BUYER'S ORDER

EDWARDS MOTORS

948 W. OGLETHORPE BLVD. - ALBANY, GA 31701
(229) 436-2431 - FAX (229) 439-2178

1825 VETERAN'S PARKWAY - MOULTRIE, GA 31776
(229) 985-3606 - FAX (229) 985-1093

SALESMAN _____ DATE 11/15/2007 STOCK NO. 3489
SOLD TO [redacted]
ADDRESS [redacted] COUNTY COLQUITT
CITY MOULTRIE STATE GA ZIP [redacted]
PHONE [redacted] BIRTHDATE 09/23/1957
D.L. NO. 054285681 D.L. NO. _____
BUS. PHONE [redacted]
MILEAGE _____ S.S. NO. [redacted]
ETCH NO. _____ E-MAIL _____

☒ NEW ☐ USED ☐ DEMO YEAR 2007 MAKE GMC MODEL YUK DENALI
COLOR SIL BIR MT TRIM _____ I.D. NO 1GKFK63847J[redacted]

OPTIONS				DEALER INSTALLED OPTIONS OR WORK TO BE DONE BY DEALER	
	TRANS		PWR WINDOWS	VEHICLE PRICE	44,284.86
	AC		PWR DOOR LOCKS		
	PWR STEERING		4 WHEEL DRIVE		
	RADIO		ADDITIONAL EQUIP.		
	ENGINE		TILT WHEEL	GAP PROTECTION	
	VINYL TOP		CRUISE CONT.		
				TOTAL SELLING PRICE INCLUDING ACCESSORIES	44,284.86
				LESS VEHICLE ALLOWANCE OR DISCOUNT	44,419.86
				DIFFERENCE	-135.00
				ADMINISTRATIVE FEE	298.79
				THEFT DETERRENT TRANSFER	198.77
				SUBTOTAL	362.56
				SALES TAX COLQUITT County @ 7%	25.38
				WARRANTY RIGHTS FEE	3.00
				TITLE FEE	18.00
				VEHICLE PAY OFF BALANCE	36,229.73
				BALANCE	36,638.67
				REBATE	
				CUSTOMER DOWN PAYMENT (Paid by GM)	298.79
				UNPAID BALANCE	36,339.88
				EXTENDED SERVICE PLAN	
				UNPAID BALANCE	36,339.88

YEAR 2007 MAKE GMC MODEL YUK DENALI
BODY UITL COLOR ONYX BLACK CYL 8
I.D. # 1GKFK63877J[redacted] MLGE. _____
INS. CO. STATE FARM
AGENCY _____
ADDRESS 805 S MAIN ST, MOULTRIE, GA 31768
AGENT SHARON DEMOTT PHONE # (229) 985-6262
POLICY # 21923190311
PAY OFF TO G M A C
ADDRESS P. O. BOX 8110, COCKEYSVILLE, MD 21030
AMOUNT 36,229.73 GOOD UNTIL _____
ACCT. # _____
QUOTE BY _____ PHONE # _____
2ND LIEN _____

BUYER ACKNOWLEDGES THE RECEIPT OF THIS RETAIL BUYERS ORDER AND CERTIFIES THAT THE PRICE LABEL WAS AFFIXED TO THE ABOVE DESCRIBED VEHICLE ON DELIVERY. ALL USED CARS SOLD "AS IS" UNLESS OTHERWISE SPECIFIED IN WRITING.

X _____ (I acknowledge as is)

I agree to pay the balance on the terms specified and accept delivery of the vehicle within 48 hours after I have been notified that it is ready if this is a cash transaction. Edwards Motors, may use consumer reporting agencies to verify information. If financing is to be arranged by Dealer, this is not a binding contract and no contractual relationship agreed until full disclosures required by the Federal Consumer Protection Act made by dealership and signing of a Retail Installment Contract by the Dealer.
I HAVE READ THE MATERIAL 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. THE FRONT AND BACK OF THIS ORDER COMMENCE THE ENTIRE AGREEMENT PERTAINING TO THIS PURCHASE AND NO OTHER AGREEMENT OF ANY KIND, VERBAL, UNDERSTANDING OR PROMISE WHATSOEVER, WILL BE RECOGNIZED. RECEIPT OF A COPY OF THIS ORDER IS HEREBY ACKNOWLEDGED. I CERTIFY THAT I AM 18 YEARS OF AGE OR OLDER.

Must be Signed By an Authorized Agent of Edwards Motors
ACCEPTED BY: _____ PURCHASER: _____
DATE OF ORDER 11/15/2007 DATE OF DELIVERY 11/15/2007

BC 86231 11/03

2007 YUKON DENALI - AWD PONTIAC/GMC DIVISION
41U ONYX BLACK /V8G GENERAL MOTORS CORPORATION
194 EBONY 100 RENAISSANCE CENTER
ORDER NO. KBSMGB/SRE STOCK NO. DETROIT MI 48243-1114
VIN 1GK FK63 87 7J[redacted] VEHICLE INVOICE 5AD96862011
**********48*53098S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - SOLD
TK10706 YUKON DENALI - AWD	47115.00	43110.23	INVOICE 05/16/06
CF5 POWER SLIDING SUNROOF	995.00	825.85	SHIPPED 05/16/06
C5Y GVW RATING - 7,100 LBS	N/C	N/C	EXP I/T 05/29/06
FE9 FEDERAL EMISSIONS	N/C	N/C	INT COM 05/30/06
L92 VORTEC 6200 V8 SFI ENGINE	N/C	N/C	PRC EFF 05/16/06
MYC 6-SPD AUTO TRANSMISSION	N/C	N/C	KEYS G2084 G2084
P41 20" CHROME ALUMINUM WHEELS	1995.00	1655.85	WFP-S QTR OPT-1
R6J CUSTOMER DIALOG NETWORK	0.00	16.50	BANK: GMAC - 029
UVB NAVIGATION RADIO W/CD/DVD/MP3 (REPLACES STD/OPT RADIO)	2145.00	1780.35	CHG-TO 53-098
UVC REARVIEW CAMERA SYSTEM	195.00	161.85	SHIP WT: 5609
U42 REAR SEAT ENTERTAINMENT SYSTEM	1295.00	1074.85	HP: 53.0
5SA DENALI MARKETING OPTION PKG-5SA	N/C	N/C	GVWR: 7100
			GAWR.FT: 3550
			GAWR.RR: 4100
			GMS: 47963.28
			SUPPLR: 50118.25
			MRM: 54615.00
			NTR: 1/2
			MEMO 2612.00

TOTAL MODEL & OPTIONS	53740.00	48625.48	ACT 237 47888.28
DESTINATION CHARGE	875.00	875.00	H/B 261 1612.20
LAM DEALER CONTRIBUTION		537.40	ADV 261 537.40
LAM GROUP CONTRIBUTION		268.70	EXP 65A 268.70
TOTAL	54615.00	50306.58	PAY 310 50306.58

MEMO: TOTAL LESS HOLDBACK AND
APPROX WHOLESALE FINANCE CREDIT 47987.65

****

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. 029
EDWARDS MOTORS VIN 1GKFK63877J172561
$ 50306.58 INV 5AD96862011
DUE 05/30/06 DEALER 53-098

1

Georgia Certificate of Title

DISCLAIMER: DO NOT ACCEPT THIS TITLE WITHOUT THE SECURITY THREAD LOCATED APPROXIMATELY TWO INCHES FROM LEFT EDGE.

VEHICLE IDENTIFICATION NUMBER	MAKE	YEAR	TYPE OF BODY	MODEL	CYL	DATE ISSUED
1GKFK638/7J[redacted]	GMC	2007	MULTI-PURPOSE V	YUKON YUKON DE	8	07/13/2006

DATE VEHICLE PUR	FUEL	NEW OR USED	ODOMETER*	PREVIOUS TITLE NBR/STATE OF ISSUE	NBR OF LIENS	COLOR	
07/03/2006	GASOLINE	NEW	000208		1	BLK	[redacted]

OWNER

[redacted]
MOULTRIE GA [redacted]

ODOMETER READING IS ACTUAL MILEAGE OF THE VEHICLE UNLESS OTHERWISE INDICATED BELOW

MAIL TO

GMAC
PO BOX 8110
COCKEYSVILLE MD 21030 8110

1ST LIEN OR SECURITY INTEREST

GMAC
PO BOX 8110
COCKEYSVILLE MD 21030 8110

2ND LIEN OR SECURITY INTEREST

3RD LIEN OR SECURITY INTEREST

RELEASE OF LIEN OR SECURITY INTEREST

	DATE OF RELEASE	SECURITY INTEREST HOLDER	AUTHORIZED AGENT
1ST LIEN			BY
2ND LIEN			BY
3RD LIEN			BY

The Georgia Department of Revenue issued this title pursuant to the Motor Vehicle Certificate of Title Act and this title is subject to its provisions. The Department certifies that on application duly made, the person named herein is registered as the lawful owner of the vehicle described subject to any liens or security interests set forth and such liens or security interests as may subsequently be filed with the Commissioner.

[redacted] [redacted]

STATE REVENUE COMMISSIONER

THIS IS A TRUE AND CERTIFIED COPY
GMAC
By: Cassie Bradley

T/O REV. 1/08

THIS TITLE MUST BE TRANSFERRED **IMMEDIATELY** INTO THE NEW OWNER'S NAME. CAUTION: $100 FINE OR 30 DAYS IMPRISONMENT FOR ACCEPTANCE OR DELIVERY OF EACH CERTIFICATE OF TITLE ASSIGNED IN BLANK. **TAG REGISTRATION MUST BE TRANSFERRED WITHIN 30 DAYS** OR OWNER WILL BE SUBJECT TO **FINE** OF UP TO **$100.** NEW VEHICLES MUST BE REGISTERED WITHIN 30 DAYS OF THE DATE OF PURCHASE. OWNER MUST COMPLETE ALL SPACES IN FULL. DO NOT USE RED INK. **NOTICE:** ANY ALTERATION VOIDS THIS TITLE.

ASSIGNMENT AND WARRANTY OF TITLE BY OWNER

TO BE COMPLETED BY SELLER and delivered with the vehicle to the purchaser. Application for new Certificate of Title must be made by purchaser on title application form and filed within 90 days of date of purchase in order to avoid $10.00 penalty. If the vehicle described hereon is junked or dismantled, this Certificate of Title must be returned to the Motor Vehicle Division within 72 hours. FEDERAL and State Law requires that you state the odometer reading in connection with transfer of ownership. Failure to complete ODOMETER STATEMENT OR providing a FALSE STATEMENT may result in fines and/or imprisonment. The undersigned hereby sells, assigns or transfers the vehicle described on the face of this certificate to:

ALL BLOCKS MUST BE COMPLETED ACCURATELY SUBMIT SIGNED & NOTARIZED AFFIDAVITS EXPLAINING ANY ERRORS.

PURCHASER'S LEGAL NAME

DATE OF SALE/TRANSFER / /

STREET OR R.F.D. NO.

Any alteration or erasure of date of sale will result in a $10.00 Penalty Fee.

CITY, STATE & ZIP CODE

COUNTY OF RESIDENCE

"I/we certify to the best of my knowledge that the odometer reading is the actual mileage of the vehicle unless one of the following statements is checked:"

*CAUTION: READ CAREFULLY BEFORE YOU CHECK A BLOCK

ODOMETER READING NO TENTHS

☐ 1. The odometer reading stated is in excess of its mechanical limits

☐ 2. The odometer reading is NOT the actual mileage. **WARNING: ODOMETER DISCREPANCY**

I/WE WARRANT THAT SAID VEHICLE IS FREE OF ALL SECURITY INTERESTS, LIENS OR ENCUMBRANCES EXCEPT AS NOTED BELOW:

Transferor's (SELLER'S) Printed Name

Transferor's (SELLER'S) Signature X

Transferee's (BUYER'S) Printed Name

Transferee's (BUYER'S) Signature X

DEALER (COMPLETE ALL SPACES IN FULL) DO NOT USE RED INK

I/WE WARRANT THAT SAID VEHICLE IS FREE OF ALL SECURITY INTERESTS, LIENS OR ENCUMBRANCES EXCEPT AS NOTED BELOW.
We also warrant this Title and certify that the vehicle described herein has been transferred to the following:

Purchaser's Legal Name | Purchaser's Address | County of Residence

Dealer's Permanent ID Number or Dealer's Master Tag Number | Unauthorized use may lead to prosecution | Registered Dealer's Name

"I/we certify to the best of my knowledge that the odometer reading is the actual mileage of the vehicle unless one of the following statements is checked."

ODOMETER READING NO TENTHS

☐ 1. The odometer reading stated is in excess of its mechanical limits

☐ 2. The odometer reading is NOT the actual mileage. **WARNING: ODOMETER DISCREPANCY**

Date of Sale/Transfer / /

Transferor's (SELLER'S) Printed Name

Transferor's (SELLER'S) Signature X

Transferee's (BUYER'S) Printed Name

Transferee's (BUYER'S) Signature X

Purchaser's Legal Name | Purchaser's Address | County of Residence

Dealer's Permanent ID Number or Dealer's Master Tag Number | Unauthorized use may lead to prosecution | Registered Dealer's Name

"I/we certify to the best of my knowledge that the odometer reading is the actual mileage of the vehicle unless one of the following statements is checked."

ODOMETER READING NO TENTHS

☐ 1. The odometer reading stated is in excess of its mechanical limits

☐ 2. The odometer reading is NOT the actual mileage. **WARNING: ODOMETER DISCREPANCY**

Date of Sale/Transfer / /

Transferor's (SELLER'S) Printed Name

Transferor's (SELLER'S) Signature X

Transferee's (BUYER'S) Printed Name

Transferee's (BUYER'S) Signature X

Purchaser's Legal Name | Purchaser's Address | County of Residence

Dealer's Permanent ID Number or Dealer's Master Tag Number | Unauthorized use may lead to prosecution | Registered Dealer's Name

"I/we certify to the best of my knowledge that the odometer reading is the actual mileage of the vehicle unless one of the following statements is checked."

ODOMETER READING NO TENTHS

☐ 1. The odometer reading stated is in excess of its mechanical limits

☐ 2. The odometer reading is NOT the actual mileage. **WARNING: ODOMETER DISCREPANCY**

Date of Sale/Transfer / /

Transferor's (SELLER'S) Printed Name

Transferor's (SELLER'S) Signature X

Transferee's (BUYER'S) Printed Name

Transferee's (BUYER'S) Signature X

LIEN OR SECURITY INTEREST HOLDER TO BE RECORDED ON NEW TITLE

The lien/security interest holder must be shown on the title application

LIEN/SECURITY INTEREST HOLDER'S Name

LIEN/SECURITY INTEREST HOLDER'S Address

ATTN: DEALERS AND DISTRIBUTORS. Retain a copy of front and back of this document. Retention period: 3 years.

NOTICE: ANY ALTERATION OR ERASURE VOIDS THIS TITLE

NOTICE TO BUYER — TITLE PROVIDES ANY ALTERATIONS OR MISTAKES

1st DEALER'S ASSIGNMENT

2nd DLR ASSIGNMENT

3rd DLR ASSIGNMENT

LIEN

REMOVE YOUR TAG FROM THIS VEHICLE WHEN YOU ASSIGN TITLE TO THIS VEHICLE TO A NEW OWNER.

TAGS MUST BE TRANSFERRED OR PURCHASED WITHIN 30 DAYS OF THE PURCHASE DATE OR THE OWNER WILL BE SUBJECT TO FINES UP TO $100 BY LAW ENFORCEMENT FOR IMPROPER REGISTRATION.

THIS IS A TRUE CERTIFIED COPY

By: [signature]

CASE II 141637

Georgia

DRIVER'S LICENSE

NUMBER [redacted] EXPIRES 09-23-201[redacted]

[redacted]

MOULTRIE, GA [redacted]

SEX	BIRTHDATE	EXAM DATE	COUNTY
M	09-23-1957	07-21-2006	035

HEIGHT	WEIGHT	CSC	FEE	RESTRICTION
5-10	210	7 101	30.00	B

CLASS	ENDORSEMENTS	TYPE
C		REG

ORGAN DONOR [redacted]

[redacted]

MV 110 (09/05) [redacted]

STATE OF WYOMING - VEHICLE REGISTRATION

TRANS#: [redacted]

LICENSE NUMBER	TAB NO.	ISSUE DATE	PUR/APP DATE	SCH. DIST.	TITLE NUMBER	CO. NO.
10-P-14DT	00459440	04/09/07	04/05/06	0200	[redacted]	10

MAKE	YEAR	VEHICLE IDENTIFICATION NO. / MODEL	BODY	WEIGHT	FUEL	CODE
CADIL	2005	3GYFK66N45G[redacted]	UTLP			

COLOR	FACT. PRICE	%	VALUATION	COUNTY FEE	STATE FEE	TOTAL
SIL/	58,165	40	23,266	697.98	15.00	712.98

2008/04/30
EXPIRATION DATE

N [redacted]

A [redacted]

C DUBOIS WY [redacted]

04/09/2007 1:48 PM [redacted]

ren

NOT A CERTIFICATE OF TITLE. LICENSE PLATES BELONG TO YOU. REMOVE WHEN VEHICLE IS SOLD.

CUSTOMER COPY

STANDARD TRADE REPURCHASE WORKSHEET

File Number	Customer Name	Worksheet filled out by:
71-462884641	[redacted]	Heidi Stecker
Old Vehicle VIN:	**New Vehicle VIN:**	**Date:**
1GKFK63877J[redacted]	**1GKFK63847J**[redacted]	**November 13, 2007**

TRADE REPURCHASE				
Replacement Veh.Cost (231/237)	$44,284.86	G	237 $44,583.65 - DOC $298.79	
Conversion / Upfit Cost	$0.00	E		
State Sales Tax	$0.00	N		
Additional Tax	$0.00	E		
Reg./Lic./Title Fees (opt)	$0.00	R		
Taxes Reimbursed on old vehicle	$0.00	A		
Fees (DOC fee)	$298.79	L		
State Fees	$0.00	M		
Items below not shown on new Bill of Sale		O		
Cost to transfer Aftermarket Items	$0.00	T		
Unused portion of non-GMPP	$0.00	O		
H/B, ADV, EXP	$538.89	R	HB/ADV replacement vehicle $2231.10; HB/ADV traded veh	
Transportation Fees	$67.83	S		
Misc. (Explain)	$0.00			
Total Replacement Price	**$45,190.37**			
State Sales Tax	$25.38		7% on trade diff + DOC + aftermarket ($-135 + $298.79 + $1	
Additional Tax	$0.00			
Reg./Lic./Title Fees (opt)	$21.00	C	Title $18; Lemon Law Fee $3	
New Aftermarket Items	$198.77	U	Window Etching	
Fees (Explain)	$0.00	S		
State Fees	$0.00	T		
Items below contibute to trade-in allowance		O		
Usage/Depreciation	$4,000.00	M		
Damage	$0.00	E		
MSRP Upgrade	$0.00	R	New MSRP $50,480	
MSRP Downgrade (deducted)	$4,135.00		Old MSRP $54,615	
Reimb. of Aft. Mkts on Old Unit	$0.00			
Misc. Customer Credit	$0.00			
Less Dealer Contribution to Cust	$0.00			
Total Customer Cost	**$110.15**			
Trade Repurchase Amount	**$45,325.37**			
			**Reason for repurchase updated in spec	
Attorney Fees	$0.00			
Total Repurchase Amount	**$45,325.37**			
Less Dealer Contribution to GM	$0.00			
(30-day) Lien Payoff	$36,229.73			
Good Through (12-07-07)				
Dealer Due to GM	**NA**			
GM Due to Dealer	**$9,095.64**		Authorized Signature	Date
NADA (Legal Only)	$0.00		****This is a "work in process" until approved**	
Est. Auction Price (Legal Only)	**$0.00**		**by a Authorized Representative****	
Projected (Loss)	**-$45,325.37**		**(Repurchase Group Only)**	
				Form Rev 11/11/2005

BILL OF SALE	
Purchase Price (New Unit)	$44,284.86
State Sales Tax	$25.38
Additional Tax	$0.00
Reg./Lic./Title Fees (opt)	$21.00
New Aftermarket Items	$198.77
State Fees	$0.00
Fees	$298.79
Less Dealer Contribution to Cust	$0.00
Subtotal	$44,828.80
Trade-In Allowance	$44,419.86
Loan Payoff	$36,229.73
Net Allowance	$8,190.13
Cash on Delivery (Paid by GM)	$298.79
Total Balance Due	$36,339.88
Amount to Dealer for additional Fees	$606.72
New Vehicle VIN:	
1GKFK63847J205807	
Form Rev 11/11/2005	

PAGE 5/9 * RCVD AT 10/19/07 2:05:47 PM [Eastern Daylight Time] * SVR:OPTIKAREQUEST4 * DNIS:908602 * CSID:2298901250 * DURATION (mm-ss):04-38

CASE
Case # 142403

BUYER'S ORDER

EDWARDS MOTORS

948 W. OGLETHORPE BLVD. ~ ALBANY, GA 31701
(229) 436-2431 ~ FAX (229) 439-2178

1825 VETERAN'S PARKWAY ~ MOULTRIE, GA 31776
(229) 985-3606 ~ FAX (229) 985-1093

SALESMAN BERRY MCKELLAR DATE 07/03/2006 STOCK NO. 3021
SOLD TO [redacted]
ADDRESS [redacted] COUNTY COLQUITT
CITY MOULTRIE STATE GA ZIP [redacted]
PHONE [redacted] BIRTHDATE 09/23/1957
D.L. NO. 054285681 D.L. NO. [redacted]
BUS. PHONE [redacted]
MILEAGE 208 S.S. NO. [redacted]

XX ☐ NEW ☐ USED ☐ DEMO YEAR 2007 MAKE GMC MODEL YUK DENALI
COLOR ONYX BLACK TRIM I.D. NO 1GKFK63877J[redacted]

OPTIONS				DEALER INSTALLED OPTIONS OR WORK TO BE DONE BY DEALER:	
	TRANS		PWR WINDOWS	VEHICLE PRICE	51,093.59
	AC		PWR DOOR LOCKS		
	PWR STEERING		4 WHEEL DRIVE		
	RADIO		ADDITIONAL EQUIP.		
	ENGINE				
	VINYL TOP			GAP PROTECTION	799.00
	TILT WHEEL				
	CRUISE CONT.				
				TOTAL SELLING PRICE INCLUDING ACCESSORIES	51,093.59

YEAR 2004 MAKE GMC MODEL YUKON
BODY 4DR COLOR BURGUNDY CYL 8
I.D. # 1GKEC13Z54R[redacted] MLGE. 58053
INS. CO. STATE FARM
AGENCY
ADDRESS 805 S MAIN ST, MOULTRIE, GA 31768
AGENT SHARON DEMOTT PHONE # (229) 985-6252
POLICY # [redacted]
PAY OFF TO GMAC
ADDRESS P.O. BOX 830069, BALTIMORE MD 21283-0069
AMOUNT 12,054.09 GOOD UNTIL 07/13/2006
ACCT. #
QUOTE BY PHONE # (800) 200-4522
2ND LIEN

LESS VEHICLE ALLOWANCE OR DISCOUNT	20,700.00
DIFFERENCE	30,393.59
ADMINISTRATIVE AND DOCUMENTARY FEE	258.79
THEFT DETERRENT TRANSFER	198.77
SUBTOTAL	30,851.15
SALES TAX COLQUITT County @ 7%	2,159.58
WARRANTY RIGHTS FEE	3.00
TITLE FEE	18.00
VEHICLE PAY OFF BALANCE	12,054.09
BALANCE	45,085.82
REBATE	
CUSTOMER DOWN PAYMENT	2,000.00
UNPAID BALANCE	43,085.82
EXTENDED SERVICE PLAN / GAP	799.00
UNPAID BALANCE	43,884.82

BUYER ACKNOWLEDGES THE RECEIPT OF THIS RETAIL BUYERS ORDER AND CERTIFIES THAT THE PRICE LABEL WAS AFFIXED TO THE ABOVE DESCRIBED VEHICLE ON DELIVERY. ALL USED CARS SOLD "AS IS" UNLESS OTHERWISE SPECIFIED IN WRITING.

X_____(I acknowledge as is)

I agree to pay the balance on the terms specified and accept delivery of the vehicle within 48 hours after I have been notified that it is ready if this is a cash transaction. Edwards Motors, may use consumer reporting agencies to verify information. If financing is to be arranged by Dealer, this is not a binding contract and no contractual relationship agreed until full disclosures required by the Federal Consumer Protection Act made by dealership and signing of a Retail Installment Contract by the Dealer.
I HAVE READ THE MATERIAL 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. THE FRONT AND BACK OF THIS ORDER COMMENCE THE ENTIRE AGREEMENT PERTAINING TO THIS PURCHASE AND NO OTHER AGREEMENT OF ANY KIND, VERBAL, UNDERSTANDING OR PROMISE WHATSOEVER, WILL BE RECOGNIZED. RECEIPT OF A COPY OF THIS ORDER IS HEREBY ACKNOWLEDGED. I CERTIFY THAT I AM 18 YEARS OF AGE OR OLDER.

Must be Signed By an Authorized Agent of Edwards Motors PURCHASER [redacted]
ACCEPTED BY: _____ DATE OF ORDER 07/03/2006 DATE OF DELIVERY 07/03/2006

Oct.19. 2007 2:17PM EDWARDS MOTORS No.7429 P. 5

CHEVROLET PONTIAC BUICK Cadillac GMC Oldsmobile SATURN

November 15, 2007

[redacted]

MOULTRIE, GA [redacted]

Dealer Confirmation Letter – Trade

Subject: **Trade Repurchase**
Customer: Erie Lee Clifton

Vehicle: 2007 GMC Yukon Denali
VIN: 1GKFK63877J[redacted]
Ref SR:71-462884641 V-142403

Dear Wayne Edwards:

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

General Motors will issue a check in the amount of **$9,095.64** to EDWARDS MOTORS. Once all of the final repurchase paperwork has been sent back to the Reacquired Vehicle Disclosure Center (RVDC), General Motors will issue a check in the amount of $36,229.73 to GMAC.
When writing the sales agreement for the trade repurchase, please use the numbers below:

Replacement VIN:	1GKFK63847J[redacted]
New Vehicle Sales Price:	**$44,284.86**
Used Vehicle Trade Value:	**$44,419.86**
Trade Difference:	**($135.00)**
Taxes:	**$25.38**
Reg/Lic/Title Fees:	**$21.00**
New Aftermarket Items (Window Etch):	**$198.77**
Fees (DOC fee)	**$298.79**
Cash Paid on Delivery	**$298.79**
Dealer Processing Fee:	$ 200.00 (Warranty Credit on your Account)

Not to be included on Bill of Sale:

Holdback and Advertising	$538.89
Transportation Fees	$67.83

****No cash back rebates or incentives of any kind are applicable towards this transaction.****

***If shown above, Cash Paid on Delivery is included in the check to the dealership.**

If you are in agreement with this offer, please sign and date below and return both pages of this agreement along with a Dealer signed Bill of Sale to my attention at the following fax # 866-802-6668 by Friday November 16, 2007. If you have any questions you may reach me at 866-802-6625 ext1122.

[redacted] SEC/TRES 11-15-2007
Agent's Signature and Title.

[redacted] SEC/TRES 11-15-2007
Agent's Printed Name and Title.

142403

GMC
PROFESSIONAL GRADE

Thursday, November 15, 2007

[redacted]

Moultrie, GA [redacted]

Trade Settlement Letter

Subject: Repurchase of 2007 GMC Yukon Denali
VIN: 1GKFK63877J[redacted]
Ref SR:71-462884641 V-142403

Dear Erie Lee Clifton:

We regret that you are dissatisfied with your 2007 GMC Yukon Denali, VIN **1GKFK63877J**[redacted] and that our attempts to resolve your concerns have not met your expectations. GMC will repurchase this vehicle in exchange for the release of liability stemming from warranties, express or implied, covering this vehicle.

This offer to assist you into a replacement vehicle is being made as an effort to keep you a satisfied GMC customer, GMC will assist you into a **2007** GMC Yukon Denali, VIN **1GKFK63847J205807**. Your responsibilities are outlined below. This offer is calculated by using the following figures:

Payoff of original vehicle good until 12-07-07	$36,229.73
Plus taxes	$25.38
Plus registration, tag, title fees	$21.00
Plus New Aftermarket Items (Window Etching)	$198.77
Plus usage	$4,000.00
Less downgrade	$4,135.00
Total Responsibility of Customer	**$36,339.88**

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

If this offer is acceptable, please sign this letter and return it to my attention via the fax number or address listed below. I will contact you to set up a signing date, at which time you will be required to complete the transaction.. I can be reached at 866-802-6625 ext1122 if you have any questions or concerns.

[redacted] 11-15-07

142403

CINDY S. HARVIN
COLQUITT COUNTY TAX COMMISSIONER
PO BOX 99
MOULTRIE GA 31776-0099
(229) 616-7410

Case II [redacted]

[redacted]
2007 GMC MP
1GKFK638773[redacted]
[redacted]
0250 12/07/2006 $025KR6

PURCH DT: 07/03/2006
Appl Dt:12/07/2006

2006 TAX PENALTY	63.15
STANDARD TAG FEE	20.00
TAG PENALTY	5.00
2006 AD VALOREM TAX	631.52
TOTAL FEES PAID	719.67

[redacted]

CHCK

THIS IS NOT A BILL
THIS IS YOUR RECEIPT
RETAIN FOR TAX PURPOSES

STATE OF GEORGIA
MOTOR VEHICLE REGISTRATION

1GKFK638773[redacted] - 2007 GMC YUKON YUKON DE MP

Tag Number: [redacted] Expires: 09/21/2007
Valuation: [redacted] $18400 Tag Fee: 20.00
Title Number: [redacted] Equip. No:
County: 025 District: 02 Mill Rate: 34.3220 Fuel: G
Farm Vehicle? N GVW: Color: BLK
Classification: PASSENGER CAR/LIGHT TRUCKS
Insurance Status: VALID INSURANCE COVERAGE
Customer 1 No: [redacted] Customer 2 No:

[redacted]
MOULTRIE GA [redacted]

Signature: [redacted]

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

CHECK **No.** 900983683

50-937
213

DATE			AMOUNT
07/21/08	**********10,585 DOLLARS	****81 CENTS	**********10,585.81

PAY TO THE ORDER OF

**
**
ODESSA TX

North American Operations
General Motors Corporation
Disbursement Account

SIGNATURE

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

AUDIT

⑈900983683⑈ ⑆021309379⑆ 601⑈2⑈62520⑈

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

DETACH BEFORE DEPOSITING CHECK

VENDOR DUNS NO. BB 000000023 1

CHECK NO. 900983683

VENDOR NAME JUDY WHITWORTH AND WEISBERG AN

PAYMENT DATE 07/21/08

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1GNFK13037R	07/18/08	VM 1-AOH05E	00.0000	10,585.81	.00	10,585.81
	71-504314057.1-AOH05E					
		TOTAL		10,585.81	.00	10,585.81

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

M3

Align top of FedEx Express Shipping Label here

FedEx Express

The World On

ORIGIN ID: OXCA (313) 667-9397
ENIKO HAYASHI
PBKS GM CORP MKB
100 RENAISSANCE CENTER
DETROIT MI 48216
UNITED STATES

Ship Date: 14SEP07
Actual Wgt: 2 LB
System#: 406865
Account: S 1776-0110-1

[redacted]

SEP 17 2007

(248) 952-510

FedEx Express

(US)

E

WARREN, MI [redacted]

Delivery Address Barcode

PRIORITY OVERNIGHT

MON
Deliver By:
17Sep07

TRK# 7053 2661 4642 Form 0201

DTH A2

48091 -MI-US

66 UIZA

General Motors Corporation
Legal Staff

Facsimile
248/267-4570

Telephone
512/386-0750

September 13, 2007

Michael J. Craddock, Esq.
Craddock Davis & Krause LLP
3100 Monticello Avenue
Suite 550
Dallas, TX 75205-3442

Dear Mr. Craddock:

Re: GM Case No. 637539
[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 Robert Brown, GMC, BRC Legal. c/o MSX International, **1919 Concept Drive, Warren, MI 48091.**

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. 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 (512) 386-0750 or Fax (248) 267-4570.

Sincerely,

Robert A. Brown Jr.
Legal Assistant

cc: Robert Brown c/o MSX International (By FedEx)

10/1

Service of Process Transmittal

09/07/2007
Log Number 512569381

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

RE: **Process Served in Texas**

FOR: General Motors Corporation (Domestic State: DE)

#637539

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

TITLE OF ACTION:	[redacted] Pltf. vs. General Motors Corporation, Dft.
DOCUMENT(S) SERVED:	Citation, First Amended Original Petition,
COURT/AGENCY:	70th Judicial District Court of Ector County, TX Case # A124134
NATURE OF ACTION:	Product Liability Litigation - Breach of Warranty - Regarding 2007 Chevrolet Tahoe Vin Number 1GNFK13037R[redacted] defective materials and workmanship
ON WHOM PROCESS WAS SERVED:	C T Corporation System, Dallas, TX
DATE AND HOUR OF SERVICE:	By Process Server on 09/07/2007 at 13:20
APPEARANCE OR ANSWER DUE:	By 10:00 a.m. on the Monday next after the expiration of 20 days
ATTORNEY(S) / SENDER(S):	Susan A. Landgraf Weisberg and Meyers, LLC 4201 W. Parmer Lane Suite A-250 Austin, TX, 78727 512-436-0036
ACTION ITEMS:	SOP Papers with Transmittal, via Fed Ex 2 Day Fax Transmittal, Rosemarie Williams 313-665-7572 CC Recipient(s) Rosemarie Williams, via Regular Mail
SIGNED:	C T Corporation System
PER:	Beatrice Casarez
ADDRESS:	350 North St Paul Street Suite 2900 Dallas, TX, 75201
TELEPHONE:	214-932-3601

ER-RAB

CT-web
9/7 4:36

Information displayed on this transmittal is for CT Corporation's record keeping purposes only and is provided to the recipient for quick reference. This information does not constitute a legal opinion as to the nature of action, the amount of damages, the answer date, or any information contained in the documents themselves. Recipient is responsible for interpreting said documents and for taking appropriate action. Signatures on certified mail receipts confirm receipt of the package only, not of its contents.

Michael J. Craddock.

STATE OF NEW MEXICO - MOTOR VEHICLE DIVISION
CERTIFICATE OF VEHICLE REGISTRATION
[redacted]

REG.EXP.DATE	VEHICLE CLASSIFICATION	LICENSE NUMBER	AUDIT NUMBER
N JUN 2008	PASSENGER	[redacted]	[redacted]

D.G.V.W	VEHICLE IDENTIFICATION NUMBER	MAKE	YR. 1ST REG.
0	1GNFK13037[redacted]	CHEV	2006

FEES PAID	WT/WHEELS	YR/MOD.	BODY TYPE	CYLS	SERIES
77.00	5776	2007	UT	8	KTA

SIGNATURE-OWNER MUST SIGN

OWNER AFFIRMS THAT HE/SHE IS FINANCIALLY RESPONSIBLE AS DEFINED IN THE MANDATORY FINANCIAL RESPONSIBILITY ACT

REGISTERED OWNER NAME AND ADDRESS

[redacted]

RUIDOSO NM [redacted]

1.1

THIS CERTIFICATE AND EVIDENCE OF FINANCIAL RESPONSIBILITY MUST BE AVAILABLE WHILE VEHICLE IS IN USE

MVD-10248 REV 12/00

(1) MAKE SURE THE LICENSE PLATE NUMBER PRINTED ON THE STICKER MATCHES THE LICENSE PLATE YOU ARE APPLYING THE STICKER TO.

BE SURE THAT PLATE IS CLEAN, DRY, AND WARM. DO NOT MOISTEN EITHER THE PLATE OR THE STICKER.

(2) REMOVE STICKER FROM PAPER BY LIFTING A CORNER AND PEELING THE STICKER AWAY FROM THE BACKING.

(3) APPLY TO LOWER RIGHT DEPRESSION ON REAR LICENSE PLATE.

(TOP CENTER DEPRESSION FOR MOTORCYCLE PLATES)

(4) RUB OR PRESS DOWN FIRMLY AROUND ALL EDGES.

CHEVROLET BUICK PONTIAC Cadillac **Sierra Blanca Motor Company** Jeep

PO Box 219 • 300 Highway 70 • Ruidoso, New Mexico 88355 • (505) 257-4081 • Fax (505) 257-3128 • www.sierrablancamotors.com

CUSTOMER NO. 33034	ADVISOR BRECK MARTIN 85	TAG NO. 3987	INVOICE DATE 05/17/07	INVOICE NO. CTCS120364
[redacted]	LABOR RATE [redacted]	MILEAGE 18,274	COLOR GLD MIST ME	STOCK NO. 17016
RUIDOSO, NM [redacted]	YEAR/MAKE/MODEL 07/CHEVROLET TRUCK/TAHOE/4DR 4WD 150		DELIVERY DATE	DELIVERY MILES 14
	VEHICLE IDENTIFICATION NO. 1GNFK13037R [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	05/17/07	REPRINT# 1
[redacted]	COMMENTS			MO: 18275

LABOR & PARTS

JOB # 1 [redacted]

CUSTOMER COMPLAINT:X/M RADIO QUITS WHILE DRIVING
INTERMITTENTLY BUT FM AND AM RADIO STILL OPERATE
CHECK RADIO FOR TROUBLE CODES NONE FOUND
REMOVED RADIO CHECK AND CLEAN CONNECTIONS
UNABLE TO DUPLICATE CUSTOMER CONCERN IF PROBLEM
RETURNS MAY NEED TO REPLACE RADIO

JOB # 1 TOTAL LABOR & PARTS 0.00

TOTALS

********** THANKS FOR YOUR BUSINESS **********

* CASH ..... CHECK ..... CHECK # ..... *
* VISA ..... M/C ..... AMEXCO ..... *
* GM ..... DISCOVER ..... CHARGE ..... *
* CASHIER INITIAL ..... DATE ..... *

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 WE APPRECIATE YOUR BUSINESS**********

CUSTOMER SIGNATURE

TERMS: STRICTLY CASH, MAJOR CREDIT CARDS OR APPROVED CHECKS

Vehicles not retrieved within one week after completion will be charged a storage fee of $5.00 per day.

Not responsible for loss or damage to vehicles or articles left in vehicles in case of fire, theft, or any other cause beyond our control.

DISCLAIMER OF WARRANTIES

The only warranties, if any, applying to the part(s) and/or service are those made by the manufacturer. The selling dealer 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 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.

ENVIRONMENTAL DISPOSAL AND MISCELLANEOUS SUPPLY FEES

A charge is included for supplies used on your vehicle. Applicable supply items are: nuts, bolts, washers, tape, pins, aerospray shellac, solvents, rags, carburetor cleaner, towels, solder, battery cleaner, wire, window sealer, etc. and environmental disposal fees.

FINANCE CHARGE

A finance charge will be assessed on all balances on account over 30 days past due. Your finance charge is computed by a single periodic rate of 1½% per month (minimum charge of 50 cents) which is an annual percentage rate of 18%.

Thank You

FOR YOUR BUSINESS

Reynolds and Reynolds FRALZRINVE GM20106.Q (02/06)

Craddock Davis & Krause LLP

Attorneys and Counselors

3100 Monticello Avenue, Suite 550
Dallas, Texas 75205-3442

Telephone: (214) 750-3550
Fax: (214) 750-3551

OTHER OFFICES
Marshall, Texas
Telephone: (903) 935-9700

Montgomery, Alabama
Telephone: (334) 215-3064

DAVID C. ROUTZON, JR.
Direct Dial: (214) 750-3577
droutzon@cdklawfirm.com

11-11-08 approved
E Booth

November 10, 2008

VIA EMAIL: elizabeth.booth@gm.com
Elizabeth Booth, Case Manager
GENERAL MOTORS CORPORATION
Global Headquarters at the Renaissance Center
300 Renaissance Center, 24th Floor
Mail Code: 482-C24-C66
Detroit, Michigan 48265-3000

Re: [redacted] v. General Motors Corporation

Court	: In the 70th Judicial District Court of Ector County, Texas
Case No.	: A-124,134
Vehicle	: 2007 Chevrolet Tahoe
VIN	: 1GNFK13037R[redacted]
GM Legal File No.	: 637539
Our File Number	: 12000-856

NOTICE OF CHECK REQUEST

Dear Ms. Booth:

Please be advised that the Court has ordered Attorneys' Fees and Cost Judgment the above-referenced matter in the amount of $26,627.75. I have attached a copy of said Order for your convenience. At your earliest convenience, please forward General Motors Corporation's draft as follows:

1. A check in the amount of $26,627.75 payable to "Weisberg & Meyers." A completed IRS form W-9 is attached as required for proper tax reporting.

Plaintiff:
[redacted]

Plaintiff's Attorney:
Susan A. Landgraf
State Bar No. 00784702
WEISBERG & MEYERS, LLC
4510 Bull Creek Road
Austin, TX 78731
512-436-0036, Ext. 116

Should you have any questions, please do not hesitate to contact me.

Very truly yours,

David C Rt

David C. Routzon, Jr.

Enc: IRS Form W-9

F:\WP\DOC\12000\856\Correspondence\Letter to Client re Atty Fee111008.wpd

C

CAUSE NO. A-124,134

JUDY WHITWORTH, Plaintiff	§ § §	IN THE DISTRICT COURT
v.	§ § §	70th JUDICIAL DISTRICT
GENERAL MOTORS CORPORATION, Defendant	§ § §	ECTOR COUNTY, TEXAS

ATTORNEYS' FEE AND COST JUDGMENT AGAINST DEFENDANT, GENERAL MOTORS CORPORATION

This cause coming before this court on Plaintiff's Petition for Attorneys' Fees and Costs, all parties being present and the court being fully advised in the premises:

IT IS HEREBY ORDERED:

This Court finds the work performed and time spent, as well as the hourly rates charged by Plaintiff's attorneys, including $265.00 for Alex Weisberg and $250.00 for Susan Landgraf, to be reasonable.

Plaintiff's Petition for Attorneys' Fees and Costs is granted and judgment is hereby entered in favor of Plaintiff, JUDY WHITWORTH, and against Defendant, GENERAL MOTORS CORPORATION, for a total amount of **twenty-six thousand, six hundred twenty-seven dollars and seventy-five cents ($26,627.75)**, based on 64.2 hours of attorney time at a rate of $265.00 per hour for Alex Weisberg, 32.9 hours of attorney time at a rate of $250.00 per hour for Susan Landgraf and $1,389.75 in court costs.

SO ORDERED.

Dated October 29, 2008.

HON. JUDGE DENN WHALEN

2008 OCT 29 PM 1 45
FILED BY
DEPUTY
DISTRICT
FOR COUNTY, TEXAS

Copy 10-29-08
S. Landgraf
D. Routon
A. Weisberg

Form **W-9**
(Rev. October 2007)
Department of the Treasury
Internal Revenue Service

Request for Taxpayer Identification Number and Certification

Give form to the requester. Do not send to the IRS.

Print or type
See Specific Instructions on page 2.

Name [redacted]

Business name, if different from above
Sapal

Check appropriate box: ☐ Individual/Sole proprietor ☐ Corporation ☒ Partnership
☐ Limited liability company. Enter the tax classification (D=disregarded entity, C=corporation, P=partnership) ▶
☐ Other (see instructions) ▶

☐ Exempt payee

Address (number, street, and apt. or suite no.) [redacted]

Requester's name and address (optional)

City, state, and ZIP code
Phoenix AZ [redacted]

List account number(s) here (optional)

Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on Line 1 to avoid backup withholding. For individuals, this is your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the Part I instructions on page 3. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN* on page 3.

Note. If the account is in more than one name, see the chart on page 4 for guidelines on whose number to enter.

Social security number

or

Employer identification number [redacted]

Part II Certification

Under penalties of perjury, I certify that:

1. The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me), and
2. I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding, and
3. I am a U.S. citizen or other U.S. person (defined below).

Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the Certification, but you must provide your correct TIN. See the instructions on page 4.

Sign Here Signature of U.S. person ▶ [redacted] Date ▶ 8/12/08

General Instruct[redacted]

Section references are to t[redacted]ss otherwise noted.

Purpose of Form

A person who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) to report, for example, income paid to you, real estate transactions, mortgage interest you paid, acquisition or abandonment of secured property, cancellation of debt, or contributions you made to an IRA.

Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN to the person requesting it (the requester) and, when applicable, to:

1. Certify that the TIN you are giving is correct (or you are waiting for a number to be issued),

2. Certify that you are not subject to backup withholding, or

3. Claim exemption from backup withholding if you are a U.S. exempt payee. If applicable, you are also certifying that as a U.S. person, your allocable share of any partnership income from a U.S. trade or business is not subject to the withholding tax on foreign partners' share of effectively connected income.

Note. If a requester gives you a form other than Form W-9 to request your TIN, you must use the requester's form if it is substantially similar to this Form W-9.

Definition of a U.S. person. For federal tax purposes, you are considered a U.S. person if you are:

- An individual who is a U.S. citizen or U.S. resident alien,
- A partnership, corporation, company, or association created or organized in the United States or under the laws of the United States,
- An estate (other than a foreign estate), or
- A domestic trust (as defined in Regulations section 301.7701-7).

Special rules for partnerships. Partnerships that conduct a trade or business in the United States are generally required to pay a withholding tax on any foreign partners' share of income from such business. Further, in certain cases where a Form W-9 has not been received, a partnership is required to presume that a partner is a foreign person, and pay the withholding tax. Therefore, if you are a U.S. person that is a partner in a partnership conducting a trade or business in the United States, provide Form W-9 to the partnership to establish your U.S. status and avoid withholding on your share of partnership income.

The person who gives Form W-9 to the partnership for purposes of establishing its U.S. status and avoiding withholding on its allocable share of net income from the partnership conducting a trade or business in the United States is in the following cases:

- The U.S. owner of a disregarded entity and not the entity,

HUMMER

GMC

General Motors Business Resource Center

FAX

~~To:~~ **Andy Wallace**
Company:
Fax: 432-580-4554
Phone:

TO: ~~From:~~ **Dianna Barber**
Fax: 866-554-4011
Phone: 866-790-5600 ext. 25250
E-mail:

cc:

NOTES: [redacted] Copies

Thx.

71577 104542

ACCOUNTING

[redacted]

DUPLICATE 1
PAGE 1

ODESSA, TX [redacted]
HOME:[redacted]

79525 SUSAN GLYNN

07 CHEVROLET TAHOE 1GNFK13037R[redacted] 6381/6383 T333

24MAY06 IS 0.00 CASH 04OCT06
ENG:5.3_Liter_Flexible_Fuel

08:15 03OCT06 17:05 04OCT06

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A	CUST STATES NAVIGATION SYSTEM DOES NOT READ CORRECTLY SEE DON										
CAUSE: INTERNAL FAILURE											
	R4807 MIN AND/OR MDN CELLULAR COMMUNICATIONS (ONSTAR) PROGRAMMING WITH SPS .										
	20533	WCM4		1.28	0.70	1540	5123			51.23	51.23
	FC: 6C PART#: COUNT: 0										
	CLAIM TYPE:										
	AUTH CODE:										
	OJ										
						0	0	TPARTS			
						1540	5123	TLABOR			
,,,,TECHNICAL ASSISTANCE ADVISED US TO USE UPDATED NAVIGATION DVD. WE											
,,,,INSTALLED THE LATEST DVD AND CHECKED OPERATION											
B	PERFORM FREE 27 POINT INSPECTION										
	VI	PERFORM FREE 27 POINT INSPECTION									
	9999	ICM		0.00	0.00	0	0			0.00	0.00

WE AT LITHIA MOTORS APPRECIATE YOUR BUSINESS AND WOULD LIKE TO THANK YOU FOR VISITING OUR SERVICE DEPARTMENT. OUR GOAL IS YOUR COMPLETE SATISFACTION. YOU MAY RECEIVE A SURVEY FROM CHEVROLET. IF YOU CAN'T ANSWER ALL QUESTIONS COMPLETELY SATISFIED, PLEASE CALL OUR SERVICE MANAGER DON SYDOW AT 337-6601

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
26/44200	5123	1540	104542	26/44300	0	0	104542
26/22000	5123	*******		26/71110	0	*******	104542

COST, SALE, & COMP TOTALS 1540 5123 0

0.00
0.00
0.00
0.00
0.00
0.00
0.00
0.00

0.00

TECHNICIAN'S COMMENTS

CAUSE

Technical Assistance Advised to use update Navigation ~~Disk~~. DVD.

CORRECTION

Installed Latest Navagation DVD & Road Test Vehicle to CK operation.

CAUSE

CORRECTION

CAUSE

CORRECTION

CAUSE

CORRECTION

PARTS RETURNED

PART #

SIGN:

DATE

PART #

SIGN:

DATE

PART #

SIGN:

DATE

PART #

SIGN:

DATE

LABOR RECORD

EMP NO.	LINE NO.	OP#	ELAPSED TIME	TIME CLOCK
				OFF OCT 3 PM 3.82
				ON OCT 3 PM 2.54

STRAIGHT TIME (HOURS)	FLAT RATE	R/O NO. 104542	TIME
		OPER. NO. 20533	
		EMP. NO.	

					ON
					OFF
					ON
					OFF
					ON
					OFF
					ON
					OFF
					ON
					OFF
					ON
					OFF
					ON
					OFF
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					OFF
					ON
					OFF
					ON
					OFF
					ON
					OFF
					ON
					OFF
					ON
					OFF
					ON

COMPLETE ASSEMBLY APPROVED BY

COST TO REPAIR $

EXCEEDS COST TO REPLACE $

ORIGINAL ASSEMBLY UNREPAIRABLE

TEST RESULTS

LINE	TEST	READING
	BLACK LAMP	
	INITIAL EEC	
	AUTO TRANS	
	RAD. P/TEST	

LABOR TRANSFERRED

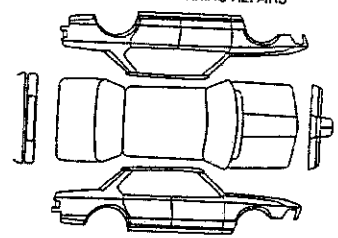
TO RO # _____ SUBTOTAL THIS RO _____

FROM RO # _____ AMT TRANSFERRED _____

TECH # _____ TOTAL THIS RO _____

PUNCH DATE _____ MANAGER SIGN _____

INDICATE ANY DAMAGE CUSTOMER HAS ON VEHICLE PREVIOUS TO MAKING REPAIRS



PRIOR DAMAGE

RF RR

F

LF LR

Reliable and Reusable. TO ORDER www.reysource.com 1-800-344-0996 fax 1-800-531-9055

CUSTOMER #:71577

[redacted]

ODESSA, TX [redacted]
HOME: [redacted]

104542

WORKORDER

PAGE 1

ALL AMERICAN CHEVROLET OF ODESSA
5020 John Ben Shepperd Parkway
Odessa, TX 79762
Phone: (432) 337-6601
Fax: (432) 337-2879

SERVICE ADVISOR: 79525 GLYNN,SUSAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	T/
	07	CHEVROLET TAHOE	1GNFK13037R[redacted]		6381/ 6383	T33

IN SERV. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.		PAYMENT	
24MAY06 IS					0.00	CASH	

R.O. OPENED	READY	OPTIONS: ENG:5.3_Liter_Flexible_Fuel
03OCT2006 08:15		

LINE	OP CODE	TECH	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	EL		WCM4	CUST STATES NAVIGATION SYSTEM DOES NOT READ CORRECTLY SEE DON
# B	VI		ICM	PERFORM FREE 27 POINT INSPECTION

Robert

GENUINE CHEVROLET

[redacted]

I [redacted] for the repair of the motor vehicle subject to the repair agreement. I understand that the vehicle is subject to repossession in accordance with §9.609, Texas Business and Commerce Code. If payment for the repair of the motor vehicle by a check, money order or a credit card transaction is stopped, dishonored because of insufficient funds, no funds, or because the maker or drawer of the order or the credit card holder has no account or the account upon which it is drawn or credit card account has been closed.

TERMS: STRICTLY CASH, CHECK, VISA, MASTER CARD, DISCOVER, LITHIA DRIVE CARD

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 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. Dealer not responsible for unavailability of parts or delays in parts shipments beyond dealer's control.
If legal action becomes necessary to collect payment for the above repairs or any additional repairs authorized by the customer, the prevailing party shall be entitled to recover reasonable attorney's fees and costs incurred in such collection action, including any appeal.

CUSTOMER'S SIGNATURE X [redacted]

Any warranties on the parts and/or accessories sold hereby are those made by the manufacturer. The seller 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 these parts and/or accessories.

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 APPRO OF THE ABOVE REVISED ESTIMATES:

X _____
CUSTOMER SIGNATURE

TECHNICIAN COPY

71577 101984

ACCOUNTING

[redacted]

DUPLICATE 1
PAGE 1

ODESSA TX [redacted]
HOME:[redacted]

79525 SUSAN GLYNN

07 CHEVROLET TAHOE 1GNFK13037R[redacted] 4706/4709 T451

24MAY06 IS 0.00 CASH 28AUG06
ENG:5.3_Liter_Flexible_Fuel

07:50 22AUG06 16:09 28AUG06

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A CUST STATES ONE TIME WOULD NOT START, WOULD NOT EVEN UNLOCK DOORS											
CAUSE: COULD NOT DUPLICATE											
	N9995	CUSTOMER CONCERN NOT DUPLICATED									
		20533	WCM4	0.51	0.10	220	732			7.32	7.32
	FC: 9Z PART#: COUNT: 0										
	CLAIM TYPE:										
	AUTH CODE:										
	PN										
						0	0	TPARTS			
						220	732	TLABOR			
,,,,SCANNED COMPUTER SYSTEM AND HAS NO CODES STORED IN MEMORY. CHECKED											
,,,,GROUNDS & POWERS ROAD TESTED AND RE-SCANNED. WE WERE UNABLE TO											
,,,,DUPLICATE THE CUSTOMERS COMPLAINT OR FIND ANY PROBLEM AT THIS TIME											
B CUST STATES LEFT REAR DOOR GLASS OUTSIDE SEALING STRIP IS LOOSE											
	BIO	BODY INTERIOR OTHER									
		9999	ICM	0.00	0.00	0	0			0.00	0.00
,,,,ORDERED SEALING STRIP											
C CUST STATES TIRE MONITOR LIGHT IS ON											
	EL	ELECTRICAL									
		9999	ICM	0.00	0.00	0	0			0.00	0.00
,,,,CUSTOMER WILL RESCHEDULE											
D CUST STATES RIGHT REAR DOOR HARD TO OPEN FROM OUTSIDE											
CAUSE: OUT OF ADJUSTMENT											
	B6190	STRIKER, BACK DOOR ADJUST OR REPLACE									
		20533	WCM4	0.20	0.20	440	1464			14.64	14.64
	FC: 3A PART#: COUNT: 0										
	CLAIM TYPE:										
	AUTH CODE:										
	VP										
						0	0	TPARTS			
						440	1464	TLABOR			
,,,,WE ADJUSTED THE RIGHT REAR DOOR STRIKER & CHECKED DOOR OPERATION											
E CUST STATES NAVIGATION SYSTEM GIVES WRONG INSTRUCTIONS											
	EL	ELECTRICAL									

|~|

|||||Q1Y0US028H3KN57V

71577 101984

ACCOUNTING

[redacted]

DUPLICATE 1
PAGE 2

ODESSA TX [redacted]
HOME:[redacted]

79525 SUSAN GLYNN

07 CHEVROLET TAHOE 1GNFK13037R[redacted] 4706/4709 T451

24MAY06 IS 0.00 CASH 28AUG06
ENG:5.3_Liter_Flexible_Fuel

07:50 22AUG06 16:09 28AUG06

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
	9999		ICM	0.00	0.00	0	0			0.00	0.00

,,,,WILL RESCHEDULE
F PERFORM FREE 27 POINT INSPECTION
VI PERFORM FREE 27 POINT INSPECTION

	9999		ICM	0.00	0.00	0	0			0.00	0.00

WE AT LITHIA MOTORS APPRECIATE YOUR BUSINESS AND WOULD LIKE TO THANK YOU FOR VISITING OUR SERVICE DEPARTMENT. OUR GOAL IS YOUR COMPLETE SATISFACTION. YOU MAY RECEIVE A SURVEY FROM CHEVROLET. IF YOU CAN'T ANSWER ALL QUESTIONS COMPLETELY SATISFIED, PLEASE CALL OUR SERVICE MANAGER DON SYDOW AT 337-6601

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
26/44200	2196	660	101984	26/44300	0	0	101984
26/22000	2196	*******		26/71110	0	*******	101984

COST, SALE, & COMP TOTALS 660 2196 0

0.00
0.00
0.00
0.00
0.00
0.00
0.00
0.00

0.00

71577 101984

ACCOUNTING

[redacted]

DUPLICATE 1
PAGE 1

ODESSA TX [redacted]
HOME: [redacted]

79525 SUSAN GLYNN

07 CHEVROLET TAHOE 1GNFK13037R[redacted] 4706/4709 T451

24MAY06 IS 0.00 CASH 28AUG06
ENG:5.3_Liter_Flexible_Fuel

07:50 22AUG06 16:09 28AUG06

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A CUST STATES ONE TIME WOULD NOT START, WOULD NOT EVEN UNLOCK DOORS											
CAUSE: COULD NOT DUPLICATE											
	N9995	CUSTOMER CONCERN NOT DUPLICATED									
		20533	WCM4	0.51	0.10	220	732			7.32	7.32
	FC: 9Z PART#: COUNT: 0										
	CLAIM TYPE:										
	AUTH CODE:										
	PN										
						0	0	TPARTS			
						220	732	TLABOR			
,,,,SCANNED COMPUTER SYSTEM AND HAS NO CODES STORED IN MEMORY. CHECKED											
,,,,GROUNDS & POWERS ROAD TESTED AND RE-SCANNED. WE WERE UNABLE TO											
,,,,DUPLICATE THE CUSTOMERS COMPLAINT OR FIND ANY PROBLEM AT THIS TIME											
B CUST STATES LEFT REAR DOOR GLASS OUTSIDE SEALING STRIP IS LOOSE											
	BIO	BODY INTERIOR OTHER									
		9999	ICM	0.00	0.00	0	0			0.00	0.00
,,,,ORDERED SEALING STRIP											
C CUST STATES TIRE MONITOR LIGHT IS ON											
	EL	ELECTRICAL									
		9999	ICM	0.00	0.00	0	0			0.00	0.00
,,,,CUSTOMER WILL RESCHEDULE											
D CUST STATES RIGHT REAR DOOR HARD TO OPEN FROM OUTSIDE											
CAUSE: OUT OF ADJUSTMENT											
	B6190	STRIKER, BACK DOOR ADJUST OR REPLACE									
		20533	WCM4	0.20	0.20	440	1464			14.64	14.64
	FC: 3A PART#: COUNT: 0										
	CLAIM TYPE:										
	AUTH CODE:										
	VP										
						0	0	TPARTS			
						440	1464	TLABOR			
,,,,WE ADJUSTED THE RIGHT REAR DOOR STRIKER & CHECKED DOOR OPERATION											
E CUST STATES NAVIGATION SYSTEM GIVES WRONG INSTRUCTIONS											
	EL	ELECTRICAL									

|~|

||||01Y0US028H3KN57V

71577 101984

ACCOUNTING

[redacted]

DUPLICATE 1
PAGE 2

ODESSA TX [redacted]
HOME: [redacted]

79525 SUSAN GLYNN

07 CHEVROLET TAHOE 1GNFK13037R[redacted] 4706/4709 T451

24MAY06 IS 0.00 CASH 28AUG06
ENG:5.3_Liter_Flexible_Fuel

07:50 22AUG06 16:09 28AUG06

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
	9999		ICM	0.00	0.00	0	0			0.00	0.00

,,,,WILL RESCHEDULE
F PERFORM FREE 27 POINT INSPECTION
VI PERFORM FREE 27 POINT INSPECTION

	9999		ICM	0.00	0.00	0	0			0.00	0.00

WE AT LITHIA MOTORS APPRECIATE YOUR BUSINESS AND WOULD LIKE TO THANK YOU FOR VISITING OUR SERVICE DEPARTMENT. OUR GOAL IS YOUR COMPLETE SATISFACTION. YOU MAY RECEIVE A SURVEY FROM CHEVROLET. IF YOU CAN'T ANSWER ALL QUESTIONS COMPLETELY SATISFIED, PLEASE CALL OUR SERVICE MANAGER DON SYDOW AT 337-6601

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
26/44200	2196	660	101984	26/44300	0	0	101984
26/22000	2196	*******		26/71110	0	*******	101984

COST, SALE, & COMP TOTALS 660 2196 0

0.00
0.00
0.00
0.00
0.00
0.00
0.00
0.00

0.00

101984

WORKORDER

PAGE 2

ALL AMERICAN CHEVROLET OF ODESSA #26
5020 John Ben Shepperd Parkway
Odessa, TX 79762
Phone: (432) 337-6601
Fax: (432) 337-2879

CUSTOMER #:71577

[redacted]

ODESSA, TX [redacted]
HOME: [redacted]

SERVICE ADVISOR: 79525 GLYNN, SUSAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
	07	CHEVROLET TAHOE	1GNFK13037R[redacted]		4706/	T451

IN SERV. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.		PAYMENT	
24MAY06 IS					0.00	CASH	

R.O. OPENED	READY	OPTIONS: ENG:5.3_Liter_Flexible_Fuel
22AUG2006 07:50		

LINE	OP CODE	TECH	TYPE	DESCRIPTION/INSTRUCTIONS
# D	BIO		WCM4	CUST STATES RIGHT REAR DOOR HARD TO OPEN FROM OUTSIDE
# E	EL		WCM4	CUST STATES NAVIGATION SYSTEM GIVES WRONG INSTRUCTIONS
# F	VI		ICM	PERFORM FREE 27 POINT INSPECTION

GENUINE CHEVROLET

NOTICE PURSUANT TO §70.001, TEXAS PROPERTY CODE

I am the person or agent acting on behalf of the person, who is obligated to pay for the repair of the motor vehicle subject to the repair agreement. I understand that the vehicle is subject to repossession in accordance with §9.609, Texas Business and Commerce Code. If payment for the repair of the motor vehicle by a check, money order or a credit card transaction is stopped, dishonored because of insufficient funds, no funds, or because the maker or drawer of the order or the credit card holder has no account or the account upon which it is drawn or credit card account has been closed.

TERMS: STRICTLY CASH, CHECK, VISA, MASTER CARD, DISCOVER, LITHIA DRIVE CARD

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 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. Dealer not responsible for unavailability of parts or delays in parts shipments beyond dealer's control.
If legal action becomes necessary to collect payment for the above repairs or any additional repairs authorized by the customer, the prevailing party shall be entitled to recover reasonable attorney's fees and costs incurred in such collection action, including any appeal.

CUSTOMER'S SIGNATURE X _____

Any warranties on the parts and/or accessories sold hereby are those made by the manufacturer. The seller 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 these parts and/or accessories.

PRELIMINARY ESTIMATE $ _____

AUTHORIZED BY X

	DATE	TIME	BY
REVISED ESTIMATE (1)			
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

X _____
CUSTOMER SIGNATURE

TECHNICIAN COPY

TECHNICIAN'S COMMENTS

CAUSE: Rt Rear Door Striker out of Adj

CORRECTION: Adj Rt Rear Door Striker & ck Door.

CAUSE: NWD

CORRECTION: Will Bring Back

CAUSE:

CORRECTION:

CAUSE:

CORRECTION:

CAUSE:

CORRECTION:

PARTS RETURNED

PART # ____ SIGN: ____ DATE ____

PART # ____ SIGN: ____ DATE ____

PART # ____ SIGN: ____ DATE ____

PART # ____ SIGN: ____ DATE ____

PART # ____ SIGN: ____ DATE ____

STRAIGHT TIME (HOURS)	FLAT RATE	R/O NO.	7	TIME
0.2	W 0.90	101984		

OPER. NO. 20533

EMP. NO.

LABOR RECORD

EMP. NO.	LINE NO.	OP#	ELAPSED TIME	TIME CLOCK
				OFF AUG 22 PM 5.34
				ON AUG 22 PM 5.15
				OFF
				ON
				OFF
				ON
				OFF
				ON
				OFF
				ON
				OFF
				ON
				OFF
				ON
				OFF
				ON
				OFF
				ON
				OFF
				ON
				OFF
				ON
				OFF
				ON

COMPLETE ASSEMBLY APPROVED BY

COST TO REPAIR $ ____

EXCEEDS COST TO REPLACE $ ____

ORIGINAL ASSEMBLY UNREPAIRABLE

TEST RESULTS		
LINE	TEST	READING
	BLACK LAMP	
	INITIAL EEC	
	AUTO TRANS	
	RAD. P/TEST	

LABOR TRANSFERRED

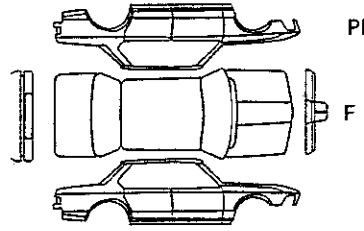
TO RO # ____ SUBTOTAL THIS RO ____

FROM RO # ____ AMT TRANSFERRED ____

TECH # ____ TOTAL THIS RO ____

PUNCH DATE ____ MANAGER SIGN ____

INDICATE ANY DAMAGE CUSTOMER HAS ON VEHICLE PREVIOUS TO MAKING REPAIRS



PRIOR DAMAGE

RF RR

F

LF LR

Hirsmith and Hirsmith TO ORDER www.hrysource.com 1-800-344-0696 fax 1-800-531-9055

FORM LIT-59 (07/03)

TECHNICIAN'S COMMENTS

CAUSE

Coudn't Duplicate Customer Concern.

CORRECTION

Performed Vehicle Scan, No Codes
CK All Grounds & Powers
Road Test & Re-scanned
No Problem Found.

CAUSE

Ordered Door Molding

CORRECTION

CAUSE

CORRECTION

N/WP will Bring Back

CAUSE

CORRECTION

PARTS RETURNED

PART # ____ SIGN: ____ DATE ____

PART # ____ SIGN: ____ DATE ____

PART # ____ SIGN: ____ DATE ____

PART # ____ SIGN: ____ DATE ____

PART # ____ SIGN: ____ DATE ____

LABOR RECORD

STRAIGHT TIME (HOURS)	FLAT RATE	R/O NO.	OPER. NO.	EMP. NO.	TIME
03	W N9995	101984 6	20533		

EMP. NO.	LINE NO.	OP#	ELAPSED TIME	TIME CLOCK
				OFF 051
				AUG 22 PM 5.15
				AUG 22 PM 4.64
				ON
				OFF
				ON
				OFF
				ON
				OFF
				ON
				OFF
				ON
				OFF
				ON
				OFF
				ON
				OFF
				ON
				OFF
				ON
				OFF
				ON
				OFF
				ON

COMPLETE ASSEMBLY APPROVED BY

COST TO REPAIR $ ____

EXCEEDS COST TO REPLACE $ ____

ORIGINAL ASSEMBLY UNREPAIRABLE

TEST RESULTS		
LINE	TEST	READING
	BLACK LAMP	
	INITIAL EEC	
	AUTO TRANS	
	RAD. P/TEST	

LABOR TRANSFERRED

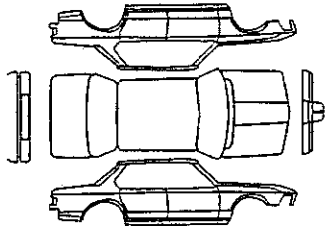
TO RO # ____ SUBTOTAL THIS RO ____

FROM RO # ____ AMT TRANSFERRED ____

TECH # ____ TOTAL THIS RO ____

PUNCH DATE ____ MANAGER SIGN ____

INDICATE ANY DAMAGE CUSTOMER HAS ON VEHICLE PREVIOUS TO MAKING REPAIRS



PRIOR DAMAGE

RF RR

F

LF LR

Hesselman and Revenski. TO ORDER www.revsource.com, 1-800-344-0996; fax 1-800-531-9053

FORM LIT-59 (07/03)

#13

CUSTOMER #:71577

[redacted]

ODESSA, TX

HOME: [redacted]

101984

WORKORDER

PAGE 1

ALL AMERICAN CHEVROLET OF ODESSA #26
5020 John Ben Shepperd Parkway
Odessa, TX 79762
Phone: (432) 337-6601
Fax: (432) 337-2879

SERVICE ADVISOR: 79525 GLYNN,SUSAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
	07	CHEVROLET TAHOE	1GNFK13037R[redacted]		4706/4709	T451

IN SERV. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.		PAYMENT	
24MAY06 IS					0.00	CASH	

R.O. OPENED	READY	OPTIONS: ENG:5.3_Liter_Flexible_Fuel
22AUG2006 07:50		

LINE	OP CODE	TECH/TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	EL	WCM4	CUST STATES ONE TIME WOULD NOT START, WOULD NOT EVEN UNLOCK DOORS
# B	BIO	WCM4	CUST STATES LEFT REAR DOOR GLASS OUTSIDE SEALING STRIP IS LOOSE
# C	EL	WCM4	CUST STATES TIRE MONITOR LIGHT IS ON

GENUINE CHEVROLET

C0775

NOTICE PURSUANT TO §70.001, TEXAS PROPERTY CODE

I am the person or agent acting on behalf of the person, who is obligated to pay for the repair of the motor vehicle subject to the repair agreement. I understand that the vehicle is subject to repossession in accordance with §9.609, Texas Business and Commerce Code. If payment for the repair of the motor vehicle by a check, money order or a credit card transaction is stopped, dishonored because of insufficient funds, no funds, or because the maker or drawer of the order or the credit card holder has no account or the account upon which it is drawn or credit card account has been closed.

TERMS: STRICTLY CASH, CHECK, VISA, MASTER CARD, DISCOVER, LITHIA DRIVE CARD

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 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. Dealer not responsible for unavailability of parts or delays in parts shipments beyond dealer's control.
If legal action becomes necessary to collect payment for the above repairs or any additional repairs authorized by the customer, the prevailing party shall be entitled to recover reasonable attorney's fees and costs incurred in such collection action, including any appeal.

[redacted]

CUSTOMER'S SIGNATURE X [redacted]

Any warranties on the parts a[redacted]y the manufacturer. The seller 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 these parts and/or accessories.

PRELIMINARY ESTIMATE $ _____

AUTHORIZED BY X

	DATE	TIME	BY
REVISED ESTIMATE (1)			
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

X _____

CUSTOMER SIGNATURE

TECHNICIAN COPY

71577 105839

ACCOUNTING

[redacted]

DUPLICATE 1
PAGE 1

ODESSA, TX [redacted]
HOME [redacted]

136 JASON BERTA

07 CHEVROLET TAHOE 1GNFK13037R[redacted] 7019/7022 T751

24MAY06 IS 25OCT06 0.00 CASH 26OCT06
ENG:5.3_Liter_Flexible_Fuel

08:51 25OCT06 17:10 26OCT06
LINE OPCODE TECH TYPE A/HRS S/HRS COST SALE COMP LIST NET TOTAL
A CUSTOMER STATES CK WHEN LOWERED DVD SCREEN RADIO,GAUGES,DVD PLAYER
ALL WENT OUT
CAUSE: B1023 RT DOOR SWITCH CK GROUNDS FOR IPC GAUGES NO PROBLEM FOUND
R9995 CUSTOMER CONCERN NOT DUPLICATED
20646 WCM4 0.55 0.30 660 2196 21.96 21.96
FC: 9Z PART#: COUNT: 0
CLAIM TYPE:
AUTH CODE:
OJ

0 0 TPARTS
660 2196 TLABOR

,,,,CAN NOT DUPLICATE

WE AT LITHIA MOTORS APPRECIATE YOUR BUSINESS AND WOULD LIKE TO THANK YOU FOR VISITING OUR SERVICE DEPARTMENT. OUR GOAL IS YOUR COMPLETE SATISFACTION. YOU MAY RECEIVE A SURVEY FROM CHEVROLET. IF YOU CAN'T ANSWER ALL QUESTIONS COMPLETELY SATISFIED, PLEASE CALL OUR SERVICE MANAGER DON SYDOW AT 337-6601

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
26/44200	2196	660	105839	26/22000	2196	*******	

COST, SALE, & COMP TOTALS 660 2196 0

0.00
0.00
0.00
0.00
0.00
0.00
0.00
0.00

0.00

TECHNICIAN'S COMMENTS

CAUSE: ~~[illegible]~~ B1023 Rt. door switch, ck grds for IPC gauges
Road test No reset - stress wire harness

CORRECTION: can't duplicate complaint R 9995
0.3
20646 Jones Jones

CAUSE:

CORRECTION:

CAUSE:

CORRECTION:

CAUSE:

CORRECTION:

PARTS RETURNED

PART #

SIGN:
DATE

PART #

SIGN:
DATE

PART #

SIGN:
DATE

PART #

SIGN:
DATE

LABOR RECORD

EMP. NO.	LINE NO.	OP#	ELAPSED TIME	TIME CLOCK
				OFF
				ON
				OFF
				ON
				OFF
				ON
				OFF
				ON
				OFF
				ON
				OFF
				ON
				OFF
				ON
				OFF
				ON
				OFF
				ON
				OFF
				ON
				OFF
				ON
				OFF
				ON

STRAIGHT TIME (HOURS)	FLAT RATE	R/O NO. 105839	8	TIME
0.55	cv	OPER. NO. A		0.3
		EMP. NO. 20646		

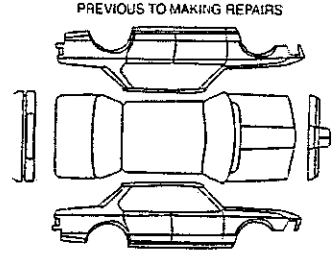
OFF OCT 25 16.46
OCT 25 15.91 ON

COMPLETE ASSEMBLY APPROVED BY	TEST RESULTS		
	LINE	TEST	READING
COST TO REPAIR $		BLACK LAMP	
EXCEEDS COST TO REPLACE $		INITIAL EEC	
		AUTO TRANS	
ORIGINAL ASSEMBLY UNREPAIRABLE		RAD. P/TEST	

LABOR TRANSFERRED

TO RO # _____ SUBTOTAL THIS RO _____
FROM RO # _____ AMT TRANSFERRED _____
TECH # _____ TOTAL THIS RO _____
PUNCH DATE _____ MANAGER SIGN _____

INDICATE ANY DAMAGE CUSTOMER HAS ON VEHICLE PREVIOUS TO MAKING REPAIRS



PRIOR DAMAGE
RF RR
F
LF LR

Reynolds and Reynolds TO ORDER www.reysource.com 1-800-344-0095 fax 1-800-531-8055

FORM LIT-59 (07/03)

CUSTOMER #:71577

[redacted]

ODESSA, TX [redacted]
HOME: [redacted]

105839

WORKORDER
REPRINT
PAGE 1

ALL AMERICAN CHEVROLET OF ODESSA
5020 John Ben Shepperd Parkway
Odessa, TX 79762
Phone: (432) 337-6601
Fax: (432) 337-2879

SERVICE ADVISOR: 136 BERTA,JASON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	T
	07	CHEVROLET TAHOE	1GNFK13037R[redacted]		7019/ 7022	T75

IN SERV. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.		PAYMENT	
24MAY06 IS					0.00	CASH	

R.O. OPENED	READY	OPTIONS: ENG:5.3_Liter_Flexible_Fuel
25OCT2006 08:51		

LINE	OP CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
#	A	EL	WCM4	CUSTOMER STATES CK WHEN LOWERED DVD SCREEN RADIO,GAUGES,DVD PLAYER ALL WENT OUT
	B1023			

GENUINE CHEVROLET

NOTICE PURSUANT TO §70.001, TEXAS PROPERTY CODE

I am the person or agent acting on behalf of the person, who is obligated to pay for the repair of the motor vehicle subject to the repair agreement. I understand that the vehicle is subject to repossession in accordance with §9.609, Texas Business and Commerce Code. If payment for the repair of the motor vehicle by a check, money order or a credit card transaction is stopped, dishonored because of insufficient funds, no funds, or because the maker or drawer of the order or the credit card holder has no account or the account upon which it is drawn or credit card account has been closed.

TERMS: STRICTLY CASH, CHECK, VISA, MASTER CARD, DISCOVER, LITHIA DRIVE CARD

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 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. Dealer not responsible for unavailability of parts or delays in parts shipments beyond dealer's control.
If legal action becomes necessary to collect payment for the above repairs or any additional repairs authorized by the customer, the prevailing party shall be entitled to recover reasonable attorney's fees and costs incurred in such collection action, including any appeal.

CUSTOMER'S SIGNATURE X [redacted]

Any warranties on the parts and/or accessories sold hereby are those made by the manufacturer. The seller 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 these parts and/or accessories.

PRELIMINARY ESTIMATE $ _____

AUTHORIZED BY X

	DATE	TIME	BY
REVISED ESTIMATE (1)			
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPRO OF THE ABOVE REVISED ESTIMATES:

X _____
CUSTOMER SIGNATURE

TECHNICIAN COPY

71577 107752

ACCOUNTING

[redacted]

ODESSA, TX [redacted] PAGE 1
HOME: [redacted]

136 JASON BERTA

07 CHEVROLET TAHOE 1GNFK13037R[redacted] 9720/9720 T515

24MAY06 IS 0.00 CASH 11DEC06
ENG:5.3_Liter_Flexible_Fuel

09:36 27NOV06 11:17 11DEC06

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A	CUSTOMER STATES CK NAVIGATION SYSTEM NOT WORKING CORRECTLY SEE DON										
	EL	ELECTRICAL									
	9999		ICM	0.00	0.00	0	0			0.00	0.00
B	CUSTOMER STATES CK WHILE DRIVING ALL DASH LIGHTS TURN OFF AND THEN COME BACK ON AT TIMES										
	EL	ELECTRICAL									
	9999		ICM	0.00	0.00	0	0			0.00	0.00
C	CUSTOMER STATES CK REVERSE CAMRA INOP AT TIMES DOES NOT SHOW ANY THING ON SCREEN ONLY RADIO										
	EL	ELECTRICAL									
	9999		ICM	0.00	0.00	0	0			0.00	0.00
D	CUSTOMER STATES CK RF TIRE MONITER DOES NOT READ CORRECTLY SAYS TIRE IS LOW AND ITS NOT										
	EL	ELECTRICAL									
	9999		ICM	0.00	0.00	0	0			0.00	0.00

WE AT LITHIA MOTORS APPRECIATE YOUR BUSINESS AND WOULD LIKE TO THANK YOU FOR VISITING OUR SERVICE DEPARTMENT. OUR GOAL IS YOUR COMPLETE SATISFACTION. YOU MAY RECEIVE A SURVEY FROM CHEVROLET. IF YOU CAN'T ANSWER ALL QUESTIONS COMPLETELY SATISFIED, PLEASE CALL OUR SERVICE MANAGER DON SYDOW AT 337-6601

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
26/44300	0	0		26/71110	0	*******	

0.00
0.00
0.00
0.00
0.00
0.00
0.00
0.00

0.00

TECHNICIAN'S COMMENTS

CAUSE

CORRECTION

Left Ft Tire has 35 psi
Rt Ft. Tire has 45 psi
Left rear tire has 35 psi
Rt rear tire has 38 psi
all should be at 32 psi cold

CAUSE

CORRECTION

CAUSE

CORRECTION

CAUSE

CORRECTION

PARTS RETURNED

PART # _____ SIGN: _____ DATE

PART # _____ SIGN: _____ DATE

PART # _____ SIGN: _____ DATE

PART # _____ SIGN: _____ DATE

LABOR RECORD

EMP. NO.	LINE NO	OP#	ELAPSED TIME	TIME CLOCK
				OFF
				ON
				OFF
				ON
				OFF
				ON
				OFF
				ON
				OFF
				ON
				OFF
				ON
				OFF
				ON
				OFF
				ON
				OFF
				ON
				OFF
				ON
				OFF
				ON
				OFF
				ON
				OFF
				ON
				OFF
				ON
				OFF
				ON

COMPLETE ASSEMBLY APPROVED BY

COST TO REPAIR $ _____

EXCEEDS COST TO REPLACE $ _____

ORIGINAL ASSEMBLY UNREPAIRABLE

TEST RESULTS		
LINE	TEST	READING
	BLACK LAMP	
	INITIAL EEC	
	AUTO TRANS	
	RAD. P/TEST	

LABOR TRANSFERRED

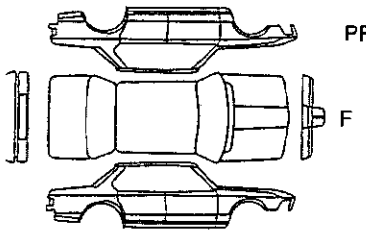
TO RO # _____ SUBTOTAL THIS RO _____

FROM RO # _____ AMT TRANSFERRED _____

TECH # _____ TOTAL THIS RO _____

PUNCH DATE _____ MANAGER SIGN _____

INDICATE ANY DAMAGE CUSTOMER HAS ON VEHICLE PREVIOUS TO MAKING REPAIRS



PRIOR DAMAGE

RF RR

LF LR

FORM LIT-59 (07/03)
Thermalfax and Thermofax. TO ORDER www.theysource.com 1-800-344-0956, fax 1-800-531-9055

107752

WORKORDER

PAGE 2

ALL AMERICAN CHEVROLET OF ODESSA #26
5020 John Ben Shepperd Parkway
Odessa, TX 79762
Phone: (432) 337-6601
Fax: (432) 337-2879

CUSTOMER #:71577

[redacted]

ODESSA, TX [redacted]
HOME [redacted]

SERVICE ADVISOR: 136 BERTA,JASON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
	07	CHEVROLET TAHOE	1GNFK13037R[redacted]		9720/	T515

IN SERV. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.		PAYMENT	
24MAY06 DD					0.00	CASH	

R.O. OPENED	READY	OPTIONS: ENG:5.3_Liter_Flexible_Fuel
27NOV2006 09:36		

LINE	OP CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
#	D	EL	WCM4	CUSTOMER STATES CK RF TIRE MONITER DOES NOT READ CORRECTLY SAYS TIRE IS LOW AND ITS NOT

GENUINE CHEVROLET

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TERMS: STRICTLY CASH, CHECK, VISA, MASTER CARD, DISCOVER, LITHIA DRIVE CARD

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PRELIMINARY ESTIMATE $ _____

AUTHORIZED BY X

	DATE	TIME	BY
REVISED ESTIMATE (1)			
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

X _____
CUSTOMER SIGNATURE

TECHNICIAN COPY

16

Tahoe ~~877 [illegible]~~

CUSTOMER #:71577

[redacted]

ODESSA, TX [redacted]

HOME: [redacted]

107752

WORKORDER

PAGE 1

ALL AMERICAN CHEVROLET OF ODESSA
5020 John Ben Shepperd Parkway
Odessa, TX 79762
Phone: (432) 337-6601
Fax: (432) 337-2879

SERVICE ADVISOR: 136 BERTA, JASON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	T
	07	CHEVROLET TAHOE	1GNFK13037R[redacted]		9720/	T5

IN SERV. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.		PAYMENT	
24MAY06 DD					0.00	CASH	

R.O. OPENED	READY	OPTIONS:
27NOV2006 09:36		ENG:5.3_Liter_Flexible_Fuel

LINE	OP CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	EL		WCM4	CUSTOMER STATES CK NAVIGATION SYSTEM NOT WORKING CORRECTLY SEE DON ?

PIT 3862C

Case #9169265 9-7

Doug

# B	EL		WCM4	CUSTOMER STATES CK WHILE DRIVING ALL DASH LIGHTS TURN OFF AND THEN COME BACK ON AT TIMES

Dimmer switch + Bezel ordered

~~[illegible]~~ night

dash lights at night

No dash
No Radio
Nothing

GENUINE CHEVROLET

# C	EL		WCM4	CUSTOMER STATES CK REVERSE CAMRA INOP AT TIMES DOES NOT SHOW ANY THING ON SCREEN ONLY RADIO

Turned off
No Sound

Several Miles

Fort Bliss Cemetery

Last it
303 Main Street

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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 APPROV OF THE ABOVE REVISED ESTIMATES:

X _____
CUSTOMER SIGNATURE

TECHNICIAN COPY

71577 111856

ACCOUNTING

[redacted]

DUPLICATE 1
PAGE 1

ODESSA, TX [redacted]
HOME [redacted]

611 RUBEN OCHOA

07 CHEVROLET TAHOE 1GNFK13037R[redacted] 12813/12813 T153

24MAY06 IS 09FEB07 0.00 CASH 12FEB07
ENG:5.3_Liter_Flexible_Fuel

08:03 09FEB07 16:54 12FEB07

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A CUST STATES DRVR INSIDE DOOR HANDLE PEELING-PARTS IN											
CAUSE: DRVR INSIDE DOOR HANDLE PEELING											
B4301 HANDLE AND REMOTE CONTROL, FRONT DOOR LOCK											
LEFT R&R OR REPLACE											
	20656	WCM4		0.42	0.50	1000	3796			37.96	37.96
1	15935951	F-HANDLE				5694	7972	0	99.89	79.72	79.72
FC: 5L											
PART#: 15935951											
COUNT: 1											
CLAIM TYPE:											
AUTH CODE:											
VV											
						5694	7972	TPARTS			
						1000	3796	TLABOR			
,,,,12813 DRVR INSIDE DOOR HANDLE PEELING REPLACE HANDLE											
B SHUTTLE											
CAUSE: 1 WAY SHUTTLE											
Z7910 1 WAY SHUTTLE											
	9999	WCM4		0.00	0.00	0	500			5.00	5.00
FC: 98 PART#: COUNT: 0											
CLAIM TYPE:											
AUTH CODE:											
MJ											
						0	0	TPARTS			
						0	500	TLABOR			

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~|

||||01Y0US11GVFLM82C

71577 111856

ACCOUNTING

[redacted]

DUPLICATE 1
PAGE 2

ODESSA, TX [redacted]
HOME: [redacted]

611 RUBEN OCHOA

07 CHEVROLET TAHOE 1GNFK13037R[redacted] 12813/12813 T153

24MAY06 IS 09FEB07 0.00 CASH 12FEB07
ENG:5.3_Liter_Flexible_Fuel

08:03 09FEB07 16:54 12FEB07

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
26/44200	4296	1000	111856	26/47200	7972	5694	
26/22000	12268	*******					

0.00
0.00
0.00
0.00
0.00
0.00
0.00
0.00

0.00

CUSTOMER #:71577

[redacted]

ODESSA, TX [redacted]

HOME: [redacted]

111856

WORKORDER

PAGE 1

ALL AMERICAN CHEVROLET OF ODESSA #26
5020 John Ben Shepperd Parkway
Odessa, TX 79762
Phone: (432) 337-6601
Fax: (432) 337-2879

SERVICE ADVISOR: 611 OCHOA,RUBEN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
	07	CHEVROLET TAHOE	1GNFK13037R[redacted]		12813/ 12873	T153

IN SERV. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.		PAYMENT	
24MAY06 IS					0.00	CASH	

R.O. OPENED	READY	OPTIONS:
09FEB2007 08:03		ENG:5.3_Liter_Flexible_Fuel

LINE	OP CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	BI		WCM4	CUST STATES DRVR INSIDE DOOR HANDLE PEELING-PARTS IN
# B	BI		WCM4	SHUTTLE

GENUINE CHEVROLET

General Motors Corporation
Business Resource Center
PO Box 33170
Detroit, MI 48232-5170

May 21, 2007 **VIA FAX ONLY**

[redacted]

Phoenix, AZ [redacted]

RE: [redacted]
Service Request: 71-504314057
2007 Chevrolet Tahoe
Vehicle Identification Number: 1GNFK13037R[redacted]
Customer Relationship Specialist: Dianna Barber

Dear Mrs. Landgraf:

This is to advise that General Motors is in receipt of the above referenced case dated May 10, 2007. This case file has been assigned to General Motors' Early Resolution program, and you will be contacted by Brion Stevens in the next 10-15 calendar days for review. The Early Resolution program is designed to facilitate early settlement of warranty matters within a 45-day timeframe.

In order to do a thorough review and assessment of this case, General Motors would appreciate your prompt 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.

- ☒ Copy of owner's current title and/or registration
- ☐ Other:
- ☒ Finance agreement
- ☒ Buyer's agreement

General Motors Corporation
c/o MSX International, ATTN: BRC Legal
1919 Concept Drive
Warren, MI 48091

If you have further questions, please contact our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please refer to the service request number above and a Customer Relationship Specialist will be happy to assist you.

Sincerely,

General Motors Corporation

CHEVROLET BUICK PONTIAC GMC SATURN HUMMER GMC Cadillac

RELEASE OF LIEN INFORMATION

I _____,
(Client's Name) (Client's Social Security Number)

hereby authorize _____
(Lien holder Name)

_____
(Lien holder Address) (Lien holder Phone Number)

to release any and all information regarding my loan account # _____
(Account Number)

with _____
(Lien holder Name)

to General Motors Corporation, including but not limited to a complete payment history of my account, a loan payoff amount, and per diem information.

Date _____.

VEHICLE INFORMATION

The current vehicle mileage is _____ Date mileage read: _____.

_____ _____
Signature Signature

CHEVROLET BUICK PONTIAC GMC SATURN HUMMER GMC Cadillac

RCMPR010 CURRENT V ICLE DELIVERY/INCENTIVE IN RY 05/21/07

PROCESSING SOURCE: BARS 17:51:07

VIN: 1GNFK1303 7[redacted] SELLG SCE: 13 MDL YR: 07 ORD NO: JVWSNQ PAGE NO: 1

ODATE: 01/26/06 ORDER FAN: OTYPE: 070 DLVY SS/SITE CD: 13 39278

DDATE: 05/24/06 DLVY FAN: DTYPE: 010 SRVC TYPE: MILEAGE:

DLVY DOE: 05/31/06 ORDER BY:

CANC:

CANC DOE:

TRADE: DLVY TO: [redacted]

TRD DOE:

SRVC IN: RUIDOSO NM [redacted]

SRVC OUT: CANC SRVC IN:

--INCENTIVES--

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR SHR	STAT
BAK	01	13 39278	00030340003	06/02/06	1,500.00	OA	0.00	9
BPN	01	13 39278	00030340003	06/02/06	1,500.00	OA	0.00	9
FFC	01	13 39278	00030340003	06/02/06	56.07	OA	0.00	9
XMC	01	13 39278	659746	06/06/06	3,939.42	OP	0.00	9

NO MORE RECORDS

COMMAND ===> ____

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

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

RCMPR028 VEHIC EVENT SELECTION 05/21/07
PROCESSING SOURCE: BARS 17:52:36
PAGE NO: 1

VIN: 1GNFK1303 7R[redacted] OR
SELLING SOURCE(#): 13 MODEL YEAR(#): 07 ORDER NUMBER:[redacted]
VIN TYPE: N

S E L	EVENT DESC	SS/ SITE	CD	DOCUMENT NUMBER	I S	EVENT DT	INC CD	AMOUNT	M R	BL RN
_	INCENTIVE MEMO	13	39278	659746		06/06/06	XMC	3,939.42		
_	INCTV PAYMENT	13	39278	659746		06/06/06	XMC	3,939.42		
_	INCTV APPLICATN	13	39278	659746		06/06/06	XMC	3,939.42		
_	INCENTIVE MEMO	13	39278	00030340003		06/02/06	BPN	1,500.00		
_	INCTV PAYMENT	13	39278	00030340003		06/02/06	BPN	1,500.00		
_	INCTV APPLICATN	13	39278	00030340003		06/02/06	BPN	1,500.00		
_	INCENTIVE MEMO	13	39278	00030340003		06/02/06	BAK	1,500.00		
_	INCTV PAYMENT	13	39278	00030340003		06/02/06	BAK	1,500.00		
_	INCTV APPLICATN	13	39278	00030340003		06/02/06	BAK	1,500.00		
_	INCENTIVE MEMO	13	39278	00030340003		06/02/06	FFC	56.07		
_	INCTV PAYMENT	13	39278	00030340003		06/02/06	FFC	56.07		

MORE RECORDS

COMMAND ===> ____

PF01=HELP 03=PRV SCRN
PF07=PGUP 08=PGDN 09=VEH HIST 10=HISTSRCH

P/W:

RCMPR028 VEHIC EVENT SELECTION 05/21/07
PROCESSING SOURCE: BARS 17:52:47
PAGE NO: 2

VIN: 1GNFK1303 7R[redacted] OR
SELLING SOURCE(#): 13 MODEL YEAR(#): 07 ORDER NUMBER: JVWSNQ
VIN TYPE: N

S E L	EVENT DESC	SS/ SITE CD	DOCUMENT NUMBER	I S	EVENT DT	INC CD	AMOUNT	M R	BL RN
_	INCTV APPLICATN	13 39278	00030340003		06/02/06	FFC	56.07		
_	DELIVERY D.O.E.	13 39278			05/31/06		0.00		
_	DELIVERY TO CUS	13 39278			05/24/06		0.00		
_	SETTLEMENT DATE	13 39278	1AD86004628		04/29/06		46,331.83 CR		
_	EXPIRATION TRAN	13 39278	1AD86004628		04/28/06		0.00		
_	ORIGINAL INVOIC	13 39278	1AD86004628		04/11/06		46,331.83		
_	COV/NVIS DATE	13 39278	1AD86004628		04/11/06		0.00		
_	SHIPMENT DATE	13 39278			04/11/06		0.00		
_	PRODUCTION (BUI	13 39278			04/11/06		0.00		
_	PREFERENCE TO P	13 39278			01/31/06		0.00		
_	GM ORDER ACCEPT	13 39278			01/26/06		0.00		

MORE RECORDS

COMMAND ===> ____
PF01=HELP 03=PRV SCRN
PF07=PGUP 08=PGDN 09=VEH HIST 10=HISTSRCH P/W:

RCMPR028 VEHIC EVENT SELECTION 05/21/07
PROCESSING SOURCE: BARS 17:52:54
PAGE NO: 3

VIN: 1GNFK1303 7R[redacted] OR
SELLING SOURCE(#): 13 MODEL YEAR(#): 07 ORDER NUMBER: JVWSNQ
VIN TYPE: N

S E L	EVENT DESC	SS/ SITE CD	DOCUMENT NUMBER	I S	EVENT DT	INC CD	AMOUNT	M R	BL RN
_	GM ORDER ACCEPT				01/26/06		0.00		

NO MORE RECORDS

COMMAND ===> ____

PF01=HELP 03=PRV SCRN
PF07=PGUP 08=PGDN 09=VEH HIST 10=HISTSRCH

P/W:

RCMPR029 FORMATTED INVOICE DATA INQUIRY 05/21/07
17:53:09 PROCESSING SOURCE: BARS PAGE NO: 01

2007 TAHOE 4WD LT
51U GOLD MIST METALLIC /V8G
313 LIGHT CASHMERE/EBONY
ORDER NO. JVWSNQ/TRE STOCK NO.
VIN 1GN FK13 03 7R[redacted]

GENERAL MOTORS CORPORATION
& SUBSIDIARIES
RENAISSANCE CENTER
DETROIT MI 48243-1114
VEHICLE INVOICE 1AD86004628

**********S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
CK10706 TAHOE 4WD LT	37665.00	34463.48	INVOICE 04/11/06
AS3 3-PASSENGER, 3RD ROW SEAT	100.00	83.00	SHIPPED 04/11/06
CF5 ELECTRIC SLIDING SUNROOF	995.00	825.85	EXP I/T 04/28/06
C6A GVW RATING - 7,300 LBS	N/C	N/C	INT COM 04/28/06
FE9 FEDERAL EMISSIONS	N/C	N/C	PRC EFF 04/11/06
GT5 REAR AXLE - 4.10 RATIO	100.00	83.00	KEYS SECURED
KNP HD AUX TRANS. COOLING SYSTEM	95.00	78.85	WFP-F QTR OPT-1
LMG VORTEC 5.3L V8 SFI FLEX FUEL	N/C	N/C	BANK: GMAC - 005
W/ ACTIVE FUEL MGT TECHNOLOGY			CHG-TO 39-278
M30 4-SPD AUTOMATIC TRANSMISSION	N/C	N/C	
UVB NAVIGATION RADIO W/CD/DVD/MP3	2145.00	1780.35	SHIP WT: 5776

MORE RECORDS

COMMAND ===> ____

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 05/21/07
17:53:16 PROCESSING SOURCE: BARS PAGE NO: 02

** REPLACES STD 6-DISC CD **

UVC	REAR VIEW CAMERA SYSTEM	195.00	161.85	
U42	REAR SEAT ENTERTAINMENT SYSTEM	1295.00	1074.85	
V1K	LUGGAGE RACK - CROSS BARS	45.00	37.35	
1LZ	TAHOE LTZ EQUIPMENT GROUP:	8275.00	6868.25	

* FRONT LEATHER APPOINTED BUCKET SEATS
* DRIVER SIDE SEAT W/12-WAY POWER, HEAT & MEMORY
* PASSENGER SIDE SEAT W/12-WAY POWER & HEAT
* 2ND ROW LEATHER APPOINTED SEATS
* 2ND ROW HEATED SEATS
* 2ND ROW SEAT POWER RELEASE
* 2-PASSENGER, 3RD ROW SEAT
* POWER ADJUSTABLE PEDALS
* REMOTE VEHICLE STARTER

HP:	45.7
GVWR:	7300
GAWR.FT:	3600
GAWR.RR:	4100
GMS:	44879.53
SUPPLR:	46895.73
NTR:	1/2
DAN:	TAH07
MEMO	2470.50

MORE RECORDS

COMMAND ===> ____

PF01=HELP 02=INV SEL 03=PRV SCRN 04=VEHEVENT 06=AR EVENT
PF07=PGUP 08=PGDN 09=INV ERR 10=PRINT P/W:

* AM/FM STEREO WITH MP3
  COMPATIBLE 6-DISC CD CHANGER
  (REPLACES STD RADIO)
* HEAD CURTAIN SIDE AIR BAGS,
  ALL SEATING ROWS
* BOSE PREMIUM SPEAKER SYSTEM
* XM SATELLITE RADIO - SERVICE
  FEE EXTRA. 1ST 3 MONTHS INCL.
* POWER LIFTGATE WITH LIFTGLASS
* LOCKING REAR DIFFERENTIAL
* AUTORIDE SUSPENSION PACKAGE
* 20" POLISHED ALUMINUM WHEELS
* HEATED WASHER FLUID SYSTEM
* RAIN SENSING WIPERS
* UNIVERSAL HOME REMOTE
* TRI-ZONE AUTOMATIC
  AIR CONDITIONING
* REAR PARKING ASSIST

RCMPR029 FORMATTED INVOICE DATA INQUIRY 05/21/07
17:53:26 PROCESSING SOURCE: BARS PAGE NO: 04

* OUTSIDE POWER FOLDING MIRRORS

** CONTINUED ON PAGE 2 **

SIERRA BLANCA MOTOR COMPANY
PO BOX 219
RUIDOSO NM 88355-0219

2007 TAHOE 4WD LT
51U GOLD MIST METALLIC /V8G
313 LIGHT CASHMERE/EBONY
ORDER NO. JVWSNQ/TRE STOCK NO.
VIN 1GN FK13 03 7R[redacted]

GENERAL MOTORS CORPORATION
& SUBSIDIARIES
RENAISSANCE CENTER
DETROIT MI 48243-1114
VEHICLE INVOICE 1AD86004628

**********S

MODEL & FACTORY OPTIONS MSRP INV AMT

** CONTINUED FROM PAGE 1 **

W/AUTO DIMMING & TURN SIGNALS

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 05/21/07
17:53:32 PROCESSING SOURCE: BARS PAGE NO: 05

MRM: 51785.00

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:

TOTAL MODEL & OPTIONS	50910.00	45456.83	ACT 237	44804.53
DESTINATION CHARGE	875.00	875.00	H/B 261	1527.30

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 05/21/07
17:53:42 PROCESSING SOURCE: BARS PAGE NO: 07

TOTAL 51785.00 46331.83 PAY 310 46331.83
MEMO: TOTAL LESS HOLDBACK AND
APPROX WHOLESALE FINANCE CREDIT 44239.55

****

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. 005
SIERRA BLANCA MOTOR COMPANY VIN 1GNFK13037R[redacted]
PO BOX 219 $ 46331.83 INV 1AD86004628
RUIDOSO NM 88355-0219 DUE 04/28/06 DEALER 39-278

COMMAND ===> ____ NO MORE RECORDS
PF01=HELP 02=INV SEL 03=PRV SCRN 04=VEHEVENT 06=AR EVENT
PF07=PGUP 08=PGDN 09=INV ERR 10=PRINT P/W:

RELEASE OF LIEN INFORMATION

[redacted]

I _____ (Client's Name) _____ (Client's Social Security Number)

hereby authorize GMAC
(Lien holder Name)

P.O. Box 78252 Phoenix AZ 85062- 800-200-4622
(Lien holder Address) (Lien holder Phone Number)

to release any and all information regarding my loan account # [redacted]
(Account Number)

with GMAC
(Lien holder Name)

to the manufacturer of my vehicle as identified on my loan through your company, including but not limited to a complete payment history of my account, a loan payoff amount, and per diem information.

Date 5/23/07

VEHICLE INFORMATION

The current vehicle mileage is 18725 Date mileage read: 5/23/07

[redacted]

Signature

LG0206-T
Rev 10/27/2004

over 3000 miles were put on my car by the District Service Manager and not credited on the car.

Lien holder Information Request Form

Customer Name [redacted]

Social Security N [redacted]

VIN: 1GNFK13037R [redacted] 2007 Chevrolet Tahoe LTZ

Lending Institution Information:

Account #: [redacted]

Institution Name: GMAC

Institution Address: P.O Box 78252

City : Phoenix State AZ Zip Code: 85062-8252

Contact Person :

Telephone # : 800 200-4622

Payoff: $

Good Until: 6/1/07 NEXT DATE DUE 5/26/07

Per Diem: $ (OR) %

LATE CHARGES PAID: $ X LATE CHARGES DUE: $ X

Down payment:

No. Payments Made: 10 at $ 777.00 /month

Total payments made : $ 7,770.00

Total Interest Paid to Date: $ as of

200_ $ 200_ $ 200_ $ 200_ $

CURRENT MILEAGE OF VEHICLE: 18725

DATE MILEAGE READ: 5/23/07

[redacted] hereby authorize GMAC to release any and all information regarding the above referenced account to including but not limited to a complete payment history of my account. Dated this 23 day of May 2007.

[redacted]

SIGNATURE SIGNATURE

REV March 18, 2003

RCMPR010 CURRENT VEHICLE DELIVERY/INCENTIVE INQUIRY 05/21/07

PROCESSING SOURCE: BARS 17:51:07

VIN: 1GNFK1303 7R[redacted] SELLG SCE: 13 MDL YR: 07 ORD NO: JVWSNQ PAGE NO: 1

ODATE: 01/26/06 ORDER FAN: OTYPE: 070 DLVY SS/SITE CD: 13 39278

DDATE: 05/24/06 DLVY FAN: DTYPE: 010 SRVC TYPE: MILEAGE:

DLVY DOE: 05/31/06 ORDER BY:

CANC:

CANC DOE:

TRADE: DLVY TO: [redacted]

TRD DOE:

SRVC IN: RUIDOSO NM [redacted]

SRVC OUT: CANC SRVC IN:

--INCENTIVES--

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR SHR	STAT
BAK	01	13 39278	00030340003	06/02/06	1,500.00	OA	0.00	9
BPN	01	13 39278	00030340003	06/02/06	1,500.00	OA	0.00	9
FFC	01	13 39278	00030340003	06/02/06	56.07	OA	0.00	9
XMC	01	13 39278	659746	06/06/06	3,939.42	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

GM

CHECK **No.** 900996520

50-937
213

DATE 11/19/08

**********26,627 DOLLARS ****75 CENTS

AMOUNT **********26,627.75

PAY TO THE ORDER OF

*[redacted]
HOLLYWOOD FL [redacted]

North American Operations
General Motors Corporation
Disbursement Account

SIGNATURE

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

AUDIT

⑈900996520⑈ ⑆021309379⑆ 601⑉2⑉62520⑈

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

DETACH BEFORE DEPOSITING CHECK

VENDOR DUNS NO. BB 000000107 1

VENDOR NAME WEISBERG AND MEYERS

CHECK NO. 900996520

PAYMENT DATE 11/19/08

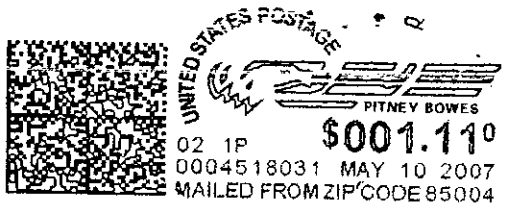
REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1GNFK13037[redacted].71-504314057.1-B83DCE	11/18/08	VM 1-B83DCE	00.0000	26,627.75	.00	26,627.75
			TOTAL	26,627.75	.00	26,627.7

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

W3

[redacted]

Phoenix, AZ[redacted]



MAY 1 7 2007

General Motors Corporation
c/o MSX International, ATTN: BRC Legal
1919 Concept Drive
Warren MI 48091

48091$6013 C037

[redacted]

AUSTIN, TX [redacted]

WW[redacted]

EXTENSION: 116
E-MAIL: SLANDGRAF@ATTORNEYSFORCONSUMERS.COM

WRITER LICENSED IN:
TEXAS

May 10, 2007

General Motors Corporation
c/o MSX International, ATTN: BRC Legal
1919 Concept Drive
Warren MI 48091

Re:	[redacted] v. General Motors Corporation
Our Client:	[redacted]
Your Client:	General Motors Corporation
Vehicle:	2007 Chevrolet Tahoe
VIN:	1GNFK13037R[redacted]
Our File Number:	T070073X

Dear Sir/Madam:

Please be advised that this office represents the above-named individual regarding claims against your company pursuant to the Texas Deceptive Trade Practices Act, the Federal Magnuson-Moss Warranty Act, the State Lemon Law and/or the Uniform Commercial Code with regard to the above-listed vehicle.

Having been formally notified of our representation, we respectfully demand you not contact our client for any reason. Instead, please direct all future contact and correspondence to this office. We reserve the right to seek injunctive relief against you should you fail to honor these directives.

Enclosed please find the sales and repair records in our client's possession. As these records show, our client paid an extraordinary sum of money for a vehicle riddled with numerous non-conformities that cause a substantial impairment of the use, value and/or safety of the vehicle. The primary non-conformities include but are not limited to:

1. Defective electrical system,
2. Persistent no start condition,
3. Persistent noises,
4. Defective trim,
5. Defective navigation system,
6. Defective doors,

7. Defective dash lights,
8. Defective radio,
9. Persistent recalls, and
10. Any additional complaints actually made, whether contained on your company's invoices or otherwise.

These non-conformities constitute violations of both Federal and State law, as do the inordinate amount of unsuccessful repair attempts to cure the same. Specifically, when you chose to bind our client to a written warranty limiting all remedies to repair or replacement of defective parts, you undertook the legal obligation to perform effective repairs within a reasonable opportunity. The inordinate amount of incompetent repairs within the applicable warranty period shows you failed to satisfy this obligation. Under basic principles of good faith, this means your limited remedy failed of its essential purpose and that you breached your warranties to my client. These acts caused harm for which our client intends to seek redress.

To avoid any litigation, we respectfully demand you take this vehicle back, return all funds paid towards the vehicle, cancel all applicable contracts, and provide compensation for the damages sustained to date, including mental anguish and our client's attorneys' fees pursuant to the fee - shifting provisions of the Texas Deceptive Trade Practices Act, the Magnuson -Moss Warranty Act and/or Lemon Law. The specific amount demanded herein for these damages totals $59,000.00. In exchange for meeting this demand, our client will waive all loss of use and aggravation and inconvenience damages sustained to date.

You are further hereby notified that should you force litigation, my client will seek treble damages against your company for its violations herein.

This letter also constitutes notice under U.C.C. § 2-711(3) of our client's security interest in the vehicle for return of the total amount above, plus expenses in handling and inspecting the vehicle. Until you pay this amount, our client has the right to hold the vehicle and use it to the extent necessary to preserve it, to protect its security interest, and to minimize your damages. In addition, although our client needs return of the monies listed above before substitute goods can be acquired, our client reserves the right to mitigate all parties damages by cover and reserves the right to claim such damages here. In addition, any attempt by you or your agents to repossess the car will be wrongful and will subject you to liability for conversion and for wrongful repossession under U.C.C. §§ 9-503 and 9-507 as well as other applicable Consumer Fraud remedies. If the seller (or, if applicable the assignee, or any creditor subject to the FTC Holder Rule) has filed a financing statement covering the goods, I demand, pursuant to U.C.C § 9-404, that you file a termination statement within ten days to terminate your security interest and forward a copy to this office. Since our client has revoked acceptance, there is no outstanding secured obligation. If you do not file a termination statement within ten days and cooperate in removing the lien, you will be liable under U.C.C. § 9-404(1) for any loss caused our client by your failure. Please also consider this letter prior direct written notification pursuant to T.C.A. § 17.505 and of our client's intent to pursue a claim pursuant to said statute. If you desire an inspection pursuant to said provision, you are hereby directed to contact this office within sixty (60) days of the date of this

letter. However, you are advised suit may be filed sixty-one (61) days after the sending of this letter, and earlier should the same be necessary to avoid the running of the statute of limitations.

In conclusion, I urge you to realize a quick resolution of this matter will save all parties a great deal of time, money and effort. To this end, although I believe the above demands are reasonable, our client remains open-minded to a diminution in value settlement, or any other suggestions for an equitable resolution you may have. I thus encourage you to contact this office at your earliest convenience with an offer for resolution. Should you fail to do so in a timely manner, I will assume you do not seek amicable resolution and will file a claim in a court of law seeking all actual and exemplary damages available.

[redacted]

SL/kl
Enc.

cc: [redacted]

RETAIL ORDER FOR A MOTOR VEHICLE

Web: www.sierrablancamotors.com
E-Mail: mail@sierrablancamotors.com

Sierra Blanca Motor Co.
A New Mexico Corporation
P. O. Box 219 • RUIDOSO, NM 88345
(505) 257-4081 • Fax (505) 257-3128 • Toll Free (800) 628-6867

DATE 06/24/2006

[redacted]

RUIDOSO NM [redacted]
CITY STATE ZIP CO

[redacted]
RES. PHONE NO. BUSINESS PHONE NO.

RANDAL J FIVEASH
SALESMAN'S NAME

NEW [XX] USED [ ] DEMO [ ]
YEAR 2007
MAKE CHEVROLET TRUCK
MODEL TAHOE
STOCK NO. 17016
BODY 4DR 4WD 1500
SERIAL NO. 1GNEK13037R [redacted]
COLOR GLD MIST MET
TRIM EBONY/LT C
MILES 14

The Dealer, SIERRA BLANCA MOTOR CO., A NEW MEXICO CORPORATION makes no warranties. Dealer hereby disclaims all warranties, either express or implied, for new or used motor vehicle, including any implied warranty of merchantability or fitness for a particular purpose, and the Dealer neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the vehicle.

USED CAR TRADE-IN

1. YEAR 2005 MAKE CHEVROLET MODEL TAHOE
BODY 4DR 4X4 Z71 SERIAL NO. 1GNEK13Z25R [redacted]
2. YEAR MAKE MODEL
BODY SERIAL NO.
D.O.B. 02/26/50 SS # 464-80-5928 DL #
PAY OFF TO GMAC
ADDRESS PO BOX 78252
CITY PHOENIX AZ
ACCT # [redacted] PHONE # (800)200-462[illegible]
CONTACTED AMOUNT 29745.62
GOOD UNTIL 05/29/06

DEAL # 44468
CUST #

"THE FRONT AND BACK OF THIS ORDER COMPRISE THE ENTIRE AGREEMENT BETWEEN PURCHASER AND SELLER AND PURCHASER AGREES TO BUY AND DEALER AGREES TO SELL THE ABOVE VEHICLE ON THE TERMS SET OUT ON BOTH SIDES OF THIS ORDER, NO OTHER AGREEMENT OR UNDERSTANDING OF ANY NATURE CONCERNING THIS ORDER HAS BEEN MADE OR ENTERED INTO. IF ANY PART OF THE PURCHASE PRICE IS FINANCED THROUGH DEALER, THIS ORDER FURTHER WILL NOT BECOME BINDING UNTIL AN INSTALLMENT SALE CONTRACT HAS BEEN SIGNED BY PURCHASER AND DEALER." I REPRESENT THAT I AM 18 YEARS OF AGE OR OLDER, AND HEREBY ACKNOWLEDGE RECEIPT OF A COPY OF THIS ORDER.

LIEN INFORMATION
Name GMAC
Address P.O. BOX 8104
City COCKEYSVILLE State MD Zip 21030-8104
Date of Lien 05/24/06 Amount of Lien 45532.86

SELLING PRICE		48095.
DEALER INSTALLED EQUIPMENT		N
SUB TOTAL		48095.0
LICENSE FEE		9.0
STATE SALES TAX		572.5
REGISTRATION FEE		56.0
LUXURY TAX		N7
DEALER SERVICE TRANSFER FEE		64.6
TOTAL CASH PRICE		48787.2
AMOUNT ALLOWED	29000.00	
BALANCE DUE	29745.62	
TRADE-IN CREDIT	-745.52	
SUB-TOTAL		49532.86
DEPOSIT (RECEIPT NO.)		N/A
CASH DUE ON DELIVERY (RECEIPT NO.)		1000.00
REBATE		3000.00
BALANCE DUE		45532.86

WARRANTY INFORMATION

[redacted]yer Initials) NEW VEHICLES AND DEMONSTRATORS: THIS VEHICLE IS SOLD WITH A MANUFACTURER'S LIMITED WARRANTY. THE MANUFACTURER'S LIMITED WARRANTY IS BUYER'S EXCLUSIVE REMEDY FOR ANY DEFECTS IN THE VEHICLE. DEALER MAY PERFORM REPAIRS UNDER THE MANUFACTURER'S LIMITED WARRANTY, BUT DEALER IS NOT RESPONSIBLE FOR THE MANUFACTURER'S LIMITED WARRANTY OR FOR ANY IMPLIED WARRANTIES MADE BY THE MANUFACTURER. DEALER MAKES NO WARRANTY ON THIS VEHICLE AND DISCLAIMS ANY IMPLIED WARRANTY OF MERCHA[illegible] FOR A PARTICULAR PURPOS[illegible] DEEMED TO HAVE BEEN MADE BY DEA[illegible] VEHICLE IS SOLD WITH A SERVICE [illegible] OF ANY SUCH WARRANTY OR SERVI[illegible] PROVIDED THEREIN, ANY IMPLIE[illegible] MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE ARE LIMITED TO THE DURATION OF SUCH WARRANTY OR SERVICE CONTRACT, AND BUYER'S[illegible]

GMAC FLEXIBLE FINANCE [redacted]

Dealer Number [redacted]

Buyer (and [redacted] (include county and zip code)	Cr[redacted]
[redacted] LYNN [redacted] 113 CANYON ROAD	SIERRA BLANCA [redacted] 300 HWY 70 WEST

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 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	2007	CHEVROLET TAHOE	[redacted]	☒ personal, family, or household ☐ agricultural ☐ business ☐

Your trade-in is a: Year 2005 Make CHEVROLET TRUCK Model TAHOE

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 downpayment of $ 3254.38
6.90 %	$ 10361.40	$ 45632.06	$ 55884.32	$ 59140.70

Your Payment Schedule Will Be:

Number of Payments	Amount of Payments	When Payments Are Due	Or as Follows
72	$ 776.31	Monthly beginning 07/08/2006	

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 maximum 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 (including any accessories, services, and taxes) $ 48657.58 (1)

2 Total downpayment = (If negative enter "0" and see line 4H below)

Gross trade-in $ 29000.00 - payoff by seller $ 29745.62

= net trade-in $ -745.62 + cash $ 1000.00

+ other (describe) DIRECT MAIL $ 3000.00 $ 3254.38 (2)

3 Unpaid balance of cash price (1 minus 2) $ 45403.17 (3)

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 the insurance company or companies

Life $ N/A

Disability $ N/A $ N/A

B Other insurance paid to the insurance company $ N/A

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 TRANS=$7.00

REG=$56.00 ADMIN=$2.00 $ 65.00

F Government certificate of title fees $ N/A

G Other charges (Seller must identify who is paid and describe purpose.)

to N/A for N/A $ N/A

to SIERRA BLANC for DLR TRANS SV $ 64.69

to N/A for N/A $ N/A

to N/A for N/A $ N/A

to N/A for N/A $ N/A

to N/A for N/A $ N/A

H Net trade-in payoff to N/A $ N/A

Total other charges and amounts paid to others on your behalf $ 129.69 (4)

5 Amount financed (3 + 4) $ 45532.86 (5)

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. 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 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) N/A

Premium:

Credit Life $ N/A

Credit Disability $ N/A

N/A (Insurance Company)

(Home Office Address)

Credit life and credit disability insurance 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 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.

☐ N/A Type of Insurance N/A Term

Premium $ N/A

N/A (Insurance Company)

(Home Office Address)

I want the insurance checked above.

X Buyer Signature Date

X Co-Buyer Signature Date

71577 101984

INVOICE

[redacted]

DUPLICATE 1
PAGE 1

ODESSA TX [redacted]
HOME: [redacted]

79525 SUSAN GLYNN

07 CHEVROLET TAHOE 1GNFK13037R[redacted] 4706/4709 T451

24MAY06 IS 0.00 CASH 28AUG06
ENG:5.3_Liter_Flexible_Fuel

07:50 22AUG06 16:09 28AUG06
LINE OPCODE TECH TYPE HOURS LIST NET TOTAL
A CUST STATES ONE TIME WOULD NOT START, WOULD NOT EVEN UNLOCK DOORS
CAUSE: COULD NOT DUPLICATE
N9995 CUSTOMER CONCERN NOT DUPLICATED
20533 WCM4 (N/C)
FC: 9Z PART#: COUNT: 0
CLAIM TYPE:
AUTH CODE:
PN

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

,,,,SCANNED COMPUTER SYSTEM AND HAS NO CODES STORED IN MEMORY. CHECKED
,,,,GROUNDS & POWERS ROAD TESTED AND RE-SCANNED. WE WERE UNABLE TO
,,,,DUPLICATE THE CUSTOMERS COMPLAINT OR FIND ANY PROBLEM AT THIS TIME
****
B CUST STATES LEFT REAR DOOR GLASS OUTSIDE SEALING STRIP IS LOOSE
BIO BODY INTERIOR OTHER
9999 ICM (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

,,,,ORDERED SEALING STRIP
****
C CUST STATES TIRE MONITOR LIGHT IS ON
EL ELECTRICAL
9999 ICM (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

,,,,CUSTOMER WILL RESCHEDULE
****
D CUST STATES RIGHT REAR DOOR HARD TO OPEN FROM OUTSIDE
CAUSE: OUT OF ADJUSTMENT
B6190 STRIKER, BACK DOOR ADJUST OR REPLACE
20533 WCM4 (N/C)

COPY

||||01Y0US028H3KN57V

5

71577. 101984

INVOICE

[redacted]
ODESSA TX [redacted]
HOME [redacted]

DUPLICATE 1
PAGE 2

79525 SUSAN GLYNN

07 CHEVROLET TAHOE 1GNFK13037R[redacted] 4706/4709 T451

24MAY06 IS 0.00 CASH 28AUG06
ENG:5.3_Liter_Flexible_Fuel

07:50 22AUG06 16:09 28AUG06

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

FC: 3A PART#: COUNT: 0
CLAIM TYPE:
AUTH CODE:
VP

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

,,,,WE ADJUSTED THE RIGHT REAR DOOR STRIKER & CHECKED DOOR OPERATION
****
E CUST STATES NAVIGATION SYSTEM GIVES WRONG INSTRUCTIONS
EL ELECTRICAL
9999 ICM (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00

,,,,WILL RESCHEDULE
****
F PERFORM FREE 27 POINT INSPECTION
VI PERFORM FREE 27 POINT INSPECTION
9999 ICM (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE F: 0.00

****

WE AT LITHIA MOTORS APPRECIATE YOUR BUSINESS AND WOULD LIKE TO THANK YOU FOR VISITING OUR SERVICE DEPARTMENT. OUR GOAL IS YOUR COMPLETE SATISFACTION. YOU MAY RECEIVE A SURVEY FROM CHEVROLET. IF YOU CAN'T ANSWER ALL QUESTIONS COMPLETELY SATISFIED, PLEASE CALL OUR SERVICE MANAGER DON SYDOW AT 337-6601

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DUPLICATE 1
PAGE 1

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HOME [redacted]

79525 SUSAN GLYNN

07 CHEVROLET TAHOE 1GNFK13037R[redacted] 5061/5065 T761

24MAY06 IS 0.00 CASH 14SEP06
ENG:5.3_Liter_Flexible_Fuel

08:53 07SEP06 16:57 14SEP06
LINE OPCODE TECH TYPE HOURS LIST NET TOTAL
A CUST STATES TIRE MONITOR LIGHT IS ON
CAUSE: MEMORY LOSS
E0716 DIAGNOSTIC SYSTEM CHECK TIRE PRESSURE
MONITORING (N/C)
20533 WCM4
FC: 6C PART#: COUNT: 0
CLAIM TYPE:
AUTH CODE:
OJ

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

,,,,PERFORMED DIAGNOSTIC TEST AND COMPLETED RELEARN PROCEDURE ON ALL
,,,,SENSOR AND ROAD TESTED
****
B CUST STATES LEFT REAR DOOR GLASS OUTSIDE SEALING STRIP IS LOOSE
INSTALL SOP PART
CAUSE: POOR APPEARANCE, WARPED
C1121 WEATHERSTRIP REAR DOOR LEFT ALIGN OR
REPLACE (N/C)
20656 WCM4 (N/C)
1 15927064 SEALING S
FC: 4N
PART#: 15927064
COUNT: 1
CLAIM TYPE:
AUTH CODE:
ON

COPY

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

,,,,WE REPLACED THE LEFT REAR WINDOW OUTSIDE SEALING STRIP THAT WAS

||||01Y0US028H3KN57V

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INVOICE

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DUPLICATE 1
PAGE 2

ODESSA, TX [redacted]
HOME: [redacted]

79525 SUSAN GLYNN

07 CHEVROLET TAHOE 1GNFK13037R[redacted] 5061/5065 T761

24MAY06 IS 0.00 CASH 14SEP06
ENG:5.3_Liter_Flexible_Fuel

08:53 07SEP06 16:57 14SEP06

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
,,,,WARPED							
**********							
C CUST STATES NAVIGATION SYSTEM DOES NOT READ RIGHT							
CAUSE: INTERNAL FAILURE							
R0762 RECEIVER, RADIO ORDER OR REMOVE							
20533 WCM4							(N/C)
FC: 6C PART#: COUNT: 0							
CLAIM TYPE:							
AUTH CODE: E							
OJ							
OLH OTHER LABOR HOURS							
20533 WCM4							(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

,,,,PERFORMED RADIO SYSTEM CHECKS AND ROAD TESTED CHECKED NAVIGATION
,,,,SYSTEM SET UP, CK TIME ROAD TEST TO UPDATE GPS. REMOVED RADIO AND CK
,,,,ALL CONNECTIONS 7 GROUNDS, CALL TAC & SPOKE WITH SCOTT ELLIS AND
,,,,ADVISED TO CHANGE MAP DVD & RETRY STREET LOCATIONS, ROAD TESTED AGAIN
,,,,NEW VEHICLETO VERIFY OPERATION. INSTALLED DIFFERENT DVD INTO CUSTOMERS
,,,,VEHICLE & ROAD TESTED BUT STILL SHOWS WRONG STREETS. CALLED TAC AGAIN &
,,,,SPOKE WITH MIKE RUSSELL AND ADVISED TO ORDER LATEST DVD AND RETRY
,,,,BEFORE RADIO REPLACEMENT CASE # 9169265

****

D CUST REQUESTS PROGRAM GARAGE REMOTE
EL ELECTRICAL
9999 ICM (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

,,,,UNABLE TO COMPLETE AT SERVICE CENTER

****

E PERFORM FREE 27 POINT INSPECTION
VI PERFORM FREE 27 POINT INSPECTION

COPY

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DUPLICATE 1
PAGE 3

ODESSA, TX [redacted]
HOME [redacted]

79525 SUSAN GLYNN

07 CHEVROLET TAHOE 1GNFK13037R[redacted] 5061/5065 T761

24MAY06 IS 0.00 CASH 14SEP06
ENG:5.3_Liter_Flexible_Fuel

08:53 07SEP06 16:57 14SEP06

LINE	OPCODE	TECH	TYPE	HOURS				LIST	NET	TOTAL (N/C)
		9999	ICM							
PARTS:		0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE E:			0.00

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DUPLICATE 1
PAGE 1

ODESSA, TX [redacted]
HOME [redacted]

79525 SUSAN GLYNN

07 CHEVROLET TAHOE 1GNFK13037R[redacted] 6381/6383 T333

24MAY06 IS 0.00 CASH 04OCT06
ENG:5.3_Liter_Flexible_Fuel

08:15 03OCT06 17:05 04OCT06
LINE OPCODE TECH TYPE HOURS LIST NET TOTAL
A CUST STATES NAVIGATION SYSTEM DOES NOT READ CORRECTLY SEE DON
CAUSE: INTERNAL FAILURE
R4807 MIN AND/OR MDN CELLULAR COMMUNICATIONS
(ONSTAR) PROGRAMMING WITH SPS (N/C)
20533 WCM4
FC: 6C PART#: COUNT: 0
CLAIM TYPE:
AUTH CODE:
OJ

COPY

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

,,,,TECHNICAL ASSISTANCE ADVISED US TO USE UPDATED NAVIGATION DVD. WE
,,,,INSTALLED THE LATEST DVD AND CHECKED OPERATION
****
B PERFORM FREE 27 POINT INSPECTION
VI PERFORM FREE 27 POINT INSPECTION
9999 ICM (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

****

WE AT LITHIA MOTORS APPRECIATE YOUR BUSINESS AND WOULD LIKE TO THANK YOU FOR VISITING OUR SERVICE DEPARTMENT. OUR GOAL IS YOUR COMPLETE SATISFACTION. YOU MAY RECEIVE A SURVEY FROM CHEVROLET. IF YOU CAN'T ANSWER ALL QUESTIONS COMPLETELY SATISFIED, PLEASE CALL OUR SERVICE MANAGER DON SYDOW AT 337-6601

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HOME: [redacted]

PAGE 1

136 JASON BERTA

07 CHEVROLET TAHOE 1GNFK13037R[redacted] 9720/9720 T515

24MAY06 IS 0.00 CASH 11DEC06

ENG:5.3_Liter_Flexible_Fuel

09:36 27NOV06 11:17 11DEC06

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A CUSTOMER STATES CK NAVIGATION SYSTEM NOT WORKING CORRECTLY SEE DON			
EL ELECTRICAL			
9999 ICM			(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A:			0.00
**********			
B CUSTOMER STATES CK WHILE DRIVING ALL DASH LIGHTS TURN OFF AND THEN COME BACK ON AT TIMES			
EL ELECTRICAL			
9999 ICM			(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B:			0.00
**********			
C CUSTOMER STATES CK REVERSE CAMRA INOP AT TIMES DOES NOT SHOW ANY THING ON SCREEN ONLY RADIO			
EL ELECTRICAL			
9999 ICM			(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C:			0.00
**********			
D CUSTOMER STATES CK RF TIRE MONITER DOES NOT READ CORRECTLY SAYS TIRE IS LOW AND ITS NOT			
EL ELECTRICAL			
9999 ICM			(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D:			0.00
**********			

WE AT LITHIA MOTORS APPRECIATE YOUR BUSINESS AND WOULD LIKE TO THANK YOU FOR VISITING OUR SERVICE DEPARTMENT. OUR GOAL IS YOUR COMPLETE SATISFACTION. YOU MAY RECEIVE A SURVEY FROM CHEVROLET. IF YOU CAN'T ANSWER ALL QUESTIONS COMPLETELY SATISFIED, PLEASE CALL OUR SERVICE MANAGER DON SYDOW AT 337-6601

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DUPLICATE 1
PAGE 1

ODESSA, TX [redacted]
HOME: [redacted]

136 JASON BERTA

07 CHEVROLET TAHOE 1GNFK13037R[redacted] 12550/12571

24MAY06 IS 29JAN07 0.00 CASH 30JAN07
ENG:5.3_Liter_Flexible_Fuel

08:32 29JAN07 17:31 30JAN07

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A CUSTOMER STATES CK NAVIGATION SYSTEM NOT CORRECT			
CAUSE: UPDATE RADIO PROGRAM BULLETIN 060844037			
R9707 RADIO/NAVIGATION-REPROGRAM WITH SPS			
20646 WCM4			(N/C)
FC: 95 PART#: COUNT: 0			
CLAIM TYPE:			
AUTH CODE:			
MK			

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

,,,,12550 UPDATE RADIO PROGRAM BULLETIN 060844037 ROADTEST NAVAGATION
,,,,SYSTEM USER REFERENCE FOR HWY NOT SELECTED CAUSES ROUTE TO PASS THRU
,,,,TOWN OFF INTERSTATES HIGHWAY CONTACT TECHNICAL ASSISTANCE SUGGEST
,,,,DRIVING WITH CUST
****

B CUSTOMER STATES CK DRIVER DOOR HANDLE ON INSIDE COMING APART
BIO BODY INTERIOR OTHER
9999 ICM (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

,,,,12550 PARTS ON ORDER
****

C** RECALL 06162 PROD ENHANCEMENT FOR INVENTORY AND CUST VEHICLES
REPROGRAM ECM FOR E85 VFFS
CAUSE: RECALL
Y0124 06162 PROD ENHANCEMENT (N/C)
20646 WCM4
FC: 96 PART#: COUNT: 0
CLAIM TYPE:
AUTH CODE:
MA

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DUPLICATE 1
PAGE 2

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ODESSA, TX [redacted]
HOME: [redacted]

136 JASON BERTA

07 CHEVROLET TAHOE 1GNFK13037R[redacted] 12550/12571

24MAY06 IS 29JAN07 0.00 CASH 30JAN07
ENG:5.3_Liter_Flexible_Fuel

08:32 29JAN07 17:31 30JAN07

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

,,,,12550 RECALL REPROGRAM ECM
****

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PAGE 1

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HOME: [redacted]

611 RUBEN OCHOA

07 CHEVROLET TAHOE 1GNFK13037R[redacted] 12813/12813 T153

24MAY06 IS 09FEB07 0.00 CASH 12FEB07
ENG:5.3_Liter_Flexible_Fuel

08:03 09FEB07 16:54 12FEB07
LINE OPCODE TECH TYPE HOURS LIST NET TOTAL
A CUST STATES DRVR INSIDE DOOR HANDLE PEELING-PARTS IN
CAUSE: DRVR INSIDE DOOR HANDLE PEELING
B4301 HANDLE AND REMOTE CONTROL, FRONT DOOR LOCK
LEFT R&R OR REPLACE
20656 WCM4 (N/C)
1 15935951 F-HANDLE (N/C)
FC: 5L
PART#: 15935951
COUNT: 1
CLAIM TYPE:
AUTH CODE:
VV

COPY

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

,,,,12813 DRVR INSIDE DOOR HANDLE PEELING REPLACE HANDLE
****
B SHUTTLE
CAUSE: 1 WAY SHUTTLE
Z7910 1 WAY SHUTTLE
9999 WCM4 (N/C)
FC: 98 PART#: COUNT: 0
CLAIM TYPE:
AUTH CODE:
MJ

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

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DUPLICATE 1
PAGE 2

ODESSA, TX [redacted]
HOME: [redacted]

611 RUBEN OCHOA

07 CHEVROLET TAHOE 1GNFK13037R[redacted] 12813/12813 T153

24MAY06 IS 09FEB07 0.00 CASH 12FEB07
ENG:5.3_Liter_Flexible_Fuel

08:03 09FEB07 16:54 12FEB07
LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

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DUPLICATE 1
PAGE 1

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HOME [redacted]
CELL

79525 SUSAN GLYNN

07 CHEVROLET TAHOE 1GNFK13037R[redacted] 17364/17364 T718

24MAY06 IS 17:00 21APR07 0.00 CASH 24APR07
ENG:5.3_Liter_Flexible_Fuel

09:03 21APR07 16:18 24APR07

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

A CUST STATES XM RADIO WORKS INTERMITTENLY --DO NOT REMOVE RADIO FOR REPAIR

CAUSE: R B

R9995 CUSTOMER CONCERN NOT DUPLICATED (N/C)

20490 WCM4

FC: 9Z PART#: COUNT: 0

CLAIM TYPE:

AUTH CODE:

OJ

COPY

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

,,,,17364 SCANNED AND COULD NOT DUPLICATE CUSTOMER CONCERN AT THIS
,,,,TIME.

****

B PERFORM RECALL 07033 BATTERY RUN DOWN

CAUSE: RECALL DUE

Y0152 07033 REPROGRAM PCM (N/C)

20490 WCM4

FC: 96 PART#: COUNT: 0

CLAIM TYPE:

AUTH CODE:

MA

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

,,,,17364 RECALL DUE REPROGRAMMED BCM AS PER RECALL AND CK AS PER
,,,,RECALL, OK

****

C CUST STATES POPS WHEN SHIFTING REVERSE TO FIRST SOMETIMES

CAUSE: .

F9995 CUSTOMER CONCERN NOT DUPLICATED

-|-6517

4326619994

REF-CHEM LP.
03910879

||||01Y0US028H3KN57V

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INVOICE

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DUPLICATE 1
PAGE 2

ODESSA, TX [redacted]

79525 SUSAN GLYNN

07 CHEVROLET TAHOE 1GNFK13037R[redacted] 17364/17364 T718

24MAY06 IS 17:00 21APR07 0.00 CASH 24APR07
ENG:5.3_Liter_Flexible_Fuel

09:03 21APR07 16:18 24APR07

LINE	OPCODE	TECH	TYPE	HOURS	~~LIST~~	NET	TOTAL (N/C)
	20490	WCM4					

FC: 9Z PART#: COUNT: 0
CLAIM TYPE:
AUTH CODE:
NP

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PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 ~~TOTAL LINE C:~~ 0.00

,,,,17364 TEST DROVE AND CK TRANS AND DRIVE LINE AND REAR AXLE, OK, NO
,,,,ABNORMAL NOISE FOUND AT THIS TIME
****

D PERFORM FREE 27 POINT INSPECTION
VI PERFORM FREE 27 POINT INSPECTION
9999 ICM (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

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214-750-3550
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3100 MONTICELLO AVE.
DALLAS TX 75205

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Craddock Davis & Krause LLP

Attorneys and Counselors

3100 Monticello Avenue, Suite 550
Dallas, Texas 75205-3442

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Fax: (214) 750-3551

OTHER OFFICES
Marshall, Texas
Telephone: (903) 935-9700

Montgomery, Alabama
Telephone: (334) 215-3064

TRANSMITTAL COVER SHEET

NEW LAWSUIT

RECIPIENT:	General Motors Corporation c/o MSX International, ATTN: BRC Legal 1919 Concept Drive Warren, MI 48091
DATE:	September 14, 2007
RE:	Cause No. A-124,134; [redacted] *vs. General Motors Corporation*; 70th District Court, Ector County, Texas
CRD FILE NO:	12000-856
SENDER:	Rosa M. Cortez, Legal Asst. to Michael J. Craddock
SENDER'S DIRECT DIAL:	(214) 750-3565
COMMENTS:	Please review the attached.

CT CORPORATION
A WoltersKluwer Company

Service of Process Transmittal

09/07/2007
Log Number 512569381

TO: Jameson Carroll
King & Spaulding, LLP
1180 Peachtree St.
Atlanta, GA, 30309-3521

RE: **Process Served in Texas**

FOR: General Motors Corporation (Domestic State: DE)

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

TITLE OF ACTION:	[redacted] Pltf. vs. General Motors Corporation, Dft.
DOCUMENT(S) SERVED:	Citation, First Amended Original Petition,
COURT/AGENCY:	70th Judicial District Court of Ector County, TX Case # A124134
NATURE OF ACTION:	Product Liability Litigation - Breach of Warranty - Regarding 2007 Chevrolet Tahoe Vin Number 1GNFK13037R[redacted] defective materials and workmanship
ON WHOM PROCESS WAS SERVED:	C T Corporation System, Dallas, TX
DATE AND HOUR OF SERVICE:	By Process Server on 09/07/2007 at 13:20
APPEARANCE OR ANSWER DUE:	By 10:00 a.m. on the Monday next after the expiration of 20 days
ATTORNEY(S) / SENDER(S):	Susan A. Landgraf Weisberg and Meyers, LLC 4201 W. Parmer Lane Suite A-250 Austin, TX, 78727 512-436-0036
ACTION ITEMS:	SOP Papers with Transmittal, via Fed Ex 2 Day, 790823636946 Fax Transmittal, Rosemarie Williams 313-665-7572
SIGNED: **PER:** **ADDRESS:** **TELEPHONE:**	C T Corporation System Beatrice Casarez 350 North St Paul Street Suite 2900 Dallas, TX, 75201 214-932-3601

Ans due
10/1/07

SEP 12 2007

Information displayed on this transmittal is for CT Corporation's record keeping purposes only and is provided to the recipient for quick reference. This information does not constitute a legal opinion as to the nature of action, the amount of damages, the answer date, or any information contained in the documents themselves. Recipient is responsible for interpreting said documents and for taking appropriate action. Signatures on certified mail receipts confirm receipt of the package only, not of its contents.

CLERK OF THE COURT
JANIS MORGAN
District Clerk
300 N. Grant, Room 301
ODESSA, TEXAS 79761

Attorney for Plaintiff

SUSAN A. LANDGRAF
4201 W. PARMER LANE
AUSTIN TX. 78727

THE STATE OF TEXAS

CITATION:

NOTICE TO DEFENDANT: "You have been sued. You may employ an attorney. If you or your attorney do not file a written answer with the clerk who issued this citation by 10:00 a.m. on the Monday next following the expiration of twenty days after you were served this citation and petiion, a default judgment may be taken against you."

TO: GENERAL MOTORS CORPORATION, BY SERVING ITS REGISTERED AGENT, C.T. CORPORATION SYSTEMS , Defendant, Greeting:

You are commanded to appear by filing a written answer to the plaintiff's amended petition at or before 10 o'clock A.M. of the Monday next after the expiration of 20 days after the date of service hereof, before the 70th Judicial Districtof Texas, at the Court House in Odessa, Texas. Said plaintiff's amended petition was filed on AUGUST 27, 2007 at 10:49 o'clock A.M..

The file number of said suit being A-124,134.

The style of the case is [redacted] Vs. General Motors Of America.

A copy of plaintiff's amended petition accompanies this citation.

Issued this August 27th, 2007.

Given under my hand and seal of said Court, at office in Odessa, Texas, this August 27th, 2007.

Seal

JANIS MORGAN DISTRICT CLERK
70th Judicial District
Ector County, Texas
By: Gloria Zuniga, Deputy

==========

(Execute when copy is delivered)
(Rule 106)
This a true copy of the original Citation, was delivered to defendant _____, on the _____day of _____, 20_____.

_____, Sheriff

_____, County, Texas

Delivered 9/7/07

Cause No. A-124,134

JANIS MORGAN
DISTRICT CLERK
ECTOR COUNTY, TEXAS
2007 AUG 27 AM 10 49
FILED BY _____
DEPUTY

JUDY WHITWORTH,	§	
Plaintiff	§	IN THE DISTRICT COURT
	§	
	§	
v.	§	70th JUDICIAL DISTRICT
	§	
	§	
GENERAL MOTORS	§	
CORPORATION,	§	
Defendant	§	ECTOR COUNTY, TEXAS

PLAINTIFF'S FIRST AMENDED ORIGINAL PETITION

TO THE HONORABLE JUDGE OF SAID COURT:

A. Discovery Control Plan

1. The plaintiff intends that discovery in this case shall be conducted under Level One as set forth in Tex. R.Civ.P. Rule 190.1.because this suit involves only monetary relief totaling $50,000 or less, excluding court costs, prejudgment interest and attorney's fees.

B. Parties

2. Plaintiff, Judy Whitworth (hereinafter "Consumer"), is a resident of Ector County, Texas. Defendant, General Motors Corporation (hereinafter "Warrantor"), is a foreign corporation authorized to do business in this State and may be served with process by serving C.T. Corporation Systems, its registered agent at 350 North St. Paul Street, Dallas, Texas 75201, its registered address.

C. Venue

3. Venue of this action is proper in the county of suit because all or a substantial part of the events giving rise to the claim occurred in this County or this County is the Defendant's principal office in Texas.

D. Facts

4. On or about June 24, 2006, Consumer purchased a 2007 Chevrolet Tahoe ("Tahoe") manufactured and supplied by Warrantor, Vehicle Identification No. 1GNFK13037R172512, for $60,349.70, inclusive of all collateral charges incurred at the time of purchase. See Retail Installment Contract, attached hereto as Exhibit "A."

5. In connection with Consumer's purchase of the Tahoe, Warrantor issued and supplied to Consumer its written warranty, which included three (3) year or thirty-six thousand (36,000) mile bumper to bumper coverage, as well as other warranties fully outlined in the Warrantor's New Vehicle Warranty booklet. Warrantor intended Consumer to view the fact the Tahoe was "warranted" as an assurance of the Tahoe's quality, thereby inducing Consumer's purchase.

6. After Consumer's purchase of the Tahoe, Warrantor completely disclosed the terms of its warranty; said warranty terms were not assurances of quality but rather attempts to limit warranty obligations to repair or replacement of parts defective in material and workmanship. Said warranty documents also contained various other terms not previously disclosed, negotiated or agreed to, including but not limited to limitations on damages for breach of warranty.

7. On or about the aforementioned date, Consumer took possession of the Tahoe and sometime thereafter experienced various defects and non-conformities within the same that diminish its value and/or substantially impair its use and value to Consumer. These defects include, but are not limited to a defective electrical system, persistent no start condition, persistent noises, defective trim, defective navigation system, defective doors, defective dash lights, defective radio, persistent recalls, and, any other complaints actually made, whether contained on Warrantor's invoices or not.

8. For any defects repairable, Consumer provided Warrantor, through its authorized dealership network, a sufficient opportunity to repair the defects, non-conformities and conditions within the Tahoe.

9. Despite being given more than a reasonable number of attempts/reasonable opportunity to cure said defects, non-conformities and conditions, Warrantor failed to do so and thus the warranty failed its essential purpose.

10. Warrantor's failure to correct said defects violate Warrantor's statutory and common law duties to Consumer and the expectations created by Warrantor's promotional documents and warranty.

11. Consumer avers that as a result of the ineffective repair attempts made by Warrantor through its authorized dealership network, the Tahoe cannot be utilized as intended by Consumer at the time of acquisition and that the use and value of the Tahoe has been diminished and/or substantially impaired to Consumer.

12. Consumer provided Warrantor written notification of the defects within the subject vehicle, an offer for a final opportunity to cure, and Consumer's demand for compensation on May 10, 2007. See Notice Letter, attached hereto as Exhibit "B."

13. Warrantor refused Consumer's demand for compensation and has refused to provide Consumer with the remedies to which Consumer is entitled.

14. Consumer has been and will continue to be financially damaged due to Warrantors' conduct as described herein. Consumer has met all legal and enforceable obligations and preconditions as provided in Warrantor's warranty and by statute(s).

E. Count I-Breach of Written Express Warranty Pursuant to Magnuson-Moss Warranty Act

15. Consumer reincorporates by reference herein all prior paragraphs above.

16. As a direct and proximate result of Warrantor's failure to comply with its statutory written warranties, statutory obligations, and common law duties, Consumer has suffered damages and, in accordance with 15 U.S.C. §2310(d), Consumer is entitled to bring suit for such damages and other legal and equitable relief.

17. By inducing Consumer's purchase with warranties attempting to limit warranty obligations to nothing but repair or replacement of parts defective in material and workmanship Warrantor was required by common law and statute to perform adequate and competent repairs or replacements within a reasonable opportunity and time, as competent repairs within a reasonable opportunity/amount of time is the essential purpose of warranties restricted to repair or replacement of defective parts.

18. Consumer has met all legal and enforceable obligations and preconditions as provided in Warrantor's warranty and by statute(s).

19. For this violation Consumer seeks un-liquidated damages within the jurisdictional limits of this court in the form of diminished value, incidental and consequential damages including loss of use and aggravation and inconvenience, and also seeks all reasonable and necessary attorney's fees in this case pursuant to 15 U.S.C.§2310(d).

F. Count II-Breach of Implied Warranties Pursuant to Magnuson-Moss Warranty Act

20. Consumer reincorporates by reference herein all prior paragraphs above.

21. As a direct and proximate result of Warrantor's failure to comply with its statutory written warranties, statutory obligations, and common law duties, Consumer has suffered damages and, in accordance with 15 U.S.C. §2310(d), Consumer is entitled to bring suit for such damages and other legal and equitable relief.

22. At the time the Tahoe was manufactured by Warrantor and/or the time it left Warrantor's custody and control it contained defects and non-conformities. These defects and non-conformities evidence the lack of something necessary for adequacy, rendering the Tahoe unfit for the ordinary purposes for which the Tahoe was intended to be used.

23. Consumer has met all legal and enforceable obligations and preconditions as provided in Warrantor's warranty and by statute(s).

24. For this violation Consumer seeks un-liquidated damages within the jurisdictional limits of this court in the form of diminished value, incidental and consequential

damages including loss of use and aggravation and inconvenience, and also seeks all reasonable and necessary attorney's fees in this case pursuant to 15 U.S.C.§2310(d).

G. Count III-Breach of Express and Implied Warranties Pursuant to Texas Deceptive Trade Practices Act

25. This suit is brought, in part, under the authority of Tex. Bus. & Com. Code § 17.41 *et seq.*, commonly known as the Deceptive Trade Practices and Consumer Protection Act and cited in this petition as the "DTPA".

26. Warrantor was given notice in writing of the claims made in this petition including a statement of Consumer's damages including attorney's fees, more than sixty days before this suit was filed in the manner and form required by DTPA §17.505 (a).

27. As a result of the supply of the Tahoe by Warrantor, an implied warranty of merchantability arose in the transaction which includes the following guarantees:

    a. that the Tahoe would pass without objection in the trade under the contract description; and

    b. that the Tahoe was fit for the ordinary purpose for which it was purchased and intended.

28. Because of the inherent defects in the Tahoe, which defects existed at the time it was manufactured and/or the time it left Warrantor's control although not discovered until later, the Tahoe was not merchantable in that it would not pass without objection in the trade under the contract description and it was not fit for the ordinary purpose for which such automobiles are used. Subsequent to the sale, an implied warranty arose in connection with the repairs performed by Warrantor. Specifically, warrantor

impliedly warranted that the repair work had been performed in a good and workmanlike manner. Warrantor failed to perform the repairs here in a good and workmanlike manner as evidenced by the repeat nature of the defects. Consumer notified Warrantor of its breach and returned the Tahoe to Warrantor through its authorized repair dealership for repairs on numerous occasions, none of which were successful. This conduct by Warrantor constitutes a breach of the implied warranties described above, which breach is actionable under DTPA section 17.50 (a)(2).

29. In addition to the implied warranties that arose in the transaction, certain representations and express warranties were made, including that any defect or non-conformity in the Tahoe occurring during a specified warranty period resulting from defects in material or workmanship would be repaired, and that repair work on the Tahoe would in fact cure the same. When Consumer's Tahoe was not repaired within a reasonable opportunity/number of attempts, the express warranties that it could be and would be repaired were breached. Warrantor's breach of the express warranties is actionable under DTPA §17.50 (a)(2).

30. Warrantor's statements that the Tahoe's defects and non-conformities would be and could be repaired misrepresented the characteristics, uses, benefits, standard and quality of Warrantor's services as implicit in this repair promise was an element of reasonableness. Specifically, if the Tahoe could be repaired, it would have been, and if Warrantor's repair agents were capable of meeting the representations Warrantor made in its written warranty regarding its/their ability to repair defects, they would have, and at all times Warrantor knew it and they could not and did not. For these

reasons, these representations were false, misleading and deceptive as defined in DTPA §17.46 (b)(5) and (7); and this conduct is actionable under DTPA § 17.50(a)(1).

31. There was a gross disparity between the amount of money paid by Consumer for the Tahoe, which is dictated in large part by Warrantor based on the price Warrantor charges its selling dealerships for the subject vehicle and based on Warrantor's M.S.R.P. sticker, and the value received by Consumer. For this reason, this transaction was unconscionable and is actionable under DTPA §17.50(a)(3).

32. Warrantor had an actual awareness of the act, practice, condition, defect, non-conformity or failure constituting the breach of warranty contained in this petition in that Warrantor knew that the Tahoe had not been properly repaired when it was delivered to Consumer by Warrantor's authorized sales and/or service agents and representatives.

33. The conduct described above has been and is a producing and proximate cause of damages to Consumer. Consumer's damages include: diminished value to the Tahoe because of its inherent and irreparable defects and non-conformities, and damages for Consumer's loss of use for the time the Tahoe has been un-repaired and therefore, unusable. Consumer also seeks mental anguish damages caused by the repeated malfunctions of the Tahoe, Warrantor's failure to repair it, and the resulting loss of use, aggravation, inconvenience and shaken faith.

34. Additionally, Consumer seeks an award of discretionary additional damages in an amount not to exceed three times the amount of economic damages if Warrantor's

conduct is found to have been committed knowingly; or an amount not to exceed three times the amount of economic and mental anguish damages if Warrantor's conduct is found to have been committed intentionally.

35. The amount of Consumer's damages exceeds the minimum jurisdictional limits of the court.

36. Consumer seeks a damages remedy as an alternative to the remedy of revocation which is requested in the following paragraph.

37. Consumer revokes his/her acceptance of the Tahoe for the reason that its defects substantially impair it to Consumer and acceptance was based on Consumers reasonable reliance on the false representations and warranties of Warrantor that the defects in the Tahoe would be repaired and that the Tahoe did not come with inherent defects. Accordingly, Consumer seeks a cancellation of the purchase transaction and an Order of the Court restoring to Consumer the money expended by Consumer as a result of the breaches of warranty set forth above. Consumer also seeks cancellation of the debt and now offers to return the automobile to Warrantor. In this connection, Consumer also offers to credit Warrantor with the fair rental value of the Tahoe for the number of miles it was actually driven by Consumer

38. Consumer seeks reasonable and necessary attorney's fees in this case through the time judgment is entered and for any post-trial or post-judgment appeals, to be detailed through a statement of services submitted at the appropriate time.

H. Jury Demand

39. Plaintiff demands a jury trial, and tenders the appropriate fee with this petition.

I. Prayer

40. For these reasons, Consumer requests that Warrantor be cited according to law to appear and answer. Consumer demands judgment against Warrantor for all actual damages and all statutory additional damages as set forth above in section A(1) of this Petition, all attorneys fees, costs of court, and pre-judgment and post-judgment interest at the highest lawful rates. Consumer also asks for such other relief to which Consumer may be entitled.

Respectfully Submitted,
Weisberg and Meyers, LLC

By: Susan A. Landgraf

Susan A. Landgraf
Texas Bar No. 00784702
4201 W. Parmer Lane, Suite A-250
Austin, TX 78727
Tel. 512-436-0036
Fax 866-565-1327
ATTORNEY FOR PLAINTIFF

WEISBERG & MEYERS, LLC

ATTORNEYS FOR CONSUMERS
4201 WEST PARMER LANE
SUITE A-250
AUSTIN, TX 78727
512 436 0036
866 565 1327 FACSIMILE
TEXAS OFFICE
WWW.ATTORNEYSFORCONSUMERS.COM

EXTENSION: 116
E-MAIL: SLANDGRAF@ATTORNEYSFORCONSUMERS.COM

WRITER LICENSED IN:
TEXAS

May 10, 2007

General Motors Corporation
c/o MSX International, ATTN: BRC Legal
1919 Concept Drive
Warren MI 48091

Re:	[redacted]v. General Motors Corporation
Our Client:	Judy Whitworth
Your Client:	General Motors Corporation
Vehicle:	2007 Chevrolet Tahoe
VIN:	1GNFK13037R[redacted]
Our File Number:	T070073X

Dear Sir/Madam:

Please be advised that this office represents the above-named individual regarding claims against your company pursuant to the Texas Deceptive Trade Practices Act, the Federal Magnuson-Moss Warranty Act, the State Lemon Law and/or the Uniform Commercial Code with regard to the above-listed vehicle.

Having been formally notified of our representation, we respectfully demand you not contact our client for any reason. Instead, please direct all future contact and correspondence to this office. We reserve the right to seek injunctive relief against you should you fail to honor these directives.

Enclosed please find the sales and repair records in our client's possession. As these records show, our client paid an extraordinary sum of money for a vehicle riddled with numerous non-conformities that cause a substantial impairment of the use, value and/or safety of the vehicle. The primary non-conformities include but are not limited to:

1. Defective electrical system,
2. Persistent no start condition,
3. Persistent noises,
4. Defective trim,
5. Defective navigation system,
6. Defective doors,

7. Defective dash lights,
8. Defective radio,
9. Persistent recalls, and
10. Any additional complaints actually made, whether contained on your company's invoices or otherwise.

These non-conformities constitute violations of both Federal and State law, as do the inordinate amount of unsuccessful repair attempts to cure the same. Specifically, when you chose to bind our client to a written warranty limiting all remedies to repair or replacement of defective parts, you undertook the legal obligation to perform effective repairs within a reasonable opportunity. The inordinate amount of incompetent repairs within the applicable warranty period shows you failed to satisfy this obligation. Under basic principles of good faith, this means your limited remedy failed of its essential purpose and that you breached your warranties to my client. These acts caused harm for which our client intends to seek redress.

To avoid any litigation, we respectfully demand you take this vehicle back, return all funds paid towards the vehicle, cancel all applicable contracts, and provide compensation for the damages sustained to date, including mental anguish and our client's attorneys' fees pursuant to the fee - shifting provisions of the Texas Deceptive Trade Practices Act, the Magnuson -Moss Warranty Act and/or Lemon Law. The specific amount demanded herein for these damages totals $59,000.00. In exchange for meeting this demand, our client will waive all loss of use and aggravation and inconvenience damages sustained to date.

You are further hereby notified that should you force litigation, my client will seek treble damages against your company for its violations herein.

This letter also constitutes notice under U.C.C. § 2-711(3) of our client's security interest in the vehicle for return of the total amount above, plus expenses in handling and inspecting the vehicle. Until you pay this amount, our client has the right to hold the vehicle and use it to the extent necessary to preserve it, to protect its security interest, and to minimize your damages. In addition, although our client needs return of the monies listed above before substitute goods can be acquired, our client reserves the right to mitigate all parties damages by cover and reserves the right to claim such damages here. In addition, any attempt by you or your agents to repossess the car will be wrongful and will subject you to liability for conversion and for wrongful repossession under U.C.C. §§ 9-503 and 9-507 as well as other applicable Consumer Fraud remedies. If the seller (or, if applicable the assignee, or any creditor subject to the FTC Holder Rule) has filed a financing statement covering the goods, I demand, pursuant to U.C.C § 9-404, that you file a termination statement within ten days to terminate your security interest and forward a copy to this office. Since our client has revoked acceptance, there is no outstanding secured obligation. If you do not file a termination statement within ten days and cooperate in removing the lien, you will be liable under U.C.C. § 9-404(1) for any loss caused our client by your failure. Please also consider this letter prior direct written notification pursuant to T.C.A. § 17.505 and of our client's intent to pursue a claim pursuant to said statute. If you desire an inspection pursuant to said provision, you are hereby directed to contact this office within sixty (60) days of the date of this

letter. However, you are advised suit may be filed sixty-one (61) days after the sending of this letter, and earlier should the same be necessary to avoid the running of the statute of limitations.

In conclusion, I urge you to realize a quick resolution of this matter will save all parties a great deal of time, money and effort. To this end, although I believe the above demands are reasonable, our client remains open-minded to a diminution in value settlement, or any other suggestions for an equitable resolution you may have. I thus encourage you to contact this office at your earliest convenience with an offer for resolution. Should you fail to do so in a timely manner, I will assume you do not seek amicable resolution and will file a claim in a court of law seeking all actual and exemplary damages available.

Best regards,

Susan Landgraf

Susan Landgraf
Attorney at Law

SL/kl
Enc.

cc: [redacted]

General Motors Corporation
Business Resource Center
PO Box 33170
Detroit, MI 48232-5170

VIA FAX ONLY

June 21, 2007

Susan Landgraf, Esq.
Weisberg & Meyers, LLC
2833 N Central Ave Ste 613
Phoenix, AZ 85004-1085

RE: [redacted]
Service Request: 71-504314057
2007 Chevrolet Tahoe
Vehicle Identification Number: 1GNFK13037R[redacted]
Customer Relationship Specialist: Brion Stevens

Dear Mrs. Landgraf:

After careful research and evaluation of the above case by General Motors Corporation, our research indicates the following facts that lead to the denial of your request:

- We have factually investigated this matter and at this time have concluded that General Motors has fulfilled its obligations as contained in its written limited warranty.
- Your client's concerns have been repaired under their written limited warranty.
- The Divisional Service Manager drove the vehicle as agreed by Mrs. Whitworth as his own for 1 week and was unable to duplicate the concern regarding the navigation system.

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.

If you have further questions, please contact our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please refer to the service request number above and a Customer Relationship Specialist will be happy to assist you.

Sincerely,

General Motors Corporation

LG0007
V06292006

General Motors Corporation
Business Resource Center
PO Box 33170
Detroit, MI 48232-5170

VIA FAX ONLY

May 21, 2007

Andy Wallace
All American Chevrolet of Odessa aka Lithia Co.
5020 North John Ben Sheppard Parkway
Odessa, TX 79762-8186

RE: [redacted]
Service Request: 71-504314057
2007 Chevrolet Tahoe
Vehicle Identification Number: 1GNFK13037R[redacted]
Customer Relationship Specialist: Dianna Barber

Dear Andy Wallace:

This is a letter of notification regarding a not-in-suit-matter involving the above referenced customer. Please provide us 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 any), the incentives acknowledgement form, and the Actual Cash Value statement of any trade.
- Service and body shop repair orders of all internal, customer pay, and warranty repair orders, (to include front and back as well as technician notes). Also, include any receipts for aftermarket or dealer add-ons.

Please fax them to the number on the fax cover sheet. If there are any fax difficulties or the documents exceed 50 pages, please split the fax and send two or more faxes as appropriate.

In addition, should you be contacted by another party regarding this matter, you may want to consult your own attorney for further direction. Your cooperation is greatly appreciated. If you have further questions, please contact our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Sincerely,

General Motors Corporation

General Motors Corporation
Business Resource Center
PO Box 33170
Detroit, MI 48232-5170

VIA FAX ONLY

May 21, 2007

Joe Gomez
Sierra Blanca Motor Company
P.O. Box 219
Ruidoso, NM 88355-0219

RE: [redacted]
Service Request: 71-504314057
2007 Chevrolet Tahoe
Vehicle Identification Number: 1GNFK13037R[redacted]
Customer Relationship Specialist: Dianna Barber

Dear Joe Gomez:

This is a letter of notification regarding a not-in-suit-matter involving the above referenced customer. Please provide us 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 any), the incentives acknowledgement form, and the Actual Cash Value statement of any trade.
- Service and body shop repair orders of all internal, customer pay, and warranty repair orders, (to include front and back as well as technician notes). Also, include any receipts for aftermarket or dealer add-ons.

Please fax them to the number on the fax cover sheet. If there are any fax difficulties or the documents exceed 50 pages, please split the fax and send two or more faxes as appropriate.

In addition, should you be contacted by another party regarding this matter, you may want to consult your own attorney for further direction. Your cooperation is greatly appreciated. If you have further questions, please contact our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Sincerely,

General Motors Corporation

71577 111167

ACCOUNTING

[redacted]

DUPLICATE 1
PAGE 1

ODESSA, TX [redacted]
HOME: [redacted]

136 JASON BERTA

07 CHEVROLET TAHOE 1GNFK13037R[redacted] 12550/12571

24MAY06 IS 29JAN07 0.00 CASH 30JAN07
ENG:5.3_Liter_Flexible_Fuel

08:32 29JAN07 17:31 30JAN07

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A CUSTOMER STATES CK NAVIGATION SYSTEM NOT CORRECT											
CAUSE: UPDATE RADIO PROGRAM BULLETIN 060844037											
	R9707	RADIO/NAVIGATION-REPROGRAM WITH SPS									
		20646	WCM4	2.23	0.40	880	3037			30.37	30.37
	FC: 95 PART#: COUNT: 0										
	CLAIM TYPE:										
	AUTH CODE:										
	MK										
						0	0	TPARTS			
						880	3037	TLABOR			
,,,,12550 UPDATE RADIO PROGRAM BULLETIN 060844037 ROADTEST NAVAGATION											
,,,,SYSTEM USER REFERENCE FOR HWY NOT SELECTED CAUSES ROUTE TO PASS THRU											
,,,,TOWN OFF INTERSTATES HIGHWAY CONTACT TECHNICAL ASSISTANCE SUGGEST											
,,,,DRIVING WITH CUST											
B CUSTOMER STATES CK DRIVER DOOR HANDLE ON INSIDE COMING APART											
	BIO	BODY INTERIOR OTHER									
		9999	ICM	0.00	0.00	0	0			0.00	0.00
,,,,12550 PARTS ON ORDER											
C** RECALL 06162 PROD ENHANCEMENT FOR INVENTORY AND CUST VEHICLES											
		REPROGRAM ECM FOR E85 VFFS									
CAUSE: RECALL											
	Y0124	06162 PROD ENHANCEMENT									
		20646	WCM4	0.97	0.40	880	3037			30.37	30.37
	FC: 96 PART#: COUNT: 0										
	CLAIM TYPE:										
	AUTH CODE:										
	MA										
						0	0	TPARTS			
						880	3037	TLABOR			
,,,,12550 RECALL REPROGRAM ECM											

~|

||||01Y0US11GVFLM82C

24MAY06

71577 111167

[redacted]

ACCOUNTING

DUPLICATE 1
PAGE 2

ODESSA, TX [redacted]
HOME [redacted]

136 JASON BERTA

07 CHEVROLET TAHOE 1GNFK13037R[redacted] 12550/12571

24MAY06 IS 29JAN07 0.00 CASH 30JAN07
ENG:5.3_Liter_Flexible_Fuel

08:32 29JAN07 17:31 30JAN07

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL

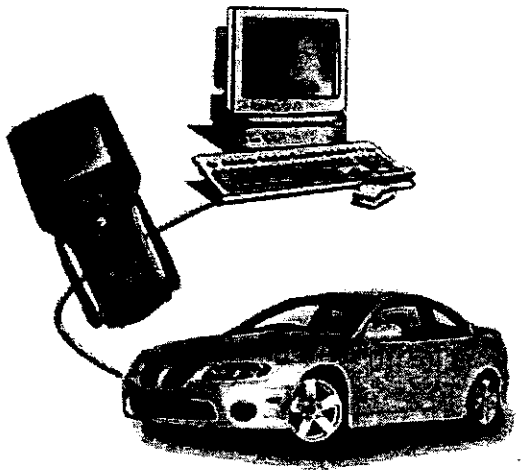
WE AT LITHIA MOTORS APPRECIATE YOUR BUSINESS AND WOULD LIKE TO THANK YOU FOR VISITING OUR SERVICE DEPARTMENT. OUR GOAL IS YOUR COMPLETE SATISFACTION. YOU MAY RECEIVE A SURVEY FROM CHEVROLET. IF YOU CAN'T ANSWER ALL QUESTIONS COMPLETELY SATISFIED, PLEASE CALL OUR SERVICE MANAGER DON SYDOW AT 337-6601

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
26/44200	6074	1760	111167	26/44300	0	0	
26/22000	6074	*******		26/71110	0	*******	

0.00
0.00
0.00
0.00
0.00
0.00
0.00
0.00

0.00

Tech2 Remote: Final Instructions



Programming Complete.

Warranty Claim Code: 807E0

Record this code on the warranty repair order (if applicable).

Post Programming Instructions:

Follow the Controller Specific Instructions below.

If there are no Controller Specific Instructions, turn ignition off for 30 seconds to reset the controller.

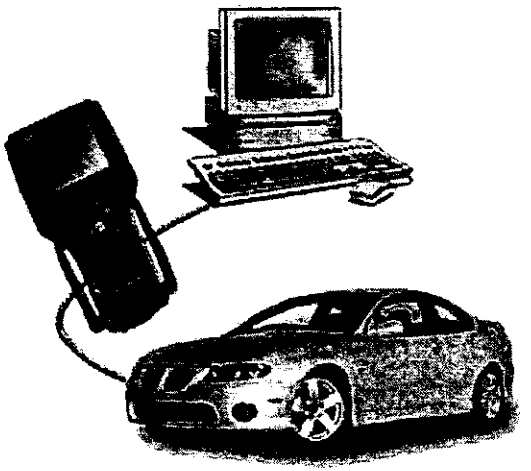
Controller Specific Instructions:

Print

VIN: 1GNFK13037R172512

New Cancel

Tech2 Remote: Final Instructions



Programming Complete.

Warranty Claim Code: 11249

Record this code on the warranty repair order (if applicable).

Post Programming Instructions:

Follow the Controller Specific Instructions below.

If there are no Controller Specific Instructions, turn ignition off for 30 seconds to reset the controller.

Controller Specific Instructions:
Crankshaft Position Variation Relearn Procedure using Special Function on TECH2 may be needed after programming. Refer to Service Manual DTC P1336(System Variation Not Learned)

VIN: 1GNFK13037R172512

Print New Cancel

13

111167

WORKORDER

PAGE 1

ALL AMERICAN CHEVROLET OF ODESSA #26
5020 John Ben Shepperd Parkway
Odessa, TX 79762
Phone: (432) 337-6601
Fax: (432) 337-2879

CUSTOMER #:71577

[redacted]

ODESSA, TX [redacted]
HOME: [redacted]

SERVICE ADVISOR: 136 BERTA,JASON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
	07	CHEVROLET TAHOE	1GNFK13037R[redacted]		12550/12571	785

IN SERV. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.		PAYMENT
24MAY06 IS					0.00	CASH

R.O. OPENED	READY	OPTIONS: ENG:5.3_Liter_Flexible_Fuel
29JAN2007 08:32		

LINE	OP CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	EL		WCM4	CUSTOMER STATES CK NAVIGATION SYSTEM NOT CORRECT

case # 9169265
Mike Kilger
michael Sherman

B BIO WCM4 CUSTOMER STATES CK DRIVER DOOR HANDLE ON INSIDE COMING APART

handle out
by PETE

C Recall 06162 Reprogram
1/25/07

Add on per vi55
OK [illegible] 1-29-07

NOTICE PURSUANT TO §70.001, TEXAS PROPERTY CODE

I am the person or agent acting on behalf of the person, who is obligated to pay for the repair of the motor vehicle subject to the repair agreement. I understand that the vehicle is subject to repossession in accordance with §9.609, Texas Business and Commerce Code. If payment for the repair of the motor vehicle by a check, money order or a credit card transaction is stopped, dishonored because of insufficient funds, no funds, or because the maker or drawer of the order or the credit card holder has no account or the account upon which it is drawn or credit card account has been closed.

TERMS: STRICTLY CASH, CHECK, VISA, MASTER CARD, DISCOVER, LITHIA DRIVE CARD

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 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. Dealer not responsible for unavailability of parts or delays in parts shipments beyond dealer's control.
If legal action becomes necessary to collect payment for the above repairs or any additional repairs authorized by the customer, the prevailing party shall be entitled to recover reasonable attorney's fees and costs incurred in such collection action, including any appeal.

CUSTOMER'S SIGNATURE X [redacted]

Any warranties on the parts and [redacted] 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 these parts and/or accessories.

PRELIMINARY ESTIMATE $ _____

AUTHORIZED BY X

	DATE	TIME	BY
REVISED ESTIMATE (1)			
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

X _____
CUSTOMER SIGNATURE

TECHNICIAN COPY

TECHNICIAN'S COMMENTS

CAUSE: update radio program R9707 Bulletin 060844037

CORRECTION: Road Test Navigation system, user Preference for highway Not selected, (causes Route To pass thru town off: Interstate highway) contact technical assy. Suggest driving on customer drive + demonstrate errors

20646 Jones Jones

CAUSE: Campaign # 06162 warranty code: 11249

CORRECTION: Reprogram ECM Y0124 0.4

20646 James Jones

CAUSE:

CORRECTION:

PARTS RETURNED

PART #

SIGN.

DATE

PART #

SIGN.

DATE

PART #

SIGN.

DATE

PART #

SIGN:

DATE

LABOR RECORD

EMP. NO.	LINE NO.	OP#	ELAPSED TIME	TIME CLOCK
				OFF
				ON

STRAIGHT TIME (HOURS)	FLAT RATE	R/O NO.	6	TIME	
2.23	W	111167			OFF
		OPER. NO. A			
		EMP. NO. 20646			ON

STRAIGHT TIME (HOURS)	FLAT RATE	R/O NO.	8	TIME	
0.96	W	111167			OFF
		OPER. NO. A			
		EMP. NO. 20646			ON

STRAIGHT TIME (HOURS)	FLAT RATE	R/O NO.	5	TIME	
0.97	W	111167			OFF
		OPER. NO. C			
		EMP. NO. 20646		0.4	ON

				ON
				OFF
				ON
				OFF
				ON
				OFF
				ON
				OFF
				ON
				OFF
				ON
				OFF
				ON

COMPLETE ASSEMBLY APPROVED BY

COST TO REPAIR $

EXCEEDS COST TO REPLACE $

ORIGINAL ASSEMBLY UNREPAIRABLE

TEST RESULTS		
LINE	TEST	READING
	BLACK LAMP	
	INITIAL EEC	
	AUTO TRANS	
	RAD P/TEST	

LABOR TRANSFERRED

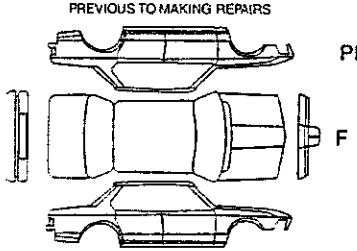
TO RO # _____ SUBTOTAL THIS RO _____

FROM RO # _____ AMT TRANSFERRED _____

TECH # _____ TOTAL THIS RO _____

PUNCH DATE _____ MANAGER SIGN _____

INDICATE ANY DAMAGE CUSTOMER HAS ON VEHICLE PREVIOUS TO MAKING REPAIRS



PRIOR DAMAGE

RF RR

F

LF LR

FORM LIT-59 (07/03)

71577 112042

ACCOUNTING

[redacted]

ODESSA, TX [redacted] PAGE 1
HOME:
CELL: [redacted] 136 JASON BERTA

07 CHEVROLET TAHOE 1GNFK13037R[redacted] 12920/12920

24MAY06 IS 27FEB07 0.00 CASH 24APR07
ENG:5.3_Liter_Flexible_Fuel

16:33 12FEB07 17:03 06MAR07

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A CUSTOMER STATES CK NAGIVATION SYSTEM NOT READING CORRECTLY											
CAUSE: NPF											
	R9995	CUSTOMER CONCERN NOT DUPLICATED									
	9999	WCM4		0.00	0.30	0	2278			22.78	22.78
	FC: 9Z PART#: COUNT: 0										
	CLAIM TYPE:										
	AUTH CODE:										
	OJ										
						0	0	TPARTS			
						0	2278	TLABOR			
SUBL FUEL FOR VEH PO#											
	PO#112042										
		WCM4				4000	4000			40.00	40.00
,,,,VERSION 1 (EMP# 136,27FEB07 09:42): 12920											
,,,,VERSION 2 (EMP# 136,27FEB07 17:28): 12920 NPF TONY FROM GM DROVE											
B RECALL 07033 SVC UPD-INVENTORY & CUSTOMER VEHS-BATTERY RUNDOWN-**EXP											
	W/BASE WARRANTY										
	EL	ELECTRICAL									
	9999	ICM		0.00	0.00	0	0			0.00	0.00
C** RENTAL											
CAUSE: RENTAL											
	Z7906	6 DAY RENTAL									
	9999	WCM4		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 RENTAL PO#											
	PO#112042										
		WCM4				10441	10441			104.41	104.41
SUBL RENTAL PO#											
	PO#112042										

~|-6517

4326619994

REF-CHEM LP.
03940879

||||01Y0US028H3KN57V

71577 112042

ACCOUNTING

[redacted]

ODESSA, TX [redacted] PAGE 2

[redacted] 136 JASON BERTA

07 CHEVROLET TAHOE 1GNFK13037R[redacted] 12920/12920

24MAY06 IS 27FEB07 0.00 CASH 24APR07
ENG:5.3_Liter_Flexible_Fuel

16:33 12FEB07 17:03 06MAR07

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
			WCM4			25199	25199			251.99	251.99
D** MINI DETAIL											
CAUSE: DETAIL											
	MD MINI DETAIL										
	81529	WCM4		1.00	1.00	1100	1995			19.95	19.95
						0	0	TPARTS			
						1100	1995	TLABOR			

,,,,VERSION 1 (EMP# 136,27FEB07 17:26): 12920 DETAIL DETAIL
WE AT LITHIA MOTORS APPRECIATE YOUR BUSINESS AND WOULD LIKE TO THANK YOU FOR VISITING OUR SERVICE DEPARTMENT. OUR GOAL IS YOUR COMPLETE SATISFACTION. YOU MAY RECEIVE A SURVEY FROM CHEVROLET. IF YOU CAN'T ANSWER ALL QUESTIONS COMPLETELY SATISFIED, PLEASE CALL OUR SERVICE MANAGER DON SYDOW AT 337-6601

*** NO RO PUNCH TIMES ON FILE ***

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
26/44200	2278	0	112042	26/44600	39640	39640	112042
26/44300	0	0		26/44200	1995	1100	
26/22000	43913	*******		26/71110	0	*******	

0.00
0.00
0.00
0.00
0.00
0.00
0.00
0.00

0.00

~|-6517

112842

ENT KWIK 20
ENT OIL INC
MIDLAND TX 79703
918-520-4000

TOTAL

THANK YOU
HAVE A NICE DAY

RENTAL AGREEMENT
D834993
PAGE 1 OF 1

IN 01:38PM 2/19/07
OUT 04:57PM 2/13/07

ENTERPRISE RENT-A-CAR COMPANY OF TEXAS
432-332-4208
2600 EAST 8TH
ODESSA TX 79761-4906 6563
RENTAL TYPE D SOURCE K6871D - 018

24-HOUR DAY

UNIT [redacted]
UNIT # [redacted]
LIC#
MODEL YUKO
COLOR GOLD
IN 7362
OUT 7104
V# 1GKEC13057R [redacted]

[redacted]
ODESSA TX [redacted]
LOCAL: [redacted]

SUMMARY OF CHARGES
DAY = 24 HOUR PERIOD
MILES
NO CHARGE

6 DAYS @ 36.68 220.08

DR. LICENSE XXXX0879
STATE TX EXPIRE 2/26/11
DOB 7/26/50 HT WT
EYES HAIR
S.S.#
EMPLOYER

[redacted]

6 *TX REMB 1.50 9.00

MTR VH TAX 10.00 22.91

ADDITIONAL DRIVER
NO OTHER DRIVER PERMITTED

CLAIM INFO
POL/CLAIM/PO#

RO112042TO3/844
INSURED

PERMISSION TO LEAVE STATE
YES NO X

CUSTOMER SIGNATURE ON FILE

PAYMENT INFORMATION
AMOUNT PD.BY TYPE DATE AUTH

TOTAL CHARGES 251.9

DEPOSITS
REFUND

LOSS DATE
THEFT ACCIDENT

TYPE CAR

BILL TO CUST K6871D 251.

SHOP ALL AMERICAN
PHONE 432-337-6601
NAME CHNPR

OPENED BY #490CV TERRANCE L YOU
CLOSED BY #490CV TERRANCE L YOU

CLOSED TICKET PAYMENT INFO

[redacted] #0 [redacted]

VEH 02[illegible]/8621740

CLS T6 MDL 06 CHEVY [illegible] UC UT 972NJE
VIN# 3GNFK16Z76G[redacted]
FUEL 8 /8 OUT [illegible] IN
CDP 1644110 ALL AMERICAN CHEV OF ODESSA
PO# 37674 RO# 112042

RENTED: 8856 02/12/2007 17:30 @ ODESSA HLE
RETURN: 8856 02/14/2007 17:30 @ ODESSA HLE
PLAN IN: Custom OUT: Custom RATE CLASS T6

QUALIFYING RATE HAS BEEN CHARGED.

MILEAGE IN	26405	TOTAL MILES DRIVEN	
MILEAGE OUT	26227	MILES ALLOWED	178
MILES DRIVEN	178		
TR-X MILES	0		

BASE RATE	2	@ $ 45.99	/ DAY	$ 91.98
MILEAGE CHG	178.00	@ $ 0	/ MILE	$ 0.00
SUBTOTAL 1				$ 91.98

SURCHARGE	2.00	@ $ 1.47	$ 2.94
LDW	DECLINED		$ 0.00
LIS	DECLINED		$ 0.00
PAI,PEC	DECLINED		$ 0.00
FUEL PURCHASE OPTION			$ 0.00
FUEL CHARGES			$ 0.00
SUBTOTAL 2			$ 94.92
TOTAL TAX	10.00	% OF $ 94.92	$ 9.49
TOTAL CHARGES			$ 104.41
BILL TO COMPANY CHARGE			$ 104.41
CUSTOMER CHARGE			$ 0.00
CUST. DEPOSIT			$ 0.00
CUSTOMER BALANCE			$ 0.00
COMPANY BALANCE:			$ 104.41

HOW WAS YOUR EXPERIENCE?
WE'D LIKE YOUR FEEDBACK.

1) Visit WWW.HERTZSURVEY.COM
2) Enter Access Code. 0789517
3) Take Brief Survey

STATEMENT OF CHARGES - NOT VALID FOR RENTAL

CUSTOMER #:71577

[redacted]

ODESSA, TX [redacted]
HOME: [redacted]

112042

WORKORDER

PAGE 1

ALL AMERICAN CHEVROLET OF ODESSA #26
5020 John Ben Shepperd Parkway
Odessa, TX 79762
Phone: (432) 337-6501
Fax: (432) 337-2879

SERVICE ADVISOR: 136 BERTA,JASON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
	07	CHEVROLET TAHOE	1GNFK13037R[redacted]		12920/	

IN SERV. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.		PAYMENT	
24MAY06 IS					0.00	CASH	

R.O. OPENED	READY	OPTIONS:
12FEB2007 16:33		ENG:5.3_Liter_Flexible_Fuel

LINE	OP CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	EL		WCM4	CUSTOMER STATES CK NAGIVATION SYSTEM NOT READING CORRECTLY
# B	EL		WCM4	RECALL 07033 SVC UPD-INVENTORY & CUSTOMER VEHS-BATTERY RUNDOWN-**EXP-W/BASE WARRANTY

GENUINE CHEVROLET

Rental 37674

2/12/07 37844

Add on per gm rep

Minidetail 2-12-07

NOTICE PURSUANT TO §70.001, TEXAS PROPERTY CODE

I am the person or agent acting on behalf of the person, who is obligated to pay for the repair of the motor vehicle subject to the repair agreement. I understand that the vehicle is subject to repossession in accordance with §9.609, Texas Business and Commerce Code. If payment for the repair of the motor vehicle by a check, money order or a credit card transaction is stopped, dishonored because of insufficient funds, no funds, or because the maker or drawer of the order or the credit card holder has no account or the account upon which it is drawn or credit card account has been closed.

TERMS: STRICTLY CASH, CHECK, VISA, MASTER CARD, DISCOVER, UTHIA DRIVE CARD

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 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. Dealer is not responsible for unavailability of parts or delays in parts shipments beyond dealer's control.
If legal action becomes necessary to collect payment for the above repairs or any additional repairs authorized by the customer, the prevailing party shall be entitled to recover reasonable attorney's fees and costs incurred in such collection action, including any appeal.

CUSTOMER'S SIGNATURE X

Any warranties on the parts and/or accessories sold hereby are those made by the manufacturer. The seller 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 these parts and/or accessories.

PRELIMINARY ESTIMATE $

AUTHORIZED BY X

	DATE	TIME	BY
REVISED ESTIMATE (1)			
REVISED ESTIMATE (2)			
REVISED [redacted]			

[redacted] APPROVAL

TECHNICIAN COPY

FORM LIT-59 (07/03)
Reynolds and Reynolds TO ORDER: www.reysource.com; 1-800-344-0006; fax 1-800-531-9055

TECHNICIAN'S COMMENTS

CAUSE	
CORRECTION	
CAUSE	
CORRECTION	
CAUSE	
CORRECTION	
CAUSE	
CORRECTION	Mini Detail

PARTS RETURNED

PART # ______
SIGN: ______
DATE

PART # ______
SIGN: ______
DATE

PART # ______
SIGN: ______
DATE

PART # ______
SIGN: ______
DATE

LABOR RECORD

EMP. NO.	LINE NO	OP#	ELAPSED TIME	TIME CLOCK
				OFF
				ON
				OFF
				ON
				OFF
				ON
				OFF
				ON
				OFF
				ON
				OFF
				ON
				OFF
				ON
				OFF
				ON
				OFF
				ON
				OFF
				ON
				OFF
				ON
				OFF
				ON

STRAIGHT TIME (HOURS)	FLAT RATE	R/O NO 112042 1	TIME	OFF
	1.–	OPER. NO. D/MD EMP. NO. 81529		ON

COMPLETE ASSEMBLY APPROVED BY

COST TO REPAIR $ ______

EXCEEDS COST TO REPLACE $ ______

ORIGINAL ASSEMBLY UNREPAIRABLE

TEST RESULTS

LINE	TEST	READING
	BLACK LAMP	
	INITIAL EEC	
	AUTO TRANS	
	RAD. P/TEST	

LABOR TRANSFERRED

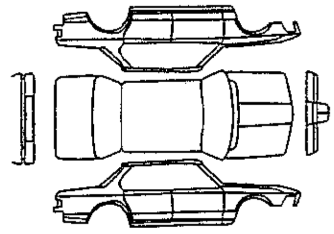
TO RO # ______ SUBTOTAL THIS RO ______

FROM RO # ______ AMT TRANSFERRED ______

TECH # ______ TOTAL THIS RO ______

PUNCH DATE ______ MANAGER SIGN ______

INDICATE ANY DAMAGE CUSTOMER HAS ON VEHICLE PREVIOUS TO MAKING REPAIRS



PRIOR DAMAGE

RF RR

LF LR

71577 103009

[redacted] *ACCOUNTING*

DUPLICATE 1
PAGE 1

ODESSA, TX [redacted]
HOME: [redacted]

79525 SUSAN GLYNN

07 CHEVROLET TAHOE 1GNFK13037R[redacted] 5061/5065 T761

24MAY06 IS 0.00 CASH 14SEP06
ENG:5.3_Liter_Flexible_Fuel

08:53 07SEP06 16:57 14SEP06

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A CUST STATES TIRE MONITOR LIGHT IS ON											
CAUSE: MEMORY LOSS											
	E0716 DIAGNOSTIC SYSTEM CHECK TIRE PRESSURE MONITORING										
	20533	WCM4		0.30	0.30	660	2196			21.96	21.96
	FC: 6C PART#: COUNT: 0										
	CLAIM TYPE:										
	AUTH CODE:										
	OJ										
						0	0	TPARTS			
						660	2196	TLABOR			
,,,,PERFORMED DIAGNOSTIC TEST AND COMPLETED RELEARN PROCEDURE ON ALL											
,,,,SENSOR AND ROAD TESTED											
B CUST STATES LEFT REAR DOOR GLASS OUTSIDE SEALING STRIP IS LOOSE											
	INSTALL SOP PART										
CAUSE: POOR APPEARANCE, WARPED											
	C1121 WEATHERSTRIP REAR DOOR LEFT ALIGN OR REPLACE										
	20656	WCM4		0.20	0.20	400	1464			14.64	14.64
	1	15927064	SEALING S			3435	4809	0	58.22	48.09	48.09
	FC: 4N										
	PART#: 15927064										
	COUNT: 1										
	CLAIM TYPE:										
	AUTH CODE:										
	ON										
						3435	4809	TPARTS			
						400	1464	TLABOR			
,,,,WE REPLACED THE LEFT REAR WINDOW OUTSIDE SEALING STRIP THAT WAS											
,,,,WARPED											
C CUST STATES NAVIGATION SYSTEM DOES NOT READ RIGHT											
CAUSE: INTERNAL FAILURE											
	R0762 RECEIVER, RADIO ORDER OR REMOVE										
	20533	WCM4		2.50	0.50	1100	3660			36.60	36.60

|~|

||||01Y0US028H3KN57V

71577 103009

[redacted]

ACCOUNTING

DUPLICATE 1
PAGE 2

ODESSA, TX [redacted]
HOME:[redacted]

79525 SUSAN GLYNN

07 CHEVROLET TAHOE 1GNFK13037R[redacted] 5061/5065 T761

24MAY06 IS 0.00 CASH 14SEP06
ENG:5.3_Liter_Flexible_Fuel

08:53 07SEP06 16:57 14SEP06

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
	FC: 6C PART#: COUNT: 0										
	CLAIM TYPE:										
	AUTH CODE: E										
	OJ										
OLH	OTHER LABOR HOURS										
	20533	WCM4		0.00	2.00	4400	14638			146.38	146.38
						0	0	TPARTS			
						5500	18298	TLABOR			

,,,,PERFORMED RADIO SYSTEM CHECKS AND ROAD TESTED CHECKED NAVIGATION
,,,,SYSTEM SET UP, CK TIME ROAD TEST TO UPDATE GPS. REMOVED RADIO AND CK
,,,,ALL CONNECTIONS 7 GROUNDS, CALL TAC & SPOKE WITH SCOTT ELLIS AND
,,,,ADVISED TO CHANGE MAP DVD & RETRY STREET LOCATIONS, ROAD TESTED AGAIN
,,,,NEW VEHICLETO VERIFY OPERATION. INSTALLED DIFFERENT DVD INTO CUSTOMERS
,,,,VEHICLE & ROAD TESTED BUT STILL SHOWS WRONG STREETS. CALLED TAC AGAIN &
,,,,SPOKE WITH MIKE RUSSELL AND ADVISED TO ORDER LATEST DVD AND RETRY
,,,,BEFORE RADIO REPLACEMENT CASE # 9169265

D	CUST REQUESTS PROGRAM GARAGE REMOTE										
	EL	ELECTRICAL									
		9999	ICM	0.00	0.00	0	0			0.00	0.00

,,,,UNABLE TO COMPLETE AT SERVICE CENTER

E	PERFORM FREE 27 POINT INSPECTION										
	VI	PERFORM FREE 27 POINT INSPECTION									
		9999	ICM	0.00	0.00	0	0			0.00	0.00

WE AT LITHIA MOTORS APPRECIATE YOUR BUSINESS
AND WOULD LIKE TO THANK YOU FOR VISITING OUR
SERVICE DEPARTMENT. OUR GOAL IS YOUR COMPLETE
SATISFACTION. YOU MAY RECEIVE A SURVEY FROM
CHEVROLET. IF YOU CAN'T ANSWER ALL QUESTIONS
COMPLETELY SATISFIED, PLEASE CALL OUR SERVICE
MANAGER DON SYDOW AT 337-6601

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
26/44200	20494	6160	103009	26/44200	1464	400	103008
26/47200	4809	3435		26/44300	0	0	103009

|~|

||||01Y0US028H3KN57V

71577 103009

ACCOUNTING

[redacted]

DUPLICATE 1
PAGE 3

ODESSA, TX [redacted]
HOME [redacted]

79525 SUSAN GLYNN

07 CHEVROLET TAHOE 1GNFK13037R[redacted] 5061/5065 T761

24MAY06 IS 0.00 CASH 14SEP06
ENG:5.3_Liter_Flexible_Fuel

08:53 07SEP06 16:57 14SEP06

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
26/22000		26767	*******				26/71110		0	*******	103009

COST, SALE, & COMP TOTALS 9995 26767 0

0.00
0.00
0.00
0.00
0.00
0.00
0.00
0.00

0.00

103009

WORKORDER

PAGE 2

ALL AMERICAN CHEVROLET OF ODESSA #26
5020 John Ben Shepperd Parkway
Odessa, TX 79762
Phone: (432) 337-6601
Fax: (432) 337-2879

CUSTOMER #:71577
[redacted]
ODESSA, TX [redacted]
HOME: [redacted]

SERVICE ADVISOR: 79525 GLYNN,SUSAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
	07	CHEVROLET TAHOE	1GNFK13037R[redacted]		5061/	T761

IN SERV. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.		PAYMENT	
24MAY06 IS					0.00	CASH	

R.O. OPENED	READY	OPTIONS: ENG:5.3_Liter_Flexible_Fuel
07SEP2006 08:53		

LINE	OP CODE	TECH.	TYPE	DESCRIPTION/INSTRUCTIONS
# D	EL		ICM	CUST REQUESTS PROGRAM GARAGE REMOTE
# E	VI		ICM	PERFORM FREE 27 POINT INSPECTION

GENUINE CHEVROLET

NOTICE PURSUANT TO §70.001, TEXAS PROPERTY CODE

I am the person or agent acting on behalf of the person, who is obligated to pay for the repair of the motor vehicle subject to the repair agreement. I understand that the vehicle is subject to repossession in accordance with §9.609, Texas Business and Commerce Code. If payment for the repair of the motor vehicle by a check, money order or a credit card transaction is stopped, dishonored because of insufficient funds, no funds, or because the maker or drawer of the order or the credit card holder has no account or the account upon which it is drawn or credit card account has been closed.

TERMS: STRICTLY CASH, CHECK, VISA, MASTER CARD, DISCOVER, LITHIA DRIVE CARD

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 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. Dealer not responsible for unavailability of parts or delays in parts shipments beyond dealer's control.
If legal action becomes necessary to collect payment for the above repairs or any additional repairs authorized by the customer, the prevailing party shall be entitled to recover reasonable attorney's fees and costs incurred in such collection action, including any appeal.

CUSTOMER'S SIGNATURE X _____

Any warranties on the parts and/or accessories sold hereby are those made by the manufacturer. The seller 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 these parts and/or accessories.

PRELIMINARY ESTIMATE $ _____

AUTHORIZED BY X

REVISED ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

[redacted] VAL

CUSTOMER SIGNATURE

TECHNICIAN CORY

CUSTOMER #:71577

[redacted]

ODESSA, TX [redacted]

HOME: [redacted]

13

103009

WORKORDER

PAGE 1

ALL AMERICAN CHEVROLET OF ODESSA #
5020 John Ben Shepperd Parkway
Odessa, TX 79762
Phone: (432) 337-6601
Fax: (432) 337-2879

SERVICE ADVISOR: 79525 GLYNN, SUSAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
	07	CHEVROLET TAHOE	1GNFK13037R[redacted]		5061/5065	T761

IN SERV. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.		PAYMENT	
24MAY06 IS					0.00	CASH	

R.O. OPENED	READY	OPTIONS:
07SEP2006 08:53		ENG:5.3_Liter_Flexible_Fuel

LINE	OP CODE	TECH	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	EL		WCM4	CUST STATES TIRE MONITOR LIGHT IS ON

C0775
C0765
C0760
C0755
C0750

# B	BIO		WCM4	CUST STATES LEFT REAR DOOR GLASS OUTSIDE SEALING STRIP IS LOOSE INSTALL SOP PART

Pete

GENUINE CHEVROLET

# C	EL		WCM4	CUST STATES NAVIGATION SYSTEM DOES NOT READ RIGHT

Robert

Advisor-Scott Ellis, Mike Russel
Case # 9169265

NOTICE PURSUANT TO §70.001, TEXAS PROPERTY CODE

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TERMS: STRICTLY CASH, CHECK, VISA, MASTER CARD, DISCOVER, LITHIA DRIVE CARD

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PRELIMINARY ESTIMATE $ _____

AUTHORIZED BY X

	DATE	TIME	BY
REVISED ESTIMATE (1)			
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROV OF THE ABOVE REVISED ESTIMATES:

X _____

CUSTOMER SIGNATURE

TECHNICIAN'S COMMENTS

CAUSE: Low Tire Monitor Sensors Not Learned

CORRECTION: Performed Diagnostics System Check & Relearn all Sensors & Road Test.

CAUSE: L rear window outer sealing strip warped repl strip 20656

CORRECTION: RSE

CAUSE: Navigation System Maps Inaccurate

CORRECTION: Performed Radio System Cks, Road Test Vehicle to Verify Complaint, CK Navigation System Set up, CK Time. Road Test Vehicle to update GPS. Removed Radio & CK All Connections & Grounds, CK GPS Antenna Removed Map DVD & CK Surfaces Call TAC & Talked to Scott Ellis & Advised to Change MAP DVD & Retry Street Location, Road Test New Vehicle to Verify Operation. Installed Different DVD into Customer Vehicle & Road Test. Navigation Still Shows Wrong Streets. Call TAC Back, Talk TOO Mike Russel & Advised to order Latest DVD & Retry Before Radio Replacement Case# 91692165.

PARTS RETURNED

PART #

SIGN:

DATE

PART #

SIGN: DL 9-7-WIS

DATE

PART #

SIGN:

DATE

PARTS IN

PART #

SIGN:

DATE

LABOR RECORD

STRAIGHT TIME (HOURS)	FLAT RATE	R/O NO.	OPER. NO.	EMP. NO.	TIME	TIME CLOCK
0 3	W E0716	103009 6	20533			OFF SEP 8 PM 3.89 / SEP 8 PM 2.54 ON
						OFF ON
						OFF
2 B	W	103009	20656			OFF SEP 07 15.78 / SEP 07 15.68 ON
						OFF ON
						OFF ON
						OFF ON
0 5	W R0762	103009 4	20533			OFF SEP 7 PM 12.77 / 1.49 / SEP 7 AM 11.28 ON
		103009 5	20533			OFF SEP 7 PM 1.6 2.41 / SEP 7 PM 12.77 ON
						ON
2.0	OLH					OFF ON
						OFF ON
						OFF ON

OK

COMPLETE ASSEMBLY APPROVED BY

COST TO REPAIR $

EXCEEDS COST TO REPLACE $

ORIGINAL ASSEMBLY UNREPAIRABLE

TEST RESULTS		
LINE	TEST	READING
	BLACK LAMP	
	INITIAL EEC	
	AUTO TRANS	
	RAD. P/TEST	

LABOR TRANSFERRED

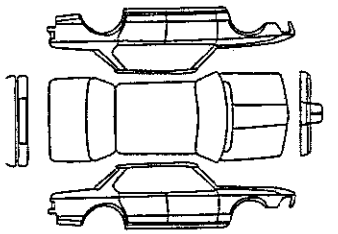
TO RO # _____ SUBTOTAL THIS RO _____

FROM RO # _____ AMT TRANSFERRED _____

TECH # _____ TOTAL THIS RO _____

PUNCH DATE _____ MANAGER SIGN _____

INDICATE ANY DAMAGE CUSTOMER HAS ON VEHICLE PREVIOUS TO MAKING REPAIRS



PRIOR DAMAGE

RF RR

F

LF LR

Reynolds and Reynolds TO ORDER www.reysource.com 1 800 344 0996 fax 1 800 531 9055

FORM LIT-59 (07/03)

71577 116547

ACCOUNTING

[redacted]

DUPLICATE 1
PAGE 1

ODESSA, TX [redacted]
HOME:
CELL: [redacted]

79525 SUSAN GLYNN

07 CHEVROLET TAHOE 1GNFK13037R[redacted] 17364/17364 T718

24MAY06 IS 17:00 21APR07 0.00 CASH 24APR07
ENG:5.3_Liter_Flexible_Fuel

09:03 21APR07 16:18 24APR07

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL

A CUST STATES XM RADIO WORKS INTERMITTENLY --DO NOT REMOVE RADIO FOR REPAIR
CAUSE: R B
R9995 CUSTOMER CONCERN NOT DUPLICATED
20490 WCM4 0.02 0.20 520 1518 15.18 15.18
FC: 9Z PART#: COUNT: 0
CLAIM TYPE:
AUTH CODE:
OJ
0 0 TPARTS
520 1518 TLABOR
,,,,VERSION 1 (EMP# 20490,21APR07 15:26): 17364 REPROGRAMMED PCM AND CK
,,,,AS PER RECALL, OK LABOR OP: Y0152 .6hrs
,,,,VERSION 2 (EMP# 20490,21APR07 15:27): 17364 SCANNED AND COULD NOT
,,,,DUPLICATE CUSTOMER CONCERN AT THIS TIME.
,,,,VERSION 3 (EMP# 79525,23APR07 17:37): 17364 SCANNED AND COULD NOT
,,,,DUPLICATE CUSTOMER CONCERN AT THIS TIME.
B PERFORM RECALL 07033 BATTERY RUN DOWN
CAUSE: RECALL DUE
Y0152 07033 REPROGRAM PCM
20490 WCM4 1.19 0.40 1040 3037 30.37 30.37
FC: 96 PART#: COUNT: 0
CLAIM TYPE:
AUTH CODE:
MA
0 0 TPARTS
1040 3037 TLABOR
,,,,VERSION 1 (EMP# 20490,21APR07 15:25): 17364 RECALL DUE
,,,,VERSION 2 (EMP# 20490,21APR07 15:27): 17364 RECALL DUE REPROGRAMMED
,,,,BCM AS PER RECALL AND CK AS PER RECALL, OK
,,,,VERSION 3 (EMP# 79525,23APR07 17:37): 17364 RECALL DUE REPROGRAMMED
,,,,BCM AS PER RECALL AND CK AS PER RECALL, OK
C CUST STATES POPS WHEN SHIFTING REVERSE TO FIRST SOMETIMES
CAUSE: .
~|-6517

4326619994

REF-CHEM LP.
03940879

||||01Y0US028H3KN57V

71577 116547

[redacted]

ACCOUNTING

DUPLICATE 1
PAGE 2

ODESSA, TX [redacted]
HOME: [redacted]
CELL: [redacted]

79525 SUSAN GLYNN

07 CHEVROLET TAHOE 1GNFK13037R[redacted] 17364/17364 T718

24MAY06 IS 17:00 21APR07 0.00 CASH 24APR07
ENG:5.3_Liter_Flexible_Fuel

09:03 21APR07 16:18 24APR07

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
	F9995	CUSTOMER CONCERN NOT DUPLICATED									
	20490	WCM4		0.00	0.30	780	2278			22.78	22.78

FC: 9Z PART#: COUNT: 0
CLAIM TYPE:
AUTH CODE:
NP

0	0	TPARTS
780	2278	TLABOR

,,,,VERSION 1 (EMP# 20490,21APR07 15:27): 17364
,,,,VERSION 2 (EMP# 20490,21APR07 15:28): 17364 TEST DROVE AND CK TRANS
,,,,AND DRIVE LINE AND REAR AXLE, OK, NO ABNORMAL NOISE FOUND AT THIS TIME
D PERFORM FREE 27 POINT INSPECTION
VI PERFORM FREE 27 POINT INSPECTION

9999	ICM	0.00	0.00	0	0		0.00	0.00

WE AT LITHIA MOTORS APPRECIATE YOUR BUSINESS AND WOULD LIKE TO THANK YOU FOR VISITING OUR SERVICE DEPARTMENT. OUR GOAL IS YOUR COMPLETE SATISFACTION. YOU MAY RECEIVE A SURVEY FROM CHEVROLET. IF YOU CAN'T ANSWER ALL QUESTIONS COMPLETELY SATISFIED, PLEASE CALL OUR SERVICE MANAGER DON SYDOW AT 337-6601

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
04-21-07	14:14	15:25	1.19	W	20490	B	
	15:26	15:27	0.02	W	20490	A	
	15:27	15:27	0.00	W	20490	C	

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
26/44200	6833	2340	116547	26/44300	0	0	116547
26/22000	6833	*******		26/71110	0	*******	116547

0.00
0.00
0.00
0.00
0.00
0.00
0.00
0.00

0.00

|~|-6517

CUSTOMER #:71577

[redacted]

ODESSA, TX [redacted]
HOME: [redacted]
CELL:

116547

WORKORDER

PAGE 2

ALL AMERICAN CHEVROLET OF ODESSA #26
5020 John Ben Shepperd Parkway
Odessa, TX 79762
Phone: (432) 337-6601
Fax: (432) 337-2879

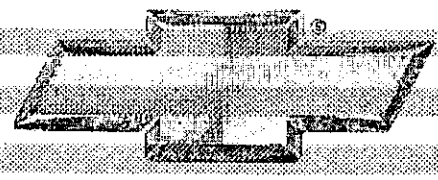
SERVICE ADVISOR: 79525 GLYNN,SUSAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
	07	CHEVROLET TAHOE	1GNFK13037R[redacted]		17364/	T718

IN SERV. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.		PAYMENT	
24MAY06 IS			17:00 21APR07		0.00	CASH	

R.O. OPENED	READY	OPTIONS: ENG:5.3_Liter_Flexible_Fuel
21APR2007 09:03		

LINE	OP CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
#	D VI		ICM	PERFORM FREE 27 POINT INSPECTION



CHEVROLET

NOTICE PURSUANT TO §70.001, TEXAS PROPERTY CODE

I am the person or agent acting on behalf of the person, who is obligated to pay for the repair of the motor vehicle subject to the repair agreement. I understand that the vehicle is subject to repossession in accordance with §9.609, Texas Business and Commerce Code. If payment for the repair of the motor vehicle by a check, money order or a credit card transaction is stopped, dishonored because of insufficient funds, no funds, or because the maker or drawer of the order or the credit card holder has no account or the account upon which it is drawn or credit card account has been closed.

TERMS: STRICTLY CASH, CHECK, VISA, MASTER CARD, DISCOVER, LITHIA DRIVE CARD

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 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. Dealer not responsible for unavailability of parts or delays in parts shipments beyond dealer's control.
If legal action becomes necessary to collect payment for the above repairs or any additional repairs authorized by the customer, the prevailing party shall be entitled to recover reasonable attorney's fees and costs incurred in such collection action, including any appeal.

CUSTOMER'S SIGNATURE X _____

STATEMENT OF DISCLAIMER AND ARBITRATION AGREEMENT

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. Any dispute between customer and the dealership arising from or related to this vehicle or this transaction will be settled by mandatory and binding arbitration pursuant to the Federal Arbitration Act 9 U.S.C § 1 et. seq. The arbitration shall be conducted by a single arbitrator. The arbitrator may grant whatever relief the parties may be entitled to at law or in equity.

PRELIMINARY ESTIMATE $ _____

AUTHORIZED BY X

	DATE	TIME	BY
REVISED ESTIMATE (1)			
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

X _____
CUSTOMER SIGNATURE

TECHNICIAN COPY

116547

WORKORDER

PAGE 1

ALL AMERICAN CHEVROLET OF ODESSA #2(
5020 John Ben Shepperd Parkway
Odessa, TX 79762
Phone: (432) 337-6601
Fax: (432) 337-2879

CUSTOMER #:71577

[redacted]

ODESSA, TX [redacted]
HOME: [redacted]
CELL:

SERVICE ADVISOR: 79525 GLYNN,SUSAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
	07	CHEVROLET TAHOE	1GNFK13037R[redacted]		17364/	T718

IN SERV. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.		PAYMENT	
24MAY06 IS			17:00 21APR07		0.00	CASH	

R.O. OPENED	READY	OPTIONS: ENG:5.3_Liter_Flexible_Fuel
21APR2007 09:03		

LINE	OP CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	EL		WCM4	CUST STATES XM RADIO WORKS INTERMITTENLY --DO NOT REMOVE RADIO FOR REPAIR
# B	EL		WCM4	PERFORM RECALL 07033 BATTERY RUN DOWN
# C	TR		WCM4	CUST STATES POPS WHEN SHIFTING REVERSE TO FIRST SOMETIMES

CHEVROLET

NOTICE PURSUANT TO §70.001. TEXAS PROPERTY CODE

I am the person or agent acting on behalf of the person, who is obligated to pay for the repair of the motor vehicle subject to the repair agreement. I understand that the vehicle is subject to repossession in accordance with §9.609, Texas Business and Commerce Code. If payment for the repair of the motor vehicle by a check, money order or a credit card transaction is stopped, dishonored because of insufficient funds, no funds, or because the maker or drawer of the order or the credit card holder has no account or the account upon which it is drawn or credit card account has been closed.

TERMS: STRICTLY CASH, CHECK, VISA, MASTER CARD, DISCOVER, LITHIA DRIVE CARD

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 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. Dealer not responsible for unavailability of parts or delays in parts shipments beyond dealer's control.
If legal action becomes necessary to collect payment for the above repairs or any additional repairs authorized by the customer, the prevailing party shall be entitled to recover reasonable attorney's fees and costs incurred in such collection action, including any appeal.

CUSTOMER'S SIGNATURE [redacted]

STATEMENT OF DISCLAIMER AND ARBITRATION AGREEMENT

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. Any dispute between customer and the dealership arising from or related to this vehicle or this transaction will be settled by mandatory and binding arbitration pursuant to the Federal Arbitration Act 9 U.S.C § 1 et. seq. The arbitration shall be conducted by a single arbitrator. The arbitrator may grant whatever relief the parties may be entitled to at law or in equity.

PRELIMINARY ESTIMATE $ _____

AUTHORIZED BY X

	DATE	TIME	BY
REVISED ESTIMATE (1)			
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

X _____
CUSTOMER SIGNATURE

TECHNICIAN COPY

Craddock Davis & Krause LLP

Attorneys and Counselors

3100 Monticello Avenue, Suite 550
Dallas, Texas 75205-3442

Telephone: (214) 750-3550
Fax: (214) 750-3551

OTHER OFFICES
Marshall, Texas
Telephone: (903) 935-9700

Montgomery, Alabama
Telephone: (334) 215-3064

DAVID C. ROUTZON, JR.
Direct Dial: (214) 750-3577
droutzon@cdklawfirm.com

11-11-08 approved
E Booth

November 10, 2008

VIA EMAIL: elizabeth.booth@gm.com
Elizabeth Booth, Case Manager
GENERAL MOTORS CORPORATION
Global Headquarters at the Renaissance Center
300 Renaissance Center, 24th Floor
Mail Code: 482-C24-C66
Detroit, Michigan 48265-3000

Re: [redacted] v. General Motors Corporation

Court	: In the 70th Judicial District Court of Ector County, Texas
Case No.	: A-124,134
Vehicle	: 2007 Chevrolet Tahoe
VIN	: 1GNFK13037R[redacted]
GM Legal File No.	: 637539
Our File Number	: 12000-856

NOTICE OF CHECK REQUEST

Dear Ms. Booth:

Please be advised that the Court has ordered Attorneys' Fees and Cost Judgment the above-referenced matter in the amount of $26,627.75. I have attached a copy of said Order for your convenience. At your earliest convenience, please forward General Motors Corporation's draft as follows:

1. A check in the amount of $26,627.75 payable to "Weisberg & Meyers." A completed IRS form W-9 is attached as required for proper tax reporting.

Plaintiff:
[redacted]

Plaintiff's Attorney:
Susan A. Landgraf
State Bar No. 00784702
WEISBERG & MEYERS, LLC
4510 Bull Creek Road
Austin, TX 78731
512-436-0036, Ext. 116

Should you have any questions, please do not hesitate to contact me.

Very truly yours,

David C Rt

David C. Routzon, Jr.

Enc: IRS Form W-9

F:\WP\DOC\12000\856\Correspondence\Letter to Client re Atty Fee111008.wpd

C

CAUSE NO. A-124,134

JUDY WHITWORTH, Plaintiff	§ § §	IN THE DISTRICT COURT
v.	§ § §	70th JUDICIAL DISTRICT
GENERAL MOTORS CORPORATION, Defendant	§ § §	ECTOR COUNTY, TEXAS

ATTORNEYS' FEE AND COST JUDGMENT AGAINST DEFENDANT, GENERAL MOTORS CORPORATION

This cause coming before this court on Plaintiff's Petition for Attorneys' Fees and Costs, all parties being present and the court being fully advised in the premises:

IT IS HEREBY ORDERED:

This Court finds the work performed and time spent, as well as the hourly rates charged by Plaintiff's attorneys, including $265.00 for Alex Weisberg and $250.00 for Susan Landgraf, to be reasonable.

Plaintiff's Petition for Attorneys' Fees and Costs is granted and judgment is hereby entered in favor of Plaintiff, JUDY WHITWORTH, and against Defendant, GENERAL MOTORS CORPORATION, for a total amount of **twenty-six thousand, six hundred twenty-seven dollars and seventy-five cents ($26,627.75)**, based on 64.2 hours of attorney time at a rate of $265.00 per hour for Alex Weisberg, 32.9 hours of attorney time at a rate of $250.00 per hour for Susan Landgraf and $1,389.75 in court costs.

SO ORDERED.

Dated October 29, 2008.

HON. JUDGE DENN WHALEN

2008 OCT 29 PM 1 45
FILED BY
DEPUTY
DISTRICT
FOR COUNTY, TEXAS

Copy 10-29-08
S. Landgraf
D. Routon
A. Weisberg

Craddock Davis & Krause LLP

Attorneys and Counselors

3100 Monticello Avenue, Suite 550
Dallas, Texas 75205-3466

Telephone: (214) 750-3550
Fax: (214) 750-3551

OTHER OFFICES
Marshall, Texas
Telephone: (903) 935-9700

Montgomery, Alabama
Telephone: (334) 215-3064

Santa Fe, New Mexico
Telephone: (505) 820-3388

DAVID C. ROUTZON, JR.
ASSOCIATE ATTORNEY
DIRECT DIAL: (214) 750-3577
droutzon@cdklawfirm.com

Approved 07-16-08
Elizabeth Booth

July 16, 2008

VIA EMAIL: rob.brownjr@gm.com
Rob Brown, Jr., Case Manager
GENERAL MOTORS CORPORATION
Global Headquarters at the Renaissance Center
300 Renaissance Center, 24th Floor
Mail Code: 482-C24-C66
Detroit, Michigan 48265-3000

Re: [redacted] vs. General Motors Corporation

Court	: 70th Judicial District, Ector County, Texas
Case No.	: A-124,134
Vehicle	: 2007 Chevrolet Tahoe
VIN	: 1GNFK13037R[redacted]
GM Legal File No.	: 637539
Our File Number	: 12000-856

NOTICE OF CASH SETTLEMENT / CHECK REQUEST

Dear Mr. Brown:

Please be advised that a Judgment has been rendered in the above-referenced matter for a total of $10,054.00, plus prejudgment interest on that sum at the annual rate of 5%, in the sum of $500.00, plus post judgment interest on the total sum at the annual rate of 5%, or, $321.81. Costs and attorneys' fee will be determined at a later date. The customer's concerns with the subject vehicle are {electrical system} [N01] and {persistent no start condition} [N02] and {navigation system} [R58}. At your earliest convenience, please forward General Motors Corporation's settlement draft as follows:

1. A check in the amount of $10,585.81 payable to "Susan Landgraf, Weisberg and Meyers, LLC."

Plaintiff:	Plaintiff's Attorney:
[redacted]	Susan Landgraf Weisberg and Meyers, LLC 4510 Bull Creek Road Austin, TX 78731 512-436-0036, Ext. 116
Mileage: Unknown	866-565-1327 facsimile

Should you have any questions, please do not hesitate to contact me.

Very truly yours,

David C. Routzon, Jr. / w/permission by KAM

David C. Routzon, Jr.

THE NORTH CAROLINA COURT SYSTEM

Judgment Payoff Calculation

Your calculated payoff amount is: $10,585.81.
Remaining Principal: **$10,554.00**
Remaining Court Costs: **$0.00**
Daily Interest: **$1.4458**
Remaining Interest: **$31.81**

Calculation Summary

Principal:	$10,554.00	**Court Costs to Date:**	$0.00	**Interest From Date:**	07/07/2008
Pre-Judgment Interest Amount:	$0.00	**Per Annum Interest Rate:**	5.0000%	**Payoff Date:**	07/29/2008

Payments
No payments were entered.

Print Report | Back to Calculator

"DISCLAIMER"
The judgment calculator is provided as a convenience to allow you to estimate the payoff amount of a judgment. Any payoff amount obtained by using this calculator is NOT BINDING ON THE JUDGMENT CREDITOR. If this amount is paid into the office of the Clerk, the Clerk will forward notice of the payment to the judgment creditor. Only if the creditor does not object within the time permitted by law, will the judgment be satisfied for this amount.

CAUSE NO. A-124,134

JUDY WHITWORTH, Plaintiff	§ § §	IN THE DISTRICT COURT
v.	§ § §	70th JUDICIAL DISTRICT
GENERAL MOTORS CORPORATION, Defendant	§ § § §	ECTOR COUNTY, TEXAS

JUDGMENT

On June 24, 2008, this case was called for trial. Plaintiff, Judy Whitworth, appeared in person and through her attorneys and announced ready for trial. Defendant, General Motors Corporation appeared through its representative and through its attorneys and announced ready for trial.

After a jury was impaneled and sworn, it heard the evidence and arguments of counsel. In response to the jury charge, the jury made findings that the court received, filed, and entered of record. The questions submitted to the jury and the jury's findings are attached as Exhibit A and incorporated by reference.

The court orally RENDERED judgment for Plaintiff on June 25, 2008. This written judgment memorializes that rendition.

1. Therefore, the court orders that Plaintiff recover damages from Defendant in the sum of $ 10,054.00, prejudgment interest on that sum at the annual rate of 5%, in the sum of $ $500.00, post judgment interest on the total sum at the annual rate of 5%, and court costs.

2. This judgment on the merits is final, disposes of all claims except attorney fees and costs, and all parties, and is not appealable.

3. Plaintiff requested attorneys fees based on the Magnuson-Moss Warranty Act. Plaintiff was granted leave of court to file a fee petition and offer evidence at a hearing proving reasonable and necessary attorney's fees. Plaintiff shall file its fee petition within sixty days of the execution of this order.

4. The court orders execution to issue for this judgment.

SIGNED on July 7, 2008.

JANIS MORGAN
DISTRICT CLERK,
ECTOR COUNTY, TEXAS
2008 JUL 7 PM 3 04
FILED BY _____
DEPUTY

JUDGE DENN WHALEN

Copy 7-10-08
S. Landgraf
A. Weisberg
D. Routzon

PENICK CONCRETE, INC.
28767 360TH ST.
BOONEVILLE, IOWA 50038

DES MOINES IA 503
29 JUN 2007 PM 3 T

USA First-Class

JUL 02 2007

GMC
Customer Assistance
P.O.Box 33172
Detroit, MI 48232-5172

48232+5172

PENICK CONCRETE PROD., INC.

28767 360TH ST.

BOONEVILLE, IOWA 50038

OFFICE (515)996-2795 FAX(515)996-9016

6-28-2007

GMC
P.O. Box 33171
Detroit, MI 48232-5172

RE: 2007 GMC Yukon VIN# 1GKFK13017J[redacted]

I am writing in regards to the 2007 Yukon we purchased in July of 2006. I love the vehicle but have had several problems with it since I purchased it for our business. I use it every day to drive back and forth to work and also as my personal vehicle to drive around. I have put 36,000 miles on it since I purchased it. Some of the problems I have been having are the side view mirrors have had to be tightened up several times, they will just start to come loose. The service department told me that I needed to cyle them in and out all of the time to keep them tight, but even though I have done that they still work loose. So when you are driving down the road they move back and forth with the air flow. Also my check engine light keeps coming on, they have fixed it several times but after I drive it for a couple of days it is back on again. The transmission seems to catch once in a while, the service department told me there is nothing that they can tell by the computers is wrong. My windshield wipers would turn on by themselves and start washing the windshield, I had to pull the car over and turn the engine off and on several times in order for the wipers to stop. The inside door handle on the drivers door, started to peel and I got several cuts on my hand when opening the door. The service department ordered a new handle and put it on. The gas milage is horrible, I drive 30 miles to work one way everyday. I only get 12 miles to the gallon, with gas prices the way they are that is horrible.

I love the car its self, I love the way it drives. I have 3 children all under the age of 6 and they love the car.

I would like to trade this car in for a longer length, but I am afraid that I will have problems again. We paid $50,000 plus for this car you would think that spending that much money it would work right. We used to have all Ford products but we wanted to try the GMC because of the niceness and the style of the vehicle. I would like to trade this one in, but I do not want to have the same problems again, is there anything you could do to help me? I can't see spending that kind of money for that many problems.

Thank You,
Penick Concrete
Misty Dooley
Misty Dooley

FOR ALL OF YOUR CONCRETE CONSTRUCTION NEEDS!

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

GM

CHECK **No.** 900927797

50-837
213

DATE			AMOUNT
10/22/07	✱✱✱✱✱✱✱✱✱✱✱✱5,200 DOLLARS	✱✱✱✱00 CENTS	✱✱✱✱✱✱✱✱✱✱✱✱5,200.00

PAY TO THE ORDER OF

[redacted]
NEW YORK NY [redacted]

North American Operations
General Motors Corporation
Disbursement Account

SIGNATURE

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

AUDIT

⑈900927797⑈ ⑆021309379⑆ 601⑈2⑈62520⑈

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

DETACH BEFORE DEPOSITING CHECK

VENDOR DUNS NO BB 000000075 1

CHECK NO. 900927797

VENDOR NAME SHAREDAN LAWRENCE ANDALEX SIMA

PAYMENT DATE 10/22/07

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1GNFK13047J[redacted]	10/19/07 .71-558568699.1-9CG3BM	VM 1-9CG3BM	00.0000	5,200.00	.00	5,200.00
ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT\OR QUESTIONS CALL 800-462-8782				M3		
		TOTAL		5,200.00	.00	5,200.00

General Motors Corporation
Business Resource Center
PO Box 33170
Detroit, MI 48232-5170

VIA FAX ONLY

September 24, 2007

Mr. Mark Schwartz, Sales Mgr.
MAJOR CHEVROLET, INC.
43-40 NORTHERN BLVD
LONG ISLAND CITY , NY 11101-1020

RE: [redacted]
Service Request: 71-558568699
2007 Chevrolet Tahoe
Vehicle Identification Number: 1GNFK13047J[redacted]
Customer Relationship Specialist: Mil Love (fax: 866-233-3015 / ph:866-790-5600 ext 11401)

Dear Mr. Schwartz:

This is a letter of notification regarding a not-in-suit-matter involving the above referenced customer. Please provide us 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 any), the incentives acknowledgement form, and the Actual Cash Value statement of any trade and Application for registration and title

- Service and body shop repair orders of all internal, customer pay, and warranty repair orders, (to include front and back as well as technician notes). Also, include any receipts for aftermarket or dealer add-ons.

Please fax them to the number on the fax cover sheet. If there are any fax difficulties or the documents exceed 50 pages, please split the fax and send two or more faxes as appropriate.

In addition, should you be contacted by another party regarding this matter, you may want to consult your own attorney for further direction. Your cooperation is greatly appreciated. If you have further questions, please contact our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Sincerely,

General Motors Corporation

General Motors Corporation
Business Resource Center
PO Box 33170
Detroit, MI 48232-5170

VIA FAX ONLY

October 8, 2007

Elton Bozanian, Esq.
Alex Simanovsky & Associates, LLC
2300 Henderson Mill Road, Suite 300
Atlanta, GA 30345

RE: [redacted]
Service Request: 71-558568699
2007 Chevrolet Tahoe
Vehicle Identification Number: 1GNFK13047J[redacted]
Customer Relationship Specialist: Carolina Aponte

Dear Mr. Bozanian:

We regret that your client(s) is dissatisfied with his 2007 Chevrolet Tahoe 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 $ 3,200

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 registration (valid for at least 30 days beyond the date this letter is signed by your client) to show proof of ownership.

Your client(s) would retain the vehicle.

If this offer is acceptable to your client(s), please have your client(s) sign this offer letter as well as the attached release and return them to us at the fax number shown on the fax cover sheet. This offer is good for 5 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.

Please refer to the service request number above when contacting our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Sincerely,

General Motors Corporation

cc: FILE

LG0044
V07022006

Attach.

_____
Odometer

Client's Signature	Client's Signature
Date	Date

MAJOR World

A DIVISION OF MAJOR CHEVROLET

FAX COVER SHEET

SEND TO	[redacted]
Company name: GM	From: Marc Schwartz
Attention: MIL LOVE	Date: 9.28.07
Phone number: 866.790.5600 ext 11401	Phone number: 718.937.3700
Fax number: 866.233.3015	Fax number: 718.937.9770

☐ Urgent ☐ Reply ASAP ☐ Please comment ☐ Please review ☐ For your information

Total pages, including cover: _____

COMMENTS [redacted]

LEASE AGREEMENT
GMAC SmartLease® — Monthly Payment

LESSEE (and CO-LESSEE) ("You") name and address, including county	Garaging address (if different)	LESSOR (Retailer)
[redacted] NEW YORK NY [redacted] NEW YORK	N/A Principal driver (if business use) N/A	MAJOR CHEVROLET, INC. 43-40 NORTHERN BLVD LONG ISLAND CITY NY 11101

This is an agreement to lease a vehicle. This is not a purchase agreement. You are not buying the vehicle. By signing this lease, you agree to everything on the front and back.
We, "us," and "our" refer to Lessor named above and any assignee. An "assignee" is a person to whom this lease is assigned (if it is assigned).
☒ If this box is checked, Lessor (Retailer) will assign this lease and sell the vehicle to GMAC.
☐ If this box is checked, GMAC helped to arrange this lease and Lessor (Retailer) will assign it and sell the vehicle to Central Originating Lease Trust.
☐ If this box is checked, Lessor (Retailer) will assign this lease and sell the vehicle to N/A
☐ If this box is checked, Lessor (Retailer) intends not to assign this lease.

THE VEHICLE YOU ARE LEASING

New/Used	Year	Make & Model	Body Style	Vehicle ID #	Mileage	Primary Use
NEW	2007	CHEVROLET TAHOE	SUBN	1GNFK13047J[redacted]	8	☒ Personal, Family, or Household ☐ Agricultural, Business, or Commercial

Dealer Installed Options N/A GVW (if truck) 5765 ☐ Public Conveyance

FEDERAL CONSUMER LEASING ACT DISCLOSURES

1. Amount Due at Lease Signing or Delivery (Itemized Below)* $ 8000.00

2. Monthly Payments Your first monthly payment of $ 769.99 is due on 08/03/2006, followed by 47 payments of $ 769.99 due on the 3rd of each month. The total of your monthly payments is $ 36959.52

3. Other Charges (not part of your monthly payment)
Disposition fee (if you do not purchase the vehicle) $ N/A
N/A $ N/A
Total $ N/A

4. Total of Payments (The amount you will have paid by the end of the lease.) $ 44189.53

*Itemization of Amount Due at Lease Signing or Delivery

5. Amount Due at Lease Signing or Delivery:

a. Capitalized cost reduction	$ 6659.76
b. First monthly payment	$ 769.99
c. Refundable security deposit	$ N/A
d. Title fees	$ 12.50
e. Registration fees	$ N/A
f. Sales/use tax	$ 557.75
g. N/A	$ N/A
h. N/A	$ N/A
i. N/A	$ N/A
j. Total	$ 8000.00

6. How the Amount Due at Lease Signing or Delivery will be paid:

a. Net trade-in allowance	$ N/A
b. Rebates and noncash credits	$ 3000.00
c. Amount to be paid in cash	$ 5000.00
d. Total	$ 8000.00

7. Your monthly payment is determined as shown below:

a. Gross capitalized cost. The agreed upon value of the vehicle ($ 48965.95) and any items you pay for over the lease term (such as service contracts, insurance, and any outstanding prior credit or lease balance)	$ 60415.89
b. Capitalized cost reduction. The amount of any net trade-in allowance, rebate, noncash credit, or cash you pay that reduces the gross capitalized cost	$ 6659.76
c. Adjusted capitalized cost. The amount used in calculating your base monthly payment	= $ 53756.13
d. Residual value. The value of the vehicle at the end of the lease used in calculating your base monthly payment	= $ 29064.75
e. Depreciation and any amortized amounts. The amount charged for the vehicle's decline in value through normal use and for other items paid over the lease term	= $ 24691.38
f. Rent charge. The amount charged in addition to the depreciation and any amortized amounts	+ $ 12268.14
g. Total of base monthly payments. The depreciation and any amortized amounts plus the rent charge	= $ 36959.52
h. Lease payments. The number of payments in your lease	= 48
i. Base monthly payment	= $ 769.99
j. Monthly sales/use tax (estimated)	+ $ N/A
k. N/A	+ $ N/A
l. Total monthly payment	= $ 769.99

Early Termination. You may have to pay a substantial charge if you end this lease early. The charge may be up to several thousand dollars. The actual charge will depend on when the lease is terminated. The earlier you end the lease, the greater this charge is likely to be.

8. **Excessive Wear and Use.** You may be charged for excessive wear based on our standards for normal use and for mileage in excess of 12000 miles per year at the rate of $ .20 per mile.
9. **Purchase Option at End of Lease Term.** You have an option to buy the vehicle at the end of the lease term for $ 29064.75, plus official fees and taxes.
10. **Other Important Terms.** See your lease documents for additional information on early termination, purchase options and maintenance responsibilities, warranties, late and default charges, and insurance.

11. ITEMIZATION OF GROSS CAPITALIZED COST.

a. Agreed upon value of the vehicle	$ 48965.95
b. GMAC administrative fee	+ $ 695.00
c. License/registration/title fees	+ $ 77.75
d. Sales tax	+ $ 3057.19

16. CHARGE FOR FINES. If the government imposes a fine related to the vehicle and you do not pay it promptly, we may pay it. Each time we pay a fine, you will pay us the amount when we ask. If we have to pay a fine or take other action because you don't pay a fine promptly, you will also pay us $35.

17. SCHEDULED LEASE END DATE. This lease is scheduled to end 08/02/2010

[redacted] $ 6125.00
[redacted] 60415.89

The capitalized cost is [redacted] the sum of the adjusted capitalized cost and any [redacted] capitalized cost and the sum of the monthly payments may be [redacted] 33,39.13 is the amount which is [redacted] in connection with the lease and is used in determining the amount of your base monthly payment. This amount will be used in determining the legal limit on your early termination liability, although the Adjusted Capitalized Cost may be used to compare the [redacted] provisions of this lease, the Adjusted Capitalized Cost may be used to compare the [redacted] 2,400.00

12. THE VEHICLE YOU ARE TRADING: Year: ____ (make) ____ (model) N/A

Gross trade-in value $ N/A
Payoff $ N/A
Net trade-in value $ N/A

13. OFFICIAL FEES AND TAXES. You will pay all government license, title, registration, testing, and inspection fees for the vehicle. You will pay all taxes on the lease or the vehicle that the government levies on you, the vehicle, or us (except our net income taxes). We may change your monthly payment if taxes change. We may bill you separately for official fees and taxes.

TOTAL ESTIMATED FEES AND TAXES YOU MUST PAY DURING LEASE $ 3908.44

The actual total of fees and taxes may be higher or lower depending on tax rates in effect or the vehicle value when a fee or tax is assessed.

a. Title/lien fees $ 10.00
b. Registration fees/taxes $ 271.00
c. License fees/taxes $ N/A
d. Sales/use taxes (including tax on capitalized cost reduction) $ 3614.94
e. Excise taxes $ N/A
f. Property taxes $ N/A
g. Other (describe) TIRE FEE $ 12.50
h. Other (describe) N/A $ N/A
i. Other (describe) N/A $ N/A

14. MILEAGE.
Base Mileage Allowance: ☐ 15,000 miles/year ☒ Low mileage 12,000 miles/year
☐ Medium-duty truck (gasoline): 25,000 miles/year
☐ Medium-duty truck (diesel): 35,000 miles/year

Extra Miles. You are buying N/A extra miles at $ N/A per mile. If the lease ends on or after the last scheduled payment is due, we will credit you with $ N/A per mile for each unused extra mile. There will be no credit if the lease ends before the last scheduled payment is due, you buy the vehicle, or the vehicle is a total loss.

Total Allowed Mileage on the Odometer at Lease End is 48008 miles.
Start odometer mileage 8 miles
Base mileage allowance 48000 miles
Purchased extra miles N/A miles

Excess Mileage Charge. The excess mileage charge is $ .20 per mile for each mile beyond the total allowed miles, plus tax. If the lease ends early and the vehicle is not a total loss, any excess mileage and wear charge will not be more than residual value minus the vehicle sale price. There is no excess mileage charge if you buy the vehicle.

15. LATE CHARGE. If we do not receive a full monthly payment within 10 days after it is due, you will pay a late charge of 5% of the part of the payment that is late.

Insurance company name: [redacted]
Insurance agency name: GEICO
Agency address: 750 WOODBURY RD WOODBURY NY 11797
Agency phone no.: MICAHEL
Agent's name:
Policy no.: 2005945759 ☐ Liability ☐ Physical damage
Deductibles: Collision $ 500.00 Comprehensive $ 500.00

Insurance company name: N/A
Insurance agency name: N/A
Agency address: N/A
Agency phone no.: N/A
Agent's name: N/A
Policy no.: N/A ☐ Physical damage
Deductibles: Collision $ N/A Comprehensive $ N/A

20. OPTIONAL LIFE AND DISABILITY INSURANCE. We do not require life or disability insurance. If you sign below, we will try to get the coverage(s) checked for the lease term. We will include the premium in your base monthly payment. A notice you receive when you sign this lease describes the coverage(s). The insurance may not cover taxes and other amounts due besides the base monthly payment.

Insurer name: N/A
Address: N/A

☐ Life insurance (☐ Lessee ☐ Co-Lessee ☐ Both) Premium $ N/A
Coverage limit $ N/A
☐ Disability insurance (Lessee only) Premium $ N/A
Monthly coverage limit $ N/A

[redacted] X ____ Age N/A
CO-LESSEE'S SIGNATURE: X ____ Age N/A

21. WARRANTY AND EXCLUSION OF WARRANTY. You have the benefit of any warranty checked below.
☐ Standard manufacturer's warranty
☐
Warranty papers that are separate from this lease state any coverage limits.
The law gives you a warranty that the vehicle conforms to the description in this lease.
THERE ARE NO OTHER EXPRESS WARRANTIES ON THE VEHICLE. WE MAKE NO IMPLIED WARRANTY OF MERCHANTABILITY. THERE IS NO WARRANTY THAT THE VEHICLE IS FIT FOR A PARTICULAR PURPOSE.

22. OPTIONAL SERVICE AND MAINTENANCE CONTRACTS.
Name GRPP MAJOR GUARD Term 48 months, 48000 miles
Name N/A Term N/A months, N/A miles
If you are buying a service or maintenance contract now, you may pay for it at lease signing. If you do not, the price will be in the capitalized cost and you will pay rent charges on the price.

THIS IS THE ENTIRE AGREEMENT. This lease, including the front and back of this form, contains the entire agreement between you and us relating to the lease of the vehicle. Any change to the terms o[redacted]anges are binding.

LESSEE [redacted] CO-LESSEE X

We may delay or refrain from enforcing any of our rights under this lease without losing them.

YOU AGREE TO THE TERMS OF THIS LEASE. YOU CONFIRM THAT BEFORE YOU SIGNED THIS LEASE, WE GAVE IT TO YOU, AND YOU WERE FREE TO TAKE IT AND REVIEW IT.

WARNING: Important consumer protections may not apply if this agreement indicates that you are leasing the vehicle primarily for agricultural, business, or commercial use.

NOTICE TO THE LESSEE:
1. Do not sign this agreement before you read it or if it contains any blank space. 2. You are entitled to a completely filled in copy of this agreement when you sign it.

YOU CONFIRM THAT YOU SIGNED THIS AGREEMENT AND RECEIVED A COPY AT LONG ISLAND CITY (city) NY (state) ON AUGUST (month) 03 (day) 2006 (year)

LEASE AGREEMENT

LESSEE [redacted] X ____ CO-LESSEE X ____

LESSOR: MAJOR CHEVROLET, INC. SIGNATURE AND TITLE X ____ N/A

N.Y.C. DEPT. OF CONSUMER AFFAIRS
LIC # 0851824

THE ALL NEW MAJOR CHEVROLET

43 - 40 Northern Blvd.
LONG ISLAND CITY, N.Y. 1110
(718) 937-3700

THIS AGREEMENT IS NOT BINDING UNLESS SIGNED BY THE SELLER AND THE BUYER

BUYER [redacted] SALESMAN JAMIL QUAISER
STREET [redacted] PHONE NO. [redacted]
CITY NEW YORK STATE NY ZIP [redacted] BUS. PHONE [redacted]

THE TRANSACTION

I ORDER AND AGREE TO PURCHASE FROM YOU, ON THE TERMS CONTAINED ON BOTH SIDES OF THIS AGREEMENT, THE FOLLOWING VEHICLE: (READ OTHER SIDE)

THE VEHICLE

YEAR		MAKE	MODEL	SERIES
2007	☒ NEW ☐ USED ☐ DEMONSTRATOR	CHEVROLET	TAHOE	

TYPE	COLOR	TRIM	V.I.N.
SUBN	BLACK		1GNFK13047J [redacted]

ESTIMATED DELIVERY DATE	PLACE OF DELIVERY	STOCK NO. (IF RESERVED)
08/03/06	LONG ISLAND CITY	N715717

THE PRICE

VEHICLE PRICE (+)	$ 38422.40	
TRANSPORTATION (IF NOT INCLUDED IN VEHICLE PRICE) (+)	N/A	
FACTORY INSTALLED EQUIPMENT (+)	N/A	
		CHROME STEP BARS
		20" CHROME WHEELS
		CHROME DOOR HANDLES
		CHROME GAS CAP.
		DEALER INSTALLED EQUIPMENT AND SERVICES (+)
		LOJACK E/W 2995.00
		SIMONIZ 1495.00
		TTL/VIN POL 1590.00
		WARRANTY PREMIUM 1495.00
		N/A
		TOTAL $ 45997.40

THE TRADE-IN

DESCRIPTION OF TRADE				
YEAR	MILEAGE N/A	MAKE	MODEL	COLOR
PLATE NO.	EXP. DATE	V.I.N.		
TRADE-IN IS CLEAR OF ALL LIENS EXCEPT:		AMOUNT OWED	$ N/A	

LESS TRADE-IN CREDIT (–) (BUYER SEE 1 AND 6(b) ON BACK)	N/A
CASH PRICE	$ 45997.40

SPECIAL NOTICE TO CONSUMER
IF, 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.

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 CREDIT TERMS WHEN PRESENTED, I MAY CANCEL THIS ORDER AND MY DEPOSIT WILL BE REFUNDED.

IMPORTANT NOTICE TO USED CAR BUYER
(a) STATE LAW REQUIRES THAT SELLERS OF SECOND HAND CARS CERTIFY IN WRITING TO THE BUYER THAT EACH CAR IS IN SAFE CONDITION AT THE TIME OF SALE.
(b) THIS CERTIFICATION IS A GUARANTEE THAT THE CAR IS IN

TAXES AND OTHER FEES

SALES TAX % (+)		3057.19
"Dealer's optional fee for processing application for registration and/or certificate of title, and for securing special or distinctive plates (if applicable). *THIS IS NOT A DMV FEE* $45.00." (+)		XXXXXXXXXX 45.00
NYS REQUIRED TIRE RECYCLING FEE ($2.50 per tire) (+)		127.50
REGISTRATION FEE (ESTIMATE) (+)		10.00
INSPECTION FEE (+)		N/A
OTHER - ITEMIZE (+)	$	52189.53
TOTAL CASH PRICE DELIVERED		8000.00
LESS CASH DEPOSIT SUBMITTED WITH ORDER (–)		N/A
PLUS BALANCE OWING ON TRADE-IN (+)	$	44189.53
CASH DUE ON DELIVERY		

SAFE CONDITION AT THE TIME OF SALE.
(c) YOU HAVE A RIGHT TO REQUEST THE DEALER TO REPAIR OR TO PAY IN FULL FOR REPAIRS OF ANY UNSAFE CONDITION IN THE CAR WHICH DOES NOT COMPLY WITH THIS CERTIFICATION.
(d) THIS BUSINESS IS LICENSED BY THE DEPARTMENT OF CONSUMER AFFAIRS, 42 BROADWAY, NEW YORK, NEW YORK 10004, COMPLAINT PHONE: 212-487-4444.
N.Y.C. C.A. No. **0851824**

CANCELLATION STATEMENT

IF THIS CONTRACT IS CANCELLED BY ME WITHOUT YOUR CONSENT, I UNDERSTAND I SHALL BE LIABLE TO YOU FOR LIQUIDATED DAMAGES IN THE AMOUNT OF $500., IN ACCORDANCE WITH PARAGRAPH THREE (3) (reverse side) OR ANY ADDITIONAL DAMAGES THAT YOU MAY INCUR THEREFROM.

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 contrary provision in the contract of sale."

*THE OPTIONAL DEALER REGISTRATION OR TITLE APPLICATION PROCESSING FEE ($45.00 MAXIMUM) AND SPECIAL PLATE PROCESSING FEE ($5.00 MAXIMUM) ARE NOT NEW YORK STATE OR DEPARTMENT OF MOTOR VEHICLES FEES. UNLESS A LIEN IS BEING RECORDED OR THE DEALER ISSUED NUMBER PLATES, YOU MAY SUBMIT YOUR OWN APPLICATION FOR REGISTRATION AND/OR CERTIFICATE OF TITLE OR FOR A SPECIAL OR DISTINCTIVE PLATE TO ANY MOTOR VEHICLE ISSUING OFFICE.

PRIOR USE CERTIFICATION (Required by Vehicle and Traffic Law 417-A principal prior use of the vehicle were as a police vehicle, taxicab, drive education vehicle or rental vehicle). The principal prior use of this vehicl was as a police vehicle NO, a taxicab NO, a driver education vehicl NO, or a rental vehicle NO.

I have read the terms on [redacted] nt.

BUYER'S SIGNATURE [redacted] DATE: 08/03/06

CO-BUYER'S SIGNATURE [redacted] DATE:

SELLER APPROVED BY: [redacted] DATE: 08/03/06

*** ONLY CERTIFIED CHECK OR CASH ACCEPTABLE ON DELIVERY** 57643

SEE OTHER SIDE FOR ADDITIONAL TERMS

ADDITIONAL TERMS OF AGREEMENT

"I", "me", and "my" refer to the Buyer and Co-Buyer "You" and "your" refer to the Seller.

I agree this order is subject to the following terms:

1. Trade-In Credit May Change. If I do not deliver the trade-in vehicle to you when this Agreement is signed, I agree, that at the time the trade-in vehicle is delivered to you, should the value of my trade-in be reasonably diminished as a result of physical damage, alteration or deterioration in appearance, condition, other than normal wear and tear, YOU HAVE THE RIGHT TO REAPPRAISE THE VEHICLE AS A RESULT OF SUCH REAPPRAISAL, I UNDERSTAND THAT THE TRADE-IN ALLOWANCE ON MY VEHICLE MAY BE REDUCED AND THAT THIS WILL IN TURN INCREASE MY NET PRICE. WHICH I WILL HAVE TO PAY FOR THE VEHICLE. IF I DECIDE TO PURCHASE THE VEHICLE, if the trade-in credit is reduced and I am not satisfied, I understand that I can cancel this agreement if the purchased vehicle has not been registered in my name or delivered to me or you have not accepted delivery of the trade-in vehicle.

2. Trade-In Buyer's Obligations. At the time I deliver the trade-in vehicle to you, I promise to sign a Bill of Sale and a mileage certification statement and give you satisfactory proof that I own the vehicle I warrant (guarantee) (a) that there are no liens on the trade-in vehicle and that I owe no one any money for the vehicle or repairs to the vehicle, except as may be shown on the face of this agreement, (b) that the trade-in vehicle does not have a welded or bent frame and that the motor block is not cracked, welded or repaired, and (c) that the vehicle has not been flood damaged or declared a total loss for insurance purposes and (d) that emission control devices have not been altered and/or removed, and nothing has been removed from the trade, including all seat belts, that was originally seen. The engine and/or transmission has not been tampered with to pass your inspection.

3. Buyer's Representations. Unless this agreement is non-binding because you are arranging credit for me, I understand that the cash deposit I have given to you can be retained, in accordance with your refund policy, to offset your damages if I refuse to complete my purchase. I also understand that I may be responsible for any other damages which you may incur as a result of my failure to perform my obligations under the terms of this agreement.

4. Delays in Delivery. I understand that you shall not be liable for delays caused by the manufacturer, accidents, strikes, tires or other causes beyond your control. Should you promptly place my order with the manufacturer and the manufacturer refuses to accept the order or fails to deliver the vehicle due exactly as ordered, you may promptly cancel and refund of my deposit. I will not hold you liable and this agreement shall be cancelled.

5. Disclaimer of Warranties. I UNDERSTAND THAT YOU DISCLAIM ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND THAT YOU NEITHER ASSUME NOR AUTHORIZE ANY OTHER PERSON TO ASSUME FOR YOU ANY LIABILITY IN CONNECTION WITH THE SALE OF THE VEHICLE, except as otherwise provided in writing by YOU in an addendum to this agreement or in a document delivered to ME when the vehicle is delivered.

Limitations on Implied Warranties. Some States do not allow either (1) limitations on how long an implied warranty lasts or (2) the exclusion or limitation of incidental or consequential damages, so these limitations may not apply.

6. Price Changes.

A. THE TOTAL CASH PRICE DELIVERED LESS THE TRADE-IN ALLOWANCE SHOWN ON THE FRONT OF THIS AGREEMENT IS THE FINAL CONTRACT PRICE. IF YOU WISH YOU AND I HAVE AGREED, AND, IF THE VEHICLE IS A NEW MOTOR VEHICLE, NO ADDITIONAL FEE OR CHARGE WILL BE IMPOSED OR COLLECTED DUE TO CHANGES IN THE MANUFACTURERS LIST PRICE, OR CHANGES IN THE COST OF FREIGHT OR SERVICES PROVIDED BY YOU.

B. A REDUCTION IN THE VALUE OF THE TRADE-IN MAY RESULT IN AN INCREASE IN THE CASH PRICE DELIVERED I WILL HAVE TO PAY AS PROVIDED IN PARAGRAPH 3 OF THIS AGREEMENT.

C. IF YOU AND I DO NOT AGREE ON THE VALUE OF MY TRADE-IN YOU MAY REDUCE THE AMOUNT I HAVE TO PAY AS PROVIDED IN PARAGRAPH 3 OF THE AGREEMENT. THEN THE CASH PRICE DELIVERED OF THE VEHICLE I AM

GM CUSTOMER INCENTIVE AND ONSTAR ACKNOWLEDGMENT

GMC HUMMER

(excludes Saturn)

CUSTOMER NAME: [redacted]

VIN: 1,G,N,F,K,1,B,0,N,7,J,[redacted]

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
	$	
	$3000	
	$	
	$	
	$	

Total Incentive Amount Received $3000

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 FOR INCENTIVES AND ONSTAR SERVICE –

a. Vehicle Incentive 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 on ___/___/___. I acknowledge receipt of incentive(s) as described in Item ____ and release GM Division from any future claim or obligation for incentive(s) on this unit.

Is vehicle equipped with OnStar? ✓ Yes ____ No

b. OnStar Terms and Conditions Acknowledgment. I acknowledge that I have received the Terms and Conditions under which the OnStar service in my vehicle is provided (copies are available in the vehicle glovebox, from the dealer, at www.onstar.com, or by contacting OnStar as described below).

I understand that in order to cancel the OnStar service in my vehicle, I must press the blue OnStar button in my vehicle or call 1.888.4OnStar (1.888.466.7827) or TTY 1.877.248.2080 and request that my Services be cancelled.

Purchaser/Lessee Signature: _____ Date: ___/___/___

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

Authorized Dealer Signature: [signature] Date: ___/___/___

Dealership Name: MAJOR Dealer Code: _____

Dealer Note: This is a required document and it must be completed, signed, and retained in EVERY DEAL FILE for new retail customers even if there are no incentives or rate support available. A copy of the completed form should be provided to the customer.

UNISET | Reynolds and Reynolds | UNISET

"WHERE CUSTOMERS SEND THEIR FRIENDS"

H-(212)265-9596 W-(718)361-8980 C-

N.Y.S. LIC. NO. 7046226
N.Y.C., D.C.A. NO. 0851824

Major CHEVROLET, Inc.

43 - 40 NORTHERN BLVD, LONG ISLAND CITY, N.Y. 11101 • 937-3700

31008

SOLD TO: VAUL Trust
ADDRESS: P.O. BOX 8137
COCKEYSVILLE MD 21030

SALESMAN: JAMIL QUAISER

DATE: 08/03/06

MAKE	MODEL	NEW OR USED	SERIAL/IDENT. NO.	COLOR	STOCK NO. N7157T7
2007 CHEVROLET	TAHOE	NEW	1GNFK13047J[redacted]	BLACK	

MV 50 NO'S.		USED CAR MILEAGE	KEY NO'S	IGN	G1441
TEMP. NO.				TRK	

OPTIONAL EQUIPMENT AND ACCESSORIES

GMPP MAJOR GUARD 48/48000 200.00DED

SIMONIZ
TTL/VIN POL

[redacted]

NEW YORK NY [redacted]

CONTL # 234505

PRICE OF CAR	4__	48965.95
NYS TIRE FEE		12.50
INSPECTION		10.00
WARRANTY		1495.00
	220A	
LICENSE & TITLE	308	67.75
*DEALER'S FEES	905	45.00
SALES TAX	324	3057.19
TOTAL CASH PRICE		53653.39
SETTLEMENT		
DEPOSIT	220D	3000.00
CASH ON DELIVERY	220D	N/A
USED CAR:-	240	5000.00
TYPE		N/A
SER. NO.		
	205	36959.52
48 @ 769.99	TOTAL	44189.53

"Dealer's optional fee for processing application for registration and/or certificate of title, and for securing special or distinctive plates (if applicable). *THIS IS NOT A DMV FEE* *$45.00."

*The optional dealer registration or title application processing fee ($45.00 maximum) and special plate processing fee ($5.00 maximum) are not New York State or Department of Motor Vehicles fees. Unless a lien is being recorded or the dealer issued number plates, you may submit your own application for registration and/or certificate of title or for a special or distinctive plate to any motor vehicle issuing office.

THIS VEHICLE RECEIVED IN GOOD CONDITION: SIGN _____

ALL WARRANTIES ON THIS VEHICLE ARE THE MANUFACTURER'S. 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 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.

"IF THIS MOTOR VEHICLE IS CLASSIFIED AS A USED MOTOR VEHICLE, MAJOR CHEVROLET, Inc. 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."

Reynolds and Reynolds RO7984 Q 10-01

Owners Copy

SIMONIZ SYSTEM 5

SIMONIZ SPECIALTY MARKETS DIVISION, INC.

EXCLUSIVE EXTERIOR AND INTERIOR PROTECTION SYSTEM LIMITED PRODUCT WARRANTY

DuPont™ Teflon® surface protector

[redacted]

Name of Customer: [redacted]

Customer's Address: [redacted]

Make, Model and Year: 2007 Chrysler Town & Country

Dealership Name: Glenwood Chrysler Jeep

Dealership Address: 43-49 Lafayette St

CONTRACT# S 492710

Applied Date: 8/3/06

Mileage at application: 8

SIMONIZ® SPECIALTY MARKETS DIVISION, INC., the producer of SIMONIZ® SYSTEM 5, will review the claim of the damaged portion of the vehicle as long as the original owner, or transferred owner, makes such claim within the warranty term.

TERMS OF LIMITED PRODUCT WARRANTY: The term of this limited product warranty is dictated by the model year of your vehicle based on the calendar year. Any new untitled vehicles are eligible for a five-year limited warranty regardless of mileage. Current year used vehicles are eligible for a four-year warranty regardless of mileage. One-model year old vehicles are eligible for a four-year limited warranty regardless of mileage. Two-model year old vehicles are eligible for a three-year limited warranty regardless of mileage. Three-model year old vehicles are eligible for a two-year limited warranty regardless of mileage. SIMONIZ® System 5 will not cover any pre-existing conditions. Claims on any limited warranty issued for a period of less than 5 years can not be submitted within 90 days of vehicle purchase. It is the sole responsibility of the issuing Dealer to make sure that the vehicle is in proper condition before our process and limited warranty can be applied and issued.

SYSTEM 5 EXTERIOR PAINT 5 & 4 YEAR LIMITED PRODUCT WARRANTY – WHAT WE COVER: Factory painted surfaces damaged by weather induced acid rain, bird droppings, tree sap, road salt, all insects, including love bugs (Plecia nearctica), and exposure to the sun causing fading, chalking, loss of gloss, will be covered.

SYSTEM 5 EXTERIOR PAINT 3 & 2 YEAR LIMITED PRODUCT WARRANTY – WHAT WE COVER: Factory painted surfaces damaged by exposure to the sun causing fading, chalking, or loss of gloss will be covered.

SYSTEM 5 INTERIOR TRIM, CARPET AND SEATS LIMITED PRODUCT WARRANTY – WHAT WE COVER: The interior trim, carpet and seats (leather or cloth) of the vehicle treated with SYSTEM 5 INTERIOR PROTECTION will be covered against staining from normal day to day spills from all consumable products such as but not limited to sodas, coffee, milk, fast foods, ice cream, baby food, oil, etc. In addition, we will also cover staining from urine, crayons, lipstick and vomit.

RENTAL CAR COVERAGE: SIMONIZ® SPECIALTY MARKETS DIVISION, INC. will cover rental car expense during the course of a repair for five days maximum up to fifty ($50) dollars a day. The consumer is responsible for the upfront expense and will be fully reimbursed under the guidelines disclosed. Rental car coverage is only allowed for the number of days that it takes to repair the vehicle.

REPAIR COMMITMENTS EXTERIOR PAINT: SIMONIZ® SPECIALTY MARKETS DIVISION, INC. SHALL BE LIMITED to one repainting and/or repainting and reapplication of each paint damaged area in the time frame allotted in the WHAT WE COVER paragraph. SIMONIZ® SPECIALTY MARKETS DIVISION, INC. holds the right before any other remedy to rebuff any paint damage claims which may be considered a remedy. SIMONIZ® SPECIALTY MARKETS DIVISION, INC. except when otherwise directed by State or Federal regulators, shall cause all services to be performed with reasonable attention, quality and promptness. Due to the effects of aging and paint variations over time of manufacture, matching paint colors of repaired components to the colors of the original vehicle is not always possible. Payment for repairs will never exceed the current actual cash value of the vehicle according to NADA used car trade-in guide published by the National Automobile Dealers Association. This limited warranty coverage will be terminated if the repair costs exceed the current average wholesale value of the vehicle. In that event the average wholesale value amount will be paid to the vehicle owner.

REPAIR COMMITMENTS INTERIOR TRIM, CARPET AND SEATS: SIMONIZ® SPECIALTY MARKETS DIVISION, INC. SHALL BE LIMITED to cleaning and/or repairing and reapplication of the SYSTEM 5 INTERIOR PROTECTION to the INTERIOR of the vehicle. It will be at the full discretion of SIMONIZ® SPECIALTY MARKETS DIVISION, INC. to implement and determine the repair. All services will be performed with reasonable attention, quality and care. Removing a stain without discoloration of the fabric or leather is not always possible. Such discoloration during repairing or cleaning is not warranted by SIMONIZ® SPECIALTY MARKETS DIVISION, INC. When possible the selling auto dealer shall be used to perform the repair, if this is not possible SIMONIZ® SPECIALTY MARKETS DIVISION, INC. will designate a new repair facility. There will be no further liability or obligation to SIMONIZ® SPECIALTY MARKETS DIVISION, INC. whatsoever arising out of this limited warranty.

WHAT YOU SHOULD DO (VEHICLE OWNER): Vehicle owner should maintain the vehicle with regular car washing and appearance maintenance as prescribed by your automobile manufacturer. Cleaning your vehicle of bird waste, tree sap, and other contaminates will help eliminate possible damage. Vehicle owner must report any paint damage within 30 days following the notice of any damage

USE OF AN AUTOMATIC CAR WASH: Regular car washing is highly recommended and encouraged. If you prefer to use an automatic car wash, we recommend that you choose one that uses Simoniz® Professional Car Wash products. Simoniz® products are compatible with your System 5 process and will enhance its finish.

SIMONIZ® SYSTEM 5 EXTERIOR PAINT – WHAT WE DO NOT COVER: (A) Damage caused by stone abrasions, fire, theft, objects striking a vehicle, impact or collision damage, vandalism, rust or surface rust, chipping, neglect or abuse; or damage sustained during misuse of the vehicle. (B) flaking, cracking or separating of paint. (C) untreated, repaired or repainted parts. (D) damage due to paint defects, as documented by any manufacturers technical bulletins regarding materials and workmanship during manufacture, written recall notices, policies or settlements. (E) any parts or equipment installed after the above disclosed vehicle has left the factory assembly line, damage to any metal plated or chrome trim. (F) any damage to the truck bed floor panel, or damage to the paint on the panels or tailgate of the truck bed facing the inside of the bed.

SYSTEM 5 INTERIOR LIMITED WARRANTY – WHAT WE DO NOT COVER: Damage caused by (A) defects in the vehicles manufacturing materials or imperfections causing staining or fading. (B) burned, torn or ripped materials that have been subjected to vandalism or mishandled by the vehicle owner, or failure to exercise reasonable care by any vehicle occupants. (C) corrosive materials, bleaches, acid, dyes or inks that cause staining or fading. (D) alterations or modifications of fabric or leather surfaces causing fading or staining. (E) odor removal, cushions.

VEHICLES NOT COVERED: Commercial vehicles and RVs are not covered. A commercial vehicle is one that is issued and titled for commercial use.

OTHER TERMS REGARDING REPAIR COMMITMENTS EXTERIOR PAINT AND INTERIOR FABRIC OR LEATHER. This limited warranty gives you specific legal rights and you may also have others which vary from state to state. SIMONIZ® SPECIALTY MARKETS DIVISION, INC. does not authorize any person to create for it any other obligation or liability in connection with SYSTEM 5 product. **ANY IMPLIED LIMITED WARRANTY OF MARKETABILITY OR FITNESS FOR A PARTICULAR PURPOSE TO THE SYSTEM 5 APPLICATION IS LIMITED IN DURATION TO THIS WRITTEN LIMITED WARRANTY. PERFORMANCE OF REPAIRS IS THE EXCLUSIVE REMEDY UNDER THIS WRITTEN LIMITED WARRANTY OR ANY IMPLIED LIMITED WARRANTY. SIMONIZ® SPECIALTY MARKETS DIVISION, INC. SHALL NOT BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES RESULTING FROM BREACH OF THIS WRITTEN LIMITED WARRANTY OR ANY IMPLIED LIMITED WARRANTY.** Some states do not allow limitations of how long an implied limited warranty will last or the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you. This limited warranty is granted for the sole benefit of the original owner and such transfer as permitted below. This limited warranty does not cover any economic loss or extra expense, including (without limitation), payment for the loss of time or pay, inconvenience, storage, loss of vehicle use, lodging, meals or other travel costs. Note: Any repair undertaken without written authorization of SIMONIZ® SPECIALTY MARKETS DIVISION, INC. will not be reimbursed.

REGISTRATION OF LIMITED PRODUCT WARRANTIES: The registration of this limited warranty is required except where such requirement is prohibited by state law. The registration copy must be mailed to SIMONIZ® SPECIALTY MARKETS DIVISION, INC., 201 Boston Turnpike, Bolton, CT 06043 either by the selling dealer or by the vehicle owner within thirty (30) days of the date of application to initiate coverage.

SIMONIZ® SPECIALTY MARKETS DIVISION, INC. has purchased insurance for this limited warranty. In the event SIMONIZ® SPECIALTY MARKETS DIVISION, INC. 888-227-5536, ceases to operate, you may file a claim with the back up administrator c/o Smith Brothers Insurance, Inc. at 68 National Drive, Glastonbury, CT 06033 attention: SIMONIZ® SPECIALTY MARKETS DIVISION, INC. claims, 800-426-6946 Ext. 246.

[redacted]

06

Contract Registration

GMPP	XX MRP	Medium Duty	GM Cert	MRP LW

Vehicle Information

VEHICLE IDENTIFICATION NUMBER (must be 17 characters): 1 6 N F K 1 3 0 4 7 J [redacted]

AGREEMENT PURCHASE DATE: 08/03/06

YEAR	MAKE	MODEL	CURRENT ODOMETER	4 WHEEL DRIVE
2007	CHEVROLET	TAHOE	8	

Customer

FIRST NAME: [redacted] M.I. LAST NAME: [redacted] FLEET GM EMPLOYEE

NAME OF BUSINESS OR MUNICIPALITY

AREA CODE & PHONE NUMBER: [redacted]

MAILING ADDRESS (must include apt. or suite #, if applicable): [redacted] CITY: NEW YORK STATE: NY ZIP CODE: [redacted]

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: MAJOR CHEVROLET, INC. DEALER CODE (Required) PROMOTION CODE

ADDRESS: 43-40 NORTHERN BLVD CITY: LONG ISLAND CITY STATE: NY ZIP CODE: 11101

Lienholder

GMAC: XX OR SPP: OR NAME: GMAC

ADDRESS: P.O. Box 7138 CITY: Cockeysville STATE: MD ZIP CODE: 21030

Plan Coverage and Price

LEASE	RETAIL	MAJOR GUARD	VALUE GUARD	BASIC GUARD	SMART PROTECTION	MDT-PT+	MDT-E&T	MDT-E
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.**

VEHICLE IN SERVICE DATE (In-Warranty vehicles)	TERM-MO./MI. (IN 000'S)	DEDUCTIBLE (Required)	PRICE
08/03/06	48/48	$0 $000 $50 $100 $200 XX	1,495.00

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	
	/			,.00

SURCHARGES (Select all that apply): BUSINESS HUMMER EMERGENCY SNOWPLOW ,.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.

CUSTOMER SIGNATURE DATE 08/03/2005

SUBTOTAL	$ 1,495.00
TAX	$,0.00
TOTAL	$ 1,495.00

If not submitted by GM Access (CDR), mail to National Mechanical Service Center, P.O. Box 6855, Chicago, IL 60680-6855. In Arizona, the service company is GMAC Service Agreement Corp. **In Florida, the insurer is MIC Property and Casualty Insurance Corporation, P.O. Box 5074, Southfield, MI 48086. FL Lic. #9299.**

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Litho U.S.A. 10/05 701ALL6

DEALER COPY

Sample Agreements are available online at www.gmprotectionplan.com/agreements.htm

NOTE: IF YOU DON'T RECEIVE YOUR AGREEMENT IN 60 DAYS, CALL 1-800-631-5590

General Motors Corporation
Business Resource Center
PO Box 33170
Detroit, MI 48232-5170

VIA FAX ONLY

October 9, 2007

Elton Bozanian, Esq.
Alex Simanovsky & Associates, LLC
2300 Henderson Mill Road, Suite 300
Atlanta, GA 30345

RE: [redacted]
Service Request: 71-558568699
2007 Chevrolet Tahoe
Vehicle Identification Number: 1GNFK13047J[redacted]
Customer Relationship Specialist: Carolina Aponte

Dear Mr. Bozanian:

We regret that your client(s) is dissatisfied with his 2007 Chevrolet Tahoe 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 $ 5,200

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 registration (valid for at least 30 days beyond the date this letter is signed by your client) to show proof of ownership.

Your client(s) would retain the vehicle.

If this offer is acceptable to your client(s), please have your client(s) sign this offer letter as well as the attached release and return them to us at the fax number shown on the fax cover sheet. This offer is good for 5 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.

Please refer to the service request number above when contacting our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Sincerely,

General Motors Corporation

cc: FILE

LG0044
V07022006

Attach.

_____
Odometer

Client's Signature	Client's Signature
Date	Date

ALEX SIMANOVSKY & ASSOCIATES, LLC

CONSUMER PROTECTION ATTORNEYS

115 BROAD AVENUE
PALISADES PARK, NJ 07650
PHONE: 201-414-4295
FACSIMILE: 800-304-5348

FACSIMILE TRANSMITTAL SHEET

TO: Carolina Aponte

FROM: Elton Bozanian

COMPANY: General Motors Corporation

DATE: 10/9/2007

FAX NUMBER: (866)270-0203

TOTAL NO. OF PAGES: 3

RE: **Sharedan Lawrence v. General Motors Corporation**

Our Client: [redacted]
Vehicle: 2007 Chevrolet Suburban
VIN: 1GNFK13047J[redacted]
Date of purchase: 08/03/2006
Our File No.: NY07-10289

COMMENTS:

Dear Carolina,

Please see the enclosed and we'd ask you to email the appropriate release at:

elton@lemonlawinfo.com

Thank you,

ELTON BOZANIAN

This facsimile message contains information from ALEX SIMANOVSKY & ASSOCIATES, LLC, that may be privileged and confidential attorney work product or attorney/client communication. This information is intended to be for the use of the addressee only. If you are not the addressee, note that any disclosure, copying, distribution or use of the contents of this message is prohibited. If you receive this message in error, please notify the sender immediately. The recipient may not use any communication herein for any reason not associated with the specific communication. All other uses are strictly prohibited.

General Motors Corporation
Business Resource Center
PO Box 33170
Detroit, MI 48232-5170

VIA FAX ONLY

October 9, 2007

Elton Bozanian, Esq.
Alex Simanovsky & Associates, LLC
2300 Henderson Mill Road, Suite 300
Atlanta, GA 30345

RE: [redacted]
Service Request: 71-558568699
2007 Chevrolet Tahoe
Vehicle Identification Number: 1GNFK13047J[redacted]
Customer Relationship Specialist: Carolina Aponte

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The above offer is inclusive of any and all costs, fees, expenses, and attorney's fees, known or unknown, that are associated with the above-referenced vehicle and is contingent upon receipt of a copy of the current registration (valid for at least 30 days beyond the date this letter is signed by your client) to show proof of ownership.

Your client(s) would retain the vehicle.

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Please refer to the service request number above when contacting our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Sincerely,

General Motors Corporation

cc: FILE

LG0044
V07022006

Attach.

16, 231

[redacted]

10/9/07

Date

Date

2007 TAHOE 4WD LT
41U BLACK /V8G
193 EBONY
ORDER NO. KDCTQ7/TRE STOCK NO.
VIN 1GN FK13 04 7J[redacted]

CHEVROLET MOT DIVISION
GENERAL MOTORS CORPORATION
100 RENAISSANCE CENTER
DETROIT MI 48243-1114
VEHICLE INVOICE 1AD90931956

**********13*02234S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
CK10706 TAHOE 4WD LT	37860.00	34641.90	INVOICE 06/30/06
ARS 2ND ROW SEAT POWER RELEASE	425.00	352.75	SHIPPED 06/30/06
AS3 3-PASSENGER, 3RD ROW SEAT	860.00	713.80	EXP I/T 07/11/06
CF5 POWER SLIDING SUNROOF	995.00	825.85	INT COM 07/11/06
C6A GVW RATING - 7,300 LBS	N/C	N/C	PRC EFF 06/30/06
E61 POWER LIFTGATE WITH LIFTGLASS	350.00	290.50	KEYS G1441 G1441
GT4 REAR AXLE - 3.73 RATIO	N/C	N/C	WFP-F QTR OPT-1
G80 LOCKING REAR DIFFERENTIAL	295.00	244.85	BANK: GMAC - 103
LMG VORTEC 5300 V8 SFI FLEX FUEL	N/C	N/C	CHG-TO 02-234
M30 4-SPD AUTOMATIC TRANSMISSION	N/C	N/C	
NE1 50-STATE EMISSIONS	N/C	N/C	SHIP WT: 5765
RCS 20" POLISHED ALUMINUM WHEELS	1795.00	1489.85	HP: 45.7
R6S SELECT PACKAGE DISCOUNT	200.00-	166.00-	GVWR: 7300
UVB NAVIGATION RADIO W/CD/DVD/MP3	2250.00	1867.50	GAWR.FT: 3600
(REPLACES 6-DISC CD CHANGER)			GAWR.RR: 4100
UVC REAR VIEW CAMERA SYSTEM	250.00	207.50	GMS: 44089.10
U42 REAR SEAT ENTERTAINMENT SYSTEM	1295.00	1074.85	SUPPLR: 46069.73
V1K LUGGAGE RACK - CROSS BARS	45.00	37.35	MRM: 50970.00
3LT TAHOE LT3 EQUIPMENT GROUP:	3650.00	3029.50	NTR: 1/2
			DAN: 3 NAV
			MEMO 2418.50

* FRONT LEATHER APPOINTED BUCKET SEATS
* DRIVER SIDE SEAT W/12-WAY POWER, HEAT & MEMORY
* PASSENGER SIDE SEAT W/12-WAY POWER & HEAT
* 2ND ROW LEATHER APPOINTED SEATS
* POWER ADJUSTABLE PEDALS
* REMOTE VEHICLE STARTER
* AM/FM STEREO WITH MP3 COMPATIBLE 6-DISC CD CHANGER (REPLACES STD RADIO)
* HEAD CURTAIN SIDE AIR BAGS, ALL SEATING ROWS
* BOSE PREMIUM SPEAKER SYSTEM
* XM SATELLITE RADIO - SERVICE FEE EXTRA. 1ST 3 MONTHS INCL.
* REAR PARKING ASSIST
* OUTSIDE POWER FOLDING MIRRORS W/AUTO DIMMING & TURN SIGNALS
* UNIVERSAL HOME REMOTE
* TRI-ZONE AUTOMATIC AIR CONDITIONING

** CONTINUED ON PAGE 2 **

MAJOR CHEVROLET, INC.

2007 TAHOE 4WD LT
41U BLACK /V8G
193 EBONY
ORDER NO. KDCTQ7/TRE STOCK NO.
VIN 1GN FK13 04 7J207573

CHEVROLET MO1 . DIVISION
GENERAL MOTORS CORPORATION
100 RENAISSANCE CENTER
DETROIT MI 48243-1114
VEHICLE INVOICE 1AD90931956

**********13*02234S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK

** CONTINUED FROM PAGE 1 **

TOTAL MODEL & OPTIONS	49870.00	44610.20	ACT 237	44014.10
DESTINATION CHARGE	900.00	900.00	H/B 261	1496.10
LAM DEALER CONTRIBUTION		498.70	ADV 261	498.70
LAM GROUP CONTRIBUTION		498.70	EXP 65A	498.70
TOTAL	50770.00	46507.60	PAY 310	46507.60

MEMO: TOTAL LESS HOLDBACK AND
APPROX WHOLESALE FINANCE CREDIT 44443.60

****

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.

MAJOR CHEVROLET, INC.

REMIT TO GMAC NO. 103
VIN 1GNFK13047J207573
$ 46507.60 INV 1AD90931956
DUE 07/11/06 DEALER 02-234

RCMPR028 VEHICLE EVENT SELECTION 09/27/07
PROCESSING SOURCE: BARS 10:15:35
PAGE NO: 1

VIN: 1GNFK1304 7J[redacted] OR
SELLING SOURCE(#): 13 MODEL YEAR(#): 07 ORDER NUMBER: KDCTQ7
VIN TYPE: N

S E L	EVENT DESC	SS/ SITE	CD	DOCUMENT NUMBER	I S	EVENT DT	INC CD	AMOUNT		M R	BL RN
_	INCENTIVE MEMO	13	02234	AD-HOC		09/06/06	XJC	2,667.58			
_	INCTV PAYMENT	13	02234	AD-HOC		09/06/06	XJC	2,667.58			
_	INCTV APPLICATN	13	02234	AD-HOC		09/06/06	XJC	2,667.58			
_	INCENTIVE CHARG	13	02234	AD-HOC		09/02/06	XJC	2,667.58	DR		
_	INCENTIVE MEMO	13	02234	AD-HOC		09/02/06	XJC	2,667.58	DR		
_	INCTV APPLICATN	13	02234	AD-HOC		09/02/06	XJC	2,667.58	DR		
_	INCENTIVE MEMO	13	02234	00030834514		08/23/06	BDV	2,000.00			
_	INCTV PAYMENT	13	02234	00030834514		08/23/06	BDV	2,000.00			
_	INCTV APPLICATN	13	02234	00030834514		08/23/06	BDV	2,000.00			
_	INCENTIVE MEMO	13	02234	00030824231		08/22/06	DNE	1,000.00			
_	INCTV PAYMENT	13	02234	00030824231		08/22/06	DNE	1,000.00			

COMMAND ===> ____ MORE RECORDS
PF01=HELP 03=PRV SCRN
PF07=PGUP 08=PGDN 09=VEH HIST 10=HISTSRCH P/W:

RCMPR028 VEHICLE EVENT SELECTION 09/27/07
PROCESSING SOURCE: BARS 10:15:49
PAGE NO: 2

VIN: 1GNFK1304 7J[redacted] OR
SELLING SOURCE(#): 13 MODEL YEAR(#): 07 ORDER NUMBER: KDCTQ7
VIN TYPE: N

S E L	EVENT DESC	SS/ SITE	CD	DOCUMENT NUMBER	I S	EVENT DT	INC CD	AMOUNT	M R	BL RN
_	INCTV APPLICATN	13	02234	00030824231		08/22/06	DNE	1,000.00		
_	INCENTIVE MEMO	13	02234	00030824231		08/22/06	FFC	67.83		
_	INCTV PAYMENT	13	02234	00030824231		08/22/06	FFC	67.83		
_	INCTV APPLICATN	13	02234	00030824231		08/22/06	FFC	67.83		
_	DELIVERY D.O.E.	13	02234			08/21/06		0.00		
_	INCENTIVE MEMO	13	02234	149052		08/17/06	XJC	2,667.58		
_	INCTV PAYMENT	13	02234	149052		08/17/06	XJC	2,667.58		
_	INCTV APPLICATN	13	02234	149052		08/17/06	XJC	2,667.58		
_	DELIVERY TO CUS	13	02234			08/03/06		0.00		
_	EXPIRATION TRAN	13	02234	1AD90931956		07/11/06		0.00		
_	SETTLEMENT DATE	13	02234	1AD90931956		07/11/06		46,507.60 CR		

COMMAND ===> ____ MORE RECORDS
PF01=HELP 03=PRV SCRN
PF07=PGUP 08=PGDN 09=VEH HIST 10=HISTSRCH P/W:

RCMPR028 VEHICLE EVENT SELECTION 09/27/07
PROCESSING SOURCE: BARS 10:16:07
PAGE NO: 3

VIN: 1GNFK1304 7J[redacted] OR
SELLING SOURCE(#): 13 MODEL YEAR(#): 07 ORDER NUMBER: KDCTQ7
VIN TYPE: N

S E L	EVENT DESC	SS/ SITE CD	DOCUMENT NUMBER	I S	EVENT DT	INC CD	AMOUNT	M R	BL RN
_	ORIGINAL INVOIC	13 02234	1AD90931956		06/30/06		46,507.60		
_	COV/NVIS DATE	13 02234	1AD90931956		06/30/06		0.00		
_	SHIPMENT DATE	13 02234			06/30/06		0.00		
_	PRODUCTION (BUI	13 02234			06/30/06		0.00		
_	PREFERENCE TO P	13 02234			06/01/06		0.00		
_	GM ORDER ACCEPT	13 02234			05/06/06		0.00		
_	GM ORDER ACCEPT				05/06/06		0.00		

COMMAND ===> ____ NO MORE RECORDS
PF01=HELP 03=PRV SCRN
PF07=PGUP 08=PGDN 09=VEH HIST 10=HISTSRCH P/W:

RCMPR010 CURRENT VEHICLE DELIVERY/INCENTIVE INQUIRY 09/27/07

PROCESSING SOURCE: BARS 10:16:23

VIN: 1GNFK1304 7J[redacted] SELLG SCE: 13 MDL YR: 07 ORD NO: KDCTQ7 PAGE NO: 1

ODATE: 05/06/06 ORDER FAN: OTYPE: 070 DLVY SS/SITE CD: 13 02234

DDATE: 08/03/06 DLVY FAN: DTYPE: 015 SRVC TYPE: MILEAGE:

DLVY DOE: 08/21/06 ORDER BY:

CANC:

CANC DOE:

TRADE: DLVY TO: S LAWRENCE

TRD DOE: 200 W 60TH ST

SRVC IN: NEW YORK NY 10023

SRVC OUT: CANC SRVC IN:

--INCENTIVES--

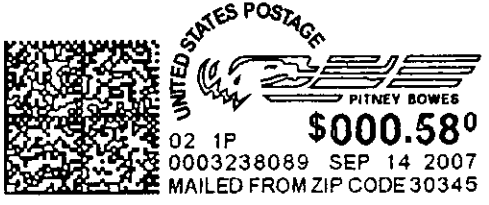
CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR SHR	STAT
BDV	01	13 02234	00030834514	08/23/06	2,000.00	OA	0.00	9
DNE	01	13 02234	00030824231	08/22/06	1,000.00	OA	0.00	9
FFC	01	13 02234	00030824231	08/22/06	67.83	OA	0.00	9
XJC	01	13 02234	AD-HOC	09/06/06	2,667.58	OP	0.00	9
XJC	01	13 02234	AD-HOC	09/02/06	2,667.58 DR	OP	0.00	0
XJC	01	13 02234	149052	08/17/06	2,667.58	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:

Alex Simanovsky & Associates, LLC
115 Broad Avenue
Palisades Park, NJ 07650



SEP 19 2007

General Motors Corporation
c/o MSX Int'l , ATTN: BRC LEGAL
1919 Concept Drive
Warren, MI 48091

48091+8013

ALEX SIMANOVSKY & ASSOCIATES, LLC

CONSUMER PROTECTION ATTORNEYS

ELTON J. BOZANIAN, ESQ., OF COUNSEL
LICENSED IN NEW YORK & NEW JERSEY

115 BROAD AVENUE
PALISADES PARK, NJ 07650
PHONE: 201-414-4295 FACSIMILE: 1-800-304-5348

September 14, 2007

General Motors Corporation
c/o MSX Int'l , ATTN: BRC LEGAL
1919 Concept Drive
Warren, MI 48091

RE: [redacted] v. General Motors Corporation
NOTICE OF CONSUMER WARRANTY LAW VIOLATION

Our Client:	[redacted]
Vehicle:	2007 Chevrolet Suburban
VIN:	1GNFK13047J[redacted]
Date of purchase:	08/03/2006
Our File No.:	NY07-10289

To Whom It May Concern:

Please be advised that this office represents the above-named individual regarding claims pursuant to the federal Magnuson-Moss Warranty Act and the Uniform Commercial Code ("U.C.C.") with regard to the above-listed vehicle. Please direct all future contacts and correspondence to the office listed above.

There were numerous non-conformities with my client's automobile for which relief is sought, and numerous attempts to repair the vehicle have been unsuccessful. There were also numerous violations of both federal and state law in connection with the delivery and/or repair of the aforementioned vehicle. The primary non-conformities and violations include, but are not limited to:

1. **Steering;**
2. **Brake Systems Defect;**
3. **Excessive Days Out of Service.**

The non-conformities listed above constitute a substantial impairment of the use, value and safety of the subject vehicle. Because of the inordinate amount of repairs my client has justifiably lost confidence in the vehicle.

My client's repair history clearly shows there was a breach of the written warranty and/or implied warranties of merchantability and fitness for a particular purpose, *see*

U.C.C. §§ 2-314 and 2-315, based upon the generally accepted rule that an unsuccessful effort to remedy defects found to exist renders the warrantor liable; the buyer is not bound to allow him the opportunity or permit him to tinker with the article indefinitely in the hope that it may ultimately be made to comply with the warranty.

Therefore, you are hereby notified that my client is revoking acceptance of the vehicle, pursuant to the provisions of U.C.C. § 2-608. Our client has directed us to demand the return of all funds paid towards this vehicle, the cancellation of the contracts, and compensation for all damages and attorneys' fees.

Please be advised that under U.C.C. § 2-711(3) my client has a security interest in the car for return of the total purchase price, plus expenses in handling and inspecting the car. Until you pay this amount, my client will hold the car and use it to the extent necessary to preserve it, to protect its security interest, and to minimize your damages. Moreover, my client demands return of the purchase price before substitute goods can be acquired. In addition, any attempt by you or your agents to repossess the car will be wrongful and will subject you to liability for conversion and for wrongful repossession under U.C.C. §§ 9-503 and 9-507 as well as other applicable Consumer Fraud remedies.

If the seller [or, if applicable the assignee, or any creditor subject to the FTC Holder Rule] has filed a financing statement covering the goods, we demand, pursuant to U.C.C. § 9-404, that you file a termination statement within ten days to terminate your security interest and forward a copy to this office. Since my client has revoked acceptance, there is no outstanding secured obligation. If you do not file a termination statement within ten days and cooperate in removing the lien, you will be liable under U.C.C. § 9-404(1) in the amount of $100.00 plus any loss caused my client by your failure.

HAVING BEEN FORMALLY NOTIFIED OF OUR REPRESENTATION, YOU ARE INSTRUCTED NOT TO CONTACT OUR CLIENT UNDER ANY CIRCUMSTANCES. DIRECT ALL INQUIRIES TO THIS OFFICE. IF YOU FAIL TO ACT IN CONFORMITY WITH THIS DIRECTIVE, INJUNCTIVE RELIEF WILL BE SOUGHT AGAINST YOU. IN ADDITION, YOU ARE HEREBY NOTIFIED OF OUR ATTORNEYS' LIEN.

To avoid any further litigation, my client merely requests a refund for the defective product and will waive any incidental and consequential damages at this point. Our attorneys' fees are minimal at this stage and we would prefer to resolve this matter without the need for any more needless effort and expense spent on our part and on the part of your attorneys. Time, money and effort would be saved by both sides with a quick resolution of this claim.

Accordingly, if you wish to resolve this matter amicably, please feel free to contact my office within fourteen (14) days. If the matter has not been resolved within that time, a complaint will be filed.

Sincerely,

Elton J. Bozanian, Esq.
Attorney at Law

CC: [redacted]

Major CHEVROLET
39-10C 43rd STREET
LONG ISLAND CITY, NY 11101
PHONE: (718) 937-8608

Saul
EX 2011

SERVICE DEPARTMENT HOURS
7:30 a.m. to 5:00 p.m.
Monday - Friday

N.Y.S. MV R/S Reg. No. R-6410214

R/O Open Date	R/O Number
9/13/07	61006303/1
Time Received	Time Promised
8:45	9/13 17:00
Current Mileage	Mileage Out
14120	
Estimate of Repairs	Service Advisor / Key Tag #
	SAUL MERCADO/4475

[redacted]
NEW YORK, NY [redacted]

Work Phone	Vehicle Identification Number
[redacted]	1GNFK13047J [redacted]
	Delivery Date: 8/03/06 — In-Service Date: 8/03/06

Year	Make	Model	Body	Color	License Number
2007	CHEVROLET TRU	SUBURBAN	TAHOE 4DR 4WD	ONYX BLACK	

N7157T7 OTHER SC 48000 or 8/03/10 Ded 0

Job Number	Description of Work	Code
1.	ENGINE - MECHANICAL ANYTHING OVER 50MPH STEERING WHEEL STARTS TO SHAKE THIRD TIME HERE FOR PROBLEM	26 WARR-GENERAL
2.	BRAKES BRAKES ARE SQUEKING	05 Customer Pay Customer Pay
3.	DOOR LOCK SYSTEM PASSENGER SIDE HANDLE PEELING OFF. PART WAS ORDERE D.	47 WARR-GENERAL
4.	MISCELLANEOUS REMOTES INOP.	98 WARR-GENERAL WARR-GENERAL
5.		

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

"I hereby authorize the repair work above 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 the 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 the vehicle herein described on streets, highways, or elsewhere for testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF 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 the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

These repairs are covered by a limited warrant, labor and parts for 12 months or 12,000 miles whichever comes first for GM cars only. All other vehicles are 90 days or 4,000 miles whichever comes first. Warranty repairs to be performed at seller's place of business.

X _____

COPY

(C) 2000 ARCONA Inc. - Dealership Application Group (800) 846-1528

Major CHEVROLET
39-10C 43rd STREET
LONG ISLAND CITY, NY 11101
PHONE: (718) 937-8608

SERVICE DEPARTMENT HOURS
7:30 a.m. to 5:00 p.m.
Monday - Friday

N.Y.S. MV R/S Reg. No. R-6410214

R/O Open Date	R/O Number
9/13/07	61006303/1
R/O Close Date	Status
9/13/07	Pre-Invoice
Mileage In	Mileage Out
14120	14122
Service Advisor / Tag #	
SAUL MERCADO/4475	

	Work Phone	Vehicle Identification Number
[redacted]	[redacted]	1GNFK13047J[redacted]
NEW YORK, NY [redacted]		Delivery Date / In-Service Date: 8/03/06 / 8/03/06

Year	Make	Model	Body	Color	License Number
2007	CHEVROLET TRU	SUBURBAN	TAHOE 4DR 4WD	ONYX BLACK	
N7157T7					

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#1 - 26: ENGINE - MECHANICAL ANYTHING OVER 50MPH STEERING WHEEL STARTS TO SHAKE THIRD TIME HERE FOR PROBLEM Work performed by JAN (075)	Warranty
Installed 15935954 :HANDLE (16345-CT) Qty: 1 COSTUMER TO RETURN	Warranty
#2 - 05: BRAKES BRAKES ARE SQUEKING Work performed by JAN (075) APPLIES OUTSQUEK GLUE, CHECKED PROCEDURE AND CHECK ED BREAK PADS. TESTED ALL OK.	Warranty
#3 - 47: DOOR LOCK SYSTEM PASSENGER SIDE HANDLE PEELING OFF. PART WAS ORDERE D. Work performed by JAN (075)	Warranty
Installed 15913427 :XMTR (16345-CT) Qty: 2 FOUND PAINT PEELING OFF PASSENGER SIDE INTERIOR HANDLE. REPLACED HANDLE. TESTED ALL OK.	Warranty
#4 - 98: MISCELLANEOUS REMOTES INOP. Work performed by JAN (075) REPLACED BOTH REMOTES, AND PROGRAMED.	Warranty

TERMS. STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter 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 the 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 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."

DISCLAIMER OF 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 it any liability in connection with the sale of said products.

These repairs are covered by a limited warrant, labor and parts for 12 months or 12,000 miles whichever comes first for GM cars only. All other vehicles are 90 days or 4,000 miles whichever comes first. Warranty repairs to be performed at seller's place of business.

LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

1 COPY

(C) 2003 ARKONA, Inc. - Dealers Management Group 1800-943-1020

Keep this document to show to the police and courts.

NEW YORK STATE REGISTRATION DOCUMENT

[redacted]

2007 CHEVR NONTRANSFERABLE
SUBN BK 1GNFK13047J[redacted]
005765 G 8 EJ336059 AUG 03 2006
Wt/Seats Fuel/Cyl MSM LIPAB1
Expires 08/27/08
[redacted] *NYMA*
45.00
NEW YORK NY [redacted]
ANNUAL CHG.
[redacted] VOID IF ALTERED EXCEPT FOR ADDRESS
183.00

[redacted]

[redacted]

DOB:06-02-81
[redacted]
NEW YORK NY [redacted]
SEX: F EYES: BK HT: 5-03 CLASS: D
E: R:
ISSUED: 05-19-04 EXPIRES: 06-02-12
61719470

2007 TAHOE 4WD LT
41U BLACK /V8G
193 EBONY
ORDER NO. KDCTQ7/TRE STOCK NO.
VIN 1GN FK13 04 7J[redacted]

CHEVROLET MOTOR DIVISION
GENERAL MOTORS CORPORATION
100 RENAISSANCE CENTER
DETROIT MI 48243-1114
VEHICLE INVOICE 1AD90931956

**********13*02234S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
CK10706 TAHOE 4WD LT	37860.00	34641.90	INVOICE 06/30/06
ARS 2ND ROW SEAT POWER RELEASE	425.00	352.75	SHIPPED 06/30/06
AS3 3-PASSENGER, 3RD ROW SEAT	860.00	713.80	EXP I/T 07/11/06
CF5 POWER SLIDING SUNROOF	995.00	825.85	INT COM 07/11/06
C6A GVW RATING - 7,300 LBS	N/C	N/C	PRC EFF 06/30/06
E61 POWER LIFTGATE WITH LIFTGLASS	350.00	290.50	KEYS G1441 G1441
GT4 REAR AXLE - 3.73 RATIO	N/C	N/C	WFP-F QTR OPT-1
G80 LOCKING REAR DIFFERENTIAL	295.00	244.85	BANK: GMAC - 103
LMG VORTEC 5300 V8 SFI FLEX FUEL	N/C	N/C	CHG-TO 02-234
M30 4-SPD AUTOMATIC TRANSMISSION	N/C	N/C	
NE1 50-STATE EMISSIONS	N/C	N/C	SHIP WT: 5765
RCS 20" POLISHED ALUMINUM WHEELS	1795.00	1489.85	HP: 45.7
R6S SELECT PACKAGE DISCOUNT	200.00-	166.00-	GVWR: 7300
UVB NAVIGATION RADIO W/CD/DVD/MP3	2250.00	1867.50	GAWR.FT: 3600
(REPLACES 6-DISC CD CHANGER)			GAWR.RR: 4100
UVC REAR VIEW CAMERA SYSTEM	250.00	207.50	GMS: 44089.10
U42 REAR SEAT ENTERTAINMENT SYSTEM	1295.00	1074.85	SUPPLR: 46069.73
V1K LUGGAGE RACK - CROSS BARS	45.00	37.35	MRM: 50970.00
3LT TAHOE LT3 EQUIPMENT GROUP:	3650.00	3029.50	NTR: 1/2
* FRONT LEATHER APPOINTED			DAN: 3 NAV
BUCKET SEATS			MEMO 2418.50
* DRIVER SIDE SEAT W/12-WAY			
POWER, HEAT & MEMORY			
* PASSENGER SIDE SEAT W/12-WAY			
POWER & HEAT			
* 2ND ROW LEATHER APPOINTED			
SEATS			
* POWER ADJUSTABLE PEDALS			
* REMOTE VEHICLE STARTER			
* AM/FM STEREO WITH MP3			
COMPATIBLE 6-DISC CD CHANGER			
(REPLACES STD RADIO)			
* HEAD CURTAIN SIDE AIR BAGS,			
ALL SEATING ROWS			
* BOSE PREMIUM SPEAKER SYSTEM			
* XM SATELLITE RADIO - SERVICE			
FEE EXTRA. 1ST 3 MONTHS INCL.			
* REAR PARKING ASSIST			
* OUTSIDE POWER FOLDING MIRRORS			
W/AUTO DIMMING & TURN SIGNALS			
* UNIVERSAL HOME REMOTE			
* TRI-ZONE AUTOMATIC			
AIR CONDITIONING			

** CONTINUED ON PAGE 2 **

MAJOR CHEVROLET, INC.

2007 TAHOE 4WD LT
41U BLACK /V8G
193 EBONY
ORDER NO. KDCTQ7/TRE STOCK NO.
VIN 1GN FK13 04 7J207573

CHEVROLET MOTOR DIVISION
GENERAL MOTORS CORPORATION
100 RENAISSANCE CENTER
DETROIT MI 48243-1114
VEHICLE INVOICE 1AD90931956

**********13*02234S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK

** CONTINUED FROM PAGE 1 **

TOTAL MODEL & OPTIONS	49870.00	44610.20	ACT 237	44014.10
DESTINATION CHARGE	900.00	900.00	H/B 261	1496.10
LAM DEALER CONTRIBUTION		498.70	ADV 261	498.70
LAM GROUP CONTRIBUTION		498.70	EXP 65A	498.70
TOTAL	50770.00	46507.60	PAY 310	46507.60

MEMO: TOTAL LESS HOLDBACK AND
APPROX WHOLESALE FINANCE CREDIT 44443.60

****

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.

MAJOR CHEVROLET, INC.

REMIT TO GMAC NO. 103
VIN 1GNFK13047J207573
$ 46507.60 INV 1AD90931956
DUE 07/11/06 DEALER 02-234

General Motors Corporation
Business Resource Center
PO Box 33170
Detroit, MI 48232-5170

VIA FAX ONLY

October 1, 2007

Tim O'Conner, Service Mgr.
MAJOR CHEVROLET, INC.
43-40 NORTHERN BLVD
LONG ISLAND CITY , NY 11101-1020

RE: [redacted]
Service Request: 71-558568699
2007 Chevrolet Tahoe
Vehicle Identification Number: 1GNFK13047J[redacted]
Customer Relationship Specialist: Mil Love (fax: 866-233-3015 / ph:866-790-5600 ext 11401)

Dear Mr. O'Conner:

This is a letter of notification regarding a not-in-suit-matter involving the above referenced customer. Please provide us with copies of all dealer service documents regarding this vehicle. The specific documents needed are:

- Service and body shop repair orders of all internal, customer pay, and warranty repair orders, (to include front and back as well as technician notes). Also, include any receipts for aftermarket or dealer add-ons.

Please fax them to the number on the fax cover sheet. If there are any fax difficulties or the documents exceed 50 pages, please split the fax and send two or more faxes as appropriate.

In addition, should you be contacted by another party regarding this matter, you may want to consult your own attorney for further direction. Your cooperation is greatly appreciated. If you have further questions, please contact our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Sincerely,

General Motors Corporation

FAX

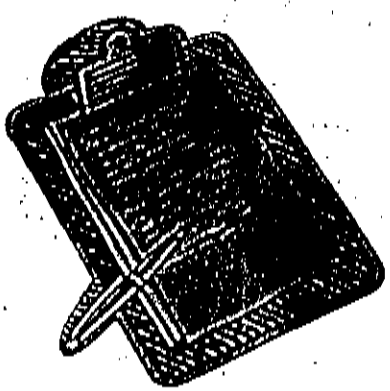
FROM MAJOR CHEVROLET
SERVICE DEPARTMENT
VOICE 718-937-8608 *FAX 718-361-5298*
E MAIL MAJORCHEVYSVC@EXCITE.COM

DATE October 3, 2007

PAGES 31

SUBJECT [redacted]

ATTENTION Mil Love



REPAIR ORDER - AUDIT COPY

[redacted]
NEW YORK, NY [redacted]

Work Phone	R/O Open Date	R/O Number
[redacted]	7/17/07	61005059/1
	R/O Close Date	Receipt No.
	7/17/07	Original
Body	Mileage In	Mileage Out
TAHOE 4DR 4WD	10494	10495

Year	Make	Model	License Number	Service Advisor
2007	CHEVROLET TRU	SUBURBAN		HECTOR 9172

Vehicle Identification Number	Color	Account No.	Delivery Date	In-Service Date
1GNFK13047J[redacted]	ONYX BLACK		8/03/06	8/03/06

N7157T7

			W	
#1 - 47: DOOR LOCK SYSTEM FRONT DOORS INNER HANDLE PAINT PILL-OUT SOP Caused by PAINT AT FRONT INNER DOOR HANDLES PAINT CAME OFF				
Work by Tech 358/5358	0.30hrs @ 94.83	28.45		6.98
15935951 : HANDLE (16345-CT)	1@79.72	79.72		56.94
15847311 : HANDLE (16345-CT)	1@65.41	Ordered		56.94
REPLACE L/F INNER DOOR HANDLE AND REORDERD R/S.				
#2 - LOF: OIL LUBE AND FILTER CHANGE. CHECK ALL FLUIDS AND BELTS AND HOSES. CHECK AND ADJUST AIR IN TIRES.			C	
Work by Tech 358/5358*	0.50hrs	15.20		11.63
89017524 : FILTER (01836-BOPCKT)	1@6.17	6.17		3.70
12345616 : OIL10W30Q (08800-BOPCKT)	6@4.51	27.06		15.42
#3 - 06: FRONT SUSPENSION STEERING WHEEL SHAKES AT 65MPH			C	
Work by Tech 358/5358	0.00hrs @ .00	.00		
TECH ROAD TEST VEHICLE AND CAN NOT DUPLICATE CUSTOMER CONCERN.				

Account	Description	Control	Reference	Amount
C460	SLS CUST MECH LABOR CARS	61005059	61005059	-15.20
C247	WORK-IN-PROCESS LBR-SERV	61005059	61005059	-11.63
C660	C/S CUS MECH LBR CAR	61005059	61005059	11.63
C467	SLS-SERV CARS/LD TRKS RO'S	61005059	61005059	-33.23
C667	C/S-SERV CARS/LD TRKS RO'S	61005059	61005059	19.12
C242	PARTS & ACCESSORIES-INV-GM	61005059	61005059	-19.12
C324	SALES TAXES ACCRUED	61005059	61005059	-4.06
C200A	CASH ON HAND	61005059	0717-1654	52.49
C462	WARR CLM LBR MECH	61005059	61005059	-28.45
C247	WORK-IN-PROCESS LBR-SERV	61005059	61005059	-6.98
C662	C/S WAR CLM LBR MECH	61005059	61005059	6.98
C480	P&A WARR CLAIMS	61005059	61005059	-79.72
C680	C/S P&A WARR CLAIMS	61005059	61005059	56.94
C242	PARTS & ACCESSORIES-INV-GM	61005059	61005059	-56.94

	INTERNAL	SERVICE CONT.	WARRANTY	CUSTOMER PAY	COST
LABOR					
PARTS					
DEDUCTIBLE					
SUBLET					
SHOP SUPPLIES					
HAZARDOUS MATERIALS					
SALES TAX OR TAX I.D.					
SPECIAL ORDER DEPOSIT					
DISCOUNTS					

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REPAIR ORDER - AUDIT COPY

[redacted]
NEW YORK, NY [redacted]

Work Phone	R/O Open Date	R/O Number
[redacted]	7/17/07	61005059/2
	R/O Close Date	**Receipt No.**
	7/17/07	Original
Body	**Mileage In**	**Mileage Out**
TAHOE 4DR 4WD	10494	10495

Year	Make	Model	License Number	Service Advisor
2007	CHEVROLET TRU	SUBURBAN		HECTOR 9172

Vehicle Identification Number	Color	Account No.	Delivery Date	In-Service Date
1GNFK13047J[redacted]	ONYX BLACK		8/03/06	8/03/06

N7157T7

C263	WARRANTY CLAIMS	61005059	61005059		108.17

	INTERNAL	SERVICE CONT.	WARRANTY	CUSTOMER PAY	COST
LABOR			28.45	15.20	18.61
PARTS			79.72	33.23	76.06
DEDUCTIBLE					
SUBLET					
SHOP SUPPLIES					
HAZARDOUS MATERIALS					
SALES TAX OR TAX I.D.				4.06	
SPECIAL ORDER DEPOSIT					
DISCOUNTS					
			108.17	52.49	94.67
Paid by multiple methods					

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REPAIR ORDER - AUDIT COPY

[redacted]
NEW YORK, NY [redacted]

Work Phone	R/O Open Date	R/O Number
[redacted]	7/17/07	61005059/1
	R/O Close Date	Receipt No.
	7/17/07	Original
Body	Mileage In	Mileage Out
TAHOE 4DR 4WD	10494	10495

Year	Make	Model	License Number	Service Advisor
2007	CHEVROLET TRU	SUBURBAN		HECTOR 9172

Vehicle Identification Number	Color	Account No.	Delivery Date	In-Service Date
1GNFK13047J[redacted]	ONYX BLACK		8/03/06	8/03/06

N7157T7

#2 - LOF: OIL LUBE AND FILTER CHANGE. CHECK ALL FLUIDS AND BELTS AND HOSES. CHECK AND ADJUST AIR IN TIRES.				C
Work by Tech 358/5358*	0.50hrs	15.20		11.63
[redacted] : FILTER (01836-BOPCKT)	1@6.17	6.17		3.70
[redacted] : OIL10W30Q (08800-BOPCKT)	6@4.51	27.06		15.42
#3 - 06: FRONT SUSPENSION				C
STEERING WHEEL SHAKES AT 65MPH				
Work by Tech 358/5358	0.00hrs @ .00	.00		
TECH ROAD TEST VEHICLE AND CAN NOT DUPLICATE CUSTOMER CONCERN.				

Account	Description	Control	Reference		Amount
C460	SLS CUST MECH LABOR CARS	61005059	61005059		-15.20
C247	WORK-IN-PROCESS LBR-SERV	61005059	61005059		-11.63
C660	C/S CUS MECH LBR CAR	61005059	61005059		11.63
C467	SLS-SERV CARS/LD TRKS RO'S	61005059	61005059		-33.23
C667	C/S-SERV CARS/LD TRKS RO'S	61005059	61005059		19.12
C242	PARTS & ACCESSORIES-INV-GM	61005059	61005059		-19.12
C324	SALES TAXES ACCRUED	61005059	61005059		-4.06
C200A	CASH ON HAND	61005059	0717-1654		52.49

	INTERNAL	SERVICE CONT.	WARRANTY	CUSTOMER PAY	COST
LABOR				15.20	11.63
PARTS				33.23	19.12
DEDUCTIBLE					
SUBLET					
SHOP SUPPLIES					
HAZARDOUS MATERIALS					
SALES TAX OR TAX I.D.				4.06	
SPECIAL ORDER DEPOSIT					
DISCOUNTS					
				52.49	30.75
Paid by multiple methods					

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Major CHEVROLET

39-10C 43rd STREET
LONG ISLAND CITY, NY 11101
PHONE: (718) 937-8608

N.Y.S. MV R/S Reg. No. R-6410214

SERVICE DEPARTMENT HOURS
7:30 a.m. to 5:00 p.m.
Monday - Friday

R/O Open Date	R/O Number
7/17/07	61005059/1
R/O Close Date	**Status**
7/17/07	Pre-Invoice
Mileage In	**Mileage Out**
10494	10495

Service Advisor / Tag #: HECTOR/4479

[redacted]
NEW YORK, NY [redacted]

Work Phone: [redacted]

Vehicle Identification Number: 1GNFK13047J [redacted]

Delivery Date	In-Service Date
8/03/06	8/03/06

Year	Make	Model	Body	Color	License Number
2007	CHEVROLET TRU	SUBURBAN	TAHOE 4DR 4WD	ONYX BLACK	

N7157T7

DESCRIPTION OF SERVICE AND PARTS		AMOUNT
#1 - 47: DOOR LOCK SYSTEM		
FRONT DOORS INNER HANDLE PAINT PILL-OUT		
SOP		
Caused by PAINT AT FRONT INNER DOOR HANDLES PAINT CAME OFF		Warranty
Work performed by FRANKLYN (358)		Warranty
Installed 15935951 :HANDLE (16345-CT)	Qty: 1	Warranty
Ordered 15847311 :HANDLE (16345-CT) 15847	Qty: 1	
REPLACE L/F INNER DOOR HANDLE AND REORDERD R/S.		
#2 - LOF: OIL LUBE AND FILTER CHANGE. CHECK ALL FLUIDS AND BELTS AND HOSES. CHECK AND ADJUST AIR IN TIRES.		15.20
Work performed by FRANKLYN (358)		6.17
Installed 89017524 :FILTER (01836-BOPCKT)	1@6.17	27.06
Installed 12345616 :OIL10W30Q (08800-BOPCKT)	6@4.51	
Sub Total: Labor: 15.20 Parts:33.23 Total: 48.43		
#3 - 06: FRONT SUSPENSION		
STEERING WHEEL SHAKES AT 65MPH		
Work performed by FRANKLYN (358)		
TECH ROAD TEST VEHICLE AND CAN NOT DUPLICATE CUSTOMER CONCERN.		
Sub Total: Labor: .00 Parts:.00 Total: .00		

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter 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 the 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 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."

DISCLAIMER OF 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 it any liability in connection with the sale of said products.

These repairs are covered by a limited warrant, labor and parts for 12 months or 12,000 miles whichever comes first for GM cars only. All other vehicles are 90 days or 4,000 miles whichever comes first. Warranty repairs to be performed at seller's place of business.

LABOR	15.20
PARTS	33.23
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	4.06
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	52.49

[redacted] IAL ORDERS.

X [redacted]

[redacted] Today's

NEW YORK, NY [redacted]

Home Phone	R/O Open Date	R/O Number
[redacted]	7/17/07	61005059
	Time Received	**Time Promised**
	8:32	7/17 17:00
Key Tag #	**Current Mileage**	**Mileage Out**
4479	10494	

Year	Make	Model	Body	Engine Code	Service Advisor
2007	CHEVROLET TRU	SUBURBAN	TAHOE 4DR 4WD		HECTOR

Vehicle Identification Number	Color	License Number	Delivery Date	In-Service Date
1GNFK13047J[redacted] N7157T7	ONYX BLACK		8/03/06	8/03/06

#1 - 47: DOOR LOCK SYSTEM W
FRONT DOORS INNER HANDLE PAINT PILL-OUT W
SOP W

#2 - LOF: OIL LUBE AND FILTER CHANGE. CHECK ALL FLUIDS AND C
BELTS AND HOSES. CHECK AND ADJUST AIR IN TIRES. C

#3 - 06: FRONT SUSPENSION W
STEERING WHEEL SHAKES AT 65MPH W

N.P.F.

[redacted]

Customer Signature

"I hereby authorize the repair work above 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 the 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. Thereby grant you 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 thereon."
Any warranties on products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.
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DP SALES DISTRIBUTORS, INC. 631-842-7549

COMPLAINT: 15935987 TIME IN

CAUSE:

CORRECTION: Perfumes L OF TIME OFF

Check AL Round

R OK

COMPLAINT: C/S L AR Sede Handel TIME IN

CAUSE: Paint Pill Out

CORRECTION: C/ Check And Round In Sede TIME OFF

Handle Found Come Out

R/ And L Potestio AL Round

R OK

COMPLAINT: Phone Rupleso L ~~[illegible]~~ Sede TIME IN

CAUSE: Handel Check AL Door ~~Is~~ OK

CORRECTION: TIME OFF

16345 R-T-FRONT Handle 15847311

COMPLAINT: TIME IN

CAUSE:

CORRECTION: TIME OFF

STRAIGHT TIME (HOURS)	FLAT RATE	RO NO. 0005059	TIME	OFF
0.8	Hcl	OPER. NO. 358		
		EMP. NO.		ON

COMPLAINT: TIME IN

CAUSE:

CORRECTION: TIME OFF

FLAT RATE	VIN 7J207573		TIME	DLR NO. 2234
1	EMP NO. 5358	RO. NO. 5059		7/07/27

159359[redacted]

7/12/07

REPAIR ORDER - AUDIT COPY

[redacted]
NEW YORK, NY [redacted]

Work Phone	R/O Open Date	R/O Number
[redacted]	5/15/07	61003545/1
	R/O Close Date	Receipt No.
	5/15/07	Original
Body	Mileage In	Mileage Out
TAHOE 4DR 4WD	10485	10493

Year	Make	Model	License Number	Service Advisor	
2007	CHEVROLET TRU	SUBURBAN		HECTOR	9172
Vehicle Identification Number	**Color**		**Account No.**	**Delivery Date**	**In-Service Date**
1GNFK13047J[redacted]	ONYX BLACK			8/03/06	8/03/06

N7157T7 OTHER SC Exp: 48000 or 08/03/10 Ded: Plan: GMPP MAJOR

#1 - 47: DOOR LOCK SYSTEM FRONT DOORS INNER LOCKS HANDLE PEELING-OUT Work by Tech 139/0139 0.00hrs @ .00 [redacted] : HANDLE (16345-CT) 1@99.89 ORDERED PARTS.	.00 Ordered	C	
#2 - LOF: OIL LUBE AND FILTER CHANGE. CHECK ALL FLUIDS AND BELTS AND HOSES. CHECK AND ADJUST AIR IN TIRES. Work by Tech 139/0139* 0.50hrs 89017524 : FILTER (01836-BOPCKT) 1@6.17 12345616 : OIL10W30Q (08800-BOPCKT) 6@4.51	15.20 6.17 27.06	C	7.50 3.70 15.42
#3 - 04: TIRES - WHEELS C/R LEFT FRONT AND REAR TIRE MONITOR REMOVE VALVE COVER AT OTHER TIRES Caused by LEFT FRONT AND REAR TIRE MONITOR DAMAGE. Caused by LEFT FRONT AND REAR TIRE MONITOR DAMAGE. Work by Tech 139/0139* 0.50hrs Work performed by 206591:PO#71003451:IV#1247 Labor: Work performed by 206591:IV#12477 Parts: 25799331 : SENSOR (05890-BPCKT) 2@59.22 REPLACED DAMAGE TIRE MONITOR AT LEFT TIRES. PERFORM TIRE BALANCE ALSO SET AND PROGRAM TIRE MONITOR SENSORS,RECHECK OK.	77.00 112.00 .00 118.44	C	7.50 80.00 59.22
#4 - 03: STEERING SYSTEM STEERING WHEEL SHAKES AT 65MPH. Work by Tech 139/0139 0.00hrs @ .00 PERFORM TIRE BALANCE AT ALL TIRES.	.00	C	
#5 - 04: TIRES - WHEELS Work performed by 206591:PO#71003455:IV#12481 [redacted] : SENSOR (05890-BPCKT) 2@37.01	100.00 74.02	I	80.00 59.22

Account	Description	Control	Reference	Amount
C460	SLS CUST MECH LABOR CARS	61003545	61003545	92.20-

	INTERNAL	SERVICE CONT.	WARRANTY	CUSTOMER PAY	COST
LABOR					
PARTS					
DEDUCTIBLE					
SUBLET					
SHOP SUPPLIES					
HAZARDOUS MATERIALS					
SALES TAX OR TAX I.D.					
SPECIAL ORDER DEPOSIT					
DISCOUNTS					

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Major CHEVROLET

39-10C 43rd STREET
LONG ISLAND CITY, NY 11101
PHONE: (718) 937-8608

N.Y.S. MV R/S Reg. No. R-6410214

SERVICE DEPARTMENT HOURS
7:30 a.m. to 5:00 p.m.
Monday - Friday

R/O Open Date	R/O Number
5/15/07	61003545/1
R/O Close Date	**Status**
5/15/07	Reprint
Mileage In	**Mileage Out**
10485	10493
Service Advisor / Tag #	
HECTOR/6154	

[redacted]
NEW YORK, NY [redacted]

Work Phone [redacted]

Vehicle Identification Number	
1GNFK13047J207573	
Delivery Date	**In-Service Date**
8/03/06	8/03/06

Year	Make	Model	Body	Color	License Number
2007	CHEVROLET TRU	SUBURBAN	TAHOE 4DR 4WD	ONYX BLACK	

N7157T7 OTHER SC Exp: 48000 or 08/03/10 Ded: Plan: GMPP MAJOR

DESCRIPTION OF SERVICE AND PARTS		AMOUNT
#1 - 47: DOOR LOCK SYSTEM		
FRONT DOORS INNER LOCKS HANDLE PEELING-OUT		
Work performed by JUAN (139)		
Ordered 15935951 :HANDLE (16345-CT)	1@99.89	Ordered
Sub Total: Labor: .00 Parts: .00 Total: .00		
ORDERED PARTS.		
#2 - LOF: OIL LUBE AND FILTER CHANGE. CHECK ALL FLUIDS AND BELTS AND HOSES. CHECK AND ADJUST AIR IN TIRES.		
Work performed by JUAN (139)		15.20
Installed 89017524 :FILTER (01836-BOPCKT)	1@6.17	6.17
Installed 12345616 :OIL10W30Q (08800-BOPCKT)	6@4.51	27.06
Sub Total: Labor: 15.20 Parts: 33.23 Total: 48.43		
#3 - 04: TIRES - WHEELS		
C/R LEFT FRONT AND REAR TIRE MONITOR		
REMOVE VALVE COVER AT OTHER TIRES		
Caused by LEFT FRONT AND REAR TIRE MONITOR DAMAGE.		
Caused by LEFT FRONT AND REAR TIRE MONITOR DAMAGE.		
Work performed by JUAN (139)		77.00
Work performed by 206591 : 12477	Labor:	112.00
Work performed by 206591 : 12477	Parts:	
Installed 25799331 :SENSOR (05890-BPCKT)	2@59.22	118.44
Sub Total: Labor: 77.00 Parts: 118.44 Sublet: 112.00 Total: 307.44		
REPLACED DAMAGE TIRE MONITOR AT LEFT TIRES.		
PERFORM TIRE BALANCE ALSO SET AND PROGRAM TIRE		
MONITOR SENSORS,RECHECK OK.		
#4 - 03: STEERING SYSTEM		

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter 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 the 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 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."

DISCLAIMER OF 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 it any liability in connection with the sale of said products.

These repairs are covered by a limited warrant, labor and parts for 12 months or 12,000 miles whichever comes first for GM cars only. All other vehicles are 90 days or 4,000 miles whichever comes first. Warranty repairs to be performed at seller's place of business.

LABOR	
PARTS	
DEDUCTIBLE	
SUBLET	
SHOP SUPPLIES	
HAZARDOUS MATERIALS	
SALES TAX OR TAX I.D.	
SPECIAL ORDER DEPOSIT	
DISCOUNTS	
TOTAL DUE	

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

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Major CHEVROLET

39-10C 43rd STREET
LONG ISLAND CITY, NY 11101
PHONE: (718) 937-8608

N.Y.S. MV R/S Reg. No. R-6410214

SERVICE DEPARTMENT HOURS
7:30 a.m. to 5:00 p.m.
Monday - Friday

R/O Open Date	R/O Number
5/15/07	61003545/2
R/O Close Date	Status
5/15/07	Reprint
Mileage In	Mileage Out
10485	10493
Service Advisor / Tag #	
HECTOR/6154	
Vehicle Identification Number	
1GNFK13047J207573	
Delivery Date	In-Service Date
8/03/06	8/03/06

[redacted]
NEW YORK, NY [redacted]

Work Phone: [redacted]

Year	Make	Model	Body	Color	License Number
2007	CHEVROLET TRU	SUBURBAN	TAHOE 4DR 4WD	ONYX BLACK	

N7157T7 OTHER SC Exp: 48000 or 08/03/10 Ded: Plan: GMPP MAJOR

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
STEERING WHEEL SHAKES AT 65MPH.	
Work performed by JUAN (139)	
Sub Total: Labor: .00 Parts: .00 Total: .00	
PERFORM TIRE BALANCE AT ALL TIRES.	
#5 - 04: TIRES - WHEELS	
Work performed by 206591 : 12481	Internal
Installed 25799331 :SENSOR (05890-BPCKT) 2@37.01	Internal

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter 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 the 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 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."

DISCLAIMER OF 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 it any liability in connection with the sale of said products.

These repairs are covered by a limited warrant, labor and parts for 12 months or 12,000 miles whichever comes first for GM cars only. All other vehicles are 90 days or 4,000 miles whichever comes first. Warranty repairs to be performed at seller's place of business.

LABOR	92.20
PARTS	151.67
DEDUCTIBLE	.00
SUBLET	112.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	29.80
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	385.67
Visa/MC 943091	385.67

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

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[redacted] - 917 5186420

[redacted]

NEW YORK, NY [redacted]

ASAP

7182487040

Home Phone	R/O Open Date	R/O Number
[redacted]	5/15/07	61003545
	Time Received	Time Promised
	8:11	5/15 17:00
Key Tag #'	Current Mileage	Mileage Out
6154	10485	
Body	Engine Code	Service Advisor
TAHOE 4DR 4WD		HECTOR
License Number	Delivery Date	In-Service Date
	8/03/06	8/03/06

Year	Make	Model
2007	CHEVROLET TRU	SUBURBAN

Vehicle Identification Number	Color
1GNFK13047J[redacted]	ONYX BLACK

N7157T7 OTHER SC Cnt: 48000 miles or 8/03/10 Ded: 0

#1 - 47: DOOR LOCK SYSTEM W
FRONT DOORS INNER LOCKS HANDLE PEELING-OUT W

ORDERED PART

#2 - LOF: OIL LUBE AND FILTER CHANGE. CHECK ALL FLUIDS AND C
BELTS AND HOSES. CHECK AND ADJUST AIR IN TIRES. C

#3 - 04: TIRES - WHEELS C
C/R LEFT FRONT AND REAR TIRE MONITOR C
REMOVE VALVE COVER AT OTHER TIRES C

y-steering shakes at 65 MPH ~~UNABLE~~ Road Test.
C/Tires valve damage
Low Pressure.

[redacted]

Customer Signature

"I hereby authorize the repair work above 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 the 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. Thereby grant you 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." Any warranties on products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it liability in connection with the sale of said products. Any Limitation contained herein does not apply where prohibited by law.
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DP SALES DISTRIBUTORS, INC. 631-842-7549

REPAIR ORDER - AUDIT COPY

[redacted]
NEW YORK, NY [redacted]

Work Phone	R/O Open Date	R/O Number
[redacted]	5/15/07	61003545/2
	R/O Close Date	**Receipt No.**
	5/15/07	Original

Year	Make	Model	Body	Mileage In	Mileage Out
2007	CHEVROLET TRU	SUBURBAN	TAHOE 4DR 4WD	10485	10493

Vehicle Identification Number	Color	License Number	Account No.	Service Advisor	Delivery Date	In-Service Date
1GNFK13047J[redacted]	ONYX BLACK			HECTOR 9172	8/03/06	8/03/06

N7157T7 OTHER SC Exp: 48000 or 08/03/10 Ded: Plan: GMPP MAJOR

C247	WORK-IN-PROCESS LBR-SERV	61003545	61003545	15.00-
C660	C/S CUS MECH LBR CAR	61003545	61003545	15.00
C467	SLS-SERV CARS/LD TRKS RO'S	61003545	61003545	151.67-
C667	C/S-SERV CARS/LD TRKS RO'S	61003545	61003545	78.34
C242	PARTS & ACCESSORIES-INV-GM	61003545	61003545	78.34-
C466	SUBLET REPAIRS MECH	61003545	61003545	112.00-
C666	C/S SUBLET RPR MECH	61003545	61003545	80.00
C246	SUBLET REPAIRS	61003545	61003545	80.00-
C324	SALES TAXES ACCRUED	61003545	61003545	29.80-
C220S	A/R PARTS/SERVICE	*VISA	61003545	385.67
C481	P&A INTERNAL	61003545	61003545	74.02-
C681	C/S P&A INTERNAL	61003545	61003545	59.22
C242	PARTS & ACCESSORIES-INV-GM	61003545	61003545	59.22-
C466	SUBLET REPAIRS MECH	61003545	61003545	100.00-
C666	C/S SUBLET RPR MECH	61003545	61003545	80.00
C246	SUBLET REPAIRS	61003545	61003545	80.00-
C231	NEW VEHICLE INV	N7157T7	61003545	174.02

	INTERNAL	SERVICE CONT.	WARRANTY	CUSTOMER PAY	COST
LABOR				92.20	15.00
PARTS	74.02			151.67	137.56
DEDUCTIBLE					
SUBLET	100.00			112.00	160.00
SHOP SUPPLIES					
HAZARDOUS MATERIALS					
SALES TAX OR TAX I.D.				29.80	
SPECIAL ORDER DEPOSIT					
DISCOUNTS					
Paid by Visa/MC [redacted]	174.02			385.67	312.56

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REPAIR ORDER - AUDIT COPY

[redacted]
NEW YORK, NY [redacted]

Work Phone	R/O Open Date	R/O Number
718-248-7040	5/15/07	61003545/1
Home Phone	**R/O Close Date**	**Receipt No.**
718-641-3709	5/15/07	Original
Body	**Mileage In**	**Mileage Out**
TAHOE '4DR 4WD	10485	10493

Year	Make	Model	License Number	Service Advisor
2007	CHEVROLET TRU	SUBURBAN		HECTOR 9172

Vehicle Identification Number	Color	Account No.	Delivery Date	In-Service Date
1GNFK13047J[redacted]	ONYX BLACK		8/03/06	8/03/06

N7157T7 OTHER SC Exp: 48000 or 08/03/10 Ded: Plan: GMPP MAJOR

#1 - 47: DOOR LOCK SYSTEM FRONT DOORS INNER LOCKS HANDLE PEELING-OUT Work by Tech 139/0139 0.00hrs @ .00 15935951 : HANDLE (16345-CT) 1@99.89 ORDERED PARTS.	.00 Ordered	C	
#2 - LOF: OIL LUBE AND FILTER CHANGE. CHECK ALL FLUIDS AND BELTS AND HOSES. CHECK AND ADJUST AIR IN TIRES. Work by Tech 139/0139* 0.50hrs [redacted]: FILTER (01836-BOPCKT) 1@6.17 [redacted]: OIL10W30Q (08800-BOPCKT) 6@4.51	15.20 6.17 27.06	C	7.50 3.70 15.42
#3 - 04: TIRES - WHEELS C/R LEFT FRONT AND REAR TIRE MONITOR REMOVE VALVE COVER AT OTHER TIRES Caused by LEFT FRONT AND REAR TIRE MONITOR DAMAGE. Caused by LEFT FRONT AND REAR TIRE MONITOR DAMAGE. Work by Tech 139/0139* 0.50hrs Work performed by 206591:PO#71003451:IV#1247Labor: Work performed by 206591:IV#12477 Parts: 25799331 : SENSOR (05890-BPCKT) 2@59.22 REPLACED DAMAGE TIRE MONITOR AT LEFT TIRES. PERFORM TIRE BALANCE ALSO SET AND PROGRAM TIRE MONITOR SENSORS,RECHECK OK.	77.00 112.00 .00 118.44	C	7.50 80.00 59.22
#4 - 03: STEERING SYSTEM STEERING WHEEL SHAKES AT 65MPH. Work by Tech 139/0139 0.00hrs @ .00 PERFORM TIRE BALANCE AT ALL TIRES.	.00	C	

Account	Description	Control	Reference	Amount
C460	SLS CUST MECH LABOR CARS	61003545	61003545	92.20-
C247	WORK-IN-PROCESS LBR-SERV	61003545	61003545	15.00-
C660	C/S CUS MECH LBR CAR	61003545	61003545	15.00
C467	SLS-SERV CARS/LD TRKS RO'S	61003545	61003545	151.67-
C667	C/S-SERV CARS/LD TRKS RO'S	61003545	61003545	78.34
C242	PARTS & ACCESSORIES-INV-GM	61003545	61003545	78.34-

	INTERNAL	SERVICE CONT.	WARRANTY	CUSTOMER PAY	COST
LABOR					
PARTS					
DEDUCTIBLE					
SUBLET					
SHOP SUPPLIES					
HAZARDOUS MATERIALS					
SALES TAX OR TAX I.D.					
SPECIAL ORDER DEPOSIT					
DISCOUNTS					

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REPAIR ORDER - AUDIT COPY

[redacted]

NEW YORK, NY [redacted]

Work Phone	R/O Open Date	R/O Number
[redacted]	5/15/07	61003545/2
	R/O Close Date	**Receipt No.**
	5/15/07	Original
Body	**Mileage In**	**Mileage Out**
TAHOE '4DR 4WD	10485	10493

Year	Make	Model	License Number	Service Advisor
2007	CHEVROLET TRU	SUBURBAN		HECTOR 9172

Vehicle Identification Number	Color	Account No.	Delivery Date	In-Service Date
1GNFK13047J[redacted]	ONYX BLACK		8/03/06	8/03/06

N7157T7 OTHER SC Exp: 48000 or 08/03/10 Ded: Plan: GMPP MAJOR

C466	SUBLET REPAIRS MECH	61003545	61003545	112.00-
C666	C/S SUBLET RPR MECH	61003545	61003545	80.00
C246	SUBLET REPAIRS	61003545	61003545	80.00-
C324	SALES TAXES ACCRUED	61003545	61003545	29.80-
C220S	A/R PARTS/SERVICE	*VISA	61003545	385.67

	INTERNAL	SERVICE CONT.	WARRANTY	CUSTOMER PAY	COST
LABOR				92.20	15.00
PARTS				151.67	78.34
DEDUCTIBLE					
SUBLET				112.00	80.00
SHOP SUPPLIES					
HAZARDOUS MATERIALS					
SALES TAX OR TAX I.D.				29.80	
SPECIAL ORDER DEPOSIT					
DISCOUNTS					
				385.67	173.34
Paid by Visa/MC [redacted]					

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COMPLAINT: _____ TIME IN

CAUSE: _____

CORRECTION: _____ TIME OFF

COMPLAINT: ② PERFORMED L.O.F TIME IN

CAUSE: _____

CORRECTION: _____ TIME OFF

COMPLAIN

STRAIGHT TIME (HOURS)	FLAT RATE	R/O NO.	2	TIME	OFF
0.5	Adc	OPER. NO.			
		EMP. NO. 139			

CAUSE: _____ TIME IN

CORRECTION: _____ TIME OFF

COMPLAINT: _____ TIME IN

CAUSE: _____

CORRECTION: _____ TIME OFF

COMPLAINT: 307.40 TIME IN

CAUSE: _____

CORRECTION: _____ TIME OFF

THE ALL NEW

MAJOR

CHEVROLET

39-10C 43rd Street
LONG ISLAND CITY, NY 11104
(718) 937-3608

CUSTOMER NO. [redacted]	ADVISOR HECTOR CONTRERAS 262932	TAG NO. 7537	INVOICE DATE 01/26/07	INVOICE NO. CTWS313583
	LABOR RATE 94.82	LICENSE NO.	MILEAGE 6713	COLOR ONYX BLACK/	STOCK NO. N7157T7
	YEAR / MAKE / MODEL 07/CHEVROLET TRUCK/SUBURBAN/TAHOE 4D		DELIVERY DATE 08/03/06	DELIVERY MILES 8
NEW YORK, NY [redacted]	VEHICLE ID. NO. 1GNFK13047J[redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.	P. O. NO.	R. O. DATE 01/26/07	
[redacted]	COMMENTS			

MO: 6714

LABOR & PARTS----------

J# 1 26CVZ ENGINE - MECHANICAL HOURS: 0.50 TECH(S):153344 47.41

CUSTOMER STATES STABILITY LT CAME ON
CHECK AND FOUND DTC C0455 STEERING ANGLE SENSOR PERFORMANCCE
CHECK AND FOUND BED CONECTION BY THE STEERING ANGLE SENSOR.
RESECURE CONNECTOR AND HORNNES.CLEAR DTC.RETESTED ALL OK.

CLAIM # 313583

JOB # 1 TOTAL LABOR & PARTS 47.41

R/O TAX 0.00
R/O TOTALS 47.41

WARRANTY CLAIM DETAIL TOTALS----------

CLAIM#	LABOR	PARTS	SUB.LAB.	SUB.PART	GOG	MISC	TAX	TOTAL
313583	47.41	0.00	0.00	0.00	0.00	0.00	0.00	47.41
CLAIM TOTALS	47.41	0.00	0.00	0.00	0.00	0.00	0.00	47.41

APPROVED BY SIGNATURE

THESE REPAIRS ARE COVERED BY A LIMITED WARRANTY, LABOR AND PARTS FOR 12 MONTHS OR 12,000 MILES WHICHEVER COMES FIRST FOR GM CARS ONLY, ALL OTHER VEHICLES ARE 90 DAYS OR 4,000 MILES WHICHEVER COMES FIRST. WARRANTY REPAIRS TO BE PERFORMED AT SELLER'S PLACE OF BUSINESS.

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TERMS: STRICTLY CASH, CERTIFIED CHECK OR APPROVED CREDIT CARD.

N.Y.S. MV R/S Reg. No. R-6410214

CUSTOMER SIGNATURE X

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THE ALL NEW

MAJOR

CHEVROLET

39-10C 43rd Street
LONG ISLAND CITY, NY 11104
(718) 937-8608

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	HECTOR CONTRERAS 262932	7537	01/26/07	CTCS313583
	LABOR RATE 105.00 / LICENSE NO.	MILEAGE 6713	COLOR ONYX BLACK/	STOCK NO. N7157T7
	YEAR / MAKE / MODEL 07/CHEVROLET TRUCK/SUBURBAN/TAHOE 4D		DELIVERY DATE 08/03/06	DELIVERY MILES 8
NEW YORK, NY[redacted]	VEHICLE ID. NO. 1GNFK13047J[redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.	P. O. NO.	R. O. DATE 01/26/07	
[redacted]	COMMENTS			

MO: 6714

LABOR & PARTS----------

J# 1 26CVZ ENGINE - MECHANICAL HOURS: 0.50 TECH(S):153344 WARRANTY
CUSTOMER STATES STABILITY LT CAME ON
CHECK AND FOUND DTC C0455 STEERING ANGLE SENSOR PERFORMANCCE
CHECK AND FOUND BED CONECTION BY THE STEERING ANGLE SENSOR.
RESECURE CONNECTOR AND HORNNES.CLEAR DTC.RETESTED ALL OK.

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 07CVZ01 INSPECT SUSPENSION HOURS: TECH(S):153344 0.00
CUSTOMER STATES TRACTION CONTROL LT ON.
TECH CHECK AND FOUND ALL TIRE LOW PRESSURE AND LIGHT IS ON.
RESETE TIRE PRESSURE AND TIRE PRESSURE MONITURING.

JOB # 2 TOTAL LABOR & PARTS 0.00

J# 3 05CVZ01 INSPECT BRAKES HOURS: TECH(S):153344 0.00
CUSTOMER STATES FRONT BRAKE SQUEEKS.
TECH CHECK AND CAN NOT DUPLICATED CUSTOMER CONCERN.ADVISER
CUSTOMER SOME SQUEKING IS NORMAL CONDITION.

JOB # 3 TOTAL LABOR & PARTS 0.00

TOTALS----------

THE PARTS AND SERVICE TEAM AT MAJOR CHEVROLET WOULD LIKE TO
THANK YOU VERY MUCH FOR YOUR PATRONAGE.
IF YOUR ARE NOT COMPLETLEY SATISFIED WITH OUR SERVICE PLEASE
FEEL FREE TO CONTACT OUR SERVICE DIRECTOR TIM OCONNOR AT
718-937-8608 OR E MAIL HIM AT CHEVYSERVICE@MAJORAUTO.COM
****
****
CUSTOMER SERVICE 24/7 HOTLINE 718-937-8735
****
**********DRIVE SAFELY!!!!**********
****
****
**********GET YOUR CHEVROLET READY FOR THE WINTER**********
****
WE'LL BE THERE

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

CUSTOMER SIGNATURE

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CUSTOMER SIGNATURE X

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CONDITION # ① Customer states stability light came on

– check and found C0455 steering angle sensor performance

CAUSE – check and found bad condition by the steering angle sensor

CORRECTION – resecure connector and harness clear DTC retested all ok

② Customer states traction light is on

CONDITION # check and all 4-tire low tire pressure and light is on

– reset tire pressure and tire pressure monitoring

CAUSE ③ Customer states brakes are squeaking

– check and can't duplicated customer concern, advise customer some squeaking is normal condition.

CORRECTION

CONDITION #

CAUSE

CORRECTION

CONDITION #

CAUSE

CORRECTION

LABOR RECORD

STRAIGHT TIME (HOURS)	FLAT RATE	R/O NO. / OPER. NO. / EMP. NO.	TIME
0 5	4eC	R/O NO. 513583 OPER. NO. 153344 EMP. NO.	OFF / ON

TOTALS

VEHICLE ID NO. 1 [illegible]

YEAR MAKE MODEL [redacted]

PRODUCTION DATE

STOCK NO.

LICENSE NO.

R.O. NO.

[redacted]

CUSTOMER NO. [illegible]

COLOR BLACK

DELIVERY DATE 08/07/04

DELIVERY MILES 0

SELLING DEALER NO.

R.O. DATE 01/26/07

SERVICE CONTRACT CHEVY MAJOR 24/60

CONTRACT NO.

EXPIRATION DATE 08/07/10

EXPIRATION MILES 48000

ADV SCR 26CF

[redacted]

NEW YORK, NY [redacted]

CAPO NO. 7031

MILEAGE 6711

TRANS

A.R COND.

TURBO

P.S.

[redacted]

TIME RECEIVED 09:20AM

DATE/TIME PROMISED 01/26/07 07:00PM

PRIORITY

APPOINTMENT ☐ YES ☐ NO

STATE REG# R-6410214

LABOR RATE 103.00

THE ALL NEW

MAJOR

CHEVROLET

39-10C 43rd Street

LONG ISLAND CITY, N.Y. 11104

(718) 937-8100

JOB	LABOR INSTRUCTIONS		
	ORIGINAL CUSTOMER ESTIMATE:	PARTS	LABOR	TOTAL
	X----------			
1	W 26CVZ	ENGINE - MECHANICAL CUSTOMER STATES STABILITY LT CAME ON		
2	W 07CVZ01	INSPECT SUSPENSION Low tire Pression CUSTOMER STATES TRACTION CONTROL LT ON		
3	W 00CVZ01	INSPECT BRAKES CUSTOMER STATES FRONT BRAKE SQUEEKS.		

Solved

car gone

PRE-INSPECTION ESTIMATE $

DELAYED OR REVISED ESTIMATE APPROVAL $

TEAR DOWN FOR ESTIMATE ONLY X INITIALS $ AMOUNT

CONTACTED ☐ VIA PHONE ☐ IN PERSON

DATE AM PM

PHONE CALLED

OK'D BY

CALLED BY

PHONE WHEN READY ☐ YES ☐ NO

LABOR RATE PER HOUR

NYS-MV R/S REG. NO. R-641 0214

I HEREBY AUTHORIZE THE REPAIR WORK HEREIN SET FORTH TO BE PERFORMED ALONG WITH THE NECESSARY MATERIALS AND OTHER PARTS. 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 FOR GM CARS ONLY. ALL OTHER VEHICLES 90 DAYS OR 4,000 MILES WHICHEVER COMES FIRST. PARTS REPAIRS TO BE PERFORMED AT SELLER'S PLACE OF BUSINESS. SELLER HEREBY LIMITS IMPLIED WARRANTY TO THE PERIOD STATED.

STORAGE CHARGE IS $25.00 PER DAY 48 HRS. AFTER WORK COMPLETION OR IF NO WORK IS DONE THEN FROM DATE OF RECEIPT.

[redacted]

X

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

REPLACED PARTS WILL BE DISCARDED UNLESS SPECIFIED

SAVE REPLACED PARTS YES ☐ NO ☐ INITIALS

WITH NORMAL AND EXTENDED WARRANTY OR SERVICE CONTRACT ☐ YES ☐ NO INITIALS

TYPE:

FORM GM-1 REV

THE ALL NEW MAJOR

CHEVROLET

39-10C 43rd Street
LONG ISLAND CITY, NY 11104
(718) 937-8608

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
234505	HECTOR CONTRERAS 262932	164	10/25/06	CTIS308251
[redacted]	LABOR RATE 42.00 / LICENSE NO. / MILEAGE 3578		COLOR ONYX BLACK/	STOCK NO. N7157T7
	YEAR / MAKE / MODEL 07/CHEVROLET TRUCK/SUBURBAN/TAHOE 4D		DELIVERY DATE 08/03/06	DELIVERY MILES 8
NEW YORK, NY [redacted]	VEHICLE ID. NO. 1GNFK13047J [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO. / P. O. NO.		R. O. DATE 10/19/06	
[redacted]	COMMENTS			

MO: 3580

LABOR & PARTS----------

J# 2 01CVZ07 LUBE, OIL & FILTER HOURS: TECH(S):261124 — 15.20

CUSTOMER REQUEST LUBE.OIL AND FILTER CHANGE. TOP OFF ALL FLUIDS. INSPECT DRIVE BELTS,HOSES,AIR FILTER,TIRE PRESSURE.
CORRECTION: PERFORMED LUBE, OIL, AND FILTER CHANGE.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 2	1	89017524	FILTER 1.836 B	6.50	6.50
JOB # 2	6	12345616	OIL10W30Q 8.800	3.38	20.28
JOB # 2	1	ENVIROM	CHARGE	0.50	0.50
			JOB # 2 TOTAL PARTS		27.28
			JOB # 2 TOTAL LABOR & PARTS		42.48

COMMENTS----------
718 361 8980 917 578 6928

TOTALS----------

CONTROL#	ACCOUNT NUMBER	AMOUNT..
N715717	C231	42.48

TOTAL LABOR....	15.20
TOTAL PARTS....	27.28
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 $	42.48

APPROVED BY SIGNATURE

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TERMS: STRICTLY CASH, CERTIFIED CHECK OR APPROVED CREDIT CARD.

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CUSTOMER SIGNATURE X

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THE ALL NEW MAJOR

CHEVROLET

39-10C 43rd Street

LONG ISLAND CITY, NY 11104

(718) 937-8608

CUSTOMER NO. 234505	ADVISOR HECTOR CONTRERAS 262932	TAG NO. 164	INVOICE DATE 10/25/06	INVOICE NO CTIS308251
[redacted]	LABOR RATE 42.00 / LICENSE NO. / MILEAGE 3578		COLOR ONYX BLACK/	STOCK NO N7157T7
	YEAR / MAKE / MODEL 07/CHEVROLET TRUCK/SUBURBAN/TAHOE 4D		DELIVERY DATE 08/03/06	DELIVERY MILES 8
NEW YORK, NY [redacted]	VEHICLE ID. NO. 1GNFK13047J [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO. / R. O. NO.		R. O. DATE 10/19/06	
RESIDENCE PHONE / BUSINESS PHONE [redacted]	COMMENTS			

MO: 3580

LABOR & PARTS----------

J# 2 01CVZ07 LUBE, OIL & FILTER HOURS: TECH(S):261124 15.20

CUSTOMER REQUEST LUBE,OIL AND FILTER CHANGE, TOP OFF ALL FLUIDS. INSPECT DRIVE BELTS,HOSES,AIR FILTER,TIRE PRESSURE.
CORRECTION: PERFORMED LUBE, OIL, AND FILTER CHANGE.

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 2	1		89017524	FILTER 1.836 B	6.50	6.50
JOB # 2	6		12345616	OIL10W30Q 8.800	3.38	20.28
JOB # 2	1		ENVIROM	CHARGE	0.50	0.50
				JOB # 2 TOTAL PARTS		27.28
				JOB # 2 TOTAL LABOR & PARTS		42.48

COMMENTS----------

718 361 8980 917 578 6928

TOTALS----------

CONTROL#	ACCOUNT NUMBER	AMOUNT..
N7157T7	C231	42.48

TOTAL LABOR....	15.20
TOTAL PARTS....	27.28
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 $	42.48

APPROVED BY SIGNATURE

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THE ALL NEW MAJOR
CHEVROLET
39-10C 43rd Street
LONG ISLAND CITY, NY 11104
(718) 937-8608

CUSTOMER NO. 234505	ADVISOR HECTOR CONTRERAS 262932	TAG NO. 164	INVOICE DATE 10/25/06	INVOICE NO. CTWS308251
[redacted]	LABOR RATE 91.41 / LICENSE NO. / MILEAGE 3578		COLOR ONYX BLACK/	STOCK NO. N715717
	YEAR / MAKE / MODEL 07/CHEVROLET TRUCK/SUBURBAN/TAHOE 4D		DELIVERY DATE 08/03/06	DELIVERY MILES 8
NEW YORK, NY [redacted]	VEHICLE ID. NO. 1GNFK13047J[redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO. / P. O. NO.		R. O. DATE 10/19/06	
[redacted]	COMMENTS		MO: 3580	

LABOR & PARTS----------

J# 1 49CVZ WINDOWS HOURS: 0.50 TECH(S):153344 — 45.71
CUSTOMER STATES DRIVER WINDOW GLASS SHAKES WHEN DRIVING.
TECH CHECK AND FOUND DRIVER DOOR PANEL MAKING SQEKING
NOISE,RESECURE PANEL,LUBRICATED OUT SIDE WETHER STRIP
AS PER BULLETING 06-08-035,RETESTED ALL OK.
CLAIM # 308251

JOB # 1 TOTAL LABOR & PARTS — 45.71

J# 4 03CVZ01 INSPECT STEERING HOURS: TECH(S):153344 — 0.00
CUSTOMER STATES STEERING WHEEL SHAKES WHEN DRIVING AT 55
MPH.
PERFORMED BALANCE ALL 4 TIRES,RECHECK AT HIGHWAY,ALL OK.
CLAIM # 308251

JOB # 4 TOTAL LABOR & PARTS — 0.00

SUBLET	PO#	VEND	INV#	INV.DATE	DESCRIPTION	
JOB # 4	108321	10709		10/20/06	BALANCE 4 TIRES	100.00
					TOTAL - SUBLET	100.00

COMMENTS----------
718 361 8980 917 578 6928

R/O TAX 0.00
R/O TOTALS 145.71

WARRANTY CLAIM DETAIL TOTALS----------

CLAIM#	LABOR	PARTS	SUB.LAB.	SUB.PART	GOG	MISC	TAX	TOTAL
308251	45.71	0.00	100.00	0.00	0.00	0.00	0.00	145.71
CLAIM TOTALS	45.71	0.00	100.00	0.00	0.00	0.00	0.00	145.71

APPROVED BY SIGNATURE

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CUSTOMER SIGNATURE X

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THE ALL NEW MAJOR CHEVROLET
39-10C 43rd Street
LONG ISLAND CITY, NY 11104
(718) 937-8608

CUSTOMER NO. 234505	ADVISOR HECTOR CONTRERAS 262932	TAG NO. 164	INVOICE DATE 10/20/06	INVOICE NO. CTCS308251
[redacted]	LABOR RATE 100.00 / LICENSE NO.	MILEAGE 3578	COLOR ONYX BLACK/	STOCK NO. N7157T7
	YEAR / MAKE / MODEL 07/CHEVROLET TRUCK/SUBURBAN/TAHOE 40		DELIVERY DATE 08/03/06	DELIVERY MILES 8
NEW YORK, NY [redacted]	VEHICLE ID. NO. 1GNFK13047J [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.	P. O. NO.	R. O. DATE 10/19/06	
RESIDENCE PHONE [redacted]	COMMENTS		MO: 3580	

TOTALS----------

THE PARTS AND SERVICE TEAM AT MAJOR CHEVROLET WOULD LIKE TO THANK YOU VERY MUCH FOR YOUR PATRONAGE.
IF YOUR ARE NOT COMPLETLEY SATISFIED WITH OUR SERVICE PLEASE FEEL FREE TO CONTACT OUR SERVICE DIRECTOR TIM OCONNOR AT 718-937-8608 OR E MAIL HIM AT CHEVYSERVICE@MAJORAUTO.COM
****
****
CUSTOMER SERVICE 24/7 HOTLINE [redacted]
****
**********DRIVE SAFELY!!!!**********
****
****
*********GET YOUR CHEVROLET READY FOR THE SUMMER**********
****
WE'LL BE THERE

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

CUSTOMER SIGNATURE

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TERMS: STRICTLY CASH, CERTIFIED CHECK OR APPROVED CREDIT CARD.

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CUSTOMER SIGNATURE X

03:49pm

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39-10C 43rd Street
LONG ISLAND CITY, NY 11104
(718) 937-8608

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
234505	HECTOR CONTRERAS 262932	164	10/20/06	CTCS308251
[redacted]	LABOR RATE 100.00 / LICENSE NO.	MILEAGE 3578	COLOR ONYX BLACK/	STOCK NO. N7157T7
	YEAR / MAKE / MODEL 07/CHEVROLET TRUCK/SUBURBAN/TAHOE 4D		DELIVERY DATE 08/03/06	DELIVERY MILES 8
NEW YORK, NY [redacted]	VEHICLE ID. NO. 1GNFK13047J[redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO. / P. O. NO.		R. O. DATE 10/19/06	
[redacted]	COMMENTS			

MO: 3580

LABOR & PARTS----------

J# 1 49CVZ WINDOWS HOURS: 0.50 TECH(S):153344 — WARRANTY

CUSTOMLR STATES DRIVER WINDOW GLASS SHAKES WHEN DRIVING.
TECH CHECK AND FOUND DRIVER DOOR PANEL MAKING SQEKING
NOISE,RESECURE PANEL,LUBRICATED OUT SIDE WETHER STRIP
AS PER BULLETING 06-08-035,RETESTED ALL OK.

PARTS------QTY---FP-NUMBER----------	DESCRIPTION---------LIST PRICE-UNIT PRICE-	
	JOB # 1 TOTAL PARTS	0.00
	JOB # 1 TOTAL LABOR & PARTS	0.00

J# 2 01CVZ07 LUBE, OIL & FILTER HOURS: TECH(S):261124 — INTERNAL

CUSTOMER REQUEST LUBE,OIL AND FILTER CHANGE, TOP OFF ALL
FLUIDS. INSPECT DRIVE BELTS,HOSES,AIR FILTER,TIRE PRESSURE.
CORRECTION: PERFORMED LUBE, OIL, AND FILTER CHANGE.

PARTS------QTY---FP-NUMBER----------	DESCRIPTION---------LIST PRICE-UNIT PRICE-	
JOB # 2 1 89017524	FILTER 1.836 B	INTERNAL
JOB # 2 6 12345616	OIL10W30Q 8.800	INTERNAL
JOB # 2 1 ENVIROM	CHARGE	INTERNAL
	JOB # 2 TOTAL PARTS	0.00
	JOB # 2 TOTAL LABOR & PARTS	0.00

J# 3 04CVZ TIRES - WHEELS HOURS: TECH(S):153344 — 0.00

CUSTOMER STATES TIRES SCREECH WHEN TURNNING
CHECK AND FOUND OVER SIZE TIRES,NORMAL CODITION WHEN
MAKING SHORP TURNS.

PARTS------QTY---FP-NUMBER----------	DESCRIPTION---------LIST PRICE-UNIT PRICE-	
	JOB # 3 TOTAL PARTS	0.00
	JOB # 3 TOTAL LABOR & PARTS	0.00

J# 4 03CVZ01 INSPECT STEERING HOURS: TECH(S):153344 — WARRANTY

CUSTOMER STATES STEERING WHEEL SHAKES WHEN DRIVING AT 55
MPH.
PERFORMED BALANCE ALL 4 TIRES,RECHECK AT HIGHWAY,ALL OK.

PARTS------QTY---FP-NUMBER----------	DESCRIPTION---------LIST PRICE-UNIT PRICE-	
	JOB # 4 TOTAL PARTS	0.00
	JOB # 4 TOTAL LABOR & PARTS	0.00

SUBLET-----PO#--------VEND INV#-INV.DATE-DESCRIPTION----------		
JOB # 4 108321 10709 10/20/06 BALANCE 4 TIRES		WARRANTY
	TOTAL - SUBLET	0.00

ESTIMATE----------
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $0.00 (+TAX)
COMMENTS----------
718 361 8980 917 578 6928

THESE REPAIRS ARE COVERED BY A LIMITED WARRANTY, LABOR AND PARTS FOR 12 MONTHS OR 12,000 MILES WHICHEVER COMES FIRST FOR GM CARS ONLY. ALL OTHER VEHICLES ARE 90 DAYS OR 4,000 MILES WHICHEVER COMES FIRST. WARRANTY REPAIRS TO BE PERFORMED AT SELLER'S PLACE OF BUSINESS.

ANY WARRANTIES ON THE PRODUCTS SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER. THE SELLER HEREBY EXPRESSLY DISCLAIMS EITHER EXPRESSED 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.

TERMS: STRICTLY CASH, CERTIFIED CHECK OR APPROVED CREDIT CARD.

N.Y.S. MV R/S Reg. No.R-6410214

CUSTOMER SIGNATURE X

[CONTINUED ON NEXT PAGE]

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SUBLET CONVERSION

DEALER CODE: 2234 R.O.#: 308251 LOGTAG # 344460

PART #	GROUP #	QTY	PART SALE

TOTAL PART SALE	
TOTAL LABOR	82.27
P&M ALLOWANCE	
TOTAL CONV AMOUNT	82.27

FAILED PART: LABOP E0203 LABOR HRS: .9

INVOICE

GREAT BEAR TIRE & AUTO
52-19 QUEENS BOULEVARD
WOODSIDE, NY 11377
(718)424-4411, FAX (718)424-4978
NYS STATE REGISTRATION 7094110

Date: 10/20/06
Job number: 10,709
License plate: [redacted]
Year/Make: '06 CHEVROLET
Model: TAHO
Mileage: In: 3,613 Out: 3,613
Technician: TOMMY

MAJOR CHEVY
39-10C 43RD STREET
SUNNYSIDE, NY 11104
H 718 937 8608 B

VIN: 1GNFK13047J[redacted]

RO: 308251

BALANCE 4 TIRES 100.00
ELECTRONIC SPEED BALANCE 4 TIRES. CHECK TIRE PRESSURE.

WORK PERFORMED (Labor @ 65.00)
BALANCE 20 INCH RIMS WITH ROAD
FORCE....

TOTAL COSTS

Packages (flat-rate only)	100.00
Subtotal	100.00
Invoice total	100.00
Amount due	100.00

THANK YOU FOR CHOOSING GREAT BEAR OF WOODSIDE TIRE AND AUTO CENTER.
WE APPRECIATE YOUR BUSINESS.

ALL WORK LISTED ABOVE HAS BEEN AUTHORIZED BY ME, EITHER BY PHONE OR IN PERSON. BY SINING, I HEREBY ACKNOWLEDGE THIS SATISFACTORY COMPLETION OF THE DESCRIBED WORK X_____

Oct 03 07 08:58a MAJORCHEVY 7189378605 p.27

CONDITION #

CAUSE

CORRECTION

① Customer states D/s mirror glass shakes
- check and found D/s door panel making squeking noise, re-secure panel lubricated outside weather strip as per bulletin 06-08-035
retested all ok

CONDITION #

② Customer states LOF
- perform LOF

CAUSE

CORRECTION

③ Customer states tires squerich when turning
- check and found over size tires normal condition when making sharp turns.

④ Customer states tires shake at 55 mph
- check and ballance all 4 tires
rehech at highway street
all ok

LABOR RECORD

FLAT RATE	VIN 7J207573	EMP NO. 3344	RO NO. 308251	TIME DEDUC 6/10/30
DLR NO. 2234				

STRAIGHT TIME (HOURS) 0	FLAT RATE 5 Hec	R/O NO. 308251	OPER. NO. 153344	EMP. NO.
TIME OFF 12:12	ON 12:24			

STRAIGHT TIME (HOURS) 0	FLAT RATE 5 Hec	R/O NO. 308251	OPER. NO.	EMP. NO. 261124
TIME OFF 12:24	ON 3:04			

TOTALS

TRAINED TECH
a Chevrolet Tahoe, you receive the backing of our Service Department that keep your Chevrolet Service to help you keep your ... for years to come.

Oct 03 07 08:58a MAJORCHEVY 7189378605 p.28

VEHICLE ID NO 1 0 N F M 1 3 0 4 7 J [redacted]	YEAR / MAKE / MODEL 07/CHEVROLET TRUCK/SUBURBAN/TAHOE	PRODUCTION DATE 4	STOCK NO. H7157T7	LICENSE NO.	P.O. NO. 308251
[redacted]	CUSTOMER NO. 234505 / COLOR ONYX BLACK/	DELIVERY DATE 08/03/06	DELIVERY MILES 8	SELLING DEALER NO.	R.O. DATE 10/19/06
	SERVICE CONTRACT OMPP MAJOR GUARD	CONTRACT NO	EXPIRATION DATE 08/03/10	EXPIRATION MILES 48000	ADVISOR 262732
NEW YORK, NY [redacted]					CARD NO. 164
RESIDENCE PHONE [redacted]	BUSINESS PHONE [redacted]				MILEAGE 3578
TIME RECEIVED 08:22am	DATE / TIME PROMISED 10/19/06 07:00pm	PRIORITY			TRANS.
APPOINTMENT ☐ YES ☒ NO	STATE REGN R-6410214	LABOR RATE 100.00			AIR COND.
	8-15				TURBO
					P.S.

THE ALL NEW MAJOR CHEVROLET
39-10C 43rd Street
LONG ISLAND CITY, N.Y. 11104
(718) 937-8608

LABOR INSTRUCTIONS

JOB			
	ORIGINAL CUSTOMER ESTIMATE:	PARTS 0.00	LABOR 0.00	TOTAL 0.00
	X----------			
	COMMENTS : 718 361 8980-917 578 6928			
1	W 98CVZ	MISCELLANEOUS CUSTOMER STATES DRIVER MIRROR GLASS SHAKES	Door glass
2	I 01CVZ07	LUBE, OIL & FILTER CUSTOMER REQUEST LUBE,OIL AND FILTER CHANGE. TOP OFF ALL FLUIDS. INSPECT DRIVE BELTS,HOSES,AIR FILTER,TIRE PRESSURE.	
3	W 04CVZ	TIRES - WHEELS CUSTOMER STATES TIRE ~~SKIDS~~ screech WHEN TURNING	
4	W 03CVZ01	INSPECT STEERING CUSTOMER STATES STEERING WHEEL SHAKES WHEN DRIVING AT 55 MPH.	

PRE-INSPECTION ESTIMATE PARTS & LABOR $ | DELAYED OR REVISED ESTIMATE APPROVAL $ | TEAR DOWN FOR ESTIMATE ONLY X INITIALS $ AMOUNT

CONTACTED ☐ VIA PHONE IN PERSON ☐ | DATE AM PM | OK'D BY | PHONE CALLED | CALLED BY | PHONE WHEN READY ☐ YES ☐ NO

LABOR RATE PER HOUR | NYS-MV R/S REG. NO. R-641 0214

I HEREBY AUTHORIZE THE REPAIR WORK HEREIN SET FORTH TO BE DONE ALONG WITH THE NECESSARY MATERIAL AT THE AGREED PRICE. 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 FOR GM CARS ONLY. ALL OTHER VEHICLES ARE 90 DAYS OR 4,000 MILES WHICHEVER COMES FIRST. WARRANTY REPAIRS TO BE PERFORMED AT SELLER'S PLACE OF BUSINESS. SELLER HEREBY LIMITS IMPLIED WARRANTIES TO THE PERIOD STATED.

STORAGE CHARGE IS $25.00 PER DAY 48 HRS. AFTER WORK COMPLETION OR IF NO WORK IS DONE THEN FROM DATE OF RECEIPT.

X [redacted]

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

REPLACED PARTS WILL BE DISCARDED UNLESS SPECIFIED.

SAVE REPLACED PARTS YES ☐ NO ☐ INITIALS

DO YOU HAVE AN EXTENDED WARRANTY OR SERVICE CONTRACT ☐ YES ☐ NO INITIALS

TYPE:

FORM ERA-1-RO

THE ALL NEW MAJOR CHEVROLET
39-10C 43rd Street
LONG ISLAND CITY, NY 11104
(718) 937-8608

CUSTOMER NO. 234505	ADVISOR HECTOR CONTRERAS 262932	TAG NO. 1192	INVOICE DATE 08/09/06	INVOICE NO. CTWS304168
[redacted]	LABOR RATE 91.41 / LICENSE NO.	MILEAGE 158	COLOR ONYX BLACK/	STOCK NO. N7157T7
	YEAR / MAKE / MODEL 07/CHEVROLET TRUCK/SUBURBAN/TAHOE 4D		DELIVERY DATE 08/03/06	DELIVERY MILES 8
NEW YORK, NY [redacted]	VEHICLE ID. NO. 1GNFK13047J[redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.	P. O. NO.	R. O. DATE 08/08/06	
RESIDENCE PHONE [redacted]	BUSINESS PHONE [redacted]	COMMENTS	MO: 158	

LABOR & PARTS----------

J# 1 43CVZ INSTRUMENTS HOURS: 0.30 TECH(S):199880 27.42

CUSTOMER STATES TIRE MONITOR LT ON
TECH RESET TIRE MONITOR.

CLAIM # 304168

JOB # 1 TOTAL LABOR & PARTS 27.42

R/O TAX 0.00
R/O TOTALS 27.42

WARRANTY CLAIM DETAIL TOTALS----------

CLAIM#	LABOR	PARTS	SUB.LAB.	SUB.PART	GOG	MISC	TAX	TOTAL
304168	27.42	0.00	0.00	0.00	0.00	0.00	0.00	27.42
CLAIM TOTALS	27.42	0.00	0.00	0.00	0.00	0.00	0.00	27.42

APPROVED BY SIGNATURE

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TERMS: STRICTLY CASH, CERTIFIED CHECK OR APPROVED CREDIT CARD.

N.Y.S. MV R/S Reg. No. R-6410214

CUSTOMER SIGNATURE X_____

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 SERVICE FILE COPY [END OF INVOICE]

THE ALL NEW MAJOR CHEVROLET
39-10C 43rd Street
LONG ISLAND CITY, NY 11104
(718) 937-8608

CUSTOMER NO. 234505	ADVISOR HECTOR CONTRERAS 262932	TAG NO. 1192	INVOICE DATE 08/08/06	INVOICE NO. CTCS304168
[redacted]	LABOR RATE 100.00 / LICENSE NO. / MILEAGE 158		COLOR ONYX BLACK/	STOCK NO. N7157T7
	YEAR / MAKE / MODEL 07/CHEVROLET TRUCK/SUBURBAN/TAHOE 4D		DELIVERY DATE 08/03/06	DELIVERY MILES 8
NEW YORK, NY [redacted]	VEHICLE ID. NO. 1GNFK13047J [redacted]		SELLING DEALER NO	PRODUCTION DATE
	F. T. E. NO.	P. O. NO.	R. O. DATE 08/08/06	
RESIDENCE PHONE [redacted]	BUSINESS PHONE [redacted]	COMMENTS	MO: 158	

LABOR & PARTS----------

J# 1 43CVZ INSTRUMENTS HOURS: 0.30 TECH(S):199880 WARRANTY

CUSTOMER STATES TIRE MONITOR LT ON
TECH RESET TIRE MONITOR.

JOB # 1 TOTAL LABOR & PARTS 0.00

TOTALS----------

THE PARTS AND SERVICE TEAM AT MAJOR CHEVROLET WOULD LIKE TO THANK YOU VERY MUCH FOR YOUR PATRONAGE.
IF YOUR ARE NOT COMPLETLEY SATISFIED WITH OUR SERVICE PLEASE FEEL FREE TO CONTACT OUR SERVICE DIRECTOR TIM OCONNOR AT 718-937-8608 OR E MAIL HIM AT CHEVYSERVICE@MAJORAUTO.COM
****
****
CUSTOMER SERVICE 24/7 HOTLINE 718-937-8735
****
**********DRIVE SAFELY!!!!**********
****
****
*********GET YOUR CHEVROLET READY FOR THE SUMMER**********
****
WE'LL BE THERE

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

CUSTOMER SIGNATURE

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TERMS: STRICTLY CASH, CERTIFIED CHECK OR APPROVED CREDIT CARD.

N.Y.S. MV R/S Reg. No. R-6410214

CUSTOMER SIGNATURE X

 SERVICE FILE COPY [END OF INVOICE]

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CONDITION # C/S. Tire monitor LT on

Reset Tires presure and monitor LT

CAUSE

CORRECTION

CONDITION #

CAUSE

CORRECTION

CONDITION #

CAUSE

CORRECTION

CONDITION #

CAUSE

CORRECTION

LABOR RECORD

EMP. NO.	OPER NO.	COST	ELAPSED TIME	TIME CLOCK
				OFF
				ON
				OFF
				ON
				OFF
				ON
				OFF
				ON
				OFF
				ON
				OFF
				ON
				OFF
				ON
TOTALS				

STRAIGHT TIME (HOURS): 0.3 Hac

FLAT RATE

R/O NO. 304168

OPER. NO.

EMP. NO. 199880

TIME

OFF

AUG 8 PM 2:31

AUG 8 PM 2:02

DK2958 (10/98)

Oct 03 07 08:59a MAJORCHEVY 7189378605 p.32

VEHICLE ID NO.	YEAR MAKE MODEL	PRODUCTION DATE	STOCK NO	LICENSE NO	P.O. NO
1 C N F K 1 3 0 4 7 J [redacted]	07/CHEVROLET TRUCK/SUBURBAN/TAHOE	4	N715717		304168

CUSTOMER NO	COLOR	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO	P.O. DATE
234000	ONYX BLACK/	08/03/06	8		08/08/06

SERVICE CONTRACT	CONTRACT NO	EXPIRATION DATE	EXPIRATION MILES	ADVISOR
ONFF MAJOR GUARD		08/08/10	48000	262932

[redacted]

BEFORE 2PM ASAP

NEW YORK, NY [redacted]

RESIDENCE PHONE [redacted] BUSINESS PHONE

TIME RECEIVED	DATE/TIME PROMISED	PRIORITY
11:12am	08/08/06 07:00PM	

APPOINTMENT ☐ YES ☐ NO

STATE REGN R-641 0214

LABOR RATE 100.00

FOR SHAW ROM

THE ALL NEW MAJOR CHEVROLET
39-10C 43rd Street
LONG ISLAND CITY, NY 11104
(718) 937-8608

CARD NO. 1192
MILEAGE 158
TRANS.
AIR COND.
TURBO
P.S.

JOB

LABOR INSTRUCTIONS

ORIGINAL CUSTOMER ESTIMATE: PARTS LABOR TOTAL

X----------

1 [illegible] INSTRUMENTS
CUSTOMER STATES TIRE MONITOR LT ON

PRE-INSPECTION ESTIMATE PARTS & LABOR $

DELAYED OR REVISED ESTIMATE APPROVAL $

TEAR DOWN FOR ESTIMATE ONLY X INITIALS $ AMOUNT

CONTACTED ☐ VIA PHONE IN PERSON ☐ | DATE AM PM | PHONE CALLED | OK'D BY | CALLED BY | PHONE WHEN READY ☐ YES ☐ NO

LABOR RATE _____ PER HOUR

NYS-MV R/S REG. NO. R-641 0214

I HEREBY AUTHORIZE THE REPAIR WORK HEREIN SET FORTH TO BE DONE ALONG WITH THE NECESSARY MATERIAL AT THE AGREED PRICE 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 FOR GM CARS ONLY. ALL OTHER VEHICLES ARE 90 DAYS OR 4,000 MILES WHICHEVER COMES FIRST. WARRANTY REPAIRS TO BE PERFORMED AT SELLER'S PLACE OF BUSINESS. SELLER HEREBY LIMITS IMPLIED WARRANTIES TO THE PERIOD STATED.

STORAGE CHARGE IS $25.00 PER DAY 48 HRS. AFTER WORK COMPLETION OR IF NO WORK IS DONE THEN FROM DATE OF RECEIPT.

TERMS: CASH, CERTIFIED CHECK OR CREDIT CARD.

X _____ CUSTOMER'S SIGNATURE

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

REPLACED PARTS WILL BE DISCARDED UNLESS SPECIFIED.

SAVE REPLACED PARTS YES ☐ NO ☐ INITIALS

DO YOU HAVE AN EXTENDED WARRANTY OR SERVICE CONTRACT ☐ YES ☐ NO INITIALS

TYPE:

car gone

FORM ERA-1-RO

ALEX SIMANOVSKY & ASSOCIATES, LLC

CONSUMER PROTECTION ATTORNEYS

115 BROAD AVENUE
PALISADES PARK, NJ 07650

PHONE: 201-414-4295
FACSIMILE: 800-304-5348

FACSIMILE TRANSMITTAL SHEET

TO: Carolina Aponte

FROM: Elton Bozanian

COMPANY: General Motors Corporation

DATE: 10/15/2007

FAX NUMBER: (866)270-0203

TOTAL NO. OF PAGES: 3

RE: [redacted] v. General Motors Corporation

Our Client:	Sharedan Lawrence
Vehicle:	2007 Chevrolet Suburban
VIN:	1GNFK13047J[redacted]
Date of purchase:	08/03/2006
Our File No.:	NY07-10289

Dear Ms. Aponte:

Please find the enclosed release agreement executed by our client, Sharedan Lawrence, with respect to the above claim. Please have the settlement draft in the amount of $5,200.00 inclusive of attorneys fees sent to our home office in Atlanta, GA, and we will disburse the appropriate funds to our client through our firm escrow account. That address is:

Alex Simanovsky & Associates, LLC
2300 Henderson Mill Road
Suite 300
Atlanta, GA 30345

Thank you for your prompt attention to this matter and please do not hesitate to contact me with any other questions or concerns regarding this file.

Very truly yours,

ELTON BOZANIAN

This facsimile message contains information from ALEX SIMANOVSKY & ASSOCIATES, LLC, that may be privileged and confidential attorney work product or attorney/client communication. This information is intended to be for the use of the addressee only. If you are not the addressee, note that any disclosure, copying, distribution or use of the contents of this message is prohibited. If you receive this message in error, please notify the sender immediately. The recipient may not use any communication herein for any reason not associated with the specific communication. All other uses are strictly prohibited.

RELEASE OF CLAIM

I, [redacted] (hereinafter referred to as "Releasor(s)"), on behalf of myself/ourselves and my/our assigns, heirs and executors, in consideration of $ 5,200 inclusive of attorneys fees 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) 2007 Chevrolet Tahoe bearing Vehicle Identification Number 1GNFK13047J[redacted] ("Subject Vehicle"), including but not limited to any claims based on any alleged defects in the subject vehicle. This Release of Claim shall not be construed to release any of the above named persons or entities from any liability regarding claims of personal injury or products liability arising out of the use or operation of the Subject Vehicle after the date of execution of this release. 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 15,526 on the date of the signing of 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: 10/15/2007

[redacted]

Address

South Ozone Pk. NY [redacted]

City, State, Zip Code

Claimant's Signature

Address

City, State, Zip Code

STATE OF New York

COUNTY OF New York

BIANCA CRUZ
Notary Public, State of New York
No. 01CR6126676
Qualified in New York County
Commission Expires July 8, 2009

BIAN
Notary Public
No: 01
Qualified in New
Commission Expires July

October 15, 2007

Sworn to (or affirmed) and subscribed before me this 15th day of October, 2007.
by Sheredan Lawrence.

Signature of Notary Public

BIANCA CRUZ
Notary Public, State of New York
No. 01CR6129678
Qualified in New York County
Commission Expires July 5, 2009

Print, type or stamp Commissioned Name of Notary Public

Personally Known [redacted]

Type of identification [redacted]

My commission expires: 07/05/09

CC: File

LG0024
V6302006

ALEX SIMANOVSKY & ASSOCIATES, LLC

CONSUMER PROTECTION ATTORNEYS

115 BROAD AVENUE
PALISADES PARK, NJ 07650

PH: 201-414-4295
FACSIMILE: 800-304-5348

FACSIMILE TRANSMITTAL SHEET

TO: Carolina Aponte	FROM: Elton Bozanian
COMPANY: General Motors Corporation	DATE: 10/8/2007
FAX NUMBER: (866)270-0203	TOTAL NO. OF PAGES: 1

RE: [redacted] **v. General Motors Corporation**

Our Client:	[redacted]
Vehicle:	2007 Chevrolet Suburban
VIN:	1GNFK13047J[redacted]
Date of purchase:	08/03/2006
Our File No.:	NY07-10289

Dear Ms. Aponte:

Please be advised that my client has directed me to make the following demand in response to your offer as a full and final settlement of the above-listed case. The terms of our demand are as follows:

- **Total settlement of $6,750.00 (inclusive of fees and costs).**

As always, my clients will execute a General Release provided it is first presented to this office for review. General Motors Corporation will then issue a check in the Total Settlement amount payable to the order of our clients and Alex Simanovsky & Associates, LLC to the firm's main office at 2300 Henderson Mill Road, Suite 300, Atlanta GA 30345.

Please let me know as soon as possible if this settlement proposal is acceptable. Thank you for your cooperation in quickly resolving this matter.

Sincerely,
Alex Simanovsky & Associates, LLC
ELTON BOZANIAN

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Keep this document to show to the police and courts.

NEW YORK STATE REGISTRATION DOCUMENT

[redacted]

2007 CHEVR NONTRANSFERABLE
SUBN BK 1GNFK13047J[redacted]
005765 G 8 EJ336059 AUG 03 2006
Wt/Seats Fuel/Cyl MSM LIPAE1
Expires 08/27/08
[redacted] *NYMA*
45.00
NEW YORK NY [redacted]
ANNUAL CHG.
[redacted] VOID IF ALTERED EXCEPT FOR ADDRESS
183.00

[redacted]

DOB: 06-02-61
[redacted]
NEW YORK NY [redacted]
SEX: F EYES: BK HT: 5-03 CLASS: D
E: R:
ISSUED: 05-19-04 EXPIRES: 06-02-12
61719470

SALISBURY MOTOR CO INC
BUICK PONTIAC GMC
700 WEST INNES STREET
SALISBURY NC 28144

GMC

GMC

TO:

FAX#: 1-866-430-2718
NAME To whom it may concern
COMPANY
TOTAL # PAGES 4
(INCLUDING COVER SHEET)

MESSAGE:

FROM:

NAME Steve Whitney
LOCATION Salisbury Motor Company
DATE 2-14-07
FAX # 704-636-3668 PHONE 704-636-1341

General Motors Dealership Empowerment Process

(Dealership Service Management Template – Revised 01/10/2007)

1) Please complete this template by either typing or legibly writing in all required information
2) Either fax the completed template to 1-866-430-2718, or attach it to any e-mail and send to AVM.TEAM@GMEXPERT.COM
   - It is NOT necessary to FAX all 13 pages; only those that apply to your request
3) Place a copy of the completed template in your VIN history file for future reference

NOTE: Questions pertaining to potential goodwill options (prior to committing to the customer), value &/or the status of a pending request can be directed to the GM Call Center at 1-800-231-1841 (prompt 3, prompt 2)

Region	☐ NEast	☒ S East	☐ N Central	☐ S Central	☐ Western

Service Manager Name & Phone Number	Steve Whitley 704-636-1341
Dealership Name, Location & BAC Number	Salisbury Motor Company 700 west Innes St Salisbury NC 28144 118200
CAC Case (SR) Number (if known)	
Customer Name (Mr., Ms., Mrs., Last, First, MI)	[redacted]
Customer Complete Mailing Address	[redacted] Salisbury NC [redacted]
Daytime Phone Number	[redacted]
Evening Phone Number	" "
FULL VIN	1GKFK13087R[redacted]
Current Mileage	29661
District Service Manager's Name & Phone Number	James Ferguson - 704-578-5602.
Customer's Concern(s) And Business Reason(s) For Offering Goodwill	Owner Has lost confidence in vehicle. No longer feels any sence of value or pride in purchase. CAR Has had, two inside door handles, Sir coil, Defroster inop- rear hatch inop- Brake Pulsation, Bad Transfer case control module and has had the forward spring in transmission replaced and a bad purge valve
Additional Information, Such As RO #s And Used Vehicle Purchase Information (date & mileage at purchase, and seller)	40506 - 1-30-08 - 29661 miles 34044 - 12-27-06 11944 38340 - 8-27-07 - 23823 37238 - 6-20-07 21601 35732 - 3-29-07 17640 34393 - 1-11-07 12706

Revised 01/11/2007

02/14/2008 17:47 FAX 7046363668 SALISBURY MTR 002

2007 Model Year

Available GMPP parameters for all vehicles appearing on the Vehicle Model Group Classification Guide
In service up to 12 months and 12,000 odometer miles (classified as a NEW vehicle)
Note: 36/45,000, 36/54,000, & 48/48,000 plans are unavailable for ALL Buick, Cadillac and Hummer vehicles

☐ Value Guard ☐ Major Guard

36 Months	48 Months	60 Months
☐ 45,000	☐ 48,000	☐ 40,000
☐ 54,000	☐ 60,000	☐ 50,000
☐ 60,000	☐ 72,000	☐ 60,000
☐ 75,000	☐ 80,000	☐ 75,000
☐ 100,000	☐ 100,000	☐ 90,000
		☐ 100,000

Available Deductible: ☐ $0 ☐ $100 ☐ $200

2007 Model Year / In service 12 or more months and with 0 - 24,000 odometer miles

☐ Value Guard ☐ Major Guard

24 Months	36 Months	48 Months	60 Months
☐ 56,000	☐ 24,000	☐ 32,000	☐ 40,000
☐ 70,000	☐ 30,000	☐ 40,000	☐ 50,000
☐ 84,000	☐ 36,000	☐ 48,000	☐ 60,000
	☐ 45,000	☐ 60,000	☐ 75,000
	☐ 54,000	☐ 72,000	
	☐ 60,000		
	☐ 75,000		

Available Deductible: ☐ $0 ☐ $100 ☐ $200

2007 Model Year / In service 12 or more months and with 24,000 – 36,000 odometer miles

☐ Value Guard ☐ Major Guard

12 Months	24 Months	36 Months	48 Months	60 Months
☐ 12,000	☐ 24,000	☐ 24,000	☐ 32,000	☐ 50,000
☐ 20,000	☐ 30,000	☐ 30,000	☐ 40,000	☐ 60,000
	☐ 36,000	☐ 36,000	☐ 48,000	☐ 75,000
	☐ 50,000	☐ 45,000	☐ 60,000	
		☐ 54,000	☐ 72,000	
		☐ 60,000		
		☒ 75,000		

Available Deductible: ☒ $0 ☐ $100 ☐ $200

2007 Model Year / In service 12 or more months and with 36,000 – 50,000 odometer miles

☐ Value Guard ☐ Major Guard

12 Months	24 Months	36 Months	48 Months	60 Months
☐ 12,000	☐ 24,000	☐ 24,000	☐ 32,000	☐ 40,000
☐ 15,000	☐ 30,000	☐ 30,000	☐ 40,000	☐ 50,000
☐ 20,000	☐ 36,000	☐ 36,000	☐ 48,000	
	☐ 40,000	☐ 45,000		
	☐ 50,000	☐ 54,000		

Available Deductible: ☐ $50 ☐ $100 ☐ $200

Revised 01/11/2007

02/14/2008 17:47 FAX 7046363668 SALISBURY MTR 003

Salisbury Motor Company, Inc.

02/14/2008

Customer Information

Cust.: RYE136179

[redacted]

SALISBURY NC [redacted]

[redacted]

Vehicle No: 7R136179

VIN: 1GKFK13087R[redacted]
2007 GMC YUKON
BLACK

Stock No: 6223
Salesman: DC IV

Rec. Next Service: /00
Inspection Month: 06
Service Contract:

Exp.: /00

Memo:

R/O	Date	Odom.	TN	T	Service	Total
31796A	08/16/06	3463	01	C	LUBE - OIL - FILTER	30.50
33308A	11/07/06	9268	01	C	LUBE - OIL - FILTER	30.50
33308B	11/07/06	9268		W	CHECK WIRE LOOSE ON REAR GLASS	.00
33308C	11/07/06	9268		W	CHECK EMBLEM ON STEERING WHEEL	.00
34044A	12/27/06	11944	06	W	CHECK REAR DEFROSTER INOPERATIVE	405.41
34393A	01/11/07	12706	01	C	LUBE - OIL - FILTER	30.50
34393B	01/11/07	12706	05	W	REAR POWER HATCH INOP	31.78
35301A	03/02/07	16589	01	C	LUBE - OIL - FILTER	30.50
35301B	03/02/07	16589	01	C	TIRE ROTATION CAR	19.20
35732A	03/29/07	17640	05	W	CHECK ENGINE LIGHT IS ON	86.83
35732B	03/29/07	17640		W	CHECK OIL LEAK PASS SIDE	.00
35732C	03/29/07	17640	05	W	CHECK BRAKES FOR PULSATION	164.83
36860A	06/18/07	19528	03	W	SERVICE 4WD LIGHT IS ON	.00
36860B	06/18/07	19528	01	C	LUBE - OIL - FILTER	.00
37238A	06/20/07	21601	01	C	LUBE - OIL - FILTER	31.32
37238B	06/20/07	21601	05	W	SERVICE 4 WHEEL DRIVE LIGHT IS ON	369.87
38340A	08/27/07	23823	02	W	CHECK VEHICLE WILL NOT MOVE UNLESS IN FI	747.18
38340B	08/27/07	23823	03	W	PROVIDE ALT TRASPORT FOR CUSTOMER	294.00
40506A	01/30/08	29661	02	W	CHECK FOR SQUEAK IN STEERING WHEEL AREA	113.59
40506B	01/30/08	29661	02	W	CHECK TRIM LOOSE ON BACK OF R/F SEAT	.00
40506C	01/30/08	29661	02	W	CHECK FOR WINDNOISE ON RIGHT SIDE	68.08
40506D	01/30/08	29661	02	W	CHECK FOR SQUEAK IN 3RD ROW SEAT AREA WH	.00
40506E	01/30/08	29661	02	W	CHECK GAS PEDAL - TRACTION CONTROL SWITC	72.10
40506F	01/30/08	29661	02	W	CHECK LEFT FRONT INSIDE DOOR HANDLE PEEL	110.89
40506G	01/30/08	29661	02	W	CHECK RIGHT FRONT INSIDE DOOR HANDLE PEE	123.18
40506H	01/30/08	29661	03	W	ALT TRANSPORTATION	126.00

Form **W-9**
(Rev. December 1996)
Department of the Treasury
Internal Revenue Service

Request for Taxpayer Identification Number and Certification

Give form to the requester. Do NOT send to the IRS.

Please print or type

Name (If a joint account or you changed your name, see Specific Instructions on page 2.)

Business name, if different from above. (See Specific Instructions on page 2.)
LAW OFFICE OF Robert L. Starr

Check appropriate box: ☒ Individual/Sole proprietor ☐ Corporation ☐ Partnership ☐ Other ▶

Address (number, street, and apt. or suite no.)
23277 Ventura Boulevard

City, state, and ZIP code
WOODLAND HILLS, CA. 91364

Requester's name and address (optional)

List account number(s) here (optional)

Part I **Taxpayer Identification Number (TIN)**

Enter your TIN in the appropriate box. For individuals, this is your social security number (SSN). However, if you are a resident alien OR a sole proprietor, see the instructions on page 2. For other entities, it is your employer identification number (EIN). If you do not have a number, see **How To Get a TIN** on page 2.

Note: *If the account is in more than one name, see the chart on page 2 for guidelines on whose number to enter.*

[redacted]

OR

Employer identification number

Part II **For Payees Exempt From Backup Withholding** (See the instructions on page 2.)

▶

Part III **Certification**

Under penalties of perjury, I certify that:

1. The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me), and
2. I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding.

Certification Instructions.—You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the Certification, but you must provide your correct TIN. (See the instructions on page 2.)

Sign Here **Signature ▶** **Date ▶** 3-27-08

Purpose of Form.—A person who is required to file an information return with the IRS must get your correct taxpayer identification number (TIN) to report, for example, income paid to you, real estate transactions, mortgage interest you paid, acquisition or abandonment of secured property, cancellation of debt, or contributions you made to an IRA.

Use Form W-9 to give your correct TIN to the person requesting it (the requester) and, when applicable, to:

1. Certify the TIN you are giving is correct (or you are waiting for a number to be issued),
2. Certify you are not subject to backup withholding, or
3. Claim exemption from backup withholding if you are an exempt payee.

Note: *If a requester gives you a form other than a W-9 to request your TIN, you must use the requester's form if it is substantially similar to this Form W-9.*

What is Backup Withholding?—Persons making certain payments to you must withhold and pay to the IRS 31% of such payments under certain conditions. This is called "backup withholding." Payments that may be subject to backup withholding include interest, dividends, broker and barter exchange transactions, rents, royalties, nonemployee pay, and certain payments from fishing boat operators. Real estate transactions are not subject to backup withholding.

If you give the requester your correct TIN, make the proper certifications, and report all your taxable interest and dividends on your tax return, payments you receive will not be subject to backup withholding. Payments you receive will be subject to backup withholding if:

1. You do not furnish your TIN to the requester, or
2. The IRS tells the requester that you furnished an incorrect TIN, or
3. The IRS tells you that you are subject to backup withholding because you did not report all your interest and dividends on your tax return (for reportable interest and dividends only), or
4. You do not certify to the requester that you are not subject to backup withholding under 3 above (for reportable interest and dividend accounts opened after 1983 only), or
5. You do not certify your TIN when required. See the Part III instructions on page 2 for details.

Certain payees and payments are exempt from backup withholding. See the Part II instructions and the separate **Instructions for the Requester of Form W-9.**

Penalties

Failure To Furnish TIN.—If you fail to furnish your correct TIN to a requester, you are subject to a penalty of $50 for each such failure unless your failure is due to reasonable cause and not to willful neglect.

Civil Penalty for False Information With Respect to Withholding.—If you make a false statement with no reasonable basis that results in no backup withholding, you are subject to a $500 penalty.

Criminal Penalty for Falsifying Information.— Willfully falsifying certifications or affirmations may subject you to criminal penalties including fines and/or imprisonment.

Misuse of TINs.—If the requester discloses or uses TINs in violation of Federal law, the requester may be subject to civil and criminal penalties.

STRAIGHT-PAYMENT-LEASE REPURCHASE WORKSHEET - BRC COMMON

File Number
71-6044766310

Customer Name
[redacted]

Worksheet Filled Out By:
Yvonne R.

☐ Draft-Add question marks beside category (not in dollar fields) to indicate incomplete information

Vehicle VIN:
1GKFC16077R334339

Date:
March 17, 2008

USAGE FORMULAS

To calculate usage:
Use ONLY one of the 4 methods in this column or follow applicable lemon law formula for your state

5	**A. USAGE USING L.L. FORMULA**	
6	Base Price/Total Repurch Price	$0.00
7	Mileage	0
8	Denominator	100,000
9	**Usage**	**$0.00**
10		
11	**B. USAGE - NEGOTIATED**	$0.00
12		
13		
14	**C. USAGE USING CENTS/MILE**	
15	Mileage	0
16	Cents per mile	$0.000
17	**Usage**	**$0.00**
18		
19		
20	**D. USAGE-CALIFORNIA ONLY**	
21	Base price section-Used when **NOT** financed.	
22	**"Actual Price Paid" (Base)**	**$0.00**
23	Mileage	0
24	**Usage**	**$0.00**
25	**OR**	
26	Payment/Lease-Used **when** financed.	
27	**"Actual Price Paid" (Pmt/Lease)**	**$39,476.03**
28	Mileage	4,763
29	Any ext service contract (CA only)	0
30	**Usage**	**$1,566.87**
31		

STRAIGHT REPURCHASE - BASE

1	Base Price	$0.00
2	Conversion / Upfit cost	$0.00
3	Reg./Lic./Title Fees	$0.00
4	State Fees	$0.00
5	Aftermarket Items	$0.00
6	Sales Tax	$0.00
7	Finance Charges	$0.00
8	GMPP (* only for WI)	$0.00
9	Other-Explain	$0.00
10	**Total Purchase Price**	**$0.00**
11		
12	*** Usage/Depreciation**	**$0.00**
13	Damage	$0.00
14	Late charges	$0.00
15	Over-Allowance	$0.00
16	Negative Equity	$0.00
17	Incentives	$0.00
18	Other-Explain	$0.00
19	Other-Explain	$0.00
20	Other-Explain	$0.00
21	Other-Explain	$0.00
22	**Total Deductions**	**$0.00**
23		
24	**Repurchase Subtotal**	**$0.00**
25	Loan Payoff good thru xx/xx/xx	$0.00
26	**Total Refund to Customer**	**$0.00**
27	Attorney's Fees	$0.00
28	**Total Repurchase**	**$0.00**
29	NADA (Legal Only)	$0.00
30	**Estimated Auction Value**	**$0.00**
31	**Projected Loss**	**$0.00**

PAYMENT (CA, FL & WV) OR LEASE REPURCHASE

1	Down Pmt / Cap Cost Reduction	$14,000.00
2	Pmts (includes 1st month if lease)	$3,763.38
3	Reg/Lic/Title Fees (leases only)	$0.00
4	Tax (leases only)	$0.00
5	Aftermarket Items	$0.00
6	Other-Explain	$0.00
7	Other-Explain	$0.00
8	Other-Explain	$0.00
9	Other-Explain	$0.00
10	**Total Additions**	**$17,763.38**
11		
12	*** Usage/Depreciation**	**$1,566.87**
13	Damage	$0.00
14	Late charges	$0.00
15	Over-Allowance	$0.00
16	Negative Equity	$0.00
17	Incentives	$4,000.00
18	Sec. Dep. (leases) if reimbursing above	$0.00
19	Extended Service Contract	$0.00
20	Gap Insurance	$695.00
21	Over Mileage Penalty	$0.00
22	**Total Deductions**	**$6,261.87**
23		
24	**Total Refund to Customer**	**$11,501.51**
25	Dlr Buyout (lease) or Loan Payoff	$26,407.65
26	good thru 04/18/2008	
27	Attorney's Fees	$3,000.00
28	**Total Repurchase**	**$40,909.16**
29	NADA (Legal Only)	$28,675.00
30	**Estimated Auction Value**	**$21,219.50**
31	**Projected Loss**	**$19,689.66**

PURCHASE PRICE (before I/t/t)	$	37,861.00
MSRP (FROM BARS INVOICE)	$	38,685.00
DIFFERENCE	$	(824.00)
if positive look for over allowance		

Authorized Signature — Date 4/8/08

TRADE ALLOWANCE	$	-
PAYOFF OF TRADE	$	-
DIFFERENCE	$	-
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 fill credit
Include GM card points

Form Rev. 04/28/2006

Attn. Danny

[redacted]

CALIFORNIA DEPARTMENT OF MOTOR VEHICLES
CUSTOMER RECEIPT COPY
REGISTRATION
INFORMATION REQUEST
03/28/08

R62999335874A6BFG344
DATE: 03/28/08 TIME: 14:06
PENDING RECORD INSURANCE STATUS NOT CHECKED
REG VALID FROM: 08/22/07 TO 08/22/08
LIC#:[redacted] YRMD:07 MAKE:GMC BTM :LL VIN :1GKFC16077R[redacted]
R/O :[redacted]CITY:SYLMAR C.C.:19
ZIP#:[redacted]
SOLD:00/00/07 RCID:09/14/07 OCID:09/18/07 LOCD:Z
L/O :WELLS FARGO AUTO FIN INC, PO BX 53439, PHOENIX CITY:AZ ZIP :85072
LPT [redacted]
TYPE:11 POWR:G VEH :11 BODY:S CLAS:KR
REC STATUS:
09/18/07 SMOG DUE 08/22/13
RIP OFC:652 D:11/01/07 ID/S:C30054 T:K00 V:0014500 R:I RT:
PAPERLESS TITLE

CLEARANCE INFORMATION RECORDS:

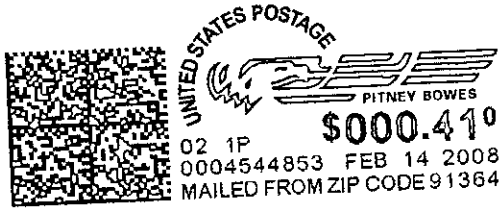
OFFICE	WORK DATE	TECH/ID	SEQ #	VALUE	FICHE DATE	TTC
172	09/14/07	15	0335	00310.00	00/00/00	A00
652	10/26/07	C6	0028	00000.00	00/00/00	RIP
652	10/25/07	C6	0033	00000.00	PRIOR SUSPENSE	
652	11/01/07	C3	0054	00000.00	00/00/00	RIP
652	10/26/07	C6	0028	00000.00	PRIOR SUSPENSE	

08/21/2007-ODOMETER: 24 MILES ACTUAL MILEAGE
DATE: 03/28/08 TIME: 14:06
PENDING MASTER FILE RECORD
LIC#: YRMD:07 MAKE:GMC BTM :LM VIN :1GKFC16077R334339
R/O [redacted]
CITY:SYLMAR C.C.:19 ZIP#:[redacted]
SOLD:00/00/07 RCID:11/01/07 LOCD:0
L/O :WELLS FARGO AUTO FIN INC, PO BX 53439, PHOENIX CITY:AZ ZIP :85072
TYPE:11 POWR:G AXLE:2 WGHT:05560 VEH :32 BODY:X CLAS:KR EQP#:P002200
REC STATUS:
11/01/07 REFLECTORIZED LICENSE PLATE
11/01/07 ORIGINAL TAXI

* * * END * * *

587 032808 29 0049 VIR $ 5.00

Daniel Carnevale
Law Office of Robert L. Starr
23277 Ventura Blvd
Woodland Hills, CA 91364



FEB 19 2008

General Motors
Legal Department
P.O. Box 33172
Detroit, Michigan 48232

48232$5172 B050

The Law Office Of
ROBERT L. STARR
23277 Ventura Blvd
Woodland Hills, CA 91364
Telephone (818) 225-9040
Facsimile (818) 225-9042

February 14, 2008

General Motors
Legal Department
P.O. Box 33172
Detroit, Michigan 48232

RE:	**My Client**	:	[redacted]
	Vehicle	:	**2007 Cheverolet Yukon**
	Vehicle Vin #	:	**1GKFC16077R[redacted]**
	Complaint	:	**Multiple mechanical problems qualifying vehicle for repurchase pursuant to the California Civil Code Section 1793.2 and the California Civil Code Section 1793.22**

Dear General Motors:

Please be advised that I have been retained as the attorney of record to represent Mr.Gadjikian in regards to his claims against Chevrolet pursuant to the California Civil Code Section 1793.2 and the California Civil Code Section 1793.22.

At this time this office requests that Chevrolet repurchase Mr.Gadjikian's vehicle in compliance with California Law. Please contact me upon your receipt of this letter so that we may discuss this matter further. Thank you.

Sincerely,

Robert L. Starr, Esq.

02/22/2008
13:59:19

SUMMARY HISTORY DISPLAY

3100
PAGE 1

CUSTOMER NAME [redacted] SERIAL NO. 1GKFC16077R[redacted]
TOTAL R/O'S 7 TOTAL SERV. DAYS 17 MAKE GC GMC

LN#	RO.NO.	RO. DATE..	MILES.	ADV/TECH	J#	T	OPERATION CODE.	DESCRIPTION.....
1	316402	02/07/2008	5269	A 3813				
				T 8236	1	W	01CVZM49	MAINTENANCE
2	315314	02/04/2008	7029	A 8398				
				T 3252	1	W	02CVZD18	CHECK ENGINE LIG
3	313773	01/30/2008	6832	A 8398				
				T 8864	1	W	15CVZ	15-A & ELECTRICA
				T 7848	2	W	02CVZD18	CHECK ENGINE LIG
				T 7631	3	W	15CVZ307	15-A & ELECTRICA
				T 7631	4	W	15CVZD00	15A
4	307548	01/10/2008	5269	A 8398				
				T 8236	1	W	08CVZB12	BRAKES
				T 7631	2	W	15CVZ	15-A & ELECTRICA
				T 7631	3	W	15CVZ307	15-A & ELECTRICA
				T 7631	4	W	15CVZE01	15-A & ELECTRICA
				T 7548	5	W	02CVZ	DRIVEABILITY
				T 8640	6	W	12CVZ	TRANSMISSION
				T 7631	7	W	15CVZE04	15-A & ELECTRICA
				T 3999	8	W	18CVZS06	ENTERPRISE RENTA
5	282126	10/19/2007	4763	A 8235				
				T 7532	1	W	15CVZE05	15-A & ELECTRICA
				T 3999	2	I	18CVZS10	SUBLET
				T 7532	3	W	15CVZD00	15A
				T 7532	4	W	55CVZ	CAMPAIGN
6	267119	09/04/2007	5	A 8648				
				T 3028	1	I	85CVZ03	INTERIOR ACCESSO
7	218758	04/10/2007	5	A 8648				
				T 8378	1	I	85CVZ02	EXTERIOR ACCESSO

Phone # [redacted]

Fax # [redacted]

Attn [redacted]

Rydell AUTOMOTIVE GROUP
San Fernando Valley

Rydell GM Van Nuys
6001 Van Nuys Blvd. * Van Nuys, CA 91401
SERVICE (818) **933-3000** • **PARTS** (818) **933-3030**

Mailing Address P.O. Box 2189 Van Nuys, CA 91404

CELL/PAGER

CUSTOMER NO. 211015	ADVISOR RICK GUZMAN 3813	TAG NO. 339	INVOICE DATE 02/07/08	INVOICE NO. C1CS316402
[redacted] SYLMAR, CA [redacted]	LICENSE NO.	MILEAGE 5,269	COLOR ONYX BLACK/	STOCK NO. 11513
	YEAR / MAKE / MODEL 07/GMC/YUKON XL/LL 2WD 1500		DELIVERY DATE 08/21/07	DELIVERY MILES 24
	VEHICLE I.D. NO. 1GKFC16077R [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 02/07/08	
RE[redacted]	COMMENTS			

JOB# 1 CHARGES

LABOR
J# 1 01CVZM49 MAINTENANCE TECH(S):8236 WARRANTY
ADM ALLOWANCE FOR PART RETURN RO307548

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX C1CS JOB# 1 TOTAL 0.00

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $0.00 (+TAX)

TOTALS

OUR NEW BAR NUMBER IS AM 202747

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**

CASH CHECK #.....

MASTER CARD VISA CARD

DISCOVER CARD AMERICAN EXPRESS

STORE HOURS ARE 6:00AM TO 9:00PM MONDAY THROUGH FRIDAY
8:00 TO 6:00PM SATURDAY AND SUNDAY

AUTOMOTIVE GROUP
San Fernando Valley

CUSTOMER SIGNATURE
********** D U P L I C A T E I N V O I C E **********

BAR #AM202747

EPA #CAL000236178

REORDER JB GRAPHICS (818) 909-4713 9/03/08-L2

 CUSTOMER COPY [END OF INVOICE] 03:26pm

Rydell AUTOMOTIVE GROUP
San Fernando Valley

Rydell GM Van Nuys
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Mailing Address P.O. Box 2189 Van Nuys, CA 91404

CUSTOMER NO. 211015	ADVISOR VIRGILIO RENE SAZO 8398		TAG NO. 6429	INVOICE DATE 02/06/08	INVOICE NO. C1CS315314
[redacted]		LICENSE NO	MILEAGE 7,029	COLOR ONYX BLACK/	STOCK NO. 11513
SYLMAR, CA [redacted]	YEAR / MAKE / MODEL 07/GMC/YUKON XL/LL 2WD 1500			DELIVERY DATE 08/21/07	DELIVERY MILES 24
	VEHICLE I.D. NO. 1GKFC16077R[redacted]			SELLING DEALER NO	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.		R.O. DATE 02/04/08	
[redacted]	COMMENTS				

JOB# 1 CHARGES----------

LABOR----------
J# 1 02CVZD18 CHECK ENGINE LIGHT TECH(S):3252 WARRANTY

CHECK ENGINE LIGHT IS ON - DIAGNOSE AND ADVISE
VEHICLE RUNNING ROUGH AT IDLE.
PERFORM SYSTEM CHECKS AND SB DIAG.
FOUND ONLY CAT CODE P0420 SET. NO ROUGH RUNNING FOUND OR
ANY MISSFIRE CODES. FOLLOWED DOC 1741263 COMPLETLY FOR CAT
DIAG. NEEDS CAT CONVERTER ASM.
REPLACE CAT CONVERTER ASM. L 2300 1.3 + .3

PARTS------	QTY---	FP	NUMBER----------	DESCRIPTION---------	LIST PRICE-	UNIT PRICE-	
	1		15035747	SEAL 3.611			WARRANTY
	1		15077362	SEAL 3.611			WARRANTY
	1		25824121	CONVERTER 3.685			WARRANTY
	-1		25824121	CORE RETURN			WARRANTY
						TOTAL - PARTS	0.00

JOB# 1 TOTALS----------

JOB# 1 JOURNAL PREFIX C1CS JOB# 1 TOTAL 0.00

ESTIMATE----------
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $0.00 (+TAX)

COMMENTS----------
DROP OFF

TOTALS----------

OUR NEW BAR NUMBER IS AA 202747

AUTOMOTIVE GROUP
San Fernando Valley

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**

CASH CHECK #.....

MASTER CARD VISA CARD

DISCOVER CARD AMERICAN EXPRESS

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CUSTOMER SIGNATURE

********** DUPLICATE INVOICE **********

BAR #AA202747

EPA #CAL000206178

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Mailing Address P.O. Box 2189 Van Nuys, CA 91404

CELL/PAGER				
CUSTOMER NO. 211015	ADVISOR VIRGILIO RENE SAZO 8398	TAG NO. 6396	INVOICE DATE 01/31/08	INVOICE NO. C1CS313773
[redacted]	LICENSE NO.	MILEAGE 6,832	COLOR ONYX BLACK/	STOCK NO. 11513
SYLMAR, CA [redacted]	YEAR / MAKE / MODEL 07/GMC/YUKON XL/LL 2WD 1500		DELIVERY DATE 08/21/07	DELIVERY MILES 24
	VEHICLE I.D. NO. 1GKFC16077R [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 01/30/08	
[redacted]	COMMENTS			

JOB# 1 CHARGES

LABOR

J# 1 15CVZ 15-A & ELECTRICAL TECH(S):8864 WARRANTY

CLIENT STATES AIR BAG LITE IS ON AND DISPLAY READS SERVICE AIR BAG.
VERIFIED CONCERN. COMPELTED DIAG AND FOUND NO COMMUNICATION WITH SIR MODULE.
DIAG AND FOUND 15 AMP SIR FUSE TO BE BLOWN
REPLACED FUSE AND ROAD TESTED; OK. N1720

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
	1	88909754	FUSE KIT 8.965			WARRANTY
				TOTAL - PARTS		0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX C1CS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR

J# 2 02CVZD18 CHECK ENGINE LIGHT TECH(S):7848 WARRANTY

CHECK ENGINE LIGHT IS ON - DIAGNOSE AND ADVISE
CLIENT STATES VEHICLE RUNNING ROUGH.
FOUND NO CHECK ENGINT LIGHT ON.SCAN ENG AND FOUND CODES
P0300,P0351,P0353,P0355 AND P0357 WITH A PASS STATUS
CHECKED POWER,GROUND,LOW REF AND CONTROL CIRCUITS.ALL OK
AT THIS TIME.
NO CORRECTION NEEDED AT THIS TIME.BUT SWITCHED COILS
ASSY LEFT TO RIGHT.IF PROBLEM RETURN TO SEE IF FOLLOW
COIL ASSY CLEAR CODES.

UTOMOTIVE GROUP
San Fernando Valley

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX C1CS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR

J# 3 15CVZ307 15-A & ELECTRICAL TECH(S):7631 WARRANTY

CLIENT STATES DRIVER WINDOW MAKES NOISE WHEN COMING DOWN
SOP IS IN
EXCESSIVE FRICTION IN DRIVERS DOOR WINDOW RUN CHANNEL
DIAGNOSED AND REPLACED LEFT FRONT DOOR WINDOW RUN CHANNEL.

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
	1	25876763	WEATHERST 16.183			WARRANTY
	1	25876764	WEATHERST 16.183			WARRANTY
				TOTAL - PARTS		0.00

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX C1CS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES

LABOR

[CONTINUED ON NEXT PAGE] 03:26pm

02/22/2008 15:27 8182671482 CHIP BECK RYDELL PAGE 04

Rydell AUTOMOTIVE GROUP
San Fernando Valley

Rydell GM Van Nuys
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SERVICE (818) 933-3000 • PARTS (818) 933-3030
Mailing Address P.O. Box 2189 Van Nuys, CA 91404

CELL/PAGER

CUSTOMER NO. 211015	ADVISOR VIRGILIO RENE SAZO 8398	TAG NO. 6396	INVOICE DATE 01/31/08	INVOICE NO. C1CS313773
[redacted]	LICENSE NO.	MILEAGE 6,832	COLOR ONYX BLACK/	STOCK NO. 11513
SYLMAR, CA [redacted]	YEAR / MAKE / MODEL 07/GMC/YUKON XL/LL 2WD 1500		DELIVERY DATE 08/21/07	DELIVERY MILES 24
	VEHICLE I.D. NO. 1GKFC16077R[redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 01/30/08	
RE[redacted]	COMMENTS			

LABOR
J# 4 15CVZD00 15A TECH(S):7631 WARRANTY
CLIENT STATES PASSENGER SIDE WINDOW ROLLS UP SLOW
SOP IS IN
EXCESSIVE FRICTION IN RIGHT PASSENGER WINDOW
RUN CHANNEL.
DIAGNOSED AND REPLACED RIGHT FRONT DOOR WINDOW RUN CHANNEL.

JOB# 4 TOTALS

JOB# 4 JOURNAL PREFIX C1CS JOB# 4 TOTAL 0.00

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $0.00 (+TAX)
COMMENTS
DROP OFF

TOTALS

OUR NEW BAR NUMBER IS AM 202747

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

CASH CHECK #.....

MASTER CARD VISA CARD

DISCOVER CARD AMERICAN EXPRESS

AUTOMOTIVE GROUP
San Fernando Valley

STORE HOURS ARE 6:00AM TO 9:00PM MONDAY THROUGH FRIDAY
8:00 TO 6:00PM SATURDAY AND SUNDAY

CUSTOMER SIGNATURE
********** D U P L I C A T E I N V O I C E **********

 CUSTOMER COPY [END OF INVOICE] 03:26pm

BAR #AM202747
EPA #CAL000236178
EPA #CAL000261379
EPA #CAL000236178
RECORDER JB GRAPHICS (818) 909-4713 970339-C2
02/22/2008 15:27 8182671482 CHIP BECK RYDELL PAGE 05

Rydell AUTOMOTIVE GROUP
San Fernando Valley

Rydell GM Van Nuys
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SERVICE (818) **933-3000** • **PARTS** (818) **933-3030**

Mailing Address P.O. Box 2189 Van Nuys, CA 91404

CUSTOMER NO. 211015	ADVISOR VIRGILIO RENE SAZO 8398	TAG NO. 6251	INVOICE DATE 01/11/08	INVOICE NO. C1CS307548
[redacted]	LICENSE NO	MILEAGE 5,269	COLOR ONYX BLACK/	STOCK NO. 11513
SYLMAR, CA [redacted]	YEAR / MAKE / MODEL 07/GMC/YUKON XL/LL 2WD 1500		DELIVERY DATE 08/21/07	DELIVERY MILES 24
	VEHICLE I.D. NO. 1GKFC16077R [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 01/10/08	
[redacted]	COMMENTS			

CELL/PAGER

JOB# 1 CHARGES

LABOR
J# 1 08CVZB12 BRAKES TECH(S):8236 WARRANTY
CLIENT STATES THERE IS UNEVEM TIRE WEAR
CHECKED ALIGNMENT FOUND CASTER AND CAMBER AND TOE ANGLES
WERE OUT OF FACTORY SPECIFACATIONS.
PERFORMED FRONT END ALIGNMENT MADE ADJUSTMENTS TO CASTER
CAMBER AND TOE ON BOTH FRONT WHEELS TO BRING THEM TO
MEET FACTORY SPECIFACATIONS. ROAD TESTED AFTER TO INSURE
PROPER ALIGNMENT.
OP CODE E2020 TIME 1.1

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX C1CS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR
J# 2 15CVZ 15-A & ELECTRICAL TECH(S):7631 WARRANTY
CLIENT STATES DRIVER WINDOW MAKES NOISE WHEN COMING DOWN
FAULY WINDOW RUNCHANNEL
DIAGNOSED AND ORDERED DRIVERS DORO WINDOW RUNCHANNEL.

PARTS QTY FP NUMBER DESCRIPTION LIST PRICE UNIT PRICE
0 25876763 WEATHERST 16.183 WARRANTY
PART ON SPECIAL ORDER
** QUANTITY 1 IS SPECIAL ORDERED **
TOTAL - PARTS 0.00

AUTOMOTIVE GROUP
San Fernando Valley

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX C1CS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR
J# 3 15CVZ307 15-A & ELECTRICAL TECH(S):7631 WARRANTY
CLIENT STATES PASSENGER SIDE WINDOW ROLLS UP SLOW
FAULTY PASS DOOR WINDOW RUNCHANNEL
DIAGNOSED AND ORDERED PASS DOOR WINDOW RUNCHANNEL.

PARTS QTY FP NUMBER DESCRIPTION LIST PRICE UNIT PRICE
0 25876764 WEATHERST 16.183 WARRANTY
PART ON SPECIAL ORDER
** QUANTITY 1 IS SPECIAL ORDERED **
TOTAL - PARTS 0.00

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX C1CS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES

LABOR
J# 4 15CVZE01 15-A & ELECTRICAL TECH(S):7631 WARRANTY
CLIENT STATES AIR BAG LITE IS ON

[CONTINUED ON NEXT PAGE] 03:27pm

BAR #AM202747
EPA #CAL000236178
EPA #CAL000236178
RECORDER JB GRAPHICS (818) 969-4713 970339-C2
02/22/2008 15:27 8182671482 CHIP BECK RYDELL PAGE 06

Rydell AUTOMOTIVE GROUP
San Fernando Valley

Rydell GM Van Nuys
6001 Van Nuys Blvd. * Van Nuys, CA 91401
SERVICE (818) 933-3000 • PARTS (818) 933-3030

Mailing Address P.O. Box 2189 Van Nuys, CA 91404

CUSTOMER NO. 211015	ADVISOR VIRGILIO RENE SAZO 8398	TAG NO. 6251	INVOICE DATE 01/11/08	INVOICE NO. C1CS307548
[redacted]	LICENSE NO	MILEAGE 5,269	COLOR ONYX BLACK/	STOCK NO. 11513
SYLMAR, CA [redacted]	YEAR / MAKE / MODEL 07/GMC/YUKON XL/LL 2WD 1500		DELIVERY DATE 08/21/07	DELIVERY MILES 24
	VEHICLE I.D. NO 1GKFC16077R [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO	R.O. DATE 01/10/08	
[redacted]	COMMENTS			

CELL/PAGER

RELATED TO JOB 7
REPAIRED WITH JOBE 7.

JOB# 4 TOTALS----------

JOB# 4 JOURNAL PREFIX C1CS JOB# 4 TOTAL 0.00

JOB# 5 CHARGES----------

LABOR----------
J# 5 02CVZ DRIVEABILITY TECH(S):7548 WARRANTY
CLIENT STATES CHECK ENGINE LITE IS ON. ENGINE SOUNDS LOUDER
SOUNDS LIKE EXHAUST SYSTEM WAS REPLACED OR HAS A LEAK
SCANED ENGINE FOUND NO TROUBLE CODES
ROAD TESTED TRUCK,CHECK EXHUAST SYSTEM.
O.K.
WAS UNABLE TO DUPLICATE CONCERN.
IF MATT TO DRIVE TOMM.

JOB# 5 TOTALS----------

JOB# 5 JOURNAL PREFIX C1CS JOB# 5 TOTAL 0.00

JOB# 6 CHARGES----------

LABOR----------
J# 6 12CVZ TRANSMISSION TECH(S):8640 WARRANTY
CLIENT STATES THERE IS A DELAY IN SHIFTING REVS AT 3500 RMP
BEFORE SHIFT AND WHEN IT SHIFTS THERE IS A LOAD TIN NOISE
AND CLUNK NOISE
ROAD TEST VEHICLE, FOUND CLUNK NOISE AT 2-1 DOWNSHIFT. LOOKE
D FOR BULLETINS FOUND Document ID# 1854807. NEC. TO REPLACE
Low and Reverse Clutch Support Retainer Spring (item 680).
UPON REMOVAL OF TRANSMISSION FOUND OVERUN CLUTCHES BURNT.
NEC. TO INSTALL NEW OVERUN CLUTCHES AND STEELS.
REMOVE AND INSPECT TRANSMISSION. INSTALL NEW LOW AND REVERSE
CLUTCH SUPPORT RETAINER SPRING AND INSTALL NEW OVERRUN CLUTC
HES AND STEELS. SET CLUTCH PACK CLEARENCES AND UNIT END PLAY
FLUSH COOLER LINES AND INSTALLL TRANSMISSION. FILL WITH FLUI
D AND RESET TAPS. ROAD TEST VEHICLE. VEHICLE OPERATING AS
DESIGNED AFTER REPAIRS. K7255

AUTOMOTIVE GROUP
San Fernando Valley

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
	2	8642154	PLATE 4.163			WARRANTY
	2	24210766	PLATE ASM 4.163			WARRANTY
	1	8654799	GASKET 4.196			WARRANTY
	1	12337931	GASKET 4.226			WARRANTY
	1	6261415	SPRING 4.180			WARRANTY
					TOTAL - PARTS	0.00

G.O.G. & SUPPLIES----------
6.0 ATF @ /UNIT WARRANTY
TOTAL - GOG 0.00

JOB# 6 TOTALS----------

JOB# 6 JOURNAL PREFIX C1CS JOB# 6 TOTAL 0.00

[CONTINUED ON NEXT PAGE] 03:27pm

BAR #AM202747
EPA #CAL000236178
REORDER JB GRAPHICS (818) 909-4713 970339-C2
02/22/2008 15:27 8182671482 CHIP BECK RYDELL PAGE 07

Rydell AUTOMOTIVE GROUP
San Fernando Valley

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Mailing Address P.O. Box 2189 Van Nuys, CA 91404

CUSTOMER NO.	ADVISOR	CELL/PAGER / TAG NO	INVOICE DATE	INVOICE NO.
211015	VIRGILIO RENE SAZO 8398	6251	01/11/08	C1CS307548
[redacted] SYLMAR, CA [redacted]	LICENSE NO. / MILEAGE 5,269	COLOR ONYX BLACK/	STOCK NO. 11513	
	YEAR / MAKE / MODEL 07/GMC/YUKON XL/LL 2WD 1500	DELIVERY DATE 08/21/07	DELIVERY MILES 24	
	VEHICLE I.D. NO. 1 G K F C 1 6 0 7 7 R [redacted]	SELLING DEALER NO	PRODUCTION DATE	
	F.T.E. NO. / P.O. NO	R.O. DATE 01/10/08		
[redacted]	COMMENTS			

JOB# 7 CHARGES

LABOR
J# 7 15CVZE04 15-A & ELECTRICAL TECH(S):7631 WARRANTY
CLIENT STATES DRIVER SEAT WONT MOVE. FORWARD
FRAYING SHORTING DRIVERS SEAT ASSEMBLY HARNESS.
HARNESS OUT OF POSITION.
FOUND DRIVERS SEAT ADJUSTER INOP. FROND NO POWER TO
DRIVERS SEAT ADJUSTER SWITCH. AND INTERMITENT GROUND.
INSPECTED AND TESTED ALL FUSES AND CURCUIT BREAKERS
ALL GOOD. REMOVED DRIVER SEAT ADJUSTER REMOVED SEAT CUSHION
FOUND HARNESS SHORTING TO SEAT FRAM. REMOVED MULTIPLE WIRES
AND REPAIRED. REINSTALLED ALL AND ENSURED PROPER OPERATION.

JOB# 7 TOTALS

JOB# 7 JOURNAL PREFIX C1CS JOB# 7 TOTAL 0.00

JOB# 8 CHARGES

LABOR
J# 8+18CVZS06 ENTERPRISE RENTAL CA TECH(S):3999 WARRANTY
ENTERPRISE RENTAL CAR
GROUP3

SUBLET PO# VEND INV# INV DATE DESCRIPTION
125927 [illegible]5077 01/11/08 FACT...GRP3... 2DAYS WARRANTY
TOTAL SUBLET 0.00

JOB# 8 TOTALS

JOB# 8 JOURNAL PREFIX C1CS JOB# 8 TOTAL 0.00

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $0.00 (+TAX)
COMMENTS
DROP OFF
FIRST DAY OF RENTAL TRANSMISSION BACKED UP TRANS TECH TOOK FOR TEST
DRIVE AND SIAD THAT THERE WAS PROBLEM WITH TRANSMISSION.
VEHICLE WAS COMPLETELY DIAGNOSE SECOND DAY OF RENTAL.
CUSTOMER DROPPED OFF RENTAL CAR AT V.N RYDELL UNIT#3214RC
SPOKE TO HERMELINDA FROM ENTERPRISE TO ADJUST RENTAL BILL
KL...1/15/08

BAR #AM202747

EPA #CALD032361178

 [CONTINUED ON NEXT PAGE] 03:27pm

Rydell AUTOMOTIVE GROUP
San Fernando Valley

Rydell GM Van Nuys
6001 Van Nuys Blvd. * Van Nuys, CA 91401
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Mailing Address P.O. Box 2189 Van Nuys, CA 91404

CUSTOMER NO. 211015	ADVISOR VIRGILIO RENE SAZO 8398		TAG NO. 6251	INVOICE DATE 01/11/08	INVOICE NO. CICS307548
[redacted]		LICENSE NO.	MILEAGE 5,269	COLOR ONYX BLACK/	STOCK NO. 11513
SYLMAR, CA [redacted]	YEAR / MAKE / MODEL 07/GMC/YUKON XL/LL 2WD 1500			DELIVERY DATE 08/21/07	DELIVERY MILES 24
	VEHICLE I.D. NO. 1GKFC16077R [redacted]			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.		R.O. DATE 01/10/08	
RESIDENCE PHONE [redacted]	BUSINESS PHONE [redacted]	COMMENTS			

TOTALS

OUR NEW BAR NUMBER IS AM 202747

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**

CASH CHECK #.....

MASTER CARD VISA CARD

DISCOVER CARD AMERICAN EXPRESS

STORE HOURS ARE 6:00AM TO 9:00PM MONDAY THROUGH FRIDAY
8:00 TO 6:00PM SATURDAY AND SUNDAY

CUSTOMER SIGNATURE

********** DUPLICATE INVOICE **********

Rydell AUTOMOTIVE GROUP
San Fernando Valley

BAR #AM202747

EPA #CAL000236178

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Mailing Address P.O. Box 2189 Van Nuys, CA 91404

CELL/PAGER

CUSTOMER NO. 211015	ADVISOR WILLIAM MANGANARO 8235	TAG NO. 4133	INVOICE DATE 10/23/07	INVOICE NO. C1CS282126
[redacted] SYLMAR, CA [redacted]	LICENSE NO.	MILEAGE 4,763	COLOR ONYX BLACK/	STOCK NO. 11513
	YEAR / MAKE / MODEL 07/GMC/YUKON XL/LL 2WD 1500		DELIVERY DATE 08/21/07	DELIVERY MILES 24
	VEHICLE I.D. NO 1GKFC16077R [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 10/19/07	
[redacted]	COMMENTS			

JOB# 1 CHARGES

LABOR
J# 1 15CVZE05 15-A & ELECTRICAL TECH(S):7532 WARRANTY
CUSTOMER STATES: THE PASSENGER FRONT INSIDE DOOR HANDLE
IS PEALING.
CROME CAME APART
REPLACED RIGHT FRONT INSIDE HANDLE
C3240

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
	1	15920700	HANDLE 16.345			WARRANTY
					TOTAL - PARTS	0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX C1CS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR
J# 2 18CVZS10 SUBLET TECH(S):3999 INTERNAL
CUSTOMER STATES: THE LEATHER ON THE CENTER CONSOL ARM
REST IS COMING APART. SUBLET TO TIRE PROS.
SENT TO TIRE PROS ON 10/22/07
TIME 1:00PM
WORK COMPLETE
BY TIRE PROS

AUTOMOTIVE GROUP
San Fernando Valley

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX C1CS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR
J# 3 15CVZD00 15A TECH(S):7532 WARRANTY
CUSTOMER STATES: WHEN DRIVING THE DRIVERS SIDE MIDDLE ROW
SEATBACK WILL FOLD DOWN ON IT'S OWN.
SEAT IS WORKING AS DESIGN AT THIS TIME
SEAT BACK IS LATCHING NORMAL

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX C1CS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES

LABOR
J# 4+55CVZ CAMPAIGN TECH(S):7532 WARRANTY
07033 SERVICE UPDATE - INVENTORY & CUST. VEHS-BATTERY RUND
OPEN RECALL
Y0152 .4
REPROGRAM BCM WITH CODE #4003D

JOB# 4 TOTALS

JOB# 4 JOURNAL PREFIX C1CS JOB# 4 TOTAL 0.00

[CONTINUED ON NEXT PAGE] 03:27pm

BAR #AM202747
EPA #CAL000236178
REORDER JB GRAPHICS (818) 909-4713 970339-C2

Rydell AUTOMOTIVE GROUP
San Fernando Valley

Rydell GM Van Nuys
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SERVICE (818) **933-3000** • **PARTS** (818) **933-3030**

Mailing Address P.O. Box 2189 Van Nuys, CA 91404

CUSTOMER NO. 211015	ADVISOR WILLIAM MANGANARO 8235	TAG NO. 4133	INVOICE DATE 10/23/07	INVOICE NO. CICS282126
[redacted]	LICENSE NO	MILEAGE 4,763	COLOR ONYX BLACK/	STOCK NO. 11513
SYLMAR, CA [redacted]	YEAR / MAKE / MODEL 07/GMC/YUKON XL/LL 2WD 1500		DELIVERY DATE 08/21/07	DELIVERY MILES 24
	VEHICLE I.D. NO. 1GKFC16077R [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 10/19/07	
[redacted]	COMMENTS			

CELL/PAGER

ESTIMATE----------
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $0.00 (+TAX)
COMMENTS----------
--APPT--
-10/23/07: CALLED CUSTOMER AT 2:14PM TO ADVISED VEHICLE WAS COMPLETED.
-10/23/07: CALLED TOM P. IN R.P.D DEPARTMENT. LEFT MESSAGE. NO CALL BACK BY THE END OF THE DAY. COMPLETED VEHLCE AND RELEASED.
=NOTE: LINE 2 IS TO BE CHARGED TO RPD DEPARMENT. WARRANTY ON AFTERMARKET LEATHER KIT.

TOTALS----------

OUR NEW BAR NUMBER IS AM 202747

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**

CASH CHECK #.....

MASTER CARD VISA CARD

DISCOVER CARD AMERICAN EXPRESS

STORE HOURS ARE 6:00AM TO 9:00PM MONDAY THROUGH FRIDAY
8:00 TO 6:00PM SATURDAY AND SUNDAY

AUTOMOTIVE GROUP
San Fernando Valley

CUSTOMER SIGNATURE
********** DUPLICATE INVOICE **********

BAR #AM202747

EPA #CAL000236178

RECORDER JB GRAPHICS (818) 909-4713 970039-CZ

 CUSTOMER COPY [END OF INVOICE] 03:27pm

General Motors Corporation
Business Resource Center
PO Box 33170
Detroit, MI 48232-5170

VIA FAX ONLY

March 19, 2008

Robert Starr, Esq.
Law Office of Robert L Starr
4768 Park Granada Ste 212
Calabasas, CA 91302-3349

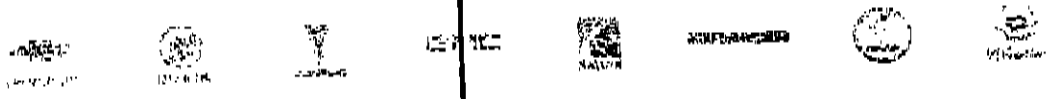
RE: [redacted]
Service Request: 71-604476631
2007 GMC Yukon
Vehicle Identification Number: 1GKFC[redacted]6077R[redacted]
Customer Relationship Specialist: Yvonne Ritchie

Dear Mr. Starr:

Regarding the above case, General Motors Corporation would like to make the following repurchase offer on your client's 2007 GMC Yukon for all defendants. This offer is contingent upon receipt of a copy of the current registration (valid for at least 30 days beyond the date this letter is signed by your client) to show proof of ownership.

General Motors Corporation requires a vehicle inspection be performed at a General Motors dealership prior to the issuance of any funds. The vehicle inspection will take place at the selling dealership. The vehicle must be without any undisclosed damage and/or damage beyond normal wear and tear for the year/mileage of the vehicle. Appropriate repurchase documents will be sent to the selling dealership who will then contact you to arrange an inspection at a mutually agreed date and time. If for some reason the selling dealership is unacceptable to your client, please let us know immediately. Once the inspection has been completed satisfactorily and the necessary documents have been returned, the following repurchase offer will be processed:

Total payments	$ 3,763.38
Total down payment	$ 14,000.00
Subtotal:	$ 17,763.38
Less Rebates/Incentives	- $ 4,000.00
Less Gap Insurance	- $ 695.00
Less Usage/Depreciation	- $ 1,560.56
Subtotal:	$ 11,507.82



Attorney's Fees	$ 3,000.00
Subtotal:	$ 14,507.82
* Payoff to lien holder (good through 03/24/2008)	$ 26,248.70

* Check amounts are subject to change if this offer letter is not received in time for the current payoff amount to be processed.

Repurchase Offer	$ 40,756.52
Total due to attorney and client:	$ 14,507.82

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 calendar days from the date of your acceptance of our offer. All aftermarket items (if applicable) must be present on the vehicle at the point of inspection. Any damages beyond normal wear and tear that is noted during the inspection must be repaired and paid for by your client before proceeding.

General Motors requests you make this offer available to your client at the earliest possible opportunity.

Furthermore, this settlement offer is contingent upon General Motors receiving a completed W-9 containing your Federal Tax ID. Failure to return the W-9 will result in a delay of processing this offer. To assist in ensuring the security of this information, the W-9 form needs to be faxed back to GM separately from all other settlement documents. The W-9 form can be downloaded from the IRS website at www.irs.gov. In addition, the IRS website will provide instructions for completing the W-9.

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. Please refer to the service request number above when calling our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Sincerely,

General Motors Corporation

Attach.

Received Fax : 2008 Mar 24 11:34AM Fax Station : ROBERT STARR p. 6

CURRENT VEHICLE MILEAGE: 9,626

Client's Signature

Client's Signature

03-24-08

Date

Date

LC0052
V12212007

consideration above shall be modified as follows: a reduction of payment of 44.5 cents per mile in excess of the agreed upon mileage. This shall not apply if a delay in the transaction is caused by GMC or its authorized dealer.

(c) That Releasor(s) fully understands that this is a final settlement and disposition of all disputes as to legal liability for and as to the nature and extent of any damages claimed from GMC by Releasor(s);

(d) That neither GMC's payment of the consideration recited above nor the negotiations preliminary to the execution of this Release shall be considered an admission of liability or wrongdoing by GMC to any of the claims or causes of actions alleged in or to be inferred from allegations set forth in the matter indicated above;

(e) That Releasor(s) and his attorneys have reviewed the provisions of this Release and that the contents of this Release have been explained to Releasor(s) by counsel prior to its execution;

(f) That Releasor(s) represents and warrant(s) that he is entitled to give a full and complete release of the claims which are the subject hereof;

(g) That Releasor(s) has not assigned or otherwise transferred any interest in any claims which are the subject hereof;

(h) That Releasor(s) shall not at any time hereafter commence, maintain or prosecute, or cause encourage or advise be commenced, maintained or prosecuted any action, suit, proceeding or claim based in whole or in part upon or arising out of or in any way connected with any of the matters released herein;

(i) That Releasor(s) do hereby for himself, his heirs, executors, administrators, successors and assigns covenant to defend, indemnify and save harmless GMC from any of the claims or causes of actions alleged in or to be inferred from allegations set forth in the matter indicated above;

(j) That no promise, agreement, statement or representation except as expressed in this release has been made to been relied upon by Releasor(s) and that this document of 3 pages contains the entire agreement between Releasor(s) and GMC.

INTENDING TO BE LEGALLY BOUND BY THE TERMS OF THIS RELEASE THE UNDERSIGNED HAS AFFIXED HIS/HER SIGNATURE THIS 24 DAY OF March, 2008.

The undersigned has carefully read and understands this release and signs it to resolve the claim described above.

CURRENT VEHICLE MILEAGE 9,620 DATE SIGNED: 03-24-08

WITNESS: _____

[redacted]

_____
Claimant's Signature

_____

Initials: ____

Received Fax : 2008 Mar 24 11:30AM Fax Station : ROBERT STARR P. 2

RELEASE OF CLAIM

1. I [redacted] (hereinafter referred to as "Releasor(s)"), as {buyers(s) of a certain 2007 GMC Yukon, bearing Vehicle Identification Number 1GKFC16077R[redacted] (hereinafter referred to as "Vehicle") and in consideration of payment by General Motors Corporation (hereinafter referred to as "GMC") of $ 40,756.52 said payment to be made as outlined below, does for him and each and all of his representatives, heirs, successors and assigns, hereby releases and discharges GMC, its subsidiaries, divisions, officers, representatives, employees, stockholders, authorized dealers, successors and assigns and all other persons, firms or corporations, who are or might be claimed to be liable, of and from any and every claim, demand or right, including but not limited to those for diminution in value, repair costs, or any other economic or non-economic injuries, losses, breach of warranty damages and/or punitive damages, cost of suit and attorney(s) fees resulting or alleged to have resulted from the promotion, use or sale of, or any defect and/or nonconformities in the design or manufacture or assembly in the aforesaid Vehicle, including but not limited to those alleged in or that may be inferred from allegations set forth in any pleading or any claims made by the Releasor(s).

2. As consideration for this Release, and for the payment described above to be tendered in the form of two checks: the first, in the amount of $ 14,507.82 made payable to Harutyun Gadjikian and The Law Office of Robert L. Starr ; the second in the amount of $ 26,248.70, made payable to Wells Fargo Auto Finance Group.

3.

Note: These checks are subject to change if current registration, signed offer letter and signed Release(s) are not received in time for current payoff to be processed. Additionally, a penalty charge will be imposed if conditions are not met as outlined on the original letter. It is also expressly agreed:

(a) That upon receipt of the consideration described above, Releasor(s) will convey clear and unencumbered title of the vehicle to GMC, will execute a limited Power of Attorney in favor of GMC to correct any errors in title, and will execute an Odometer Statement.

(b) In the event the Vehicle is damaged, disabled, driven excessively or destroyed in any manner up to and including after Releasor(s) executes this Release, but before GMC tenders payment of the consideration described above, payment of the consideration above shall be modified as follows:

(i) If the estimated cost of repair of the aforementioned Vehicle is less than the value of said Vehicle, said value to be determined as outlined in Paragraph (iii) below, Releasor(s) shall tender said Vehicle with clear title to GMC upon receipt of $ 40,756.52, less the estimated cost of repair to said Vehicle,

(ii) If the estimated cost of repair of said Vehicle exceeds the value of said Vehicle, said value to be determined as outlined in Paragraph (iii) below, GMC shall make payment of said consideration to Releasor(s) of $ 40,756.52, less said value of said Vehicle, and,

(iii) For purposes of i, ii, and iii, the value of said Vehicle is the average retail value of a 2007 GMC Yukon as determined by the NADA book, at the time this Release is executed by Releasor(s).

(iv) That the Vehicle shall not exceed [redacted] 9,626 plus 1,000 miles on the odometer at time of exchange. In the event the Vehicle does exceed the above stated mileage, the payment of the

Initials: ____

Received Fax : 2008 Mar 24 11:30AM Fax Station : ROBERT STARR p. 3

Address

City, State, Zip Code

Address

City, State, Zip Code

STATE OF California

COUNTY OF Los Angeles

ID confirmed and

Sworn to (or affirmed) and subscribed before me this 24 day of March

20 08, by Harutyun Gadjikian

Signature of Notary Public

Daniel Parseghian

Print, type or stamp Commissioned Name of Notary Public

Personally Known _____ OR Produced identification ✓

Type of identification CA DL

My commission expires: 11-18-2011

DANIEL PARSEGHIAN
Commission # 1774490
Notary Public - California
Los Angeles County
My Comm. Expires Nov 18, 2011

CC: File
LG0025-T
Rev 05/01/07

Initials: _____

STRAIGHT-PAYMENT-LEASE REPURCHASE WORKSHEET - BRC COMMON

File Number
71-6044766310

Customer Name
[redacted]

Worksheet Filled Out By:
Yvonne R.

☐ Draft-Add question marks beside category (not in dollar fields) to indicate incomplete information

Vehicle VIN:
1GKFC16077R[redacted]

Date:
March 17, 2008

USAGE FORMULAS

To calculate usage:
Use ONLY one of the 4 methods in this column or follow applicable lemon law formula for your state

A. USAGE USING L.L. FORMULA		
Base Price/Total Repurch Price		$0.00
Mileage		0
Denominator		100,000
Usage		**$0.00**
B. USAGE - NEGOTIATED		$0.00
C. USAGE USING CENTS/MILE		
Mileage		0
Cents per mile		$0.000
Usage		**$0.00**
D. USAGE-CALIFORNIA ONLY		
Base price section-Used when **NOT** financed.		
"Actual Price Paid" (Base)		**$0.00**
Mileage		0
Usage		**$0.00**
OR		
Payment/Lease-Used **when** financed.		
"Actual Price Paid" (Pmt/Lease)		**$39,317.08**
Mileage		4,763
Any ext service contract (CA only)		0
Usage		**$1,560.56**

STRAIGHT REPURCHASE - BASE

1	Base Price	$0.00
2	Conversion / Upfit cost	$0.00
3	Reg./Lic./Title Fees	$0.00
4	State Fees	$0.00
5	Aftermarket Items	$0.00
6	Sales Tax	$0.00
7	Finance Charges	$0.00
8	GMPP (* only for WI)	$0.00
9	Other-Explain	$0.00
10	**Total Purchase Price**	**$0.00**
11		
12	*** Usage/Depreciation**	**$0.00**
13	Damage	$0.00
14	Late charges	$0.00
15	Over-Allowance	$0.00
16	Negative Equity	$0.00
17	Incentives	$0.00
18	Other-Explain	$0.00
19	Other-Explain	$0.00
20	Other-Explain	$0.00
21	Other-Explain	$0.00
22	**Total Deductions**	**$0.00**
23		
24	**Repurchase Subtotal**	**$0.00**
25	Loan Payoff good thru xx/xx/xx	$0.00
26	**Total Refund to Customer**	**$0.00**
27	Attorney's Fees	$0.00
28	**Total Repurchase**	**$0.00**
29	NADA (Legal Only)	$0.00
30	**Estimated Auction Value**	**$0.00**
31	**Projected Loss**	**$0.00**

PAYMENT (CA, FL & WV) OR LEASE REPURCHASE

1	Down Pmt / Cap Cost Reduction	$14,000.00
2	Pmts (includes 1st month if lease)	$3,763.38
3	Reg/Lic/Title Fees (leases only)	$0.00
4	Tax (leases only)	$0.00
5	Aftermarket Items	$0.00
6	Other-Explain	$0.00
7	Other-Explain	$0.00
8	Other-Explain	$0.00
9	Other-Explain	$0.00
10	**Total Additions**	**$17,763.38**
11		
12	*** Usage/Depreciation**	**$1,560.56**
13	Damage	$0.00
14	Late charges	$0.00
15	Over-Allowance	$0.00
16	Negative Equity	$0.00
17	Incentives	$4,000.00
18	Sec. Dep. (leases) if reimbursing above	$0.00
19	Extended Service Contract	$0.00
20	Gap Insurance	$695.00
21	Over Mileage Penalty	$0.00
22	**Total Deductions**	**$6,255.56**
23		
24	**Total Refund to Customer**	**$11,507.82**
25	Dlr Buyout (lease) or Loan Payoff	$26,248.70
26	good thru 03/24/2008	
27	Attorney's Fees	$3,000.00
28	**Total Repurchase**	**$40,756.52**
29	NADA (Legal Only)	$28,675.00
30	**Estimated Auction Value**	**$21,219.50**
31	**Projected Loss**	**$19,537.02**

PURCHASE PRICE (before I/I/I)	$	37,861.00
MSRP (FROM BARS INVOICE)	$	38,685.00
DIFFERENCE	$	(824.00)
if positive look for over allowance		

[redacted] 3/10/08
Authorized Signature Date

TRADE ALLOWANCE	$	-
PAYOFF OF TRADE	$	-
DIFFERENCE	$	-
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 fill credit
Include GM card points

Form Rev. 04/28/2006

General Motors Corporation
Business Resource Center
PO Box 53170
Detroit, MI 48232-5170

VIA FAX ONLY

March 10, 2008

Robert Starr, Esq.
The Law Office of Robert L. Starr
23277 Ventura Blvd
Woodland Hills, CA 91364-1002

RE: [redacted]
Service Request: 71-604476631
2007 GMC Yukon
Vehicle Identification Number: 1GKFC16077R[redacted]
Customer Relationship Specialist: Matthew Kendrick

Dear Mr. Starr:

This is to advise that General Motors is in receipt of the above referenced case dated February 19, 2008. This case file has been assigned to General Motors' Early Resolution program, and you will be contacted in the next 10-15 calendar days for review. The Early Resolution program is designed to facilitate early settlement of warranty matters within a 45-day timeframe.

In order to do a thorough review and assessment of this case, General Motors would appreciate your prompt 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.

- ☒ Copy of owner's current title and/or registration
- ☒ Repair Orders
- ☒ Finance/Buyer's agreement
- ☒ Payment History

General Motors Corporation
c/o MSX International, ATTN: BRC Legal
1919 Concept Drive
Warren, MI 48091

If you have further questions, please contact our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please refer to the service request number above and a Customer Relationship Specialist will be happy to assist you.

Sincerely,

General Motors Corporation

RELEASE OF LIEN INFORMATION

I _____,
(Client's Name) (Client's Social Security Number)

hereby authorize _____
(Lien holder Name)

_____
(Lien holder Address) (Lien holder Phone Number)

to release any and all information regarding my loan account # _____
(Account Number)

with _____
(Lien holder Name)

to General Motors Corporation, including but not limited to a complete payment history of my account, a loan payoff amount, and per diem information.

Date _____.

VEHICLE INFORMATION

The current vehicle mileage is _____ Date mileage read: _____.

_____ _____
Signature Signature

Rydell AUTOMOTIVE GROUP
San Fernando Valley

Rydell GM Van Nuys
6001 Van Nuys Blvd. * Van Nuys, CA 91401
SERVICE (818) **933-3000** • **PARTS** (818) **933-3030**

Mailing Address P.O. Box 2189 Van Nuys, CA 91404

CUSTOMER NO. 211015	ADVISOR VIRGILIO RENE SAZO 8398		TAG NO. 6533	INVOICE DATE 02/27/08	INVOICE NO. C1CS319705
[redacted]		LICENSE NO.	MILEAGE 7,864	COLOR ONYX BLACK/	STOCK NO. 11513
SYLMAR, CA [redacted]	YEAR / MAKE / MODEL 07/GMC/YUKON XL/LL 2WD 1500			DELIVERY DATE 08/21/07	DELIVERY MILES 24
	VEHICLE I.D. NO. 1GKFC16077R [redacted]			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.		R.O. DATE 02/18/08	
[redacted]	COMMENTS				

CELL/PAGER

JOB# 1 CHARGES

LABOR

J# 1 15CVZ 15-A & ELECTRICAL TECH(S):8864 INTERNAL

CLIENT STATES SERVICE AIR BAG LITE IS ON
VERIFIED CONCERN. NO COMMUNICATION W/SDM. DIAG AND FOUND
BLOWN 15 AMP MINI FUSE (AIR BAG BATT FUSE)
REPLACED FUSE AND INSPECTED FOR SHORT TO GROUND. NONE FOUND
N1720

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
	1	88909754	FUSE KIT 8.965			INTERNAL
				TOTAL - PARTS		0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX C1CS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR

J# 2 08CVZB12 BRAKES TECH(S):3252 WARRANTY

CLIENT STATES SERVICE TRACTION LITE IS ON
RELATED TO REPAIRS ON JOB LINE 5

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX C1CS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR

J# 3 08CVZB13 BRAKES TECH(S):3252 WARRANTY

CLIENT STATES SERVICE STABILITRACK LITE IS ON
RELATED TO REPAIRS ON JOB LINE 5

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX C1CS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES

LABOR

J# 4 02CVZ DRIVEABILITY TECH(S):3252 WARRANTY

CLIENT STATES CHECK ENGINE LITE IS FLASHING.
VERIFIED CUSTOMER CONCERN..FOUND NUMEROUS DTC'S RELATING
TO CONCERN...INJ.-A CIRCUIT 1039 FUSE 23 BLOWN...INSTRUCTED
TO TRACE SHORT IN INJECTOR HARNESS..NONE FOUND..CHECKED
FOR SHORT IN INJECTORS NONE FOUND..INSPECTED U/H FUSE BLOCK
UNABLE TO TRACE ANY SHORT EXTERNALLY..PER TAC INSTRUCTIONS
REPLACE FUSE BLOCK ASSEMBLY..POSS SHORTED INTERNALLY
REPLACED UNDERHOOD FUSE BLOCK ASSEMBLY. REPAIR TERMINALS IN
CIRCUIT 1039 AS PER TAC INSTRUCTION. CLEAR CODES AND
ROADTEST...OPERATING AS DESIGNED AFTER REPAIR...ROADTESTED
OVER 60 MILES.
TAC CASE #1056542

AUTOMOTIVE GROUP
San Fernando Valley

 [CONTINUED ON NEXT PAGE]

BAR #AM02747
EPA #CAL00236178
03/10/2008 08:11 8182671482 CHIP BECK RYDELL PAGE 01

Rydell AUTOMOTIVE GROUP
San Fernando Valley

Rydell GM Van Nuys
6001 Van Nuys Blvd. • Van Nuys, CA 91401
SERVICE (818) 933-3000 • PARTS (818) 933-3030

Mailing Address P.O. Box 2189 Van Nuys, CA 91404

CELL/PAGER

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
211015	VIRGILIO RENE SAZO 8398	6533	02/27/08	C1CS319705

[redacted]
SYLMAR, CA [redacted]

LICENSE NO.	MILEAGE	COLOR	STOCK NO.
	7,864	ONYX BLACK/	11513

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
07/GMC/YUKON XL/LL 2WD 1500	08/21/07	24

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1GKFC16077R [redacted]		

F.T.E. NO.	P.O. NO.	R.O. DATE
		02/18/08

R [redacted]

COMMENTS

PARTS------QTY- EP NUMBER----------DESCRIPTION---------LIST PRICE-UNIT PRICE-
1 15925042 BLOCK 2.483 WARRANTY
TOTAL - PARTS 0.00

JOB# 4 TOTALS----------

JOB# 4 JOURNAL PREFIX C1CS JOB# 4 TOTAL 0.00

JOB# 5 CHARGES----------

LABOR----------
J# 5 02CVZD21 DRIVEABILITY/TUNE TECH(S):3252 WARRANTY
CLIENT STATES VEHICLE WONT GO OVER 10MPH
SEE JOB LINE 5

JOB# 5 TOTALS----------

JOB# 5 JOURNAL PREFIX C1CS JOB# 5 TOTAL 0.00

ESTIMATE----------
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $0.00 (+TAX)

COMMENTS----------
TOWED IN

TOTALS----------

OUR NEW BAR NUMBER IS AM 202747

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**

CASH CHECK #.....

MASTER CARD VISA CARD

DISCOVER CARD AMERICAN EXPRESS

STORE HOURS ARE 6:00AM TO 9:00PM MONDAY THROUGH FRIDAY
8:00 TO 6:00PM SATURDAY AND SUNDAY

CUSTOMER SIGNATURE
********** D U P L I C A T E I N V O I C E **********

BAR #AM202747

EPA #CAL000236178

STRAIGHT-PAYMENT-LEASE REPURCHASE WORKSHEET - BRC COMMON

File Number
71-6044766310

Customer Name
[redacted]

Worksheet Filled Out By:
Yvonne R.

☐ Draft-Add question marks beside category (not in dollar fields) to indicate incomplete information

Vehicle VIN:
1GKFC16077R[redacted]

Date:
March 17, 2008

	USAGE FORMULAS	
1	**To calculate usage:**	
2	Use ONLY one of the 4 methods in this column or	
3	follow applicable lemon law formula for your state	
4		
5	**A. USAGE USING L.L. FORMULA**	
6	Base Price/Total Repurch Price	$0.00
7	Mileage	0
8	Denominator	100,000
9	**Usage**	**$0.00**
10		
11	**B. USAGE - NEGOTIATED**	$0.00
12		
13		
14	**C. USAGE USING CENTS/MILE**	
15	Mileage	0
16	Cents per mile	$0.000
17	**Usage**	**$0.00**
18		
19		
20	**D. USAGE-CALIFORNIA ONLY**	
21	Base price section-Used when **NOT** financed.	
22	**"Actual Price Paid" (Base)**	**$0.00**
23	Mileage	0
24	**Usage**	**$0.00**
25	**OR**	
26	Payment/Lease-Used **when** financed.	
27	**"Actual Price Paid" (Pmt/Lease)**	**$39,476.03**
28	Mileage	4,763
29	Any ext service contract (CA only)	0
30	**Usage**	**$1,566.87**
31		

	STRAIGHT REPURCHASE - BASE	
1	Base Price	$0.00
2	Conversion / Upfit cost	$0.00
3	Reg./Lic./Title Fees	$0.00
4	State Fees	$0.00
5	Aftermarket Items	$0.00
6	Sales Tax	$0.00
7	Finance Charges	$0.00
8	GMPP (* only for WI)	$0.00
9	Other-Explain	$0.00
10	**Total Purchase Price**	**$0.00**
11		
12	*** Usage/Depreciation**	**$0.00**
13	Damage	$0.00
14	Late charges	$0.00
15	Over-Allowance	$0.00
16	Negative Equity	$0.00
17	Incentives	$0.00
18	Other-Explain	$0.00
19	Other-Explain	$0.00
20	Other-Explain	$0.00
21	Other-Explain	$0.00
22	**Total Deductions**	**$0.00**
23		
24	**Repurchase Subtotal**	**$0.00**
25	Loan Payoff good thru xx/xx/xx	$0.00
26	**Total Refund to Customer**	**$0.00**
27	Attorney's Fees	$0.00
28	**Total Repurchase**	**$0.00**
29	NADA (Legal Only)	$0.00
30	**Estimated Auction Value**	**$0.00**
31	**Projected Loss**	**$0.00**

	PAYMENT (CA, FL & WV) OR LEASE REPURCHASE	
1	Down Pmt / Cap Cost Reduction	$14,000.00
2	Pmts (includes 1st month if lease)	$3,763.38
3	Reg/Lic/Title Fees (leases only)	$0.00
4	Tax (leases only)	$0.00
5	Aftermarket Items	$0.00
6	Other-Explain	$0.00
7	Other-Explain	$0.00
8	Other-Explain	$0.00
9	Other-Explain	$0.00
10	**Total Additions**	**$17,763.38**
11		
12	*** Usage/Depreciation**	**$1,566.87**
13	Damage	$0.00
14	Late charges	$0.00
15	Over-Allowance	$0.00
16	Negative Equity	$0.00
17	Incentives	$4,000.00
18	Sec. Dep. (leases) if reimbursing above	$0.00
19	Extended Service Contract	$0.00
20	Gap Insurance	$695.00
21	Over Mileage Penalty	$0.00
22	**Total Deductions**	**$6,261.87**
23		
24	**Total Refund to Customer**	**$11,501.51**
25	Dlr Buyout (lease) or Loan Payoff	$26,407.65
26	good thru 04/28/2008	
27	Attorney's Fees	$3,000.00
28	**Total Repurchase**	**$40,909.16**
29	NADA (Legal Only)	$28,675.00
30	**Estimated Auction Value**	**$21,219.50**
31	**Projected Loss**	**$19,689.66**

PURCHASE PRICE (before t/l/t)	$ 37,861.00	TRADE ALLOWANCE	$ -	PURCHASE PRICE	$ -
MSRP (FROM BARS INVOICE)	$ 38,685.00	PAYOFF OF TRADE	$ -	INCENTIVE* (from BARS)	$ -
DIFFERENCE	$ (824.00)	DIFFERENCE	$ -	OVERALLOWANCE	$ -
if positive look for over allowance		if negative=negative equity		ACTUAL PRICE	$ -
		TRADE ALLOWANCE	$ -		
		ACV OF TRADE	$ -	Do not include fuel fill credit	
Authorized Signature	Date 4/8/08	DIFFERENCE	$ -	Include GM card points	
		ACV=actual cash value			

Form Rev. 04/28/2006

STRAIGHT-PAYMENT-LEASE REPURCHASE WORKSHEET - BRC COMMON

File Number
71-6044766310

Customer Name
[redacted]

Worksheet Filled Out By:
Yvonne R.

☐ Draft-Add question marks beside category (not in dollar fields) to indicate incomplete information

Vehicle VIN:
1GKFC16077R[redacted]

Date:
March 17, 2008

	USAGE FORMULAS			STRAIGHT REPURCHASE - BASE			PAYMENT (CA, FL & WV) OR LEASE REPURCHASE	
1	To calculate usage:		1	Base Price	$0.00	1	Down Pmt / Cap Cost Reduction	$14,000.00
2	Use ONLY one of the 4 methods in this column or		2	Conversion / Upfit cost	$0.00	2	Pmts (includes 1st month if lease)	$3,763.38
3	follow applicable lemon law formula for your state		3	Reg./Lic./Title Fees	$0.00	3	Reg/Lic/Title Fees (leases only)	$0.00
4			4	State Fees	$0.00	4	Tax (leases only)	$0.00
5	A. USAGE USING L.L. FORMULA		5	Aftermarket Items	$0.00	5	Aftermarket Items	$0.00
6	Base Price/Total Repurch Price	$0.00	6	Sales Tax	$0.00	6	Other-Explain	$0.00
7	Mileage	0	7	Finance Charges	$0.00	7	Other-Explain	$0.00
8	Denominator	100,000	8	GMPP (* only for WI)	$0.00	8	Other-Explain	$0.00
9	**Usage**	**$0.00**	9	Other-Explain	$0.00	9	Other-Explain	$0.00
10			10	**Total Purchase Price**	**$0.00**	10	**Total Additions**	**$17,763.38**
11	B. USAGE - NEGOTIATED	$0.00	11			11		
12			12	*** Usage/Depreciation**	**$0.00**	12	*** Usage/Depreciation**	**$1,560.56**
13			13	Damage	$0.00	13	Damage	$0.00
14	C. USAGE USING CENTS/MILE		14	Late charges	$0.00	14	Late charges	$0.00
15	Mileage	0	15	Over-Allowance	$0.00	15	Over-Allowance	$0.00
16	Cents per mile	$0.000	16	Negative Equity	$0.00	16	Negative Equity	$0.00
17	**Usage**	**$0.00**	17	Incentives	$0.00	17	Incentives	$4,000.00
18			18	Other-Explain	$0.00	18	Sec. Dep. (leases) if reimbursing above	$0.00
19			19	Other-Explain	$0.00	19	Extended Service Contract	$0.00
20	D. USAGE-CALIFORNIA ONLY		20	Other-Explain	$0.00	20	Gap Insurance	$695.00
21	Base price section-Used when **NOT** financed.		21	Other-Explain	$0.00	21	Over Mileage Penalty	$0.00
22	**"Actual Price Paid" (Base)**	**$0.00**	22	**Total Deductions**	**$0.00**	22	**Total Deductions**	**$6,255.56**
23	Mileage	0	23			23		
24	**Usage**	**$0.00**	24	**Repurchase Subtotal**	**$0.00**	24	**Total Refund to Customer**	**$11,507.82**
25	**OR**		25	Loan Payoff good thru xx/xx/xx	$0.00	25	Dlr Buyout (lease) or Loan Payoff	$26,248.70
26	Payment/Lease-Used **when** financed.		26	**Total Refund to Customer**	**$0.00**	26	good thru 04/07/2008	
27	**"Actual Price Paid" (Pmt/Lease)**	**$39,317.08**	27	Attorney's Fees	$0.00	27	Attorney's Fees	$3,000.00
28	Mileage	4,763	28	**Total Repurchase**	**$0.00**	28	**Total Repurchase**	**$40,756.52**
29	Any ext service contract (CA only)	0	29	NADA (Legal Only)	$0.00	29	NADA (Legal Only)	$28,675.00
30	**Usage**	**$1,560.56**	30	**Estimated Auction Value**	**$0.00**	30	**Estimated Auction Value**	**$21,219.50**
31			31	**Projected Loss**	**$0.00**	31	**Projected Loss**	**$19,537.02**

PURCHASE PRICE (before t/l/t)	$ 37,861.00	TRADE ALLOWANCE	$ -	PURCHASE PRICE	$ -
MSRP (FROM BARS INVOICE)	$ 38,685.00	PAYOFF OF TRADE	$ -	INCENTIVE* (from BARS)	$ -
DIFFERENCE	$ (824.00)	DIFFERENCE	$ -	OVERALLOWANCE	$ -
if positive look for over allowance		if negative=negative equity		ACTUAL PRICE	$ -
		TRADE ALLOWANCE	$ -		
	3/28/08	ACV OF TRADE	$ -	Do not include fuel fill credit	
Authorized Signature	Date	DIFFERENCE	$ -	Include GM card points	
		ACV=actual cash value		Form Rev. 04/28/2006	

Form **W-9**
(Rev. December 1996)
Department of the Treasury
Internal Revenue Service

Request for Taxpayer Identification Number and Certification

Give form to the requester. Do NOT send to the IRS.

Please print or type

Name (If a joint account or you changed your name, see **Specific Instructions** on page 2.)

Business name, if different from above. (See **Specific Instructions** on page 2.)
LAW OFFICE OF Robert L. Starr

Check appropriate box: ☒ Individual/Sole proprietor ☐ Corporation ☐ Partnership ☐ Other ▶

Address (number, street, and apt. or suite no.)
23277 Ventura Boulevard

Requester's name and address (optional)

City, state, and ZIP code
WOODLAND HILLS, CA. 91364

Part I **Taxpayer Identification Number (TIN)**

Enter your TIN in the appropriate box. For individuals, this is your social security number (SSN). However, if you are a resident alien OR a sole proprietor, see the instructions on page 2. For other entities, it is your employer identification number (EIN). If you do not have a number, see **How To Get a TIN** on page 2.

Note: *If the account is in more than one name, see the chart on page 2 for guidelines on whose number to enter.*

[redacted]

OR

Employer identification number

List account number(s) here (optional)

Part II **For Payees Exempt From Backup Withholding** (See the instructions on page 2.) ▶

Part III **Certification**

Under penalties of perjury, I certify that:

1. The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me), and
2. I am not subject to backup withholding because: **(a)** I am exempt from backup withholding, or **(b)** I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or **(c)** the IRS has notified me that I am no longer subject to backup withholding.

Certification Instructions.—You must cross out item **2** above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item **2** does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the Certification, but you must provide your correct TIN. (See the instructions on page 2.)

Sign Here **Signature ▶** Date ▶ 3/13/08

Purpose of Form.—A person who is required to file an information return with the IRS must get your correct taxpayer identification number (TIN) to report, for example, income paid to you, real estate transactions, mortgage interest you paid, acquisition or abandonment of secured property, cancellation of debt, or contributions you made to an IRA.

Use Form W-9 to give your correct TIN to the person requesting it (the requester) and, when applicable, to:

1. Certify the TIN you are giving is correct (or you are waiting for a number to be issued),
2. Certify you are not subject to backup withholding, or
3. Claim exemption from backup withholding if you are an exempt payee.

Note: *If a requester gives you a form other than a W-9 to request your TIN, you must use the requester's form if it is substantially similar to this Form W-9.*

What is Backup Withholding?—Persons making certain payments to you must withhold and pay to the IRS 31% of such payments under certain conditions. This is called "backup withholding." Payments that may be subject to backup withholding include interest, dividends, broker and barter exchange transactions, rents, royalties, nonemployee pay, and certain payments from fishing boat operators. Real estate transactions are not subject to backup withholding.

If you give the requester your correct TIN, make the proper certifications, and report all your taxable interest and dividends on your tax return, payments you receive will not be subject to backup withholding. Payments you receive will be subject to backup withholding if:

1. You do not furnish your TIN to the requester, or
2. The IRS tells the requester that you furnished an incorrect TIN, or
3. The IRS tells you that you are subject to backup withholding because you did not report all your interest and dividends on your tax return (for reportable interest and dividends only), or
4. You do not certify to the requester that you are not subject to backup withholding under 3 above (for reportable interest and dividend accounts opened after 1983 only), or
5. You do not certify your TIN when required. See the Part III instructions on page 2 for details.

Certain payees and payments are exempt from backup withholding. See the Part II instructions and the separate **Instructions for the Requester of Form W-9.**

Penalties

Failure To Furnish TIN.—If you fail to furnish your correct TIN to a requester, you are subject to a penalty of $50 for each such failure unless your failure is due to reasonable cause and not to willful neglect.

Civil Penalty for False Information With Respect to Withholding.—If you make a false statement with no reasonable basis that results in no backup withholding, you are subject to a $500 penalty.

Criminal Penalty for Falsifying Information.— Willfully falsifying certifications or affirmations may subject you to criminal penalties including fines and/or imprisonment.

Misuse of TINs.—If the requester discloses or uses TINs in violation of Federal law, the requester may be subject to civil and criminal penalties.

General Motors Corporation
Business Resource Center
PO Box 33170
Detroit, MI 48232-5170

VIA FAX ONLY

March 20, 2008

Robert Starr, Esq.
The Law Office of Robert L. Starr
23277 Ventura Blvd
Woodland Hills, CA 91364-1002

RE: [redacted]
Service Request: 71-612955853
2007 Chevrolet Tahoe
Vehicle Identification Number: 1GNFC13J47R[redacted]
Research Specialist: Sheila McCarthy

Dear Mr. Starr:

This is to advise that General Motors is in receipt of the above referenced case dated March 11, 2008. This case file has been assigned to General Motors' Early Resolution program, and you will be contacted in the next 10-15 calendar days for review. The Early Resolution program is designed to facilitate early settlement of warranty matters within a 45-day timeframe.

In order to do a thorough review and assessment of this case, General Motors would appreciate your prompt 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.

☒ Copy of owner's current title and/or registration
☒ Other: Release of Lien
☒ Finance agreement
☒ Buyer's agreement

General Motors Corporation
c/o MSX International, ATTN: BRC Legal
1919 Concept Drive
Warren, MI 48091

If you have further questions, please contact our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please refer to the service request number above and a Customer Relationship Specialist will be happy to assist you.

Sincerely,

General Motors Corporation

RELEASE OF LIEN INFORMATION

I _____,
(Client's Name)

hereby authorize _____
(Lien holder Name)

_____
(Lien holder Address) (Lien holder Phone Number)

to release any and all information regarding my loan account # _____
(Account Number)

with _____
(Lien holder Name)

to General Motors Corporation, including but not limited to a complete payment history of my account, a loan payoff amount, and per diem information.

Date _____.

VEHICLE INFORMATION

The current vehicle mileage is _____ Date mileage read: _____.

_____ _____
Signature Signature

CTCS287858

TEAM CHEVROLET
PASADENA, CALIFORNIA
www.teamchevyolds.com

003 E. COLORADO BLVD. P.O. BOX
PASADENA, CALIFORNIA 91107-3869
PHONE (626) 449-3333

SERVICE - PARTS HOURS
MONDAY THRU FRIDAY 7:30 A.M. TO 5:30 P.M.

B.A.R. LICENSE # AM 136715
EPA # CAD 028904332

0901CTCS287858

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
18538	JEFF D MARSHALL 440	8498	03/07/08	CTCS287858
[redacted]	LABOR RATE / LICENSE NO. 5RCF559	MILEAGE 22,066	COLOR GOLD/DK TIT	STOCK NO. 42119
PASADENA, CA [redacted]	YEAR / MAKE / MODEL 07/CHEVROLET TRUCK/TAHOE/1500 4DR		DELIVERY DATE 09/09/06	DELIVERY MILES 6,274
[redacted]	VEHICLE I.D. NO. 1 G N F C 1 3 J 4 7 R [redacted]		SELLING DEALER NO.	PRODUCTION DATE 02/01/06
	F. T. E. NO.	P. O. NO.	R. O. DATE 03/06/08	
[redacted]	COMMENTS			

MO: 22103

JOB# 1 CHARGES----------

LABOR----------
J# 1 05CTZ01 ACCESSORY REPAIR TECH(S):741 WARRANTY
CUSTOMER STATES THE REAR BACK GLASS DOES NOT POPP OPEN AT TI
MES WHEN USING RELEASE BUTTON & ALSO WILL NOT STAY UP THE
GLASS FALLS DOWN INSTALL SPECIAL ORDER PARTS PER RICK R
REPLACE TAILGATE GLASS SUPPORTS(WEAK)

PARTS------QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
1	15161943	STRUT 17.202		WARRANTY
1	15161944	STRUT 17.202		WARRANTY
			TOTAL - PARTS	0.00

JOB# 1 TOTALS----------

JOB# 1 JOURNAL PREFIX CTCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES----------

LABOR----------
J# 2 05CTZ 15A DEPT TECH(S):125 WARRANTY
CUSTOMER STATES WHILE DRIVING ON LONG TRIPS WHEN SETTING
THE CRUSIE CONTROL WHEN SETTING BUTTON THE LIGHT WILL COME
ON WHEN PUSH IN THE SET BUTTON WILL NOT SET AT TIMES
SCANNED. NO CODES. ROAD TESTED 5 MILES AND OPERATING AS
DESIGNED AT THIS TIME
SET AND RESUMED EACH TIME.
TESTED FROM 22066 TO 22071
TESTED AGAIN 22071 TO 22103
VEHICLE WAS TEST DROVE BY SHOP FOREMAN

JOB# 2 TOTALS----------

JOB# 2 JOURNAL PREFIX CTCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES----------

LABOR----------
J# 3 09CTZ BRAKE & FR END DEPT TECH(S):779 WARRANTY
CUSTOMER STATES WHEN SITTING AT A STOP AFTER RELEASING THE B
RAKE PEDAL BEFORE STEPPING ON GAS PEDAL CUSTOMER WILL FEEL A
JOLT FROM REAR OF VEHICLE ALSO AT TIMES WILL HEAR & FELL
IT WHEN GOING OVER A BUMP REAL SLOW SEE RICK R.
DRIVESHAFT SLIP YOKE BINDS
ROAD TEST,R&R DRIVE SHAFT,CLEAN AND REPACK SLIP YOKE

JOB# 3 TOTALS----------

JOB# 3 JOURNAL PREFIX CTCS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES----------

LABOR----------
J# 4 05CTZ10 RADIO AND SOUND TECH(S):125 WARRANTY
CUSTOMER STATES AT TIMES WITH RADIO ON HEARS A BUZZING TYPE
NOSIE COMING FROM SPEAKERS POSSIBLE SEE RICK R.

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.
FILE COPY

[CONTINUED ON NEXT PAGE] 10:09am

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CTWS287858

TEAM CHEVROLET
PASADENA, CALIFORNIA
www.teamchevyolds.com

003 E. COLORADO BLVD. P.O. BOX 5
PASADENA, CALIFORNIA 91107-3869
PHONE (626) 449-3333

SERVICE - PARTS HOURS
MONDAY THRU FRIDAY 7:30 A.M. TO 5:30 P.M.

B.A.R. LICENSE # AM 136715
EPA # CAD 028904332

0901ICTWS287858

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
18538	JEFF D MARSHALL 440	8498	03/10/08	CTWS287858
[redacted]	LABOR RATE / LICENSE NO. 5RCF559	MILEAGE 22,066	COLOR GOLD/DK TIT	STOCK NO. 42119
PASADENA, CA [redacted]	YEAR / MAKE / MODEL 07/CHEVROLET TRUCK/TAHOE/1500 4DR		DELIVERY DATE 09/09/06	DELIVERY MILES 6,274
[redacted]	VEHICLE I.D. NO. 1 G N F C 1 3 J 4 7 R [redacted]		SELLING DEALER NO.	PRODUCTION DATE 02/01/06
	F. T. E. NO.	P. O. NO.	R. O. DATE 03/06/08	
	COMMENTS			MO: 22103

JOB# 4 CHARGES----------

LABOR----------
J# 4 05CTZ10 RADIO AND SOUND HOURS: TECH(S):125 0:00
CUSTOMER STATES AT TIMES WITH RADIO ON HEARS A BUZZING TYPE
NOSIE COMING FROM SPEAKERS POSSIBLE SEE RICK R.
TESTED RECEIPTION AND WILL HAVE SOME NOISE ON WEAKER
STATIONS
NORMAL OPERATION

JOB# 5 CHARGES----------

LABOR----------
J# 5 32CTZ02 ACCESSORY REPAIR HOURS: TECH(S):125 0:00
CUSTOMER STATES WHILE SITTING INSIDE OF VEHICLE WITH KEY OUT
OF IGNITION & AFTER OPENING DOOR TO SHUTT EVERYTHING OFF STI
LL HEARS A WHINEING TYPE NOSIE OUT DASH /STEREO AREA
NORMAL INTERNAL RADIO SHUT DOWN PROCEDURE
NORMAL OPERATION

JOB# 6 CHARGES----------

LABOR----------
J# 6 33CTZ12 SHUTTLE RIDE HOURS: TECH(S):125 0:00
CUSTOMER REQUEST SHUTTLE RIDE.
03-06-08 X1
SHUTTLE

COMMENTS----------
HAS DAMAGE AT RT REAR BUMPER AREA

TECHNICIAN CERTIFICATION----------
741 KENT HAYNE NS059651

R/O TAX	0.00
R/O TOTALS	103.11

WARRANTY CLAIM DETAIL TOTALS----------

CLAIM#.....	TOTAL....
287858	103.11
CLAIM TOTALS	103.11

APPROVED BY SIGNATURE

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.
WARRANTY COPY-W
[CONTINUED ON NEXT PAGE] 11:16am

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CTWS287858

TEAM CHEVROLET
PASADENA, CALIFORNIA

www.teamchevyolds.com

003 E. COLORADO BLVD. P.O. BOX
PASADENA, CALIFORNIA 91107-3869
PHONE (626) 449-3333

SERVICE - PARTS HOURS
MONDAY THRU FRIDAY 7:30 A.M. TO 5:30 P.M.

B.A.R. LICENSE # AM 136715
EPA # CAD 028904332

0901ICTWS287858

CUSTOMER NO. 18538	ADVISOR JEFF D MARSHALL 440	TAG NO. 8498	INVOICE DATE 03/10/08	INVOICE NO. CTWS287858
[redacted]	LABOR RATE / [redacted]	MILEAGE 22,066	COLOR GOLD/DK TIT	STOCK NO. 42119
PASADENA, CA [redacted]	YEAR / MAKE / MODEL 07/CHEVROLET TRUCK/TAHOE/1500 4DR		DELIVERY DATE 09/09/06	DELIVERY MILES 6,274
[redacted]	VEHICLE I.D. NO. 1 G N F C 1 3 J 4 7 R [redacted]		SELLING DEALER NO.	PRODUCTION DATE 02/01/06
	F. T. E. NO.	R. O. NO.	R. O. DATE 03/06/08	
	COMMENTS			

MO: 22103

JOB# 1 CHARGES----------

LABOR----------
J# 1 05CTZ01 ACCESSORY REPAIR HOURS: 0.20 TECH(S):741 17.62
CUSTOMER STATES THE REAR BACK GLASS DOES NOT POPP OPEN AT TI
MES WHEN USING RELEASE BUTTON & ALSO WILL NOT STAY UP THE
GLASS FALLS DOWN INSTALL SPECIAL ORDER PARTS PER RICK R
REPLACE TAILGATE GLASS SUPPORTS(WEAK)
REPLACED TAILGATE GLASS SUPPORTS
B AUTH OK'D BY RICK R DUE TO PRIOR HATCH THIS TIME GLASS

PARTS------QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
1	15161943	STRUT 17.202	11.66	11.66	16.32	16.32
1	15161944	STRUT 17.202	11.66	11.66	16.32	16.32
		COST TOTAL		23.32		
				TOTAL - PARTS		32.64

JOB# 1 TOTALS----------

LABOR	17.62
PARTS	32.64
JOB# 1 JOURNAL PREFIX CTWS JOB# 1 TOTAL	50.26

JOB# 2 CHARGES----------

LABOR----------
J# 2 05CTZ 15A DEPT HOURS: TECH(S):125
CUSTOMER STATES WHILE DRIVING ON LONG TRIPS WHEN SETTING
THE CRUSIE CONTROL WHEN SETTING BUTTON THE LIGHT WILL COME
ON WHEN PUSH IN THE SET BUTTON WILL NOT SET AT TIMES
SCANNED, NO CODES. ROAD TESTED 5 MILES AND OPERATING AS
DESIGNED AT THIS TIME
SET AND RESUMED EACH TIME.
TESTED FROM 22066 TO 22071
TESTED AGAIN 22071 TO 22103
VEHICLE WAS TEST DROVE BY SHOP FOREMAN

JOB# 3 CHARGES----------

LABOR----------
J# 3 09CTZ BRAKE & FR END DEPT HOURS: 0.60 TECH(S):779 52.85
CUSTOMER STATES WHEN SITTING AT A STOP AFTER RELEASING THE B
RAKE PEDAL BEFORE STEPPING ON GAS PEDAL CUSTOMER WILL FEEL A
JOLT FROM REAR OF VEHICLE ALSO AT TIMES WILL HEAR & FELL
IT WHEN GOING OVER A BUMP REAL SLOW SEE RICK R.
DRIVESHAFT SLIP YOKE BINDS
ROAD TEST,R&R DRIVE SHAFT,CLEAN AND REPACK SLIP YOKE

JOB# 3 TOTALS----------

LABOR	52.85
JOB# 3 JOURNAL PREFIX CTWS JOB# 3 TOTAL	52.85

JOB# 4 CHARGES----------

LABOR----------

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.
WARRANTY COPY-W

[CONTINUED ON NEXT PAGE] 11:16am

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PASADENA, CALIFORNIA
www.teamchevyolds.com

003 E. COLORADO BLVD. P.O. BOX
PASADENA, CALIFORNIA 91107-3869
PHONE (626) 449-3333

SERVICE - PARTS HOURS
MONDAY THRU FRIDAY 7:30 A.M. TO 5:30 P.M.

B.A.R. LICENSE # AM 136715
EPA # CAD 028904332

0901ICTCS287858

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
18538	JEFF D MARSHALL 440	8498	03/07/08	CTCS287858
[redacted]	LABOR RATE / LICENSE NO. [redacted]	MILEAGE 22,066	COLOR GOLD/DK TIT	STOCK NO. 42119
PASADENA, CA [redacted]	YEAR / MAKE / MODEL 07/CHEVROLET TRUCK/TAHOE/1500 4DR		DELIVERY DATE 09/09/06	DELIVERY MILES 6,274
[redacted]	VEHICLE I.D. NO. 1 G N F C 1 3 J 4 7 R [redacted]		SELLING DEALER NO	PRODUCTION DATE 02/01/06
	F. T. E. NO. / P. O. NO.		R. O. DATE 03/06/08	
	COMMENTS			MO: 22103

TESTED RECEIPTION AND WILL HAVE SOME NOISE ON WEAKER
STATIONS
NORMAL OPERATION

JOB# 4 TOTALS----------

JOB# 5 CHARGES---------- JOB# 4 JOURNAL PREFIX CTCS JOB# 4 TOTAL 0.00

LABOR----------
J# 5 32CTZ02 ACCESSORY REPAIR TECH(S):125 WARRANTY
CUSTOMER STATES WHILE SITTING INSIDE OF VEHICLE WITH KEY OUT
OF IGNITION & AFTER OPENING DOOR TO SHUTT EVERYTHING OFF STI
LL HEARS A WHINEING TYPE NOSIE OUT DASH /STEREO AREA
NORMAL INTERNAL RADIO SHUT DOWN PROCEDURE
NORMAL OPERATION

JOB# 5 TOTALS----------

JOB# 6 CHARGES---------- JOB# 5 JOURNAL PREFIX CTCS JOB# 5 TOTAL 0.00

LABOR----------
J# 6 33CTZ12 SHUTTLE RIDE TECH(S):125 WARRANTY
CUSTOMER REQUEST SHUTTLE RIDE.

JOB# 6 TOTALS----------

JOB# 6 JOURNAL PREFIX CTCS JOB# 6 TOTAL 0.00

ESTIMATE----------
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $1.00 (+TAX)
COMMENTS----------
HAS DAMAGE AT RT REAR BUMPER AREA

TECHNICIAN CERTIFICATION----------
741 KENT HAYNE NS059651

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.
FILE COPY
[CONTINUED ON NEXT PAGE] 10:09am

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ERAINTINVB SP803512 (08/01)

CTCS287858

TEAM CHEVROLET
PASADENA, CALIFORNIA

www.teamchevyolds.com

003 E. COLORADO BLVD. P.O. BOX
PASADENA, CALIFORNIA 91107-3869
PHONE (626) 449-3333

SERVICE - PARTS HOURS
MONDAY THRU FRIDAY 7:30 A.M. TO 5:30 P.M.

B.A.R. LICENSE # AM 136715

EPA # CAD 028904332

0901ICTCS287858

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
18538	JEFF D MARSHALL 440	8498	03/07/08	CTCS287858
[redacted]	LABOR RATE / LICENSE NO. [redacted]	MILEAGE 22,066	COLOR GOLD/DK TIT	STOCK NO. 42119
PASADENA, CA [redacted]	YEAR / MAKE / MODEL 07/CHEVROLET TRUCK/TAHOE/1500 4DR		DELIVERY DATE 09/09/06	DELIVERY MILES 6,274
[redacted]	VEHICLE I.D. NO. 1GNFC13J47R [redacted]		SELLING DEALER NO.	PRODUCTION DATE 02/01/06
	P. T. E. NO.	P. O. NO.	R. O. DATE 03/06/08	
	COMMENTS			

MO: 22103

TOTALS----------

****** NEW HOURS ******

EFFECTIVE NOVEMBER 1, 2006

SERVICE AND PARTS DEPARTMENTS ARE NOW
OPEN ON SATURDAYS FROM 8:00 AM TO 2:00 PM

OPEN SATURDAYS !!! OPEN SATURDAYS !!!

(WE WILL NO LONGER BE OPEN LATE THURSDAY EVES)

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**

PARTS DESIGNATED WITH AN ASTERISK (*) INDICATE LIMITED
[redacted] CUSTOMER PAY REPAIRS

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.
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[END OF INVOICE] 10:09am

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ERAINTINVB SF003512 (08/01)

287858

TEAM

CHEVROLET HUMMER HYUNDAI

3003 E. COLORADO BLVD. P.O. BOX 5020
PASADENA, CALIFORNIA 91107-3869
PHONE (626) 449-3333

SERVICE HOURS
MONDAY THRU FRIDAY 7:00 A.M. TO 6:00 P.M.
NO CARS RELEASED AFTER CLOSING

www.pasadenachevrolet.com
www.pasadenahummer.com
www.pasadenahyundai.com

0901J287858

STATE REG# BAR – RM136715

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO / MI	TOTAL
03CTZ-EMM/TBSVC	BG EM/TB SERVICE	MO	0.00
03CTZ-FUELSVC	FUEL IND.SVC	MO	0.00
01CTZ-BG/ADD	BG OIL/FUEL TRTMENT	MO	0.00
03CTZ-15K/A/F	AIR/FUEL FILTER SERV	MO	0.00
03CTZ-FUELINJSV	BG FUEL INJECTOR SVC	MO	0.00
01CTZ-15KSVC	15/45/75K SERVICES	MO	0.00
01CTZ-BG/DIFFSV	BG SYNTH.DIFF.SVC	MO	0.00
01CTZ-EMM/TBSVC	BG EM/TB SERVICE	MO	0.00

RECOMMENDATIONS:

AUTH. NO.

CONTACT

RENTAL DAYS

TOTAL AUTH. $

DED.

B.A.R. LICENSE # AM 136715 EPA # CAD 028904332

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]

SERVICE

MIKE MANOUKIAN

JOB | LABOR INSTRUCTIONS | SAVE OLD PARTS YES NO

CUSTOMER REQUEST SHUTTLE RIDE

LABOR LIMITED WARRANTY 4,000 MILES OR 90 DAYS WHICH EVER OCCURS FIRST
VALID ONLY IF VEHICLE IS RETURNED TO OUR SERVICE DEPARTMENT

PAGE 3 OF 3 287858 TECH COPY

CMCDA FORM SOURCE 800-850-FORM • TO REORDER ☎ 1-800-358-[illegible]
004174

287858

TEAM

CHEVROLET HUMMER HYUNDAI

3003 E. COLORADO BLVD. P.O. BOX 5020
PASADENA, CALIFORNIA 91107-3869
PHONE (626) 449-3333

SERVICE HOURS
MONDAY THRU FRIDAY 7:00 A.M. TO 6:00 P.M.
NO CARS RELEASED AFTER CLOSING

www.pasadenachevrolet.com
www.pasadenahummer.com
www.pasadenahyundai.com

0901J287858

STATE REG# BAR - RM136715

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO / MI	TOTAL
03CTZ-EMM/TBSVC	BG EM/TB SERVICE	MO	0.00
03CTZ-FUELSVC	FUEL IND.SVC	MO	0.00
01CTZ-BG7ADD	BG OIL/FUEL TRTMENT	MO	0.00
03CTZ-15K/A/F	AIR/FUEL FILTER SERV	MO	0.00
03CTZ-FUELINJSV	BG FUEL INJECTOR SVC	MO	0.00
01CTZ-15KSVC	15/45/75K SERVICES	MO	0.00
01CTZ-BG/DIFFSV	BG SYNTH.DIFF.SVC	MO	0.00
01CTZ-EMM/TBSVC	BG EM/TB SERVICE	MO	0.00

RECOMMENDATIONS:

AUTH. NO.

CONTACT

RENTAL DAYS

TOTAL AUTH. $

DED.

B.A.R. LICENSE # AM 136715 EPA # CAD 028904332

CMCDA FORM SOURCE 800-459-FORM • TO REORDER ☎ 1-800-359-3574

004174

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	W	[illegible]	[illegible]
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	W	[illegible]	[illegible]
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	W	[illegible]	[illegible]
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	W	[illegible]	[illegible]
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	W	[illegible]	[illegible]

SERVICE

[illegible]

MIKE DANOUKAN
[illegible] ALBERT RD
PASADENA CA [illegible]
[illegible]

[illegible] 287858
[illegible] 010608
[illegible] 0.00

[illegible] 03 01 06

JOB | LABOR INSTRUCTIONS | SAVE OLD PARTS YES NO

W [illegible] BRAKE & FRONT DEPT
CUSTOMER STATES WHEN SITTING AT A STOP AFTER RELEASING THE BRAKE PEDAL BEFORE STEPPING ON GAS PEDAL CUSTOMER WILL FEEL A JOLT FROM REAR OF VEHICLE ALSO AT TIMES WILL HEAR & FEEL IT WHEN GOING OVER A BUMP REAL SLOW SEE RICK R

Driveshaft slip-yoke lines
R&R Driveshaft, clean-repack splines

W [illegible] RADIO AND SOUND
CUSTOMER STATES AT TIMES WITH RADIO ON HEARS A BUZZING TYPE NOSIE COMING FROM SPEAKERS POSSIBLE SEE RICK R

Dowel from week of [illegible]

W [illegible] ACCESSORY REPAIR
CUSTOMER STATES WHILE SITTING INSIDE OF VEHICLE WITH KEY OUT OF IGNITION & AFTER OPENING DOOR TO SHUT EVERYTHING OFF STILL HEARS A WHINEING TYPE NOSIE OUT DASH/STEREO AREA

Dowel antenna & adjust [illegible] after shutting off

LABOR LIMITED WARRANTY 4,000 MILES OR 90 DAYS WHICHEVER OCCURS FIRST
VALID ONLY IF VEHICLE IS RETURNED TO OUR SERVICE DEPT FOR ADJUSTMENTS

[CONTINUED ON NEXT PAGE]

03/26/2008 15:25 FAX 007/119

287858

TEAM

CHEVROLET HUMMER HYUNDAI

3003 E. COLORADO BLVD. P.O. BOX 5020
PASADENA, CALIFORNIA 91107-3869
PHONE (626) 449-3333

SERVICE HOURS
MONDAY THRU FRIDAY 7:00 A.M. TO 6:00 P.M.
NO CARS RELEASED AFTER CLOSING

www.pasadenachevrolet.com
www.pasadenahummer.com
www.pasadenahyundai.com

0901J287858

STATE REG# BAR – RM136715

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO / MI	TOTAL
03CTZ-EMM/TBSVC	BG EM/TB SERVICE	MO	0.00
03CTZ-FUELSVC	FUEL IND.SVC	MO	0.00
01CTZ-BG/ADD	BG OIL/FUEL TRTMENT	MO	0.00
03CTZ-15K/A/F	AIR/FUEL FILTER SERV	MO	0.00
03CTZ-FUELINJSV	BG FUEL INJECTOR SVC	MO	0.00
01CTZ-15KSVC	15/45/75K SERVICES	MO	0.00
01CTZ-BG/DIFFSV	BG SYNTH.DIFF.SVC	MO	0.00
01CTZ-EMM/TBSVC	BG EM/TB SERVICE	MO	0.00

RECOMMENDATIONS:

Rear Bumper Damage at Rt Side
Prior Damage

AUTH. NO.

CONTACT

RENTAL DAYS

TOTAL AUTH. $

DED.

B.A.R. LICENSE # AM 136715 EPA # CAD 028904332

CMCDA FORM SOURCE 800-550-FORM • TO REORDER ☎ 1-800-559-9994

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]

JOB	LABOR INSTRUCTIONS					
	ORIGINAL CUSTOMER ESTIMATE					
	WE 05CTZ01 — ACCESSORY REPAIR					
	CUSTOMER STATES THE REAR BACK GLASS DOES NOT POP OPEN AT TIMES WHEN USING RELEASE BUTTON & ALSO WILL NOT STAY UP THE GLASS FALLS DOWN INSTALL SPECIAL ORDER PARTS PER RICKR					
	Reports that glass is jammed as special order					
	WE 05CTZ — 15A DEPT					
	CUSTOMER STATES WHILE DRIVING ON LONG TRIPS WHEN SETTING THE CRUISE CONTROL WHEN SETTING BUTTON THE LIGHT WILL COME ON WHEN PUSH IN THE SET BUTTON WILL NOT SET AT TIMES					
	Span - 22 Miles Road Test 22066 - 22071 Set reset each time					

LABOR LIMITED WARRANTY 4,000 MILES OR 90 DAYS WHICHEVER OCCURS FIRST. VALID ONLY IF VEHICLE IS RETURNED TO OUR SERVICE DEPT. FOR ADJUSTMENTS.

SAVE OLD PARTS YES ☐ NO

[CONTINUED ON NEXT PAGE]

03/26/2008 15:26 FAX 008/119

Goodwrench

MULTI-POINT VEHICLE INSPECTION

2/06

TAG 8498

Name:_____ Year/Model: Pewter Tahoe Date: 3/6/08

Repair Order #:_____ VIN (last 8 digits): [redacted] Odometer: 22066 MI: MII:

Checked and OK | May Require Attention Soon | Requires Immediate Attention

INTERIOR

OnStar Subscription activated by

Remaining engine oil life:_____% Reset:_____ N/A:_____

Air Conditioning Performance

WIPER BLADES

LF / RF

Rear (if applicable)

Windshield condition

Cracks_____ Chips yes

CHECK TIRES AND TREAD DEPTH

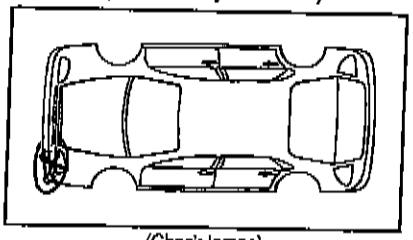
(Check body condition)

LF: 8/32 or Greater / 7/32 to 4/32 / 3/32 or Less

PSI@:____set to:____PSI

LR: 8/32 or Greater / 7/32 to 4/32 / 3/32 or Less

PSI@:____set to:____PSI



(Check lamps)

Lowest Tread Depth: ____/32

8/32 or Greater / 7/32 to 4/32 / 3/32 or Less RF

PSI@:____set to:____PSI

8/32 or Greater / 7/32 to 4/32 / 3/32 or Less RR

PSI@:____set to:____PSI

☐ Rotation needed ☐ Rotation performed LF ☐ LR ☐

☐ Alignment needed ☐ Alignment performed Wear Pattern/Damage

☐ Balance needed ☐ Balance performed RF ☐ RR ☐

CHECK BATTERY

SEALED + COVER

Battery condition

Battery cables and connections

CHECK FLUID LEVELS

OK	FILLED	REQUIRES ATTENTION
✓	Engine oil	
✓	Brake fluid reservoir	
✓	Transmission (if equipped w/dipstick)	
✓	Coolant recovery reservoir	
✓	Power steering	
✓	Windshield washer	

CHECK BRAKES/MEASURE FRONT AND REAR LININGS

LF: 7 mm (9/32) [illegible]

6 mm (8/32) [illegible]

3 [illegible] less

RF

LR: 4 [illegible]

RR

Lowest Front Lining _____ Lowest Rear Lining _____

Brake system (also including lines, hoses and parking brake)

ADDITIONAL CHECKS

Inspect for visible leaks:

- Fuel system (also including gas cap seating)
- Engine, transmission, drive axle, transfer case
- Engine cooling system
- Shocks and struts – also check operation

Inspect visual condition:

- Belts: engine, accessory, serpentine, and/or V-drive
- Hoses: engine, power steering and HVAC
- Engine air filter and cabin air filters
- Steering components and steering linkage
- CV drive axle boots or driveshafts and U-joints
- Exhaust system components

Additional Recommended Services

1)
2)
3)
4)
5)
6)
7)
8)

Service Consultant:

Technician: No.:

SIMPLIFIED MAINTENANCE

MI ☐ Required ☐ Performed | MII ☐ Required ☐ Performed

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CTWS287858

TEAM CHEVROLET
PASADENA, CALIFORNIA
www.teamchevyolds.com

)03 E. COLORADO BLVD. P.O. BOX 5
PASADENA, CALIFORNIA 91107-3869
PHONE (626) 449-3333

B.A.R. LICENSE # AM 136715
EPA # CAD 028904332

SERVICE - PARTS HOURS
MONDAY THRU FRIDAY 7:30 A.M. TO 5:30 P.M.

0901|CTWS287858

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
18538	JEFF D MARSHALL 440	8498	03/10/08	CTWS287858
[redacted]	LABOR RATE / LICENSE NO. [redacted]	MILEAGE 22,066	COLOR GOLD/DK TIT	STOCK NO. 42119
PASADENA, CA [redacted]	YEAR / MAKE / MODEL 07/CHEVROLET TRUCK/TAHOE/1500 4DR		DELIVERY DATE 09/09/06	DELIVERY MILES 6,274
	VEHICLE I.D. NO. 1GNFC13J47R [redacted]		SELLING DEALER NO.	PRODUCTION DATE 02/01/06
[redacted]	R. T. E. NO. / P. O. NO.		R. O. DATE 03/06/08	
	COMMENTS			

MO: 22103
GMGMWF.602

03/14/08 Warranty New Claim
1306

RO Number	RO Date	VIN	Div	Dealer	Odometer	Service Advisor #
287858	03/06/2008	1GNFC13J47R[redacted]	3	20654	22066	55125530.4

Customer Name; First: MIKE Middle: MANOUKIAN
Last: Phone;Work: Home:
****

LN	CT	CC	PC	Part-No.	Tot-Pts	FC	LabOp	Lhrs	Ohrs	Labr-Amt.	Net-Amt.	Ln-Tot.
1		OG				2N	F1280	.3	.3	52.85		52.85

Tech SSN: [redacted] Auth Code: E Authorized Author.: 0090

883
3-8

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.
WARRANTY COPY-W [END OF INVOICE] 11:16am

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BRAINTINVE BP003318 (08/01)

TEAM CHEVROLET
PASADENA, CALIFORNIA

www.teamchevyolds.com

3003 E. COLORADO BLVD. P.O. BC 020
PASADENA, CALIFORNIA 91107-3869
PHONE (626) 449-3333

B.A.R. LICENSE # AM 136715

EPA # CAD 028904332

SERVICE - PARTS HOURS
MONDAY THRU FRIDAY 7:30 A.M. TO 5:30 P.M.

CTCS287542

0901ICTCS287542

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
18538	JEFF D MARSHALL 440	F	02/27/08	CTCS287542
[redacted]	LABOR RATE / LICENSE NO. 5RCF559	MILEAGE 21,797	COLOR GOLD/DK TIT	STOCK NO. 42119
PASADENA, CA [redacted]	YEAR / MAKE / MODEL 07/CHEVROLET TRUCK/TAHOE/1500 4DR		DELIVERY DATE 09/09/06	DELIVERY MILES 6,274
[redacted]	VEHICLE I.D. NO. 1 G N F C 1 3 J 4 7 R [redacted]		SELLING DEALER NO.	PRODUCTION DATE 02/01/06
	F. T. E. NO.	P. O. NO.	P. O. DATE 02/27/08	
	COMMENTS			

MO: 21797

JOB# 1 CHARGES----------

LABOR----------
J# 1 05CTZ 15A DEPT TECH(S):125 WARRANTY
CUSTOMER STATES THE REAR BLACK GLASS DOES NOT POPP OPEN WHEN
USING THE RELEASE BUTTON & ALSO WONT STAY NEED TO SPECIAL OR
DER REAR GLAS HATCH SUPPORTS
PER RICK R.
DEFECTIVE REAR GLASS HATCH SUPPORTS
SPO PARTS

PARTS------QTY---FP-NUMBER----------DESCRIPTION----------UNIT PRICE-
0 15161943 STRUT 17.202 WARRANTY
PART ON SPECIAL ORDER
** QUANTITY 1 IS SPECIAL ORDERED **
0 15161944 STRUT 17.202 WARRANTY
PART ON SPECIAL ORDER
** QUANTITY 1 IS SPECIAL ORDERED **

TOTAL - PARTS 0.00

JOB# 1 TOTALS----------

JOB# 1 JOURNAL PREFIX CTCS JOB# 1 TOTAL 0.00

ESTIMATE----------
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $1.00 (+TAX)

TOTALS----------

****** NEW HOURS ******

EFFECTIVE NOVEMBER 1, 2006

SERVICE AND PARTS DEPARTMENTS ARE NOW
OPEN ON SATURDAYS FROM 8:00 AM TO 2:00 PM

OPEN SATURDAYS !!! OPEN SATURDAYS !!!

(WE WILL NO LONGER BE OPEN LATE THURSDAY EVES)

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**

PARTS DESIGNATED WITH AN ASTERISK (*) INDICATE LIMITED
LIFETIME SERVICE GUARANTEE FOR CUSTOMER PAY REPAIRS

CUSTOMER SIGNATURE

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.
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[END OF INVOICE] 03:07pm

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CTWS287542

TEAM CHEVROLET
PASADENA, CALIFORNIA
www.teamchevyolds.com

3003 E. COLORADO BLVD. P.O. BOX 20
PASADENA, CALIFORNIA 91107-3869
PHONE (626) 449-3333

B.A.R. LICENSE # AM 136715
EPA # CAD 028904332

SERVICE - PARTS HOURS
MONDAY THRU FRIDAY 7:30 A.M. TO 5:30 P.M.

0901/CTWS287542

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
18538	JEFF D MARSHALL 440	F	02/28/08	CTWS287542
[redacted]	LABOR RATE / [redacted]	MILEAGE 21,797	COLOR GOLD/DK TIT	STOCK NO. 42119
PASADENA, CA [redacted]	YEAR / MAKE / MODEL 07/CHEVROLET TRUCK/TAHOE/1500 4DR		DELIVERY DATE 09/09/06	DELIVERY MILES 6,274
[redacted]	VEHICLE I.D. NO. 1GNFC13J47R[redacted]		SELLING DEALER NO.	PRODUCTION DATE 02/01/06
	F. T. E. NO.	P. O. NO.	A. O. DATE 02/27/08	
	COMMENTS			MO: 21797

JOB# 1 CHARGES----------

LABOR----------
J# 1 05CTZ 15A DEPT HOURS: TECH(S):125
CUSTOMER STATES THE REAR BLACK GLASS DOES NOT POPP OPEN WHEN
USING THE RELEASE BUTTON & ALSO WONT STAY NEED TO SPECIAL OR
DER REAR GLAS HATCH SUPPORTS
PER RICK R.
DEFECTIVE REAR GLASS HATCH SUPPORTS
SPO PARTS

PARTS------QTY	FP	NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
0		15161943	STRUT 17.202	11.21	0.00	15.69	0.00
		** QUANTITY 1 IS SPECIAL ORDERED **					
0		15161944	STRUT 17.202	11.21	0.00	15.69	0.00
		** QUANTITY 1 IS SPECIAL ORDERED **					
					TOTAL - PARTS		0.00

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.
WARRANTY COPY-W [END OF INVOICE] 07:45am

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ERAINTINVE BF003312 (04/01)

CTWS287542

18538

[redacted]
PASADENA, CA [redacted]

[redacted]

JEFF D MARSHALL 440 F 02/28/08 CTWS287542
[redacted] 21,797 GOLD/DK TIT 42119
07/CHEVROLET TRUCK/TAHOE/1500 4DR 09/09/06 6,274
1 G N F C 1 3 J 4 7 R [redacted] 02/01/06
02/27/08

MO: 21797

JOB# 1 CHARGES----------

LABOR----------
J# 1 05CTZ 15A DEPT HOURS: TECH($):125
CUSTOMER STATES THE REAR BLACK GLASS DOES NOT POPP OPEN WHEN
USING THE RELEASE BUTTON & ALSO WONT STAY NEED TO SPECIAL OR
DER REAR GLAS HATCH SUPPORTS
PER RICK R.
DEFECTIVE REAR GLASS HATCH SUPPORTS
SPO PARTS

PARTS------QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
0	15161943	STRUT 17.202	11.21	0.00	15.69	0.00
	** QUANTITY 1 IS SPECIAL ORDERED **					
0	15161944	STRUT 17.202	11.21	0.00	15.69	0.00
	** QUANTITY 1 IS SPECIAL ORDERED **					
				TOTAL - PARTS		0.00

FILE COPY-W

[END OF INVOICE] 07:45am

287542

TEAM

CHEVROLET HUMMER HYUNDAI

3003 E. COLORADO BLVD. P.O. BOX 5020
PASADENA, CALIFORNIA 91107-3869
PHONE (626) 449-3333

SERVICE HOURS
MONDAY THRU FRIDAY 7:00 A.M. TO 6:00 P.M.
NO CARS RELEASED AFTER CLOSING

www.pasadenachevrolet.com
www.pasadenahummer.com
www.pasadenahyundai.com

0901J287542

STATE REG# BAR - RM136715

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO / MI	TOTAL
03CTZ-EMM/TBSVC	BG EM/TB SERVICE	MO	0.00
03CTZ-FUELSVC	FUEL IND.SVC	MO	0.00
01CTZ-BG/ADD	BG OIL/FUEL TRTMENT	MO	0.00
03CTZ-15K/A/F	AIR/FUEL FILTER SERV	MO	0.00
03CTZ-FUELINJSV	BG FUEL INJECTOR SVC	MO	0.00
01CTZ-15KSVC	15/45/75K SERVICES	MO	0.00
01CTZ-BG/DIFFSV	BG SYNTH.DIFF.SVC	MO	0.00
01CTZ-EMM/TBSVC	BG EM/TB SERVICE	MO	0.00

RECOMMENDATIONS:

AUTH. NO.

CONTACT

RENTAL DAYS

TOTAL AUTH. $

DED.

B.A.R. LICENSE # AM 136715

EPA # CAD 028904332

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]

MIKE YANOUKIAN
[illegible] CALIFORNIA
PASADENA CA [illegible]

JOB | LABOR INSTRUCTIONS | SAVE OLD PARTS YES NO

ORIGINAL CUSTOMER ESTIMATE TOTAL 1.00

CUSTOMER STATES THE REAR BLACK GLASS DOES NOT PROPE OPEN WHEN USING THE RELEASE BUTTON & ALSO WONT STAY NEED TO SPECIAL OR DER REAR GLAS HATCH SUPPORTS
PER RICK R.

See Back Glass Service

Disc OK
Ga 15 Gas

LABOR LIMITED WARRANTY 4,000 MILES OR 90 DAYS WHICHEVER COMES FIRST
VALID ONLY IF VEHICLE IS RETURNED TO OUR SERVICE DEPT. FOR ADJUSTMENTS

287542

TECH COPY

03/26/2008 15:28 FAX 014/119

TEAM CHEVROLET
PASADENA, CALIFORNIA
www.teamchevyolds.com

003 E. COLORADO BLVD. P.O. BOX [illegible]
PASADENA, CALIFORNIA 91107-3869
PHONE (626) 449-3333

SERVICE - PARTS HOURS
MONDAY THRU FRIDAY 7:30 A.M. TO 5:30 P.M.

B.A.R. LICENSE # AM 136715
EPA # CAD 028904332

CTCS286943

0901ICTCS286943

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
18538	JEFF D MARSHALL 440	977	02/14/08	CTCS286943
[redacted]	LABOR RATE [redacted]	MILEAGE 21,797	COLOR GOLD/DK TIT	STOCK NO. 42119
PASADENA, CA [redacted]	YEAR / MAKE / MODEL 07/CHEVROLET TRUCK/TAHOE/1500 4DR		DELIVERY DATE 09/09/06	DELIVERY MILES 6,274
[redacted]	VEHICLE I.D. NO. 1 G N F C 1 3 J 4 7 R [redacted]		SELLING DEALER NO.	PRODUCTION DATE 02/01/06
	F. T. E. NO.	P. O. NO.	R. O. DATE 02/14/08	
	COMMENTS			MO: 21797

JOB# 1 CHARGES

LABOR
J# 1 05CTZ 15A DEPT TECH(S):1116 WARRANTY
CUSTOMER STATES REAR HATCH DOOR SUPPORTS ARE WEAK
S.O.P. HERE
PLEASE CHECK REAR GLASS SUPPORTS
CUSTOMER COMPLAINED SUPPORTS ARE WEAK
REPLACE L&R SUPPORTS ON LIFTGATE

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
	1	15827433	STRUT 17.202		WARRANTY
	1	15854712	STRUT 17.202		WARRANTY
				TOTAL - PARTS	0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX CTCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR
J# 2 05CTZ01 ACCESSORY REPAIR TECH(S):1116 WARRANTY
CUSTOMER STATES CHROME ON RIGHT REAR INSIDE DOOR HANDLE
IS COMING OFF. S.O.P. HERE
CHROME PEELING
R&R DOOR PANEL AND REPLACE HANDLE

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
	1	15939085	HANDLE 16.345		WARRANTY
				TOTAL - PARTS	0.00

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX CTCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR
J# 3 33CTZ12 SHUTTLE RIDE TECH(S):125 WARRANTY
CUSTOMER REQUEST SHUTTLE RIDE.
DUE TO WARRANTY

JOB# 3 TOTALS 2-14-08 41 27910

JOB# 3 JOURNAL PREFIX CTCS JOB# 3 TOTAL 0.00

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $0.00 (+TAX)

COMMENTS
CALLED MIKE ON 2/14/08 AT 12:10 P/M LET HIM KNOW THE
VEHICLE WAS READY FOR P/U THANK YOU FOR CHOOSING TEAM
AUTOMOTIVE FOR YOUR SERVICE NEEDS .YOUR NEXT SERVICE
WILL BE IN 3 MONTHS OR 3.500 MILES PLEASE CALL YOUR
SERVICE ADVISOR JEFF MARSHALL AT 626-523-9985 OR
626-396-3458 FOR YOUR NEXT SERVICE

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.
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[CONTINUED ON NEXT PAGE] 01:25pm

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4RAINTINVE BF003812 (08/01)

CTCS286943

TEAM CHEVROLET
PASADENA, CALIFORNIA

003 E. COLORADO BLVD. P.O. BOX
PASADENA, CALIFORNIA 91107-3869
PHONE (626) 449-3333

www.teamchevyolds.com

B.A.R. LICENSE # AM 136715

EPA # CAD 028904332

SERVICE & PARTS HOURS
MONDAY THRU FRIDAY 7:30 A.M. TO 5:30 P.M.

0901ICTCS286943

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
18538	JEFF D MARSHALL 440	977	02/14/08	CTCS286943
[redacted]	LABOR RATE / LICENSE NO. [redacted]	MILEAGE 21,797	COLOR GOLD/DK TIT	STOCK NO. 42119
PASADENA, CA [redacted]	YEAR / MAKE / MODEL 07/CHEVROLET TRUCK/TAHOE/1500 4DR		DELIVERY DATE 09/09/06	DELIVERY MILES 6,274
[redacted]	VEHICLE I.D. NO 1 G N F C 1 3 J 4 7 R [redacted]		SELLING DEALER NO.	PRODUCTION DATE 02/01/06
	F. T. E NO.	P. O. NO.	R. O. DATE 02/14/08	
	COMMENTS			

TOTALS..... MO: 21797

****** NEW HOURS ******

EFFECTIVE NOVEMBER 1, 2006

SERVICE AND PARTS DEPARTMENTS ARE NOW
OPEN ON SATURDAYS FROM 8:00 AM TO 2:00 PM

OPEN SATURDAYS !!! OPEN SATURDAYS !!!

(WE WILL NO LONGER BE OPEN LATE THURSDAY EVES)

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**

PARTS DESIGNATED WITH AN ASTERISK (*) INDICATE LIMITED
LIFETIME SERVICE GUARANTEE FOR CUSTOMER PAY REPAIRS

[redacted]

CUSTOMER SIGNATURE

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.
FILE COPY

[END OF INVOICE] 01:25pm

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ERAINTINVE SF003512 (08/01)

TEAM CHEVROLET
PASADENA, CALIFORNIA

www.teamchevyolds.com

003 E. COLORADO BLVD. P.O. BOX 5
PASADENA, CALIFORNIA 91107-3869
PHONE (626) 449-3333

B.A.R. LICENSE # AM 136715
EPA # CAD 028904332

SERVICE - PARTS HOURS
MONDAY THRU FRIDAY 7:30 A.M. TO 5:30 P.M.

CTWS286943

0901ICTWS286943

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
18538	JEFF D MARSHALL 440	977	02/19/08	CTWS286943
[redacted]	LABOR RATE [redacted]	MILEAGE 21,797	COLOR GOLD/DK TIT	STOCK NO. 42119
PASADENA, CA [redacted]	YEAR / MAKE / MODEL 07/CHEVROLET TRUCK/TAHOE/1500 4DR		DELIVERY DATE 09/09/06	DELIVERY MILES 6,274
	VEHICLE I.D. NO. 1 G N F C 1 3 J 4 7 R [redacted]		SELLING DEALER NO.	PRODUCTION DATE 02/01/06
[redacted]	P. T. E. NO.	P. O. NO.	R. O. DATE 02/14/08	
	COMMENTS			MO: 21797

JOB# 1 CHARGES

LABOR
J# 1 05CTZ 15A DEPT HOURS: 0.20 TECH(S):1116 17.62
CUSTOMER STATES REAR HATCH DOOR SUPPORTS ARE WEAK
S.O.P. HERE
PLEASE CHECK REAR GLASS SUPPORTS
CUSTOMER COMPLAINED SUPPORTS ARE WEAK
REPLACE L&R SUPPORTS ON LIFTGATE

PARTS QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
1	15827433	STRUT 17.202	22.73	22.73	31.82	31.82
1	15854712	STRUT 17.202	23.13	23.13	32.38	32.38
		COST TOTAL		45.86		
				TOTAL - PARTS		64.20

JOB# 1 TOTALS

LABOR	17.62
PARTS	64.20
JOB# 1 JOURNAL PREFIX CTWS JOB# 1 TOTAL	81.82

JOB# 2 CHARGES

LABOR
J# 2 05CTZ01 ACCESSORY REPAIR HOURS: 0.40 TECH(S):1116 35.23
CUSTOMER STATES CHROME ON RIGHT REAR INSIDE DOOR HANDLE
IS COMING OFF. S.O.P. HERE
CHROME PEELING
R&R DOOR PANEL AND REPLACE HANDLE

PARTS QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
1	15939085	HANDLE 16.345	12.33	12.33	17.26	17.26
		COST TOTAL		12.33		
				TOTAL - PARTS		17.26

JOB# 2 TOTALS

LABOR	35.23
PARTS	17.26
JOB# 2 JOURNAL PREFIX CTWS JOB# 2 TOTAL	52.49

JOB# 3 CHARGES

LABOR
J# 3 33CTZ12 SHUTTLE RIDE HOURS: TECH(S):125 0.00
CUSTOMER REQUEST SHUTTLE RIDE.
DUE TO WARRANTY
02-14-08 X1

COMMENTS
CALLED MIKE ON 2/14/08 AT 12:10 P/M LET HIM KNOW THE
VEHICLE WAS READY FOR P/U THANK YOU FOR CHOOSING TEAM
AUTOMOTIVE FOR YOUR SERVICE NEEDS .YOUR NEXT SERVICE
WILL BE IN 3 MONTHS OR 3.500 MILES PLEASE CALL YOUR
SERVICE ADVISOR JEFF MARSHALL AT 626-523-9985 OR
626-396-3458 FOR YOUR NEXT SERVICE

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.
WARRANTY COPY-W

[CONTINUED ON NEXT PAGE] 10:55am

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ERAINTINVE BF603012 (08/01)

CTWS286943

TEAM CHEVROLET
PASADENA, CALIFORNIA
www.teamchevrolds.com

003 E. COLORADO BLVD. P.O. BOX 5
PASADENA, CALIFORNIA 91107-3869
PHONE (626) 449-3333

B.A.R. LICENSE # AM 136715
EPA # CAD 028904332

SERVICE - PARTS HOURS
MONDAY THRU FRIDAY 7:30 A.M. TO 5:30 P.M.

0901ICTWS286943

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
1553?	JEFF D MARSHALL 440	977	02/19/08	CTWS286943
[redacted] PASADENA, CA [redacted]	LABOR RATE [redacted]	MILEAGE 21,797	COLOR GOLD/DK TIT	STOCK NO. 42119
	YEAR / MAKE / MODEL 07/CHEVROLET TRUCK/TAHOE/1500 4DR		DELIVERY DATE 09/09/06	DELIVERY MILES 6,274
	VEHICLE I.D. NO. 1 G N F C 1 3 J 4 7 R [redacted]		SELLING DEALER NO.	PRODUCTION DATE 02/01/06
	R. T. E. NO.	P. O. NO.	R. O. DATE 02/14/08	
[redacted]	COMMENTS			MO: 21797

R/O TAX 0.00
R/O TOTALS 134.31

WARRANTY CLAIM DETAIL TOTALS----------

CLAIM#.....	TT.
286943	1 ?
CLAIM TOTALS	13 .5.

APPROVED BY SIGNATURE

DCS AUDIT SLIP----------

DCS DATA FILE: GMGMWF.310
02/13/08 WARRANTY NEW CLAIM
1055

RO NUMBER	RO DATE	VIN	DIV	DEALER	ODOMETER	SERVICE ADVISOR #
[illegible]943	02/14/2008	1GNFC13J47R[redacted]	3	20654	21797	XXX-XX-5304

CUSTOMER NAME: FIRST: MIKE MIDDLE:
LAST: MANOUKIAN PHONE;WORK: 626-826-7454 HOME: 626-797-2640

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
1	01		OG	2	15827433	64.20	4X	B5450	.2			17.62
LN TOT:			81.82		TECH SSN: XXX-XX-4007			AUTH CODE:			AUTH. AUTHOR.:	

NEW PART NUMBERS: 15854712

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
2	02		VN	1	15939085	17.26	5L	B4517	.4			35.23
LN TOT			52.49		TECH SSN: XXX-XX-4007			AUTH CODE:			AUTH. AUTHOR.:	

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
3	03		M				98	Z7910			5.00	
LN TOT:			5.00		TECH SSN: XXX-XX-3913			AUTH CODE:			AUTH. AUTHOR.:	

R.O. TOTAL: 139.31

076
0
2.22

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.
WARRANTY COPY-W [END OF INVOICE] 10:55am

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ERAINTINVE BP603012 (08/01)

286943

286943

TEAM

CHEVROLET HUMMER HYUNDAI

3003 E. COLORADO BLVD. P.O. BOX 5020
PASADENA, CALIFORNIA 91107-3869
PHONE (626) 449-3333

SERVICE HOURS
MONDAY THRU FRIDAY 7:00 A.M. TO 6:00 P.M.
NO CARS RELEASED AFTER CLOSING

www.pasadenachevrolet.com
www.pasadenahummer.com
www.pasadenahyundai.com

0901J286943

STATE REG# BAR – RM136715

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO / MI	TOTAL
03CTZ-EMM/TBSVC	BG EM/TB SERVICE	MO	0.00
03CTZ-FUELSVC	FUEL IND.SVC	MO	0.00
01CTZ-BG/ADD	BG OIL/FUEL TRTMENT	MO	0.00
03CTZ-15K/A/F	AIR/FUEL FILTER SERV	MO	0.00
03CTZ-FUELINJSV	BG FUEL INJECTOR SVC	MO	0.00
01CTZ-15KSVC	15/45/75K SERVICES	MO	0.00
01CTZ-BG/DIFFSV	BG SYNTH.DIFF.SVC	MO	0.00
01CTZ-EMM/TBSVC	BG EM/TB SERVICE	MO	0.00

004174

RECOMMENDATIONS:

AUTH. NO.

CONTACT

RENTAL DAYS

TOTAL AUTH. $

DED.

B.A.R. LICENSE # AM 136715 EPA # CAD 028904332

CMCDA FORM SOURCE 800-466-FORM • TO REORDER ☎ 1-800-559-9876

03/26/2008 15:30 FAX

019/119

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	W	05CTZ	15A DEPT
				[illegible]	W	05CTZ01	ACCESSORY REPAIR
				[illegible]	W	05CTZ23	ACCESSORY REPAIR
				[illegible]	W	53CTZ12	SHUTTLE RIDE
				[illegible]	[illegible]	01CTZ015A	W/G LOF COUPON
				[illegible]	[illegible]	[illegible]	ACCESSORY REPAIR

SERVICE

1GNFC13947J135751	2007 CHEVROLET TRAILBLAZER LT	621.9	LICENSE NO. 5RCF559	R.O. NO. 286943
MIKE MANOUKIAN	18:18	09/09/06		02/14/08
2122 CALIBRETHRD PASADENA CA 91104-3048	GOLD/BLK THEATRE	62,274	OPERATION MILES 977	
[illegible]	[illegible]	21,797	PRODUCTION DATE 02/01/06	
[illegible]	[illegible]	1440		
[illegible]	09:24am			
[illegible]				
02/14/08 05:00 pm				

AUTH. BY ☐ PHONE ☐ IN PERSON

AUTH. BY ☐ PHONE ☐ IN PERSON

I hereby authorize the repair recommended and authorized on this order. It is understood that a lien may be placed on my vehicle for the amount of repairs. I do not require a road test. I do not require a road test on highways or elsewhere for the purpose of testing. I hereby grant your employees permission to operate the vehicle covered by this order. I have read the reverse side of this order and agree to the terms and conditions thereof. I have received a copy hereof.

SAVE OLD PARTS ☐ YES ☐ NO

JOB	LABOR INSTRUCTIONS	T.	LTG.	TU.
	ORIGINAL CUSTOMER ESTIMATE TOTAL 0.00			
1	W 05CTZ 15A DEPT CUSTOMER STATES REAR HATCH DOOR SUPPORTS ARE WEAK STOP HERE PLEASE CHECK REAR GLASS SUPPORTS	1.1	83450	2
2	W 05CTZ01 ACCESSORY REPAIR CUSTOMER STATES CHROME ON RIGHT REAR INSIDE DOOR HANDLE IS COMING OFF. STOP HERE	1.1	84512	4
3	W 53CTZ12 SHUTTLE RIDE CUSTOMER REQUEST SHUTTLE RIDE			

1500 MILE WARRANTY 48 HOURS OR 3 DAYS WHICHEVER OCCURS FIRST
ALL ONLY VEHICLES RETURNED TO OUR SERVICE DEPT FOR ADJUSTMENTS

Goodwrench

MULTI-POINT VEHICLE INSPECTION

Name: [redacted] Year/Model: 07 TAHOE Date: 2/14/08

Repair Order #: 261943 VIN (last 8 digits): 135751 Odometer: 21793 MI: ____ MII: ____

Checked and OK ☐ Requires Attention Soon ☐ Requires Immediate Attention

INTERIOR

☐ ☐ OnStar by GM Subscription activated

☐ ☐ Remaining engine oil life: ____ % Reset: ____ N/A: ____

☐ ☐ Air Conditioning Performance

WIPER BLADES

LF ☐ RF ☐

☐ ☐ Rear (if applicable)

☐ ☐ Windshield condition

Cracks ____ Chips ____

CHECK TIRES AND TREAD DEPTH

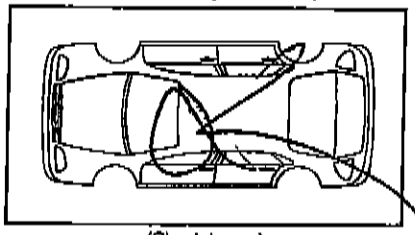
(Check body condition)

LF: ☐ 8/32 or Greater ☐ 7/32 to 4/32 ☐ 3/32 or Less

PSI @: ____ set to: ____ PSI

LR: ☐ 8/32 or Greater ☐ 7/32 to 4/32 ☐ 3/32 or Less

PSI @: ____ set to: ____ PSI



(Check lamps)

RF: ☐ 8/32 or Greater ☐ 7/32 to 4/32 ☐ 3/32 or Less

PSI @: ____ set to: ____ PSI

RR: ☐ 8/32 or Greater ☐ 7/32 to 4/32 ☐ 3/32 or Less

PSI @: ____ set to: ____ PSI

Lowest Tread Depth: ____ /32

☐ Rotation needed ☐ Rotation performed

☐ Alignment needed ☐ Alignment performed

☐ Balance needed ☐ Balance performed

LF ☐ LR ☐ Wear Pattern/Damage RF ☐ RR ☐

CHECK BATTERY

☐ ☐ Battery condition

☐ ☐ Battery cables and connections

CHECK FLUID LEVELS

OK	FILLED	REQUIRES ATTENTION
☐	☐ Engine oil	☐
☐	☐ Brake fluid reservoir	☐
☐	☐ Transmission (if equipped w/dipstick)	☐
☐	☐ Coolant recovery reservoir	☐
☐	☐ Power steering	☐
☐	☐ Windshield washer	☐

VEHICLE WAS JUST TOW

CHECK BRAKES/MEASURE FRONT AND REAR LININGS

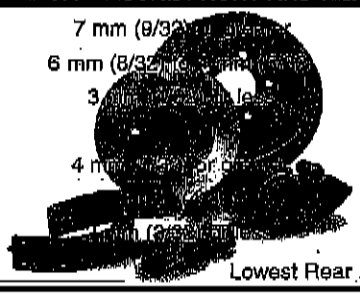
LF ☐ 7 mm (9/32 [illegible]) ☐ RF

☐ 6 mm (8/32 [illegible]) ☐

☐ 3 [illegible] ☐

LR ☐ 4 mm [illegible] ☐ RR

☐ [illegible] ☐



Lowest Front Lining ____ Lowest Rear Lining ____

☐ ☐ Brake system (also including lines, hoses and parking brake)

ADDITIONAL CHECKS

Inspect for visible leaks:

- ☐ ☐ Fuel system (also including gas cap seating)
- ☐ ☐ Engine, transmission, drive axle, transfer case
- ☐ ☐ Engine cooling system
- ☐ ☐ Shocks and struts – also check operation

Inspect visual condition:

- ☐ ☐ Belts: engine, accessory, serpentine, and/or V-drive
- ☐ ☐ Hoses: engine, power steering and HVAC
- ☐ ☐ Engine air filter and cabin air filters
- ☐ ☐ Steering components and steering linkage
- ☐ ☐ CV drive axle boots or driveshafts and U-joints
- ☐ ☐ Exhaust system components

Additional Recommended Services

1)
2)
3)
4)
5)
6)
7)
8)

Service Consultant:

Technician: No.:

SIMPLIFIED MAINTENANCE

MI ☐ Required ☐ Performed MII ☐ Required ☐ Performed

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CTCS285019

TEAM CHEVROLET
PASADENA, CALIFORNIA

003 E. COLORADO BLVD. P.O. BOX 0
PASADENA, CALIFORNIA 91107-3869
PHONE (626) 449-3333

www.teamchevyolds.com

SERVICE - PARTS HOURS
MONDAY THRU FRIDAY 7:30 A.M. TO 5:30 P.M.

B.A.R. LICENSE # AM 136715
EPA # CAD 028904332

0901CTCS285019

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
18538	JEFF D MARSHALL 440	7232	01/03/08	CTCS285019
[redacted] PASADENA, CA [redacted]	LABOR RATE [redacted]	MILEAGE 21,080	COLOR GOLD/DK TIT	STOCK NO. 42119
	YEAR / MAKE / MODEL 07/CHEVROLET TRUCK/TAHOE/1500 4DR		DELIVERY DATE 09/09/06	DELIVERY MILES 6,274
	VEHICLE I.D. NO. 1 G N F C 1 3 J 4 7 R [redacted]		SELLING DEALER NO.	PRODUCTION DATE 02/01/06
	F. T. E. NO.	P. O. NO.	R. O. DATE 01/03/08	
	COMMENTS			

LABOR----------
J# 4 33CTZ12 SHUTTLE RIDE TECH(S):125 WARRANTY
CUSTOMER REQUEST SHUTTLE RIDE.
DUE TO WARRANTY REPAIRS

JOB# 4 TOTALS---------- 1-3-08 XI 22810

JOB# 5 CHARGES---------- JOB# 4 JOURNAL PREFIX CTCS JOB# 4 TOTAL 0.00

LABOR----------
J# 5+01CTZ065A N/C LOF COUPON TECH(S):763 INTERNAL
CUSTOMER REQUESTS LUBE. OIL CHANGE AND FILTER AS PER
NEW VEHICLE COUPON.
NORMAL SERVICE
COMPLETED

PARTS------QTY---FP-NUMBER----------DESCRIPTION----------UNIT PRICE-
1 89017524 FILTER 1.836 INTERNAL
TOTAL - PARTS 0.00

G.O.G. & SUPPLIES----------
1.0 MOTOR OIL 6.0 QT @ /UNIT INTERNAL
TOTAL - GOG 0.00

JOB# 5 TOTALS----------

JOB# 5 JOURNAL PREFIX CTCS JOB# 5 TOTAL 0.00

JOB# 6 CHARGES----------

LABOR----------
J# 6+32CTZ01 ACCESSORY REPAIR TECH(S):1116 WARRANTY
CUSTOMER STATES AFTER THE R.O WAS PRINTED THAT CHROME FINISH
ON R/R INSIDE DOOR HANDLE IS PEELING
CHROME STARTING TO PEEL
CK HANDLE - STARTING TO PEEL. ORDER PART

PARTS------QTY---FP-NUMBER----------DESCRIPTION----------UNIT PRICE-
0 15939085 HANDLE 16.345 WARRANTY
PART ON SPECIAL ORDER
** QUANTITY 1 IS SPECIAL ORDERED **
TOTAL - PARTS 0.00

JOB# 6 TOTALS----------

JOB# 6 JOURNAL PREFIX CTCS JOB# 6 TOTAL 0.00

ESTIMATE----------
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $1.00 (+TAX)

COMMENTS----------
CALLED MIKE ON 01/03/08 AT 2:35 P/M LET HIM KNOW THE VEHICLE WAS
P/U THANK YOU FOR CHOOSING TEAM AUTOMOTIVE FOR YOUR SERVICE NEEDS
YOUR NEXT SERVICE WILL BE IN 3 MONTHS OR 3,500 MILES PLEASE CALL
YOUR SERVICE ADVISOR FOR YOUR NEXT SERVICE APPOINTMENT

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.
FILE COPY

[CONTINUED ON NEXT PAGE] 02:59pm

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ENAINTINVE SP003812 (05/01)

CTCS285019

TEAM CHEVROLET
PASADENA, CALIFORNIA
www.teamchevyolds.com

003 E. COLORADO BLVD. P.O. BOX
PASADENA, CALIFORNIA 91107-3869
PHONE (626) 449-3333

B.A.R. LICENSE # AM 136715
EPA # CAD 028904332

SERVICE - PARTS HOURS
MONDAY THRU FRIDAY 7:30 A.M. TO 5:30 P.M.

0901ICTCS285019

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
18538	JEFF D MARSHALL 440	7232	01/03/08	CTCS285019
[redacted]	LABOR RATE / LICENSE NO. [redacted]	MILEAGE 21,080	COLOR GOLD/DK TIT	STOCK NO. 42119
PASADENA, CA [redacted]	YEAR / MAKE / MODEL 07/CHEVROLET TRUCK/TAHOE/1500 4DR		DELIVERY DATE 09/09/06	DELIVERY MILES 6,274
[redacted]	VEHICLE I.D. NO. 1GNFC13J47R[redacted]		SELLING DEALER NO.	PRODUCTION DATE 02/01/06
	F. T. E. NO.	P. O. NO.	R. O. DATE 01/03/08	
	COMMENTS			

JOB# 1 CHARGES----------

LABOR----------
J# 1 05CTZ 15A DEPT TECH(S):1116 WARRANTY
CUSTOMER STATES THE LEFT REAR DOOR ROCKER MOLDING IS LIFTING
OFF INSTALL SPECIAL ORDER PART (SHAWN HAS THE PART)
ADHESIVE TAPE CAME LOOSE
REMOVE MOLDING AND ADHESIVE TAPE, CLEAN SURFACE AND
INSTALL NEW MOLDING.

PARTS------QTY---FP-NUMBER----------DESCRIPTION----------UNIT PRICE-
0 15854712 STRUT 17.202 WARRANTY
PART ON SPECIAL ORDER
** QUANTITY 1 IS SPECIAL ORDERED **
1 15875588 MOLDING 17.507 WARRANTY
TOTAL - PARTS 0.00

JOB# 1 TOTALS----------

JOB# 1 JOURNAL PREFIX CTCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES----------

LABOR----------
J# 2 05CTZ01 ACCESSORY REPAIR TECH(S):1116 WARRANTY
CUSTOMER STATES THE REAR HATCH LID DOES NOT POPP UP ON ITS O
WN HAVE TO LIFT IT BY HAND TO GET TO GO UP
SUPPORT STRUTS WEAK
PARTS ON ORDER

PARTS------QTY---FP-NUMBER----------DESCRIPTION----------UNIT PRICE-
0 15827433 STRUT 17.202 WARRANTY
PART ON SPECIAL ORDER
** QUANTITY 1 IS SPECIAL ORDERED **
TOTAL - PARTS 0.00

JOB# 2 TOTALS----------

JOB# 2 JOURNAL PREFIX CTCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES----------

LABOR----------
J# 3 05CTZ23 ACCESSORY REPAIR TECH(S):1116 WARRANTY
CUSTOMER STATES THE REAR GLASS HATCH ON REAR HATCH DOES NOT
POPP UP HAVE TO USE FORCE TO GET TO OPEN
WORKS AS DESIGNED
CK GLASS HATCH OPERATION. OPENS WITH NO PROBLEMS.
TWO FINGERS OPEN EASILY

JOB# 3 TOTALS----------

JOB# 3 JOURNAL PREFIX CTCS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES----------

LABOR----------

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.
FILE COPY

(CONTINUED ON NEXT PAGE) 02:59pm

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TEAM CHEVROLET
PASADENA, CALIFORNIA

www.teamchevyolds.com

003 E. COLORADO BLVD. P.O. BOX
PASADENA, CALIFORNIA 91107-3869
PHONE (626) 449-3333

SERVICE - PARTS HOURS
MONDAY THRU FRIDAY 7:30 A.M. TO 5:30 P.M.

B.A.R. LICENSE # AM 136715
EPA # CAD 028904332

CTIS285019

0901ICTIS285019

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
18538	JEFF D MARSHALL 440	7232	01/04/08	CTIS285019
[redacted]	LABOR RATE [redacted]	MILEAGE 21,080	COLOR GOLD/DK TIT	STOCK NO. 42119
PASADENA, CA [redacted]	YEAR / MAKE / MODEL 07/CHEVROLET TRUCK/TAHOE/1500 4DR		DELIVERY DATE 09/09/06	DELIVERY MILES 6,274
	VEHICLE I.D. NO. 1 G N F C 1 3 J 4 7 R [redacted]		SELLING DEALER NO.	PRODUCTION DATE 02/01/06
[redacted]	F. T. E. NO.	P. O. NO.	R. O. DATE 01/03/08	
	COMMENTS			

JOB# 5 CHARGES----------

LABOR----------
J# 5+01CTZ065A N/C LOF COUPON HOURS TECH(S) 763 9.95
CUSTOMER REQUESTS LUBE, OIL CHANGE AND FILTER AS PER
NEW VEHICLE COUPON.
NORMAL SERVICE
COMPLETED

PARTS------QTY---FP-NUMBER	DESCRIPTION	UNIT PRICE	
1 89017524	FILTER 1.836	4.79	4.79
		TOTAL - PARTS	4.79

G.O.G. & SUPPLIES----------
1.0 MOTOR OIL 6.0 QT @ 17.700 /UNIT 17.70
TOTAL - GOG 17.70

JOB# 5 TOTALS----------

LABOR	9.95
PARTS	4.79
G.O.G.	17.70

JOB# 5 JOURNAL PREFIX CTIS JOB# 5 TOTAL 32.44

COMMENTS----------
CALLED MIKE ON 01/03/08 AT 2:35 P/M LET HIM KNOW THE VEHICLE WAS
P/U THANK YOU FOR CHOOSING TEAM AUTOMOTIVE FOR YOUR SERVICE NEEDS
YOUR NEXT SERVICE WILL BE IN 3 MONTHS OR 3,500 MILES PLEASE CALL
YOUR SERVICE ADVISOR FOR YOUR NEXT SERVICE APPOINTMENT

TOTALS----------

CONTROL# ACCOUNT NUMBER AMOUNT..
42119

TOTAL LABOR....	9.95
TOTAL PARTS....	4.79
TOTAL SUBLET...	0.00
TOTAL G.O.G....	17.70
TOTAL MISC.CHG.	0.00
TOTAL MISC.DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE $	**32.44**

APPROVED BY SIGNATURE

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.
WARRANTY COPY-I [END OF INVOICE] 11:36am

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PASADENA, CALIFORNIA

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003 E. COLORADO BLVD. P.O. BOX
PASADENA, CALIFORNIA 91107-3869
PHONE (626) 449-3333

B.A.R. LICENSE # AM 136715
EPA # CAD 028904332

SERVICE - PARTS HOURS
MONDAY THRU FRIDAY 7:30 A.M. TO 5:30 P.M.

CTWS285019

0901ICTWS285019

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
18538	JEFF D MARSHALL 440	7232	01/04/08	CTWS285019
[redacted]	LABOR RATE / LICENSE NO. [redacted]	MILEAGE 21,080	COLOR GOLD/DK TIT	STOCK NO. 42119
PASADENA, CA [redacted]	YEAR / MAKE / MODEL 07/CHEVROLET TRUCK/TAHOE/1500 4DR		DELIVERY DATE 09/09/06	DELIVERY MILES 6,274
	VEHICLE I.D. NO. 1GNFC13J47R [redacted]		SELLING DEALER NO.	PRODUCTION DATE 02/01/06
[redacted]	F.T.E. NO. / P.O. NO.		R.O. DATE 01/03/08	
	COMMENTS			

JOB# 1 CHARGES

LABOR
J# 1 05CTZ 15A DEPT HOURS: 0.60 TECH(S):1116 52.85
CUSTOMER STATES THE LEFT REAR DOOR ROCKER MOLDING IS LIFTING
OFF INSTALL SPECIAL ORDER PART (SHAWN HAS THE PART)
ADHESIVE TAPE CAME LOOSE
REMOVE MOLDING AND ADHESIVE TAPE. CLEAN SURFACE AND
INSTALL NEW MOLDING

PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
	0	15854712	STRUT 17.202	23.13	0.00	32.38	0.00
		** QUANTITY 1 IS SPECIAL ORDERED **					
	1	15875588	MOLDING 17.507	21.74	21.74	30.44	30.44
			COST TOTAL		21.74		
					TOTAL - PARTS		30.44

JOB# 1 TOTALS

LABOR	52.85
PARTS	30.44
JOB# 1 JOURNAL PREFIX CTWS JOB# 1 TOTAL	83.29

JOB# 2 CHARGES

LABOR
J# 2 05CTZ01 ACCESSORY REPAIR HOURS: TECH(S):1116 0.00
CUSTOMER STATES THE REAR HATCH LID DOES NOT POPP UP ON ITS O
WN HAVE TO LIFT IT BY HAND TO GET TO GO UP
SUPPORT STRUTS WEAK
PARTS ON ORDER

PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
	0	15827433	STRUT 17.202	22.73	0.00	31.82	0.00
		** QUANTITY 1 IS SPECIAL ORDERED **					
					TOTAL - PARTS		0.00

JOB# 3 CHARGES

LABOR
J# 3 05CTZ23 ACCESSORY REPAIR HOURS: 0.00 TECH(S):1116 0.00
CUSTOMER STATES THE REAR GLASS HATCH ON REAR HATCH DOES NOT
POPP UP HAVE TO USE FORCE TO GET TO OPEN
WORKS AS DESIGNED
CK GLASS HATCH OPERATION, OPENS WITH NO PROBLEMS,
TWO FINGERS OPEN EASILY

JOB# 4 CHARGES

LABOR
J# 4 33CTZ12 SHUTTLE RIDE HOURS: TECH(S):125 0.00
CUSTOMER REQUEST SHUTTLE RIDE.
DUE TO WARRANTY REPAIRS
01-03-08 X1

JOB# 6 CHARGES

LABOR

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.
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[CONTINUED ON NEXT PAGE] 11:35am

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PASADENA, CALIFORNIA

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PASADENA, CALIFORNIA 91107-3869
PHONE (626) 449-3333

B.A.R. LICENSE # AM 136715
EPA # CAD 028904332

CTWS285019

SERVICE - PARTS HOURS
MONDAY THRU FRIDAY 7:30 A.M. TO 5:30 P.M.

0901ICTWS285019

CUSTOMER NO. 18538	ADVISOR JEFF D MARSHALL 440	TAG NO. 7232	INVOICE DATE 01/04/08	INVOICE NO. CTWS285019
[redacted]	LABOR RATE / LICENSE NO. [redacted]	MILEAGE 21,080	COLOR GOLD/DK TIT	STOCK NO. 42119
PASADENA, CA [redacted]	YEAR / MAKE / MODEL 07/CHEVROLET TRUCK/TAHOE/1500 4DR		DELIVERY DATE 09/09/06	DELIVERY MILES 6,274
[redacted]	VEHICLE I.D. NO. 1GNFC13J47R [redacted]		SELLING DEALER NO.	PRODUCTION DATE 02/01/06
	F.T.E. NO. / P.O. NO.		R.O. DATE 01/03/08	
	COMMENTS			

JOB# 6 CHARGES----------

LABOR----------
J# 6+32CTZ01 ACCESSORY REPAIR HOURS: 0.00 TECH(S):1116 0.00
CUSTOMER STATES AFTER THE R.O WAS PRINTED THAT CHROME FINISH
ON R/R INSIDE DOOR HANDLE IS PEELING
CHROME STARTING TO PEEL
CK HANDLE - STARTING TO PEEL. ORDER PART

PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
	0	15939085	HANDLE 16.345	12.33	0.00	17.26	0.00
		** QUANTITY 1 IS SPECIAL ORDERED **					
						TOTAL - PARTS	0.00

COMMENTS----------
CALLED MIKE ON 01/03/08 AT 2:35 P/M LET HIM KNOW THE VEHICLE WAS
P/U THANK YOU FOR CHOOSING TEAM AUTOMOTIVE FOR YOUR SERVICE NEEDS
YOUR NEXT SERVICE WILL BE IN 3 MONTHS OR 3.500 MILES PLEASE CALL
YOUR SERVICE ADVISOR FOR YOUR NEXT SERVICE APPOINTMENT

R/O TAX 0.00
R/O TOTALS 83.29

WARRANTY CLAIM DETAIL TOTALS----------

CLAIM#	TOTAL
285019	83.29
CLAIM TOTALS	83.29

APPROVED BY SIGNATURE

DCS AUDIT SLIP----------
DCS DATA FILE: GMGMWF.654
01/04/2008 WARRANTY NEW CLAIM
1127

RO NUMBER	RO DATE	VIN	DIV	DEALER	ODOMETER	SERVICE ADVISOR #
285019	01/03/2008	1GNFC13J47R135751	3	20654	21080	XXX-XX-5304

CUSTOMER NAME; FIRST: MIKE MIDDLE:
LAST: MANOUKIAN PHONE;WORK: 626-826-7454 HOME: 626-797-2640

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
1	01		ON	1	15875588	30.44	4N	B7767	.6			52.85

LN-TOT: 83.29 TECH SSN: XXX-XX-4007 AUTH CODE: AUTH. AUTHOR.:

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
2	04		MJ				98	Z7910			5.00	

LN-TOT: 5.00 TECH SSN: XXX-XX-3913 AUTH CODE: AUTH. AUTHOR.:

R.O. TOTAL: 88.29

863
(-8

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PASADENA, CALIFORNIA 91107-3869
PHONE (626) 449-3333

SERVICE - PARTS HOURS
MONDAY THRU FRIDAY 7:30 A.M. TO 5:30 P.M.

B.A.R. LICENSE # AM 136715
EPA # CAD 028904332

CTCS285019

0901ICTCS285019

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
18538	JEFF D MARSHALL 440	7232	01/03/08	CTCS285019
[redacted]	LABOR RATE / LICENSE NO. [redacted]	MILEAGE 21,080	COLOR GOLD/DK TIT	STOCK NO. 42119
PASADENA, CA [redacted]	YEAR / MAKE / MODEL 07/CHEVROLET TRUCK/TAHOE/1500 4DR		DELIVERY DATE 09/09/06	DELIVERY MILES 6,274
[redacted]	VEHICLE I.D. NO. 1 G N F C 1 3 J 4 7 R [redacted]		SELLING DEALER NO.	PRODUCTION DATE 02/01/06
	F. T. E. NO.	P. O. NO.	R. O. DATE 01/03/08	
	COMMENTS			

TOTALS

****** NEW HOURS ******

EFFECTIVE NOVEMBER 1. 2006

SERVICE AND PARTS DEPARTMENTS ARE NOW
OPEN ON SATURDAYS FROM 8:00 AM TO 2:00 PM

OPEN SATURDAYS !!! OPEN SATURDAYS !!!

(WE WILL NO LONGER BE OPEN LATE THURSDAY EVES)

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**

PARTS DESIGNATED WITH AN ASTERISK (*) INDICATE LIMITED
LIFETIME SERVICE GUARANTEE FOR CUSTOMER PAY REPAIRS

[redacted]

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285019

TEAM

CHEVROLET HUMMER HYUNDAI

3003 E. COLORADO BLVD. P.O. BOX 5020
PASADENA, CALIFORNIA 91107-3869
PHONE (626) 449-3333

SERVICE HOURS
MONDAY THRU FRIDAY 7:00 A.M. TO 6:00 P.M.
NO CARS RELEASED AFTER CLOSING

www.pasadenachevrolet.com
www.pasadenahummer.com
www.pasadenahyundai.com

0901J285019

STATE REG# BAR – RM136715

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
							ISA DEPT
							ACCESSORY REPAIR
							ISA DEPT
							SHUTTLE RIDE
							ALIGN FRONT END
							BRAKE & FR END DEPT

SERVICE

MIKE MANOUKIAN
2127 CALBRETH RD
PASADENA CA 91104-3348

285019 01/03/08 7232 02/01/06

SAVE OLD PARTS ☒ YES ☐ NO

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO / MI	TOTAL
03CTZ-EMM/TBSV	CBG EM/TB SERVICE	MO	0.00
03CTZ-FUELSVC	FUEL IND.SVC	MO	0.00
01CTZ-BG/ADD	BG OIL/FUEL TRTMENT	MO	0.00
03CTZ-15K/A/F	AIR/FUEL FILTER SERV	MO	0.00
03CTZ-FUELINJSV	BG FUEL INJECTOR SVC	MO	0.00
01CTZ-15KSVC	15/45/75K SERVICES	MO	0.00
01CTZ-BG/DIFFSV	BG SYNTH.DIFF.SVC	MO	0.00
01CTZ-EMM/TBSV	CBG EM/TB SERVICE	MO	0.00

RECOMMENDATIONS:

AUTH. NO.

CONTACT

RENTAL DAYS

TOTAL AUTH. $

DED.

B.A.R. LICENSE # AM 136715 EPA # CAD 028904332

LABOR INSTRUCTIONS

JOB	LABOR INSTRUCTIONS	LTG	TU
W	SHUTTLE RIDE CUSTOMER REQUEST SHUTTLE RIDE		
5	NC LOF COUPON CUSTOMER REQUESTS LUBE, OIL CHANGE AND FILTER AS PER NEW VEHICLE COUPON	103	.3
6 W 82CTZ01	ACCESSORY REPAIR CUSTOMER STATES AFTER THE R/O WAS PRINTED THAT CHROME FINISH ON R/R INSIDE DOOR HANDLE IS PEELING		

CMCDA FORM SOURCE 800-ddB-FORM • TO REORDER 1-800-559-3876 004174

2/06

Goodwrench

MULTI-POINT VEHICLE INSPECTION

5RCF559

Name: [redacted] ar/Model: 07 TAHOE Date: 1-3-08

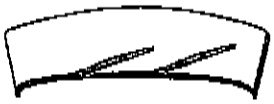
Repair Order #: _____ VIN (last 6 digits): 135751 Odometer: 21080 MI: _____ MII: _____

Checked and OK | May Require Attention Soon | Requires Immediate Attention

INTERIOR

- OnStar Subscription activated by
- Remaining engine oil life: _____ % Reset: _____ N/A: _____
- Air Conditioning Performance

WIPER BLADES



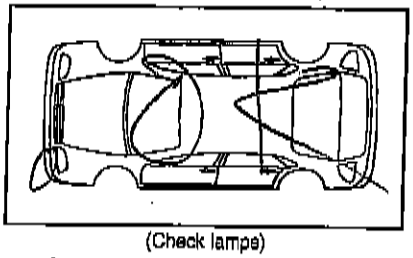
LF RF

- Rear (if applicable)
- Windshield condition

Cracks _____ Chips _____

CHECK TIRES AND TREAD DEPTH

(Check body condition)



(Check lamps)

LF: 8/32 or Greater / 7/32 to 4/32 / 3/32 or Less
PSI@: _____ set to: _____ PSI

LR: 8/32 or Greater / 7/32 to 4/32 / 3/32 or Less
PSI@: _____ set to: _____ PSI

RF: 8/32 or Greater / 7/32 to 4/32 / 3/32 or Less
PSI@: _____ set to: _____ PSI

RR: 8/32 or Greater / 7/32 to 4/32 / 3/32 or Less
PSI@: _____ set to: _____ PSI

Lowest Tread Depth: _____ /32

- Rotation needed
- Rotation performed

LF ☒ LR ☒

- Alignment needed
- Alignment performed

Wear Pattern/Damage

- Balance needed
- Balance performed

RF ☒ RR ☒

CHECK BATTERY

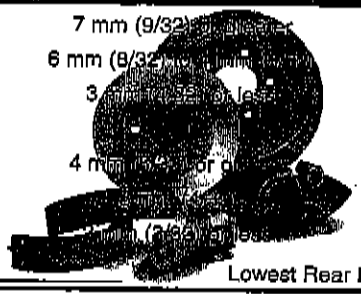
SEALY

- Battery condition
- Battery cables and connections

CHECK FLUID LEVELS

OK	FILLED	REQUIRES ATTENTION
	Engine oil	✓
	Brake fluid reservoir	
	Transmission (if equipped w/dipstick)	
	Coolant recovery reservoir	
	Power steering	
	Windshield washer	

CHECK BRAKES/MEASURE FRONT AND REAR LININGS



LF RF LR RR

7 mm (9/32) or greater
6 mm (8/32) [illegible]
3 mm (4/32) or less
4 mm [illegible] or [illegible]
[illegible] (2/32) or less

Lowest Front Lining _____ Lowest Rear Lining _____

- Brake system (also including lines, hoses and parking brake)

ADDITIONAL CHECKS

Inspect for visible leaks:

- Fuel system (also including gas cap seating)
- Engine, transmission, drive axle, transfer case
- Engine cooling system
- Shocks and struts – also check operation

Inspect visual condition:

- Belts: engine, accessory, serpentine, and/or V-drive
- Hoses: engine, power steering and HVAC
- Engine air filter and cabin air filters
- Steering components and steering linkage
- CV drive axle boots or driveshafts and U-joints
- Exhaust system components

Additional Recommended Services

1)
2)
3)
4)
5)
6)
7)
8)

Service Consultant:

Technician: No.:

SIMPLIFIED MAINTENANCE

MI ☐ Required ☐ Performed

MII ☐ Required ☐ Performed

FREE

TEAM YOU WIN.

CHEVROLET • HUMMER • HYUNDAI • AUTO BODY

3003 E. Colorado Blvd. • Pasadena, CA 91107

OIL & FILTER CHANGE

AND 55 POINT INSPECTION

626-449-3333

GOOD ONLY AT TEAM EXPIRES 12/31/06

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]

CTWS284076

18538

[redacted]

PASADENA, CA [redacted]

[redacted]

JEFF D MARSHALL 440 F 12/29/07 CTWS284076

[redacted] 19,800 GOLD/DK TIT 42119

07/CHEVROLET TRUCK/TAHOE/1500 4DR 09/09/06 6,274

1 G N F C 1 3 J 4 7 R [redacted] 02/01/06

12/10/07

JOB# 1 CHARGES----------

LABOR----------

J# 1 05CTZ 16A DEPT HOURS: TECH(S):125 0.00

CUSTOMER STATES THE LEFT REAR OUTSIDE ROCKER MOLDING
IS COMING LOOSE & LIFTING INSTALL SPECIAL ORDER PART
PAINT TO MATCH
PART WAS ORDERED & WAS PAINTED TO MATCH SHAWN THE TECH
HAS THE MOLDING WHICH IS PAINTED & CUSTOMER TOOK THE VEHICLE
& WAS ADVISED ON 12/23/07 AT 11:00 A/M THE PART IS HERE
& CUSTOMER WIL RETURN ON 1/04/08 TO INSTALL PART

PARTS------	QTY---	FP-NUMBER----------	DESCRIPTION--------	U/COST--	E/COST--	U/PRICE	
	0	15875588	MOLDING 17.507	21.74	0.00	30.44	0.00
		** QUANTITY 1 IS SPECIAL ORDERED **					

TOTAL - PARTS 0.00

FILE COPY-W

[END OF INVOICE] 09:48am

CTWS284076

TEAM CHEVROLET
PASADENA, CALIFORNIA

www.teamchevyolds.com

3003 E. COLORADO BLVD. P.O. BOX 20
PASADENA, CALIFORNIA 91107-3869
PHONE (626) 449-3333

B.A.R. LICENSE # AM 136715

EPA # CAD 028904332

SERVICE - PARTS HOURS
MONDAY THRU FRIDAY 7:30 A.M. TO 5:30 P.M.

0901ICTWS284076

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
18538	JEFF D MARSHALL 440	F	12/29/07	CTWS284076
[redacted]	LABOR RATE / LICENSE NO. [redacted]	MILEAGE 19,800	COLOR GOLD/DK TIT	STOCK NO. 42119
PASADENA, CA [redacted]	YEAR / MAKE / MODEL 07/CHEVROLET TRUCK/TAHOE/1500 4DR		DELIVERY DATE 09/09/06	DELIVERY MILES 6,274
[redacted]	VEHICLE I.D. NO. 1 G N F C 1 3 J 4 7 R [redacted]		SELLING DEALER NO.	PRODUCTION DATE 02/01/06
	F. T. E. NO.	P. O. NO.	R. O. DATE 12/10/07	
	COMMENTS			

JOB# 1 CHARGES----------

LABOR----------
J# 1 05CTZ 15A DEPT HOURS: TECH(S):125 0.00
CUSTOMER STATES THE LEFT REAR OUTSIDE ROCKER MOLDING
IS COMING LOOSE & LIFTING INSTALL SPECIAL ORDER PART
PAINT TO MATCH
PART WAS ORDERED & WAS PAINTED TO MATCH SHAWN THE TECH
HAS THE MOLDING WHICH IS PAINTED & CUSTOMER TOOK THE VEHICLE
& WAS ADVISED ON 12/23/07 AT 11:00 A/M THE PART IS HERE
& CUSTOMER WIL RETURN ON 1/04/08 TO INSTALL PART

PARTS------QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
0	15875588	MOLDING 17.507	21.74	0.00	30.44	0.00
	** QUANTITY 1 IS SPECIAL ORDERED **					

TOTAL - PARTS 0.00

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.
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CTCS284076

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B.A.R. LICENSE # AM 136715
EPA # CAD 028904332

SERVICE - PARTS HOURS
MONDAY THRU FRIDAY 7:30 A.M. TO 5:30 P.M.

0901ICTCS284076

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
18538	JEFF D MARSHALL 440	F	12/28/07	CTCS284076
[redacted]	LABOR RATE / LICENSE NO. [redacted]	MILEAGE 19,800	COLOR GOLD/DK TIT	STOCK NO. 42119
PASADENA, CA [redacted]	YEAR / MAKE / MODEL 07/CHEVROLET TRUCK/TAHOE/1500 4DR		DELIVERY DATE 09/09/06	DELIVERY MILES 6,274
[redacted]	VEHICLE I.D. NO. 1 G N F C 1 3 J 4 7 R [redacted]		SELLING DEALER NO.	PRODUCTION DATE 02/01/06
	F. T. E. NO. / P. O. NO.		R. O. DATE 12/10/07	
	COMMENTS			

JOB# 1 CHARGES----------

LABOR----------
J# 1 05CTZ 15A DEPT TECH(S):125 WARRANTY

CUSTOMER STATES THE LEFT REAR OUTSIDE ROCKER MOLDING
IS COMING LOOSE & LIFTING INSTALL SPECIAL ORDER PART
PAINT TO MATCH
PART WAS ORDERED & WAS PAINTED TO MATCH SHAWN THE TECH
HAS THE MOLDING WHICH IS PAINTED & CUSTOMER TOOK THE VEHICLE
& WAS ADVISED ON 12/23/07 AT 11:00 A/M THE PART IS HERE
& CUSTOMER WIL RETURN ON 1/04/08 TO INSTALL PART

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
	0		15875588	MOLDING 17.507		WARRANTY
				** QUANTITY 1 IS SPECIAL ORDERED **		

TOTAL - PARTS 0.00

JOB# 1 TOTALS----------

JOB# 1 JOURNAL PREFIX CTCS JOB# 1 TOTAL 0.00

ESTIMATE----------
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $1.00 (+TAX)

TOTALS----------

****** NEW HOURS ******

EFFECTIVE NOVEMBER 1. 2006

SERVICE AND PARTS DEPARTMENTS ARE NOW
OPEN ON SATURDAYS FROM 8:00 AM TO 2:00 PM

OPEN SATURDAYS !!! OPEN SATURDAYS !!!

(WE WILL NO LONGER BE OPEN LATE THURSDAY EVES)

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**

PARTS DESIGNATED WITH AN ASTERISK (*) INDICATE LIMITED
LIFETIME SERVICE GUARANTEE FOR CUSTOMER PAY REPAIRS

CUSTOMER SIGNATURE

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.
FILE COPY [END OF INVOICE] 02:47pm

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ERAINTINVE BF003512 (08/01)

284076

TEAM

CHEVROLET HUMMER HYUNDAI

3003 E. COLORADO BLVD. P.O. BOX 5020
PASADENA, CALIFORNIA 91107-3869
PHONE (626) 449-3333

SERVICE HOURS
MONDAY THRU FRIDAY 7:00 A.M. TO 6:00 P.M.
NO CARS RELEASED AFTER CLOSING

www.pasadenachevrolet.com
www.pasadenahummer.com

0901J284076

STATE REG# BAR – RM136715

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO / MI	TOTAL
03CTZ-EMM/TBSVC	BG EM/TB SERVICE	MO	0.0
03CTZ-FUELSVC	FUEL IND.SVC	MO	0.0
01CTZ-BG/ADD	BG OIL/FUEL TRTMENT	MO	0.0
03CTZ-15K/A/F	AIR/FUEL FILTER SERV	MO	0.0
03CTZ-FUELINJSV	BG FUEL INJECTOR SVC		
01CTZ-15KSVC	15/45/75K SERVICES		
01CTZ-BG/DIFFSV	BG SYNTH.DIFF.SVC		
01CTZ-EMM/TBSVC	BG EM/TB SERVICE		

RECOMMENDATIONS:

Hand Copy was lost

Close out Re-Open Card

AUTH. NO.

CONTACT

RENTAL DAYS

TOTAL AUTH. $

DED.

B.A.R. LICENSE # AM 136715 EPA # CAD 028904332

CMCDA FORM SOURCE 800-669-FORM • TO REORDER ☎ 1-800-669-3676 004174

SERVICE HISTORY

135751

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	W	05CTZ20	ACCESSORY/REPAIR
				[illegible]	W	05CTZ	I.V.A.DEPT
				[illegible]	W	53CTZ12	SHUTTLE/DEL
				[illegible]		09CTZ20	ALIGN FRONT END
				[illegible]		09CTZ	BRAKE/TRENDDEPT
				[illegible]	W	RAGD70	ACCESSORY/REPAIR

SERVICE

ALTERATION NO. [illegible] ANTHONY DIAZ

LEN [illegible]

CHEVROLET INC/AUTO DEPT

MIKE MANOUKIAN

[illegible]

127 CALBRETH RD

PASADENA, CA 91104-3343

GOLD SK TITAN

EMC_ELECTRIC@HOTMAIL.COM

[illegible]

626-797-2648 04:15 PM

[illegible]

09/09/06

440

02/01/06

PHONE IN PERSON

[illegible]

[illegible]

12/12/06 09:00 am

[illegible]

SAVE OLD PARTS YES NO

JOB | LABOR INSTRUCTIONS | LTG | TU

OPTIMUS OUTER ESTIMATE TOTAL 1.00

W 04CTZ I.V.A.DEPT

CUSTOMER STATES THE LEFT REAR OUTSIDE ROCKER MOLDING IS COMING LOOSE & LIFTING INSTALL SPECIAL ORDER PART PAINT TO MATCH

[illegible]

PAGE 1 OF 1 284076 REPRINT # 1 TECH COPY

PAPER LIMITED WARRANTY. NO IMPLIES OR OTHER WARRANTIES. VALID ONLY IF VEHICLE IS REPAIRED TO OUR SERVICE PER ORIGINAL SPECS.

03/26/2008 15:35 FAX 033/119

282928

282928

TEAM

CHEVROLET HUMMER HYUNDAI

3003 E. COLORADO BLVD. P.O. BOX 5020
PASADENA, CALIFORNIA 91107-3869
PHONE (626) 449-3333

SERVICE HOURS
MONDAY THRU FRIDAY 7:00 A.M. TO 6:00 P.M.
NO CARS RELEASED AFTER CLOSING

www.pasadenachevrolet.com
www.pasadenahummer.com

0901J282928

STATE REG# BAR – RM136715

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]

SERVICE

RECOMMENDED TO SERVICE RO 280005 98/TB FI SERVICE

TIM HOOVER
APT 211
125 S SIERRA MADRE BLVD
PASADENA CA 91107-4140

SALESPERSON NO.
WILLIE CAN

LICENSE NO. 4KXK832
R.O. NO. 282928
PRODUCTION DATE 5856

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO / MI	TOTAL
01CVZ-90KSVC	90K SERIVCE	MO	0.00
01CVZ-P/STFLUSH	BG PWR.STEERING SVC.	MI	0.00
01CVZ-BKFLUSH	BG-BRAKE FLUSH	MI	0.00
01CVZ-TRNSFLUSH	BG TRANS FLUSH	MI	0.00

004174

RECOMMENDATIONS:

Battery 1.1 119.00

- FRONT BRAKES $299.00

AUTH. NO. SHAFT $212.99

CONTACT

RENTAL DAYS 987 TB FI Seru $199.00

TOTAL AUTH. $ 2years

DED. Fog Lite Broken

B.A.R. LICENSE # AM 136715 EPA # CAD 028904332

OMCDA FORM SOURCE 800-485-FORM • TO REORDER ☎ 1-800-558-9678

JOB

LABOR INSTRUCTIONS

ORIGINAL CUSTOMER ESTIMATE

C 03CVZ15 STARTING/CHG SYS
CUSTOMER STATES THAT THE VEHICLE NEEDED TO BE JUMP STARTED THIS MORNING CHECK CHARGING AND STARTING SYSTEM AND ADVISE

C 01CVZ15K-W 15/75K SERVICES
CUST REQUEST 15,000 MILE OR 15 MONTH PREVENTIVE MAINT SVC CHANGE OIL & FILTER LUBE CHASSIS PERFORM SAFETY INSPECTION PER MENU, ROTATE & BALANCE TIRES INSPECT FRT REAR BRAKES CLEAN & INSPECT INSTALL BG FUEL OIL TREATMENT, GREASE DRIVE SHAFT/STEERING KNUCKLE (4WD)

T	LTG	TU

BOB LIMITED WARRANTY 90 DAYS OR 4,000 MILES WHICHEVER OCCURS FIRST
WHEN VEHICLE IS RETURNED TO OUR SERVICE DEPT FOR ADJUSTMENTS

SAVE OLD PARTS ☐ YES ☐ NO

PHONE / IN PERSON

AUTH. BY

PHONE / IN PERSON

I hereby authorize the repair listed above and hereby grant your employees permission to operate the vehicle on streets, highways, or elsewhere for the purpose of testing

282928

TECH COPY

03/26/2008 15:36 FAX 034/118

282928

282928

TEAM

CHEVROLET HUMMER HYUNDAI

3003 E. COLORADO BLVD. P.O. BOX 5020
PASADENA, CALIFORNIA 91107-3869
PHONE (626) 449-3333

SERVICE HOURS
MONDAY THRU FRIDAY 7:00 A.M. TO 6:00 P.M.
NO CARS RELEASED AFTER CLOSING

www.pasadenachevrolet.com
www.pasadenahummer.com

0901J282928

STATE REG# BAR – RM136715

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO . MI	TOTAL
01CVZ-90KSVC	90K SERIVCE	MO	0.00
01CVZ-P/STFLUSH	BG PWR.STEERING SVC.	MI	0.00
01CVZ-BKFLUSH	BG-BRAKE FLUSH	MI	0.00
01CVZ-TRNSFLUSH	BG TRANS FLUSH	MI	0.00

004174

RECOMMENDATIONS:

AUTH. NO.

CONTACT

RENTAL DAYS

TOTAL AUTH. $

DED.

B.A.R. LICENSE # AM 136715 EPA # CAD 028904332

CMCDA FORM SOURCE 800-559-FORM • TO REORDER 1-800-559-3878

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
[illegible]	[illegible]	[illegible]	615	714	C	05CVZ	1SA DEPT
[illegible]	[illegible]	[illegible]	615	715	C	03CVZ06	DRIVABILITY COMPLAIN
				715	C	01CVZ-30KSVC	30K SERVICE
				715	C	03CVZ-EMM/TBSV	BG EM/TB SERVICE
				715	C	03CVZ-FUELINJSV	BG FUEL INJECTOR SVC
				715	C	03CVZ08	FUEL SYSTEM

SERVICE

RECOMMENDATIONS FROM RO# 280003 987 TB/FI SERVICE

TIM HOOVER
APT 21
125 S SIERRA MADRE BLVD
PASADENA, CA 91107-4140

R.O. NO. 282928
LICENSE NO. 4KXK832
R.O. DATE 11/15/07
TAG NO. 5856
WHITE/TAN
CVZ7
04/22/00
626-304-0604 09:08am
11/15/07 04:00pm

SAVE OLD PARTS ☐ YES ☐ NO

JOB	LABOR INSTRUCTIONS		LTG	TU
1	C 01CVZ-FLRAF AIR/FUEL FILTER SERV AIR/FUEL FILTER REPLACEMENT PER CUSTOMER REQUEST DUE TO TIME AND/OR MILEAGE	987		.7
4	C 01CVZ-BKFLU BG BRAKE FLUSH PER CUSTOMER REQUEST PERFORM BG BRAKE FLUID EXCHANGE BASED ON TIME/MILEAGE OR CONDITION OF BRAKE FLUID	1019		1.0
5	C REPLACE FRONT BRAKE PAD AND REFACE ROTORS	1019		2.2
6	REPLACE NOISEY STEERING SHAFT PER CUST REQUEST			1.0
7	PERFORM FUEL INJECTION SERVICE	987		1.3
8	PERFORM THROTTLE BODY SERVICE	987		1.1

CVCS282860

TEAM CHEVROLET
PASADENA, CALIFORNIA

www.teamchevyolds.com

003 E. COLORADO BLVD. P.O. BOX 5
PASADENA, CALIFORNIA 91107-3869
PHONE (626) 449-3333

B.A.R. LICENSE # AM 136715
EPA # CAD 028904332

SERVICE - PARTS HOURS
MONDAY THRU FRIDAY 7:30 A.M. TO 5:30 P.M.

0901ICVCS282860

CUSTOMER NO. 55895	ADVISOR VICTOR MARSH 667	TAG NO. 5966	INVOICE DATE 11/14/07	INVOICE NO. CVCS282860
[redacted] TORRENCE, CA [redacted]	LABOR RATE / LICENSE NO. / MILEAGE 34,547		COLOR RED/	STOCK NO.
	YEAR / MAKE / MODEL 06/CHEVROLET/MALIBU		DELIVERY DATE 01/11/06	DELIVERY MILES
	VEHICLE I.D. NO. 1 G 1 Z T 6 1 8 X 6 F [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO. / P. O.		R. D. DATE 11/13/07	
RESIDENCE PHONE [redacted]	COMMENTS			

JOB# 1 CHARGES----------

LABOR----------
J# 1 09CVZ BRAKE & FR END DEPT TECH(S):779 WARRANTY
CUSTOMER STATES STEERING PULLS OPOSITE FROM DIRECTION
BEING TURNED
SCAN SYSTEM,NO CODES.CURRENT OR HISTORY,ROAD TEST,STEERING
OPERATING OK. CALLED TEC-ASSISTANCE PER CASE 9987034 AND
SAID TO REVIEW TSB 2037471, BUT DO NOT REPLACE ANY PARTS IF
CONIDTION CAN NOT BE DUPLICATED.
ROAD TESTED 8 MILES AND OPERATING NORMAL FOR ELECTRIC POWER
STEERING SYSTEM

JOB# 1 TOTALS----------

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 0.00

ESTIMATE----------
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $0.00 (+TAX)

TOTALS----------

****** NEW HOURS ******

EFFECTIVE NOVEMBER 1, 2006

SERVICE AND PARTS DEPARTMENTS ARE NOW
OPEN ON SATURDAYS FROM 8:00 AM TO 2:00 PM

OPEN SATURDAYS !!! OPEN SATURDAYS !!!

(WE WILL NO LONGER BE OPEN LATE THURSDAY EVES)

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**

PARTS DESIGNATED WITH AN ASTERISK (*) INDICATE LIMITED
LIFETIME SERVICE GUARANTEE FOR CUSTOMER PAY REPAIRS
[redacted]

CUSTOMER SIGNATURE

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.
FILE COPY [END OF INVOICE] 01:33pm

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BRAINTRIVE BF003613 (09/01)

282860

282860

TEAM

CHEVROLET HUMMER HYUNDAI

3003 E. COLORADO BLVD. P.O. BOX 5020
PASADENA, CALIFORNIA 91107-3869
PHONE (626) 449-3333

SERVICE HOURS
MONDAY THRU FRIDAY 7:00 A.M. TO 6:00 P.M.
NO CARS RELEASED AFTER CLOSING

www.pasadenachevrolet.com
www.pasadenahummer.com

0901J282860

STATE REG# BAR – RM136715

SERVICE HISTORY

LS 6051

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
09/13/07	280305	90,00	667	779	W	09CVZ	BRAKE & FR END DEPT
09/19/07	279886	92,28	667	779	W	09CVZ	BRAKE & FR END DEPT
10/20/07	273110	97,25	667	779	W	09CVZ	BRAKE & FR END DEPT

SERVICE

1GCJK33BX6F115051

2006 CHEVROLET SILVERADO

SOCIAL VOCATIONAL SVCS
5555 FORMANCE BLVD
TORRENCE CA 90503-4802

RED

01/11/06

24,547

667

09/13/07 08:09PM

SALESPERSON NO.
STOCK NO.
LICENSE NO.
R.O. NO. 282860
SELLING DEALER NO.
F.E. DATE 11/13/07
DELIVERY DATE
EXPIRATION DATE
EXPIRATION MILES
TAG NO. 5966
ADVISOR NO. 667
PRODUCTION DATE
AUTH. BY
PHONE
IN PERSON
SAVE OLD PARTS ☐ YES ☐ NO

JOB | LABOR INSTRUCTIONS | LT | LTG | TU

ORIGINAL CUSTOMER ESTIMATE TOTAL 1.00

1 AW 09CVZ BRAKE & FR END DEPT
CUSTOMER STATES STEERING PULLS OPOSITE FROM DIRECTION BEING TURNED

Car - no Codes - called rev Red Rested & Mics fine Reviewed w/ operator for Electric power Steering

per service case 9987034

Reviewed Bulletin # 2034471

called for Seal & Lubricant

Explained we Not replacing parts

Mp is sound & Solid

LABOR GUARANTEED WITHIN 90 DAYS OR 4,000 MILES, WHICHEVER OCCURS FIRST
VALID ONLY IF VEHICLE IS RETURNED TO THIS DEALER FOR ADJUSTMENTS

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO / MI	TOTAL
0TCVZ-30KSVC	30K SERVICE 159268870	MI	0.00
1st Int Ass: Repl Column		273110	
2nd Get Stiff C0900, loose and		275680	
3rd Stal warning ON-C0900-Repl motor/module		280305	

Tow Case # 9987034

Dan West

RECOMMENDATIONS: NX

Brake inspect (Squeaks)

Elect P/S Has only 3 parts - all have been Replaced Column, motor, Module

AUTH. NO.
CONTACT
RENTAL DAYS
TOTAL AUTH. $
DED.

B.A.R. LICENSE # AM 136715 EPA # CAD 028904332

CMCDA FORM SOURCE 800-659-FORM • TO REORDER ☎ 1-800-559-3678

004174

PAGE 1 OF 1

282860

TECH COPY

03/26/2008 15:38 FAX 037/119

[redacted]

To: TONY MASARWEH" <TONY.MASARWEH@GM.COM>
Sent: Wednesday, November 14, 2007 12:01 PM
Subject: FYI 4TH SERVICE VISIT

TONY

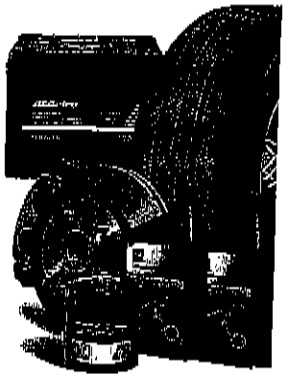
06 MALIBU FOR SOCIAL VOCATIONAL SERVICES HAS BEEN IN 4 TIMES FOR STEERING CONCERNS. VIN 1G1ZT618X6F[redacted],MILES 34547,DD-01/11/06.

THE FIRST 3 TIMES IN WE HAD CODES AND HAVE REPLACED THE COLUMN AND MOTOR/MODULE. HAVE TAN CASE 9987034 AND REVIEWED TSB 2037471. THIS TIME IN THERE WERE NO CODES AND IS OPERATING OK FOR US. THE COMPANY DOES HAVE MORE THAN ONE DRIVER AND MAY THERE NOT FAMILURE WITH ELECTRIC COLUMNS. JUST WANTED TO LET YOU KNOW ABOUT IN.

THANKS,[redacted]

Goodwrench

MULTI-POINT VEHICLE INSPECTION



[redacted] Year/Model: MALIBU Date: 11/13

Repair Order #: _____ VIN (last 8 digits): 156051 Odometer: 34547 MI: ____ MII: ____

Checked and OK ■ Need Feature Attention ■ Not Inspected/Not Applicable

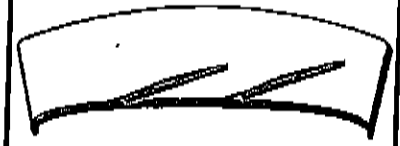
INTERIOR

■ ■ OnStar by GM Subscription activated

■ ■ Remaining engine oil life: _____ % Reset: _____ N/A: _____

■ ■ Air Conditioning Performance

WIPER BLADES



LF ■ ■ RF

■ ■ Rear (if applicable)

■ ■ Windshield condition

Cracks _____ Chips _____

CHECK TIRES AND TREAD DEPTH

(Check exterior condition)

LF ■ 8/32 or Greater ■ 7/32 to 4/32 ■ 3/32 or Less

PSI @: ____ set to: ____ PSI

LR ■ 8/32 or Greater ■ 7/32 to 4/32 ■ 3/32 or Less

PSI @: ____ set to: ____ PSI

(Check lamps)

RF 8/32 or Greater ■ 7/32 to 4/32 ■ 3/32 or Less ■

PSI @: ____ set to: ____ PSI

RR 8/32 or Greater ■ 7/32 to 4/32 ■ 3/32 or Less ■

PSI @: ____ set to: ____ PSI

Lowest Tread Depth: ____ /32

☐ Rotation needed ☐ Alignment needed ☐ Balance needed

☐ Rotation performed ☐ Alignment performed ☐ Balance performed

LF ☐ LR ☐ Wear Pattern/Damage RF ☐ RR ☐

CHECK BATTERY

■ ■ Battery condition

■ ■ Battery cables and connections

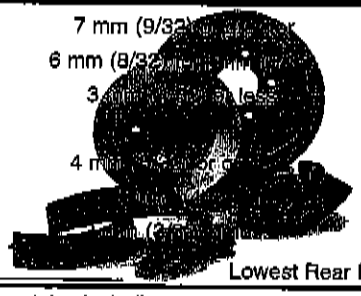
CHECK FLUID LEVELS

OK	FILLED		REQUIRES ATTENTION
■	■	Engine oil	■
■	■	Brake fluid reservoir	■
■	■	Transmission (if equipped w/dipstick)	■
■	■	Coolant recovery reservoir	■
■	■	Power steering	■
■	■	Windshield washer	■

CHECK BRAKES/MEASURE FRONT AND REAR LININGS

LF ■ ■ RF

LR ■ ■ RR



Lowest Front Lining _____ Lowest Rear Lining _____

■ ■ Brake system (also including lines, hoses and parking brake)

ADDITIONAL CHECKS

Inspect for visible leaks:

■ ■ Fuel system (also including gas cap seating)

■ ■ Engine, transmission, drive axle, transfer case

■ ■ Engine cooling system

■ ■ Shocks and struts – also check operation

Inspect visual condition:

■ ■ Belts: engine, accessory, serpentine, and/or V-drive

■ ■ Hoses: engine, power steering and HVAC

■ ■ Engine air filter and cabin air filters

■ ■ Steering components and steering linkage

■ ■ CV drive axle boots or driveshafts and U-joints

■ ■ Exhaust system components

COMMENTS

_____

_____

_____

Consultant: _____

Technician: _____

MAINTENANCE VISIT RECOMMENDATION

Date: _____ Time: _____

Reason for Maintenance: _____

_____

_____

SIMPLIFIED MAINTENANCE

MI	☐ Required	☐ Performed	MII	☐ Required	☐ Performed

CVWS282860

TEAM CHEVROLET
PASADENA, CALIFORNIA
www.teamchevyolds.com

003 E. COLORADO BLVD. P.O. BOX
PASADENA, CALIFORNIA 91107-3869
PHONE (626) 449-3333

B.A.R. LICENSE # AM 136715
EPA # CAD 028904332

SERVICE - PARTS HOURS
MONDAY THRU FRIDAY 7:30 A.M. TO 5:30 P.M.

0901ICVWS282860

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
55895	VICTOR MARSH 667	5966	11/15/07	CVWS282860
[redacted]	LABOR RATE / LICENSE NO. / MILEAGE 34,547		COLOR RED/	STOCK NO.
TORRENCE, CA [redacted]	YEAR / MAKE / MODEL 06/CHEVROLET/MALIBU		DELIVERY DATE 01/11/06	DELIVERY MILES
	VEHICLE I.D. NO. 1G1ZT618X6F[redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.	P. O. NO.	P. O. DATE 11/13/07	
RESIDENCE PHONE [redacted]	COMMENTS			

JOB# 1 CHARGES----------

LABOR----------

[illegible] BRAKE & FR END DEPT HOURS [illegible] TECH (SJ) 2.79 [illegible]

CUSTOMER STATES STEERING PULLS OPOSITE FROM DIRECTION
BEING TURNED
SCAN SYSTEM.NO CODES.CURRENT OR HISTORY.ROAD TEST.STEERING
OPERATING OK. CALLED TEC-ASSISTANCE PER CASE 9987034 AND
SAID TO REVIEW TSB 2037471. BUT DO NOT REPLACE ANY PARTS IF
CONIDTION CAN NOT BE DUPLICATED.
ROAD TESTED 8 MILES AND OPERATING NORMAL FOR ELECTRIC POWER
STEERING SYSTEM

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.
WARRANTY COPY-W [END OF INVOICE] 01:29pm

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ERAINTINVE BF603512 (08/01)

CTWS282745

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PASADENA, CALIFORNIA
www.teamchevyolds.com

3003 E. COLORADO BLVD. P.O. BOX 20
PASADENA, CALIFORNIA 91107-3869
PHONE (626) 449-3333

B.A.R. LICENSE # AM 136715
EPA # CAD 028904332

SERVICE - PARTS HOURS
MONDAY THRU FRIDAY 7:30 A.M. TO 5:30 P.M.

0901ICTWS282745

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
18538	JEFF D MARSHALL 440	5108	11/13/07	CTWS282745
[redacted]	LABOR RATE / LICENSE NO. [redacted]	MILEAGE 19,721	COLOR GOLD/DK TIT	STOCK NO. 42119
PASADENA, CA [redacted]	YEAR / MAKE / MODEL 07/CHEVROLET TRUCK/TAHOE/1500 4DR		DELIVERY DATE 09/09/06	DELIVERY MILES 6,274
	VEHICLE I.D. NO. 1GNFC13J47R [redacted]		SELLING DEALER NO.	PRODUCTION DATE 02/01/06
[redacted]	P.T.E. NO. / P.O. NO.		R.O. DATE 11/12/07	
	COMMENTS			

JOB# 1 CHARGES----------

LABOR----------
J# 1 05CTZ01 ACCESSORY REPAIR HOURS: 0.50 TECH(S):1116 42.73
CUSTOMER STATES THE L/F INSIDE DOOR HANDLE THE CHROME FINISH
IS COMING OFF INSTALL SPECIAL ORDER PARTS
FOUND CHROME ON HANDLE IS PEELING
A
R&R DOOR PANEL AND REPLACE INSIDE DOOR LOCK RELEASE
1

PARTS------QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
0	15875588	MOLDING 17.507	21.74	0.00	30.44	0.00
1	15920701	HANDLE 16.345	22.50	22.50	31.50	31.50
		COST TOTAL		22.50		
				TOTAL - PARTS		31.50

JOB# 1 TOTALS----------

LABOR	42.73
PARTS	31.50

JOB# 1 JOURNAL PREFIX CTWS JOB# 1 TOTAL 74.23

JOB# 2 CHARGES----------

LABOR----------
J# 2 05CTZ 15A DEPT HOURS: 0.50 TECH(S):1116 42.73
CUSTOMER STATES THE R/F INSIDE DOOR HANDLE THE CHROME FINISH
IS COMING OFF INSTALL SPECIAL ORDER PARTS
CHROME IS PEELING FROM DOOR RELEASE HANDLE
1
R&R DOOR PANEL AND REPLACE LOCK RELEASE HANDLE
1

PARTS------QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
1	15920697	HANDLE 16.345	21.23	21.23	29.72	29.72
		COST TOTAL		21.23		
				TOTAL - PARTS		29.72

JOB# 2 TOTALS----------

LABOR	42.73
PARTS	29.72

JOB# 2 JOURNAL PREFIX CTWS JOB# 2 TOTAL 72.45

JOB# 3 CHARGES----------

LABOR----------
J# 3 33CTZ12 SHUTTLE RIDE HOURS: TECH(S):125 0.00
CUSTOMER REQUEST SHUTTLE RIDE.
11-12-07X1
SHUTTLE

COMMENTS----------
JOBS 4&5 TO BE SPLIT BETWEEN BODYSHOP AND SERVICE DEPT AS ONETIME
GOODWILL GESTURE. COMPLETE AND FINAL CONSIDERATION FOR INSURANCE
DEDUCTIBLE ON REPAIRS COMPLETED BY SEIDNERS, VEHICLE INSPECTED
INITALLY BY DAVE SEEKATZ AND CHRIS WILLIAMS.
50/50 SPLIT BETWEEN BODYSHOP & SERVICE DEPARTMENTS

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.
WARRANTY COPY-W

[CONTINUED ON NEXT PAGE] 10:27am

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ERAINTINVE BR003513 (03/01)

TEAM CHEVROLET
PASADENA, CALIFORNIA
www.teamchevyolds.com

3003 E. COLORADO BLVD. P.O. BO[illegible]020
PASADENA, CALIFORNIA 91107-3869
PHONE (626) 449-3333

B.A.R. LICENSE # AM 136715
EPA # CAD 028904332

SERVICE - PARTS HOURS
MONDAY THRU FRIDAY 7:30 A.M. TO 5:30 P.M.

CTIS282745

0901CTIS282745

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
18538	JEFF D MARSHALL 440	5108	11/13/07	CTIS282745
[redacted]	LABOR RATE / LICENSE NO. [redacted]	MILEAGE 19,721	COLOR GOLD/DK TIT	STOCK NO. 42119
PASADENA, CA [redacted]	YEAR / MAKE / MODEL 07/CHEVROLET TRUCK/TAHOE/1500 4DR		DELIVERY DATE 09/09/06	DELIVERY MILES 6,274
[redacted]	VEHICLE I.D. NO. 1 G N F C 1 3 J 4 7 R [redacted]		SELLING DEALER NO.	PRODUCTION DATE 02/01/06
	F. T. E. NO. / P. O. NO.		R. O. DATE 11/12/07	
	COMMENTS			

JOB# 4 CHARGES----------

LABOR----------
J#4+09CTZ20 ALIGN FRONT END HOURS TECH(S) 779 33.00
ALIGN THE FRONT END DUE TO FRONT TIRES ARE WEARING ON EDGES
TOE WAS OUT OF ADJUSTMENT & ALSO CAMBER & CASTER
DUE TO TIEM & MILES ALSO PREVENTIVE MAINTENANCE
ALIGNED TO SPEC,ADJUSTED LEFT FRONT CASTER AND CAMBER
SET FRONT TOE

JOB# 4 TOTALS----------
LABOR 33.00

JOB# 4 JOURNAL PREFIX CTIS JOB# 4 TOTAL 33.00

JOB# 5 CHARGES----------

LABOR----------
J#5+09CTZ[illegible] BRAKE & FR END DEPT HOURS TECH(S) 779 11.00
ROTATE TIRES OKAY FOR CHRIS WILLIAMS
DUE TO ALIGNEMNT WAS OUT
ROTATED TIRES
E

JOB# 5 TOTALS----------
LABOR 11.00

JOB# 5 JOURNAL PREFIX CTIS JOB# 5 TOTAL 11.00

COMMENTS----------
JOBS 4&5 TO BE SPLIT BETWEEN BODYSHOP AND SERVICE DEPT AS ONETIME
GOODWILL GESTURE. COMPLETE AND FINAL CONSIDERATION FOR INSURANCE
DEDUCTIBLE ON REPAIRS COMPLETED BY SEIDNERS. VEHICLE INSPECTED
INITALLY BY DAVE SEEKATZ AND CHRIS WILLIAMS.
50/50 SPLIT BETWEEN BODYSHOP & SERVICE DEPARTMENTS

TOTALS----------

CONTROL#	ACCOUNT NUMBER	AMOUNT..
42119		

TOTAL LABOR....	44.00
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 $	**44.00**

APPROVED BY SIGNATURE

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[END OF INVOICE] 10:27am

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TEAM CHEVROLET
PASADENA, CALIFORNIA

www.teamchevyolds.com

003 E. COLORADO BLVD. P.O. BOX 0
PASADENA, CALIFORNIA 91107-3869
PHONE (626) 449-3333

SERVICE - PARTS HOURS
MONDAY THRU FRIDAY 7:30 A.M. TO 5:30 P.M.

B.A.R. LICENSE # AM 136715
EPA # CAD 028904332

CTCS282745

0901ICTCS282745

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
18538	JEFF D MARSHALL 440	5108	11/12/07	CTCS282745

[redacted]
PASADENA, CA [redacted]
[redacted]

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
	[redacted]	19,721	GOLD/DK TIT	42119

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
07/CHEVROLET TRUCK/TAHOE/1500 4DR	09/09/06	6,274

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1 G N F C 1 3 J 4 7 R [redacted]		02/01/06

F. T. E. NO.	P. O. NO.	R. O. DATE
		11/12/07

COMMENTS

JOB# 1 CHARGES----------

LABOR----------
J# 1 05CTZ01 ACCESSORY REPAIR TECH(S):1116 WARRANTY
CUSTOMER STATES THE L/F INSIDE DOOR HANDLE THE CHROME FINISH
IS COMING OFF INSTALL SPECIAL ORDER PARTS
FOUND CHROME ON HANDLE IS PEELING
A
R&R DOOR PANEL AND REPLACE INSIDE DOOR LOCK RELEASE
1

PARTS------QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
0	15875588	MOLDING 17.507		WARRANTY
1	15920701	HANDLE 16.345		WARRANTY
			TOTAL - PARTS	0.00

JOB# 1 TOTALS----------

JOB# 1 JOURNAL PREFIX CTCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES----------

LABOR----------
J# 2 05CTZ 15A DEPT TECH(S):1116 WARRANTY
CUSTOMER STATES THE R/F INSIDE DOOR HANDLE THE CHROME FINISH
IS COMING OFF INSTALL SPECIAL ORDER PARTS
CHROME IS PEELING FROM DOOR RELEASE HANDLE
1
R&R DOOR PANEL AND REPLACE LOCK RELEASE HANDLE
1

PARTS------QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
1	15920697	HANDLE 16.345		WARRANTY
			TOTAL - PARTS	0.00

JOB# 2 TOTALS----------

JOB# 2 JOURNAL PREFIX CTCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES----------

LABOR----------
J# 3 33CTZ12 SHUTTLE RIDE TECH(S):125 WARRANTY
CUSTOMER REQUEST SHUTTLE RIDE.

11-12-07 YI 7290

JOB# 3 TOTALS----------

JOB# 3 JOURNAL PREFIX CTCS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES----------

LABOR----------
J# 4+09CTZ20 ALIGN FRONT END TECH(S):779 INTERNAL
ALIGN THE FRONT END DUE TO FRONT TIRES ARE WEARING ON EDGES
TOE WAS OUT OF ADJUSTMENT & ALSO CAMBER & CASTER
DUE TO TIEM & MILES ALSO PREVENTIVE MAINTENANCE
ALIGNED TO SPEC.ADJUSTED LEFT FRONT CASTER AND CAMBER
SET FRONT TOE

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CTCS282745

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PASADENA, CALIFORNIA

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PASADENA, CALIFORNIA 91107-3869
PHONE (626) 449-3333

B.A.R. LICENSE # AM 136715

EPA # CAD 028904332

SERVICE - PARTS HOURS
MONDAY THRU FRIDAY 7:30 A.M. TO 5:30 P.M.

0901ICTCS282745

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
18538	JEFF D MARSHALL 440	5108	11/12/07	CTCS282745
[redacted]	LABOR RATE / [redacted]	MILEAGE 19,721	COLOR GOLD/DK TIT	STOCK NO. 42119
PASADENA, CA [redacted]	YEAR / MAKE / MODEL 07/CHEVROLET TRUCK/TAHOE/1500 4DR		DELIVERY DATE 09/09/06	DELIVERY MILES 6,274
	VEHICLE I.D. NO. 1 G N F C 1 3 J 4 7 R [redacted]		SELLING DEALER NO.	PRODUCTION DATE 02/01/06
[redacted]	F. T. E. NO. / F. O. NO.		R. O. DATE 11/12/07	
	COMMENTS			

JOB# 4 TOTALS----------

JOB# 4 JOURNAL PREFIX CTCS JOB# 4 TOTAL 0.00

JOB# 5 CHARGES----------

LABOR----------

J# 5+09CTZ BRAKE & FR END DEPT TECH(S):779 INTERNAL

ROTATE TIRES OKAY FOR CHRIS WILLIAMS
DUE TO ALIGNEMNT WAS OUT
ROTATED TIRES

JOB# 5 TOTALS----------

JOB# 5 JOURNAL PREFIX CTCS JOB# 5 TOTAL 0.00

ESTIMATE----------

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $1.00 (+TAX)

COMMENTS----------

JOBS 4&5 TO BE SPLIT BETWEEN BODYSHOP AND SERVICE DEPT AS ONETIME
GOODWILL GESTURE. COMPLETE AND FINAL CONSIDERATION FOR INSURANCE
DEDUCTIBLE ON REPAIRS COMPLETED BY SEIDNERS. VEHICLE INSPECTED
INITALLY BY DAVE SEEKATZ AND CHRIS WILLIAMS.
50/50 SPLIT BETWEEN BODYSHOP & SERVICE DEPARTMENTS

TOTALS----------

****** NEW HOURS ******

EFFECTIVE NOVEMBER 1, 2006

SERVICE AND PARTS DEPARTMENTS ARE NOW
OPEN ON SATURDAYS FROM 8:00 AM TO 2:00 PM

OPEN SATURDAYS !!! OPEN SATURDAYS !!!

(WE WILL NO LONGER BE OPEN LATE THURSDAY EVES)

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**

PARTS DESIGNATED WITH AN ASTERISK (*) INDICATE LIMITED
LIFETIME SERVICE GUARANTEE FOR CUSTOMER PAY REPAIRS

[redacted]

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.
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BRAINTINVE 57603512 (06/01)

282745

282745

TEAM

CHEVROLET HUMMER HYUNDAI

3003 E. COLORADO BLVD. P.O. BOX 5020
PASADENA, CALIFORNIA 91107-3869
PHONE (626) 449-3333

SERVICE HOURS
MONDAY THRU FRIDAY 7:00 A.M. TO 6:00 P.M.
NO CARS RELEASED AFTER CLOSING

www.pasadenachevrolet.com
www.pasadenahummer.com
www.pasadenahyundai.com

0901J282745

STATE REG# BAR – RM136715

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO / MI	TOTAL
03CTZ-EMM/TBSVC	BG EM/TB SERVICE	MO	0.0
03CTZ-FUELSVC	FUEL IND.SVC	MO	0.0
01CTZ-BG/ADD	BG OIL/FUEL TRTMENT	MO	0.0
03CTZ-15K/A/F	AIR/FUEL FILTER SERV	MO	0.0
03CTZ-FUELINJSV	BG FUEL INJECTOR SVC	MO	0.0
01CTZ-15KSVC	15/45/75K SERVICES	MO	0.0
01CTZ-BG/DIFFSV	BG SYNTH.DIFF.SVC	MO	0.0
01CTZ-EMM/TBSVC	BG EM/TB SERVICE	MO	0.0

RECOMMENDATIONS:

AUTH. NO.

CONTACT

RENTAL DAYS

TOTAL AUTH. $

DED.

B.A.R. LICENSE # AM 136715

EPA # CAD 028904332

50/50 service 1st

SERVICE HISTORY

DATE	R ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	ACCESSORY REPAIR
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	DEALER
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	ACCESSORY REPAIR
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	ACCESSORY REPAIR
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	SHUTTLE RIDE
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	CRUISE CONTROL

SERVICE

MIKE MANOUKIAN
127 GAURETH Rd
PASADENA, CA 91101-3848
COLTADE HYATT

LICENSE NO. 282745
RO NO. 117207
5108
PRODUCTION DATE 02/01/06

JOB | LABOR INSTRUCTIONS | LTG | TU

W 03CTZ ACCESSORY REPAIR
CUSTOMER STATES THE LF INSIDE DOOR HANDLE THE CHROME FINISH IS COMING OFF INSTALL SPECIAL ORDER PARTS

W 03CTZ 15A DEPT
CUSTOMER STATES THE RF INSIDE DOOR HANDLE THE CHROME FINISH IS COMING OFF INSTALL SPECIAL ORDER PARTS

W 03CTZ SHUTTLE RIDE
CUSTOMER REQUEST SHUTTLE RIDE

LIMITED WARRANTY 4000 MILES OR 90 DAYS WHICHEVER COMES FIRST
VALID ONLY IF VEHICLE IS RETURNED TO OUR SERVICE DEPT FOR ADJUSTMENTS

BAVE OLD PARTS ☐ YES ☐ NO

PAGE 1 OF 1 282745

TECH COPY

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004174

03/26/2008 15:41 FAX 045/118

CTWS282745

TEAM CHEVROLET
PASADENA, CALIFORNIA

www.teamchevyolds.com

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PASADENA, CALIFORNIA 91107-3869
PHONE (626) 449-3333

B.A.R. LICENSE # AM 136715
EPA # CAD 028904332

SERVICE - PARTS HOURS
MONDAY THRU FRIDAY 7:30 A.M. TO 5:30 P.M.

0901ICTWS282745

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
18538	JEFF D MARSHALL 440	5108	11/13/07	CTWS282745

[redacted]
PASADENA, CA [redacted]

[redacted]

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
	[redacted]	19,721	GOLD/DK TIT	42119

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
07/CHEVROLET TRUCK/TAHOE/1500 4DR	09/09/06	6,274

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1GNFC13J47R[redacted]		02/01/06

F.T.E. NO.	P.O. NO.	R.O. DATE
		11/12/07

COMMENTS

R/O TAX 0.00
R/O TOTALS 146.68

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
282745	146.68
CLAIM TOTALS	146.68

APPROVED BY SIGNATURE

DCS AUDIT SLIP

DCS DATA FILE: GMGMWF.882
11/13/2007 WARRANTY NEW CLAIM
1026

RO NUMBER	RO DATE	VIN	DIV	DEALER	ODOMETER	SERVICE ADVISOR #
282745	11/12/2007	1GNFC13J47R[redacted]	3	20654	19721	XXX-XX-5304

CUSTOMER NAME: FIRST: MIKE MIDDLE:
LAST: MANOUKIAN PHONE:WORK: 626-826-7454 HOME: 626-797-2640

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
1	01		VV	1	15920701	31.50	5L	B4301	.5			42.73

LN-TOT: 74.23 TECH SSN: XXX-XX-4007 AUTH CODE: AUTH. AUTHOR.:

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
2	02		VV	1	15920697	29.72	5L	B4300	.5			42.73

LN-TOT: 72.45 TECH SSN: XXX-XX-4007 AUTH CODE: AUTH. AUTHOR.:

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
3	03		MJ				98	Z7910			5.00	

LN-TOT: 5.00 TECH SSN: XXX-XX-3913 AUTH CODE: AUTH. AUTHOR.:

R.O. TOTAL: 151.68

848
11-16

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WARRANTY COPY-W [END OF INVOICE] 10:27am

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TA6
5108

2/06

Goodwrench

MULTI-POINT VEHICLE INSPECTION

LFL5RCF559

Name:_____ Year/Model:_____ Date:_____

16NFC13J47R[redacted]

Repair Order #:_____ VIN (last 8 digits):_____ Odometer: 19854 MI:_____ MII:_____

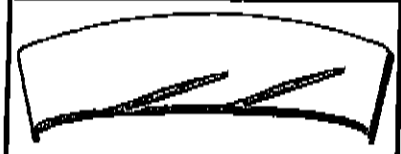
INTERIOR

OnStar Subscription activated by

Remaining engine oil life:_____% Reset:_____ N/A:_____

Air Conditioning Performance

WIPER BLADES



LF RF

Rear (if applicable)

Windshield condition

Cracks_____ Chips_____

CHECK TIRES AND TREAD DEPTH

(Check exterior condition)

LF: 8/32 or Greater / 7/32 to 4/32 / 3/32 or Less

PSI@:_____set to:_____PSI

RF: 8/32 or Greater / 7/32 to 4/32 / 3/32 or Less

PSI@:_____set to:_____PSI

LR: 8/32 or Greater / 7/32 to 4/32 / 3/32 or Less

PSI@:_____set to:_____PSI

RR: 8/32 or Greater / 7/32 to 4/32 / 3/32 or Less

PSI@:_____set to:_____PSI

(Check lamps)

Lowest Tread Depth: _____/32

Rotation needed / Rotation performed

Alignment needed / Alignment performed

Balance needed / Balance performed

LF ☒ LR ☐ Wear Pattern/Damage RF ☒ RR ☐

CHECK BATTERY

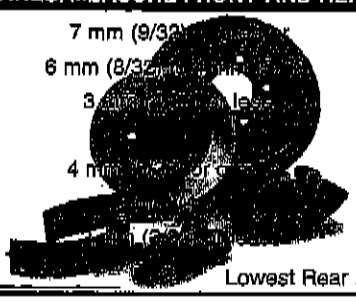
Battery condition

Battery cables and connections

CHECK FLUID LEVELS

OK	FILLED	REQUIRES ATTENTION
	Engine oil	
	Brake fluid reservoir	
	Transmission (if equipped w/dipstick)	
	Coolant recovery reservoir	
	Power steering	
	Windshield washer	

CHECK BRAKES/MEASURE FRONT AND REAR LININGS



LF RF LR RR

7 mm (9/32) [illegible]

6 mm (8/32) [illegible]

3 [illegible] less

4 mm [illegible]

Lowest Front Lining _____ Lowest Rear Lining _____

Brake system (also including lines, hoses and parking brake)

ADDITIONAL CHECKS

Inspect for visible leaks:

- Fuel system (also including gas cap seating)
- Engine, transmission, drive axle, transfer case
- Engine cooling system
- Shocks and struts – also check operation

Inspect visual condition:

- Belts: engine, accessory, serpentine, and/or V-drive
- Hoses: engine, power steering and HVAC
- Engine air filter and cabin air filters
- Steering components and steering linkage
- CV drive axle boots or driveshafts and U-joints
- Exhaust system components

COMMENTS

L/R Down ~~[illegible]~~ Rocker

Building Cover Loose

Consultant:_____

Technician:_____

MAINTENANCE VISIT RECOMMENDATION

Date:_____ Time:_____

Reason for Maintenance:_____

SIMPLIFIED MAINTENANCE

MI ☐ Required ☐ Performed MII ☐ Required ☐ Performed

Name
Address

Telephone
Vehicle (VIN#)
License
Mileage
Technician
Time and Date 22:59:40 03/02/07

Specifications

Chevrolet Van/SUV
07 Tahoe 4X2 17" Bridgestone RC5

Left Front

	Actual	Before	Specified Range	
Camber	-0.2°	-0.8°	-0.6°	0.4°
Caster	3.9°	3.3°	2.4°	4.4°
Toe	-0.04°	-0.18°	-0.05°	0.15°
SAI	.....	.....	.....	.....
Included Angle	.....	.....		
Turning Angle Diff.	.....	.....	.....	.....

Right Front

	Actual	Before	Specified Range	
Camber	-0.1°	-0.2°	-0.6°	0.4°
Caster	3.4°	3.3°	2.5°	4.5°
Toe	-0.05°	-0.00°	-0.05°	0.15°
SAI	.....	.....	.....	.....
Included Angle	.....	.....		
Turning Angle Diff.	.....	.....	.....	.....

Front

	Actual	Before	Specified Range	
Cross Camber	-0.1°	-0.6°	-0.5°	0.5°
Cross Caster	0.5°	-0.1°	-0.6°	0.4°
Total Toe	-0.09°	-0.18°	-0.10°	0.30°
Set Back	0.18°	0.16°		

11/12/2007
08:47:02

HISTORY LISTING

3030
PAGE 1

CUSTOMER NAME : [redacted]

SERIAL NO. : 1GNFC13J47R[redacted]

R.O NO. : 282436 R.O DATE : 11/05/2007 R.O TYPE : S
MILEAGE : 19721 ADVISOR NO. : 440

JOB NUMBER : 1 OPERATION 05CTZ01 OP. DESC. ACCESSORY REPAIR
SALE TYPE : W TECHNICIAN NO(S). 1116
COMPLAINT : CUSTOMER STATES CLIP OR ROD CAME LOOSE INSIDE ON L/R DOOR INSTALL SPECIAL ORDER PART
CAUSE : BROKEN HANDLE WONT HOLD RELEASE CABLE
CORRECTION : R&R DOOR PANEL AND REPLACE HANDLE

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
[redacted] C3441

JOB NUMBER : 2 OPERATION 05CTZ OP. DESC. 15A DEPT
SALE TYPE : W TECHNICIAN NO(S). 1116
COMPLAINT : CUSTOMER STATES THE OUTSIDE DOOR GUARD MOLDING ION L/R DOOR IS LIFTING & COMING LOOSE
CAUSE : PARTS ORDERED

JOB NUMBER : 3 OPERATION 05CTZ23 OP. DESC. ACCESSORY REPAIR
SALE TYPE : W TECHNICIAN NO(S). 1116
COMPLAINT : CUSTOMER STATES THE CHROME FINSH IS PEELING OFF THE L/F INSI DE DOOR HANDLE
CAUSE : PARTS ORDERED

JOB NUMBER : 4 OPERATION 32CTZ02 OP. DESC. ACCESSORY REPAIR
SALE TYPE : W TECHNICIAN NO(S). 1116
COMPLAINT : CUSTOMER STATES THE CHROME FINSH ON INSIDE DOOR HANDLE ON R/ F DOOR IS PEELING
CAUSE : PARTS ORDERED

JOB NUMBER : 5 OPERATION 33CTZ12 OP. DESC. SHUTTLE RIDE
SALE TYPE : W TECHNICIAN NO(S). 125
COMPLAINT : CUSTOMER REQUEST SHUTTLE RIDE.
CAUSE : 11-05-07
CORRECTION : SHUTTLE

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
282436 Z7910

COMMENTS : CALLED MIKE ON 11/05/07 AT 12:00 P/M LET HIM KNOW TH VEHICLE WAS RE ADY FOR P/U

CTCS282436

TEAM CHEVROLET
PASADENA, CALIFORNIA

www.teamchevyolds.com

3003 E. COLORADO BLVD P.O. BOX 20
PASADENA, CALIFORNIA 91107-3869
PHONE (626) 449-3333

SERVICE - PARTS HOURS
MONDAY THRU FRIDAY 7:30 A.M. TO 5:30 P.M.

B.A.R. LICENSE # AM 136715
EPA # CAD 028904332

0901|CTCS282436

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
18538	JEFF D MARSHALL 440	5406	11/05/07	CTCS282436
[redacted] PASADENA, CA [redacted]	LABOR RATE / LICENSE NO. [redacted]	MILEAGE 19,721	COLOR GOLD/DK TIT	STOCK NO. 42119
	YEAR / MAKE / MODEL 07/CHEVROLET TRUCK/TAHOE/1500 4DR		DELIVERY DATE 09/09/06	DELIVERY MILES 6,274
	VEHICLE I.D. NO. 1 G N F C 1 3 J 4 7 R [redacted]		SELLING DEALER NO.	PRODUCTION DATE 02/01/06
	F. T. E. NO.	P. O. NO.	R. O. DATE 11/05/07	
	COMMENTS			

CUSTOMER STATES THE CHROME FINSH ON INSIDE DOOR HANDLE ON R/
F DOOR IS PEELING
PARTS ORDERED

PARTS------QTY---FP-NUMBER----------DESCRIPTION----------UNIT PRICE-
0 15920701 HANDLE 16.345 WARRANTY
PART ON SPECIAL ORDER
** QUANTITY 1 IS SPECIAL ORDERED **

TOTAL - PARTS 0.00

JOB# 4 TOTALS----------

JOB# 4 JOURNAL PREFIX CTCS JOB# 4 TOTAL 0.00

JOB# 5 CHARGES----------

LABOR----------
J# 5 33CTZ12 SHUTTLE RIDE TECH(S):125 WARRANTY
CUSTOMER REQUEST SHUTTLE RIDE.

JOB# 5 TOTALS----------

JOB# 5 JOURNAL PREFIX CTCS JOB# 5 TOTAL 0.00

ESTIMATE----------
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $1.00 (+TAX)
COMMENTS----------
CALLED MIKE ON 11/05/07 AT 12:00 P/M LET HIM KNOW TH VEHICLE WAS RE
ADY FOR P/U

TOTALS----------

****** NEW HOURS ******

EFFECTIVE NOVEMBER 1, 2006

SERVICE AND PARTS DEPARTMENTS ARE NOW
OPEN ON SATURDAYS FROM 8:00 AM TO 2:00 PM

OPEN SATURDAYS !!! OPEN SATURDAYS !!!

(WE WILL NO LONGER BE OPEN LATE THURSDAY EVES)

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**

PARTS DESIGNATED WITH AN ASTERISK (*) INDICATE LIMITED
LIFETIME SERVICE GUARANTEE FOR CUSTOMER PAY REPAIRS

[redacted]

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.
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TEAM CHEVROLET
PASADENA, CALIFORNIA
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3003 E. COLORADO BLVD. P.O. BOX [illegible]20
PASADENA, CALIFORNIA 91107-386[illegible]
PHONE (626) 449-3333

B.A.R. LICENSE # AM 136715
EPA # CAD 028904332

SERVICE - PARTS HOURS
MONDAY THRU FRIDAY 7:30 A.M. TO 5:30 P.M.

CTWS282436

0901ICTWS282436

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
18538	JEFF D MARSHALL 440	5406	11/06/07	CTWS282436
[redacted]	LABOR RATE [redacted]	MILEAGE 19,721	COLOR GOLD/DK TIT	STOCK NO. 42119
PASADENA, CA [redacted]	YEAR / MAKE / MODEL 07/CHEVROLET TRUCK/TAHOE/1500 4DR		DELIVERY DATE 09/09/06	DELIVERY MILES 6,274
	VEHICLE I.D. NO. 1 G N F C 1 3 J 4 7 R [redacted]		SELLING DEALER NO.	PRODUCTION DATE 02/01/06
[redacted]	F. T. E. NO.	P. O. N[redacted]	R. O. DATE 11/05/07	
	COMMENTS			

JOB# 1 CHARGES----------

LABOR----------
J# 1 05CTZ01 ACCESSORY REPAIR HOURS: 0.40 TECH(S):1116 34.18
CUSTOMER STATES CLIP OR ROD CAME LOOSE INSIDE ON L/R DOOR
INSTALL SPECIAL ORDER PART
BROKEN HANDLE WONT HOLD RELEASE CABLE
R&R DOOR PANEL AND REPLACE HANDLE

PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
	1	15939074	HANDLE 16.345	11.63	11.63	16.28	16.28
			COST TOTAL		11.63		
					TOTAL - PARTS		16.28

JOB# 1 TOTALS----------

LABOR	34.18
PARTS	16.28
JOB# 1 JOURNAL PREFIX CTWS JOB# 1 TOTAL	50.46

JOB# 2 CHARGES----------

LABOR----------
J# 2 05CTZ 15A DEPT HOURS: TECH(S):1116
CUSTOMER STATES THE OUTSIDE DOOR GUARD MOLDING ION L/R DOOR
IS LIFTING & COMING LOOSE
PARTS ORDERED

PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
	0	15875588	MOLDING 17.507	21.74	0.00	30.44	0.00
		** QUANTITY 1 IS SPECIAL ORDERED **					
					TOTAL - PARTS		0.00

JOB# 3 CHARGES----------

LABOR----------
J# 3 05CTZ23 ACCESSORY REPAIR HOURS: 0.00 TECH(S):1116 0.00
CUSTOMER STATES THE CHROME FINSH IS PEELING OFF THE L/F INSI
DE DOOR HANDLE
PARTS ORDERED

PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
	0	15920697	HANDLE 16.345	21.23	0.00	29.72	0.00
		** QUANTITY 1 IS SPECIAL ORDERED **					
					TOTAL - PARTS		0.00

JOB# 4 CHARGES----------

LABOR----------
J# 4 32CTZ02 ACCESSORY REPAIR HOURS: 0.00 TECH(S):1116 0.00
CUSTOMER STATES THE CHROME FINSH ON INSIDE DOOR HANDLE ON R/
F DOOR IS PEELING
PARTS ORDERED

PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
	0	15920701	HANDLE 16.345	22.50	0.00	31.50	0.00
		** QUANTITY 1 IS SPECIAL ORDERED **					
					TOTAL - PARTS		0.00

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

WARRANTY COPY-W
[CONTINUED ON NEXT PAGE] 02:36pm

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CTWS282436

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PASADENA, CALIFORNIA
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003 E. COLORADO BLVD. P.O. BOX 5[illegible]0
PASADENA, CALIFORNIA 91107-3869
PHONE (626) 449-3333

B.A.R. LICENSE # AM 136715
EPA # CAD 028904332

SERVICE - PARTS HOURS
MONDAY THRU FRIDAY 7:30 A.M. TO 5:30 P.M.

0901ICTWS282436

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
18538	JEFF D MARSHALL 440	5406	11/06/07	CTWS282436

[redacted]
PASADENA, CA [redacted]

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
	[redacted]	19,721	GOLD/DK TIT	42119

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
07/CHEVROLET TRUCK/TAHOE/1500 4DR	09/09/06	6,274

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1GNFC13J47R[redacted]		02/01/06

F. T. E. NO.	P. O. NO.	R. O. DATE
		11/05/07

COMMENTS

[redacted]

JOB# 5 CHARGES----------

LABOR----------
J# 5 33CTZ12 SHUTTLE RIDE HOURS: TECH(S):125 0.00
CUSTOMER REQUEST SHUTTLE RIDE.
11-05-07
SHUTTLE

COMMENTS----------
CALLED MIKE ON 11/05/07 AT 12:00 P/M LET HIM KNOW TH VEHICLE WAS RE
ADY FOR P/U

R/O TAX 0.00
R/O TOTALS 50.46

WARRANTY CLAIM DETAIL TOTALS----------

CLAIM#.....	TOTAL....
282436	50.46
CLAIM TOTALS	50.46

APPROVED BY SIGNATURE

DCS AUDIT SLIP----------

11/09/07 Warranty New Claim GMGMWF.865
1354

RO Number	RO Date	VIN	Div	Dealer	Odometer	Service Advisor #
282436	11/05/2007	1GNFC13J47R[redacted]	3	20654	19721	55125530.4

Customer Name; First: MIKE Middle: MANOUKIAN
Last: Phone;Work: Home:
****

LN	CT	CC	PC	Part-No.	Tot-Pts	FC	LabOp	Lhrs	Ohrs	Labr-Amt.	Net-Amt.	Ln-Tot.
1		ON	1	15939074	16.28	2W	C3441	.4		34.18		50.46

Tech SSN: [redacted] Auth Code: Authorized Author.:
Comments: CLAIM REJECTED LABOR OP DOES NOT APPLY TO VEHICLE CHECKED ON SI AND LA
BOR OP ID OK FOF VEHICLE (FREDDY MONROY)
Comment Routing Code: H

REV 847 11-13 848 11-16

R.O. Total 50.46

==========

GRAINTINVE 8N092513 (06/01)

TEAM CHEVROLET
PASADENA, CALIFORNIA
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PASADENA, CALIFORNIA 91107-386
PHONE (626) 449-3333

SERVICE - PARTS HOURS
MONDAY THRU FRIDAY 7:30 A.M. TO 5:30 P.M.

B.A.R. LICENSE # AM 136715
EPA # CAD 028904332

CTWS282436

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
18538	JEFF D MARSHALL 440	5406	11/06/07	CTWS282436
[redacted] PASADENA, CA [redacted]	LABOR RATE [redacted]	MILEAGE 19,721	COLOR GOLD/DK TIT	STOCK NO. 42119
	YEAR / MAKE / MODEL 07/CHEVROLET TRUCK/TAHOE/1500 4DR		DELIVERY DATE 09/09/06	DELIVERY MILES 6,274
	VEHICLE I.D. NO. 1GNFC13J47R [redacted]		SELLING DEALER NO.	PRODUCTION DATE 02/01/06
[redacted]	F. T. E. NO.	P. O. NO.	R. O. DATE 11/05/07	
	COMMENTS			

JOB# 5 CHARGES

LABOR
J# 5 33CTZ12 SHUTTLE RIDE HOURS: TECH(S): 125 0.00
CUSTOMER REQUEST SHUTTLE RIDE.
11-05-07
SHUTTLE

COMMENTS
CALLED MIKE ON 11/05/07 AT 12:00 P/M LET HIM KNOW TH VEHICLE WAS RE
ADY FOR P/U

R/O TAX 0.00
R/O TOTALS 50.46

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
282436	50.46
CLAIM TOTALS	50.46

APPROVED BY SIGNATURE

DCS AUDIT SLIP
DCS DATA FILE: GMGMWF.816
11/06/2007 WARRANTY NEW CLAIM
1435

RO NUMBER	RO DATE	VIN	DIV	DEALER	ODOMETER	SERVICE ADVISOR #
282436	11/05/2007	1GNFC13J47R[redacted]	3	20654	19721	XXX-XX-5304

CUSTOMER NAME: FIRST: MIKE MIDDLE:
LAST: [redacted] PHONE;WORK: [redacted]

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
1	01		ON	1	15939074	16.28	2W	C3441	.4			34.18

LN-TOT: 50.46 TECH SSN: XXX-XX-4007 AUTH CODE: AUTH. AUTHOR.:

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
2	05		MJ				98	Z7910			5.00	

LN-TOT: 5.00 TECH SSN: XXX-XX-3913 AUTH CODE: AUTH. AUTHOR.:

R.O. TOTAL: 55.46

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PHONE (626) 449-3333

B.A.R. LICENSE # AM 136715
EPA # CAD 028904332

SERVICE - PARTS HOURS
MONDAY THRU FRIDAY 7:30 A.M. TO 5:30 P.M.

CTCS282436

0901ICTCS282436

CUSTOMER NO. 18538	ADVISOR JEFF D MARSHALL 440	TAG NO. 5406	INVOICE DATE 11/05/07	INVOICE NO. CTCS282436
[redacted]	LABOR RATE [redacted]	MILEAGE 19,721	COLOR GOLD/DK TIT	STOCK NO. 42119
PASADENA, CA [redacted]	YEAR / MAKE / MODEL 07/CHEVROLET TRUCK/TAHOE/1500 4DR		DELIVERY DATE 09/09/06	DELIVERY MILES 6,274
	VEHICLE I.D. NO. 1GNFC13J47R [redacted]		SELLING DEALER NO.	PRODUCTION DATE 02/01/06
[redacted]	F. T. E. NO.	P. O. NO.	R. O. DATE 11/05/07	
	COMMENTS			

JOB# 1 CHARGES----------

LABOR----------
J# 1 05CTZ01 ACCESSORY REPAIR TECH(S):1116 WARRANTY
CUSTOMER STATES CLIP OR ROD CAME LOOSE INSIDE ON L/R DOOR
INSTALL SPECIAL ORDER PART
BROKEN HANDLE WONT HOLD RELEASE CABLE
R&R DOOR PANEL AND REPLACE HANDLE

PARTS------QTY---FP-NUMBER----------DESCRIPTION----------UNIT PRICE-
1 15939074 HANDLE 16.345 WARRANTY
TOTAL - PARTS 0.00

JOB# 1 TOTALS----------

JOB# 1 JOURNAL PREFIX CTCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES----------

LABOR----------
J# 2 05CTZ 15A DEPT TECH(S):1116 WARRANTY
CUSTOMER STATES THE OUTSIDE DOOR GUARD MOLDING ION L/R DOOR
IS LIFTING & COMING LOOSE
PARTS ORDERED

PARTS------QTY---FP-NUMBER----------DESCRIPTION----------UNIT PRICE-
0 15875588 MOLDING 17.507 WARRANTY
PART ON SPECIAL ORDER
** QUANTITY 1 IS SPECIAL ORDERED **
TOTAL - PARTS 0.00

JOB# 2 TOTALS----------

JOB# 2 JOURNAL PREFIX CTCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES----------

LABOR----------
J# 3 05CTZ23 ACCESSORY REPAIR TECH(S):1116 WARRANTY
CUSTOMER STATES THE CHROME FINSH IS PEELING OFF THE L/F INSI
DE DOOR HANDLE
PARTS ORDERED

PARTS------QTY---FP-NUMBER----------DESCRIPTION----------UNIT PRICE-
0 15920697 HANDLE 16.345 WARRANTY
PART ON SPECIAL ORDER
** QUANTITY 1 IS SPECIAL ORDERED **
TOTAL - PARTS 0.00

JOB# 3 TOTALS----------

JOB# 3 JOURNAL PREFIX CTCS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES----------

LABOR----------
J# 4 32CTZ02 ACCESSORY REPAIR TECH(S):1116 WARRANTY

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CTWS282436

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PASADENA, CALIFORNIA

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PHONE (626) 449-3333

B.A.R. LICENSE # AM 136715

EPA # CAD 028904332

SERVICE - PARTS HOURS
MONDAY THRU FRIDAY 7:30 A.M. TO 5:30 P.M.

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
18538	JEFF D MARSHALL 440	5406	11/06/07	CTWS282436
[redacted]	LABOR RATE / LICENSE NO. [redacted]	MILEAGE 19,721	COLOR GOLD/DK TIT	STOCK NO. 42119
PASADENA, CA [redacted]	YEAR / MAKE / MODEL 07/CHEVROLET TRUCK/TAHOE/1500 4DR		DELIVERY DATE 09/09/06	DELIVERY MILES 6,274
[redacted]	VEHICLE I.D. NO. 1 G N F C 1 3 J 4 7 R [redacted]		SELLING DEALER NO.	PRODUCTION DATE 02/01/06
	R. T. E. NO.	R. O. NO.	R. O. DATE 11/05/07	
	COMMENTS			

JOB# 1 CHARGES

LABOR

J# 1 05CTZ01 ACCESSORY REPAIR HOURS: 0.40 TECH(S):1116 34.18
CUSTOMER STATES CLIP OR ROD CAME LOOSE INSIDE ON L/R DOOR
INSTALL SPECIAL ORDER PART
BROKEN HANDLE WONT HOLD RELEASE CABLE
R&R DOOR PANEL AND REPLACE HANDLE

PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
	1	15939074	HANDLE 16.345	11.63	11.63	16.28	16.28
			COST TOTAL		11.63		
					TOTAL - PARTS		16.28

JOB# 1 TOTALS

LABOR	34.18
PARTS	16.28
JOB# 1 JOURNAL PREFIX CTWS JOB# 1 TOTAL	50.46

JOB# 2 CHARGES

LABOR

J# 2 05CTZ 15A DEPT HOURS: TECH(S):1116 0.00
CUSTOMER STATES THE OUTSIDE DOOR GUARD MOLDING ION L/R DOOR
IS LIFTING & COMING LOOSE
PARTS ORDERED

PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
	0	15875588	MOLDING 17.507	21.74	0.00	30.44	0.00
		** QUANTITY 1 IS SPECIAL ORDERED **					
					TOTAL - PARTS		0.00

JOB# 3 CHARGES

LABOR

J# 3 05CTZ23 ACCESSORY REPAIR HOURS: 0.00 TECH(S):1116 0.00
CUSTOMER STATES THE CHROME FINSH IS PEELING OFF THE L/F INSI
DE DOOR HANDLE
PARTS ORDERED

PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
	0	15920697	HANDLE 16.345	21.23	0.00	29.72	0.00
		** QUANTITY 1 IS SPECIAL ORDERED **					
					TOTAL - PARTS		0.00

JOB# 4 CHARGES

LABOR

J# 4 32CTZ02 ACCESSORY REPAIR HOURS: 0.00 TECH(S):1116 0.00
CUSTOMER STATES THE CHROME FINSH ON INSIDE DOOR HANDLE ON R/
F DOOR IS PEELING
PARTS ORDERED

PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
	0	15920701	HANDLE 16.345	22.50	0.00	31.50	0.00
		** QUANTITY 1 IS SPECIAL ORDERED **					
					TOTAL - PARTS		0.00

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ERAINTINVE BR503013 (08/01)

282436

282436

TEAM

CHEVROLET HUMMER HYUNDAI

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PASADENA, CALIFORNIA 91107-3869
PHONE (626) 449-3333

SERVICE HOURS
MONDAY THRU FRIDAY 7:00 A.M. TO 6:00 P.M.
NO CARS RELEASED AFTER CLOSING

www.pasadenachevrolet.com
www.pasadenahummer.com
www.pasadenahyundai.com

0901J282436

STATE REG# BAR - RM136715

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO / MI	TOTAL
03CTZ-EMM/TBSVC	BG EM/TB SERVICE	MO	0.00
01CTZ-BG/ADD	BG OIL/FUEL TRTMENT	MO	0.00
01CTZ-EMM/TBSVC	BG EM/TB SERVICE	MO	0.00
01CTZ-15KSVC	15/45/75K SERVICES	MO	0.00
01CTZ-BG/DIFFSV	BG SYNTH.DIFF.SVC	MO	0.00

RECOMMENDATIONS:

AUTH. NO.

CONTACT

RENTAL DAYS

TOTAL AUTH. $

DED.

B.A.R. LICENSE # AM 136715 EPA # CAD 028904332

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	W	05CTZ02	CRUISE CONTROL
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	W	05CTZ01	ACCESSORY REPAIR
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	W	05CTZ	BRAKE & FRIEND DIDFT
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	W	05CTZ23	DIAG SUSP NOISE
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	W	05CTZ	SHUTTER RIDE
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	W	05CTZ02	FACTORY CAMPAIGN

SERVICE [illegible] ALL TRANSPORTATION [illegible] ANTICIPATED PICKUP

[illegible] 282436

MIKE MANOUKIAN [illegible] 09/09/06 [illegible] 05/07

2127 CALIFORNIA BLVD [illegible]

PASADENA, CA 91104 [illegible] COLT/DK TILAPIA [illegible] 5406

[illegible] HOTMAIL.COM [illegible] 12/01/06

[illegible] 03:00pm

[illegible] MARSHALL

JOB	LABOR INSTRUCTIONS	T	LTG	TTG
	[redacted]			
	05CTZ01 ACCESSORY REPAIR CUSTOMER STATES CLIP OR ROD CAME LOOSE INSIDE ON L/R DOOR INSTALL SPECIAL ORDER PART Install new door handle that was broken R&R Door then and replace handle	116	C3441.1	
	05CTZ 15A DEPT CUSTOMER STATES THE OUTSIDE DOOR GUARD MOLDING ON L/R DOOR IS LIFTING & COMING LOOSE Part ordered - Paint to match	116	50P	
	05CTZ23 ACCESSORY REPAIR CUSTOMER STATES THE CHROME FINISH IS PEELING OFF THE L/F INSIDE DOOR HANDLE Part ordered	116	50P	

SAVE OLD PARTS YES NO

LABOR LIMITED WARRANTY 24,000 MILES OR 90 DAYS WHICHEVER OCCURS FIRST
VALID ONLY IF VEHICLE IS RETURNED TO OUR SERVICE DEPT. FOR ADJUSTMENTS

[CONTINUED ON NEXT PAGE]

03/26/2008 15:44 FAX 056/119
CMCDA FORM SOURCE 800-856-FORM • TO REORDER CALL 1-800-856-3678 004174

282436

282436

TEAM

CHEVROLET HUMMER HYUNDAI

3003 E. COLORADO BLVD. P.O. BOX 5020
PASADENA, CALIFORNIA 91107-3869
PHONE (626) 449-3333

SERVICE HOURS
MONDAY THRU FRIDAY 7:00 A.M. TO 6:00 P.M.
NO CARS RELEASED AFTER CLOSING

www.pasadenachevrolet.com
www.pasadenahummer.com

0901J282436

STATE REG# BAR - RM136715

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO / MI	TOTAL
03CTZ-EMM/TBSVC	BG EM/TB SERVICE	MO	0.00
01CTZ-BG/ADD	BG OIL/FUEL TRTMENT	MO	0.00
01CTZ-EMM/TBSVC	BG EM/TB SERVICE	MO	0.00
01CTZ-15KSVC	15/45/75K SERVICES	MO	0.00
01CTZ-BG/DIFFSV	BG SYNTH.DIFF.SVC	MO	0.00

RECOMMENDATIONS:

AUTH. NO.

CONTACT

RENTAL DAYS

TOTAL AUTH. $

DED.

B.A.R. LICENSE # AM 136715 EPA # CAD 028904332

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	W	05CTZ02	CRUISE CONTROL
				[illegible]	W	09CTZ	ACCESSORY REPAIR
				[illegible]	W	09CTZ	BRAKE/TREND DEPT
				[illegible]	W	09E78	DIAG/DIS NOISE
				[illegible]	W	35CTZ12	SHUTTLE RIDE
				[illegible]	W	06CTZ-2	FACTORY CAMPAIGN

SERVICE

1GNEC13V47R[illegible]

MIKE MANOUKIAN

[illegible] CALIBRETE RD
PASADENA CA 91101

GMC ELECTRIC CORPORATION

626 797 2610

626 576 7454

[illegible]

REPAIR 282436

11/05/07

5406

10/01/06

SAVE OLD PARTS YES ☐ NO ☐

JOB	LABOR INSTRUCTIONS	TS	%	LTG	TUT
4	W 320 742 ACCESSORY REPAIR CUSTOMER STATES THE CHROME FINISH ON INSIDE DOOR HANDLE ON R DOOR IS PEELING				
	Part ordered				
	W 35 742 SHUTTLE RDE CUSTOMER REQUEST SHUTTLE RIDE				

LABOR LIMITED WARRANTY 4,000 MILES OR 90 DAYS WHICHEVER OCCURS FIRST.
VALID ONLY IF VEHICLE IS RETURNED TO OUR SERVICE DEPT FOR ADJUSTMENTS.

282436

TECH COPY

03/26/2008 15:45 FAX 057/119

2/06

Goodwrench

MULTI-POINT VEHICLE INSPECTION

LIC 5RCF559

Name:_____ Year/Model:_____ Date:_____

Repair Order #:_____ VIN (last 8 digits):[redacted] Odometer: 19261 MI:_____ MII:_____

Checked and OK ☐ May Require Attention Soon ☐ Requires Immediate Attention

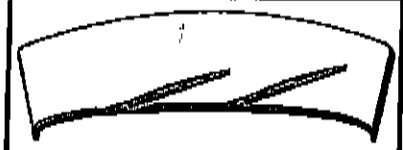
INTERIOR

☐ ☐ OnStar by GM Subscription activated

☐ ☐ Remaining engine oil life:_____% Reset:_____ N/A:_____

☐ ☐ Air Conditioning Performance

WIPER BLADES



LF RF

☐ ☐ Rear (if applicable)

☐ ☐ Windshield condition

Cracks_____ Chips_____

CHECK TIRES AND TREAD DEPTH

(Check exterior condition)

LF: ☐ 8/32 or Greater ☐ 7/32 to 4/32 ☐ 3/32 or Less

PSI@:_____set to:_____PSI

LR: ☐ 8/32 or Greater ☐ 7/32 to 4/32 ☐ 3/32 or Less

PSI@:_____set to:_____PSI

(Check lamps)

RF: 8/32 or Greater ☐ 7/32 to 4/32 ☐ 3/32 or Less ☐

PSI@:_____set to:_____PSI

RR: 8/32 or Greater ☐ 7/32 to 4/32 ☐ 3/32 or Less ☐

PSI@:_____set to:_____PSI

Lowest Tread Depth: _____/32

☐ Rotation needed ☐ Rotation performed

☐ Alignment needed ☐ Alignment performed

☐ Balance needed ☐ Balance performed

Wear Pattern/Damage LF ☐ LR ☐ RF ☐ RR ☐

CHECK BATTERY

☐ ☐ Battery condition

☐ ☐ Battery cables and connections

CHECK FLUID LEVELS

OK	FILLED	REQUIRES ATTENTION
☐	☐ Engine oil	☐
☐	☐ Brake fluid reservoir	☐
☐	☐ Transmission (if equipped w/dipstick)	☐
☐	☐ Coolant recovery reservoir	☐
☐	☐ Power steering	☐
☐	☐ Windshield washer	☐

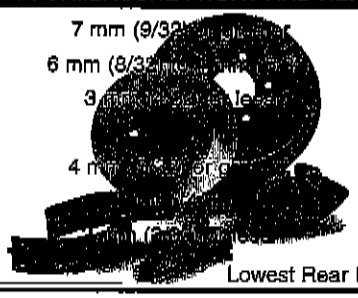
CHECK BRAKES/MEASURE FRONT AND REAR LININGS

LF: 7 mm (9/32 [illegible]) ☐ 6 mm (8/32 [illegible]) ☐ 3 [illegible] ☐

RF: ☐ [illegible] ☐ [illegible] ☐

LR: 4 [illegible] ☐ [illegible] ☐

RR: ☐ [illegible] ☐ [illegible] ☐



Lowest Front Lining _____ Lowest Rear Lining _____

☐ ☐ Brake system (also including lines, hoses and parking brake)

ADDITIONAL CHECKS

Inspect for visible leaks:

☐ ☐ Fuel system (also including gas cap seating)

☐ ☐ Engine, transmission, drive axle, transfer case

☐ ☐ Engine cooling system

☐ ☐ Shocks and struts – also check operation

Inspect visual condition:

☐ ☐ Belts: engine, accessory, serpentine, and/or V-drive

☐ ☐ Hoses: engine, power steering and HVAC

☐ ☐ Engine air filter and cabin air filters

☐ ☐ Steering components and steering linkage

☐ ☐ CV drive axle boots or driveshafts and U-joints

☐ ☐ Exhaust system components

COMMENTS

LCF Rear Mounts Cracked Loose

Cities Recommend Off L/F

Consultant: Tosar Rur Thay

Technician:

MAINTENANCE VISIT RECOMMENDATION

Date:_____ Time:_____

Reason for Maintenance:_____

SIMPLIFIED MAINTENANCE

MI ☐ Required ☐ Performed

MII ☐ Required ☐ Performed

TEAM CHEVROLET
PASADENA, CALIFORNIA
www.teamchevyolds.com

003 E. COLORADO BLVD. P.O. BOX [illegible]
PASADENA, CALIFORNIA 91107-3869
PHONE (626) 449-3333

SERVICE - PARTS HOURS
MONDAY THRU FRIDAY 7:30 A.M. TO 5:30 P.M.

B.A.R. LICENSE # AM 136715
EPA # CAD 028904332

CTCS281639

0901ICTCS281639

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
18538	JEFF D MARSHALL 440	1393	10/17/07	CTCS281639

[redacted]
PASADENA, CA [redacted]

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
	[redacted]	19,249	GOLD/DK TIT	42119

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
07/CHEVROLET TRUCK/TAHOE/1500 4DR	09/09/06	6,274

VEHICLE I.D. NO	SELLING DEALER NO	PRODUCTION DATE
1GNFC13J47R [redacted]		02/01/06

F. T. E. NO.	P. O. NO.	R. O. DATE
		10/17/07

COMMENTS

[redacted]

JOB# 1 CHARGES

LABOR
J# 1 05CTZ02 CRUISE CONTROL TECH(S):1116 WARRANTY
CUSTOMER STATES THE CRUSIE CONTROL IS INOP WHEN USING SWITCH
ON LEFT SIDE OF STEERING WHEEL
NO DTC'S PRESENT. ROAD TEST
NO PROBLEMS FOUND. WORKS AS DESIGNED
VEHICLE MEETS GM SPECS AT THIS TIME

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX CTCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR
J# 2 05CTZ01 ACCESSORY REPAIR TECH(S):1116 WARRANTY
CUSTOMER STATES AT TIMES WHILE RADIO IS IN USE HEARS A BUZZI
NG/ZAPPING TYPE SOUND COMING OUT OF SPEAKERS OR RADIO WHEN
USING CDS
CHECK POSSIBLE BURNED CDS
INTERFERENCE
CHECK DTC'S - NONE. CHECK BULLETINS - NONE. USE AFTERMARKET
CDS PLAYER W/RADIO ON .UNABLE TO DUPLICATE AT THIS TIME
VEHICLE MEETS G/M SPECS

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX CTCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR
J# 3 09CTZ BRAKE & FR END DEPT TECH(S):779 WARRANTY
CUSTOMER STATES WHEN TURNING THE STEERING WHEEL IT IS STIFF
& HARD TO TURN
ROAD TEST,HAS NORMAL STEERING EFFORT
VEHICLE MEETS G/M SPECS AT THIS TIME

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX CTCS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES

LABOR
J# 4 09CTZ23 DIAG SUSP NOISE TECH(S):779 WARRANTY
CUSTOMER STATES WHEN GOING OVER BUMPS THE REAR SUSPENSION
JOLTS WHIEL SITTING IN DRIVERS SEATS
ROAD TEST,HAS NORMAL SUSPENSION FEEL
VEHICLE MEETS G/M SPECS

JOB# 4 TOTALS

JOB# 4 JOURNAL PREFIX CTCS JOB# 4 TOTAL 0.00

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.
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CTCS281639

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PASADENA, CALIFORNIA
www.teamchevyolds.com

003 E. COLORADO BLVD. P.O. BOX
PASADENA, CALIFORNIA 91107-3869
PHONE (626) 449-3333

B.A.R. LICENSE # AM 136715
EPA # CAD 028904332

SERVICE - PARTS HOURS
MONDAY THRU FRIDAY 7:30 A.M. TO 5:30 P.M.

0901ICTCS281639

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
18538	JEFF D MARSHALL 440	1393	10/17/07	CTCS281639

[redacted]
PASADENA, CA [redacted]

[redacted]

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
	[redacted]	19,249	GOLD/DK TIT	42119

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
07/CHEVROLET TRUCK/TAHOE/1500 4DR	09/09/06	6,274

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1 G N F C 1 3 J 4 7 R [redacted]		02/01/06

F T E. NO	P. O. [redacted]	R. O. DATE
		10/17/07

COMMENTS

JOB# 5 CHARGES

LABOR
J# 5 33CTZ12 SHUTTLE RIDE TECH(S):125 WARRANTY
CUSTOMER REQUEST SHUTTLE RIDE.

JOB# 5 TOTALS 10-17-07 VI 22960

JOB# 5 JOURNAL PREFIX CTCS JOB# 5 TOTAL 0.00

JOB# 6 CHARGES

LABOR
J# 6+03CTZ32 FACTORY CAMPAIGN TECH(S):1116 WARRANTY
PERFORM FACTORY RECALL 07033 SERVICE UPDATE -INVENTORY & CUS
T VEHS-BATTERY RUNDOWN PER VISS
REPROGRAM BCM PER BULLETIN. RELEARN SDM CODE TO BCM
CLEAR DTC'S AS NECESSARY

JOB# 6 TOTALS

JOB# 6 JOURNAL PREFIX CTCS JOB# 6 TOTAL 0.00

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $1.00 (+TAX)

TOTALS

****** NEW HOURS ******

EFFECTIVE NOVEMBER 1, 2006

SERVICE AND PARTS DEPARTMENTS ARE NOW
OPEN ON SATURDAYS FROM 8:00 AM TO 2:00 PM

OPEN SATURDAYS !!! OPEN SATURDAYS !!!

(WE WILL NO LONGER BE OPEN LATE THURSDAY EVES)

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**

PARTS DESIGNATED WITH AN ASTERISK (*) INDICATE LIMITED
LIFETIME SERVICE GUARANTEE FOR CUSTOMER PAY REPAIRS

[redacted]

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.
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ERAINTINVE BR603512 (08/01)

CTWS281639

CHEVROLET
PAS... ...IEA
W... ...ds.com

...03 E. COLORADO BLVD. P.O. BOX 5...
PASADENA, CALIFORNIA 91107-3869
PHONE (626) 449-3333

B.A.R. LICENSE # AM 136715
EPA # CAD 028904332

SERVICE - PARTS HOURS
MONDAY THRU FRIDAY 7:30 A.M. TO 5:30 P.M.

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	JEFF D MARSHALL 440	1393	10/23/07	CTWS281639
PAS... [redacted]	LABOR RATE / LICENSE NO. [redacted]	MILEAGE 19,249	COLOR GOLD/DK TIT	STOCK NO. 42119
	YEAR / MAKE / MODEL 07/CHEVROLET TRUCK/TAHOE/1500 4DR		DELIVERY DATE 09/09/06	DELIVERY MILES 6,274
	VEHICLE I.D. NO. 1GNFC13J47R [redacted]		SELLING DEALER NO.	PRODUCTION DATE 02/01/06
[redacted]	F.T.E. NO.	P.O. NO.	R.O. DATE 10/17/07	
	COMMENTS			

...PI...

DCS ... I...

... GMG... .555
WARRANTY NEW CLAIM

...) DATE	VIN	DIV	DEALER	ODOMETER	SERVICE ADVISOR #
...17/2007	1GNFC13J47R135751	3	20654	19249	XXX-XX-5304

... FIR... MIKE MIDDLE:
...AN PHONE:WORK: 626-826-7454 HOME: 626-797-2640

...PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
			96	Y0152	.4			34.18

...18 ...H SSN: XXX-XX-4007 AUTH CODE: AUTH. AUTHOR.:

...PC	...T-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
			98	Z7910			5.00	

...00 ...H SSN: XXX-XX-3913 AUTH CODE: AUTH. AUTHOR.:

R.O. TOTAL: 39.18

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281639

TEAM

CHEVROLET HUMMER HYUNDAI

3003 E. COLORADO BLVD. P.O. BOX 5020
PASADENA, CALIFORNIA 91107-3869
PHONE (626) 449-3333

SERVICE HOURS
MONDAY THRU FRIDAY 7:00 A.M. TO 6:00 P.M.
NO CARS RELEASED AFTER CLOSING

www.pasadenachevrolet.com
www.pasadenahummer.com
www.pasadenahyundai.com

0901J281639

STATE REG# BAR – RM136715

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO / MI	TOTAL
03CTZ-EMM/TBSVC	BG EM/TB SERVICE	MO	0.0
01CTZ-BG/ADD	BG OIL/FUEL TRTMENT	MO	0.0
01CTZ-EMM/TBSVC	BG EM/TB SERVICE	MO	0.0
01CTZ-15KSVC	15/45/75K SERVICES	MO	0.0
01CTZ-BG/DIFFSV	BG SYNTH.DIFF.SVC	MO	0.0

004174

RECOMMENDATIONS:

AUTH. NO.

CONTACT

RENTAL DAYS

TOTAL AUTH. $

DED.

B.A.R. LICENSE # AM 136715 EPA # CAD 028904332

CMCDA FORM SOURCE 800-559-FORM • TO REORDER ☎ 1-800-559-3676

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
[illegible]	[illegible]	16709	[illegible]	[illegible]	[illegible]	[illegible]	ACCESSORY REPAIR
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	15A DEPT
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	SHUTTLE RIDE
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	DIAGNOS W/C SYSTEM
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	3,000 MI REV MAINT
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	ACCESSORY REPAIR

[illegible]

MIKE DANOUJIAN
2[illegible] CALDRETH RD
PASADENA, CA [illegible]

LICENSE NO. [illegible] R.O. NO. 281639
VIN [illegible] CONTACT
EXPIRATION MILES [illegible] MAP NO. 1393
PRODUCTION DATE 02/01/06
AUTH. BY ☐ PHONE ☐ IN PERSON
AUTH. BY ☐ PHONE ☐ IN PERSON

SAVE OLD PARTS ☐ YES ☐ NO

JOB	LABOR INSTRUCTIONS	LTG	TU
3	W 09CTZ BRAKE & FRENDUP PT CUSTOMER STATES WHEN TURNING THE STEERING WHEEL IT IS STIFF & HARD TO TURN Total Test Was Normal Safe to Drive	[illegible]	N/C
4	W 10CTZ DIAG SUSP NOISE CUSTOMER STATES WHEN GOING OVER BUMPS THE REAR SUSPENSION JOLTS WHEEL SITTING IN DRIVERS SEATS Total Test Was Not Cooperative Seal	[illegible]	N/C
5	W 10CTZ SHUTTLE RIDE CUSTOMER REQUEST SHUTTLE RIDE		

CAM/AS CA 00135

LABOR IS THE WARRANTY [illegible] DAYS OR [illegible] PER COURTESY VALID ON THIS VEHICLE ONLY TO OUR SERVICE DEPT. OF ADJUSTMENTS

281639

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03/26/2008 15:47 FAX 062/118

281639

TEAM

CHEVROLET HUMMER HYUNDAI

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PHONE (626) 449-3333

SERVICE HOURS
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www.pasadenahyundai.com

0901J281639

STATE REG# BAR – RM136715

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO / MI	TOTAL
03CTZ-EMM/TBSVC	BG EM/TB SERVICE	MO	0.0
01CTZ-BG/ADD	BG OIL/FUEL TRTMENT	MO	0.0
01CTZ-EMM/TBSVC	BG EM/TB SERVICE	MO	0.0
01CTZ-15KSVC	15/45/75K SERVICES	MO	0.0
01CTZ-BG/DIFFSV	BG SYNTH.DIFF.SVC	MO	0.0

RECOMMENDATIONS:

AUTH. NO.

CONTACT

RENTAL DAYS

TOTAL AUTH. $

DED.

B.A.R. LICENSE # AM 136715 EPA # CAD 026904332

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
06/02/06	[illegible]	[illegible]	[illegible]	085	I	06CTZ01	ACCESSORY REPAIR
				085	W	06CTZ	45A DEPT
				125	W	33CTZ12	SHUTTLE RIDE
02/01/06	[illegible]	0006	[illegible]	085	W	04CTZ02	DIAGNOS A/C SYSTEM
				1098	C	01CTZ-15KSVC	24000 MI PREV MAINT
						06CTZ01	ACCESSORY REPAIR

SERVICE

VIN: 1GNFC13[illegible]R[illegible]575 | 96 CHEVROLET SUBURBAN 1500 LS | STOCK NO. | LICENSE NO. 5RC5559 | R.O. NO. 281639

MIKE MANOUKIAN | 135[illegible] | 02/09/06 | 4-7-4 | EXPIRATION MILES | TAG NO. 1393

2127 CALIBRETHRD | 6CYL 8K ENGINE | PRODUCTION DATE

PASADENA CA 91101-3338

[illegible]@YAHOO.COM | 4401 | 02/01/06

626-[illegible]-2640 | 06:22am | AUTH BY ☐ PHONE ☐ IN PERSON

626-[illegible]-7454 | AUTH BY ☐ PHONE ☐ IN PERSON

[illegible] | 06:06pm | [illegible] you and hereby grant your employees elsewhere for the purpose of testing

SAVE OLD PARTS ☐ YES ☐ NO

JOB	LABOR INSTRUCTIONS	LTC	TU
6	W 06CTZ32 FACTORY CAMPAIGN PERFORM FACTORY RECALL 07L43 SERVICE UPDATE INVENTORY & CUS 1 VEHS BATTERY RUNDOWN PER VISS	Y0152	.4

PAGE 3 OF 3 281639 REPRINT # 1 TECH COPY

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094174
03/26/2008 15:48 FAX 063/119

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TEAM

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PASADENA, CALIFORNIA 91107-3869
PHONE (626) 449-3333

SERVICE HOURS
MONDAY THRU FRIDAY 7:00 A.M. TO 6:00 P.M.
NO CARS RELEASED AFTER CLOSING

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STATE REG# BAR – RM136715

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	ACCESSORY REPAIR
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	15A DEPT
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	SHUTTLE RIDE
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	DIAGNOS A/C SYSTEM
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	5,000 MI PREV MAINT
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	ACCESSORY REPAIR

SERVICE

MIKE MANOUKIAN
2127 CALIFORNIA BLVD
PASADENA CA 91103-3348

LICENSE NO. 5KC559
VIN 1GNFC13J76R[illegible]
RO NO. 281639
RO DATE 10/17/07
AGENT 1393
PRODUCTION DATE
AUTH BY 02 01/06
☐ PHONE ☐ IN PERSON

JOB | LABOR INSTRUCTIONS

ORIGINAL CUSTOMER REPAIR TOTAL

W 10 CTZ CRUISE CONTROL
CUSTOMER STATES THE CRUISE CONTROL IS INOP WHEN USING SWITCH ON LEFT SIDE OF STEERING WHEEL

W 05 CTZ ACCESSORY REPAIR
CUSTOMER STATES AT TIMES WHILE RADIO IS IN USE HEARS A BUZZING/ZAPPING TYPE SOUND COMING OUT OF SPEAKERS OR RADIO WHEN USING

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO / MI	TOTAL
03CTZ-EMM/TBSVC	BG EM/TB SERVICE	MO	0.0
01CTZ-BG/ADD	BG OIL/FUEL TRTMENT	MO	0.0
01CTZ-EMM/TBSVC	BG EM/TB SERVICE	MO	0.0
01CTZ-15KSVC	15/45/75K SERVICES	MO	0.0
01CTZ-BG/DIFFSV	BG SYNTH.DIFF.SVC	MO	0.0

RECOMMENDATIONS:

B1000-39 ~~B1335(H)~~

B1000-36 ECU Failure

AUTH. NO. 06455 - Look for ECU

CONTACT

RENTAL DAYS

TOTAL AUTH. $

DED.

B.A.R. LICENSE # AM 136715 EPA # CAD 028904332

[CONTINUED ON NEXT PAGE]

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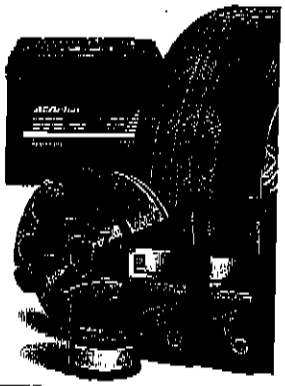
2/04

Goodwrench

MULTI-POINT VEHICLE INSPECTION

Pulitzer Tahoe

5RCF559



Name:_____ Year/Model:_____ Date:_____

1GNFG13J47R[redacted]

Repair Order #:_____ VIN (last 8 digits):_____ Odometer: 19249 MI:_____ MII:_____

[illegible]

INTERIOR

OnStar Subscription activated by

Remaining engine oil life:_____% Reset:_____ N/A:_____

Air Conditioning Performance

WIPER BLADES

LF / RF

Rear (if applicable)

Windshield condition

Cracks_____ Chips_____

CHECK TIRES AND TREAD DEPTH

(Check exterior condition)

LF: 8/32 or Greater / 7/32 to 4/32 / 3/32 or Less

PSI@:_____set to:_____PSI

LR: 8/32 or Greater / 7/32 to 4/32 / 3/32 or Less

PSI@:_____set to:_____PSI

(Check lamps)

RF: 8/32 or Greater / 7/32 to 4/32 / 3/32 or Less

PSI@:_____set to:_____PSI

RR: 8/32 or Greater / 7/32 to 4/32 / 3/32 or Less

PSI@:_____set to:_____PSI

Lowest Tread Depth: _____/32

☒ Rotation needed ☒ Alignment needed ☐ Balance needed

☐ Rotation performed ☐ Alignment performed ☐ Balance performed

LF ☒ LR ☒ Wear Pattern/Damage RF ☒ RR ☒

CHECK BATTERY

Battery condition

Battery cables and connections

CHECK FLUID LEVELS

OK	FILLED	REQUIRES ATTENTION
	Engine oil	
	Brake fluid reservoir	
	Transmission (if equipped w/dipstick)	
	Coolant recovery reservoir	
	Power steering	
	Windshield washer	

CHECK BRAKES/MEASURE FRONT AND REAR LININGS

LF: 7 mm (9/32) [illegible]

6 mm (8/32) [illegible]

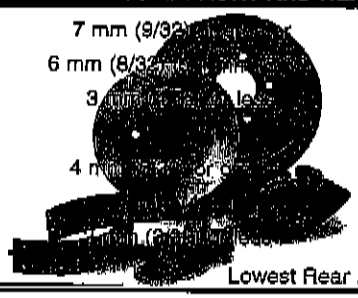
3 [illegible] less

RF

LR: 4 [illegible]

RR

[illegible]



Lowest Front Lining_____ Lowest Rear Lining_____

Brake system (also including lines, hoses and parking brake)

ADDITIONAL CHECKS

Inspect for visible leaks:

- Fuel system (also including gas cap seating)
- Engine, transmission, drive axle, transfer case
- Engine cooling system
- Shocks and struts – also check operation

Inspect visual condition:

- Belts: engine, accessory, serpentine, and/or V-drive
- Hoses: engine, power steering and HVAC
- Engine air filter and cabin air filters
- Steering components and steering linkage
- CV drive axle boots or driveshafts and U-joints
- Exhaust system components

COMMENTS

Cause TS Tand Not Safe

Consultant:_____

Technician: [signature]

MAINTENANCE VISIT RECOMMENDATION

Date:_____ Time:_____

Reason for Maintenance:_____

SIMPLIFIED MAINTENANCE

MI ☐ Required ☐ Performed

MII ☐ Required ☐ Performed

CTWS281639

TEAM CHEVROLET
PASADENA, CALIFORNIA
www.teamchevyrods.com

03 E. COLORADO BLVD. P.O. BOX 5
PASADENA, CALIFORNIA 91107-3869
PHONE (626) 449-3333

B.A.R. LICENSE # AM 136715
EPA # CAD 028904332

SERVICE - PARTS HOURS
MONDAY THRU FRIDAY 7:30 A.M. TO 5:30 P.M.

0901ICT.VS281639

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[illegible]	JEFF D MARSHALL 440	1393	10/23/07	CTWS281639
[redacted]	LABOR RATE / LICENSE NO. [redacted]	MILEAGE 19,249	COLOR GOLD/DK TIT	STOCK NO. 42119
PASAD[redacted]	YEAR / MAKE / MODEL 07/CHEVROLET TRUCK/TAHOE/1500 4DR		DELIVERY DATE 09/09/06	DELIVERY MILES 6,274
	VEHICLE I.D. NO. 1GNFC13J47R[redacted]		SELLING DEALER NO.	PRODUCTION DATE 02/01/06
[redacted]	F.T.E. NO / P.O. NO.		R.O. DATE 10/17/07	
	COMMENTS			

[illegible]

DCS [illegible]

[illegible] GMG[illegible].555
WARRANTY NEW CLAIM

[illegible] DATE	VIN	DIV	DEALER	ODOMETER	SERVICE ADVISOR #
[illegible]17/2007	1GNFC13J47R[redacted]	3	20654	19249	XXX-XX-5304

[redacted] MIDDLE:
PHONE;WORK: [redacted]

PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
			96	Y0152	.4			34.18
4.18	TECH SSN: XXX-XX-4007		AUTH CODE:			AUTH. AUTHOR.:		

PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
			98	Z7910			5.00	
[illegible].00	TECH SSN: XXX-XX-3913		AUTH CODE:			AUTH. AUTHOR.:		

R.O. TOTAL: 39.18

842
10/26

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.
WARRANTY COPY-W [END OF INVOICE] 02:52pm

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BRAINTINVB BP003812 (06/01)

CTWS281639

TEAM CHEVROLET
PASADENA CALIFORNIA
www.[illegible]chevrolds.com

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PASADENA, CALIFORNIA 91107-3869
PHONE (626) 449-3333

B.A.R. LICENSE # AM 136715
EPA # CAD 028904332

SERVICE - PARTS HOURS
MONDAY THRU FRIDAY 7:30 A.M. TO 5:30 P.M.

0901CTWS281639

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	JEFF D MARSHALL 440	1393	10/23/07	CTWS281639
PASADENA, CA [redacted]	LABOR RATE / LICENSE NO. [redacted]	MILEAGE 19,249	COLOR GOLD/DK TIT	STOCK NO. 42119
	YEAR / MAKE / MODEL 07/CHEVROLET TRUCK/TAHOE/1500 4DR		DELIVERY DATE 09/09/06	DELIVERY MILES 6,274
	VEHICLE I.D. NO. 1 G N F C 1 3 J 4 7 R [redacted]		SELLING DEALER NO.	PRODUCTION DATE 02/01/06
	P. T. E. NO	P. O. NO.	R. O. DATE 10/17/07	
[redacted]	COMMENTS			

JOB# [illegible]

LABOR
J# 1 [illegible] CRUISE CONTROL HOURS: TECH(S):1116 0.00
[illegible] THE CRUSIE CONTROL IS INOP WHEN USING SWITCH
[illegible] OF STEERING WHEEL
[illegible] PRESENT, ROAD TEST
[illegible] PROBLEMS FOUND, WORKS AS DESIGNED
[illegible] GM SPECS AT THIS TIME

JOB# [illegible]

LABOR
J# 3 [illegible] & FR END DEPT HOURS: TECH(S):779 0.00
[illegible] WHEN TURNING THE STEERING WHEEL IT IS STIFF
[illegible]
[illegible] NORMAL STEERING EFFORT
[illegible] G/M SPECS AT THIS TIME

JOB# [illegible]

LABOR
J# 4 [illegible] SUSP NOISE HOURS: TECH(S):779 0.00
[illegible] WHEN GOING OVER BUMPS THE REAR SUSPENSION
[illegible] SITTING IN DRIVERS SEATS
[illegible] NORMAL SUSPENSION FEEL
[illegible] G/M SPECS

JOB# [illegible]

LABOR
J# 5 [illegible] SHUTTLE RIDE HOURS: TECH(S):125 0.00
[illegible] TEST SHUTTLE RIDE.
[illegible]

JOB# [illegible]

LABOR
J# 6 [illegible] FACTORY CAMPAIGN HOURS: 0.40 TECH(S):1116 34.18
[illegible] FACTORY RECALL 07033 SERVICE UPDATE -INVENTORY & CUS
[illegible] RUNDOWN PER VISS
[illegible] CAMPAIGN
[illegible] PER BULLETIN, RELEARN SDM CODE TO BCM
[illegible] AS NECESSARY

JOB# [illegible]

LABOR	34.18
JOB# 6 JOURNAL PREFIX CTWS JOB# 6 TOTAL	34.18
R/O TAX	0.00
R/O TOTALS	34.18

WARRANTY [illegible]

CLAIM [illegible]
28163[illegible]

CLAIM TOTAL [illegible]

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

WARRANTY COPY-W
[CONTINUED ON NEXT PAGE] 02:52pm

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CTWS281639

TEAM CHEVROLET
PASADENA CALIFORNIA
www.teamchevrolds.com

003 E. COLORADO BLVD. P.O. BOX [illegible]
PASADENA, CALIFORNIA 91107-3869
PHONE (626) 449-3333

B.A.R. LICENSE # AM 136715
EPA # CAD 028904332

SERVICE - PARTS HOURS
MONDAY THRU FRIDAY 7:30 A.M. TO 5:30 P.M.

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[illegible]	JEFF D MARSHALL 440	1393	10/23/07	CTWS281639
[redacted]	LABOR RATE [redacted]	MILEAGE 19,249	COLOR GOLD/DK TIT	STOCK NO. 42119
PASAD[illegible] [redacted]	YEAR / MAKE / MODEL 07/CHEVROLET TRUCK/TAHOE/1500 4DR		DELIVERY DATE 09/09/06	DELIVERY MILES 6,274
	VEHICLE I.D. NO 1 G N F C 1 3 J 4 7 R [redacted]		SELLING DEALER NO.	PRODUCTION DATE 02/01/06
[redacted]	F. T. E. NO.	P. O. NO.	R. O. DATE 10/17/07	
	COMMENTS			

JOB# [illegible]

LABOR
J# 1 [illegible] CONTROL HOURS: TECH(S):1116 0.00
[illegible]S THE CRUSIE CONTROL IS INOP WHEN USING SWITCH
[illegible]F STEERING WHEEL
[illegible]NT, ROAD TEST
[illegible]UND. [illegible]KS AS DESIGNED
[illegible]M S[illegible] AT THIS TIME

JOB# [illegible]

LABOR
J# 3 [illegible] & FR END DEPT HOURS: TECH(S):779 0.00
[illegible]S WHEN TURNING THE STEERING WHEEL IT IS STIFF
[illegible]
[illegible] NORMA[illegible] STEERING EFFORT
[illegible] G/M S[illegible]S AT THIS TIME

JOB# [illegible]

LABOR
J# 4 [illegible] SUSP NOISE HOURS: TECH(S):779 0.00
[illegible] WHEN GOING OVER BUMPS THE REAR SUSPENSION
[illegible]TTING [illegible]N DRIVERS SEATS
[illegible] NORMA[illegible] SUSPENSION FEEL
[illegible] G/M S[illegible]S

JOB# [illegible]

LABOR
J# 5 [illegible] RIDE HOURS: TECH(S):125 0.00
[illegible]ST SHUTTLE RIDE.

JOB# [illegible]

LABOR
J# 6 [illegible] CAMPAIGN HOURS: 0.40 TECH(S):1116 34.18
[illegible] RECALL 07033 SERVICE UPDATE -INVENTORY & CUS
[illegible] RUNDOWN PER VISS
[illegible]AIGN
[illegible] PER [illegible]ETIN, RELEARN SDM CODE TO BCM
[illegible] NECE[illegible]RY

JOB# [illegible]

	LABOR	34.18
JOB# 6 JOURNAL PREFIX CTWS	JOB# 6 TOTAL	34.18
	R/O TAX	0.00
	R/O TOTALS	34.18

WARRANTY [illegible]

CLAI[illegible]
2816[illegible]

CLAI[illegible]

NO[illegible]CE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

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CTCS278243

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PASADENA, CALIFORNIA
www.teamchevyolds.com

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PASADENA, CALIFORNIA 91107-3869
PHONE (626) 449-3333

B.A.R. LICENSE # AM 136715
EPA # CAD 028904332

SERVICE - PARTS HOURS
MONDAY THRU FRIDAY 7:30 A.M. TO 5:30 P.M.

0901ICTCS278243

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
18538	JEFF D MARSHALL 440	1729	08/08/07	CTCS278243

[redacted]
PASADENA, CA [redacted]
[redacted]

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
	[redacted]	16,709	GOLD/DK TIT	42119

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
07/CHEVROLET TRUCK/TAHOE/1500 4DR	09/09/06	6,274

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1GNFC13J47R [redacted]		02/01/06

F. T. E. NO.	P. O. NO.	R. O. DATE
		08/08/07

COMMENTS

JOB# 1 CHARGES----------

LABOR----------
J# 1 05CTZ01 ACCESSORY REPAIR TECH(S):685 INTERNAL
CUSTOMER STATES THE CENTER FACE PLATE THAT GOES AROUND RADIO
& A/C CONTROLLER THAT WAS REPLACED LAST TIME IN WAS SRATCHED
INSTALL SPECIAL ORDER PART ALSO THE A/C CONTROLLER IS NOT
FLUSH WITH RADIO & FACE PLATE SEE RICK RICKETTS
REPLACED SCRATCHES RADIO BEZEL
REPLACE RADIO BEZEL

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	15211886	PLATE 16.081		INTERNAL
				TOTAL - PARTS	0.00

JOB# 1 TOTALS----------

JOB# 1 JOURNAL PREFIX CTCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES----------

LABOR----------
J# 2 05CTZ 15A DEPT TECH(S):685 WARRANTY
CUSTOMER STATES FRONT & REAR BUMPERS STILL FLEX OUT AFTER
DRIVING IT AND CUSTOMER HAS TO KEEP POPPING THEM BACK IN
BUMPER GFASCIA ARE DESIGNED TO FLOAT TO PEVENT WARPING
PER TAN 9745272 ADD ADHESIVE TO PREVENT FASCIA FROM SLIDING
AS MUCH

JOB# 2 TOTALS----------

JOB# 2 JOURNAL PREFIX CTCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES----------

LABOR----------
J# 3 33CTZ12 SHUTTLE RIDE TECH(S):125 WARRANTY
CUSTOMER REQUEST SHUTTLE RIDE.
DUE TO WARRANTY REPAIRS

JOB# 3 TOTALS---------- 8/8/07 XL 72910 ----------

JOB# 3 JOURNAL PREFIX CTCS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES----------

LABOR----------
J# 4+04CTZ02 DIAGNOS A/C SYSTEM TECH(S):685 WARRANTY
CUSTOMER STATES AIR FLOW SEEMS LOW ON HIGH
A/C CONTROL NOT GOING TO HIGH BLOWER AT TIMES
REPLACED A/C CONTROL HEAD AND PROGRAMMED
TYPE B CLAIM PARTS WARRANTY SEE R.O. 277822
ON 7/31/07 MILEAGE WAS 16606

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	25869946	CONTROL 9.273		WARRANTY
				TOTAL - PARTS	0.00

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.
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278243

685

278243

TEAM

CHEVROLET HUMMER HYUNDAI

3003 E. COLORADO BLVD. P.O. BOX 5020
PASADENA, CALIFORNIA 91107-3869
PHONE (626) 449-3333

SERVICE HOURS
MONDAY THRU FRIDAY 7:00 A.M. TO 6:00 P.M.
NO CARS RELEASED AFTER CLOSING

www.pasadenachevrolet.com
www.pasadenahummer.com

0901J278243

STATE REG# BAR – RM13

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	C	[illegible]	AUTO MIRROR MAINT
					A	[illegible]	ACCESSORY REPAIR
					W	[illegible]	AIR CONDITION
					W	[illegible]	RENTAL T/C
						[illegible]	METAL WORK
						[illegible]	MECH LABOR

SERVICE [illegible]

[illegible] 10/09/06 [illegible] 278243

[illegible] 02/08/07

[illegible] 1229

[illegible] 02/08/06

03/09/07 06:00pm

SAVE OLD PARTS YES - NO

JOB | LABOR INSTRUCTIONS | ST | LTG | P | TU

[redacted]

CUSTOMER STATES THE CENTER FACE PLATE THAT GOES AROUND RADIO & A/C CONTROLLER THAT WAS REPLACED LAST TIME IN WAS SCRATCHED INSTALL SPECIAL ORDER PART ALSO THE A/C CONTROLLER IS NOT FLUSH WITH RADIO & FACE PLATE SEE RICK RICKETTS

– Face plate Damaged – Rep W/C

685 W/C

CUSTOMER STATES FRONT & REAR BUMPERS STILL FLEXIOUT AFTER DRIVING IT AND CUSTOMER HAS TO KEEP POPPING THEM BACK IN

Called GM Technical Ast.

– Bumpers Fascias are Designed to Flot, if mounted solid would wrap

Repair per Tom Sosa 9745272

Remove Front Bumper Fascia to Inspect And Secure sides

Secure Rear Left Rear Bumper Fascia

85 B0048.7

01/09/07 per SE

LABOR LIMITED WARRANTY 4,000 MILES OR 90 DAYS WHICHEVER OCCURS FIRST
VALID ONLY IF VEHICLE IS RETURNED TO OUR SERVICE DEPT. FOR ADJUSTMENTS

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO / MI	TOTAL
03CTZ-EMM/TBSVC	BG EM/TB SERVICE	MI	0.00
03CTZ-FUELSVC	FUEL IND.SVC	MI	0.00
01CTZ-BG/ADD	BG OIL/FUEL TRTMENT	MI	0.00
03CTZ-15K/A/F	AIR/FUEL FILTER SERV	MI	0.00
03CTZ-FUELINJSV	BG FUEL INJECTOR SVC	MI	0.00
01CTZ-15KSVC	15/45/75K SERVICES	MI	0.00
01CTZ-BG/DIFFSV	BG SYNTH.DIFF.SVC	MI	0.00
01CTZ-EMM/TBSVC	BG EM/TB SERVICE	MI	0.00

RECOMMENDATIONS:

Chev Secure Wheel + Wash

9745272 Ernest Handler

AUTH. NO. Ernest.Nalder@GM.com

CONTACT – Pictures 59/32 –

RENTAL DAYS

TOTAL AUTH. $

DED.

B.A.H. LICENSE # AM 136715 EPA # CAD 028904332

CMCDA FORM SOURCE 800-559-FORM • TO REORDER ☎ 1-800-559-9877

[CONTINUED ON NEXT PAGE]

03/26/2008 15:52 FAX 070/118

278243

278243

TEAM

CHEVROLET HUMMER HYUNDAI

3003 E. COLORADO BLVD. P.O. BOX 5020
PASADENA, CALIFORNIA 91107-3869
PHONE (626) 449-3333

SERVICE HOURS
MONDAY THRU FRIDAY 7:00 A.M. TO 6:00 P.M.
NO CARS RELEASED AFTER CLOSING

www.pasadenachevrolet.com
www.pasadenahummer.com

0901J278243

STATE REG# BAR – RMT

Added 7/2 per Customer 8/07

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
07/11/10	277822	156062	440	1098	C	01CTZ-3KSVC	3,000 MI.PREV.MAINT.
				68	W	05CTZ01	ACCESSORY REPAIR
				68	W	04CTZ01	AIR CONDITION
07/11/07	277036	161337	440	68	W	15CTZ01	RENTAL F/C
				758		90CTZ01	METAL WORK
				758		90CTZ05	MECH.LABOR

SERVICE

SALESPERSON NO. 635 ANTHONY D ORTIZ

VEHICLE ID NO. 1GNEC13T47[redacted] YEAR/MAKE/MODEL 07 CHEVROLET [redacted] TAHOE 1500 MDR STOCK NO. 12119 LICENSE NO. 5BCE559 R.O. NO. 278243

[redacted] 118538 DELIVERY MILES 6274 SALES DEALER NO. R.O. DATE 08/08/07

COLOR CONTROL NO. 09/09/06 EXPIRATION DATE EXPIRATION MILES TAG NO. 1729

CLZ TRANS. MILEAGE 166709 ADVISOR NO. 440 PRODUCTION DATE 02/01/06

626 797 2640 TIME RECEIVED 08:10am ORIGINAL ESTIMATE $ REVISED EST. $ @ DATE TIME AM PM PHONE AUTH. BY ☐ PHONE ☐ IN PERSON

BUSINESS PHONE PROMISE TIME REVISED EST. $ @ DATE TIME AM PM PHONE AUTH. BY ☐ PHONE ☐ IN PERSON

626 826 7454 PRIORITY 3 ESTIMATE DOES NOT INCLUDE SALES TAX

08/08/07 06:00pm

AUTHORIZED MAXIMUM

I hereby authorize the repairs herein and the use of the necessary material and hereby grant your employees permission to operate the vehicle hereon on the streets, highways, or elsewhere for the purpose of testing. Authorize to sublet the handling of repairs as may be deemed advisable. CUSTOMER HAS READ AND RECEIVED A COPY HEREOF.

SAVE OLD PARTS ☑ YES ☐ NO

JOB	LABOR INSTRUCTIONS	LT	LTG	TU
1	SW 10 212 SHUTTLE RIDE			
2	CUSTOMER REQUEST SHUTTLE RIDE			

Take 06 Blue Tahoe on Hold
Waiting Parts Approved
Parts Rec'd Technic Overhead

PAGE 2 OF 2 278243 TECH COPY

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO / MI	TOTAL
03CTZ-EMM/TBSVC	BG EM/TB SERVICE	MI	0.0
03CTZ-FUELSVC	FUEL IND.SVC	MI	0.0
01CTZ-BG/ADD	BG OIL/FUEL TRTMENT	MI	0.0
03CTZ-15K/A/F	AIR/FUEL FILTER SERV	MI	0.0
03CTZ-FUELINJSV	BG FUEL INJECTOR SVC	MI	0.0
01CTZ-15KSVC	15/45/75K SERVICES	MI	0.0
01CTZ-BG/DIFFSV	BG SYNTH.DIFF.SVC	MI	0.0
01CTZ-EMM/TBSVC	BG EM/TB SERVICE	MI	0.0

RECOMMENDATIONS:

AUTH. NO.

CONTACT

RENTAL DAYS

TOTAL AUTH. $

DED.

B.A.R. LICENSE # AM 136715 EPA # CAD 028904332

CMCDA FORM SOURCE 800-886-FORM • TO REORDER ☎ 1-800-848-3679

03/26/2008 15:53 FAX 071/118

TEAM AUTOMOTIVE GROUP

3003 E. COLORADO BOULEVARD
PASADENA, CALIFORNIA 91107
TELEPHONE: (626) 449-3333

56 ITEMS **Free** 56 ITEMS

Courtesy Inspection

Factory Trained and ASE Certified Technicians

DATE _____

TECH _____ HUMMER CHEVROLET

SERVICE ADVISOR _____

RO# 135751 HYUNDAI GM Parts

CUSTOMER NAME _____

YR _____ MAKE _____ MODEL _____

MILEAGE 1729 STICKER ☐

REPAIR ESTIMATES

ESTIMATE MUST BE PRESENTED AT WRITE-UP

ITEM #	ESTIMATE	COMMENTS
TOTAL		COMMENTS

SAFETY RELATED NOTES:

X _____

CUSTOMER SIGNATURE This is not an authorization for repairs.

56 POINT INSPECT ITEMS IN RED SAFETY RELATED	Satisfactory	Service Needed	Repairs Needed	TECHNICIAN COMMENTS
EXTERIOR / INTERIOR INSPECTIONS				
1. Paint Condition - Detail Needed?				
2. Body Damage - Repairs Needed?				
3. Glass (Cracked/Safe)				
4. All Lamps, Lights, Etc.				
5. Seat Belts (Function)				
6. Horn & Hand Brake				
7. Windshield Wipers Condition				
8. Mirrors (Loose/Missing)				
9. Shift Linkage, Indicator				
ROAD TEST INSPECTIONS				
10. Drivability/Performance				
11. Tire Vibration (Balance?)				
12. Transmission Performance				
13. Power Steering Performance	X			
14. Steering Pull Right or Left				
15. Brakes - Stopping Power				
16. Clutch Operation - If Equipped				
17. Ride Handling/Suspension				
UNDER HOOD INSPECTIONS				
18. Service Interval Needed?				
19. Engine Oil Condition	X			
20. Oil & Fuel Leaks				
21. Fuel Pump - Leaks & Condition				
22. Transmission Fluid Condition	X			
23. Power Steering Fluid & Hoses				
24. Air Filter Condition				
25. Brake Fluid Condition - Flush?				
26. V-Belts Tension & Condition				
27. Timing Belt - Noise /Miles				
28. Valve Adjustment - Noise?				
29. Engine Idle Cond - Flush F/I System?				
30. Spark Plug Condition - Remove One				
31. Spark Plug Cables Condition				
32. Distributor Cap, Rotor				
33. Emission Control Systems/Filters				
34. All Engine Hoses Condition				
35. Eng. Cooling Sys. - Pressure Test/Flush	X			
36. Water Pump - Leaks/Noise				
37. A/C Hoses & Connections				
38. A/C Comp. Seal				
39. A/C Condensor - Dirty?				
UNDER CAR / ON LIFT INSPECTIONS				
40. Brakes Fr ____% Rr ____%				
41. Axle Boots Condition/Leaks				
42. Tie Rod Ends				
43. Wheel Bearings (Repack?)				
44. Tires - Wear Pattern (Alignment?)				
45. Tire Rotation Needed?				
46. Exhaust System - Leaks/Rusted?				
47. Rear Shocks - Leaks/Condition				
48. Front Struts - Leaks/Condition				
49. Engine Rear Crankseal				
50. Oil Pan Gasket				
51. Engine Front Crankseal				
52. Valve Cover Gasket				
53. Sending Units - Leaks				
54. Brake Lines & Hoses - Condition				
55. Engine Timing Cover				
56. Tire Wear RF ____ LF ____ RR ____ LR ____				

These conditions where noted at time of inspection. Other conditions may exit which did not occur or appear during inspection.

CTWS278243

TEAM CHEVROLET
PASADENA, CALIFORNIA
www.teamchevyolds.com

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PASADENA, CALIFORNIA 91107-3869
PHONE (626) 449-3333

B.A.R. LICENSE # AM 136715
EPA # CAD 028904332

SERVICE - PARTS HOURS
MONDAY THRU FRIDAY 7:30 A.M. TO 5:30 P.M.

0901ICTWS278243

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
18538	JEFF D MARSHALL 440	1729	08/09/07	CTWS278243

[redacted]
PASADENA, CA [redacted]
[redacted]

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
	[redacted]	16,709	GOLD/DK TIT	42119

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
07/CHEVROLET TRUCK/TAHOE/1500 4DR	09/09/06	6,274

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1 G N F C 1 3 J 4 7 R [redacted]		02/01/06

F. T. E. NO.	P. O. NO.	R. O. DATE
		08/08/07

COMMENTS

JOB# 2 CHARGES----------

LABOR----------
J# 2 05CTZ 15A DEPT HOURS: 0.70 TECH(S): 685 59.82

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
685	08/08/07	9.50	12.50	1.60	0.00	LUNCH/DINNER
685	08/08/07	13.50	16.10	0.40	0.00	FINISHED
685	08/08/07	0.00	0.00	0.00	0.70	OVERRIDE IN INVOICING
		TOTAL TECH TIME		2.00	0.70	

CUSTOMER STATES FRONT & REAR BUMPERS STILL FLEX OUT AFTER
DRIVING IT AND CUSTOMER HAS TO KEEP POPPING THEM BACK IN
BUMPER GFASCIA ARE DESIGNED TO FLOAT TO PEVENT WARPING
PER TAN 9745272 ADD ADHESIVE TO PREVENT FASCIA FROM SLIDING
AS MUCH

JOB# 2 TOTALS----------

LABOR 59.82

JOB# 2 JOURNAL PREFIX CTWS JOB# 2 TOTAL 59.82

JOB# 3 CHARGES----------

LABOR----------
J# 3 33CTZ12 SHUTTLE RIDE HOURS: TECH(S): 125 0.00

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
125	08/08/07	0.00	0.00	0.00	0.00	ENTERED IN INVOICING
		TOTAL TECH TIME		0.00	0.00	

CUSTOMER REQUEST SHUTTLE RIDE.
DUE TO WARRANTY REPAIRS
08-08-07 X1

JOB# 4 CHARGES----------

LABOR----------
J# 4 04CTZ02 DIAGNOS A/C SYSTEM HOURS: 0.90 TECH(S): 685 76.91

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
685	08/08/07	11.70	12.50	0.30	0.00	LUNCH/DINNER
685	08/08/07	13.50	16.10	0.50	0.00	FINISHED
685	08/08/07	0.00	0.00	0.00	0.90	OVERRIDE IN INVOICING
		TOTAL TECH TIME		0.80	0.90	

CUSTOMER STATES AIR FLOW SEEMS LOW ON HIGH
A/C CONTROL NOT GOING TO HIGH BLOWER AT TIMES
REPLACED A/C CONTROL HEAD AND PROGRAMMED
TYPE B CLAIM PARTS WARRANTY SEE R.O. 277822
ON 7/31/07 MILEAGE WAS 16606

PARTS------QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
1	25869946	CONTROL 9.273	130.31	130.31	182.43	182.43
		COST TOTAL		130.31		
				TOTAL - PARTS		182.43

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.
WARRANTY COPY-W

[CONTINUED ON NEXT PAGE] 08:25am

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BRAINT|NVS 6F602812 (09/01)

CTWS278243

TEAM CHEVROLET
PASADENA, CALIFORNIA
www.teamchevyolds.com

3003 E. COLORADO BLVD. P.O. BO[illegible]020
PASADENA, CALIFORNIA 91107-3869
PHONE (626) 449-3333

B.A.R. LICENSE # AM 136715
EPA # CAD 028904332

SERVICE - PARTS HOURS
MONDAY THRU FRIDAY 7:30 A.M. TO 5:30 P.M.

0901ICTWS278243

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
18538	JEFF D MARSHALL 440	1729	08/09/07	CTWS278243

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
	[redacted]	16,709	GOLD/DK TIT	42119

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
07/CHEVROLET TRUCK/TAHOE/1500 4DR	09/09/06	6,274

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1 G N F C 1 3 J 4 7 R [redacted]		02/01/06

R. T. E. NO.	P. O. NO.	R. O. DATE
		08/08/07

[redacted]
PASADENA, CA [redacted]

COMMENTS

JOB# 4 TOTALS----------

LABOR	76.91
PARTS	182.43
JOB# 4 JOURNAL PREFIX CTWS JOB# 4 TOTAL	259.34

COMMENTS----------
CALLED MIKE ON 8/08/07 AT 4:00 P/M TO LET HIM KNOW THE VEHICLE WAS
READY FOR P/U

R/O TAX	0.00
R/O TOTALS	319.16

WARRANTY CLAIM DETAIL TOTALS----------

CLAIM#.....	TOTAL....
278243	319.16
CLAIM TOTALS	319.16

[redacted]

APPROVED BY SIGNATURE

DCS AUDIT SLIP----------

08/14/07 Warranty New Claim GMGMWF.593
1717

RO Number	RO Date	VIN	Div	Dealer	Odometer	Service Advisor #
278243	08/08/2007	1GNFC13J47R[redacted]	3	20654	16709	55125530.4

Customer Name; First: [redacted] Middle: [redacted]
Last: Phone;Work: Home:
****

LN	CT	CC	PC	Part-No.	Tot-Pts	FC	LabOp	Lhrs	Ohrs	Labr-Amt.	Net-Amt.	Ln-Tot.
1		OK	1	25869946	182.43	6D	D0362	.9		76.91		259.34

Tech SSN: 562-13-4650 Auth Code: B Authorized Author.: 0090
Comments: B AUTH OK'D BY RICK R PRIOR REPAIRS WIRING SHORT

822
817

R.O. Total 259.34

CTIS278243

TEAM CHEVROLET
PASADENA, CALIFORNIA
www.teamchevyolds.com

3003 E. COLORADO BLVD. P.O. BC 020
PASADENA, CALIFORNIA 91107-3869
PHONE (626) 449-3333

B.A.R. LICENSE # AM 136715
EPA # CAD 028904332

SERVICE - PARTS HOURS
MONDAY THRU FRIDAY 7:30 A.M. TO 5:30 P.M.

0901ICTIS278243

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
18538	JEFF D MARSHALL 440	1729	08/09/07	CTIS278243
[redacted]	LABOR RATE / LICENSE NO. [redacted]	MILEAGE 16,709	COLOR GOLD/DK TIT	STOCK NO. 42119
PASADENA, CA [redacted]	YEAR / MAKE / MODEL 07/CHEVROLET TRUCK/TAHOE/1500 4DR		DELIVERY DATE 09/09/06	DELIVERY MILES 6,274
[redacted]	VEHICLE I.D. NO. 1GNFC13J47R [redacted]		SELLING DEALER NO.	PRODUCTION DATE 02/01/06
	F. T. E. NO. / P. O. NO.		R. O. DATE 08/08/07	
	COMMENTS			

JOB# 1 CHARGES----------

LABOR----------

JOB# 1 105 07Z01 ACCESSORY REPAIR HOURS TECH 685

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
685	08/08/07	9.50	12.50	1.10	0.00	LUNCH/DINNER
685	08/08/07	13.50	16.10	0.30	0.00	FINISHED
685	08/08/07	0.00	0.00	0.00	0.00	FINISHED
		TOTAL TECH TIME		1.40	0.00	

CUSTOMER STATES THE CENTER FACE PLATE THAT GOES AROUND RADIO
& A/C CONTROLLER THAT WAS REPLACED LAST TIME IN WAS SRATCHED
INSTALL SPECIAL ORDER PART ALSO THE A/C CONTROLLER IS NOT
FLUSH WITH RADIO & FACE PLATE SEE RICK RICKETTS
REPLACED SCRATCHES RADIO BEZEL
REPLACE RADIO BEZEL
INTERNAL PER RICK R TO 67D

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
	1		15211886	PLATE 16.081	58.25	58.25
				TOTAL - PARTS		58.25

JOB# 1 TOTALS----------

PARTS	58.25
JOB# 1 JOURNAL PREFIX CTIS JOB# 1 TOTAL	58.25

COMMENTS----------
CALLED MIKE ON 8/08/07 AT 4:00 P/M TO LET HIM KNOW THE VEHICLE WAS
READY FOR P/U

TOTALS----------

CONTROL#	ACCOUNT NUMBER	AMOUNT..
	67D	58.25

TOTAL LABOR....	0.00
TOTAL PARTS....	58.25
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 $	**58.25**

APPROVED BY SIGNATURE

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.
WARRANTY COPY-I [END OF INVOICE] 08:25am

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CTCS277822

TEAM CHEVROLET
PASADENA, CALIFORNIA
www.teamchevyolds.com

303 E. COLORADO BLVD. P.O. BOX 5
PASADENA, CALIFORNIA 91107-3869
PHONE (626) 449-3333

SERVICE - PARTS HOURS
MONDAY THRU FRIDAY 7:30 A.M. TO 5:30 P.M.

B.A.R. LICENSE # AM 136715
EPA # CAD 028904332

0901CTCS277822

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
18538	JEFF D MARSHALL 440	1509	08/03/07	CTCS277822
[redacted]	LABOR RATE / LICENSE NO. [redacted]	MILEAGE 16,606	COLOR GOLD/DK TIT	STOCK NO. 42119
PASADENA, CA [redacted]	YEAR / MAKE / MODEL 07/CHEVROLET TRUCK/TAHOE/1500 4DR		DELIVERY DATE 09/09/06	DELIVERY MILES 6,274
[redacted]	VEHICLE I.D. NO 1 G N F C 1 3 J 4 7 R [redacted]		SELLING DEALER NO	PRODUCTION DATE 02/01/06
	F.T.E. NO / P.O. NO.		R.O. DATE 07/31/07	
	COMMENTS			

JOB# 1 CHARGES

LABOR
J# 1 01CTZ-3KSVC 3,000 MI.PREV.MAINT. TECH(S):1098 9.95
LUBE OIL & FILTER
SERVICE RECOMMENDED BASED ON TIME OR MILEAGE
SERVICE COMPLETED AS PER CUSTOMER REQUEST.

PARTS QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
1	89017524	FILTER 1.836	7.75	7.75
			TOTAL - PARTS	7.75

G.O.G. & SUPPLIES
1.0 MOTOR OIL 6.0 QT @ 17.700 /UNIT 17.70
TOTAL - GOG 17.70

MISC CODE	DESCRIPTION	CONTROL NO	
HAZO	HAZ WASTE-OIL & FILTER		2.00
		TOTAL - MISC	2.00

JOB# 1 TOTALS

LABOR	9.95
PARTS	7.75
G.O.G.	17.70
MISC	2.00

JOB# 1 JOURNAL PREFIX CTCS JOB# 1 TOTAL 37.40

JOB# 2 CHARGES

LABOR
J# 2 05CTZ01 ACCESSORY REPAIR TECH(S):685 WARRANTY
CUSTOMER STATES STILL HAVING A PROBLEM WITH CRUISE CONTROL
WHILE SETTING ON AT FREEWAY SPEEDS WHEN PRESS BUTTON DOES
NOT SET HAS TO KEEP PRESSING DOWN ON BUTTON ON STEERING
WHEEL TO HOLD OR RESET IT TO GET TO SET
OK AFTER A/C REPAIRED
E

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX CTCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR
J# 3 04CTZ01 AIR CONDITION TECH(S):685 WARRANTY
CUSTOMER STATES THE A/C IS INOP WHEN PRESSING ON SWITCH ON
DASH
A/C INOP. SCANNED AND CODES B1325,1287,U0214.164.156 ALL
CURRENT. TRACED TO POOR CONNECTIONS AND POWER WIRE RUBBED
IP CARRIER FRANE AND BLOWN FUSE.
REPAIRED SHORT AND DATA CONNECTORS AND REPROGRAMMED A/C CONT
HEAD TO LATEST AND NEC TO R/R CONTROL HEAD AND LOWER DASH
PANEL FOR ACCESS.

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.
FILE COPY
[CONTINUED ON NEXT PAGE] 04:18pm

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CTCS277822

TEAM CHEVROLET
PASADENA, CALIFORNIA
www.teamchevyolds.com

303 E. COLORADO BLVD. P.O. BOX 5
PASADENA, CALIFORNIA 91107-3869
PHONE (626) 449-3333

B.A.R. LICENSE # AM 136715
EPA # CAD 028904332

SERVICE - PARTS HOURS
MONDAY THRU FRIDAY 7:30 A.M. TO 5:30 P.M.

0901ICTCS277822

CUSTOMER NO.	ADVISOR	TAG NO	INVOICE DATE	INVOICE NO.
18538	JEFF D MARSHALL 440	1509	08/03/07	CTCS277822
[redacted]	LABOR RATE / LICENSE NO [redacted]	MILEAGE 16,606	COLOR GOLD/DK TIT	STOCK NO. 42119
PASADENA, CA [redacted]	YEAR · MAKE / MODEL 07/CHEVROLET TRUCK/TAHOE/1500 4DR		DELIVERY DATE 09/09/06	DELIVERY MILES 6,274
[redacted]	VEHICLE I.D. NO 1 G N F C 1 3 J 4 7 R [redacted]		SELLING DEALER NO	PRODUCTION DATE 02/01/06
	F I E NO	P. O. NO.	R. O. DATE 07/31/07	
	COMMENTS			

JOB# 3 TOTALS----------

JOB# 3 JOURNAL PREFIX CTCS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES----------

LABOR----------
J# 4 33CTZ01 RENTAL, F/C TECH(S):685 WARRANTY
RENTAL CAR OKAY PER CHRIS WILLIAMS
DUE TO PRIOR REPAIRS
E

SUBLET-----PO#--------VEND INV#-INV.DATE-DESCRIPTION----------
009238 123 08/03/07 ENTERPRISE WARRANTY
TOTAL - SUBLET 0.00

JOB# 4 TOTALS----------

JOB# 4 JOURNAL PREFIX CTCS JOB# 4 TOTAL 0.00

ESTIMATE----------
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $43.00 (+TAX)
COMMENTS----------
CALLED MIKE ON 8/03/07 AT 4:00 P/M TO LET HIM KNOW THE
VEHICLE WAS READY FOR P/U

TOTALS----------

****** NEW HOURS ******

EFFECTIVE NOVEMBER 1, 2006

SERVICE AND PARTS DEPARTMENTS ARE NOW
OPEN ON SATURDAYS FROM 8:00 AM TO 2:00 PM

OPEN SATURDAYS !!! OPEN SATURDAYS !!!

(WE WILL NO LONGER BE OPEN LATE THURSDAY EVES)

TOTAL LABOR....	9.95
TOTAL PARTS....	7.75
TOTAL SUBLET...	0.00
TOTAL G.O.G....	17.70
TOTAL MISC CHG.	2.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	2.10
TOTAL INVOICE $	**39.50**

PARTS DESIGNATED WITH AN ASTERISK (*) INDICATE LIMITED
LIFETIME SERVICE GUARANTEE FOR CUSTOMER PAY REPAIRS

[redacted]

PAID
AUG 03 2007
By

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.
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BRAINTRUST BP0C0812 (08/01)

277822

277822

TEAM

CHEVROLET HUMMER HYUNDAI

3003 E. COLORADO BLVD. P.O. BOX 5020
PASADENA, CALIFORNIA 91107-3869
PHONE (626) 449-3333

SERVICE HOURS
MONDAY THRU FRIDAY 7:00 A.M. TO 6:00 P.M.
NO CARS RELEASED AFTER CLOSING

www.pasadenachevrolet.com
www.pasadenahummer.com

0901J277822

STATE REG# BAR – RM13

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
07/16/07	277036	16137	440	758	I	90CTZ01	METAL WORK
				758	I	90CTZ03	MECH LABOR
				758	I	05CTZ01	ACCESSORY REPAIR
				758	I	90CTZ	REPAIR TO ESTIMATE
				125	I	33CTZ01	RENTAL, F/C
05/16/07	274304	13434	440	758	W	05CTZ23	ACCESSORY REPAIR

SERVICE

SALESPERSON NO. 622 ANTHONY D ORTIZ

VEHICLE ID NO.: 1GNFC13J47R[redacted]

YEAR / MAKE / MODEL: 07/CHEVROLET TRUCK/TAHOE/1500 4DR

STOCK NO.: 42119

LICENSE NO.: [redacted]

R. O. NO.: 277822

[redacted]

PASADENA, CA[redacted]

CUSTOMER NO.: 18538

SERVICE CONTRACT:

DELIVERY DATE: 09/09/06

DELIVERY MILES: 6,274

SELLING DEALER NO.:

R. O. DATE: 07/31/07

COLOR: GOLD/DK TITAN/LT

CONTRACT NO.:

EXPIRATION DATE:

EXPIRATION MILES:

TAG NO.: 1509

TURBO: M / MC: CTZZ

AIR COND.:

R.S.:

TRANS.:

MILEAGE: 16,606

ADVISOR NO.: 440

PRODUCTION DATE: 02/01/06

TIME RECEIVED: 09:15am

ORIGINAL ESTIMATE $

REVISED EST. $ ① DATE TIME AM PM PHONE AUTH. BY ☐ PHONE ☐ IN PERSON

PREVIOUS MAKE DISPOSAL ESTIMATE $

REVISED EST. $ ② DATE TIME AM PM PHONE AUTH. BY ☐ PHONE ☐ IN PERSON

ESTIMATES DO NOT INCLUDE SALES TAX

DATE / TIME PROMISED: 07/31/07 06:00pm

PRIORITY: 3

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

I hereby authorize the repair work to be done along with the necessary material, and hereby grant your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. Subject to conditions on reverse side of this contract.

CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF.

SIGNED AND RECEIPTED X

SAVE OLD PARTS ☐ YES - ☐ NO

APPOINTMENT ☐ Yes ☒ No

Advisor: JEFF D MARSHALL

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO / MI	TOTAL
03CTZ-EMM/TBSVC	BG EM/TB SERVICE	MI	0.00
03CTZ-FUELSVC	FUEL IND.SVC	MI	0.00
01CTZ-BG/ADD	BG OIL/FUEL TRTMENT	MI	0.00
03CTZ-15K/A/F	AIR/FUEL FILTER SERV	MI	0.00
03CTZ-FUELINJSV	BG FUEL INJECTOR SVC	MI	0.00
01CTZ-15KSVC	15/45/75K SERVICES	MI	0.00
01CTZ-BG/DIFFSV	BG SYNTH.DIFF.SVC	MI	0.00
01CTZ-EMM/TBSVC	BG EM/TB SERVICE	MI	0.00

RECOMMENDATIONS:

AUTH. NO.

CONTACT

RENTAL DAYS

TOTAL AUTH. $

DED.

B.A.R. LICENSE # AM 136715 EPA # CAD 028904332

LABOR INSTRUCTIONS

JOB

3 W 04CTZ01 AIR CONDITION

CUSTOMER STATES THE A/C IS INOP WHEN PRESSING ON SWITCH ON DASH

Codes B1325, U0214, U0164, U0156
B1287 stored - inter Comm
+ fuse Blown - Trace to poor
connection + wire rubbing Dash Carrier
Due to RTP A/C Head
+ lower Dash Panel +
Glove Box to access

4 W 33CTZ01 RENTAL, F/C

RENTAL CAR OKAY PER CHRIS WILLIAMS

4 Days
Diagnosis time
8-1-07

T	LTG	TU
685	N6642	.5
	ST	.5

8-3-07

LABOR LIMITED WARRANTY 4,000 MILES OR 90 DAYS WHICHEVER OCCURS FIRST.
VALID ONLY IF VEHICLE IS RETURNED TO OUR SERVICE DEPT. FOR ADJUSTMENTS.

CMCDA FORM SOURCE 800-559-FORM • TO REORDER ☎ 1-800-559-3676
03/26/2008 15:56 FAX
078/119
004174

277822

277822

TEAM

CHEVROLET HUMMER HYUNDAI

3003 E. COLORADO BLVD. P.O. BOX 5020
PASADENA, CALIFORNIA 91107-3869
PHONE (626) 449-3333

SERVICE HOURS
MONDAY THRU FRIDAY 7:00 A.M. TO 6:00 P.M.
NO CARS RELEASED AFTER CLOSING

www.pasadenachevrolet.com
www.pasadenahummer.com

0901J277822

STATE REG# BAR – RM13

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
07/16/07	277036	16137	440	758		90CTZ01	METAL WORK
				758		90CTZ03	MECH LABOR
				758	S	05CTZ01	ACCESSORY REPAIR
				758		90CTZ	REPAIR TO ESTIMATE
				125		33CTZ01	RENTAL, F/C
05/16/07	274304	13434	440	758	W	05CTZ23	ACCESSORY REPAIR

13 5751

SERVICE

SALESPERSON NO. 622 ANTHONY D ORTIZ

VEHICLE ID NO. 1GNFC13J47R[redacted]

YEAR / MAKE / MODEL 07/CHEVROLET TRUCK/TAHOE/1500 4DR

STOCK NO. 42119

LICENSE NO. [redacted]

R. O. NO. 277822

[redacted]

CUSTOMER NO. 18538

SERVICE CONTRACT

DELIVERY DATE 09/09/06

DELIVERY MILES 6,274

SELLING DEALER NO.

R. O. DATE 07/31/07

PASADENA, CA[redacted]

COLOR GOLD/DK TITAN/LT

CONTRACT NO.

EXPIRATION DATE

EXPIRATION MILES

TAG NO. 1509

TURBO	M/MC	AIR COND.	P.S.	TRANS	MILEAGE	ADVISOR NO.	PRODUCTION DATE
	CTZZ				16,606	440	02/01/06

TIME RECEIVED 09:15am

ORIGINAL ESTIMATE

REVISED EST. $ ① DATE TIME AM PM PHONE AUTH. BY ☐ PHONE ☐ IN PERSON

REVISED EST. $ ② DATE TIME AM PM PHONE AUTH. BY ☐ PHONE ☐ IN PERSON

DATE/TIME PROMISED 07/31/07 06:00pm

PRIORITY 3

APPOINTMENT ☐ Yes ☒ No

Advisor: JEFF D MARSHALL

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

ESTIMATES DO NOT INCLUDE SALES TAX

I hereby authorize the repair work to be done along with the necessary material, and hereby grant your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. Subject to conditions on reverse side of this contract.

CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF.

SIGNED AND RECEIPTED X

SAVE OLD PARTS ☐ YES - ☐ NO

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO / MI	TOTAL
03CTZ-EMM/TBSVC	BG EM/TB SERVICE	MI	0.00
03CTZ-FUELSVC	FUEL IND.SVC	MI	0.00
01CTZ-BG/ADD	BG OIL/FUEL TRTMENT	MI	0.00
03CTZ-15K/A/F	AIR/FUEL FILTER SERV	MI	0.00
03CTZ-FUELINJSV	BG FUEL INJECTOR SVC	MI	0.00
01CTZ-15KSVC	15/45/75K SERVICES	MI	0.00
01CTZ-BG/DIFFSV	BG SYNTH.DIFF.SVC	MI	0.00
01CTZ-EMM/TBSVC	BG EM/TB SERVICE	MI	0.00

004174

RECOMMENDATIONS:

AUTH. NO.

CONTACT

RENTAL DAYS

TOTAL AUTH. $

DED.

B.A.R. LICENSE # AM 136715 EPA # CAD 028904332

CWCDA FORM SOURCE 800-856-FORM • TO REORDER 22 1-800-559-3676

JOB — LABOR INSTRUCTIONS

ORIGINAL CUSTOMER ESTIMATE: TOTAL 43.00

X [redacted]

T	LTG	TU
1098	(3)	

1 C 01CTZ-3KSVC 3,000 MI/REV.MAINT

CUST.STATES PERFORM 3,000 MILE OR 3 MONTH INTERVAL PREVENTIVE MAINT.PER MENU

After oil change car had tire light on. all tires read 32 psi. light will not go off. (TP)

7/31

2 W 05CTZ01 ACCESSORY REPAIR

CUSTOMER STATES STILL HAVING A PROBLEM WITH CRUISE CONTROL WHILE SETTING ON AT FREEWAY SPEEDS WHEN PRESS BUTTON DOES NOT SET HAS TO KEEP PRESSING DOWN ON BUTTON ON STEERING WHEEL TO HOLD OR RESET IT TO GET TO SET

OK after a/c Problem

LABOR LIMITED WARRANTY 4,000 MILES OR 90 DAYS WHICHEVER OCCURS FIRST. VALID ONLY IF VEHICLE IS RETURNED TO OUR SERVICE DEPT. FOR ADJUSTMENTS.

[CONTINUED ON NEXT PAGE]

03/26/2008 15:56 FAX 079/119

IN 03:58PM 8/03/07
OUT 09:50AM 7/31/07

24-HOUR DAY

[redacted]

PASADENA CA [redacted] 32V2
RENTAL TYPE D SOURCE C20652 - 041

RENTAL AGREEMENT
D793296
PAGE 1 OF 1

UNIT 1
UNIT # [redacted]
LIC#
MODEL SUB1
COLOR
IN 1009
OUT 776
V# 1GNFC16028R[redacted]1

RENTER
[redacted]
PASADENA CA [redacted]
LOCAL:
[redacted]

SUMMARY OF CHARGES
DAY = 24 HOUR PERIOD
MILES
NO CHARGE
200 MI FREE/DA

3 DAYS	@	38.80	116.40
SPECIAL	@	43.42	43.42

DR. LICENSE XXXX1078
STATE CA EXPIRE 5/02/08
DOB 5/02/75 HT WT
EYES HAIR
S.S.#
EMPLOYER
TMC ELECTRIC

BILL TO Y CUST # C20652
TEAM CHEVROLET-32V2
ATTN: JEFF**
3003 E. COLORADO BLVD
PASADENA CA
626-449-3333 91107-3860

SALES TAX%	8.25	13.19

ADDITIONAL DRIVER
NO OTHER DRIVER PERMITTED

CLAIM INFO
POL/CLAIM/PO#
[redacted]

PERMISSION TO LEAVE STATE
YES NO X

CUSTOMER SIGNATURE ON FILE

TOTAL CHARGES 173.01

DEPOSITS
REFUND

PAYMENT INFORMATION
AMOUNT PD.BY TYPE DATE AUTH

LOSS DATE
THEFT ACCIDENT

TYPE CAR
TAHOE

SHOP TEAM CHEVROL
PHONE 626-449-3333
NAME

CLOSED TICKET PAYMENT INFO

JOB NO.	ACCOUNT	AMOUNT
246	173.00	
277822		APPR.

MISC .01
BILL TO CUST C20652 173.00

OPENED BY #6232Q PETER GARCZEK
CLOSED BY #695D3 SARA M GLASSMEYER

GM Goodwrench.

DATE: REPAIR ORDER #

NAME PHONE # ~~135~~

YEAR MAKE/MODEL VIN [redacted] ODOMETER 16604

☐ MAINTENANCE I - FIRST SERVICE OR ☐ MAINTENANCE II - SECOND SERVICE (ALTERNATING I & II THEREAFTER)

TECHNICIAN CONSULTANT

MAINTENANCE I - Use MAINTENANCE I if the CHANGE ENGINE OIL light is on within ten months since vehicle was purchased or MAINTENANCE II was performed.

MAINTENANCE II - Use MAINTENANCE II if the previous service performed was MAINTENANCE I. Always use MAINTENANCE II whenever the light comes on ten months or more since the last service or if the light has not come on at all for one year.

CHECKED & OKAY | WILL REQUIRE FUTURE ATTENTION | REQUIRES IMMEDIATE ATTENTION

MI	MII	GOODWRENCH SERVICE MAINTENANCE
•		Change engine oil and filter. Reset oil life system.
•		Lubricate chassis components.
•		Rotate tires and check inflation pressures and wear.
•		Visually inspect exhaust system for leaks, damage, & loose parts. Remove any foreign materials trapped by shielding.
•		Visually inspect engine air cleaner filter change indicator. If necessary, replace filter.
•		Visually inspect brake system.
•		Check engine coolant & windshield washer fluid levels. Add fluid as needed.
•		Visually inspect transmission, drive shaft, u-joints, and transmission shift linkage (if equipped), and lubricate as needed.
•		Check interior lights, exterior lamps, brake lamps, turn signals & hazard warning lights.
•		Visually inspect CV drive axle boots (if equipped).
•		Perform any needed additional services.
—		Visually inspect suspension and steering components.
—		Lubricate suspension, steering, steering linkages & body components.
—		Visually inspect radiator, heater, and air-conditioning hoses (HVAC) for operational performance.
—		Visually inspect wiper blades, and wiper operation.
—		Visually inspect restraint system components.
—		Check transmission fluid level and add fluid as needed.

ADDITIONAL REQUIRED MAINTENANCE

The following services should be performed at the first Maintenance Service (I or II) after the indicated miles (kilometers) shown for each item.

	25,000 (41 500)	50,000 (83 000)	75,000 (125 000)	100,000 (166 000)	125,000 (207 500)	150,000 (249 000)
Inspect fuel tank, cap, cap gasket & lines for damage and or/leaks.	•	•	•	•	•	•
Inspect clutch operation	•	—	—	—	—	—
Change automatic transmission fluid and filter (severe service).	—	•	—	•	—	•
Change automatic transmission fluid and filter (normal service).	—	—	—	•	—	—
Change transfer case fluid.	—	•	—	•	—	•
Replace spark plugs and inspect spark plug wires. An Emission Control Service.	—	—	—	•	—	—
Inspect positive Crankcase ventilation (PCV) valve. An Emission Control Service.	—	—	—	•	—	—
Engine cooling system service (or every 5 years, whichever occurs first). An Emission Control Service.	—	—	—	—	—	•

NEXT SCHEDULED MAINTENANCE

Date: [redacted]

Reason for Maintenance: [redacted]

CHECK BATTERY PERFORMANCE:

☐ Good
☐ Recharge
☐ Replace

☐ Other

CHECK & FILL EVERY MAINTENANCE:

CHECK & FILL

- ☐ Coolant recovery reservoir fluid. No · STARTD
- ☐ Window washer fluid.
- ☐ 4x4 transfer case, front-drive axle, and clutch reservoir fluids (truck only).
- ☐ Transmission fluid.
- ☐ Brake fluid.
- ☐ Power steering fluid.
- ☐ Check filters (air, fuel, transmission)

TIRE AND BRAKE INSPECTION

LF

- ☐ Brake Lining ____ mm
- ☐ Tire Tread ____ 32nds
- ☐ Tire Pressure ____ psi

RF

- ☐ Brake Lining ____ mm
- ☐ Tire Tread ____ 32nds
- ☐ Tire Pressure ____ psi

☐ BRAKE INSPECTION NOT REQUIRED THIS VISIT

☐ SPARE TIRE INSPECTED

LR

- ☐ Brake Lining ____ mm
- ☐ Tire Tread ____ 32nds
- ☐ Tire Pressure ____ psi

RR

- ☐ Brake Lining ____ mm
- ☐ Tire Tread ____ 32nds
- ☐ Tire Pressure ____ psi

COMMENTS

CTWS277822

TEAM CHEVROLET
PASADENA, CALIFORNIA

www.teamchevyolds.com

03 E. COLORADO BLVD. P.O. BOX 5
PASADENA, CALIFORNIA 91107-3869
PHONE (626) 449-3333

B.A.R. LICENSE # AM 136715
EPA # CAD 028904332

SERVICE - PARTS HOURS
MONDAY THRU FRIDAY 7:30 A.M. TO 5:30 P.M.

0801ICTWS277822

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
18538	JEFF D MARSHALL 440	1509	08/07/07	CTWS277822

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
	[redacted]	16,606	GOLD/DK TIT	42119

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
07/CHEVROLET TRUCK/TAHOE/1500 4DR	09/09/06	6,274

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1 G N F C 1 3 J 4 7 R [redacted]		02/01/06

P. T. E. NO.	P. O. NO.	R. O. DATE
		07/31/07

[redacted]
PASADENA, CA [redacted]

[redacted]

COMMENTS

DCS AUDIT SLIP----------

DCS DATA FILE: GMGMWF.479
08/07/2007 WARRANTY NEW CLAIM
1151

RO NUMBER	RO DATE	VIN	DIV	DEALER	ODOMETER	SERVICE ADVISOR #
277822	07/31/2007	1GNFC13J47R[redacted]	3	20654	16606	XXX-XX-5304

CUST[redacted] MIDDLE:
LAST PHONE;WORK:[redacted]

820
8/10

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
1	03		OJ				7L	N6642	.5	1.5		170.90

LN-TOT: 170.90 TECH SSN: XXX-XX-4650 AUTH CODE: E AUTH. AUTHOR.: 0090

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
2	04		MJ				98	Z7904			173.00	

LN-TOT: 173.00 TECH SSN: XXX-XX-4650 AUTH CODE: G AUTH. AUTHOR.: 0090
COMMENTS: VIN # 1GNFC16028R101831 EX RENTAL DU ETO NEC TO HOLD VEHICLE FOR EX DI
AG AND REPAIRS TOTAL OF 4 DAY RENTAL OK'D BY RICK R (FREDDY MONROY)
COMMENT ROUTING CODE: H

REV 820 8/10 821 8/14

R.O. TOTAL: 343.90

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.
WARRANTY COPY-W [END OF INVOICE] 11:51am

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&MAINTINVE BP005012 (06/01)

CTWS277822

TEAM CHEVROLET
PASADENA, CALIFORNIA
www.teamchevyolds.com

03 E. COLORADO BLVD. P.O. BOX 5
PASADENA, CALIFORNIA 91107-3869
PHONE (626) 449-3333

B.A.R. LICENSE # AM 136715
EPA # CAD 028904332

SERVICE - PARTS HOURS
MONDAY THRU FRIDAY 7:30 A.M. TO 5:30 P.M.

0901ICTWS277822

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
18538	JEFF D MARSHALL 440	1509	08/07/07	CTWS277822
[redacted]	LABOR RATE [redacted]	MILEAGE 16,606	COLOR GOLD/DK TIT	STOCK NO. 42119
PASADENA, CA [redacted]	YEAR / MAKE / MODEL 07/CHEVROLET TRUCK/TAHOE/1500 4DR		DELIVERY DATE 09/09/06	DELIVERY MILES 6,274
	VEHICLE I.D. NO. 1 G N F C 1 3 J 4 7 R [redacted]		SELLING DEALER NO.	PRODUCTION DATE 02/01/06
[redacted]	R. T. E. NO.	P. O. NO.	R. O. DATE 07/31/07	
	COMMENTS			

JOB# 4 CHARGES----------

LABOR----------

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
685	08/02/07	8.40	10.00	0.20	0.00	FINISHED
685	08/02/07	0.00	0.00	0.00		FINISHED
		TOTAL TECH TIME		0.20	0.00	

RENTAL CAR OKAY PER CHRIS WILLIAMS
DUE TO PRIOR REPAIRS
RENTAL
RENTAL

SUBLET-----PO#--------VEND INV#-INV.DATE-DESCRIPTION----------

009238	793296	08/03/07	ENTERPRISE	173.00
			TOTAL - SUBLET	173.00

JOB# 4 TOTALS----------

SUBLET	173.00
JOB# 4 JOURNAL PREFIX CTWS JOB# 4 TOTAL	173.00

COMMENTS----------
CALLED MIKE ON 8/03/07 AT 4:00 P/M TO LET HIM KNOW THE
VEHICLE WAS READY FOR P/U

R/O TAX	0.00
R/O TOTALS	343.90

WARRANTY CLAIM DETAIL TOTALS----------

CLAIM#.....	TOTAL....
277822	343.90
CLAIM TOTALS	343.90

APPROVED BY SIGNATURE

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

WARRANTY COPY-W
[CONTINUED ON NEXT PAGE] 11:51am

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ERAINTINV2 5F603513 (05/01)

CTCS277036

TEAM CHEVROLET
PASADENA, CALIFORNIA
www.teamchevyolds.com

003 E. COLORADO BLVD. P.O. BOX
PASADENA, CALIFORNIA 91107-3869
PHONE (626) 449-3333

SERVICE - PARTS HOURS
MONDAY THRU FRIDAY 7:30 A.M. TO 5:30 P.M.

B.A.R. LICENSE # AM 136715
EPA # CAD 028904332

0901ICTCS277036

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
18538	JEFF D MARSHALL 440	8722	07/17/07	CTCS277036
[redacted]	LABOR RATE / LICENSE NO. [redacted]	MILEAGE 16,137	COLOR GOLD/DK TIT	STOCK NO. 42119
PASADENA, CA [redacted]	YEAR / MAKE / MODEL 07/CHEVROLET TRUCK/TAHOE/1500 4DR		DELIVERY DATE 09/09/06	DELIVERY MILES 6,274
	VEHICLE I.D. NO. 1 G N F C 1 3 J 4 7 R [redacted]		SELLING DEALER NO.	PRODUCTION DATE 02/01/06
[redacted]	P. T. E. NO. / P. O. NO.		R. O. DATE 07/16/07	REPRINT# 1
	COMMENTS			

JOB# 1 CHARGES----------

LABOR----------
J# 1 90CTZ01 METAL WORK TECH(S):758 INTERNAL
CUSTOMER STATES ALL REAR END BUMPER COVERS LEFT & RIGHT
KEEP POPPING OUT & CUSTOMER HAS TO KEEP PUSHING THME IN
BUMPER HAS BEEN HIT AND CAUSING FLARE OUT PER BODY SHOP
RICK SHOP FOREMAN PUSH THEM IN & TIGHTEN -NOT WARRANTY

JOB# 1 TOTALS----------

JOB# 1 JOURNAL PREFIX CTCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES----------

LABOR----------
J# 2 90CTZ03 MECH LABOR TECH(S):758 INTERNAL
CUSTOMER STATES THE BOTH FRONT END BUMPER COVERS KEEP POPPIN
OUT & CUSTOMER HAS TO SEEP PUSHING THEM IN
BUMPER HAS BEEN HIT PER BODY SHOP
RICK PUSH THEM BACK IN & TIGHTEN NOT WARRANTY

JOB# 2 TOTALS----------

JOB# 2 JOURNAL PREFIX CTCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES----------

LABOR----------
J# 3 05CTZ01 ACCESSORY REPAIR TECH(S):758 INTERNAL
CUSTOMER STATES STILL HAVING PROBLEM WITH CRUSIE CONTROL
WHEN SETTING IT DOES NOT SET SPEEDS SEE PRIOR HISTORY HAPPEN
ING INTERMITTENTLY
TESTED AND OPERATING AS DESIGNED AT THIS TIME
ROAD TESTED BY TECH AND SHOP MANAGER.OK

JOB# 3 TOTALS----------

JOB# 3 JOURNAL PREFIX CTCS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES----------

LABOR----------
J# 4 90CTZ REPAIR TO ESTIMATE TECH(S):758 INTERNAL
CUSTOMER STATES LAST TIME IN FOR REPAIRS IN BODY SHOP THERE
STILL POLISH MARKS ON LEFT REAR DOOR CUSTOMER WAS TOLD WASH
THE VEHICLE IT WOULD GO AWAY IT STILL THERE
SEE BODY SHOP
TOOK BACK TO TO BODY SHOP TO REPOLISH DOOR

JOB# 4 TOTALS----------

JOB# 4 JOURNAL PREFIX CTCS JOB# 4 TOTAL 0.00

JOB# 5 CHARGES----------

LABOR----------
J# 5 33CTZ01 RENTAL F/C TECH(S):125 INTERNAL
RENTAL CAR PER RICK

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

FILE COPY
[CONTINUED ON NEXT PAGE] 12:09pm

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ERAINTINVE SF003512 (08/01)

277036

277036

TEAM

CHEVROLET HUMMER HYUNDAI

3003 E. COLORADO BLVD. P.O. BOX 5020
PASADENA, CALIFORNIA 91107-3869
PHONE (626) 449-3333

SERVICE HOURS
MONDAY THRU FRIDAY 7:00 A.M. TO 6:00 P.M.
NO CARS RELEASED AFTER CLOSING

www.pasadenachevrolet.com
www.pasadenahummer.com

B.A.R. LIC. # AM 136715 EPA # CAD 028904332
0901J277036

STATE REG# BAR – RM13

SERVICE HISTORY

135751

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
05/16/07	274304	13434	440	758	W	05CTZ23	ACCESSORY REPAIR
				758	W	05CTZ	15A DEPT
				758	W	05CTZ01	ACCESSORY REPAIR
				758	W	05CTZ10	RADIO AND SOUND
				125	W	33CTZ12	SHUTTLE RIDE
				125	W	33CTZ03	RENTAL POLICY

SERVICE

SALESPERSON NO. 622 ANTHONY D ORTIZ

VEHICLE ID NO.: 1GNEC13J47R[redacted]
YEAR / MAKE / MODEL: 07/CHEVROLET TRUCK/TAHOE/1500 4DR
STOCK NO.: 42119
LICENSE NO.: [redacted]
R. O. NO.: 277036

[redacted]
PASADENA, CA[redacted]

CUSTOMER NO.: 18538
SERVICE CONTRACT:
DELIVERY DATE: 09/09/06
DELIVERY MILES: 6,274
SELLING DEALER NO.:
R. O. DATE: 07/16/07
COLOR: GOLD/DK TITAN/LT
CONTRACT NO.:
EXPIRATION DATE:
EXPIRATION MILES:
TAG NO.: 8722
TURBO: M/MC CTZZ
AIR COND.:
P.S.:
TRANS.:
MILEAGE: 16,137
ADVISOR NO.: 440
PRODUCTION DATE: 02/01/06

TIME RECEIVED: 08:58am

ORIGINAL ESTIMATE $:
REVISED EST. $ ①: DATE: TIME: AM PM: PHONE: AUTH. BY: ☐ PHONE ☐ IN PERSON
HAZARDOUS WASTE DISPOSAL ESTIMATE $:
REVISED EST. $ ②: DATE: TIME: AM PM: PHONE: AUTH. BY: ☐ PHONE ☐ IN PERSON

DATE / TIME PROMISED: 07/16/07 06:00pm
PRIORITY: 3

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

ESTIMATES DO NOT INCLUDE SALES TAX

APPOINTMENT ☐ Yes ☒ No
Advisor: JEFF D MARSHALL

[redacted]

SAVE OLD PARTS ☐ YES - ☐ NO

JOB [redacted] LABOR INSTRU[redacted]

T	LTG	TU

1 W 90CTZ01 METAL WORK
CUSTOMER STATES ALL REAR END BUMPER COVERS LEFT & RIGHT KEEP POPPING OUT & CUSTOMER HAS TO KEEP PUSHING THME IN
— Vehicle has been hit at Bumpers
— Causing Bumper Covers to flare out.

2 W 90CTZ03 MECH LABOR
CUSTOMER STATES THE BOTH FRONT END BUMPER COVERS KEEP POPPIN OUT & CUSTOMER HAS TO SEEP PUSHING THEM IN
— Bumper has been hit per Body Shop Knew

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO / MI	TOTAL
03CTZ-EMM/TBSVC	BG EM/TB SERVICE	MI	0.00
03CTZ-FUELSVC	FUEL IND.SVC	MI	0.00
01CTZ-BG/ADD	BG OIL/FUEL TRTMENT	MI	0.00
03CTZ-15K/A/F	AIR/FUEL FILTER SERV	MI	0.00
03CTZ-FUELINJSV	BG FUEL INJECTOR SVC	MI	0.00
01CTZ-15KSVC	15/45/75K SERVICES	MI	0.00
01CTZ-BG/DIFFSV	BG SYNTH.DIFF.SVC	MI	0.00
01CTZ-EMM/TBSVC	BG EM/TB SERVICE	MI	0.00

RECOMMENDATIONS:

AUTH. NO.

CONTACT

RENTAL DAYS

TOTAL AUTH. $

DED.

B.A.R. LICENSE # AM 136715 EPA # CAD 028904332

LABOR LIMITED WARRANTY 4,000 MILES OR 90 DAYS WHICHEVER OCCURS FIRST. VALID ONLY IF VEHICLE IS RETURNED TO OUR SERVICE DEPT. FOR ADJUSTMENTS.

[CONTINUED ON NEXT PAGE]

004174
CMCDA FORM SOURCE 800-590-FORM • TO REORDER ☎ 1-800-590-967F
03/26/2008 15:57 FAX 085/118

277036

277036

TEAM
CHEVROLET HUMMER HYUNDAI

3003 E. COLORADO BLVD. P.O. BOX 5020
PASADENA, CALIFORNIA 91107-3869
PHONE (626) 449-3333

SERVICE HOURS
MONDAY THRU FRIDAY 7:00 A.M. TO 6:00 PM.
NO CARS RELEASED AFTER CLOSING

www.pasadenachevrolet.com
www.pasadenahummer.com

B.A.R. LIC. # AM [redacted] CAD 028904332
0901J277036

STATE REG# BAR – RM13

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
05/16/07	274304	13434	440	758	W	05CTZ23	ACCESSORY REPAIR
				758	W	05CTZ	15A DEPT
				758	W	05CTZ01	ACCESSORY REPAIR
				758	W	05CTZ10	RADIO AND SOUND
				125	W	33CTZ12	SHUTTLE RIDE
				125	W	33CTZ03	RENTAL POLICY

SERVICE

SALESPERSON NO. 622 ANTHONY D ORTIZ

VEHICLE ID NO. 1GNFC13J47R[redacted]
YEAR / MAKE / MODEL 07/CHEVROLET TRUCK/TAHOE/1500 4DR
STOCK NO. 42119
LICENSE NO. [redacted]
R. O. NO. 277036

[redacted]
PASADENA, CA[redacted]
[redacted]

CUSTOMER NO. 18538
SERVICE CONTRACT
DELIVERY DATE 09/09/06
DELIVERY MILES 6,274
SELLING DEALER NO.
R. O. DATE 07/16/07

COLOR GOLD/DK TITAN/LT
CONTRACT NO.
EXPIRATION DATE
EXPIRATION MILES
TAG NO. 8722

TURBO | M / MO CTZZ | AIR COND. | P. S. | TRANS | MILEAGE 16,137 | ADVISOR NO. 440 | PRODUCTION DATE 02/01/06

TIME RECEIVED 08:58am

ORIGINAL ESTIMATE $
HAZARDOUS WASTE DISPOSAL ESTIMATE $
REVISED EST. $ ① DATE TIME AM PM PHONE AUTH. BY ☐ PHONE ☐ IN PERSON
REVISED EST. $ ② DATE TIME AM PM PHONE AUTH. BY ☐ PHONE ☐ IN PERSON

DATE / TIME PROMISED 07/16/07 06:00pm
PRIORITY 3

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

ESTIMATES DO NOT INCLUDE SALES TAX

I hereby authorize the repair work to be done along with the necessary material, and hereby grant your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. Subject to conditions on reverse side of this contract.

CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF.

SIGNED AND RECEIPTED X

SAVE OLD PARTS ☐ YES - ☐ NO

APPOINTMENT ☐ Yes ☒ No
Advisor: JEFF D MARSHALL

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO / MI	TOTAL
03CTZ-EMM/TBSVC	BG EM/TB SERVICE	MI	0.00
03CTZ-FUELSVC	FUEL IND.SVC	MI	0.00
01CTZ-BG/ADD	BG OIL/FUEL TRTMENT	MI	0.00
03CTZ-15K/A/F	AIR/FUEL FILTER SERV	MI	0.00
03CTZ-FUELINJSV	BG FUEL INJECTOR SVC	MI	0.00
01CTZ-15KSVC	15/45/75K SERVICES	MI	0.00
01CTZ-BG/DIFFSV	BG SYNTH.DIFF.SVC	MI	0.00
01CTZ-EMM/TBSVC	BG EM/TB SERVICE	MI	0.00

RECOMMENDATIONS:

AUTH. NO.
CONTACT
RENTAL DAYS
TOTAL AUTH. $
DED.

B.A.R. LICENSE # AM 135715 EPA # CAD 028904332

CMODA FORM SOURCE 800-559-FORM • TO REORDER FAX 1-800-559-3978

JOB — LABOR INSTRUCTIONS

JOB		LABOR INSTRUCTIONS	T	LTG	TU
3	W 05CTZ01	ACCESSORY REPAIR CUSTOMER STATES STILL HAVING PROBLEM WITH CRUSIE CONTROL WHEN SETTING IT DOES NOT SET SPEEDS SEE PRIOR HISTORY HAPPENING INTERMITTENTLY — Tested - operation as designed at this time 758 + Rich			
4	W 90CTZ	REPAIR TO ESTIMATE CUSTOMER STATES LAST TIME IN FOR REPAIRS IN BODY SHOP THERE STILL POLISH MARKS ON LEFT REAR DOOR CUSTOMER WAS TOLD WASH THE VEHICLE IT WOULD GO AWAY IT STILL THERE See Body Shop.			
5	W 33CTZ01	RENTAL F/C RENTAL CAR 1 Day [illegible]			

LABOR LIMITED WARRANTY 4,000 MILES OR 90 DAYS WHICHEVER OCCURS FIRST. VALID ONLY IF VEHICLE IS RETURNED TO OUR SERVICE DEPT. FOR ADJUSTMENTS.

03/26/2008 15:58 FAX 086/119

8715

GM Goodwrench.

8722

DATE: REPAIR ORDER #

NAME [redacted] PHON[redacted]

YEAR 07 MAKE/MODEL Tahoe VIN [redacted] ODOMETER 16137

☐ MAINTENANCE I - FIRST SERVICE OR ☐ MAINTENANCE II - SECOND SERVICE (ALTERNATING I & II THEREAFTER)

TECHNICIAN CONSULTANT

MAINTENANCE I - Use MAINTENANCE I if the CHANGE ENGINE OIL light is on within ten months since vehicle was purchased or MAINTENANCE II was performed.

MAINTENANCE II - Use MAINTENANCE II if the previous service performed was MAINTENANCE I. Always use MAINTENANCE II whenever the light comes on ten months or more since the last service or if the light has not come on at all for one year.

CHECKED & OKAY | WILL REQUIRE FUTURE ATTENTION | REQUIRES IMMEDIATE ATTENTION

MI	MII	GOODWRENCH SERVICE MAINTENANCE
•		Change engine oil and filter. Reset oil life system.
•		Lubricate chassis components.
•		Rotate tires and check inflation pressures and wear.
•		Visually inspect exhaust system for leaks, damage, & loose parts. Remove any foreign materials trapped by shielding.
•		Visually inspect engine air cleaner filter change indicator. If necessary, replace filter.
•		Visually inspect brake system.
•		Check engine coolant & windshield washer fluid levels. Add fluid as needed.
•		Visually inspect transmission, drive shaft, u-joints, and transmission shift linkage (if equipped), and lubricate as needed.
•		Check interior lights, exterior lamps, brake lamps, turn signals & hazard warning lights.
•		Visually inspect CV drive axle boots (if equipped).
•		Perform any needed additional services.
—		Visually inspect suspension and steering components.
—		Lubricate suspension, steering, steering linkages & body components.
—		Visually inspect radiator, heater, and air-conditioning hoses (HVAC) for operational performance.
—		Visually inspect wiper blades, and wiper operation.
—		Visually inspect restraint system components.
—		Check transmission fluid level and add fluid as needed.

ADDITIONAL REQUIRED MAINTENANCE

The following services should be performed at the first Maintenance Service (I or II) after the indicated miles (kilometers) shown for each item.

	20,000 (41 500)	50,000 (83 000)	75,000 (125 000)	100,000 (166 000)	125,000 (207 500)	150,000 (249 000)
Inspect fuel tank, cap, cap gasket & lines for damage and or/leaks.	•	•	•	•	•	•
Inspect clutch operation	•	—	—	—	—	—
Change automatic transmission fluid and filter (severe service).	—	•	—	•	—	•
Change automatic transmission fluid and filter (normal service).	—	—	—	•	—	—
Change transfer case fluid.	—	•	—	•	—	•
Replace spark plugs and inspect spark plug wires. An Emission Control Service.	—	—	—	•	—	—
Inspect positive Crankcase ventilation (PCV) valve. An Emission Control Service.	—	—	—	•	—	—
Engine cooling system service (or every 5 years, whichever occurs first). An Emission Control Service.	—	—	—	—	—	•

NEXT SCHEDULED MAINTENANCE

Date: _____ Time: _____

Reason for Maintenance: _____

CHECK BATTERY PERFORMANCE:

☐ Good
☐ Recharge
☐ Replace

☐ Other _____

CHECK & FILL EVERY MAINTENANCE:

CHECK & FILL

- ☐ Coolant recovery reservoir fluid.
- ☐ Window washer fluid.
- ☐ 4x4 transfer case, front-drive axle, and clutch reservoir fluids (truck only).
- ☐ Transmission fluid.
- ☐ Brake fluid.
- ☐ Power steering fluid.
- ☐ Check filters (air, fuel, transmission)

TIRE AND BRAKE INSPECTION

LF
☐ Brake Lining _____ mm
☐ Tire Tread _____ 32nds
☐ Tire Pressure _____ psi

RF
☐ Brake Lining _____ mm
☐ Tire Tread _____ 32nds
☐ Tire Pressure _____ psi

☐ BRAKE INSPECTION NOT REQUIRED THIS VISIT

☐ SPARE TIRE INSPECTED

LR
☐ Brake Lining _____ mm
☐ Tire Tread _____ 32nds
☐ Tire Pressure _____ psi

RR
☐ Brake Lining _____ mm
☐ Tire Tread _____ 32nds
☐ Tire Pressure _____ psi

COMMENTS

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TEAM CHEVROLET
PASADENA, CALIFORNIA
www.teamchevyolds.com

003 E. COLORADO BLVD. P.O. BOX
PASADENA, CALIFORNIA 91107-3869
PHONE (626) 449-3333

SERVICE - PARTS HOURS
MONDAY THRU FRIDAY 7:30 A.M. TO 5:30 P.M.

B.A.R. LICENSE # AM 136715
EPA # CAD 028904332

CTCS277036

0901ICTCS277036

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
18538	JEFF D MARSHALL 440	8722	07/17/07	CTCS277036

[redacted]
PASADENA, CA [redacted]

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
	[redacted]	16,137	GOLD/DK TIT	42119

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
07/CHEVROLET TRUCK/TAHOE/1500 4DR	09/09/06	6,274

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1 G N F C 1 3 J 4 7 R [redacted]		02/01/06

F. T. E. NO.	P. O. NO.	R. O. DATE	
		07/16/07	REPRINT# 1

COMMENTS

[redacted]

P

SUBLET-----PO#--------VEND INV#-INV.DATE-DESCRIPTION----------
009166 123 07/17/07 ENTERPIRSE

	INTERNAL
TOTAL - SUBLET	0.00

JOB# 5 TOTALS----------

JOB# 5 JOURNAL PREFIX CTCS JOB# 5 TOTAL 0.00

ESTIMATE----------
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $1.00 (+TAX)
TOTALS----------

****** NEW HOURS ******

EFFECTIVE NOVEMBER 1, 2006

SERVICE AND PARTS DEPARTMENTS ARE NOW
OPEN ON SATURDAYS FROM 8:00 AM TO 2:00 PM

OPEN SATURDAYS !!! OPEN SATURDAYS !!!

(WE WILL NO LONGER BE OPEN LATE THURSDAY EVES)

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**

PARTS DESIGNATED WITH AN ASTERISK (*) INDICATE LIMITED
LIFETIME SERVICE GUARANTEE FOR CUSTOMER PAY REPAIRS

[redacted]

CUSTOMER SIGNATURE

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

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CTWS274304

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PASADENA, CALIFORNIA
www.teamchevyolds.com

003 E. COLORADO BLVD. P.O. BOX 5
PASADENA, CALIFORNIA 91107-3869
PHONE (626) 449-3333

B.A.R. LICENSE # AM 136715
EPA # CAD 028904392

SERVICE - PARTS HOURS
MONDAY THRU FRIDAY 7:30 A.M. TO 5:30 P.M.

0901ICTWS274304

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
18538	JEFF D MARSHALL 440	7849	05/30/07	CTWS274304
[redacted] PASADENA, CA [redacted]	LABOR RATE / LICENSE NO. [redacted]	MILEAGE 13,434	COLOR GOLD/DK TIT	STOCK NO. 42119
	YEAR / MAKE / MODEL 07/CHEVROLET TRUCK/TAHOE/1500 4DR		DELIVERY DATE 09/09/06	DELIVERY MILES 6,274
	VEHICLE I.D. NO. 1 G N F C 1 3 J 4 7 R [redacted]		SELLING DEALER NO.	PRODUCTION DATE 02/01/06
	P. T. E. NO.	P. O. NO.	R. O. DATE 05/16/07	
[redacted]	COMMENTS			

JOB# 6 CHARGES----------

LABOR----------
J# 6+33CTZ03 RENTAL POLICY HOURS: TECH(S):125 0.00

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
125	05/23/07	0.00	0.00	0.00	0.00	ENTERED IN INVOICING
		TOTAL TECH TIME		0.00	0.00	

RENTAL CAR DUE DUE TO EXTREME DIAGNOSS FOR RADIO & ALSO
DUE TO CUSTOMER HAD TO RETURN FOR REPAIRS OKAY PER CHRIS
WILLIAMS
RENTAL

SUBLET-----PO#--------VEND INV#-INV.DATE-DESCRIPTION----------
008952 791303 05/23/07 ENTERPRISE 131.00
TOTAL - SUBLET 131.00

JOB# 6 TOTALS----------
SUBLET 131.00

JOB# 6 JOURNAL PREFIX CTWS JOB# 6 TOTAL 131.00

JOB# 7 CHARGES----------

LABOR----------
J# 7+32CTZ01 ACCESSORY REPAIR HOURS: TECH(S):125 0.00

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
125	05/23/07	0.00	0.00	0.00	0.00	ENTERED IN INVOICING
		TOTAL TECH TIME		0.00	0.00	

CUSTOMER STATES THAT BOTH FRONT BUMPER CAPS AT WHERE THEY
MEET FRONT FENDERS KEEP POPPING OUT
SHOP FOREMAN NEED TO GET BACK TO G/M TO SEE WHAT FIX
IS AVAILBALE

JOB# 8 CHARGES----------

LABOR----------
J# 8+32CTZ02 ACCESSORY REPAIR HOURS: 0.00 TECH(S):125 0.00

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
125	05/23/07	0.00	0.00	0.00	0.00	ENTERED IN INVOICING
		TOTAL TECH TIME		0.00	0.00	

CUSTOMER STATES BOTH REAR BUMPER CAPS THAT MEET WITH REAR
QUARTER PANELS KEEP POPPING OUT
SEE LINE 7

COMMENTS----------
CALLED MIKE AT 4: 30 P/M ON 5/23/07 TO LET HIM KNOW THE VEHICLE IS
READY FRO THANK YOU FOR CHOOSING TEAM AUTOMOTIVE FOR YOUR SERVCIE
NEEDS PLEASE CALL YOUR SERVCIE ADVISOR JEFF MARSHALLL AT 626-523-99
85 OR 626-396-3458

R/O TAX 0.00
R/O TOTALS 420.78

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WARRANTY COPY-W
[CONTINUED ON NEXT PAGE] 09:06am

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GRAINTINV8 8P8003519 (08/01)

CTWS274304

TEAM CHEVROLET
PASADENA, CALIFORNIA

www.teamchevyolds.com

003 E. COLORADO BLVD. P.O. BOX 5
PASADENA, CALIFORNIA 91107-3869
PHONE (626) 449-3333

B.A.R. LICENSE # AM 136715
EPA # CAD 028904332

SERVICE - PARTS HOURS
MONDAY THRU FRIDAY 7:30 A.M. TO 5:30 P.M.

0901ICTWS274304

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
18538	JEFF D MARSHALL 440	7849	05/30/07	CTWS274304

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
	[redacted]	13,434	GOLD/DK TIT	42119

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
07/CHEVROLET TRUCK/TAHOE/1500 4DR	09/09/06	6,274

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1 G N F C 1 3 J 4 7 R [redacted]		02/01/06

P. T. E. NO.	P. O. NO.	P. O. DATE
		05/16/07

[redacted]
PASADENA, CA [redacted]

COMMENTS

JOB# 3 CHARGES----------

LABOR----------
J# 3 05CTZ01 ACCESSORY REPAIR HOURS: 0.60 TECH(S):758 51.27

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
758	05/16/07	14.80	24.00	0.80	0.00	NON WORKING
758	05/17/07	7.90	24.00	2.00	0.00	NON WORKING
758	05/21/07	7.60	24.00	1.40	0.00	NON WORKING
758	05/23/07	8.60	12.20	0.40	0.00	FINISHED
758	05/23/07	0.00	0.00	0.00	0.60	FINISHED
		TOTAL TECH TIME		4.60	0.60	

CUSTOMER STATES TRIM PANEL ON FLOOR BROAD AT BOTTOM AT
L/R DOOR KEEPS POPPING AWAY FOR INTER WEATHERSTRIP
WARP TRIM PANEL LEFT
R&R LEFT TRIM PANEL

PARTS------QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
1	15900730	MOLDING 16.575	43.93	43.93	61.50	61.50
		COST TOTAL		43.93		
				TOTAL - PARTS		61.50

JOB# 3 TOTALS----------

LABOR	51.27
PARTS	61.50
JOB# 3 JOURNAL PREFIX CTWS JOB# 3 TOTAL	112.77

JOB# 4 CHARGES----------

LABOR----------
J# 4 05CTZ10 RADIO AND SOUND HOURS: TECH(S):758 0.00

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
758	05/16/07	14.80	24.00	0.70	0.00	NON WORKING
758	05/17/07	7.90	24.00	2.00	0.00	NON WORKING
758	05/21/07	7.60	24.00	1.40	0.00	NON WORKING
758	05/23/07	8.60	12.20	0.40	0.00	FINISHED
758	05/23/07	0.00	0.00	0.00	0.00	FINISHED
		TOTAL TECH TIME		4.50	0.00	

CUSTOMER STATES WHILE DRIVING WHILE PLAYING F/M STATION
S CUSTOMER HEAR A BUZZING/STATIC TYPE SOUND AT TIMES
E
CAN NOT DUP AT THIS TIME+
VEHICLE MEETS G/ SPECS PER SHO FOREMAN & TECH

JOB# 5 CHARGES----------

LABOR----------
J# 5 33CTZ12 SHUTTLE RIDE HOURS: TECH(S):125 0.00

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
125	05/23/07	0.00	0.00	0.00	0.00	ENTERED IN INVOICING
		TOTAL TECH TIME		0.00	0.00	

CUSTOMER REQUEST SHUTTLE RIDE.
SHUTTLE
SHUTTLE

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WARRANTY COPY-W

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CTCS274304

TEAM CHEVROLET
PASADENA, CALIFORNIA
www.teamchevyolds.com

03 E. COLORADO BLVD. P.O. BOX 5
PASADENA, CALIFORNIA 91107-3869
PHONE (626) 449-3333

B.A.R. LICENSE # AM 136715
EPA # CAD 028904332

SERVICE - PARTS HOURS
MONDAY THRU FRIDAY 7:30 A.M. TO 5:30 P.M.

0901ICTCS274304

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
18538	JEFF D MARSHALL 440	7849	05/23/07	CTCS274304

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
	[redacted]	13,434	GOLD/DK TIT	42119

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
07/CHEVROLET TRUCK/TAHOE/1500 4DR	09/09/06	6,274

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1 G N F C 1 3 J 4 7 R [redacted]		02/01/06

P. T. E. NO.	P. O. NO.	R. O. DATE
		05/16/07

[redacted]
PASADENA, CA [redacted]
[redacted]

COMMENTS

JOB# 1 CHARGES----------

LABOR----------
J# 1 05CTZ23 ACCESSORY REPAIR TECH(S):758 WARRANTY
CUSTOMER STATES WHEN CRUISE IS SET ON STEERING WHEEL LIGHT
COMES ON BUT WONT SET
SCAN FOR CODE B0573 SHORTED BRAKE SWITCH
R&R BRAKE SWITCH

PARTS------	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	15861245	SWITCH 2.447		WARRANTY
			TOTAL - PARTS		0.00

JOB# 1 TOTALS----------

JOB# 1 JOURNAL PREFIX CTCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES----------

LABOR----------
J# 2 05CTZ 15A DEPT TECH(S):758 WARRANTY
CUSTOMER STATES BOTTOM TRIM PANEL ON FLOOR AT R/R DOOR KEEPS
PULLING AWAY FOR INTER DOOR WEATHERSTRIP
WARP RIGHT TRIM PANEL
R&R RIGHT TRIM PANEL

PARTS------	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	15900724	MOLDING 16.575		WARRANTY
			TOTAL - PARTS		0.00

JOB# 2 TOTALS----------

JOB# 2 JOURNAL PREFIX CTCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES----------

LABOR----------
J# 3 05CTZ01 ACCESSORY REPAIR TECH(S):758 WARRANTY
CUSTOMER STATES TRIM PANEL ON FLOOR BROAD AT BOTTOM AT
L/R DOOR KEEPS POPPING AWAY FOR INTER WEATHERSTRIP
WARP TRIM PANEL LEFT
R&R LEFT TRIM PANEL

PARTS------	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	15900730	MOLDING 16.575		WARRANTY
			TOTAL - PARTS		0.00

JOB# 3 TOTALS----------

JOB# 3 JOURNAL PREFIX CTCS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES----------

LABOR----------
J# 4 05CTZ10 RADIO AND SOUND TECH(S):758 WARRANTY
CUSTOMER STATES WHILE DRIVING WHILE PLAYING F/M STATION
S CUSTOMER HEAR A BUZZING/STATIC TYPE SOUND AT TIMES
E

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CTCS274304

TEAM CHEVROLET
PASADENA, CALIFORNIA
www.teamchevyolds.com

03 E. COLORADO BLVD. P.O. BOX 5
PASADENA, CALIFORNIA 91107-3869
PHONE (626) 449-3333

B.A.R. LICENSE # AM 136715
EPA # CAD 028904332

SERVICE - PARTS HOURS
MONDAY THRU FRIDAY 7:30 A.M. TO 5:30 P.M.

0901ICTCS274304

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
18538	JEFF D MARSHALL 440	7849	05/23/07	CTCS274304

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
	[redacted]	13,434	GOLD/DK TIT	42119

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
07/CHEVROLET TRUCK/TAHOE/1500 4DR	09/09/06	6,274

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1 G N F C 1 3 J 4 7 R [redacted]		02/01/06

F. T. E. NO.	P. O. NO.	R. O. DATE
		05/16/07

COMMENTS

[redacted]
PASADENA, CA [redacted]

[redacted]

ESTIMATE----------
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $1.00 (+TAX)

COMMENTS----------
CALLED MIKE AT 4: 30 P/M ON 5/23/07 TO LET HIM KNOW THE VEHICLE IS READY FRO THANK YOU FOR CHOOSING TEAM AUTOMOTIVE FOR YOUR SERVCIE NEEDS PLEASE CALL YOUR SERVCIE ADVISOR JEFF MARSHALLL AT 626-523-99 85 OR 626-396-3458

TOTALS----------

****** NEW HOURS ******

EFFECTIVE NOVEMBER 1, 2006

SERVICE AND PARTS DEPARTMENTS ARE NOW
OPEN ON SATURDAYS FROM 8:00 AM TO 2:00 PM

OPEN SATURDAYS !!! OPEN SATURDAYS !!!

(WE WILL NO LONGER BE OPEN LATE THURSDAY EVES)

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**

PARTS DESIGNATED WITH AN ASTERISK (*) INDICATE LIMITED LIFETIME SERVICE GUARANTEE FOR CUSTOMER PAY REPAIRS

[redacted]

CUSTOMER SIGNATURE

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

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PHONE (626) 449-3333

B.A.R. LICENSE # AM 136715
EPA # CAD 028904332

SERVICE - PARTS HOURS
MONDAY THRU FRIDAY 7:30 A.M. TO 5:30 P.M.

0901ICTCS274304

CUSTOMER NO. 18538	ADVISOR JEFF D MARSHALL 440	TAG NO. 7849	INVOICE DATE 05/23/07	INVOICE NO. CTCS274304
[redacted] PASADENA, CA [redacted]	LABOR RATE [redacted]	MILEAGE 13,434	COLOR GOLD/DK TIT	STOCK NO. 42119
	YEAR / MAKE / MODEL 07/CHEVROLET TRUCK/TAHOE/1500 4DR		DELIVERY DATE 09/09/06	DELIVERY MILES 6,274
	VEHICLE I.D. NO. 1 G N F C 1 3 J 4 7 R [redacted]		SELLING DEALER NO.	PRODUCTION DATE 02/01/06
[redacted]	F. T. E. NO.	P. O. NO.	R. O. DATE 05/16/07	
	COMMENTS			

CAN NOT DUP AT THIS TIME+
VEHICLE MEETS G/ SPECS PER SHO FOREMAN & TECH

JOB# 4 TOTALS----------

JOB# 4 JOURNAL PREFIX CTCS JOB# 4 TOTAL 0.00

JOB# 5 CHARGES----------

LABOR----------
J# 5 33CTZ12 SHUTTLE RIDE TECH(S):125 WARRANTY
CUSTOMER REQUEST SHUTTLE RIDE.

JOB# 5 TOTALS----------

JOB# 5 JOURNAL PREFIX CTCS JOB# 5 TOTAL 0.00

JOB# 6 CHARGES----------

LABOR----------
J# 6+33CTZ03 RENTAL POLICY TECH(S):125 WARRANTY
RENTAL CAR DUE DUE TO EXTREME DIAGNOSS FOR RADIO & ALSO
DUE TO CUSTOMER HAD TO RETURN FOR REPAIRS OKAY PER CHRIS
WILLIAMS

SUBLET-----PO#--------VEND INV#-INV.DATE-DESCRIPTION----------
008952 123 05/23/07 ENTERPRISE INTERNAL
TOTAL - SUBLET 0.00

JOB# 6 TOTALS----------

JOB# 6 JOURNAL PREFIX CTCS JOB# 6 TOTAL 0.00

JOB# 7 CHARGES----------

LABOR----------
J# 7+32CTZ01 ACCESSORY REPAIR TECH(S):125 WARRANTY
CUSTOMER STATES THAT BOTH FRONT BUMPER CAPS AT WHERE THEY
MEET FRONT FENDERS KEEP POPPING OUT
SHOP FOREMAN NEED TO GET BACK TO G/M TO SEE WHAT FIX
IS AVAILBALE

JOB# 7 TOTALS----------

JOB# 7 JOURNAL PREFIX CTCS JOB# 7 TOTAL 0.00

JOB# 8 CHARGES----------

LABOR----------
J# 8+32CTZ02 ACCESSORY REPAIR TECH(S):125 WARRANTY
CUSTOMER STATES BOTH REAR BUMPER CAPS THAT MEET WITH REAR
QUARTER PANELS KEEP POPPING OUT
SEE LINE 7

JOB# 8 TOTALS----------

JOB# 8 JOURNAL PREFIX CTCS JOB# 8 TOTAL 0.00

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CTWS274304

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PASADENA, CALIFORNIA
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PASADENA, CALIFORNIA 91107-3869
PHONE (626) 449-3333

B.A.R. LICENSE # AM 136715
EPA # CAD 028904332

SERVICE - PARTS HOURS
MONDAY THRU FRIDAY 7:30 A.M. TO 5:30 P.M.

0901ICTWS274304

CUSTOMER NO. 18538	ADVISOR JEFF D MARSHALL 440	TAG NO. 7849	INVOICE DATE 05/30/07	INVOICE NO. CTWS274304
[redacted]	LABOR RATE / LICENSE NO. [redacted]	MILEAGE 13,434	COLOR GOLD/DK TIT	STOCK NO. 42119
PASADENA, CA [redacted]	YEAR / MAKE / MODEL 07/CHEVROLET TRUCK/TAHOE/1500 4DR		DELIVERY DATE 09/09/06	DELIVERY MILES 6,274
	VEHICLE I.D. NO. 1 G N F C 1 3 J 4 7 R [redacted]		BILLING DEALER NO.	PRODUCTION DATE 02/01/06
	F. T. E. NO.	P. O. NO.	R. O. DATE 05/16/07	
[redacted]	COMMENTS			

JOB# 1 CHARGES----------

LABOR---------- 59.82
J# 1 05CTZ23 ACCESSORY REPAIR HOURS: 0.70 TECH(S):758

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
758	05/16/07	14.80	24.00	0.30	0.00	NON WORKING
758	05/17/07	7.90	24.00	0.90	0.00	NON WORKING
758	05/21/07	7.60	24.00	0.60	0.00	NON WORKING
758	05/23/07	8.60	12.20	0.20	0.00	FINISHED
758	05/23/07	0.00	0.00	0.00	0.70	FINISHED
		TOTAL TECH TIME		2.00	0.70	

CUSTOMER STATES WHEN CRUISE IS SET ON STEERING WHEEL LIGHT
COMES ON BUT WONT SET
SCAN FOR CODE B0573 SHORTED BRAKE SWITCH
R&R BRAKE SWITCH

PARTS------	QTY---	FP-NUMBER----------	DESCRIPTION--------	U/COST--	E/COST--	U/PRICE	
	1	15861245	SWITCH 2.447	7.88	7.88	11.03	11.03
			COST TOTAL		7.88		
					TOTAL - PARTS		11.03

JOB# 1 TOTALS----------

LABOR	59.82
PARTS	11.03
JOB# 1 JOURNAL PREFIX CTWS JOB# 1 TOTAL	70.85

JOB# 2 CHARGES----------

LABOR---------- 51.27
J# 2 05CTZ 15A DEPT HOURS: 0.60 TECH(S):758

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
758	05/16/07	14.80	24.00	1.00	0.00	NON WORKING
758	05/17/07	7.90	24.00	2.80	0.00	NON WORKING
758	05/21/07	7.60	24.00	1.90	0.00	NON WORKING
758	05/23/07	8.60	12.20	0.50	0.00	FINISHED
758	05/23/07	0.00	0.00	0.00	0.60	FINISHED
		TOTAL TECH TIME		6.20	0.60	

CUSTOMER STATES BOTTOM TRIM PANEL ON FLOOR AT R/R DOOR KEEPS
PULLING AWAY FOR INTER DOOR WEATHERSTRIP
WARP RIGHT TRIM PANEL
R&R RIGHT TRIM PANEL

PARTS------	QTY---	FP-NUMBER----------	DESCRIPTION--------	U/COST--	E/COST--	U/PRICE	
	1	15900724	MOLDING 16.575	39.21	39.21	54.89	54.89
			COST TOTAL		39.21		
					TOTAL - PARTS		54.89

JOB# 2 TOTALS----------

LABOR	51.27
PARTS	54.89
JOB# 2 JOURNAL PREFIX CTWS JOB# 2 TOTAL	106.16

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274304

TEAM
CHEVROLET HUMMER HYUNDAI

3003 E. COLORADO BLVD. P.O. BOX 5020
PASADENA, CALIFORNIA 91107-3869
PHONE (626) 449-3333

SERVICE HOURS
MONDAY THRU FRIDAY 7:00 A.M. TO 6:00 P.M.
NO CARS RELEASED AFTER CLOSING

www.pasadenachevrolet.com
www.pasadenahummer.com

B.A.R. LIC. # AM 136715 EPA # CAD 028904332
0901J274304

STATE REG# BAR – RM13

SERVICE HISTORY

135751

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
05/23/07	272022	11412	440	Z6	W	01CTZ01	LUBE OIL AND FILTER
				Z58	W	05CTZ	15A DEPT
				Z58	W	05CTZ01	ACCESSORY REPAIR
03/22/07	271756	10980	440	T25	W	33CTZ12	SHUTTLE RIDE
03/01/07	270671	10682	669	T25	W	05CTZ	15A DEPT
				911	C	90CTZ	REPAIR TO ESTIMATE

SERVICE

SALESPERSON NO. 622 ANTHONY D ORTIZ

VEHICLE IN NO. 1GNFC13J47R[redacted]
[redacted]
PASADENA, CA [redacted]
[redacted]

YEAR / MAKE / MODEL: 07/CHEVROLET TRUCK/TAHOE/1500 4DR
STOCK NO.: 42119
LICENSE NO.: [redacted]
R. O. NO.: 274304
CUSTOMER NO.: 18538
SERVICE CONTRACT:
DELIVERY DATE: 09/09/06
DELIVERY MILES: 6,274
SELLING DEALER NO.:
R. O. DATE: 05/16/07
COLOR: GOLD/DK TITAN/LT
CONTRACT NO.:
EXPIRATION DATE:
EXPIRATION MILES:
TAG NO.: ~~7808~~ 7849
TURBO: M / MC: CTZZ
AIR COND.:
P. S.:
TRANS:
MILEAGE: 13,434
ADVISOR NO.: 440
PRODUCTION DATE: 02/01/06

TIME RECEIVED: 11:01am
DATE / TIME PROMISED: 05/16/07 06:00pm
PRIORITY: 3
APPOINTMENT: [ ] Yes [X] No
Advisor: JEFF D MARSHALL

ORIGINAL ESTIMATE $
EARLIEST POSSIBLE DISPOSAL ESTIMATE $
REVISED EST. $ ① DATE TIME AM PM PHONE AUTH. BY [ ] PHONE [ ] IN PERSON
REVISED EST. $ ② DATE TIME AM PM PHONE AUTH. BY [ ] PHONE [ ] IN PERSON
ESTIMATES DO NOT INCLUDE SALES TAX

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

I hereby authorize the repair work to be done along with the necessary material, and hereby grant your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. Subject to conditions on reverse side of this contract.

SIGNED AND RECEIPTED X [signature] CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF.

SAVE OLD PARTS [ ] YES - [ ] NO

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO / MI	TOTAL
01CTZ-EMM/TBSVC	BG EM/TB SERVICE	MI	0.00

RECOMMENDATIONS:

Doc 1742148

AUTH. NO.
CONTACT
RENTAL DAYS
TOTAL AUTH. $
DED.

B.A.R. LICENSE # AM 136715 EPA # CAD 028904332

JOB / LABOR INSTRUCTIONS

JOB	LABOR INSTRUCTIONS	T	LTG	TU
1	ORIGINAL CUSTOMER ESTIMATE: [redacted] TOTAL 1.00			
2	W.* 05CTZ23 ACCESSORY REPAIR CUSTOMER STATES WHEN CRUISE IS SET ON STEERING WHEEL LIGHT COMES ON BUT WONT SET B0573 – CODE B0573 HIGH RESIST BRAK SW R&R Brake SW –	758	R/R&D DIG.	4 3
3	W.* 05CTZ 15A DEPT CUSTOMER STATES BOTTOM TRIM PANEL ON FLOOR AT R/R DOOR KEEPS PULLING AWAY FOR INTER DOOR WEATHERSTRIP WARP RT TRIM MOLDING PANEL R&R RT Door MOLDING	758	C4330	.6
4	W.* 05CTZ01 ACCESSORY REPAIR CUSTOMER STATES TRIM PANEL ON FLOOR BROAD AT BOTTOM AT L/R DOOR KEEPS POPPING AWAY FOR INTER WEATHERSTRIP WARP Left Door MOLDING PANEL R&R Left SIDE Door MOLDING	758	C4351	.6

LABOR LIMITED WARRANTY 4,000 MILES OR 90 DAYS WHICHEVER OCCURS FIRST. VALID ONLY IF VEHICLE IS RETURNED TO OUR SERVICE DEPT. FOR ADJUSTMENTS.

[CONTINUED ON NEXT PAGE]

CMCDA FORM SOURCE 800-888-FORM • TO REORDER ☎ 1-800-888-3876
004174
03/26/2008 16:00 FAX 095/119

274304

274304

TEAM

CHEVROLET HUMMER HYUNDAI

3003 E. COLORADO BLVD. P.O. BOX 5020
PASADENA, CALIFORNIA 91107-3869
PHONE (626) 449-3333

SERVICE HOURS
MONDAY THRU FRIDAY 7:00 A.M. TO 6:00 P.M.
NO CARS RELEASED AFTER CLOSING

www.pasadenachevrolet.com
www.pasadenahummer.com
www.pasadenahyundai.com

B.A.R. LIC. # AM136715 EPA # CAD 028904332
0901J274304

STATE REG# BAR – RM13

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
03/28/07	272022	11412	440	763		01CTZ01	LUBE OIL AND FILTER
				758	W	05CTZ	15A DEPT
				758	W	05CTZ01	ACCESSORY REPAIR
				125	W	33CTZ12	SHUTTLE RIDE
03/22/07	271756	10980	440	125	W	05CTZ	15A DEPT
03/01/07	270671	10682	669	911	C	90CTZ	REPAIR TO ESTIMATE

SERVICE SALESPERSON NO. 622 ANTHONY D ORTIZ

VEHICLE ID NO. 1GNFC13J47R[redacted]

[redacted]

PASADENA, CA [redacted]

[redacted]

YEAR / MAKE / MODEL: 07/CHEVROLET TRUCK/TAHOE/1500 4DR

STOCK NO. 42119 | LICENSE NO. [redacted] | R.O. NO. 274304

CUSTOMER NO. 18538 | SERVICE CONTRACT | DELIVERY DATE 09/09/06 | DELIVERY MILES 6,274 | SELLING DEALER NO. | R.O. DATE 05/16/07

COLOR GOLD/DK TITAN/LT | CONTRACT NO. | EXPIRATION DATE | EXPIRATION MILES | TAG NO. 7808

TURBO | M / MC CTZZ | AIR COND. | P.S. | TRANS | MILEAGE 13,434 | ADVISOR NO. 440 | PRODUCTION DATE 02/01/06

TIME RECEIVED 11:01am

ORIGINAL ESTIMATE $ | REVISED EST. $ ① DATE | TIME AM PM | PHONE | AUTH. BY | ☐ PHONE ☐ IN PERSON

BAZARDOUS WASTE DISPOSAL ESTIMATE $ | REVISED EST. $ ② DATE | TIME AM PM | PHONE | AUTH. BY | ☐ PHONE ☐ IN PERSON

ESTIMATES DO NOT INCLUDE SALES TAX

DATE / TIME PROMISED 05/16/07 06:00pm | PRIORITY 3

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

I hereby authorize the repair work to be done along with the necessary material, and hereby grant your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. Subject to conditions on reverse side of this contract.

CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF.

SIGNED AND RECEIPTED X

APPOINTMENT ☐ Yes ☒ No

Advisor: JEFF D MARSHALL

SAVE OLD PARTS ☐ YES - ☐ NO

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO / MI	TOTAL
01CTZ-EMM/TBSVC	BG EM/TB SERVICE	MI	0.00

RECOMMENDATIONS

5-16-07

AUTH. NO.

CONTACT

RENTAL DAYS

TOTAL AUTH. $

DED.

B.A.R. LICENSE # AM 136715 EPA # CAD 028904332

LABOR INSTRUCTIONS

JOB		T	LTG	TU
4	W * 05CTZ10 RADIO AND SOUND CUSTOMER STATES WHILE DRIVING WHILE PLAYING F/M STATION S CUSTOMER HEAR A BUZZING/STATIC TYPE SOUND AT TIMES Can not Dup AT THIS Time	758		
5	W * 33CTZ12 SHUTTLE RIDE CUSTOMER REQUEST SHUTTLE RIDE.			

(2) W Rental Car Due To Customer Had To Return To Work on Cruise Control

on for 1 day service owner ok 3 days

LABOR LIMITED WARRANTY 4,000 MILES OR 90 DAYS WHICHEVER OCCURS FIRST.
VALID ONLY IF VEHICLE IS RETURNED TO OUR SERVICE DEPT. FOR ADJUSTMENTS.

CMEDA FORM SA-JRCE 800-559-FORM • TO REORDER ☎ 1-800-559-3878
03/26/2008 16:00 FAX 096/119 004174

274304

274304

TEAM
CHEVROLET HUMMER HYUNDAI

3003 E. COLORADO BLVD. P.O. BOX 5020
PASADENA, CALIFORNIA 91107-3869
PHONE (626) 449-3333

SERVICE HOURS
MONDAY THRU FRIDAY 7:00 A.M. TO 6:00 P.M.
NO CARS RELEASED AFTER CLOSING

www.pasadenachevrolet.com
www.pasadenahummer.com

0901J274304

STATE REG# BAR - RMD

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
03/28/07	272022	11412	440	763	I	01CTZ01	LUBE OIL AND FILTER
				758	W	05CTZ	15A DEPT
				758	W	05CTZ01	ACCESSORY REPAIR
03/22/07	271756	10980	440	125	W	33CTZ12	SHUTTLE RIDE
03/01/07	270671	10682	669	125	W	05CTZ	15A DEPT
				911	C	90CTZ	REPAIR TO ESTIMATE

SERVICE SALESPERSON NO. 622 ANTHONY D ORTIZ

VEHICLE ID NO. 1GNEC13J47R[redacted]
YEAR / MAKE / MODEL 07/CHEVROLET TRUCK/TAHOE/1500 4DR
STOCK NO. 42119
LICENSE NO. [redacted]
R. O. NO. 274304

[redacted]
PASADENA, CA [redacted]

CUSTOMER NO. 18538
SERVICE CONTRACT
DELIVERY DATE 09/09/06
DELIVERY MILES 6,274
SELLING DEALER NO.
R. O. DATE 05/16/07

COLOR GOLD/DK TITAN/LT
CONTRACT NO.
EXPIRATION DATE
EXPIRATION MILES
TAG NO. 7849

TURBO | M / MC CTZZ | AIR COND. | P.S. | TRANS | MILEAGE 13,434 | ADVISOR NO. 440 | PRODUCTION DATE 02/01/06

TIME RECEIVED 11:01am

ORIGINAL ESTIMATE $
REVISED EST. $ ① DATE TIME AM PM PHONE AUTH. BY ☐ PHONE ☐ IN PERSON
HAZARDOUS WASTE DISPOSAL ESTIMATE $
REVISED EST. $ ② DATE TIME AM PM PHONE AUTH. BY ☐ PHONE ☐ IN PERSON

ESTIMATES DO NOT INCLUDE SALES TAX

DATE / TIME PROMISED 05/21/07 06:00pm
PRIORITY 3

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

I hereby authorize the repair work to be done along with the necessary material, and hereby grant your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. Subject to conditions on reverse side of this contract.

CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF.

SIGNED AND RECEIPTED X

SAVE OLD PARTS ☐ YES - ☐ NO

APPOINTMENT ☐ Yes ☒ No

Advisor: JEFF D MARSHALL

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO / MI	TOTAL
01CTZ-EMM/TBSVC	BG EM/TB SERVICE		0.00

RECOMMENDATIONS

AUTH. NO.

CONTACT

RENTAL DAYS

TOTAL AUTH. $

DED.

B.A.R. LICENSE # AM 136715 EPA # CAD 028904332

LABOR INSTRUCTIONS

JOB	LABOR INSTRUCTIONS	T	LTG	TU
6 +	W * 33CTZ03 RENTAL POLICY RENTAL CAR DUE DUE TO EXTREME DIAGNOSS FOR RADIO & ALSO DUE TO CUSTOMER HAD TO RETURN FOR REPAIRS OKAY PER CHRIS			
7 +	W 32CTZ01 ACCESSORY REPAIR CUSTOMER STATES THAT BOTH FRONT BUMPER CAPS AT WHERE THEY MEET FRONT FENDERS KEEP POPPING OUT			
8 +	W 32CTZ02 ACCESSORY REPAIR CUSTOMER STATES BOTH REAR BUMPER CAPS THAT MEET WITH REAR QUARTER PANELS KEEP POPPING OUT			

LABOR LIMITED WARRANTY 4,000 MILES OR 90 DAYS WHICHEVER OCCURS FIRST. VALID ONLY IF VEHICLE IS RETURNED TO OUR SERVICE DEPT. FOR ADJUSTMENTS.

CMCDA FORM SOURCE 800-559-FORM • TO REORDER ☎ 1-800-559-9976
004174
03/26/2008 16:00 FAX 097/119

TEAM AUTOMOTIVE

SERVICE ADVISOR: _____ HAT# _____

VIN# 135751 LICENSE # _____

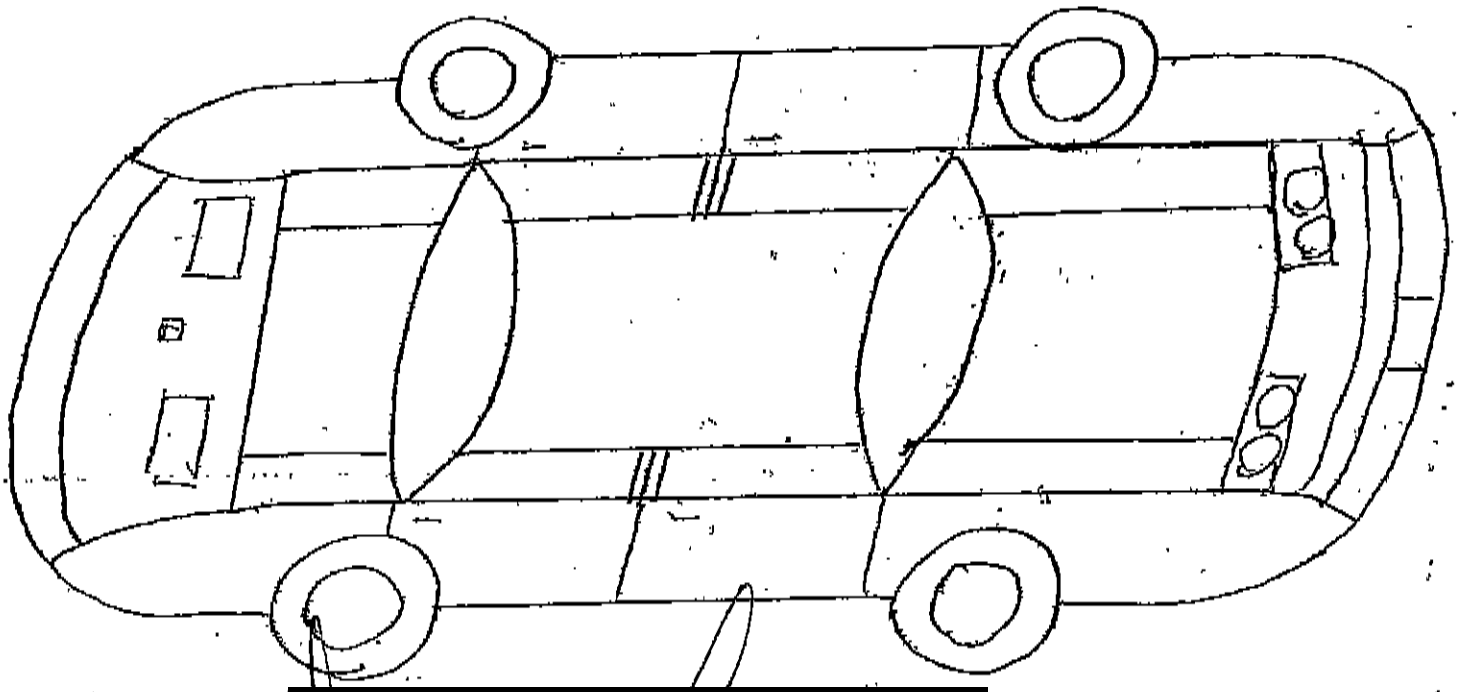
55 POINT INSPECTION: YES ___ NO ___ MILEAGE 13 424

CUSTOMER NAME: _____

ADDRESS: _____

HOME PHONE: _____ BUSINESS PHONE: _____

CUSTOMER CONCERNS: _____



COMMENTS: [redacted]

N 04:43PM 5/23/07
UT 10:32AM 5/21/07

24-HOUR DAY

NIT 1
NIT # 325YH9
IC# 5WUP846
ODEL YUKO
OLOR BRONZE
N 9828
UT 9767
1GKFK13077R338365

[redacted]
PASADENA CA [redacted] 32V2
RENTAL TYPE D SOURCE C20652 - 041

RENTER
[redacted]
PASADENA CA [redacted]
LOCAL:
(H) [redacted]

DR. LICENSE XXXX1078
STATE CA EXPIRE 5/02/08
DOB 5/02/75 HT WT
EYES HAIR
S.S.#
EMPLOYER

BILL TO Y CUST # C20652
TEAM CHEVROLET-32V2
ATTN: JEFF**
[redacted]
PASADENA CA
[redacted] [redacted]

ADDITIONAL DRIVER
NO OTHER DRIVER PERMITTED

PERMISSION TO LEAVE STATE
YES NO X

CUSTOMER SIGNATURE ON FILE

PAYMENT INFORMATION
AMOUNT PD.BY TYPE DATE AUTH

JOB NO. 274304	
ACCOUNT	AMOUNT
246	131.00
APPR.	

CLOSED TICKET PAYMENT INFO

RENTAL AGREEMENT
D791303
PAGE 1 OF 1

SUMMARY OF CHARGES
DAY = 24 HOUR PERIOD
MILES
NO CHARGE
200 MI FREE/DA

2 DAYS	@	43.42	86.84
SPECIAL	@	47.11	47.11
SALES TAX%		8.25	11.05

TOTAL CHARGES 145.00

DEPOSITS
REFUND

BILL TO CUST C20652 131.00 ~~145.00~~

OPENED BY #242C2 JACQUELINE L PORT
CLOSED BY #3453X KEITH T CREAGER

OK PER Keith CHANGE AMOUNT.
5-29-07

CLAIM INFO
POL/CLAIM/PO#

RO# [redacted]
INSURED

LOSS DATE
THEFT ACCIDENT

TYPE CAR

SHOP TEAM CHEVROL
PHONE 626-449-3333
NAME

CTWS274304

TEAM CHEVROLET
PASADENA, CALIFORNIA
www.teamchevyolds.com

03 E. COLORADO BLVD. P.O. BOX E
PASADENA, CALIFORNIA 91107-3869
PHONE (626) 449-3333

B.A.R. LICENSE # AM 136715
EPA # CAD 028904332

SERVICE - PARTS HOURS
MONDAY THRU FRIDAY 7:30 A.M. TO 5:30 P.M.

0901ICTWS274304

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
18538	JEFF D MARSHALL 440	7849	05/30/07	CTWS274304
[redacted]	LABOR RATE / [redacted]	MILEAGE 13,434	COLOR GOLD/DK TIT	STOCK NO. 42119
PASADENA, CA [redacted]	YEAR / MAKE / MODEL 07/CHEVROLET TRUCK/TAHOE/1500 4DR		DELIVERY DATE 09/09/06	DELIVERY MILES 6,274
	VEHICLE I.D. NO. 1 G N F C 1 3 J 4 7 R [redacted]		SELLING DEALER NO.	PRODUCTION DATE 02/01/06
[redacted]	P. T. E. NO. / P. O. NO.		R. O. DATE 05/16/07	
	COMMENTS			

WARRANTY CLAIM DETAIL TOTALS----------

CLAIM#.....	TOTAL....
274304	420.78
CLAIM TOTALS	420.78

APPROVED BY SIGNATURE

DCS AUDIT SLIP----------

DCS DATA FILE: GMGMWF.458
05/30/2007 WARRANTY NEW CLAIM
0905

RO NUMBER	RO DATE	VIN	DIV	DEALER	ODOMETER	SERVICE ADVISOR #
274304	05/16/2007	1GNFC13J47R[redacted]	3	20654	13434	XXX-XX-5304

CUST[redacted]
LAST[redacted]

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
1	01		OJ	1	15861245	11.03	6C	R1240	.7			59.82
LN-TOT:		70.85	TECH SSN: XXX-XX-0757		AUTH CODE:				AUTH. AUTHOR.:			
2	02		OG	1	15900724	54.89	4N	C4350	.6			51.27
LN-TOT:		106.16	TECH SSN: XXX-XX-0757		AUTH CODE:				AUTH. AUTHOR.:			
3	03		OP	1	15900730	61.50	6C	C4351	.6			51.27
LN-TOT:		112.77	TECH SSN: XXX-XX-0757		AUTH CODE:				AUTH. AUTHOR.:			
4	06		MJ				98	Z7903			131.00	
LN-TOT:		131.00	TECH SSN: XXX-XX-3913		AUTH CODE: G				AUTH. AUTHOR.: 0090			

COMMENTS: VIN # 1GKFK13077R[redacted]

R.O. TOTAL: 420.78

800 Cell

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.
WARRANTY COPY-W [END OF INVOICE] 09:06am

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ERAINTINVE 6F603612 (08/01)

CTWS272022

TEAM CHEVROLET
PASADENA, CALIFORNIA

www.teamchevyolds.com

3003 E. COLORADO BLVD. P.O. BOX 20
PASADENA, CALIFORNIA 91107-3869
PHONE (626) 449-3333

B.A.R. LICENSE # AM 136715
EPA # CAD 028904332

SERVICE - PARTS HOURS
MONDAY THRU FRIDAY 7:30 A.M. TO 5:30 P.M.

0901|CTWS272022

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
18538	JEFF D MARSHALL 440	7213	03/29/07	CTWS272022
[redacted]	LABOR RATE / [redacted]	MILEAGE 11,412	COLOR GOLD/DK TIT	STOCK NO. 42119
PASADENA, CA [redacted]	YEAR / MAKE / MODEL 07/CHEVROLET TRUCK/TAHOE/1500 4DR		DELIVERY DATE 09/09/06	DELIVERY MILES 6,274
	VEHICLE I.D. NO. 1 G N F C 1 3 J 4 7 R [redacted]		SELLING DEALER NO.	PRODUCTION DATE 02/01/06
[redacted]	P. T. E. NO.	P. O. NO.	P. O. DATE 03/28/07	
	COMMENTS			

JOB# 2 CHARGES----------

LABOR----------

J#2|05CTZ|[illegible]|05A DERT|[illegible]|HOURS|[illegible]|TECH(S)|758|[illegible]

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
758	03/28/07	15.20	15.50	0.00	0.00	FINISHED
758	03/28/07	17.00	17.00	0.00	0.00	FINISHED
758	03/28/07	0.00	0.00	0.00		FINISHED
		TOTAL TECH TIME		0.00	0.00	

CUSTOMER STATES AT TIMES AFTER VEHICLE IS SHUT OFF HEAR A
CLICKING TYPE NOSIE COMING FROM RADIO AREA LIKE A C/D DISC
S LIKE CDS AR SWITCHING OVER IN A SIX DISC PLAYER
NORMAL NOISE FOR THIS RADIO

JOB# 3 CHARGES----------

LABOR----------

J#3|05CTZ01|[illegible]|ACCESSORY REPAIR|[illegible]|HOURS|[illegible]|0.20|TECH(S)|758|[illegible]

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
758	03/28/07	15.20	15.50	0.00	0.00	FINISHED
758	03/28/07	17.00	17.00	0.00	0.00	FINISHED
758	03/28/07	0.00	0.00	0.00	0.20	FINISHED
		TOTAL TECH TIME		0.00	0.20	

CUSTOMER STATES THE OUSIDE SEALING STRIP ON R/R DOOR IS COMI
NG APART INSTALL SPECIAL ORDER PART SEE R.O. 271756
BROKEN SEAL RIGHT REAR SEALING STRIP
R&R RIGHT REAR SEALING STRIP

PARTS------	QTY---	FP-NUMBER----------	DESCRIPTION--------	U/COST--	E/COST--	U/PRICE	
	1	15938033	S/STR 16.183	34.35	34.35	48.09	48.09
			COST TOTAL		34.35		
					TOTAL - PARTS		48.09

JOB# 3 TOTALS----------

LABOR	17.09
PARTS	48.09
JOB# 3 JOURNAL PREFIX CTWS JOB# 3 TOTAL	65.18

JOB# 4 CHARGES----------

LABOR----------

J#4|05CTZ02|[illegible]|SHUTTLE RIDE|[illegible]|HOURS|[illegible]|TECH(S)|125|[illegible]

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
125	03/29/07	0.00	0.00	0.00	0.00	ENTERED IN INVOICING
		TOTAL TECH TIME		0.00	0.00	

CUSTOMER REQUEST SHUTTLE RIDE.
03-28-07 X1
CHUTTLE

R/O TAX	0.00
R/O TOTALS	65.18

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.
WARRANTY COPY-W

[CONTINUED ON NEXT PAGE] 10:34am

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CTCS272022

TEAM CHEVROLET
PASADENA, CALIFORNIA
www.teamchevyolds.com

003 E. COLORADO BLVD. P.O. BOX 0
PASADENA, CALIFORNIA 91107-3869
PHONE (626) 449-3333

B.A.R. LICENSE # AM 136715
EPA # CAD 028904332

SERVICE - PARTS HOURS
MONDAY THRU FRIDAY 7:30 A.M. TO 5:30 P.M.

0901ICTCS272022

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
18538	JEFF D MARSHALL 440	7213	03/28/07	CTCS272022

[redacted]
PASADENA, CA [redacted]

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
	[redacted]	11,412	GOLD/DK TIT	42119

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
07/CHEVROLET TRUCK/TAHOE/1500 4DR	09/09/06	6,274

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1 G N F C 1 3 J 4 7 R [redacted]		02/01/06

F. T. E. NO.	P. O. NO.	R. O. DATE
		03/28/07

COMMENTS

[redacted]

JOB# 1 CHARGES

LABOR
J# 1 01CTZ01 LUBE OIL AND FILTER TECH(S):1019 763 INTERNAL
CUST.STATES PERFORM 3,000 MILE OR 3 MONTH INTERVAL
PREVENTIVE MAINT.
SERVICE RECOMMENDED BASED ON TIME OR MILEAGE
SERVICE COMPLETED AS PER CUSTOMER REQUEST.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	89017524	FILTER 1.836		INTERNAL
				TOTAL - PARTS	0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX CTCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR
J# 2 05CTZ 15A DEPT TECH(S):758 WARRANTY
CUSTOMER STATES AT TIMES AFTER VEHICLE IS SHUT OFF HEAR A
CLICKING TYPE NOSIE COMING FROM RADIO AREA LIKE A C/D DISC
S LIKE CDS AR SWITCHING OVER IN A SIX DISC PLAYER
NORMAL NOISE FOR THIS RADIO

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX CTCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR
J# 3 05CTZ01 ACCESSORY REPAIR TECH(S):758 WARRANTY
CUSTOMER STATES THE OUSIDE SEALING STRIP ON R/R DOOR IS COMI
NG APART INSTALL SPECIAL ORDER PART SEE R.O. 271756
BROKEN SEAL RIGHT REAR SEALING STRIP
R&R RIGHT REAR SEALING STRIP

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	15938033	S/STR 16.183		WARRANTY
				TOTAL - PARTS	0.00

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX CTCS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES

LABOR
J# 4 33CTZ12 SHUTTLE RIDE TECH(S) WARRANTY
CUSTOMER REQUEST SHUTTLE RIDE.

3-28-07 [illegible] 72910

JOB# 4 TOTALS

JOB# 4 JOURNAL PREFIX CTCS JOB# 4 TOTAL 0.00

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

FILE COPY
[CONTINUED ON NEXT PAGE] 05:31pm

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BRAINTINVE BP603812 (08/01)

CTWS272022

TEAM CHEVROLET
PASADENA, CALIFORNIA
www.teamchevyolds.com

3003 E. COLORADO BLVD. P.O. BOX 20
PASADENA, CALIFORNIA 91107-3869
PHONE (626) 449-3333

B.A.R. LICENSE # AM 136715
EPA # CAD 028904332

SERVICE - PARTS HOURS
MONDAY THRU FRIDAY 7:30 A.M. TO 5:30 P.M.

0901ICTWS272022

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
18538	JEFF D MARSHALL 440	7213	03/29/07	CTWS272022

[redacted]
PASADENA, CA[redacted]

[redacted]

LABOR RATE	[redacted]	MILEAGE	COLOR	STOCK NO.
		11,412	GOLD/DK TIT	42119

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
07/CHEVROLET TRUCK/TAHOE/1500 4DR	09/09/06	6,274

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1GNFC13J47R[redacted]		02/01/06

F. T. E. NO.	P. O. NO.	R. O. DATE
		03/28/07

COMMENTS

WARRANTY CLAIM DETAIL TOTALS----------

CLAIM#.....	TOTAL....
272022	65.18
CLAIM TOTALS	65.18

APPROVED BY SIGNATURE

DCS AUDIT SLIP----------

DCS DATA FILE: GMGMWF.669
03/29/2007 WARRANTY NEW CLAIM
1034

RO NUMBER	RO DATE	VIN	DIV	DEALER	ODOMETER	SERVICE ADVISOR #
272022	03/28/2007	1GNFC13J47R[redacted]	3	20654	11412	XXX-XX-5304

[redacted]

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
1	03		OG	1	15938033	48.09	1D	C0330	.2			17.09

LN-TOT: 65.18 TECH SSN: XXX-XX-0757 AUTH CODE: AUTH. AUTHOR.:

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
2	04		MJ				98	Z7910			5.00	

LN-TOT: 5.00 TECH SSN: XXX-XX-3913 AUTH CODE: AUTH. AUTHOR.:

R.O. TOTAL: 70.18

783

403

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.
WARRANTY COPY-W [END OF INVOICE] 10:34am

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BRAINTINVS BF003613 (09/01)

CTCS272022

TEAM CHEVROLET
PASADENA, CALIFORNIA
www.teamchevyolds.com

3003 E. COLORADO BLVD., P.O. BOX 20
PASADENA, CALIFORNIA 91107-3869
PHONE (626) 449-3333

B.A.R. LICENSE # AM 136715
EPA # CAD 026904332

SERVICE - PARTS HOURS
MONDAY THRU FRIDAY 7:30 A.M. TO 5:30 P.M.

0901ICTCS272022

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
18538	JEFF D MARSHALL 440	7213	03/28/07	CTCS272022
[redacted]	LABOR RATE / LICENSE NO. [redacted]	MILEAGE 11,412	COLOR GOLD/DK TIT	STOCK NO. 42119
PASADENA, CA [redacted]	YEAR / MAKE / MODEL 07/CHEVROLET TRUCK/TAHOE/1500 4DR		DELIVERY DATE 09/09/06	DELIVERY MILES 6,274
	VEHICLE I.D. NO. 1GNFC13J47R [redacted]		SELLING DEALER NO.	PRODUCTION DATE 02/01/06
[redacted]	P. T. E. NO. / P. O. NO.		R. O. DATE 03/28/07	
	COMMENTS			

ESTIMATE----------
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $1.00 (+TAX)
TOTALS----------

****** NEW HOURS ******

EFFECTIVE NOVEMBER 1, 2006

SERVICE AND PARTS DEPARTMENTS ARE NOW
OPEN ON SATURDAYS FROM 8:00 AM TO 2:00 PM

OPEN SATURDAYS !!! OPEN SATURDAYS !!!

(WE WILL NO LONGER BE OPEN LATE THURSDAY EVES)

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**

PARTS DESIGNATED WITH AN ASTERISK (*) INDICATE LIMITED
LIFETIME SERVICE GUARANTEE FOR CUSTOMER PAY REPAIRS

CUSTOMER SIGNATURE

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.
FILE COPY [END OF INVOICE] 05:31pm

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BRAINTINVE SF603012 (05/01)

272022

272022

TEAM

CHEVROLET HUMMER HYUNDAI

3003 E. COLORADO BLVD. P.O. BOX 5020
PASADENA, CALIFORNIA 91107-3869
PHONE (626) 449-3333

SERVICE HOURS
MONDAY THRU FRIDAY 7:00 A.M. TO 6:00 P.M.
NO CARS RELEASED AFTER CLOSING

www.pasadenachevrolet.com
www.pasadenahummer.com

0901J272022

STATE REG# BAR – RM13

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
03/22/07	271756	10980	440	125	W	05CTZ	15A DEPT
03/01/07	270671	10682	669	911	C	90CTZ	REPAIR TO ESTIMATE
02/20/07	270217	10682	669	911	C	90CTZ70	MERCURY INS
				996	C	90CTZ02	PAINT WORK
10/11/06	264094	6538	440	125	I	33CTZ	SUBLET
				714	W	05CTZ01	ACCESSORY REPAIR

SERVICE SALESPERSON NO. 622 ANTHONY D ORTIZ

VEHICLE ID NO. 1GNFC13047R[redacted]

YEAR / MAKE / MODEL 07/CHEVROLET TRUCK/TAHOE/1500 4DR

STOCK NO. 42119

LICENSE NO. [redacted]

R. O. NO. 272022

CUSTOMER NO. 18538

SERVICE CONTRACT

DELIVERY DATE 09/09/06

DELIVERY MILES 6,274

R. O. DATE 03/28/07

PASADENA, CA[redacted]

COLOR GOLD/DK TITAN/LT

CONTRACT NO.

EXPIRATION DATE

EXPIRATION MILES

TAG NO. 3

TURBO M / MC CTZZ

AIR COND.

P.S.

TRANS.

MILEAGE 11,412

ADVISOR NO. 440

PRODUCTION DATE 02/01/06

TIME RECEIVED 11:08am

ORIGINAL ESTIMATE $

REVISED EST. $ ① DATE TIME AM PM PHONE AUTH. BY ☐ PHONE ☐ IN PERSON

REVISED EST. $ ② DATE TIME AM PM PHONE AUTH. BY ☐ PHONE ☐ IN PERSON

ESTIMATES DO NOT INCLUDE SALES TAX

DATE / TIME PROMISED 03/28/07 03:00pm

PRIORITY 2

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

I hereby authorize the repair work to be done along with the necessary material, and hereby grant your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. Subject to conditions on reverse side of this contract.

CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF.

SIGNED AND RECEIPTED X

SAVE OLD PARTS ☐ YES - ☐ NO

APPOINTMENT ☐ Yes ☒ No

Advisor: JEFF D MARSHALL

JOB

LABOR INSTRUCTIONS

[redacted] W 05CTZ01 ACCESSORY REPAIR

[redacted]USTOMER STATES THE OUSIDE SEALING STRIP ON R/R DOOR IS COMI[redacted]G APART INSTALL SPECIAL ORDER PART SEE R.O. 271756

T	LTG	TU
758	C0330	.2

1 Broken RT Rear seal strip

R+R RT Rear seal strip

[redacted] W 33CTZ12 SHUTTLE RIDE

CUSTOMER REQUEST SHUTTLE RIDE.

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO / MI	TOTAL

RECOMMENDATIONS:

AUTH. NO.

CONTACT

RENTAL DAYS

TOTAL AUTH. $

DED.

B.A.R. LICENSE # AM 136715 EPA # CAD 028904332

LABOR LIMITED WARRANTY 4,000 MILES OR 90 DAYS WHICHEVER OCCURS FIRST.
VALID ONLY IF VEHICLE IS RETURNED TO OUR SERVICE DEPT. FOR ADJUSTMENTS.

CMCDA FORM SOURCE 800-659-FORM • TO REORDER ☎ 1-800-589-8578 004174
03/26/2008 16:02 FAX 105/119

272022

272022

TEAM

CHEVROLET HUMMER HYUNDAI

3003 E. COLORADO BLVD. P.O. BOX 5020
PASADENA, CALIFORNIA 91107-3869
PHONE (626) 449-3333

SERVICE HOURS
MONDAY THRU FRIDAY 7:00 A.M. TO 6:00 P.M.
NO CARS RELEASED AFTER CLOSING

www.pasadenachevrolet.com
www.pasadenahummer.com

0901J272022

STATE REG# BAR - RM13

SERVICE HISTORY

13575

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
03/22/07	271756	10980	440	125	W	05CTZ	15A DEPT
03/01/07	270671	10682	669	911	C	90CTZ	REPAIR TO ESTIMATE
02/20/07	270217	10682	669	911	C	90CTZ70	MERCURY INS
				996	C	90CTZ02	PAINT WORK
10/11/06	264094	6538	440	125	L	83CTZ	SUBLET
				714	W	05CTZ01	ACCESSORY REPAIR

SERVICE SALESPERSON NO. 622 ANTHONY D ORTIZ

VEHICLE ID NO. 1GNFC13J47R[redacted]

YEAR / MAKE / MODEL 07/CHEVROLET TRUCK/TAHOE/1500 4DR

STOCK NO. 42119 | LICENSE NO. [redacted] | R. O. NO. 272022

CUSTOMER NO. 18538 | SERVICE CONTRACT | DELIVERY DATE 09/09/06 | DELIVERY MILES 6,274 | SELLING DEALER NO. | R. O. DATE 03/28/07

PASADENA, CA [redacted]

COLOR GOLD/DK TITAN/LT | CONTRACT NO. | EXPIRATION DATE | EXPIRATION MILES | TAG NO. 37213

TURBO | M / MC CTZZ | AIR COND. | P.S. | TRANS | MILEAGE 11,412 | ADVISOR NO. 440 | PRODUCTION DATE 02/01/06

[redacted]

TIME RECEIVED 11:08am

ORIGINAL ESTIMATE $ | REVISED EST. $ ① DATE | TIME | AM PM | PHONE | AUTH. BY | ☐ PHONE ☐ IN PERSON

REVISED EST. $ ② DATE | TIME | AM PM | PHONE | AUTH. BY | ☐ PHONE ☐ IN PERSON

ESTIMATES DO NOT INCLUDE SALES TAX

03/28/07 03:00pm | PRIORITY 2

APPOINTMENT ☐ Yes ☒ No

Advisor: JEFF D MARSHALL

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

I hereby authorize the repair work to be done along with the necessary material, and hereby grant your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. Subject to conditions on reverse side of this contract.

CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF.

SIGNED AND RECEIPTED X

SAVE OLD PARTS ☐ YES - ☐ NO

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO / MI	TOTAL

RECOMMENDATIONS:

AUTH. NO.

CONTACT

RENTAL DAYS

TOTAL AUTH. $

DED.

B.A.R. LICENSE # AM 136715 EPA # CAD 028904332

JOB LABOR INSTRUCTIONS

ORIGINAL CUSTOMER ESTIMATE: TOTAL 1.00

X [redacted]

1 [redacted] 01CTZ01 LUBE OIL AND FILTER 1619

CUST.STATES PERFORM 3,000 MILE OR 3 MONTH INTERVAL PREVENTIVE MAINT.

2 W 05CTZ 15A DEPT

CUSTOMER STATES AT TIMES AFTER VEHICLE IS SHUT OFF HEAR A CLICKING TYPE NOSIE COMING FROM RADIO AREA LIKE A C/D DISC S LIKE CDS AR SWITCHING OVER IN A SIX DISC PLAYER

Downed operation per GM Tech-assistance

T	LTG	TU
		3

LABOR LIMITED WARRANTY 4,000 MILES OR 90 DAYS WHICHEVER OCCURS FIRST. VALID ONLY IF VEHICLE IS RETURNED TO OUR SERVICE DEPT. FOR ADJUSTMENTS.

(CONTINUED ON NEXT PAGE)

CMCDA FORM SOURCE 800-669-FORM • TO REORDER ☎ 1-800-559-3676 004174
03/26/2008 16:02 FAX 106/119

TEAM AUTOMOTIVE

2/4

SERVICE ADVISOR: 4/10 HAT# 7013

VIN# [redacted] LICENSE # 5RCF559

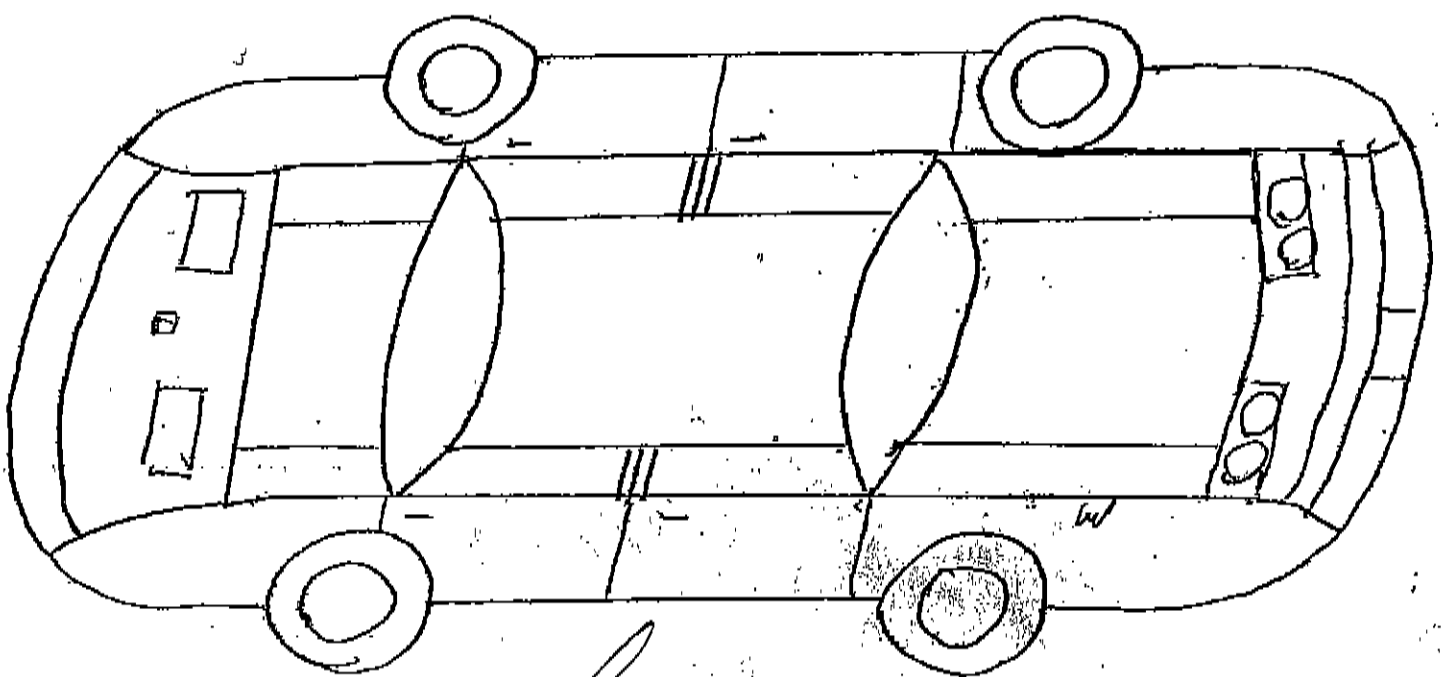
55 POINT INSPECTION: YES ___ NO ___ MILEAGE 11412

CUSTOMER NAME: _____

ADDRESS: _____

HOME PHONE: _____ BUSINESS PHONE: _____

CUSTOMER CONCERNS: _____



COMMENTS: _____

03/26/2007 SPECIAL ORDER RECEIPTS 2004
15:23:27 FROM 03/26/2007 TO 03/26/2007 BRANCH TEAM CHEV-OLDS-GEO PAGE 1

ADVISOR/NAME TRNSDATE	SHIPPER#	PART# / DESCRIPTION	QTY	CUST#	CNAME	PHONE#	SORD	INV#
JEFF D MARSHALL								
03/26/2007	15939033	S/STR 16.183	1	16538	[redacted]		1	R0271756-1

CTCS271756

TEAM CHEVROLET
PASADENA, CALIFORNIA
www.teamchevyolds.com

3003 E. COLORADO BLVD. P.O. BOX 20
PASADENA, CALIFORNIA 91107-3869
PHONE (626) 449-3333

B.A.R. LICENSE # AM 136715
EPA # CAD 028904332

SERVICE - PARTS HOURS
MONDAY THRU FRIDAY 7:30 A.M. TO 5:30 P.M.

0901|CTCS271756

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
18538	JEFF D MARSHALL 440	F	03/22/07	CTCS271756
[redacted]	LABOR RATE / LICENSE NO. [redacted]	MILEAGE 10,980	COLOR GOLD/DK TIT	STOCK NO. 42119
PASADENA, CA [redacted]	YEAR / MAKE / MODEL 07/CHEVROLET TRUCK/TAHOE/1500 4DR		DELIVERY DATE 09/09/06	DELIVERY MILES 6,274
	VEHICLE I.D. NO. 1 G N F C 1 3 J 4 7 R [redacted]		SELLING DEALER NO.	PRODUCTION DATE 02/01/06
[redacted]	F. T. E. NO. / P. O. NO.		R. O. DATE 03/22/07	
	COMMENTS			

JOB# 1 CHARGES----------

LABOR----------
JOB# 1 05CTZ 15A DERT TECH CS 125758 WARRANTY
CUSTOMER STATES R/R OUTSIDE WINDOW SEALING STRIP IS COMING
APART NEED TO SPECIAL ORDER
SPO SEEAL STRIPP FOR R/R WINDOW

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
	0		15938033	S/STR 16.183		WARRANTY

PART ON SPECIAL ORDER
** QUANTITY 1 IS SPECIAL ORDERED **

TOTAL - PARTS 0.00

JOB# 1 TOTALS----------

JOB# 1 JOURNAL PREFIX CTCS JOB# 1 TOTAL 0.00

ESTIMATE----------
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $1.00 (+TAX)

TOTALS----------

****** NEW HOURS ******

EFFECTIVE NOVEMBER 1, 2006

SERVICE AND PARTS DEPARTMENTS ARE NOW
OPEN ON SATURDAYS FROM 8:00 AM TO 2:00 PM

OPEN SATURDAYS !!! OPEN SATURDAYS !!!

(WE WILL NO LONGER BE OPEN LATE THURSDAY EVES)

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**

PARTS DESIGNATED WITH AN ASTERISK (*) INDICATE LIMITED
LIFETIME SERVICE GUARANTEE FOR CUSTOMER PAY REPAIRS

CUSTOMER SIGNATURE

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.
FILE COPY [END OF INVOICE] 05:25pm

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SPRAINTINVR SP600312 (08/01)

CTWS271756

TEAM CHEVROLET
PASADENA, CALIFORNIA
www.teamchevyolds.com

3003 E. COLORADO BLVD. P.O. BOX 20
PASADENA, CALIFORNIA 91107-3869
PHONE (626) 449-3333

B.A.R. LICENSE # AM 136715
EPA # CAD 028904332

SERVICE - PARTS HOURS
MONDAY THRU FRIDAY 7:30 A.M. TO 5:30 P.M.

0901CTWS271756

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
18538	JEFF D MARSHALL 440	F	03/23/07	CTWS271756
[redacted] PASADENA, CA [redacted]	LABOR RATE [redacted]	MILEAGE 10,980	COLOR GOLD/DK TIT	STOCK NO. 42119
	YEAR / MAKE / MODEL 07/CHEVROLET TRUCK/TAHOE/1500 4DR		DELIVERY DATE 09/09/06	DELIVERY MILES 6,274
	VEHICLE I.D. NO. 1 G N F C 1 3 J 4 7 R [redacted]		SELLING DEALER NO.	PRODUCTION DATE 02/01/06
	F. T. E. NO.	P. O. NO.	R. O. DATE 03/22/07	
	COMMENTS			

JOB# 1 CHARGES----------

LABOR----------

[illegible] 15A DEPT [illegible] HOURS [illegible] TECH [illegible] 125 758 [illegible]

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
125	03/22/07	0.00	0.00	0.00	0.00	ENTERED IN INVOICING
758	03/22/07	17.30	17.30	0.00	0.00	FINISHED
		TOTAL TECH TIME		0.00	0.00	

CUSTOMER STATES R/R OUTSIDE WINDOW SEALING STRIP IS COMING
APART NEED TO SPECIAL ORDER
SPO SEEAL STRIPP FOR R/R WINDOW

PARTS------QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
0	15938033	S/STR 16.183	34.35	0.00	48.09	0.00
	** QUANTITY 1 IS SPECIAL ORDERED **					
					TOTAL - PARTS	0.00

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.
WARRANTY COPY-W [END OF INVOICE] 12:12pm

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ERAINTINVC BR603512 (08/01)

CTWS271756

TEAM CHEVROLET
PASADENA, CALIFORNIA
www.teamchevyolds.com

3003 E. COLORADO BLVD. P.O. BOX 20
PASADENA, CALIFORNIA 91107-3869
PHONE (626) 449-3333

B.A.R. LICENSE # AM 136715
EPA # CAD 028904332

SERVICE - PARTS HOURS
MONDAY THRU FRIDAY 7:30 A.M. TO 5:30 P.M.

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
18538	JEFF D MARSHALL 440	F	03/23/07	CTWS271756

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
	[redacted]	10,980	GOLD/DK TIT	42119

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
07/CHEVROLET TRUCK/TAHOE/1500 4DR	09/09/06	6,274

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1 G N F C 1 3 J 4 7 R [redacted]		02/01/06

P. T. E. NO.	P. O. NO.	R. O. DATE
		03/22/07

COMMENTS

[redacted]
PASADENA, CA [redacted]
[redacted]

JOB# 1 CHARGES----------

LABOR----------

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
125	03/22/07	0.00	0.00	0.00	0.00	ENTERED IN INVOICING
758	03/22/07	17.30	17.30	0.00	0.00	FINISHED
		TOTAL TECH TIME		0.00	0.00	

CUSTOMER STATES R/R OUTSIDE WINDOW SEALING STRIP IS COMING
APART NEED TO SPECIAL ORDER
SPO SEEAL STRIPP FOR R/R WINDOW

PARTS------QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
0	15938033	S/STR 16.183	34.35	0.00	48.09	0.00
	** QUANTITY 1 IS SPECIAL ORDERED **					
				TOTAL - PARTS		0.00

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.
FILE COPY-W [END OF INVOICE] 12:12pm

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(RAINTINVB 07/02/2013 (00/01)

271756

271756

TEAM

CHEVROLET HUMMER HYUNDAI

3003 E. COLORADO BLVD. P.O. BOX 5020
PASADENA, CALIFORNIA 91107-3869
PHONE (626) 449-3333

SERVICE HOURS
MONDAY THRU FRIDAY 7:00 A.M. TO 6:00 P.M.
NO CARS RELEASED AFTER CLOSING

www.pasadenachevrolet.com
www.pasadenahummer.com

B.A.R. LIC. # AM136715 EPA # CAD 026904332
0901J271756

STATE REG# BAR – RM13

SERVICE HISTORY

13575

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
03/01/07	270671	10682	669	911	C	90CTZ	REPAIR TO ESTIMATE
02/20/07	270217	10682	669	911	C	90CTZ70	MERCURY INS
				996	C	90CTZ02	PAINT WORK
10/11/06	264094	6538	440	125	I	33CTZ	SUBLET
				714	W	05CTZ01	ACCESSORY REPAIR
				714	W	05CTZ	15A DEPT

SERVICE SALESPERSON NO. 622 ANTHONY D ORTIZ

VEHICLE ID NO. 1GNFC13J47R[redacted]

[redacted]

PASADENA, CA [redacted]

[redacted]

TIME RECEIVED 04:43pm

DATE / TIME PROMISED 03/23/07 03:54pm PRIORITY 3

APPOINTMENT [ ] Yes [X] No

Advisor: JEFF D MARSHALL

YEAR / MAKE / MODEL: 07/CHEVROLET TRUCK/TAHOE/1500 4DR

STOCK NO. 42119

LICENSE NO. [redacted]

R. O. NO. 271756

CUSTOMER NO. 18538

SERVICE CONTRACT

DELIVERY DATE 09/09/06

DELIVERY MILES 6,274

SELLING DEALER NO.

R. O. DATE 03/22/07

COLOR GOLD/DK TITAN/LT

CONTRACT NO.

EXPIRATION DATE

EXPIRATION MILES

TAG NO. F

TURBO | MY MC CTZZ | AIR COND | P.S. | TRANS | MILEAGE 10,980

ADVISOR NO. 440

PRODUCTION DATE 02/01/06

ORIGINAL ESTIMATE $ | REVISED EST. $ | DATE | TIME AM PM | PHONE | AUTH. BY | ☐ PHONE ☐ IN PERSON

REVISED EST. $ | DATE | TIME AM PM | PHONE | AUTH. BY | ☐ PHONE ☐ IN PERSON

ESTIMATES DO NOT INCLUDE SALES TAX

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

I hereby authorize the repair work to be done along with the necessary material, and hereby grant your employees permission to [redacted] on streets, highways, or elsewhere for the purpose of testing and [redacted] side of this contract.

SIGN [redacted] EDGES RECEIPT OF A COPY HEREOF.

SAVE OLD PARTS ☐ YES - ☐ NO

JOB

LABOR INSTRUCTIONS

ORIGINAL CUSTOMER ESTIMATE TOTAL 1.00

X

I W 05CTZ 15A DEPT

CUSTOMER STATES R/R OUTSIDE WINDOW SEALING STRIP IS COMING APART NEED TO SPECIAL ORDER

T	LTG	TU
368		N/C
	SOP	

SPO Part Close out

Vehicle TS Cond

LABOR LIMITED WARRANTY 4,000 MILES OR 90 DAYS WHICHEVER OCCURS FIRST. VALID ONLY IF VEHICLE IS RETURNED TO OUR SERVICE DEPT. FOR ADJUSTMENTS.

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO / MI	TOTAL

RECOMMENDATIONS:

AUTH. NO.

CONTACT

RENTAL DAYS

TOTAL AUTH. $

DED.

B.A.R. LICENSE # AM 136715 EPA # CAD 026904332

CMCDA FORM SOURCE 800-558-FORM • TO REORDER ☎ 1-800-559-36

004174

271756

TECH COPY

03/26/2008 16:03 FAX 112/119

TEAM AUTOMOTIVE

SERVICE ADVISOR: _____ HAT# _____

VIN# _____ [redacted] LICENSE # _____

55 POINT INSPECTION: YES ___ NO ___ MILEAGE 10980

CUSTOMER NAME: _____

ADDRESS: _____

HOME PHONE: _____ BUSINESS PHONE: _____

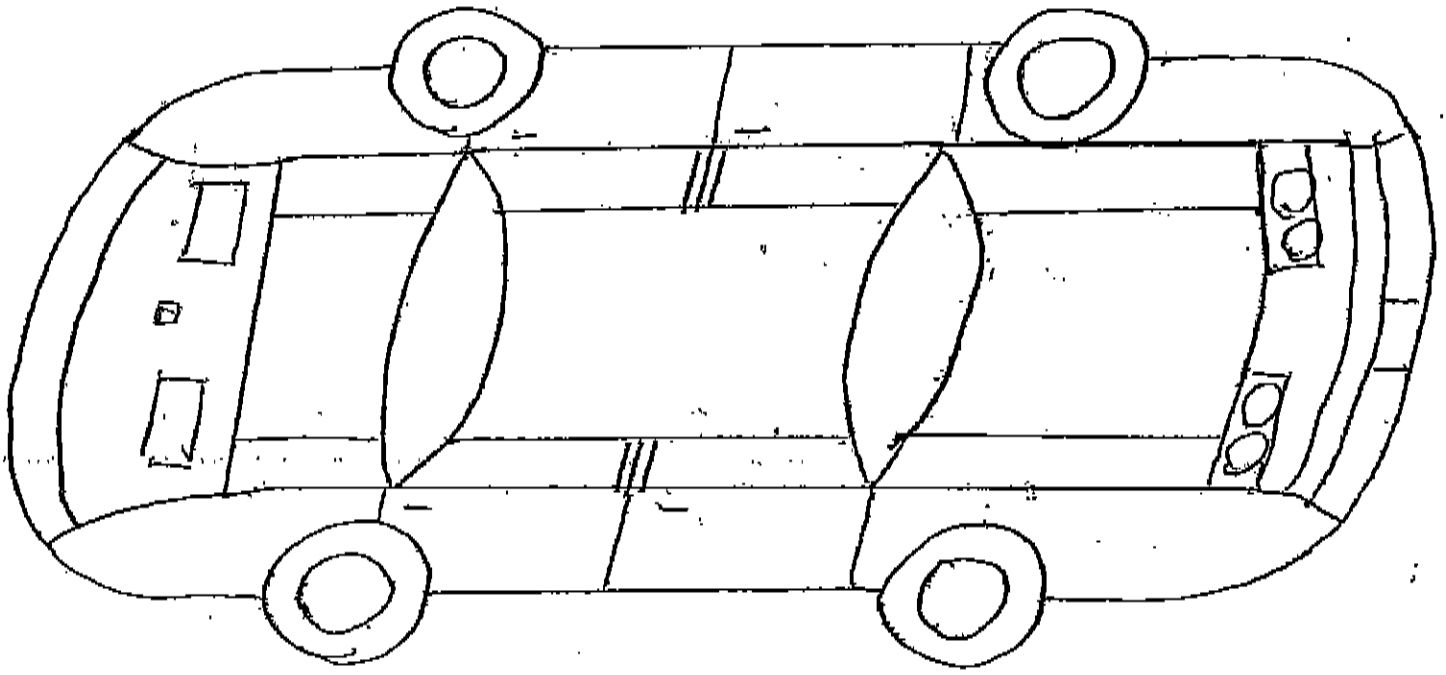
CUSTOMER CONCERNS: _____

SEAL STAND

B/A Carnets Mounting

TMC-ELECTRIC@HOTMAIL.COM

MIKE CELL # (626) 826-7454



COMMENTS:

CTCS264094

TEAM CHEVROLET
PASADENA, CALIFORNIA
www.teamchevyolds.com

3003 E. COLORADO BLVD. P.O. BOX 020
PASADENA, CALIFORNIA 91107-3869
PHONE (626) 449-3333

B.A.R. LICENSE # AM 136715
EPA # CAD 028904332

SERVICE - PARTS HOURS
MONDAY THRU FRIDAY 7:30 A.M. TO 5:30 P.M.

0101ICTCS264094

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
59162	JEFF D MARSHALL 440	T201	10/12/06	CTCS264094

	LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
[redacted]			6,538	SILV BIRCH	42119

	YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
PASADENA, CA [redacted]	07/CHEVROLET TRUCK/TAHOE/1500 4DR	09/09/06	6,274

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1 G N F C 1 3 J 4 7 R [redacted]		

F. T. E. NO.	P. O. NO.	R. O. DATE
		10/11/06

[redacted] COMMENTS

JOB# 1 CHARGES----------

LABOR----------

[redacted]
CUSTOMER STATES THE R/R TIRE HAS A NAIL IN LOSING AIR
PRESSURE
SUBLET OUT CROWN CITY TO REPAIR TIRE & REPROGRAM

SUBLET-----PO#--------VEND INV#-INV.DATE-DESCRIPTION----------

82661	04238	10/11/06	CROWN CITY TIRE	INTERNAL
			TOTAL - SUBLET	0.00

JOB# 1 TOTALS----------

JOB# 1 JOURNAL PREFIX CTCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES----------

LABOR----------

[redacted] WARRANTY
CUSTOMER STATES THE INFORMATION PANEL FOR TIRE PRESSURE
READING IS INOP NOT READING PROPER AIR PRESSURE READS
R/F TIRE LOW AIR PRESSURE
RESET TIRE PRESSURE MONITOR.

JOB# 2 TOTALS----------

JOB# 2 JOURNAL PREFIX CTCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES----------

LABOR----------

[redacted] WARRANTY
CUSTOMER STATES THE BACK UP ASSIST IS NOT WORKING PROPERLY
WHEN PUTTING THE VEHICLE IN REVERSE DOES NOT KEEP BEEPING
WHEN GETTING CLOSER TO AN OBJECT
NO DTCS.CHECKED OPERATION.LESS THAN 11 INCHES AWAY ,CHIME
SOUNDS CONTINUOSLY.OPERATING NORMAL.

JOB# 3 TOTALS----------

JOB# 3 JOURNAL PREFIX CTCS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES----------

LABOR----------

[redacted] WARRANTY
CUSTOMER REQUEST SHUTTLE RIDE.

JOB# 4 TOTALS----------

JOB# 4 JOURNAL PREFIX CTCS JOB# 4 TOTAL 0.00

ESTIMATE----------
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $1.00 (+TAX)
COMMENTS----------
CALLED MIKE ON 10/12/06 5:00 P/M LET CUSTOMER KNOW HIOS VEHICLE IS

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.
FILE COPY

[CONTINUED ON NEXT PAGE] 05:14pm

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EMAINTINVR SP003012 (03/01)

CTCS264094

TEAM CHEVROLET
PASADENA, CALIFORNIA
www.teamchevyolds.com

3003 E. COLORADO BLVD. P.O. BOX 020
PASADENA, CALIFORNIA 91107-3869
PHONE (626) 449-3333

B.A.R. LICENSE # AM 136715
EPA # CAD 028904332

SERVICE - PARTS HOURS
MONDAY THRU FRIDAY 7:30 A.M. TO 5:30 P.M.

0101ICTCS264094

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
59162	JEFF D MARSHALL 440	T201	10/12/06	CTCS264094
[redacted]	LABOR RATE / LICENSE NO.	MILEAGE 6,538	COLOR SILV BIRCH	STOCK NO. 42119
PASADENA, CA [redacted]	YEAR / MAKE / MODEL 07/CHEVROLET TRUCK/TAHOE/1500 4DR		DELIVERY DATE 09/09/06	DELIVERY MILES 6,274
	VEHICLE I.D. NO. 1GNFC13J47R[redacted]		SELLING DEALER NO.	PRODUCTION DATE
	P. T. E. NO.	P. O. NO.	R. O. DATE 10/11/06	
RESIDENCE PHONE [redacted]	BUSINESS PHONE	COMMENTS		

COMMENTS----------
READY FOR P/U

TOTALS----------

****** NEW HOURS ******

THURSDAY EVENINGS OPEN UNTIL 9:00 PM

THURSDAY EVENING APPOINTMENTS AVAILABLE
ASK YOUR SERVICE ADVISOR.

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**

PARTS DESIGNATED WITH AN ASTERISK (*) INDICATE LIMITED LIFETIME SERVICE GUARANTEE FOR CUSTOMER PAY REPAIRS

CUSTOMER SIGNATURE

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.
FILE COPY [END OF INVOICE] 06:14pm

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BRAINTINVE BP503512 (08/01)

264094

264094

TEAM
CHEVROLET HUMMER HYUNDAI

3003 E. COLORADO BLVD. P.O. BOX 5020
PASADENA, CALIFORNIA 91107-3869
PHONE (626) 449-3333

SERVICE HOURS
MONDAY THRU FRIDAY 7:00 A.M. TO 6:00 P.M.
NO CARS RELEASED AFTER CLOSING

www.pasadenachevrolet.com
www.pasadenahummer.com

0101J264094

STATE REG# BAR – RM13

13375

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
08/29/06	262056	6262	2611	922		01CTZ 6KSVC	6,000 PREV. MAINT.
02/27/06	253570	95	418	636	W	60CTZ02	PDI Z7000
				640	W	52CTZ01	NEW TRUCK DETAIL

SERVICE SALESPERSON NO. 622 ANTHONY D ORTIZ

VEHICLE ID NO. 1GNFC13J47R[redacted]	YEAR/MAKE/MODEL 07/CHEVROLET TRUCK/TAHOE 1500 4DR		STOCK NO. 42119	LICENSE NO.	R.O. NO. 264094
[redacted]	CUSTOMER NO. 159162	DELIVERY DATE 09/09/06	DELIVERY MILES 6,274	SELLING DEALER NO.	R.O. DATE 10/11/06
PASADENA, CA [redacted]	COLOR SILV BIRCH/MET/DK	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO. T201
MI10	ENGINE CTZZ	MILEAGE 6538	ADVISOR NO. 440	PRODUCTION DATE	
[redacted]	TIME RECEIVED 02:34pm	ORIGINAL ESTIMATE $	DATE / TIME / PHONE	AUTH. BY	☐ PHONE ☐ IN PERSON
		REVISED ESTIMATE $	DATE / TIME / PHONE	AUTH. BY	☐ PHONE ☐ IN PERSON
DATE/TIME PROMISED 10/12/06 01:24pm	PRIORITY 3	ESTIMATES DO NOT INCLUDE SALES TAX			
APPOINTMENT ☐ YES X NO					
ADVISOR JEFF D MARSHALL					

I hereby authorize the repair work to be done along with the necessary material, and hereby grant your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. Subject to conditions on reverse side of this contract.

CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF. SIGNED X

SAVE OLD PARTS ☐ YES ☐ NO

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO / MI	TOTAL

RECOMMENDATIONS:

AUTH. NO.
CONTACT
RENTAL DAYS
TOTAL AUTH. $
DED.

B.A.R. LICENSE # AM 136715 EPA # CAD 028904332

LABOR INSTRUCTIONS

JOB	LABOR INSTRUCTIONS	T	LTG	TU
	[redacted] 200			
1	SUBLET CUSTOMER STATES THE R/R TIRE HAS A NAIL IN LOSING AIR PRESSURE *Cannot 15A B.O. per Tony*			
2	W 05CTZ01 ACCESSORY REPAIR CUSTOMER STATES THE INFORMATION PANEL FOR TIRE PRESSURE READING IS INOP NOT READING PROPER AIR PRESSURE READS R/F TIRE LOW AIR PRESSURE *Reset tire pressure monitor*	014	E0716	3

LABOR LIMITED WARRANTY 4,000 MILES OR 90 DAYS WHICHEVER OCCURS FIRST. VALID ONLY IF VEHICLE IS RETURNED TO OUR SERVICE DEPT. FOR ADJUSTMENTS.

[CONTINUED ON NEXT PAGE]

CMCDA FORM SOURCE 800-559-FORM • TO REORDER 1-800-559-3676 004174

264094

264094

TEAM

CHEVROLET HUMMER HYUNDAI

3003 E. COLORADO BLVD. P.O. BOX 5020
PASADENA, CALIFORNIA 91107-3869
PHONE (626) 449-3333

SERVICE HOURS
MONDAY THRU FRIDAY 7:00 A.M. TO 6:00 P.M.
NO CARS RELEASED AFTER CLOSING

www.pasadenachevrolet.com
www.pasadenahummer.com

0101J264094

STATE REG# BAR - RM13

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
08/29/06	262056	6262	61	922		01CTZ-6KSVC	6,000 PREV.MAINT.
02/27/06	255570	3	438	63C	W	0CTZ02	PDI Z7000
				640	W	52CTZ01	NEW TRUCK DETAIL

SERVICE

SALESPERSON NO. 622 ANTHONY DORTIZ

VEHICLE NO. 1GNEC13147R[redacted]	YEAR/MAKE/MODEL 07 CHEVROLET TRUCK TAHOE 1500 4DR		STOCK NO. 42119	LICENSE NO.	R.O. NO. 264094
[redacted]	CUSTOMER REPRT. [redacted]	SERVICE CONTRACT	DELIVERY DATE 09/09/06	DELIVERY MILES 6,274	SELLING DEALER NO. / R.O. DATE 10/11/06
PASADENA, CA [redacted]	COLOR SILV BIRCH MET/DK	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO. T201
	TRANS. CTZ	AIR CONDI. / PS / PB / PHONE	MILEAGE 6,538	ADVISOR NO. 440	PRODUCTION DATE
RESIDENCE PHONE [redacted]	TIME RECEIVED 02:34pm	ORIGINAL ESTIMATE $	REVISED ESTIMATE $ TO	DATE / TIME AM PM	PHONE / AUTH. BY / ☐ PHONE ☐ IN PERSON
BUSINESS PHONE		HAVE WE WRITTEN ESTIMATE	REVISED ESTIMATE $	DATE / TIME AM PM	PHONE / AUTH. BY / ☐ PHONE ☐ IN PERSON
DATE/TIME PROMISED 10/12/06 01:24pm	PRIORITY 3		ESTIMATES DO NOT INCLUDE SALES TAX		
APPOINTMENT ☐ YES ☐ NO					
Advisor JEFF DMARSHALL			CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF.		SAVE OLD PARTS ☐ YES - ☐ NO

Hereby authorize the repair work to be done along with the necessary material, and hereby grant your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection subject to conditions on reverse side of this contract.

SIGNED AND RECEIPTED X

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO / MI	TOTAL

RECOMMENDATIONS:

AUTH. NO.

CONTACT

RENTAL DAYS

TOTAL AUTH. $

DED.

B.A.R. LICENSE # AM 136715 EPA # CAD 028904332

JOB — LABOR INSTRUCTIONS

T	LTG	TU
DM		4/5

34 W 05CTZ 15A DEPT

CUSTOMER STATES THE BACK UP ASSIST IS NOT WORKING PROPERLY
WHEN PUTTING THE VEHICLE IN REVERSE DOES NOT KEEP BEEPING
WHEN GETTING CLOSER TO AN OBJECT

NO BEEPS less than 18 inches away
the chime sounds continuously operating ok

LABOR LIMITED WARRANTY 4,000 MILES OR 90 DAYS WHICHEVER OCCURS FIRST.
VALID ONLY IF VEHICLE IS RETURNED TO OUR SERVICE DEPT FOR ADJUSTMENTS.

CMCDA FORM SOURCE 800-558-FORM • TO REORDER ☎ 1-800-558-3676
004174
03/26/2008 16:05 FAX 117/118

CTWS264094

TEAM CHEVROLET
PASADENA, CALIFORNIA
www.teamchevyolds.com

3003 E. COLORADO BLVD. P.O. BOX [illegible]20
PASADENA, CALIFORNIA 91107-3869
PHONE (626) 449-3333

B.A.R. LICENSE # AM 136715
EPA # CAD 028904332

SERVICE - PARTS HOURS
MONDAY THRU FRIDAY 7:30 A.M. TO 5:30 P.M.

0101ICTWS264094

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
59162	JEFF D MARSHALL 440	T201	10/13/06	CTWS264094

[redacted]
PASADENA, CA [redacted]

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		6,538	SILV BIRCH	42119

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
07/CHEVROLET TRUCK/TAHOE/1500 4DR	09/09/06	6,274

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1 G N F C 1 3 J 4 7 R [redacted]		

F. T. E. NO.	P. O. NO.	R. O. DATE
		10/11/06

[redacted]

COMMENTS

JOB# 2 CHARGES----------

LABOR----------
[redacted]

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
714	10/11/06	15.20	16.30	0.50	0.00	HOLD AUTHORIZATION
714	10/12/06	15.20	15.20	0.00	0.00	FINISHED
714	10/12/06	0.00	0.00	0.00	0.30	FINISHED
		TOTAL TECH TIME		0.50	0.30	

CUSTOMER STATES THE INFORMATION PANEL FOR TIRE PRESSURE
READING IS INOP NOT READING PROPER AIR PRESSURE READS
R/F TIRE LOW AIR PRESSURE
PER BULLETIN
RESET TIRE PRESSURE MONITOR.

JOB# 2 TOTALS----------

LABOR 24.71

JOB# 2 JOURNAL PREFIX CTWS JOB# 2 TOTAL 24.71

JOB# 3 CHARGES----------

LABOR----------
[redacted]

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
714	10/11/06	15.20	16.30	0.60	0.00	HOLD AUTHORIZATION
714	10/12/06	15.20	15.20	0.00	0.00	FINISHED
714	10/12/06	0.00	0.00	0.00	0.00	FINISHED
		TOTAL TECH TIME		0.60	0.00	

CUSTOMER STATES THE BACK UP ASSIST IS NOT WORKING PROPERLY
WHEN PUTTING THE VEHICLE IN REVERSE DOES NOT KEEP BEEPING
WHEN GETTING CLOSER TO AN OBJECT
NO DTCS.CHECKED OPERATION.LESS THAN 11 INCHES AWAY ,CHIME
SOUNDS CONTINUOSLY.OPERATING NORMAL.

JOB# 4 CHARGES----------

LABOR----------
[redacted]

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
125	10/12/06	0.00	0.00	0.00	0.00	ENTERED IN INVOICING
		TOTAL TECH TIME		0.00	0.00	

CUSTOMER REQUEST SHUTTLE RIDE.

COMMENTS----------
CALLED MIKE ON 10/12/06 5:00 P/M LET CUSTOMER KNOW HIOS VEHICLE IS
READY FOR P/U

R/O TAX 0.00
R/O TOTALS 24.71

WARRANTY CLAIM DETAIL TOTALS----------

CLAIM#..... TOTAL....

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.
WARRANTY COPY-W

[CONTINUED ON NEXT PAGE] 02:07pm

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CTWS264094

TEAM CHEVROLET
PASADENA, CALIFORNIA
www.teamchevyolds.com

3003 E. COLORADO BLVD. P.O. BOX 20
PASADENA, CALIFORNIA 91107-3869
PHONE (626) 449-3333

SERVICE - PARTS HOURS
MONDAY THRU FRIDAY 7:30 A.M. TO 5:30 P.M.

B.A.R. LICENSE # AM 136715
EPA # CAD 028904332

0101ICTWS264094

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
59162	JEFF D MARSHALL 440	T201	10/13/06	CTWS264094
[redacted] PASADENA, CA [redacted]	LABOR RATE / LICENSE NO. / MILEAGE 6,538		COLOR SILV BIRCH	STOCK NO. 42119
	YEAR / MAKE / MODEL 07/CHEVROLET TRUCK/TAHOE/1500 4DR		DELIVERY DATE 09/09/06	DELIVERY MILES 6,274
	VEHICLE I.D. NO. 1GNFC13J47R[redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO. / P. O. NO.		R. O. DATE 10/11/06	
[redacted]	COMMENTS			

WARRANTY CLAIM DETAIL TOTALS----------

CLAIM#.....	TOTAL....
264094	24.71
CLAIM TOTALS	24.71

APPROVED BY SIGNATURE

DCS AUDIT SLIP----------

DCS DATA FILE: GMGMWF.336
10/13/2006 WARRANTY NEW CLAIM
1332

RO NUMBER	RO DATE	VIN	DIV	DEALER	ODOMETER	SERVICE ADVISOR #
264094	10/11/2006	1GNFC13J47R[redacted]	3	20654	6538	XXX-XX-5304

[redacted]

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
1	02		WG				93	E0716	.3			24.71

LN-TOT: 24.71 TECH SSN: XXX-XX-6027 AUTH CODE: AUTH. AUTHOR.:

R.O. TOTAL: 24.71

[redacted]

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.
WARRANTY COPY-W [END OF INVOICE] 02:07pm

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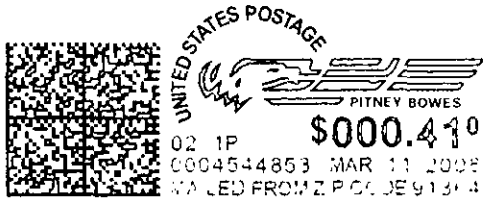
BRAINTINVE B9603810 (08/01)

Daniel Carnevale
Law Office of Robert L. Starr
23277 Ventura Blvd
Woodland Hills, CA 91364



MAR 17 2008

General Motors
Legal Department
P.O. Box 33172
Detroit, Michigan 48232

48232+3172

The Law Office Of
ROBERT L. STARR
23277 Ventura Blvd
Woodland Hills, CA 91364
Telephone (818) 225-9040
Facsimile (818) 225-9042

March 11, 2008

General Motors
Legal Department
P.O. Box 33172
Detroit, Michigan 48232

RE:	**My Client**	:	[redacted]
	Vehicle	:	**2007 Cheverolet Tahoe**
	Vehicle Vin #	:	**1GNFC13J47R**[redacted]
	Complaint	:	**Multiple mechanical problems qualifying vehicle for repurchase pursuant to the California Civil Code Section 1793.2 and the California Civil Code Section 1793.22**

Dear General Motors:

Please be advised that I have been retained as the attorney of record to represent Mr.[redacted] in regards to his claims against Chevrolet pursuant to the California Civil Code Section 1793.2 and the California Civil Code Section 1793.22.

At this time this office requests that Chevrolet repurchase Mr.Manukian's vehicle in compliance with California Law. Please contact me upon your receipt of this letter so that we may discuss this matter further. Thank you.

Sincerely,

Robert L. Starr, Esq.

General Motors Corporation
Business Resource Center
PO Box 33170
Detroit, MI 48232-5170

VIA FAX ONLY

April 8, 2008

Robert Starr, Esq.
The Law Office of Robert L. Starr
23277 Ventura Blvd
Woodland Hills, CA 91364-1002

RE: [redacted]
Service Request: 71-612955853
2007 Chevrolet Tahoe
Vehicle Identification Number: 1GNFC13J47R[redacted]
Customer Relationship Specialist: Yvonne Ritchie

Dear Mr. Starr:

Regarding the above case, General Motors Corporation would like to make the following repurchase offer on your client's 2007 Chevrolet Tahoe for all defendants. This offer is contingent upon receipt of a copy of the current registration (valid for at least 30 days beyond the date this letter is signed by your client) to show proof of ownership.

General Motors Corporation requires a vehicle inspection be performed at a General Motors dealership prior to the issuance of any funds. The vehicle inspection will take place at the selling dealership. The vehicle must be without any undisclosed damage and/or damage beyond normal wear and tear for the year/mileage of the vehicle. Appropriate repurchase documents will be sent to the selling dealership who will then contact you to arrange an inspection at a mutually agreed date and time. If for some reason the selling dealership is unacceptable to your client, please let us know immediately. Once the inspection has been completed satisfactorily and the necessary documents have been returned, the following repurchase offer will be processed:

Total payments	$ 36,054.76
License/Title/Registration	$ 321.75
Sales Tax	$ 3,002.82
Subtotal:	$ 39,379.33
Less Rebates/Incentives	- $ 1,758.33
Less Usage/Depreciation	- $ 2,508.07
Subtotal:	$ 4,266.40

CHEVROLET BUICK PONTIAC GMC SATURN HUMMER SAAB Cadillac

06/09/2008 14:59 15267972640 TMC ELECTRIC PAGE 01
Received Fax : Jun 09 2008 2:47PM Fax Station : ROBERT STARR p. 1

Attorney's Fees	$ 3,000.00
Repurchase Offer	$ 38,112.93
Total due to attorney and client:	$ 38,112.93

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 calendar days from the date of your acceptance of our offer. All aftermarket items (if applicable) must be present on the vehicle at the point of inspection. Any damages beyond normal wear and tear that is noted during the inspection must be repaired and paid for by your client before proceeding.

General Motors requests you make this offer available to your client at the earliest possible opportunity.

Furthermore, this settlement offer is contingent upon General Motors receiving a completed W-9 containing your Federal Tax ID. Failure to return the W-9 will result in a delay of processing this offer. To assist in ensuring the security of this information, the W-9 form needs to be faxed back to GM separately from all other settlement documents. The W-9 form can be downloaded from the IRS website at www.irs.gov. In addition, the IRS website will provide instructions for completing the W-9.

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. Please refer to the service request number above when calling our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Sincerely,

General Motors Corporation

Attach.

CURRENT VEHICLE MILEAGE: 23,650

[redacted]

Client's Signature

6-6-08

Date

Date

LG0052
V12212007

CHEVROLET BUICK PONTIAC GMC SATURN HUMMER SAAB Cadillac

06/09/2008 14:59 16267972640 TMC ELECTRIC PAGE 03

Received Fax : Jun 09 2008 2:47PM Fax Station : ROBERT STARR p. 3

RELEASE OF CLAIM

1. I, [redacted] (hereinafter referred to as "Releasor(s)"), as buyer of a certain 2007 Chevrolet Tahoe, bearing Vehicle Identification Number 1GNFC13J47R[redacted] (hereinafter referred to as "Vehicle") and in consideration of payment by General Motors Corporation (hereinafter referred to as "GMC") of $ 36,409.33, said payment to be made as outlined below, does for him and each and all of his representatives, heirs, successors and assigns, hereby releases and discharges GMC, its subsidiaries, divisions, officers, representatives, employees, stockholders, authorized dealers, successors and assigns and all other persons, firms or corporations, who are or might be claimed to be liable, of and from any and every claim, demand or right, including but not limited to those for diminution in value, repair costs, or any other economic or non-economic injuries, losses, breach of warranty damages and/or punitive damages, cost of suit and attorney(s) fees resulting or alleged to have resulted from the promotion, use or sale of, or any defect and/or nonconformities in the design or manufacture or assembly in the aforesaid Vehicle, including but not limited to those alleged in or that may be inferred from allegations set forth in any pleading or any claims made by the Releasor(s).

2. As consideration for this Release, and for the payment described above to be tendered in the form of two checks the first, in the amount of $ 35,112.93 made payable to Manouk Manoukian ; the second in the amount of $ 3,000.00, made payable to Law Offices of Robert Starr.

Note: These checks are subject to change if current registration, signed offer letter and signed Release(s) are not received in time for current payoff to be processed. Additionally, a penalty charge will be imposed if conditions are not met as outlined on the original letter. It is also expressly agreed:

(a) That upon receipt of the consideration described above, Releasor(s) will convey clear and unencumbered title of the vehicle to GMC, will execute a limited Power of Attorney in favor of GMC to correct any errors in title, and will execute an Odometer Statement.

(b) In the event the Vehicle is damaged, disabled, driven excessively or destroyed in any manner up to and including after Releasor(s) executes this Release, but before GMC tenders payment of the consideration described above, payment of the consideration above shall be modified as follows:

(i) If the estimated cost of repair of the aforementioned Vehicle is less than the value of said Vehicle, said value to be determined as outlined in Paragraph (iii) below, Releasor(s) shall tender said Vehicle with clear title to GMC upon receipt of $ 36,409.33, less the estimated cost of repair to said Vehicle,

(ii) If the estimated cost of repair of said Vehicle exceeds the value of said Vehicle, said value to be determined as outlined in Paragraph (iii) below, GMC shall make payment of said consideration to Releasor(s) of $ 36,409.33, less said value of said Vehicle, and,

(iii) For purposes of i, ii, and iii, the value of said Vehicle is the average retail value of a 2007 Chevrolet Tahoe as determined by the NADA book, at the time this Release is executed by Releasor(s).

(iv) That the Vehicle shall not exceed 23,000 plus 1,000 miles on the odometer at time of exchange. In the event the Vehicle does exceed the above stated mileage, the payment of the consideration above shall be modified as follows: a reduction of payment of 44.5 cents per mile in excess

Initials: M-M

of the agreed upon mileage. This shall not apply if a delay in the transaction is caused by GMC or its authorized dealer.

(c) That Releasor(s) fully understands that this is a final settlement and disposition of all disputes as to legal liability for and as to the nature and extent of any damages claimed from GMC by Releasor(s);

(d) That neither GMC's payment of the consideration recited above nor the negotiations preliminary to the execution of this Release shall be considered an admission of liability or wrongdoing by GMC to any of the claims or causes of actions alleged in or to be inferred from allegations set forth in the matter indicated above;

(e) That Releasor(s) and his attorneys have reviewed the provisions of this Release and that the contents of this Release have been explained to Releasor(s) by counsel prior to its execution;

(f) That Releasor(s) represents and warrant(s) that he is entitled to give a full and complete release of the claims which are the subject hereof;

(g) That Releasor(s) has not assigned or otherwise transferred any interest in any claims which are the subject hereof;

(h) That Releasor(s) shall not at any time hereafter commence, maintain or prosecute, or cause encourage or advise be commenced, maintained or prosecuted any action, suit, proceeding or claim based in whole or in part upon or arising out of or in any way connected with any of the matters released herein;

(i) That Releasor(s) does hereby for himself, his heirs, executors, administrators, successors and assigns covenant to defend, indemnify and save harmless GMC from any of the claims or causes of actions alleged in or to be inferred from allegations set forth in the matter indicated above;

(j) That no promise, agreement, statement or representation except as expressed in this release has been made to been relied upon by Releasor(s) and that this document of 3 pages contains the entire agreement between Releasor(s) and GMC.

INTENDING TO BE LEGALLY BOUND BY THE TERMS OF THIS RELEASE THE UNDERSIGNED HAS AFFIXED HIS/HER SIGNATURE THIS 9 DAY OF June, 20 08.

The undersigned has carefully read and understands this release and signs it to resolve the claim described above.

CURRENT VEHICLE MILEAGE 23,650 DATE SIGNED: June 19 / 2008

[redacted]

Claimant's Signature

Address

Initials: M.M.

Pasadena CA [redacted]
City, State, Zip Code

City, State, Zip Code

STATE OF CA

COUNTY OF CA

Sworn to (or affirmed) and subscribed before me this 9 day of June, 2008, by Manouk Manoukian

Geri Lynn Rouse
Signature of Notary Public

GERI LYNN ROUSE
Print, type or stamp Commissioned Name of Notary Public

~~Personally Known~~ GLR _____ OR Produced identification ✓

Type of identification Drivers License

My commission expires: July 26, 2010

CC: File
LG0025-T
Rev 05/01/07

GERI LYNN ROUSE
Commission # 1676561
Notary Public - California
Los Angeles County
My Comm. Expires Jul 26, 2010

Initials: M.M.

REGISTRATION VALID FROM

AUTO 05/08/2008 TO 05/08/2009 TYPE 11 [redacted]

VEHICLE IDENTIFICATION NUMBER
1GNFC13J47R[redacted]

BODY TYPE MODEL
UT

DATE ISSUED
04/18/2008

DATE FIRST SOLD
00/00/2006

CLASS
KH

MAKE
CHEV

YR

Yr. Model
2007

TYPE VEH.	MP	AX	WC	UNLADEN/G/CGW	TOTAL FEES PAID
120	G				$252

1900

REGISTERED OWNER

[redacted]
PASADENA CA [redacted]

LIENHOLDER 0

[redacted]

[redacted]

STATE OF CALIFORNIA
DEPARTMENT OF MOTOR VEHICLES
VALIDATED REGISTRATION CARD [redacted]
READ REVERSE SIDE - IMPORTANT INSTRUCTIONS

ATTN: DANNY

per your request —
Total pages 2 Including this page —
FAX: (818) 225-9042

Thank you
(Mike)

[redacted] CALIFORNIA

[redacted]

CERTIFICATE OF TITLE

VEHICLE HISTORY

AUTOMOBILE

VEHICLE ID NUMBER: 1GNFC13J47R[redacted]

YR MODEL: 2007 MAKE: CHEV

PLATE NUMBER: [redacted]

BODY TYPE MODEL: UT

AX UNLADEN WEIGHT

FUEL: G TRANSFER DATE: 12/18/06

FEES PAID: $15

REGISTRATION EXPIRATION DATE: 05/08/2007

YR 1ST SOLD: 2006 CLASS: KH *YR MO: MZ

EQUIPMT/TRUST NUMBER

ISSUE DATE: 12/29/06

MOTORCYCLE ENGINE NUMBER

ODOMETER DATE: 12/18/2006

ODOMETER READING: 8806 MI

ACTUAL MILEAGE

REGISTERED OWNER(S)

[redacted]

PASADENA CA [redacted]

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 [ ][ ][ ][ ][ ] (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 SIGNATURE(S)	DATE	TRANSFEREE/BUYER SIGNATURE(S)
	X		X
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)

2. X _____

Signature releases interest in vehicle. (Company names must be countersigned)

Release Date [redacted]

KEEP IN A SAFE PLACE - VOID IF ALTERED

STRAIGHT-PAYMENT-LEASE REPURCHASE WORKSHEET - BRC COMMON

File Number
71-612955853

Customer Name
[redacted]

Worksheet Filled Out By:
Yvonne R.

☐ Draft-Add question marks beside category (not in dollar fields) to indicate incomplete information

Vehicle VIN:
1GNFC13J47R[redacted]

Date:
April 1, 2008

	USAGE FORMULAS		STRAIGHT REPURCHASE - BASE		PAYMENT (CA, FL & WV) OR LEASE REPURCHASE	
1	To calculate usage:		1 Base Price	$36,054.76	1 Down Pmt / Cap Cost Reduction	
2	Use ONLY one of the 4 methods in this column or		2 Conversion / Upfit cost	$0.00	2 Pmts (includes 1st month if lease)	$0.00
3	follow applicable lemon law formula for your state		3 Reg./Lic./Title Fees	$321.75	3 Reg/Lic/Title Fees (leases only)	$0.00
4			4 State Fees	$0.00	4 Tax (leases only)	$0.00
5	**A. USAGE USING L.L. FORMULA**		5 Aftermarket Items	$0.00	5 Aftermarket Items	$0.00
6	Base Price/Total Repurch Price	$0.00	6 Sales Tax	$3,002.82	6 Other-Explain	$0.00
7	Mileage	0	7 Finance Charges	$0.00	7 Other-Explain	$0.00
8	Denominator	100,000	8 GMPP (* only for WI)	$0.00	8 Other-Explain	$0.00
9	**Usage**	**$0.00**	9 DVM filing fee	$0.00	9 Other-Explain	$0.00
10			10 **Total Purchase Price**	**$39,379.33**	10 **Total Additions**	**$0.00**
11	**B. USAGE - NEGOTIATED**	$0.00	11		11	
12			12 *** Usage/Depreciation**	**$2,508.07**	12 *** Usage/Depreciation**	**$0.00**
13			13 Damage	$0.00	13 Damage	$0.00
14	**C. USAGE USING CENTS/MILE**		14 Late charges	$0.00	14 Late charges	$0.00
15	Mileage	0	15 Over-Allowance	$0.00	15 Over-Allowance	$0.00
16	Cents per mile	$0.000	16 Negative Equity	$0.00	16 Negative Equity	$0.00
17	**Usage**	**$0.00**	17 Incentives/GM crad points	$1,758.33	17 Incentives	$0.00
18			18 Other-Explain	$0.00	18 Sec. Dep. (leases) if reimbursing above	$0.00
19			19 Other-Explain	$0.00	19 Extended Service Contract	$0.00
20	**D. USAGE-CALIFORNIA ONLY**		20 Other-Explain	$0.00	20 Gap Insurance	$0.00
21	Base price section-Used when **NOT** financed.		21 Other-Explain	$0.00	21 Over Mileage Penalty	$0.00
22	**"Actual Price Paid" (Base)**	**$37,621.00**	22 **Total Deductions**	**$4,266.40**	22 **Total Deductions**	**$0.00**
23	Mileage	8,000	23		23	
24	**Usage**	**$2,508.07**	24 **Repurchase Subtotal**	**$35,112.93**	24 **Total Refund to Customer**	**$0.00**
25	**OR**		25 Loan Payoff good thru xx/xx/xx	$0.00	25 Dlr Buyout (lease) or Loan Payoff	$0.00
26	Payment/Lease-Used when financed.		26 **Total Refund to Customer**	**$35,112.93**	26 3/30/2008	
27	**"Actual Price Paid" (Pmt/Lease)**	**$0.00**	27 Attorney's Fees	$3,000.00	27 Attorney's Fees	$0.00
28	Mileage	0	28 **Total Repurchase**	**$38,112.93**	28 **Total Repurchase**	**$0.00**
29	Any ext service contract (CA only)	0	29 NADA (Legal Only)	$31,675.00	29 NADA (Legal Only)	$0.00
30	**Usage**	**$0.00**	30 **Estimated Auction Value**	**$23,439.50**	30 **Estimated Auction Value**	**$0.00**
31			31 **Projected Loss**	**$14,673.43**	31 **Projected Loss**	**$0.00**

PURCHASE PRICE (before t/t/t)	$ 36,054.76	TRADE ALLOWANCE	$ -	PURCHASE PRICE	$ -
MSRP (FROM BARS INVOICE)	$ 43,215.00	PAYOFF OF TRADE	$ -	INCENTIVE* (from BARS)	$ -
DIFFERENCE	$ (7,160.24)	DIFFERENCE	$ -	OVERALLOWANCE	$ -
if positive look for over allowance		if negative=negative equity		ACTUAL PRICE	$ -
		TRADE ALLOWANCE	$ -		
	6/1/08	ACV OF TRADE	$ -	Do not include fuel fill credit	
Authorized Signature	Date	DIFFERENCE	$ -	Include GM card points	
		ACV=actual cash value		Form Rev. 04/28/2006	

General Motors Corporation
Business Resource Center
PO Box 33170
Detroit, MI 48232-5170

VIA FAX ONLY

March 21, 2008

Chris Williams, Service Manager
TEAM CHEVROLET-HUMMER
PO BOX 5020
PASADENA , CA 91117-0020

RE: [redacted]
Service Request: 71-612955853
2007 Chevrolet Tahoe
Vehicle Identification Number: 1GNFC13J47R[redacted]
Research Specialist: Sheila McCarthy

Dear Mr. Williams:

This is a letter of notification regarding a not-in-suit-matter involving the above referenced customer. Please provide us 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 any), the incentives acknowledgement form, and the Actual Cash Value statement of any trade.
- Service and body shop repair orders of all internal, customer pay, and warranty repair orders, (to include front and back as well as technician notes). Also, include any receipts for aftermarket or dealer add-ons.

Please fax them to the number on the fax cover sheet. If there are any fax difficulties or the documents exceed 50 pages, please split the fax and send two or more faxes as appropriate. Phone: 1 866 790-5600 X 11097 FAX: 1 866 255-367

In addition, should you be contacted by another party regarding this matter, you may want to consult your own attorney for further direction. Your cooperation is greatly appreciated. If you have further questions, please contact our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Sincerely,

General Motors Corporation

CHEVROLET

Service Satisfaction Survey

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

_____

_____

_____

Home telephone: [redacted]

Change to: ( ) _____

Please provide us with your preferred email address:

_____

Dissatisfied Customer
[redacted]
Turtle Creek WV
[redacted]

Dear Charles [redacted]

Our records indicate that you had your **2007 Tahoe serviced at Thornhill Superstore, Inc. on April 1, 2008.** 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. If you prefer, you can respond to this survey online by going to www.gmdealershipsurvey.com and entering your personal **User ID:** [redacted] If you choose to respond online, please do not return this survey by mail.

Your timely response is very important to us and will be used to direct the continued efforts toward meeting the highest expectations of our customers. For information on GM's privacy statement, please visit our website at www.gm.com/privacy or call 1-866MYPRIVACY (1-866-697-7482).

Thank you for having your vehicle serviced at Thornhill Superstore, Inc..

Sincerely,

Scott Lawson, General Director
Customer and Relationship Services

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 2007 Tahoe, and return the questionnaire.

**** PLEASE HAVE THE PERSON WHO TOOK THIS VEHICLE IN FOR SERVICE ON APRIL 1, 2008, 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?	☐	☑	☐	☐	☐

	Yes	No	Does Not Apply/Not Required	Don't Know
2. Were services available to you on both an appointment and non-appointment basis?	☐	☐	☐	☑
3. When arriving for service, were you greeted promptly?	☐	☑	☐	

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
4. How satisfied were you that all dealership personnel treated you in a courteous, fair, and professional manner?	☐	☑	☐	☐	☐

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?	☐	☐	☑	☐	☐

	Yes	No	Does Not Apply/Not Required	Don't Know
6. Were you offered transportation options?	☐	☑	☐	☐

	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?	☐	☐	☑	☐	☐	☐

	Yes	No	No Time Promised
8. Was your vehicle ready by the original time promised?	☐	☐	☑

1GNFK13067J[redacted]
[redacted]

2101

Please complete other side

CSI 020730

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?	☐	☐	☑	☐	☐
10. Overall, how satisfied were you with your Service Consultant?	☐	☐	☑	☐	☐

About Service Delivery

11. When you picked your vehicle up, how satisfied were you with:	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
– The time it took to complete the transaction?	☐	☑	☐	☐	☐
– The ease of getting your vehicle?	☐	☑	☐	☐	☐
– The condition in which it was returned?	☐	☑	☐	☐	☐

	Yes	No
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) ordered parts
- ☐ 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?	☐	☐	☑	☐	☐

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

	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?	☑	☑ by mail	☐

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 Thornhill Superstore, Inc.?	☐	☐	☑	☐	☐

	Definitely Would	Probably Would	Might/ Might Not	Probably Not	Definitely Not
17. Would you recommend this dealership for service?	☐	☐	☑	☐	☐

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
18. Overall, how satisfied are you with your 2007 Tahoe?	☐	☐	☐	☐	☑

19. Are you... ☑ Male ☐ Female

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

	Yes	No
21. May we include your name when providing this survey information to your dealership?	☐	☐

22. Do you have any other comments/recommendations about Thornhill Superstore, Inc.?

11 "Problem" Service Visits in 02,03,07 of owning the New 2007 Tahoe. Thornhill would not deal with us making it back in, GM would not acknowledge the trouble as their problem

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

So after ... a dozen GM Vehicles this will be the last. Who would want a new vehicle that has this much trouble.

0299

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 43682-4074

1GNFK13067J[redacted]

2102

[redacted]

CHEVROLET

Customer Assistance Center

Chevrolet Division
General Motors Corporation
P.O. Box 33170
Detroit, MI 48232-5170

PITNEY BOWES

U.S. POSTAGE

1071 PB3563497

5002 $00.41 0 APR 17 2008

5682 MAILED FROM ZIP CODE 48146

APR 2 4 2008

NIXIE 250 1E 1 25 04/22/08

RETURN TO SENDER
ATTEMPTED - NOT KNOWN
UNABLE TO FORWARD

BC: 48232517070 *1190-10395-17-40

FNK

25103-48232-5170

CHEVROLET

Customer Assistance Center

Chevrolet Division
General Motors Corporation
P.O. Box 33170
Detroit, MI 48232-5170

April 16, 2008

[redacted]
HANSFORD, WV [redacted]

CUSTOMER DID NOT RECEIVE THIS LETTER FROM GM.

Service Request: 71-615881743
Customer Relationship Specialist: Mary Jones

Dear Mr. [redacted]

Chevrolet is pleased to provide service coverage for the traction control stabilitrac and the horn on your 2007 Chevrolet Tahoe, Vehicle Identification Number 1GNFK13067J[redacted] This service coverage will commence upon the expiration of the applicable New Vehicle Limited Warranty and will continue until March 4, 2011, or 48,017 miles, whichever occurs first. Chevrolet will make repairs to correct defects related to materials or workmanship occurring during the coverage period specified above.

Chevrolet will not be responsible for conditions arising from tampering, abuse, physical damage, or improper maintenance. This coverage is not transferable to any other vehicle or subsequent owner of your vehicle. Please keep this letter with your Tahoe. 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, 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 Specialists will be happy to assist you.

Sincerely,

Chevrolet Customer Assistance Center

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.

FAX

To: **Local Counsel Check**
Company:
Fax: 18662661792
Phone:

From: **Gregory J Garguilo**
Fax: 248-267-4501
Phone:

NOTES:

658152 Philbrook Settlement Approved

Captaris RightFax

Date and time of transmission: Friday, December 19, 2008 12:00:10 PM
Number of pages including this cover sheet: 05

<mode=fine

This matter has been reviewed and is approved for processing, thank you.

658152 Philbrook Check Request.TIF

Gregory Garguilo (gregory.garguilo@gm.com)
Legal Coordinator
Western Region
General Motors Legal Staff
(512) 386-0772 (Ph)
(248) 267-4501 (Fax)

Bowman and Brooke LLP

2901 North Central Avenue, Suite 1600
Phoenix, AZ 85012
Phone: 602.643.2300
Fax: 602.248.0947
www.bowmanandbrooke.com

Mecqué M. Hess
Direct: 602.643.2423
Email: mecqué.hess@bowmanandbrooke.com

December 18, 2008

VIA FACSIMILE: 248-267-5401

Greg Garguilo
Legal Coordinator
General Motors Legal Staff
7401 East Ben White Blvd.
Austin, TX 78744

Re: [redacted] v. General Motors Corporation
District Court, Clark County, Nevada
Case No. : A568066
Vehicle : 2007 Chevrolet Tahoe
VIN : 1GNFC13J07R[redacted]
GM Legal File No. : 658152
Our File Number : 86027

NOTICE OF CASH SETTLEMENT / CHECK REQUEST

Dear Mr. Garguilo:

Please be advised that the above-referenced matter has settled for a total of $7,251.00, including attorneys' fees and costs. The customer's concerns with the subject vehicle are:

N40 Electrical-Power Window Motor/Switch/Wiring/Regulator (*Loose*)
N41 Electrical-Power Seat Motor/Switch/Wiring Heater (*No Symptom Indicated*)
M40 Steering Wheel/Touch Controls (*Cracked*)
C10 Body-Door Handles/Locks/Hinges (*No Symptom Indicated*)
H21 Brakes-Front Pads/Rotors (*Bent/Warped*)
C40 Trim-Mirrors (Rearview and Vanity) (*Vibration/Balance*)
C32 Trim-Door Trim (*No Symptom Indicated*)
H36 Brakes-Rear Pads/Rotors (*Bent/Warped*)

At your earliest convenience, please forward General Motors Corporation's settlement draft as follows:

1. A check in the amount of $7,251.00 payable to "Christie Philbrook and Krohn & Moss, Ltd." Krohn & Moss' Federal Tax Identification Number is 36-4065555. I have attached IRS Form W9 for Krohn & Moss, Ltd.

Plaintiff:
[redacted]
Las Vegas, NV [redacted]

Plaintiff's Attorney:
Andrea N. Alexander, Esq.
Krohn & Moss, Ltd.
2300 W. Sahara Avenue, Suite 800
Las Vegas, NV 89102
Telephone: 323-988-2400, ext. 232
Facsimile: 866-431-5575
Fed Tax ID: 36-4065555

Concurrent with ordering this check, we are forwarding a Settlement Agreement and Request for Dismissal to plaintiff's counsel. The settlement draft will be retained until such time as we are in receipt of the signed closing documents. Should you have any questions, please do not hesitate to contact me.

Best regards,

BOWMAN AND BROOKE LLP

Mecqué Hess

Mecqué M. Hess
Paralegal

/mmh

Form **W-9**
(Rev. December 1996)
Department of the Treasury
Internal Revenue Service

Request for Taxpayer Identification Number and Certification

Give form to the requester. Do NOT send to the IRS.

Please print or type

Name [redacted] **Specific Instructions** on page 2.)

Business name, if different from above. (See **Specific Instructions** on page 2.)

Check appropriate box: ☐ Individual/Sole proprietor ☐ Corporation ☒ Partnership ☐ Other ▶

Address [redacted]

City, state, and ZIP code Chicago, IL [redacted]

Requester's name and address (optional)

Part I **Taxpayer Identification Number (TIN)**

Enter your TIN in the appropriate box. For individuals, this is your social security number (SSN). However, if you are a resident alien OR a sole proprietor, see the instructions on page 2. For other entities, it is your employer identification number (EIN). If you do not have a number, see **How To Get a TIN** on page 2.

Note: *If the account is in more than one name, see the chart on page 2 for guidelines on whose number to enter.*

Social security number

OR

Employer identification number [redacted]

List account number(s) here (optional)

Part II **For Payees Exempt From Backup Withholding** (See the instructions on page 2.)

▶

Part III **Certification**

Under penalties of perjury, I certify that:

1. The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me), and
2. I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding.

Certification Instructions.—You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the Certification, but you must provide your correct TIN. (See the instructions on page 2.)

Sign Here **Signature ▶** [redacted] **Date ▶**

Purpose of Form.—A person who is required to file an information return with the IRS must get your correct taxpayer identification number (TIN) to report, for example, income paid to you, real estate transactions, mortgage interest you paid, acquisition or abandonment of secured property, cancellation of debt, or contributions you made to an IRA.

Use Form W-9 to give your correct TIN to the person requesting it (the requester) and, when applicable, to:

1. Certify the TIN you are giving is correct (or you are waiting for a number to be issued),

2. Certify you are not subject to backup withholding, or

3. Claim exemption from backup withholding if you are an exempt payee.

Note: *If a requester gives you a form other than a W-9 to request your TIN, you must use the requester's form if it is substantially similar to this Form W-9.*

What Is Backup Withholding?—Persons making certain payments to you must withhold and pay to the IRS 31% of such payments under certain conditions. This is called "backup withholding." Payments that may be subject to backup withholding include interest, dividends, broker and barter exchange transactions, rents, royalties, nonemployee pay, and certain payments from fishing boat operators. Real estate transactions are not subject to backup withholding.

If you give the requester your correct TIN, make the proper certifications, and report all your taxable interest and dividends on your tax return, payments you receive will not be subject to backup withholding. Payments you receive will be subject to backup withholding if:

1. You do not furnish your TIN to the requester, or

2. The IRS tells the requester that you furnished an incorrect TIN, or

3. The IRS tells you that you are subject to backup withholding because you did not report all your interest and dividends on your tax return (for reportable interest and dividends only), or

4. You do not certify to the requester that you are not subject to backup withholding under 3 above (for reportable interest and dividend accounts opened after 1983 only), or

5. You do not certify your TIN when required. See the Part III instructions on page 2 for details.

Certain payees and payments are exempt from backup withholding. See the Part II instructions and the separate **Instructions for the Requester of Form W-9.**

Penalties

Failure To Furnish TIN.—If you fail to furnish your correct TIN to a requester, you are subject to a penalty of $50 for each such failure unless your failure is due to reasonable cause and not to willful neglect.

Civil Penalty for False Information With Respect to Withholding.—If you make a false statement with no reasonable basis that results in no backup withholding, you are subject to a $500 penalty.

Criminal Penalty for Falsifying Information.— Willfully falsifying certifications or affirmations may subject you to criminal penalties including fines and/or imprisonment.

Misuse of TINs.—If the requester discloses or uses TINs in violation of Federal law, the requester may be subject to civil and criminal penalties.

General Motors Corporation
Business Resource Center
PO Box 53170
Detroit, MI 48232-5170

VIA FAX ONLY

April 24, 2008

Joe Triola
VISTA CHEVROLET
5501 DREXEL ST
LAS VEGAS, NV 89130-1619

RE: [redacted]
Service Request: 71-622072436
2007 Chevrolet Tahoe
Vehicle Identification Number: 1GNFC13J07R[redacted]
Customer Relationship Specialist: Matthew Kendrick

Dear Joe Triola:

This is a letter of notification regarding a not-in-suit-matter involving the above referenced customer. Please provide us with copies of all dealer sales and service documents regarding this vehicle. The specific documents needed are:

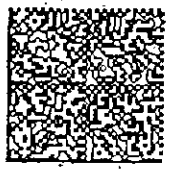
- All sales purchase and finance agreements, including a conversion invoice (if any), the incentives acknowledgement form, the Actual Cash Value statement of any trade, and the Application for Registration of New Vehicle.
- Service and body shop repair orders of all internal, Service File Copies, Accounting copies, customer pay invoices, and warranty repair orders, (to include front and back as well as technician notes). Also, include any receipts for aftermarket or dealer add-ons.

This is a time sensitive legal matter. Please fax them to #866-476-8249. If there are any fax difficulties or the documents exceed 50 pages, please split the fax and send two or more faxes as appropriate.

In addition, should you be contacted by another party regarding this matter, you may want to consult your own attorney for further direction. Your cooperation is greatly appreciated. If you have further questions, please contact me in our Business Resource Center at 1-866-790-5700 ext. 21142, Monday through Friday between 9:00 a.m. and 5:45 p.m., Eastern Time.

Sincerely,
Matthew Kendrick
General Motors Corporation

KROHN & MOSS
CONSUMER LAW CENTER
5055 WILSHIRE BLVD., SUITE 300
LOS ANGELES, CA 90036



UNITED STATES POSTAGE
PITNEY BOWES
02 1P $ 000.41⁰
0002225684 APR 16 2008
MAILED FROM ZIP CODE 90036

APR 21 2008

General Motors Corporation
P.O. Box 33170
Detroit, Michigan 48232-5170

48232+5170

Krohn & Moss, Ltd.

(Arizona, California, Florida, Illinois, Indiana, Minnesota, Missouri, Nevada, Ohio, Wisconsin, Washington, DC)
170 S. Green Valley Pkwy., Suite 280
Henderson, Nevada 89012
www.krohnandmoss.com

Writer's Direct Number
(866) 507-4779 x232
Writer's Direct Facsimile
(866) 211-2806
Writer's Direct E-Mail
jcogburn@consumerlawcenter.com

Writer licensed to practice only in: Nevada

Bar License: 8409

April 16, 2008

General Motors Corporation
P.O. Box 33170
Detroit, Michigan 48232-5170

RE: [redacted]v. General Motors Corporation
Vehicle: 2007 CHEVY TAHOE
VIN: 1GNFC13J07R[redacted]
Our File No.: NO800443V

Dear Sir or Madame:

In connection with the above-referenced matter, please be advised that this office represents the above-named individual regarding claims against your company pursuant to the Federal Magnuson-Moss Warranty Act, the Nevada Lemon Law and/or the Uniform Commercial Code. In this regard, please direct all future contacts and correspondence to our office.

Having been formally notified of our representation, you are instructed not to contact our client under any circumstances. Direct all inquiries to this office. If you fail to act in conformity with this directive, injunctive relief will be sought against you.

Pursuant to NRS 597.600 et seq., you are hereby notified that any settlement made with our client requires payment of our attorneys' fees. If you settle directly with our client and do not make arrangements for payment of our attorneys' fees, we will file suit against you. In addition, you are hereby notified of our attorneys' lien.

There are numerous defects and non-conformities present in our client's automobile for which relief is sought, and numerous attempts to repair the vehicle have been unsuccessful. These defects and non-conformities include, but are not limited to:

1. Defective body/trim as evidenced by the scratched passenger side window, right front door window switch bezel loose, right rear outer bottom window molding keeps popping out will not secure, left rear outer bottom window molding loose will

not secure, left rear outer window molding separating, left mirror vibrates excessively, and power window inoperable at times advise from master or right front;

2. Defective electrical as evidenced by the broken 3rd brake light lens, DVD player freezes up and displays optical error on any and all DVDs, seat heaters inoperable at times, keyless remote weak advise must try several times, and keyless remote inoperable for 90% of all functions;

3. Defective HVAC module as evidenced by the recall;

4. Defective brakes as evidenced by the loud excessive brake squeak all the time, increases when cold, grinding noise applying brakes you can hear and feel, multiple issues with brakes squeaking excessive very loudly, and shimmy vibration when applying brakes at freeway speeds;

5. Defective suspension as evidenced by when turning, rubbing knock from rear over bumps or dips from rear, and when turning and over bumps (speed bumps pulling into driveway) rattling and popping occurs from rear of vehicle at times;

6. Defective interior/trim as evidenced by left inner handle is sharp and peeling, right inner handle sharp and peeling, left master switch bezel separated from panel, left master switch bezel keeps popping up loose, right side steering wheel bezel peeling, left front window rubbing when going up or down, and windows rattle when halfway down;

7. Defective engine at times when cold start vehicle with remote or key, you can hear grinding noise for a couple seconds, occurs only during summer, grinding noise when starting vehicle most noticed on remote start feels possible relation with A/C engaged, and stalled and wouldn't start;

8. Defective transmission as evidenced by truck will only go into v4 when letting off gas pedal, not when traveling with cruise engaged;

9. Defective climate control system as evidenced by AC kicks off at times and control head flashes;

10. Defective engine/electrical as evidenced by left master switch locks and windows inoperable at times unless vehicle turned off and restarted, at times when using remote start, and auto will shut off under two minutes will not stay running;

11. Defective wheels/tires as evidenced by a growl or moan noise from wheel area while driving; and

12. Any additional complaints made by our client, whether or not they are contained in your company's records or on any repair orders.

The defects and non-conformities listed above constitute a substantial impairment of the use, value and/or safety of the vehicle. Additionally, because of these defects and non-

conformities, our client has justifiably lost confidence in the vehicle. Therefore, you are hereby notified that our client is revoking acceptance of this vehicle and has directed me to demand the cancellation of the contracts and the return of all funds paid towards this vehicle, including any trade-in value given, all collateral charges, finance charges and incidental and consequential damages.

To avoid litigation, my client merely requests a refund for the defective vehicle, plus payment of our attorneys' fees pursuant to the fee-shifting provisions of the Nevada Lemon Law and/or Federal Magnuson-Moss Warranty Act. Our attorneys' fees are minimal at this stage and we would prefer to resolve this matter without the need for any more time spent on our part or on the part of your attorneys. A great deal of time, money and effort could be saved by all parties involved with a quick resolution of this claim.

Accordingly, if you wish to resolve this matter amicably, please feel free to contact my office. If the matter has not been resolved within fourteen (14) days from the date of this letter, a lawsuit will be filed.

Sincerely,

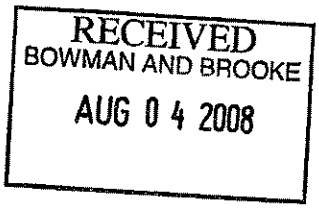
Jamie S. Cogburn
Attorney at Law

JC/ec
cc: [redacted]

CT CORPORATION
A WoltersKluwer Company

Service of Process Transmittal

08/01/2008
CT Log Number 513701527



TO: Negatu Mulla
Bowman & Brooke, LLP
2901 N. Central Avenue, Suite 1600
Phoenix, AZ 85012-2736

RE: **Process Served in Nevada**

FOR: General Motors Corporation (Domestic State: DE)

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

TITLE OF ACTION:	[redacted] Pltf. vs. General Motors Corporation, etc., et al., Dfts.
DOCUMENT(S) SERVED:	Summons, Complaint, Initial Appearance Fee Disclosure
COURT/AGENCY:	District Court, Clark County, Nevada, Clark, NV Case # A568066
NATURE OF ACTION:	Product Liability Litigation - Breach of Warranty - Seeks return of all monies paid for vehicle or in the alternative damages for breach of warranty re purchase on or about May 2, 2006, of a new 2007 Chevrolet Tahoe VIN #1GNFC13J07R[redacted]
ON WHOM PROCESS WAS SERVED:	The Corporation Trust Company of Nevada, Reno, NV
DATE AND HOUR OF SERVICE:	By Process Server on 08/01/2008 at 10:40
APPEARANCE OR ANSWER DUE:	Within 20 days, exclusive of day of service
ATTORNEY(S) / SENDER(S):	Krohn & Moss 2300 West Sahara Avenue Suite 800 Las Vegas, NV 89102 866-507-4779 Ext. 232
ACTION ITEMS:	SOP Papers with Transmittal, via Fed Ex 2 Day , 790554950478 Image SOP - Page(s): 15 Fax Transmittal, Rosemarie Williams 313-665-7572 CC Recipient(s) Rosemarie Williams, via Regular Mail
SIGNED:	The Corporation Trust Company of Nevada
ADDRESS:	6100 Neil Road Suite 500 Reno, NV 89511
TELEPHONE:	775-688-3061

Information displayed on this transmittal is for CT Corporation's record keeping purposes only and is provided to the recipient for quick reference. This information does not constitute a legal opinion as to the nature of action, the amount of damages, the answer date, or any information contained in the documents themselves. Recipient is responsible for interpreting said documents and for taking appropriate action. Signatures on certified mail receipts confirm receipt of package only, not contents.

3. Manufacturer is also in the business of marketing, supplying and selling written warranties to the public at large through a system of authorized dealerships, including Vista Chevrolet, ("Seller").

4. The true names and capacities, whether individual, corporate, associate, or otherwise, of Defendants herein designated as DOES I through X, are unknown to Plaintiff at this time, who therefore sues said Defendants by such fictitious names. Specifically, Plaintiff are informed and believe that the Defendants named as DOE DEFENDANTS are somehow responsible for the acts complained of herein and described more fully *infra*. Plaintiff will seek leave to amend this Complaint to allege their true names and capacities as they are ascertained.

5. This Court has jurisdiction over this matter and venue is proper in that the acts complained of herein were committed by Defendants, and each of them, in CLARK County, Nevada. Jurisdiction and venue are further proper in that this matter arises out of a contract that was entered into in the County of CLARK, State of Nevada.

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2300 West Sahara Ave., Suite 800
Las Vegas, NV 89102
(866) 507-4779 FAX: (866) 211-2806

GENERAL ALLEGATIONS

6. On or about May 2, 2006 Plaintiff purchased from seller a new 2007 Chevrolet Tahoe, manufactured by Manufacturer, Vehicle Identification No. 1GNFC13J07R101127, for valuable consideration.

7. In consideration for the purchase of the vehicle, Manufacturer issued and supplied to Plaintiff several written warranties, including a three (3) year or thirty six thousand (36,000) mile factory warranty, as well as other standard warranties fully outlined in the Manufacturer's Warranty Booklet.

8. On or about May 2, 2006, Plaintiff took possession of the vehicle and shortly thereafter experienced various defects that substantially impair the use, value and/or safety of the vehicle to Plaintiff.

a. Defective body/trim as evidenced by a scratched passenger side window, right front door window switch bezel loose, right rear outer bottom window molding keeps popping out and will not secure, left rear outer bottom window molding is loose and will not secure, left rear outer window molding is separating, left mirror vibrates excessively, and power window inoperable at times;

b. Defective electrical system as evidenced by the broken 3rd brake light lens, DVD player freezes up and displays optical error on any and all DVDs, seat heaters inoperable at times, keyless remote weak, and keyless remote inoperable for 90% of all functions;

c. Defective HVAC module as evidenced by the recall;

d. Defective brakes as evidenced by the loud excessive brake squeak, a grinding noise when applying brakes, and a persistent shimmy and vibration when applying the brakes at freeway speeds;

e. Defective suspension as evidenced by when turning, there is a rubbing knock from the rear when going over bumps or dips, and when turning and going over bumps (speed bumps/pulling into driveway) rattling and popping occurs from rear of vehicle at times;

f. Defective interior/trim as evidenced by left inner handle is sharp and peeling, right inner handle is sharp and peeling, left master switch bezel is separated from the panel, left master switch bezel keeps popping up loose, right side steering wheel bezel is peeling, left front window is rubbing when going up or down, and the windows rattle when halfway down;

g. Defective engine as evidenced by a grinding noise when cold starting the vehicle, a persistent stalling condition and a persistent no start condition;

h. Defective transmission as evidenced by truck will only go into v4 when letting off gas pedal, not when traveling with cruise engaged;

i. Defective climate control system as evidenced by AC kicks off at times and control head flashes;

j. Defective engine/electrical as evidenced by left master switch locks, and windows are inoperable at times unless vehicle turned off and restarted;

k. Defective wheels/tires as evidenced by a growl or moan noise from wheel area while driving; and

l. Any additional complaints made by Plaintiff, whether or not they are contained in Defendant's records or on any repair orders.

9. The defects with the vehicle violate the express written warranties issued to Plaintiff by manufacturer, as well as the implied warranty of merchantability.

10. Plaintiff provided Manufacturer, through Seller and/or other authorized dealers of Manufacturer, sufficient opportunities to repair the vehicle.

11. Manufacturer, through its authorized dealers, was unable and/or failed to repair the vehicle within a reasonable number of attempts.

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12. Accordingly, Plaintiff justifiably lost confidence in the vehicle's reliability and said defects have substantially impaired the value of the vehicle to Plaintiff.

13. Said defects could have not been discovered by Plaintiff prior to Plaintiff' acceptance of the vehicle.

14. As a result of said defects, Plaintiff revoked acceptance of the vehicle in writing on April 16, 2008.

15. At the time of revocation, the vehicle was in substantially the same condition as at delivery except for damage caused by its own defects and ordinary wear and tear.

16. Manufacturer and Seller refused Plaintiff' demand for revocation and have refused to provide Plaintiff with the remedies Plaintiff are entitled upon revocation.

17. The vehicle remains in a defective and unmerchantable condition, and it continues to exhibit the above mentioned defects that substantially impair its use, value and/or safety.

18. Plaintiff have and will continue to be financially damaged due to Manufacturer's failure to comply with the provisions of its express and implied warranties and Seller's refusal to acknowledge Plaintiff' notice of revocation and provide Plaintiff the relief available upon justifiable revocation.

19. Prior to filing this complaint, Plaintiff attempted to submit to Manufacturer's informal dispute resolution program and was unsatisfied with the results therein.

FIRST CLAIM FOR RELIEF

(Breach of Written Warranty Pursuant to the Magnuson-Moss Warranty Act Against Manufacturer)

20. Plaintiff repeats and realleges all prior paragraphs and by this reference incorporates the same herein as though set forth in full.

21. Plaintiff are a purchaser of a consumer product who received the vehicle during the duration of a written warranty period applicable to the Vehicle and who is entitled by the terms of the written warranty to enforce against Manufacturer the obligations of said warranty.

22. Manufacturer is a person engaged in the business of making a consumer product directly available to Plaintiff.

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(866) 507-4779 FAX: (866) 211-2806

23. Seller is an authorized dealership/agent of Manufacturer designed to perform repairs on vehicles under Manufacturer's automobile warranties.

24. The Magnuson-Moss Warranty Act, Chapter 15 U.S.C.A., Section, 2301 et. seq. (hereinafter the "Warranty Act") is applicable to Plaintiff' Complaint in that the Vehicle was manufactured, sold and purchased after July 4, 1975, and costs in excess of ten dollars ($10.00).

25. Plaintiff' purchase of the vehicle was accompanied by written factory warranties for any non-conformities or defects in materials or workmanship, comprising an undertaking in writing in connection with the purchase of the Vehicle to repair the vehicle or take other remedial action free of charge to Plaintiff with respect to the vehicle in the event that the vehicle failed to meet the specifications set forth in said undertaking.

26. Said warranties were the basis of the bargain of the contract between the Plaintiff and Manufacturer for the sale of the vehicle to Plaintiff.

27. Said purchase of Plaintiff' vehicle was induced by, and Plaintiff relied upon, these written warranties.

28. Plaintiff has met all of Plaintiff's obligations and preconditions as provided in the written warranties.

29. As a direct and proximate result of Manufacturer's failure to comply with its express written warranties, Plaintiff has suffered damages in an amount in excess of $10,000, and in accordance with 15 U.S.C. § 2310(d), Plaintiff is entitled to bring suit for such damages and other equitable relief.

30. As a further direct and proximate result of Manufacturer's failure to comply with its express warranties, Plaintiff were required to retain the services of legal counsel, and Plaintiff are entitled to an award of reasonable attorneys' fees.

SECOND CLAIM FOR RELIEF

(Breach of Implied Warranty Pursuant to the Magnuson-Moss Warranty Act Against Manufacturer)

31. Plaintiff repeats and realleges all prior paragraphs and by this reference incorporates the same herein as though set forth in full.

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32. The vehicle purchased by Plaintiff was subject to an implied warranty of merchantability as defined in 15 U.S.C. § 2301(7) running from the Manufacturer to the intended consumer, Plaintiff herein.

33. Manufacturer is a supplier of consumer goods as a person engaged in the business of making a consumer product directly available to Plaintiff.

34. Manufacturer is prohibited from disclaiming or modifying any implied warranty when making a written warranty to the consumer or when Manufacturer has entered into a contract in writing within ninety (90) days of purchase to perform services relating to the maintenance or repair of a motor vehicle.

35. Pursuant to 15 U.S.C. § 2308, Plaintiff' vehicle was impliedly warranted to be substantially free of defects and non-conformities in both material and workmanship, and thereby fit for the ordinary purpose for which the vehicle was intended.

36. The vehicle was warranted to pass without objection in the trade under the contract description and was required to conform to the descriptions of the vehicle contained in the contracts and labels.

37. The above described defects in the vehicle render the vehicle unfit for the ordinary and essential purpose for which it was intended.

38. As a direct and proximate result of the breaches of implied warranty by Manufacturer, Plaintiff has suffered and continues to suffer various damages in an amount in excess of $10,000.00.

39. As a further direct and proximate result of Manufacturer's breaches of implied warranties, Plaintiff were required to retain the services of legal counsel, and Plaintiff is entitled to an award of reasonable attorneys' fees.

THIRD CLAIM FOR RELIEF

(Revocation of Acceptance Pursuant to the Magnuson-Moss Warrant Act Against the Manufacturer)

40. Plaintiff repeats and realleges all prior paragraphs and by this reference incorporates the same herein as though set forth in full.

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Las Vegas, NV 89102
(866) 507-4779 FAX: (866) 211-2806

41. Manufacturer tendered to Plaintiff a vehicle that contains non-conformities and/or defects.

42. The non-conformities and/or defects with the vehicle substantially impair the value of the vehicle to Plaintiff.

43. Plaintiff has attempted to revoke acceptance of the vehicle within a reasonable time.

44. Manufacturer's tender of the vehicle, which contains non-conformities and/or defects which substantially impair the value of the vehicle to Plaintiff, constitutes a violation of 15 U.S.C. §2310(d).

45. As a direct and proximate result of Manufacturer's tender to Plaintiff of a vehicle that contains non-conformities and/or defects, Plaintiff have suffered damages in an amount in excess of $10,000, and Plaintiff are entitled to bring suit for such damages and other equitable relief.

46. As a further direct and proximate result of Manufacturer's tender to Plaintiff of a vehicle that contains non-conformities and/or defects, Plaintiff were required to retain the services of legal counsel, and Plaintiff are entitled to an award of reasonable attorneys' fees.

FOURTH CLAIM FOR RELIEF

(Violation of NRS 597.630 Against Manufacturer)

47. Plaintiff repeats and realleges all prior paragraphs and by this reference incorporates the same herein as though set forth in full.

48. Plaintiff was supplied with a vehicle that contains non-conformities and/or defects.

49. Plaintiff have presented the vehicle to Seller and/or other authorized service dealers of Manufacturer within the term of protection

50. The non-conformities and/or defects in the vehicle substantially impairs the use and/or value of the vehicle to Plaintiff and such non-conformities and/or defects are not the result of abuse, neglect or unauthorized modifications or alterations to the vehicle.

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51. Manufacturer, through Seller and/or other authorized dealerships, have been unable to conform the vehicle to the applicable express or implied warranties by repair or correction within a reasonable number of attempts.

52. Accordingly, Plaintiff are entitled to a refund of the full purchase price of the vehicle, including all collateral charges and finance charges or a replacement vehicle, plus all attorney fees and costs.

53. As a direct and proximate result of Manufacturer's tender to Plaintiff of a vehicle that contains non-conformities and/or defects, Plaintiff have suffered damages in an amount in excess of $10,000, and Plaintiff are entitled to bring suit for such damages and other equitable relief.

54. As a further direct and proximate result of Manufacturer's tender to Plaintiff of a vehicle that contains non-conformities and/or defects, Plaintiff were required to retain the services of legal counsel, and Plaintiff are entitled to an award of reasonable attorneys' fees.

WHEREFORE, Plaintiff prays for Judgment against Manufacturer as follows:

a. Return of all monies paid or in the alternative applicable damages pursuant to §2714 of the Commercial Code, and all incidental and consequential damages incurred;

b. Return of the Vehicle's purchase price and all incidental and consequential damages incurred by Plaintiff;

c. Return of all finance charges incurred by Plaintiff for the vehicle;

d. Reasonable attorneys' fees and costs incurred by Plaintiff; and

. . .

. . .

. . .

KROHN & MOSS
2300 West Sahara Ave., Suite 800
Las Vegas, NV 89102
(866) 507-4779 FAX: (866) 211-2806

e. Such other and further relief that this Court deems just and appropriate.

Dated: July 17, 2008

KROHN & MOSS, LTD.

By:

Andrea N. Alexander
Nevada Bar No.: 7577
KROHN & MOSS, LTD.
5055 Wilshire Blvd. Ste. 300
Los Angeles, CA 90036

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Las Vegas, NV 89102
Ph. (866) 507-4779 ext. 232
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IAFD
Andrea N. Alexander
Nevada Bar No.: 7577
KROHN & MOSS, LTD.
5055 Wilshire Blvd. Ste. 300
Los Angeles, CA 90036

2300 West Sahara Ave., Suite 800
Las Vegas, NV 89102
Ph. (866) 507-4779 ext. 232
Fax (866) 211-2806
Attorneys for Plaintiff

RECEIVED
BOWMAN AND BROOKE
AUG 0 4 2008

FILED
JUL 24 11 34 AM '08
CLERK OF THE COURT

DISTRICT COURT

CLARK COUNTY, NEVADA

CHRISTIE PHILBROOK, an individual; Plaintiff, vs. GENERAL MOTORS CORPORATION, a Foreign Corporation; DOES I through V, inclusive, Defendants.	Case No: A568066 Dept. No.: XXII

Pursuant to NRS Chapter 19, as amended by Senate Bill 106, filing fees are submitted for parties appearing in the above-entitled action as indicated below:

Plaintiff, Christie Philbrook	$148.00
TOTAL REMITTED:	$148.00

KROHN & MOSS
2300 West Sahara Ave., Suite 800
Las Vegas, NV 89102
(866) 507-4779 FAX: (866) 211-2806

Dated this 17th day of July, 2008

KROHN & MOSS LTD.

By: A. Alexander

Andrea Alexander
Nevada Bar No. 7577
KROHN & MOSS, LTD.
5055 Wilshire Blvd. Ste. 300
Los Angeles, CA 90036
Ph. (866) 507-4779 ext. 232
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SUMM
Andrea N. Alexander
Nevada Bar No.: 7577
KROHN & MOSS, LTD.
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Los Angeles, CA 90036

2300 West Sahara Ave., Suite 800
Las Vegas, NV 89102
Ph. (866) 507-4779 ext. 232
Fax (866) 211-2806
Attorneys for Plaintiff

10:40
8-1-08

RECEIVED
BOWMAN AND BROOKE
AUG 04 2008

DISTRICT COURT

CLARK COUNTY, NEVADA

CHRISTIE PHILBROOK, Plaintiff, vs. GENERAL MOTORS CORPORATION. and DOE CORPORATIONS I through V, inclusive, Defendants.	Case No: A568066 Dept. No.: XXII

KROHN & MOSS
2300 West Sahara Ave., Suite 800
Las Vegas, NV 89102
(866) 507-4779 FAX: (866) 211-2806

SUMMONS

NOTICE! YOU HAVE BEEN SUED. THE COURT MAY DECIDE AGAINST YOU WITHOUT YOUR BEING HEARD UNLESS YOU RESPOND WITHIN 20 DAYS. READ THE INFORMATION BELOW.

TO THE DEFENDANT: A civil Complaint has been filed by the Plaintiff against you for the relief set forth in the Complaint.

GENERAL MOTORS CORPORATION

1. If you intend to defend this lawsuit, within 20 days after this Summons is served on you exclusive of the day of service, you must do the following:

a. File with the clerk of this court, whose address is shown below, a formal written response to the Complaint in accordance with the rules of the court.

b. Serve a copy of your response upon the attorney whose name and address is shown below.

2. Unless you respond, your default will be entered upon application of the plaintiff and this Court may enter a judgment against you for the relief demanded in the Complaint, which could result in the taking of money of property or other relief requested in the Complaint.

3. If you intend to seek the advice of an attorney in this matter, you should do so promptly so that your response may be filed in time.

CLERK COURT

TONI AYALA JUL 24 2008

By:_____ Date
DEPUTY CLERK
County Courthouse
200 South Lewis Street
Las Vegas, NV 89101

DISTRICT COURT SEAL

Issued at the direction of:

KROHN & MOSS, LTD.

By: A. Alexander
Andrea N. Alexander
Nevada Bar No.: 7577
KROHN & MOSS, LTD.
5055 Wilshire Blvd. Ste. 300
Los Angeles, CA 90036

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Andrea N. Alexander
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Fax (866) 211-2806
Attorneys for Plaintiff

RECEIVED
BOWMAN AND BROOKE
AUG 0 4 2008

FILED
JUL 24 11 33 AM '08
CLERK OF THE COURT

DISTRICT COURT

CLARK COUNTY, NEVADA

CHRISTIE PHILBROOK, Plaintiff, vs. GENERAL MOTORS CORPORATION., a Foreign Corporation; and DOES I through V, inclusive, Defendants.	Case No: A568066 Dept. No.: XXII **Exempt from Arbitration: Equitable Relief Requested**

COMPLAINT

For her Complaint against the above-stated Defendants, Plaintiff, CHRISTIE PHILBROOK, by and through her attorneys of record, Krohn & Moss, Ltd., hereby complains and alleges as follows:

INTRODUCTION

1. Plaintiff, CHRISTIE PHILBROOK ("Plaintiff"), is, and at all times relevant hereto was, a resident of CLARK County, Nevada.

2. Defendant, GENERAL MOTORS CORPORATION. ("Manufacturer"), is a corporation authorized to do business in the State of Nevada and is engaged in the manufacture, sale, and distribution of motor vehicles and related equipment and services in CLARK County.

. . .

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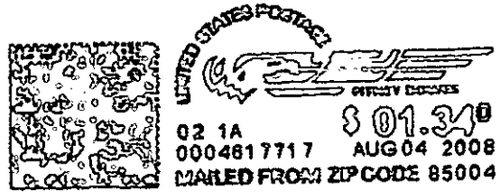
2300 West Sahara Ave., Suite 800
Las Vegas, NV 89102
(866) 507-4779 FAX: (866) 211-2806

FIRST • CLASS



First Class Mail

83604

Bowman and Brooke LLP

2901 North Central Avenue, Suite 1600
Phoenix, AZ 85012

AUG 08 2008

General Motors Corporation
Attn BRC Legal
c/o MSX International
1919 Concept Drive
Warren, MI 48091

Bowman and Brooke LLP

2901 North Central Avenue, Suite 1600
Phoenix, AZ 85012
Phone: 602.643.2300
Fax: 602.248.0947
www.bowmanandbrooke.com

Negatu Molla
Direct: 602.643.2346
Email: negatu.molla@bowmanandbrooke.com
Attorney at Law

August 4, 2008

General Motors Corporation
Attn BRC Legal
c/o MSX International
1919 Concept Drive
Warren, MI 48091

Re: Adverse: [redacted]
Vehicle: 2007 Chevrolet Tahoe
VIN #: 1GNFC13J07R[redacted]
Court: District Court, Clark County, Nevada
GM Legal Number: Unknown

Dear Mr. Brown:

Enclosed is a new matter served on August 1, 2008.

The partner working on this matter is Negatu Molla and can be reached at (602)643-2346.

The paralegal working on this matter is Mecqué Hess (602)643-2423.

We will prepare an answer and defend this matter.

Very truly yours,

BOWMAN AND BROOKE LLP

Dictated but not read

Negatu Molla
Partner

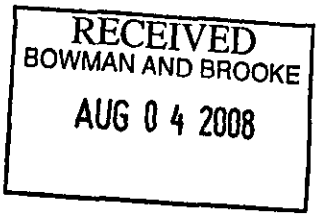
NM/tlg
Enclosure

::ODMA\PCDOCS\PHX\394745\1

CT CORPORATION
A WoltersKluwer Company

Service of Process Transmittal

08/01/2008
CT Log Number 513701527



TO: Negatu Mulla
Bowman & Brooke, LLP
2901 N. Central Avenue, Suite 1600
Phoenix, AZ 85012-2736

RE: **Process Served in Nevada**

FOR: General Motors Corporation (Domestic State: DE)

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

TITLE OF ACTION:	[redacted] Pltf. vs. General Motors Corporation, etc., et al., Dfts.
DOCUMENT(S) SERVED:	Summons, Complaint, Initial Appearance Fee Disclosure
COURT/AGENCY:	District Court, Clark County, Nevada, Clark, NV Case # A568066
NATURE OF ACTION:	Product Liability Litigation - Breach of Warranty - Seeks return of all monies paid for vehicle or in the alternative damages for breach of warranty re purchase on or about May 2, 2006, of a new 2007 Chevrolet Tahoe VIN #1GNFC13J07R[redacted]
ON WHOM PROCESS WAS SERVED:	The Corporation Trust Company of Nevada, Reno, NV
DATE AND HOUR OF SERVICE:	By Process Server on 08/01/2008 at 10:40
APPEARANCE OR ANSWER DUE:	Within 20 days, exclusive of day of service
ATTORNEY(S) / SENDER(S):	Krohn & Moss 2300 West Sahara Avenue Suite 800 Las Vegas, NV 89102 866-507-4779 Ext. 232
ACTION ITEMS:	SOP Papers with Transmittal, via Fed Ex 2 Day , 790554950478 Image SOP - Page(s): 15 Fax Transmittal, Rosemarie Williams 313-665-7572 CC Recipient(s) Rosemarie Williams, via Regular Mail
SIGNED:	The Corporation Trust Company of Nevada
ADDRESS:	6100 Neil Road Suite 500 Reno, NV 89511
TELEPHONE:	775-688-3061

Information displayed on this transmittal is for CT Corporation's record keeping purposes only and is provided to the recipient for quick reference. This information does not constitute a legal opinion as to the nature of action, the amount of damages, the answer date, or any information contained in the documents themselves. Recipient is responsible for interpreting said documents and for taking appropriate action. Signatures on certified mail receipts confirm receipt of package only, not contents.

SUMM
Andrea N. Alexander
Nevada Bar No.: 7577
KROHN & MOSS, LTD.
5055 Wilshire Blvd. Ste. 300
Los Angeles, CA 90036

2300 West Sahara Ave., Suite 800
Las Vegas, NV 89102
Ph. (866) 507-4779 ext. 232
Fax (866) 211-2806
Attorneys for Plaintiff

10:40
8-1-08

RECEIVED
BOWMAN AND BROOKE
AUG 0 4 2008

DISTRICT COURT

CLARK COUNTY, NEVADA

CHRISTIE PHILBROOK, Plaintiff, vs. GENERAL MOTORS CORPORATION. and DOE CORPORATIONS I through V, inclusive, Defendants.	Case No: A568066 Dept. No.: XXII

KROHN & MOSS
2300 West Sahara Ave., Suite 800
Las Vegas, NV 89102
(866) 507-4779 FAX: (866) 211-2806

SUMMONS

NOTICE! YOU HAVE BEEN SUED. THE COURT MAY DECIDE AGAINST YOU WITHOUT YOUR BEING HEARD UNLESS YOU RESPOND WITHIN 20 DAYS. READ THE INFORMATION BELOW.

TO THE DEFENDANT: A civil Complaint has been filed by the Plaintiff against you for the relief set forth in the Complaint.

GENERAL MOTORS CORPORATION

1. If you intend to defend this lawsuit, within 20 days after this Summons is served on you exclusive of the day of service, you must do the following:

a. File with the clerk of this court, whose address is shown below, a formal written response to the Complaint in accordance with the rules of the court.

b. Serve a copy of your response upon the attorney whose name and address is shown below.

2. Unless you respond, your default will be entered upon application of the plaintiff and this Court may enter a judgment against you for the relief demanded in the Complaint, which could result in the taking of money of property or other relief requested in the Complaint.

3. If you intend to seek the advice of an attorney in this matter, you should do so promptly so that your response may be filed in time.

CLERK COURT

TONI AYALA JUL 2 4 2008

By: _____ Date
DEPUTY CLERK
County Courthouse
200 South Lewis Street
Las Vegas, NV 89101

DISTRICT COURT SEAL

Issued at the direction of:

KROHN & MOSS, LTD.

By: A. Alexander

Andrea N. Alexander
Nevada Bar No.: 7577
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Fax (866) 211-2806
Attorneys for Plaintiff

RECEIVED
BOWMAN AND BROOKE
AUG 0 4 2008

FILED
JUL 24 11 33 AM '08
CLERK OF THE COURT

DISTRICT COURT

CLARK COUNTY, NEVADA

CHRISTIE PHILBROOK, Plaintiff, vs. GENERAL MOTORS CORPORATION., a Foreign Corporation; and DOES I through V, inclusive, Defendants.	Case No: A568066 Dept. No.: XXII **Exempt from Arbitration: Equitable Relief Requested**

COMPLAINT

For her Complaint against the above-stated Defendants, Plaintiff, CHRISTIE PHILBROOK, by and through her attorneys of record, Krohn & Moss, Ltd., hereby complains and alleges as follows:

INTRODUCTION

1. Plaintiff, CHRISTIE PHILBROOK ("Plaintiff"), is, and at all times relevant hereto was, a resident of CLARK County, Nevada.

2. Defendant, GENERAL MOTORS CORPORATION. ("Manufacturer"), is a corporation authorized to do business in the State of Nevada and is engaged in the manufacture, sale, and distribution of motor vehicles and related equipment and services in CLARK County.

. . .

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3. Manufacturer is also in the business of marketing, supplying and selling written warranties to the public at large through a system of authorized dealerships, including Vista Chevrolet, ("Seller").

4. The true names and capacities, whether individual, corporate, associate, or otherwise, of Defendants herein designated as DOES I through X, are unknown to Plaintiff at this time, who therefore sues said Defendants by such fictitious names. Specifically, Plaintiff are informed and believe that the Defendants named as DOE DEFENDANTS are somehow responsible for the acts complained of herein and described more fully *infra*. Plaintiff will seek leave to amend this Complaint to allege their true names and capacities as they are ascertained.

5. This Court has jurisdiction over this matter and venue is proper in that the acts complained of herein were committed by Defendants, and each of them, in CLARK County, Nevada. Jurisdiction and venue are further proper in that this matter arises out of a contract that was entered into in the County of CLARK, State of Nevada.

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GENERAL ALLEGATIONS

6. On or about May 2, 2006 Plaintiff purchased from seller a new 2007 Chevrolet Tahoe, manufactured by Manufacturer, Vehicle Identification No. 1GNFC13J07R101127, for valuable consideration.

7. In consideration for the purchase of the vehicle, Manufacturer issued and supplied to Plaintiff several written warranties, including a three (3) year or thirty six thousand (36,000) mile factory warranty, as well as other standard warranties fully outlined in the Manufacturer's Warranty Booklet.

8. On or about May 2, 2006, Plaintiff took possession of the vehicle and shortly thereafter experienced various defects that substantially impair the use, value and/or safety of the vehicle to Plaintiff.

a. Defective body/trim as evidenced by a scratched passenger side window, right front door window switch bezel loose, right rear outer bottom window molding keeps popping out and will not secure, left rear outer bottom window molding is loose and will not secure, left rear outer window molding is separating, left mirror vibrates excessively, and power window inoperable at times;

b. Defective electrical system as evidenced by the broken 3rd brake light lens, DVD player freezes up and displays optical error on any and all DVDs, seat heaters inoperable at times, keyless remote weak, and keyless remote inoperable for 90% of all functions;

c. Defective HVAC module as evidenced by the recall;

d. Defective brakes as evidenced by the loud excessive brake squeak, a grinding noise when applying brakes, and a persistent shimmy and vibration when applying the brakes at freeway speeds;

e. Defective suspension as evidenced by when turning, there is a rubbing knock from the rear when going over bumps or dips, and when turning and going over bumps (speed bumps/pulling into driveway) rattling and popping occurs from rear of vehicle at times;

f. Defective interior/trim as evidenced by left inner handle is sharp and peeling, right inner handle is sharp and peeling, left master switch bezel is separated from the panel, left master switch bezel keeps popping up loose, right side steering wheel bezel is peeling, left front window is rubbing when going up or down, and the windows rattle when halfway down;

g. Defective engine as evidenced by a grinding noise when cold starting the vehicle, a persistent stalling condition and a persistent no start condition;

h. Defective transmission as evidenced by truck will only go into v4 when letting off gas pedal, not when traveling with cruise engaged;

i. Defective climate control system as evidenced by AC kicks off at times and control head flashes;

j. Defective engine/electrical as evidenced by left master switch locks, and windows are inoperable at times unless vehicle turned off and restarted;

k. Defective wheels/tires as evidenced by a growl or moan noise from wheel area while driving; and

l. Any additional complaints made by Plaintiff, whether or not they are contained in Defendant's records or on any repair orders.

9. The defects with the vehicle violate the express written warranties issued to Plaintiff by manufacturer, as well as the implied warranty of merchantability.

10. Plaintiff provided Manufacturer, through Seller and/or other authorized dealers of Manufacturer, sufficient opportunities to repair the vehicle.

11. Manufacturer, through its authorized dealers, was unable and/or failed to repair the vehicle within a reasonable number of attempts.

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12. Accordingly, Plaintiff justifiably lost confidence in the vehicle's reliability and said defects have substantially impaired the value of the vehicle to Plaintiff.

13. Said defects could have not been discovered by Plaintiff prior to Plaintiff' acceptance of the vehicle.

14. As a result of said defects, Plaintiff revoked acceptance of the vehicle in writing on April 16, 2008.

15. At the time of revocation, the vehicle was in substantially the same condition as at delivery except for damage caused by its own defects and ordinary wear and tear.

16. Manufacturer and Seller refused Plaintiff' demand for revocation and have refused to provide Plaintiff with the remedies Plaintiff are entitled upon revocation.

17. The vehicle remains in a defective and unmerchantable condition, and it continues to exhibit the above mentioned defects that substantially impair its use, value and/or safety.

18. Plaintiff have and will continue to be financially damaged due to Manufacturer's failure to comply with the provisions of its express and implied warranties and Seller's refusal to acknowledge Plaintiff' notice of revocation and provide Plaintiff the relief available upon justifiable revocation.

19. Prior to filing this complaint, Plaintiff attempted to submit to Manufacturer's informal dispute resolution program and was unsatisfied with the results therein.

FIRST CLAIM FOR RELIEF

(Breach of Written Warranty Pursuant to the Magnuson-Moss Warranty Act Against Manufacturer)

20. Plaintiff repeats and realleges all prior paragraphs and by this reference incorporates the same herein as though set forth in full.

21. Plaintiff are a purchaser of a consumer product who received the vehicle during the duration of a written warranty period applicable to the Vehicle and who is entitled by the terms of the written warranty to enforce against Manufacturer the obligations of said warranty.

22. Manufacturer is a person engaged in the business of making a consumer product directly available to Plaintiff.

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23. Seller is an authorized dealership/agent of Manufacturer designed to perform repairs on vehicles under Manufacturer's automobile warranties.

24. The Magnuson-Moss Warranty Act, Chapter 15 U.S.C.A., Section, 2301 et. seq. (hereinafter the "Warranty Act") is applicable to Plaintiff' Complaint in that the Vehicle was manufactured, sold and purchased after July 4, 1975, and costs in excess of ten dollars ($10.00).

25. Plaintiff' purchase of the vehicle was accompanied by written factory warranties for any non-conformities or defects in materials or workmanship, comprising an undertaking in writing in connection with the purchase of the Vehicle to repair the vehicle or take other remedial action free of charge to Plaintiff with respect to the vehicle in the event that the vehicle failed to meet the specifications set forth in said undertaking.

26. Said warranties were the basis of the bargain of the contract between the Plaintiff and Manufacturer for the sale of the vehicle to Plaintiff.

27. Said purchase of Plaintiff' vehicle was induced by, and Plaintiff relied upon, these written warranties.

28. Plaintiff has met all of Plaintiff's obligations and preconditions as provided in the written warranties.

29. As a direct and proximate result of Manufacturer's failure to comply with its express written warranties, Plaintiff has suffered damages in an amount in excess of $10,000, and in accordance with 15 U.S.C. § 2310(d), Plaintiff is entitled to bring suit for such damages and other equitable relief.

30. As a further direct and proximate result of Manufacturer's failure to comply with its express warranties, Plaintiff were required to retain the services of legal counsel, and Plaintiff are entitled to an award of reasonable attorneys' fees.

SECOND CLAIM FOR RELIEF

(Breach of Implied Warranty Pursuant to the Magnuson-Moss Warranty Act Against Manufacturer)

31. Plaintiff repeats and realleges all prior paragraphs and by this reference incorporates the same herein as though set forth in full.

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32. The vehicle purchased by Plaintiff was subject to an implied warranty of merchantability as defined in 15 U.S.C. § 2301(7) running from the Manufacturer to the intended consumer, Plaintiff herein.

33. Manufacturer is a supplier of consumer goods as a person engaged in the business of making a consumer product directly available to Plaintiff.

34. Manufacturer is prohibited from disclaiming or modifying any implied warranty when making a written warranty to the consumer or when Manufacturer has entered into a contract in writing within ninety (90) days of purchase to perform services relating to the maintenance or repair of a motor vehicle.

35. Pursuant to 15 U.S.C. § 2308, Plaintiff' vehicle was impliedly warranted to be substantially free of defects and non-conformities in both material and workmanship, and thereby fit for the ordinary purpose for which the vehicle was intended.

36. The vehicle was warranted to pass without objection in the trade under the contract description and was required to conform to the descriptions of the vehicle contained in the contracts and labels.

37. The above described defects in the vehicle render the vehicle unfit for the ordinary and essential purpose for which it was intended.

38. As a direct and proximate result of the breaches of implied warranty by Manufacturer, Plaintiff has suffered and continues to suffer various damages in an amount in excess of $10,000.00.

39. As a further direct and proximate result of Manufacturer's breaches of implied warranties, Plaintiff were required to retain the services of legal counsel, and Plaintiff is entitled to an award of reasonable attorneys' fees.

THIRD CLAIM FOR RELIEF

(Revocation of Acceptance Pursuant to the Magnuson-Moss Warrant Act Against the Manufacturer)

40. Plaintiff repeats and realleges all prior paragraphs and by this reference incorporates the same herein as though set forth in full.

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41. Manufacturer tendered to Plaintiff a vehicle that contains non-conformities and/or defects.

42. The non-conformities and/or defects with the vehicle substantially impair the value of the vehicle to Plaintiff.

43. Plaintiff has attempted to revoke acceptance of the vehicle within a reasonable time.

44. Manufacturer's tender of the vehicle, which contains non-conformities and/or defects which substantially impair the value of the vehicle to Plaintiff, constitutes a violation of 15 U.S.C. §2310(d).

45. As a direct and proximate result of Manufacturer's tender to Plaintiff of a vehicle that contains non-conformities and/or defects, Plaintiff have suffered damages in an amount in excess of $10,000, and Plaintiff are entitled to bring suit for such damages and other equitable relief.

46. As a further direct and proximate result of Manufacturer's tender to Plaintiff of a vehicle that contains non-conformities and/or defects, Plaintiff were required to retain the services of legal counsel, and Plaintiff are entitled to an award of reasonable attorneys' fees.

FOURTH CLAIM FOR RELIEF

(Violation of NRS 597.630 Against Manufacturer)

47. Plaintiff repeats and realleges all prior paragraphs and by this reference incorporates the same herein as though set forth in full.

48. Plaintiff was supplied with a vehicle that contains non-conformities and/or defects.

49. Plaintiff have presented the vehicle to Seller and/or other authorized service dealers of Manufacturer within the term of protection

50. The non-conformities and/or defects in the vehicle substantially impairs the use and/or value of the vehicle to Plaintiff and such non-conformities and/or defects are not the result of abuse, neglect or unauthorized modifications or alterations to the vehicle.

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51. Manufacturer, through Seller and/or other authorized dealerships, have been unable to conform the vehicle to the applicable express or implied warranties by repair or correction within a reasonable number of attempts.

52. Accordingly, Plaintiff are entitled to a refund of the full purchase price of the vehicle, including all collateral charges and finance charges or a replacement vehicle, plus all attorney fees and costs.

53. As a direct and proximate result of Manufacturer's tender to Plaintiff of a vehicle that contains non-conformities and/or defects, Plaintiff have suffered damages in an amount in excess of $10,000, and Plaintiff are entitled to bring suit for such damages and other equitable relief.

54. As a further direct and proximate result of Manufacturer's tender to Plaintiff of a vehicle that contains non-conformities and/or defects, Plaintiff were required to retain the services of legal counsel, and Plaintiff are entitled to an award of reasonable attorneys' fees.

WHEREFORE, Plaintiff prays for Judgment against Manufacturer as follows:

a. Return of all monies paid or in the alternative applicable damages pursuant to §2714 of the Commercial Code, and all incidental and consequential damages incurred;

b. Return of the Vehicle's purchase price and all incidental and consequential damages incurred by Plaintiff;

c. Return of all finance charges incurred by Plaintiff for the vehicle;

d. Reasonable attorneys' fees and costs incurred by Plaintiff; and

...

...

...

KROHN & MOSS
2300 West Sahara Ave., Suite 800
Las Vegas, NV 89102
(866) 507-4779 FAX: (866) 211-2806

e. Such other and further relief that this Court deems just and appropriate.

Dated: July 17, 2008

KROHN & MOSS, LTD.

By:

Andrea N. Alexander
Nevada Bar No.: 7577
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Los Angeles, CA 90036

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Las Vegas, NV 89102
Ph. (866) 507-4779 ext. 232
Fax (866) 211-2806
Attorneys for Plaintiff

RECEIVED
BOWMAN AND BROOKE
AUG 0 4 2008

FILED
JUL 24 11 34 AM '08
CLERK OF THE COURT

DISTRICT COURT

CLARK COUNTY, NEVADA

CHRISTIE PHILBROOK, an individual; Plaintiff, vs. GENERAL MOTORS CORPORATION, a Foreign Corporation; DOES I through V, inclusive, Defendants.	Case No: A568066 Dept. No.: XXII

Pursuant to NRS Chapter 19, as amended by Senate Bill 106, filing fees are submitted for parties appearing in the above-entitled action as indicated below:

Plaintiff, Christie Philbrook	$148.00
TOTAL REMITTED:	$148.00

KROHN & MOSS
2300 West Sahara Ave., Suite 800
Las Vegas, NV 89102
(866) 507-4779 FAX: (866) 211-2806

Dated this 17th day of July, 2008

KROHN & MOSS LTD.

By: A. Alexander

Andrea Alexander
Nevada Bar No. 7577
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General Motors Corporation
Business Resource Center
PO Box 53170
Detroit, MI 48232-5170

VIA FAX ONLY

April 24, 2008

Jamie Cogburn, Esq.
Krohn & Moss, Ltd
170 S Green Valley Pkwy Ste 280
Henderson, NV 89012-3145

RE: [redacted]
Service Request: 71-622072436
2007 Chevrolet Tahoe
Vehicle Identification Number: 1GNFC13J07R[redacted]
Customer Relationship Specialist: Matthew Kendrick

Dear Mr. Cogburn:

This is to advise that General Motors is in receipt of the above referenced case dated April 21, 2008. This case file has been assigned to General Motors' Early Resolution program, and you will be contacted in the next 10-15 calendar days for review. The Early Resolution program is designed to facilitate early settlement of warranty matters within a 45-day timeframe.

In order to do a thorough review and assessment of this case, General Motors would appreciate your prompt 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.

☒ Copy of owner's current title and/or registration
☒ Finance/Buyer's agreement
☒ Repair Orders

General Motors Corporation
c/o MSX International, ATTN: BRC Legal
1919 Concept Drive
Warren, MI 48091

If you have further questions, please contact our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please refer to the service request number above and a Customer Relationship Specialist will be happy to assist you.

Sincerely,

General Motors Corporation

RELEASE OF LIEN INFORMATION

I _____,
(Client's Name)

hereby authorize _____
(Lien holder Name)

_____
(Lien holder Address) (Lien holder Phone Number)

to release any and all information regarding my loan account # _____
(Account Number)

with _____
(Lien holder Name)

to General Motors Corporation, including but not limited to a complete payment history of my account, a loan payoff amount, and per diem information.

Date _____.

VEHICLE INFORMATION

The current vehicle mileage is _____ Date mileage read: _____.

_____ _____
Signature Signature

VISTA CHEVROLET

DATE	SALESMAN	NUMBER
05/02/06	DUFFIELD,PAU	808

F & I	SALESMAN 2
PESCE,MATT	

ACCOUNTING

Date: 05/02/06

Deal Number: 153303

RETAIL PURCHASE AGREEMENT

Purchaser's Name(s): [redacted]

Co-Purchaser's Name(s):

Address: [redacted] LAS VEGAS NV [redacted] County: CLARK

Home Telephone: [redacted] Work Telephone: [redacted] Cell Phone:

Email Address:

The above information has been requested so that we may verify your identity in accordance with the USA Patriot Act. By signing below, you represent that you are at least 18 years of age and have authority to enter into this Agreement. The Odometer Reading for the Vehicle you are purchasing is accurate unless indicated otherwise. Please refer to the Federal Mileage Statement for full disclosure.

YEAR	MAKE	MODEL	COLOR	STOCK NO.
2007	CHEVROLET	TAHOE	GOLD MIST META	70007

SERIAL NO. 1GNFC13J07R[redacted]

ODOMETER READING ☐ Not Accurate 3

THIS VEHICLE IS: ☒ NEW ☐ USED

THE VEHICLE IS BEING PURCHASED FOR: ☒ PERSONAL USE ☐ BUSINESS PURPOSE ☐ AGRICULTURAL USE

PRIOR USE DISCLOSURE: ☐ DEMONSTRATOR ☐ FACTORY OFFICIAL ☐ RENTAL ☐ OTHER

[redacted]

YEAR 2004	MAKE CHEVROLET	STOCK NO. 70007A
MODEL OR SERIES TAHOE	BODY TYPE UT	
COLOR		PLATE NUMBER-STATE-YR
M.V.I. OR SERIAL NUMBER 1GNEC13T54J[redacted]		

USED TRADE-IN ALLOWANCE	$ 24300.00
BALANCE OWED ON TRADE-IN	N/A
NET ALLOWANCE ON USED TRADE-IN	$ 24300.00
DEPOSIT OR CREDIT BALANCE	N/A
REBATE	$ 1500.00
CASH WITH ORDER	N/A
TOTAL CREDIT (TRANSFER TO RIGHT COLUMN)	$ 25800.00

☐ IF THIS BOX IS MARKED, THE BALANCE OWED TO THE LIENHOLDER ON YOUR TRADE-IN VEHICLE IS ONLY AN ESTIMATE. WE HAVE NOT BEEN ABLE TO CONFIRM THE EXACT PAYOFF AMOUNT AS OF THE DATE OF THIS AGREEMENT. PLEASE READ THE PARAGRAPH TITLED "BALANCE OWED ON TRADE-IN VEHICLE" ON THE REVERSE SIDE BEFORE YOU SIGN BELOW.

X _____ X _____

[redacted]

Year: 2004 Make: CHEVRO Model: TAHOE Color:

Serial No: 1GNEC13T54J201487 Odometer Reading: ☐ Not Accurate

Trade-in Allowance: 24300.00 Payoff Balance & Lienholder: N/A NONE

[redacted]

PLEASE SEE ATTACHED: AGREEMENT TO ARBITRATE, F&I ACKNOWLEDGEMENT, AND DELIVERY CONFIRMATION

☐ IF BOX IS MARKED PLEASE SEE ATTACHED DAMAGE DISCLOSURE

☐ IF THIS BOX IS MARKED, AND YOU SIGN HERE, THE ATTACHED SPOT DELIVERY AGREEMEN[redacted] APPLICABLE TO THIS AGREEMEN[redacted]

CASH PRICE OF VEHICLE	43605.00
OTHER GOODS/SERVICES	
REGISTRATION FEE	
TITLE FEE	28.25
EMISSION INSPECTION FEE	N/A
DOCUMENTARY FEES	499.00
SALES TAX	2020.81
TAXABLE SELLING PRICE	$ N/A
SUBTOTAL	$ 46153.06
[redacted]	25800.00
UNPAID CASH BALANCE DUE ON DELIVERY	20353.06

☐ DEPOSIT/ ☐ PARTIAL PAYMENT: The sum of $ N/A was received from you as a Deposit/Partial Payment. It is not refundable, except as set forth in this Agreement. In the case of a Deposit, we will refrain from selling the [redacted]

DOCUMENTARY SERVICE FEE: This fee is charged to compensate the Dealership for providing administrative and documentary services and for costs incurred in carrying out the requirements of applicable federal and state laws.

Copyright 2000 ADP, Inc.

VISTA CHEVROLET
SALES • SERVICE • PARTS
(702) 967-5555

WORLD'S LARGEST CHEVROLET RETAILER
5501 Drexel Road · Las Vegas, Nevada 89130
US 95, at Ann Road
www.vistachevy.net

Cust. # 153303

DATE 02 MAY 2006

Salesman

MAKE	NEW	USED	MODEL	TYPE	MILEAGE	CYL.	YEAR
CHEVROLET	X		TAHOE		25	8	2007
COLOR: GOLD MIST	SERIAL NO.: 1GNFC13J07R[redacted]				STOCK NO.: 70007		SOURCE

Register to [redacted]

[redacted]

N LAS VEGAS NV [redacted]

Res. Phone [redacted] Bus.

Legal Owner

TRADE-IN

CV Title Received

Trade In: Year 2004 Make CHEVROLET

MODEL TAHOE Serial No. 1GNEC13T54J[redacted]

Trade-in Allowance $ 24300.00

Payoff Verified By: $ 0.00

Trade-in Equity $ 24300.00

Payoff Due to

Address

TRADE-IN

CV Title Received

Trade In: Year Make

MODEL Serial No.

Trade-in Allowance $ 0.00

Payoff Verified By: $ 0.00

Trade-in Equity $ 0.00

Payoff Due to

Address

In the event Payoff figures are more than quoted, the Purchaser agrees to pay this excess on demand.

Signature X

It is understood that VISTA CHEVROLET Company will not be bound by any understanding, agreements or representations, expressed or implied, not specified herein and that this agreement is no valid until countersigned and accepted in writing by an authorized representative of the dealer. Salesman cannot accept this order or obligate dealer in any manner whatsoever. I certify that I am legal age, I have read the foregoing order in full and agree to all terms specified herein.

Signed (Purchaser

Accepted (Seller)

This Order Is Not Valid Unless Signed and Accepted by Dealer or Authorized Representative.

New Car Factory Warranty: There are no warranties, expressed or implied, made by the seller herein or the manufacturer, on the vehicle or chassis described on the face hereof except that in the case of a new vehicle or chassis the printed General Motors New Vehicle Warranty delivered to a purchaser with such vehicle or chassis shall apply and the same is hereby made a part hereof as though fully set forth herein. The New Vehicle Warranty is the only warranty applicable to such new vehicle or chassis and is expressly in lieu of all other warranties, expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose.

Cash Price-Car and Accessories	43110.00
Documentary Fees	499.00
Sales Tax or Drive Away Permit	3379.70
TRADE TAX CR	1397.25
Title Fee	
Total Cash Price	45619.70
Deposit Prior Deliver $	4800.00
Factory Rebate	1500.00
Cash on Delivery	0.00
Trade-in Equity	24300.00
Total Down Payment x x x x x	30600.00
Balance	15019.70
Total of Payments	
Monthly Payments of $	Begin on

All used cars and trucks are sold "AS IS" and without guarantee as to condition or mileage, unless otherwise specified in writing.

X Date

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) Under the law you have the right to pay off in advance the full amount due and under certain conditions to obtain a partial refund of the finance charge. (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.

RECEIPT OF FILLED-IN COPY OF THIS AGREEMENT IS HEREBY ACKNOWLEDGED BY PURCHASER

VISTA CHEVROLET

VIN NUMBER [illegible] METER VERIFICATION

[illegible] verification [illegible] and used [illegible]

The salesperson must write down [illegible] from the vehicle being sold

The Finance Manager must compare the VIN number on all sales documents to the VIN the salesperson has provided

The CPI Manager must physically compare the VIN on the vehicle to all sales documents

VIN: 1GNFC13J07R[redacted]

Mileage: 68

Salesperson Signature: [redacted]

Salesperson Name: PAUL Dufriend

Finance Manager Signature: _____

Finance Manager Name: _____

CPI Manager Signature _____

[illegible] _____

SIMPLE INTEREST VEHICLE CONTRACT AND SECURITY AGREEMENT

DEAL # 153303

SECTION A:

Buyer's Name(s): [redacted]

Address: [redacted]

City: LAS VEGAS County: CLARK

State: NV Zip: [redacted]

Bus. Phone: [redacted] Res. Phone: [redacted]

Stock No. 70007 Salesman

CREDITOR: VISTA CHEVROLET
Address: 5501 DREXEL ROAD
City: LAS VEGAS County:
State: NV Zip: 89130
Phone: (702) 967-5500

Date 05/02/2006

SECTION B: DISCLOSURE MADE IN COMPLIANCE WITH FEDERAL TRUTH-IN-LENDING ACT

ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate:	5.90 %	
FINANCE CHARGE The dollar amount the credit will cost you:	$ 3255.74	
Amount Financed The amount of credit provided to you or on your behalf:	$ 20353.06	
Total of Payments The amount you will have paid after you have made all payments as scheduled:	$ 23608.80	
Total Sales Price The total cost of your purchase on credit, including your down payment of $ 27197.25 :	$ 50806.05	

Your payment schedule will be:

Number of Payments	Amount of Payments	When Payments Are Due
59	393.48	MONTHLY STARTING: 06/16/2006
1	393.48	DUE ON: 05/16/2011
N/A	N/A	N/A

INSURANCE: Credit life insurance, credit disability insurance and debt cancellation (a) means an assumption coverage, which is also known as GAP coverage, are not required to obtain credit, and will not be provided unless you sign and agree to pay the additional cost.

Type	Premium	Term	Signature(s)
Credit life:	$ N/A	N/A	I want credit life insurance: X SIGNATURE(S)
Joint credit life:	$ N/A	N/A	We want joint credit life insurance: X SIGNATURE(S)
Credit disability:	$ N/A	N/A	I want credit disability insurance: X SIGNATURE(S)
Credit life and disability:	$ N/A	N/A	I want credit life and disability insurance: X SIGNATURE(S)
Joint credit life and disability:	$ N/A	N/A	We want joint credit life and single disability insurance: X SIGNATURE(S)
Debt cancellation coverage (GAP coverage)	$ N/A	N/A	I want debt cancellation coverage (GAP Coverage) X SIGNATURE(S)

You may obtain property insurance from anyone you want that is acceptable to the Creditor above. If you get the insurance from the Creditor you will pay $ N/A and the term of the insurance will be N/A.

Security: You are giving a security interest in the goods or property being purchased.

☐ Other (Check if applicable)

Filing fee $ N/A. Nonfiling insurance $ N/A

Late Charge: If a payment is more than 10 days late, you will be charged $15 or 8 percent of the payment, whichever is less.
Prepayment: If you pay off early, you will not have to pay a penalty.

See your contract documents for any additional information about nonpayment, default, any required repayment in full before the scheduled date, and penalties.

SECTION D: VEHICLE RETAIL INSTALLMENT CONTRACT AND SECURITY AGREEMENT

This contract is made the 2ND (day) of MAY (month) 2006 (year), between you, the Buyer(s) shown above, and us, the Seller shown as Creditor above. Having been quoted a cash price and a credit price and having chosen to pay the credit price (shown as the Total Sales Price in Section B above), you agree to buy and we agree to sell, subject to all the terms of this contract, the following described vehicle, accessories and equipment (all of which are referred to in this contract as "Collateral"):

New or Used: NEW Year and Make: 2007 CHEVROLET

Series: TAHOE Body Style: T No. Cyl.: 8

Truck, ton capacity:

Manufacturer's Serial Number: 1GNFC13J07R[redacted]

Use for which purchased: ☒ Personal ☐ Business ☐ Agriculture

INCLUDING:

☐ SunMoon Roof ☐ Air Conditioning ☐ Automatic Transmission
☐ Power Steering ☐ Power Door Locks ☐ Power Seats
☐ Power Windows ☐ Tilt Wheel ☐ Vinyl Top
☐ Cassette ☐ Cruise Control ☐ AM/FM Stereo
☐ Compact Disc Player

GOLD MIS

Color Tires Veh. No.

You, severally and jointly, promise to pay us the Total of Payments (shown in Section B above) according to the Payment Schedule (also shown in Section B above), until paid in full, together with interest after maturity at the Annual Percentage Rate disclosed above.

To secure such payment, you grant to us a purchase money security interest under the Uniform Commercial Code in the Collateral and in all accessions to and proceeds of the Collateral. Insurance in which we or our assignee are named as beneficiary or loss payee, including any proceeds of such insurance or refunds of earned premiums, or both, are assigned as additional security for this obligation and any other obligation created in connection with this sale. We, our successors and assigns, hereby waive any other security interest or mortgage which would otherwise secure your obligations under this contract except for the security interests and assignments granted by you in this contract.

Address where Collateral will be located:

Street City

County State

Your address after receipt of possession of Collateral:

Street City

SECTION C: ITEMIZATION OF AMOUNT FINANCED

1. Vehicle Selling Price	$ 43605.00	
Plus: Documentary Fees	$ 499.00	
Plus: Emission Inspection Fee	$ N/A	
Plus: Other (N/A)	$ N/A	
Plus: Other (N/A)	$ N/A	
Taxable Selling Price		$ 44104.00
2. Total Sales Tax		$ 3418.06
3. Amounts Paid to Public Officials		
a. Titling Fee	$ 28.25	
b. Registration Fee	$ N/A	
c. Other (N/A)	$ N/A	
TOTAL OFFICIAL FEES (Add 3a through 3c)		$ 28.25
4. Plus Other Charges		
a. Extended Service Contract*	$ N/A	
b. Driveaway Permit	$ N/A	
c. Other (N/A)	$ N/A	
d. Other (N/A)	$ N/A	
Total OTHER CHARGES (Add 4a through 4d)		$ N/A
5. Total Cash Sales Price (Add 1 through 4)		$ 47550.31
6. Gross Trade-In Allowance 2004 CHEVROLET TAHOE (YEAR MAKE MODEL)	$ 24300.00	
Minus: Payoff Balance	$ N/A	
Net Trade-In Allowance		$ 24300.00
7. Down Payment (Other Than Net Trade-In Allowance):		
a. Trade-In Sales Tax Credit	$ 1397.25	
b. Cash	$ N/A	
c. Manufacturer's Rebate	$ 1500.00	
d. Other ( )	$ N/A	
Down Payment (Add 7a through 7d)		$ 2897.25
8. TOTAL DOWN PAYMENT AND NET TRADE-IN ALLOWANCE (Add 6 and 7)		$ 27197.25
9. UNPAID BALANCE OF CASH SALES PRICE (Subtract 8 from 5)		$ 20353.06
10. Plus Optional Insurance Charges*		
a. Credit Life Insurance Premium Paid to ( ) Term (N/A)	$ N/A	
b. Credit Disability Insurance Premium Paid to ( ) Term (N/A)	$ N/A	
c. Debt Cancellation Coverage (GAP Coverage) Paid to (N/A) Term (N/A)	$ N/A	
d. Other Insurance		

RouteOne

Print

Dealership Name/Number: VISTA CHEVROLET / 330,49545A,B

Applicant(s): [redacted]

Decision: **Approved** 05/04/2006 09:42 AM

Finance Source/APP #: General Motors Acceptance Corporation / 330052072

Analyst/Phone : G417CAG /

Application Details		Decision Details	Decision Details
R -	Transaction Type	- R	
2007 Chevrolet Tahoe -	Vehicle	- 2007 Chevrolet Tahoe	APR Buy Down:
$20354	Financed Bal./Net Cap:	- $20354	Lender Fees:
$394	Total Monthly Payment:	- $0	Maximum Payment To Income:
$27197	Total Dn/Cap Cost Red:	-	Dealer Participation:
60	Term	- 60	Maximum Mark Up:
-	Tier	- A	Dealer Flat:
-	Buy/Lease Rate:	-	LTV Actual:
-	Program	-	

Application Comments:

5.90 APR SPECIAL.....THANKS

Reasons:

Decision Comments:

PDN: 49545
GMAC

Stipulations:

Standard Stipulations & Conditions:

Safelite Electronics
a Division of
Safelite of America, Inc.

12027 Hesperia Road, Suite D
Hesperia, CA 92345
(888) 734-5483 Fax (760) 244-2268

PLEASE PRINT OR TYPE • COMPLETE ALL BLANKS • APPLICANT MUST SIGN
THIS LIMITED WARRANTY REGISTRATION MUST BE FORWARDED TO SAFELITE OF AMERICA WITHIN (30) DAYS AFTER DATE OF PURCHASE

Dealership: VISTA CHEVROLET
City: LAS VEGAS [redacted]
Vehicle Owner's Name: LAS VEGAS
City: [redacted]
Home Phone: CHEVROLET
Make of Vehicle: 1GNFC13J07R [redacted]
Serial #

Address: [redacted]
State: NV [redacted]
Address: [redacted]
State: NV [redacted]
Zip:
Purchase Price of System: TAHOE 2007
Model: 05/02/2006
Date of Sale:

ACCEPT

STEALTH ANTI THEFT SYSTEM*
Safelite of America provides the most effective, advanced state-of-the-art theft deterrent system available in today's market. Guaranteed up to $3000 of the insurance deductible (n.a. in Wisconsin)

(Coverage or benefit will be issued to you if the above box is completed with a "X".)

Safelite of America warranties the system against defects in material, workmanship and installation for a full three years from date of installation under the specific terms and conditions set forth on reverse of form. There are important terms and conditions of the warranty agreement on the reverse side hereof, including but not limited to, disclaimers of implied warranties. The purchaser is strongly advised to read the reverse side hereof before signing this agreement.

I AGREE TO THE [redacted] 05/02/2006

*Customer Signat [redacted] Date

LOSS OF RIGHTS AND PROTECTION

I acknowledge that by signing this WAIVER I will not receive any warranty or benefits either expressed or implied

Customer Signature _____ Date 05/02/2006

General Motors Corporation
CUSTOMER INCENTIVE ACKNOWLEDGMENT AND/OR ASSIGNMENT

CUSTOMER NAME: [redacted]

VIN: 1GNFC13J07R [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)** X to the down payment of this vehicle, **(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), or **(c)** ___ a check be issued in my name by Dealer named below:

Incentive Program Reference	Amount	GM Incentive Code
BPN	$ 1500	D6-31 ACL
	$	
	$	
	$	
	$	
Total Incentive Amount Received	$ 1500	

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 ___/___/___. 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: 5/2/06

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

Authorized Dealer Signature: _____ Date: 5/2/06

Dealership Name: VISTA Dealer Code: 39623

*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

GENERAL MOTORS CORPORATION GM3795 (02/02)

Copy #1 - Dealer Copy Copy #2 - Customer

Reynolds and Reynolds TO ORDER, www.mysource.com; 1-800-344-0996; fax 1-800-531-0088

VIN/Incentive Lookup System

Eligible Incentive Programs for VIN 1GNFC13J07R[redacted] delivered on 5-2-2006

Vehicle Description: 2007 Chevrolet Tahoe 2WD
MMC: CC10706
Inventory Status: NEW

Delivery Destination
Region: WESTERN
State: NV
Zip: 89031
DMA: LAS VEGAS, NV
County: CLARK

Consumer Cash INDIVIDUAL | Vehicle Financing INDIVIDUAL | Smart Lease INDIVIDUAL | Smart Buy INDIVIDUAL | Combo INDIVIDUAL

Report Generated on: 5/2/2006 5:53:29 E.T.

A List of Potentially Eligible Programs for Consumer Cash.
Exception requests will not be allowed based on this report.

	Program Name	Start Date	End Date	Option Condition	Program #	Cash	Inc. Code
☑	GM WESTERN REGION 2007/2006 RETAIL CONSUMER CASH/APR/DEALER CASH INCENTIVES	4/20/2006	7/5/2006		06-31A-24	0	CWE
☐	*GM NATIONAL ASSOCIATION OF HOME BUILDERS PRIVATE OFFER*	*4/17/2006*	*1/3/2007*		*06-31CH-1*	*500*	*PNJ*
☐	*GM MILITARY PURCHASE PROGRAM*	*4/17/2006*	*9/30/2006*		*06-31C-3*	*500*	*MPP*
☐	2006 Q2 CHEVROLET/GMC PRIVATE OFFER DIRECT MAIL PROGRAM	5/1/2006	7/5/2006		06-31CR	1500	BAK
☐	*2006 Q2 CONQUEST DIRECT MAIL PRIVATE OFFER*	*4/14/2006*	*7/5/2006*		*06-31CP*	*1500*	*PBN*
☐	CORPORATE PROGRAM: 2006 MY GM CUSTOMER ASSISTANCE CENTER GOODWILL CERTIFICATE PROCESS	10/1/2005	9/30/2006		06-03		LCP
☐	CORPORATE PROGRAM 2006 MY GM MOBILITY ADAPTIVE EQUIPMENT PROGRAM	4/17/2006	9/30/2006		06-07-2		MOB/MOC
☐	CORPORATE PROGRAM: 2006 MY GM EXTENDED FAMILY CARD PROGRAM	4/17/2006	9/30/2006		06-05C-1		UDF
☐	CORPORATE PROGRAM: 2006 MY GM BUSINESS CARD PROGRAM	4/17/2006	9/30/2006		06-05B-1		UDB
☐	CORPORATE PROGRAM: 2006 MY GM CARDS WITH REDEMPTION LIMITS COPPER/PLATINUM, CHECK CARD AND FLEXIBLE EARNINGS PROGRAMS	1/25/2006	9/30/2006		06-05A-2		UDP
☐	CORPORATE PROGRAM: 2006 MY GM CARD (BLUE/GOLD) PROGRAM	10/1/2005	9/30/2006		06-05		UDE
☐	CORPORATE PROGRAM: 2006 MY GM IN THE DRIVEWAY PROGRAM	4/17/2006	9/30/2006		06-13-1		GID
☐	*CORPORATE PROGRAM: 2006 GM CUSTOMER APPRECIATION CERTIFICATE PROGRAM*	*10/1/2005*	*9/30/2006*		*06-14*		*VHC*

Total >> 0

Programs in red and with italic print indicate a VIN Exception Condition - you must refer to program for specific eligibility/compatibility guidelines

Dealer responsible for determining consumer eligibility for each program.

Questions?? Contact GM Dealer Business Center (888-414-6322)

Close Window

Trade in Bonus CASH

BPN
incentive code.
A Cossio

STATE OF NEVADA
DEPARTMENT OF MOTOR VEHICLES

CERTIFICATE OF TITLE

VIN	YEAR	MAKE	MODEL	VEHICLE BODY	TITLE NUMBER
1GNEC13T54J[redacted]	2004	CHEV	TAHOE	4W	[redacted]

DATE ISSUED	ODOMETER MILES	FUEL TYPE	SALES TAX PD.	EMPTY WT.	GROSS WT.	GVWR
03/09/2004	30	G			6001	

VEHICLE COLOR

ODOMETER BRAND: ACTUAL MILES

BRANDS

OWNER(S) NAME AND ADDRESS

[redacted]

OR

N LAS VEGAS NV [redacted]

LIENHOLDER(S) NAME AND ADDRESS
ONYX ACCEPTANCE CORP
P O BOX 7001
RNCHO SNTA MARGARITA CA 92688-700

LIENHOLDER(S) RELEASE - INTEREST IN THE VEHICLE DESCRIBED ON THIS TITLE IS HEREBY RELEASED:

Arlett Gayton
SIGNATURE OF AUTHORIZED AGENT

7-21-04
DATE

ONYX ACCEPTANCE CORP.
Printed Name

FEDERAL AND STATE LAW REQUIRES THAT YOU STATE THE MILEAGE IN CONNECTION WITH THE TRANSFER OF OWNERSHIP. FAILURE TO COMPLETE OR PROVIDING A FALSE STATEMENT MAY RESULT IN FINES AND/OR IMPRISONMENT.
The undersigned hereby certifies that the vehicle described in this title has been transferred to the following buyer(s):

Printed Name of Buyer(s) ☐ AND ☐ OR

Printed Name of Buyer(s)

Address City State Zip Code

I certify to the best of my knowledge that the odometer reading is the actual mileage of the vehicle unless one of the following statements is checked:

						NO TENTHS

ODOMETER READING

☐ The mileage stated is in excess of its mechanical limits. Date of Sale
☐ The odometer reading is not the actual mileage. WARNING: ODOMETER DISCREPANCY.
☐ Exempt - Model year over 9 years old.

[redacted]

Signature of Seller(s)

I am aware of the above odometer certification made by the seller/agent. ☐

Signature of Buyer(s)

Printed Name of Buyer(s)

ACCORDING TO THE RECORDS OF THE DEPARTMENT OF MOTOR VEHICLES, THE PERSON NAMED HEREON IS THE OWNER OF THE VEHICLE DESCRIBED ABOVE, SUBJECT TO LIEN(S) AS SHOWN.

CONTROL NO. [redacted]

(THIS IS NOT A TITLE NO.)

RD-2 (Rev. 10/01)

ALTERATION OR ERASURE VOIDS THIS TITLE

CREDIT APPLICATION IMPORTANT: READ THESE DIRECTIONS BEFORE COMPLETING THIS APPLICATION (Purchase / Lease)

Check Appropriate Box
- ☐ If you are applying for individual credit in your own name and are relying on your own income or assets and not the income or assets of another person as the basis for repayment of the credit requested, complete Sections A and C.
- ☐ If you are married and live in a community property state, complete all Sections including Section B providing information about your spouse.
- ☐ If this is an application for joint credit with another person, complete all Sections providing information in Section B about the co-applicant.

NOTE: APPLICANT, IF MARRIED, MAY APPLY FOR A SEPARATE ACCOUNT.

SELLER	STOCK NO.	V.I.N.	DATE	AMOUNT REQUESTED
VISTA CHEVROLET				$

SECTION A. Information Regarding Applicant: E-MAIL ADDRESS: CELL PHONE:

LAST NAME [redacted] BIRTHDATE: 8-13-74 DRIVER'S LIC NO. [redacted] AGES OF DEPENDENTS 4 2 ☒ MARRIED ☐ UNMARRIED ☐ SEPARATED

ADDRESS [redacted] CITY LV STATE NV [redacted] HOW LONG AT THIS ADDRESS? 1 YRS. 7 MOS.

[redacted] STATE NV [redacted] HOW LONG? YRS. 2 MOS. LIVED IN THE COMMUNITY? 8 YRS. MOS.

[redacted] STATE NV [redacted] HOW LONG? 2 YRS. MOS. LIVED IN THE COMMUNITY? 2 YRS. MOS.

PRESENT EMPLOYER [redacted] OCCUPATION OR RANK DEPT OR BADGE # HOW LONG EMPLOYED? 5 YRS. MOS.

PRESENT EMPLOYER'S ADDRESS [redacted] CITY SPRINGS LV STATE NV [redacted]

PREVIOUS EMPLOYMENT (TO COVER 5 YEAR HISTORY) ADDRESS CITY STATE ZIP PHONE HOW LONG EMPLOYED? YRS. MOS.

ADDRESS CITY STATE ZIP PHONE HOW LONG EMPLOYED? YRS. MOS.

NEAREST RELATIVE NOT LIVING WITH APPLICANT ADDRESS CITY STATE ZIP [redacted] RELATIONSHIP SISTER

[redacted] CAFE FLORENCE CA

INCOME:

Applicant's gross monthly income from employment ..... $ 10,000

Alimony, child support, or separate maintenance income need not be revealed if you do not wish to have it considered as a basis for repaying this obligation.

Alimony, child support, separate maintenance received under: court order ☐ written agreement ☐ oral understanding ☐ AMOUNT $

Amount of other monthly income and source(s) ..... $

TOTAL MONTHLY INCOME $

SECTION B. Information Regarding Spouse, or Co-Applicant (Use separate sheets if necessary)

LAST NAME (PRINT) FIRST INITIAL BIRTHDATE DRIVER'S LIC NO. SOCIAL SECURITY NO./FED. TAX ID. NO. AGES OF DEPENDENTS ☐ MARRIED ☐ UNMARRIED ☐ SEPARATED

ADDRESS CITY STATE ZIP HOME PHONE HOW LONG AT THIS ADDRESS? YRS. MOS.

PREVIOUS ADDRESSES (TO COVER 5 YEAR RESIDENCE) CITY STATE ZIP HOW LONG? YRS. MOS. LIVED IN THE COMMUNITY? YRS. MOS.

CITY STATE ZIP HOW LONG? YRS. MOS. LIVED IN THE COMMUNITY? YRS. MOS.

PRESENT EMPLOYER OCCUPATION OR RANK DEPT OR BADGE # HOW LONG EMPLOYED? YRS. MOS.

PRESENT EMPLOYER'S ADDRESS CITY STATE ZIP WORK PHONE

PREVIOUS EMPLOYMENT (TO COVER 5 YEAR HISTORY) ADDRESS CITY STATE ZIP PHONE HOW LONG EMPLOYED? YRS. MOS.

ADDRESS CITY STATE ZIP PHONE HOW LONG EMPLOYED? YRS. MOS.

NEAREST RELATIVE NOT LIVING WITH APPLICANT ADDRESS CITY STATE ZIP PHONE RELATIONSHIP

INCOME:

Joint Applicant's gross monthly income from employment ..... $

Alimony, child support, or separate maintenance income need not be revealed if you do not wish to have it considered as a basis for repaying this obligation.

Alimony, child support, separate maintenance received under: court order ☐ written agreement ☐ oral understanding ☐ AMOUNT $

Amount of other monthly income and source(s) ..... $

TOTAL MONTHLY INCOME $

SECTION C. Asset and Debt Information: List all Debts Including Alimony, Child Support, Separate Maintenance. (Use a Separate Page if Necessary)

(If Section B has been completed, this Section should be completed giving information about both the Applicant and Joint Applicant or Other Person. Please mark Applicant-related information with an A. If Section B was not completed only give information about the Applicant in this Section.

LANDLORD OR MORTGAGE HOLDER (APPLICANT) ADDRESS ACCOUNT NO. MORTGAGE BALANCE $ PYMNT. OR RENT $ 2600
OWN ☐ RENT ☐ [redacted]

LANDLORD OR MORTGAGE HOLDER (JOINT APPLICANT) ADDRESS ACCOUNT NO. MORTGAGE BALANCE $ PYMNT. OR RENT $
OWN ☐ RENT ☐

DATE HOME PURCHASED AGE OF HOME PRICE PAID FOR HOME MARKET VALUE 2ND MORTGAGE AMOUNT $ PAYMENT $

TYPE OF CREDIT	COMPANY NAME OF ALL OBLIGATIONS	ACCOUNT NO.		ADDRESS	BALANCE	HIGH	MNTHLY PYMNTS OR DATE CLOSED
			☐ OPEN ☐ CLOSED		$	$	$
			☐ OPEN ☐ CLOSED		$	$	$
			☐ OPEN ☐ CLOSED		$	$	$
			☐ OPEN ☐ CLOSED		$	$	$

PRESENT VEHICLE FINANCED BY / LEASED BY ADDRESS ACCOUNT NO. $

PRESENT VEHICLE FINANCED BY / LEASED BY ADDRESS ACCOUNT NO. $

[redacted] ACCT. NO. ☒ CHECKING BALANCE $ ☒ SAVINGS BALANCE $ ☐ LOAN BALANCE $

HAVE YOU EVER HAD ANY PROPERTY REPOSSESSED WITHIN THE PAST 7 YEARS? ☐ YES ☒ NO | DO YOU HAVE ANY LAWSUITS PENDING AGAINST YOU? ☐ YES ☒ NO | HAVE YOU EVER FILED BANKRUPTCY OR IS A BANKRUPTCY PROCEEDING IN PROGRESS OR EXPECTED? ☐ YES ☒ NO | MILITARY RESERVE? ☐ YES ☒ NO ☐ ACTIVE ☐ INACTIVE

HAVE YOU EVER APPLIED FOR CREDIT IN ANOTHER NAME? ☐ YES ☒ NO IF YES WHAT NAME:

PERSONAL FRIENDS KNOWN BY 1 ONE YEAR ADDRESS CITY STATE ZIP PHONE

1. [redacted] LV NV [redacted]

2. [redacted] LV NV [redacted]

INSURANCE-IF YOU WISH TO APPLY FOR VEHICLE INSURANCE IN CONNECTION WITH THIS CREDIT APPLICATION, COMPLETE THE FOLLOWING:

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

PREVIOUS INSURANCE CO. OR AGENT (NAME AND ADDRESS) WHERE WILL VEHICLE BE GARAGED? POLICY NO.

HAS YOUR INSURANCE EVER BEEN CANCELLED BY ANY COMPANY? ☐ YES ☒ NO IF YES, WHY? NO. OF INSURANCE LOSSES IN PAST 5 YEARS TOTAL AMOUNT OF LOSSES $

The undersigned, (1) make the above representations, which are certified to be correct, for the purpose of securing credit; (2) authorize financial institutions to obtain consumer credit reports on me periodically and to gather employment history as they consider necessary and appropriate; (3) authorize your affiliates to obtain consumer credit reports on me; (4) understands that we, or any financial institution to whom this application is submitted, will retain this application whether or not it is approved, and that it is the applicant's responsibility to notify the creditor of any change of name, address, or employment; (5) unless the circle that follows is marked, I authorize the dealer and any assignee or other person to whom this application is submitted to share and use information about me, including information in my application, with other entities that are related to them by common ownership or affiliated with them by common control. If the circle is marked, I direct the dealer and any assignee or other person to whom this application is submitted not to give information to such entities (other than information on their own transactions and experiences). ○

The financial institution named below may be requested to purchase a sales finance contract written, or to be written, with your purchase. You are notified pursuant to the Fair

EXPERIAN CREDIT REPORT

[redacted]

DOB: 08-13-1975

E: BUYERS REALTY USA
RPTD: 02-02 TO 02-06 U

NORTH LAS VEGAS NV [redacted]
RPTD: 12-02 TO 02-06 U 07X

E: BUYERS REALTY USA
330 WARM SPRINGS RD.
LAS VEGAS NV 89119
RPTD: 03-02 TO 02-06 U

[redacted]

LAS VEGAS NV [redacted]
RPTD: 08-05 TO 12-05 U 07X

[redacted]

NORTH LAS VEGAS NV [redacted]
RPTD: 07-04 TO 02-05 U 05X

, [redacted]

PERMISSIBLE PURPOSE CODE: T-00
DEALER NAME : BILL HEARD CHEV CORPNWLV

PROFILE SUMMARY

			CNT 2/0/0/0
PUBLIC RECORDS-------0	PAST DUE AMT--------$0	INQUIRIES--29	SATIS ACCTS--25
INSTALL BAL---------$0	SCH/EST PAY-------$335+	INQS/6 MO---2	NOW DEL/DRG---1
R ESTATE BAL---------	R ESTATE PAY----------+	TRADELINE--29	WAS DEL/DRG---0
TOT REV BAL-----$2,834	TOT REV AVAIL------88%+	PAID ACCT---4	OLD TRADE-01-93

SCORE SUMMARY

EXPERIAN/FICO AUTO MODEL 2 = +670 SCORE FACTORS: 14/32/02/08

TRADES

SUBSCRIBER SUB# KOB TYP TRM ECOA ACCOUNT#	BALDT OPEN LSTPD	BALANCE AMT-TYP1 AMT-TYP2	MOPAY P/DUE	PYMTLEV DEL 1 DEL 2	ACCTCOND MAXIMUM MOS REV	PYMT STATUS PYMT HISTORY 30/60/90/DRG
KB HOME MTG COMPANY 3996603 FM R/E 30Y 4 1140030450	09-05 08-05 09-05	$324,000-O		09-05	TRANSFER (02)	CURR ACCT BC 00/00/00
*SELECT PORTFOLIO SVCIN 7950144 RE R/C 30Y 4 2770006803894	12-04 06-04	$519,999-O		12-04	TRANSFER (03)	CURR ACCT BCC 00/00/00
** TRANSFERED TO ANOTHER LENDER **						
*ONYX ACCEP 3601160 FA AUT 072 4 957116852	09-05 08-04 08-05	$33,185-O		09-05 09-05	PAID (12)	30 DAY DEL 1CCCCCCCCCCC 01/00/00
*GEMB/EXXONMOBIL 1335510 OC CHG REV 1	04-06 01-93 02-02	$300-L $312-H		04-06	PAID (76)	CURR ACCT B000000000000 00/00/00
** ACCOUNT CLOSED AT CONSUMER''S REQUEST **						
SILVER STATE SCHOOLS C 3768248 FC AUT 060 4 1436400001	03-06 07-05 03-06	$15,834-O		03-06	PAID (08)	CURR ACCT BCCCCCCC 00/00/00
COUNTRYWIDE HOME LOANS 3991532 FM R/C 30Y 2 103845931	02-06 07-05	$324,000-O		02-06	PAID (04)	CURR ACCT BCCC 00/00/00
AMERICAN GENERAL FINAN 2526710 FP SEC 072 2 11041774004506751	12-05 11-04 10-05	$19,069-O		12-05	PAID (14)	CURR ACCT BCCCCCCCCCCCC 00/00/00

AMERICAS SERVICING CO 2907273 FM R/C 30Y 1061205083991	4	09-05 06-04 08-05	$519,999-O		09-05	PAID (08)	CURR ACCT BCCCCCCC 00/00/00
PRIME ACCEPTANCE CORP 2681270 FF ISC 036 620015595	4	02-05 12-03 11-04	$2,363-O		02-05	PAID (15)	CURR ACCT B0CCCCCCCCCCC 00/00/00
AQUA FINANCE INC 1537870 FZ C/C LOC	2	11-04 01-03	$3,200-L $2,990-H		11-04	PAID (23)	CURR ACCT B000000000000 00/00/00
LONG BEACH ACCEPTANCE 0600646 FA AUT 072 20000275553421001	2	10-04 04-03	$14,545-O		10-04	PAID (19)	CURR ACCT B-CCCCCCCCCCC 00/00/00
ONYX ACCEP 3601160 FA AUT 060 958146975	2	08-04 02-04	$36,356-O		08-04	PAID (06)	CURR ACCT BCCCCC 00/00/00
AMERICAS SERVICING CO 2907273 FM R/C 30Y 1061100015820	4	07-04 08-03	$234,900-O		07-04	PAID (06)	CURR ACCT BCCCCC 00/00/00
HYUNDAI MOTOR FINANCE 2612005 FA AUT 072 20030500678542	2	03-04 04-03	$25,936-O		03-04	PAID (10)	CURR ACCT BCCCCCCCCC 00/00/00
*CAP ONE BK 1270246 BC CRC REV	1	10-03 07-00	$235-H		10-03	PAID (40)	CURR ACCT BCCCCCCCCCCCC 00/00/00
** ACCOUNT CLOSED AT CONSUMER''S REQUEST **							
G M A C 3610037 FF AUL 036 021640796090	2	07-03 01-00	$7,889-O		07-03	PAID (42)	CURR ACCT BCCCCCCCCCCCC 00/00/00
AMERICREDIT 3963206 FA AUT 073 418138368	2	06-03 07-02	$30,832-O		06-03	PAID (12)	CURR ACCT BCCCCCCCCCCC 00/00/00
WFFINANCE 2525930 FF ISC 036 111070202020838	2	03-03 11-02	$1,319-O		03-03	PAID (05)	CURR ACCT BCCCC 00/00/00
G M A C 3610037 FF AUL 036 021640782929	2	03-03 07-99	$16,174-O		03-03	PAID (44)	CURR ACCT BCCCCCCCCCCCC 00/00/00
FRANKLIN CAPITAL 3175030 BB AUT 060 1035672	4	01-03 05-02	$12,194-O		01-03	PAID (10)	CURR ACCT B0CC---CCC 00/00/00
CHASE MANHATTAN MTGE 2991739 FM R/F 30Y 1251239326	2	11-02 03-01	$109,011-O		11-02	PAID (19)	CURR ACCT BCCCCCCCCCCCC 00/00/00
GE CUSTOM AUTO 1678879 FF AUT 060 299485768858100	4	07-99 02-99	$22,206-O		07-99	PAID (05)	CURR ACCT BCCCC 00/00/00
*WASH MUTUAL/PROVIDIAN 3208490 BC CRC REV	1	04-06 11-00 03-06	$2,067 $7,200-L $4,910-H	$63	02-04 01-04	OPEN 01-04/1 (63)	CUR WAS 30 CCCCCCCCCCCC 01/00/00
US BANK/NA ND		04-06	$0		04-06	OPEN	CURR ACCT

3143770 BB CRC REV	1	10-05	$5,000-L				00CCCCC
		03-06	$5,000-H			(07)	00/00/00
GEMB/QVC		04-06	$0		04-06	OPEN	CURR ACCT
1644350 DZ CHG REV	1	11-93	$500-L				00000000CCCCC
		06-05	$1,214-H			(34)	00/00/00
CAP ONE BK		04-06	$555	$16	04-06	OPEN	CURR ACCT
1270246 BC CRC REV	1	10-05	$2,919-H				CCCCCCC
		04-06				(07)	00/00/00
CHEVRON CREDIT BANK NA		03-06	$212		03-06	OPEN	CURR ACCT
3437520 OC CRC REV	1	04-93	$1,500-L				CCCCCCCCCCCCC
		03-06	$1,583-H			(99)	00/00/00
RC WILLEY HOME FURN		03-06	$0		03-06	OPEN	CURR ACCT
7397585 HF CHG REV	2	02-03	$1,500-L				0000000000000
		11-03	$2,438-H			(39)	00/00/00
GEMB/FUNANCING		03-06	$0	$256	03-06	OPEN	CURR ACCT
1648100 FF SEC 180	2	08-05	$27,707-O				0CCCCCCC
140002014195		03-06				(08)	00/00/00

---------- INQUIRIES ----------

LANDAMERICA CREDIT SVC	02-10-06	0900502	FR	UNK R/E
FACTUAL DATA/0600	01-20-06	3900614	ZB	UNK R/E
U S BANK CONSOLIDATED	10-15-05	2141255	BB	
CAPITAL ONE BANK	10-03-05	1220580	BC	
BANK OF THE WEST	08-22-05	3156710	BB	
WELLS FARGO BANK NEVAD	08-22-05	2175860	BM	
AMPS/BAIRD FAMILY RV	08-21-05	8962139	AU	UNK AUT
CUDL/SILVER STATE SC F	07-28-05	1221670	NU	
LANDSAFECREDIT	03-24-05	3970658	FR	UNK R/E
FACTUAL DATA/0600	03-21-05	3900614	ZB	UNK R/E
LANDSAFECREDIT	03-21-05	3970658	FR	UNK R/E
RV DEPOT	11-15-04	8960101	AU	
AMERICAN GENERAL FINAN	11-15-04	2517900	FP	
NOWCOM/DEAN KETRIS RV	11-13-04	7964043	AU	UNK AUT
ONYX ACCEPTANCE CORP	09-02-04	3604100	FA	
FACTUAL DATA/0600	08-30-04	3900614	ZB	UNK R/E
CITI AUTO	08-23-04	0502360	FP	
WFFINANCE	08-23-04	6502860	FP	
NUVELL	08-18-04	2535930	FA	
G M A C	08-15-04	2611330	FF	
ADP/BILL HEARD CHEV CO	08-14-04	7968006	AN	UNK AUT
ADP/VISTA CHEVROLET	08-09-04	7968005	AN	UNK AUT
PRIME ACCEPTANCE CORP	07-14-04	2681270	FF	
AQUA 2000 WATER TECHNO	07-13-04	3940167	UA	
FACTUAL DATA/0600	06-14-04	3900614	ZB	UNK R/E
TRANSUNION CREDIT INFO	06-01-04	3970180	ZC	UNK R/E
LANDAMERICA CREDIT SVC	05-17-04	0900502	FR	UNK R/E
LANDAMERICA CREDIT SVC	05-07-04	1970744	FR	UNK R/E
TC/HENNING CREDIT REPO	04-29-04	1971388	ZB	UNK R/E

---------- MESSAGES ----------

0092 REQUESTED PRODUCT OPTION NOT ALLOWED
0084 SSN MATCHES

CONSUMER ASSISTANCE CONTACT: EXPERIAN
701 EXPERIAN PARKWAY, PO BOX 2002, ALLEN, TX 75013, 888.397.3742

END -- EXPERIAN

CONFIRMATION OF ACCIDENTAL PHYSICAL DAMAGE INSURANCE

To provide protection against serious financial loss should an accident or damage occur, I understand that my instalment contract requires that the vehicle be continuously covered with insurance against the risks of fire, theft and collision. Accordingly, I have arranged for the required insurance through the insurance company shown below and have requested that the policy contain a loss payable endorsement in favor of the holder of my contract located at:

P.O. Box 5378
Timonium, MD 21094-5378

BR # 330

GMAC ACCOUNT NUMBER

NAMED INSURED:	FIRST [redacted]	MIDDLE	LAST
ADDRESS	NUMBER [redacted] STREET	CITY LAS VEGAS, NV	STATE [redacted] ZIP CODE
TEL. NO.	([redacted]	DRIVERS LICENSE #	

NAMED PURCHASER:	FIRST [redacted]	MIDDLE	LAST
ADDRESS	NUMBER [redacted] STREET	CITY LAS VEGAS, NV	STATE [redacted] ZIP CODE
TEL. NO.	([redacted]		

VEHICLE INSURED:

YEAR	MAKE	BODY	MODEL	VEHICLE IDENTIFICATION NUMBER
2007	CHEVROLET	UT	TAHOE	1GNFC13J07R[redacted]

VEHICLE USE: ☐ Private Passenger, ☐ Commercial Auto and Trailer

INSURANCE AGENT *PLEASE PRINT CLEARLY FULL AND EXACT ADDRESS TO APPEAR IN WINDOW ENVELOPE*

NAME	AJIT KUNDANANI
MAILING ADDRESS	1311 W CRAIG RD #
CITY	STATE ZIP CODE N LAS VEGAS NV 89032
AGENT'S TELEPHONE NUMBER	(7026315482

INSURANCE CARRIER *PLEASE PRINT CLEARLY FULL AND EXACT NAME OF INSURANCE CARRIER*

NAME	ALLSTATE	
POLICY NUMBER	NONE	
DATE THIS VEHICLE COVERED	FROM:	TO:
	COVERAGE	

☐ Collision $ _____ Deductible
Type: ☐ BROAD FORM OR STANDARD
☐ LIMITED (NOT ACCEPTABLE)
☐ Comprehensive $ _____ Deductible
☐ Fire-Theft

AGENTS COMMENT

NAMED INSU[redacted]
SIGNS [redacted]

05/02/2006
DATE

DEALER CONFIRMATION:

( ) AGENCY ( ) INSURANCE CARRIER — NAME OF PERSON CONTACTED

Confirmed By _____ DATE

LOSS PAYEE
LOSS PAYEE CONFIRMED ( )Yes ( ) No
☐ GMAC; ☐ GMACAB
☐ _____;
and in each case its successors and assigns.

DEALER SIGNS [redacted]

DEALER VISTA CHEVROLET

GMAC 288G 8/2004 (2)
Copyright 2001. General Motors Acceptance Corporation. All Rights Reserved.

GMAC COPY

CONFIRMATION OF ACCIDENTAL PHYSICAL DAMAGE INSURANCE

To provide protection against serious financial loss should an accident or damage occur, I understand that my instalment contract requires that the vehicle be continuously covered with insurance against the risks of fire, theft and collision. Accordingly, I have arranged for the required insurance through the insurance company shown below and have requested that the policy contain a loss payable endorsement in favor of the holder of my contract located at:

P.O. Box 5378
Timonium, MD 21094-5378

BR # 330

NAMED INSURED:	FIRST	MIDDLE	LAST	GMAC ACCOUNT NUMBER
	[redacted]			

ADDRESS	NUMBER	STREET	CITY	STATE	ZIP CODE
	[redacted]		LAS VEGAS,	NV	[redacted]

TEL. NO.	([redacted]	DRIVERS LICENSE #

NAMED PURCHASER:	FIRST	MIDDLE	LAST
	[redacted]		

ADDRESS	NUMBER	STREET	CITY	STATE	ZIP CODE
	[redacted]		LAS VEGAS,	NV	[redacted]

TEL. NO.	([redacted]

VEHICLE INSURED:

YEAR	MAKE	BODY	MODEL	VEHICLE IDENTIFICATION NUMBER
2007	CHEVROLET	UT	TAHOE	1GNEC13J07R[redacted]

VEHICLE USE: ☐ Private Passenger, ☐ Commercial Auto and Trailer

INSURANCE AGENT *PLEASE PRINT CLEARLY FULL AND EXACT ADDRESS TO APPEAR IN WINDOW ENVELOPE*

NAME	AJIT KUNDANANI
MAILING ADDRESS	1311 W CRAIG RD #
CITY	N LAS VEGAS NV 89032 (STATE ZIP CODE)
AGENT'S TELEPHONE NUMBER	(7026315482

AGENTS COMMENT

[redacted]

NAMED INSURED SIGNS [redacted]

INSURANCE CARRIER *PLEASE PRINT CLEARLY FULL AND EXACT NAME OF INSURANCE CARRIER*

NAME	ALLSTATE	
POLICY NUMBER	NONE	
DATE THIS VEHICLE COVERED	FROM:	TO:
	COVERAGE	

☐ **Collision $** _____ **Deductible**

Type: ☐ BROAD FORM OR STANDARD
☐ LIMITED (NOT ACCEPTABLE)

☐ **Comprehensive $** _____ **Deductible**

☐ **Fire-Theft**

05/02/2006
DATE

DEALER CONFIRMATION:

( ) AGENCY ( ) INSURANCE CARRIER — NAME OF PERSON CONTACTED

Confirmed By — DATE

LOSS PAYEE
LOSS PAYEE CONFIRMED ( )Yes ( ) No
☐ GMAC; ☐ GMACAB
☐ _____;
and in each case its successors and assigns.

DEALER SIGNS _____ DEALER VISTA CHEVROLET

GMAC 266G 8/2004 (2)
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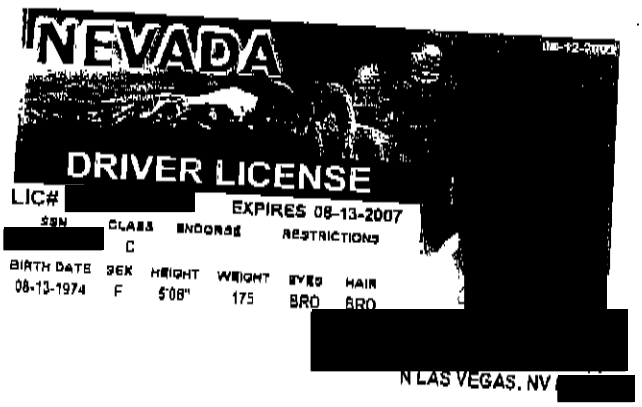
DEALER'S COPY

143861


NEVADA
DRIVER LICENSE
LIC# [redacted]
EXPIRES 08-13-2007
SSN
CLASS
ENDORSE
RESTRICTIONS
C
BIRTH DATE
SEX
HEIGHT
WEIGHT
EYES
HAIR
08-13-1974
F
5'08"
175
BRO
BRO
[redacted]
N LAS VEGAS, NV [redacted]

NEVADA
DRIVER LICENSE
LIC#
EXPIRES

DEAL 153303 STOCK# 70007

ODOMETER DISCLOSURE STATEMENT

FEDERAL AND STATE LAW REQUIRES THAT YOU STATE THE MILEAGE OF THE VEHICLE DESCRIBED BELOW UPON TRANSFER OF OWNERSHIP. FAILURE TO COMPLETE OR PROVIDING A FALSE STATEMENT MAY RESULT IN FINES AND/OR IMPRISONMENT.

I, VISTA CHEVROLET state that the
Transferor (seller) (print name in full)

odometer now reads 68 miles and to the best of my
(No tenths)

knowledge that it reflects the actual mileage of the vehicle described below, unless one of the following statements is checked.

_____ 1. I hereby certify that to the best of my knowledge the above disclosed odometer reading "EXCEEDS MECHANICAL LIMITS."

_____ 2. I hereby certify that to the best of my knowledge the above disclosed odometer reading is "NOT THE ACTUAL MILEAGE."

WARNING: ODOMETER DISCREPANCY

VEHICLE YEAR	MAKE	MODEL	BODY TYPE	VEHICLE IDENTIFICATION NUMBER
2007	CHEVROLET	TAHOE	UT	1GNFC13J07R[redacted]

TRANSFEROR'S (SELLER'S) SIGNATURE	TRANSFEROR'S NAME (Print Name in Full)
	VISTA CHEVROLET

MAILING ADDRESS (Include: Street Number and Name, Rural Delivery, Box and/or Apartment Number)

5501 DREXEL ROAD

CITY OR TOWN	STATE	ZIP CODE	DATE OF STATEMENT
LAS VEGAS	NV	89130	05/02/2006

TR[redacted]

MA[redacted]

CITY OR TOWN	STATE	ZIP CODE	DATE OF STATEMENT
LAS VEGAS	NV	[redacted]	05/02/2006

BPI

BD101 (Rev. 10/03)

Control # T1144332

STOCK# 70007

STATE OF NEVADA
DEPARTMENT OF MOTOR VEHICLES
Carson City, Nevada 89711

153303

DEALER'S REPORT OF SALE

(All reports of sale must be Printed or Typewritten with black or blue ink)

Full Sale Price 43605.00 Placard Number

Sales Tax Collected ☐ Yes X ☐ No Placard Expiration Date

Date of Sale 05/02/2006

Vehicle Identification No. 1GNFC13J07R[redacted]

Year 2007 Make CHEVROLET No. of Cyls. 8

Body Type UT Fuel G Model No. CC107 Model Name TAHOE

Rebuild Vehicle XX ☐ Odometer Reading 68 Axles

County vehicle will be based CLARK

Full Legal Name [redacted]

Must Check One ☐ or ☐ and

Sold to: (1) Last First Middle

(2) [redacted] Middle

Residence Address LAS VEGAS NV [redacted]

City State Zip

LEGAL OWNER GMAC

Address COCKEYSVILLE MD 21030

City State Zip

DEALER'S NAME VISTA CHEVROLET DEALER'S NO 24937

Mailing Address 5501 DREXEL ROAD City LAS VEGAS

IMPORTANT – Check Type of Sale ☐ NEW* ☐ USED X

*If new vehicle, are you franchised for this make? ☐ YES ☐ NO

Authorized Representative Signature [redacted]

NRS Chapter 482 requires selling [redacted]

Carson City, Nevada 89711

AGREEMENT TO PROVIDE INSURANCE

VEHICLE PURCHASED	Make CHEVROLET	Model TAHOE	Year 07
VEHICLE IDENTIFICATION NUMBER:	1GNFC13J07R[redacted]		

IT IS HEREBY AGREED AND UNDERSTOOD THAT UPON DELIVERY OF THE ABOVE-DESCRIBED VEHICLE, BUYER SHALL BE SOLELY AND COMPLETELY RESPONSIBLE FOR ANY AND ALL RISK OF LOSS FOR PROPERTY DAMAGE OF ANY KIND, OR BODILY INJURY TO BUYER OR ANY THIRD PERSONS OCCASIONED BY THE OPERATION OR USE OF SAID VEHICLE. BUYER AGREES AND WARRANTS THAT HE HAS OBTAINED A COMPREHENSIVE POLICY OF INSURANCE COVERING PROPERTY DAMAGE, BODILY INJURY, MAJOR MEDICAL, UNINSURED MOTORIST, UNDERINSURED MOTORIST, AND PHYSICAL DAMAGE TO BUYER, THIRD PERSONS, OR THEIR PROPERTY. BUYER HEREBY ACKNOWLEDGES DELIVERY OF THE ABOVE-DESCRIBED VEHICLE AND UNDERSTANDS THAT HEREAFTER, VISTA CHEVROLET _____, HAS NO FURTHER OBLIGATION WHATSOEVER TO PROVIDE INSURANCE IN ANY FORM, OR INSURING ANY RISK WITH REGARD TO THE OWNERSHIP OR USE OF SAID VEHICLE.

LIENHOLDER gmac

NAME OF INSURANCE COMPANY ALLSTATE

NAME OF AGENT: AJIT KUNDANANI

1311 W CRAIG RD #

N LAS VEGAS NV 89032

7026315482

DATE: 02 MAY ,20 06

BUYER [redacted]

VISTA CHEVROLET _____ BY: _____

Nevada Evidence of Motor Vehicle Liability Insurance

Allstate Insurance Company

POLICY NUMBER
0 36 872114 08/28

EFFECTIVE DATE
02/28/04

EXPIRATION DATE
08/28/04

This card must be carried in the insured motor vehicle for production upon demand.

YEAR / MAKE / MODEL
04 Chevy Trk Tahoe

VEHICLE ID NUMBER
1GNEC13T54J[redacted]

[redacted]

N Las Vegas NV [redacted]

THIS CARD HAS BEEN APPROVED BY THE COMMISSIONER OF INSURANCE

If you have an accident or loss:

- Notify the police immediately.
- Obtain names, addresses, phone numbers (work & home) and license plate numbers of all persons involved including passengers and witnesses.
- Contact your Allstate agent or broker as soon as possible.

  Ajit Kundanani Inc
  (702) 631-5482
  1311 W Craig Rd #B
  N Las Vegas NV 89032

- If you are unable to contact your agent or broker, call the Allstate Claim Office nearest to your home (check the phone book). If you are out of town, contact the nearest Allstate office.

The coverage on this vehicle meets the requirements set forth in NRS 485.185

2007 TAHOE 2WD LT
51U GOLD MIST METALLIC /V8G
193 EBONY
ORDER NO. JQJFKG/TRE STOCK NO.
VIN 1GN FC13 J0 7R[redacted]

CHEVROLET MOTOR DIVISION
GENERAL MOTORS CORPORATION
100 RENAISSANCE CENTER
DETROIT MI 48243-1114
VEHICLE INVOICE 1AD80456626

**********13*39623S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
CC10706 TAHOE 2WD LT	34865.00	31901.48	INVOICE 01/11/06
ARS 2ND ROW SEAT POWER RELEASE	425.00	352.75	SHIPPED 12/07/05
AS3 3-PASSENGER, 3RD ROW SEAT	860.00	713.80	EXP I/T 12/28/05
CE1 RAIN SENSING WIPERS	95.00	78.85	INT COM 01/13/06
CF5 POWER SLIDING SUNROOF	995.00	825.85	PRC EFF 01/01/06
C5Y GVW RATING-7100 LB	N/C	N/C	KEYS XXXXX XXXXX
E61 POWER LIFTGATE WITH LIFTGLASS	350.00	290.50	WFP-S QTR OPT-1
FE9 FEDERAL EMISSIONS	N/C	N/C	BANK: GMAC - 021
GT4 REAR AXLE - 3.73 RATIO	100.00	83.00	CHG-TO 39-623
G80 LOCKING REAR DIFFERENTIAL	295.00	244.85	
KA6 2ND ROW HEATED SEATS	200.00	166.00	SHIP WT: 5505
LY5 VORTEC 5300 V8 GAS ENGINE	N/C	N/C	HP: 45.7
M30 4-SPD AUTOMATIC TRANSMISSION	N/C	N/C	GVWR: 7100
RCS 20" POLISHED ALUMINUM WHEELS	1795.00	1489.85	GAWR.FT: 3200
R6S SELECT PACKAGE DISCOUNT	400.00-	332.00-	GAWR.RR: 4100
UVA AM/FM STEREO W/CD/DVD/MP3	N/C	N/C	GMS: 39569.53
(REQUIRED W/REAR DVD, REPLACES STD/OPT RADIO)			SUPPLR: 41346.78
			MRM: 45845.00
U42 REAR SEAT ENTERTAINMENT SYSTEM	1295.00	1074.85	NTR: 1/2
V1K LUGGAGE RACK - CROSS BARS	45.00	37.35	DAN: 2WDLO
3LT TAHOE LT3 EQUIPMENT GROUP:	3650.00	3029.50	MEMO 2153.50

* FRONT LEATHER APPOINTED BUCKET SEATS
* DRIVER SIDE SEAT W/12-WAY POWER, HEAT & MEMORY
* PASSENGER SIDE SEAT W/12-WAY POWER & HEAT
* 2ND ROW LEATHER APPOINTED SEATS
* POWER ADJUSTABLE PEDALS
* REMOTE VEHICLE STARTER
* AM/FM STEREO WITH MP3 COMPATIBLE 6-DISK CD CHANGER (REPLACES STD RADIO)
* HEAD CURTAIN SIDE AIR BAGS, ALL SEATING ROWS
* BOSE PREMIUM SPEAKER SYSTEM
* XM SATELLITE RADIO - SERVICE FEE EXTRA. 1ST 3 MONTHS INCL.
* REAR PARKING ASSIST
* OUTSIDE POWER FOLDING MIRRORS W/AUTO DIMMING & TURN SIGNALS
* UNIVERSAL HOME REMOTE
* TRI-ZONE AUTOMATIC AIR CONDITIONING

DELETE ROO

** CONTINUED ON PAGE 2 **

VISTA CHEVROLET
51U GOLD MIST METALLIC /V8G
193 EBONY
ORDER NO. JQJFKG/TRE STOCK NO.
VIN 1GN FC13 J0 7R101127

2007 TAHOE 2WD LT

GENERAL MOTORS CORPORATION
100 RENAISSANCE CENTER
DETROIT MI 48243-1114
VEHICLE INVOICE 1AD80456626

**********13*39623S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK

** CONTINUED FROM PAGE 1 **

TOTAL MODEL & OPTIONS	44570.00	39956.63	ACT	237	39494.53
DESTINATION CHARGE	875.00	875.00	H/B	261	1337.10
LAM DEALER CONTRIBUTION		445.70	ADV	261	445.70
LAM GROUP CONTRIBUTION		557.13	EXP	65A	557.13
TOTAL	45445.00	41834.46	PAY	310	41834.46

MEMO: TOTAL LESS HOLDBACK AND
APPROX WHOLESALE FINANCE CREDIT 39974.38

****

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.

VISTA CHEVROLET

REMIT TO GMAC NO. 021
VIN 1GNFC13J07R101127
$ 41834.46 INV 1AD80456626
DUE 01/13/06 DEALER 39-623

ARBITRATION AGREEMENT

Buyer / lessee and dealer agree that all claims, demands, disputes or controversies of every kind or nature that may arise between them concerning any negotiations leading to the sale, lease or for financing, purchase of insurance, purchase of extended warranties or service contracts, the financing shall be settled exclusively by binding arbitration conducted pursuant to the provision of Chapter 38 of Nevada Revised Statutes (the Nevada Arbitration Act) and according to the Commercial Arbitration Rules of the American Arbitration Association.

The arbitrator shall follow the substantive law of the State of Nevada, and shall find the facts specially and state separately his conclusions of law thereon. The arbitrator shall follow the applicable legal privileges, including by way of example only, attorney-client and work product privilege. The arbitrator shall provide a written reasoned decision and award. Any questions regarding whether a particular controversy is subject to arbitration shall be decided for by the arbitrator. Without limiting the generality of the foregoing, it is the intention of the buyer / lessee and the dealer to resolve by its condition, including disputes concerning the terms and conditions of the sale; lease or financing, and its condition of the vehicle, any damage to the vehicle, the terms meaning of any of the documents signed or given in connection with the sale, lease or financing, any representations promises or omissions made in connection with negotiations for the sale, lease or financing of the vehicle , or any terms, conditions or representations made in connection with the financing, credit life insurance, disability insurance, and vehicle extended warranty or service contract purchased or obtained with the vehicle.

Either party may demand arbitration by filing with the American Arbitration Association a written demand for arbitration along with a statement of the matter in controversy. A copy of the demand from arbitration shall simultaneously be served upon the other party. The buyer/ lessee and the dealer agree that the arbitration proceedings to resolve all such disputes shall be conducted in the city where the dealer's facility is located.

This agreement is binding upon, and inure to the benefit of buyer/ lessee and dealer and the officers employees, agents and affiliated entitles of each of them. This agreement will survive payment of buyer /lessee's obligations and any termination, cancellation or performance of the transactions between buyer/ lessee and dealer.

BUYER / LESSEE AND DEALER UNDERSTAND THAT THEY ARE AGREEING TO RESOLVE THE DISPUTE BETWEEN THEM DESCRIBED ABOVE BY BINDING ARBITRATION RATHER THAN BY LITIGATION IN ANY COURT.

VECHILE DESCRIPTION 07 CHEV TAHO 1GNEC13J07R[redacted]

VIN# VISTA CHEVROLET

SELLER/LESSOR/ DEA[redacted]

BUYER LESSEE 05/02/0[redacted]

BUYER LESSEE

DATE

BILL HEARD OFFICE OF FOREIGN ASSESTS CONTROL

CUSTOMER NAME INQUIRY

Enter Last Name with a comma, a space then the First Name or the Last name only, or any part of the last name starting with the first letters

Hit Instructions **Bill Heard Rules**

Name i.e.(Doe, John) **5/2/2006 4:52:43 PM**

[redacted]

Submit Print Page

There were no extact matches for name CHRISTIE PHILBROOK and no similar name matches

POWER OF ATTORNEY

KNOW ALL MEN BY THESE PRESENTS, That the undersigned [redacted]

of the County of CLARK, State of NV, being the Registered Owner of the following described motor vehicle,

Make CHEVROLET TAHOE 2007 License No. _____

Engine No. 1GNFC13J07R[redacted] hereby make, constitute and appoint VISTA CHEVROLET

of NV County, State of NV

true and lawful attorney in fact to sign in the name, place and stead of the undersigned, any Certificate of Ownership issued by the Department of Motor Vehicles of the State, covering the motor vehicle described above, in whatever manner necessary to transfer any registration of said motor vehicle.

Granting and giving unto said attorney in fact, full authority and power to do and perform any and all other acts necessary or incident to the execution of the powers herein expressly granted with power to do and perform all acts authorized hereby, as fully to all intents and purposes as the grantor might, or could do if personally present, with full power of substitution.

IN TESTIMONY WHEREOF, the undersigned has _____ hereunto set _____ ha[redacted] day of MAY 2006

X[redacted]

Witness: _____

Address: _____

POWER OF ATTORNEY

KNOW ALL MEN BY THESE PRESENTS, That the undersigned

_____

of the County of _____, State of _____, being the Registered Owner of the following described motor vehicle,

Make _____ Type _____ License No. _____

Engine No. _____, does hereby make, constitute and appoint _____

of _____ County, State of _____

true and lawful attorney in fact to sign in the name, place and stead of the undersigned, any Certificate of Ownership issued by the Department of Motor Vehicles of the State, covering the motor vehicle described above, in whatever manner necessary to transfer any registration of said motor vehicle.

Granting and giving unto said attorney in fact, full authority and power to do and perform any and all other acts necessary or incident to the execution of the powers herein expressly granted with power to do and perform all acts authorized hereby, as fully to all intents and purposes as the grantor might, or could do if personally present, with full power of substitution.

IN TESTIMONY WHEREOF, the undersigned has _____ hereunto set _____ [redacted]

Witness: _____

Address: _____

AUTHORIZATION FOR PAY OFF

DATE _____ at _____ (City)

TO _____ (Legal Owner's Name)

_____ (Address)

The undersigned hereby authorizes and directs you to accept from _____ (Payor's Name)

of _____ (Address)

or order, the pay-off due you on my account in the amount of $ _____ and to surrender to them, or order, the properly endorsed Certificate of Ownership on _____ car and: (Year, Make and Motor No.)

(Cross out one that does not apply.)

1. The insurance policy covering said car, which I hereby assign to above payor;
2. To cancel the insurance policy covering said car and apply the return premium deriving therefrom to my account.

(Signed) _____

IN LIEU OF TITLE

_____ City State

To _____

Address _____

IN CONSIDERATION OF your purchasing from me my automobile described as follows:

Year _____ Make _____ Body Type _____

Motor No. _____ Serial No. _____

I hereby agree that I will, within _____ Days from date, furnish you with Ownership Certificate, License No. _____, issued by the State of _____, to me and agree to have said ownership certificate properly endorsed and released by me and/or my former legal owner, thereby showing said automobile free and clear of all incumbrance.

By _____

BILL OF SALE

KNOW ALL MEN BY THESE PRESENTS:

That in consideration of _____ Dollars ($ _____) and other valuable consideration, the receipt whereof is hereby acknowledged, the undersigned (seller) does hereby sell, transfer and deliver unto _____ (buyer) his right, title and interest in and to the following described vehicle:

Year & Make _____ V.I.N. _____

Body Type _____ Model _____ Fuel & Axle: _____ Weight _____ Cyl. _____

Year Manufactured _____ Model Number _____

The said seller hereby warrants that he is the lawful owner of said vehicle; that it is free from all liens and encumbrances except lien* in favor of _____

Name

_____

Street City State

If no liens exist write the words "No Exceptions" in blank space.

that he has the right to sell the same as aforesaid, and that he will warrant and defend the title of same against the claims and demands of all persons whomsoever except lienholder noted above.

(PLACE NOTARY SEAL HERE)

Signed this _____ day of _____

Subscribed and sworn to before me this _____ day of _____

Notary Public in and for the County of _____

State of _____

SIGNATURE OF SELLER _____

Address City State

OR

Signature of subscribing witness: _____

Address City State

VISTA CHEVROLET

PRIVACY POLICY

The protection of your nonpublic personal information is important to our Dealership. It is common for companies like ours to share your nonpublic personal information with affiliated third parties (a company that is related by common ownership or corporate control) and, in some cases, with nonaffiliated third parties. Because we recognize that keeping your nonpublic personal information private is important to you, we would like to take this opportunity to explain our Privacy Policy.

About Our Privacy Policy

Our Privacy Policy applies to those persons who obtain from us financial products or services to be used for personal, family or household purposes. Our goal is to respond to your inquiries and to provide products, services and other information you request. This Privacy Policy explains:

- The types of information we may collect about you
- The types of information we may disclose to third parties
- The types of third parties to whom we may disclose information
- How we protect the nonpublic personal information we collect about you

The Types Of Information We May Collect About You

We may collect nonpublic personal information about you from the following sources:

- Information we receive from you on applications or other forms, such as your name, address, telephone numbers, e-mail addresses, birth date, social security number, income and employment history.
- Information about your transactions with us or others, such as your account balances and payment histories.
- Information we receive from your consumer credit reports or a consumer reporting agency, such as your credit worthiness, credit score or credit history.
- Representations made by you to us, such as your employment history, account balances, payment histories, and your relationship with other persons or entities that you have listed as references.

The Types Of Information We May Disclose

We may disclose all of the nonpublic personal information that we collect about you as a consumer, customer, or former customer to third parties as permitted by law. We may also disclose the nonpublic personal information we collect about you to third parties that perform services on our behalf or in connection with the products and services we sell or to other financial institutions with whom we have joint marketing agreements, such as third parties who: Manufacture, supply, or administer the goods and services, including insurance products, warranties and extended service contracts; advertise or market the products and services; make service and customer satisfaction inquiries on our behalf; or provide other related marketing services. We are permitted by law to disclose information about you to third parties that perform such services and/or to other financial institutions with whom we have joint marketing agreements. We are not required to give you the opportunity to opt out of such disclosures.

How We Protect The Nonpublic Personal Information We Collect About You

We take our responsibility to protect your nonpublic personal information very seriously. Whenever we collect information about you, we restrict access to your nonpublic personal information to our employees and those third parties who need the information to respond to your inquires, to provide better customer service, and to provide products, services and other information you request. We explain the importance of protecting your nonpublic personal information to our employees and take appropriate measures to enforce employee responsibilities regarding our Privacy Policy. We also maintain physical, electronic and procedural safeguards to protect the confidentiality and security of the information we collect. We require any third party who receives information about you from us to agree to keep that information confidential and to use the information only as permitted by law.

We appreciate your business and the opportunity to assist you in understanding our Privacy Policy. We hope that you have found this information to be useful and appreciate the opportunity to continue to serve you in the future. If you have any questions about our privacy policies, please feel free to contact us.

[redacted] I (We) acknowledge that I (We) received a copy of this Privacy Policy on the date indicated

[redacted] Date 5-2-06 Customer's Signature Date

Printed in U.S.A. © 2003 ADP (12/03)

VISTA CHEVROLET

SPOT DELIVERY AGREEMENT- NOTICE OF RESCISSION RIGHTS

Customer Name [redacted] Salesperson: _____

Street Address: [redacted]

Home Telephone [redacted] Work Telephone: [redacted]

Vehicle Description: 07 CHEVROLET TAHO 1GNFC13J07R[redacted]

Year Make Model Vehicle Identification Number (VIN)

Although I have been permitted to take possession of the above-described vehicle, I understand that financing for the purchase of the vehicle has not been finalized. This is known as a "Spot Delivery". The Dealership and I intend that financing for my purchase of the vehicle will be obtained directly from a third party or that the Retail Installment Contract I signed to complete the transaction will be assigned to a third party lender. I understand that this Spot Delivery Agreement is for the purpose of allowing me to take possession of the vehicle, subject to the following terms and conditions, until a final decision regarding my request for financing is made:

1. I must have a valid driver's license to operate the vehicle, maintain full insurance coverage on the vehicle, and may not permit anyone who does not have a valid driver's license to operate the vehicle.

2. I agree to furnish the Dealership any documentation necessary to verify information contained in my credit application. In the event that financing is not obtained from a third party for my purchase of this vehicle or the Dealership is unable to assign the Retail Installment Contract to a third party with whom the Dealership regularly does business pursuant to terms of assignment acceptable to the Dealership within _____ days, the Dealership may elect to rescind the Retail Purchase Order. I will immediately return the vehicle to the Dealership upon my receipt of notice from the Dealership of its election to rescind.

3. In the event that I am required to return the vehicle to the Dealership, I will return the vehicle in the same condition it was in when it left the Dealership, reasonable wear and tear excepted. Upon my return of the vehicle to the Dealership, the Dealership will refund any payments made by me and my Trade-In Vehicle will be returned to me.

4. I understand that I am responsible for paying the cost of repairing any damage that occurred to the vehicle arising out of my use, possession and control of the vehicle and any other amounts I owe the Dealership pursuant to this Agreement and/or the Retail Purchase Order. I further agree to pay $_____ per mile or $_____ per day, whichever is greater, for my use of the vehicle during this period. I will pay any amounts I owe to the Dealership upon my return of the vehicle.

5. If I am in breach of this Agreement or fail to return the vehicle to the Dealership as required by this Agreement, the Dealership, or any of its agents or employees, may peacefully retake possession of the vehicle, and I will be required to pay all expenses incurred by the Dealership in obtaining possession of the vehicle, including attorney's fees.

6. I will defend, indemnify and hold harmless the Dealership from and against any and all losses, liabilities, damages, injuries, claims, demands, costs and expenses arising out of my use, possession and control of the vehicle and/or any breach of my responsibilities as set forth in this Agreement.

By signing below, I acknowledge that I have read this Spot Delivery Agreement and I fully understand and agree to be bound by the terms and conditions set forth herein. This Spot Delivery Agreement is incorporated [redacted] Retail Purchase Order.

02 MAY 06 02 MAY 06

[redacted] 02 MAY 06

Cus[redacted] Date Authorized Dealership Representative Date

Customer Date

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VISTA CHEVROLET

F&I ACKNOWLEDGEMENT

[redacted]_A) Financing
When Vista Chevrolet sells the contract you signed for the purchase of your vehicle, **the Dealership may be compensated by your lender for participating in the arrangements,** which allow you to pay for or lease your vehicle over time. **Depending upon the financial arrangements, you may be able to negotiate the interest rate on your loan.** The fee may be a set amount or it may be a difference between the rate at which the finance company purchases your contract from Vista Chevrolet and the customer's actual annual percentage rate. You have the option to comparison shop other finance sources who's rates and terms may be more or less than favorable than those offered by Vista Chevrolet.

[redacted]B) Financing Forms
Vista Chevrolet may submit your contract to more than one finance company. Many companies will only accept their own form. If the company that purchases your contract will not accept the form you have signed, you may be requested to sign another form. In some cases, a finance source may offer a "conditional approval", which means it will not purchase your contract on the original terms, but will purchase it on different terms. If you agree to the new terms, you will be asked to sign a new contract representing the new terms.

[redacted]_C) Credit Life and Disability Insurance
If your contract includes Credit Life Insurance and/or Disability Insurance, Vista Chevrolet may earn a commission from the insurance company for the sale of this type of insurance. The commission is based on the amount and type of insurance that you buy. Purchase of this insurance is **optional.**

[redacted]_D) Service Contracts and/or Maintenance Contracts
If you purchased a service contract and/or maintenance agreement for your vehicle, Vista Chevrolet may earn a commission from the service contract company. The commission is based on the type of coverage that you buy. Purchase of a service contract and/or maintenance contract is **optional.**

[redacted]_E) GAP Addendum (Guaranteed Asset Protection)
If you purchased GAP Addendum for your vehicle, Vista Chevrolet will earn income based on the protection coverage that you buy. Purchase of GAP Addendum is **optional.**

You may request copies of all documents you have signed today.
I have read and understand all the options available to me.

Buyer's Signature [redacted] Date 5-2-06

Co-Buyer's Signature _____ Date _____

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WAIVER OF COVERAGE

THE COVERAGE OPTIONS HAVE BEEN FULLY EXPLAINED TO ME IN CONJUNCTION WITH MY AUTOMOBILE PURCHASE.

I CHOOSE NOT TO PURCHASE COVERAGE UNDER WHICH I HAVE SIGNED MY NAME WITH THE UNDERSTANDING THAT SOME PRODUCTS AND/OR PRICING MAY NOT BE MADE AVAILABLE AFTER THE DATE OF DELIVERY. IN ADDITION, I ASSUME ALL CONSEQUENTIAL LIABILITY FOR THE VEHICLE I PURCHASED, AND HOLD DEALER HARMLESS AS A RESULT OF MY WAIVER OF ANY OR ALL COVERAGES.

Custome[redacted]
Signatu[redacted]

Dealership
Signature: _____

DATE: _____

DEAL 153303 STOCK# 70007

ODOMETER DISCLOSURE STATEMENT

FEDERAL AND STATE LAW REQUIRES THAT YOU STATE THE MILEAGE OF THE VEHICLE DESCRIBED BELOW UPON TRANSFER OF OWNERSHIP. FAILURE TO COMPLETE OR PROVIDING A FALSE STATEMENT MAY RESULT IN FINES AND/OR IMPRISONMENT.

I, VISTA CHEVROLET state that the
Transferor (seller) (print name in full)

odometer now reads 68 miles and to the best of my
(No tenths)

knowledge that it reflects the actual mileage o the vehicle described below, unless one of the following statements is checked.

_____ 1. I hereby certify that to the best of my knowledge the above disclosed odometer reading "EXCEEDS MECHANICAL LIMITS."

_____ 2. I hereby certify that to the best of my knowledge the above disclosed odometer reading is "NOT THE ACTUAL MILEAGE."

WARNING: ODOMETER DISCREPANCY

VEHICLE YEAR	MAKE	MODEL	BODY TYPE	VEHICLE IDENTIFICATION NUMBER
2007	CHEVROLET	TAHOE	UT	1GNFC13J07R[redacted]

TRANSFEROR'S (SELLER'S) SIGNATURE	TRANSFEROR'S NAME *(Print Name in Full)*
	VISTA CHEVROLET

MAILING ADDRESS *(Include: Street Number and Name, Rural Delivery, Box and/or Apartment Number)*

5501 DREXEL ROAD

CITY OR TOWN	STATE	ZIP CODE	DATE OF STATEMENT
LAS VEGAS	NV	89130	05/02/2006

[redacted]

CITY OR TOWN	STATE	ZIP CODE	DATE OF STATEMENT
LAS VEGAS	NV	[redacted]	05/02/2006

STATE OF NEVADA
DEPARTMENT OF MOTOR VEHICLES

CERTIFICATE OF TITLE

VIN	YEAR	MAKE	MODEL	VEHICLE BODY	TITLE NUMBER
1GNEC13T54J[redacted]	2004	CHEV	TAHOE	4W	[redacted]

DATE ISSUED	ODOMETER MILES	FUEL TYPE	SALES TAX PD.	EMPTY WT.	GR[redacted]
03/09/2004	30	G			6001

VEHICLE COLOR

ODOMETER BRAND: ACTUAL MILES

BRANDS

OWNER(S) NAME AND ADDRESS
[redacted]

OR

N LAS VEGAS NV [redacted]

LIENHOLDER(S) NAME AND ADDRESS
ONYX ACCEPTANCE CORP
P O BOX 7001
RNCHO SNTA MARGARITA CA 92688-700

LIENHOLDER(S) RELEASE - INTEREST IN THE VEHICLE DESCRIBED ON THIS TITLE IS HEREBY RELEASED:

Beth Layton
SIGNATURE OF AUTHORIZED AGENT

DATE 7-21-04

ONYX ACCEPTANCE CORP.
Printed Name

FEDERAL AND STATE LAW REQUIRES THAT YOU STATE THE MILEAGE IN CONNECTION WITH THE TRANSFER OF OWNERSHIP. FAILURE TO COMPLETE OR PROVIDING A FALSE STATEMENT MAY RESULT IN FINES AND/OR IMPRISONMENT.
The undersigned hereby certifies that the vehicle described in this title has been transferred to the following buyer(s):

Printed Name of Buyer(s) ☐ AND ☐ OR

Printed Name of Buyer(s)

Address City State Zip Code

I certify to the best of my knowledge that the odometer reading is the actual mileage of the vehicle unless one of the following statements is checked:

						NO

☐ The mileage stated is in excess of its mechanical limits. Date of Sale
[redacted]ading is not the actual mileage. WARNING: ODOMETER DISCREPANCY.
[redacted]year over 9 years old.

[redacted]

Signature of Buyer(s)

Printed Name of Buyer(s)

ACCORDING TO THE RECORDS OF THE DEPARTMENT OF MOTOR VEHICLES, THE PERSON NAMED HEREON IS THE OWNER OF THE VEHICLE DESCRIBED ABOVE, SUBJECT TO LIEN(S) AS SHOWN.

CONTROL NO. [redacted]
(THIS IS NOT A TITLE NO.)

RD-2 (Rev. 10/01)

ALTERATION OR ERASURE VOIDS THIS TITLE

chevrolet.com

Manager OK to Appraise	Date	Salesperson	Customer Name State Phone
	- -		

VIN#	1	6	N	E	C	1	3	T	5	4	J	[redacted]	STOCK #	

G	H	J	K	L	M	N	P	R	S	T	V	W	X	Y	1	2
86	87	88	89	90	91	92	93	94	95	96	97	98	99	00	01	02

YEAR	04	NAME	[redacted]	DATE IN STOCK	
MAKE	Chevy	ADDRESS		DATE CLEAR	
MODEL	Tahoe LT	CITY	STATE		
COLOR	Silver	ZIP	PHONE	RETAIL	
		MILEAGE	25,650	WHOLESALE	

ACCESSORIES
ENGINE 1 6
TRANS. 2 3 4 5

- ☐ 2 DOOR ☑ 4 DOOR
- ☐ POWER STEERING
- ☑ AIR CONDITIONING
- ☑ AM/FM CASSETTE
- ☑ POWER WINDOW
- ☑ POWER DOOR LOCK
- ☑ TILT WHEEL
- ☑ CRUISE CONTROL
- ☑ POWER SEAT ONLY
- ☑ DUAL POWER SEATS
- ☑ ABS (4 WHEEL)
- ☑ COMPACT DISC
- ☑ BOSE/JBL/INFINITY
- ☐ LEATHER
- ☐ FLIP-UP SUN ROOF
- ☐ SUNROOF (SLIDING)
- ☐ MOON ROOF (SLIDING)
- ☐ T-BAR ROOF
- ☐ PADDED VINYL TOP
- ☐ IMITATION CONV. TOP
- ☑ LUGGAGE RACK
- ☐ WIRE WHEEL COVER
- ☐ CUSTOM/WIRE WHEELS
- ☑ THIRD SEAT (S/W)

15" DVD

alloy running boards

TRUCKS
- ☐ GROUP NAME (i.e. XLT, Silverado)
- ☑ A/C, REAR
- ☐ HIGH BUCKET SEATS
- ☐ SLIDING WINDOW
- ☐ CAMPER SHELL
- ☐ ROLL BAR
- ☐ GRILL GUARD
- ☐ WINCH
- ☐ CUSTOM BUMPER
- ☐ STEPSIDE P/U (1/2 TON ONLY)
- ☐ AUX FUEL TANKS
- ☑ TOW PKG
- ☐ DUAL REAR WHEELS
- ☐ MAG WHEEL / WIDE TIRES
- ☐ 4WD

NOTES: _____

MAXIMUM RECONDITIONING	SALESMAN	
$	SALES MANAGER	
	USED CAR MANAGER	

LOW B.B.	MILEAGE + OR -	LOW B.B.

ACV	$24,400	RETAIL PRICE	$

CONDITION		RECONDITIONING COSTS
CATEGORY		
ENGINE		
TRANS/ CLUTCH		
DRIVE LINE		
BRAKES		
TIRES		
A / C		
INTERIOR		
BODY DAMAGE		
PAINT		
GLASS		
MISC.		
	TOTAL	$

Title Checked

By: _____

1. Does this vehicle have a reconditioned, flood damaged, or salvage title? ☐ YES ☐ NO
2. Is this the actual mileage? ☐ YES ☐ NO
3. If No, explain: _____

Stock Number:	Customer Signature:

May 2, 2006

Wholesale/Retail Breakdown

Kelley Blue Book
May-Jun 2006

2004 Chevrolet Tahoe Sport Utility 4D..... $22,800/$26,600

VIN: 1GNEC13T54J[redacted]

V8 5.3 Liter.....	400/535
Automatic	Included
2WD	<875>/<1,165>

*** Equipment ***

LT	650/865	DVD System.....	350/465
Air Conditioning.....	Included	Dual Front Air Bags...	Included
Rear Air.....	450/600	ABS (4-Wheel)	200/265
Power Steering.....	Included	Power Seat.....	100/135
Power Windows.....	225/300	Third Seat	Included
Power Door Locks.....	175/235	Roof Rack.....	100/135
Tilt Wheel.....	200/265	Privacy Glass	100/135
Cruise Control.....	150/200	Running Boards.....	200/265
AM/FM Stereo.....	Included	Towing Pkg	300/400
Cassette.....	125/165	Alloy Wheels	275/365
Single Compact Disc...	200/265		

Total Value without mileage.....	$26,125/$31,030
Mileage adjustment (25,650) miles.....	1,150

*** Total Wholesale/Retail Value ..... $27,275/$32,180

bill heard chevrolet

May-Jun 2006 Kelley Blue Book KARPOWER values for Nevada
Values are subjective opinions. Kelley Blue Book assumes no responsibility for errors or omissions
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IMPORTANT INFORMATION

1. This certificate shows registered ownership only. Legal ownership is shown on the certificate of title.

You Must:

2. Carry this certificate, or a legible copy, in the vehicle and, upon demand, it must be displayed to a peace officer
3. Immediately apply for a duplicate if your registration certificate or license plates/decals are lost, mutilated or illegible.
4. Notify the Department of Motor Vehicles within 10 days of moving to a new address.
5. Maintain security (insurance or qualified self-insurer) for a motor vehicle for the entire time the vehicle is registered in Nevada. If you cancel your insurance you must cancel your registration by surrendering your registration certificate and license plates in order to avoid registration suspension and reinstatement fees.
6. Keep evidence of insurance in the motor vehicle and upon demand, it must be displayed to a peace officer.
7. Remove your plates if you sell this vehicle. If you do not officially transfer these plates to another vehicle owned by you, you must surrender the license plates to the Department within 60 days.

Fold Here

DMV
Nevada Department of Motor Vehicles

Issue Date : 03/01/2004 **OP :** 2702

Expires : 03/01/2005

Decal Number : C01789

Plate Style : SUNSET

Plate Background : SUNSET

License Number	Year	Make	Type	Model Name	Cyl	MSRP	Fuel	Axle	Weight	Unladen Weight
[redacted]	2004	CHEVROLET	T4W	TAHOE	8	$35,190.00	G	2	6001	0

Vehicle Identification Number
1GNEC13T54J[redacted]

County Based
CLARK

L2004-007166
406-1/10
TROOPER M. GAL #516

[redacted]

N LAS VEGAS NV [redacted]

(Rev. 9-01)

STOCK# 70007

DEAL 153303

ODOMETER DISCLOSURE STATEMENT

FEDERAL AND STATE LAW REQUIRES THAT YOU STATE THE MILEAGE OF THE VEHICLE DESCRIBED BELOW UPON TRANSFER OF OWNERSHIP. FAILURE TO COMPLETE OR PROVIDING A FALSE STATEMENT MAY RESULT IN FINES AND/OR IMPRISONMENT.

I, [redacted] state that the
Transferor (seller) (print name in full)

odometer now reads 26736 miles and to the best of my
(No tenths)

knowledge that it reflects the actual mileage o the vehicle described below, unless one of the following statements is checked.

_____ 1. I hereby certify that to the best of my knowledge the above disclosed odometer reading "EXCEEDS MECHANICAL LIMITS."

_____ 2. I hereby certify that to the best of my knowledge the above disclosed odometer reading is "NOT THE ACTUAL MILEAGE."

WARNING: ODOMETER DISCREPANCY

VEHICLE YEAR	MAKE	MODEL	BODY TYPE	VEHICLE IDENTIFICATION NUMBER
2004	CHEVROLET	TAHOE	UT	1GNEC13T54J[redacted]

[redacted] TRANSFEROR'S NAME *(Print Name In Full)* [redacted]

MAILING ADDRESS *(Include: Street Number, Rural Delivery, Box and/or Apartment Number)*

[redacted]

CITY OR TOWN	STATE	ZIP CODE	DATE OF STATEMENT
LAS VEGAS	NV	[redacted]	05/02/2006

TR[redacted] TRANSFEREE'S NAME *(Print Name In Full)* VISTA CHEVROLET

M[redacted] *Rural Delivery, Box and/or Apartment Number)*

CITY OR TOWN	STATE	ZIP CODE	DATE OF STATEMENT
LAS VEGAS	NV	[redacted]	05/02/2006

POWER OF ATTORNEY

KNOW ALL MEN BY THESE PRESENTS, That the undersigned [redacted]

of the County of CLARK, State of NV, being the Registered Owner of the following described motor vehicle,

Make CHEVROLET TAHOE 2004 License No. _____

Engine No. 1GNEC13T54J[redacted] does hereby make, constitute and appoint VISTA CHEVROLET

of NV County, State of NV

true and lawful attorney in fact to sign in the name, place and stead of the undersigned, any Certificate of Ownership issued by the Department of Motor Vehicles of the State, covering the motor vehicle described above, in whatever manner necessary to transfer any registration of said motor vehicle.

Granting and giving unto said attorney in fact, full authority and power to do and perform any and all other acts necessary or incident to the execution of the powers herein expressly granted with power to do and perform all acts authorized hereby, as fully to all intents and purposes as the grantor might, or could do if personally present, with full power of substitution.

IN TESTIMONY WHEREOF, the undersigned has _____ hereunto set _____ hand this 2ND day of MAY 2006

X [redacted]

Witness: _____

Address: _____

POWER OF ATTORNEY

KNOW ALL MEN BY THESE PRESENTS, That the undersigned [redacted]

of the County of CLARK, State of NV, being the Registered Owner of the following described motor vehicle,

Make CHEVROLET TAHOE 2004 License No. _____

Engine No. 1GNEC13T54J[redacted] hereby make, constitute and appoint VISTA CHEVROLET

of NV County, State of NV

true and lawful attorney in fact to sign in the name, place and stead of the undersigned, any Certificate of Ownership issued by the Department of Motor Vehicles of the State, covering the motor vehicle described above, in whatever manner necessary to transfer any registration of said motor vehicle.

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IN TESTIMONY WHEREOF, the undersigned has _____ hereunto set _____ hand this 2ND day of MAY 2006

[redacted]

Witness: _____

Address: _____

AUTHORIZATION FOR PAY OFF

DATE 05/02/2006 at LAS VEGAS (City)

TO NONE (Legal Owner's Name)

(Address)

The undersigned hereby authorizes and directs you to accept from VISTA CHEVROLET (Owner's Name) 5501 DREXEL ROAD LAS VEGAS NV [redacted]

of (Address) 0.00

or order, the pay-off due you on my account in the amount of $ _____ and to surrender to them, or order, the properly endorsed Certificate of Ownership on 2004 CHEVROLET 1GNEC13T54J[redacted] (Year, Make and Motor No.)

(Cross out one that does not apply.)

1. The insurance policy covering said car, which I hereby assign to above payor;
2. To cancel the insurance policy covering said car and apply the return premium deriving therefrom to my account.

(Signed) [redacted]

IN LIEU OF TITLE

[redacted]

LAS VEGAS (City) NV [redacted] (State)

To CHEVROLET TAHOE 2007

Address 1GNEC13J07R[redacted]

IN CONSIDERATION OF your purchasing from me my automobile described as follows:

Year CLARK Make NV Body Type _____

Motor No. _____ Serial No. _____

I hereby agree that I will, within _____ Days from date, furnish you with Ownership Certificate, License No. _____, issued by the State of _____, to me and agree to have said ownership certificate properly [redacted] and/or my former legal owner, thereby showing said automobile free and clear [redacted] 2ND MAY 200[redacted]

BILL OF SALE

KNOW ALL MEN BY THESE PRESENTS:

That in consideration of VALUE RECIEVED Dollars ($ _____) and other valuable consideration, the receipt whereof is hereby acknowledged, the undersigned (seller) does hereby sell, transfer and deliver unto VISTA CHEVROLET (buyer) his right, title and interest in and to the following described vehicle:

Year & Make 2004 CHEVROLET V.I.N. 1GNEC13T54J[redacted]

Body Type UT Model TAHOE Fuel & Axle: G Weight [redacted] Cyl. _____

Year Manufactured 2004 Model Number UT

The said seller hereby warrants that he is the lawful owner of said vehicle; that it is free from all liens and encumbrances except lien* in favor of NO EXCEPTIONS

Name

Street City State

★ *If no liens exist write the words "No Exceptions" in blank space.*

that he has the right to sell the same as aforesaid, and that he will warrant and defend the title of same against the claims and demands of all persons whomsoever except lienholder noted above.

(PLACE NOTARY SEAL HERE)

[redacted] ND day of MAY 2006

SIGNATU[redacted] OF SELL[redacted] AS VEGAS, NV [redacted]

City State

Subscribed and sworn to before me this 2ND day of MAY 2006

Notary Public in and for the County of _____

State of _____

OR

Signature of subscribing witness:

Address City State

555 WRIGHT WAY
CARSON CITY, NV 89711
Reno/Sparks/Carson City (775) 684-4DMV (4368)
Las Vegas Area (702) 486-4DMV (4368)
Rural Nevada (877) 368-7828
www.dmvnv.com

ONE IN THE SAME AFFIDAVIT

STATE OF NEVADA

} ss

COUNTY OF _____

PleasePrint

I, _____, hereby swear under penalty of NRS 482.545 that the following assertions are true of my own personal knowledge:

1. I reside at _____
   Address

   _____
   City State Zip Code

2. I, _____, am the same person as

   _____.

Dated this _____ day of _____, 20_____.

[redacted]

Subscribed and sworn to before me this _____day of _____ 20_____.

_____
Notary Public or Authorized Nevada DMV Representative

555 WRIGHT WAY
CARSON CITY, NV 89711
Reno/Sparks/Carson City (775) 684-4DMV (4368)
Las Vegas Area (702) 486-4DMV (4368)
Rural Nevada (877) 368-7828
www.dmvnv.com

ONE IN THE SAME AFFIDAVIT

STATE OF NEVADA

} ss

COUNTY OF _____

PleasePrint

I, _____, hereby swear under penalty of NRS 482.545 that the following assertions are true of my own personal knowledge:

1. I reside at _____
   Address

   _____
   City State Zip Code

2. I, _____, am the same person as _____.

[redacted] _ day of _____, 20_____.

_____

Subscribed and sworn to before me this _____day of _____ 20_____.

_____
Notary Public or Authorized Nevada DMV Representative

8387-1117-33u6 ©2003 Moore Wallace North America, Inc. All rights reserved. -221

B-0998327
DEAL 193303
STOCK 70007A

NEVADA

SECURE POWER OF ATTORNEY

WARNING: This form may be used only when title is physically held by lienholder or has been lost. This form must be submitted to the State by the person exercising Powers of Attorney. Failure to do so may result in fines and/or imprisonment.

VEHICLE DESCRIPTION

Vehicle Identification Number (VIN)	Year	Make	Model	Body Type
1GNEC13T54J[redacted]	2004	CHEVROLET	TAHOE	UT

PART A. POWER OF ATTORNEY TO DISCLOSE MILEAGE

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

I, [redacted] (Transferor's/Seller's Name, Print) appoint VISTA CHEVROLET (Transferee's/Buyer's Full Legal Name, Print) as my attorney-in-fact, to sign all papers and documents required to secure the title and further grant the authority to endorse and transfer title thereto, and to disclose the mileage, for the vehicle described above, exactly as stated in my following disclosure.

Date of Statement 05/02/2006

I state that the odometer now reads 26736 (NO TENTHS) miles and to the best of my knowledge that it reflects the actual mileage unless one of the following statements is checked:

☐ 1. I hereby certify that to the best of my knowledge the odometer reading reflects the mileage in excess of its mechanical limits.

[redacted] ileage. *WARNING - ODOMETER DISCREPANCY*

(Co-Transferor's Signature) (Printed Name)

Transferor's Address [redacted] (Street) LAS VEGAS (City) NV (State) 89131 (Zip Code)

(Transferee's Signature) (Printed Name) VISTA CHEVROLET (Dealership Name) 24937 (Dealer License Number)

Transferee's Address 5501 DREXEL ROAD (Street) LAS VEGAS, NV (City) (State) 89130 (Zip Code)

PART B. POWER OF ATTORNEY TO REVIEW TITLE DOCUMENT AND ACKNOWLEDGE DISCLOSURE

(Part B is invalid unless Part A has been completed)

I, _____ (Transferee's/Buyer's Full Legal Name Printed) appoint _____ (Transferor's/Seller's Name, Print) as my attorney-in-fact, to sign the mileage disclosure, on the title for the vehicle described above, only if the disclosure is exactly as the disclosure completed below. The attorney-in-fact may endorse, release, or transfer ownership documents as required by Nevada Revised Statutes for the vehicle described above.

(Transferee's Signature) (Full Legal Printed Name) (Transferee's Address: Street, City, State, Zip)

Federal and State law require that you state the mileage upon transfer of ownership. Providing a false statement may result in fines and/or imprisonment.

Date of Statement _____

I, _____ (Transferor's name, PRINT) state that the odometer now reads _____ (NO TENTHS) miles and to the best of my knowledge that it reflects the actual mileage unless one of the following statements is checked:

☐ 1. I hereby certify that to the best of my knowledge the odometer reading reflects the mileage in excess of its mechanical limits.

☐ 2. I hereby certify that the odometer reading is NOT the actual mileage. *WARNING - ODOMETER DISCREPANCY*

(Transferor's Signature) (Full Legal Printed Name) (Dealership Name) (Dealer License Number)

Transferor's Address _____ (Street) _____ (City) _____ (State) _____ (Zip Code)

PART C. CERTIFICATION (To be completed if parts A and B have been completed)

I, _____ (person exercising above power of attorney, PRINT), hereby certify that the mileage I have disclosed on the title document is consistent with that provided to me in the above power of attorney. Upon examination of the title and any reassignment documents for the vehicle described above, the mileage disclosure I have made on the title pursuant to the power of attorney is greater than that previously stated on the title and reassignment documents. This certification is not intended to create, nor does it create any new or additional liability under Federal or State law.

Signature _____ Full Legal Printed Name _____ Date _____

Address _____ (Street) _____ (City) _____ (State) _____ (Zip Code)

Vista Chevrolet
Las Vegas, NV

CARFAX Vehicle History Report

An independent company established in 1986

carfax.com

2004 CHEVROLET C1500 TAHOE

1GNEC13T54J[redacted]
4 DR. WAGON/SPORT UTILITY
5.3L V8 SFI / REAR WHEEL DRIVE
Standard Equipment | Safety Options

CARFAX Vehicle History - At A Glance

- 4 billion vehicle history events checked from public and private sources
- Qualifies - CARFAX Buyback Guarantee
- One owner
- Last reported mileage - 9,842 miles

SUMMARY

A CARFAX Vehicle History Report is based only on information supplied to CARFAX. Other information about this vehicle, including problems, may not have been reported to CARFAX. Use this report as one important tool, along with a vehicle inspection and test drive, to make a better decision about your next used car.

OWNERSHIP HISTORY The number of owners is estimated by CARFAX	OWNER 1
Year purchased	2004
Type of owner	Personal
Estimated length of ownership	2 yrs. 2 mo.
Owned in the following states/provinces	Nevada
Estimated miles driven per year	—
Last reported odometer reading	9,842

CARFAX 1 OWNER

TITLE PROBLEMS CARFAX guarantees the information in this section	OWNER 1
Salvage | Junk | Rebuilt	Guaranteed No Problem
Fire/ Flood | Hail Damage | Buyback | Lemon	Guaranteed No Problem
Not Actual Mileage | Exceeds Mechanical Limits	Guaranteed No Problem

BUYBACK CARFAX GUARANTEED

GUARANTEED - None of these major title problems were reported by a state Department of Motor Vehicles (DMV). If you find that any of these title problems were reported by a DMV and not included in this report, CARFAX will buy this vehicle back.

Register | View Terms

OTHER INFORMATION Not all accidents or other issues are reported to CARFAX	OWNER 1
Frame Damage Check No frame damage reported to CARFAX.	✓ No Issues Reported
Airbag Deployment Check No airbag deployment reported to CARFAX.	✓ No Issues Reported
Odometer Rollback Check No indication of an odometer rollback.	✓ No Issues Indicated
Accident Check No accidents reported to CARFAX.	✓ No Issues Reported
Manufacturer Recall Check Check with an authorized Chevrolet dealer for any open recalls.	✓ No Recalls Reported

DETAILS

Glossary

A CARFAX Vehicle History Report is based only on information supplied to CARFAX. CARFAX checked over 4 billion vehicle history events and found **8 record(s)** for this 2004 CHEVROLET C1500 TAHOE (1GNEC13T54J201487).

OWNER

Purchased:	2004
Type:	Personal
Where:	Nevada
Est. miles/year:	---
Est. length owned:	3/1/04 - present (2 yrs. 2 mo.)

Date:	Mileage:	Source:	Comments:
12/23/2003	5	Service Facility	Vehicle serviced
02/03/2004		Dealer Inventory Nevada	Vehicle sold
03/01/2004		Nevada Motor Vehicle Dept.	Registration issued or renewed First owner reported
03/09/2004		Nevada Motor Vehicle Dept. North Las Vegas, NV	Registered as personal vehicle
03/09/2004	30	Nevada Motor Vehicle Dept. North Las Vegas, NV Title #7005816	Title issued or updated Loan or lien reported
03/23/2004	3,489	Service Facility	Vehicle serviced
07/15/2004	7,725	Service Facility	Vehicle serviced
08/24/2004	8,266	Service Facility	Vehicle serviced
11/10/2004	9,842	Service Facility	Vehicle serviced

Have Questions? Consumers, please visit our Help Center at www.carfax.com. Dealers or Subscribers, please visit our Help Center at www.carfaxonline.com.

GLOSSARY View Full Glossary

- **First Owner**
  When the first owner(s) obtains a title from a Department of Motor Vehicles as proof of ownership.
- **Ownership History**
  CARFAX defines an owner as an individual or business that possesses and uses a vehicle. Not all title transactions represent changes in ownership. To provide estimated number of owners, CARFAX proprietary technology analyzes all the events in a vehicle history. Estimated ownership is available for vehicles manufactured after 1994 and titled solely in the US including Puerto Rico. Dealers sometimes opt to take ownership of a vehicle and are required to in the following states: Maine, Massachusetts, New Jersey, Ohio, Oklahoma and South Dakota. Please consider this as you review a vehicle's estimated ownership history.
- **Title Issued**
  A state issues a title to provide a vehicle owner with proof of ownership. Each title has a unique number. Each title or registration record on a CARFAX report does not necessarily indicate a change in ownership. In Canada, a registration and bill of sale are used as proof of ownership.

CARFAX DEPENDS ON ITS SOURCES FOR THE ACCURACY AND RELIABILITY OF ITS INFORMATION. THEREFORE, NO RESPONSIBILITY IS ASSUMED BY CARFAX OR ITS AGENTS FOR ERRORS OR OMISSIONS IN THIS REPORT. CARFAX FURTHER EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. CARFAX®

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70007

2007 TAHOE 2WD LT
51U GOLD MIST METALLIC /V8G
193 EBONY
ORDER NO. JQJFKG/TRE STOCK NO.
VIN 1GN FC13 J0 7R[redacted]

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

****

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK

** CONTINUED FROM PAGE 1 **

POSTED

1-16-06

40 497.32e
1002.83
111.00

TOTAL MODEL & OPTIONS	44570.00	39956.63	ACT 237	39494.53
DESTINATION CHARGE	875.00	875.00	H/B 261	1337.10
LAM DEALER CONTRIBUTION		445.70	ADV 261	445.70
LAM GROUP CONTRIBUTION		557.13	EXP 65A	557.13
TOTAL	45445.00	41834.46	PAY 310	41834.46

MEMO: TOTAL LESS HOLDBACK AND
APPROX WHOLESALE FINANCE CREDIT 39974.38

****

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.

VISTA CHEVROLET

REMIT TO GMAC NO. 021
VIN 1GNFC13J07R[redacted]
$ 41834.46 INV 1AD80456626
DUE 01/13/06 DEALER 39-623

2007 TAHOE 2WD LT
51U GOLD MIST METALLIC /V8G
193 EBONY
ORDER NO. JQJFKG/TRE STOCK NO.
VIN 1GN FC13 J0 7R[redacted]

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

**********S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK	
CC10706 TAHOE 2WD LT	34865.00	31901.48	INVOICE	01/11/06
ARS 2ND ROW SEAT POWER RELEASE	425.00	352.75	SHIPPED	12/07/05
AS3 3-PASSENGER, 3RD ROW SEAT	860.00	713.80	EXP I/T	12/28/05
CE1 RAIN SENSING WIPERS	95.00	78.85	INT COM	01/13/06
CF5 POWER SLIDING SUNROOF	995.00	825.85	PRC EFF	01/01/06
C5Y GVW RATING-7100 LB	N/C	N/C	KEYS	G0850 G0850
E61 POWER LIFTGATE WITH LIFTGLASS	350.00	290.50	WFP-S QTR	OPT-1
FE9 FEDERAL EMISSIONS	N/C	N/C	BANK: GMAC	- 021
GT4 REAR AXLE - 3.73 RATIO	100.00	83.00	CHG-TO	39-623
G80 LOCKING REAR DIFFERENTIAL	295.00	244.85		
KA6 2ND ROW HEATED SEATS	200.00	166.00	SHIP WT:	5505
LY5 VORTEC 5300 V6 GAS ENGINE	N/C	N/C	HP:	45.7
M30 4-SPD AUTOMATIC TRANSMISSION	N/C	N/C	GVWR:	7100
RCS 20" POLISHED ALUMINUM WHEELS	1795.00	1489.85	GAWR.FT:	3200
R6S SELECT PACKAGE DISCOUNT	400.00-	332.00-	GAWR.RR:	4100
UVA AM/FM STEREO W/CD/DVD/MP3	N/C	N/C	GMS:	39569.53
(REQUIRED W/REAR DVD, REPLACES			SUPPLR:	41346.78
STD/OPT RADIO)			MRM:	45845.00
U42 REAR SEAT ENTERTAINMENT SYSTEM	1295.00	1074.85	NTR: 1/2	
V1K LUGGAGE RACK - CROSS BARS	45.00	37.35	DAN:	2WDLO
3LT TAHOE LT3 EQUIPMENT GROUP:	3650.00	3029.50	MEMO	2153.50

* FRONT LEATHER APPOINTED BUCKET SEATS
* DRIVER SIDE SEAT W/12-WAY POWER, HEAT & MEMORY
* PASSENGER SIDE SEAT W/12-WAY POWER & HEAT
* 2ND ROW LEATHER APPOINTED SEATS
* POWER ADJUSTABLE PEDALS
* REMOTE VEHICLE STARTER
* AM/FM STEREO WITH MP3 COMPATIBLE 6-DISK CD CHANGER (REPLACES STD RADIO)
* HEAD CURTAIN SIDE AIR BAGS, ALL SEATING ROWS
* BOSE PREMIUM SPEAKER SYSTEM
* XM SATELLITE RADIO - SERVICE FEE EXTRA. 1ST 3 MONTHS INCL.
* REAR PARKING ASSIST
* OUTSIDE POWER FOLDING MIRRORS W/AUTO DIMMING & TURN SIGNALS
* UNIVERSAL HOME REMOTE
* TRI-ZONE AUTOMATIC AIR CONDITIONING

DELETE ROO

** CONTINUED ON PAGE 2 **

VISTA CHEVROLET

GM Exchange Reports Mailbox

70007

2007 TAHOE 2WD LT
51U GOLD MIST METALLIC /V8G
193 EBONY
ORDER NO. JQJFKG/TRE STOCK NO.
VIN 1GN FC13 J0 7R[redacted]

CHEVROLET MOTOR DIVISION
GENERAL MOTORS CORPORATION
100 RENAISSANCE CENTER
DETROIT MI 48243-1114
VEHICLE INVOICE [redacted]S

****

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK

** CONTINUED FROM PAGE 1 **

POSTED

1-16-06

40 497.32
1002.83
111.00

TOTAL MODEL & OPTIONS	44570.00	39956.63	ACT 237	39494.53
DESTINATION CHARGE	875.00	875.00	H/B 261	1337.10
LAM DEALER CONTRIBUTION		445.70	ADV 261	445.70
LAM GROUP CONTRIBUTION		557.13	EXP 65A	557.13
TOTAL	45445.00	41834.46	PAY 310	41834.46

MEMO: TOTAL LESS HOLDBACK AND
APPROX WHOLESALE FINANCE CREDIT 39974.38

****

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****

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

VISTA CHEVROLET

REMIT TO GMAC NO. 021
VIN 1GNFC13J07R101127
$ 41834.46 INV 1AD80456626
DUE 01/13/06 DEALER 39-623

2007 TAHOE 2WD LT
51U GOLD MIST METALLIC /V8G
193 EBONY
ORDER NO. JQJFKG/TRE STOCK NO.
VIN 1GN FC13 J0 7R[redacted]

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

****

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK	
CC10706 TAHOE 2WD LT	34865.00	31901.48	INVOICE 01/11/06	
ARS 2ND ROW SEAT POWER RELEASE	425.00	352.75	SHIPPED 12/07/05	
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CE1 RAIN SENSING WIPERS	95.00	78.85	INT COM 01/13/06	
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R6S SELECT PACKAGE DISCOUNT	400.00-	332.00-	GAWR.RR:	4100
UVA AM/FM STEREO W/CD/DVD/MP3	N/C	N/C	GMS:	39569.53
(REQUIRED W/REAR DVD, REPLACES STD/OPT RADIO)			SUPPLR:	41346.78
			MRM:	45845.00
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V1K LUGGAGE RACK - CROSS BARS	45.00	37.35	DAN:	2WDLO
3LT TAHOE LT3 EQUIPMENT GROUP:	3650.00	3029.50	MEMO	2153.50

* FRONT LEATHER APPOINTED BUCKET SEATS
* DRIVER SIDE SEAT W/12-WAY POWER, HEAT & MEMORY
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* REAR PARKING ASSIST
* OUTSIDE POWER FOLDING MIRRORS W/AUTO DIMMING & TURN SIGNALS
* UNIVERSAL HOME REMOTE
* TRI-ZONE AUTOMATIC AIR CONDITIONING

DELETE ROO

** CONTINUED ON PAGE 2 **

VISTA CHEVROLET

CERTIFICATE OF ORIGIN FOR A VEHICLE

0156

GM

[redacted]

DATE
01/11/06

VEHICLE IDENTIFICATION NO.
1GNFC13J07R[redacted]

YEAR
2007

MAKE
CHEVROLET

BODY TYPE
TAHOE

SHIPPING WEIGHT
5505

H.P. (S.A.E.)	G.V.W.R.	NO. CYLS.	SERIES OR MODEL
45.7	7100	08	CC10706

N.T.R.
1/2

I, the undersigned authorized representative of the company, firm or corporation named below, hereby certify that the new vehicle described above is the property of the said company, firm or corporation and is transferred on the above date and under the Invoice Number indicated to the following distributor or dealer.

NAME OF DISTRIBUTOR, DEALER, ETC.

[redacted]

VISTA CHEVROLET
5501 DREXEL ST
LAS VEGAS NV 89130-1619

It is further certified that this was the first transfer of such new vehicle in ordinary trade and commerce.

****
* THIS VEHICLE*
* HAS A *
* FEDERAL *
* EMISSION *
* SYSTEM *
****

CHEVROLET MOTOR DIVISION
GENERAL MOTORS CORPORATION

BY: [signature]
(SIGNATURE OF AUTHORIZED REPRESENTATIVE) (AGENT)

G44362889

DETROIT MI 48243-1114
CITY - STATE

GM 521 REV. 10/05

Mr. Kendrick,
Please find enclosed the purchase contract for [redacted]. Thank you.

Sincerely,

Sana Z. Zaidi
Paralegal obo
Krohn & Moss, Ltd.
5055 Wilshire Boulevard
Suite No.: 300
Los Angeles, CA 90036
Phone: 323.988.2400 x 233
Fax: 866.431.5575
Email: szaidi@consumerlawcenter.com
Web: www.krohnandmoss.com

☐ Power Windows ☐ Tilt Wheel ☐ Vinyl Top
☐ Cassette ☐ Cruise Control ☐ AM/FM Stereo
☐ Compact Disc Player

GOLD MIS Color _____ Tires _____ Lic. No.

You, severally and jointly, promise to pay us the Total of Payments (shown in Section B above) according to the Payment Schedule (also shown in Section B above), until paid in full, together with interest after maturity at the Annual Percentage Rate disclosed above.

To secure such payment, you grant to us a purchase money security interest under the Uniform Commercial Code in the Collateral and in all accessions to and proceeds of the Collateral. Insurance in which we or our assignee are named as beneficiary or loss payee, including any proceeds of such insurance or refunds of unearned premiums, or both, are assigned as additional security for this obligation and any other obligation created in connection with this sale. We, our successors and assigns, hereby waive any other security interest or mortgage which would otherwise secure your obligations under this contract except for the security interests and assignments granted by you in this contract.

Address where Collateral will be located:

Street _____ City _____

County _____ State _____

Your address after receipt of possession of Collateral:

Street _____ City _____

County _____ State _____

NOTICE OF RESCISSION RIGHTS

If buyer signs here, the notice of rescission rights on the reverse side is applicable to this c[redacted]

Buyer's Signature X [redacted]

Co-Buyer's Signature X _____

5. Total Cash Sales Price (Add 1 through 4) $ 47550.
6. Gross Trade-In Allowance $ 24300.00
2001 CHEVROLET TAHOE
YEAR MAKE MODEL
Minus: Payoff Balance $ N/A
Net Trade-In Allowance $ 24300.
7. Down Payment (Other Than Net Trade-In Allowance):
a. Trade-In Sales Tax Credit $ 1397.25
b. Cash $ N/A
c. Manufacturer's Rebate $ 1500.00
d. Other (_____) $ N/A
Down Payment (Add 7a through 7d) $ 2897.
8. TOTAL DOWN PAYMENT AND NET TRADE-IN ALLOWANCE (Add 6 and 7) $ 27197.
9. UNPAID BALANCE OF CASH SALES PRICE (Subtract 8 from 5) $ 20353.
10. Plus Optional Insurance Charges*
a. Credit Life Insurance Premium
Paid to (_____) Term (N/A) $ N
b. Credit Disability Insurance Premium
Paid to (_____) Term (N/A) $ N
c. Debt Cancellation Coverage (GAP Coverage)
Paid to (N/A) Term (N/A) $ N
d. Other Insurance
Paid to (N/A) Term (N/A) $ N
11. Other Amounts Financed
a. N/A
Paid to (N/A) $ N
b. N/A
Paid to (N/A) $ N
12. TOTAL AMOUNT FINANCED (Add 9, 10 and 11) $ 20353.
*Seller may retain or receive a portion of this amount.

STATE DISCLOSURE REQUIREMENTS: The provisions of Section B and Section C above are incorporated into this agreement for purposes of state dis requirements.

Additional Terms and Conditions: The additional terms and conditions set forth on the reverse side hereof are a part of this contract and are incorporated h reference.

OPTION: _____ You pay no Finance Charge if the Total Amount Financed, item No. 12, Section C, is paid in full on or before the _____ (_____ (month) of _____ (year).

SELLER'S INITIALS: _____

SECTION E: NOTICE TO BUYER

Do not sign this agreement before you read it or if it contains any blank spaces. You are entitled to a completed co this agreement. If you fail to perform your obligations under this agreement, the vehicle may be repossessed and yo be liable for the unpaid indebtedness evidenced by this agreement.

If you are buying a used vehicle with this contract, as indicated in the description of the vehicle above, federal regulation may rec special buyer's guide to be displayed on the window.

THE INFORMATION YOU SEE ON THE WINDOW FORM FOR THIS VEHICLE IS PART OF THIS CONTRACT. INFORMATIC THE WINDOW FORM OVERRIDES ANY CONTRARY PROVISIONS IN THE CONTRACT OF SALE.

The text of the preceding two paragraphs is set forth below in Spanish.

Si usted está comprando un vehículo usado mediante este contrato según la descripción del vehículo arriba, la ley federal podrá exigir que la ver demuestre una guía especial para el comprador.

LA INFORMACIÓN QUE USTED VE EN LA FORMA DE VENTANILLA PARA ESTE VEHÍCULO ES PARTE DE ESTE CONTRATO. LA INFORMACIÓN EN LA FOR VENTANILLA DOMINA CUALESQUIER ESTIPULACIÓN CONTARIA EN EL CONTRATO DE VENTA.

BUYER AND CO-BUYER ACKNOWLEDGE RECEIPT OF A TRUE AND COMPLETELY FILLED-IN COPY OF THIS CONTI AND THE ABOVE DISCLOSURE AT THE TIME OF SIGNING.

LIABILITY INSURANCE COVERAGE FOR BODILY INJURY AND PROPERTY DAMAGE CAUSED TO OTHERS IS NOT INCLU UNLE[redacted]VE.

[redacted]5/02/06

Buyer: [redacted] Co-Buyer: X [redacted] Date: _____

Creditor: _____ Date: _____ By: X [redacted] Title: _____

LAW FORM NO. 553NV (REV. 2/03)
© 2003 Reynolds and Reynolds. TO ORDER: www.reysource.com; 1-800-344-0996, fax 1-800-631-9055
THE PRINTER MAKES NO WARRANTY, EXPRESS OR IMPLIED, AS TO CONTENT OR FITNESS FOR PURPOSE OF THIS FORM. CONSULT YOUR OWN LEGAL COUNSEL.

CUSTOMER / TRUTH IN LENDING COPY

TRUTH IN LENDING COPY 1. Give to BUYER prior to signing. 2. BUYER and SELLER sign this copy AFTER contract is signe

SIMPLE INTEREST VEHICLE CONTRACT AND SECURITY AGREEMENT

SECTION A:
Buyer's/Name(s): [redacted]
Address: [redacted]
City: LAS VEGAS County: CLARK
State: NV Zip: [redacted]
Bus. Phone: [redacted] Res. Phone: ([redacted]
Stock No. 70007 Salesman _____ Date 05/02/2006

CREDITOR: VISTA CHEVROLET
Address: 5501 DREXEL ROAD
City: LAS VEGAS County:
State: NV Zip: 89130
Phone: (702) 967-5500

SECTION B: DISCLOSURE MADE IN COMPLIANCE WITH FEDERAL TRUTH-IN-LENDING ACT

ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate:	5.90 %
FINANCE CHARGE The dollar amount the credit will cost you:	$ 3255.74
Amount Financed The amount of credit provided to you or on your behalf:	$ 20353.06
Total of Payments The amount you will have paid after you have made all payments as scheduled:	$ 23608.80
Total Sales Price The total cost of your purchase on credit, including your down payment of $ 27197.25	$ 50905.05

Your payment schedule will be:

Number of Payments	Amount of Payments	When Payments Are Due
59	393.48	MONTHLY STARTING: 06/16/2006
1	393.48	DUE ON: 05/16/2011
N/A	N/A	N/A

INSURANCE: Credit life insurance, credit disability insurance and debt cancellation coverage, which is also known as GAP coverage, are not required to obtain credit, and will not be provided unless you sign and agree to pay the additional cost. (e) means an estimate

Type	Premium	Term	Signature(s)
Credit life:	$ N/A	N/A	I want credit life insurance: X
Joint credit life:	$ N/A	N/A	We want joint credit life insurance: X
Credit disability:	$ N/A	N/A	I want credit disability insurance: X
Credit life and disability:	$ N/A	N/A	I want credit life and disability insurance: X
Joint credit life and disability:	$ N/A	N/A	We want joint credit life and single disability insurance: X
Debt cancellation coverage (GAP coverage):	$ N/A	N/A	I want debt cancellation coverage (GAP Coverage) X

You may obtain property insurance from anyone you want that is acceptable to the Creditor above. If you get the insurance from the Creditor you will pay $ N/A and the term of the insurance will be N/A

Security: You are giving a security interest in the goods or property being purchased.

☐ Other (Check if applicable)

Filing fee $ N/A Nonfiling Insurance $ N/A

Late Charge: If a payment is more than 10 days late, you will be charged $10 or 5 percent of the payment, whichever is less.

Prepayment: If you pay off early, you will not have to pay a penalty.

See your contract documents for any additional information about nonpayment, default, any required repayment in full before the scheduled date, and penalties

SECTION D: VEHICLE RETAIL INSTALLMENT CONTRACT AND SECURITY AGREEMENT

This contract is made the 2ND (day) of MAY (month) of 2006 (year), between you, the Buyer(s) shown above and us, the Seller shown as Creditor above. Having both quoted a cash price and a credit price and having chosen to pay the credit price (shown as the Total Sales Price in Section B above), you agree to buy and we agree to sell, subject to all the terms of this contract, the following described vehicle, accessories and equipment (all of which are referred to in this contract as "Collateral").

New or Used: NEW Year and Make: 2007 CHEVROLET

Series: TAHOE Body Style: T No. Cyl.: 8

If truck, ton capacity: _____

Manufacturer's Serial Number: 1GNFC13J07R101127

Use for which purchased: ☑ Personal ☐ Business ☐ Agriculture

INCLUDING:

☐ Sun/Moon Roof	☐ Air Conditioning	☐ Automatic Transmission
☐ Power Steering	☐ Power Door Locks	☐ Power Seats
☐ Power Windows	☐ Tilt Wheel	☐ Vinyl Top
☐ Cassette	☐ Cruise Control	☐ AM/FM Stereo
☐ Compact Disc Player		

SECTION C: ITEMIZATION OF AMOUNT FINANCED

1. Vehicle Selling Price ..... $ 43605.00
   Plus: Documentary Fees ..... $ 498.00
   Plus: Emission Inspection Fee ..... $ N/A
   Plus: Other (N/A) $ N/A
   Plus: Other (N/A) $ N/A
   Taxable Selling Price ..... $ 44103.00
2. Total Sales Tax ..... $ 3419.05
3. Amounts Paid to Public Officials
   a. Titling Fee ..... $ 28.25
   b. Registration Fee ..... $ N/A
   c. Other (N/A) $ N/A
   TOTAL OFFICIAL FEES (Add 3a through 3c) ..... $ 28.25
4. Plus Other Charges
   a. Extended Service Contract* $ N/A
   b. Driveway Permit $ N/A
   c. Other (N/A) $ N/A
   d. Other (N/A) $ N/A
   Total OTHER CHARGES (Add 4a through 4d) ..... $ N/A
5. Total Cash Sales Price (Add 1 through 4) ..... $ 47550.31
6. Gross Trade-In Allowance ..... $ 24300.00

CUSTOMER #: 4267012

36204

Deserto Pontiac, GMC, Buick
Valley AutoMall
330 North Gibson Road
Henderson, Nevada 89014
(702) 558-3300
www.DesertAutoGroup.com

[redacted]

INVOICE

DUPLICATE 1
PAGE 1

LAS VEGAS, NV [redacted]
HOME: [redacted] CONT:N/A
BUS: CELL:

SERVICE ADVISOR: 9988 NICK MAY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
	07	CHEVROLET TAHOE	1GNFC13J07R[redacted]		35532/35532	T2267

DELIVERY DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
02MAY06 DD		02MAY2009	17:00 05JUN08		0.00	CASH	02JUL08

R.O. OPENED	READY	OPTIONS:
10:27 05JUN08	10:01 14JUN08	DLR:46600 ENG:5.3 Liter

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

A SOP- DRIVERSIDE DOOR MOLDING
CAUSE:
C1081 WEATHERSTRIP FRONT DOOR OPENING LEFT ADJUST OR REPLACE
1934 WB
1 25892949 16225 WEATHERST (N/C)
PC: 4N (N/C)
PART#: 25892949
COUNT: 1
CLAIM TYPE:
AUTH CODE:
DV

35532 DIAG AND FOUND DRIVER DOOR WEATHERSTRIP COMING APART, REPLACED WEATHERSTRIP BODY TO DOOR
****

B C/STATES CHECK ENGINE LIGHT ON
CAUSE:
T1195 SEAL, FUEL SENDER/PUMP ASSEMBLY (TANK UNIT)
REPLACE
1934 WB
1 22682111 3112 GASKET (N/C)
PC: 2K (N/C)
PART#: 22682111
COUNT: 1
CLAIM TYPE:
AUTH CODE:
WG

35532 DIAG AND FOUND CODE P0455, P0442 LEAK CHECKED WITH NITROGEN AND FOUND SENDER SEAL LEAKING, REPLACED SENDER SEAL
****

AS IS: The only warranties applying to this partial are those which may be ordered 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 services. 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.

TERMS: CASH unless prior arrangements made.

I hereby authorize the above repair work to be done along with the necessary materials. You and your employees may operate vehicle for purposes of testing, inspection or delivery at my risk. An express mechanic's lien is acknowledged on vehicle to secure the amount of repairs thereto. You will not be held responsible for loss or damages to said vehicle or any articles left therein in case of fire, theft, accident or other causes beyond your control. If it becomes necessary for you to employ a collection agency or an attorney to collect this account, I the undersigned, agree to pay all court costs plus a reasonable attorney's fee and/or collection agency fee.

X

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

CUSTOMER COPY

CUSTOMER #: 4267012

36204

Deserto Pontiac, GMC, Buick
Valley AutoMall
330 North Gibson Road
Herderson, Nevada 89014
(702) 558-3300
www.DesertAutoGroup.com

[redacted]

INVOICE

DUPLICATE 1
PAGE 2

LAS VEGAS NV [redacted]
BUS: CONT:N/A
CELL:

SERVICE ADVISOR: 9988 NICK MAY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TRO
	07	CHEVROLET TAHOE	1GNFC13J07R[redacted]		35532/35532	12267

DEL DATE	PROD DATE	WARR EXP	PROMISED	PO VIN	RATE	PAYMENT	INV DATE
02MAY06 DD		02MAY20C9	17:00 05JUN08		0.00	CASH	02JUL08

H.O. OPENED	READY	OPTIONS:
10:27 05JUN08	10:01 14JUN08	DLR:46600 ENG:5.3 Liter

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
C C/STATES: FLUID LEAK IN DRIVEWAY FROM REAR AXLE			
CAUSE: .			
32003 COVER AND/OR GASKET, DIFFERENTIAL REAR			
DIFFERENTIAL REPLACE			
1934 NA			
1 15807693 5399 GASKET			(N/C)
3 #9021677 880C GEAR LUBE			(N/C)
FC: 2K			(N/C)
PART# 15807693			
COUNT: 4			
CLAIM TYPE:			
AUTH CODE:			
VN			
35532 DIAG AND FOUND DIFF COVER GASKET LEAKING, REPLACED DIFF COVER GASKET, REMOVED OLD GASKET WITH SANDING DISC SO NOTHING TO TURN IN FOR PARTS.			
**********			
D Moved to: 36204C Line: A			
SPLIT Moved to: 36204C Line: A			
1053 IPS			
**********			(N/C)
E C/STATES A/C CUTS IN & OUT AT TIMES			
CAUSE:			
31 AIR CONDITIONING			
1934 IPS			
35532 COULD NOT DUPLICATE AT THIS TIME			(N/C)
**********			
F RENTAL- ENTERPRISE			
CAUSE:			
70 SUBLET			
1934 IPS			
**********			(N/C)

AS IS: The only warranties applying to this partial are those which may be ordered 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 partial and/or services. 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.

TERMS: CASH unless prior arrangements made.

I hereby authorize the above repair work to be done along with the necessary materials. You and your employees may operate vehicle for purposes of testing, inspection or delivery at my risk. An express mechanic's lien is acknowledged on vehicle to secure the amount of repairs thereto. You will not be held responsible for loss or damages to said vehicle or any articles left therein in case of fire, theft, accident or other causes beyond your control. If it becomes necessary for you to employ a collection agency or an attorney to collect this account, I the undersigned, agree to pay all court costs plus a reasonable attorney's fee and/or collection agency fee.

X_____

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

CUSTOMER COPY

CUSTOMER #: 4267012

36204

Desert Pontiac, GMC, Buick
Valley AutoMall
330 North Gibson Road
Henderson, Nevada 89014
(702) 558-3300
www.DesertAutoGroup.com

[redacted]

INVOICE

DUPLICATE 1
PAGE 3

LAS VEGAS, NV [redacted]
HOME: [redacted] CONT:N/A
BUS: CELL:

SERVICE ADVISOR: 9988 NICK MAY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
	07	CHEVROLET TAHOE	1GNFC13J07R[redacted]		35532/35532	T2267

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
02MAY06 DI		02MAY2009	17:00 05JUN08		0.00	CASH	02JUL08

R.O. OPENED	READY	OPTIONS:
10:27 05JUN08	10:01 14JUN08	DLR:46600 ENG:5.3 Liter

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
G Moved to: 36204C Line: B							
SPLIT Moved to: 36204C Line: B							
1053	IPS						
**********							(N/C)
*** THE FOLLOWING WORK NOT DONE-TRANSFERRED TO RO#36204C ***							
D Moved to: 36204C Line: A							
G Moved to: 36204C Line: B							

AS IS: The only warranties applying to this part(s) are those which may be ordered 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 services. 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.

TERMS: CASH unless prior arrangements made.

I hereby authorize the above repair work to be done along with the necessary materials. You and your employees may operate vehicle for purposes of testing, inspection or delivery at my risk. An express mechanic's lien is acknowledged on vehicle to secure the amount of repairs thereto. You will not be held responsible for loss or damages to said vehicle or any articles left therein in case of fire, theft, accident or other causes beyond your control. If it becomes necessary for you to employ a collection agency or an attorney to collect this account, I the undersigned, agree to pay all court costs plus a reasonable attorney's fee and/or collection agency fee.

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

CUSTOMER COPY

CUSTOMER #: 4267012

37273

DESERT PONTIAC, GMC, BUICK

Valley AutoMall
330 North Gibson Road
Henderson, Nevada 89014
(702) 558-3300
www.DesertAutoGroup.com

INVOICE

[redacted]

LAS VEGAS, NV [redacted]

PAGE 1

HOME [redacted] CONT:N/A

BUS: CELL:

SERVICE ADVISOR: 9988 NICK MAY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	07	CHEVROLET TAHOE	1GNFC13J07R[redacted]		35602/35602	000000

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
02MAY06 DD		02MAY2009	17:00 27JUN08		0.00	CASH	03JUL08

R.O. OPENED	READY	OPTIONS:
15:20 27JUN08	14:26 03JUL08	DLR:16600 ENG:5.3_Liter

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A RENTAL -ENTERPRISE/ REFRENCE TO RO #36204			
CAUSE: .			
Z7901 1 DAY RENTAL			
1999 WB			(N/C)
FC: 98 PART#: COUNT: 0			
CLAIM TYPE:			
AUTH CODE:			
MJ			
SUBL RENTAL			
PO#227028			
WB			(N/C)
FC:			

****

AS IS: 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 services. 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.

TERMS: CASH unless prior arrangements made.

I hereby authorize the above repair work to be done along with the necessary materials. You and your employees may operate vehicle for purposes of testing, inspection or delivery at my risk. An express mechanic's lien is acknowledged on vehicle to secure the amount of repairs thereto. You will not be held responsible for loss or damages to said vehicle or any articles left therein in case of fire, theft, accident or other causes beyond your control. If it becomes necessary for you to employ a collection agency or an attorney to collect this account, I the undersigned agree to pay all court costs plus a reasonable attorney's fee and/or collection agency fee.

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

FILE COPY

NICK

ENTERPRISE LEASING COMPANY - WEST, 335 AUTO MALL DR, HENDERSON, NV 890146709 (702) 558-4160

RENTAL AGREEMENT 479362
REF# 31111CL

RENTER
PHILBROOK, CHRISTIE

DATE & TIME OUT
06/05/2008 10:20 AM
DATE & TIME IN
06/05/2008 05:34 PM

BILLING CYCLE
24-HOUR

VEH #1 2008 CHEV IMPA LT36
VIN# 2G1WT55KX81282780
LIC# 727VGB
MILES DRIVEN 91

BILL TO ACCOUNT # L61404
DESERT VALLEY GMC**
ATTN: SVC, NICK
PO BOX 26749
LAS VEGAS, NV 891260749

CLAIM INFO
NEED RO
SHOP: DESERT VALLEY GMC**
PHONE: (702) 556-3300
ATTN: SVC, NICK

SUMMARY OF CHARGES

Charge Description	Date	Quantity	Per	Rate	Total
TIME & DISTANCE	06/05 - 06/05	1	DAY	$36.18	$36.18
REFUELING CHARGE	06/05 - 06/05				$0.00
			Subtotal:		$36.18
Taxes & Surcharges					
GOVERNMENT SERVICES FEE	06/05 - 06/05			6%	$2.29
LICENSE & REGISTRATION RECOVERY FEE	06/05 - 06/05			4%	$1.53
			Total Charges:		$42.00
Bill-To / Deposits					
DESERT VALLEY GMC**					
TIME & DISTANCE	06/05 - 06/05	1	DAY		
GOVERNMENT SERVICES FEE	06/05 - 06/05	1	PERCENT	6%	
LICENSE & REGISTRATION RECOVERY FEE	06/05 - 06/05	1	PERCENT	4%	
			Subtotal:		($42.00)
Total Amount Due					$0.00

PAYMENT INFORMATION

AMOUNT PAID	TYPE	CREDIT CARD NUMBER

JUL 01 2008 3:28PM HP LASERJET FAX p.1

Mr. Kendrick,
Please find enclosed the requested items for this case. Please contact me directly should any additional items be needed. Thank you.

Sincerely,

Sana Z. Zaidi
Paralegal obo
Krohn & Moss, Ltd.
5055 Wilshire Boulevard
Suite No.: 300
Los Angeles, CA 90036
Phone: 323.988.2400 x 233
Fax: 866.431.5575
Email: szaidi@consumerlawcenter.com
Web: www.krohnandmoss.com

CUSTOMER #: 153303

[redacted]

5600 BREECHER AVE
LAS VEGAS, NV [redacted]
HOME: [redacted] CONT:N/A
BUS: [redacted] CELL:

215422

INVOICE

PAGE 1

VISTA CHEVROLET
SALES • SERVICE • PARTS
US 95, at Ann Road · 5501 Drexel Road
Las Vegas, Nevada 89130
(702) 967 5588
www.vistachevy.net
Our goal 100% completely satisfied. · 100% of the time.

SERVICE ADVISOR: 389 PAMELA MYERS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GOLD MIST	07	CHEVROLET TAHOE	1GNFC13J07R[redacted]		33939/33942	T547

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
02MAY06 DD			08:24 11APR08			CASH	10APR08

R.O. OPENED	READY	OPTIONS:
09:20 09APR08	14:39 10APR08	STK:70007 DLR:39623

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CK RIGHT POWER WINDOW INOP AT TIMES ADVISE FROM MASTER OR RIGHT FRONT
CAUSE: .
N2131 DOOR LOCK AND SIDE WINDOW SWITCH
REPLACEMENT - DRIVER SIDE
332 MILLER,SERRINA LIC#: 4-
W 61.73 61.73
1 15906881 SWITCH 135.10 107.81 107.81

MISC Z5000 FAIRWAY PO79259
W 7.70 7.70
FC:
33939 DIAG AND FOUND L/F WINDOW SWITCH/MODULE OPEN INTERNALLY, REPLACED SWITCH, TECH 332

****

B CK LEFT FRONT POWER WINDOW INOP AT TIMES FROM MASTER SWITCH ADVISE
CAUSE: .
S140 SEE LINE A
332 MILLER,SERRINA LIC#: 4-
W 0.00 0.00
FC: PART#, COUNT:
CLAIM TYPE:
AUTH CODE:

33939 SEE LINE A

****

C CK RATTLE FROM GLASS WHEN CLOSING LEFT FRONT WINDOW WHEN ROLLED DOWN PART WAY ADVISE
CAUSE: .
J9991 OPERATING AS DESIGN
332 MILLER,SERRINA LIC#: 4-
W 26.46 26.46

LIMITED WARRANTY

Any warranties on the parts and accessories sold hereby are made 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, loss of time, loss of profit or income or any other incidental damages.

X_____ _____ CUSTOMER SIGNATURE

PARTS & SERVICE HOURS

MON-FRI
7:00 AM - 7:00 PM
SAT
7:00 AM 5:00 PM

ALL VEHICLES MUST BE PICKED UP BY 5:00 P.M. SATURDAY

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

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JAN-3-1999 03:32P FROM: TO:18662039227 P:2

CUSTOMER #: 153303

215422

INVOICE

PAGE 2

[redacted]
5600 BREECHER AVE
LAS VEGAS, NV [redacted]
HOME [redacted] CONT:N/A
BUS: [redacted] CELL:

VISTA CHEVROLET
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Las Vegas, Nevada 89130
(702) 967-5588
www.vistachevy.net
Our goal
100% completely satisfied. · 100% of the time.

SERVICE ADVISOR: 389 PAMELA MYERS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GOLD MIST	07	CHEVROLET TAHOE	1GNFC13J07R[redacted]		33939/33942	T547

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
02MAY06 DD			08:24 11APR08			CASH	10APR08

R.O. OPENED	READY	OPTIONS:
09:20 09APR08	14:39 10APR08	STK:70007 DLR:39623

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

FC: PART#: COUNT:
CLAIM TYPE:
AUTH CODE:

33939 INSPECTED ALL FOUR WINDOWS AND COMPARED TO LIKE VEHICLE, ALL WORKING AS PER DESIGN AT TJIS TIME, NO EXCESSIVE RATTLE FOUND,. TECH 332

****

D CK RATTLE NOISE FROM GLASS RIGHT FRONT WHEN CLOSING DOOR WITH WINDOW DOWN PART WAY ADVISE

CAUSE: .

CND OPERATING AS DESIGN

332 MILLER,SERRINA LIC#: 4~

	W		0.00	0.00
1	15873033 COVER	13.00	10.37	10.37

FC: PART#: COUNT:
CLAIM TYPE:
AUTH CODE:

33939 SEE LINE C

****

E CK RATTLE NOISE FROM LEFT REAR WINDOW GLASS WHEN CLOSING DOOR WITH WINDOW PART WAY DOWN AND GLASS LOOSE !~!~!~!~!~!~

CAUSE: .

CND OPERATING AS DESIGN

332 MILLER,SERRINA LIC#: 4~

	W		0.00	0.00

FC: PART#: COUNT:
CLAIM TYPE:
AUTH CODE:

LIMITED WARRANTY

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X_____ CUSTOMER SIGNATURE

PARTS & SERVICE HOURS

MON-FRI
7:00 AM - 7:00 PM
SAT
7:00 AM - 5:00 PM

ALL VEHICLES MUST BE PICKED UP BY 5:00 P.M. SATURDAY

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

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CUSTOMER #: 153303

[redacted]

5600 BREECHER AVE
LAS VEGAS, NV [redacted]
HOME: [redacted] CONT:N/A
BUS: [redacted] CELL:

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INVOICE

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COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GOLD MIST	07	CHEVROLET TAHOE	1GNFC13J07R[redacted]		33939/33942	T547

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
02MAY06 DD			08:24 11APR08			CASH	10APR08

R.O. OPENED	READY	OPTIONS:
09:20 09APR08	14:39 10APR08	STK:70007 DLR:39623

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

33939 SEE LINE C FOR REPAIRS
****
F CK RATTLE RIGHT REAR CLOSING DOOR WINDOW PART WAY DOWN GLASS LOOSE
ADVISE
CAUSE: .
CND OPERATING AS DESIGN
332 MILLER,SERRINA LIC#: 4~
W 0.00 0.00
FC: PART#: COUNT:
CLAIM TYPE:
AUTH CODE:

33939 SEE LINE C FOR REPAIRS, TECH 332
****
G CK KEYLESS REMOTE INOP 90% ALL FUNCTIONS MOST LOCK OR UNLOCK ADVISE
CAUSE: .
R9728 TSB 06-08-52-002 RCDLR AND RKE
TRANSMITTER-REPLACE INCL. TIME TO REPROGRAM
RCDLR ALL VEHICLED EXCLUDING IMPALA
332 MILLER,SERRINA LIC#: 4~
W

1	25852909 RECEIVER		167.56	167.56
2	15913427 XMTR	83.12	66.33	66.33
		107.02	85.40	170.80

33939 REPLACED RCDLR AND TRANSMITTERS PER BULLETIN #06-08-52-002F, TECH 332
****
H CK BRAKES SQUEEK EXCESSIVE MOST ALL THE TIME ADVISE SEE HISTORY

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X_____ _____ CUSTOMER SIGNATURE

PARTS & SERVICE HOURS

MON-FRI
7:00 AM - 7:00 PM
SAT
7:00 AM 5:00 PM

ALL VEHICLES MUST BE PICKED UP BY 5:00 P.M. SATURDAY

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

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CUSTOMER #: 153303

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INVOICE

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[redacted]
5600 BREECHER AVE
LAS VEGAS, NV [redacted]
HOME: [redacted] CONT:N/A
BUS: [redacted] CELL:

SERVICE ADVISOR: 389 PAMELA MYERS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILLAGE IN / OUT	TAG
GOLD MIST	07	CHEVROLET TAHOE	1GNFC13J07R[redacted]		33939/33942	T547

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
02MAY06 DD			08:24 11APR08			CASH	10APR08

R.O. OPENED	READY	OPTIONS:
09:20 09APR08	14:39 10APR08	STK:70007 DLR:39623

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
CAUSE: .			
CND COULD NOT DUPLICATE			
9218 W		0.00	0.00
FC: PART#: COUNT:			
CLAIM TYPE:			
AUTH CODE:			

33942 TEST DRIVE TO VERIFY COMPLAINT, NO BRAKE NOISE AT THIS TIME, FRONT AND REAR BRAKE PADS OK.
****

I CK ENGINE STALLED THIS AM CUSTOMER ATTEMPTED TO START CRANKED NO START ADVISE

CAUSE: .			
S130 DRIVEABILITY			
215 W		0.00	0.00
FC: PART#: COUNT:			
CLAIM TYPE:			
AUTH CODE:			

33942 UNKNOWN DIAG CONCERN.TEST ALL RELATED COMPONENTS-NO CODES IN ANY MODULES OR SYSTEMS.TEST FUEL SYSTEM AND IGN.ALL WITHIN DESIGN PARAMETERS.UNABLE TO DUPLICATE CUSTOMERS CONCERN AT THIS TIME.
****

J CK GROWL MOAN NOISE FROM WHEEL AREA WHILE DRIVING ADVISE

CAUSE: .			
S170 NO WORK PERFORMED			
9218 W		0.00	0.00
FC: PART#: COUNT: 0			
CLAIM TYPE:			
AUTH CODE:			

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X_____ CUSTOMER SIGNATURE

PARTS & SERVICE HOURS

MON-FRI
7:00 AM - 7:00 PM
SAT
7:00 AM - 5:00 PM

ALL VEHICLES MUST BE PICKED UP BY 5:00 P.M. SATURDAY

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

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CUSTOMER #: 153303

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LAS VEGAS, NV [redacted]
HOME: [redacted] CONT:N/A
BUS: [redacted] CELL:

SERVICE ADVISOR: 389 PAMELA MYERS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GOLD MIST	07	CHEVROLET TAHOE	1GNFC13J07R[redacted]		33939/33942	T547

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
02MAY06 DD			08:24 11APR08			CASH	10APR08

R.O. OPENED	READY	OPTIONS:
09:20 09APR08	14:39 10APR08	STK:70007 DLR:39623

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

33942 TIRE NOISE TEST DRIVE TO VERIFY COMPLAINT, NOISE COMING FROM TIRES. RECOMMEND ROTATE AND BALANCE.

****

K** COURTESY WASH
CAUSE: .
WASH COURTESY WASH
9209 W 0.00 0.00
FC: PART#: COUNT: 0
CLAIM TYPE:
AUTH CODE:

****

SUBL RENTAL
W 42.00 42.00

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X_____ CUSTOMER SIGNATURE

PARTS & SERVICE HOURS

MON-FRI
7:00 AM - 7:00 PM
SAT
7:00 AM - 6:00 PM

ALL VEHICLES MUST BE PICKED UP BY 5:00 P.M. SATURDAY

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

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CUSTOMER #: 153303

[redacted]

LAS VEGAS, NV [redacted]
HOME: [redacted] CONT: N/A
BUS: CELL:

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COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
COLD MIST	07	CHEVROLET TAHOE	1GNFC13J07R[redacted]		33482/33482	T452

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
02MAY06 DD			15:18 26MAR08			CASH	26MAR08

R.O. OPENED	READY	OPTIONS:
09:37 26MAR08	08:24 26MAR08	STK: 70007 DLR: 39623

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
A	CK LEFT FRONT WINDOW RATTLE WHEN HALF DOWN ADVISE OR CLOSING DOOR							
CAUSE: .								
	C0183 FRONT SIDE DOOR WINDOW REGULATOR REPLACEMENT LEFT SIDE							
	332 MILLER, SERRINA LIC#: 4-							
		W					52.91	52.91
	FC: PART#: COUNT: 0							
	CLAIM TYPE:							
	AUTH CODE:							

33482 L/F WINDOW REGUALTOR COMING APART FROM DOOR, REMOVED AND RESECURED REGULATOR, TECH 332

****

B	CK LEFT FRONT WINDOW RUBBING WHEN GOING UP OR DOWN ADVISE							
CAUSE: .								
	S140 SEE LINE A							
	332 MILLER, SERRINA LIC#: 4-							
		W					0.00	0.00
	FC: PART#: COUNT:							
	CLAIM TYPE:							
	AUTH CODE:							

33482 SEE LINE A, TECH 332

****

C	CK RIGHT FRONT WINDOW RATTLES WHEN HALF DOWN ADVISE OR CLOSING DOOR							
CAUSE: .								
	C0182 FRONT SIDE DOOR WINDOW REGULATOR REPLACEMENT RIGHT SIDE							
	332 MILLER, SERRINA LIC#: 4-							
		W					52.91	52.91

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PARTS & SERVICE HOURS

MON-FRI
7:00 AM - 7:00 PM
SAT
7:00 AM - 5:00 PM

ALL VEHICLES MUST BE PICKED UP BY 5:00 P.M. SATURDAY

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

CUSTOMER #: 153303

214366

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PAGE 2

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LAS VEGAS, NV [redacted]
HOME: [redacted] CONT: N/A
BUS: CELL:

SERVICE ADVISOR: 389 PAMELA MYERS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GOLD MIST	07	CHEVROLET TAHOE	1GNFC13J07R[redacted]		33482/33482	T452

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
02MAY06 DD			15:18 26MAR08			CASH	26MAR08

R.O. OPENED	READY	OPTIONS:
09:37 26MAR08	18:24 26MAR08	STK: 70007 DLR: 39623

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

FC: PART#: COUNT: 0
CLAIM TYPE:
AUTH CODE:

33482 R/F WINDOW REGUALTOR COMING APART FROM DOOR, REMOVED AND RESECURED REGULATOR , TECH 332
****
D CK RIGHT REAR WINDOW RATTLES WHEN HALF DOWN ADVISE OR CLOSING DOOR
CAUSE: .
C0382 REAR SIDE DOOR WINDOW REGULATOR REPLACEMENT
RIGHT SIDE
332 MILLER,SERRINA LIC#: 4-
W 44.10 44.10
FC: PART#: COUNT: 0
CLAIM TYPE:
AUTH CODE:

33482 R/R WINDOW REGUALTOR COMING APART FROM DOOR, REMOVED AND RESECURED REGULATOR , TECH 332
****
E CK LEFT REAR WINDOW RATTLES HALF DOWN ADVISE OR CLOSING DOOR LIKE GLASS LOOSE
CAUSE: .
C0383 REAR SIDE DOOR WINDOW REGULATOR REPLACEMENT
LEFT SIDE
332 MILLER,SERRINA LIC#: 4-
W 44.10 44.10
FC: PART#: COUNT: 0
CLAIM TYPE:
AUTH CODE:

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PARTS & SERVICE HOURS
MON-FRI 7:00 AM - 7:00 PM
SAT 7:00 AM - 5:00 PM

ALL VEHICLES MUST BE PICKED UP BY 5:00 P.M. SATURDAY

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

CUSTOMER #: 153303

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LAS VEGAS, NV [redacted]
HOME: [redacted] CONT: N/A
BUS: [redacted] CELL:

SERVICE ADVISOR: 389 PAMELA MYERS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GOLD MIST	07	CHEVROLET TAHOE	1GNFC13J07R[redacted]		33482/33482	T452

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
02MAY06 DD			15:18 26MAR08			CASH	26MAR08

R.O. OPENED	READY	OPTIONS: STK: 70007 DLR: 39623
09:37 26MAR08	18:24 26MAR08	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

33482 L/R REGULATOR COMING APART FROM DOOR, REMOVED AND RESECURED
REGULATOR, TECH 332
****
F COURTESY WASH
WASH COURTESY WASH
9225 W 0.00 0.00

****

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PARTS & SERVICE HOURS

MON-FRI
7:00 AM - 7:00 PM
SAT
7:00 AM - 5:00 PM

ALL VEHICLES MUST BE PICKED UP BY 5:00 P.M. SATURDAY

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

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LAS VEGAS, NV [redacted]
HOME: [redacted] CONT: N/A
BUS: [redacted] CELL:

SERVICE ADVISOR: 389 PAMELA MYERS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GOLD MIST	07	CHEVROLET TAHOE	1GNFC13J07R[redacted]		32224/32224	T502

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
02MAY06 DD			11:54 12FEB08			CASH	12FEB08

R.O. OPENED	READY	OPTIONS:
12:25 11FEB08	16:06 12FEB08	STK: 70007 DLR: 39623

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A SEAT HEATERS INOP AT TIMES SOP HERE
CAUSE: .
C7342 HEATING ELEMENT, LEFT FRONT SEAT CUSHION
REPLACE
384 SIMON, STEPHEN LIC#: 4-
W 105.83 105.83
1 15232559 HEATER 50.56 40.35 40.35

32224 SENSOR OPEN IN HEATER. DIAG. USE SCANNER AND SI TROUBLE TREE AND WIRE DIAG. NECS. TO REPLACE DRIVERS SEAT COUSION HEATER ASSY. CLEAR DTC AND TEST 384.

****

B CK RIGHT SIDE STEERING WHEEL BEZEL PEELING SOP HERE
CAUSE: .
E7020 STEERING WHEEL REPLACEMENT
384 SIMON, STEPHEN LIC#: 4-
W 26.46 26.46
1 15255097 COVER 25.52 20.37 20.37
1 15255034 COVER 27.06 21.59 21.59
OLD EXTRA TIME REQUESTED TO REPLACE SWITCH COVERS
384 SIMON, STEPHEN LIC#: 4-
W 17.64 17.64

32224 PEELING. REPLACE STEERING WHEEL SW COVER RT SIDE 384.

****

C LEFT SIDE STEERING WHEEL BEZEL PEELING SOP HERE
CAUSE: .
S140 SEE LINE B
384 SIMON, STEPHEN LIC#: 4-
W 0.00 0.00
FC: PART#: COUNT:
CLAIM TYPE:

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X _____ CUSTOMER SIGNATURE

PARTS & SERVICE HOURS

MON-FRI
7:00 AM - 7:00 PM
SAT
7:00 AM - 5:00 PM

ALL VEHICLES MUST BE PICKED UP BY 5:00 P.M. SATURDAY

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

CUSTOMER #: 153303

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[redacted]
LAS VEGAS, NV [redacted]
HOME: CONT: N/A
BUS: [redacted] CELL:

SERVICE ADVISOR: 389 PAMELA MYERS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GOLD MIST	07	CHEVROLET TAHOE	1GNFC13J07R[redacted]		32224/32224	T502

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO	RATE	PAYMENT	INV. DATE
02MAY06 DD			11:54 12FEB08			CASH	12FEB08

R.O. OPENED	READY	OPTIONS:
12:25 11FEB08	16:06 12FEB08	STK: 70007 DLR: 39623

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
AUTH CODE:			
32224 PEELING. REPLACE STEERING WHEEL S/W COVER LT SIDE 384.			
**********			
D RIGHT INSIDE DOOR HANDLE PEELING PART IN STOCK			
CAUSE: .			
B4280 FRONT SIDE DOOR INSIDE HANDLE REPLACEMENT			
RIGHT SIDE			
384 SIMON, STEPHEN LIC#: 4-			
W			
1 15935954 HANDLE	120.29	35.28	35.28
FC: PART#: COUNT:		96.00	96.00
CLAIM TYPE:			
AUTH CODE:			
32224 CHROME PEELING. REPLACE RT FRT DOOR INSIDE HANDLE TEST IT 384.			
**********			
E COURTESY WASH			
CAUSE: .			
WASH COURTESY WASH			
9227 W		0.00	0.00
FC: PART#: COUNT:			
CLAIM TYPE:			
AUTH CODE:			
**********			
F ENTERPRISE RENTAL			
CAUSE: .			

LIMITED WARRANTY

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X_____ _____CUSTOMER SIGNATURE

PARTS & SERVICE HOURS

MON-FRI
7:00 AM - 7:00 PM
SAT
7:00 AM - 5:00 PM

ALL VEHICLES MUST BE PICKED UP BY 5:00 P.M. SATURDAY

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

CUSTOMER #: 153303

211223

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PAGE 3

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[redacted]

LAS VEGAS, NV [redacted]
HOME: CONT: N/A
BUS: [redacted] CELL:

SERVICE ADVISOR: 389 PAMELA MYERS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GOLD MIST	07	CHEVROLET TAHOE	1GNFC13J07R[redacted]		32224/32224	T502

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
02MAY06 DD			11:54 12FEB08			CASH	12FEB08

R.O. OPENED	READY	OPTIONS:
12:25 11FEB08	16:06 12FEB08	STK: 70007 DLR: 39623

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
	RENTAL	ENTERPRISE RENTAL					
		9999	W			0.00	0.00

FC: PART#: COUNT: 0
CLAIM TYPE:
AUTH CODE:

SUBL RENTAL

W 42.00 42.00

****

G CK KEYLESS REMOTE WEAK ADVISE MUST TRY SEVERAL TIMES
CAUSE:
CND COULD NOT DUPLICATE
384 SIMON, STEPHEN LIC#: 4-

W 0.00 0.00

FC: PART#: COUNT:
CLAIM TYPE:
AUTH CODE:

32224 TESTED IT WORKING PROPEERLEY AT THIS TIME 384.

****

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X__ _____ CUSTOMER SIGNATURE

PARTS & SERVICE HOURS

MON-FRI
7:00 AM 7:00 PM
SAT
7:00 AM - 5:00 PM

ALL VEHICLES MUST BE PICKED UP BY 5:00 P.M. SATURDAY

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBR	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

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HOME: [redacted] CONT: N/A
BUS: CELL:

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SERVICE ADVISOR: 389 PAMELA MYERS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GOLD MIST	07	CHEVROLET TAHOE	1GNFC13J07R[redacted]		31404/31413	T550

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	RO NO.	RATE	PAYMENT	INV. DATE
02MAY06 DD			08:36 17JAN08			VMC	17JAN08

R.O. OPENED	READY	OPTIONS: STK: 70007 DLR: 39623
09:09 16JAN08	17:45 17JAN08	

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A LUBE CHASSIS, CHANGE OIL &FILTER
03 LUBE CHASSIS, CHANGE OIL &FILTER
384 SIMON, STEPHEN LIC#: 4-
CCM

1 89017524 FILTER		12.05	12.05
6 OIL GOODWRENCH 10/30	5.75	5.75	5.75
	2.22	2.22	13.32

31409 LUB CHASSIS, CHANGE ENGINE OIL AND FILTER 384.

****

B CK LEFT MASTER SWITCH LOCKS AND WINDOWS INOP AT TIMES UNLESS TURN VEHICLE OFF AND RESTART ADVISE

CAUSE: .
CND COULD NOT DUPLICATE
384 SIMON, STEPHEN LIC#: 4-
W

FC: PART#: COUNT:	0.00	0.00

CLAIM TYPE:
AUTH CODE:

31409 CHECKED FOR DTC'S NONE TRIED ALL OF THE S/W OPERATIONS NPF AT THIS TIME 384.

****

C CK LEFT MIRROR VIBRATES EXCESSIVE ADVISE (NOTE CUSTOMER ALREADY FOLDED IN AND OUT STILL NOT CHANGE)

CAUSE: .
B4156 OUTSIDE REARVIEW MIRROR REPLACEMENT LEFT SIDE
384 SIMON, STEPHEN LIC#: 4-
W

1 25831236 MIRROR		70.55	70.55
	308.47	254.80	254.80

31409 LOOSE. PER BULLETIN ROAD TEST VERFY COMPLAINT THEN R&R GLASS MAKE

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X_____ _____ CUSTOMER SIGNATURE

PARTS & SERVICE HOURS

MON-FRI
7:00 AM - 7:00 PM
SAT
7:00 AM - 5:00 PM

ALL VEHICLES MUST BE PICKED UP BY 5:00 P.M. SATURDAY

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

CUSTOMER #: 153303

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LAS VEGAS, NV [redacted]
HOME: [redacted] CONT: N/A
BUS: [redacted] CELL:

SERVICE ADVISOR: 389 PAMELA MYERS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GOLD MIST	07	CHEVROLET TAHOE	1GNFC13J07R[redacted]		31404/31413	T550

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	RO NO.	RATE	PAYMENT	INV. DATE
02MAY06 DD			08:36 17JAN08			VMC	17JAN08

R.O. OPENED	READY	OPTIONS: STK: 70007 DLR: 39623
09:09 16JAN08	17:45 17JAN08	

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

SURE ALL RETAINERS TIGHT ON MIRROR THEY ARE NECS. TO REPLACE LT OUTSIDE MIRROR AND REROAD TEST 384.

****

D CK LEFT MASTER SWITCH BEZEL KEEPS POPPING UP LOOSE ADVISE PLEASE
(WOOD)

CAUSE: .

C3358 TRIM ASSEMBLY, FRONT DOOR LEFT ONE PIECE
R&R OR REPLACE
384 SIMON, STEPHEN LIC#: 4-
W 26.46 26.46

31404 HOLE IT TRIM WERE BEZEL IS NOT HOLDING. MODIFY OPENING IN TRIM TO HOLD S/W BEZEL 384.

****

E CK AT TIMES REMOTE START AUTO SHUT OFF UNDER TWO MINUTES WILL NOT STAY RUNNING UNTIL 5 ADVISE

CAUSE: .

S140 SEE LINE F
384 SIMON, STEPHEN LIC#: 4-
W 0.00 0.00

FC: PART#: COUNT:
CLAIM TYPE:
AUTH CODE:

31404 SEE F.

****

F AT TIMES REMOTE START WILL NOT TURN ON HEATER AND SEAT HEATERS ADVISE

CAUSE: .

SOP PART SPECIAL ORDERED, YOU WILL BE NOTIFIED
WHEN IT ARRIVES
384 SIMON, STEPHEN LIC#: 4-

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PARTS & SERVICE HOURS

MON-FRI
7:00 AM - 7:00 PM
SAT
7:00 AM - 5:00 PM

ALL VEHICLES MUST BE PICKED UP BY 5:00 P.M. SATURDAY

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

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LAS VEGAS, NV [redacted]

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HOME: [redacted] CONT: N/A
BUS: [redacted] CELL:

SERVICE ADVISOR: 389 PAMELA MYERS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GOLD MIST	07	CHEVROLET TAHOE	1GNFC13J07R[redacted]		31404/31413	T550

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	RO NO.	RATE	PAYMENT	INV. DATE
02MAY06 DD			08:36 17JAN08			VMC	17JAN08

R.O. OPENED	READY	OPTIONS: STK: 70007 DLR: 39623
09:09 16JAN08	17:45 17JAN08	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
W		0.00	0.00

31404 NOTE OART ORDERD FOR SEAT HEATER ALSO NOTE:::: THERE ARE MANEY FACTORS THAT DESIDE HOW REMOTE START WILL OPPERATE ALL IN OWNERS MANULE 384.

****

G SHIMMY VIBRATION APPLYING BRAKES FREEWAY SPEEDS ADVISE SEE HISTORY
CAUSE:
H0122 FRONT BRAKE ROTOR REFINISHING
9218 W 202.84 202.84

31413 FRONT ROTORS WARPED TEST DRIVE TO VERIFY COMPLAINT, BRAKE PULSATION WHEN APPLYING BRAKES AT HIGHWAY SPEEDS. CHECK FRONT ROTORS FOR EXCESSIVE LATERAL RUN-OUT (.005, .007). MACHINED FRONT BRAKE ROTORS.

****

I COURTESY WASH
WASH COURTESY WASH
9209 W 0.00 0.00

****

J** RENTAL
S190 SUBLET
9999 W 0.00 0.00

SUBL RENTAL
W 42.00 42.00

****

MISC $20 HOLIDAY
C -20.00 -20.00

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X _____ _____ CUSTOMER SIGNATURE

PARTS & SERVICE HOURS

MON-FRI
7:00 AM - 7:00 PM
SAT
7:00 AM - 5:00 PM

ALL VEHICLES MUST BE PICKED UP BY 5:00 P.M. SATURDAY

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

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CUSTOMER #: [redacted]

[redacted]

LAS VEGAS, NV [redacted]
HOME: [redacted] CONT: N/A
BUS: CELL:

[redacted]

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COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GOLD MIST	07	CHEVROLET TAHOE	1GNFC13J07R[redacted]		31404/31413	T550

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
02MAY06 DD			08:36 17JAN08			VMC	17JAN08

R.O. OPENED	READY	OPTIONS:
09:09 16JAN08	17:45 17JAN08	STK: 70007 DLR: 39623

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
CUSTOMER PAY SHOP CHARGE FOR REPAIR ORDER			2.12

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X _____ _____ CUSTOMER SIGNATURE

PARTS & SERVICE HOURS

MON-FRI
7:00 AM - 7:00 PM
SAT
7:00 AM - 5:00 PM

ALL VEHICLES MUST BE PICKED UP BY 5:00 P.M. SATURDAY

DESCRIPTION	TOTALS
LABOR AMOUNT	12.05
PARTS AMOUNT	19.07
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	-17.88
TOTAL CHARGES	13.24
LESS INSURANCE	0.00
SALES TAX	1.64
PLEASE PAY THIS AMOUNT	14.88

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[redacted] [redacted]

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LAS VEGAS, NV [redacted]
HOME: [redacted] BUS: [redacted]

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COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GOLD MIST	07	CHEVROLET TAHOE	1GNFC13J07R[redacted]		26673/26709	T508

DEL DATE	PROD. DATE	WARR. EXP	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
02MAY06 DD			15:42 20SEP07			CASH	21SEP07

R.O. OPENED	READY	OPTIONS:
07:50 20SEP07	11:41 21SEP07	STK: 70007 DLR: 39623

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
A	CK BRAKES SQUEEK VERY VERY EXCESSIVE AND LOUD EVERY TIME YOU APPLY							
	BRAKES ADVISE SEE HISTORY							
	CAUSE: NOISE COMING FROM REAR BRAKES							
	H0132 REAR BRAKE ROTOR REFINISHING						213.88	213.88
	9218	W						
	FC: PART#: COUNT:							
	CLAIM TYPE:							
	AUTH CODE:							

26709 NOISE COMING FROM REAR BRAKES TEST DRIVE TO VERIFY COMPLAINT, NOISE COMING FROM REAR BRAKES, BRAKE PADS AT 95% OR MORE, REAR BRAKE ROTORS GLAZED. MACHINED REAR BRAKE ROTORS AND APPLY ANTI-SQUEAL COMPOUND TO BRAKE PADS. (AS PER JACK L.)

****

B	CK TRUCK WILL ONLY GO INTO V4 WHEN LETTING OFF GAS PEDAL NOT WHEN							
	TRAVELING CRUISE ENGAUGED ECT ADVISE							
	CAUSE: SYSTEM OPERATING AS PER DESIGN							
	CND COULD NOT DUPLICATE						0.00	0.00
	9218	W						
	FC: PART#: COUNT:							
	CLAIM TYPE:							
	AUTH CODE:							

26709 SYSTEM OPERATING AS PER DESIGN TEST DRIVE TO VERIFY COMPLAINT, V4 MODE OPERATING AS PER DESIGN. CHECK FOR DTC'S, PI'S, AND BULLETINS. N/A.

****

C	CK A/C KICKS OFF AT TIMES AND CONTROL HEAD FLASHES ADVISE							
	CAUSE: HVAC CALIBRATION							
	D4707 HVAC CONTROL HEAD MODULE OR ASSEMBLY							
	REPROGRAMMING WITH SPS						59.89	59.89
	9218	W						
	FC: PART#: COUNT:							
	CLAIM TYPE:							

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X _____ CUSTOMER SIGNATURE

PARTS & SERVICE HOURS

MON-FRI
7:00 AM - 7:00 PM
SAT
7:00 AM - 5:00 PM

ALL VEHICLES MUST BE PICKED UP BY 5:00 P.M. SATURDAY

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

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HOME: [redacted]

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COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
COLD MIST	07	CHEVROLET TAHOE	1GNFC13J07R[redacted]		26673/26709	T508

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
02MAY06 DD			15:42 20SEP07			CASH	21SEP07

R.O. OPENED	READY	OPTIONS:
07:50 20SEP07	11:41 21SEP07	STK: 70007 DLR: 39623

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL
AUTH CODE:

26709 HVAC CALIBRATION CHECK A/C FOR PROPER OPERATION, SYSTEM WORKING PROPERLY AT THIS TIME, CHECK FOR DTC'S, PI'S, AND BULLETINS. REPROGRAM HVAC MODULE WITH LATEST CALIBRATION (SYSTEM OPERATION).
****

E** [redacted]
CAUS

9999 W 0.00 0.00
FC: PART#: COUNT:
CLAIM TYPE:
AUTH CODE:

SUBL RENTAL PO# W 42.00 42.00
FC: ^%
****

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X _____ _____ CUSTOMER SIGNATURE

PARTS & SERVICE HOURS

MON-FRI
7:00 AM - 7:00 PM
SAT
7:00 AM 5:00 PM

ALL VEHICLES MUST BE PICKED UP BY 5:00 P.M. SATURDAY

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

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HOME: [redacted]

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COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GOLD MIST	07	CHEVROLET TAHOE	1GNFC13J07R[redacted]		26150/26150	T219

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
02MAY06 DD			15:18 06SEP07			VMC	07SEP07

R.O. OPENED	READY	OPTIONS.
17:48 05SEP07	16:27 07SEP07	STK: 70007 DLR: 39623

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CK DVD PLAYER SKIPS AND FREEZES STATES OPTICAL ERROR SOP HERE
CAUSE: .
R0760 RADIO, REMOVE AND REPLACE
332 MILLER,SERRINA LIC#: 4-
W 85.55 85.55
FC: PART#: COUNT:
CLAIM TYPE:
AUTH CODE:

26150 DIAG AND FOUND RADIO SHORTED INTERNALLY, REPLACED AND PROGRAMMED RADIO, TECH 332

****

B CK CUSTOMER HAS MULTIPLE ISSUES WITH BRAKES SQUEEKING EXCESSIVE VERY VERY LOUD PLEASE ADVISE
CAUSE: FRONT BRAKE PADS
H0042 PADS, DISC BRAKE FRONT R&R OR REPLACE
9218 W 85.55 85.55
1 25852957 PAD KIT 140.47 112.10 112.10
1 5016 CRC BRAKE QUIET 5.00 3.29 3.29
FC: PART#: COUNT:
CLAIM TYPE:
AUTH CODE:

26154 FRONT BRAKE PADS TEST DRIVE TO VERIFY COMPLAINT, NOISE COMING FROM FRONT BRAKES. INSPECT AND REPLACED FRONT BRAKE PADS AS PER PIT4213A. UPDATED BRAKE PADS. ROAD TEST AFTER REPAIRS, NO NOISE.

****

C COURTESY WASH
WASH COURTESY WASH
9217 W 0.00 0.00

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X_____ CUSTOMER SIGNATURE

PARTS & SERVICE HOURS
MON-FRI 7:00 AM - 7:00 PM
SAT 7:00 AM - 5:00 PM
ALL VEHICLES MUST BE PICKED UP BY 5:00 P.M. SATURDAY

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

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LAS VEGAS, NV [redacted]
HOME: [redacted]

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SERVICE ADVISOR: 389 PAMELA MYERS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GOLD MIST	07	CHEVROLET TAHOE	1GNFC13J07R[redacted]		26150/26150	T219

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	RO NO.	RATE	PAYMENT	INV. DATE
02MAY06 DD			15:18 06SEP07			VMC	07SEP07

R.O. OPENED	READY	OPTIONS: STK: 70007 DLR: 39623
17:48 05SEP07	16:27 07SEP07	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
26150			
**********			
D CK GRINDING NOISE WHEN STARTING VEHICLE MOST NOTICED ON REMOTE START FEELS POSSIBLE RELATION WITH A/C ENGAUGED ADVISE			
CAUSE:			
CND COULD NOT DUPLICATE			
332 MILLER,SERRINA LIC#: 4~ W		0.00	0.00
FC: PART#: COUNT:			
CLAIM TYPE:			
AUTH CODE:			
26150 STARTED VEHICLE MULTIPLE TIMES WITH AND WITH OUT REMOTE START, COULD NOT DUPLCIATE CUSTOMER CONCERN AT THIS TIME, TECH 332			
**********			
E LUBE CHASSIS,CHANGE OIL &FILTER			
03 LUBE CHASSIS,CHANGE OIL &FILTER			
9218 CCM		12.05	12.05
1 89017524 FILTER	6.40	5.75	5.75
6 OIL GOODWRENCH 10/30	2.46	2.22	13.32
26154 LOF-COMPLETED			
**********			
CUSTOMER PAY SHOP CHARGE FOR REPAIR ORDER			2.12

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X _____ CUSTOMER SIGNATURE

PARTS & SERVICE HOURS

MON-FRI
7:00 AM - 7:00 PM
SAT
7:00 AM - 5:00 PM

ALL VEHICLES MUST BE PICKED UP BY 5:00 P.M. SATURDAY

DESCRIPTION	TOTALS
LABOR AMOUNT	12.05
PARTS AMOUNT	19.07
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	2.12
TOTAL CHARGES	33.24
LESS INSURANCE	0.00
SALES TAX	1.64
PLEASE PAY THIS AMOUNT	34.88

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SERVICE ADVISOR: 369 PAMELA MYERS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GOLD MIST	07	CHEVROLET TAHOE	1GNFC13J07R[redacted]		22831/22831	T509

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
02MAY06 DD			13:48 10JUL07			VMC	11JUL07

R.O. OPENED	READY	OPTIONS: STK: 70007 DLR: 39623
17:43 09JUL07	16:55 11JUL07	

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A LEFT MASTER SWITCH BEZEL SEPERATED FROM PANEL SOP PANEL HERE
CAUSE: .
C3358 TRIM ASSEMBLY, FRONT DOOR LEFT ONE PIECE
R&R OR REPLACE
332 MILLER, SERRINA LIC#: 4-
W 25.67 25.67
1 25780122 F-PANEL 278.13 221.94 221.94
FC: PART#: COUNT:
CLAIM TYPE:
AUTH CODE:

22831 LEFT FRONT DOOR TRIM COMING APART, REPALCED DOOR PANEL, TECH 332
****
B CK DVD PLAYER SKIPS AND FREEZES STATES OPTICAL ERROR ADVISE
CAUSE: .
SOP PART SPECIAL ORDERED, YOU WILL BE NOTIFIED
WHEN IT ARRIVES
332 MILLER, SERRINA LIC#: 4-
W 0.00 0.00

22831 SOP
****
C CK AT TIMES WHEN ENGINE COLD START VEHICLE WITH REMOTE OR KEY AND
ENGINE STARTS THEN YOU CAN HEAR GRIDNING NOISE FOR A COUPLE
SECONDS OCCURS ONLY DURING SUMMER A/C RELATION ADVISE ??
CAUSE: .
CND COULD NOT DUPLICATE
332 MILLER, SERRINA LIC#: 4-
W 0.00 0.00
FC: PART#: COUNT: 0
CLAIM TYPE:

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X _____ _____ CUSTOMER SIGNATURE

PARTS & SERVICE HOURS

MON-FRI
7:00 AM 7:00 PM
SAT
7:00 AM - 5:00 PM

ALL VEHICLES MUST BE PICKED UP BY 5:00 P.M. SATURDAY

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

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SERVICE ADVISOR: 389 PAMELA MYERS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GOLD MIST	07	CHEVROLET TAHOE	1GNFC13J07R[redacted]		22831/22831	T509

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
02MAY06 DD			13:48 10JUL07			VMC	11JUL07

R.O. OPENED	READY	OPTIONS: STK: 70007 DLR: 39623
17:43 09JUL07	16:55 11JUL07	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
AUTH CODE:			
22831 COULD NOT DUPLICATE CUSTOMER CONCERN, TECH 332			
**********			
D LUBE CHASSIS,CHANGE OIL &FILTER			
CAUSE: PERFORMED A LOF			
03 LUBE CHASSIS,CHANGE OIL &FILTER			
9078 COTE,JONATHON LIC#: 4-			
CCM		12.05	12.05
1 89017524 FILTER	5.75	5.75	5.75
6 OIL GOODWRENCH 10/30	2.46	2.22	13.32
22831 PERFORMED A LOF			
**********			
E CK SREW IN REAR TIRE ADVISE			
CAUSE: PERFORMED A TIRE REPAIR.			
S600 REPAIRED TIRE			
9078 COTE,JONATHON LIC#: 4-			
CCM		18.88	18.88
1 12346909 PAINT	9.65	9.65	9.65
22831 PERFORMED A TIRE REPAIR.			
**********			
F COURTESY WASH			
WASH COURTESY WASH			
9208 W		0.00	0.00
22831			
**********			
CUSTOMER PAY SHOP CHARGE FOR REPAIR ORDER			3.81

LIMITED WARRANTY

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X _____ CUSTOMER SIGNATURE

PARTS & SERVICE HOURS

MON-FRI
7:00 AM - 7:00 PM
SAT
7:00 AM - 5:00 PM

ALL VEHICLES MUST BE PICKED UP BY 5:00 PM SATURDAY

DESCRIPTION	TOTALS
LABOR AMOUNT	30.93
PARTS AMOUNT	28.72
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	3.81
TOTAL CHARGES	63.46
LESS INSURANCE	0.00
SALES TAX	2.53
PLEASE PAY THIS AMOUNT	65.99

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COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GOLD MIST	07	CHEVROLET TAHOE	1GNFC13J07R[redacted]		18634/18634	T524

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
02MAY06 DD			12:36 17APR07			CASH	19APR07

R.O. OPENED	READY	OPTIONS: STK: 70007 DLR: 39623
18:36 16APR07	07:08 19APR07	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A CK LEFT INNER HANDLE PEELING AND CUTS SOP HERE			
CAUSE: .			
C3241 HANDLE, FRONT DOOR INSIDE PULL LEFT R&R OR REPLACE			
332 MILLER, SERRINA LIC#: 4~			
W		34.22	34.22
1 15935951 HANDLE	99.89	79.72	79.72
FC: PART#: COUNT:			
CLAIM TYPE:			
AUTH CODE:			
18634 L/F INSIDE HANDLE COMING APART, REPLACED HANDLE, TECH 332			
**********			
B CK DVD PLAYER FREEZES UP AND READS OPTICAL ERROR SOP HERE			
CAUSE: .			
R0760 RADIO, REMOVE AND REPLACE			
332 MILLER, SERRINA LIC#: 4~			
W		111.22	111.22
FC: PART#: COUNT:			
CLAIM TYPE:			
AUTH CODE:			
18634 DIAG AND FOUND RADIO SHORTED INTERNALLY, REPLACED AND PROGRAMMED RADIO, TECH 332			
**********			
C CK TURNING AND OVER BUMPS (SPEED BUMPS PULLING INTO DRIVEWAYS) RATTLE POPPING OCCURS FROM REAR OF VEHICLE AT TIMES ADVISE			
CAUSE: NOISE IN REAR			
S110 NO PROBLEM FOUND			
9066 DARABANT, THOMAS LIC#: 4~			
ISP		0.00	0.00
3 GAS 87 GASOLINE	3.75	3.75	11.25
18634 NOISE IN REAR CAN NOT DUPLICAT AT THIS TIME.			

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X _____ CUSTOMER SIGNATURE

PARTS & SERVICE HOURS

MON-FRI
7:00 AM - 9:00 PM
SAT
7:00 AM - 5:00 PM

ALL VEHICLES MUST BE PICKED UP BY 5:00 PM SATURDAY

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

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COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GOLD MIST	07	CHEVROLET TAHOE	1GNFC13J07R[redacted]		18634/18634	T524

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
02MAY06 DD			12:36 17APR07			CASH	19APR07

R.O. OPENED	READY	OPTIONS: STK: 70007 DLR: 39623
18:36 16APR07	07:08 19APR07	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
D C/S BRAKES ARE SQUEAKING EXCESSIVE AND GRINDING ADVISE AND SEE JACK L BEFORE REPAIRS			
CAUSE: NOISE IN FRONT BRAKES			
S110 RESURFACED ROTORS AND SAND PADS			
9066 DARABANT,THOMAS LIC#: 4-W		0.00	0.00
FC: PART#: COUNT:			
CLAIM TYPE:			
AUTH CODE:			
18634 NOISE IN FRONT BRAKES REFACE ROTORS AND SAND PADS 2.0			
**********			
E COURTESY WASH			
WASH COURTESY WASH			
9201 ISP		0.00	0.00
18634			
**********			
F LUBE CHASSIS,CHANGE OIL &FILTER			
CAUSE: LOF PERFORMED			
03 LUBE CHASSIS,CHANGE OIL &FILTER			
9196 ISP		12.05	12.05
1 89017524 FILTER	4.07	4.07	4.07
5 OIL GOODWRENCH 10/30	2.46	1.76	10.56
18634 LOF PERFORMED			
**********			
G RIGHT INNER HANDLE PEELING AND SHARP SOP HERE			
CAUSE:			
C3240 HANDLE, FRONT DOOR INSIDE PULL RIGHT R&R OR REPLACE			
332 MILLER,SERRINA LIC#: 4~W		34.22	34.22
1 15847311 HANDLE	77.34	61.71	61.71

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PARTS & SERVICE HOURS

MON-FRI
7:00 AM - 9:00 PM
SAT
7:00 AM - 5:00 PM

ALL VEHICLES MUST BE PICKED UP BY 5:00 P.M. SATURDAY

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

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COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GOLD MIST	07	CHEVROLET TAHOE	1GNFC13J07R[redacted]		18634/18634	T524

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
02MAY06 DD			12:36 17APR07			CASH	19APR07

R.O. OPENED	READY	OPTIONS:
18:36 16APR07	07:08 19APR07	STK:70007 DLR:39623

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
18634	R/F INSIDE HANDLE COMING APART, REPLACED HANDLE, TECH 332						

****

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X _____ _____ CUSTOMER SIGNATURE

PARTS & SERVICE HOURS

MON-FRI
7:00 AM - 9:00 PM
SAT
7:00 AM - 5:00 PM

ALL VEHICLES MUST BE PICKED UP BY 5:00 P.M. SATURDAY

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

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COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GOLD MIST	07	CHEVROLET TAHOE	1GNFC13J07R[redacted]		17146/17146	T524

DEL DATE	PROM. DATE	WARR. EXP.	PROMISED	RO NO.	RATE	PAYMENT	INV. DATE
02MAY06 DD			15:48 28MAR07			CASH	30MAR07

R.O. OPENED	READY	OPTIONS:
09:43 28MAR07	15:43 29MAR07	STK: 70007 DLR: 39623

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A CK DVD PLAYER FREEZES UP AND DISPLAYS OPTICAL ERROR ON ANY AND ALL DVD'S ADVISE SOP PART SPECIAL ORDERED, YOU WILL BE NOTIFIED WHEN IT ARRIVES 332 MILLER, SERRINA LIC#: 4- W		0.00	0.00
FC: PART#: COUNT: CLAIM TYPE: AUTH CODE:			
17146 SPECIAL ORDERED RADIO, TECH 332 **********			
B CK LEFT INNER HANDLE IS SHARP AND PEELING ADVISE SOP PART SPECIAL ORDERED, YOU WILL BE NOTIFIED WHEN IT ARRIVES 332 MILLER, SERRINA LIC#: 4- W		0.00	0.00
FC: PART#: COUNT: CLAIM TYPE: AUTH CODE:			
17146 SPECIAL ORDERED HANDLE, TECH 332 **********			
C CK RIGHT INNER HANDLE SHARP AND PEELING ADVIS SOP PART SPECIAL ORDERED, YOU WILL BE NOTIFIED WHEN IT ARRIVES 332 MILLER, SERRINA LIC#: 4- W		0.00	0.00
FC: PART#: COUNT: CLAIM TYPE: AUTH CODE:			
17146 SPECIAL ORDERED HANDLE, TECH 332 **********			

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PARTS & SERVICE HOURS

MON-FRI
7:00 AM - 9:00 PM
SAT
7:00 AM - 5:00 PM

ALL VEHICLES MUST BE PICKED UP BY 5.00 P.M. SATURDAY

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

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COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GOLD MIST	07	CHEVROLET TAHOE	1GNFC13J07R[redacted]		17146/17146	T524

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
02MAY06 DD			15:48 28MAR07			CASH	30MAR07

R.O. OPENED	READY	OPTIONS: STK: 70007 DLR: 39623
09:43 28MAR07	15:43 29MAR07	

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

D CK GRINDING NOISE APPLYING BRAKES YOU CAN HEAR AND FEEL ADVISE
CAUSE: .
S170 NO FAILURE CSUTOMER TO RETURN
9066 DARABANT, THOMAS LIC#: 4-
W 0.00 0.00
FC: PART#: COUNT:
CLAIM TYPE:
AUTH CODE:

****

E CK TURNING AND OVER BUMPS (SPEED BUMPS PULLING INTO DRIVEWAYS) RATTLE
POPPING OCCURS FROM REAR OF VEHICLE AT TIMES ADVISE
CAUSE: .
S170 ADJUSTMENTS NO FAILURES FOUND
9066 DARABANT, THOMAS LIC#: 4-
W 0.00 0.00
FC: PART#: COUNT:
CLAIM TYPE:
AUTH CODE:

****

F COURTESY WASH
WASH COURTESY WASH
9201 W 0.00 0.00

17146

****

G** PERFORM YT07033
S140 INTERIOR TRIM
332 MILLER, SERRINA LIC#: 4-
W 0.00 0.00

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X _____ CUSTOMER SIGNATURE

PARTS & SERVICE HOURS
MON-FRI
7:00 AM - 9:00 PM
SAT
7:00 AM - 5:00 PM

ALL VEHICLES MUST BE PICKED UP BY 5:00 P.M. SATURDAY

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

[redacted] [redacted]

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COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GOLD MIST	07	CHEVROLET TAHOE	1GNFC13J07R[redacted]		17146/17146	T524

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
02MAY06 DD			15:48 28MAR07			CASH	30MAR07

R.O. OPENED	READY	OPTIONS: STK: 70007 DLR: 39623
09:43 28MAR07	15:43 29MAR07	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

17146 TESTED BATTERY, BATTERY TESTED GOODE. CODE 8409X-1V. PERFORMED
RECALL 07033, TECH 332
****

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PARTS & SERVICE HOURS

MON-FRI
7:00 AM - 9:00 PM
SAT
7:00 AM - 5:00 PM

ALL VEHICLES MUST BE PICKED UP BY 5:00 P.M. SATURDAY

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

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COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GOLD MIST	07	CHEVROLET TAHOE	1GNFC13J07R[redacted]		14441/14441	T456

DEL. DATE	PROM. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
02MAY06 IS			15:54 22JAN07			VMC	23JAN2007

R.O. OPENED	READY	OPTIONS:
09:30 22JAN07	15:59 23JAN07	STK: 70007 DLR: 39623

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	CK LOUD EXCESSIVE BRAKES SQUEEK ALL THE TIME INCREASES WHEN COLD ADVISE						
	CAUSE:						
	H0042 PADS, DISC BRAKE FRONT R&R OR REPLACE						
	9066 DARABANT, THOMAS LIC#: 4-						
			W			85.55	85.55
	1 5016 CRC BRAKE QUIET				5.00	3.28	3.28
	FC:						
	PART#: 5016						
	COUNT: 1						
	CLAIM TYPE:						
	AUTH CODE:						
	14441 EXESSIVE BRAKE SQUEAL REFACE FRONT ROTOES INSTALL BRAKE QUIET 2.0						
	DEGLAZE REAR PADES AND ROTORS UNSTALL BRAKE QUIET 2.0						
	**********						
B	LUBE CHASSIS, CHANGE OIL &FILTER						
	03 LUBE CHASSIS, CHANGE OIL &FILTER						
	9066 DARABANT, THOMAS LIC#: 4-						
			CCM			12.05	12.05
	1 89017524 FILTER				5.75	5.75	5.75
	6 OIL GOODWRENCH 10/30				2.46	2.22	13.32
	14441 PACKAGE A .3						
	**********						
C	CK WHEN TURNING HEAR RUBBING KNOCK FROM REAR OVER BUMPS OR DIPS FROM REAR ADVISE						
	CAUSE:						
	E5637 ARM ASSEMBLY, REAR CONTROL LOWER BOTH REPLACE						
	9066 DARABANT, THOMAS LIC#: 4-						
			W			42.78	42.78
	2 15239738 ARM				41.76	33.32	66.64

LIMITED WARRANTY

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X _____ _____ CUSTOMER SIGNATURE

PARTS & SERVICE HOURS

MON-FRI
7:00 AM - 9:00 PM
SAT
7:00 AM 5:00 PM

ALL VEHICLES MUST BE PICKED UP BY 5:00 P.M. SATURDAY

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

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[redacted]

LAS VEGAS, NV [redacted]
HOME: [redacted]

SERVICE ADVISOR: 389 PAMELA MYERS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GOLD MIST	07	CHEVROLET TAHOE	1GNFC13J07R[redacted]		14441/14441	T456

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
02MAY06 IS			15:54 22JAN07			VMC	23JAN2007

R.O. OPENED	READY	OPTIONS:
09:30 22JAN07	15:59 23JAN07	STK: 70007 DLR: 39623

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
FC: PART#: 15239738 COUNT: 2 CLAIM TYPE: AUTH CODE:			
14441 NOISE IN REAR REPLACE REAR LOWER CONTROL ARM . FOUND NOISE IN ARMS BUSHINDS. CRAKING NOISE ********** D COURTESY WASH CAUSE: WASH COURTESY WASH 9178 W FC: PART#: COUNT: CLAIM TYPE: AUTH CODE:	0.00		0.00
14441 ********** E** BUFF SCRATCHES ON ROOF AT 3RD BRAKE LIGHT S190 BUFFED TOP 9049 DUNLAP, WILLIAM LIC#: 9049 ISP	0.00		0.00
14441 ********** CUSTOMER PAY SHOP CHARGE FOR REPAIR ORDER			2.12

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X _____ _____ CUSTOMER SIGNATURE

PARTS & SERVICE HOURS

MON-FRI
7:00 AM - 9:00 PM
SAT
7:00 AM - 5:00 PM

ALL VEHICLES MUST BE PICKED UP BY 5:00 P.M. SATURDAY

DESCRIPTION	TOTALS
LABOR AMOUNT	12.05
PARTS AMOUNT	19.07
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	2.12
TOTAL CHARGES	33.24
LESS INSURANCE	0.00
SALES TAX	1.64
PLEASE PAY THIS AMOUNT	34.88

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LAS VEGAS, NV [redacted]
HOME: [redacted] BUS: [redacted]

SERVICE ADVISOR: 389 PAMELA MYERS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GOLD MIST	07	CHEVROLET TAHOE	1GNFC13J07R[redacted]		10587/10587	T830

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
02MAY06 IS			12:06 30OCT06			CASH	31OCT06

R.O. OPENED	READY	OPTIONS:
15:36 24OCT06	17:19 30OCT06	STK: 70007 DLR: 39623

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A 3RD BRAKE LIGHT LENS BUSTED			
S140 INTERIOR TRIM			
384 SIMON, STEPHEN LIC#: 4-			
ISP		39.00	39.00
1 15200068 F-LAMP	124.20	81.97	81.97
MISC CSO3 FREIGHT (SHIPMENT #076-7716346)			
ISP		11.50	11.50
FC:			
10587 REPLACE BROKEN CENTER HIGH MOUNTED STOP LAMP ASY. TEST IT			
384-1.3.			
**********			
B BUFF SCRATCHES AT 3RD BRAKE LIGHT LENS			
S190 SUBLET TO HIRED GUN			
9999 ISP		0.00	0.00
SUBL HIRED GUN PO59515			
ISP		31.25	31.25
FC:			
**********			
C COURTESY WASH			
WASH COURTESY WASH			
9178 ISP		0.00	0.00
10587			
**********			
D** PERFORM YT 06024			
CAUSE:			
Y0079 RECALL 06024-HVAC MODULE REPROGRAM			
384 SIMON, STEPHEN LIC#: 4-			
W		41.24	41.24
FC: PART#: COUNT: 0			
CLAIM TYPE:			
AUTH CODE:			

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PARTS & SERVICE HOURS

MON FRI
7:00 AM - 9:00 PM
SAT
7:00 AM - 5:00 PM

ALL VEHICLES MUST BE PICKED UP BY 5:00 P.M. SATURDAY

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

[redacted] [redacted]

[redacted]

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COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GOLD MIST	07	CHEVROLET TAHOE	1GNFC13J07[redacted]		10587/10587	T830

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
02MAY06 IS			12:06 30OCT06			CASH	31OCT06

R.O. OPENED	READY	OPTIONS: STK: 70007 DLR: 39623
15:36 24OCT06	17:19 30OCT06	

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL
10587 06024 CAMPAIGN. PERFORM PRODUCT ENHANCEMENT 06024 WARR. CLAIM
CODE 9906C 384.
****

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X _____ CUSTOMER SIGNATURE

PARTS & SERVICE HOURS

MON-FRI
7:00 AM - 9:00 PM
SAT
7:00 AM - 5:00 PM

ALL VEHICLES MUST BE PICKED UP BY 5:00 P.M SATURDAY

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

[redacted]

[redacted]

LAS VEGAS, NV [redacted]
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COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GOLD MIST	07	CHEVROLET TAHOE	1GNFC13J07R[redacted]		10484/10484	T532

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
02MAY06 IS			15:24 23OCT06			CASH	23OCT06

R.O. OPENED	READY	OPTIONS:
09:19 23OCT06	11:23 23OCT06	STK: 70007 DLR: 39623

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A LEFT REAR OUTTER WINDOW MOLDING SEPERATING SOP HERE			
CAUSE: .			
C0331 STRIP, REAR DOOR WINDOW OUTER SEALING LEFT			
R&R OR REPLACE			
9110 W		16.50	16.50
1 15938033 S/STR	58.22	48.09	48.09
FC: PART#: COUNT:			
CLAIM TYPE:			
AUTH CODE:			

10484 REPLACE LEFT REAR WINDOW OUTTER SEAL STRIP, STRIP WARPED. C0331 .2 TECH 9110

****

B RIGHT REAR OUTTER WINDOW MOLDING SEPERATING SOP HERE			
CAUSE: .			
C0330 STRIP, REAR DOOR WINDOW OUTER SEALING RIGHT			
R&R OR REPLACE			
9110 W		16.50	16.50
1 15938032 S/STR	58.22	48.09	48.09
FC: PART#: COUNT:			
CLAIM TYPE:			
AUTH CODE:			

10484 REPLACE RIGHT REAR OUTTER SEAL STRIP, STRIP WARPED. C0330 .2 TECH 9110

****

C COURTESY WASH			
WASH COURTESY WASH			
9178 W		0.00	0.00

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PARTS & SERVICE HOURS

MON-FRI
7:00 AM - 9:00 PM
SAT
7:00 AM - 5:00 PM

ALL VEHICLES MUST BE PICKED UP BY 5:00 P.M. SATURDAY

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

[redacted]

[redacted]

[redacted]

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COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GOLD MIST	07	CHEVROLET TAHOE	1GNFC13J07R[redacted]		10484/10484	T532

DEL. DATE	PROM. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
02MAY06 18			15:24 23OCT06			CASH	23OCT06

R.O. OPENED	READY	OPTIONS: STK: 70007 DLR: 39623
09:19 23OCT06	11:23 23OCT06	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
10484							

****
D CK AT TIMES AFTER CAR WASH OR RAIN REAR HATCH WILL NOT WORK ADVISE
CAUSE: .
CND COULD NOT DUPLICATE 0.00 0.00
9110 W
FC: PART#: COUNT:
CLAIM TYPE:
AUTH CODE:

10484 CHECKED REAR HATCH OPERATION AFTER VEHICLE WAS WASHED, UNABLE TO DUPLICATE CUST CONCERN. REAR HATCH POWER OPERATION WORKING AS DESIGNED.
TECH 9110
****

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X _____ _____ CUSTOMER SIGNATURE

PARTS & SERVICE HOURS

MON-FRI
7:00 AM - 9:00 PM
SAT
7:00 AM - 5:00 PM

ALL VEHICLES MUST BE PICKED UP BY 5:00 P.M. SATURDAY

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

[redacted] [redacted]

[redacted]

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HOME: [redacted] BUS: [redacted]

SERVICE ADVISOR: 389 PAMELA MYERS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GOLD MIST	07	CHEVROLET TAHOE	1GNFC13J07R[redacted]		9918/9918	T516

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
02MAY06 IS			15:24 05OCT06			VMC	05OCT06

R.O. OPENED	READY	OPTIONS:
08:51 05OCT06	16:28 05OCT06	STK: 70007 DLR: 39623

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CK RIGHT FRONT DOOR WINDOW SWITCH BEZEL LOOSE EXCESSIVE PLAY ADVISE
CAUSE: .
C3348 TRIM ASSEMBLY, FRONT DOOR RIGHT ONE PIECE
R&R OR REPLACE
9110 W 24.74 24.74

9918 RIGHT FRONT DOOR SWITCH BEZEL LOOSE. R&R RIGHT FRONT DOOR PANEL.
TIGHTEN AND SECURE RIGHT FRONT DOOR ARM REST AND SWITCH BEZEL CLIPS. .4
TECH 9110
****

B CK RIGHT REAR OUTTER BOTTOM WINDOW MOLDING KEEPS POPPING OUT WILL NOT
SECURE ADVISE
CAUSE: .
SOP PART SPECIAL ORDERED, YOU WILL BE NOTIFIED
WHEN IT ARRIVES
9110 W 0.00 0.00

9918 PART ON ORDER TECH 9110
****

C CK LEFT REAR OUTTER BOTTOM WINDOW MOLDING LOOSE WILL NOT SERCURE
ADVISE
CAUSE: .
SOP PART SPECIAL ORDERED, YOU WILL BE NOTIFIED
WHEN IT ARRIVES
9110 W 0.00 0.00

9918 PART ON ORDER. TECH 9110
****

D LUBE CHASSIS, CHANGE OIL &FILTER
03 LUBE CHASSIS, CHANGE OIL &FILTER
9110 CCM 12.05 12.05

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X _____ CUSTOMER SIGNATURE

PARTS & SERVICE HOURS

MON-FRI
7:00 AM - 9:00 PM
SAT
7:00 AM - 5:00 PM

ALL VEHICLES MUST BE PICKED UP BY 5:00 P.M. SATURDAY

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

[redacted] [redacted]

[redacted]

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LAS VEGAS, NV [redacted]
HOME: [redacted] BUS: [redacted]

SERVICE ADVISOR: 389 PAMELA MYERS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GOLD MIST	07	CHEVROLET TAHOE	1GNFC13J07R[redacted]		9918/9918	T516

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
02MAY06 IS			15:24 05OCT06			VMC	05OCT06

R.O. OPENED	READY	OPTIONS:
08:51 05OCT06	16:28 05OCT06	STK: 70007 DLR: 39623

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
1 89017524 FILTER	5.00	5.00	5.00
6 OIL GOODWRENCH 10/30	2.46	2.22	13.32
9918 PERFOM LOF .3 TECH 9110			
**********			
E COURTESY WASH			
WASH COURTESY WASH			
203 RODRIGUEZ, WILLIAM LIC#: 203		0.00	0.00
CCM			
9918			
**********			
CUSTOMER PAY SHOP CHARGE FOR REPAIR ORDER			2.12

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X _____ CUSTOMER SIGNATURE

PARTS & SERVICE HOURS

MON-FRI
7:00 AM - 9:00 PM
SAT
7:00 AM - 5:00 PM

ALL VEHICLES MUST BE PICKED UP BY 5:00 P.M. SATURDAY

DESCRIPTION	TOTALS
LABOR AMOUNT	12.05
PARTS AMOUNT	18.32
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	2.12
TOTAL CHARGES	32.49
LESS INSURANCE	0.00
SALES TAX	1.58
PLEASE PAY THIS AMOUNT	34.07

[redacted]

[redacted]

[redacted]

LAS VEGAS, NV
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SERVICE ADVISOR: 9170 JAMES HALL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GOLD MIST	07	CHEVROLET TAHOE	1GNFC13J07[redacted]		6625/6625	T460

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	SO NO.	RATE	PAYMENT	INV. DATE
02MAY06 IS			16:36 03AUG06			CASH	04AUG06

R.O. OPENED	READY	OPTIONS:	STK: 70007 DLR: 39623
09:28 03AUG06	07:30 04AUG06		

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A LUBE CHASSIS,CHANGE OIL &FILTER			
03 LUBE CHASSIS,CHANGE OIL &FILTER		8.16	8.16
9116 CCM			
1 89017524 FILTER	6.95	6.95	6.95
6 OIL GOODWRENCH 10/30	2.46	2.22	13.32
6625 LOF			
**********			
B ROTATE TIRES			
22 ROTATE TIRES		12.95	12.95
9116 CCM			
6625			
**********			
C COURTESY WASH			
WASH COURTESY WASH			
203 RODRIGUEZ,WILLIAM LIC#: 203		0.00	0.00
CCM			
6625			
**********			
D PERFORM 30PT VISUAL INSPECTION			
30PT PERFORM 30PT VISUAL INSPECTION		0.00	0.00
9116 CCM			
6625			
**********			
MISC 995 COUP		-22.95	-22.95
CCM			
MISC VISTA COUPON		-2.50	-2.50
C			
MISC VISTA COUPON		-7.50	-7.50
C			
MISC VISTA COUPON		-2.50	-2.50
C			
MISC VISTA COUPON		-7.50	-7.50
C			

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X_____ CUSTOMER SIGNATURE

PARTS & SERVICE HOURS

MON-FRI
7:00 AM - 9:00 PM
SAT
7:00 AM - 5:00 PM

ALL VEHICLES MUST BE PICKED UP BY 5:00 P.M. SATURDAY

DESCRIPTION	TOTALS
LABOR AMOUNT	21.11
PARTS AMOUNT	20.27
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	-42.95
TOTAL CHARGES	-1.57
LESS INSURANCE	0.00
SALES TAX	1.57
PLEASE PAY THIS AMOUNT	0.00

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[redacted]
LAS VEGAS, NV [redacted]
HOME: [redacted] BUS: [redacted]

SERVICE ADVISOR: 9030 WILLIAM LUCID

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GOLD MIST	07	CHEVROLET TAHOE	1GNFC13J07R[redacted]		5722/5722	T114

DEL. DATE	PROC. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
02MAY06 IS			12:12 06JUL06			CASH	12JUL06

RO OPENED	READY	OPTIONS: STK: 70007 DLR: 39623
17:36 05JUL06	12:06 12JUL06	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A C/S THAT PASS SIDE WINDOW IS SCRATCHED SOP IS IN			
S190 SUBLET		0.00	0.00
9999 IWO	186.40	186.40	186.40
1 15175144 F-WINDOW			
SUBL ELITE R055170		81.25	81.25
IWO			
**********			
B TINT 2 WINDOWS TINT FRONT 2 WINDOWS			
402 TINT 2 WINDOWS			
9089 BERNAL, WALTER LIC#: 9089		55.00	55.00
IWO			
5722 DONE			
**********			
C COURTESY WASH			
WASH COURTESY WASH			
203 RODRIGUEZ, WILLIAM LIC#: 203		0.00	0.00
TSP			
5722			
**********			
D CK ON STEALTH			
INFO TYPE IN INFORMATION TO CUSTOMER		0.00	0.00
9999 IWO			
**********			
INTERNAL PAY SHOP CHARGE FOR REPAIR ORDER			26.12

LIMITED WARRANTY

Any warranties on the parts and accessories sold hereby are made 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, loss of time, loss of profit or income or any other incidental damages.

X_____ CUSTOMER SIGNATURE

PARTS & SERVICE HOURS

MON-FRI
7:00 AM - 9:00 PM
SAT
7:00 AM 5:00 PM

ALL VEHICLES MUST BE PICKED UP BY 5:00 P.M. SATURDAY

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

153303

159744

INVOICE

PAGE 1

VISTA CHEVROLET
SALES • SERVICE • PARTS
US 95, at Ann Road · 5501 Drexel Road
Las Vegas, Nevada 89130
(702) 967-5568
www.vistachevy.net

Our goal 100% completely satisfied. 100% of the time.

[redacted]
LAS VEGAS, NV [redacted]
HOME: [redacted] US: [redacted]

SERVICE ADVISOR: 9154 GREGORY STEPHEN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GOLD MIST	07	CHEVROLET TAHOE	1GNFC13J07R[redacted]		3115/3115	T46

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
						VMC	02JUN06

02MAY06 IS WAIT 02JUN06
R.O. OPENED READY OPTIONS: STK: 70007 DLR: 39623

09:43 02JUN06 10:54 02JUN06

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A 3000 MILE SERVICE (PACKAGE A)			
C3 3000 MILE SERVICE (PACKAGE A)		21.05	21.05
9140 CQTM	6.95	6.95	6.95
1 89017524 FILTER	2.46	1.98	11.88
6 OIL GOODWRENCH 10/30			
3115 **********			
B COURTESY WASH			
WASH COURTESY WASH			
203 RODRIGUEZ, WILLIAM LIC#: 203		0.00	0.00
ISP			
3115 **********			
CUSTOMER PAY SHOP CHARGE FOR REPAIR ORDER			2.60

LIMITED WARRANTY

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X _____ CUSTOMER SIGNATURE

PARTS & SERVICE HOURS

MON-FRI
7:00 AM - 9:00 PM
SAT
7:00 AM - 5:00 PM

ALL VEHICLES MUST BE PICKED UP BY 5:00 P.M. SATURDAY

DESCRIPTION	TOTALS
LABOR AMOUNT	21.05
PARTS AMOUNT	18.83
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC CHARGES	2.60
TOTAL CHARGES	42.48
LESS INSURANCE	0.00
SALES TAX	1.66
PLEASE PAY THIS AMOUNT	44.14

Please fax this completed form, along with your current registration and other requested documents, to our toll-free fax number: (866) 431-5575

Release of Lien Information

I [redacted], hereby authorize
Customer(s)

GMAC
Lien Holder Name

Overnight Address (not P.O. Box)

Address

[redacted] to release any
Phone Number

and all information regarding my loan account # [redacted]
Account Number

for 1GNFC13J07R[redacted] to General Motors,
Vehicle Identification Number (VIN) Manufacturer's Name

including but not limited to a complete payment history of my account, a loan payoff amount, interest paid to date, late charges, and per diem information.

[redacted]
Signature

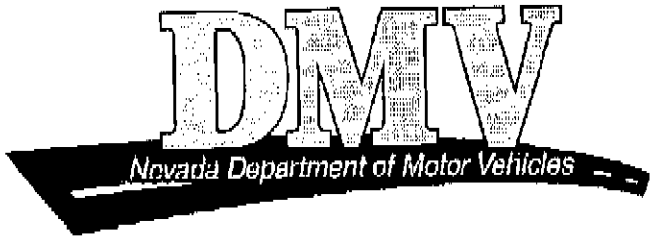
5-2-08
Date

[redacted]
SSN

Signature

Date

SSN



555 WRIGHT WAY
CARSON CITY, NV 89711
Reno/Sparks/Carson City (775) 684-4DMV (4368)
Las Vegas Area (702) 486-4DMV (4368)
Rural Nevada or Out of State (877) 368-7828
www.dmvnv.com

VEHICLE REGISTRATION RENEWAL NOTICE

[redacted]
LAS VEGAS NV [redacted]

ITEMIZED FEES

SUNSET		
REG FEE	992NJD	$33.00
BASIC GOV SVCS TAX		$357.00
SUPL GOV SVCS TAX		$89.00

SMOG-EMISSIONS CHECK - REQUIRED TOTAL FEES $479.00

RENEWING IS AS EASY AS 1, 2 OR 3

Web and Phone Options Not Available for Diesel Vehicles that Require a Smog Check

1. THE WEB You're just a click away from being first in line at www.dmvnv.com. Use your access code and credit card to renew on the web. Follow the step by step instructions.

ACCESS CODE: 30270549448903

2. CALL US in Reno/Sparks/Carson City: (775) 684 4DMV (4368); Las Vegas area: (702) 486 4DMV(4368), Rural Nevada: (877) 368-7828. Use your access code and just follow the voice prompts.

3. FILL OUT and return the bottom portion of this form with either a check or money order for the proper amount or complete and enclose the credit card form below. Please INCLUDE any tax exemption authorization and Emission Control Certificate if applicable. MAKE check payable to DMV and write your vehicle license plate number on your check or money order. Renewal decals will be mailed within 12 days. NEVADA HAS NO GRACE PERIOD.

RETURN BOTTOM PORTION RETAIN TOP PORTION FOR PERSONAL RECORDS

USE YOUR CREDIT CARD or ATM/DEBIT CARD by filling out the form.

Name (as it appears on the card) _____ Phone ( ) _____

Billing Address _____

City _____ State _____ Zip Code _____

Date _____ Plate No. _____ Amount $ _____ Sign Here _____

CHARGE MY ☐ ATM/DEBIT (STAR, NYCE, PULSE) ☐ VISA ☐ MASTERCARD ☐ AMERICAN EXPRESS ☐ DISCOVER

CARD NUMBER. _____ EXPIRES. _____

I understand and agree that by checking ATM/DEBIT, I am authorizing the DMV to debit my account for the amount specified above. Further, I understand and agree that if the ATM/DEBIT transaction fails or is declined I am authorizing the DMV to complete the transaction as a credit card charge if possible.

VEHICLE INFORMATION - SUNSET
LICENSE NO: [redacted] EXPIRES: 05-19-2008
VIN NO: 1GNEC13J07R[redacted] YR/MAKE: 2007 CHEV
MODEL: C1500 TAHOE TYPE: 4W CYL: 8
FUEL: G 2 WGT: 0 MRP: $33990
COUNTY BASED IN: CLARK

- ITEMIZED FEES -

REG FEE	$33.00
GOV SER TAX	$357.00
SUP GS TAX	$89.00

TOTAL FEES $479.00

Mandatory Insurance Verification

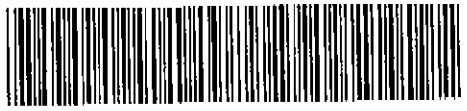
Per NRS 485.185, every owner of a motor vehicle registered or required to be registered in this state, shall continuously provide insurance from an insurance company licensed to do business in Nevada. Trailers are exempt.

*Address changed? If so, show correct address below.

SMOG-EMISSIONS CHECK - REQUIRED

[redacted]
LAS VEGAS NV [redacted]

CENTRAL SERVICES & RECORDS DIVISION
555 WRIGHT WAY
CARSON CITY, NV 89711-0725



FAX

To: **Local Counsel Check**
Company:
Fax: 18662661792
Phone:

From: **Gregory J Garguilo**
Fax: 248-267-4501
Phone:

NOTES:

658152 Philbrook Settlement Approved

Captaris RightFax

Date and time of transmission: Friday, December 19, 2008 12:00:10 PM
Number of pages including this cover sheet: 05

<mode=fine

This matter has been reviewed and is approved for processing, thank you.

658152 Philbrook Check Request.TIF

Gregory Garguilo (gregory.garguilo@gm.com)
Legal Coordinator
Western Region
General Motors Legal Staff
(512) 386-0772 (Ph)
(248) 267-4501 (Fax)

Bowman and Brooke LLP

2901 North Central Avenue, Suite 1600
Phoenix, AZ 85012
Phone: 602.643.2300
Fax: 602.248.0947
www.bowmanandbrooke.com

Mecqué M. Hess
Direct: 602.643.2423
Email: mecqué.hess@bowmanandbrooke.com

December 18, 2008

VIA FACSIMILE: 248-267-5401

Greg Garguilo
Legal Coordinator
General Motors Legal Staff
7401 East Ben White Blvd.
Austin, TX 78744

Re: [redacted] v. General Motors Corporation
District Court, Clark County, Nevada
Case No. : A568066
Vehicle : 2007 Chevrolet Tahoe
VIN : 1GNFC13J07R[redacted]
GM Legal File No. : 658152
Our File Number : 86027

NOTICE OF CASH SETTLEMENT / CHECK REQUEST

Dear Mr. Garguilo:

Please be advised that the above-referenced matter has settled for a total of $7,251.00, including attorneys' fees and costs. The customer's concerns with the subject vehicle are:

N40 Electrical-Power Window Motor/Switch/Wiring/Regulator (*Loose*)
N41 Electrical-Power Seat Motor/Switch/Wiring Heater (*No Symptom Indicated*)
M40 Steering Wheel/Touch Controls (*Cracked*)
C10 Body-Door Handles/Locks/Hinges (*No Symptom Indicated*)
H21 Brakes-Front Pads/Rotors (*Bent/Warped*)
C40 Trim-Mirrors (Rearview and Vanity) (*Vibration/Balance*)
C32 Trim-Door Trim (*No Symptom Indicated*)
H36 Brakes-Rear Pads/Rotors (*Bent/Warped*)

At your earliest convenience, please forward General Motors Corporation's settlement draft as follows:

1. A check in the amount of $7,251.00 payable to "Christie Philbrook and Krohn & Moss, Ltd." Krohn & Moss' Federal Tax Identification Number is 36-4065555. I have attached IRS Form W9 for Krohn & Moss, Ltd.

Plaintiff:
[redacted]
Las Vegas, NV [redacted]

Plaintiff's Attorney:
Andrea N. Alexander, Esq.
Krohn & Moss, Ltd.
2300 W. Sahara Avenue, Suite 800
Las Vegas, NV 89102
Telephone: 323-988-2400, ext. 232
Facsimile: 866-431-5575
Fed Tax ID: 36-4065555

Concurrent with ordering this check, we are forwarding a Settlement Agreement and Request for Dismissal to plaintiff's counsel. The settlement draft will be retained until such time as we are in receipt of the signed closing documents. Should you have any questions, please do not hesitate to contact me.

Best regards,

BOWMAN AND BROOKE LLP

Mecqué Hess

Mecqué M. Hess
Paralegal

/mmh

"Andrea Alexander"
<aalexander@consumerlaw center.com>
09/23/2008 04:20 PM

To <donna_walker@gmexpert.com>
cc
bcc
Subject RE[redacted]v General Motors

Hi Donna. I don't think we are going to be able to resolve this one pre-lit. thanks for your efforts.

Andrea N. Alexander
Attorney at Law
KROHN & MOSS, LTD.
5055 Wilshire Blvd., Suite 300
Los Angeles, CA 90036
PH: (866) 507-4779 ext. 232
FX: (866) 211-2806
email: aalexander@consumerlawcenter.com
web: www.krohnandmoss.com

From: donna_walker@gmexpert.com [mailto:donna_walker@gmexpert.com]
Sent: Tuesday, September 23, 2008 5:35 AM
To: Andrea Alexander
Subject: RE:[redacted]v General Motors

I have looked at the repair history of this vehicle. I don't believe that we are anywhere close to $20,000, inclusive. In the interest of settlement, I will increase my original offer by $1000 to $5250, inclusive of fees. Please let me know what your client wishes to do.

Donna Walker, Legal CRS
General Motors Business Resource Center
Legal Department

7401 E. Ben White Blvd, Bldg 3
Austin, Texas 78741
1-800-231-1841 ext 31314
1-866-300-4627 (fax)
donna_walker@gmexpert.com

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CUSTOMER #: 153303

[redacted]

LAS VEGAS, NV [redacted]
HOME: [redacted] CONT:N/A
BUS: [redacted] CELL:

216651

INVOICE

PAGE 1

VISTA CHEVROLET
SALES • SERVICE • PARTS
US 95, at Ann Road · 5501 Drexel Road
Las Vegas, Nevada 89130
(702) 967-5588
www.vistachevy.net

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SERVICE ADVISOR: 389 PAMELA MYERS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GOLD MIST	07	CHEVROLET TAHOE	1GNFC13J07R[redacted]		34910/34910	TGMPP

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
02MAY06 DD			11:18 25APR08			VMC	24APR08

R.O. OPENED	READY	OPTIONS:
16:06 24APR08	16:11 24APR08	STK:70007 DLR:39623

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A GMPP MAJOPR GUARD 36-54			
S190 GMPP MAJOR GAURD 36-54 O DED			
9999 INSP		0.00	0.00
SUBL GMPP MAJOR GAURD 36-54			
INSP		1765.00	1765.00
34910 GMPP MAJOR GAURD 36-54			
**********			

PAID

BY: VMC

CUSTOMER PAY DEDUCTIBLE FOR LINE A 176.50

LIMITED WARRANTY

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The selling dealer hereby expressly disclaims [redacted]

PARTS & SERVICE HOURS

MON-FRI
7:00 AM - 7:00 PM
SAT
7:00 AM - 5:00 PM

ALL VEHICLES MUST BE PICKED UP BY 5:00 P.M. SATURDAY

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	176.50
TOTAL CHARGES	176.50
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	**176.50**

FILE COPY

153303

[redacted]

LAS VEGAS, NV [redacted]
HOME: [redacted] BUS: [redacted]

200327

WARRANTY

PAGE 1

VISTA CHEVROLET
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SERVICE ADVISOR: 389 PAMELA MYERS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GOLD MIST	07	CHEVROLET TAHOE	1GNFC13J07[redacted]		26673/26709	T508

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
02MAY06 DD			15:42 20SEP07			CASH	21SEP07

R.O. OPENED	READY	OPTIONS:
07:50 20SEP07	11:41 21SEP07	STK:70007 DLR:39623

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CK BRAKES SQUEEK VERY VERY EXCESSIVE AND LOUD EVERY TIME YOU APPLY
BRAKES ADVISE SEE HISTORY
CAUSE: NOISE COMING FROM REAR BRAKES
H0132 REAR BRAKE ROTOR REFINISHING
9218 W 2.50 213.88 213.88
FC: PART#: COUNT: 0 0 TPARTS
CLAIM TYPE:
AUTH CODE:
6250 213.88 TLABOR
26709 NOISE COMING FROM REAR BRAKES TEST DRIVE TO VERIFY COMPLAINT, NOISE COMING FROM REAR BRAKES. BRAKE PADS AT 95% OR MORE, REAR BRAKE ROTORS GLAZED. MACHINED REAR BRAKE ROTORS AND APPLY ANTI-SQUEAL COMPOUND TO BRAKE PADS. (AS PER JACK L.)
****

B CK TRUCK WILL ONLY GO INTO V4 WHEN LETTING OFF GAS PEDAL NOT WHEN
TRAVELING CRUISE ENGAUGED ECT ADVISE
CAUSE: SYSTEM OPERATING AS PER DESIGN
CND COULD NOT DUPLICATE
9218 W 0.00 0.00 0.00
FC: PART#: COUNT: 0 0 TPARTS
CLAIM TYPE:
AUTH CODE:
0 0 TLABOR
26709 SYSTEM OPERATING AS PER DESIGN TEST DRIVE TO VERIFY COMPLAINT, V4 MODE OPERATING AS PER DESIGN. CHECK FOR DTC'S, PI'S, AND BULLETINS. N/A.
****

C CK A/C KICKS OFF AT TIMES AND CONTROL HEAD FLASHES ADVISE
CAUSE: HVAC CALIBRATION
D4707 HVAC CONTROL HEAD MODULE OR ASSEMBLY
REPROGRAMMING WITH SPS
9218 W 0.70 59.89 59.89
FC: PART#: COUNT: 0 0 TPARTS
CLAIM TYPE:

LIMITED WARRANTY

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X_____ CUSTOMER SIGNATURE

PARTS & SERVICE HOURS

MON-FRI
7:00 AM - 7:00 PM
SAT
7:00 AM - 5:00 PM

ALL VEHICLES MUST BE PICKED UP BY 5:00 P.M. SATURDAY

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

153303

[redacted]

LAS VEGAS, NV [redacted]
HOME: [redacted] BUS: [redacted]

200327

WARRANTY

PAGE 2

VISTA CHEVROLET
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Las Vegas, Nevada 89130
(702) 967-5580
www.vistachevy.net

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SERVICE ADVISOR: 389 PAMELA MYERS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GOLD MIST	07	CHEVROLET TAHOE	1GNFC13J07R[redacted]		26673/26709	T508

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
02MAY06 DD			15:42 20SEP07			CASH	21SEP07

R.O. OPENED	READY	OPTIONS:
07:50 20SEP07	11:41 21SEP07	STK: 70007 DLR: 39623

LINE OPCODE TECH TYPE HOURS
AUTH CODE: LIST NET TOTAL

1750 5989 TLABOR

26709 HVAC CALIBRATION CHECK A/C FOR PROPER OPERATION, SYSTEM WORKING PROPERLY AT THIS TIME, CHECK FOR DTC'S, PI'S, AND BULLETINS. REPROGRAM HVAC MODULE WITH LATEST CALIBRATION (SYSTEM OPERATION).

****

E** ENTERPRISE RENTAL
CAUSE: .

S190 ENTERPRISE RENTAL
9999 W 0.00

FC: PART#: COUNT: 0 0 TPARTS 0.00 0.00
CLAIM TYPE:
AUTH CODE:

SUBL RENTAL PO# 0 0 TLABOR
W
FC: % 42.00 42.00

****

COST, SALE, & COMP TOTALS 12200 31577 0

LIMITED WARRANTY

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X_____ CUSTOMER SIGNATURE

PARTS & SERVICE HOURS

MON-FRI
7:00 AM - 7:00 PM
SAT
7:00 AM - 5:00 PM

ALL VEHICLES MUST BE PICKED UP BY 5:00 P.M. SATURDAY

DESCRIPTION	TOTALS
LABOR AMOUNT	273.77
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	42.00
MISC. CHARGES	0.00
TOTAL CHARGES	315.77
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	315.77

135200 202751

WARRANTY

VISTA CHEVROLET
SALES • SERVICE • PARTS
US 95, at Ann Road · 5501 Drexel Road
Las Vegas, Nevada 89130
(702) 967-5586
www.vistachevy.net

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[redacted]

LAS VEGAS, NV [redacted]
HOME: [redacted] BUS: [redacted]

PAGE 1

SERVICE ADVISOR: 389 PAMELA MYERS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SILVER	06	CHEVROLET LT DUTY C2	1GCHK23D96F[redacted]		11622/11623	T533

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
18JUL06 DD			08:48 19OCT07			CASH	18OCT07

R.O. OPENED	READY	OPTIONS: DLR: 39623 ENG: 6.6_Liter_Turbo_Diesel
08:16 18OCT07	14:28 18OCT07	

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CK WITH A/C FAN SPEED ON HIGH WHINNING VIBRATION OCCURS THRU VEHICLE
ADVISE
CAUSE: BRG. BAD.
D1322 MOTOR AND/OR FAN, BLOWER A/C R&R OR REPLACE
384 SIMON,STEPHEN LIC#: 4-
W 0.30 25.67 25.67
1 89018758 MOTOR KIT 158.41 110.89 110.89
FC: PART#: COUNT:
CLAIM TYPE:
AUTH CODE:

7921 11089 TPARTS
780 2567 TLABOR
11623 BRG. BAD. REPLACE A/C BLOWER MOTOR TEST IT 384.
****

B COURTESY WASH
WASH COURTESY WASH
9201 W 0.00 0.00 0.00
0 0 TPARTS
300 0 TLABOR
11623 COURTESY WASH WAS DONE BY 9201 (PETER MARTINEZ)
****

C CK CLUNK OCCURS TURNING EITHER DIRECTION HEAR AND FEEL ADVISE
CAUSE: BOTH FRT UPPER "A" PILLAR BODY MOUNTS CHAFFING AGAINST FRAME
E1040 CUSHION LOWER AND/OR BOLT, BODY R&R OR
REPLACE
210 KRATZEL,ED LIC#: 4-
W 0.30 25.67 25.67
2 15053229 INSULATOR 4.97 3.98 7.96
568 796 TPARTS
680 2567 TLABOR
11623 BOTH FRT UPPER "A" PILLAR BODY MOUNTS CHAFFING AGAINST FRAME
INSTALL FRONT UPPER "A" PILLAR BODY MOUNT INSULATORS
****

LIMITED WARRANTY

Any warranties on the parts and accessories sold hereby are made 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, loss of time, loss of profit or income or any other incidental damages.

X_____ CUSTOMER SIGNATURE

PARTS & SERVICE HOURS

MON-FRI
7:00 AM - 7:00 PM
SAT
7:00 AM - 5:00 PM

ALL VEHICLES MUST BE PICKED UP BY 5:00 P.M. SATURDAY

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

Copyright [illegible]

CUSTOMER #: 153303

209239

WARRANTY

PAGE 2

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Las Vegas, Nevada 89130
(702) 967-5588
www.vistachevy.net

Our goal
100% completely satisfied. · 100% of the time.

[redacted]
LAS VEGAS, NV [redacted]
HOME: [redacted] CONT: N/A
BUS: [redacted] CELL:

SERVICE ADVISOR: 389 PAMELA MYERS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GOLD MIST	07	CHEVROLET TAHOE	1GNFC13J07R[redacted]		31404/31413	T550

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
02MAY06 DD			08:36 17JAN08			VMC	17JAN08

R.O. OPENED	READY	OPTIONS:
09:09 16JAN08	17:45 17JAN08	STK: 70007 DLR: 39623

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

384 SIMON, STEPHEN LIC#: 4-
W 0.30 26.46 26.46
0 0 TPARTS
780 2646 TLABOR

31404 HOLE IT TRIM WERE BEZEL IS NOT HOLDING. MODIFY OPENING IN TRIM TO HOLD S/W BEZEL 384.

****

E CK AT TIMES REMOTE START AUTO SHUT OFF UNDER TWO MINUTES WILL NOT STAY RUNNING UNTIL 5 ADVISE

CAUSE: .

S140 SEE LINE F

384 SIMON, STEPHEN LIC#: 4-
W 0.00 0.00 0.00

FC: PART#: COUNT:
CLAIM TYPE:
AUTH CODE:

0 0 TPARTS
0 0 TLABOR

31404 SEE F.

****

F AT TIMES REMOTE START WILL NOT TURN ON HEATER AND SEAT HEATERS ADVISE

CAUSE: .

SOP PART SPECIAL ORDERED, YOU WILL BE NOTIFIED WHEN IT ARRIVES

384 SIMON, STEPHEN LIC#: 4-
W 0.00 0.00 0.00
0 0 TPARTS
0 0 TLABOR

31404 NOTE OART ORDERD FOR SEAT HEATER ALSO NOTE:::: THERE ARE MANEY FACTORS THAT DESIDE HOW REMOTE START WILL OPPERATE ALL IN OWNERS MANULE 384.

****

G SHIMMY VIBRATION APPLYING BRAKES FREEWAY SPEEDS ADVISE SEE HISTORY

LIMITED WARRANTY

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PARTS & SERVICE HOURS

MON-FRI
7:00 AM - 7:00 PM
SAT
7:00 AM - 5:00 PM

ALL VEHICLES MUST BE PICKED UP BY 5:00 P.M. SATURDAY

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

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CUSTOMER #: 153303

[redacted]

LAS VEGAS, NV [redacted]

HOME: [redacted] CONT: N/A

BUS: [redacted] CELL:

211223

WARRANTY

PAGE 1

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SERVICE ADVISOR: 389 PAMELA MYERS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GOLD MIST	07	CHEVROLET TAHOE	1GNFC13J07R[redacted]		32224/32224	T502

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
02MAY06 DD			11:54 12FEB08			CASH	12FEB08

R.O. OPENED	READY	OPTIONS:
12:25 11FEB08	16:06 12FEB08	STK: 70007 DLR: 39623

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A SEAT HEATERS INOP AT TIMES SOP HERE
CAUSE: .
C7342 HEATING ELEMENT, LEFT FRONT SEAT CUSHION
REPLACE
384 SIMON, STEPHEN LIC#: 4-
W 1.20 105.83 105.83
1 15232559 HEATER 50.56 40.35 40.35
2882 4035 TPARTS
3120 10583 TLABOR
32224 SENSOR OPEN IN HEATER. DIAG. USE SCANNER AND SI TROUBLE TREE AND WIRE DIAG. NECS. TO REPLACE DRIVERS SEAT COUSION HEATER ASSY. CLEAR DTC AND TEST 384.
****
B CK RIGHT SIDE STEERING WHEEL BEZEL PEELING SOP HERE
CAUSE: .
E7020 STEERING WHEEL REPLACEMENT
384 SIMON, STEPHEN LIC#: 4-
W 0.30 26.46 26.46
1 15255097 COVER 25.52 20.37 20.37
1 15255034 COVER 27.06 21.59 21.59
OLH EXTRA TIME REQUESTED TO REPLACE SWITCH COVERS
384 SIMON, STEPHEN LIC#: 4-
W 0.20 17.64 17.64
2997 4196 TPARTS
1300 4410 TLABOR
32224 PEELING. REPLACE STEERING WHEEL SW COVER RT SIDE 384.
****
C LEFT SIDE STEERING WHEEL BEZEL PEELING SOP HERE
CAUSE: .
S140 SEE LINE B
384 SIMON, STEPHEN LIC#: 4-
W 0.00 0.00 0.00
FC: PART#: COUNT:
CLAIM TYPE:

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PARTS & SERVICE HOURS

MON-FRI
7:00 AM - 7:00 PM
SAT
7:00 AM - 5:00 PM

ALL VEHICLES MUST BE PICKED UP BY 5:00 P.M. SATURDAY

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

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CUSTOMER #: 153303

[redacted]

LAS VEGAS, NV [redacted]

HOME: [redacted] CONT: N/A

BUS: [redacted] CELL:

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PAGE 2

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COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GOLD MIST	07	CHEVROLET TAHOE	1GNFC13J07R[redacted]		32224/32224	T502

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
02MAY06 DD			11:54 12FEB08			CASH	12FEB08

R.O. OPENED	READY	OPTIONS:
12:25 11FEB08	16:06 12FEB08	STK: 70007 DLR: 39623

LINE OPCODE TECH TYPE HOURS

AUTH CODE: LIST NET TOTAL

0 0 TPARTS
0 0 TLABOR

32224 PEELING. REPLACE STEERING WHEEL S/W COVER LT SIDE 384.

****

D RIGHT INSIDE DOOR HANDLE PEELING PART IN STOCK

CAUSE: .

B4280 FRONT SIDE DOOR INSIDE HANDLE REPLACEMENT
RIGHT SIDE
384 SIMON, STEPHEN LIC#: 4-
W 0.40

1 15935954 HANDLE 35.28 35.28
FC: PART#: COUNT: 120.29 96.00 96.00
CLAIM TYPE:
AUTH CODE:

6857 9600 TPARTS
1040 3528 TLABOR

32224 CHROME PEELING. REPLACE RT FRT DOOR INSIDE HANDLE TEST IT 384.

****

E COURTESY WASH

CAUSE: .

WASH COURTESY WASH
9227 W 0.00

FC: PART#: COUNT: 0.00 0.00
CLAIM TYPE:
AUTH CODE:

0 0 TPARTS
300 0 TLABOR

****

F ENTERPRISE RENTAL

CAUSE: .

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X _____ CUSTOMER SIGNATURE

PARTS & SERVICE HOURS

MON-FRI
7:00 AM - 7:00 PM
SAT
7:00 AM - 5:00 PM

ALL VEHICLES MUST BE PICKED UP BY 5:00 P.M. SATURDAY

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

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CUSTOMER #: 153303

[redacted]

LAS VEGAS, NV [redacted]
HOME: [redacted] CONT: N/A
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WARRANTY

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COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GOLD MIST	07	CHEVROLET TAHOE	1GNFC13J07R[redacted]		32224/32224	T502

DEL DATE	PROD DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
02MAY06 DD			11:54 12FEB08			CASH	12FEB08

R.O. OPENED	READY	OPTIONS:
12:25 11FEB08	16:06 12FEB08	STK: 70007 DLR: 39623

LINE OPCODE TECH TYPE HOURS

	LIST	NET	TOTAL
RENTAL ENTERPRISE RENTAL			
9999 W 0.00			
FC: PART#: COUNT: 0		0.00	0.00
CLAIM TYPE:			
AUTH CODE:			
0 0 TPARTS			
SUBL RENTAL 0 0 TLABOR			
W			
**********		42.00	42.00
G CK KEYLESS REMOTE WEAK ADVISE MUST TRY SEVERAL TIMES			
CAUSE:			
CND COULD NOT DUPLICATE			
384 SIMON,STEPHEN LIC#: 4~			
W 0.00			
FC: PART#: COUNT:		0.00	0.00
CLAIM TYPE:			
AUTH CODE:			
0 0 TPARTS			
32224 TESTED IT WORKING PROPEERLEY AT THIS TIME 384. 0 0 TLABOR			
**********			

COST, SALE, & COMP TOTALS 22696 40552 0

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PARTS & SERVICE HOURS

MON-FRI
7:00 AM - 7:00 PM
SAT
7:00 AM - 5:00 PM

ALL VEHICLES MUST BE PICKED UP BY 5:00 P.M. SATURDAY

DESCRIPTION	TOTALS
LABOR AMOUNT	185.21
PARTS AMOUNT	178.31
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	42.00
MISC. CHARGES	0.00
TOTAL CHARGES	405.52
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	405.52

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LAS VEGAS, NV [redacted]
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BUS: [redacted] CELL:

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COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GOLD MIST	07	CHEVROLET TAHOE	1GNFC13J07R[redacted]		33482/33482	T452

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
02MAY06 DD			15:18 26MAR08			CASH	26MAR08

R.O. OPENED	READY	OPTIONS: STK: 70007 DLR: 39623
09:37 26MAR08	18:24 26MAR08	

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CK LEFT FRONT WINDOW RATTLE WHEN HALF DOWN ADVISE OR CLOSING DOOR
CAUSE: .
C0183 FRONT SIDE DOOR WINDOW REGULATOR
REPLACEMENT LEFT SIDE
332 MILLER,SERRINA LIC#: 4-
W 0.60
FC: PART#: COUNT: 0 52.91 52.91
CLAIM TYPE:
AUTH CODE:

0 0 TPARTS
1500 5291 TLABOR
33482 L/F WINDOW REGUALTOR COMING APART FROM DOOR. REMOVED AND RESECURED REGULATOR, TECH 332

****

B CK LEFT FRONT WINDOW RUBBING WHEN GOING UP OR DOWN ADVISE
CAUSE: .
S140 SEE LINE A
332 MILLER,SERRINA LIC#: 4-
W 0.00
FC: PART#: COUNT: 0.00 0.00
CLAIM TYPE:
AUTH CODE:

0 0 TPARTS
0 0 TLABOR
33482 SEE LINE A, TECH 332

****

C CK RIGHT FRONT WINDOW RATTLES WHEN HALF DOWN ADVISE OR CLOSING DOOR
CAUSE: .
C0182 FRONT SIDE DOOR WINDOW REGULATOR
REPLACEMENT RIGHT SIDE
332 MILLER,SERRINA LIC#: 4-
W 0.60
52.91 52.91

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PARTS & SERVICE HOURS

MON-FRI
7:00 AM - 7:00 PM
SAT
7:00 AM - 5:00 PM

ALL VEHICLES MUST BE PICKED UP BY 5:00 P.M. SATURDAY

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

CUSTOMER #: 153303

[redacted]

LAS VEGAS, NV [redacted]
HOME: [redacted] CONT: N/A
BUS: [redacted] CELL:

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WARRANTY

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COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GOLD MIST	07	CHEVROLET TAHOE	1GNFC13J07R[redacted]		33482/33482	T452

DEL DATE	PROM DATE	WARR EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
02MAY06 DD			15:18 26MAR08			CASH	26MAR08

R.O. OPENED	READY	OPTIONS: STK: 70007 DLR: 39623
09:37 26MAR08	18:24 26MAR08	

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

FC: PART#: COUNT: 0
CLAIM TYPE:
AUTH CODE:

0 0 TPARTS
1500 5291 TLABOR

33482 R/F WINDOW REGUALTOR COMING APART FROM DOOR, REMOVED AND RESECURED REGULATOR , TECH 332

****

D CK RIGHT REAR WINDOW RATTLES WHEN HALF DOWN ADVISE OR CLOSING DOOR
CAUSE: .

C0382 REAR SIDE DOOR WINDOW REGULATOR REPLACEMENT
RIGHT SIDE
332 MILLER, SERRINA LIC#: 4-
W 0.50 44.10 44.10

FC: PART#: COUNT: 0
CLAIM TYPE:
AUTH CODE:

0 0 TPARTS
1250 4410 TLABOR

33482 R/R WINDOW REGUALTOR COMING APART FROM DOOR, REMOVED AND RESECURED REGULATOR , TECH 332

****

E CK LEFT REAR WINDOW RATTLES HALF DOWN ADVISE OR CLOSING DOOR LIKE GLASS LOOSE
CAUSE: .

C0383 REAR SIDE DOOR WINDOW REGULATOR REPLACEMENT
LEFT SIDE
332 MILLER, SERRINA LIC#: 4-
W 0.50 44.10 44.10

FC: PART#: COUNT: 0
CLAIM TYPE:
AUTH CODE:

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PARTS & SERVICE HOURS

MON-FRI
7:00 AM - 7:00 PM
SAT
7:00 AM - 5:00 PM

ALL VEHICLES MUST BE PICKED UP BY 5:00 P.M. SATURDAY

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

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CUSTOMER #: 153303

[redacted]

LAS VEGAS, NV [redacted]
HOME: [redacted] CONT: N/A
BUS: [redacted] CELL:

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COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GOLD MIST	07	CHEVROLET TAHOE	1GNFC13J07R[redacted]		33482/33482	T452

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
02MAY06 DD			15:18 26MAR08			CASH	26MAR08

R.O. OPENED	READY	OPTIONS: STK: 70007 DLR: 39623
09:37 26MAR08	18:24 26MAR08	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
0 0 TPARTS			
1250 4410 TLABOR			
33482 L/R REGULATOR COMING APART FROM DOOR, REMOVED AND RESECURED			
REGULATOR, TECH 332			
**********			
F COURTESY WASH			
WASH COURTESY WASH			
9225 W 0.00		0.00	0.00
0 0 TPARTS			
300 0 TLABOR			
**********			

COST, SALE, & COMP TOTALS 5800 19402 0

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PARTS & SERVICE HOURS

MON-FRI
7:00 AM - 7:00 PM
SAT
7:00 AM - 5:00 PM

ALL VEHICLES MUST BE PICKED UP BY 5:00 P.M. SATURDAY

DESCRIPTION	TOTALS
LABOR AMOUNT	194.02
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	194.02
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	194.02

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CUSTOMER #: 153303

[redacted]

LAS VEGAS, NV [redacted]
HOME: [redacted] CONT: N/A
BUS: [redacted] CELL:

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COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GOLD MIST	07	CHEVROLET TAHOE	1GNFC13J07R[redacted]		33939/33942	T547

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
02MAY06 DD			08:24 11APR08			CASH	10APR08

R.O. OPENED	READY	OPTIONS:
09:20 09APR08	14:39 10APR08	STK: 70007 DLR: 39623

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CK RIGHT POWER WINDOW INOP AT TIMES ADVISE FROM MASTER OR RIGHT FRONT
CAUSE: .
N2131 DOOR LOCK AND SIDE WINDOW SWITCH
REPLACEMENT - DRIVER SIDE
332 MILLER, SERRINA LIC#: 4-
W 0.70
1 15906881 SWITCH 135.10 61.73 61.73
107.81 107.81
7701 10781 TPARTS
1750 6173 TLABOR
MISC Z5000 FAIRWAY P079259
W 7.70 7.70
FC:
33939 DIAG AND POUND L/F WINDOW SWITCH/MODULE OPEN INTERNALLY, REPLACED SWITCH, TECH 332

****

B CK LEFT FRONT POWER WINDOW INOP AT TIMES FROM MASTER SWITCH ADVISE
CAUSE: .
S140 SEE LINE A
332 MILLER, SERRINA LIC#: 4-
W 0.00 0.00 0.00
FC: PART#: COUNT:
CLAIM TYPE:
AUTH CODE:
0 0 TPARTS
0 0 TLABOR
33939 SEE LINE A

****

C CK RATTLE FROM GLASS WHEN CLOSING LEFT FRONT WINDOW WHEN ROLLED DOWN PART WAY ADVISE
CAUSE: .
J9991 OPERATING AS DESIGN
332 MILLER, SERRINA LIC#: 4-
W 0.30 26.46 26.46

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X _____ CUSTOMER SIGNATURE

PARTS & SERVICE HOURS

MON-FRI
7:00 AM - 7:00 PM
SAT
7:00 AM - 5:00 PM

ALL VEHICLES MUST BE PICKED UP BY 5:00 P.M. SATURDAY

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

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CUSTOMER #: 153303

[redacted]

LAS VEGAS, NV [redacted]
HOME: [redacted] CONT: N/A
BUS: [redacted] CELL:

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WARRANTY

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COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GOLD MIST	07	CHEVROLET TAHOE	1GNFC13J07R[redacted]		33939/33942	T547

DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
02MAY06 DD			08:24 11APR08			CASH	10APR08

R.O. OPENED	READY	OPTIONS:
09:20 09APR08	14:39 10APR08	STK: 70007 DLR: 39623

LINE OPCODE TECH TYPE HOURS

FC: PART#: COUNT: LIST NET TOTAL
CLAIM TYPE:
AUTH CODE:

0 0 TPARTS
750 2646 TLABOR

33939 INSPECTED ALL FOUR WINDOWS AND COMPARED TO LIKE VEHICLE, ALL WORKING AS PER DESIGN AT TJIS TIME, NO EXCESSIVE RATTLE FOUND,. TECH 332

****

D CK RATTLE NOISE FROM GLASS RIGHT FRONT WHEN CLOSING DOOR WITH WINDOW DOWN PART WAY ADVISE

CAUSE: .

CND OPERATING AS DESIGN

332 MILLER,SERRINA LIC#: 4-

W 0.00

1 15873033 COVER 13.00 0.00 0.00

FC: PART#: COUNT:
CLAIM TYPE:
AUTH CODE:

741 1037 TPARTS
0 0 TLABOR

33939 SEE LINE C

****

E CK RATTLE NOISE FROM LEFT REAR WINDOW GLASS WHEN CLOSING DOOR WITH WINDOW PART WAY DOWN AND GLASS LOOSE ! -! -! -! -! -

CAUSE: .

CND OPERATING AS DESIGN

332 MILLER,SERRINA LIC#: 4-

W 0.00

FC: PART#: COUNT: 0.00 0.00
CLAIM TYPE:
AUTH CODE:

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X_____ CUSTOMER SIGNATURE

PARTS & SERVICE HOURS

MON-FRI
7:00 AM - 7:00 PM
SAT
7:00 AM - 5:00 PM

ALL VEHICLES MUST BE PICKED UP BY 5:00 P.M. SATURDAY

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

CUSTOMER #: 153303

[redacted]

LAS VEGAS, NV [redacted]
HOME: [redacted] CONT: N/A
BUS: [redacted] CELL:

215422

WARRANTY

PAGE 3

VISTA CHEVROLET
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SERVICE ADVISOR: 389 PAMELA MYERS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GOLD MIST	07	CHEVROLET TAHOE	1GNFC13J07R[redacted]		33939/33942	T547

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
02MAY06 DD			08:24 11APR08			CASH	10APR08

R.O. OPENED	READY	OPTIONS:
09:20 09APR08	14:39 10APR08	STK: 70007 DLR: 39623

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
0 0 TPARTS			
0 0 TLABOR			
33939 SEE LINE C FOR REPAIRS			
**********			
F CK RATTLE RIGHT REAR CLOSING DOOR WINDOW PART WAY DOWN GLASS LOOSE ADVISE			
CAUSE: .			
CND OPERATING AS DESIGN			
332 MILLER,SERRINA LIC#: 4-			
W 0.00			
FC: PART#: COUNT:		0.00	0.00
CLAIM TYPE:			
AUTH CODE:			
0 0 TPARTS			
0 0 TLABOR			
33939 SEE LINE C FOR REPAIRS, TECH 332			
**********			
G CK KEYLESS REMOTE INOP 90% ALL FUNCTIONS MOST LOCK OR UNLOCK ADVISE			
CAUSE: .			
R9728 TSB 06-08-52-002 RCDLR AND RKE TRANSMITTER-REPLACE INCL. TIME TO REPROGRAM RCDLR ALL VEHICLED EXCLUDING IMPALA			
332 MILLER,SERRINA LIC#: 4-			
W 1.90			
1 25852909 RECEIVER		167.56	167.56
2 15913427 XMTR	83.12	66.33	66.33
	107.02	85.40	170.80
16938 23713 TPARTS			
4750 16756 TLABOR			
33939 REPLACED RCDLR AND TRANSMITTERS PER BULLETIN #06-08-52-002F, TECH 332			
**********			
H CK BRAKES SQUEEK EXCESSIVE MOST ALL THE TIME ADVISE SEE HISTORY			

LIMITED WARRANTY

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X_____ CUSTOMER SIGNATURE

PARTS & SERVICE HOURS

MON-FRI
7:00 AM - 7:00 PM
SAT
7:00 AM - 5:00 PM

ALL VEHICLES MUST BE PICKED UP BY 5:00 P.M. SATURDAY

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

CUSTOMER #: 153303

[redacted]

LAS VEGAS, NV [redacted]
HOME: [redacted] CONT: N/A
BUS: [redacted] CELL:

215422

WARRANTY

PAGE 4

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COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GOLD MIST	07	CHEVROLET TAHOE	1GNFC13J07R[redacted]		33939/33942	T547

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
02MAY06 DD			08:24 11APR08			CASH	10APR08

R.O. OPENED	READY	OPTIONS:
09:20 09APR08	14:39 10APR08	STK: 70007 DLR: 39623

LINE OPCODE TECH TYPE HOURS

CAUSE: .

	LIST	NET	TOTAL
CND COULD NOT DUPLICATE			
9218 W 0.00			
FC: PART#: COUNT:		0.00	0.00
CLAIM TYPE:			
AUTH CODE:			

0 0 TPARTS
0 0 TLABOR

33942 TEST DRIVE TO VERIFY COMPLAINT, NO BRAKE NOISE AT THIS TIME, FRONT AND REAR BRAKE PADS OK.

****

I CK ENGINE STALLED THIS AM CUSTOMER ATTEMPTED TO START CRANKED NO START ADVISE

CAUSE: .

S130 DRIVEABILITY			
215 W 0.00			
FC: PART#: COUNT:		0.00	0.00
CLAIM TYPE:			
AUTH CODE:			

0 0 TPARTS
0 0 TLABOR

33942 UNKNOWN DIAG CONCERN. TEST ALL RELATED COMPONENTS-NO CODES IN ANY MODULES OR SYSTEMS. TEST FUEL SYSTEM AND IGN. ALL WITHIN DESIGN PARAMETERS. UNABLE TO DUPLICATE CUSTOMERS CONCERN AT THIS TIME.

****

J CK GROWL MOAN NOISE FROM WHEEL AREA WHILE DRIVING ADVISE

CAUSE: .

S170 NO WORK PERFORMED			
9218 W 0.00			
FC: PART#: COUNT: 0		0.00	0.00
CLAIM TYPE:			
AUTH CODE:			

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X _____ CUSTOMER SIGNATURE

PARTS & SERVICE HOURS

MON-FRI
7:00 AM - 7:00 PM
SAT
7:00 AM - 5:00 PM

ALL VEHICLES MUST BE PICKED UP BY 5:00 P.M. SATURDAY

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

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CUSTOMER #: 153303

[redacted]

LAS VEGAS, NV [redacted]
HOME: [redacted] CONT: N/A
BUS: [redacted] CELL:

215422

WARRANTY

PAGE 5

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COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GOLD MIST	07	CHEVROLET TAHOE	1GNFC13J07R[redacted]		33939/33942	T547

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
02MAY06 DD			08:24 11APR08			CASH	10APR08

R.O. OPENED	READY	OPTIONS:
09:20 09APR08	14:39 10APR08	STK: 70007 DLR: 39623

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
0	0	TPARTS	
0	0	TLABOR	
33942 TIRE NOISE TEST DRIVE TO VERIFY COMPLAINT, NOISE COMING FROM TIRES. RECOMMEND ROTATE AND BALANCE.			
**********			
K** COURTESY WASH			
CAUSE: .			
WASH COURTESY WASH			
9209 W 0.00			
FC: PART#: COUNT: 0	0.00	0.00	
CLAIM TYPE:			
AUTH CODE:			
0	0	TPARTS	
300	0	TLABOR	
**********			
SUBL RENTAL			
W	42.00	42.00	

COST, SALE, & COMP TOTALS 37900 66076 0

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X_____ CUSTOMER SIGNATURE

PARTS & SERVICE HOURS

MON-FRI
7:00 AM - 7:00 PM
SAT
7:00 AM - 5:00 PM

ALL VEHICLES MUST BE PICKED UP BY 5:00 P.M. SATURDAY

DESCRIPTION	TOTALS
LABOR AMOUNT	255.75
PARTS AMOUNT	355.31
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	42.00
MISC. CHARGES	7.70
TOTAL CHARGES	660.76
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	660.76

CUSTOMER #: 153303

[redacted]

LAS VEGAS, NV [redacted]
HOME: [redacted] CONT: N/A
BUS: [redacted] CELL:

215693

WARRANTY

PAGE 1

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COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GOLD MIST	07	CHEVROLET TAHOE	1GNFC13J07R[redacted]		33939/33939	101127

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
02MAY06 DD			07:30 12APR08			CASH	11APR08

R.O. OPENED	READY	OPTIONS:
16:47 11APR08	16:47 11APR08	STK: 70007 DLR: 39623

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A RO 215422 CORRECTION

CAUSE: RO 215422 CORRECTION

J9991 RO 215422 CORRECTION, C.N.D. RATTLE FROM
GLASS NOT COVERED BY GM FACTORY WARRANTY PER
SVC MGMT
332 MILLER, SERRINA LIC#: 4-
WA -0.30

0 0 TPARTS -26.46 -26.46

-750 -2646 TLABOR

****

COST, SALE, & COMP TOTALS -750 -2646 0

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PARTS & SERVICE HOURS

MON-FRI
7:00 AM - 7:00 PM
SAT
7:00 AM - 5:00 PM

ALL VEHICLES MUST BE PICKED UP BY 5:00 P.M. SATURDAY

DESCRIPTION	TOTALS
LABOR AMOUNT	-26.46
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	-26.46
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	-26.46

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[redacted]

LAS VEGAS, NV [redacted]
HOME: [redacted] BUS: [redacted]

187551

WARRANTY

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COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GOLD MIST	07	CHEVROLET TAHOE	1GNFC13J07R[redacted]		18634/18634	T524

DEL. DATE	PROM. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
02MAY06 DD			12:36 17APR07			CASH	19APR07

R.O. OPENED	READY	OPTIONS:
18:36 16APR07	07:08 19APR07	STK: 70007 DLR: 39623

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CK LEFT INNER HANDLE PEELING AND CUTS SOP HERE
CAUSE: .
C3241 HANDLE, FRONT DOOR INSIDE PULL LEFT R&R OR REPLACE
332 MILLER, SERRINA LIC#: 4-
W 0.40
1 15935951 HANDLE 34.22 34.22
5694 7972 TPARTS 99.89 79.72 79.72
960 3422 TLABOR
18634 L/F INSIDE HANDLE COMING APART, REPLACED HANDLE, TECH 332
****

B CK DVD PLAYER FREEZES UP AND READS OPTICAL ERROR SOP HERE
CAUSE: .
R0760 RADIO, REMOVE AND REPLACE
332 MILLER, SERRINA LIC#: 4-
W 1.30
0 0 TPARTS 111.22 111.22
3120 11122 TLABOR
18634 DIAG AND FOUND RADIO SHORTED INTERNALLY, REPLACED AND PROGRAMMED RADIO, TECH 332
****

D C/S BRAKES ARE SQUEAKING EXCESSIVE AND GRINDING ADVISE AND SEE JACK L BEFORE REPAIRS
CAUSE: NOISE IN FRONT BRAKES
S110 RESURFACED ROTORS AND SAND PADS
9066 DARABANT, THOMAS LIC#: 4-
W 0.00
FC: PART#: COUNT: 0.00 0.00
CLAIM TYPE:
AUTH CODE:

0 0 TPARTS
0 0 TLABOR
18634 NOISE IN FRONT BRAKES REFACE ROTORS AND SAND PADS 2.0

LIMITED WARRANTY

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X_____ CUSTOMER SIGNATURE

PARTS & SERVICE HOURS

MON-FRI
7:00 AM - 9:00 PM
SAT
7:00 AM - 5:00 PM

ALL VEHICLES MUST BE PICKED UP BY 5:00 P.M. SATURDAY

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

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153303

[redacted]

LAS VEGAS, NV [redacted]
HOME: [redacted] BUS: [redacted]

187551

WARRANTY

PAGE 2

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COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GOLD MIST	07	CHEVROLET TAHOE	1GNFC13J07R[redacted]		18634/18634	T524

DEL DATE	PROM DATE	WARR EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
02MAY06 DD			12:36 17APR07			CASH	19APR07

RO OPENED	READY	OPTIONS:
18:36 16APR07	07:08 19APR07	STK: 70007 DLR: 39623

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

G RIGHT INNER HANDLE PEELING AND SHARP SOP HERE
CAUSE: .
C3240 HANDLE, FRONT DOOR INSIDE PULL RIGHT R&R OR REPLACE
332 MILLER, SERRINA LIC#: 4-
W 0.40
1 15847311 HANDLE 34.22 34.22
77.34 61.71 61.71
4408 6171 TPARTS
960 3422 TLABOR
18634 R/F INSIDE HANDLE COMING APART, REPLACED HANDLE, TECH 332
****

COST, SALE, & COMP TOTALS 15142 32109 0

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X_____ CUSTOMER SIGNATURE

PARTS & SERVICE HOURS

MON-FRI
7:00 AM - 9:00 PM
SAT
7:00 AM - 5:00 PM

ALL VEHICLES MUST BE PICKED UP BY 5:00 P.M. SATURDAY

DESCRIPTION	TOTALS
LABOR AMOUNT	179.66
PARTS AMOUNT	141.43
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	321.09
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	321.09

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135200

193534

WARRANTY

PAGE 1

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[redacted]
LAS VEGAS, NV [redacted]
HOME: [redacted] BUS: [redacted]

SERVICE ADVISOR: 389 PAMELA MYERS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
WHITE	05	CHEVROLET K2500 CREW	1GCHC23225F[redacted]	041SYD	8638/8638	T524

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
28JUL05 DD			09:36 02JUL07			CASH	03JUL07

R.O. OPENED	READY	OPTIONS:
15:51 30JUN07	16:19 30JUN07	DLR: 39623 ENG: 6.6_Liter_Turbo_Diesel

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A C/S WITH A/C ON, BLOWS WARM
CAUSE: .
S115 A/C
9999 W 0.00
FC: PART#: COUNT: 0 0 TPARTS 0.00 0.00
CLAIM TYPE:
AUTH CODE:
0 0 TLABOR
****

B C/S WIERD TAPPING SOUND COMING FROM ENGINE COMPARTMENT DRIVERS SIDE(TAPPING)
CAUSE: .
S115 A/C
9999 W 0.00
FC: PART#: COUNT: 0 0 TPARTS 0.00 0.00
CLAIM TYPE:
AUTH CODE:
0 0 TLABOR
****

COST, SALE, & COMP TOTALS 0 0 0

LIMITED WARRANTY

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X_____ CUSTOMER SIGNATURE

PARTS & SERVICE HOURS

MON-FRI
7:00 AM - 7:00 PM
SAT
7:00 AM - 5:00 PM

ALL VEHICLES MUST BE PICKED UP BY 5:00 P.M. SATURDAY

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

135200

193535

WARRANTY

PAGE 1

[redacted]
LAS VEGAS, NV [redacted]
HOME: [redacted] BUS: [redacted]

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SERVICE ADVISOR: 9169 DONALD BATZEL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SILVER	06	CHEVROLET LT DUTY C2	1GCHK23D96F[redacted]		8638/8639	T528

DEL. DATE	PROM. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
18JUL06 DD			09:48 02JUL07			CASH	03JUL07

R.O. OPENED	READY
16:05 30JUN07	14:11 02JUL07

OPTIONS: DLR:39623 ENG:6.6_Liter_Turbo_Diesel

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A C/SWITH A/C ON, BLOWS WARM
CAUSE: CYCLING S/W LEAKING THROUGH WIRE ENDS IN CENTER OF S/W.
D1180 SWITCH, PRESSURE CYCLING REPLACE
384 SIMON,STEPHEN LIC#: 4-
W 0.50
1 15144494 SWITCH 42.78 42.78
7 12356150X 1/4 LB R134 36.03 25.21 25.21
3.95 1.11 7.77
2354 3298 TPARTS
1300 4278 TLABOR
8639 CYCLING S/W LEAKING THROUGH WIRE ENDS IN CENTER OF S/W. SYSTEM EMPPTY, PARTIAL CHARGE LEAK TEST RECOVER REPLACE CYCLING S/W EVAC. RECHARGE ROAD TEST 384.
****

B C/S WIERD TAPPING SOUND COMING FROM ENGINE COMPARTMENT, DRIVERS SIDE
CAUSE:
CND COULD NOT DUPLICATE
384 SIMON,STEPHEN LIC#: 4-
W 0.00
PC: PART#: COUNT: 0.00 0.00
CLAIM TYPE:
AUTH CODE:

0 0 TPARTS
0 0 TLABOR
8639 DURING ROAD TEST FOR LINE A. COULDN'T DUPLICATE CUSTEMER COMPLAINT (NOISE) 384.
****

COST, SALE, & COMP TOTALS 3654 7576 0

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X _____ CUSTOMER SIGNATURE

PARTS & SERVICE HOURS

MON-FRI
7:00 AM - 7:00 PM
SAT
7:00 AM - 5:00 PM

ALL VEHICLES MUST BE PICKED UP BY 5:00 P.M. SATURDAY

DESCRIPTION	TOTALS
LABOR AMOUNT	42.78
PARTS AMOUNT	32.98
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	75.76
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	75.76

153303 194204

[redacted]

WARRANTY

LAS VEGAS, NV [redacted]
HOME: [redacted] BUS: [redacted]

PAGE 1

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SERVICE ADVISOR: 389 PAMELA MYERS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GOLD MIST	07	CHEVROLET TAHOE	1GNFC13J07R[redacted]		22831/22831	T509

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO	RATE	PAYMENT	INV. DATE
02MAY06 DD			13:48 10JUL07			CASH	11JUL07

R.O. OPENED	READY	OPTIONS:
17:43 09JUL07	16:55 11JUL07	STK: 70007 DLR: 39623

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A LEFT MASTER SWITCH BEZEL SEPERATED FROM PANEL SOP PANEL HERE
CAUSE: .
C3358 TRIM ASSEMBLY, FRONT DOOR LEFT ONE PIECE
R&R OR REPLACE
332 MILLER,SERRINA LIC#: 4-
W 0.30
1 25780122 F-PANEL 278.13 25.67 25.67
FC: PART#: COUNT: 221.94 221.94
CLAIM TYPE:
AUTH CODE:

15853 22194 TPARTS
750 2567 TLABOR
22831 LEFT FRONT DOOR TRIM COMING APART, REPALCED DOOR PANEL, TECH 332
****
B CK DVD PLAYER SKIPS AND FREEZES STATES OPTICAL ERROR ADVISE
CAUSE: .
SOP PART SPECIAL ORDERED, YOU WILL BE NOTIFIED
WHEN IT ARRIVES
332 MILLER,SERRINA LIC#: 4-
W 0.00 0.00 0.00
0 0 TPARTS
0 0 TLABOR
22831 SOP
****
C CK AT TIMES WHEN ENGINE COLD START VEHICLE WITH REMOTE OR KEY AND
ENGINE STARTS THEN YOU CAN HEAR GRIDNING NOISE FOR A COUPLE
SECONDS OCCURS ONLY DURING SUMMER A/C RELATION ADVISE ??
CAUSE: .
CND COULD NOT DUPLICATE
332 MILLER,SERRINA LIC#: 4-
W 0.00 0.00 0.00
FC: PART#: COUNT: 0
CLAIM TYPE:

LIMITED WARRANTY

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X_____ CUSTOMER SIGNATURE

PARTS & SERVICE HOURS

MON-FRI
7:00 AM - 7:00 PM
SAT
7:00 AM - 5:00 PM

ALL VEHICLES MUST BE PICKED UP BY 5:00 P.M. SATURDAY

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

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153303 194204

[redacted]

WARRANTY

LAS VEGAS, NV [redacted]
HOME: [redacted] BUS: [redacted]

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SERVICE ADVISOR: 389 PAMELA MYERS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GOLD MIST	07	CHEVROLET TAHOE	1GNFC13J07R[redacted]		22831/22831	T509

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
02MAY06 DD			13:48 10JUL07			CASH	11JUL07

R.O. OPENED	READY	OPTIONS:
17:43 09JUL07	16:55 11JUL07	STK: 70007 DLR: 39623

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

AUTH CODE:

0 0 TPARTS
0 0 TLABOR

22831 COULD NOT DUPLICATE CUSTOMER CONCERN, TECH 332

****

F COURTESY WASH
WASH COURTESY WASH
9208 W 0.00 0.00 0.00

0 0 TPARTS
22831 300 0 TLABOR

****

COST, SALE, & COMP TOTALS 16903 24761 0

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X_____ CUSTOMER SIGNATURE

PARTS & SERVICE HOURS

MON-FRI
7:00 AM - 7:00 PM
SAT
7:00 AM - 5:00 PM

ALL VEHICLES MUST BE PICKED UP BY 5:00 P.M. SATURDAY

DESCRIPTION	TOTALS
LABOR AMOUNT	25.67
PARTS AMOUNT	221.94
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	247.61
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	247.61

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WARRANTY

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HOME: [redacted] BUS: [redacted]

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COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GOLD MIST	07	CHEVROLET TAHOE	1GNFC13J07R[redacted]		26150/26150	T219

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
02MAY06 DD			15:18 06SEP07			VMC	07SEP07

R.O. OPENED	READY	OPTIONS:
17:48 05SEP07	16:27 07SEP07	STK: 70007 DLR: 39623

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CK DVD PLAYER SKIPS AND FREEZES STATES OPTICAL ERROR SOP HERE
CAUSE: .
R0760 RADIO, REMOVE AND REPLACE
332 MILLER, SERRINA LIC#: 4-
W 1.00 85.55 85.55
0 0 TPARTS
2500 8555 TLABOR
26150 DIAG AND FOUND RADIO SHORTED INTERNALLY, REPLACED AND PROGRAMMED RADIO, TECH 332
****

B CK CUSTOMER HAS MULTIPLE ISSUES WITH BRAKES SQUEEKING EXCESSIVE VERY VERY LOUD PLEASE ADVISE
CAUSE: FRONT BRAKE PADS
H0042 PADS, DISC BRAKE FRONT R&R OR REPLACE
9218 W 1.00 85.55 85.55
1 25852957 PAD KIT 140.47 112.10 112.10
1 5016 CRC BRAKE QUIET 5.00 3.29 3.29
FC: PART#: COUNT:
CLAIM TYPE:
AUTH CODE:

8242 11539 TPARTS
2500 8555 TLABOR
26154 FRONT BRAKE PADS TEST DRIVE TO VERIFY COMPLAINT, NOISE COMING FROM FRONT BRAKES. INSPECT AND REPLACED FRONT BRAKE PADS AS PER PIT4213A. UPDATED BRAKE PADS. ROAD TEST AFTER REPAIRS, NO NOISE.
****

C COURTESY WASH
WASH COURTESY WASH
9217 W 0.00 0.00 0.00
0 0 TPARTS
26150 300 0 TLABOR
****

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X_____ CUSTOMER SIGNATURE

PARTS & SERVICE HOURS

MON-FRI
7:00 AM - 7:00 PM
SAT
7:00 AM - 5:00 PM

ALL VEHICLES MUST BE PICKED UP BY 5:00 P.M. SATURDAY

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

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[redacted]

LAS VEGAS, NV [redacted]
HOME: [redacted] BUS: [redacted]

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WARRANTY

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COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GOLD MIST	07	CHEVROLET TAHOE	1GNFC13J07R[redacted]		26150/26150	T219

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO. NO	RATE	PAYMENT	INV. DATE
02MAY06 DD			15:18 06SEP07			VMC	07SEP07

R.O. OPENED	READY	OPTIONS:
17:48 05SEP07	16:27 07SEP07	STK: 70007 DLR: 39623

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

D CK GRINDING NOISE WHEN STARTING VEHICLE MOST NOTICED ON REMOTE START
FEELS POSSIBLE RELATION WITH A/C ENGAUGED ADVISE
CAUSE: .
CND COULD NOT DUPLICATE
332 MILLER, SERRINA LIC#: 4-
W 0.00
FC: PART#: COUNT: 0.00 0.00
CLAIM TYPE:
AUTH CODE:

0 0 TPARTS
0 0 TLABOR

26150 STARTED VEHICLE MULTIPLE TIMES WITH AND WITH OUT REMOTE START,
COULD NOT DUPLCIATE CUSTOMER CONCERN AT THIS TIME, TECH 332
****

COST, SALE, & COMP TOTALS 13542 28649 0

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X_____ CUSTOMER SIGNATURE

PARTS & SERVICE HOURS

MON-FRI
7:00 AM - 7:00 PM
SAT
7:00 AM - 5:00 PM

ALL VEHICLES MUST BE PICKED UP BY 5:00 P.M. SATURDAY

DESCRIPTION	TOTALS
LABOR AMOUNT	171.10
PARTS AMOUNT	115.39
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	286.49
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	286.49

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[redacted]

LAS VEGAS, NV [redacted]
HOME: [redacted] BUS: [redacted]

172853

WARRANTY

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COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GOLD MIST	07	CHEVROLET TAHOE	1GNFC13J07R[redacted]		10587/10587	T830

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO	RATE	PAYMENT	INV. DATE
02MAY06 IS			12:06 30OCT06			CASH	31OCT06

R.O. OPENED	READY	OPTIONS:
15:36 24OCT06	17:19 30OCT06	STK: 70007 DLR: 39623

LINE OPCODE TECH TYPE HOURS

D** PERFORM YT 06024 LIST NET TOTAL

CAUSE: .

Y0079 RECALL 06024-HVAC MODULE REPROGRAM
384 SIMON,STEPHEN LIC#: 4~
W 0.50
FC: PART#: COUNT: 0 41.24 41.24
CLAIM TYPE:
AUTH CODE:

0 0 TPARTS
1250 4124 TLABOR

10587 06024 CAMPAIGN. PERFORM PRODUCT ENHANCEMENT 06024 WARR. CLAIM
CODE 9906C 384.

COST, SALE, & COMP TOTALS 1250 4124 0

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PARTS & SERVICE HOURS

MON-FRI
7:00 AM - 9:00 PM
SAT
7:00 AM - 5:00 PM

ALL VEHICLES MUST BE PICKED UP BY 5:00 P.M. SATURDAY

DESCRIPTION	TOTALS
LABOR AMOUNT	41.24
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	41.24
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	41.24

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COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GOLD MIST	07	CHEVROLET TAHOE	1GNFC13J07R[redacted]		10484/10484	T532

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
02MAY06 IS			15:24 23OCT06			CASH	23OCT06

R.O. OPENED	READY	OPTIONS:
09:19 23OCT06	11:23 23OCT06	STK: 70007 DLR: 39623

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

D CK AT TIMES AFTER CAR WASH OR RAIN REAR HATCH WILL NOT WORK ADVISE
CAUSE: .
CND COULD NOT DUPLICATE
9110 W 0.00
FC: PART#: COUNT: 0.00 0.00
CLAIM TYPE:
AUTH CODE:

0 0 TPARTS
0 0 TLABOR

10484 CHECKED REAR HATCH OPERATION AFTER VEHICLE WAS WASHED, UNABLE TO DUPLICATE CUST CONCERN. REAR HATCH POWER OPERATION WORKING AS DESIGNED.
TECH 9110

COST, SALE, & COMP TOTALS 7730 12918 0

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PARTS & SERVICE HOURS

MON-FRI
7:00 AM - 9:00 PM
SAT
7:00 AM - 5:00 PM

ALL VEHICLES MUST BE PICKED UP BY 5:00 P.M. SATURDAY

DESCRIPTION	TOTALS
LABOR AMOUNT	33.00
PARTS AMOUNT	96.18
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	129.18
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	129.18

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COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GOLD MIST	07	CHEVROLET TAHOE	1GNFC13J07R[redacted]		10484/10484	T532

DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
02MAY06 IS			15:24 23OCT06			CASH	23OCT06

R.O. OPENED	READY	OPTIONS:
09:19 23OCT06	11:23 23OCT06	STK: 70007 DLR: 39623

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A LEFT REAR OUTTER WINDOW MOLDING SEPERATING SOP HERE			
CAUSE: .			
C0331 STRIP, REAR DOOR WINDOW OUTER SEALING LEFT			
R&R OR REPLACE			
9110 W 0.20			
1 15938033 S/STR		16.50	16.50
FC: PART#: COUNT:	58.22	48.09	48.09
CLAIM TYPE:			
AUTH CODE:			
3435 4809 TPARTS			
430 1650 TLABOR			
10484 REPLACE LEFT REAR WINDOW OUTTER SEAL STRIP. STRIP WARPED. C0331 .2 TECH 9110			
B RIGHT REAR OUTTER WINDOW MOLDING SEPERATING SOP HERE			
CAUSE: .			
C0330 STRIP, REAR DOOR WINDOW OUTER SEALING RIGHT			
R&R OR REPLACE			
9110 W 0.20			
1 15938032 S/STR		16.50	16.50
FC: PART#: COUNT:	58.22	48.09	48.09
CLAIM TYPE:			
AUTH CODE:			
3435 4809 TPARTS			
430 1650 TLABOR			
10484 REPLACE RIGHT REAR OUTTER SEAL STRIP. STRIP WARPED. C0330 .2 TECH 9110			
C COURTESY WASH			
WASH COURTESY WASH			
9178 W 0.00		0.00	0.00
0 0 TPARTS			
0 0 TLABOR			
10484			

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PARTS & SERVICE HOURS

MON-FRI
7:00 AM - 9:00 PM
SAT
7:00 AM - 5:00 PM

ALL VEHICLES MUST BE PICKED UP BY 5:00 P.M. SATURDAY

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

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COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GOLD MIST	07	CHEVROLET TAHOE	1GNFC13J07R[redacted]		14441/14441	T456

DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
02MAY06 IS			15:54 22JAN07			VMC	23JAN2007

R.O. OPENED	READY	OPTIONS:
09:30 22JAN07	15:59 23JAN07	STK: 70007 DLR: 39623

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CK LOUD EXCESSIVE BRAKES SQUEEK ALL THE TIME INCREASES WHEN COLD
ADVISE

CAUSE: .
H0042 PADS, DISC BRAKE FRONT R&R OR REPLACE
9066 DARABANT,THOMAS LIC#: 4-
W 1.00

1 5016 CRC BRAKE QUIET 85.55 85.55
FC: 5.00 3.28 3.28
PART#: 5016
COUNT: 1
CLAIM TYPE:
AUTH CODE:

234 328 TPARTS
2000 8555 TLABOR

14441 EXESSIVE BRAKE SQUEAL REFACE FRONT ROTOES INSTALL BRAKE QUIET 2.0
DEGLAZE REAR PADES AND ROTORS UNSTALL BRAKE QUIET 2.0
C CK WHEN TURNING HEAR RUBBING KNOCK FROM REAR OVER BUMPS OR DIPS FROM
REAR ADVISE

CAUSE: .
E5637 ARM ASSEMBLY, REAR CONTROL LOWER BOTH
REPLACE
9066 DARABANT,THOMAS LIC#: 4-
W 0.50

2 15239738 ARM 42.78 42.78
FC: 41.76 33.32 66.64
PART#: 15239738
COUNT: 2
CLAIM TYPE:
AUTH CODE:

4760 6664 TPARTS
1000 4278 TLABOR

14441 NOISE IN REAR REPLACE REAR LOWER CONTROL ARM . FOUND NOISE IN

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X_____ CUSTOMER SIGNATURE

PARTS & SERVICE HOURS
MON-FRI 7:00 AM - 9:00 PM
SAT 7:00 AM - 5:00 PM

ALL VEHICLES MUST BE PICKED UP BY 5:00 P.M. SATURDAY

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

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COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GOLD MIST	07	CHEVROLET TAHOE	1GNFC13J07R[redacted]		14441/14441	T456

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
02MAY06 IS			15:54 22JAN07			VMC	23JAN2007

R.O. OPENED	READY	OPTIONS:
09:30 22JAN07	15:59 23JAN07	STK: 70007 DLR: 39623

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
ARMS BUSHINDS, CRAKING NOISE			
D COURTESY WASH			
CAUSE:			
WASH COURTESY WASH			
9178 W 0.00	0.00		0.00
FC: PART#: COUNT:			
CLAIM TYPE:			
AUTH CODE:			
0	0 TPARTS		
14441 0	0 TLABOR		

COST, SALE, & COMP TOTALS 7994 19825 0

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X_____ CUSTOMER SIGNATURE

PARTS & SERVICE HOURS

MON-FRI
7:00 AM - 9:00 PM
SAT
7:00 AM - 5:00 PM

ALL VEHICLES MUST BE PICKED UP BY 5:00 P.M. SATURDAY

DESCRIPTION	TOTALS
LABOR AMOUNT	128.33
PARTS AMOUNT	69.92
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	198.25
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	198.25

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[redacted]

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LAS VEGAS, NV [redacted]
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COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GOLD MIST	07	CHEVROLET TAHOE	1GNFC13J07R[redacted]		14441/14441	T456

DEL DATE	PROD DATE	WARR EXP	PROMISED	RO NO	RATE	PAYMENT	INV DATE
02MAY06 IS			15:54 22JAN07			VMC	23JAN2007

R.O OPENED	READY	OPTIONS: STK: 70007 DLR: 39623
09:30 22JAN07	15:59 23JAN07	

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CK LOUD EXCESSIVE BRAKES SQUEEK ALL THE TIME INCREASES WHEN COLD
ADVISE
CAUSE: .
H0042 PADS, DISC BRAKE FRONT R&R OR REPLACE
9066 DARABANT,THOMAS LIC#: 4~
W 1.00
1 5016 CRC BRAKE QUIET 5.00 85.55 85.55
3.28 3.28
FC:
PART#: 5016
COUNT: 1
CLAIM TYPE:
AUTH CODE:

234 328 TPARTS
2000 8555 TLABOR
14441 EXESSIVE BRAKE SQUEAL REFACE FRONT ROTOES INSTALL BRAKE QUIET 2.0
DEGLAZE REAR PADES AND ROTORS UNSTALL BRAKE QUIET 2.0
C CK WHEN TURNING REAR RUBBING KNOCK FROM REAR OVER BUMPS OR DIPS FROM
REAR ADVISE
CAUSE: .
E5637 ARM ASSEMBLY, REAR CONTROL LOWER BOTH
REPLACE
9066 DARABANT,THOMAS LIC#: 4~
W 0.50
2 15239738 ARM 41.76 42.78 42.78
33.32 66.64
FC:
PART#: 15239738
COUNT: 2
CLAIM TYPE:
AUTH CODE:

4760 6664 TPARTS
1000 4278 TLABOR
14441 NOISE IN REAR REPLACE REAR LOWER CONTROL ARM . FOUND NOISE IN

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X_____ CUSTOMER SIGNATURE

PARTS & SERVICE HOURS

MON-FRI
7:00 AM - 9:00 PM
SAT
7:00 AM - 5:00 PM

ALL VEHICLES MUST BE PICKED UP BY 5:00 P.M. SATURDAY

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

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153303

[redacted]

LAS VEGAS, NV [redacted]
HOME: [redacted] BUS: [redacted]

180394

WARRANTY

PAGE 2

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Las Vegas, Nevada 89130
(702) 967-5588
www.vistachevy.net

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SERVICE ADVISOR: 389 PAMELA MYERS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GOLD MIST	07	CHEVROLET TAHOE	1GNFC13J07R[redacted]		14441/14441	T456

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
02MAY06 IS			15:54 22JAN07			VMC	23JAN2007

R.O. OPENED	READY	OPTIONS:
09:30 22JAN07	15:59 23JAN07	STK: 70007 DLR: 39623

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
ARMS BUSHINDS. CRAKING NOISE							
D COURTESY WASH							
CAUSE: .							
WASH COURTESY WASH							
9178 W 0.00					0.00	0.00	
FC: PART#: COUNT:							
CLAIM TYPE:							
AUTH CODE:							

0 0 TPARTS
14441 0 0 TLABOR

COST, SALE, & COMP TOTALS 7994 19825 0

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X_____ CUSTOMER SIGNATURE

PARTS & SERVICE HOURS

MON-FRI
7:00 AM - 9:00 PM
SAT
7:00 AM - 5:00 PM

ALL VEHICLES MUST BE PICKED UP BY 5:00 P.M. SATURDAY

DESCRIPTION	TOTALS
LABOR AMOUNT	126.33
PARTS AMOUNT	69.92
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	198.25
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	198.25

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153303 195823

[redacted]

WARRANTY

LAS VEGAS, NV [redacted]
HOME: [redacted] BUS: [redacted]

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COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GOLD MIST	07	CHEVROLET TAHOE	1GNFC13J07R[redacted]		17146/17146	T524

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
02MAY06 DD			15:48 28MAR07			CASH	30MAR07

R.O. OPENED	READY	OPTIONS:
09:43 28MAR07	15:43 29MAR07	STK: 70007 DLR: 39623

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CK DVD PLAYER FREEZES UP AND DISPLAYS OPTICAL ERROR ON ANY AND ALL
DVD'S ADVISE
SOP PART SPECIAL ORDERED, YOU WILL BE NOTIFIED
WHEN IT ARRIVES
332 MILLER, SERRINA LIC#: 4-
W 0.00 0.00 0.00
0 0 TPARTS
0 0 TLABOR
17146 SPECIAL ORDERED RADIO,. TECH 332
****

B CK LEFT INNER HANDLE IS SHAPR AND PEELING ADVISE
SOP PART SPECIAL ORDERED, YOU WILL BE NOTIFIED
WHEN IT ARRIVES
332 MILLER, SERRINA LIC#: 4-
W 0.00 0.00 0.00
0 0 TPARTS
0 0 TLABOR
17146 SPECIAL ORDERED HANDLE, TECH 332
****

C CK RIGHT INNER HANDLE SHARP AND PEELING ADVIS
SOP PART SPECIAL ORDERED, YOU WILL BE NOTIFIED
WHEN IT ARRIVES
332 MILLER, SERRINA LIC#: 4-
W 0.00 0.00 0.00
0 0 TPARTS
0 0 TLABOR
17146 SPECIAL ORDERED HANDLE,. TECH 332
****

D CK GRINDING NOISE APPLYING BRAKES YOU CAN HEAR AND FEEL ADVISE
CAUSE: .
S170 NO FAILURE CSUTOMER TO RETURN
9066 DARABANT, THOMAS LIC#: 4-
W 0.00 0.00 0.00
0 0 TPARTS

LIMITED WARRANTY

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X_____ CUSTOMER SIGNATURE

PARTS & SERVICE HOURS

MON-FRI
7:00 AM - 9:00 PM
SAT
7:00 AM - 5:00 PM

ALL VEHICLES MUST BE PICKED UP BY 5:00 P.M. SATURDAY

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

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153303 185823

[redacted]

WARRANTY

LAS VEGAS, NV [redacted]
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PAGE 2

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COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GOLD MIST	07	CHEVROLET TAHOE	1GNFC13J07R[redacted]		17146/17146	T524

DEL DATE	PROM DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
02MAY06 DD			15:48 28MAR07			CASH	30MAR07

R.O. OPENED	READY	OPTIONS: STK: 70007 DLR: 39623
09:43 28MAR07	15:43 29MAR07	

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

0 0 TLABOR

****

E CK TURNING AND OVER BUMPS (SPEED BUMPS PULLING INTO DRIVEWAYS) RATTLE POPPING OCCURS FROM REAR OF VEHICLE AT TIMES ADVISE

CAUSE:

S170 ADJUSTMENTS NO FAILURES FOUND

9066 DARABANT,THOMAS LIC#: 4-

W 0.00 0.00 0.00

FC: PART#: COUNT:

CLAIM TYPE:

AUTH CODE:

0 0 TPARTS

0 0 TLABOR

****

F COURTESY WASH

WASH COURTESY WASH

9201 W 0.00 0.00 0.00

0 0 TPARTS

0 0 TLABOR

17146

****

G** PERFORM YT07033

S140 INTERIOR TRIM

332 MILLER,SERRINA LIC#: 4-

W 0.00 0.00 0.00

0 0 TPARTS

0 0 TLABOR

17146 TESTED BATTERY, BATTERY TESTED GOODE, CODE 8409X-1V. PERFORMED RECALL 07033, TECH 332

****

COST, SALE, & COMP TOTALS 0 0 0

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PARTS & SERVICE HOURS

MON-FRI
7:00 AM - 9:00 PM
SAT
7:00 AM - 5:00 PM

ALL VEHICLES MUST BE PICKED UP BY 5:00 P.M. SATURDAY

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

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CUSTOMER #: 153303

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HOME: [redacted] CONT: N/A
BUS: [redacted] CELL:

SERVICE ADVISOR: 389 PAMELA MYERS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GOLD MIST	07	CHEVROLET TAHOE	1GNFC13J07R[redacted]		31404/31413	T550

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
02MAY06 DD			08:36 17JAN08			VMC	17JAN08

R/O OPENED	READY	OPTIONS: STK: 70007 DLR: 39623
09:09 16JAN08	17:45 17JAN08	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A LUBE CHASSIS, CHANGE OIL &FILTER			
03 LUBE CHASSIS, CHANGE OIL &FILTER			
384 SIMON, STEPHEN LIC#: 4-			
CCM		12.05	12.05
1 89017524 FILTER	5.75	5.75	5.75
6 OIL GOODWRENCH 10/30	2.22	2.22	13.32
31409 LUB CHASSIS, CHANGE ENGINE OIL AND FILTER 384.			
**********			
B CK LEFT MASTER SWITCH LOCKS AND WINDOWS INOP AT TIMES UNLESS TURN VEHICLE OFF AND RESTART ADVISE			
CAUSE: .			
CND COULD NOT DUPLICATE			
384 SIMON, STEPHEN LIC#: 4-			
W		0.00	0.00
FC: PART#: COUNT:			
CLAIM TYPE:			
AUTH CODE:			
31409 CHECKED FOR DTC'S NONE TRIED ALL OF THE S/W OPPERATIONS NPF AT THIS TIME 384.			
**********			
C CK LEFT MIRROR VIBRATES EXCESSIVE ADVISE (NOTE CUSTOMER ALREADY FOLDED IN AND OUT STILL NOT CHANGE)			
CAUSE: .			
B4156 OUTSIDE REARVIEW MIRROR REPLACEMENT LEFT SIDE			
384 SIMON, STEPHEN LIC#: 4-			
W		70.55	70.55
1 25831236 MIRROR	308.47	254.80	254.80
31409 LOOSE. PER BULLETIN ROAD TEST VERFY COMPLAINT THEN R&R GLASS MAKE			

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PARTS & SERVICE HOURS

MON-FRI
7:00 AM - 7:00 PM
SAT
7:00 AM - 5:00 PM

ALL VEHICLES MUST BE PICKED UP BY 5:00 P.M. SATURDAY

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

CUSTOMER #: 153303

209239

[redacted]

INVOICE

LAS VEGAS, NV [redacted]

PAGE 2

HOME: [redacted] CONT: N/A

BUS: CELL:

SERVICE ADVISOR: 389 PAMELA MYERS

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COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GOLD MIST	07	CHEVROLET TAHOE	1GNFC13J07R[redacted]		31404/31413	T550

DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
02MAY06 DD			08:36 17JAN08			VMC	17JAN08

R.O. OPENED	READY	OPTIONS: STK: 70007 DLR: 39623
09:09 16JAN08	17:45 17JAN08	

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

SURE ALL RETAINERS TIGHT ON MIRROR THEY ARE NECS. TO REPLACE LT OUTSIDE MIRROR AND REROAD TEST 384.

****

D CK LEFT MASTER SWITCH BEZEL KEEPS POPPING UP LOOSE ADVISE PLEASE
(WOOD)

CAUSE: .

C3358 TRIM ASSEMBLY, FRONT DOOR LEFT ONE PIECE
R&R OR REPLACE
384 SIMON, STEPHEN LIC#: 4-
W 26.46 26.46

31404 HOLE IT TRIM WERE BEZEL IS NOT HOLDING. MODIFY OPENING IN TRIM TO HOLD S/W BEZEL 384.

****

E CK AT TIMES REMOTE START AUTO SHUT OFF UNDER TWO MINUTES WILL NOT STAY RUNNING UNTIL 5 ADVISE

CAUSE: .

S140 SEE LINE F
384 SIMON, STEPHEN LIC#: 4-
W 0.00 0.00

FC: PART#: COUNT:
CLAIM TYPE:
AUTH CODE:

31404 SEE F.

****

F AT TIMES REMOTE START WILL NOT TURN ON HEATER AND SEAT HEATERS ADVISE

CAUSE: .

SOP PART SPECIAL ORDERED, YOU WILL BE NOTIFIED WHEN IT ARRIVES
384 SIMON, STEPHEN LIC#: 4-

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X _____ CUSTOMER SIGNATURE

PARTS & SERVICE HOURS

MON-FRI
7:00 AM - 7:00 PM
SAT
7:00 AM - 5:00 PM

ALL VEHICLES MUST BE PICKED UP BY 5:00 P.M. SATURDAY

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

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CUSTOMER #: 153303

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PAGE 3

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[redacted]

LAS VEGAS, NV [redacted]
HOME: [redacted] CONT: N/A
BUS: [redacted] CELL:

SERVICE ADVISOR: 389 PAMELA MYERS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GOLD MIST	07	CHEVROLET TAHOE	1GNFC13J07R[redacted]		31404/31413	T550

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
02MAY06 DD			08:36 17JAN08			VMC	17JAN08

R.O. OPENED	READY	OPTIONS: STK: 70007 DLR: 39623
09:09 16JAN08	17:45 17JAN08	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
W		0.00	0.00

31404 NOTE OART ORDERD FOR SEAT HEATER ALSO NOTE::: THERE ARE MANEY FACTORS THAT DESIDE HOW REMOTE START WILL OPPERATE ALL IN OWNERS MANULE 384.

****

G SHIMMY VIBRATION APPLYING BRAKES FREEWAY SPEEDS ADVISE SEE HISTORY
CAUSE: .
H0122 FRONT BRAKE ROTOR REFINISHING
9218 W 202.84 202.84

31413 FRONT ROTORS WARPED TEST DRIVE TO VERIFY COMPLAINT, BRAKE PULSATION WHEN APPLYING BRAKES AT HIGHWAY SPEEDS. CHECK FRONT ROTORS FOR EXCESSIVE LATERAL RUN-OUT (.005, .007). MACHINED FRONT BRAKE ROTORS.

****

I COURTESY WASH
WASH COURTESY WASH
9209 W 0.00 0.00

****

J** RENTAL
S190 SUBLET
9999 W 0.00 0.00

SUBL RENTAL
W 42.00 42.00

****

MISC $20 HOLIDAY
C -20.00 -20.00

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X _____ CUSTOMER SIGNATURE

PARTS & SERVICE HOURS

MON-FRI
7:00 AM - 7:00 PM
SAT
7:00 AM - 5:00 PM

ALL VEHICLES MUST BE PICKED UP BY 5:00 P.M. SATURDAY

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

CUSTOMER #: 153303

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LAS VEGAS, NV [redacted]
HOME: [redacted] CONT: N/A
BUS: [redacted] CELL:

SERVICE ADVISOR: 389 PAMELA MYERS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GOLD MIST	07	CHEVROLET TAHOE	1GNFC13J07R[redacted]		31404/31413	T550

DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
02MAY06 DD			08:36 17JAN08			VMC	17JAN08

R.O. OPENED	READY	OPTIONS: STK: 70007 DLR: 39623
09:09 16JAN08	17:45 17JAN08	

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
CUSTOMER PAY SHOP CHARGE FOR REPAIR ORDER								2.12

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X_____ CUSTOMER SIGNATURE

PARTS & SERVICE HOURS

MON-FRI
7:00 AM - 7:00 PM
SAT
7:00 AM - 5:00 PM

ALL VEHICLES MUST BE PICKED UP BY 5:00 P.M. SATURDAY

DESCRIPTION	TOTALS
LABOR AMOUNT	12.05
PARTS AMOUNT	19.07
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	-17.88
TOTAL CHARGES	13.24
LESS INSURANCE	0.00
SALES TAX	1.64
PLEASE PAY THIS AMOUNT	14.88

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[redacted]

LAS VEGAS, NV [redacted]

PAGE 1

HOME: [redacted] CONT: N/A
BUS: [redacted] CELL:

SERVICE ADVISOR: 389 PAMELA MYERS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GOLD MIST	07	CHEVROLET TAHOE	1GNFC13J07R[redacted]		32224/32224	T502

DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
02MAY06 DD			11:54 12FEB08			CASH	12FEB08

R.O. OPENED	READY	OPTIONS:
12:25 11FEB08	16:06 12FEB08	STK: 70007 DLR: 39623

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A SEAT HEATERS INOP AT TIMES SOP HERE			
CAUSE: .			
C7342 HEATING ELEMENT, LEFT FRONT SEAT CUSHION REPLACE			
384 SIMON,STEPHEN LIC#: 4-			
W		105.83	105.83
1 15232559 HEATER	50.56	40.35	40.35
32224 SENSOR OPEN IN HEATER. DIAG. USE SCANNER AND SI TROUBLE TREE AND WIRE DIAG. NECS. TO REPLACE DRIVERS SEAT COUSION HEATER ASSY. CLEAR DTC AND TEST 384.			
**********			
B CK RIGHT SIDE STEERING WHEEL BEZEL PEELING SOP HERE			
CAUSE: .			
E7020 STEERING WHEEL REPLACEMENT			
384 SIMON,STEPHEN LIC#: 4-			
W		26.46	26.46
1 15255097 COVER	25.52	20.37	20.37
1 15255034 COVER	27.06	21.59	21.59
OLH EXTRA TIME REQUESTED TO REPLACE SWITCH COVERS			
384 SIMON,STEPHEN LIC#: 4-			
W		17.64	17.64
32224 PEELING. REPLACE STEERING WHEEL SW COVER RT SIDE 384.			
**********			
C LEFT SIDE STEERING WHEEL BEZEL PEELING SOP HERE			
CAUSE: .			
S140 SEE LINE B			
384 SIMON,STEPHEN LIC#: 4-			
W		0.00	0.00
FC: PART#: COUNT:			
CLAIM TYPE:			

LIMITED WARRANTY

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X_____ CUSTOMER SIGNATURE

PARTS & SERVICE HOURS

MON-FRI
7:00 AM - 7:00 PM
SAT
7:00 AM - 5:00 PM

ALL VEHICLES MUST BE PICKED UP BY 5:00 P.M. SATURDAY

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

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CUSTOMER #: 153303

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PAGE 2

HOME: [redacted] CONT: N/A

BUS: [redacted] CELL:

SERVICE ADVISOR: 389 PAMELA MYERS

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COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GOLD MIST	07	CHEVROLET TAHOE	1GNFC13J07R[redacted]		32224/32224	T502

DEL DATE	PROM DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
02MAY06 DD			11:54 12FEB08			CASH	12FEB08

RO OPENED	READY	OPTIONS:
12:25 11FEB08	16:06 12FEB08	STK: 70007 DLR: 39623

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

AUTH CODE:

32224 PEELING. REPLACE STEERING WHEEL S/W COVER LT SIDE 384.

****

D RIGHT INSIDE DOOR HANDLE PEELING PART IN STOCK

CAUSE: .

B4280 FRONT SIDE DOOR INSIDE HANDLE REPLACEMENT

RIGHT SIDE

384 SIMON,STEPHEN LIC#: 4-

W 35.28 35.28

1 15935954 HANDLE 120.29 96.00 96.00

FC: PART#: COUNT:

CLAIM TYPE:

AUTH CODE:

32224 CHROME PEELING. REPLACE RT FRT DOOR INSIDE HANDLE TEST IT 384.

****

E COURTESY WASH

CAUSE: .

WASH COURTESY WASH

9227 W 0.00 0.00

FC: PART#: COUNT:

CLAIM TYPE:

AUTH CODE:

****

F ENTERPRISE RENTAL

CAUSE: .

LIMITED WARRANTY

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X _____ CUSTOMER SIGNATURE

PARTS & SERVICE HOURS

MON-FRI
7:00 AM - 7:00 PM
SAT
7:00 AM - 5:00 PM

ALL VEHICLES MUST BE PICKED UP BY 5:00 P.M. SATURDAY

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

CUSTOMER #: 153303

211223

[redacted]

INVOICE

LAS VEGAS, NV [redacted]

PAGE 3

HOME: [redacted] CONT: N/A

BUS: [redacted] CELL:

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www.vistachevy.net

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SERVICE ADVISOR: 389 PAMELA MYERS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GOLD MIST	07	CHEVROLET TAHOE	1GNFC13J07R[redacted]		32224/32224	T502

DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
02MAY06 DD			11:54 12FEB08			CASH	12FEB08

R.O. OPENED	READY	OPTIONS:
12:25 11FEB08	16:06 12FEB08	STK: 70007 DLR: 39623

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
RENTAL ENTERPRISE RENTAL			
9999 W		0.00	0.00
FC: PART#: COUNT: 0			
CLAIM TYPE:			
AUTH CODE:			
SUBL RENTAL			
W		42.00	42.00
**********			
G CK KEYLESS REMOTE WEAK ADVISE MUST TRY SEVERAL TIMES			
CAUSE: .			
CND COULD NOT DUPLICATE			
384 SIMON,STEPHEN LIC#: 4-			
W		0.00	0.00
FC: PART#: COUNT:			
CLAIM TYPE:			
AUTH CODE:			
32224 TESTED IT WORKING PROPEERLEY AT THIS TIME 384.			
**********			

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PARTS & SERVICE HOURS

MON-FRI
7:00 AM - 7:00 PM
SAT
7:00 AM - 5:00 PM

ALL VEHICLES MUST BE PICKED UP BY 5:00 P.M. SATURDAY

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

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CUSTOMER #: 153303

[redacted]

LAS VEGAS, NV [redacted]
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BUS: [redacted] CELL:

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COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GOLD MIST	07	CHEVROLET TAHOE	1GNFC13J07R[redacted]		33482/33482	T452

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
02MAY06 DD			15:18 26MAR08			CASH	26MAR08

R.O. OPENED	READY	OPTIONS: STK: 70007 DLR: 39623
09:37 26MAR08	18:24 26MAR08	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	CK LEFT FRONT WINDOW RATTLE WHEN HALF DOWN ADVISE OR CLOSING DOOR						
CAUSE: .							
	C0183 FRONT SIDE DOOR WINDOW REGULATOR REPLACEMENT LEFT SIDE						
	332 MILLER, SERRINA LIC#: 4-W						
	FC: PART#: COUNT: 0				52.91		52.91
	CLAIM TYPE:						
	AUTH CODE:						

33482 L/F WINDOW REGUALTOR COMING APART FROM DOOR, REMOVED AND RESECURED REGULATOR, TECH 332

****

B	CK LEFT FRONT WINDOW RUBBING WHEN GOING UP OR DOWN ADVISE						
CAUSE: .							
	S140 SEE LINE A						
	332 MILLER, SERRINA LIC#: 4-W						
	FC: PART#: COUNT:				0.00		0.00
	CLAIM TYPE:						
	AUTH CODE:						

33482 SEE LINE A, TECH 332

****

C	CK RIGHT FRONT WINDOW RATTLES WHEN HALF DOWN ADVISE OR CLOSING DOOR						
CAUSE: .							
	C0182 FRONT SIDE DOOR WINDOW REGULATOR REPLACEMENT RIGHT SIDE						
	332 MILLER, SERRINA LIC#: 4-W						
					52.91		52.91

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X_____ CUSTOMER SIGNATURE

PARTS & SERVICE HOURS

MON-FRI
7:00 AM - 7:00 PM
SAT
7:00 AM - 5:00 PM

ALL VEHICLES MUST BE PICKED UP BY 5:00 P.M. SATURDAY

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

CUSTOMER #: 153303

[redacted]

LAS VEGAS, NV [redacted]
HOME: [redacted] CONT: N/A
BUS: [redacted] CELL:

214366

INVOICE

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COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GOLD MIST	07	CHEVROLET TAHOE	1GNFC13J07R[redacted]		33482/33482	T452

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
02MAY06 DD			15:18 26MAR08			CASH	26MAR08

R.O. OPENED	READY	OPTIONS: STK: 70007 DLR: 39623
09:37 26MAR08	18:24 26MAR08	

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

FC: PART#: COUNT: 0
CLAIM TYPE:
AUTH CODE:

33482 R/F WINDOW REGUALTOR COMING APART FROM DOOR, REMOVED AND RESECURED REGULATOR , TECH 332
****
D CK RIGHT REAR WINDOW RATTLES WHEN HALF DOWN ADVISE OR CLOSING DOOR
CAUSE: .
C0382 REAR SIDE DOOR WINDOW REGULATOR REPLACEMENT
RIGHT SIDE
332 MILLER, SERRINA LIC#: 4-
W
FC: PART#: COUNT: 0 44.10 44.10
CLAIM TYPE:
AUTH CODE:

33482 R/R WINDOW REGUALTOR COMING APART FROM DOOR, REMOVED AND RESECURED REGULATOR , TECH 332
****
E CK LEFT REAR WINDOW RATTLES HALF DOWN ADVISE OR CLOSING DOOR LIKE
GLASS LOOSE
CAUSE: .
C0383 REAR SIDE DOOR WINDOW REGULATOR REPLACEMENT
LEFT SIDE
332 MILLER, SERRINA LIC#: 4-
W
FC: PART#: COUNT: 0 44.10 44.10
CLAIM TYPE:
AUTH CODE:

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PARTS & SERVICE HOURS

MON-FRI
7:00 AM - 7:00 PM
SAT
7:00 AM - 5:00 PM

ALL VEHICLES MUST BE PICKED UP BY 5:00 P.M. SATURDAY

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

CUSTOMER #: 153303

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HOME: [redacted] CONT: N/A
BUS: [redacted] CELL:

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COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GOLD MIST	07	CHEVROLET TAHOE	1GNFC13J07R[redacted]		33482/33482	T452

DEL DATE	PROM DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
02MAY06 DD			15:18 26MAR08			CASH	26MAR08

R.O. OPENED	READY	OPTIONS: STK: 70007 DLR: 39623
09:37 26MAR08	18:24 26MAR08	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
33482 L/R REGULATOR COMING APART FROM DOOR, REMOVED AND RESECURED REGULATOR, TECH 332							
**********							
F COURTESY WASH							
WASH COURTESY WASH							
9225	W				0.00		0.00
**********							

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PARTS & SERVICE HOURS

MON-FRI
7:00 AM - 7:00 PM
SAT
7:00 AM - 5:00 PM

ALL VEHICLES MUST BE PICKED UP BY 5:00 P.M. SATURDAY

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

153303 187551

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COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GOLD MIST	07	CHEVROLET TAHOE	1GNFC13J07R[redacted]		18634/18634	T524

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
02MAY06 DD			12:36 17APR07			CASH	19APR07

R.O. OPENED	READY	OPTIONS: STK: 70007 DLR: 39623
18:36 16APR07	07:08 19APR07	

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CK LEFT INNER HANDLE PEELING AND CUTS SOP HERE
CAUSE: .
C3241 HANDLE, FRONT DOOR INSIDE PULL LEFT R&R OR
REPLACE
332 MILLER, SERRINA LIC#: 4-
W 34.22 34.22
1 15935951 HANDLE 99.89 79.72 79.72
FC: PART#: COUNT:
CLAIM TYPE:
AUTH CODE:

18634 L/F INSIDE HANDLE COMING APART, REPLACED HANDLE, TECH 332
****
B CK DVD PLAYER FREEZES UP AND READS OPTICAL ERROR SOP HERE
CAUSE: .
R0760 RADIO, REMOVE AND REPLACE
332 MILLER, SERRINA LIC#: 4-
W 111.22 111.22
FC: PART#: COUNT:
CLAIM TYPE:
AUTH CODE:

18634 DIAG AND FOUND RADIO SHORTED INTERNALLY, REPLACED AND PROGRAMMED
RADIO, TECH 332
****
C CK TURNING AND OVER BUMPS (SPEED BUMPS PULLING INTO || || DRIVEWAYS)
RATTLE POPPING OCCURS FROM REAR OF VEHICLE AT #|| || TIMES
ADVISE
CAUSE: NOISE IN REAR
S110 NO PROBLEM FOUND
9066 DARABANT, THOMAS LIC#: 4-
ISP 0.00 0.00
3 GAS 87 GASOLINE 3.75 3.75 11.25
18634 NOISE IN REAR CAN NOT DUPLICAT AT THIS TIME.

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PARTS & SERVICE HOURS

MON-FRI
7:00 AM - 9:00 PM
SAT
7:00 AM - 5:00 PM

ALL VEHICLES MUST BE PICKED UP BY 5:00 P.M. SATURDAY

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

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COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GOLD MIST	07	CHEVROLET TAHOE	1GNFC13J07R[redacted]		18634/18634	T524

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
02MAY06 DD			12:36 17APR07			CASH	19APR07

R.O. OPENED	READY	OPTIONS: STK: 70007 DLR: 39623
18:36 16APR07	07:08 19APR07	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
D C/S BRAKES ARE SQUEAKING EXCESSIVE AND GRINDING ADVISE AND SEE JACK L BEFORE REPAIRS			
CAUSE: NOISE IN FRONT BRAKES			
S110 RESURFACED ROTORS AND SAND PADS			
9066 DARABANT, THOMAS LIC#: 4-W		0.00	0.00
FC: PART#: COUNT:			
CLAIM TYPE:			
AUTH CODE:			
18634 NOISE IN FRONT BRAKES REFACE ROTORS AND SAND PADS 2.0			
**********			
E COURTESY WASH			
WASH COURTESY WASH			
9201 ISP		0.00	0.00
18634			
**********			
F LUBE CHASSIS, CHANGE OIL &FILTER			
CAUSE: LOF PERFORMED			
03 LUBE CHASSIS, CHANGE OIL &FILTER			
9196 ISP		12.05	12.05
1 89017524 FILTER	4.07	4.07	4.07
5 OIL GOODWRENCH 10/30	2.46	1.76	10.56
18634 LOF PERFORMED			
**********			
G RIGHT INNER HANDLE PEELING AND SHARP SOP HERE			
CAUSE: .			
C3240 HANDLE, FRONT DOOR INSIDE PULL RIGHT R&R OR REPLACE			
332 MILLER, SERRINA LIC#: 4-W		34.22	34.22
1 15847311 HANDLE	77.34	61.71	61.71

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PARTS & SERVICE HOURS

MON-FRI
7:00 AM - 9:00 PM
SAT
7:00 AM - 5:00 PM

ALL VEHICLES MUST BE PICKED UP BY 5:00 P.M. SATURDAY

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

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LAS VEGAS, NV [redacted]
HOME: [redacted]

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COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GOLD MIST	07	CHEVROLET TAHOE	1GNFC13J07R[redacted]		18634/18634	T524

DEL DATE	PROM DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
02MAY06 DD			12:36 17APR07			CASH	19APR07

R.O. OPENED	READY	OPTIONS: STK: 70007 DLR: 39623
18:36 16APR07	07:08 19APR07	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
18634 R/F INSIDE HANDLE COMING APART, REPLACED HANDLE, TECH 332							

****

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X _____ CUSTOMER SIGNATURE

PARTS & SERVICE HOURS

MON-FRI
7:00 AM - 9:00 PM
SAT
7:00 AM - 5:00 PM

ALL VEHICLES MUST BE PICKED UP BY 5:00 P.M. SATURDAY

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

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COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GOLD MIST	07	CHEVROLET TAHOE	1GNFC13J07R[redacted]		9918/9918	T516

DEL DATE	PROM. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
02MAY06 IS			15:24 05OCT06			VMC	05OCT06

R.O. OPENED	READY	OPTIONS:
08:51 05OCT06	16:28 05OCT06	STK: 70007 DLR: 39623

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A CK RIGHT FRONT DOOR WINDOW SWITCH BEZEL LOOSE EXCESSIVE PLAY ADVISE			
CAUSE: .			
C3348 TRIM ASSEMBLY, FRONT DOOR RIGHT ONE PIECE			
R&R OR REPLACE			
9110 W		24.74	24.74
9918 RIGHT FRONT DOOR SWITCH BEZEL LOOSE. R&R RIGHT FRONT DOOR PANEL. TIGHTEN AND SECURE RIGHT FRONT DOOR ARM REST AND SWITCH BEZEL CLIPS. .4 TECH 9110			
**********			
B CK RIGHT REAR OUTTER BOTTOM WINDOW MOLDING KEEPS POPPING OUT WILL NOT SECURE ADVISE			
CAUSE: .			
SOP PART SPECIAL ORDERED, YOU WILL BE NOTIFIED			
WHEN IT ARRIVES			
9110 W		0.00	0.00
9918 PART ON ORDER TECH 9110			
**********			
C CK LEFT REAR OUTTER BOTTOM WINDOW MOLDING LOOSE WILL NOT SERCURE ADVISE			
CAUSE: .			
SOP PART SPECIAL ORDERED, YOU WILL BE NOTIFIED			
WHEN IT ARRIVES			
9110 W		0.00	0.00
9918 PART ON ORDER. TECH 9110			
**********			
D LUBE CHASSIS, CHANGE OIL &FILTER			
03 LUBE CHASSIS, CHANGE OIL &FILTER			
9110 CCM		12.05	12.05

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PARTS & SERVICE HOURS

MON-FRI
7:00 AM - 9:00 PM
SAT
7:00 AM - 5:00 PM

ALL VEHICLES MUST BE PICKED UP BY 5:00 P.M. SATURDAY

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

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[redacted]

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LAS VEGAS, NV [redacted]
HOME: [redacted]

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COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GOLD MIST	07	CHEVROLET TAHOE	1GNFC13J07R[redacted]		9918/9918	T516

DEL. DATE	PROM. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
02MAY06 IS			15:24 05OCT06			VMC	05OCT06

R.O. OPENED	READY	OPTIONS:
08:51 05OCT06	16:28 05OCT06	STK: 70007 DLR: 39623

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
1 89017524 FILTER	5.00	5.00	5.00
6 OIL GOODWRENCH 10/30	2.46	2.22	13.32
9918 PERFOM LOF .3 TECH 9110			
**********			
E COURTESY WASH			
WASH COURTESY WASH			
203 RODRIGUEZ,WILLIAM LIC#: 203			
CCM		0.00	0.00
9918			
**********			
CUSTOMER PAY SHOP CHARGE FOR REPAIR ORDER			2.12

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X_____ CUSTOMER SIGNATURE

PARTS & SERVICE HOURS

MON-FRI
7:00 AM - 9:00 PM
SAT
7:00 AM - 5:00 PM

ALL VEHICLES MUST BE PICKED UP BY 5:00 P.M. SATURDAY

DESCRIPTION	TOTALS
LABOR AMOUNT	12.05
PARTS AMOUNT	18.32
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	2.12
TOTAL CHARGES	32.49
LESS INSURANCE	0.00
SALES TAX	1.58
PLEASE PAY THIS AMOUNT	34.07

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153303 172853

INVOICE

[redacted]

LAS VEGAS, NV [redacted]

HOME: [redacted]

PAGE 1

VISTA CHEVROLET
SALES • SERVICE • PARTS
US 95, at Ann Road · 5501 Drexel Road
Las Vegas, Nevada 89130
(702) 967-5988
www.vistachevy.net

Our goal 100% completely satisfied. · 100% of the time.

SERVICE ADVISOR: 389 PAMELA MYERS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GOLD MIST	07	CHEVROLET TAHOE	1GNFC13J07R[redacted]		10587/10587	T830

DEL. DATE	PROD. DATE	WARR. EXP	PROMISED	PO NO	RATE	PAYMENT	INV. DATE
02MAY06 IS			12:06 30OCT06			CASH	31OCT06

R.O. OPENED	READY	OPTIONS:
15:36 24OCT06	17:19 30OCT06	STK: 70007 DLR: 39623

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A 3RD BRAKE LIGHT LENS BUSTED			
S140 INTERIOR TRIM			
384 SIMON,STEPHEN LIC#: 4-			
ISP		39.00	39.00
1 15200068 R-LAMP	124.20	81.97	81.97
MISC CS03 FREIGHT (SHIPMENT #076-7716346)			
ISP		11.50	11.50
FC:			
10587 REPLACE BROKEN CENTER HIGH MOUNTED STOP LAMP ASY. TEST IT 384-1.3.			
**********			
B BUFF SCRATCHES AT 3RD BRAKE LIGHT LENS			
S190 SUBLET TO HIRED GUN			
9999 ISP		0.00	0.00
SUBL HIRED GUN PO59515			
ISP		31.25	31.25
FC:			
**********			
C COURTESY WASH			
WASH COURTESY WASH			
S178 ISP		0.00	0.00
10587			
**********			
D** PERFORM YT 06024			
CAUSE: .			
Y0079 RECALL 06024-HVAC MODULE REPROGRAM			
394 SIMON,STEPHEN LIC#: 4-			
W		41.24	41.24
FC: PART#: COUNT: 0			
CLAIM TYPE:			
AUTH CODE:			

LIMITED WARRANTY

Any warranties on the parts and accessories sold hereby are made 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, loss of time, loss of profit or income or any other incidental damages.

X_____ CUSTOMER SIGNATURE

PARTS & SERVICE HOURS

MON-FRI
7:00 AM - 9:00 PM
SAT
7:00 AM - 5:00 PM

ALL VEHICLES MUST BE PICKED UP BY 5:00 P.M. SATURDAY

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

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[redacted]

LAS VEGAS, NV [redacted]
HOME: [redacted]

SERVICE ADVISOR: 389 PAMELA MYERS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GOLD MIST	07	CHEVROLET TAHOE	1GNFC13J07R[redacted]		10587/10587	T830

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
02MAY06 IS			12:06 30OCT06			CASH	31OCT06

R.O. OPENED	READY	OPTIONS:
15:36 24OCT06	17:19 30OCT06	STK: 70007 DLR: 39623

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
10587	06024	CAMPAIGN. PERFORM PRODUCT ENHANCEMENT 06024 WARR. CLAIM CODE 9906C 384.					

****

LIMITED WARRANTY

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X_____ CUSTOMER SIGNATURE

PARTS & SERVICE HOURS

MON-FRI
7:00 AM - 9:00 PM
SAT
7:00 AM - 5:00 PM

ALL VEHICLES MUST BE PICKED UP BY 5:00 P.M. SATURDAY

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

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LAS VEGAS, NV [redacted]

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SERVICE ADVISOR: 9030 WILLIAM LUCID

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GOLD MIST	07	CHEVROLET TAHOE	1GNFC13J07R[redacted]		1359/1359	T738

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
02MAY06 IS			12:36 18MAY06			CASH	18MAY06

R.O. OPENED	READY	OPTIONS:
09:31 17MAY06	17:55 18MAY06	STK: 70007 DLR: 39623

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A (WK AUTH) REPLACE PINSTRIPE DR SIDE IN FRT			
PINN PIN STRIPE VEHICLE			
296 GONGORA, RAY LIC#: 4-			
IWO		60.00	60.00
1359 DONE			
**********			
B (WK AUTH) SCRATCH ABOVE PINSTRIP DR SIDE FRT DOOR-HIRED GUN			
S110 LIGHT LINE			
999 IWO		0.00	0.00
SUBL HIRED GUN PO53341			
PO#3112			
IUT		156.25	156.25
FC:			
1359 REPAIRED BY HIRED GUN			
**********			
C (WK AUTH) BUBBLE IN TINT DR SIDE DOOR			
S110 LIGHT LINE			
9089 BERNAL, WALTER LIC#: 9089			
IWO		0.00	0.00
1359 CUST WILL HAVE TO RETURN			
**********			
D SRATCH IN PASS SIDE WINDOW			
S110 LIGHT LINE			
9089 BERNAL, WALTER LIC#: 9089			
IWO		0.00	0.00
1 12496599 ADAPTER	18.00	18.00	18.00
1359 ORDERED PART			
**********			
E COURTESY WASH			
WASH COURTESY WASH			
9140 ISP		0.00	0.00
1359			
**********			

LIMITED WARRANTY

Any warranties on the parts and accessories sold hereby are made 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, loss of time, loss of profit or income or any other incidental damages

X_____ CUSTOMER SIGNATURE

PARTS & SERVICE HOURS

MON-FRI
7:00 AM - 9:00 PM
SAT
7:00 AM - 5:00 PM

ALL VEHICLES MUST BE PICKED UP BY 5:00 P.M. SATURDAY

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

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[redacted]

LAS VEGAS, NV [redacted]
HOME [redacted]

SERVICE ADVISOR: 9154 GREGORY STEPHEN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GOLD MIST	07	CHEVROLET TAHOE	1GNFC13J07R[redacted]		3115/3115	T46

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
02MAY06 IS			WAIT 02JUN06			VMC	02JUN06

R.O. OPENED	READY	OPTIONS:
09:43 02JUN06	10:54 02JUN06	STK: 70007 DLR: 39623

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A 3000 MILE SERVICE (PACKAGE A)			
C3 3000 MILE SERVICE (PACKAGE A)			
9140 COTM		21.05	21.05
1 89017524 FILTER	6.95	6.95	6.95
6 OIL GOODWRENCH 10/30	2.46	1.98	11.88
3115			
**********			
B COURTESY WASH			
WASH COURTESY WASH			
203 RODRIGUEZ,WILLIAM LIC#: 203			
ISP		0.00	0.00
3115			
**********			
CUSTOMER PAY SHOP CHARGE FOR REPAIR ORDER			2.60

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X _____ CUSTOMER SIGNATURE

PARTS & SERVICE HOURS

MON-FRI
7:00 AM - 9:00 PM
SAT
7:00 AM - 5:00 PM

ALL VEHICLES MUST BE PICKED UP BY 5:00 P.M. SATURDAY

DESCRIPTION	TOTALS
LABOR AMOUNT	21.05
PARTS AMOUNT	18.83
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	2.60
TOTAL CHARGES	42.48
LESS INSURANCE	0.00
SALES TAX	1.66
PLEASE PAY THIS AMOUNT	44.14

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LAS VEGAS, NV [redacted]
HOME: [redacted]

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SERVICE ADVISOR: 9030 WILLIAM LUCID

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GOLD MIST	07	CHEVROLET TAHOE	1GNFC13J07R[redacted]		4030/4030	T135

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
02MAY06 IS			10:00 23JUN06			CASH	22JUN06

R.O. OPENED	READY	OPTIONS:
09:35 21JUN06	14:03 22JUN06	STK: 70007 DLR: 39623

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	C/S THAT INTERMITTENTLY WILL NOT START NO CRANK NO START						
	S150	ELECTRICAL					
	9999		W			0.00	0.00
	**********						
B	REPLACE PASS WINDOW						
	S190	SUBLET					
	9999		W			0.00	0.00
	**********						
C	RETINT						
	S190	SUBLET					
	9999		W			0.00	0.00
	**********						

LIMITED WARRANTY

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X _____ CUSTOMER SIGNATURE

PARTS & SERVICE HOURS

MON-FRI
7:00 AM - 9:00 PM
SAT
7:00 AM - 5:00 PM

ALL VEHICLES MUST BE PICKED UP BY 5:00 P.M. SATURDAY

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

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[redacted]

LAS VEGAS, NV [redacted]
HOME: [redacted]

SERVICE ADVISOR: 9030 WILLIAM LUCID

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GOLD MIST	07	CHEVROLET TAHOE	1GNFC13J07R[redacted]		5722/5722	T114

DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
02MAY06 IS			12:12 06JUL06			CASH	12JUL06

R.O. OPENED	READY	OPTIONS:
17:36 05JUL06	12:06 12JUL06	STK: 70007 DLR: 39623

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A C/S THAT PASS SIDE WINDOW IS SCRATCHED SOP IS IN			
S190 SUBLET			
9999 IWO		0.00	0.00
1 15175144 F-WINDOW	186.40	186.40	186.40
SUBL ELITE P055170			
IWO		81.25	81.25
**********			
B TINT 2 WINDOWS TINT FRONT 2 WINDOWS			
402 TINT 2 WINDOWS			
9089 BERNAL, WALTER LIC#: 9089			
IWO		55.00	55.00
5722 DONE			
**********			
C COURTESY WASH			
WASH COURTESY WASH			
203 RODRIGUEZ, WILLIAM LIC#: 203			
ISP		0.00	0.00
5722			
**********			
D CK ON STEALTH			
INFO TYPE IN INFORMATION TO CUSTOMER			
9999 IWO		0.00	0.00
**********			
INTERNAL PAY SHOP CHARGE FOR REPAIR ORDER			26.12

LIMITED WARRANTY

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X_____ CUSTOMER SIGNATURE

PARTS & SERVICE HOURS

MON-FRI
7:00 AM - 9:00 PM
SAT
7:00 AM - 5:00 PM

ALL VEHICLES MUST BE PICKED UP BY 5:00 P.M. SATURDAY

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

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LAS VEGAS, NV [redacted]
HOME: [redacted]

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SERVICE ADVISOR: 9170 JAMES HALL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GOLD MIST	07	CHEVROLET TAHOE	1GNFC13J07R[redacted]		6625/6625	T460

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
02MAY06 IS			16:36 03AUG06			CASH	04AUG06

R.O. OPENED	READY	OPTIONS:
09:28 03AUG06	07:30 04AUG06	STK: 70007 DLR: 39623

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A LUBE CHASSIS,CHANGE OIL &FILTER			
03 LUBE CHASSIS,CHANGE OIL &FILTER			
9116 CCM		8.16	8.16
1 89017524 FILTER	6.95	6.95	6.95
6 OIL GOODWRENCH 10/30	2.46	2.22	13.32
6625 LOF			
**********			
B ROTATE TIRES			
22 ROTATE TIRES			
9116 CCM		12.95	12.95
6625			
**********			
C COURTESY WASH			
WASH COURTESY WASH			
203 RODRIGUEZ,WILLIAM LIC#: 203			
CCM		0.00	0.00
6625			
**********			
D PERFORM 30PT VISUAL INSPECTION			
30PT PERFORM 30PT VISUAL INSPECTION			
9116 CCM		0.00	0.00
6625			
**********			
MISC 995 COUP			
CCM		-22.95	-22.95
MISC VISTA COUPON			
C		-2.50	-2.50
MISC VISTA COUPON			
C		-7.50	-7.50
MISC VISTA COUPON			
C		-2.50	-2.50
MISC VISTA COUPON			
C		-7.50	-7.50

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X_____ CUSTOMER SIGNATURE

PARTS & SERVICE HOURS

MON-FRI
7:00 AM - 9:00 PM
SAT
7:00 AM - 5:00 PM

ALL VEHICLES MUST BE PICKED UP BY 5:00 P.M. SATURDAY

DESCRIPTION	TOTALS
LABOR AMOUNT	21.11
PARTS AMOUNT	20.27
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	-42.95
TOTAL CHARGES	-1.57
LESS INSURANCE	0.00
SALES TAX	1.57
PLEASE PAY THIS AMOUNT	0.00

RD101 (Rev. 10/03)

STOCK# 70007

Control # T1144332

153303

STATE OF NEVADA
DEPARTMENT OF MOTOR VEHICLES
Carson City, Nevada 89711

DEALER'S REPORT OF SALE

(All reports of sale must be Printed or Typewritten with black or blue ink)

Full Sale Price 43605.00 _____ Placard Number _____

Sales Tax Collected ☐ Yes X ☐ No

Placard Expiration Date _____

Date of Sale 05/02/2006

Vehicle Identification No. 1GNFC13J07R[redacted]

Year 2007 Make CHEVROLET No. of Cyls. 8

Body Type UT Fuel G Model No. CC107 Model Name TAHOE

Rebuild Vehicle ☐ Odometer Reading 68 Axles _____

County vehicle will be base CLARK

Full Legal Name

Sold to: (1) [redacted]

Must Check One ☐ or ☐ and (2) [redacted]

Residence Address [redacted]

City LAS VEGAS State NV Zip [redacted]

LEGAL OWNER GMAC

Address PO BOX 0127

City COCKEYSVILLE State MD Zip 21030

DEALER'S NAME VISTA CHEVROLET DEALER'S NO 24937

Mailing Address 5501 DREXEL ROAD City LAS VEGAS

IMPORTANT – Check Type of Sale ☐ **NEW*** ☐ **USED**

***If new vehicle, are you franchised for this make?** ☐ **YES** ☐ **NO**

Authorized Representative Signature [redacted]

NRS Chapter 482 requires selling dealer to submit this copy to the DMV, Carson City, Nevada 89711

CERTIFICATE OF ORIGIN FOR A VEHICLE

0156

GM

[redacted]

DATE
01/11/06

INVOICE NO.
[redacted]

VEHICLE IDENTIFICATION NO.
1GNFC13J07R[redacted]

YEAR
2007

MAKE
CHEVROLET

BODY TYPE
TAHOE

SHIPPING WEIGHT
5505

H.P. (S.A.E.)
45.7

G.V.W.R.
7100

NO. CYLS.
08

SERIES OR MODEL
CC10706

N.T.R.
1/2

I, the undersigned authorized representative of the company, firm or corporation named below, hereby certify that the new vehicle described above is the property of the said company, firm or corporation and is transferred on the above date and under the Invoice Number indicated to the following distributor or dealer.

NAME OF DISTRIBUTOR, DEALER, ETC.

39623 JQJFKG

VISTA CHEVROLET
5501 DREXEL ST
LAS VEGAS NV 89130-1619

It is further certified that this was the first transfer of such new vehicle in ordinary trade and commerce.

****
* THIS VEHICLE*
* HAS A *
* FEDERAL *
* EMISSION *
* SYSTEM *
****

CHEVROLET MOTOR DIVISION
GENERAL MOTORS CORPORATION

BY: [signature]
(SIGNATURE OF AUTHORIZED REPRESENTATIVE) (AGENT)

G44362889

DETROIT MI 48243-1114
CITY - STATE

GM 521 REV. 10/05

DEAL - 153303 STOCK# 70007

ODOMETER DISCLOSURE STATEMENT

FEDERAL AND STATE LAW REQUIRES THAT YOU STATE THE MILEAGE OF THE VEHICLE DESCRIBED BELOW UPON TRANSFER OF OWNERSHIP. FAILURE TO COMPLETE OR PROVIDING A FALSE STATEMENT MAY RESULT IN FINES AND/OR IMPRISONMENT.

I, VISTA CHEVROLET state that the
Transferor (seller) (print name in full)

odometer now reads 68 miles and to the best of my
(No tenths)

knowledge that it reflects the actual mileage o the vehicle described below, unless one of the following statements is checked.

_____ 1. I hereby certify that to the best of my knowledge the above disclosed odometer reading "EXCEEDS MECHANICAL LIMITS."

_____ 2. I hereby certify that to the best of my knowledge the above disclosed odometer reading is "NOT THE ACTUAL MILEAGE."
WARNING: ODOMETER DISCREPANCY

VEHICLE YEAR	MAKE	MODEL	BODY TYPE	VEHICLE IDENTIFICATION NUMBER
2007	CHEVROLET	TAHOE	UT	1GNFC13J07R[redacted]

TRANSFEROR'S (SELLER'S) SIGNATURE	TRANSFEROR'S NAME *(Print Name in Full)*
	VISTA CHEVROLET

MAILING ADDRESS *(Include: Street Number and Name, Rural Delivery, Box and/or Apartment Number)*
5501 DREXEL ROAD

CITY OR TOWN	STATE	ZIP CODE	DATE OF STATEMENT
LAS VEGAS	NV	89130	05/02/2006

TRANSFEREE'S (BUYER'S) SIGNATURE	TRANSFEREE'S NAME *(Print Name in Full)*
	CHRISTIE A PHILBROOK

MAILING ADDRESS *(Include: Street Number and Name, Rural Delivery, Box and/or Apartment Number)*
5600 BREECHER AVE

CITY OR TOWN	STATE	ZIP CODE	DATE OF STATEMENT
LAS VEGAS	NV	89131	05/02/2006

"Andrea Alexander" <aalexander@consumerlawcenter.com>
09/19/2008 07:30 PM

To <donna_walker@gmexpert.com>
cc
bcc
Subject RE: [redacted] v General Motors

Hi Donna. Thanks for forwarding the below offer. I just had an opportunity to speak with our client. This is a car that currently has 13 repair orders for numerous repairs each visit. The car cost nearly $50,000. Our client will not accept $4250 to resolve her claims. While we believe a repurchase offer is in order, we are willing to come off that demand. Our case demand is now $20,000 inclusive of fees.

Thanks!

Andrea N. Alexander
Attorney at Law
KROHN & MOSS, LTD.
5055 Wilshire Blvd., Suite 300
Los Angeles, CA 90036
PH: (866) 507-4779 ext. 232
FX: (866) 211-2806
email: aalexander@consumerlawcenter.com
web: www.krohnandmoss.com

From: donna_walker@gmexpert.com [mailto:donna_walker@gmexpert.com]
Sent: Friday, September 05, 2008 12:56 PM
To: Andrea Alexander
Subject: [redacted] v General Motors

Andrea,

I am trying to confirm that the offer I sent to you 9/3/08 was received. Will you send me confirmation if it was?

Donna Walker, Legal CRS
General Motors Business Resource Center
Legal Department

7401 E. Ben White Blvd, Bldg 3
Austin, Texas 78741
1-800-231-1841 ext 31314
1-866-300-4627 (fax)

donna_walker@gmexpert.com

THIS MESSAGE IS INTENDED ONLY FOR THE USE OF THE INDIVIDUAL OR ENTITY TO WHICH IT IS ADDRESSED AND MAY CONTAIN INFORMATION THAT IS PRIVILEGED, CONFIDENTIAL AND EXEMPT FROM DISCLOSURE UNDER APPLICABLE LAW. If the reader of this message is not the intended recipient or agent responsible for delivering the message to the intended recipient, you are hereby notified that any dissemination or copying of this communication is strictly prohibited. If you have received this electronic transmission in error, please delete it from your system without copying it, and notify the sender by reply e-mail or by calling 800-231-1841 so that our address record can be corrected. Thank you.

PLEASE NOTE: ANY INBOUND OR OUTBOUND CALLS MAY BE MONITORED OR RECORDED. Please state clearly in your comments or voice mail messages if you would like to be called from a phone line that is not being recorded.

----- Forwarded by Donna Walker/Austin/GM1 on 09/05/2008 03:55 PM -----

Donna Walker/Austin/GM1

09/03/2008 11:40 AM

To aalexander@consumerlawcenter.com
cc
Subject [redacted] v General Motors

Ms. Alexander,

Please find attached the offer that we are extending to Ms. Philbrook.

Donna Walker, Legal CRS
General Motors Business Resource Center
Legal Department

7401 E. Ben White Blvd, Bldg 3
Austin, Texas 78741
1-800-231-1841 ext 31314
1-866-300-4627 (fax)
donna_walker@gmexpert.com

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

GM

CHECK **No.** 900999209

50-937
213

DATE
01/05/09

************7,251 DOLLARS

****00 CENTS

AMOUNT
************7,251.00

PAY TO THE ORDER OF

[redacted]
CHICAGO IL [redacted]

North American Operations
General Motors Corporation
Disbursement Account

SIGNATURE

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

AUDIT

⑈ [redacted]

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

DETACH BEFORE DEPOSITING CHECK

VENDOR DUNS NO. BB 000000000 1

CHECK NO. 900999209

VENDOR NAME CHRISTIE PHILBROOK ANDKROHN AN

PAYMENT DATE 01/05/09

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1GNFC13J07R[redacted]	12/23/08	VH 1-BE5YIE .71-622072436.1-BE5YIE	00.0000	7,251.00	.00	7,251.00
			TOTAL	7,251.00	.00	7,251.00

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

W3

SULLIVAN PONTIAC
GMC TRUCKS

FACSIMILE TRANSMITTAL SHEET

TO: Mike Demaeyer

FROM: Mike Mennenga

COMPANY: BRC G.M.

DATE: 5-16-08

FAX NUMBER: 866-281-[redacted]0326

TOTAL NO. OF PAGES INCLUDING COVER: 3

PHONE NUMBER: 1-800-231-1841 ext 11635

SENDER'S PHONE NUMBER: (352)620-0008

RE:

SENDER'S FAX NUMBER: (352)620-0769

URGENT FOR REVIEW PLEASE COMMENT PLEASE REPLY

NOTES/COMMENTS:

This fax transmission is intended only for the person or entity to which it is addressed and may contain information that is privileged and/or confidential. If you are not the intended recipient, please be aware that any disclosure, copying, distribution or use of the contents of this FAX communication in any way is strictly prohibited. If you have received this FAX transmission in error, would you please notify us immediately at the phone or fax number listed above to arrange for the retrieval of the original documents, at our expense.

4000 SW COLLEGE RD
OCALA FL 34474

270025

SULLIVAN PONTIAC GMC TRUCK

4000 SW COLLEGE ROAD
OCALA, FLORIDA 34474
(352) 620-0008

270025

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION

SALESPERSON NO. S E R V I C E STATE REG# 3

METHOD OF PAYMENT: ☐ CASH ☐ CHECK ☐ M.C. ☐ VISA ☐ AMX

BASIS FOR CHARGE: ☐ FLAT RATE ☐ HRLY RATE ☐ BOTH

RETAIN PARTS: ☐ YES ☐ NO

APPOINTMENT: ☐ Yes ☒ No

VEHICLE I.D. NO.: 1GKFC13037J[redacted]
YEAR/MAKE/MODEL: 07/GMC/YUKON/4DR 4WD 1500
PRODUCTION DATE:
STOCK NO.:
LICENSE NO.:
R. O. NO.: 270025

[redacted]
COLUMBUS, GA[redacted]

CUSTOMER NO.: 61399
SERVICE CONTRACT:
DELIVERY DATE:
DELIVERY MILES:
SELLING DEALER NO.:
R. O. DATE: 08/16/06

COLOR: CREAM/
CONTRACT NO.:
EXPIRATION DATE:
EXPIRATION MILES:
TAG NO.:

TURBO: | M/MC: PNZZ | AIR COND.: | P. S.: | TRANS: | MILEAGE: 3,025 | ADVISOR NO.: 768 | ADVISOR: PATRICK MENNENGA

RESIDENCE PHONE / BUSINESS PHONE: [redacted]

TIME RECEIVED: 01:12pm | DATE/TIME PROMISED: 08/16/06 06:00pm | PRIORITY:

ORIGINAL ESTIMATE $:
ADDITIONAL AUTHORIZED AMOUNT $:
REVISED AUTHORIZED ESTIMATE $:
DATE:
TIME:

ADD. REPAIR AUTH. BY	AUTH. REC. BY	NAME AND No. OTHER PERSON TO AUTH.	DESCRIPTION OF ADD. WORK AUTH.	CHARGE FOR ESTIMATE

JOB

ORIGINAL CUSTOMER ESTIMATE: TOTAL 209

X _____

1 **W** 31PNZ ***MISC BODY INTERIOR***
STEERING WHEEL PEELING

WARRANTY PARTS RETURN
1. [redacted] DATE: 8-12-06
2. _____ DATE: _____
3. _____ DATE: _____

MILES OUT 2524

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW, AND SIGN: I UNDERSTAND THAT UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE, IF MY FINAL BILL WILL EXCEED $100.00.

☐ **I REQUEST A WRITTEN ESTIMATE.**

☐ **I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DO NOT EXCEED $ _____ . THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.**

☐ **I DO NOT REQUEST A WRITTEN ESTIMATE.**

SIGNED: _____ DATE: _____

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 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.

CUSTOMER'S SIGNATURE X _____

12 MONTHS/12,000 MILES WARRANTY ON ALL PARTS AND LABOR UNLESS OTHERWISE SPECIFIED.

A Storage Charge may be incurred 3 working days after you have been notified the repairs have been completed. Notified _____

CANCELLATION OF REPAIR: In the event the customer cancels the repair work, the vehicle shall be reassembled to a condition reasonably similar as when received unless the customer waiver reassembly or the reassembled vehicle would be unsafe. The repair shop may charge for the cost of teardown, the cost of parts and labor to replace items destroyed by teardown and the cost to reassemble the vehicle.

*Miscellaneous Shop Supplies and Hazardous Waste Disposal Charges.
*This charge represents costs and profits to the motor vehicle repair facility for terms such as miscellaneous shop supplies and/or waste disposal expenses. [s.559.904(4)]
The State of Florida requests a $1.00 fee to be collected for each new tire sold in the state [s.403.718], and a $1.50 fee to be collected for each new or remanufactured battery sold in the state. [s.403.7185]

MECHANIC'S

JOB 01 Small cracks in steering wheel (material)

Remove & replace steering wheel

209

JOB 02

JOB 03

JOB 04

JOB 05

FLAG

FLAG

FLAG

FLAG

LABOR RECORD

MILEAGE	TIME CLOCK
	OFF
	ON
	OFF
	ON
	OFF
	ON
	OFF
	ON
	OFF
	ON
	OFF
	ON
	OFF
	ON
	OFF
	ON
	OFF
	ON
	OFF
	ON

TOTALS

TOTAL PARTS

TOTAL LABOR

GOG

TAX

TOTAL

GCCS270025

GCCS270025

61399 PATRICK MENNENGA 768 08/17/06 GCCS270025

[redacted]

3,025 CREAM/

COLUMBUS, GA [redacted]

07/GMC/YUKON/4DR 4WD 1500

1 G K F C 1 3 0 3 7 J [redacted]

08/16/06

[redacted]

MO: 3025

LABOR & PARTS----------

J# 1 31PNZ MISC BODY INTERIOR TECH(S):209 WARRANTY

STEERING WHEEL PEELING
PEELING
REPLACE STEERING WHEEL

VV
5L

PARTS------	QTY---	FP-NUMBER----------	DESCRIPTION---------	LIST PRICE-	UNIT PRICE-	
JOB # 1	1	15854518	WHEEL 6.513			WARRANTY
JOB # 1	1	OVN	OVERNITE			WARRANTY
				JOB # 1 TOTAL PARTS		0.00
				JOB # 1 TOTAL LABOR & PARTS		0.00

MD/93
25001
22.14

TOTALS----------

** AN ASTERICK IN FRONT OF A GM PART NUMBER MAY INDICATE **
** THIS PART HAS A LIFETIME SERVICE GUARANTEE, PLEASE ASK **
** YOUR SERVICE CONSULTANT FOR DETAILS! **
** A POUND SIGN (#) IN FRONT OF A PART NUMBER WILL INDI **
** CATE A NON-GM PART WHICH IS NOT WARRANTED BY GENERAL **
** MOTORS OR SULLIVAN PONTIAC GMC AND MAY HAVE NO WARRAN **
** TY, OR ONLY A LIMITED MANUFACTURER PART ONLY WARRANTY **
MV# 17290

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**

CUSTOMER SIGNATURE

RELEASE OF CLAIM

1. We, [redacted] (hereinafter referred to as "Releasor(s)"), as buyers(s) of a certain 2007 Chevrolet Tahoe, bearing Vehicle Identification Number 1GNFC130X7[redacted] (hereinafter referred to as "Vehicle") and in consideration of payment by General Motors Corporation (hereinafter referred to as "GMC") of $30,248.76, said payment to be made as outlined below, does for themselves and each and all of their representatives, heirs, successors and assigns, hereby releases and discharges GMC, its subsidiaries, divisions, officers, representatives, employees, stockholders, authorized dealers, successors and assigns ~~and all other persons, firms or corporations, who are or might be claimed to be liable~~, of and from any and every claim, demand or right, including but not limited to those for diminution in value, repair costs, or any other economic or non-economic injuries, losses, breach of warranty damages and/or punitive damages, cost of suit and attorney(s) fees resulting or alleged to have resulted from the promotion, use or sale of, or any defect and/or nonconformities in the design or manufacture or assembly in the aforesaid Vehicle, including but not limited to those alleged in or that may be inferred from allegations set forth in any pleading or any claims made by the Releasor(s).

2. As consideration for this Release, and for the payment described above to be tendered in the form of two checks: the first, in the amount of $26,853.47, made payable to Chase Auto; the second in the amount of $3,395.29, made payable to [redacted]

Note: These checks are subject to change if current registration, signed offer letter and signed Release(s) are not received in time for current payoff to be processed. Additionally, a penalty charge will be imposed if conditions are not met as outlined on the original letter. It is also expressly agreed:

(a) That upon receipt of the consideration described above, Releasor(s) will convey clear and unencumbered title of the vehicle to GMC, will execute a limited Power of Attorney in favor of GMC to correct any errors in title, and will execute an Odometer Statement.

(b) In the event the Vehicle is damaged, disabled, driven excessively or destroyed in any manner up to and including after Releasor(s) executes this Release, but before GMC tenders payment of the consideration described above, payment of the consideration above shall be modified as follows:

(i) If the estimated cost of repair of the aforementioned Vehicle is less than the value of said Vehicle, said value to be determined as outlined in Paragraph (iii) below, Releasor(s) shall tender said Vehicle with clear title to GMC upon receipt of $30,248.76, less the estimated cost of repair to said Vehicle,

(ii) If the estimated cost of repair of said Vehicle exceeds the value of said Vehicle, said value to be determined as outlined in Paragraph (iii) below, GMC shall make payment of said consideration to Releasor(s) of $30,248.76, less said value of said Vehicle, and,

(iii) For purposes of i, ii, and iii, the value of said Vehicle is the average retail value of a 2007 Chevrolet Tahoe as determined by the NADA book, at the time this Release is executed by Releasor(s).

(iv) That the Vehicle shall not exceed ~~14,000~~ 19,000 plus 1,000 miles on the odometer at time of exchange. In the event the Vehicle does exceed the above stated mileage, the payment of the consideration above shall be modified as follows: a reduction of payment of 44.5 cents per mile in excess

Initials: _____

of the agreed upon mileage. This shall not apply if a delay in the transaction is caused by GMC or its authorized dealer.

(c) That Releasor(s) fully understands that this is a final settlement and disposition of all disputes as to legal liability for and as to the nature and extent of any damages claimed from GMC by Releasor(s);

(d) That neither GMC's payment of the consideration recited above nor the negotiations preliminary to the execution of this Release shall be considered an admission of liability or wrongdoing by GMC to any of the claims or causes of actions alleged in or to be inferred from allegations set forth in the matter indicated above;

(e) That Releasor(s) and their attorneys have reviewed the provisions of this Release and that the contents of this Release have been explained to Releasor(s) by counsel prior to its execution;

(f) That Releasor(s) represents and warrant(s) that they are entitled to give a full and complete release of the claims which are the subject hereof;

(g) That Releasor(s) have not assigned or otherwise transferred any interest in any claims which are the subject hereof;

(h) That Releasor(s) shall not at any time hereafter commence, maintain or prosecute, or cause encourage or advise be commenced, maintained or prosecuted any action, suit, proceeding or claim based in whole or in part upon or arising out of or in any way connected with any of the matters released herein;

(i) That Releasor(s) do hereby for themselves, their heirs, executors, administrators, successors and assigns covenant to defend, indemnify and save harmless GMC from any of the claims or causes of actions ~~alleged in or to be inferred from allegations set forth in the matter indicated above;~~ brought ~~[illegible]~~ by or on behalf of Releasors related to the claim provided for in this release, or for any attempt to break or modify this release by releasors.

(j) That no promise, agreement, statement or representation except as expressed in this release has been made to been relied upon by Releasor(s) and that this document of 3 pages contains the entire agreement between Releasor(s) and GMC.

INTENDING TO BE LEGALLY BOUND BY THE TERMS OF THIS RELEASE THE UNDERSIGNED HAS AFFIXED HIS/HER SIGNATURE THIS _____ DAY OF _____, 20_____.

The undersigned has carefully read and understands this release and signs it to resolve the claim described above.

CURRENT VEHICLE MILEAGE _____ DATE SIGNED: _____

WITNESS: _____

_____	_____
Claimant's Signature	Claimant's Signature
_____	_____
Address	Address

Initials: _____

_____ _____

City, State, Zip Code City, State, Zip Code

STATE OF _____

COUNTY OF _____

Sworn to (or affirmed) and subscribed before me this _____ day of _____, 20_____, by [redacted]

_____

Signature of Notary Public

_____

Print, type or stamp Commissioned Name of Notary Public

Personally Known _____ OR Produced identification ____

Type of identification _____

My commission expires: _____

CC: File
LG0025-T
Rev 05/01/07

Initials: _____

RELEASE OF CLAIM

1. We, [redacted] (hereinafter referred to as "Releasor(s)"), as buyers(s) of a certain 2007 Chevrolet Tahoe, bearing Vehicle Identification Number 1GNFC130X7[redacted] (hereinafter referred to as "Vehicle") and in consideration of payment by General Motors Corporation (hereinafter referred to as "GMC") of $30,248.76, said payment to be made as outlined below, does for themselves and each and all of their representatives, heirs, successors and assigns, hereby releases and discharges GMC, its subsidiaries, divisions, officers, representatives, employees, stockholders, authorized dealers, successors and assigns ~~and all other persons, firms or corporations, who are or might be claimed to be liable~~, of and from any and every claim, demand or right, including but not limited to those for diminution in value, repair costs, or any other economic or non-economic injuries, losses, breach of warranty damages and/or punitive damages, cost of suit and attorney(s) fees resulting or alleged to have resulted from the promotion, use or sale of, or any defect and/or nonconformities in the design or manufacture or assembly in the aforesaid Vehicle, including but not limited to those alleged in or that may be inferred from allegations set forth in any pleading or any claims made by the Releasor(s).

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(iv) That the Vehicle shall not exceed ~~14,000~~ 19,000 plus 1,000 miles on the odometer at time of exchange. In the event the Vehicle does exceed the above stated mileage, the payment of the consideration above shall be modified as follows: a reduction of payment of 44.5 cents per mile in excess

Initials: _____

of the agreed upon mileage. This shall not apply if a delay in the transaction is caused by GMC or its authorized dealer.

(c) That Releasor(s) fully understands that this is a final settlement and disposition of all disputes as to legal liability for and as to the nature and extent of any damages claimed from GMC by Releasor(s);

(d) That neither GMC's payment of the consideration recited above nor the negotiations preliminary to the execution of this Release shall be considered an admission of liability or wrongdoing by GMC to any of the claims or causes of actions alleged in or to be inferred from allegations set forth in the matter indicated above;

(e) That Releasor(s) and their attorneys have reviewed the provisions of this Release and that the contents of this Release have been explained to Releasor(s) by counsel prior to its execution;

(f) That Releasor(s) represents and warrant(s) that they are entitled to give a full and complete release of the claims which are the subject hereof;

(g) That Releasor(s) have not assigned or otherwise transferred any interest in any claims which are the subject hereof;

(h) That Releasor(s) shall not at any time hereafter commence, maintain or prosecute, or cause encourage or advise be commenced, maintained or prosecuted any action, suit, proceeding or claim based in whole or in part upon or arising out of or in any way connected with any of the matters released herein;

(i) That Releasor(s) do hereby for themselves, their heirs, executors, administrators, successors and assigns covenant to defend, indemnify and save harmless GMC from any of the claims or causes of actions ~~alleged in or to be inferred from allegations set forth in the matter indicated above;~~ brought ~~[illegible]~~ by or on behalf of Releasors related to the claim provided for in this release, or for any attempt to break or modify this release by releasors.

(j) That no promise, agreement, statement or representation except as expressed in this release has been made to been relied upon by Releasor(s) and that this document of 3 pages contains the entire agreement between Releasor(s) and GMC.

INTENDING TO BE LEGALLY BOUND BY THE TERMS OF THIS RELEASE THE UNDERSIGNED HAS AFFIXED HIS/HER SIGNATURE THIS _____ DAY OF _____, 20_____.

The undersigned has carefully read and understands this release and signs it to resolve the claim described above.

CURRENT VEHICLE MILEAGE _____ DATE SIGNED: _____

WITNESS: _____

_____	_____
Claimant's Signature	Claimant's Signature
_____	_____
Address	Address

Initials: _____

_____ _____

City, State, Zip Code City, State, Zip Code

STATE OF _____

COUNTY OF _____

Sworn to (or affirmed) and subscribed before me this _____ day of _____, 20_____, by [redacted]

_____

Signature of Notary Public

_____

Print, type or stamp Commissioned Name of Notary Public

Personally Known _____ OR Produced identification ____

Type of identification _____

My commission expires: _____

CC: File
LG0025-T
Rev 05/01/07

Initials: _____

"MR. BIG VOLUME!"

BILL HEARD

CHEVROLET USA

World's Largest Chevy Retailer

Date : 6-11-2008

From: Gary Pace Phone (702) 870-9425
Fax (702) 870-9420

To: PAULA MAGGARD

Re:

Fax: 866 255 3731 Phone:

06/11/2008 WED 14:12 FAX 001/024

General Motors Corporation
Business Resource Center
PO Box 33170
Detroit, MI 48232-3170

VIA FAX ONLY

June 10, 2008

OUR DEAL # 601498

Mr. Gary Pace, Administration Manager
Bill Heard Chevrolet
444 South Decatur Boulevard
Las Vegas, NV 89107-2807

RE: [redacted]
Service Request: 71-628401063
2007 Chevrolet Tahoe
Vehicle Identification Number: 1GNFC130X7J[redacted]
Legal Research Specialist: Paula Maggard

Dear Mr. Pace:

This is a letter of notification regarding a not-in-suit-matter involving the above referenced customer. Please provide us with copies these dealer sales documents regarding this vehicle:

- Hand written buyer's order and finance agreements; all documents relating to calculation of the sales figures
- The incentives acknowledgement form
- The Actual Cash Value statement if there was a trade
- *Application for registration and title or MVI.*

*For Customer privacy, please black out any spaces where the customer's Social Security Number may be entered. **Please do not include any customer credit history reporting.**

This is a time sensitive legal matter.
Please fax them as soon as possible to my personal fax number: 866-255-3731

In addition. should you be contacted by another party regarding this matter, you may want to consult your own attorney for further direction. Your cooperation is greatly appreciated.
If you have any questions, please contact me at 866-790-5600 ext 11102, Monday through Thursday between 8:00 a.m. and 5:30 p.m., 8: 00 to Noon Friday, Central Time.
Email address: paula_maggard@gmexpert.com

SECTION A: SIMPLE INTEREST VEHICLE CONTRACT AND SECURITY AGREEMENT

Buyer's Name([redacted]
Name:
Address:
City: HENDERSON County: CLARK
State: NV Zip:
Bus. Phone: ([redacted] es. Phone: ([redacted]

CREDITOR: BILL HEARD CHEVROLET
Address: 444 S DECATUR
City: LAS VEGAS County: NV
State: NV Zip: 89107
Phone: (702-870-9444

Stock No. T73831 Salesman EASSA,ANDY Date 10/16/2007

SECTION B: DISCLOSURE MADE IN COMPLIANCE WITH FEDERAL TRUTH-IN-LENDING ACT

ANNUAL PERCENTAGE RATE	The cost of your credit as a yearly rate:	5.39 %
FINANCE CHARGE	The dollar amount the credit will cost you:	$ 4504.80 (e)
AMOUNT FINANCED	The amount of credit provided to you or on your behalf:	$ 31500.00
TOTAL OF PAYMENTS	The amount you will have paid after you have made all payments as scheduled:	$ 36004.80 (e)
TOTAL SALES PRICE	The total cost of your purchase on credit, including your down payment of $ 9184.25	$ 45189.05 (e)

Your Payment Schedule will be: (e) means an estimate

Number of Payments	Amount of Payments	When Payments Are Due
N/A	N/A	N/A
59	600.08	MONTHLY BEGINNING: 11/15/2007
1	600.08	DUE ON: 10/15/2012

INSURANCE: Credit life insurance, credit disability insurance and debt cancellation coverage, which is also known as GAP coverage, are not required to obtain credit, and will not be provided unless you sign and agree to pay the additional cost.

Type	Premium	Term	Signature(s)
Credit life:	$ N/A	N/A	I want credit life insurance: X SIGNATURE(S)
Joint credit life:	$ N/A	N/A	We want joint credit life insurance: X SIGNATURE(S)
Credit disability:	$ N/A	N/A	I want credit disability insurance: X SIGNATURE(S)
Credit life and disability:	$ N/A	N/A	I want credit life and disability insurance: X SIGNATURE(S)
Joint credit life and disability:	$ N/A	N/A	We want joint credit life and single disability insurance: X SIGNATURE(S)
Debt cancellation coverage (GAP coverage)	$ N/A	N/A	I want debt cancellation coverage (GAP/Coverage): X SIGNATURE(S)

You may obtain property insurance from anyone you want that is acceptable to the Creditor above. If you get the insurance from the Creditor you will pay $ N/A and the term of the insurance will be N/A

SECURITY: You are giving a security interest in the goods or property being purchased.

☐ Other (Check if applicable)

Filing fee $ N/A . Nonfiling insurance $ N/A .

LATE CHARGE: If a payment is more than 10 days late, you will be charged $15 or 8 percent of the payment, whichever is less.
PREPAYMENT: If you pay off early, you will not have to pay a penalty.

See your contract documents for any additional information about nonpayment, default, any required repayment in full before the scheduled date, and penalties.

SECTION D: VEHICLE RETAIL INSTALLMENT CONTRACT AND SECURITY AGREEMENT

This contract is made the 16TH (day) of OCTOBER (month), of 2007 (year), between you, the Buyer(s) shown above, and us, the Seller shown as Creditor above. Having been quoted a cash price and a credit price and having chosen to pay the credit price (shown as the Total Sales Price in Section B above), you agree to buy and we agree to sell, subject to all the terms of this contract, the following described vehicle, accessories and equipment (all of which are referred to in this contract as "Collateral"):

New or Used: NEW Year and Make: 2007 CHEVROLET

Series: TAHOE Body Style: UT No. Cyl.: 8

If truck, ton capacity: N/A

Manufacturer's Serial Number: 1GNFC130X7J[redacted]

Use for which purchased: ☐ Personal ☐ Business ☐ Agriculture

INCLUDING:

☐ Sun/Moon Roof ☐ Air Conditioning ☐ Automatic Transmission
☐ Power Steering ☐ Power Door Locks ☐ Power Seats
☐ Power Windows ☐ Tilt Wheel ☐ Vinyl Top
☐ Cassette ☐ Cruise Control ☐ AM/FM Stereo
☐ Compact Disc Player

SECTION C: ITEMIZATION OF AMOUNT FINANCED

1. Vehicle Selling Price ..... $ 37231.80
   Plus: Documentary Fees ..... $ 499.99
   Plus: Emission Inspection Fee ..... $ N/A
   Plus: Other ( ) $ N/A
   Plus: Other ( ) $ N/A
   Taxable Selling Price ..... $ 37731.79
2. Total Sales Tax ..... $ 2924.21
3. Amounts Paid to Public Officials
   a. Titling Fee ..... $ 28.25
   b. Registration Fee ..... $ N/A
   c. Other (N/A) $ N/A
   TOTAL OFFICIAL FEES (Add 3a through 3c) ..... $ 28.25
4. Plus Other Charges
   a. Extended Service Contract* ..... $ N/A
   b. Driveaway Permit ..... $ N/A
   c. Other ( ) $ N/A
   d. Other ( ) $ N/A
   Total OTHER CHARGES (Add 4a through 4d) ..... $ N/A
5. Total Cash Sales Price (Add 1 through 4) ..... $ 40684.25
6. Gross Trade-In Allowance ..... $ 12700.00

Manufacturer's Serial Number: 1GNFC130X7J[redacted]

Use for which purchased: ☐ Personal ☐ Business ☐ Agriculture

INCLUDING:

☐ Sun/Moon Roof ☐ Air Conditioning ☐ Automatic Transmission
☐ Power Steering ☐ Power Door Locks ☐ Power Seats
☐ Power Windows ☐ Tilt Wheel ☐ Vinyl Top
☐ Cassette ☐ Cruise Control ☐ AM/FM Stereo
☐ Compact Disc Player

SILVERADO 1 Tires _____ Lic. No

You, severally and jointly, promise to pay to us the Total of Payments (shown in Section B above) according to the Payment Schedule (also shown in Section B above), until paid in full, together with interest after maturity at the Annual Percentage Rate disclosed above.

To secure such payment, you grant to us a purchase money security interest under the Uniform Commercial Code in the Collateral and in all accessions to and proceeds of the Collateral. Insurance in which we or our assignee are named as beneficiary or loss payee, including any proceeds of such insurance or refunds of unearned premiums, or both, are assigned as additional security for this obligation and any other obligation created in connection with this sale. We, our successors and assigns, hereby waive any other security interest or mortgage which would otherwise secure your obligations under this contract except for the security interests and assignments granted by you in this contract.

Address where Collateral will be located:

Street [redacted] City HENDERSON

County CLARK State NV

Your address after receipt of possession of Collateral:

Street [redacted] City HENDERSON

County CLARK State NV

NOTICE OF RESCISSION RIGHTS

If the Buyer signs here, the notice of rescission rights on the reverse side is applicable to this contract.

Buyer's Signature X [redacted]

Co-Buyer's Signature [redacted]

4. Plus Other Charges
   a. Extended Service Contract* .....$ N/A
   b. Driveaway Permit.....$ N/A
   c. Other ( )$ N/A
   d. Other ( )$ N/A
   Total OTHER CHARGES (Add 4a through 4d) .....$ N/A
5. Total Cash Sales Price (Add 1 through 4).....$ 40684.25
6. Gross Trade-In Allowance .....$ 12700.00

2003 CHEV TRAIL
YEAR MAKE MODEL

Minus: Payoff Balance .....$ 12200.00

Net Trade-In Allowance .....$ 500.00

7. Down Payment (Other Than Net Trade-In Allowance):
   a. Trade-In Sales Tax Credit .....$ 984.25
   b. Cash .....$ 2700.00
   c. Manufacturer's Rebate .....$ 5000.00
   d. Other ( )$ N/A
   Down Payment (Add 7a through 7d).....$ 8684.25
8. TOTAL DOWN PAYMENT AND NET TRADE-IN ALLOWANCE (Add 6 and 7).....$ 9184.25
9. UNPAID BALANCE OF CASH SALES PRICE (Subtract 8 from 5) .....$ 31500.00
10. Plus Optional Insurance Charges*
    a. Credit Life Insurance Premium
    Paid to ( ) Term (N/A) $ N/A
    b. Credit Disability Insurance Premium
    Paid to ( ) Term (N/A) $ N/A
    c. Debt Cancellation Coverage (GAP Coverage)
    Paid to ( ) Term (N/A) $ N/A
    d. Other Insurance
    Paid to ( ) Term (N/A) $ N/A
11. Other Amounts Financed
    a. _____
    Paid to ( ) .....$ N/A
    b. _____
    Paid to ( ) .....$ N/A
12. TOTAL AMOUNT FINANCED (Add 9, 10 and 11) .....$ 31500.00

*Seller may retain or receive a portion of this amount.

STATE DISCLOSURE REQUIREMENTS: The provisions of Section B and Section C above are incorporated into this agreement for purposes of state disclosure requirements.

Additional Terms and Conditions: The additional terms and conditions set forth on the reverse side hereof are a part of this contract and are incorporated herein by reference.

OPTION: _____ You pay no Finance Charge if the Total Amount Financed, Item No. 12, Section C, is paid in full on or before the _____(day) of _____ (month) of _____ (year).

SELLER'S INITIALS: _____

SECTION E: NOTICE TO BUYER

Do not sign this agreement before you read it or if it contains any blank spaces. You are entitled to a completed copy of this agreement. If you fail to perform your obligations under this agreement, the vehicle may be repossessed and you may be liable for the unpaid indebtedness evidenced by this agreement.

If you are buying a used vehicle with this contract, as indicated in the description of the vehicle above, federal regulation may require a special buyer's guide to be displayed on the window.

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 text of the preceding two paragraphs is set forth below in Spanish.

Si usted está comprando un vehículo usado mediante este contrato según la descripción del vehículo arriba, la ley federal podrá exigir que la ventanilla demuestre una guía especial para el comprador.

LA INFORMACIÓN QUE USTED VE EN LA FORMA DE VENTANILLA PARA ESTE VEHÍCULO ES PARTE DE ESTE CONTRATO. LA INFORMACIÓN EN LA FORMA DE VENTANILLA DOMINA CUALESQUIER ESTIPULACIÓN CONTARIA EN EL CONTRATO DE VENTA.

BUYER AND CO-BUYER ACKNOWLEDGE RECEIPT OF A TRUE AND COMPLETELY FILLED-IN COPY OF THIS CONTRACT AND THE ABOVE DISCLOSURE AT THE TIME OF SIGNING.

LIABILITY INSURANCE COVERAGE FOR BODILY INJURY AND PROPERTY DAMAGE CAUSED TO OTHERS IS NOT INCLUDED UNLESS OTHERWISE INDICATED IN SECTION C ABOVE.

Buyer: X [redacted] Date: 10/16/2007 Co-Buyer: X 10/16/2007 Date: 10/16/200

Creditor: BILL HEARD CHEVROLET Date: By: X Title:

TRIPLICATE

06/11/2008 WED 14:13 FAX 004/024

BHLV-FI FI DEAL #601498 RECALL/MODIFICATION gsp100 307

CONTRACT DATE: 16 OCT 2007 OPTION PURCHASE
SALESPERSON 1: 11773 EASSA,ANDY
SALESPERSON 2:
SALESPERSON 3:
CUSTOMER: 601498 RORY ALLEN HAUF
VEHICLE: #T73831 - NEW SILVER_BIRCH_ME 2007 CHEVROLET TAHOE
VIN: 1GNFC130X7J[redacted]
COMMENT: * BOOKED * GREENSLIP IN CSI *** 08:01:32 25 OCT 2007 an...
STATUS CODE: F

==========Events==========

Pending	10/16/07
Booked/Recapped	10/23/07
Finalized	10/23/07
Delivered	10/17/07
Approved	10/17/07
Collected/Funded	10/25/07

Command (?):

F1=Help F2=Home F3=Save F4=Cancel

FI995B F&I DEAL NUMBER 601498 (M) MISC/SALES/LENDER BHLV-FI

SALESPERSON INFORMATION

1) SP 1. 11773 EASSA,ANDY
2) SP 2.
3) SP 3.
4) Sales Manager: 11294 KITTLESON
5) F&I Manager: 12039 REYES,RIC
6) Closing Manager:11869 SZABO,BIL
7) Comment: * BOOKED * GREENSLIP IN CSI *** 08:01:32 25 OCT 2007 an...

FINANCE INSTITUTION

8) Inst Code: CHASE
Name: JP MORGAN CHASE BANK NA
.....
Address: PO BOX 901098
City: FORT WORTH
State Zip: TX 76101-2098

9) Miscellaneous Prompts: Y
10) Auxiliary Fields: Y
11) Deal Events: P B F D A CF
12) Sales Advisor Lock: Y
13) Sale Type:
14) Sales Mgmt Deal Type: 1

FUNCTION (#,DP,DL,P,L,C,V,G,@):

F1=Help F2=Home F3=Save F4=Cancel

```
BHLV-FI FI                Sale Vehicle, Deal #601498                gsp100 307
 1) Stock Number:                T73831     Holdback Amount:       $  1,061.55
 2) VIN:             1GNFC130X7J[redacted]
 3) New/Used/Demo:                   NEW
 4) Model:                         TAHOE
 5) Make:                      CHEVROLET
 6) Year:                             07
 7) Type C=Car T=Trk:                  T
 8) Body:                             UT
 9) Model Number:                CC10706
10) Color:        SILVER_BIRCH_ME
11) Options: 4 LMG M30 R6K V1K YF5 1LS
12) Custom 1:                       7100
13) #-OF-CYL:                          8
14) GA$/DIE$:
15) KEY-NO:                        G0198
16) LICEN$E:
17) MILEAGE:                          41
    Inventory Comment:
Command (?):


 F3=Save   F4=Cancel   F8=Home
```

BHLV-FI FI Trade Vehicle 1, Deal #601498 gsp100 307

1) Stock Number: T73831A
2) VIN: 1GNES16S836[redacted]
3) Model: TRAIL BLAZER
4) Make: CHEVROLET
5) Year: 03
6) Type C=Car T=Trk: MP
7) Body:
8) Color: SILVER
9) Options:
10) #-OF-CYL:
11) GAS/DIES:
12) LICENSE:
13) MILEAGE: 82480
14) KBB: NV TTL 11-5-07
15) MMR:

16) ACV: $ 9,400.00
17) Retail Price:

Command (?):

F3=Save F4=Cancel F6=Clear F8=Home

"MR. BIG VOLUME!" BILL HEARD CHEVROLET USA

DATE	SALESMAN	NUMBER
10/16/07	EASSA,ANDY	11773

F & I	SALESMAN 2
REYES,RIC	

ACCOUNTING

Date: 10/16/07

Deal Number: 601498

RETAIL PURCHASE AGREEMENT

Purchaser's Name: [redacted]

Co-Purchaser's Name: [redacted]

Address: [redacted] ENDERSON NV [redacted] County: CLARK

Home Telephone: [redacted] Work Telephone: [redacted] Cell Phone:

Email Address:

The above information has been requested so that we may verify your identity in accordance with the USA Patriot Act. By signing below, you represent that you are at least 18 years of age and have authority to enter into this Agreement. The Odometer Reading for the Vehicle you are purchasing is accurate unless indicated otherwise. Please refer to the Federal Mileage Statement for full disclosure.

YEAR	MAKE	MODEL	COLOR	STOCK NO.
2007	CHEVROLET	TAHOE	SILVER BIRCH	173831

SERIAL NO. 1GNFC130X7J[redacted]

ODOMETER READING 41 ☐ Not Accurate

THIS VEHICLE IS: XX ☐ NEW ☐ USED

THE VEHICLE IS BEING PURCHASED FOR: ☐ PERSONAL USE ☐ BUSINESS PURPOSE ☐ AGRICULTURAL USE

PRIOR USE DISCLOSURE: ☐ DEMONSTRATOR ☐ FACTORY OFFICIAL ☐ RENTAL ☐ OTHER

USED VEHICLE TRADED IN AND OR OTHER CREDITS

YEAR 2003	MAKE CHEVROLET
MODEL OR SERIES TRAIL	BODY TYPE N/A
STOCK NO. T73831A	
COLOR SILVER	PLATE NUMBER-STATE-YR
M.V.I. OR SERIAL NUMBER 1GNES16S836[redacted]	

USED TRADE-IN ALLOWANCE	$ 12700.00
BALANCE OWED ON TRADE-IN	12200.00
NET ALLOWANCE ON USED TRADE-IN	$ 500.00
DEPOSIT OR CREDIT BALANCE	2700.00
REBATE	$ 5000.00
CASH WITH ORDER	N/A
TOTAL CREDIT (TRANSFER TO RIGHT COLUMN)	$ 8200.00

☐ IF THIS BOX IS MARKED, THE BALANCE OWED TO THE LIENHOLDER ON YOUR TRADE-IN VEHICLE IS ONLY AN ESTIMATE. WE HAVE NOT BEEN ABLE TO CONFIRM THE EXACT PAYOFF AMOUNT AS OF THE DATE OF THIS AGREEMENT. PLEASE READ THE PARAGRAPH TITLED "BALANCE OWED ON TRADE-IN VEHICLE" ON THE REVERSE SIDE BEFORE YOU SIGN BELOW.

[redacted]

TRADE-IN VEHICLE INFORMATION

Year:	Make:	Model:	Color:
2003	CHEVRO	TRAIL	SILVER

Serial No: 1GNES16S836[redacted]

Odometer Reading: ☐ Not Accurate 82480

Trade-In Allowance: 12700.00

Payoff Balance & Lienholder: 12200.00

☐ If this box is marked, and you sign here, the attached Spot Delivery Agreement - notice of rescission of rig[redacted]

OTHER MATERIAL UNDERSTANDINGS AND INTEGRATED DOCUMENTS

PLEASE SEE ATTACHED: AGREEMENT TO ARBITRATE, F&I ACKNOWLEDGEMENT,

AND DELIVERY CONFIRMATION

☐ IF BOX IS MARKED PLEASE SEE ATTACHED DAMAGE DISCLOSURE

CASH PRICE OF VEHICLE	37231.80
OTHER GOODS/SERVICES	
REGISTRATION FEE	
TITLE FEE	28.25
EMISSION INSPECTION FEE	N/A
DOCUMENTARY FEES	499.99
SALES TAX	1939.96
TAXABLE SELLING PRICE	$ N/A
SUBTOTAL	$ 39700.00
TOTAL CREDIT (TRANSFER TO LEFT COLUMN)	8200.00
UNPAID CASH BALANCE DUE ON DELIVERY	31500.00

☐ DEPOSIT/ ☐ PARTIAL PAYMENT The sum of $ 2700.00 was received from you as a Deposit/Partial Payment. It is not refundable, except as set forth in this Agreement. In the case of a Deposit, we will refrain from selling the vehicle for ____ days.

DOCUMENTARY SERVICE FEE: This fee is charged to compensate the Dealership for providing administrative and documentary services and for costs incurred in carrying out the requirements of applicable federal and state laws.

2007	CHEVROLET	TAHOE	SILVER BIRCH	STOCK NO. T73831

SERIAL NO. 1GNFC130X7J[redacted]

ODOMETER READING 41 ☐ Not Accurate

THIS VEHICLE IS: XX ☐ NEW ☐ USED

THE VEHICLE IS BEING PURCHASED FOR: ☐ PERSONAL USE ☐ BUSINESS PURPOSE ☐ AGRICULTURAL USE

PRIOR USE DISCLOSURE: ☐ DEMONSTRATOR ☐ FACTORY OFFICIAL ☐ RENTAL ☐ OTHER

USED VEHICLE TRADE-IN AND/OR OTHER CREDITS

YEAR 2003	MAKE CHEVROLET
MODEL OR SERIES TRAIL	BODY TYPE N/A
STOCK NO. T73831A	
COLOR SILVER	PLATE NUMBER-STATE-YR
M.V.I. OR SERIAL NUMBER 1GNES16S836[redacted]	

USED TRADE-IN ALLOWANCE	$ 12700.00
BALANCE OWED ON TRADE-IN	12200.00
NET ALLOWANCE ON USED TRADE-IN	$ 500.00
DEPOSIT OR CREDIT BALANCE	2700.00
REBATE	$ 5000.00
CASH WITH ORDER	N/A
TOTAL CREDIT (TRANSFER TO RIGHT COLUMN)	$ 8200.00

☐ IF THIS BOX IS MARKED, THE BALANCE OWED TO THE LIENHOLDER ON YOUR TRADE-IN VEHICLE IS ONLY AN ESTIMATE. WE HAVE NOT BEEN ABLE TO CONFIRM THE EXACT PAYOFF AMOUNT AS OF THE DATE OF THIS AGREEMENT. PLEASE READ THE PARAGRAPH TITLED "BALANCE OWED ON TRADE-IN VEHICLE" ON THE REVERSE SIDE BEFORE YOU SIGN BELOW.

[redacted]

TRADE-IN VEHICLE INFORMATION

Year: 2003 Make: CHEVRO Model: TRAIL Color: SILVER

Serial No: 1GNES16S83[redacted] Odometer Reading: ☐ Not Accurate 82480

Trade-In Allowance: 12700.00 Payoff Balance & Lienholder: 12200.00

☐ If this box is marked, and you sign here, the attached Spot Delivery Agreement - notice of rescission of rig[redacted]

OTHER MATERIAL UNDERSTANDINGS AND INTEGRATED DOCUMENTS

PLEASE SEE ATTACHED: AGREEMENT TO ARBITRATE, F&I ACKNOWLEDGEMENT, AND DELIVERY CONFIRMATION

☐ IF BOX IS MARKED PLEASE SEE ATTACHED DAMAGE DISCLOSURE

CASH PRICE OF VEHICLE	37231.80
OTHER GOODS/SERVICES	
REGISTRATION FEE	
TITLE FEE	28.25
EMISSION INSPECTION FEE	N/A
DOCUMENTARY FEES	499.99
SALES TAX	1939.96
TAXABLE SELLING PRICE	$ N/A
SUBTOTAL	$ 39700.00
TOTAL CREDIT (TRANSFER FROM LEFT COLUMN)	8200.00
UNPAID CASH BALANCE DUE ON DELIVERY	31500.00

☐ DEPOSIT/ ☐ PARTIAL PAYMENT The sum of $ 2700.00 was received from you as a Deposit/Partial Payment. It is not refundable, except as set forth in this Agreement. In the case of a Deposit, we will refrain from selling [redacted] days.

DOCUMENTARY SERVICE FEE: This fee is charged to compensate the Dealership for providing administrative and documentary services and for costs incurred in carrying out the requirements of applicable federal and state laws.

WARRANTY STATEMENT

Our Dealership is selling this Vehicle to you AS-IS. We make no representations, promises or warranties, express or implied, as to the merchantability of the Vehicle or whether the Vehicle is suitable or fit for the particular purpose intended, unless we have done so in this Retail Purchase Order or in a separate written agreement signed by us. However, if we make an express warranty in this Order or in a separate written agreement or, within 90 days after the date of this Order, we enter into a service contract with you that applies to the Vehicle, the exclusion of implied warranties set forth in this paragraph does not exclude any implied warranties that may exist with respect to the Vehicle during the term of the agreement in which the express warranty is made. Any warranties by a manufacturer or supplier other than our Dealership are theirs, not ours, and only such manufacturer or supplier shall be liable for performance under such warranties. We neither assume nor authorize any other person to assume for us any liability in connection with the sale of the Vehicle and the related goods and services.

CONTRACTUAL DISCLOSURE STATEMENT (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 contrary provisions in the contract of sale.

☐ Used Vehicle Limited Warranty Applies. We are providing the attached Used Vehicle Limited Warranty in connection with this transaction. Any implied warranties apply for the duration of the Limited Warranty.

I have read and accept the terms and conditions of this Agreement, including the terms and conditions that appear on the reverse side, and hereby acknowledge that this Agreement is complete and accurately reflects the agreements between the Dealership and myself. I further acknowledge receipt of a copy of this Agreement. This Agreement shall not become binding until accepted by an Authorized Dealership Representative.

[redacted]

Accepted by Authorized Dealership Representative

Printed in U.S.A. © 2003 ADP/Nevada (06/05)

DEAL 601498 STOCK# T73831

ODOMETER DISCLOSURE STATEMENT

FEDERAL AND STATE LAW REQUIRES THAT YOU STATE THE MILEAGE OF THE VEHICLE DESCRIBED BELOW UPON TRANSFER OF OWNERSHIP. FAILURE TO COMPLETE OR PROVIDING A FALSE STATEMENT MAY RESULT IN FINES AND/OR IMPRISONMENT

I, BILL HEARD CHEVROLET state that the
Transferor (seller) (print name in full)

odometer now reads 41 miles and to the best of my
(No tenths)

knowledge that it reflects the actual mileage of the vehicle described below, unless one of the following statements is checked.

_____ 1. I hereby certify that to the best of my knowledge the above disclosed odometer reading "EXCEEDS MECHANICAL LIMITS."

_____ 2. I hereby certify that to the best of my knowledge the above disclosed odometer reading is "NOT THE ACTUAL MILEAGE."
WARNING: ODOMETER DISCREPANCY

Vehicle Year	Make	Model	Body Type	Vehicle Identification Number
200[illegible]	CHEVROLET	TAHOE	UT	1GNFC130X7J[redacted]

Transferor's (Seller's) Signature	Transferor's Name *(Print Name in Full)*
[redacted]	BILL HEARD CHEVROLET

Mailing Address *(Include: Street Number and Name, Rural Delivery, Box and/or Apartment Number)*
444 S DECATUR

City or Town	State	Zip Code	Date of Statement
LAS VEGAS	NV	89107	

T[redacted]	Transferee's Name *(Print Name in Full)*
	[redacted]

N[redacted]*ral Delivery, Box and/or Apartment Number)*

City or Town	State	Zip Code	Date of Statement
HENDERSON	NV	[redacted]	

SLS-018

CREDIT APPLICATION

IMPORTANT: READ THESE DIRECTIONS BEFORE COMPLETING THIS APPLICATION **(Purchase / Lease)**

Check Appropriate Box

- ☐ If you are applying for individual credit in your own name and are relying on your own income or assets and not the income or assets of another person as the basis for repayment of the credit requested.
- ☐ If you are married and live in a community property state, complete all Sections including Section C providing information about your spouse.
- ☐ If this is an application for joint credit with another person, complete all Sections providing information in Section C about the co-applicant.

NOTE: APPLICANT, IF MARRIED, MAY APPLY FOR A SEPARATE ACCOUNT.

SELLER	STOCK NO.	V.I.N.	DATE	AMOUNT REQUESTED
		✓	10-16-07	$

SECTION B. Information Regarding Applicant: E-MAIL ADDRESS: CELL PHONE:

[redacted] BIRTHDATE 10-30-69 DRIVER'S LIC NO. [redacted] SOCIAL SECURITY NO./FED. TAX ID. NO. [redacted] AGES OF DEPENDENTS ☐ MARRIED ☐ UNMARRIED ☐ SEPARATED

[redacted] STATE HENDERSON ZIP NV [redacted] HOW LONG AT THIS ADDRESS? 5 YRS. MOS.

PREVIOUS ADDRESSES (TO COVER 5 YEARS' RESIDENCE) CITY STATE ZIP HOW LONG? YRS. MOS. LIVED IN THE COMMUNITY? YRS. MOS.

CITY STATE ZIP HOW LONG? YRS. MOS. LIVED IN THE COMMUNITY? YRS. MOS.

PRESENT EMPLOYER [redacted] OCCUPATION OR RANK ELECTRONIC TECH I DEPT OR BADGE # MOS HOW LONG EMPLOYED? 10 YRS. MOS.

PRESENT EMPLOYER'S ADDRESS [redacted] CITY LAS VEGAS STATE NV [redacted] WORK PHONE [redacted]

PREVIOUS EMPLOYMENT (TO COVER 5 YEAR HISTORY) ADDRESS CITY STATE ZIP PHONE HOW LONG EMPLOYED? YRS. MOS.

ADDRESS CITY STATE ZIP PHONE HOW LONG EMPLOYED? YRS. MOS.

NE[redacted] STATE ZIP HENDERSON, NV PHONE [redacted] RELATIONSHIP FATHER

INC[redacted]

Applicant's gross monthly income from employment ..... $

Alimony, child support, or separate maintenance income need not be revealed if you do not wish to have it considered as a basis for repaying this obligation.

Alimony, child support, separate maintenance received under: court order ☐ written agreement ☐ oral understanding ☐ AMOUNT $

Amount of other monthly income and source(s) ..... $

SECTION C. Information Regarding Spouse, or Co-Applicant (Use separate sheets if necessary) **TOTAL MONTHLY INCOME** $ 1500

[redacted] BIRTHDATE 5-5-72 DRIVER'S LIC NO. SOCIAL SECURITY NO./FED. TAX ID. NO. [redacted] AGES OF DEPENDENTS 1 3 15 ☐ MARRIED ☐ UNMARRIED ☐ SEPARATED

[redacted] STATE HENDERSON NV [redacted] HOME PHONE [redacted] HOW LONG AT THIS ADDRESS? 3 YRS. 0 MOS.

STATE ZIP HOW LONG? YRS. MOS. LIVED IN THE COMMUNITY? YRS. MOS.

CITY STATE ZIP HOW LONG? YRS. MOS. LIVED IN THE COMMUNITY? 4 YRS. 6 MOS.

PRESENT EMPLOYER [redacted] OCCUPATION OR RANK ATTORNEY DEPT OR BADGE # HOW LONG EMPLOYED? 1 YRS. 6 MOS.

PRESENT EMPLOYER'S ADDRESS [redacted] CITY STATE ZIP WORK PHONE [redacted]

[redacted] CITY STATE ZIP PHO[redacted] OW LONG EMPLOYED? YRS. MOS.

ADDRESS CITY STATE ZIP PHONE HOW LONG EMPLOYED? YRS. MOS.

NEAREST RELATIVE NOT LIVING WITH APPLICANT ADDRESS CITY STATE ZIP PHONE RELATIONSHIP

INCOME:

Co-Applicant's gross monthly income from employment ..... $

Alimony, child support, or separate maintenance income need not be revealed if you do not wish to have it considered as a basis for repaying this obligation.

Alimony, child support, separate maintenance received under: court order ☐ written agreement ☐ oral understanding ☐ AMOUNT $

Amount of other monthly income and source(s) ..... $

SECTION D. Asset and Debt Information: List all Debts including Alimony, Child Support, Separate Maintenance. (Use a Separate Page if Necessary) **TOTAL MONTHLY INCOME** $ 2000

(If Section C has been completed, this Section should be completed giving information about both the Applicant and Joint Applicant or Other Person. Please mark Applicant-related information with an A. If Section C was not completed, only give information about the Applicant in this Section.)

LANDLORD OR MORTGAGE HOLDER (APPLICANT) OWN ☑ RENT ☐	ADDRESS	ACCOUNT NO.	MORTGAGE BALANCE $	PYMNT. OR RENT $
LANDLORD OR MORTGAGE HOLDER (CO-APPLICANT) OWN ☐ RENT ☐	ADDRESS	ACCOUNT NO.	MORTGAGE BALANCE $	PYMNT. OR RENT $
DATE HOME PURCHASED	AGE OF HOME	PRICE PAID FOR HOME / ESTIMATED VALUE	2ND MORTGAGE BALANCE $	PAYMENT $

FURNITURE OWNED—NO. ROOMS:	TO WHOM BALANCE OF FURNITURE OWED:	BALANCE OWED: $	ESTIMATED VALUE: $

TYPE OF CREDIT	COMPANY NAME OF ALL OBLIGATIONS	ACCOUNT NUMBER / NAME IN WHICH ACCT. CARRIED	☐ OPEN ☐ CLOSED	ADDRESS	BALANCE	HIGH	MNTHLY PYMNTS OR DATE CLOSED
					$	$	$
					$	$	$
					$	$	$
					$	$	$

PRESENT VEHICLE FINANCED BY / LEASED BY	ADDRESS	ACCOUNT NO.	$
PRESENT VEHICLE FINANCED BY / LEASED BY	ADDRESS	ACCOUNT NO.	$

Alimony, child support, separate maintenance received under: Court Order ☐ Written agreement ☐ Oral understanding ☐ AMOUNT $ _____

Amount of other monthly income and source(s) ..... $ _____

SECTION D. Asset and Debt Information: List all Debts including Alimony, Child Support, Separate Maintenance. (Use a Separate Page if Necessary) TOTAL MONTHLY INCOME $ [illegible]

(If Section C has been completed, this Section should be completed giving information about both the Applicant and Joint Applicant or Other Person. Please mark Applicant-related information with an A. If Section C was not completed, only give information about the Applicant in this Section.)

LANDLORD OR MORTGAGE HOLDER (APPLICANT) OWN ☑ RENT ☐	ADDRESS	ACCOUNT NO.	MORTGAGE BALANCE $	PYMNT. OR RENT $
LANDLORD OR MORTGAGE HOLDER (CO-APPLICANT) OWN ☐ RENT ☐	ADDRESS	ACCOUNT NO.	MORTGAGE BALANCE $	PYMNT. OR RENT $
DATE HOME PURCHASED	AGE OF HOME	PRICE PAID FOR HOME / ESTIMATED VALUE	2ND MORTGAGE BALANCE $	PAYMENT $
FURNITURE OWNED–NO. ROOMS:	TO WHOM BALANCE OF FURNITURE OWED:		BALANCE OWED: $	ESTIMATED VALUE: $

TYPE OF CREDIT	COMPANY NAME OF ALL OBLIGATIONS	ACCOUNT NUMBER / NAME IN WHICH ACCT. CARRIED		ADDRESS	BALANCE	HIGH	MNTHLY PYMNTS OR DATE CLOSED
			☐ OPEN ☐ CLOSED		$	$	$
			☐ OPEN ☐ CLOSED		$	$	$
			☐ OPEN ☐ CLOSED		$	$	$
			☐ OPEN ☐ CLOSED		$	$	$

PRESENT VEHICLE FINANCED BY / LEASED BY	ADDRESS	ACCOUNT NO.	$
PRESENT VEHICLE FINANCED BY / LEASED BY	ADDRESS	ACCOUNT NO.	$

BANK REFERENCE	BRANCH	ACCT. NO.	☑ CHECKING ☑ SAVINGS ☐ LOAN	BALANCE $ BALANCE $ BALANCE $
NEVADA FED				

HAVE YOU EVER HAD ANY PROPERTY REPOSSESSED WITHIN THE PAST 7 YEARS? ☐ YES ☑ NO	DO YOU HAVE ANY LAWSUITS PENDING AGAINST YOU? ☐ YES ☑ NO	HAVE YOU FILED BANKRUPTCY IN THE PAST 4 YEARS? ☐ YES ☑ NO	MILITARY RESERVE? ☐ YES ☑ NO ☐ ACTIVE ☐ INACTIVE

HAVE YOU EVER APPLIED FOR CREDIT IN ANOTHER NAME? ☐ YES ☐ NO IF YES WHAT NAME:

[redacted]	ADDRESS	CITY	STATE	ZIP	[redacted]
		HND	NV		
	ADDRESS	CITY	STATE	ZIP	
		HND	NV		

SECTION E. INSURANCE–IF YOU WISH TO APPLY FOR VEHICLE INSURANCE IN CONNECTION WITH THIS CREDIT APPLICATION, COMPLETE THE FOLLOWING:

Notice: No person is required as a condition precedent to financing the purchase of a vehicle to purchase insurance through a particular insurance company, agent or broker.

PREVIOUS INSURANCE CO. OR AGENT (NAME AND ADDRESS)		WHERE WILL VEHICLE BE GARAGED?	POLICY NO.
HAS YOUR INSURANCE EVER BEEN CANCELLED BY ANY COMPANY? ☐ YES ☑ NO	IF SO, WHY?	NO. OF INSURANCE LOSSES IN PAST 5 YEARS	TOTAL AMOUNT OF LOSSES $

SECTION F. The undersigned (1) makes the above representations, which are certified to be correct, for the purpose of securing credit; (2) authorizes the Financial Institution to gather whatever credit and employment history it considers necessary and appropriate, and also the Financial Intitution to give information concerning the tranaction to others, and (3) understand that we will retain this application whether or not it is approved.

The Financial Institution named below may be requested to purchase a sales finance contract written, or to be written, in connection with your purchase. You are notified pursuant to the Fair Credit Reporting Act that your application may be submitted to them.

FINANCIAL INSTITUTION

ADDRESS

PU[redacted] RECEIPT OF A COPY OF THIS CREDIT STATEMENT.

X [redacted]

APPLICANT'S SIGNATURE

CO-APPLICANT'S SIGNATURE MEANS YOU INTEND TO APPLY FOR JOINT CREDIT.

X [redacted]

CO-APPLICANT'S SIGNATURE

SECTION G.

(1) CASH PRICE ..... $ _____ (1)

(2) DOWN PAYMENT: CASH $ _____

NET TRADE $ _____ ..... $ _____ (2)

(TRADE ALLOW. $ _____ OWED ON TRADE $ _____)

(3) UPAID BALANCE OF CASH PRICE (1 minus 2) ..... $ _____ (3)

(4) OTHER CHARGES

(SPECIFY) $ _____ $ _____ ..... $ _____ (4)

(5) INVOICE ..... $ _____ (5)

(6) TIME BALANCE (3 plus 4) ..... $ _____ (6)

(7) PAYABLE IN _____ MO. INSTALLMENTS OF ..... $ _____ (7)

ANNUAL PERCENTAGE RATE _____ % USED CAR MILES _____

☐ NEW ☐ USED	YEAR	MAKE	MODEL	BODY STYLE
VIN				OPTIONAL EQUIPMENT ☐ AIR ☐ P/S ☐ P/B ☐ AUTO TR. Other _____
TRADE YR.	MAKE	MODEL	BODY STYLE	DEALER NAME

NEVADA

DRIVER LICENSE

[redacted]

ISSN	CLASS	ENDORSE	RESTRICTIONS
[redacted]	C		X

BIRTH DATE	SEX	HEIGHT	WEIGHT	EYES	HAIR
05-05-1972	F	5'03"	150	BRO	BRO

[redacted]

HENDERSON, NV [redacted]

ORGAN DONOR

[redacted]

ID# 2000404024 [redacted] 10-08-2001

[redacted]

HENDERSON NV [redacted]

C

CLASS	ENDRSE	RESTR
M	5' 09"	190	BROWN	BROWN
SEX	HEIGHT	WEIGHT	HAIR	EYES

10-30-1969 10-30-2005

BIRTHDATE EXPIRATION DATE

SIGNATURE

[redacted]

CLASSES:
C-Cars/Vans/Pickups; may tow <10,000 lbs

ENDORSEMENTS:
None

RESTRICTIONS:
None

[redacted]

HENDERSON NV [redacted]

DLN [redacted]

ORGAN DONOR

ISSUED: 10-31-2005

EXPIRES: 10-30-2009

[redacted]

2007 TAHOE 2WD LS
59U SILVER BIRCH METALLIC /V8G
83D TITANIUM
ORDER NO. KZNK27/TRE STOCK NO.
VIN 1GN FC13 0X 7J[redacted]

GENERAL MOTORS CORPORATION
& SUBSIDIARIES
RENAISSANCE CENTER
DETROIT MI 48243-1114
VEHICLE INVOICE 1AD08200536

**********13*39257S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
CC10706 TAHOE 2WD LS	33980.00	31091.70	INVOICE 06/11/07
AS3 3-PASSENGER, 3RD ROW SEAT	460.00	381.80	SHIPPED 06/11/07
C5Y GVW RATING-7100 LB	N/C	N/C	EXP I/T 06/27/07
GT4 REAR AXLE - 3.73 RATIO	100.00	83.00	INT COM 06/27/07
LMG VORTEC 5.3L V8 SFI FLEX FUEL	800.00	664.00	PRC EFF 06/07/07
W/ ACTIVE FUEL MGT TECHNOLOGY			KEYS XXXXX XXXXX
M30 4-SPD AUTOMATIC TRANSMISSION	N/C	N/C	WFP-S QTR OPT-1
R6K ONSTAR TURN-BY-TURN NAVIG AVAIL	N/C	N/C	BANK: GMAC - 021
V1K LUGGAGE RACK - CROSS BARS	45.00	37.35	CHG-TO 39-257
YF5 50-STATE EMISSIONS	N/C	N/C	
1LS TAHOE LS EQUIPMENT GROUP	N/C	N/C	SHIP WT: 5290
			HP: 45.7
			GVWR: 7100
			GAWR.FT: 3200
			GAWR.RR: 4100
			GMS: 32246.30
			SUPPLR: 33690.63
			MRM: 36285.00
			NTR: 1/2
			DAN: ADVER
			MEMO 1619.25

TOTAL MODEL & OPTIONS	35385.00	32257.85	ACT 237	32096.30
DESTINATION CHARGE	900.00	900.00	H/B 261	1061.55
LAM DEALER CONTRIBUTION		382.16	ADV 261	382.16
LAM GROUP CONTRIBUTION		442.31	EXP 65A	442.31
TOTAL	36285.00	33982.32	PAY 310	33982.32

MEMO: TOTAL LESS HOLDBACK AND
APPROX WHOLESALE FINANCE CREDIT 32411.07

****

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.

BILL HEARD CHEVROLET

REMIT TO GMAC NO. 021
VIN 1GNFC130X7J391009
$ 33982.32 INV 1AD08200536
DUE 06/27/07 DEALER 39-257

"MR. BIG VOLUME!"
BILL HEARD
CHEVROLET USA

PRIVACY POLICY

The protection of your nonpublic personal information is important to our Dealership. It is common for companies like ours to share your nonpublic personal information with affiliated third parties (a company that is related by common ownership or corporate control) and, in some cases, with nonaffiliated third parties. Because we recognize that keeping your nonpublic personal information private is important to you, we would like to take this opportunity to explain our Privacy Policy.

About Our Privacy Policy

Our Privacy Policy applies to those persons who obtain from us financial products or services to be used for personal, family or household purposes. Our goal is to respond to your inquiries and to provide products, services and other information you request. This Privacy Policy explains:

- The types of information we may collect about you
- The types of information we may disclose to third parties
- The types of third parties to whom we may disclose information
- How we protect the nonpublic personal information we collect about you

The Types Of Information We May Collect About You

We may collect nonpublic personal information about you from the following sources:

- Information we receive from you on applications or other forms, such as your name, address, telephone numbers, e-mail addresses, birth date, social security number, income and employment history.
- Information about your transactions with us or others, such as your account balances and payment histories.
- Information we receive from your consumer credit reports or a consumer reporting agency, such as your credit worthiness, credit score or credit history.
- Representations made by you to us, such as your employment history, account balances, payment histories, and your relationship with other persons or entities that you have listed as references.

The Types Of Information We May Disclose

We may disclose all of the nonpublic personal information that we collect about you as a consumer, customer, or former customer to third parties as permitted by law. We may also disclose the nonpublic personal information we collect about you to third parties that perform services on our behalf or in connection with the products and services we sell or to other financial institutions with whom we have joint marketing agreements, such as third parties who: Manufacture, supply, or administer the goods and services, including insurance products, warranties and extended service contracts; advertise or market the products and services; make service and customer satisfaction inquiries on our behalf; or provide other related marketing services. We are permitted by law to disclose information about you to third parties that perform such services and/or to other financial institutions with whom we have joint marketing agreements. We are not required to give you the opportunity to opt out of such disclosures.

How We Protect The Nonpublic Personal Information We Collect About You

We take our responsibility to protect your nonpublic personal information very seriously. Whenever we collect information about you, we restrict access to your nonpublic personal information to our employees and those third parties who need the information to respond to your inquires, to provide better customer service, and to provide products, services and other information you request. We explain the importance of protecting your nonpublic personal information to our employees and take appropriate measures to enforce employee responsibilities regarding our Privacy Policy. We also maintain physical, electronic and procedural safeguards to protect the confidentiality and security of the information we collect. We require any third party who receives information about you from us to agree to keep that information confidential and to use the information only as permitted by law.

We appreciate your business and the opportunity to assist you in understanding our Privacy Policy. We hope that you have found this information to be useful and appreciate the opportunity to continue to serve you in the future. If you have any questions about our privacy policies, please feel free to contact us.

CUSTOMER ACKNOWLEDGEMENT: I (We) acknowledge that I (We) received a copy of this Privacy Policy on the date indicated below.

[redacted] 10-16-07

Customer's Signature Date

[redacted]

Customer's Signature Date

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MR. BIG VOLUME!™ BILL HEARD CHEVROLET USA

F&I ACKNOWLEDGEMENT

_____ Financing

When Bill Heard Chevrolet sells the contract you signed for the purchase of your vehicle, **the Dealership may be compensated by your lender for participating in the arrangements,** which allow you to pay for or lease your vehicle over time. **Depending upon the financial arrangements, you may be able to negotiate the interest rate on your loan.** The fee may be a set amount or it may be a difference between the rate at which the finance company purchases your contract from Bill Heard Chevrolet and the customer's actual annual percentage rate. You have the option to comparison shop other finance sources who's rates and terms may be more or less than favorable than those offered by Bill Heard Chevrolet.

_____ B) Financing Forms

Bill Heard Chevrolet may submit your contract to more than one finance company. Many companies will only accept their own form. If the company that purchases your contract will not accept the form you have signed, you may be requested to sign another form. In some cases, a finance source may offer a "conditional approval", which means it will not purchase your contract on the original terms, but will purchase it on different terms. If you agree to the new terms, you will be asked to sign a new contract representing the new terms.

_____ C) Credit Life and Disability Insurance

If your contract includes Credit Life Insurance and/or Disability Insurance, Bill Heard Chevrolet may earn a commission from the insurance company for the sale of this type of insurance. The commission is based on the amount and type of insurance that you buy. Purchase of this insurance is **optional.**

_____ Service Contracts and/or Maintenance Contracts

If you purchased a service contract and/or maintenance agreement for your vehicle, Bill Heard Chevrolet may earn a commission from the service contract company. The commission is based on the type of coverage that you buy. Purchase of a service contract and/or maintenance contract is **optional.**

_____ GAP Addendum (Guaranteed Asset Protection)

If you purchased GAP Addendum for your vehicle, Bill Heard Chevrolet will earn income based on the protection coverage that you buy. Purchase of GAP Addendum is **optional.**

You may request copies of all documents you have signed today.

I have read and understand all the options available to me.

Buyer's Signature _____ Date 10-16-07

Co-Buyer's Signature _____ Date _____

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"MR. BIG VOLUME!"
BILL HEARD
CHEVROLET

SPOT DELIVERY AGREEMENT- NOTICE OF RESCISSION RIGHTS

Customer Name([redacted] Salesperson: MARJORIE L. HAUF

Street Address: [redacted]

Home Telephone: [redacted] Work Telephone: [redacted]

Vehicle Description: 2007 CHEVROLET TAHOE 1GNFC130X7J[redacted]

Year Make Model Vehicle Identification Number (VIN)

Although I have been permitted to take possession of the above-described vehicle, I understand that financing for the purchase of the vehicle has not been finalized. This is known as a "Spot Delivery". The Dealership and I intend that financing for my purchase of the vehicle will be obtained directly from a third party or that the Retail Installment Contract I signed to complete the transaction will be assigned to a third party lender. I understand that this Spot Delivery Agreement is for the purpose of allowing me to take possession of the vehicle, subject to the following terms and conditions, until a final decision regarding my request for financing is made:

1. I must have a valid driver's license to operate the vehicle, maintain full insurance coverage on the vehicle, and may not permit anyone who does not have a valid driver's license to operate the vehicle.

2. I agree to furnish the Dealership any documentation necessary to verify information contained in my credit application. In the event that financing is not obtained from a third party for my purchase of this vehicle or the Dealership is unable to assign the Retail Installment Contract to a third party with whom the Dealership regularly does business pursuant to terms of assignment acceptable to the Dealership within 15 days, the Dealership may elect to rescind the Retail Purchase Order. I will immediately return the vehicle to the Dealership upon my receipt of notice from the Dealership of its election to rescind.

3. In the event that I am required to return the vehicle to the Dealership, I will return the vehicle in the same condition it was in when it left the Dealership, reasonable wear and tear excepted. Upon my return of the vehicle to the Dealership, the Dealership will refund any payments made by me and my Trade-In Vehicle will be returned to me.

4. I understand that I am responsible for paying the cost of repairing any damage that occurred to the vehicle arising out of my use, possession and control of the vehicle and any other amounts I owe the Dealership pursuant to this Agreement and/or the Retail Purchase Order. I further agree to pay $ .12 per mile or $ 25.00 per day, whichever is greater, for my use of the vehicle during this period. I will pay any amounts I owe to the Dealership upon my return of the vehicle.

5. If I am in breach of this Agreement or fail to return the vehicle to the Dealership as required by this Agreement, the Dealership, or any of its agents or employees, may peacefully retake possession of the vehicle, and I will be required to pay all expenses incurred by the Dealership in obtaining possession of the vehicle, including attorney's fees.

6. I will defend, indemnify and hold harmless the Dealership from and against any and all losses, liabilities, damages, injuries, claims, demands, costs and expenses arising out of my use, possession and control of the vehicle and/or any breach of my responsibilities as set forth in this Agreement.

By signing below, I acknowledge that I have read this Spot Delivery Agreement and I fully understand and agree to be bound by the terms and conditions set forth herein. This Spot Delivery Agreement is incorporated by reference into the Retail Purchase Order.

16 OCT 07 16 OCT 07

[redacted] 16 OCT 07 Date Authorized Dealership Representative Date

Customer Date

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"MR. BIG VOLUME"™

BILL HEARD

CHEVROLET

USA

World's Largest Chevy Retailer

ARBITRATION AGREEMENT

Buyer/lessee and dealer agree that all claims, demands, disputes, or controversies of every kind or nature that may arise concerning any of the negotiations leading to the sale, leading to the sale, lease or financing of the vehicle terms and provisions of the sale, lease or financing agreement, arrangements for financing, purchase of insurance, purchase of extended warranties or service contract, the performance or condition of the vehicle; or any other aspects of the vehicle and its sale, lease or financing shall be settled exclusively by binding arbitration conducted pursuant to the provision of Chapter 38 of the Nevada Revised Statutes (the Nevada Arbitration Act), and according to the Commercial Arbitration Rules of the American Arbitration Association.

The arbitrator shall follow the substantive law of the State of Nevada, and shall find the facts specially and state separately his conclusions of law thereon. The arbitrator shall follow applicable legal privileges; including, by way of example only, attorney-client and work product privilege. The arbitrator shall provide a written decision and award. The Arbitrator shall decide any question regarding whether a particular controversy is subject to arbitration. Without limiting the generality of the foregoing, it is the intention of the buyer/lessee and the dealer to resolve by binding arbitration all disputes between them concerning the vehicle, the sale, lease or financing, the condition of the vehicle, any damage to the vehicle, the terms and meaning of any of the documents signed or given in connection with the sale, lease or financing, any representations, promises or omissions made in connection with negotiations for the sale, lease or financing of the vehicle, or any items, conditions or representations made in connection with the financing, credit life insurance, disability insurance, and vehicle extended warranty or service contract purchased or obtained in connection with the vehicle.

Either party may demand arbitration by filing with the American Arbitration Association a written demand for arbitration along with a statement of the matter in controversy. A copy of the demand for arbitration shall simultaneously be served upon the other party. The buyer/lessee and the dealer agree that the arbitration proceedings to resolve all disputes shall be conducted in the city where dealer's facility is located.

This Agreement is binding upon, and inures to the benefit of buyer/lessee and dealer and the officers, employees, agents and affiliated entities of each of them. This Agreement will survive payment of buyer/lessee's obligations and any termination, cancellation or performance of the transactions between buyer/lessee and dealer.

BUYER/LESSEE AND DEALER UNDERSTAND THAT THEY ARE AGREEING TO RESOLVE THE DISPUTE BETWEEN THEM DESCRIBED ABOVE BY BINDING ARBITRATION RATHER THAN BY LITIGATION IN ANY COURT.

Vehicle Description: 07 CHEV TAHO

Vehicle Identification Number 1GNFC130X7J[redacted]

Seller/Lessor/Dealer BILL HEARD CHEVROLET

Buyer/Lessee [redacted]

Buyer/Lessee [redacted]

Date 10/16/07

AGREEMENT

Agreement made and entered this 16 day of OCTOBER, 20 07
Between Bill Heard Chevrolet - Las Vegas, hereinafter referred to as Dealer and
[redacted], herein after referred to as Buyer.

WITNESSETH

Whereas, Dealer and Buyers have entered into a separate contract for the purchase of a vehicle described as follows:
Make: CHEV Model: TAHO VIN # 1GNEC130X7J[redacted]
And, whereas, Buyers has made application for credit in order to effect the herein described purchase, which application has not yet been approved and whereas the parties hereto are desirous of making provisions for Buyer to take immediate possession of the motor vehicle pending the approval of the application for credit.

Now therefore in consideration of the premises and other goods and valuable consideration the receipt and sufficiency of which is acknowledged to the parties hereto agree as follows:

1. Dealer shall allow Buyer to take immediate possession of the herein described Vehicle subject to the terms and conditions hereinafter set forth.

2. In the event Dealer is not able to obtain the commitment of a financial institution to acquire Buyers installment contract on terms agreeable to Dealer, then Buyer will upon oral or written request from Dealer return the motor vehicle to Dealer in the same condition as when delivered normal wear and tear excepted, Whereupon the purchase order contract shall be rescinded without further liability of either party.

3. Buyer recognizes and acknowledges that Dealer retains a security interest in the motor vehicle and that Dealer shall upon failure of Buyer to return the vehicle on demand be entitled to all remedies of a seller under the uniform commercial code of the state of Nevada, and all other statutory and common law remedies available to seller or holder, including but not limited to reimbursement for all costs of repossession or collection and reasonable attorneys fees.

4. In the event that a financial institution other than the original institution contemplated by the Dealer agrees to acquire Buyers installment sales contract, Buyer shall upon request of Dealer execute a new installment sales contract on the forms required by such financial institution.

Executed in Las Vegas, NV the day and year first above written.

_____ BY BILL HEARD CHEVROLET

BUYER: [redacted]

"MR. BIG VOLUME!" BILL HEARD CHEVROLET USA

601498 T73831

INSURANCE COVERAGE ACKNOWLEDGEMENT

Customer Name(s): [redacted] Date: 10/16/2007

Street Address: [redacted] HENDERSON, NV 89015

Home Telephone: [redacted] Work Telephone: [redacted]

Driver's License #: _____ Issuing State: _____ Expiration Date: _____

Vehicle: 2007 CHEVROLET TAHOE 1GNFC130X7J[redacted]

Year Make Model Vehicle Identification Number (VIN)

I understand that the Retail Installment Sales Contract or Finance Contract ("Contract") that I signed in connection with my purchase of the above-described vehicle requires me to provide and maintain insurance on the vehicle against the risks of loss or damage. I understand that this insurance must be in an amount equal to the lesser of the unpaid amount due under the Contract or the value of the vehicle and must be maintained for the entire term of the Contract. I also understand that the holder of the Contract must be named as the loss payee and that the failure to maintain said insurance coverage may be an event of a default under the Contract. In the event of a default, the holder of the Contract may pursue all of the remedies provided by law and in the Contract as it deems appropriate. Having been advised that I may obtain insurance coverage from a company and agent of my choice, I have selected:

Insurance Company: NEVADA CAPITAL Policy #: [redacted]

Agent's Name: _____ Telephone: 227-5727

Address: _____

Insurance Coverage: ☐ Collision $_____ Deductible ☐ Comprehensive $_____ Deductible

Policy Effective From: _____ To: _____ Named Loss Payee: _____

By signing below, I acknowledge that I have read this Insurance Coverage Acknowledgement and understand my obligation to maintain insurance coverage on the above-described vehicle. I further acknowledge and agree that I have given the Dealership permission to contact my Insurance Company to verify that I have obtained insurance coverage for the vehicle.

[redacted] 10/16/2007 10/16/2007

Customer Date Authorized Dealership Representative Date

[redacted] 10/16/2007

Customer Date

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Compliance Enforcement Division
555 Wright Way
Carson City, NV 89711-0900
(775) 684-4790
www.dmvnv.com

DEAL# 601498

DISCLOSURE FORM

NOTICE TO PURCHASER: Nevada State Law requires the use of a disclosure form whenever a seller of a vehicle exercises a valid option to cancel the sale of a vehicle. The seller must provide a disclosure form, and the customer must sign the disclosure form, before the seller and customer may enter into a new agreement for the sale of the same vehicle on different terms, or for the sale of a different vehicle.

YOU ARE NOT OBLIGATED TO PROCEED WITH PURCHASING THE SAME VEHICLE UNDER DIFFERENT TERMS OR TO PURCHASE A DIFFERENT VEHICLE. YOU MAY RETURN THE VEHICLE, PROVIDING NO DAMAGE TO THE VEHICLE HAS OCCURRED SINCE RECEIPT OF THE VEHICLE, OTHER THAN REASONABLE WEAR AND TEAR. THE SELLER MUST RETURN ANY DOWN PAYMENT OR OTHER CONSIDERATION IN FULL, INCLUDING, RETURNING A VEHICLE ACCEPTED IN TRADE.

SECTION 1: TO BE COMLETED BY SELLER

Business Name: BILL HEARD CHEVROLET

Business License Number:

Business Physical Address: 444 S DECATUR LAS VEGAS, NV 89107

SAME VEHICLE SALE INFORMATION

To be completed when the same vehicle is being sold under new sale terms.

Vehicle Year: 2007 Vehicle Make: CHEVROLET Vehicle Model: TAHOE

Vehicle Identification Number: 1GNFC130X7[redacted]

INITIAL TERMS		REVISED TERMS	
Number of Payments:	60	Number of Payments:	60
Monthly Payment:	600.08	Monthly Payment:	600.08
Annual Percentage Rate:	7.44	Annual Percentage Rate:	5.39
Total Finance Charge:		Total Finance Charge:	4504.80
Total Sales Price:	44204.80	Total Sales Price:	44204.80

SECOND VEHICLE SALE INFORMATION

To be completed for a second vehicle when the initial vehicle is returned.

Vehicle Year: Vehicle Make: Vehicle Model:

Vehicle Identification Number:
Number of Payments:
Monthly Payment:
Annual Percentage Rate:
Total Finance Charge:
Total Sales Price:

SECTION 2: TO BE COMPLETED BY BUYER

Buyer's Name: RORY ALLEN [illegible] JR. II JAHE

Buyer's Mailing Address: 869 BUSSORA ROSE DR HENDERSON NV 89015

Telephone Number: 702 565-5568

E-Mail Address:

[redacted]EMENT TO ACCEPTANCE OF SELLER'S TERMS FOUND IN SECTION 1

Accept the terms found in Section 1 of this disclosure

SECTION 1: TO BE COMLETED BY SELLER

Business Name: BILL HEARD CHEVROLET

Business License Number:

Business Physical Address: 444 S DECATUR LAS VEGAS, NV 89107

SAME VEHICLE SALE INFORMATION

To be completed when the same vehicle is being sold under new sale terms.

Vehicle Year: 2007 Vehicle Make: CHEVROLET Vehicle Model: TAHOE

Vehicle Identification Number: 1GNFC130X7J[redacted]

INITIAL TERMS

Number of Payments:
Monthly Payment:
Annual Percentage Rate:
Total Finance Charge:
Total Sales Price:

REVISED TERMS

Number of Payments: 60
Monthly Payment: 600.08
Annual Percentage Rate: 5.39
Total Finance Charge: 4504.80
Total Sales Price: 44204.80

SECOND VEHICLE SALE INFORMATION

To be completed for a second vehicle when the initial vehicle is returned.

Vehicle Year: Vehicle Make: Vehicle Model:

Vehicle Identification Number:
Number of Payments:
Monthly Payment:
Annual Percentage Rate:
Total Finance Charge:
Total Sales Price:

[redacted]

[redacted] HENDERSON NV [redacted]

Buyer's Name:
Buyer's Mailing Address:
Telephone Number: ( )
E-Mail Address:

[redacted]

I, accept the terms found in Section 1 of this disclosure form.

I, understand:

a. That Nevada State Law does not require me to accept the vehicle initially delivered to me under different terms as initially agreed to, or to accept a different vehicle.

b. That I may return the vehicle delivered to me and receive my down payment or other consideration, including my trade in vehicle, providing the vehicle delivered to me has not been damaged other than normal wear and tear.

Initial [redacted]

10/16/07

Signature of Buye[redacted]

Date:

DSxxx (8-2005)

733-8800 Robert

AUTHORIZATION TO RELEASE PAYOFF INFORMATION

Customer Name(s): [redacted] Date: 10-16-07

Dealership Representative: _____ Telephone: _____

Lienholder Information: SILVER STATE C.U.

Trade-In Vehicle Year 2003 Make CHEVY Model: T-BLAZER VIN: 1GNES16S836 [redacted]

I acknowledge and agree that I have given the Dealership permission to contact you in order to obtain payoff information regarding the above-described trade-in vehicle. I understand that information about my account is private and that you may be asked to reveal nonpublic personal information about me to the Dealership. In accordance with the applicable Privacy Laws, I hereby authorize you to release my payoff information to the Dealership and answer any questions that it has with respect to my account. I understand that this information will be used only for the purposes for which it has been provided. Should the Dealership tender payment to payoff the remaining balance, I further authorize you to release the title to the trade-in vehicle to the Dealership.

[redacted]

Customer

Authorized Dealership Representative

Customer

FAX: 647-8053

For Dealership Use Only:

Lienholder Telephone: _____ Fax: _____ Contact Person: _____

Lienholder Address: SILVER STATE C/U

Payoff Amount $ _____ Quoted To: _____ Good Until: _____

Account # _____ 15 Day Pay Off $ _____ Per Diem $ _____

Additional Notes: _____

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Form **W-9**
(Rev. November 2005)
Department of the Treasury
Internal Revenue Service

Request for Taxpayer Identification Number and Certification

Give form to the requester. Do not send to the IRS.

Print or type See Specific Instructions on page 2.

Name (as shown on your income tax return)

Business name, if different from above
[redacted]

Check appropriate box: ☐ Individual/ Sole proprietor ☑ Corporation ☐ Partnership ☐ Other ▶ ☐ Exempt from backup withholding

Address (number, street, and apt. or suite no.)
[redacted]

Requester's name and address (optional)

City, state, and ZIP code
Las Vegas, NV [redacted]

List account number(s) here (optional)

Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on Line 1 to avoid backup withholding. For individuals, this is your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the Part I instructions on page 3. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN* on page 3.

Note. If the account is in more than one name, see the chart on page 4 for guidelines on whose number to enter.

Social security number
| | | | | | | | | |

or

Employer identification number
[redacted]

Part II Certification

Under penalties of perjury, I certify that:

1. The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me), and
2. I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding, and
3. I am a U.S. person (including a U.S. resident alien).

Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the Certification, but you must provide your correct TIN. (See the instructions on page 4.)

Sign Here Signature of U.S. person ▶ [redacted] Date ▶ 8/20/08

Purpose of Form

A person who is required to file an information return with the IRS, must obtain your correct taxpayer identification number (TIN) to report, for example, income paid to you, real estate transactions, mortgage interest you paid, acquisition or abandonment of secured property, cancellation of debt, or contributions you made to an IRA.

U.S. person. Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN to the person requesting it (the requester) and, when applicable, to:

1. Certify that the TIN you are giving is correct (or you are waiting for a number to be issued),
2. Certify that you are not subject to backup withholding, or
3. Claim exemption from backup withholding if you are a U.S. exempt payee.

In 3 above, if applicable, you are also certifying that as a U.S. person, your allocable share of any partnership income from a U.S. trade or business is not subject to the withholding tax on foreign partners' share of effectively connected income.

Note. If a requester gives you a form other than Form W-9 to request your TIN, you must use the requester's form if it is substantially similar to this Form W-9.

For federal tax purposes, you are considered a person if you are:

- An individual who is a citizen or resident of the United States,
- A partnership, corporation, company, or association created or organized in the United States or under the laws of the United States, or
- Any estate (other than a foreign estate) or trust. See Regulations sections 301.7701-6(a) and 7(a) for additional information.

Special rules for partnerships. Partnerships that conduct a trade or business in the United States are generally required to pay a withholding tax on any foreign partners' share of income from such business. Further, in certain cases where a Form W-9 has not been received, a partnership is required to presume that a partner is a foreign person, and pay the withholding tax. Therefore, if you are a U.S. person that is a partner in a partnership conducting a trade or business in the United States, provide Form W-9 to the partnership to establish your U.S. status and avoid withholding on your share of partnership income.

The person who gives Form W-9 to the partnership for purposes of establishing its U.S. status and avoiding withholding on its allocable share of net income from the partnership conducting a trade or business in the United States is in the following cases:

- The U.S. owner of a disregarded entity and not the entity,

"Marjorie Hauf"
<mhauf@ganzhauf.com>
08/19/2008 11:47 AM

To <donna_blackstone@gmexpert.com>
cc
bcc
Subject RE: FW: [redacted] 2007 Tahoe

Donna, the offer is acceptable. The release, unfortunately, is not. It is overbroad and ambiguous in certain provisions to the extent that the Court would require me to sign it. If you are not comfortable with the changes I proposed, knowing what my problems are with the release, I am willing to work with you on language to which we can both agree. If you are not willing to do that, I will simply file a lawsuit followed by a motion to enforce the settlement agreement.

From: donna_blackstone@gmexpert.com [mailto:donna_blackstone@gmexpert.com]
Sent: Tuesday, August 19, 2008 8:42 AM
To: [redacted]
Subject: RE: FW: [redacted] 2007 Tahoe

[redacted]

We will not change the language in the release; however, I have changed the mileage per our request. Let me remind you that GM is entitled to full usage but we have worked with you to resolve this claim and given you a tremendous offset on the usage calculations, i.e., to your benefit of several thousand dollars.

Should your vehicle be stolen or otherwise damaged, you will have the opportunity to resolve the matter with your insurance carrier.

If this offer is not acceptable and I do not hear from you by the end of this week (August 22nd), we will close our file.

Donna Blackstone
GM Legal
800-231-1841 Ext. 41208
866-393-8053 (fax)

[redacted]

08/15/2008 04:38 PM

To <donna_blackstone@gmexpert.com>
cc
Subject RE: FW: Hauf; 2007 Tahoe

If you will not exchange the check for the release, page 1, paragraph 2(b) also needs to be changed or removed. The provisions are ambiguous. Obviously, if this vehicle is stolen or otherwise damaged between the time we sign the release and the time you take possession of the vehicle, I would want that incident handled by the automobile insurance. This problem is avoidable by a simultaneous exchange.

From: donna_blackstone@gmexpert.com [mailto:donna_blackstone@gmexpert.com]
Sent: Friday, August 15, 2008 1:28 PM
To:[redacted]
Subject: RE: FW:[redacted] 2007 Tahoe

Also, we do not do the exchange of release for the check at the time of inspection.

Donna Blackstone
GM Legal
800-231-1841 Ext. 41208
866-393-8053 (fax)

"Marjorie Hauf"
<mhauf@ganzhauf.com>
08/19/2008 11:52 AM

To <donna_blackstone@gmexpert.com>
cc
bcc
Subject RE: FW: [redacted] 2007 Tahoe

History: This message has been replied to.

From: [redacted]
Sent: Tuesday, August 19, 2008 8:48 AM
To: 'donna_blackstone@gmexpert.com'
Subject: RE: FW: [redacted] 2007 Tahoe

Donna, the offer is acceptable. The release, unfortunately, is not. It is overbroad and ambiguous in certain provisions to the extent that the Court would not require me to sign it. If you are not comfortable with the changes I proposed, knowing what my problems are with the release, I am willing to work with you on language to which we can both agree. If you are not willing to do that, I will simply file a lawsuit followed by a motion to enforce the settlement agreement.

From: donna_blackstone@gmexpert.com [mailto:donna_blackstone@gmexpert.com]
Sent: Tuesday, August 19, 2008 8:42 AM
To: [redacted]
Subject: RE: FW: [redacted] 2007 Tahoe

[redacted]

We will not change the language in the release; however, I have changed the mileage per our request. Let me remind you that GM is entitled to full usage but we have worked with you to resolve this claim and given you a tremendous offset on the usage calculations, i.e., to your benefit of several thousand dollars.

Should your vehicle be stolen or otherwise damaged, you will have the opportunity to resolve the matter with your insurance carrier.

If this offer is not acceptable and I do not hear from you by the end of this week (August 22nd), we will close our file.

Donna Blackstone
GM Legal
800-231-1841 Ext. 41208
866-393-8053 (fax)

[redacted]

To <donna_blackstone@gmexpert.com>
cc

08/15/2008 04:38 PM

SubjectRE: FW: [redacted] 2007 Tahoe

If you will not exchange the check for the release, page 1, paragraph 2(b) also needs to be changed or removed. The provisions are ambiguous. Obviously, if this vehicle is stolen or otherwise damaged between the time we sign the release and the time you take possession of the vehicle, I would want that incident handled by the automobile insurance. This problem is avoidable by a simultaneous exchange.

From: donna_blackstone@gmexpert.com [mailto:donna_blackstone@gmexpert.com]
Sent: Friday, August 15, 2008 1:28 PM
To: [redacted]
Subject: RE: FW: [redacted] 2007 Tahoe

Also, we do not do the exchange of release for the check at the time of inspection.

Donna Blackstone
GM Legal
800-231-1841 Ext. 41208
866-393-8053 (fax)

General Motors Corporation
Business Resource Center
PO Box 33170
Detroit, MI 48232-5170

VIA FAX ONLY

June 5, 2008

[redacted]
Las Vegas, NV [redacted]

RE: [redacted]
Service Request: 71-628401063
2007 Chevrolet Tahoe
Vehicle Identification Number: 1GNFC130X7J[redacted]
Legal Research Specialist: Paula Maggard

Dear Ms. Hauf:

This is to advise that General Motors is in receipt of the above referenced case dated May 27, 2008. This case file has been assigned to General Motors' Early Resolution program, and you will be contacted *by a negotiator* in the next 10-15 calendar days for review. The Early Resolution program is designed to facilitate early settlement of warranty matters within a 45-day timeframe.

In order to do a thorough review and assessment of this case, General Motors would appreciate your prompt assistance in having the attached Release of Lien Information form completed and faxed to me at 866-255-3731.

For Client privacy, please do not include the Social Security Number.

Sincerely,

General Motors Corporation

RELEASE OF LIEN INFORMATION

I _____,
(Client's Name)

hereby authorize _____
(Lien holder Name)

_____
(Lien holder Address) (Lien holder Phone Number)

to release any and all information regarding my loan account # _____
(Account Number)

with _____
(Lien holder Name)

to General Motors Corporation, including but not limited to a complete payment history of my account, a loan payoff amount, and per diem information.

Date _____.

VEHICLE INFORMATION

The current vehicle mileage is _____ Date mileage read: _____.

_____ _____
Signature Signature

LG0006
V07092007

2007 TAHOE 2WD LS
59U SILVER BIRCH METALLIC /V8G
83D TITANIUM
ORDER NO. KZNK27/TRE STOCK NO.
VIN 1GN FC13 0X 7J[redacted]

GENERAL MOTORS CORPORATION
& SUBSIDIARIES
RENAISSANCE CENTER
DETROIT MI 48243-1114
VEHICLE INVOICE 1AD08200536

**********13*39257S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
CC10706 TAHOE 2WD LS	33980.00	31091.70	INVOICE 06/11/07
AS3 3-PASSENGER, 3RD ROW SEAT	460.00	381.80	SHIPPED 06/11/07
C5Y GVW RATING-7100 LB	N/C	N/C	EXP I/T 06/27/07
GT4 REAR AXLE - 3.73 RATIO	100.00	83.00	INT COM 06/27/07
LMG VORTEC 5.3L V8 SFI FLEX FUEL	800.00	664.00	PRC EFF 06/07/07
W/ ACTIVE FUEL MGT TECHNOLOGY			KEYS G0198 G0198
M30 4-SPD AUTOMATIC TRANSMISSION	N/C	N/C	WFP-S QTR OPT-1
R6K ONSTAR TURN-BY-TURN NAVIG AVAIL	N/C	N/C	BANK: GMAC - 021
V1K LUGGAGE RACK - CROSS BARS	45.00	37.35	CHG-TO 39-257
YF5 50-STATE EMISSIONS	N/C	N/C	
1LS TAHOE LS EQUIPMENT GROUP	N/C	N/C	SHIP WT: 5290
			HP: 45.7
			GVWR: 7100
			GAWR.FT: 3200
			GAWR.RR: 4100
			GMS: 32246.30
			SUPPLR: 33690.63
			MRM: 36285.00
			NTR: 1/2
			DAN: ADVER
			MEMO 1619.25

TOTAL MODEL & OPTIONS	35385.00	32257.85	ACT 237 32096.30
DESTINATION CHARGE	900.00	900.00	H/B 261 1061.55
LAM DEALER CONTRIBUTION		382.16	ADV 261 382.16
LAM GROUP CONTRIBUTION		442.31	EXP 65A 442.31
TOTAL	36285.00	33982.32	PAY 310 33982.32

MEMO: TOTAL LESS HOLDBACK AND
APPROX WHOLESALE FINANCE CREDIT 32411.07

****

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. 021
BILL HEARD CHEVROLET
VIN 1GNFC130X7J[redacted]
$ 33982.32 INV 1AD08200536
DUE 06/27/07 DEALER 39-257

General Motors Corporation
Business Resource Center
PO Box 33170
Detroit, MI 48232-5170

VIA FAX ONLY

June 6, 2008

Mr. Tom Hodulik, Service Manager
Henderson Chevrolet Company
P O Box 90610
Henderson, NV 89009-0610

RE: [redacted]
Service Request: 71-628401063
2007 Chevrolet Tahoe
Vehicle Identification Number: 1GNFC130X7J[redacted]
Legal Research Specialist: Paula Maggard

Dear Mr. Hodulik:

This is a letter of notification regarding a not-in-suit-matter involving the above referenced customer. Please provide us with copies of these documents regarding this vehicle:

- Service and body shop repair orders of all internal, customer pay, and warranty repair orders, as well as technician notes. Also, include any receipts for aftermarket or dealer add-ons.

This is a time sensitive legal matter.
Please fax these within 24 hours to my personal fax number: 866-255-3731

If there are any fax difficulties or the documents exceed 50 pages, please divide the documents and send two or more groups as appropriate.

In addition, should you be contacted by another party regarding this matter, you may want to consult your own attorney for further direction.
Your cooperation is greatly appreciated. If you have any questions, please contact me directly.

Sincerely,

Paula Maggard
GM BRC Legal

Phone: 866-790-5600 X 11102 Fax: 866-255-3731
Email: paula_maggard@gmexpert.com
Hours: Monday through Thursday 8:00 a.m. to 5:30 p.m., Friday 8:00 a.m. to Noon Central Time.

[redacted]

08/15/2008 04:29 PM

To <donna_blackstone@gmexpert.com>
cc
bcc
Subject RE: FW: [redacted] 2007 Tahoe

Hi, Kathy. Thanks for getting back to me. The current mileage is about 17,000, I believe, but I want to make sure the vehicle is not over the mileage outlined in the release at the time of the exchange. That figure was used in an abundance of caution, since I knew Donna would not be available for a few weeks.

With regards to the other changes in the release, our agreement did not contemplate releasing every entity on the planet, nor did it contemplate requiring my client to indemnify you for every possible action that might ever be brought. The release is far too broad. The changes I suggested merely bring the release within the scope of the agreement. If you have some other suggested language, knowing what the objective is behind my suggested changes, I would certainly be willing to review it.

From: donna_blackstone@gmexpert.com [mailto:donna_blackstone@gmexpert.com]
Sent: Friday, August 15, 2008 1:22 PM
To: [redacted]
Subject: RE: FW: [redacted] 2007 Tahoe

Ms. [redacted]

I am assisting for Donna in her absence, my name is Kathy Sandlin. Unfortunately, we cannot and will not change our release with the alternations you have suggested. The only thing we might be able to change is the mileage, if 19,000 is the true mileage at this time, which does not appear to match our records. At last repair it was only 12,956 on May 14, 2008.

Donna Blackstone
GM Legal
800-231-1841 Ext. 41208
866-393-8053 (fax)

[redacted]

08/08/2008 08:00 PM

To <donna_blackstone@gmexpert.com>
cc
Subject RE: FW: [redacted] 2007 Tahoe

Please make the attached changes to the release. I would prefer to exchange the release for the check at

the time of the inspection.

From: donna_blackstone@gmexpert.com [mailto:donna_blackstone@gmexpert.com]
Sent: Friday, August 08, 2008 11:07 AM
To:[redacted]
Subject: Re: FW:[redacted] 2007 Tahoe

[redacted]

Here is the new repurchase offer letter and release.

I will be out of the office next week and will return Tuesday, August 19th
.

Donna Blackstone
GM Legal
800-231-1841 Ext. 41208
866-393-8053 (fax)

[redacted]

08/06/2008 05:00 PM

To <donna_blackstone@gmexpert.com>
cc
Subject FW:[redacted] 2007 Tahoe

Attached is the payment history.

From:[redacted]
Sent: Wednesday, July 30, 2008 3:34 PM
To: donna_blackstone@gmexpert.com
Subject: RE: [redacted] 2007 Tahoe

Sorry, I have not gotten the payment history yet. I will forward it once I receive it. However, you can contact Chase directly for anything you need if you do not want to wait for it.

From: donna_blackstone@gmexpert.com [mailto:donna_blackstone@gmexpert.com]
Sent: Wed 7/30/2008 3:30 PM
To: [redacted]
Subject: RE: [redacted] 2007 Tahoe

You stated you would send me the payment history once you received it. That is what I was following up on. I will then prepare a new offer for you. After receipt of the required documents, and process the repurchase, I may need to call the lender the day I am processing the paperwork for a new/current payoff.

Donna Blackstone
GM Legal
800-231-1841 Ext. 41208
866-393-8053 (fax)

[redacted]

07/30/2008 05:11 PM

To <donna_blackstone@gmexpert.com>
cc
Subject RE: [redacted] 2007 Tahoe

I guess I am a little confused. I gave Chase Auto authorization to speak directly to you if you need information from them directly. I thought I had given you everything you needed from me. Please let me

know exactly what else you need and I will be happy to provide it.

From: donna_blackstone@gmexpert.com [mailto:donna_blackstone@gmexpert.com]
Sent: Wed 7/30/2008 11:31 AM
To: [redacted]
Subject: RE: Hauf; 2007 Tahoe

Yes, I received your last email; however, in order to prepare and finalize the repurchase figures, I must have this from the lienholder.

Donna Blackstone
GM Legal
800-231-1841 Ext. 41208
866-393-8053 (fax)

[redacted]

07/30/2008 01:57 PM

To <donna_blackstone@gmexpert.com>
cc
Subject RE: [redacted] 2007 Tahoe

Did you receive my last email?

The payoff amount is $26,766.95 if received by August 7th. The per diem is $3.93. I requested a payment history, which will include any late charges or other charges. I will email that to you as soon as I

receive it.

I spoke Crystal Lynn at Chase Auto Finance and gave 30 day authorization for you to obtain any other information that you need.

From: donna_blackstone@gmexpert.com [mailto:donna_blackstone@gmexpert.com]
Sent: Wed 7/30/2008 10:50 AM
To: [redacted]
Subject: RE: [redacted] 2007 Tahoe

Just following up on the lienholder information. I will need it in order to finalize the figures.

Thanks

Donna Blackstone
GM Legal
800-231-1841 Ext. 41208
866-393-8053 (fax)

[redacted]

07/26/2008 03:20 PM

To <donna_blackstone@gmexpert.com>
cc
Subject RE [redacted] 2007 Tahoe

The payoff amount is $26,766.95 if received by August 7th. The per diem is $3.93. I requested a payment history, which will include any late charges or other charges. I will email that to you as soon as I receive it.

I spoke Crystal Lynn at Chase Auto Finance and gave 30 day authorization for you to obtain any other information that you need.

From: donna_blackstone@gmexpert.com [mailto:donna_blackstone@gmexpert.com]
Sent: Sat 7/26/2008 8:23 AM
To: [redacted]
Subject: RE: [redacted] 2007 Tahoe

The registration is in the file. I didn't speak to a person. It is automated. Please furnish the payoff information needed to finalize the figures.

Thanks.

Donna Blackstone
GM Legal
800-231-1841 Ext. 41208
866-393-8053 (fax)

[redacted]

07/24/2008 06:25 PM

To <donna_blackstone@gmexpert.com>
cc
Subject RE: [redacted] 2007 Tahoe

You should have the current registration in the original documents I sent you. The issue was that it had no amount on it. Let me know if you have misplaced the registration and I will get you another copy. I have attached a copy of my driver's license. Do you have a number for the person you were speaking to at Chase? I can call them and see if I can't get it worked out for you to speak to them.

From: donna_blackstone@gmexpert.com [mailto:donna_blackstone@gmexpert.com]
Sent: Thursday, July 24, 2008 3:17 PM
To: [redacted]
Subject: RE: [redacted] 2007 Tahoe

[redacted]

Chase will not give me all the information I need:

payment history
payoff
per diem
late charges
any other charges.

Please obtain this information and forward same to me. Additionally, you will need to submit the lien release form to them because I will need to call for a payoff at the time of repurchase.

Also, I need the registration with your name(s) on it, a copy of the Application for Title and a copy of your driver's license (or your husband's license or both.) My paperwork must match the names on the registration.

The registration receipt is ok for now to do the figures, but our repurchase division requires a copy of the current registration when I submit the paperwork.

Donna Blackstone
GM Legal
800-231-1841 Ext. 41208
866-393-8053 (fax)

[redacted]

07/24/2008 04:40 PM

To <donna_blackstone@gmexpert.com>
cc
Subject RE: [redacted] 2007 Tahoe

Hi, Donna. I hope you had a good trip. As we discussed last week, let's go ahead and wrap this up using the $4,800 figure for the usage/depreciation, and adding in the registration. I have attached the authorization for you to obtain the pay-off amount directly from the lien holder, as well as the receipt for the vehicle registration. Please let me know if you have any additional questions or need any additional information.

From: donna_blackstone@gmexpert.com [mailto:donna_blackstone@gmexpert.com]
Sent: Friday, July 18, 2008 6:44 AM
To: [redacted]
Subject: Re: Possible SPAM - Please Review: RE: [redacted] 2007 Tahoe

[redacted]

You have only told me you "believe" certain figures to be "unfair". I am trying to work with you to repurchase your vehicle and I need you to work with me.

1) What do you think is inaccurate about the full purchase price? I have taken the figures off the sales contract. If I am reading the numbers incorrectly, please let me know where I have made a mistake.

2) You "do not believe the usage/depreciation calculation is correct", yet you don't offer an alternative. Please let me know what you think is "correct."

3) The BBB claim you filed incurred an $80 fee for General Motors, which I am considering adding to the repurchase figures as I don't feel that it is GM's responsibility to educate you on the laws of your state.

4) Usage in a trade would be the same as on repurchase.

5) I am not offering to trade your vehicle, I am offering to repurchase it.

6) I can add the pro-rated current registration if I have a copy of it, indicating the fee.

7) I will need current financial information from your lienholder in order to give you current and accurate repurchase figures. The previous payoff, which you gave me, was good through June 19th. I will need it in writing from the lienholder.

Please get back with me on figures and formulas you believe are accurate.

Thank you.

Donna Blackstone
GM Legal
800-231-1841 Ext. 41208
866-393-8053 (fax)

[redacted]

07/17/2008 05:25 PM

To <donna_blackstone@gmexpert.com>
cc
Subject Possible SPAM - Please Review: RE[redacted], 2007 Tahoe

As I explained when they called, I was contacting the BBB to confirm that the information you were giving me was correct, and determine the basis for the same, which I have been unable to do. There is no reason for that claim to remain open.

With that said, I do not believe the usage/depreciation calculation is correct, nor am I sure your calculation of the "full purchase price" is correct. Further, the registration fees are not included in the offer. However, it has become clear to me that we are not going to agree on these issues.

Therefore, as I explained in my last e-mail, since time is now of the essence, I think we need to work toward getting this vehicle replaced.

From: donna_blackstone@gmexpert.com [mailto:donna_blackstone@gmexpert.com]
Sent: Thursday, July 17, 2008 2:14 PM
To:[redacted]
Subject: RE: [redacted] 2007 Tahoe

I understand you filed a claim with the BBB. I am unable to continue negotiations with you while the BBB case is pending.

Donna Blackstone
GM Legal
800-231-1841 Ext. 41208
866-393-8053 (fax)

Donna Blackstone/Austin/GM1

07/17/2008 03:46 PM

To [redacted]
cc
Subject RE: [redacted] 2007 Tahoe Link

What do you consider to be unfair on our repurchase offer?

Donna Blackstone
GM Legal
800-231-1841 Ext. 41208
866-393-8053 (fax)

[redacted]

07/17/2008 01:34 PM

To <donna_blackstone@gmexpert.com>
cc
Subject RE: [redacted] 2007 Tahoe

I have been unable to confirm this formula with the BBB. I do not believe your offer to be a fair value on

the buy back. With that said, the air conditioning has gone out again on this vehicle. Therefore, since it appears we are not going to come to a resolution on the buy back, and time is now of the essence, perhaps we should work on replacing it instead.

From: donna_blackstone@gmexpert.com [mailto:donna_blackstone@gmexpert.com]
Sent: Friday, July 11, 2008 2:26 PM
To: [redacted]
Subject: RE: [redacted] 2007 Tahoe

[redacted]

The formula is based on the Nevada BBB's formula for settlement.

Donna Blackstone
GM Legal
800-231-1841 Ext. 41208
866-393-8053 (fax)

[redacted]

07/10/2008 08:54 PM

To <donna_blackstone@gmexpert.com>
cc
Subject RE: [redacted] 2007 Tahoe

After a diligent search, I am still not able to find any law supporting your usage calculation. Can you please give me the citation to the law you are relying on for this statement: "The mileage is based on a reasonable allowance pursuant to State law: 14,000 miles divided by 100,000 x purchase price?"

From: donna_blackstone@gmexpert.com [mailto:donna_blackstone@gmexpert.com]
Sent: Tuesday, July 01, 2008 1:09 PM
To: [redacted]
Subject: RE: [redacted] 2007 Tahoe

[redacted]

We are following Nevada State law.

The sales contract indicates the sales tax at $2,924.21 - Line 2.

Line 7(a) indicates a "trade-in sales tax credit" of $984.25, so the actual tax charged was $1,939.96. I could have added the $2,924.21 to the base price and then taken away the credit, but I thought it would just be easier to read by putting in what was actually paid.

The figure you are utilizing of $45,189.05 represents the accrued interest through the entire term of your loan in addition to the financed amount and your total "down payments". Your down payment consisted of the tax credit, cash and the rebate. You did not pay the rebate amount of $5,000 nor did you pay the tax credit of $984.25, so that is not calculated as a refund to you.

Line 1 indicates a selling price of $37,231.80 and then I have itemized the additional costs onto the selling price for a total purchase price.

NSR 597.603 states...."(b) .. A reasonable allowance for use is that amount directly attributable to use by the buyer before his first report of the nonconformity to the manufacturer, agent or dealer **and during any subsequent period when the vehicle is not out of service for repairs.**" I have added the emphasis with the bold print.

Donna Blackstone
GM Legal
800-231-1841 Ext. 41208
866-393-8053 (fax)

[redacted]

06/27/2008 05:55 PM

To <donna_blackstone@gmexpert.com>
cc
Subject RE: [redacted] 2007 Tahoe

Unfortunately, it does not. The sales documents indicate, quite clearly, that the full purchase price of the vehicle was $45,189.05 and the sales tax was $2,924.21. No sales tax credit is identified in the sales documents I have seen.

Additionally, the State Law, namely, NRS 597.630, allows an offset for use of the vehicle, but that offset is limited to the "amount directly attributable to use by the buyer before his first report of nonconformity . . ." I can find no "state law" that provides for the usage calculation you describe in this context. What "state law" are you referring to?

From: donna_blackstone@gmexpert.com [mailto:donna_blackstone@gmexpert.com]
Sent: Friday, June 27, 2008 2:33 PM
To: [redacted]
Subject: RE: [redacted] 2007 Tahoe

The mileage is based on a reasonable allowance pursuant to State law: 14,000 miles divided by 100,000

x purchase price.

The repurchase figures are taken from the sales documents.

I hope that helps clarify the figures.

Donna Blackstone
GM Legal
800-231-1841 Ext. 41208
866-393-8053 (fax)

[redacted]

06/25/2008 04:14 PM

To <donna_blackstone@gmexpert.com>
cc
Subject RE: [redacted] 2007 Tahoe

As it appears you are refusing to adjust your offer, please, specifically, explain to me your calculations with regard to usage, including the sources on which you are basing your calculations, and where your are deriving the remainder of the figures utilized in your offer, including the sales tax, sales tax credit, and the full purchase price.

From: donna_blackstone@gmexpert.com [mailto:donna_blackstone@gmexpert.com]
Sent: Wednesday, June 25, 2008 9:02 AM
To: [redacted]
Subject: RE: [redacted] 2007 Tahoe

[redacted]

Pursuant to NRS 597.630 we are correct on our calculation for mileage/usage. Please call me if I need to clarify the language in that statute.

Additionally, the purchase price in my offer is accurate as we are not required to pay the full interest calculated over the term of the loan.

The sales tax is accurate since you were given a sales tax credit for the trade in.

If you send me the current registration indicating the fee paid, I will pro-rate that amount and calculate it in the payoff. That is the only adjustment we will make to the repurchase figures.

Donna Blackstone
GM Legal
800-231-1841 Ext. 41208
866-393-8053 (fax)

[redacted]

06/24/2008 08:23 PM

To <donna_blackstone@gmexpert.com>
cc
Subject RE: [redacted]; 2007 Tahoe

Please see attached response

From: donna_blackstone@gmexpert.com [mailto:donna_blackstone@gmexpert.com]
Sent: Tuesday, June 24, 2008 1:27 PM
To: [redacted]
Subject: RE: [redacted] 2007 Tahoe

[redacted]

Here is the offer to repurchase your 2007 Tahoe which is based on the payoff amount you gave me below. These repurchase figures are contingent upon verification of payoff in writing from your lender.

Donna Blackstone
GM Legal
800-231-1841 Ext. 41208
866-393-8053 (fax)

[redacted]

06/19/2008 06:06 PM

To <donna_blackstone@gmexpert.com>
cc
Subject RE: Hauf; 2007 Tahoe

October 2012

From: donna_blackstone@gmexpert.com [mailto:donna_blackstone@gmexpert.com]
Sent: Thursday, June 19, 2008 1:11 PM
To: [redacted]
Subject: Re: [redacted] 2007 Tahoe

Can you tell me the payoff date?

Donna Blackstone
GM Legal
800-231-1841 Ext. 41208
866-393-8053 (fax)

[redacted]

06/19/2008 03:52 PM

To <donna_blackstone@gmexpert.com>

cc
Subjec[redacted] 2007 Tahoe

Good afternoon, Donna. Thank you for taking the time to speak to me today.

The lien holder on this vehicle is Chase Auto, the pay off amount is $27,812.44 with interest accruing at $4.07 per day. Please let me know if you need any additional information.

Marjorie Hauf, Esq.
Ganz & Hauf
701 Bridger, Suite 120
Las Vegas, NV 89101
Phone: (702) 598-4529
Fax: (702) 598-3626

Chase Auto Finance
900 Stewart Avenue
Garden City, New York 11530

CHASE

[redacted]

HENDERSON, NV [redacted]

07/28/08 0

RE: ACCOUNT [redacted]

Dear [redacted]

We are happy to process your recent request for a payment history summary. Enclosed is your summary which shows your record of transactions and ending balance.

For your convenience and as an added value, we now offer two additional services:

* Paymatics®: Automatic debits from your checking account for your payment helps you make payments easily. (Simply call for an authorization form).

* Automated Account Information: By dialing our 800#, using a touch tone phone and entering your account number, you can receive automated information on your payoff amount, interest paid, last transaction posted, make a payment, order coupons or obtain our mailing address. This service is available 24 hours a day, seven days a week.

If we can be of any additional assistance, please contact our Customer Service Department at 1-800-336-6675, Monday through Friday, between 8:00a.m. and 9:00p.m. ET and Saturday 9:00a.m. to 5:30p.m. ET.

We value you as a customer and look forward to serving your needs in the future.

Sincerely,

Customer Service

Chase Auto Finance
900 Stewart Avenue
Garden City, New York 11530

CHASE

RE: ACCOUNT [redacted]

* * * * * * * * * * * * * TRANSACTION SUMMARY * * * * * * * * * * * * * * * * *

EFF DATE	POST DATE	TRAN AMOUNT	TRAN DESC	TRAN CODE	PRINCIPAL AMOUNT	INT AMOUNT	PRINCIPAL BALANCE
10/16/07	10/24/07	31500.00	LOANFUND	7001	31500.00	0.00	31500.00
11/06/07	11/06/07	600.08-	PAYMENT	8080	502.40	97.68	30997.60
11/20/07	11/20/07	600.08-	PAYMENT	8080	536.00	64.08	30461.60
12/27/07	12/27/07	600.08-	PAYMENT	8080	433.64	166.44	30027.96
01/23/08	01/23/08	600.08-	PAYMENT	8080	480.63	119.45	29547.33
02/20/08	02/20/08	600.08-	PAYMENT	8080	478.23	121.85	29069.10
03/25/08	03/25/08	600.08-	PAYMENT	8080	454.53	145.55	28614.57
04/28/08	04/28/08	600.08-	PAYMENT	8080	456.81	143.27	28157.76
05/27/08	05/27/08	600.08-	PAYMENT	8080	479.82	120.26	27677.94
06/24/08	06/24/08	600.08-	PAYMENT	8080	485.96	114.12	27191.98
07/22/08	07/22/08	600.08-	PAYMENT	8080	487.95	112.13	26704.03

GANZ &
701 BRIDGER
LAS VEGAS, N

CERTIFIED MAIL™

7007 2560 0000 0944 1159

PASLER $6.31

US POSTAGE

JUN 0 2 2008

GM BRC Legal
1919 Concept Dr.
Warren MI 48091

[redacted]

May 27, 2008

GM BRC Legal
1919 Concept Drive
Warren, MI 48091

Re:	***Claim No.:***	***71-628401063***
	My Client:	[redacted]
	Vehicle:	***20007 Chevrolet Tahoe***
	Vin No:	***IGNFC130X7J*** [redacted]

To Whom it May Concern:

Please find attached the purchase order, registration, and work orders with regards to the above-referenced claim. As you can see from the attached documentation, my client's vehicle has been out of service for repairs for more than thirty (30) calendar days, *and* in for repair of the same nonconformity more than four times, within the first year of ownership.

Pursuant to NRS 597.630, please initiate replacement proceedings immediately. Please contact me directly to facilitate replacement of the defective vehicle. I can be reached at (702) 598-4529.

Sincerely,

[redacted]

/mlh

701 Bridger Avenue, Suite 120 • Las Vegas, NV 89101
Tel: 702.598.4LAW (4529) • www.ganzhauf.com • Fax: 702.598.3626

SECTION A: [redacted]

Buyer's Name: [redacted]
Address:
City: HENDERSON County: CLARK
State: NV Zip: [redacted]
Bus. Phone: ([redacted] Res. Phone: ([redacted]

CREDITOR: BILL HEARD CHEVROLET
Address: 444 S DECATUR
City: LAS VEGAS County: NV
State: NV Zip: 89107
Phone: (702-870-9444

Stock No. T73831 Salesman EASSA,ANDY Date 10/16/2007

SECTION B: DISCLOSURE MADE IN COMPLIANCE WITH FEDERAL TRUTH-IN-LENDING ACT

ANNUAL PERCENTAGE RATE	The cost of your credit as a yearly rate:	5.39 %
FINANCE CHARGE	The dollar amount the credit will cost you:	$ 4504.80 (e)
AMOUNT FINANCED	The amount of credit provided to you or on your behalf:	$ 31500.00
TOTAL OF PAYMENTS	The amount you will have paid after you have made all payments as scheduled:	$ 36004.80 (e)
TOTAL SALES PRICE	The total cost of your purchase on credit, including your down payment of $ 9184.25	$ 45189.05 (e)

Your Payment Schedule will be: (e) means an estimate

Number of Payments	Amount of Payments	When Payments Are Due
N/A	N/A	N/A
59	600.08	MONTHLY BEGINNING: 11/15/2007
1	600.08	DUE ON: 10/15/2012

INSURANCE: Credit life insurance, credit disability insurance and debt cancellation coverage, which is also known as GAP coverage, are not required to obtain credit, and will not be provided unless you sign and agree to pay the additional cost.

Type	Premium	Term	Signature(s)
Credit life:	$ N/A	N/A	I want credit life insurance: X SIGNATURE(S)
Joint credit life:	$ N/A	N/A	We want joint credit life insurance: X SIGNATURE(S)
Credit disability:	$ N/A	N/A	I want credit disability insurance: X SIGNATURE(S)
Credit life and disability:	$ N/A	N/A	I want credit life and disability insurance: X SIGNATURE(S)
Joint credit life and disability:	$ N/A	N/A	We want joint credit life and single disability insurance: X SIGNATURE(S)
Debt cancellation coverage (GAP coverage)	$ N/A	N/A	I want debt cancellation coverage (GAP/Coverage): X SIGNATURE(S)

You may obtain property insurance from anyone you want that is acceptable to the Creditor above. If you get the insurance from the Creditor you will pay $ N/A and the term of the insurance will be N/A.

SECURITY: You are giving a security interest in the goods or property being purchased.

☐ Other (Check if applicable)

Filing fee $ N/A. Nonfiling insurance $ N/A.

LATE CHARGE: If a payment is more than 10 days late, you will be charged $15 or 8 percent of the payment, whichever is less.
PREPAYMENT: If you pay off early, you will not have to pay a penalty.

See your contract documents for any additional information about nonpayment, default, any required repayment in full before the scheduled date, and penalties.

SECTION D: VEHICLE RETAIL INSTALLMENT CONTRACT AND SECURITY AGREEMENT

This contract is made the 16TH (day) of OCTOBER (month), of 2007 (year), between you, the Buyer(s) shown above, and us, the Seller shown as Creditor above. Having been quoted a cash price and a credit price and having chosen to pay the credit price (shown as the Total Sales Price in Section B above), you agree to buy and we agree to sell, subject to all the terms of this contract, the following described vehicle, accessories and equipment (all of which are referred to in this contract as "Collateral"):

New or Used: NEW Year and Make: 2007 CHEVROLET

Series: TAHOE Body Style: UT No. Cyl.: 8

If truck, ton capacity: N/A

Manufacturer's Serial Number: 1GNEC130X7J[redacted]

Use for which purchased: ☐ Personal ☐ Business ☐ Agriculture

INCLUDING:

☐ Sun/Moon Roof ☐ Air Conditioning ☐ Automatic Transmission
☐ Power Steering ☐ Power Door Locks ☐ Power Seats
☐ Power Windows ☐ Tilt Wheel ☐ Vinyl Top
☐ Cassette ☐ Cruise Control ☐ AM/FM Stereo
☐ Compact Disc Player

SILVER Color Tires Lic. No

You, severally and jointly, promise to pay to us the Total of Payments (shown in Section B above) according to the Payment Schedule (also shown in Section B above), until paid in full, together with interest after maturity at the Annual Percentage Rate disclosed above.

To secure such payment, you grant to us a purchase money security interest under the Uniform Commercial Code in the Collateral and in all accessions to and proceeds of the Collateral. Insurance in which we or our assignee are named as beneficiary or loss payee, including any proceeds of such insurance or refunds of unearned premiums, or both, are assigned as additional security for this obligation and any other obligation created in connection with this sale. We, our successors and assigns, hereby waive any other security interest or mortgage which would otherwise secure your obligations under this contract except for the security interests and assignments granted by you in this contract.

Address where Collateral will be located:

Street [redacted] City HENDERSON
County CLARK State NV

Your address after receipt of possession of Collateral:

Street [redacted] City HENDERSON

SECTION C: ITEMIZATION OF AMOUNT FINANCED

1. Vehicle Selling Price ..... $ 37231.80
   Plus: Documentary Fees ..... $ 499.99
   Plus: Emission Inspection Fee ..... $ N/A
   Plus: Other ( ) $ N/A
   Plus: Other ( ) $ N/A
   Taxable Selling Price ..... $ 37731.79
2. Total Sales Tax ..... $ 2924.21
3. Amounts Paid to Public Officials
   a. Titling Fee ..... $ 28.25
   b. Registration Fee ..... $ N/A
   c. Other (N/A) $ N/A
   TOTAL OFFICIAL FEES (Add 3a through 3c) ..... $ 28.25
4. Plus Other Charges
   a. Extended Service Contract* ..... $ N/A
   b. Driveaway Permit ..... $ N/A
   c. Other ( ) $ N/A
   d. Other ( ) $ N/A
   Total OTHER CHARGES (Add 4a through 4d) ..... $ N/A
5. Total Cash Sales Price (Add 1 through 4) ..... $ 40684.25
6. Gross Trade-In Allowance ..... $ 12700.00
   2003 CHEV TRAIL
   YEAR MAKE MODEL
   Minus: Payoff Balance ..... $ 12200.00
   Net Trade-In Allowance ..... $ 500.00
7. Down Payment (Other Than Net Trade-In Allowance):
   a. Trade-In Sales Tax Credit ..... $ 984.25
   b. Cash ..... $ 2700.00
   c. Manufacturer's Rebate ..... $ 5000.00
   d. Other ( ) $ N/A
   Down Payment (Add 7a through 7d) ..... $ 8684.25
8. TOTAL DOWN PAYMENT AND NET TRADE-IN ALLOWANCE (Add 6 and 7) ..... $ 9184.25
9. UNPAID BALANCE OF CASH SALES PRICE (Subtract 8 from 5) ..... $ 31500.00
10. Plus Optional Insurance Charges*
    a. Credit Life Insurance Premium Paid to ( ) Term (N/A) $ N/A
    b. Credit Disability Insurance Premium Paid to ( ) Term (N/A) $ N/A
    c. Debt Cancellation Coverage (GAP Coverage) Paid to ( ) Term (N/A) $ N/A

PRICE ... down payment of $ 9184.25 $ 45189.05

the insurance from the Creditor you will pay $ N/A and the term of the insurance will be N/A.

SECURITY: You are giving a security interest in the goods or property being purchased.

☐ Other (Check if applicable)

Filing fee $ N/A. Nonfiling insurance $ N/A.

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If truck, ton capacity: N/A

Manufacturer's Serial Number: 1GNEC13OX7J[redacted]

Use for which purchased: ☐ Personal ☐ Business ☐ Agriculture

INCLUDING:

☐ Sun/Moon Roof ☐ Air Conditioning ☐ Automatic Transmission
☐ Power Steering ☐ Power Door Locks ☐ Power Seats
☐ Power Windows ☐ Tilt Wheel ☐ Vinyl Top
☐ Cassette ☐ Cruise Control ☐ AM/FM Stereo
☐ Compact Disc Player

SILVER Color BT Tires _____ Lic. No

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To secure such payment, you grant to us a purchase money security interest under the Uniform Commercial Code in the Collateral and in all accessions to and proceeds of the Collateral. Insurance in which we or our assignee are named as beneficiary or loss payee, including any proceeds of such insurance or refunds of unearned premiums, or both, are assigned as additional security for this obligation and any other obligation created in connection with this sale. We, our successors and assigns, hereby waive any other security interest or mortgage which would otherwise secure your obligations under this contract except for the security interests and assignments granted by you in this contract.

Address where Collateral will be located:

Street [redacted] City HENDERSON

County CLARK State NV

Your address after receipt of possession of Collateral:

Street [redacted] City HENDERSON

County CLARK State NV

NOTICE OF RESCISSION RIGHTS

If the Buyer signs here, the notice of rescission rights on the reverse side is applicable to this contract.

Buyer's Signature X [redacted]

Co-Buyer's Signatu[redacted]

SECTION C: ITEMIZATION OF AMOUNT FINANCED

1. Vehicle Selling Price ..... $ 37231.80
   Plus: Documentary Fees ..... $ 499.99
   Plus: Emission Inspection Fee ..... $ N/A
   Plus: Other ( ) $ N/A
   Plus: Other ( ) $ N/A
   Taxable Selling Price ..... $ 37731.79
2. Total Sales Tax ..... $ 2924.21
3. Amounts Paid to Public Officials
   a. Titling Fee ..... $ 28.25
   b. Registration Fee ..... $ N/A
   c. Other (N/A) $ N/A
   TOTAL OFFICIAL FEES (Add 3a through 3c) ..... $ 28.25
4. Plus Other Charges
   a. Extended Service Contract* ..... $ N/A
   b. Driveaway Permit ..... $ N/A
   c. Other ( ) $ N/A
   d. Other ( ) $ N/A
   Total OTHER CHARGES (Add 4a through 4d) ..... $ N/A
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   2003 CHEV TRAIL
   YEAR MAKE MODEL
   Minus: Payoff Balance ..... $ 12200.00
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   a. Trade-In Sales Tax Credit ..... $ 984.25
   b. Cash ..... $ 2700.00
   c. Manufacturer's Rebate ..... $ 5000.00
   d. Other ( ) $ N/A
   Down Payment (Add 7a through 7d) ..... $ 8684.25
8. TOTAL DOWN PAYMENT AND NET TRADE-IN ALLOWANCE (Add 6 and 7) ..... $ 9184.25
9. UNPAID BALANCE OF CASH SALES PRICE (Subtract 8 from 5) ..... $ 31500.00
10. Plus Optional Insurance Charges*
    a. Credit Life Insurance Premium
    Paid to ( ) Term (N/A) $ N/A
    b. Credit Disability Insurance Premium
    Paid to ( ) Term (N/A) $ N/A
    c. Debt Cancellation Coverage (GAP Coverage)
    Paid to ( ) Term (N/A) $ N/A
    d. Other Insurance
    Paid to ( ) Term (N/A) $ N/A
11. Other Amounts Financed
    a. _____
    Paid to ( ) ..... $ N/A
    b. _____
    Paid to ( ) ..... $ N/A
12. TOTAL AMOUNT FINANCED (Add 9, 10 and 11) ..... $ 31500.00

*Seller may retain or receive a portion of this amount.

STATE DISCLOSURE REQUIREMENTS: The provisions of Section B and Section C above are incorporated into this agreement for purposes of state disclosure requirements.

Additional Terms and Conditions: The additional terms and conditions set forth on the reverse side hereof are a part of this contract and are incorporated herein by reference.

OPTION: _____ You pay no Finance Charge if the Total Amount Financed, Item No. 12, Section C, is paid in full on or before the _____ (day) of _____ (month) of _____ (year).

SELLER'S INITIALS: _____

SECTION E: NOTICE TO BUYER

Do not sign this agreement before you read it or if it contains any blank spaces. You are entitled to a completed copy of this agreement. If you fail to perform your obligations under this agreement, the vehicle may be repossessed and you may be liable for the unpaid indebtedness evidenced by this agreement.

If you are buying a used vehicle with this contract, as indicated in the description of the vehicle above, federal regulation may require a special buyer's guide to be displayed on the window.

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 text of the preceding two paragraphs is set forth below in Spanish.

Si usted está comprando un vehículo usado mediante este contrato según la descripción del vehículo arriba, la ley federal podrá exigir que la ventanilla demuestre una guía especial para el comprador.

LA INFORMACIÓN QUE USTED VE EN LA FORMA DE VENTANILLA PARA ESTE VEHÍCULO ES PARTE DE ESTE CONTRATO. LA INFORMACIÓN EN LA FORMA DE VENTANILLA DOMINA CUALESQUIER ESTIPULACIÓN CONTARIA EN EL CONTRATO DE VENTA.

BUYER AND CO-BUYER ACKNOWLEDGE RECEIPT OF A TRUE AND COMPLETELY FILLED-IN COPY OF THIS CONTRACT AND THE ABOVE DISCLOSURE AT THE TIME OF SIGNING.

LIABILITY INSURANCE COVERAGE FOR BODILY INJURY AND PROPERTY DAMAGE CAUSED TO OTHERS IS NOT INCLUDED UNLESS OTHERWISE INDICATED IN SECTION C ABOVE.

Buyer: X [redacted] Date: 10/16/2007 Co-Buyer: X [redacted] Date: 10/16/200

Creditor: BILL HEARD CHEVROLET Date: _____ Title: _____

This certificate shows registered ownership only. Legal ownership is shown on the certificate of title.

You Must:

- Maintain security (insurance or qualified self-insurer) for a motor vehicle for the entire time the vehicle is registered in Nevada. **VEHICLE MUST BE INSURED BY AN INSURANCE COMPANY LICENSED IN THE STATE OF NEVADA.**
- If you cancel your insurance you must cancel your registration certificate and license plates in order to avoid registration suspension and reinstatement fees of up to **$250.00.**
- **Remove your plates if you sell this vehicle.** As soon as possible, either officially transfer your plates to another vehicle owned by you, or surrender the plates to the Department of Motor Vehicles. If plates are not transferred or surrendered within 44 days, the registered owner may be subject to monetary sanctions.
- Carry this certificate, or a legible copy, in the vehicle.
- Immediately apply for a duplicate if your registration certificate or license plates/decals are lost, mutilated, or illegible.
- Notify the Department of Motor Vehicles within 30 days of moving to a new address.
- Keep evidence of insurance in the motor vehicle.

Fold Here

DMV
Nevada Department of Motor Vehicles

Issue Date : 11/03/2007 **OP :** 3060
Plate Style : VETERAN - NAVY
Plate Background : VETERANS - NAVY

Expires : 11/03/2008
Decal Number : D93103

License Number	Year	Make	Type	Model Name	Cyl	MSRP	Fuel	Axle	Decl Weight	Unldn Weight
VN6065	2007	CHEVROLT4W		C1500 TAHOE	8	$33,115.00	F	2	0	0

Vehicle Identification Number
1GNFC130X7J391009

County Based
CLARK

HAU[redacted]
HAU[redacted]
869 B[redacted]
HEN[redacted]

RD-1 (NSPO Rev. 5-06)

(O) 5135

HENDERSON CHEVROLET

240 NORTH GIBSON ROAD • HENDERSON, NV 89014-6700 • (702) 558-2438
www.hendersonchevy.com

08884 QS

Adv: 473 RAY E. BEAUCHAMP	Tag: 2518	License: 6065	1GNFC130X 7J[redacted]	Page: 1	Invoice: W06167

Invoice to	Driver/Owner Information
[redacted] HENDERSON, NV [redacted] Work: [redacted] Work Ext: CELL	[redacted] HENDERSON, NV [redacted] Work: [redacted] Work Ext: CELL

For Office Use			Vehicle Information	
Odometer in: 12956 Out:		Dist: CHV WAR W Prelim	07 CHEVROLET TAHOE 4DR SUV Silver	
Begin: 05/14/08	Done: 05/21/08	Invoiced: 05/21/08 17:25 AM		Sold: 10/22/07

Customer Concern

Concern 43	CHEVROLET/GEO COURTESY TRANSPORATION PROGRAM PO #198622			Operation	Tech	Amount
Cause	RENTAL			43	001	0.00
Correction	ONE-WAY SHUTTLE/RENTAL OR LOANER VEHICLE					
Comment	$37.00 OR $42.00 PER DAY FOR THREE DAYS MAX					
Parts	Part Number	PO#	Note	Description	Qty	Sell	
		198622		EPRISE. 477678 AM	1	294.00	294.00
	Tech 001 I, TEAM						
				COND CODE : MJ			
				FAIL CODE : 98			
					Subtotal		
					SUBLET		294.00
Type: W					TOTAL CHARGE FOR CONCERN		294.00

Concern 51	W/ CUST. STATES REAR AIR IS BLOWING HOT WHEN IT WANTS	Operation	Tech	Amount
Cause	CHAFFED WIRING IN REAR AC HARNESS	N6642	741	131.85
Correction	DIAG AND REPAIRED WIRING AT REAR ACTUATORS SEE STORY 1.0 OLH			
Tech Notes	VERIFIED COMPLAINT NO REAR COLD AIR. SCANED DATA NO CODES MODE DOOR AND TEMP DOOR INOP SET AT DEFAULT. CONTACTED TAC CASE#10288725 WAS TOLD TO DUPLICATE CONCERN AND CHECK VOLTAGES FOR ACTUATOR 5VOLT AND LOW REFRENCE AT TIME OF MALFUNCTION. TEST DROVE SEVRAL TIMED TO DUPLICATE CONCERN ACESSED ACTUATORS AT REAR OF AUX. HVAC CASE AND CHECKED 5V REFRENCE FOUND INTERMETENT VOLTAGE. FOUND CHAFFING OF WIRES AT REAR OF HVAC CASE CONTACTING BODY POSSABLE CAUSE OF DOOR MALFUNCTION. INSULATED WIRES FROM CONTACT ON CKTS 596,AND 1798.REPOSITIONED HARNESS,REASSEMBLED AND TEST DROVE 10 MILES TO VERIFY REPAIR. 0.5 ST 1.0 OLH			
Comment	0.5 ST TIME 1.0 OLH OK TOM H			

UNLESS OTHERWISE NOTED, ALL PARTS ITEMIZED ON THIS INVOICE ARE NEW GENERAL MOTORS PARTS.

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED ABOVE. X

240 NORTH GIBSON ROAD • HENDERSON, NV 89014-6700 • (702) 558-2438
www.hendersonchevy.com

08884 QS

Adv: 473 RAY E. BEAUCHAMP	Tag: 2518	License: 6065	1GNFC130X 7J[redacted]	Page: 2	Invoice: W06167

Invoice to: [redacted]	Driver/Owner: [redacted]
Invoiced: 05/21/08 17:25:14 AM	07 CHEVROLET TAHOE 4DR SUV Silver

Tech 741 FARKAS, LEON

COND CODE : OK
FAIL CODE : 7J

Type: W

Subtotal	
LABOR MECHANICAL	131.85
TOTAL CHARGE FOR CONCERN	131.85

Summary of Charges for Invoice W06167		Payment Distribution for Invoice W06167	
SUBLET	294.00	TOTAL CHARGE	425.85
LABOR MECHANICAL	131.85		
TOTAL CHARGE	425.85	FAC WARRANTY	425.85

If you have any questions - please see RAY E. BEAUCHAMP
THANK YOU FOR CHOOSING HENDERSON CHEVROLET
WE KNOW YOU HAVE A CHOICE AND THAT WE ARE PRIVLEDGED
TO HAVE YOU AS A CUSTOMER!
WE WILL DO EVERYTHING POSSIBLE TO MAKE YOU COMPLETELY SATISFIED!

UNLESS OTHERWISE NOTED, ALL PARTS ITEMIZED ON THIS INVOICE ARE NEW GENERAL MOTORS PARTS.

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED ABOVE. X

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HENDERSON CHEVROLET

846

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Adv: 473 RAY E. BEAUCHAMP	Tag: 2330	License: NA	1GNFC130X 7J[redacted]	Page: 1	Invoice: W85774

Invoice to	Driver/Owner Information
[redacted] HENDERSON, NV [redacted] Home [redacted]	[redacted] HENDERSON, NV [redacted] Home: [redacted]
For Office Use	**Vehicle Information**
Odometer in: 1085 Out: / Dist: CHV WAR W Prelim	07 CHEVROLET TAHOE SUV Silver
Begin: 11/01/07 / Done: 11/02/07 / Invoiced: 11/02/07 13:56 AM	Sold: 10/22/07

Customer Waiting

Concern +43	CHEVROLET/GEO COURTESY TRANSPORATION PROGRAM	Operation	Tech / Amount
Cause	RENTAL	43	001
Correction	ONE-WAY SHUTTLE/RENTAL OR LOANER VEHICLE		
Comment	$37.00 OR $42.00 PER DAY FOR THREE DAYS MAX		
Parts	Part Number / PO# / Note / Description	Qty	Sell / Amount
	188076 / EPRISE. 462197 AM	1	42.00 / 42.00
	Tech 001 I, TEAM		
	COND CODE : MJ		
	FAIL CODE : 98		
Type: W		Subtotal	
		SUBLET	42.00
		TOTAL CHARGE FOR CONCERN	42.00

Concern 51	W/ CUST. STATES REAR RUNNING LAMPS ARE INOP	Operation	Tech / Amount
Cause	PARK LAMP RELAY INOP	N2833	741 / 34.11
Correction	DIAG AND REPLACED RELAY.		
Tech Notes	VERIFIED COMPLAINT CHECKED FOR POWER AND GROUND TO LAMPS NO POWER,CHECKED FUSES OK,CHECKED POWER AND GROUND TO PARK LAMP RELAY BOTH POWER AND GROUND SWITCHING ON CKT 24 OK RELAY INOP. 0.4 ST		
Comment	OK FOR STRAIGHT TIME PAT OGRADY		
Parts	Part Number / PO# / Note / Description	Qty	Sell / Amount
	000 019115080 / RELAY	1	9.30 / 9.30
	Manager Approval 1: 11/02/07 09:47 OGRADYPA		
	Tech 741 FARKAS, LEON		
	COND CODE : OJ		
	FAIL CODE : 6C		

UNLESS OTHERWISE NOTED, ALL PARTS ITEMIZED ON THIS INVOICE ARE NEW GENERAL MOTORS PARTS.

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED ABOVE.

X [redacted]

FILE

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www.hendersonchevy.com

Adv: 473 RAY E. BEAUCHAMP	Tag: 2330	License: NA	1GNFC130X 7J[redacted]	Page: 2	Invoice: W85774

Invoice to: [redacted]

Driver/Owner: [redacted]

Invoiced: 11/02/07 13:56:32 AM

07 CHEVROLET TAHOE SUV Silver

Type: W

FP- 019115080

Subtotal	
PARTS	9.30
LABOR MECHANICAL	34.11
TOTAL CHARGE FOR CONCERN	43.41

Summary of Charges for Invoice W85774	
PARTS	9.30
SUBLET	42.00
LABOR MECHANICAL	34.11
TOTAL CHARGE	85.41

Payment Distribution for Invoice W85774	
TOTAL CHARGE	85.41
FAC WARRANTY	85.41

Customer Waiting

If you have any questions - please see RAY E. BEAUCHAMP
THANK YOU FOR CHOOSING HENDERSON CHEVROLET
WE KNOW YOU HAVE A CHOICE AND THAT WE ARE PRIVLEDGED
TO HAVE YOU AS A CUSTOMER!
WE WILL DO EVERYTHING POSSIBLE TO MAKE YOU COMPLETELY SATISFIED!

UNLESS OTHERWISE NOTED, ALL PARTS ITEMIZED ON THIS INVOICE ARE NEW GENERAL MOTORS PARTS.

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED ABOVE. X

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08884 OS

Adv: 473 RAY E. BEAUCHAMP	Tag: 2227	License: 6065	1GNFC130X 7J[redacted]	Page: 1	Invoice: W03310

Invoice to	Driver/Owner Information
[redacted] HENDERSON, NV [redacted] Work: [redacted] Ext: CELL	[redacted] HENDERSON, NV [redacted] Work [redacted] Work Ext: CELL

For Office Use			Vehicle Information	
Odometer In: 811990 Out:		Dist: CHV WAR W Prelim	07 CHEVROLET TAHOE 4DR SUV Silver	
Begin: 04/16/08	Done: 04/18/08	Invoiced: 04/18/08 15:57 KW		Sold: 10/22/07

Customer Concern

		Operation	Tech	Amount
Concern 41	CHEVROLET/GEO COURTESY TRANSPORATION PROGRAM	43	001	0.00
Cause	RENTAL			
Correction	ONE-WAY SHUTTLE/RENTAL OR LOANER VEHICLE			
Comment	$37.00 OR $42.00 PER DAY FOR THREE DAYS MAX			
Parts	Part Number / PO# / Note / Description	Qty	Sell	
	197516 / EPRISE 475428 KW	1	90.51	90.51
	Tech 001 I, TEAM			
	COND CODE : MJ			
	FAIL CODE : 98			
	Line Auth: KV 04/18/08 13:12			
		Subtotal		
		SUBLET		90.51
Type: W		TOTAL CHARGE FOR CONCERN		90.51

		Operation	Tech	Amount
Concern 51	W/ CUST. STATES TRIM AT REAR HATCH INNER TOP IS LOOSE ON THE RIGHT END SEE RAY			
Cause	SECURED CLIP	NC	741	0.00
Correction	NO CHARGE			
	Tech 741 PARKAS, LEON			
	COND CODE : XX			
	FAIL CODE : XX			
	Line Auth: PO 04/17/08 12:39			
		Subtotal		
Type: W		TOTAL CHARGE FOR CONCERN		0.00

		Operation	Tech	Amount
Concern 52	W/ CSUT. STATES WHEN OPENING THE DOORS THE REAR AIR WILL START BLOWING HARD			
Cause	NORMAL OPERATION	NO	741	0.00

UNLESS OTHERWISE NOTED, ALL PARTS ITEMIZED ON THIS INVOICE ARE NEW GENERAL MOTORS PARTS.

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED ABOVE.

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08884 OS

Adv: 473 RAY E. BEAUCHAMP	Tag: 2227	License: 6065	1GNFC130X 7J[redacted]	Page: 2	Invoice: W03310

Invoice to: [redacted]	**Driver/Owner:** [redacted]
Invoiced: 04/18/08 15:57:22 KW	07 CHEVROLET TAHOE 4DR SUV Silver

Correction	CONDITION DESCRIBED IS OPERATIONAL CHARACTERISTIC OF THIS VEHICLE Tech 741 FARKAS, LEON COND CODE : OK FAIL CODE : 92 Line Auth: KW 04/18/08 09:58	
Type: W		Subtotal TOTAL CHARGE FOR CONCERN 0.00

Summary of Charges for Invoice W03310		Payment Distribution for Invoice W03310	
SUBLET	90.51	TOTAL CHARGE	90.51
TOTAL CHARGE	90.51		
		FAC WARRANTY	90.51

If you have any questions - please see RAY E. BEAUCHAMP
THANK YOU FOR CHOOSING HENDERSON CHEVROLET
WE KNOW YOU HAVE A CHOICE AND THAT WE ARE PRIVLEDGED
TO HAVE YOU AS A CUSTOMER!
WE WILL DO EVERYTHING POSSIBLE TO MAKE YOU COMPLETELY SATISFIED!

UNLESS OTHERWISE NOTED, ALL PARTS ITEMIZED ON THIS INVOICE ARE NEW GENERAL MOTORS PARTS.

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED ABOVE. X

HENDERSON CHEVROLET

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Adv: 473 RAY E. BEAUCHAMP	Tag: 2494	License: 6065	1GNFC130X 7J[redacted]	Page: 1	Invoice: W87341

Invoice to	Driver/Owner Information
[redacted] HENDERSON, NV [redacted] Work: [redacted] Work Ext: CELL	[redacted] HENDERSON, NV [redacted] Work: [redacted] Work Ext: CELL

For Office Use			Vehicle Information	
Odometer In: 1872 Out:		Dist: CHV WAR W Prelim	07 CHEVROLET TAHOE SUV Silver	
Begin: 11/15/07	Done: 11/16/07	Invoiced: 11/26/07 10:11 AM		Sold: 10/22/07

Customer Concern

		Operation	Tech	Amount
Concern 51	W/ CUST. STATES REAR AIR STARTS OUT COLD AND WILL START BLOWING HOT AND MAY GO BACK COLD IF YOU PLAY WITH TEMP GAUGE			
Cause	SOP	SO	741	0.00
Correction	PARTS HAVE BEEN SPECIAL ORDERED Tech 741 FARKAS, LEON COND CODE : OK FAIL CODE : NC			
		Subtotal		
Type: W		TOTAL CHARGE FOR CONCERN		0.00

Summary of Charges for Invoice W87341		Payment Distribution for Invoice W87341	
TOTAL CHARGE	0.00	FAC WARRANTY	0.00
		TOTAL CHARGE	0.00

If you have any questions - please see RAY E. BEAUCHAMP
THANK YOU FOR CHOOSING HENDERSON CHEVROLET
WE KNOW YOU HAVE A CHOICE AND THAT WE ARE PRIVLEDGED
TO HAVE YOU AS A CUSTOMER!
WE WILL DO EVERYTHING POSSIBLE TO MAKE YOU COMPLETELY SATISFIED!

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I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED ABOVE.

X [redacted]

856

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Adv: 473 RAY E. BEAUCHAMP	Tag: 2740	License: 6065	1GNFC130X 7J[redacted]	Page: 1	Invoice: W89351

Invoice to	Driver/Owner Information
[redacted] HENDERSON, NV [redacted] Work: [redacted] Work Ext: CELL	[redacted] HENDERSON, NV [redacted] Work: [redacted] Work Ext: CELL

For Office Use			Vehicle Information	
Odometer In: 3354 Out:		Dist: CHV WAR W Prelim	07 CHEVROLET TAHOE SUV Silver	
Begin: 12/05/07	Done: 12/06/07	Invoiced: 12/06/07 16:27 AM		Sold: 10/22/07

Customer Concern

Concern 43	CHEVROLET/GEO COURTESY TRANSPORATION PROGRAM	Operation	Tech / Amount
Cause	RENTAL	43	001 / 0.00
Correction	ONE-WAY SHUTTLE/RENTAL OR LOANER VEHICLE		
Comment	$37.00 OR $42.00 PER DAY FOR THREE DAYS MAX		
Parts	Part Number / PO# / Note / Description	Qty	Sell /
	190543 / EPRISE. 464889 AM	1	42.00 / 42.00
	Tech 001 I, TEAM		
	COND CODE : MJ		
	FAIL CODE : 98		
		Subtotal	
Type: W		SUBLET	42.00
		TOTAL CHARGE FOR CONCERN	42.00

Concern 52	W/ CUST. STATES WATER LEAKING AT TAILGATE WHERE IT MEETS RIGHT REAR WQINDOW	Operation	Tech / Amount
Cause	COULD NOT DUPLICATE CONCERN	NC	741 / 0.00
Correction	NO CHARGE		
Parts	Part Number / PO# / Note / Description	Qty	Sell /
	SPO 015798229 / ACTUATOR- Move to UNESS		40.96 / 40.96
	Parts: Count 1.00 Allowance: 11.70		
	Tech 741 FARKAS, LEON		
	COND CODE : XX		
	FAIL CODE : XX		
	FP- 015798229		
		Subtotal	
Type: W		PARTS	40.96
		TOTAL CHARGE FOR CONCERN	40.96

UNLESS OTHERWISE NOTED, ALL PARTS ITEMIZED ON THIS INVOICE ARE NEW GENERAL MOTORS PARTS.

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED ABOVE.

X [redacted]

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Adv: 473 RAY E. BEAUCHAMP	Tag: 2740	License: 6065	1GNFC130X 7J[redacted]	Page: 2	Invoice: W89351

Invoice to: [redacted]

Driver/Owner: [redacted]

Invoiced: 12/06/07 16:27:36 AM

07 CHEVROLET TAHOE SUV Silver

		Operation	Tech	Amount
Concern 53	W/ CUST. STATES REAR A/C WILL BLOW HOT WITHOUT TURNING ON HOT			
Cause	AUX.TEMP ACTUATOR MALFUNCTION	D1818	741	93.81
Correction	DIAG AND REPLACED REAR TEMP ACTUATOR.HAS BEHR UNIT.			
Tech Notes	VERIFIED COMPLAINT NO CODES SCANED DATA COMMAND STATE OF AUX TEMP DOOR STAYS AT COMMAND INSPECTED ACTUATOR FOUND NOT STAYING AT COMMANDED POSITION. CHECKED POWER,GROUND AND 5V REFRENCE AT CONNECTOR AND ACTUATOR ALL OK. AUX TEMP ACTUATOR MALFUNCTION. 0.3 DIAG			
Comment	OK FOR DIAG TIME PAT OGRADY			
	Manager Approval 1: 12/06/07 12:29 OGRADYPA			
	Tech 741 FARKAS, LEON			
	COND CODE : OJ			
	FAIL CODE : 6C			
	Part Auth: PO 12/06/07 12:52			
			Subtotal	
			LABOR MECHANICAL	93.81
Type: W			TOTAL CHARGE FOR CONCERN	93.81

Summary of Charges for Invoice W89351		Payment Distribution for Invoice W89351	
PARTS	40.96	TOTAL CHARGE	176.77
SUBLET	42.00		
LABOR MECHANICAL	93.81	FAC WARRANTY	176.77
TOTAL CHARGE	176.77		

If you have any questions - please see RAY E. BEAUCHAMP
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TO HAVE YOU AS A CUSTOMER!
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862

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Adv: 473 RAY E. BEAUCHAMP	Tag: 2015	License: 6065	1GNFC130X 7J[redacted]	Page: 1	Invoice: W91464

Invoice to	Driver/Owner Information
[redacted] HENDERSON, NV [redacted] Work: [redacted] Ext: CELL	[redacted] HENDERSON, NV [redacted] Work: [redacted]ork Ext: CELL
For Office Use	Vehicle Information
Odometer in: 4369 Out:	Dist: CHV WAR W Prelim	07 CHEVROLET TAHOE SUV Silver
Begin: 12/26/07	Done: 12/27/07	Invoiced: 12/27/07 16:49 AM	Sold: 10/22/07

Customer Concern

Concern 43	CHEVROLET/GEO COURTESY TRANSPORATION PROGRAM	Operation 43	Tech 001	Amount 0.00
Cause	RENTAL			
Correction	ONE-WAY SHUTTLE/RENTAL OR LOANER VEHICLE			
Comment	$37.00 OR $42.00 PER DAY FOR THREE DAYS MAX			
Parts	Part Number / PO# 191655 / Note / Description EPRISE. 466607 AM	Qty 1	Sell 42.00	42.00
	Tech 001 I, TEAM			
	COND CODE : MJ			
	FAIL CODE : 98			
Type: W		Subtotal		
		SUBLET		42.00
		TOTAL CHARGE FOR CONCERN		42.00

Concern 51	W/ CUST. STATES REAR HEATER DOES SHIFT FROM ROOF TO FLOOR	Operation SO	Tech 741	Amount 0.00
Cause	SOP			
Correction	PARTS HAVE BEEN SPECIAL ORDERED			
	Tech 741 FARKAS, LEON			
	COND CODE : OJ			
	FAIL CODE : NC			
Type: W		Subtotal		
		TOTAL CHARGE FOR CONCERN		0.00

Summary of Charges for Invoice W91464		Payment Distribution for Invoice W91464	
SUBLET	42.00	TOTAL CHARGE	42.00
TOTAL CHARGE	42.00	FAC WARRANTY	42.00

If you have any questions - please see RAY E. BEAUCHAMP

UNLESS OTHERWISE NOTED, ALL PARTS ITEMIZED ON THIS INVOICE ARE NEW GENERAL MOTORS PARTS.

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED ABOVE.

X [redacted]

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Adv: 473 RAY E. BEAUCHAMP	Tag: 2194	License: 6065	1GNFC130X 7J[redacted]	Page: 2	Invoice: W92974

Invoice to: [redacted]

Driver/Owner: [redacted]

Invoiced: 01/12/08 08:11:45 AM

07 CHEVROLET TAHOE SUV Silver

Type: W

Subtotal	
LABOR MECHANICAL	70.32
TOTAL CHARGE FOR CONCERN	70.32

Concern 53 W/ CUST. STATES DRIVERS INSIDE DOOR HANDLE IS PEELING

Cause HANDLE PEELING

Correction REPLACED LEFT FRONT INSIDE DOOR HANDLE

Operation	Tech	Amount
B4281	741	35.16

Parts

Part Number	PO#	Note	Description	Qty	Sell	
000 015920697			HANDLE	1	29.72	29.72

Parts: Count 1.00 Allowance: 8.49

Tech 741 FARKAS, LEON

COND CODE : VV

FAIL CODE : 5L

FP- 015920697

Type: W

Subtotal	
PARTS	29.72
LABOR MECHANICAL	35.16
TOTAL CHARGE FOR CONCERN	64.88

Summary of Charges for Invoice W92974	
PARTS	70.68
LABOR MECHANICAL	263.70
TOTAL CHARGE	334.38

Payment Distribution for Invoice W92974	
TOTAL CHARGE	334.38
FAC WARRANTY	334.38

If you have any questions - please see RAY E. BEAUCHAMP
THANK YOU FOR CHOOSING HENDERSON CHEVROLET
WE KNOW YOU HAVE A CHOICE AND THAT WE ARE PRIVLEDGED
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WE WILL DO EVERYTHING POSSIBLE TO MAKE YOU COMPLETELY SATISFIED!

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I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED ABOVE. X

866

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www.hendersonchevy.com

Adv: 473 RAY E. BEAUCHAMP	Tag: 2194	License: 6065	1GNFC130X 7J[redacted]	Page: 1	Invoice: W92974

Invoice to	Driver/Owner Information
[redacted] HENDERSON, NV [redacted] Work [redacted] Work Ext: CELL	[redacted] HENDERSON, NV [redacted] [redacted] Work Ext: CELL

For Office Use			Vehicle Information	
Odometer in: 4903 Out:		Dist: CHV WAR W Prelim	07 CHEVROLET TAHOE SUV Silver	
Begin: 01/10/08	Done: 01/11/08	Invoiced: 01/12/08 08:11 AM		Sold: 10/22/07

Customer Concern

Concern 51

W/ CUST. STATES HEATER DOES NOT SHIFT FROM ROOF TO FLOOR SPO IN

Cause: REAR MODE ACTUATOR MALFUNCTION

Correction: DIAG AND REPLACED ACTUATOR

Tech Notes: VERIFIED COMPLAINT B3782-05 AUX MODE ACTUATOR MALFUNCTION. CHECKED CONNECTIONS,POWER AND GROUND OK. 5V REFRENCE OK. CHECKED DOOR FOR BINDINGALL CIRCIUTS OK. ACTUATOR MALFUNCTION.0.3 DIAG

Comment: OK FOR DIAG TIME PAT OGRADY

Parts:

Part Number	PO#	Note	Description	Qty	Sell	
SPO 015798229			ACTUATOR	1	40.96	40.96

Parts: Count 1.00 Allowance: 11.70

Manager Approval 1: 01/10/08 17:28 OGRADYPA

Tech 741 FARKAS, LEON

COND CODE : OJ

FAIL CODE : 6C

FP- 015798229

Type: W

Operation	Tech	Amount
D1817	741	158.22

Subtotal	
PARTS	40.96
LABOR MECHANICAL	158.22
TOTAL CHARGE FOR CONCERN	199.18

Concern 52

W/ CUST. STATES REAR HATCH RATTLES WHEN GOING OVER BUMPS

Cause: LIFTGATE GLASS RATTLES

Correction: R&R LATCH AND REPOSITIONED INWARD.

Tech 741 FARKAS, LEON

COND CODE : NQ

FAIL CODE : 3A

Operation	Tech	Amount
B5924	741	70.32

UNLESS OTHERWISE NOTED, ALL PARTS ITEMIZED ON THIS INVOICE ARE NEW GENERAL MOTORS PARTS.

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED ABOVE. X [redacted]

876

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www.hendersonchevy.com

Adv: 475 RAY E. BEAUCHAMP	Tag: 2707	License: 6065	1GNFC130X 7J[redacted]	Page: 1	Invoice: W96972

Invoice to	Driver/Owner Information
[redacted] HENDERSON, NV [redacted] Work: [redacted] Work Ext: CELL	[redacted] HENDERSON, NV [redacted] Work: [redacted] Work Ext: CELL

For Office Use			Vehicle Information	
Odometer in: 7655 Out:		Dist: CHV WAR Q W Prelim	07 CHEVROLET TAHOE 4DR SUV Silver	
Begin: 02/18/08	Done: 02/18/08	Invoiced: 02/18/08 15:58 KW		Sold: 10/22/07

Customer Concern

Concern +43	CHEVROLET/GEO COURTESY TRANSPORATION PROGRAM PO#193813				Operation	Tech	Amount
Cause	DENTAL				43	001	0.00
Correction	ONE-WAY SHUTTLE/RENTAL OR LOANER VEHICLE						
Comment	$37.00 OR $42.00 PER DAY FOR THREE DAYS MAX						
Parts	Part Number	PO#	Note	Description	Qty	Sell	
		193813		EPRISE 470491	1	42.00	42.00
	Tech 001 I, TEAM						
				COND CODE : MJ			
				FAIL CODE : 98			
					Subtotal		
					SUBLET		42.00
Type: W					TOTAL CHARGE FOR CONCERN		42.00

Concern 51	W/ CUST. STATES REAR AIR WILL BLOW HOT INTER.	Operation	Tech	Amount
Cause	SOP	SO	741	0.00
Correction	PARTS HAVE BEEN SPECIAL ORDERED			
	Tech 741 FARKAS, LEON			
	COND CODE : SO			
	FAIL CODE : NC			
		Subtotal		
Type: W		TOTAL CHARGE FOR CONCERN		0.00

Concern 52	W/ CUST. STATES REAR HEATER WILL TURN ON WHEN VEHICLE IS STARTED WITH SWITCH OFF	Operation	Tech	Amount
Cause	SOP SEE LINE 51	SO	741	0.00
Correction	PARTS HAVE BEEN SPECIAL ORDERED			
	Tech 741 FARKAS, LEON			
	COND CODE : NC			

UNLESS OTHERWISE NOTED, ALL PARTS ITEMIZED ON THIS INVOICE ARE NEW GENERAL MOTORS PARTS.

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED ABOVE.

X [redacted]

HENDERSON CHEVROLET

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Adv: 473 RAY E. BEAUCHAMP	Tag: 2707	License: 6065	1GNFC130X 7J[redacted]	Page: 2	Invoice: W96972

Invoice to: [redacted] Driver/Owner: [redacted]

Invoiced: 02/18/08 15:58:25 KW — 07 CHEVROLET TAHOE 4DR SUV Silver

Type: W	FAIL CODE : SO	Subtotal TOTAL CHARGE FOR CONCERN 0.00
Concern 53 Cause Correction Type: W	W/ CUST. STATES REAR STARTS BLOWING HIGH WHEN ANY DOOR IS OPENED INTER. SOP SEE LINE 51 PARTS HAVE BEEN SPECIAL ORDERED Tech 741 FARKAS, LEON COND CODE : NC FAIL CODE : SO	Operation Tech Amount SO 741 0.00 Subtotal TOTAL CHARGE FOR CONCERN 0.00
Concern 54 Cause Correction Type: W	W/ RIGHT FRONT TIRE MONITOR IS READING ERRATIC DIAGNOSTIC SYSTEM CHECK OF TIRE MONITORS AND FOUND NO PROBLEMS WITH TIRE MONITORS Tech 005 TIRE CR, TEAM 5- COND CODE : WT FAIL CODE : 9Z	Operation Tech Amount E0716 005 26.37 Subtotal LABOR MECHANICAL 26.37 TOTAL CHARGE FOR CONCERN 26.37

Summary of Charges for Invoice W96972		Payment Distribution for Invoice W96972	
SUBLET	42.00	TOTAL CHARGE	68.37
LABOR MECHANICAL	26.37		
TOTAL CHARGE	68.37	FAC WARRANTY	68.37

Attention: The following Invoices also exist
QS - QUICK SERVC

If you have any questions - please see RAY E. BEAUCHAMP
THANK YOU FOR CHOOSING HENDERSON CHEVROLET
WE KNOW YOU HAVE A CHOICE AND THAT WE ARE PRIVLEDGED
TO HAVE YOU AS A CUSTOMER!
WE WILL DO EVERYTHING POSSIBLE TO MAKE YOU COMPLETELY SATISFIED!

UNLESS OTHERWISE NOTED, ALL PARTS ITEMIZED ON THIS INVOICE ARE NEW GENERAL MOTORS PARTS.

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED ABOVE. X [redacted]

884 / 882

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www.hendersonchevy.com

Adv: 473 RAY E. BEAUCHAMP	Tag: 2936	License: 6065	1GNFC130X 7J[redacted]	Page: 1	Invoice: W99017

Invoice to	Driver/Owner Information
[redacted] HENDERSON, NV [redacted] Work: [redacted] Work Ext: CELL	[redacted] HENDERSON, NV [redacted] Work: [redacted] Work Ext: CELL

For Office Use			Vehicle Information	
Odometer in: 8514 Out:		Dist: CHV WAR W Prelim	07 CHEVROLET TAHOE 4DR SUV Silver	
Begin: 03/06/08	Done: 03/07/08	Invoiced: 03/07/08 16:59 AM		Sold: 10/22/07

Customer Concern

Concern 43	CHEVROLET/GEO COURTESY TRANSPORATION PROGRAM	Operation	Tech / Amount
Cause	RENTAL	43	001 / 0.00
Correction	ONE-WAY SHUTTLE/RENTAL OR LOANER VEHICLE		
Comment	$37.00 OR $42.00 PER DAY FOR THREE DAYS MAX		
Parts	Part Number / PO# / Note / Description	Qty	Sell /
	194644 / EPRISE 472134	1	42.00 / 42.00
	Tech 001 I, TEAM		
	COND CODE : MJ		
	FAIL CODE : 98		
		Subtotal	
		SUBLET	42.00
Type: W		TOTAL CHARGE FOR CONCERN	42.00

Concern 51	W/ INSTALL SPO REAR AIR CONTROLER	Operation	Tech / Amount
Cause	REAR CONTROL INOP AT TIMES	D0368	741 / 17.58
Correction	REPLACED REAR AC CONTROL		
Parts	Part Number / PO# / Note / Description	Qty	Sell /
	SPO 015109353 / CONTROL	1	125.87 / 125.87
	Parts: Count 1.00 Allowance: 35.96		
	Tech 741 FARKAS, LEON		
	COND CODE : OJ		
	FAIL CODE : 6C		
	FP- 015109353		
		Subtotal	
		PARTS	125.87
		LABOR MECHANICAL	17.58
Type: W		TOTAL CHARGE FOR CONCERN	143.45

UNLESS OTHERWISE NOTED, ALL PARTS ITEMIZED ON THIS INVOICE ARE NEW GENERAL MOTORS PARTS.

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED ABOVE. X

HENDERSON CHEVROLET

240 NORTH GIBSON ROAD • HENDERSON, NV 89014-6700 • (702) 558-2438
www.hendersonchevy.com

Adv: 473 RAY E. BEAUCHAMP	Tag: 2936	License: 6065	1GNFC130X 7J[redacted]	Page: 2	Invoice: W99017

Invoice to: [redacted] Driver/Owner: [redacted]

Invoiced: 03/07/08 16:59:33 AM — 07 CHEVROLET TAHOE 4DR SUV Silver

Concern 52

W/ CUST. STATES DRIVERS DOOR HANDLE NUT ACCESS COVER IS LOOSE

Cause: HANDLE COVER LOOSE

Correction: REPLACED COVER

Parts:

Part Number	PO#	Note	Description	Qty	Sell	Amount
000 015873006			COVER	1	10.37	10.37

Parts: Count 1.00 Allowance: 2.96

Tech 741 FARKAS, LEON

COND CODE : ON

FAIL CODE : 2W

FP- 015873006

Operation	Tech	Amount
C3481	741	0.00

Subtotal

PARTS 10.37

TOTAL CHARGE FOR CONCERN 10.37

Type: W

Concern 53

KING NOISE WHEN IT IS COLD IN THE MORNING

Cause: COULD NOT DUPLICATE CONCERN

Correction: NO CHARGE

Tech 741 FARKAS, LEON

COND CODE : NK

FAIL CODE : 9Z

Operation	Tech	Amount
~~NC~~	741	0.00

Subtotal

TOTAL CHARGE FOR CONCERN 0.00

Type: W

Concern 54

W/REAR GLASS CREAKS WHEN GOING OVER BUMPS

Cause: GLASS CREAKS

Correction: ADJUSTED STRIKER.

Tech 741 FARKAS, LEON

COND CODE : NF

FAIL CODE : 3A

Operation	Tech	Amount
C7020	741	0.00

Subtotal

TOTAL CHARGE FOR CONCERN 0.00

Type: W

Summary of Charges for Invoice W99017

PARTS	136.24
SUBLET	42.00
LABOR MECHANICAL	17.58
TOTAL CHARGE	195.82

Payment Distribution for Invoice W99017

TOTAL CHARGE	195.82
FAC WARRANTY	195.82

UNLESS OTHERWISE NOTED, ALL PARTS ITEMIZED ON THIS INVOICE ARE NEW GENERAL MOTORS PARTS.

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED ABOVE. X

889

HENDERSON CHEVROLET

240 NORTH GIBSON ROAD • HENDERSON, NV 89014-6700 • (702) 558-2438
www.hendersonchevy.com

Adv: 4 : RAY E. SEABAHAM	Tag: 2968	License: 6065	1GNFC13UX 7J[redacted]	Page: 1	Invoice: W99368

Invoice to	Driver/Owner Information
[redacted] HENDERSON, NV [redacted] Work: [redacted] Work Ext: CELL	[redacted] HENDERSON, NV [redacted] Work: [redacted] ork Ext: CELL

For Office Use			Vehicle Information	
Odometer In: 8653 Out:		Dist: CHV WAR W Prelim	07 CHEVROLET TAHOE 4DR SUV Silver	
Begin: 03/10/08	Done: 03/14/08	Invoiced: 04/03/08 12:03 AM		Sold: 10/22/07

Customer Concern

Concern 51	W/ CUST. STATES REAR VENTS WILL NOT SWITCH FROM THE ROOF TO THE FLOOR			Operation	Tech	Amount
Cause	NC			NC	741	0.00
Correction	NO CHARGE					
Parts	Part Number	PO#	Note	Description	Qty / Sell	
		194857		EPRISE 472407 KW	1 / 42.00	42.00
	Tech 741 FARKAS, LEON					
				COND CODE : OJ		
				FAIL CODE : NC		
					Subtotal	
					SUBLET	42.00
Type: W					TOTAL CHARGE FOR CONCERN	42.00

Concern 52	W/ CUST. STATES REAR AIR BLOWS HOT	Operation	Tech / Amount
Cause	NC	NC	741 / 0.00
Correction	NO CHARGE		
	Tech 741 FARKAS, LEON		
	COND CODE : OK		
	FAIL CODE : NC		
		Subtotal	
Type: W		TOTAL CHARGE FOR CONCERN	0.00

Concern 53	W/ CUST. STATES WHEN CAR IS COLD AND TURNING THE STEERING WHEEL SQUEAKS WHEN TURNING	Operation	Tech / Amount
Cause	COULD NOT DUPLICATE CONCERN	NC	741
Correction	NO CHARGE		
	Tech 741 FARKAS, LEON		
	COND CODE : NU		

UNLESS OTHERWISE NOTED, ALL PARTS ITEMIZED ON THIS INVOICE ARE NEW GENERAL MOTORS PARTS.

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED ABOVE.

X

HENDERSON CHEVROLET

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www.hendersonchevy.com

Adv: 472 RAY E. BEAUCHAMP	Tag: 2968	License: 6065	1GNFC130X 7J[redacted]	Page: 2	Invoice: W99368

Invoice-to: [redacted]	Driver/Owner: [redacted]
Invoiced: 04/03/08 10:03:28 AM	07 CHEVROLET TAHOE 4DR SUV Silver

Type: W	FAIL CODE : NC	Subtotal TOTAL CHARGE FOR CONCERN 0.00

Summary of Charges for Invoice W99368		Payment Distribution for Invoice W99368	
SUBLET	42.00	TOTAL CHARGE	42.00
TOTAL CHARGE	42.00	FAC WARRANTY	42.00

If you have any questions - please see RAY E. BEAUCHAMP
THANK YOU FOR CHOOSING HENDERSON CHEVROLET
WE KNOW YOU HAVE A CHOICE AND THAT WE ARE PRIVLEDGED
TO HAVE YOU AS A CUSTOMER!
WE WILL DO EVERYTHING POSSIBLE TO MAKE YOU COMPLETELY SATISFIED!

UNLESS OTHERWISE NOTED, ALL PARTS ITEMIZED ON THIS INVOICE ARE NEW GENERAL MOTORS PARTS.

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED ABOVE. X

UCS©2004

HENDERSON CHEVROLET

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www.hendersonchevy.com

08884 QS

Adv: 473 RAY E. BEAUCHAMP	Tag: 2461	License: 6065	1GNFC130X 7J[redacted]	Page: 1	Invoice: W05576

Invoice to	Driver/Owner Information
[redacted] HENDERSON, NV [redacted] Work: [redacted] Work Ext: CELL	[redacted] HENDERSON, NV [redacted] Work: [redacted] Work Ext: CELL
For Office Use	**Vehicle Information**
Odometer in: 12948 Out: / Dist: CHV WAR W Prelim	07 CHEVROLET TAHOE 4DR SUV Silver
Begin: 05/08/08 / Done: 05/14/08 / Invoiced: 05/14/08 17:34 KV	Sold: 10/22/07

Customer Concern

Concern 43	CHEVROLET/GEO COURTESY TRANSPORATION PROGRAM				Operation	Tech	Amount
Cause	RENTAL				43	001	0.00
Correction	ONE-WAY SHUTTLE/RENTAL OR LOANER VEHICLE PO 198344						
Comment	$37.00 OR $42.00 PER DAY FOR THREE DAYS MAX						
Parts	Part Number	PO#	Note	Description	Qty	Sell	
		198344		ENTR 477203 KV	1	251.99	251.99
	Tech 001 I, TEAM						
				COND CODE : MJ			
				FAIL CODE : 98			
					Subtotal		
					SUBLET		251.99
Type: W					TOTAL CHARGE FOR CONCERN		251.99

Concern 51	W/ CUST. STATES REAR AIR BLOWS HOT WHEN TEMP SHOWS COLD ON THERMOSTAT	Operation	Tech	Amount
Cause	AC CONTROL MALFUNCTION	D0362	741	184.59
Correction	DIAG AND REPLACED AC CONTROL SEE STORY 1.2 OLH			
Tech Notes	VERIFIED COMPLAINT ON SERVICE DRIVE REAR AIR GOES HOT AND STAYS HOT FOR DRIVE CYCLE. CHECKED DOOR POSITIONS TO ELIMINATE REAR EVAPORATOR PROBLEM AUX. TEMP DOOR GOES TO HOT POSITION. INSPECTED WIRING AND HARNESSES,CONNECTORS C207 AND C407 FOR PROPER TENSION CHECKED SOFTWARE FOR CURRENT REV. CONTACTED TAC. CASE#10288725 DOUG WHITHOUSER. WAS TOLD TO INSPECT AC CONTROL WIRING AND CONNECTION,POWER AND GROUNDS AND IF OK RE PLACE CONTROLER. INSPECTED AS PER TAC. REPLACED CONTROLER AND REASSEMBLED PARTS REMOVED FOR WIRING ACESS.PROGRAMED CONTROLER 99CE1 AND VERIFIED REPAIR ON TEST DRIVE.1.2 OLH 0.3 DIAG.			
Comment	OK FOR 1.2 OLH AND DIAG TIME PAT OGRADY			

UNLESS OTHERWISE NOTED, ALL PARTS ITEMIZED ON THIS INVOICE ARE NEW GENERAL MOTORS PARTS.

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED ABOVE.

X

HENDERSON CHEVROLET

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www.hendersonchevy.com

08884 QS

Adv: 473 RAY E. BEAUCHAMP	Tag: 2461	License: 6065	1GNFC130X 7J[redacted]	Page: 2	Invoice: W05576

Invoice to: [redacted]	Driver/Owner: [redacted]
Invoiced: 05/14/08 17:34:58 KV	07 CHEVROLET TAHOE 4DR SUV Silver

Parts	Part Number	PO#	Note	Description	Qty	Sell	
	000 015942032		NSTK	CONTROL	1	296.66	296.66
	Parts: Count 1.00 Allowance: 84.76						
	Manager Approval 1: 05/14/08 10:13 OGRADYPA						
	Tech 741 FARKAS, LEON						
				COND CODE : OK			
				FAIL CODE : 6C			
	FP- 015942032						
Type: W							

Subtotal	
PARTS	296.66
LABOR MECHANICAL	184.59
TOTAL CHARGE FOR CONCERN	481.25

Summary of Charges for Invoice W05576	
PARTS	296.66
SUBLET	251.99
LABOR MECHANICAL	184.59
TOTAL CHARGE	733.24

Payment Distribution for Invoice W05576	
TOTAL CHARGE	733.24
FAC WARRANTY	733.24

If you have any questions - please see RAY E. BEAUCHAMP
THANK YOU FOR CHOOSING HENDERSON CHEVROLET
WE KNOW YOU HAVE A CHOICE AND THAT WE ARE PRIVLEDGED
TO HAVE YOU AS A CUSTOMER!
WE WILL DO EVERYTHING POSSIBLE TO MAKE YOU COMPLETELY SATISFIED!

IMPORTANT
You will receive a customer satisfaction survey from General Motors in the next few weeks. If for any reason you cannot grade us "Completely Satisfied", please contact me "Tom Hodulik" immediately. Your satisfaction is our No. 1 concern.
THANK YOU
HENDERSON CHEVROLET
(702) 558-2401

UNLESS OTHERWISE NOTED, ALL PARTS ITEMIZED ON THIS INVOICE ARE NEW GENERAL MOTORS PARTS.

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED ABOVE. X

UCS02004

CUSTOMER COPY

RELEASE OF CLAIM

1. We, [redacted] (hereinafter referred to as "Releasor(s)"), as buyers(s) of a certain 2007 Chevrolet Tahoe, bearing Vehicle Identification Number 1GNFC130X7J[redacted] (hereinafter referred to as "Vehicle") and in consideration of payment by General Motors Corporation (hereinafter referred to as "GMC") of $30,248.76, said payment to be made as outlined below, does for themselves and each and all of their representatives, heirs, successors and assigns, hereby releases and discharges GMC, its subsidiaries, divisions, officers, representatives, employees, stockholders, authorized dealers, successors and assigns, of and from any and every claim, demand or right, including but not limited to those for diminution in value, repair costs, or any other economic or non-economic injuries, losses, breach of warranty damages and/or punitive damages, cost of suit and attorney(s) fees resulting or alleged to have resulted from the promotion, use or sale of, or any defect and/or nonconformities in the design or manufacture or assembly in the aforesaid Vehicle, including but not limited to those alleged in or that may be inferred from allegations set forth in any pleading or any claims made by the Releasor(s).

2. As consideration for this Release, and for the payment described above to be tendered in the form of two checks: the first, in the amount of $26,853.47, made payable to Chase Auto; the second in the amount of $3,395.29, made payable to Marjorie Lynn and Rory Allen Hauf.

Note: These checks are subject to change if current registration, signed offer letter and signed Release(s) are not received in time for current payoff to be processed. Additionally, a penalty charge will be imposed if conditions are not met as outlined on the original letter. It is also expressly agreed:

(a) That upon receipt of the consideration described above, Releasor(s) will convey clear and unencumbered title of the vehicle to GMC, will execute a limited Power of Attorney in favor of GMC to correct any errors in title, and will execute an Odometer Statement.

(b) In the event the Vehicle is damaged, disabled, driven excessively or destroyed in any manner up to and including after Releasor(s) executes this Release, but before GMC tenders payment of the consideration described above, payment of the consideration above shall be modified as follows:

(i) If the estimated cost of repair of the aforementioned Vehicle is less than the value of said Vehicle, said value to be determined as outlined in Paragraph (iii) below, Releasor(s) shall tender said Vehicle with clear title to GMC upon receipt of $30,248.76, less the estimated cost of repair to said Vehicle. Releasee(s) agree to cooperate and do all things necessary to assist Releasor(s) in recovering the repair costs from another source, including, but not limited to, insurance coverage.

(ii) If the estimated cost of repair of said Vehicle exceeds the value of said Vehicle, said value to be determined as outlined in Paragraph (iii) below, GMC shall make payment of said consideration to Releasor(s) of $30,248.76, less said value of said Vehicle. Releasee(s) agree to cooperate and do all things necessary to assist Releasor(s) in recovering the repair costs from another source, including, but not limited to, insurance coverage, and,

(iii) For purposes of i, ii, and iii, the value of said Vehicle is the average retail value of a 2007 Chevrolet Tahoe as determined by the NADA book, at the time this Release is executed by Releasor(s).

Initials: _____

(iv) That the Vehicle shall not exceed 19,000 plus 1,000 miles on the odometer at time of exchange. In the event the Vehicle does exceed the above stated mileage, the payment of the consideration above shall be modified as follows: a reduction of payment of 44.5 cents per mile in excess of the agreed upon mileage. This shall not apply if a delay in the transaction is caused by GMC or its authorized dealer.

(c) That Releasor(s) fully understands that this is a final settlement and disposition of all disputes as to legal liability for and as to the nature and extent of any damages claimed from GMC by Releasor(s);

(d) That neither GMC's payment of the consideration recited above nor the negotiations preliminary to the execution of this Release shall be considered an admission of liability or wrongdoing by GMC to any of the claims or causes of actions alleged in or to be inferred from allegations set forth in the matter indicated above;

(e) That Releasor(s) and their attorneys have reviewed the provisions of this Release and that the contents of this Release have been explained to Releasor(s) by counsel prior to its execution;

(f) That Releasor(s) represents and warrant(s) that they are entitled to give a full and complete release of the claims which are the subject hereof;

(g) That Releasor(s) have not assigned or otherwise transferred any interest in any claims which are the subject hereof;

(h) That Releasor(s) shall not at any time hereafter commence, maintain or prosecute, or cause encourage or advise be commenced, maintained or prosecuted any action, suit, proceeding or claim based in whole or in part upon or arising out of or in any way connected with any of the matters released herein;

(i) That Releasor(s) do hereby for themselves, their heirs, executors, administrators, successors and assigns covenant to defend, indemnify and save harmless GMC from any of the claims or causes of actions brought by or on behalf of Releasor(s) related to the claim provided for in this release or for any attempt to break or modify this release by Releasor(s). However, this does not apply to Releasor(s) right to bring an action against Releasee(s) for Releasee(s)' failure to meet its obligations pursuant to this agreement, including attorneys fees and costs resulting therefrom.

(j) That no promise, agreement, statement or representation except as expressed in this release has been made to been relied upon by Releasor(s) and that this document of 3 pages contains the entire agreement between Releasor(s) and GMC.

. . .

. . .

. . .

. . .

. . .

Initials: _____

INTENDING TO BE LEGALLY BOUND BY THE TERMS OF THIS RELEASE THE UNDERSIGNED HAS AFFIXED HIS/HER SIGNATURE THIS 15th DAY OF August, 20 08.

The undersigned has carefully read and understands this release and signs it to resolve the claim described above.

CURRENT VEHICLE MILEAGE 17,796 DATE SIGNED: 8/19/08

WITNESS: [redacted]

[redacted]
Address

[redacted]
Address

Henderson NV [redacted]
City, State, Zip Code

HENDERSON, NV [redacted]
City, State, Zip Code

CC: File
LG0025-T
Rev 05/01/07

Initials: MM

General Motors Corporation
Business Resource Center
PO Box 33170
Detroit, MI 48232-5170

VIA FAX ONLY

August 8, 2008

Majorie Hauf, Esq.
Ganze & Hauf
701 Bridger Avenue, Suite 120
Las Vegas, NV 89101

RE: [redacted]
Service Request: 71-628401063
2007 Chevrolet Tahoe
Vehicle Identification Number: 1GNFC130X7J[redacted]
Customer Relationship Specialist: Donna Blackstone Ext. 41208

Dear Mr.[redacted]

Regarding the above case, General Motors Corporation would like to make the following repurchase offer on your client's 2007 Chevrolet Tahoe for all defendants. This offer is contingent upon receipt of a copy of the current registration (valid for at least 30 days beyond the date this letter is signed by your client) to show proof of ownership.

General Motors Corporation requires a vehicle inspection be performed at a General Motors dealership prior to the issuance of any funds. The vehicle inspection will take place at the selling dealership. The vehicle must be without any undisclosed damage and/or damage beyond normal wear and tear for the year/mileage of the vehicle. Appropriate repurchase documents will be sent to the selling dealership who will then contact you to arrange an inspection at a mutually agreeable date and time. If for some reason the selling dealership is unacceptable to your client, please let me know immediately. Once the inspection has been completed satisfactorily and the necessary documents have been returned, the following repurchase offer will be processed:

Base Price	$ 37,231.80
Title Fee	$ 28.25
Document Fee	$ 499.95
Sales or use tax	$ 1,939.96
Registration (pro-rated)	$ 348.80
Subtotal:	$ 40,048.76
Less Rebates/Incentives	- $ 5,000.00
Less Usage/Depreciation (negotiated)	- $ 4,800.00

Subtotal	$30,248.76

* Minus Payoff to lien holder (good through 08/29/08) $26,853.47
* Check amounts are subject to change if this offer letter is not received in time for the current payoff amount to be processed.

Subtotal	$ 3,395.29
Total due to client:	$ 3,395.29

The financial information, pre-repurchase inspection and receipt of release documents must all be completed within 30 calendar days from the date of your acceptance of our offer. 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.

Furthermore, this settlement offer is contingent upon General Motors receiving a completed W-9 containing your Federal Tax ID. Failure to return the W-9 will result in a delay of processing this offer. To assist in ensuring the security of this information, the W-9 form needs to be faxed back to GM separately from all other settlement documents. The W-9 form can be downloaded from the IRS website at www.irs.gov. In addition, the IRS website will provide instructions for completing the W-9.

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 us via the facsimile number shown on the fax cover sheet. This offer is good for 10 calendar days from the date of this letter. Please refer to the service request number above when calling our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Sincerely,

General Motors Corporation

cc: FILE
LG0074 V12212007
Attach.

CURRENT VEHICLE MILEAGE: 17,796

[redacted]

Client's Signature

[redacted]

Client's Signature

8/19/08

Date

8/19/08

Date

June 24, 2008

Donna Blackstone
General Motors Corporation
Business Resource Center
PO Box 33170
Detroit, MI 78232-5170

Re:
Service Request: 71-628401063
2007 Chevrolet Tahoe
Vehicle Identification Number: 1GNFC130X7J

Dear Donna:

I am in receipt of your repurchase offer on the above-referenced vehicle. Unfortunately, we are unable to accept your offer, as several of the figures utilized in your calculation are not correct.

Pursuant to NRS 597.630, the buyer of the defective vehicle in entitled to a refund of the "full purchase price including all sales taxes, license fees, registration fees . . .less a reasonable allowance for his use of the vehicle. A reasonable allowance for the use is that amount directly attributable to use by the buyer ***before his first report of the nonconformity*** . . ."

Here, the full purchase price of the vehicle was $45,189.05. The sales tax was $2,924.21. The cost to register the vehicle was $663.00.

With regards to the allowance for use of the vehicle, the seller, is entitled to an offset only until the first report of nonconformity. The appropriate depreciation schedule to this vehicle totals $4,220 for the first year. Here, the first report of nonconformity occurred on November 2, 2007, a mere three weeks after the purchase of the vehicle. Therefore, the seller is entitled to offset $243.46 for usage.

Please adjust your repurchase offer accordingly, so that I may discuss the offer with my client. I look forward to hearing from you.

Sincerely,

/mlh

Las Vegas, NV
Tel:

Donna Blackstone/Austin/GM1
08/19/2008 12:33 PM

To [redacted]
cc
bcc
Subject RE: FW: [redacted] 2007 Tahoe

The settlement offer is contingent upon acceptance of the release. If you are not accepting GM's offer to repurchase your vehicle, we will withdraw the offer and close our file.

Donna Blackstone
GM Legal
800-231-1841 Ext. 41208
866-393-8053 (fax)
"Marjorie Hauf" <mhauf@ganzhauf.com>

[redacted]
08/19/2008 11:52 AM

To <donna_blackstone@gmexpert.com>
cc
Subject RE: FW: [redacted] 2007 Tahoe

From: [redacted]
Sent: Tuesday, August 19, 2008 8:48 AM
To: 'donna_blackstone@gmexpert.com'
Subject: RE: FW: [redacted] 2007 Tahoe

Donna, the offer is acceptable. The release, unfortunately, is not. It is overbroad and ambiguous in certain provisions to the extent that the Court would not require me to sign it. If you are not comfortable with the changes I proposed, knowing what my problems are with the release, I am willing to work with you on language to which we can both agree. If you are not willing to do that, I will simply file a lawsuit followed by a motion to enforce the settlement agreement.

From: donna_blackstone@gmexpert.com [mailto:donna_blackstone@gmexpert.com]
Sent: Tuesday, August 19, 2008 8:42 AM
To: [redacted]
Subject: RE: FW: [redacted] 2007 Tahoe

[redacted]

We will not change the language in the release; however, I have changed the mileage per our request. Let me remind you that GM is entitled to full usage but we have worked with you to resolve this claim and given you a tremendous offset on the usage calculations, i.e., to your benefit of several thousand dollars.

Should your vehicle be stolen or otherwise damaged, you will have the opportunity to resolve the matter

with your insurance carrier.

If this offer is not acceptable and I do not hear from you by the end of this week (August 22nd), we will close our file.

Donna Blackstone
GM Legal
800-231-1841 Ext. 41208
866-393-8053 (fax)

[redacted]

08/15/2008 04:38 PM

To <donna_blackstone@gmexpert.com>
cc
Subject RE: FW: [redacted] 2007 Tahoe

If you will not exchange the check for the release, page 1, paragraph 2(b) also needs to be changed or removed. The provisions are ambiguous. Obviously, if this vehicle is stolen or otherwise damaged between the time we sign the release and the time you take possession of the vehicle, I would want that incident handled by the automobile insurance. This problem is avoidable by a simultaneous exchange.

From: donna_blackstone@gmexpert.com [mailto:donna_blackstone@gmexpert.com]
Sent: Friday, August 15, 2008 1:28 PM
To: [redacted]
Subject: RE: FW: [redacted] 2007 Tahoe

Also, we do not do the exchange of release for the check at the time of inspection.

Donna Blackstone
GM Legal
800-231-1841 Ext. 41208
866-393-8053 (fax)

RELEASE OF LIEN INFORMATION

I [redacted],
(Client's Name)

hereby authorize Chase
(Lien holder Name)

[redacted], Phoenix, AZ [redacted]
(Lien holder Address) (Lien holder Phone Number)

to release any and all information regarding my loan account # [redacted]
(Account Number)

with [redacted]
(Lien holder Name)

to General Motors Corporation, including but not limited to a complete payment history of my account, a loan payoff amount, and per diem information.

Date 7/24/08.

VEHICLE INFORMATION

The current vehicle mileage is _____ Date mileage read: _____.

[redacted]
Signature

_____
Signature

LG0006
V07092007

Michelle Mock/Austin/GM1
07/24/2008 05:11 PM

To Donna Blackstone/Austin/GM1@GM1
cc
bcc
Subject [redacted]

Hi Donna,

I just wanted to let you know that the cust/atty have decided to go with your case/resolution and will not be pursuing their BBB case. The case is inactive and we will wait out the 40 days before closing the SR. Thanks for your help on this one! Please let me know if you have any questions. Thanks!

Michelle

STATE OF NEVADA
DEPARTMENT OF MOTOR VEHICLES

RECEIPT

PRINTED BY: 1575
TRAN EMP ID: 3060
LOCATION: HENDERSON DMV

DATE: 07/21/2008
TIME: 16:33:04
F Y: 2008

Super Tran Id : 38906929

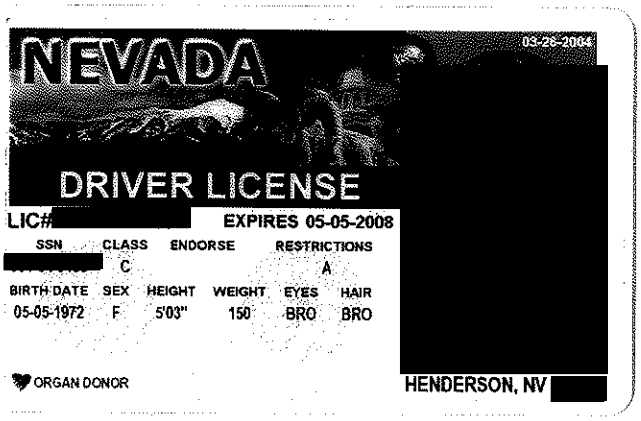
Completed Transactions	Fees	Date Paid
1. NEW REGISTRATION FOR 1GNFC130X7J[redacted] / CHEV/ C1500 TAHOE/ 2007/ VN6065	$418.56	11-03-2007

NAVY VETERAN PLATE ORIGINAL	$35.00
NAVY VETERAN FUND ORIGINAL	$25.00
PRISON INDUSTRY FEE	$1.00
REGISTRATION FEE - PASSENGER VEHICLES (Credit Balance)	$-16.44
REGISTRATION FEE - PASSENGER VEHICLES	$33.00
BASIC GOV SERVICES TAX - CLARK (Credit Balance)	$-103.00
Exemption Credit - BASIC GOV SCVS TAX (Credit Balance)	$-88.00
BASIC GOV SERVICES TAX - CLARK	$464.00
SUPPLEMENTAL GOV SERVICES TAX - CLARK (Credit Balance	$-26.00
Exemption Credit - SUPL GOV SCVS TAX (Credit Balance)	$-22.00
SUPPLEMENTAL GOV SERVICES TAX - CLARK	$116.00
Total Fees Due:	$418.56

Method of Payment

Payment Type	Payment Number	Paid Amount	Date Paid
CREDIT CARD		$418.56	11-03-2007
	Total Fees Paid:	**$418.56**	

$674.00 [redacted]
TOTAL


NEVADA
03-26-2004
DRIVER LICENSE
LIC#
EXPIRES 05-05-2008
SSN
CLASS
ENDORSE
RESTRICTIONS
C
A
BIRTH DATE
SEX
HEIGHT
WEIGHT
EYES
HAIR
05-05-1972
F
5'03"
150
BRO
BRO
ORGAN DONOR
HENDERSON, NV

STRAIGHT-PAYMENT-LEASE REPURCHASE WORKSHEET - BRC COMMON

File Number
71-628401063

• Pro-Rated Registration
• negotiated mileage

Customer Name
[redacted]

Worksheet Filled Out By:
Donna Blackstone

☐ Draft-Add question marks beside category (not in dollar fields) to indicate incomplete information

Vehicle VIN:
1GNFC130X7J[redacted]

Date:
August 8, 2008

	USAGE FORMULAS			STRAIGHT REPURCHASE - BASE			PAYMENT (CA, FL & WV) OR LEASE REPURCHASE	
1	To calculate usage:		1	Base Price	$37,231.80	1	Down Pmt / Cap Cost Reduction	$0.00
2	Use ONLY one of the 4 methods in this column or		2	Title Fee	$28.25	2	Pmts (includes 1st month if lease)	$0.00
3	follow applicable lemon law formula for your state		3	document fees	$499.95	3	Reg/Lic/Title Fees (leases only)	$0.00
4			4	State Fees	$0.00	4	Tax (leases only)	$0.00
5	**A. USAGE USING L.L. FORMULA**		5	Aftermarket Items	$0.00	5	Aftermarket Items	$0.00
6	Base Price/Total Repurch Price	$39,699.96	6	Sales Tax	$1,939.96	6	Other-Explain	$0.00
7	Mileage		7	Finance Charges	$0.00	7	Other-Explain	$0.00
8	Denominator	100,000	8	GMPP (* only for WI)	$0.00	8	Other-Explain	$0.00
9	**Usage**	$0.00	9	Registration	$348.80	9	Other-Explain	$0.00
10			10	**Total Purchase Price**	**$40,048.76**	10	**Total Additions**	$0.00
11	**B. USAGE - NEGOTIATED**	$4,800.00	11			11		
12			12	**Usage/Depreciation**	**$4,800.00**	12	*** Usage/Depreciation**	**$4,800.00**
13			13	Damage	$0.00	13	Damage	$0.00
14	**C. USAGE USING CENTS/MILE**		14	Late charges	$0.00	14	Late charges	$0.00
15	Mileage	0	15	Over-Allowance	$0.00	15	Over-Allowance	$0.00
16	Cents per mile	$0.000	16	Negative Equity	$0.00	16	Negative Equity	$0.00
17	**Usage**	$0.00	17	Incentives	$5,000.00	17	Incentives	$0.00
18			18	Other-Explain	$0.00	18	Sec. Dep. (leases) if reimbursing above	$0.00
19			19	Other-Explain	$0.00	19	Extended Service Contract	$0.00
20	**D. USAGE-CALIFORNIA ONLY**		20	Other-Explain	$0.00	20	Gap Insurance	$0.00
21	Base price section-Used when NOT financed.		21	Other-Explain	$0.00	21	Over Mileage Penalty	$0.00
22	**"Actual Price Paid" (Base)**	**$35,048.76**	22	**Total Deductions**	**$9,800.00**	22	**Total Deductions**	**$4,800.00**
23	Mileage	0	23			23		
24	**Usage**	$0.00	24	**Repurchase Subtotal**	**$30,248.76**	24	**Total Refund to Customer**	**-$4,800.00**
25	**OR**		25	Loan Payoff good thru 08/29/08	$26,853.47	25	Dlr Buyout (lease) or Loan Payoff	$0.00
26	Payment/Lease-Used when financed.		26	**Total Refund to Customer**	**$3,395.29**	26	(GMAC=DL quote) good thru xx/xx/xx	
27	**"Actual Price Paid" (Pmt/Lease)**	$0.00	27	Attorney's Fees	$0.00	27	Attorney's Fees	$0.00
28	Mileage	0	28	**Total Repurchase**	**$30,248.76**	28	**Total Repurchase**	**-$4,800.00**
29	Any ext service contract (CA only)	0	29	NADA (Legal Only)	$29,025.00	29	NADA (Legal Only)	$0.00
30	**Usage**	$0.00	30	**Estimated Auction Value**	**$21,478.50**	30	**Estimated Auction Value**	**$0.00**
31			31	**Projected Loss**	**$8,770.26**	31	**Projected Loss**	**-$4,800.00**

PURCHASE PRICE (before t/t/t)	$ 34,431.80	TRADE ALLOWANCE	$ 12,200.00	PURCHASE PRICE	$ -
MSRP (FROM BARS INVOICE)	$ 36,285.00	PAYOFF OF TRADE	$ 9,400.00	INCENTIVE* (from BARS)	$ -
DIFFERENCE	$ (1,853.20)	DIFFERENCE	$ 2,800.00	OVERALLOWANCE	$ -
[redacted]		if negative=negative equity		ACTUAL PRICE	$ -
		TRADE ALLOWANCE	$ 12,200.00		
		ACV OF TRADE	$ 9,400.00	Do not include fuel fill credit	
	Date	DIFFERENCE	$ 2,800.00	Include GM card points	
		ACV=actual cash value		Form Rev. 04/28/2006	

DIAMOND CHEVROLET INC
MORENO VALLEY
CHEVROLET

PO BOX C
12625 AUTO MALL DR.
MORENO VALLEY, CA. 92556

MAIN PHONE:	951 485-3500
FAX OFFICE:	951 485-~~3515~~ 3518
FAX FINANCE:	951 485-3516
FAX DON/FLEET:	951 485-9827

To: MICHAEL HIGHLANDS	From: [redacted]
Fax: 866) 293-0851	Pages: [redacted]
Phone:	Phone: [redacted]
Subject: JERRY MARSH	Date: 8/12/08

INV 154107

DIAMOND CHEVROLET, INC.

dba MORENO VALLEY CHEVROLET
P.O. BOX C MORENO VALLEY, CA. 92556-4003
12625 AUTO MALL DRIVE MORENO VALLEY CA. 92555
PHONE (951)-485-3500 FAX (951) 485-3515

CS154107

Mr. Goodwrench

CS154107

BAR # AA 151180

EPA # CA0000367912

0101ICTCS154107

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
45990	ROBERT CISCO 1438	4912	07/19/06	CTCS154107

[redacted]
MORENO VALLEY, CA [redacted]

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		2,168	GRAYSTONE M	161586

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
07/CHEVROLET TRUCK/TAHOE/UT-TAHOE	05/13/06	13

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1GNFC13J27R[redacted]		

F. T. E. NO.	P. O. NO.	R. O. DATE
		07/19/06

RESIDENCE PHONE	BUSINESS PHONE	COMMENTS
[redacted]		MO: 2168

TOTALS----------

```
*************************************************************
*                                                           *
*        CASH              CHARGE                           *
*                                                           *
*       VISA MASTERCARD                                     *
*                                                           *
*       DISCOVER          CHECK #                           *
*                                 ---------------           *
*                                                           *
*************************************************************
```

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**

"I acknowledge notice and oral approval of an increase in the original estimated price."

Customer signature or initals .....

[redacted]

Reynolds and Reynolds ERANTIWE GO602234 Q (04/05)

SERVICE FILE COPY

END OF INVOICE

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE

DIAMOND CHEVROLET, INC.

dba MORENO VALLEY CHEVROLET
P.O. BOX C MORENO VALLEY, CA. 92556-4003
12625 AUTO MALL DRIVE MORENO VALLEY CA. 92555
PHONE (951)-485-3500 FAX (951) 485-3515

CS154107

GM Parts

Mr. Goodwrench

CS154107

BAR # AA 151180

EPA # CA0000367912

0101ICTCS154107

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
45990	ROBERT CISCO 1438	4912	07/19/06	CTCS154107

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		2,168	GRAYSTONE M	161586

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
07/CHEVROLET TRUCK/TAHOE/UT-TAHOE	05/13/06	13

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1GNFC13J27R		

F. T. E. NO.	P. O. NO.	R. O. DATE
		07/19/06

[redacted]
MORENO VALLEY, CA [redacted]

RESIDENCE PHONE [redacted] BUSINESS PHONE

COMMENTS MO: 2168

LABOR & PARTS

J# 1 03CVZ EXTERIOR DIAG 1 TECH(S):1367 WARRANTY
CHECK REAR MLDG
EMBLEM FELL OFF REAR MOLDING
SPECIAL ORDER PART

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 04CVZ INTERIOR DIAG 1 TECH(S):1367 WARRANTY
CUST STATES RT REAR WINDOW LOOSE. CHK AND ADVISE
REMOVED PANAL TO TRY TO TIGHTEN
COULD NOT TIGHTEN AS DESIGNED
L0121/.5

JOB # 2 TOTAL LABOR & PARTS 0.00

J# 3 04CVZ01 INTERIOR DIAG 2 TECH(S):1367 WARRANTY
CUST STATES LFT REAR WINDOW LOOSE. CHK AND ADVISE
WINDOWS OPERATE AS DESIGNED
NO PROBLEMS FOUND

JOB # 3 TOTAL LABOR & PARTS 0.00

J# 4 03CVZ00A EXTERIOR DIAG 1 TECH(S):1367 WARRANTY
CUST STATES REAR PANAL NEXT TO WINDOW LOOSE. CHK AND ADVISE
NO PROBLEMS FOUND.

JOB # 4 TOTAL LABOR & PARTS 0.00

J# 5 12CVZ00A FUEL & EMM DIAG 1 TECH(S):1367 WARRANTY
CUST STATES ONLY GETTING 13MPG ALL DRIVING CONDITIONS. CHK
AND ADVISE
CHECKED AND TESTED. NO PROBLEMS FOUND. VEH OPERATING AS
DESIGNED
T

JOB # 5 TOTAL LABOR & PARTS 0.00

SERVICE FILE COPY ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE

Reynolds and Reynolds ERAINTRIVE GU50C234 0 (04/06)

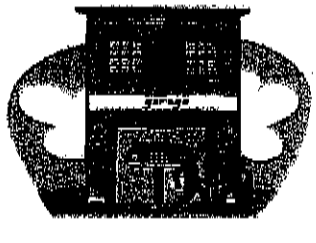
DIAMOND CHEVROLET INC
MORENO VALLEY
CHEVROLET

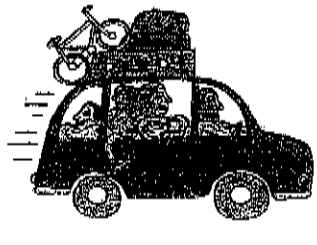
PO BOX C
12625 AUTO MALL DR.
MORENO VALLEY, CA. 92556

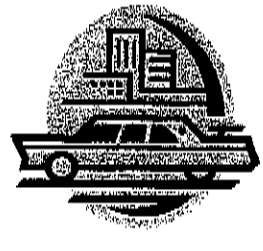
MAIN PHONE:	951 485-3500
FAX OFFICE:	951 485-3515
FAX FINANCE:	951 485-3516
FAX DON/FLEET:	951 485-9827

To: GMBFC ATTN: BRITTANY	From: [redacted]
Fax: 866) 476-8227	Pages: 12 INCL. COVER
Phone:	Phone [redacted]
Subject: JERRY MARSH	Date: 7/28/08

REQUEST # 71-63686810







DIAMOND CHEVROLET, INC.

dba MORENO VALLEY CHEVROLET
Not affiliated with any auto dealer group
P.O. BOX C MORENO VALLEY, CA. 92556-4003
12625 AUTO MALL DRIVE MORENO VALLEY CA. 92555
PHONE (951)-485-3500 FAX (951) 485-3515

BAR # AA 151180

WS177267

GM Parts

Mr. Goodwrench

EPA # CA0000367912

WS177267

0101ICTWS177267

CUSTOMER NO. 45990	ADVISOR ROBERT CISCO 1438	TAG NO. 7602	INVOICE DATE 05/14/08	INVOICE NO. CTWS177267
[redacted] MORENO VALLEY, CA [redacted]	LABOR RATE / LICENSE NO.	MILEAGE 32,433	COLOR GRAYSTONE M	STOCK NO. 161586
	YEAR / MAKE / MODEL 07/CHEVROLET TRUCK/TAHOE/UT-TAHOE		DELIVERY DATE 05/13/06	DELIVERY MILES 13
	VEHICLE I.D. NO. 1GNFC13J27R[redacted]		RELLING DEALER NO.	PRODUCTION DATE
	F.T.F. NO.	P.O. NO.	R.O. DATE 05/13/08	
[redacted]	COMMENTS			MO: 32437

LABOR & PARTS

J# 1 06CVZ TIRES & FRAME DIAG 1 HOURS: TECH(S):45 0.00
CUST STATES A VIBRATION IN FRONT END WHILE DRIVING. CHK AND
ADVISE
TEST DROVE VEH ON HIGHWAY AND CITY STREETS AND CHECKED
STEERING AND SUSPENSION COMPONENTS
UNABLE TO DUPLICATE

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 10CVZ BRAKES DIAG 1 HOURS: TECH(S):45 0.00
CUST STATES A KNOCK SOUND WHEN RELEASING BRAKES. CHK AND
ADVISE
TEST DROVE VEH AND INSPECTED BRAKE COMPONENTS
UNABLE TO DUPLICATE CONCERN

JOB # 2 TOTAL LABOR & PARTS 0.00

SERVICE FILE COPY W

END OF INVOICE

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE

DIAMOND CHEVROLET, INC.

dba MORENO VALLEY CHEVROLET
Not affiliated with any auto dealer group
P.O. BOX C MORENO VALLEY, CA. 92556-4003
12625 AUTO MALL DRIVE MORENO VALLEY CA. 92555
PHONE (951)-485-3500 FAX (951) 485-3515

BAR # AA 151180

WS174357

GM Parts

Mr. Goodwrench

EPA # CA0000367912

WS174357

0101ICTWS174357

CUSTOMER NO. 45990	ADVISOR ROBERT CISCO 1438	TAG NO. 6661	INVOICE DATE 02/06/08	INVOICE NO. CTWS174357
[redacted] MORENO VALLEY, CA [redacted]	LABOR RATE / LICENSE NO.	MILEAGE 25,820	COLOR GRAYSTONE M	STOCK NO. 161586
	YEAR/MAKE/MODEL 07/CHEVROLET TRUCK/TAHOE/UT-TAHOE		DELIVERY DATE 05/13/06	DELIVERY MILES 13
	VEHICLE I.D. NO. 1GNFC13J27R[redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 02/05/08	
RE[redacted]	COMMENTS			MO: 25820

LABOR & PARTS

J# 1 06GVZ TIRES & FRAME DIAG 1 HOURS: 1.90 TECH(S):1244 160.97

CUST STATES SERVICE TIRE MONITOR MESSAGE ON. CHK AND ADVISE
REMOTE CONTROL DOOR LOCK RECIEVER OPEN
REPLACED RCDLR AND BOTH TRANSMITTERS

PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 1	1	25852909	RECEIVER 10.485	47.38	47.38	66.33	66.33
JOB # 1	2	15913416	TRANSMITT 16.345	36.00	72.00	50.40	100.80

JOB # 1 COST TOTAL 119.38
JOB # 1 TOTAL PARTS 167.13

JOB # 1 TOTAL LABOR & PARTS 328.10

R/O TAX 0.00
R/O TOTALS 328.10

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
174357	328.10
CLAIM TOTALS	328.10

APPROVED BY SIGNATURE

DCS AUDIT SLIP

DCS DATA FILE: GMGMWF.353
02/06/2008 WARRANTY NEW CLAIM
1235

RO NUMBER	RO DATE	VIN	DIV	DEALER	ODOMETER	SERVICE ADVISOR #
174357	02/05/2008	1GNFC13J27R[redacted]	3	20024	25820	XXX-XX-6702

CUSTOMER NAME: FIRST: JERRY MIDDLE: E
LAST: MARSH PHONE:WORK: 951-567-8067 HOME: 951-243-0365

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
1	01	OJ	3		25852909	167.13	6C	R9728	1.9			160.97

LN-TOT: 328.10 TECH SSN: XXX-XX-8849 AUTH CODE: AUTH. AUTHOR.:
MEMO PART NUMBERS: 15913416

R.O. TOTAL: 328.10

000872

PAGE 1 OF 1

SERVICE FILE COPY-W

END OF INVOICE 1:12:36pm

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE

DIAMOND CHEVROLET, INC.

dba MORENO VALLEY CHEVROLET
Not affiliated with any auto dealer group
P.O. BOX C MORENO VALLEY, CA. 92556-4003
12625 AUTO MALL DRIVE MORENO VALLEY CA. 92555
PHONE (951)-485-3500 FAX (951) 485-3515

BAR # AA 151180

WS171084

GM Parts

Mr. Goodwrench

EPA # CA0000367913

WS171084

0101ICTWS171084

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
45990	ROBERT CISCO 1438	4630	11/15/07	CTWS171084
[redacted] MORENO VALLEY, CA [redacted]	LABOR RATE / LICENSE NO. / MILEAGE 20,912		COLOR GRAYSTONE M	STOCK NO. 161586
	YEAR / MAKE / MODEL 07/CHEVROLET TRUCK/TAHOE/UT-TAHOE		DELIVERY DATE 05/13/06	DELIVERY MILES 13
	VEHICLE I.D. NO. 1GNFC13J27R[redacted]		SELLING DEALER NO.	PRODUCTION DATE
	R.T.E. NO. / P.O. NO.		R.O. DATE 11/05/07	
[redacted]	COMMENTS			MO: 20912

LABOR & PARTS

J# 1 03CVZ EXTERIOR DIAG 1 HOURS: 0.60 TECH(S):45 49.31

CUST STATES PASS FRONT WINDOW REVEAL MOLDING COMING OFF. CHK
AND ADVISE
PASS FRONT DOOR WINDOW MOLDING WORN
REPLACED PASS FRONT WINDOW MOLDING

PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 1	1	15943273	SEALING S 16.183	24.88	24.88	34.83	34.83
			JOB # 1 COST TOTAL	24.88			
			JOB # 1 TOTAL PARTS				34.83

JOB # 1 TOTAL LABOR & PARTS 84.14

J# 2 10CVZ BRAKES DIAG 1 HOURS: TECH(S):45 0.00

CUST STATES BRAKES SQUEEK LOUD WHEN STOPPING. CHK AND ADVISE
ROAD TESTED VEH NORMAL BRAKE NOISE HEARD
NO PROBLEM FOUND AT THIS TIME

JOB # 2 TOTAL LABOR & PARTS 0.00

J# 3 10CVZ00A BRAKES DIAG 1 HOURS: 1.70 TECH(S):45 139.72

CUST STATES HEARS A THUMPING NOISE FROM BRAKE PEDAL AT TIMES
CHK AND ADVISE
BRAKE BOOSTER PUSH ROD HITTING INSIDE SPRING
REPLACED BRAKE BOOSTER

PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 3	1	15947019	BOOSTER 4.805	151.56	151.56	212.18	212.18
			JOB # 3 COST TOTAL	151.56			
			JOB # 3 TOTAL PARTS				212.18

JOB # 3 TOTAL LABOR & PARTS 351.90

J# 4 07CVZ SUSPENSION DIAG 1 HOURS: 0.50 TECH(S):45 41.10

CUST STATES A KNOCK IN FRONT END WHEN GOING OVER BUMPS. CHK
AND ADVISE
INTERMEDIATE SHFT WORN
REPLACED INTERMEDIATE SHAFT

PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 4	1	25809424	SHAFT 6.526	82.93	82.93	116.10	116.10
			JOB # 4 COST TOTAL	82.93			
			JOB # 4 TOTAL PARTS				116.10

JOB # 4 TOTAL LABOR & PARTS 157.20

J# 5 11CVZ ENGINE DIAG 1 HOURS: TECH(S):45 0.00

CUST STATES WHEN SHUTTING VEH OFF HEARS A LOUD BANG FROM ENG
CHK AND ADVISE
CHECKED AGAINST LIKE VEH
NORMAL CONDITION

JOB # 5 TOTAL LABOR & PARTS 0.00

COMMENTS
DELETED OPERATION(S)
19CVZ01 94 COURTESY RAC

(800) 331 © 2002-2005 ALWILLIAMS Systems and Services, Inc.

SERVICE FILE COPY-W ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE

(CONTINUED ON NEXT PAGE)

DIAMOND CHEVROLET, INC.

dba MORENO VALLEY CHEVROLET
Not affiliated with any auto dealer group
P.O. BOX C MORENO VALLEY, CA. 92556-4003
12625 AUTO MALL DRIVE MORENO VALLEY CA. 92555
PHONE (951)-485-3500 FAX (951) 485-3515

BAR # AA 151180

CS171084

GM Parts

Mr. Goodwrench

EPA # CA0000367912

CS171084

0101ICTCS171084

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
45990	ROBERT CISCO 1438	4630	11/07/07	CTCS171084
[redacted]	LABOR RATE / LICENSE NO. / MILEAGE	20,912	COLOR: GRAYSTONE M	STOCK NO.: 161586
MORENO VALLEY, CA [redacted]	YEAR / MAKE / MODEL: 07/CHEVROLET TRUCK/TAHOE/UT-TAHOE		DELIVERY DATE: 05/13/06	DELIVERY MILES: 13
	VEHICLE I.D. NO.: 1 G N F C 1 3 J 2 7 R [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO. / P.O. NO.		R.O. DATE: 11/05/07	
R[redacted]	COMMENTS			MO: 20912

JOB # 5 TOTAL PARTS 0.00

JOB # 5 TOTAL LABOR & PARTS 0.00

SUBLET-----PO#--------VEND INV#-INV.DATE-DESCRIPTION----------

TOTAL - SUBLET 0.00

COMMENTS----------
DELETED OPERATION(S)----------
19CVZ01 94 COURTESY RAC

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**

CASH CHARGE

VISA MASTERCARD

DISCOVER CHECK #

"I acknowledge notice and oral approval of an increase in the original estimated price."

Custom[redacted]

CUSTOMER SIGNATURE

SERVICE FILE COPY

END OF INVOICE 1:04:38pm

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE

Keynoda and Keynoda ERA/ATIME GD502234-Q [07/06]

DIAMOND CHEVROLET, INC.

dba MORENO VALLEY CHEVROLET
Not affiliated with any auto dealer group
P.O. BOX C MORENO VALLEY, CA. 92556-4003
12625 AUTO MALL DRIVE MORENO VALLEY CA. 92555
PHONE (951)-485-3500 FAX (951) 485-3515

BAR # AA 151180

WS171747

GM Parts

Mr. Goodwrench

EPA # CA0000367912

WS171747

0101ICTWS171747

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
45990	ROBERT CISCO 1438	4996	11/24/07	CTWS171747
[redacted] MORENO VALLEY, CA [redacted]	LABOR RATE / LICENSE NO. / MILEAGE: 21,543		COLOR: GRAYSTONE M	STOCK NO.: 161586
	YEAR / MAKE / MODEL: 07/CHEVROLET TRUCK/TAHOE/UT-TAHOE		DELIVERY DATE: 05/13/06	DELIVERY MILES: 13
	VEHICLE I.D. NO.: 1 G N F C 1 3 J 2 7 R [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO. / P.O. NO.		R.O. DATE: 11/19/07	
[redacted]	COMMENTS			

MO: 21543

LABOR & PARTS----------

J# 1 16CVZ ELECT DIAG 1 HOURS: TECH(S): 45 0.00
CUST STATES SERVICE TIRE MONITOR MESSAGE ON. CHK AND ADVISE
TIRE MONITORS NOT PROGRAMMED
REPROGRAMMED TIRE MONITOR

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 16CVZ00A ELECT DIAG 1 HOURS: 0.30 TECH(S): 45 24.66
CUST STATES KEYFOBS INOP. CHK AND ADVISE
MODULE NOT RECIEVING SIGNAL FROM KEYFOBS
REPROGRAM RCDLR MODULE AND FOBS

JOB # 2 TOTAL LABOR & PARTS 24.66

J# 3 06CVZ TIRES & FRAME DIAG 1 HOURS: 1.00 TECH(S): 45 82.19
CUST STATES TIRES HAVE EXCESSIVE INSIDE WEAR. CHK AND ADVISE
TIRES WORN ON INSIDE
REPLACED ALL FOUR TIRES

PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 3	4	89016784	B2657017 5.880	118.00	472.00	143.00	572.00
			JOB # 3 COST TOTAL		472.00		
					JOB # 3 TOTAL PARTS		572.00

JOB # 3 TOTAL LABOR & PARTS 654.19

J# 4 04CVZ INTERIOR DIAG 1 HOURS: TECH(S): 45 0.00
CUST STATES RT FRONT DASH NEAR AIRBAG IF FADING. CHK AND ADV
NORMAL COLOR OF AIR BAG FACE
NO PROBLEM FOUND

JOB # 4 TOTAL LABOR & PARTS 0.00

R/O TAX 0.00
R/O TOTALS 678.85

WARRANTY CLAIM DETAIL TOTALS----------

CLAIM#	TOTAL
171747	695.29
CLAIM TOTALS	695.29

APPROVED BY SIGNATURE

SERVICE FILE COPY-W

PARTS INSTALLED ARE NEW UNLESS OTHERWISE

CONTINUED ON NEXT PAGE

DIAMOND CHEVROLET, INC.

dba MORENO VALLEY CHEVROLET
Not affiliated with any auto dealer group
P.O. BOX C MORENO VALLEY, CA. 92556-4003
12625 AUTO MALL DRIVE MORENO VALLEY CA. 92555
PHONE (951)-485-3500 FAX (951) 485-3515

BAR # AA 151180

CS171747

GM Parts

Mr. Goodwrench

CS171747

EPA # CA0000367912

0101ICTCS171747

CUSTOMER NO. 45990	ADVISOR ROBERT CISCO 1438	TAG NO. 4996	INVOICE DATE 11/20/07	INVOICE NO. CTCS171747
[redacted] MORENO VALLEY, CA [redacted]	LABOR RATE / LICENSE NO.	MILEAGE 21,543	COLOR GRAYSTONE M	STOCK NO. 161586
	YEAR / MAKE / MODEL 07/CHEVROLET TRUCK/TAHOE/UT-TAHOE		DELIVERY DATE 05/13/06	DELIVERY MILES 13
	VEHICLE I.D. NO. 1GNFC13J27R [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 11/19/07	
R[redacted]	COMMENTS			
TOTALS				MO: 21543

CASH	CHARGE
VISA MASTERCARD	
DISCOVER	CHECK #

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**

"I acknowledge notice and oral approval of an increase in the original estimated price."

Customer signature or initials [redacted]

SERVICE FILE COPY

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE

END OF INVOICE 102-47pm

DIAMOND CHEVROLET, INC.

dba MORENO VALLEY CHEVROLET
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P.O. BOX C MORENO VALLEY, CA. 92556-4003
12625 AUTO MALL DRIVE MORENO VALLEY CA. 92555
PHONE (951)-485-3500 FAX (951) 485-3515

BAR # AA 151180

CS171233

Mr. Goodwrench

EPA # CA000036791

CS171233

0101ICTCS171233

CUSTOMER NO. 45990	ADVISOR ROBERT CISCO 1438		TAG NO. 4630	INVOICE DATE 11/07/07	INVOICE NO. CTCS171233
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 20,912	COLOR GRAYSTONE M	STOCK NO. 161586
MORENO VALLEY, CA [redacted]	YEAR / MAKE / MODEL 07/CHEVROLET TRUCK/TAHOE/UT-TAHOE			DELIVERY DATE 05/13/06	DELIVERY MILES 13
	VEHICLE I.D. NO. 1GNFC13J27R [redacted]			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	R.O. NO.		R.O. DATE 11/06/07	
F [redacted]	COMMENTS				

MO: 20912

LABOR & PARTS----------
J# 1 03CVZ EXTERIOR DIAG 1 TECH(S):1460 0.00
CUST REQUESTS PAINTLESS DENT REAPIR LEFT FRONT HOOD
REPAIR SUBLET TO T&T

JOB # 1 TOTAL LABOR & PARTS 0.00

SUBLET-----PO#--------VEND INV#-INV.DATE-DESCRIPTION----------
JOB # 1 28462 11/06/07 DENT REPAIR 75.00
TOTAL - SUBLET 75.00

TOTALS----------

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	75.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE $	**75.00**

CASH CHARGE
VISA MASTERCARD
DISCOVER CHECK #

"I acknowledge notice and oral approval of an increase in the original estimated price."

Customer signature or initals

[redacted]

CUSTOMER SIGNATURE

PAID
NOV 07 2007
By

PAGE 1 OF 1

SERVICE FILE COPY

END OF INVOICE 1:04:07am

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DIAMOND CHEVROLET, INC.

dba MORENO VALLEY CHEVROLET
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P.O. BOX C MORENO VALLEY, CA. 92556-4003
12625 AUTO MALL DRIVE MORENO VALLEY CA. 92555
PHONE (951)-485-3500 FAX (951) 485-3515

BAR # AA 151180

WS167397

GM Parts

Mr. Goodwrench

EPA # CA000036791

WS167397

0101ICTWS167397

CUSTOMER NO. 45990	ADVISOR ROBERT CISCO 1438		TAG NO. 2423	INVOICE DATE 07/26/07	INVOICE NO. CTWS167397
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 15,544	COLOR GRAYSTONE M	STOCK NO. 161586
MORENO VALLEY, CA [redacted]	YEAR / MAKE / MODEL 07/CHEVROLET TRUCK/TAHOE/UT-TAHOE			DELIVERY DATE 05/13/06	DELIVERY MILES 13
	VEHICLE I.D. NO. 1GNFC13J27R [redacted]			SELLING DEALER NO.	PRODUCTION DATE
	R.T.E. NO.	R.O. NO.		R.O. DATE 07/25/07	
RESIDENCE PHONE [redacted]	BUSINESS PHONE	COMMENTS			

MO: 15544

LABOR & PARTS----------

J# 1 10CVZ BRAKES DIAG 1 HOURS: 2.40 TECH(S):45 177.29

CUST STATES BRAKES SQUEEK ALL THE TIME. CHK AND ADVISE
PADS GLAZED AND ROTORS GROOVED
REPLACED PADS WITH UPDATED PART AND RESURFACED ROTORS
H0042

PARTS	QTY	FP NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 1	1	25852957	PAD KIT 5.017	80.07	80.07	112.10	112.10
			JOB # 1 COST TOTAL		80.07		
					JOB # 1 TOTAL PARTS		112.10
					JOB # 1 TOTAL LABOR & PARTS		289.39

J# 2 06CVZ TIRES & FRAME DIAG 1 HOURS: 1.10 TECH(S):45 81.26

CUST STATES FRONT TIRES WEARING ON INSIDE. CHK AND ADVISE
FRONT END OUT OF ALIGNMENT
ADJUSTED CASTER CAMBER AND TOE
E2020

JOB # 2 TOTAL LABOR & PARTS 81.26

J# 3+20CVZ07033 BATTERY RUNDOWN HOURS: 0.60 TECH(S):45 44.32

SERVICE UPDATE # 07033-----BATTERY RUNDOWN PROTECTION
REPROGRAM BCM PER RECALL
Y0152

JOB # 3 TOTAL LABOR & PARTS 44.32

R/O TAX 0.00
R/O TOTALS 414.97

WARRANTY CLAIM DETAIL TOTALS----------

CLAIM#	TOTAL
167397	414.97
CLAIM TOTALS	414.97

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CONTINUED ON NEXT PAGE

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P.O. BOX C MORENO VALLEY, CA. 92556-4003

12625 AUTO MALL DRIVE MORENO VALLEY CA. 92555

PHONE (951)-485-3500 FAX (951) 485-3515

BAR # AA 151180

WS163035

Mr. Goodwrench

EPA # CA000036791

WS163035

0101ICTWS163035

CUSTOMER NO. 45990	ADVISOR ROBERT CISCO 1438	TAG NO. 9685	INVOICE DATE 03/21/07	INVOICE NO. CTWS163035	
[redacted] MORENO VALLEY, CA [redacted]	LABOR RATE / LICENSE NO. / MILEAGE 10,716		COLOR GRAYSTONE M	STOCK NO. 161586	
	YEAR / MAKE / MODEL 07/CHEVROLET TRUCK/TAHOE/UT-TAHOE		DELIVERY DATE 05/13/06	DELIVERY MILES 13	
	VEHICLE I.D. NO. 1GNFC13J27R[redacted]		SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	R.O. DATE 03/21/07		
RE[redacted]	BUSINESS PHONE	COMMENTS			

MO: 10716

LABOR & PARTS

J# 1 08CVZ STEERING DIAG 1 HOURS: TECH(S):45 0.00

CUST STATES WHEN TURNING WHEEL TO LEFT FEELS SLIGHTLY
STIFFER THAN TURNING RIGHT. CHK AND ADVISE
CHECKED STEERING OPERATION AND PUMP PRESSURES
VEH OPERATING AS DESIGNED

JOB # 1 TOTAL LABOR & PARTS 0.00

COMMENTS

DELETED OPERATION(S)

20CVZ07033 BATTERY RUNDOWN

SERVICE FILE COPY-W

[END OF INVOICE 1 01:52pm

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DIAMOND CHEVROLET, INC.

dba MORENO VALLEY CHEVROLET
P.O. BOX C MORENO VALLEY, CA. 92556-4003
12625 AUTO MALL DRIVE MORENO VALLEY CA. 92555
PHONE (951)-485-3500 FAX (951) 485-3515

WS155811

GM Parts

Mr. Goodwrench

WS155811

BAR # AA 151180

EPA # CA0000367912

0101ICTWS155811

CUSTOMER NO. 45990	ADVISOR ROBERT CISCO 1438	TAG NO. 5097	INVOICE DATE 09/08/06	INVOICE NO. CTWS155811
[redacted] MORENO VALLEY, CA [redacted]	LABOR RATE / LICENSE NO.	MILEAGE 3,481	COLOR GRAYSTONE M	STOCK NO. 161586
	YEAR / MAKE / MODEL 07/CHEVROLET TRUCK/TAHOE/UT-TAHOE		DELIVERY DATE 05/13/06	DELIVERY MILES 13
	VEHICLE I.D. NO. 1 G N F C 1 3 J 2 7 R [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.	P. O. NO.	R. O. DATE 09/01/06	
RESIDENCE [redacted]	BUSINESS PHONE	COMMENTS		

MO: 3481

LABOR & PARTS
J# 1 03CVZ EXTERIOR DIAG 1 HOURS: 0.30 TECH(S):1527 21.36
CUST STATES REAR HATCH EMBLEM COMING OFF. INSTALL SOP
TAILGATE EMBLEM PEELING OFF
REPLACED TAILGATE EMBLEM
B7010/.3

PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 1	1	15824187	EMBLEM 17.215	18.66	18.66	26.12	26.12
			JOB # 1 COST TOTAL		18.66		
			JOB # 1 TOTAL PARTS				26.12
			JOB # 1 TOTAL LABOR & PARTS				47.48

R/O TAX 0.00
R/O TOTALS 47.48

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
155811	47.48
CLAIM TOTALS	47.48

--725-

APPROVED BY SIGNATURE

DCS AUDIT SLIP
DCS DATA FILE: GMGMWF.911
09/08/2006 WARRANTY NEW CLAIM
1418

RO NUMBER	RO DATE	VIN	DIV	DEALER	ODOMETER	SERVICE ADVISOR #
155811	09/01/2006	1GNFC13J27R[redacted]	3	20024	3481	XXX-XX-6702

CUSTOMER NAME: FIRST: JERRY MIDDLE: E
LAST: MARSH PHONE:WORK: HOME: 951-243-0365

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
1	01		ON	1	15824187	26.12	2W	B7010	.3			21.36

LN-TOT: 47.48 TECH SSN: XXX-XX-5704 AUTH CODE: AUTH. AUTHOR.:

R.O. TOTAL: 47.48

SERVICE FILE COPY - INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE

END OF INVOICE 1:02:16pm

DIAMOND CHEVROLET, INC.

dba MORENO VALLEY CHEVROLET
P.O. BOX C MORENO VALLEY, CA 92556-4003
12625 AUTO MALL DRIVE MORENO VALLEY, CA 92555
PHONE (951) 485-3500 FAX (951) 485-3515

BAR # AA 151180

EPA # CA0000367912

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
45990	ROBERT CISCO 1438	4912	07/30/06	CTWS154107

[redacted]
MORENO VALLEY, CA [redacted]

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		2,168	GRAYSTONE M	161586

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
07/CHEVROLET TRUCK/TAHOE/UT-TAHOE	05/13/06	13

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1GNFC13J27R[redacted]		

F.T.E. NO.	P.O. NO.	R.O. DATE
		07/19/06

[redacted] BUSINESS PHONE

COMMENTS

MO: 2168

LABOR & PARTS

J# 1 03CVZ EXTERIOR DIAG 1 HOURS: TECH(S):1367 0.00
CHECK REAR MLDG
EMBLEM FELL OFF REAR MOLDING
SPECIAL ORDER PART

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 04CVZ INTERIOR DIAG 1 HOURS: TECH(S):1367 6.00
CUST STATES RT REAR WINDOW LOOSE. CHK AND ADVISE
REMOVED PANAL TO TRY TO TIGHTEN
COULD NOT TIGHTEN AS DESIGNED
L0121/.5

JOB # 2 TOTAL LABOR & PARTS 6.00

J# 3 04CVZ01 INTERIOR DIAG 2 HOURS: TECH(S):1367 0.00
CUST STATES LFT REAR WINDOW LOOSE. CHK AND ADVISE
WINDOWS OPERATE AS DESIGNED
NO PROBLEMS FOUND

JOB # 3 TOTAL LABOR & PARTS 0.00

J# 4 03CVZ00A EXTERIOR DIAG 1 HOURS: TECH(S):1367 0.00
CUST STATES REAR PANAL NEXT TO WINDOW LOOSE. CHK AND ADVISE
NO PROBLEMS FOUND.

JOB # 4 TOTAL LABOR & PARTS 0.00

J# 5 12CVZ00A FUEL & EMM DIAG 1 HOURS: TECH(S):1367 0.00
CUST STATES ONLY GETTING 13MPG ALL DRIVING CONDITIONS. CHK
AND ADVISE
CHECKED AND TESTED. NO PROBLEMS FOUND. VEH OPERATING AS
DESIGNED
T

JOB # 5 TOTAL LABOR & PARTS 0.00

MISC CODE	DESCRIPTION	CONTROL NO	
JOB # 2 PA	GOODWILL POLICY ADJUSTMENT		-6.00
		TOTAL - MISC	-6.00
		R/O TAX	0.00
		R/O TOTALS	0.00

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
154107	0.00
CLAIM TOTALS	0.00

APPROVED BY SIGNATURE

CUSTOMER COPY-W

[CONTINUED ON NEXT PAGE]

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HUMMER

GENERAL MOTORS BUSINESS RESOURCE CENTER

7/23/08

Mark Ilrig
Moreno Valley
CA

Re: [redacted]
Siebel Request: 71-636867810
2007 Chevrolet Tahoe
VIN # 1GNFC13J27R[redacted]

Dear Mark:

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 within 24 hours. 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,

Brittany DeLamar
BRC Customer Relationship Specialist
Ph# 800-231-1841, prompt 9, prompt 5, extension 41114
FAX# 866-476-8227

BBB AUTO LINE
Customer Claim Form

Case number:	CHV0844941
Contact date:	07/18/08
Start date:	07/18/08

Please make any necessary corrections to the information below, print or verify your VIN number and lienholder/leasing company information at the bottom of this page, and complete the missing information in Section 4 on the next page (attach additional sheets as needed).

SECTION 1: CUSTOMER INFORMATION

Titled owner: [redacted]

Mailing address: [redacted]

City: MORENO VALLEY State: CA Zip code: [redacted]

Day phone [redacted] Evening phone: Cell phone:

Fax: E-mail address:

SECTION 2: VEHICLE INFORMATION

Make: Chevrolet Model: Tahoe Year: 2007 Current mileage: 36466

Name(s) that appears on the vehicle title: [redacted]

Selling dealer/city/state: MORENO VALLEY CHEVROLET OLDSMO, MORENO VALLEY, CA

Primary Servicing dealer/city/state: MORENO VALLEY CHEVROLET OLDSMO,

Acquired as ☒ new ☐ used ☐ demo ☐ leased Is the vehicle in your possession? ☒ yes ☐ no

Purchase/lease date: 05/14/06 Mileage at purchase/lease:

First repair attempt date: 06/15/06 First repair attempt mileage: 0

How often is the vehicle used for business purposes (percentage): 0 % Number of vehicles registered in California by vehicle owner/lessee: Transmission type: ☒ Automatic ☐ Manual

Has the vehicle been in an accident/had body damage? ☐ yes ☒ no Date of accident:

Description of damage:

SECTION 3: DESIRED OUTCOME (Describe what you want done to resolve your concern)

He wants the vehicle repurchased. He is not happy with the quality of the vehicle.

Please complete the missing information in the box below and on page 2.

VEHICLE INDENTIFICATION NUMBER 1GNFC13127R[redacted]

Lienholder/Leasing Company _____ **Phone Number**_____

SECTION 4: VEHICLE PROBLEMS (List primary problem first)

Problem	Servicing dealer(s)	# of repair attempts	List the date, mileage, and days out of service for each repair attempt	Does the problem exist now?
Example: **A/C won't cool properly**	**Any Dealer, Inc.**	**2**	**4/23/06 3,500 miles 5 days 6/10/07 12,700 miles 1 day**	**yes**
front end quivers over bumps/can feel it in steering wheel		3		yes
thud noise from engine when shutting vehicle off		3		yes
brakes squeak/replaced but still squeak		3		yes
dashboard computer went out		2		no
tires were wearing on the inside/replaced		2		no
door moldings are not attached properly		1		yes
plastic on passenger interior door handle broke				yes
poor gas mileage (13 mpg)				yes

Total days out of service for all problems: _____

Signature of Titled Owner(s) _____ Date _____

I am submitting this dispute for resolution in the BBB AUTO LINE program, and I agree to arbitrate the dispute under the BBB AUTO LINE Arbitration Rules.

Please mail or fax this completed form with copies of all available repair orders, your vehicle registration, your sales agreement or lease agreement, and any other relevant documents (e.g., written correspondence with the manufacturer, etc.) to:

BBB AUTO LINE
4200 Wilson Blvd., Suite 800
Arlington VA, 22203-1838
Fax: 703-247-9700

DECISION

Submitted Date: 09/05/08
CHV0844941
VIN: 1GNFC13J27R[redacted]
Customer: Mr[redacted] - Hearing Date: 08/22/08
Arbitrator: Jerry Gans

Question 1

Vehicle (Year, Make, Model)

2007 Chevy Tahoe 2 wd

Question 2

With respect to the consumer's "vehicle", I/we have made the following decision:

The consumer's claim is denied.

CASE: CHV0844941
Arbitrator: Jerry Gans

Customer: Mr[redacted]
Date: 09/05/08

REASONS FOR DECISION

Submitted Date: 09/05/08
CHV0844941
VIN: 1GNFC13J27R[redacted]
Customer: Mr [redacted] - Hearing Date: 08/22/08
Arbitrator: Jerry Gans

Question 1

Vehicle (Year, Make, Model)

2007 Chevy Tahoe 2 wd

Question 2

Please list each vehicle problem alleged by the customer. Include both past and present problems.

Molding loose, brakes, tire wear, electrical and programming repairs and handling and suspension.

Question 3

For the following reasons, I have determined that a {please list one of the following awards below: repair, denial, repurchase, reimbursement, repurchase/replacement}

Denial

a **decision is a fair resolution of this dispute:**

For the BBB Autoline to have jurisdiction it must be shown that the vehicle in question was covered by the Chevrolet new car warranty, that the claim was filed with the BBB no later than six months after the expiration of the applicable warranty and that the vehicle was purchased primarily for personal, family or household purposes.

The Tahoe was purchased on May 15, 2006. The new vehicle is/was covered by a three year 36,0000 mile warranty. At the time of the arbitration the subject Tahoe had 39,127 miles. However, at the time of the 5/13/08 repair invoice, the vehicle had 32,433 miles.

There is no issue that the vehicle was purchased in the State of California and primarily for personal use.

The Arbitrator finds the BBB Autoline does have jurisdiction for the 2007 Chevrolet Tahoe.

The vehicle is subject to the SONG-BEVERLY CONSUMER WARRANT Y ACT.

In order to make an award for Consumer , it must be shown that the (defects in claim) comprise a substantial nonconformity . More specifically, the defect or defects constitute a malfunction or failure to conform to the written warranty which substantially impairs the use, value or safety of the new motor vehicle to the consumer. Further, a Substantial nonconformity" is any defect, malfunction or failure to conform to the written warranty which substantially impairs the use, value or safety of the new motor vehicle to the consumer.

There is a rebuttable presumption, (Tanner Presumption) that a reasonable number of repair attempts have been done if the defect occurred within 18 months from delivery to the buyer or 18,000 miles on the vehicle odometer (whichever occurs first) and one or more of the following occurs.
A- the same non conformity results in a condition that it likely to CAUSE DEATH OR SERIOUS BODILY INJURY if the vehicle is drive and the nonconformity has been subject to repair two or more times by the manufacturer or its agents.

B- the same nonconformity has been subject to repair four or more times by the manufacturer or its agent

Further, Consumer must have, at least one time, directly notified the manufacturer of the need for the repair of the nonconformity.

The Arbitrator does not find that the Tanner Presumption is applicable in this case.

Absent the "presumption" the Consumer may establish the non conformity by other evidence.

Specifically, the Consumer lists specific defects, including, in summary: molding failures, electronic programming failures, tire wear/suspension alignment as well as "handling" defects including vibrations in the front end and transmission knocks.

MOLDING FAILURES, ELECTRONIC PROGRAMMING FAILURES AND TRANSMISSION KNOCKS:

Repairs were made for these defects. There appeared to be no further defects present at the time of the vehicle inspection.

These repairs do not constitute "substantial nonconformities" that substantially impairs the use, value or safety of the vehicle. Further, these "defects" were either repaired or not found on inspection.

The Arbitrator finds that defects in molding, electronic programming and transmission knocks do not constitute non conformities within the Song Beverly Act.

TIRE WEAR AND SUSPENSION:

As to tire wear, suspension alignment, the tires were replaced by the manufacturer at about 21000 miles. This was due to excessive inside wear. This wear may be due to alignment and or use. Alignment was performed.

The tires, at the time of Arbitration, had approximately 18,000 miles. There was insufficient indication that there was excessive wear on the inside of the front tires as previously found.

The vehicle was driven over normal road conditions as well as railroad tracks. The vehicle did exhibit some "bumpy" ride over the railroad tracks but did not exhibit instability, vibration or handling problems.

The Arbitrator finds that there was no defect in suspension either directly affecting handling or affecting early, or premature, tire wear.

Question 4

If awarding a repurchase or replacement:

If you have determined that the manufacturer is entitled to a deduction for reasonable use, please indicate the number of vehicle miles prior to the first repair attempt of the problem that gave rise to the nonconformity.

b Please describe all collateral and incidental damages paid, incurred or to be incurred by the customer. Please explain why if any of these collateral/incidental damages are not awarded.

SIMPLE INTEREST FINANCE CHARGE

Dealer Number _____ Contract Number _____ R.O.S. Number _____ Stock Number 161586

Buyer (and Co-Buyer) Name and Address (Including County and Zip Code)	Creditor - Seller (Name and Address)
[redacted] HORENO VALLEY CA/[redacted] RIVERSIDE	MORENO VALLEY CHEVY PO BOX C12625 AUTO MALL DR MORENO VALLEY CA 92556-4003

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	2007	CHEVROLET TAHOE	TRUCK 13	1GNFC13J27R[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 of $ 12000.00
7.4%	$ 9420.(e)	$ 32710.(e)	$ 42131.(e)	$ 54131.(e)

(e) means an estimate

YOUR PAYMENT SCHEDULE WILL BE:

Number of Payments:	Amount of Payments:	When Payments Are Due:
One Payment of	N/A	N/A
One Payment of	N/A	N/A
8 Payments	501.56	Monthly, Beginning 06/14/2006
Payments	N/A	Monthly, Beginning
One Final Payment	501.56	DUE ON 05/14/2013

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 $ 39605.(A)
     - 1. Cash Price Vehicle $ 36894.00
     - 2. Cash Price Accessories $ 2711.00
     - 3. Other (Nontaxable)
       - Describe N/A $ N/A
       - Describe N/A $ N/A
   - B. Document Preparation Fee (not a governmental fee) $ 45.(B)
   - C. Smog Fee Paid to Seller $ N/A (C)
   - D. Sales Tax (on taxable items in A+B+C) $ 3072.(D)
   - E. Optional DMV Electronic Filing Fee $ N/A (E)
   - F. (Optional) Service Contract $ 1657.(F)
   - G. (Optional) Service Contract $ N/A (G)
   - H. Prior Credit or Lease Balance paid by Seller to N/A $ N/A (H) (see downpayment and trade-in calculation)
   - I. (Optional) Gap Contract (to whom paid) N/A $ N/A
   - J. Other (to whom paid) N/A $ N/A
     - For N/A

   Total Cash Price (A through J) $ 44379.00
2. Amounts Paid to Public Officials
   - A. License Fees ESTIMATED $ 322.(A)
   - B. Registration/Transfer/Titling Fees $ N/A (B)
   - C. California Tire Fees $ 8.(C)
   - D. Other N/A $ N/A (D)
   - E. Other N/A

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. 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.

Vehicle Insurance

	Term	Premium
$ N/A Comp., Fire & Theft	Mos.	$ N
$ N/A Coll. Collision	Mos.	$ N
Bodily Injury $ N/A Limits	Mos.	$ N
Property Damage $ N/A Limits	Mos.	$ N
Medical N/A	Mos.	$ N
	Mos.	$ N
Total Vehicle Insurance Premiums		$ (a) N

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 [redacted]
Co-Buyer [redacted]
Seller [redacted]

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	N/A Mos		$ N/A
Credit Disability	N/A Mos		$ N/A
Total Credit Insurance Premiums			$ (b) N/A

Insurance Company Name N/A

Home Office Address N/A

Credit life insurance and credit disability insurance are not required to obtain credit. Your decision to buy or not buy credit life 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 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

2. **Amounts Paid to Public Officials**
   A. License Fees ESTIMATED $ 322. (A)
   B. Registration/Transfer/Titling Fees $ N (B)
   C. California Tire Fees* $ 8. (C)
   D. Other N/A $ N (D)
   E. Other N/A $ N (E)
   Total Official Fees (A through E) $ 330. (2)
3. **Amount Paid to Insurance Companies** (Total premiums from Statement of Insurance column a + b)* $ N (3)
4. **Smog Certification or Exemption Fee Paid to State** $ N (4)
5. **Subtotal** (1 through 4) $ 44710. (5)
6. **Total Downpayment**
   A. Agreed Trade-In Value Yr ____ Make ____ $ N (A)
   Model ____ Odom ____
   VIN ____
   B. Less Prior Credit or Lease Balance $ N (B)
   C. Net Trade-In (A less B) (indicate if a negative number) $ N (C)
   D. Deferred Downpayment $ N (D)
   E. Manufacturer's Rebate $ N (E)
   F. Other N/A $ N (F)
   G. Cash $ 12000. (G)
   Total Downpayment (C through G) $ 12000. (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) $ 32710. (7)

*Seller may keep part of these amounts.

insurance and credit disability insurance ends on the origina due date for the last payment unless a different term for th Insurance is shown above.

You are applying for the credit insurance marke 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 fo 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 eligible fo 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.

[redacted]

Date X N/A Age

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 N/A Mos N/A Name of Gap Contract

You want to buy a gap contract

Buyer X N/A [redacted]

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

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 1.F and/or 1.G above.

1.F Company FIRST AUTOMOTIVE
Term 60 Mos. or 75000 Miles
1.G Company N/A
Term N/A Mos. or ____ Miles
Buyer X [redacted]

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 [redacted] Co-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 [redacted]
Buyer [redacted]
Co-Buyer Signs

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

WARNING: 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 [redacted] X ____

Represe [redacted] 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 [redacted] Co-Buyer X N/A

Notice to buy [redacted] (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 [redacted]

esent 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 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 as "Prior Credit or Lease Balance," Seller will refund the difference to you.

N [redacted] Co-Buyer X N/A

o buy [redacted]

ot 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 of this agreement. (3) You can prepay the full amount due under this agreement at any time. (4) If you default in the performance obligations under this agreement, the vehicle may be repossessed and you may be subject to suit and liability for the unpaid dness evidenced by this agreement.

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s 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 ehicles, or any combination thereof.
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, n unfair or deceptive practice for the seller to make a unilateral change.

nature X [redacted] Co-Buyer Signature X

nnual Percentage Rate may be negotiable with the Seller. The Seller may assign this contract tain its right to receive a part of the Finance Charge.

THERE IS NO COOLING OFF PERIOD

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

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.

ignature X [redacted] ate 05/15/06 Co-Buyer Signature X Date

s and Other O [redacted] esponsible for paying the entire debt. An other owner is a person whose name is on the title to the vehicle but have to pay the debt. The other owner agrees to the security interest in the vehicle given to us in this contract.

ner Signature X Address

GUARANTY

e 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, uarantor 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 lor'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 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 d the contract. Each Guarantor acknowledges receipt of a completed copy of this contract and guaranty at the time of signing.

or 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.

tor X Date Guarantor X Date

s Address [redacted]

ns MORENO VALLEY CHEVY Date 05/15/06 By X [redacted] Title

CUSTOMER / TRUTH IN LENDING COPY

ACKNOWLEDGEMENT OF RESCINDED CONTRACT

Buyer's Name [redacted]

Vehicle I.D. # 1GNFC13J27R[redacted]

Date of Original Contract ~~05/15/2006~~ 5/13/06

The undersigned certify as follows:

The agreement between the undersigned parties for the purchase or lease of the above vehicle, date as shown above under "Date of Original Contract," has been rescinded (canceled) such that no obligations shall be owed by either party under the orginal contract.

[redacted]

~~05/15/2006~~
Date

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MORENO VALLEY CHEVROLET
12625 Auto Mall Drive
MORENO VALLEY, CA 92555
(951) 485-3500

RECEIPT
№ 14915

ECEIVED OF March DATE 5/15/06

45990 DOLLARS $ 10,000

Down

DETAIL	ACCOUNT	NOTE	HOW PAID
AMOUNT DUE			CASH
AMOUNT PAID			CHECK
			CREDIT CARD
			DRAFT
BALANCE DUE		10,000	MONEY ORDER

By

Thank You

FORM DSA-138-4-N (10-98)

Reynolds and Reynolds

ACKNOWLEDGEMENT OF RESCINDED CONTRACT

Buyer's Name: [redacted]

Vehicle I.D. #: 1GNFC13J27R[redacted]

Date of Original Contract: ~~05/15/2006~~ 5/13/06

The undersigned certify as follows:

The agreement between the undersigned parties for the purchase or lease of the above vehicle, date as shown above under "Date of Original Contract", has been rescinded (canceled) such that no obligations shall be owed by either party under the orginal contract.

CHV 084494 1

REGISTRATION CARD VALID FROM: 05/14/2008 TO: 05/14/2009

MAKE	YR MODEL	YR 1ST SOLD	VLF CLASS	TYPE VEH	TYPE LIC	LICENSE NUMBER
CHEV	2007	2006	LB	120	11	[redacted]

BODY TYPE MODEL	MP	MO
UT	G	PP

VEHICLE ID NUMBER
1GNFC13J27R[redacted]

TYPE VEHICLE USE	DATE ISSUED	CC/ALCO	DT FEE RECVD	PIC	STICKER ISSUED
AUTOMOBILE	03/28/08	33	03/28/08	8	R5036203

PR EXP DATE: 05/14/200

AMOUNT PAID
$ 270.00

REGISTERED OWNER
[redacted]

AMOUNT DUE
$ 270.00

AMOUNT RECVD
CASH : 280.00
CHCK :
CRDT :
CASH BACK : 10.00

MORENO VALLEY
CA [redacted]

LIENHOLDER
VISTERRA CU
PO BX 9500

MORENO VALLEY
CA 92552
[redacted]

122302

SALES
SERVICE
PARTS
BODY SHOP
TOWING

PTAG

PLUMMER IN LODI
PONTIAC CADILLAC GMC BUICK
THE DIFFERENCE IS OUR PEOPLE

1333 EAST KETTLEMAN LANE
LODI, CALIFORNIA 95240
LODI (209) 369-3573
STOCKTON (209) 478-6108
plummer.com

122302

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01PNZ27P	27 POINT SAFTEY INS	MI		00PNZ0001C	GSP LOF	MI	

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION

CASE #71-647545778

SALESPERSON NO. 726 MICHAEL A BADILLO SERVICE STATE REG# AC085808

VEHICLE I.D. NO.	YEAR/MAKE/MODEL	PRODUCTION DATE	STOCK NO.	LICENSE NO.	R. O. NO.
1GYEE63A660[redacted]	06/CADILLAC/SRX-V8/UT		9941		122302

CUSTOMER NO.	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R. O. DATE
116370		07/01/06	1,324		08/02/06

[redacted]
STOCKTON, CA [redacted]

COLOR	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO.
BLACK/		07/01/13	85,324	854

TURBO	M/MC	AIR COND.	P. S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
	PNZZ				1,931	610	DAVID FENNING

RESIDENCE PHONE	BUSINESS PHONE
[redacted]	

TIME RECEIVED	DATE/TIME PROMISED	PRIORITY
01:20pm	08/02/06 05:30pm	

APPOINTMENT
☐ Yes
☒ No

LABOR RATE

REPAIR AUTHORIZATION & VEHICLE DEPOSITARY RECEIPT (AB 409 amending civil code)
I hereby authorize the repair work therein set forth to be done along with the necessary materials and sublet repairs. You and your employees may operate vehicle for purposes of testing, inspection or delivery at my risk. An express mechanic's lien is acknowledged on the vehicle to secure the amount of repairs thereto. In the event legal action is necessary to enforce this contract, I will pay reasonable attorney's fees and costs. I acknowledge this deposited property is not insured or protected to the amount of actual cash value thereof by the dealer against loss occasioned by theft, fire and vandalism while such property remains with the depositary. I also acknowledge no articles of personal property remains with the depositary. I also acknowledge no articles of personal property have been left in vehicle and the dealer is not responsible for the inspection therefor.

X [redacted] ☐ SAVE PARTS

JOB

ORIGINAL CUSTOMER ESTIMATE: TOTAL

X [redacted]

1 I 12PNZ0DB **DIAG SUSPENS CONCERN**
CUSTOMER STATES THAT THE RIGHT FRONT WHEEL WAS SCRATCHED WHEN THEY PURCHASED THE VEHICLE, CHECK AND ADVISE P/A New wheel

2 W 22PNZ0DB **DIAG BODY ELECTRICAL** NA 8110
CUSTOMER STATES THAT THE LEFT FRONT DRL IS INOP, CHECK AND ADVISE

3 W 25PNZ1 **BODY MECHANICAL**
CUSTOMER STATES THAT THE SUNROOF SQUEAKS WHILE USING, CHECK AND ADVISE

NO PARTS
PART ORDERED
ETA
RECEIVED
WARRANTY
Mechanic
Service Rep
RO#
MS Bulb
MS wheel

☐ PONTIAC 23-278 ☐ CADILLAC 38-137 ☐ GMC 40-580 ☐ BUICK 47-726

EPA# CAL000286832

B.A.R. NO. # AC085808

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE

TEAR DOWN ESTIMATE: I UNDERSTAND THAT MY VEHICLE WILL BE REASSEMBLED WITHIN ___ DAYS OF THE DATE SHOWN ABOVE IF I CHOOSE NOT TO AUTHORIZE THE SERVICES RECOMMENDED.

THANK YOU

				ORIGINAL ESTIMATE (PARTS & LABOR) $
REVISED EST.	TIME AM PM		DATE	AUTHORIZED ADD'L REPAIRS $
REVISED EST.	TIME AM PM		DATE	AUTHORIZED ADD'L REPAIRS $
PERSON CONTACED		PRSN		TOTAL REVISED ESTIMATE $
		PHN		
PERSON CONTACED		PRSN		ADD'L REPAIRS OK'D BY
		PHN		

POWER OF ATTORNEY

The undersigned, hereinafter called "insured", for the consideration of repairs made to "insured's" automobile, does hereby grant to said PLUMMER PONTIAC CADILLAC GMC BUICK INC. Insured's power of attorney to sign or endorse any checks and/or drafts made payable to insured, as settlement for insured's claim for damages to the above described automobile.

X _____ (DATE) X _____ (INSURED)

* A CHARGE FOR HAZARDOUS WASTE DISPOSAL WILL BE ADDED TO THIS FORM WITH CITY, STATE, AND FEDERAL REGUALTIONS

Copyright © 1998 The Reynolds and Reynolds Company ERA/PTAG/CE 5/22/08 © 1/12/04

A

COMPLAINT:

CAUSE: Job #1 - PtA R.F. wheel.

CORRECTION:

B

COMPLAINT:

CAUSE: Job #2 - Verified, Concern, replaced L.F. inner park lamp bulb.

CORRECTION:

C

COMPLAINT:

CAUSE: Job #3 - Cleaned, Lubed moonroof, tracks, weatherstrips as necessary.

CORRECTION:

D

COMPLAINT:

CAUSE:

CORRECTION:

COMPLAINT:

CAUSE:

CORRECTION:

ENGINE: CID _____

4 CYL ☐ 6 CYL ☐ V/6 ☐ V/8 ☐ DIESEL ☐ HYBRID ☐

TRANSMISSION:

3 SPEED ☐ 4 SPD ☐ 5 SPD ☐ AUTO ☐ TYPE _____

ACCESSORIES:

P/S ☐ P/B ☐ A/C ☐ AIR ☐ OTHER _____

LF _____ MM	RF _____ MM
LR _____ MM	RR _____ MM

BRAKE CONDITION

RF ____/32 ____%	LF ____/32 ____%
RR ____/32 ____%	LR ____/32 ____%

FUEL GAUGE

1/4 1/2 FULL

QUALITY CONTROL TECH _____ ASM _____

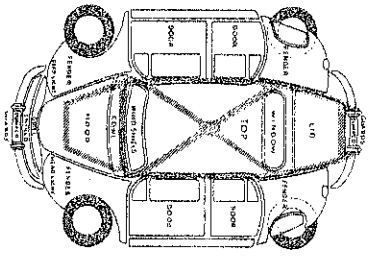
FOREMAN'S SIG. X _____

LABOR RECORD

FLAG SHEET	OFF 10 ON
FLAG SHEET	OFF 9 ON
FLAG SHEET	OFF 8 ON
FLAG SHEET	OFF 7 ON
FLAG SHEET	OFF 5 ON
FLAG SHEET	OFF 4 ON
FLAG SHEET	OFF 3 ON
FLAG SHEET	OFF 2 ON
FLAG SHEET	OFF 1 ON

R.O. OR W.O. NO.	EMPL. NO.	MECH. PAY $	FLAT RATE TIME	W - TIME	REPAIR ORDER TIME	
122302	701				1.3	AUG 2 15:44 AUG 2 14.17

INDICATE ANY DAMAGE CUSTOMER HAS ON VEHICLE PREVIOUS TO MAKING REPAIRS



PRIOR DAMAGE

RF ☐ RR ☐

F ☐ R ☐

LF ☐ LR ☐

SALES
SERVICE
PARTS
BODY SHOP
TOWING

PTAG
PLUMMER IN LODI
PONTIAC CADILLAC GMC BUICK
THE DIFFERENCE IS OUR PEOPLE

CDCS122302

1333 EAST KETTLEMAN LANE
LODI, CALIFORNIA 95240
LODI (209) 369-3573
STOCKTON (209) 478-6108
plummer.com

CDCS122302

0101ICDCS122302

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
116370	DAVID FENNING 610	854	08/03/06	CDCS122302

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		1,931	BLACK/	9941

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
06/CADILLAC/SRX-V8/UT	07/01/06	1,324

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1 G Y E E 6 3 A 6 6 0 [redacted]		

F. T. E. NO.	P. O. NO.	R. O. DATE
		08/02/06

[redacted]
STOCKTON, CA [redacted]

[redacted]

COMMENTS

MO: 1931

LABOR & PARTS----------

J# 1 12PNZ0DB DIAG SUSPENS CONCERN TECH(S): INTERNAL
CUSTOMER STATES THAT THE RIGHT FRONT WHEEL WAS SCRATCHED
WHEN THEY PURCHASED THE VEHICLE, CHECK AND ADVISE
SUBLET TO SALES DEPARTMENT FOR REPAIR

PARTS------QTY---FP-NUMBER----------DESCRIPTION---------LIST PRICE-UNIT PRICE-
JOB # 1 0 88967219 WHEEL INTERNAL
PART ON SPECIAL ORDER
** QUANTITY 1 IS SPECIAL ORDERED **

JOB # 1 TOTAL PARTS 0.00

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 22PNZ0DB DIAG BODY ELECTRICAL TECH(S):701 WARRANTY
CUSTOMER STATES THAT THE LEFT FRONT DRL IS INOP, CHECK AND
ADVISE
VERIFIED CONCERN, INSPECTED AND FOUND INNER PARK LAMP BULB
BURNT OUT
REPLACED LEFT INNER PARK LAMP BULB, RECHECKED ALL GOOD

PARTS------QTY---FP-NUMBER----------DESCRIPTION---------LIST PRICE-UNIT PRICE-
JOB # 2 1 1999382 BULB 8.991 WARRANTY

JOB # 2 TOTAL PARTS 0.00

JOB # 2 TOTAL LABOR & PARTS 0.00

J# 3 25PNZ1 BODY MECHANICAL TECH(S):701 WARRANTY
CUSTOMER STATES THAT THE SUNROOF SQUEAKS WHILE USING, CHECK
AND ADVISE
VERIFIED CUSTOEMR CONCERN
CLEANED AND LUBED MOONROOF, TRACKS AND WEATHER STRIPPING AS
NECESSARY, RECHECKED NO MORE NOISE

PARTS------QTY---FP-NUMBER----------DESCRIPTION---------LIST PRICE-UNIT PRICE-

JOB # 3 TOTAL PARTS 0.00

JOB # 3 TOTAL LABOR & PARTS 0.00

SERVICE FILE COPY

[CONTINUED ON NEXT PAGE] 09:05am

SALES
SERVICE
PARTS
BODY SHOP
TOWING

CWD
Jake in Sales

PTAG

PLUMMER IN LODI
PONTIAC CADILLAC GMC BUICK
THE DIFFERENCE IS OUR PEOPLE

123569

1333 EAST KETTLEMAN LANE
LODI, CALIFORNIA 95240
LODI (209) 369-3573
STOCKTON (209) 478-6108
plummer.com

123569

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01PNZ003K 00PNZ0001C	3000 MILE SERVICE GSP LOF	MO MI		01PNZ27P	27 POINT SAFTEY INS	MI	

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
08/02/06	122302	1931	610	86 701 701	I W W	12PNZ0DB 22PNZ0DB 25PNZ1	DIAG SUSPENS CONCERN DIAG BODY ELECTRICAL BODY MECHANICAL

SALESPERSON NO. 726 MICHAEL A BADILLO

S E R V I C E

STATE REG# AC085808

VEHICLE I.D. NO. 1GYEE63A660[redacted]
YEAR/MAKE/MODEL 06/CADILLAC/SRX-V8/UT
[redacted]
STOCKTON, CA [redacted]
RESIDENCE PHONE [redacted]

CUSTOMER NO. 116370
SERVICE CONTRACT
COLOR BLACK/
TURBO | M/MC PNZZ | AIR COND. | P.S. | TRANS
CONTRACT NO.
PRODUCTION DATE
STOCK NO. 9941
LICENSE NO.
R. O. NO. 123569
DELIVERY DATE 07/01/06
DELIVERY MILES 1,324
SELLING DEALER NO.
R. O. DATE 09/01/06
EXPIRATION DATE 07/01/13
EXPIRATION MILES 85,324
TAG NO. ~~854~~
MILEAGE 1,931
ADVISOR NO. 762
ADVISOR MATTHEW VERDIN

TIME 10:13am 08/02/06 05:30pm
PRIORITY
APPOINTMENTS
LABOR RATE

REPAIR AUTHORIZATION & VEHICLE DEPOSITARY RECEIPT (AB 409 amending civil code)
I hereby authorize the repair work therein set forth to be done along with the necessary materials and sublet repairs. You and your employees may operate vehicle for purposes of testing, inspection or delivery at my risk. An express mechanic's lien is acknowledged on the vehicle to secure the amount of repairs thereto. In the event legal action is necessary to enforce this contract, I will pay reasonable attorney's fees and costs. I acknowledge this deposited property is not insured or protected to the amount of actual cash value thereof by the dealer against loss occasioned by theft, fire and vandalism while such property remains with the depositary. I also acknowledge no articles of personal property remains with the depositary. I also acknowledge no articles of personal property have been left in vehicle and the dealer is not responsible for the inspection therefor.

X

☐ SAVE PARTS

ORIGINAL CUSTOMER ESTIMATE: TOTAL

X

W 20PNZ ELECTRICAL REPAIRS
CUSTOMER REPORTS ONE HEADLAMP IS INOP. CHECK AND ADVISE

Please wash and Vacuum when Done.

MB Badillo

122677

2838

☐ PONTIAC 23-278 ☐ CADILLAC 38-137 ☐ GMC 40-580 ☐ BUICK 47-726

EPA# CAL000286832

B.A.R. NO. # AC085808

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE

TEAR DOWN ESTIMATE: I UNDERSTAND THAT MY VEHICLE WILL BE REASSEMBLED WITHIN ___ DAYS OF THE DATE SHOWN ABOVE IF I CHOOSE NOT TO AUTHORIZE THE SERVICES RECOMMENDED.

THANK YOU

			ORIGINAL ESTIMATE (PARTS & LABOR) $
REVISED EST.	TIME AM PM	DATE	AUTHORIZED ADD'L REPAIRS $
REVISED EST.	TIME AM PM	DATE	AUTHORIZED ADD'L REPAIRS $
PERSON CONTACED		PRSN	TOTAL REVISED ESTIMATE $
		PHN	
PERSON CONTACED		PRSN	ADD'L REPAIRS OK'D BY
		PHN	

POWER OF ATTORNEY

The undersigned, hereinafter called "insured", for the consideration of repairs made to "insured's" automobile, does hereby grant to said PLUMMER PONTIAC CADILLAC GMC BUICK INC. Insured's power of attorney to sign or endorse any checks and/or drafts made payable to insured, as settlement for insured's claim for damages to the above described automobile.

X (DATE) X (INSURED)

© 1988 The Reynolds and Reynolds Company ERA/RF7702F SP6201438 O (12/04)

COMPLAINT: (L) Lamp inst lamps RF DRL
CAUSE: 19 IWOP

A

CORRECTION: Install RF DRL Bulb

COMPLAINT:
CAUSE: Move operations 07

B

CORRECTION:

COMPLAINT:
CAUSE:

C

CORRECTION:

COMPLAINT:
CAUSE:

D

CORRECTION:

COMPLAINT:
CAUSE:

E

CORRECTION:

ENGINE: CID _____

4 CYL ☐ 6 CYL ☐ V/6 ☐ V/8 ☐ DIESEL ☐ HYBRID ☐

TRANSMISSION:

3 SPEED ☐ 4 SPD ☐ 5 SPD ☐ AUTO ☐ TYPE _____

ACCESSORIES:

P/S ☐ P/B ☐ A/C ☐ AIR ☐ OTHER _____

LF _____ MM	RF _____ MM
LR _____ MM	RR _____ MM

BRAKE CONDITION

RF ____ /32 ____ %	LF ____ /32 ____ %
RR ____ /32 ____ %	LR ____ /32 ____ %

FUEL GAUGE

1/4 1/2 FULL

QUALITY CONTROL **TECH** _____ **ASM** _____

FOREMAN'S SIG. X _____

LABOR RECORD

FLAG SHEET

OFF 10 ON

R.O. OR W.O. NO.	EMPL. NO.	MECH. PAY $	FLAT RATE TIME	W - TIME	REPAIR ORDER TIME	OFF	ON
123569	702				.6	SEP 1 11:00	SEP 1 10:42

FLAG SHEET

OFF 8 ON

R.O. OR W.O. NO.	EMPL. NO.	MECH. PAY $	FLAT RATE TIME	W - TIME	REPAIR ORDER TIME	OFF	ON
123569	702				.5	SEP 1 13:49	SEP 1 12:95

FLAG SHEET

OFF 6 ON

FLAG SHEET

OFF 5 ON

FLAG SHEET

OFF 4 ON

FLAG SHEET

OFF 3 ON

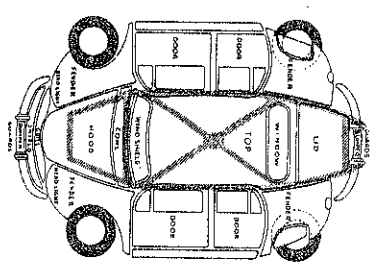
FLAG SHEET

OFF 2 ON

FLAG SHEET

OFF 1 ON

INDICATE ANY DAMAGE CUSTOMER HAS ON VEHICLE PREVIOUS TO MAKING REPAIRS



PRIOR DAMAGE

RF ☐ RR ☐
F ☐ R ☐
LF ☐ LR ☐

SALES
SERVICE
PARTS
BODY SHOP
TOWING

PLUMMER IN LODI
PONTIAC CADILLAC GMC BUICK
THE DIFFERENCE IS OUR PEOPLE

CDCS123569

1333 EAST KETTLEMAN LANE
LODI, CALIFORNIA 95240
LODI (209) 369-3573
STOCKTON (209) 478-6108
plummer.com

CDCS123569

0101ICDCS123569

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
116370	MATTHEW VERDIN 762	414	09/01/06	CDCS123569

[redacted]
STOCKTON, CA [redacted]

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		1,931	BLACK/	9941

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
06/CADILLAC/SRX-V8/UT	07/01/06	1,324

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1 G Y E E 6 3 A 6 6 0 [redacted]		

F.T.E. NO.	P.O. NO.	R.O. DATE
		09/01/06

R [redacted]

COMMENTS

MO: 1931

LABOR & PARTS----------
J# 1 20PNZ ELECTRICAL REPAIRS TECH(S):702 WARRANTY

CUSTOMER REPORTS ONE HEADLAMP IS INOP. CHECK AND ADVISE
DRL INOP
REMOVED AND REPLACED DRL. RUN AND CHECKED OPERATION. SYSTEM
PASS

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 1	1		25763464	BULB 2.727			
				JOB # 1 TOTAL PARTS			0.00
				JOB # 1 TOTAL LABOR & PARTS			0.00

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**

[ ] CASH [ ] CHECK CK NO. [ ]
[ ] VISA [ ] MASTERCARD [ ] DISCOVER
[ ] AMER XPRESS [ ] OTHER [ ] CHARGE

YOU MAY RECEIVE A QUESTIONNAIRE FROM GENERAL MOTORS WITHIN THE NEXT FEW WEEKS. WE WOULD TRULY APPRECIATE YOU TAKING THE TIME TO COMPLETE AND RETURN IT. IF FOR ANY REASON YOU CANNOT RATE US AS "COMPLETELY SATISFIED", PLEASE CONTACT JASON CURL, OUR SERVICE MANAGER.

CUSTOMER SIGNATURE

SERVICE FILE COPY

[END OF INVOICE

SALES
SERVICE
PARTS
BODY SHOP
TOWING

PTAG
PLUMMER IN LODI
PONTIAC CADILLAC GMC BUICK
THE DIFFERENCE IS OUR PEOPLE

122677

1333 EAST KETTLEMAN LANE
LODI, CALIFORNIA 95240
LODI (209) 369-3573
STOCKTON (209) 478-6108
plummer.com

122677

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
00PNZLOF	LUBE OIL FILTER	MI		01PNZ009K	9000 MILE SERVICE	MI	
01PNZ27P	27 POINT SAFTEY INS	MI		00PNZ0001C	GSP LOF	MI	

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
08/02/06	122302	1931	610		I	12PNZ0DB	DIAG SUSPENS CONCERN
				701	W	22PNZ0DB	DIAG BODY ELECTRICAL
				701	W	25PNZ1	BODY MECHANICAL

SALESPERSON NO. 726 MICHAEL A BADILLO S E R V I C E STATE REG# AC085808

VEHICLE I.D. NO.	YEAR/MAKE/MODEL	PRODUCTION DATE	STOCK NO.	LICENSE NO.	R. O. NO.
1GYEE63A660[redacted]	06/CADILLAC/SRX-V8/UT		9941		122677

CUSTOMER NO.	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R. O. DATE
116370		07/01/06	1,324		08/11/06

COLOR	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO.
BLACK/		07/01/13	85,324	854

TURBO	M/MC	AIR COND.	P. S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
	PNZZ				1,931	610	DAVID FENNING

[redacted]
STOCKTON, CA [redacted]

RESIDENCE PHONE [redacted] BUSINESS PHONE

TIME RECEIVED	DATE/TIME PROMISED	PRIORITY
11:38am	08/02/06 05:30pm	

APPOINTMENT
☒ Yes
☐ No

LABOR RATE

REPAIR AUTHORIZATION & VEHICLE DEPOSITARY RECEIPT (AB 409 amending civil code)
I hereby authorize the repair work therein set forth to be done along with the necessary materials and sublet repairs. You and your employees may operate vehicle for purposes of testing, inspection or delivery at my risk. An express mechanic's lien is acknowledged on the vehicle to secure the amount of repairs thereto. In the event legal action is necessary to enforce this contract, I will pay reasonable attorney's fees and costs. I acknowledge this deposited property is not insured or protected to the amount of actual cash value thereof by the dealer against loss occasioned by theft, fire and vandalism while such property remains with the depositary. I also acknowledge no articles of personal property remains with the depositary. I also acknowledge no articles of personal property have been left in vehicle and the dealer is not responsible for the inspection therefor.

X _____ ☐ SAVE PARTS

JOB

ORIGINAL CUSTOMER ESTIMATE: TOTAL

X _____

1 I * 12PNZ0DB **DIAG SUSPENS CONCERN**
CUSTOMER STATES THAT THE RIGHT FRONT WHEEL HAS A SCRATCH IN IT. HE SAID IT WAS LIKE IT WHEN PURCHASED, REPLACE WHEEL

2 W * 22PNZ **BODY ELECTRICAL**
CUSTOMER STATES THAT THE DRL IS OUT ON THE PASSENGER SIDE CHECK AND ADVISE

B7288

PARTS RETURNED
MB

S/O PARTS
DATE ORDERED
E.T.A.
TECH
PARTS MB Ball 11-18-06

☐ PONTIAC 23-278 ☐ CADILLAC 38-137 ☐ GMC 40-580 ☐ BUICK 47-726

EPA# CAL000286832

B.A.R. NO.
AC085808

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE

TEAR DOWN ESTIMATE: I UNDERSTAND THAT MY VEHICLE WILL BE REASSEMBLED WITHIN ___ DAYS OF THE DATE SHOWN ABOVE IF I CHOOSE NOT TO AUTHORIZE THE SERVICES RECOMMENDED.

			ORIGINAL ESTIMATE (PARTS & LABOR) $
REVISED EST.	TIME AM PM	DATE	AUTHORIZED ADD'L REPAIRS $
REVISED EST.	TIME AM PM	DATE	AUTHORIZED ADD'L REPAIRS $
PERSON CONTACED		PRSN / PHN	TOTAL REVISED ESTIMATE $
PERSON CONTACED		PRSN / PHN	ADD'L REPAIRS OK'D BY

THANK YOU

POWER OF ATTORNEY

The undersigned, hereinafter called "insured", for the consideration of repairs made to "insured's" automobile, does hereby grant to said PLUMMER PONTIAC CADILLAC GMC BUICK INC. Insured's power of attorney to sign or endorse any checks and/or drafts made payable to insured, as settlement for insured's claim for damages to the above described automobile.

X _____ (DATE) X _____ (INSURED)

Copyright © 1998 The Reynolds and Reynolds Company BRAINWORKS SF620436 Q (12/04)

* A CHARGE FOR HAZARDOUS WASTE DISPOSAL WILL BE ADDED TO THIS INVOICE IF APPLICABLE. COMPLY WITH CITY, STATE, AND FEDERAL REGUALTIONS

COMPLAINT: Removed Right Headlamp

CAUSE: Assy. Removed Dirt Blue Bulb. Found that we do

CORRECTION: not stock this part. Had to order and Reassemble

COMPLAINT: Lamp

CAUSE:

CORRECTION: dismounted tire pot on new wheel Balanced Resettire monitor Light test drove

COMPLAINT: all good at this point

CAUSE:

CORRECTION:

COMPLAINT:

CAUSE:

CORRECTION:

COMPLAINT:

CAUSE:

CORRECTION:

ENGINE: CID _____

4 CYL ☐ 6 CYL ☐ V/6 ☐ V/8 ☐ DIESEL ☐ HYBRID ☐

TRANSMISSION:

3 SPEED ☐ 4 SPD ☐ 5 SPD ☐ AUTO ☐ TYPE _____

ACCESSORIES:

P/S ☐ P/B ☐ A/C ☐ AIR ☐ OTHER _____

LF _____ MM	RF _____ MM
LR _____ MM	RR _____ MM

BRAKE CONDITION

RF ____/32 ____%	LF ____/32 ____%
RR ____/32 ____%	LR ____/32 ____%

FUEL GAUGE

1/4 1/2 FULL

QUALITY CONTROL TECH _____ ASM _____

FOREMAN'S SIG. X _____

LABOR RECORD

FLAG SHEET	OFF 10	ON
FLAG SHEET	OFF 9	ON
FLAG SHEET	OFF 8	ON

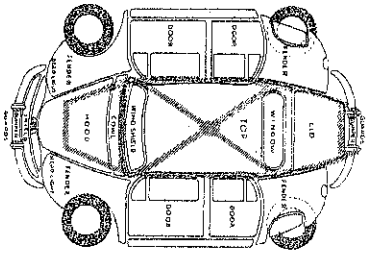
R.O. OR W.O. NO.	EMPL. NO.	MECH. PAY $	FLAT RATE TIME	W - TIME	REPAIR ORDER TIME	
122677	727		.3		.7	AUG 11 12:91 / AUG 11 12:20

FLAG SHEET	OFF 6	ON

R.O. OR W.O. NO.	EMPL. NO.	MECH. PAY $	FLAT RATE TIME	W - TIME	REPAIR ORDER TIME	
122677	699			I	.8	AUG 11 14:05 / AUG 11 13:21

FLAG SHEET	OFF 4	ON
FLAG SHEET	OFF 3	ON
FLAG SHEET	OFF 2	ON
FLAG SHEET	OFF 1	ON

INDICATE ANY DAMAGE CUSTOMER HAS ON VEHICLE PREVIOUS TO MAKING REPAIRS



PRIOR DAMAGE

RF ☐ RR ☐

F ☐ R ☐

LF ☐ LR ☐

LABOR RECORD

R.O. OR W.O. NO.	EMPL. NO.	MECH. PAY $	FLAT RATE TIME	W - TIME	REPAIR ORDER TIME	OFF	ON
128005	732		.4	I	.7	DEC 20 13.62	12.9

FLAG SHEET

R.O. OR W.O. NO.	EMPL. NO.	MECH. PAY $	FLAT RATE TIME	W - TIME	REPAIR ORDER TIME	OFF	ON
128005	702				.5	DEC 20 14.26	DEC 20 13.74

CAUSE:

1

CORRECTION:

CAUSE:

2

CORRECTION:

(L2) Road Test to try to Confirm Customers Concerns — At 25mph that is a Critical Transmission Shift Point — Especially @ low throttle Pressures. Inspect for DTC's — OK

3 None Found. Check for Bulletins + PI that would Relate None Found. Can't Really Check Fuel Economy w/ Adv; Need to Fill tank — Drive — Refill + Do the Math. Road Test w/ Scanner All Parameters Are Normal. If you Crowd Throttle will down Shift into

4 Lower Gear. Normal Operation. If you Manually Put Trans into 3rd Gear + Drive No Surge.

CORRECTION:

CAUSE:

5

CORRECTION:

FLAG SHEET

FLAG SHEET

FLAG SHEET

FLAG SHEET

FLAG SHEET

FLAG SHEET

FLAG SHEET

BRAKE CONDITION

FRONT ____ /32 REAR ____ /32

FUEL GAUGE

1/4 1/2 FULL

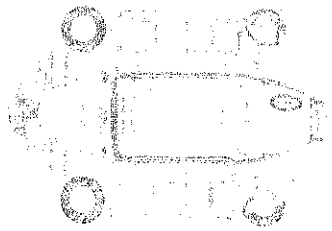
QUALITY TECH ____

CONTROL ASM ____

FOREMAN'S SIG. X

INDICATE ANY DAMAGE CUSTOMER REQUIRED PREVIOUS TO MAKING REPAIRS

PRIOR DAMAGE



RF ☐ RR ☐

F ☐ R ☐

LF ☐ LR ☐

Wait

SALES
SERVICE
PARTS
BODY SHOP
TOWING

PTAG

PLUMMER IN LODI
PONTIAC CADILLAC GMC BUICK
THE DIFFERENCE IS OUR PEOPLE

128005

1333 EAST KETTLEMAN LANE
LODI, CALIFORNIA 95240
LODI (209) 369-3573
STOCKTON (209) 478-6108
plummer.com

128005

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01PNZ006K	6000 MILE SERVICE	MI		00PNZLOF	LUBE OIL FILTER	MI	
01PNZ27P	27 POINT SAFTEY INS	MI		00PNZ0001C	GSP LOF	MI	

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
09/01/06	123569	1931	762	702	W	20PNZ	ELECTRICAL REPAIRS
08/11/06	122677	1931	610	699	I	12PNZ0DB	DIAG SUSPENS CONCERN
				727	W	22PNZ	BODY ELECTRICAL
08/02/06	122302	1931	610	86	I	12PNZ0DB	DIAG SUSPENS CONCERN
				701	W	22PNZ0DB	DIAG BODY ELECTRICAL
				701	W	25PNZ1	BODY MECHANICAL

SALESPERSON NO. 726 — S E R V I C E — STATE REG# AC085808

VEHICLE I.D. NO.: 1GYEE63A660[redacted]
YEAR/MAKE/MODEL: 06/CADILLAC/SRX-V8/UT
PRODUCTION DATE:
STOCK NO.: 9941
LICENSE NO.:
R.O. NO.: 128005

[redacted]
STOCKTON, CA[redacted]

CUSTOMER NO.: 116370
SERVICE CONTRACT:
DELIVERY DATE: 07/01/06
DELIVERY MILES: 1,324
SELLING DEALER NO.:
R.O. DATE: 12/20/06

COLOR: BLACK/
CONTRACT NO.:
EXPIRATION DATE: 07/01/13
EXPIRATION MILES: 85,324
TAG NO.: 1885

TURBO: | M/MC: PNZZ | AIR COND.: | P.S.: | TRANS: | MILEAGE: 6,361 | ADVISOR NO.: 651 | ADVISOR: ANDREW ANGELES

RESIDENCE PHONE: [redacted]
BUSINESS PHONE: [redacted]

TIME RECEIVED: 12:48pm
DATE/TIME PROMISED: 12/20/06 05:30pm
PRIORITY:

APPOINTMENT
☐ Yes
☒ No

LABOR RATE:

REPAIR AUTHORIZATION & VEHICLE DEPOSITARY RECEIPT (AB 409 amending civil code)
I hereby authorize the repair work therein set forth to be done along with the necessary materials and sublet repairs. You and your employees may operate vehicle for purposes of testing, inspection or delivery at my risk. An express mechanic's lien is acknowledged on the vehicle to secure the amount of repairs thereto. In the event legal action is necessary to enforce this contract, I will pay reasonable attorney's fees and costs. I acknowledge this deposited property is not insured or protected to the amount of actual cash value thereof by the dealer against loss occasioned by theft, fire and vandalism while such property remains with the depositary. I also acknowledge no articles of personal property remains with the depositary. I also acknowledge no articles of personal property have been left in vehicle and the dealer is not responsible for the inspection therefor.

X _____ ☐ SAVE PARTS

JOB

ORIGINAL CUSTOMER ESTIMATE: TOTAL

X _____

1 I 00PNZ 732 **LUBE OIL FILTER** 8qts Synthetic
CHANGE OIL AND FILTER PER CUSTOMER REQUEST

2 I 01PNZTCK 732 **CHECK TIRES**
CHECK AND RESET ALL TIRE PSI AND RE-CHECK.
F=30
R=32

3 W 05PNZ0DB **DIAG DRIVEABILITY**
CUST. STATES THAT WHILE DRIVING THERE IS A SLIGHT SURGING AT AROUND 20-25MPH AND THE VEHICLE IS GETTING POOR GAS MILEAGE. CHECK THE AVG. FUEL ECONOMY

MILEAGE OUT 6366

☐ PONTIAC 23-278 ☐ CADILLAC 38-137 ☐ GMC 40-580 ☐ BUICK 47-726

EPA# CAL000286832

B.A.R. NO. # AC085808

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE

TEAR DOWN ESTIMATE: I UNDERSTAND THAT MY VEHICLE WILL BE REASSEMBLED WITHIN ___ DAYS OF THE DATE SHOWN ABOVE IF I CHOOSE NOT TO AUTHORIZE THE SERVICES RECOMMENDED.

			ORIGINAL ESTIMATE (PARTS & LABOR) $
REVISED EST.	TIME AM PM	DATE	AUTHORIZED ADD'L REPAIRS $
REVISED EST.	TIME AM PM	DATE	AUTHORIZED ADD'L REPAIRS $
PERSON CONTACED		PRSN / PHN	TOTAL REVISED ESTIMATE $
PERSON CONTACED		PRSN / PHN	ADD'L REPAIRS OK'D BY

THANK YOU

POWER OF ATTORNEY

The undersigned, hereinafter called "insured", for the consideration of repairs made to "insured's" automobile, does hereby grant to said PLUMMER PONTIAC CADILLAC GMC BUICK INC. Insured's power of attorney to sign or endorse any checks and/or drafts made payable to Insured, as settlement for insured's claim for damages to the above described automobile.

X _____ (DATE) X _____ (INSURED)

* A CHARGE FOR HAZARDOUS WASTE DISPOSAL WILL BE ADDED TO THIS FORM WITH CITY, STATE, AND FEDERAL REGUALTIONS

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137308

SHOP
TOWING

PTAG

PLUMMER IN LODI
PONTIAC CADILLAC GMC BUICK
THE DIFFERENCE IS OUR PEOPLE

1333 EAST KETTLEMAN LANE
LODI, CALIFORNIA 95240
LODI (209) 369-3573
STOCKTON (209) 478-6108
plummer.com

137308

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
00PNZLOF 01PNZ27P	LUBE OIL FILTER 27 POINT SAFTEY INS	MI MI		01PNZ012K 00PNZ0001C	12000 MILE SERVICE GSP LOF	MO MI	

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
12/20/06	128005	6366	651	732	I	00PNZ	LUBE OIL FILTER
				732	I	01PNZTCK	CHECK TIRES
				702	W	05PNZ0DB	DIAG DRIVEABILITY
09/01/06	123569	1931	762	702	W	20PNZ	ELECTRICAL REPAIRS
08/11/06	122677	1931	610	699	I	12PNZ0DB	DIAG SUSPENS CONCERN
				727	W	22PNZ	BODY ELECTRICAL

SALESPERSON NO. 726 S E R V I C E STATE REG# AC085808

VEHICLE I.D. NO.	YEAR/MAKE/MODEL	PRODUCTION DATE	STOCK NO.	LICENSE NO.	R.O. NO.
1GYEE63A660[redacted]	06/CADILLAC/SRX-V8/UT		9941		137308

CUSTOMER NO.	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R.O. DATE
116370		07/01/06	1,324		08/03/07

[redacted]
STOCKTON, CA [redacted]

COLOR	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO.
BLACK/		07/01/13	85,324	1043

TURBO	AM/FM	AIR COND.	P.S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
	PNZZ				10,166	627	HERIBERTO GOMEZ

PERSON OF PHONE [redacted]

TIME RECEIVED	DATE/TIME PROMISED	PRIORITY
10:30am	08/03/07 05:30pm	

APPOINTMENT ☐ Yes ☒ No

LABOR RATE

REPAIR AUTHORIZATION & VEHICLE DEPOSITARY RECEIPT (AB 409 amending civil code)
I hereby authorize the repair work therein set forth to be done along with the necessary materials and subject repairs. You and your employees may operate vehicle for purposes of testing, inspection or delivery at my risk. An express mechanic's lien is acknowledged on the vehicle to secure the amount of repairs thereto. In the event legal action is necessary to enforce this contract, I will pay reasonable attorney's fees and costs. I acknowledge this deposited property is not insured or protected to the amount of actual cash value thereof by the dealer against loss or insured by theft, fire and vandalism while such property remains with the depositary. I also acknowledge no articles of personal property remains with the depositary. I also acknowledge no articles of personal property have been left in vehicle and the dealer is not responsible for the inspection therefor.

X _____ ☐ SAVE PARTS

JOB

ORIGINAL CUSTOMER ESTIMATE: TOTAL

X _____ Drop-off (Pick P.)

1 W 50PNZ 244 BODY
CUSTOMER STATES THAT AT TIMES THE MOON ROOF HANGS UP WHEN OPENING & CLOSING...CHECK AND ADVISE:

P0752607

* Park in Service Drive When Done

☐ PONTIAC 23-278 ☒ CADILLAC 38-137 ☐ GMC 40-580 ☐ BUICK 47-726

EPA# CAL000286832 B.A.R. NO. # AC085808

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE

TEAR DOWN ESTIMATE: I UNDERSTAND THAT MY VEHICLE WILL BE REASSEMBLED WITHIN ___ DAYS OF THE DATE SHOWN ABOVE IF I CHOOSE NOT TO AUTHORIZE THE SERVICES RECOMMENDED.

			ORIGINAL ESTIMATE (PARTS & LABOR) $
REVISED EST.	TIME AM PM	DATE	AUTHORIZED ADD'L REPAIRS $
REVISED EST	TIME AM PM	DATE	AUTHORIZED ADD'L REPAIRS $
PERSON CONTACED		PRSN / PHN	TOTAL REVISED ESTIMATE $
PERSON CONTACED		PRSN / PHN	ADD'L REPAIRS OKD BY

THANK YOU

POWER OF ATTORNEY

The undersigned, hereinafter called "insured", for the consideration of repairs made to "insured's" automobile, does hereby grant to said PLUMMER PONTIAC CADILLAC GMC BUICK INC. Insured's power of attorney to sign or endorse any checks and/or drafts made payable to insured, as settlement for insured's claim for damages to the above described automobile.

X _____ (DATE) X _____ (INSURED)

* A CHARGE FOR HAZARDOUS WASTE DISPOSAL WILL BE ADDED TO COMPLY WITH CITY, STATE, AND FEDERAL REGULATIONS

TECH COPY

137308

CLEANED & LUBED TRACKS PER BULLETIN #06-08-67-011D
B9756 .7

R.O. OR W.O. NO.	EMPL. NO.	MECH. PAY $	FLAT RATE TIME	W - TIME	REPAIR ORDER TIME	OFF
137308	244				5	AUG 3 13.34 AUG 3 12.85

R.O. OR W.O. NO.	EMPL. NO.	MECH. PAY $	FLAT RATE TIME	W - TIME	REPAIR ORDER TIME	OFF
137308	244		C/O		.2	AUG 3 12.01 AUG 3 11.87

FOREMAN'S SIG. X

SHOP
TOWING

PTAG

PLUMMER IN LODI
PONTIAC CADILLAC GMC BUICK
THE DIFFERENCE IS OUR PEOPLE

CDCS137308

1333 EAST KETTLEMAN LANE
LODI, CALIFORNIA 95240
LODI (209) 369-3573
STOCKTON (209) 478-6108
plummer.com

CDCS137308

0101ICDCS137308

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
116370	HERIBERTO GOMEZ 627	1043	08/03/07	CDCS137308
[redacted] STOCKTON, CA [redacted]	LABOR RATE / LICENSE NO. / MILEAGE 10,166		COLOR BLACK/	STOCK NO. 9941
	YEAR / MAKE / MODEL 06/CADILLAC/SRX-V8/UT		DELIVERY DATE 07/01/06	DELIVERY MILES 1,324
	VEHICLE I.D. NO. 1GYEE63A660[redacted]		SELLING DEALER NO.	PRODUCTION DATE
[redacted]	F.T.E. NO. / P.O. [redacted]		R.O. DATE 08/03/07	
	COMMENTS			

LABOR & PARTS---------- MO: 10166

J# 1 50PNZ BODY TECH(S):244 WARRANTY

CUSTOMER STATES THAT AT TIMES THE MOON ROOF HANGS UP WHEN
OPENING & CLOSING...CHECK AND ADVISE:
INSPECT & FOUND BULLETIN #06-08-67-011D FOR REPAIRS:
CLEANED & LUBED TRACKS PER BULLETIN #06-08-67-011D, RECHECK
AFTER REPAIRS, ALL OK AT THIS TIME...

JOB # 1 TOTAL LABOR & PARTS 0.00

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**

[ ] CASH [ ] CHECK CK NO. [ ]
[ ] VISA [ ] MASTERCARD [ ] DISCOVER
[ ] AMER XPRESS [ ] OTHER [ ] CHARGE

OU MAY RECEIVE A QUESTIONNAIRE FROM GENERAL MOTORS
ITHIN THE NEXT FEW WEEKS. WE WOULD TRULY APPRECIATE
OU TAKING THE TIME TO COMPLETE AND RETURN IT. IF FOR
NY REASON YOU CANNOT RATE US AS "COMPLETELY SATISFIED",
LEAS[redacted]RL, OUR SERVICE MANAGER.

[redacted]RE

SERVICE FILE COPY

[END OF INVOICE] 01:20pm

SALES
SERVICE
PARTS
BODY SHOP
TOWING

PTAG

PLUMMER IN LODI
PONTIAC CADILLAC GMC BUICK
THE DIFFERENCE IS OUR PEOPLE

141424

1333 EAST KETTLEMAN LANE
LODI, CALIFORNIA 95240
LODI (209) 369-3573
STOCKTON (209) 478-6108
plummer.com

141424

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01PNZ015K 01PNZ27P	15000 MILE SERVICE 27 POINT SAFTEY INS	MO MI		00PNZLOF 00PNZ0001C	LUBE OIL FILTER GSP LOF	MI MI	

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
08/03/07	137308	10166	627	244	W	50PNZ	BODY
08/03/07	137309	10166	627	773	C	00PNZ	LUBE OIL FILTER
12/20/06	128005	6366	651	732	I	00PNZ	LUBE OIL FILTER
				732	I	01PNZTCK	CHECK TIRES
				702	W	05PNZ0DB	DIAG DRIVEABILITY
09/01/06	123569	1931	762	702	W	20PNZ	ELECTRICAL REPAIRS

SALESPERSON NO. 726

S E R V I C E

STATE REG# AC085808

VEHICLE I.D. NO.	YEAR/MAKE/MODEL	PRODUCTION DATE	STOCK NO.	LICENSE NO.	R. O. NO.
1GYEE63A660[redacted]	06/CADILLAC/SRX-V8/UT		9941		141424

[redacted]
STOCKTON, CA[redacted]

CUSTOMER NO.	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R. O. DATE
116370		07/01/06	1,324		11/09/07

COLOR	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO.
BLACK/		07/01/13	85,324	1803

TURBO	M/MC	AIR COND.	P. S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
	PNZZ				12,609	627	HERIBERTO GOMEZ

RESIDENCE PHONE [redacted]

TIME RECEIVED	DATE/TIME PROMISED	PRIORITY
09:51am	11/09/07 05:30pm	

APPOINTMENT
☐ Yes
☑ No

LABOR RATE

REPAIR AUTHORIZATION & VEHICLE DEPOSITARY RECEIPT (AB 409 amending civil code)
I hereby authorize the repair work therein set forth to be done along with the necessary materials and sublet repairs. You and your employees may operate vehicle for purposes of testing, inspection or delivery at my risk. An express mechanic's lien is acknowledged on the vehicle to secure the amount of repairs thereto. In the event legal action is necessary to enforce this contract, I will pay reasonable attorney's fees and costs. I acknowledge [redacted] e amount of actual cash value thereof by the dealer against loss occasioned by theft, fire and [redacted] itary. I also acknowledge no articles of personal property remains with the depositary. I also [redacted] n left in vehicle and the dealer is not responsible for the inspection therefor.

☐ SAVE PARTS

JOB

ORIGINAL CUSTOMER ESTIMATE: TOTAL

X _____

1 W * 22PNZ0DB 244 **DIAG BODY ELECTRICAL**
CUSTOMER STATES THAT THE SUN ROOF IS INOP-WILL NOT CLOSE.. CHECK AND ADVISE.

2 W 06PNZ0DB **DIAG AUTO TRANS** 424
CUSTOMER STATES THAT WHEN MANUAL SHIFTING-HESITATES WHEN SHIFTING GEARS...CHECK AND ADVISE.

CNV-Oscell 11-9-07

4 DAYS OF RENTAL OVER WEEKEND > SUNROOF INOP. Oscell 11-9-07
$192.00

S/O PARTS
DATE ORDERED _____
E.T.A. _____
TECH. _____
PARTS MB MOD

☐ PONTIAC 23-278 ☑ CADILLAC 38-137 ☐ GMC 40-580 ☐ BUICK 47-726

EPA# CAL000286832

B.A.R. NO. # AC085808

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE

TEAR DOWN ESTIMATE: I UNDERSTAND THAT MY VEHICLE WILL BE REASSEMBLED WITHIN __ DAYS OF THE DATE SHOWN ABOVE IF I CHOOSE NOT TO AUTHORIZE THE SERVICES RECOMMENDED.

			ORIGINAL ESTIMATE (PARTS & LABOR) $
REVISED EST.	TIME AM PM	DATE	AUTHORIZED ADD'L REPAIRS $
REVISED EST.	TIME AM PM	DATE	AUTHORIZED ADD'L REPAIRS $
PERSON CONTACED		PRSN / PHN	TOTAL REVISED ESTIMATE $
PERSON CONTACED		PRSN / PHN	ADD'L REPAIRS OK'D BY

THANK YOU

POWER OF ATTORNEY

The undersigned, hereinafter called "insured", for the consideration of repairs made to "insured's" automobile, does hereby grant to said PLUMMER PONTIAC CADILLAC GMC BUICK INC. Insured's power of attorney to sign or endorse any checks and/or drafts made payable to Insured, as settlement for insured's claim for damages to the above described automobile.

X _____ (DATE) X _____ (INSURED)

Pl# 2450

© 1998 The Chevrolet and Renault Company BRANTWOOD SF6D/B © 1/18/01

LABOR RECORD

1

CAUSE: 2) 424 - trans operation normal at time of test drive. There will be slight delay from time you shift up manually 'till trans electronically and hydraulic shift occurs. Auto trans operation is normal.

CORRECTION:

FLAG SHEET

FLAG SHEET

FLAG SHEET

2

CAUSE: 1) INSPECTED - SUNROOF REGULATOR CAME APART. ~~[illegible]~~ REMOVED & DISASSEMBLED SUNROOF REGULATOR. RETIMED CABLES, LUBED TRACKS, REASSEMBLED AND TEST - O.K.

CORRECTION:

R.O. OR W.O. NO.	EMPL. NO.	MECH. PAY $	FLAT RATE TIME	W - TIME	REPAIR ORDER TIME	OFF / ON
141424	2/2/4				.7	

FLAG SHEET

3

CAUSE:

R.O. OR W.O. NO.	EMPL. NO.	MECH. PAY $	FLAT RATE TIME	W - TIME	REPAIR ORDER TIME	OFF / ON
141424	2/4/4		.2		.2	

CORRECTION:

R.O. OR W.O. NO.	EMPL. NO.	MECH. PAY $	FLAT RATE TIME	W - TIME	REPAIR ORDER TIME	OFF / ON
141~~315~~ 424	2/4/4		C/O		.7	

4

CAUSE:

R.O. OR W.O. NO.	EMPL. NO.	MECH. PAY $	FLAT RATE TIME	W - TIME	REPAIR ORDER TIME	OFF / ON
141~~315~~ 424					.8	

CORRECTION:

ENGINE CID

TRANSMISSION

SPEED AUTO TYPE

ACCESSORIES

AIR OTHER

BRAKE CONDITION

FRONT REAR

FUEL GAUGE

FULL

5

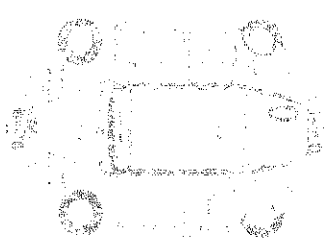
CAUSE:

CORRECTION:

QUALITY TECH

CONTROL ASM

FOREMAN'S SIG. X



SALES
SERVICE
PARTS
BODY SHOP
TOWING

PTAG
PLUMMER IN LODI
PONTIAC CADILLAC GMC BUICK
THE DIFFERENCE IS OUR PEOPLE

CDCS141424

1333 EAST KETTLEMAN LANE
LODI, CALIFORNIA 95240
LODI (209) 369-3573
STOCKTON (209) 478-6108
plummer.com

CDCS141424

0101ICDCS141424

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
116370	HERIBERTO GOMEZ 627	1803	11/13/07	CDCS141424

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		12,609	BLACK/	9941

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
06/CADILLAC/SRX-V8/UT	07/01/06	1,324

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1 G Y E E 6 3 A 6 6 0 [redacted]		

F.T.E. NO.	P.O. NO.	R.O. DATE
		11/09/07

[redacted]
STOCKTON, CA [redacted]

[redacted]

COMMENTS

MO: 12610

LABOR & PARTS----------

J# 1 22PNZ0DB DIAG BODY ELECTRICAL TECH(S):244 WARRANTY

CUSTOMER STATES THAT THE SUN ROOF IS INOP-WILL NOT CLOSE..
CHECK AND ADVISE.
INSPECTED-SUNROOF REGULATOR CAME APART...CALLED TECH ASSIST
AND SAYS TO DISASSEMBLE SUNROOF REGULATOR...
REMOVED & DISASSEMBLED SUNROOF REGULATOR, RE-TIMED CABLES,
LUBED TRACKS, REASSEMBLED AND TEST-SUNROOF NOW WORKING
NORMAL, ALL OK AT THIS TIME...

PARTS------	QTY---	FP-NUMBER----------	DESCRIPTION---------	LIST PRICE-	UNIT PRICE-
JOB # 1	0	15913458	MODULE 12.810		WARRANTY
PART ON SPECIAL ORDER					
** QUANTITY 1 IS SPECIAL ORDERED **					

JOB # 1 TOTAL PARTS 0.00

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 06PNZ0DB DIAG AUTO TRANS TECH(S):424 WARRANTY

CUSTOMER STATES THAT WHEN MANUAL SHIFTING-HESITATES WHEN
SHIFTING GEARS...CHECK AND ADVISE.
TRANS OPERATION-NORMAL AT THIS TIME OF TEST DRIVE...THERE
WILL BE SLIGHT DELAY FROM TIME YOU SHIFT UP MANUALLY TIL
TRANSMISSION ELECTRONICALLY AND HYDROLIC SHIFT OCCURS...
AUTO TRANSMISSION OPERATION IS NORMAL AT THIS TIME...

PARTS------	QTY---	FP-NUMBER----------	DESCRIPTION---------	LIST PRICE-	UNIT PRICE-

JOB # 2 TOTAL PARTS 0.00

JOB # 2 TOTAL LABOR & PARTS 0.00

SUBLET-----	PO#--------	VEND INV#-	INV.DATE-	DESCRIPTION----------	
JOB # 1	36890			RENTAL	WARRANTY

TOTAL - SUBLET 0.00

 [CONTINUED ON NEXT PAGE] 01:38pm

SALES-
SERVICE
PARTS
BODY SHOP
TOWING

PTAG

PLUMMER IN LODI
PONTIAC CADILLAC GMC BUICK
THE DIFFERENCE IS OUR PEOPLE

142927

1333 EAST KETTLEMAN LANE
LODI, CALIFORNIA 95240
LODI (209) 369-3573
STOCKTON (209) 478-6108
plummer.com

142927

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
00PNZLOF	LUBE OIL FILTER	MI		01PNZ018K	18000 MILE SERVICE	MO	
01PNZ27P	27 POINT SAFTEY INS	MI		00PNZ0001C	GSP LOF	MI	

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
11/15/07	141659	12659	627	244	W	22PNZ0DB	DIAG BODY ELECTRICAL
11/09/07	141424	12610	627	244	W	22PNZ0DB	DIAG BODY ELECTRICAL
				424	W	06PNZ0DB	DIAG AUTO TRANS
08/03/07	137308	10166	627	244	W	50PNZ	BODY
08/03/07	137309	10166	627	773	C	00PNZ	LUBE OIL FILTER
12/20/06	128005	6366	651	732	I	00PNZ	LUBE OIL FILTER

SALESPERSON NO. 726 — S E R V I C E — STATE REG# AC085808

VEHICLE I.D. NO.	YEAR/MAKE/MODEL	PRODUCTION DATE	STOCK NO.	LICENSE NO.	R. O. NO.
1GYEE63A660[redacted]	06/CADILLAC/SRX-V8/UT		9941		142927

[redacted]
STOCKTON, CA[redacted]

CUSTOMER NO.	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R. O. DATE
116370		07/01/06	1,324		12/18/07

COLOR	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO.
BLACK/		07/01/13	85,324	1769

TURBO	M/MC	AIR COND.	P. S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
	PNZZ				13,122	627	HERIBERTO GOMEZ

RESIDENCE PHONE [redacted] BUSINESS PHONE

TIME RECEIVED	DATE/TIME PROMISED	PRIORITY
10:46am	12/18/07 05:30pm	

APPOINTMENT
☐ Yes
☒ No

LABOR RATE

REPAIR AUTHORIZATION & VEHICLE DEPOSITARY RECEIPT (AB 409 amending civil code)
I hereby authorize the repair work therein set forth to be done along with the necessary materials and sublet repairs. You and your employees may operate vehicle for purposes of testing, inspection or delivery at my risk. An express mechanic's lien is acknowledged on the vehicle to secure the amount of repairs thereto. In the event legal action is necessary to enforce this contract, I will pay reasonable attorney's fees and costs. I acknowledge this deposited property is not insured or protected to the amount of actual cash value thereof by the dealer against loss occasioned by theft, fire and vandalism while such property remains with the depositary. I also acknowledge no articles of personal property remains with the depositary. I also acknowledge no articles of personal property have been left in vehicle and the dealer is not responsible for the inspection therefor.

X _____ ☐ SAVE PARTS

JOB

ORIGINAL CUSTOMER ESTIMATE: TOTAL

X _____

1 W 09PNZ 2H/ **HEATING/COOLING**
CUSTOMER STATES THAT AT TIMES THE "CHECK COOLANT" LIGHT COMES ON AND HAS NOTICED THE TEMP GAUGE MOVES INTO THE MIDDLE(WARM OR HOT) AREA AFTER ABOUT 5 MIN. OF DRIVING... CHECK AND ADVISE...

MILEAGE OUT _____

☐ PONTIAC 23-278 ☒ CADILLAC 38-137 ☐ GMC 40-580 ☐ BUICK 47-726

EPA# CAL000286832

B.A.R. NO. # AC085808

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE

TEAR DOWN ESTIMATE: I UNDERSTAND THAT MY VEHICLE WILL BE REASSEMBLED WITHIN ___ DAYS OF THE DATE SHOWN ABOVE IF I CHOOSE NOT TO AUTHORIZE THE SERVICES RECOMMENDED.

			ORIGINAL ESTIMATE (PARTS & LABOR) $
REVISED EST.	TIME AM PM	DATE	AUTHORIZED ADD'L REPAIRS $
REVISED EST.	TIME AM PM	DATE	AUTHORIZED ADD'L REPAIRS $
PERSON CONTACED		PRSN / PHN	TOTAL REVISED ESTIMATE $
PERSON CONTACED		PRSN / PHN	ADD'L REPAIRS OK'D BY

THANK YOU

POWER OF ATTORNEY

The undersigned, hereinafter called "insured", for the consideration of repairs made to "insured's" automobile, does hereby grant to said PLUMMER PONTIAC CADILLAC GMC BUICK INC. Insured's power of attorney to sign or endorse any checks and/or drafts made payable to Insured, as settlement for insured's claim for damages to the above described automobile.

X _____ (DATE) X _____ (INSURED)

* A CHARGE FOR HAZARDOUS WASTE DISPOSAL WILL BE ADDED TO THIS FORM WITH CITY, STATE, AND FEDERAL REGUALTIONS

SCOTCH © 1998 The Reynolds and Reynolds Company ERARTNYOBE SF9525-19 D 1/1/2001

LABOR RECORD

1
CAUSE: INSPECTED – COOLANT FULL AND TEMPERATURE RUNS WELL WITHIN NORMAL RANGE
CORRECTION: NO CODES STORED

R.O. OR W.O. NO.	EMPL. NO.	MECH. PAY $	FLAT RATE TIME	TIME	REPAIR ORDER TIME
142927	241		.3		.5

OFF
ON

FLAG SHEET
FLAG SHEET
FLAG SHEET
FLAG SHEET
FLAG SHEET
FLAG SHEET
FLAG SHEET
FLAG SHEET
FLAG SHEET

2
CAUSE:
CORRECTION:

3
CAUSE:
CORRECTION:

4
CAUSE:
CORRECTION:

5
CAUSE:
CORRECTION:

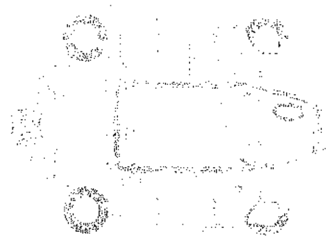
ENGINE: CID ____
V8 DIESEL
TRANSMISSION
SPEED AUTO TYPE ____
ACCESSORIES
OTHER ____

BRAKE CONDITION
FRONT ____ REAR ____

FUEL GAUGE
1/4 1/2 FULL

QUALITY TECH ____
CONTROL ASM ____

FOREMAN'S SIG X



SALES
SERVICE
PARTS
BODY SHOP
TOWING

2:00

PTAG

PLUMMER IN LODI
PONTIAC CADILLAC GMC BUICK
THE DIFFERENCE IS OUR PEOPLE

146785

1333 EAST KETTLEMAN LANE
LODI, CALIFORNIA 95240
LODI (209) 369-3573
STOCKTON (209) 478-6108
plummer.com

146785

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
00PNZLOF	LUBE OIL FILTER	MI		01PNZ02TK	21000 MILE SERVICE	MO	
01PNZ27P	27 POINT SAFTEY INS	MI		00PNZ0001C	GSP LOF	MI	
01PNZZOILFLUSH	OIL FLUSH	MO		01PNZBRAKE	BRAKE FLUSH	MI	
12PNZPOWER	POWER STRG FLUSH	MI					

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
12/18/07	142928	13122	627	244	C	00PNZ	LUBE OIL FILTER
				244	C	01PNZ27P	27 POINT SAFTEY INS
12/18/07	142927	13122	627	244	W	09PNZ	HEATING/COOLING
11/15/07	141659	12659	627	244	W	22PNZ0DB	DIAG BODY ELECTRICAL
11/09/07	141424	12610	627	244	W	22PNZ0DB	DIAG BODY ELECTRICAL
				424	W	06PNZ0DB	DIAG AUTO TRANS

SALESPERSON NO. 726 — S E R V I C E — STATE REG# AC085808

VEHICLE I.D. NO.	YEAR/MAKE/MODEL	PRODUCTION DATE	STOCK NO.	LICENSE NO.	R. O. NO.
1GYEE63A660[redacted]	06/CADILLAC/SRX-V8/4H		9941		146785

CUSTOMER NO.	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R. O. DATE
116370		07/01/06	1,324		03/26/08

[redacted]
STOCKTON, CA[redacted]

COLOR	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO.
BLACK/		07/01/13	85,324	1163

TURBO	M/MC	AIR COND.	P. S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
	PNZZ				14,906	627	HERIBERTO GOMEZ

[redacted]

TIME RECEIVED	DATE/TIME PROMISED	PRIORITY
10:22am	03/26/08 02:00pm	

APPOINTMENT
☒ Yes
☐ No

LABOR RATE

REPAIR AUTHORIZATION & VEHICLE DEPOSITARY RECEIPT (AB 409 amending civil code)
I hereby authorize the repair work therein set forth to be done along with the necessary materials and sublet repairs. You and your employees may operate vehicle for purposes of testing, inspection or delivery at my risk. An express mechanic's lien is acknowledged on the vehicle to secure the amount of repairs thereto. In the event legal action is necessary to enforce this contract, I will pay reasonable attorney's fees and costs. I acknowledge this deposited property is not insured or protected to the amount of actual cash value thereof by the dealer against loss occasioned by theft, fire and vandalism while such property remains with the depositary. I also acknowledge no articles of personal property remains with the depositary. I also ackno[redacted]e and the dealer is not responsible for the inspection therefor.

X [redacted]

☐ SAVE PARTS

JOB

ORIGINAL CUSTOMER ESTIMATE: TOTAL

X [redacted]

1 W 13PNZ **CAMPAIGN** V1777 13424
PERFORM CAMPAIGN 07204:DRIVE AXLE PINION SEAL LEAK-REPLACE SEAL: SOP-IN

2 W * 22PNZ0DB 2.4 ***DIAG BODY ELECTRICAL***
CUSTOMER STATES THAT THE REAR HATCH WILL NOT GO UP BY ITSELF HAVE TO LIFT MANUALLY-CHECK AND ADVISE...

WARRANTY PARTS RETURNED
Mechanic 113 Seal
Service Advisor
Date
RO#

WASH/VACUUM

* A CHARGE FOR HAZARDOUS WASTE DISPOSAL WILL BE ADDED TO THE RO IN ACCORDANCE WITH CITY, STATE, AND FEDERAL REGULATIONS

☐ PONTIAC 23-278 ☒ CADILLAC 38-137 ☐ GMC 40-580 ☐ BUICK 47-726

EPA# CAL000286832

B.A.R. NO. # AC085808

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE

TEAR DOWN ESTIMATE: I UNDERSTAND THAT MY VEHICLE WILL BE REASSEMBLED WITHIN ___ DAYS OF THE DATE SHOWN ABOVE IF I CHOOSE NOT TO AUTHORIZE THE SERVICES RECOMMENDED.

			ORIGINAL ESTIMATE (PARTS & LABOR) $
REVISED EST.	TIME AM PM	DATE	AUTHORIZED ADD'L REPAIRS $
REVISED EST.	TIME AM PM	DATE	AUTHORIZED ADD'L REPAIRS $
PERSON CONTACED		PRSN / PHN	TOTAL REVISED ESTIMATE $
PERSON CONTACED		PRSN / PHN	ADD'L REPAIRS OK'D BY

T H A N K Y O U

POWER OF ATTORNEY

The undersigned, hereinafter called "insured", for the consideration of repairs made to "insured's" automobile, does hereby grant to said PLUMMER PONTIAC CADILLAC GMC BUICK INC. Insured's power of attorney to sign or endorse any checks and/or drafts made payable to insured, as settlement for insured's claim for damages to the above described automobile.

X (DATE) X (INSURED)

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1) 424- Performance Campaign 07204 Replace pinion Seal

R.O. OR W.O. NO.	EMPL. NO.	MECH. PAY $	FLAT RATE TIME	W - TIME	REPAIR ORDER TIME	
146785	2/4		1.3		.7	OFF MAR 26 11.73 ON MAR 26 11.08

INSPECTED - FOUND NORMAL OPERATION PER OWNER'S MANUAL PG # 2-12

R.O. OR W.O. NO.	EMPL. NO.	MECH. PAY $	FLAT RATE TIME	W - TIME	REPAIR ORDER TIME	
146785	2/4		.3		.3	OFF MAR 26 14.12 ON MAR 26 13.88

SALES
SERVICE
PARTS
BODY SHOP
TOWING

PTAG
PLUMMER IN LODI
PONTIAC CADILLAC GMC BUICK
THE DIFFERENCE IS OUR PEOPLE

CDWS146785

1333 EAST KETTLEMAN LANE
LODI, CALIFORNIA 95240
LODI (209) 369-3573
STOCKTON (209) 478-6108
plummer.com

CDWS146785

0101ICDWS146785

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
116370	HERIBERTO GOMEZ 627	1163	03/27/08	CDWS146785
[redacted] STOCKTON, CA [redacted]	LABOR RATE / LICENSE NO. / MILEAGE 14,906		COLOR BLACK/	STOCK NO. 9941
	YEAR / MAKE / MODEL 06/CADILLAC/SRX-V8/4H		DELIVERY DATE 07/01/06	DELIVERY MILES 1,324
	VEHICLE I.D. NO. 1 G Y E E 6 3 A 6 6 0 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 03/26/08	
[redacted]	COMMENTS			MO: 14906

LABOR & PARTS----------

J# 1 13PNZ CAMPAIGN HOURS: 1.30 TECH(S):424 127.05

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
424	03/26/08	11.00	11.70	0.00	1.30	ENTERED IN INVOICING
		TOTAL TECH TIME		0.00	1.30	

PERFORM CAMPAIGN 07204:DRIVE AXLE PINION SEAL LEAK-
REPLACE SEAL:
PERFORMED CAMPAIGN 07204-
REPLACED PINION SEAL PER FACTORY RECALL-ALL OK...

PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 1	1	19179933	SEAL KIT 5.545	51.01	51.01	71.41	71.41
JOB # 1	2	89021677	GEAR LUBR 8.800	18.21	36.42	25.49	50.98
JOB # 1	1	1052358	ADDT 8.800	5.35	5.35	7.49	7.49

JOB # 1 COST TOTAL 92.78
JOB # 1 TOTAL PARTS 129.88
JOB # 1 TOTAL LABOR & PARTS 256.93

J# 2 22PNZODB DIAG BODY ELECTRICAL HOURS: TECH(S):244 0.00

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
244	03/26/08	13.80	14.10	0.00	0.30	ENTERED IN INVOICING
		TOTAL TECH TIME		0.00	0.30	

CUSTOMER STATES THAT THE REAR HATCH WILL NOT GO UP BY ITSELF
HAVE TO LIFT MANUALLY-CHECK AND ADVISE...
INSPECTED-FOUND NORMAL OPERATION AS PER OWNERS MANUAL PAGE
#2-12
ALL OK AT THIS TIME....

JOB # 2 TOTAL LABOR & PARTS 0.00

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # 1	SHUTTLE	SHUTTLE BUS PICK UP /DELIVERY		10.00
			TOTAL - MISC	10.00
			R/O TAX	0.00
			R/O TOTALS	266.93

WARRANTY CLAIM DETAIL TOTALS----------

CLAIM#.....	TOTAL....
146785	266.93
CLAIM TOTALS	266.93

APPROVED BY SIGNATURE

 WARRANTY COPY-W [CONTINUED ON NEXT PAGE] 02:39pm

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SALES
SERVICE
PARTS
BODY SHOP
TOWING

WAIT

PTAG

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148461

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LODI, CALIFORNIA 95240
LODI (209) 369-3573
STOCKTON (209) 478-6108
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148461

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
00PNZLOF	LUBE OIL FILTER	MI		01PNZ021K	21000 MILE SERVICE	MO	
01PNZ27P	27 POINT SAFTEY INS	MI		00PNZ0001C	GSP LOF	MI	
01PNZZOILFLUSH	OIL FLUSH	MO		01PNZBRAKE	BRAKE FLUSH	MI	
12PNZPOWER	POWER STRG FLUSH	MI					

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
03/26/08	146785	14906	627	424	W	13PNZ	CAMPAIGN
				244	W	22PNZ0DB	DIAG BODY ELECTRICAL
12/18/07	142928	13122	627	244	C	00PNZ	LUBE OIL FILTER
				244	C	01PNZ27P	27 POINT SAFTEY INS
12/18/07	142927	13122	627	244	W	09PNZ	HEATING/COOLING
11/15/07	141659	12659	627	244	W	22PNZ0DB	DIAG BODY ELECTRICAL

SALESPERSON NO. 726 — S E R V I C E — STATE REG# AC085808

VEHICLE I.D. NO.	YEAR/MAKE/MODEL	PRODUCTION DATE	STOCK NO.	LICENSE NO.	R. O. NO.
1GYEE63A660[redacted]	06/CADILLAC/SRX-V8/4H		9941		148461

CUSTOMER NO.	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R. O. DATE
116370		07/01/06	1,324		05/07/08

[redacted]
STOCKTON, CA[redacted]

COLOR	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO.
BLACK/	16,016	07/01/13	85,324	~~[redacted]~~

TURBO	M/MC	AIR COND.	P. S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
	PNZZ				~~15,771~~	627	HERIBERTO GOMEZ

76

RESIDENCE PHONE [redacted] BUSINESS PHONE

TIME RECEIVED	DATE/TIME PROMISED	PRIORITY
11:48am	05/07/08 05:30pm	

APPOINTMENT
☐ Yes
☒ No

LABOR RATE

REPAIR AUTHORIZATION & VEHICLE DEPOSITARY RECEIPT (AB 409 amending civil code)
I hereby authorize the repair work therein set forth to be done along with the necessary materials and sublet repairs. You and your employees may operate vehicle for purposes of testing, inspection or delivery at my risk. An express mechanic's lien is acknowledged on the vehicle to secure the amount of repairs thereto. In the event legal action is necessary to enforce this contract, I will pay reasonable attorney's fees and costs. I acknowledge this deposited property is not insured or protected to the amount of actual cash value thereof by the dealer against loss occasioned by theft, fire and vandalism while such property remains with the depositary. I also acknowledge no articles of personal property remains with the depositary. I also [redacted] vehicle and the dealer is not responsible for the inspection therefor.

[redacted]

☐ SAVE PARTS

JOB

ORIGINAL CUSTOMER ESTIMATE: TOTAL

X _____

1 W * 22PNZ0DB 244 *DIAG BODY ELECTRICAL* B9756.7
CUSTOMER STATES THAT WHEN MOON ROOF IS CLOSING IT REVERSES ITSELF BEFORE CLOSING...CHECK AND ADVISE:

Sa?iP

B AUTH
USED NEW BULL. ATTACH R.O.
Call 5-20-08

*LUBE ORDERED ETA 5-15-08

* A CHARGE FOR HAZARDOUS WASTE DISPOSAL WILL BE ADDED TO THIS FORM WITH CITY, STATE, AND FEDERAL REGUALTIONS

☐ PONTIAC 23-278 ☒ CADILLAC 38-137 ☐ GMC 40-580 ☐ BUICK 47-726

EPA# CAL000286832

B.A.R. NO. # AC085808

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE

TEAR DOWN ESTIMATE: I UNDERSTAND THAT MY VEHICLE WILL BE REASSEMBLED WITHIN ___ DAYS OF THE DATE SHOWN ABOVE IF I CHOOSE NOT TO AUTHORIZE THE SERVICES RECOMMENDED.

			ORIGINAL ESTIMATE (PARTS & LABOR) $
REVISED EST.	TIME AM PM	DATE	AUTHORIZED ADD'L REPAIRS $
REVISED EST.	TIME AM PM	DATE	AUTHORIZED ADD'L REPAIRS $
PERSON CONTACED		PRSN / PHN	TOTAL REVISED ESTIMATE $
PERSON CONTACED		PRSN / PHN	ADD'L REPAIRS OK'D BY

THANK YOU

POWER OF ATTORNEY

The undersigned, hereinafter called "insured", for the consideration of repairs made to "insured's" automobile, does hereby grant to said PLUMMER PONTIAC CADILLAC GMC BUICK INC. Insured's power of attorney to sign or endorse any checks and/or drafts made payable to Insured, as settlement for insured's claim for damages to the above described automobile.

X _____ (DATE) X _____ (INSURED)

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SOP GREASE PER BULLETIN (JASON TO ORDER)
CLEANSED & LUBED TRACKS PER
BULLETIN #06-08-67-011E

LABOR RECORD

R.O. OR W.O. NO.	EMPL. NO.	MECH. PAY $	FLAT RATE TIME	W - TIME	REPAIR ORDER TIME	OFF
148461	244		.3		.4	ON

R.O. OR W.O. NO.	EMPL. NO.	MECH. PAY $	FLAT RATE TIME	W - TIME	REPAIR ORDER TIME	OFF
148461	244		.7		.7	MAY 21 11.25 ON MAY 21 10.53

SALES
SERVICE
PARTS
BODY SHOP
TOWING

PTAG
PLUMMER IN LODI
PONTIAC CADILLAC GMC BUICK
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CDWS148461

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LODI, CALIFORNIA 95240
LODI (209) 369-3573
STOCKTON (209) 478-6108
plummer.com

CDWS148461

0101ICDWS148461

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
116370	HERIBERTO GOMEZ 627	0000	05/27/08	CDWS148461

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		15,771	BLACK/	9941

[redacted]
STOCKTON, CA [redacted]

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
06/CADILLAC/SRX-V8/4H	07/01/06	1,324

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1 G Y E E 6 3 A 6 6 0 [redacted]		

F.T.E. NO.	P.O. NO.	R.O. DATE
		05/07/08

RESIDENCE PHONE [redacted] BUSINESS PHONE [redacted]

COMMENTS

MO: 16016

LABOR & PARTS----------

J# 1 22PNZ0DB DIAG BODY ELECTRICAL HOURS: 0.70 TECH(S):244 68.41

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
244	05/21/08	10.50	11.20	0.00	0.70	ENTERED IN INVOICING
244	05/07/08	13.30	13.40	0.00	0.30	ENTERED IN INVOICING
			TOTAL TECH TIME	0.00	1.00	

CUSTOMER STATES THAT WHEN MOON ROOF IS CLOSING IT REVERSES
ITSELF BEFORE CLOSING...CHECK AND ADVISE:
INSPECTED-VERIFIED CUSTOMERS CONCERNS, FOUND BULLETIN #
06-08-67-011E-TO CLEAN & LUBRICATE TRACKS AND RECHECK...
SOP GREASE AS PER BULLETIN
SOP IN
CLEANED & LUBED TRACKS AS PER BULLETIN #06-08-67-011E RE-
CHECKED AFTER REPAIRS, WORKING PROPERLY-ALL OK AT THIS TIME.

JOB # 1 TOTAL LABOR & PARTS 68.41

SUBLET-----PO#--------VEND INV#-INV.DATE-DESCRIPTION----------

JOB # 1 40144 05/27/08 500F 5.11

TOTAL - SUBLET 5.11

R/O TAX 0.00
R/O TOTALS 73.52

WARRANTY CLAIM DETAIL TOTALS----------

CLAIM#.....	TOTAL....
148461	73.52
CLAIM TOTALS	73.52

APPROVED BY SIGNATURE

DCS AUDIT SLIP----------

DCS DATA FILE: GMGMWF.089
05/27/2008 WARRANTY NEW CLAIM
1231

RO NUMBER	RO DATE	VIN	DIV	DEALER	ODOMETER	SERVICE ADVISOR #
148461	05/07/2008	1GYEE63A660[redacted]	2	38137	15771	XXX-XX-1361

CUSTOMER NAME; FIRST: ROBERT MIDDLE: JAY
LAST: WATSON PHONE;WORK: 209-464-1492 HOME: 209-948-2151

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
1	01		OL				93	B9756	.7		5.11	68.41

LN-TOT: 73.52 TECH SSN: XXX-XX-0597 AUTH CODE: B AUTH. AUTHOR.: 0090

R.O. TOTAL: 73.52

 WARRANTY COPY-W [END OF INVOICE] 12:31pm

DECISION

Submitted Date: 09/05/08
CHV0844941
VIN: 1GNFC13J27R[redacted]
Customer: Mr[redacted] - Hearing Date: 08/22/08
Arbitrator: Jerry Gans

Question 1

Vehicle (Year, Make, Model)

2007 Chevy Tahoe 2 wd

Question 2

With respect to the consumer's "vehicle", I/we have made the following decision:

The consumer's claim is denied.

CASE: CHV0844941
Arbitrator: Jerry Gans

Customer: Mr[redacted]
Date: 09/05/08

REASONS FOR DECISION

Submitted Date: 09/05/08
CHV0844941
VIN: 1GNFC13J27R[redacted]
Customer: Mr [redacted] - Hearing Date: 08/22/08
Arbitrator: Jerry Gans

Question 1

Vehicle (Year, Make, Model)

2007 Chevy Tahoe 2 wd

Question 2

Please list each vehicle problem alleged by the customer. Include both past and present problems.

Molding loose, brakes, tire wear, electrical and programming repairs and handling and suspension.

Question 3

For the following reasons, I have determined that a {please list one of the following awards below: repair, denial, repurchase, reimbursement, repurchase/replacement}

Denial

a **decision is a fair resolution of this dispute:**

For the BBB Autoline to have jurisdiction it must be shown that the vehicle in question was covered by the Chevrolet new car warranty, that the claim was filed with the BBB no later than six months after the expiration of the applicable warranty and that the vehicle was purchased primarily for personal, family or household purposes.

The Tahoe was purchased on May 15, 2006. The new vehicle is/was covered by a three year 36,0000 mile warranty. At the time of the arbitration the subject Tahoe had 39,127 miles. However, at the time of the 5/13/08 repair invoice, the vehicle had 32,433 miles.

There is no issue that the vehicle was purchased in the State of California and primarily for personal use.

The Arbitrator finds the BBB Autoline does have jurisdiction for the 2007 Chevrolet Tahoe.

The vehicle is subject to the SONG-BEVERLY CONSUMER WARRANT Y ACT.

In order to make an award for Consumer , it must be shown that the (defects in claim) comprise a substantial nonconformity . More specifically, the defect or defects constitute a malfunction or failure to conform to the written warranty which substantially impairs the use, value or safety of the new motor vehicle to the consumer. Further, a Substantial nonconformity" is any defect, malfunction or failure to conform to the written warranty which substantially impairs the use, value or safety of the new motor vehicle to the consumer.

There is a rebuttable presumption, (Tanner Presumption) that a reasonable number of repair attempts have been done if the defect occurred within 18 months from delivery to the buyer or 18,000 miles on the vehicle odometer (whichever occurs first) and one or more of the following occurs.
A- the same non conformity results in a condition that it likely to CAUSE DEATH OR SERIOUS BODILY INJURY if the vehicle is drive and the nonconformity has been subject to repair two or more times by the manufacturer or its agents.

B- the same nonconformity has been subject to repair four or more times by the manufacturer or its agent

Further, Consumer must have, at least one time, directly notified the manufacturer of the need for the repair of the nonconformity.

The Arbitrator does not find that the Tanner Presumption is applicable in this case.

Absent the "presumption" the Consumer may establish the non conformity by other evidence.

Specifically, the Consumer lists specific defects, including, in summary: molding failures, electronic programming failures, tire wear/suspension alignment as well as "handling" defects including vibrations in the front end and transmission knocks.

MOLDING FAILURES, ELECTRONIC PROGRAMMING FAILURES AND TRANSMISSION KNOCKS:

Repairs were made for these defects. There appeared to be no further defects present at the time of the vehicle inspection.

These repairs do not constitute "substantial nonconformities" that substantially impairs the use, value or safety of the vehicle. Further, these "defects" were either repaired or not found on inspection.

The Arbitrator finds that defects in molding, electronic programming and transmission knocks do not constitute non conformities within the Song Beverly Act.

TIRE WEAR AND SUSPENSION:

As to tire wear, suspension alignment, the tires were replaced by the manufacturer at about 21000 miles. This was due to excessive inside wear. This wear may be due to alignment and or use. Alignment was performed.

The tires, at the time of Arbitration, had approximately 18,000 miles. There was insufficient indication that there was excessive wear on the inside of the front tires as previously found.

The vehicle was driven over normal road conditions as well as railroad tracks. The vehicle did exhibit some "bumpy" ride over the railroad tracks but did not exhibit instability, vibration or handling problems.

The Arbitrator finds that there was no defect in suspension either directly affecting handling or affecting early, or premature, tire wear.

Question 4

If awarding a repurchase or replacement:

If you have determined that the manufacturer is entitled to a deduction for reasonable use, please indicate the number of vehicle miles prior to the first repair attempt of the problem that gave rise to the nonconformity.

b Please describe all collateral and incidental damages paid, incurred or to be incurred by the customer. Please explain why if any of these collateral/incidental damages are not awarded.

2007 TAHOE 2WD LT
16U GRAYSTONE METALLIC /V8G
83D TITANIUM
ORDER NO. JXWJ7V/TRE STOCK NO.
VIN 1GN FC13 J2 7R[redacted]

CHEVROLET MOTOR DIVISION
GENERAL MOTORS CORPORATION
100 RENAISSANCE CENTER
DETROIT MI 48243-1114
VEHICLE INVOICE 1AD84985315

**********13*20024S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
CC10706 TAHOE 2WD LT	34865.00	31901.48	INVOICE 03/27/06
AS3 3-PASSENGER, 3RD ROW SEAT	460.00	381.80	SHIPPED 03/27/06
C5Y GVW RATING-7100 LB	N/C	N/C	EXP I/T 04/12/06
GU6 REAR AXLE 3.42 RATIO	N/C	N/C	INT COM 04/12/06
LY5 VORTEC 5300 V8 GAS ENGINE	N/C	N/C	PRC EFF 03/27/06
M30 4-SPD AUTOMATIC TRANSMISSION	N/C	N/C	KEYS G2687 G2687
UQA BOSE PREMIUM SPEAKER SYSTEM	495.00	410.85	WFP-S QTR OPT-1
U2K XM SATELLITE RADIO - SERVICE	199.00	165.17	BANK: GMAC - 061
FEE EXTRA. 1ST 3 MONTHS INCL.			CHG-TO 20-024
YF5 50-STATE EMISSIONS	N/C	N/C	
1LT TAHOE LT1 EQUIPMENT GROUP	N/C	N/C	SHIP WT: 5288
			HP: 45.7
			GVWR: 7100
			GAWR.FT: 3200
			GAWR.RR: 4100
			GMS: 32728.73
			SUPPLR: 34198.15
			MRM: 36894.00
			NTR: 1/2
			MEMO 1725.95

TOTAL MODEL & OPTIONS	36019.00	32859.30	ACT 237 32653.73
DESTINATION CHARGE	875.00	875.00	H/B 261 1080.57
LAM DEALER CONTRIBUTION		360.19	ADV 261 360.19
LAM GROUP CONTRIBUTION		180.10	EXP 65A 180.10
TOTAL	36894.00	34274.59	PAY 310 34274.59

MEMO: TOTAL LESS HOLDBACK AND
APPROX WHOLESALE FINANCE CREDIT 32671.04

****

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.

MORENO VALLEY CHEVROLET

REMIT TO GMAC NO. 061
VIN 1GNFC13J27R[redacted]
$ 34274.59 INV 1AD84985315
DUE 04/12/06 DEALER 20-024

BBB AUTO LINE

July 17, 2008

[redacted]
SALINAS CA [redacted]

Re:caset PGM0843280: [redacted] vs Pontiac/GMC Division 1GKFC16J87R[redacted]

Dear Ms. [redacted]

I am writing to confirm the terms of the settlement between you and the manufacturer that resolves the BBB AUTO LINE claim you filed.

The terms of the settlement are as follows:

> The Manufacturer has offered the Consumer a General Motors Protection Plan (GMPP) for 36 months/36,000 miles. This shall be the Major Guard package with $0 deductible. It shall be good through 07-17-11 or 71,000 miles, whichever comes first. The manufacturer has also agreed to provide the consumer with a GMPP for 24 months/24,000 miles. This shall be the Smart Care package, which shall cover limited maintenance items. This policy will be good through 07-17-10 or 48,000 miles, whichever comes first. The consumer has accepted these offers. The manufacturer shall send the consumer a separate settlement letter with information regarding both the GMPP policies, within 45 days from the date of this letter.

If your understanding of this settlement differs from what is written above, please call me immediately at 800.955.5100. If I do not hear from you within eight days from the date of this letter, it will be assumed the above terms of the settlement are correct.

I will follow up with you after the date for performance of the settlement to confirm that all required actions have been satisfactorily completed. Please let me know immediately if you believe the manufacturer has not satisfactorily performed the settlement. If that happens and you contact me within 120 days from the date of this letter, I will reopen your case based on the age and mileage of your vehicle at the time you filed your current claim. If you wish to reopen your case more than 120 days from the date of this letter, I will determine whether your claim is within BBB AUTO LINE's jurisdiction based on the age and mileage of your vehicle at that time.

I am happy we have been able to help you in reaching an agreeable resolution of you claim. Please contact me at 800.955.5100 if you have any

Council of Better Business Bureaus, Inc.
4200 Wilson Boulevard, Suite 800 · Arlington, VA · 22203-1838 · Phone 800.955.5100 · Fax: 703.247.9700

questions.

Sincerely,

Denise Soliz (Ext. 203) on behalf of Rosa Tinoco (Ext. 211)

BUICK PONTIAC

Salinas
BUICK • PONTIAC • GMC

GMC

600 Auto Center Circle
Salinas, CA 93907

Phone
(831) 444-8444

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
21394	MICHAEL NOLAN 362	336	07/03/08	GCCS60845
[redacted]	LABOR RATE 98.00 / LICENSE NO. APPLY / MILEAGE 34,901		COLOR ONYX BLK/EB	STOCK NO. G7200
SALINAS, CA [redacted]	YEAR / MAKE / MODEL 07/GMC/YUKON XL/UT		DELIVERY DATE 10/16/06	DELIVERY MILES 7
	VEHICLE I.D. NO. 1 G K F C 1 6 J 8 7 R [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.	P. O. NO.	R. O. DATE 07/01/08	
RESIDENCE PHONE [redacted]	COMMENTS			MO: 34916

JOB# 1 CHARGES----------

LABOR----------

J# 1 52BUZ01 TRIM ELECT CONCERN TECH(S):405 WARRANTY

C/S THE VEHICLE WOULD NOT START ONE DAY LAST WEEK DURING 114 DEGREES OUTSIDE TEMP.THE VEHICLE FINALLY STARTED WHEN IT DID THE A/C BLOWER MOTOR.CLUSTER,ALL POWER WINDOWS WERE INOP. MESSAGE CENTER STATED ALL DOORS WERE OPEN WHEN THEY WERE ALL SHUT. CUSTOMER APPLIED E-BRAKE TURNED OFF VEHICLE BEING FRUSTERATED WITH THIS CONCERN,WHEN THEY WENT TO RESTART THE VEHICLE & RELEASING THE E-BRAKE EVERYTHING STARTED WORKING AGAIN. CHECK & ADVISE
PERFORMED A VISUAL INSPECTION PER DOCUMENT # 2159792
CHECKED & TESTED O.K. CALLED TECHLINE REC. TO PERFORM RECALL 07007
DIAGNOSED,FOUND LOSS OF COMMUNICATION WITH HVAC,BCM, DDM,PDM & EBCM,CALLED TECHLINE TALKED WITHMARK WATSON CASE # 10372446,PERFORMED A VISUAL INSPECTION PER DOCUMENT # 2159792, CHECKED O.K..TECHLINE TOLD US TO PERFORM A WIGGLE TEST ON ALL MODULES, WE DID TEST ALL MODULES CHECKED & TESTED O.K. PASSED WIGGLE TEST ON WIREHARNESS'S ATTACHED TO MODULE'S.TECHLINE THEN TOLD US TO PERFORM RECALL 07007-RECALL COMPLETED ON LINE 3. CHECKED & TESTED O.K. AT THIS TIME

JOB# 1 TOTALS----------

JOB# 1 JOURNAL PREFIX GCCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES----------

LABOR----------

J# 2 70BUZ12 COURTESY TRANSPORT TECH(S):999 WARRANTY

SHUTTLE SERVICE PROVIDED
SHUTTLE SERVICE PROVIDED

JOB# 2 TOTALS----------

JOB# 2 JOURNAL PREFIX GCCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES----------

LABOR----------

J# 3 [illegible] TRIM ELECT RECALL TECH(S):405 [illegible]

PERFORM RECALL 07007
PER GM
PERFORMED RECALL 07007-PERFORMED BATTERY RUNDOWN SERVICE UPDATE

JOB# 3 TOTALS----------

JOB# 3 JOURNAL PREFIX GCCS JOB# 3 TOTAL 0.00

B.A.R. REG # AL 213550

U S EPA ID# CAL 000216938

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE.

ALL SERVICE PARTS MUST BE RETURNED TO THIS DEALER FOR WARRANTY OF 4,000 MILES OR 90 DAYS, WHICHEVER COMES FIRST.

THANK YOU FOR YOUR BUSINESS!

GCS60816 Q (05/01)

 [CONTINUED ON NEXT PAGE] 11:45am

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ERAINTINVE 8F602111 (07/01)

BUICK PONTIAC

Salinas
BUICK • PONTIAC • GMC

GMC

600 Auto Center Circle
Salinas, CA 93907

Phone
(831) 444-8444

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
21394	MICHAEL NOLAN 362	336	07/03/08	GCCS60845
[redacted]	LABOR RATE 98.00 / LICENSE NO. APPLY / MILEAGE 34,901		COLOR ONYX BLK/EB	STOCK NO. G7200
SALINAS, CA [redacted]	YEAR / MAKE / MODEL 07/GMC/YUKON XL/UT		DELIVERY DATE 10/16/06	DELIVERY MILES 7
	VEHICLE I.D. NO. 1 G K F C 1 6 J 8 7 R [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO. / P. O. NO.		R. O. DATE 07/01/08	
[redacted]	COMMENTS			MO: 34916

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.
YOU MAY RECEIVE A SURVEY FROM GENERAL MOTORS REGARDING THE SERVICE WE PERFORMED FOR YOU. IF FOR ANY REASON YOU CANNOT GIVE US A "COMPLETELY SATISFIED". PLEASE LET US KNOW. WE VALUE YOUR BUSINESS AND WANT YOU TO BE COMPLETELY SATISFIED. IF YOU HAVE ANY COMMENTS CONTACT MIKE NOLAN, SERVICE MGR.

CUSTOMER SIGNATURE

********** DUPLICATE INVOICE **********

B.A.R. REG # AL 213550

U S EPA ID# CAL 000216938

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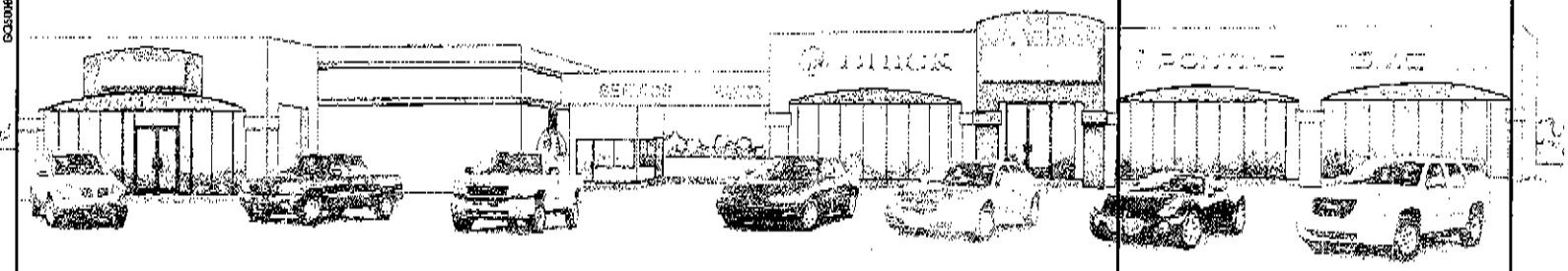
ALL SERVICE PARTS MUST BE RETURNED TO THIS DEALER FOR WARRANTY OF 4,000 MILES OR 90 DAYS, WHICHEVER COMES FIRST.

THANK YOU FOR YOUR BUSINESS!



GC300616 Q (03/07)

 CUSTOMER COPY [END OF INVOICE] 11:45am

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ERAINTINVE SF602111 (07/01)

GCCS53543

SALINAS
BUICK-PONTIAC-GMC
600 AUTO CENTER CIRCLE
SALINAS, CALIFORNIA 93907
PHONE (831) 444-8444

GMC TRUCKS

GCCS53543

0101IGCCS53543

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
21394	JUAN GALVAN 407	715	04/25/07	GCCS53543
[redacted] SALINAS, CA [redacted]	LABOR RATE 98.00 / LICENSE NO. APPLY / MILEAGE 10,267		COLOR ONYX BLK/EB	STOCK NO. G7200
	YEAR / MAKE / MODEL 07/GMC/YUKON XL/UT		DELIVERY DATE 10/16/06	DELIVERY MILES 7
	VEHICLE I.D. NO. 1GKFC16J87R [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.	P. O. NO.	R. O. DATE 03/27/07	
[redacted]	COMMENTS			MO: 10275

JOB# 1 CHARGES

LABOR

J# 1 60BUZ INTERIOR TRIM TECH(S):357 384 WARRANTY

CUST STATES THIRD ROW SEAT WILL NOT RELEASE/FOLD DOWN - NOT SURE WHICH SIDE - CHECK AND ADVISE
FAILED LATCH/CABLE
VERIFIED THIRD ROW SEAT WILL NOT FOLD DOWN - ORDERED LATCH & CABLE - INSTALLED TO SEAT & RECHECKED FOLD DOWN OPERATION
PROBLEM CORRECTED

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
	1		15804401	LATCH 16.720		WARRANTY
	1		15279464	KNOB 16.716		WARRANTY
	1		15804403	CABLE 16.720		WARRANTY
	1		15804404	CABLE 16.720		WARRANTY
	1		15898407	COVER		WARRANTY
				TOTAL - PARTS		0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX GCCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR

J# 2 60BUZ01 INT TRIM CONCERN TECH(S):384 WARRANTY

CUST STATES CIG LIGHTER COVER FELL OFF - PIECE ON CENTER CONCOLE - CHECK AND ADVISE
LOOSE/FALLS OFF
INSTALLED CIG LIGHTER COVER - FALLS OFF - REPLACED W/ NEW UNIT - WORKING FINE

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
	1		10364312	RETAINER 9.709		WARRANTY
				TOTAL - PARTS		0.00

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX GCCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR

J# 3 45BUZ STEERING/SUSPENSION TECH(S):357 INTERNAL

CUST STATES SERVICE TRACTION CONTROL LIGHT CAME ON - CHECK AND ADVISE
CANNOT DUPLICATE CUSTOMER CONCERN AT THIS TIME.

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX GCCS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES

LABOR

J# 4 45BUZ01 STEERING CONCERN TECH(S):357 INTERNAL

B.A.R. REG # AL 213550

U S EPA ID# CAL 000216938

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THANK YOU FOR YOUR BUSINESS!

ACCOUNTING COPY

[CONTINUED ON NEXT PAGE] 09:44am

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ERAINTINVE &F602112 (05/01)

GCCS53543

SALINAS
BUICK-PONTIAC-GMC
600 AUTO CENTER CIRCLE
SALINAS, CALIFORNIA 93907
PHONE (831) 444-8444

GMC TRUCKS

GCCS53543

0101|GCCS53543

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
21394	JUAN GALVAN 407	715	04/25/07	GCCS53543
[redacted]	LABOR RATE 98.00 / LICENSE NO. APPLY / MILEAGE 10,267		COLOR ONYX BLK/EB	STOCK NO. G7200
SALINAS, CA [redacted]	YEAR / MAKE / MODEL 07/GMC/YUKON XL/UT		DELIVERY DATE 10/16/06	DELIVERY MILES 7
	VEHICLE I.D. NO. 1 G K F C 1 6 J 8 7 R [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.	P. O. NO.	R. O. DATE 03/27/07	
RESIDENCE PHONE [redacted]	COMMENTS			MO: 10275

CUST STATES SERVICE STABILIZER LIGHT COMES ON
CHECK AND ADVISE

JOB# 4 TOTALS----------

JOB# 4 JOURNAL PREFIX GCCS JOB# 4 TOTAL 0.00

JOB# 5 CHARGES----------

LABOR----------
J# 5-70BUZ03 RENTAL TECH(S):999 WARRANTY
PROVIDE ALTERNATE TRANSPORTATION
VIN#1G1AK55F077158115

SUBLET-----PO#--------VEND INV#-INV.DATE-DESCRIPTION----------
32193 D471510 04/06/07 CAR RENTAL

	WARRANTY
TOTAL - SUBLET	0.00

JOB# 5 TOTALS----------

JOB# 5 JOURNAL PREFIX GCCS JOB# 5 TOTAL 0.00

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.
YOU MAY RECEIVE A SURVEY FROM GENERAL MOTORS REGARDING THE SERVICE WE PERFORMED FOR YOU. IF FOR ANY REASON YOU CANNOT GIVE US A "COMPLETELY SATISFIED", PLEASE LET US KNOW. WE VALUE YOUR BUSINESS AND WANT YOU TO BE COMPLETELY SATISFIED. IF YOU HAVE ANY COMMENTS CONTACT DANNY CAMACHO, SERVICE MGR.

CUSTOMER SIGNATURE

********** DUPLICATE INVOICE **********

B.A.R. REG # AL 213550

U S EPA ID# CAL 000218938

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THANK YOU FOR YOUR BUSINESS!

ACCOUNTING COPY

[END OF INVOICE] 09:44am

Copyright © 1998 The Reynolds and Reynolds Company
ERAINTINVE SF602112 (03/01)

2007 YUKON XL 1/2 TON - 2WD
41U ONYX BLACK /V8G
19D EBONY
ORDER NO. KHRT3J/TRE STOCK NO.
VIN 1GK FC16 J8 7R[redacted]

GENERAL MOTORS CORPORATION
& SUBSIDIARIES
RENAISSANCE CENTER
DETROIT MI 48243-1114
VEHICLE INVOICE 5AD97922145

**********48*42098S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
TC10906 YUKON XL 1/2 TON - 2WD	37090.00	33937.35	INVOICE 08/23/06
AS3 3-PASSENGER, 3RD ROW SEAT	100.00	83.00	SHIPPED 08/23/06
(REPLACES STD/OPT SEAT)			EXP I/T 09/10/06
C5Z GVW RATING 7,200 LBS	N/C	N/C	INT COM 09/11/06
GT4 REAR AXLE - 3.73 RATIO	N/C	N/C	PRC EFF 08/23/06
LY5 ENGINE 5.3L V8 SFI IRON BLOCK	0.00	0.00	KEYS G2658 G2658
ENG WITH ACTIVE FUEL MGMT			WFP-S QTR OPT-1
M30 4-SPEED AUTOMATIC TRANSMISSION	N/C	N/C	BANK: GMAC - 085
R6J CUSTOMER DIALOG NETWORK	0.00	16.50	CHG-TO 42-098
YF5 50-STATE EMISSIONS	N/C	N/C	
3SA SLE-1 DECOR	N/C	N/C	SHIP WT: 5453
			HP: 45.7
			GVWR: 7200
			GAWR.FT: 3300
			GAWR.RR: 4200
			GMS: 33896.15
			SUPPLR: 35418.10
			MRM: 38090.00
			NTR: 1/2
			MEMO 1784.50

TOTAL MODEL & OPTIONS	37190.00	34036.85	ACT 237 33821.15
DESTINATION CHARGE	900.00	900.00	H/B 261 1115.70
LAM DEALER CONTRIBUTION		371.90	ADV 261 371.90
LAM GROUP CONTRIBUTION		371.90	EXP 65A 371.90
TOTAL	38090.00	35680.65	PAY 310 35680.65

MEMO: TOTAL LESS HOLDBACK AND
APPROX WHOLESALE FINANCE CREDIT 34008.60

****

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.

SALINAS BUICK PONTIAC GMC INC.

REMIT TO GMAC NO. 085
VIN 1GKFC16J87R[redacted]
$ 35680.65 INV 5AD97922145
DUE 09/11/06 DEALER 42-098

BBB AUTO LINE

June 23, 2008

ALICIA SCHNEIDER
PONTIAC/GMC
P O BOX 33172
DETROIT MI 48232

Re:cam8 PGM0843280: [redacted] vs Pontiac/GMC Division
1GKFV16J87R[redacted]

Dear Madam/Sir:

The customer named above has submitted all required information to open a claim, and his/her case is officially opened in the BBB AUTO LINE program. Enclosed you will find a *Customer Claim Form*, a *Manufacturer's Response Form (MRF),* and any supporting documentation provided by the customer.

Please review the customer's claim. We will contact you within seven days to discuss possible settlement of the claim. If you resolve the dispute, or if you would like our help sooner, please contact me.

Please send us:

a) Your position in this dispute in writing on the attached *MRF*
b) Copies of any documents relevant to this dispute, including the following:
   - Technical service bulletins (if any)
   - Recall notices (if any)
   - Vehicle repair records; and
   - Purchase/lease contracts with respect to this vehicle.

Please complete the *MRF* and fax it to me at 703.247.9700 no later than seven days from the date of this letter.

Your position on the *MRF* and any documents that you attach will be sent to the consumer and arbitrator prior to the hearing.

Thank you for your active participation in the BBB AUTO LINE program. You may call me at 800.334.2406 (see the extension listed below) if you have any questions.

Sincerely,

Ann Harron (Ext. 534) on behalf of Rosa Tinoco (Ext. 211)

Council of Better Business Bureaus, Inc.
4200 Wilson Boulevard, Suite 800 · Arlington, VA · 22203-1838 · Phone 800.955.5100 · Fax: 703.247.9700

BBB AUTO LINE
Customer Claim Form

Case number:	PGM0843280
Contact date:	06/23/08
Start date:	06/23/08

Please make any necessary corrections to the information below, print or verify your VIN number and lienholder/leasing company information at the bottom of this page, and complete the missing information in Section 4 on the next page (attach additional sheets as needed).

SECTION 1: CUSTOMER INFORMATION

Titled owner: [redacted]

Mailing address [redacted]

City: SALINAS State: CA Zip code: [redacted]

Day phone: [redacted] Evening phone: [redacted] Cell phone: [redacted]

Fax: E-mail address:

SECTION 2: VEHICLE INFORMATION

Make: Pontiac/GMC Model: Yukon Year: 2007 Current mileage: 34634

Name(s) that appears on the vehicle title: Armida Valenvuela

Selling dealer/city/state: SALINAS BUICK PONTIAC GMC INC., SALINAS, CA

Primary Servicing dealer/city/state: SALINAS BUICK PONTIAC GMC INC.,

Acquired as ☒ new ☐ used ☐ demo ☐ leased Is the vehicle in your possession? ☒ yes ☐ no

Purchase/lease date: 10/15/07 Mileage at purchase/lease:

First repair attempt date: 11/15/07 First repair attempt mileage: 1500

How often is the vehicle used for business purposes (percentage): 0 % Number of vehicles registered in California by vehicle owner/lessee: Transmission type: ☒ Automatic ☐ Manual

Has the vehicle been in an accident/had body damage? ☒ yes ☐ no Date of accident: 02/28/08

Description of damage: Rear passenger damage

SECTION 3: DESIRED OUTCOME (Describe what you want done to resolve your concern)

Customer does not feel comfortable with this vehicle & want the manufacturer to replace it or buy it back.

Please complete the missing information in the box below and on page 2.

VEHICLE INDENTIFICATION NUMBER 1GKFV16J87R[redacted]

Lienholder/Leasing Company _____ **Phone Number**_____

SECTION 4: VEHICLE PROBLEMS (List primary problem first)

Problem	Servicing dealer(s)	# of repair attempts	List the date, mileage, and days out of service for each repair attempt	Does the problem exist now?
Example: **A/C won't cool properly**	**Any Dealer, Inc.**	**2**	**4/23/06 3,500 miles 5 days 6/10/07 12,700 miles 1 day**	**yes**
Vehicle does not start		1		yes
All dashboard lights were on		6		yes
Head liner replaced once		1		yes
Chrome on passenger door handle coming off		2		yes
Covers on Cell phone & cigarette light fell off		1		yes
Rear defroster wire fell off		1		yes

Total days out of service for all problems: _____

Signature of Titled Owner(s) _____ Date _____

I am submitting this dispute for resolution in the BBB AUTO LINE program, and I agree to arbitrate the dispute under the BBB AUTO LINE Arbitration Rules.

Please mail or fax this completed form with copies of all available repair orders, your vehicle registration, your sales agreement or lease agreement, and any other relevant documents (e.g., written correspondence with the manufacturer, etc.) to:

BBB AUTO LINE
4200 Wilson Blvd., Suite 800
Arlington VA, 22203-1838
Fax: 703-247-9700

BBB AUTO LINE
Customer Claim Form

Case number:	PGM0843280
Contact date:	06/23/08
Start date:	06/23/08

Please make any necessary corrections to the information below, print or verify your VIN number and lienholder/leasing company information at the bottom of this page, and complete the missing information in Section 4 on the next page (attach additional sheets as needed).

SECTION 1: CUSTOMER INFORMATION

Titled owner: [redacted]

Mailing address [redacted]

City: SALINAS State: CA Zip code: [redacted]

Day phone: [redacted] Evening phone: [redacted] Cell phone: [redacted]

Fax: E-mail address:

SECTION 2: VEHICLE INFORMATION

Make: Pontiac/GMC Model: Yukon Year: 2007 Current mileage: 34634

Name(s) that appears on the vehicle title: Armida Valenvuela

Selling dealer/city/state: SALINAS BUICK PONTIAC GMC INC., SALINAS, CA

Primary Servicing dealer/city/state: SALINAS BUICK PONTIAC GMC INC.,

Acquired as ☒ new ☐ used ☐ demo ☐ leased Is the vehicle in your possession? ☒ yes ☐ no

Purchase/lease date: 10/15/07 Mileage at purchase/lease:

First repair attempt date: 11/15/07 First repair attempt mileage: 1500

How often is the vehicle used for business purposes (percentage): 0 % Number of vehicles registered in California by vehicle owner/lessee: Transmission type: ☒ Automatic ☐ Manual

Has the vehicle been in an accident/had body damage? ☒ yes ☐ no Date of accident: 02/28/08

Description of damage: Rear passenger damage

SECTION 3: DESIRED OUTCOME (Describe what you want done to resolve your concern)

Customer does not feel comfortable with this vehicle & want the manufacturer to replace it or buy it back.

Please complete the missing information in the box below and on page 2.

VEHICLE INDENTIFICATION NUMBER 1GKFV16J87R[redacted]

Lienholder/Leasing Company _____ **Phone Number**_____

SECTION 4: VEHICLE PROBLEMS (List primary problem first)

Problem	Servicing dealer(s)	# of repair attempts	List the date, mileage, and days out of service for each repair attempt	Does the problem exist now?
Example: **A/C won't cool properly**	**Any Dealer, Inc.**	**2**	**4/23/06 3,500 miles 5 days 6/10/07 12,700 miles 1 day**	**yes**
Vehicle does not start		1		yes
All dashboard lights were on		6		yes
Head liner replaced once		1		yes
Chrome on passenger door handle coming off		2		yes
Covers on Cell phone & cigarette light fell off		1		yes
Rear defroster wire fell off		1		yes

Total days out of service for all problems: _____

Signature of Titled Owner(s) _____ Date _____

I am submitting this dispute for resolution in the BBB AUTO LINE program, and I agree to arbitrate the dispute under the BBB AUTO LINE Arbitration Rules.

Please mail or fax this completed form with copies of all available repair orders, your vehicle registration, your sales agreement or lease agreement, and any other relevant documents (e.g., written correspondence with the manufacturer, etc.) to:

BBB AUTO LINE
4200 Wilson Blvd., Suite 800
Arlington VA, 22203-1838
Fax: 703-247-9700

GENERAL MOTORS BUSINESS RESOURCE CENTER

June 24, 2008

Danny Camacho
Salinas Buick Pontiac GMC
600 Auto Center Circle
Salinas, CA 93907-2503

Re: [redacted]
Siebel Request: 71-638846584
2007 GMC Yukon
VIN # 1GKFC16J87R[redacted]

Dear Mr. Camacho:

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 within 24 hours. 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,

Gina Kulakowski
BRC Customer Relationship Specialist
Ph# 866-790-5700, extension 2-1221
FAX# 866-480-3632
EMAIL: gina_kulakowski@gmexpert.com

07/10/08

MANUFACTURER RESPONSE FORM
(CALIFORNIA)

Case Number: PGM0843280 Vehicle: 2007 GMC Yukon XL

Customer Name: [redacted] VIN: 1GKFC16J87R[redacted]

Manufacturer's Position: General Motors regrets that Mrs. [redacted] is dissatisfied with her vehicle. We have and will continue to address all concerns per the terms of the warranty. All of the concerns that Mrs. [redacted] brought to the attention of the dealer have been corrected. The last time the vehicle was in a General Motors dealer all concerns were addressed and when released the vehicle was operating 100% as designed. If there are any current concerns on the vehicle we request that Mrs. [redacted] make the vehicle available for repairs per the terms of the warranty.

We do not believe this vehicle meets the presumption of the Lemon Law or the Program Summary. As of the last time the vehicle was in a General Motors dealer the vehicle was operating as designed when released. There has been no significant loss of use, value or safety of the vehicle. We ask that the customers request for repurchase be denied and that the customer continue to work with General Motors per the terms of the warranty.

Documentation Provided (please check):

- ☐ Technical Service Bulletin(s)
- ☐ Recall Notice(s)
- ☒ Vehicle Repair Records
- ☒ Purchase/Lease documentation
- ☒ Other: GMVIS, OANE

The manufacturer's position and documentation will be furnished to the customer and the arbitrator prior to a hearing in this case.

I will participate in a hearing ☒ By phone ☐ In person ☐ In writing

Form completed by: Gina Kulakowski Date: July 9, 2008

Future Contact: Gina Kulakowski

Phone: 866-790-5700 ext 2-1221 Fax: 866-480-3632

07/10/08

Please return this form as soon as possible to: BBB AUTO LINE

Fax: 703.247.9700

GM Vehicle Inquiry System
Summary

Home - Summary - Claim History - Vehicle Build - Vehicle Component - Delivery Information - Dealer Information - Service Contract - Warranty Block - Branded Title

Help

VIN :	1GKFC16J87R[redacted]

VEHICLE INFORMATION

Merchandising Model :	TC10906 -2007 YUKON XL 1/2 TON - 2WD	**Warranty Start Date :**	10/16/2006
BARS Order Type :	70 - RETAIL - STOCK		
Delivering Dealer :	SALINAS BUICK PONTIAC GMC INC. 600 AUTO CENTER CIR SALINAS , CA 93907-2503 (831) 444-8444	**Selling Source :**	48 - GMC TRUCK
		Site Code :	42098
		Business Associate Code :	172011

Service Contract :	No	**Branded Title :**	No	**Warranty Block :**	No	**PDI Status :**	Paid

REQUIRED FIELD ACTIONS

Type	Number	Description	Posted Date	Status
YT	07007	SERVICE UPDATE - REMOTE KEYLESS INOP/BATT LOW-GMT900 ONLY-*EXP W/BASE WARR*	02/07/2007	Open

SERVICE INFORMATIONAL ITEMS

Type	Number	Description	Posted Date	Status
EI	07036	WINDSHIELD GLASS STRESS CRACK/DISTORTION. REF. TSB 07-08-48-001.	02/09/2007	See Bulletin
EI	07094	FRONT FASCIA PAINT CONCERNS. REF TSB 07-08-62-004A	03/28/2007	See Bulletin

ON STAR AND XM SATELLITE RADIO INFORMATION

OnStar Equipped	Yes	**OnStar Status**	Inactive	Refer to Help page for details or:go to OnStar Online Enrollment (located on the "OnStar" tab in GM InfoNET) or (888)ONSTAR1 (888) 667-8271.		
XM Equipped	No	**XM Radio ID**	N/A	**XM Status**	N/A	Refer to Help page for details or: www.xmradio.gm.ca or Dealer Hotline 1.877.GET.XMST (1-877-438-9677).

APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER LIMITED WARRANTY	10/16/2006	7 miles	10/16/2009	36007 miles

72/100000 SHEET METAL COVERAGE RUST THROUGH LIMITED WARRANTY	10/16/2006	7 miles	10/16/2012	100007 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	10/16/2006	7 miles	10/16/2014	80007 miles
60/100000 POWERTRAIN COVERAGE LIMITED WARRANTY	10/16/2006	7 miles	10/16/2011	100007 miles
36/50000 CALIFORNIA EMISSIONS	10/16/2006	7 miles	10/16/2009	50007 miles
84/70000 CALIFORNIA SELECT COMPONENT	10/16/2006	7 miles	10/16/2013	70007 miles

CLAIM HISTORY

R.O Date	R.O Number	Type	Labor Operation	Odometer Reading
03/27/2007	053543	#	C7950 - LOCK, FOLDING THIRD SEAT BACK - R&R OR REPLACE	10267 miles
03/27/2007	053543	#	N4010 - LIGHTER ASSEMBLY, CIGARETTE - REPLACE	10267 miles
03/27/2007	053543	#	Z7902 - 2-DAY COURTESY TRANSPORTATION	10267 miles
03/01/2007	053059	#	C3128 - HEADLINING TRIM PANEL REPLACEMENT	8815 miles
03/01/2007	053059	#	B4300 - HANDLE AND REMOTE CONTROL, FRONT DOOR LOCK - RIGHT - R&R O	8815 miles
12/27/2006	051964	#	C3128 - HEADLINING TRIM PANEL REPLACEMENT	4427 miles
12/27/2006	051964	#	Z7902 - 2-DAY COURTESY TRANSPORTATION	4427 miles
08/23/2006	A58364	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0 miles

CHECK HISTORY INFORMATION

Vehicle Has No Associated Check History Information.

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Overallowance/Negative Equity/Incentives Form (Non-Florida)

Customer: [redacted]	**SR #:** -71638846584	**BBB#:** 843280

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 Overallowance, Negative Equity, and/or Incentives prior to arbitration or voluntary repurchase.

Section 1

Purchase Price (from Bill of Sale, before tax, tag, title, etc.)	32500.00
MSRP (from BARS Invoice screen)	- 38090.00
Subtract the MSRP from the Purchase Price (If positive, look for Overallowance)	= -5590.00

If the Purchase Price is greater than the MSRP but there was no trade-in, have the Dealer explain why the customer paid more than MSRP.

Section 2

Trade Allowance (from Bill of Sale)	0.00
Actual Cash Value (ACV) (from ACV Statement)	- 0.00
Subtract the ACV from the Trade Allowance If positive, the Trade Allowance is higher than the ACV of the trade-in. This is Overallowance.	= 0.00

Section 3

Trade Allowance (from Bill of Sale)	0.00
Payoff on Trade (from Bill of Sale)	- 0.00
Subtract the Payoff on Trade from the Trade Allowance If negative, the Payoff on the Trade is higher that the Trade Allowance. This is Negative Equity.	= 0.00

Section 4

Purchase Price (from Bill of Sale, before tax, tag, title, etc.)	32500.00
Incentives not included in the Purchase Price (from BARS and Incentive Acknowledgement sheet) Do not include fuel-fill credit or Dealer incentives. GM Card points must be included.	- 2000.00
Overallowance/Negative Equity (use the Overallowance from Section 2 or the Negative Equity from Section 3, whichever is larger)	- 0.00
Subtract the Incentives and the Overallowance/Negative Equity from the Purchase Price. This is the Actual price of the vehicle that should be presented to the BBB on the Agreement to Arbitrate (ATA).	= 30500.00

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

GENERAL MOTORS BUSINESS RESOURCE CENTER

June 24, 2008

~~Danny Camacho~~
Salinas Buick Pontiac GMC
600 Auto Center Circle
Salinas, CA 93907-2503

Re: [redacted]
Siebel Request: 71-638846584
2007 GMC Yukon
VIN # 1GKFC16J87R[redacted]

Dear Mr. Camacho:

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 within 24 hours. 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,

Gina Kulakowski
BRC Customer Relationship Specialist
Ph# 866-790-5700, extension 2-1221
FAX# 866-480-3632
EMAIL: gina_kulakowski@gmexpert.com

SALINAS BUICK PONTIAC GMC
600 AUTO CENTER CIRCLE
SALINAS, CA 93907
NANCY CAPPELMANN

Buyer (and Co-Buyer) Name and Address (Including County and Zip Code)	Creditor - Seller (Name and Address)
[redacted] SALINAS CA [redacted] MONTEREY COUNTY	SALINAS BUICK PONTIAC GMC INC 600 AUTO CENTER CIRCLE SALINAS CA 93907

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	2007	GMC YUKON XL	7	1GKFC16J87R[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 of $ 7000.00
18.00 %	$ 18655.00 e)	$ 29049.99	$ 47705.04 e)	$ 54705.04 e)

(e) means an estimate

YOUR PAYMENT SCHEDULE WILL BE:

Number of Payments:	Amount of Payments:	When Payments Are Due:
One Payment of	5000.00	11/01/2006
One Payment of	N/A	N/A
71 Payments	662.57	Monthly, Beginning 11/15/2006
Payments	N/A	Monthly, Beginning
One Final Payment	662.57	DUE ON 10/15/2012

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 $ 32500.00 (A)
     - 1. Cash Price Vehicle $ 32500.00
     - 2. Cash Price Accessories $ N/A
     - 3. Other (Nontaxable)
       - Describe N/A $ N/A
       - Describe N/A $ N/A
   - B. Document Preparation Fee (not a governmental fee) $ 145.00 (B)
   - C. Smog Fee Paid to Seller $ N/A (C)
   - D. Theft Deterrent Device $ N/A (D)
   - E. Theft Deterrent Device $ N/A (E)
   - F. Surface Protection Product $ N/A (F)
   - G. Surface Protection Product $ N/A (G)
   - H. Sales Tax (on taxable items in A through G) $ 2522.24 (H)
   - I. Optional DMV Electronic Filing Fee* $ N/A (I)
   - J. (Optional) Service Contract (to whom paid)* N/A $ N/A (J)
   - K. (Optional) Service Contract (to whom paid)* N/A $ N/A (K)
   - L. Prior Credit or Lease Balance paid by Seller to N/A $ N/A (L)
     (see downpayment and trade-in calculation)
   - M. (Optional) Gap Contract (to whom paid)* SALINAS BUIC $ 700.00 (M)
   - N. (Optional) Used Vehicle Contract Cancellation Option Agreement $ N/A (N)
   - O. Other (to whom paid)* N/A $ N/A (O)
     For N/A

   Total Cash Price (A through O) $ 35767.24 (1)
2. **Amounts Paid to Public Officials**
   - A. License Fees ESTIMATED $ 211.00 (A)
   - B. Registration/Transfer/Titling Fees $ 63.00 (B)

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. 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.

Vehicle Insurance

	Term	Premium
$ N/A Ded. Comp., Fire & Theft	Mos.	$ N/A
$ N/A Ded. Collision	Mos.	$ N/A
Bodily Injury $ N/A limits	Mos.	$ N/A
Property Damage $ N/A limits	Mos.	$ N/A
Medical N/A	N/A Mos.	$ N/A
	N/A Mos.	$ N/A
Total Vehicle Insurance Premiums		$ N/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 [redacted]
Co-Buyer
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	N/A Mos.		$ N/A
Credit Disability	N/A Mos.		$ N/A
Total Credit Insurance Premiums			$ N/A

Insurance Company Name N/A
N/A

Home Office Address N/A
N/A

Credit life insurance and credit disability insurance are not required to obtain credit. Your decision to buy or not buy credit life 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 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) Subject to Prior Approval

N. Jun. 26. 2008 9:59PM Salinas Buick Pontiac No. 2925 P. 3 (N)

O. Other (to whom paid)* N/A $ N/A (O)

For N/A

Total Cash Price (A through O) $ 35767.24 (1)

2. **Amounts Paid to Public Officials**

A. License Fees ESTIMATED $ 211.00 (A)

B. Registration/Transfer/Titling Fees $ 53.00 (B)

C. California Tire Fees* $ 8.75 (C)

D. Other N/A $ N/A (D)

E. Other N/A $ N/A (E)

Total Official Fees (A through E) $ 282.75 (2)

3. **Amount Paid to Insurance Companies**

(Total premiums from Statement of Insurance column a + b)* $ N/A (3)

4. **Smog Certification or Exemption Fee Paid to State** $ N/A (4)

5. **Subtotal** (1 through 4) $ 36049.99 (5)

6. **Total Downpayment**

A. Agreed Trade-In Value Yr N/A Make N/A $ N/A (A)

Model N/A Odom N/A

VIN N/A

B. Less Prior Credit or Lease Balance $ N/A (B)

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

D. Deferred Downpayment $ 5000.00 (D)

E. Manufacturer's Rebate $ 2000.00 (E)

F. Other N/A $ N/A (F)

G. Cash $ N/A (G)

Total Downpayment (C through G) $ 7000.00 (6)

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

7. **Amount Financed** (5 less 6) $ 29049.99 (7)

*Seller may keep part of these amounts.

due date for the k[illegible] on the original insurance is shown above. [illegible]nless [illegible]nt term for the

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 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	Buyer Signature	Age
	X N/A	N/A

Date	Co-Buyer Signature	Age
N/A	X N/A	N/A

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 1M. See your gap contract for details on the protection it provides. It is a part of this contract.

Term 60 Mos GAP CARE
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 1J and/or 1K above.

1J Company N/A

Term N/A Mos. or N/A Miles

1K Company N/A

Term N/A Mos. or N/A Miles

Buyer X N/A

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

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 chan[redacted]

Buyer Signs X [redacted]

Co-Buyer Signs X

SELLER'S RIGHT TO CANCEL If Buyer and Co-Buyer sign here, the provisions of the Seller's Right to Cancel section on t[redacted]l If Seller is unable to assign this contract to a financial institution will apply.

X [redacted]
Buyer

X
Co-Buyer

OPTION: ☐ You pay no finance charge if the Amount Financed, item 7, is paid in full on or before N/A, Year N/A 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 [redacted] 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 6B 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 6B as "Prior Credit or Lease Balance," Seller will refund the difference to you.

Buyer X N/A **Co-Buyer X** N/A

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 [redacted] **Co-Buyer Signature X**

GMC HUMMER

(excludes Saturn)

CUSTOMER NAME: ARMIDA VALENZUELA

VIN: 1 G K F C 1 6 J 8 7 R [redacted]

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
~~SCF~~	$ 1000.00	~~07-31AD~~
~~BVI~~	$ 1000.00	~~07-31AJ~~
	$ N/A	
	$ N/A	
	$ N/A	
	$	
Total Incentive Amount Received	$ 2000.00	

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 FOR INCENTIVES AND ONSTAR SERVICE –

a. Vehicle Incentive 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 on ___/10/1606 acknowledge receipt of incentive(s) as described in Item ____ and release GM Division from any future claim or obligation for incentive(s) on this unit.

Is vehicle equipped with OnStar? _____ Yes XX No

b. OnStar Terms and Conditions Acknowledgment. I acknowledge that I have received the Terms and Conditions under which the OnStar service in my vehicle is provided (copies are available in the vehicle glovebox, from the dealer, at www.onstar.com, or by contacting OnStar as described below).

I understand that in order to cancel the OnStar service in my vehicle, I must press the blue OnStar button in my vehicle or call 1.888.4OnStar (1.888.466.7827) or TTY 1.877.248.2080 and request that my Services be cancelled.

Purchaser/Lessee Signature: [redacted] Date: ___/10/16 06

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

Authorized Dealer Signature: _____ Date: ___/10/16 06

Dealership Name: SALINAS BUICK PONTIAC GMC INC Dealer Code: _____

Dealer Note: This is a required document and it must be completed, signed, and retained in EVERY DEAL FILE for new retail customers even if there are no incentives or rate support available. A copy of the completed form should be provided to the customer.

GM3795 9/05

Total Downpayment (C through G)

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

purchase the service contract ... company(ies) for the term(s) shown below for the charge(

GAP ADDENDUM

FP286 068549

Customer/Borrower & Covered Vehicle Information

Customer/Borrower Name: [redacted]	Vehicle Make/Model/Year/Mileage: GMC YUKON XL 2007	Term of Loan: 72
	Vin: 1GKFC16J87R[redacted]	Amount Financed: 29049.99
City, State, Zip: SALINAS CA [redacted]	Date: 10/16/2006	Monthly Payment: 662.57
MSRP/NADA % Maximum Eligibility Limit %: 150%	Maximum Term of GAP: 84 Mos. For Administrative Purpose: CLASS	
Dealer/Creditor Name: SALINAS BUICK PONTIAC GMC INC BAC:	Financial Institution/Lender Name: Long Beach	
Address: 600 AUTO CENTER CIRCLE	Address:	
City, State, Zip: SALINAS CA 93907	City, State, Zip:	

☐ Balloon ☐ Lease ☐ Installment Sales Contract

Charge To You For This Addendum $ 700.00

This Guaranteed Automobile Protection (GAP) Contract Addendum (addendum) amends the financing contract. This GAP addendum is between the customer/borrower (I, you or your) and the dealer/creditor (we, us, or our), or if assigned with the assignee.

Although not required to do so, you have elected to participate in our GAP Program. **GAP does not take the place of insurance on the vehicle.** You are responsible for maintaining collision and comprehensive insurance for the full value of the vehicle and any other insurance required by the financing contract or applicable law. You are responsible for all notifications or claims that are required to be filed with your automobile insurance company. We will not process or handle your insurance claims for you.

In the event of a constructive total loss to the covered vehicle, we agree to waive our rights against you for the amount due under a payable loss. In addition to the provisions of payable loss, you will remain responsible for payment of any items stated under **Exclusions**.

TERMINATION OF ADDENDUM: This addendum will terminate on the date that either of the following events occur: 1. the date your financing contract is scheduled to terminate; 2. upon payment in full of the financing contract; 3. expiration of any redemption period following the repossession or surrender of the covered vehicle; 4. in the event of a constructive total loss or theft of the covered vehicle; or 5. the date the loan/financing contract is prepaid or the financing contract is refinanced. It is your responsibility to notify the dealer/creditor, in writing, of your request to cancel this coverage and to request a refund/credit of the GAP charges.

Report your total loss to our GAP Administrator:
Gap Care Administrator
ATTN: GAP Claims
P.O. Box 660960 / Miami Springs, FL 33266-0960 Phone (305) 267-4344 / Toll Free (800) 741-4216

All payable loss claims must be reported to us within 90 days of receiving settlement from the primary carrier; or if no primary carrier coverage is in effect on the date of loss within 90 days of the accident or theft; or within 90 days of repossession, whichever applies. No payment for payable loss will be made by us if the claim is not reported within these stated time periods.

YOUR RIGHT TO CANCEL: You have the unconditional right to cancel and terminate this optional addendum for a refund/credit of the unearned portion of the charge for this addendum at any time. If any termination occurs within 30 days of the addendum purchase you will receive a full refund/credit of the addendum cost, plus the amount of the applicable finance charge, provided no loss has occurred. After 30 days, you will receive a refund/credit of the addendum cost calculated by the Pro Rata method, or by the refund method as may be required in your state, less a $35.00 cancellation fee. We will refund all charges to the financial institution/lender. To cancel the addendum and request a refund/credit, you must contact the dealer/creditor, in writing, at the address shown above. If you do not receive the refund/credit within 60 days of notice of cancellation/termination, contact the GAP Administrator stated above.

ENROLLMENT IS AVAILABLE ONLY AT THE TIME THE FINANCING CONTRACT IS ORIGINALLY EXECUTED. BY YOUR SIGNATURE BELOW, **YOU ACKNOWLEDGE AND AGREE THAT YOUR ACCEPTANCE OF THIS GAP ADDENDUM IS VOLUNTARY AND IS NOT REQUIRED IN ORDER FOR YOU TO OBTAIN CREDIT, DOES NOT IMPACT YOUR ABILITY TO OBTAIN ANY PARTICULAR OR MORE FAVORABLE CREDIT TERMS, AND HAS NO EFFECT ON THE TERMS OF THE RELATED SALE OF THIS VEHICLE. This coverage may decrease over the term of your financing contract and may not extend for the full term of your loan/financing contract. You may wish to consult an alternative source to determine whether similar coverage may be obtained and at what cost.** You also acknowledge that you have read and understand this addendum and its provisions. No other verbal representations have been made to you that differ from these written provisions. If you purchase GAP from this dealer/creditor, you understand that the financial institution/lender may retain all or a portion of the charge paid by you. This addendum includes a binding arbitration clause. **You should carefully read the back of this addendum for additional information on eligibility, requirements, conditions and exclusions that could prevent you from receiving benefits under this addendum.**

☐ Yes, I accept this GAP addendum and its terms and **Conditions**.

Dealer/Creditor	Customer/Borrower
Dealer/Creditor Name: SALINAS BUICK PONTIAC GMC INC	Customer/Borrower Name: [redacted]
Dealer/Creditor Signature:	
Title:	Date: 10/16/2006

ASSIGNMENT: The GAP addendum will follow the loan/financing contract or lease with no subrogation rights against the customer/borrower, if the loan/financing contract or lease is sold or assigned by the dealer/creditor.

LIMITATIONS:

GCWS53543

SALINAS BUICK-PONTIAC-GMC

600 AUTO CENTER CIRCLE
SALINAS, CALIFORNIA 93907
PHONE (831) 444-8444

GMC TRUCKS

GCWS53543

0101IGCWS53543

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
21394	JUAN GALVAN 407	715	04/30/07	GCWS53543
[redacted] SALINAS, CA [redacted]	LABOR RATE 88.49 / LICENSE NO. APPLY / MILEAGE 10,267		COLOR ONYX BLK/EB	STOCK NO. G7200
	YEAR / MAKE / MODEL 07/GMC/YUKON XL/UT		DELIVERY DATE 10/16/06	DELIVERY MILES 7
	VEHICLE I.D. NO. 1GKFC16J87R [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO. / P. O. NO.		R. O. DATE 03/27/07	
[redacted]	COMMENTS			

MO: 10275

JOB# 1 CHARGES

LABOR

J# 1 60BU4 INTERIOR TRIM HOURS 0.90 TECH(S) 357-384 79.64

CUST STATES THIRD ROW SEAT WILL NOT RELEASE/FOLD DOWN - NOT SURE WHICH SIDE - CHECK AND ADVISE
FAILED LATCH/CABLE
VERIFIED THIRD ROW SEAT WILL NOT FOLD DOWN - ORDERED LATCH & CABLE - INSTALLED TO SEAT & RECHECKED FOLD DOWN OPERATION
PROBLEM CORRECTED

PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
	1	15804401	LATCH 16.720	48.14	48.14	67.40	67.40
	1	15279464	KNOB 16.716	2.00	2.00	2.80	2.80
	1	15804403	CABLE 16.720	5.10	5.10	7.14	7.14
	1	15804404	CABLE 16.720	6.25	6.25	8.75	8.75
	1	15898407	COVER	8.04	8.04	11.26	11.26
			COST TOTAL		69.53		
					TOTAL - PARTS		97.35

JOB# 1 TOTALS

LABOR	79.64
PARTS	97.35

JOB# 1 JOURNAL PREFIX GCWS JOB# 1 TOTAL 176.99

JOB# 2 CHARGES

LABOR

J# 2 60BUZ01 INT TRIM CONCERN HOURS 0.40 TECH(S) 384 35.40

CUST STATES CIG LIGHTER COVER FELL OFF - PIECE ON CENTER CONCOLE - CHECK AND ADVISE
LOOSE/FALLS OFF
INSTALLED CIG LIGHTER COVER - FALLS OFF - REPLACED W/ NEW UNIT - WORKING FINE

PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
	1	10364312	RETAINER 9.709	2.12	2.12	2.97	2.97
			COST TOTAL		2.12		
					TOTAL - PARTS		2.97

JOB# 2 TOTALS

LABOR	35.40
PARTS	2.97

JOB# 2 JOURNAL PREFIX GCWS JOB# 2 TOTAL 38.37

JOB# 5 CHARGES

LABOR

J# 5 7OBUZ03 RENTAL HOURS TECH(S) 999 0.00

PROVIDE ALTERNATE TRANSPORTATION
VIN#1G1AK55F077158115

SUBLET	PO#	VEND INV#	INV.DATE	DESCRIPTION	
	32193	D471510	04/06/07	CAR RENTAL	79.00
				TOTAL - SUBLET	79.00

B.A.R. REG # AL 213550

U S EPA ID# CAL 000216938

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE.

ALL SERVICE PARTS MUST BE RETURNED TO THIS DEALER FOR WARRANTY OF 4,000 MILES OR 90 DAYS, WHICHEVER COMES FIRST.

THANK YOU FOR YOUR BUSINESS!

ACCOUNTING COPY-W

[CONTINUED ON NEXT PAGE] 02:43pm

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ERAINTINVE 3F602112 (05/01)

53543

Salinas
BUICK • PONTIAC • GMC

600 Auto Center Circle
Salinas, CA 93907

Phone
(831) 444-8444

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
12/27/06	51964	4429	362	357	W	60BUZ	INTERIOR TRIM
				999	W	70BUZ03	RENTAL
				357	W	51BUZ01	BODY ELECT CONCERN
11/02/06	51056	1405	362	357	W	60BUZ01	INT TRIM CONCERN
09/21/06	50386	16	362	327	I	75BUZ	PDI

SALESPERSON NO. 287 RODNEY D GOLDEN **S E R V I C E** STATE REG# 0

SAVE OLD PARTS YES ☐ NO ☐

VEHICLE I.D. NO.	YEAR/MAKE/MODEL	PRODUCTION DATE	STOCK NO.	LICENSE NO.	R. O. NO.
1GKFC16J87R[redacted]	07/GMC/YUKON XL/UT		G7200	APPLY	53543

[redacted]
SALINAS, CA [redacted]

CUSTOMER NO.	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R. O. DATE
21394		10/16/06	7		03/27/07

COLOR	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES
ONYX BLK/EBONY			

TURBO	M/MC	AIR COND.	P.S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
	BUZZ				10,267	407	JUAN GALVAN

RESIDENCE PHONE [redacted] BUSINESS PHONE

TIME RECEIVED 08:58am DATE/TIME PROMISED ~~03/27/07~~ 05:30pm PRIORITY

APPOINTMENT ☐ Yes ☒ No

LABOR RATE 98.00

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 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. Dealer not responsible for unavailability of parts or delays in parts shipments beyond dealer's control. A CHARGE FOR HAZARDOUS WASTE REMOVAL MAY BE ADDED IF APPLICABLE.
Customer is hereby notified that the above described property is not insured or protected to the amount of the actual cash value thereof, or otherwise, by the undersigned dealer against loss occasioned by theft, fire or vandalism while the property remains with the dealer. Customer states no articles of personal property have been left in the vehicle and dealer is not responsible for inspection therefor.
NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.

CUSTOMER'S ACKNOWLEDGEMENT $ _____ BY _____ ORIGINAL ESTIMATE

JOB [redacted]

ORIGINAL CUSTOMER ESTIMATE: TOTAL

X _____

1 W 60BUZ INTERIOR TRIM
CUST STATES THIRD ROW SEAT WILL NOT RELEASE/FOLD DOWN - NOT SURE WHICH SIDE - CHECK AND ADVISE

2 W 60BUZ01 INT TRIM CONCERN
CUST STATES CIG LIGHTER COVER FELL OFF - PIECE ON CENTER CONCOLE - CHECK AND ADVISE

3 W 45BUZ STEERING/SUSPENSION
CUST STATES SERVICE TRACTION CONTROL LIGHT CAME ON - CHECK AND ADVISE

Po# 32193

ORIGINAL ESTIMATE	REASON	ADDITIONAL COSTS
AUTHORIZED BY	☐ IN PERSON ☐ PHONE	DATE / TIME
ORIGINAL ESTIMATE	REASON	ADDITIONAL COSTS
AUTHORIZED BY	☐ IN PERSON ☐ PHONE	DATE / TIME

B.A.R. REG # AL 213550

CHARGE FOR HAZARDOUS WASTE DISPOSAL MAY BE ADDED.
U S EPA ID# CAL 000216938

SERVICE HOURS
MON - FRI
7:30 AM - 5:30 PM

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.

0101J53543

53543

Salinas BUICK • PONTIAC • GMC

600 Auto Center Circle
Salinas, CA 93907

Phone
(831) 444-8444

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
12/27/06	51964	4429	362	357	W	60BUZ	INTERIOR TRIM
				999	W	70BUZ03	RENTAL
				357	W	51BUZ01	BODY ELECT CONCERN
11/02/06	51056	1405	362	357	W	60BUZ01	INT TRIM CONCERN
09/21/06	50386	16	362	327	I	75BUZ	PDI

SALESPERSON NO. 287 RODNEY D GOLDEN **S E R V I C E** STATE REG# 0

SAVE OLD PARTS YES ☐ NO ☐

VEHICLE I.D. NO.: 1GKFC16J87R[redacted]
YEAR/MAKE/MODEL: 07/GMC/YUKON XL/UT
PRODUCTION DATE:
STOCK NO.: G7200
LICENSE NO.: APPLY
R. O. NO.: 53543

[redacted]
SALINAS, CA [redacted]
[redacted]

CUSTOMER NO.: 21394
SERVICE CONTRACT:
DELIVERY DATE: 10/16/06
DELIVERY MILES: 7
SELLING DEALER NO.:
R. O. DATE: 03/27/07
COLOR: ONYX BLK/EBONY
CONTRACT NO.:
EXPIRATION DATE:
EXPIRATION MILES:
TAG NO.: 715
TURBO: | M/MC: BUZZ | AIR COND.: | P.S.: | TRANS.: | MILEAGE: 10,267 | ADVISOR NO.: 407 | ADVISOR: JUAN GALVAN

TIME RECEIVED: 08:58am | DATE/TIME PROMISED: 03/01/07 05:30pm | PRIORITY:
APPOINTMENT: ☐ Yes ☒ No
LABOR RATE: 98.00

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 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. Dealer not responsible for unavailability of parts or delays in parts shipments beyond dealer's control. A CHARGE FOR HAZARDOUS WASTE REMOVAL MAY BE ADDED IF APPLICABLE. Customer is hereby notified that the above described property is not insured or protected to the amount of the actual cash value thereof, or otherwise, by the undersigned dealer against loss occasioned by theft, fire or vandalism while the property remains with the dealer. Customer states no articles of personal property have been left in the vehicle and dealer is not responsible for inspection therefor.

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.

CUSTOMER'S ACKNOWLEDGEMENT _____ $ _____ BY _____ ORIGINAL ESTIMATE

JOB [redacted]

4) W 45BUZ01 STEERING CONCERN
CUST STATES SERVICE STABILIZER LIGHT COMES ON
CHECK AND ADVISE

5) Alternate Transportation
Pott 32193

ORIGINAL ESTIMATE	REASON	ADDITIONAL COSTS
AUTHORIZED BY	☐ IN PERSON ☐ PHONE	DATE / TIME
ORIGINAL ESTIMATE	REASON	ADDITIONAL COSTS
AUTHORIZED BY	☐ IN PERSON ☐ PHONE	DATE / TIME

B.A.R. REG # AL 213550

CHARGE FOR HAZARDOUS WASTE DISPOSAL MAY BE ADDED.
U S EPA ID# CAL 000216938

SERVICE HOURS
MON - FRI
7:30 AM - 5:30 PM

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.

0101J53543

REPAIR LABOR SALES	FLAT RATE	R.O. NO.	ELAPSED TIME	OFF	5
L-1		53543		07 MAR 27 10.4	
		TECH. NO. 384		07 MAR 27 10.2	ON

REPAIR LABOR SALES	FLAT RATE	R.O. NO.	ELAPSED TIME	OFF	6
L-2		53543		07 MAR 27 10.9	
		TECH. NO. 384		07 MAR 27 10.4	ON

REPAIR LABOR SALES	FLAT RATE	R.O. NO.	ELAPSED TIME	OFF	9
L-1		53543		[illegible]	
		TECH. NO. 387		07 APR 13 12.8	ON

REPAIR LABOR SALES	FLAT RATE	R.O. NO.	ELAPSED TIME	OFF	10
L-1		53543		07 APR 13 15.6	
		TECH. NO. 387		07 APR 13 15.1	ON

384
- Customer states that Third row Seat will not Release/Fold down.
- Inspected Third Row Seat and order Seat lock.

384
- Customer states cig lighter cover Full of Inspected cig lighter and cover missing So order cig lighter cover and ok.

RECEIVED 4-5-07
Man Bezel

384
- Customer States The Third row Seat will not Release/Fold down
Inspected and Rec order name parts.

RECEIVED 4-5-07
Man Latch

GCCS53059

SALINAS BUICK-PONTIAC-GMC

600 AUTO CENTER CIRCLE
SALINAS, CALIFORNIA 93907
PHONE (831) 444-8444

GMC TRUCKS

GCCS53059

0101IGCCS53059

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
21394	JUAN GALVAN 407	715	04/16/07	GCCS53059

	LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
[redacted]	98.00	APPLY	8,815	ONYX BLK/EB	G7200

	YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
SALINAS, CA [redacted]	07/GMC/YUKON XL/UT	10/16/06	7

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1 G K F C 1 6 J 8 7 R [redacted]		

F. T. E. NO.	P. O. NO.	R. O. DATE
		03/01/07

[redacted]

COMMENTS

MO: 8838

JOB# 1 CHARGES----------

LABOR----------

J# 1 60BUZ INTERIOR TRIM TECH(S) 384 WARRANTY

CUST STATES HEADLINER SQUEEKS AT RT REAR - CHECK AND ADVISE
HEADLINER METAL SQUEEKING
VERIFIED CUST CONCERN - NOISE COMING FROM INSIDE HEADLINER
INSTALLED SOUND DAMPNER PADS & FOAM KIT - RECHECKED FOR
NOISE & SLIGHLTY PRESENT - INSTALLED 2 ADDITIONAL FOAM
KITS & REINSTALLED HEADLINER ASSEMBLY - RECHECKED OPERATION
PROBLEM CORRECTED

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1		GLUE	GLUE		
				TOTAL - PARTS		0.00

JOB# 1 TOTALS----------

JOB# 1 JOURNAL PREFIX GCCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES----------

LABOR----------

J# 2 60BUZ SEAT BELTS TECH(S) 384 WARRANTY

CUST STATES DRIVERS SIDE MIDDLE SEAT BELT DOES NOT PULL OUT
CHECK AND ADVISE
RO CLOSED DUE TO TIME - RE-OPEN WHEN PART ARRIVES
REFER TO RO 53543 FOR REPAIR

JOB# 2 TOTALS----------

JOB# 2 JOURNAL PREFIX GCCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES----------

LABOR----------

J# 3 60BUZ04 DOOR HANDLE TECH(S) 384 WARRANTY

CUST STATES PASS SIDE FRONT INNER DOOR HANDLE PEELING
CHECK AND ADVISE
CHROME PEELING
VERIFIED CHROME PEELING - REPLACED INNER DOOR HANDLE

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1		15847301	HANDLE 16.345		
				TOTAL - PARTS		0.00

JOB# 3 TOTALS----------

JOB# 3 JOURNAL PREFIX GCCS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES----------

LABOR----------

J# 4 60BUZ4 INT TRIM CONCERN TECH(S) 384 WARRANTY

CUST STATES PASSENGER SIDE FRONT DOOR LOCK POPS OFF -
CHECK AND ADVISE
2

B.A.R. REG # AL 213550

U S EPA ID# CAL 000216938

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE.

ALL SERVICE PARTS MUST BE RETURNED TO THIS DEALER FOR WARRANTY OF 4,000 MILES OR 90 DAYS, WHICHEVER COMES FIRST.

THANK YOU FOR YOUR BUSINESS!

 ACCOUNTING COPY [CONTINUED ON NEXT PAGE] 09:34am

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ERAINTINVE SF602112 (05/01)

BUICK

BUICK • PONTIAC • GMC

PONTIAC

059

600 Auto Center Circle
Salinas, CA 93907

Phone
(831) 444-8444

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01BUZ009	9000 MILE SERVICE	MI	0.00	00BUZLOF	QUICK SERVICE	MI	29.95

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
12/27/06	51964	4429	362	357	W	60BUZ	INTERIOR TRIM
				999	W	70BUZ03	RENTAL
				357	W	51BUZ01	BODY ELECT CONCERN
11/02/06	51056	1405	362	357	W	60BUZ01	INT TRIM CONCERN
09/21/06	50386	16	362	327	I	75BUZ	PDI

SALESPERSON NO. 287 RODNEY D GOLDEN

S E R V I C E

STATE REG# 0

VEHICLE I.D. NO. 1GKFC16J87R[redacted]	YEAR/MAKE/MODEL 07/GMC/YUKON XL/UT		PRODUCTION DATE	STOCK NO. G7200	LICENSE NO. APPLY	R.O. NO. 53059	
CUSTOMER NO. 21394	SERVICE CONTRACT		DELIVERY DATE 10/16/06	DELIVERY MILES 7	SELLING DEALER NO.	R. D. DATE 03/01/07	
COLOR ONYX BLK/EBONY		CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO.		
TURBO	MMC BUZZ	AIR COND.	P. S.	TRANS	MILEAGE 8,815	ADVISOR NO. 407	ADVISOR JUAN GALVAN

SAVE OLD PARTS YES ☐ NO ☐

[redacted]
SALINAS, CA[redacted]

RESIDENCE PHONE | BUSINESS PHONE

TIME RECEIVED 09:05am | DATE/TIME PROMISED 03/01/07 05:30pm | PROMPT

APPOINTMENT ☐ Yes ☒ No

LABOR RATE 98.00

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 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. Dealer not responsible for the availability of parts or delays in parts shipments beyond dealer's control. A CHARGE FOR HAZARDOUS WASTE REMOVAL MAY BE ADDED IF APPLICABLE. Customer is hereby notified that the above described property is not insured or protected beyond amount of the actual cash value thereof, or otherwise, by the undersigned dealer against loss occasioned by theft, fire or vandalism while the property remains with the dealer. Customer states no articles of personal property have been left in the vehicle and dealer is not responsible for inspection thereof.

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK

CUSTOMER'S ACCEPTANCE SIGNATURE | $ ORIGINAL ESTIMATE | BY

JC3

ORIGINAL CUSTOMER ESTIMATE: TOTAL

X

W * 60BUZ **INTERIOR TRIM**
CUST STATES HEADLINER SQUEEKS AT RT REAR - CHECK AND ADVISE

Repair first visit

2 W * 60BUZ11 **SEAT BELTS**
CUST STATES DRIVERS SIDE MIDDLE SEAT BELT DOES NOT PULL OUT CHECK AND ADVISE

3 Cust states P/S Front inside door Handle peeling chrome

1GS42701

ORIGINAL ESTIMATE	REASON	ADDITIONAL COSTS
AUTHORIZED BY	☐ IN PERSON ☐ PHONE	DATE / TIME
ORIGINAL ESTIMATE	REASON	ADDITIONAL COSTS
AUTHORIZED BY	☐ IN PERSON ☐ PHONE	DATE / TIME

B.A.R. REG # AL 213550

CHARGE FOR HAZARDOUS WASTE DISPOSAL MAY BE ADDED.
U S EPA ID# CAL 000216938

SERVICE HOURS
MON - FRI
7:30 AM - 5:30 PM

MECHANIC'S FINDINGS AND REMARKS

	ELAPSED TIME	OFF	7
059		'07 MAR 01	12.0
384		'07 MAR 01	11.0 ON

MECHANIC'S NAME & NUMBER 384

Test Driven for Squeaking noise and noise coming from rear bar removed drop the bar down

	ELAPSED TIME	OFF	7
059		'07 MAR 27	12.0
384		'07 MAR 27	10.9 ON

384 - Removed headliner and inspected roof for squeaking noise verify that the squeaking noise coming from the top

MECHANIC'S NAME & NUMBER order part to seal roof order vinyl from dealer

	ELAPSED TIME	OFF	5
059		'07 MAR 01	10.5
384		'07 MAR 01	09.8 ON

384 — Cust states Driver side middle seat belt does not pull out the adjuster seat belt not installed properly ok now.

Part Number	Description	Qty	Labor Loc	Labor Price	Amount

MECHANIC'S NAME & NUMBER 384

order Right Front door handle

Pending

	ELAPSED TIME	OFF	6
9		'07 MAR 01	11.0
34		'07 MAR 01	10.5 ON

RECEIVED MAR 3-27-07

Handle Assy

Nick Returned GUN 4-4-07

MECHANIC'S NAME & NUMBER 384

Removed Right Front door handle and replaced with new one and ok

	ELAPSED TIME	OFF	3
9		'07 MAR 27	10.0
4		'07 MAR 27	09.2 ON

Kindy

RECEIVED MAR 3-27-07

MECHANIC'S NAME & NUMBER 384

Removed Right Front door lock and replaced with new one and ok

	ELAPSED TIME	OFF	4
059		'07 MAR 27	10.2
384		'07 MAR 27	10.0 ON

384 Removed headliner and apply vinyl from headliner and re-installed headliner and ok

	ELAPSED TIME	OFF	2
3		'07 APR 04	17.2
		'07 APR 04	14.5 ON

GCCS51964

SALINAS BUICK-PONTIAC-GMC

600 AUTO CENTER CIRCLE
SALINAS, CALIFORNIA 93907
PHONE (831) 444-8444

GMC TRUCKS

GCCS51964

0101IGCCS51964

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
21394	MICHAEL NOLAN 362	724	12/29/06	GCCS51964
[redacted]	LABOR RATE 98.00 / LICENSE NO. APPLY	MILEAGE 4,427	COLOR ONYX BLK/EB	STOCK NO. G7200
SALINAS, CA [redacted]	YEAR / MAKE / MODEL 07/GMC/YUKON XL/UT		DELIVERY DATE 10/16/06	DELIVERY MILES 7
	VEHICLE I.D. NO. 1GKFC16J87R [redacted]		SELLING DEALER NO.	PRODUCTION DATE
[redacted]	F. T. E. NO.	P. O. NO.	R. O. DATE 12/27/06	
	COMMENTS			

MO: 4429

JOB# 1 CHARGES----------

LABOR----------

J#: 1 60BUZ INTERIOR TRIM TECH(S): 357 WARRANTY

CUSTOMER BROUGHT VEHICLE IN TO INSTALL HEADLINER DAMPNER PADS PER GM PER CASE #9282827. PER RO#51056
INSTALLED DAMPENER PADS ABOVE THE HEADLINER PER GM TECHLINE DIAGNOSED. INSTALLED DAMPENER PADS ABOVE HEADLINER TO COMPLETE REPAIR. WE HAD TO REMOVE HEADLINER & INSTALL PADS. WE REINSTALLED HEADLINER TO COMPLETE REPAIR. CHECKED & TESTED O.K.

JOB# 1 TOTALS----------

JOB# 1 JOURNAL PREFIX GCCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES----------

LABOR----------

J#: 2 70BUZ03 RENTAL TECH(S): 999 WARRANTY

RENTAL VEHICLE PROVIDED
RENTAL CAR VIN #
1G2ZG58N374125341

SUBLET-----PO#--------VEND INV#-INV.DATE-DESCRIPTION----------
31084 D470049 12/29/06 RENTAL CAR

TOTAL - SUBLET WARRANTY 0.00

JOB# 2 TOTALS----------

JOB# 2 JOURNAL PREFIX GCCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES----------

LABOR----------

J#: 3 51BUZ01 BODY ELECT CONCERN TECH(S): 357 WARRANTY

CUSTOMER STATES THE TRACTION CONTROL LIGHT COMES ON @ TIMES. CHECK & ADVISE
CANNOT DUPLICATE CUSTOMER CONCERN AT THIS TIME.
CHECKED FOR TROUBLE CODES IN HISTORY W/ TECH 2.
NONE FOUND.

JOB# 3 TOTALS----------

JOB# 3 JOURNAL PREFIX GCCS JOB# 3 TOTAL 0.00

B.A.R. REG # AL 213550

U S EPA ID# CAL 000216938

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE.

ALL SERVICE PARTS MUST BE RETURNED TO THIS DEALER FOR WARRANTY OF 4,000 MILES OR 90 DAYS, WHICHEVER COMES FIRST.

THANK YOU FOR YOUR BUSINESS!

ACCOUNTING COPY

[CONTINUED ON NEXT PAGE] 04:46pm

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ERAINTINVE SF602112 (05/01)

51964

Salinas BUICK • PONTIAC • GMC

600 Auto Center Circle
Salinas, CA 93907

Phone
(831) 444-8444

51964

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01BUZ003	3000 MILE SERVICE	MI	0.00	00BUZLOF	QUICK SERVICE	MI	29.95

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
11/02/06	51056	1405	362	357	W	60BUZ01	INT TRIM CONCERN
09/21/06	50386	16	362	327	I	75BUZ	PDI

SALESPERSON NO. 287 RODNEY D GOLDEN

S E R V I C E

STATE REG# 0

SAVE OLD PARTS YES ☐ NO ☒

VEHICLE I.D. NO. 1GKFC16J87R[redacted]

YEAR/MAKE/MODEL 07/GMC/YUKON XL/UT

[redacted]

SALINAS, CA [redacted]

[redacted]

CUSTOMER NO.	SERVICE CONTRACT	PRODUCTION DATE	STOCK NO.	LICENSE NO.	R. O. NO.
21394			G7200	APPLY	51964

COLOR	CONTRACT NO.	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R. O. DATE
ONYX BLK/EBONY		10/16/06	7		12/27/06

TURBO	M/MC	AIR COND.	P. S.	TRANS	MILEAGE	EXPIRATION DATE	EXPIRATION MILES	TAG NO.
	BUZZ				4,427			724

TIME RECEIVED	DATE/TIME PROMISED	PRIORITY	ADVISOR NO.	ADVISOR
12:21pm	12/27/06 05:30pm		362	MICHAEL NOLAN

APPOINTMENT ☐ Yes ☒ No

LABOR RATE 98.00

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 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. Dealer not responsible for unavailability of parts or delays in parts shipments beyond dealer's control. A CHARGE FOR HAZARDOUS WASTE REMOVAL MAY BE ADDED IF APPLICABLE. Customer is hereby notified that the above described property is not insured or protected to the amount of the actual cash value thereof, or otherwise, by the undersigned dealer against loss occasioned by theft, fire or vandalism while the property remains with the dealer. Customer states no articles of personal property have been left in the vehicle and dealer is not responsible for inspection therefor.

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.

CUSTOMER'S ACKNOWLEDGEMENT $ BY ORIGINAL ESTIMATE

JOB

ORIGINAL CUSTOMER ESTIMATE: TOTAL

X _____

1 W* 60BUZ **INTERIOR TRIM**
CUSTOMER BROUGHT VEHICLE IN TO INSTALL HEADLINER DAMPNER PADS PER GM PER CASE #9282827, PER RO#51056

2 W 70BUZ03 **RENTAL**
RENTAL VEHICLE PROVIDED

P.O. #31084

3. C/S The ~~[illegible]~~ Service traction Control light comes on @ times. V/B advise.

ORIGINAL ESTIMATE	REASON	ADDITIONAL COSTS	
AUTHORIZED BY	☐ IN PERSON ☐ PHONE	DATE	TIME
ORIGINAL ESTIMATE	REASON	ADDITIONAL COSTS	
AUTHORIZED BY	☐ IN PERSON ☐ PHONE	DATE	TIME

B.A.R. REG # AL 213550

CHARGE FOR HAZARDOUS WASTE DISPOSAL MAY BE ADDED.
U S EPA ID# CAL 000216938

SERVICE HOURS
MON - FRI
7:30 AM - 5:30 PM

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.

0101J51964

PART ORDERED BY

REPAIR LABOR SALES	FLAT RATE	R.O. NO.	ELAPSED TIME	OFF 3
L-1		51964	'06 DEC 27 15.7	
		TECH. NO. 357	'06 DEC 27 15.2	ON

REPAIR LABOR SALES	FLAT RATE	R.O. NO.	ELAPSED TIME	OFF 4
L-1		51964	'06 DEC 27 16.5	
		TECH. NO. 357	'06 DEC 27 16.4	ON

REPAIR LABOR SALES	FLAT RATE	R.O. NO.	ELAPSED TIME	OFF 2
L-1		51964	'06 DEC 29 14.7	
		TECH. NO. 357	'06 DEC 29 13.7	ON

REPAIR LABOR SALES	FLAT RATE	R.O. NO.	ELAPSED TIME	OFF 1
L-1 hinch		51964	'06 DEC 29 13.7	
		TECH. NO. 357	'06 DEC 29 12.0	ON

REPAIR LABOR SALES	FLAT RATE	R.O. NO.	ELAPSED TIME	OFF 7
L-3		51964	'06 DEC 29 10.5	
		TECH. NO. 357	'06 DEC 29 10.3	ON

MECHANIC'S FINDINGS AND REMARKS

MECHANIC'S NAME & NUMBER 357

Bought Down Headliner to installed the Sound Dampning Pads lowered the Headliner and Put Foam and 10x10 Sound Dampning Pads. Reinstalled Headliner checked. Repair OK.

MECHANIC'S NAME & NUMBER

MECHANIC'S NAME & NUMBER 357

Checked For Codes none Found Could not Duplicate

MECHANIC'S NAME & NUMBER

GCCS51056

SALINAS
BUICK-PONTIAC-GMC
600 AUTO CENTER CIRCLE
SALINAS, CALIFORNIA 93907
PHONE (831) 444-8444

GMC TRUCKS

GCCS51056

0101IGCCS51056

CUSTOMER NO. 21394	ADVISOR MICHAEL NOLAN 362	TAG NO. 878	INVOICE DATE 12/15/06	INVOICE NO. GCCS51056
[redacted]	LABOR RATE 98.00	LICENSE NO. APPLY	MILEAGE 1,405	COLOR ONYX BLK/EB	STOCK NO. G7200
SALINAS, CA [redacted]	YEAR / MAKE / MODEL 07/GMC/YUKON XL/UT			DELIVERY DATE 10/16/06	DELIVERY MILES 7
	VEHICLE I.D. NO. 1 G K F C 1 6 J 8 7 R [redacted]			SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.	P. O. NO.		R. O. DATE 11/02/06	
[redacted]	COMMENTS				

MO: 1405

JOB# 1 CHARGES----------

LABOR----------

J# 1 60BUZ01 INT TRIM CONCERN TECH(S):357 WARRANTY

CUSTOMER STATES HEARING A NOISE INSIDE OF THE VEHICLE WHEN
THEY SHUT A DOOR CHECK & ADVISE
NEED TO INSTALL INSULATION
DIAGNOSED, CALLED TECHLINE TALKED W/ DENNIS HOOPER HE
ADVISED TO ORDER INSULATION TO PUT BETWEEN THE ROOF &
HEADLINER. PARTS ON ORDER.

JOB# 1 TOTALS----------

JOB# 1 JOURNAL PREFIX GCCS JOB# 1 TOTAL 0.00

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**

[ ] CASH [ ] CHECK CK NO. [ ]
[ ] VISA [ ] MASTERCARD [ ] DISCOVER
[ ] AMER XPRESS [ ] OTHER [ ] CHARGE

THANK YOU FOR YOUR BUSINESS.
YOU MAY RECEIVE A SURVEY FROM GENERAL MOTORS REGARDING THE SERVICE WE PERFORMED FOR YOU. IF FOR ANY REASON YOU CANNOT GIVE US A "COMPLETELY SATISFIED", PLEASE LET US KNOW. WE VALUE YOUR BUSINESS AND WANT YOU TO BE COMPLETELY SATISFIED. IF YOU HAVE ANY COMMENTS CONTACT DANNY CAMACHO, SERVICE MGR.

CUSTOMER SIGNATURE

DUPLICATE INVOICE

B.A.R. REG # AL 213550

U S EPA ID# CAL 000216938

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE.

ALL SERVICE PARTS MUST BE RETURNED TO THIS DEALER FOR WARRANTY OF 4,000 MILES OR 90 DAYS, WHICHEVER COMES FIRST.

THANK YOU FOR YOUR BUSINESS!

ACCOUNTING COPY

[END OF INVOICE] 12:21pm

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ERAINTINVE SF602112 (05/01)

left mess 12-20 @ 3:30
left mess 12-26 10:00
Appt 12-27 @ 8:30

51056

Salinas BUICK • PONTIAC • GMC

600 Auto Center Circle
Salinas, CA 93907

Phone
(831) 444-8444 Parts here

51056

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
00BUZLOF	QUICK SERVICE	MI	29.95				

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
09/21/06	50386	16	362	327	I	75BUZ	PDI

SALESPERSON NO. 287 RODNEY D GOLDEN

SERVICE

STATE REG# 0

SAVE OLD PARTS YES ☐ NO ☐

VEHICLE I.D. NO. 1GKFC16J87R[redacted]

YEAR/MAKE/MODEL 07/GMC/YUKON XL/UT

[redacted]

SALINAS, CA [redacted]

RESIDENCE PHONE [redacted]

TIME 02:54pm 11/02/06 05:30pm

PRIORITY

APPOINTMENT ☐ Yes ☒ No

LABOR RATE 98.00

CUSTOMER NO. 21394

SERVICE CONTRACT

COLOR ONYX BLK/EBONY

CONTRACT NO. 4427

TURBO | M/MC BUZZ | AIR COND. | P. S. | TRANS

PRODUCTION DATE

DELIVERY DATE 10/16/06

DELIVERY MILES 7

EXPIRATION DATE

MILEAGE 1,405

STOCK NO. G7200

LICENSE NO. APPLY

SELLING DEALER NO.

EXPIRATION MILES

ADVISOR NO. 362

R. O. NO. 51056

R. O. DATE 11/02/06

TAG NO. ~~878~~ 724

ADVISOR MICHAEL NOLAN

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 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. Dealer not responsible for unavailability of parts or delays in parts shipments beyond dealer's control. A CHARGE FOR HAZARDOUS WASTE REMOVAL MAY BE ADDED IF APPLICABLE. Customer is hereby notified that the above described property is not insured or protected to the amount of the actual cash value thereof, or otherwise, by the undersigned dealer against loss occasioned by theft, fire or vandalism while the property remains with the dealer. Customer states no articles of personal property have been left in the vehicle and dealer is not responsible for inspection therefor.

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.

CUSTOMER'S ACKNOWLEDGEMENT $ BY ORIGINAL ESTIMATE

JOB

ORIGINAL CUSTOMER ESTIMATE: TOTAL

X _____

1 W 60BUZ01 **INT TRIM CONCERN**

CUSTOMER STATES HEARING A NOISE INSIDE OF THE VEHICLE WHEN THEY SHUT A DOOR CHECK & ADVISE

Case #9282827

Tim Hooper

Ordered a Headliner 11/02

2. Rental ~~per customers Insurance~~

P.O. # 31084

ORIGINAL ESTIMATE	REASON	ADDITIONAL COSTS	
AUTHORIZED BY	☐ IN PERSON ☐ PHONE	DATE	TIME
ORIGINAL ESTIMATE	REASON	ADDITIONAL COSTS	
AUTHORIZED BY	☐ IN PERSON ☐ PHONE	DATE	TIME

B.A.R. REG # AL 213550

CHARGE FOR HAZARDOUS WASTE DISPOSAL MAY BE ADDED.
U S EPA ID# CAL 000216938

SERVICE HOURS
MON - FRI
7:30 AM - 5:30 PM

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.

0101J51056

SHOP COPY

51056

PART ORDERED BY

REPAIR LABOR SALES	FLAT RATE	R.O. NO.	ELAPSED TIME	OFF 1
L-1		51056	'06	NOV 02 15.3
		TECH. NO. 357	'06	NOV 02 14.5 ON

USED PART RETURN RENTAL CAR

REPAIR LABOR SALES	FLAT RATE	R.O. NO.	ELAPSED TIME	OFF 4
L-1		51056	'06	NOV 02 16.0
		TECH. NO. 357	'06	NOV 02 15.9 ON

Yr	Make	Model	Trim	Mode

QTY	PART NUMBER	DESCRIPTION	BIN LOC.	LIST PRICE	VOL.

MECHANIC'S FINDINGS AND REMARKS

MECHANIC'S NAME & NUMBER 357

Found that when you close the Doors the Headliner Makes Noise. Sounds like An Echo Type No Called GM Technical Assistance and was Told By Tim Hooper that we could Tr using some Sound Dampening Pads. Made Eighter By kent Product or 3M. ordered 10 pads 10x10.

MECHANIC'S NAME & NUMBER

MECHANIC'S NAME & NUMBER

MECHANIC'S NAME & NUMBER

Name Arim

Address

GCIP50386

SALINAS
BUICK-PONTIAC-GMC
600 AUTO CENTER CIRCLE
SALINAS, CALIFORNIA 93907
PHONE (831) 444-8444

GMC TRUCKS

GCIP50386

0101IGCIP50386

CUSTOMER NO. 100	ADVISOR MICHAEL NOLAN 362		TAG NO.	INVOICE DATE 10/17/06	INVOICE NO. GCIP50386
[redacted] SALINAS, CA [redacted]	LABOR RATE 85.31	LICENSE NO.	MILEAGE 3	COLOR ONYX BLK/EB	STOCK NO. G7200
	YEAR / MAKE / MODEL 07/GMC/YUKON XL/UT			DELIVERY DATE 10/16/06	DELIVERY MILES 7
	VEHICLE I.D. NO. 1 G K F C 1 6 J 8 7 R [redacted]			SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO. ??	P. O. NO.		R. O. DATE 09/21/06	
RESIDENCE PHONE [redacted]	COMMENTS				MO: 16

JOB# 1 CHARGES----------

LABOR----------

J# 1 75BUZ PDI HOURS: 1.40 TECH(S):327 357 119.43
PERFORM PDI
PERFORMED PDI

JOB# 1 TOTALS----------

LABOR 119.43

JOB# 1 JOURNAL PREFIX GCIP JOB# 1 TOTAL 119.43

TOTALS----------

CONTROL# ACCOUNT NUMBER AMOUNT..
G7200

TOTAL LABOR....	119.43
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 $	**119.43**

APPROVED BY SIGNATURE

261C/258364

B.A.R. REG # AL 213550

U S EPA ID# CAL 000216938

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE.

ALL SERVICE PARTS MUST BE RETURNED TO THIS DEALER FOR WARRANTY OF 4,000 MILES OR 90 DAYS, WHICHEVER COMES FIRST.

THANK YOU FOR YOUR BUSINESS!

OCT 18 2006

PAGE 1 OF 1 SERVICE FILE COPY-I [END OF INVOICE] 10:30am

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ERAINTINVE 2F603112 (05/01)

50386

50386

Salinas
BUICK • PONTIAC • GMC

600 Auto Center Circle
Salinas, CA 93907

Phone
(831) 444-8444

ASAP

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION

SALESPERSON NO. 287 RODNEY D GOLDEN

P D I

STATE REG# 0

SAVE OLD PARTS YES ☐ NO ☐

VEHICLE I.D. NO.: 1GKFC16J87R[redacted]

YEAR/MAKE/MODEL: 07/GMC/YUKON XL/UT

[redacted]

SALINAS, CA [redacted]

PRODUCTION DATE	STOCK NO.	LICENSE NO.	R. O. NO.
	G7200		50386

CUSTOMER NO.	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R. O. DATE
100		10/16/06	7		09/21/06

COLOR	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO.
ONYX BLK/EBONY				

TURBO	N/MC	AIR COND.	P. S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
	BUZZ				3	362	MICHAEL NOLAN

RESIDENCE PHONE | BUSINESS PHONE [redacted]

TIME RECEIVED 04:30pm | DATE/TIME PROMISED 09/21/06 05:30pm | PRIORITY

APPOINTMENT ☐ Yes ☒ No

LABOR RATE 95.00

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 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. Dealer not responsible for unavailability of parts or delays in parts shipments beyond dealer's control. A CHARGE FOR HAZARDOUS WASTE REMOVAL MAY BE ADDED IF APPLICABLE. Customer is hereby notified that the above described property is not insured or protected to the amount of the actual cash value thereof, or otherwise, by the undersigned dealer against loss occasioned by theft, fire or vandalism while the property remains with the dealer. Customer states no articles of personal property have been left in the vehicle and dealer is not responsible for inspection thereof.

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.

CUSTOMER'S ACKNOWLEDGEMENT _____ $ _____ BY _____ ORIGINAL ESTIMATE

JOB

ORIGINAL CUSTOMER ESTIMATE: TOTAL

X _____

1 I 75BUZ PDI 1.4

PERFORM PDI

ORIGINAL ESTIMATE	REASON	ADDITIONAL COSTS
AUTHORIZED BY	☐ IN PERSON ☐ PHONE	DATE / TIME
ORIGINAL ESTIMATE	REASON	ADDITIONAL COSTS
AUTHORIZED BY	☐ IN PERSON ☐ PHONE	DATE / TIME

B.A.R. REG # AL 213550

CHARGE FOR HAZARDOUS WASTE DISPOSAL MAY BE ADDED.

U S EPA ID# CAL 000216938

SERVICE HOURS

MON - FRI

REPAIR LABOR SALES	FLAT RATE	R.O. NO.	ELAPSED TIME	OFF 1
L-1		50386		'06 OCT 17 08.6
		TECH. NO. 357		'06 OCT 17 07.9
				ON

REPAIR LABOR SALES	FLAT RATE	R.O. NO.	ELAPSED TIME	OFF 2
L-1		50386		'06 OCT 17 09.1
		TECH. NO. 357		'06 OCT 17 08.6
				ON

X

CAR DOWN

Yr	Make	Model	Mfr	Maker

QTY	PART NUMBER	DESCRIPTION	MIN LOC.	LIST PRICE	COST

MECHANIC'S FINDINGS AND REMARKS

MECHANIC'S NAME & NUMBER 357

PDI - Predelivery Inspection

Inspection OK.

MECHANIC'S NAME & NUMBER

MECHANIC'S NAME & NUMBER

MECHANIC'S NAME & NUMBER

MECHANIC'S NAME & NUMBER

BUICK PONTIAC

Salinas BUICK • PONTIAC • GMC

GMC

600 Auto Center Circle
Salinas, CA 93907

Phone
(831) 444-8444

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
21394	MICHAEL NOLAN 362	336	07/03/08	GCCS60845

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
98.00	APPLY	34,901	ONYX BLK/EB	G7200

[redacted]
SALINAS, CA [redacted]

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
07/GMC/YUKON XL/UT	10/16/06	7

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1 G K F C 1 6 J 8 7 R [redacted]		

F. T. E. NO.	P. O. NO.	R. O. DATE
		07/01/08

RESIDENCE PHONE [redacted] BUSINESS PHONE

COMMENTS

MO: 34916

JOB# 1 CHARGES----------

LABOR----------

J# 1 52BUZ01 TRIM ELECT CONCERN TECH(S):405 WARRANTY

C/S THE VEHICLE WOULD NOT START ONE DAY LAST WEEK DURING 114
DEGREES OUTSIDE TEMP.THE VEHICLE FINALLY STARTED WHEN IT DID
THE A/C BLOWER MOTOR.CLUSTER,ALL POWER WINDOWS WERE INOP.
MESSAGE CENTER STATED ALL DOORS WERE OPEN WHEN THEY WERE
ALL SHUT. CUSTOMER APPLIED E-BRAKE TURNED OFF VEHICLE BEING
FRUSTERATED WITH THIS CONCERN,WHEN THEY WENT TO RESTART THE
VEHICLE & RELEASING THE E-BRAKE EVERYTHING STARTED WORKING
AGAIN. CHECK & ADVISE
PERFORMED A VISUAL INSPECTION PER DOCUMENT # 2159792
CHECKED & TESTED O.K. CALLED TECHLINE REC. TO PERFORM
RECALL 07007
DIAGNOSED,FOUND LOSS OF COMMUNICATION WITH HVAC,BCM,
DDM,PDM & EBCM,CALLED TECHLINE TALKED WITHMARK WATSON CASE #
10372446,PERFORMED A VISUAL INSPECTION PER DOCUMENT
2159792, CHECKED O.K..TECHLINE TOLD US TO PERFORM A
WIGGLE TEST ON ALL MODULES, WE DID TEST ALL MODULES
CHECKED & TESTED O.K. PASSED WIGGLE TEST ON WIREHARNESS'S
ATTACHED TO MODULE'S.TECHLINE THEN TOLD US TO PERFORM
RECALL 07007-RECALL COMPLETED ON LINE 3. CHECKED & TESTED
O.K. AT THIS TIME

JOB# 1 TOTALS----------

JOB# 1 JOURNAL PREFIX GCCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES----------

LABOR----------

J# 2 70BUZ12 COURTESY TRANSPORT TECH(S):999 WARRANTY

SHUTTLE SERVICE PROVIDED
SHUTTLE SERVICE PROVIDED

JOB# 2 TOTALS----------

JOB# 2 JOURNAL PREFIX GCCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES----------

LABOR----------

J# 3 52BUZ13 TRIM ELECT RECALL TECH(S):405

PERFORM RECALL 07007
PER GM
PERFORMED RECALL 07007-PERFORMED BATTERY RUNDOWN SERVICE
UPDATE

JOB# 3 TOTALS----------

JOB# 3 JOURNAL PREFIX GCCS JOB# 3 TOTAL 0.00

B.A.R. REG # AL 213550

U S EPA ID# CAL 000216938

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE.

ALL SERVICE PARTS MUST BE RETURNED TO THIS DEALER FOR WARRANTY OF 4,000 MILES OR 90 DAYS, WHICHEVER COMES FIRST.

THANK YOU FOR YOUR BUSINESS!

GCS60816 Q (05/01)

 [CONTINUED ON NEXT PAGE] 11:45am

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BUICK PONTIAC

Salinas
BUICK • PONTIAC • GMC

GMC

600 Auto Center Circle
Salinas, CA 93907

Phone
(831) 444-8444

CUSTOMER NO. 21394	ADVISOR MICHAEL NOLAN 362		TAG NO. 336	INVOICE DATE 07/03/08	INVOICE NO. GCCS60845
[redacted]	LABOR RATE 98.00	LICENSE NO. APPLY	MILEAGE 34,901	COLOR ONYX BLK/EB	STOCK NO. G7200
SALINAS, CA [redacted]	YEAR / MAKE / MODEL 07/GMC/YUKON XL/UT			DELIVERY DATE 10/16/06	DELIVERY MILES 7
	VEHICLE I.D. NO. 1 G K F C 1 6 J 8 7 R [redacted]			SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.	P. O. NO.		R. O. DATE 07/01/08	
RESIDENCE PHONE [redacted]	COMMENTS				MO: 34916

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.
YOU MAY RECEIVE A SURVEY FROM GENERAL MOTORS REGARDING THE SERVICE WE PERFORMED FOR YOU. IF FOR ANY REASON YOU CANNOT GIVE US A "COMPLETELY SATISFIED". PLEASE LET US KNOW. WE VALUE YOUR BUSINESS AND WANT YOU TO BE COMPLETELY SATISFIED. IF YOU HAVE ANY COMMENTS CONTACT MIKE NOLAN, SERVICE MGR.

CUSTOMER SIGNATURE

********** DUPLICATE INVOICE **********

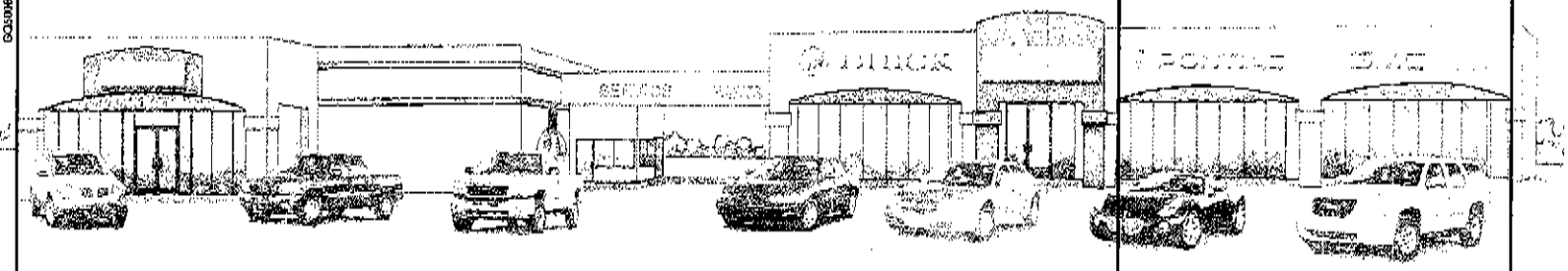
B.A.R. REG # AL 213550

U S EPA ID# CAL 000216938

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE.

ALL SERVICE PARTS MUST BE RETURNED TO THIS DEALER FOR WARRANTY OF 4,000 MILES OR 90 DAYS, WHICHEVER COMES FIRST.

THANK YOU FOR YOUR BUSINESS!



GC300616 Q (03/07)

 CUSTOMER COPY [END OF INVOICE] 11:45am

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GCCS53543

SALINAS
BUICK-PONTIAC-GMC
600 AUTO CENTER CIRCLE
SALINAS, CALIFORNIA 93907
PHONE (831) 444-8444

GMC TRUCKS

GCCS53543

0101IGCCS53543

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
21394	JUAN GALVAN 407	715	04/25/07	GCCS53543
[redacted] SALINAS, CA [redacted]	LABOR RATE 98.00 / LICENSE NO. APPLY / MILEAGE 10,267		COLOR ONYX BLK/EB	STOCK NO. G7200
	YEAR / MAKE / MODEL 07/GMC/YUKON XL/UT		DELIVERY DATE 10/16/06	DELIVERY MILES 7
	VEHICLE I.D. NO. 1GKFC16J87R[redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO. / P. O. NO.		R. O. DATE 03/27/07	
F[redacted]	COMMENTS			MO: 10275

JOB# 1 CHARGES

LABOR
J# 1 60BUZ INTERIOR TRIM TECH(S):357 384 WARRANTY
CUST STATES THIRD ROW SEAT WILL NOT RELEASE/FOLD DOWN - NOT SURE WHICH SIDE - CHECK AND ADVISE
FAILED LATCH/CABLE
VERIFIED THIRD ROW SEAT WILL NOT FOLD DOWN - ORDERED LATCH & CABLE - INSTALLED TO SEAT & RECHECKED FOLD DOWN OPERATION
PROBLEM CORRECTED

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
	1		15804401	LATCH 16.720		WARRANTY
	1		15279464	KNOB 16.716		WARRANTY
	1		15804403	CABLE 16.720		WARRANTY
	1		15804404	CABLE 16.720		WARRANTY
	1		15898407	COVER		WARRANTY
				TOTAL - PARTS		0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX GCCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR
J# 2 60BUZ01 INT TRIM CONCERN TECH(S):384 WARRANTY
CUST STATES CIG LIGHTER COVER FELL OFF - PIECE ON CENTER CONCOLE - CHECK AND ADVISE
LOOSE/FALLS OFF
INSTALLED CIG LIGHTER COVER - FALLS OFF - REPLACED W/ NEW UNIT - WORKING FINE

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
	1		10364312	RETAINER 9.709		WARRANTY
				TOTAL - PARTS		0.00

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX GCCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR
J# 3 45BUZ STEERING/SUSPENSION TECH(S):357 INTERNAL
CUST STATES SERVICE TRACTION CONTROL LIGHT CAME ON - CHECK AND ADVISE
CANNOT DUPLICATE CUSTOMER CONCERN AT THIS TIME.

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX GCCS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES

LABOR
J# 4 45BUZ01 STEERING CONCERN TECH(S):357 INTERNAL

B.A.R. REG # AL 213550

U S EPA ID# CAL 000216938

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE.

ALL SERVICE PARTS MUST BE RETURNED TO THIS DEALER FOR WARRANTY OF 4,000 MILES OR 90 DAYS, WHICHEVER COMES FIRST.

THANK YOU FOR YOUR BUSINESS!

ACCOUNTING COPY

[CONTINUED ON NEXT PAGE] 09:44am

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GCCS53543

SALINAS
BUICK-PONTIAC-GMC
600 AUTO CENTER CIRCLE
SALINAS, CALIFORNIA 93907
PHONE (831) 444-8444

GMC TRUCKS

GCCS53543

0101|GCCS53543

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
21394	JUAN GALVAN 407	715	04/25/07	GCCS53543

	LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
[redacted]	98.00	APPLY	10,267	ONYX BLK/EB	G7200

	YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
SALINAS, CA [redacted]	07/GMC/YUKON XL/UT	10/16/06	7

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1 G K F C 1 6 J 8 7 R [redacted]		

F. T. E. NO.	P. O. NO.	R. O. DATE
		03/27/07

F [redacted]

COMMENTS

MO: 10275

CUST STATES SERVICE STABILIZER LIGHT COMES ON
CHECK AND ADVISE

JOB# 4 TOTALS----------

JOB# 4 JOURNAL PREFIX GCCS JOB# 4 TOTAL 0.00

JOB# 5 CHARGES----------

LABOR----------
J# 5-70BUZ03 RENTAL TECH(S):999 WARRANTY
PROVIDE ALTERNATE TRANSPORTATION
VIN#1G1AK55F077158115

SUBLET-----PO#--------VEND INV#-INV.DATE-DESCRIPTION----------
32193 D471510 04/06/07 CAR RENTAL

	WARRANTY
TOTAL - SUBLET	0.00

JOB# 5 TOTALS----------

JOB# 5 JOURNAL PREFIX GCCS JOB# 5 TOTAL 0.00

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.
YOU MAY RECEIVE A SURVEY FROM GENERAL MOTORS REGARDING THE SERVICE WE PERFORMED FOR YOU. IF FOR ANY REASON YOU CANNOT GIVE US A "COMPLETELY SATISFIED", PLEASE LET US KNOW. WE VALUE YOUR BUSINESS AND WANT YOU TO BE COMPLETELY SATISFIED. IF YOU HAVE ANY COMMENTS CONTACT DANNY CAMACHO, SERVICE MGR.

CUSTOMER SIGNATURE

DUPLICATE INVOICE

B.A.R. REG # AL 213550

U S EPA ID# CAL 000218938

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE.

ALL SERVICE PARTS MUST BE RETURNED TO THIS DEALER FOR WARRANTY OF 4,000 MILES OR 90 DAYS, WHICHEVER COMES FIRST.

THANK YOU FOR YOUR BUSINESS!

ACCOUNTING COPY

[END OF INVOICE] 09:44am

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ERA/NTINVE SF602112 (03/01)

GENERAL MOTORS BUSINESS RESOURCE CENTER

June 24, 2008

~~Danny Camacho~~
Salinas Buick Pontiac GMC
600 Auto Center Circle
Salinas, CA 93907-2503

Re: [redacted]
Siebel Request: 71-638846584
2007 GMC Yukon
VIN # 1GKFC16J87R[redacted]

Dear Mr. Camacho:

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 within 24 hours. 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,

Gina Kulakowski
BRC Customer Relationship Specialist
Ph# 866-790-5700, extension 2-1221
FAX# 866-480-3632
EMAIL: gina_kulakowski@gmexpert.com

SALINAS BUICK PONTIAC GMC
600 AUTO CENTER CIRCLE
SALINAS, CA 93907
NANCY CAPPELMANN

Buyer (and Co-Buyer) Name and Address (Including County and Zip Code)	Creditor - Seller (Name and Address)
[redacted] SALINAS CA [redacted] MONTEREY COUNTY	SALINAS BUICK PONTIAC GMC INC 600 AUTO CENTER CIRCLE SALINAS CA 93907

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	2007	GMC YUKON XL	7	1GKFC16J87R[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 of $ 7000.00
18.00 %	$ 18655.00(e)	$ 29049.99	$ 47705.04(e)	$ 54705.04(e)

(e) means an estimate

YOUR PAYMENT SCHEDULE WILL BE:

Number of Payments:	Amount of Payments:	When Payments Are Due:
One Payment of	5000.00	11/01/2006
One Payment of	N/A	N/A
71 Payments	662.57	Monthly, Beginning 11/15/2006
Payments	N/A	Monthly, Beginning
One Final Payment	662.57	DUE ON 10/15/2012

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 $ 32500.00 (A)
     - 1. Cash Price Vehicle $ 32500.00
     - 2. Cash Price Accessories $ N/A
     - 3. Other (Nontaxable)
       - Describe N/A $ N/A
       - Describe N/A $ N/A
   - B. Document Preparation Fee (not a governmental fee) $ 145.00 (B)
   - C. Smog Fee Paid to Seller $ N/A (C)
   - D. Theft Deterrent Device $ N/A (D)
   - E. Theft Deterrent Device $ N/A (E)
   - F. Surface Protection Product $ N/A (F)
   - G. Surface Protection Product $ N/A (G)
   - H. Sales Tax (on taxable items in A through G) $ 2522.24 (H)
   - I. Optional DMV Electronic Filing Fee* $ N/A (I)
   - J. (Optional) Service Contract (to whom paid)* N/A $ N/A (J)
   - K. (Optional) Service Contract (to whom paid)* N/A $ N/A (K)
   - L. Prior Credit or Lease Balance paid by Seller to N/A $ N/A (L)
     (see downpayment and trade-in calculation)
   - M. (Optional) Gap Contract (to whom paid)* SALINAS BUIC $ 700.00 (M)
   - N. (Optional) Used Vehicle Contract Cancellation Option Agreement $ N/A (N)
   - O. Other (to whom paid)* N/A $ N/A (O)
     For N/A

   Total Cash Price (A through O) $ 35767.24 (1)
2. **Amounts Paid to Public Officials**
   - A. License Fees ESTIMATED $ 211.00 (A)
   - B. Registration/Transfer/Titling Fees $ 63.00 (B)

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. 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.

Vehicle Insurance

	Term	Premium
$ N/A Ded. Comp., Fire & Theft	Mos.	$ N/A
$ N/A Ded. Collision	Mos.	$ N/A
Bodily Injury $ N/A limits	Mos.	$ N/A
Property Damage $ N/A limits	Mos.	$ N/A
Medical N/A	N/A Mos.	$ N/A
	N/A Mos.	$ N/A
Total Vehicle Insurance Premiums		$ N/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 [redacted]
Co-Buy
Seller

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	N/A Mos.		$ N/A
Credit Disability	N/A Mos.		$ N/A
Total Credit Insurance Premiums			$ N/A

Insurance Company Name N/A
N/A

Home Office Address N/A
N/A

Credit life insurance and credit disability insurance are not required to obtain credit. Your decision to buy or not buy credit life 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 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) Subject to Prior Approval

N. Jun. 26. 2008 9:59PM Cellation Salinas Buick Pontiac (N)

O. Other (to whom paid)* N/A $ N/A (O)

For N/A

Total Cash Price (A through O) $ 35767.24 (1)

2. **Amounts Paid to Public Officials**

A. License Fees ESTIMATED $ 211.00 (A)

B. Registration/Transfer/Titling Fees $ 53.00 (B)

C. California Tire Fees* $ 8.75 (C)

D. Other N/A $ N/A (D)

E. Other N/A $ N/A (E)

Total Official Fees (A through E) $ 282.75 (2)

3. **Amount Paid to Insurance Companies**

(Total premiums from Statement of Insurance column a + b)* $ N/A (3)

4. **Smog Certification or Exemption Fee Paid to State** $ N/A (4)

5. **Subtotal** (1 through 4) $ 36049.99 (5)

6. **Total Downpayment**

A. Agreed Trade-In Value Yr N/A Make N/A $ N/A (A)

Model N/A Odom N/A

VIN N/A

B. Less Prior Credit or Lease Balance $ N/A (B)

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

D. Deferred Downpayment $ 5000.00 (D)

E. Manufacturer's Rebate $ 2000.00 (E)

F. Other N/A $ N/A (F)

G. Cash $ N/A (G)

Total Downpayment (C through G) $ 7000.00 (6)

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

7. **Amount Financed** (5 less 6) $ 29049.99 (7)

*Seller may keep part of these amounts.

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

SELLER'S RIGHT TO CANCEL If Buyer and Co-Buyer sign here, the provisions of the Seller's Right to Cancel section on the back giving the Seller the right to cancel if Seller is unable to assign this contract to a financial institution will apply.

X [redacted] Buyer X Co-Buyer

due date for the k No. 2925 nless P. 3nt 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 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 N/A Buyer Signature N/A Age

N/A Date X N/A Co-Buyer Signature N/A 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 1M. See your gap contract for details on the protection it provides. It is a part of this contract.

Term 60 Mos GAP CARE 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 1J and/or 1K above.

1J Company N/A

Term N/A Mos. or N/A Miles

1K Company N/A

Term N/A Mos. or N/A Miles

Buyer X N/A

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.

Buyer Signs X [redacted]

Co-Buyer Signs

OPTION: ☐ You pay no finance charge if the Amount Financed, item 7, is paid in full on or before N/A, Year N/A 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 [redacted] 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 6B 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 6B as "Prior Credit or Lease Balance," Seller will refund the difference to you.

Buyer X N/A **Co-Buyer X** N/A

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 [redacted] **Co-Buyer Signature X**

GMC HUMMER

(excludes Saturn)

CUSTOMER NAME: ARMIDA VALENZUELA

VIN: 1 G K F C 1 6 J 8 7 R [redacted]

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
SCP	$ 1000.00	07-31AD
BVI	$ 1000.00	07-31AJ
	$ N/A	
	$ N/A	
	$ N/A	
	$	
Total Incentive Amount Received	$ 2000.00	

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 FOR INCENTIVES AND ONSTAR SERVICE –

a. Vehicle Incentive 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 on ___/10/1606 acknowledge receipt of incentive(s) as described in Item ____ and release GM Division from any future claim or obligation for incentive(s) on this unit.

Is vehicle equipped with OnStar? _____ Yes ___XX___ No

b. OnStar Terms and Conditions Acknowledgment. I acknowledge that I have received the Terms and Conditions under which the OnStar service in my vehicle is provided (copies are available in the vehicle glovebox, from the dealer, at www.onstar.com, or by contacting OnStar as described below).

I understand that in order to cancel the OnStar service in my vehicle, I must press the blue OnStar button in my vehicle or call 1.888.4OnStar (1.888.466.7827) or TTY 1.877.248.2080 and request that my Services be cancelled.

Purchaser/Lessee Signature: [redacted] Date: ___/10/16 06

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

Authorized Dealer Signature: _____ Date: ___/10/16 06

Dealership Name: SALINAS BUICK PONTIAC GMC INC Dealer Code: _____

Dealer Note: This is a required document and it must be completed, signed, and retained in EVERY DEAL FILE for new retail customers even if there are no incentives or rate support available. A copy of the completed form should be provided to the customer.

GM3795 9/05

Total Downpayment (C through G)

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

purchase the service contract ... company(ies) for the term(s) shown below for the charge(

GAP ADDENDUM

FP286 068549

Customer/Borrower & Covered Vehicle Information

Customer/Borrower Name: [redacted]	Vehicle Make/Model/Year/Mileage: GMC YUKON XL 2007	Term of Loan: 72
	Vin: 1GKFC16J87R[redacted]	Amount Financed: 29049.99
City, State, Zip: SALINAS CA [redacted]	Date: 10/16/2006	Monthly Payment: 662.57
MSRP/NADA % Maximum Eligibility Limit %: 150%	Maximum Term of GAP: 84 Mos. For Administrative Purpose: CLASS	
Dealer/Creditor Name: SALINAS BUICK PONTIAC GMC INC BAC:	Financial Institution/Lender Name: Long Beach	
Address: 600 AUTO CENTER CIRCLE	Address:	
City, State, Zip: SALINAS CA 93907	City, State, Zip:	

☐ Balloon ☐ Lease ☐ Installment Sales Contract

Charge To You For This Addendum $ 700.00

This Guaranteed Automobile Protection (GAP) Contract Addendum (addendum) amends the financing contract. This GAP addendum is between the customer/borrower (I, you or your) and the dealer/creditor (we, us, or our), or if assigned with the assignee.

Although not required to do so, you have elected to participate in our GAP Program. **GAP does not take the place of insurance on the vehicle.** You are responsible for maintaining collision and comprehensive insurance for the full value of the vehicle and any other insurance required by the financing contract or applicable law. You are responsible for all notifications or claims that are required to be filed with your automobile insurance company. We will not process or handle your insurance claims for you.

In the event of a constructive total loss to the covered vehicle, we agree to waive our rights against you for the amount due under a payable loss. In addition to the provisions of payable loss, you will remain responsible for payment of any items stated under **Exclusions**.

TERMINATION OF ADDENDUM: This addendum will terminate on the date that either of the following events occur: 1. the date your financing contract is scheduled to terminate; 2. upon payment in full of the financing contract; 3. expiration of any redemption period following the repossession or surrender of the covered vehicle; 4. in the event of a constructive total loss or theft of the covered vehicle; or 5. the date the loan/financing contract is prepaid or the financing contract is refinanced. It is your responsibility to notify the dealer/creditor, in writing, of your request to cancel this coverage and to request a refund/credit of the GAP charges.

Report your total loss to our GAP Administrator:
Gap Care Administrator
ATTN: GAP Claims
P.O. Box 660960 / Miami Springs, FL 33266-0960 Phone (305) 267-4344 / Toll Free (800) 741-4216

All payable loss claims must be reported to us within 90 days of receiving settlement from the primary carrier; or if no primary carrier coverage is in effect on the date of loss within 90 days of the accident or theft; or within 90 days of repossession, whichever applies. No payment for payable loss will be made by us if the claim is not reported within these stated time periods.

YOUR RIGHT TO CANCEL: You have the unconditional right to cancel and terminate this optional addendum for a refund/credit of the unearned portion of the charge for this addendum at any time. If any termination occurs within 30 days of the addendum purchase you will receive a full refund/credit of the addendum cost, plus the amount of the applicable finance charge, provided no loss has occurred. After 30 days, you will receive a refund/credit of the addendum cost calculated by the Pro Rata method, or by the refund method as may be required in your state, less a $35.00 cancellation fee. We will refund all charges to the financial institution/lender. To cancel the addendum and request a refund/credit, you must contact the dealer/creditor, in writing, at the address shown above. If you do not receive the refund/credit within 60 days of notice of cancellation/termination, contact the GAP Administrator stated above.

ENROLLMENT IS AVAILABLE ONLY AT THE TIME THE FINANCING CONTRACT IS ORIGINALLY EXECUTED. BY YOUR SIGNATURE BELOW, **YOU ACKNOWLEDGE AND AGREE THAT YOUR ACCEPTANCE OF THIS GAP ADDENDUM IS VOLUNTARY AND IS NOT REQUIRED IN ORDER FOR YOU TO OBTAIN CREDIT, DOES NOT IMPACT YOUR ABILITY TO OBTAIN ANY PARTICULAR OR MORE FAVORABLE CREDIT TERMS, AND HAS NO EFFECT ON THE TERMS OF THE RELATED SALE OF THIS VEHICLE. This coverage may decrease over the term of your financing contract and may not extend for the full term of your loan/financing contract. You may wish to consult an alternative source to determine whether similar coverage may be obtained and at what cost.** You also acknowledge that you have read and understand this addendum and its provisions. No other verbal representations have been made to you that differ from these written provisions. If you purchase GAP from this dealer/creditor, you understand that the financial institution/lender may retain all or a portion of the charge paid by you. This addendum includes a binding arbitration clause. **You should carefully read the back of this addendum for additional information on eligibility, requirements, conditions and exclusions that could prevent you from receiving benefits under this addendum.**

☐ Yes, I accept this GAP addendum and its terms and **Conditions**.

Dealer/Creditor	Customer/Borrower
Dealer/Creditor Name: SALINAS BUICK PONTIAC GMC INC	Customer/Borrower: [redacted]
Dealer/Creditor Signature:	
Title:	Date: 10/16/2006

ASSIGNMENT: The GAP addendum will follow the loan/financing contract or lease with no subrogation rights against the customer/borrower, if the loan/financing contract or lease is sold or assigned by the dealer/creditor.

LIMITATIONS:

GCWS53543

SALINAS BUICK-PONTIAC-GMC

600 AUTO CENTER CIRCLE
SALINAS, CALIFORNIA 93907
PHONE (831) 444-8444

GCWS53543

0101IGCWS53543

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
21394	JUAN GALVAN 407	715	04/30/07	GCWS53543
[redacted]	LABOR RATE 88.49 / LICENSE NO. APPLY	MILEAGE 10,267	COLOR ONYX BLK/EB	STOCK NO. G7200
SALINAS, CA [redacted]	YEAR / MAKE / MODEL 07/GMC/YUKON XL/UT		DELIVERY DATE 10/16/06	DELIVERY MILES 7
	VEHICLE I.D. NO. 1GKFC16J87R [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.	P. O. NO.	R. O. DATE 03/27/07	
[redacted]	COMMENTS			

MO: 10275

JOB# 1 CHARGES

LABOR

J# 1 60BU4 INTERIOR TRIM HOURS 0.90 TECH(S) 357 384 79.64

CUST STATES THIRD ROW SEAT WILL NOT RELEASE/FOLD DOWN - NOT SURE WHICH SIDE - CHECK AND ADVISE
FAILED LATCH/CABLE
VERIFIED THIRD ROW SEAT WILL NOT FOLD DOWN - ORDERED LATCH & CABLE - INSTALLED TO SEAT & RECHECKED FOLD DOWN OPERATION
PROBLEM CORRECTED

PARTS QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
1	15804401	LATCH 16.720	48.14	48.14	67.40	67.40
1	15279464	KNOB 16.716	2.00	2.00	2.80	2.80
1	15804403	CABLE 16.720	5.10	5.10	7.14	7.14
1	15804404	CABLE 16.720	6.25	6.25	8.75	8.75
1	15898407	COVER	8.04	8.04	11.26	11.26
		COST TOTAL		69.53		
				TOTAL - PARTS		97.35

JOB# 1 TOTALS

LABOR	79.64
PARTS	97.35

JOB# 1 JOURNAL PREFIX GCWS JOB# 1 TOTAL 176.99

JOB# 2 CHARGES

LABOR

J# 2 60BU2 INT TRIM CONCERN HOURS 0.40 TECH(S) 384 35.40

CUST STATES CIG LIGHTER COVER FELL OFF - PIECE ON CENTER CONCOLE - CHECK AND ADVISE
LOOSE/FALLS OFF
INSTALLED CIG LIGHTER COVER - FALLS OFF - REPLACED W/ NEW UNIT - WORKING FINE

PARTS QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
1	10364312	RETAINER 9.709	2.12	2.12	2.97	2.97
		COST TOTAL		2.12		
				TOTAL - PARTS		2.97

JOB# 2 TOTALS

LABOR	35.40
PARTS	2.97

JOB# 2 JOURNAL PREFIX GCWS JOB# 2 TOTAL 38.37

JOB# 5 CHARGES

LABOR

J# 5 7OBU203 RENTAL HOURS TECH(S) 999 0.00

PROVIDE ALTERNATE TRANSPORTATION
VIN#1G1AK55F07[redacted]

SUBLET	PO#	VEND INV#	INV.DATE	DESCRIPTION	
	32193	D471510	04/06/07	CAR RENTAL	79.00
				TOTAL - SUBLET	79.00

B.A.R. REG # AL 213550

U S EPA ID# CAL 000216938

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE.

ALL SERVICE PARTS MUST BE RETURNED TO THIS DEALER FOR WARRANTY OF 4,000 MILES OR 90 DAYS, WHICHEVER COMES FIRST.

THANK YOU FOR YOUR BUSINESS!

ACCOUNTING COPY-W

[CONTINUED ON NEXT PAGE] 02:43pm

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ERAINTINVE 3F602112 (05/01)

53543

BUICK

Salinas
BUICK • PONTIAC • GMC

PONTIAC GMC

600 Auto Center Circle
Salinas, CA 93907

Phone
(831) 444-8444

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
12/27/06	51964	4429	362	357	W	60BUZ	INTERIOR TRIM
				999	W	70BUZ03	RENTAL
				357	W	51BUZ01	BODY ELECT CONCERN
11/02/06	51056	1405	362	357	W	60BUZ01	INT TRIM CONCERN
09/21/06	50386	16	362	327	I	75BUZ	PDI

SALESPERSON NO. 287 RODNEY D GOLDEN **S E R V I C E** STATE REG# 0

SAVE OLD PARTS YES ☐ NO ☐

VEHICLE I.D. NO.	YEAR/MAKE/MODEL	PRODUCTION DATE	STOCK NO.	LICENSE NO.	R. O. NO.
1GKFC16J87R[redacted]	07/GMC/YUKON XL/UT		G7200	APPLY	53543

[redacted]
SALINAS, CA [redacted]

CUSTOMER NO.	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R. O. DATE
21394		10/16/06	7		03/27/07

COLOR	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES
ONYX BLK/EBONY			

TURBO	M/MC	AIR COND.	P.S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
	BUZZ				10,267	407	JUAN GALVAN

RESIDENCE PHONE | BUSINESS PHONE [redacted]

TIME RECEIVED 08:58am DATE PROMISED 05:30pm PRIORITY

APPOINTMENT ☐ Yes ☒ No

LABOR RATE 98.00

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 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. Dealer not responsible for unavailability of parts or delays in parts shipments beyond dealer's control. A CHARGE FOR HAZARDOUS WASTE REMOVAL MAY BE ADDED IF APPLICABLE.
Customer is hereby notified that the above described property is not insured or protected to the amount of the actual cash value thereof, or otherwise, by the undersigned dealer against loss occasioned by theft, fire or vandalism while the property remains with the dealer. Customer states no articles of personal property have been left in the vehicle and dealer is not responsible for inspection therefor.
NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.

CUSTOMER'S ACKNOWLEDGEMENT $ _____ BY _____ ORIGINAL ESTIMATE

JOB

ORIGINAL CUSTOMER ESTIMATE: TOTAL

X _____

ORIGINAL ESTIMATE	REASON	ADDITIONAL COSTS

AUTHORIZED BY	☐ IN PERSON ☐ PHONE	DATE	TIME

ORIGINAL ESTIMATE	REASON	ADDITIONAL COSTS

AUTHORIZED BY	☐ IN PERSON ☐ PHONE	DATE	TIME

1. W 60BUZ — **INTERIOR TRIM**
CUST STATES THIRD ROW SEAT WILL NOT RELEASE/FOLD DOWN - NOT SURE WHICH SIDE - CHECK AND ADVISE

2. W 60BUZ01 — **INT TRIM CONCERN**
CUST STATES CIG LIGHTER COVER FELL OFF - PIECE ON CENTER CONCOLE - CHECK AND ADVISE

3. W 45BUZ — **STEERING/SUSPENSION**
CUST STATES SERVICE TRACTION CONTROL LIGHT CAME ON - CHECK AND ADVISE

Po# 32193

B.A.R. REG # AL 213550

CHARGE FOR HAZARDOUS WASTE DISPOSAL MAY BE ADDED.
U S EPA ID# CAL 000216938

SERVICE HOURS
MON - FRI
7:30 AM - 5:30 PM

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.

0101J53543

53543

Salinas BUICK • PONTIAC • GMC

600 Auto Center Circle
Salinas, CA 93907

Phone
(831) 444-8444

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
12/27/06	51964	4429	362	357	W	60BUZ	INTERIOR TRIM
				999	W	70BUZ03	RENTAL
				357	W	51BUZ01	BODY ELECT CONCERN
11/02/06	51056	1405	362	357	W	60BUZ01	INT TRIM CONCERN
09/21/06	50386	16	362	327	I	75BUZ	PDI

SALESPERSON NO. 287 RODNEY D GOLDEN **S E R V I C E** STATE REG# 0

SAVE OLD PARTS YES ☐ NO ☐

VEHICLE I.D. NO.: 1GKFC16J87R[redacted]
YEAR/MAKE/MODEL: 07/GMC/YUKON XL/UT
PRODUCTION DATE:
STOCK NO.: G7200
LICENSE NO.: APPLY
R. O. NO.: 53543

[redacted]
SALINAS, CA[redacted]

CUSTOMER NO.: 21394
SERVICE CONTRACT:
DELIVERY DATE: 10/16/06
DELIVERY MILES: 7
SELLING DEALER NO.:
R. O. DATE: 03/27/07

COLOR: ONYX BLK/EBONY
CONTRACT NO.:
EXPIRATION DATE:
EXPIRATION MILES:
TAG NO.: 715

TURBO | M/MC: BUZZ | AIR COND. | P.S. | TRANS | MILEAGE: 10,267 | ADVISOR NO.: 407 | ADVISOR: JUAN GALVAN

RESIDENCE PHONE: [redacted]
BUSINESS PHONE:

TIME RECEIVED: 08:58am
DATE/TIME PROMISED: 03/01/07 05:30pm
PRIORITY:

APPOINTMENT: ☐ Yes ☒ No
LABOR RATE: 98.00

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NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.

CUSTOMER'S ACKNOWLEDGEMENT _____ $ _____ BY _____ ORIGINAL ESTIMATE

JOB [redacted]

4) W 45BUZ01 STEERING CONCERN
CUST STATES SERVICE STABILIZER LIGHT COMES ON
CHECK AND ADVISE

5) Alternate Transportation
Pott 32193

ORIGINAL ESTIMATE	REASON	ADDITIONAL COSTS
AUTHORIZED BY	☐ IN PERSON ☐ PHONE	DATE / TIME
ORIGINAL ESTIMATE	REASON	ADDITIONAL COSTS
AUTHORIZED BY	☐ IN PERSON ☐ PHONE	DATE / TIME

B.A.R. REG # AL 213550

CHARGE FOR HAZARDOUS WASTE DISPOSAL MAY BE ADDED.
U S EPA ID# CAL 000216938

SERVICE HOURS
MON - FRI
7:30 AM - 5:30 PM

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.

0101J53543

REPAIR LABOR SALES	FLAT RATE	R.O. NO.	ELAPSED TIME	OFF	5
L-1		53543		07 MAR 27 10.4	
		TECH. NO. 384		07 MAR 27 10.2	ON

REPAIR LABOR SALES	FLAT RATE	R.O. NO.	ELAPSED TIME	OFF	6
L-2		53543		07 MAR 27 10.9	
		TECH. NO. 384		07 MAR 27 10.4	ON

REPAIR LABOR SALES	FLAT RATE	R.O. NO.	ELAPSED TIME	OFF	9
L-1		53543		[illegible]	
		TECH. NO. 387		07 APR 13 12.8	ON

REPAIR LABOR SALES	FLAT RATE	R.O. NO.	ELAPSED TIME	OFF	10
L-1		53543		07 APR 13 15.6	
		TECH. NO. 387		07 APR 13 15.1	ON

384
- Customer states that Third row Seat will not Release/Fold down.
- Inspected Third Row Seat and order Seat lock.

384
- Customer states cig lighter cover Full of Inspected cig lighter and cover missing So order cig lighter cover and ok.

RECEIVED 4-5-07
Man Bezel

384
- Customer States The Third row Seat will not Release/Fold down
Inspected and Rec order name parts.

RECEIVED 4-5-07
Man Latch

GCCS53059

SALINAS BUICK-PONTIAC-GMC

600 AUTO CENTER CIRCLE
SALINAS, CALIFORNIA 93907
PHONE (831) 444-8444

GMC TRUCKS

GCCS53059

0101IGCCS53059

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
21394	JUAN GALVAN 407	715	04/16/07	GCCS53059

	LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
[redacted]	98.00	APPLY	8,815	ONYX BLK/EB	G7200

	YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
SALINAS, CA [redacted]	07/GMC/YUKON XL/UT	10/16/06	7

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1 G K F C 1 6 J 8 7 R [redacted]		

F. T. E. NO.	P. O. NO.	R. O. DATE
		03/01/07

[redacted]

COMMENTS

MO: 8838

JOB# 1 CHARGES----------

LABOR----------

J# 1 60BUZ INTERIOR TRIM TECH(S) 384 WARRANTY

CUST STATES HEADLINER SQUEEKS AT RT REAR - CHECK AND ADVISE
HEADLINER METAL SQUEEKING
VERIFIED CUST CONCERN - NOISE COMING FROM INSIDE HEADLINER
INSTALLED SOUND DAMPNER PADS & FOAM KIT - RECHECKED FOR
NOISE & SLIGHLTY PRESENT - INSTALLED 2 ADDITIONAL FOAM
KITS & REINSTALLED HEADLINER ASSEMBLY - RECHECKED OPERATION
PROBLEM CORRECTED

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	GLUE	GLUE		
				TOTAL - PARTS	0.00

JOB# 1 TOTALS----------

JOB# 1 JOURNAL PREFIX GCCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES----------

LABOR----------

J# 2 60BUZ SEAT BELTS TECH(S) 384 WARRANTY

CUST STATES DRIVERS SIDE MIDDLE SEAT BELT DOES NOT PULL OUT
CHECK AND ADVISE
RO CLOSED DUE TO TIME - RE-OPEN WHEN PART ARRIVES
REFER TO RO 53543 FOR REPAIR

JOB# 2 TOTALS----------

JOB# 2 JOURNAL PREFIX GCCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES----------

LABOR----------

J# 3 60BUZ04 DOOR HANDLE TECH(S) 384 WARRANTY

CUST STATES PASS SIDE FRONT INNER DOOR HANDLE PEELING
CHECK AND ADVISE
CHROME PEELING
VERIFIED CHROME PEELING - REPLACED INNER DOOR HANDLE

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	15847301	HANDLE 16.345		
				TOTAL - PARTS	0.00

JOB# 3 TOTALS----------

JOB# 3 JOURNAL PREFIX GCCS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES----------

LABOR----------

J# 4 60BUZ4 INT TRIM CONCERN TECH(S) 384 WARRANTY

CUST STATES PASSENGER SIDE FRONT DOOR LOCK POPS OFF -
CHECK AND ADVISE
2

B.A.R. REG # AL 213550

U S EPA ID# CAL 000216938

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE.

ALL SERVICE PARTS MUST BE RETURNED TO THIS DEALER FOR WARRANTY OF 4,000 MILES OR 90 DAYS, WHICHEVER COMES FIRST.

THANK YOU FOR YOUR BUSINESS!

 ACCOUNTING COPY [CONTINUED ON NEXT PAGE] 09:34am

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BUICK

BUICK • PONTIAC • GMC

PONTIAC

[redacted]

059

600 Auto Center Circle
Salinas, CA 93907

Phone
(831) 444-8444

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01BUZ009	9000 MILE SERVICE	MI	0.00	00BUZLOF	QUICK SERVICE	MI	29.95

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
12/27/06	51964	4429	362	357	W	60BUZ	INTERIOR TRIM
				999	W	70BUZ03	RENTAL
				357	W	51BUZ01	BODY ELECT CONCERN
11/02/06	51056	1405	362	357	W	60BUZ01	INT TRIM CONCERN
09/21/06	50386	16	362	327	I	75BUZ	PDI

SALESPERSON NO. 287 RODNEY D GOLDEN

S E R V I C E

STATE REG# 0

SAVE OLD PARTS YES ☐ NO ☐

VEHICLE I.D. NO.: 1GKFC16J87F[redacted]
YEAR/MAKE/MODEL: 07/GMC/YUKON XL/UT
[redacted]
SALINAS, CA [redacted]
RE [redacted]

PRODUCTION DATE	STOCK NO.	LICENSE NO.	R.O. NO.
	G7200	APPLY	53059

CUSTOMER NO.	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R. O. DATE
21394		10/16/06	7		03/01/07

COLOR	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO.
ONYX BLK/EBONY		8/22/07		269

TURBO	MMC	AIR COND.	P. S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
	BUZZ				8,815	407	JUAN GALVAN

TIME RECEIVED	DATE/TIME PROMISED	LABOR RATE
09:05am	03/01/07 05:30pm	98.00

APPOINTMENT ☐ Yes ☒ No

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 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. Dealer not responsible for the availability of parts or delays in parts shipments beyond dealer's control. A CHARGE FOR HAZARDOUS WASTE REMOVAL MAY BE ADDED IF APPLICABLE. Customer is hereby notified that the above described property is not insured or protected beyond amount of the actual cash value thereof, or otherwise, by the undersigned dealer against loss occasioned by theft, fire or vandalism while the property remains with the dealer. Customer states no articles of personal property have been left in the vehicle and dealer is not responsible for inspection thereof.
NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.

CUSTOMER'S ACCEPTANCE SIGNATURE

$ _____ BY ORIGINAL ESTIMATE

JC3

ORIGINAL CUSTOMER ESTIMATE: TOTAL

X

ORIGINAL ESTIMATE	REASON	ADDITIONAL COSTS
AUTHORIZED BY	☐ IN PERSON ☐ PHONE	DATE / TIME

ORIGINAL ESTIMATE	REASON	ADDITIONAL COSTS
AUTHORIZED BY	☐ IN PERSON ☐ PHONE	DATE / TIME

1 W * 60BUZ **INTERIOR TRIM**
CUST STATES HEADLINER SQUEEKS AT RT REAR - CHECK AND ADVISE

2 W * 60BUZ11 **SEAT BELTS**
CUST STATES DRIVERS SIDE MIDDLE SEAT BELT DOES NOT PULL OUT CHECK AND ADVISE

3 Cust states P/S Front inner door Handle peeling chrome

1GKFC16J87F[illegible]

B.A.R. REG # AL 213550

CHARGE FOR HAZARDOUS WASTE DISPOSAL MAY BE ADDED.
U S EPA ID# CAL 000216938

SERVICE HOURS
MON - FRI
7:30 AM - 5:30 PM

MECHANIC'S FINDINGS AND REMARKS

	ELAPSED TIME	OFF	7
059		'07 MAR 01	12.0
384		'07 MAR 01	11.0 ON

MECHANIC'S NAME & NUMBER 384

Test Driven for Squeaking noise and noise coming from rear bar removed drop the bar down

	ELAPSED TIME	OFF	7
059		'07 MAR 27	12.0
384		'07 MAR 27	10.9 ON

384 - Removed headliner and inspected roof for squeaking noise verify that the squeaking noise coming from the top

MECHANIC'S NAME & NUMBER order part to seal roof order vinyl from dealer

	ELAPSED TIME	OFF	5
059		'07 MAR 01	10.5
384		'07 MAR 01	09.8 ON

384 — Cust states Driver side middle seat belt does not pull out the adjuster seat belt not installed properly ok now.

Part Number	Description	Qty	Labor Loc	Labor Price	Amount

MECHANIC'S NAME & NUMBER 384

order Right Front door handle

Pending

	ELAPSED TIME	OFF	6
9		'07 MAR 01	11.0
34		'07 MAR 01	10.5 ON

RECEIVED MAR 3-27-07

Handle Assy

Nick Returned GUN 4-4-07

MECHANIC'S NAME & NUMBER 384

Removed Right Front door handle and replaced with new one and ok

	ELAPSED TIME	OFF	3
9		'07 MAR 27	10.0
4		'07 MAR 27	09.2 ON

Kindy

RECEIVED MAR 3-27-07

MECHANIC'S NAME & NUMBER 384

Removed Right Front door lock and replaced with new one and ok

	ELAPSED TIME	OFF	4
059		'07 MAR 27	10.2
384		'07 MAR 27	10.0 ON

384 Removed headliner and apply vinyl from headliner and re-installed headliner and ok

	ELAPSED TIME	OFF	2
3		'07 APR 04	17.2
		'07 APR 04	14.5 ON

GCCS51964

SALINAS BUICK-PONTIAC-GMC

600 AUTO CENTER CIRCLE
SALINAS, CALIFORNIA 93907
PHONE (831) 444-8444

GMC TRUCKS

GCCS51964

0101IGCCS51964

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
21394	MICHAEL NOLAN 362	724	12/29/06	GCCS51964
[redacted] SALINAS, CA [redacted]	LABOR RATE 98.00 / LICENSE NO. APPLY	MILEAGE 4,427	COLOR ONYX BLK/EB	STOCK NO. G7200
	YEAR / MAKE / MODEL 07/GMC/YUKON XL/UT		DELIVERY DATE 10/16/06	DELIVERY MILES 7
	VEHICLE I.D. NO. 1GKFC16J87R[redacted]		SELLING DEALER NO.	PRODUCTION DATE
RESIDENCE PHONE [redacted]	F. T. E. NO. / P. O. NO.		R. O. DATE 12/27/06	
	COMMENTS			

MO: 4429

JOB# 1 CHARGES----------

LABOR----------

J# 1 60BUZ INTERIOR TRIM TECH(S) 357 WARRANTY

CUSTOMER BROUGHT VEHICLE IN TO INSTALL HEADLINER DAMPNER PADS PER GM PER CASE #9282827. PER RO#51056
INSTALLED DAMPENER PADS ABOVE THE HEADLINER PER GM TECHLINE DIAGNOSED. INSTALLED DAMPENER PADS ABOVE HEADLINER TO COMPLETE REPAIR. WE HAD TO REMOVE HEADLINER & INSTALL PADS. WE REINSTALLED HEADLINER TO COMPLETE REPAIR. CHECKED & TESTED O.K.

JOB# 1 TOTALS----------

JOB# 1 JOURNAL PREFIX GCCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES----------

LABOR----------

J# 2 70BUZ03 RENTAL TECH(S) 999 WARRANTY

RENTAL VEHICLE PROVIDED
RENTAL CAR VIN #
1G2ZG58N374125341

SUBLET-----PO#--------VEND INV#-INV.DATE-DESCRIPTION----------
31084 D470049 12/29/06 RENTAL CAR

TOTAL - SUBLET WARRANTY 0.00

JOB# 2 TOTALS----------

JOB# 2 JOURNAL PREFIX GCCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES----------

LABOR----------

J# 3 51BUZ01 BODY ELECT CONCERN TECH(S) 357 WARRANTY

CUSTOMER STATES THE TRACTION CONTROL LIGHT COMES ON @ TIMES. CHECK & ADVISE
CANNOT DUPLICATE CUSTOMER CONCERN AT THIS TIME.
CHECKED FOR TROUBLE CODES IN HISTORY W/ TECH 2.
NONE FOUND.

JOB# 3 TOTALS----------

JOB# 3 JOURNAL PREFIX GCCS JOB# 3 TOTAL 0.00

B.A.R. REG # AL 213550

U S EPA ID# CAL 000216938

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE.

ALL SERVICE PARTS MUST BE RETURNED TO THIS DEALER FOR WARRANTY OF 4,000 MILES OR 90 DAYS, WHICHEVER COMES FIRST.

THANK YOU FOR YOUR BUSINESS!

ACCOUNTING COPY

[CONTINUED ON NEXT PAGE] 04:46pm

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51964

Salinas BUICK • PONTIAC • GMC

600 Auto Center Circle
Salinas, CA 93907

Phone
(831) 444-8444

51964

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01BUZ003	3000 MILE SERVICE	MI	0.00	00BUZLOF	QUICK SERVICE	MI	29.95

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
11/02/06	51056	1405	362	357	W	60BUZ01	INT TRIM CONCERN
09/21/06	50386	16	362	327	I	75BUZ	PDI

SALESPERSON NO. 287 RODNEY D GOLDEN

S E R V I C E

STATE REG# 0

SAVE OLD PARTS YES ☐ NO ☒

VEHICLE I.D. NO. 1GKFC16J87R[redacted]

YEAR/MAKE/MODEL 07/GMC/YUKON XL/UT

[redacted]

SALINAS, CA [redacted]

RESIDENCE PHONE [redacted]

T[redacted] 12:21pm 12/27/06 05:30pm

PRIORITY

APPOINTMENT ☐ Yes ☒ No

LABOR RATE 98.00

CUSTOMER NO.	SERVICE CONTRACT	PRODUCTION DATE	STOCK NO.	LICENSE NO.	R. O. NO.
21394			G7200	APPLY	51964

DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R. O. DATE
10/16/06	7		12/27/06

COLOR	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO.
ONYX BLK/EBONY				724

TURBO	M/MC	AIR COND.	P. S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
	BUZZ				4,427	362	MICHAEL NOLAN

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 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. Dealer not responsible for unavailability of parts or delays in parts shipments beyond dealer's control. A CHARGE FOR HAZARDOUS WASTE REMOVAL MAY BE ADDED IF APPLICABLE. Customer is hereby notified that the above described property is not insured or protected to the amount of the actual cash value thereof, or otherwise, by the undersigned dealer against loss occasioned by theft, fire or vandalism while the property remains with the dealer. Customer states no articles of personal property have been left in the vehicle and dealer is not responsible for inspection therefor.

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.

CUSTOMER'S ACKNOWLEDGEMENT $ BY ORIGINAL ESTIMATE

JOB

ORIGINAL CUSTOMER ESTIMATE: TOTAL

X _____

1 W* 60BUZ **INTERIOR TRIM**
CUSTOMER BROUGHT VEHICLE IN TO INSTALL HEADLINER DAMPNER PADS PER GM PER CASE #9282827, PER RO#51056

2 W 70BUZ03 **RENTAL**
RENTAL VEHICLE PROVIDED

P.O. #31084

3. C/S The ~~[illegible]~~ Service traction Control light comes on @ times. V/B advise.

ORIGINAL ESTIMATE	REASON	ADDITIONAL COSTS	
AUTHORIZED BY	☐ IN PERSON ☐ PHONE	DATE	TIME
ORIGINAL ESTIMATE	REASON	ADDITIONAL COSTS	
AUTHORIZED BY	☐ IN PERSON ☐ PHONE	DATE	TIME

B.A.R. REG # AL 213550

CHARGE FOR HAZARDOUS WASTE DISPOSAL MAY BE ADDED.
U S EPA ID# CAL 000216938

SERVICE HOURS
MON - FRI
7:30 AM - 5:30 PM

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.

0101J51964

PART ORDERED BY

REPAIR LABOR SALES	FLAT RATE	R.O. NO.	ELAPSED TIME	OFF 3
L-1		51964	'06 DEC 27 15.7	
		TECH. NO. 357	'06 DEC 27 15.2	ON

REPAIR LABOR SALES	FLAT RATE	R.O. NO.	ELAPSED TIME	OFF 4
L-1		51964	'06 DEC 27 16.5	
		TECH. NO. 357	'06 DEC 27 16.4	ON

REPAIR LABOR SALES	FLAT RATE	R.O. NO.	ELAPSED TIME	OFF 2
L-1		51964	'06 DEC 29 14.7	
		TECH. NO. 357	'06 DEC 29 13.7	ON

REPAIR LABOR SALES	FLAT RATE	R.O. NO.	ELAPSED TIME	OFF 1
L-1 hinch		51964	'06 DEC 29 13.7	
		TECH. NO. 357	'06 DEC 29 12.0	ON

REPAIR LABOR SALES	FLAT RATE	R.O. NO.	ELAPSED TIME	OFF 7
L-3		51964	'06 DEC 29 10.5	
		TECH. NO. 357	'06 DEC 29 10.3	ON

MECHANIC'S FINDINGS AND REMARKS

MECHANIC'S NAME & NUMBER 357

Bought Down Headliner to installed the Sound Dampning Pads lowered the Headliner and Put Foam and 10x10 Sound Dampning Pads. Reinstalled Headliner checked. Repair OK.

MECHANIC'S NAME & NUMBER

MECHANIC'S NAME & NUMBER 357

Checked For Codes none Found Could not Duplicate

MECHANIC'S NAME & NUMBER

GCCS51056

SALINAS
BUICK-PONTIAC-GMC
600 AUTO CENTER CIRCLE
SALINAS, CALIFORNIA 93907
PHONE (831) 444-8444

GMC TRUCKS

GCCS51056

0101IGCCS51056

CUSTOMER NO. 21394	ADVISOR MICHAEL NOLAN 362	TAG NO. 878		INVOICE DATE 12/15/06	INVOICE NO. GCCS51056
[redacted]	LABOR RATE 98.00	LICENSE NO. APPLY	MILEAGE 1,405	COLOR ONYX BLK/EB	STOCK NO. G7200
SALINAS, CA [redacted]	YEAR / MAKE / MODEL 07/GMC/YUKON XL/UT			DELIVERY DATE 10/16/06	DELIVERY MILES 7
	VEHICLE I.D. NO. 1 G K F C 1 6 J 8 7 R [redacted]			SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.	P. O. NO.		R. O. DATE 11/02/06	
RESIDENCE PHONE [redacted]	COMMENTS				

MO: 1405

JOB# 1 CHARGES----------

LABOR----------

J# 1 60BUZ01 INT TRIM CONCERN TECH(S):357 WARRANTY

CUSTOMER STATES HEARING A NOISE INSIDE OF THE VEHICLE WHEN
THEY SHUT A DOOR CHECK & ADVISE
NEED TO INSTALL INSULATION
DIAGNOSED, CALLED TECHLINE TALKED W/ DENNIS HOOPER HE
ADVISED TO ORDER INSULATION TO PUT BETWEEN THE ROOF &
HEADLINER. PARTS ON ORDER.

JOB# 1 TOTALS----------

JOB# 1 JOURNAL PREFIX GCCS JOB# 1 TOTAL 0.00

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**

[ ] CASH [ ] CHECK CK NO. [ ]
[ ] VISA [ ] MASTERCARD [ ] DISCOVER
[ ] AMER XPRESS [ ] OTHER [ ] CHARGE

THANK YOU FOR YOUR BUSINESS.
YOU MAY RECEIVE A SURVEY FROM GENERAL MOTORS REGARDING THE SERVICE WE PERFORMED FOR YOU. IF FOR ANY REASON YOU CANNOT GIVE US A "COMPLETELY SATISFIED", PLEASE LET US KNOW. WE VALUE YOUR BUSINESS AND WANT YOU TO BE COMPLETELY SATISFIED. IF YOU HAVE ANY COMMENTS CONTACT DANNY CAMACHO, SERVICE MGR.

CUSTOMER SIGNATURE

DUPLICATE INVOICE

B.A.R. REG # AL 213550

U S EPA ID# CAL 000216938

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE.

ALL SERVICE PARTS MUST BE RETURNED TO THIS DEALER FOR WARRANTY OF 4,000 MILES OR 90 DAYS, WHICHEVER COMES FIRST.

THANK YOU FOR YOUR BUSINESS!

ACCOUNTING COPY

[END OF INVOICE] 12:21pm

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ERAINTINVE SF602112 (05/01)

left press 12-20 @ 3:30
left mon 12-26 10:00
Appt 12-27 @ 8:30

51056

Salinas BUICK • PONTIAC • GMC

600 Auto Center Circle
Salinas, CA 93907

Phone
(831) 444-8444 Parts here

51056

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
00BUZLOF	QUICK SERVICE	MI	29.95				

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
09/21/06	50386	16	362	327	I	75BUZ	PDI

SALESPERSON NO. 287 RODNEY D GOLDEN

SERVICE

STATE REG# 0

SAVE OLD PARTS YES ☐ NO ☐

VEHICLE I.D. NO. 1GKFC16J87R[redacted]

YEAR/MAKE/MODEL 07/GMC/YUKON XL/UT

[redacted]

SALINAS, CA [redacted]

CUSTOMER NO. 21394

SERVICE CONTRACT

PRODUCTION DATE

STOCK NO. G7200

LICENSE NO. APPLY

R. O. NO. 51056

DELIVERY DATE 10/16/06

DELIVERY MILES 7

SELLING DEALER NO.

R. O. DATE 11/02/06

COLOR ONYX BLK/EBONY

CONTRACT NO. 4427

EXPIRATION DATE

EXPIRATION MILES

TAG NO. ~~878~~ 724

TURBO | M/MC BUZZ | AIR COND. | P. S. | TRANS | MILEAGE 1,405

ADVISOR NO. 362

ADVISOR MICHAEL NOLAN

RES[redacted]

TIME 02:54pm 11/02/06 05:30pm

PRIORITY

APPOINTMENT ☐ Yes ☒ No

LABOR RATE 98.00

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 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. Dealer not responsible for unavailability of parts or delays in parts shipments beyond dealer's control. A CHARGE FOR HAZARDOUS WASTE REMOVAL MAY BE ADDED IF APPLICABLE. Customer is hereby notified that the above described property is not insured or protected to the amount of the actual cash value thereof, or otherwise, by the undersigned dealer against loss occasioned by theft, fire or vandalism while the property remains with the dealer. Customer states no articles of personal property have been left in the vehicle and dealer is not responsible for inspection therefor.

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.

CUSTOMER'S ACKNOWLEDGEMENT $ BY ORIGINAL ESTIMATE

JOB

ORIGINAL CUSTOMER ESTIMATE: TOTAL

X _____

1 W 60BUZ01 **INT TRIM CONCERN**

CUSTOMER STATES HEARING A NOISE INSIDE OF THE VEHICLE WHEN THEY SHUT A DOOR CHECK & ADVISE

Case #9282827

Tim Hooper

Ordered a Headliner 11/02

2. Rental ~~per customers Insurance~~

P.O. # 31084

ORIGINAL ESTIMATE	REASON	ADDITIONAL COSTS	
AUTHORIZED BY	☐ IN PERSON ☐ PHONE	DATE	TIME
ORIGINAL ESTIMATE	REASON	ADDITIONAL COSTS	
AUTHORIZED BY	☐ IN PERSON ☐ PHONE	DATE	TIME

B.A.R. REG # AL 213550

CHARGE FOR HAZARDOUS WASTE DISPOSAL MAY BE ADDED.
U S EPA ID# CAL 000216938

SERVICE HOURS
MON - FRI
7:30 AM - 5:30 PM

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.

0101J51056

SHOP COPY

51056

PART ORDERED BY

REPAIR LABOR SALES	FLAT RATE	R.O. NO.	ELAPSED TIME	OFF
L-1		51056	'06	NOV 02 15.3
		TECH. NO. 357	'06	NOV 02 14.5
				ON

USED PART RETURN RENTAL CAR

REPAIR LABOR SALES	FLAT RATE	R.O. NO.	ELAPSED TIME	OFF
L-1		51056	'06	NOV 02 16.0
		TECH. NO. 357	'06	NOV 02 15.9
				ON

Yr	Make	Model	Trim	Mode

QTY	PART NUMBER	DESCRIPTION	BIN LOC.	LIST PRICE	VOL.

MECHANIC'S FINDINGS AND REMARKS

MECHANIC'S NAME & NUMBER 357

Found that when you close the Doors the Headliner Makes Noise. Sounds like An Echo Type No Called GM Technical Assistance and was Told By Tim Hooper that we could Tr using some Sound Dampning Pads. Made Eighter By kent Product or 3M. ordered 10 pads 10x10.

MECHANIC'S NAME & NUMBER

MECHANIC'S NAME & NUMBER

MECHANIC'S NAME & NUMBER

Name Arim

Address

GCIP50386

SALINAS
BUICK-PONTIAC-GMC
600 AUTO CENTER CIRCLE
SALINAS, CALIFORNIA 93907
PHONE (831) 444-8444

GMC TRUCKS

GCIP50386

0101IGCIP50386

CUSTOMER NO. 100	ADVISOR MICHAEL NOLAN 362		TAG NO.	INVOICE DATE 10/17/06	INVOICE NO. GCIP50386
[redacted]	LABOR RATE 85.31	LICENSE NO.	MILEAGE 3	COLOR ONYX BLK/EB	STOCK NO. G7200
	YEAR / MAKE / MODEL 07/GMC/YUKON XL/UT			DELIVERY DATE 10/16/06	DELIVERY MILES 7
	VEHICLE I.D. NO. 1 G K F C 1 6 J 8 7 R [redacted]			SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO. ??	P. O. NO.		P. O. DATE 09/21/06	
RESIDENCE PHONE	BUSINESS PHONE [redacted]	COMMENTS			MO: 16

JOB# 1 CHARGES----------

LABOR----------

J# 1 75BUZ PDI HOURS: 1.40 TECH(S):327 357 119.43
PERFORM PDI
PERFORMED PDI

JOB# 1 TOTALS----------

LABOR 119.43

JOB# 1 JOURNAL PREFIX GCIP JOB# 1 TOTAL 119.43

TOTALS----------

CONTROL# ACCOUNT NUMBER AMOUNT..
G7200

TOTAL LABOR....	119.43
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 $	**119.43**

APPROVED BY SIGNATURE

261C/258364

B.A.R. REG # AL 213550

U S EPA ID# CAL 000216938

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE.

ALL SERVICE PARTS MUST BE RETURNED TO THIS DEALER FOR WARRANTY OF 4,000 MILES OR 90 DAYS, WHICHEVER COMES FIRST.

THANK YOU FOR YOUR BUSINESS!

OCT 18 2006

PAGE 1 OF 1 SERVICE FILE COPY-I [END OF INVOICE] 10:30am

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ERAINTINVE SF603112 (05/01)

50386

50386

BUICK

Salinas
BUICK • PONTIAC • GMC

PONTIAC GMC

600 Auto Center Circle
Salinas, CA 93907

Phone
(831) 444-8444

ASAP

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION

SALESPERSON NO. 287 RODNEY D GOLDEN

P D I

STATE REG# 0

SAVE OLD PARTS YES ☐ NO ☐

VEHICLE I.D. NO. 1GKFC16J87F[redacted]

YEAR/MAKE/MODEL 07/GMC/YUKON XL/UT

PRODUCTION DATE

STOCK NO. G7200

LICENSE NO.

R. O. NO. 50386

[redacted]

CUSTOMER NO. 100

SERVICE CONTRACT

DELIVERY DATE 10/16/06

DELIVERY MILES 7

SELLING DEALER NO.

R. O. DATE 09/21/06

SALINAS, CA[redacted]

COLOR ONYX BLK/EBONY

CONTRACT NO.

EXPIRATION DATE

EXPIRATION MILES

TAG NO.

TURBO | N/MC BUZZ | AIR COND. | P. S. | TRANS | MILEAGE 3

ADVISOR NO. 362

ADVISOR MICHAEL NOLAN

RESIDENCE PHONE

BUS[redacted]

TIME RECEIVED 04:30pm

DATE/TIME PROMISED 09/21/06 05:30pm

PRIORITY

APPOINTMENT ☐ Yes ☒ No

LABOR RATE 95.00

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 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. Dealer not responsible for unavailability of parts or delays in parts shipments beyond dealer's control. A CHARGE FOR HAZARDOUS WASTE REMOVAL MAY BE ADDED IF APPLICABLE. Customer is hereby notified that the above described property is not insured or protected to the amount of the actual cash value thereof, or otherwise, by the undersigned dealer against loss occasioned by theft, fire or vandalism while the property remains with the dealer. Customer states no articles of personal property have been left in the vehicle and dealer is not responsible for inspection thereof.

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.

CUSTOMER'S ACKNOWLEDGEMENT $ BY ORIGINAL ESTIMATE

JOB

ORIGINAL CUSTOMER ESTIMATE: TOTAL

X

1 I 75BUZ PDI 1.4

PERFORM PDI

ORIGINAL ESTIMATE	REASON	ADDITIONAL COSTS
AUTHORIZED BY	☐ IN PERSON ☐ PHONE	DATE / TIME
ORIGINAL ESTIMATE	REASON	ADDITIONAL COSTS
AUTHORIZED BY	☐ IN PERSON ☐ PHONE	DATE / TIME

B.A.R. REG # AL 213550

CHARGE FOR HAZARDOUS WASTE DISPOSAL MAY BE ADDED.

U S EPA ID# CAL 000216938

SERVICE HOURS

MON - FRI

REPAIR LABOR SALES	FLAT RATE	R.O. NO.	ELAPSED TIME	OFF 1
L-1		50386		'06 OCT 17 08.6
		TECH. NO. 357		'06 OCT 17 07.9
				ON

REPAIR LABOR SALES	FLAT RATE	R.O. NO.	ELAPSED TIME	OFF 2
L-1		50386		'06 OCT 17 09.1
		TECH. NO. 357		'06 OCT 17 08.6
				ON

X

CAR DOWN

Yr	Make	Model	Mfr	Maker

QTY	PART NUMBER	DESCRIPTION	MIN LOC.	LIST PRICE	COST

MECHANIC'S FINDINGS AND REMARKS

MECHANIC'S NAME & NUMBER 357

PDI - Predelivery Inspection
Inspection OK.

MECHANIC'S NAME & NUMBER

MECHANIC'S NAME & NUMBER

MECHANIC'S NAME & NUMBER

MECHANIC'S NAME & NUMBER

RETAIL ORDER FOR A MOTOR VEHICLE

O'REILLY PONTIAC BUICK GMC
PONTIAC | BUICK | GMC

3960 West Chester Pike, Newtown Square, PA 19073
Phone: 610-886-1200 Fax: 610-353-9478

PURCHASER [redacted]

ADDRESS

CITY/STATE NORRISTOWN PA

ZIP [redacted] EMAIL

HOME PHONE [redacted]

BUSINESS PHONE

☒ DEMO ☒ NEW ☐ USED MILES 3257

EMAIL

DATE 07/27/2007 STOCK 5-7025

MAKE GMC YEAR 2007

MODEL YUKON XL SLT

COLOR ONYX BLACK

SERIAL 1GKFK16387R[redacted]

SALESPERSON JOHN JOSEPH MCLAUGHL /

DELIVERY DATE 07/27/07 TIME

SS#

DOB 05/29/1960 DRIVERS LIC.# 19079776

	$ 45000.00	
GM REBATE	2000.00	
BONUS CASH	4000.00	
TOTAL FORWARD TO LINE 1	39000.00	

1) CASH PRICE		39000.00
2) ADDITIONAL ITEMS	+	N/A
3) WARRANTIES 6MPP.	+	1195.00
4) SUBTOTAL		40195.00
5) ALLOWANCE FOR TRADE	-	N/A
6) TAXABLE TOTAL		40195.00
7) SALES TAX	+	2411.70
8) LUXURY TAX	+	N/A
9) TIRE TAX	+	5.00
10) LICENSE, TITLE NEW REGIST	+	63.50
11) DOCUMENTARY FEES	+	55.00
12) ADD: PAYOFF TRADE	+	N/A
13) TOTAL BALANCE DUE (LINES 6,7,8,9,10,11,12)		42730.20
14) LESS DEPOSIT	-	N/A
15) CASH AT DELIVERY		N/A
16) BALANCE FINANCED		42730.20

TRADE-IN INFORMATION

STATE:

YEAR MAKE MODEL

TRADE VIN#

COLOR MILEAGE

BODY TITLE#

LISC# EXP. DATE

O'REILLY PONTIAC-BUICK-GMC HAS THE RIGHT TO REAPPRAISE THE VALUE OF A TRADE IN VEHICLE IF THE DEALER CAN ESTABLISH THAT THE VEHICLE HAS SUFFERED DAMAGE OF SERIOUS MECHANICAL DETERIORATION SINCE THE DATE OF VALUATION BUT PRIOR TO ITS DELIVERY TO THE DEALER, OR UNLESS PARTS OR ACCESSORIES, OR BOTH, INCLUDING TIRES, HAVE BEEN REMOVED OR REPLACED WITH PARTS OR ACCESSORIES OF INFERIOR QUALITY.

PAY-OFF INFORMATION

BALANCE OWED TO:

ADDRESS:

CITY/STATE/ZIP:

ACCT. # AMT. N/A

GOOD UNTIL NAME:

IF I CANCEL THIS CONTRACT OR REFUSE TO ACCEPT DELIVERY OF THE VEHICLE ORDERED, EXCEPT AS PERMITTED BY LAW, I WILL, AT YOUR OPTION, FORFEIT AS DAMAGES $

I ACCEPT THE ABOVE CONDITIONS (CUSTOMER'S SIGNATURE)

X

AS-IS

THIS MOTOR VEHICLE IS SOLD AS IS *WITHOUT ANY WARRANTY* EITHER 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.

CUSTOMER'S SIGNATURE

FOR AFTER MARKET EQUIPMENT

At your request, we have installed, or arranged for the installation of, the following non-GM equipment:

Please be advised that the above identified equipment is not covered by any General Motors warranty. The only warranty that applies is that which is provided under the Magnuson-Moss Warranty-Federal Trade Commission Improvement act. A copy of the manufacturer's warranty may be available from your sales or service representative or by contacting the manufacturer directly. O'Reilly Pontiac-Buick-GMC makes no implied warranties, or warranties of merchantability or fitness for a particular purpose, and assumes no liability in connection with the sale and/or installation of this equipment. Furthermore, THE ABOVE EQUIPMENT IS SOLD AS IS WITHOUT ANY WARRANTY EITHER EXPRESS OR IMPLIED BY O'REILLY PONTIAC-BUICK-GMC. The purchaser will bear the entire expense of repairing or correcting any defects that presently exist or that may occur in the vehicle unless a manufacturer's warranty is available.

_____ (INITIALS) YOU AGREE THAT ALL DISPUTES REGARDING THE VEHICLE BEING PURCHASED/LEASED SHALL BE RESOLVED BY SUBMISSION TO COMMON LAW ARBITRATION, IN THE COUNTY WHERE THE DEALERSHIP IS LOCATED. ALL CLAIMS THAT YOU MAY HAVE AGAINST THE DEALER AND/OR ANY OTHER ENTITY SHALL BE REQUIRED TO PROCEED TO ARBITRATION. THIS PROVISION SHALL APPLY TO ALL ASPECTS OF YOUR PURCHASE INCLUDING NEGOTIATION, SALE, DISCLOSURE, NON-DISCLOSURE, AND FINANCING. YOU ALSO UNDERSTAND THAT YOU ARE NOT REQUIRED TO INITIAL THIS CLAUSE TO PURCHASE/LEASE THE VEHICLE.

THERE ARE NO WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING THE IMPLIED WARRANTY OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, MADE BY THE SELLER HEREIN, OR THE MANUFACTURER, ON THE VEHICLE OR CHASSIS DESCRIBED ON THE FACE HEREOF EXCEPT IN THE CASE OF A NEW VEHICLE OR CHASSIS. THE PRINTED NEW VEHICLE WARRANTY DELIVERED TO THE PURCHASER WITH SUCH VEHICLE OR CHASSIS AND HEREBY MADE A PART HEREOF AS THOUGH FULLY SET FORTH HEREIN IS THE ONLY WARRANTY APPLICABLE TO SUCH NEW VEHICLE OR CHASSIS AND IS EXPRESSLY IN LIEU OF ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. IN THE CASE OF A USED VEHICLE, THE APPLICABILITY OF AN EXISTING MANUFACTURER'S WARRANTY THEREON, IF ANY, SHALL BE DETERMINED SOLELY BY THE TERMS OF SUCH WARRANTY. ASK SALES PERSON FOR A COPY OF COMPLETE WARRANTY. **THIS CONTRACT IS NOT BINDING UPON EITHER THE DEALER OR THE PURCHASER UNTIL SIGNED BY AN AUTHORIZED REPRESENTATIVE. YOU, THE BUYER, MAY CANCEL THIS CONTRACT AND RECEIVE A FULL REFUND ANY TIME BEFORE RECEIPT OF A COPY OF THIS CONTRACT SIGNED BY AN AUTHORIZED REPRESENTATIVE BY GIVING WRITTEN NOTICE OF CANCELLATION TO DEALER. THIS SALE SHALL BE GOVERNED BY THE LAWS OF THE COMMONWEALTH OF PENNSYLVANIA.**

I CERTIFY THAT I AM 18 YEARS OF AGE OR OLDER, AND HEREBY ACKNOWLEDGE A COPY OF BOTH SIDES O[redacted]

DEALER'S AUTHORIZATION DATE 07/27/2007 **CUSTOMER'S AUTHORIZATI[redacted]** 7/27/2007

GM CUSTOMER INCENTIVE AND ONSTAR ACKNOWLEDGMENT

GMC HUMMER

(excludes Saturn)

CUSTOMER NAME: [redacted]

VIN: 1G1KF6L638R [redacted]

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) X 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
GM REBATE	$ 2000	ANE
BONUS CASH	$ 4000	BME
	$	
	$	
	$	

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 _____

and/or

b. I elect to receive _____

– CUSTOMER AND DEALER ACKNOWLEDGMENT FOR INCENTIVES AND ONSTAR SERVICE –

a. Vehicle Incentive 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 on 7/2/07. I acknowledge receipt of incentive(s) as described in Item 1 and release GM Division from any future claim or obligation for incentive(s) on this unit.

Is vehicle equipped with OnStar? X Yes ___ No

b. OnStar Terms and Conditions Acknowledgment. I acknowledge that I have received the Terms and Conditions under which the OnStar service in my vehicle is provided (copies are available in the vehicle glovebox, from the dealer, at www.onstar.com, or by contacting OnStar as described below).

I understand that in order to cancel the OnStar service in my vehicle, I must press the blue OnStar button in my vehicle or call 1.888.4OnStar (1.888.466.7827) or TTY 1.877.248.2080 and request that my Services be cancelled.

Purchaser/Lessee Signature: [redacted] Date: 7/2/07

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 and the OnStar Terms and Conditions have been provided to the said purchaser/lessee who has taken delivery of the referenced unit through this dealership, and that properly completed accurate delivery data has been forwarded to General Motors or Saab Cars USA.

Authorized Dealer Signature: [signature] Date: 7/2/07

Dealership Name: O'Reilly GMC Dealer Code: 10006

Dealer Note: This is a required document and it must be completed, signed, and retained in EVERY DEAL FILE for new retail customers even if there are no incentives or rate support available. A copy of the completed form should be provided to the customer.

CHASE

RETAIL INSTALLMENT CONTRACT

Date 07/27/2007

1. ☐ If this box is checked, this is a simple interest contract ***WITH*** a "Balloon Payment" as the last scheduled payment. If this box is not checked, this is a simple interest contract ***WITHOUT*** a "Balloon Payment" as the last scheduled payment.

2.

Buyer (and Co-Buyer) Name and Address (Include County and Zip Code)	Seller (Creditor) Name and Business Address
[redacted] NORRISTOWN PA [redacted]	HILL BUICK DBA O'REILLY PONTIAC BUICK GM 3960 WEST CHESTER PIKE NEWTOWN SQUARE PA 19073

3. **WHO IS BOUND:** You, the Buyer (and Co-Buyer, if any), may buy the vehicle described below for cash or on credit. By signing below, you choose to buy the vehicle on credit under the terms on the front and back of this Contract and are individually liable (jointly and severally if both a Buyer and Co-Buyer sign below) for any amount due. In this Contract, "we," "us," and "our" mean the Seller named above and, after assignment and acceptance, the Seller's assignee, JPMorgan Chase Bank, N.A., acting on its own or as agent for an affiliated entity (and any subsequent assignee).

4. **DESCRIPTION OF VEHICLE:** You agree to buy and we agree to sell the following vehicle.

New, Used or Demo	Year	Weight (lbs.)	Make and Model	Body Type	Vehicle Identification No.	Key No.	Use for Which Purchased
NEW	2007	5716	GMC YUKON XL SLT	SW	1GKFK16387R[redacted]	G3464 G3464	___ personal ___ business ___ agricultural

If truck – Describe body, gross vehicle weight and major items of equipment sold:

N/A

5. **NOTICE TO BUYERS OF USED OR DEMONSTRATION VEHICLES: 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.**

6. 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 downpayment of $ 6000.00
6.84 %	$ 9628.20	$ 42730.20	$ 52358.40	$ 58358.40

PAYMENT SCHEDULE: Your payment schedule will be 72 monthly payments of $ 727.20 each, due on the same day of each month starting on 09/10/2007.

BALLOON PAYMENT: If this Contract is checked with "Balloon Payment" above, your payment schedule will be N/A monthly payments of $ N/A each, due on the same day of each month starting on N/A, and then your last payment ("Balloon Payment") will be $ N/A, due on N/A.

PREPAYMENT: You have the right to pay off this Contract early. If you do so, you will not have to pay a penalty.

SECURITY: You are giving us a security interest in the motor vehicle being purchased.

LATE FEE: If a payment is more than 10 days late, you may be charged 2% of the unpaid amount of that payment.

OTHER ITEMS: Please read this Contract, including the reverse side, for additional information on security interests, nonpayment, default, and our right to require repayment in full before the scheduled maturity date.

7. **IF YOU DO NOT MEET YOUR OBLIGATIONS UNDER THIS CONTRACT, YOU MAY LOSE YOUR VEHICLE.**

8. **ITEMIZATION OF THE AMOUNT FINANCED**

1. Cash Price:
   A. Cash price of vehicle (including sales tax of $ 2411.70 any, accessories, their installation and taxes) $ 47411.70

2. Downpayment:
   A. Net agreed value of trade-in $ N/A
   (_____ year, _____ make, _____ model)
   B. Manufacturer's rebate applied to downpayment $ 6000.00
   C. Cash Downpayment $ N/A
   D. Total Downpayment (A + B + C) $ 6000.00

3. Unpaid Balance (1A. Less 2D.): $ 41411.70

4. Other charges, including amounts paid to others on your behalf:
   A. Cost of Optional Credit Life and/or Accident and Health Insurance for the term of this Contract Paid to the Insurance Company of Companies Named Below:
   Life $ N/A Disability, Accident and Health $ N/A $ N/A **
   B. Official fees paid to government agencies for:
   XX Lien Filing Fee $ 5.00
   XX License and Registration Fee $ 5.00
   XX Certificate of Title Fee $ 22.50
   XX Other Govt Fees $ 36.00
   C. Other Charges (identify who will be paid and purpose):
   To N/A For Optional Gap Coverage $ N/A **
   To GMPP For SERVICE CONTRACT $ 1195.00 **
   To N/A For N/A $ N/A **
   To HILL BUICK DBA O'REILLY For DOC FEE $ 55.00 **
   To N/A For N/A $ N/A **
   To N/A For N/A $ N/A **
   To N/A For N/A $ N/A **
   To N/A For N/A $ N/A **
   D. Total other charges and amounts paid to others on your behalf (A + B + C) $ 1318.50

5. Amount Financed (sum of 3 plus 4D) $ 42730.20

** We may retain, or receive, a portion of these amounts.

I request Optional Gap coverage under the terms in Section 20 and for the amount shown in Section 4C. If no amount is shown and you have not received a copy of a Gap waiver or insurance policy, there is no Gap coverage.

Buyer's and Co-Buyer's Initials X X

9. Additional Disclosures Required by State Law
   6. Finance Charge $ 9628.20
   7. Time Balance **(Total of Payments) (5 plus 6) $ 52358.40
   8. Payment Schedule: See Federal Truth-in-Lending Disclosures above.

10. **PROMISE TO PAY:** You promise to pay us the Amount Financed shown above, plus a Finance Charge applied to the unpaid balance of the Amount Financed each day. The daily rate Finance Charge is equal to 1/365th of the Annual Percentage Rate shown above.

11. **PAYMENTS BEFORE OR AFTER DUE DATE: This is a simple interest contract. This means that since we compute your Finance Charge each day on the unpaid balance of the Amount Financed, the amount of the Finance Charge shown above may vary depending upon when your payments are received.** Therefore, the earlier you make payments before their due dates, the less Finance Charge you will owe. The later you make payments after they are due, the greater the Finance Charge. If you pay on time, you will not owe a late fee and we will apply your payment first to accrued Finance Charge and then to the unpaid balance of the Amount Financed. If you pay late, you will owe a late fee and we will apply your payment first to accrued Finance Charge, then to the scheduled unpaid balance of the Amount Financed, then to unpaid late fee, and then to the remaining unpaid balance of the Amount Financed. If you make any payments after they are due, including payments due because we allow you to extend the term of this Contract, your final payment will be larger than originally scheduled. We will advise you of any additional amount you owe us after you make your last payment (if it is $1.00 or more). We will send you a check for any amount owed you (if it is $1.00 or more).

12. **BALLOON PAYMENT:** IF THIS CONTRACT IS CHECKED WITH "BALLOON PAYMENT" ABOVE, THIS CONTRACT IS NOT PAYABLE IN INSTALLMENTS OF EQUAL AMOUNTS. THE LAST SCHEDULED PAYMENT IS SUBSTANTIALLY LARGER THAN EACH OF THE OTHER SCHEDULED PAYMENTS. The due date and amount of this last scheduled payment are shown above. That amount may be less than what we estimate the vehicle will be worth at the time such payment is due. Paragraph 16 on the reverse side entitled "LAST PAYMENT OPTIONS" applies. The odometer reading referred to in Section (B)(3) of such paragraph is N/A miles, the excess mileage charge referred to in Section (B)(3) of such paragraph is N/A per mile and the disposition fee referred to in Section (B)(1) of such paragraph is N/A.

_____ Buyer's Initials _____ Co-Buyer's Initials. By initialling here, you acknowledge that you understand these charges and the provisions of paragraph 16 entitled "Last Payment Options", on the reverse side of this Contract.

13. **CREDIT INSURANCE: YOU CANNOT BE DENIED CREDIT SIMPLY BECAUSE YOU CHOOSE NOT TO BUY CREDIT INSURANCE. CREDIT LIFE INSURANCE AND CREDIT ACCIDENT AND HEALTH INSURANCE ARE NOT REQUIRED TO OBTAIN CREDIT. INSURANCE WILL NOT BE PROVIDED UNLESS YOU SIGN AND AGREE TO PAY THE ADDITIONAL CHARGE.** The policies or certificates issued by the insurer will describe the terms and conditions in further detail.

If you want the following insurance, sign below:

☐ Life (☐ Buyer ☐ Co-Buyer ☐ Both) at a premium of $ N/A for a term of N/A.

Credit life insurance will pay your debt on this Contract up to $ N/A.

☐ Disability, Accident and Health (Buyer Only) at a premium of $ N/A for a term of N/A.

Credit disability, accident and health insurance will pay your debt on this Contract up to $ N/A.

The name of the insurer is N/A (Name) of N/A (Home Office Address).

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

WARNING: Any insurance provided by the Seller does not cover liability for injury to persons or damage to property of others unless indicated in the policy.

4. **PROPERTY INSURANCE:** Insurance coverage for loss or damage to the vehicle (collision, fire and theft) is required and you have the option of furnishing the required insurance either through your existing policies or you may purchase equivalent insurance coverage through anyone you wish acceptable to the Seller. If you elect to purchase this coverage through the Seller, it will be furnished by N/A for the initial term of N/A at a premium of N/A, **but such charge is not included in this Contract.**

IMPORTANT: THE TERMS OF THIS CONTRACT ARE CONTAINED ON BOTH SIDES OF THIS PAGE. READ THE ADDITIONAL TERMS ON THE REVERSE SIDE BEFORE SIGNING BELOW.

The Annual Percentage Rate may be negotiable with the Seller. The Seller may assign this Contract and retain its right to receive a part of the Finance Charge.

BY SIGNING THIS CONTRACT, YOU ACKNOWLEDGE THAT IT CONTAINS AN "AGREEMENT TO ARBITRATE DISPUTES" ON THE REVERSE SIDE, THAT YOU HAVE READ IT AND AGREE TO ITS TERMS.

NOTICE TO BUYER: Do not sign this contract if blank. You are entitled to an exact copy of the contract you sign. Keep it to protect your legal rights.

Buyer Signs [redacted] Co-Buyer Signs _____

By signing he[redacted] assigns this Contract to Seller's assignee under the terms agreed to by Seller and Seller's assignee.

Seller (Creditor) Signs HILL BUICK DBA O'REILLY PONTIAC BUICK GM By _____ Title BUS MGR

Undersigned hereby acknowledges receipt from Seller of a true, correct and complete copy of this Contract at time of [redacted]

Buyer Signs [redacted] Co-Buyer Signs _____

TO ORDER CALL (800) 422-3102 OR FAX (888) 299-8534
© 2006 JPMorgan Chase Bank, N.A.

2007 YUKON XL 1/2 TON - 4WD PONTIAC/GMC DIVISION
41U ONYX BLACK /V8G GENERAL MOTORS CORPORATION
193 EBONY 100 RENAISSANCE CENTER
ORDER NO. KBWB4D/TRE STOCK NO. DETROIT MI 48243-1114
VIN 1GK FK16 38 7R[redacted] VEHICLE INVOICE 5AD97097518
**********48*10006S

MODEL & FACTORY OPTIONS		MSRP	INV AMT	RETAIL - STOCK
TK10906	YUKON XL 1/2 TON - 4WD	40465.00	37025.48	INVOICE 06/05/06
AL4	2ND ROW BUCKET SEATS	490.00	406.70	SHIPPED 06/05/06
ARS	2ND ROW SEAT POWER RELEASE	425.00	352.75	EXP I/T 06/21/06
AS3	3-PASSENGER, 3RD ROW SEAT	100.00	83.00	INT COM 06/21/06
	(REPLACES STD/OPT SEAT)			PRC EFF 06/05/06
CF5	POWER SLIDING SUNROOF	995.00	825.85	KEYS G3464 G3464
C6C	GVW RATING - 7,400 LBS	N/C	N/C	WFP-F QTR OPT-1
E61	POWER LIFTGATE WITH LIFTGLASS	350.00	290.50	BANK: GMAC - 020
FE9	FEDERAL EMISSIONS	N/C	N/C	CHG-TO 10-006
GT4	REAR AXLE - 3.73 RATIO	N/C	N/C	
KA6	2ND ROW HEATED SEATS	200.00	166.00	SHIP WT: 5716
LC9	ENGINE 5.3L VORTEC V8	0.00	0.00	HP: 45.7
	WITH ACTIVE FUEL MANAGEMENT			GVWR: 7400
	AND FLEX-FUEL CAPABILITY			GAWR.FT: 3600
M30	4-SPD AUTO TRANS W/ OVERDRIVE	N/C	N/C	GAWR.RR: 4200
	AND ELECTRONIC CONTROL			GMS: 44217.53
QJM	P265/70R17 OOR WOL TIRE	125.00	103.75	SUPPLR: 46203.94
UVA	AM/FM STEREO WITH CD/DVD/MP3	N/C	N/C	MRM: 50660.00
	PLAYER (REQUIRED W/REAR DVD,			NTR: 1/2
	REPLACES STD/OPT RADIO)			MEMO 2414.25
U42	REAR SEAT ENTERTAINMENT SYSTEM	1295.00	1074.85	
XA7	HEATED WASHER FLUID SYSTEM	85.00	70.55	
Z55	AUTORIDE SUSPENSION PACKAGE	1120.00	929.60	
4SB	SLT-2 DECOR INCLUDES:	4135.00	3432.05	

*FRONT LEATHER APPOINTED BUCKET SEATS
*DRIVER SIDE SEAT W/12-WAY POWER, HEAT & MEMORY
*PASSENGER SIDE SEAT W/12-WAY POWER & HEAT
*2ND ROW LEATHER APPOINTED SEATS
*TRI-ZONE AUTOMATIC AIR COND
*POWER ADJUSTABLE PEDALS
*HEAD CURTAIN SIDE AIR BAGS, ALL SEATING ROWS
*REMOTE VEHICLE STARTER
*AM/FM STEREO W/MP3 COMPATIBLE 6-DISC CD CHANGER
(REPLACES STD/OPT RADIO)
*XM SATELLITE RADIO-SERVICE FEE EXTRA. 1ST 3 MONTHS INCL.
*BOSE PREMIUM SPEAKER SYSTEM
*UNIVERSAL HOME REMOTE
*OUTSIDE POWER FOLDING MIRRORS W/AUTO DIMMING & TURN SIGNALS
*REAR PARKING ASSIST
*LUGGAGE RACK-CROSS BARS

** CONTINUED ON PAGE 2 **

O'REILLY PONTIAC-BUICK-GMC

2007 YUKON XL 1/2 TON - 4WD PONTIAC/GMC DIVISION
41U ONYX BLACK /V8G GENERAL MOTORS CORPORATION
193 EBONY 100 RENAISSANCE CENTER
ORDER NO. KBWB4D/TRE STOCK NO. DETROIT MI 48243-1114
VIN 1GK FK16 38 7R[redacted] VEHICLE INVOICE 5AD97097518
**********48*10006S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK

** CONTINUED FROM PAGE 1 **

TOTAL MODEL & OPTIONS	49785.00	44761.08	ACT 237	44142.53
DESTINATION CHARGE	875.00	875.00	H/B 261	1493.55
LAM DEALER CONTRIBUTION		497.85	ADV 261	497.85
LAM GROUP CONTRIBUTION		497.85	EXP 65A	497.85
TOTAL	50660.00	46631.78	PAY 310	46631.78

MEMO: TOTAL LESS HOLDBACK AND
APPROX WHOLESALE FINANCE CREDIT 44531.25
****
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. 020
O'REILLY PONTIAC-BUICK-GMC VIN 1GKFK16387R[redacted]
$ 46631.78 INV 5AD97097518
DUE 06/21/06 DEALER 10-006

RELEASE OF CLAIM

1. I[redacted] (hereinafter referred to as "Releasor"), as buyers of a certain 2007 GMC Yukon XL, bearing Vehicle Identification Number 1GKFK16387R[redacted] (hereinafter referred to as "Vehicle") and in consideration of payment by General Motors Corporation (hereinafter referred to as "GMC") of $45,377.69, said payment to be made as outlined below, does for herself and each and all of her representatives, heirs, successors and assigns, hereby releases and discharges GMC, its subsidiaries, divisions, officers, representatives, employees, stockholders, authorized dealers, successors and assigns and all other persons, firms or corporations, who are or might be claimed to be liable, of and from any and every claim, demand or right, including but not limited to those for diminution in value, repair costs, or any other economic or non-economic injuries, losses, breach of warranty damages and/or punitive damages, cost of suit and attorneys fees resulting or alleged to have resulted from the promotion, use or sale of, or any defect and/or nonconformities in the design or manufacture or assembly in the aforesaid Vehicle, including but not limited to those alleged in or that may be inferred from allegations set forth in any pleading or any claims made by the Releasor.

2. As consideration for this Release, and for the payment described above to be tendered in the form of three checks: the first, in the amount of $36,620.64 made payable to Chase Auto Finance; the second in the amount of $6,857.05, made payable to [redacted] the third in the amount of $1,900.00, made payable to Kimmel & Silverman, P.C.

Note: These checks are subject to change if current registration, signed offer letter and signed Release are not received in time for current payoff to be processed. Additionally, a penalty charge will be imposed if conditions are not met as outlined on the original letter. It is also expressly agreed:

(a) That upon receipt of the consideration described above, Releasor will convey clear and unencumbered title of the vehicle to GMC, will execute a limited Power of Attorney in favor of GMC to correct any errors in title, and will execute an Odometer Statement.

(b) In the event the Vehicle is damaged, disabled, driven excessively or destroyed in any manner up to and including after Releasor executes this Release, but before GMC tenders payment of the consideration described above, payment of the consideration above shall be modified as follows:

(i) If the estimated cost of repair of the aforementioned Vehicle is less than the value of said Vehicle, said value to be determined as outlined in Paragraph (iii) below, Releasor shall tender said Vehicle with clear title to GMC upon receipt of $45,377.69, less the estimated cost of repair to said Vehicle,

(ii) If the estimated cost of repair of said Vehicle exceeds the value of said Vehicle, said value to be determined as outlined in Paragraph (iii) below, GMC shall make payment of said consideration to Releasor of $45,377.69, less said value of said Vehicle, and,

(iii) For purposes of i, ii, and iii, the value of said Vehicle is the average retail value of a 2007 GMC Yukon XL as determined by the NADA book, at the time this Release is executed by Releasor.

(iv) That the Vehicle shall not exceed 18,000 plus 1,000 miles on the odometer at time of exchange. In the event the Vehicle does exceed the above stated mileage, the payment of the

Initials: _____

consideration above shall be modified as follows: a reduction of payment of 44.5 cents per mile in excess of the agreed upon mileage. This shall not apply if a delay in the transaction is caused by GMC or its authorized dealer.

(c) That Releasor fully understands that this is a final settlement and disposition of all disputes as to legal liability for and as to the nature and extent of any damages claimed from GMC by Releasor;

(d) That neither GMC's payment of the consideration recited above nor the negotiations preliminary to the execution of this Release shall be considered an admission of liability or wrongdoing by GMC to any of the claims or causes of actions alleged in or to be inferred from allegations set forth in the matter indicated above;

(e) That Releasor and her attorneys have reviewed the provisions of this Release and that the contents of this Release have been explained to Releasor by counsel prior to its execution;

(f) That Releasor represents and warrants that she is entitled to give a full and complete release of the claims which are the subject hereof;

(g) That Releasor has not assigned or otherwise transferred any interest in any claims which are the subject hereof;

(h) That Releasor shall not at any time hereafter commence, maintain or prosecute, or cause encourage or advise be commenced, maintained or prosecuted any action, suit, proceeding or claim based in whole or in part upon or arising out of or in any way connected with any of the matters released herein;

(i) That Releasor does hereby for herself, her heirs, executors, administrators, successors and assigns covenant to defend, indemnify and save harmless GMC from any of the claims or causes of actions alleged in or to be inferred from allegations set forth in the matter indicated above;

(j) That no promise, agreement, statement or representation except as expressed in this release has been made to been relied upon by Releasor and that this document of 3 pages contains the entire agreement between Releasor and GMC.

INTENDING TO BE LEGALLY BOUND BY THE TERMS OF THIS RELEASE THE UNDERSIGNED HAS AFFIXED HIS/HER SIGNATURE THIS 13th DAY OF October, 20 08.

The undersigned has carefully read and understands this release and signs it to resolve the claim described above.

CURRENT VEHICLE MILEAGE 18323 DATE SIGNED: 10/13/08

WIT[redacted]

Claimant's Signature

Initials: [redacted]

[redacted]

Address

Address

Norristown PA [redacted]

City, State, Zip Code

City, State, Zip Code

STATE OF Pennsylvania

COUNTY OF Montgomery

Sworn to (or affirmed) and subscribed before me this 13th day of October, 20 08, by Deborah J. Ziegler.

Marianne D'Andrea

Signature of Notary Public

Print, type or stamp Commissioned Name of Notary Public

Personally Known ✓ OR Produced identification ____

Type of identification ____

My commission expires: ____

COMMONWEALTH OF PENNSYLVANIA
NOTARIAL SEAL
MARIANNE T. D'ANDREA, Notary Public
Upper Merion Twp., Montgomery County
My Commission Expires December 10, 2011

CC: File
LG0025-T
Rev 05/01/07

Initials: ____

COMMONWEALTH OF PENNSYLVANIA REGISTRATION CREDENTIAL

EXPIRY: JUN 30, 2009 VALID: 07/14/08

PLATE: GTR2807
TITLE: 65095865001 ZI
VIN: 1GKFK16387R208259
YR/MAKE: 2007 GMC
TYPE: SW
WID: 08196 2600 042879-001

[redacted]

I hereby acknowledge this day that I have received notice of the provisions of Section 3709 of the Vehicle Code.

EMISSIONS INSPECTION REQUIRED/DIESEL VEHICLES EXEMPT COUNTY: MONTGOMERY

[redacted]
EAGLEVILLE PA
[redacted]

STRAIGHT-PAYMENT-LEASE REPURCHASE WORKSHEET - BRC COMMON

File Number
71-641691682

Customer Name
[redacted]

Worksheet Filled Out By:
Halima Shaw

☐ Draft-Add question marks beside category (not in dollar fields) to indicate incomplete information

Vehicle VIN:
1GKFK16387R[redacted]

Date:
September 24, 2008

USAGE FORMULAS

1	**To calculate usage:**	
2	Use ONLY one of the 4 methods in this column or	
3	follow applicable lemon law formula for your state	
4		
5	**A. USAGE USING L.L. FORMULA**	
6	Base Price/Total Repurch Price	
7	Mileage	
8	Denominator	100,000
9	**Usage**	**$0.00**
10		
11	**B. USAGE - NEGOTIATED**	$0.00
12		
13		
14	**C. USAGE USING CENTS/MILE**	
15	Mileage	12,317
16	Cents per mile	$0.100
17	**Usage**	**$1,231.70**
18		
19		
20	**D. USAGE-CALIFORNIA ONLY**	
21	Base price section-Used when **NOT** financed.	
22	**"Actual Price Paid" (Base)**	**$44,858.77**
23	Mileage	0
24	**Usage**	**$0.00**
25	**OR**	
26	Payment/Lease-Used when financed.	
27	**"Actual Price Paid" (Pmt/Lease)**	**$0.00**
28	Mileage	0
29	Any ext service contract (CA only)	0
30	**Usage**	**$0.00**
31		

STRAIGHT REPURCHASE - BASE

1	Base Price	$45,000.00
2	Conversion / Upfit cost	$0.00
3	Reg./Lic./Title Fees	
4	State Fees	$68.50
5	Aftermarket Items	
6	Sales Tax	$2,561.08
7	Finance Charges	$3,174.19
8	GMPP (* only for WI)	$0.00
9	Document Fee	$55.00
10	**Total Purchase Price**	**$50,858.77**
11		
12	*** Usage/Depreciation**	**$1,231.70**
13	Damage	$0.00
14	Late charges	$0.00
15	Over-Allowance	$0.00
16	Negative Equity	$0.00
17	Incentives	$6,000.00
18	Other-Explain	$0.00
19	Other-Explain	$0.00
20	Other-Explain	$0.00
21	Other-Explain	$0.00
22	**Total Deductions**	**$7,231.70**
23		
24	**Repurchase Subtotal**	**$43,627.07**
25	Loan Payoff good thru 11/11/08	$36,770.02
26	**Total Refund to Customer**	**$6,857.05**
27	Attorney's Fees	$1,900.00
28	**Total Repurchase**	**$45,527.07**
29	NADA (Legal Only)	$26,503.00
30	**Estimated Auction Value**	**$19,612.22**
31	**Projected Loss**	**$25,914.85**

PAYMENT (CA, FL & WV) OR LEASE REPURCHASE

1	Down Pmt / Cap Cost Reduction	$0.00
2	Pmts (includes 1st month if lease)	$0.00
3	Reg/Lic/Title Fees (leases only)	$0.00
4	Tax (leases only)	$0.00
5	Aftermarket Items	$0.00
6	Other-Explain	$0.00
7	Other-Explain	$0.00
8	Other-Explain	$0.00
9	Other-Explain	$0.00
10	**Total Additions**	**$0.00**
11		
12	*** Usage/Depreciation**	**$1,231.70**
13	Damage	$0.00
14	Late charges	$0.00
15	Over-Allowance	$0.00
16	Negative Equity	$0.00
17	Incentives	$0.00
18	Sec. Dep. (leases) if reimbursing above	$0.00
19	Extended Service Contract	$0.00
20	Gap Insurance	$0.00
21	Over Mileage Penalty	$0.00
22	**Total Deductions**	**$1,231.70**
23		
24	**Total Refund to Customer**	**-$1,231.70**
25	Dlr Buyout (lease) or Loan Payoff	$0.00
26	(GMAC=DL quote) good thru xx/xx/xx	
27	Attorney's Fees	$0.00
28	**Total Repurchase**	**-$1,231.70**
29	NADA (Legal Only)	$0.00
30	**Estimated Auction Value**	**$0.00**
31	**Projected Loss**	**-$1,231.70**

PURCHASE PRICE (before t/t/l)	$ 45,000.00	TRADE ALLOWANCE	na	PURCHASE PRICE	$ -
MSRP (FROM BARS INVOICE)	$ 50,660.00	PAYOFF OF TRADE	$ -	INCENTIVE* (from BARS)	$ -
DIFFERENCE	$ (5,660.00)	DIFFERENCE	#VALUE!	OVERALLOWANCE	$ -
if positive look for over-allowance		if negative=negative equity		ACTUAL PRICE	$ -
		TRADE ALLOWANCE	na		
	10/2/08	ACV OF TRADE	$ -	Do not include fuel fill credit	
Authorized Signature	Date	DIFFERENCE	#VALUE!	Include GM card points	
		ACV=actual cash value		Form Rev. 04/28/2006	

10/21/2008 11:37 FAX

001/001

KIMMEL & SILVERMAN
P.C.

F A X

Kimmel & Silverman, P.C.
30 East Butler Ave
Ambler, PA 19002

1-800-LEMON LAW
http://www.lemonlaw.com

To:	Halima Shaw
Fax Number:	
From:	Robert M. Silverman, Esquire
Fax Number:	(215) 540-8817
Business Phone:	(215) 540-8888
Date & Time:	September 15, 2008 8:34 AM
Pages (including cover):	3
Re:	[redacted] v.General Motors Corporation

The information contained in this electronic communication is to be considered confidential and intended only for the use of the recipient named above. The information is or may be legally privileged and expresses the opinion of the writer only. If the reader of this message is not the intended recipient, you are hereby notified that any dissemination, distribution, or copying of this communication, or any of its contents, is strictly prohibited. If you have received this communication in error, please re-send this communication to the sender listed above, and destroy this copy. Thank you.

For more information about Kimmel & Silverman, please visit us at http://www.lemonlaw.com/

O'REILLY PONTIAC BUICK GMC

3960 WEST CHESTER PIKE
NEWTOWN SQUARE, PA 19073
Ph: 610-886-1200
Fx: 610-353-9478
www.oreillycars.com

GM Parts

SIMPLY the BEST

PONTIAC BUICK GMC

CUSTOMER NO. 3190	ADVISOR JOE	TAG NO. 3793	INVOICE DATE 09/10/08	INVOICE # GCCS34163
[redacted] NORRISTOWN, PA [redacted]	LABOR RATE 89.00 [redacted]	MILEAGE 16,945	COLOR ONYX BLACK/	STOCK NO 5-7025
	YEAR / MAKE / MODEL 07/GMC/YUKON XL/YUKON XL 1/2 TON		DELIVERY DATE 07/27/07	DELIVERY MILES 3,257
	VEHICLE I.D. NO. 1 G K F K 1 6 3 8 7 R [redacted]		SELLING DEALER NO. 500	
	R.T.E. NO.	P.O. NO.	R.O. DATE 09/08/08	
R [redacted]	BUSINESS PHONE	COMMENTS E# 5		MO: 16945

LABOR & PARTS---------- WARRANTY

J# 1 04BUZ PANEL REPAIRS HOURS: 2.70 TECH(S):1533
CUSTOMER STATES INSTALLED ORDERED HEADLINER(WATER DAMAGE FRO
PREVIOUS REPAIR)
WATER STAINED
FROM LAST REPAIR
REPLACED FRONT HEADLINING ASSEMBLY

PARTS------	QTY---	FP-NUMBER----------	DESCRIPTION---------	LIST PRICE-UNIT PRICE-	WARRANTY
JOB # 1	1	25796062	PNL HDLNG 16.742		
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00

J# 2 04BUZ2 PANEL REPAIRS HOURS: 0.50 TECH(S):1533 WARRANTY
CUSTOMER STATES WATER LEAKING FROM R/R B-PILLAR AREA
HEADLINER STAINED, CARPET IS WET
EXCESS WATER LEAKING BY SUNROOF GLASS SEAL
RESECURED SUNROOF GLASS SEAL AND RE-ADJUSTED GLASS
WATER TESTED VEHICLE. CLEANED AND DEODORIZED WET PORTION
OF CARPET AND CLEANED WATER STAIN FROM REAR HEADLINER

PARTS------	QTY---	FP-NUMBER----------	DESCRIPTION---------	LIST PRICE-UNIT PRICE-	
				JOB # 2 TOTAL PARTS	0.00
				JOB # 2 TOTAL LABOR & PARTS	0.00

J# 3+85BUZ CAMPAIGNS HOURS: 0.60 TECH(S):1533 WARRANTY
RECALL 07007
PERFOMRED RECALL

PARTS------	QTY---	FP-NUMBER----------	DESCRIPTION---------	LIST PRICE-UNIT PRICE-	
				JOB # 3 TOTAL PARTS	0.00
				JOB # 3 TOTAL LABOR & PARTS	0.00

J# 4+89BUZ01 CAMPAIGNS HOURS: 0.20 TECH(S):1533 WARRANTY
RECALL 08048
REMOVED FUSE FROM WASHER HEATER UNTIL PARTS ARE AVAILABLE
AS PER RECALL

PARTS------	QTY---	FP-NUMBER----------	DESCRIPTION---------	LIST PRICE-UNIT PRICE-	
				JOB # 4 TOTAL PARTS	0.00
				JOB # 4 TOTAL LABOR & PARTS	0.00

J# 5+01BUZLOANER LOANER CAR HOURS: TECH(S):1533 WARRANTY
WARRANTY LOANER CAR
WARRANTY LOANER CAR
WARRANTY LOANER CAR

PARTS------	QTY---	FP-NUMBER----------	DESCRIPTION---------	LIST PRICE-UNIT PRICE-	
				JOB # 5 TOTAL PARTS	0.00

SERVICE DEPARTMENT HOURS:
MONDAY - FRIDAY
7:30 A.M. - 6:00 P.M.

IMPORTANT
YOU MAY RECEIVE A QUESTIONNAIRE FROM GENERAL MOTORS IN THE NEXT FEW DAYS. IF FOR ANY REASON YOU CANNOT GRADE US "COMPLETELY SATISFIED", PLEASE CONTACT OUR SERVICE MANAGER. THANK YOU, DAVID O'KELLY (610) 886-1200

LIMITED LABOR WARRANTY

[illegible]

O'REILLY PONTIAC BUICK GMC

- *For your New & Used Car needs Parts accessories, & Factory Authorized Service.*

Thank You. We appreciate your business!

O'REILLY PONTIAC BUICK GMC
Ph: 610-886-1200
Fx: 610-353-9478
www.oreillycars.com

 [CONTINUED ON NEXT PAGE] 04:43pm

Tri Records TRI-STATE BUSINESS FORMS (800) 139-9838 10/06-02

O'REILLY PONTIAC BUICK GMC

3960 WEST CHESTER PIKE
NEWTOWN SQUARE, PA 19073
Ph: 610-886-1200
Fx: 610-353-9478
www.oreillycars.com

GM Parts

SIMPLY the BEST

PONTIAC BUICK GMC

CUSTOMER NO. 3190	ADVISOR JOE	TAG NO. 3793	INVOICE DATE 09/10/08	INVOICE# GCCS34163
[redacted] NORRISTOWN, PA[redacted]	LABOR RATE 89.00	LICENSE NO. [redacted]	MILEAGE 16,945	COLOR ONYX BLACK/
	YEAR / MAKE / MODEL 07/GMC/YUKON XL/YUKON XL 1/2 TON		DELIVERY DATE 07/27/07	STOCK NO. 5-7025
	VEHICLE I.D. NO. 1GKFK16387R[redacted]		SELLING DEALER NO. 500	DELIVERY MILES 3,257
	F.T.E. NO.	P.O. NO.	R.O. DATE 09/08/08	
RESIDENCE PHONE [redacted]	BUSINESS PHONE	COMMENTS E# 5		MO: 16945

JOB # 5 TOTAL LABOR & PARTS 0.00

SUBLET	PO#	VEND INV#	INV.DATE	DESCRIPTION	WARRANTY
JOB # 5	13619		09/10/08	RENTAL	
				TOTAL - SUBLET	0.00

TOTALS

* *
* [ ] CASH [ ] CHECK NUMBER *
* [ ] VISA [ ] M/C [ ] AMEX [ ] DISC *
* [ ] DATE [ ] PRINT NAME *
* *

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**

IF FOR ANY REASON YOU ARE NOT COMPLETELY SATISFIED PLEASE

CONTACT DAVID O'KELLY 610-886-1200

Any work recomended but not performed could result in an unsafe condition.
Thank you and have a great day, from O'Reilly Service Dept.

CUSTOMER SIGNATURE

DUPLICATE INVOICE

SERVICE DEPARTMENT HOURS:
MONDAY - FRIDAY
7:30 A.M. - 6:00 P.M.

IMPORTANT
YOU MAY RECEIVE A QUESTIONNAIRE FROM GENERAL MOTORS IN THE NEXT FEW DAYS. IF FOR ANY REASON YOU CANNOT GRADE US "COMPLETELY SATISFIED" PLEASE CONTACT OUR SERVICE MANAGER. THANK YOU, DAVID O'KELLY (610) 886-1200

LIMITED LABOR WARRANTY

[illegible]

O'REILLY PONTIAC BUICK GMC

- *For your New & Used Car needs Parts accessories, & Factory Authorized Service.*

Thank You. We appreciate your business!

O'REILLY PONTIAC BUICK GMC
Ph: 610 886-1200
Fx: 610-353-9478
www.oreillycars.com

General Motors Corporation
Business Resource Center
PO Box 33170
Detroit, MI 48232-5170

VIA FAX ONLY

July 9, 2008

Mark Robinson, Sales Manager
O'Reilly Pontiac Buick GMC
3960 W Chester Pike
Newton Square, PA 19073

RE: [redacted]
Service Request: 71-641691682
2007 GMC Yukon
Vehicle Identification Number: 1GKFK16387R[redacted]
Customer Relationship Specialist: Patricia Easley

Dear Mark Robinson:

This is a letter of notification regarding a not-in-suit-matter involving the above referenced customer. Please provide us 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 any), the incentives acknowledgement form, and the Actual Cash Value statement of any trade.

Please fax them to the number on the fax cover sheet. If there are any fax difficulties or the documents exceed 50 pages, please split the fax and send two or more faxes as appropriate.

In addition, should you be contacted by another party regarding this matter, you may want to consult your own attorney for further direction. Your cooperation is greatly appreciated. If you have further questions, please contact me at 1-866-790-5600, extension 11216. If at all possible, due to GM guidelines, please fax/send (via overnight mail) requested documents as soon as possible. Thank you for your assistance.

Sincerely,

General Motors Corporation

O'REILLY PONTIAC BUICK GMC

3960 WEST CHESTER PIKE
NEWTOWN SQUARE, PA 19073
Ph: 610 886-1200
Fx: 610-353-9478
www.oreillycars.com

GM Parts

SIMPLY the BEST

PONTIAC BUICK GMC

CUSTOMER NO 3190	ADVISOR JOE	TAG NO 3793	INVOICE DATE 08/19/08	INVOICE NO GCCS33324
[redacted]	LABOR RATE 89.00	[redacted] MILEAGE 16,116	COLOR ONYX BLACK/	STOCK NO 5-7025
NORRISTOWN, PA [redacted]	YEAR/MAKE/MODEL 07/GMC/YUKON XL/YUKON XL 1/2 TON		DELIVERY DATE 07/27/07	DELIVERY MILES 3,257
	VEHICLE I.D. NO 1 G K F K 1 6 3 8 7 R [redacted]		SELLING DEALER NO. 500	
	F.T.E. NO.	P.O. NO.	R.O. DATE 07/28/08	
[redacted] BUSINESS PHONE	COMMENTS E# 5			MO: 16116

LABOR & PARTS — WARRANTY

J# 1 09BUZ EXTERIOR TRIM HOURS: 0.30 TECH(S):1533
CUSTOMER STATES L/F DOOR MOLDING FALLING OFF AGAIN
POOR ADHESION
REPLACED L/F DOOR BODY SIDE MOLDING

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 1	1	15875564	MOLDING 17.507			0.00

JOB # 1 TOTAL PARTS 0.00

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 09BUZ2 EXTERIOR TRIM HOURS: 0.30 TECH(S):1533 — WARRANTY
CUSTOMER STATES R/R DOOR MOLDING FALLING OFF AGAIN
POOR ADHESION
REPLACED R/R DOOR BODY SIDE MOLDING

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 2	1	15875665	MOLDING 17.507			0.00

JOB # 2 TOTAL PARTS 0.00

JOB # 2 TOTAL LABOR & PARTS 0.00

J# 3+06BUZ ROOF PANEL HOURS: 1.50 TECH(S):1533 — WARRANTY
CUSTOMER STATES THAT WATER IS COMING IN ON THE FRONT
PASS SIDE SEAT FROM THE SUNROOF AREA.
REAR SUNROOF DRAINS DETATCHED
WATER TESTED VEHICLE, PARTIALLY R&I HEADLINER TO ACCESS
DRAINS. RESECURED DRAINS AND CLEANED. DRIED OUT HEADLINER
BUT UNABLE TO REMOVE WATER STAIN. ORDERED NEW HEADLINING

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE

JOB # 3 TOTAL PARTS 0.00

JOB # 3 TOTAL LABOR & PARTS 0.00

J# 4+01BUZLOANER LOANER CAR HOURS: TECH(S):1533 — WARRANTY
WARRANTY LOANER CAR
WARRANTY LOANER CAR
WARRANTY LOANER CAR

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE

JOB # 4 TOTAL PARTS 0.00

JOB # 4 TOTAL LABOR & PARTS 0.00

SUBLET	PO#	VEND INV#	INV.DATE	DESCRIPTION	WARRANTY
JOB # 1	13382	08490	07/30/08	PAINT MOLDINGS	WARRANTY
JOB # 4	13565		09/19/08	RENTAL	

TOTAL - SUBLET 0.00

SERVICE DEPARTMENT HOURS:
MONDAY - FRIDAY
7:30 A.M. - 6:00 P.M.

IMPORTANT

YOU MAY RECEIVE A QUESTIONNAIRE FROM GENERAL MOTORS IN THE NEXT FEW DAYS. IF FOR ANY REASON YOU CANNOT GRADE US "COMPLETELY SATISFIED," PLEASE CONTACT OUR SERVICE MANAGER. THANK YOU. DAVID O'KELLY (610) 886-1200

LIMITED LABOR WARRANTY

[illegible]

O'REILLY PONTIAC BUICK GMC

- *For your New & Used Car needs*
- *Parts accessories, & Factory Authorized Service.*

Thank You. We appreciate your business!

O'REILLY PONTIAC BUICK GMC
Ph: 610-886-1200
Fx: 610-353-9478
www.oreillycars.com

 [CONTINUED ON NEXT PAGE]

O'REILLY PONTIAC BUICK GMC

3960 WEST CHESTER PIKE
NEWTOWN SQUARE, PA 19073
Ph: 610-886-1200
Fx: 610-353-9478
www.oreillycars.com

GM Parts

SIMPLY the BEST

PONTIAC BUICK GMC

CUSTOMER NO. 3190	ADVISOR JOE	TAG NO. 3793	INVOICE DATE 08/19/08
	LABOR RATE 89.00	LICENSE NO. GTR2807	MILEAGE 16,116
[redacted]	YEAR / MAKE / MODEL 07/GMC/YUKON XL/YUKON XL 1/2 TON		COLOR ONYX BLACK/
NORRISTOWN, PA [redacted]	VEHICLE I.D. NO. 1 G K F K 1 6 3 8 7 R [redacted]		DELIVERY DATE 07/27/07
	F.T.E. NO.	P.O. NO.	SELLING DEALER NO. 500
			R.O. DATE 07/28/08
[redacted]	BUSINESS PHONE	COMMENTS E# 5	

INVOICE NO GCC533324
STOCK NO. 5-7025
DELIVERY MILE 3,257
MO: 16116

TOTALS

* [ ] CASH [ ] CHECK NUMBER *
* [ ] VISA [ ] M/C [ ] AMEX [ ] DISC *
* [ ] DATE [ ] PRINT NAME *

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**

IF FOR ANY REASON YOU ARE NOT COMPLETELY SATISFIED PLEASE

CONTACT DAVID O'KELLY 610-886-1200

Any work recomended but not performed could result in an unsafe condition.
Thank you and have a great day, from O'Reilly Service Dept.

CUSTOMER SIGNATURE

DUPLICATE INVOICE

SERVICE DEPARTMENT HOURS:
MONDAY - FRIDAY
7:30 A.M. - 6:00 P.M.

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LIMITED LABOR WARRANTY

[illegible]

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- *Parts accessories, & Factory Authorized Service.*

Thank You. We appreciate your business!

O'REILLY PONTIAC BUICK GMC
Ph: 610-886-1200
Fx: 610-353-9478
www.oreillycars.com

General Motors Corporation
Business Resource Center
PO Box 33170
Detroit, MI 48232-5170

VIA FAX ONLY

July 7, 2008

Joe McGlone, Service Manager
O'Reilly Pontiac Buick GMC
3960 W Chester Pike
Newtown Square, PA 19073

RE: [redacted]
Service Request: 71-641691682
2007 GMC Yukon
Vehicle Identification Number: 1GKFK16387R[redacted]
Customer Relationship Specialist: Patricia Easley

Dear Joe McGlone:

This is a letter of notification regarding a not-in-suit-matter involving the above referenced customer. Please provide us 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 any), the incentives acknowledgement form, and the Actual Cash Value statement of any trade.
- Service and body shop repair orders of all internal, customer pay, and warranty repair orders, (to include front and back as well as technician notes). Also, include any receipts for aftermarket or dealer add-ons.

Please fax them to the number on the fax cover sheet. If there are any fax difficulties or the documents exceed 50 pages, please split the fax and send two or more faxes as appropriate.

In addition, should you be contacted by another party regarding this matter, you may want to consult your own attorney for further direction. Your cooperation is greatly appreciated. If you have further questions, please contact me at 1-866-790-5600, extension 11216. If at all possible, due to GM guidelines, please fax/send (via overnight mail) requested documents as soon as possible. Thank you for your assistance. .

Sincerely,

General Motors Corporation

FOR.

PATRICA MURRY

5 TOTAL PAGES

CHASE AUTO FINANCE
900 STEWART AVENUE
GARDEN CITY, NY 11530

[redacted]

Norristown, PA [redacted] September 25, 2008

Re: 107 208 17 4305 08

Dear [redacted]:

The net amount required to payoff your account on or before Sunday, October 05, 2008 is $36,518.79. Since your retail installment contract is based on a simple interest account, the interest is computed daily on the outstanding balance. Therefore, for every day the payment is made after the above date, add $6.79 to the net amount.

Your title or lien release will be mailed within six business days from the payoff posting date regardless of the type of funds received (guaranteed or personal). If you are in a paperless title state, the lien free title will be sent directly from the DMV or tag office 10 business days from the payoff posting date. We only accept U. S. currency in the form of personal checks, cashier's checks, and money orders. Your check should be made payable to Chase Auto Finance. For timely processing, please mail your payoff check to:

Regular address:
Chase Auto Finance
P.O. Box 78067
Phoenix, AZ 85062-8067
Attention: Payoff Department

Overnight address:
Chase Auto Finance
14800 Frye Road
1st FL TX 1-1300
Ft. Worth, TX 76155
Attention: Payoff Department

CHASE AUTO FINANCE
900 STEWART AVENUE
GARDEN CITY, NY 11530

Please include your account number on the face of the check and an address where the title or lien release should be sent.

For your current account information or questions regarding your payoff, please contact our Customer Service Department at 1-(800) 336-6675, Monday through Friday, between 8:00 a.m. and 9:00 p.m. ET and Saturday 9:00 a.m. to 5:30 p.m. ET.

Sincerely,

Marie G. Jean
Client Service Representative
CSR004

CHASE

Payment History

(...0508) 2007 GMC

Help with this page

See up to 12 months of your payment history at a glance. You can also search for any specific payment by entering dates in the From and To field below. Click "Search" to retrieve your payment history.

Search Results 1 - 10 of 13

Effective date	Post date	Transaction amount	Transaction description	Principal amount	Interest amount	Principal balance
09/10/2008	09/10/2008	$727.20	Payment	$499.95	$227.25	$36,348.96
08/08/2008	08/08/2008	$727.20	Payment	$524.64	$202.56	$36,848.91
07/10/2008	07/10/2008	$727.20	Payment	$514.78	$212.42	$37,373.55
06/10/2008	06/10/2008	$727.20	Payment	$497.65	$229.55	$37,888.33
05/09/2008	05/09/2008	$727.20	Payment	$516.35	$210.85	$38,385.98
04/10/2008	04/10/2008	$727.20	Payment	$498.93	$228.27	$38,902.33
03/10/2008	03/10/2008	$727.20	Payment	$496.06	$231.14	$39,401.26
02/08/2008	02/08/2008	$727.20	Payment	$508.22	$218.98	$39,897.32
01/10/2008	01/10/2008	$727.20	Payment	$489.81	$237.39	$40,405.54
12/10/2007	12/10/2007	$727.20	Payment	$486.79	$240.41	$40,895.35

01 - 02 - Next >

Payment History Search Options

- (●) View entire payment history
- ( ) Retrieve payment transactions

From: MM/DD/YYYY To: MM/DD/YYYY

Search | My Accounts

I'd like to...

- Pay auto bill
- See account details
- Get my payoff quote
- See statements
- Change my due date
- Apply for auto financing
- Contact Auto Finance
- See Retail/Loan FAQs
- See fewer choices

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CHASE

Chase.com | Contact Us | Privacy Policy | [redacted]

My Accounts › Payments & Transfers › Products & Services › Customer Center

[redacted]

Thursday, September 25, 2008

My Accounts > Payment History

Payment History

(...0508) 2007 GMC

Help with this page

See up to 12 months of your payment history at a glance. You can also search for any specific payment by entering dates in the From and To field below. Click "Search" to retrieve your payment history.

Search Results 11 - 13 of 13

Effective date	Post date	Transaction amount	Transaction description	Principal amount	Interest amount	Principal balance
11/09/2007	11/09/2007	$727.20	Payment	$491.80	$235.40	$41,382.14
10/10/2007	10/10/2007	$727.20	Payment	$465.37	$261.83	$41,873.94
09/07/2007	09/07/2007	$727.20	Payment	$390.89	$336.31	$42,339.31

01 - 02 - Next

Payment History Search Options

- View entire payment history
- Retrieve payment transactions

From: MM/DD/YYYY To: MM/DD/YYYY

Search | My Accounts

I'd like to...

- Pay auto bill
- See account details
- Get my payoff quote
- See statements
- Change my due date
- Apply for auto financing
- Contact Auto Finance
- See Retail/Loan FAQs
- See fewer choices

Security | Terms of Use | Legal Agreements

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General Motors Corporation
Business Resource Center
PO Box 33170
Detroit, MI 48232-5170

VIA FAX ONLY

July 7, 2008

Robert Silverman, Esq.
Kimmel & Silverman, PC
30 E Butler Ave
Ambler, PA 19002-4514

RE: [redacted]
Service Request: 71-641691682
2007 GMC Yukon
Vehicle Identification Number: 1GKFK16387R[redacted]
Customer Relationship Specialist: Patricia Easley

Dear Mr. Silverman:

This is to advise that General Motors is in receipt of the above referenced case dated July 7, 2008. This case file has been assigned to General Motors' Early Resolution program, and you will be contacted in the next 10-15 calendar days for review. The Early Resolution program is designed to facilitate early settlement of warranty matters within a 45-day timeframe.

In order to do a thorough review and assessment of this case, General Motors would appreciate your prompt 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.

☒ Copy of owner's current title and/or registration
☒ Other: Release of Lien
☒ Finance, Buyer's agreement
☒ Repair Orders

General Motors Corporation
c/o MSX International, ATTN: BRC Legal
1919 Concept Drive
Warren, MI 48091

If you have further questions, please contact our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please refer to the service request number above and a Customer Relationship Specialist will be happy to assist you.

Sincerely,
General Motors Corporation

RELEASE OF LIEN INFORMATION

I _____,
(Client's Name) (Client's Social Security Number)

hereby authorize _____
(Lien holder Name)

_____
(Lien holder Address) (Lien holder Phone Number)

to release any and all information regarding my loan account # _____
(Account Number)

with _____
(Lien holder Name)

to General Motors Corporation, including but not limited to a complete payment history of my account, a loan payoff amount, and per diem information.

Date _____.

VEHICLE INFORMATION

The current vehicle mileage is _____ Date mileage read: _____.

_____ _____
Signature Signature

LG0006
V07092007

General Motors Corporation
Business Resource Center
PO Box 33170
Detroit, MI 48232-5170

VIA FAX ONLY

October 21, 2008

Attention: Dealer Sales and Service Manager

Dealer -Repurchase Confirmation

For Internal Use Only

Mr. Mark Robinson, Sales Manager
O'Reilly GMC
3960 W. Chester Pike
Newton Square, PA 19073

RE: [redacted]
2007 GMC Uplander
Vehicle Identification Number: 1GKFK16387R[redacted]
Customer Relationship Specialist: Halima Shaw

Dear Mr. Robinson:

This is to advise you that General Motors has reached an agreement for a repurchase with the above reference customer. In approximately one (1) week you will receive a repurchase package from RVDC detailing the closing information. The attorney or customer has been instructed to contact you the day prior to the repurchase to verify the paperwork has arrived. The closing date for the repurchase is October 31, 2008, please schedule an appropriate time for the repurchase with the attorney or customer. In the event that the paperwork has not arrived please contact the CRS listed above and they will assist with gathering the needed information. If you have any issues with performing the repurchase please contact us immediately.

Your cooperation is greatly appreciated. If you have further questions, please contact our Business Resource Center at 1-800-231-1841 x 11498 Monday through Friday between 9:00 a.m. and 6:30 p.m., Eastern Time.

Sincerely,

Halima Shaw
General Motors Corporation

KIMMEL & SILVERMAN
P.C.

F A X

Kimmel & Silverman, P.C.
30 East Butler Ave
Ambler, PA 19002

1-800-LEMON LAW
http://www.lemonlaw.com

To:	Yolanda Endres
Fax Number:	1-866-300-1252
From:	Robert M. Silverman, Esquire
Fax Number:	(215) 540-8817
Business Phone:	(215) 540-8888
Date & Time:	July 24, 2008 11:00 AM
Pages (including cover):	5
Re:	[redacted] vs General Motors Corporation

Additional invoices

The information contained in this electronic communication is to be considered confidential and intended only for the use of the recipient named above. The information is or may be legally privileged and expresses the opinion of the writer only. If the reader of this message is not the intended recipient, you are hereby notified that any dissemination, distribution, or copying of this communication, or any of its contents, is strictly prohibited. If you have received this communication in error, please re-send this communication to the sender listed above, and destroy this copy. Thank you.

For more information about Kimmel & Silverman, please visit us at http://www.lemonlaw.com/

O'REILLY PONTIAC BUICK GMC

3960 WEST CHESTER PIKE
NEWTOWN SQUARE, PA 19073
Ph: 610-886-1200
Fx: 610-353-9478
www.oreillycars.com

GM Parts

SIMPLY the BEST

PONTIAC BUICK GMC

CUSTOMER NO 3190	ADVISOR JIM	TAG NO. 3263	INVOICE DATE 06/30/08	INVOICE NO. GCCS32524
[redacted] NORRISTOWN, PA [redacted]	LABOR RATE 89.00	LICENSE NO. [redacted]	MILEAGE 14,214	COLOR ONYX BLACK/
	YEAR / MAKE / MODEL 07/GMC/YUKON XL/YUKON XL 1/2 TON		DELIVERY DATE 07/27/07	STOCK NO. 5-7025
	VEHICLE I.D. NO. 1GKFK16387R[redacted]		SELLING DEALER NO. 500	DELIVERY MILES 3,257
	F.T.E. NO.	P.O. NO.	R.O. DATE 06/18/08	
[redacted]	BUSINESS PHONE	COMMENTS E# 5		MO: 14214

LABOR & PARTS

J# 1 04BUZ PANEL REPAIRS HOURS: 1.80 TECH(S):1533 WARRANTY

CUSTOMER STATES THAT THE BODY MOLDING IS COMING UNGLUED
L/R DOOR MOULDING IS COMING OFF. F/R DOOR MOULDING IS
COMING OFF.
POOR ADHESION
REPLACED R/F DOOR BODYSIDE MOLDING

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 1	1	15875564	MOLDING 17.507			
				JOB # 1 TOTAL PARTS		0.00
				JOB # 1 TOTAL LABOR & PARTS		0.00

J# 2+40BUZ ACCESSORIES HOURS: TECH($):1533 0.00

CUSTOMER STATES THAT THE DVD PLAYER IS INOP

ORDERED DVD PLAYER

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE
				JOB # 2 TOTAL PARTS	0.00
				JOB # 2 TOTAL LABOR & PARTS	0.00

J# 3+41BUZ RADIO HOURS: TECH(S):1533 0.00

CUSTOMER STATES THAT THE RADIO IS GOING IN AND OUT.
CAN'T GET 1060 ONLY 1062

RADIO HAS LATEST SOFTWARE UPDATE. AND 1062 IS
OPERATING TO FACTORY SPEC AT THIS TIME

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE
				JOB # 3 TOTAL PARTS	0.00
				JOB # 3 TOTAL LABOR & PARTS	0.00

J# 4+01BUZLOANER LOANER CAR HOURS: TECH($):1533 WARRANTY

WARRANTY LOANER CAR
WARRANTY LOANER CAR
WARRANTY LOANER CAR

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE
				JOB # 4 TOTAL PARTS	0.00
				JOB # 4 TOTAL LABOR & PARTS	0.00

J# 5+85BUZ CAMPAIGNS HOURS: 0.40 TECH(S):1533 WARRANTY

Y0124 - 06162 PRODUCT ENHANCEMENT - ENGINE CONTROL MODULE RE
UPDATED AS PER 06162

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE
				JOB # 5 TOTAL PARTS	0.00
				JOB # 5 TOTAL LABOR & PARTS	0.00

SERVICE DEPARTMENT HOURS:
MONDAY - FRIDAY
7:30 A.M. - 6:00 P.M.

IMPORTANT

YOU MAY RECEIVE A QUESTIONNAIRE FROM GENERAL MOTORS IN THE NEXT FEW DAYS. IF FOR ANY REASON YOU CANNOT GRADE US "COMPLETELY SATISFIED," PLEASE CONTACT OUR SERVICE MANAGER.
THANK YOU,
DAVID O'REILLY
(610) 886-1200

LIMITED LABOR WARRANTY

THE REPAIR FACILITY [illegible] THE LABOR USED IN PERFORMING THE REPAIRS LISTED ON THIS REPAIR ORDER FOR A PERIOD OF [illegible] MONTHS OR 12,000 MILES FROM THE DATE SUCH REPAIRS WERE COMPLETED. THIS LIMITED WARRANTY EXCLUDES [illegible] AND ALIGNMENTS, [illegible] DUE TO CONTAMINATION [illegible] THIS LABOR WARRANTY IS [illegible] IF THE VEHICLE OWNER/OPERATOR [illegible] TRANSFERRED [illegible] OR ANY OTHER REPAIR.

THE PARTS [illegible] ONLY WARRANTIES [illegible] TO THE PARTS [illegible] BY THE MANUFACTURER. [illegible] EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. [illegible] AGREES NOW AND FOR ALL ANY OTHER REASON TO ASSUME NOW OR ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS REPAIR [illegible] BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE [illegible] ANY OTHER [illegible] DAMAGES, CHANGES TO PROPERTY, [illegible] LOSS OF USE, LOSS OF [illegible] OR PROFITS, OR INCOME, OR ANY OTHER [illegible] DAMAGES [illegible] EXCLUDED IS ANY DEALER LIABILITY FOR DEFECTS PERTAINING TO SAFETY OR PERFORMANCE, BY [illegible] OR OTHERWISE.

O'REILLY PONTIAC BUICK GMC

- *For your New & Used Car needs*
Parts accessories, & Factory Authorized Service.

Thank You.
We appreciate your business!

O'REILLY PONTIAC BUICK GMC
Ph: 610-886-1200
Fx: 610-353-9478
www.oreillycars.com

 [CONTINUED ON NEXT PAGE]

O'REILLY PONTIAC BUICK GMC

3960 WEST CHESTER PIKE
NEWTOWN SQUARE, PA 19073
Ph: 610-886-1200
Fx: 610-353-9478
www.oreillycars.com

GM Parts

SIMPLY the BEST

PONTIAC BUICK GMC

CUSTOMER NO. 3190	ADVISOR JIM	TAG NO. 3263	INVOICE DATE 06/30/08	INVOICE NO. GCCS32524
[redacted]	LABOR RATE 89.00	LICENSE NO. [redacted]	MILEAGE 14,214	COLOR ONYX BLACK/	STOCK NO. 5-7025
NORRISTOWN, PA [redacted]	YEAR / MAKE / MODEL 07/GMC/YUKON XL/YUKON XL 1/2 TON		DELIVERY DATE 07/27/07	DELIVERY MILES 3,257
	VEHICLE I.D. NO 1 G K F K 1 6 3 8 7 R [redacted]		SELLING DEALER NO. 500	
	F. T. E. NO.	P. O. NO.	R. O. DATE 06/18/08	
[redacted]	BUSINESS PHONE	COMMENTS E# 5		MO: 14214

LABOR & PARTS----------

J# 6+01BUZWASH WASH VEHICLE HOURS: TECH(S):1533 0.00
WASH VEHICLE

PARTS------QTY---FP-NUMBER----------DESCRIPTION---------LIST PRICE-UNIT PRICE-
JOB # 6 TOTAL PARTS 0.00

JOB # 6 TOTAL LABOR & PARTS 0.00

J# 7+09BUZ1 EXTERIOR TRIM HOURS: 0.30 TECH(S):1533 WARRANTY
LEFT FRONT DOOR MOLDING LIFTING
POOR ADHESION
REPLACED L/F DOOR MOLDING

PARTS------QTY---FP-NUMBER----------DESCRIPTION---------LIST PRICE-UNIT PRICE-
JOB # 7 1 15875565 MOLDING 17.507 WARRANTY
JOB # 7 TOTAL PARTS 0.00

JOB # 7 TOTAL LABOR & PARTS 0.00

J# 8+09BUZ2 EXTERIOR TRIM HOURS: 0.30 TECH(S):1533 WARRANTY
R/R DOOR MOLDING LIFTING FROM DOOR
POOR ADHESION
REPLACED R/R DOO MOLDING

PARTS------QTY---FP-NUMBER----------DESCRIPTION---------LIST PRICE-UNIT PRICE-
JOB # 8 1 15262796 MOLDING 17.607 WARRANTY
JOB # 8 TOTAL PARTS 0.00

JOB # 8 TOTAL LABOR & PARTS 0.00

J# 9+08BUZ DOORS & REAR COMP. HOURS: 0.30 TECH(S):1533 WARRANTY
L/R DOOR MOLDING LIFTING AWAY FROM DOOR
POOR ADHESION
REPLACED L/R DOOR MOLDING

PARTS------QTY---FP-NUMBER----------DESCRIPTION---------LIST PRICE-UNIT PRICE-
JOB # 9 1 15875665 MOLDING 17.507 WARRANTY
JOB # 9 TOTAL PARTS 0.00

JOB # 9 TOTAL LABOR & PARTS 0.00

SUBLET-----PO#--------VEND INV#-INV.DATE-DESCRIPTION----------
JOB # 1 13010 08399 06/23/08 PAINT MLDG. WARRANTY
JOB # 4 13133 06/30/08 LOANER WARRANTY
TOTAL - SUBLET 0.00

SERVICE DEPARTMENT HOURS:
MONDAY - FRIDAY
7:30 A.M. - 6:00 P.M.

IMPORTANT

YOU MAY RECEIVE A QUESTIONNAIRE FROM GENERAL MOTORS IN THE NEXT FEW DAYS. IF FOR ANY REASON YOU CANNOT GRADE US "COMPLETELY SATISFIED," PLEASE CONTACT OUR SERVICE MANAGER.
THANK YOU,
DAVID O'KELLY
(610) 886-1200

LIMITED LABOR WARRANTY

[illegible]

O'REILLY PONTIAC BUICK GMC
- *For your New & Used Car needs*
Parts accessories, & Factory
Authorized Service.

Thank You.
We appreciate
your business!

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Fx: 610 353 9478
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 [CONTINUED ON NEXT PAGE] 03:26pm

O'REILLY PONTIAC BUICK GMC

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NEWTOWN SQUARE, PA 19073
Ph: 610-886-1200
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www.oreillycars.com

GM Parts

SIMPLY the BEST

PONTIAC BUICK GMC

CUSTOMER NO. 3190	ADVISOR JIM	TAG NO. 3263	INVOICE DATE 06/30/08	INVOICE NO. GCCS32524
[redacted]	LABOR RATE 89.00	[redacted] MILEAGE 14,214	COLOR ONYX BLACK/	STOCK NO. 5-7025
NORRISTOWN, PA [redacted]	YEAR / MAKE / MODEL 07/GMC/YUKON XL/YUKON XL 1/2 TON		DELIVERY DATE 07/27/07	DELIVERY MILES 3,257
	VEHICLE I.D. NO. 1 G K F K 1 6 3 8 7 R [redacted]		SELLING DEALER NO. 500	
	P. T. E. NO.	P. O. NO.	R. O. DATE 06/18/08	
RE [redacted] BUSINESS PHONE	COMMENTS E# 5			MO: 14214

TOTALS----------

* *
* [ ] CASH [ ] CHECK NUMBER *
* [ ] VISA [ ] M/C [ ] AMEX [ ] DISC *
* [ ] DATE [ ] PRINT NAME *
* *

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**

IF FOR ANY REASON YOU ARE NOT COMPLETELY SATISFIED PLEASE

CONTACT DAVID O'KELLY 610-886-1200

Any work recomended but not performed could result in an unsafe condition.
Thank you and have a great day, from O'Reilly Service Dept.

CUSTOMER SIGNATURE

************************** DUPLICATE INVOICE **************************

SERVICE DEPARTMENT HOURS:
MONDAY - FRIDAY
7:30 A.M - 6:00 P.M.

IMPORTANT
YOU MAY RECEIVE A QUESTIONNAIRE FROM GENERAL MOTORS IN THE NEXT FEW DAYS. IF FOR ANY REASON YOU CANNOT GRADE US "COMPLETELY SATISFIED," PLEASE CONTACT OUR SERVICE MANAGER.
THANK YOU,
DAVID O'KELLY
(610) 886-1200

LIMITED LABOR WARRANTY

[illegible]

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Fx: 610-353-9478
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PONTIAC · BUICK · GMC

CUSTOMER NO. 3190	ADVISOR JENN	TAG NO. 1895	INVOICE DATE 07/17/08	INVOICE NO. GCCS33142
[redacted]	LABOR RATE 89.00	LICENSE NO. [redacted]	MILEAGE 15,027	COLOR ONYX BLACK/	STOCK NO. 5-7025
NORRISTOWN, PA [redacted]	YEAR / MAKE / MODEL 07/GMC/YUKON XL/YUKON XL 1/2 TON		DELIVERY DATE 07/27/07	DELIVERY MILES 3,257
	VEHICLE I.D. NO. 1GKFK16387R [redacted]		SECOND DEALER NO. 500	
	F. T. E. NO.	P. O. NO.	P. O. DATE 07/17/08	
[redacted]	BUSINESS PHONE	COMMENTS E# 5		MO: 15027

LABOR & PARTS

J# 1 40BUZ ACCESSORIES HOURS: 1.00 TECH(S):1533 WARRANTY

CUSTOMER STATES THAT THE DVD PLAYER IS INOP
INTERNAL FAULT FOUND IN DVD READER.
REMOVED, REPLACED AND REPROGRAMMED RADIO. CLAIM CODE 80382.
OPERATING AS DESIGNED.

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 16BUZ WHEEL & TIRES HOURS: TECH(S):1533 15.00

CUSTOMER STATES THAT THERE IS A NAIL IN THE RIGHT REAR TIRE
TECH REMOVED NAIL AND PLUGGED TIRE.
FILLED TIRE PRESSURE TO SPEC.
OPERATING AS DESIGNED.

JOB # 2 TOTAL LABOR & PARTS 15.00

J# 3 01BUZLOANER LOANER CAR HOURS: 0.00 TECH(S):1533 WARRANTY

WARRANTY LOANER CAR
WARRANTY LOANER CAR
WARRANTY LOANER CAR

JOB # 3 TOTAL LABOR & PARTS 0.00

SUBLET	PO#	VEND INV#	INV.DATE	DESCRIPTION	
JOB # 3	13176		07/17/08	LOANER	WARRANTY
				TOTAL - SUBLET	0.00

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	SSPN	PN SHOP SUPPLIES		0.30
			TOTAL - MISC	0.30

TOTALS

* *
* [ ] CASH [ ] CHECK NUMBER *
* [ ] VISA [ ] M/C [ ] AMEX [ ] DISC *
* [ ] DATE [ ] PRINT NAME *
* *

TOTAL LABOR....	15.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.30
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.92
TOTAL INVOICE $	**16.22**

IF FOR ANY REASON YOU ARE NOT COMPLETELY SATISFIED PLEASE

CONTACT DAVID O'KELLY 610-886-1200

Any work recomended but not performed could result in an unsafe condition.
Thank you and have a great day. from O'Reilly Service Dept.

CUSTOMER SIGNATURE

SERVICE DEPARTMENT HOURS:
MONDAY - FRIDAY
7:30 A.M. - 6:00 P.M.

IMPORTANT
YOU MAY RECEIVE A QUESTIONNAIRE FROM GENERAL MOTORS IN THE NEXT FEW DAYS. IF FOR ANY REASON YOU CANNOT GRADE US "COMPLETELY SATISFIED," PLEASE CONTACT OUR SERVICE MANAGER.
THANK YOU.
DAVID O'KELLY
(610) 886-1200

LIMITED LABOR WARRANTY

[illegible]

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Thank You. We appreciate your business!

O'REILLY PONTIAC BUICK GMC
Ph: 610-886-1200
Fx: 610-353-9478
www.oreillycars.com

Halima Shaw/Austin/GM1
09/24/2008 03:22 PM

To [redacted]
cc
bcc
Subject [redacted], 2007 GMC Yukon, VIN 1GKFK16387R[redacted] SR 71-641691682

Please be advised that this matter has been settled with plaintiff's attorney for repurchase of the vehicle. If you have any questions or comments, please feel free to email me.

Sincerely,

Halima Shaw
BRC Legal Department
General Motor Corporation
(Halima_Shaw@gmexpert.com)
(800) 231-1841 ext. 11498 (Ph)
(866) 592-1363 (Fax)

44

$ 02.02

FIRST CLASS MAIL

KIMMEL & SILVERMAN
P.C.

30 East Butler Pike, Ambler, PA 19002

TO:

General Motors Corporation
C/O MSX International
Attn: BRC Legal
1919 Concept Drive
Warren MI 48091

3

ROBERT M. SILVERMAN[a,b,c]
CRAIG THOR KIMMEL[a,b,c]

[a] Member, PA Bar
[b] Member, NJ Bar
[c] Member, DE Bar
[d] Member, NY Bar
[e] Member, MA Bar
[f] Member, MD Bar
[g] Member, OH Bar
[h] Member, DC Bar
[i] Member, AZ Bar
[j] Member, CO Bar
[k] Member, VT Bar
[l] Member, MI Bar
[m] Member, RI Bar
[n] Member, NH Bar

KIMMEL & SILVERMAN
P.C.

44

1-800-LEMON LAW
www.lemonlaw.com

CORPORATE HEADQUARTERS
30 E. Butler Pike
Ambler, PA 19002
P (215) 540-8888
F (215) 540-8817

JACQUELINE C. HERRITT[a,b]
ROBERT A. RAPKIN[a]
HY DAVID RUBENSTEIN[a,h]
BARRY R. WINDERMAN[a]
MELISSA K. FIALA[a,b]
IRA P. SMADES[a]
DAVID L. LIEBERMAN[a,b,c]
ANGELA K. TROCCOLI[a,c]
FRED DAVIS[a,b]
RONALD ROWLAND[a,h]
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AMY L. BENNECOFF[a,b]
CHRISTINA GILL ROSEMAN[a,j]
RICHARD A. SCHOLER[a,b]

Of Counsel:
RONNA LUCAS[a]

WESTERN PA OFFICE, 210 Grant Street, Suite 202, Pittsburgh, PA 15219, P (412) 566-1001, F (412) 566-1005
NEW JERSEY OFFICE, Executive Quarters, 1930 E. Marlton Pike, Suite Q29, Cherry Hill, NJ 08003, P (856) 429-8334, F (856) 216-7344
MARYLAND OFFICE, 500 Redland Court, Suite 105, Owings Mills, MD 21117, P (410) 998-1119, F (410) 998-9997
DELAWARE OFFICE, 501 Silverside Road, Suite 118, Wilmington, DE 19809, P (302) 791-9373, F (302) 791-9476
MASSACHUSETTS OFFICE, 45 Pond St, Suite 202, Norwell, MA 02061, P (781) 982-9112, F (781) 982-9114
PLEASE REMIT ALL CORRESPONDENCE TO THE AMBLER OFFICE

July 16, 2008

General Motors Corporation
c/o MSX International
Attn: BRC Legal
1919 Concept Drive
Warren, MI 48091

RE: Ziegler v. General Motors Corporation
VIN : 1GKFK16387R[redacted]

Dear Sir/Madam:

I am writing this letter is an effort to work out a pre-litigation settlement of the above-captioned matter. I have enclosed the sales and servicing documentation submitted by the client. As you will notice from your Warranty History as well as any dealership records you review, my client's vehicle is a presumptive lemon.

Plaintiff hereby demands a statutory repurchase of the vehicle, plus payment of counsel fees and costs in the bottom line amount of $1,900.00. I would also be willing to discuss a vehicle swap, but only if the terms are favorable to my client, who is a loyal General Motors Customer. I look forward to discussing this case at your earliest convenience.

Very truly yours,

Robert M. Silverman /tml

RMS\tml
Enclosures

CHASE

RETAIL INSTALLMENT CONTRACT

Date 07/27/2007

1. ☐ If this box is checked, this is a simple interest contract ***WITH*** a "Balloon Payment" as the last scheduled payment. If this box is not checked, this is a simple interest contract ***WITHOUT*** a "Balloon Payment" as the last scheduled payment.

2.

Buyer (and Co-Buyer) Name and Address (Include County and Zip Code)	Seller (Creditor) Name and Business Address
[redacted] NORRISTOWN PA [redacted]	HILL BUICK DBA O'REILLY PONTIAC BUICK GM 3960 WEST CHESTER PIKE NEWTOWN SQUARE PA 19073

3. **WHO IS BOUND:** You, the Buyer (and Co-Buyer, if any), may buy the vehicle described below for cash or on credit. By signing below, you choose to buy the vehicle on credit under the terms on the front and back of this Contract and are individually liable (jointly and severally if both a Buyer and Co-Buyer sign below) for any amount due. In this Contract, "we," "us," and "our" mean the Seller named above and, after assignment and acceptance, the Seller's assignee, JPMorgan Chase Bank, N.A., acting on its own or as agent for an affiliated entity (and any subsequent assignee).

4. **DESCRIPTION OF VEHICLE:** You agree to buy and we agree to sell the following vehicle.

New, Used or Demo	Year	Weight (lbs.)	Make and Model	Body Type	Vehicle Identification No.	Key No.	Use for Which Purchased
NEW	2007	5716	GMC YUKON XL SLT	SW	1GKFK16387R[redacted]	G3464 G3464	___ personal ___ business ___ agricultural

If truck – Describe body, gross vehicle weight and major items of equipment sold:

N/A

5. **NOTICE TO BUYERS OF USED OR DEMONSTRATION VEHICLES: 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.**

6. 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 downpayment of $ 6000.00
6.84 %	$ 9628.20	$ 42730.20	$ 52358.40	$ 58358.40

PAYMENT SCHEDULE: Your payment schedule will be 72 monthly payments of $ 727.20 each, due on the same day of each month starting on 09/10/2007.

BALLOON PAYMENT: If this Contract is checked with "Balloon Payment" above, your payment schedule will be N/A monthly payments of $ N/A each, due on the same day of each month starting on N/A, and then your last payment ("Balloon Payment") will be $ N/A, due on N/A.

PREPAYMENT: You have the right to pay off this Contract early. If you do so, you will not have to pay a penalty.

SECURITY: You are giving us a security interest in the motor vehicle being purchased.

LATE FEE: If a payment is more than 10 days late, you may be charged 2% of the unpaid amount of that payment.

OTHER ITEMS: Please read this Contract, including the reverse side, for additional information on security interests, nonpayment, default, and our right to require repayment in full before the scheduled maturity date.

... YOU DO NOT MEET YOUR OBLIGATIONS UNDER THIS CONTRACT, YOU MAY LOSE YOUR VEHICLE.

3. **ITEMIZATION OF THE AMOUNT FINANCED**

1. Cash Price:
   A. Cash price of vehicle (including sales tax of $ 2411.70 ny, accessories, their installation and taxes) $ 47411.70

2. Downpayment:
   A. Net agreed value of trade-in $ N/A
   (____ year, ____ make, ____ model)
   B. Manufacturer's rebate applied to downpayment $ 6000.00
   C. Cash Downpayment $ N/A
   D. Total Downpayment (A + B + C) $ 6000.00

3. Unpaid Balance (1A. Less 2D.): $ 41411.70

4. Other charges, including amounts paid to others on your behalf:
   A. Cost of Optional Credit Life and/or Accident and Health Insurance for the term of this Contract Paid to the Insurance Company of Companies Named Below:
   Life $ N/A [illegible]
   B. Official fees paid to government agencies for:
   XX Lien Filing Fee $ 5.00
   XX License and Registration Fee $ 5.00
   XX Certificate of Title Fee $ 22.50
   XX Other Govt Fees $ 36.00

   I request Optional Gap coverage under the terms in Section 20 and for the amount shown in Section 4C. If no amount is shown and you have not received a copy of a Gap waiver or insurance policy, there is no Gap coverage.
   Buyer's and Co-Buyer's Initials X X

   C. Other Charges (identify who will be paid and purpose):

To N/A	For Optional Gap Coverage	$ N/A **
To GMPP	For SERVICE CONTRACT	$ 1195.00 **
To N/A	For N/A	$ N/A **
To HILL BUICK DBA O'REILLY	For DOC FEE	$ 55.00 **
To N/A	For N/A	$ N/A **
To N/A	For N/A	$ N/A **
To N/A	For N/A	$ N/A **
To N/A	For N/A	$ N/A **

   D. Total other charges and amounts paid to others on your behalf (A + B + C) $ 1318.50

5. Amount Financed (sum of 3 plus 4D) $ 42730.20

** We may retain, or receive, a portion of these amounts.

Additional Disclosures Required by State Law
6. Finance Charge $ 8628.20
7. Time Balance ** (Total of Payments) (5 plus 6) $ 52358.40
8. Payment Schedule: See Federal Truth-in-Lending Disclosures above.

PROMISE TO PAY: You promise to pay us the Amount Financed shown above, plus a Finance Charge applied to the unpaid balance of the Amount Financed each day. The daily rate Finance Charge is equal to 1/365th of the Annual Percentage Rate shown above.

PAYMENTS BEFORE OR AFTER DUE DATE: This is a simple interest contract. This means that since we compute your Finance Charge each day on the unpaid balance of the Amount Financed, the amount of the Finance Charge shown above may vary depending upon when your payments are received. Therefore, the earlier you make payments before their due dates, the less Finance Charge you will owe. The later you make payments after they are due, the greater the Finance Charge. If you pay on time, you will not owe a late fee and we will apply your payment first to accrued Finance Charge and then to the unpaid balance of the Amount Financed. If you pay late, you will owe a late fee and we will apply your payment first to accrued Finance Charge, then to the scheduled unpaid balance of the Amount Financed, then to unpaid late fee, and then to the remaining unpaid balance of the Amount Financed. If you make any payments after they are due, including payments due because we allow you to extend the term of this Contract, your final payment will be larger than originally scheduled. We will advise you of any additional amount you owe us after you make your last payment (if it is $1.00 or more). We will send you a check for any amount owed you (if it is $1.00 or more).

BALLOON PAYMENT: IF THIS CONTRACT IS CHECKED WITH "BALLOON PAYMENT" ABOVE, THIS CONTRACT IS NOT PAYABLE IN INSTALLMENTS OF EQUAL AMOUNTS. THE LAST SCHEDULED PAYMENT IS SUBSTANTIALLY LARGER THAN EACH OF THE OTHER SCHEDULED PAYMENTS. The due date and amount of this last scheduled payment are shown above. That amount may be less than what we estimate the vehicle will be worth at the time such payment is due. Paragraph 16 on the reverse side entitled "LAST PAYMENT OPTIONS" applies. The odometer reading referred to in Section (B)(3) of such paragraph is N/A miles, the excess mileage charge referred to in Section (B)(3) of such paragraph is N/A per mile and the disposition fee referred to in Section (B)(1) of such paragraph is N/A.

____ Buyer's Initials ____ Co-Buyer's Initials. By initialling here, you acknowledge that you understand these charges and the provisions of paragraph 16 entitled "Last Payment Options", on the reverse side of this Contract.

CREDIT INSURANCE: YOU CANNOT BE DENIED CREDIT SIMPLY BECAUSE YOU CHOOSE NOT TO BUY CREDIT INSURANCE. CREDIT LIFE INSURANCE AND CREDIT ACCIDENT AND HEALTH INSURANCE ARE NOT REQUIRED TO OBTAIN CREDIT. INSURANCE WILL NOT BE PROVIDED UNLESS YOU SIGN AND AGREE TO PAY THE ADDITIONAL CHARGE. The policies or certificates issued by the insurer will describe the terms and conditions in further detail.

If you want the following insurance, sign below:
☐ Life (☐ Buyer ☐ Co-Buyer ☐ Both) at a premium of $ N/A for a term of N/A.
Credit life insurance will pay your debt on this Contract [illegible]

CREDIT INSURANCE: YOU CANNOT BE DENIED CREDIT SIMPLY BECAUSE YOU CHOOSE NOT TO BUY CREDIT INSURANCE. CREDIT LIFE INSURANCE AND CREDIT ACCIDENT AND HEALTH INSURANCE ARE NOT REQUIRED TO OBTAIN CREDIT. INSURANCE WILL NOT BE PROVIDED UNLESS YOU SIGN AND AGREE TO PAY THE ADDITIONAL CHARGE. The policies or certificates issued by the insurer will describe the terms and conditions in further detail.

If you want the following insurance, sign below:

☐ Life (☐ Buyer ☐ Co-Buyer ☐ Both) at a premium of $ N/A for a term of N/A.

Credit life insurance will pay your debt on this Contract up to $ N/A.

☐ Disability, Accident and Health (Buyer Only) at a premium of $ N/A for a term of N/A.

Credit disability, accident and health insurance will pay your debt on this Contract up to $ N/A.

The name of the insurer is N/A (Name) of N/A (Home Office Address).

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

WARNING: Any insurance provided by the Seller does not cover liability for injury to persons or damage to property of others unless indicated in the policy.

PROPERTY INSURANCE: Insurance coverage for loss or damage to the vehicle (collision, fire and theft) is required and you have the option of furnishing the required insurance either through your existing policies or you may purchase equivalent insurance coverage through anyone you wish acceptable to the Seller. If you elect to purchase this coverage through the Seller, it will be furnished by N/A for the initial term of N/A at a premium of N/A, **but such charge is not included in this Contract.**

IMPORTANT: THE TERMS OF THIS CONTRACT ARE CONTAINED ON BOTH SIDES OF THIS PAGE. READ THE ADDITIONAL TERMS ON THE REVERSE SIDE BEFORE SIGNING BELOW.

The Annual Percentage Rate may be negotiable with the Seller. The Seller may assign this Contract and retain its right to receive a part of the Finance Charge.

BY SIGNING THIS CONTRACT, YOU ACKNOWLEDGE THAT IT CONTAINS AN "AGREEMENT TO ARBITRATE DISPUTES" ON THE REVERSE SIDE, THAT YOU HAVE READ IT AND AGREE TO ITS TERMS.

NOTICE TO BUYER: Do not sign this contract if blank. You are entitled to an exact copy of the contract you sign. Keep it to protect your legal rights.

Buyer Signs [redacted] Co-Buyer Signs _____

By signing here, the Seller agrees to the terms of this Contract and assigns this Contract to Seller's assignee under the terms agreed to by Seller and Seller's assignee.

Seller (Creditor) Signs HILL BUICK DBA O'REILLY PONTIAC BUICK GM By _____ Title BUS MGR

Undersigned hereby acknowledges receipt from Seller of a true, correct and complete copy of this Contract at time of execution.

Buyer Signs [redacted] Co-Buyer Signs _____

TO ORDER CALL (800) 422-3102 OR FAX (888) 299-8534
© 2006 JPMorgan Chase Bank, N.A.

BUYER'S COPY

COMMONWEALTH OF PENNSYLVANIA REGISTRATION CREDENTIAL

EXPIRY: JUN 30, 2008 VALID: 09/10/07

PLATE: GTR2807
TITLE: 65095865001 ZI
VIN: 1GKFK16387R208259
YR/MAKE: 2007 GMC
TYPE: SW
WID: 07228 0062 002853-001

EMISSIONS INSPECTION REQUIRED/DIESEL VEHICLES EXEMPT COUNTY: MONTGOMERY

[redacted]

EAGLEVILLE PA

[redacted]

[redacted]

I hereby acknowledge this day that I have received notice of the provisions of Section 3709 of the Vehicle Code.

RETAIL ORDER FOR A MOTOR VEHICLE

O'REILLY PONTIAC BUICK GMC
PONTIAC | BUICK | GMC

3960 West Chester Pike, Newtown Square, PA 19073
Phone: 610-886-1200 Fax: 610-353-9478

JRCHAS[redacted]

ODRESS [redacted]

TY/STATE NORRISTOWN PA

P [redacted] EMAIL

OME PHONE [redacted]

USINESS PHONE

I DEMO ☒ NEW ☐ USED MILES 3257

MAIL

DATE 07/27/2007 STOCK 5-7025

MAKE GMC YEAR 2007

MODEL YUKON XL SLT

COLOR ONYX BLACK

SERIAL 1GKFK16387R[redacted]

SALESPERSON JOHN JOSEPH MCLAUGHL /

DELIVERY DATE 07/27/07 TIME

SS#

DOB 05/29/1960 DRIVERS LIC.# 19079776

	$45000.00	
GM REBATE	2000.00	
BONUS CASH	4000.00	
TOTAL FORWARD TO LINE 1	39000.00	

1) CASH PRICE		39000	00
2) ADDITIONAL ITEMS	+		N/A
3) WARRANTIES 6yPP.	+	1195	00
4) SUBTOTAL		40195	00
5) ALLOWANCE FOR TRADE	-		N/A
6) TAXABLE TOTAL		40195	00
7) SALES TAX	+	2411	70
8) LUXURY TAX	+		N/A
9) TIRE TAX	+	5	00
10) LICENSE, TITLE NEW REGIST	+	63	50
11) DOCUMENTARY FEES	+	55	00
12) ADD: PAYOFF TRADE	+		N/A
13) TOTAL BALANCE DUE (LINES 6,7,8,9,10,11,12)		42730	20
14) LESS DEPOSIT	-		N/A
15) CASH AT DELIVERY			N/A
16) BALANCE FINANCED		42730	20

TRADE-IN INFORMATION

STATE:

YEAR MAKE MODEL

TRADE VIN#

COLOR MILEAGE

BODY TITLE#

LISC# EXP. DATE

O'REILLY PONTIAC-BUICK-GMC HAS THE RIGHT TO REAPPRAISE THE VALUE OF A TRADE IN VEHICLE IF THE DEALER CAN ESTABLISH THAT THE VEHICLE HAS SUFFERED DAMAGE OF SERIOUS MECHANICAL DETERIORATION SINCE THE DATE OF VALUATION BUT PRIOR TO ITS DELIVERY TO THE DEALER, OR UNLESS PARTS OR ACCESSORIES, OR BOTH, INCLUDING TIRES, HAVE BEEN REMOVED OR REPLACED WITH PARTS OR ACCESSORIES OF INFERIOR QUALITY.

PAY-OFF INFORMATION

BALANCE OWED TO:

IF I CANCEL THIS CONTRACT OR REFUSE TO ACCEPT DELIVERY OF THE VEHICLE ORDERED, EXCEPT AS PERMITTED BY LAW, I WILL, AT YOUR OPTION, FORFEIT AS DAMAGES $

I ACCEPT THE ABOVE CONDITIONS (CUSTOMER'S SIGNATURE)

X

AS-IS

THIS MOTOR VEHICLE IS SOLD AS IS *WITHOUT ANY WARRANTY EITHER 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.

CUSTOMER'S SIGNATURE

FOR AFTER MARKET EQUIPMENT

At your request, we have installed, or arranged for the installation of, the following non-GM equipment:

Please be advised that the above identified equipment is not covered by any General Motors warranty. The only warranty that applies is that which is provided under the

OTAL FORWARD TO LINE 1	39000.00	

12) ADD: PAYOFF TRADE	+	N/A
13) TOTAL BALANCE DUE	(LINES 6,7,8,9,10,11,12)	42730.20
14) LESS DEPOSIT	-	N/A
15) CASH AT DELIVERY		N/A
16) BALANCE FINANCED		42730.20

TRADE-IN INFORMATION

TATE:

EAR MAKE MODEL

RADE VIN#

OLOR MILEAGE

ODY TITLE#

ISC# EXP. DATE

EILLY PONTIAC-BUICK-GMC HAS THE RIGHT TO REAPPRAISE THE VALUE OF A DE IN VEHICLE IF THE DEALER CAN ESTABLISH THAT THE VEHICLE HAS SUFFERED IAGE OF SERIOUS MECHANICAL DETERIORATION SINCE THE DATE OF VALUATION PRIOR TO ITS DELIVERY TO THE DEALER, OR UNLESS PARTS OR ACCESSORIES, OR H, INCLUDING TIRES, HAVE BEEN REMOVED OR REPLACED WITH PARTS OR ESSORIES OF INFERIOR QUALITY.

PAY-OFF INFORMATION

ANCE OWED TO:

DRESS:

Y/STATE/ZIP:

CT. # AMT. N/A

OD UNTIL_____ NAME:_____

IF I CANCEL THIS CONTRACT OR REFUSE TO ACCEPT DELIVERY OF THE VEHICLE ORDERED, EXCEPT AS PERMITTED BY LAW, I WILL, AT YOUR OPTION, FORFEIT AS DAMAGES $_____

I ACCEPT THE ABOVE CONDITIONS (CUSTOMER'S SIGNATURE)

X_____

AS-IS

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CUSTOMER'S SIGNATURE_____

FOR AFTER MARKET EQUIPMENT

At your request, we have installed, or arranged for the installation of, the following non-GM equipment:

_____

_____

Please be advised that the above identified equipment is not covered by any General Motors warranty. The only warranty that applies is that which is provided under the Magnuson-Moss Warranty-Federal Trade Commission Improvement act. A copy of the manufacturer's warranty may be available from your sales or service representative or by contacting the manufacturer directly. O'Reilly Pontiac-Buick-GMC makes no implied warranties, or warranties of merchantability or fitness for a particular purpose, and assumes no liability in connection with the sale and/or installation of this equipment. Furthermore, THE ABOVE EQUIPMENT IS SOLD AS IS WITHOUT ANY WARRANTY EITHER EXPRESS OR IMPLIED BY O'REILLY PONTIAC-BUICK-GMC. The purchaser will bear the entire expense of repairing or correcting any defects that presently exist or that may occur in the vehicle unless a manufacturer's warranty is available.

_____ (INITIALS) YOU AGREE THAT ALL DISPUTES REGARDING THE VEHICLE BEING PURCHASED/LEASED SHALL BE RESOLVED BY SUBMISSION TO COMMON LAW RBITRATION, IN THE COUNTY WHERE THE DEALERSHIP IS LOCATED. ALL CLAIMS THAT YOU MAY HAVE AGAINST THE DEALER AND/OR ANY OTHER ENTITY SHALL BE REQUIRED) PROCEED TO ARBITRATION. THIS PROVISION SHALL APPLY TO ALL ASPECTS OF YOUR PURCHASE INCLUDING NEGOTIATION, SALE, DISCLOSURE, NON-DISCLOSURE, AND NANCING. YOU ALSO UNDERSTAND THAT YOU ARE NOT REQUIRED TO INITIAL THIS CLAUSE TO PURCHASE/LEASE THE VEHICLE.

HERE ARE NO WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING THE IMPLIED WARRANTY OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, MADE BY THE ELLER HEREIN, OR THE MANUFACTURER, ON THE VEHICLE OR CHASSIS DESCRIBED ON THE FACE HEREOF EXCEPT IN THE CASE OF A NEW VEHICLE OR CHASSIS. THE RINTED NEW VEHICLE WARRANTY DELIVERED TO THE PURCHASER WITH SUCH VEHICLE OR CHASSIS AND HEREBY MADE A PART HEREOF AS THOUGH FULLY SET FORTH EREIN IS THE ONLY WARRANTY APPLICABLE TO SUCH NEW VEHICLE OR CHASSIS AND IS EXPRESSLY IN LIEU OF ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED, CLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. IN THE CASE OF A USED VEHICLE, THE APPLICABILITY OF AN EXISTING ANUFACTURER'S WARRANTY THEREON, IF ANY, SHALL BE DETERMINED SOLELY BY THE TERMS OF SUCH WARRANTY. ASK SALES PERSON FOR A COPY OF COMPLETE ARRANTY. THIS CONTRACT IS NOT BINDING UPON EITHER THE DEALER OR THE PURCHASER UNTIL SIGNED BY AN AUTHORIZED REPRESENTATIVE. YOU, THE BUYER, MAY ANCEL THIS CONTRACT AND RECEIVE A FULL REFUND ANY TIME BEFORE RECEIPT OF A COPY OF THIS CONTRACT SIGNED BY AN AUTHORIZED REPRESENTATIVE BY GIVING RITTEN NOTICE OF CANCELLATION TO DEALER. THIS SALE SHALL BE GOVERNED BY THE LAWS OF THE COMMONWEALTH OF PENNSYLVANIA.

CERTIFY THAT I AM 18 YEARS OF AGE OR OLDER, AND HEREBY ACKNOWLEDGE A COPY OF BOTH SIDES O[redacted]

EALER'S UTHORIZATION _____ DATE 07/27/2007 CUSTOMER'S AUTHORIZATI[redacted]TE 07/27/2007

O'REILLY PONTIAC BUICK GMC

3960 WEST CHESTER PIKE
NEWTOWN SQUARE, PA 19073
Ph: 610-886-1200
Fx: 610-353-9478
www.oreillycars.com

GM Parts

SIMPLY the BEST

PONTIAC BUICK GMC

CUSTOMER NO. 3190	ADVISOR JENN 1895		TAG NO.	INVOICE DATE 04/08/08	INVOICE NO. GCCS30908
[redacted]	LABOR RATE 89.00	LICENSE NO. GTR2807	MILEAGE 12,317	COLOR ONYX BLACK/	STOCK NO. 5-7025
NORRISTOWN, PA [redacted]	YEAR/MAKE/MODEL 07/GMC/YUKON XL/YUKON XL 1/2 TON			DELIVERY DATE 07/27/07	DELIVERY MILES 3,257
	VEHICLE I.D. NO. 1 G K F K 1 6 3 8 7 R [redacted]			SELLING DEALER NO. 500	
	F.T.E. NO.	P.O. NO.		R.O. DATE 04/07/08	
[redacted]	BUSINESS PHONE	COMMENTS E# 5			MO: 12317

LABOR & PARTS----------

J# 1 32BUZ LIGHTS HOURS: 0.40 TECH(S):0126 WARRANTY

CUSTOMER STATES THAT THE MAP SWITCH IS INOP
TECH CONFIRMED CUSTOMERS COMPLAINT.
TECH REMOVED AND REPLACED THE OVER HEAD CONSOLE ASSEMBLY
FOR THE MAP LIGHT.
OPERATING AS DESIGNED.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE-UNIT PRICE-	WARRANTY
JOB # 1	1	25848264	CONSOLE 16.745		
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00

J# 2 06BUZ ROOF PANEL HOURS: 1.70 TECH(S):0126 WARRANTY

CUSTOMER STATES THAT THERE IS WATER COMING IN NEAR
THE DVD AREA
TECH FOUND DOCUMENT 2003197. TECH REMOVED BOTH C PILLARS
AND CUT AND REROUTED AS PER BULLETIN PIT4453A.
WATER TESTED. NO LEAKS PRESENT. OPERATING AS DESIGNED.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE-UNIT PRICE-	
				JOB # 2 TOTAL PARTS	0.00
				JOB # 2 TOTAL LABOR & PARTS	0.00

J# 3 15BUZ HEATING & AIR COND. HOURS: TECH(S):0126 WARRANTY

CUSTOMER STATES THAT THE HEAT IS COMING OUT HOT EVEN
WHEN ITS OFF
THIS HAPPENS WHEN ITS IN DRIVE.
TECH FOUND THIS A NORMAL OPERATION. EVEN IF HEAT IS
TURNED OFF. TEMP MUST BE TURNED DOWN IN ORDER
FOR NO HOT AIR TO BE COMING OUT.
EVERYTHING IS OPERATING AS DESIGNED.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE-UNIT PRICE-	
				JOB # 3 TOTAL PARTS	0.00
				JOB # 3 TOTAL LABOR & PARTS	0.00

J# 4 08BUZ DOORS & REAR COMP. HOURS: 0.40 TECH(S):0126 WARRANTY

CUSTOMER STATES THAT THE DRIVER SIDE DOOR HANDLE IS SHARP
DUE TO THE CHROME PLATE COMING OFF
TECH CONFIRMED CUSTOMERS CONCERN.
TECH REMOVED AND REPLACED THE DRIVER SIDE INSIDE DOOR
HANDLE. OPERATING AS DESIGNED.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE-UNIT PRICE-	WARRANTY
JOB # 4	1	15935951	HANDLE 16.345		
				JOB # 4 TOTAL PARTS	0.00
				JOB # 4 TOTAL LABOR & PARTS	0.00

J# 5 15BUZ1 HEATING & AIR COND. HOURS: TECH(S):0126 WARRANTY

SERVICE DEPARTMENT HOURS:
MONDAY - FRIDAY
7:30 A.M. - 6:00 P.M.

IMPORTANT

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THANK YOU.
DAVID O'KELLY
(610) 886-1200

LIMITED LABOR WARRANTY

THE REPAIR FACILITY GUARANTEES THE LABOR USED IN PERFORMING THE REPAIRS LISTED ON THIS REPAIR ORDER FOR A PERIOD OF 12 MONTHS OR 12,000 MILES FROM THE DATE SUCH REPAIRS WERE COMPLETED. THIS LIMITED WARRANTY SPECIFICALLY EXCLUDES FRONT END ALIGNMENTS, ELECTRICAL WIRING AND SHORTS, AND FUEL SYSTEM WHICH DUE TO CONTAMINATION. THIS LIMITED WARRANTY IS EXTENDED TO THE VEHICLE OWNER/CUSTOMER AND IS NOT TRANSFERABLE TO, NOR ENFORCEABLE BY, ANY OTHER PERSON.

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[CONTINUED ON NEXT PAGE] 04:22pm

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GM Parts

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PONTIAC BUICK GMC

CUSTOMER NO. 3190	ADVISOR JENN	TAG NO. 1895	INVOICE DATE 04/08/08	INVOICE NO. GCCS30908
[redacted]	LABOR RATE 89.00 [redacted]	MILEAGE 12,317	COLOR ONYX BLACK/	STOCK NO. 5-7025
NORRISTOWN, PA [redacted]	YEAR/MAKE/MODEL 07/GMC/YUKON XL/YUKON XL 1/2 TON		DELIVERY DATE 07/27/07	DELIVERY MILES 3,257
	VEHICLE I.D. NO. 1GKFK16387R [redacted]		SELLING DEALER NO. 500	
	F.T.E. NO.	P.O. NO.	P.O. DATE 04/07/08	
[redacted] BUSINESS PHONE	COMMENTS E# 5			MO: 12317

CUSTOMER STATES THAT WHEN THE HEAT IS ON THERE IS AN
ELECTRICAL SMELL

TECH CHECKED AND FOUND EVERYTHING OPERATING AS DESIGNED.

PARTS------QTY---FP-NUMBER----------DESCRIPTION---------LIST PRICE-UNIT PRICE-
JOB # 5 TOTAL PARTS 0.00

JOB # 5 TOTAL LABOR & PARTS 0.00

J# 6 41BUZ RADIO HOURS: 0.40 TECH(S):0126 WARRANTY

CUSTOMER STATES THAT THE RADIO IS CUTTING IN AND OUT
TECH SCANED FOR CODE 80832. FOUND BULLTIN 08-08-44-005A.
REPROGRAMMED RADIO AS PER BULLETIN.

OPERATING AS DESIGNED.

PARTS------QTY---FP-NUMBER----------DESCRIPTION---------LIST PRICE-UNIT PRICE-
JOB # 6 TOTAL PARTS 0.00

JOB # 6 TOTAL LABOR & PARTS 0.00

J# 7 01BUZLOANER LOANER CAR HOURS: 0.00 TECH(S):0126 WARRANTY

WARRANTY LOANER CAR
WARRANTY LOANER CAR
WARRANTY LOANER CAR

PARTS------QTY---FP-NUMBER----------DESCRIPTION---------LIST PRICE-UNIT PRICE-
JOB # 7 TOTAL PARTS 0.00

JOB # 7 TOTAL LABOR & PARTS 0.00

J# 8+01BUZLOF LUBE, OIL, FILTER HOURS: TECH(S):0126 19.40

PERFORM LUBE, OIL AND FILTER CHANGE.
change oil and filter, check all fluid levels.
lubricate door hinges, check tire pressure.
check hoses and belts.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 8	1	PK48		****	****	****
JOB # 8	1	EVI	WASTE FEE	1.50	1.50	1.50
JOB # 8	1	89017524	FILTER 1.836	6.50	6.50	6.50
JOB # 8	6	89021632	VALVOLINE	2.65	2.65	15.90
				JOB # 8 TOTAL PARTS		23.90

JOB # 8 TOTAL LABOR & PARTS 43.30

J# 9+90BUZ STATE INSPECTION HOURS: TECH(S):0126 INTERNAL

PERFORMED ANNUAL STATE INSPECTION
BRAKE MEASUREMENTS:
F 7/32 R 6/32
TIRE MEASUREMENTS:
LOWEST TIRE MEASURES: 5/32

SERVICE DEPARTMENT HOURS:
MONDAY - FRIDAY
7:30 A.M. - 6:00 P.M.

IMPORTANT

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THANK YOU
DAVID O'KELLY
(610) 886-1200

LIMITED LABOR WARRANTY

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O'REILLY PONTIAC BUICK GMC

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GM Parts

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PONTIAC BUICK GMC

CUSTOMER NO. 3190	ADVISOR JENN 1895	TAG NO.	INVOICE DATE 04/08/08	INVOICE NO. GCCS30908
[redacted] NORRISTOWN, PA [redacted]	LABOR RATE 89.00 [redacted]	MILEAGE 12,317	COLOR ONYX BLACK/	STOCK NO. 5-7025
	YEAR/MAKE/MODEL 07/GMC/YUKON XL/YUKON XL 1/2 TON		DELIVERY DATE 07/27/07	DELIVERY MILES 3,257
	VEHICLE I.D. NO. 1 G K F K 1 6 3 8 7 R [redacted]		SELLING DEALER NO. 500	
	F.T.E. NO.	P.O. NO.	R.O. DATE 04/07/08	
F [redacted]	BUSINESS PHONE	COMMENTS E# 5		MO: 12317

PARTS------QTY---FP-NUMBER----------DESCRIPTION---------LIST PRICE-UNIT PRICE-

JOB # 9 TOTAL PARTS 0.00

JOB # 9 TOTAL LABOR & PARTS 0.00

J#10+91BUZ EMISSION INSPECTION HOURS: TECH(S):0126 49.95

PERFORM EMISSION INSPECTION

PARTS------QTY---FP-NUMBER----------DESCRIPTION---------LIST PRICE-UNIT PRICE-

JOB # 10 TOTAL PARTS 0.00

JOB # 10 TOTAL LABOR & PARTS 49.95

J#11+16BUZROTATE ROTATE TIRES HOURS: TECH(S):0126 23.95

ROTATE TIRES
ROTATED TIRES PER RECOMMENDED MAINTENANCE, RECALIBRATED
TIRE PRESSURE SENSORS WHEN APPLICABLE.

PARTS------QTY---FP-NUMBER----------DESCRIPTION---------LIST PRICE-UNIT PRICE-

JOB # 11 TOTAL PARTS 0.00

JOB # 11 TOTAL LABOR & PARTS 23.95

SUBLET-----	PO#--------	VEND INV#-	INV.DATE-	DESCRIPTION----------	WARRANTY
JOB # 7	12388		04/08/08	LOWER	
				TOTAL - SUBLET	0.00

MISC------	CODE--------	DESCRIPTION----------	CONTROL NO---------	INTERNAL
JOB # 9	ISBU	BU INSPECTION STICKER		2.40
JOB # 10	EMBU	BU PA STATE DOC. FEE		
			TOTAL - MISC	2.40

SERVICE DEPARTMENT HOURS:
MONDAY - FRIDAY
7:30 A.M. - 6:00 P.M.

IMPORTANT

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THANK YOU,
DAVID O'KELLY
(610) 886-1200

LIMITED LABOR WARRANTY

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GM Parts

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PONTIAC BUICK GMC

CUSTOMER NO. 3190	ADVISOR JENN 1895	TAG NO.	INVOICE DATE 04/08/08	INVOICE NO. GCCS30908	
[redacted] NORRISTOWN, PA [redacted]	LABOR RATE 89.00	LICENSE NO. GTR2807	MILEAGE 12,317	COLOR ONYX BLACK/	STOCK NO. 5-7025
	YEAR/MAKE/MODEL 07/GMC/YUKON XL/YUKON XL 1/2 TON		DELIVERY DATE 07/27/07	DELIVERY MILES 3,257	
	VEHICLE I.D. NO. 1GKFK16387R2 [redacted]		SELLING DEALER NO. 500		
	F.Y.E. NO.	P.O. NO.	R.O. DATE 04/07/08		
[redacted] BUSINESS PHONE	COMMENTS E# 5			MO: 12317	

TOTALS

* *
* [ ] CASH [ ] CHECK NUMBER *
* [ ] VISA [ ] M/C [ ] AMEX [ ] DISC *
* [ ] DATE [ ] PRINT NAME *
* *

TOTAL LABOR....	93.30
TOTAL PARTS....	23.90
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	2.40
TOTAL MISC DISC	0.00
TOTAL TAX.....	7.03
TOTAL INVOICE $	**126.63**

IF FOR ANY REASON YOU ARE NOT COMPLETELY SATISFIED PLEASE

CONTACT DAVID O'KELLY 610-886-1200

Any work recomended but not performed could result in an unsafe condition.
Thank you and have a great day from O'Reilly Service Dept.

[redacted]

CUSTOMER SIGNATURE

SERVICE DEPARTMENT HOURS:
MONDAY - FRIDAY
7:30 A.M. - 6:00 P.M.

IMPORTANT

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 CUSTOMER COPY [END OF INVOICE] 04:22pm

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GM Parts

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PONTIAC BUICK GMC

CUSTOMER NO. 3190	ADVISOR JENN 1895	TAG NO.	INVOICE DATE 05/02/08	INVOICE NO. GCCS31371
[redacted] NORRISTOWN, PA [redacted]	LABOR RATE 89.00 [redacted]	MILEAGE 12,935	COLOR ONYX BLACK/	STOCK NO. S-7025
	YEAR/MAKE/MODEL 07/GMC/YUKON XL/YUKON XL 1/2 TON		DELIVERY DATE 07/27/07	DELIVERY MILES 3,257
	VEHICLE I.D. NO. 1GKFK16387R [redacted]		SELLING DEALER NO. 500	
	F.T.E. NO.	P.O. NO.	R.O. DATE 04/29/08	
RESIDENCE PHONE [redacted]	BUSINESS PHONE	COMMENTS E#: 5		MO: 12935

LABOR & PARTS

J# 1 06BUZ ROOF PANEL HOURS: TECH(S):1895 WARRANTY

CUSTOMER STATES THAT WATER IS COMING IN AROUND THE
DVD AREA, AND CAPTAINS CHAIR
TECH ADJUSTED GLASS, SEAL TRACK AND THROUGH SEAMS. REROUTED
REAR DRAIN TUBES AND SEALS TO DRAIN.
WATER TESTED. NO LEAKS PRESENT.
OPERATING AS DESIGNED.
SUBELT REPAIR

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 01BUZLOANER LOANER CAR HOURS: 0.00 TECH(S):1895 WARRANTY

WARRANTY LOANER CAR
WARRANTY LOANER CAR
WARRANTY LOANER CAR

JOB # 2 TOTAL LABOR & PARTS 0.00

SUBLET	PO#	VEND INV#	INV.DATE	DESCRIPTION	
JOB # 1	12798		05/02/08	REPAIR WATER LEAK	WARRANTY
JOB # 2	12799		05/02/08	LOANER	WARRANTY
				TOTAL - SUBLET	0.00

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**

* *
* [ ] CASH [ ] CHECK NUMBER *
* [ ] VISA [ ] M/C [ ] AMEX [ ] DISC *
* [ ] DATE [ ] PRINT NAME *
* *

IF FOR ANY REASON YOU ARE NOT COMPLETELY SATISFIED PLEASE

CONTACT DAVID O'KELLY 610-886-1200

Any work recomended but not performed could result in an unsafe condition.
Thank you and have a great day, from O'Reilly Service Dept.

CUSTOMER SIGNATURE

SERVICE DEPARTMENT HOURS:
MONDAY - FRIDAY
7:30 A.M. - 6:00 P.M.

IMPORTANT

YOU MAY RECEIVE A QUESTIONNAIRE FROM GENERAL MOTORS IN THE NEXT FEW DAYS. IF FOR ANY REASON YOU CANNOT GRADE US COMPLETELY SATISFIED, PLEASE CONTACT OUR SERVICE MANAGER.
THANK YOU
DAVID O'KELLY
(610) 886-1200

LIMITED LABOR WARRANTY

THE REPAIR FACILITY GUARANTEES THE LABOR USED IN PERFORMING THE REPAIRS LISTED ON THIS REPAIR ORDER FOR A PERIOD OF 12 MONTHS OR 12,000 MILES FROM THE DATE SUCH REPAIRS WERE COMPLETED. THIS LIMITED WARRANTY SPECIFICALLY EXCLUDES FROST, BRAKE ALIGNMENTS, ELECTRICAL WIRING AND SHORTS, AND FUEL SYSTEM WHICH DUE TO CONTAMINATION. THIS LIMITED WARRANTY IS EXTENDED TO THE VEHICLE OWNER/CUSTOMER AND IS NOT TRANSFERABLE TO, NOR ENFORCEABLE BY, ANY OTHER PERSON.

THE PART(S) IS SOLD "AS IS". THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER(S). THE SELLING DEALER 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 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. IN ADDITION, EXPRESSLY EXCLUDED IS ANY DEALER LIABILITY FOR DEFECTS PERTAINING TO SAFETY OR PERFORMANCE, BY WAY OF "STRICT LIABILITY", NEGLIGENCE OR OTHERWISE.

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Fx: 610-353-9478
www.oreillycars.com

 CUSTOMER COPY [END OF INVOICE] 02:09pm

O'REILLY
PONTIAC | BUICK | GMC

DATE: 7/9/08

RECIPIENT: Patricia Easley

SENDER: J. McGlone

PAGES (INCLUDING COVER) 20

MESSAGE/COMMENTS: File for [redacted]

3960 West Chester Pike • Newtown Square, PA 19073 • Tel: 610-886-1200 • Fax: 610-353-9478 • www.oreillycars.com

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NEWTOWN SQUARE, PA 19073
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Fx: 610-353-9478
www.oreillycars.com

GM Parts

SIMPLY the BEST

GCWS31371

0201IGCWS31371

CUSTOMER NO 3190	ADVISOR JENN 1895	TAG NO	INVOICE DATE 05/05/08	INVOICE NO GCWS31371
[redacted]	LICENSE NO 87.03 [redacted]	MILEAGE 12,935	COLOR ONYX BLACK/	STOCK NO 5-7025
NORRISTOWN, PA [redacted]	YEAR/MAKE/MODEL 07/GMC/YUKON XL/YUKON XL 1/2 TON		DELIVERY DATE 07/27/07	DELIVERY MILES 5,257
	VEHICLE I.D. NO 1GKFK16387R [redacted]		SELLING DEALER NO 500	
	F T E NO	P O NO	RO DATE 04/29/08	
[redacted]	BUSINESS PHONE	COMMENTS EM5		MO: 12935

LABOR & PARTS

J# 1 06BUZ ROOF PANEL HOURS TECH(S) 1895 0 00
CUSTOMER STATES THAT WATER IS COMING IN AROUND THE
DVD AREA, AND CAPTAINS CHAIR
TECH ADJUSTED GLASS, SEAL TRACK AND THROUGH SEANS. REROUTED
REAR DRAIN TUBES AND SEALS TO DRAIN
WATER TESTED, NO LEAKS PRESENT.
OPERATING AS DESIGNED
SUBELT REPAIR

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 01BUZ LOANER LOANER CAR HOURS 0.00 TECH(S) 1895 0.00
WARRANTY LOANER CAR
WARRANTY LOANER CAR
WARRANTY LOANER CAR

JOB # 2 TOTAL LABOR & PARTS 0 00

SUBLET	PO#	VEND INV#	INV DATE	DESCRIPTION	
JOB # 1	12798		05/02/08	REPAIR WATER LEAK	165 00
JOB # 2	12799		05/02/08	LOANER	126.00
				TOTAL - SUBLET	291 00
				R/O TAX	0 00
				R/O TOTALS	291 00

WARRANTY CLAIM DETAIL TOTALS

CLAIM#. ..	TOTAL
31371	291 00
CLAIM TOTALS	291 00

APPROVED BY SIGNATURE

SERVICE DEPARTMENT HOURS
MONDAY - FRIDAY
7 30 A M - 6 00 P.M

IMPORTANT
YOU MAY RECEIVE A QUESTIONNAIRE FROM GENERAL MOTORS IN THE NEXT FEW DAYS. IF FOR ANY REASON YOU CANNOT GRADE US "COMPLETELY SATISFIED," PLEASE CONTACT OUR SERVICE MANAGER. THANK YOU, DAVID O'KELLY (610) 886-1200

LIMITED LABOR WARRANTY
THE REPAIR FACILITY GUARANTEES THE LABOR USED IN PERFORMING THE REPAIRS LISTED ON THIS REPAIR ORDER FOR A PERIOD OF 12 MONTHS OR 12 000 MILES FROM THE DATE SUCH REPAIRS WERE COMPLETED THIS LIMITED WARRANTY SPECIFICALLY EXCLUDES FRONT END ALIGNMENTS ELECTRICAL WIRING AND SHORTS AND FUEL SYSTEM WHEN DUE TO CONTAMINATION THIS LIMITED WARRANTY IS EXTENDED TO THE VEHICLE OWNER/CUSTOMER AND IS NOT TRANSFERABLE TO NOR ENFORCEABLE BY ANY OTHER PERSON

THE PART(S) IS SOLD AS IS THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER(S) THE SELLING DEALER 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 THIS PART(S) AND/OR SERVICE BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES DAMAGES TO PROPERTY DAMAGES FROM LOSS OF USE LOSS OF TIME LOSS OF PROFITS OR INCOME OR ANY OTHER INCIDENTAL DAMAGES IN ADDITION EXPRESSLY EXCLUDED IS ANY DEALER LIABILITY FOR DEFECTS PERTAINING TO SAFETY OR PERFORMANCE BY WAY OF "STRICT LIABILITY" NEGLIGENCE OR OTHERWISE

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www oreillycars com

ACCOUNTING COPY-W

[CONTINUED ON NEXT PAGE] 01 08pm

For Re-order TRI STATE BUSINESS FORMS (888) 578 3638 1.00/011

07/09/2008 09:43 6103539478 OREILLY PBG PAGE 02/20

O'REILLY PONTIAC BUICK GMC

3960 WEST CHESTER PIKE
NEWTOWN SQUARE, PA 19073
Ph: 610-886-1200
Fx: 610-353-9478
www.oreillycars.com

GM Parts

SIMPLY the BEST

GCWS31371

0201IGCWS31371

CUSTOMER NO 3190	ADVISOR JENN 1895	TAG NO	INVOICE DATE 05/05/08	INVOICE NO GCWS31371
[redacted]	LABOR RATE 87.03	[redacted] MILEAGE 12,935	COLOR ONYX BLACK/	STOCK NO 5-7025
NORRISTOWN, PA [redacted]	YEAR / MAKE / MODEL 07/GMC/YUKON XL/YUKON XL 1/2 TON		DELIVERY DATE 07/27/07	DELIVERY MILES 3,257
	VEHICLE ID NO 1GKFK16387R [redacted]		SELLING DEALER NO 500	
	F T E NO	P O NO	ROAD DATE 04/29/08	
[redacted] BUSINESS PHONE	COMMENTS E#			MO: 12935

DCS AUDIT SLIP

DCS DATA FILE GMGMWF.113
05/05/2008 WARRANTY NEW CLAIM
1308

RO NUMBER	RO DATE	VIN	DIV	DEALER	ODOMETER	SERVICE ADVISOR #
031371	04/29/2008	1GKFK16387[redacted]	8	10006	12935	XXX-XX-3477

CUSTOMER NAME, FIRST DEBORAH MIDDLE J
LAST ZIEGLER PHONE.WORK HOME 610-584-4616

LN	JOB	CT	CC	PC	PART-NO	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT	LAB-TOT
1	01		BV				3A	B5410			165 00	

LN-TOT: 165.00 TECH SSN· XXX-XX-3477 AUTH CODE AUTH AUTHOR..

LN	JOB	CT	CC	PC	PART-NO	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT	LAB-TOT.
2	02		MJ				9B	Z7903			126 00	

LN-TOT· 126 00 TECH SSN· XXX-XX-3477 AUTH CODE G AUTH AUTHOR · 0090
COMMENTS 1GNFK16318J[redacted]

R O TOTAL: 291 00

898

SERVICE DEPARTMENT HOURS
MONDAY - FRIDAY
7:30 A.M. - 6:00 P.M.

IMPORTANT

YOU MAY RECEIVE A QUESTIONNAIRE FROM GENERAL MOTORS IN THE NEXT FEW DAYS. IF FOR ANY REASON YOU CANNOT GRADE US "COMPLETELY SATISFIED," PLEASE CONTACT OUR SERVICE MANAGER THANK YOU. DAVID O'REILLY (610) 886-1200

LIMITED LABOR WARRANTY

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[END OF INVOICE] 01 08pm

For Re-order TRI-STATE BUSINESS FORMS (888) 578-3536 1019014

07/09/2008 09:43 6103539478 OREILLY PBG PAGE 03/20

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NEWTOWN SQUARE, PA 19073
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Fx: 610-353-9478
www.oreillycars.com

GM Parts

SIMPLY the BEST

GCCS31371

0201GCCS31371

CUSTOMER NO 3190	ADVISOR JENN 1895	TAG NO	INVOICE DATE 05/02/08	INVOICE NO GCCS31371
[redacted]	LABOR RATE 89.00 [redacted]	MILEAGE 12,935	COLOR ONYX BLACK/	STOCK NO 5-7025
NORRISTOWN, PA [redacted]	YEAR/MAKE/MODEL 07/GMC/YUKON XL/YUKON XL 1/2 TON		DELIVERY DATE 07/27/07	DELIVERY MILES 3,257
	VEHICLE I.D. NO 1 G K F K 1 6 3 8 7 R [redacted]		SELLING DEALER NO 500	
	F.T.E. NO	P.O. NO	R.O. DATE 04/29/08	
[redacted] BUSINESS PHONE	COMMENTS E# 5			MO: 12935

LABOR & PARTS

J# 1 06BUZ ROOF PANEL HOURS TECH(S) 1895 WARRANTY

CUSTOMER STATES THAT WATER IS COMING IN AROUND THE
DVD AREA, AND CAPTAINS CHAIR
TECH ADJUSTED GLASS, SEAL TRACK AND THROUGH SEAMS REROUTED
REAR DRAIN TUBES AND SEALS TO DRAIN.
WATER TESTED, NO LEAKS PRESENT
OPERATING AS DESIGNED
SUBELT REPAIR

JOB # 1 TOTAL LABOR & PARTS 0 00

J# 2 01BUZLOANER LOANER CAR HOURS 0 00 TECH(S) 1895 WARRANTY

WARRANTY LOANER CAR
WARRANTY LOANER CAR
WARRANTY LOANER CAR

JOB # 2 TOTAL LABOR & PARTS 0 00

SUBLET	PO#	VEND INV#	INV.DATE	DESCRIPTION	
JOB # 1	12798		05/02/08	REPAIR WATER LEAK	WARRANTY
JOB # 2	12799		05/02/08	LOANER	WARRANTY
				TOTAL - SUBLET	0 00

TOTALS

* *
* [ ] CASH [ ] CHECK NUMBER *
* [ ] VISA [ ] M/C [ ] AMEX [ ] DISC *
* [ ] DATE [ ] PRINT NAME *
* *

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**

IF FOR ANY REASON YOU ARE NOT COMPLETELY SATISFIED PLEASE

CONTACT DAVID O'KELLY 610-886-1200

Any work recomended but not performed could result in an unsafe condition

[redacted] ervice Dept

W-333.

PAGE 1 OF 1

SERVICE FILE COPY

[END OF INVOICE] 02 09pm

For Re-order TRI STATE BUSINESS FORMS (888) 379-3036 1018018

SERVICE DEPARTMENT HOURS

MONDAY - FRIDAY
7 30 A M - 6 00 P M.

IMPORTANT

YOU MAY RECEIVE A QUESTIONNAIRE FROM GENERAL MOTORS IN THE NEXT FEW DAYS. IF FOR ANY REASON YOU CANNOT GRADE US "COMPLETELY SATISFIED," PLEASE CONTACT OUR SERVICE MANAGER.
THANK YOU,
DAVID O KELLY
(610) 886-1200

LIMITED LABOR WARRANTY

THE REPAIR FACILITY GUARANTEES THE LABOR USED IN PERFORMING THE REPAIRS LISTED ON THIS REPAIR ORDER FOR A PERIOD OF 12 MONTHS OR 12 000 MILES FROM THE DATE SUCH REPAIRS WERE COMPLETED THIS LIMITED WARRANTY SPECIFICALLY EXCLUDES FRONT END ALIGNMENTS ELECTRICAL WIRING AND SHORTS AND FUEL SYSTEM-WHEN DUE TO CONTAMINATION THIS LIMITED WARRANTY IS EXTENDED TO THE VEHICLE OWNER/CUSTOMER AND IS NOT TRANSFERABLE TO NOR ENFORCEABLE BY ANY OTHER PERSON

THE PARTS(S) IS SOLD AS IS THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER(S) THE SELLING DEALER 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 THIS PART(S) AND/OR SERVICE BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES DAMAGES TO PROPERTY DAMAGES FROM LOSS OF USE LOSS OF TIME LOSS OF PROFITS OR INCOME OR ANY OTHER INCIDENTAL DAMAGES IN ADDITION EXPRESSLY EXCLUDED IS ANY DEALER LIABILITY FOR DEFECTS PERTAINING TO SAFETY OR PERFORMANCE BY WAY OF "STRICT LIABILITY" NEGLIGENCE OR OTHERWISE

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O'REILLY PONTIAC BUICK GMC 30908

3960 WEST CHESTER PIKE
NEWTOWN SQUARE, PA 19073
Tel 610-886-1200
Fax 610-353-9478
www.oreillycars.com

PONTIAC BUICK GMC Parts SIMPLY the BEST 30908

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
04/11/07	23058	5	1895	254	I	90BUZ	STATE INSPECTION
				254	I	91BUZ	EMISSION INSPECTION
06/21/06	16995	4	1895	254	I	90BUZ	STATE INSPECTION
				254	I	91BUZINTERNAL	INTERNAL EMISSION
				254	W	92BUZ	P D I
				254	W	01BUZFLUIDS	PDI FLUIDS

SALESPERSON NO. 2055 JOHN JOSEPH MCLAUGHL S E R V I C E STATE REG# 2

CUSTOMER WAITING ☐ YES

TERMS ☐ CASH ☐ CHARGE TYPE

☐ INTERNAL

APPROVED BY

APPOINTMENT ☒ YES ☐ NO

VEHICLE I D NO: 1GKFK16387R[redacted]

YEAR/MAKE/MODEL: 07/GMC/YUKON XL/YUKON XL 1/2 TON

[redacted]
NORRISTOWN, PA[redacted]

RESIDENCE PHONE [redacted] BUSINESS PHONE

TIME RECEIVED 09 40am | DATE/TIME PROMISED 04/08/08 06 00pm | PRIORITY 1

LABOR RATE 89 00

E# 5

PRODUCTION DATE	STOCK NO	LICENSE NO	R O NO
	5-7025	[redacted]	30908

CUSTOMER NO	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO	R O DATE
3190	MAJOR GUARD	07/27/07	3,257	500	04/07/08

COLOR	CONTRACT NO	EXPIRATION DATE	EXPIRATION MILES	TAG NO
ONYX BLACK/EBONY	0 DEDUCT	07/27/13	63,257	

TURBO	M/MC	AIR COND	P S	TRANS	MILEAGE	ADVISOR NO	ADVISOR
	BUZZ				300	1895	JENN

I hereby authorize the repair work therein set forth to be done by you, together with the furnishing by you of the necessary parts and other material for such repair and agree that you are not responsible for any delays caused by unavailability or delayed availability of parts or material for any reason that you neither assume nor authorize any other person to assume for you any liability in connection with such repair that you shall not be responsible for loss of or damage to the above vehicle or articles left therein in case of fire theft or other cause beyond your control that an express mechanic s lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto that your employees may operate the above vehicle on streets highways or elsewhere for the purpose of testing and/or inspecting such vehicle

X _____ O'REILLY PONTIAC BUICK GMC

W * 01BUZLOANER LOANER CAR
WARRANTY LOANER CAR

8 LOF

9. Rotate & Balance

10 ST Insp

11 Emission

	QUICK SERVICE MENU	
1	CHECK FOR STATE INSPECTION	
2	STATE I/M EMISSION INSPECTION	
3	BALANCE TIRES	
	OIL CHANGE	
	OIL FILTER CHANGE	
4,6 8	TUNE UP	
7	SERVICE AUTO TRANS	
	ROTATE TIRES	
	FRONT END ALIGNMENT	

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 WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND THE SELLER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS ITEM/ITEMS 12 MONTHS WARRANTY ON PARTS & LABOR OR 12000 MILES WHICHEVER COMES FIRST ANY DISSATISFACTION WITH SERVICE SHOULD BE REPORTED IMMEDIATELY BUT NO LATER THAN 30 DAYS OR 1000 MILES FROM DATE JOB IS RELEASED

INITIAL YOUR CHOICE
☐ I AUTHORIZE YOU TO COMPLETE THE ABOVE REPAIRS
☐ I AUTHORIZE THE ABOVE REPAIRS UP TO $ _____
☐ DO NOT PERFORM ANY REPAIRS UNTIL I AM NOTIFIED OF THE EXACT NATURE OF THE REPAIRS AND THE TOTAL PRICE OF SUCH CHARGES $ _____

I UNDERSTAND THAT IF I AUTHORIZE YOU TO BEGIN REPAIRS BUT DO NOT AUTHORIZE ADDITIONAL NECESSARY REPAIR I WILL OWE FOR THE WORK COMPLETED OR FOR DIAGNOSTIC TIME THE SUM OF $ _____

CUSTOMER SIGNATURE _____

ORIGINAL ESTIMATE	AUTHORIZED ADD'L REPAIRS	ADD'L REPAIRS OK'D BY
$	$	
DATE	TIME	EMPLOYEE RECEIVING AUTHORITY

REPLACED PARTS WILL BE DISCARDED UNLESS SPECIFIED OTHERWISE ☐ SAVE

SPECIFIC AUTHORIZATION GIVEN

STATE INSPCT # | EMISSION #

MECHANIC SIGN

PRIOR MILEAGE

TIRE DEPTH /32

BRAKES /P /32 /P /32

www.oreillycars.com

30908

0201J30908

PAGE 2 OF 2

HARD COPY

For Reorder TRI-STATE BUSINESS FORMS (888) 579 3535 • 17225

		PARTS	CONDITION CODE	LABOR RECORD EMP NO	TIME CLOCK
(W) COMPLAINT	Check Map lights?	(1) Driverside Button Stick			S/O Assembly
CAUSE	Check for Water Leak	Replace Overhead Console			
CORRECTION	R&R Bots C Pillars and cut	Assembly for Map Light			
(B) COMPLAINT	And Reroute Rear Drain Hoses As				ON
CAUSE	Per Bulletin # PIT 4453A				OFF
CORRECTION					
(W) COMPLAINT	Check Heater/AC operation.	Normal operation			No smell?
CAUSE					OFF
(W) CORRECTION	Check Drivers Side Inside Door Handle -	Chrome Peeling			S/O
(D) COMPLAINT	R&R C/F Door Panel - Replace Inside Door Handle				ON
CAUSE	Check for smell from Heater (see Line #3)				OFF
CORRECTION					
(E) COMPLAINT	Check Radio operation - seems ok.	Check with Scanner for DTCs			No DTCs?
CAUSE	Reprogram Radio As Per Bulletin #				
CORRECTION	Loaver	08-08-44-005A			CODE 8083Q
(F) COMPLAINT					ON
.4 CAUSE	L-O-F Note:	This was this vehicle 1st			Oil Change Ever
CORRECTION					
(G) COMPLAINT	Needs St Insp .5	No Cards In Car			ON
CAUSE	Emission .5				OFF
CORRECTION					
(H) COMPLAINT	Rotate & Balance 1.0	Worn uneven from Lack of Rotation			
CAUSE	~~Alignment~~				OFF
CORRECTION					
(I) COMPLAINT	Note: Still Needs Front End Alignment				ON
CAUSE					OFF
CORRECTION					

O'REILLY PONTIAC BUICK GMC 30908

3960 WEST CHESTER PIKE
NEWTOWN SQUARE, PA 19073
Tel 610-886-1200
Fax 610-353-9478
www.oreillycars.com

PONTIAC BUICK GMC GM Parts SIMPLY the BEST 30908

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
04/11/07	23058	5	1895	254	I	90BUZ	STATE INSPECTION
				254	I	91BUZ	EMISSION INSPECTION
06/21/06	16995	4	1895	254	I	90BUZ	STATE INSPECTION
				254	I	91BUZINTERNAL	INTERNAL EMISSION
				254	W	92BUZ	P.D.I
				254	W	01BUZFLUIDS	PDI FLUIDS

SALESPERSON NO. 2055 JOHN JOSEPH MCLAUGHL S E R V I C E 1237 STATE REG# 2

CUSTOMER WAITING ☐ YES

VEHICLE I D NO: 1GKEK16387R [redacted]
YEAR/MAKE/MODEL: 07/GMC/YUKON XL/YUKON XL 1/2 TON
PRODUCTION DATE
STOCK NO: 5-7025
LICENSE NO: [redacted]
R O NO: 30908
R O DATE: 04/07/08

TERMS ☐ CASH ☐ CHARGE TYPE

[redacted] NORRISTOWN, PA [redacted] office

CUSTOMER NO: 3190 MAJOR GUARD
SERVICE CONTRACT
DELIVERY DATE: 07/27/07
DELIVERY MILES: 3,257
EXPIRATION MILES: 63,257
TAG NO

COLOR: ONYX BLACK/EBONY
CONTRACT NO: 0 DEDUCT
EXPIRATION DATE: 07/27/13

TURBO | M/MC | AIR COND | P S | TRANS | MILEAGE | ADVISOR NO | ADVISOR
BUZZ | 300 | 1895 | JENN

☐ INTERNAL

RESIDENCE PHONE: [redacted]

APPROVED BY | TIME RECEIVED: 09 40am | DATE/TIME PROMISED: 04/08/08 06 00pm | PRIORITY

I hereby authorize the repair work thereon set forth to be done by you together with the furnishing by you of the necessary parts and other [illegible] for such repair and agree that you are not responsible for any delays caused by unavailability or delayed availability of parts or material [illegible] reason. You neither assume nor authorize any other person to assume for you any liability in connection with such repair that you shall not be responsible for loss of or damage to the above vehicle, or articles left therein, in case of fire theft or other cause beyond your control [illegible] express mechanic's lien [illegible] vehicle to secure the amount of repairs thereto that your employees may operate the [illegible] purposes of testing and/or inspecting such vehicle

APPOINTMENT ☐ YES ☐ NO [redacted]

LABOR RATE: 89.00

E# 5 Debbie

X [redacted]

O'REILLY PONTIAC BUICK GMC

JOB

X W 32BUZ LIGHTS 50.- (0126)
CUSTOMER STATES THAT THE MAP SWITCH IS INOP

X 2 W 06BUZ ROOF PANEL
CUSTOMER STATES THAT THERE IS WATER COMING IN NEAR THE DVD AREA

X 3 W 15BUZ HEATING & AIR COND
CUSTOMER STATES THAT THE HEAT IS COMING OUT HOT EVEN WHEN ITS OFF
THIS HAPPENS WHEN ITS IN DRIVE

X 4 W 08BUZ DOORS & REAR COMP 50
CUSTOMER STATES THAT THE DRIVER SIDE DOOR HANDLE IS SHARP DUE TO THE CHROME PLATE COMING OFF - inside HANDLE

X 5 W 15BUZ1 HEATING & AIR COND
CUSTOMER STATES THAT WHEN THE HEAT IS ON THERE IS AN ELECTRICAL SMELL

X 6 W 41BUZ RADIO
CUSTOMER STATES THAT THE RADIO IS CUTTING IN AND OUT

QUICK SERVICE MENU	
1	CHECK FOR STATE INSPECTION
2	STATE UM EMISSION INSPECTION
3	BALANCE TIRES
	OIL CHANGE
	OIL FILTER CHANGE
4	TUNE UP
7	SERVICE AUTO TRANS
	ROTATE TIRES
	FRONT END ALIGNMENT

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 WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND THE SELLER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS ITEM/ITEMS 12 MONTHS WARRANTY ON PARTS & LABOR OR 12000 MILES WHICHEVER COMES FIRST ANY DISSATISFACTION WITH SERVICE SHOULD BE REPORTED IMMEDIATELY BUT NO LATER THAN 30 DAYS OR 1000 MILES FROM DATE JOB IS RELEASED

INITIAL YOUR CHOICE
☐ I AUTHORIZE YOU TO COMPLETE THE ABOVE REPAIRS
☐ I AUTHORIZE THE ABOVE REPAIRS UP TO $ _____
☐ DO NOT PERFORM ANY REPAIRS UNTIL I AM NOTIFIED OF THE EXACT NATURE OF THE REPAIRS AND THE TOTAL PRICE OF SUCH CHARGES $ _____

I UNDERSTAND THAT IF I AUTHORIZE YOU TO BEGIN REPAIRS BUT DO NOT AUTHORIZE ADDITIONAL NECESSARY REPAIR I WILL OWE FOR THE WORK COMPLETED OR FOR DIAGNOSTIC TIME THE SUM OF $ _____

CUSTOMER SIGNATURE

ORIGINAL ESTIMATE	AUTHORIZED ADD'L REPAIRS	ADD'L REPAIRS O.K'D BY
$	$	
DATE	TIME	EMPLOYEE RECEIVING AUTHORITY

REPLACED PARTS WILL BE DISCARDED UNLESS SPECIFIED OTHERWISE ☐ SAVE

SPECIFIC AUTHORIZATION GIVEN

STATE INSPECT # 709792 EMISSION 386650
MECHANIC SIGN
PRIOR MILEAGE RRS
TIRE DEPTH /32
BRAKES L /F / /32 R /R 6 /32

www.oreillycars.com

[CONTINUED ON NEXT PAGE]

0201J30908

HARD COPY

30908

For Re order TRI-STATE BUSINESS FORMS (888) 579-3676 • 172215

07/09/2008 09:43 6103539478 O'REILLY PBG PAGE 07/20

O'REILLY PONTIAC BUICK GMC

3960 WEST CHESTER PIKE
NEWTOWN SQUARE, PA 19073
Ph: 610-886-1200
Fx: 610-353-9478
www.oreillycars com

GM Parts

SIMPLY the BEST

GCWS30908

0201IGCWS30908

CUSTOMER NO 3190	ADVISOR JENN 1895	TAG NO	INVOICE DATE 04/22/08	INVOICE NO GCWS30908
[redacted] NORRISTOWN, PA [redacted]	LABOR RATE 87.03 [redacted]	MILEAGE 12,317	COLOR ONYX BLACK/	STOCK NO 5-7025
	YEAR / MAKE / MODEL 07/GMC/YUKON XL/YUKON XL 1/2 TON		DELIVERY DATE 07/27/07	DELIVERY MILES 3,257
	VEHICLE I D NO I G K F K 1 6 3 8 7 R [redacted]		SELLING DEALER NO 500	
	P T E NO	P O NO	P O DATE 04/07/08	
[redacted] BUSINESS PHONE	COMMENTS E# 5			MO: 12317

J# 6 41BUZ RADIO HOURS 0.40 TECH(S) 0126 34.81

CUSTOMER STATES THAT THE RADIO IS CUTTING IN AND OUT
TECH SCANED FOR CODE 80832 FOUND BULLTIN 08-08-44-005A
REPROGRAMMED RADIO AS PER BULLETIN

OPERATING AS DESIGNED.

JOB # 6 TOTAL LABOR & PARTS 34.81

J# 7 01BUZLOANER LOANER CAR HOURS 0.00 TECH(S) 0126 0.00

WARRANTY LOANER CAR
WARRANTY LOANER CAR
WARRANTY LOANER CAR

JOB # 7 TOTAL LABOR & PARTS 0.00

SUBLET	PO#	VEND INV#	INV DATE	DESCRIPTION	
JOB # 7	12388		04/08/08	LOANER	84.00
				TOTAL - SUBLET	84.00
				R/O TAX	0.00
				R/O TOTALS	624 27

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
30908	624.27
CLAIM TOTALS	624 27

APPROVED BY SIGNATURE

SERVICE DEPARTMENT HOURS
MONDAY - FRIDAY
7:30 A.M. - 6.00 P.M

IMPORTANT

YOU MAY RECEIVE A QUESTIONNAIRE FROM GENERAL MOTORS IN THE NEXT FEW DAYS. IF FOR ANY REASON YOU CANNOT GRADE US "COMPLETELY SATISFIED," PLEASE CONTACT OUR SERVICE MANAGER. THANK YOU, DAVID O'KELLY (610) 886-1200

LIMITED LABOR WARRANTY

THE REPAIR FACILITY GUARANTEES THE LABOR USED IN PERFORMING THE REPAIRS LISTED ON THIS REPAIR ORDER FOR A PERIOD OF 12 MONTHS ON 12,000 MILES FROM THE DATE SUCH REPAIRS WERE COMPLETED. THIS LIMITED WARRANTY SPECIFICALLY EXCLUDES FRONT END ALIGNMENTS, ELECTRICAL WIRING AND SHORTS AND FUEL SYSTEM WHEN DUE TO CONTAMINATION. THIS LIMITED WARRANTY IS EXTENDED TO THE VEHICLE OWNER/CUSTOMER AND IS NOT TRANSFERABLE TO NOR ENFORCEABLE BY ANY OTHER PERSON.

THE PART(S) IS SOLD AS IS. THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER(S). THE SELLING DEALER 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 THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FROM LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS OR INCOME OR ANY OTHER INCIDENTAL DAMAGES IN ADDITION. EXPRESSLY EXCLUDED IS ANY DEALER LIABILITY FOR DEFECTS PERTAINING TO SAFETY OR PERFORMANCE BY WAY OF "STRICT LIABILITY", NEGLIGENCE OR OTHERWISE.

O'REILLY PONTIAC BUICK GMC

- *For your New & Used Car needs Parts accessories & Factory Authorized Service*

Thank You. We appreciate your business!

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Ph 610-886-1200
Fx 610-353-9478
www oreillycars com

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[CONTINUED ON NEXT PAGE] 01 27pm

For Re-order TRI STATE BUSINESS FORMS (888) 579-3636 1018011

O'REILLY PONTIAC BUICK GMC

3960 WEST CHESTER PIKE
NEWTOWN SQUARE, PA 19073
Ph: 610-886-1200
Fx: 610-353-9478
www.oreillycars.com

GM Parts

SIMPLY the BEST

GCWS30908

0201IGCWS30908

CUSTOMER NO 3190	ADVISOR JENN 1895 TAG NO	INVOICE DATE 04/22/08	INVOICE NO GCWS30908
[redacted]	LABOR TYPE 87.03 [redacted] MILEAGE 12,317	COLOR ONYX BLACK/	STOCK NO 5-7625
NORRISTOWN, PA [redacted]	YEAR/MAKE/MODEL 07/GMC/YUKON XL/YUKON XL 1/2 TON	DELIVERY DATE 07/27/07	DELIVERY MILES 3,257
	VEHICLE ID NO 1GKFK16387R[redacted]	SELLING DEALER NO 500	
	F T E NO / P O NO	PROMISE 04/07/08	
RESIDENCE PHONE 610-584-4616 / BUSINESS PHONE	COMMENTS EW5		MO: 12317

LABOR & PARTS

J# 1 28BUZ LIGHTS HOURS 0.40 TECH(S) 0126 34.81

CUSTOMER STATES THAT THE MAP SWITCH IS INOP
TECH CONFIRMED CUSTOMERS COMPLAINT.
TECH REMOVED AND REPLACED THE OVER HEAD CONSOLE ASSEMBLY
FOR THE MAP LIGHT
OPERATING AS DESIGNED.

PARTS	QTY	FP	NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 1	1		25848264	CONSOLE 16 746	148 69	148 69	208.17	208.17

JOB # 1 COST TOTAL 148 69
JOB # 1 TOTAL PARTS 208 17
JOB # 1 TOTAL LABOR & PARTS 242 98

J# 2 06BUZ ROOF PANEL HOURS 1.70 TECH(S) 0126 147.95

CUSTOMER STATES THAT THERE IS WATER COMING IN NEAR
THE DVD AREA
TECH FOUND DOCUMENT 2003197. TECH REMOVED BOTH C PILLARS
AND CUT AND REROUTED AS PER BULLETIN PIT4453A
WATER TESTED NO LEAKS PRESENT OPERATING AS DESIGNED

JOB # 2 TOTAL LABOR & PARTS 147 95

J# 3 15BUZ HEATING & AIR COND HOURS TECH(S) 0126 0.00

CUSTOMER STATES THAT THE HEAT IS COMING OUT HOT EVEN
WHEN ITS OFF
THIS HAPPENS WHEN ITS IN DRIVE
TECH FOUND THIS A NORMAL OPERATION. EVEN IF HEAT IS
TURNED OFF TEMP MUST BE TURNED DOWN IN ORDER
FOR NO HOT AIR TO BE COMING OUT
EVERYTHING IS OPERATING AS DESIGNED.

JOB # 3 TOTAL LABOR & PARTS 0.00

J# 4 08BUZ DOORS & REAR COMP HOURS 0.40 TECH(S) 0126 34.81

CUSTOMER STATES THAT THE DRIVER SIDE DOOR HANDLE IS SHARP
DUE TO THE CHROME PLATE COMING OFF
TECH CONFIRMED CUSTOMERS CONCERN
TECH REMOVED AND REPLACED THE DRIVER SIDE INSIDE DOOR
HANDLE OPERATING AS DESIGNED

PARTS	QTY	FP	NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 4	1		15935951	HANDLE 16.345	56 94	56.94	79 72	79.72

JOB # 4 COST TOTAL 56.94
JOB # 4 TOTAL PARTS 79.72
JOB # 4 TOTAL LABOR & PARTS 114.53

J# 5 15BUZ HEATING & AIR COND HOURS TECH(S) 0126 0.00

CUSTOMER STATES THAT WHEN THE HEAT IS ON THERE IS AN
ELECTRICAL SMELL

TECH CHECKED AND FOUND EVERYTHING OPERATING AS DESIGNED.

JOB # 5 TOTAL LABOR & PARTS 0 00

SERVICE DEPARTMENT HOURS
MONDAY - FRIDAY
7:30 A.M. - 6:00 P.M.

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THANK YOU,
DAVID O'KELLY
(610) 886-1200

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O'REILLY PONTIAC BUICK GMC
• For your New & Used Car needs
Parts accessories, & Factory Authorized Service

Thank You. We appreciate your business!

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(CONTINUED ON NEXT PAGE) 01 27pm

For Re-order TRI STATE BUSINESS FORMS (888) 572-3638 10/19/11

07/09/2008 09:43 6103539478 OREILLY PBG PAGE 09/20

O'REILLY PONTIAC BUICK GMC

3960 WEST CHESTER PIKE
NEWTOWN SQUARE, PA 19073
Ph: 610-886-1200
Fx: 610-353-9478
www.oreillycars.com

GM Parts

SIMPLY the BEST

GCWS30908

0201IGCWS30908

CUSTOMER NO 3190	ADVISOR JENN 1895	TAG NO	INVOICE DATE 04/22/08	INVOICE NO GCWS30908
[redacted] NORRISTOWN, PA [redacted]	LABOR RATE 87.03 [redacted]	MILEAGE 12,317	COLOR ONYX BLACK/	STOCK NO 5-7025
	YEAR/MAKE/MODEL 07/GMC/YUKON XL/YUKON XL 1/2 TON		DELIVERY DATE 07/27/07	DELIVERY MILES 3,257
	VEHICLE ID NO 1GKFK16387R [redacted]		SELLING DEALER NO 500	
	F T E NO	P O NO	R O DATE 04/07/08	
[redacted]	BUSINESS PHONE	COMMENTS E# 3		MO: 12317

DCS AUDIT SLIP

DCS DATA FILE GMGMWF 952
04/22/2008 WARRANTY NEW CLAIM
1327

RO NUMBER	RO DATE	VIN	DIV	DEALER	ODOMETER	SERVICE ADVISOR #
030908	04/07/2008	1GKFK16387R[redacted]	8	10006	12317	XXX-XX-3477

CUSTOMER NAME: FIRST· DEBORAH MIDDLE. J
LAST: ZIEGLER PHONE,WORK HOME. 610-584-4616

	LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT	LAB-TOT.
894	1	01		OJ	1	25848264	208 17	6C	C2865	4			34 81
	LN-TOT:	242 98	TECH SSN: XXX-XX-5062				AUTH CODE				AUTH	AUTHOR.:	
894	2	02		BV				93	B2853	1 7			147 95
	LN-TOT:	147 95	TECH SSN: XXX-XX-5062				AUTH CODE:				AUTH	AUTHOR	
894	3	04		ON	1	15935951	79.72	2W	B4281	4			34 81
	LN-TOT	114 53	TECH SSN· XXX-XX-5062				AUTH CODE·				AUTH	AUTHOR..	
	4	06		OJ				93	R0759	4			34 81
	LN-TOT	34 81	TECH SSN XXX-XX-5062				AUTH CODE:				AUTH.	AUTHOR.	
894	5	07		MJ				98	Z7902			84 00	
	LN-TOT.	84 00	TECH SSN XXX-XX-5062				AUTH CODE G				AUTH	AUTHOR 0090	

COMMENTS 1GNFK16368J148341

R O TOTAL. 624 27

SERVICE DEPARTMENT HOURS
MONDAY - FRIDAY
7:30 A.M. - 6 00 P.M.

IMPORTANT

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THANK YOU,
DAVID O'KELLY
(610) 886-1200

LIMITED LABOR WARRANTY

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eClaim - Save / Submit Claim

Page 1 of 1

04/25/2008

Warranty New Claim

BAC	RO Number	RO Date	VIN	Div	Dealer	Odometer	Advisor
00000118086	030908	04/07/2008	1GKFK16387R[redacted]	8	10006	12317	1895
	Del-Date		Del-Rcpt			Carrier	

Customer Info
Last [redacted]

LN	CT	CC	PC	Part-No	Tot-Pts	FC	LabOp	LHrs	OHrs	First LaborAmt	Middle Net-Amt	Home Work Ln-Tot
1	#	OJ			0 00	80832	R0759	0 4		34 81		34.81
Tech 0126				Auth Code			Authorizer			Veh Damage		

Comment:

895

R O. Total = 34 81

GM CUSTOMER INCENTIVE AND ONSTAR ACKNOWLEDGMENT

GMC HUMMER

(excludes Saturn)

CUSTOMER NAME: [redacted]

VIN: 1,G,K,F,K,L,6,3,8,7,R,[redacted]

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) X 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
– 10% REBATE	$ 2000	ANE
– BONUS CASH.	$ 4000	BME
	$	
	$	
	$	

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 _____

and/or

b. I elect to receive _____

– CUSTOMER AND DEALER ACKNOWLEDGMENT FOR INCENTIVES AND ONSTAR SERVICE –

a. Vehicle Incentive 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 on 7/27/07 I acknowledge receipt of incentive(s) as described in Item 1 and release GM Division from any future claim or obligation for incentive(s) on this unit.

Is vehicle equipped with OnStar? X Yes ____ No

b. OnStar Terms and Conditions Acknowledgment. I acknowledge that I have received the Terms and Conditions under which the OnStar service in my vehicle is provided (copies are available in the vehicle glovebox, from the dealer, at www.onstar.com, or by contacting OnStar as described below).

I understand that in order to cancel the OnStar service in my vehicle, I must press the blue OnStar button in my vehicle or call 1.888.4OnStar (1.888.466.7827) or TTY 1.877.248.2080 and request that my Services be cancelled.

Purchaser/Lessee Signature [redacted] Date: 7/27/07

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 and the OnStar Terms and Conditions have been provided to the said purchaser/lessee who has taken delivery of the referenced unit through this dealership, and that properly completed accurate delivery data has been forwarded to General Motors or Saab Cars USA.

Authorized Dealer Signature: [signature] Date: 7/27/07

Dealership Name: ORELLY GMC Dealer Code: 10006

***Dealer Note:** This is a required document and it must be completed, signed, and retained in EVERY DEAL FILE for new retail customers even if there are no incentives or rate support available. A copy of the completed form should be provided to the customer.*

GM3795 9/05

RETAIL ORDER FOR A MOTOR VEHICLE

O'REILLY PONTIAC BUICK GMC
PONTIAC | BUICK | GMC

3960 West Chester Pike, Newtown Square, PA 19073
Phone: 610-886-1200 Fax: 610-353-9478

PURCHASER [redacted]

ADDRESS

CITY/STATE NORRISTOWN PA

ZIP [redacted] EMAIL

HOME PHONE [redacted]

BUSINESS PHONE

☒ DEMO ☐ NEW ☐ USED MILES 3257

EMAIL

DATE 07/27/2007 STOCK 5-7025

MAKE GMC YEAR 2007

MODEL YUKON XL SLT

COLOR ONYX BLACK

SERIAL 1GKFK16387R[redacted]

SALESPERSON JOHN JOSEPH MCLAUGHL /

DELIVERY DATE 07/27/07 TIME

SS#

DOB 05/29/1960 DRIVERS LIC.# 19079776

	$ 45000.00
GM REBATE	2000.00
BONUS CASH	4000.00
TOTAL FORWARD TO LINE 1	39000.00

1) CASH PRICE		39000.00
2) ADDITIONAL ITEMS	+	N/A
3) WARRANTIES 60MPP	+	1195.00
4) SUBTOTAL		40195.00
5) ALLOWANCE FOR TRADE	-	N/A
6) TAXABLE TOTAL		40195.00
7) SALES TAX	+	2411.70
8) LUXURY TAX	+	N/A
9) TIRE TAX	+	5.00
10) LICENSE, TITLE NEW REGIST	+	63.50
11) DOCUMENTARY FEES	+	55.00
12) ADD: PAYOFF TRADE	+	N/A
13) TOTAL BALANCE DUE (LINES 6,7,8,9,10,11,12)		42730.20
14) LESS DEPOSIT	-	N/A
15) CASH AT DELIVERY		N/A
16) BALANCE FINANCED		42730.20

TRADE-IN INFORMATION

STATE:

YEAR MAKE MODEL

TRADE VIN#

COLOR MILEAGE

BODY TITLE#

LISC# EXP. DATE

O'REILLY PONTIAC-BUICK-GMC HAS THE RIGHT TO REAPPRAISE THE VALUE OF A TRADE IN VEHICLE IF THE DEALER CAN ESTABLISH THAT THE VEHICLE HAS SUFFERED DAMAGE OF SERIOUS MECHANICAL DETERIORATION SINCE THE DATE OF VALUATION BUT PRIOR TO ITS DELIVERY TO THE DEALER, OR UNLESS PARTS OR ACCESSORIES, OR BOTH, INCLUDING TIRES, HAVE BEEN REMOVED OR REPLACED WITH PARTS OR ACCESSORIES OF INFERIOR QUALITY.

PAY-OFF INFORMATION

BALANCE OWED TO:

ADDRESS:

IF I CANCEL THIS CONTRACT OR REFUSE TO ACCEPT DELIVERY OF THE VEHICLE ORDERED, EXCEPT AS PERMITTED BY LAW, I WILL, AT YOUR OPTION, FORFEIT AS DAMAGES $

I ACCEPT THE ABOVE CONDITIONS (CUSTOMER'S SIGNATURE)

X

AS-IS

THIS MOTOR VEHICLE IS SOLD AS IS *WITHOUT ANY WARRANTY* EITHER 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.

CUSTOMER'S SIGNATURE

FOR AFTER MARKET EQUIPMENT

At your request, we have installed, or arranged for the installation of, the following non-GM equipment:

Please be advised that the above identified equipment is not covered by any General Motors warranty. The only warranty that applies is that which is provided under the Magnuson-Moss Warranty-Federal Trade Commission Improvement act. A copy of the

☒ DEMO ☐ NEW ☐ USED MILES 3257 SS#

EMAIL DOB 05/29/1960 DRIVERS LIC.# 19079776

	$ 45000.00	
GM REBATE	2000.00	
BONUS CASH	4000.00	
TOTAL FORWARD TO LINE 1	39000.00	

1) CASH PRICE		39000.00
2) ADDITIONAL ITEMS	+	N/A
3) WARRANTIES 60MPP.	+	1195.00
4) SUBTOTAL		40195.00
5) ALLOWANCE FOR TRADE	-	N/A
6) TAXABLE TOTAL		40195.00
7) SALES TAX	+	2411.70
8) LUXURY TAX	+	N/A
9) TIRE TAX	+	500
10) LICENSE, TITLE NEW REGIST	+	63.50
11) DOCUMENTARY FEES	+	55.00
12) ADD: PAYOFF TRADE	+	N/A
13) TOTAL BALANCE DUE (LINES 6,7,8,9,10,11,12)		42730.20
14) LESS DEPOSIT	-	N/A
15) CASH AT DELIVERY		N/A
16) BALANCE FINANCED		42730.20

STATE:

TRADE-IN INFORMATION

YEAR MAKE MODEL

TRADE VIN#

COLOR MILEAGE

BODY TITLE#

LISC# EXP. DATE

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PAY-OFF INFORMATION

BALANCE OWED TO:

ADDRESS:

CITY/STATE/ZIP:

ACCT. # AMT. N/A

GOOD UNTIL NAME:

IF I CANCEL THIS CONTRACT OR REFUSE TO ACCEPT DELIVERY OF THE VEHICLE ORDERED, EXCEPT AS PERMITTED BY LAW, I WILL, AT YOUR OPTION, FORFEIT AS DAMAGES $

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At your request, we have installed, or arranged for the installation of, the following non-GM equipment:

Please be advised that the above identified equipment is not covered by any General Motors warranty. The only warranty that applies is that which is provided under the Magnuson-Moss Warranty-Federal Trade Commission Improvement act. A copy of the manufacturer's warranty may be available from your sales or service representative or by contacting the manufacturer directly. O'Reilly Pontiac-Buick-GMC makes no implied warranties, or warranties of merchantability or fitness for a particular purpose, and assumes no liability in connection with the sale and/or installation of this equipment. Furthermore, THE ABOVE EQUIPMENT IS SOLD AS IS WITHOUT ANY WARRANTY EITHER EXPRESS OR IMPLIED BY O'REILLY PONTIAC-BUICK-GMC. The purchaser will bear the entire expense of repairing or correcting any defects that presently exist or that may occur in the vehicle unless a manufacturer's warranty is available.

_____ (INITIALS) YOU AGREE THAT ALL DISPUTES REGARDING THE VEHICLE BEING PURCHASED/LEASED SHALL BE RESOLVED BY SUBMISSION TO COMMON LAW ARBITRATION, IN THE COUNTY WHERE THE DEALERSHIP IS LOCATED, ALL CLAIMS THAT YOU MAY HAVE AGAINST THE DEALER AND/OR ANY OTHER ENTITY SHALL BE REQUIRED TO PROCEED TO ARBITRATION. THIS PROVISION SHALL APPLY TO ALL ASPECTS OF YOUR PURCHASE INCLUDING NEGOTIATION, SALE, DISCLOSURE, NON-DISCLOSURE, AND FINANCING. YOU ALSO UNDERSTAND THAT YOU ARE NOT REQUIRED TO INITIAL THIS CLAUSE TO PURCHASE/LEASE THE VEHICLE.

THERE ARE NO WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING THE IMPLIED WARRANTY OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, MADE BY THE SELLER HEREIN, OR THE MANUFACTURER, ON THE VEHICLE OR CHASSIS DESCRIBED ON THE FACE HEREOF EXCEPT IN THE CASE OF A NEW VEHICLE OR CHASSIS. THE PRINTED NEW VEHICLE WARRANTY DELIVERED TO THE PURCHASER WITH SUCH VEHICLE OR CHASSIS AND HEREBY MADE A PART HEREOF AS THOUGH FULLY SET FORTH HEREIN IS THE ONLY WARRANTY APPLICABLE TO SUCH NEW VEHICLE OR CHASSIS AND IS EXPRESSLY IN LIEU OF ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. IN THE CASE OF A USED VEHICLE, THE APPLICABILITY OF AN EXISTING MANUFACTURER'S WARRANTY THEREON, IF ANY, SHALL BE DETERMINED SOLELY BY THE TERMS OF SUCH WARRANTY. ASK SALES PERSON FOR A COPY OF COMPLETE WARRANTY. **THIS CONTRACT IS NOT BINDING UPON EITHER THE DEALER OR THE PURCHASER UNTIL SIGNED BY AN AUTHORIZED REPRESENTATIVE. YOU, THE BUYER, MAY CANCEL THIS CONTRACT AND RECEIVE A FULL REFUND ANY TIME BEFORE RECEIPT OF A COPY OF THIS CONTRACT SIGNED BY AN AUTHORIZED REPRESENTATIVE BY GIVING WRITTEN NOTICE OF CANCELLATION TO DEALER. THIS SALE SHALL BE GOVERNED BY THE LAWS OF THE COMMONWEALTH OF PENNSYLVANIA.**

I CERTIFY THAT I AM 18 YEARS OF AGE OR OLDER, AND HEREBY ACKNOWLEDGE A COPY OF BOTH SIDES O

DEALER'S AUTHORIZATION DATE 07/27/2007 CUSTOMER'S AUTHORIZATI[redacted] 07/27/2007

O'REILLY PONTIAC BUICK GMC

3960 WEST CHESTER PIKE
NEWTOWN SQUARE, PA 19073
Ph: 610-886-1200
Fx: 610-353-9478
www.oreillycars.com

GM Parts

SIMPLY the BEST — THE NEW GM PARTS SYSTEM

GCCS32524

0201IGCCS32524

CUSTOMER NO. 3190	ADVISOR JIM	TAG NO. 3263	INVOICE DATE 06/30/08
[redacted]	LABOR RATE 89.00 [redacted]	MILEAGE 14,214	INVOICE NO. GCCS32524
NORRISTOWN, PA [redacted]	YEAR/MAKE/MODEL 07/GMC/YUKON XL/YUKON XL 1/2 TON		COLOR ONYX BLACK/
	VEHICLE I.D. NO. 1GKFK16387R [redacted]		STOCK NO. 5-7025
			DELIVERY DATE 07/27/07
			DELIVERY MILES 3,257
			SELLING DEALER NO. 500
	E.T.E. NO.	P.O. NO.	
[redacted] BUSINESS PHONE	CONVENES F# 5		06/18/08
			MO: 14214

LABOR & PARTS

J# 6+01BUZWASH WASH VEHICLE HOURS: TECH(S):1533 0.00
WASH VEHICLE

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE

JOB # 6 TOTAL PARTS 0.00

JOB # 6 TOTAL LABOR & PARTS 0.00

J# 7+09BUZ1 EXTERIOR TRIM HOURS: 0.30 TECH(S):1533 WARRANTY
LEFT FRONT DOOR MOLDING LIFTING
POOR ADHESION
REPLACED L/F DOOR MOLDING

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE
JOB # 7	1	15875565	MOLDING 17.507		WARRANTY

JOB # 7 TOTAL PARTS 0.00

JOB # 7 TOTAL LABOR & PARTS 0.00

J# 8+09BUZ2 EXTERIOR TRIM HOURS: 0.30 TECH(S):1533 WARRANTY
R/R DOOR MOLDING LIFTING FROM DOOR
POOR ADHESION
REPLACED R/R DOO MOLDING

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE
JOB # 8	1	15262796	MOLDING 17.507		WARRANTY

JOB # 8 TOTAL PARTS 0.00

JOB # 8 TOTAL LABOR & PARTS 0.00

J# 9+08BUZ DOORS & REAR COMP. HOURS: 0.30 TECH(S):1533 WARRANTY
L/R DOOR MOLDING LIFTING AWAY FROM DOOR
POOR ADHESION
REPLACED L/R DOOR MOLDING

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE
JOB # 9	1	15875665	MOLDING 17.507		WARRANTY

JOB # 9 TOTAL PARTS 0.00

JOB # 9 TOTAL LABOR & PARTS 0.00

SUBLET	PO#	VEND INV#	INV.DATE	DESCRIPTION	
JOB # 1	13010	08399	06/23/08	PAINT MLDG.	WARRANTY
JOB # 4	13133		06/30/08	RENTAL	WARRANTY

TOTAL - SUBLET 0.00

SERVICE DEPARTMENT HOURS
MONDAY - FRIDAY
7:30 A.M. - 6:00 P.M.

IMPORTANT

YOU MAY RECEIVE A QUESTIONNAIRE FROM GENERAL MOTORS IN THE NEXT FEW DAYS. IF FOR ANY REASON YOU CANNOT GRADE US "COMPLETELY SATISFIED," PLEASE CONTACT OUR SERVICE MANAGER.
THANK YOU,
JOE McCLONE
(610) 886-1200

LIMITED LABOR WARRANTY

THE REPAIR FACILITY GUARANTEES THE LABOR USED IN PERFORMING THE REPAIRS LISTED ON THIS REPAIR ORDER FOR A PERIOD OF 12 MONTHS OR 12,000 MILES FROM DATE OF DELIVERY. REPAIRS WERE COMPLETED. THIS LIMITED WARRANTY SPECIFICALLY EXCLUDES FRONT END ALIGNMENTS, ELECTRICAL WIRING AND SHORTS, AND FUEL SYSTEM WORK DUE TO CONTAMINATION. THIS LIMITED WARRANTY IS EXTENDED TO THE VEHICLE OWNER (CUSTOMER) AND IS NOT TRANSFERABLE TO, NOR ENFORCEABLE BY, ANY OTHER PERSON.

THE PART(S) IS SOLD "AS IS". THE ONLY WARRANTIES APPLYING TO THE PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER(S). THE SELLING DEALER 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 THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY DAMAGED FROM LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES. IN ADDITION, EXPRESSLY EXCLUDED IS ANY DEALER LIABILITY FOR DEFECTS PERTAINING TO SAFETY OR PERFORMANCE, BY WAY OF STRICT LIABILITY, NEGLIGENCE OR OTHERWISE.

O'REILLY PONTIAC BUICK GMC
For your New & Used Car needs. Parts accessories, & Factory Authorized Service.

Thank You. We appreciate your business!

O'REILLY PONTIAC BUICK GMC
Ph: 610-886-1200
Fx: 610-353-9478
www.oreillycars.com

SERVICE FILE COPY

[CONTINUED ON NEXT PAGE] 09:43am

O'REILLY PONTIAC BUICK GMC

3960 WEST CHESTER PIKE
NEWTOWN SQUARE, PA 19073
Ph: 610-886-1200
Fx: 610-353-9478
www.oreillycars.com

GM Parts

SIMPLY the BEST
THE NEW GM PARTS SYSTEM

GCCS32524

0201IGCCS32524

CUSTOMER NO. 3190	ADVISOR JIM	TAG NO. 3263	INVOICE DATE 06/30/08	INVOICE NO. GCCS32524
[redacted] NORRISTOWN, PA [redacted]	LABOR RATE 89.00	[redacted] MILEAGE 14,214	COLOR ONYX BLACK/	STOCK NO. 5-7025
	YEAR / MAKE / MODEL 07/GMC/YUKON XL/YUKON XL 1/2 TON		DELIVERY DATE 07/27/07	DELIVERY MILES 3,257
	VEHICLE I.D. NO. 1GKFK16387R [redacted]		SELLING DEALER NO. 500	
	F.T.E. NO.	P.O. NO.	R.O. DATE 06/18/08	
[redacted] BUSINESS PHONE	COMMENTS E# 5			MO: 14214

TOTALS

```
* * * * * * * * * * * * * * * * * * * * * * * * * * *
* [  ] CASH        [              ] CHECK NUMBER
*                                                   *
*  [   ] VISA   [   ] M/C   [   ] AMEX  [   ] DISC
*                                                   *
* [         ] DATE  [                ] PRINT NAME   *
* * * * * * * * * * * * * * * * * * * * * * * * * * *
```

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**

IF FOR ANY REASON YOU ARE NOT COMPLETELY SATISFIED PLEASE

CONTACT DAVID O'KELLY 610-886-1200

Any work recomended but not performed could result in an unsafe condition.
Thank you and have a great day, from O'Reilly Service Dept.

CUSTOMER SIGNATURE

********** D U P L I C A T E I N V O I C E **********

SERVICE DEPARTMENT HOURS
MONDAY - FRIDAY
7:30 A.M. - 6:00 P.M.

IMPORTANT

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THANK YOU,
JOE McGLONE
(610) 886-1200

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THE PARTS THE SOLD AS IS, THE ONLY WARRANTIES APPLYING TO THIS PARTS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER(S). THE SELLING DEALER 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 THIS PARTS AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES/DAMAGES TO PROPERTY, DAMAGES FROM LOSS OF USE, LOSS OF TIME, LOSS OR RIGHTS OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES IN ADDITION, EXPRESSLY EXCLUDED IS ANY DEALER LIABILITY FOR DEFECTS PERTAINING TO SAFETY OR PERFORMANCE BY WAY OF STRICT LIABILITY, NEGLIGENCE OR OTHERWISE.

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[END OF INVOICE] 09:43am

For Re-order: TRI-STATE BUSINESS FORMS (888) 579-3636 1036466

	PARTS	COND. TION CODE	LABOR RECORD EMP. NO.	TIME CLOCK
(A) COMPLAINT BF SID MLDG - 15875544				ON
CAUSE 15875565				OFF
CORRECTION 15262794				
(B) COMPLAINT 15875665				ON JUN 18 '08 AM 11:1
CAUSE Door moldings coming off				OFF
CORRECTION Adhesive material coming on adhered				
(C) COMPLAINT remove moldings remove Double side tape				ON
CAUSE Clean surface				OFF
CORRECTION replace moldings op as designed				JUN 26 AM 9:36
(D) COMPLAINT				ON
CAUSE DVD inop				OFF JUN 26 '08 AM 11:04
CORRECTION no DVD to verify concern				
(E) COMPLAINT				ON
CAUSE radio cuts out				OFF
CORRECTION Could not duplicate concerne				
(F) COMPLAINT				ON
CAUSE				OFF
CORRECTION recall 06162 reprogram ECM ~~Ethanol content~~				
(G) COMPLAINT reprogrammed ECM as per campaign				ON
CAUSE Claim Code 11D 88				OFF
CORRECTION OP as designed				
(H) COMPLAINT				ON
CAUSE				OFF
CORRECTION				
(I) COMPLAINT				ON
CAUSE				OFF
CORRECTION				

1.5 hrs OLH

ok

Extra time to remove adhesive and prep for new moldings.

RETURNED
DATE
SIGN
PART #

RETURNED
DATE 6/26
SIGN
PART # MLDGS

O'REILLY PONTIAC BUICK GMC 32524

3960 WEST CHESTER PIKE
NEWTOWN SQUARE, PA 19073
Tel: 610-886-1200
Fax: 610-353-9478
www.oreillycars.com

PONTIAC BUICK GMC GM Parts SIMPLY the BEST 32524

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
04/29/08	31371	12935	1895	1895	W	06BUZ	ROOF PANEL
				1895	W	01BUZLOANER	LOANER CAR
04/07/08	30908	12317	1895	0126	W	32BUZ	LIGHTS
				0126	W	06BUZ	ROOF PANEL
				0126	W	15BUZ	HEATING & AIR COND.
				0126	W	08BUZ	DOORS & REAR COMP.

SALESPERSON NO. 2055 JOHN JOSEPH MCLAUGHL S E R V I C E STATE REG# 2

CUSTOMER WAITING	VEHICLE I.D. NO.	YEAR/MAKE/MODEL	PRODUCTION DATE	STOCK NO.	LICENSE NO.	R. O. NO.
☐ YES	1GKEK16387R[redacted]	07/GMC/YUKON XL/YUKON XL 1/2 TON		5-7025	GTR2807	32524

CUSTOMER NO.	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R.O. DATE
3190	MAJOR GUARD	07/27/07	3,257	500	06/18/08

COLOR	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO.
ONYX BLACK/EBONY	0 DEDUCT	07/27/13	63,257	

TURBO	M/MC	AIR COND.	P. S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
	BUZZ				0	3263	JIM

TERMS: ☐ CASH ☐ CHARGE TYPE [redacted] NORRISTOWN, PA [redacted] ☐ INTERNAL

APPROVED BY [redacted]

TIME PROMISED 11:08am 06/18/08 06:00pm PRIORITY

APPOINTMENT ☐ YES ☐ NO

E# 5 1424 LABOR RATE 89.00

I hereby authorize the repair work therein set forth to be done by you, together with the furnishing by you of the necessary parts and other material for such repair, and agree: that you are not responsible for any delays 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 an express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto; that your employees may drive the vehicle for any purpose necessary and/or inspecting such vehicle. [redacted]

O'REILLY PONTIAC BUICK GMC

JOB

1 04BUZ **PANEL REPAIRS**
CUSTOMER STATES THAT THE BODY MOLDING IS COMING UNGLUED L/R DOOR MOULDING IS COMING OFF, F/R DOOR MOULDING IS COMING OFF.

"Additional Operation" Date / Time
CUST
Reason

2. W c/s that the CS33 DVD player is inop.

3. RADIO going in and out can't get 1060 only 1062

4. LOANER

5. 8SBUZ P0124-06162 ECM Reprogram

"Additional Operation" Date / Time
CUST
Reason

"Additional Operation" Date / Time
CUST SAV
Reason

QUICK SERVICE MENU	
1	CHECK FOR STATE INSPECTION
2	STATE I/M EMISSION INSPECTION
3	LUBE
3	OIL CHANGE
	OIL FILTER CHANGE
4, 6, 8	TUNE-UP
7	SERVICE AUTO TRANS.
	ROTATE TIRES
	FRONT END ALIGNMENT

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 WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND THE SELLER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS ITEM/ITEMS. 12 MONTHS WARRANTY ON PARTS & LABOR OR 12000 MILES, WHICHEVER COMES FIRST. ANY DISSATISFACTION WITH SERVICE SHOULD BE REPORTED IMMEDIATELY BUT NO LATER THAN 30 DAYS OR 1000 MILES FROM DATE JOB IS RELEASED.

INITIAL YOUR CHOICE
☐ I AUTHORIZE YOU TO COMPLETE THE ABOVE REPAIRS
☐ DO NOT PERFORM ANY REPAIRS UNTIL I AM NOTIFIED OF THE EXACT NATURE OF THE REPAIRS AND THE TOTAL PRICE OF SUCH CHARGES. $

"Additional Operation" Date / Time
CUST SAV

I UNDERSTAND THAT IF I AUTHORIZE YOU TO BEGIN REPAIRS AND DO NOT AUTHORIZE ADDITIONAL NECESSARY REPAIR I WILL OWE FOR THE WORK COMPLETED OR FOR DIAGNOSTIC TIME THE SUM OF $

CUSTOMER SIGNATURE

ORIGINAL ESTIMATE	AUTHORIZED ADD'L REPAIRS	ADD'L REPAIRS OK'D BY
$	$	
DATE		NAME OF THE RECEIVING AUTHORITY

REPLACED PARTS WILL BE DISCARDED UNLESS SPECIFIED OTHERWISE ☐ SAVE

SPECIFIC AUTHORIZATION GIVEN:

STATE INSPCT. # EMISSION #

MECHANIC SIGN:

PRIOR MILEAGE:

TIRE DEPTH: /32

BRAKES: /F. /32 /R. /32

www.oreillycars.com

For Re-order: TRI-STATE BUSINESS FORMS (888) 579-3336 • 1030464

0201J32524

PAGE 1 OF 1

HARD COPY

O'REILLY PONTIAC BUICK GMC

3960 WEST CHESTER PIKE
NEWTOWN SQUARE, PA 19073
Ph: 610-886-1200
Fx: 610-353-9478
www.oreillycars.com

GM Parts

SIMPLY the BEST — THE NEW GM PARTS SYSTEM

GCCS32806

0201IGCCS32806

CUSTOMER NO. 3190	ADVISOR JOE	TAG NO. 3793	INVOICE DATE 06/30/08
[redacted]	LABOR RATE 89.00	MILEAGE 14,817	INVOICE NO. GCCS32806
NORRISTOWN, PA [redacted]	YEAR / MAKE / MODEL 07/GMC/YUKON XL/YUKON XL 1/2 TON	COLOR ONYX BLACK/	STOCK NO. 5-7025
	VEHICLE I.D. NO. 1GKFK16387R [redacted]	DELIVERY DATE 07/27/07	DELIVERY MILES 3,257
	F.T. & NO.	P.O. NO.	SELLING DEALER NO. 500
[redacted]	BUSINESS PHONE	COMMENTS E#5	R.O. DATE 06/30/08

MO: 14817

LABOR & PARTS----------

J# 1 09BUZ EXTERIOR TRIM HOURS: 0.80 TECH(S) 1533 WARRANTY

CUSTOMER STATES L/R DOOR OUTSIDE HANDLE LOOSE
POOR FIT
REPLACED L/R DOOR OUTSIDE HANDLE

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 1	1	25890275	HANDLE 16.350			WARRANTY
				JOB # 1 TOTAL PARTS		0.00
				JOB # 1 TOTAL LABOR & PARTS		0.00

TOTALS----------

* *
* [ ] CASH [ ] CHECK NUMBER *
* [ ] VISA [ ] M/C [ ] AMEX [ ] DISC *
* [ ] DATE [ ] PRINT NAME *
* *

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**

IF FOR ANY REASON YOU ARE NOT COMPLETELY SATISFIED PLEASE

CONTACT DAVID O'KELLY 610-886-1200

Any work recomended but not performed could result in an unsafe condition.
Thank you and have a great day, from O'Reilly Service Dept.

CUSTOMER SIGNATURE

W- 98.11

SERVICE DEPARTMENT HOURS
MONDAY - FRIDAY
7:30 A.M. - 6:00 P.M.

IMPORTANT

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THANK YOU,
JOE McGLONE
(610) 886-1200

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[END OF INVOICE] 04:06pm

07/09/2008 09:43 6103539478 O'REILLY PBG PAGE 18/20

O'REILLY PONTIAC BUICK GMC 32806

3960 WEST CHESTER PIKE
NEWTOWN SQUARE, PA 19073
Tel: 610-886-1200
Fax: 610-353-9478
www.oreillycars.com

PONTIAC BUICK GMC GM Parts SIMPLY the BEST 32806

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
06/18/08	32524	14214	3263	1533	W	04BUZ	PANEL REPAIRS
				1533	C	40BUZ	ACCESSORIES
				1533	C	41BUZ	RADIO
				1533	W	01BUZLOANER	LOANER CAR
				1533	W	85BUZ	CAMPAIGNS
				1533	C	01BUZWASH	WASH VEHICLE

SALESPERSON NO. 2055 JOHN JOSEPH MCLAUGHL S E R V I C E

CUSTOMER WAITING ☐ YES

VEHICLE I.D. NO. 1GKEK16387R[redacted]

YEAR/MAKE/MODEL 07/GMC/YUKON XL/YUKON XL 1/2 TON

SERVICE CONTRACT

PRODUCTION DATE

STOCK NO. 5-7025

LICENSE NO. CTR2807

R.O. NO. 32806

TERMS: ☐ CASH ☐ CHARGE TYPE

[redacted]

NORRISTOWN, PA[redacted]

CUSTOMER NO.

COLOR 3190 MAJOR GUARD ONYX BLACK/EBONY

DELIVERY DATE 07/27/07

DELIVERY MILES 3,257

SELLING DEALER NO. 4-6000

CONTRACT NO. 0 DEDUCT

EXPIRATION DATE 07/27/13

EXPIRATION MILES 63,257

TAG NO. 06/30/08

TURBO | M/MC | AIR COND. | P.S. | TRANS | MILEAGE 14,214 | ADVISOR NO. 3793 | ADVISOR JOE

☐ INTERNAL

APPROVED BY

RESIDENCE PHONE [redacted]

BUSINESS PHONE

TIME [redacted] DATE/TIME PROMISED 12:22pm 06/18/08 06:00pm

PRIORITY

APPOINTMENT ☐ YES ☐ NO

F# 5 14817

LABOR RATE 89.00

I hereby authorize the repair work therein set forth to be done by you together with the furnishing by you of the necessary parts and other material for such repair, and agree: that you are not responsible for any delays 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 of or damage to the above vehicle, or articles left therein; in case of fire, theft or other cause beyond your control; that an express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto; that your employees may [redacted] of testing and/or inspecting such vehicle.

X [redacted]

O'REILLY PONTIAC BUICK GMC

JOB

1 W 09BUZ EXTERIOR TRIM
CUSTOMER STATES L/R DOOR OUTSIDE HANDLE LOOSE

1533

QUICK SERVICE MENU	
1	CHECK FOR STATE INSPECTION
2	STATE I/M EMISSION INSPECTION
3	BALANCE TIRES
	OIL CHANGE
	OIL FILTER CHANGE
4, 6, 8	TUNE-UP
7	SERVICE AUTO TRANS.
	ROTATE TIRES
	FRONT END ALIGNMENT

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 WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND THE SELLER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS ITEM/ITEMS. 12 MONTHS WARRANTY ON PARTS & LABOR OR 12000 MILES, WHICHEVER COMES FIRST. ANY DISSATISFACTION WITH SERVICE SHOULD BE REPORTED IMMEDIATELY BUT NO LATER THAN 30 DAYS OR 1000 MILES FROM DATE JOB IS RELEASED.

INITIAL YOUR CHOICE
☐ I AUTHORIZE YOU TO COMPLETE THE ABOVE REPAIRS
☐ I AUTHORIZE THE ABOVE REPAIRS UP TO $ _____
☐ DO NOT PERFORM ANY REPAIRS UNTIL I AM NOTIFIED OF THE EXACT NATURE OF THE REPAIRS AND THE TOTAL PRICE OF SUCH CHARGES. $ _____

I UNDERSTAND THAT IF I AUTHORIZE YOU TO BEGIN REPAIRS BUT DO NOT AUTHORIZE ADDITIONAL NECESSARY REPAIR I WILL OWE FOR THE WORK COMPLETED OR FOR DIAGNOSTIC TIME THE SUM OF $ _____

CUSTOMER SIGNATURE _____

ORIGINAL ESTIMATE	AUTHORIZED ADD'L REPAIRS	ADD'L REPAIRS OK'D BY
$	$	
DATE	TIME	EMPLOYEE RECEIVING AUTHORITY

REPLACED PARTS WILL BE DISCARDED UNLESS SPECIFIED OTHERWISE ☐ SAVE

SPECIFIC AUTHORIZATION GIVEN:

STATE INSPCT. # | EMISSION #

MECHANIC SIGN.

PRIOR MILEAGE:

TIRE DEPTH: /32

BRAKES: /F. /32 /R. /32

0201J32806

www.oreillycars.com

HARD COPY

	PARTS	CONDITION CODE	LABOR RECORD EMP NO.	LABOR RECORD TIME CLOCK
(A) COMPLAINT L Rear outside door handle is loose				ON
CAUSE handle ~~[illegible]~~ retaining bolt loose re torque to spec				OFF
CORRECTION try to open door handle came loose again				
(B) COMPLAINT remove bolt threads damaged unable to stay tight				ON
CAUSE R/R handle torque to spec				OFF
CORRECTION door operating normally.				
(C) COMPLAINT				ON
CAUSE				OFF
CORRECTION				
(D) COMPLAINT				ON
CAUSE				OFF
CORRECTION				
(E) COMPLAINT				ON
CAUSE				OFF
CORRECTION				
(F) COMPLAINT				ON
CAUSE				OFF
CORRECTION				
(G) COMPLAINT				ON
CAUSE				OFF
CORRECTION				
(H) COMPLAINT				ON
CAUSE				OFF
CORRECTION				
(I) COMPLAINT				ON
CAUSE				OFF
CORRECTION				

JUN 30 '08 P

KIMMEL & SILVERMAN
P.C.

F A X

Kimmel & Silverman, P.C.
30 East Butler Ave
Ambler, PA 19002

1-800-LEMON LAW
http://www.lemonlaw.com

To:	Megan
Fax Number:	
From:	Jacci
Fax Number:	(215) 540-8817
Business Phone:	(215) 540-8888
Date & Time:	8/12/08
Pages (including cover):	[redacted]
Re:	[redacted] v. GMC

Ros dated 6/18/08 + 7/17/08

The information contained in this electronic communication is to be considered confidential and intended only for the use of the recipient named above. The information is or may be legally privileged and expresses the opinion of the writer only. If the reader of this message is not the intended recipient, you are hereby notified that any dissemination, distribution, or copying of this communication, or any of its contents, is strictly prohibited. If you have received this communication in error, please re-send this communication to the sender listed above, and destroy this copy. Thank you.

For more information about Kimmel & Silverman, please visit us at http://www.lemonlaw.com/

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Ph: 610-886-1200
Fx: 610-353-9478
www.oreillycars.com

GM Parts

SIMPLY the BEST

PONTIAC BUICK GMC

CUSTOMER NO	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
3190	JIM	3263	06/30/08	GCCS32524
[redacted]	LABOR RATE 89.00	MILEAGE 14,214	COLOR ONYX BLACK/	STOCK NO. 5-7025
NORRISTOWN, PA [redacted]	YEAR / MAKE / MODEL 07/GMC/YUKON XL/YUKON XL 1/2 TON		DELIVERY DATE 07/27/07	DELIVERY MILES 3,257
	VEHICLE I.D. NO. 1 G K F K 1 6 3 8 7 R [redacted]		SELLING DEALER NO. 500	
	P. T. E. NO.	P. O. NO.	P. O. DATE 06/18/08	
[redacted] BUSINESS PHONE	COMMENTS E# 5			MO: 14214

LABOR & PARTS

J# 1 04BUZ PANEL REPAIRS HOURS: 1.80 TECH(S):1533 WARRANTY

CUSTOMER STATES THAT THE BODY MOLDING IS COMING UNGLUED
L/R DOOR MOULDING IS COMING OFF. F/R DOOR MOULDING IS
COMING OFF.
POOR ADHESION
REPLACED R/F DOOR BODYSIDE MOLDING

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE-UNIT PRICE-	WARRANTY
JOB # 1	1	15875564	MOLDING 17.607		
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00

J# 2+40BUZ ACCESSORIES HOURS: TECH(S):1533 0.00

CUSTOMER STATES THAT THE DVD PLAYER IS INOP

ORDERED DVD PLAYER

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE-UNIT PRICE-	
				JOB # 2 TOTAL PARTS	0.00
				JOB # 2 TOTAL LABOR & PARTS	0.00

J# 3+41BUZ RADIO HOURS: TECH(S):1533 0.00

CUSTOMER STATES THAT THE RADIO IS GOING IN AND OUT.
CAN'T GET 1060 ONLY 1062

RADIO HAS LATEST SOFTWARE UPDATE, AND 1062 IS
OPERATING TO FACTORY SPEC AT THIS TIME

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE-UNIT PRICE-	
				JOB # 3 TOTAL PARTS	0.00
				JOB # 3 TOTAL LABOR & PARTS	0.00

J# 4+01BUZLOANER LOANER CAR HOURS: TECH(S):1533 WARRANTY

WARRANTY LOANER CAR
WARRANTY LOANER CAR
WARRANTY LOANER CAR

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE-UNIT PRICE-	
				JOB # 4 TOTAL PARTS	0.00
				JOB # 4 TOTAL LABOR & PARTS	0.00

J# 5+85BUZ CAMPAIGNS HOURS: 0.40 TECH(S):1533 WARRANTY

Y0124 - 06162 PRODUCT ENHANCEMENT - ENGINE CONTROL MODULE RE
UPDATED AS PER 06162

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE-UNIT PRICE-	
				JOB # 5 TOTAL PARTS	0.00
				JOB # 5 TOTAL LABOR & PARTS	0.00

SERVICE DEPARTMENT HOURS:
MONDAY - FRIDAY
7:30 A.M. - 6:00 P.M.

IMPORTANT
YOU MAY RECEIVE A QUESTIONNAIRE FROM GENERAL MOTORS IN THE NEXT FEW DAYS. IF FOR ANY REASON YOU CANNOT GRADE US "COMPLETELY SATISFIED," PLEASE CONTACT OUR SERVICE MANAGER. THANK YOU, DAVID O'KELLY (610) 886-1200

LIMITED LABOR WARRANTY

THE DETAIL FACILITY GUARANTEES THE LABOR USED IN PERFORMING THE REPAIRS LISTED ON THIS REPAIR ORDER FOR A PERIOD OF 12 MONTHS OR 12,000 MILES FROM THE DATE THE REPAIRS WERE COMPLETED. THIS LIMITED WARRANTY SPECIFICALLY EXCLUDES ANY AND ALL INCIDENTAL, ELECTRICAL, TRANSMISSION AND ENGINE PARTS DUE TO CONTAMINATION IF THIS LIMITED WARRANTY IS BREACHED IN THE SERVICE CONSTRUCTION IS AND IS NOT TRANSFERABLE TO THE NEW OWNER, ASSIGNEE OR ANY OTHER PERSON.

THE PARTIES HERETO ARE THE ONLY WARRANTIES APPLICABLE TO THIS REPAIR AND THEY WERE MADE BY THE MANUFACTURER. THE SELLER HEREBY 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 REPAIR. A NEW OWNER BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLER ANY CONSEQUENTIAL DAMAGES, INCLUDING BUT NOT LIMITED TO PROPERTY, PERSONAL OR PROPERTY LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES. IN ADDITION, SELLER'S LIABILITY FOR ANY BREACH OF WARRANTY WITH RESPECT TO THE REPAIR OR PERFORMANCE BY THE SELLER OF THE REPAIR SHALL NOT EXCEED THE PURCHASE PRICE OF THE REPAIR.

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 [CONTINUED ON NEXT PAGE] 03:26pm

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GM Parts

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PONTIAC BUICK GMC

CUSTOMER NO. 3190	ADVISOR JIM	TAG NO. 3263	INVOICE DATE 06/30/08	INVOICE NO GCCS32524
[redacted]	LABOR RATE 89.00	[redacted]	MILEAGE 14,214	COLOR ONYX BLACK/	STOCK NO. 5-7025
NORRISTOWN, PA [redacted]	YEAR / MAKE / MODEL 07/GMC/YUKON XL/YUKON XL 1/2 TON		DELIVERY DATE 07/27/07	DELIVERY MILES 3,257
	VEHICLE I.D. NO 1 G K F K 1 6 3 8 7 R [redacted]		SELLING DEALER NO. 500	
	F.T.E. NO.	P.O. NO.	R.O. DATE 06/18/08	
F [redacted]	BUSINESS PHONE	COMMENTS E# 5		MO: 14214

LABOR & PARTS----------

J# 6+01BUZWASH WASH VEHICLE HOURS: TECH(S):1533 0.00
WASH VEHICLE

PARTS------QTY---FP-NUMBER.....DESCRIPTION---------LIST PRICE-UNIT PRICE-
JOB # 6 TOTAL PARTS 0.00

JOB # 6 TOTAL LABOR & PARTS 0.00

J# 7+09BUZ1 EXTERIOR TRIM HOURS: 0.30 TECH(S):1533 WARRANTY
LEFT FRONT DOOR MOLDING LIFTING
POOR ADHESION
REPLACED L/F DOOR MOLDING

PARTS------QTY---FP-NUMBER.....DESCRIPTION---------LIST PRICE-UNIT PRICE-
JOB # 7 1 15875565 MOLDING 17.507 WARRANTY
JOB # 7 TOTAL PARTS 0.00

JOB # 7 TOTAL LABOR & PARTS 0.00

J# 8+09BUZ2 EXTERIOR TRIM HOURS: 0.30 TECH(S):1533 WARRANTY
R/R DOOR MOLDING LIFTING FROM DOOR
POOR ADHESION
REPLACED R/R DOO MOLDING

PARTS------QTY---FP-NUMBER.....DESCRIPTION---------LIST PRICE-UNIT PRICE-
JOB # 8 1 15262796 MOLDING 17.507 WARRANTY
JOB # 8 TOTAL PARTS 0.00

JOB # 8 TOTAL LABOR & PARTS 0.00

J# 9+08BUZ DOORS & REAR COMP. HOURS: 0.30 TECH(S):1533 WARRANTY
L/R DOOR MOLDING LIFTING AWAY FROM DOOR
POOR ADHESION
REPLACED L/R DOOR MOLDING

PARTS------QTY---FP-NUMBER.....DESCRIPTION---------LIST PRICE-UNIT PRICE-
JOB # 9 1 15875665 MOLDING 17.507 WARRANTY
JOB # 9 TOTAL PARTS 0.00

JOB # 9 TOTAL LABOR & PARTS 0.00

SUBLET-----PO#--------VEND INV#-INV.DATE-DESCRIPTION.....
JOB # 1 13010 08399 06/23/08 PAINT MLDG. WARRANTY
JOB # 4 13133 06/30/08 LOANER WARRANTY
TOTAL - SUBLET 0.00

SERVICE DEPARTMENT HOURS:
MONDAY - FRIDAY
7:30 A.M. - 6:00 P.M.

IMPORTANT
YOU MAY RECEIVE A QUESTIONNAIRE FROM GENERAL MOTORS IN THE NEXT FEW DAYS. IF FOR ANY REASON YOU CANNOT GRADE US "COMPLETELY SATISFIED," PLEASE CONTACT OUR SERVICE MANAGER: THANK YOU. DAVID O'KELLY (610) 886-1200

LIMITED LABOR WARRANTY

THE REPAIR FACILITY GUARANTEES THE LABOR USED IN PERFORMING THE REPAIRS LISTED ON THIS REPAIR ORDER FOR A PERIOD OF 12 MONTHS OR 12,000 MILES FROM THE DATE SUCH REPAIRS WERE COMPLETED. THE LIMITED WARRANTY APPROPRIATELY PERFORMED STEERING AND ALIGNMENT (FOR TRUCKS, WHERE APPLICABLE), AND FUEL SYSTEM REPAIRS DUE TO CONTAMINATION. THIS LIMITED WARRANTY IS REGISTERED TO THE VEHICLE OWNER/CUSTOMER AND IS NOT TRANSFERABLE TO ANY PURCHASER OR ANY OTHER PERSON.

THE PARTIES HEREBY AGREE THAT THE ONLY WARRANTIES AS TO THE PARTS ARE THOSE WHICH MAY BE CONTAINED IN THE PARTS. THE REPAIR FACILITY AND THE SELLING DEALER HEREBY EXPRESSLY DISCLAIM 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 OR THE PERFORMANCE OF REPAIR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE REPAIR FACILITY OR 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. IN ADDITION, THE REPAIR FACILITY OR SELLING DEALER'S LIABILITY FOR DEFECTS PERTAINING TO WORKMANSHIP, BY WAY OF STRICT LIABILITY, NEGLIGENCE OR OTHERWISE.

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 [CONTINUED ON NEXT PAGE]

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CUSTOMER NO. 3190	ADVISOR JIM	TAG NO. 3263	INVOICE DATE 06/30/08	INVOICE NO. GCCS32524
[redacted]	LABOR RATE 89.00	[redacted]	MILEAGE 14,214	COLOR ONYX BLACK/	STOCK NO. 5-7025
NORRISTOWN, PA [redacted]	YEAR / MAKE / MODEL 07/GMC/YUKON XL/YUKON XL 1/2 TON		DELIVERY DATE 07/27/07	DELIVERY MILES 3,257
	VEHICLE I.D. NO. 1 G K F K 1 6 3 8 7 R [redacted]		SELLING DEALER NO. 500	
	F. T. E. NO.	P. O. NO.	R.O. DATE 06/18/08	
R [redacted]	BUSINESS PHONE	COMMENTS E# 5		MO: 14214

TOTALS

* *
* [ ] CASH [ ] CHECK NUMBER *
* [ ] VISA [ ] M/C [ ] AMEX [ ] DISC *
* [ ] DATE [ ] PRINT NAME *
* *

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**

IF FOR ANY REASON YOU ARE NOT COMPLETELY SATISFIED PLEASE

CONTACT DAVID O'KELLY 610-886-1200

Any work recomended but not performed could result in an unsafe condition.
Thank you and have a great day, from O'Reilly Service Dept.

CUSTOMER SIGNATURE

**************************** DUPLICATE INVOICE ****************************

SERVICE DEPARTMENT HOURS:
MONDAY - FRIDAY
7:30 A.M - 6:00 P.M.

IMPORTANT
YOU MAY RECEIVE A QUESTIONNAIRE FROM GENERAL MOTORS IN THE NEXT FEW DAYS. IF FOR ANY REASON YOU CANNOT GRADE US "COMPLETELY SATISFIED," PLEASE CONTACT OUR SERVICE MANAGER. THANK YOU.
DAVID O'KELLY
(610) 886-1200

LIMITED LABOR WARRANTY

[illegible]

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CUSTOMER NO. 3190	ADVISOR JENN	TAG NO. 1895	INVOICE DATE 07/17/08	INVOICE NO. GCCS33142
[redacted] NORRISTOWN, PA [redacted]	LABOR RATE 89.00	LICENSE NO. [redacted]	MILEAGE 15,027	COLOR ONYX BLACK/	STOCK NO. 5-7025
	YEAR / MAKE / MODEL 07/GMC/YUKON XL/YUKON XL 1/2 TON		DELIVERY DATE 07/27/07	DELIVERY MILES 3,257
	VEHICLE I.D. NO. 1 G K F K 1 6 3 8 7 R [redacted]		SELLING DEALER NO. 500	
	F.Y.E. NO.	P.O. NO.	R.O. DATE 07/17/08	
[redacted]	BUSINESS PHONE	COMMENTS E# 5		MO: 15027

LABOR & PARTS

J# 1 40BUZ ACCESSORIES HOURS: 1.00 TECH(S):1533 WARRANTY

CUSTOMER STATES THAT THE DVD PLAYER IS INOP
INTERNAL FAULT FOUND IN DVD READER.
REMOVED, REPLACED AND REPROGRAMMED RADIO. CLAIM CODE 80382.
OPERATING AS DESIGNED.

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 16BUZ WHEEL & TIRES HOURS: TECH(S):1533 15.00

CUSTOMER STATES THAT THERE IS A NAIL IN THE RIGHT REAR TIRE
TECH REMOVED NAIL AND PLUGGED TIRE.
FILLED TIRE PRESSURE TO SPEC.
OPERATING AS DESIGNED.

JOB # 2 TOTAL LABOR & PARTS 15.00

J# 3 01BUZLOANER LOANER CAR HOURS: 0.00 TECH(S):1533 WARRANTY

WARRANTY LOANER CAR
WARRANTY LOANER CAR
WARRANTY LOANER CAR

JOB # 3 TOTAL LABOR & PARTS 0.00

SUBLET	PO#	VEND INV#	INV.DATE	DESCRIPTION	
JOB # 3	13176		07/17/08	LOANER	WARRANTY
				TOTAL - SUBLET	0.00

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A		SSPN PN SHOP SUPPLIES		0.30
			TOTAL - MISC	0.30

TOTALS

* *
* [ ] CASH [ ] CHECK NUMBER *
* [ ] VISA [ ] M/C [ ] AMEX [ ] DISC *
* [ ] DATE [ ] PRINT NAME *
* *

TOTAL LABOR....	15.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.30
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.92
TOTAL INVOICE $	**16.22**

IF FOR ANY REASON YOU ARE NOT COMPLETELY SATISFIED PLEASE

CONTACT DAVID O'KELLY 610-886-1200

Any work recomended but not performed could result in an unsafe condition.
Thank you and have a great day. from O'Reilly Service Dept.

CUSTOMER SIGNATURE

SERVICE DEPARTMENT HOURS:
MONDAY - FRIDAY
7:30 A.M. - 6:00 P.M.

IMPORTANT

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THANK YOU,
DAVID O'KELLY
(610) 886-1200

LIMITED LABOR WARRANTY

[illegible]

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Ambler, PA 19002
P (215) 540-8888
F (215) 540-8817

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AMY L. BENNECOFF
CHRISTINA GILL ROSEMAN
RICHARD A. SCHOLER

Of Counsel:
RONNA LUCAS

WESTERN PA OFFICE, 210 Grant Street, Suite 202, Pittsburgh, PA 15219, P (412) 566-1001, F (412) 566-1005
NEW JERSEY OFFICE, Executive Quarters, 1930 E. Marlton Pike, Suite Q29, Cherry Hill, NJ 08003, P (856) 429-8334, F (856) 216-7344
MARYLAND OFFICE, 500 Redland Court, Suite 105, Owings Mills, MD 21117, P (410) 998-1119, F (410) 998-9997
DELAWARE OFFICE, 501 Silverside Road, Suite 118, Wilmington, DE 19809, P (302) 791-9373, F (302) 791-9476
MASSACHUSETTS OFFICE, 45 Pond St, Suite 202, Norwell, MA 02061, P (781) 982-9112, F (781) 982-9114
PLEASE REMIT ALL CORRESPONDENCE TO THE AMBLER OFFICE

September 19, 2008

VIA TELEFAX ONLY (866-592-1363)

Halima Shaw, Esquire
BRC Legal Case Manager
GM Business Resource Center

RE: [redacted] v. GM

Dear Ms. Shaw:

It was a pleasure speaking with you. Please be advised that my client hereby accepts your most gracious offer to statutorily repurchase her vehicle with a $1,231.70 mileage charge. This will confirm we have separately settled my firm's bill of attorney fees and costs for $1,900.00. As discussed, I must insist on a separate check for my attorney fee and cost settlement and that it be sent directly to my office as opposed to the dealership. The current mileage is about 18000 and attached is the Registration. I will have Dave Kelly of my office telephone you to touch base on consummating the settlement. Once again, thank you for all of your help in getting this matter expeditiously resolved and I look forward to discussing more cases with you as soon as you are ready.

Very truly yours,

Robert M. Silverman

COMMONWEALTH OF PENNSYLVANIA REGISTRATION CREDENTIAL

EXPIRY: JUN 30, 2008 **VALID: 09/10/07**

PLATE: [redacted]
TITLE: [redacted]
VIN: 1GKFK14587R[redacted]
YR/MAKE: 2007 GMC
TYPE: SW
WED: 07228 0042 002055-001

EMISSIONS INSPECTION REQUIRED/DIESEL VEHICLES EXEMPT COUNTY: MONTGOMERY

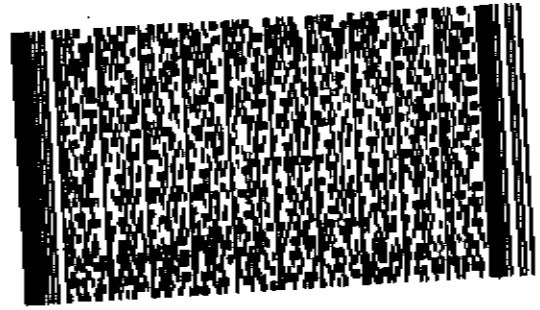
[redacted]

EAGLEVILLE PA

[redacted]

SIGNATURE

I hereby acknowledge this day that I have received notice of the provisions of Section 3705 of the Vehicle Code.



RCMPR010 VEHICLE DELIVERY/INCENTIVE HISTORY 03/08/08
PROCESSING SOURCE: CHEVROLET 12:53:07
PAGE: 1

VIN: 1GNFK1302 7R[redacted] SELLG SCE: 13 MDL YR: 07 ORD NO: KCPFN2

ODATE: 04/28/06 ORDER FAN: OTYPE: 070 DLVY SS/SITE CD: 13 06124
DDATE: 02/07/07 DLVY FAN: DTYPE: 010 SRVC TYPE: MILEAGE:

DLVY DOE: 02/08/07 ORDER BY:
CANC:
CANC DOE:
TRADE: DLVY TO: [redacted]
TRD DOE:
SRVC IN: ELK GROVE CA [redacted]
SRVC OUT: CANC SRVC IN:
BFSO ORD DT: BFSO CUST:
PRICE ASSUR DT: PRICE ASSUR RT:

--INCENTIVES--

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR SHR	STAT
CWE	01	13 06124	00031812130	02/09/07	2,000.00	OA	0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: DLR INC MEMO NO: 00031812130 AUTH PUR CD:
MISC DATE: MISC:
POLICY PYMT CMNT: ACTV TYPE: 6

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR SHR	STAT
FFC	01	13 06124	00031812130	02/09/07	54.81	OA	0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: DLVY INC MEMO NO: 00031812130 AUTH PUR CD:
MISC DATE: MISC:
POLICY PYMT CMNT: ACTV TYPE: 6

General Motors Corporation
Business Resource Center
PO Box 33170
Detroit, MI 48232-3170

VIA FAX ONLY

August 25, 2008

Kurt Delsack, Esq.
Law Offices of Delsack & Associates
1801 Century Park East, Suite 2400
Los Angeles, CA 90067

RE: [redacted]
Service Request: 71-656864628
2007 Chevrolet Tahoe
Vehicle Identification Number: 1GNFK13027R[redacted]

Dear Mr. Delsack:

This is to advise that General Motors is in receipt of the above referenced case dated August 18, 2008. This case file has been assigned to General Motors' Early Resolution program, and you will be contacted in the next 10-15 calendar days for review. The Early Resolution program is designed to facilitate early settlement of warranty matters within a 45-day timeframe.

In order to do a thorough review and assessment of this case, General Motors would appreciate your prompt 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.

- ☒ Copy of owner's current title and/or registration
- ☒ Other: Release of Lien
- ☒ Finance agreement
- ☒ Buyer's agreement

General Motors Corporation
ATTN: BRC Legal
P.O. Box 33170
Detroit, MI 48232

If you have further questions, please contact our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please refer to the service request number above and a Customer Relationship Specialist will be happy to assist you.

Sincerely,
Iris Cruz
General Motors Corporation

RELEASE OF LIEN INFORMATION

I _____,
(Client's Name) (Client's Social Security Number)

hereby authorize _____
(Lien holder Name)

_____
(Lien holder Address) (Lien holder Phone Number)

to release any and all information regarding my loan account # _____
(Account Number)

with _____
(Lien holder Name)

to General Motors Corporation, including but not limited to a complete payment history of my account, a loan payoff amount, and per diem information.

Date _____.

VEHICLE INFORMATION

The current vehicle mileage is _____ Date mileage read: _____.

_____ _____
Signature Signature

LG0006
V08012008

CHASE CHEVROLET C

SERVICE DEPARTMENT
PHONE 209-475-6630
FAX 209-475-6110

FROM: Chase Chevrolet

TO: 18666485 8056

NUMBER OF PAGES INCLUDING THIS PAGE 6

MESSAGE RE: [redacted]

PLEASE RESPOND BY

2/07
7T0391

General Motors Corporation
Business Resource Center
PO Box 23170
Detroit, MI 48223-0170

VIA FAX ONLY

August 25, 2008

7R205483

Alex Robinson
CHASE CHEVROLET CO., INC.
PO BOX 8349
STOCKTON, CA 95208-0349

RE: [redacted]
Service Request: 71-656864628
2007 Chevrolet Tahoe
Vehicle Identification Number: 1GNFK13027R[redacted]

Dear Mr. Robinson:

This is a letter of notification regarding a not-in-suit-matter involving the above referenced customer. Please provide us with copies of all dealer sales and service documents regarding this vehicle. The specific documents needed are:

- **Service and body shop repair orders of all internal services which include: Service File Copies, Customer Copy, Accounting invoices, Warranty Repair Orders, Tech Copy and Notes (to include front and back also, please include any receipts for aftermarket or dealer add-ons.**
- **All Sales Purchase and Finance Agreements (Sales Jacket), including application of credit, conversion invoice (if any), the Incentives Acknowledgement Form, the Actual Cash Value statement of any trade, and Application for Registration/Title.**

This is a time sensitive legal matter. Please fax them to 866-485-8256. If there are any fax difficulties or the documents exceed 50 pages, please split the fax and send two or more faxes as appropriate and application of title.

In addition, should you be contacted by another party regarding this matter, you may want to consult your own attorney for further direction. Your cooperation is greatly appreciated. If you have further questions, please contact me at our Business Resource Center at 1-866-790-5700 extension 41188 or fax 866-485-8256 Monday through Friday between 11:00 a.m. and 6:45 p.m., Eastern Time.

Sincerely,
Iris Cruz
General Motors Corporation

Chase Chevrolet Co.

FOR YOUR CONVENIENCE
OUR SERVICE DEPT. HOURS:
MONDAY THRU FRIDAY 7:00 A.M. TO 7:00 P.M.
SAT 7:30 A.M. TO 4:30 P.M.
(209) 475-6630

☐ SAVE PARTS [redacted]

ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED.
NO VEHICLES RELEASED AFTER SERVICE HOURS
VEHICLES MUST BE PICKED UP 3 DAYS FROM COMPLETION OF WORK OR
THERE WILL BE A $25.00 PER DAY STORAGE CHARGE FROM COMPLETION DATE!

STORAGE CHARGE
THIS IS NOT AN INVOICE

"By law, you may choose any licensed Smog Check facility to perform any needed repairs or adjustments that the Smog Check test indicates are necessary."

TERMS: CASH OR APPROVED CREDIT CARDS
UNLESS PRIOR ARRANGEMENTS HAVE BEEN MADE
SUBJECT TO CONDITIONS ON REVERSE SIDE OF THIS CONTRACT.
PLEASE READ REVERSE SIDE.

JST. NO. 7T0391 STOCK NO. 7T0391 TAG NO. T6927 COLOR BLACK

PAGE 1 OF

DATE	VEHICLE IDENTIFICATION NUMBER	MILEAGE	IN SERVICE DATE	LICENSE NUMBER	YEAR	MAKE AND MODEL	WRITTEN BY	RO NUMBER
7FEB2007	1GNEK13027R205483	1645	07FEB07		07	CHEVROLET TAHOE	744	179583

I registered vehicle owner, hereby authorize the repair work herein set forth to be done along with the necessary material and agree you are not responsible for any delays caused by unavailability of parts, or delays in parts shipments by the supplier or transporter. I by grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the ose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of rs thereto. I hereby appoint CHASE CHEVROLET as my attorney in fact and empower you to negotiate and cash any draft or instrument d in payment of this repair order by any third party in my name and to sign my name thereto. Receipt of vehicle described herein for r or alteration is hereby acknowledged by dealer. Said customer is hereby notified that the said property, or its contents, is not insured rotected to the amount of actual cash value thereof, or otherwise, by the undersigned dealer against loss occasioned by theft, fire or ailem which the property remains with the dealer. Customer states no policies of personal property have been left in the vehicle, and the dealer is not responsible for inspection thereof. Customer will be responsible for payment of reasonable attorney fees and costs in event suit is brought for collection. I authorize warranty work to be performed on my vehicle. In the event the work performed is not pted for warranty payment by the manufacturer, I, the registered vehicle owner, will be held responsible for the outstanding balance.

NAME [redacted]

CITY/STATE/ZIP ELK GROVE CA [redacted]

TIME PROMISED 16:24 27FEB07

[redacted]

TERMS: CASH OR APPROVED CREDIT CARDS
UNLESS PRIOR ARRANGEMENTS HAVE BEEN MADE

PRELIMINARY ESTIMATE $ [redacted] WHICH INCLUDES HAZARDOUS WASTE DISPOSAL FEE OF $ [redacted]

AUTHORIZED BY: X

BILL TO:

CSI ☐ parts overnight ☐ washed ☐ QC ☐ delivered by s/a

DATE	TIME	PHONE #	AUTHORIZED BY	ADDITIONAL AMOUNT	REVISED TOTAL

ENGINE NO. TRANSM. NO. AXLE NO. / PROD. DATE

1)GMPP, MAJOR GUARD, 48/80,000 $100 DED

METHOD OF PAYMENT CASH
SELLING DEALER 06124
WARRANTY EXPIRES

LINE	OP CODE	TECH.	LABOR INSTRUCTIONS AND DESCRIPTIONS		S/A	LT.
A			INSTALL REMOTE START See Terry for parts Case # 1303486	1.0		INT
B			GET PRICE TO INSTALL BRUSHED ALUM TRIM TO REPLACE WOODGRAIN TRIM Gary working on Supplied trimmer			
C			DETAIL AND REMOVE SCRATCH ON RIGHT SIDE OF VEHICLE done			
			INSTALL CHASE LIC plate frame on rear PO# 197280			

GAS/OIL/GREASE	AMOUNT
QUARTS OIL	
LBS. GREASE	
QTS. AUTO TRANS. FLUID	

SUBLET	AMOUNT
P.O. ERAC	
P.O. 197105	

SMOG CERTIF.

RENTAL

TOWING

TEAR DOWN ESTIMATE: I UNDERSTAND THAT MY VEHICLE WILL BE REASSEMBLED WITHIN ___ DAYS OF THE DATE SHOWN ABOVE IF I CHOOSE NOT TO AUTHORIZE THE SERVICES RECOMMENDED.

FROM CHASE SERVICE

A CAUSE:

Installed Remote Start per Request
Contacted Techline Requested
VCI and Reprogramed BCM &
Theft Deterrent mod. as needed
Programed key Fobs. Reducks
OK at This time

CORRECTION:

B CAUSE:

CORRECTION:

C CAUSE:

CORRECTION:

D CAUSE:

CORRECTION: Installed plate & From as needed

E CAUSE:

CORRECTION:

LABOR RECORD

R.O. OR W.O. NO.	EMPL. NO.	MECH. PAY $	FLAT RATE TIME	W - TIME	REPAIR ORDER TIME	
179583	42		A	Inc	10	FEB 27 PM 2.3 / FEB 27 PM 1.3

R.O. OR W.O. NO.	EMPL. NO.	MECH. PAY $	FLAT RATE TIME	W - TIME	REPAIR ORDER TIME	
179583	42		A BCM	Inc	8	FEB 27 PM 1.3 / FEB 27 PM 12.5

FLAG SHEET — OFF 10 / ON

FLAG SHEET — OFF 9 / ON

FLAG SHEET — OFF 8 / ON

FLAG SHEET — OFF 7 / ON

FLAG SHEET — OFF 6 / ON

FLAG SHEET — OFF 5 / ON

FLAG SHEET — OFF 4 / ON

FLAG SHEET — OFF 3 / ON

FLAG SHEET — OFF 2 / ON

FLAG SHEET — OFF 1 / ON

FREON USAGE LIST

DAY	DATE	USED POUNDS	RECOVERED POUNDS	RECYCLED POUNDS	SOLD POUNDS

Body Type: 2 Dr. ____ 4 Dr. ____ Wagon ____ Other ____ Trans: Type # ____ Diff: Type/Size ____

Seat: Pwr/Std. ____ Split ____ Bench ____ Bucket ____ Options: A/C ____ P/S ____ Tilt Strg. ____

Windows: Elect/Std. ____ Locks: Elect/Std. ____ Cruise ____ Inter/Wipers ____ Smog ____

Engine ____ Carb: Mfg. ____ Brls. ____ EFI ____ Remarks: ____

Brake Condition: Front ____% Rear Front ____%

7T0391

UNIT# 7T0391

[redacted]

ELK GROVE, CA [redacted]

HOME: [redacted] BUS:

179583

ACCOUNTING

PAGE 2

Chase Chevrolet

P.O. BOX 8349, STOCKTON, CA 95208
6441 HOLMAN ROAD * STOCKTON, CA 95212
(209) 475-6630 * (800) 242-4273
BAR # AB 005007 EPA # CAD 000117545

SERVICE ADVISOR: 744 DEBBIE SOMMERFELD

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK	07	CHEVROLET TAHOE	1GNFK13027R[redacted]		1645/1645	T6927

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07FEB07 DD			16:24 27FEB07	197280		CASH	06MAR07

R.O. OPENED	READY
08:56 27FEB07	11:36 06MAR07

OPTIONS: STK:7T0391 DLR:06124 1)GMPP, MAJOR GUARD, 48/80,000 $100 DED

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
46300	15111	4230		48100	17745	13650	
46600	8500	8500		46600	8400	8400	197105
46100	0	0		23700	32856	*******	7T0391
23700	8500	*******		46001	8400	*******	
22500	0	*******					

COST, SALE, & COMP TOTALS 34780 49756 0

ORIGINAL ESTIMATE $

DATE	TIME	PHONE #

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE.

FINAL REVISED ESTIMATE $

AUTHORIZED BY	ADDITIONAL AMOUNT	REVISED TOTAL

I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.

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.

I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

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

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

Copyright 2000 ADP, Inc. SERVICE INVOICE #2 XSI2C

SIGNATURE COPY

7T0391 179583

UNIT# 7T0391

ACCOUNTING

Chase Chevrolet
P.O. BOX 8349, STOCKTON, CA 95208
6441 HOLMAN ROAD * STOCKTON, CA 95212
(209) 475-6630 * (800) 242-4273
BAR # AB 005007 EPA # CAD 000117545

[redacted]

ELK GROVE, CA [redacted]
HOME: [redacted] BUS:

PAGE 1

SERVICE ADVISOR: 744 DEBBIE SOMMERFELD

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK	07	CHEVROLET TAHOE	1GNFK13027R[redacted]		1645/1645	T6927

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07FEB07 DD			16:24 27FEB07	197280		CASH	06MAR07

R.O. OPENED	READY	OPTIONS:
08:56 27FEB07	11:36 06MAR07	STK:7T0391 DLR:06124 1)GMPP, MAJOR GUARD, 48/80,000 $100 DED

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A INSTALL REMOTE START											
G8 INSTALLED REMOTE START PER REQUEST CONTACTED											
TECHLINE REQUESTED V CI AND REPROGRAMMED BCM											
& THEFT DETERENT MODULE AS NEEDED PROG KEY											
FOBS											
	42		INT	1.80	1.80	4230	15111			151.11	151.11
1	19154444		TRANSMITT			13650	17745	0	227.96	177.45	177.45
SUBL PCW # 0002835 PO#											
			INT			8500	8500			85.00	85.00
SUBL ERAC D685927 PO#											
PO#[redacted]											
			ICT			8400	8400			84.00	84.00
B GET PRICE TO INSTALL BRUSHED ALUM TRIM TO REPLACE WOODGRAIN TRIM											
SOP PARTS ON ORDER TO REPAIR YOUR VEH -- YOU WILL											
BE NOTIFIED BY MAIL WHEN YOUR PARTS ARRIVE											
	222		CTC	0.00	0.00	0	0			0.00	0.00
C DETAIL AND REMOVE SCRATCH ON RIGHT SIDE OF VEHICLE											
FFR FILE FOR REFERENCE ONLY											
	222		CTC	0.00	0.00	0	0			0.00	0.00
D** INSTALL CHASE LICENSE PLATE FRAME ON REAR											
FFR FILE FOR REFERENCE ONLY											
	42		CTC	0.00	0.00	0	0			0.00	0.00

ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED

THANK YOU _____

_____ CHEV

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
02-27-07	12:40	14:25	1.75	W	42	A B	

ORIGINAL ESTIMATE $

DATE	TIME	PHONE #

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE.
▷

FINAL REVISED ESTIMATE $

AUTHORIZED BY	ADDITIONAL AMOUNT	REVISED TOTAL

I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.
▷

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.

I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

X

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

Copyright 2000 ADP, Inc. SERVICE INVOICE #2 XSI2C

SIGNATURE COPY

AUG 22 2008

From:

LAW OFFICES OF
DELSACK & ASSOCIATES, P.C.
A PROFESSIONAL LAW CORPORATION
1801 CENTURY PARK EAST, SUITE 2400
LOS ANGELES, CA 90067
(310) 475-7007 FAX 310-475-1799

To: Rob Brown, Jr - Sr. Staff Assistant
General Motors Corporation
ATTN: BRC Legal
1919 Concept Drive
Warren, MI 48091

LAW OFFICES OF
DELSACK & ASSOCIATES, P.C.
A PROFESSIONAL LAW CORPORATION
1801 CENTURY PARK EAST, SUITE 2400
LOS ANGELES, CA 90067

ALSO ADMITTED IN THE DISTRICT OF COLUMBIA AND PENNSYLVANIA

TELEPHONE (310) 475-1700
FACSIMILE (310) 475-1799

August 18, 2008

Rob Brown, Jr - Sr. Staff Assistant
General Motors Corporation - ATTN: BRC Legal
1919 Concept Drive
Warren, MI, 48091

General Manager
Chase Chevrolet Co. Inc.
6441 Holman Road
Stockton, CA 95212

Re: [redacted], Purchase of 2007 Chevrolet Tahoe
VIN 1GNFK13027R[redacted]

Dear Mr. Brown:

This office represents [redacted] concerning her purchase of a defective 2007 Chevrolet Tahoe. I enclose a copy of the vehicle contract, along with copies of other relevant documents including the repair orders describing the complaints and work done while the vehicle was in authorized repair facilities. Please note that this vehicle complies with the requirements of the Consumer Warranty Act (Song Beverly Act) because all work was done while it was covered by General Motors Corporation's express warranty.

We are hereby notifying you that this vehicle qualifies under the California "Lemon Law" (Civil Code Sections 1793.2 et seq.) for replacement or reimbursement. Civil Code Section 1793.22(b) establishes the standard for the presumption that a car is a "lemon" within the definitions of the "Lemon Law," and that it includes a new vehicle "bought or used for business and personal, family or household purposes by a person, including" businesses "to which not more than five vehicles are registered." That section states as follows:

> It shall be presumed that a reasonable number of attempts have been made to conform a new motor vehicle to the applicable express warranties if, within 18 months from delivery to the buyer or 18,000 miles on the odometer of the vehicle, whichever occurs first, one or more of the following occurs:
> (1) The same nonconformity results in a condition that is likely to cause death or serious bodily injury if the vehicle is driven and the nonconformity has been subject to repair two or more times by the manufacturer or its agents, and the buyer or lessee has at least once directly notified the manufacturer of the need for the repair of the nonconformity.
> (2) The same nonconformity has been subject to repair four or more times by the manufacturer or its agents and the buyer has at least once directly notified the manufacturer of the need for the repair of the nonconformity.

(3) The vehicle is out of service by reason of repair of nonconformities by the manufacturer or its agents for a cumulative total of more than 30 calendar days since delivery of the vehicle to the buyer.

We are also hereby notifying you that this vehicle qualifies under the Magnuson-Moss Warranty Act (hereinafter referred to as "Warranty Act"), 15 U.S.C. §2301(3). Ms. [redacted] is a "consumer" as defined in the Warranty Act, 15 U.S.C. §2301(3), and General Motors Corporation is a "supplier" and "warrantor" as defined in the Warranty Act, 15 U.S.C. §2310(4) and (5). The 2007 Chevrolet Tahoe is a "consumer product" as defined in the Warranty Act, 15 U.S.C. §2301(1) because it is normally used for personal or household purposes. The express warranty provided by GMC is a "written warranty" as defined in the Warranty Act, 15 U.S.C. §2301(6), and under California law there was created in connection with the sale of this vehicle an implied warranty of merchantability.

Accordingly, the actions of General Motors Corporation in failing to tender the vehicle to Ms. [redacted] free of defects and refusing to repair or replace the defective vehicle tendered to Ms. [redacted] constitutes breach of the written and implied warranties covering the vehicle and hence violation of the Magnuson-Moss Warranty Act.

The Magnuson-Moss Warranty Act, 15 U.S.C. §2301(d)(2), entitles our client to recover costs and expenses of bringing suit including attorneys' fees. As a result of the misconduct of General Motors Corporation and in an effort to protect her rights, Ms. Romero has incurred and continues to incur legal fees, costs, and expenses.

Please note, pursuant to California Civil Code Section 1793.22(b), Ms. [redacted] *vehicle has been in for repairs and out of service in possession of an authorized repair facility on at least six (6) separate occasions and out of service for more than* 96 days *within 18,000 miles and 18 months from the date of the purchase of the vehicle on February 7, 2007, and out of service for more than 140 days to date and continuing, thereby triggering the lemon law presumption.*

Specifically, Ms. [redacted] has had numerous and consistent problems with this vehicle, including a defective suspension; defective rear hatch; defective pillars; defective molding; defective trim; defective door handles; defective rear and outside mirrors; as well as other problems all contributing to the safety, use, and value of this vehicle. These complaints and problems have all been brought to the attention of the dealer, Chase Chevrolet Co. Inc., in Stockton, CA, as well as to your factory representatives. Nevertheless, despite these numerous attempts to repair the vehicle on at least twelve (12) separate occasions between September 24, 2007 and August 13, 2008, and *being out of service for more than 140 days to date, and continuing,* these problems remain, and it appears that GMC is now no closer to making the necessary repairs to these defective conditions.

Because the vehicle still exhibits all of the same problems caused by the defects as stated above, and as was originally claimed by Ms. [redacted] *she qualifies for the Lemon Law presumptions.* In these circumstances, the remedies of Civil Code Section 1793.2(d)(2) apply. That section provides:

> If a manufacturer or its representative in this state is unable to service or repair a new motor vehicle, . . . to conform to the applicable express warranties after a reasonable number of attempts, the manufacturer shall either promptly replace the new motor vehicle in accordance with subparagraph (A) or promptly make restitution to the buyer in accordance with subparagraph (B). However, the buyer shall be free to elect restitution in lieu of replacement, and in no event shall the buyer be required by the manufacturer to accept a replacement vehicle.

Ms. [redacted] has elected restitution in accordance with subparagraph (B). This letter formally demands that you make restitution within thirty (30) days of your receipt of this letter in accordance with the provision of subparagraph (B) of Civil Code Section 1793.2(d)(2), which provides:

> In the case of restitution, the manufacturer shall make restitution in an amount equal to the actual price paid or payable by the buyer, including any charges for any charges for transportation and manufacturer-installed options, but excluding non-manufacturer items installed by a dealer or the buyer, and including any collateral charges such as sales tax, license fees, registration fees, and other official fees, plus any incidental damages to which the buyer is entitled under Section 1794, including, but not limited to, reasonable repair, towing, and rental car costs actually incurred by the buyer.

We hereby demand that you comply with the provisions of the California "Lemon Law" provisions set forth above, and reimburse Ms. [redacted] as required by paragraph (2) of subdivision (d) of Section 1793.2 of the Civil Code. This letter is intended as written notice to you requesting that you comply with this provision and provide the reimbursement Ms. Romero is entitled to as a matter of law.

We calculate the amount of reimbursement owed to our client as follows:

1. Down payment	$17,000.00
2. Payments (7 at $453.24)	3,172.68 *
3. Payoff of Loan	23,988.19
3. Registration	288.00
4 Attorneys' fees to date	4,000.00
TOTAL	$48,448.87

Unless our client is reimbursed for this amount within thirty days of your receipt of this letter, we will commence legal proceedings to recover this amount, together with additional damages as provided by California law. These damages include a mandatory award of attorneys' fees pursuant to Civil Code Section 1794 (d), and an award for personal injuries, including emotional distress, suffered as a result of your wrongful conduct, as provided by California Commercial Code Section 2715. In addition, we will take your refusal to comply with your legal obligation to constitute willful failure as defined in Civil Code Section 1794(c) which provides:

> If the buyer establishes that the failure to comply was willful, the judgment may include, in addition to the amounts recovered under subdivision (a), a civil penalty which shall not exceed two times the amount of actual damages.

In addition, please be aware of the provisions of California Civil Code Section 1794 (e) which provides in part:

> (1) Except as otherwise provided in this subdivision, if the buyer establishes a violation of paragraph (2) of subdivision (d) of section 1793.2, the buyer shall recover damages and reasonable attorney's fees and costs, and may recover a civil penalty of up to two times the amount of damages . . .
>
> (3) After the occurrence of the events giving rise to the presumption established in subdivision (b) of Section 1793.22, the buyer may serve upon the manufacturer a written notice requesting that the manufacturer comply with paragraph (2) of subdivision (d) of Section 1793.2. . . .
>
> (4) If the buyer serves the notice described in paragraph (3) and the manufacturer complies with paragraph (2) of subdivision (d) of Section 1793.2 within 30 days of the service of that notice, the manufacturer shall not be liable for a civil penalty pursuant to this subdivision.

PLEASE TAKE NOTICE that this letter constitutes a written notice to you requesting your compliance with paragraph (2) of subdivision (d) of Section 1793.2. This notice is served upon you in compliance with the requirements of Civil Code Section 1794(e)(3). Unless you comply with paragraph (2) of subdivision (d) of Section 1793.2 within thirty days of the service of this notice, the plaintiff may recover a civil penalty of up to two times the amount of damages for such failure.

We trust you will recognize your obligations to Ms. Romero pursuant to the California statutes referenced above. Please contact me at your earliest convenience if you have any questions or need any further information

Sincerely,

LAW OFFICES OF DELSACK & ASSOCIATES, P.C.

By: _____
KURT DELSACK

KD/bcw
Enclosures

cc: Jessica M. Romero

Dealer Number 770 Contract Number _____ R.O.S. Number _____ Stock Number 710391

Buyer (and Co-Buyer) Name and Address (Including County and Zip Code)	Creditor - Seller (Name and Address)
[redacted] ELK GROVE CA SACRAMENTO [redacted]	CHASE CHEVROLET CO., INC. P.O. BOX 8349 STOCKTON CA 95208 (209) 475-6600

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	2007	CHEVROLET TAHOE	41	1GNFK13027R[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 of $ 17000.00
1.99 %	$ 6775.73(e)	$ 25857.55	$ 32633.28(e)	$ 49633.28 (e) is

(e) 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	
Payments	N/A	Monthly, Beginning
Payments	453.24	Monthly, Beginning Mar 7 2007
One Final Payment	453.24	Feb 7 2013

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 (Seller may keep part of the amounts paid to others.)

1. **Total Cash Price** $ 38477.53 (A)
   - A. Cash Price of Motor Vehicle and Accessories
     - 1. Cash Price Vehicle $ 38127.53
     - 2. Cash Price Accessories $ 350.00
     - 3. Other (Nontaxable)
       - Describe N/A $ N/A
       - Describe N/A $ N/A
   - B. Document Preparation Fee (not a governmental fee) $ 55.00 (B)
   - C. Smog Fee Paid to Seller $ N/A (C)
   - D. (Optional) Theft Deterrent Device (to whom paid) _____ $ N/A (D)
   - E. (Optional) Theft Deterrent Device (to whom paid) _____ $ N/A (E)
   - F. (Optional) Surface Protection Product (to whom paid) _____ $ N/A (F)
   - G. (Optional) Surface Protection Product (to whom paid) _____ $ N/A (G)
   - H. Sales Tax (on taxable items in A through G) $ 2586.27 (H)
   - I. Optional DMV Electronic Filing Fee $ N/A (I)
   - J. (Optional) Service Contract (to whom paid) GMF MOTOR GUARD $ 1829.00 (J)
   - K. (Optional) Service Contract (to whom paid) N/A $ N/A (K)
   - L. (Optional) Service Contract (to whom paid) N/A $ N/A (L)
   - M. Prior Credit or Lease Balance paid by Seller to N/A $ N/A (M)
     (see downpayment and trade-in calculation)
   - N. (Optional) Gap Contract (to whom paid) N/A $ N/A (N)
   - O. (Optional) Used Vehicle Contract Cancellation Option Agreement $ N/A (O)
   - P. Other (to whom paid) N/A $ N/A (P)
     For _____

   Total Cash Price (A through P) $ 42538.80 (1)
2. **Amounts Paid to Public Officials** N/A

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. 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.

Vehicle Insurance

		Term	Premium
$ N/A	Ded. Comp., Fire & Theft	Mos.	$ N/A
$ N/A	Ded. Collision	Mos.	$ N/A
Bodily Injury	$ N/A Limits	Mos.	$ N/A
Property Damage	$ N/A Limits	Mos.	$ N/A
Medical 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 [redacted]
Co-Buyer [redacted]
Seller X [redacted]

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.		$ N/A
Credit Disability	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. Your decision to buy or not buy credit life 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 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

A. Agreed Trade-In Value Yr _____ Make _____ $ _____ (A)
Model _____ Odom _____
VIN _____

B. Less Prior Credit or Lease Balance $ N/A (B)
C. Net Trade-In (A less B) (Indicate if a negative number) $ N/A (C)
D. Deferred Downpayment $ ~~2000.00~~ (D)
E. Manufacturer's Rebate $ _____ (E)
F. Other N/A $ N/A (F)
G. Cash $ 15000.00 (G)
Total Downpayment (C through G) $ 17000.00 (6)
(If negative, enter zero on line 6 and enter the amount less than zero as a positive number on line 1M above)
7. Amount Financed (5 less 6) $ 25857.55 (7)

tion 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 1N. See your gap contract for details on the protection it provides. It is a part of this contract.
Term N/A Mos N/A
Name of Gap Contract
You want to buy a gap contract.
Buyer X N/A

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 1J,1K, and/or 1L above.
1J Company DMPP MOTOR GUARD
Term 48 Mos. or 50000 Miles
1K Company N/A
Term N/A Mos. or N/A Miles
1L Company N/A
Term N/A Mos. or N/A Miles
Buyer X [redacted]

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

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.
Buyer Signs X [redacted]
Co-Buyer Signs X _____

SELLER'S RIGHT TO CANCEL If Buyer and Co-Buyer sign here, the provisions of the Seller's Right to Cancel section on the b[redacted]el if Seller is unable to assign this contract to a financial institution will apply.
X [redacted] X _____
Buy[redacted] Co-Buyer

OPTION: ☐ You pay no finance charge if the Amount Financed, item 7, is paid in full on or before N/A, 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 [redacted]

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 6B as "Prior Credit or Lease Balance," you must pay Seller the [redacted] less than the amount shown above in item 6B as "Prior Credit or Lease Balance," Seller will refund the difference to you.
Buyer X [redacted] 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 [redacted] Co-Buyer Signature X _____

The Annual Percentage Rate may be negotiable with the Seller. The Seller may assign this contract and retain its right to receive a part of the Finance Charge.

THERE IS NO COOLING-OFF PERIOD UNLESS YOU OBTAIN A CONTRACT CANCELLATION OPTION
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. However, California law does require a seller to offer a 2-day contract cancellation option on used vehicles with a purchase price of less than $40,000, subject to certain statutory conditions. This contract cancellation option requirement does not apply to the sale of a recreational vehicle, a motorcycle, or an off-highway motor vehicle subject to identification under California law. See the vehicle contract cancellation option agreement for details.

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 ACKNOWLEDGE THAT YOU HAVE READ BOTH SIDES OF THIS CONTRACT, INCLUDING THE ARBITRATION CLAUSE ON THE REVERSE SIDE, BEFORE SIGNING BELOW. YOU CONFIRM THAT YOU RECEIVED A COMPLETELY FILLED-IN COPY WHEN YOU SIGNED IT.

Buyer Signature X [redacted] Date Feb 7 2007 Co-Buyer Signature X _____ Date Feb 7 2007
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 other owner agrees to the security interest in the vehicle given to us in this contract.
Other Owner Signature X N/A 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 [illegible] other Guarantors; (3) release any security; (4) accept less from the Buyer than the total amount owing; or (5) otherwise reach a settlement

Buyer X [redacted] Co-Buyer X

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Buyer Signature X [redacted] Co-Buyer Signature X

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Other Owner Signature X N/A Address

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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 N/A Date N/A Guarantor X N/A Date N/A

Address N/A Address N/A

Seller Signs CHASE CHEVROLET CO., INC. Date Feb 7 2007 By X [redacted] Title MANAGER

LAW FORM NO. 553-CA-ARB (REV. 1/07) U.S. PATENT NO. 0400,762
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CUSTOMER / TRUTH IN LENDING COPY

REGISTRATION VALID FROM | TYPE | LICENSE NUMBER

AUTO 02/08/2008 TO 02/08/2009 11 [redacted]

VEHICLE IDENTIFICATION NUMBER | MAKE

1GNFK13027R[redacted] CHEV

BODY TYPE MODEL | CYLS | DATE FIRST SOLD | CLASS | YR | Yr. Model

UT | 00/00/2007 | KV | 2007

DATE ISSUED | TYPE VEH. | MP | AX | WC | UNLADEN/GCW | TOTAL FEES PAID

12/22/2007 | 120 | G | | | | $288

3400

REGISTERED OWNER

[redacted]

ELK GROVE CA [redacted]

LIENHOLDER

0

[redacted]

STATE OF CALIFORNIA

DEPARTMENT OF MOTOR VEHICLES

VALIDATED REGISTRATION CAR[redacted]

READ REVERSE SIDE - IMPORTANT INSTRUCTIONS

STATE OF CALIFORNIA

CERTIFICATE OF TITLE

[redacted]

VEHICLE HISTORY

AUTOMOBILE

VEHICLE ID NUMBER: 1GNFK13027R[redacted]

YR MODEL: 2007 MAKE: CHEV

PLATE NUMBER: [redacted]

BODY TYPE MODEL: UT

UNLADEN WEIGHT: 6

FUEL: G

TRANSFER DATE:

FEES PAID: NONE

REGISTRATION EXPIRATION DATE: 02/08/2008

PRIVATE CLASS: 2007 KV

YR: MO: NX

ECLIPSE/TRUST NUMBER:

ISSUE DATE: 10/26/07

AUTOMOBILE ENDING NUMBERS:

ODOMETER DATE: [redacted]

ODOMETER READING: 41 MI

ACTUAL MILEAGE

[redacted]

ELK GROVE CA [redacted]

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

1. X _____ DATE _____ SIGNATURE OF REGISTERED OWNER

2. X _____ DATE _____ SIGNATURE OF REGISTERED OWNER

Federal and State law required 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 [redacted] (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.

[illegible]	DATE	TRANSFERRED/OWNER SIGNATURE(S) X
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.

LENDER(S):

2. X _____ Signature releases interest in vehicle. (Company names must be countersigned)

Release Date: [redacted]

VOID WITHOUT BEAR WATERMARK. HOLD TO LIGHT TO VIEW.

VOID WITHOUT BEAR WATERMARK. HOLD TO LIGHT TO VIEW.

KEEP IN A SAFE PLACE - VOID IF ALTERED

ON STAR AND XM SATELLITE RADIO INFORMATION

OnStar Equipped	Yes	OnStar Status	Active	Refer to Help page for details or:go to OnStar Online Enrollment (located on the "OnStar" tab in GM InfoNET) or (888)ONSTAR1 (888) 667-8271.		
XM Equipped	No	XM Radio ID	N/A	XM Status	N/A	Refer to Help page for details or: www.xmradio.gm.ca or Dealer Hotline 1.877.GET.XMST (1-877-438-9677).

APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER LIMITED WARRANTY	02/07/2007	41 miles	02/07/2010	36041 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH LIMITED WARRANTY	02/07/2007	41 miles	02/07/2013	100041 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	02/07/2007	41 miles	02/07/2015	80041 miles
60/100000 POWERTRAIN COVERAGE LIMITED WARRANTY	02/07/2007	41 miles	02/07/2012	100041 miles
36/50000 CALIFORNIA EMISSIONS	02/07/2007	41 miles	02/07/2010	50041 miles
84/70000 CALIFORNIA SELECT COMPONENT	02/07/2007	41 miles	02/07/2014	70041 miles

CLAIM HISTORY

R.O Date	R.O Number	Type	Labor Operation	Odometer Reading
10/08/2007	253129	#	B4300 - HANDLE AND REMOTE CONTROL, FRONT DOOR LOCK - RIGHT - R&R O	10823 miles
10/08/2007	253129	#	C3161 - BODY LOCK PILLAR LOWER TRIM PANEL REPLACEMENT - LEFT SIDE	10823 miles
10/08/2007	253129	#	B7289 - HEADLAMP/COMPOSITE ASSEMBLY - LEFT - REPLACE	10823 miles
09/24/2007	252671	#	B0860 - BUMPER ASSEMBLY, REAR - ALIGN	10727 miles
09/24/2007	252671	#	N2290 - SWITCH - HEADLAMP - REPLACE	10727 miles
09/24/2007	252671	#	B4361 - ROD, FRONT DOOR INSIDE LOCKING - LEFT - REPLACE	10727 miles
09/24/2007	252671	#	C3200 - PANEL, CENTER PILLAR TRIM FINISHING - RIGHT - R&R OR REPLA	10727 miles
			B2942 - BRACKET AND/OR BAR, LUGGAGE RACK -	10727

09/24/2007	252671	#	REPLACE	miles
09/24/2007	252671	#	B4156 - OUTSIDE REARVIEW MIRROR REPLACEMENT - LEFT SIDE	10727 miles
09/24/2007	252671	#	L2584 - MUFFLER - SINGLE - REPLACE	10727 miles
05/31/2006	A05483	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0 miles

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GM Vehicle Inquiry System
Summary

Home - Summary - Claim History - Vehicle Build - Vehicle Component - Delivery Information - Dealer Information - Service Contract - Warranty Block - Branded Title

Help

VIN :	1GNFK13027R[redacted]

VEHICLE INFORMATION

Merchandising Model :	CK10706 -2007 TAHOE 4WD LT	Warranty Start Date :	02/07/2007
BARS Order Type :	70 - RETAIL - STOCK		
Delivering Dealer :	CHASE CHEVROLET CO., INC. PO BOX 8349 STOCKTON , CA 95208-0349 (209) 475-6600	Selling Source :	13 - CHEVROLET
		Site Code :	06124
		Business Associate Code :	112112

Service Contract :	Yes	Branded Title :	No	Warranty Block :	No	PDI Status :	Paid

REQUIRED FIELD ACTIONS

Type	Number	Description	Posted Date	Status
YT	06162	SERVICE UPDATE-INVENT/CUST VEHS E85 VFFS UPDATE REPGM ECM *EXPIRES 8YR/80K MI*	12/12/2006	Open
YT	07033	SERVICE UPDATE - INVENTORY & CUST. VEHS-BATTERY RUNDOWN-*EXP W/BASE WARRANTY*	02/06/2007	Open

SERVICE INFORMATIONAL ITEMS

Type	Number	Description	Posted Date	Status
EI	07036	WINDSHIELD GLASS STRESS CRACK/DISTORTION. REF. TSB 07-08-48-001.	02/09/2007	See Bulletin
EI	07082	POWER STEERING FLUID LEAK AT GEAR/RACK, REF-TSB 07-02-32-002C	08/14/2007	See Bulletin
EI	07094	FRONT FASCIA PAINT CONCERNS. REF TSB 07-08-62-004	03/28/2007	See Bulletin
EI	07266	TIRE VIBRATION - REF. TSB 07-03-10-013A	11/06/2007	See Bulletin

20230 374885

INVOICE

DUPLICATE 1
PAGE 1

Phone:
691-2800
From Sacramento:
423-2111

9650 AUTO CENTER DRIVE
ELK GROVE, CA 95758
BAR # AM074931 EPA CAL 000170982

[redacted]
ELK GROVE, CA [redacted]
HOME: BUS:
CELL [redacted]

SERVICE ADVISOR: 93 ROBERT SIGSTON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLACK	07	CHEVROLET TAHOE	1GNFK13027R[redacted]		12678/12688	T3842

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07FEB07 IS			17:00 03DEC07		0.00	CASH	11DEC07

R.O. OPENED	DATE CUST. NOTIFIED	OPTIONS: ENG:5.3_Liter_Flexible_Fuel
13:53 01DEC07	12:16 11DEC07	

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CUSTOMER STATES HEARS A ETCHING TYPE ATTLE FROM RT REAR INSIDE PANEL
AREA ,DRIVING ,THEN HITTING A LITTLE BUMP IN ROAD.SEE WARRNATY
HISTORY DONE ELSWHERE
CAUSE: FOUND BOTTOM OF PANEL RETAINER CLIPS LOOSE
F9995 CUSTOMER CONCERN NOT DUPLICATED
267 W4 (N/C)
FC: 9Z PART#: COUNT: 0
CLAIM TYPE:
AUTH CODE:
NQ

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

ROAD TEST COULD NOT VERIFY NOISE INSPECT RIGHT REAR PANEL FOR ANY THING
OBVIOUS FOUND BOTTOM O F PANEL RETAINER CLIPS, WERE NOT SECURED...
SECURED PANEL & ROAD TESTED..

****

B CUSTOMER STATES HEARS A RATTLE FROM LT FRONT DASH, BY LT VENT AREA ,
CUST CAN APPLY PRESSURE ON PAD AND IT WILL STOP.
CAUSE: UNABLE TO DUPLICATE COMPLAINT
17 INTERIOR-BODY AND RELATED REPAIRS
267 W4 (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

ROAD TSET -UABLE TO DUPLCIATE AT THE TIME MAY N EED CUSTOMER TO
DEMONSTRATE CONDITION.

****

C CUSTOMER STATES HEARS A RATTLE IN DRIVERS DOOR PANEL OR PILLAR AREA
,HITTING BUMPS .
CAUSE: WARPED LEFT & RIGHT SIDE ROOF RAIL WEATHER STRIPS
C1021 WEATHERSTRIP SIDE ROOF RAIL LEFT ALIGN OR

Phone:
691-2800
From Sacramento:
423-2111

ORIGINAL ESTIMATE: $

AUTHORIZED REVISED ESTIMATE: $

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE. CUSTOMER INITIAL X

I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.

CUSTOMER SIGNATURE X

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
HAZ. WASTE/MISC. CHARGES	
TOTAL CHARGES	
ADJUSTMENTS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

20230 374885

INVOICE

DUPLICATE 1
PAGE 2

CHEVROLET

THE MAITA ORGANIZATION

Phone: 691-2800
From Sacramento: 423-2111

9650 AUTO CENTER DRIVE
ELK GROVE, CA 95758
BAR # AM074931 EPA CAL 000170982

[redacted]
ELK GROVE, CA [redacted]
HOME: BUS:
CELL: [redacted]

SERVICE ADVISOR: 93 ROBERT SIGSTON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
BLACK	07	CHEVROLET TAHOE	1GNFK13027R[redacted]		12678/12688	T3842

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07FEB07 IS			17:00 03DEC07		0.00	CASH	11DEC07

R.O. OPENED	DATE CUST. NOTIFIED	OPTIONS: ENG:5.3_Liter_Flexible_Fuel
13:53 01DEC07	12:16 11DEC07	

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

REPLACE
132 W4 (N/C)
1 25844462 WEATHERST (N/C)
FC: 93
PART#: 25844462
COUNT: 1
CLAIM TYPE:
AUTH CODE:
NQ

C1020 WEATHERSTRIP SIDE ROOF RAIL RIGHT ALIGN OR
REPLACE
132 W4 (N/C)
1 25844463 WEATHERST (N/C)
FC: 93
PART#: 25844463
COUNT: 1
CLAIM TYPE:
AUTH CODE:
NQ

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

ROAD TEST AND VERIFY NOISE AT LEFT DOOR AREA - CHECKED TSB AND PI (SEE ATTACHED) CLEAN WEATHE R STRIPS AND LUBE WITH SILICONE SPRAY - NO HELP . LUBE DRIP WEATHER STRIP WITH SILICONE PASTE - NOISE GONE. ORDERED WEATHER STRIP PER TSB. REPLACE LEFT AND RIGHT SIDE ROOF RAIL WEATHER S TRIPS..

****

D CUSTOMER STATES ,DRIVERS MIRROR VIBERATES ,DRIVING FWY SPEEDS. 65 TO 70MPH
CAUSE: MIRROR VIBRATES.
B4156 OUTSIDE REARVIEW MIRROR REPLACEMENT LEFT SIDE

CHEVROLET
THE MAITA ORGANIZATION

Phone: 691-2800
From Sacramento: 423-2111

ORIGINAL ESTIMATE: $

AUTHORIZED REVISED ESTIMATE: $

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE. X

CUSTOMER INITIAL

I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.

CUSTOMER SIGNATURE X

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
HAZ. WASTE/MISC. CHARGES	
TOTAL CHARGES	
ADJUSTMENTS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

20230 374885

INVOICE

DUPLICATE 1
PAGE 3

CHEVROLET

THE MAITA

Phone: 691-2800
From Sacramento: 423-2111

9650 AUTO CENTER DRIVE
ELK GROVE, CA 95758
BAR # AM074931 EPA CAL 000170932

[redacted]
ELK GROVE, CA [redacted]
HOME: BUS:
CELL: [redacted]

SERVICE ADVISOR: 93 ROBERT SIGSTON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLACK	07	CHEVROLET TAHOE	1GNFK13027R[redacted]		12678/12688	T3842

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07FEB07 IS			17:00 03DEC07		0.00	CASH	11DEC07

R.O. OPENED	DATE CUST. NOTIFIED	OPTIONS: ENG:5.3_Liter_Flexible_Fuel
13:53 01DEC07	12:16 11DEC07	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
132 W4			(N/C)
1 25775874 MIRROR			(N/C)
FC: 6C			
PART#: 25775874			
COUNT: 1			
CLAIM TYPE:			
AUTH CODE:			
O4			

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

MIRROR VIBRATES - REPLACED LEFT MIRROR ASSEMBLY .
****

E CHANGE ENGINE OIL AND FILTER, LUBE CHASSIS, TOP OFF FLUIDS AND SET TIRE PRESSURES			
QL CHANGE ENGINE OIL AND FILTER, LUBE CHASSIS, TOP OFF FLUIDS AND SET TIRE PRESSURES			
267 CC		7.86	7.86
1 89017524 FILTER	5.50	5.50	5.50
1 2440 ENG OIL	14.50	14.50	14.50
MISC HAZARDOUS WASTE DISPOSAL-OIL			
CE		2.09	2.09

PARTS: 20.00 LABOR: 7.86 OTHER: 2.09 TOTAL LINE E: 29.95

PERFORMED OIL AND OIL FILTER CHANGE.
****

F RECALL 06-1-62 E85 FUEL UPDATE
CAUSE: COMPLETED RECALL
Y0124 REPROGRAM ECM FOR VFFS UPDATE
267 W4 (N/C)
FC: 96 PART#: COUNT: 0
CLAIM TYPE:
AUTH CODE:

CHEVROLET THE MAITA

Phone: 691-2800
From Sacramento: 423-2111

ORIGINAL ESTIMATE: $

AUTHORIZED REVISED ESTIMATE: $

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE. CUSTOMER INITIAL X

I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.

CUSTOMER SIGNATURE X

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
HAZ. WASTE/MISC. CHARGES	
TOTAL CHARGES	
ADJUSTMENTS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

20230 374885

INVOICE

DUPLICATE 1
PAGE 4

CHEVROLET

Phone:
691-2800
From Sacramento:
423-2111

9650 AUTO CENTER DRIVE
ELK GROVE, CA 95758
BAR # AM074931 EPA CAL 000170582

[redacted]
ELK GROVE, CA [redacted]
HOME: [redacted] BUS:
CELL [redacted]

SERVICE ADVISOR: 93 ROBERT SIGSTON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLACK	07	CHEVROLET TAHOE	1GNFK13027R[redacted]		12678/12688	T3842

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07FEB07 IS			17:00 03DEC07		0.00	CASH	11DEC07

R.O. OPENED	DATE CUST. NOTIFIED	OPTIONS: ENG:5.3_Liter_Flexible_Fuel
13:53 01DEC07	12:16 11DEC07	

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL
MA

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE F: 0.00

PERFORMED RECALL
****

G RECALL RECALL 07-0-33 BATTERY RUN DOWN
CAUSE: COMPLETED RECALL
Y0152 REPROGRAM BCM PER BULLETIN 07033
267 W4 (N/C)
FC: 96 PART#: COUNT: 0
CLAIM TYPE:
AUTH CODE:
MA

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE G: 0.00

PERFORMED RECALL
****

H *CAR WASH
CW *CAR WASH
99 ISP (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE H: 0.00

****

I** CHECK FOR ETCH/RATTLE SOUND FROM RIGHT FRONT DOOR
CAUSE: ORDERED WEATHER STRIP.
17 INTERIOR-BODY AND RELATED REPAIRS
24 W4 (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE I: 0.00

CHEVROLET

Phone:
691-2800
From Sacramento:
423-2111

ORIGINAL ESTIMATE: $

AUTHORIZED REVISED ESTIMATE: $

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE. X

CUSTOMER INITIAL

I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.

CUSTOMER SIGNATURE X

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
HAZ. WASTE/MISC. CHARGES	
TOTAL CHARGES	
ADJUSTMENTS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

20230 374885

INVOICE

DUPLICATE 1
PAGE 5

CHEVROLET

Phone:
691-2800
From Sacramento:
423-2111

9650 AUTO CENTER DRIVE
ELK GROVE, CA 95758
BAR # AM074931 EPA CAL 000170982

[redacted]
ELK GROVE, CA [redacted]
HOME: BUS:
CELL: [redacted]

SERVICE ADVISOR: 93 ROBERT SIGSTON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLACK	07	CHEVROLET TAHOE	1GNFK13027R[redacted]		12678/12688	T3842

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07FEB07 IS			17:00 03DEC07		0.00	CASH	11DEC07

R.O. OPENED	DATE CUST. NOTIFIED	OPTIONS: ENG:5.3_Liter_Flexible_Fuel
13:53 01DEC07	12:16 11DEC07	

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

ISOLATE NOISE TO SAME CAUSE OF LINE C. ORDERED UPDATED WEATHER STRIP.

****

EST: 29.95 01DEC07 13:53 SA: 93

THANK YOU FOR CHOOSING MAITA CHEVROLET FOR
YOUR AUTOMOTIVE SERVICING NEEDS. IF YOU HAVE
ANY QUESTIONS OR CONCERNS REGARDING YOUR
RECENT VISIT, PLEASE CONTACT YOUR SERVICE
ADVISOR @916-691-2800
THANK YOU AND HAVE A GREAT DAY.

CHEVROLET

Phone:
691-2800
From Sacramento:
423-2111

ORIGINAL ESTIMATE: $

AUTHORIZED REVISED ESTIMATE: $

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE. X

CUSTOMER INITIAL

I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.

CUSTOMER SIGNATURE X

DESCRIPTION	TOTALS
LABOR AMOUNT	7.86
PARTS AMOUNT	20.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
HAZ. WASTE/MISC. CHARGES	2.09
TOTAL CHARGES	29.95
ADJUSTMENTS	0.00
SALES TAX	1.55
PLEASE PAY THIS AMOUNT	31.50

20230 375930

INVOICE

DUPLICATE 1
PAGE 1

CHEVROLET

Phone: 691-2800
From Sacramento: 423-2111

9650 AUTO CENTER DRIVE
ELK GROVE, CA 95758
BAR # AM074931 EPA CAL 000170982

[redacted]
ELK GROVE, CA [redacted]
HOME: BUS:
CELL [redacted]

SERVICE ADVISOR: 441 DANNY GUERRERO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
BLACK	07	CHEVROLET TAHOE	1GNFK13027R[redacted]		12958/12964	T1011

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07FEB07 IS			17:00 17DEC07		0.00	CASH	26DEC07

R.O. OPENED	DATE CUST. NOTIFIED	OPTIONS: ENG:5.3_Liter_Flexible_Fuel
14:38 17DEC07	13:40 26DEC07	

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CUSTOMER STATES THAT A SQUEEKING NOISE IS NOTED WHILE DRIVING ON
ROUGH ROAD IN REAR OF CAB AREA, CHECK AND ADVISE
CAUSE: LOOSE REAR PANEL BOLTS
B6051 REAR PANEL BOLTS LOOSE-RETIGHTENED BOLTS
63 W4 (N/C)
FC: 3A PART#: COUNT: 0
CLAIM TYPE:
AUTH CODE:
NU

MISC FUEL
CC 10.00 10.00
PARTS: 0.00 LABOR: 0.00 OTHER: 10.00 TOTAL LINE A: 10.00

VEH LOW ON FUEL..ADDED FUEL TO VEH CHECKED ON REAR SQUEAK NOISE, COMING FROM REAR DECK LID...REMOVED PANEL & RE-ROAD TESTED NOISE STILL PRESENT..REINSTALLED REAR PANEL & RETIGHT ENED BOLTS...REASSEMBLED OKAY NOW..

****

B CUSTOMER STATES THAT DRIVER SIDE REAR DOOR OUTER GLASS MOLDING IS
LOOSE CHECK AND ADVISE
CAUSE: R/R DOOR LOOSE OUTER MOLDING
B7966 MOLDING, REAR DOOR RIGHT SIDE
LOOSE-REINSTALLED
63 W4 (N/C)
FC: 3A PART#: COUNT: 0
CLAIM TYPE:
AUTH CODE:
ON

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

CHEVROLET

ORIGINAL ESTIMATE: $

AUTHORIZED REVISED ESTIMATE: $

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE. CUSTOMER INITIAL X

I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.

CUSTOMER SIGNATURE X

Phone: 691-2800
From Sacramento: 423-2111

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
HAZ. WASTE/MISC. CHARGES	
TOTAL CHARGES	
ADJUSTMENTS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

20230 375930

INVOICE

DUPLICATE 1
PAGE 2

CHEVROLET

THE MAITA ORGANIZATION

Phone: 691-2800
From Sacramento: 423-2111

9650 AUTO CENTER DRIVE
ELK GROVE, CA 95758
BAR # AM074931 EPA CAL 000170983

[redacted]
ELK GROVE, CA [redacted]
HOME: BUS:
CELL: [redacted]

SERVICE ADVISOR: 441 DANNY GUERRERO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLACK	07	CHEVROLET TAHOE	1GNFK13027R[redacted]		12958/12964	T1011

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07FEB07 IS			17:00 17DEC07		0.00	CASH	26DEC07

R.O. OPENED	DATE CUST. NOTIFIED	OPTIONS: ENG:5.3_Liter_Flexible_Fuel
14:38 17DEC07	13:40 26DEC07	

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

RESEALED RUBBER MOLDING ON R/R DOOR OKAY NOW.

****

C CUSTOMER STATES WHEN DRIVING OUT OF DRIVE WAY A CREEKING NOISE WAS
NOTED WHEN BODY WAS FLEXING AND ALSO NOTED DRIVING DOWN ELK
GROVE BLVD CHECK AND ADVISE MORE APPARENT IN AM
CAUSE: UNABLE TO DUPLICATE COMPLAINT
NPF UNABLE TO DUPLICATE CUSTOMER CONCERN
63 W4 (N/C)
FC: PART#: COUNT:
CLAIM TYPE:
AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

ROAD TESTED VEH-UNABLE TO DUPLICATE COMPLAINT A T THIS TIME..

****

D CUSTOMER STATES THAT A TICKING NOISE IS NOTED AROUND CLUSTER NEAR
LEFT VENT, NOTED @ 60-75 MPH. INTERMINTANT, STOPPED ON THE WAY
TO SHOP CHECK AND ADVISE
CAUSE: UNABLE TO DUPLICATE COMPLAINT
J9991 CUSTOMER CONCERN NOT DUPLICATED
63 W4 (N/C)
FC: 9Z PART#: COUNT: 0
CLAIM TYPE:
AUTH CODE:
NE

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

CHECKED FOR TICKING NOISE..UNABLE TO DUPLICATE COMPLAINT AT THIS TIME..
(RD TESTED VEH ON COLD START)

CHEVROLET

THE MAITA ORGANIZATION

Phone: 691-2800
From Sacramento: 423-2111

ORIGINAL ESTIMATE: $

AUTHORIZED REVISED ESTIMATE: $

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE.

CUSTOMER INITIAL X

I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.

CUSTOMER SIGNATURE X

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
HAZ. WASTE/MISC. CHARGES	
TOTAL CHARGES	
ADJUSTMENTS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

20230

375930

INVOICE

DUPLICATE 1
PAGE 3

CHEVROLET

THE MAITA ORGANIZATION

Phone:
691-2800
From Sacramento:
423-2111

9650 AUTO CENTER DRIVE
ELK GROVE, CA 95758
BAR # AM074931 EPA CAL 000170982

[redacted]
ELK GROVE, CA [redacted]
HOME: BUS:
CELL: [redacted]

SERVICE ADVISOR: 441 DANNY GUERRERO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLACK	07	CHEVROLET TAHOE	1GNFK13027R[redacted]		12958/12964	T1011

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07FEB07 IS			17:00 17DEC07		0.00	CASH	26DEC07

R.O. OPENED	DATE CUST. NOTIFIED	OPTIONS: ENG:5.3_Liter_Flexible_Fuel
14:38 17DEC07	13:40 26DEC07	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
SUBL MAITA RENATL INV# 1023			
W4			(N/C)

THANK YOU FOR CHOOSING MAITA CHEVROLET FOR
YOUR AUTOMOTIVE SERVICING NEEDS. IF YOU HAVE
ANY QUESTIONS OR CONCERNS REGARDING YOUR
RECENT VISIT, PLEASE CONTACT YOUR SERVICE
ADVISOR @916-691-2800
THANK YOU AND HAVE A GREAT DAY.

CHEVROLET

THE MAITA ORGANIZATION

Phone:
691-2800
From Sacramento:
423-2111

ORIGINAL ESTIMATE:
$

AUTHORIZED REVISED ESTIMATE:
$

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE.

CUSTOMER INITIAL
X

I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.

CUSTOMER SIGNATURE X

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
HAZ WASTE/MISC. CHARGES	10.00
TOTAL CHARGES	10.00
ADJUSTMENTS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	10.00

20230

376389

INVOICE

DUPLICATE 1
PAGE 1

Phone:
691-2800
From Sacramento:
423-2111

9650 AUTO CENTER DRIVE
ELK GROVE, CA 95758
BAR # AM074531 EPA CAL 000170582

[redacted]
ELK GROVE, CA [redacted]
HOME: BUS:
CELL: [redacted]

SERVICE ADVISOR: 441 DANNY GUERRERO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLACK	07	CHEVROLET TAHOE	1GNFK13027R[redacted]		13188/13234	T1071

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07FEB07 IS			17:00 27DEC07		0.00	CASH	25JAN08

R.O. OPENED	DATE CUST. NOTIFIED	OPTIONS: ENG:5.3_Liter_Flexible_Fuel
15:48 26DEC07	18:46 25JAN08	

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CUSTOMER STATES THAT A DRY BUSHING NOISE IS NOTED FROM REAR END ON TURNS UNDER EXCELL, WHEN REAR END WIGGLES IS WHEN NOISE IS NOTED CHECK AND ADVISE

CAUSE: BULLETIN

E9447 INSPECT/ROTATE REAR COIL SPRINGS,INSPECT LOWER CONTROL ARM

502 W4 (N/C)

FC: 93 PART#: COUNT: 0
CLAIM TYPE:
AUTH CODE:
NR

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

ROAD TESTED-UNABLE TO DUPLICATE COMPLAINT.. FOUND BULLETIN PERTAINING, FOUND FRAME MARKS FR OM SPRING..PERFORMED BULLETIN & RECHECKED OKAY NOW..

****

B CUSTOMER STATES THAT A SQUEEKING NOISE IS NOTED FROM REAR INTERIOR PANEL WHILE DRIVING OVER BUMPS POSSIBLE REAR HATCH PANEL, SEE HISTORY AND ADVISE

CAUSE: BULLETIN

SOP SPECIAL ORDER PART REQUIRED FOR REPAIR, NOTIFICATION SENT UPON ARRIVAL OF PART

63 W4 (N/C)

FC: PART#: COUNT:
CLAIM TYPE:
AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

Phone:
691-2800
From Sacramento:
423-2111

ORIGINAL ESTIMATE: $

AUTHORIZED REVISED ESTIMATE: $

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE. X

CUSTOMER INITIAL

I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.

CUSTOMER SIGNATURE X

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
HAZ. WASTE/MISC. CHARGES	
TOTAL CHARGES	
ADJUSTMENTS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

20230 376389

INVOICE

DUPLICATE 1
PAGE 2

CHEVROLET

THE MAITA ORGANIZATION

Phone: 691-2800
From Sacramento: 423-2111

9650 AUTO CENTER DRIVE
ELK GROVE, CA 95758
BAR # AM074931 EPA CAL 000170882

[redacted]
ELK GROVE, CA [redacted]
HOME: BUS:
CELL [redacted]

SERVICE ADVISOR: 441 DANNY GUERRERO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLACK	07	CHEVROLET TAHOE	1GNFK13027R[redacted]		13188/13234	T1071

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07FEB07 IS			17:00 27DEC07		0.00	CASH	25JAN08

R.O. OPENED	DATE CUST. NOTIFIED	OPTIONS: ENG:5.3_Liter_Flexible_Fuel
15:48 26DEC07	18:46 25JAN08	

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

ROAD TESTED & VERIFIED SQUEEKING NOISE. LUBED REAR WEATHERSTRIP & RE-ROAD TESTED ORDERED REAR STRIKER SPACER AS PER BULLETIN.. REPLACED REAR STIKER SPACER-OKAY NOW..

****

C CUSTOMER STATES THAT A TICKING NOISE IS NOTED FROM DRIVER SIDE DOOR PANEL IN THE AM AFTER DRIVING A FEW MILES AT A STOP CHECK AND ADVISE

CAUSE: BULLETIN

NPF UNABLE TO DUPLICATE CUSTOMER CONCERN

63 W4 (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

REMOVED RF DASH PANEL & RETORQUE BOLTS AS PER B ULLETIN..REASSEMBLED & RE-ROAD TESTED OKAY NOW

****

D CUSTOMER STATES THAT DRIVER SIDE REAR DOOR OUTER MOLDING IS LOOSE AND LOOKS WAVY CHECK AND ADVISE AND SEE HISTORY

CAUSE: FAULTY LR HOCK DRIVER REAR DOOR MOLDING

C0331 STRIP, REAR DOOR WINDOW OUTER SEALING LEFT

R&R OR REPLACE

63 W4 (N/C)

1 15938032 S/STR (N/C)

FC: 4N
PART#: 15938032
COUNT: 8
CLAIM TYPE:
AUTH CODE: E
ON

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

CHEVROLET

THE MAITA ORGANIZATION

Phone: 691-2800
From Sacramento: 423-2111

ORIGINAL ESTIMATE: $

AUTHORIZED REVISED ESTIMATE: $

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE. X

CUSTOMER INITIAL

I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.

CUSTOMER SIGNATURE X

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
HAZ. WASTE/MISC. CHARGES	
TOTAL CHARGES	
ADJUSTMENTS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

20230 376389

INVOICE

DUPLICATE 1
PAGE 3

CHEVROLET

Phone:
691-2800
From Sacramento:
423-2111

9650 AUTO CENTER DRIVE
ELK GROVE, CA 95758
BAR # AM074931 EPA CAL 000170982

[redacted]
ELK GROVE, CA [redacted]
HOME: BUS:
CELL [redacted]

SERVICE ADVISOR: 441 DANNY GUERRERO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLACK	07	CHEVROLET TAHOE	1GNFK13027R[redacted]		13188/13234	T1071

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07FEB07 IS			17:00 27DEC07		0.00	CASH	25JAN08

R.O. OPENED	DATE CUST. NOTIFIED	OPTIONS: ENG:5.3_Liter_Flexible_Fuel
15:48 26DEC07	18:46 25JAN08	

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

REPLACED LR BLACK HOCKY MOLDING..

****

E RENTAL / 12.26.07 /
CAUSE: RENTAL
R RENTAL VEHICLE NEEDED
99 W4 (N/C)
FC: PART#: COUNT:
CLAIM TYPE:
AUTH CODE:

SUBL 3 DAY RENTAL PO# 53188
PO#26300
W4 (N/C)
SUBL 3 DAY RENTAL PO# 53188
PO#26300
W4 (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00

****

F CUSTOMER STATES THAT A INTERMINTANT DASH RATTLE NOISE IS NOTED FROM DRIVER DOOR VENT AND IPC AREA WHILE DRIVING FREEWAY AND ROUGH ROAD CHECK AND ADVISE
CAUSE: BULLETIN
C9757 REPLACE CLIPS & ADD FELT/FOAM TO IP UPPER TRIM PANEL BLADE
63 W4 (N/C)
7 11588650 CLIP (N/C)
FC: 93 PART#: COUNT: 0
CLAIM TYPE:
AUTH CODE: E
NQ

Phone:
691-2800
From Sacramento:
423-2111

ORIGINAL ESTIMATE: $

AUTHORIZED REVISED ESTIMATE: $

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE. CUSTOMER INITIAL X

I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.

CUSTOMER SIGNATURE X

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
HAZ. WASTE/MISC. CHARGES	
TOTAL CHARGES	
ADJUSTMENTS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

20230 376389

INVOICE

DUPLICATE 1
PAGE 4

CHEVROLET

THE MAITA ORGANIZATION

Phone: 691-2800
From Sacramento: 423-2111

9650 AUTO CENTER DRIVE
ELK GROVE, CA 95758
BAR # AM074931 EPA CAL 000170582

[redacted]
ELK GROVE, CA [redacted]
HOME: BUS:
CELL: [redacted]

SERVICE ADVISOR: 441 DANNY GUERRERO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLACK	07	CHEVROLET TAHOE	1GNFK13027R[redacted]		13188/13234	T1071

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07FEB07 IS			17:00 27DEC07		0.00	CASH	25JAN08

R.O. OPENED	DATE CUST. NOTIFIED	OPTIONS: ENG:5.3_Liter_Flexible_Fuel
15:48 26DEC07	18:46 25JAN08	

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE F: 0.00

REMOVED RF DASH PANEL & RETORQUE BOLTS... REASSEMBLED & RE-ROAD TESTED
OKAY NOW..

****

G** DRIVER REAR DOOR BROKEN DOOR MOLDING
18 EXTERIOR-BODY AND RELATED REPAIR
63 ISP (N/C)
1 15938032 S/STR (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE G: 0.00

REPLACED REAR DOOR MOLDING..OKAY NOW..

****

THANK YOU FOR CHOOSING MAITA CHEVROLET FOR
YOUR AUTOMOTIVE SERVICING NEEDS. IF YOU HAVE
ANY QUESTIONS OR CONCERNS REGARDING YOUR
RECENT VISIT, PLEASE CONTACT YOUR SERVICE
ADVISOR @916-691-2800
THANK YOU AND HAVE A GREAT DAY.

CHEVROLET

THE MAITA ORGANIZATION

Phone: 691-2800
From Sacramento: 423-2111

ORIGINAL ESTIMATE: $

AUTHORIZED REVISED ESTIMATE: $

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE. X

CUSTOMER INITIAL

I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.

CUSTOMER SIGNATURE X

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
HAZ. WASTE/MISC. CHARGES	0.00
TOTAL CHARGES	0.00
ADJUSTMENTS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

20230 378583

INVOICE

CHEVROLET

THE MAITA ORGANIZATION

Phone: 691-2800
From Sacramento: 423-2111

[redacted]

ELK GROVE, CA [redacted]
HOME: BUS:
CELL [redacted]

PAGE 1

9650 AUTO CENTER DRIVE
ELK GROVE, CA 95758
BAR # AM074931 EPA CAL 000170992

SERVICE ADVISOR: 441 DANNY GUERRERO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
BLACK	07	CHEVROLET TAHOE	1GNFK13027R[redacted]		15030/15030	T1556

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07FEB07 IS			18:00 13MAR08		0.00	CASH	13MAR08

R.O. OPENED	DATE CUST. NOTIFIED	OPTIONS: ENG:5.3_Liter_Flexible_Fuel
16:50 30JAN08	18:21 13MAR08	

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CUSTOMER STATES THAT A CREEKING/SQUEEKING NOISE IS NOTED WHILE
DRIVING FROM REAR TAILGATE PANEL SEE HISTORY AND ADVISE
CAUSE: ADJUSTED LEFT LAMP/FILLER ASSY.
B8968 MOLDING, TAILGATE/LIFTGATE OUTER PANEL ONE
PIECE R&R OR REPLACE
147 W4 (N/C)
1 15952867 F-PANEL (N/C)
1 15120856 RET-MLDG (N/C)
1 15284189 SPACER (N/C)
FC: 4N
PART#: 15952867
COUNT: 3
CLAIM TYPE:
AUTH CODE: E
NF

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

ROAD TESTED VEH & VERIFIED COMPLAINT. REMOVED R EAR HATCH TRIM & INSPECTED FOR ANY LOOSE HARNES S-NONE..INSULATED LOWER PANEL CLIPS & RECHECKED FOR NOISE, NOISE NO LONGER APARENT. LOWER PANEL APPEARS TO BE WARPED AT BOTH UPPER CORNERS, CAU SING PANEL TO NOT FULLY SEAT. ORDERED NEW PANEL ..REPLACED REAR LIFT GATE LOWER PART IN INNER T RIM RECHECKED OKAY... RETEST DROVE VEH & NOTICED NOISE. ADJUSTED LEFT LAMP/FILLER ASSEMBLY. REMOVED & C LEANED/LUBED GATE STRUT. VERIFIED CLEARENCE BET WEEN GATE & OPENING & LUBED HINGES & LATCH. RETEST DROVE & RECHECHECKED OKAY NOW.. NO NOISE NOTED AT 20 MILES & DRIVING.

****

B CUSTOMER STATES THAT A CREEKING NOISE IS NOTED FROM SUSPENSION WHILE
ON TURN AND ON EXCELL CHECK AND ADVISE
CAUSE: UNABLE TO DUPLICATE COMPLAINT
J9991 CUSTOMER CONCERN NOT DUPLICATED
147 W4 (N/C)

CHEVROLET THE MAITA ORGANIZATION

Phone: 691-2800
From Sacramento: 423-2111

ORIGINAL ESTIMATE: $

AUTHORIZED REVISED ESTIMATE: $

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE. X

CUSTOMER INITIAL

I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.

CUSTOMER SIGNATURE X

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
HAZ. WASTE/MISC. CHARGES	
TOTAL CHARGES	
ADJUSTMENTS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

20230 378583

INVOICE

CHEVROLET

THE MAITA

Phone: 691-2800
From Sacramento: 423-2111

[redacted]

ELK GROVE, CA [redacted]
HOME: BUS:
CELL: [redacted]

PAGE 2

9650 AUTO CENTER DRIVE
ELK GROVE, CA 95758
BAR # AM074931 EPA CAL 000170962

SERVICE ADVISOR: 441 DANNY GUERRERO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLACK	07	CHEVROLET TAHOE	1GNFK13027R[redacted]		15030/15030	T1556

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07FEB07 IS			18:00 13MAR08		0.00	CASH	13MAR08

R.O. OPENED	DATE CUST. NOTIFIED	OPTIONS: ENG:5.3_Liter_Flexible_Fuel
16:50 30JAN08	18:21 13MAR08	

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

FC: 9Z PART#: COUNT: 0
CLAIM TYPE:
AUTH CODE:
NF

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

ROAD TESTED-UNABLE TO DUPLICATE.. ROAD TESTED MANY TIMES-NO ABNORMAL NOISES VERIF IED...

****

C CUSTOMER STATES THAT A SQUEEKING NOISE IS NOTED FROM DRIVER SIDE DOOR PANEL WHILE DRIVING, CHECK AND ADVISE SEE HISTORY

CAUSE: WAPED A PILLAR & DOOR TRIM

C3358 FRONT SIDE DOOR TRIM PANEL REPLACEMENT LEFT SIDE

147 W4 (N/C)
1 15214060 F-COVER (N/C)
1 15924639 MOLDING (N/C)

FC: 4N
PART#: 15924639
COUNT: 2
CLAIM TYPE:
AUTH CODE:
NU

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

ROAD TESTED VEH-UNABLE TO DUPLICATE WHEN REMOVI NG DOOR PANEL INNER DOOR TRIM PANEL HAS BROKEN CLIP CAUSING RATTLE. ALSO WAS NECESSARY TO INSU LATE INNER DOOR HANDLE CABLE. RECHECKED NOISE I N DOOR WENT AWAY, BUT A PILLAR FEELS LOOSE & AL SO RATTLES. ORDERED A PILLAR & DOOR TRIM. REPLACED A PILLAR MOLDING & DOOR TRIM-OKAY RETEST DROVE-OKAY NOW..NOISE

CHEVROLET

THE MAITA

Phone: 691-2800
From Sacramento: 423-2111

ORIGINAL ESTIMATE: $

AUTHORIZED REVISED ESTIMATE: $

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE. CUSTOMER INITIAL X

I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.

CUSTOMER SIGNATURE X

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
HAZ. WASTE/MISC. CHARGES	
TOTAL CHARGES	
ADJUSTMENTS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

20230 378583

INVOICE

CHEVROLET

THE MAITA ORGANIZATION

Phone: 691-2800
From Sacramento: 423-2111

[redacted]

ELK GROVE, CA [redacted]
HOME: BUS:
CELL: [redacted]

PAGE 3

9650 AUTO CENTER DRIVE
ELK GROVE, CA 95758
BAR # AM074931 EPA CAL 000170983

SERVICE ADVISOR: 441 DANNY GUERRERO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLACK	07	CHEVROLET TAHOE	1GNFK13027R[redacted]		15030/15030	T1556

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07FEB07 IS			18:00 13MAR08		0.00	CASH	13MAR08

R.O. OPENED	DATE CUST. NOTIFIED	OPTIONS: ENG:5.3_Liter_Flexible_Fuel
16:50 30JAN08	18:21 13MAR08	

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

NO LONGER APARENT

****

D** CUSTOMER STATES THAT PASSANGER SIDE CENTER CUP HOLDER IS MISSING
TAB, CHECK AND ADVISE

CAUSE: CUP HOLER MISSING RUBBER

C3995 CUP HOLDER, QUARTER TRIM PANEL RIGHT
REPLACE
147 W4 (N/C)
1 15134793 HOLDER (N/C)
FC: 3D
PART#: 15134793
COUNT: 1
CLAIM TYPE:
AUTH CODE:
VQ

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

VERIFIED CUP HOLDER MISSING RUBBER.. ORDERED NEW CUP HOLDER.. INSTALLED
NEW CAP HOLDER-OKAY AT THIS TIME.

****

E** RENTAL VEHICLE NEEDED

CAUSE:

Z7904 FOUR DAY RENTAL OR LOANER
99 W4 (N/C)
FC: 98 PART#: COUNT: 0
CLAIM TYPE:
AUTH CODE:
MJ

SUBL 1 DAY RENTAL PO# 54598
PO#378583

CHEVROLET

THE MAITA ORGANIZATION

Phone: 691-2800
From Sacramento: 423-2111

ORIGINAL ESTIMATE: $

AUTHORIZED REVISED ESTIMATE: $

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE. CUSTOMER INITIAL X

I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.

CUSTOMER SIGNATURE X

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
HAZ. WASTE/MISC. CHARGES	
TOTAL CHARGES	
ADJUSTMENTS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

20230 378583

INVOICE

CHEVROLET

Phone:
691-2800
From Sacramento:
423-2111

[redacted]

ELK GROVE, CA [redacted]
HOME: BUS:
CELL: [redacted]

PAGE 4

9650 AUTO CENTER DRIVE
ELK GROVE, CA 95758
BAR # AM074931 EPA CAL 000170982

SERVICE ADVISOR: 441 DANNY GUERRERO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLACK	07	CHEVROLET TAHOE	1GNFK13027R[redacted]		15030/15030	T1556

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07FEB07 IS			18:00 13MAR08		0.00	CASH	13MAR08

R.O. OPENED	DATE CUST. NOTIFIED	OPTIONS:
16:50 30JAN08	18:21 13MAR08	ENG:5.3_Liter_Flexible_Fuel

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL (N/C)
W4			
SUBL 3 DAY RENTAL PO# 54804			
PO#378583			
W4			(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00

****

EST: 0.00 14FEB08 17:24 SA: 441

THANK YOU FOR CHOOSING MAITA CHEVROLET FOR YOUR AUTOMOTIVE SERVICING NEEDS. IF YOU HAVE ANY QUESTIONS OR CONCERNS REGARDING YOUR RECENT VISIT, PLEASE CONTACT YOUR SERVICE ADVISOR @916-691-2800
THANK YOU AND HAVE A GREAT DAY.

CHEVROLET

Phone:
691-2800
From Sacramento:
423-2111

ORIGINAL ESTIMATE: $

AUTHORIZED REVISED ESTIMATE: $

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE. X

CUSTOMER INITIAL

I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.

CUSTOMER SIGNATURE X

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
HAZ WASTE/MISC. CHARGES	0.00
TOTAL CHARGES	0.00
ADJUSTMENTS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

MAITA CHEVROLET - COLLISION CENTER

9131 Elkmont Wy. ELK GROVE, CA 95624
P.O. Box 1000 ELK GROVE, CA 95759
(800) 292-9258
(916) 685-9521 423-2111

CUSTOMER #: 20230

7178

INVOICE

DUPLICATE 1
PAGE 1

[redacted]
ELK GROVE, CA [redacted]
HOME: CONT:N/A
BUS: CELL[redacted]

BODY ESTIMATOR: 248 TERRY OROPESA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLACK	07	CHEVROLET TAHOE	1GNFK13027R[redacted]		18131/18131	T7178

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
07FEB07 DD			17:00 05MAY08	68.00	CASH	29MAY08

R.O. OPENED	READY	OPTIONS: ENG:5.3_Liter_Flexible_Fuel
12:47 05MAY08	09:19 29MAY08	

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CHECK ON DRIVER SIDE OUTSIDE MIRROR NOT PAINTED AFTER WARRANTY
REPLACEMENT FOR FREEWAY RATTLE *** REFER TO RO #384715
CAUSE: MIRROR LOOSE AND RATTLES
AC ADVISOR COMMENTS
179 WB4 (N/C)
R & I MIRROR CAP, SANDED, PREP, MIXED & MATCHED COLOR FOR PAINT.
PAINTED, BUFFED & POLISHED
****
MISC HAXARDOUS WASTE
WB4 (N/C)
MISC PAINT & MATERILAS
WB4 (N/C)

Chevrolet

MAITA

Body Shop Fax:
(916) 685-5564

ORIGINAL ESTIMATE $ _____

DATE	TIME	PHONE #	AUTHORIZED	ADDITIONAL AMOUNT	REVISED TOTAL

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE.

FINAL REVISED ESTIMATE $ _____

I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
PAINT/MATERIALS	0.00
TOTAL CHARGES	0.00
ADJUSTMENTS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE.
NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

BAR # AH217803 EPA # CAR 000040352

20230 384715

INVOICE

DUPLICATE 1
PAGE 2

Phone:
691-2800
From Sacramento:
423-2111

9650 AUTO CENTER DRIVE
ELK GROVE, CA 95758
BAR # AM074931 EPA CAL 000170522

[redacted]
ELK GROVE, CA [redacted]
HOME: BUS:
CELL: [redacted]

SERVICE ADVISOR: 441 DANNY GUERRERO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLACK	07	CHEVROLET TAHOE	1GNFK13027R[redacted]		18131/18131	T1221

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07FEB07 IS			17:00 05MAY08		0.00	CASH	08MAY08

R.O. OPENED	DATE CUST. NOTIFIED	OPTIONS: ENG:5.3_Liter_Flexible_Fuel
09:57 05MAY08	09:14 08MAY08	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

SUBL 2 DAY RENTAL PO# 57015
PO#384715

W4 (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

****

THANK YOU FOR CHOOSING MAITA CHEVROLET FOR
YOUR AUTOMOTIVE SERVICING NEEDS. IF YOU HAVE
ANY QUESTIONS OR CONCERNS REGARDING YOUR
RECENT VISIT, PLEASE CONTACT YOUR SERVICE
ADVISOR @916-691-2800
THANK YOU AND HAVE A GREAT DAY.

Phone:
691-2800
From Sacramento:
423-2111

ORIGINAL ESTIMATE: $

AUTHORIZED REVISED ESTIMATE: $

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE. X

CUSTOMER INITIAL

I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.

CUSTOMER SIGNATURE X

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
HAZ. WASTE/MISC. CHARGES	0.00
TOTAL CHARGES	0.00
ADJUSTMENTS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

20230 384715

INVOICE

DUPLICATE 1
PAGE 1

THE MAITA CHEVROLET

Phone: 691-2800
From Sacramento: 423-2111

9650 AUTO CENTER DRIVE
ELK GROVE, CA 95758
BAR # AM074931 EPA CAL 000170982

[redacted]
ELK GROVE, CA [redacted]
HOME: BUS:
CELL: [redacted]

SERVICE ADVISOR: 441 DANNY GUERRERO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLACK	07	CHEVROLET TAHOE	1GNFK13027R[redacted]		18131/18131	T1221

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07FEB07 IS			17:00 05MAY08		0.00	CASH	08MAY08

R.O. OPENED	DATE CUST. NOTIFIED	OPTIONS: ENG:5.3_Liter_Flexible_Fuel
09:57 05MAY08	09:14 08MAY08	

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CHECK ON DRIVER SIDE OUTSIDE MIRROR NOT PAINTED AFTER WARRENTY
REPLACMENT FOR FREEWAY RATTLE
CAUSE: SPECIAL ORDERED PART
SOP SPECIAL ORDER PART REQUIRED FOR REPAIR,
NOTIFICATION SENT UPON ARRIVAL OF PART
21 W4 (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

ORDERED PART....
****

B ALSO CHECK FOR DRIVER SIDE DOOR PANEL TRIANGLE PIECE WILL START TO
RATTLE WITH RADIO ON-WILL STOP RATTLEING WHEN TRIANGLE IS
PULLED ON AND ADVISE
CAUSE: SPECIAL ORDERED PART
B4121 FRONT SIDE DOOR OUTSIDE HANDLE REPLACEMENT
LEFT SIDE
147 W4 (N/C)
FC: 1D PART#: COUNT: 0
CLAIM TYPE:
AUTH CODE:
NO

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

VERIFIED RATTLE FROM L/F INNER MIRROR COVER.. REMOVED TO INSPECT-CLIP
IS BROKEN OFF COVER.. ORDERED NEW COVER....
****

C RENTAL / 5.05.08 / 24HRS
CAUSE: .
R RENTAL VEHICLE NEEDED
21 W4 (N/C)

THE MAITA CHEVROLET

Phone: 691-2800
From Sacramento: 423-2111

ORIGINAL ESTIMATE: $

AUTHORIZED REVISED ESTIMATE: $

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE. X

CUSTOMER INITIAL

I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.

CUSTOMER SIGNATURE X

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
HAZ. WASTE/MISC. CHARGES	
TOTAL CHARGES	
ADJUSTMENTS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

CUSTOMER #: 20230

386160

INVOICE

DUPLICATE 1
PAGE 1

CHEVROLET

THE MAITA ORGANIZATION

Phone:
691-2800
From Sacramento:
423-2111

[redacted]

ELK GROVE, CA [redacted]
HOME:
BUS:
CONT:N/A
CELL [redacted]

9650 AUTO CENTER DRIVE
ELK GROVE, CA 95758
BAR # AM074931 EPA CAL 000170982

SERVICE ADVISOR: 441 DANNY GUERRERO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLACK	07	CHEVROLET TAHOE	1GNFK13027R[redacted]		19510/19512	T1436

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07FEB07 DD			17:00 28MAY08		0.00	CASH	04JUN08

R.O. OPENED	DATE CUST. NOTIFIED	OPTIONS: ENG:5.3_Liter_Flexible_Fuel
11:10 28MAY08	17:30 04JUN08	

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CUST STATES THAT THE VEH HAS A RATTLE NOISE IN REAR HATCH WHEN GOING
OVER BUMPS-ALSO HAS ICHING NOISE HIGH PITCH-CHECK AND ADVISE
SEE HISTORY
CAUSE: FAULTY LATCH
B5830 LATCH, TAILGATE/ENDGATE RIGHT R&R OR
REPLACE
147 W4 (N/C)
1 15858590 LOCK (N/C)
FC: 6C
PART#: 15858590
COUNT: 1
CLAIM TYPE:
AUTH CODE:
OJ

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

VERIFY NOISE FROM REAR - TRACE TO REAR HATCH - CAN PULL AND PUSH ON
REAR HATCH AND CAN HEAR NOISE - LUBED LATCH IN REAR NAD RECHECKED
-NOISE WENT AWAY AND CAME BACK - SUSPECT PROBLEM IN REAR HATCH LATCH-
ORDERED LATCH AND RECHECKED - NO NOISE HEARD AT THIS TIME.
****

B CHECK ON BATTERY GOING DEAD AFTER RADIO WAS ON IN ACCESORY FOR ABOUT
30-45 MIN, AND ADVISE
CAUSE: UNABLE TO DUPLICATE CUSTOMERS CONCERN AT THIS TIME.
N9995 CUSTOMER CONCERN NOT DUPLICATED
147 W4 (N/C)
FC: 9Z PART#: COUNT: 0
CLAIM TYPE:
AUTH CODE:
PN

CHEVROLET
THE MAITA ORGANIZATION

Phone:
691-2800
From Sacramento:
423-2111

ORIGINAL ESTIMATE: $

AUTHORIZED REVISED ESTIMATE: $

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE. X

CUSTOMER INITIAL

I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.

CUSTOMER SIGNATURE X

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
HAZ. WASTE/MISC. CHARGES	
TOTAL CHARGES	
ADJUSTMENTS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

CUSTOMER #: 20230

386160

INVOICE

DUPLICATE 1
PAGE 2

CHEVROLET

THE MAITA ORGANIZATION

Phone: 691-2800
From Sacramento: 423-2111

9650 AUTO CENTER DRIVE
ELK GROVE, CA 95758
BAR # AM074931 EPA CAL 000170982

[redacted]
ELK GROVE, CA[redacted]
HOME: CONT:N/A
BUS: CELL[redacted]

SERVICE ADVISOR: 441 DANNY GUERRERO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLACK	07	CHEVROLET TAHOE	1GNFK13027R[redacted]		19510/19512	T1436

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07FEB07 DD			17:00 28MAY08		0.00	CASH	04JUN08

R.O. OPENED	DATE CUST. NOTIFIED	OPTIONS:
11:10 28MAY08	17:30 04JUN08	ENG:5.3_Liter_Flexible_Fuel

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

UNABLE TO DUPLICATE CONCERN- CHECKED CONDITION OF BATTERY OKAY- CHECKED FOR ANY UPDATES - BCM IS UPDATED ALREADY - NORMAL CONDITION WITH VEHICLE.

****

C CHANGE ENGINE OIL AND FILTER, LUBE CHASSIS, TOP OFF FLUIDS AND SET TIRE PRESSURES

QL CHANGE ENGINE OIL AND FILTER, LUBE CHASSIS, TOP OFF FLUIDS AND SET TIRE PRESSURES

147 CT		11.86	11.86
1 89017524 FILTER	5.50	5.50	5.50
1 2440 ENG OIL	15.50	15.50	15.50
MISC HAZARDOUS WASTE DISPOSAL-OIL CE		2.09	2.09

PARTS: 21.00 LABOR: 11.86 OTHER: 2.09 TOTAL LINE C: 34.95

PERFORMED OIL AND OIL FILTER CHANGE.

****

D CHECK FOR POPPING NOISE NOTED ON DRIVER SIDE FRONT NOTED IN FLOOR BOARD ON HARD TURN LEFT IN PARKING LOTS-INTERMINTANT-ALSO NOTED TURNING INTO DRIVE WAY AND ADVISE

8 SUSPENSION FRONT & RELATED REPAIRS

147 ISP (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

ROAD TEST VEHICLE -DID HEAR CLUNK FROM VEHICLE - VEHICLE IS IN AUTO 4WD - PUT IN 2ND AND WASN'T ABLE TO HEAR ANY CLUNK.

****

E CHECK DRIVER SIDE DOOR RATTLE WHILE DRIVING-SOP PART IN CAUSE: ORDERED PARTS

17 INTERIOR-BODY AND RELATED REPAIRS

147 W4 (N/C)

CHEVROLET

THE MAITA ORGANIZATION

Phone: 691-2800
From Sacramento: 423-2111

ORIGINAL ESTIMATE: $

AUTHORIZED REVISED ESTIMATE: $

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE. X

CUSTOMER INITIAL

I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.

CUSTOMER SIGNATURE X

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
HAZ. WASTE/MISC. CHARGES	
TOTAL CHARGES	
ADJUSTMENTS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

CUSTOMER #: 20230

386160

INVOICE

DUPLICATE 1
PAGE 3

CHEVROLET

THE MAITA ORGANIZATION

Phone:
691-2800
From Sacramento:
423-2111

9650 AUTO CENTER DRIVE
ELK GROVE, CA 95758
BAR # AM074931 EPA CAL 000170982

[redacted]
ELK GROVE, CA [redacted]
HOME: CONT:N/A
BUS: CELL: [redacted]

SERVICE ADVISOR: 441 DANNY GUERRERO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLACK	07	CHEVROLET TAHOE	1GNFK13027R[redacted]		19510/19512	T1436

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07FEB07 DD			17:00 28MAY08		0.00	CASH	04JUN08

R.O. OPENED	DATE CUST. NOTIFIED	OPTIONS: ENG:5.3_Liter_Flexible_Fuel
11:10 28MAY08	17:30 04JUN08	

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00

WRONG PART ORDERED - REORDERED.
****

F RENTAL / 5.28.08 /
CAUSE: RENTAL
Z7906 SIX DAY RENTAL OR LOANER
21 W4 (N/C)
FC: 98 PART#: COUNT: 0
CLAIM TYPE:
AUTH CODE:
MJ

SUBL 6 DAY RENTAL PO# 57822
PO#386160
W4 (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE F: 0.00

****

EST: 35.00 28MAY08 11:10 SA: 441

THANK YOU FOR CHOOSING MAITA CHEVROLET FOR YOUR AUTOMOTIVE SERVICING NEEDS. IF YOU HAVE ANY QUESTIONS OR CONCERNS REGARDING YOUR RECENT VISIT, PLEASE CONTACT YOUR SERVICE ADVISOR @916-691-2800
THANK YOU AND HAVE A GREAT DAY.

CHEVROLET
THE MAITA ORGANIZATION

Phone:
691-2800
From Sacramento:
423-2111

ORIGINAL ESTIMATE: $

AUTHORIZED REVISED ESTIMATE: $

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE. X

CUSTOMER INITIAL

I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.

CUSTOMER SIGNATURE X

DESCRIPTION	TOTALS
LABOR AMOUNT	11.86
PARTS AMOUNT	21.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
HAZ. WASTE/MISC. CHARGES	2.09
TOTAL CHARGES	34.95
ADJUSTMENTS	0.00
SALES TAX	1.63
PLEASE PAY THIS AMOUNT	36.58

CUSTOMER #: 20230

389203

INVOICE

CHEVROLET

Phone:
691-2800
From Sacramento:
423-2111

[redacted]

ELK GROVE, CA [redacted]

PAGE 1

9650 AUTO CENTER DRIVE
ELK GROVE, CA 95758
BAR # AM074931 EP/A CAL 000170962

HOME: CONT:N/A
BUS: CELL: [redacted]

SERVICE ADVISOR: 441 DANNY GUERRERO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLACK	07	CHEVROLET TAHOE	1GNFK13027R[redacted]		21685/21692	T1839

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07FEB07 DD			17:00 14JUL08		0.00	CASH	17JUL08

R.O. OPENED	DATE CUST. NOTIFIED	OPTIONS: ENG:5.3_Liter_Flexible_Fuel
12:46 14JUL08	17:54 17JUL08	

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CHECK PASSANGER FRONT AND REAR DOOR INNER DOOR HANDLES HAVE SHARP
EDGES AND LOOSING CHROME AND ADVISE
CAUSE: SPECIAL ORDERED PART
SOP SPECIAL ORDER PART REQUIRED FOR REPAIR,
NOTIFICATION SENT UPON ARRIVAL OF PART
394 W4 (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

INSPECTED & VERIFIED CUST COMPLIANT..ORDERED INSIDE HANDLES..
****

B CHECK ON DRIVER SIDE HOCKEY MOLDING OUTER REAR DOOR HAS RUBBER
EXPOSED-MARKED WITH LOOK HERE STICKERS AND ADVISE
CAUSE: FAULTY LEFT REAR MOLDING
C0331 STRIP, REAR DOOR WINDOW OUTER SEALING LEFT
R&R OR REPLACE
394 W4 (N/C)
1 15938032 S/STR (N/C)
FC: 4N
PART#: 15938032
COUNT: 1
CLAIM TYPE:
AUTH CODE:
ON

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

REPLACED MOLDING & RECHECKED OKAY NOW.. NOTE: VEH HAD SCRATCH MARK @
THE CORNER PIROR TO REPAIRS.
****

C FRONT END POPPING NOISE NOTED WHEN TURNING RIGHT AND LEFT AND CLUNK
IS FELT ON DRIVER SIDE FLOOR BOARD AND ADVISE-MORE APPARENT
WHEN WARM OUTSIDE
CAUSE: UNABLE TO DUPLICATE COMPLAINT

CHEVROLET

ORIGINAL ESTIMATE: $

AUTHORIZED REVISED ESTIMATE: $

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE. CUSTOMER INITIAL X

I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.

CUSTOMER SIGNATURE X

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
HAZ. WASTE/MISC. CHARGES	
TOTAL CHARGES	
ADJUSTMENTS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

Phone:
691-2800
From Sacramento:
423-2111

CUSTOMER #: 20230

389203

INVOICE

Phone:
691-2800
From Sacramento:
423-2111

[redacted]

ELK GROVE, CA [redacted]

PAGE 2

9850 AUTO CENTER DRIVE
ELK GROVE, CA 95758
BAR # AM074931 EPA CAL 000170862

HOME: CONT:N/A
BUS: CELL [redacted]

SERVICE ADVISOR: 441 DANNY GUERRERO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLACK	07	CHEVROLET TAHOE	1GNFK13027R[redacted]		21685/21692	T1839

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07FEB07 DD			17:00 14JUL08		0.00	CASH	17JUL08

R.O. OPENED	DATE CUST. NOTIFIED	OPTIONS: ENG:5.3_Liter_Flexible_Fuel
12:46 14JUL08	17:54 17JUL08	

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

F9995 CUSTOMER CONCERN NOT DUPLICATED (N/C)
394 W4
FC: 9Z PART#: COUNT: 1
CLAIM TYPE:
AUTH CODE:
NP

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

TESTED DROVE VEH-UNABLE TO DUPLICATE COMPLAINT.. (NOTE VEH HAS 22" WHEELS)

****

D CHECK ON DRIVER SIDE REAR VIEW MIRROR IS VIBRATING -JUST THE GLASS AT FREEWAY SPEEDS-HAS BEEN REPLACED AND ADVISE-PASSANGER MIRROR DOES NOT VIBRATE

CAUSE: BULLETIN

N4855 MODULE MEMORY MIRROR REPLACE (N/C)
394 W4
FC: 93 PART#: COUNT: 0
CLAIM TYPE:
AUTH CODE:
O4

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

FOUND BULLETIN TO OPERATE MIRROR 3 TIMES & RECHECKED.. OKAY NOW....

****

E CHECK ON PASSNAGER SIDE PILLAR MOLDING LOOKS WARPED AND DOES NOT HAVE A STRAIGHT LINE UP TO HANDLE AND ALSO HAS BEEN REPLACED AND ADVISE

CAUSE: SPECIAL ORDERED PART

SOP SPECIAL ORDER PART REQUIRED FOR REPAIR,

Phone:
691-2800
From Sacramento:
423-2111

ORIGINAL ESTIMATE: $

AUTHORIZED REVISED ESTIMATE: $

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE. CUSTOMER INITIAL X

I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.

CUSTOMER SIGNATURE X

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
HAZ. WASTE/MISC. CHARGES	
TOTAL CHARGES	
ADJUSTMENTS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

CUSTOMER #: 20230

389203

INVOICE

[redacted]

ELK GROVE, CA [redacted]

HOME: CONT:N/A

BUS: CELL: [redacted]

PAGE 3

CHEVROLET

THE MAITA ORGANIZATION

Phone: 691-2800 From Sacramento: 423-2111

9650 AUTO CENTER DRIVE
ELK GROVE, CA 95758
BAR # AM074931 EPA CAL 000170982

SERVICE ADVISOR: 441 DANNY GUERRERO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLACK	07	CHEVROLET TAHOE	1GNFK13027R[redacted]		21685/21692	T1839

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07FEB07 DD			17:00 14JUL08		0.00	CASH	17JUL08

R.O. OPENED	DATE CUST. NOTIFIED	OPTIONS: ENG:5.3_Liter_Flexible_Fuel
12:46 14JUL08	17:54 17JUL08	

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

NOTIFICATION SENT UPON ARRIVAL OF PART
394 W4 (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00

INSPECTED PASSENGER MOLDING..VERIFIED COMPLAINT..ORDERED MOLDING
****

F CHECK ON CREEKING NOISE NOTED DURNING BODY FLEX IN THE REAR WHEN GOING INTO DRIVE WAYS AND ADVISE-MORE APPARENT IN THE AM AND ADVISE

CAUSE: 4

J9991 CUSTOMER CONCERN NOT DUPLICATED
394 W4 (N/C)

FC: 9Z PART#: COUNT: 0
CLAIM TYPE:
AUTH CODE:
NR

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE F: 0.00

TEST DROVE VEH-UNABLE TO DUPLICATE COMPALINT, NO FLEX NOISE. TEST DROVE WITH CUST-UNABLE TO DUPLICATE COMPLAINT..
****

G CHECK ON STEERING WHEEL LOOSING PAINT AND ADVISE

CAUSE: SPECIAL ORDERED PART

SOP SPECIAL ORDER PART REQUIRED FOR REPAIR,
NOTIFICATION SENT UPON ARRIVAL OF PART
394 W4 (N/C)

FC: PART#: COUNT:
CLAIM TYPE:
AUTH CODE:

CHEVROLET THE MAITA ORGANIZATION

Phone: 691-2800 From Sacramento: 423-2111

ORIGINAL ESTIMATE: $

AUTHORIZED REVISED ESTIMATE: $

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE. X

CUSTOMER INITIAL

I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.

CUSTOMER SIGNATURE X

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
HAZ. WASTE/MSC. CHARGES	
TOTAL CHARGES	
ADJUSTMENTS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

CUSTOMER #: 20230

389203

INVOICE

[redacted]

ELK GROVE, CA [redacted]

HOME: CONT:N/A

BUS: CELL: [redacted]

PAGE 4

CHEVROLET

THE MAITA ORGANIZATION

Serving Northern California

Phone: 691-2800
From Sacramento: 423-2111

9650 AUTO CENTER DRIVE
ELK GROVE, CA 95758
BAR # AM074931 EPA CAL 000170002

SERVICE ADVISOR: 441 DANNY GUERRERO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLACK	07	CHEVROLET TAHOE	1GNFK13027R[redacted]		21685/21692	T1839

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07FEB07 DD			17:00 14JUL08		0.00	CASH	17JUL08

R.O. OPENED	DATE CUST. NOTIFIED	OPTIONS: ENG:5.3_Liter_Flexible_Fuel
12:46 14JUL08	17:54 17JUL08	

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE G: 0.00

ORDERED STEERING WHEEL..

****

H RENTAL / 7.14.08 /
CAUSE: 2 DAY RENTAL
27902 TWO DAY RENTAL OR LOANER
21 W4 (N/C)
FC: 98 PART#: COUNT: 0
CLAIM TYPE:
AUTH CODE:
MJ

SUBL 2 DAY RENTAL PO#59151
PO#389203
W4 (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE H: 0.00

****

THANK YOU FOR CHOOSING MAITA CHEVROLET FOR YOUR AUTOMOTIVE SERVICING NEEDS. IF YOU HAVE ANY QUESTIONS OR CONCERNS REGARDING YOUR RECENT VISIT, PLEASE CONTACT YOUR SERVICE ADVISOR @916-691-2800
THANK YOU AND HAVE A GREAT DAY.

CHEVROLET

THE MAITA ORGANIZATION

Serving Northern California

Phone: 691-2800
From Sacramento: 423-2111

ORIGINAL ESTIMATE: $

AUTHORIZED REVISED ESTIMATE: $

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE. X

CUSTOMER INITIAL

I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.

CUSTOMER SIGNATURE X

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
HAZ. WASTE/MISC. CHARGES	0.00
TOTAL CHARGES	0.00
ADJUSTMENTS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER #: 20230

389884

INVOICE

DUPLICATE 2
PAGE 1

CHLVROLET

Phone:
691-2800
From Sacramento:
423-2111

[redacted]
ELK GROVE, CA [redacted]
HOME: CONT:N/A
BUS: CELL: [redacted]

9650 AUTO CENTER DRIVE
ELK GROVE, CA 95758
BAR # AM074931 EPA CAL 000170982

SERVICE ADVISOR: 441 DANNY GUERRERO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLACK	07	CHEVROLET TAHOE	1GNFK13027R[redacted]		22323/22323	T1914

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07FEB07 DD			WAIT 25JUL08		0.00	CASH	25JUL08

R.O. OPENED	DATE CUST. NOTIFIED	OPTIONS:
11:52 24JUL08	12:22 25JUL08	ENG:5.3_Liter_Flexible_Fuel

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A REAR DOOR HANDLES LOOSE PAINT WITH SHARP EDGES- SOP PART IN
CAUSE: FAULTY LR INSIDE HANDLE
B4518 HANDLE, REAR SIDE DOOR INSIDE LEFT REPLACE
108 W4 (N/C)
1 15939073 HANDLE (N/C)
FC: 6C
PART#: 15939084
COUNT: 2
CLAIM TYPE:
AUTH CODE:
ON

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

INSTALLED LR INSIDE HANDLE..
****

B DRIVER SIDE FRONT DOOR HANDLE LOOSING PAINT-SOP PART IN
CAUSE: FAULTY RF INSIDE HANDLE
B4251 COVER, FRONT DOOR LOCK - R&R OR REPLACE
LEFT
108 W4 (N/C)
1 15920700 HANDLE (N/C)
1 15873033 COVER (N/C)
1 15873004 COVER (N/C)
FC: 6C
PART#: 15920700
COUNT: 3
CLAIM TYPE:
AUTH CODE:
ON

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

CHEVROLET

ORIGINAL ESTIMATE: $

AUTHORIZED REVISED ESTIMATE: $

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE. X

CUSTOMER INITIAL

I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.

CUSTOMER SIGNATURE X

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
HAZ. WASTE/MISC. CHARGES	
TOTAL CHARGES	
ADJUSTMENTS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

Phone:
691-2800
From Sacramento:
423-2111

CUSTOMER #: 20230

389884

INVOICE

DUPLICATE 2
PAGE 2

CHEVROLET

Phone:
691-2800
From Sacramento:
423-2111

[redacted]
ELK GROVE, CA [redacted]
HOME:
BUS:
CONT:N/A
CELL [redacted]

9650 AUTO CENTER DRIVE
ELK GROVE, CA 95758
BAR # AM074031 EPA CAL 0001170962

SERVICE ADVISOR: 441 DANNY GUERRERO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
BLACK	07	CHEVROLET TAHOE	1GNFK13027R[redacted]		22323/22323	T1914

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07FEB07 DD			WAIT 25JUL08		0.00	CASH	25JUL08

R.O. OPENED	DATE CUST. NOTIFIED	OPTIONS: ENG:5.3_Liter_Flexible_Fuel
11:52 24JUL08	12:22 25JUL08	

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

INSTALLED RF INSIDE HANDLE...
****

C PASSANGER SIDE PILLAR MOLDING WARPED-SOP PART IN-ONE TIME WARRENTY
CAUSE: WARPED LF PILLAR MOLDING
B7571 MOLDING, WINDSHIELD SIDE PILLAR REVEAL LEFT
R&R OR REPLACE
108 W4 (N/C)
1 15924643 F-MOLDING (N/C)
FC: 4N
PART#: 15924643
COUNT: 1
CLAIM TYPE:
AUTH CODE:
ON

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

INSTALLED LF PILLAR MOLDINGS...OKAY NOW..
****

D STEERING WHEEL LOOSING PAINT-SOP PART IN- ONE TIME WARRENTY
CAUSE: STEERING WHEEL LOOSING PAINT
E7020 STEERING WHEEL REPLACEMENT
108 W4 (N/C)
1 15917931 WHEEL (N/C)
FC: 6C
PART#: 15917931
COUNT: 1
CLAIM TYPE:
AUTH CODE:
NR

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

CHEVROLET

ORIGINAL ESTIMATE: $

AUTHORIZED REVISED ESTIMATE: $

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE. X

CUSTOMER INITIAL

I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.

CUSTOMER SIGNATURE X

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
HAZ. WASTE/MISC. CHARGES	
TOTAL CHARGES	
ADJUSTMENTS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

Phone:
691-2800
From Sacramento:
423-2111

CUSTOMER #: 20230

389884

INVOICE

DUPLICATE 2
PAGE 3

CHEVROLET

THE MAITA ORGANIZATION

Phone: 691-2800
From Sacramento: 423-2111

[redacted]

ELK GROVE, CA [redacted]
HOME: CONT:N/A
BUS: CELL [redacted]

9650 AUTO CENTER DRIVE
ELK GROVE, CA 95758
BAR # AM074931 EPA CAL 000170982

SERVICE ADVISOR: 441 DANNY GUERRERO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLACK	07	CHEVROLET TAHOE	1GNFK13027R [redacted]		22323/22323	T1914

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07FEB07 DD			WAIT 25JUL08		0.00	CASH	25JUL08

R.O. OPENED	DATE CUST. NOTIFIED	OPTIONS: ENG:5.3_Liter_Flexible_Fuel
11:52 24JUL08	12:22 25JUL08	

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

INSTALLED STEERING WHEEL...

****

E CHECK ON FRONT END POPPING WHEN TURNING RIGHT LEFT- ONLY APPARENT
WHEN OUTSIDE TEMP IS HOT AND AFTER ENGINE IS AT OPERATING
TEMPATURE-SOUNDS LIKE BALL JOINT POPPING AND ADVISE

CAUSE: UNABLE TO DUPLICATE COMPLAINT

NPF UNABLE TO DUPLICATE CUSTOMER CONCERN (N/C)
108 W4
FC: 9Z PART#: COUNT: 0
CLAIM TYPE:
AUTH CODE:
NR

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00

ROAD TESTED FOR POP NOISE, UNABLE TO DUPLICATE COMPLAINT..

****

F DRIVER SIDE MIRROR WILL VIBRATE AT FREEWAY SPEEDS-GLASS PORTION-WAS
CYCLED ON LAST VISIT AND ADVISE

CAUSE: SPECIAL ORDERED PART

B4156 OUTSIDE REARVIEW MIRROR REPLACEMENT LEFT SIDE (N/C)
108 W4
FC: 6C PART#: COUNT: 0
CLAIM TYPE:
AUTH CODE:
04

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE F: 0.00

CHECKED & FOUND BULLETIN REGARDING THIS CONCER.. RETRACTED MIRRORS AS
PER BULLETIN, VIBRATION STILL APARENT.. ORDERED MIRROR..

CHEVROLET THE MAITA ORGANIZATION

Phone: 691-2800
From Sacramento: 423-2111

ORIGINAL ESTIMATE: $

AUTHORIZED REVISED ESTIMATE: $

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE. X

CUSTOMER INITIAL

I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.

CUSTOMER SIGNATURE X

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
HAZ. WASTE/MISC. CHARGES	
TOTAL CHARGES	
ADJUSTMENTS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

CUSTOMER #: 20230

389884

INVOICE

DUPLICATE 2
PAGE 4

CHEVROLET

THE MAITA ORGANIZATION

Phone: 691-2800
From Sacramento: 423-2111

[redacted]
ELK GROVE, CA [redacted]
HOME: CONT:N/A
BUS: CELL: [redacted]

9650 AUTO CENTER DRIVE
ELK GROVE, CA 95758
BAR # AM074931 EPA CAL 000170982

SERVICE ADVISOR: 441 DANNY GUERRERO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLACK	07	CHEVROLET TAHOE	1GNFK13027F[redacted]		22323/22323	T1914

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07FEB07 DD			WAIT 25JUL08		0.00	CASH	25JUL08

R.O. OPENED	DATE CUST. NOTIFIED	OPTIONS: ENG:5.3_Liter_Flexible_Fuel
11:52 24JUL08	12:22 25JUL08	

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

G RENTAL / 7.24.08 /
CAUSE: .
R RENTAL VEHICLE NEEDED
21 W4 (N/C)

SUBL 1 DAY RENTAL PO# 59385
PO#389884
W4 (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE G: 0.00

****

H** REAR DOOR DO NOT OPEN
CAUSE: FOUND BOTH REAR DOOR LOCK/LATCH BIND DUE TO IMPROPER INSTALLATION
C3540 REAR SIDE DOOR TRIM PANEL REMOVED & REINSTALLED
445 W4 (N/C)
FC: 3A PART#: COUNT: 0
CLAIM TYPE:
AUTH CODE:
OJ
C3541 REAR SIDE DOOR TRIM PANEL-REMOVED & REINSTALLED
445 W4 (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE H: 0.00

VERIFIED BOTH REAR DOORS DO NOT OPEN, FROM INSIDE OR OUTSIDE DOOR HANDLE. REMOVED BOTH REAR DOOR PANEL WITH DOORS CLOSED. FOUND HANDLES WORK PROPERLY WITH PANELS REMOVED..SUSPECT PANELS CAUSING DOOR LOCK/LATCH ASSEMBLY TO BIND DUE TO IMPROPER INSTALLATION..INSTALLED BOTH PANELS PROPERLY & RECHECKED..OKAY NOW-ALL DOOR FUNCTION AS

CHEVROLET
THE MAITA ORGANIZATION

ORIGINAL ESTIMATE: $

AUTHORIZED REVISED ESTIMATE: $

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE. CUSTOMER INITIAL X

I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.

CUSTOMER SIGNATURE X

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
HAZ. WASTE/MISC. CHARGES	
TOTAL CHARGES	
ADJUSTMENTS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

Phone: 691-2800
From Sacramento: 423-2111

CUSTOMER #: 20230

389884

INVOICE

DUPLICATE 2
PAGE 5

Phone:
691-2800
From Sacramento:
423-2111

9850 AUTO CENTER DRIVE
ELK GROVE, CA 95758
BAR # AM074931 EFA CAL 000170982

[redacted]
ELK GROVE, CA [redacted]
HOME: CONT:N/A
BUS: CELL [redacted]

SERVICE ADVISOR: 441 DANNY GUERRERO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLACK	07	CHEVROLET TAHOE	1GNFK13027R[redacted]		22323/22323	T1914

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07FEB07 DD			WAIT 25JUL08		0.00	CASH	25JUL08

R.O. OPENED	DATE CUST. NOTIFIED	OPTIONS: ENG:5.3_Liter_Flexible_Fuel
11:52 24JUL08	12:22 25JUL08	

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

DESIGNED AT THIS TIME..

****

EST: 0.00 24JUL08 11:52 SA: 441

THANK YOU FOR CHOOSING MAITA CHEVROLET FOR
YOUR AUTOMOTIVE SERVICING NEEDS. IF YOU HAVE
ANY QUESTIONS OR CONCERNS REGARDING YOUR
RECENT VISIT, PLEASE CONTACT YOUR SERVICE
ADVISOR @916-691-2800
THANK YOU AND HAVE A GREAT DAY.

Phone:
691-2800
From Sacramento:
423-2111

ORIGINAL ESTIMATE: $

AUTHORIZED REVISED ESTIMATE: $

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE. X

CUSTOMER INITIAL

I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.

CUSTOMER SIGNATURE X

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
HAZ. WASTE/MISC. CHARGES	0.00
TOTAL CHARGES	0.00
ADJUSTMENTS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER #: 20230

390114

INVOICE

PAGE 1

MAITA CHEVROLET
9850 AUTO CENTER DRIVE
ELK GROVE, CA 95757
Phone: 691-2800 · From Sacramento: 423-2111
www.maitachevy.com
BAR # AM074931 EPA CAL 000170982

[redacted]
ELK GROVE, CA [redacted]
HOME: CONT:N/A
BUS: CELL [redacted]

SERVICE ADVISOR: 441 DANNY GUERRERO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
BLACK	07	CHEVROLET TAHOE	1GNFK13027R[redacted]		22396/22396	T1965

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO	RATE	PAYMENT	INV. DATE
07FEB07 DD			WAIT 30JUL08		0.00	CASH	31JUL08

R.O. OPENED	DATE CUST. NOTIFIED	OPTIONS: ENG:5.3_Liter_Flexible_Fuel
14:59 28JUL08	16:03 31JUL08	

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CHECK ON POPPING NOISE WHEN TURNING RIGHT AND LEFT SEE HISTORY AND ADVISE

CAUSE: BULLETIN

8 SUSPENSION FRONT & RELATED REPAIRS

33 W4 (N/C)
445 W4 (N/C)
2 15899719 INSULATOR (N/C)
1 89021297 ADHESIVE (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

VERIFIED POP TYPE NOISE..INSPECTED UNDER BODY & CHECK MOUNT BOLTS-OKAY . RECHECKED STILL MAKES NOISE..CHECKED FOR BULLETINS-MULTIPLE...FOUND NOISE COMING FROM #1 BODY MOUNT..INSTALLED INSULATORS TO BOTH FROM #1 MOUNTS AS PER BULLETIN...RECHECKED OKAY NOW..

****

B PASSANGER REAR DOOR INNER HANDLE LOOSEING CHROME AND HAS SHARP EDGES AND ADVISE

CAUSE: .

17 INTERIOR-BODY AND RELATED REPAIRS

445 W4 (N/C)
1 15939084 HANDLE (N/C)
FC: PART#: COUNT:
CLAIM TYPE:
AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

VERIFIED RT REAR INSIDE DOOR HANDLE CHROME IS PEELING.. REMOVED & REPLACED HANDLE-OKAY AT THIS TIME...

****

C** LEFT HAND MIRROR VIBRATION- SOP PART IN PAINT TO MATCH!

CAUSE: FAULTY LEFT OUTSIDE MIRROR

MAITA CHEVROLET
Phone: 691-2800
From Sacramento: 423-2111

ORIGINAL ESTIMATE: $

AUTHORIZED REVISED ESTIMATE: $

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE. X

CUSTOMER INITIAL

I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.

CUSTOMER SIGNATURE X

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
HAZ. WASTE/MISC. CHARGES	
TOTAL CHARGES	
ADJUSTMENTS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

CUSTOMER COPY

CUSTOMER #: 20230

390114

INVOICE

PAGE 2

MAITA CHEVROLET
9650 AUTO CENTER DRIVE
ELK GROVE, CA 95757
Phone: 691-2800 · From Sacramento: 423-2111
www.maitachevy.com
BAR # AM074831 EPA CAL 000170982

[redacted]

ELK GROVE, CA [redacted]
HOME: CONT:N/A
BUS: CELL: [redacted]
SERVICE ADVISOR: 441 DANNY GUERRERO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
BLACK	07	CHEVROLET TAHOE	1GNFK13027R[redacted]		22396/22396	T1965

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07FEB07 DD			WAIT 30JUL08		0.00	CASH	31JUL08

R.O. OPENED	DATE CUST. NOTIFIED	OPTIONS:
14:59 28JUL08	16:03 31JUL08	ENG:5.3_Liter_Flexible_Fuel

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

18 EXTERIOR-BODY AND RELATED REPAIR
445 W4 (N/C)
1 25775874 MIRROR (N/C)
FC: PART#: COUNT:
CLAIM TYPE:
AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

VERIFIED LT OUTSIDE MIRROR RATTLES.. REMOVED & REPLACED MIRROR-OKAY AT THIS TIME... SUBLET TO BODY SHOP FOR PAINT TO MATCH.. REPLACED LEFT HAND OUTSIDE MIRROR-OKAY NOW..

****

D** RENTAL / /
CAUSE:
R RENTAL VEHICLE NEEDED
445 W4 (N/C)
FC: PART#: COUNT:
CLAIM TYPE:
AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

****

E** DRIVER SIDE DOOR MOLDING POPPING-SOP PART IN
CAUSE: WARPED DRIVER SIDE DOORM MOLDING
17 INTERIOR-BODY AND RELATED REPAIRS
445 W4 (N/C)
1 15919822 F-PANEL (N/C)
FC: PART#: COUNT:

MAITA CHEVROLET
Phone: 691-2800
From Sacramento: 423-2111

ORIGINAL ESTIMATE: $
AUTHORIZED REVISED ESTIMATE: $

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE. X
CUSTOMER INITIAL

I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.

CUSTOMER SIGNATURE X

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
HAZ. WASTE/MISC. CHARGES	
TOTAL CHARGES	
ADJUSTMENTS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

CUSTOMER COPY

CUSTOMER #: 20230

390114

INVOICE

PAGE 3

MAITA CHEVROLET
9650 AUTO CENTER DRIVE
ELK GROVE, CA 95757
Phone: 691-2800 · From Sacramento: 423-2111
www.maitachevy.com
BAR # AM074931 EPA CAL 000170982

[redacted]
ELK GROVE, CA[redacted]
HOME: CONT:N/A
BUS: CELL [redacted]
SERVICE ADVISOR: 441 DANNY GUERRERO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLACK	07	CHEVROLET TAHOE	1GNFK13027R[redacted]		22396/22396	T1965

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07FEB07 DD			WAIT 30JUL08		0.00	CASH	31JUL08

R.O. OPENED	DATE CUST. NOTIFIED	OPTIONS: ENG:5.3_Liter_Flexible_Fuel
14:59 28JUL08	16:03 31JUL08	

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL
CLAIM TYPE:
AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00

INSTALLED DRIVER SIDE DOOR MOLDING..

****

THANK YOU FOR CHOOSING MAITA CHEVROLET FOR YOUR AUTOMOTIVE SERVICING NEEDS. IF YOU HAVE ANY QUESTIONS OR CONCERNS REGARDING YOUR RECENT VISIT, PLEASE CONTACT YOUR SERVICE ADVISOR @916-691-2800
THANK YOU AND HAVE A GREAT DAY.

MAITA CHEVROLET
Phone: 691-2800
From Sacramento: 423-2111

ORIGINAL ESTIMATE: $
AUTHORIZED REVISED ESTIMATE: $

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE. CUSTOMER INITIAL X

I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.

CUSTOMER SIGNATURE X

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
HAZ. WASTE/MISC. CHARGES	0.00
TOTAL CHARGES	0.00
ADJUSTMENTS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY

MAITA CHEVROLET - COLLISION CENTER

9131 Elkmont Wy. ELK GROVE, CA 95624
P.O. Box 1000 ELK GROVE, CA 95759
(800) 292-9258
(916) 685-9521 · 423-2111

CUSTOMER #: 20230 7475

INVOICE

[redacted]

ELK GROVE, CA [redacted] PAGE 1

HOME: CONT:N/A

BUS: CELL: [redacted] BODY ESTIMATOR: 248 TERRY OROPESA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
BLACK	07	CHEVROLET TAHOE	1GNFK13027R[redacted]		22396/22396	T7475

DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	PAYMENT	INV DATE
07FEB07 DD			17:00 29JUL08	68.00	CASH	29JUL08

R.O. OPENED	READY	OPTIONS
13:19 29JUL08	15:18 29JUL08	ENG:5.3_Liter_Flexible_Fuel

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A LEFT HAND MIRROR VIBRATES *** REFER TO RO #390114			
AC REFINISH LEFT MIRROR			
30 WB4			(N/C)
# 30 *** MIXED MATCH PAINT, PAINTED AND CLEARCOATED LEFT DOOR MIRROR			
**********			
MISC HAZARDOUS WASTE			
WB4			(N/C)
MISC PAINT & MATERIALS			
WB4			(N/C)

Chevrolet

MAITA

Body Shop Fax: (916) 685-5564

ORIGINAL ESTIMATE # _____ FINAL REVISED ESTIMATE # _____

DATE	TIME	PHONE #	AUTHORIZED	ADDITIONAL AMOUNT	REVISED TOTAL

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE. ▶

I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE. ▶

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
PAINT/MATERIALS	0.00
TOTAL CHARGES	0.00
ADJUSTMENTS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE.
NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

CUSTOMER COPY

BAR # AH217803 EPA # CAR 000040352

CUSTOMER #:20230

[redacted]

ELK GROVE, CA [redacted]

HOME: CONT:N/A

BUS: CELL: [redacted]

391160

WORKORDER

PAGE 1

MAITA CHEVROLET

9650 Auto Center Drive
Elk Grove, CA 95757
Phone: 916-691-2800
From Sacramento: 423-2111
www.maitachevy.com

SERVICE ADVISOR: 441 GUERRERO, DANNY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLACK	07	CHEVROLET TAHOE	1GNFK13027R[redacted]		23151/	T3558

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07FEB07 DD			17:00 13AUG08		0.00	CASH	

R.O. OPENED	DATE CUST. NOTIFIED	OPTIONS: ENG:5.3_Liter_Flexible_Fuel
13AUG2008 12:24		

LINE	OP CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	16		W4	CUSTOMER STATES VEHICLE SAT OVER NIGHT,WOULD NOT START . JUST CLICKED .CUSTOMER HAD TO JUMP START SINCE THEN . DOES CRANK SLOW AT TIMES . REPORT
# B	17		W4	CUSTOMER STATES RIGHT SIDE INSIDE WINDSHIELD PILLAR GRAB HANDLE MOUNT BOLT COVER KEEPS COMING OUT .ALSO MARK ON HANDLE .REPORT SEE RO#390114
# C	8		W4	CUSTOMER STATES CAN HEAR A POP NOISE FROM FLOOR BOARD AREA MAKING RT OR LT TURNS . SEE RO#390114 .INSULATORS REPLACED .NOT AS BAD . REPORT
# D	18		W4	CUSTOMER STATES HEARS CREAKING TYPE SOUND FROM POSSIBLY DOORS WHEN BACKING UP AND OFF OF A CURB. FROM WEATHER STRIPS?.BODY ?REPORT.SEE HISTORY
# E	R		W4	RENTAL VEHICLE NEEDED

THIS IS NOT AN INVOICE

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.
SUBJECT TO CONDITIONS ON REVERSE SIDE OF THIS CONTRACT. PLEASE READ REVERSE SIDE.

REPAIR AUTHORIZATION & VEHICLE DEPOSITORY RECEIPT (AB 409 amending civil code.) I hereby authorize the repair work to be done along with the necessary material. You and your employees may operate vehicle for the purposes of testing, inspection or delivery at my risk. An express mechanic's lien is acknowledged on vehicle to secure the amount of repairs thereto in the event legal action is necessary to enforce this contract. I will pay reasonable attorney's fees and court costs. I acknowledge this deposited property is not insured or protected to the amount of the actual cash value thereof by the dealer against loss occasioned by theft, fire and vandalism while such property remains with the depository. I also acknowledge no articles or personal property have been left in the vehicle and the dealer is not responsible for the inspection thereof. Vehicles left over 3 days will be subject to $10.00 per day storage charge.

PRELIMINARY ESTIMATE $ [redacted]

AUTHORIZED BY: [redacted]

TERMS: CAS[redacted] UNLESS PRIOR ARRANGEMENTS HAVE BEEN MADE.

ALL PARTS REMOVED WILL BE DISCARDED UNLESS OTHERWISE REQUESTED PRIOR TO BEGINNING WORK. I REQUEST THAT MY PARTS BE SAVED.

☐ SAVE PARTS X _____

ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED.

DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT $
REASON				REVISED TOTAL $
DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT $
REASON				REVISED TOTAL $

TEARDOWN ESTIMATE: I UNDERSTAND THAT MY VEHICLE WILL BE REASSEMBLED WITHIN ____ DAYS OF THE DATE SHOWN ABOVE IF I CHOOSE NOT TO AUTHORIZE THE SERVICES RECOMMENDED.

LOCATION _____ QUALITY CONTROLLED BY _____ MILES _____

CUSTOMER COPY

BAR # AM074931 EPA # CAL000170982

Fax Cover Sheet

Maita Chevrolet

9650 Auto Center Drive
P.O. Box 100
Elk Grove, Ca. 95758

Attention: Iris Cruz

From: Tom Crase

Date: 8/27/08

Phone: (916) 691-2800 Ext.

Fax Number: (916) 691-6856

Total Pages faxed (Including Cover Page): 7

Comments:

[redacted]

FAX NUMBER: [redacted]

(57)

CUSTOMER #:20230

[redacted]

ELK GROVE, CA[redacted]

HOME: CONT:N/A

BUS: CELL:[redacted]

389203

WORKORDER

PAGE 1

MAITA CHEVROLET

9650 Auto Center Drive
Elk Grove, CA 95757
Phone: 916-691-2800
From Sacramento: 423-2111
www.maitachevy.com

SERVICE ADVISOR: 441 GUERRERO,DANNY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLACK	07	CHEVROLET TAHOE	1GNFK13027R[redacted]		21685/ 92	T1839

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07FEB07 DD			17:00 14JUL08		0.00	CASH	

R.O. OPENED	DATE CUST. NOTIFIED	OPTIONS:
14JUL2008 12:46	7-7-08	ENG:5.3_Liter_Flexible_Fuel

LINE	OP CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	17	394	W4	CHECK PASSANGER FRONT AND REAR DOOR INNER DOOR HANDLES HAVE SHARP EDGES AND LOOSING CHROME AND ADVISE
# B	18		W4	CHECK ON DRIVER SIDE HOCKEY MOLDING OUTER REAR DOOR HAS RUBBER EXPOSED-MARKED WITH LOOK HERE STICKERS AND ADVISE PARTS C0331 .5
# C	8		W4	FRONT END POPPING NOISE NOTED WHEN TURNING RIGHT AND LEFT AND CLUNK IS FELT ON DRIVER SIDE FLOOR BOARD AND ADVISE-MORE APPARENT WHEN WARM OUTSIDE F9995 .3
# D	18		W4	CHECK ON DRIVER SIDE REAR VIEW MIRROR IS VIBRATING -JUST THE GLASS AT FREEWAY SPEEDS-HAS BEEN REPLACED AND ADVISE-PASSANGER MIRROR DOES NOT VIBRATE N4855 .2
# E	17		W4	CHECK ON PASSNAGER SIDE PILLAR MOLDING LOOKS WARPED AND DOES NOT HAVE A STRAIGHT LINE UP TO HANDLE AND ALSO HAS BEEN REPLACED AND ADVISE
# F	8		W4	CHECK ON CREEKING NOISE NOTED DURNING BODY FLEX IN THE REAR WHEN GOING INTO DRIVE WAYS AND ADVISE-MORE APPARENT IN THE AM AND ADVISE
# G	17		W4	CHECK ON STEERING WHEEL LOOSING PAINT AND ADVISE
# H	RENTAL		W4	RENTAL / 7.14.08 / CALLED @ 10:39 AM

PART ON ORD

JUL 18 2008

TOTAL W-245.5

THIS IS NOT AN INVOICE

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.

SUBJECT TO CONDITIONS ON REVERSE SIDE OF THIS CONTRACT. PLEASE READ REVERSE SIDE.

REPAIR AUTHORIZATION & VEHICLE DEPOSITORY RECEIPT (AB 409 amending civil code.) I hereby authorize the repair work to be done along with the necessary material. You and your employees may operate vehicle for the purposes of testing, inspection or delivery at my risk. An express mechanic's lien is acknowledged on vehicle to secure the amount of repairs thereto in the event legal action is necessary to enforce this contract. I will pay reasonable attorney's fees and court costs. I acknowledge this deposited property is not insured or protected to the amount of the actual cash value thereof by the dealer against loss occasioned by theft, fire and vandalism while such property remains with the depository. I also acknowledge no articles or personal property have been left in the vehicle and the dealer is not responsible for the inspection thereof. Vehicles left over 3 days will be subject to $10.00 per day storage charge.

PRELIMINARY ESTIMATE $ [redacted]

AUTHORIZED BY: X

TERMS: CASH [redacted] UNLESS PRIOR ARRANGEMENTS HAVE BEEN MADE.

ALL PARTS REMOVED WILL BE DISCARDED UNLESS OTHERWISE REQUESTED PRIOR BEGINNING WORK. I REQUEST THAT MY PARTS BE SAVED: X

☐ SAVE PARTS

ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED.

DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUN
REASON				$ REVISED TOTAL $
DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUN
REASON				$ REVISED TOTAL $

TEARDOWN ESTIMATE: I UNDERSTAND THAT MY VEHICLE WILL REASSEMBLED WITHIN ____ DAYS OF THE DATE SHOWN ABOVE I CHOOSE NOT TO AUTHORIZE THE SERVICES RECOMMENDED.

LOCATION ____ QUALITY CONTROLLED BY ____ MILES ____

TECHNICIAN COPY

BAR # AM074931 EPA # CAL000170982

AUG 12 2008

From:maita chevrolet 916 691 6853 08/27/2008 09:03 #789 P.002/007

REPAIR LABOR SALES	FLAT RATE	R.O. NO.	ELAPSED TIME	OFF	
D	0.3	TECH. NO. 394		ON	

FLAG SHEET

A

CAUSE: Inspected & ordered Inside Handles

CORRECTION:

REPAIR LABOR SALES	FLAT RATE	R.O. NO.	ELAPSED TIME	OFF	5
B	0.5	389203 TECH. NO. 394		ON	

FLAG SHEET

B

CAUSE: Inspected molding coming loose Replaced molding (Note had a scratch mark on the cover prior to repair.

CORRECTION:

FLAG SHEET

C

CAUSE: Test drove veh could not duplicate cover may have to drive with customer (Note has 22" wheels)

CORRECTION:

FLAG SHEET

ENGINE: CID ____ CALB ____

4 CYL ☐ 6 CYL ☐ V/6 ☐ V/8 ☐ DIESEL ☐

TRANSMISSION:

3 SPEED ☐ 4 SPD ☐ 5 SPD ☐ AUTO ☐ TYPE ____

AXLE TYPE:	YES	NO
LOCKING AXLE	☐	☐
FLOATING AXLE	☐	☐

ACCESSORIES:

P/S ☐ P/B ☐ A/C ☐ AIR ☐ OTHER ____

REPAIR LABOR SALES	FLAT RATE	R.O. NO.	ELAPSED TIME	OFF	3
C	0.3	389203 TECH. NO. 394		ON	

FLAG SHEET

D

CAUSE: Found bulletin to operate mirror 3 times Rechecked OK now.

CORRECTION:

REPAIR LABOR SALES	FLAT RATE	R.O. NO.	ELAPSED TIME	OFF	8
Test drive & customer	0.3	389203 TECH. NO. 394	0.3	ON	

FLAG SHEET

E

CAUSE: Inspected wheel with Don't order part

CORRECTION: One time only

BRAKE CONDITION

FRONT ____ /32 REAR ____

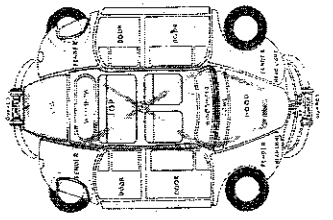
FUEL GAUGE

¼ ½ FULL

QUALITY CONTROL ____ TECH ASM ____

Test drove veh could not duplicate flex noise Test drive with customer

INDICATE ANY DAMAGE CUSTOMER HAS ON VEHICLE PREVIOUS TO MAKING REPAIRS



PRIOR DAMAGE

RF ☐ RR ☐

F ☐ R ☐

LF ☐ LR ☐

CUSTOMER #: 20230

389203

INVOICE

MAITA CHEVROLET

9650 AUTO CENTER DRIVE
ELK GROVE, CA 95757
Phone: 691-2800 · From Sacramento: 423-2111
www.maitachevy.com

[redacted]
ELK GROVE, CA [redacted]

PAGE 1

HOME: CONT:N/A
BUS: CELL [redacted]

BAR # AM074931 EPA CAL 000170982

SERVICE ADVISOR: 441 DANNY GUERRERO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLACK	07	CHEVROLET TAHOE	1GNFK13027R[redacted]		21685/21692	T1839

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07FEB07 DD			17:00 14JUL08		0.00	CASH	17JUL08

R.O. OPENED	DATE CUST. NOTIFIED	OPTIONS:
12:46 14JUL08	17:54 17JUL08	ENG:5.3_Liter_Flexible_Fuel

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CHECK PASSANGER FRONT AND REAR DOOR INNER DOOR HANDLES HAVE SHARP
EDGES AND LOOSING CHROME AND ADVISE
CAUSE: SPECIAL ORDERED PART
SOP SPECIAL ORDER PART REQUIRED FOR REPAIR,
NOTIFICATION SENT UPON ARRIVAL OF PART
394 W4 (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

INSPECTED & VERIFIED CUST COMPLIANT..ORDERED INSIDE HANDLES..
****
B CHECK ON DRIVER SIDE HOCKEY MOLDING OUTER REAR DOOR HAS RUBBER
EXPOSED-MARKED WITH LOOK HERE STICKERS AND ADVISE
CAUSE: FAULTY LEFT REAR MOLDING
C0331 STRIP, REAR DOOR WINDOW OUTER SEALING LEFT
R&R OR REPLACE
394 W4 (N/C)
1 15938032 S/STR (N/C)
FC: 4N
PART#: 15938032
COUNT: 1
CLAIM TYPE:
AUTH CODE:
ON

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

REPLACED MOLDING & RECHECKED OKAY NOW.. NOTE: VEH HAD SCRATCH MARK @
THE CORNER PIROR TO REPAIRS.
****
C FRONT END POPPING NOISE NOTED WHEN TURNING RIGHT AND LEFT AND CLUNK
IS FELT ON DRIVER SIDE FLOOR BOARD AND ADVISE-MORE APPARENT
WHEN WARM OUTSIDE
CAUSE: UNABLE TO DUPLICATE COMPLAINT

JUL 18 2008

SIGNATURE COPY

ORIGINAL ESTIMATE: $

AUTHORIZED REVISED ESTIMATE: $

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE. CUSTOMER INITIAL X

I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.

CUSTOMER SIGNATURE X

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
HAZ. WASTE/MISC. CHARGES	
TOTAL CHARGES	
ADJUSTMENTS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

SIGNATURE SERVICE COPY

CUSTOMER #: 20230

389203

INVOICE

MAITA CHEVROLET

9650 AUTO CENTER DRIVE
ELK GROVE, CA 95757
Phone: 691-2800 · From Sacramento: 423-2111
www.maitachevy.com

[redacted]

ELK GROVE, CA [redacted]

PAGE 2

HOME: CONT:N/A

BUS: CELL [redacted]

BAR # AM074931 EPA CAL 000170982

SERVICE ADVISOR: 441 DANNY GUERRERO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLACK	07	CHEVROLET TAHOE	1GNFK13027R[redacted]		21685/21692	T1839

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07FEB07 DD			17:00 14JUL08		0.00	CASH	17JUL08

R.O. OPENED	DATE CUST. NOTIFIED	OPTIONS:
12:46 14JUL08	17:54 17JUL08	ENG:5.3_Liter_Flexible_Fuel

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

F9995 CUSTOMER CONCERN NOT DUPLICATED
394 W4 (N/C)
FC: 9Z PART#: COUNT: 1
CLAIM TYPE:
AUTH CODE:
NP

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

TESTED DROVE VEH-UNABLE TO DUPLICATE COMPLAINT.. (NOTE VEH HAS 22" WHEELS)

****

D CHECK ON DRIVER SIDE REAR VIEW MIRROR IS VIBRATING -JUST THE GLASS AT FREEWAY SPEEDS-HAS BEEN REPLACED AND ADVISE-PASSANGER MIRROR DOES NOT VIBRATE

CAUSE: BULLETIN

N4855 MODULE MEMORY MIRROR REPLACE
394 W4 (N/C)
FC: 93 PART#: COUNT: 0
CLAIM TYPE:
AUTH CODE:
O4

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

JUL 18 2008

FOUND BULLETIN TO OPERATE MIRROR 3 TIMES & RECHECKED.. OKAY NOW....

****

E CHECK ON PASSNAGER SIDE PILLAR MOLDING LOOKS WARPED AND DOES NOT HAVE A STRAIGHT LINE UP TO HANDLE AND ALSO HAS BEEN REPLACED AND ADVISE

CAUSE: SPECIAL ORDERED PART

SOP SPECIAL ORDER PART REQUIRED FOR REPAIR,

SIGNATURE COPY

ORIGINAL ESTIMATE: $

AUTHORIZED REVISED ESTIMATE: $

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE. X

CUSTOMER INITIAL

I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.

CUSTOMER SIGNATURE X

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
HAZ. WASTE/MISC. CHARGES	
TOTAL CHARGES	
ADJUSTMENTS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

SIGNATURE SERVICE COPY

CUSTOMER #: 20230

389203

INVOICE

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Phone: 691-2800 · From Sacramento: 423-2111
www.maitachevy.com

[redacted]
ELK GROVE, CA [redacted]

PAGE 3

HOME: CONT:N/A
BUS: CELL: [redacted]

BAR # AM074931 EPA CAL 000170982

SERVICE ADVISOR: 441 DANNY GUERRERO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
BLACK	07	CHEVROLET TAHOE	1GNFK13027R[redacted]		21685/21692	T1839

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07FEB07 DD			17:00 14JUL08		0.00	CASH	17JUL08

R.O. OPENED	DATE CUST. NOTIFIED	OPTIONS:
12:46 14JUL08	17:54 17JUL08	ENG:5.3_Liter_Flexible_Fuel

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

NOTIFICATION SENT UPON ARRIVAL OF PART
394 W4 (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00

INSPECTED PASSENGER MOLDING..VERIFIED COMPLAINT..ORDERED MOLDING
****
F CHECK ON CREEKING NOISE NOTED DURNING BODY FLEX IN THE REAR WHEN
GOING INTO DRIVE WAYS AND ADVISE-MORE APPARENT IN THE AM AND
ADVISE
CAUSE: 4
J9991 CUSTOMER CONCERN NOT DUPLICATED
394 W4 (N/C)
FC: 9Z PART#: COUNT: 0
CLAIM TYPE:
AUTH CODE:
NR

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE F: 0.00

TEST DROVE VEH-UNABLE TO DUPLICATE COMPALINT, NO FLEX NOISE. TEST DROVE
WITH CUST-UNABLE TO DUPLICATE COMPLAINT..
****
G CHECK ON STEERING WHEEL LOOSING PAINT AND ADVISE
CAUSE: SPECIAL ORDERED PART
SOP SPECIAL ORDER PART REQUIRED FOR REPAIR,
NOTIFICATION SENT UPON ARRIVAL OF PART
394 W4 (N/C)
FC: PART#: COUNT:
CLAIM TYPE:
AUTH CODE:

JUL 18 2008

SIGNATURE COPY

ORIGINAL ESTIMATE: $

AUTHORIZED REVISED ESTIMATE: $

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE. CUSTOMER INITIAL X

I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.

CUSTOMER SIGNATURE X

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
HAZ. WASTE/MISC. CHARGES	
TOTAL CHARGES	
ADJUSTMENTS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

SIGNATURE SERVICE COPY

CUSTOMER #: 20230

389203

INVOICE

MAITA CHEVROLET

9650 AUTO CENTER DRIVE
ELK GROVE, CA 95757
Phone: 691-2800 · From Sacramento: 423-2111
www.maitachevy.com

[redacted]
ELK GROVE, CA [redacted]

PAGE 4

HOME: CONT:N/A
BUS: CELL: [redacted]

BAR # AM074931 EPA CAL 000170982

SERVICE ADVISOR: 441 DANNY GUERRERO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLACK	07	CHEVROLET TAHOE	1GNFK13027R[redacted]		21685/21692	T1839

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07FEB07 DD			17:00 14JUL08		0.00	CASH	17JUL08

R.O. OPENED	DATE CUST. NOTIFIED	OPTIONS:
12:46 14JUL08	17:54 17JUL08	ENG:5.3_Liter_Flexible_Fuel

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE G: 0.00

ORDERED STEERING WHEEL..
****
H RENTAL / 7.14.08 /
CAUSE: 2 DAY RENTAL
Z7902 TWO DAY RENTAL OR LOANER
21 W4 (N/C)
FC: 98 PART#: COUNT: 0
CLAIM TYPE:
AUTH CODE:
MJ

SUBL 2 DAY RENTAL PO#59151
PO#389203
W4 (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE H: 0.00

****

THANK YOU FOR CHOOSING MAITA CHEVROLET FOR YOUR AUTOMOTIVE SERVICING NEEDS. IF YOU HAVE ANY QUESTIONS OR CONCERNS REGARDING YOUR RECENT VISIT, PLEASE CONTACT YOUR SERVICE ADVISOR @916-691-2800
THANK YOU AND HAVE A GREAT DAY.

SEP 18 2008

SIGNATURE COPY

ORIGINAL ESTIMATE: $

AUTHORIZED REVISED ESTIMATE: $

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE. CUSTOMER INITIAL X

I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.

CUSTOMER SIGNATURE X

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
HAZ. WASTE/MISC. CHARGES	0.00
TOTAL CHARGES	0.00
ADJUSTMENTS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

SIGNATURE SERVICE COPY

BRC LEGAL
Checklist for RVDC – Repurchase-NISM

S = Straight T – Trade

S	T	Documents
☐	☑	CIF (Must match repurchase worksheet)
☑	☐	REPURCHASE WORKSHEET (Must match CIF).
☐	☑	RVDC SPECIAL INSTRUCTIONS (If applicable)
☑	☐	SIGNED RELEASE (Figures must match offer letter)
☑	☐	SIGNED OFFER LETTER (Figures must match signed release)
	☑	DEALER TRADE CONFIRMATION LETTER
☑	☐	ORIGINAL SALES CONTRACT AND/OR FINANCE AGREEMENT
☐		AFTERMARKET ITEM RECEIPTS (If being reimbursed)
☑	☐	RELEASE OF LIEN INFORMATION (UNLESS GMAC) AND LIEN HOLDER REQUEST FORM Paid off early in full.
☑	☐	ORIGINAL INVOICE
	☐	TRADE INVOICE
☐	☐	REPAIR ORDER (S) PERTAINING TO REASON (S) FOR REPURCHASE
☑	☐	CURRENT REGISTRATION WITH THE VIN & EXPIRATION DATE HIGHLIGHTED. For California, either the registration or Planned Non-Operation (PNO) receipt is acceptable. In all cases, the registration or PNO must be valid for at least 30 days beyond the date of the signed acceptance letter.
☑	☐	TITLE (or Application For Title from selling dealer)
☑	☐	WARRANTY HISTORY SUMMARY – all States (for California only- also include complete claim history)

Sebel

Dealer Repurchase Confirmation.
PC Repurchase confirmation
DL – OK to process w/out

(THESE ARE TO BE CLIPPED TOGETHER ON TOP OF THE REPURCHASE PACKET AND REMOVED BY XML QUALITY BEFORE SENDING THE PACKET TO RVDC)

☑	☐	Case assessment
☐		Incentive printout
☐	☐	Demand letter

Legal quality initials _____

RVDC Case# 153053

BRC Case Number	7656318738
Customer Name	[redacted]
Original VIN	2GCFK13Y081[redacted]
BAC	173802
Dealership Name	BALLWEG CHEVROLET,INC.
Dealer Contact/Title	Dave Kopp - Sales Manager
Dealer Phone	6088243000
Dealer Fax	6088241354
Delivery Date	2008-01-27
Buyback Mileage	16000
Transmission	A
UCC Code(s)	J0117 N4602
MSRP	40575.00
Est. Auction Value	18907.00
Case Number	153053
TAC Case Number	
Type of Transaction	SR
Replacement VIN	
Repurchase Type	Legal-Local Counsel-NISM
Repurchase Source	Roshan N. Rajkumar - Local Counsel
Reason for Repurchase: vehicle does not start	

Vehicle is going to: Auction	Is Vehicle Drivable? Y	Issue 1099?
Dealer Admin Fee Applies? Y	Issue Release N	
This vehicle was repurchased as a result of a: Voluntary mediated customer satisfaction repurchase		
Retrieve Sales Tax? Y	Title Brand?	
Reason for not Retrieving Sales Tax:		
Original Sales Tax Paid in State: WI	Repurchased Under Laws of State: WI	
Vehicle Meets Presumption of LEMON LAW? Y		
Closing Schedule: 2008-09-20	Established on: 2008-09-18	
If no, where: BAC is 0		
Location Site Name:		
Contact Name:		
Address 1:		
Address 2:		
City:	State:	Zip:
Phone #:		
Fax #:		
Comment: please send this repurchase packet directly to the dealership per 30day lemon law deadline		
GM Legal Case Number: 00000000		
GM Counsel Name: BOWMAN & BROOKE		
Gm Counsel Contact Name: BOWMAN & BROOKE		
Address1: 150 SOUTH FIFTH STREET		
Address2: FIFTH STREET TOWER, SUITE 2600		
City: MINNEAPOLIS	State: MN	Zip: 55402
Phone #: 6123398682		
Fax #: 6126723200		

Lien Payoff

Lien Payoff Amount: 18739.79	Lien Payoff Expires on: 2008-10-03	Per Diem: 3.56
Customer Due to GM: 0.00	Dealer Due GM: 0.00	

Check Information

	Customer		***Lienholder***		***Plaintiff's Attorney***
Check Amt:	21713.05			Check Amt:	0.00
Payee1:	Jeffrey S. Postweiler	Payee1:	Fifth Third Bank	Payee1:	Jastroch and LaBarge S.C.
Payee2:		Payee2:	0868233305	Payee2:	
Address1:	4870 Schneider Road	Address1:	5050 Kingsley Drive	Address1:	640 West Moreland Blvd
Address2:		Address2:	1MOC2J	Address2:	
City:	Oregon	City:	Cincinnati	City:	Waukesha
State:	WI	State:	OH	State:	WI
Zip	53575	Zip	45263	Zip	53187
Phone #:	262-547-2611	Phone #:	1-800-513-3733	Phone #:	262-547-2611
Fax #:		Fax #:		Fax #:	262-547-6195
		Attention:	Payoff Department	Attention:	
		Account #:	0868233305	Fed Tax ID:	
				Firm Name:	Jastroch and LaBarge

Case ID: 153053 | Initiator: 020190

STRAIGHT-PAYMENT-LEASE REPURCHASE WORKSHEET - BRC COMMON

File Number
71-656864628

Customer Name
[redacted]

Worksheet Filled Out By:
Julia Lopez

☐ Draft-Add question marks beside category (not in dollar fields) to indicate incomplete information

Vehicle VIN:
1GNFK13027R[redacted]

Date:
September 4, 2008

	USAGE FORMULAS	
1	To calculate usage:	
2	Use ONLY one of the 4 methods in this column or	
3	follow applicable lemon law formula for your state	
4		
5	**A. USAGE USING L.L. FORMULA**	
6	Base Price/Total Repurch Price	$0.00
7	Mileage	0
8	Denominator	100,000
9	**Usage**	**$0.00**
10		
11	**B. USAGE - NEGOTIATED**	$0.00
12		
13		
14	**C. USAGE USING CENTS/MILE**	
15	Mileage	0
16	Cents per mile	$0.000
17	**Usage**	**$0.00**
18		
19		
20	**D. USAGE-CALIFORNIA ONLY**	
21	Base price section-Used when **NOT** financed.	
22	**"Actual Price Paid" (Base)**	**$0.00**
23	Mileage	0
24	**Usage**	**$0.00**
25	**OR**	
26	Payment/Lease-Used **when** financed.	
27	**"Actual Price Paid" (Pmt/Lease)**	**$18,188.34**
28	Mileage	12,678
29	Any ext service contract (CA only)	0
30	**Usage**	**$1,921.60**
31		

	STRAIGHT REPURCHASE - BASE	
1	Base Price	$0.00
2	Conversion / Upfit cost	$0.00
3	Reg./Lic./Title Fees	$0.00
4	State Fees	$0.00
5	Aftermarket Items	$0.00
6	Sales Tax	$0.00
7	Finance Charges	$0.00
8	GMPP (* only for WI)	$0.00
9	Other-Explain	$0.00
10	**Total Purchase Price**	**$0.00**
11		
12	*** Usage/Depreciation**	**$0.00**
13	Damage	$0.00
14	Late charges	$0.00
15	Over-Allowance	$0.00
16	Negative Equity	$0.00
17	Incentives	$0.00
18	Other-Explain	$0.00
19	Other-Explain	$0.00
20	Other-Explain	$0.00
21	Other-Explain	$0.00
22	**Total Deductions**	**$0.00**
23		
24	**Repurchase Subtotal**	**$0.00**
25	Loan Payoff good thru xx/xx/xx	$0.00
26	**Total Refund to Customer**	**$0.00**
27	Attorney's Fees	$0.00
28	**Total Repurchase**	**$0.00**
29	NADA (Legal Only)	$0.00
30	**Estimated Auction Value**	**$0.00**
31	**Projected Loss**	**$0.00**

	PAYMENT (CA, FL & WV) OR LEASE REPURCHASE	
1	Down Pmt / Cap Cost Reduction	$17,000.00
2	8 Pmts @ Various Amts	$3,188.34
3	Prorated Registration	$144.00
4	Tax (leases only)	$0.00
5	Aftermarket Items	$0.00
6	Payoff of Loan	$23,998.19
7	Other-Explain	$0.00
8	Other-Explain	$0.00
9	Other-Explain	$0.00
10	**Total Additions**	**$44,330.53**
11		
12	*** Usage/Depreciation**	**$1,921.60**
13	Damage	$0.00
14	Late charges	$0.00
15	Over-Allowance	$0.00
16	Negative Equity	$0.00
17	Incentives	$2,000.00
18	Sec. Dep. (leases) if reimbursing above	$0.00
19	Extended Service Contract	$0.00
20	Gap Insurance	$0.00
21	Over Mileage Penalty	$0.00
22	**Total Deductions**	**$3,921.60**
23		
24	**Total Refund to Customer**	**$40,408.93**
25	Dlr Buyout (lease) or Loan Payoff	$0.00
26	(GMAC=DL quote) good thru xx/xx/xx	0/00/00
27	Attorney's Fees	$3,000.00
28	**Total Repurchase**	**$43,408.93**
29	EDMUNDS (Legal Only)	$18,680.00
30	**Estimated Auction Value**	**$13,823.20**
31	**Projected Loss**	**$29,585.73**

PURCHASE PRICE (before t/t/t)	$ 38,477.53	TRADE ALLOWANCE	$ -	PURCHASE PRICE	$ -
MSRP (FROM BARS INVOICE)	$ 40,935.00	PAYOFF OF TRADE	$ -	INCENTIVE* (from BARS)	$ -
DIFFERENCE	$ (2,457.47)	DIFFERENCE	$ -	OVERALLOWANCE	$ -
if positive look for over allowance		if negative=negative equity		ACTUAL PRICE	$ -
		TRADE ALLOWANCE	$ -		
		ACV OF TRADE	$ -	Do not include fuel fill credit	
Authorized Signature	Date	DIFFERENCE	$ -	Include GM card points	
		ACV=actual cash value		Form Rev. 04/28/2006	

09/18/2008 13:22 FAX

003/063

RELEASE OF CLAIM

1. I[redacted] hereinafter referred to as "Releasor(s)"), as buyers(s) of a certain 2007 Chevrolet Tahoe, bearing Vehicle Identification Number 1GNFK13027R[redacted] (hereinafter referred to as "Vehicle") and in consideration of payment by General Motors Corporation (hereinafter referred to as "GMC") of $ 43,408.93, said payment to be made as outlined below, does for herself and each and all of her representatives, heirs, successors and assigns, hereby releases and discharges GMC, its subsidiaries, divisions, officers, representatives, employees, stockholders, authorized dealers, successors and assigns and all other persons, firms or corporations, who are or might be claimed to be liable, of and from any and every claim, demand or right, including but not limited to those for diminution in value, repair costs, or any other economic or non-economic injuries, losses, breach of warranty damages and/or punitive damages, cost of suit and attorney(s) fees resulting or alleged to have resulted from the promotion, use or sale of, or any defect and/or nonconformities in the design or manufacture or assembly in the aforesaid Vehicle, including but not limited to those alleged in or that may be inferred from allegations set forth in any pleading or any claims made by the Releasor(s).

2. As consideration for this Release, and for the payment described above to be tendered in the form of one check: the first, in the amount of $ 43,408.93, made payable to Jessica M. Romero and Delsack & Associates.

Note: These checks are subject to change if current registration, signed offer letter and signed Release(s) are not received in time for current payoff to be processed. Additionally, a penalty charge will be imposed if conditions are not met as outlined on the original letter. It is also expressly agreed:

(a) That upon receipt of the consideration described above, Releasor(s) will convey clear and unencumbered title of the vehicle to GMC, will execute a limited Power of Attorney in favor of GMC to correct any errors in title, and will execute an Odometer Statement.

(b) In the event the Vehicle is damaged, disabled, driven excessively or destroyed in any manner up to and including after Releasor(s) executes this Release, but before GMC tenders payment of the consideration described above, payment of the consideration above shall be modified as follows:

(i) If the estimated cost of repair of the aforementioned Vehicle is less than the value of said Vehicle, said value to be determined as outlined in Paragraph (iii) below, Releasor(s) shall tender said Vehicle with clear title to GMC upon receipt of $ 43,408.93, less the estimated cost of repair to said Vehicle,

(ii) If the estimated cost of repair of said Vehicle exceeds the value of said Vehicle, said value to be determined as outlined in Paragraph (iii) below, GMC shall make payment of said consideration to Releasor(s) of $ 43,408.93, less said value of said Vehicle, and,

(iii) For purposes of i, ii, and iii, the value of said Vehicle is the average retail value of a Chevrolet Tahoe as determined by the NADA book, at the time this Release is executed by Releasor(s).

(iv) That the Vehicle shall not exceed 29,034 plus 1,000 miles on the odometer at time of exchange. In the event the Vehicle does exceed the above stated mileage, the payment of the consideration above shall be modified as follows: a reduction of payment of 44.5 cents per mile in excess

Initials: JR

of the agreed upon mileage. This shall not apply if a delay in the transaction is caused by GMC or its authorized dealer.

(c) That Releasor(s) fully understands that this is a final settlement and disposition of all disputes as to legal liability for and as to the nature and extent of any damages claimed from GMC by Releasor(s);

(d) That neither GMC's payment of the consideration recited above nor the negotiations preliminary to the execution of this Release shall be considered an admission of liability or wrongdoing by GMC to any of the claims or causes of actions alleged in or to be inferred from allegations set forth in the matter indicated above;

(e) That Releasor(s) and her attorneys have reviewed the provisions of this Release and that the contents of this Release have been explained to Releasor(s) by counsel prior to its execution;

(f) That Releasor(s) represents and warrant(s) that she is entitled to give a full and complete release of the claims which are the subject hereof;

(g) That Releasor(s) has not assigned or otherwise transferred any interest in any claims which are the subject hereof;

(h) That Releasor(s) shall not at any time hereafter commence, maintain or prosecute, or cause encourage or advise be commenced, maintained or prosecuted any action, suit, proceeding or claim based in whole or in part upon or arising out of or in any way connected with any of the matters released herein;

(i) That Releasor(s) does hereby for herself, her heirs, executors, administrators, successors and assigns covenant to defend, indemnify and save harmless GMC from any of the claims or causes of actions alleged in or to be inferred from allegations set forth in the matter indicated above;

(j) That no promise, agreement, statement or representation except as expressed in this release has been made to been relied upon by Releasor(s) and that this document of 3 pages contains the entire agreement between Releasor(s) and GMC.

INTENDING TO BE LEGALLY BOUND BY THE TERMS OF THIS RELEASE THE UNDERSIGNED HAS AFFIXED HIS/HER SIGNATURE THIS 09 DAY OF September, 20 08.

The undersigned has carefully read and understands this release and signs it to resolve the claim described above.

CURRENT VEHICLE MILEAGE 24,624 DATE SIGNED: Sept. 9, 2008

[redacted]

[redacted] Address

Address

Initials: JM

Elk Grove CA [redacted]
City, State, Zip Code City, State, Zip Code

STATE OF California

COUNTY OF Sacramento

Sworn to (or affirmed) and subscribed before me this _____ day of _____, 20____, by Jessica M. Romero.

SEE ATTACHED JURAT
Signature of Notary Public

Print, type or stamp Commissioned Name of Notary Public

Personally Known _____ OR Produced identification ____

Type of identification _____

My commission expires: _____

CC: File
LG0025-T
Rev 05/01/07

Initials: JR

JURAT

State of California

County of SACRAMENTO

Subscribed and sworn to (or affirmed) before me on

this 9TH day of SEPTEMBER, 20 08,

by JESSICA M. ROMO,

proved to me on the basis of satisfactory evidence to be the person(s) who appeared before me.

VITO J. TERZOLI
COMM. # 1594703
NOTARY PUBLIC-CALIFORNIA
SACRAMENTO COUNTY
COMM. EXP. NOV. 13, 2008

(seal)

Signature

ATTACHED TO RELEASE OF CLAIM MAM

General Motors Corporation
Business Resource Center
PO Box 33170
Detroit, MI 48232-5170

VIA FAX ONLY

September 5, 2008

Kurt Delsack, Esq.
Delsack & Associates
1801 Century Park East, S

RE: [redacted]
Service Request: 71-656864628
2007 Chevrolet Tahoe
Vehicle Identification Number: 1GNFK13027R[redacted]
Customer Relationship Specialist: Julie Lopez

Dear Mr. Delsack:

Regarding the above case, General Motors Corporation would like to make the following repurchase offer on your client's 2007 Chevrolet Tahoe for all defendants. This offer is contingent upon receipt of a copy of the current registration (valid for at least 30 days beyond the date this letter is signed by your client) to show proof of ownership.

General Motors Corporation requires a vehicle inspection be performed at a General Motors dealership prior to the issuance of any funds. The vehicle inspection will take place at the selling dealership. The vehicle must be without any undisclosed damage and/or damage beyond normal wear and tear for the year/mileage of the vehicle. Appropriate repurchase documents will be sent to the selling dealership who will then contact you to arrange an inspection at a mutually agreeable date and time. If for some reason the selling dealership is unacceptable to your client, please let me know immediately. Once the inspection has been completed satisfactorily and the necessary documents have been returned, the following repurchase offer will be processed:

Down Payment	$ 17,000.00
8 Pmts @ Various Amts	$ 3,188.34
Payoff of Loan	$ 23,998.19
Prorated Registration	$ 144.00
Subtotal:	$ 44,330.53

Less Rebates/Incentives	- $ 2,000.00
Less Usage/Depreciation	- $ 1,921.60
Subtotal	$ 3,921.60

* Minus Payoff to lien holder (good through) $ 0.00
* Check amounts are subject to change if this offer letter is not received in time for the current payoff amount to be processed.

Repurchase Subtotal	$ 43,408.93
Attorney's Fees	$ 3,000.00
Total due to attorney and client:	$ 43,408.93

The financial information, pre-repurchase inspection and receipt of release documents must all be completed within 30 calendar days from the date of your acceptance of our offer. 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.

Furthermore, this settlement offer is contingent upon General Motors receiving a completed W-9 containing your Federal Tax ID. Failure to return the W-9 will result in a delay of processing this offer. To assist in ensuring the security of this information, the W-9 form needs to be faxed back to GM separately from all other settlement documents. The W-9 form can be downloaded from the IRS website at www.irs.gov. In addition, the IRS website will provide instructions for completing the W-9.

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 us via the facsimile number shown on the fax cover sheet. This offer is good for 10 calendar days from the date of this letter. Please refer to the service request number above when calling our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Sincerely,

General Motors Corporation

cc: FILE
LG0074 V12212007
Attach.

CURRENT VEHICLE MILEAGE: 24,024

[redacted]

Client's Signature

Client's Signature

Sept. 9, 2008

Date

Date

Dealer Number 470 Contract Number _____ R.O.S. Number _____ Stock Number 770391

Buyer and Co-Buyer Name and Address (Including County and Zip Code)	Creditor - Seller (Name and Address)
[redacted] ELK GROVE CA SACRAMENTO [redacted]	CHASE CHEVROLET CO., INC. P.O. BOX 8349 STOCKTON CA 95208 (209) 475-6600

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	2007	CHEVROLET TAHOE	41	1GNFK13027R[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 of $ 17000.00 is
1.99 %	$ 4725.73(e)	$ 25857.55	$ 32533.28(e)	$ 49533.28 (e)

(e) 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	
Payments	N/A	Monthly, Beginning
Payments	453.24	Monthly, Beginning Mar 7 2007
One Final Payment	453.24	Feb 7 2013

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 (Seller may keep part of the amounts paid to others.)

1. Total Cash Price $ 38477.53 (A)
   A. Cash Price of Motor Vehicle and Accessories
      1. Cash Price Vehicle $ 38127.53
      2. Cash Price Accessories $ 350.00
      3. Other (Nontaxable)
         Describe N/A $ N/A
         Describe N/A $ N/A
   B. Document Preparation Fee (not a governmental fee) $ 35.00 (B)
   C. Smog Fee Paid to Seller $ N/A (C)
   D. (Optional) Theft Deterrent Device (to whom paid) _____ $ N/A (D)
   E. (Optional) Theft Deterrent Device (to whom paid) _____ $ N/A (E)
   F. (Optional) Surface Protection Product (to whom paid) _____ $ N/A (F)
   G. (Optional) Surface Protection Product (to whom paid) _____ $ N/A (G)
   H. Sales Tax (on taxable items in A through G) $ 2886.27 (H)
   I. Optional DMV Electronic Filing Fee $ N/A (I)
   J. (Optional) Service Contract (to whom paid) SHP MOTOR CLUB $ 1020.00 (J)
   K. (Optional) Service Contract (to whom paid) N/A $ N/A (K)
   L. (Optional) Service Contract (to whom paid) N/A $ N/A (L)
   M. Prior Credit or Lease Balance paid by Seller to N/A $ N/A (M)
      (see downpayment and trade-in calculation)
   N. (Optional) Gap Contract (to whom paid) N/A $ N/A (N)
   O. (Optional) Used Vehicle Contract Cancellation Option Agreement $ N/A (O)
   P. Other (to whom paid) N/A $ N/A (P)
      For N/A
   Total Cash Price (A through P) $ 42528.80 (1)
2. Amounts Paid to Public Officials N/A

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. 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.

Vehicle Insurance

	Term	Premium
$ N/A Ded. Comp., Fire & Theft	Mos.	$ N/A
$ N/A Ded. Collision	Mos.	$ N/A
Bodily Injury $ N/A Limits	Mos.	$ N/A
Property Damage $ N/A Limits	Mos.	$ N/A
Medical N/A	Mos.	$ N/A
N/A	Mos.	$ N/A
Total Vehicle Insurance Premiums		$ N/A (e)

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 [redacted]
Co-Buyer X [redacted]
Seller X [redacted]

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.		$ N/A
Credit Disability	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. Your decision to buy or not buy credit life 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 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

A. Agreed Trade-In Value Yr _____ Make _____ $ _____ (A)
Model _____ Odom _____
VIN _____

B. Less Prior Credit or Lease Balance $ N/A (B)
C. Net Trade-In (A less B) (indicate if a negative number) $ N/A (C)
D. Deferred Downpayment $ ~~2000.00~~ (D)
E. Manufacturer's Rebate $ N/A (E)
F. Other N/A $ N/A (F)
G. Cash $ 15000.00 (G)
Total Downpayment (C through G) $ 17000.00 (6)
(If negative, enter zero on line 6 and enter the amount less than zero as a positive number on line 1M above)
7. Amount Financed (5 less 6) $ 25817.95 (7)

tion 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 1N. See your gap contract for details on the protection it provides. It is a part of this contract.
Term N/A Mos N/A
Name of Gap Contract
You want to buy a gap contract.
Buyer X N/A

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 1J,1K, and/or 1L above.
1J Company SUPER MOTOR GUARD
Term N/A Mos. or 50000 Miles
1K Company N/A
Term N/A Mos. or N/A Miles
1L Company N/A
Term N/A Mos. or N/A Miles
Buyer X [redacted]

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

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.
Buyer Signs X [redacted]
Co-Buyer Signs X

SELLER'S RIGHT TO CANCEL If Buyer and Co-Buyer sign here, the provisions of the Seller's Right to Cancel section on the front provides the Seller the right to cancel if Seller is unable to assign this contract to a financial institution will apply.
X [redacted]
Buyer
X
Co-Buyer

OPTION: ☐ You pay no finance charge if the Amount Financed, item 7, is paid in full on or before N/A 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.
B/S [redacted]

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 6B 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 6B as "Prior Credit or Lease Balance," Seller will refund the difference to you.
Buyer X [redacted] 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 [redacted] Co-Buyer Signature X

The Annual Percentage Rate may be negotiable with the Seller. The Seller may assign this contract and retain its right to receive a part of the Finance Charge.

THERE IS NO COOLING-OFF PERIOD UNLESS YOU OBTAIN A CONTRACT CANCELLATION OPTION
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. However, California law does require a seller to offer a 2-day contract cancellation option on used vehicles with a purchase price of less than $40,000, subject to certain statutory conditions. This contract cancellation option requirement does not apply to the sale of a recreational vehicle, a motorcycle, or an off-highway motor vehicle subject to identification under California law. See the vehicle contract cancellation option agreement for details.

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 ACKNOWLEDGE THAT YOU HAVE READ BOTH SIDES OF THIS CONTRACT, INCLUDING THE ARBITRATION CLAUSE ON THE REVERSE SIDE, BEFORE SIGNING BELOW. YOU CONFIRM THAT YOU RECEIVED A COMPLETELY FILLED-IN COPY WHEN YOU SIGNED IT.

Buyer Signature X [redacted] Date Feb. 7 2007 Co-Buyer Signature X _____ Date Feb. 7 2007
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 other owner agrees to the security interest in the vehicle given to us in this contract.
Other Owner Signature X N/A 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 [illegible] (3) release any security (4) accept less from the Buyer than the total amount owing; or (5) otherwise reach a settlement

8

Buyer X [redacted] 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 [redacted] Co-Buyer Signature X

The Annual Percentage Rate may be negotiable with the Seller. The Seller may assign this contract and retain its right to receive a part of the Finance Charge.

THERE IS NO COOLING-OFF PERIOD UNLESS YOU OBTAIN A CONTRACT CANCELLATION OPTION

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. However, California law does require a seller to offer a 2-day contract cancellation option on used vehicles with a purchase price of less than $40,000, subject to certain statutory conditions. This contract cancellation option requirement does not apply to the sale of a recreational vehicle, a motorcycle, or an off-highway motor vehicle subject to identification under California law. See the vehicle contract cancellation option agreement for details.

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 ACKNOWLEDGE THAT YOU HAVE READ BOTH SIDES OF THIS CONTRACT, INCLUDING THE ARBITRATION CLAUSE ON THE REVERSE SIDE, BEFORE SIGNING BELOW. YOU CONFIRM THAT YOU RECEIVED A COMPLETELY FILLED-IN COPY WHEN YOU SIGNED IT.

Buyer Signature X [redacted] Date Feb 7 2007 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 other owner agrees to the security interest in the vehicle given to us in this contract.

Other Owner Signature X N/A 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 notice of the amount owing at any time, and of any demands upon the Buyer.

Guarantor X N/A Date N/A Guarantor X N/A Date N/A

Address N/A Address N/A

Seller Signs CROSS CHEVROLET CO., INC. Date Feb 7 2007 By X [redacted] Title MANAGER

LAW FORM NO. 853-CA-ARB (REV 1/07) U.S. PATENT NO. D450,797
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THE SELLER MAKES NO WARRANTY, EXPRESS OR IMPLIED, AND SPECIFICALLY DISCLAIMS ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR PURPOSE OF THIS FORM. CONSULT YOUR OWN LEGAL COUNSEL.

CUSTOMER / TRUTH IN LENDING COPY

VEHICLE INSTALLMENT SALE CONTRACT - SIMPLE INTEREST FINANCE CHARGE

Dealer Number 018 Contract Number _____ R.O.S. Number _____ Stock Number 210331

Buyer (and Co-Buyer) Name and Address (including County and Zip Code)	Creditor - Seller (Name and Address)
[redacted]	CHASE CHEVROLET CO., INC. P.O. BOX 4349 STOCKTON CA 95205 (209) 475-6424

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
USD	2007	CHEVROLET TAHOE	41	1GNFC13J97R[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 of $ 1,000.00 is
7.99 %	$ 6775.74 (e)	$ 25657.55	$ 32433.29 (e)	$ 33,432.29 (e)

(e) 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	
Payments	N/A	Monthly, Beginning
77 Payments	453.24	Monthly, Beginning Mar 7 2007
One Final Payment	453.24	Feb 7 2013

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 (Seller may keep part of the amounts paid to others.)

1. **Total Cash Price**
   - A. Cash Price of Motor Vehicle and Accessories $ 30477.53 (A)
     - 1. Cash Price Vehicle $ 30127.53
     - 2. Cash Price Accessories $ 350.00
     - 3. Other (Nontaxable)
       - Describe N/A $ N/A
       - Describe N/A $ N/A
   - B. Document Preparation Fee (not a governmental fee) $ 55.50 (B)
   - C. Smog Fee Paid to Seller $ N/A (C)
   - D. (Optional) Theft Deterrent Device (to whom paid) _____ $ N/A (D)
   - E. (Optional) Theft Deterrent Device (to whom paid) _____ $ N/A (E)
   - F. (Optional) Surface Protection Product (to whom paid) _____ $ N/A (F)
   - G. (Optional) Surface Protection Product (to whom paid) _____ $ N/A (G)
   - H. Sales Tax (on taxable items in A through G) $ 2586.27 (H)
   - I. Optional DMV Electronic Filing Fee $ N/A (I)
   - J. (Optional) Service Contract (to whom paid) SOV MOTOR CORP. $ 1895.00 (J)
   - K. (Optional) Service Contract (to whom paid) N/A $ N/A (K)
   - L. (Optional) Service Contract (to whom paid) N/A $ N/A (L)
   - M. Prior Credit or Lease Balance paid by Seller to N/A $ N/A (M)
     (see downpayment and trade-in calculation)
   - N. (Optional) Gap Contract (to whom paid) N/A $ N/A (N)
   - O. (Optional) Used Vehicle Contract Cancellation Option Agreement $ N/A (O)
   - P. Other (to whom paid) N/A $ N/A (P)
     For N/A

Total Cash Price (A through P) $ 42539.80 (1)

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. 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.

Vehicle Insurance

		Term	Premium
$ N/A Ded. Comp., Fire & Theft		___ Mos.	$ N/A
$ N/A Ded. Collision		___ Mos.	$ N/A
Bodily Injury	$ N/A Limits	___ Mos.	$ N/A
Property Damage	$ N/A Limits	___ Mos.	$ N/A
Medical N/A		___ Mos.	$ N/A
N/A		___ Mos.	$ N/A
Total Vehicle Insurance Premiums			$ N/A (b)

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 [redacted]
Co-Buy[redacted]
Seller[redacted]

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.		$ N/A
Credit Disability	___ 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. Your decision to buy or not buy credit life 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 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

D. Other _____ $ _____ (D)

Total Official Fees (A through D) $ 319.75 (2)

3. **Amount Paid to Insurance Companies**
(Total premiums from Statement of Insurance column a + b) $ N/A (3)

4. ☐ **Smog Certification or** ☐ **Exemption Fee Paid to State** $ N/A (4)

5. **Subtotal** (1 through 4) $ [illegible] (5)

6. **Total Downpayment**

A. Agreed Trade-In Value Yr _____ Make _____ $ N/A (A)
Model _____ Odom _____
VIN _____

B. Less Prior Credit or Lease Balance $ N/A (B)

C. Net Trade-In (A less B) (Indicate if a negative number) $ N/A (C)

D. Deferred Downpayment $ 2000.00 (D)

E. Manufacturer's Rebate $ N/A (E)

F. Other N/A $ N/A (F)

G. Cash $ 15000.00 (G)

Total Downpayment (C through G) $ 17000.00 (6)
(If negative, enter zero on line 6 and enter the amount less than zero as a positive number on line 1M above)

7. **Amount Financed** (5 less 6) $ 23857.55 (7)

LAST 6 MONTHS (Refer to "Total Disabilities Not Covered" in your policy for details).
You want to buy the credit insurance.

_____ X [redacted]
Date [redacted]

_____ 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 1N. See your gap contract for details on the protection it provides. It is a part of this contract.
Term N/A Mos N/A
Name of Gap Contract

You want to buy a gap contract.

Buyer X N/A

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 1J,1K, and/or 1L above.

1J Company MEP MAJOR GUARD
Term 48 Mos. or 100000 Miles
1K Company N/A
Term N/A Mos. or N/A Miles
1L Company N/A
Term N/A Mos. or N/A Miles
Buyer X [redacted]

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

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.

Buyer Signs X [redacted]
Co-Buyer Signs X _____

SELLER'S RIGHT TO CANCEL If Buyer and Co-Buyer sign here, the provisions of the Seller's Right to Cancel section on the back [redacted] unable to assign this contract to a financial institution will apply.

X [redacted] X _____
Buyer Co-Buyer

OPTION: ☐ You pay no finance charge if the Amount Financed, Item 7, is paid in full on or before N/A, 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 [redacted] X _____

Representati[redacted]uth 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 6B 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 6B as "Prior Credit or Lease Balance," Seller will refund the difference to you.

Buyer X [redacted] 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 _____

The Annual Percentage Rate may be negotiable with the Seller. The Seller may assign this contract and retain its right to receive a part of the Finance Charge.

THERE IS NO COOLING-OFF PERIOD UNLESS YOU OBTAIN A CONTRACT CANCELLATION OPTION
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

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 ACKNOW-

8. How We Will Figure Finance Charge. We will figure the Finance Charge on a daily basis at the Annual Percentage Rate on the unpaid part of the Amount Financed. Creditor - Seller may receive part of the Finance Charge.

9. Default. We will provide you all notices required by law to tell you when and how much to pay and/or what action you must take to redeem the vehicle.

10. We will sell the vehicle if you do not get it back. If you do not

3101Gmac

15034908

APPLICATION FOR REGISTRATION OF NEW VEHICLE

A Public Service Agency

STK# 7T0391

DATE FIRST SOLD AS A NEW VEHICLE (MO./DAY/YR.) 02/07/07			DATE FIRST OPERATED (MO./DAY/YR.) 02/07/07		NRMWND
MAKE CHEVROLET	YEAR MODEL 07	BODY TYPE UT	MOTIVE POWER Gas	NUMBER OF AXLES 2	UNLADEN WEIGHT
VEHICLE IDENTIFICATION NUMBER 1GNEK13027[redacted]			M/C ENGINE NUMBER OR ADDITIONAL IDENTIFICATION NUMBER		
[redacted] LENGTH IN INCHES			WIDTH IN INCHES		COUNTY OF RESIDENCE SACRAMENTO

SOLD TO: PRINT TRUE FULL NAME AS IT APPEARS ON THE DRIVER LICENSE OR ID CARD IN THE ORDER SHOWN BELOW — EQUIPMENT NUMBER — DRIVER LICENSE/ID CARD NO. B6167852

(1) [redacted] LAST FIRST MIDDLE — DRIVER LICENSE/ID CARD NO.

☐ AND
☐ OR (2)

BUSINESS OR RESIDENCE ADDRESS [redacted]	APT. NUMBER	CITY ELK GROVE	STATE CA	ZIP CODE [redacted]
MAILING ADDRESS—IF DIFFERENT FROM ABOVE OR LOCATION (FOR TRAILER COACH/VESSEL)	APT. NUMBER	CITY	STATE	ZIP CODE
LIENHOLDER OR LEGAL OWNER—BUSINESS FULL NAME GMAC			ELECTRONIC LIENHOLDER ID.# ELT 439	
BUSINESS OR RESIDENCE ADDRESS P.O. BOX 8128 COCKEYSVILLE, MD 21030	APT. NUMBER	CITY	STATE	ZIP CODE
LESSEE ADDRESS—REQUIRED WHEN DIFFERENT FROM REGISTERED OWNER ABOVE	APT. NUMBER	CITY	STATE	ZIP CODE

If a passenger vehicle, will it be used for hire or to provide a service of transporting passengers in conjunction with a business?
☐ Yes ☐ No

APPLICANT'S CERTIFICATION: *I certify under penalty of perjury under the laws of the State of California that the foregoing information is true and correct.*

DATE 02/07/07 — BUY[redacted] (1) [redacted] (2) X

CERTIFICATE OF COST—The dealer signing the certification certifies under penalty of perjury under the laws of the State of California that the cost of the vehicle entered in the Certificate of Cost includes the cost of any equipment that is physically attached to the vehicle, plus any trade-in allowances (exclude state or local taxes, insurance and finance charges).

	DATE PURCHASED/ACQUIRED	COST
A — Cost of vehicle purchased as a ☐ Complete vehicle ☐ Chassis only ☐ Cab and chassis	02/07/07	38477.53
B — Cost of trailer coach including all permanently attached items (wall to wall carpeting, factory air conditioning, built-in appliances, etc.).		

ODOMETER DISCLOSURE STATEMENT

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

The odometer reading is ☐ ☐ ☐ , ☐ 4 1 (no tenths) miles and to the best of my knowledge reflects the actual mileage unless one of the following statements is checked.

WARNING — ☐ Is not the actual mileage. ☐ Mileage exceeds the odometer mechanical limits.

I/we certify under penalty of perjury under the laws of the State of California that the information entered on this form is true and correct.

DATE 02/07/07	SIGNATURE OF SELLER OR COMPANY AGENT [redacted]	PRINT SELLER'S TRUE FULL NAME/COMPANY AGENT CHASE CHEVROLET CO., I	ADDRESS BOX 8349 STOCKTON CA 95208
DATE 02/07/07	[redacted]	PRINT BUYER'S TRUE FULL NAME/COMPANY AGENT [redacted]	ADDRESS NEPONSET D[redacted] ELK GROVE CA

REG 397 (REV. 3/2005) — DMV copy —

DMV
A Public Service Agency

VEHICLE/VESSEL TRANSFER AND REASSIGNMENT FORM

This form is not the ownership certificate. It must accompany the titling document or application for a duplicate title.

INSTRUCTIONS ON REVERSE SIDE ALL SIGNATURES MUST BE IN INK PHOTOCOPIES NOT ACCEPTED

Vehicle/Vessel ID

SECTION 1: Vehicle/Vessel Description

IDENTIFICATION NUMBER	YEAR MODEL	MAKE	LICENSE PLATE/CF #	MOTORCYCLE ENGINE #
1GNFK13027R[redacted]	2007	CHEVROLET		

Bill of Sale

SECTION 2: Bill of Sale

I/We CHASE CHEVROLET CO., INC. (PRINT SELLER'S NAME(S)) sell, transfer, and deliver the above vehicle/vessel to [redacted] (BUYER'S NAME(S)) on 2 7 2007 (MO DAY YR) for the amount of $VALUE RECEIVED (SELLING PRICE)

If this was a gift, indicate relationship: ____ (e.g., parents, spouse, friend, etc.) $ (GIFT VALUE)

Odometer

SECTION 3: Odometer Disclosure Statement (Void if Mileage is Altered or Erased)

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 [ ][ ][ ], [ ][4][1][ ] (no tenths) miles, and to the best of my knowledge reflects the actual mileage ***unless one of the following statements is checked.***

WARNING—ODOMETER DISCREPANCY

☐ Odometer reading is **NOT** the actual mileage ☐ Mileage exceeds the odometer mechanical limits

Explain odometer discrepancy: ____

SECTION 4: Buyer and Seller (MUST print his or her name, date and sign this section.)

BUYER

I acknowledge the odometer reading and the facts of the transfer. I certify under penalty of perjury under the laws of the State of California that the information I have provided is true and correct.

Buyer

PRINT NAME	SIGNATURE	DATE	DL, ID OR DEALER #
[redacted]	X [redacted]	02/07/07	B 6 1 6 7 8 5 2
PRINT NAME	X SIGNATURE	DATE	DL, ID OR DEALER #
	X SIGNATURE	DATE	DL, ID OR DEALER #

MAILING ADDRESS: [redacted] ELK GROVE CA [redacted] CITY STATE ZIP DAYTIME PHONE #: [redacted]

SELLER

I certify under penalty of perjury under the laws of the State of California that the information I have provided is true a[redacted]

Seller

PRINT NAME	SIGNATURE	DATE	DL, ID OR DEALER #
CHASE CHEVROLET CO., INC.	X	02/07/07	9 7 0
PRINT NAME	X SIGNATURE	DATE	DL, ID OR DEALER #
PRINT NAME	X SIGNATURE	DATE	DL, ID OR DEALER #

MAILING ADDRESS: P.O. BOX 8349 STOCKTON CA 95208 CITY STATE ZIP DAYTIME PHONE #: 209 475-6600

Power of Attorney

SECTION 5: Power of Attorney

I/We [redacted] (PRINT NAME(S)) appoint ____ (PRINT NAME(S)) as my attorney in fact, to complete all necessary documents, as needed, to transfer ownership as required by law.

Signature required by person appointing Power of Attorney — DATE: Feb 7 2007

X [redacted]

Signature required by person appointing Power of Attorney — DATE:

X

3 4 9 Q 01205

FORM NO. 3490 © 1991 Reynolds and Reynolds TO ORDER www.rbvsource.com 1-800-344-0096 fax 1-800-331-9055 Ptg. 9/06

SOC

SALES SUMMARY

SALE No. BY: BILL DATE: Feb 7 2007 UNIT: NEW 07 CHEVROLET TAHOE 1GNFK13027R[redacted] STK No. 7T0391

BUYER: [redacted]

SALESPERSON: GARRY PARDINI BILL LAKIN SALESPERSON: MGR: RICHARD JAY

PRICE:		$ 38127.53	
COST:		$ 38127.53	
SUB TOTAL:			$ None
OVER ALLOWANCE:			$ None
ADDITIONS:	HOLD BACK (-)	1201.80	
ADDITIONS:	INCENTIVE (-)	$ None	
ADDITIONS:	TOTAL RECON	$ 175.00	
ADDITIONS:		$ None	
ADDITIONS:		$ None	
ADDITIONS:		$ None	
TOTAL ADDITIONS:		None	$ -1026.80
NET GROSS:			$ 1026.80
PACK	+ HOLD BACK		$ 1551.80
GROSS COMM.			$ -525.00
ACCESSORIES:	350.00	$ None	
RESERVE:	6775.73	$ None	SELL RATE 7.99
CREDIT LIFE:	None	$ None	BUY RATE None
A & H:	None	$ None	
WARRANTY:	1020.00	$ 485.00	
COLLISION:	None	$ None	
TOTAL F & I:			$ 485.00
SUB TOTAL:			$ 1511.80
TOTAL COMMISSION:			$ 100.00
PROFIT ON SALE:			$ 1411.80

Remote Start

TRADE INFORMATION

YEAR: MAKE:

MODEL: VIN:

LIC. No. ACV: None

NET PAYOFF: None HIGH: LOW:

GOOD UNTIL:

PAYOFF TO:

LOAN INFORMATION

DOWN PAYMENT ADVANCE

TRADE None CASH 15000.00 UNDER OVER

HOLD FOR ☐ SENT TO ☐ MONEY ID ☒ PAY DUE

LEGAL TO BE:

GMAC
P. O. Box 8126
Cockeysville, MD 21030

Sell Rate Rate Sold Bumped Bal 146165

PAY VOUCHER

SALESPERSON: GARRY PARDINI STK No. 7T0391 MAKE-MODEL: NEW 07 CHEVROLET TAHOE 1GNFK13027R205483 DATE: Feb 7 2007

BUYER: [redacted] ELK GROVE CA [redacted] [redacted]

COMMISSION: None ☐ PAY

SPIFF: 100.00 ☐ HOLD FOR

-500
950

TOTAL COMMISSION: 100.00 COMMISSIONABLE GROSS - -525.00

PAY VOUCHER

SALESPERSON: STK No. 7T0391 MAKE-MODEL: NEW 07 CHEVROLET TAHOE 1GNFK13027R205483 DATE: Feb 7 2007

BUYER: [redacted] ELK GROVE CA [redacted] [redacted]

COMMISSION: None ☐ PAY

SPIFF: None ☐ HOLD FOR

GM CUSTOMER INCENTIVE AND ONSTAR ACKNOWLEDGMENT

GMC HUMMER

(excludes Saturn)

CUSTOMER NAME: [redacted]

VIN: 1 / G / N / F / R / 1 / 3 / 0 / 2 / 7 / R / [redacted]

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
CONS CASH	$ 2000.00	CWE
	$ N/A	
	$ N/A	
	$ N/A	
	$ N/A	

Total Incentive Amount Received $ 2000.00

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 FOR INCENTIVES AND ONSTAR SERVICE --

a. Vehicle Incentive 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 on 02/07/07. I acknowledge receipt of incentive(s) as described in Item 1 and release GM Division from any future claim or obligation for incentive(s) on this unit.

Is vehicle equipped with OnStar? ___ Yes ___ No

b. ☒ Terms and Conditions Acknowledgment. I acknowledge that I have received the Terms and Conditions under which the OnStar service in my vehicle is provided (copies are available in the vehicle glovebox, from the dealer, at www.onstar.com, or by contacting OnStar as described below).

I understand that in order to cancel the OnStar service in my vehicle, I must press the blue OnStar button in my vehicle or call 1.888.4OnStar (1.888.466.7827), or TTY 1.877.248.2080 and request that my Services be cancelled.

Purchaser/Lessee Signature: [redacted] Date: 02/07/07

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 and the OnStar Terms and Conditions have been provided to the said purchaser/lessee who has taken delivery of the referenced unit through this dealership, and that properly completed accurate delivery data has been forwarded to General Motors or Saab Cars USA.

Authorized Dealer Signature: ___ Date: 02/07/07

Dealership Name: CHASE CHEVROLET CO., INC. Dealer Code: 06124

***Dealer Note:** This is a required document and it must be completed, signed, and retained in EVERY DEAL FILE for new retail customers even if there are no incentives or rate support available. A copy of the completed form should be provided to the customer.*

Contract Registration

GMPP | MRP | Medium Duty | GM Cert | MRP LW

Vehicle Information

VEHICLE IDENTIFICATION NUMBER (must be 17 characters) | AGREEMENT PURCHASE DATE / /

YEAR | MAKE | MODEL | CURRENT ODOMETER | 4 WHEEL DRIVE

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

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

ADDRESS | CITY | STATE | ZIP CODE

Lienholder

GMAC | SPP | NAME

OR | OR

ADDRESS | CITY | STATE | ZIP CODE

GMAC
P. O. Box 8128
Cockeysville, MD 21030

Plan Coverage and Price

LEASE	RETAIL	MAJOR GUARD	VALUE GUARD	BASIC GUARD	SMART PROTECTION	MDT-PT+	MDT-E&T	MDT-E

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 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.**

VEHICLE IN SERVICE DATE (In-Warranty vehicles) / / | TERM-MO./MI. (IN 000'S) / | DEDUCTIBLE (Required) $0 $50 $100 $200 | PRICE , . 0 0

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 0

SURCHARGES (Select all that apply) BUSINESS | HUMMER | EMERGENCY | SNOWPLOW | , . 0 0

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 [redacted] | DATE

SUBTOTAL ..... $, . 0 0

TAX ..... $, .

TOTAL ..... $, .

Sample Agreements are available online at www.gmprotectionplan.com/agreements.htm

NOTE: IF YOU DON'T RECEIVE YOUR AGREEMENT IN 60 DAYS, CALL 1-800-631-5590

If not submitted by GM Access (CDR), mail to National Mechanical Service Center, P.O. Box 8855, Chicago, IL 60680-8855. In Arizona, the service company is GMAC Service Agreement Corp. In Florida, the insurer is MIC Property and Casualty Insurance Corporation, P.O. Box 5074, Southfield, MI 48086. FL Lic. #9299.

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Lien Holder Information Request

Customer Name: [redacted]
Social Security No: XXX-XX- 7492
VIN: 1GNEK13027R[redacted] Yr/Make: 2007 Chevrolet Tahoe

ATTORNEY: KURT DELSACK, LAW OFFICES OF DELSACK & ASSOC., P.C.

Lending Institution or Lessor Information:

Account #: [redacted]

Name: GMAC

Physical Address: 6716 Grade Lane Building 9 suite 910

City: Louisville State KY Zip Code: 40213-3416

Contact Person: Will Hedges

Telephone #: 800-200-4622

Current mileage of vehicle: 23,232

Date mileage read: 8/27, 2008

I, Jessica M. Romero, hereby authorize the above referenced lending institution or lessor 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, loan pay off or lease buy out amount, and per diem information.

Dated this 27th day of August, 2008.

[redacted]

SIGNATURE

REV January, 2008

© 1998 - 2008 Law Offices of Delsack & Assoc., P.C.

[redacted]

August 14, 2008

Payment History

Date Paid	Principal Paid	Finance Charge Paid	Late Charge Paid	Other Paid	Total Paid
10/08/07	$15.66				$15.66
10/08/07	$23,826.41	$161.78			$23,988.19
09/07/07	$289.49	$163.75			$453.24
08/07/07	$298.16	$155.08			$453.24
07/09/07	$280.16	$173.08			$453.24
06/07/07	$283.64	$169.60			$453.24
05/07/07	$166.85	$286.39			$453.24
03/16/07	$442.04	$11.20			$453.24
03/14/07	$255.14	$198.10			$453.24

2007 TAHOE 4WD LT
41U BLACK /V8G
19D EBONY
ORDER NO. KCPFN2/TRE STOCK NO.
VIN 1GN FK13 02 7R[redacted]

CHEVROLET MOT DIVISION
GENERAL MOTORS CORPORATION
100 RENAISSANCE CENTER
DETROIT MI 48243-1114
VEHICLE INVOICE 1AD88759351

**********13*06124S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
CK10706 TAHOE 4WD LT	37665.00	34463.48	INVOICE 05/31/06
AS3 3-PASSENGER, 3RD ROW SEAT	460.00	381.80	SHIPPED 05/31/06
CF5 POWER SLIDING SUNROOF	995.00	825.85	EXP I/T 06/20/06
CJ2 TRI-ZONE AUTO AIR CONDITIONING	195.00	161.85	INT COM 06/20/06
C6A GVW RATING - 7,300 LBS	N/C	N/C	PRC EFF 05/31/06
GT4 REAR AXLE - 3.73 RATIO	N/C	N/C	KEYS G1264 G1264
G80 LOCKING REAR DIFFERENTIAL	295.00	244.85	WFP-S QTR OPT-1
LMG VORTEC 5300 V8 SFI FLEX FUEL	N/C	N/C	BANK: GMAC - 085
M30 4-SPD AUTOMATIC TRANSMISSION	N/C	N/C	CHG-TO 06-124
UG1 UNIVERSAL HOME REMOTE	105.00	87.15	
US9 AM/FM STEREO W/MP3 COMPATIBLE	300.00	249.00	SHIP WT: 5586
6-DISC CD CHANGER			HP: 45.7
(REPLACES STD/OPT RADIO)			GVWR: 7300
V1K LUGGAGE RACK - CROSS BARS	45.00	37.35	GAWR.FT: 3600
YF5 50-STATE EMISSIONS	N/C	N/C	GAWR.RR: 4100
1LT TAHOE LT1 EQUIPMENT GROUP	N/C	N/C	GMS: 36199.53
			SUPPLR: 37825.13
			MRM: 40935.00
			NTR: 1/2
			DAN: 1LT
			MEMO 1928.00

TOTAL MODEL & OPTIONS	40060.00	36451.33	ACT 237	36124.53
DESTINATION CHARGE	875.00	875.00	H/B 261	1201.80
LAM DEALER CONTRIBUTION		400.60	ADV 261	400.60
LAM GROUP CONTRIBUTION		400.60	EXP 65A	400.60
TOTAL	40935.00	38127.53	PAY 310	38127.53

MEMO: TOTAL LESS HOLDBACK AND
APPROX WHOLESALE FINANCE CREDIT 36360.75

****

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.

CHASE CHEVROLET CO., INC.

REMIT TO GMAC NO. 085
VIN 1GNFK13027R[redacted]
$ 38127.53 INV 1AD88759351
DUE 06/20/06 DEALER 06-124

REGISTRATION VALID FROM

AUTO 02/08/2008 TO 02/08/2009 11 [redacted]

VEHICLE IDENTIFICATION NUMBER
1GNFK13027R[redacted]

BODY TYPE MODEL
UT

DATE ISSUED
12/22/2007

DATE FIRST SOLD 00/00/2007

CLASS KV

MAKE CHEV

Yr. Model 2007

TYPE VEH. 120 | NP C | AX | WC | UNLADEN/GVW | TOTAL FEES PAID $288

3400

REGISTERED OWNER
[redacted]
ELK GROVE CA [redacted]

LIENHOLDER 0

[redacted]

STATE OF CALIFORNIA
DEPARTMENT OF MOTOR VEHICLES
VALIDATED REGISTRATION CAR[redacted]
READ REVERSE SIDE - IMPORTANT INSTRUCT[redacted]

STATE OF CALIFORNIA

CERTIFICATE OF TITLE

VEHICLE HISTORY

[redacted]

YR MODEL 2007 MAKE CHEV

STATE NUMBER [redacted]

FEE PAID NONE

REGISTRATION EXPIRATION DATE 02/08/2008

KY NX

ISSUE DATE 10/26/07

ODOMETER DATE 08/07/2007

ODOMETER READING 51 MI

ACTUAL MILEAGE

[redacted]

ELK GROVE CA [redacted]

I, [illegible] under the laws of the State of California, that THE SIGNATURE(S) BELOW RELEASES INTEREST IN THE VEHICLE.

SIGNATURE OF REGISTERED OWNER

SIGNATURE OF REGISTERED OWNER

[illegible] upon transfer of ownership. Failure to complete or providing a [illegible]

[illegible] (no tenths) miles and to the best of my knowledge reflects the actual mileage unless one of the following statements is checked.

[illegible] ☐ [illegible]

[illegible] State of California that the foregoing is true and correct.

X

[illegible]

IMPORTANT READ CAREFULLY

[illegible] must be reported to the Department of Motor Vehicles within [illegible]

2. X

[illegible] (Company names must be [illegible])

Release Date [redacted]

VOID WITHOUT BEAR WATERMARK. HOLD TO LIGHT TO VIEW

VOID WITHOUT BEAR WATERMARK. HOLD TO LIGHT TO VIEW

KEEP IN A SAFE PLACE - VOID IF ALTERED

GM Vehicle Inquiry System
Summary

Home - Summary - Claim History - Vehicle Build - Vehicle Component - Delivery Information - Dealer Information - Service Contract - Warranty Block - Branded Title

Help

VIN :	1GNFK13027R[redacted]

VEHICLE INFORMATION

Merchandising Model :	CK10706 -2007 TAHOE 4WD LT	**Warranty Start Date :**	02/07/2007
BARS Order Type :	70 - RETAIL - STOCK		
Delivering Dealer :	CHASE CHEVROLET CO., INC. PO BOX 8349 STOCKTON , CA 95208-0349 (209) 475-6600	**Selling Source :**	13 - CHEVROLET
		Site Code :	06124
		Business Associate Code :	112112

Service Contract :	Yes	**Branded Title :**	No	**Warranty Block :**	No	**PDI Status :**	Paid

REQUIRED FIELD ACTIONS

Type	Number	Description	Posted Date	Status
YT	06162	SERVICE UPDATE-INVENT/CUST VEHS E85 VFFS UPDATE REPGM ECM *EXPIRES 8YR/80K MI*	N/A	Closed
YT	07033	SERVICE UPDATE - INVENTORY & CUST. VEHS-BATTERY RUNDOWN-*EXP W/BASE WARRANTY*	N/A	Closed

SERVICE INFORMATIONAL ITEMS

Type	Number	Description	Posted Date	Status
EI	07036	WINDSHIELD GLASS STRESS CRACK/DISTORTION. REF. TSB 07-08-48-001.	02/09/2007	See Bulletin
EI	07094	FRONT FASCIA PAINT CONCERNS. REF TSB 07-08-62-004A	03/28/2007	See Bulletin

ON STAR AND XM SATELLITE RADIO INFORMATION

OnStar Equipped	Yes	**OnStar Status**	Inactive	Refer to Help page for details or:go to OnStar Online Enrollment (located on the "OnStar" tab in GM InfoNET) or (888)ONSTAR1 (888) 667-8271.		
XM Equipped	No	**XM Radio ID**	N/A	**XM Status**	N/A	Refer to Help page for details or: www.xmradio.gm.ca or Dealer Hotline 1.877.GET.XMST (1-877-438-9677).

APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER LIMITED WARRANTY	02/07/2007	41 miles	02/07/2010	36041 miles

72/100000 SHEET METAL COVERAGE RUST THROUGH LIMITED WARRANTY	02/07/2007	41 miles	02/07/2013	100041 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	02/07/2007	41 miles	02/07/2015	80041 miles
60/100000 POWERTRAIN COVERAGE LIMITED WARRANTY	02/07/2007	41 miles	02/07/2012	100041 miles
36/50000 CALIFORNIA EMISSIONS	02/07/2007	41 miles	02/07/2010	50041 miles
84/70000 CALIFORNIA SELECT COMPONENT	02/07/2007	41 miles	02/07/2014	70041 miles

CLAIM HISTORY

R.O Date	R.O Number	Type	Labor Operation	Odometer Reading
07/28/2008	390114	#	Z7903 - 3-DAY COURTESY TRANSPORTATION	22396 miles
07/28/2008	390114	#	B4517 - HANDLE, REAR SIDE DOOR INSIDE - RIGHT - REPLACE	22396 miles
07/24/2008	389884	#	B4281 - FRONT SIDE DOOR INSIDE HANDLE REPLACEMENT - LEFT SIDE	22323 miles
07/24/2008	389884	#	B4518 - HANDLE, REAR SIDE DOOR INSIDE - LEFT - REPLACE	22323 miles
07/24/2008	389884	#	B7571 - MOLDING, WINDSHIELD SIDE PILLAR REVEAL - LEFT - R&R OR REP	22323 miles
07/24/2008	389884	#	E7020 - STEERING WHEEL REPLACEMENT	22323 miles
07/24/2008	389884	#	Z7901 - 1-DAY COURTESY TRANSPORTATION	22323 miles
07/24/2008	389884	#	C3540 - REAR SIDE DOOR TRIM PANEL REPLACEMENT - RIGHT SIDE	22323 miles
07/24/2008	389884	#	C3541 - REAR SIDE DOOR TRIM PANEL REPLACEMENT - LEFT SIDE	22323 miles
07/14/2008	389203	#	C0331 - STRIP, REAR DOOR WINDOW OUTER SEALING - LEFT - R&R OR REPL	21692 miles
07/14/2008	389203	#	N4855 - MODULE - MEMORY MIRROR - REPLACE	21692 miles
07/14/2008	389203	#	J9991 - CUSTOMER CONCERN NOT DUPLICATED	21692 miles
07/14/2008	389203	#	Z7902 - 2-DAY COURTESY TRANSPORTATION	21692 miles
05/28/2008	386160	#	B5830 - LATCH, TAILGATE/ENDGATE - RIGHT - R&R OR REPLACE	19510 miles
05/28/2008	386160	#	Z7902 - 2-DAY COURTESY TRANSPORTATION	19510 miles
05/05/2008	384715	#	A1241 - MIRROR, OUTSIDE REARVIEW - COLOR/CLEAR COAT - LEFT SIDE	18131 miles
05/05/2008	384715	#	B4121 - FRONT SIDE DOOR OUTSIDE HANDLE REPLACEMENT - LEFT SIDE	18131 miles
05/05/2008	384715	#	Z7902 - 2-DAY COURTESY TRANSPORTATION	18131 miles
04/06/2008	U52540	#	Z2083 - ROADSIDE SERVICE (BATTERY/JUMP START)	16000 miles

03/13/2008	378583	#	B8968 - MOLDING, TAILGATE/LIFTGATE OUTER PANEL - ONE PIECE - R&R O	15030 miles
03/13/2008	378583	#	J9991 - CUSTOMER CONCERN NOT DUPLICATED	15030 miles
03/13/2008	378583	#	C3358 - FRONT SIDE DOOR TRIM PANEL REPLACEMENT - LEFT SIDE	15030 miles
03/13/2008	378583	#	C3995 - CUP HOLDER, QUARTER TRIM PANEL - RIGHT - REPLACE	15030 miles
03/13/2008	378583	#	Z7904 - 4-DAY COURTESY TRANSPORTATION	15030 miles
01/25/2008	376389	#	C9757 - ADD FELT/FOAM TO IP UPPER TRIM PANEL BLADE SEAL	13234 miles
01/25/2008	376389	#	Z7903 - 3-DAY COURTESY TRANSPORTATION	13234 miles
01/25/2008	376389	#	C0331 - STRIP, REAR DOOR WINDOW OUTER SEALING - LEFT - R&R OR REPL	13234 miles
01/25/2008	376389	#	E9447 - INSPECT/ROTATE REAR SPRING, INSPECT LOWER CONTROL ARM FOR	13234 miles
12/26/2007	375930	#	B6051 - PANEL ASSEMBLY, MID-GATE - REPLACE	12958 miles
12/26/2007	375930	#	J9991 - CUSTOMER CONCERN NOT DUPLICATED	12958 miles
12/26/2007	375930	#	Z7901 - 1-DAY COURTESY TRANSPORTATION	12958 miles
12/01/2007	374885	#	F9995 - CUSTOMER CONCERN NOT DUPLICATED	12688 miles
12/01/2007	374885	#	Y0152 - 07033 - SERVICE UPDATE - REPROGRAM BCM	12688 miles
12/01/2007	374885	#	C1021 - WEATHERSTRIP - SIDE ROOF RAIL - LEFT - ALIGN OR REPLACE	12688 miles
12/01/2007	374885	#	C1020 - WEATHERSTRIP - SIDE ROOF RAIL - RIGHT - ALIGN OR REPLACE	12688 miles
12/01/2007	374885	#	B4156 - OUTSIDE REARVIEW MIRROR REPLACEMENT - LEFT SIDE	12688 miles
12/01/2007	374885	#	Y0124 - 06162 PRODUCT ENHANCEMENT - ENGINE CONTROL MODULE REPROGR	12688 miles
10/08/2007	253129	#	B4300 - HANDLE AND REMOTE CONTROL, FRONT DOOR LOCK - RIGHT - R&R O	10823 miles
10/08/2007	253129	#	C3161 - BODY LOCK PILLAR LOWER TRIM PANEL REPLACEMENT - LEFT SIDE	10823 miles
10/08/2007	253129	#	B7289 - HEADLAMP/COMPOSITE ASSEMBLY - LEFT - REPLACE	10823 miles
09/24/2007	252671	#	B0860 - BUMPER ASSEMBLY, REAR - ALIGN	10727 miles
09/24/2007	252671	#	N2290 - HEADLAMP SWITCH REPLACEMENT	10727 miles
09/24/2007	252671	#	B4361 - ROD, FRONT DOOR INSIDE LOCKING - LEFT - REPLACE	10727 miles
09/24/2007	252671	#	C3200 - PANEL, CENTER PILLAR TRIM FINISHING - RIGHT - R&R OR REPLA	10727 miles

09/24/2007	252671	#	B2942 - BRACKET AND/OR BAR, LUGGAGE RACK - REPLACE	10727 miles
09/24/2007	252671	#	B4156 - OUTSIDE REARVIEW MIRROR REPLACEMENT - LEFT SIDE	10727 miles
09/24/2007	252671	#	L2584 - MUFFLER - SINGLE - REPLACE	10727 miles
05/31/2006	A05483	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0 miles

CHECK HISTORY INFORMATION

Vehicle Has No Associated Check History Information.

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Note: Paul Blanco out of business,
cannot obtain service docs
RO 252671
RO 253129

GM Vehicle Inquiry System
Claim History

Home - Summary - Claim History - Vehicle Build - Vehicle Component - Delivery Information - Dealer Information - Service Contract - Warranty Block - Branded Title

Help

VIN :	1GNFK13027R[redacted]

CLAIM HISTORY

Repair Order Date :	07/28/2008	Repair Order Number :	390114	Odometer Reading :	22396 miles

Serviced By :	MAITA CHEVROLET PO BOX 1000 ELK GROVE, CA 95759-1000 (916) 691-2800	Selling Source :	13 - CHEVROLET
		Site Code :	06197
		Business Associate Code :	112098

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
08/08/2008	924	01	#	Z7903 - 3-DAY COURTESY TRANSPORTATION	N/A	G	N/A	$ 126.00	Y
08/08/2008	924	03	#	B4517 - HANDLE, REAR SIDE DOOR INSIDE - RIGHT - REPLACE	15939084 - HANDLE	N/A	N/A	$ 59.05	N

Repair Order Date :	07/24/2008	Repair Order Number :	389884	Odometer Reading :	22323 miles

Serviced By :	MAITA CHEVROLET PO BOX 1000 ELK GROVE, CA 95759-1000 (916) 691-2800	Selling Source :	13 - CHEVROLET
		Site Code :	06197
		Business Associate Code :	112098

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
08/08/2008	924	01	#	B4281 - FRONT SIDE DOOR INSIDE HANDLE REPLACEMENT - LEFT SIDE	15920700 - HANDLE	N/A	N/A	$ 92.87	N
08/01/2008	922	01	#	B4518 - HANDLE, REAR SIDE DOOR INSIDE - LEFT - REPLACE	15939073 - HANDLE	N/A	N/A	$ 59.05	N
08/01/2008	922	03	#	B7571 - MOLDING, WINDSHIELD SIDE	15924643 -	N/A	N/A	$ 65.17	N

				PILLAR REVEAL - LEFT - R&R OR REP	MOLDING				
08/01/2008	922	04	#	E7020 - STEERING WHEEL REPLACEMENT	15917931 - WHEEL	N/A	N/A	$ 236.42	N
08/01/2008	922	05	#	Z7901 - 1-DAY COURTESY TRANSPORTATION	N/A	N/A	N/A	$ 42.00	N
08/01/2008	922	06	#	C3540 - REAR SIDE DOOR TRIM PANEL REPLACEMENT - RIGHT SIDE	N/A	N/A	N/A	$ 38.06	N
08/01/2008	922	07	#	C3541 - REAR SIDE DOOR TRIM PANEL REPLACEMENT - LEFT SIDE	N/A	N/A	N/A	$ 38.06	N

Repair Order Date :	07/14/2008	**Repair Order Number :**	389203	**Odometer Reading :**	21692 miles

Serviced By :	MAITA CHEVROLET PO BOX 1000 ELK GROVE, CA 95759-1000 (916) 691-2800	**Selling Source :**	13 - CHEVROLET
		Site Code :	06197
		Business Associate Code :	112098

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
08/01/2008	922	01	#	C0331 - STRIP, REAR DOOR WINDOW OUTER SEALING - LEFT - R&R OR REPL	15938032 - S/STR	N/A	N/A	$ 85.88	N
08/01/2008	922	02	#	N4855 - MODULE - MEMORY MIRROR - REPLACE	N/A	N/A	N/A	$ 28.55	N
08/01/2008	922	03	#	J9991 - CUSTOMER CONCERN NOT DUPLICATED	N/A	N/A	N/A	$ 28.55	N
08/01/2008	922	04	#	Z7902 - 2-DAY COURTESY TRANSPORTATION	N/A	G	N/A	$ 74.00	Y

Repair Order Date :	05/28/2008	**Repair Order Number :**	386160	**Odometer Reading :**	19510 miles

Serviced By :	MAITA CHEVROLET PO BOX 1000 ELK GROVE, CA 95759-1000 (916) 691-2800	**Selling Source :**	13 - CHEVROLET
		Site Code :	06197
		Business Associate Code :	112098

Cycle	Cycle	Case	Type	Labor Operation	Part	Auth	Person	Line	Comments

Date	Nbr					Code	Code	Total	
06/24/2008	911	02	#	Z7902 - 2-DAY COURTESY TRANSPORTATION	N/A	G	N/A	$ 84.00	Y
06/20/2008	910	01	#	B5830 - LATCH, TAILGATE/ENDGATE - RIGHT - R&R OR REPLACE	15858590 - LOCK	N/A	N/A	$ 153.12	N

Repair Order Date :	05/05/2008	**Repair Order Number :**	384715	**Odometer Reading :**	18131 miles

Serviced By :	MAITA CHEVROLET PO BOX 1000 ELK GROVE, CA 95759-1000 (916) 691-2800	**Selling Source :**	13 - CHEVROLET
		Site Code :	06197
		Business Associate Code :	112098

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
06/17/2008	909	01	#	A1241 - MIRROR, OUTSIDE REARVIEW - COLOR/CLEAR COAT - LEFT SIDE	N/A	B	N/A	$ 130.74	N
06/10/2008	907	02	#	Z7902 - 2-DAY COURTESY TRANSPORTATION	N/A	G	N/A	$ 70.00	Y
06/06/2008	906	01	#	B4121 - FRONT SIDE DOOR OUTSIDE HANDLE REPLACEMENT - LEFT SIDE	N/A	N/A	N/A	$ 28.55	N

Repair Order Date :	04/06/2008	**Repair Order Number :**	U52540	**Odometer Reading :**	16000 miles

Serviced By :	GM ROADSIDE ASSISTANCE/CCAS ONE CABOT RD MEDFORD, MA 02155-5117	**Selling Source :**	13 - CHEVROLET
		Site Code :	34415
		Business Associate Code :	207453

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
04/11/2008	890	01	#	Z2083 - ROADSIDE SERVICE (BATTERY/JUMP START)	N/A	C	N/A	$ 42.75	N

Repair Order Date :	03/13/2008	**Repair Order Number :**	378583	**Odometer Reading :**	15030 miles

Serviced	MAITA CHEVROLET	**Selling Source :**	13 - CHEVROLET

By :	PO BOX 1000 ELK GROVE, CA 95759-1000 (916) 691-2800	Site Code :	06197
		Business Associate Code :	112098

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
04/11/2008	890	05	#	Z7904 - 4-DAY COURTESY TRANSPORTATION	N/A	GW	N/A	$ 148.00	Y
04/04/2008	888	01	#	B8968 - MOLDING, TAILGATE/LIFTGATE OUTER PANEL - ONE PIECE - R&R O	15952867 - PANEL	EP	N/A	$ 347.74	Y
04/04/2008	888	02	#	J9991 - CUSTOMER CONCERN NOT DUPLICATED	N/A	N/A	N/A	$ 28.55	N
04/04/2008	888	03	#	C3358 - FRONT SIDE DOOR TRIM PANEL REPLACEMENT - LEFT SIDE	15924639 - MOLDING	N/A	N/A	$ 64.10	N
04/04/2008	888	04	#	C3995 - CUP HOLDER, QUARTER TRIM PANEL - RIGHT - REPLACE	15134793 - HOLDER	N/A	N/A	$ 96.86	N

Repair Order Date :	01/25/2008	Repair Order Number :	376389	Odometer Reading :	13234 miles

Serviced By :	MAITA CHEVROLET PO BOX 1000 ELK GROVE, CA 95759-1000 (916) 691-2800	Selling Source :	13 - CHEVROLET
		Site Code :	06197
		Business Associate Code :	112098

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
02/22/2008	876	01	#	C9757 - ADD FELT/FOAM TO IP UPPER TRIM PANEL BLADE SEAL	11588650 - CLIP	E	N/A	$ 114.76	N
02/22/2008	876	02	#	Z7903 - 3-DAY COURTESY TRANSPORTATION	N/A	G	N/A	$ 126.00	Y
02/22/2008	876	03	#	C0331 - STRIP, REAR DOOR WINDOW OUTER SEALING - LEFT - R&R OR REPL	15938032 - S/STR	N/A	N/A	$ 85.88	N
02/22/2008	876	04	#	E9447 - INSPECT/ROTATE REAR SPRING, INSPECT LOWER CONTROL ARM FOR	N/A	N/A	N/A	$ 47.58	N

Repair Order Date :	12/26/2007	Repair Order Number :	375930	Odometer Reading :	12958 miles

Serviced By :	MAITA CHEVROLET PO BOX 1000 ELK GROVE, CA 95759-1000 (916) 691-2800	Selling Source :	13 - CHEVROLET
		Site Code :	06197
		Business Associate Code :	112098

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
01/18/2008	866	01	#	B6051 - PANEL ASSEMBLY, MID-GATE - REPLACE	N/A	N/A	N/A	$ 46.16	N
01/18/2008	866	02	#	J9991 - CUSTOMER CONCERN NOT DUPLICATED	N/A	N/A	N/A	$ 27.69	N
01/18/2008	866	03	#	Z7901 - 1-DAY COURTESY TRANSPORTATION	N/A	G	N/A	$ 37.66	Y

Repair Order Date :	12/01/2007	Repair Order Number :	374885	Odometer Reading :	12688 miles

Serviced By :	MAITA CHEVROLET PO BOX 1000 ELK GROVE, CA 95759-1000 (916) 691-2800	Selling Source :	13 - CHEVROLET
		Site Code :	06197
		Business Associate Code :	112098

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
01/18/2008	866	01	#	Y0152 - 07033 - SERVICE UPDATE - REPROGRAM BCM	N/A	N/A	N/A	$ 55.39	N
01/01/2008	861	01	#	F9995 - CUSTOMER CONCERN NOT DUPLICATED	N/A	N/A	N/A	$ 18.46	N
01/01/2008	861	02	#	C1021 - WEATHERSTRIP - SIDE ROOF RAIL - LEFT - ALIGN OR REPLACE	25844462 - WEATHERST	N/A	N/A	$ 72.95	N
01/01/2008	861	03	#	C1020 - WEATHERSTRIP - SIDE ROOF RAIL - RIGHT - ALIGN OR REPLACE	25844463 - WEATHERST	B	N/A	$ 72.95	N
01/01/2008	861	04	#	B4156 - OUTSIDE REARVIEW MIRROR REPLACEMENT - LEFT SIDE	25775874 - MIRROR	N/A	N/A	$ 152.66	N

01/01/2008	861	05	#	Y0124 - 06162 PRODUCT ENHANCEMENT - ENGINE CONTROL MODULE REPROGR	N/A	N/A	N/A	$ 36.92	N

Repair Order Date :	10/08/2007	**Repair Order Number :**	253129	**Odometer Reading :**	10823 miles

Serviced By :	PAUL BLANCO CHEVROLET 3815 FLORIN RD SACRAMENTO, CA 95823-1801 (916) 422-2000	**Selling Source :**	13 - CHEVROLET
		Site Code :	06508
		Business Associate Code :	187537

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
10/23/2007	841	01	#	B4300 - HANDLE AND REMOTE CONTROL, FRONT DOOR LOCK - RIGHT - R&R O	15847306 - HANDLE	N/A	N/A	$ 59.83	N
10/23/2007	841	02	#	C3161 - BODY LOCK PILLAR LOWER TRIM PANEL REPLACEMENT - LEFT SIDE	N/A	N/A	N/A	$ 37.42	N
10/23/2007	841	03	#	B7289 - HEADLAMP/COMPOSITE ASSEMBLY - LEFT - REPLACE	15895612 - HEADLAMP	N/A	N/A	$ 258.30	N

Repair Order Date :	09/24/2007	**Repair Order Number :**	252671	**Odometer Reading :**	10727 miles

Serviced By :	PAUL BLANCO CHEVROLET 3815 FLORIN RD SACRAMENTO, CA 95823-1801 (916) 422-2000	**Selling Source :**	13 - CHEVROLET
		Site Code :	06508
		Business Associate Code :	187537

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
10/23/2007	841	01	#	B0860 - BUMPER ASSEMBLY, REAR - ALIGN	N/A	N/A	N/A	$ 46.78	N
10/23/2007	841	02	#	N2290 - HEADLAMP SWITCH REPLACEMENT	N/A	N/A	N/A	$ 28.07	N
10/23/2007	841	03	#	B4361 - ROD, FRONT DOOR INSIDE LOCKING - LEFT - REPLACE	N/A	N/A	N/A	$ 37.42	N
10/23/2007	841	04	#	C3200 - PANEL, CENTER PILLAR TRIM	15924643 -	N/A	N/A	$ 88.04	N

				FINISHING - RIGHT - R&R OR REPLA	MOLDING				
10/23/2007	841	05	#	B2942 - BRACKET AND/OR BAR, LUGGAGE RACK - REPLACE	15748100 - RAIL	N/A	N/A	$ 111.90	N
10/23/2007	841	06	#	B4156 - OUTSIDE REARVIEW MIRROR REPLACEMENT - LEFT SIDE	25775874 - MIRROR	N/A	N/A	$ 176.27	N
10/23/2007	841	07	#	L2584 - MUFFLER - SINGLE - REPLACE	25813276 - MUFFLER	N/A	N/A	$ 552.00	N

Repair Order Date :	05/31/2006	**Repair Order Number :**	A05483	**Odometer Reading :**	0 miles

Serviced By :	CHASE CHEVROLET CO., INC. PO BOX 8349 STOCKTON, CA 95208-0349 (209) 475-6600	**Selling Source :**	13 - CHEVROLET
		Site Code :	06124
		Business Associate Code :	112112

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
06/06/2006	697	01	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	N/A	N/A	N/A	$ 124.59	N

CHECK HISTORY

Vehicle Has No Associated Check History.

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GM Vehicle Inquiry System
Service Contract

Home - Summary - Claim History - Vehicle Build - Vehicle Component - Delivery Information - Dealer Information - Service Contract - Warranty Block - Branded Title

Help

VIN	1GNFK13027R[redacted]

SERVICE CONTRACT

Policy Number :	[redacted]	**Owner Name :**	[redacted]
Description :	48/80000 GMPP MAJOR GUARD		
Deductible Amount :	$ 100		
Inception Date :	02/07/2007	**Expiration Date :**	02/07/2011
Inception Odometer :	41 miles	**Expiration Odometer :**	80041 miles

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GM Vehicle Inquiry System
Vehicle Build

VIN	1GNFK13027R[redacted]

VEHICLE BUILD

Merchandising Model :	CK10706 -2007 TAHOE 4WD LT		
Gross Vehicle Weight Rating :	3314 kg (7307 lb)	**Order Number :**	KCPFN2
Build Date :	05/31/2006	**Build Plant :**	17R06

GMVIS is not the definitive source of GM Vehicle RPO information and is intended for service reference only. Should there be any questions about the vehicle's original build or RPO information please refer to the original vehicle invoice or window sticker.

OPTION CODES

AG1 - POWER DRIVER SEAT	AJ1 - DEEP TINTED GLASS
AL0 - SENSOR INDICATOR INFLATABLE RESTRAINT FRT PASS	AM8 - REAR BENCH SEAT
AP8 - REMOTE VEHICLE STARTER PREP PKG	ARL - PLANT CODE-ARLINGTON, TX
AS3 - 3-PASSENGER, 3RD ROW SEAT	AU3 - POWER DOOR LOCK SYSTEM
AXP - MPV VIN IDENT POSITION	A31 - POWER WINDOWS
A95 - FRONT HIGH BACK BUCKET SEATS	BVE - ASSIST STEPS
B30 - CARPETING, COLOR-KEYED	B58 - COLOR-KEYED FLOOR MATS, CARPETED
B85 - BODY SIDE MOLDING	CF5 - ELECTRIC SLIDING SUNROOF
CJ2 - DUAL-ZONE AUTO AIR CONDITIONING	C25 - REAR WINDOW WIPER & WASHER
C36 - REAR HEATER	C49 - ELECTRIC REAR WINDOW DEFOGGER
C6A - GVW RATING - 7,300 LBS	C69 - AIR CONDITIONING -FRONT & REAR
DF5 - ISRV MIRROR W/COMPASS & TEMP	DH6 - LIGHTED VISOR/VANITY MIRRORS
DK8 - DELUXE OVERHEAD CONSOLE	DL8 - DUAL PWR HEATED OSRV MIRRORS
D07 - CUSTOM FRONT FLOOR CONSOLE	EVA - EVAP EMISSION REQUIREMENT
E52 - LIFTGATE/LIFTGLASS	GT4 - REAR AXLE - 3.73 RATIO
G80 - LOCKING REAR DIFFERENTIAL	JD9 - BRAKES, 17" DISC/DISC
KUP - THROTTLE CONTROL ELECTRONIC	KW1 - 160 AMP ALTERNATOR
K34 - CRUISE CONTROL	LMG - VORTEC 5.3L V8 SFI FLEX FUEL W/ ACTIVE FUEL MGT TECHNOLOGY

M30 - 4-SPD AUTOMATIC TRANSMISSION	NP5 - LEATHER WRAPPED STEERING WHEEL
NP8 - AUTOTRAC ACTIVE TRANSFER CASE	NU5 - EMISSION CALIFORNIA BIN 4
NZ4 - FULL SIZE SPARE WHEEL	P46 - 17" ALUMINUM WHEEL
QAN - P265/70R17 ALS BW TIRES	R5C - TIRE BRAND BRIDGESTONE
R6P - PREMIUM PAINT	R9N - PROCESSING OPTION ONLY LEATHER SEAT TRIM
SAF - SPARE TIRE LOCK	SLM - STOCK ORDERS
SLT - EQUIP CHEV 'LT' SALES PKG	TL1 - GRILLE
T74 - HEADLAMPS	T96 - FOG LAMPS
UE1 - ONSTAR SERVICE: INCLUDES 1 YEAR SAFE & SOUND PLAN	UG1 - UNIVERSAL HOME REMOTE
UJ6 - TIRE PRESSURE MONITOR	UK3 - STEERING WHEEL RADIO CONTROLS
UK6 - REAR SEAT AUDIO CONTROLS	UQ3 - ENHANCED AUDIO SPEAKERS
US9 - AM/FM STEREO W/MP3 COMPATIBLE 6-DISC CD CHANGER (REPLACES STD/OPT RADIO)	U84 - ANTENNA
VGD - BODY COLOR FRONT FACIA	VGE - BODY COLOR REAR FACIA
VK3 - FRONT LICENSE PLATE MOUNT	VR4 - WEIGHT DISTRIB. PLATFORM HITCH
VXS - COMPLETE VEHICLE LABEL	V1K - LUGGAGE RACK - CROSS BARS
V54 - LUGGAGE RACK - SIDE RAILS	V73 - STATEMENT OF VEHICLE CERT.- U.S. /CANADA
V76 - RECOVERY HOOKS	X88 - CHEVROLET CONVERSION
YD3 - BASE AXLE	YD5 - BASE FRONT SPRING
YD6 - BASE REAR SPRING	YE9 - LS TRIM
YF5 - 50-STATE EMISSIONS	ZVL - SPARE TIRE, P265/70R17 ALS BW
ZW7 - PREMIUM RIDE SUSPENSION	ZY1 - SOLID PAINT
1LT	1SZ - OPTION PKG DISCOUNT
19D - EBONY	19I - EBONY
41U - BLACK	6PB - SUSPENSION
7PB - SUSPENSION	

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GM Vehicle Inquiry System
Line Comments

Home - Back - Help

VIN :	1GNFK13027R[redacted]

LINE COMMENTS

Repair Order Date :	12/26/2007	Repair Order Number :	375930	Odometer Reading :	12958 miles

Serviced By :	MAITA CHEVROLET PO BOX 1000 ELK GROVE, CA 95759-1000	Selling Source :	13 - CHEVROLET
		Site Code :	06197
		Business Associate Code :	112098

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total
01/18/2008	866	03	#	Z7901 - 1-DAY COURTESY TRANSPORTATION	N/A	G	N/A	$ 37.66
Comments	VIN NUMBER: 1GCCS1992[redacted]							

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GM Vehicle Inquiry System
Line Comments

Home - Back - Help

VIN :	1GNFK13027R[redacted]

LINE COMMENTS

Repair Order Date :	01/25/2008	Repair Order Number :	376389	Odometer Reading :	13234 miles

Serviced By :	MAITA CHEVROLET PO BOX 1000 ELK GROVE, CA 95759-1000	Selling Source :	13 - CHEVROLET
		Site Code :	06197
		Business Associate Code :	112098

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total
02/22/2008	876	02	#	Z7903 - 3-DAY COURTESY TRANSPORTATION	N/A	G	N/A	$ 126.00
Comments	VIN NUMBER - 1GCCS19927813539 REQUESTING 3 DAYS RENTAL VEHICLE CAME IN 12-26-07 DAIG VEH ON 12-27-07 PART ARRIVED- REPAIR ON 12-28-07.							

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GM Vehicle Inquiry System
Line Comments

Home - Back - Help

VIN :	1GNFK13027R[redacted]

LINE COMMENTS

Repair Order Date :	03/13/2008	Repair Order Number :	378583	Odometer Reading :	15030 miles

Serviced By :	MAITA CHEVROLET PO BOX 1000 ELK GROVE, CA 95759-1000	Selling Source :	13 - CHEVROLET
		Site Code :	06197
		Business Associate Code :	112098

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total
04/04/2008	888	01	#	B8968 - MOLDING, TAILGATE/LIFTGATE OUTER PANEL - ONE PIECE - R&R O	15952867 - PANEL	EP	N/A	$ 347.74
Comments	CREEKING NOISE IN NOTED FROM REAR TAILGATE PANEL. TEHC FOUND LOWER PANEL APPEARS TO BE WARPED AT BOTH UPPER CORNERS. REQUESTING .7 OLH - SHOP FOREMAN INVOLVED WITH ONGOING AND VERIFY DIFFICULT TO PINPOINT NOISE REAR OF VEHICLE.							

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GM Vehicle Inquiry System
Line Comments

Home - Back - Help

VIN :	1GNFK13027R[redacted]

LINE COMMENTS

Repair Order Date :	03/13/2008	Repair Order Number :	378583	Odometer Reading :	15030 miles

Serviced By :	MAITA CHEVROLET PO BOX 1000 ELK GROVE, CA 95759-1000	Selling Source :	13 - CHEVROLET
		Site Code :	06197
		Business Associate Code :	112098

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total
04/11/2008	890	05	#	Z7904 - 4-DAY COURTESY TRANSPORTATION	N/A	GW	N/A	$ 148.00
Comments	VIN NUMBER: 3GNDA23D78S567763 REQUESTING 4 DAYS = DIAG FIX ONE NOISE A DAY. THEN TEST DRIVE AND NOISE STILL PRESENT. ATTEMPT FIX TO CORRECT NOISE 4 TIMES. NOISE FINALLY WENT AWAY.							

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GM Vehicle Inquiry System
Line Comments

Home - Back - Help

VIN :	1GNFK13027R[redacted]

LINE COMMENTS

Repair Order Date :	05/05/2008	Repair Order Number :	384715	Odometer Reading :	18131 miles

Serviced By :	MAITA CHEVROLET PO BOX 1000 ELK GROVE, CA 95759-1000	Selling Source :	13 - CHEVROLET
		Site Code :	06197
		Business Associate Code :	112098

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total
06/10/2008	907	02	#	Z7902 - 2-DAY COURTESY TRANSPORTATION	N/A	G	N/A	$ 70.00
Comments	2G1WB58N681256816-VIN NUMBER: REQUESTING 2 DAYS RENTAL - VEH BROUGHT IN 5-5 (MON) CHECKED OUT DOOR HANDLE CONCERN = THEN SENT THE VEH TO THE BODY SHOP FOR PAINT TO MATCH MIRROR.							

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GM Vehicle Inquiry System
Line Comments

Home - Back - Help

VIN :	1GNFK13027R[redacted]

LINE COMMENTS

Repair Order Date :	05/28/2008	Repair Order Number :	386160	Odometer Reading :	19510 miles

Serviced By :	MAITA CHEVROLET PO BOX 1000 ELK GROVE. CA 95759-1000	Selling Source :	13 - CHEVROLET
		Site Code :	06197
		Business Associate Code :	112098

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total
06/24/2008	911	02	#	Z7902 - 2-DAY COURTESY TRANSPORTATION	N/A	G	N/A	$ 84.00
Comments	VIN NUMBER: 3GNDA23D78S567763 REQUESTING 2 DAYS RENTAL - DAIG -ORDERED PARTS ON 5-30 (FRIDAY) WEEKEND INVOLVED.							

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GM Vehicle Inquiry System
Line Comments

Home - Back - Help

VIN :	1GNFK13027R[redacted]

LINE COMMENTS

Repair Order Date :	07/14/2008	Repair Order Number :	389203	Odometer Reading :	21692 miles

Serviced By :	MAITA CHEVROLET PO BOX 1000 ELK GROVE, CA 95759-1000	Selling Source :	13 - CHEVROLET
		Site Code :	06197
		Business Associate Code :	112098

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total
08/01/2008	922	04	#	Z7902 - 2-DAY COURTESY TRANSPORTATION	N/A	G	N/A	$ 74.00
Comments	VIN 2G1WC583X89230782							

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GM Vehicle Inquiry System
Line Comments

Home - Back - Help

VIN :	1GNFK13027R[redacted]

LINE COMMENTS

Repair Order Date :	07/28/2008	Repair Order Number :	390114	Odometer Reading :	22396 miles

Serviced By :	MAITA CHEVROLET PO BOX 1000 ELK GROVE, CA 95759-1000	Selling Source :	13 - CHEVROLET
		Site Code :	06197
		Business Associate Code :	112098

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total
08/08/2008	924	01	#	Z7903 - 3-DAY COURTESY TRANSPORTATION	N/A	G	N/A	$ 126.00

Comments	VIN NUMBER: 2G1WT58N989227471 REQUESTING 3 DAYS RENTAL - VEH BROUGHT IN ON 7-28 (LATE MON)VEHICLE WENT TO BODY SHOP ON 7-29 (TUES) PAINT MIRROR. ORDERED PARTS ON 7-29. INSTALLED MIRROR AND HANDLE ON 7-30(WED) INSTALLED INSULATORS ON 7-31 (THURS).

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General Motors Corporation
Business Resource Center
PO Box 33170
Detroit, MI 48232-5170

VIA FAX ONLY

September 18, 2008

Dealer -Repurchase Confirmation
For Internal Use Only

Customer's Name: [redacted]
Service Request: 71-656864628
Vin: 1GNFK13027R[redacted]
Customer Relationship Specialist: Julie Lopez
CRS Phone: 1-(866) 790-5600, ext. 11129
CRS Fax #: 1-(866) 554-4017

This is to advise you that General Motors has reached an agreement for a repurchase with the above reference customer. In approximately two (2) weeks you will receive a repurchase package from RVDC detailing the closing information. The attorney or customer has been instructed to contact you the day prior to the repurchase to verify the paperwork has arrived. Please schedule an appropriate time for the repurchase with the customer at that time. In the event that the paperwork has not arrived please contact the CRS listed above and they will assist with gathering the needed information.

Your cooperation is greatly appreciated. If you have further questions, please contact our Business Resource Center at 1-800-231-1841 x21339 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Sincerely,

General Motors Corporation

General Motors Corporation
Business Resource Center
PO Box 33170
Detroit, MI 48232-5170

September 18, 2008

VIA FAX ONLY
Kurt Delsack, Esq.
Delsack & Associates
1801 Century Park East, S

RE: Jessica Romero v. General Motors Corporation
Service Request: 71-656864628
2007 Chevrolet Tahoe
Vehicle Identification Number: 1GNFK13027R[redacted]

Dear Mr. Delsack:

Thank you again for working with the Early Resolution department to resolve this customer complaint. General Motors is in receipt of the formal acceptance of our repurchase offer dated September 5, 2008 and a copy of current registration. The Maita Chevrolet Dealership of Elk Grove has agreed to facilitate the repurchase by hosting the exchange. Tom Crase, the dealership's Service Manager has been designated as the dealer coordinator for this repurchase. The dealer coordinator can be reached by phone at (916) 691-2800.

As a reminder, General Motors Corporation requires a vehicle inspection be performed at the exchange facility prior to the issuance of any funds. Any damage beyond normal wear and tear that is noted during the inspection must be repaired and paid for by your client before proceeding. The exchange can take place as early as September 27, 2008. Repurchase documents are scheduled to arrive one business day prior to the exchange date. **Please work with the dealer coordinator to arrange a mutually acceptable time for the exchange.** If you are unable to conduct the exchange within the 72 hours following the scheduled exchange date, we ask that you promptly contact this office.

Sincerely,

General Motors Corporation
Business Resource Center
1-800-231-1841

cc: FILE
LG0119
Rev. 7/9/2007

Privileged and Confidential Information

CASE ASSESSMENT – LEGAL (NON SMALL CLAIMS)

By: Iris Cruz State: California

Customer Name: [redacted] Service Request: 71-656864628 GM Legal File No.: {Number}

Vehicle ID No.: 1GNFK13027R[redacted] In Service Date: 2/7/2007
Year, Make & Model: 2007 Chevrolet Tahoe

Vehicle is: New BAC Code: 112112
Vehicle Purchased Used on: {n/a or mm/dd/yy} at odometer {odometer}
DVM requests Involvement?: "E" Purchase Price of Vehicle: $ 38187.53

Lien holder: GMAC☒ Other☐:

Was TAC contacted for this vehicle (Y/N)? : N

VEHICLE REPAIR HISTORY

☐ Steering

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
7/14/08	389203	*	21685	Check on steering wheel loosing paint and advise. – cause/correction SOP Ordered steering wheel.
7/24/08	389884	*	22323	Stering wheel loosing paint. SOP part in. One time warranty. – cause steering wheel loosing paint. – correction replaced steering wheel, installed

☐ Body/Trim

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
12/01/07	374885	5	12678	c/s hears an etching type rattle from RT rear inside panel area, driving, then hitting a little bump on road. See warranty history done elsewhere. – cause found bottom of panel retainer clips loose. Customer concern not duplicated. – correction Road test could not verify noise inspect right rear panel for anything obvious. Found bottom retainer clips were not secured. Secured panel and rod tested.
12/01/07	374885	*	12678	c/s hears a rattle from LT front dash, by LT vent area. Cust can apply pressure on pad and it will stop. – cause **unable to duplicate complaint**. – correction **Unable to duplicate at the time may need customer to demonstrate condition.**
12/01/07	374885	*	12678	c/s driver's mirror vibrates, driving freeway speeds. 65 to 70 MPH. – cause mirror vibrates. – correction replace left mirror assembly.
12/17/07	375930	2	12958	c/s that a squeaking noise is noted while driving on rough road in rear of cab area. Check and advise. – cause loose rear panel bolts. – correction veh low on fuel. Added fuel to veh checked on rear squeak noise, coming from rear deck LTD. Removed panel and re-road tested noise still present. Reinstalled rear panel and retighten end bolts. Reassembled. Okay now. 1 Day Courtesy Transportation
12/17/07	375930	*	12958	c/s when driving out of drive way a creaking noise was noted when body was flexing and also noted driving down Elk grove BLVD. check and advise, more apparent in AM. – cause **Unable to duplicate complaint**

				at this time.
12/17/07	375930	*	12958	c/s that a ticking noise is noted around cluster near left vent, noted @ 60-70 MPH. intermittent, stopped on the way to shop. Check and advise. – cause **Unable to duplicate complaint at this time.** (RD tested veh on cold start)
12/26/07	376389	*	13188	c/s that a squeaking noise is noted from rear interior panel while driving over bumps. Possible rear hatch panel. See history and advise. – cause Bulletin. SOP required for repair, notification sent upon arrival of part. – correction road tested and verified squeaking noise. Lubed rear weather-strip and re-road tested. **Ordered rear striker spacer as per bulletin** (bulletin # unkown by service manager). Replaced striker spacer, okay now.
12/26/07	376389	*	13188	c/s that an intermittent dash rattle noise is noted from driver door vent and IPC area while driving freeway and rough road. Check and advise. – cause bulletin. C9757 replace clips and add felt foam to IP upper trim panel blade. – correction remove RF dash panel and re-torque bolts. Reassembled and re-road testes. Okay now.
12/26/07	376389	*	13188	Driver rear door broken door molding. – correction replace rear door molding. Okay now.
1/30/08	378583	9	15030	c/s that a creaking/squeaking noise is noted while driving from rear tailgate panel. See history and advise. – cause road tested veh and verified complaint. – correction removed rear hatch trim and inspected for any loose harness, none. Insulated lower panel clips and rechecked for noise. Noise no longer apparent. Lower panel appears to be warped at both upper corners, causing panel to not fully seat. Ordered new panel. Replaced rear lift gate lower part in inner trim, rechecked ok. Retest drove veh. And noticed noise. Adjusted left lamp/filler assembly. Removed and cleaned/lubed gate strut. Verified clearance between gate and opening and lubed hinges and latch. Retest drove and rechecked okay now. No noise noted at 20 miles driving. 4 Day Courtesy Transportation
1/30/08	378583	*	15030	c/s that squeaking noise is noted from driver side door panel while driving. Check and advise, see history. – cause warped A pillar and door trim. – correction Road tested veh. Unable to duplicate. When removing door panel inner door trim panel has broken clip causing rattle. Also was necessary to insulate inner door handle cable. Rechecked noise in door went away, but A pillar feels loose and also rattles. Ordered a pillar and door trim. Replaced A pillar molding and door trim okay. Retest drove, okay now. Noise no longer apparent.
1/30/08	378583	*	15030	c/s that passenger side center cup holder is missing tab, check and advise. – cause cup holder missing rubber. – correction verified cup holder missing rubber. Ordered new cup holder. Installed new cup holder. Okay at this time.
5/05/08	384715	4	18131	Check on driver side outside mirror not painted after warranty replacement fro freeway rattle. – cause SOP required. – correction ordered part. Note: 7178 Accounting Correction: R&I mirror cap, sanded, prep, mixed and matched color for paint. Painted buffed and polished

				2 Day Courtesy Transportation
5/05/08	384715	*	18131	Also check for driver's side door panel triangle piece will start to rattle with radio on. Will stop rattling when triangle is pulled on and advise. – cause SOP. B4121 front side door outside handle replacement. – correction verified rattle from L/F inner mirror cover. Removed to inspect. Clip is broken off cover. Ordered new cover.
5/28/08	386160	4	19510	c/s that the veh has a rattle noise in rear hatch when going over bumps. Also has noise high pitch. Check and advise, see history. – cause Faulty latch. – correction verify noise from rear. Trace to rear hatch. Can pull and push on rear hatch and can hear noise. Lubed latch in rear and rechecked. Noise went away and came back. Suspect problem in rear hatch latch. Ordered latch and rechecked. No noise heard at this time. 6 day rental.
				2 Day Courtesy Transportation
5/28/08	386160	*	19510	Check Driver side door rattle while driving. SOP part in. – cause/correction Wrong part ordered, reordered.
7/14/08	389203	4	21685	Check passenger front and rear door inner door handles have sharp edges and loosing chrome. advise. – cause SOP. – correction inspect and verified cust complaint. Ordered inside handles.
				2 Day Courtesy Transportation.
7/14/08	389203	*	21685	Check on driver side hockey molding outer rear door has rubber exposed. Marked with look here stickers and advise. – cause faulty left rear molding. – correction Replaced molding and rechecked okay now. Note: veh had scratch mark @ the corner prior to repairs.
7/14/08	389203	*	21685	Check on drivers side mirror is vibrating. Just the glass at freeway speeds. Has replaced and advise. Passenger mirror does not vibrate. – cause bulletin. (serv. manager sts # 06-08-64-027E). – correction found bulletin to operate mirror 3 times and recheck. Okay now.
7/14/08	389203	*	21685	Check on passenger side pillar molding looks warped and does not have a straight line up to handle and also has been replaced. Advise. – cause SOP required for repair. – correction Inspected passenger molding.verified complaint. Ordered molding.
7/24/08	389884	2	22323	Rear door handle loose paint with sharp edges. SOP part in. – cause Faulty RF inside handle. – correction installed RF inside handle.
				1 Day Courtesy Transportation
7/24/08	389884	*	22323	Passenger side pillar molding warped. SOP part in. One time warranty. Cause/correction installed LF Pillar Moldings. Okay now.
7/24/08	389884	*	22323	Driver side mirror will vibrate at freeway speeds, glass portion. Was cycled on last visit and advise. – cause SOP. – correction checked and found bulletin regarding this concern. **Retracted mirrors as per bulletin** (service manager sts # 06-08-64-027E), vibration still apparent. Ordered a mirror.
7/24/08	389884	*	22323	Rear door do not open. – cause found both rear door lock/latch bind due to improper installation. – correction verified both rear doors do not open, from inside or outside door handle. Removed both rear door panel with

				doors closed. Found handles work properly with with panels removed. Suspect panels causing door lock/latch assembly to bind due to improper installation. Installed both panels properly and rechecked, okay. Now all door function as designed at this time.
7/28/08	390114	*	22396	Passenger ear door inner handle loosing chrome and has sharp edges. Advise. – cause handle rear side door inside right replace. – correction verified RT rear inside door handle chrome is peeling. Removed and replaced handle okay at this time.
7/28/08	390114	*	22396	Left hand mirror vibration. SOP part in paint to match. – cause faulty left outside mirror. Outside rear view mirror glass replacement. – correction verified LT outside mirror rattles. Removed replaced mirror, okay at this time. Sublet to body shop for paint to match. Replaced left hand outside mirror, okay now.
7/28/08	390114	*	22396	Driver side door molding popping. SOP part in. – cause warped drivers side door molding. – correction Installed driver side door molding.
8/13/08	391160	*	23151	c/s right side inside windshield pillar grab handle mount bolt cover keeps coming out. Also mark on handle. Report see RO 390114. – cause Faulty right front side windshield pillar grab handle replacement right side. – correction orders RF pillar handle. Removed and replaced handle with new cover.
8/13/08	391160	*	23151	c/s hears creaking type sound from possibly doors when backing off a curb. From weather strips. Body report. See history. – cause **Unable to duplicate concern. Road tested unable to duplicate complaint.**

☐ Electrical

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
5/28/08	386160	*	19510	Check on battery. Going dead after radio was on in accessory for about 30-45 minutes, and advise. – cause **Unable to duplicate customers concern at this time.** Checked condition of battery, ok. Checked for any updates. BCM is updated already. **Normal condition with vehicle.**
8/13/08	391160	4	23151	c/s vehicle sat over night, would not start. Just clicked. Customer had to jump start. Since then does not crank. Slow at times. – cause **Unable to duplicate complaint.** – correction checked charging system, shows 14. V @ 115 AMP output okay. Checked for draw, goes down to 22-25 milliamps. Checked battery with tester shows to be good battery. 3 Day Rental Loaner

☐ Glass

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
12/01/07	374885	*	12678	c/s hears a rattle in driver's door panel or pillar area, hitting bumps. – cause warped left and right side roof rail weather strips. – correction road test and verify noise at left door area. Checked TSB and PI. Clean weather strips and lubed with silicone spray. No help. Lube drip weather strip with silicone paste, noise gone. **Ordered weather strip per TSB**. Replace left and right side roof rail weather strips.
12/17/07	375930	*	12958	c/s that drivers side rear door outer glass molding is loose. Check and

				advise. – cause R/R door loose outer molding. – correction Resealed rubber molding on R/R. Door okay now.
12/26/07	376389	*	13188	c/s that the driver's side rear door outer molding is loose and looks wavy. Check and advise and see history. – cause Faulty LR hock driver rear door molding. – correction replaced LR hockey molding.

☐ Suspension

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
12/26/07	376389	3	13188	c/s that a dry bushing noise is noted from rear end on turns under acceleration. When rear end wiggles is when noise is noted check and advise. – cause E9447 bulletin (serv. manager sts # 08-08-61-001A) inspect rotate rear coil springs, inspect. – correction road tested unable to duplicate complaint. Found bulletin pertaining, found frame marks from spring. Performed bulletin and rechecked. Okay now. 3 Day Courtesy Transportation
1/30/08	378583	*	15030	c/s that a creaking noise is noted from suspension while on turn and acceleration. Check and advise. – cause **Unable to duplicate complaint. Road tested many times, no abnormal noises verified.**
5/28/08	386160	*	19510	Check for popping noise noted on driver side front. Noted in floor board on hard turn left in parking lots. Intermittent. Also noted turning into driveway and advise. – cause/correction Road test vehicle. Did not hear clunk from veh. Vehicle is in auto 4WD, put in 2nd and wasn't able to hear any clunk.
7/14/08	389203	*	21685	Front end popping noise when turning right and left and clunk is felt on driver side floor board and advise more apparent when warm outside. – cause **Unable to duplicate complaint. Test drove veh unable to duplicate complaint.**
7/14/08	389203	*	21685	Check on creaking noise noted during body flex in the rear when going into driveways. Advise. More apparent in the AM. – cause **Customer concern not duplicated. Test drove veh unable to duplicate complaint.**
7/28/08	390114	4	22396	Check on popping noise when turning right and left. See history and advise. – cause Bulletin (serv. manager sts # 08-08-61-001A) – correction verified pop type noise. Inspect under body and check mount bolts, okay. Rechecked still makes noise. Checked for bulletins, multiple. Found noise coming from #1 Body mount. Installed insulators to both from #1 mounts as per bulletin. Rechecked, okay now. 3 Day Courtesy Transportation
8/13/08	391160	*	23151	c/s can hear a pop noise from floor board area making RT or LT turns. See RO 390114. Insulators replaced. Not as bad. Report. – cause **Unable to duplicate concern. No abnormal noises noted.**

☐ Other

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
2/27/07	179583	*	1645	Installed Remote start per request. Contacted tech line requested V CI and reprogrammed BCM and theft deterrent module as needed. Prog. Key

				fobs.
2/27/07	179583	*	1645	Get price to install brushed aluminum trim to replace woodgrain trim. SOP parts on order to repair your veh. You will be notified by mail when your parts arrive.
2/27/07	179583	*	1645	Detail and remove scratch on right side of vehicle. FFR file for reference only
2/27/07	179583	*	1645	Install chase license plate frame on rear. FFR for reference only
12/01/07	374885	*	12678	Change oil and filter, lube chassis, top off fluids and set tire pressures.
12/01/07	374885	*	12678	Recall 06-1-62 E85 fuel update. Completed recall. Reprogram ECM for VFFS update.
12/01/07	374885	*	12678	Recall 07-0-33 Battery run down. Completed recall.
5/28/08	386160	*	19510	Change oil and filter, lube chassis, top off fluids and set tire pressures.

THE STATE LEMON LAW READS:

Days out of service: **30**
Repairs **2 for serious, 4 for same nonconformity**
Time period **: 18 mo. / 18,000 miles**
Does Lemon Law state nonconformity must continue to exist? **n/a**
If applicable, safety-related repairs **2**
Safety-related time period **18 mo. / 18,000 miles.**

Number of repair attempts in the presumption period:	**9**
Total days out of service during the presumption period:	19
Total days out of service during customer's ownership:	41

PERTINENT VEHICLE INFORMATION PROVIDED BY District Service Manager

Paul Blanco Chevrolet out of business. Unable to obtain service documents. (RO 252671 and RO 253129). Level of involvement "E".

PERTINENT VEHICLE INFORMATION PROVIDED BY DEALER SERVICE MGR(S)

Serv. manager Tom Crase sts several bulletins performed was not able to indentify the 2nd one on RO 376389, all others identified.

PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

Concern:
Date & Offer/Result:

Concern:
Date & Offer/Result:

Concern:
Date & Offer/Result:

RECOMMENDATION

CRS Recommends repurchase of the vehicle with usage at first presentation of suspension complaints and repairs (13188 miles)

RATIONALE

Vehicle has had 7 complaints related to suspension and 3 repairs 2 of what appear to be in the presumption period. Customer has also had numerous complaints and repairs to body and trim including drivers mirrors vibrate,squeaking noise from rear interior panel, rattle in hatch. CRS recommends repurchase at this time.

REASON FOR REMOVAL

CRS FINAL OFFER: **DATE:** **OFFER TO CUST: $**
ATTORNEY FEES: $
OR INCLUSIVE OFFER: $

PLAINTIFF'S FINAL DEMAND: **DATE:** **AMOUNT TO CUST: $**
ATTORNEY FEES: $
OR INCLUSIVE OFFER: $

TEAM MANAGER APPROVING: Date:

RCMPR010 VEHICLE DELIVERY/INCENTIVE HISTORY 03/08/08
PROCESSING SOURCE: CHEVROLET 12:53:07
PAGE: 1

VIN: 1GNFK1302 7R[redacted] SELLG SCE: 13 MDL YR: 07 ORD NO: KCPFN2

ODATE: 04/28/06 ORDER FAN: OTYPE: 070 DLVY SS/SITE CD: 13 06124
DDATE: 02/07/07 DLVY FAN: DTYPE: 010 SRVC TYPE: MILEAGE:

DLVY DOE: 02/08/07 ORDER BY:
CANC:
CANC DOE:
TRADE: DLVY TO: JM ROMERO
TRD DOE: 9105 NEPONSET DR
SRVC IN: ELK GROVE CA 95624
SRVC OUT: CANC SRVC IN:
BFSO ORD DT: BFSO CUST:
PRICE ASSUR DT: PRICE ASSUR RT:

--INCENTIVES--

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR SHR	STAT
CWE	01	13 06124	00031812130	02/09/07	2,000.00	OA	0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: DLR INC MEMO NO: 00031812130 AUTH PUR CD:
MISC DATE: MISC:
POLICY PYMT CMNT: ACTV TYPE: 6

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR SHR	STAT
FFC	01	13 06124	00031812130	02/09/07	54.81	OA	0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: DLVY INC MEMO NO: 00031812130 AUTH PUR CD:
MISC DATE: MISC:
POLICY PYMT CMNT: ACTV TYPE: 6

RCMPR028

VEHICL EVENT SELECTION
PROCESSING SOURCE: CHEVROLET

03/08/08
12:53:43
PAGE: 1

VIN: 1GNFK1302 7R[redacted]
VIN TYPE: N

SELLG SCE: 13 MDL YR: 07 ORD NO: KCPFN2

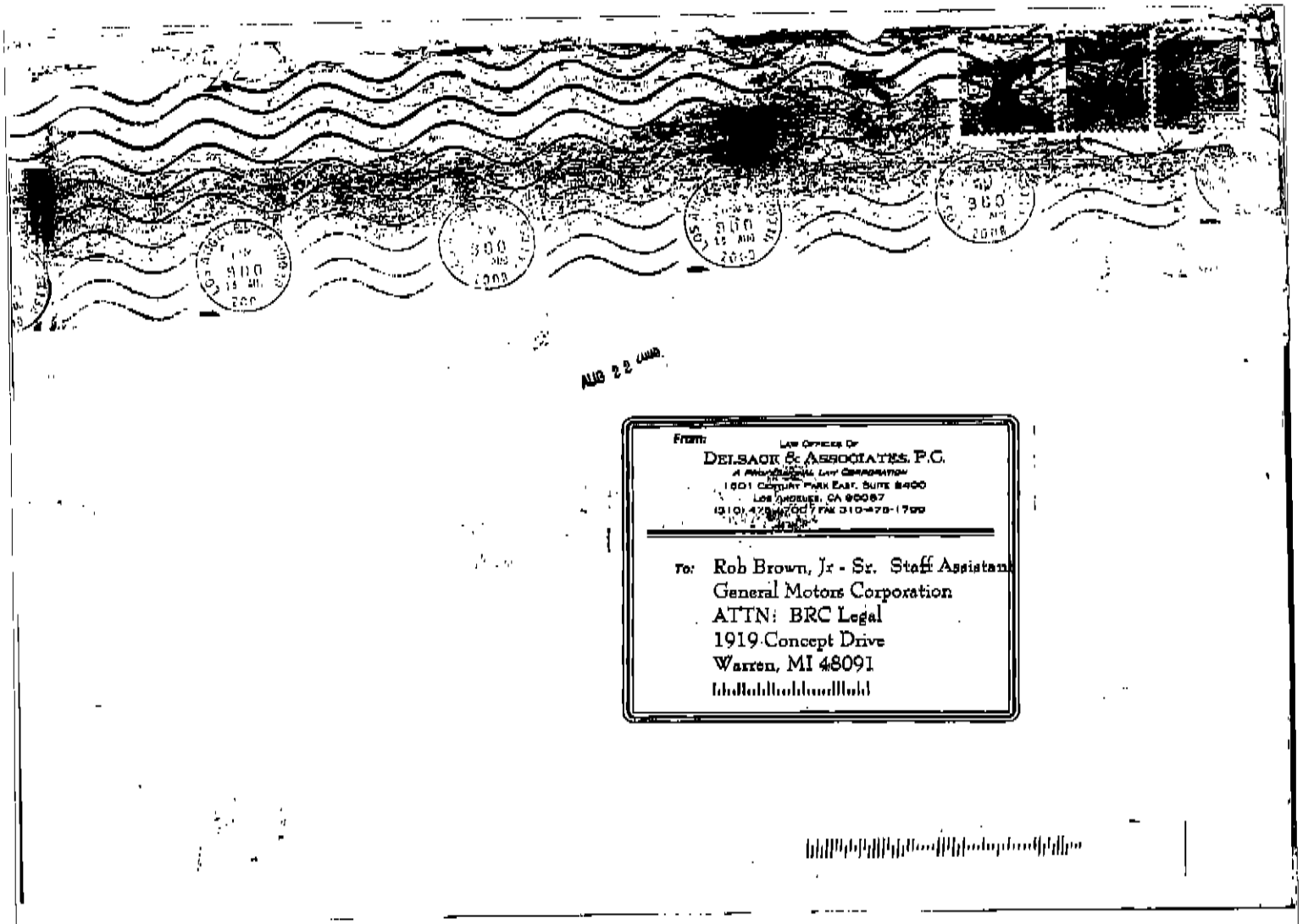
EVENT DESC	SS/ SITE	CD	DOCUMENT NUMBER	I S	EVENT DT	INC CD	AMOUNT
INCENTIVE MEMO	13	06124	00031812130		02/09/07	FFC	54.81
INCTV PAYMENT	13	06124	00031812130		02/09/07	FFC	54.81
INCTV APPLICATN	13	06124	00031812130		02/09/07	FFC	54.81
INCENTIVE MEMO	13	06124	00031812130		02/09/07	CWE	2,000.00
INCTV PAYMENT	13	06124	00031812130		02/09/07	CWE	2,000.00
INCTV APPLICATN	13	06124	00031812130		02/09/07	CWE	2,000.00
DELIVERY D.O.E.	13	06124			02/08/07		0.00
DELIVERY TO CUS	13	06124			02/07/07		0.00
EXPIRATION TRAN	13	06124	1AD88759351		06/20/06		0.00
SETTLEMENT DATE	13	06124	1AD88759351		06/20/06		38,127.53 CR
ORIGINAL INVOIC	13	06124	1AD88759351		05/31/06		38,127.53
COV/NVIS DATE	13	06124	1AD88759351		05/31/06		0.00
SHIPMENT DATE	13	06124			05/31/06		0.00
PRODUCTION (BUI	13	06124			05/31/06		0.00
PREFERENCE TO P	13	06124			05/03/06		0.00
GM ORDER ACCEPT	13	06124			04/28/06		0.00
GM ORDER ACCEPT					04/28/06		0.00

AUG 22 2008

From:

LAW OFFICES OF
DELSACK & ASSOCIATES, P.C.
A PROFESSIONAL LAW CORPORATION
1801 CENTURY PARK EAST, SUITE 2400
LOS ANGELES, CA 90067
(310) 475-4700 FAX 310-475-1799

To: Rob Brown, Jr - Sr. Staff Assistant
General Motors Corporation
ATTN: BRC Legal
1919 Concept Drive
Warren, MI 48091



LAW OFFICES OF
DELSACK & ASSOCIATES, P.C.
A PROFESSIONAL LAW CORPORATION
1801 CENTURY PARK EAST, SUITE 2400
LOS ANGELES, CA 90067

ALSO ADMITTED IN THE DISTRICT OF COLUMBIA AND PENNSYLVANIA

TELEPHONE (310) 475-1700
FACSIMILE (310) 475-1799

August 18, 2008

Rob Brown, Jr - Sr. Staff Assistant
General Motors Corporation - ATTN: BRC Legal
1919 Concept Drive
Warren, MI, 48091

General Manager
Chase Chevrolet Co. Inc.
6441 Holman Road
Stockton, CA 95212

Re: [redacted] Purchase of 2007 Chevrolet Tahoe
VIN 1GNFK13027R[redacted]

Dear Mr. Brown:

This office represents [redacted] concerning her purchase of a defective 2007 Chevrolet Tahoe. I enclose a copy of the vehicle contract, along with copies of other relevant documents including the repair orders describing the complaints and work done while the vehicle was in authorized repair facilities. Please note that this vehicle complies with the requirements of the Consumer Warranty Act (Song Beverly Act) because all work was done while it was covered by General Motors Corporation's express warranty.

We are hereby notifying you that this vehicle qualifies under the California "Lemon Law" (Civil Code Sections 1793.2 et seq.) for replacement or reimbursement. Civil Code Section 1793.22(b) establishes the standard for the presumption that a car is a "lemon" within the definitions of the "Lemon Law," and that it includes a new vehicle "bought or used for business and personal, family or household purposes by a person, including" businesses "to which not more than five vehicles are registered." That section states as follows:

> It shall be presumed that a reasonable number of attempts have been made to conform a new motor vehicle to the applicable express warranties if, within 18 months from delivery to the buyer or 18,000 miles on the odometer of the vehicle, whichever occurs first, one or more of the following occurs:
>
> (1) The same nonconformity results in a condition that is likely to cause death or serious bodily injury if the vehicle is driven and the nonconformity has been subject to repair two or more times by the manufacturer or its agents, and the buyer or lessee has at least once directly notified the manufacturer of the need for the repair of the nonconformity.
>
> (2) The same nonconformity has been subject to repair four or more times by the manufacturer or its agents and the buyer has at least once directly notified the manufacturer of the need for the repair of the nonconformity.

(3) The vehicle is out of service by reason of repair of nonconformities by the manufacturer or its agents for a cumulative total of more than 30 calendar days since delivery of the vehicle to the buyer.

We are also hereby notifying you that this vehicle qualifies under the Magnuson-Moss Warranty Act (hereinafter referred to as "Warranty Act"), 15 U.S.C. §2301(3). Ms[redacted]s a "consumer" as defined in the Warranty Act, 15 U.S.C. §2301(3), and General Motors Corporation is a "supplier" and "warrantor" as defined in the Warranty Act, 15 U.S.C. §2310(4) and (5). The 2007 Chevrolet Tahoe is a "consumer product" as defined in the Warranty Act, 15 U.S.C. §2301(1) because it is normally used for personal or household purposes. The express warranty provided by GMC is a "written warranty" as defined in the Warranty Act, 15 U.S.C. §2301(6), and under California law there was created in connection with the sale of this vehicle an implied warranty of merchantability.

Accordingly, the actions of General Motors Corporation in failing to tender the vehicle to Ms. [redacted] free of defects and refusing to repair or replace the defective vehicle tendered to Ms. [redacted] constitutes breach of the written and implied warranties covering the vehicle and hence violation of the Magnuson-Moss Warranty Act.

The Magnuson-Moss Warranty Act, 15 U.S.C. §2301(d)(2), entitles our client to recover costs and expenses of bringing suit including attorneys' fees. As a result of the misconduct of General Motors Corporation and in an effort to protect her rights, Ms. Romero has incurred and continues to incur legal fees, costs, and expenses.

Please note, pursuant to California Civil Code Section 1793.22(b), Ms. [redacted] *vehicle has been in for repairs and out of service in possession of an authorized repair facility on at least six (6) separate occasions and out of service for more than* 96 days *within 18,000 miles and 18 months from the date of the purchase of the vehicle on February 7, 2007, and out of service for more than 140 days to date and continuing, thereby triggering the lemon law presumption.*

Specifically, Ms. [redacted] has had numerous and consistent problems with this vehicle, including a defective suspension; defective rear hatch; defective pillars; defective molding; defective trim; defective door handles; defective rear and outside mirrors; as well as other problems all contributing to the safety, use, and value of this vehicle. These complaints and problems have all been brought to the attention of the dealer, Chase Chevrolet Co. Inc., in Stockton, CA, as well as to your factory representatives. Nevertheless, despite these numerous attempts to repair the vehicle on at least twelve (12) separate occasions between September 24, 2007 and August 13, 2008, and *being out of service for more than 140 days to date, and continuing,* these problems remain, and it appears that GMC is now no closer to making the necessary repairs to these defective conditions.

Because the vehicle still exhibits all of the same problems caused by the defects as stated above, and as was originally claimed by Ms. [redacted] *she qualifies for the Lemon Law presumptions.* In these circumstances, the remedies of Civil Code Section 1793.2(d)(2) apply. That section provides:

> If a manufacturer or its representative in this state is unable to service or repair a new motor vehicle, . . . to conform to the applicable express warranties after a reasonable number of attempts, the manufacturer shall either promptly replace the new motor vehicle in accordance with subparagraph (A) or promptly make restitution to the buyer in accordance with subparagraph (B). However, the buyer shall be free to elect restitution in lieu of replacement, and in no event shall the buyer be required by the manufacturer to accept a replacement vehicle.

Ms. [redacted] has elected restitution in accordance with subparagraph (B). This letter formally demands that you make restitution within thirty (30) days of your receipt of this letter in accordance with the provision of subparagraph (B) of Civil Code Section 1793.2(d)(2), which provides:

> In the case of restitution, the manufacturer shall make restitution in an amount equal to the actual price paid or payable by the buyer, including any charges for any charges for transportation and manufacturer-installed options, but excluding non-manufacturer items installed by a dealer or the buyer, and including any collateral charges such as sales tax, license fees, registration fees, and other official fees, plus any incidental damages to which the buyer is entitled under Section 1794, including, but not limited to, reasonable repair, towing, and rental car costs actually incurred by the buyer.

We hereby demand that you comply with the provisions of the California "Lemon Law" provisions set forth above, and reimburse Ms. [redacted] as required by paragraph (2) of subdivision (d) of Section 1793.2 of the Civil Code. This letter is intended as written notice to you requesting that you comply with this provision and provide the reimbursement Ms. Romero is entitled to as a matter of law.

We calculate the amount of reimbursement owed to our client as follows:

1. Down payment	$17,000.00
2. Payments (7 at $453.24)	3,172.68 *
3. Payoff of Loan	23,988.19
3. Registration	288.00
4 Attorneys' fees to date	4,000.00
TOTAL	$48,448.87

Unless our client is reimbursed for this amount within thirty days of your receipt of this letter, we will commence legal proceedings to recover this amount, together with additional damages as provided by California law. These damages include a mandatory award of attorneys' fees pursuant to Civil Code Section 1794 (d), and an award for personal injuries, including emotional distress, suffered as a result of your wrongful conduct, as provided by California Commercial Code Section 2715. In addition, we will take your refusal to comply with your legal obligation to constitute willful failure as defined in Civil Code Section 1794(c) which provides:

If the buyer establishes that the failure to comply was willful, the judgment may include, in addition to the amounts recovered under subdivision (a), a civil penalty which shall not exceed two times the amount of actual damages.

In addition, please be aware of the provisions of California Civil Code Section 1794 (e) which provides in part:

(1) Except as otherwise provided in this subdivision, if the buyer establishes a violation of paragraph (2) of subdivision (d) of section 1793.2, the buyer shall recover damages and reasonable attorney's fees and costs, and may recover a civil penalty of up to two times the amount of damages . . .

(3) After the occurrence of the events giving rise to the presumption established in subdivision (b) of Section 1793.22, the buyer may serve upon the manufacturer a written notice requesting that the manufacturer comply with paragraph (2) of subdivision (d) of Section 1793.2. . . .

(4) If the buyer serves the notice described in paragraph (3) and the manufacturer complies with paragraph (2) of subdivision (d) of Section 1793.2 within 30 days of the service of that notice, the manufacturer shall not be liable for a civil penalty pursuant to this subdivision.

PLEASE TAKE NOTICE that this letter constitutes a written notice to you requesting your compliance with paragraph (2) of subdivision (d) of Section 1793.2. This notice is served upon you in compliance with the requirements of Civil Code Section 1794(e)(3). Unless you comply with paragraph (2) of subdivision (d) of Section 1793.2 within thirty days of the service of this notice, the plaintiff may recover a civil penalty of up to two times the amount of damages for such failure.

We trust you will recognize your obligations to Ms. Romero pursuant to the California statutes referenced above. Please contact me at your earliest convenience if you have any questions or need any further information

Sincerely,

LAW OFFICES OF DELSACK & ASSOCIATES, P.C.

By: _____
KURT DELSACK

KD/bcw
Enclosures

cc: [redacted]

leonard.deprez@gm.com
08/26/2008 10:49 AM

To iris_cruz@gmexpert.com
cc
bcc
Subject Re: level of involvement in NISM

Iris:

Paul Blanco Chevrolet was officially terminated as a GM dealer on 6/24/2008. Therefore, the retrieval of documents will not be possible.

I trust this will be of assistance.

Leonard Deprez
DVM-Sacramento
916-203-2262 cell

iris_cruz@gmexpert.com

08/26/2008 07:34 AM

To leonard.deprez@gm.com
cc
Subject level of involvement in NISM

DVM Leonard Deprez:

Hi, my name is Iris Cruz. This email is to follow up on my voicemail regarding Service Request 71-656864628 for customer [redacted]. The customer's vehicle is a 2007 Chevrolet Tahoe with 22396 miles. The VIN is 1GNFK13027R[redacted] The customer has been working with **Maita Chevrolet in Elk Grove, CA and Paul Blanco in Sacramento CA**. I am requesting you assiatnce at this point to locate the necessary service documents the dealerships involed. **I have had a specially hard time getting a hold of anyone at Paul Blanco, the service deptartment line has not been answered 4 seperate times and the general voicemail box is full and I was not able to leave a message 4 seperate times after no one answered the main phone line. Thank you for your assistance in this matter.** Due to time constraints, your response to this e-mail is required within 24 hours.

This is a Not in Suit Matter. This means a demand letter has been sent to our office by the customer's attorney indicating that the customer may pursue a lawsuit unless GM can resolve the customer's vehicle concern. We are reviewing this case for possible settlement in our Early Resolution program. To make it easier for you to meet the 24 hour turnaround, please review the following options and reply with your choice:

A) I am familiar with this customer and vehicle and I would like to have updates on the case handling of this customer and provide input where appropriate. Please keep me engaged in the direction of this case as you negotiate resolution with the plaintiff's counsel. (If selecting this option, please include in your response any pertinent information you may have by 1) email or 2) responding to the voicemail that you received.)

B) I am not aware of this particular customer or vehicle. However, I would like to have updates on the case handling of this customer and provide input where appropriate. Please keep me engaged in the direction of this case as you negotiate resolution with the plaintiff's counsel.

C) I have information to share regarding this customer's case; however, I will not be able to get involved with the case handling. Please resolve this case according to the ER program policies for case settlement. If the settlement requires a Repurchase, I would like to re-engage in this case. (If selecting this option, please include in your response any pertinent information you may have by 1) email or 2) responding to the voicemail that you received.)

D) I have information to share regarding this customer's case; however, I will not be able to get involved with the case handling. Please resolve this case according to the ER program policies for case settlement including a Repurchase, if necessary. (If selecting this option, please include in your response any pertinent information you may have by 1) email or 2) responding to the voicemail that you received.)

E) Unfortunately, I am not aware of this particular customer case and cannot provide any information related to this customer. In addition, I am not able to have any involvement with the case handling. Please resolve this case according to the Early Resolution program policies for case settlement including a Repurchase, if necessary.

Please reply with your choice of the above options within 24 hours. Your feedback will be documented and e-mail attached to our case and is an important step in our accurate and timely case resolution.

Thank you,
Iris Cruz

GM Cars Austin
7401 East Ben White Blvd, Bldg F
Austin, TX 78741
iris_cruz@gmexpert.com
Phone: 866.790.5700. x41188

CONFIDENTIAL AND PRIVILEGED: This communication contains information intended only for the use of the individual or entity to which it is addressed and may contain information that is privileged and/or confidential. If you are not the intended recipient or an employee or agent responsible for delivering the communication to the intended recipient, you are hereby notified that any disclosure, copying distribution, or use of its contents is prohibited. If you have received this communication in error, please notify us immediately by returning the original communication by reply e-mail, and permanently delete the communication from your system. Thank you.

GMC

HUMMER

General Motors Business Resource Center

FAX

To: **Alex Robinson**
Company: CHASE CHEVROLET CO., INC.
Fax: 2094756110
Phone:

From:
Fax:
Phone:
E-mail:

cc:

8 PAGES

NOTES:

PHONE # (209) 475 6640

Att: Mr. Robinson,
Thank you for your prompt response to this legal matter. If you have any questions I can be reached at 866-790-5700 ext41188. My fax number is 866-485-8256.
-Iris Cruz
General Motors Corporation

7T0391

UNIT# 7T0391

179583

ACCOUNTING

PAGE 1

Chase Chevrolet
P.O. BOX 8349, STOCKTON, CA 95208
6441 HOLMAN ROAD * STOCKTON, CA 95212
(209) 476-6630 * (800) 242-4273
BAR # AB 005007 EPA # CAD 000117545

[redacted]

ELK GROVE, CA [redacted]
HOME [redacted] BUS:

SERVICE ADVISOR: 744 DEBBIE SOMMERFELD

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK	07	CHEVROLET TAHOE	1GNFK13027R[redacted]		1645/1645	T6927

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07FEB07 DD			16:24 27FEB07	197280		CASH	06MAR07

R.O. OPENED	READY	OPTIONS:
08:56 27FEB07	11:36 06MAR07	STK:7T0391 DLR:06124 1)GMPP, MAJOR GUARD, 48/80,000 $100 DED

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A INSTALL REMOTE START											
G8 INSTALLED REMOTE START PER REQUEST CONTACTED											
TECHLINE REQUESTED V CI AND REPROGRAMMED BCM											
& THEFT DETERENT MODULE AS NEEDED PROG KEY											
FOBS											
		42	INT	1.80	1.80	4230	15111			151.11	151.11
1	19154444		TRANSMITT			13650	17745	0	227.96	177.45	177.45
SUBL PCW # 0002835 PO#											
			INT			8500	8500			85.00	85.00
SUBL ERAC D685927 PO#											
PO#197105											
			ICT			8400	8400			84.00	84.00
B GET PRICE TO INSTALL BRUSHED ALUM TRIM TO REPLACE WOODGRAIN TRIM											
SOP PARTS ON ORDER TO REPAIR YOUR VEH -- YOU WILL											
BE NOTIFIED BY MAIL WHEN YOUR PARTS ARRIVE											
		222	CTC	0.00	0.00	0	0			0.00	0.00
C DETAIL AND REMOVE SCRATCH ON RIGHT SIDE OF VEHICLE											
FFR FILE FOR REFERENCE ONLY											
		222	CTC	0.00	0.00	0	0			0.00	0.00
D** INSTALL CHASE LICENSE PLATE FRAME ON REAR											
FFR FILE FOR REFERENCE ONLY											
		42	CTC	0.00	0.00	0	0			0.00	0.00

ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED

THANK YOU _____

_____ CHEV

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
02-27-07	12:40	14:25	1.75	W	42	A B	

ORIGINAL ESTIMATE $

DATE	TIME	PHONE #

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE.

FINAL REVISED ESTIMATE $

AUTHORIZED BY	ADDITIONAL AMOUNT	REVISED TOTAL

I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.

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.

I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

X

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

Copyright 2000 ADP, Inc. SERVICE INVOICE #2 XSI2C

SIGNATURE COPY

7T0391 179583

UNIT# 7T0391

[redacted]

ELK GROVE, CA [redacted]

HOME: [redacted] BUS:

ACCOUNTING

PAGE 2

Chase Chevrolet

P.O. BOX 8349, STOCKTON, CA 95208
6441 HOLMAN ROAD * STOCKTON, CA 95212
(209) 475-6630 * (800) 242-4273
BAR # AB 005007 EPA # CAD 000117545

SERVICE ADVISOR: 744 DEBBIE SOMMERFELD

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK	07	CHEVROLET TAHOE	1GNFK13027R[redacted]		1645/1645	T6927

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07FEB07 DD			16:24 27FEB07	197280		CASH	06MAR07

R.O. OPENED	READY
08:56 27FEB07	11:36 06MAR07

OPTIONS: STK:7T0391 DLR:06124 1)GMPP, MAJOR GUARD, 48/80,000 $100 DED

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
46300	15111	4230		48100	17745	13650	
46600	8500	8500		46600	8400	8400	197105
46100	0	0		23700	32856	*******	7T0391
23700	8500	*******		46001	8400	*******	
22500	0	*******					

COST, SALE, & COMP TOTALS 34780 49756 0

ORIGINAL ESTIMATE $

DATE	TIME	PHONE #

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE.

FINAL REVISED ESTIMATE $

AUTHORIZED BY	ADDITIONAL AMOUNT	REVISED TOTAL

I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.

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.

I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

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

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

SIGNATURE COPY

Chase Chevrolet Co.

FOR YOUR CONVENIENCE
OUR SERVICE DEPT. HOURS:
MONDAY THRU FRIDAY 7:00 A.M. TO 7:00 P.M.
SAT 7:30 A.M. TO 4:30 P.M.
(209) 475-6630

☐ SAVE PARTS X [redacted]

ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED.
NO VEHICLES RELEASED AFTER SERVICE HOURS
VEHICLES MUST BE PICKED UP 3 DAYS FROM COMPLETION OF WORK OR
THERE WILL BE A $25.00 PER DAY STORAGE CHARGE FROM COMPLETION DATE!

STORAGE CHARGE
THIS IS NOT AN INVOICE

"By law, you may choose another licensed Smog Check facility to perform any needed repairs or adjustments that the Smog Check test indicates are necessary."

TERMS: CASH OR APPROVED CREDIT CARDS
UNLESS PRIOR ARRANGEMENTS HAVE BEEN MADE

SUBJECT TO CONDITIONS ON REVERSE SIDE OF THIS CONTRACT.
PLEASE READ REVERSE SIDE.

ST. NO. 7T0391 STOCK NO. 7T0391 TAG NO. T6927 COLOR BLACK

DATE	VEHICLE IDENTIFICATION NUMBER	MILEAGE	IN SERVICE DATE	LICENSE NUMBER	YEAR	MAKE AND MODEL	WRITTEN BY	RO NUMBER
7FEB2007	1GNEK13027B[redacted]	1645	07FEB07		07	CHEVROLET TAHOE	744	179583

TIME PROMISED 16:24 27FEB07

registered vehicle owner, hereby authorizes the repair work herein set forth to be done along with the necessary material and agree u are not responsible for any delays caused by unavailability of parts, or delays in parts shipments by the supplier or transporter. I grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the se of testing and/or inspection. An express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of thereto. I hereby appoint CHASE CHEVROLET as my attorney in fact and empower you to negotiate and cash any draft or instrument in payment of this repair order by any third party in my name and to sign my name thereto. Receipt of vehicle described herein for or alteration is hereby acknowledged by dealer. Said customer is hereby notified that the said property, or its contents, is not insured tected to the amount of actual cash value thereof, or otherwise, by the undersigned dealer against loss occasioned by theft, fire or lism which the property remains with the dealer. Customer states no articles of personal property have been left in the vehicle, and e dealer is not responsible for inspection thereof. Customer will be responsible for payment of reasonable attorney fees and costs in ent suit is brought for collection. I authorize warranty work to be performed on my vehicle. In the event the work performed is not ted for warranty payment by the manufacturer, I, the registered vehicle owner, will be held responsible for the outstanding balance.

NAME [redacted]

CITY/STATE/ZIP ELK GROVE CA [redacted]

HOME PHONE [redacted]

BUSINESS PHONE [redacted]

TERMS: CASH OR APPROVED CREDIT CARDS UNLESS PRIOR ARRANGEMENTS HAVE BEEN MADE

PRELIMINARY ESTIMATE $ 0 WHICH INCLUDES HAZARDOUS WASTE DISPOSAL FEE OF $

BILL TO:

RO NO. [redacted]

AUTHORIZED BY: X

CSI ☐ parts overnight ☐ washed ☐ QC ☐ delivered by s/a

DATE	TIME	PHONE #	AUTHORIZED BY	ADDITIONAL AMOUNT	REVISED TOTAL

ENGINE NO. TRANSM. NO. AXLE NO. PROD. DATE

1)GMPP, MAJOR GUARD, 48/80,000 $100 DED

METHOD OF PAYMENT CASH
SELLING DEALER 0612
WARRANTY EXPIRES

LINE	OP CODE	TECH.	LABOR INSTRUCTIONS AND DESCRIPTIONS		S/A	LT.
A		112	INSTALL REMOTE START See Terry for parts Case # 1303486	1.0		~~STR~~ INT
B			GET PRICE TO INSTALL BRUSHED ALUM TRIM TO REPLACE WOODGRAIN TRIM Gary working on Supplied trimmer			
C		done	DETAIL AND REMOVE SCRATCH ON RIGHT SIDE OF VEHICLE			
D		112	INSTALL CHASE LIC plate frame on rear PO# 197280			

GAS/OIL/GREASE	AMOUNT
QUARTS OIL	
LBS. GREASE	
QTS. AUTO TRANS. FLUID	

SUBLET	AMOUNT
P.O. ERAC	
P.O. 197105	
SMOG CERTIF.	
RENTAL	
TOWING	

TEAR DOWN ESTIMATE: I UNDERST THAT MY VEHICLE WILL BE REASS BLED WITHIN ___ DAYS OF THE I SHOWN ABOVE IF I CHOOSE NOT AUTHORIZE THE SERVICES REC MENDED.

~~261.46~~

FROM CHASE SERVICE

A CAUSE:

Installed Remote Start per Request
Contacted Techline Requested
VCI and Reprogramed BCM &
Theft Deterrent mod. as needed
Programed key Fobs. Rechecks
OK at this time

CORRECTION:

B CAUSE:

CORRECTION:

C CAUSE:

CORRECTION:

D CAUSE:

CORRECTION:

Installed Plate & From
as needed

E CAUSE:

CORRECTION:

LABOR RECORD

FLAG SHEET — OFF / ON

FLAG SHEET — OFF / ON

FLAG SHEET — OFF / ON

R.O. OR W.O. NO.	EMPL. NO.	MECH. PAY $	FLAT RATE TIME	W - TIME	REPAIR ORDER TIME	
179583	42		A	Inc	10	FEB 27 PM 2.3 / FEB 27 PM 1.3

FLAG SHEET — ON / OFF

R.O. OR W.O. NO.	EMPL. NO.	MECH. PAY $	FLAT RATE TIME	W - TIME	REPAIR ORDER TIME	
179583	42		A Bcm	Inc	8	FEB 27 PM 1.3 / FEB 27 PM 12.5

FLAG SHEET — ON / OFF

FLAG SHEET — ON / OFF

FLAG SHEET — ON / OFF

FLAG SHEET — ON / OFF

FREON USAGE LIST

DAY	DATE	USED POUNDS	RECOVERED POUNDS	RECYCLED POUNDS	SOLD POUNDS

Body Type: 2 Dr. ____ 4 Dr. ____ Wagon ____ Other ____ Trans: Type # ____ Diff: Type/Size ____
Seat: Pwr/Std. ____ Split ____ Bench ____ Bucket ____ Options: A/C ____ P/S ____ Tilt Strg. ____
Windows: Elect/Std. ____ Locks: Elect/Std. ____ Cruise ____ Inter/Wipers ____ Smog ____
Engine ____ Carb: Mfg. ____ Brls. ____ EFI ____ Remarks: ____
Brake Condition: Fron...

IN 06:00PM 2/28/07
OUT 09:08AM 2/27/07
24-HOUR DAY

ENTERPRISE RENT-A-CAR COMPANY OF SACRAMENTO
3158 AUTO CENTER CIRCLE # 209-473-7744
STOCKTON CA 95212-2839 3019
RENTAL TYPE D SOURCE CH3019 - 999

RENTAL AGREEMENT
D685927
PAGE 1 OF 1

UNIT 1
UNIT # DE9F40
LIC# 8B47235
MODEL S15C
COLOR SILVER
IN 21817
OUT 21649
V# 2GCEC13V561339585

RENTER
[redacted]
ELK GROVE CA [redacted]
LOCAL: RIO
[redacted]

SUMMARY OF CHARGES
DAY = 24 HOUR PERIOD
MILES
NO CHARGE
150 MI FREE/DA

2 DAYS @ 38.89 77.78

DR. LICENSE XXXX5517
STATE CA EXPIRE 5/20/08
DOB 5/20/74 HT WT
EYES HAIR
S.S.#
EMPLOYER

179853
197105

BILL TO Y CUST # 190022
CHASE CHEVROLET
ATTN: DEBBIE**
P.O. BOX 8349
STOCKTON CA
209-475-6630 95208

SALES TAX% 8.00 6.22

ADDITIONAL DRIVER
NO OTHER DRIVER PERMITTED

CLAIM INFO
POL/CLAIM/PO#

197105 PO 179583 RO
INSURED

LOSS DATE
THEFT ACCIDENT

TYPE CAR
TAHOE

SHOP CHASE CHEVRO
PHONE 209-475-6630
NAME

PERMISSION TO LEAVE STATE
YES NO X

CUSTOMER SIGNATURE ON FILE

PAYMENT INFORMATION
AMOUNT PD.BY TYPE DATE AUTH

CLOSED TICKET PAYMENT INFO

TOTAL CHARGES 84.00

DEPOSITS
REFUND

BILL TO CUST 190022 84.00

OPENED BY #8904Z LUIGI V CELENTANO
CLOSED BY #1192T REBECCA L STOCKWE

Chase
Chevrolet
P.O. BOX 8349, STOCKTON, CA 95208
6441 HOLMAN ROAD * STOCKTON, CA 95212
(209) 475-6630 * (800) 242-4273

SERVICE ADVISOR ALEX - SERVICE MGR

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
31AUG06	31AUG06	7T0391	1GNFK13027R[redacted]		T0391		31AUG06	160219

TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
09:54	15:05	07	CHEVROLET TAHOE				17	230

MILEAGE IN	MILEAGE OUT	LICENSE NO.
4	4	

TECH. TYPE HOURS LIST/UNIT NET/UNIT	TOTAL	COST	SALE	COMP.
A *SA*PERFORM PDI INSPECTION. NOTE ADDIITONAL ITEMS!!				
Z7000 PRE DELIVERY INSPECTION BASE TIME				
94 IPDI	(N/C)	0	12459	
		0	12459	0

46400	12459	0	
26101	12459	*******	05483

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

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.

I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

X _____

ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED

THANK YOU _____

_____ CHEV

ORIGINAL ESTIMATE $ FINAL REVISED ESTIMATE $

DATE	TIME	PHONE #	AUTHORIZED BY	ADDITIONAL AMOUNT	REVISED TOTAL

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE. ▷

I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE. ▷

SIGNATURE COPY

Remote Vehicle Start

The vehicle must have the extended range keyless entry option (&AP8) for this kit to add remote vehicle start. Otherwise, it doesn't have the hardware needed. (The hood ajar switch and wiring is not installed, and remote control door lock receiver doesn't have the antenna needed.) The vehicle must also have an automatic transmission. Adding remote vehicle start requires programming of the vehicle. This is done with a Service Programming System. The installer needs to call the Techline Customer Support Center (TCSC). The TCSC will provide a Vehicle Configuration Index (VCI). The VCI is good for only one specific Vehicle Identification Number (VIN).

Kit Contents

2 Transmitters
Vehicle Label

Tools required

Scan Tool
CANDI Module
Service Programming System (SPS - TIS 2000 or equivalent)

Also required

Surface Cleaner (50% isopropyl alcohol, FS-1082 hi-flash naphtha or equivalent)

Procedure

Important: Please review this entire procedure before trying to perform it.

1. Verify the vehicle has the AP8 option and an automatic transmission. This can be done by using the GM Vehicle Inquiry System (GMVIS) or the vehicle's Service Parts ID Label. Call TCSC (1-888-337-1010) to obtain a BCM Vehicle Configuration Index (VCI) number. You must have the vehicle's VIN that will be upgraded and the following Authorization Code:
   This will allow you to reprogram the body control module (BCM) for remote vehicle start.
2. Using a Scan Tool and SPS terminal, reprog theft deterrent module. Select the calibratio start.
3. Reprogram the BCM using the VCI number f

Notice: Before programming, the following cond met, or control module damage may occur:

- The Scan Tool and the SPS terminal must h software.
- Vehicle system voltage
  - There is not a charging system concern. system concerns must be repaired befor
  - Vehicle system voltage is greater than 1: than 16 volts. The battery must be charg programming if the vehicle system voltag
  - A battery charger is NOT connected to th battery. Voltage fluctuations from a batte cause programming failure.
  - Turn OFF or disable any system that ma the vehicle's battery, such as the followin
    - Twilight sentinel
    - Interior lights
    - Daytime running lights (DRL)--Applyi brake, on most vehicles, disables th Refer to the Owner's manual.
    - Heating, ventilation, and air condition systems
    - Engine cooling fans, radio, etc.
- The ignition switch must be in the proper pos Tool prompts you to turn ON the ignition, wit OFF. DO NOT change the position of the igni during programming, unless instructed to do
- Make certain all tool connections are secure.

BCM + Theft SDM to BCM

Authorization Code:

Code d'autorisation :

Código de autorización:

06AFA5C4

leonard.deprez@gm.com
08/26/2008 12:21 PM

To iris_cruz@gmexpert.com
cc
bcc
Subject Re: level of involvement in NISM

The only reason I am aware of this vehicle is your e-mail, so letter "E" would be the most appropriate response. If you need my assistance, please let me know.

Thanks,

Leonard Deprez
DVM-Sacramento
916-203-2262 cell

iris_cruz@gmexpert.com

08/26/2008 08:17 AM

To leonard.deprez@gm.com
cc
Subject Re: level of involvement in NISM

Thank you very much Mr. Deprez for this information. I have gone ahead and documented this under the dealership. Also if you could please make a letter selection from the previous e-mail so that we know exactly how involved you'd like to be in the case. Thank you.

Iris Cruz
GM Cars Austin
7401 East Ben White Blvd, Bldg F
Austin, TX 78741
iris_cruz@gmexpert.com
Phone: 866.790.5700. x41188

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leonard.deprez@gm
.com

08/26/2008 10:49 AM

To iris_cruz@gmexpert.com

cc

Subject Re: level of involvement in NISM

Iris:

Paul Blanco Chevrolet was officially terminated as a GM dealer on 6/24/2008.
Therefore, the retrieval of documents will not be possible.

I trust this will be of assistance.

Leonard Deprez
DVM-Sacramento
916-203-2262 cell

iris_cruz@gmexpert.com

08/26/2008 07:34 AM

To leonard.deprez@gm.com

cc

Subject level of involvement in NISM

DVM Leonard Deprez:

Hi, my name is [redacted]. This email is to follow up on my voicemail regarding Service Request 71-656864628 for customer [redacted] The customer's vehicle is a 2007 Chevrolet Tahoe with 22396 miles. The VIN is 1GNFK13027R[redacted]. The customer has been working with Maita Chevrolet in Elk Grove, CA and Paul Blanco in Sacramento CA. I am requesting you assiatnce at this point to locate the necessary service documents the dealerships involed. I have had a specially hard time getting a hold of anyone at Paul Blanco, the service deptartment line has not been answered 4 seperate times and the general voicemail box is full and I was not able to leave a message 4 seperate times after no one answered the main phone line. Thank you for your assistance in this matter. Due to time constraints, your response to this e-mail is required within 24 hours.

This is a Not in Suit Matter. This means a demand letter has been sent to our office by the customer's attorney indicating that the customer may pursue a lawsuit unless GM can resolve the customer's vehicle concern. We are reviewing this case for possible settlement in our Early Resolution program. To make it easier for you to meet the 24 hour turnaround, please review the following options and reply with your choice:

A) I am familiar with this customer and vehicle and I would like to have updates on the case handling of this customer and provide input where appropriate. Please keep me engaged in the direction of this case as you negotiate resolution with the plaintiff's counsel. (If selecting this option, please include in your response any pertinent information you may have by 1) email or 2) responding to the voicemail that you received.)

B) I am not aware of this particular customer or vehicle. However, I would like to have updates on the case handling of this customer and provide input where appropriate. Please keep me engaged in the direction of this case as you negotiate resolution with the plaintiff's counsel.

C) I have information to share regarding this customer's case; however, I will not be able to get involved with the case handling. Please resolve this case according to the ER program policies for case settlement. If the settlement requires a Repurchase, I would like to re-engage in this case. (If selecting this option, please include in your response any pertinent information you may have by 1) email or 2) responding to the voicemail that you received.)

D) I have information to share regarding this customer's case; however, I will not be able to get involved with the case handling. Please resolve this case according to the ER program policies for case settlement including a Repurchase, if necessary. (If selecting this option, please include in your response any pertinent information you may have by 1) email or 2) responding to the voicemail that you received.)

E) Unfortunately, I am not aware of this particular customer case and cannot provide any information related to this customer. In addition, I am not able to have any involvement with the case handling. Please resolve this case according to the Early Resolution program policies for case settlement including a Repurchase, if necessary.

Please reply with your choice of the above options within 24 hours. Your feedback will be documented and e-mail attached to our case and is an important step in our accurate and timely case resolution.

Thank you,
Iris Cruz

GM Cars Austin
7401 East Ben White Blvd, Bldg F
Austin, TX 78741
iris_cruz@gmexpert.com
Phone: 866.790.5700. x41188

CONFIDENTIAL AND PRIVILEGED: This communication contains information intended only for the use of the individual or entity to which it is addressed and may contain information that is privileged and/or confidential. If you are not the intended recipient or an employee or agent responsible for delivering the communication to the intended recipient, you are hereby notified that any disclosure, copying distribution, or use of its contents is prohibited. If you have received this communication in error, please notify us immediately by returning the original communication by reply e-mail, and permanently delete the communication from your system. Thank you.

Document ID: 2076008

#08-08-61-001A: EI08027 - Underbody Noise, Pop, Creak, Groan, Clunk, Squeak, Body Mount (Engineering Information) - (Mar 6, 2008)

Subject: **EI08027 -- Underbody Noise, Pop, Creak, Groan, Clunk, Squeak, Body Mount (Engineering Information)**

Models: **2007-2008 Cadillac Escalade, Escalade ESV, Escalade EXT**
2007-2008 Chevrolet Avalanche, Silverado, Suburban, Tahoe
2007-2008 GMC Sierra, Yukon, Yukon Denali, Yukon XL

Attention: **Proceed with this bulletin ONLY if the customer has commented about this concern AND the EI number is listed in GMVIS. If the customer has not commented about this condition or the EI does not show in GMVIS, disregard the bulletin and proceed with diagnostics found in published service information. THIS IS NOT A RECALL - refer to Service Bulletin 04-00-89-053A for more detail on the use of Engineering Information bulletins.**

This bulletin is being revised to correct information under the Warranty Information section. Please discard Corporate Bulletin Number 08-08-61-001 (Section 08 -- Body and Accessories).

Condition

Important: If the customer did not comment about this condition, do not proceed with this bulletin.

Some customers may comment on a noise coming from the underbody of the vehicle.

Cause

GM Engineering is attempting to determine the root cause of this condition. GM has a need to obtain information about the diagnosis and repair. Use the following procedure to diagnose and repair the vehicle. Note the information on the repair order as necessary.

1. Describe the noise (i.e. pop, creak, etc.) and the conditions in which the noise can be duplicated.
2. Is the vehicle equipped with running boards -- If yes -- are they GM Accessory, or aftermarket? If a GM Accessory - proceed to step 3. If an aftermarket running board or the running board is mounted using the body mount bolt:
   - Remove the running boards and test drive the vehicle to determine if the concern has been corrected.

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- If the noise was eliminated or reduced, reinstall the running boards and proceed to step 4.
- If the noise is still present, reinstall the running boards and proceed to step 3.

3. If it is suspected that the noise is coming from a body mount, do the following steps:
   3.1. Install the J 39570 - Chassis Ears to the frame rail at or near the body mounts.
   3.2. Test drive the vehicle to identify which mount is suspect.
   3.3. Measure the torque of the suspect mount(s).
   3.4. Remove the suspect mount. Drive the vehicle and determine if the noise has been eliminated.
   3.5. Inspect the body mount spacer/bracket on the body side. The body mount spacer/bracket on the body side should be flat. Note whether the metal is flat or if the mount appears to be "pulled through".
4. Contact engineer Gary Banasiak at 586-492-8074 and provide him with diagnostic information.

Warranty Information

For vehicles repaired under Engineering direction, use:

Labor Operation	Description	Labor Time
E9453 *	Underbody Noise -- Engineering Information	0.5 hr
Add	To replace body mount	0.3 hr
	To replace each additional body mount	0.3 hr
* This labor operation number is for bulletin use only. This number will not be published in the Labor Time Guide.		

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

General Motors Corporation
Business Resource Center
PO Box 33170
Detroit, MI 48232-5170

VIA FAX ONLY

August 25, 2008

Alex Robinson
CHASE CHEVROLET CO., INC.
PO BOX 8349
STOCKTON, CA 95208-0349

RE: [redacted]
Service Request: 71-656864628
2007 Chevrolet Tahoe
Vehicle Identification Number: 1GNFK13027R[redacted]

Dear Mr. Robinson:

This is a letter of notification regarding a not-in-suit-matter involving the above referenced customer. Please provide us with copies of all dealer sales and service documents regarding this vehicle. The specific documents needed are:

- **Service and body shop repair orders of all internal services which include: Service File Copies, Customer Copy, Accounting invoices, Warranty Repair Orders, Tech Copy and Notes (to include front and back also, please include any receipts for aftermarket or dealer add-ons.**

- **All Sales Purchase and Finance Agreements (Sales Jacket), including application of credit, conversion invoice (if any), the Incentives Acknowledgement Form, the Actual Cash Value statement of any trade, and Application for Registration/Title.**

This is a time sensitive legal matter. Please fax them to 866-485-8256. If there are any fax difficulties or the documents exceed 50 pages, please split the fax and send two or more faxes as appropriate and application of title.

In addition, should you be contacted by another party regarding this matter, you may want to consult your own attorney for further direction. Your cooperation is greatly appreciated. If you have further questions, please contact me at our Business Resource Center at 1-866-790-5700 extension 41188 or fax 866-485-8256 Monday through Friday between 11:00 a.m. and 6:45 p.m., Eastern Time.

Sincerely,
Iris Cruz
General Motors Corporation

CHASE CHEVROLET

Setting the Standard for 60 Years

FAX COVER SHEET

DATE: 8-26-08

TO: Iris Cruz

FROM: KERRI

PHONE #: 209-475-6656

ATTN: Iris Cruz

REASON:

[redacted]

6441 Holman Road • P.O. Box 8349 (95208) • Stockton, California 95212 • (209) 475-6600
www.chasechevrolet.com

3 4 9 Q U1205

FORM NO. 349Q © 1991 Reynolds and Reynolds TO ORDER www.reysource.com; 1-800-344-0996; fax 1-800-531-9055 Ptg. 9/06

SOC

SALES SUMMARY

SALE No. [redacted] BY: BILL DATE: Feb 7 2007 UNIT: NEW 07 CHEVROLET TAHOE 1GNFK13027R[redacted] STK No. 7T0391

BUYER: GARRY PARDINI

SALESPERSON: BILL LAKIN SALESPERSON: MGR: RICHARD JAY

PRICE:	$ 38127.53		
COST:	$ 38127.53		
SUB TOTAL:			$ None
OVER ALLOWANCE:			$ None
HOLD BACK (-)		1201.80	
INCENTIVE (-)			
ADDITIONS:	$	None	
ADDITIONS: TOTAL RECON	$	175.00	
ADDITIONS:	$	None	
ADDITIONS:	$	None	
ADDITIONS:	$	None	
TOTAL ADDITIONS:	$	None	$ -1026.80
NET GROSS:			$ 1026.80
PACK + HOLD BACK			$ 1551.80
GROSS COMM.			$ -525.00
ACCESSORIES: 350.00	$	None	
RESERVE: 6775.73	$	None	SELL RATE 7.99
CREDIT LIFE: None	$	None	BUY RATE None
A & H: None	$	None	
WARRANTY: 1020.00	$	485.00	
COLLISION: None	$	None	
TOTAL F & I:			$ 485.00
SUB TOTAL:			$ 1511.80
TOTAL COMMISSION:			$ 100.00
PROFIT ON SALE:			$ 1411.80

TRADE INFORMATION

YEAR: MAKE:

MODEL: VIN:

LIC. No. ACV: None

NET PAYOFF: None HIGH: LOW:

GOOD UNTIL:

PAYOFF TO:

LOAN INFORMATION

DOWN PAYMENT

TRADE None CASH $ 15000.00 UNDER ADVANCE OVER

HOLD FOR ☐ SENT TO ☐ MONEY IN ☐ PAY DUE

LEGAL TO BE:

GMAC
P. O. Box 8128
Cockeysville, MD 21030

146165

PAY VOUCHER

SALESPERSON: GARRY PARDINI STK No. 7T0391 MAKE-MODEL: NEW 07 CHEVROLET TAHOE 1GNFK13027R[redacted] DATE: Feb 7 2007

BUYER: [redacted] ELK GROVE CA [redacted]

COMMISSION: None ☐ PAY

SPIFF: 100.00 500 950 ☐ HOLD FOR

TOTAL COMMISSION: 100.00 COMMISSIONABLE GROSS - -525.00

PAY VOUCHER

SALESPERSON: STK No. 7T0391 MAKE-MODEL: NEW 07 CHEVROLET TAHOE 1GNFK13027R[redacted] DATE: Feb 7 2007

BUYER: [redacted] ELK GROVE CA [redacted]

COMMISSION: None ☐ PAY

SPIFF: None ☐ HOLD FOR

GM CUSTOMER INCENTIVE AND ONSTAR ACKNOWLEDGMENT

GMC HUMMER

(excludes Saturn)

CUSTOMER NAME: [redacted]

VIN: 1 / G / N / F / K / 1 / 3 / 0 / 2 / 7 / R [redacted]

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
CONS CASH	$ 2000.00	CWE
	$ N/A	
	$ N/A	
	$ N/A	
	$ N/A	

Total Incentive Amount Received $ 2000.00

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 FOR INCENTIVES AND ONSTAR SERVICE –

a. Vehicle Incentive 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 on 03/07/07. I acknowledge receipt of incentive(s) as described in Item 1 and release GM Division from any future claim or obligation for incentive(s) on this unit.

Is vehicle equipped with OnStar? _____ Yes _____ No

b. OnStar Terms and Conditions Acknowledgment. I acknowledge that I have received the Terms and Conditions under which the OnStar service in my vehicle is provided (copies are available in the vehicle glovebox, from the dealer, at www.onstar.com, or by contacting OnStar as described below).

I understand that in order to cancel the OnStar service in my vehicle, I must press the blue OnStar button in my vehicle or call 1.888.4On[redacted] request that my Services be cancelled.

Purchaser/Lessee Signature: [redacted] Date: 03/07/07

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 and the OnStar Terms and Conditions have been provided to the said purchaser/lessee who has taken delivery of the referenced unit through this dealership, and that properly completed accurate delivery data has been forwarded to General Motors or Saab Cars USA.

Authorized Dealer Signature: _____ Date: 03/07/07

Dealership Name: CHASE CHEVROLET CO., INC. Dealer Code: 06124

Dealer Note: This is a required document and it must be completed, signed, and retained in EVERY DEAL FILE for new retail customers even if there are no incentives or rate support available. A copy of the completed form should be provided to the customer.

07

Contract Registration

GMPP | MRP | Medium Duty | GM Cert | MRP LW

Vehicle Information

VEHICLE IDENTIFICATION NUMBER (must be 17 characters)

AGREEMENT PURCHASE DATE / /

YEAR | MAKE | MODEL | CURRENT ODOMETER | 4 WHEEL DRIVE

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

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

ADDRESS | CITY | STATE | ZIP CODE

Lienholder

GMAC OR SPP OR NAME

ADDRESS | CITY | STATE | ZIP CODE

G M A C
P. O. Box 8128
Cockeysville, MD 21030

Plan Coverage and Price

LEASE	RETAIL	MAJOR GUARD	VALUE GUARD	BASIC GUARD	SMART PROTECTION	MDT-PT+	MDT-E&T	MDT-E

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 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.**

VEHICLE IN SERVICE DATE (In-Warranty vehicles)	TERM-MO./MI. (IN 000'S)	DEDUCTIBLE (Required)	PRICE
/ /	/	$0 $50 $100 $200	, . 0 0

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	PRICE
	/			, . 0 0

SURCHARGES (Select all that apply)

BUSINESS | HUMMER | EMERGENCY | SNOWPLOW

, . 0 0

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 | DATE

[redacted]

SUBTOTAL ..... $, . 0 0

TAX ..... $, .

TOTAL ..... $, .

If not submitted by GM Access (CDR), mail to National Mechanical Service Center, P.O. Box 6855, Chicago, IL 60680-6855. In Arizona, the service company is GMAC Service Agreement Corp. In Florida, the insurer is MIC Property and Casualty Insurance Corporation, P.O. Box 5074, Southfield, MI 48086. FL Lic. #9299.

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Litho U.S.A. 10/06 701AU7

Sample Agreements are available online at www.gmprotectionplan.com/agreements.htm

NOTE: IF YOU DON'T RECEIVE YOUR AGREEMENT IN 60 DAYS, CALL 1-800-631-5590

RETAIL INSTALLMENT SALE CONTRACT - SIMPLE INTEREST FINANCE CHARGE

Dealer Number 0.9 Contract Number _____ R.O.S. Number _____ Stock Number 21000

[redacted] Address (Including County and Zip Code)	Creditor - Seller (Name and Address)
[redacted] ELK GROVE CA SACRAMENTO [redacted]	CHASE CHEVROLET CO., INC. P.O. BOX 8349 STOCKTON CA 95208 (209) 475-5600

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	2007	CHEVROLET TAHOE	41	1GNFC13027[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 of $ 17000.00 is
7.99 %	$ 6775.73 (e)	$ 25857.55	$ 32633.28 (e)	$ 49633.28 (e)

(e) 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	
Payments	N/A	Monthly, Beginning
72 Payments	453.24	Monthly, Beginning Mar 7 2007
One Final Payment	453.24	Feb 7 2013

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 (Seller may keep part of the amounts paid to others.)

1. **Total Cash Price**
   - A. Cash Price of Motor Vehicle and Accessories $ 38477.53 (A)
     - 1. Cash Price Vehicle $ 38127.53
     - 2. Cash Price Accessories $ 350.00
     - 3. Other (Nontaxable)
       - Describe N/A $ N/A
       - Describe N/A $ N/A
   - B. Document Preparation Fee (not a governmental fee) $ 55.00 (B)
   - C. Smog Fee Paid to Seller $ N/A (C)
   - D. (Optional) Theft Deterrent Device (to whom paid) _____ $ N/A (D)
   - E. (Optional) Theft Deterrent Device (to whom paid) _____ $ N/A (E)
   - F. (Optional) Surface Protection Product (to whom paid) _____ $ N/A (F)
   - G. (Optional) Surface Protection Product (to whom paid) _____ $ N/A (G)
   - H. Sales Tax (on taxable items in A through G) $ 2995.27 (H)
   - I. Optional DMV Electronic Filing Fee $ N/A (I)
   - J. (Optional) Service Contract (to whom paid) GAP NOW GUAR $ 1899.00 (J)
   - K. (Optional) Service Contract (to whom paid) N/A $ N/A (K)
   - L. (Optional) Service Contract (to whom paid) N/A $ N/A (L)
   - M. Prior Credit or Lease Balance paid by Seller to N/A $ N/A (M)
     (see downpayment and trade-in calculation)
   - N. (Optional) Gap Contract (to whom paid) N/A $ N/A (N)
   - O. (Optional) Used Vehicle Contract Cancellation Option Agreement $ N/A (O)
   - P. Other (to whom paid) N/A $ N/A (P)
     For N/A
   - **Total Cash Price** (A through P) $ 42330.80 (1)

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. 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.

Vehicle Insurance

	Term	Premium
$ N/A Ded. Comp., Fire & Theft	___ Mos.	$ N/A
$ N/A Ded. Collision	___ Mos.	$ N/A
Bodily Injury $ N/A Limits	___ Mos.	$ N/A
Property Damage $ N/A Limits	___ Mos.	$ N/A
Medical 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)

	Term	Exp.	Premium
Credit Life	___ Mos.		$ N/A
Credit Disability	___ 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. Your decision to buy or not buy credit life 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 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

D. Other _____ $ _____ (D) 318.75

Total Official Fees (A through D) $ _____ (2)

3. **Amount Paid to Insurance Companies**
(Total premiums from Statement of Insurance column a + b) $ N/A (3)

4. ☐ **Smog Certification or** ☐ **Exemption Fee Paid to State** $ N/A (4)

5. **Subtotal** (1 through 4) $ 22857.55 (5)

6. **Total Downpayment**

A. Agreed Trade-In Value Yr _____ Make _____ $ N/A (A)
Model _____ Odom _____
VIN _____

B. Less Prior Credit or Lease Balance $ N/A (B)

C. Net Trade-In (A less B) (Indicate if a negative number) $ N/A (C)

D. Deferred Downpayment $ 2000.00 (D)

E. Manufacturer's Rebate $ N/A (E)

F. Other N/A $ N/A (F)

G. Cash $ 15000.00 (G)

Total Downpayment (C through G) $ 17000.00 (6)

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

7. **Amount Financed** (5 less 6) $ 5857.55 (7)

LAST 6 MONTHS (Refer to "Total Disabilities Not Covered" in your policy for details).
You want to buy the credit insurance.

_____ X [redacted]
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 1N. See your gap contract for details on the protection it provides. It is a part of this contract.
Term N/A Mos N/A
Name of Gap Contract

You want to buy a gap contract.

Buyer X N/A

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 1J, 1K, and/or 1L above.

1J Company CMP MAJOR GUARD
Term 48 Mos. or 60000 Miles
1K Company N/A
Term N/A Mos. or N/A Miles
1L Company N/A
Term [redacted] Miles
Buyer X [redacted]

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 $ _____, $ _____
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

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 [redacted]
Buyer Signs X [redacted]
Co-Buyer Signs X _____

SELLER'S RIGHT TO CANCEL If Buyer and Co-Buyer sign here, the provisions of the Seller's Right to Cancel section on the back giving the Seller the right to cancel if Seller is unable to assign this contract to a financial institution will apply.
X [redacted] X _____
Buyer Co-Buyer

OPTION: ☐ You pay no finance charge if the Amount Financed, item 7, is paid in full on or before N/A, 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 [redacted] 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 6B 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 6B as "Prior Credit or Lease Balance," Seller will refund the difference to you.

Buyer X [redacted] Co-Buyer X _____

Notice to [redacted] 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 [redacted] Co-Buyer Signature X _____

The Annual Percentage Rate may be negotiable with the Seller. The Seller may assign this contract and retain its right to receive a part of the Finance Charge.

THERE IS NO COOLING-OFF PERIOD UNLESS YOU OBTAIN A CONTRACT CANCELLATION OPTION
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

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 ACKNOW-

8. **How We Will Figure Finance Charge.** We will figure the Finance Charge on a daily basis at the Annual Percentage Rate on the unpaid part of the Amount Financed. Creditor - Seller may receive part of the Finance Charge.

9. **Default.** We will provide you all notices required by law to tell you when and how much to pay and/or what action you must take to redeem the vehicle.

10. **We will sell the vehicle if you do not get it back.** If you do not

3101 GMAC

15034908

314

APPLICATION FOR REGISTRATION OF NEW VEHICLE

A Public Service Agency STK# 7T0391

DATE FIRST SOLD AS A NEW VEHICLE (MO./DAY/YR.)	DATE FIRST OPERATED (MO./DAY/YR.)	NRM/IND
02/07/07	02/07/07	

MAKE	YEAR MODEL	BODY TYPE	MOTIVE POWER	NUMBER OF AXLES	UNLADEN WEIGHT
CHEVROLET	07	UT	Gas	2	

VEHICLE IDENTIFICATION NUMBER	M/C ENGINE NUMBER OR ADDITIONAL IDENTIFICATION NUMBER
1GNEK13027R205483	

FOR CAMP TRAILERS AND TRAILER COACHES	LENGTH IN INCHES	WIDTH IN INCHES	COUNTY OF RESIDENCE
			SACRAMENTO

SOLD TO: PRINT TRUE FULL NAME AS IT APPEARS ON THE DRIVER LICENSE OR ID CARD IN THE ORDER SHOWN BELOW — EQUIPMENT NUMBER — DRIVER LICENSE/ID CARD NO.

(1) [redacted] M (FIRST / MIDDLE) — [redacted]

☐ AND ☐ OR (2) — DRIVER LICENSE/ID CARD NO.

BUSINESS OR RESIDENCE ADDRESS	APT. NUMBER	CITY	STATE	ZIP CODE
[redacted]		ELK GROVE	CA	[redacted]

MAILING ADDRESS—IF DIFFERENT FROM ABOVE OR LOCATION (FOR TRAILER COACH/VESSEL)	APT. NUMBER	CITY	STATE	ZIP CODE

LIENHOLDER OR LEGAL OWNER—PRINT TRUE FULL NAME	ELECTRONIC LIENHOLDER ID.#
GMAC	ELT# 439

BUSINESS OR RESIDENCE ADDRESS	APT. NUMBER	CITY	STATE	ZIP CODE
P.O. BOX 8128 COCKEYSVILLE, MD 21030				

LESSEE ADDRESS—REQUIRED WHEN DIFFERENT FROM REGISTERED OWNER ABOVE	APT. NUMBER	CITY	STATE	ZIP CODE

If a passenger vehicle, will it be used for hire or to provide a service of transporting passengers in conjunction with a business?
☐ Yes ☐ No

APPLICANT'S CERTIFICATION: *I certify under penalty of perjury under the laws of the State of California that the foregoing information is true and correct.*

DATE	BUYER	
02/07/07	(1) [redacted]	(2) X

CERTIFICATE OF COST—The dealer signing the certification certifies under penalty of perjury under the laws of the State of California that the cost of the vehicle entered in the Certificate of Cost includes the cost of any equipment that is physically attached to the vehicle, plus any trade-in allowances (exclude state or local taxes, insurance and finance charges).

	DATE PURCHASED/ACQUIRED	COST
A — Cost of vehicle purchased as a ☐ Complete vehicle ☐ Chassis only ☐ Cab and chassis	02/07/07	38477.53
B — Cost of trailer coach including all permanently attached items (wall to wall carpeting, factory air conditioning, built-in appliances, etc.).		

ODOMETER DISCLOSURE STATEMENT

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

The odometer reading is ☐ ☐ ☐ , ☐ 4 1 (no tenths) miles and to the best of my knowledge reflects the actual mileage unless one of the following statements is checked.

WARNING — ☐ Is not the actual mileage. ☐ Mileage exceeds the odometer mechanical limits.

I/we certify under penalty of perjury under the laws of the State of California that the information entered on this form is true and correct.

DATE	SIGNATURE OF SELLER OR COMPANY AGENT	PRINT SELLER'S TRUE FULL NAME/COMPANY AGENT	ADDRESS
02/07/07	[redacted]	CHASE CHEVROLET CO., I	P.O. BOX 8349 STOCKTON CA 95208
DATE		PRINT BUYER'S TRUE FULL NAME/COMPANY AGENT	
02/07/07	[redacted]	[redacted]	[redacted] ELK GROVE CA [redacted]

REG 397 (REV. 3/2005)

— DMV copy —

DMV
A Public Service Agency

VEHICLE/VESSEL TRANSFER AND REASSIGNMENT FORM

This form is not the ownership certificate. It must accompany the titling document or application for a duplicate title.

INSTRUCTIONS ON REVERSE SIDE ALL SIGNATURES MUST BE IN INK PHOTOCOPIES NOT ACCEPTED

Vehicle/Vessel ID

SECTION 1: Vehicle/Vessel Description

IDENTIFICATION NUMBER	YEAR MODEL	MAKE	LICENSE PLATE/CF #	MOTORCYCLE ENGINE #
1GNFK13027R[redacted]	2007	CHEVROLET		

Bill of Sale

SECTION 2: Bill of Sale

I/We CHASE CHEVROLET CO., INC. (PRINT SELLER'S NAME[S]) sell, transfer, and deliver the above vehicle/vessel to [redacted] (PRINT BUYER'S NAME[S]) on 2 7 2007 (MO DAY YR) for the amount of $ VALUE RECEIVED (SELLING PRICE)

If this was a gift, indicate relationship: _____ (e.g., parents, spouse, friend, etc.) $ _____ (GIFT VALUE)

Odometer

SECTION 3: Odometer Disclosure Statement (*Void if Mileage Is Altered or Erased*)

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 [ ][ ][ ], [ ] 4 1 [ ] (no tenths) miles, and to the best of my knowledge reflects the actual mileage ***unless one of the following statements is checked.***

WARNING—ODOMETER DISCREPANCY

☐ Odometer reading is **NOT** the actual mileage ☐ Mileage exceeds the odometer mechanical limits

Explain odometer discrepancy: _____

Buyer

SECTION 4: Buyer and Seller (MUST print his or her name, date and sign this section.)

BUYER

I acknowledge the odometer reading and the facts of the transfer. I certify under penalty of perjury under the laws of the State of California that the information I have provided is true and correct.

PRINT NAME	SIGNATURE	DATE	DL, ID OR DEALER #
[redacted]	X [signature]	02/07/07	B 6 1 6 7 8 5 2
		DATE	DL, ID OR DEALER #
PRINT NAME	X SIGNATURE	DATE	DL, ID OR DEALER #
MAILING ADDRESS	X CITY	STATE / ZIP	DAYTIME PHONE #
[redacted] ELK GROVE CA [redacted]			[redacted]

Seller

SELLER

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

PRINT NAME	SIGNATURE	DATE	DL, ID OR DEALER #
CHASE CHEVROLET CO., INC.	X [signature]	02/07/07	5 7 0
PRINT NAME	X SIGNATURE	DATE	DL, ID OR DEALER #
PRINT NAME	X SIGNATURE	DATE	DL, ID OR DEALER #
MAILING ADDRESS	X CITY	STATE / ZIP	DAYTIME PHONE #
P.O. BOX 6349 STOCKTON CA 95208			209 475-6600

Power of Attorney

SECTION 5: Power of Attorney

I/We [redacted] (PRINT NAME[S]) appoint _____ (PRINT NAME[S]) as my attorney in fact, to complete all necessary documents, as needed, to transfer ownership as required by law.

Signature required by person appointing Power of Attorney DATE Feb 7 2007

X [signature]

Signature required by person appointing Power of Attorney DATE

X

LAW FORM NO. 7566-1 (REV. 4/04) © 2004 Reynolds and Reynolds ORDER TOLL FREE 1-800-344 0096

CREDIT APPLICATION

IMPORTANT: READ THESE DIRECTIONS BEFORE COMPLETING THIS APPLICATION. **(Purchase / Lease)**

Check Appropriate Box
- ☐ If you are applying for individual credit in your own name and are relying on your own income or assets and not the income or assets of another person as the basis for repayment of the credit requested, complete Sections A and C.
- ☐ If you are married and live in a community property state, complete all Sections including Section B providing information about your spouse.
- ☐ If this is an application for joint credit with another person, complete all Sections providing information in Section B about the co-applicant.

NOTE: APPLICANT, IF MARRIED, MAY APPLY FOR A SEPARATE ACCOUNT.

E-MAIL ADDRESS: [redacted]
CELL PHONE:

SELLER: CHASE CHEVROLET (209) 475-6600 | STOCK NO. | DATE | AMOUNT REQUESTED $

SECTION A. Information Regarding Applicant:

[redacted] BIRTHDATE 11-27-79 [redacted] | AGES OF DEPENDENTS | ☐ MARRIED ☐ UNMARRIED ☐ SEPARATED

[redacted] CITY Elk Grove STATE CA [redacted] HOME PHONE [redacted] HOW LONG? 1 YRS. MOS. LIVED IN COMMUNITY? YRS. MOS.

[redacted] CITY Sacramento STATE CA [redacted] HOW LONG? 1/2 YRS. 6 MOS. LIVED IN COMMUNITY? YRS. MOS.

[redacted] CITY " STATE " [redacted] HOW LONG? YRS. MOS. LIVED IN COMMUNITY? YRS. MOS.

[redacted] PRESENT EMPLOYER Sacramento County ADDRESS 700 H ST CITY Sac STATE CA [redacted] HOW LONG? 4 YRS. MOS.

PRESENT EMPLOYMENT (TO COVER 5 YEAR HISTORY) matheson Fast Freight ADDRESS Dino Dr CITY Elk Grove STATE CA ZIP [redacted] HOW LONG? 2 YRS. 6 MOS.

ADDRESS CITY STATE ZIP [redacted] HOW LONG? YRS. MOS.

[redacted] STATE CA ZIP [redacted] ( ) RELATIONSHIP Br Parent

INCOME:
Applicant's gross monthly income from employment ..... $

Alimony, child support or separate maintenance income need not be revealed if you do not wish to have it considered as a basis for repaying this obligation.
Alimony, child support, separate maintenance received under: court order ☐ written agreement ☐ verbal understanding ☐ Amount $
Amount of other monthly income and source(s) ..... Rental Income $ 1500.00

TOTAL MONTHLY INCOME $ 6000.00

SECTION B. Information Regarding Spouse, or Co-Applicant (Use separate sheets if necessary.)

LAST NAME (PRINT) | FIRST | INITIAL | BIRTHDATE | DRIVER'S LIC. NO. | SOCIAL SECURITY NO. | RELATIONSHIP TO APPLICANT | AGES OF DEPENDENTS | ☐ MARRIED ☐ UNMARRIED ☐ SEPARATED

ADDRESS | CITY | STATE | ZIP | PHONE ( ) | HOW LONG? YRS. MOS.

PREVIOUS ADDRESSES (TO COVER 5 YEARS RESIDENCE) | CITY | STATE | ZIP | HOW LONG? YRS. MOS. | LIVED IN COMMUNITY? YRS. MOS.

CITY | STATE | ZIP | HOW LONG? YRS. MOS. | LIVED IN COMMUNITY? YRS. MOS.

OCCUPATION OR RANK | PRESENT EMPLOYER | ADDRESS | CITY | STATE | ZIP | PHONE ( ) | HOW LONG? YRS. MOS.

PREVIOUS EMPLOYMENT (TO COVER 5 YEAR HISTORY) | ADDRESS | CITY | STATE | ZIP | PHONE ( ) | HOW LONG? YRS. MOS.

ADDRESS | CITY | STATE | ZIP | PHONE ( ) | HOW LONG? YRS. MOS.

NEAREST RELATIVE NOT LIVING WITH APPLICANT | ADDRESS | CITY | STATE | ZIP | PHONE ( ) | RELATIONSHIP

INCOME:
Joint Applicant's gross monthly income from employment ..... $

Alimony, child support or separate maintenance income need not be revealed if you do not wish to have it considered as a basis for repaying this obligation.
Alimony, child support, separate maintenance received under: court order ☐ written agreement ☐ verbal understanding ☐ Amount $
Amount of other monthly income and source(s) ..... $

TOTAL MONTHLY INCOME $

SECTION C. Asset and Debt Information: **List All Debts Including Alimony, Child Support, Separate Maintenance. (Use a Separate Page If Necessary.)**
(If Section B has been completed, this Section should be completed giving information about both the Applicant and Joint Applicant or Other Person. Please mark Applicant-related information with an "A". If Section B was not completed, only give information about the Applicant in this Section.)

LANDLORD OR MORTGAGE HOLDER: Countrywide | ADDRESS | ACCOUNT NO. | MORTGAGE BALANCE $ | PYMNT OR RENT $ 1550.00
OWN ☐ RENT ☐
DATE HOME PURCHASED | AGE OF HOME | PRICE PAID FOR HOME | MARKET VALUE $ | 2nd MORTGAGE AMOUNT $ | PAYMENT $

TYPE OF CREDIT	COMPANY NAME OF ALL OBLIGATIONS	ACCOUNT NO.		ADDRESS	CITY	STATE	ZIP	BALANCE	HIGH	MONTHLY PYMTS OR DATE CLOSED
Visa			☑ OPEN ☐ CLOSED					$	$	$
Visa			☑ OPEN ☐ CLOSED					$	$	$
			☐ OPEN ☐ CLOSED					$	$	$
			☐ OPEN ☐ CLOSED					$	$	$

PRESENT VEHICLE FINANCED BY / LEASED BY: Golden 1 CU | ACCOUNT NO. | ADDRESS BMW | CITY | STATE | ZIP | $ 600.00
PRESENT VEHICLE FINANCED BY / LEASED BY | ACCOUNT NO | ADDRESS | CITY | STATE | ZIP | $

BANK REFERENCE: Golden 1 CU | ACCOUNT NO. | BRANCH / ADDRESS | ☑ CHECKING ☑ SAVINGS | BALANCE $
BANK REFERENCE | ACCOUNT NO | BRANCH / ADDRESS | ☐ CHECKING ☐ SAVINGS | BALANCE $

HAVE YOU EVER HAD ANY PROPERTY REPOSSESSED? ☐ YES ☑ NO | DO YOU HAVE ANY LAW SUITS PENDING AGAINST YOU? ☐ YES ☑ NO | HAVE YOU EVER FILED BANKRUPTCY OR IS A BANKRUPTCY PROCEEDING IN PROGRESS OR EXPECTED? ☐ YES ☑ NO | MILITARY RESERVE? ☐ YES ☑ NO ☐ ACTIVE ☐ INACTIVE

[redacted] ADDRESS | CITY Sacramento STATE CA [redacted]
[redacted] CITY " STATE " [redacted]

INSURANCE — IF YOU WISH TO APPLY FOR VEHICLE INSURANCE IN CONNECTION WITH THIS CREDIT APPLICATION, COMPLETE THE FOLLOWING:

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

PREVIOUS INSURANCE CO. OR AGENT (NAME AND ADDRESS): 21st Century | PHONE ( ) | WHERE WILL VEHICLE BE GARAGED? | POLICY NO.

Has your insurance ever been canceled by any company? ☐ YES ☐ NO | IF YES, WHY? | NO. OF INSURANCE LOSSES IN PAST 5 YEARS | TOTAL AMOUNT OF LOSSES $

In the following sentence, the applicant/co-applicant is referred to as "I" and the creditor is referred to as "you and your". I, the undersigned (1) make the above representations, which are certified correct, for the purpose of securing credit; (2) authorize financial institutions to obtain consumer credit reports on me periodically and to gather employment history as they consider necessary and appropriate; **(3) authorize your affiliates to obtain consumer credit reports on me; (4) UNLESS THE CIRCLE THAT FOLLOWS IS MARKED, I AUTHORIZE THE DEALER'S ASSIGNEE TO SHARE AND USE INFORMATION ABOUT ME, INCLUDING INFORMATION IN MY APPLICATION, WITH OTHER ENTITIES THAT ARE RELATED TO IT BY COMMON OWNERSHIP OR AFFILIATED WITH IT BY COMMON CONTROL. IF THE CIRCLE IS MARKED, I DIRECT THE DEALER'S ASSIGNEE NOT TO GIVE INFORMATION TO SUCH ENTITIES (OTHER THAN INFORMATION ON ITS OWN TRANSACTIONS AND EXPERIENCES.)** ◯ ; (5) Understand, that you or any financial institution to whom it is submitted will retain this application whether or not it is approved, and that it is the applicant's responsibility to notify the creditor of any changes of name, address or employment.

The financial institutions named below may be requested to purchase a sales finance contract written, or to be written, in connection with your purchase. You are notified pursuant to the Fair Credit Reporting Act, that your application may be submitted to them or to other financial institutions.

FINANCIAL INSTITUTION(S) AND ADDRESS(ES)

G.M.A.C.
P.O. Box #128
Cockeysville, MD. 21030

BANK OF AMERICA
P.O. Box #2240
Brea, Ca. 92622

AMERICREDIT
P.O. Box #182673
Arlington, Tx. 76096

BANK OF STOCKTON
P.O. Box #1110
Stockton, Ca. 95201

CUDL
P.O. Box # 3000
Rancho Cucamunga, Ca. 91729

CAPITAL ONE AUTO FINANCE
3901 Dallas Parkway
Plano, Tx. 75093

WFS FINANCIAL
9425 Brookside Dr. Suite C
Stockton, Ca. 95215

CHASE MANHATTAN
P.O. Box #5210
New Hyde Park, N.Y. 11042

TRANSOUTH
220 Standford Ave. Suite M
Modesto, Ca. 95350

FIRESIDE FINANCIAL
220 Pine St.
Lodi, CA. 95204

TRIAD FINANCIAL
7711 Center Ave. Suite #100
Huntington Beach, Ca. 92647

Document ID: 2008369

#06-08-64-027E: Left Outside Rearview Mirror Glass Shake or Flutter (Relearn Power Mirrors and Replace Left Mirror, If Necessary) - (Aug 30, 2007)

Subject: **Left Outside Rearview Mirror Glass Shake or Flutter (Relearn Power Mirrors and Replace Left Mirror, If Necessary)**

Models: **2007 Cadillac Escalade, Escalade ESV, Escalade EXT**
2007 Chevrolet Avalanche, Silverado (New Style), Suburban, Tahoe
2007 GMC Denali Models, Sierra (New Style), Yukon, Yukon XL
with Power Folding Mirrors (RPO DL3)

This bulletin is being revised to update the warranty information. Please discard Corporate Bulletin Number 06-08-64-027D (Section 08 - Body and Accessories).

Condition

Some customers may comment that the left outside rearview mirror glass shakes or flutters at normal driving speeds.

Cause

- The mirror may have been accidentally pushed in manually or obstructed while folding.
- The mirror actuator screws may be loose, allowing the mirror to move.
- The metal spring (driver's side) left mirror may not have enough tension to hold the mirror from moving.

Correction

Follow the procedure below to correct this condition.

1. The power folding mirrors should be cycled three complete times to relearn the mirror positions. Then perform a road test and check the mirror glass for stability. If stability is not fixed, proceed to Step 2.
2. Remove the mirror glass. Refer to Mirror Face Replacement in SI.
3. Check the torque on the four retaining screws on the actuator.

   Tighten
   Tighten the screws to 1.13-1.6 N·m (10-14 lb in).

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4. Bend the metal spring (driver's side mirror) up to increase the tension engagement to the mirror housing 13 mm (1/2 in).
5. Install the glass assembly by pressing firmly, taking care not to allow the spring finger to unseat from its intended track in the mirror housing. Road test the vehicle. If stability is not improved, replace the left mirror assembly. Refer to Power Mirror Replacement in SI.

Parts Information

Part Number	Description	Body Style
25831035	Mirror, O/S RR View (Paint to Match)-LH	Pickup
25831053	Mirror, O/S RR View (Mold in Black)-LH	Pickup
25831064	Mirror, O/S RR View (Platinum Chrome)-LH	Utility
25831065	Mirror, O/S RR View (Bright Chrome)-LH	Utility
25831078	Mirror, O/S RR View (Paint to Match)-LH	Utility Or Pickup (Cadillac Only)
25831194	Mirror, O/S RR View (Mold in Black)-LH	Utility
25831236	Mirror, O/S RR View (Paint to Match)-LH	Utility

Warranty Information

Important: Only one Labor Operation should be claimed depending on the actual repair.

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
B9798*	Relearn Power Folding Mirrors and Road Test	0.3 hr
B4151	Glass, Outside Rear View Mirror-Left - Replace (Include Time for Checking Torque, Reposition Spring and Road Test)	Use Published Labor Operation Time
B4156	Mirror, Outside Rear View-Left - Replace	
*This labor operation number is for bulletin use only. This number will not be published in the Labor Time Guide.		

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

Iris Cruz/Austin/GM1
08/26/2008 10:34 AM

To leonard.deprez@gm.com
cc
bcc
Subject level of involvement in NISM

DVM Leonard Deprez:

Hi, my name is Iris Cruz. This email is to follow up on my voicemail regarding Service Request 71-656864628 for customer [redacted]. The customer's vehicle is a 2007 Chevrolet Tahoe with 22396 miles. The VIN is 1GNFK13027R[redacted]. The customer has been working with **Maita Chevrolet in Elk Grove, CA and Paul Blanco in Sacramento CA**. I am requesting you assiatnce at this point to locate the necessary service documents the dealerships involed. **I have had a specially hard time getting a hold of anyone at Paul Blanco, the service deptartment line has not been answered 4 seperate times and the general voicemail box is full and I was not able to leave a message 4 seperate times after no one answered the main phone line. Thank you for your assistance in this matter.** Due to time constraints, your response to this e-mail is required within 24 hours.

This is a Not in Suit Matter. This means a demand letter has been sent to our office by the customer's attorney indicating that the customer may pursue a lawsuit unless GM can resolve the customer's vehicle concern. We are reviewing this case for possible settlement in our Early Resolution program. To make it easier for you to meet the 24 hour turnaround, please review the following options and reply with your choice:

A) I am familiar with this customer and vehicle and I would like to have updates on the case handling of this customer and provide input where appropriate. Please keep me engaged in the direction of this case as you negotiate resolution with the plaintiff's counsel. (If selecting this option, please include in your response any pertinent information you may have by 1) email or 2) responding to the voicemail that you received.)

B) I am not aware of this particular customer or vehicle. However, I would like to have updates on the case handling of this customer and provide input where appropriate. Please keep me engaged in the direction of this case as you negotiate resolution with the plaintiff's counsel.

C) I have information to share regarding this customer's case; however, I will not be able to get involved with the case handling. Please resolve this case according to the ER program policies for case settlement. If the settlement requires a Repurchase, I would like to re-engage in this case. (If

selecting this option, please include in your response any pertinent information you may have by 1) email or 2) responding to the voicemail that you received.)
D) I have information to share regarding this customer's case; however, I will not be able to get involved with the case handling. Please resolve this case according to the ER program policies for case settlement including a Repurchase, if necessary. (If selecting this option, please include in your response any pertinent information you may have by 1) email or 2) responding to the voicemail that you received.)

E) Unfortunately, I am not aware of this particular customer case and cannot provide any information related to this customer. In addition, I am not able to have any involvement with the case handling. Please resolve this case according to the Early Resolution program policies for case settlement including a Repurchase, if necessary.

Please reply with your choice of the above options within 24 hours. Your feedback will be documented and e-mail attached to our case and is an important step in our accurate and timely case resolution.

Thank you,
Iris Cruz

GM Cars Austin
7401 East Ben White Blvd, Bldg F
Austin, TX 78741
iris_cruz@gmexpert.com
Phone: 866.790.5700. x41188

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Document ID: 1906362

#07033B: Service Update for Inventory and Customer Vehicles-Battery Rundown-Expires with Base Warranty - (Feb 15, 2007)

Subject: **07033B -- Service Update for Inventory and Customer Vehicles - Battery Rundown -- Expires with Base Warranty**

Models: **2007 Cadillac Escalade, Escalade ESV, Escalade EXT**
2007 Chevrolet Avalanche, Silverado, Suburban, Tahoe
2007 GMC Sierra, Yukon, Yukon XL

THE SERVICE PROCEDURE IN THIS BULLETIN HAS BEEN REVISED TO ADDRESS VEHICLES WITHOUT A DRIVER INFORMATION CENTER (DIC) AND POWER DOOR LOCKS/WINDOWS, AND A CONDITION WHERE THE ODOMETER READING DISPLAYS METRIC UNITS INSTEAD OF ENGLISH UNITS.

DISCARD ALL COPIES OF BULLETIN 07033A, ISSUED FEBRUARY 2007.

TECHNICIANS MAY EXPERIENCE SLOW PERFORMANCE USING THE TIS2 WEB APPLICATION WHEN REPROGRAMMING THE VEHICLE TO CORRECT THE CONDITION. TECHNICIANS MAY NOTICE THE SLOWER APPLICATION PERFORMANCE FROM MID-MORNING UNTIL LATE AFTERNOON.

TO ASSIST IN IMPROVING PERFORMANCE AND REDUCE PROGRAMMING TIME, IT IS RECOMMENDED TO COMPLETE THE BULLETIN PROCEDURE ON CUSTOMER VEHICLES FIRST. VEHICLES IN INVENTORY SHOULD BE PROGRAMMED DURING OFF PEAK HOURS IF SLOW PERFORMANCE IS EXPERIENCED.

Purpose

This bulletin provides a service procedure to reprogram the body control module (BCM). On these vehicles, and under certain conditions such as operating the radio with the engine off, the battery can become discharged, preventing engine start-up.

This service procedure should be completed as soon as possible on involved vehicles currently in dealer/retailer inventory and customer vehicles that return to the dealer/retailer for any type of service during the New Vehicle Limited Warranty coverage period.

Vehicles Involved

A list of involved vehicles currently in dealer inventory is attached to the Administrative Message (US) or Dealer Communication (Canada) used to release this bulletin. Customer vehicles that

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return for service, for any reason, and are still covered under the vehicle's base warranty, and are within the VIN breakpoints provided below, should be checked for vehicle eligibility in the appropriate system listed below.

Year	Division	Model	From	Through
2007	Cadillac	Escalade	7R100158	7R350607
2007	Cadillac	Escalade ESV	7R136311	7R350603
2007	Cadillac	Escalade EXT	7G100001	7G274360
2007	Chevrolet	Avalanche	7G100002	7G274351
2007	Chevrolet	Silverado	71500002	71606869
			7E500001	7E513617
			7F500001	7F500145
			7G500016	7G506215
			7Z500001	7Z549763
2007	Chevrolet	Suburban	7G100004	7G274344
			7J100041	7J318223
			7R136280	7R350609
2007	Chevrolet	Tahoe	7J100002	7J318216
			7R100001	7R350613
2007	GMC	Sierra	71500001	71606870
			7E500003	7E513603
			7F500004	7F500140
			7G500017	7G506220
			7Z500002	7Z549756
2007	GMC	Yukon	7J100040	7J318228
			7R100040	7R350611
2007	GMC	Yukon XL	7J108390	7J318203
			7R137014	7R350599

Important: Dealers are to confirm vehicle eligibility prior to beginning repairs by using GMVIS. Not all vehicles within the above breakpoints may be involved.

Service Procedure

Important: Technicians may experience slow performance using the TIS2 web application when reprogramming the vehicle to correct the condition. Technicians may notice the slower application performance from mid-morning until late afternoon.

To assist in improving performance and reduce programming time, it is recommended to complete the bulletin procedure on customer vehicles first. Vehicles in inventory should be programmed during off peak hours if slow performance is experienced.

Important: The calibration numbers required for this service procedure are programmed into control modules via a Techline Tech 2® scan tool and the Techline Information System (TIS) terminal with the calibration update. Use TIS 2 Web version 2.0 for 2007 (available on 02/04/07)

and on TIS DVD version 2.0/2007 or later, that was mailed to dealers on 02/14/2007. If you cannot access the calibration, call the Techline Customer Support Center at 1-800-828-6860 (English) or 1-800-503-3222 (French) and it will be provided.

Notice: Before reprogramming, please check the battery condition to prevent a reprogramming error of any of the modules due to battery discharge. Battery voltage must be between 12 and 16 volts during reprogramming. If the vehicle battery is not fully charged, use jumper cables from an additional battery. Be sure to turn off or disable any system that may put a load on the battery, such as automatic headlamps, daytime running lights, interior lights, heating, ventilation, and air conditioning (HVAC) system, radio, engine cooling fan, etc. A programming failure or control module damage may occur if battery voltage guidelines are not observed.

The ignition switch must be in the proper position. The Tech 2® prompts you to turn ON the ignition, with the engine OFF. DO NOT change the position of the ignition switch during the programming procedure, unless instructed to do so.

Make certain all tool connections are secure, including the following components and circuits:

- The RS-232 communication cable port
- The connection at the data link connector (DLC)
- The voltage supply circuits

DO NOT disturb the tool harnesses while programming. If an interruption occurs during the programming procedure, programming failure or control module damage may occur.

DO NOT turn OFF the ignition if the programming procedure is interrupted or unsuccessful. Ensure that all control module and DLC connections are secure and the TIS terminal operating software is up to date.

Tech 2 Pass-Thru Method for the Body Control Module (BCM)

1. Verify that there is a battery charge of 12 to 16 volts. The battery must be able to maintain a charge during programming. Use an additional jump battery if necessary.
   - If the vehicle will not start, test and charge the battery. Refer to SI for battery testing and charging information, if required.
   - If the battery will not hold a charge, replace the battery. *Do NOT* replace the battery unless it can't be charged or a leak and/or physical damage is present.
2. Connect the Tech 2 to the vehicle and the TIS terminal.
3. Turn the ignition to the ON position with the engine OFF.
4. After all warning chimes inside the vehicle have stopped, turn on the Tech 2.
5. On the TIS terminal go into SPS Programming.
6. Select Pass Thru programming.
7. Follow instruction on the TIS terminal. When you get to the Supported Controllers screen.
   - 7.1. Scroll down in the top box and select BCM (Body Control Module).
   - 7.2. In the lower box select Normal.
   - 7.3. Select Next.

   Important: Vehicles *without* the Driver Information Center (DIC) and power door locks/windows will have two calibrations from which to choose. A selection is requried before you can select NEXT. Select calibration 25814828. Do *not* select calibration 25788372.

8. Select NEXT when the calibrations screen displays.
9. Follow on-screen prompts until programming is completed.
10. When programming is complete.
    10.1. Turn off Tech 2.
    10.2. Turn the ignition switch to the OFF position.
11. Wait 30 seconds.
12. Turn the ignition switch to the ON position with engine OFF.
13. Turn on the Tech 2.
14. Go into diagnostics and check for DTC codes.
15. Clear all codes.

Important: Failure to successfully reprogram the BCM may result in the odometer displaying mileage in metric units instead of English units. To reset the odometer to display mileage in English units, remove the 10 amp fuse from the underhood BEC. Do *not* reinstall the fuse for 5 minutes.

Important: After reprogramming the body control module (BCM) the driver information center (DIC) will display tire pressure values as dashes. Do not perform the Tire Pressure Monitor Reset procedure. The Remote Control Door Lock Receiver (RCDLR) will update the instrument cluster with tire pressure values during the next driving event. The vehicle must reach a speed of 40 km/h (25 mph) in order for the RCDLR to update the display.

Claim Information

For vehicles repaired under this service update, use:

Labor Operation	Description	Labor Time
Y0152	Reprogram BCM	0.4
	Add: Test & Charge Battery	0.2
	Add: Test & Replace Battery	0.4

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

Fax Cover Sheet

Maita Chevrolet

9650 Auto Center Drive
P.O. Box 100
Elk Grove, Ca. 95758

Attention: Iris Cruz

From: Tom Crase

Date: 8/26/08

Phone: (916) 691-2800 Ext.

Fax Number: (916) 691-6856

Total Pages faxed (Including Cover Page): 21

Comments:

[redacted] '07 Chevy Tahoe

Service Request: 71-656864628

vin# 1GNFK13027R[redacted]

FAX NUMBER: 866-485-8256

CUSTOMER #:20230

[redacted]

ELK GROVE, CA [redacted]

HOME: BUS:

CELL: [redacted]

Twe's Go! ~~PAOD~~ CWR

374885

WORKORDER

PAGE 1

MAITA CHEVROLET

9650 Auto Center Drive
Elk Grove, CA 95757
Phone: 916-691-2800
From Sacramento: 423-2111
www.maitachevy.com

SERVICE ADVISOR: 93 SIGSTON,ROBERT

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLACK	07	CHEVROLET TAHOE	1GNFK13027R[redacted]		12678/ 688	T3842

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07FEB07 IS			17:00 01DEC07		0.00	CASH	

R.O. OPENED	DATE CUST. NOTIFIED	OPTIONS:
01DEC2007 13:53		ENG:5.3_Liter_Flexible_Fuel

LINE	OP CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	17	267	W4	CUSTOMER STATES HEARS A ETCHING TYPE ATTLE FROM RT REAR INSIDE PANEL AREA ,DRIVING ,THEN HITTING A LITTLE BUMP IN ROAD.SEE WARRNATY HISTORY DONE ELSWHERE
# B	17		W4	CUSTOMER STATES HEARS A RATTLE FROM LT FRONT DASH, BY LT VENT AREA , CUST CAN APPLY PRESSURE ON PAD AND IT WILL STOP.
# C	17		W4	CUSTOMER STATES HEARS A RATTLE IN DRIVERS DOOR PANEL OR PILLAR AREA ,HITTING BUMPS .
# D	18	267	W4	CUSTOMER STATES ,DRIVERS MIRROR VIBERATES ,DRIVING FWY SPEEDS. 65 TO 70MPH
# E	QL	267.5	CC	CHANGE ENGINE OIL AND FILTER, LUBE CHASSIS, TOP OFF FLUIDS AND SET TIRE PRESSURES
# F	XXXX	267	W4	RECALL 06-1-62 E85 FUEL UPDATE
# G	XXXX	267	W4	RECALL RECALL 07-0-33 BATTERY RUN DOWN
# H	CW		ISP	*CAR WASH

QC'd NPF 12-11th

132 Install SOP w/strip C1020.2

132 Install SOP mirror B4156.5

Cap - rattle Right Side Door C1020

132 Install SOP w/strip

Preliminary Estimate : $29.95

FIX IT RIGHT THE FIRST TIME

DEC 11 2007

0-31.50

****

THIS IS NOT AN INVOICE

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.

SUBJECT TO CONDITIONS ON REVERSE SIDE OF THIS CONTRACT. PLEASE READ REVERSE SIDE.

REPAIR AUTHORIZATION & VEHICLE DEPOSITORY RECEIPT (AB 409 amending civil code.) I hereby authorize the repair work to be done along with the necessary material. You and your employees may operate vehicle for the purposes of testing, inspection or delivery at my risk. An express mechanic's lien is acknowledged on vehicle to secure the amount of repairs thereto in the event legal action is necessary to enforce this contract. I will pay reasonable attorney's fees and court costs. I acknowledge this deposited property is not insured or protected to the amount of the actual cash value thereof by the dealer against loss occasioned by theft, fire and vandalism while such property remains with the depository. I also acknowledge no articles or personal property have been left in the vehicle and the dealer is not responsible for the inspection thereof. Vehicles left over 3 days will be subject to $10.00 per day storage charge.

PRELIMINARY ESTIMATE $29.95 [redacted]

AUTHORIZED BY: X [redacted]

TERMS: CASH [redacted] UNLESS PRIOR ARRANGEMENTS HAVE BEEN MADE.

ALL PARTS REMOVED WILL BE DISCARDED UNLESS OTHERWISE REQUESTED PRIOR TO BEGINNING WORK. I REQUEST THAT MY PARTS BE SAVED.

☐ SAVE PARTS X

ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED.

DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT
REASON				REVISED TOTAL $
DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT $
REASON				REVISED TOTAL $

TEARDOWN ESTIMATE: I UNDERSTAND THAT MY VEHICLE WILL BE REASSEMBLED WITHIN ____ DAYS OF THE DATE SHOWN ABOVE IF I CHOOSE NOT TO AUTHORIZE THE SERVICES RECOMMENDED.

LOCATION ____ QUALITY CONTROLLED BY ____ MILES ____

TECHNICIAN COPY

BAR # AM074931 EPA # CAL000170982

A

CAUSE: Rd tester could not verify noise inspect Right rear panel for any thing obvious

CORRECTION: Found bottom of panel retainer clips were not secured.

Secure Panel

B

CAUSE: ~~Rd test~~ could not verify

CORRECTION: (132) Replace LH and RH side Roof Rail weatherstrips

(132) Replace LH mirror

CAUSE: ~~confirm noise but unable to Isolate.~~

C

CORRECTION:

ENGINE: CID _____ CALB _____

4 CYL ☐ 6 CYL ☐ V/6 ☐ V/8 ☐ DIESEL ☐

TRANSMISSION:

3 SPEED ☐ 4 SPD ☐ 5 SPD ☐ AUTO ☐ TYPE

AXLE TYPE: YES NO

LOCKING AXLE ☐ ☐

LOCKING DIFF ☐ ☐

ACCESSORIES:

P/S ☐ P/B ☐ A/C ☐ AIR ☐ OTHER

BRAKE CONDITION

FRONT _____/32 REAR _____/32

FUEL GAUGE

FULL

QUALITY CONTROL TECH

CAUSE: Bulliten 06086905 Remove, check B9798

D

~~Torque Torque etc.~~ ~~check torque~~

CORRECTION: remove Glass, + check torque on, screws B4151

ok.

order Glass

E

CAUSE: LOF

CORRECTION: Reprogram ECM

Reprogram BCM

REPAIR LABOR SALES	FLAT RATE	R.O. NO.	ELAPSED TIME	OFF	
	.37	374885		12/11/07	2
		TECH. NO. 267		ON	

FLAG SHEET

REPAIR LABOR SALES	FLAT RATE	R.O. NO.	ELAPSED TIME	OFF	
	.2	378885	.2	DEC 3 7.3	1
		TECH. NO. 267		ON DEC 3 7.1	

FLAG SHEET

REPAIR LABOR SALES	FLAT RATE	R.O. NO.	ELAPSED TIME	OFF	
	.2	374885		DEC10 14.4	8
		TECH. NO. 132		'07DEC10 14.1 ON	

REPAIR LABOR SALES	FLAT RATE	R.O. NO.	ELAPSED TIME	OFF	
	.2	374885		DEC10 14.1	
		TECH. NO. 132		'07DEC10 13.8 ON	

REPAIR LABOR SALES	FLAT RATE	R.O. NO.	ELAPSED TIME	OFF	
RR Mirror	.5	374885		'07DEC10 13.8	
		TECH. NO. 132		DEC10 13.1 ON	4

REPAIR LABOR SALES	FLAT RATE	R.O. NO.	ELAPSED TIME	OFF	
	.6	374885	.6	DEC 3 9.1	5
		TECH. NO. 267		DEC 3 8.5 ON	

FLAG SHEET

REPAIR LABOR SALES	FLAT RATE	R.O. NO.	ELAPSED TIME	OFF	
				ON	
				OFF	2

FLAG SHEET

REPAIR LABOR SALES	FLAT RATE	R.O. NO.	ELAPSED TIME	OFF	
	.5	374885	.5	DEC 3 9.5	4
		TECH. NO. 267		DEC 3 8.0 ON	

REPAIR LABOR SALES	FLAT RATE	R.O. NO.	ELAPSED TIME	OFF	
	.4	378885	.4	DEC 3 7.7	2
		TECH. NO. 267		DEC 3 7.3 ON	

REPAIR LABOR SALES	FLAT RATE	R.O. NO.	ELAPSED TIME	OFF	
	.3	374885	.3	DEC 3 8.0	3
		TECH. NO. 267		DEC 3 7.7 ON	

CUSTOMER #:20230

[redacted]

ELK GROVE, CA [redacted]

HOME: BUS:

CELL: [redacted]

374885

WORKORDER

PAGE 2

MAITA CHEVROLET

9650 Auto Center Drive
Elk Grove, CA 95757
Phone: 916-691-2800
From Sacramento: 423-2111
www.maitachevy.com

SERVICE ADVISOR: 93 SIGSTON,ROBERT

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
BLACK	07	CHEVROLET TAHOE	1GNFK13027E[redacted]		12678/	T3842

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07FEB07 IS			17:00 01DEC07		0.00	CASH	

R.O. OPENED	DATE CUST. NOTIFIED	OPTIONS:
01DEC2007 13:53		ENG:5.3_Liter_Flexible_Fuel

LINE OP CODE TECH. TYPE DESCRIPTION/INSTRUCTIONS

****

DEC 11 2007

THIS IS NOT AN INVOICE

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.
SUBJECT TO CONDITIONS ON REVERSE SIDE OF THIS CONTRACT. PLEASE READ REVERSE SIDE.

REPAIR AUTHORIZATION & VEHICLE DEPOSITORY RECEIPT (AB 409 amending civil code.) I hereby authorize the repair work to be done along with the necessary material. You and your employees may operate vehicle for the purposes of testing, inspection or delivery at my risk. An express mechanic's lien is acknowledged on vehicle to secure the amount of repairs thereto in the event legal action is necessary to enforce this contract. I will pay reasonable attorney's fees and court costs. I acknowledge this deposited property is not insured or protected to the amount of the actual cash value thereof by the dealer against loss occasioned by theft, fire and vandalism while such property remains with the depository. I also acknowledge no articles or personal property have been left in the vehicle and the dealer is not responsible for the inspection thereof. Vehicles left over 3 days will be subject to $10.00 per day storage charge.

PRELIMINARY ESTIMATE $

WHICH INCLUDES A HAZARDOUS WASTE DISPOSAL FEE OF $

AUTHORIZED BY: X

TERMS: CASH OR APPROVED CREDIT CARDS UNLESS PRIOR ARRANGEMENTS HAVE BEEN MADE.

ALL PARTS REMOVED WILL BE DISCARDED UNLESS OTHERWISE REQUESTED PRIOR T BEGINNING WORK. I REQUEST THAT MY PARTS BE SAVED.

☐ SAVE PARTS X

ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED.

DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT $
REASON				REVISED TOTAL $
DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT $
REASON				REVISED TOTAL $

TEARDOWN ESTIMATE: I UNDERSTAND THAT MY VEHICLE WILL BI REASSEMBLED WITHIN ____ DAYS OF THE DATE SHOWN ABOVE IF CHOOSE NOT TO AUTHORIZE THE SERVICES RECOMMENDED.

LOCATION _____ QUALITY CONTROLLED BY _____ MILES _____

TECHNICIAN COPY

BAR # AM074931 EPA # CAL000170982

CAUSE:

A

CORRECTION: (B) Road test - unable to duplicate @ this time - may need customer to demonstrate condition

CAUSE:

B

CORRECTION: (C) Road test & verify noise @ left door area - check TSG's & PR - (See attached) - clean w/ strips and lube ~~noise~~ w/ silicone spray - no help - lube drip w/ strip w/ silicone Paste - noise gone - order w/ strip per TSG

CAUSE:

C

CORRECTION:

(I) Isolate noise to same cause as line (C) - order updated w/ strip

CAUSE:

D

CORRECTION:

CAUSE:

E

CORRECTION:

ENGINE: CID _____ CALB _____

4 CYL ☐ 6 CYL ☐ V/6 ☐ V/8 ☐ DIESEL ☐

TRANSMISSION:

3 SPEED ☐ 4 SPD ☐ 5 SPD ☐ AUTO ☐ TYPE _____

AXLE TYPE:	YES	NO
LOCKING AXLE	☐	☐
FLOATING AXLE	☐	☐

ACCESSORIES:

P/S ☐ P/B ☐ A/C ☐ AIR ☐ OTHER _____

BRAKE CONDITION

FRONT _____/32 REAR _____/32

FUEL GAUGE

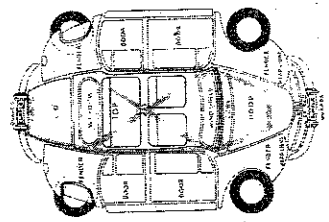
¼ ½ FULL

QUALITY CONTROL TECH _____ ASM _____

LABOR RECORD

FLAG SHEET	OFF / ON	10
FLAG SHEET	OFF / ON	9
FLAG SHEET	OFF / ON	8
FLAG SHEET	OFF / ON	7
FLAG SHEET	OFF / ON	6
FLAG SHEET	OFF / ON	5
FLAG SHEET	OFF / ON	4
FLAG SHEET	OFF / ON	3
FLAG SHEET	OFF / ON	2
FLAG SHEET	OFF / ON	1

INDICATE ANY DAMAGE CUSTOMER HAS ON VEHICLE PREVIOUS TO MAKING REPAIRS



PRIOR DAMAGE

RF ☐ RR ☐

F ☐ R ☐

LF ☐ LR ☐

20230

374885

MAITA CHEVROLET

9650 AUTO CENTER DRIVE
ELK GROVE, CA 95757
Phone: 691-2800 · From Sacramento: 423-2111
www.maitachevy.com

INVOICE

DUPLICATE 1
PAGE 1

[redacted]
ELK GROVE, CA [redacted]
HOME: BUS:
CELL [redacted]

BAR # AM074931 EPA CAL 000170982

SERVICE ADVISOR: 93 ROBERT SIGSTON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLACK	07	CHEVROLET TAHOE	1GNFK13027R[redacted]		12678/12688	T3842

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07FEB07 IS			17:00 03DEC07		0.00	CASH	11DEC07

R.O. OPENED	DATE CUST. NOTIFIED	OPTIONS:
13:53 01DEC07	12:16 11DEC07	ENG:5.3_Liter_Flexible_Fuel

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CUSTOMER STATES HEARS A ETCHING TYPE ATTLE FROM RT REAR INSIDE PANEL
AREA ,DRIVING ,THEN HITTING A LITTLE BUMP IN ROAD.SEE WARRNATY
HISTORY DONE ELSWHERE
CAUSE: FOUND BOTTOM OF PANEL RETAINER CLIPS LOOSE
F9995 CUSTOMER CONCERN NOT DUPLICATED
267 W4 (N/C)
FC: 9Z PART#: COUNT: 0
CLAIM TYPE:
AUTH CODE:
NQ

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

ROAD TEST COULD NOT VERIFY NOISE INSPECT RIGHT REAR PANEL FOR ANY THING
OBVIOUS FOUND BOTTOM O F PANEL RETAINER CLIPS, WERE NOT SECURED...
SECURED PANEL & ROAD TESTED..
****

B CUSTOMER STATES HEARS A RATTLE FROM LT FRONT DASH, BY LT VENT AREA ,
CUST CAN APPLY PRESSURE ON PAD AND IT WILL STOP.
CAUSE: UNABLE TO DUPLICATE COMPLAINT
17 INTERIOR-BODY AND RELATED REPAIRS
267 W4 (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

DEC 11 2007

ROAD TSET -UABLE TO DUPLCIATE AT THE TIME MAY N EED CUSTOMER TO
DEMONSTRATE CONDITION.
****

C CUSTOMER STATES HEARS A RATTLE IN DRIVERS DOOR PANEL OR PILLAR AREA
,HITTING BUMPS .
CAUSE: WARPED LEFT & RIGHT SIDE ROOF RAIL WEATHER STRIPS
C1021 WEATHERSTRIP SIDE ROOF RAIL LEFT ALIGN OR

SIGNATURE COPY

ORIGINAL ESTIMATE: $

AUTHORIZED REVISED ESTIMATE: $

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE. CUSTOMER INITIAL X

I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.

CUSTOMER SIGNATURE X

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
HAZ. WASTE/MISC. CHARGES	
TOTAL CHARGES	
ADJUSTMENTS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

SIGNATURE SERVICE COPY

20230 374885

MAITA CHEVROLET

9650 AUTO CENTER DRIVE
ELK GROVE, CA 95757
Phone: 691-2800 · From Sacramento: 423-2111
www.maitachevy.com

INVOICE

DUPLICATE 1
PAGE 2

[redacted]
ELK GROVE, CA [redacted]
HOME: BUS:
CELL [redacted]

BAR # AM074931 EPA CAL 000170982

SERVICE ADVISOR: 93 ROBERT SIGSTON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLACK	07	CHEVROLET TAHOE	1GNFK13027R[redacted]		12678/12688	T3842

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07FEB07 IS			17:00 03DEC07		0.00	CASH	11DEC07

R.O. OPENED	DATE CUST. NOTIFIED	OPTIONS:
13:53 01DEC07	12:16 11DEC07	ENG:5.3_Liter_Flexible_Fuel

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

REPLACE
132 W4 (N/C)
1 25844462 WEATHERST (N/C)
FC: 93
PART#: 25844462
COUNT: 1
CLAIM TYPE:
AUTH CODE:
NQ
C1020 WEATHERSTRIP SIDE ROOF RAIL RIGHT ALIGN OR
REPLACE
132 W4 (N/C)
1 25844463 WEATHERST (N/C)
FC: 93
PART#: 25844463
COUNT: 1
CLAIM TYPE:
AUTH CODE:
NQ

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

DEC 11 2007

ROAD TEST AND VERIFY NOISE AT LEFT DOOR AREA - CHECKED TSB AND PI (SEE ATTACHED) CLEAN WEATHE R STRIPS AND LUBE WITH SILICONE SPRAY - NO HELP . LUBE DRIP WEATHER STRIP WITH SILICONE PASTE - NOISE GONE. ORDERED WEATHER STRIP PER TSB. REPLACE LEFT AND RIGHT SIDE ROOF RAIL WEATHER S TRIPS..
****
D CUSTOMER STATES ,DRIVERS MIRROR VIBERATES ,DRIVING FWY SPEEDS. 65 TO 70MPH
CAUSE: MIRROR VIBRATES.
B4156 OUTSIDE REARVIEW MIRROR REPLACEMENT LEFT SIDE

SIGNATURE COPY

ORIGINAL ESTIMATE: $

AUTHORIZED REVISED ESTIMATE: $

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE. CUSTOMER INITIAL X

I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.

CUSTOMER SIGNATURE X

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
HAZ. WASTE/MISC. CHARGES	
TOTAL CHARGES	
ADJUSTMENTS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

SIGNATURE SERVICE COPY

20230 374885

INVOICE

DUPLICATE 1
PAGE 3

MAITA CHEVROLET

9650 AUTO CENTER DRIVE
ELK GROVE, CA 95757
Phone: 691-2800 · From Sacramento: 423-2111
www.maitachevy.com

[redacted]
ELK GROVE, CA [redacted]
HOME: BUS:
CELL [redacted]

BAR # AM074931 EPA CAL 000170982
SERVICE ADVISOR: 93 ROBERT SIGSTON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLACK	07	CHEVROLET TAHOE	1GNFK13027R[redacted]		12678/12688	T3842

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07FEB07 IS			17:00 03DEC07		0.00	CASH	11DEC07

R.O. OPENED	DATE CUST. NOTIFIED	OPTIONS:
13:53 01DEC07	12:16 11DEC07	ENG:5.3_Liter_Flexible_Fuel

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

132 W4 (N/C)
1 25775874 MIRROR (N/C)
FC: 6C
PART#: 25775874
COUNT: 1
CLAIM TYPE:
AUTH CODE:
O4

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

MIRROR VIBRATES - REPLACED LEFT MIRROR ASSEMBLY .
****
E CHANGE ENGINE OIL AND FILTER, LUBE CHASSIS, TOP OFF FLUIDS AND SET TIRE PRESSURES
QL CHANGE ENGINE OIL AND FILTER, LUBE CHASSIS, TOP OFF FLUIDS AND SET TIRE PRESSURES
267 CC 7.86 7.86
1 89017524 FILTER 5.50 5.50 5.50
1 2440 ENG OIL 14.50 14.50 14.50
MISC HAZARDOUS WASTE DISPOSAL-OIL
CE 2.09 2.09
PARTS: 20.00 LABOR: 7.86 OTHER: 2.09 TOTAL LINE E: 29.95

DEC 11 2007

PERFORMED OIL AND OIL FILTER CHANGE.
****
F RECALL 06-1-62 E85 FUEL UPDATE
CAUSE: COMPLETED RECALL
Y0124 REPROGRAM ECM FOR VFFS UPDATE
267 W4 (N/C)
FC: 96 PART#: COUNT: 0
CLAIM TYPE:
AUTH CODE:

ORIGINAL ESTIMATE:	AUTHORIZED REVISED ESTIMATE:
$	$

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE. CUSTOMER INITIAL X

I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.

CUSTOMER SIGNATURE X

SIGNATURE COPY

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
HAZ. WASTE/MISC. CHARGES	
TOTAL CHARGES	
ADJUSTMENTS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

SIGNATURE SERVICE COPY

20230 374885

MAITA CHEVROLET

9650 AUTO CENTER DRIVE
ELK GROVE, CA 95757
Phone: 691-2800 · From Sacramento: 423-2111
www.maitachevy.com

INVOICE

DUPLICATE 1
PAGE 4

BAR # AM074931 EPA CAL 000170982

[redacted]
ELK GROVE, CA [redacted]
HOME: BUS:
CELL: [redacted]

SERVICE ADVISOR: 93 ROBERT SIGSTON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
BLACK	07	CHEVROLET TAHOE	1GNFK13027R[redacted]		12678/12688	T3842

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07FEB07 IS			17:00 03DEC07		0.00	CASH	11DEC07

R.O. OPENED	DATE CUST. NOTIFIED	OPTIONS:
13:53 01DEC07	12:16 11DEC07	ENG:5.3_Liter_Flexible_Fuel

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL
MA

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE F: 0.00

PERFORMED RECALL
****
G RECALL RECALL 07-0-33 BATTERY RUN DOWN
CAUSE: COMPLETED RECALL
Y0152 REPROGRAM BCM PER BULLETIN 07033
267 W4 (N/C)
FC: 96 PART#: COUNT: 0
CLAIM TYPE:
AUTH CODE:
MA

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE G: 0.00

PERFORMED RECALL
****
H *CAR WASH
CW *CAR WASH
99 ISP (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE H: 0.00

DEC 11 2007

****
I** CHECK FOR ETCH/RATTLE SOUND FROM RIGHT FRONT DOOR
CAUSE: ORDERED WEATHER STRIP.
17 INTERIOR-BODY AND RELATED REPAIRS
24 W4 (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE I: 0.00

SIGNATURE COPY

ORIGINAL ESTIMATE: $

AUTHORIZED REVISED ESTIMATE: $

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE. CUSTOMER INITIAL X

I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.

CUSTOMER SIGNATURE X

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
HAZ. WASTE/MISC. CHARGES	
TOTAL CHARGES	
ADJUSTMENTS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

SIGNATURE SERVICE COPY

20230 374885

MAITA CHEVROLET

9650 AUTO CENTER DRIVE
ELK GROVE, CA 95757
Phone: 691-2800 · From Sacramento: 423-2111
www.maitachevy.com

INVOICE

DUPLICATE 1
PAGE 5

[redacted]
ELK GROVE, CA [redacted]
HOME: BUS:
CELL: [redacted]

BAR # AM074931 EPA CAL 000170982

SERVICE ADVISOR: 93 ROBERT SIGSTON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
BLACK	07	CHEVROLET TAHOE	1GNFK13027R[redacted]		12678/12688	T3842

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07FEB07 IS			17:00 03DEC07		0.00	CASH	11DEC07

R.O. OPENED	DATE CUST. NOTIFIED	OPTIONS:
13:53 01DEC07	12:16 11DEC07	ENG:5.3_Liter_Flexible_Fuel

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
ISOLATE NOISE TO SAME CAUSE OF LINE C. ORDERED UPDATED WEATHER STRIP.							
**********							
EST: 29.95		01DEC07	13:53	SA: 93			

THANK YOU FOR CHOOSING MAITA CHEVROLET FOR YOUR AUTOMOTIVE SERVICING NEEDS. IF YOU HAVE ANY QUESTIONS OR CONCERNS REGARDING YOUR RECENT VISIT, PLEASE CONTACT YOUR SERVICE ADVISOR @916-691-2800
THANK YOU AND HAVE A GREAT DAY.

DEC 11 2007
DEC 11 PAID
VISA

SIGNATURE COPY

ORIGINAL ESTIMATE: $

AUTHORIZED REVISED ESTIMATE: $

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE. X

CUSTOMER INITIAL

I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE. [redacted]

CUSTOMER SIGNATURE X

DESCRIPTION	TOTALS
LABOR AMOUNT	7.86
PARTS AMOUNT	20.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
HAZ. WASTE/MISC. CHARGES	2.09
TOTAL CHARGES	29.95
ADJUSTMENTS	0.00
SALES TAX	1.55
PLEASE PAY THIS AMOUNT	31.50

SIGNATURE SERVICE COPY

CUSTOMER #:20230

[redacted]

ELK GROVE, CA [redacted]

HOME: BUS:

CELL: [redacted]

375930

WORKORDER

PAGE 1

MAITA CHEVROLET

9650 Auto Center Drive
Elk Grove, CA 95757
Phone: 916-691-2800
From Sacramento: 423-2111
www.maitachevy.com

SERVICE ADVISOR: 441 GUERRERO, DANNY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLACK	07	CHEVROLET TAHOE	1GNFK13027R[redacted]		12958 12964	T1011

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07FEB07 IS			17:00 17DEC07		0.00	CASH	

R.O. OPENED	DATE CUST. NOTIFIED	OPTIONS:
17DEC2007 14:38		ENG:5.3_Liter_Flexible_Fuel

LINE	OP CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	17	63	W4	CUSTOMER STATES THAT A SQUEEKING NOISE IS NOTED WHILE DRIVING ON ROUGH ROAD IN REAR OF CAB AREA, CHECK AND ADVISE B6051 4
# B	18	62	W4	CUSTOMER STATES THAT DRIVER SIDE REAR DOOR OUTER GLASS MOLDING IS LOOSE CHECK AND ADVISE B7786 1
# C	8	63	W4	CUSTOMER STATES WHEN DRIVING OUT OF DRIVE WAY A CREEKING NOISE WAS NOTED WHEN BODY WAS FLEXING AND ALSO NOTED DRIVING DOWN ELK GROVE BLVD CHECK AND ADVISE MORE APPARENT IN AM
# D	17	63	W4	CUSTOMER STATES THAT A TICKING NOISE IS NOTED AROUND CLUSTER NEAR LEFT VENT, NOTED @ 60-75 MPH. INTERMINTANT, STOPPED ON THE WAY TO SHOP CHECK AND ADVISE Try AM J9991 3

E W/ RENTAL

total 111.50

W 10.00

FIX IT RIGHT THE FIRST TIME

DEC 26 2007

RO- 375930

12/18	12 38
PREPA	Pump 3
FUEL	$10.00
TOTAL	$10.00
SHELL FLT	$10.00
XXX XX6 879	XXXXX
TL/NOTAX	$10.00
TAX PD	$0 00
RECEIPT NO.	1-5887

E

PERFORM ANY NEEDED REPAIRS ARE NECESSARY.
PLEASE READ REVERSE SIDE.

9 amending civil code.) I hereby al. You and your employees may isk. An express mechanic's lien is event legal action is necessary to sts. I acknowledge this deposited thereof by the dealer against loss the depository. I also acknowledge dealer is not responsible for the day storage charge.

$

ALL PARTS REMOVED WILL BE DISCARDED UNLESS OTHERWISE REQUESTED PRIOR TO BEGINNING WORK. I REQUEST THAT MY PARTS BE SAVED.

☐ SAVE PARTS X

ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED.

DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT
12/18/07	11AM	DANNY	7150076	$ 10
REASON FUEL				REVISED TOTAL $ 10
DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT $
REASON				REVISED TOTAL $

TEARDOWN ESTIMATE: I UNDERSTAND THAT MY VEHICLE WILL BE REASSEMBLED WITHIN ____ DAYS OF THE DATE SHOWN ABOVE IF I CHOOSE NOT TO AUTHORIZE THE SERVICES RECOMMENDED.

AUTHORIZED BY: X [redacted]

TERMS: CASH UNLESS PRIOR ARRANGEMENTS HAVE BEEN MADE.

TECHNICIAN COPY

LOCATION ____ QUALITY CONTROLLED BY ____ MILES ____

BAR # AM074931 EPA # CAL000170982

JAN 1 8 2008

From:maita chevrolet 916 691 6853 08/26/2008 11:14 #786 P.011/021

(Need. Fuel)

A

CAUSE: CKON Rear SQUKKE NOISE Road & Coming From Rear DECKLID

CORRECTION: Remove Panel Re Road Test still theere Need Gasl TO Keepon. Do Remove Rear panel Re Tight AND Bolts

B

CAUSE: Re ssable. CKON Drivers side molding

CORRECTION: Comp of. Re Seal Rubber molding on R/R Door. OK

C

CAUSE: Road Test Moring TO Ck For Squkke, N PF 1

CORRECTION:

D

CAUSE: NC ON Ticking concern

CORRECTION: Duplicate

E

CAUSE:

CORRECTION:

ENGINE: CID _____ CALB _____

4 CYL ☐ 6 CYL ☐ V/6 ☐ V/8 ☐ DIESEL ☐

TRANSMISSION:

3 SPEED ☐ 4 SPD ☐ 5 SPD ☐ AUTO ☐ TYPE _____

AXLE TYPE:	YES	NO
LOCKING AXLE	☐	☐
FLOATING AXLE	☐	☐

ACCESSORIES:

P/S ☐ P/B ☐ A/C ☐ AIR ☐ OTHER _____

BRAKE CONDITION

FRONT _____/32 REAR _____/32

FUEL GAUGE

¼ ½ FULL

QUALITY CONTROL TECH _____ ASM _____

LABOR RECORD

REPAIR LABOR SALES	FLAT RATE	R.O. NO. / TECH. NO.	ELAPSED TIME	OFF / ON
	.4	375930 / 63	14	07DEC17 14.9 / 07DEC17 14.5

FLAG SHEET

ON

OFF 8

FLAG SHEET

ON

REPAIR LABOR SALES	FLAT RATE	R.O. NO. / TECH. NO.	ELAPSED TIME	OFF / ON
	.1	375930 / 63	12	07DEC17 15.1 / 07DEC17 14.9

FLAG SHEET

ON

REPAIR LABOR SALES	FLAT RATE	R.O. NO. / TECH. NO.	ELAPSED TIME	OFF / ON
	4	375930 / 63	14	07DEC18 13.5 / 07DEC18 13.

FLAG SHEET

ON

OFF 3

REPAIR LABOR SALES	FLAT RATE	R.O. NO. / TECH. NO.	ELAPSED TIME	OFF / ON
	.17	375930 / 63		12/18/07

FLAG SHEET

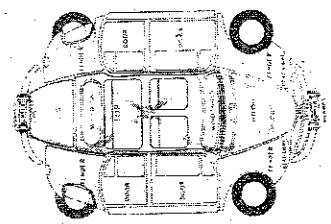
ON

OFF 1

FLAG SHEET

ON

INDICATE ANY DAMAGE CUSTOMER HAS ON VEHICLE PREVIOUS TO MAKING REPAIRS



PRIOR DAMAGE

RF ☐ RR ☐

F ☐ R ☐

LF ☐ LR ☐

20230 375930

MAITA CHEVROLET

9650 AUTO CENTER DRIVE
ELK GROVE, CA 95757
Phone: 691-2800 · From Sacramento: 423-2111
www.maitachevy.com

INVOICE

DUPLICATE 1
PAGE 1

[redacted]
ELK GROVE, CA [redacted]
HOME: BUS:
CELL: [redacted]

BAR # AM074931 EPA CAL 000170982
SERVICE ADVISOR: 441 DANNY GUERRERO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLACK	07	CHEVROLET TAHOE	1GNFK13027R[redacted]		12958/12964	T1011

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07FEB07 IS			17:00 17DEC07		0.00	CASH	26DEC07

R.O. OPENED	DATE CUST. NOTIFIED	OPTIONS:
14:38 17DEC07	13:40 26DEC07	ENG:5.3_Liter_Flexible_Fuel

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CUSTOMER STATES THAT A SQUEEKING NOISE IS NOTED WHILE DRIVING ON
ROUGH ROAD IN REAR OF CAB AREA, CHECK AND ADVISE
CAUSE: LOOSE REAR PANEL BOLTS
B6051 REAR PANEL BOLTS LOOSE-RETIGHTENED BOLTS
63 W4 (N/C)
FC: 3A PART#: COUNT: 0
CLAIM TYPE:
AUTH CODE:
NU

MISC FUEL
CC 10.00 10.00
PARTS: 0.00 LABOR: 0.00 OTHER: 10.00 TOTAL LINE A: 10.00

VEH LOW ON FUEL..ADDED FUEL TO VEH CHECKED ON REAR SQUEAK NOISE, COMING FROM REAR DECK LID...REMOVED PANEL & RE-ROAD TESTED NOISE STILL PRESENT..REINSTALLED REAR PANEL & RETIGHT ENED BOLTS...REASSEMBLED OKAY NOW..

****

B CUSTOMER STATES THAT DRIVER SIDE REAR DOOR OUTER GLASS MOLDING IS
LOOSE CHECK AND ADVISE
CAUSE: R/R DOOR LOOSE OUTER MOLDING
B7966 MOLDING, REAR DOOR RIGHT SIDE
LOOSE-REINSTALLED
63 W4 (N/C)
FC: 3A PART#: COUNT: 0
CLAIM TYPE:
AUTH CODE:
ON

DEC 26 2007

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

SIGNATURE COPY

ORIGINAL ESTIMATE: $

AUTHORIZED REVISED ESTIMATE: $

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE. X CUSTOMER INITIAL

I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.

CUSTOMER SIGNATURE X

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
HAZ. WASTE/MISC. CHARGES	
TOTAL CHARGES	
ADJUSTMENTS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

SIGNATURE SERVICE COPY

20230 375930

INVOICE

DUPLICATE 1
PAGE 2

MAITA CHEVROLET

9650 AUTO CENTER DRIVE
ELK GROVE, CA 95757
Phone: 691-2800 · From Sacramento: 423-2111
www.maitachevy.com

[redacted]
ELK GROVE, CA [redacted]
HOME: BUS:
CELL: [redacted]

BAR # AM074931 EPA CAL 000170982

SERVICE ADVISOR: 441 DANNY GUERRERO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLACK	07	CHEVROLET TAHOE	1GNFK13027F[redacted]		12958/12964	T1011

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07FEB07 IS			17:00 17DEC07		0.00	CASH	26DEC07

R.O. OPENED	DATE CUST. NOTIFIED	OPTIONS:
14:38 17DEC07	13:40 26DEC07	ENG:5.3_Liter_Flexible_Fuel

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

RESEALED RUBBER MOLDING ON R/R DOOR OKAY NOW.

****

C CUSTOMER STATES WHEN DRIVING OUT OF DRIVE WAY A CREEKING NOISE WAS NOTED WHEN BODY WAS FLEXING AND ALSO NOTED DRIVING DOWN ELK GROVE BLVD CHECK AND ADVISE MORE APPARENT IN AM

CAUSE: UNABLE TO DUPLICATE COMPLAINT

NPF UNABLE TO DUPLICATE CUSTOMER CONCERN

63 W4 (N/C)

FC: PART#: COUNT:

CLAIM TYPE:

AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

ROAD TESTED VEH-UNABLE TO DUPLICATE COMPLAINT A T THIS TIME..

****

D CUSTOMER STATES THAT A TICKING NOISE IS NOTED AROUND CLUSTER NEAR LEFT VENT, NOTED @ 60-75 MPH. INTERMINTANT, STOPPED ON THE WAY TO SHOP CHECK AND ADVISE

CAUSE: UNABLE TO DUPLICATE COMPLAINT

J9991 CUSTOMER CONCERN NOT DUPLICATED

63 W4 (N/C)

FC: 9Z PART#: COUNT: 0

CLAIM TYPE:

AUTH CODE:

NE

DEC 26 2007

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

CHECKED FOR TICKING NOISE..UNABLE TO DUPLICATE COMPLAINT AT THIS TIME..
(RD TESTED VEH ON COLD START)

SIGNATURE COPY

ORIGINAL ESTIMATE: $

AUTHORIZED REVISED ESTIMATE: $

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE. CUSTOMER INITIAL X

I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.

CUSTOMER SIGNATURE X

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
HAZ. WASTE/MISC. CHARGES	
TOTAL CHARGES	
ADJUSTMENTS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

SIGNATURE SERVICE COPY

20230 375930

MAITA CHEVROLET

9650 AUTO CENTER DRIVE
ELK GROVE, CA 95757
Phone: 691-2800 · From Sacramento: 423-2111
www.maitachevy.com

INVOICE

DUPLICATE 1
PAGE 3

[redacted]
ELK GROVE, CA [redacted]
HOME: BUS:
CELL: [redacted]

BAR # AM074931 EPA CAL 000170982

SERVICE ADVISOR: 441 DANNY GUERRERO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLACK	07	CHEVROLET TAHOE	1GNFK13027R[redacted]		12958/12964	T1011

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07FEB07 IS			17:00 17DEC07		0.00	CASH	26DEC07

R.O. OPENED	DATE CUST. NOTIFIED	OPTIONS:
14:38 17DEC07	13:40 26DEC07	ENG:5.3_Liter_Flexible_Fuel

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
SUBL	MAITA RENATL INV# 1023							
		W4						(N/C)

THANK YOU FOR CHOOSING MAITA CHEVROLET FOR YOUR AUTOMOTIVE SERVICING NEEDS. IF YOU HAVE ANY QUESTIONS OR CONCERNS REGARDING YOUR RECENT VISIT, PLEASE CONTACT YOUR SERVICE ADVISOR @916-691-2800
THANK YOU AND HAVE A GREAT DAY.

DEC 26 2007
PAID
Visa
12-18 MG

SIGNATURE COPY

ORIGINAL ESTIMATE: $

AUTHORIZED REVISED ESTIMATE: $

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE. CUSTOMER INITIAL X

I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.

CUSTOMER SIGNATURE X

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
HAZ. WASTE/MISC. CHARGES	10.00
TOTAL CHARGES	10.00
ADJUSTMENTS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	10.00

SIGNATURE SERVICE COPY

CUSTOMER #:20230

[redacted]

ELK GROVE, CA [redacted]

HOME: BUS:

CELL: [redacted]

376389

WORKORDER

PAGE 1

MAITA CHEVROLET

9650 Auto Center Drive
Elk Grove, CA 95757
Phone: 916-691-2800
From Sacramento: 423-2111
www.maitachevy.com

SERVICE ADVISOR: 441 GUERRERO,DANNY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
BLACK	07	CHEVROLET TAHOE	1GNFK13027R[redacted]		13188/13205	T1071

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07FEB07 IS			17:00 26DEC07		0.00	CASH	

R.O. OPENED	DATE CUST. NOTIFIED	OPTIONS:
26DEC2007 15:48		ENG:5.3_Liter_Flexible_Fuel

LINE	OP CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	8		W4	CUSTOMER STATES THAT A DRY BUSHING NOISE IS NOTED FROM REAR END ON TURNS UNDER EXCELL, WHEN REAR END WIGGLES IS WHEN NOISE IS NOTED CHECK AND ADVISE NPP
			12/27	RECHECK PER MOODY
# B	17	63	W4	CUSTOMER STATES THAT A SQUEEKING NOISE IS NOTED FROM REAR INTERIOR PANEL WHILE DRIVING OVER BUMPS POSSIBLE REAR HATCH PANEL, SEE HISTORY AND ADVISE 502
			12/27	RECHECK PER MOODY
# C	17	63	W4	CUSTOMER STATES THAT A TICKING NOISE IS NOTED FROM DRIVER SIDE DOOR PANEL IN THE AM AFTER DRIVING A FEW MILES AT A STOP CHECK AND ADVISE NPP
# D	18	63	W4	CUSTOMER STATES THAT DRIVER SIDE REAR DOOR OUTER MOLDING IS LOOSE AND LOOKS WAVY CHECK AND ADVISE AND SEE HISTORY 331.5
# E	RENTAL		W4	RENTAL / 12.26.07 / total 325.61
# F	17	63	W4	CUSTOMER STATES THAT A INTERMINTANT DASH RATTLE NOISE IS NOTED FROM DRIVER DOOR VENT AND IPC AREA WHILE DRIVING FREEWAY AND ROUGH ROAD CHECK AND ADVISE
			12/27	RECHECK PER MOODY
# E		63	W4	Broken Door Molding — W-599.48

THE FIRST TIME

THIS IS NOT AN INVOICE

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.

SUBJECT TO CONDITIONS ON REVERSE SIDE OF THIS CONTRACT. PLEASE READ REVERSE SIDE.

REPAIR AUTHORIZATION & VEHICLE DEPOSITORY RECEIPT (AB 409 amending civil code.) I hereby authorize the repair work to be done along with the necessary material. You and your employees may operate vehicle for the purposes of testing, inspection or delivery at my risk. An express mechanic's lien is acknowledged on vehicle to secure the amount of repairs thereto in the event legal action is necessary to enforce this contract. I will pay reasonable attorney's fees and court costs. I acknowledge this deposited property is not insured or protected to the amount of the actual cash value thereof by the dealer against loss occasioned by theft, fire and vandalism while such property remains with the depository. I also acknowledge no articles or personal property have been left in the vehicle and the dealer is not responsible for the inspection thereof. Vehicles left over 3 days will be subject to $10.00 per day storage charge.

PRELIMINARY ESTIMATE $ [redacted]

AUTHORIZED BY: X [redacted]

TERMS: CASH [redacted] UNLESS PRIOR ARRANGEMENTS HAVE BEEN MADE.

ALL PARTS REMOVED WILL BE DISCARDED UNLESS OTHERWISE REQUESTED PRIOR TO BEGINNING WORK. I REQUEST THAT MY PARTS BE SAVED.

☐ SAVE PARTS X

ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED.

DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT
REASON				REVISED TOTAL $
DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT $
REASON				REVISED TOTAL $

TEARDOWN ESTIMATE: I UNDERSTAND THAT MY VEHICLE WILL BE REASSEMBLED WITHIN ____ DAYS OF THE DATE SHOWN ABOVE IF I CHOOSE NOT TO AUTHORIZE THE SERVICES RECOMMENDED.

LOCATION ____ QUALITY CONTROLLED BY ____ MILES ____

TECHNICIAN COPY

BAR # AM074931 EPA # CAL000170982

From:maita chevrolet 916 691 6853 08/26/2008 11:20 #786 P.016/021

Road Test For noise with
CAUSE: Moody could of Duplicate

A A. 502-road test with moody, unable to duplicate
CORRECTION: noise. Found bulletin pertaining, found frame marks from spring. Performed bulletin & rechecked. #C
Found ok at this time. ReRoad For tick
CAUSE: mods NPF

B ckon Rear Panel Squkle
CORRECTION: Lube, Rear. Wheather strip
ReRoad Test Dow
B. 502- ordered rear striker spacer as per bulletin
CAUSE:

C Remove RF DASH panel. Retorque
CORRECTION: Bolts, perfomo Bulltn
(ReAssembly ReRoad Test)

ENGINE: CID ____ CALB ____
4 CYL ☐ 6 CYL ☐ V/6 ☐ V/8 ☐ DIESEL ☐
TRANSMISSION:
3 SPEED ☐ 4 SPD ☐ 5 SPD ☐ AUTO ☐ TYPE ____
AXLE TYPE: YES NO
LOCKING AXLE ☐ ☐
FLOATING AXLE ☐ ☐

CAUSE:

D Replaced LR BLACK
CORRECTION: Hocky Puck.

REPAIR LABOR SALES	FLAT RATE	R.O. NO.	ELAPSED TIME	OFF
	<1.7>	376389		1/25/08
		TECH. NO. 63		ON

BRAKE CONDITION
FRONT ____/32 REAR ____/32

FUEL GAUGE
¼ ½ FULL

CAUSE:

E (Broken Hocky puck)
CORRECTION: When Installed
(B CLAIM)

REPAIR LABOR SALES	FLAT RATE	R.O. NO.	ELAPSED TIME	OFF
	<.9>	376389		12/31
		TECH. NO. 63		ON

	Ø	376501		
		TECH. NO. 502	.7	DEC 28 11.8

FLAG SHEET

FLAG SHEET

REPAIR LABOR SALES	FLAT RATE	R.O. NO.	ELAPSED TIME	OFF
Perform F	.5	376389	1.5	07 DEC 27 10.1
		TECH. NO. 63		07 DEC 27 9.6

FLAG SHEET

REPAIR LABOR SALES	FLAT RATE	R.O. NO.	ELAPSED TIME	OFF
ReAssembly Without DASH F	.6 -3	376389	.6	07 DEC 27 9.6
		TECH. NO. 63		07 DEC 27 9.0

FLAG SHEET

<.5>

FLAG SHEET

REPAIR LABOR SALES	FLAT RATE	R.O. NO.	ELAPSED TIME	OFF
Pulled DASH F	1.0	376389	1.0	07 DEC 27 9.0
		TECH. NO. 63		07 DEC 27 8.0

REPAIR LABOR SALES	FLAT RATE	R.O. NO.	ELAPSED TIME	OFF
Road Test F	.7	376389	.7	07 DEC 27 8.0
		TECH. NO. 63		07 DEC 27 7.3

FLAG SHEET

<.1>

REPAIR LABOR SALES	FLAT RATE	R.O. NO.	ELAPSED TIME	OFF
Rear Trim Drain B-F	.6	376389	.8	DEC 27 10.9
		TECH. NO. 63		07 DEC 27 10.1

REPAIR LABOR SALES	FLAT RATE	R.O. NO.	ELAPSED TIME	OFF
	Ø	376389	1.9	DEC 28 15.0
		TECH. NO. 502		07 DEC 28 13.1

REPAIR LABOR SALES	FLAT RATE	R.O. NO.	ELAPSED TIME	OFF
A	.5	376389	1.8	DEC 28 16.8
		TECH. NO. 502		DEC 28 15.0

20230 376389

MAITA CHEVROLET

9650 AUTO CENTER DRIVE
ELK GROVE, CA 95757
Phone: 691-2800 · From Sacramento: 423-2111
www.maitachevy.com

INVOICE

DUPLICATE 1
PAGE 1

[redacted]
ELK GROVE, CA [redacted]
HOME: BUS:
CELL: [redacted]

BAR # AM074931 EPA CAL 000170982

SERVICE ADVISOR: 441 DANNY GUERRERO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLACK	07	CHEVROLET TAHOE	1GNFK13027R[redacted]		13188/13234	T1071

IN SERVICE DATE	PROD. DATE	WARR EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07FEB07 IS			17:00 27DEC07		0.00	CASH	25JAN08

R.O. OPENED	DATE CUST. NOTIFIED	OPTIONS:
15:48 26DEC07	18:46 25JAN08	ENG:5.3_Liter_Flexible_Fuel

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CUSTOMER STATES THAT A DRY BUSHING NOISE IS NOTED FROM REAR END ON TURNS UNDER EXCELL, WHEN REAR END WIGGLES IS WHEN NOISE IS NOTED CHECK AND ADVISE

CAUSE: BULLETIN

E9447 INSPECT/ROTATE REAR COIL SPRINGS,INSPECT LOWER CONTROL ARM

502 W4 (N/C)

FC: 93 PART#: COUNT: 0

CLAIM TYPE:

AUTH CODE:

NR

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

ROAD TESTED-UNABLE TO DUPLICATE COMPLAINT.. FOUND BULLETIN PERTAINING, FOUND FRAME MARKS FR OM SPRING..PERFORMED BULLETIN & RECHECKED OKAY NOW..

****

B CUSTOMER STATES THAT A SQUEEKING NOISE IS NOTED FROM REAR INTERIOR PANEL WHILE DRIVING OVER BUMPS POSSIBLE REAR HATCH PANEL, SEE HISTORY AND ADVISE

CAUSE: BULLETIN

SOP SPECIAL ORDER PART REQUIRED FOR REPAIR, NOTIFICATION SENT UPON ARRIVAL OF PART

63 W4 (N/C)

FC: PART#: COUNT:

CLAIM TYPE:

AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

JAN 26 2008

SIGNATURE COPY	ORIGINAL ESTIMATE: $	AUTHORIZED REVISED ESTIMATE: $	DESCRIPTION	TOTALS
	I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE.	CUSTOMER INITIAL X	LABOR AMOUNT	
			PARTS AMOUNT	
			GAS, OIL, LUBE	
			SUBLET AMOUNT	
			HAZ. WASTE/MISC. CHARGES	
	I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.		TOTAL CHARGES	
			ADJUSTMENTS	
			SALES TAX	
	CUSTOMER SIGNATURE X		PLEASE PAY THIS AMOUNT	

SIGNATURE SERVICE COPY

20230 376389

MAITA CHEVROLET

9650 AUTO CENTER DRIVE
ELK GROVE, CA 95757
Phone: 691-2800 · From Sacramento: 423-2111
www.maitachevy.com

INVOICE

DUPLICATE 1
PAGE 2

[redacted]
ELK GROVE, CA [redacted]
HOME: BUS:
CELL: [redacted]

BAR # AM074931 EPA CAL 000170982

SERVICE ADVISOR: 441 DANNY GUERRERO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
BLACK	07	CHEVROLET TAHOE	1GNFK13027R[redacted]		13188/13234	T1071

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07FEB07 IS			17:00 27DEC07		0.00	CASH	25JAN08

R.O. OPENED	DATE CUST. NOTIFIED	OPTIONS:
15:48 26DEC07	18:46 25JAN08	ENG:5.3_Liter_Flexible_Fuel

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

ROAD TESTED & VERIFIED SQUEEKING NOISE. LUBED REAR WEATHERSTRIP &
RE-ROAD TESTED ORDERED REAR STRIKER SPACER AS PER BULLETIN.. REPLACED
REAR STIKER SPACER-OKAY NOW..
****
C CUSTOMER STATES THAT A TICKING NOISE IS NOTED FROM DRIVER SIDE DOOR
PANEL IN THE AM AFTER DRIVING A FEW MILES AT A STOP CHECK AND
ADVISE
CAUSE: BULLETIN
NPF UNABLE TO DUPLICATE CUSTOMER CONCERN
63 W4 (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

REMOVED RF DASH PANEL & RETORQUE BOLTS AS PER B ULLETIN..REASSEMBLED &
RE-ROAD TESTED OKAY NOW
****
D CUSTOMER STATES THAT DRIVER SIDE REAR DOOR OUTER MOLDING IS LOOSE AND
LOOKS WAVY CHECK AND ADVISE AND SEE HISTORY
CAUSE: FAULTY LR HOCK DRIVER REAR DOOR MOLDING
C0331 STRIP, REAR DOOR WINDOW OUTER SEALING LEFT
R&R OR REPLACE
63 W4 (N/C)
1 15938032 S/STR (N/C)
FC: 4N
PART#: 15938032
COUNT: 8
CLAIM TYPE:
AUTH CODE: E
ON

JAN 26 2008

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

SIGNATURE COPY

ORIGINAL ESTIMATE: $

AUTHORIZED REVISED ESTIMATE: $

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE. CUSTOMER INITIAL X

I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.

CUSTOMER SIGNATURE X

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
HAZ. WASTE/MISC. CHARGES	
TOTAL CHARGES	
ADJUSTMENTS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

SIGNATURE SERVICE COPY

20230 376389

MAITA CHEVROLET

9650 AUTO CENTER DRIVE
ELK GROVE, CA 95757
Phone: 691-2800 · From Sacramento: 423-2111
www.maitachevy.com

INVOICE

DUPLICATE 1
PAGE 3

[redacted]
ELK GROVE, CA [redacted]
HOME: BUS:
CELL [redacted]

BAR # AM074931 EPA CAL 000170982

SERVICE ADVISOR: 441 DANNY GUERRERO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
BLACK	07	CHEVROLET TAHOE	1GNFK13027R[redacted]		13188/13234	T1071

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07FEB07 IS			17:00 27DEC07		0.00	CASH	25JAN08

R.O. OPENED	DATE CUST. NOTIFIED	OPTIONS:
15:48 26DEC07	18:46 25JAN08	ENG:5.3_Liter_Flexible_Fuel

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

REPLACED LR BLACK HOCKY MOLDING..
****
E RENTAL / 12.26.07 /
CAUSE: RENTAL
R RENTAL VEHICLE NEEDED
99 W4 (N/C)
FC: PART#: COUNT:
CLAIM TYPE:
AUTH CODE:

SUBL 3 DAY RENTAL PO# 53188
PO#26300
W4 (N/C)
SUBL 3 DAY RENTAL PO# 53188
PO#26300
W4 (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00

****
F CUSTOMER STATES THAT A INTERMINTANT DASH RATTLE NOISE IS NOTED FROM
DRIVER DOOR VENT AND IPC AREA WHILE DRIVING FREEWAY AND ROUGH
ROAD CHECK AND ADVISE
CAUSE: BULLETIN
C9757 REPLACE CLIPS & ADD FELT/FOAM TO IP UPPER
TRIM PANEL BLADE
63 W4 (N/C)
7 11588650 CLIP (N/C)
FC: 93 PART#: COUNT: 0
CLAIM TYPE:
AUTH CODE: E
NO

JAN 26 2008

SIGNATURE COPY	ORIGINAL ESTIMATE: $	AUTHORIZED REVISED ESTIMATE: $	DESCRIPTION	TOTALS
	I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE.	CUSTOMER INITIAL X	LABOR AMOUNT	
			PARTS AMOUNT	
			GAS, OIL, LUBE	
			SUBLET AMOUNT	
			HAZ. WASTE/MISC. CHARGES	
	I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.		TOTAL CHARGES	
			ADJUSTMENTS	
			SALES TAX	
	CUSTOMER SIGNATURE X		PLEASE PAY THIS AMOUNT	

SIGNATURE SERVICE COPY

20230 376389

INVOICE

DUPLICATE 1
PAGE 4

MAITA CHEVROLET

9650 AUTO CENTER DRIVE
ELK GROVE, CA 95757
Phone: 691-2800 · From Sacramento: 423-2111
www.maitachevy.com

[redacted]
ELK GROVE, CA [redacted]
HOME: BUS:
CELL: [redacted]

BAR # AM074931 EPA CAL 000170982

SERVICE ADVISOR: 441 DANNY GUERRERO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLACK	07	CHEVROLET TAHOE	1GNFK13027R[redacted]		13188/13234	T1071

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07FEB07 IS			17:00 27DEC07		0.00	CASH	25JAN08

R.O. OPENED	DATE CUST. NOTIFIED	OPTIONS:
15:48 26DEC07	18:46 25JAN08	ENG:5.3_Liter_Flexible_Fuel

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE F: 0.00

REMOVED RF DASH PANEL & RETORQUE BOLTS... REASSEMBLED & RE-ROAD TESTED
OKAY NOW..
****

G** DRIVER REAR DOOR BROKEN DOOR MOLDING
18 EXTERIOR-BODY AND RELATED REPAIR
63 ISP (N/C)
1 15938032 S/STR (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE G: 0.00

REPLACED REAR DOOR MOLDING..OKAY NOW..
****

THANK YOU FOR CHOOSING MAITA CHEVROLET FOR
YOUR AUTOMOTIVE SERVICING NEEDS. IF YOU HAVE
ANY QUESTIONS OR CONCERNS REGARDING YOUR
RECENT VISIT, PLEASE CONTACT YOUR SERVICE
ADVISOR @916-691-2800
THANK YOU AND HAVE A GREAT DAY.

JAN 26 2008

SIGNATURE COPY

ORIGINAL ESTIMATE: $

AUTHORIZED REVISED ESTIMATE: $

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE. X

CUSTOMER INITIAL

I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.

CUSTOMER SIGNATURE X

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
HAZ. WASTE/MISC. CHARGES	0.00
TOTAL CHARGES	0.00
ADJUSTMENTS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

SIGNATURE SERVICE COPY

leonard.deprez@gm.com
08/26/2008 10:49 AM

To iris_cruz@gmexpert.com
cc
bcc
Subject Re: level of involvement in NISM

Iris:

Paul Blanco Chevrolet was officially terminated as a GM dealer on 6/24/2008. Therefore, the retrieval of documents will not be possible.

I trust this will be of assistance.

Leonard Deprez
DVM-Sacramento
916-203-2262 cell

iris_cruz@gmexpert.com

08/26/2008 07:34 AM

To leonard.deprez@gm.com
cc
Subject level of involvement in NISM

DVM Leonard Deprez:

Hi, my name is Iris Cruz. This email is to follow up on my voicemail regarding Service Request 71-656864628 for customer [redacted]. The customer's vehicle is a 2007 Chevrolet Tahoe with 22396 miles. The VIN is 1GNFK13027R[redacted]. The customer has been working with **Maita Chevrolet in Elk Grove, CA and Paul Blanco in Sacramento CA**. I am requesting you assiatnce at this point to locate the necessary service documents the dealerships involed. **I have had a specially hard time getting a hold of anyone at Paul Blanco, the service deptartment line has not been answered 4 seperate times and the general voicemail box is full and I was not able to leave a message 4 seperate times after no one answered the main phone line. Thank you for your assistance in this matter.** Due to time constraints, your response to this e-mail is required within 24 hours.

This is a Not in Suit Matter. This means a demand letter has been sent to our office by the customer's attorney indicating that the customer may pursue a lawsuit unless GM can resolve the customer's vehicle concern. We are reviewing this case for possible settlement in our Early Resolution program. To make it easier for you to meet the 24 hour turnaround, please review the following options and reply with your choice:

A) I am familiar with this customer and vehicle and I would like to have updates on the case handling of this customer and provide input where appropriate. Please keep me engaged in the direction of this case as you negotiate resolution with the plaintiff's counsel. (If selecting this option, please include in your response any pertinent information you may have by 1) email or 2) responding to the voicemail that you received.)

B) I am not aware of this particular customer or vehicle. However, I would like to have updates on the case handling of this customer and provide input where appropriate. Please keep me engaged in the direction of this case as you negotiate resolution with the plaintiff's counsel.

C) I have information to share regarding this customer's case; however, I will not be able to get involved with the case handling. Please resolve this case according to the ER program policies for case settlement. If the settlement requires a Repurchase, I would like to re-engage in this case. (If selecting this option, please include in your response any pertinent information you may have by 1) email or 2) responding to the voicemail that you received.)

D) I have information to share regarding this customer's case; however, I will not be able to get involved with the case handling. Please resolve this case according to the ER program policies for case settlement including a Repurchase, if necessary. (If selecting this option, please include in your response any pertinent information you may have by 1) email or 2) responding to the voicemail that you received.)

E) Unfortunately, I am not aware of this particular customer case and cannot provide any information related to this customer. In addition, I am not able to have any involvement with the case handling. Please resolve this case according to the Early Resolution program policies for case settlement including a Repurchase, if necessary.

Please reply with your choice of the above options within 24 hours. Your feedback will be documented and e-mail attached to our case and is an important step in our accurate and timely case resolution.

Thank you,
Iris Cruz

GM Cars Austin
7401 East Ben White Blvd, Bldg F
Austin, TX 78741
iris_cruz@gmexpert.com
Phone: 866.790.5700. x41188

CONFIDENTIAL AND PRIVILEGED: This communication contains information intended only for the use of the individual or entity to which it is addressed and may contain information that is privileged and/or confidential. If you are not the intended recipient or an employee or agent responsible for delivering the communication to the intended recipient, you are hereby notified that any disclosure, copying distribution, or use of its contents is prohibited. If you have received this communication in error, please notify us immediately by returning the original communication by reply e-mail, and permanently delete the communication from your system. Thank you.

3

Fax Cover Sheet

Maita Chevrolet

9650 Auto Center Drive
P.O. Box 100
Elk Grove, Ca. 95758

Attention: Iris Cruz

From: Tom Crase

Date: 8/26/08

Phone: (916) 691-2800 Ext.

Fax Number: (916) 691-6856

Total Pages faxed (Including Cover Page): 25

Comments:

[redacted] '07 Tahoe

service request: 71-6568646058

vin# 1GNFK13027R[redacted]

FAX NUMBER: 866-485-8256

By Spm JOSSICA 601-2962 BEFORE 11:00

CUSTOMER # 20230

[redacted]

ELK GROVE, CA [redacted]

HOME: CONT: N/A

BUS: CELL [redacted]

389884

WORKORDER

PAGE 1

MAITA CHEVROLET

9650 Auto Center Drive
Elk Grove, CA 95757
Phone: 916-691-2800
From Sacramento: 423-2111
www.maitachevy.com

SERVICE ADVISOR: 441 GUERRERO, DANNY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLACK	07	CHEVROLET TAHOE	1GNFK13027R[redacted]		22323/	T1914

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07FEB07 DD			** WAITER **		0.00	CASH	

R.O. OPENED	DATE CUST. NOTIFIED	OPTIONS:
24JUL2008 11:52		ENG:5.3_Liter_Flexible_Fuel

LINE	OP CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	17	108	W4	REAR DOOR HANDLES LOOSE PAINT WITH SHARP EDGES- SOP PART IN LR Handle B4518 .4
# B	17	108	W4	DRIVER SIDE FRONT DOOR HANDLE LOOSING PAINT-SOP PART IN RF handle B4281 .4
# C	17	108	W4	PASSANGER SIDE PILLAR MOLDING WARPED-SOP PART IN-ONE TIME WARRENTY B7571 .3
# D	17	108	W4	STEERING WHEEL LOOSING PAINT-SOP PART IN- ONE TIME WARRENTY E7020 .3
# E	8	108	W4	CHECK ON FRONT END POPPING WHEN TURNING RIGHT LEFT-ONLY APPARENT WHEN OUTSIDE TEMP IS HOT AND AFTER ENGINE IS AT OPERATING TEMPATURE-SOUNDS LIKE BALL JOINT POPPING AND ADVISE K9995 TOTAL W482.0
# F	18	108	W4	DRIVER SIDE MIRROR WILL VIBRATE AT FREEWAY SPEEDS-GLASS PORTION-WAS CYCLED ON LAST VISIT AND ADVISE PAINT TO MATCH ordered Mirror 7-24-08 B4156 .3
# G	RENTAL		W4	RENTAL / 7.24.08 /
#H			W4	~~X REAR~~ DOORS DO NOT OPEN X

Wheel 3-moldings 7-24-08 2-handles

PARTS JUL 25 2008

Preliminary Estimate : $0.00 INF @ 4:51 pm 7/24/08

THIS IS NOT AN INVOICE

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.

SUBJECT TO CONDITIONS ON REVERSE SIDE OF THIS CONTRACT. PLEASE READ REVERSE SIDE.

REPAIR AUTHORIZATION & VEHICLE DEPOSITORY RECEIPT (AB 409 amending civil code.) I hereby authorize the repair work to be done along with the necessary material. You and your employees may operate vehicle for the purposes of testing, inspection or delivery at my risk. An express mechanic's lien is acknowledged on vehicle to secure the amount of repairs thereto in the event legal action is necessary to enforce this contract. I will pay reasonable attorney's fees and court costs. I acknowledge this deposited property is not insured or protected to the amount of the actual cash value thereof by the dealer against loss occasioned by theft, fire and vandalism while such property remains with the depository. I also acknowledge no articles or personal property have been left in the vehicle and the dealer is not responsible for the inspection thereof. Vehicles left over 3 days will be subject to $10.00 per day storage charge.

PRELIMINARY ESTIMATE $ [redacted] WHICH INCLUDES A

AUTHORIZED BY: X [redacted]

TERMS: CASH UNLESS PRIOR ARRANGEMENTS HAVE BEEN MADE.

ALL PARTS REMOVED WILL BE DISCARDED UNLESS OTHERWISE REQUESTED PRIOR TO BEGINNING WORK. I REQUEST THAT MY PARTS BE SAVED.

☐ SAVE PARTS X

ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED.

DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT
REASON				REVISED TOTAL $
DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT $
REASON				REVISED TOTAL $

TEARDOWN ESTIMATE: I UNDERSTAND THAT MY VEHICLE WILL BE REASSEMBLED WITHIN ____ DAYS OF THE DATE SHOWN ABOVE IF CHOOSE NOT TO AUTHORIZE THE SERVICES RECOMMENDED.

LOCATION ____ QUALITY CONTROLLED BY ____ MILES ____

TECHNICIAN COPY

BAR # AM074931 EPA # CAL000170982

From:maita chevrolet 916 691 6853 08/26/2008 11:47 #788 P.002/025

REPAIR LABOR SALES	FLAT RATE	R.O. NO.	ELAPSED TIME	OFF
Lu A	.4	389884 TECH. NO. 108	.4	08 JUL 24 15.4

CAUSE:

A

CORRECTION: (108) Installed LR inside handle

FLAG SHEET

REPAIR LABOR SALES	FLAT RATE	R.O. NO.	ELAPSED TIME	OFF
Lu B	.4	389884 TECH. NO. 108	.4	08 JUL 24 14.5 / 08 JUL 24 14.1

CAUSE: (108) Installed RF inside handle

B

CORRECTION: (108) Installed LF pillar moulding

FLAG SHEET

REPAIR LABOR SALES	FLAT RATE	R.O. NO.	ELAPSED TIME	OFF
Lu C	.3	389884 TECH. NO. 108	.2	08 JUL 24 14.1 / 08 JUL 24 13.9

CAUSE: (108) Installed steering wheel

C

CORRECTION:

FLAG SHEET

ENGINE: CID _____ CALB _____

4 CYL ☐ 6 CYL ☐ V/6 ☐ V/8 ☐ DIESEL ☐

TRANSMISSION:

3 SPEED ☑ 4 SPD ☐ 5 SPD ☐ AUTO ☐ TYPE _____

AXLE TYPE: YES NO

LOCKING AXLE ☐ ☐

FLOATING AXLE ☐ ☐

ACCESSORIES:

P/B ☐ A/C ☐ AIR ☐ OTHER _____

(108) Road test for rap noise

CAUSE: NO NOISE HEARD

D

CORRECTION: (108) Bulletin says to retract mirrors & [illegible] for flapping or vibration - if this does not work, install new mirror

FLAG SHEET

REPAIR LABOR SALES	FLAT RATE	R.O. NO.	ELAPSED TIME	OFF
Lu D	.3	389884 TECH. NO. 108	.8	08 JUL 24 13.9 / 08 JUL 24 13.1

CAUSE:

E

CORRECTION: ORDERED MIRROR

BRAKE CONDITION

FRONT _____/32 REAR _____/32

FUEL GAUGE

¼ ½ FULL

QUALITY CONTROL TECH _____ ASM _____

INDICATE ANY DAMAGE CUSTOMER HAS ON VEHICLE PREVIOUS TO MAKING REPAIRS

PRIOR DAMAGE

RF ☐ RR ☐

F ☐ R ☐

REPAIR LABOR SALES	FLAT RATE	R.O. NO.	ELAPSED TIME	OFF
Lu F	.3	389884 TECH. NO. 108	.9	08 JUL 24 15.4 / 08 JUL 24 14.5

CUSTOMER #: 20230

389884

INVOICE

DUPLICATE 2
PAGE 1

MAITA CHEVROLET

9650 AUTO CENTER DRIVE
ELK GROVE, CA 95757
Phone: 691-2800 · From Sacramento: 423-2111
www.maitachevy.com

[redacted]
ELK GROVE, CA [redacted]
HOME: CONT:N/A
BUS: CELL[redacted]

BAR # AM074931 EPA CAL 000170982

SERVICE ADVISOR: 441 DANNY GUERRERO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLACK	07	CHEVROLET TAHOE	1GNFK13027R[redacted]		22323/22323	T1914

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07FEB07 DD			WAIT 25JUL08		0.00	CASH	25JUL08

R.O. OPENED	DATE CUST. NOTIFIED	OPTIONS:
11:52 24JUL08	12:22 25JUL08	ENG:5.3_Liter_Flexible_Fuel

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A REAR DOOR HANDLES LOOSE PAINT WITH SHARP EDGES- SOP PART IN
CAUSE: FAULTY LR INSIDE HANDLE
B4518 HANDLE, REAR SIDE DOOR INSIDE LEFT REPLACE
108 W4 (N/C)
1 15939073 HANDLE (N/C)
FC: 6C
PART#: 15939084
COUNT: 2
CLAIM TYPE:
AUTH CODE:
ON

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

INSTALLED LR INSIDE HANDLE..
****
B DRIVER SIDE FRONT DOOR HANDLE LOOSING PAINT-SOP PART IN
CAUSE: FAULTY RF INSIDE HANDLE
B4251 COVER, FRONT DOOR LOCK - R&R OR REPLACE
LEFT
108 W4 (N/C)
1 15920700 HANDLE (N/C)
1 15873033 COVER (N/C)
1 15873004 COVER (N/C)
FC: 6C
PART#: 15920700
COUNT: 3
CLAIM TYPE:
AUTH CODE:
ON

JUL 25 2008

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

SIGNATURE COPY

ORIGINAL ESTIMATE: $

AUTHORIZED REVISED ESTIMATE: $

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE. CUSTOMER INITIAL X

I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.

CUSTOMER SIGNATURE X

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
HAZ. WASTE/MISC. CHARGES	
TOTAL CHARGES	
ADJUSTMENTS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

SIGNATURE SERVICE COPY

CUSTOMER #: 20230

389884

INVOICE

DUPLICATE 2
PAGE 2

MAITA CHEVROLET

9650 AUTO CENTER DRIVE
ELK GROVE, CA 95757
Phone: 691-2800 · From Sacramento: 423-2111
www.maitachevy.com

[redacted]
ELK GROVE, CA [redacted]
HOME: CONT:N/A
BUS: CELL [redacted]

BAR # AM074931 EPA CAL 000170982
SERVICE ADVISOR: 441 DANNY GUERRERO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLACK	07	CHEVROLET TAHOE	1GNFK13027R[redacted]		22323/22323	T1914

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07FEB07 DD			WAIT 25JUL08		0.00	CASH	25JUL08

R.O. OPENED	DATE CUST. NOTIFIED	OPTIONS:
11:52 24JUL08	12:22 25JUL08	ENG:5.3_Liter_Flexible_Fuel

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

INSTALLED RF INSIDE HANDLE...
****

C PASSANGER SIDE PILLAR MOLDING WARPED-SOP PART IN-ONE TIME WARRENTY
CAUSE: WARPED LF PILLAR MOLDING
B7571 MOLDING, WINDSHIELD SIDE PILLAR REVEAL LEFT
R&R OR REPLACE
108 W4 (N/C)
1 15924643 F-MOLDING (N/C)
FC: 4N
PART#: 15924643
COUNT: 1
CLAIM TYPE:
AUTH CODE:
ON

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

INSTALLED LF PILLAR MOLDINGS...OKAY NOW..
****

D STEERING WHEEL LOOSING PAINT-SOP PART IN- ONE TIME WARRENTY
CAUSE: STEERING WHEEL LOOSING PAINT
E7020 STEERING WHEEL REPLACEMENT
108 W4 (N/C)
1 15917931 WHEEL (N/C)
FC: 6C
PART#: 15917931
COUNT: 1
CLAIM TYPE:
AUTH CODE:
NR

JUL 25 2008

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

SIGNATURE COPY

ORIGINAL ESTIMATE: $

AUTHORIZED REVISED ESTIMATE: $

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CUSTOMER INITIAL X

I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.

CUSTOMER SIGNATURE X

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
HAZ. WASTE/MISC. CHARGES	
TOTAL CHARGES	
ADJUSTMENTS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

SIGNATURE SERVICE COPY

CUSTOMER #: 20230

389884

INVOICE

DUPLICATE 2
PAGE 3

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Phone: 691-2800 · From Sacramento: 423-2111
www.maitachevy.com

[redacted]
ELK GROVE, CA [redacted]
HOME: CONT:N/A
BUS: CELL [redacted]

BAR # AM074931 EPA CAL 000170982
SERVICE ADVISOR: 441 DANNY GUERRERO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
BLACK	07	CHEVROLET TAHOE	1GNFK13027R[redacted]		22323/22323	T1914

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07FEB07 DD			WAIT 25JUL08		0.00	CASH	25JUL08

R.O. OPENED	DATE CUST. NOTIFIED	OPTIONS:
11:52 24JUL08	12:22 25JUL08	ENG:5.3_Liter_Flexible_Fuel

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

INSTALLED STEERING WHEEL...
****

E CHECK ON FRONT END POPPING WHEN TURNING RIGHT LEFT- ONLY APPARENT
WHEN OUTSIDE TEMP IS HOT AND AFTER ENGINE IS AT OPERATING
TEMPATURE-SOUNDS LIKE BALL JOINT POPPING AND ADVISE
CAUSE: UNABLE TO DUPLICATE COMPLAINT
NPF UNABLE TO DUPLICATE CUSTOMER CONCERN
108 W4 (N/C)
FC: 9Z PART#: COUNT: 0
CLAIM TYPE:
AUTH CODE:
NR

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00

ROAD TESTED FOR POP NOISE, UNABLE TO DUPLICATE COMPLAINT..
****

F DRIVER SIDE MIRROR WILL VIBRATE AT FREEWAY SPEEDS-GLASS PORTION-WAS
CYCLED ON LAST VISIT AND ADVISE
CAUSE: SPECIAL ORDERED PART
B4156 OUTSIDE REARVIEW MIRROR REPLACEMENT LEFT
SIDE
108 W4 (N/C)
FC: 6C PART#: COUNT: 0
CLAIM TYPE:
AUTH CODE:
O4

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE F: 0.00

JUL 25 2008

CHECKED & FOUND BULLETIN REGARDING THIS CONCER.. RETRACTED MIRRORS AS
PER BULLETIN, VIBRATION STILL APARENT.. ORDERED MIRROR..

SIGNATURE COPY

ORIGINAL ESTIMATE: $

AUTHORIZED REVISED ESTIMATE: $

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE. CUSTOMER INITIAL X

I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.

CUSTOMER SIGNATURE X

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
HAZ. WASTE/MISC. CHARGES	
TOTAL CHARGES	
ADJUSTMENTS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

SIGNATURE SERVICE COPY

CUSTOMER #: 20230

389884

INVOICE

DUPLICATE 2
PAGE 4

MAITA CHEVROLET

9650 AUTO CENTER DRIVE
ELK GROVE, CA 95757
Phone: 691-2800 · From Sacramento: 423-2111
www.maitachevy.com

[redacted]
ELK GROVE, CA [redacted]
HOME: CONT:N/A
BUS: CELL:[redacted]

BAR # AM074931 EPA CAL 000170982

SERVICE ADVISOR: 441 DANNY GUERRERO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLACK	07	CHEVROLET TAHOE	1GNFK13027R[redacted]		22323/22323	T1914

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07FEB07 DD			WAIT 25JUL08		0.00	CASH	25JUL08

R.O. OPENED	DATE CUST. NOTIFIED	OPTIONS:
11:52 24JUL08	12:22 25JUL08	ENG:5.3_Liter_Flexible_Fuel

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

G RENTAL / 7.24.08 /
CAUSE: .
R RENTAL VEHICLE NEEDED
21 W4 (N/C)

SUBL 1 DAY RENTAL PO# 59385
PO#389884
W4 (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE G: 0.00

****

H** REAR DOOR DO NOT OPEN
CAUSE: FOUND BOTH REAR DOOR LOCK/LATCH BIND DUE TO IMPROPER INSTALLATION
C3540 REAR SIDE DOOR TRIM PANEL REMOVED & REINSTALLED
445 W4 (N/C)
FC: 3A PART#: COUNT: 0
CLAIM TYPE:
AUTH CODE:
OJ
C3541 REAR SIDE DOOR TRIM PANEL-REMOVED & REINSTALLED
445 W4 (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE H: 0.00

VERIFIED BOTH REAR DOORS DO NOT OPEN, FROM INSIDE OR OUTSIDE DOOR HANDLE. REMOVED BOTH REAR DOOR PANEL WITH DOORS CLOSED. FOUND HANDLES WORK PROPERLY WITH PANELS REMOVED..SUSPECT PANELS CAUSING DOOR LOCK/LATCH ASSEMBLY TO BIND DUE TO IMPROPER INSTALLATION..INSTALLED BOTH PANELS PROPERLY & RECHECKED..OKAY NOW-ALL DOOR FUNCTION AS

JUL 25 2008

SIGNATURE COPY

ORIGINAL ESTIMATE: $

AUTHORIZED REVISED ESTIMATE: $

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE. X

CUSTOMER INITIAL

I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.

CUSTOMER SIGNATURE X

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
HAZ. WASTE/MISC. CHARGES	
TOTAL CHARGES	
ADJUSTMENTS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

SIGNATURE SERVICE COPY

CUSTOMER #: 20230

389884

INVOICE

DUPLICATE 2
PAGE 5

MAITA CHEVROLET

9650 AUTO CENTER DRIVE
ELK GROVE, CA 95757
Phone: 691-2800 · From Sacramento: 423-2111
www.maitachevy.com

[redacted]
ELK GROVE, CA [redacted]
HOME: CONT:N/A
BUS: CELL: [redacted]

BAR # AM074931 EPA CAL 000170982

SERVICE ADVISOR: 441 DANNY GUERRERO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLACK	07	CHEVROLET TAHOE	1GNFK13027R[redacted]		22323/22323	T1914

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07FEB07 DD			WAIT 25JUL08		0.00	CASH	25JUL08

R.O. OPENED	DATE CUST. NOTIFIED	OPTIONS:
11:52 24JUL08	12:22 25JUL08	ENG:5.3_Liter_Flexible_Fuel

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL
DESIGNED AT THIS TIME..
****

EST: 0.00 24JUL08 11:52 SA: 441

THANK YOU FOR CHOOSING MAITA CHEVROLET FOR YOUR AUTOMOTIVE SERVICING NEEDS. IF YOU HAVE ANY QUESTIONS OR CONCERNS REGARDING YOUR RECENT VISIT, PLEASE CONTACT YOUR SERVICE ADVISOR @916-691-2800
THANK YOU AND HAVE A GREAT DAY.

JUL 25 2008

SIGNATURE COPY

ORIGINAL ESTIMATE: $

AUTHORIZED REVISED ESTIMATE: $

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE. CUSTOMER INITIAL X

I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.

CUSTOMER SIGNATURE X

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
HAZ. WASTE/MISC. CHARGES	0.00
TOTAL CHARGES	0.00
ADJUSTMENTS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

SIGNATURE SERVICE COPY

Closed 8/5/08

CUSTOMER #: 20230

7475

ACCOUNTING

MAITA CHEVROLET - COLLISION CENTER
9131 Elkmont Wy. ELK GROVE, CA 95624
P.O. Box 1000 ELK GROVE, CA 95759
(800) 292-9258
(916) 685-9521 · 423-2111

[redacted]

ELK GROVE, CA [redacted]
HOME: CONT:N/A
BUS: CELL [redacted]

PAGE 1
** PRE-INVOICE **
BODY ESTIMATOR: 248 TERRY OROPESA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLACK	07	CHEVROLET TAHOE	1GNFK13027R[redacted]		22396/22396	T7475

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
07FEB07 DD			17:00 29JUL08	68.00	CASH	29JUL08

R.O. OPENED	READY	OPTIONS:
13:19 29JUL08	15:18 29JUL08	ENG:5.3_Liter_Flexible_Fuel

LINE OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A LEFT HAND MIRROR VIBRATES *** REFER TO RO #390114										
AC REFINISH LEFT MIRROR										
30	WB4		0.80	0.80	1920	7612			76.12	76.12
					0	0	TPARTS			
					1920	7612	TLABOR			
# 30 *** MIXED MATCH PAINT. PAINTED AND CLEARCOATED LEFT DOOR MIRROR										
MISC HAZARDOUS WASTE										
	WB4				0	300			3.00	3.00
MISC PAINT & MATERIALS										
	WB4				1730	2307			23.07	23.07

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
47200	7612	1920		47901	2607	1730	
26300	10219	*******					

COST, SALE, & COMP TOTALS 3650 10219 0

ACCOUNTING COPY

ORIGINAL ESTIMATE $ _____

FINAL REVISED ESTIMATE $ _____

DATE	TIME	PHONE #	AUTHORIZED	ADDITIONAL AMOUNT	REVISED TOTAL

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE.
▶ _____

I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.
▶ _____

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
PAINT\MATERIALS	0.00
TOTAL CHARGES	0.00
ADJUSTMENTS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE.

BAR # AH217803 EPA # CAR 000040352

ACCOUNTING COPY

CUSTOMER #: 20230

7475

WARRANTY

MAITA CHEVROLET - COLLISION CENTER
9131 Elkmont Wy. ELK GROVE, CA 95624
P.O. Box 1000 ELK GROVE, CA 95759
(800) 292-9258
(916) 685-9521 · 423-2111

[redacted]

ELK GROVE, CA [redacted]

PAGE 1

HOME: CONT:N/A
BUS: CELL: [redacted]

BODY ESTIMATOR: 248 TERRY OROPESA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLACK	07	CHEVROLET TAHOE	1GNFK13027R[redacted]		22396/22396	T7475

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
07FEB07 DD			17:00 29JUL08	68.00	CASH	29JUL08

R.O. OPENED	READY	OPTIONS:
13:19 29JUL08	15:18 29JUL08	ENG:5.3_Liter_Flexible_Fuel

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A LEFT HAND MIRROR VIBRATES *** REFER TO RO #390114			
AC REFINISH LEFT MIRROR			
30 WB4 0.80		76.12	76.12
0 0 TPARTS			
1920 7612 TLABOR			
# 30 *** MIXED MATCH PAINT. PAINTED AND CLEARCOATED LEFT DOOR MIRROR			
**********			
MISC HAZARDOUS WASTE			
WB4		3.00	3.00
MISC PAINT & MATERIALS			
WB4		23.07	23.07

COST, SALE, & COMP TOTALS 3650 10219 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.

ORIGINAL ESTIMATE $ _____

FINAL REVISED ESTIMATE $ _____

DATE	TIME	PHONE #	AUTHORIZED	ADDITIONAL AMOUNT	REVISED TOTAL

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE.

▶ _____

[redacted]

DESCRIPTION	TOTALS
LABOR AMOUNT	76.12
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
PAINT\MATERIALS	26.07
TOTAL CHARGES	102.19
ADJUSTMENTS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	102.19

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE.

BAR # AH217803 EPA # CAR 000040352

WARRANTY COPY

LABOR RECORD

A

CAUSE: 30 mix and match paint painted and clearcoated door mirrors

CORRECTION:

B

CAUSE:

CORRECTION:

C

CAUSE:

CORRECTION:

D

CAUSE:

CORRECTION:

E

CAUSE:

CORRECTION:

REPAIR LABOR SALES	FLAT RATE	R.O. NO.	ELAPSED TIME
	8	7475	8
		TECH. NO. 30	

FLAG SHEET	OFF	10
	ON	
FLAG SHEET	OFF	9
	ON	
	OFF	8
	ON	7
FLAG SHEET	ON	
FLAG SHEET	OFF	6
	ON	
FLAG SHEET	OFF	5
	ON	
FLAG SHEET	OFF	4
	ON	
FLAG SHEET	OFF	3
	ON	
FLAG SHEET	OFF	2
	ON	
FLAG SHEET	OFF	1
	ON	

ENGINE: CID _____ CALB _____

4 CYL ☐ 6 CYL ☐ V/6 ☐ V/8 ☐ DIESEL ☐

TRANSMISSION:

3 SPEED ☐ 4 SPD ☐ 5 SPD ☐ AUTO ☐ TYPE _____

AXLE TYPE:	YES	NO
LOCKING AXLE	☐	☐
FLOATING AXLE	☐	☐

ACCESSORIES:

P/S ☐ P/B ☐ A/C ☐ AIR ☐ OTHER _____

BRAKE CONDITION

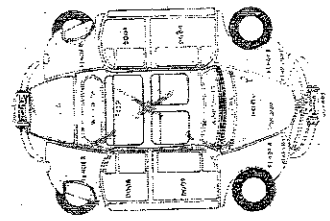
FRONT _____/32 REAR _____/32

FUEL GAUGE

¼ ½ FULL

QUALITY CONTROL TECH _____ ASM _____

INDICATE ANY DAMAGE CUSTOMER HAS ON VEHICLE PREVIOUS TO MAKING REPAIRS



PRIOR DAMAGE

RF ☐ RR ☐

F ☐ R ☐

LF ☐ LR ☐

CUSTOMER #:20230

390114

WORKORDER

PAGE 1

MAITA CHEVROLET

9650 Auto Center Drive
Elk Grove, CA 95757
Phone: 916-691-2800
From Sacramento: 423-2111
www.maitachevy.com

[redacted]
ELK GROVE, CA [redacted]
HOME: CONT:N/A
BUS: CELL [redacted]

SERVICE ADVISOR: 441 GUERRERO,DANNY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLACK	07	CHEVROLET TAHOE	1GNFK13027R[redacted]		22396/	T1965

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07FEB07 DD			** WAITER **		0.00	CASH	

R.O. OPENED	DATE CUST. NOTIFIED
28JUL2008 14:59	

OPTIONS: ENG:5.3_Liter_Flexible_Fuel

Front floor board

LINE	OP CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	8		W4	CHECK ON POPPING NOISE WHEN TURNING RIGHT AND LEFT SEE HISTORY AND ADVISE
	33/445	E9436	1.7	happens when Hot, engine running in Drive —
# B	17		W4	PASSANGER REAR DOOR INNER HANDLE LOOSEING CHROME AND HAS SHARP EDGES AND ADVISE
	445	B4517.4		
# C			W4	Rental
# D	445	B4517.2	W4	left hand mirror vibrates/sag Put in - paint to Matchy INSTALL Mirror —
# E	445		W4	Driver door Molding popping - Support Clips
				C3998 3 26.07
				must allow

— INF @ 3pm 7/31/08 —

total W-3 36.17

Dave Kopak @TAC Case# 10416866

THIS IS NOT AN INVOICE

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.
SUBJECT TO CONDITIONS ON REVERSE SIDE OF THIS CONTRACT. PLEASE READ REVERSE SIDE.

REPAIR AUTHORIZATION & VEHICLE DEPOSITORY RECEIPT (AB 409 amending civil code.) I hereby authorize the repair work to be done along with the necessary material. You and your employees may operate vehicle for the purposes of testing, inspection or delivery at my risk. An express mechanic's lien is acknowledged on vehicle to secure the amount of repairs thereto in the event legal action is necessary to enforce this contract. I will pay reasonable attorney's fees and court costs. I acknowledge this deposited property is not insured or protected to the amount of the actual cash value thereof by the dealer against loss occasioned by theft, fire and vandalism while such property remains with the depository. I also acknowledge no articles or personal property have been left in the vehicle and the dealer is not responsible for the inspection thereof. Vehicles left over 3 days will be subject to $10.00 per day storage charge.

PRELIMINARY ESTIMATE $ WHICH INCLUDES A HAZARDOUS WASTE $

AUTHORIZED BY: [redacted]

TERMS: CAS[redacted] UNL[redacted]

ALL PARTS REMOVED WILL BE DISCARDED UNLESS OTHERWISE REQUESTED PRIOR TO BEGINNING WORK. I REQUEST THAT MY PARTS BE SAVED.
☐ SAVE PARTS X

ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED.

DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT $
REASON				REVISED TOTAL $
DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT $
REASON				REVISED TOTAL $

TEARDOWN ESTIMATE: I UNDERSTAND THAT MY VEHICLE WILL BE REASSEMBLED WITHIN ____ DAYS OF THE DATE SHOWN ABOVE IF I CHOOSE NOT TO AUTHORIZE THE SERVICES RECOMMENDED.

LOCATION ____ QUALITY CONTROLLED BY ____ MILES ____

TECHNICIAN COPY

BAR # AM074931 EPA # CAL000170982

A

CAUSE: (33) - verify Pop Type noise with service writer / Raise vehicle & insp. under Body & ck. mount Bolt's tot, Rock sill make's noise felt. For bolt multiple / wsr. needs to leave for

CORRECTION: Function ✓ ow!

B

CAUSE: 445 test drive verified pop/clunk noise felt on turns suspect noise is coming from #1 body mount - installed insulators

CORRECTION: to both front #1 body mounts as per attached bullitin redrove no noise heard at this time

C

CAUSE: 445 verified Rt rear inside door handle chrome is peeling

CORRECTION: replaced handle ok at this time

D

CAUSE: 445 verified Lt outside mirror rattles

CORRECTION: replaced mirror ok at this time

E

CAUSE: 445 installed S/O door panel mirror cover moulding ok at this time

ENGINE: CID _____ CALB _____

4 CYL ☐ 6 CYL ☐ V/6 ☐ V/8 ☐ DIESEL ☐

TRANSMISSION:

3 SPEED ☐ 4 SPD ☐ 5 SPD ☐ AUTO ☐ TYPE _____

AXLE TYPE:	YES	NO
LOCKING AXLE	☐	☐
FLOATING AXLE	☐	☐

ACCESSORIES:

P/S ☐ P/B ☐ A/C ☐ AIR ☐ OTHER _____

BRAKE CONDITION

FRONT _____/32 REAR _____/32

FUEL GAUGE

E 1/4 1/2 FULL

QUALITY CONTROL TECH _____ ASM _____

LABOR RECORD

FLAG SHEET

REPAIR LABOR SALES	FLAT RATE	R.O. NO.	TECH. NO.	ELAPSED TIME	OFF	ON
	.3	390114	33		10 / 8	

08 JUL 28 1:57

FLAG SHEET

REPAIR LABOR SALES	FLAT RATE	R.O. NO.	TECH. NO.	ELAPSED TIME	OFF	ON
installed body mount insulators	1.7	390114	445	1.9	1	

FLAG SHEET

REPAIR LABOR SALES	FLAT RATE	R.O. NO.	TECH. NO.	ELAPSED TIME	OFF	ON
	.17	390114	445		2 7/31/08	

REPAIR LABOR SALES	FLAT RATE	R.O. NO.	TECH. NO.	ELAPSED TIME	OFF	ON
	.3	390114	33		4 / 3 7/31/08	

FLAG SHEET

REPAIR LABOR SALES	FLAT RATE	R.O. NO.	TECH. NO.	ELAPSED TIME	OFF	ON
					2	

FLAG SHEET

REPAIR LABOR SALES	FLAT RATE	R.O. NO.	TECH. NO.	ELAPSED TIME	OFF	ON
					1	

INDICATE ANY DAMAGE CUSTOMER HAS ON VEHICLE

REPAIR LABOR SALES	FLAT RATE	R.O. NO.	TECH. NO.	ELAPSED TIME	OFF	ON
replaced mirror	.5	390114	445	.5	3	

F ☐ R ☐

REPAIR LABOR SALES	FLAT RATE	R.O. NO.	TECH. NO.	ELAPSED TIME	OFF	ON
replaced handle	.3	390114	445	.3	4	

CUSTOMER #: 20230

390114

INVOICE

DUPLICATE 1
PAGE 1

MAITA CHEVROLET

9650 AUTO CENTER DRIVE
ELK GROVE, CA 95757
Phone: 691-2800 · From Sacramento: 423-2111
www.maitachevy.com

[redacted]
ELK GROVE, CA [redacted]
HOME: CONT:N/A
BUS: CELL: [redacted]

BAR # AM074931 EPA CAL 000170982
SERVICE ADVISOR: 441 DANNY GUERRERO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
BLACK	07	CHEVROLET TAHOE	1GNFK13027R[redacted]		22396/22396	T1965

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07FEB07 DD			WAIT 30JUL08		0.00	CASH	31JUL08

R.O. OPENED	DATE CUST. NOTIFIED	OPTIONS:
14:59 28JUL08	17:54 31JUL08	ENG:5.3_Liter_Flexible_Fuel

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CHECK ON POPPING NOISE WHEN TURNING RIGHT AND LEFT SEE HISTORY AND ADVISE

CAUSE: BULLETIN

E9438 INSTALL INSULATORS TO #1 BODY MOUNT
445 W4 (N/C)
2 15899719 INSULATOR (N/C)
1 89021297 ADHESIVE (N/C)
FC: 93
PART#: 15899719
COUNT: 3
CLAIM TYPE:
AUTH CODE:
NR

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

VERIFIED POP TYPE NOISE..INSPECTED UNDER BODY & CHECK MOUNT BOLTS-OKAY . RECHECKED STILL MAKES NOISE..CHECKED FOR BULLETINS-MULTIPLE...FOUND NOISE COMING FROM #1 BODY MOUNT..INSTALLED INSULATORS TO BOTH FROM #1 MOUNTS AS PER BULLETIN...RECHECKED OKAY NOW..

****

B PASSANGER REAR DOOR INNER HANDLE LOOSEING CHROME AND HAS SHARP EDGES AND ADVISE

CAUSE: .

B4517 HANDLE, REAR SIDE DOOR INSIDE RIGHT REPLACE
445 W4 (N/C)
1 15939084 HANDLE (N/C)
FC: 6C
PART#: 15939084
COUNT: 1
CLAIM TYPE:
AUTH CODE:
VV

SIGNATURE COPY

ORIGINAL ESTIMATE: $

AUTHORIZED REVISED ESTIMATE: $

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE. CUSTOMER INITIAL X

I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.

CUSTOMER SIGNATURE X

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
HAZ. WASTE/MISC. CHARGES	
TOTAL CHARGES	
ADJUSTMENTS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

SIGNATURE SERVICE COPY

CUSTOMER #: 20230

390114

INVOICE

DUPLICATE 1
PAGE 2

MAITA CHEVROLET

9650 AUTO CENTER DRIVE
ELK GROVE, CA 95757
Phone: 691-2800 · From Sacramento: 423-2111
www.maitachevy.com

[redacted]
ELK GROVE, CA [redacted]
HOME: CONT:N/A
BUS: CELL [redacted]

BAR # AM074931 EPA CAL 000170982

SERVICE ADVISOR: 441 DANNY GUERRERO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLACK	07	CHEVROLET TAHOE	1GNFK13027R[redacted]		22396/22396	T1965

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07FEB07 DD			WAIT 30JUL08		0.00	CASH	31JUL08

R.O. OPENED	DATE CUST. NOTIFIED	OPTIONS:
14:59 28JUL08	17:54 31JUL08	ENG:5.3_Liter_Flexible_Fuel

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

VERIFIED RT REAR INSIDE DOOR HANDLE CHROME IS PEELING.. REMOVED & REPLACED HANDLE-OKAY AT THIS TIME...
****
C** LEFT HAND MIRROR VIBRATION- SOP PART IN PAINT TO MATCH
CAUSE: FAULTY LEFT OUTSIDE MIRROR
B4151 OUTSIDE REARVIEW MIRROR GLASS REPLACEMENT
LEFT SIDE
445 W4 (N/C)
1 25775874 MIRROR (N/C)
FC: 6C
PART#: 25775874
COUNT: 1
CLAIM TYPE:
AUTH CODE:
O4

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

VERIFIED LT OUTSIDE MIRROR RATTLES.. REMOVED & REPLACED MIRROR-OKAY AT THIS TIME....SUBLET TO BODY SHOP FOR PAINT TO MATCH.. REPLACED LEFT HAND OUTSIDE MIRROR-OKAY NOW..
****
D** RENTAL / /
CAUSE:
Z7903 THREE DAY RENTAL OR LOANER
445 W4 (N/C)
FC: 98 PART#: COUNT: 0
CLAIM TYPE:
AUTH CODE:

JUL 31 2008

SIGNATURE COPY	ORIGINAL ESTIMATE: $	AUTHORIZED REVISED ESTIMATE: $	DESCRIPTION	TOTALS
	I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE. X	CUSTOMER INITIAL	LABOR AMOUNT	
			PARTS AMOUNT	
			GAS, OIL, LUBE	
			SUBLET AMOUNT	
			HAZ. WASTE/MISC. CHARGES	
	I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.		TOTAL CHARGES	
			ADJUSTMENTS	
			SALES TAX	
	CUSTOMER SIGNATURE X		PLEASE PAY THIS AMOUNT	

SIGNATURE SERVICE COPY

CUSTOMER #: 20230

390114

INVOICE

DUPLICATE 1
PAGE 3

MAITA CHEVROLET

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Phone: 691-2800 · From Sacramento: 423-2111
www.maitachevy.com

[redacted]
ELK GROVE, CA [redacted]
HOME: CONT:N/A
BUS: CELL [redacted]

BAR # AM074931 EPA CAL 000170982

SERVICE ADVISOR: 441 DANNY GUERRERO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLACK	07	CHEVROLET TAHOE	1GNFK13027R[redacted]		22396/22396	T1965

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07FEB07 DD			WAIT 30JUL08		0.00	CASH	31JUL08

R.O. OPENED	DATE CUST. NOTIFIED	OPTIONS:
14:59 28JUL08	17:54 31JUL08	ENG:5.3_Liter_Flexible_Fuel

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

MJ

SUBL 3 DAY RENTAL PO# 59586
PO#390114
W4 (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

****

E** DRIVER SIDE DOOR MOLDING POPPING-SOP PART IN
CAUSE: WARPED DRIVER SIDE DOORM MOLDING
C3358 FRONT SIDE DOOR TRIM PANEL REPLACEMENT LEFT
SIDE
445 W4 (N/C)
1 15919822 F-PANEL (N/C)
FC: 4N
PART#: 15919822
COUNT: 1
CLAIM TYPE:
AUTH CODE:
ON

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00

INSTALLED DRIVER SIDE DOOR MOLDING..

****

JUL 27 2008

THANK YOU FOR CHOOSING MAITA CHEVROLET FOR YOUR AUTOMOTIVE SERVICING NEEDS. IF YOU HAVE ANY QUESTIONS OR CONCERNS REGARDING YOUR RECENT VISIT, PLEASE CONTACT YOUR SERVICE ADVISOR @916-691-2800.
THANK YOU AND HAVE A GREAT DAY.

SIGNATURE COPY

ORIGINAL ESTIMATE: $

AUTHORIZED REVISED ESTIMATE: $

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE. CUSTOMER INITIAL X

I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.

CUSTOMER SIGNATURE X

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
HAZ. WASTE/MISC. CHARGES	0.00
TOTAL CHARGES	0.00
ADJUSTMENTS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

SIGNATURE SERVICE COPY

48

CUSTOMER #:20230

[redacted]

ELK GROVE, CA [redacted]

HOME: CONT:N/A

BUS: CELL: [redacted]

391160

WORKORDER

PAGE 1

MAITA CHEVROLET

9650 Auto Center Drive
Elk Grove, CA 95757
Phone: 916-691-2800
From Sacramento: 423-2111
www.maitachevy.com

SERVICE ADVISOR: 441 GUERRERO,DANNY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLACK	07	CHEVROLET TAHOE	1GNFK13027R[redacted]		23151/23168	T3558

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07FEB07 DD			17:00 13AUG08		0.00	CASH	

R.O. OPENED	DATE CUST. NOTIFIED	OPTIONS:
13AUG2008 12:24		ENG:5.3_Liter_Flexible_Fuel

LINE	OP CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	16		W4	CUSTOMER STATES VEHICILE SAT OVER NIGHT,WOULD NOT START . JUST CLICKED .CUSTOMER HAD TO JUMP START .SINCE THEN . DOES CRANK SLOW AT TIMES . REPORT (Amp Gage Fluxuates)
# B	17		W4	CUSTOMER STATES RIGHT SIDE INSIDE WINDSHIELD PILLAR GRAB HANDLE MOUNT BOLT COVER KEEPS COMING OUT .ALSO MARK ON HANDLE ..REPORT SEE RO#390114
# C	8		W4	CUSTOMER STATES CAN HEAR A POP NOISE FROM FLOOR BOARD AREA MAKING RT OR LT TURNS . SEE RO#390114 .INSULATORS REPLACED .NOT AS BAD ..REPORT
# D	18		W4	CUSTOMER STATES HEARS CREAKING TYPE SOUND FROM POSSIBLY DOORS WHEN BACKING UP AND OFF OF A CURB. FROM WEATHER STRIPS?.BODY ?REPORT.SEE HISTORY
# E	R		W4	RENTAL VEHICLE NEEDED

PARTS

GOOD BATTERY

STATE OF HEALTH

0% [redacted] 100%

STATE OF CHARGE

0% [redacted] 100%

8/15/08 3pm Off

AUG 18 2008

GET 10% OFF ANY BATTERY, ELECTRICAL SERVICE, OR PARTS PURCHASE WITHIN THE NEXT 90 DAYS WITH THIS RECEIPT

OT AN INVOICE

SMOG CHECK FACILITY TO PERFORM ANY NEEDED REPAIRS
G CHECK TEST INDICATES ARE NECESSARY.
E OF THIS CONTRACT. PLEASE READ REVERSE SIDE.

ORY RECEIPT (AB 409 amending civil code.) I hereby the necessary material. You and your employees may tion or delivery at my risk. An express mechanic's lien is repairs thereto in the event legal action is necessary to ey's fees and court costs. I acknowledge this deposited of the actual cash value thereof by the dealer against loss property remains with the depository. I also acknowledge the vehicle and the dealer is not responsible for the subject to $10.00 per day storage charge.

[redacted]

ED CREDIT CARD
RANGEMENTS HAVE BEEN MADE.

ALL PARTS REMOVED WILL BE DISCARDED UNLESS OTHERWISE REQUESTED PRIOR TO BEGINNING WORK. I REQUEST THAT MY PARTS BE SAVED.
☐ SAVE PARTS X _____
ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED.

DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT $
REASON				REVISED TOTAL $
DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT $
REASON				REVISED TOTAL $

TEARDOWN ESTIMATE: I UNDERSTAND THAT MY VEHICLE WILL BE REASSEMBLED WITHIN ____ DAYS OF THE DATE SHOWN ABOVE IF I CHOOSE NOT TO AUTHORIZE THE SERVICES RECOMMENDED.

LOCATION _____ QUALITY CONTROLLED BY _____ MILES _____

TECHNICIAN COPY

BAR # AM074931 EPA # CAL000170982

REPAIR LABOR SALES	FLAT RATE	R.O. NO.	ELAPSED TIME	OFF	7
Lue A	.3	391160	.5	08 AUG 13 14.1 / 08 AUG 13 13.6	10
		TECH. NO. 108		ON	

A

CAUSE: (108) Ck charging system shows 14.0V at 115 amp output OK

CORRECTION: Ck for draw - goes down to 22-25 mili amps - acceptable

FLAG SHEET

ON OFF 9

Ck Batt with tester - shows to be GOOD Batt

FLAG SHEET

ON OFF 8

B

CAUSE:

CORRECTION: (108) Ordered RF pillar handle 502-R&R handl - new covers with handle.

FLAG SHEET

ON OFF 7

FLAG SHEET

ON OFF 6

C

CAUSE: (108) Road test for noise - no noise heard

FLAG SHEET

ON OFF 5

CORRECTION:

REPAIR LABOR SALES	FLAT RATE	R.O. NO.	ELAPSED TIME	OFF	6
Lue C	.3	391160	.3	08 AUG 13 13.6	4
		TECH. NO. 108		ON	

D

CAUSE:

CORRECTION:

ENGINE: CID _____ CALB _____

4 CYL ☐ 6 CYL ☐ V/6 ☐ V/8 ☐ DIESEL ☐

TRANSMISSION:

3 SPEED ☐ 4 SPD ☐ 5 SPD ☐ AUTO ☐ TYPE _____

AXLE TYPE: YES NO

LOCKING AXLE ☐ ☐

FLOATING AXLE ☐ ☐

ACCESSORIES:

P/S ☐ P/B ☐ A/C ☐ AIR ☐ OTHER _____

REPAIR LABOR SALES	FLAT RATE	R.O. NO.	ELAPSED TIME	OFF	7
	.2	391160	.8		
		TECH. NO. 502		ON	

FLAG SHEET

ON OFF 3

E

CAUSE:

CORRECTION:

BRAKE CONDITION

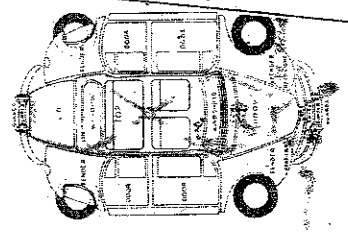
FRONT _____/32 REAR _____/32

FUEL GAUGE

¼ ½ FULL

QUALITY CONTROL TECH _____ ASM _____

REPAIR LABOR SALES	FLAT RATE	R.O. NO.	ELAPSED TIME	OFF	2
	.1	391160		391160	
		TECH. NO. 502		ON	



RF ☐ RR ☐

F ☐ R ☐

LF ☐ LR ☐

CUSTOMER #: 20230

391160

WARRANTY

MAITA CHEVROLET

9650 AUTO CENTER DRIVE
ELK GROVE, CA 95757
Phone: 691-2800 · From Sacramento: 423-2111
www.maitachevy.com

[redacted]

ELK GROVE, CA [redacted]

PAGE 1

HOME: CONT:N/A

BUS: CELL [redacted]

BAR # AM074931 EPA CAL 000170982

SERVICE ADVISOR: 441 DANNY GUERRERO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLACK	07	CHEVROLET TAHOE	1GNFK13027R[redacted]		23151/23151	T3558

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07FEB07 DD			17:00 13AUG08		0.00	CASH	16AUG08

R.O. OPENED	DATE CUST. NOTIFIED	OPTIONS:
12:24 13AUG08	17:28 16AUG08	ENG:5.3_Liter_Flexible_Fuel

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CUSTOMER STATES VEHICILE SAT OVER NIGHT,WOULD NOT START . JUST
CLICKED .CUSTOMER HAD TO JUMP START .SINCE THEN . DOES CRANK
SLOW AT TIMES . REPORT
CAUSE: UNABLE TO DUPLICATE COMPLAINT
N9995 CUSTOMER CONCERN NOT DUPLICATED
108 W4 0.30 28.55 28.55
FC: 9Z PART#: COUNT: 0
CLAIM TYPE:
AUTH CODE:
PN
0 0 TPARTS
750 2855 TLABOR
CHECKED CHARGING SYSTEM-SHOWS 14.V @ 115 AMP OUTPUT OKAY..CHECKED FOR
DRAW-GOES DOWN TO 22-25 MILIAMPS..CHECKED BATTERY WITH TESTER SHOWS TO
BE GOOD BATTERY...

****

B CUSTOMER STATES RIGHT SIDE INSIDE WINDSHIELD PILLAR GRAB HANDLE MOUNT
BOLT COVER KEEPS COMING OUT .ALSO MARK ON HANDLE .REPORT SEE
RO#390114
CAUSE: FAULTY RIGHT FRONT INSIDE WINDSHIELD PILLAR GRAB HANDLE
C3230 FRONT SIDE DOOR INSIDE HANDLE BEZEL
REPLACEMENT RIGHT SIDE
502 W4 0.30 28.55 28.55
1 15916832 HANDLE 13.30 10.63 10.63
1 15220455 COVER 6.11 4.89 4.89
FC: 6C
PART#: 15916832
COUNT: 2
CLAIM TYPE:
AUTH CODE:
OJ
1108 1552 TPARTS
600 2855 TLABOR
ORDERED RF PILLAR HANDLE.. REMOVED & REPLACED HANDLE WITH NEW COVER..

AUG 18 2008

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.

X
(SIGNED) (DATE)
DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

ORIGINAL ESTIMATE: $

AUTHORIZED REVISED ESTIMATE: $

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE. CUSTOMER INITIAL X

I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.

CUSTOMER SIGNATURE X

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
HAZ. WASTE/MISC. CHARGES	
TOTAL CHARGES	
ADJUSTMENTS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

WARRANTY/SCRAP COPY

AUG 22 2008

CUSTOMER #: 20230

227.17

391160

WARRANTY

MAITA CHEVROLET

9650 AUTO CENTER DRIVE
ELK GROVE, CA 95757
Phone: 691-2800 · From Sacramento: 423-2111
www.maitachevy.com

[redacted]

ELK GROVE, CA [redacted]

PAGE 2

HOME: CONT:N/A

BAR # AM074931 EPA CAL 000170982

BUS: CELL [redacted]

SERVICE ADVISOR: 441 DANNY GUERRERO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
BLACK	07	CHEVROLET TAHOE	1GNFK13027R[redacted]		23151/23151	T3558

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07FEB07 DD			17:00 13AUG08		0.00	CASH	16AUG08

R.O. OPENED	DATE CUST. NOTIFIED	OPTIONS:
12:24 13AUG08	17:28 16AUG08	ENG:5.3_Liter_Flexible_Fuel

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

C CUSTOMER STATES CAN HEAR A POP NOISE FROM FLOOR BOARD AREA MAKING RT
OR LT TURNS . SEE RO#390114 .INSULATORS REPLACED .NOT AS BAD
..REPORT
CAUSE: UNABLE TO DUPLICATE COMPLAINT..
J9991 CUSTOMER CONCERN NOT DUPLICATED
108 W4 0.30 28.55 28.55
FC: 9Z PART#: COUNT: 0
CLAIM TYPE:
AUTH CODE:
NR
0 0 TPARTS
750 2855 TLABOR
ROAD TESTED-UNABLE TO DUPLICATE COMPLAINT...NO ABNORMAL NOISES NOTED...
****

D CUSTOMER STATES HEARS CREAKING TYPE SOUND FROM POSSIBLY DOORS WHEN
BACKING UP AND OFF OF A CURB. FROM WEATHER STRIPS?.BODY
?REPORT.SEE HISTORY
CAUSE: .
NPF UNABLE TO DUPLICATE CUSTOMER CONCERN
108 W4 0.00 0.00 0.00
0 0 TPARTS
0 0 TLABOR
ROAD TESTED-UNABLE TO DUPLIATE CUST COMPLAINT...
****

E RENTAL VEHICLE NEEDED
CAUSE: .
Z7903 THREE DAY RENTAL OR LOANER
21 W4 0.00 0.00 0.00
FC: 98 PART#: COUNT: 0
CLAIM TYPE:
AUTH CODE:
MJ
0 0 TPARTS
0 0 TLABOR

AUG 18 2008

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.

X
(SIGNED) (DATE)
DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

ORIGINAL ESTIMATE: $

AUTHORIZED REVISED ESTIMATE: $

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE. CUSTOMER INITIAL X

I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.

CUSTOMER SIGNATURE X

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
HAZ. WASTE/MISC. CHARGES	
TOTAL CHARGES	
ADJUSTMENTS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

WARRANTY/SCRAP COPY

AUG 22 2008

CUSTOMER #: 20230

391160

WARRANTY

MAITA CHEVROLET

9650 AUTO CENTER DRIVE
ELK GROVE, CA 95757
Phone: 691-2800 · From Sacramento: 423-2111
www.maitachevy.com

[redacted]

ELK GROVE, CA [redacted]

PAGE 3

HOME: CONT:N/A

BUS: CELL: [redacted]

BAR # AM074931 EPA CAL 000170982

SERVICE ADVISOR: 441 DANNY GUERRERO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLACK	07	CHEVROLET TAHOE	1GNFK13027R[redacted]		23151/23151	T3558

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07FEB07 DD			17:00 13AUG08		0.00	CASH	16AUG08

R.O. OPENED	DATE CUST. NOTIFIED	OPTIONS:
12:24 13AUG08	17:28 16AUG08	ENG:5.3_Liter_Flexible_Fuel

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
SUBL 3 DAY RENTAL PO# 60092							
PO#391160							
	W4				126.00		126.00

****

THANK YOU FOR CHOOSING MAITA CHEVROLET FOR YOUR AUTOMOTIVE SERVICING NEEDS. IF YOU HAVE ANY QUESTIONS OR CONCERNS REGARDING YOUR RECENT VISIT, PLEASE CONTACT YOUR SERVICE ADVISOR @916-691-2800
THANK YOU AND HAVE A GREAT DAY.

AUG 18 2008

COST, SALE, & COMP TOTALS 15808 22717 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.

X
(SIGNED) (DATE)
DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

ORIGINAL ESTIMATE: $

AUTHORIZED REVISED ESTIMATE: $

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE. X

CUSTOMER INITIAL

I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.

CUSTOMER SIGNATURE X

DESCRIPTION	TOTALS
LABOR AMOUNT	85.65
PARTS AMOUNT	15.52
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	126.00
HAZ. WASTE/MISC. CHARGES	0.00
TOTAL CHARGES	227.17
ADJUSTMENTS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	227.17

WARRANTY/SCRAP COPY

AUG 22 2008

RENTAL AGREEMENT

RA# 1428

CUSTOMER: FIRST [redacted] INITIAL LAST	VEHICLE: [redacted]
LOCAL ADDRESS: NO. STREET CITY/TOWN STATE ZIP	YEAR 2008 MAKE CHEVROLET MODEL IMPALA COLOR STOCK NUMBER
TELEPHONE NO.	VIN 2G1WT58N989[redacted] LICENSE PLATE NO.
PERMANENT ADDRESS: NO. STREET [redacted] CITY/TOWN ELK GROVE STATE CA ZIP [redacted]	FUEL OUT E 1/4 1/2 3/4 K IN E 1/4 1/2 3/4 K
TELEPHONE NO. [redacted] ☐ RENT ☐ OWN HOW LONG	ODOMETER OUT / ODOMETER OUT 9374
SOCIAL SECURITY NO.	ODOMETER IN / ODOMETER IN 9596
DRIVER'S LICENSE NO. [redacted] STATE CA	MILES DRIVEN 222 / DATE AND TIME OUT 08/13/2008 12:28 PM
DATE ISSUED / EXPIRES 05/20/2013 / DATE OF BIRTH 05 20 1974	MILES ALLOWED 0 / DATE AND TIME IN 08/16/2008 08:39 AM
EMPLOYER NAME / HOW LONG	CHARGEABLE MILES 222 / DUE DATE / EXPIRATION OF AGREEMENT 08/14/2008 12:28 PM
ADDRESS / TELEPHONE NO.	
CREDIT CARD NO. / EXPIRES	

ONLY THESE PERSONS ARE AUTHORIZED AS ADDITIONAL DRIVERS. IF NONE, PRINT "NONE" ACROSS THIS SECTION AND HAVE CUSTOMER SIGN.

NAME NONE	AGE
DRIVER'S LICENSE NO.	STATE
NAME NONE	AGE
DRIVER'S LICENSE NO.	STATE

CUSTOMER INSURANCE INFORMATION

CARRIER: AAA

AGENCY:

POLICY NO.: 1GNFK13027R[redacted]

EXPIRATION DATE: 04/30/2009

DAMAGE:	OUT	IN
EXTERIOR:		
BODY		
FENDERS		
TIRES #		
WHEELCOVERS		
LIGHTS		
INTERIOR:		
UPHOLSTERY		
RADIO		
MATS		
ACCESSORIES		

REMARKS:

W-4

MILES	222 @	0.00	$ 0.00
HOURS	0 @	0.00	$ 0
DAYS	3 @	38.98	$ 116.94
WEEKS	0 @	0.00	$ 0.00
MONTHS	0.00 @	0.00	$ 0
TOTAL TIME AND MILEAGE CHARGES			$ 116.94
GAS (TAXABLE)	@	4.00	$ 0.00
ADDITIONAL DRIVER CHARGE			$
SUB-TOTAL			$
SALES TAX OR SURCHARGE: 7.75 %			$ 9.06
GAS (NON-TAXABLE)			$
OTHER:			$
			$
			$
LESS REFUND FOR:			$
LESS DEPOSITS			$
NET AMOUNT DUE			$ 126.00
NET DUE RENTER			$

Notice to customers renting in Illinois:

NOTICE: UNDER ILLINOIS LAW, YOU MAY REQUEST, BASED ON AVAILABLE INFORMATION, AN ESTIMATED TOTAL DAILY RENTAL RATE, INCLUDING TAXES, FEES, AND OTHER CHARGES, OR AN ESTIMATED TOTAL RENTAL CHARGE, BASED ON THE VEHICLE RETURN DATE NOTED ON THIS AGREEMENT.

UNDER NO CIRCUMSTANCES SHALL ANYONE UNDER 21 YEARS OF AGE OPERATE THIS VEHICLE.

YOU ARE LIABLE FOR ALL PARKING AND DRIVING VIOLATIONS AND MUST TURN IN ALL PARKING SUMMONSES WITH PAYMENT UPON VEHICLE RETURN.

ALL DRIVERS MUST POSSESS A VALID OPERATORS LICENSE.

The rental of the vehicle to any person under 25 years of age is strictly prohibited, unless specifically authorized by Dealer.

By your signature, you warrant that the information on vehicle use and other drivers is accurate and complete. Further, you represent that you have read, understand, and agree with the terms and conditions stated on this agreement.

CUSTOMER SIGNATURE
X

DATE

WARNING

- You must read carefully all driving and use instructions on the reverse side.
- You are responsible for all traffic violations and must turn in summonses upon return of vehicle.
- You will report all accidents immediately.
- You have read both sides of this agreement, and agree to its terms and conditions.
- You authorize Dealer to process a credit card voucher, if any, in your name.

DEALER HAS AUTHORIZED CUSTOMER AGE 21 THROUGH 24? ☐ YES ☐ NO

DEALER SIGNATURE

THIS IS YOUR INVOICE — PAYMENT DUE ON RECEIPT

CUSTOMER SIGNATURE
X

EXTEND TO	ADD'L CASH DEPOSIT $	DATE	INITIALS
EXTEND TO	ADD'L CASH DEPOSIT $	DATE	INITIALS

DEALER: MAITA CHEVROLET	TELEPHONE NO. (916) 691-2800
ADDRESS 9650 AUTO CENTER DRIVE	
CITY ELK GROVE	STATE CA ZIP 95758
CHECKED OUT BY MARY BROOKS	CHECKED IN BY MONIQUE GRIGSBY

GMAC 379-DR-D 12/2003 (1) (For use in California, Illinois, Indiana, and Oregon)

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AUG 22 2008

CUSTOMER #: 20230

391160

INVOICE

MAITA CHEVROLET

9650 AUTO CENTER DRIVE
ELK GROVE, CA 95757
Phone: 691-2800 · From Sacramento: 423-2111
www.maitachevy.com

[redacted]

ELK GROVE, CA [redacted]

PAGE 1

HOME: CONT:N/A

BUS: CELL: [redacted]

BAR # AM074931 EPA CAL 000170982

SERVICE ADVISOR: 441 DANNY GUERRERO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLACK	07	CHEVROLET TAHOE	1GNFK13027R[redacted]		23151/23151	T3558

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07FEB07 DD			17:00 13AUG08		0.00	CASH	16AUG08

R.O. OPENED	DATE CUST. NOTIFIED	OPTIONS:
12:24 13AUG08	17:28 16AUG08	ENG:5.3_Liter_Flexible_Fuel

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CUSTOMER STATES VEHICTLE SAT OVER NIGHT,WOULD NOT START . JUST
CLICKED .CUSTOMER HAD TO JUMP START .SINCE THEN . DOES CRANK
SLOW AT TIMES . REPORT
CAUSE: UNABLE TO DUPLICATE COMPLAINT
N9995 CUSTOMER CONCERN NOT DUPLICATED
108 W4 (N/C)
FC: 9Z PART#: COUNT: 0
CLAIM TYPE:
AUTH CODE:
PN

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

CHECKED CHARGING SYSTEM-SHOWS 14.V @ 115 AMP OUTPUT OKAY..CHECKED FOR
DRAW-GOES DOWN TO 22-25 MILIAMPS..CHECKED BATTERY WITH TESTER SHOWS TO
BE GOOD BATTERY...

****

B CUSTOMER STATES RIGHT SIDE INSIDE WINDSHIELD PILLAR GRAB HANDLE MOUNT
BOLT COVER KEEPS COMING OUT .ALSO MARK ON HANDLE .REPORT SEE
RO#390114
CAUSE: FAULTY RIGHT FRONT INSIDE WINDSHIELD PILLAR GRAB HANDLE
C3230 FRONT SIDE DOOR INSIDE HANDLE BEZEL
REPLACEMENT RIGHT SIDE
502 W4 (N/C)
1 15916832 HANDLE (N/C)
1 15220455 COVER (N/C)
FC: 6C
PART#: 15916832
COUNT: 2
CLAIM TYPE:
AUTH CODE:
OJ

AUG 18 2008

SIGNATURE COPY	ORIGINAL ESTIMATE: $	AUTHORIZED REVISED ESTIMATE: $	DESCRIPTION	TOTALS
	I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE.	CUSTOMER INITIAL X	LABOR AMOUNT	
			PARTS AMOUNT	
			GAS, OIL, LUBE	
			SUBLET AMOUNT	
			HAZ. WASTE/MISC. CHARGES	
			TOTAL CHARGES	
	I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.		ADJUSTMENTS	
			SALES TAX	
	CUSTOMER SIGNATURE X		PLEASE PAY THIS AMOUNT	

SIGNATURE SERVICE COPY

CUSTOMER #: 20230

391160

INVOICE

MAITA CHEVROLET

9650 AUTO CENTER DRIVE
ELK GROVE, CA 95757
Phone: 691-2800 · From Sacramento: 423-2111
www.maitachevy.com

[redacted]

ELK GROVE, CA [redacted]

PAGE 2

HOME: CONT:N/A

BUS: CELL: [redacted]

BAR # AM074931 EPA CAL 000170982

SERVICE ADVISOR: 441 DANNY GUERRERO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLACK	07	CHEVROLET TAHOE	1GNFK13027R[redacted]		23151/23151	T3558

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07FEB07 DD			17:00 13AUG08		0.00	CASH	16AUG08

R.O. OPENED	DATE CUST. NOTIFIED	OPTIONS:
12:24 13AUG08	17:28 16AUG08	ENG:5.3_Liter_Flexible_Fuel

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

ORDERED RF PILLAR HANDLE.. REMOVED & REPLACED HANDLE WITH NEW COVER..
****
C CUSTOMER STATES CAN HEAR A POP NOISE FROM FLOOR BOARD AREA MAKING RT
OR LT TURNS . SEE RO#390114 .INSULATORS REPLACED .NOT AS BAD
..REPORT
CAUSE: UNABLE TO DUPLICATE COMPLAINT..
J9991 CUSTOMER CONCERN NOT DUPLICATED
108 W4 (N/C)
FC: 9Z PART#: COUNT: 0
CLAIM TYPE:
AUTH CODE:
NR

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

ROAD TESTED-UNABLE TO DUPLICATE COMPLAINT...NO ABNORMAL NOISES NOTED...
****
D CUSTOMER STATES HEARS CREAKING TYPE SOUND FROM POSSIBLY DOORS WHEN
BACKING UP AND OFF OF A CURB. FROM WEATHER STRIPS?.BODY
?REPORT.SEE HISTORY
CAUSE: .
NPF UNABLE TO DUPLICATE CUSTOMER CONCERN
108 W4 (N/C)

AUG 18 2008

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

ROAD TESTED-UNABLE TO DUPLIATE CUST COMPLAINT...
****
E RENTAL VEHICLE NEEDED

SIGNATURE COPY

ORIGINAL ESTIMATE: $

AUTHORIZED REVISED ESTIMATE: $

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE. CUSTOMER INITIAL X

I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.

CUSTOMER SIGNATURE X

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
HAZ. WASTE/MISC. CHARGES	
TOTAL CHARGES	
ADJUSTMENTS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

SIGNATURE SERVICE COPY

CUSTOMER #: 20230

391160

INVOICE

MAITA CHEVROLET

9650 AUTO CENTER DRIVE
ELK GROVE, CA 95757
Phone: 691-2800 · From Sacramento: 423-2111
www.maitachevy.com

[redacted]

ELK GROVE, CA [redacted]

PAGE 3

HOME: CONT:N/A
BUS: CELL: [redacted]

BAR # AM074931 EPA CAL 000170982

SERVICE ADVISOR: 441 DANNY GUERRERO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
BLACK	07	CHEVROLET TAHOE	1GNFK13027R[redacted]		23151/23151	T3558

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07FEB07 DD			17:00 13AUG08		0.00	CASH	16AUG08

R.O. OPENED	DATE CUST. NOTIFIED	OPTIONS:
12:24 13AUG08	17:28 16AUG08	ENG:5.3_Liter_Flexible_Fuel

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

CAUSE:

Z7903 THREE DAY RENTAL OR LOANER

21 W4 (N/C)

FC: 98 PART#: COUNT: 0

CLAIM TYPE:

AUTH CODE:

MJ

SUBL 3 DAY RENTAL PO# 60092

PO#391160

W4 (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00

****

THANK YOU FOR CHOOSING MAITA CHEVROLET FOR YOUR AUTOMOTIVE SERVICING NEEDS. IF YOU HAVE ANY QUESTIONS OR CONCERNS REGARDING YOUR RECENT VISIT, PLEASE CONTACT YOUR SERVICE ADVISOR @916-691-2800

THANK YOU AND HAVE A GREAT DAY.

AUG 18 2008

SIGNATURE COPY

ORIGINAL ESTIMATE: $

AUTHORIZED REVISED ESTIMATE: $

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE.

CUSTOMER INITIAL X

I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.

CUSTOMER SIGNATURE X

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
HAZ. WASTE/MISC. CHARGES	0.00
TOTAL CHARGES	0.00
ADJUSTMENTS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

SIGNATURE SERVICE COPY

2007 TAHOE 4WD LT
41U BLACK /V8G
19D EBONY
ORDER NO. KCPFN2/TRE STOCK NO.
VIN 1GN FK13 02 7R[redacted]

CHEVROLET MOTOR DIVISION
GENERAL MOTORS CORPORATION
100 RENAISSANCE CENTER
DETROIT MI 48243-1114
VEHICLE INVOICE 1AD88759351

**********13*06124S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
CK10706 TAHOE 4WD LT	37665.00	34463.48	INVOICE 05/31/06
AS3 3-PASSENGER, 3RD ROW SEAT	460.00	381.80	SHIPPED 05/31/06
CF5 POWER SLIDING SUNROOF	995.00	825.85	EXP I/T 06/20/06
CJ2 TRI-ZONE AUTO AIR CONDITIONING	195.00	161.85	INT COM 06/20/06
C6A GVW RATING - 7,300 LBS	N/C	N/C	PRC EFF 05/31/06
GT4 REAR AXLE - 3.73 RATIO	N/C	N/C	KEYS G1264 G1264
G80 LOCKING REAR DIFFERENTIAL	295.00	244.85	WFP-S QTR OPT-1
LMG VORTEC 5300 V8 SFI FLEX FUEL	N/C	N/C	BANK: GMAC - 085
M30 4-SPD AUTOMATIC TRANSMISSION	N/C	N/C	CHG-TO 06-124
UG1 UNIVERSAL HOME REMOTE	105.00	87.15	
US9 AM/FM STEREO W/MP3 COMPATIBLE	300.00	249.00	SHIP WT: 5586
6-DISC CD CHANGER			HP: 45.7
(REPLACES STD/OPT RADIO)			GVWR: 7300
V1K LUGGAGE RACK - CROSS BARS	45.00	37.35	GAWR.FT: 3600
YF5 50-STATE EMISSIONS	N/C	N/C	GAWR.RR: 4100
1LT TAHOE LT1 EQUIPMENT GROUP	N/C	N/C	GMS: 36199.53
			SUPPLR: 37825.13
			MRM: 40935.00
			NTR: 1/2
			DAN: 1LT
			MEMO 1928.00

TOTAL MODEL & OPTIONS	40060.00	36451.33	ACT 237 36124.53
DESTINATION CHARGE	875.00	875.00	H/B 261 1201.80
LAM DEALER CONTRIBUTION		400.60	ADV 261 400.60
LAM GROUP CONTRIBUTION		400.60	EXP 65A 400.60
TOTAL	40935.00	38127.53	PAY 310 38127.53

MEMO: TOTAL LESS HOLDBACK AND
APPROX WHOLESALE FINANCE CREDIT 36360.75

****

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.

CHASE CHEVROLET CO., INC.

REMIT TO GMAC NO. 085
VIN 1GNFK13027R[redacted]
$ 38127.53 INV 1AD88759351
DUE 06/20/06 DEALER 06-124

VIN: 1GNFK1302 7R[redacted] SELLG SCE: 13 MDL YR: 07 ORD NO: KCPFN2
VIN TYPE: N

EVENT DESC	SS/ SITE CD	DOCUMENT NUMBER	I S	EVENT DT	INC CD	AMOUNT
INCENTIVE MEMO	13 06124	00031812130		02/09/07	FFC	54.81
INCTV PAYMENT	13 06124	00031812130		02/09/07	FFC	54.81
INCTV APPLICATN	13 06124	00031812130		02/09/07	FFC	54.81
INCENTIVE MEMO	13 06124	00031812130		02/09/07	CWE	2,000.00
INCTV PAYMENT	13 06124	00031812130		02/09/07	CWE	2,000.00
INCTV APPLICATN	13 06124	00031812130		02/09/07	CWE	2,000.00
DELIVERY D.O.E.	13 06124			02/08/07		0.00
DELIVERY TO CUS	13 06124			02/07/07		0.00
EXPIRATION TRAN	13 06124	1AD88759351		06/20/06		0.00
SETTLEMENT DATE	13 06124	1AD88759351		06/20/06		38,127.53 CR
ORIGINAL INVOIC	13 06124	1AD88759351		05/31/06		38,127.53
COV/NVIS DATE	13 06124	1AD88759351		05/31/06		0.00
SHIPMENT DATE	13 06124			05/31/06		0.00
PRODUCTION (BUI	13 06124			05/31/06		0.00
PREFERENCE TO P	13 06124			05/03/06		0.00
GM ORDER ACCEPT	13 06124			04/28/06		0.00
GM ORDER ACCEPT				04/28/06		0.00

(2)

Fax Cover Sheet

Maita Chevrolet

9650 Auto Center Drive
P.O. Box 100
Elk Grove, Ca. 95758

Attention: Iris Cruz

From: Tom Crase

Date: 8/26/08

Phone: (916) 691-2800 Ext.

Fax Number: (916) 691-6856

Total Pages faxed (Including Cover Page): 19

Comments:

[redacted] '07 Tahoe

Service request: 71-6568646028

Vin# 1GNFK13027R[redacted]

FAX NUMBER: 866-485-8256

CUSTOMER #:20230

[redacted]

ELK GROVE, CA [redacted]

HOME: BUS: DENESHOMELOANS

CELL [redacted] @YAHOO -

378583

WORKORDER

PAGE 1

MAITA CHEVROLET

9650 Auto Center Drive
Elk Grove, CA 95757
Phone: 916-691-2800
From Sacramento: 423-2111
www.maitachevy.com

SERVICE ADVISOR: 441 GUERRERO, DANNY / Nick

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
BLACK	07	CHEVROLET TAHOE	1GNFK13027R[redacted]		15030	1556

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07FEB07 IS			17:00 30JAN08		0.00	CASH	

R.O. OPENED	DATE CUST. NOTIFIED	OPTIONS:
30JAN2008 16:50		ENG:5.3_Liter_Flexible_Fuel

LINE	OP CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	17		W4	CUSTOMER STATES THAT A CREEKING/SQUEEKING NOISE IS NOTED WHILE DRIVING FROM REAR TAILGATE PANEL SEE HISTORY AND ADVISE
				STILL MAKING NOISE - CHECK + ADVISE 2/19/08
# B	8		W4	CUSTOMER STATES THAT A CREEKING NOISE IS NOTED FROM SUSPENSION WHILE ON TURN AND ON EXCELL CHECK AND ADVISE
# C	8		W4	CUSTOMER STATES THAT A SQUEEKING NOISE IS NOTED FROM DRIVER SIDE DOOR PANEL WHILE DRIVING, CHECK AND ADVISE SEE HISTORY
				ORDER MOLDING 376 389 375 [illegible] 374 [illegible]
				PARTS 2/15
#D			W4	CUST STATES THAT CENTER CONCIL CUP HOLDER MISSING TAB ON PASSENGER SIDE CHECK + ADVISE 2/19/08
#E				RENTAL @ 2/19/08

'08 FEB 15 6:

FIX IT RIGHT THE FIRST TIME

'08 FEB 19 10:

'08 JAN 31 6

THIS IS NOT AN INVOICE

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.
SUBJECT TO CONDITIONS ON REVERSE SIDE OF THIS CONTRACT. PLEASE READ REVERSE SIDE.

REPAIR AUTHORIZATION & VEHICLE DEPOSITORY RECEIPT (AB 409 amending civil code.) I hereby authorize the repair work to be done along with the necessary material. You and your employees may operate vehicle for the purposes of testing, inspection or delivery at my risk. An express mechanic's lien is acknowledged on vehicle to secure the amount of repairs thereto in the event legal action is necessary to enforce this contract. I will pay reasonable attorney's fees and court costs. I acknowledge this deposited property is not insured or protected to the amount of the actual cash value thereof by the dealer against loss occasioned by theft, fire and vandalism while such property remains with the depository. I also acknowledge no articles or personal property have been left in the vehicle and the dealer is not responsible for the inspection thereof. Vehicles left over 3 days will be subject to $10.00 per day storage charge.

PRELIMINARY ESTIMATE $ [redacted] WHICH INCLUDES A [redacted]

AUTHORIZED BY: [redacted]

TERMS: CASH OR APPROVED CREDIT CARDS UNLESS PRIOR ARRANGEMENTS HAVE BEEN MADE.

ALL PARTS REMOVED WILL BE DISCARDED UNLESS OTHERWISE REQUESTED PRIOR T BEGINNING WORK. I REQUEST THAT MY PARTS BE SAVED.
☐ SAVE PARTS X
ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED.

DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT
REASON				REVISED TOTAL $
DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT $
REASON				REVISED TOTAL $

TEARDOWN ESTIMATE: I UNDERSTAND THAT MY VEHICLE WILL B REASSEMBLED WITHIN ____ DAYS OF THE DATE SHOWN ABOVE IF CHOOSE NOT TO AUTHORIZE THE SERVICES RECOMMENDED.

LOCATION ____ QUALITY CONTROLLED BY ____ MILES ____

TECHNICIAN COPY

BAR # AM074931 EPA # CAL000170982

A

CAUSE: (A) Road test vehicle and was able to duplicate-

CORRECTION: Removed Rear Hatch trim and inspected for any loose harnesses - none - Insulated lower panel clips and rechecked - noise went away - lower panel appears to be warped at both upper corners

B

CAUSE: Causing panel to not fully seat - Ordered new panel - Replaced rear lift gate lower partan inner trim -

CORRECTION: Rechecked - OK - Have man QC - Rechecked and was able to hear - Had Shop foreman get involved -

C

CAUSE (B) unable to duplicate - Road test many times - no abnormal noises heard

CORRECTION: Adjusted left lamp / Filler Assy; Removed & cleaned lube gate strut - verified clearance between gate & opening & lubed hinges & latch - Retest and advised - no noise heard in 20 miles of driving

D

CAUSE: (C) Road test vehicle was able to duplicate - when removing door trim

CORRECTION: door panel inner ~~removal~~ door panel has broken clip causing Rattle - also was necessary to insulate inner door handle cable - Rechecked - noise in door went away but A-pillar feels

E

CAUSE: loose and also rattles - ordered new A Pillar and door trim

CORRECTION: Replaced A Pillar Molding and door trim - OK. Have man QC

(D) Verify cup holder missing rubber - Ordered new cup holder Installed new cup holder - OK & tus. Time

ENGINE: CID ____ CALB ____
4 CYL ☐ 6 CYL ☐ V6 ☐ V8 ☐ DIESEL ☐

TRANSMISSION:
3 SPEED ☐ 4 SPD ☐ 5 SPD ☐ AUTO ☐ TYPE ____

AXLE TYPE	YES	NO
LOCKING AXLE	☐	☐
FLOATING AXLE	☐	☐

ACCESSORIES:
P/S ☐ P/B ☐ A/C ☐ AIR ☐ OTHER ____

BRAKE CONDITION
FRONT ____/32 REAR ____/32

FUEL GAUGE
¼ ½ FULL

QUALITY CONTROL TECH ASM

	REPAIR LABOR SALES	FLAT RATE	R.O. NO.	TECH. NO.	ELAPSED TIME	OFF	ON
Road test A		1.2	378583	147		FEB20 9.1	
		(.3)	378583	147		3/13/08	
Install spacer		.2	378583	147		FEB 10.0	FEB 10.3
A		.7	378583	147		FEB 8.2	FEB 7.5
A		.3	378583	147		FEB 11.6	08 FEB 15 11.3
B		.5	378583	147		FEB 8.7	FEB 8.2
C		.3	378583	147		FEB 12.8	FEB 11.6
D		.5	378583	147		FEB 7.5	FEB 7.0

FLAG SHEET

FLAG SHEET

FLAG SHEET

FLAG SHEET

20230 378583

INVOICE

MAITA CHEVROLET

9650 AUTO CENTER DRIVE
ELK GROVE, CA 95757
Phone: 691-2800 · From Sacramento: 423-2111
www.maitachevy.com

[redacted]
ELK GROVE, CA [redacted]
HOME: BUS:
CELL [redacted]

PAGE 1

BAR # AM074931 EPA CAL 000170982

SERVICE ADVISOR: 441 DANNY GUERRERO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLACK	07	CHEVROLET TAHOE	1GNFK13027R[redacted]		15030/15030	T1556

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07FEB07 IS			18:00 13MAR08		0.00	CASH	13MAR08

R.O. OPENED	DATE CUST. NOTIFIED	OPTIONS:
16:50 30JAN08	18:21 13MAR08	ENG:5.3_Liter_Flexible_Fuel

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CUSTOMER STATES THAT A CREEKING/SQUEEKING NOISE IS NOTED WHILE
DRIVING FROM REAR TAILGATE PANEL SEE HISTORY AND ADVISE
CAUSE: ADJUSTED LEFT LAMP/FILLER ASSY.
B8968 MOLDING, TAILGATE/LIFTGATE OUTER PANEL ONE
PIECE R&R OR REPLACE
147 W4 (N/C)
1 15952867 F-PANEL (N/C)
1 15120856 RET-MLDG (N/C)
1 15284189 SPACER (N/C)
FC: 4N
PART#: 15952867
COUNT: 3
CLAIM TYPE:
AUTH CODE: E
NF

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

ROAD TESTED VEH & VERIFIED COMPLAINT. REMOVED R EAR HATCH TRIM &
INSPECTED FOR ANY LOOSE HARNES S-NONE..INSULATED LOWER PANEL CLIPS &
RECHECKED FOR NOISE, NOISE NO LONGER APARENT. LOWER PANEL APPEARS TO BE
WARPED AT BOTH UPPER CORNERS, CAU SING PANEL TO NOT FULLY SEAT. ORDERED
NEW PANEL ..REPLACED REAR LIFT GATE LOWER PART IN INNER T RIM RECHECKED
OKAY... RETEST DROVE VEH & NOTICED NOISE. ADJUSTED LEFT LAMP/FILLER
ASSEMBLY. REMOVED & C LEANED/LUBED GATE STRUT. VERIFIED CLEARENCE BET
WEEN GATE & OPENING & LUBED HINGES & LATCH. RETEST DROVE & RECHECHECKED
OKAY NOW.. NO NOISE NOTED AT 20 MILES & DRIVING.
****
B CUSTOMER STATES THAT A CREEKING NOISE IS NOTED FROM SUSPENSION WHILE
ON TURN AND ON EXCELL CHECK AND ADVISE
CAUSE: UNABLE TO DUPLICATE COMPLAINT
J9991 CUSTOMER CONCERN NOT DUPLICATED
147 W4 (N/C)

MAR 14 2008

SIGNATURE COPY

ORIGINAL ESTIMATE: $

AUTHORIZED REVISED ESTIMATE: $

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE. X

CUSTOMER INITIAL

I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.

CUSTOMER SIGNATURE X

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
HAZ. WASTE/MISC. CHARGES	
TOTAL CHARGES	
ADJUSTMENTS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

SIGNATURE SERVICE COPY

20230 378583

INVOICE

MAITA CHEVROLET

9650 AUTO CENTER DRIVE
ELK GROVE, CA 95757
Phone: 691-2800 · From Sacramento: 423-2111
www.maitachevy.com

[redacted]
ELK GROVE, CA [redacted]
HOME: BUS:
CELL [redacted]

PAGE 2

BAR # AM074931 EPA CAL 000170982

SERVICE ADVISOR: 441 DANNY GUERRERO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLACK	07	CHEVROLET TAHOE	1GNFK13027R[redacted]		15030/15030	T1556

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07FEB07 IS			18:00 13MAR08		0.00	CASH	13MAR08

R.O. OPENED	DATE CUST. NOTIFIED	OPTIONS:
16:50 30JAN08	18:21 13MAR08	ENG:5.3_Liter_Flexible_Fuel

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

FC: 9Z PART#: COUNT: 0
CLAIM TYPE:
AUTH CODE:
NF

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

ROAD TESTED-UNABLE TO DUPLICATE.. ROAD TESTED MANY TIMES-NO ABNORMAL NOISES VERIF IED...
****
C CUSTOMER STATES THAT A SQUEEKING NOISE IS NOTED FROM DRIVER SIDE DOOR PANEL WHILE DRIVING, CHECK AND ADVISE SEE HISTORY
CAUSE: WAPED A PILLAR & DOOR TRIM
C3358 FRONT SIDE DOOR TRIM PANEL REPLACEMENT LEFT SIDE
147 W4 (N/C)
1 15214060 F-COVER (N/C)
1 15924639 MOLDING (N/C)
FC: 4N
PART#: 15924639
COUNT: 2
CLAIM TYPE:
AUTH CODE:
NU

MAR 14 2008

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

ROAD TESTED VEH-UNABLE TO DUPLICATE WHEN REMOVI NG DOOR PANEL INNER DOOR TRIM PANEL HAS BROKEN CLIP CAUSING RATTLE. ALSO WAS NECESSARY TO INSU LATE INNER DOOR HANDLE CABLE. RECHECKED NOISE I N DOOR WENT AWAY, BUT A PILLAR FEELS LOOSE & AL SO RATTLES. ORDERED A PILLAR & DOOR TRIM. REPLACED A PILLAR MOLDING & DOOR TRIM-OKAY RETEST DROVE-OKAY NOW..NOISE

SIGNATURE COPY

ORIGINAL ESTIMATE: $

AUTHORIZED REVISED ESTIMATE: $

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE. CUSTOMER INITIAL X

I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.

CUSTOMER SIGNATURE X

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
HAZ. WASTE/MISC. CHARGES	
TOTAL CHARGES	
ADJUSTMENTS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

SIGNATURE SERVICE COPY

20230 378583

INVOICE

MAITA CHEVROLET

9650 AUTO CENTER DRIVE
ELK GROVE, CA 95757
Phone: 691-2800 · From Sacramento: 423-2111
www.maitachevy.com

[redacted]
ELK GROVE, CA [redacted]
HOME: BUS:
CELL [redacted]

PAGE 3

BAR # AM074931 EPA CAL 000170982

SERVICE ADVISOR: 441 DANNY GUERRERO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLACK	07	CHEVROLET TAHOE	1GNFK13027[redacted]		15030/15030	T1556

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07FEB07 IS			18:00 13MAR08		0.00	CASH	13MAR08

R.O. OPENED	DATE CUST. NOTIFIED	OPTIONS:
16:50 30JAN08	18:21 13MAR08	ENG:5.3_Liter_Flexible_Fuel

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

NO LONGER APARENT

****

D** CUSTOMER STATES THAT PASSANGER SIDE CENTER CUP HOLDER IS MISSING
TAB, CHECK AND ADVISE

CAUSE: CUP HOLER MISSING RUBBER

C3995 CUP HOLDER, QUARTER TRIM PANEL RIGHT
REPLACE
147 W4 (N/C)
1 15134793 HOLDER (N/C)
FC: 3D
PART#: 15134793
COUNT: 1
CLAIM TYPE:
AUTH CODE:
VQ

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

VERIFIED CUP HOLDER MISSING RUBBER.. ORDERED NEW CUP HOLDER.. INSTALLED NEW CAP HOLDER-OKAY AT THIS TIME.

****

E** RENTAL VEHICLE NEEDED

CAUSE: .

Z7904 FOUR DAY RENTAL OR LOANER
99 W4 (N/C)
FC: 98 PART#: COUNT: 0
CLAIM TYPE:
AUTH CODE:
MJ

MAR 14 2008

SUBL 1 DAY RENTAL PO# 54598
PO#378583

SIGNATURE COPY	ORIGINAL ESTIMATE: $	AUTHORIZED REVISED ESTIMATE: $	DESCRIPTION	TOTALS
	I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE. X	CUSTOMER INITIAL	LABOR AMOUNT	
			PARTS AMOUNT	
			GAS, OIL, LUBE	
			SUBLET AMOUNT	
			HAZ. WASTE/MISC. CHARGES	
	I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.		TOTAL CHARGES	
			ADJUSTMENTS	
			SALES TAX	
	CUSTOMER SIGNATURE X		PLEASE PAY THIS AMOUNT	

SIGNATURE SERVICE COPY

20230 378583

INVOICE

MAITA CHEVROLET

9650 AUTO CENTER DRIVE
ELK GROVE, CA 95757
Phone: 691-2800 · From Sacramento: 423-2111
www.maitachevy.com

[redacted]
ELK GROVE, CA [redacted]
HOME: BUS:
CELL: [redacted]

PAGE 4

BAR # AM074931 EPA CAL 000170982

SERVICE ADVISOR: 441 DANNY GUERRERO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
BLACK	07	CHEVROLET TAHOE	1GNFK13027R[redacted]		15030/15030	T1556

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07FEB07 IS			18:00 13MAR08		0.00	CASH	13MAR08

R.O. OPENED	DATE CUST. NOTIFIED	OPTIONS:
16:50 30JAN08	18:21 13MAR08	ENG:5.3_Liter_Flexible_Fuel

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
			W4				(N/C)
SUBL 3 DAY RENTAL PO# 54804							
PO#378583							
			W4				(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00

****

EST: 0.00 14FEB08 17:24 SA: 441

THANK YOU FOR CHOOSING MAITA CHEVROLET FOR YOUR AUTOMOTIVE SERVICING NEEDS. IF YOU HAVE ANY QUESTIONS OR CONCERNS REGARDING YOUR RECENT VISIT, PLEASE CONTACT YOUR SERVICE ADVISOR @916-691-2800
THANK YOU AND HAVE A GREAT DAY.

MAR 14 2008

SIGNATURE COPY

ORIGINAL ESTIMATE: $

AUTHORIZED REVISED ESTIMATE: $

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE. CUSTOMER INITIAL X

I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.

CUSTOMER SIGNATURE X

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
HAZ. WASTE/MISC. CHARGES	0.00
TOTAL CHARGES	0.00
ADJUSTMENTS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

SIGNATURE SERVICE COPY

ASAP. Appt.

CUSTOMER #:20230

[redacted]

ELK GROVE, CA [redacted]

HOME: BUS:

CELL [redacted]

384715

WORKORDER

PAGE 1

MAITA CHEVROLET

9650 Auto Center Drive
Elk Grove, CA 95757
Phone: 916-691-2800
From Sacramento: 423-2111
www.maitachevy.com

SERVICE ADVISOR: 441 GUERRERO, DANNY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLACK	07	CHEVROLET TAHOE	1GNFK13027R[redacted]		18131/	T1221

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07FEB07 IS			17:00 05MAY08		0.00	CASH	

R.O. OPENED	DATE CUST. NOTIFIED	OPTIONS: ENG:5.3_Liter_Flexible_Fuel
05MAY2008 09:57		

LINE	OP CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	18		W4	CHECK ON DRIVER SIDE OUTSIDE MIRROR NOT PAINTED AFTER WARRENTY REPLACMENT FOR FREEWAY RATTLE DONE!
				OK 5/12 0-6
# B	17	(17)	W4	ALSO CHECK FOR DRIVER SIDE DOOR PANEL TRIANGLE PIECE WILL START TO RATTLE WITH RADIO ON-WILL STOP RATTLEING WHEN TRIANGLE IS PULLED ON AND ADVISE
# C	RENTAL		W4	RENTAL / 5.05.08 / 24HRS

#147

10 9AM

W 2-5

INF 10.05AM 5/06/08

FIX IT RIGHT THE FIRST TIME

MAY 08 2008

THIS IS NOT AN INVOICE

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.

SUBJECT TO CONDITIONS ON REVERSE SIDE OF THIS CONTRACT. PLEASE READ REVERSE SIDE.

REPAIR AUTHORIZATION & VEHICLE DEPOSITORY RECEIPT (AB 409 amending civil code.) I hereby authorize the repair work to be done along with the necessary material. You and your employees may operate vehicle for the purposes of testing, inspection or delivery at my risk. An express mechanic's lien is acknowledged on vehicle to secure the amount of repairs thereto in the event legal action is necessary to enforce this contract. I will pay reasonable attorney's fees and court costs. I acknowledge this deposited property is not insured or protected to the amount of the actual cash value thereof by the dealer against loss occasioned by theft, fire and vandalism while such property remains with the depository. I also acknowledge no articles or personal property have been left in the vehicle and the dealer is not responsible for the inspection thereof. Vehicles left over 3 days will be subject to $10.00 per day storage charge.

PRELIMINARY ESTIMATE $ [redacted]

AUTHORIZED BY: X [redacted]

TERMS: CASH OR APPROVED CREDIT CARDS UNLESS PRIOR ARRANGEMENTS HAVE BEEN MADE.

ALL PARTS REMOVED WILL BE DISCARDED UNLESS OTHERWISE REQUESTED PRIOR TO BEGINNING WORK. I REQUEST THAT MY PARTS BE SAVED.

☐ SAVE PARTS X

ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED.

DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT $
REASON				REVISED TOTAL $
DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT $
REASON				REVISED TOTAL $

TEARDOWN ESTIMATE: I UNDERSTAND THAT MY VEHICLE WILL BE REASSEMBLED WITHIN ____ DAYS OF THE DATE SHOWN ABOVE IF I CHOOSE NOT TO AUTHORIZE THE SERVICES RECOMMENDED.

LOCATION _____ QUALITY CONTROLLED BY _____ MILES _____

TECHNICIAN COPY

BAR # AM074931 EPA # CAL000170982

A

CAUSE:

CORRECTION:

B

CAUSE: (B) Verify Rattle from L/F inner mirror cover - Removed to inspect - Clip is broken off cover -

CORRECTION: ordered new cover

C

CAUSE:

CORRECTION:

D

CAUSE:

CORRECTION:

E

CAUSE:

CORRECTION:

ENGINE: CID _____ CALB _____

4 CYL ☐ 6 CYL ☐ V/6 ☐ V/8 ☐ DIESEL ☐

TRANSMISSION:

3 SPEED ☐ 4 SPD ☐ 5 SPD ☐ AUTO ☐ TYPE _____

AXLE TYPE:	YES	NO
LOCKING AXLE	☐	☐
FLOATING AXLE	☐	☐

ACCESSORIES:

P/S ☐ P/B ☐ A/C ☐ AIR ☐ OTHER _____

BRAKE CONDITION

FRONT _____/32 REAR _____/32

FUEL GAUGE

¼ ½ FULL

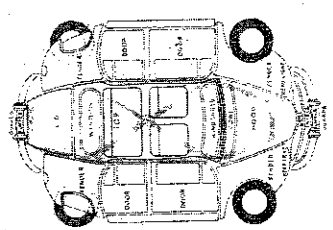
QUALITY CONTROL TECH _____ ASM _____

LABOR RECORD

FLAG SHEET	OFF / ON	10
FLAG SHEET	OFF / ON	9
FLAG SHEET	OFF / ON	8
FLAG SHEET	OFF / ON	7
FLAG SHEET	OFF / ON	6
FLAG SHEET	OFF / ON	5
FLAG SHEET	OFF / ON	4
FLAG SHEET	OFF / ON	3
FLAG SHEET	OFF / ON	2
	OFF / ON	1

REPAIR LABOR SALES	FLAT RATE	R.O. NO.	ELAPSED TIME	
	.3	384715		TU 6 MAY 8.3
		TECH. NO. 147		TU 6 MAY 8.0

INDICATE ANY DAMAGE CUSTOMER HAS ON VEHICLE PREVIOUS TO MAKING REPAIRS



PRIOR DAMAGE

RF ☐ RR ☐

F ☐ R ☐

LF ☐ LR ☐

20230 384715

MAITA CHEVROLET

9650 AUTO CENTER DRIVE
ELK GROVE, CA 95757
Phone: 691-2800 · From Sacramento: 423-2111
www.maitachevy.com

INVOICE

DUPLICATE 1
PAGE 1

[redacted]
ELK GROVE, CA [redacted]
HOME: BUS:
CELL: [redacted]

BAR # AM074931 EPA CAL 000170982

SERVICE ADVISOR: 441 DANNY GUERRERO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLACK	07	CHEVROLET TAHOE	1GNFK13027R[redacted]		18131/18131	T1221

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07FEB07 IS			17:00 05MAY08		0.00	CASH	08MAY08

R.O. OPENED	DATE CUST. NOTIFIED	OPTIONS:
09:57 05MAY08	09:14 08MAY08	ENG:5.3_Liter_Flexible_Fuel

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CHECK ON DRIVER SIDE OUTSIDE MIRROR NOT PAINTED AFTER WARRENTY
REPLACMENT FOR FREEWAY RATTLE
CAUSE: SPECIAL ORDERED PART
SOP SPECIAL ORDER PART REQUIRED FOR REPAIR,
NOTIFICATION SENT UPON ARRIVAL OF PART
21 W4 (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

ORDERED PART....
****

B ALSO CHECK FOR DRIVER SIDE DOOR PANEL TRIANGLE PIECE WILL START TO
RATTLE WITH RADIO ON-WILL STOP RATTLEING WHEN TRIANGLE IS
PULLED ON AND ADVISE
CAUSE: SPECIAL ORDERED PART
B4121 FRONT SIDE DOOR OUTSIDE HANDLE REPLACEMENT
LEFT SIDE
147 W4 (N/C)
FC: 1D PART#: COUNT: 0
CLAIM TYPE:
AUTH CODE:
NQ

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

VERIFIED RATTLE FROM L/F INNER MIRROR COVER.. REMOVED TO INSPECT-CLIP
IS BROKEN OFF COVER.. ORDERED NEW COVER.... MAY 08 2008
****

C RENTAL / 5.05.08 / 24HRS
CAUSE: .
R RENTAL VEHICLE NEEDED
21 W4 (N/C)

SIGNATURE COPY

ORIGINAL ESTIMATE: $

AUTHORIZED REVISED ESTIMATE: $

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE. CUSTOMER INITIAL X

I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.

CUSTOMER SIGNATURE X

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
HAZ. WASTE/MISC. CHARGES	
TOTAL CHARGES	
ADJUSTMENTS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

SIGNATURE SERVICE COPY

20230

384715

INVOICE

DUPLICATE 1
PAGE 2

MAITA CHEVROLET

9650 AUTO CENTER DRIVE
ELK GROVE, CA 95757
Phone: 691-2800 · From Sacramento: 423-2111
www.maitachevy.com

[redacted]
ELK GROVE, CA [redacted]
HOME: BUS:
CELL: [redacted]

BAR # AM074931 EPA CAL 000170982

SERVICE ADVISOR: 441 DANNY GUERRERO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLACK	07	CHEVROLET TAHOE	1GNFK13027R[redacted]		18131/18131	T1221

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07FEB07 IS			17:00 05MAY08		0.00	CASH	08MAY08

R.O. OPENED	DATE CUST. NOTIFIED	OPTIONS:
09:57 05MAY08	09:14 08MAY08	ENG:5.3_Liter_Flexible_Fuel

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

SUBL 2 DAY RENTAL PO# 57015
PO#384715
W4 (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

****

THANK YOU FOR CHOOSING MAITA CHEVROLET FOR YOUR AUTOMOTIVE SERVICING NEEDS. IF YOU HAVE ANY QUESTIONS OR CONCERNS REGARDING YOUR RECENT VISIT, PLEASE CONTACT YOUR SERVICE ADVISOR @916-691-2800
THANK YOU AND HAVE A GREAT DAY.

MAY 08 2008

SIGNATURE COPY

ORIGINAL ESTIMATE: $

AUTHORIZED REVISED ESTIMATE: $

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE. X

CUSTOMER INITIAL

I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.

CUSTOMER SIGNATURE X

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
HAZ. WASTE/MISC. CHARGES	0.00
TOTAL CHARGES	0.00
ADJUSTMENTS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

SIGNATURE SERVICE COPY

20230 7178

ACCOUNTING

MAITA CHEVROLET - COLLISION CENTER
9131 Elkmont Wy. ELK GROVE, CA 95624
P.O. Box 1000 ELK GROVE, CA 95759
(800) 292-9258
(916) 685-9521 · 423-2111

[redacted]

ELK GROVE, CA [redacted]
HOME: BUS:
CELL [redacted]

PAGE 1

BODY ESTIMATOR: 248 TERRY OROPESA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLACK	07	CHEVROLET TAHOE	1GNFK13027R[redacted]		18131/18131	T7178

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
07FEB07 IS			17:00 05MAY08	68.00	CASH	06MAY08

R.O. OPENED	READY	OPTIONS:
12:47 05MAY08	10:49 06MAY08	ENG:5.3_Liter_Flexible_Fuel

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A CHECK ON DRIVER SIDE OUTSIDE MIRROR NOT PAINTED AFTER WARRANTY											
REPLACEMENT FOR FREEWAY RATTLE *** REFER TO RO #384715											
CAUSE: MIRROR LOOSE AND RATTLES											
AC ADVISOR COMMENTS											
179	WB4		1.10	1.10	2640	10467				104.67	104.67
					0	0	TPARTS				
					2640	10467	TLABOR				
R & I MIRROR CAP, SANDED, PREP, MIXED & MATCHED COLOR FOR PAINT.											
PAINTED, BUFFED & POLISHED											
MISC HAXARDOUS WASTE										2.03	2.03
	WB4				0	300				3.00	3.00
MISC PAINT & MATERILAS											
	WB4				1803	2404				24.04	24.04

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
47200	10467	2640		47901	2704	1803	
26300	13171	*******					

A1241 .8 .3

26.07

MAY 29 2008

COST, SALE, & COMP TOTALS 4443 13171 0

ACCOUNTING COPY

ORIGINAL ESTIMATE $ _____

FINAL REVISED ESTIMATE $ _____

DATE	TIME	PHONE #	AUTHORIZED	ADDITIONAL AMOUNT	REVISED TOTAL

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE. ▶ _____

I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE. ▶ _____

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
PAINT\MATERIALS	0.00
TOTAL CHARGES	0.00
ADJUSTMENTS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE.

BAR # AH217803 EPA # CAR 000040352

ACCOUNTING COPY

20230 7178

WARRANTY

MAITA CHEVROLET - COLLISION CENTER
9131 Elkmont Wy. ELK GROVE, CA 95624
P.O. Box 1000 ELK GROVE, CA 95759
(800) 292-9258
(916) 685-9521 · 423-2111

[redacted]
ELK GROVE, CA [redacted]
HOME: BUS:
CELL: [redacted]

PAGE 1

BODY ESTIMATOR: 248 TERRY OROPESA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLACK	07	CHEVROLET TAHOE	1GNFK13027R[redacted]		18131/18131	T7178

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
07FEB07 IS			17:00 05MAY08	68.00	CASH	06MAY08

R.O. OPENED	READY	OPTIONS:
12:47 05MAY08	10:49 06MAY08	ENG:5.3_Liter_Flexible_Fuel

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A CHECK ON DRIVER SIDE OUTSIDE MIRROR NOT PAINTED AFTER WARRANTY			
REPLACEMENT FOR FREEWAY RATTLE *** REFER TO RO #384715			
CAUSE: MIRROR LOOSE AND RATTLES			
AC ADVISOR COMMENTS			
179 WB4 1.10		104.67	104.67
0 0 TPARTS			
2640 10467 TLABOR			
R & I MIRROR CAP, SANDED, PREP, MIXED & MATCHED COLOR FOR PAINT.			
PAINTED, BUFFED & POLISHED			
MISC HAXARDOUS WASTE			
WB4		3.00	3.00
MISC PAINT & MATERILAS			
WB4		24.04	24.04

MAY 29 2008

COST, SALE, & COMP TOTALS 4443 13171 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.

ORIGINAL ESTIMATE $ _____

FINAL REVISED ESTIMATE $ _____

DATE	TIME	PHONE #	AUTHORIZED	ADDITIONAL AMOUNT	REVISED TOTAL

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE. ▶ _____

I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE. ▶ _____

DESCRIPTION	TOTALS
LABOR AMOUNT	104.67
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
PAINT\MATERIALS	27.04
TOTAL CHARGES	131.71
ADJUSTMENTS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	131.71

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE.

BAR #. AH217803 EPA # CAR 000040352

WARRANTY COPY

LABOR RECORD

A

CAUSE: 79 R&I Mirror cap sanded prepped primed & matched color for paint painted buffed & polished

CORRECTION:

B

CAUSE:

CORRECTION:

C

CAUSE:

CORRECTION:

D

CAUSE:

CORRECTION:

E

CAUSE:

CORRECTION:

ENGINE: CID _____ CALB _____

4 CYL ☐ 6 CYL ☐ V/6 ☐ V/8 ☐ DIESEL ☐

TRANSMISSION:

3 SPEED ☐ 4 SPD ☐ 5 SPD ☐ AUTO ☐ TYPE _____

AXLE TYPE:	YES	NO
LOCKING AXLE	☐	☐
FLOATING AXLE	☐	☐

ACCESSORIES:

P/S ☐ P/B ☐ A/C ☐ AIR ☐ OTHER _____

BRAKE CONDITION

FRONT _____/32 REAR _____/32

FUEL GAUGE

¼ ½ FULL

QUALITY CONTROL TECH _____ ASM _____

FLAG SHEET	OFF	10
	ON	
FLAG SHEET	OFF	9
	ON	
FLAG SHEET	OFF	8
	ON	
FLAG SHEET	OFF	7
	ON	
FLAG SHEET	OFF	6
	ON	
FLAG SHEET	OFF	5
	ON	
FLAG SHEET	OFF	4
	ON	
FLAG SHEET	OFF	3
	ON	
FLAG SHEET	OFF	2
	ON	
FLAG SHEET	OFF	1
	ON	

INDICATE ANY DAMAGE CUSTOMER HAS ON VEHICLE PREVIOUS TO MAKING REPAIRS

PRIOR DAMAGE

RF ☐ RR ☐

LF ☐ RF ☐

REPAIR LABOR SALES	FLAT RATE	R.O. NO.	ELAPSED TIME	OFF	5
	1.1	178	.8		
		TECH. NO. 179		ON	

MAY 2 2008

ASAP

CUSTOMER #:20230

[redacted]

ELK GROVE, CA [redacted]

HOME: CONT:N/A

BUS: CELL:[redacted]

386160

WORKORDER

PAGE 1

MAITA CHEVROLET

9650 Auto Center Drive
Elk Grove, CA 95757
Phone: 916-691-2800
From Sacramento: 423-2111
www.maitachevy.com

SERVICE ADVISOR: 441 GUERRERO,DANNY / Nick

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
BLACK	07	CHEVROLET TAHOE	1GNFK13027R[redacted]		19510/ 12	T1436

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07FEB07 DD			17:00 28MAY08		0.00	CASH	

R.O. OPENED	DATE CUST. NOTIFIED	OPTIONS:
28MAY2008 11:10		ENG:5.3_Liter_Flexible_Fuel

Call When Done

LINE	OP CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	17	147	W4	CUST STATES THAT THE VEH HAS A RATTLE NOISE IN REAR HATCH WHEN GOING OVER BUMPS-ALSO HAS ICHING NOISE HIGH PITCH-CHECK AND ADVISE SEE HISTORY — ADVISOR RODE W/CUS B5830 .8
# B	16	147	W4	CHECK ON BATTERY GOING DEAD AFTER RADIO WAS ON IN ACCESORY FOR ABOUT 30-45 MIN, AND ADVISE ~~R999~~ N9998 S
# C	OL	147 .5	CT	CHANGE ENGINE OIL AND FILTER, LUBE CHASSIS, TOP OFF FLUIDS AND SET TIRE PRESSURES
# D	8	147	W4	CHECK FOR POPPING NOISE NOTED ON DRIVER SIDE FRONT NOTED IN FLOOR BOARD ON HARD TURN LEFT IN PARKING LOTS-INTERMINTANT-ALSO NOTED TURNING INTO DRIVE WAY AND ADVISE K9995
# E	17	147	W4	CHECK DRIVER SIDE DOOR RATTLE WHILE DRIVING-SOP PART IN RC ORDER 150 378583 376389 375930
# F	RENTAL		W4	RENTAL / 5.28.08 /

PARTS

****

Preliminary Estimate : $35.00

****

total
JUN 24 2008
C-36.58
W-181.67
I-6.60

INF

THIS IS NOT AN INVOICE

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.
SUBJECT TO CONDITIONS ON REVERSE SIDE OF THIS CONTRACT. PLEASE READ REVERSE SIDE.

REPAIR AUTHORIZATION & VEHICLE DEPOSITORY RECEIPT (AB 409 amending civil code.) I hereby authorize the repair work to be done along with the necessary material. You and your employees may operate vehicle for the purposes of testing, inspection or delivery at my risk. An express mechanic's lien is acknowledged on vehicle to secure the amount of repairs thereto in the event legal action is necessary to enforce this contract. I will pay reasonable attorney's fees and court costs. I acknowledge this deposited property is not insured or protected to the amount of the actual cash value thereof by the dealer against loss occasioned by theft, fire and vandalism while such property remains with the depository. I also acknowledge no articles or personal property have been left in the vehicle and the dealer is not responsible for the inspection thereof. Vehicles left over 3 days will be subject to $10.00 per day storage charge.

PRELIMINARY ESTIMATE $35 WHICH INCLUDES A HAZARDOUS WASTE $

AUTHORIZED BY: X[redacted]

TERMS: CASH UNLE[redacted]

ALL PARTS REMOVED WILL BE DISCARDED UNLESS OTHERWISE REQUESTED PRIOR TO BEGINNING WORK. I REQUEST THAT MY PARTS BE SAVED.

☐ SAVE PARTS X

ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED.

DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT
REASON				REVISED TOTAL $
DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT $
REASON				REVISED TOTAL $

TEARDOWN ESTIMATE: I UNDERSTAND THAT MY VEHICLE WILL BE REASSEMBLED WITHIN ____ DAYS OF THE DATE SHOWN ABOVE IF CHOOSE NOT TO AUTHORIZE THE SERVICES RECOMMENDED.

JUN 26 2008

LOCATION ____ QUALITY CONTROLLED BY ____ MILES ____

TECHNICIAN COPY

BAR # AM074931 EPA # CAL000170982

From:maita chevrolet 916 691 6853 08/26/2008 11:41 #787 P.015/019

A

CAUSE: (A) Verify noise from rear - trace to rear hatch - can pull and push on rear hatch and can hear noise - lubed latch in rear and rechecked - noise went away and came back - Suspect problem in rear hatch latch - Ordered latch - Replaced latch and rechecked - no noise heard @ this time

CORRECTION:

B

CAUSE:

CORRECTION:

(B) unable to duplicate concern - Checked condition of Battery ok - Checked for any updates - BCM is updated already -

C

CAUSE: Normal condition with vehicle -

CORRECTION:

(C) Performed LOF

D

CAUSE: (D) Road test vehicle - did hear clunk from vehicle - vehicle is in auto 4wd - Put in 2wd and wasn't able to hear any clunk

CORRECTION: Noise -

E

CAUSE: (E) Wrong Part ordered - Reordered

CORRECTION:

ENGINE: CID _____ CALB _____

4 CYL ☐ 6 CYL ☐ V/6 ☐ V/8 ☐ DIESEL ☐

TRANSMISSION:

3 SPEED ☐ 4 SPD ☐ 5 SPD ☐ AUTO ☐ TYPE _____

AXLE TYPE: YES NO

LOCKING AXLE ☐ ☐

FLOATING AXLE ☐ ☐

ACCESSORIES:

P/S ☐ P/B ☐ A/C ☐ AIR ☐ OTHER _____

BRAKE CONDITION

FRONT _____/32 REAR _____/32

FUEL GAUGE

¼ ½ FULL

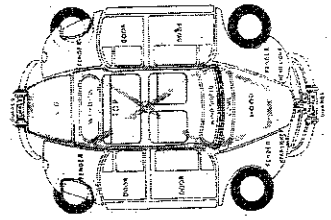
QUALITY CONTROL TECH _____ ASM _____

REPAIR LABOR SALES	FLAT RATE	R.O. NO.	TECH. NO.	ELAPSED TIME	
A	.5	386160	147	MO 2 JUN 9.2	ON 5
					OFF 6
					ON 9
					ON
					OFF 8
					OFF 2
B	.3	386160	147	MO 2 JUN 8.9	ON 7
					ON
					OFF 6
					ON
					OFF 5
					ON
C	.5	386160	147	FR 30 MAY 8.4	OFF 2
					ON
D	.3	386160	147	FR 30 MAY 9.2	OFF 3
					ON
					ON
					OFF 1
					ON

FLAG SHEET

√ out

INDICATE ANY DAMAGE CUSTOMER HAS ON VEHICLE PREVIOUS TO MAKING REPAIRS



PRIOR DAMAGE

RF ☐ RR ☐

F ☐ R ☐

LF ☐ LR ☐

CUSTOMER #: 20230

386160

INVOICE

DUPLICATE 1
PAGE 1

MAITA CHEVROLET

9650 AUTO CENTER DRIVE
ELK GROVE, CA 95757
Phone: 691-2800 · From Sacramento: 423-2111
www.maitachevy.com

[redacted]
ELK GROVE, CA [redacted]
HOME: CONT:N/A
BUS: CELL: [redacted]

BAR # AM074931 EPA CAL 000170982
SERVICE ADVISOR: 441 DANNY GUERRERO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLACK	07	CHEVROLET TAHOE	1GNFK13027R[redacted]		19510/19512	T1436

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07FEB07 DD			17:00 28MAY08		0.00	CASH	04JUN08

R.O. OPENED	DATE CUST. NOTIFIED	OPTIONS:
11:10 28MAY08	17:30 04JUN08	ENG:5.3_Liter_Flexible_Fuel

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CUST STATES THAT THE VEH HAS A RATTLE NOISE IN REAR HATCH WHEN GOING
OVER BUMPS-ALSO HAS ICHING NOISE HIGH PITCH-CHECK AND ADVISE
SEE HISTORY
CAUSE: FAULTY LATCH
B5830 LATCH, TAILGATE/ENDGATE RIGHT R&R OR
REPLACE
147 W4 (N/C)
1 15858590 LOCK (N/C)
FC: 6C
PART#: 15858590
COUNT: 1
CLAIM TYPE:
AUTH CODE:
OJ

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

VERIFY NOISE FROM REAR - TRACE TO REAR HATCH - CAN PULL AND PUSH ON
REAR HATCH AND CAN HEAR NOISE - LUBED LATCH IN REAR NAD RECHECKED
-NOISE WENT AWAY AND CAME BACK - SUSPECT PROBLEM IN REAR HATCH LATCH-
ORDERED LATCH AND RECHECKED - NO NOISE HEARD AT THIS TIME.
****
B CHECK ON BATTERY GOING DEAD AFTER RADIO WAS ON IN ACCESORY FOR ABOUT
30-45 MIN, AND ADVISE
CAUSE: UNABLE TO DUPLICATE CUSTOMERS CONCERN AT THIS TIME.
N9995 CUSTOMER CONCERN NOT DUPLICATED
147 W4 (N/C)
FC: 9Z PART#: COUNT: 0
CLAIM TYPE:
AUTH CODE:
PN

SIGNATURE COPY

ORIGINAL ESTIMATE: $

AUTHORIZED REVISED ESTIMATE: $

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE. X

CUSTOMER INITIAL

I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.

CUSTOMER SIGNATURE X

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
HAZ. WASTE/MISC. CHARGES	
TOTAL CHARGES	
ADJUSTMENTS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

SIGNATURE SERVICE COPY

CUSTOMER #: 20230

386160

INVOICE

DUPLICATE 1
PAGE 2

MAITA CHEVROLET

9650 AUTO CENTER DRIVE
ELK GROVE, CA 95757
Phone: 691-2800 · From Sacramento: 423-2111
www.maitachevy.com

[redacted]
ELK GROVE, CA [redacted]
HOME: CONT:N/A
BUS: CELL: [redacted]

BAR # AM074931 EPA CAL 000170982

SERVICE ADVISOR: 441 DANNY GUERRERO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLACK	07	CHEVROLET TAHOE	1GNFK13027R[redacted]		19510/19512	T1436

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07FEB07 DD			17:00 28MAY08		0.00	CASH	04JUN08

R.O. OPENED	DATE CUST. NOTIFIED	OPTIONS:
11:10 28MAY08	17:30 04JUN08	ENG:5.3_Liter_Flexible_Fuel

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

UNABLE TO DUPLICATE CONCERN- CHECKED CONDITION OF BATTERY OKAY- CHECKED FOR ANY UPDATES - BCM IS UPDATED ALREADY - NORMAL CONDITION WITH VEHICLE.

****

C CHANGE ENGINE OIL AND FILTER, LUBE CHASSIS, TOP OFF FLUIDS AND SET TIRE PRESSURES

QL CHANGE ENGINE OIL AND FILTER, LUBE CHASSIS, TOP OFF FLUIDS AND SET TIRE PRESSURES

147 CT 11.86 11.86

1 89017524 FILTER 5.50 5.50 5.50

1 2440 ENG OIL 15.50 15.50 15.50

MISC HAZARDOUS WASTE DISPOSAL-OIL

CE 2.09 2.09

PARTS: 21.00 LABOR: 11.86 OTHER: 2.09 TOTAL LINE C: 34.95

PERFORMED OIL AND OIL FILTER CHANGE.

****

D CHECK FOR POPPING NOISE NOTED ON DRIVER SIDE FRONT NOTED IN FLOOR BOARD ON HARD TURN LEFT IN PARKING LOTS-INTERMINTANT-ALSO NOTED TURNING INTO DRIVE WAY AND ADVISE

8 SUSPENSION FRONT & RELATED REPAIRS

147 ISP (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

ROAD TEST VEHICLE -DID HEAR CLUNK FROM VEHICLE - VEHICLE IS IN AUTO 4WD - PUT IN 2ND AND WASN'T ABLE TO HEAR ANY CLUNK.

****

E CHECK DRIVER SIDE DOOR RATTLE WHILE DRIVING-SOP PART IN CAUSE: ORDERED PARTS

17 INTERIOR-BODY AND RELATED REPAIRS

147 W4 (N/C)

SIGNATURE COPY

ORIGINAL ESTIMATE: $

AUTHORIZED REVISED ESTIMATE: $

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE. CUSTOMER INITIAL X

I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.

CUSTOMER SIGNATURE X

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
HAZ. WASTE/MISC. CHARGES	
TOTAL CHARGES	
ADJUSTMENTS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

SIGNATURE SERVICE COPY

CUSTOMER #: 20230

386160

INVOICE

DUPLICATE 1
PAGE 3

MAITA CHEVROLET

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ELK GROVE, CA 95757
Phone: 691-2800 · From Sacramento: 423-2111
www.maitachevy.com

[redacted]
ELK GROVE, CA [redacted]
HOME: CONT:N/A
BUS: CELL: [redacted]

BAR # AM074931 EPA CAL 000170982
SERVICE ADVISOR: 441 DANNY GUERRERO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLACK	07	CHEVROLET TAHOE	1GNFK13027R[redacted]		19510/19512	T1436

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07FEB07 DD			17:00 28MAY08		0.00	CASH	04JUN08

R.O. OPENED	DATE CUST. NOTIFIED	OPTIONS:
11:10 28MAY08	17:30 04JUN08	ENG:5.3_Liter_Flexible_Fuel

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00

WRONG PART ORDERED - REORDERED.
****
F RENTAL / 5.28.08 /
CAUSE: RENTAL
Z7906 SIX DAY RENTAL OR LOANER
21 W4 (N/C)
FC: 98 PART#: COUNT: 0
CLAIM TYPE:
AUTH CODE:
MJ

SUBL 6 DAY RENTAL PO# 57822
PO#386160
W4 (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE F: 0.00

****

EST: 35.00 28MAY08 11:10 SA: 441

THANK YOU FOR CHOOSING MAITA CHEVROLET FOR YOUR AUTOMOTIVE SERVICING NEEDS. IF YOU HAVE ANY QUESTIONS OR CONCERNS REGARDING YOUR RECENT VISIT, PLEASE CONTACT YOUR SERVICE ADVISOR @916-691-2800
THANK YOU AND HAVE A GREAT DAY.

USA PAID 6/2 MG

SIGNATURE COPY

ORIGINAL ESTIMATE: $

AUTHORIZED REVISED ESTIMATE: $

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE. CUSTOMER INITIAL X

I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.

CUSTOMER SIGNATURE X

DESCRIPTION	TOTALS
LABOR AMOUNT	11.86
PARTS AMOUNT	21.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
HAZ. WASTE/MISC. CHARGES	2.09
TOTAL CHARGES	34.95
ADJUSTMENTS	0.00
SALES TAX	1.63
PLEASE PAY THIS AMOUNT	36.58

SIGNATURE SERVICE COPY

Document ID: 2010138

#06162C: Service Update for Inventory and Customer Vehicles-E85 Virtual Flex Fuel Sensor (VFFS) Update-Reprogram ECM - (Sep 12, 2007)

Subject: **06162C - Service Update for Inventory and Customer Vehicles - E85 Virtual Flex Fuel Sensor (VFFS) Update - Reprogram ECM**

Models: **2006 Chevrolet Impala, Monte Carlo, Silverado, Avalanche, Tahoe, Suburban**

2006 GMC Sierra, Yukon, Yukon XL

2007 Buick Terraza

2007 Chevrolet Impala, Monte Carlo, Uplander, Silverado Classic, Tahoe, Suburban, Avalanche, Silverado, Express

2007 GMC Sierra Classic, Yukon, Yukon XL, Sierra, Savana

2007 Pontiac Montana SV6

Equipped with E85 compatible 5.3L V8 (RPO L59 - VIN Z, LC9 - VIN 3 or RPO LMG - VIN 0); 3.5L V6 (RPO LZE - VIN K); or 3.9L V6 (RPO LGD - VIN W) engines

THIS BULLETIN HAS BEEN REVISED TO ADD 2007 CHEVROLET EXPRESS AND GMC SAVANA VANS TO THE LIST OF INVOLVED VEHICLES.

PLEASE DISCARD ALL COPIES OF BULLETIN 06162B, ISSUED JUNE 2007.

THIS SERVICE UPDATE INCLUDES VEHICLES IN DEALER INVENTORY AND CUSTOMER VEHICLES THAT RETURN TO THE DEALERSHIP FOR ANY REASON, AND WILL EXPIRE AT THE END OF THE INVOLVED VEHICLE'S 8 YEAR/80,000 MILES (130,000 KM) EMISSION CONTROLLER WARRANTY PERIOD.

Purpose

This bulletin provides a service procedure to reprogram the Engine Control Module (ECM) on *certain* 2006 Chevrolet Impala, Monte Carlo, Silverado, Avalanche, Tahoe, Suburban; GMC Sierra, Yukon, Yukon XL; 2007 Buick Terraza; Chevrolet Impala, Monte Carlo, Uplander, Silverado Classic, Tahoe, Suburban, Avalanche, Silverado, Express; GMC Sierra Classic Yukon, Yukon XL, Sierra, Savana; and Pontiac Montana SV6 vehicles, equipped with E85 compatible 5.3L V8 (RPO L59 - VIN Z, RPO LC9 - VIN 3 or RPO LMG - VIN 0); 3.5L V6 (RPO LZE - VIN K); or 3.9L V6 (RPO LGD - VIN W) engines. This reprogramming will update the Virtual Flex Fuel Sensor (VFFS) software algorithm installed in these E85 compatible vehicles to better adapt to the wide variety of ethanol concentrations and refueling processes they may encounter.

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This service procedure should be completed as soon as possible on involved vehicles currently in dealer inventory and customer vehicles that return to the dealer for any type of service during the 8 year / 80,000 mile (130,000 km) Emission Controller Warranty.

Vehicles Involved

A ist of involved vehicles currently in dealer inventory is available on the "Service Update Bulletin Information" link under the "Service" tab in DealerWorld (US), or attached to the Dealer Communication (Canada), used to release this bulletin. Customer vehicles that return for service, for any reason, and are still covered under the vehicle's emission warranty, and are within the VIN breakpoints provided beleow, should be checked for vehicle eligibility in the appropriate system listed below:

Year	Division	Model	From	Through
2006	Chevrolet	Impala	69100007	69438808
2006	Chevrolet	Monte Carlo	69102942	69438734
2006	Chevrolet	Silverado	61100279	61358755
			6E110023	6E291940
			6G125877	6G274468
			6Z100011	6Z303186
2006	Chevrolet	Avalanche	6G100016	6G245882
2006	Chevrolet	Tahoe	6J100048	6J165033
			6R100042	6R169855
2006	Chevrolet	Suburban	6G100009	6G245845
			6J100003	6J178562
2006	GMC	Sierra	61101985	61358725
			6E110412	6E291706
			6G129269	6G273549
			6Z100025	6Z303187
2006	GMC	Yukon	6J101543	6J164404
			6R100058	6R164730
2006	GMC	Yukon XL	6G100057	6G241289
			6J100001	6J178563
2007	Buick	Terraza	7D148216	7D177357
2007	Chevrolet	Impala	79100023	79316285
2007	Chevrolet	Monte Carlo	79100017	79316270
2007	Chevrolet	Uplander	7D100001	7D177490
2007	Chevrolet	Silverado Classic	71100003	71183494
			7E100023	7E194746
			7G145196	7G257459
			7Z100061	7Z207434
2007	Chevrolet	Tahoe	7J100004	7J275832
			7R100001	7R302606

2007	Chevrolet	Suburban	7G100004	7G222398
			7J100041	7G275819
			7R136280	7R291687
2007	Chevrolet	Avalanche	7G100002	7G222473
2007	Chevrolet	Silverado	71500146	71512674
			7Z500005	7Z500136
2007	Chevrolet	Express	71100016	71254855
2007	GMC	Sierra Classic	71100001	71183492
			7E100017	7E198860
			7G100012	7G254277
			7Z100004	7Z205308
2007	GMC	Yukon	7J100001	7J275790
			7R100040	7R302573
2007	GMC	Yukon XL	7J108392	7J275793
			7R137718	7R291680
2007	GMC	Sierra	71500145	71507238
			7Z500003	7Z500144
2007	GMC	Savana	71100034	71254756
2007	Pontiac	Montana SV6	7D161179	7D177329

Important: Dealers are to confirm vehicle eligibility prior to beginning repairs by using the GM Vehicle Inquiry System (GMVIS). Not all vehicles within the above breakpoints may be involved.

Parts Information

Do not attempt to order the calibration number from GMSPO. The calibration numbers required for this service procedure are programmed into control modules via a Techline Tech 2® scan tool and TIS2Web website with the following calibration updates..

- *2007 Pick Up and SUV Trucks:* Use data version *11.5 for 2006* for later, available on TIS2Web 11/13/06; and on TIS DVD version 12.0/2006 or later, mailed to dealers beginning 12/13/06.
- *2006/07 Chevrolet Impala, Monte Carlo:* Use data versioni *12.5 for 2006* or later, available on TIS2Web 12/18/06; and on TIS DVD version 1.0/2007 or later, mailed to dealers beginning 01/31/07.
- *2007 Buick Terraza, Chevrolet Uplander, Pontiac Montana SV6:* Use data version *2.0 for 2007* or later, available on TIS2Web 2/05/07; and on TIS DVD version 2.0/2007 or later, mailed to dealers beginning 02/22/07.
- *2006 Pickup and SUV Trucks:* Use data version *6.5 for 2007* or later, available on TIS2Web 6/11/07.
- *2007 Classic Pickup Trucks and Full Size Vans:* Use data version *7.0 for 2007* or later, available on TIS2Web 6/24/07; and on TIS DVD version 7.0/2007 or later, mailed to dealers beginning 7/05/07.

If you cannot access the calibration, call the Techline Customer Support Center and it will be

provided.

Service Procedure

The "Required Field Actions" section of the GM Vehicle Inquiry System (GMVIS) must be checked to determine if a specific vehicle requires this action. If GMVIS indicates that Service Update Bulletin 06162C remains 'open' and ECM reprogramming has not taken place, reprogram the ECM using a Tech 2 scan tool with the calibration update from TIS2Web.

Refer to the latest version of Technical Service Bulletin 06-06-04-010 and Service Information to perform the ECM Reprogramming procedure and, if needed, the Fuel Composition Reset Procedure. The Fuel Composition Reset Procedure is only needed if the measured ethanol content is more than 15% different than the ECM estimated value.

Important: If it is assured that only non-blended (containing 10% or less ethanol) gasoline is in the vehicle fuel tank, proceed directly to ECM programming.

Claim Information

For vehicles repaired under this product enhancement, use:

Labor Operation	Description	Labor Time
Y0124	Engine Control Module Reprogram with SPS. (Step #7)	0.4 hr
Add A	Includes: Checking ECM Ethanol Learn Status and Ethanol Content. (Steps #1, 3)	0.3 hr
Add B	Includes: Checking ECM Ethanol Learn Status, Driving Vehicle Once to Change Learn Status and Checking Ethanol Content. (Steps #1, 2, 3)	0.7 hr
Add C	Includes: Checking ECM Ethanol Learn Status, Checking Ethanol Content, Performing Fuel Composition Reset, Driving Vehicle Once to Change Learn Status after Reset. (Steps # 1, 3, 4, 6)	0.7 hr
Add D	Includes: Checking ECM Ethanol Learn Status, Driving Vehicle Once to Change Learn Status, Checking Ethanol Content, Performing Fuel Composition Reset. (Steps # 1, 2, 3, 4, 6)	1.1 hrs
Add E	Includes: Checking ECM Ethanol Learn Status, Checking Ethanol Content, Drain and Fill Fuel Tank, Performing Fuel Composition Reset and Driving Vehicle Once to Change Learn Status after Reset. (Steps # 1, 3, 4, 5, 6)	1.2 hrs (Impala/Monte Carlo) 1.4 hrs (Mid-Size Vans) 1.5 hrs (2006-2007 Full-Size Trucks/Vans)
		1.6 hrs (Impala/Monte Carlo)

Add F	Includes: Checking ECM Ethanol Learn Status, Driving Vehicle Once to Change Learn Status, Checking Ethanol Content, Drain and Fill Fuel Tank, Performing Fuel Composition Reset. (Steps # 1, 2, 3, 4, 5, 6)	1.8 hrs (Mid-Size Vans) 1.9 hrs (2006-2007 Full-Size Trucks/Vans)

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

General Motors Corporation
Business Resource Center
PO Box 33170
Detroit, MI 48232-5170

VIA FAX ONLY

August 25, 2008

Tom Crase
MAITA CHEVROLET
PO BOX 1000
ELK GROVE, CA 95759-1000

RE: [redacted]
Service Request: 71-656864628
2007 Chevrolet Tahoe
Vehicle Identification Number: 1GNFK13027R[redacted]

Dear Mr. Crase:

This is a letter of notification regarding a not-in-suit-matter involving the above referenced customer. Please provide us with copies of all dealer sales and service documents regarding this vehicle. The specific documents needed are:

- **Service and body shop repair orders of all internal services which include: Service File Copies, Customer Copy, Accounting invoices, Warranty Repair Orders, Tech Copy and Notes (to include front and back also, please include any receipts for aftermarket or dealer add-ons.**

- **All Sales Purchase and Finance Agreements (Sales Jacket), including application of credit, conversion invoice (if any), the Incentives Acknowledgement Form, the Actual Cash Value statement of any trade, and Application for Registration/Title.**

This is a time sensitive legal matter. Please fax them to 866-485-8256. If there are any fax difficulties or the documents exceed 50 pages, please split the fax and send two or more faxes as appropriate and application of title.

In addition, should you be contacted by another party regarding this matter, you may want to consult your own attorney for further direction. Your cooperation is greatly appreciated. If you have further questions, please contact me at our Business Resource Center at 1-866-790-5700 extension 41188 or fax 866-485-8256 Monday through Friday between 11:00 a.m. and 6:45 p.m., Eastern Time.

Sincerely,
Iris Cruz
General Motors Corporation

AutoWay Pontiac-GMC

727.868.2277

Date: 11/17/08

From: Mark Pinto

To: Felicia Williams

Fax # 866-485-4469

Total Pages including Cover Page:

Copy of RO # 328426 For Michael Maurer

REF # 71-674961925

CUSTOMER #:2993890

[redacted]

SPRING HILL, FL [redacted]

HOME [redacted] CONT:N/A

BUS: CELL:

328426

WORKORDER

PAGE 2

AutoWay Pontiac, GMC-North

9929 U.S. Highway 19
PORT RICHEY, FLORIDA 34668
Telephone: (727) 868-2277

SERVICE ADVISOR: 1796 PINTO, MARK

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
ONYX BLACK	07	GMC YUKON XL	1GKFC16017R[redacted]		27922/27922	T4435A

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
04SEP07 DD			18:00 11NOV08		0.00	CASH	

R.O. OPENED	READY	OPTIONS:
11NOV2008 08:45		STK:7R279936 ENG:5.3_LITER_FLEXIBLE_FUEL

1743

LINE	OP CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	2DMTE		WF	CUSTOMER STATES EXCESSIVE WIND NOISE COMING FROM DRIVERS SIDE WINDOW checked for bulletin found PIT 4172B to inspect for excessive gap between door and adj. door. measured gap - gap is within specs. No excessive wind noise heard on test drive. 3
				SEE STORY ON B-FILE
# B	2DMEN		WF	CUSTOMER STATES CHECK ENGINE LIGHT ON checked DTC'S P0449 - vap vent solenoid - performed purge/seal function w/ tech 2 - can't achieve vacuum - recommended solenoid on & off - can hear click noise - CKT GOOD - vent solenoid won't seal. R&R EVAP vent solenoid. Checked operation - ok
# C	1DD27N		ISP	MULTI - POINT INSPECTION NOT REQUIRED AT THIS TIME

JC441 .3

PIAB .7

D-Rental - 104975

Release light

Time

27728657

CLIENT LABOR CHARGES ARE BASED ON FLAT RATE AND HOURLY UNLESS OTHERWISE INDICATED.
You will be notified upon completion of any diagnostic work necessary to estimate the cost of repair or if the actual charges will exceed the written estimate, including any additional authorized charges, by $10 or 10%, whichever is greater, not to exceed $50.00

Additional person authorized to approve performance of repairs, if customer desires to designate such person_____ Phone:_____ Date:_____

ADDITIONAL REPAIRS AUTHORIZED: I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.

ESTIMATE $_____ TIME _____
ADDITIONAL $_____ DATE _____
TOTAL $_____ OK'D _____
CUSTOMER SIGNATURE X_____

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW AND SIGN: I UNDERSTAND THAT UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE, IF MY FINAL BILL WILL EXCEED $100.00.

[ ] I REQUEST A WRITTEN ESTIMATE.

[ ] I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DO NOT EXCEED $_____. THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.

[ ] I DO NOT REQUEST A WRITTEN ESTIMATE.

SIGNED: [redacted] DATE:_____

ALL PARTS ARE NEW UNLESS OTHERWISED INDICATED.
Dealer will dispose of replaced parts, unless subject to a manufacturer's warranty, core charge or otherwise specified.
_____ (Customer Initials) Please save old parts for inspection or return. There may be an additional charge for the return of old parts.

SHOP SUPPLIES AND HAZARDOUS MATERIALS CHARGE: We have added a charge equal to 12 % of the cost of parts & labor up to a maximum of $59.75. "This charge represents costs and profits to the motor repair facility for miscellaneous shop supplies or waste disposal." [s.559.905 (l) (h)]. The State of Florida requires a $1.00 fee to be collected for each new tire sold in the state [s.403.718], and a $1.50 fee to be collected for each new or remanufactured battery sold in the state [s.403.7185].

DIAGNOSTIC WORK/PARTIALLY COMPLETED REPAIRS: In the event that you authorize diagnostic work to estimate the cost of repair or commencement of repairs, but do not authorize completion of a repair or service, a charge will be imposed for disassembly, reassembly or partially completed work. The vehicle shall be reassembled to a condition reasonably similar as when received, unless you waive reassembly or the reassembled vehicle would be unsafe. Any charges will be directly related to the actual amount of labor or parts involved in the inspection, repair or service.

STORAGE CHARGES: Storage charges will be assessed and shall accrue daily if you fail to pick up your vehicle within 3 working days from the date you are notified that the work on your vehicle has been completed. The daily charge for the storage of your vehicle will be $20.00 per day.

LIMITED WARRANTY: PLEASE SEE THE REVERSE SIDE OF THIS REPAIR ORDER FOR WARRANTY INFORMATION. I hereby authorize the Dealer to perform the above-described repair work and agree to pay for the repairs, along with the necessary materials, in Cash upon completion of the repairs, unless the Dealer agrees to other payment arrangements in advance. An express mechanic's lien is hereby acknowledged on the above vehicle to secure the cost of repairs and materials. I further agree that the Dealer is not responsible for any delays caused by unavailability of parts or shipping by the supplier o[redacted] vehicle. I acknowledge that the Dealer is not responsible fo roadways for the[redacted]e in case of fire, theft or any other cause beyond its control loss of or damag[redacted]

CUSTOMER SIGNATURE X[redacted]

DealerCAP © 2006 ADP (07/06)

SHOP COPY

CAUSE Drove vehicle with customer on 11-11-08
CORRECTION Driving north on hwy 17 approximately 9 miles heard wind noise. Wind was [illegible] around 5-8 miles an hour according to local weather report. Turned around and noise was less with a tail wind

2 CAUSE Drove with customer in a like lot car
CORRECTION (new) same style with a DB meter. Drove same path as previously and had same wind rush noise. Drove customers vehicle with DB meter in same path again and recorded

3 CAUSE Same readings as lot car. Conclusion
CORRECTION is that at 60 mph it is normal wind rush.

4 CAUSE

BACK OF RO# 328426

NW
11-12-08
Vent 5.1

AutoWay Pontiac-GMC

727.868.2277

Date: 11/7/08

From: MARK PINTO

To: FELICIA WILLIAMS

Fax # 866-485-4469

Total Pages including Cover Page:

REPAIR ORDERS

FOR 71-674961925

327575

AutoWay o Pontiac, GMC-North

9929 U.S. Highway 19
PORT RICHEY, FLORIDA 34668
Telephone: (727) 868-2277

CUSTOMER #:2993890

WORKORDER

PAGE 2

[redacted]

SPRING HILL, FL [redacted]
HOME: [redacted] CONT:N/A
BUS: CELL:

SERVICE ADVISOR: 1719 SCHUMAKER,DONALD H

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
ONYX BLACK	07	GMC YUKON XL	1GKFC16017R[redacted]		24194/	T4114

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
04SEP07 DD			18:00 16SEP08		0.00	CASH	

R.O. OPENED	READY	OPTIONS:
16SEP2008 12:32		STK:7R279936 ENG:5.3_LITER_FLEXIBLE_FUEL

LINE	OP CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	2DMTE		WF	CUST STATES CHROME OFF DRIVERS INSIDE DOOR HANDEL PEELING SOP PART IN. - CHROME FINISH PEELING R&R INSIDE DRIVER DOOR HANDLE
# B	1DD27D		ISP	CUSTOMER DECLINE FREE MULTI - POINT INSPECTION

1743

B4281.4
VV-.5L

B4281,4

CLIENT LABOR CHARGES ARE BASED ON FLAT RATE AND HOURLY UNLESS OTHERWISE INDICATED.
You will be notified upon completion of any diagnostic work necessary to estimate the cost of repair or if the actual charges will exceed the written estimate, including any additional authorized charges, by $10 or 10%, whichever is greater, not to exceed $50.00

Additional person authorized to approve performance of repairs, if customer desires to designate such person_____ Phone:_____ Date:_____

ADDITIONAL REPAIRS AUTHORIZED: I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.

ESTIMATE $_____ TIME _____
ADDITIONAL $_____ DATE _____
TOTAL $_____ OK'D _____
CUSTOMER SIGNATURE X _____

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW AND SIGN: I UNDERSTAND THAT UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE, IF MY FINAL BILL WILL EXCEED $100.00.

☐ I REQUEST A WRITTEN ESTIMATE.

☐ I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DO NOT EXCEED $_____. THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.

☐ I DO [redacted] A WRITTEN ESTIMATE.

SIGNED: [redacted] DATE:_____

ALL PARTS ARE NEW UNLESS OTHERWISED INDICATED.
Dealer will dispose of replaced parts, unless subject to a manufacturer's warranty, core charge or otherwise specified.

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SHOP SUPPLIES AND HAZARDOUS MATERIALS CHARGE: We have added a charge equal to 12 % of the cost of parts & labor up to a maximum of $59.75. "This charge represents costs and profits to the motor repair facility for miscellaneous shop supplies or waste disposal." [s.559.905 (l) (h)].
The State of Florida requires a $1.00 fee to be collected for each new tire sold in the state [s.403.718], and a $1.50 fee to be collected for each new or remanufactured battery sold in the state [s.403.7185].

DIAGNOSTIC WORK/PARTIALLY COMPLETED REPAIRS: In the event that you authorize diagnostic work to estimate the cost of repair or commencement of repairs, but do not authorize completion of a repair or service, a charge will be imposed for disassembly, reassembly or partially completed work. The vehicle shall be reassembled to a condition reasonably similiar as when received, unless you waive reassembly or the reassembled vehicle would be unsafe. Any charges will be directly related to the actual amount of labor or parts involved in the inspection, repair or service.

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CUSTOMER SIGNATURE X [redacted]

DealerCAP ©200

SHOP COPY

CUSTOMER #:2993890

[redacted]

SPRING HILL, FL [redacted]

HOME [redacted] BUS:

322805

WORKORDER

PAGE 2

AutoWay o Pontiac, GMC-North

9929 U.S. Highway 19
PORT RICHEY, FLORIDA 34668
Telephone: (727) 868-2277

SERVICE ADVISOR: 2346 BONIN,WAYNE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
ONYX BLACK	07	GMC YUKON XL	1GKFC16017R[redacted]		6421/	T1914

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
04SEP07 DD			15:45 20DEC07		0.00	CASH	

R.O. OPENED	READY	OPTIONS: STK:7R279936 ENG:5.3_LITER_FLEXIBLE_FUEL
20DEC2007 08:58		

LINE	OP CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	1DD27		CP	CUSTOMER REQUEST FREE MULTI - POINT COURTEST INSPECTION
# B	1DDLOF		CP	OIL & FILTER CHANGE 595
	3093 .4			COP
# C	1DDSDP		CP	i HAVE WALKED AROUND YOUR VEHICLE, INSP. 4 TIRES, PROVIDED SERV. FACT. MENU, REVIEWED RESULTS OF TECH. MULTI. POINT INSP. AND EXPLAINED REPAIR ORDER
# D	1DDLOF		CP	OIL & FILTER CHANGE
# E	1DDRBOEM		CP	ROTATE & RALANCE TIRES
	3093 1.0			R+B See Next Page

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ESTIMATE $ _____ TIME _____
ADDITIONAL $ _____ DATE _____
TOTAL $ _____ DATE _____
CUSTOMER SIGNATURE X _____

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_____ I DO NOT REQUEST A WRITTEN ESTIMATE.

SIGN[redacted] DATE

DealerCAL (XXXX) AD- (07/06)

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SHOP COPY SIGNATURE X _____

CUSTOMER #:299389

[redacted]

SPRING HILL, FL [redacted]
HOME: [redacted] BUS:

322805

WORKORDER

PAGE 3

AutoWay o Pontiac, GMC-North

9929 U.S. Highway 19
PORT RICHEY, FLORIDA 34668
Telephone: (727) 868-2277

SERVICE ADVISOR: 2346 BONIN,WAYNE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
ONYX BLACK	07	GMC YUKON XL	1GKFC16017R[redacted]		6421/	T1914

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
04SEP07 DD			15:45 20DEC07		0.00	CASH	

R.O. OPENED	READY	OPTIONS:
20DEC2007 08:58		STK:7R279936 ENG:5.3_LITER_FLEXIBLE_FUEL

LINE	OP CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
# F	2DMTE		WF	CUST STATES CK AIR NOISE FROM DR/WINDOW AREA OVER 60T

11609733 X

SOP

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ADDITIONAL $ _____ DATE _____
TOTAL $ _____ OKD _____
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_____ I DO NOT REQUEST A WRITTEN ESTIMATE.

SIGNED: _____ DATE: _____ **SHOP COPY**

DealerCAP ©2005 ADP (07/06)

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SIGNATURE X _____

CUSTOMER #:2993890

[redacted]
SPRING HILL, FL [redacted]
HOME: [redacted] BUS:

322805
WORKORDER
PAGE 1

AutoWay o Pontiac, GMC-North
9929 U.S. Highway 19
PORT RICHEY, FLORIDA 34668
Telephone: (727) 868-2277

SERVICE ADVISOR: 2346 BONIN,WAYNE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
ONYX BLACK	07	GMC YUKON XL	1GKFC16017R[redacted]		6421/	T1914

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
04SEP07 DD			15:45 20DEC07		0.00	CASH	

R.O. OPENED	READY	OPTIONS: STK:7R279936 ENG:5.3_LITER_FLEXIBLE_FUEL
20DEC2007 08:58		

VEHICLE SERVICE HISTORY

RO#	S/A	MILEAGE	OP CODE	CLSD DTE	TECH.	TYPE	DESCRIPTION

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ADDITIONAL $ _____ DATE _____
TOTAL $ _____ OKD _____
CUSTOMER SIGNATURE X _____

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SIGNATURE X _____

DealerCAP ©2006 ADP (07/06)

SHOP COPY

CUSTOMER #:2993890

[redacted]

SPRING HILL, FL [redacted]

HOME: [redacted] CONT:N/A

BUS: CELL:

326768

WORKORDER

PAGE 2

AutoWay Pontiac, GMC-North

9929 U.S. Highway 19
PORT RICHEY, FLORIDA 34668
Telephone: (727) 868-2277

SERVICE ADVISOR: 1719 SCHUMAKER,DONALD H

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
ONYX BLACK	07	GMC YUKON XL	1GKFC16017R[redacted]		21337/	T5507

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
04SEP07 DD			18:00 29JUL08		0.00	CASH	

R.O. OPENED	READY	OPTIONS: STK:7R279936 ENG:5.3_LITER_FLEXIBLE_FUEL
29JUL2008 07:51		C1081.3 N3-2K

LINE	OP CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	2DMTE		WF	CUST STATES AIR NOISE AT DRIVERS WINDOW AROUND 60 MPH,SOP PART IN. Road test ven. Wind noise From Left door. Found noise coming From Weather Stripping. Bend up weather Stripping Around door. Re Road test ven. Wind noise gone.
	3093 .5 R9728 1.9 MK-95			
# B	2DMEL		WF	CUST STATES BOTH REMOTES WILL NOT HOLD PROGRAM,CUSTOMER REPROGRAMED REMOTES WILL NOT HOLD. The Trans mitter will not Hold program in RCDLR. Reprogramed RCDLR and Replaced Both Transmitters and RCDLR and Reprogramed RCDLR Per Bulletin 06-08-52-002
	3093 R9725 1.9			
# C	1DDRENTAL		WF	RENTAL CAR
	Z7902/84.00 MJ-98 90G			OK 2 DAY RENTAL
	Repairs requiring more than 1 day.			
# D	1DD27		ISP	CUSTOMER REQUEST FREE MULTI - POINT COURTEST INSPECTION
	B7288 .8 VR-2K			
# E	2DMTE		WF	CUST STATES MOISTURE IN RIGHT HEADLIGHT.W Right Head lamp not Sealed Replace Right Head lamp
	3093 B7288 .4			

1590446 NO STK

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ESTIMATE $ _____ TIME _____
ADDITIONAL $ _____ DATE _____
TOTAL $ 327.45 OK'D _____
CUSTOMER SIGNATURE X _____

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[ ] I DO N[redacted]RITTEN ESTIMATE.

SIGNED: [redacted] DATE:

DealerCAP ©2005 AD[redacted]

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CUSTOMER SIGNATURE X [redacted]

SHOP COPY

CUSTOMER #:2993890

[redacted]

SPRING HILL, FL [redacted]
HOME: [redacted] CONT:N/A
BUS: CELL:

326768

WORKORDER

PAGE 3

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9929 U.S. Highway 19
PORT RICHEY, FLORIDA 34668
Telephone: (727) 868-2277

SERVICE ADVISOR: 1719 SCHUMAKER, DONALD H

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
ONYX BLACK	07	GMC YUKON XL	1GKFC16017R[redacted]		21337/	T5507

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
04SEP07 DD			18:00 29JUL08		0.00	CASH	

R.O. OPENED	READY	OPTIONS: STK:7R279936 ENG:5.3_LITER_FLEXIBLE_FUEL
29JUL2008 07:51		N9577 .3 MK-95

LINE	OP CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
# F	2DMEL		WF	CUST STATES REAR DEFROSTER INOP .
	3093 N9577 .3			Rear glass defrost inop due to left defrost tap non adhered to glass. Reattached new defrost tap to glass per Bulletins 03-08-43-006D
# G	2DMTE		ISP	CHECK BOTH REAR TIRES HAD TO ADD AIR.

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ESTIMATE $ _____ TIME _____
ADDITIONAL $ _____ DATE _____
TOTAL $ _____ OK'D _____
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The State of Florida requires a $1.00 fee to be collected for each new tire sold in the state [s.403 7181], and a $1.50 fee to be collected for each new or remanufactured battery sold in the state [s 403 7185]

DIAGNOSTIC WORK/PARTIALLY COMPLETED REPAIRS: In the event that you authorize diagnostic work to estimate the cost of repair or commencement of repairs, but do not authorize completion of a repair or service, a charge will be imposed for disassembly, reassembly or partially completed work. The vehicle shall be reassembled to a condition reasonably similar as when received, unless you waive reassembly or the reassembled vehicle would be unsafe. Any charges will be directly related to the actual amount of labor or parts involved in the inspection, repair or service.

STORAGE CHARGES: Storage charges will be assessed and shall accrue daily if you fail to pick up your vehicle within 3 working days from the date you are notified that the work on your vehicle has been completed. The daily charge for the storage of your vehicle will be $20.00 per day.

LIMITED WARRANTY: PLEASE SEE THE REVERSE SIDE OF THIS REPAIR ORDER FOR WARRANTY INFORMATION

I hereby authorize the Dealer to perform the above-described repair work and agree to pay for the repairs along with the necessary materials, in Cash upon completion of the repairs, unless the Dealer agrees to other payment arrangements in advance. An express mechanic's lien is hereby acknowledged on the above vehicle to secure the cost of repairs and materials. I further agree that the Dealer is not responsible for any delays caused by unavailability of parts or shipping by the supplier or transporter. I hereby grant the Dealer permission to operate the vehicle on streets, highways or public roadways for the purpose of testing and/or inspecting the vehicle. I acknowledge that the Dealer is not responsible for loss of or damage to the vehicle or articles left in the vehicle in case of fire, theft or any other cause beyond its control.

CUSTOMER SIGNATURE X _____

SHOP COPY

326768

WORKORDER

PAGE 1

AutoWay Pontiac, GMC-North
9929 U.S. Highway 19
PORT RICHEY, FLORIDA 34668
Telephone: (727) 868-2277

CUSTOMER #:2993890

[redacted]

SPRING HILL, FL [redacted]
HOME [redacted] CONT:N/A
BUS: CELL:

SERVICE ADVISOR: 1719 SCHUMAKER,DONALD H

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
ONYX BLACK	07	GMC YUKON XL	1GKFC16017R[redacted]		21337/	T5507

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
04SEP07 DD			18:00 29JUL08		0.00	CASH	

R.O. OPENED	READY	OPTIONS:
29JUL2008 07:51		STK:7R279936 ENG:5.3_LITER_FLEXIBLE_FUEL

VEHICLE SERVICE HISTORY

RO#	S/A	MILEAGE	CLSD DTE OP CODE	TECH.	TYPE	DESCRIPTION
322805	2346	6421	20DEC07			
			1DD27	3093	CP	CUSTOMER REQUEST FREE MULTI - POINT COURTES
			1DDLOF	3093	CP	OIL & FILTER CHANGE
			1DDSDP	3093	CP	i HAVE WALKED AROUND YOUR VEHICLE, INSP. 4
			1DDLOF	3093	CP	OIL & FILTER CHANGE
			1DDRBOEM	3093	CP	ROTATE & RALANCE TIRES
			2DMTE	3093	ISP	ORDERED PARTS

CLIENT LABOR CHARGES ARE BASED ON FLAT RATE AND HOURLY UNLESS OTHERWISE INDICATED.
You will be notified upon completion of any diagnostic work necessary to estimate the cost of repair or if the actual charges will exceed the written estimate, including any additional authorized charges, by $10 or 10%, whichever is greater, not to exceed $50.00

Additional person authorized to approve performance of repairs, if customer desires to designate such person_____ Phone:_____ Date:_____

ADDITIONAL REPAIRS AUTHORIZED: I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.

ESTIMATE $ _____ TIME _____
ADDITIONAL $ _____ DATE _____
TOTAL $ _____ OK'D _____
CUSTOMER SIGNATURE X _____

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW AND SIGN: I UNDERSTAND THAT UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE, IF MY FINAL BILL WILL EXCEED $100.00.

[ ] I REQUEST A WRITTEN ESTIMATE.

[ ] I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DO NOT EXCEED $ _____. THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.

[ ] I DO NOT REQUEST A WRITTEN ESTIMATE.

SIGNED: _____ DATE: _____

ALL PARTS ARE NEW UNLESS OTHERWISED INDICATED.
Dealer will dispose of replaced parts, unless subject to a manufacturer's warranty, core charge or otherwise specified.

_____ (Customer Initials) Please save old parts for inspection or return. There may be an additional charge for the return of old parts.

SHOP SUPPLIES AND HAZARDOUS MATERIALS CHARGE: We have added a charge equal to 12 % of the cost of parts & labor up to a maximum of $59.75. "This charge represents costs and profits to the motor repair facility for miscellaneous shop supplies or waste disposal." [s.559.905 (l) (h)].
The State of Florida requires a $1.00 fee to be collected for each new tire sold in the state [s.403.718], and a $1.50 fee to be collected for each new or remanufactured battery sold in the state [s.403.7185].

DIAGNOSTIC WORK/PARTIALLY COMPLETED REPAIRS: In the event that you authorize diagnostic work to estimate the cost of repair or commencement of repairs, but do not authorize completion of a repair or service, a charge will be imposed for disassembly, reassembly or partially completed work. The vehicle shall be reassembled to a condition reasonably similar as when received, unless you waive reassembly or the reassembled vehicle would be unsafe. Any charges will be directly related to the actual amount of labor or parts involved in the inspection, repair or service.

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I hereby authorize the Dealer to perform the above described repair work and agree to pay for the repairs, along with the necessary materials, in Cash upon completion of the repairs, unless the Dealer agrees to other payment arrangements in advance. An express mechanic's lien is hereby acknowledged on the above vehicle to secure the cost of repairs and materials. I further agree that the Dealer is not responsible for any delays caused by unavailability of parts or shipping by the supplier or transporter. I hereby grant the Dealer permission to operate the vehicle on streets, highways or public roadways for the purpose of testing and/or inspecting the vehicle. I acknowledge that the Dealer is not responsible for loss of or damage to the vehicle or articles left in the vehicle in case of fire, theft or any other cause beyond its control.

CUSTOMER SIGNATURE X _____

DealerCAP ©2006 ADP (07/06)

ADVISOR COPY

AutoWay Pontiac-GMC

727.868.2277

Date: 11/7/08

From: MARK PINTO

To: FELICIA WILLIAMS

Fax # 866-455-4469

Total Pages including Cover Page:

MR [redacted] SUPPLIED HIS OWN FINANCING THROUGH USAA.

YOUR FAX LETTER WAS ADDRESSED TO MR MAYER!!!

GMC

HUMMER

GENERAL MOTORS BUSINESS RESOURCE CENTER

November 4, 2008

Nick Galida
Autoway Pontiac GMC
9929 US HWY 19
Port Richey, FL 34668-3850

Re: [redacted]
Siebel Request: 71-674961925
2007 GMC Yukon
VIN # 1GKFC16017R[redacted]

Dear Mr. [redacted]

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 within 24 hours. The specific documents needed are:

- All sales, purchase and finance agreements, including a conversion invoice (if applicable)
- The incentives acknowledgement form
- Copy of the Title and Registration
- 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,

Felicia Williams
BRC Customer Relationship Specialist
Ph# 866-790-5600 EXT 11142
FAX# 866-485-4469

RETAIL PURCHASE AGREEMENT

AUTOWAY PONTIAC GMC
9929 US HIGHWAY 19 N

FORM# 5014
STORE# 851

7278682277

DEAL# 51757
STK# 7R279936

(HEREINAFTER REFERRED TO AS "SELLER") RETAIL ORDER FOR A MOTOR VEHICLE.

PLEASE ENTER MY ORDER FOR THE FOLLOWING ☐ NEW ☒ USED ☐ DEMO ☐ PREVIOUS SHORT TERM LEASE ☐ EXECUTIVE VEHICLE ☐ OTHER _____

DATE 09/04/2007 DEAL # 51757 SALES #1 LAWSON,DIANE M F & I MGR. CARTER,RONALD L

STOCK # 7R279936 CUSTOMER # 2993890 SALES # 2 SALES MGR. LEVASSEUR,DARYK J

Purchaser [redacted] DL# [redacted] DOB 03/18/1963

Co-Purchaser [redacted] DL# [redacted] DOB 01/10/1967

Street Address [redacted] City SPRING HIL State FL Zip [redacted]

Home Phone [redacted] Bus. Phone Cell Phone

E-Mail Address TPP Number

Year	Make/Model	Body Type	Vehicle Identification Number
2007	GMC YUKON XL	UT	1GKEC16017R[redacted]

No. Cyl	Engine Size	Transmission	Color	Mileage
8	5.3 LITER	A	ONYX BLACK	90

VEHICLE TRADE IN #1

YEAR	MAKE	MODEL	BODY TYPE
2004	GMC	YUKON	UT

STOCK # 4R322554 MILEAGE 61047 ☐ ACTUAL ☐ INACCURATE

COLOR/TRIM BLACK PLATE# NA 213 DECAL #

VIN # 1GKEC13V74R[redacted]

VEHICLE TRADE IN #2

YEAR MAKE MODEL BODY TYPE

STOCK # MILEAGE ☐ ACTUAL ☐ INACCURATE

COLOR/TRIM PLATE# DECAL #

VIN #

LIENHOLDER / PAYOFF INFORMATION

LIENHOLDER

ADDRESS

PHONE ACCOUNT #

PAYOFF 22063.30 ESTIMATE/ACTUAL

GOOD TILL VERIFIED BY

The balance owed on Your Trade-In Vehicle(s) as disclosed above is based on the information You have provided to Us. This payoff amount is only an estimate. We have not been able to confirm the exact balance owed as of the date of this Agreement. If We tender payment to payoff the remaining balance(s) owed, You authorize the lienholder(s) to release the title(s) to the Trade-In(s) to Us. If the actual amount of the balance owed on the Trade-In Vehicle(s) is greater than the amount of the balance owed as listed in this Agreement, You agree to pay the difference to Us within 48 hours of our demand. If You fail to do so, We will place a lien on the Vehicle(s). If the actual amount of the balance owed is less than the amount listed, We will pay the difference to You.

X _____ X _____

Purchaser guarantees that the Trade-In Vehicle (i) has never been in an accident requiring repairs in excess of $2,000; (ii) does not have a welded or bent frame nor has suffered flood damage; (iii) has never been designated as a "salvage vehicle" or "restored salvage" by any agency; (iv) has no liens or encumbrances other than as represented; (v) has not sustained substantial physical damage and there are no latent mechanical defects. Purchaser agrees to be liable for any damages Seller may incur if any of the above statements are untrue including attorneys' fees and costs.

X _____

*OPTIONAL ACCESSORIES/PRODUCTS/SERVICES: You have elected to purchase the optional items listed. The Seller does not require you to purchase any of these items. The amount for these items represents cost and profit to the Seller. See TERMS AND CONDITIONS on reverse side.

**DEALER SERVICE FEE: This charge represents costs and profits to the Dealer for items such as inspecting, cleaning and adjusting vehicles and preparing documents related to the sale.

WARRANTY STATEMENT

WE ARE SELLING THIS VEHICLE TO YOU AS-IS AND WE EXPRESSLY DISCLAIM ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, UNLESS OTHERWISE INDICATED BELOW. ALL WARRANTIES, IF ANY, BY A MANUFACTURER OR SUPPLIER OTHER THAN OUR DEALERSHIP ARE THEIRS, NOT OURS, AND ONLY SUCH MANUFACTURER OR OTHER SUPPLIER SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. WE NEITHER ASSUME NOR AUTHORIZE ANY OTHER PERSON TO ASSUME FOR US ANY LIABILITY IN CONNECTION WITH THE SALE OF THE VEHICLE AND THE RELATED GOODS AND SERVICES. IF WE SELL A SERVICE CONTRACT ON OUR OWN BEHALF, ANY IMPLIED WARRANTIES WILL APPLY ONLY WITH RESPECT TO THE ITEMS COVERED IN THE SERVICE CONTRACT.

CONTRACTUAL DISCLOSURE STATEMENT (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 CONTRARY PROVISIONS IN THE CONTRACT OF SALE.

☐ USED VEHICLE LIMITED WARRANTY APPLIES. We are providing the attached Used Vehicle Limited Warranty in connection with this transaction. Any implied warranties are limited in duration to the term of the Used Vehicle Limited Warranty.

ITEMIZATION OF COSTS

SELLING PRICE		$39,171.91
SELLER INSTALLED EQUIPMENT: The following options which have been provided through your dealer, are not products of the manufacturer. Please note that any warranty on these items is not through the manufacturer and should the need arise, you should contact your dealer or the vendor that provided the option.		
OPTIONAL ACCESSORIES/PRODUCTS/SERVICES*	+	
	+	N/A
	+	N/A
	+	N/A
	+	N/A
	+	N/A
	+	N/A
	+	N/A
	+	N/A
	+	N/A
	+	N/A
	+	N/A
	+	N/A
TOTAL SELLING PRICE INCLUDING ACCESSORIES	=	39171.91
LESS: DISCOUNT AND/OR TRADE-IN ALLOWANCE	−	16800.00
CASH DIFFERENCE	=	22371.91
DEALER SERVICE FEE** XX XX	+	599.95
☐ FLORIDA BATTERY FEE $1.50 / ☐ TIRE FEE $5.00 XX	+	6.50
☐ TAG AGENCY FEE*	+	44.00
SUBTOTAL	=	23022.36
SALES TAX @ 6.0000 %	+	1381.34
HERNANDO 0.5000 COUNTY RESIDENCE SURTAX @ _____ %	+	25.00
MVWEA		2.00
		106.00
REGISTRATION / TAG AND TITLE FEES	+	
SUBTOTAL	=	24536.70
BALANCE OWED ON TRADE-IN	+	22063.30
	+	N/A
	+	N/A
	+	N/A
	+	N/A
	+	N/A
	+	N/A
	+	N/A
	+	N/A
	+	N/A
	+	N/A
TOTAL DUE	=	46600.00
FACTORY CASH / REBATE ASSIGNED TO SELLER	−	6000.00
DEPOSIT / PARTIAL PAYMENT	−	N/A
DEPOSIT / PARTIAL PAYMENT	−	N/A
UNPAID BALANCE DUE	=	40600.00

ISAA pd.
CSE $2000
BME $4000
DZD $1000
AUG 27160627
del 9/13

GM CUSTOMER INCENTIVE AND ONSTAR ACKNOWLEDGMENT

5090 851
51757 7R279936

GMC HUMMER

(excludes Saturn)

CUSTOMER NAME: MICHAEL H MAURER VICTORIA L VOLTAGGIO-MAURER

VIN: 1 / G / K / F / C / 1 / 6 / 0 / 1 / 7 / R / [redacted]

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
CSE-CONSUMER CASH	$ 2000.00	
BME-GM BONUS CASH	$ 4000.00	
	$	
	$	
	$	
Total Incentive Amount Received	$ 6000.00	

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 FOR INCENTIVES AND ONSTAR SERVICE –

a. Vehicle Incentive 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 on 09/ 04/ 07. I acknowledge receipt of incentive(s) as described in Item ____ and release GM Division from any future claim or obligation for incentive(s) on this unit.

Is vehicle equipped with OnStar ? _____ Yes _____ No

b. OnStar Terms and Conditions Acknowledgment. I acknowledge that I have received the Terms and Conditions under which the OnStar service in my vehicle is provided (copies are available in the vehicle glovebox, from the dealer, at www.onstar.com, or by contacting OnStar as described below).

I understand that in order to cancel the OnStar service in my vehicle, I must press the blue OnStar button in my vehicle or call 1.888.4OnStar (1.888.466.7827) or TTY 1.877.248.2080 and request that my Services be cancelled.

Purchaser/Lessee Signatu[redacted] Date: 09/ 04/ 2007

The undersigned person, as Dealer representative, certifies that the information on this application is true and correct, and the incentive(s) described in Item ____ and the Onstar Terms and Conditions 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 or Saab Cars USA.

Authorized Dealer Signature: _____ Date: 09/ 04/ 2007
Dealership Name: AUTOWAY PONTIAC GMC Dealer Code: 17093

Dealer Note: This is a required document and it must be completed, signed, and retained in EVERY DEAL FILE for new retail customers even if there are no incentives or rate support available. A copy of the completed form should be provided to the customer.

GM3795-OS 9/05

Reynolds and Reynolds GM-3795-OS TO ORDER: www.reysource.com; 1-800-344-0996; fax 1-800-531-9055

IMPORTANT_INFORMATION

SECTION 320.0605, Florida Statutes, requires this registration certificate or an official copy or a true copy of a rental or lease agreement issued for the motor vehicle described be in possession of the operator or carried in the vehicle while the vehicle is being used or operated on the highways or streets of this state.

SECTION 316.613, Florida Statutes, requires every operator of a motor vehicle while transporting a child in a passenger car, van or pickup truck registered in this state and operated on the highways of this state, shall, if the child is 5 years of age or younger, provide for protection of the child by properly using a crash-tested, federally approved child restraint device. For children aged through 3 years, such restraint device must be a separate carrier or a vehicle manufacturer's integrated child seat, for children aged 4 through 5 years, a separate carrier or seat belt may be used.

SECTION 627.733, Florida Statutes, requires mandatory Florida No-Fault Insurance to be maintained continuously throughout the entire registration period; failure to maintain the required coverage could result in suspension of your driver license and registration.

Mail T[redacted]

SPRING HILL, FL [redacted]

CO/AGY 1 / 14 T# 511064961
B# 1189526

FLORIDA VEHICLE REGISTRATION

PLATE **NA 213** DECAL **03619046** Expires **Midnight Tue 3/18/2008**

YR/MK	2007/GMC	BODY	UT	COLOR	BLK	Reg. Tax	1.60	Class Code	1
VIN	1GKFC16017R[redacted]			TITLE	[redacted]	Init. Reg.		Tax Months	6
Plate Type	RGP	NET WT	5477			County Fee	3.00	Back Tax Mos	
						Mail Fee		Credit Class	1
DL/FEID	[redacted]			2ND DL#	[redacted]	Sales Tax		Credit Months	6
Date Issued	9/17/2007	Plate Issued	7/25/2003	TRANSFER:	X	Voluntary Fees			
						Grand Total	4.60		

[redacted]

SPRING HILL, FL [redacted]

IMPORTANT INFORMATION

1. The Florida license plate must remain with the registrant upon sale of vehicle.
2. The registration must be delivered to a Tax Collector or Tag Agent for transfer to replacement vehicle.
3. The registration must be surrendered when requesting a change of address.
4. Registration renewals are the responsibility of the registrant and shall occur during the 30-day period prior to the expiration date shown on this registration. Renewal notices are provided as a courtesy and are not required for renewal purposes.

RGP - FLORIDA PERSONALIZED

[redacted]

AUDIT #

L# 1697337
T# 511064904
B# 1189526

STATE OF FLORIDA
APPLICATION FOR VEHICLE/VESSEL CERTIFICATE OF TITLE

TITLE NUMBER	VEHICLE/VESSEL IDENTIFICATION #	YR. MAKE	MAKE or MANUFACTURER	BODY TYPE	VEHICLE COLOR	WT/LENGTH	GVW/LOC
[redacted]	1GKFC16017R[redacted]	2007	GMC	UT	BLK	5477	

DATE OF ISSUE MO.	DAY	YEAR	TRANS CODE	VEHICLE USE	HULL MATERIAL	PROPULSION	FUEL	VESSEL TYPE	WATER	FL NUMBER
09	17	07	ORT	PRIVATE						

Applicant/Owner's Name & Address
[redacted]
SPRING HILL, FL [redacted]

SEX	BIRTHDATE MO.	DAY	YEAR	RESIDENT Y	N	ALIEN	CNTY RES.#
M	03	18	63	X			40

1st OWNER FL/DL# OR F.E.I.D.# — 2nd OWNER FL/DL# OR UNIT #
[redacted]

VOLUNTARY CONTRIBUTIONS

AGENCY FEE	TITLE FEE	SALES TAX	GRAND TOTAL
4.75	29.00	0.00	33.75

Action Requested: ORIG NEW TITLE

Brands:

PREV. STATE	DATE ACQUIRED	NEW	USED	ODOMETER / VESSEL MANUFACTURER	ODOMETER DECLARATION CERTIFICATION
	09/04/2007	XX		90 MILES 09/04/2007 ACTUAL	☐

LIEN INFORMATION

	DATE OF LIEN	RECEIVED DATE	FEID # OR FL / DL AND SEX AND DATE OF BIRTH	DMV ACCOUNT #
ELT	09/04/2007	09/17/2007	[redacted]	201882743

NAME OF FIRST LIENHOLDER:
USAA FEDERAL SAVINGS BANK

ADDRESS
ELECTRONIC LIEN

SALVAGE TYPE

SELLER INFORMATION

NAME OF SELLER, FLORIDA DEALER, OR OTHER PREVIOUS OWNER
AUTOWAY PONTIAC GMC

ADDRESS
9929 US 19
PT RICHEY, FL 34668

DEALER LICENSE NO.
VF10011901

CONSUMER OR SALES TAX EXEMPTION #

SALES TAX AND USE REPORT

TRANSFER OF TITLE IS EXEMPT FROM FLORIDA SALES OR USE TAX FOR THE REASON(S) CHECKED

☐ PURCHASER HOLDS VALID EXEMPTION CERTIFICATE
☐ VEHICLE / VESSEL WILL BE USED EXCLUSIVELY FOR RENTAL
☐ OTHER

INDICATE TOTAL PURCHASE PRICE, INCLUDING ANY UNPAID BALANCE DUE SELLER, BANK OR OTHERS $

INDICATE SALES OR USE TAX DUE AS PROVIDED BY CHAPTER 212, FLORIDA STATUTES $ 0.00

☐ SELLING PRICE VERIFIED

APPLICANT CERTIFICATION

___ I/WE HEREBY CERTIFY THAT THE VEHICLE/VESSEL TO BE TITLED WILL NOT BE OPERATED UPON THE PUBLIC HIGHWAYS/WATERWAYS OF THIS STATE.

___ I CERTIFY THAT THE CERTIFICATE OF TITLE IS LOST OR DESTROYED.

___ I CERTIFY THAT THIS MOTOR VEHICLE/VESSEL WAS REPOSSESSED UPON DEFAULT OF THE LIEN INSTRUMENT AND IS NOW IN MY POSSESSION.

I/WE HEREBY CERTIFY THAT I/WE LAWFULLY OWN THE ABOVE DESCRIBED VEHICLE/VESSEL, AND MAKE APPLICATION FOR TITLE. IF LIEN IS BEING RECORDED NOTICE IS HEREBY GIVEN THAT THERE IS AN EXISTING WRITTEN LIEN INSTRUMENT INVOLVING THE VEHICLE/VESSEL DESCRIBED ABOVE AND HELD BY LIENHOLDER SHOWN ABOVE. I/WE FURTHER AGREE TO DEFEND THE TITLE AGAINST ALL CLAIMS.

UNDER PENALTIES OF PERJURY, I DECLARE THAT I HAVE READ THE FOREGOING DOCUMENT AND THAT THE FACTS STATED IN IT ARE TRUE.

Signature of Applicant/Owner

Signature of Applicant/Co-Owner

HSMV 82041 REVISED 02/06

AutoWay Pontiac, GMC-North

AutoWay Pontiac GMC North
Appraisal Report Prepared for PRATT

Customer Information
Name: [redacted]
Address:
City/ST/Zip: , FL

Appraisal Date: 9/4/2007 6:55:00 PM
Appraisal Value: $16800
Appraiser: GORDON ROBINSON
Salesperson: GORDON ROBINSON

Vehicle Description: **2004 GMC YUKON SLT RWD 4DR SUV WAGN**

Stock #: 4R322554
VIN: 1GKEC13V74R[redacted]
Color: Black / Black
Mileage: ~~60,904~~ 61047

Accessory Equipment:
Power Sunroof
Appraiser Notes:

No Condition Report.

Photos:

No Photos Available.
This appraisal is good toward the purchase of a new or preowned vehicle for (7) days or 150 miles from 9/4/2007.

Flood Yes ☐ No ☐ Frame Yes ☐ No ☐ Accident Yes ☐ No ☐ Exhaust Smoke Yes ☐ No ☐

OWNER ACKNOWLEDGMENT
The owner acknowledges that the trade-in vehicle has not been damaged by flood, has not had frame damage, or the trade title does not and should not indicate salvage or gross polluter in any manner, regardless of state or origin.

Owner Signature: X _____ Sales Manager _____ Appraiser _____

AutoWay Pontiac GMC North
9929 US Hwy 19
Port Richey,FL 34668

Date: 9/4/2007
Expiration Date: 9/11/2007 and/or 150 miles

Customer : [redacted] **$16,800**

Sixteen Thousand Eight Hundred Dollars and Zero Cents

Signat[redacted]

Voucher Good for Purchase of Vehicle
VIN: 1GKEC13V74R[redacted]

GENERAL MOTORS BUSINESS RESOURCE CENTER

December 31, 2008

Mr. Dean Fasci, Service Manager
CREST CHEVROLET
8281 MERRILL RD
JACKSONVILLE FL 32277-2927
FAX # 904-720-0874

Re: Ms. [redacted]
Siebel Request: 71-691179212
2007 Chevrolet Tahoe
VIN # 1GNFC13007R[redacted]

Dear Mr. Fasci:

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 within 24 hours. The specific documents needed are:

- **All sales, purchase and finance agreements, including a conversion invoice (if applicable)**
- **The incentives acknowledgement form**
- ***Copy of the Title and Registration***
- **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,

Lisa Bernarduci
BRC Customer Relationship Specialist
Ph# 800-231-1841, prompt 1, extension 41020
FAX# 866-263-6942

2007 TAHOE 2WD LS
16U GRAYSTONE METALLIC /V8G
19D EBONY
ORDER NO. KGXX62/TRE STOCK NO.
VIN 1GN FC13 00 7R[redacted]

GENERAL MOTORS CORPORATION
& SUBSIDIARIES
RENAISSANCE CENTER
DETROIT MI 48243-1114
VEHICLE INVOICE 1AD92204683

**********13*26268S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
CC10706 TAHOE 2WD LS	33290.00	30460.35	INVOICE 08/08/06
AS3 3-PASSENGER, 3RD ROW SEAT	460.00	381.80	SHIPPED 08/08/06
C5Y GVW RATING-7100 LB	N/C	N/C	EXP I/T 08/16/06
FE9 FEDERAL EMISSIONS	N/C	N/C	INT COM 08/16/06
GU6 REAR AXLE 3.42 RATIO	N/C	N/C	PRC EFF 08/08/06
G80 LOCKING REAR DIFFERENTIAL	295.00	244.85	KEYS G0575 G0575
LMG VORTEC 5300 V8 SFI FLEX FUEL	N/C	N/C	WFP-S QTR OPT-1
M30 4-SPD AUTOMATIC TRANSMISSION	N/C	N/C	BANK: GMAC - 029
U2K XM SATELLITE RADIO - SERVICE FEE EXTRA. 1ST 3 MONTHS INCL.	199.00	165.17	CHG-TO 26-268
V1K LUGGAGE RACK - CROSS BARS	45.00	37.35	SHIP WT: 5314
1LS TAHOE LS EQUIPMENT GROUP	N/C	N/C	HP: 45.7
			GVWR: 7100
			GAWR.FT: 3200
			GAWR.RR: 4100
			GMS: 31235.85
			SUPPLR: 32638.09
			MRM: 35189.00
			NTR: 1/2
			MEMO 1639.45

TOTAL MODEL & OPTIONS	34289.00	31289.52	ACT 237	31160.85
DESTINATION CHARGE	900.00	900.00	H/B 261	1028.67
LAM DEALER CONTRIBUTION		342.89	ADV 261	342.89
LAM GROUP CONTRIBUTION		342.89	EXP 65A	342.89
TOTAL	35189.00	32875.30	PAY 310	32875.30

MEMO: TOTAL LESS HOLDBACK AND
APPROX WHOLESALE FINANCE CREDIT 31347.28

****

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. 029
CREST CHEVROLET
VIN 1GNFC13007R[redacted]
$ 32875.30 INV 1AD92204683
DUE 08/16/06 DEALER 26-268

BBB AUTO LINE
Customer Claim Form

Case number: CHV0855296
Contact Date: 12/31/08
Start Date: 12/31/08

Please make any necessary corrections to the information below, print or verify your VIN number and lienholder/leasing company information at the bottom of this page, and complete the missing information in Section 4 on the next page (attach additional sheets as needed).

SECTION 1: CUSTOMER INFORMATION

Titled owner: [redacted]

Mailing address: [redacted]

City: JACKSONVILLE State: FL Zip code: [redacted]

Day phone [redacted] Evening phone: [redacted] Cell phone: [redacted]

Fax: E-mail address: [redacted]

SECTION 2: VEHICLE INFORMATION

Make: Chevrolet Model: Tahoe Year: 2007 Current mileage: 27000

Name(s) that appears on the vehicle title: [redacted]

Selling dealer/city/state: CREST CHEVROLET, JACKSONVILLE, FL

Primary Servicing dealer/city/state: CREST CHEVROLET ,

Acquired as ☒ new ☐ used ☐ demo ☐ leased Is the vehicle in your possession? ☒ yes ☐ no

Purchase/lease date: 09/07/06 Mileage at purchase/lease:

First repair attempt date: 11/05/07 First repair attempt mileage: 13096

How often is the vehicle used for business purposes (percentage): 0 % Number of vehicles owned or leased by the business: Transmission type: ☒ Automatic ☐ Manual

Has the vehicle been in an accident/had body damage? ☐ yes ☒ no Date of accident:

Description of damage:

SECTION 3: DESIRED OUTCOME (Describe what you want done to resolve your concern)

I WOUD LIKE A NEW TRUCK, WHAT I HAVE PAID FOR. I BOUGHT THIS NEW VEHICLE TO BE WORRY FREE. THAT HAS NOT HAPPENED YET. THE REAR DEFROST HAS FELL OFF AGAIN. I AM TIRED OF RUNNING TO THE DEALERSHIP AND TAKING TIME OFF OF MY JOB. THIS IS NOT FAIR TO ME.

Please complete the missing information in the box below and on page 2.

VEHICLE INDENTIFICATION NUMBER 1GNFC13007R[redacted]

Lienholder/Leasing Company _____ **Phone Number**_____

Account Number _____

SECTION 4: VEHICLE PROBLEMS (List primary problem first)

Problem	Servicing dealer(s)	# of repair attempts	List the date, mileage, and days out of service for each repair attempt	Does the problem exist now?
Example: **A/C won't cool properly**	**Any Dealer, Inc.**	**2**	**4/23/06 3,500 miles 5 days 6/10/07 12,700 miles 1 day**	**yes**
CAMSHAFT SENSOR		1		no
REAR DEFROST UNPLUGGED		3		yes
FRONT DOOR HANDLES ARE PEELING		1		no
REPLACE REAR GLASS		1		yes
REAR TAIL LAIGHTS		2		no
REAR WINDOWS SHAKE		1		no
NOISY BRAKES		1		no
AXLE DIFFRENTIAL		1		no

Total days out of service for all problems: _____

Signature of Titled Owner(s) _____ Date _____

I am submitting this dispute for resolution in the BBB AUTO LINE program, and I agree to arbitrate the dispute under the BBB AUTO LINE Arbitration Rules.

Please mail or fax this completed form with copies of all available repair orders, your vehicle registration, your sales agreement or lease agreement, and any other relevant documents (e.g., written correspondence with the manufacturer, etc.) to:

BBB AUTO LINE
4200 Wilson Blvd., Suite 800
Arlington VA, 22203-1838
Fax: 703-247-9700

RCMPR010 VEHICLE DELIVERY/INCENTIVE HISTORY 10/13/07
PROCESSING SOURCE: CHEVROLET 15:19:19
PAGE: 1

VIN: 1GNFC1300 7R[redacted] SELLG SCE: 13 MDL YR: 07 ORD NO: KGXX62

ODATE: 07/14/06 ORDER FAN: OTYPE: 070 DLVY SS/SITE CD: 13 26268
DDATE: 09/07/06 DLVY FAN: DTYPE: 010 SRVC TYPE: MILEAGE:

DLVY DOE: 09/08/06 ORDER BY:
CANC:
CANC DOE:
TRADE: DLVY TO: [redacted]
TRD DOE:
SRVC IN: JACKSONVILLE FL [redacted]
SRVC OUT: CANC SRVC IN:
BFSO ORD DT: BFSO CUST:
PRICE ASSUR DT: PRICE ASSUR RT:

--INCENTIVES--

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR SHR	STAT
DSE	01	13 26268	00030940413	09/09/06	1,000.00	OA	0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: DLR INC MEMO NO: 00030940413 AUTH PUR CD:
MISC DATE: MISC:
POLICY PYMT CMNT: ACTV TYPE: 6

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR SHR	STAT
FFC	01	13 26268	00030940413	09/09/06	63.84	OA	0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: DLVY INC MEMO NO: 00030940413 AUTH PUR CD:
MISC DATE: MISC:
POLICY PYMT CMNT: ACTV TYPE: 6

GMC

Service Satisfaction Survey

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

_____

_____

_____

Home telephone: [redacted]

Change to: ( ) _____

Please provide us with your preferred email address:

_____

Dissatisfied Customer

[redacted]

Gillette WY

[redacted]

Dear [redacted]

Our records indicate that you had your **2007 Yukon XL serviced at White's Frontier Motors on December 1, 2008.** 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. If you prefer, you can respond to this survey online by going to www.gmdealershipsurvey.com and entering your personal **User ID: 025849061103** and **Password: 6668**. If you choose to respond online, please do not return this survey by mail.

Your timely response is very important to us and will be used to direct the continued efforts toward meeting the highest expectations of our customers. For information on GM's privacy statement, please visit our website at www.gm.com/privacy or call 1-866MYPRIVACY (1-866-697-7482).

Thank you for having your vehicle serviced at White's Frontier Motors.

Sincerely,

Scott Lawson, Director
Customer and Relationship Services

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 2007 Yukon XL, and return the questionnaire.

**** PLEASE HAVE THE PERSON WHO TOOK THIS VEHICLE IN FOR SERVICE ON DECEMBER 1, 2008, COMPLETE THIS SURVEY.****

About Your GMC 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?	☐	☐	☐	☐	☒

	Yes	No	Does Not Apply/Not Required	Don't Know
2. Were services available to you on both an appointment and non-appointment basis?	☐	☒	☐	☐
3. When arriving for service, were you greeted promptly?	☒	☐	☐	

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
4. How satisfied were you that all dealership personnel treated you in a courteous, fair, and professional manner?	☐	☐	☒	☐	☐

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?	☐	☐	☐	☐	☒

	Yes	No	Does Not Apply/Not Required	Don't Know
6. Were you offered transportation options?	☒	☐	☐	☐

	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?	☐	☐	☐	☐	☒	☐

	Yes	No	No Time Promised
8. Was your vehicle ready by the original time promised?	☒	☐	☐

1GKFK66897J[redacted] 24267
025849061103 00000200252 037670 2101

Please complete other side

CSI 020770

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?	☐	☐	☐	☐	☒
10. Overall, how satisfied were you with your Service Consultant?	☐	☐	☐	☒	☐

About Service Delivery

11. When you picked your vehicle up, how satisfied were you with:	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
– The time it took to complete the transaction?	☐	☐	☐	☐	☒
– The ease of getting your vehicle?	☒	☐	☐	☐	☐
– The condition in which it was returned?	☐	☐	☒	☐	☐

	Yes	No
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

	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?	☐	☐	☒	☐	☐

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

	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?	☐	☒	☐

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 White's Frontier Motors?	☐	☐	☐	☐	☒

	Definitely Would	Probably Would	Might/ Might Not	Probably Not	Definitely Not
17. Would you recommend this dealership for service?	☐	☐	☐	☐	☒

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
18. Overall, how satisfied are you with your 2007 Yukon XL?	☐	☐	☐	☐	☒

Paint Peeling - Door Handle Broke

19. Are you... ☒ Male ☐ Female

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

	Yes	No
21. May we include your name when providing this survey information to your dealership?	☒	☐

22. Do you have any other comments/recommendations about White's Frontier Motors?

I have purchased 2 Yukon Denali's 4 Suburbans, and other vehicles - I will not purchase another GM.

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 GMC Customer Assistance Center: 1-800-462-8782

03

Thank You!!

Your opinions will help us serve you better.

Please return this questionnaire in the self-addressed, postage-paid envelope to:

GMC, P.O. BOX 10054, TOLEDO, OH 43682-4074

1GKFK66897J[redacted] 24267

025849061103 037670 2102

034004

[redacted]

Walker, MN [redacted]

SAINT CLOUD MN 553

23 JAN 2009 PM 1 T

GMC
PO Box 33172
Detroit, Michigan 48232

01-26-09/11:32 RCVD

48232+3172

GMC

P.O. Box 33172

Detroit, MI 48232

[redacted]

January 16, 2009

To Whom It May Concern:

I am writing this letter as a lifelong patron of GM,. having owned several GM vehicles over the past 30 years of my life both personally, and for my business. Because I have been very satisfied all these years, it is a difficult thing to state that I am summarily disappointed with the fact that my 2007 GMC Yukon XL Denali, after only approx 50,000 miles, has 2 handles coming off and the right rear rim chrome is de-laminating. When I talked with the customer service people I was very disappointed with their response. They stated that there was not a remedy to take care of the handles that came loose or the rim that is delaminating because the vehicle is beyond the 3yr 36,000 mile warranty and that it is only a cosmetic issue. I fail to understand how handles are cosmetic because one needs them to enter a vehicle.

I use this automobile in my funeral business as a removal, lead and a flower transporting vehicle. This automobile sees very easy use and it is washed at a minimum of 3 times per week and sometimes as often as every day. This vehicle has mostly road miles on it as we have to drive between 20, and more often 40 to 60 miles for our hospital removals. As I have mentioned this vehicle sees no rough use and is driven primarily by me as we are a small funeral home and I am the only full time Licensed Mortician on staff. (My wife and I own the funeral home and have only part time staff who seldom drive this vehicle).

My major disappointment is that when I talked with the GM service people they stated that these problems are "only cosmetic" in nature. As a person who has used a Cadillac Hearse for all of the years I have been in funeral service, I have not had chrome de-laminating and if there had been it most certainly would have been fixed at no cost. Our appearance is something we take very seriously as our community judges us not only by our service but also the appearance of our funeral home structures, as well as our rolling stock. The reason I have used Cadillac coaches and continue to until the present is the statement of quality and class they portray. It has been my practice to use suburbans or Yukon Xls as my service vehicles and have had one in continual service since about 1985. In 2007 I determined to upgrade to the Denali and some of the comforts it affords. It has been my opinion that this vehicle is the finest driving vehicle I have ever owned including the various Cadillacs I have owned and driven. I have received many compliments about the great looks, and what a great match it is with my funeral coach. I am however very disappointed that the quality, in some aspects, seems to be inferior to my last suburban which I put over 200,000 miles on and never had the problems I am encountering with this vehicle.

My dealership has informed me that the cost of fixing these problems will be more than one thousand dollars. I am asking that General Motors pay for these repairs, and would appreciate a phone call regarding this matter.

Sincerely

[redacted]

GMC

Service Satisfaction Survey

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

_____

_____

_____

Home telephone:

Change to: ( ) _____

Please provide us with your preferred email address:

Complete Scales@aol.com

Dissatisfied Customer

[redacted]

Collierville TN

[redacted]

Dear James A Johnson:

Our records indicate that you had your **2007 Yukon serviced at Sunrise GMC on January 26, 2009.** 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. If you prefer, you can respond to this survey online by going to www.gmdealershipsurvey.com and entering your personal **User ID: 025904026223** and **Password: 8976**. If you choose to respond online, please do not return this survey by mail.

Your timely response is very important to us and will be used to direct the continued efforts toward meeting the highest expectations of our customers. For information on GM's privacy statement, please visit our website at www.gm.com/privacy or call 1-866MYPRIVACY (1-866-697-7482).

Thank you for having your vehicle serviced at Sunrise GMC.

Sincerely,

Scott Lawson, Director
Customer and Relationship Services

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 2007 Yukon, and return the questionnaire.

**** PLEASE HAVE THE PERSON WHO TOOK THIS VEHICLE IN FOR SERVICE ON JANUARY 26, 2009, COMPLETE THIS SURVEY.****

About Your GMC 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?	☐	☐	☐	☐	☐

	Yes	No	Does Not Apply/Not Required	Don't Know
2. Were services available to you on both an appointment and non-appointment basis?	☐	☐	☐	☐
3. When arriving for service, were you greeted promptly?	☐	☐	☐	

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
4. How satisfied were you that all dealership personnel treated you in a courteous, fair, and professional manner?	☐	☐	☐	☐	☐

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?	☐	☐	☐	☐	☐

	Yes	No	Does Not Apply/Not Required	Don't Know
6. Were you offered transportation options?	☐	☐	☐	☐

	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?	☐	☐	☐	☐	☐	☐

	Yes	No	No Time Promised
8. Was your vehicle ready by the original time promised?	☐	☐	☐

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?	☐	☐	☐	☐	☐
10. Overall, how satisfied were you with your Service Consultant?	☐	☐	☐	☐	☐

About Service Delivery

11. When you picked your vehicle up, how satisfied were you with:	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
– The time it took to complete the transaction?	☐	☐	☐	☐	☐
– The ease of getting your vehicle?	☐	☐	☐	☐	☐
– The condition in which it was returned?	☐	☐	☐	☐	☐

	Yes	No
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

	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?	☐	☐	☐	☐	☐

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

	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?	☐	☐	☐

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 Sunrise GMC?	☐	☐	☐	☐	☑

	Definitely Would	Probably Would	Might/ Might Not	Probably Not	Definitely Not
17. Would you recommend this dealership for service?	☐	☐	☐	☐	☑

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
18. Overall, how satisfied are you with your 2007 Yukon?	☐	☐	☐	☐	☑

19. Are you... ☒ Male ☐ Female

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

	Yes	No
21. May we include your name when providing this survey information to your dealership?	☒	☐

22. Do you have any other comments/recommendations about Sunrise GMC?

I will not be buying another GM product! GM does not stand behind their products. After being a loyal GM customer for 33 years, I have bought my last GM product. GM customer service sucks!

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 GMC Customer Assistance Center: 1-800-462-8782

[redacted]

0399

Thank You!!

Your opinions will help us serve you better.

Please return this questionnaire in the self-addressed, postage-paid envelope to:

GMC, P.O. BOX 10054, TOLEDO, OH 43682-4074

1GKFC13037R[redacted] 14621

025904026223 9014731006 156079 2102 001002

120 South Main
Richfield, Utah 84701
435-896-4441
435-896-9035

Classic Motors

Fax

To: Rita Sanchez **From:** Jeremy Foisy

Fax: **Pages:** 2

Phone: **Date:** 2-26-09

Re: Johnson Tahoe **cc:**

☐ Urgent ☐ For Review ☐ Please Comment ☐ Please Reply ☐ Please Recycle

• **Comments:**

Here is the estimate you requested. The total amounts for each handle are highlighted.

WARRANTY REPAIR ORDER

[redacted]

REDMOND, UT [redacted]

Work Phone	R/O Open Date	R/O Number
	2/26/09	6005053/1
Home Phone	**R/O Close Date**	**Cross Reference #**
[redacted]		
Body	**Mileage In**	**Mileage Out**
	36391	36391

Year	Make	Model	License Number	Service Advisor	
2007	CHEVROLET	TAHOE		JOE BETAR	0780
Vehicle Identification Number		**Color**		**Delivery Date**	**In-Service Date**
1GNFK13097R[redacted]		WHITE		1/06/08	

7R193462

DESCRIPTION OF SERVICE AND PARTS			COST	AMOUNT
#1 - Customer Reports: THE CHROME IS PEELING OFF THE LF INSIDE DOOR HANDLE				
Cause: CHROME PLATING DEFECTIVE				
Op: B4301: (VV) (5C)				
Tech: 3/2707	0.50hrs @	59.46	12.21	29.73
Part: 15935951:HANDLE (16345-CT)		1		Ordered
REPLACED LF INSIDE DOOR HANDLE				
Sub-Total Labor:	12.21	29.73		
Sub-Total Parts:	56.94	79.72		
Sub-Total:	69.15	109.45		
#2 - Customer Reports: THE CHROME IS PEELING OFF THE RF INSIDE DOOR HANDLE				
Cause: CHROME PLATING DEFECTIVE				
Op: B4300: (VV) (5C)				
Tech: 3/2707	0.50hrs @	59.46	12.21	29.73
Part: 15935954:HANDLE (16345-CT)		1		Ordered
REPLACED RF INSIDE DOOR HANDLE				
Sub-Total Labor:	12.21	29.73		
Sub-Total Parts:	68.57	96.00		
Sub-Total:	80.78	125.73		

ACCOUNT #	LABOR	24.42	59.46
	PARTS		.00
METHOD	SUBLET		.00
	SHOP SUPPLIES		.00
	SALES TAX OR TAX I.D.		.00
RECEIPT #	DEDUCTIBLE		.00
	TOTAL DUE	24.42	59.46

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PAR GMWA
Pre-Authorization/Warranty Claim Tracking Form

Customer and Vehicle Information			
Date	03/06/2009	**Service Request #**	**71-704665447**
Customer Name	[redacted]		
VIN	1GNFK13097R[redacted]		
In-Service Date	12/19/2006	**Service Contract?**	No
Current Mileage	36391	**Purchased New/Used?**	New
Warranty Blocked?	No		
Branded Title?	No	**Mileage at Purchase**	0

Dealer and Claim Information			
Dealer Name	Classic Motors		
Dealer Svc Mgr	Jeremy Foisy	**Dlr Warranty Admin:**	Jeremy Foisy
Dealer Phone	(435) 896-4441	**Dealer Fax**	435-896-9035
Dealer BAC	113120		
Dealer Division and Code	13-Chevy-36136		
Repair Order Number	005053		
Repair Order Close Date	03/05/2009		
Labor Op. Code Z1242	Dollar Amt:	235.18	
Labor Op. Code Z1243	Dollar Amt:		
Cause Code (CC)	**MJ**		
Failure Code (FC)	**98**		

PUT EVERYTHING IN NET AMOUNT

Labor Hours and OLH:	**DO NOT** PUT IN HOURS
Parts and Labor Costs:	**DO NOT** PUT IN COSTS
Net Amount:	235.18

DO NOT H ROUTE THIS CLAIM

Authorization Code:	DO NOT PUT IN AN AUTH CODE
Additional Comments for Dealer:	

IF THIS CLAIM SHOULD REJECT FOR ANY REASON, PLEASE CONTACT ME ASAP AND FAX A COPY OF THE REJECTION W/TRACKING FORM TO (866) 857-3113

Retain Copy with Dealer Repair Order

Internal PAR Information	
Complaint:	door handle concern
Cause:	peeling of protective coating
Correction:	
Justification:	Repair vehicle
PAR CRS:	Rita Sanchez/ATX/PAR
Additional Comments:	n/a

General Motors Business Resource Center

FAX

To: **Jeremy Foisy**
Company:
Fax: 1-435-896-9035
Phone:

From: **Rita Sanchez**
Fax: 866-857-3113
Phone: 866-790-5600 x31227
E-mail:

cc:

NOTES:

PLEASE FOLLOW THE INFORMATION ON THE FOLLOWING PAGE WHEN SUBMITTING THE CLAIM. PLEASE VERIFY THAT EVERYTHING IS CORRECT. IF NOT, DO NOT SUBMIT AND CONTACT GENERAL MOTORS AS SOON AS POSSIBLE.

IF CORRECT, SUBMIT IN NET AMOUNT, DO NOT USE ANY AUTH CODES, DO NOT SUBMIT LABOR HOURS, PART COSTS OR H ROUTE THIS CLAIM. SUBMIT THIS CLAIM ON OR AFTER 03/13/09. IF THIS CLAIM REJECTS, CONTACT US AND WE WILL PUSH IT THROUGH TO YOUR CREDIT MEMO.

PAR GMWA
Pre-Authorization/Warranty Claim Tracking Form

Customer and Vehicle Information			
Date	03/06/2009	**Service Request #**	**71-704665447**
Customer Name	[redacted]		
VIN	1GNFK13097R[redacted]		
In-Service Date	12/19/2006	**Service Contract?**	No
Current Mileage	36391	**Purchased New/Used?**	New
Warranty Blocked?	No		
Branded Title?	No	**Mileage at Purchase**	0

Dealer and Claim Information			
Dealer Name	Classic Motors		
Dealer Svc Mgr	Jeremy Foisy	**Dlr Warranty Admin:**	Jeremy Foisy
Dealer Phone	(435) 896-4441	**Dealer Fax**	435-896-9035
Dealer BAC	113120		
Dealer Division and Code	13-Chevy-36136		
Repair Order Number	005053		
Repair Order Close Date	03/05/2009		
Labor Op. Code Z1242	Dollar Amt:	235.18	
Labor Op. Code Z1243	Dollar Amt:		
Cause Code (CC)	**MJ**		
Failure Code (FC)	**98**		

PUT EVERYTHING IN NET AMOUNT

Labor Hours and OLH:	**DO NOT** PUT IN HOURS
Parts and Labor Costs:	**DO NOT** PUT IN COSTS
Net Amount:	235.18

DO NOT H ROUTE THIS CLAIM

Authorization Code: DO NOT PUT IN AN AUTH CODE

Additional Comments for Dealer:

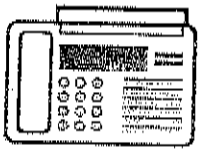
IF THIS CLAIM SHOULD REJECT FOR ANY REASON, PLEASE CONTACT ME ASAP AND FAX A COPY OF THE REJECTION W/TRACKING FORM TO (866) 857-3113

Retain Copy with Dealer Repair Order

Internal PAR Information	
Complaint:	door handle concern
Cause:	peeling of protective coating
Correction:	
Justification:	Repair vehicle
PAR CRS:	Rita Sanchez/ATX/PAR
Additional Comments:	n/a

F A X

Classic Motors
120 South Main
Richfield, UT 84701
435-896-4441
www.classicmo.com



To: Rita Sanchez
Fax number: 866-857-3113

From: Jeremy Foisy
Fax number: 435 896-9035

Date: 3-5-09

Regarding: [redacted]

Comments:

Here is the final invoice for Justin Johnson's Tahoe. The total is circled at the bottom. If you have any questions please call.

Thanks.

Jeremy Foisy

WARRANTY REPAIR ORDER

[redacted]

REDMOND, UT [redacted]

Work Phone	R/O Open Date	R/O Number
	2/26/09	6005053/1
Home Phone	**R/O Close Date**	**Cross Reference #**
[redacted]		
Body	**Mileage In**	**Mileage Out**
	36391	36391
License Number	**Service Advisor**	
	JOE BETAR	0780
	Delivery Date	**In-Service Date**
	1/06/08	

Year	Make	Model
2007	CHEVROLET	TAHOE

Vehicle Identification Number	Color
1GNFK13097R[redacted]	WHITE

7R193462

DESCRIPTION OF SERVICE AND PARTS			COST	AMOUNT
#1 - Customer Reports: THE CHROME IS PEELING OFF THE LF INSIDE DOOR HANDLE				
Cause: CHROME PLATING DEFECTIVE				
Op: B4301: (VV) (5C)				
Tech: 3/2707	0.50hrs @	59.46	12.21	29.73
Part: 15935951:HANDLE (16345-CT)		1	56.94	79.72
REPLACED LF INSIDE DOOR HANDLE				
Sub-Total Labor:	12.21	29.73		
Sub-Total Parts:	56.94	79.72		
Sub-Total:	69.15	109.45		
#2 - Customer Reports: THE CHROME IS PEELING OFF THE RF INSIDE DOOR HANDLE				
Cause: CHROME PLATING DEFECTIVE				
Op: B4300: (VV) (5C)				
Tech: 3/2707	0.50hrs @	59.46	12.21	29.73
Part: 15935954:HANDLE (16345-CT)		1	68.57	96.00
REPLACED RF INSIDE DOOR HANDLE				
Sub-Total Labor:	12.21	29.73		
Sub-Total Parts:	68.57	96.00		
Sub-Total:	80.78	125.73		

ACCOUNT #			
	LABOR	24.42	59.46
	PARTS	125.51	175.72
METHOD	SUBLET		.00
	SHOP SUPPLIES		.00
	SALES TAX OR TAX I.D.		.00
RECEIPT #	DEDUCTIBLE		.00
	TOTAL DUE	149.93	235.18

© 1994 ENBION Information Systems, Inc

Total due

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

March 23, 2009

Al Trudo – Service Manager
Rancho Motor Co.
PO Box 1388
Victorville, CA 92393-1388
Fax# 760-245-1665

Re: [redacted]
Siebel Request: 71-710616533
2007 Chevrolet Tahoe
VIN # 1GNFC13J07R[redacted]

Dear Mr. Trudo:

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 service documents regarding this vehicle **within 24 hours**. The specific documents needed are:

- All service and body shop repair orders including all
  - Internal
  - Customer pay, and
  - Warranty repair orders as well as any technician's notes and any rental receipts. (Please include front and backs of the shop copies).

Please fax them to the number found below.

Your cooperation is greatly appreciated. If you have any questions, feel free to contact me directly at the number below.

Sincerely,

Shendanna M. Boykin
General Motors Business Resource Center
Arbitration Specialist
Ph# 866-790-5700, extension 21231
Fax# 866-485-4472

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

Customer Number: 30553 Invoice No: 359835

RANCHO MOTOR COMPANY

15425 Dos Palmas
Victorville, CA 92395
(760) 955-8200
(800) 395-3278
B.A.R. #AC 171332
E.P.A. #CAD983668849

[redacted]

PAGE 1

VICTORVILLE, CA [redacted]
Home: [redacted] Bus: Cell:
Email:

SERVICE ADVISOR: 597 RICHARD GERE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT		TAG
	07	CHEVROLET TAHOE	1GNFC13J07R[redacted]		6688	6688	T431

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN07 I			WAIT 17AUG07		0.00	CASH	17AUG07

R.O. OPENED	READY	OPTIONS:
13:14 17AUG07	15:05 17AUG07	

A LUBRICATION SERVICE CHANGE OIL & FILTER LURICATE CHASSIS, DRAIN AND
REPLACE OIL CHECK ALL FLUID LEVELS INCLUDING BRAKE FLUID, POWER
STEERING, TRANSMISSION, AND WINDOW WASHER . CHECK TIRES BELTS,
AND HOSES FOR WEAR AND SAFETY.

3K LUBRICATION SERVICE CHANGE OIL & FILTER
LURICATE CHASSIS, DRAIN AND REPLACE OIL CHECK
ALL FLUID LEVELS INCLUDING BRAKE FLUID,
POWER STEERING, TRANSMISSION, AND WINDOW
WASHER . CHECK TIRES BELTS, AND HOSES FOR
WEAR AND SAFETY.

2611 CGT2			13.73	13.73
1 89017524 FILTER		6.40	6.40	6.40
1 5W-30 MOTOR OIL PKG		11.82	11.82	11.82
LUBE HAZ WASTE				
CGT2			1.48	1.48

PARTS: 18.22 LABOR: 13.73 OTHER: 1.48 TOTAL LINE A: 33.43

****

EST: 35.00 17AUG07 13:14 SA: 259

THANK YOU FOR YOUR BUSINESS !!

WARNING: Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids and paints and materials used to maintain vehicles, including, but not limited to, fuel, oil, batteries, brake, and wheel balancing weights. When you service, clean or maintain your car, you will be exposed to listed chemicals contained in used oil, waste and replacement fluids, fumes, grease, grime, touch-up paint, certain replacement parts, and particulates from component wear. When we service your car, we will return used components to you upon request. Used parts and components contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. To minimize your exposure when servicing, maintaining or cleaning your vehicle: 1) work in a well ventilated area; 2) do not smoke, drink or eat while working; 3) wash your hands when finished or when taking a break; and 4) follow all manufacturers instructions pertaining to proper use and maintenance of motor vehicles and vehicle components. (Posted in accordance with Proposition 65 in Cal. Health & Safety Code §25249.6 et seq.) For further information about Proposition 65: http://www.oehha.org/prop65.html

ORIGINAL ESTIMATE	AUTHORIZED ADDITIONS
$	$

[redacted]

DESCRIPTION		TOTALS
LABOR AMOUNT	$	13.73
PARTS AMOUNT	$	18.22
GAS, OIL, LUBE	$	1.48
SUBLET AMOUNT	$	0.00
MISC. CHARGES	$	0.00
TOTAL CHARGES	$	33.43
LESS INSURANCE	$	0.00
SALES TAX	$	1.41
PLEASE PAY THIS AMOUNT	$	34.84

Customer Copy

Mar 25 09 10:17a p.2

Customer Number: 30553 Invoice No: 393378

RANCHO MOTOR COMPANY

15425 Dos Palmas
Victorville, CA 92395
(760) 955-8200
(800) 395-3278
B.A.R. #AC 171332
E.P.A. #CAD983668849

[redacted]

PAGE 1

VICTORVILLE, CA [redacted]
Home [redacted] B Bus: Cell:
Email [redacted]

SERVICE ADVISOR: 762 BOBBY HERNANDEZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	/ OUT	TAG
	07	CHEVROLET TAHOE	1GNEC13J07R[redacted]		25695	25695	T391B

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN07 D			19:00 02FEB09		0.00	CASH	02FEB09

R.O. OPENED	READY	OPTIONS:
09:43 02FEB09	16:13 02FEB09	

A CUST STATES PASS REAR VIEW MIRROR GETS STUCK IN THE DOWN POSITION,
PLEASE INSPECT AND ADVISE
CAUSE: MOTOR GLASS STICKS
SOP SPECIAL ORDERED PARTS FOR REPAIRS
2113WG294 (N/C)
FC: PART#: COUNT:
CLAIM TYPE:
AUTH CODE:

,,,,25695 MOTOR GLASS STICKS R&R MIRROR GLASS MOTOR STICKS S/O PART
,,,,REINSTALL GLASS.

****

B CUST STATES PASS REAR THIRD ROW SEAT WILL FOLD DOWN ON ITS OWN WHEN
PASS IS PRESENT, PLEASE INSPECT AND ADVISE
CAUSE: CANNOT DUPLICATE
2600 UNABLE TO DUPLICATE CUSTOMER'S CONCERN AT
THIS TIME. 0.00
2113WG294 (N/C)
FC: PART#: COUNT: 0
CLAIM TYPE:
AUTH CODE:

,,,,25695 CANNOT DUPLICATE INSPECT WITH WRITER CHKS OK. NO
,,,,BULLITINS,OPERATES AS DESIGNED

****

C CUST STATES RIGHT FRONT INNER DOOR HANDLE CHROME IS PEELING, PLEASE
INSPECT AND ADVISE
CAUSE: PEELING
B4280 HANDLE, FRONT DOOR INSIDE OPENING RIGHT R&R
OR REPLACE

WARNING Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids and paints and materials used to maintain vehicles including, but not limited to, fuel, oil batteries, brakes, and wheel balancing weights. When you service, clean or maintain your car, you will be exposed to listed chemicals contained in used oil, waste and replacement fluids, fumes, grease, grime, touch-up paint, certain replacement parts and particulates from component wear. When we service your car, we will return used components to you upon request. Used parts and components contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. **To minimize your exposure when servicing, maintaining or cleaning your vehicle: 1) work in a well ventilated area, 2) do not smoke, drink or eat while working, 3) wash your hands when finished or when taking a break and 4) follow all manufacturers instructions pertaining to proper use and maintenance of motor vehicles and vehicle components.** (Notice in accordance with Proposition 65 in Cal. Health & Safety Code §25249.5 et seq.) For further information about Proposition 65: http://www.oehha.org/prop65.html.

ORIGINAL ESTIMATE	AUTHORIZED ADDITIONS
$	$

I acknowledge notice and oral approval of an increase in the original estimated price.

X_____ CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

Customer Copy

Mar 25 09 10:18a p.3

Customer Number: 30553 Invoice No: 393378

RANCHO MOTOR COMPANY

15425 Dos Palmas
Victorville, CA 92395
(760) 955-8200
(800) 395-3278
B.A.R. #AC 171332
E.P.A. #CAD983668849

[redacted]

PAGE 2

VICTORVILLE, CA [redacted]
Home: [redacted] Bus: Cell:
Email: [redacted]

SERVICE ADVISOR: 762 BOBBY HERNANDEZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	/ OUT	TAG
	07	CHEVROLET TAHOE	1GNFC13J07R[redacted]		25695	25695	T391B

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN07 D			19:00 02FEB09		0.00	CASH	02FEB09

R.O. OPENED	READY	OPTIONS:
09:43 02FEB09	16:13 02FEB09	

2113WG294 (N/C)

1 15920701 HANDLE (N/C)
FC: 5C
PART#: 15920701
COUNT: 1
CLAIM TYPE:
AUTH CODE:
VV

,,,,25695 PEELING REPLACED DOOR HANDEL
****
D CUSTS STATES REAR CIG LIGHTER BEHIND FRONT CENTER CONCOLE HAS A METAL
JAGGED EDGE ON TOP, PLEASE INSPECT AND ADVISE.
CAUSE: PEELING
C2318 ACCESSORY SWITCH OPENING COVER REPLACEMENT
2113WG294 (N/C)
1 25793816 RETAINER (N/C)
FC: 5L
PART#: 25793816
COUNT: 1
CLAIM TYPE:
AUTH CODE:
VV

,,,,25695 PEELING REPLACED COVER
****
E CUST STATES WHEN DRIVING FOR A FEW MILES HEATER WILL STOP BLOWING
HOT, PLEASE INSPECT AND ADVISE
CAUSE: CODE B0413. FOLLOW DOC 2193026
D4707 MODULE OR ASSEMBLY, HVAC CONTROL HEAD
REPROGRAM
2113WG294 (N/C)

WARNING Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids and paints and minerals used to maintain vehicles, including, but not limited to, fuel, oil, batteries, brakes, and wheel balancing weights. When you service, clean or maintain your car, you will be exposed to listed chemicals contained in used oil, waste and replacement fluids, fumes, grease, grime, touch-up paint, certain replacement parts, and particulates from component wear. When we service your car, we will return used components to you upon request. Used parts and components contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. To minimize your exposure when servicing, maintaining or cleaning your vehicle: 1) work in a well ventilated area; 2) do not smoke, drink or eat while working; 3) wash your hands when finished or when taking a break; and 4) follow all manufacturer instructions pertaining to proper use and maintenance of motor vehicles and vehicle components. (Printed in accordance with Proposition 65 in Cal. Health & Safety Code §25249.5 et seq.) For further information about Proposition 65 http://www.oehha.org/prop65.html

ORIGINAL ESTIMATE	AUTHORIZED ADDITIONS
$	$

I acknowledge notice and oral approval of an increase in the original estimated price.

X _____ CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

Customer Copy

Customer Number: 30553 Invoice No: 393378

RANCHO MOTOR COMPANY

15425 Dos Palmas
Victorville, CA 92395
(760) 955-8200
(800) 395-3278
B.A.R. #AC 171332
E.P.A. #CAD983668849

[redacted]
VICTORVILLE, CA [redacted]
Home: [redacted] Bus: Cell:
Email:

PAGE 3

SERVICE ADVISOR: 762 BOBBY HERNANDEZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	07	CHEVROLET TAHOE	1GNFC13J07R[redacted]		25695 25695	T391B

DEL. DATE	PROD. DATE	WARR. EXP	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN07 D			19:00 02FEB09		0.00	CASH	02FEB09

R.O. OPENED	READY	OPTIONS:
09:43 02FEB09	16:13 02FEB09	

FC: 99928
PART#:
COUNT: 0
CLAIM TYPE:
AUTH CODE:
OL

,,,,25695 CODE B0413.FOLLOW DOC 2193026 REPROGRAM A/C CONTROL HEAD CODE
,,,,99928.CLEAR CODE CHKS OK
****
F CUST STATES AT TIMES WHEN OPENING REAR HATCH DOOR, DOOR MAKES A
CRUNCHING SOUND, PLEASE INSPECT AND ADVISE
CAUSE: RUBBER SEAL SQUEEKS
C1335 LUBED WEATHERSTRIP AS NEEDED
2113WG294 (N/C)
FC: 2N PART#: COUNT: 0
CLAIM TYPE:
AUTH CODE:
NU

,,,,25695 RUBBER SEAL SQUEEKS LUBED BEST AS POSSABLE
****
G YOU MAY RECEIVE A SURVEY FROM GENERAL MOTORS REGARDING YOUR SERVICE
EXPERIENCE. IF FOR ANY REASON YOU CAN'T ANSWER "COMPLETELY
SATISFIED" ON QUESTION 16, PLEASE CONTACT AL TRUDEAU, SERVICE
MANAGER, BEFORE RETURNING IT. THANK YOU!
CAUSE:
CSI YOU MAY RECEIVE A SURVEY FROM GENERAL MOTORS
REGARDING YOUR SERVICE EXPERIENCE. IF FOR
ANY REASON YOU CAN'T ANSWER "COMPLETELY
SATISFIED" ON QUESTION 16, PLEASE CONTACT AL
TRUDEAU, SERVICE MANAGER, BEFORE RETURNING

WARNING Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids and paints and materials used to maintain vehicles, including, but not limited to, fuel, oil batteries, brakes, and wheel balancing weights. When you service, clean or maintain your car, you will be exposed to listed chemicals contained in used oil, waste and replacement fluids, fumes, grease, grime, touch-up paint, certain replacement parts, and particulates from component wear. When we service your car, we will return used components to you upon request. Used parts and components contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. **To minimize your exposure when servicing, maintaining or cleaning your vehicle: 1) work in a well ventilated area; 2) do not smoke, drink or eat while working; 3) wash your hands when finished or when taking a break and 4) follow all manufacturer instructions pertaining to proper use and maintenance of motor vehicles and vehicle components.**
(Posted in accordance with Proposition 65 in Cal. Health & Safety Code 325249.5 et seq.) For further information about Proposition 65: http://www.oehha.org/prop65.html.

ORIGINAL ESTIMATE	AUTHORIZED ADDITIONS
$	$

I acknowledge notice and oral approval of an increase in the original estimated price

X _____
CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

Customer Copy

X4512.1a01
SERVICE INVOICE #2 [illegible]

Customer Number: 30553 Invoice No: 393378

RANCHO MOTOR COMPANY

15425 Dos Palmas
Victorville, CA 92395
(760) 955-8200
(800) 395-3278
E.A.R. #AC 171332
E.P.A. #CAD983668849

[redacted]

PAGE 4

VICTORVILLE, CA [redacted]
Home: [redacted] Bus:
Email:

Cell: 5103268228

SERVICE ADVISOR: 762 BOBBY HERNANDEZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT		TAG
	07	CHEVROLET TAHOE	1GNFC13J07R[redacted]		25695	25695	T391B

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN07 D			19:00 02FEB09		0.00	CASH	02FEB09

R.O. OPENED	READY	OPTIONS:
09:43 02FEB09	16:13 02FEB09	

IT. THANK YOU!

2113WG294 (N/C)
FC: PART#: COUNT: 0
CLAIM TYPE:
AUTH CODE:

,,,,25695 N
****
H SHUTTLE SERV.
CAUSE:
Z7911 SHUTTLE SERVICE
999WG294 (N/C)
FC: 98 PART#: COUNT: 0
CLAIM TYPE:
AUTH CODE:
MJ

MISC SHUTTLE SERVICE
WG294 (N/C)
****
WARRANTY BOOKED 02-02-09. DR

TAKE ADVANTAGE OF OUR ONLINE OFFERS. PROVIDE YOUR EMAIL ADDRESS AND WE WILL SEND YOU EMAIL NOTIFICATIONS ON SERVICE SPECIALS AS WELL AS DISCOUNTS TOWARDS PURCHASING A NEW VEHICLE. ALL EMAIL ADDRESSES ARE KEPT CONFIDENTIAL AND ARE NOT SHARED.

WARNING Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids and paints and materials used to maintain vehicles, including, but not limited to, fuel, oil batteries, tires, and wheel balancing weights. When you service, clean or maintain your car, you will be exposed to listed chemicals contained in used oil, waste and replacement fluids, fumes, grease, grime, touch-up paint, certain replacement parts, and particulates from component wear. When we service your car, we will return used components to you upon request. Used parts and components contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. To minimize your exposure when servicing, maintaining or cleaning your vehicle: 1) work in a well ventilated area; 2) do not smoke, drink or eat while working; 3) wash your hands when finished or when taking a break and 4) follow all manufacturer instructions pertaining to proper use and maintenance of motor vehicles and vehicle components. (Posted in accordance with Proposition 65 in Cal. Health & Safety Code §25249.5 et seq.) For further information about Proposition 65: http://www.oehha.org/prop65.html

ORIGINAL ESTIMATE $

AUTHORIZED ADDITIONS $

[redacted]

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

Customer Copy

R4:E.500
SERVICE INVOICE #2 R02C

Customer Number: **30553** Invoice No: **394087**

RANCHO MOTOR COMPANY

15425 Dos Palmas
Victorville, CA 92395
(760) 955-8200
(800) 395-3278
B.A.R. #AC 171332
E.P.A. #CAD983668849

[redacted]
VICTORVILLE, CA [redacted]
Home: [redacted] Bus: Cell:
Email: 26FEB07

PAGE 1

SERVICE ADVISOR: 762 BOBBY HERNANDEZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	/ OUT	TAG
BLUE	07	CHEVROLET TAHOE	1GNFC13J07R[redacted]		26106	26106	T047

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
26FEB07 D			WAIT 16FEB09		0.00	CASH	16FEB09

R.O. OPENED READY OPTIONS:

08:45 16FEB09 15:59 16FEB09

A CUSTOMER STATES RIGHT MIRROR GETS STUCK IN DOWN POSITION, REPLACE SOP
CAUSE:

B4160 MOTOR, ELECTRIC REMOTE CONTROL MIRROR RIGHT
REPLACE
576WG294 (N/C)
1 15874996 F-ACTUATOR (N/C)
FC: 6C
PART#: 15874996
COUNT: 1
CLAIM TYPE:
AUTH CODE:
OJ

,,,,26106 INSTALLED S/O RIGHT MIRROR MOTOR
****

B CUSTOMER STATES BOTH STEERING CONTROL PANELS FINISH COMING OFF
CAUSE:

E7014 STEERING WHEEL LOWER COVER REPLACEMENT
576WG294 (N/C)
1 15255034 COVER (N/C)
1 15255097 COVER (N/C)
FC: 5L
PART#: 15255034
COUNT: 2
CLAIM TYPE:
AUTH CODE:
VV

,,,,26106 REPLACED BOTH STEERING WHELL COVERS..CHECKS OKAY
****

C CUSTOMER STATES REAR RADIO KNOB CAME OFF (PART ON CENTER CONSOLE)
CAUSE:

WARNING Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids and paints and materials used to maintain vehicles, including, but not limited to, fuel, oil batteries, brakes, and wheel balancing weights. When you service, clean or maintain your car, you will be exposed to listed chemicals contained in used oil, waste and replacement fluids, fumes, grease, grime, touch-up paint, certain replacement parts, and particulates from component wear. When we service your car, we will return used components to you upon request. Used parts and components contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. **To minimize your exposure when servicing, maintaining or cleaning your vehicles 1) work in a well ventilated area; 2) do not smoke, drink or eat while working; 3) wash your hands when finished or when taking a break; and 4) follow all manufacturer instructions pertaining to proper use and maintenance of motor vehicles and vehicle components.** (Posted in accordance with Proposition 65 in Cal. Health & Safety Code §25249.5 et seq.) For further information about Proposition 65: http://www.oehha.org/prop65.html

ORIGINAL ESTIMATE	AUTHORIZED ADDITIONS
$	$

I acknowledge notice and oral approval of an increase in the original estimated price

X_____ CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

Customer Copy

Mar 25 09 10:19a p.7

Customer Number: **30553** Invoice No: **394087**

RANCHO MOTOR COMPANY

15425 Dos Palmas
Victorville, CA 92395
(760) 955-8200
(800) 395-3278
B.A.R. #AC 171332
E.P.A. #CAD983668849

[redacted]
VICTORVILLE, CA [redacted]
Home: [redacted] B Bus: Cell:
Email: 26FEB07

SERVICE ADVISOR: 762 BOBBY HERNANDEZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	/ OUT	TAG
BLUE	07	CHEVROLET TAHOE	1GNFC13J07R[redacted]		26106	26106	T047

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
26FEB07 D			WAIT 16FEB09		0.00	CASH	16FEB09

R.O. OPENED	READY	OPTIONS:
08:45 16FEB09	15:59 16FEB09	

SOP SPECIAL ORDERED PARTS FOR REPAIRS
576WG294 (N/C)
FC: PART#: COUNT:
CLAIM TYPE:
AUTH CODE:

,,,,26106 ORDERED PART
****
D CUSTOMER STATES LEFT FRONT INNER DOOR HANDLE FINISH PEELING
CAUSE:
B4281 HANDLE, FRONT DOOR INSIDE OPENING LEFT R&R
OR REPLACE
576WG294 (N/C)
1 15920697 HANDLE (N/C)
FC: 5C
PART#: 15920697
COUNT: 1
CLAIM TYPE:
AUTH CODE:
VV

,,,,26106 REMOVED DOOR PANEL AND REPLACED DRIVER FRONT INNER DOOR
,,,,HANDLE...CHECKS OKAY
****
E YOU MAY RECEIVE A SURVEY FROM GENERAL MOTORS REGARDING YOUR SERVICE EXPERIENCE. IF FOR ANY REASON YOU CAN'T ANSWER "COMPLETELY SATISFIED" ON QUESTION 16, PLEASE CONTACT AL TRUDEAU, SERVICE MANAGER, BEFORE RETURNING IT. THANK YOU!
CAUSE:
CSI YOU MAY RECEIVE A SURVEY FROM GENERAL MOTORS REGARDING YOUR SERVICE EXPERIENCE. IF FOR

WARNING Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids and paints and materials used to maintain vehicles, including, but not limited to, fuel, oil batteries, brakes and wheel balancing weights. When you service, clean or maintain your car, you will be exposed to listed chemicals contained in used oil, waste and replacement fluids, fumes, grease, grime, touch-up paint, certain replacement parts, and particulates from component wear. When we service your car, we will return used components to you upon request. Old parts and components contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. To minimize your exposure when servicing, maintaining or cleaning your vehicle: 1) work in a well ventilated area; 2) do not smoke, drink or eat while working; 3) wash your hands when finished or when taking a break; and 4) follow all manufacturer instructions pertaining to proper use and maintenance of motor vehicles and vehicle components.
(Passed in accordance with Proposition 65 in Cal. Health & Safety Code §25249.5 et seq.) For further information about Proposition 65: http://www.oehha.org/prop65.htm

ORIGINAL ESTIMATE	AUTHORIZED ADDITIONS
$	$

I acknowledge notice and oral approval of an increase in the original estimated price.

X _____
CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

Customer Copy

Customer Number: 30553 Invoice Nr: 394087

RANCHO MOTOR COMPANY

15425 Dos Palmas
Victorville, CA 92395
(760) 955-8200
(800) 395-3278
B.A.R. #AC 171332
E.P.A. #CAD983668849

[redacted]

PAGE 3

VICTORVILLE, CA [redacted]
Home: [redacted] B Bus: Cell:
Email: 26FEB07

SERVICE ADVISOR: 762 BOBBY HERNANDEZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	OUT	TAG
BLUE	07	CHEVROLET TAHOE	1GNFC13J07R[redacted]	[redacted]	26106	26106	T047

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
26FEB07 D			WAIT 16FEB09		0.00	CASH	16FEB09

R.O. OPENED	READY	OPTIONS:
08:45 16FEB09	15:59 16FEB09	

ANY REASON YOU CAN'T ANSWER "COMPLETELY
SATISFIED" ON QUESTION 16, PLEASE CONTACT AL
TRUDEAU, SERVICE MANAGER, BEFORE RETURNING
IT. THANK YOU!
999WG294 (N/C)
FC: PART#: COUNT: 0
CLAIM TYPE:
AUTH CODE:

****

F** LUBRICATION SERVICE CHANGE OIL & FILTER LURICATE CHASSIS, DRAIN AND
REPLACE OIL CHECK ALL FLUID LEVELS INCLUDING BRAKE FLUID, POWER
STEERING, TRANSMISSION, AND WINDOW WASHER . CHECK TIRES BELTS,
AND HOSES FOR WEAR AND SAFETY.
3K LUBRICATION SERVICE CHANGE OIL & FILTER
LURICATE CHASSIS, DRAIN AND REPLACE OIL CHECK
ALL FLUID LEVELS INCLUDING BRAKE FLUID,
POWER STEERING, TRANSMISSION, AND WINDOW
WASHER . CHECK TIRES BELTS, AND HOSES FOR
WEAR AND SAFETY.
576 CGT2

		13.73	13.73
1 89017524 FILTER	6.40	6.40	6.40
1 5W-30 MOTOR OIL PKG	14.28	14.28	14.28

MISC HAZ WASTE
WG294 (N/C)
,,,,26106 0.30 PERFORMED 3K SERVICE

****

G** RECOMMEND ROTATE, CHECK BRAKES
CAUSE:
CDR CUSTOMER ADVISED OF NEEDED SERVICES/REPAIRS.
999WG294 (N/C)
FC: PART#: COUNT:

WARNING Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids and paints and materials used to maintain vehicles, including, but not limited to: tires, oil filters, brakes and wheel balancing weights. When you service, lease or maintain your car, you will be exposed to listed chemicals contained in used oil, waste and replacement fluids, tires, grease, paints, touch-up paint, certain replacement parts, and particulates from component wear. When we service your car, we will return used components to you upon request. Used parts and components contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. **To minimize your exposure when servicing, maintaining or cleaning your vehicle: 1) work in a well ventilated area; 2) do not smoke, drink or eat while working; 3) wash your hands when finished or when taking a break and 4) follow all manufacturer instructions pertaining to proper use and maintenance of motor vehicles and vehicle components.** (Adopted in accordance with Proposition 65 in Cal. Health & Safety Code §25249.5 et seq.) For further information about Proposition 65: http://www.oehha.org/prop65.htm/

ORIGINAL ESTIMATE	AUTHORIZED ADDITIONS
$	$

I acknowledge notice and oral approval of an increase in the original estimated price.

X_____
CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

Customer Copy

Mar 25 09 10:20a p.9

Customer Number: **30553** Invoice No: **394087**

RANCHO MOTOR COMPANY

15425 Dos Palmas
Victorville, CA 92395
(760) 955-8200
(800) 395-3278
B.A.R. #AC 271332
E.P.A. #CAD983668849

[redacted]
VICTORVILLE, CA [redacted]
Home: [redacted] B Bus:
Email: |

PAGE 4

Cell: 5103268228

SERVICE ADVISOR: 762 BOBBY HERNANDEZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	/ OUT	TAG
BLUE	07	CHEVROLET TAHOE	1GNEC13J07R[redacted]	[redacted]	26106	26106	T047

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
26FEB07 D			WAIT 16FEB09		0.00	CASH	16FEB09

R.O. OPENED	READY	OPTIONS:
08:45 16FEB09	15:59 16FEB09	

CLAIM TYPE:
AUTH CODE:

****

EST: 35.00 16FEB09 08:47 SA: 276

TALKED TO MRS. [redacted] AT 3:00PM ON 2/16/09, VEH READY FOR PICKUP... WARRANTY BOOKED 02-16-09. DR

TAKE ADVANTAGE OF OUR ONLINE OFFERS. PROVIDE YOUR EMAIL ADDRESS AND WE WILL SEND YOU EMAIL NOTIFICATIONS ON SERVICE SPECIALS AS WELL AS DISCOUNTS TOWARDS PURCHASING A NEW VEHICLE. ALL EMAIL ADDRESSES ARE KEPT CONFIDENTIAL AND ARE NOT SHARED.

WARNING Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids and paints and materials used to maintain vehicles, including, but not limited to, fuel, oil batteries, tires, and wheel balancing weights. When you service, clean or maintain your car, you will be exposed to listed chemicals contained in used oil, waste and replacement fluids, fumes, grease, grime, touch-up paint, certain replacement parts, and pesticides from consumer use. When we service your car, we will return used components to you upon request. Used parts and components contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. To minimize your exposure when servicing, maintaining or cleaning your vehicle 1) work in a well ventilated area 2) do not smoke, drink or eat while working 3) wash your hands when finished or when taking a break and 4) follow all manufacturer instructions pertaining to proper use and maintenance of motor vehicles and vehicle components. (Issued in accordance with Proposition 65 in Cal. Health & Safety Code §25249.5 et seq.) For further information about Proposition 65: http://www.oehha.org/prop65.html

ORIGINAL ESTIMATE	AUTHORIZED ADDITIONS
$ [redacted]	$

DESCRIPTION	TOTALS
LABOR AMOUNT	$ 13.73
PARTS AMOUNT	$ 20.68
GAS, OIL, LUBE	$ 0.00
SUBLET AMOUNT	$ 0.00
MISC. CHARGES	$ 0.00
TOTAL CHARGES	$ 34.41
LESS INSURANCE	$ 0.00
SALES TAX	$ 1.60
PLEASE PAY THIS AMOUNT	$ 36.01

Customer Copy

Mar 25 09 10:21a p.10

Customer Number: **30553** Invoice No: **394480**

RANCHO MOTOR COMPANY

15425 Dos Palmas
Victorville, CA 92395
(760) 955-8200
(800) 395-3278
B.A.R #AC 171332
E.P.A #CAD983668849

[redacted]

PAGE 1

VICTORVILLE, CA [redacted]
Home: [redacted] B Bus: Cell:
Email: 26FEB07

SERVICE ADVISOR: 762 BOBBY HERNANDEZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT	TAG
BLUE	07	CHEVROLET TAHOE	1GNFC13J07R[redacted]	[redacted]	26255	26255	T482W

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
26FEB07			19:00 23FEB09		0.00	CASH	23FEB09

R.O. OPENED	READY	OPTIONS:
08:48 23FEB09	10:36 23FEB09	

A CUST STATES REAR RADIO KNOB HAS COME OFF, PLEASE INSTALL S.O.P.
CAUSE: CAME APART
R0862 HEAD, REAR COMPARTMENT AUDIO CONTROL
REPLACE
108WG294 (N/C)
1 15881861 MODULE (N/C)
FC: 1D
PART#: 15881861
COUNT: 1
CLAIM TYPE:
AUTH CODE:
VB

,,,,26255 CAME APART REMOVE REAR OF CONSOLE AND R&R REAR CONTROLER AND
,,,,CHECK OPPERATION OK
****
B YOU MAY RECEIVE A SURVEY FROM GENERAL MOTORS REGARDING YOUR SERVICE EXPERIENCE. IF FOR ANY REASON YOU CAN'T ANSWER "COMPLETELY SATISFIED" ON QUESTION 16, PLEASE CONTACT AL TRUDEAU, SERVICE MANAGER, BEFORE RETURNING IT. THANK YOU!
CAUSE:
CSI YOU MAY RECEIVE A SURVEY FROM GENERAL MOTORS REGARDING YOUR SERVICE EXPERIENCE. IF FOR ANY REASON YOU CAN'T ANSWER "COMPLETELY SATISFIED" ON QUESTION 16, PLEASE CONTACT AL TRUDEAU, SERVICE MANAGER, BEFORE RETURNING IT. THANK YOU!
999WG294 (N/C)
FC: PART#: COUNT:
CLAIM TYPE:
AUTH CODE:

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ORIGINAL ESTIMATE	AUTHORIZED ADDITIONS
$	$

I acknowledge notice and oral approval of an increase in the original estimated price.

X _____
CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

Customer Copy

Mar 25 09 10:21a p.11

Customer Number: **30553** Invoice No: **394480**

RANCHO MOTOR COMPANY

[redacted]
VICTORVILLE, CA [redacted]
Home: [redacted] Bus:
Email: |

PAGE 2

Cell: 5103268228

15425 Dos Palmas
Victorville, CA 92395
(760) 955-8200
(800) 395-3278
B.A.R. #AC 171332
E.P.A. #CAD983668849

SERVICE ADVISOR: 762 BOBBY HERNANDEZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	/ OUT	TAG
BLUE	07	CHEVROLET TAHOE	1GNFC13J07R[redacted]	[redacted]	26255	26255	T482W

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
26FEB07 D			19:00 23FEB09		0.00	CASH	23FEB09

R.O. OPENED	READY	OPTIONS:
08:48 23FEB09	10:36 23FEB09	

****

C SHUTTLE SERV.
CAUSE:
Z7911 SHUTTLE SERVICE
999WG294 (N/C)
FC: 98 PART#: COUNT: 0
CLAIM TYPE:
AUTH CODE:
MJ

MISC SHUTTLE SERVICE
WG294 (N/C)

****

WAITER WARRANTY BOOKED
02-23-09. DR

TAKE ADVANTAGE OF OUR ONLINE OFFERS. PROVIDE YOUR EMAIL ADDRESS AND WE WILL SEND YOU EMAIL NOTIFICATIONS ON SERVICE SPECIALS AS WELL AS DISCOUNTS TOWARDS PURCHASING A NEW VEHICLE. ALL EMAIL ADDRESSES ARE KEPT CONFIDENTIAL AND ARE NOT SHARED.

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ORIGINAL ESTIMATE

AUTHORIZED ADDITIONS

[redacted]

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

Mar 25 09 10:21a p.12

DECISION

Submitted Date: 04/16/09
CHV0934693
VIN: 1GNFC13J07R[redacted]
Customer: Mr.[redacted] - Hearing Date: 04/11/2090
Arbitrator: William H. Bacon Jr.

Question 1

Vehicle (Year, Make, Model)

2007 Chevrolet Tahoe

Question 2

With respect to the consumer's "vehicle", I/we have made the following decision:

The Consumer's request for repurchase is denied.

CASE: CHV0934693
Arbitrator: William H. Bacon Jr.

Customer: Mr.[redacted]
Date: 04/16/09

REASONS FOR DECISION

Submitted Date: 04/16/09
CHV0934693
VIN: 1GNFC13J07R[redacted]
Customer: Mr.[redacted] - Hearing Date: 04/11/2090
Arbitrator: William H. Bacon Jr.

Question 1

Vehicle (Year, Make, Model)

2007 Chevrolet Tahoe

Question 2

Please list each vehicle problem alleged by the customer. Include both past and present problems.

1. Transmission.
2. Fuel system.
3. Electrical.
4. Body trim.

Question 3

For the following reasons, I have determined that a {please list one of the following awards below: repair, denial, repurchase, reimbursement, repurchase/replacement}

Denial

a **decision is a fair resolution of this dispute:**

This is a 2007 Chevrolet Tahoe that has 26713 miles at date of filing on 3-18-09. The vehicle was purchased new on 2-26-07. The warranty is 3 years or 36, 000 miles, whichever comes first. The vehicle is in warranty. The vehicle is eligible to enter this BBB Auto Line program.

There following concerns are listed on the Customer Claim Form.
1. Transmission.
2. Fuel system.
3. Electrical.
4. Body trim.

The transmission concern was addresses at 19, 718 miles. There has not been a transmission concern listed on any subsequent repair orders. This was a successful repair.

The fuel system concern at 21, 918 miles is of incorrect reading. A sensor in the fuel tank was replaced. This was a successful repair.

The electrical concern at 21, 631 miles is of tire monitor is on. The vehicle has after market wheels. This is not a warranty concern.

The body trim concerns are all of a non substantial nature. None substantially affect the use, value, or safety of the vehicle. The vehicle has been out of service for 15 days according to the Consumer. The Manufacturer computes 10.

The California "lemon law" presumptions have not been met. The vehicle has had one substantial repair—the transmission. The repair was successful. A look at the vehicle as a whole shows all concerns have been successfully addressed.

No basis is presented to repurchase this vehicle.

Question 4

If awarding a repurchase or replacement:

If you have determined that the manufacturer is entitled to a deduction for reasonable use, please indicate the number of vehicle miles prior to the first repair attempt of the problem that gave rise to the nonconformity.

b Please describe all collateral and incidental damages paid, incurred or to be incurred by the customer. Please explain why if any of these collateral/incidental damages are not awarded.

CASE: CHV0934693
Arbitrator: William H. Bacon Jr.

Customer: Mr.[redacted]
Date: 04/16/09

RETAIL INSTALLMENT SALE CONTRACT – SIMPLE INTEREST FINANCE CHARGE

DEAL 10031354

Dealer Number 8054 Contract Number _____ R.O.S. Number P Stock Number T7020

Buyer [redacted] ncluding County and Zip Code)	Creditor - Seller (Name and Address)
[redacted] VICTORVILLE CA [redacted]	CENTER CHEVROLET 1355 SOUTH E STREET SAN BERNARDINO, CA 92408

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 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 Fina 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	2007	CHEVROLET TAHOE	137	1GNFC13J07R[redacted]	X 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 of $ 850.00
7.99 %	$ 12679.19 (e)	$ 40980.01	$ 53659.20 (e)	$ 54509.20 (e)

(e) means an estimate

YOUR PAYMENT SCHEDULE WILL BE:

Number of Payments:	Amount of Payments:	When Payments Are Due:
One Payment of	N/A	N/A
One Payment of	N/A	N/A
83 Payments	638.80	Monthly, Beginning 04/02/07
Payments	N/A	Monthly, Beginning N/A
One Final Payment	638.80	03/02/2014

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 (Seller may keep part of the amounts paid to others.)

1. **Total Cash Price**
   - A. Cash Price of Motor Vehicle and Accessories $ 35987.00 (A)
     - 1. Cash Price Vehicle $ 35987.00
     - 2. Cash Price Accessories $ N/A
     - 3. Other (Nontaxable)
       - Describe _____ $ N/A
       - Describe _____ $ N/A
   - B. Document Preparation Fee (not a governmental fee) $ 55.00 (B)
   - C. Smog Fee Paid to Seller $ N/A (C)
   - D. (Optional) Theft Deterrent Device (to whom paid) _____ $ N/A (D)
   - E. (Optional) Theft Deterrent Device (to whom paid) _____ $ N/A (E)
   - F. (Optional) Surface Protection Product (to whom paid) _____ $ N/A (F)
   - G. (Optional) Surface Protection Product (to whom paid) _____ $ N/A (G)
   - H. Sales Tax (on taxable items in A through G) $ 2793.26 (H)
   - I. Optional DMV Electronic Filing Fee $ N/A (I)
   - J. (Optional) Service Contract (to whom paid) ELITE $ 1985.00 (J)
   - K. (Optional) Service Contract (to whom paid) N/A $ N/A (K)
   - L. (Optional) Service Contract (to whom paid) _____ $ _____ (L)
   - M. Prior Credit or Lease Balance paid by Seller to N/A $ _____ (M)
     (see downpayment and trade-in calculation) ENTR CHEVR 675.00
   - N. (Optional) Gap Contract (to whom paid) _____ $ N/A (N)
   - O. (Optional) Used Vehicle Contract Cancellation Option Agreement $ N/A (O)
   - P. Other (to whom paid) _____ $ _____ (P)
     For _____
   - **Total Cash Price** (A through P) $ 41495.26 (1)
2. **Amounts Paid to Public Officials** 326.00
   - A. License Fees $ N/A (A)
   - B. Registration/Transfer/Titling Fees $ 8.75 (B)
   - C. California Tire Fees $ N/A (C)
   - D. Other N/A $ N/A (D)
   - **Total Official Fees** (A through D) $ 334.25 (2)
3. **Amount Paid to Insurance Companies**
   (Total premiums from Statement of Insurance column a + b) $ N/A (3)
4. ☐ **Smog Certification or** ☐ **Exemption Fee Paid to State** $ N/A (4)
5. **Subtotal** (1 through 4)

STATEMENT OF INSURANCE

NOTICE. No person is required as a condition of financi the purchase of a motor vehicle to purchase or negotiate a insurance through a particular insurance company, agent broker. You are not required to buy any other insurance obtain credit. Your decision to buy or not buy other insuran will not be a factor in the credit approval process.

Vehicle Insurance

	Term	Premiu
$ N/A Ded. Comp., Fire & Theft	Mos.	$ N
$ N/A Ded. Collision	N/A Mos.	$ N
Bodily Injury $ N/A Limits	N/A Mos.	$ N
Property Damage $ N/A Limits	N/A Mos.	$ N
Medical N/A	N/A Mos.	$ N
N/A	N/A Mos.	$ N
Total Vehicle Insurance Premiums		$ N/A

UNLESS A CHARGE IS INCLUDED IN THIS AGREEMENT FO PUBLIC LIABILITY OR PROPERTY DAMAGE INSURANCE, PAYMEN FOR SUCH COVERAGE IS NOT PROVIDED BY THIS AGREEMENT.

You may buy the physical damage insurance this contract require (see back) from anyone you choose who is acceptable to us. Yo are not required to buy any other insurance to obtain credit.

Buyer X [redacted]
Co-Buyer
Seller X CENTER CHEVROLET

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	N/A Mos.	N/A	N/A
Credit Disability	N/A Mos.	N/A	N/A
Total Credit Insurance Premiums			$ N/A (b)

Insurance Company Name N/A

Home Office Address _____

Credit life insurance and credit disability insurance are not required to obtain credit. Your decision to buy or not buy credit life 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 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 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.

02/26/07 X [redacted]
Date B[redacted] Age

A. Agreed Trade-In Value Yr 2005 Make GMC $ 28000.00 (A)
Model YUKO Odom 14563
VIN 1GKEC13V45R123916

B. Less Prior Credit or Lease Balance $ 24400.00 (B)
C. Net Trade-In (A less B) (indicate if a negative number) $ -4400.00 (C)
D. Deferred Downpayment $ N/A (D)
E. Manufacturer's Rebate $ 2750.00 (E)
F. Other $ N/A (F)
G. Cash $ 2500.00 (G)
Total Downpayment (C through G) $ 850.00 (6)
(If negative, enter zero on line 6 and enter the amount less than zero as a positive number on line 1M above)

7. **Amount Financed** (5 less 6) $ 40980.01 (7)

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 1N. See your gap contract for details on the protection it provides. It is a part of this contract.
Term 84 Mos EXPRESS GAP (Name of Gap Contract)
You want to buy a gap contract
Buyer X [redacted]

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 1J,1K, and/or 1L above.
1J Company ELITE
Term 60 Mos. or 100000 Miles
1K Company N/A
Term N/A Mos. or N/A Miles
1L Company
Term [redacted] les
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: 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:**

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.
Buyer Signs X [redacted]
Co-Buyer Signs

SELLER'S RIGHT TO CANCEL If Buyer and Co-Buyer sign here, the provisions of the Seller's Right to Cancel section on the [redacted] to assign this contract to a financial institution will apply.
X [redacted] X
Buyer Co-Buyer

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 BU[redacted]ERSTANDS THESE PUBLIC LIABILITY TERMS AND CONDITIONS.
S/S X [redacted] 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 6B 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 6B as "Prior Credit or Lease Balance," Seller will refund the difference to you.
Buyer X [redacted] 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 [redacted]nge.
Buyer Signature X [redacted] Co-Buyer Signature X

The Annual Percentage Rate may be negotiable with the Seller. The Seller may assign this contract and retain its right to receive a part of the Finance Charge.

THERE IS NO COOLING-OFF PERIOD UNLESS YOU OBTAIN A CONTRACT CANCELLATION OPTION
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. However, California law does require a seller to offer a 2-day contract cancellation option on used vehicles with a purchase price of less than $40,000, subject to certain statutory conditions. This contract cancellation option requirement does not apply to the sale of a recreational vehicle, a motorcycle, or an off-highway motor vehicle subject to identification under California law. See the vehicle contract cancellation option agreement for details.

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 ACKNOWLEDGE THAT YOU HAVE READ BOTH SIDES OF THIS CONTRACT, INCLUDING THE ARBITRATION CLAUSE ON THE REVERSE SIDE, BEFORE SIGNING BELOW. YOU CONFIRM THAT YOU RECEIVED A COMPLETELY FILLED-IN COPY WHEN YOU SIGNED IT.

Buyer Signature X [redacted] Date 02/26/07 Co-Buyer Signature X Date 02/26/07

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 other owner agrees to the security interest in the vehicle given to us in this contract.

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 02/26/07 Guarantor X _____ Date 02/26/07
Address _____ Address _____

Seller Signs CENTER CHEVROLET Date 02/26/07 By X _____ Title MGR.

LAW FORM NO. 553-CA-ARB (REV 1/07) U.S. PATENT NO. 3460,789
©2007 Reynolds and Reynolds TO ORDER www.reyrey.com, 1-800-344-0958; fax 1-800-591-9055
THE PRINTER MAKES NO WARRANTY, EXPRESS OR IMPLIED, AS TO CONTENT OR FITNESS FOR PURPOSE OF THIS FORM. CONSULT YOUR OWN LEGAL COUNSEL.

FILE COPY

GM CUSTOMER INCENTIVE AND ONSTAR ACKNOWLEDGMENT

GMC HUMMER

(excludes Saturn)

CUSTOMER NAME: [redacted]

VIN: 1GNFC13J07R[redacted]

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:

2000 CWE

Incentive Program Reference	Amount	GM Incentive Code
GM REBATE	$ 2000	CWE
NASCAR B/C	$ 500	BRS
1 CERT	$ 250	BAD
	$	
	$	
Total Incentive Amount Received		$ 2750

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 FOR INCENTIVES AND ONSTAR SERVICE –

a. Vehicle Incentive 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 on ___/___/___. I acknowledge receipt of incentive(s) as described in Item ___ and release GM Division from any future claim or obligation for incentive(s) on this unit.

Is vehicle equipped with OnStar? X Yes ___ No

b. OnStar Terms and Conditions Acknowledgment. I acknowledge that I have received the Terms and Conditions under which the OnStar service in my vehicle is provided (copies are available in the vehicle glovebox, from the dealer, at www.onstar.com, or by contacting OnStar as described below).

I understand that in order to cancel the OnStar service in my vehicle, I must press the blue OnStar button in my vehicle or call 1.888.4OnStar (1.888.466.7827) or TTY 1.877.248.2080 and request that my Services be cancelled.

02/26/07

Purchaser/Lessee Signature [redacted] Date: ___/___/___

The undersigned person, as Dealer representative, certifies that the information on this application is true and correct, and the incentive(s) described in Item ___ and the Onstar Terms and Conditions 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 or Saab Cars USA.

Authorized Dealer Signature: CENTER CHEVROLET Date: 02/26/07 20079

Dealership Name: _____ Dealer Code: _____

Dealer Note: This is a required document and it must be completed, signed, and retained in EVERY DEAL FILE for new retail customers even if there are no incentives or rate support available. A copy of the completed form should be provided to the customer.

GM3795-OS 9/05

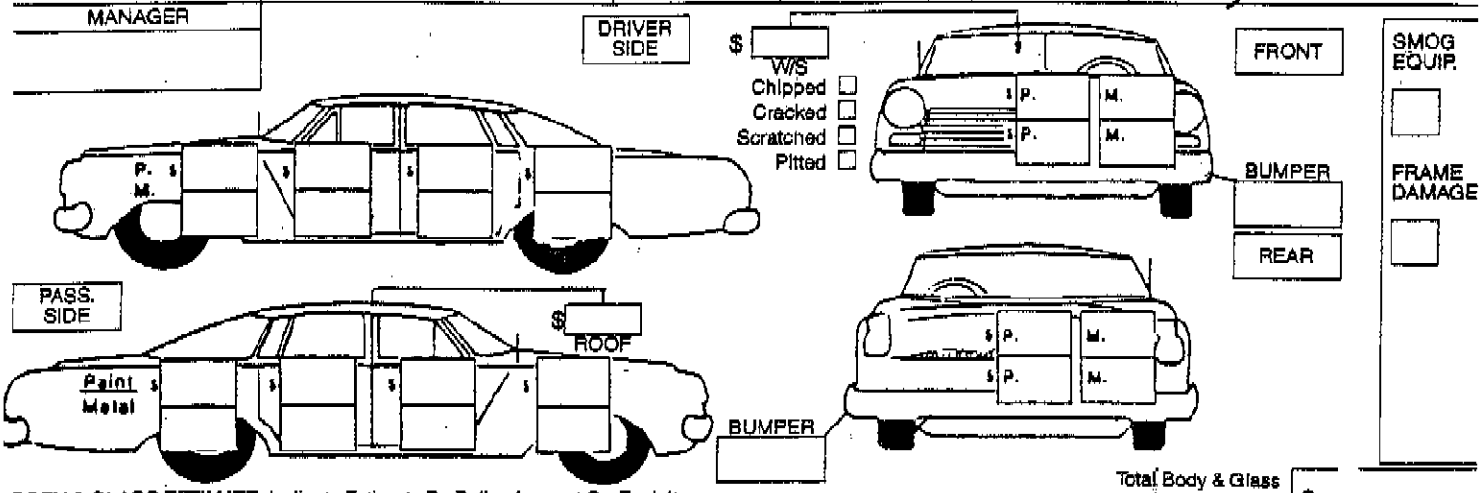
Reynolds and Reynolds GM-3795-OS TO ORDER: www.mysource.com; 1-800-344-0886; fax 1-800-531-0055

USED CAR APPRAISAL

STORE	YEAR	MAKE	MODEL—BODY STYLE	FULL SERIAL NUMBER
	05	GMC	Yukon	

STOCK NUMBER	EXTERIOR COLOR	TWO-TONE	LICENSE NUMBER & STATE	MILEAGE
	met Dark Blue	☐ YES ☒ NO		14,563

MANAGER



BODY & GLASS ESTIMATE: Indicate Estimate By Dollar Amount On Each Item. Total Body & Glass Estimate Amount $

MECHANICAL ESTIMATE (Describe) $

INTERIOR ESTIMATE (Describe) $

TIRE ESTIMATE ☐ Radial ☐ Regular
(MARK: Good, Fair or Replace) Spare____ LF____ LR____ RF____ RR____ $

TOTAL RECON $

EQUIPMENT	VALUE	EQUIPMENT	VALUE	EQUIPMENT	VALUE
____ SPEED		☐ SUNROOF (SLIDING)		☐ TU-TONE	
☑ AUTO TRANS		☐ MOONROOF		☐ WIRE COVERS	
☑ P. STEERING		☐ T-TOPS		☐ CUST. WHEELS	
☑ AIR COND.		☐ C. INT.		☐	
☑ TILT		☐ C. EXT MOLD		☐	
☑ CRUISE		☐ SPLIT SEAT		☐	
☑ P. WINDOWS		☑ POWER SEAT		☐	
☑ P. LOCKS		☐ DUAL P. SEAT		☐	
☑ STEREO CD		☐ THIRD SEAT		☐	
☐ ST. CASSETTE		☐ LEATHER		☐	
☐ DIG. INST.		☐ VINYL TOP		☐	
☐ SUNROOF (POP-UP)		☑ LUG. RACK		☐	
☐		☐		☐	

COMMENTS:

Like new. Comp.
Low miles.

BASE BOOK:	TOTAL ADDS:	MILEAGE ADJ.	TOTAL BOOK VALUE
APPRAISER:	EST. RECON:	ACV: 20000	
W/S ☐	RETAIL ☐	REVISED APPRAISAL	

Name: _____

Address: _____

Phone:

Res: ( ) _____

Bus: ( ) _____

CENTER CHEVROLET
MAZDA OF SAN BERNARDINO

SALES DEPARTMENT
1355 South "E" Street • San Bernardino, CA 92408
Phone: (909) 889-8561

DUE BILL

VOID AFTER THIS DATE
/ /

WORK PROMISED TO BE PERFORMED AT TIME OF SALE

DATE	DESCRIPTION OF CAR	LICENSE #	CUSTOMER'S NAME	SALESMAN	STOCK #
2/26/07	07 Tahoe LT		[redacted]	Bill	T7020

PRESENT THIS ORDER WHEN WORK IS TO BE COMPLETED

1. D/S Front Fender Small Dent repair
2. nothing Else promised.
3. Detail For Delivery on 3/2/07
4.
5.
6.

NOTE: THE ABOVE PROMISED WORK IS THE ONLY WORK TO BE PERFORMED FREE OF CHARGE. ANY ADDITIONAL WORK WILL BE CHARGED FOR IN ACCORDANCE WITH THE TYPE OF WARRANTY ISSUED AT TIME OF SALE, AND WILL BE CASH ON DELIVERY. ALL WORK MUST BE DONE IN OUR SHOP.

DUE TO INSURANCE REGULATIONS

NO LOAN CARS AVAILABLE

Signed: Sales Mgr. _____ Signed: Customer _____

Call Service Department, (909) 889-8561 for an Appointment

CUSTOMER COPY **PAGE 1**

CENTER CHEVROLET
MAZDA OF SAN BERNARDINO
CENTER COLLISION REPAIR

1355 SOUTH "E" STREET * P.O. BOX 5128
1388 SOUTH "E" STREET
SAN BERNARDINO, CALIFORNIA 92412

Phones San Bernardino: (909) 889-8561 * (909) 884-6431
E.P.A. # CAD-042408005 B.A.R. # AA-003375
E.P.A. # CAD-081615545 B.A.R. # AG-222757

[redacted]
VICTORVILLE, CA [redacted]

SERVICE ADVISOR ROBERT MCLEAN

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
05APR07	11APR07	T70201	GNFC13J07R[redacted]	0031354	T4746		11APR07	220556

TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
09:50	11:34	07	CHEVROLET TAHOE	[redacted]		26FEB07	1965	1163

MILEAGE IN	MILEAGE OUT	LICENSE NO.
0	0	

	ITEM	TYPE	HOURS	LIST/UNIT	NET/UNIT	TOTAL
A BODY LABOR						
BDY BODY LABOR	76	IBL				(N/C)
B REFINISH						
PNT REFINISH	45	IBP				(N/C)
C REFINISH						
PNT REFINISH	999	IBM				(N/C)
MISC PAINT		IBM				(N/C)
D BODY LABOR						
BDY BODY LABOR	999	IBL				(N/C)
E INTERNAL DUE BILL, HOLD UNTILL ESTIMATE IS WRITTEN						
RPE REPAIR PER ESTIMATE	999	IBL				(N/C)

EST: 0.00 05APR07 09:50 SA: 116

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS,OIL, LUBE	0.00
SUBLET AMOUNT	0.00
HAZ. WASTE/MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INS/ADJ.	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

ORIG. EST. $ AUTHORIZED ADDITIONS $

I acknowledge notice and oral approval of an increase in the original estimated price.

X CUSTOMER SIGNATURE

NOT RESPONSIBLE FOR LOOSE ARTICLES LEFT IN VEHICLE
NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE.

CUSTOMER SIGNATURE X

LIMITED WARRANTY

We guarantee our service work for 90 days or 4,000 miles, whichever comes first. If our repair or replacement fails in normal service within that period, we'll fix it free of charge.

NO GUARANTEE ON RUST WORK

ARRANGEMENTS FOR PAYMENT IN FULL MUST BE MADE PRIOR TO DELIVERY OF VEHICLE.

INSURANCE DEDUCTIBLE OF CLAIM MUST BE PAID UPON DELIVERY OF VEHICLE. CALIFORNIA INSURANCE CODE FORBIDS IT TO BE CHARGED ON ACCOUNT.

BODY SHOP

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK

CUSTOMER COPY **PAGE 1**

[redacted]

VICTORVILLE, CA [redacted]

SERVICE ADVISOR DAVID MCCOMBS

CENTER CHEVROLET
MAZDA OF SAN BERNARDINO
1355 SOUTH "E" STREET * P.O. BOX 5128
1355 SOUTH "E" STREET
SAN BERNARDINO, CALIFORNIA 92412
Phone: San Bernardino: (909) 889 8561 * (909) 884-6431
E.P.A. # CAD-042408006 B.A.R. # AA-003375
E.P.A. # CAD-981615545 B.A.R. # AK-218673

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
24MAY07	24MAY07	T7020	1GNFC13J07R[redacted]	0031354	T7055		24MAY07	223544

TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
09:18	12:32	07	CHEVROLET TAHOE	[redacted]		26FEB07	1228	1026

MILEAGE IN	MILEAGE OUT	LICENSE NO.
3121	3121	

	TECH	TYPE	HOURS	LIST/UNIT	SET/UNIT	TOTAL
A LUBE OIL AND FILTER FIRST ONE FREE						
LOF6 PERFORM LUBE OIL AND FILTER CHANGE 6 QUARTS WITH A MULTI POINT INSPECTION						
240 CPT					8.00	8.00
1 89017524 FILTER				6.95	6.95	6.95
6 OIL QUARTS				2.10	2.10	12.60
B RECALL 07033 VEH BATT RUNDOWN						
CAUSE: .						
S15 REPROGRAMMED BCM, SET-UPSDM						
4 W94						(N/C)
FC: PART#: COUNT:						
CLAIM TYPE: 3						
AUTH CODE:						

EST: 0.00 24MAY07 09:18 SA: 102

PARTS AND SERVICE WORK PERFORMED ARE WARRANTED FOR 12 MONTHS OR 12,000 MILES WHICHEVER OCCURS FIRST.

PARTS AND SERVICE WORK PERFORMED WHICH DOES NOT PERTAIN TO THE MANUFCTURER'S WARRANTY ARE WARRANTED FOR 90 DAYS OR 4,000 MILES, WHICHEVER OCCURS FIRST

DESCRIPTION	TOTALS
LABOR AMOUNT	8.00
PARTS AMOUNT	19.55
GAS,OIL, LUBE	0.00
SUBLET AMOUNT	0.00
HAZ. WASTE/MISC. CHARGES	0.00
TOTAL CHARGES	27.55
LESS INS/ADJ.	29.11
SALES TAX	1.56
PLEASE PAY THIS AMOUNT	0.0[redacted]

ORIG. EST. $ AUTHORIZED ADDITIONS $

I acknowledge notice and oral approval of an increase in the original estimated price.

X

CUSTOMER SIGNATURE

NOT RESPONSIBLE FOR LOOSE ARTICLES LEFT IN VEHICLE. NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE.

FOR YOUR CONVENIENCE WE ACCEPT THE FOLLOWING:
CASH * CHECKS * AMERICAN EXPRESS*
VISA * MASTERCARD * DISCOVER

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK

Shop Copy

CUSTOMER #: 10031354

WORKORDER
223544

Center CHEVROLET mazda of San Bernardino

PAGE 1

[redacted]

VICTORVILLE, CA [redacted]
HOME: [redacted] CELL: [redacted]
EMAIL:

Phones: 889-8561/884-6431
[redacted]
E.P.A. # CAD-042408006
E.P.A. # CAD-981615545
B.A.R. # AA-003375
B.A.R # AK-218673

WARRANTY cut 800

SERVICE ADVISOR: 1026 MCCOMBS,DAVID

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BERMUDA_BL	07	CHEVROLET TAHOE	1GNFC13J07R[redacted]		3121 /	T7055

DEL DATE	PROD. DATE	WARR. EXP	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
			12:00 24MAY07			CASH	

R.O. OPENED	READY	OPTIONS: STK:T7020 DLR:20079 ENG:LY5 TRN:M30
24MAY200709:18		

LINE	OP CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	LOF6	240	CPT	LUBE OIL AND FILTER FIRST ONE FREE
# B	S15	19 4	W94	RECALL 07033 VEH BATT RUNDOWN

****

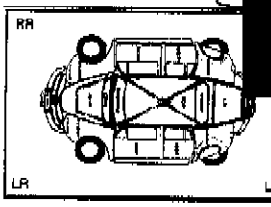
Preliminary Estimate : $0.00

****

RO# 223544

VIN# 1GNFC13J07R160789

[redacted]



EMPLOYEE SIGNATURE X _____

COMMENTS _____

ALL PARTS REMOVED WILL BE DISCARDED UNLESS REQUESTED BY THE CUSTOMER ☐ SAVE

PARTS AND SERVICE WORK PERFORMED ARE WARRANTED FOR 12 MONTHS OR 12,000 MILES WHICHEVER OCCURS FIRST.

PARTS AND SERVICE WORK PERFORMED WHICH DOES NOT PERTAIN TO THE MANUFACTURER'S WARRANTY ARE WARRANTED FOR 90 DAYS OR 4,000 MILES, WHICHEVER OCCURS FIRST.

By law, you may choose another licensed Smog Check facility to perform any needed repairs or adjustments that the Smog Check test indicates are necessary

NOT RESPONSIBLE FOR LOOSE ARTICLES LEFT IN VEHICLE.

"HAZARDOUS WASTE DISPOSAL" which includes such items as engine oil, automatic transmission fluid, antifreeze, differential fluid, batteries, filters, etc. will be charged as a separate charge if removed in the servicing of your vehicle.

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 the above vehicle to secure the amount of repairs thereto. Not responsible for damage from freezing due to lack of antifreeze.

TEARDOWN ESTIMATE: I understand that my vehicle will be reassembled within _____ days of the date shown above if I choose not to authorize the services recommended.

HAZARDOUS WASTE DISPOSAL	TEARDOWN EST.	ORIGINAL EST.
$	$	$

AUTHORIZED BY: X

ESTIMATE	ADDL. COST	REV. ESTIMATE	TIME	DATE
$	$			

APPROVED	BY	☐ IN PERSON ☐ BY PHONE	PHONE # CONTACTED
BY			

DESIGNATION OF PERSON TO AUTHORIZE ADDITIONAL WORK OR PARTS

I hereby designate the individual named below to authorize any additional work not specified or parts not included in the original written estimated price for parts and labor.

Name of Designee: _____ Phone Number: _____

Fax Number: _____ E-Mail Address: _____

Date: _____ (Customer's Signature)

AMC

PART CODE	FAILED PART NO	TOTAL PARTS	FAIL CODE	FAILED LABOR OPERATION	LABOR OPER HR	QUE	NET AMOUNT	LINE TOTAL

COMPLAINT

REPAIR LABOR SALES	FLAT RATE	R.O. NO	ELAPSED TIME	OFF
.4	A	223544 TECH NO. 210		3/24 ON

REPAIR LABOR SALES	FLAT RATE	R.O. NO	ELAPSED TIME	OFF
0.4		223544 TECH NO. TJ #4	B 5	1/29/07 ON

B 4

PART CODE	FAILED PART NO	TOTAL PARTS	FAIL CODE	FAILED LABOR OPERATION	LABOR OPER HR	QUE	NET AMOUNT	LINE TOTAL

COMPLAINT Y052 .40 RECALL 07033 -

CAUSE

CORRECTION REPROGRAMMED BCM. SETUP SDM.

WARRANTY

PART CODE	FAILED PART NO	TOTAL PARTS	FAIL CODE	FAILED LABOR OPERATION	LABOR OPER HR	QUE	NET AMOUNT	LINE TOTAL

COMPLAINT

CAUSE

CORRECTION

PART CODE	FAILED PART NO	TOTAL PARTS	FAIL CODE	FAILED LABOR OPERATION	LABOR OPER HR	QUE	NET AMOUNT	LINE TOTAL

COMPLAINT

CAUSE

CORRECTION

PART CODE	FAILED PART NO	TOTAL PARTS	FAIL CODE	FAILED LABOR OPERATION	LABOR OPER HR	QUE	NET AMOUNT	LINE TOTAL

COMPLAINT

CAUSE

CORRECTION

CUSTOMER COPY **PAGE 1**

[redacted]
VICTORVILLE, CA[redacted]

CENTER CHEVROLET
MAZDA OF SAN BERNARDINO
1355 SOUTH "E" STREET * P.O. BOX 5128
1388 SOUTH "E" STREET
SAN BERNARDINO, CALIFORNIA 92412
Phones San Bernardino: (909) 889-8561 * (909) 884-6431
E.P.A. # CAD-042408005 S.A.R. # AA-003376
E.P.A. # CAD-981615546 B.A.R. # AK-218673

SERVICE ADVISOR DAVID MCCOMBS

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
20JUL07	20JUL07	T7020	1GNFC13J07[redacted]	0031354	T9741		20JUL07	227011

TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	COST PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
08:50	15:08	07	CHEVROLET TAHOE	[redacted]		26FEB07	1020	1026

MILEAGE IN	MILEAGE OUT	LICENSE NO.
4837	4837	

A C/S VEHICLE HAS EXCESSIVE BRAKE SQUEAK
CAUSE: GLAZED
S16 REPLACE FRONT BRAKE PADS, RESURFACE
BOTH FRONT ROTORS
11 W94 (N/C)
1 25852957 PAD KIT (N/C)
1 2421 CLEANER (N/C)

B SHUTTLE SERVICE
CAUSE: SHUTTLE SERVICE
S SHUTTLE SERVICE
98 W94 (N/C)

EST: 0.00 20JUL07 08:50 SA: 102

PARTS AND SERVICE WORK PERFORMED ARE WARRANTED FOR 12 MONTHS OR 12,000 MILES WHICHEVER OCCURS FIRST.

PARTS AND SERVICE WORK PERFORMED WHICH DOES NOT PERTAIN TO THE MANUFCTURER'S WARRANTY ARE WARRANTED FOR 90 DAYS OR 4,000 MILES, WHICHEVER OCCURS FIRST

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS,OIL, LUBE	0.00
SUBLET AMOUNT	0.00
HAZ WASTE/MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INS/ADJ.	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	[redacted]

ORIG. EST. $ AUTHORIZED ADDITIONS $

I acknowledge notice and oral approval of an increase in the original estimated price.

X
CUSTOMER SIGNATURE

NOT RESPONSIBLE FOR LOOSE ARTICLES LEFT IN VEHICLE
NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE

FOR YOUR CONVENIENCE WE ACCEPT THE FOLLOWING:
CASH * CHECKS * AMERICAN EXPRESS*
VISA * MASTERCARD * DISCOVER

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK

Shop Copy

CUSTOMER #: 10031354

WORKORDER
227011

PAGE 1

Center CHEVROLET mazda of San Bernardino

Phones: 889-8561/884-6431
1355 South "E" Street
SAN BERNARDINO, CALIF. 92408
1355 South "E" Street
SAN BERNARDINO, CALIF. 92408
E.P.A. # CAD-0[illegible]
E.P.A. # CAD-[illegible]
B.A.R. # AA-0038758
B.A.R # AK-218873

WARRANTY CW 814

[redacted]

VICTORVILLE, CA [redacted]
HOME: [redacted]
EMAIL:

SERVICE ADVISOR: 1026 MCCOMBS,DAVID

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
BERMUDA BL	07	CHEVROLET TAHOE	1GNFC13J07R[redacted]		4837 /	T[illegible]

DEL DATE	PROD. DATE	WARR. EXP	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
			14:18 20JUL07	200		CASH	T9[illegible]

R.O. OPENED	READY	OPTIONS: STK:T7020 DLR:20079 ENG:LY5 TRN:M30
20JUL2007 [illegible]		

LINE	OP CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	S16	11	W94	C/S VEHICLE HAS EXCESSIVE BRAKE SQUEAK
# B	S	98	W94	SHUTTLE SERVICE

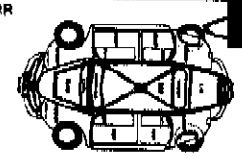
****

Preliminary Estimate : $0.00

****

RO# 227011 VIN# 1GNFC13J07R160789

RR



LR LF

[redacted]

CUSTOMER'S SIGNATURE

EMPLOYEE SIGNATURE X

COMMENTS

ALL PARTS REMOVED WILL BE DISCARDED UNLESS REQUESTED BY THE CUSTOMER ☐ SAVE

x4sw2.380_1

PARTS AND SERVICE WORK PERFORMED ARE WARRANTED FOR 12 MONTHS OR 12,000 MILES WHICHEVER OCCURS FIRST.
PARTS AND SERVICE WORK PERFORMED WHICH DOES NOT PERTAIN TO THE MANUFACTURER'S WARRANTY ARE WARRANTED FOR 90 DAYS OR 4,000 MILES, WHICHEVER OCCURS FIRST.

By law, you may choose another licensed Smog Check facility to perform any needed repairs or adjustments that the Smog Check test indicates are necessary

NOT RESPONSIBLE FOR LOOSE ARTICLES LEFT IN VEHICLE.

"HAZARDOUS WASTE DISPOSAL" which includes such items as engine oil, automatic transmission fluid, antifreeze, differential fluid, batteries, filters, etc. will be charged as a separate charge if removed in the servicing of your vehicle.

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 the above vehicle to secure the amount of repairs thereto. Not responsible for damage from freezing due to lack of antifreeze.

TEARDOWN ESTIMATE: I understand that my vehicle will be reassembled within days of the date shown above if I choose not to authorize the services recommended.

HAZARDOUS WASTE DISPOSAL	TEARDOWN EST.	ORIGINAL EST.
$	$	$

AUTHORIZED BY: X

ESTIMATE	ADDL. COST	REV. ESTIMATE	TIME	DATE
$	$			

APPROVED BY	BY	☐ IN PERSON ☐ BY PHONE	PHONE # CONTACTED

DESIGNATION OF PERSON TO AUTHORIZE ADDITIONAL WORK OR PARTS

I hereby designate the individual named below to authorize any additional work not specified or parts not included in the original written estimated price for parts and labor:

Name of Designee: Phone Number:
Fax Number: E-Mail Address:
Date: (Customer's Signature)

REPAIR LABOR SALES	FLAT RATE	R.O. NO.	ELAPSED TIME		ET OUNT	LINE TOTAL	CLAIM TYPE	AUTH. CODE
2.4		227011	A	7/23/07				
		TECH NO. (T)#71		ON				

LINE CODE	TECH #	OP CODE	HRS	TYPE	PART COUNT	FAILED PART
A	11	H0042	1.0			
PARTS TURNED IN		NV .00R01	1.4			
			2.40			

WARRANTY

COMPLAINT -

CAUSE - Ft Pads Excesivly Noisy

CORRECTION - Road test Veh. Hard Noise. Per Brake Aligns Reset Face Ft Rotors, Replaced Ft Pads. Per Lateral Runout .000-.001

LINE CODE	TECH #	OP CODE	HRS	TYPE	PART COUNT	FAILED PART NO.	TOTAL PARTS	FAIL CODE	FAILED LABOR OPERATION	LABOR OPER. HR.	OLH	NET AMOUNT	LINE TOTAL	CLAIM TYPE	AUTH. CODE

PARTS TURNED IN

27911
MJ .98
Net 10.00

COMPLAINT -

CAUSE -

CORRECTION -

LINE CODE	TECH #	OP CODE	HRS	TYPE	PART COUNT	FAILED PART NO.	TOTAL PARTS	FAIL CODE	FAILED LABOR OPERATION	LABOR OPER. HR.	OLH	NET AMOUNT	LINE TOTAL	CLAIM TYPE	AUTH. CODE

WARRANTY

PARTS TURNED IN

COMPLAINT -

CAUSE -

CORRECTION -

LINE CODE	TECH #	OP CODE	HRS	TYPE	PART COUNT	FAILED PART NO.	TOTAL PARTS	FAIL CODE	FAILED LABOR OPERATION	LABOR OPER. HR.	OLH	NET AMOUNT	LINE TOTAL	CLAIM TYPE	AUTH. CODE

PARTS TURNED IN

COMPLAINT -

CAUSE -

CORRECTION -

LINE CODE	TECH #	OP CODE	HRS	TYPE	PART COUNT	FAILED PART NO.	TOTAL PARTS	FAIL CODE	FAILED LABOR OPERATION	LABOR OPER. HR.	OLH	NET AMOUNT	LINE TOTAL	CLAIM TYPE	AUTH. CODE

PARTS TURNED IN

COMPLAINT -

CAUSE -

CORRECTION -

CUSTOMER COPY **PAGE 1**

[redacted]
VICTORVILLE, CA [redacted]

CENTER CHEVROLET
MAZDA OF SAN BERNARDINO
1333 SOUTH "E" STREET * P.O. BOX 5128
1368 SOUTH "E" STREET
SAN BERNARDINO, CALIFORNIA 92412
Phones San Bernardino: (909) 889-8561 * (909) 884-6431
E.P.A. # CAD-042408006 B.A.R. # AA-003375
E.P.A. # CAD-981615545 B.A.R. # AK-218673

SERVICE ADVISOR DAVID MCCOMBS

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
25MAR08	25MAR08	T70201	GNFC13J07R[redacted]	0031354	T0485		25MAR08	240371

TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
14:15	15:28	07	CHEVROLET TAHOE	[redacted]		26FEB07	1020	1026

MILEAGE IN	MILEAGE OUT	LICENSE NO.
13449	13449	

	TECH	TYPE	FLOURS	LIST/UNIT	NET/UNIT	TOTAL
A PERFORM LUBE OIL AND FILTER CHANGE 6 QUARTS WITH A MULTI POINT INSPECTION						
LOF6 PERFORM LUBE OIL AND FILTER CHANGE 6 QUARTS WITH A MULTI POINT INSPECTION						
77 CPT					8.00	8.00
1 89017524 FILTER				6.95	6.95	6.95
6 OIL QUARTS				2.10	2.10	12.60
MISC WASTE OIL DISPOSAL						
CHAZ					2.59	2.59
B ROTATE TIRES (TRUCK OR VAN)						
ROTT ROTATE TIRES (TRUCK OR VAN)						
7 CPT					24.95	24.95

EST: 59.00 25MAR08 14:15 SA: 102

PARTS AND SERVICE WORK PERFORMED ARE WARRANTED FOR 12 MONTHS OR 12,000 MILES WHICHEVER OCCURS FIRST.

PARTS AND SERVICE WORK PERFORMED WHICH DOES NOT PERTAIN TO THE MANUFCTURER'S WARRANTY ARE WARRANTED FOR 90 DAYS OR 4,000 MILES, WHICHEVER OCCURS FIRST

FOR YOUR CONVENIENCE WE ACCEPT THE FOLLOWING:
CASH * CHECKS * AMERICAN EXPRESS*
VISA * MASTERCARD * DISCOVER

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE

DESCRIPTION	TOTALS
LABOR AMOUNT	32.95
PARTS AMOUNT	19.55
GAS,OIL, LUBE	0.00
SUBLET AMOUNT	0.00
HAZ. WASTE/MISC. CHARGES	2.59
TOTAL CHARGES	55.09
LESS INS/ADJ.	0.00
SALES TAX	1.56
PLEASE PAY THIS AMOUNT	56.65

ORIG. EST. $ AUTHORIZED ADDITIONS $

I acknowledge notice and oral approval of an increase in the original estimated price.

X

CUSTOMER SIGNATURE

NOT RESPONSIBLE FOR LOOSE ARTICLES LEFT IN VEHICLE

[redacted]

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK

Shop Copy

CUSTOMER #: 10031354

WORKORDER
240371

PAGE 1

Center CHEVROLET mazda of San Bernardino

Phones: 889-8561/884-6431
1355 South "E" Street
SAN BERNARDINO, CALIF. 92408
1389 South "E" Street
SAN BERNARDINO, CALIF. 92408

E.P.A. # CAD-042408005
E.P.A. # CAD-981615545
B.A.R. # AA-003375
B.A.R # AK-218673

[redacted]

VICTORVILLE, CA [redacted]
HOME: [redacted]
EMAIL:

SERVICE ADVISOR: 1026 MCCOMBS,DAVID

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BERMUDA_BL	07	CHEVROLET TAHOE	1GNFC13J07R [redacted]		13449 /	T0485

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
			** WAITER **			CASH	

R.O. OPENED	READY	OPTIONS: STK:T7020 DLR:20079 ENG:LY5 TRN:M30
26MAR200814:15		

LINE	OP CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	LOF6	77	CPT	PERFORM LUBE OIL AND FILTER CHANGE 6 QUARTS WITH A MULTI POINT INSPECTION
# B	ROTT	7	CPT	ROTATE TIRES (TRUCK OR VAN)

****

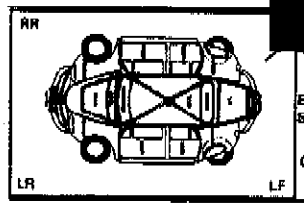
Preliminary Estimate : $59.00

****

RO# 240371 VIN# 1GNFC13J07R160789

RR

LR LF



[redacted]

CUSTOMER'S SIGNATURE

EMPLOYEE SIGNATURE X

COMMENTS

PARTS AND SERVICE WORK PERFORMED ARE WARRANTED FOR 12 MONTHS OR 12,000 MILES WHICHEVER OCCURS FIRST.
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"HAZARDOUS WASTE DISPOSAL" which includes such items as engine oil, automatic transmission fluid, antifreeze, differential fluid, batteries, filters, etc. will be charged as a separate charge if removed in the servicing of your vehicle.

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 the above vehicle to secure the amount of repairs thereto. Not responsible for damage from freezing due to lack of antifreeze.

TEARDOWN ESTIMATE: I understand that my vehicle will be reassembled within days of the date shown above if I choose not to authorize the services recommended.

HAZARDOUS WASTE DISPOSAL	TEARDOWN EST.	ORIGINAL EST.
$	$	$

AUTHORIZED BY: X

ESTIMATE	ADDL. COST	REV. ESTIMATE	TIME	DATE
$	$			

APPROVED BY	BY	☐ IN PERSON ☐ BY PHONE	PHONE # CONTACTED

DESIGNATION OF PERSON TO AUTHORIZE ADDITIONAL WORK OR PARTS

I hereby designate the individual named below to authorize any additional work not specified or parts not included in the original written estimated price for parts and work.

Name of Designee: Phone Number:
Fax Number: E-Mail Address:
Date: (Customer's Signature)

ALL PARTS REMOVED WILL BE DISCARDED UNLESS REQUESTED BY THE CUSTOMER ☐ SAVE

LINE CODE	TECH #	OP CODE	HRS	TYPE	PART COUNT	FAILED PART	REPAIR LABOR SALES	FLAT RATE	R.O. NO.	FAIL	FAILED	ELAPSED TIME	LABOR OPER. HR	CLH	NET AMOUNT	LINE TOTAL	CLAIM TYPE	AUTH CODE
							.4	(A)	240371				OFF 3/25 ON	1				

PARTS COMPLAINT

CAUSE

CORRECTION

INF-(1)

LINE CODE	TECH #	OP CODE	HRS	TYPE	PART COUNT	FAILED PART	REPAIR LABOR SALES	FLAT RATE	R.O. NO.	FAIL	FAILED	ELAPSED TIME	LABOR OPER. HR	CLH	NET AMOUNT	LINE TOTAL	CLAIM TYPE	AUTH CODE
							.5	(B)	240371				OFF 3/25 ON	2				

PARTS COMPLAINT

CAUSE

CORRECTION

VIOLATIONS

LINE CODE	TECH #	OP CODE	HRS	TYPE	PART COUNT	FAILED PART NO	TOTAL PARTS	FAIL CODE	FAILED LABOR OPERATION	LABOR OPER. HR	CLH	NET AMOUNT	LINE TOTAL	CLAIM TYPE	AUTH CODE

PARTS COMPLAINT

CAUSE

CORRECTION

LINE CODE	TECH #	OP CODE	HRS	TYPE	PART COUNT	FAILED PART NO	TOTAL PARTS	FAIL CODE	FAILED LABOR OPERATION	LABOR OPER. HR	CLH	NET AMOUNT	LINE TOTAL	CLAIM TYPE	AUTH CODE

PARTS COMPLAINT

CAUSE

CORRECTION

LINE CODE	TECH #	OP CODE	HRS	TYPE	PART COUNT	FAILED PART NO	TOTAL PARTS	FAIL CODE	FAILED LABOR OPERATION	LABOR OPER. HR	CLH	NET AMOUNT	LINE TOTAL	CLAIM TYPE	AUTH CODE

PARTS COMPLAINT

CAUSE

CORRECTION

PAGE 1

CENTER CHEVROLET
MAZDA OF SAN BERNARDINO

1355 SOUTH "E" STREET * P.O. BOX 5128
1388 SOUTH "E" STREET
SAN BERNARDINO, CALIFORNIA 92412

Phones San Bernardino: (909) 889-8561 * (909) 884-6431

E.P.A. # CAD042408006 E.P.A. # CAD981615545
B.A.R. # AA003376 B.A.R. # AK218573

[redacted]
VICTORVILLE, CA [redacted]

SERVICE ADVISOR WAYNE BOOTH

REPAIR ORDER WRITTEN	DATE READY	INDEX NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
25AUG08	29AUG08	T7020	1GNFC13J07R[redacted]	0031354	T095		29AUG08	246210

TIME IN	TIME READY	YEAR	MAKE & MODEL	INSPECTION NO.	COST PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
13:11	16:55	07	CHEVROLET TAHOE	[redacted]		26FEB07	1020	1345

MILEAGE IN	MILEAGE OUT	LICENSE NO.
19718	19718	

	TOTAL		SALE	
A CHECK TRANS INOP (ONLY REVERSE WORKS)				
CAUSE: SPRAG BROKE				
K7253 REPLACE TRANSMISSION FORWARD SPRAG, TWO/FOUR BAND, ALL CLUTCHES, RECONDITION TRANSMISSION COMPLETE				
12 W94	(N/C)	23280	82440	
1 24232236 BAND	(N/C)	1651	2311	0
1 24208576 FLTR KIT	(N/C)	2530	3542	0
1 24226315 SEAL	(N/C)	959	1343	0
1 12337931 GASKET	(N/C)	505	707	0
1 24238603 PLATE KIT	(N/C)	12169	17037	0
1 24240575 F-SPRAG	(N/C)	5730	8022	0
1 24221350 GSKT KIT	(N/C)	844	1182	0
4 8667035 RING,OIL	(N/C)	772	1080	0
2 8681292 RING,OIL	(N/C)	904	1266	0
1 24232073 RING KIT	(N/C)	780	1092	0
12 ATF FLUID	(N/C)	1920	2688	0
1 DPN WPU	(N/C)	542	542	0
FC: 1D				
PART#: 24240575				
COUNT: 27				
CLAIM TYPE:				
AUTH CODE:				
OV				

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS,OIL, LUBE	
SUBLET AMOUNT	
HAZ. WASTE/MISC. CHARGES	
TOTAL CHARGES	
LESS INS/ADJ.	
SALES TAX	
PLEASE PAY THIS AMOUNT	

ORIG. EST. $ AUTHORIZED ADDITIONS $

I acknowledge notice and oral approval of an increase in the original estimated price

X

CUSTOMER SIGNATURE

NOT RESPONSIBLE FOR LOOSE ARTICLES LEFT IN VEHICLE
NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE.

CUSTOMER SIGNATURE

X

PAGE 2

CENTER CHEVROLET
MAZDA OF SAN BERNARDINO
1355 SOUTH "E" STREET * P.O. BOX 5128
1388 SOUTH "E" STREET
SAN BERNARDINO, CALIFORNIA 92412
Phones San Bernardino: (909) 889-8561 * (909) 884-6431
E.P.A. # CAD-042408005 B.A.R. # AA-003375
E.P.A. # CAD-981615545 B.A.R. # AK-218673

[redacted]
VICTORVILLE, CA [redacted]

SERVICE ADVISOR WAYNE BOOTH

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
25AUG08	29AUG08	T7020	1GNFC13J07R[redacted]	0031354	T095		29AUG08	246210

TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	COST PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
13:11	16:55	07	CHEVROLET TAHOE	[redacted]		26FEB07	1020	1345

MILEAGE IN	MILEAGE OUT	LICENSE NO.
19718	19718	

	TOTAL		TAX	
		29306	40812	TPARTS
		23280	82440	TLABOR
B HERTZ RENTAL				
CAUSE: RENTAL				
Z7903 THREE DAYS RENTAL				
98 W94	(N/C)	0	0	
FC: 95 PART#: COUNT: 0				
CLAIM TYPE:				
AUTH CODE: G				
MK				
		0	0	TPARTS
		0	0	TLABOR
SUBL HERTZ RENTAL				
PO#386968				
W94	(N/C)	15264	15264	
C** SERVICE TIRE MONITOR LIGHT ON				
CAUSE: .				
S16 VEHICLE HAS AFTERMARKET WHEELS, HAS NO SENSORS, NO REPAIRS DONE ON THIS LINE				
98 W94	(N/C)	0	0	
		0	0	TPARTS
		0	0	TLABOR

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS,OIL, LUBE	
SUBLET AMOUNT	
HAZ. WASTE/MISC. CHARGES	
TOTAL CHARGES	
LESS INS/ADJ.	
SALES TAX	
PLEASE PAY THIS AMOUNT	

ORIG. EST. $ AUTHORIZED ADDITIONS $

I acknowledge notice and oral approval of an increase in the original estimated price.

X CUSTOMER SIGNATURE

NOT RESPONSIBLE FOR LOOSE ARTICLES LEFT IN VEHICLE
NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE.

CUSTOMER SIGNATURE
X

PAGE 3

CENTER CHEVROLET
MAZDA OF SAN BERNARDINO

1355 SOUTH "E" STREET * P.O. BOX 5128
1388 SOUTH "E" STREET
SAN BERNARDINO, CALIFORNIA 92412
Phones San Bernardino: (909) 889-8561 * (909) 884-6431
E.P.A. # CAD-042408005 B.A.R. # AA-003376
E.P.A. # CAD-981615545 B.A.R. # AK-218673

[redacted]
VICTORVILLE, CA [redacted]

SERVICE ADVISOR WAYNE BOOTH

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
25AUG08	29AUG08	T7020	1GNFC13J07R[redacted]	0031354	T095		29AUG08	246210

TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
13:11	16:55	07	CHEVROLET TAHOE	[redacted]		26FEB07	1020	1345

MILEAGE IN	MILEAGE OUT	LICENSE NO.
19718	19718	

EST: 0.00 25AUG08 13:11 SA: 134

462	82440	23280	
480	40812	29306	
466	15264	15264	386968
263	138516	*******	

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS,OIL, LUBE	0.00
SUBLET AMOUNT	0.00
HAZ. WASTE/MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INS/ADJ	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

TOTAL	SALE	
67850	138516	0

ORIG. EST. $ AUTHORIZED ADDITIONS $

I acknowledge notice and ora. approval of an increase in the original estimated price.

X CUSTOMER SIGNATURE

NOT RESPONSIBLE FOR LOOSE ARTICLES LEFT IN VEHICLE. NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE.

CUSTOMER SIGNATURE X

SIGNATURE COPY **PAGE 2**

[redacted]
VICTORVILLE, CA [redacted]

CENTER CHEVROLET
MAZDA OF SAN BERNARDINO
1355 SOUTH "E" STREET * P.O. BOX 5128
1368 SOUTH "E" STREET
SAN BERNARDINO, CALIFORNIA 92412
Phones: San Bernardino: (909) 889-8561 * (909) 884-6431
E.P.A. # CAD-042406005 B.A.R. # AA-003375
E.P.A. # CAD-981615045 B.A.R. # AK-218573

SERVICE ADVISOR WAYNE BOOTH

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO	INVOICE PRINTED	INVOICE NO
25AUG08	29AUG08	T7020	1GNFC13J07R[redacted]	0031354	T095		29AUG08	246210

TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
13:11	15:10	07	CHEVROLET TAHOE	[redacted]		26FEB07	1384	1345

MILEAGE IN	MILEAGE OUT	LICENSE NO.
19718	19718	

TECH	TYPE	HOURS	RETAIL	RETAIL	TOTAL
98	W94				(N/C)

SUBL HERTZ RENTAL
PO#386968
W94 (N/C)
C** SERVICE TIRE MONITOR LIGHT ON
CAUSE: .
S16 VEHICLE HAS AFTERMARKET WHEELS, HAS NO SENSORS, NO REPAIRS DONE ON THIS LINE
98 W94 (N/C)

EST: 0.00 25AUG08 13:11 SA: 134

PARTS AND SERVICE WORK PERFORMED ARE WARRANTED FOR 12 MONTHS OR 12,000 MILES WHICHEVER OCCURS FIRST.

PARTS AND SERVICE WORK PERFORMED WHICH DOES NOT PERTAIN TO THE MANUFCTURER'S WARRANTY ARE WARRANTED FOR 90 DAYS OR 4,000 MILES, WHICHEVER OCCURS FIRST

FOR YOUR CONVENIENCE WE ACCEPT THE FOLLOWING:
CASH * CHECKS * AMERICAN EXPRESS *
VISA * MASTERCARD * DISCOVER

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS,OIL, LUBE	0.00
SUBLET AMOUNT	0.00
HAZ. WASTE/MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INS/ADJ.	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

ORIG. EST. $ AUTHORIZED ADDITIONS $

I acknowledge notice and oral approval of an increase in the original estimated price.

X _____
CUSTOMER SIGNATURE
NOT RESPONSIBLE FOR LOOSE ARTICLES LEFT IN VEHICLE
[redacted]

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK

Shop Copy

CUSTOMER #: 10031354

WORKORDER
246210

PAGE 1

Center CHEVROLET mazda of San Bernardino

Phones: 889-8561/884-6431
1355 South "E" Street
SAN BERNARDINO, CALIF. 92408
1388 South "E" Street
SAN BERNARDINO, CALIF. 92408
E.P.A. # CAD-042408005
E.P.A. # CAD-981615546
B.A.R. # AA-003375
B.A.R # AK-218673

[redacted]

VICTORVILLE, CA [redacted]
HOME: [redacted]
EMAIL:

SERVICE ADVISOR: 1345 BOOTH,WAYNE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BERMUDA_BL	07	CHEVROLET TAHOE	1GNFC13J07R[redacted]		19718 /	T095

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO	RATE	PAYMENT	INV. DATE
			12:00 26AUG08			CASH	

R.O. OPENED	READY	OPTIONS: STK:T7020 DLR:20079 ENG:LY5 TRN:M3D
25AUG200813:11		

LINE	OP CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	S12	12	W94	CHECK TRANS INOP (ONLY REVERSE WORKS)
# B	S17		W94	HERTZ RENTAL

****

Preliminary Estimate : $0.00

****

VEHICLE AUG 29 2008 RECEIVED

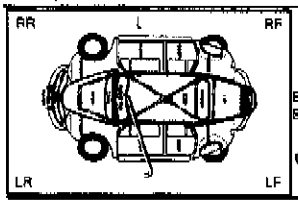
RO# 246210 VIN# 1GNFC13J07R160789

D * SERVICE TIRE MONITOR LIGHT ON *
APPROXIMATELY 1 WHEELS
NO SENSOR

PO# 386968

626-831-4742

TOWTOS Hp



X _____ CUSTOMER'S SIGNATURE

EMPLOYEE SIGNATURE X _____

COMMENTS _____

PARTS AND SERVICE WORK PERFORMED ARE WARRANTED FOR 12 MONTHS OR 12,000 MILES WHICHEVER OCCURS FIRST.
PARTS AND SERVICE WORK PERFORMED WHICH DOES NOT PERTAIN TO THE MANUFACTURER'S WARRANTY ARE WARRANTED FOR 90 DAYS OR 4,000 MILES, WHICHEVER OCCURS FIRST.

By law, you may choose another licensed Smog Check facility to perform any needed repairs or adjustments that the Smog Check test indicates are necessary

NOT RESPONSIBLE FOR LOOSE ARTICLES LEFT IN VEHICLE.

"HAZARDOUS WASTE DISPOSAL" which includes such items as engine oil, automatic transmission fluid, antifreeze, differential fluid, batteries, filters, etc. will be charged as a separate charge if removed in the servicing of your vehicle.

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 the above vehicle to secure the amount of repairs thereto. Not responsible for damage from freezing due to lack of antifreeze.

TEARDOWN ESTIMATE: I understand that my vehicle will be reassembled within _____ days of the date shown above if I choose not to authorize the services recommended.

HAZARDOUS WASTE DISPOSAL	TEARDOWN EST.	ORIGINAL EST.
$	$	$

AUTHORIZED BY: X

ESTIMATE	ADDL. EST.	REV. ESTIMATE	TIME	DATE
$				

APPROVED BY	PROMISED	IN TODAY BY PHONE	PHONE # CONTACTED

Identification of Person to Authorize Additional Work or Parts

I hereby designate the individual named below to authorize any additional work not specified or parts not included in the original written estimate over the same the limit:

Name of Designee: _____ *Phone Number:* _____
Fax Number: _____ *E-Mail Address:* _____
Date: _____ *(Customer's Signature)* _____

ALL PARTS REMOVED WILL BE DISCARDED UNLESS REQUESTED BY THE CUSTOMER ☐ SAVE

rsew2380_1

REPAIR LABOR SALES	FLAT RATE	R.O. NO.	ELAPSED TIME	OFF
9.7		246210	A	8/29/08
		TECH. NO. TJ #12		DN

LINE CODE	TECH #	OP CODE	HRS	TYPE	PART COUNT	FAILED PART NO	TOTAL PARTS	FAIL CODE	FAILED LABOR OPERATION	LABOR OPER. HR.	OLH	NET AMOUNT	LINE TOTAL	CLAIM TYPE	AUTH CODE
A	12	K7253	9.7												

PARTS TURNED IN: (B) OV 10

COMPLAINT: CHECK TRANS INOP REVERSE ONLY WORKS

CAUSE: OBDII DIAGNOSIS, NO DRIVE ENGAGEMENT, DEBRI IN PAN.

CORRECTION: REMOVED AND DISSASEMBLED TRANS FOR INTERNAL COMPONENT INSPECTION FOUND BROKEN FORWARD SPRAG ASSM, BURNT OVERRUN CLUTCHES GLAZED 2-4 BAND, RECONDITIONED TRANS, CLEANED ALL INTERNAL COMPONENTS DUE TO DEBRI FROM FORWARD SPRAG, RECONDITIONED VALVE BODY ASSM, RECONDITIONED REVERSE INPUT DRUM, FLUSHED CASE, REASSEMBLED, FILLED FLUID TO LEVEL, INSTALLED NEW FORWARD SPRAG, TEST DROVE VEHICLE.

NET 5.42

25000

LINE CODE	TECH #	OP CODE	HRS	TYPE	PART COUNT	FAILED PART NO	TOTAL PARTS	FAIL CODE	FAILED LABOR OPERATION	LABOR OPER. HR.	OLH	NET AMOUNT	LINE TOTAL	CLAIM TYPE	AUTH CODE
		MK95													

PARTS TURNED IN:

COMPLAINT:

CAUSE:

CORRECTION:

2008 AUG 29 AM 10:51

2008 AUG 29 AM 11:42

LINE CODE	TECH #	OP CODE	HRS	TYPE	PART COUNT	FAILED PART NO	TOTAL PARTS	FAIL CODE	FAILED LABOR OPERATION	LABOR OPER. HR.	OLH	NET AMOUNT	LINE TOTAL	CLAIM TYPE	AUTH CODE
C	100	27903													

PARTS TURNED IN: MK95

COMPLAINT:

CAUSE:

CORRECTION:

NET 15264

LINE CODE	TECH #	OP CODE	HRS	TYPE	PART COUNT	FAILED PART NO	TOTAL PARTS	FAIL CODE	FAILED LABOR OPERATION	LABOR OPER. HR.	OLH	NET AMOUNT	LINE TOTAL	CLAIM TYPE	AUTH CODE

PARTS TURNED IN:

COMPLAINT:

CAUSE:

CORRECTION:

LINE CODE	TECH #	OP CODE	HRS	TYPE	PART COUNT	FAILED PART NO	TOTAL PARTS	FAIL CODE	FAILED LABOR OPERATION	LABOR OPER. HR.	OLH	NET AMOUNT	LINE TOTAL	CLAIM TYPE	AUTH CODE

PARTS TURNED IN:

COMPLAINT:

CAUSE:

CORRECTION:

BBB AUTO LINE
Customer Claim Form

Case number:	CHV0934693
Contact date:	03/18/09
Start date:	03/18/09

Please make any necessary corrections to the information below, print or verify your VIN number and lienholder/leasing company information at the bottom of this page, and complete the missing information in Section 4 on the next page (attach additional sheets as needed).

SECTION 1: CUSTOMER INFORMATION

Titled owner: [redacted]

Mailing address [redacted]

City: LOS ANGELES State: CA Zip code: [redacted]

Day p[redacted] Evening phone: Cell phone: (000) 000-0000

Fax: [redacted] E-mail address: [redacted]

SECTION 2: VEHICLE INFORMATION

Make: Chevrolet Model: tahoe Year: 2007 Current mileage: 26313

Name(s) that appears on the vehicle title: [redacted]

Selling dealer/city/state: CENTER CHEVROLET, SAN BERNADINO, CA

Primary Servicing dealer/city/state: CENTER CHEVROLET,

Acquired as ☒ new ☐ used ☐ demo ☐ leased Is the vehicle in your possession? ☒ yes ☐ no

Purchase/lease date: 02/28/07 Mileage at purchase/lease:

First repair attempt date: 04/05/07 First repair attempt mileage: 2500

How often is the vehicle used for business purposes (percentage): 0 % Number of vehicles registered in California by vehicle owner/lessee: Transmission type: ☒ Automatic ☐ Manual

Has the vehicle been in an accident/had body damage? ☐ yes ☒ no Date of accident:

Description of damage:

SECTION 3: DESIRED OUTCOME (Describe what you want done to resolve your concern)

Vehicle Repurchase Plus Attorney's Fees

Please complete the missing information in the box below and on page 2.

VEHICLE INDENTIFICATION NUMBER 1GNFC13J07R[redacted]

Lienholder/Leasing Company _____ **Phone Number**_____

SECTION 4: VEHICLE PROBLEMS (List primary problem first)

Problem	Servicing dealer(s)	# of repair attempts	List the date, mileage, and days out of service for each repair attempt	Does the problem exist now?
Example: **A/C won't cool properly**	**Any Dealer, Inc.**	**2**	**4/23/06 3,500 miles 5 days** **6/10/07 12,700 miles 1 day**	**yes**
Transmission		1		yes
Fuel System		1		yes
Electrical		2		yes
Body/Trim		11		yes

Total days out of service for all problems: _____

Signature of Titled Owner(s) _____ Date _____

I am submitting this dispute for resolution in the BBB AUTO LINE program, and I agree to arbitrate the dispute under the BBB AUTO LINE Arbitration Rules.

Please mail or fax this completed form with copies of all available repair orders, your vehicle registration, your sales agreement or lease agreement, and any other relevant documents (e.g., written correspondence with the manufacturer, etc.) to:

BBB AUTO LINE
4200 Wilson Blvd., Suite 800
Arlington VA, 22203-1838
Fax: 703-247-9700

Krohn & Moss, Ltd.

(Arizona, California, Florida, Georgia, Illinois, Indiana, Missouri, Nevada, Ohio, Wisconsin)
5055 Wilshire Blvd Suite 300
Los Angeles, CA. 90036
www.krohnandmoss.com

Ch509 34693
WMS C

Writer's Direct Number
(323) 988-2400
Writer's Direct Facsimile
(866) 431-5575
Writer's Direct E-Mail
tfriedman@consumerlawcenter.com

Writer licensed to practice only in:
California
Illinois

January 28, 2009

General Motors Corporation
P.O. Box 33170
Detroit, Michigan 48232-5170

RE: [redacted] v. General Motors Corporation
Vehicle: 2007 Chevrolet Tahoe
VIN: 1GNFC13J07R[redacted]
Our File No.: L09010425A

Dear Sir or Madam:

Pursuant to California Civil Code 1793.22(b)(3), please be advised that this office represents the above-named individual regarding claims against your company pursuant to the Song-Beverly Warranty Consumer Warranty Act ("Lemon Law") and/or the Federal Magnuson-Moss Warranty Act with regard to the above-listed vehicle. Please direct all future contacts and correspondence to our office as such.

Having been formally notified of our representation, you are instructed not to contact our client under any circumstances. Direct all inquiries to this office. If you fail to act in conformity with this directive, injunctive relief will be sought against you.

Pursuant to California Civil Code 1794 (d) and/or 15 U.S.C. 2310(d), you are hereby notified that any settlement made with our client requires payment of our attorneys' fees. If you settle directly with our client and do not make arrangements for payment of our attorneys' fees, we will file suit against you. In addition, you are hereby notified of our attorneys' lien.

There are numerous defects and non-conformities present in my client's automobile for which relief is sought, and numerous attempts to repair the vehicle have been unsuccessful. These defects and non-conformities include, but are not limited to:

1. Defective transmission as evidenced by the vehicle will only move in reverse;

2. Defective body/trim as evidenced by the outer window moldings on both driver and passenger side are coming off, the passenger seat back panel is loose, the driver and passenger side second door outer rain deflectors are loose, and the chrome on the front door handles is peeling;

3. Defective tires/electrical as evidenced by the tire monitor light is on;

4. Defective electrical system as evidenced by all lights in the instrument cluster came on;

5. Defective fuel system as evidenced by the gas gauge reads empty at ¼ tank; and,

6. Any additional complaints made by our client, whether or not they are contained in your company's records or on any repair orders.

The defects and non-conformities listed above constitute a substantial impairment of the use, value and/or safety of the vehicle. Because of these defects and non-conformities, my client has justifiably lost confidence in the vehicle.

Therefore, you are hereby notified that my client is revoking acceptance of this vehicle. My client has directed me to demand the cancellation of the contracts and the return of all funds paid towards this vehicle, including any trade-in value given, all collateral charges, finance charges and incidental and consequential damages.

To avoid any litigation, my client merely requests a refund for the defective vehicle, plus payment of our attorneys' fees pursuant to the fee-shifting provisions of the Lemon Law and/or Federal Magnuson-Moss Warranty Act. Our attorneys' fees are minimal at this stage and we would prefer to resolve this matter without the need for any more time spent on our part or on the part of your attorneys. A great deal of time, money and effort could be saved by all parties involved with a quick resolution of this claim.

Accordingly, if you wish to resolve this matter amicably, please feel free to contact my office. If the matter has not been resolved within fourteen (14) days from the date of this letter, a lawsuit will be filed.

Sincerely,

Todd Friedman
Attorney at Law

TF/tf

Customer Claim Form

Contact Date: Start Date: Case Number:

Have you contacted the mfr regarding your claim? ☐ YES ☒ NO
Have you previously filed a claim on this vehicle with the BBB or another dispute resolution provider'? ☐ YES ☒ NO
If yes, name of provider: _____ Date:_____Case Number:_____

Titled Owner{s). N ame & Addreas

[redacted]
Victorville, CA [redacted]

C/O MR. TODD FRIEDMAN, ESQ.

Customer Contact Info:
Day Phone [redacted]
Evening Phone:
Fax Number: [redacted]
E-mall Addre
Cell Phone:

Vehicle Information
Name(s) of individual(s) or business that appear ,on vehicle title:
Vehicle Use: ☒Personal ☐Business☐Both Percentage of time vehicle used for business purposes: 0
Transmission Type: Automatic Number of vehicles owned or leased by the business: 0
Make: Chevy Model: Tahoe Model Year: 07 Current Mileage: 26313
Vehicle Identification Number: 1GNFC13J07R160789
Servicing Dealer/City/State: Center Chevrolet > Center Chevrolet San Bernardino CA.
Selling Dealer/City/State: Center Chevrolet
Insurance Carrier: Mid Century insurance
Policy Number: 97 17785-49-18
Has vehicle been in an accident/had body damage? Yes ☐ No ☒Date of accident:
Description of Damage: :

Purchase/Lease Information *(Complete left side if vehicle was purchased or right side if vehicle was leased)*

Purchase Date: 2/28/07 Mileage at purchase:
Purchased As : ☒New ☐Used ☐Demo
Is the vehicle in your possession? Yes
Lienholder's Name: Citizens Auto Mobile Finance
Address: PO Box 4200
City/St/Zip: Providence RI - 02940
Phone: 877-265-3278
Lienholder Acct.#:

Lease Date: Mileage at lease:
Leased As: ☐ New ☐ Used ☐ Demo
Is the vehicle in your possession?
Leasing Company's Name: _____
Address:
City/St/Zip
Phone:
Leasing Company's Acct #:

Customer's Desired Outcome *(Describe what you want done to resolve your concern)*
vehicle repurchase plus attorneys fees

Signature of Titled [redacted] Date_____
I am submitting this dispute for resolution in the BBB AUTO LINE program, and I agree to arbitrate the dispute under BBB AUTO LINE Arbitration Rules.

Customer Claim Form

Customer Name: [redacted]

Case Number:

Vehicle Concerns

First Repair Attempt Date: 4/5/07 Mileage: ? 2500
Last Repair Attempt Date: 11/5/08 Mileage: 22,774
Total Days out of Service: 15

Problems –Please list your primary concern first	Servicing Dealer(s)	Current? Yes or No	# of Repair Attempts	Repair Date(s)	Mileage on Date(s)	Days Out of Service
Transmission		Yes	1	8/25/08 - 8/29/08	19,718	5
Fue System		Yes	1	10/17/08	21,928	1
Electrical		Yes	2	10/9/08	21,631	1
Body / Trim		Yes	11	4/5/07 - 4/11/07	? 2,500	7
				10/9/08	21,631	1
				10/17/08	21,928	1
				11/5/08	22,774	1

BUSINESS HOURS
MONDAY - FRIDAY
7:30AM - 5:30 PM
VEHICLE MUST BE
PICKED UP BY 5:30 PM

KENNEY Cadillac
Serving the Inland Empire for over 50 years

1400 SOUTH CAMINO REAL, SAN BERNARDINO, CA 92408

Phone: 909/884-0111 and 888/358-3787

CHECK ACCEPTANCE POLICY
1. Preprinted checks, name and address and phone number
2. Valid California driver's license
3. Major credit card or valid bank credit card, bank card is drawn on
4. Name of employer and phone number
5. We reserve the right to refuse any personal check

THE FOLLOWING CHECKS ARE NOT ACCEPTED
1. Banks or branches - out of state
2. Nonimprinted checks
3. Two party checks
4. Checks payable to cash
5. Payroll check

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
30457	WAYNE BOOTH 30221	9057	10/17/08	CDCS269589

[redacted]
VICTORVILLE, CA [redacted]

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
	[redacted]	21,928	BLUE/	

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
07/CHEVROLET TRUCK/WAGON		

VEHICLE I.D. NO.	BELLING DEALER NO.	PRODUCTION DATE
1GNFC13J07R[redacted]		

F.T.E. NO.	P.O. NO.	R.O. DATE
		10/17/08

[redacted]	BUSINESS PHONE	COMMENTS

JOB# 1 CHARGES

LABOR
J# 1 500DZ *ENGINE ELECTRICAL TECH(S):1002 WARRANTY
DRIVERS SIDE & PASS SIDE SECOND DOOR OUTER RAIN DEFLECTORS
LOOSE WONT STAY TIGHT (SOP PARTS HERE)
WARPED
REPLACED OUTER RAIN DEFLECTORS

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
	1	15938033	S/STR 16.183		WARRANTY
	1	15938032	S/STR 16.183		WARRANTY
				TOTAL - PARTS	0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX CDCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR
J# 2 520DZ TRIM ELECTRICAL TECH(S):1002 WARRANTY
PASS SIDE FRONT SEAT BACK PANEL WARPED & WONT STAY TIGHT
SOP PART HERE
WARPED
REPLACED PASS SIDE SEAT PANEL (BACK)

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
	1	15933735	PANEL 16.720		WARRANTY
				TOTAL - PARTS	0.00

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX CDCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR
J# 3 520DZZ1 TRIM ELECT CONCERN TECH(S):1032 WARRANTY
DRIVER STATES WHEN GAS GUAGE READS 1/4 TANK GUAGE WILL DROP
TO EMPTY
INACCURATE FUEL TANK SENSOR
REPLACE SENSOR IN FUEL TANK

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
	1	19168130	SEN KIT 3.107		WARRANTY
				TOTAL - PARTS	0.00

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX CDCS JOB# 3 TOTAL 0.00

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $0.00 (+TAX)

B.A.R. #AK042665 **C**
E.P.A. #CAD044344307 **36077**

NOTICE TO CONSUMER:
PLEASE READ IMPORTANT WARRANTY INFORMATION ON REVERSE SIDE.

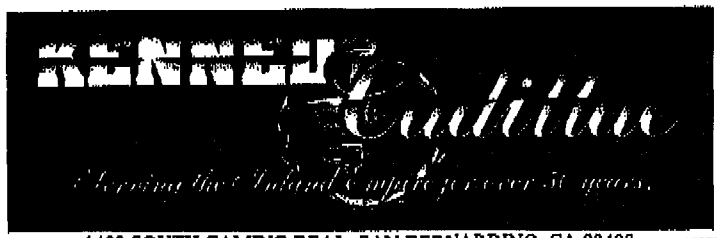
THIS IS A TWO PART REPAIR ORDER.

CUSTOMER COPY

[CONTINUED ON NEXT PAGE] 03:26pm

Copyright © 1998 The Reynolds and Reynolds Company
CRAINTINVE 8F612302 Q (11/03)

BUSINESS HOURS
MONDAY - FRIDAY
7:30 AM - 5:30 PM
VEHICLE MUST BE
PICKED UP BY 5:30 PM



CHECK ACCEPTANCE POLICY
1. Emprinted checks, name and address and phone number
2. Valid California driver's license
3. Major credit card or valid bank card. Credit card in driver's name
4. Name of employer and phone number
5. We reserve the right to refuse any personal check

THE FOLLOWING CHECKS ARE NOT ACCEPTED
1. Banks or branches - out of state
2. Nonimprinted checks
3. Two party checks
4. Checks payable to cash
5. Payroll checks

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
11/0[illegible]/08	270037	21933	30221	30221	W	60CDZ10	SEATS
10/1[illegible]/08	269589	21928	30221	1002	W	50CDZ	*ENGINE ELECTRICAL
				1002	W	52CDZ	TRIM ELECTRICAL
				1032	W	52CDZZ1	TRIM ELECT CONCERN
10/0[illegible]/08	269332	21631	30221	30243	C	00CDZ	*GOODWRENCH LOF
				1002	W	52CDZ	TRIM ELECTRICAL

SALESPERSON NO.

S E R V I C E

ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED

SAVE REMOVED PARTS FOR CUSTOMER ☐ YES ☐ NO

APPOINTMENT ☐ Yes ☒ No

VEHICLE I.D. NO. 1GNFC13J07R[redacted]
YEAR/MAKE/MODEL 07/CHEVROLET TRUCK/WAGON
PRODUCTION DATE
STOCK NO.
LICENSE NO. [redacted]
R. O. NO 270146

[redacted]
VICTORVILLE, CA[redacted]

CUSTOMER NO. 30457
SERVICE CONTRACT
DELIVERY DATE
DELIVERY MILES
SELLING DEALER NO.
R. O. DATE 11/05/08

COLOR BLUE/
CONTRACT NO.
EXPIRATION DATE
EXPIRATION MILES
TAG NO. 9600

TURBO	M/MC	AIR COND.	P.S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
	CDZZ				22,774	30221	WAYNE BOOTH

[redacted]
BUSINESS PHONE

TIME RECEIVED 12:28pm
DATE/TIME PROMISED 11/05/08 02:00pm
PRIORITY
LABOR DATE

I hereby authorize the repair work therein set forth to be done by you, together with the furnishing by you of the necessary parts and other material for such repair, and agree: that you are not responsible for any delays 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 an express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto; that your employees may operate the above vehicle on streets, highways or elsewhere for the purpose of testing and/or inspecting such vehicle.

X _____

JOB [redacted]

ORIGINAL CUSTOMER ESTIMATE: TOTAL 0.00

X _____

1 W 60CDZ10 ***SEATS***
CONCERN WITH SEAT BACK PANEL DRIVERS SEAT IS LOOSE;SOP

2 W 60CDZ04 ***DOOR HANDLE***
CONCERN WITH BOTH FRONT DOOR INNER DOOR HANDLES CHROME MATERIAL IS PEELING

3 W 70CDZSH ***KENNEDY SHUTTLE***
SHUTTLE RIDE

B.A.R. #AK042665 **C 36077** **E.P.A. #CAD044344307**

ORIGINAL ESTIMATE $
HAZARDOUS WASTE EST. $
REVISED ESTIMATE $
ADDITIONAL COST $
REASON
CONTACTED BY
AUTHORIZED BY
☐ PERSON ☐ PHONE #
DATE
TIME

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.

TEARDOWN ESTIMATE: I understand that my vehicle will be reassembled within _____ days of the date shown above if I choose not to authorize the services recommended.

"By law, you may choose another licensed Smog Check facility to perform any needed repairs or adjustments that the Smog Check test indicates are necessary."

INSURANCE CO. & CONTRACT # _____
Authorization to make repairs not paid by Insurance Company. Customer accepts full responsibility for payment.

DEDUCTIBLE $ _____

NOTES: NO GUARANTEE ON RUST WORK.
Due to the nature of body shop repair, we cannot promise a completion date. Arrangement for payment in full must be made prior to delivery of vehicle.
INSURANCE DEDUCTIBLE OR CLAIM MUST BE PAID UPON DELIVERY OF VEHICLE. CALIFORNIA INSURANCE CODE FORBIDS IT TO BE CHARGED ON ACCOUNT.
POWER OF ATTORNEY The undersigned, hereinafter called "Insured", in the consideration of repairs made to "Insured's" automobile, does hereby grant to said KENNEDY CADILLAC, Insured's power of Attorney to sign or endorse any checks and/or drafts made payable to Insured, and Any Release thereto, as settlement for Insured's claim for damages to the above described automobile.

X _____ X _____

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

THIS IS A TWO PART REPAIR ORDER.

CUSTOMER COPY

270146

BUSINESS HOURS
MONDAY - FRIDAY
7:30AM - 5:30 PM
VEHICLE MUST BE
PICKED UP BY 5:30 PM

KENNEDY Cadillac
Serving the Inland Empire for over 50 years.

1400 SOUTH CAMINO REAL, SAN BERNARDINO, CA 92408

Phone: 909/884-0111 and 888/358-3787

CHECK ACCEPTANCE POLICY
1. Preprinted checks, name and address and phone number
2. Valid California driver's license
3. Major credit card or valid bank credit card, bank card is drawn on
4. Name of employer and phone number
5. We reserve the right to return any personal check

THE FOLLOWING CHECKS ARE NOT ACCEPTED
1. Banks or branches - out of state
2. Nonimprinted checks
3. Two party checks
4. Checks payable to cash
5. Payroll check

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
30457	WAYNE BOOTH 30221	8809	10/09/08	CDCS269332
[redacted]	LABOR RATE / LICENSE NO. [redacted]	MILEAGE 21,631	COLOR BLUE/	STOCK NO.
VICTORVILLE, CA [redacted]	YEAR / MAKE / MODEL 07/CHEVROLET TRUCK/WAGON		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1GNFC13J07R[redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 10/09/08	
RESIDENCE PHONE [redacted]	BUSINESS PHONE	COMMENTS		

JOB# 1 CHARGES

LABOR
J# 1 00CDZ *GOODWRENCH LOF TECH(S):30243 4.00
LUBE OIL AND FILTER
MAINTENANCE
PERFORMED ABOVE SERVICE AS PER REQUEST

PARTS QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
1	89017524	FILTER 1.836	5.35	5.35
6	89021632	OIL 8.800	2.36	14.16
			TOTAL - PARTS	19.51

JOB# 1 TOTALS

LABOR	4.00
PARTS	19.51

JOB# 1 JOURNAL PREFIX CDCS JOB# 1 TOTAL 23.51

JOB# 2 CHARGES

LABOR
J# 2 52CDZ TRIM ELECTRICAL TECH(S):1002 WARRANTY
DRIVERS SIDE & PASS SIDE SECOND OUTER WINDOW MOLDINGS COMMIN
SOP MOULDINGS

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX CDCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR
J# 3 52CDZZ1 TRIM ELECT CONCERN TECH(S):1002 WARRANTY
PASS SIDE FRONT SEAT BACK PANEL COMMING LOOSE
SOP PARTS ON ORDER

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX CDCS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES

LABOR
J# 4+46CDZ01 *WHEEL/TIRE CONCERN TECH(S):30243 WARRANTY
CUSTOMER STATES TIRE MONITOR LIGHT ON
HAS AFTERMARKET WHEELS NOT WARRANTY

JOB# 4 TOTALS

JOB# 4 JOURNAL PREFIX CDCS JOB# 4 TOTAL 0.00

JOB# 5 CHARGES

LABOR
J# 5+51CDZ *BODY ELECTRICAL TECH(S):30241 WARRANTY
CUSTOMER STATES ALL LIGHTS IN CLUSTER CAME ON
SCANNED OBD FOUND NO CODES CLUSTER OPERATES AS DESIGNED
NO REPAIRS MADE

B.A.R. #AK042665 **C**
E.P.A. #CAD044344367 **36077**

NOTICE TO CONSUMER:
PLEASE READ IMPORTANT WARRANTY INFORMATION ON REVERSE SIDE.

THIS IS A TWO PART REPAIR ORDER.

CUSTOMER COPY

[CONTINUED ON NEXT PAGE] 11:41am

Copyright © 1998 The Reynolds and Reynolds Company
ERA1 ITNVE 8F812332 O (11/03)

Customer Number: **30553** Invoice No: **394087**

RANCHO MOTOR COMPANY

INVOICE

PAGE 1

15425 Dos Palmas
Victorville, CA 92395
(760) 955-8200
(800) 395-3278
B.A.R. #AC 171132
B.P.A. #CAD9836[illegible]849

[redacted]

VICTORVILLE, CA [redacted]

Home: [redacted] Bus: Cell:

Email: 26FEB07

SERVICE ADVISOR: 762 BOBBY HERNANDEZ

DOOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	OUT	TAG
BLUE	07	CHEVROLET TAHOE	1GNFC13J07R[redacted]		26106	26106	T047

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO	RATE	PAYMENT	INV. DATE
26FEB07 D			WAIT 16FEB09		0.00	CASH	16FEB09

R.O. OPENED	READY	OPTIONS:
08:45 16FEB09	15:59 16FEB09	

A CUSTOMER STATES RIGHT MIRROR GETS STUCK IN DOWN POSITION, REPLACE SOP
CAUSE:

B4160 MOTOR, ELECTRIC REMOTE CONTROL MIRROR RIGHT
REPLACE
576WG294 (N/C)
1 15874996 F-ACTUATOR (N/C)
FC: 6C
PART#: 15874996
COUNT: 1
CLAIM TYPE:
AUTH CODE:
OJ

,,,,26106 INSTALLED S/O RIGHT MIRROR MOTOR
****

B CUSTOMER STATES BOTH STEERING CONTROL PANELS FINISH COMING OFF
CAUSE:

E7014 STEERING WHEEL LOWER COVER REPLACEMENT
576WG294 (N/C)
1 15255034 COVER (N/C)
1 15255097 COVER (N/C)
FC: 5L
PART#: 15255034
COUNT: 2
CLAIM TYPE:
AUTH CODE:
VV

,,,,26106 REPLACED BOTH STEERING WHELL COVERS..CHECKS OKAY
****

C CUSTOMER STATES REAR RADIO KNOB CAME OFF (PART ON CENTER CONSOLE)
CAUSE:

WARNING Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and paints and materials used to maintain vehicles, including, but not limited to, fuel, oil batteries, brakes, and wheel balancing weights. When you service, clean or maintain your car, you will be exposed to listed chemicals contained in used oil, waste and replacement fluids, fumes, grease, grime, touch-up paint, certain replacement parts, and particulates from component wear. When we service your car, we will return used components to you upon request. Used parts and components contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. To minimize your exposure when servicing, maintaining or cleaning your vehicle: 1) work in a well ventilated area; 2) do not smoke, drink or eat while working; 3) wash your hands when finished or when taking a break; and 4) follow all manufacturer instructions pertaining to proper use and maintenance of motor vehicles and vehicle components. (Posted in accordance with Proposition 65 in Cal. Health & Safety Code 525249.6 et seq.) For further information about Proposition 65: http://www.ochha.org/prop65.html.

ORIGINAL ESTIMATE	AUTHORIZED ADDITIONS
$	$

I acknowledge notice and oral approval of an increase in the original estimated price.

X _____
CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

X6512.200.1
SERVICE INVOICE #2 X512C

Customer Copy

Customer Number: **30553** Invoice No: **394087**

INVOICE

PAGE 4

RANCHO MOTOR COMPANY
15425 Dos Palmas
Victorville, CA 92395
(760) 955-8200
(800) 395-3278
B.A.R. #AC 171132
E.P.A. #CAD983668849

[redacted]
VICTORVILLE, CA [redacted]
Home [redacted] Bus:
Email:
Cell: 5103268228

SERVICE ADVISOR: 762 BOBBY HERNANDEZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLUE	07	CHEVROLET TAHOE	1GNFC13J07R [redacted]		26106 26106	T047

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO	RATE	PAYMENT	INV. DATE
26FEB07 D			WAIT 16FEB09		0.00	CASH	16FEB09

R.O. OPENED	READY	OPTIONS:
08:45 16FEB09	15:59 16FEB09	

CLAIM TYPE:
AUTH CODE:

****

EST: 35.00 16FEB09 08:47 SA: 276

TALKED TO MRS. [redacted] AT 3:00PM ON 2/16/09, VEH READY FOR PICKUP... WARRANTY BOOKED 02-16-09. DR

TAKE ADVANTAGE OF OUR ONLINE OFFERS. PROVIDE YOUR EMAIL ADDRESS AND WE WILL SEND YOU EMAIL NOTIFICATIONS ON SERVICE SPECIALS AS WELL AS DISCOUNTS TOWARDS PURCHASING A NEW VEHICLE. ALL EMAIL ADDRESSES ARE KEPT CONFIDENTIAL AND ARE NOT SHARED.

WARNING Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and paints and materials used to maintain vehicles, including, but not limited to, fuel, oil batteries, brakes, and wheel balancing weights. When you service, clean or maintain your car, you will be exposed to listed chemicals contained in used oil, waste and replacement fluids, fumes, grease, grime, touch-up paint, certain replacement parts, and particulates from component wear. When we service your car, we will return used components to you upon request. Used parts and components contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. To minimize your exposure when servicing, maintaining or cleaning your vehicle: 1) work in a well ventilated area; 2) do not smoke, drink or eat while working; 3) wash your hands when finished or when taking a break; and 4) follow all manufacturer instructions pertaining to proper use and maintenance of motor vehicles and vehicle components. (Posted in accordance with Proposition 65 in Cal. Health & Safety Code 525248.5 et seq.) For further information about Proposition 65: http://www.oehha.org/prop65.html.

ORIGINAL ESTIMATE	AUTHORIZED ADDITIONS
$	$

I acknowledge notice and oral approval of an increase in the original estimated price.

X _____
CUSTOMER SIGNATURE

DESCRIPTION		TOTALS
LABOR AMOUNT	$	13.73
PARTS AMOUNT	$	20.68
GAS, OIL, LUBE	$	0.00
SUBLET AMOUNT	$	0.00
MISC. CHARGES	$	0.00
TOTAL CHARGES	$	34.41
LESS INSURANCE	$	0.00
SALES TAX	$	1.60
PLEASE PAY THIS AMOUNT	$	36.01

X4512.780.1
SERVICE INVOICE #X 4512C

Customer Copy

Customer Number: 30553 Invoice No: 394087

RANCHO MOTOR COMPANY

INVOICE

PAGE 2

15425 Dos Palmas
Victorville, CA 92395
(760) 955-8200
(800) 395-3223
B.A.R. #AC 17332
E.P.A. #CAD983058849

[redacted]

VICTORVILLE, CA [redacted]

Home: [redacted] B Bus: Cell:

Email: 26FEB07

SERVICE ADVISOR: 762 BOBBY HERNANDEZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	OUT	TAG
BLUE	07	CHEVROLET TAHOE	1GNFC13J07R[redacted]		26106	26106	T047

DEL DATE	PROD DATE	WARR. EXP.	PROMISED	PO NO	RATE	PAYMENT	INV DATE
26FEB07 D			WAIT 16FEB09		0.00	CASH	16FEB09

P.O. OPENED	READY	OPTIONS:
08:45 16FEB09	15:59 16FEB09	

SOP SPECIAL ORDERED PARTS FOR REPAIRS
576WG294
FC: PART#: COUNT: (N/C)
CLAIM TYPE:
AUTH CODE:

,,,,26106 ORDERED PART
****
D CUSTOMER STATES LEFT FRONT INNER DOOR HANDLE FINISH PEELING
CAUSE:
B4281 HANDLE, FRONT DOOR INSIDE OPENING LEFT R&R
OR REPLACE
576WG294
1 15920697 HANDLE (N/C)
FC: 5C (N/C)
PART#: 15920697
COUNT: 1
CLAIM TYPE:
AUTH CODE:
VV

,,,,26106 REMOVED DOOR PANEL AND REPLACED DRIVER FRONT INNER DOOR
,,,,HANDLE...CHECKS OKAY
****
E YOU MAY RECEIVE A SURVEY FROM GENERAL MOTORS REGARDING YOUR SERVICE EXPERIENCE. IF FOR ANY REASON YOU CAN'T ANSWER "COMPLETELY SATISFIED" ON QUESTION 16, PLEASE CONTACT AL TRUDEAU, SERVICE MANAGER, BEFORE RETURNING IT. THANK YOU!
CAUSE:
CSI YOU MAY RECEIVE A SURVEY FROM GENERAL MOTORS REGARDING YOUR SERVICE EXPERIENCE. IF FOR

WARNING Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and paints and materials used to maintain vehicles, including, but not limited to, fuel, oil battery, brakes, and wheel balancing weights. When you service, clean or maintain your car, you will be exposed to listed chemicals contained in used oil, waste and replacement fluids, fumes, grease, grime, touch-up paint, certain replacement parts, and particulates from component wear. When we service your car, we will return used components to you upon request. Used parts and components contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. To minimize your exposure when servicing, maintaining or cleaning your vehicle: 1) work in a well ventilated area; 2) do not smoke, drink or eat while working; 3) wash your hands when finished or when taking a break; and 4) follow all manufacturer instructions pertaining to proper use and maintenance of motor vehicles and vehicle components.
(Posted in accordance with Proposition 65 in Cal. Health & Safety Code 126249.5 et seq.) For further information about Proposition 65: http://www.oehha.org/prop65.html.

ORIGINAL ESTIMATE	AUTHORIZED ADDITIONS
$	$

I acknowledge notice and oral approval of an increase in the original estimated price.

X _____
CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

X4512.280.1
SERVICE INVOICE #2 X5120

Customer Copy

Customer Number: 30553 Invoice No: 394087

RANCHO MOTOR COMPANY

INVOICE

PAGE 3

15425 Dos Palmas
Victorville, CA 92395
(760) 955-8200
(800) 395-3211
B.A.R. #AC 171332
E.P.A. #CAD983518849

[redacted]
VICTORVILLE, CA [redacted]
Home: [redacted] Bus: Cell:
Email: 26FEB07

SERVICE ADVISOR: 762 BOBBY HERNANDEZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	OUT	TAG
BLUE	07	CHEVROLET TAHOE	1GNFC13J07R[redacted]	[redacted]	26106	26106	T047

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
26FEB07 D			WAIT 16FEB09		0.00	CASH	16FEB09

R.O. OPENED	READY	OPTIONS:
08:15 16FEB09	15:59 16FEB09	

ANY REASON YOU CAN'T ANSWER "COMPLETELY
SATISFIED" ON QUESTION 16, PLEASE CONTACT AL
TRUDEAU, SERVICE MANAGER, BEFORE RETURNING
IT. THANK YOU!
999WG294
FC: PART# COUNT: 0 (N/C)
CLAIM TYPE:
AUTH CODE

****
F** LUBRICATION SERVICE CHANGE OIL & FILTER LURICATE CHASSIS,DRAIN AND
REPLACE OIL CHECK ALL FLUID LEVELS INCLUDING BRAKE FLUID, POWER
STEERING, TRANSMISSION, AND WINDOW WASHER . CHECK TIRES BELTS,
AND HOSES FOR WEAR AND SAFETY.
3K LUBRICATION SERVICE CHANGE OIL & FILTER
LURICATE CHASSIS,DRAIN AND REPLACE OIL CHECK
ALL FLUID LEVELS INCLUDING BRAKE FLUID,
POWER STEERING, TRANSMISSION, AND WINDOW
WASHER . CHECK TIRES BELTS, AND HOSES FOR
WEAR AND SAFETY.
576 CGT2

1 89017524 FILTER		13.73	13.73
1 5W-30 MOTOR OIL PKG	6.40	6.40	6.40
MISC HAZ WASTE	14.28	14.28	14.28

WG294
,,,,25106 0.30 PERFORMED 3K SERVICE (N/C)
****
G** RECOMMEND ROTATE,CHECK BRAKES
CAUSE:
CDR CUSTOMER ADVISED OF NEEDED SERVICES/REPAIRS.
999WG294
FC: PART#: COUNT: (N/C)

WARNING Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and paints and materials used to maintain vehicles, including, but not limited to, fuel, oil batteries, brakes, and wheel balancing weights. When you service, clean or maintain your car, you will be exposed to listed chemicals contained in used oil, waste and replacement fluids, fumes, grease, grime, touch up paint, certain replacement parts, and particulates from component wear. When we service your car, we will return used components to you upon request. Used parts and components contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. To minimize your exposure when servicing, maintaining or cleaning your vehicle: 1) work in a well ventilated area; 2) do not smoke, drink or eat while working; 3) wash your hands when finished or when taking a break; and 4) follow all manufacturer instructions pertaining to proper use and maintenance of motor vehicles and vehicle components. (Posted in accordance with Proposition 65 in Cal. Health & Safety Code 25249.5 et seq.) For further information about Proposition 65: http://www.oe.ca.gov/prop65.html.

ORIGINAL ESTIMATE $

AUTHORIZED ADDITIONS $

I acknowledge notice and oral approval of an increase in the original estimated price.

X CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

X4812.380 1
SERVICE INVOICE FF 2/03

Customer Copy

Customer Number: 30553 Invoice No: 393378

INVOICE

PAGE 1

RANCHO MOTOR COMPANY
15425 Dos Palmas
Victorville, CA 92395
(760) 955-8200
(800) 395-3273
B.A.R. #AC 17132
E.P.A. #CAD98368849

[redacted]
VICTORVILLE, CA [redacted]
Home: [redacted] Bus: Cell:
Email: 01JAN07

SERVICE ADVISOR: 762 BOBBY HERNANDEZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	OUT	TAG
	07	CHEVROLET TAHOE	1GNFC13J07R[redacted]		25695	25695	T391B

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO	RATE	PAYMENT	INV. DATE
01JAN07 D			19:00 02FEB09		0.00	CASH	02FEB09

P.O. OPENED	READY	OPTIONS:
09:48 02FEB09	16:13 02FEB09	

A CUST STATES PASS REAR VIEW MIRROR GETS STUCK IN THE DOWN POSITION,
PLEASE INSPECT AND ADVISE
CAUSE: MOTOR GLASS STICKS
SOP SPECIAL ORDERED PARTS FOR REPAIRS
2113WG294
FC: PART#: COUNT: (N/C)
CLAIM TYPE:
AUTH CODE:

,,,,25695 MOTOR GLASS STICKS R&R MIRROR GLASS MOTOR STICKS S/O PART
,,,,REINSTALL GLASS.
****
B CUST STATES PASS REAR THIRD ROW SEAT WILL FOLD DOWN ON ITS OWN WHEN
PASS IS PRESENT, PLEASE INSPECT AND ADVISE
CAUSE: CANNOT DUPLICATE
2600 UNABLE TO DUPLICATE CUSTOMER'S CONCERN AT
THIS TIME. 0.00
2113WG294
FC: PART#: COUNT: 0 (N/C)
CLAIM TYPE:
AUTH CODE:

,,,,25695 CANNOT DUPLICATE INSPECT WITH WRITER CHKS OK.NO
,,,,BULLITINS,OPERATES AS DESIGNED
****
C CUST STATES RIGHT FRONT INNER DOOR HANDLE CHROME IS PEELING, PLEASE
INSPECT AND ADVISE
CAUSE: PEELING
B4280 HANDLE, FRONT DOOR INSIDE OPENING RIGHT R&R
OR REPLACE

WARNING: Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and paints and materials used to maintain vehicles, including, but not limited to, fuel, oil batteries, brakes, and wheel balancing weights. When you service, clean or maintain your car, you will be exposed to listed chemicals contained in used oil, waste and replacement fluids, fumes, grease, grime, touch-up paint, certain replacement parts, and particulates from component wear. When we service your car, we will return used components to you upon request. Used parts and components contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. To minimize your exposure when servicing, maintaining or cleaning your vehicle: 1) work in a well ventilated area; 2) do not smoke, drink or eat while working; 3) wash your hands when finished or when taking a break; and 4) follow all manufacturer instructions pertaining to proper use and maintenance of motor vehicles and vehicle components. (Posted in accordance with Proposition 65 in Cal. Health & Safety Code §26249.5 et seq.) For further information about Proposition 65: http://www.rancho.com/prop65.html.

ORIGINAL ESTIMATE	AUTHORIZED ADDITIONS
$	$

I acknowledge notice and oral approval of an increase in the original estimated price.

X _____
CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

X4513.300 1
SERVICE INVOICE #2 X5130

Customer Copy

Customer Number: 30553 Invoice No: 393378

RANCHO MOTOR COMPANY

"INVOICE"

15425 Dos Palmas
Victorville, CA 92395
(760) 955-8200
(800) 395-3271
B.A.R. #AC 171132
E.P.A. #CAD983638849

[redacted]
VICTORVILLE, CA
Home: [redacted] Bus: Cell:
Email: 01JAN07

PAGE 2

SERVICE ADVISOR: 762 BOBBY HERNANDEZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	OUT	TAG
	07	CHEVROLET TAHOE	1GNFC13J07R[redacted]		25695	25195	T391B

DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
01JAN07 D			19:00 02FEB09		0.00	CASH	02FEB09

R.O. OPENED	READY	OPTIONS:
09:43 02FEB09	16:13 02FEB09	

2113WG294

1 15920701 HANDLE (N/C)
FC: 5C (N/C)
PART#: 15920701
COUNT: 1
CLAIM TYPE:
AUTH CODE:
VV

,,,,25695 PEELING REPLACED DOOR HANDEL
****
D CUSTS STATES REAR CIG LIGHTER BEHIND FRONT CENTER CONCOLE HAS A METAL
JAGGED EDGE ON TOP, PLEASE INSPECT AND ADVISE.
CAUSE: PEELING
C2318 ACCESSORY SWITCH OPENING COVER REPLACEMENT
2113WG294

1 25793816 RETAINER (N/C)
FC: 5L (N/C)
PART#: 25793816
COUNT: 1
CLAIM TYPE:
AUTH CODE:
VV

,,,,25695 PEELING REPLACED COVER
****
E CUST STATES WHEN DRIVING FOR A FEW MILES HEATER WILL STOP BLOWING
HOT, PLEASE INSPECT AND ADVISE
CAUSE: CODE B0413.FOLLOW DOC 2193026
I4707 MODULE OR ASSEMBLY, HVAC CONTROL HEAD
REPROGRAM
2113WG294

(N/C)

WARNING: Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and paints and motor oils used to maintain vehicles, including, but not limited to, fuel, oil batteries, brakes, and wheel balancing weights. When you service, clean or maintain your car, you will be exposed to these chemicals contained in used oil, waste and replacement fluids, fumes, grease, grime, touch up paint, certain replacement parts, and particulates from component wear. When we service your car, we will return used components to you upon request. Used parts and components contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. To minimize your exposure when servicing, maintaining or cleaning your vehicle: 1) wear in a well ventilated area; 2) do not smoke, drink or eat while working; 3) wash your hands when finished or when taking a break; and 4) follow all manufacturer instructions pertaining to proper use and maintenance of motor vehicles and vehicle components. (Posted in accordance with Proposition 65 in Cal. Health & Safety Code §25249.5 et seq.) For further information about Proposition 65: http://www.oehha.org/prop65.html.

ORIGINAL ESTIMATE $

AUTHORIZED ADDITIONS $

I acknowledge notice and oral approval of an increase in the original estimated price.

X

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

Customer Copy

X6818,2RU.1
SERVICE INVOICE 07 X6806

Customer Number: 30553 Invoice No: 393378

INVOICE

PAGE 3

RANCHO MOTOR COMPANY
15425 Dos Palmas
Victorville, CA 92395
(760) 955-8200
(800) 395-3271
B.A.R. #AC 171132
E.P.A. #CAD983618849

[redacted]
VICTORVILLE, CA [redacted]
Home: [redacted] Bus: Cell:
Email: 01JAN07

SERVICE ADVISOR: 762 BOBBY HERNANDEZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	OUT	TAG
	07	CHEVROLET TAHOE	1GNFC13J07R[redacted]		25695	25195	T391B

DL	DATE	PROD DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN07 D				19:00 02FEB09		0.00	CASH	02FEB09

R.O. OPENED	READY	OPTIONS:
09:43 02FEB09	18:13 02FEB09	

FC: 99928
PART#:
COUNT: 0
CLAIM TYPE:
AUTH CODE:
OL

,,,,25695 CODE B0413.FOLLOW DOC 2193026 REPROGRAM A/C CONTROL HEAD CODE
,,,,99928.CLEAR CODE CHKS OK
****
F CUST STATES AT TIMES WHEN OPENING REAR HATCH DOOR, DOOR MAKES A
CRUNCHING SOUND, PLEASE INSPECT AND ADVISE
CAUSE: RUBBER SEAL SQUEEKS
C1335 LUBED WEATHERSTRIP AS NEEDED
2113WG294
FC: 2N PART#: COUNT: 0 (N/C)
CLAIM TYPE:
AUTH CODE:
NU

,,,,25695 RUBBER SEAL SQUEEKS LUBED BEST AS POSSABLE
****
G YOU MAY RECEIVE A SURVEY FROM GENERAL MOTORS REGARDING YOUR SERVICE
EXPERIENCE. IF FOR ANY REASON YOU CAN'T ANSWER "COMPLETELY
SATISFIED" ON QUESTION 16, PLEASE CONTACT AL TRUDEAU, SERVICE
MANAGER, BEFORE RETURNING IT. THANK YOU!
CAUSE:
CSI YOU MAY RECEIVE A SURVEY FROM GENERAL MOTORS
REGARDING YOUR SERVICE EXPERIENCE. IF FOR
ANY REASON YOU CAN'T ANSWER "COMPLETELY
SATISFIED" ON QUESTION 16, PLEASE CONTACT AL
TRUDEAU, SERVICE MANAGER, BEFORE RETURNING

WARNING: Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and paints and motor oils used to maintain vehicles, including, but not limited to, fuel, oil batteries, brakes, and wheel balancing weights. When you service, clean or maintain your car, you will be exposed to listed chemicals contained in used oil, waste and replacement fluids, fumes, grease, grime, touch up paint, certain replacement parts, and particulates from component wear. When we service your car, we will return used components to you upon request. Used parts and components contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. To minimize your exposure when servicing, maintaining or cleaning your vehicle: 1) work in a well ventilated area; 2) do not smoke, drink or eat while working; 3) wash your hands when finished or when taking a break; and 4) follow all manufacturer instructions pertaining to proper use and maintenance of motor vehicles and vehicle components. (Posted in accordance with Proposition 65 in Cal. Health & Safety Code 25249.5 et seq.) For further information, visit: Proposition 65: http://www.oehha.org/prop65.html.

ORIGINAL ESTIMATE $

AUTHORIZED ADDITIONS $

I acknowledge notice and oral approval of an increase in the original estimated price.

X _____ CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

X4812.200 1
SERVICE INVOICE 77 X5/JC

Customer Copy

Customer Number: 30553 Invoice No: 393378

RANCHO MOTOR COMPANY

INVOICE

PAGE 4

15425 Dos Palmas
Victorville, CA 92395
(760) 955-8200
(800) 395-3273
B.A.R. #AC 171332
E.P.A. #CAD983668849

[redacted]
VICTORVILLE, CA [redacted]
Home: [redacted] Bus: Cell: [redacted]
Email:

SERVICE ADVISOR: 762 BOBBY HERNANDEZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	OUT	TAG
	07	CHEVROLET TAHOE	1GNFC13J07R[redacted]		25695	25695	T391B

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN07 D			19:00 02FEB09		0.00	CASH	02FEB09

P.O. OPENED	READY	OPTIONS:
09:43 02FEB09	16:13 02FEB09	

IT. THANK YOU!
2113WG294
FC: PART#: COUNT: 0 (N/C)
CLAIM TYPE:
AUTH CODE:

,,,,25695 N
****
H SHUTTLE SERV.
CAUSE:
Z7911 SHUTTLE SERVICE
999WG294
FC: 98 PART#: COUNT: 0 (N/C)
CLAIM TYPE:
AUTH CODE:
MJ

MISC SHUTTLE SERVICE
WG294
********** (N/C)
WARRANTY BOOKED 02-02-09. DR

TAKE ADVANTAGE OF OUR ONLINE OFFERS. PROVIDE YOUR EMAIL ADDRESS AND WE WILL SEND YOU EMAIL NOTIFICATIONS ON SERVICE SPECIALS AS WELL AS DISCOUNTS TOWARDS PURCHASING A NEW VEHICLE. ALL EMAIL ADDRESSES ARE KEPT CONFIDENTIAL AND ARE NOT SHARED.

WARNING Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and paints and materials used to maintain vehicles, including, but not limited to, fuel, oil batteries, brakes, and wheel balancing weights. When you service, clean or maintain your car, you will be exposed to listed chemicals contained in used oil, waste and replacement fluids, fumes, grease, grime, touch-up paint, certain replacement parts, and particulates from component wear. When we service your car, we will return used components to you upon request. Used parts and components contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. To minimize your exposure when servicing, maintaining or cleaning your vehicle: 1) work in a well ventilated area; 2) do not smoke, drink or eat while working; 3) wash your hands when finished or when taking a break; and 4) follow all manufacturer instructions pertaining to proper use and maintenance of motor vehicles and vehicle components. (Posted in accordance with Proposition 65 in Cal. Health & Safety Code §26249.5 et seq.) For further information about Proposition 65: http://www.oehha.org/prop65.html.

ORIGINAL ESTIMATE $

AUTHORIZED ADDITIONS $

I acknowledge notice and oral approval of an increase in the original estimated price.

X _____
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

X4519.2mn 1
SERVICE INVOICE #2 X1972C

Customer Copy

CUSTOMER COPY **PAGE 1**

CENTER CHEVROLET
MAZDA OF SAN BERNARDINO
CENTER COLLISION REPAIR
1355 SOUTH "E" STREET * P.O. BOX 5128
1388 SOUTH "E" STREET
SAN BERNARDINO, CALIFORNIA 92412
Phones: San Bernardino: (909) 889-8561 * (909) 884-6431
E.P.A. # CAD-042408005 B.A.R. # LA-003375
E.P.A. # CAD-981615545 B.A.R. # LG-222757

[redacted]
VICTORVILLE, CA[redacted]

SERVICE ADVISOR ROBERT MCLEAN

REPAIR ORD # WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
05APR07	11APR07	17020	1GNFC13J07R[redacted]	0031354	T4746		11APR07	220556

TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
09:50	11:34	07	CHEVROLET TAHOE	[redacted]		26FEB07	1965	1163

MILEAGE IN	MILEAGE OUT	LICENSE NO.
0	0	

	TRC I.	TYPE	HOURS	LIST/UNIT	NET/UNIT	TOTAL
A BODY LABOR						
BDY BODY LABOR						
	76	IBL				(N/C)
B REFINISH						
PNT REFINISH						
	45	IBP				(N/C)
C REFINISH						
PNT REFINISH						
	999	IBM				(N/C)
MISC PAINT						
		IBM				(N/C)
D BODY LABOR						
BDY BODY LABOR						
	999	IBL				(N/C)
E INTERNAL DUE BILL, HOLD UNTILL ESTIMATE IS WRITTEN						
RPE REPAIR PER ESTIMATE						
	999	IBL				(N/C)

EST: 0.00 05APR07 09:50 SA: 116

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS,OIL, LUBE	0.00
SUBLET AMOUNT	0.00
HAZ. WASTE/MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INS/ADJ.	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

ORIG. EST. $ AUTHORIZED ADDITIONS $

I acknowledge notice and oral approval of an increase in the original estimated price.

X CUSTOMER SIGNATURE

NOT RESPONSIBLE FOR LOOSE ARTICLES LEFT IN VEHICLE.
NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE.

CUSTOMER SIGNATURE X

LIMITED WARRANTY

We guarantee our service work for 90 days or 4,000 miles, whichever comes first. If our repair or replacement fails in normal service within that period, we'll fix it free of charge.

NO GUARANTEE ON RUST WORK

ARRANGEMENTS FOR PAYMENT IN FULL MUST BE MADE PRIOR TO DELIVERY OF VEHICLE.

INSURANCE DEDUCTIBLE OF CLAIM MUST BE PAID UPON DELIVERY OF VEHICLE. CALIFORNIA INSURANCE CODE FORBIDS IT TO BE CHARGED ON ACCOUNT.

BODY SHOP

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK

CUSTOMER COPY **PAGE 1**

CENTER CHEVROLET
MAZDA OF SAN BERNARDINO
1355 SOUTH "E" STREET * P.O. BOX 5128
1388 SOUTH "E" STREET
SAN BERNARDINO, CALIFORNIA 92412
Phones: San Bernardino: (909) 889-8561 * (909) 884-6431
E.P.A. # CAD-042408005 B.A.R. # MA-003375
E.P.A. # CAD-981615545 B.A.R. # MK-218673

[redacted]
VICTORVILLE, CA [redacted]

SERVICE ADVISOR WAYNE BOOTH

REPAIR ORDER WRIT. IN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
25AUG08	29AUG08	17020	1GNFC13J07R[redacted]	0031354	T095		29AUG08	246210

TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
13:11	15:10	07	CHEVROLET TAHOE	[redacted]		26FEB07	1384	1345

MILEAGE IN	MILEAGE OUT	LICENSE NO.
19718	19718	

TECH.	TYPE	HOURS	LIST/UNIT	NET/UNIT	TOTAL
A CHECK TRANS INOP (ONLY REVERSE WORKS)					
CAUSE: SPRAG BROKE					
S12 REPLACE TRANSMISSION FORWARD SPRAG, TWO/FOUR BAND, ALL CLUTCHES, RECONDITION VALVE BODY, RECONDITION TRANSMISSION COMPLETE, FLUSH LINES					
12 W94					(N/C)
1 24232236 BAND					(N/C)
1 24208576 FLTR KIT					(N/C)
1 24226315 SEAL					(N/C)
1 12337931 GASKET					(N/C)
1 24238603 PLATE KIT					(N/C)
1 24240575 F-SPRAG					(N/C)
1 24221350 GSKT KIT					(N/C)
4 8667035 RING,OIL					(N/C)
2 8681292 RING,OIL					(N/C)
1 24232073 RING KIT					(N/C)
12 ATF FLUID					(N/C)
1 DPN WPU					(N/C)
B HERTZ RENTAL					
CAUSE: RENTAL					
S17 RENTAL					

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS,OIL, LUBE	
SUBLET AMOUNT	
HAZ. WASTE/MISC. CHARGES	
TOTAL CHARGES	
LESS INS/ADJ.	
SALES TAX	
PLEASE PAY THIS AMOUNT	

ORIG. EST. $ AUTHORIZED ADDITIONS $

I acknowledge notice and oral approval of an increase in the original estimated price.

X CUSTOMER SIGNATURE

NOT RESPONSIBLE FOR LOOSE ARTICLES LEFT IN VEHICLE. NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE.

CUSTOMER SIGNATURE X

PARTS AND SERVICE WORK PERFORMED ARE WARRANTED FOR 12 MONTHS OR 12,000 MILES WHICHEVER OCCURS FIRST.

PARTS AND SERVICE WORK PERFORMED WHICH DOES NOT PERTAIN TO THE MANUFCTURER'S WARRANTY ARE WARRANTED FOR 90 DAYS OR 4,000 MILES, WHICHEVER OCCURS FIRST

FOR YOUR CONVENIENCE WE ACCEPT THE FOLLOWING:
CASH * CHECKS * AMERICAN EXPRESS*
VISA * MASTERCARD * DISCOVER

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK

Service Satisfaction Survey

Original Name:

[redacted]

Inez KY

[redacted]

Revised Name:

[redacted]

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?	☐	☒	☐	☐	☐	

	Yes	No	Does Not Apply/Not Required	Don't Know
2. Were services available to you on both an appointment and non-appointment basis?	☒	☐	☐	☐
3. When arriving for service, were you greeted promptly?	☒	☐	☐	

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
4. How satisfied were you that all dealership personnel treated you in a courteous, fair, and professional manner?	☐	☒	☐	☐	☐

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?	☐	☒	☐	☐	☐

	Yes	No	Does Not Apply/Not Required	Don't Know
6. Were you offered transportation options?	☐	☐	☒	☐

	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?	☐	☒	☐	☐	☐	☐

	Yes	No	No Time Promised
8. Was your vehicle ready by the original time promised?	☐	☐	☒

	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?	☐	☐	☒	☐	☐
10. Overall, how satisfied were you with your Service Consultant	☐	☐	☒	☐	☐

1GNFK13057J[redacted] 09469 20090220
021908074590 00000223093

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?.....	☐	☒	☐	☐	☐
- The ease of getting your vehicle?.....	☐	☒	☐	☐	☐
- The condition in which it was returned?.....	☐	☒	☐	☐	☐

	Yes	No
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
- ☐ 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?.....	☐	☒	☐	☐	☐

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

	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?....	☐	☒	☐

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 Mountain City Chevrolet?.....	☐	☐	☒	☐	☐

	Definitely Would	Probably Would	Might/Might Not	Probably Not	Definitely Not
17. Would you recommend this dealership for service?.....	☐	☒	☐	☐	☐

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
18. Overall, how satisfied are you with your 2007 TAHOE?.....	☐	☐	☒	☐	☐

19.Are you... ☐ Male ☒ Female

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

	Yes	No
21.May we include your name when providing this information to your dealership ?	☐	☒

22. Do you have any other comments/recommendations about Mountain City Chevrolet?

They promised to changed my rotors out if I kept having problems with them. On the third visit, they told me that GM had changed the rotor warranty and could not change them under warranty. It's pre-documented that this was an ongoing problem, however, neither Mtn. City Chev. nor GM resolved this problem like it should have been. I think my rotors should have been changed under warranty and I would like a response and a resolution to this problem. I think it's alittle suspicious to change a warranty on something, especially with an ongoing problem.

1GNFK13057J[redacted] 09469 20090220
021908074590 00000223093

Amy Scott
04/08/2009 04:28 PM

To: ed.phelps@gm.com
cc:

Subject: Legal Confirmation for [redacted]

DVM Ed Phelps:

Hi, my name is Amy Scott. This email is to follow up on my voicemail regarding Service Request 71-715181778 for customer [redacted]. The customer's vehicle is a 2007 GMC Yukon with approximately 33,070 miles. The customer has been working with Carriage GMC in Temecula, California.

This is a Not In Suit Matter. This means a demand letter has been sent to our office by the customer's attorney indicating that the customer may pursue a lawsuit unless GM can resolve the customer's vehicle concern. We are reviewing this case for possible settlement in our Early Resolution program.

If you have any information on this case that you feel will assist us, please reply to this email. Your feedback will be documented and e-mail attached to our case and is an important step in our accurate and timely case resolution.

Thank you,

Amy Scott
amy_scott@gmexpert.com
866-790-5600, extension 11130

michael.d.parker@gm.com on 04/08/2009 06:27:15 PM

To: amy_scott@gmexpert.com
cc:

Subject: Re: Legal Confirmation for [redacted]

I have no knowledge of this case...

Case Number: 158195
Originator Name: Saquanda Johnson 866-760-5600 Saquanda_Johnson@gmexpert.com
Created Date: 06/25/2009

Vehicle Info

***VIN:**	1GKFK66807J[redacted]	**MSRP:**	51785.0	***TAC #:**	N/A
Year:	2007	**Make:**	GMC	**Model:**	Yukon Denali

Vehicle Comments & TAC Explanation:
None

Original Purchase Date: 07/15/2006 *** Repurchase Mileage:** 40201
*** Original Purchase Condition:** New

Vehicle Owner(s)

Entity Type	Person				
*** Names(s) on Title:**	[redacted]	*** Title State:**	CA		
*** Primary Owner:**					
*** Address**					
*** City**	Anaheim Hills	*** State**	CA	*** ZIP Code:**	[redacted]
*** Day Phone:**	[redacted]	*** Home Phone:**		*** Cell Phone:**	
*** E-mail:**		*** Fax Phone:**			

*** Reason Repurchase** Check Engine light on intermittently

UCC Codes (J5708) Engine Emissions - ECM / PCM / MEMCAL / PROM - Warning Lamp On

Repurchasing Dealer: -

*** Dealer #:**	158563	**Dealer Name:**	CARRIAGE MOTOR COMPANY		
Region:	10	**District:**	1314		
*** Phone:**	(951) 694-6060	**Fax:**	(951) 694-6069		
*** Contact Name:**	John Hernandez or Jay	*** Contact Title:**	Service Manager	**E-Mail:**	

Repair
*** Contact Name:** *** Contact Title:**

Vehicle Location: -

Customer's Attorney

Legal Case Ref. #:		**Tax Id:**	946001385	**Tax Id Type:**	Fed ID
Firm Name:	Norman Taylor & Associat..	**Contact:**	Norman Taylor	**1099:**	Y
Address:	425 West Broadway Suite ..				
City:	Glendale	**State:**	CA	**Zip Code:**	91204
Phone:	818-244-3905	**Fax:**	818-244-6052	**E-mail:**	

Local Counsel

Firm Name:	**Contact Person:**		
Address:			
City:	**State:**	**Zip Code:**	
Phone:	**Fax:**	**E-mail:**	

Case Number: 158195

Originator Name: Saquanda Johnson 866-760-5600 Saquanda_Johnson@gmexpert.com

Created Date: 06/25/2009

Vehicle Lien Holder

Type of Secured Interest:	Lease	*** Company:**	GMAC	**Account #:**	[redacted]
Payoff Amount:	32046.9	**Per Diem:**	0.0	**Payoff Date:**	2009-07-16
Contact or Attention:	Vehicle Loan Dept.	**Address**	600 N. Marienfeld Ste 201		
City	Midland	**State**	TX	**ZIP Code:**	79701
Day Phone:	1-800-216-4622	**Fax:**		**E-mail:**	

Transaction Details

Siebel Request #:	71-715181778	*** Disposition:**	Auction	**Trans. State:**	CA
*** Trans. Type:**	Straight	**Trans. Source:**	Early Res - NISM - Vol Mediated		
Compliance Type:		**Compliance Date:**			
*** Closing Date:**	2009-07-06	**Money to Dealer:**	0.0	**Money to Manuf.:**	0.0

Repurchase Vehicle

Replacement VIN:

Disposition:

*** Processing Instructions:** None

Disbursement(s)

Payment Type	Payee	Payee Line 2	Amount
Joint Customer/Attorney Repurchase	[redacted]	[redacted]	17663.23
Lien Payoff	GMAC		32046.9

VIN: 1GKFK6680 7J[redacted] SELLG SCE: 48 MDL YR: 07 ORD NO: JXKQZ5
VIN TYPE: N

EVENT DESC	SS/ SITE CD	DOCUMENT NUMBER	I S	EVENT DT	INC CD	AMOUNT	
INCENTIVE MEMO	48 40200	118370		07/26/06	XJC	1,747.58	
INCTV PAYMENT	48 40200	118370		07/26/06	XJC	1,747.58	
INCTV APPLICATN	48 40200	118370		07/26/06	XJC	1,747.58	
INCENTIVE MEMO	48 40200	00030627359		07/19/06	DWE	1,000.00	
INCTV PAYMENT	48 40200	00030627359		07/19/06	DWE	1,000.00	
INCTV APPLICATN	48 40200	00030627359		07/18/06	DWE	1,000.00	
INCENTIVE MEMO	48 40200	00030616932		07/18/06	FFC	83.98	
INCTV PAYMENT	48 40200	00030616932		07/18/06	FFC	83.98	
INCTV APPLICATN	48 40200	00030616932		07/18/06	FFC	83.98	
INCENTIVE MEMO	48 40200	00030616932		07/18/06	BDK	1,000.00	
INCTV PAYMENT	48 40200	00030616932		07/18/06	BDK	1,000.00	
INCTV APPLICATN	48 40200	00030616932		07/18/06	BDK	1,000.00	
DELIVERY D.O.E.	48 40200			07/17/06		0.00	
DLVY CANCEL DOE	48 40200			07/17/06		0.00	
DELIVERY D.O.E.	48 40200			07/17/06		0.00	
DELIVERY TO CUS	48 40200			07/15/06		0.00	
DELIVERY CANCEL	48 40200			07/15/06		0.00	
DELIVERY TO CUS	48 40200			07/15/06		0.00	
REPLACEMENT LAB	48 40200			07/13/06		51,785.00	
EXPIRATION TRAN	48 40200	5AD96800060		05/23/06		0.00	
SETTLEMENT DATE	48 40200	5AD96800060		05/23/06		48,111.23	CR
ORIGINAL INVOIC	48 40200	5AD96800060		05/11/06		48,111.23	
COV/NVIS DATE	48 40200	5AD96800060		05/11/06		0.00	
BAILMENT RELEAS	48 40200	5AC44110554	B	05/11/06		48,111.23	CR
BAILMENT DATE	48 40200	5AD96785543	B	05/10/06		48,111.23	
SHIPMENT DATE	48 40200			05/10/06		0.00	
PRODUCTION (BUI	48 40200			05/10/06		0.00	
PREFERENCE TO P	48 40200			03/01/06		0.00	
GM ORDER ACCEPT	48 40200			02/23/06		0.00	
GM ORDER ACCEPT				02/23/06		0.00	

ACKNOWLEDGEMENT OF NONOPERATIONAL STATUS RECEIPT

A Public Service Agency

Effective Date of Nonoperational Status

LICENSE NUMBER
[redacted]

THIS IS NOT A BILL

This is your Planned Nonoperation (PNO) receipt for this vehicle. The PNO is valid until the vehicle is operated or registration is renewed. The vehicle will retain its current expiration date and if operated during any portion of its registration year, full year renewal fees are due. Weight fees only may be pro-rated for commercial vehicles. A PNO status is not a registration. If a vehicle with a PNO status is operated, parked or left standing on a public street or highway, it may be subject to citation.

If this vehicle will be operated, fees must be paid on or before the date of first operation. There is no grace period. If registration fees are not paid on or before the date the vehicle is operated, registration fees plus a penalty of 10% (1-10 days late), 20% (11-30 days late), or 60% (31-365 days late) will be due. Additional penalties will be added after a delinquency of one year. Fees and or penalties paid for filing the PNO will not be credited to any subsequent renewal fees due. Retain this receipt for your records.

IF YOU DECIDE TO RENEW/OPERATE THE VEHICLE, THIS FORM MAY BE USED TO RENEW UNTIL 04/12/2010

- **Evidence of Liability Insurance Required.** Return with payment. See reverse side of notice.
- Pay the appropriate fees.

REGISTRATION FEE	$56
LICENSE FEE	$415
WEIGHT FEE	$0
COUNTY/DISTRICT FEES	$11
SPECIAL PLATE FEE	$0
PARKING/TOLL VIOLATIONS	$0
SMOG ABATEMENT FEE	$20
TOTAL DUE PRIOR TO OPERATION	**$502**

LATE RENEWAL

TOTAL DUE IF PAID 1 TO 10 DAYS AFTER OPERATION IS	$564
TOTAL DUE IF PAID 11 TO 30 DAYS AFTER OPERATION IS	$615
TOTAL DUE IF PAID 31 TO 365 DAYS AFTER OPERATION IS	$811

NOTE: ADDITIONAL PENALTIES WILL BE ADDED AFTER ONE YEAR

DETACH AND MAIL WITH CHECK OR MONEY ORDER
DO NOT STAPLE, TAPE OR FOLD

PN0200

For DMV Use Only
Change of Address (see back)
For DMV Use Only

100101 05312631010009 0050200 19790608010000
00050503000 0000030900 00036998 56

152110 RI0063009300101 00970

LICENSE #	MAKE
[redacted]	GMC
VIN	
1GKFK66807J[redacted]	
AMOUNT DUE	
$502	

MAKE PAYMENT TO:

[redacted]
ANAHEIM HILLS CA [redacted]

DMV RENEWAL
P.O. BOX 942894
SACRAMENTO CA 94294-0894

100101053126310100090050200197906080100000005050300000000309000003699856

FROM : J&S-Auto-Collision---z-------- FAX NO. : 9093042535 Jul. 13 2009 01:06PM P1

"Nick McNaughton"
<nick@normantaylor.com>
05/21/2009 07:30 PM

To <saquanda_johnson@gmexpert.com>
cc
bcc
Subject RE:[redacted]

Dear Saquanda,
Here is the account info.
Nick

Account Information

Account Number:[redacted]
Lessee:[redacted]
Account Type:SMARTLEASE
VIN: 1GKFK66807J[redacted]
Vehicle Description:2007 GMC YUKON

Transaction Details

Date	Payment Amount	Sales Tax	Personal Property Tax	Other Lease Charges	Late Charges	Extension Fees	Other Charges	Total
05/18/2009	$505.80	$44.25	$0.00	$0.00	$0.00	$0.00	$0.00	$550.05
04/06/2009	$490.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$490.00
02/11/2009	$521.60	$78.40	$0.00	$0.00	$0.00	$0.00	$0.00	$600.00
01/21/2009	$940.80	$39.20	$0.00	$0.00	$0.00	$0.00	$0.00	$980.00
12/18/2008	$560.80	$39.20	$0.00	$0.00	$0.00	$0.00	$0.00	$600.00
11/20/2008	$521.60	$78.40	$0.00	$0.00	$0.00	$0.00	$0.00	$600.00
10/06/2008	$690.80	$39.20	$0.00	$0.00	$0.00	$0.00	$0.00	$730.00
08/20/2008	$460.80	$39.20	$0.00	$0.00	$0.00	$0.00	$0.00	$500.00
07/18/2008	$460.80	$39.20	$0.00	$0.00	$0.00	$0.00	$0.00	$500.00
06/09/2008	$560.80	$39.20	$0.00	$0.00	$0.00	$0.00	$0.00	$600.00
05/12/2008	$460.80	$39.20	$0.00	$0.00	$0.00	$0.00	$0.00	$500.00

04/21/2008	$560.80	$39.20	$0.00	$0.00	$0.00	$0.00	$0.00	$600.00
03/24/2008	$560.80	$39.20	$0.00	$0.00	$0.00	$0.00	$0.00	$600.00
02/08/2008	$560.80	$39.20	$0.00	$0.00	$0.00	$0.00	$0.00	$600.00
01/09/2008	$560.80	$39.20	$0.00	$0.00	$0.00	$0.00	$0.00	$600.00
12/05/2007	$560.80	$39.20	$0.00	$0.00	$0.00	$0.00	$0.00	$600.00
11/05/2007	$560.80	$39.20	$0.00	$0.00	$0.00	$0.00	$0.00	$600.00
10/09/2007	$560.80	$39.20	$0.00	$0.00	$0.00	$0.00	$0.00	$600.00
09/12/2007	$521.60	$78.40	$0.00	$0.00	$0.00	$0.00	$0.00	$600.00
08/13/2007	$505.80	$39.20	$0.00	$0.00	$0.00	$0.00	$0.00	$545.00
07/16/2007	$505.80	$39.20	$0.00	$0.00	$0.00	$0.00	$0.00	$545.00
06/15/2007	$505.80	$39.20	$0.00	$0.00	$0.00	$0.00	$0.00	$545.00
05/14/2007	$505.80	$39.20	$0.00	$0.00	$0.00	$0.00	$0.00	$545.00
04/16/2007	$505.80	$39.20	$0.00	$0.00	$0.00	$0.00	$0.00	$545.00
03/19/2007	$505.80	$39.20	$0.00	$0.00	$0.00	$0.00	$0.00	$545.00
02/19/2007	$505.80	$39.20	$0.00	$0.00	$0.00	$0.00	$0.00	$545.00
01/11/2007	$505.80	$39.20	$0.00	$0.00	$0.00	$0.00	$0.00	$545.00
12/11/2006	$505.80	$39.20	$0.00	$0.00	$0.00	$0.00	$0.00	$545.00
11/13/2006	$505.80	$39.20	$0.00	$0.00	$0.00	$0.00	$0.00	$545.00
10/16/2006	$505.80	$39.20	$0.00	$0.00	$0.00	$0.00	$0.00	$545.00
09/18/2006	$505.80	$39.20	$0.00	$0.00	$0.00	$0.00	$0.00	$545.00
08/16/2006	$505.80	$39.20	$0.00	$0.00	$0.00	$0.00	$0.00	$545.00
07/15/2006	$505.80	$39.20	$0.00	$0.00	$0.00	$0.00	$0.00	$545.00

Nick McNaughton

Paralegal
Norman Taylor & Associates
A Professional Law Corporation
425 West Broadway, Suite 220
Glendale, California 91204-1269
Phone: (818) 244-3905 Ext. 228
Fax: (818) 244-6052
www.normantaylor.com

NOTICE

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---

From: saquanda_johnson@gmexpert.com [mailto:saquanda_johnson@gmexpert.com]
Sent: Thursday, May 14, 2009 11:33 AM
To: nick@normantaylor.com
Subject: [redacted]71-715181778

Attached is the revised offer and release for the above client. Sorry for the confusion. Thanks

Saquanda Johnson
Legal Agent - BRC Legal Department
Aditya Birla Minacs
(866) 790-5600 41341 |saquanda_johnson@gmexpert.com
Fax # 866-629-2945

_____ Information from ESET NOD32 Antivirus, version of virus signature database 4094 (20090521) _____

The message was checked by ESET NOD32 Antivirus.

http://www.eset.com

CUSTOMER #: 13590

506516

INVOICE

Hardin
BUICK PONTIAC GMC
1321 AUTO CENTER DRIVE
ANAHEIM, CA 92808
(714) 635-2020
(714) 533-1012 Service Direct

[redacted]

ANAHEIM HILLS, CA [redacted]
HOME: CONT:N/A
BUS: CELL [redacted]

PAGE 1

SERVICE ADVISOR: 98324 JOE PAREDES

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
WHITE	07	GMC YUKON XL	1GKFK66807J[redacted]		33070/33070	T1168

DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
15JUL06 IS 15JUL06 DD			17:00 11FEB09			CASH	11FEB09

R.O. OPENED	READY	OPTIONS:
12:54 10FEB09	12:46 11FEB09	ENG:6.2_Liter

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CUSTOMER STATES SERVICE ENGINE SOON LIGHT COMES ON INTERM - CHECK AND ADVISE =

CAUSE: PERF DIAG FOR CODE P0162 MAF SENSOR FAILURE

J5670 MASS AIRFLOW SENSOR REPLACEMENT

98204 W (N/C)

1 15900024 SENSOR (N/C)

PARTS 0.00 LABOR 0.00 OTHER 0.00 TOTAL LINE A 0.00

33070 FOUND NEC TO REPLACE MASS AIR FLOW SENSOR AND RETEST OK AT THIS TIME

****

B CUSTOMER STATES SERVICE TRACTION CONTROL LIGHT IS ON = CHECK AND ADVISE

CAUSE: P

MISC MISC

98204 W (N/C)

PARTS 0.00 LABOR 0.00 OTHER 0.00 TOTAL LINE B 0.00

33070 CAUSED BY LINE A CONCERN

****

C CUSTOMER STATES SERVICE STABILITY LIGHT IS ON = CHECK AND ADVISE

MISC MISC

98204 W (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

33070 CAUSED BY LINE A CONCERN

****

D PERFORM MULTI POINT VEHICLE INSPECTION, VISUALLYINPECT ALL FLUID LEVELS, BELTS HOSES, AND TIRECONDITION. PROVIDE CUSTOMER WITH COMPLETEDINSPECTION REPORT. NO CHARGE.

CLIN PERFORM MULTI POINT VEHICLE INSPECTION, VISUALLYINPECT ALL FLUID LEVELS, BELTS HOSES, AND TIRECONDITION. PROVIDE CUSTOMER WITH COMPLETEDINSPECTION REPORT. NO

mrb 2/12/09

Hardin Buick Pontiac GMC hereby limits its warranty for parts and/or service furnished to a period of 12 months or 12,000 miles after date of invoice, unless otherwise stated in writing. I acknowledge receipt of the parts and labor listed above.

[redacted]ents.

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

BAR# AB 008710 EPA CAL 000217218

Copyright 2009 ARP, Inc. SERVICE INVOICE v2 1/8/09

CUSTOMER COPY

CUSTOMER #: 13590

506516

INVOICE

Hardin
BUICK PONTIAC GMC
1321 AUTO CENTER DRIVE
ANAHEIM, CA 92806
(714) 635-2020
(714) 633-1012 Service Direct

[redacted]

ANAHEIM HILLS, CA [redacted]
HOME: CONT:N/A
BUS: CELL: [redacted]

PAGE 2

SERVICE ADVISOR: 98324 JOE PAREDES

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
WHITE	07	GMC YUKON XL	1GKFK66807J[redacted]		33070/33070	T1168

DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
15JUL06 IS 15JUL06 DL			17:00 11FEB09			CASH	11FEB09

R.O. OPENED	READY	OPTIONS:
12:54 10FEB09	12:46 11FEB09	ENG:6.2_Liter

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

CHARGE
98204 W (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE: 0.00

33070 COMPLETED VISUAL INSPECTION

****

EST: 0.01 10FEB09 12:54 SA: 98324

Hardin Buick Pontiac GMC hereby limits its warranty for parts and/or service furnished to a period of 12 months or 12,000 miles after date of invoice, unless otherwise stated in writing. I acknowledge receipt of the parts and labor listed above.

This copy must be returned for any adjustments.

CUSTOMER SIGNATURE

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	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

BAR# AB 008710 EPA CAL 000217218

CUSTOMER COPY

FROM : J&S-Auto-Collision--z-------- FAX NO. : 9093042535 Feb. 13 2009 02:17PM P2

CUSTOMER #: 13590

506516

INVOICE

Hardin BUICK PONTIAC GMC
1321 AUTO CENTER DRIVE
ANAHEIM, CA 92806
(714) 635-2020
(714) 533-1012 Service Direct

[redacted]
ANAHEIM HILLS, CA [redacted]
HOME: CONT:N/A
BUS: CELL: [redacted]

PAGE 1

SERVICE ADVISOR: 98324 JOE PAREDES

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
WHITE	07	GMC YUKON XL	1GKFK66807J[redacted]		33070/33070	T1168

DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
15JUL06 IS 15JUL06 DD			17:00 11FEB09			CASH	11FEB09

R.O. OPENED	HEADT	OPTIONS: ENG:6.2_Liter
12:54 10FEB09	12:46 11FEB09	

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CUSTOMER STATES SERVICE ENGINE SOON LIGHT COMES ON INTERM = CHECK AND ADVISE =
CAUSE: PERF DIAG FOR CODE P0162 MAF SENSOR FAILURE
J5670 MASS AIRFLOW SENSOR REPLACEMENT
98204 W (N/C)
1 15900024 SENSOR (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

33070 FOUND NEC TO REPLACE MASS AIR FLOW SENSOR AND RETEST OK AT THIS TIME

B CUSTOMER STATES SERVICE TRACTION CONTROL LIGHT IS ON = CHECK AND ADVISE =
CAUSE: F
MISC MISC
98204 W (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

33070 CAUSED BY LINE A CONCERN
****

C CUSTOMER STATES SERVICE STABILITY LIGHT IS ON = CHECK AND ADVISE
MISC MISC
98204 W (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

33070 CAUSED BY LINE A CONCERN
****

D PERFORM MULTI POINT VEHICLE INSPECTION, VISUALLYINPECT ALL FLUID LEVELS, BELTS, HOSES, AND TIRECONDITION, PROVIDE CUSTOMER WITH COMPLETEDINSPECTION REPORT. NO CHARGE.
CLIN PERFORM MULTI POINT VEHICLE INSPECTION
VISUALLYINPECT ALL FLUID LEVELS,
BELTS, HOSES, AND TIRECONDITION, PROVIDE
CUSTOMER WITH COMPLETEDINSPECTION REPORT. NO

mrf
2/17/09

Hardin Buick Pontiac GMC hereby limits its warranty for parts and/or service furnished to a period of 12 months or 12,000 miles after date of invoice, unless otherwise stated in writing. I acknowledge receipt of the parts and labor listed above.

[redacted]TS.

STATEMENT OF DISCLAIMER
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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	

BAR# AB 008710 EPA CAL 000217216

CUSTOMER COPY

FROM : J&S-Auto-Collision---Z---------- FAX NO. : 9093042535 Feb. 27 2009 11:35AM P1

RELEASE OF CLAIM

I, [redacted] (hereinafter referred to as "Releasor(s)"), as lessee(s) of a certain 2007 GMC Yukon, bearing Vehicle Identification Number 1GKFK66807J[redacted] (hereinafter referred to as "Vehicle") and in consideration of payment by General Motors Corporation (hereinafter referred to as "GMC") of $50,275.94, said payment to be made as outlined below, does for him and each and all of his representatives, heirs, successors and assigns, hereby releases and discharges GMC, its subsidiaries, divisions, officers, representatives, employees, stockholders, authorized dealers, successors and assigns and all other persons, firms or corporations, who are or might be claimed to be liable, of and from any and every claim, demand or right, including but not limited to those for diminution in value, repair costs, or any other economic or non-economic injuries, losses, breach of warranty damages and/or punitive damages, cost of suit and attorney(s) fees resulting or alleged to have resulted from the promotion, use or sale of, or any defect and/or nonconformities in the design or manufacture or assembly in the aforesaid Vehicle, including but not limited to those alleged in or that may be inferred from allegations set forth in any pleading or any claims made by the Releasor(s).

As consideration for this Release, and for the payment described above to be tendered in the form of two checks: the first, in the amount of $17,663.23, made payable to Wael I. Mudawar and Norman Taylor & Associates; the second in the amount of $32,612.71, made payable to GMAC.

Note: These checks are subject to change if current registration, signed offer letter and signed Release(s) are not received in time for current payoff to be processed. Additionally, a penalty charge will be imposed if conditions are not met as outlined on the original letter. It is also expressly agreed:

(a) That upon receipt of the consideration described above, Releasor(s) will convey clear and unencumbered title of the vehicle to GMC, will execute a limited Power of Attorney in favor of GMC to correct any errors in title, and will execute an Odometer Statement.

(b) In the event the Vehicle is damaged, disabled, driven excessively or destroyed in any manner up to and including after Releasor(s) executes this Release, but before GMC tenders payment of the consideration described above, payment of the consideration above shall be modified as follows:

(i) If the estimated cost of repair of the aforementioned Vehicle is less than the value of said Vehicle, said value to be determined as outlined in Paragraph (iii) below, Releasor(s) shall tender said Vehicle with clear title to GMC upon receipt of $50,275.94, less the estimated cost of repair to said Vehicle,

(ii) If the estimated cost of repair of said Vehicle exceeds the value of said Vehicle, said value to be determined as outlined in Paragraph (iii) below, GMC shall make payment of said consideration to Releasor(s) of $50,275.94, less said value of said Vehicle, and,

(iii) For purposes of i, ii, and iii, the value of said Vehicle is the average retail value of a 2007 GMC Yukon as determined by the Edmunds book, at the time this Release is executed by Releasor(s).

(iv) That the Vehicle shall not exceed 38,000 plus 1,000 miles on the odometer at time of exchange. In the event the Vehicle does exceed the above stated mileage, the payment of the

Initials: _____

consideration above shall be modified as follows: a reduction of payment of 44.5 cents per mile in excess of the agreed upon mileage. This shall not apply if a delay in the transaction is caused by GMC or its authorized dealer.

(c) That Releasor(s) fully understands that this is a final settlement and disposition of all disputes as to legal liability for and as to the nature and extent of any damages claimed from GMC by Releasor(s);

(d) That neither GMC's payment of the consideration recited above nor the negotiations preliminary to the execution of this Release shall be considered an admission of liability or wrongdoing by GMC to any of the claims or causes of actions alleged in or to be inferred from allegations set forth in the matter indicated above;

(e) That Releasor(s) and his attorneys have reviewed the provisions of this Release and that the contents of this Release have been explained to Releasor(s) by counsel prior to its execution;

(f) That Releasor(s) represents and warrant(s) that he is entitled to give a full and complete release of the claims which are the subject hereof;

(g) That Releasor(s) have not assigned or otherwise transferred any interest in any claims which are the subject hereof;

(h) That Releasor(s) shall not at any time hereafter commence, maintain or prosecute, or cause encourage or advise be commenced, maintained or prosecuted any action, suit, proceeding or claim based in whole or in part upon or arising out of or in any way connected with any of the matters released herein;

(i) That Releasor(s) do hereby for himself, his heirs, executors, administrators, successors and assigns covenant to defend, indemnify and save harmless GMC from any of the claims or causes of actions alleged in or to be inferred from allegations set forth in the matter indicated above;

(j) That no promise, agreement, statement or representation except as expressed in this release has been made to been relied upon by Releasor(s) and that this document of 3 pages contains the entire agreement between Releasor(s) and GMC.

INTENDING TO BE LEGALLY BOUND BY THE TERMS OF THIS RELEASE THE UNDERSIGNED HAS AFFIXED HIS/HER SIGNATURE THIS 17 DAY OF June, 20 09.

The undersigned has carefully read and understands this release and signs it to resolve the claim described above.

CURRENT VEHICLE MILEAGE 40201 DATE SIGNED: 6-17-09

WITNESS: _____

[redacted] _____

Claimant's Signature

_____ _____

Initials: [redacted]

California Jurat

State of California

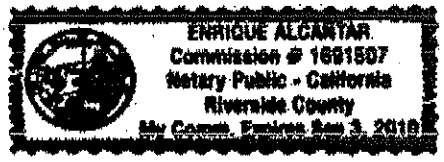
County of Riverside

Subscribed and sworn to (or affirmed) before me on this 17th day of June, 2009, by

*[redacted]

proved to me on the basis of satisfactory evidence to be the person(s) who appeared before me.

Signature _____ (Seal)



Optional

Though the information below is not required by law, it may prove valuable to persons relying on the document and could prevent fraudulent removal and reattachment of this form to another document.

Description of Attached Document

Title or Type of Document: Release Of Claim
Document Date: June 17, 2009 # of Pages: 3
Signer(s) Other Than Named Above: _____

A Public Service Agency

APPLICATION FOR:

- ☐ **Duplicate Title** *(Complete Parts 1 through 3)*
- ☐ **Paperless Title Certification** *(Complete Parts 1 through 3)*
- ☐ **Transfer of Title With Duplicate Title** *(**Seller** completes Parts 1 through 5, **Buyer** completes Parts 6 through 10, as needed.)*
- ☐ **Transfer of Title With Paperless Title** *(**Seller** completes Parts 1 through 5, **Buyer** completes Parts 6 through 10, as needed.)*

LICENSE PLATE/CF NUMBER	VEHICLE/VESSEL ID NUMBER	YEAR/MAKE

1. REGISTERED OWNER(S) OF RECORD

[redacted] TRUE FULL NAME (LAST, FIRST, MIDDLE)

[redacted] MBER CITY STATE Corona CA [redacted]

MAILING ADDRESS *(IF DIFFERENT FROM ABOVE)* APT./SPACE NUMBER CITY STATE

2. LEGAL OWNER OF RECORD (TITLE HOLDER)—Do not enter name of owners above

NAME OF FIRM OR INDIVIDUAL HAVING A LIEN ON THIS VEHICLE

ADDRESS APT./SPACE NUMBER CITY STATE ZIP CODE

3. MISSING TITLE STATEMENT—*WARNING:* Issuance of a duplicate title cancels the original title.

The Certificate of Title issued for this vehicle/vessel is:

☐ Lost ☐ Stolen ☐ Not received ☐ Illegible/Mutilated *(attach old title)* ☐ Paperless Title

I certify under penalty of perjury under the laws of the State of California that the information I have provided is true and correct. I agree to indemnify and save harmless the Director of Motor Vehicles for any loss suffered resulting from the issuance of said duplicate certificate of title.

SIGNATURE	DATE	DAYTIME TELEPHONE NUMBER
X		
PRINTED NAME OF OWNER/AGENT SIGNING FOR COMPANY	PRINTED NAME OF LEGAL OWNER	

4. REGISTERED OWNER(S) RELEASE OF OWNERSHIP AND/OR INTEREST

I/we release interest in the described vehicle/vessel.

SIGNATURE OF OWNER	DATE	DAYTIME TELEPHONE NUMBER
X [redacted]	5/4/09	[redacted]
SIGNATURE OF OWNER	DATE	DAYTIME TELEPHONE NUMBER
X		

5. LEGAL OWNER OF RECORD RELEASE OF OWNERSHIP AND/OR INTEREST—Signature must be notarized.

The undersigned lienholder (legal owner of record) certifies release of interest in the vehicle/vessel.

SIGNATURE OF LEGAL OWNER (COMPANY NAME MUST BE COUNTERSIGNED)	PRINTED NAME OF AGENT SIGNING FOR COMPANY	DATE
X		

State of California)
County of)
On _____ before me, _____
personally appeared _____

personally known to me (or proved to me on the basis of satisfactory evidence) to be the person(s) whose name(s) is/are subscribed to the within instrument and acknowledged to me that he/she/they executed the same in his/her/their authorized capacity(ies), and that by his/her/their signature(s) on the instrument the person(s), or the entity upon behalf of which the person(s) acted, executed the instrument.

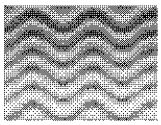
WITNESS my hand and official seal.

Signature _____

(Seal)

REG 227 (REV. 09/2006) WWW

FROM : J&S-Auto-Collision---z-------- FAX NO. : 9093042535 May. 05 2009 12:45PM P1



Saquanda Johnson/Austin/GM1
06/25/2009 01:48 PM

To michael.d.parker@gm.com
cc
bcc
Subject 71-715181778

Michael Parker:

This email is to follow up on Service Request 71-715181778 for [redacted] The customer's vehicle is a 2007 GMC Yukon with 40,201 miles. The customer has been working with Carriage Motor Company in Temecula, CA.

After negotiations with the plaintiff's counsel, the final offer of STRAIGHT REPURCHASE was accepted.

There is no need to reply to this email. It is sent for notification purposes only.

Thank you,

Saquanda Johnson
Legal Agent - BRC Legal Department
Aditya Birla Minacs
(866) 790-5600 41341 |saquanda_johnson@gmexpert.com
Fax # 866-629-2945

2007 YUKON XL DENALI - AWD PONTIAC/GMC DIVISION
50U SUMMIT WHITE /V8G GENERAL MOTORS CORPORATION
394 COCOA/LIGHT CASHMERE 100 RENAISSANCE CENTER
ORDER NO. JXKQZ5/TRE STOCK NO. DETROIT MI 48243-1114
VIN 1GK FK66 80 7J[redacted] VEHICLE INVOICE 5AD96800060
**********48*40200S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
TK10906 YUKON XL DENALI - AWD	49615.00	45397.73	INVOICE 05/11/06
C6C GVW RATING - 7,400 LBS	N/C	N/C	SHIPPED 05/10/06
L92 VORTEC 6200 V8 SFI ENGINE	N/C	N/C	EXP I/T 05/23/06
MYC 6-SPD AUTO TRANSMISSION	N/C	N/C	INT COM 05/23/06
UVA AM/FM STEREO WITH CD/DVD/MP3	N/C	N/C	PRC EFF 05/10/06
PLAYER (REQUIRED W/REAR DVD,			KEYS G3415 G3415
REPLACES STD/OPT RADIO)			WFP-S QTR OPT-1
U42 REAR SEAT ENTERTAINMENT SYSTEM	1295.00	1074.85	BANK: GMAC - 061
YF5 50-STATE EMISSIONS	N/C	N/C	CHG-TO 40-200
5SA DENALI MARKETING OPTION PKG-5SA	N/C	N/C	
			SHIP WT: 5739
			HP: 53.0
			GVWR: 7400
			GAWR.FT: 3600
			GAWR.RR: 4200
			GMS: 45895.28
			SUPPLR: 47957.19
			MRM: 51785.00
			NTR: 1/2
			MEMO 2470.50

TOTAL MODEL & OPTIONS	50910.00	46472.58	ACT 237 45820.28
DESTINATION CHARGE	875.00	875.00	H/B 261 1527.30
LAM DEALER CONTRIBUTION		509.10	ADV 261 509.10
LAM GROUP CONTRIBUTION		254.55	EXP 65A 254.55
TOTAL	51785.00	48111.23	PAY 310 48111.23

MEMO: TOTAL LESS HOLDBACK AND
APPROX WHOLESALE FINANCE CREDIT 45839.70
****
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. 061
VICTOR BUICK-PONTIAC-GMC VIN 1GKFK66807J[redacted]
$ 48111.23 INV 5AD96800060
DUE 05/23/06 DEALER 40-200

[redacted]

A Public Service Agency

PLEASE RETAIN THIS PLANNED NON-OPERATION (PNO) RECEIPT FOR THIS VEHICLE. THE PNO IS VALID UNTIL THE VEHICLE IS OPERATED OR REGISTRATION IS RENEWED. THE VEHICLE WILL RETAIN ITS CURRENT EXPIRATION DATE AND IF OPERATED DURING ANY PORTION OF ITS REGISTRATION YEAR, FULL YEAR RENEWAL FEES ARE DUE. ONLY WEIGHT FEES MAY BE PRO-RATED FOR COMMERCIAL VEHICLES. A PNO STATUS IS NOT A REGISTRATION. IF A VEHICLE WITH A PNO STATUS IS OPERATED, PARKED OR LEFT STANDING ON A PUBLIC STREET OR HIGHWAY, IT MAY BE SUBJECT TO CITATION. IF THIS VEHICLE WILL BE OPERATED, EVIDENCE OF FINANCIAL RESPONSIBILITY MUST BE PROVIDED TO THE DEPARTMENT WITH THE PAYMENT OF REGISTRATION FEES ON OR BEFORE THE DATE OF FIRST OPERATION. THERE IS NO GRACE PERIOD. IF REGISTRATION FEES ARE NOT PAID BEFORE THE VEHICLE IS OPERATED, PENALTIES MAY BE DUE PURSUANT TO CALIFORNIA VEHICLE CODE SECTIONS 9552 - 9554.

FOR AN OHV, THE PENALTY IS 50% OF THE REGISTRATION FEE PER VEHICLE CODE SECTION 38265.

FEES AND OR PENALTIES PAID FOR FILING THE PNO WILL NOT BE CREDITED TO ANY SUBSEQUENT RENEWAL FEES DUE.

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

[redacted]

A Public Service Agency

PNO-REG DEFERRED

MAKE	YR MODEL	YR 1ST SOLD	VLF CLASS	TYPE VEH	TYPE LIC	LICENSE NUMBER
GMC	2007	2006	NV	12S	11	[redacted]

BODY TYPE MODEL	MP	MO	VEHICLE ID NUMBER
LL	G	QU	1GKFK66807J[redacted]

TYPE VEHICLE USE	DATE ISSUED	CC/ALCO	DT FEE RECVD	PIC
AUTOMOBILE	07/20/09	33/30	07/20/09	8

REG EXPIRES: 07/16/2009

AMOUNT PAID $ 18.00

REGISTERED OWNER

[redacted]

CORONA
CA [redacted]

AMOUNT DUE $ 18.00

AMOUNT RECVD
CASH : 18.00
CHCK :
CRDT :

LIENHOLDER
GMAC
PO BX 8128

COCKEYSVILLE
MD 21030

H00 C59 5X 0001800 0008 CS H00 072009 11 5VQV109 153

$1.68 0
US POSTAGE
FIRST-CLASS
062S0007234141
91204

04-07-09A08:31 RCVD

NORMAN & TAYLOR
A Professional Law Corporation & ASSOCIATES
425 WEST BROADWAY SUITE 220 • GLENDALE, CA 91204

General Motors Corporation
C/o MSX International
ATTN: BRC Legal
PO Box 33170
Detroit, MI 48232

NORMAN & TAYLOR
A Professional Law Corporation & ASSOCIATES

NORMAN F. TAYLOR
STEPHANIE R. TATAR
C. GRAYDON SCHLICHTER III
TAREK H. ZOHDY

425 WEST BROADWAY
SUITE 220
GLENDALE, CA 91204
TEL (818) 244-3905
FAX (818) 244-6052
www.normantaylor.com

March 31, 2009

NOTICE OF LIEN

Re: [redacted] vs. General Motors Corporation

TO ALL PARTIES AND THEIR ATTORNEYS OF RECORD:

PLEASE TAKE NOTICE that Norman Taylor & Associates gives notice of a contractual lien for attorney fees against ANY recovery in this action by plaintiff [redacted] Pursuant to California law, this lien is a priority lien.

This Notice of Lien is filed pursuant to Hansen vs. Jacobsen (1986) 186 Cal. App. Ed 350, 356-357, which provides that filing a Notice of Lien in a pending action is a proper method to give notice of the lien to all parties and their attorneys.

Any party or attorney for that party who, with knowledge of the lien (whether filed or not), distributes any funds to Plaintiff without first satisfying this lien may be held personally liable under theories including common counts, conversion, breach of fiduciary duty, etc. for the amount due under the lien pursuant to Siciliano vs. Fireman's Fund Insurance Co, (1976) 62 Cal. App. 3d 745, 750-751, Kaiser Foundation Health Plan, Inc. vs. Aguiluz (1996) 47 Cal. App. 4th 302, and Miller vs. Rau (1963) 216, Cal. App. 2d 68.

Very Truly yours,

Norman Taylor & Associates
A Professional Law Corporation

By: _____
Norman F. Taylor, Esq.

NFT:sg

NORMAN & TAYLOR
A Professional Law Corporation & ASSOCIATES

NORMAN F. TAYLOR
STEPHANIE R. TATAR
C. GRAYDON SCHLICHTER III
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425 WEST BROADWAY
SUITE 220
GLENDALE, CA 91204
TEL (818) 244-3905
FAX (818) 244-6052
www.normantaylor.com

March 31, 2009

General Motors Corporation
C/o MSX International
ATTN: BRC Legal
1919 Concept Drive
Warren, MI 48091

Re: [redacted] vs. General Motors Corporation, et al.
Vehicle: 2007 GMC Yukon
Vin: 7J168153

Dear General Motors Corporation:

Please be advised that **Norman Taylor & Associates** represent the interests of [redacted] concerning his 2007 GMC Yukon. In accordance with Magnuson-Moss Warranty Act, 15 U.S.C.2310, you are hereby notified that my client is revoking acceptance of this vehicle. My client has directed me to demand cancellation of all contracts related to or concerning the lease of the subject vehicle and the return of all monies paid toward the subject vehicle, including any amounts paid or payable, down payment, trade in value, and incidental and consequential damages.

Pursuant to the Magnuson-Moss Warranty Act, 15 U.S.C. 2310 and in accordance with the Song-Beverly Consumer Warranty Act, California Civil Code Section 1790 et seq., and in accordance with Civ. Code § 1794(e), Wael Mudawar hereby requests that you comply with Civ. Code § 1793.2(d)(2), based on the following facts:

1. The vehicle was leased new on July 15, 2006 from Victor Buick Pontiac GMC, Inc. in the city of Corona, California. The vehicle came with a warranty as defined in the Act.
2. The vehicle is not fit for the ordinary purposes for which it was sold, and has exhibited substantial nonconformities that have required repeated warranty repairs. The nonconformities include but are not necessarily limited to:

   - **Defective Engine:** The check engine light has come on repeatedly. Repairs have been made to different components however the light continues to come back on. Six (6) repair attempts have failed to correct this problem.

3. A reasonable opportunity to repair these non-conformities has taken place either directly or through agents. These nonconformities substantially impair the use, value and safety of this vehicle to Wael Mudawar.

Our client is entitled to full restitution under California Civ. Code § 1793.2(d)(2) and Civ. Code § 1794 as well as under the Magnuson Moss Warranty Act 15 U.S.C. 2310 et seq., to date, as follows:

Actual Damages to Date

1.	Amount Paid & Payable	$65,760.15
2.	DMV Registration	$ TBD
3.	Car Rental Expense	$ TBD
4.	Towing Expense	$ TBD
5.	Repair Expense	$ TBD
6.	Add-on Expense	$ TBD
Actual Damages		**$65,760.15**

Our client will seek to a civil penalty of twice the amount of their actual damages.

Civil Penalty.....$131,520.30.

Accordingly, at trial, the damages sought will be approximately $197,280.45.

In addition, our client is entitled to attorney fees, costs, and expenses as provided in the statute. However, in the spirit of compromise and in the interest of settlement, Wael Mudawar hereby makes an offer to settle for $65,760.15 in actual damages, **plus** $3,000.00 in attorney's fees, costs, and expenses. The vehicle will be returned to Victor Buick Pontiac GMC, Inc. or General Motors Corporation.

Once you have made the opportunity to review this matter, please advise us as to whether you wish to discuss settlement or defend. Please respond to this settlement demand no later than 30 days from the above date. Please do not communicate directly with our client with regard to this matter, and forward all communications to this office.

Very truly yours,

NORMAN TAYLOR & ASSOCIATES
A Professional Law Corporation

By: _____
Norman F. Taylor, Esq.

NFT: sg
Enclosures: Purchase Agreement
Dept. of Motor Vehicle Registration
Repair Orders

Cc: [redacted]

[redacted]

A Public Service Agency

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

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

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

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

[redacted]

A Public Service Agency

REGISTRATION CARD VALID FROM: 07/16/2008 TO: 07/16/2009

MAKE	YR MODEL	YR 1ST SOLD	VLF CLASS	TYPE VEH	TYPE LIC	LICENSE NUMBER
GMC	2007	2006	NV	12S	11	[redacted]

BODY TYPE MODEL	MP	MO	VEHICLE ID NUMBER
IL	G	PZ	1GKFK66807J[redacted]

TYPE VEHICLE USE	DATE ISSUED	CC/ALCO	DT FEE RECVD	PIC	STICKER ISSUED
AUTOMOBILE	12/03/08	30	12/03/08	8	[redacted]

PR EXP DATE: 07/16/2009

REGISTERED OWNER

[redacted]

ANAHEIM HILLS
CA [redacted]

AMOUNT PAID
$NFEE

AMOUNT DUE
$ NONE

AMOUNT RECVD
CASH :
CHCK :
CRDT :

LIENHOLDER
GMAC
PO BX 8128

COCKEYSVILLE
MD 21030

H00 672 19 0000000 0007 CS H00 120308 11 5VQV109 153

FROM : J&S-Auto-Collision---z-------- FAX NO. : 9093042535 Mar. 12 2009 10:58AM P1

[redacted]
CORONA CA [redacted] RIVERSIDE

Principal driver (if business use)

LESSOR (Retailer)
VICTOR BUICK PONTIAC GMC, INC
2525 WARDLOW
CORONA CA 92882

This is an agreement to lease a vehicle. This is not a purchase agreement. You are not buying the vehicle. By signing this lease, you agree to everything on the front and back. "We," "us," and "our" refer to Lessor named above and any assignee. An "assignee" is a person to whom this lease is assigned (if it is assigned).

XX ☐ If this box is checked, Lessor (Retailer) will assign this lease and sell the vehicle to General Motors Acceptance Corporation ("GMAC").
☐ If this box is checked, GMAC helped to arrange this lease and Lessor (Retailer) will assign it and sell the vehicle to Central Originating Lease Trust.
☐ If this box is checked, Lessor (Retailer) will assign this lease and sell the vehicle to N/A
☐ If this box is checked, Lessor (Retailer) intends not to assign this lease.

THE VEHICLE YOU ARE LEASING

New/Used	Year	Make & Model	Body Style	Vehicle ID #	Mileage	License #	Primary Use
NEW	2007	GMC YUKON	YUKON X	1GKFK66807J[redacted]	15		☒ Personal, Family, or Household ☐ Commercial, Business, or Agricultural

Dealer Installed Options: GVW (if truck) ☐ Public Conveyance

FEDERAL CONSUMER LEASING ACT DISCLOSURES

1. Amount Due at Lease Signing or Delivery (Itemized Below)*
$ 13000.00

2. Monthly Payments
Your first monthly payment of $ 545.00 is due on 07/15/2006, followed by 47 payments of $ 545.00 due on the 16th of each month.
The total of your monthly payments is $ 26160.00

3. Other Charges (not part of your monthly payment)
Disposition fee (if you do not purchase the vehicle) $ N/A
N/A $ N/A
Total $ N/A

4. Total of Payments (The amount you will have paid by the end of the lease.)
$ 38615.00

*Itemization of Amount Due at Lease Signing or Delivery

5. Amount Due at Lease Signing or Delivery:

a. Capitalized cost reduction	$ 12436.83
b. First monthly payment	$ 545.00
c. Refundable security deposit	$ N/A
d. Title fees	$ N/A
e. Registration fees	$ N/A
f. Sales/use tax	$ N/A
g.	$ N/A
h. 1 DAYS SELECT DUE DATE FEE&TAX	$ 18.17
i.	$ N/A
j. Total	$ 13000.00

6. How the Amount Due at Lease Signing or Delivery will be paid:

a. Net trade-in allowance	$ 11000.00
b. Rebates and noncash credits	$ 1000.00
c. Amount to be paid in cash	$ 1000.00
d. Total	$ 13000.00

7. Your monthly payment is determined as shown below:

a. **Gross capitalized cost.** The agreed upon value of the vehicle ($ 51590.96) and any items you pay for over the lease term (such as service contracts, insurance, and any outstanding prior credit or lease balance)		$ 53557.56
b. **Capitalized cost reduction.** The amount of any net trade-in allowance, rebate, noncash credit, or cash you pay that reduces the gross capitalized cost	-	$ 12436.83
c. **Adjusted capitalized cost.** The amount used in calculating your base monthly payment	=	$ 41120.73
d. **Residual value.** The value of the vehicle at the end of the lease used in calculating your base monthly payment	-	$ 28481.75
e. **Depreciation and any amortized amounts.** The amount charged for the vehicle's decline in value through normal use and for other items paid over the lease term	=	$ 12638.98
f. **Rent charge.** The amount charged in addition to the depreciation and any amortized amounts	+	$ 11639.42
g. **Total of base monthly payments.** The depreciation and any amortized amounts plus the rent charge	=	$ 24278.40
h. **Lease payments.** The number of payments in your lease	÷	48
i. **Base monthly payment**	=	$ 505.80
j. **Monthly sales/use tax (estimated)**	+	$ 39.20
k. N/A	+	$ N/A

k. N/A + $ N/A

l. Total monthly payment = $ 545.00

Early Termination. You may have to pay a substantial charge if you end this lease early. The charge may be up to several thousand dollars. The actual charge will depend on when the lease is terminated. The earlier you end the lease, the greater this charge is likely to be.

8. **Excessive Wear and Use.** You may be charged for excessive wear based on our standards for normal use and for mileage in excess of 12000 miles per year at the rate of $0.20 per mile.

9. **Purchase Option at End of Lease Term.** You have an option to buy the vehicle at the end of the lease term for $ 28481.75, plus official fees and taxes.

10. **Other Important Terms.** See your lease documents for additional information on early termination, purchase options and maintenance responsibilities, warranties, late and default charges, and insurance.

11. ITEMIZATION OF GROSS CAPITALIZED COST.

a. Agreed upon value of the vehicle as equipped at lease signing		$ 51590.96
b. Agreed upon value of accessories or optional equipment that Lessor agrees to add to the vehicle after lease signing		
(Describe)	+ $	N/A
(Describe)	+ $	N/A
(Describe)	+ $	N/A
c. GMAC administrative fee	+ $	595.00
d. License/registration/title fees	+ $	399.00
e. Sales tax	+ $	963.85
f. Other tax (describe) N/A	+ $	N/A
g. Optional service contract (describe)	+ $	N/A
h. Optional service contract (describe)	+ $	N/A
i. Optional service contract (describe)	+ $	N/A
j. Optional life insurance	+ $	N/A
k. Optional disability insurance	+ $	N/A
l. /CA TIRE FEE	+ $	8.75
m.	+ $	N/A
n. Gross Capitalized Cost	= $	53557.56

12. THE VEHICLE YOU ARE TRADING: 2001 GMC YUKON (year) (make) (model)

Gross trade-in value		$ 11000.00
Payoff	- $	N/A
Net trade-in value	= $	11000.00

13. OFFICIAL FEES AND TAXES. You will pay all government license, title, registration, testing, and inspection fees for the vehicle. You will pay all taxes on the lease or the vehicle that the government levies on you, the vehicle, or us (except our net income taxes). We may change your monthly payment or bill you separately for official fees and taxes.

TOTAL ESTIMATED FEES AND TAXES YOU MUST PAY DURING LEASE $ 5135.99

The actual total of fees and taxes may be higher or lower depending on tax rates in effect or the vehicle value when a fee or tax is assessed.

a. Title/lien fees	$	N/A
b. Registration fees/taxes	$	N/A
c. License fees/taxes	$	2280.48
d. Sales/use taxes (including tax on capitalized cost reduction)	$	2845.45
e. Excise taxes	$	1.31
f. Property taxes	$	N/A
g. Other (describe) N/A	$	N/A
h. Other (describe) CA TIRE FEE	$	8.75
i. Other (describe) N/A	$	N/A

14. MILEAGE.

Base Mileage Allowance. ☐ 15,000 miles/year. XX Low-mileage: 12,000 miles/year. ☐ Medium-duty truck (gasoline): 25,000 miles/year

15. LATE CHARGE. If you do not pay a monthly payment in full within 30 days after it is due, you will pay a late charge of $4.

16. CHARGE FOR FINES. If the government places a fine on the vehicle and you do not pay it promptly, we may pay it. Each time we pay a fine, you will pay us the fine plus $20.

17. SCHEDULED LEASE END DATE. This lease is scheduled to end 07/15/2010 (month) (day) (year). You are scheduled to return the vehicle on this date.

18. LEASE END DAILY EXTENSION CHARGE. $ 48.00 per day (plus tax), beginning on the eighth day after scheduled lease end date.

19. REQUIRED VEHICLE INSURANCE INFORMATION. You affirm that liability and physical damage policies that meet our requirements (see the other side) are in force on the date of this lease as follows:

Insurance company name: AMEX ASSURANCE COMPANY
Insurance agency name:
Agency Address: 3500 PACKERLAND DR DE PERE WI 54115-9070
Agency Phone no.: (888)404-5365
Agent's name:
Policy no.: AX01236329 XX☐ Liability XX☐ Physical damage
Deductibles: Collision $ 500 Comprehensive $ 500

Insurance company name: N/A
Insurance agency name: N/A
Agency Address: N/A
Agency Phone no.: N/A
Agent's name: N/A
Policy no.: N/A ☐ Physical damage
Deductibles: Collision $ N/A Comprehensive $ N/A

20. OPTIONAL LIFE AND DISABILITY INSURANCE. We do not require life or disability insurance. If you sign below, we will try to get the coverage(s) checked for the lease term. We will include the premium in your base monthly payment. A notice you receive when you sign this lease describes the coverage(s). The insurance may not cover taxes and other amounts due besides the base monthly payment.

Insurer name:
Address:

☐ Life insurance (☐ Lessee ☐ Co-Lessee ☐ Both) Premium $ N/A
Coverage limit $ N/A

☐ Disability insurance (Lessee only) Premium $ N/A
$ N/A

LESSEE SIGNATURE: X [redacted] Age
CO-LESSEE SIGNATURE: X Age

21. WARRANTY AND EXCLUSION OF WARRANTY. You have the benefit of any warranty checked below.

☐ Standard manufacturer's warranty

Base Mileage Allowance. ☐ 15,000 miles/year. ☐ Low mileage: 12,000 miles/year
☐ Medium-duty truck (gasoline): 25,000 miles/year
☐ Medium-duty truck (diesel): 35,000 miles/year

Extra Miles. You are buying N/A extra miles at $N/A per mile. If this lease ends on or after the last scheduled payment is due, we will credit you with $ N/A per mile for each unused extra mile. **There will be no credit if the lease ends early, you buy the vehicle, or the vehicle is a total loss.**

Total Allowed Mileage on the Odometer at Lease End is 48015 **miles.**

Starting odometer mileage		15 miles
Base mileage allowance	+	48000 miles
Purchased extra miles	+	N/A miles

Excess Mileage Charge. The excess mileage charge is $ 0.20 per mile for each mile beyond the total allowed miles, plus tax. If the lease ends early and the vehicle is not a total loss, any excess mileage and wear charge will not be more than residual value minus the vehicle sale price. There is no excess mileage charge if you buy the vehicle.

☐ Standard manufacturer's warranty
☐ _____

Warranty papers that are separate from this lease state any coverage limits.
The law gives you a warranty that the vehicle conforms to the description in this lease.
THERE ARE NO OTHER EXPRESS WARRANTIES ON THE VEHICLE.

The following applies only if this lease is not primarily for personal, family, or household purposes: **WE MAKE NO IMPLIED WARRANTY OF MERCHANTABILITY. THERE IS NO WARRANTY THAT THE VEHICLE IS FIT FOR A PARTICULAR PURPOSE.**

22. OPTIONAL SERVICE AND MAINTENANCE CONTRACTS.

Name N/A Term N/A months, N/A miles
Name N/A Term N/A months, N/A miles
Name N/A Term N/A months, N/A miles

If you are buying a service or maintenance contract now, you may pay for it at lease signing. If you do not, the price will be in the capitalized cost and you will pay rent charges on the price.

THERE IS NO COOLING OFF PERIOD

California law does not provide for a "cooling off" or other cancellation period for vehicle leases. Therefore, you cannot later cancel this lease simply because you change your mind, decided the vehicle costs too much, or wish you had acquired a different vehicle. You may cancel this lease only with the agreement of the lessor or for legal cause, such as fraud.

THIS IS THE ENTIRE AGREEMENT. This lease, including the front and back of this form, contains the entire agreement between you and us relating to the lease of the vehicle. Any change to the terms of this lease must be in writing and signed by you and us. No oral changes are binding. We may delay or refrain from enforcing any of our rights under this lease without losing them.

LESSEE: [redacted] BY: X [redacted] CO-LESSEE: X _____

(1) Do not sign this lease 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 lease; (3) Warning - Unless a charge is included in this lease for public liability or property damage insurance, payment for that coverage is not provided by this lease.

YOU SIGNED AND RECEIVED A COMPLETELY FILLED-IN COPY OF THIS AGREEMENT AT CORONA (city) CA (state) **ON** 07 (month) 15 (day) 2006 (year)

LESSEE: [redacted] BY: X [redacted] CO-LESSEE: X _____

LESSOR: VICTOR BUICK PONTIAC GMC, INC SIGNATURE AND TITLE: X [signature] F&I MGR.

Lessor assigns all right, title, and interest in this lease to the party identified in this lease as the intended assignee, under the terms of the Lease Plan Dealer Agreement in effect from time to time with the assignee (the "Dealer Agreement"). Lessor also assigns all right, title, and interest in the leased vehicle to the party identified in this lease as the intended assignee, or its designee, under the terms of the Dealer Agreement.

LESSOR: VICTOR BUICK PONTIAC GMC, INC BY: X _____ TITLE: _____

SEE OTHER SIDE FOR OTHER IMPORTANT AGREEMENTS INCLUDING A PROHIBITION OF TRANSFER OF YOUR INTEREST.

671 MONTHLY CA 1/2002 (2) (For use in the state of California)
Copyright 2001 General Motors Acceptance Corporation. All Rights Reserved.

Lease Agreement 9
QUADRUPLICATE ORIGINAL - LESSEE

BILLSTHOLL 12/07

GMAC

THANK YOU FOR LEASING WITH YOUR DEALER AND GMAC.

FOR ASSISTANCE CALL: 800-200-4622
TDD/TTY (HEARING IMPAIRED): 800-833-4622
visit us at www.gmacfs.com

[redacted]
ANAHEIM HILLS CA [redacted]

MAKE/MODEL: 07 GMC YUKON
VIN: 1GKFK66807[redacted]

ACCOUNT NUMBER : [redacted]

STATEMENT REFLECTS
PAYMENT(S) RECEIVED THROUGH: 02/20/09

ACCOUNT SUMMARY

NEXT PAYMENT DUE	
Due Date	04/16/09
Base Payment	490.00
Sales/Use Tax	
Per. Property Tax	
Other Scheduled	
TOTAL	490.00

PAST DUE PAYMENTS REMIT IMMEDIATELY	
Due Date	Amount
TOTAL	

OTHER AMOUNTS DUE REMIT IMMEDIATELY	
Late Charge	
Extension Fee	
Summons	
Registration Fee	
Miscellaneous	
TOTAL	

REMAINING PAYMENTS: 15

SCHEDULED END DATE: 07/15/10

TOTAL DUE:	490.00

MESSAGES

RETURN THIS PORTION WITH YOUR PAYMENT

ACCOUNT NUMBER: 061-9095-53066

WAEL I MUDAWAR

GMAC
www.gmacfs.com

NEXT PAYMENT DUE:	490.00
TOTAL PAST DUE:	
TOTAL OTHER:	
TOTAL AMOUNT DUE:	490.00
AMOUNT PAID:	

PAYMENT PROCESSING CENTER
PO BOX 78234
PHOENIX AZ 85062-8234

DO NOT SEND CASH OR POST DATED CHECKS. ALL CHECKS WILL BE DEPOSITED UPON RECEIPT. MAKE CHECKS PAYABLE TO GMAC. RETURN THIS NOTICE WITH YOUR PAYMENT TO THE ABOVE ADDRESS

04 07 061 9095 53066 0 00049000 3 7 7

FROM : J&S-Auto-Collision---z-------- FAX NO. : 9093042535 Feb. 27 2009 02:41PM P1

Victor BUICK-PONTIAC-GMC

DLR #'S B-46407
GMC - 40-200
BAR # AJ174724
EPA # CA0000026906

2525 WARDLOW RD. CORONA, CALIF. 92882
(951) 737-2552 • (800) 500-2842 • FAX (951) 737-7866
www.victorbuickgmc.com

"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 And The Seller Neither Assumes Nor Authorizes Any Other Person To Assume For It Any Liability In Connection With The Sale Of This Item/Items."

THIS FORM IS AN ITEMIZED LIST OF REPAIRS AND IS PART OF A REPAIR ORDER. THIS REPAIR ORDER CONTINUATION IS SUBJECT TO ALL THE CONDITIONS OF THE ORIGINAL REPAIR ORDER.

CUSTOMER NO. 27053	ADVISOR DANNY 97	TAG NO. 682	INVOICE DATE 12/05/08	INVOICE NO. GCCS160682
[redacted]	LABOR RATE / LICENSE NO.	MILEAGE 29,786	COLOR SUMMIT WHIT	STOCK NO. 27053
ANAHEIM HILLS, CA [redacted]	YEAR / MAKE / MODEL 07/GMC/YUKON/YUKON XL -4WD		DELIVERY DATE 07/15/06	DELIVERY MILES 15
	VEHICLE I.D. NO. 1GKFK66807J [redacted]		BILLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 12/03/08	
[redacted]	COMMENTS			MO: 29787

JOB# 1 CHARGES

LABOR

J# 1 06BUZ DRIVEABILITY UNITS: 0.70 TECH(S):156 WARRANTY

CUST STATES CHECK ENGINE LIGHT ON. SEE HISTORY
CHECK ENGINE LIGHT ON. CODE P01682 DEFECTIVE IGNITION SWITCH
REPLACE IGNITION SWITCH. ROADTEST VEHICLE OK

PARTS QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
1	25733005	SWITCH 2.188		WARRANTY
			TOTAL - PARTS	0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX GCCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR

J# 2+00BUZ LUBE.OIL.FILTER UNITS: TECH(S):1046 10.00

PERFORM LUBE, OIL, AND OIL FILTER CHANGE.
RESET THE CHANGE OIL SOON LIGHT.....
MAINTENANCE.
CHANGED ENGINE OIL. REPLACED OIL FILTER. LUBED CHASSIS
CHECKED PSI. LUBED HINGES AND LINKAGES.
AND RESET THE CHANGE OIL SOON LIGHT.....

PARTS QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
1	89017524	FILTER 1.836	5.98	5.98
			TOTAL - PARTS	5.98

G.O.G. & SUPPLIES

6.0	ENGINE OIL	@ 2.000 /UNIT		12.00
1.0	GREASE	@ 1.250 /UNIT		1.25
			TOTAL - GOG	13.25

MISC CODE	DESCRIPTION	CONTROL NO	
HW	HAZARDOUS WASTE		1.63
		TOTAL - MISC	1.63

JOB# 2 TOTALS

LABOR	10.00
PARTS	5.98
G.O.G.	13.25
MISC	1.63

JOB# 2 JOURNAL PREFIX GCCS JOB# 2 TOTAL 30.86

JOB# 3 CHARGES

LABOR

J# 3+00BUZ27000 27 POINT INSPECTION UNITS: TECH(S):1046 0.00

PERFORM 27 POINT INSPECTION
RECOMMEND 30K SERVICE

 (CONTINUED ON NEXT PAGE) 10:15am

Victor BUICK-PONTIAC-GMC

DLR #'S B-46407
GMC 40-200
BAR # AJ174724
EPA # CA0000026906

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(951) 737-2552 • (800) 500-2842 • FAX (951) 737-7866
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CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
27053	DANNY 97	010	01/07/09	GCCS161010
[redacted]	LABOR RATE / LICENSE NO.	MILEAGE 31,366	COLOR SUMMIT WHIT	STOCK NO. 27053
ANAHEIM HILLS, CA[redacted]	YEAR/MAKE/MODEL 07/GMC/YUKON/YUKON XL -4WD		DELIVERY DATE 07/15/06	DELIVERY MILES 15
	VEHICLE I.D. NO. 1GKFK6680 7J[redacted]		SELLING DEALER NO.	PRODUCTION DATE
	R.T.E. NO. / P.O. NO.		R.O. DATE 01/06/09	
[redacted]	COMMENTS			

MO: 31367

JOB# 1 CHARGES----------

LABOR----------

J# 1 06BUZ DRIVEABILITY UNITS: TECH(S):156 WARRANTY

CUST STATES CHECK ENGINE LIGHT ON
CHECK CODE P0440, EVAP CODE
CHECK SYSTEM. TEST OK..NO PROBLEM FOUND AT THIS TIME

JOB# 1 TOTALS----------

JOB# 1 JOURNAL PREFIX GCCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES----------

LABOR----------

J# 2 10BUZ7 BODY/INTERIOR UNITS: TECH(S):156 WARRANTY

CUST STATES RIGHT FRONT INSIDE DOOR HANDLE PEELING
HAD TO SPECIAL ORDER PARTS

JOB# 2 TOTALS----------

JOB# 2 JOURNAL PREFIX GCCS JOB# 2 TOTAL 0.00

TOTALS----------

```
*********************************************************************
* NEXT RECOMMENDED SERVICE:                                         *
* 02/03/2009 / 32405 MI 04BUZ13        MANUAL TRANS SERV            *
*********************************************************************
```

JUST A QUICK THANK YOU FROM ALL OF US IN THE SERVICE AND PARTS DEPARTMENT. WE REALIZE YOU CAN GO ANYWHERE FOR THE SERVICING OF YOUR VEHICLE AND WE APPRECIATE YOU DOING BUSINESS WITH US AT VICTOR BUICK PONTIAC GMC!!! WE HOPE TO SEE YOU AGAIN IN THE FUTURE. YOUR COMPLETE SATISFACTION IS OUR ONLY GOAL.

IF YOU HAVE A QUESTION OR A COMMENT ON YOUR SERVICE VISIT PLEASE CONTACT OUR SERVICE MANAGER, STEVE KING. LET US KNOW WHAT WE CAN DO TO IMPROVE OUR PEOPLE AND OUR PROCESSES TO KEEP YOU COMING BACK FOR YEARS TO COME.

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**

!!!!!!!!!! VISIT US ON OUR WEBSITE !!!!!!!!!!
********** www.victorbuickgmc.com**********

CUSTOMER SIGNATURE

SERVICE ADVISOR:

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
20JAN09	22JAN09		1GKFK66807J [redacted]	41852	T6048		21JAN09	25444

TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	IN SERVICE DATE	PREPARED BY	S/A
14:49	15:28	07	GMC YUKON XL	[redacted]	94.00	15JUL06	403	25

MILEAGE IN	MILEAGE OUT	LICENSE NO.	MISCELLANEOUS COMMENT / LOCATION
32237	32240	[redacted]	

	TECH.	TYPE	HOURS	LIST / UNIT	NET / UNIT	TOTAL
* CUSTOMER STATES SES LAMP IS ON, CHECK AND ADVISE						
CAUSE: FAULTY SENSOR						
J5670 SENSOR, MASS AIR FLOW REPLACE						
293 WARG						(N/C)
1 15900024 SENSOR						(N/C)
0 25243						
* CUSTOMER REQUEST MULTI-POINT INSPECTION						
27 CUSTOMER REQUEST MULTI-POINT INSPECTION						
293 WARG						(N/C)
* CUSTOMER STATES PASSENGER INNER DOOR HANDLES CHROME IS PEELING. CHECK AND ADVISE						
CAUSE: CHROME PEELING						
B4280 HANDLE, FRONT DOOR INSIDE OPENING RIGHT R&R OR REPLACE						
293 WARG						(N/C)
1 15935957 HANDLE						(N/C)

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INS/ADJ.	
SALES TAX	
PLEASE PAY THIS AMOUNT	

ORIGINAL ESTIMATE	AUTHORIZED ADDITIONS
$	$

NOTICE TO CONSUMER
PLEASE READ IMPORTANT INFORMATION ON BACK.
I acknowledge notice and oral approval of any additional customer or warranty work performed and/or increase in the original estimated price. I also acknowledge and approve all repairs as itemized and/or recall of vehicle.

CUSTOMER SIGNATURE

SERVICE ADVISOR:

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
26JAN09	26JAN09		1GKFK66807J [redacted]	41052	T6344		26JAN09	25456

TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	IN SERVICE DATE	PREPARED BY	S/A
09:47	17:26	07	GMC YUKON XL	[redacted]	94.00	15JUL06	403	23

MILEAGE IN	MILEAGE OUT	LICENSE NO.	MISCELLANEOUS COMMENT / LOCATION
32379	32379	[redacted]	

TECH.	TYPE	HOURS	LIST / UNIT	NET / UNIT	TOTAL
A CUSTOMER STATES SERVICE ENGINE SOON LIGHT IS					
ON(NO DRIVEABILTY ISSUES)					
CAUSE: FAULTY SENSOR					
J5670 SENSOR: MASS AIR FLOW REPLACE					
293WARGG					(N/C)
1 15900324 SENSOR					(N/C)

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 INS/ADJ.	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT ➔	0.00 ➔

ORIGINAL ESTIMATE	AUTHORIZED ADDITIONS
$	$

NOTICE TO CONSUMER

PLEASE READ IMPORTANT INFORMATION ON BACK.
I acknowledge notice and oral approval of any additional customer or warranty work performed and/or increase in the original estimated price. I also acknowledge and approve all repairs as itemized and/or receipt of vehicle.

CUSTOMER SIGNATURE

SERVICE ADVISOR:

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
02FEB09	03FEB09		1GKFK66807J [redacted]	41853	T661C		08FEB09	254781

TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	IN SERVICE DATE	PREPARED BY	S/A
09:56	17:15	07	GMC YUKON XL	[redacted]	94.00	15JUL06	403	28

MILEAGE IN	MILEAGE OUT	LICENSE NO.	MISCELLANEOUS COMMENT / LOCATION
32720	32724	[redacted]	

TECH.	TYPE	HOURS	LIST / UNIT	NET / UNIT	TOTAL
A CUSTOMER STATES CHECK ENGINE LIGHT IS ON ALL					
THE TIME (NO DRIVEABILITY ISSUES)					
CAUSE: INTERNAL SHORT IN PCM CAUSING DAMAGE TO					
AIR FLOW SENSOR					
J6360 POWERTRAIN CONTROL MODULE					
REPLACEMENT					
293WARGG					(N/C)
1 15900024 SENSOR					(N/C)
CO 162953					
1 12597121 MODULE					(N/C)
PART#: 12597121					
COUNT: 1					
CLAIM TYPE:					
AUTH CODE:					
B CUSTOMER STATES SERVICE STABILITRAK LIGHT IS					
ALSO ON					
W4 SEE LINE A					
293WARGG FEB 03 2009					(N/C)

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 INS/ADJ.	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

ORIGINAL ESTIMATE | AUTHORIZED ADDITIONS

$ Warranty

NOTICE TO CONSUMER
PLEASE READ IMPORTANT INFORMATION ON BACK.
I acknowledge notice and oral approval of any additional customer or warranty work performed and/or increase in the original estimated price. I also acknowledge and approve all repairs as itemized and/or receipt of vehicle.

CUSTOMER SIGNATURE

CUSTOMER #: 13590

506516

INVOICE

Hardin
BUICK PONTIAC GMC
1321 AUTO CENTER DRIVE
ANAHEIM, CA 92806
(714) 635-2020
(714) 533-1012 Service Direct

[redacted]
ANAHEIM HILLS, CA [redacted]
HOME: CONT:N/A
BUS: CELL [redacted]

PAGE 1

SERVICE ADVISOR: 98324 JOE PAREDES

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
WHITE	07	GMC YUKON XL	1GKFK66807J [redacted]		33070/33070	T1168

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	DATE	PAYMENT	INV. DATE
15JUL06 IS 15JUL06 DD			17:00 11FEB09			CASH	11FEB09

R.O. OPENED	READY	OPTIONS:
12:54 10FEB09	12:46 11FEB09	ENG:6.2_Liter

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CUSTOMER STATES SERVICE ENGINE SOON LIGHT COMES ON INTERM - CHECK AND ADVISE =

CAUSE: PERF DIAG FOR CODE P0162 MAF SENSOR FAILURE

J5670 MASS AIRFLOW SENSOR REPLACEMENT

98204 W

1 15900024 SENSOR (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: (N/C) 0.00

33070 FOUND NEC TO REPLACE MASS AIR FLOW SENSOR AND RETEST OK AT THIS TIME

****

B CUSTOMER STATES SERVICE TRACTION CONTROL LIGHT IS ON = CHECK AND ADVISE =

CAUSE: F

MISC MISC

98204 W

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: (N/C) 0.00

33070 CAUSED BY LINE A CONCERN

****

C CUSTOMER STATES SERVICE STABILITY LIGHT IS ON = CHECK AND ADVISE =

MISC MISC

98204 W

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: (N/C) 0.00

33070 CAUSED BY LINE A CONCERN

****

D PERFORM MULTI POINT VEHICLE INSPECTION, VISUALLYINPECT ALL FLUID LEVELS, BELTS,HOSES, AND TIRECONDITION. PROVIDE CUSTOMER WITH COMPLETEDINSPECTION REPORT. NO CHARGE.

CLIN PERFORM MULTI POINT VEHICLE INSPECTION, VISUALLYINPECT ALL FLUID LEVELS, BELTS,HOSES, AND TIRECONDITION. PROVIDE CUSTOMER WITH COMPLETEDINSPECTION REPORT. NO

mf 2/12/09

Hardin Buick Pontiac GMC hereby limits its warranty for parts and/or service furnished to a period of 12 months or 12,000 miles after date of invoice, unless otherwise stated in writing. I acknowledge receipt of the parts and labor listed above.

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

[redacted]

BAR# AB 008710 EPA CAL 000217218

CUSTOMER COPY

CUSTOMER #: 13590

506516

INVOICE

Hardin
BUICK PONTIAC GMC
1321 AUTO CENTER DRIVE
ANAHEIM, CA 92806
(714) 635-2020
(714) 533-1012 Service Direct

[redacted]

ANAHEIM HILLS, CA [redacted]

PAGE 2

HOME: CONT:N/A

BUS: CELL: [redacted]

SERVICE ADVISOR: 98324 JOE PAREDES

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
WHITE	07	GMC YUKON XL	1GKFK66807J[redacted]		33070/33070	T1168

DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
15JUL06 IS 15JUL06 DI			17:00 11FEB09			CASH	11FEB09

R.O. OPENED	READY	OPTIONS:
12:54 10FEB09	12:46 11FEB09	ENG:6.2_Liter

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
	CHARGE						
	98204		W				(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

33070 COMPLETED VISUAL INSPECTION

****

EST: 0.01 10FEB09 12:54 SA: 98324

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This copy must be returned for any adjustments.

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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

CUSTOMER SIGNATURE

BAR# AB 008710 EPA CAL 000217218

Copyright 2000 ADP Inc. SERVICE INVOICE #2 X5120

CUSTOMER COPY

FROM : J&S-Auto-Collision--Z-------- FAX NO. : 9093042535 Feb. 13 2009 02:17PM P2

CUSTOMER #: 13590

506516

INVOICE

Hardin BUICK PONTIAC GMC
1321 AUTO CENTER DRIVE
ANAHEIM, CA 92806
(714) 635-2020
(714) 533-1012 Service Direct

[redacted]

ANAHEIM HILLS, CA [redacted]

PAGE 1

HOME: CONT:N/A

BUS: CELL: [redacted]

SERVICE ADVISOR: 98324 JOE PAREDES

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
WHITE	07	GMC YUKON XL	1GKFK66807J[redacted]		33070/33070	T1168

DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
15JUL06 IS							
15JUL06 DD			17:00 11FEB09			CASH	11FEB09

R.O. OPENED	READY	OPTIONS:
12:54 10FEB09	12:46 11FEB09	ENG:6.2_Liter

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CUSTOMER STATES SERVICE ENGINE SOON LIGHT COMES ON INTERM = CHECK AND ADVISE =

CAUSE: PERF DIAG FOR CODE P0162 MAF SENSOR FAILURE

J5670 MASS AIRFLOW SENSOR REPLACEMENT

98204 W (N/C)

1 15900024 SENSOR (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

33070 FOUND NEC TO REPLACE MASS AIR FLOW SENSOR AND RETEST OK AT THIS TIME

****

B CUSTOMER STATES SERVICE TRACTION CONTROL LIGHT IS ON = CHECK AND ADVISE =

CAUSE: F

MISC MISC

98204 W (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

33070 CAUSED BY LINE A CONCERN

****

C CUSTOMER STATES SERVICE STABILITY LIGHT IS ON = CHECK AND ADVISE =

MISC MISC

98204 W (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

33070 CAUSED BY LINE A CONCERN

****

D PERFORM MULTI POINT VEHICLE INSPECTION, VISUALLYINPECT ALL FLUID LEVELS, BELTS,HOSES, AND TIRECONDITION. PROVIDE CUSTOMER WITH COMPLETEDINSPECTION REPORT. NO CHARGE.

CLIN PERFORM MULTI POINT VEHICLE INSPECTION, VISUALLYINPECT ALL FLUID LEVELS, BELTS,HOSES, AND TIRECONDITION. PROVIDE CUSTOMER WITH COMPLETEDINSPECTION REPORT. NO

MO 2/12/09

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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	

[redacted]

BAR# AB 008710 EPA CAL 000217216

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CUSTOMER COPY

FROM : J&S-Auto-Collision FAX NO. : 9093042535 Feb. 27 2009 11:36AM P2

[redacted]	Principal driver (if business use)	LESSOR (Retailer)
CORONA CA [redacted] RIVERSIDE		VICTOR BUICK PONTIAC GMC, INC 2525 WARDLOW CORONA CA 92882

This is an agreement to lease a vehicle. This is not a purchase agreement. You are not buying the vehicle. By signing this lease, you agree to everything on the front and back.

X "We," "us," and "our" refer to Lessor named above and any assignee. An "assignee" is a person to whom this lease is assigned (if it is assigned).

- ☐ If this box is checked, Lessor (Retailer) will assign this lease and sell the vehicle to General Motors Acceptance Corporation ("GMAC").
- ☐ If this box is checked, GMAC helped to arrange this lease and Lessor (Retailer) will assign it and sell the vehicle to Central Originating Lease Trust.
- ☐ If this box is checked, Lessor (Retailer) will assign this lease and sell the vehicle to N/A
- ☐ If this box is checked, Lessor (Retailer) intends not to assign this lease.

THE VEHICLE YOU ARE LEASING

New/Used	Year	Make & Model	Body Style	Vehicle ID #	Mileage	License #	Primary Use
NEW	2007	GMC YUKON	YUKON X	1GKEK63807J[redacted]	15		☒ Personal, Family, or Household ☐ Commercial, Business, or Agricultural

Dealer Installed Options: _____ GVW (if truck) _____ ☐ Public Conveyance

FEDERAL CONSUMER LEASING ACT DISCLOSURES

1. Amount Due at Lease Signing or Delivery (Itemized Below)*
$ 13000.00

2. Monthly Payments
Your first monthly payment of $ 545.00 is due on 07/15/2006, followed by 47 payments of $ 545.00 due on the 16th of each month.
The total of your monthly payments is $ 26160.00

3. Other Charges (not part of your monthly payment)
Disposition fee (if you do not purchase the vehicle) $ N/A
N/A $ N/A
Total $ N/A

4. Total of Payments
(The amount you will have paid by the end of the lease.)
$ 38615.00

*Itemization of Amount Due at Lease Signing or Delivery

5. Amount Due at Lease Signing or Delivery:

a. Capitalized cost reduction	$ 12436.83
b. First monthly payment	$ 545.00
c. Refundable security deposit	$ N/A
d. Title fees	$ N/A
e. Registration fees	$ N/A
f. Sales/use tax	$ N/A
g.	$ N/A
h. 1 DAYS SELECT DUE DATE FEE&TAX	$ 18.17
i.	$ N/A
j. Total	$ 13000.00

6. How the Amount Due at Lease Signing or Delivery will be paid:

a. Net trade-in allowance	$ 11000.00
b. Rebates and noncash credits	$ 1000.00
c. Amount to be paid in cash	$ 1000.00
d. Total	$ 13000.00

7. Your monthly payment is determined as shown below:

a. **Gross capitalized cost.** The agreed upon value of the vehicle ($ 51590.96) and any items you pay for over the lease term (such as service contracts, insurance, and any outstanding prior credit or lease balance)		$ 53557.56
b. **Capitalized cost reduction.** The amount of any net trade-in allowance, rebate, noncash credit, or cash you pay that reduces the gross capitalized cost	-	$ 12436.83
c. **Adjusted capitalized cost.** The amount used in calculating your base monthly payment	=	$ 41120.73
d. **Residual value.** The value of the vehicle at the end of the lease used in calculating your base monthly payment	-	$ 28481.75
e. **Depreciation and any amortized amounts.** The amount charged for the vehicle's decline in value through normal use and for other items paid over the lease term	=	$ 12638.98
f. **Rent charge.** The amount charged in addition to the depreciation and any amortized amounts	+	$ 11639.42
g. **Total of base monthly payments.** The depreciation and any amortized amounts plus the rent charge	=	$ 24278.40
h. **Lease payments.** The number of payments in your lease	÷	48
i. **Base monthly payment**	=	$ 505.80
j. **Monthly sales/use tax (estimated)**	+	$ 39.20
k. N/A	+	$ N/A

FROM : J&S-Auto-Collision-----z-------- FAX NO. : 9093042535 Feb. 27 2009 11:37AM P3

k. N/A + $ N/A

l. Total monthly payment = $ 645.00

Early Termination. You may have to pay a substantial charge if you end this lease early. **The charge may be up to several thousand dollars. The actual charge will depend on when the lease is terminated. The earlier you end the lease, the greater this charge is likely to be.**

8. **Excessive Wear and Use.** You may be charged for excessive wear based on our standards for normal use and for mileage in excess of 12000 miles per year at the rate of $0.20 per mile.
9. **Purchase Option at End of Lease Term.** You have an option to buy the vehicle at the end of the lease term for $ 28481.75, plus official fees and taxes.
10. **Other Important Terms.** See your lease documents for additional information on early termination, purchase options and maintenance responsibilities, warranties, late and default charges, and insurance.

11. ITEMIZATION OF GROSS CAPITALIZED COST.

a. Agreed upon value of the vehicle as equipped at lease signing		$ 51590.96
b. Agreed upon value of accessories or optional equipment that Lessor agrees to add to the vehicle after lease signing		
(Describe)	+ $	N/A
(Describe)	+ $	N/A
(Describe)	+ $	N/A
c. GMAC administrative fee	+ $	595.00
d. License/registration/title fees	+ $	399.00
e. Sales tax	+ $	963.85
f. Other tax (describe) N/A	+ $	N/A
g. Optional service contract (describe)	+ $	N/A
h. Optional service contract (describe)	+ $	N/A
i. Optional service contract (describe)	+ $	N/A
j. Optional life insurance	+ $	N/A
k. Optional disability insurance	+ $	N/A
l. /CA TIRE FEE	+ $	8.75
m.	+ $	N/A
n. Gross Capitalized Cost	= $	53557.56

12. THE VEHICLE YOU ARE TRADING: 2001 GMC YUKON (year) (make) (model)

Gross trade-in value	$	11000.00
Payoff	- $	N/A
Net trade-in value	= $	11000.00

13. OFFICIAL FEES AND TAXES. You will pay all government license, title, registration, testing, and inspection fees for the vehicle. You will pay all taxes on the lease or the vehicle that the government levies on you, the vehicle, or us (except our net income taxes). We may change your monthly payment or bill you separately for official fees and taxes.

TOTAL ESTIMATED FEES AND TAXES YOU MUST PAY DURING LEASE $ 5135.99

The actual total of fees and taxes may be higher or lower depending on tax rates in effect or the vehicle value when a fee or tax is assessed.

a. Title/lien fees	$	N/A
b. Registration fees/taxes	$	N/A
c. License fees/taxes	$	2280.48
d. Sales/use taxes (including tax on capitalized cost reduction)	$	2845.45
e. Excise taxes	$	1.31
f. Property taxes	$	N/A
g. Other (describe) N/A	$	N/A
h. Other (describe) CA TIRE FEE	$	8.75
i. Other (describe) N/A	$	N/A

14. MILEAGE.

Base Mileage Allowance. ☐ 15,000 miles/year. ☒ Low-mileage: 12,000 miles/year. ☐ Medium-duty truck (gasoline): 25,000 miles/year

15. LATE CHARGE. If you do not pay a monthly payment in full within 30 days after it is due, you will pay a late charge of $4.

16. CHARGE FOR FINES. If the government places a fine on the vehicle and you do not pay it promptly, we may pay it. Each time we pay a fine, you will pay us the fine plus $20.

17. SCHEDULED LEASE END DATE. This lease is scheduled to end 07/15/2010 (month) (day) (year). You are scheduled to return the vehicle on this date.

18. LEASE END DAILY EXTENSION CHARGE. $ 48.00 per day (plus tax), beginning on the eighth day after scheduled lease end date.

19. REQUIRED VEHICLE INSURANCE INFORMATION. You affirm that liability and physical damage policies that meet our requirements (see the other side) are in force on the date of this lease as follows:

Insurance company name: AMEX ASSURANCE COMPANY
Insurance agency name:
Agency Address: 3500 PACKERLAND DR DE PERE WI 54115-9070
Agency Phone no.: (888)404-5365
Agent's name:
Policy no.: AX01236329 XX ☐ Liability XX ☐ Physical damage
Deductibles: Collision $ 500 Comprehensive $ 500

Insurance company name: N/A
Insurance agency name: N/A
Agency Address: N/A
Agency Phone no.: N/A
Agent's name: N/A
Policy no.: N/A ☐ Physical damage
Deductibles: Collision $ N/A Comprehensive $ N/A

20. OPTIONAL LIFE AND DISABILITY INSURANCE. We do not require life or disability insurance. If you sign below, we will try to get the coverage(s) checked for the lease term. We will include the premium in your base monthly payment. A notice you receive when you sign this lease describes the coverage(s). The insurance may not cover taxes and other amounts due besides the base monthly payment.

Insurer name:
Address:

☐ Life insurance (☐ Lessee ☐ Co-Lessee ☐ Both) Premium $ N/A
Coverage limit $ N/A

☐ Disability insurance (Lessee only) Premium $ N/A
$ N/A

LESSEE SIGNATURE X [redacted] Age
CO-LESSEE SIGNATURE X Age

21. WARRANTY AND EXCLUSION OF WARRANTY. You have the benefit of any warranty checked below.

☐ Standard manufacturer's warranty

FROM : J&S-Auto-Collision-Z FAX NO. : 9093042535 Feb. 27 2009 11:38AM P4

Base Mileage Allowance: ☐ 15,000 miles/year ☐ Medium-duty truck (gasoline): 25,000 miles/year ☐ Medium-duty truck (diesel): 35,000 miles/year

Extra Miles. You are buying N/A extra miles at $ N/A per mile. If this lease ends on or after the last scheduled payment is due, we will credit you with $ N/A per mile for each unused extra mile. There will be no credit if the lease ends early, you buy the vehicle, or the vehicle is a total loss.

Total Allowed Mileage on the Odometer at Lease End is 48015 miles.

Starting odometer mileage	15	miles
Base mileage allowance	+ 48000	miles
Purchased extra miles	+ N/A	miles

Excess Mileage Charge. The excess mileage charge is $ 0.20 per mile for each mile beyond the total allowed miles, plus tax. If the lease ends early and the vehicle is not a total loss, any excess mileage and wear charge will not be more than residual value minus the vehicle sale price. There is no excess mileage charge if you buy the vehicle.

☐ Standard manufacturer's warranty: _____

☐ _____

Warranty papers that are separate from this lease state any coverage limits.
The law gives you a warranty that the vehicle conforms to the description in this lease.
THERE ARE NO OTHER EXPRESS WARRANTIES ON THE VEHICLE.

The following applies only if this lease is not primarily for personal, family, or household purposes: **WE MAKE NO IMPLIED WARRANTY OF MERCHANTABILITY. THERE IS NO WARRANTY THAT THE VEHICLE IS FIT FOR A PARTICULAR PURPOSE.**

22. OPTIONAL SERVICE AND MAINTENANCE CONTRACTS.

Name N/A Term N/A months, N/A miles
Name N/A Term N/A months, N/A miles
Name N/A Term N/A months, N/A miles

If you are buying a service or maintenance contract now, you may pay for it at lease signing. If you do not, the price will be in the capitalized cost and you will pay rent charges on the price.

THERE IS NO COOLING OFF PERIOD

California law does not provide for a "cooling off" or other cancellation period for vehicle leases. Therefore, you cannot later cancel this lease simply because you change your mind, decided the vehicle costs too much, or wish you had acquired a different vehicle. You may cancel this lease only with the agreement of the lessor or for legal cause, such as fraud.

THIS IS THE ENTIRE AGREEMENT. This lease, including the front and back of this form, contains the entire agreement between you and us relating to the lease of the vehicle. Any change to the terms of this lease must be in writing and signed by you and us. No [redacted] from enforcing any of our rights under this lease without losing them.

LESSEE: [redacted] BY: X [redacted] CO-LESSEE: X

(1) Do not sign this lease 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 lease; (3) Warning - Unless a charge is included in this lease for public liability or property damage insurance, payment for that coverage is not provided by this lease.

YOU SIGNED AND RECEIVED A COMPLETELY FILLED IN COPY OF THIS AGREEMENT AT CORONA CA **ON** 07 (month) 15 (day) 2006 (year)

LESSEE: [redacted] BY: [redacted] CO-LESSEE: X

LESSOR: VICTOR BUICK PONTIAC GMC, INC SIGNATURE AND TITLE: X [illegible] F&I MGR.

Lessor assigns all right, title, and interest in this lease to the party identified in this lease as the intended assignee, under the terms of the Lease Plan Dealer Agreement in effect from time to time with the assignee (the "Dealer Agreement"). Lessor also assigns all right, title, and interest in the leased vehicle to the party identified in this lease as the intended assignee, or its designee, under the terms of the Dealer Agreement.

LESSOR: VICTOR BUICK PONTIAC GMC, INC BY: X _____ TITLE: _____

SEE OTHER SIDE FOR OTHER IMPORTANT AGREEMENTS INCLUDING A PROHIBITION OF TRANSFER OF YOUR INTEREST.

671 MONTHLY CA 1/2002 (2) (For use in the state of California)
Copyright 2001 General Motors Acceptance Corporation. All Rights Reserved.

Lease Agreement 6
QUADRUPLICATE ORIGINAL - LESSEE

[redacted]

A Public Service Agency

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

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

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

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

[redacted]

A Public Service Agency

REGISTRATION CARD VALID FROM: 07/16/2008 TO: 07/16/2009

MAKE	YR MODEL	YR 1ST SOLD	VLF CLASS	TYPE VEH	TYPE LIC	LICENSE NUMBER
GMC	2007	2006	NV	12S	11	[redacted]

BODY TYPE MODEL	MP	MO	VEHICLE ID NUMBER
LL	G	PZ	1GKFK66807J[redacted]

TYPE VEHICLE USE	DATE ISSUED	CC/ALCO	DT FEE RECVD	PIC	STICKER ISSUED
AUTOMOBILE	12/03/08	30	12/03/08	8	T0781279

PR EXP DATE: 07/16/2009

AMOUNT PAID
$NFEE

REGISTERED OWNER
[redacted]

ANAHEIM HILLS
CA [redacted]

AMOUNT DUE
$ NONE

AMOUNT RECVD
CASH :
CHCK :
CRDT :

LIENHOLDER
GMAC
PO BX 8128

COCKEYSVILLE
MD 21030

H00 672 19 0000000 0007 CS H00 120308 11 5VQV109 153

General Motors Corporation
Business Resource Center
PO Box 33170
Detroit, MI 48232-5170

VIA FAX ONLY

April 8, 2009

Norman Taylor, Esq.
Norman Taylor & Associates
425 W Broadway Ste 220
Glendale, CA 91204

RE: [redacted]
Service Request: 71-715181778
2007 GMC Yukon
Vehicle Identification Number: 1GKFK66807J[redacted]
Legal Research Specialist: Amy Scott

Dear Mr. Taylor:

This is to advise that General Motors is in receipt of the above referenced case dated March 31, 2009. This case file has been assigned to General Motors' Early Resolution program, and you will be contacted in the next 10-15 calendar days for review. The Early Resolution program is designed to facilitate early settlement of warranty matters within a 45-day timeframe.

In order to do a thorough review and assessment of this case, General Motors would appreciate your prompt 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 further questions, please contact our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please refer to the service request number above and a Customer Relationship Specialist will be happy to assist you.

Sincerely,

General Motors Corporation

RELEASE OF LIEN INFORMATION

I _____,
(Client's Name)

hereby authorize _____
(Lien holder Name)

_____
(Lien holder Address) (Lien holder Phone Number)

to release any and all information regarding my loan account # _____
(Account Number)

with _____
(Lien holder Name)

to General Motors Corporation, including but not limited to a complete payment history of my account, a loan payoff amount, and per diem information.

Date _____.

VEHICLE INFORMATION

The current vehicle mileage is _____ Date mileage read: _____.

_____ _____
Signature Signature

Service Request Activity

SR No.	71-485572893	**Ref No.**		**Goodwill**	No Goodwill Offered	**BRC Type**	N/A
Account		**Site**		**GW SubType**		**Bus. Unit**	CAC
Last Name	[redacted]	**First Name**	[redacted]	**Approval**	Not Initiated	**Area**	Dealer Issue
Daytime #		**Evening #**	[redacted]	**UCC**	Non Component Dealer	**Sub-Area**	Service
Address	[redacted]	**City**	Corona	**Involved Dlr**	Victor Buick-GMC Truck, Inc.	**Safety**	No
State	CA **Postal Cd** [redacted]	**Con. Acct.**		**Source**	Phone	**Updated**	3/7/2007 03:47:13 PM
Serial #/VIN	1GKFK66807J[redacted]	**Model Year**	2007	**Priority**	Medium **License #** GMC	**Owner**	LANEGE
Make	GMC	**Warr. Start**	07/15/2006	**Status**	Closed	**Opened**	2/21/2007 06:38:06 PM
Model	Yukon	**Mileage**	2,000	**Sub-Status**	Dissat-Won't Purchase GM Again	**Closed**	3/7/2007 03:47:06 PM
Abstract	Dealr Issue - Dlr scratched the cust's veh and discourteous treatment						
Customer Description							

GMPP Details

GMPP Term	GMPP Mileage	GMPP Retail Cost

Component Coverage

Component Coverage	Expiration Mileage	Expiration Date

Certificate Details

Certificate Number	Amount	Expiration Date

Pre-Authorization Basics

Service Dealer	BAC Code	Div. Dealer Code	Repair Order #

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
3/7/2007 03:47:05 PM	LANEGE	LANEGE	SR Closed - Dissat-Won't Purch		Done	3/7/2007 03:47:05 PM	Service Request has been Closed Dissat-Won't Purchase GM Again.

Contact Last Name	Contact First Name	Account	BAC Code
Mudawar	Wael		

Comments

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
3/7/2007 03:42:25 PM	LANEGE	LANEGE	Manager Review		Done	3/7/2007 03:46:57 PM	Close dissat

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

Cust had scratch on veh.

Dlr offered to fix scratch cust refused.

Cust sts that they will never buy a gm veh

Cust sts they will tell everyone about their experince.

George Lane/CAC/STJ
****

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
3/5/2007 05:37:49 PM	LANEGE	LANEGE	Scheduled Outbound Call Dlr		Done	3/7/2007 03:27:17 PM	Call VICTOR BUICK-PONTIAC-GMC 2525 WARDLOW RD CORONA , CA 92882-2873 (951) 737-2552

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

Crs sts aperantley cust feels that the dlr scratched the fender of the veh.

Cust sts that she was reffered

Dlr sts that the dlr is not taking any responsibility for the damage. They do not feel they put the scratch on the veh and they did offer a repair as a goodwill gesture at two different body shop places.
cust refused this and wanted to take it to her own place of repair.

Crs sts to the dlr that I will stand behind you on this and will go no further with this iisue.

George Lane/CAC/STJ

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
3/5/2007 03:25:29 PM	AGATPMLI	LANEGE	Notify CRM		Done	3/5/2007 05:37:09 PM	informing OCRS with contact of cust

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
3/5/2007 03:22:31 PM	AGATPMLI	AGATPMLI	Inbound Call Customer	Complex Request	Done	3/5/2007 03:25:24 PM	cust called [redacted] called

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

cust sts she would like to get in touch with the oCRS

cust sks to be connected to the OCRS

CRS adv tried to check if he is available, CRS offered to transfer the cust to VM. informed the cust that CRS will Notify the OCRS

renee anderson/elemental cac manila

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
2/26/2007 03:03:53 PM	LANEGE	LANEGE	Scheduled Outbound Call Cust		Done	3/1/2007 06:59:25 PM	Call [redacted]

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
2/26/2007 02:59:58 PM	LANEGE	LANEGE	Outbound Call Dealer	Left Message	Done	2/26/2007 03:01:33 PM	Called dlr

Contact Last Name	Contact First Name	Account	BAC Code
Mudawar	Wael		

Comments

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
2/21/2007 07:46:47 PM	LANEGE	LANEGE	Scheduled Outbound Call Dlr		Done	2/26/2007 03:01:45 PM	Call VICTOR BUICK-PONTIAC-GMC 2525 WARDLOW RD CORONA , CA 92882-2873 (951) 737-2552

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

Speak with S/M

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
2/21/2007 07:46:15 PM	LANEGE	LANEGE	Scheduled Outbound Call Cust	Left Message	Done	2/26/2007 03:03:52 PM	Call Cust

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
2/21/2007 07:44:34 PM	LANEGE	LANEGE	Outbound Call Dealer		Done	2/21/2007 07:46:14 PM	Called dlr

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

Spoke with a S/A at the dlr he states that there is note in the file that states that the S/M no longer wishes to work or see this cust again.

He was not able to comment on anything else that may have happened.

George Lane/CAC/STJ

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
2/21/2007 07:36:09 PM	LANEGE	LANEGE	Inbound Call Customer		Done	2/21/2007 07:44:30 PM	Transfer from elemental

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

Cust states that when the veh was in for an oil change the dlr scratched the vehicle.

Cust states that when she noticed the scratch she went in to the dlr and got the S/M out to look at the scratch.

Cust states that then dlr offered to send the vehicle to a repair shop that the dlr deals with.

Cust states that she told the dlr that she does not wish to deal with anyone the dlr deals with as this dlr has given this cust poor cust service in the past and again with this incident.

cust states that when she declined the offer to take it to the repair shop the dlr stated to bring it to the S/M than stated to the cust to put it through your insurance policy then.

Cust feels that she should be able to bring the veh to a repair shop of her choosing. Cust states that she is even willing to show estimates on the repair before getting the work donr.

Crs stated to the cust that I will have to contact the AVM on this and see what decision the AVM will make.

crs stated to the cust that I will work you on this and hopefully get a resoultion were we can all be happy.

George Lane/CAC?STJ

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
2/21/2007 07:22:01 PM	LANEGE	LANEGE	Ownership Changed		Done	2/21/2007 07:22:01 PM	Service Request Ownership has changed FROM: CEROCH TO: LANEGE

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
2/21/2007 07:12:33 PM	LANEGE	LANEGE	Inbound Call Customer		Done	2/21/2007 07:35:59 PM	Transfer from elemental

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

Cust states that the dlr scratched her vehicle the dlr states for the cust to take it to a body shop.

Cust feels that she should

Cust feels that once they bought the vehicle the cust service

Cust states that the manager has treated

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
2/21/2007 06:46:52 PM	CEROCH	CEROCH	Outbound Call Compound	Made Contact	Done	2/21/2007 07:09:15 PM	Transfer to Compound

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

Warm transferred to George Lane 12109

cj parker/elemental/cac/mla

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
2/21/2007 06:42:35 PM	CEROCH	CEROCH	Inbound Call Third Party		Done	2/21/2007 07:09:10 PM	Dealr Issue - Discourteous Treatment

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

CRS spoke with [redacted]

Cust Sts:
-cust took her veh to VICTOR BUICK-PONTIAC-GMC for oil change and the dlr scratched the front fender - driver's side part of the veh.
-the dealer adv cust to take it to a place the dlr recommends but the cust lost faith with the dealer and would like to have the veh taken somewhere alse.
-cust sts that the dlr has been very rude and this is the second time the cust has complained about the dealer.

Orig owner? Yes
Primary driver? Yes, wife is the primary driver
Personal or business use? Personal

Where purchased? VICTOR BUICK-PONTIAC-GMC

Current approx mlg? 2,000 miles
Ext Svc Plan? None

Concern? dlr scratched the front fender - driver's side part of the veh
When concern occured? Feb 10, 2007
Where diagnosed? VICTOR BUICK-PONTIAC-GMC
Est cost of the repair? Not known
Current location of veh? Owner
Veh repaired? If yes, cost & where completed? Not yet repaired

Where maint performed? VICTOR BUICK-PONTIAC-GMC
Prev GM veh? 2

Cust Sks: Repair cost covered by the dealership but repaired somewhere the cust wants.

CRM adv: Transfer to Compound

cj parker/elemental/cac/mla

UCC Codes

UCC Code	UCC Symptom	UCC Description
S95	Discourteous Treatment	Non Component Dealer

J&S COLLISION CENTER
26586 JEFFERSON AVE UNIT#C
MURRIETA, CA 92562

CARRIAGE MOTOR COMPANY
27400 YNEZ RD/P.O. BOX 892930
TEMECULA CA 92589-2830

SERVICE ADVISOR: BENJAMIN PENA

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO	INVOICE PRINTED	INVOICE NO.
21APR08	21APR08		1GKFK66807J [redacted]	41852	T3175		21APR08	24635

TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	IN SERVICE DATE	PREPARED BY	S.A.
08:02	13:59	07	GMC YUKON XL	951-304-2483	90.00	15JUL06	403	22

MILEAGE IN	MILEAGE OUT	LICENSE NO.	MISCELLANEOUS COMMENT / LOCATION
24676	24679	5VOA109	

TECH.	TYPE	HOURS	LIST UNIT	NET UNIT	TOTAL	COST	SALE	COMP
A CUSTOMER STATES CAN HEAR ABNORMAL NOISE WHEN FIRST STARTING . HAS HAPPEND ONLY 4-TIME SINCE 4-6 WEEKS AGO. THERE IS NO MATTERN. IT WILL DO IT RANDOM. THE NOISE SOUNDS LIKE A FLAPPING SOUND. ADVISOR WAS UNABLE TO DUPLICATE ON SERVICE DRIVE.. CUSTOMER STATES IS HAPPENS MORE SO WHEN STARTING WITH REMOTE. CHECK AND ADVISE								
CAUSE: UPON FULL DIAGNOSES AND TESTING								
W4 HEAVY LINE ISSUE								
214 CPTG				0.00	0.00	0	0	
TECH WAS UNABLE TO DUPLICATE CUSTOMERS CONCERN AT THIS TIME								
B CUSTOMER STATES VEHICLE FEELS AS IF IT IS RUNNING SLUGISH. THERE IS NO CHECK ENGINE LIGHT ON...								
CAUSE: RUNNING NORMAL								
W1 TUNE UP AND/OR DRIVEABILITY ISSUE								
214WARGG					(N/C)	0	0	
						0	0	TPARTS
						0	0	TLABOR
NO DTC'S								
						0	0	0

** PRE-INVOICE **			
46100	0	0	
46202	0	0	
22500	0	*******	
26804	0	*******	

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 INS/ADJ.	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

ORIGINAL ESTIMATE	AUTHORIZED ADDITIONS
$ N/A	$

NOTICE TO CONSUMER
PLEASE READ IMPORTANT INFORMATION ON BACK.
I acknowledge notice and oral approval of any additional customer or warranty work performed and/or increase in the original estimated price. I also acknowledge and approve all repairs as itemized and/or receipt of vehicle.

CUSTOMER SIGNATURE

SAR #AK191640
PHONE # (909)69[illegible]-6060 [illegible]-555
ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED

REVISED EST AUTH BY
DATE CALLED TIME CALLED
PHONE NUMBER CALLED

CARRIAGE MOTOR COMPANY
27420 YNEZ RD/P.O. BOX 892830
TEMECULA CA 92589-2830

ALL PARTS REMOVED WILL BE DISCARDED UNLESS OTHERWISE REQUESTED PRIOR TO BEGINNING WORK.

☐ SAVE PARTS

ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED.

THIS IS NOT AN INVOICE

SUBJECT TO CONDITIONS ON REVERSE SIDE OF THIS CONTRACT. PLEASE READ REVERSE SIDE.

CUST. NO 41852 STOCK NO. OUT 24679 TAG NO. T8175 COLOR WHITE PAGE 1 OF 1

DATE	VEHICLE IDENTIFICATION NUMBER	MILEAGE	IN SERVICE DATE	LICENSE NUMBER	YEAR	MAKE AND MODEL	WRITTEN BY	RO NUMBER
21APR2009	1GKFK66807J[redacted]	24676	15JUL06	5VQA109	07	GMC YUKON XL	224	246304

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 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 the above vehicle to secure the amount of repairs thereto.

PRELIMINARY ESTIMATE $ NONE

HAZARDOUS WASTE DISPOSAL $

AUTHORIZED BY X

CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF:

REVISED EST.	DATE	TIME	BY	PHONE #
$				
$				
$				

NAME: J&S COLLISION CENTER William

ADDRESS: 26586 JEFFERSON AVE UNIT#C

CITY / STATE / ZIP: MURRIETA CA 92563

BILL TO: P.O. NO.

ENGINE NO. TRANSM. NO. AXLE NO. PROD. DATE LABOR RATE 90.00

TIME PROMISED: 18:00 21APR09

AUTHORIZATION

HOME PHONE: 951-304-2433

BUSINESS PHONE: 951-304-2433

METHOD OF PAYMENT: CASH

SELLING DEALER

WARRANTY EXPIRES

DOES OWN SERVICE

LINE	OP CODE	TECH.	LABOR INSTRUCTIONS AND DESCRIPTIONS	L.T.
A	W4	214	CUSTOMER STATES CAN HEAR ABNORMAL NOISE WHEN FIRST STARTING . HAS HAPPEND ONLY 4-TIME SINCE 4-6 WEEKS AGO. THERE IS NO MATTERN. IT WILL DO IT RANDOM. THE NOISE SOUNDS LIKE A FLAPPING SOUND. ADVISOR WAS UNABLE TO DUPLICATE ON SERVICE DRIVE.. CUSTOMER STATES IS HAPPENS MORE SO WHEN STARTING WITH REMOTE. CHECK AND ADVISE	N/C
B	W1	214	CUSTOMER STATES VEHICLE FEELS AS IF IT IS RUNNING SLUGISH. THERE IS NO CHECK ENGINE LIGHT ON...	N/C

QTS. OIL	QTS. ATF
GEAR OIL	GAL. FUEL
SMOG CERTIFICATE #	
SUBLET AMOUNT	
TOWING	

04/15/2009 16:40 FAX 002/013

4/2

[illegible]

CARRIAGE MOTOR COMPANY
[illegible]
TEMECULA [illegible]

SERVICE ADVISOR: [illegible]

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO	P.O. NO.	INVOICE PRINTED	INVOICE NO.
12SEP07	13SEP07		1GKFK66807J[redacted]	41852	T8156		13SEP07	238727

TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	IN SERVICE DATE	PREPARED BY	S/A
08:19	10:26	07	GMC YUKON XL	[redacted]	90.00	15JUL06	403	25[illegible]

MILEAGE IN	MILEAGE OUT	LICENSE NO	MISCELLANEOUS COMMENT / LOCATION
17157	17157	[redacted]	

TECH.	TYPE	HOURS	LIST UNIT	NET UNIT	TOTAL	COST	SALE	COMP
A CUSTOMER STATES REPLACE MISSING TIRE PRESSURE SENSOR (POSSIBLE RIGHT REAR) W2 REPLACED BROKEN RIGHT REAR TIRE SENSOR								
431 CPTG				60.00	60.00	950	6000	
1 25799321 SENSOR			60.40	45.30	45.30	3020	4530	0
B CUSTOMER STATES KNOCKING NOISE WHEN MAKING TURNS								
CAUSE:								
E7696 SEAL, STEERING COLUMN (AT BULKHEAD) REPLACE								
217WARGG					(N/C)	1250	4264	
1 15918515 SEAL					(N/C)	2341	3277	0
PO 153114								
1 Z5000 DLR P/U					(N/C)	468	468	0
GM# 15918515								
						2809	3745	TPARTS
						1250	4264	TLABOR

** PRE-INVOICE **			
46100	6000	950	
48300	4530	3020	
46202	4264	1250	
48002	3745	2809	
22500	10530	*******	
26304	8009	*******	

DESCRIPTION	TOTALS
LABOR AMOUNT	60.00
PARTS AMOUNT	45.30
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	105.30
LESS INS/ADJ.	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	105.30

ORIGINAL ESTIMATE	AUTHORIZED ADDITIONS
$	$

NOTICE TO CONSUMER
PLEASE READ IMPORTANT INFORMATION ON BACK.
I acknowledge notice and oral approval of any additional customer or warranty work performed and/or increase in the original estimated price. I also acknowledge and approve all repairs as itemized and/or receipt of vehicle.

CUSTOMER SIGNATURE

[illegible]
PHONE # [illegible]
ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED

REVISED EST ..... AUTH BY .....
DATE CALLED ..... TIME CALLED .....
PHONE NUMBER CALLED

ALL PARTS REMOVED WILL BE DISCARDED UNLESS OTHERWISE REQUESTED PRIOR TO BEGINNING WORK.

☐ SAVE PARTS

ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED.

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SUBJECT TO CONDITIONS ON REVERSE SIDE OF THIS CONTRACT. PLEASE READ REVERSE SIDE.

04/15/2009 16:41 FAX

USTOMER NO. STOCK NO. TAG NO. COLOR

DATE	VEHICLE IDENTIFICATION NUMBER	MILEAGE	IN SERVICE DATE	LICENSE NUMBER	YEAR	MAKE AND MODEL	WRITTEN BY	RO NUMBER
9/13/2007	1GMFK13Z[redacted]	0757	5/1/07	[illegible]	07	GMC [illegible]	[illegible]	[illegible]

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

PRELIMINARY ESTIMATE $ _____

HAZARDOUS WASTE DISPOSAL $ _____

UTHORIZED BY: X _____

CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF:

REVISED EST.	DATE	TIME	BY	PHONE #
$ 15	9/13	9:00	J. / William 304-2433	
$				
$				

NAME: [illegible] CALIBRATION CENTER

ADDRESS: [illegible] COMMERCE AVE [illegible]

CITY / STATE / ZIP: [illegible] CA 92782

BILL TO: P.O. NO.

ENGINE NO. TRANSM. NO. AXLE NO.

William. 304-2433

TIME PROMISED: [illegible]

AUTHORIZATION

HOME PHONE: [illegible]

BUSINESS PHONE: [illegible]

PROD. DATE LABOR RATE

METHOD OF PAYMENT

SELLING DEALER

WARRANTY EXPIRES

LINE	OP CODE	TECH.	LABOR INSTRUCTIONS AND DESCRIPTIONS	L.T.
A	42	90 0431	CUSTOMER STATES REPLACE MISSING TIRE PRESSURE SENSOR (LOCATED RIGHT REAR) Done	$20.00
B	42		CUSTOMER STATES FLASHING NOISE WHEN MISSING TIRES Done	

DATE: 9/13

BY: [illegible]

QTS. OIL	QTS. ATF
GEAR OIL	**GAL. FUEL**
SMOG CERTIFICATE #	
SUBLET AMOUNT	
TOWING	

SHOP

004/013

NOTES	QC	TECHNICIAN	QC	SERVICE ADVISOR
LINE A				
PERFORMED ROAD TEST TO VERIFY CUSTOMER CONCERN – REPLACED DASH BOOT SEAL FOR DOCUMENT ID #1846708 LINE B		217		
LINE C				
LINE D				
LINE E				
LINE F				
LINE G				
LINE H				
LINE I				
LINE J				

[illegible]

[illegible]

SERVICE ADVISOR: [illegible]

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
20AUG07	20AUG07		1GKFK66807J[redacted]	41852	T8446		20AUG07	237852

TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	IN SERVICE DATE	PREPARED BY	S/A
08:19	12:20	07	GMC YUKON XL	[redacted]	0.00	15JUL06	403	256

MILEAGE IN	MILEAGE OUT	LICENSE NO.
15790	15790	[redacted]

MISCELLANEOUS COMMENT / LOCATION

	TECH.	TYPE	HOURS	LIST / UNIT	NET / UNIT	TOTAL	COST	SALE	COMP.
LUBE, OIL AND FILTER CHANGE $24.95 .... O.K. TO CHANGE AIR FILTER YES OR NO OB LUBE, OIL AND FILTER CHANGE $24.95 .... O.K. TO CHANGE AIR FILTER YES OR NO									
368 CPTG					8.54	8.54	450	854	
1 89017524 FILTER				5.50	5.30	5.30	383	530	0
1 3936960 CEN				1.00	1.00	1.00	76	100	0
MISC HAZARD WASTE		CHAZ			1.00	1.00	100	100	
LUBE 6.0 QUARTS OIL		LUB			12.00	12.00	960	1200	

#	PRE-INVOICE		
[illegible]	[illegible]	[illegible]	
[illegible]	[illegible]	[illegible]	
[illegible]	[illegible]	[illegible]	
[illegible]	[illegible]	[illegible]	
[illegible]	[illegible]	********	

DESCRIPTION	TOTALS
LABOR AMOUNT	8.54
PARTS AMOUNT	6.30
GAS, OIL, LUBE	12.00
SUBLET AMOUNT	0.00
MISC. CHARGES	1.00
TOTAL CHARGES	27.84
LESS INS/ADJ.	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	27.84

ORIGINAL ESTIMATE $

AUTHORIZED ADDITIONS $

NOTICE TO CONSUMER
PLEASE READ IMPORTANT INFORMATION ON BACK.
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CUSTOMER SIGNATURE

[illegible]

[illegible]

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☐ SAVE PARTS

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THIS IS NOT AN INVOICE

SUBJECT TO CONDITIONS ON REVERSE SIDE OF THIS CONTRACT. PLEASE READ REVERSE SIDE.

CUST. NO. [illegible] STOCK NO. TAG NO. [illegible] COLOR [illegible]

DATE	VEHICLE IDENTIFICATION NUMBER	MILEAGE	IN SERVICE DATE	LICENSE NUMBER	YEAR	MAKE AND MODEL	[illegible]	[illegible]
[illegible]	[illegible] [redacted]	[illegible]	[illegible]	[illegible]	07	GMC [illegible]	[illegible]	[illegible]

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 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 the above vehicle to secure the amount of repairs thereto.

PRELIMINARY ESTIMATE $ [illegible]

HAZARDOUS [redacted]

AUTHORIZED BY: [redacted]

CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF:

REVISED EST.	DATE	TIME	BY	PHONE #
$				
$				
$				

NAME: [illegible] COLLECTION CENTER

ADDRESS: [illegible]

CITY / STATE / ZIP: [illegible]

BILL TO: P.O. NO.

ENGINE NO. TRANSM. NO. AXLE NO. PROD. DATE LABOR RATE

METHOD OF PAYMENT

SELLING DEALER

WARRANTY EXPIRES

TIME PROMISED [illegible]

AUTHORIZATION [illegible]

HOME PHONE [illegible]

BUSINESS PHONE [illegible]

LINE	OP CODE	TECH.	LABOR INSTRUCTIONS AND DESCRIPTIONS	L.T.
A	03	233	LUBE, OIL AND FILTER CHANGE 24.95 .... DO YOU TO CHANGE AIR FILTER YES OR NO	

R-R Tire Pressure Sensor Bad | Light On |

QTS. OIL	QTS. AT
6	
GEAR OIL	GAL. FU
SMOG CERTIFICATE	
SUBLET AMOUNT	
TOWING	

SHOP

04/15/2009 16:41 FAX 007/013

JSS COLLISION CENTER
31544 JEFFERSON AVE UNIT B
MURRIETA CA 92563

CARRIAGE MOTOR COMPANY
27420 YNEZ ROAD BOX 890830
TEMECULA CA 92589-0830

SERVICE ADVISOR: MIKE ARMSTRONG

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO	INVOICE PRINTED	INVOICE NO.
15MAR07	15MAR07		1GKFK66807J [redacted]	41852	T2492		15MAR07	232173

TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	IN SERVICE DATE	PREPARED BY	S/A
09:30	16:31	07	GMC YUKON XL	[redacted]	0.00	15JUL06	402	249

MILEAGE IN	MILEAGE OUT	LICENSE NO.	MISCELLANEOUS COMMENT / LOCATION
8775	8775	[redacted]	

TECH.	TYPE	HOURS	LIST / UNIT	NET / UNIT	TOTAL	COST	SALE	COMP.
CUSTOMER STATES BEZEL AROUND NAVIGATION RADIO DOES NOT FIT CORRECTLY								
CAUSE:								
C2823 PLATE, INSTRUMENT PANEL TRIM LOWER R&R OR REPLACE								
249WARGG					(N/C)	1025	4264	
1 15247458 PLATE					(N/C)	3936	5510	0
						3936	5510	TPARTS
						1025	4264	TLABOR

* PRE-INVOICE *			
46202	4264	1025	
48002	5510	3936	
2530*	9774	******	

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 INS/ADJ.	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

ORIGINAL ESTIMATE	AUTHORIZED ADDITIONS
$ Warranty	$

NOTICE TO CONSUMER
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CUSTOMER SIGNATURE

BAR #A-191640
PHONE 1 (800) [illegible]
ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED

REVISED EST. ..... AUTH BY .....
DATE CALLED ..... TIME CALLED .....
PHONE NUMBER CALLED .....

BRCW

Reacquired Vehicle Disclosure Center

Case Number: 158195

Originator Name: Saquanda Johnson 866-760-5600 Saquanda_Johnson@gmexpert.com

Created Date: 06/25/2009

Vehicle Info

***VIN:**	1GKFK66807J[redacted]	**MSRP:**	51785.0	***TAC #:**	N/A
Year:	2007	**Make:**	GMC	**Model:**	Yukon Denali

Vehicle Comments & TAC Explanation:

None

Original Purchase Date: 07/15/2006 *** Repurchase Mileage:** 40201

Vehicle Owner(s) *** Original Purchase Condition:** New

Entity Type	Person				
*** Names(s) on Title:**	VAULT FOR GMAC LSR	*** Title State:**	CA		
*** Primary Owner:**	[redacted]				
*** Address**	[redacted]				
*** City**	Anaheim Hills	*** State**	CA	*** ZIP Code:**	[redacted]
*** Day Phone:**	[redacted]	*** Home Phone:**		*** Cell Phone:**	
*** E-mail:**		*** Fax Phone:**			

*** Reason Repurchase** Check Engine light on intermittently

UCC Codes (J5708) Engine Emissions - ECM / PCM / MEMCAL / PROM - Warning Lamp On

Repurchasing Dealer: -

*** Dealer #:**	158563	**Dealer Name:**	CARRIAGE MOTOR COMPANY		
Region:	10	**District:**	1314		
*** Phone:**	(951) 694-6060	**Fax:**	(951) 694-6069		
*** Contact Name:**	Frank Spicer or Jay	*** Contact Title:**	Service Manager	**E-Mail:**	

Repair

*** Contact Name:** *** Contact Title:**

Vehicle Location: -

Customer's Attorney

Legal Case Ref. #:		**Tax Id:**	946001385	**Tax Id Type:**	Fed ID
Firm Name:	Norman Taylor & Associat..	**Contact:**	Norman Taylor	**1099:**	Y
Address:	425 West Broadway Suite ..				
City:	Glendale	**State:**	CA	**Zip Code:**	91204
Phone:	818-244-3905	**Fax:**	818-244-6052	**E-mail:**	

Local Counsel

Firm Name:	**Contact Person:**		
Address:			
City:	**State:**	**Zip Code:**	
Phone:	**Fax:**	**E-mail:**	

Case Number: 158195

Originator Name: Saquanda Johnson 866-760-5600 Saquanda_Johnson@gmexpert.com

Created Date: 06/25/2009

Vehicle Lien Holder

Type of Secured Interest:	Lease	*** Company:**	GMAC	**Account #:**	[redacted]
Payoff Amount:	32311.02	**Per Diem:**	0.0	**Payoff Date:**	2009-08-04
Contact or Attention:	Vehicle Loan Dept.	**Address**	600 N. Marienfeld Ste 201		
City	Midland	**State**	TX	**ZIP Code:**	79701
Day Phone:	1-800-216-4622	**Fax:**		**E-mail:**	

Transaction Details

Siebel Request #:	71-715181778	*** Disposition:**	Auction	**Trans. State:**	CA
*** Trans. Type:**	Straight	**Trans. Source:**	Early Res - NISM - Vol Mediated		
Compliance Type:		**Compliance Date:**			
*** Closing Date:**	2009-07-24	**Money to Dealer:**	0.0	**Money to Manuf.:**	0.0

Repurchase Vehicle

Replacement VIN:

Disposition:

*** Processing Instructions:** None

Disbursement(s)

Payment Type	Payee	Payee Line 2	Amount
Joint Customer/Attorney Repurchase	[redacted]	Norman Taylor & Associates	17663.23
Lien Payoff			32311.02

GMAC

April 23, 2009

GM Business Resource Center

Account #: [redacted]
Vehicle: N07 GMC Yukon
VIN: 1GKFK66807J[redacted]

Dear Saquanda:

I have enclosed a payment history for your account as you requested. If you have any further questions, please do not hesitate to call the toll free number listed below.

Thank you for leasing with GMAC.

Sincerely,

C. Struder

C. Struder
Dealer Quality Assurance Specialist

Attachment

P.O. Box 380901 Bloomington, MN 55438
Phone: 1-800-200-4622

Payment History

Date Paid	Payment Amount	Late Charge Paid	Sales Tax Paid	EXT Paid	PPT Paid	Total Paid
04/06/09	$490.00					$490.00
02/11/09	$521.60		$78.40			$600.00
01/21/09	$940.80		$39.20			$980.00
12/18/08	$560.80		$39.20			$600.00
11/20/08	$521.60		$78.40			$600.00
10/06/08	$690.80		$39.20			$730.00
08/20/08	$460.80		$39.20			$500.00
07/18/08	$460.80		$39.20			$500.00
06/09/08	$560.80		$39.20			$600.00
05/12/08	$460.80		$39.20			$500.00
04/21/08	$560.80		$39.20			$600.00
03/24/08	$560.80		$39.20			$600.00
02/08/08	$560.80		$39.20			$600.00
01/09/08	$560.80		$39.20			$600.00
12/05/07	$560.80		$39.20			$600.00
11/05/07	$560.80		$39.20			$600.00
10/09/07	$560.80		$39.20			$600.00
09/12/07	$521.60		$78.40			$600.00
08/13/07	$505.80		$39.20			$545.00
07/16/07	$505.80		$39.20			$545.00
06/15/07	$505.80		$39.20			$545.00
05/14/07	$505.80		$39.20			$545.00
04/16/07	$505.80		$39.20			$545.00
03/19/07	$505.80		$39.20			$545.00
02/19/07	$505.80		$39.20			$545.00
01/11/07	$505.80		$39.20			$545.00
12/11/06	$505.80		$39.20			$545.00
11/13/06	$505.80		$39.20			$545.00
10/16/06	$505.80		$39.20			$545.00
09/18/06	$505.80		$39.20			$545.00
08/16/06	$505.80		$39.20			$545.00
07/15/06	$505.80		$39.20			$545.00

SMARTLEASE EARLY TERMINATION QUOTE SHEET

FAXED TO: GM Business Resource Center

ATTENTION: Saquanda

FROM: **GMAC**

GMAC EMPLOYEE: C. Struder

LESSEE NAME: [redacted]

PHONE #: (714) 281-1175

REQUESTED BY: Saquanda

PHONE #: (866) 629-2945

GIVEN TO:

PHONE #:

MAKE, MODEL: N07 GMC Yukon

VIN: 1GKFK66807J[redacted]

ACCOUNT NUMBER: [redacted]

REASON FOR QUOTE:

- ☐ DEALER PURCHASE - INVENTORY
- ☐ DEALER PURCHASE - LESSEE
- ☐ LESSEE RETURN
- ☐ TOTAL LOSS

OTHER INFORMATION:

QUOTE INFORMATION:

QUOTE TYPE	QUOTE AMOUNT	GOOD THROUGH	SCHEDULED END DATE	INFORMATION
DEALER FOR INVENTORY	$			Quote this amount to GM and non-GM dealerships. May not be sold to the lessee.
DEALER NET FOR INVENTORY	$			GMAC Will Need ☐ Assignment of Credits Letter ☐ Application of Credits Letter May not be sold to the lessee.
DEALER FOR LESSEE	$ 32,612.71	5/15/09	7/15/10	Quote this amount to GM and non-GM dealerships. Verification that vehicle was resold to the lessee is required (e.g., bill of sale or registration information).
DEALER NET FOR LESSEE	$			GMAC Will Need ☐ Assignment of Credits Letter ☐ Application of Credits Letter Verification that vehicle was resold to the lessee is required (e.g., bill of sale or registration information).
LESSEE RETURN	$			Lessee returns vehicle, no one purchases - assumes mileage shown below and no excess wear.

DATE AND TIME FAXED: 4/23/09 10:28:37 AM

Actual mileage of 35,000 provided by Saquanda.

Please remit funds to: GMAC
Payment Processing Center
P.O. Box 9001952, Louisville, KY 40290-1952

Note: Fax the applicable SmartLease Return Document/Odometer Statement to:

877-608-2683

J&S COLLISION CENTER
WAEL MUDAWAR
26586 JEFFERSON AVE UNIT#C
MURRIETA, CA. 92562

CARRIAGE MOTOR COMPANY
27420 YNEZ RD/P.O. BOX 892830
TEMECULA CA 92589-2830

SERVICE ADVISOR: BILL RYAN JR.

REPAIR ORDER WRITTEN	DATE READY	STOCK NO	VEHICLE IDENTIFICATION	CUST. NO	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]			

TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST PAY LABOR RATE	IN SERVICE DATE	PREPARED BY	S/A
[illegible]	[illegible]	[illegible]	[illegible]		[illegible]	[illegible]		

MILEAGE IN	MILEAGE OUT	LICENSE NO	[illegible]
[illegible]	[illegible]		

	TECH.	TYPE	HOURS	LIST UNIT	NET UNIT	TOTAL	COST	SALE	COMP
ON-NO [illegible] ISSUES									
CAUSE: FACTORY SENSOR									
85670-SENSOR, MASS AIR FLOW REPLACE									
29SWAPGS						(N/C)	1200	[illegible]	
L-15980024-SENSOR						(N/C)	7198	[illegible]	
						[illegible]	[illegible]	[illegible]	[illegible]
							1200	4602	[illegible]
							8398	14679	0

46202	4602	1200	
48002	10077	7198	
28304	14679	*******	

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 INS/ADJ.	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT →	0.00

$ $

NOTICE to CONSUMER
PLEASE READ IMPORTANT INFORMATION ON BACK
I acknowledge notice and receipt of a copy of this work order. I authorize the performance of the work described on this order and agree to pay the charges. Unless a different date is specified, I agree that the charges will be due and payable upon completion of the work.

CUSTOMER SIGNATURE

BAR #AK191640
PHONE # (909)694-6060, 1-800-521-6555
ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED

REVISED EST_____ AUTH BY_____
DATE CALLED_____ TIME CALLED_____
PHONE NUMBER CALLED_____

ALL PARTS REMOVED WILL BE DISCARDED UNLESS OTHERWISE REQUESTED PRIOR TO BEGINNING WORK.

☐ SAVE PARTS

ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED.

THIS IS NOT AN INVOICE

SUBJECT TO CONDITIONS ON REVERSE SIDE OF THIS CONTRACT. PLEASE READ REVERSE SIDE.

CUST. NO. STOCK NO. 32724 TAG NO. T6610 COLOR

DATE	VEHICLE IDENTIFICATION NUMBER	MILEAGE	IN SERVICE DATE	LICENSE NUMBER	YEAR	MAKE AND MODEL	WRITTEN BY	RO NUMBER
	[redacted]	33720						25478

I hereby authorize the repair work herein set forth to be done along with the material and agree that you are not responsible for loss 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 the above vehicle to secure the amount of repairs thereto.

PRELIMINARY ESTIMATE $

HAZARDOUS WASTE DISPOSAL $

AUTHORIZED BY: X

CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF:

REVISED EST.	DATE	TIME	BY	PHONE #
$				
$				
$				

NAME [redacted]

ADDRESS [redacted]

CITY / STATE / ZIP [redacted]

BILL TO:

P.O. NO.

ENGINE NO. TRANSM. NO. AXLE NO. PROD. DATE

TIME PROMISED

AUTHORIZATION

HOME PHONE

BUSINESS PHONE

LABOR RATE

METHOD OF PAYMENT

SELLING DEALER

WARRANTY EXPIRES

LINE	OP CODE	TECH.	LABOR INSTRUCTIONS AND DESCRIPTIONS	L.T.
A	W4	293 pm	CUSTOMER STATES CHECK ENGINE LIGHT IS ON AT THE DIRECTED DRIVEABILITY ISSUES)	
B	W4	293 pm	CUSTOMER STATES DRIVEABILITY MALFUNCTION LIGHT IS COMING ON	

293

P0102 15 codes

334

10707668 case.

.6 6/5

J6360 - 1.2

OLH .2

for MAF

See line A for repairs

1.4

2/2/09

DATE: 2/3/09

MAF, PCM

QTS. OIL	QTS. AT
GEAR OIL	GAL. FU
SMOG CERTIFICATE	
SUBLET AMOUNT	
TOWING	

1.4

12.86

SHOP

04/15/2009 16:37 FAX 002/013

NOTES	QC	TECHNICIAN	QC	SERVICE ADVISOR
LINE A Checked for DTC11 Found P0102 this is 3rd time back in this shop for P0102				
LINE B Found MAF sensor ready, 6 lb/s at all times asper DOC 1709133 checked				
LINE C Checked maf circuits from maf to pcm ok using J39522 (variable signal Generator				
LINE D Found circuits and pcm working at this time Found snap shot shows code set within 2 sec of @ cold start. same as last time in.		293		
LINE E Call TAC Case # 10707668 TAC believes				
LINE F same as I that the PCM has at intermetit short causing damaged to MAF Sensor				
LINE G Replaced PCM @ damaged MAF Sensor programed and rechecked ok				
LINE H				
LINE I				
LINE J				

5
12
12
9

J&S COLLISION CENTER
WAEL MUDAWAR
26586 JEFFERSON AVE UNIT#C
MURRIETA, CA 92562

CARRIAGE MOTOR COMPANY
27420 YNEZ RD/P.O. BOX 892830
TEMECULA CA 92589-2830

SERVICE ADVISOR: BILL RYAN JR.

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO	P.O. NO.	INVOICE PRINTED	INVOICE NO
20JAN09	22JAN09		1GKFK66807J[redacted]	41852	T6048		17FEB09	25444

TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	IN SERVICE DATE	PREPARED BY	S/A
14:49	16:50	07	GMC YUKON XL	[redacted]	94.00	15JUL06	403	231

MILEAGE IN	MILEAGE OUT	LICENSE NO.	MISCELLANEOUS COMMENT / LOCATION
32237	32240	[redacted]	

	TECH.	TYPE	HOURS	LIST UNIT	NET UNIT	TOTAL	COST	SALE	COMP.
A CUSTOMER STATES SES LAMP IS ON, CHECK AND ADVISE									
CAUSE: FAULTY SENSOR									
J5670 SENSOR, MASS AIR FLOW REPLACE									
293 WARG						(N/C)	1200	4602	
1 15900024 SENSOR						(N/C)	7198	10077	0
PO 25243									
							7198	10077	TPARTS
							1200	4602	TLABOR
B CUSTOMER REQUEST MULTI-POINT INSPECTION									
27 CUSTOMER REQUEST MULTI-POINT INSPECTION									
293 WARG						(N/C)	0	0	
							0	0	TPARTS
							0	0	TLABOR
C** CUSTOMER STATES PASSENGER INNER DOOR HANDLES CHROME IS PEELING, CHECK AND ADVISE									
CAUSE: CHROME PEELING									
B4280 HANDLE, FRONT DOOR INSIDE OPENING RIGHT R&R OR REPLACE									
293 WARG						(N/C)	960	3682	
1 15935957 HANDLE						(N/C)	6857	9600	0
							6857	9600	TPARTS

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INS/ADJ.	
SALES TAX	
PLEASE PAY THIS AMOUNT ➔	

ORIGINAL ESTIMATE	AUTHORIZED ADDITIONS
$	$

NOTICE TO CONSUMER
PLEASE READ IMPORTANT INFORMATION ON BACK.
I acknowledge notice and oral approval of any additional customer or warranty work performed and/or increase in the original estimated price. I also acknowledge and approve all repairs as itemized and/or receipt of vehicle.

➔ CUSTOMER SIGNATURE

[illegible]

ALL PARTS REMOVED WILL BE DISCARDED UNLESS OTHERWISE REQUESTED PRIOR TO BEGINNING WORK.

☐ SAVE PARTS

ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED.

THIS IS NOT AN INVOICE

SUBJECT TO CONDITIONS ON REVERSE SIDE OF THIS CONTR
PLEASE READ REVERSE SIDE.

CUST. NO. [illegible] STOCK NO. 3346 TAG NO. COLOR

DATE	VEHICLE IDENTIFICATION NUMBER	MILEAGE	IN SERVICE DATE	LICENSE NUMBER	YEAR	MAKE AND MODEL	WRITTEN BY	RO NUM
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]		[illegible]		

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 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 the above vehicle to secure the amount of repairs thereto.

PRELIMINARY ESTIMATE $ [illegible]

HAZARDOUS WASTE DISPOSAL $

AUTHORIZED BY: X

CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF:

REVISED EST.	DATE	TIME	BY	PHONE #
1. $				
2. $				
3. $				

NAME

ADDRESS

CITY / STATE / ZIP

BILL TO:

P.O. NO.

ENGINE NO.

TRANSM. NO.

AXLE NO.

TIME PROMISED

AUTHORIZATION

HOME PHONE

BUSINESS PHONE

PROD. DATE

LABOR RA

METHOD OF PAYMENT

SELLING DEALER

WARRANTY EXPIRES

LINE	OP CODE	TECH.	LABOR INSTRUCTIONS AND DESCRIPTIONS	L.T.

293 DCM

Jack 1/26/09

P0102

12 wire up 138m e.

.5

DATE: 1/26/09

MAF SENSOR

QTS. OIL	QTS.
GEAR OIL	GAL.
SMOG CERTIFICA	
SUBLET AMOUN	
TOWING	

4.2

NOTES	QC	TECHNICIAN	QC	SERVICE ADVISOR
LINE A checked for DTC's with tech 2 Found P0102 using tech 2. checked				
LINE B MAF Found MAF leads .65 G/S at all times when running. as per Doc 1709133				
LINE C Rechecked Cirts 492-472 and 2760 From MAF to PCM all good checked cirt 451 Ground ok				
LINE D and cirt 1839-Ing 1 volts ok. using J39522 Signal Gen checked PCM ok.				
LINE E Replaced Bad MAF Sensor. Reched and road tested ok				
LINE F				
LINE G				
LINE H				
LINE I				
LINE J				

[illegible]

CARDINAL MOTOR [illegible]
27420 [illegible] RD P.O. BOX [illegible]
TEMECULA CA [illegible]

SERVICE ADVISOR: [illegible]

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
20JAN09	21JAN09		1GKFK66807J [redacted]	41852	T6048		21JAN09	25444

TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	IN SERVICE DATE	PREPARED BY	S.A.
[illegible]	15:23	07	GMC YUKON XL	[redacted]	$4.00	15JUL06	403	23[illegible]

MILEAGE IN	MILEAGE OUT	LICENSE NO.	[illegible]COMMENT/LOCATION
32207	32240	[redacted]	

TEC[illegible]	[illegible]	HOURS	LIST/UNIT	NET/UNIT	TOTAL	COST	SALE	COMP.
						960	3682	LABOR

[illegible]	INVOICE	[illegible]
[illegible]	9284	[illegible]
[illegible]	19577	[illegible]
[illegible]	27961	[illegible]

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 INS/ADJ.	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

ORIGINAL ESTIMATE	AUTHORIZED ADDITIONS
$	$

NOTICE TO CONSUMER
PLEASE READ IMPORTANT INFORMATION ON BACK.
I acknowledge notice and oral approval of any additional customer or warranty work performed and/or increase in the original estimated price. I also acknowledge and approve all repairs as itemized and/or receipt of vehicle.

CUSTOMER SIGNATURE

[illegible]

[illegible] COLLISION [illegible]
[illegible] MUDANAR
[illegible] JEFFERSON [illegible] UNITIC
HURRISTA, CA [illegible]

CARRIAGE MOTOR COMPANY
[illegible] YNEZ [illegible] P.O. BOX [illegible]
TEMECULA CA 9[illegible]-[illegible]

SERVICE ADVISOR: BILL [illegible] JR.

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
20JAN09	21JAN09		1GKFK66807J [redacted]	41852	T6048		21JAN09	25444[illegible]

TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	IN SERVICE DATE	PREPARED BY	S/A
14:49	15:28	07	GMC YUKON XL	[redacted]	94.00	15JUL06	403	23[illegible]

MILEAGE IN	MILEAGE OUT	LICENSE NO.	MISCELLANEOUS COMMENT / LOCATION
32237	32240	[redacted]	

TECH.	TYPE	HOURS	LIST / UNIT	NET / UNIT	TOTAL	COST	SALE	COMP.
A CUSTOMER STATES SES LAMP IS ON, CHECK AND ADVISE								
CAUSE: FAULTY SENSOR								
J5670 SENSOR, MASS AIR FLOW REPLACE								
293 WARG					(N/C)	1200	4602	
1 15900024 SENSOR					(N/C)	7198	10077	0
WO 25243								
						7198	10077	TPARTS
						1200	4602	TLABOR
B CUSTOMER REQUEST MULTI-POINT INSPECTION								
27 CUSTOMER REQUEST MULTI-POINT INSPECTION								
293 WARG					(N/C)	0	0	
						0	0	TPARTS
						0	0	TLABOR
C CUSTOMER STATES PASSENGER INNER DOOR HANDLES CHROME IS PEELING, CHECK AND ADVISE								
CAUSE: CHROME PEELING								
B4200 HANDLE, FRONT DOOR INSIDE OPENING RIGHT R&R OR REPLACE								
293 WARG					(N/C)	960	3682	
1 15935957 HANDLE					(N/C)	6857	9600	0
						6857	9600	TPARTS

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INS/ADJ.	
SALES TAX	
PLEASE PAY THIS AMOUNT ➡	

ORIGINAL ESTIMATE	AUTHORIZED ADDITIONS
$	$

NOTICE TO CONSUMER
PLEASE READ IMPORTANT INFORMATION ON BACK.
I acknowledge notice and oral approval of any additional customer or warranty work performed and/or increase in the original estimated price. I also acknowledge and approve all repairs as itemized and/or receipt of vehicle.

➡ CUSTOMER SIGNATURE

CARRIAGE MOTOR COMPANY
[illegible] P.O. BOX [illegible]
TEMECULA CA 92589-2820

ALL PARTS REMOVED WILL BE DISCARDED UNLESS OTHERWISE REQUESTED PRIOR TO BEGINNING WORK.

☐ SAVE PARTS

ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED.

THIS IS NOT AN INVOICE

SUBJECT TO CONDITIONS ON REVERSE SIDE OF THIS CONTRACT. PLEASE READ REVERSE SIDE.

ST. NO. STOCK NO. 322240 TAG NO. COLOR

DATE	VEHICLE IDENTIFICATION NUMBER	MILEAGE	IN SERVICE DATE	LICENSE NUMBER	YEAR	MAKE AND MODEL	WRITTEN BY	RO NUMBER
[illegible]	[redacted]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]

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

PRELIMINARY ESTIMATE $ N/C

HAZARDOUS WASTE DISPOSAL $

AUTHORIZED BY: X

CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF:

NAME: [illegible] COLLEGE COURSE — WATER MUD/HAZ

ADDRESS: [illegible]

CITY / STATE / ZIP: [illegible]

BILL TO:

P.O. NO.

TIME PROMISED: [illegible]

AUTHORIZATION

HOME PHONE: [illegible]

BUSINESS PHONE: [illegible]

REVISED EST.	DATE	TIME	BY	PHONE #

ENGINE NO. TRANSM. NO. AXLE NO. PROD. DATE LABOR RATE

METHOD OF PAYMENT CASH

SELLING DEALER

WARRANTY EXPIRES

OP CODE	TECH.	LABOR INSTRUCTIONS AND DESCRIPTIONS	L.T.	QTS. OIL	QTS. ATF
[illegible]		CUSTOMER STATES SEE LINE 1 [illegible] CHECK AND ADJUST (2.3 RW) (.5)			
[illegible]		CUSTOMER REQUEST MULTI-POINT INSPECTION (2.3 RW)		GEAR OIL	GAL. FUEL
		PASSENGER INNER DOOR HANDLE IS BROKEN ✓ ADVISE (2.3 RW) (.4)		SMOG CERTIFICATE #	
				SUBLET AMOUNT	
		P0113			
		P0102			
		1/21 INSIDE HANDLE, MAF SENSOR		TOWING	

SHOP

04/15/2009 16:39 FAX 009/013

NOTES	QC	TECHNICIAN	QC	SERVICE ADVISOR
Checked for DTC'S Found P0113 LINE A Found IAT sensor reads -40°				
Checked circ 410 and 2761 OK. LINE B Replaced MAF Sensor		293		
Rechecked LINE C				
Inspected LINE D		293		
Found R front inside door LINE E handle peeling. Replaced handle		293		
LINE F				
LINE G				
LINE H				
LINE I				
LINE J				

010/013
04/15/2009 16:39 FAX

J&S COLLISION CENTER
WASL MUDYAWOR
26586 JEFFERSON AVE UNITIC
MURRIETA, CA 92562

CARRIAGE MOTOR COMPANY
27420 YNEX RD/P.O. BOX 892830
TEMECULA CA 92589-2830

SERVICE ADVISOR: BILL RYAN JR.

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO
21JAN09	21JAN09		1GKFK66807J [redacted]	41852	T6048		21JAN09	254468

TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	IN SERVICE DATE	PREPARED BY	S/A
11:30	12:53	07	GMC YUKON XL	[redacted]	94.00	15JUL06	403	231

MILEAGE IN	MILEAGE OUT	LICENSE NO.
32238	32238	[redacted]

MISCELLANEOUS COMMENT / LOCATION

	TECH.	TYPE	HOURS	LIST / UNIT	NET / UNIT	TOTAL	COST	SALE	COMP.
H PARTS WARRANTY DEFECTIVE DOOR HANDLE									
CAUSE: DEFECTIVE HANDLE									
W3 PARTS WARRANTY DEFFECTIVE HANDLE OUT OF BOX									
99 WARG						(N/C)	0	0	
1 15935957 HANDLE						(N/C)	6857	9600	0
1 Z5000 DLR P/U						(N/C)	686	686	0
							7543	10286	TPARTS
							0	0	TLABOR

** PRE-INVOICE **			
46202	0	0	
48002	10286	7543	
26304	10286	********	

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 INS/ADJ.	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT ➔	0.00

7543	10286	0

ORIGINAL ESTIMATE	AUTHORIZED ADDITIONS
$	$

NOTICE TO CONSUMER
PLEASE READ IMPORTANT INFORMATION ON BACK.
I acknowledge notice and oral approval of any additional customer or warranty work performed and/or increase in the original estimated price. I also acknowledge and approve all repairs as itemized and/or receipt of vehicle.

CUSTOMER SIGNATURE ➔

BAR 44K191040
PHONE # (909)694-6000, 1 800 501 6545
ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED

REVISED EST _____ AUTH BY _____
DATE CALLED _____ TIME CALLED _____
PHONE NUMBER CALLED _____

CARRIAGE MOTOR COMPANY
27420 YNEZ RD/P.O. BOX 892830
TEMECULA CA 92589-2830

ALL PARTS REMOVED WILL BE DISCARDED UNLESS OTHERWISE REQUESTED PRIOR TO BEGINNING WORK.

☐ SAVE PARTS

ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED.

THIS IS NOT AN INVOICE

SUBJECT TO CONDITIONS ON REVERSE SIDE OF THIS CONTRACT PLEASE READ REVERSE SIDE.

UST. NO. 41852 STOCK NO. TAG NO. 16048 COLOR WHITE PAGE 1 OF

DATE	VEHICLE IDENTIFICATION NUMBER	MILEAGE	IN SERVICE DATE	LICENSE NUMBER	YEAR	MAKE AND MODEL	WRITTEN BY	RO NUMBER
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]

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

PRELIMINARY ESTIMATE $ _____

HAZARDOUS WASTE DISPOSAL $ _____

...UTHORIZED BY: X _____

CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF:

REVISED EST.	DATE	TIME	BY	PHONE #
$				
$				
$				

NAME: JSS COLLISION CENTER

ADDRESS: 26586 JEFFERSON AVE UNIT C

CITY / STATE / ZIP: CORRIETA CA 92562

BILL TO: P.O. NO.

ENGINE NO. TRANSM. NO. AXLE NO.

TIME PROMISED: [illegible]

AUTHORIZATION

HOME PHONE: 951-304-24...

BUSINESS PHONE: 714-713-21...

PROD. DATE

LABOR RATE: 94.0...

METHOD OF PAYMENT

SELLING DEALER

WARRANTY EXPIRES

...NE	OP CODE	TECH.	LABOR INSTRUCTIONS AND DESCRIPTIONS	L.T.
[illegible]	[illegible]		PARTS WARRANTY DEFECTIVE [illegible]	

Jack 1/21/09

QTS. OIL	QTS. AT...
GEAR OIL	GAL. FU...
SMOG CERTIFICATE	
SUBLET AMOUNT	
TOWING	

WARRANTY

04/15/2009 16:39 FAX 012/013

04/15/2009 16:39 FAX 013/013

NOTES	QC	TECHNICIAN	QC	SERVICE ADVISOR
LINE A INSPECT AND ATTEMPTED TO INSTALL HEATER SWITCH				
LINE B WAS BINDING AND NOT LINING UP REPLACE FAULTY PART				
LINE C				
LINE D				
LINE E				
LINE F				
LINE G				
LINE H				
LINE I				
LINE J				

Amy Scott
04/08/2009 04:30 PM

To: michael.d.parker@gm.com
cc:

Subject: Legal Confirmation for Mudawar

DVM Michael Parker:

Hi, my name is Amy Scott. This email is to follow up on my voicemail regarding Service Request 71-715181778 for customer [redacted] The customer's vehicle is a 2007 GMC Yukon with approximately 33,070 miles. The customer has been working with Victor GMC in Corona, California and Hardin GMC in Anaheim, California.

This is a Not In Suit Matter. This means a demand letter has been sent to our office by the customer's attorney indicating that the customer may pursue a lawsuit unless GM can resolve the customer's vehicle concern. We are reviewing this case for possible settlement in our Early Resolution program.

If you have any information on this case that you feel will assist us, please reply to this email. Your feedback will be documented and e-mail attached to our case and is an important step in our accurate and timely case resolution.

Thank you,

Amy Scott
amy_scott@gmexpert.com
866-790-5600, extension 11130

Service Request Activity

SR No.	1-427757343	**Ref No.**		**Goodwill**		**BRC Type**	N/A
Account		**Site**		**GW SubType**		**Bus. Unit**	CAC
Last Name	[redacted]			**Approval**	Not Initiated	**Area**	Dealer Issue
Daytime #	[redacted]			**UCC**	Non Component Dealer	**Sub-Area**	Sales
Address	[redacted]	**City**	Corona	**Involved Dlr**	Victor Buick-GMC Truck, Inc.	**Safety**	No
State	CA **Postal Cd** [redacted]	**Con. Acct.**		**Source**	Phone	**Updated**	8/23/2006 04:20:31 PM
Serial #/VIN	1GKFK66807J[redacted]	**Model Year**	2007	**Priority**	Medium **License #** GMC	**Owner**	DEYOAN
Make	GMC	**Warr. Start**	07/15/2006	**Status**	Closed	**Opened**	8/18/2006 03:52:51 PM
Model	Yukon	**Mileage**	1,000	**Sub-Status**	Dissatisfied	**Closed**	8/23/2006 04:20:28 PM
Abstract	complaint dlr						
Customer Description							

GMPP Details

GMPP Term	GMPP Mileage	GMPP Retail Cost

Component Coverage

Component Coverage	Expiration Mileage	Expiration Date

Certificate Details

Certificate Number	Amount	Expiration Date

Pre-Authorization Basics

Service Dealer	BAC Code	Div. Dealer Code	Repair Order #

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
8/23/2006 04:20:27 PM	DEYOAN	DEYOAN	SR Closed - Dissatisfied		Done	8/23/2006 04:20:27 PM	Service Request has been Closed Dissatisfied.

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
8/23/2006 04:13:25 PM	DEYOAN	DEYOAN	Outbound Call Customer	Made Contact	Done	8/23/2006 04:18:43 PM	RONYA MUDAWAR

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

CRS STATES: DLR IS AWARE OF PROBLEM AND THEY OFFERED TO DO AN INTERIOR DETAIL ON VEH.

CUST STATES: DOES NOT WANT TO DEAL WITH DLR AND ASKED WHAT HER OTHER OPTION WAS

CRS STATES: THIS IS A DLR ISSUE AND ANY OTHER CONCERNS ABOUT THIS SHOULD BE HANDLED THOUGH THEM.

CUST STATED IS DISSATIFIED WITH SERVICE BUT GAVE CAC A 5

ANTONINA DEYO/CAC/ATX
LANE EVANS OTS FOR DISSAT

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
8/23/2006 04:06:14 PM	DEYOAN	DEYOAN	Outbound Call Dealer	Made Contact	Done	8/23/2006 04:12:48 PM	VICTOR BUICK-PONTIAC-GMC 2525 WARDLOW RD CORONA CA 92882-2873 951-737-2552

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

SALES MGR AKASH KAPOOR

CRS STATES: CUST DID NOT GET A DETAIL

DLR STATES: GOT VEH CLEANED 2 TIMES. WIFE WANTED INTERIOR CLEANED. CUST DID NOT WANT THAT. SHE WANTED FOR THEM TO BRING THE DETAILER TO GO TO HER HOUSE AND CLEAN IT. THEN SHE WANTED A REIMB FOR HER OWN DETAIL. SHE IS MORE THAN WELCOME TO COME AND GET AN INTERIOR DETAIL.

CRS STATES: WILL LET CUST KNOW ABOUT INTERIOR DETAIL.

ANTONINA DEYO/CAC/ATX

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
8/22/2006 03:59:21 PM	DEYOAN	DEYOAN	Scheduled Outbound Call Cust		Done	8/23/2006 04:20:19 PM	f/u Mudawar

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

Friday 8/25/06 9a-11a EST

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
8/22/2006 03:51:25 PM	DEYOAN	DEYOAN	Outbound Call Customer	Made Contact	Done	8/22/2006 03:58:44 PM	9513042433 custs perfered contact

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

spoke with spouse [redacted]

crs states: dlr is unavailable and i left a message. if they dont get back with me by tomorrow then i will call them back. would like to schedule call back with cust for an update. scheduled time for Friday 8/25/06 between 9a-11a.

cust states: call her on her cell phone [redacted]

Antonina Deyo/CAC/ATX

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
8/22/2006 03:36:59 PM	DEYOAN	DEYOAN	Outbound Call Dealer	Made Contact	Done	8/22/2006 03:50:47 PM	VICTOR BUICK-PONTIAC-GMC 2525 WARDLOW RD CORONA CA 92882-2873 951-737-2552

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

spoke to Linda:
crs states: would like to speak to the sales manager.

dlr states: who is the customer.

Crs states: Wael Mudawar

Dlr states: the Salesman for the cust was Josh and sales manager Akash Kapoor and they are not in. she will transfer me to Akash's voice mail.

Antonina Deyo/CAC/ATX

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
8/22/2006 03:26:22 PM	DEYOAN	DEYOAN	Outbound Call Customer	Made Contact	Done	8/22/2006 03:58:50 PM	spoke with spouse.

Contact Last Name	Contact First Name	Account	BAC Code

Comments

crs states: will contact dlrshp on custs behalf

cust states: it is really about the service and it was horrible. asked me to call her back on this line after contacting dlrshp.

crs states: will call cust between 4p-6p today after contacting dlrshp.

Antonina Deyo/CAC/ATX

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
8/22/2006 03:24:57 PM	DEYOAN	DEYOAN	Inbound Call Customer	Voice Mail Received	Done	8/22/2006 03:58:55 PM	vm received

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Cust states: spouse of cust and would like to know status of file. left phone number 9513042433

Antonina Deyo/CAC/ATX

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
8/22/2006 03:12:18 PM	LACSONMI	LACSONMI	Outbound Call Customer		Done	8/22/2006 03:17:27 PM	call back customer to connect to OCRM

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Spoke with Ms.[redacted]

Crs advise: will transfer customer to ocrm.

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
8/22/2006 03:11:42 PM	LACSONMI	LACSONMI	Scheduled Outbound Call Cust		Done	8/22/2006 03:15:00 PM	scheduled call back

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
8/22/2006 03:09:08 PM	LACSONMI	LACSONMI	Inbound Call Third Party	Complex Request	Done	8/22/2006 03:18:05 PM	Customer called in and wants to talk to OCRM

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Customer sts. that she is the wife of Mr.[redacted] and would like to follow up her husband's issue.

Cust. Sks. To talk to ocrm

Crs. advise will transfer customer to ocrm will notify if not available.

Mike/cac/elemental/mla

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
8/22/2006 03:05:16 PM	VERFR	DEYOAN	Notify CRM		Done	8/23/2006 04:20:08 PM	Informing of contact with cust.
Contact Last Name		Contact First Name		Account		BAC Code	

Comments

Ranya Muadwar, cust's wife, called in to check the status of the case. Cust would like to talk to OCRS asap.

Had cust leave a message for OCRS and gave contact # and ext # of OCRS.

Lance/CAC/Elemental Agent/Mla

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
8/22/2006 02:55:14 PM	LACSONMI	DEYOAN	SR Opened		Done	8/22/2006 02:55:15 PM	SR in Status of Closed has been Re-Opened by LACSONMI
Contact Last Name		Contact First Name		Account		BAC Code	

Comments

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
8/18/2006 04:40:45 PM	DEYOAN	DEYOAN	SR Closed - Satisfied		Done	8/18/2006 04:40:45 PM	Service Request has been Closed Satisfied.
Contact Last Name		Contact First Name		Account		BAC Code	

Comments

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
8/18/2006 03:53:14 PM	DEYOAN	DEYOAN	Inbound Call Customer	Complaint or Escalation	Done	8/18/2006 04:03:14 PM	complaint dlr
Contact Last Name		Contact First Name		Account		BAC Code	

Comments

cust states: purchased denali 23 days ago. requested black one and they only said they had a white one. went sunday and there is a black one in the show room. cust asked why they had a black one. dlr states bc they got it late at night. cust feels lied to.
dlr told cust to come in for detail that they owed him and all they did was wash it on the outside and vaccum maybe. cust wife went to complain at dlrshp and they were rude to her. they stated they detailed it. but there are marks all over the seat and side panals.

cust seeks: cust seeks to file complaint.

crs states: will document file for cust

Antonina Deyo/CAC/ATX

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
8/18/2006 03:52:08 PM	DEYOAN	DEYOAN	CTI - Inbound Call		Done	8/18/2006 04:40:18 PM	Inbound CAC call with single record, #entered [redacted]

Contact Last Name	Contact First Name	Account	BAC Code

Comments

UCC Codes

UCC Code	UCC Symptom	UCC Description
S95	Discourteous Treatment	Non Component Dealer

RCMPR010 VEHICLE DELIVERY/INCENTIVE HISTORY 08/11/07
PROCESSING SOURCE: GMC TRUCK 14:23:50
PAGE: 1

VIN: 1GKFK6680 7J[redacted] SELLG SCE: 48 MDL YR: 07 ORD NO: JXKQZ5

ODATE: 02/23/06 ORDER FAN: OTYPE: 070 DLVY SS/SITE CD: 48 40200
DDATE: 07/15/06 DLVY FAN: DTYPE: 015 SRVC TYPE: MILEAGE:

DLVY DOE: 07/17/06 ORDER BY:
CANC: 07/15/06
CANC DOE: 07/17/06
TRADE: DLVY TO: [redacted]
TRD DOE:
SRVC IN: CORONA CA [redacted]
SRVC OUT: CANC SRVC IN:
BFSO ORD DT: BFSO CUST:
PRICE ASSUR DT: PRICE ASSUR RT:

--INCENTIVES--

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR SHR	STAT
BDK	01	48 40200	00030616932	07/18/06	1,000.00	OA	0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: DLR INC MEMO NO: 00030616932 AUTH PUR CD:
MISC DATE: 07/15/06 MISC:
POLICY PYMT CMNT: ACTV TYPE: 6

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR SHR	STAT
DWE	01	48 40200	00030627359	07/19/06	1,000.00	OA	0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: DLR INC MEMO NO: 00030627359 AUTH PUR CD:
MISC DATE: 07/15/06 MISC:
POLICY PYMT CMNT: ACTV TYPE: 6

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR SHR	STAT
FFC	01	48 40200	00030616932	07/18/06	83.98	OA	0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: DLVY INC MEMO NO: 00030616932 AUTH PUR CD:
MISC DATE: MISC:
POLICY PYMT CMNT: ACTV TYPE: 6

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR SHR	STAT
XJC	01	48 40200	118370	07/26/06	1,747.58	OP	0.00	9

PROCESS TYPE: 004 CHECK NO: SSN:
DATA SCE: GMAC INC MEMO NO: 118370 AUTH PUR CD:
MISC DATE: 07/15/06 MISC: 0000053066HAA0
POLICY PYMT CMNT: ACTV TYPE: 6

General Motors Corporation
Business Resource Center
PO Box 33170
Detroit, MI 48232-5170

VIA FAX ONLY

June 11, 2009

Norman Taylor, Esq.
Norman Taylor & Associates
425 West Broadway, Suite 220
Glendale, CA 91204

RE: [redacted]
Service Request: 71-715181778
2007 GMC Yukon
Vehicle Identification Number: 1GKFK66807J[redacted]
Customer Relationship Specialist: Saquanda Johnson

Dear Mr. Taylor:

Regarding the above case, General Motors Corporation would like to make the following repurchase offer on your client's 2007 GMC Yukon for all defendants. This offer is contingent upon receipt of a copy of the current registration (valid for at least 30 days beyond the date this letter is signed by your client) to show proof of ownership.

General Motors Corporation requires a vehicle inspection be performed at a General Motors dealership prior to the issuance of any funds. The vehicle inspection will take place at the selling dealership. The vehicle must be without any undisclosed damage and/or damage beyond normal wear and tear for the year/mileage of the vehicle. Appropriate repurchase documents will be sent to the selling dealership who will then contact you to arrange an inspection at a mutually agreed date and time. If for some reason the selling dealership is unacceptable to your client, please let us know immediately. Once the inspection has been completed satisfactorily and the necessary documents have been returned, the following repurchase offer will be processed:

Total payments	$ 18,490.80
Total down payment	$ 13,000.00
Subtotal:	$ 31,490.80
Less Rebates/Incentives	- $ 1,000.00
Less Usage/Depreciation	- $ 15,327.57
Subtotal:	$ 15,163.23
Attorney's Fees	$ 2,500.00
Subtotal:	$ 2,500.00

* Payoff to lien holder (good through 05/28/09) $32,612.71
* Check amounts are subject to change if this offer letter is not received in time for the current payoff amount to be processed.

Repurchase Offer	$ 50,275.94
Total due to attorney and client:	$ 17,663.23

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 calendar days from the date of your acceptance of our offer. All aftermarket items (if applicable) must be present on the vehicle at the point of inspection. Any damages beyond normal wear and tear that is noted during the inspection must be repaired and paid for by your client before proceeding.

General Motors requests you make this offer available to your client at the earliest possible opportunity.

Furthermore, this settlement offer is contingent upon General Motors receiving a completed W-9 containing your Federal Tax ID. Failure to return the W-9 will result in a delay of processing this offer. To assist in ensuring the security of this information, the W-9 form needs to be faxed back to GM separately from all other settlement documents. The W-9 form can be downloaded from the IRS website at www.irs.gov. In addition, the IRS website will provide instructions for completing the W-9.

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. Please refer to the service request number above when calling our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Sincerely,

General Motors Corporation

Attach.

CURRENT VEHICLE MILEAGE: 40201

[redacted]

Client's Signature

Client's Signature

6 18 09

Date

Date

[redacted]

neopost 044J83015082
$0.61
09/02/2009
Mailed From 91355
US POSTAGE

Sa Zhang
GENERAL MOTORS CORPORATION
Post Office Box 33170
Detroit, MI 48232-5170

September 2, 2009

Sent Via Facsimile (866) 233-2957 & U.S. Mail

Sa Zhang
GENERAL MOTORS CORPORATION
Post Office Box 33170
Detroit, MI 48232-5170

Re: [redacted]v. General Motors Corporation, et al.
Vehicle: 2007 Chevrolet Tahoe
VIN#: 1GNFC13047R[redacted]

Dear Ms. Zhang:

Enclosed please find our W-9, a copy of our clients' current DMV registration, the fully executed Release of Claim and your letter dated August 21, 2009.

If you have any questions or concerns, please feel free to contact me.

Very truly yours,

RK/mer
encl.

Form **W-9**
(Rev. October 2007)
Department of the Treasury
Internal Revenue Service

Request for Taxpayer Identification Number and Certification

Give form to the requester. Do not send to the IRS.

Print or type
See Specific Instructions on page 2.

Name (as shown on your income tax return)
[redacted]

Check appropriate box: ☑ Individual/Sole proprietor ☐ Corporation ☐ Partnership
☐ Limited liability company. Enter the tax classification (D=disregarded entity, C=corporation, P=partnership) ▶ .....
☐ Other (see instructions) ▶

☐ Exempt payee

Address (number, street, and apt. or suite no.)
[redacted]

Requester's name and address (optional)

City, state, and ZIP code
Valencia, CA [redacted]

List account number(s) here (optional)

Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on Line 1 to avoid backup withholding. For individuals, this is your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the Part I instructions on page 3. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN* on page 3.

Note. If the account is in more than one name, see the chart on page 4 for guidelines on whose number to enter.

Social security number

or

Employer identification number
86 [redacted]

Part II Certification

Under penalties of perjury, I certify that:

1. The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me), and
2. I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding, and
3. I am a U.S. citizen or other U.S. person (defined below).

Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the Certification, but you must provide your correct TIN. See [redacted]

Sign Here | **Signature of U.S. person ▶** [redacted] **Date ▶** 9/2/09

General Instructions

Section references are to the Internal Revenue Code unless otherwise noted.

Purpose of Form

A person who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) to report, for example, income paid to you, real estate transactions, mortgage interest you paid, acquisition or abandonment of secured property, cancellation of debt, or contributions you made to an IRA.

Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN to the person requesting it (the requester) and, when applicable, to:

1. Certify that the TIN you are giving is correct (or you are waiting for a number to be issued),

2. Certify that you are not subject to backup withholding, or

3. Claim exemption from backup withholding if you are a U.S. exempt payee. If applicable, you are also certifying that as a U.S. person, your allocable share of any partnership income from a U.S. trade or business is not subject to the withholding tax on foreign partners' share of effectively connected income.

Note. If a requester gives you a form other than Form W-9 to request your TIN, you must use the requester's form if it is substantially similar to this Form W-9.

of a U.S. person. For federal tax purposes, you are considered a U.S. person if you are:

- An individual who is a U.S. citizen or U.S. resident alien,
- A partnership, corporation, company, or association created or organized in the United States or under the laws of the United States,
- An estate (other than a foreign estate), or
- A domestic trust (as defined in Regulations section 301.7701-7).

Special rules for partnerships. Partnerships that conduct a trade or business in the United States are generally required to pay a withholding tax on any foreign partners' share of income from such business. Further, in certain cases where a Form W-9 has not been received, a partnership is required to presume that a partner is a foreign person, and pay the withholding tax. Therefore, if you are a U.S. person that is a partner in a partnership conducting a trade or business in the United States, provide Form W-9 to the partnership to establish your U.S. status and avoid withholding on your share of partnership income.

The person who gives Form W-9 to the partnership for purposes of establishing its U.S. status and avoiding withholding on its allocable share of net income from the partnership conducting a trade or business in the United States is in the following cases:

- The U.S. owner of a disregarded entity and not the entity,

[redacted]

REGISTRATION CARD VALID FROM: 05/28/2009 TO: 05/28/2010

MAKE	YR MODEL	YR 1ST SOLD	VLF CLASS	TYPE VEH	TYPE LIC	LICENSE NUMBER
CHEV	2007	2007	JA	120	11	[redacted]

BODY TYPE MODEL	MP	MO	VEHICLE ID NUMBER
UT	G	QS	1GNFC13047R[redacted]

TYPE VEHICLE USE	DATE ISSUED	CC/ALCO	DT FEE RECVD	PIC	STICKER ISSUED
AUTOMOBILE	05/11/09	19	05/11/09	8	[redacted]

PR EXP DATE: 05/28/200

AMOUNT PAID
$ 368.00

REGISTERED OWNER
[redacted]

AMOUNT DUE
$ 368.00

AMOUNT RECVD
CASH :
CHCK : 368.00
CRDT :

NORTHRIDGE
CA [redacted]

LIENHOLDER
GMAC
PO BX 8128

COCKEYSVILLE
MD 21030

H00 C70 5M 0036800 0005 CS H00 051109 11 6AMX378 343

General Motors Corporation
Business Resource Center
PO Box 33170
Detroit, MI 48232-5170

VIA FAX ONLY

August 21, 2009

[redacted]

Valencia, CA[redacted]

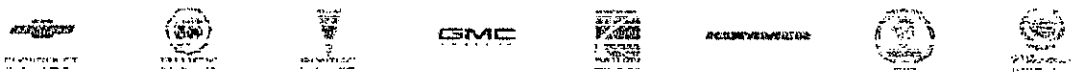
RE: [redacted]
Service Request: 71-715381002
2007 Chevrolet Tahoe
Vehicle Identification Number: 1GNFC13047R[redacted]
Customer Relationship Specialist: Sa Zhang

Dear Mr. [redacted]

Regarding the above case, General Motors Corporation would like to make the following repurchase offer on your client's 2007 Chevrolet Tahoe for all defendants. This offer is contingent upon receipt of a copy of the current registration (valid for at least 30 days beyond the date this letter is signed by your client) to show proof of ownership.

General Motors Corporation requires a vehicle inspection be performed at a General Motors dealership prior to the issuance of any funds. The vehicle inspection will take place at the selling dealership. The vehicle must be without any undisclosed damage and/or damage beyond normal wear and tear for the year/mileage of the vehicle. Appropriate repurchase documents will be sent to the selling dealership who will then contact you to arrange an inspection at a mutually agreed date and time. If for some reason the selling dealership is unacceptable to your client, please let us know immediately. Once the inspection has been completed satisfactorily and the necessary documents have been returned, the following repurchase offer will be processed:

Total payments	$ 9,921.27
Total down payment	$ 2,476.36
Registration	$ 264.00
Tax	$ 257.10
Tire Fee	$ 8.75
Doc Fee	$ 640.00
Subtotal:	$ 13,567.48
Less Rebates/Incentives	- $ 1,000.00
Less Usage/Depreciation	- $ 5,840.47
Subtotal:	$ 6,727.01



Attorney's Fees	$ 2,500.00
Subtotal:	$ 9,227.01

* Payoff to lien holder (good through 9/25/09) $ 23,957.78
* Check amounts are subject to change if this offer letter is not received in time for the current payoff amount to be processed.

Repurchase Offer	$ 33,184.79
Total due to attorney and client:	$ 9,227.01

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 calendar days from the date of your acceptance of our offer. All aftermarket items (if applicable) must be present on the vehicle at the point of inspection. Any damages beyond normal wear and tear that is noted during the inspection must be repaired and paid for by your client before proceeding.

General Motors requests you make this offer available to your client at the earliest possible opportunity.

Furthermore, this settlement offer is contingent upon General Motors receiving a completed W-9 containing your Federal Tax ID. Failure to return the W-9 will result in a delay of processing this offer. To assist in ensuring the security of this information, the W-9 form needs to be faxed back to GM separately from all other settlement documents. The W-9 form can be downloaded from the IRS website at www.irs.gov. In addition, the IRS website will provide instructions for completing the W-9.

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. Please refer to the service request number above when calling our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Sincerely,

General Motors Corporation

Attach.

CURRENT VEHICLE MILEAGE: 31278

[redacted]

8-25-09
Date

8-25-09
Date

LG0052
V12212007

RELEASE OF CLAIM

1. We, [redacted] (hereinafter referred to as "Releasors"), as lessees of a certain 2007 Chevrolet Tahoe, bearing Vehicle Identification Number 1GNFC13047R[redacted] (hereinafter referred to as "Vehicle") and in consideration of payment by General Motors Company of $ 33,184.79, said payment to be made as outlined below, do for themselves and each and all of their representatives, heirs, successors and assigns, hereby release and discharge General Motors Corporation, Motors Liquidation Company, General Motors Company, their subsidiaries, divisions, officers, representatives, employees, stockholders, authorized dealers, successors and assigns and all other persons, firms or corporations, who are or might be claimed to be liable (hereinafter referred to as "Releasees"), of and from any and every claim, demand or right, including but not limited to those for diminution in value, repair costs, or any other economic or non-economic injuries, losses, breach of warranty damages and/or punitive damages, cost of suit and attorney(s) fees resulting or alleged to have resulted from the promotion, use or sale of, or any defect and/or nonconformities in the design or manufacture or assembly in the aforesaid Vehicle, including but not limited to those alleged in or that may be inferred from allegations set forth in any pleading or any claims made by the Releasors.

2. As consideration for this Release, and for the payment described above to be tendered in the form of two checks: the first, in the amount of $9,227.01, made payable to [redacted] the second in the amount of $ 23,957.78, made payable to GMAC.

Note: These checks are subject to change if current registration, signed offer letter and signed Release(s) are not received in time for current payoff to be processed. Additionally, a penalty charge will be imposed if conditions are not met as outlined on the original letter. It is also expressly agreed:

(a) That upon receipt of the consideration described above, Releasors will convey clear and unencumbered title of the vehicle to General Motors Company, will execute a limited Power of Attorney in favor of General Motors Company to correct any errors in title, and will execute an Odometer Statement.

(b) In the event the Vehicle is damaged, disabled, driven excessively or destroyed in any manner up to and including after Releasors execute this Release, but before General Motors Company tenders payment of the consideration described above, payment of the consideration above shall be modified as follows:

(i) If the estimated cost of repair of the aforementioned Vehicle is less than the value of said Vehicle, said value to be determined as outlined in Paragraph (iii) below, Releasors shall tender said Vehicle with clear title to General Motors Company upon receipt of $ 33,184.79, less the estimated cost of repair to said Vehicle,

(ii) If the estimated cost of repair of said Vehicle exceeds the value of said Vehicle, said value to be determined as outlined in Paragraph (iii) below General Motors Company shall make payment of said consideration to Releasors of $ 33,184.79, less said value of said Vehicle, and,

(iii) For purposes of i, ii, and iii, the value of said Vehicle is the average retail value of a 2007 Chevrolet Tahoe as determined by the Edmunds book, at the time this Release is executed by Releasors.

Initials: MM

(iv) That the Vehicle shall not exceed _____ plus 1,000 miles on the odometer at time of exchange. In the event the Vehicle does exceed the above stated mileage, the payment of the consideration above shall be modified as follows: a reduction of payment of 44.5 cents per mile in excess of the agreed upon mileage. This shall not apply if a delay in the transaction is caused by Releasees or its authorized dealer.

(c) That Releasors fully understand that this is a final settlement and disposition of all disputes as to legal liability for and as to the nature and extent of any damages claimed from Releasees by Releasors;

(d) That neither General Motors Company's payment of the consideration recited above nor the negotiations preliminary to the execution of this Release shall be considered an admission of liability or wrongdoing by Releasees to any of the claims or causes of actions alleged in or to be inferred from allegations set forth in the matter indicated above;

(e) That Releasors and their attorneys have reviewed the provisions of this Release and that the contents of this Release have been explained to Releasors by counsel prior to its execution;

(f) That Releasors represent and warrant that they are entitled to give a full and complete release of the claims which are the subject hereof;

(g) That Releasors have not assigned or otherwise transferred any interest in any claims which are the subject hereof;

(h) That Releasors shall not at any time hereafter commence, maintain or prosecute, or cause encourage or advise be commenced, maintained or prosecuted any action, suit, proceeding or claim based in whole or in part upon or arising out of or in any way connected with any of the matters released herein;

(i) That Releasors do hereby for themselves, their heirs, executors, administrators, successors and assigns covenant to defend, indemnify and save harmless Releasees from any of the claims or causes of actions alleged in or to be inferred from allegations set forth in the matter indicated above;

(j) That no promise, agreement, statement or representation except as expressed in this release has been made to been relied upon by Releasors and that this document of 3 pages contains the entire agreement between Releasors and Releasees.

INTENDING TO BE LEGALLY BOUND BY THE TERMS OF THIS RELEASE THE UNDERSIGNED HAS AFFIXED HIS/HER SIGNATURE THIS _____ DAY OF _____, 20_____.

The undersigned has carefully read and understands this release and signs it to resolve the claim described above.

CURRENT VEHICLE MILEAGE 31278 DATE SIGNED: 8-25-09

WITNESS: [redacted]

Initials: MM

[redacted]

Address

Northridge CA [redacted]

City, State, Zip Code

Address

Northridge CA [redacted]

City, State, Zip Code

STATE OF _____

COUNTY OF _____

Sworn to (or affirmed) and subscribed before me this _____ day of _____, 20_____, by [redacted]

_____

Signature of Notary Public

_____

Print, type or stamp Commissioned Name of Notary Public

Personally Known _____ OR Produced identification ____

Type of identification _____

My commission expires: _____

CC: File
LG0025-T
Rev 05/01/07

Initials: MM

GMAC

To:

Company :

Fax Number : **9,18662332957**

Phone Number :

From : Sandra Pingry

Phone Number 1-800-200-4622

Time Sent : **Thursday, May 28, 2009 10:09AM**

Pages : **3**

Description :

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.

GMAC

May 28, 2009

[redacted]

Los Angeles, CA 90007

Account #: 061-9117-00325
Vehicle: N07 Chevtahoe C1500
VIN: 1GNFC13047R[redacted]

Dear [redacted]

I have enclosed a payment history for your account as you requested. If you have any further questions, please do not hesitate to call the toll free number listed below.

Thank you for leasing with GMAC.

Sincerely,

Sandra Pingry
Dealer Service Representative

Attachment

P.O. Box 380901 Bloomington, MN 55438
Phone: 1(800)216-4622

Payment History

Date Paid	Payment Amount	Late Charge Paid	Sales Tax Paid	EXT Paid	PPT Paid	Total Paid
05/20/09	$326.84		$30.23			$357.07
04/16/09	$326.84		$26.96			$353.80
03/18/09	$326.84		$26.96			$353.80
02/19/09	$326.84		$26.96			$353.80
01/22/09	$326.84		$26.96			$353.80
12/22/08	$326.84		$26.96			$353.80
11/20/08	$326.84		$26.96			$353.80
11/06/08	$327.04		$26.96			$354.00
09/22/08	$326.64		$26.96			$353.60
08/22/08	$326.84		$26.76			$353.60
07/31/08	$326.84		$27.16			$354.00
06/23/08	$326.84		$26.76			$353.60
05/27/08	$326.84		$27.16			$354.00
04/21/08	$326.84		$26.16			$353.00
03/24/08	$326.84		$27.16			$354.00
02/25/08	$326.84		$27.16			$354.00
01/24/08	$326.84		$27.16			$354.00
12/24/07	$326.84		$27.16			$354.00
11/21/07	$326.84		$26.16			$353.00
10/26/07	$326.84		$27.16			$354.00
09/27/07	$326.84		$27.16			$354.00
08/27/07	$326.84		$27.16			$354.00
07/27/07	$326.84		$27.16			$354.00
06/22/07	$326.84		$26.96			$353.80
05/26/07	$326.84		$26.96			$353.80

VIN: 1GNFC1304 7R[redacted] SELLG SCE: 13 MDL YR: 07 ORD NO: KQHK2N
VIN TYPE: N

EVENT DESC	SS/ SITE CD	DOCUMENT NUMBER	I S	EVENT DT	INC CD	AMOUNT
INCENTIVE MEMO	13 20053	144759		06/05/07	XJC	1,123.04
INCTV PAYMENT	13 20053	144759		06/05/07	XJC	1,123.04
INCTV APPLICATN	13 20053	144759		06/05/07	XJC	1,123.04
INCENTIVE MEMO	13 20053	00032484474		06/05/07	BMS	1,000.00
INCTV PAYMENT	13 20053	00032484474		06/05/07	BMS	1,000.00
INCTV APPLICATN	13 20053	00032484474		06/02/07	BMS	1,000.00
INCENTIVE MEMO	13 20053	00032472690		06/02/07	FFC	68.25
INCTV PAYMENT	13 20053	00032472690		06/02/07	FFC	68.25
INCTV APPLICATN	13 20053	00032472690		06/02/07	FFC	68.25
DELIVERY D.O.E.	13 20053			05/31/07		0.00
DELIVERY TO CUS	13 20053			05/26/07		0.00
SETTLEMENT DATE	13 20053	1AD01259323		02/10/07		33,234.43 CR
EXPIRATION TRAN	13 20053	1AD01259323		02/09/07		0.00
ORIGINAL INVOIC	13 20053	1AD01259323		01/30/07		33,234.43
COV/NVIS DATE	13 20053	1AD01259323		01/30/07		0.00
SHIPMENT DATE	13 20053			01/30/07		0.00
PRODUCTION (BUI	13 20053			01/30/07		0.00
PREFERENCE TO P	13 20053			11/21/06		0.00
GM ORDER ACCEPT	13 20053			11/17/06		0.00
GM ORDER ACCEPT				11/17/06		0.00

September 4, 2009

Sent Via Facsimile Only (866) 300-1252

Yolanda Endres
GENERAL MOTORS CORPORATION
Post Office Box 33170
Detroit, MI 48232-5170

Re: [redacted] v. General Motors Corporation, et al.
Vehicle: 2007 Chevrolet Tahoe
VIN#: 1GNFC13047R[redacted]

Dear Ms. Endres:

Enclosed please find our W-9, a copy of our clients' current DMV registration, the fully executed Release of Claim and your letter dated August 21, 2009.

If you have any questions or concerns, please feel free to contact me.

Very truly yours,

LAW OFFICES OF RENÉ KORPER

"DICTATED BUT NOT READ"

René Korper

RK/mer
encl.

Form **W-9**
(Rev. October 2007)
Department of the Treasury
Internal Revenue Service

Request for Taxpayer Identification Number and Certification

Give form to the requester. Do not send to the IRS.

Print or type
See Specific Instructions on page 2.

Name (as shown on your income tax return)
[redacted]

Check appropriate box: ☑ Individual/Sole proprietor ☐ Corporation ☐ Partnership
☐ Limited liability company. Enter the tax classification (D=disregarded entity, C=corporation, P=partnership) ▶
☐ Other (see instructions) ▶

☐ Exempt payee

Address (number, street, and apt. or suite no.)
[redacted]

Requester's name and address (optional)

City, state, and ZIP code
Valencia, CA[redacted]

List account number(s) here (optional)

Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on Line 1 to avoid backup withholding. For individuals, this is your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the Part I Instructions on page 3. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN* on page 3.

Note. If the account is in more than one name, see the chart on page 4 for guidelines on whose number to enter.

Social security number

or

Employer identification number
86 [redacted]

Part II Certification

Under penalties of perjury, I certify that:

1. The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me), and
2. I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding, and
3. I am a U.S. citizen or other U.S. person (defined below).

Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and gene[redacted]s, you are not required to sign the Certification, but you must provide your correct TIN. Se[redacted]

Sign Here Signature of U.S. person ▶ [redacted] Date ▶ 9/2/09

General Instruct[redacted]

Section references are to [redacted] otherwise noted.

Purpose of Form

A person who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) to report, for example, income paid to you, real estate transactions, mortgage interest you paid, acquisition or abandonment of secured property, cancellation of debt, or contributions you made to an IRA.

Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN to the person requesting it (the requester) and, when applicable, to:

1. Certify that the TIN you are giving is correct (or you are waiting for a number to be issued),

2. Certify that you are not subject to backup withholding, or

3. Claim exemption from backup withholding if you are a U.S. exempt payee. If applicable, you are also certifying that as a U.S. person, your allocable share of any partnership income from a U.S. trade or business is not subject to the withholding tax on foreign partners' share of effectively connected income.

Note. If a requester gives you a form other than Form W-9 to request your TIN, you must use the requester's form if it is substantially similar to this Form W-9.

Definition of a U.S. person. For federal tax purposes, you are considered a U.S. person if you are:

- An individual who is a U.S. citizen or U.S. resident alien,
- A partnership, corporation, company, or association created or organized in the United States or under the laws of the United States,
- An estate (other than a foreign estate), or
- A domestic trust (as defined in Regulations section 301.7701-7).

Special rules for partnerships. Partnerships that conduct a trade or business in the United States are generally required to pay a withholding tax on any foreign partners' share of income from such business. Further, in certain cases where a Form W-9 has not been received, a partnership is required to presume that a partner is a foreign person, and pay the withholding tax. Therefore, if you are a U.S. person that is a partner in a partnership conducting a trade or business in the United States, provide Form W-9 to the partnership to establish your U.S. status and avoid withholding on your share of partnership income.

The person who gives Form W-9 to the partnership for purposes of establishing its U.S. status and avoiding withholding on its allocable share of net income from the partnership conducting a trade or business in the United States is in the following cases:

- The U.S. owner of a disregarded entity and not the entity,

[redacted]

REGISTRATION CARD VALID FROM: 05/28/2009 TO: 05/28/2010

MAKE	YR MODEL	YR 1ST SOLD	VLF CLASS	TYPE VEH	TYPE LIC	LICENSE NUMBER
CHEV	2007	2007	JA	120	11	[redacted]

BODY TYPE MODEL	MP	MO	VEHICLE ID NUMBER
UT	G	QS	1GNFC13047R[redacted]

TYPE VEHICLE USE	DATE ISSUED	CC/ALCO	DT FEE RECVD	PIC	STICKER ISSUED
AUTOMOBILE	05/11/09	19	05/11/09	8	[redacted]

PR EXP DATE: 05/28/200

AMOUNT PAID
$ 368.00

REGISTERED OWNER
VAULT FOR GMAC OR COLT LSR
[redacted]
NORTHRIDGE
CA [redacted]

AMOUNT DUE
$ 368.00

AMOUNT RECVD
CASH :
CHCK : 368.00
CRDT :

LIENHOLDER
GMAC
PO BX 8128

COCKEYSVILLE
MD 21030

H00 C70 5M 0036800 0005 CS H00 051109 11 6AMX378 341

General Motors Corporation
Business Resource Center
PO Box 33170
Detroit, MI 48232-5170

VIA FAX ONLY

August 21, 2009
[redacted]
Valencia, CA [redacted]

RE: [redacted]
Service Request: 71-715381002
2007 Chevrolet Tahoe
Vehicle Identification Number: 1GNFC13047R[redacted]
Customer Relationship Specialist: Sa Zhang

Dear Mr. [redacted]:

Regarding the above case, General Motors Corporation would like to make the following repurchase offer on your client's 2007 Chevrolet Tahoe for all defendants. This offer is contingent upon receipt of a copy of the current registration (valid for at least 30 days beyond the date this letter is signed by your client) to show proof of ownership.

General Motors Corporation requires a vehicle inspection be performed at a General Motors dealership prior to the issuance of any funds. The vehicle inspection will take place at the selling dealership. The vehicle must be without any undisclosed damage and/or damage beyond normal wear and tear for the year/mileage of the vehicle. Appropriate repurchase documents will be sent to the selling dealership who will then contact you to arrange an inspection at a mutually agreed date and time. If for some reason the selling dealership is unacceptable to your client, please let us know immediately. Once the inspection has been completed satisfactorily and the necessary documents have been returned, the following repurchase offer will be processed:

Total payments	$ 9,921.27
Total down payment	$ 2,476.36
Registration	$ 264.00
Tax	$ 257.10
Tire Fee	$ 8.75
Doc Fee	$ 640.00
Subtotal:	$ 13,567.48
Less Rebates/Incentives	- $ 1,000.00
Less Usage/Depreciation	- $ 5,840.47
Subtotal:	$ 6,727.01

Attorney's Fees	$ 2,500.00
Subtotal:	$ 9,227.01

* Payoff to lien holder (good through 9/25/09)	$ 23,957.78

* Check amounts are subject to change if this offer letter is not received in time for the current payoff amount to be processed.

Repurchase Offer	$ 33,184.79
Total due to attorney and client:	$ 9,227.01

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 calendar days from the date of your acceptance of our offer. All aftermarket items (if applicable) must be present on the vehicle at the point of inspection. Any damages beyond normal wear and tear that is noted during the inspection must be repaired and paid for by your client before proceeding.

General Motors requests you make this offer available to your client at the earliest possible opportunity.

Furthermore, this settlement offer is contingent upon General Motors receiving a completed W-9 containing your Federal Tax ID. Failure to return the W-9 will result in a delay of processing this offer. To assist in ensuring the security of this information, the W-9 form needs to be faxed back to GM separately from all other settlement documents. The W-9 form can be downloaded from the IRS website at www.irs.gov. In addition, the IRS website will provide instructions for completing the W-9.

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. Please refer to the service request number above when calling our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Sincerely,

General Motors Corporation

Attach.

Page 3

CURRENT VEHICLE MILEAGE: 31278

[redacted]

8-25-09
Date

8-25-09
Date

LG0052
V122:2007

RELEASE OF CLAIM

1. We, [redacted] (hereinafter referred to as "Releasors"), as lessees of a certain 2007 Chevrolet Tahoe, bearing Vehicle Identification Number 1GNFC13047R[redacted] (hereinafter referred to as "Vehicle") and in consideration of payment by General Motors Company of $ 33,184.79, said payment to be made as outlined below, do for themselves and each and all of their representatives, heirs, successors and assigns, hereby release and discharge General Motors Corporation, Motors Liquidation Company, General Motors Company, their subsidiaries, divisions, officers, representatives, employees, stockholders, authorized dealers, successors and assigns and all other persons, firms or corporations, who are or might be claimed to be liable (hereinafter referred to as "Releasees"), of and from any and every claim, demand or right, including but not limited to those for diminution in value, repair costs, or any other economic or non-economic injuries, losses, breach of warranty damages and/or punitive damages, cost of suit and attorney(s) fees resulting or alleged to have resulted from the promotion, use or sale of, or any defect and/or nonconformities in the design or manufacture or assembly in the aforesaid Vehicle, including but not limited to those alleged in or that may be inferred from allegations set forth in any pleading or any claims made by the Releasors.

2. As consideration for this Release, and for the payment described above to be tendered in the form of two checks: the first, in the amount of $9,227.01, made payable to [redacted] & The Law Offices of [redacted] the second in the amount of $ 23,957.78, made payable to GMAC.

Note: These checks are subject to change if current registration, signed offer letter and signed Release(s) are not received in time for current payoff to be processed. Additionally, a penalty charge will be imposed if conditions are not met as outlined on the original letter. It is also expressly agreed:

(a) That upon receipt of the consideration described above, Releasors will convey clear and unencumbered title of the vehicle to General Motors Company, will execute a limited Power of Attorney in favor of General Motors Company to correct any errors in title, and will execute an Odometer Statement.

(b) In the event the Vehicle is damaged, disabled, driven excessively or destroyed in any manner up to and including after Releasors execute this Release, but before General Motors Company tenders payment of the consideration described above, payment of the consideration above shall be modified as follows:

(i) If the estimated cost of repair of the aforementioned Vehicle is less than the value of said Vehicle, said value to be determined as outlined in Paragraph (iii) below, Releasors shall tender said Vehicle with clear title to General Motors Company upon receipt of $ 33,184.79, less the estimated cost of repair to said Vehicle,

(ii) If the estimated cost of repair of said Vehicle exceeds the value of said Vehicle, said value to be determined as outlined in Paragraph (iii) below General Motors Company shall make payment of said consideration to Releasors of $ 33,184.79, less said value of said Vehicle, and,

(iii) For purposes of i, ii, and iii, the value of said Vehicle is the average retail value of a 2007 Chevrolet Tahoe as determined by the Edmunds book, at the time this Release is executed by Releasors.

Initials: MM

(iv) That the Vehicle shall not exceed _____ plus 1,000 miles on the odometer at time of exchange. In the event the Vehicle does exceed the above stated mileage, the payment of the consideration above shall be modified as follows: a reduction of payment of **44.5** cents per mile in excess of the agreed upon mileage. This shall not apply if a delay in the transaction is caused by Releasees or its authorized dealer.

(c) That Releasors fully understand that this is a final settlement and disposition of all disputes as to legal liability for and as to the nature and extent of any damages claimed from Releasees by Releasors;

(d) That neither General Motors Company's payment of the consideration recited above nor the negotiations preliminary to the execution of this Release shall be considered an admission of liability or wrongdoing by Releasees to any of the claims or causes of actions alleged in or to be inferred from allegations set forth in the matter indicated above;

(e) That Releasors and their attorneys have reviewed the provisions of this Release and that the contents of this Release have been explained to Releasors by counsel prior to its execution;

(f) That Releasors represent and warrant that they are entitled to give a full and complete release of the claims which are the subject hereof;

(g) That Releasors have not assigned or otherwise transferred any interest in any claims which are the subject hereof;

(h) That Releasors shall not at any time hereafter commence, maintain or prosecute, or cause encourage or advise be commenced, maintained or prosecuted any action, suit, proceeding or claim based in whole or in part upon or arising out of or in any way connected with any of the matters released herein;

(i) That Releasors do hereby for themselves, their heirs, executors, administrators, successors and assigns covenant to defend, indemnify and save harmless Releasees from any of the claims or causes of actions alleged in or to be inferred from allegations set forth in the matter indicated above;

(j) That no promise, agreement, statement or representation except as expressed in this release has been made to been relied upon by Releasors and that this document of 3 pages contains the entire agreement between Releasors and Releasees.

INTENDING TO BE LEGALLY BOUND BY THE TERMS OF THIS RELEASE THE UNDERSIGNED HAS AFFIXED HIS/HER SIGNATURE THIS _____ DAY OF _____, 20_____.

The undersigned has carefully read and understands this release and signs it to resolve the claim described above.

CURRENT VEHICLE MILEAGE 31278 DATE SIGNED: 8-26-07

WITNESS: [redacted]

Initials: JM

[redacted]

Address Address

Northridge CA [redacted] Northridge CA [redacted]

City, State, Zip Code City, State, Zip Code

STATE OF _____

COUNTY OF _____

Sworn to (or affirmed) and subscribed before me this _____ day of _____, 20_____, by [redacted]

_____

Signature of Notary Public

_____

Print, type or stamp Commissioned Name of Notary Public

Personally Known _____ OR Produced identification ____

Type of identification _____

My commission expires: _____

CC: File
LO0025-T
Rev 05/01/07

Initials: AM

paul.byrne@GM.COM
04/09/2009 01:05 PM

To lynn_foster@gmexpert.com
cc
bcc
Subject Re: 71-715381002 [redacted]

"B"

lynn_foster@gmexpert.com

04/09/2009 09:56 AM

To paul.byrne@gm.com
cc
Subject 71-715381002 [redacted]

Mr. Byrne:

Hi, my name is Lynn Foster. This email is to follow up on my voicemail regarding Service Request 71-715381002 for customer [redacted]. The customer's vehicle is a 2007 Chevrolet Tahoe with 21,969 miles. The customer has been working with Rydell Auto Group in Northridge, CA. Due to time constraints, your response to this e-mail is required within 24 hours.

This is a Not in Suit Matter. This means a demand letter has been sent to our office by the customer's attorney indicating that the customer may pursue a lawsuit unless GM can resolve the customer's vehicle concern. We are reviewing this case for possible settlement in our Early Resolution program. The settlement options can range from denial up to repurchase, depending on the severity of the concerns. Because of this, we would like you to review the following options:

A) I have information on this case that may assist in your review (please provide in your response). Please note: you will be notified of the final resolution once a settlement has been reached.

B) I am not aware of this vehicle or customer's concerns. Please note: you will be notified of the final resolution once a settlement has been reached.

Your feedback will be documented and your e-mail attached to our case, it is an important step in our accurate and timely case resolution.

Thank you,

Lynn Foster
Aditya Birla Minacs
866 790 5700 x 41349 | lynn_foster@gmexpert.com

GMC

Rydell AUTOMOTIVE GROUP
San Fernando Valley
P.O. Box 2189, Van Nuys, CA 91404
1•877•RYDELLS

Date: ~~4/9/09~~ 4/13/09

Fax Cover Sheet

Fax: 866-485-8258

# of pages (including cover sheet): ~~2~~ 3

Attention: Lynn Foster

Concerning: Request 71-715381002
[redacted] 2007 Tahoe
Vin# 1GNFC13047R[redacted]

From: Kelly Cashman / Norma Meyer

I'm Sending you the RO from the other store Now. I just received it.

Service line: (818) 832-1616
Ext. 3627
Service Fax: (818) 832-1691

Rydell Automotive Group Store #2
18600 Devonshire St.
Northridge, Ca 91324

Note: The Loan Documents will be faxed to you from Maria Savedra. Her direct line is 818-817-4601

Rydell AUTOMOTIVE GROUP
San Fernando Valley

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.	ADVISOR	CELL/PAGER	INVOICE DATE	INVOICE NO.
205232	RANDY P. YATES 2200	TAG NO. 7816	10/13/07	280313
[redacted] NORTHRIDGE, CA [redacted]	YEAR / MAKE / MODEL [redacted] 5,925		BLACK/EBONY	DELIVERY MILES 12346
	CHEVROLET TRUCK/TAHOE			PRODUCTION DATE 10
	N F C 1 3 0 4 7 RO [redacted]		R.O. DATE 10/13/07	
RESIDENCE PHONE / BUSINESS PHONE [redacted]	COMMENTS			

MO: 5925

JOB# 1 CHARGES

LABOR
J#1 72CVZ04 *LUBE OIL AND FILTER 10.17
LUBE OIL AND FILTER (INCLUDES UP TO 5QTS OF OIL ADITTIONAL
OIL WILL BE CHARGED AT $2.60 PER QUART
CHECK AND CORRECT TIRE PRESSURES
REPLACE AIR FILTER? YES OR NO
DRAIN OIL, CHANGE FILTER, LUBE ALL FITTINGS WHEN APPLICABLE,
CHECK TIRE PRESSURE AND TOP OFF ALL FLUIDS.

PARTS QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
1	89017524	FILTER 1.836	8.42	4.70	4.70
				TOTAL - PARTS	4.70

G.O.G. & SUPPLIES
6.0 OIL @ 1.950 /UNIT 11.70
TOTAL - GOG 11.70

MISC CODE	DESCRIPTION	CONTROL NO	
HO	HAZARDOUS OIL		1.50
		TOTAL - MISC	1.50

JOB# 1 TOTALS
LABOR 10.17
PARTS 4.70
G.O.G. 11.70
MISC 1.50
JOB# 1 JOURNAL PREFIX T3CS JOB# 1 TOTAL 28.07

JOB# 2 CHARGES

LABOR
J#2 [redacted]VZ19 [redacted]
ROTATE TIRES

JOB# 2 TOTALS
LABOR 15.00
JOB# 2 JOURNAL PREFIX T3CS JOB# 2 TOTAL 15.00

JOB# 3 CHARGES

LABOR
J#3 [redacted]
RECALL 07033 INV UPDATE
BATTERY RUN DOWN RECALL
REFLASHED MODULE PER RECALL AND RETESTED ELEC SYS

JOB# 3 TOTALS
JOB# 3 JOURNAL PREFIX T3CS JOB# 3 TOTAL 0.00

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $44.50 (+TAX)

[CONTINUED ON NEXT PAGE] 09:24am

Rydell AUTOMOTIVE GROUP
San Fernando Valley

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.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
205232	RANDY P. YATES	2200	10/13/07	T3CS280313
[redacted]	LICENSE NO. [redacted]	MILEAGE 7816	COLOR	PROD. NO.
NORTHRIDGE, CA [redacted]	YEAR / MAKE / MODEL	5,925	BLACK/EBONY	12346
	07/CHEVROLET TRUCK/TAHOE		DELIVERY DATE 05/26/07	PERMIT MILES
	VEHICLE I.D. NO. 1GNFC13047R		SELLING DEALER NO.	PRODUCTION DATE 10
	F.T.E. NO.	P.O. [redacted]	P.O. DATE 10/13/07	
RESIDENCE PHONE [redacted]	BUSINESS PHONE	COMMENTS		

MO: 5925

TOTALS

* * * ATTENTION TO ALL OUR VALUED CUSTOMERS * * *

* * EFFECTIVE JULY 1, 2008 * *

RYDELL'S NEW HOURS OF OPERATION ARE AS FOLLOWS:
(SERVICE, PARTS & EXPRESS LUBE DEPTS)

MONDAY THROUGH FRIDAY: 6:00am TO 7:00pm

SATURDAY: 8:00am TO 5:00pm

SUNDAY: EXPRESS LUBE DEPT OPEN: 9:00am TO 5:00pm

* THANK YOU FOR YOUR BUSINESS *

TOTAL LABOR....	25.17
TOTAL PARTS....	4.70
TOTAL SUBLET...	0.00
TOTAL G.O.G....	11.70
TOTAL MISC CHG.	1.50
TOTAL MISC DISC	0.00
TOTAL TAX.....	1.35
TOTAL INVOICE $	**44.42**

CUSTOMER SIGNATURE

**************************** D U P L I C A T E I N V O I C E ******************************

Rydell AUTOMOTIVE GROUP
San Fernando Valley

Lynn Foster/Austin/GM1
04/09/2009 12:56 PM

To paul.byrne@gm.com
cc
bcc
Subject 71-715381002 [redacted]

Mr. Byrne:

Hi, my name is Lynn Foster. This email is to follow up on my voicemail regarding Service Request 71-715381002 for customer [redacted]. The customer's vehicle is a 2007 Chevrolet Tahoe with 21,969 miles. The customer has been working with Rydell Auto Group in Northridge, CA. Due to time constraints, your response to this e-mail is required within 24 hours.

This is a Not in Suit Matter. This means a demand letter has been sent to our office by the customer's attorney indicating that the customer may pursue a lawsuit unless GM can resolve the customer's vehicle concern. We are reviewing this case for possible settlement in our Early Resolution program. The settlement options can range from denial up to repurchase, depending on the severity of the concerns. Because of this, we would like you to review the following options:

A) I have information on this case that may assist in your review (please provide in your response). Please note: you will be notified of the final resolution once a settlement has been reached.

B) I am not aware of this vehicle or customer's concerns. Please note: you will be notified of the final resolution once a settlement has been reached.

Your feedback will be documented and your e-mail attached to our case, it is an important step in our accurate and timely case resolution.

Thank you,

Lynn Foster
Aditya Birla Minacs
866 790 5700 x 41349 | lynn_foster@gmexpert.com

General Motors Corporation
Business Resource Center
PO Box 33170
Detroit, MI 48232-5170

VIA FAX ONLY

April 9, 2009

Rene Korper, Esq.
Law Offices of Rene Korper
27240 Turnberry Ln Ste 200
Valencia, CA 91355

RE: [redacted]
Service Request: 71-715381002
2007 Chevrolet Tahoe
Vehicle Identification Number: 1GNFC13047R[redacted]

Dear Korper:

This is to advise that General Motors is in receipt of the above referenced case dated April 1, 2009. This case file has been assigned to General Motors' Early Resolution program, and you will be contacted in the next 10-15 calendar days for review. The Early Resolution program is designed to facilitate early settlement of warranty matters within a 45-day timeframe.

In order to do a thorough review and assessment of this case, General Motors would appreciate your prompt 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.

- ☒ Copy of owner's current title and/or registration
- ☒ Other: Release of Lien
- ☒ Finance agreement
- ☒ Buyer's agreement

General Motors Corporation
ATTN: BRC Legal
P.O. Box 33170
Detroit, MI 48232

If you have further questions, please contact our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please refer to the service request number above and a Customer Relationship Specialist will be happy to assist you.

Sincerely,

General Motors Corporation

RELEASE OF LIEN INFORMATION

I _____,
(Client's Name)

hereby authorize _____
(Lien holder Name)

_____
(Lien holder Address) (Lien holder Phone Number)

to release any and all information regarding my loan account # _____
(Account Number)

with _____
(Lien holder Name)

to General Motors Corporation, including but not limited to a complete payment history of my account, a loan payoff amount, and per diem information.

Date _____.

VEHICLE INFORMATION

The current vehicle mileage is _____ Date mileage read: _____.

_____ _____
Signature Signature

LAW OFFICES OF RENÉ KORPER

RENÉ KORPER
SOPHIE A. HUBSCHER

27240 TURNBERRY LANE
SUITE 200
VALENCIA, CA 91355
TEL (661) 362-0728
FAX (661) 362-0729

April 21, 2009

Sent Via Facsimile Only (866) 485-8258

Lynn Foster
GENERAL MOTORS CORPORATION
Post Office Box 33170
Detroit, MI 48232-5170

Re: [redacted]v. General Motors Corporation, et al.
Vehicle: 2007 Chevrolet Tahoe
VIN#: 1GNFC13047R[redacted]

Dear Ms. Foster:

Enclosed please find the signed Release of Lien Information and a copy of the current DMV registration.

Please do not hesitate to contact me should you have any questions.

Very truly yours,

LAW OFFICES OF RENÉ KORPER

"DICTATED BUT NOT READ"

René Korper

RK/mer
encl.

AUTO 05/28/2008 TO 05/28/2009 11 [redacted]

REGISTRATION VALID FROM

VEHICLE IDENTIFICATION NUMBER
1GNFC13047R[redacted]

MAKE
CHEV

BODY TYPE MODEL
UT

CYLS | DATE FIRST SOLD 00/00/2007 | CLASS JA | YR | Yr Model 2007

DATE ISSUED
05/24/2008

TYPE VER 120 | MP G | AX | WC | UNLADEN-G/CGW | TOTAL FEES PAID $243

1900

REGISTERED OWNER

VAULT FOR GMAC OR COLT LSR
[redacted]
N HOLLYWOOD CA [redacted]

LIENHOLDER

GMAC
PO BX 8128
COCKEYSVILLE
MD
0

R0041
L0180

[redacted]

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

[redacted]

RELEASE OF LIEN INFORMATION

I [redacted],
(Client's Name)

hereby authorize GMAC
(Lien holder Name)

[redacted] Bloomington MN [redacted]
(Lien holder Address) (Lien holder Phone Number)

to release any and all information regarding my loan account # [redacted]
(Account Number)

with GMAC
(Lien holder Name)

to General Motors Corporation, including but not limited to a complete payment history of my account, a loan payoff amount, and per diem information.

Date 4-15-09.

VEHICLE INFORMATION

The current vehicle mileage is 25650 Date mileage read: 4-19-09.

[redacted]
Signature

[redacted]
Signa

[redacted]

neopost 044J83015082
$0.42
04/02/2009
Mailed From 91355
US POSTAGE

04-08-09A08:53 RCVD

General Motors Corporation
P.O. Box 33170
Detroit, MI 48232-6170

April 1, 2009

General Motors Corporation
P.O. Box 33170
Detroit, MI 48232-6170

Re: [redacted] v. General Motors Corporation
Vehicle: 2007 Chevrolet Tahoe
VIN#: 1GNFC13047R[redacted]

To Whom It May Concern:

Please be advised that the Law Offices of [redacted] represents the interests of [redacted] and [redacted] concerning their 2007 Chevrolet Tahoe. **In accordance with the Song-Beverly Consumer Warranty Act, California Civil Code Section 1790 et seq., and in accordance with Civ. Code § 1794(e), the [redacted] hereby request** that you comply with Civ. Code § 1793.2(d)(2), based on the following facts:

1. The [redacted] leased the vehicle new on or about May 26, 2007, from Rydell Chevrolet, in the city of Northridge, California. The vehicle came with express and implied warranties as defined in the Song-Beverly Act.

2. The vehicle is not fit for the ordinary purposes for which it was purchased, and has exhibited substantial nonconformities that have required repeated warranty repairs. These nonconformities substantially impair the use, value, and safety of this vehicle to the [redacted] They include, but are not necessarily limited to:

   - Engine
   - Transmission
   - Driveshaft
   - Various trim items

3. General Motors has had a reasonable opportunity to repair these nonconformities, either directly or through its agents.

The [redacted] are entitled to full restitution, to date, as follows:

Actual Damages to Date:
Paid at lease signing.....$ 4,000.00
Lease Payments through April 2009.....$ 8,137.40
DMV fees.....$ 243.00

Total Actual Damages.....$12,380.40

The [redacted] further request that General Motors buy out the vehicle lease.

The [redacted] hereby make an offer to settle for **$12,380.40**, their actual damages, plus $4,500.00 in attorney's fees, expert costs, and expenses. General Motors will take possession of the vehicle.

Once you have made the opportunity to review this matter, please advise us as to whether you wish to discuss settlement or defend. Please respond to this settlement demand no later than 30 days from the above date. Please do not communicate directly with our client with regard to this matter, and forward all communications to this office.

Very truly yours,

LAW OFFICES OF RENÉ KORPER

René Korper

RK/mer

cc: [redacted]

GMC

Rydell AUTOMOTIVE GROUP
San Fernando Valley
P.O. Box 2189, Van Nuys, CA 91404
1•877•RYDELLS

Date: 4-9-09

Fax Cover Sheet

Fax: 866-485-8258

# of pages (including cover sheet): 23

Attention: Lynn Foster

Concerning: Request 71-715381002
[redacted] 2007 Tahoe
Vin# 1GNFC13047R[redacted]

From: Kelly Cashman / Norma Meyer

Service line: (818) 832-1616
Ext. 3627
Service Fax: (818) 832-1691

Rydell Automotive Group Store #2
18600 Devonshire St.
Northridge, Ca 91324

Note: The Loan Documents will be faxed to you from Maria Savedra. Her direct line is 818-817-4601

Rydell AUTOMOTIVE GROUP
San Fernando Valley

T2CS206644
Rydell Chevrolet Northridge
18600 Devonshire St. * Northridge, CA 91324
(818) 832-1600
SERVICE (818) 832-1616 **PARTS** (818) 832-1660
Mailing Address P.O. Box 2189 Van Nuys, CA 91404

T2CS206644

0102IT2CS206644

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
10	EILEEN ANGUIANO 8648	346	03/09/07	T2CS206644

[redacted]
VAN NUYS, CALIFORNIA [redacted]

LICENSE NO.	MILEAGE	COLOR	STOCK NO.
[redacted]	5	BLACK/EBONY	12346

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
07/CHEVROLET TRUCK/TAHOE	05/26/07	10

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1 G N F C 1 3 0 4 7 R [redacted]		

F. T. E. NO.	P. O. NO.	R. O. DATE
SRAC974709937		03/07/07

[redacted]

COMMENTS

MO: 5

JOB# 1 CHARGES

LABOR
J# 1 85CVZ02 EXTERIOR ACCESSORIES TECH(S):8709 INTERNAL
INSTALL CLOSEOUT
VEHICLE PERSONALIZATION

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	INTERNAL
	1	12499697	COVER 7.068	TOTAL - PARTS	0.00

MISC	CODE	DESCRIPTION	CONTROL NO	INTERNAL
	RW	RPD WARRANTY	TOTAL - MISC	0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX T2CS JOB# 1 TOTAL 0.00

COMMENTS
RPD

TOTALS

WELCOME TO RYDELL SERVICE DEPARTMENT
EPA # CAL000236177
WE ARE OPEN FROM 6:00AM TO 7:00 PM MONDAY THROUGH FRIDAY
SATURDAYS WE ARE OPEN FROM 8:00AM TO 5:00 PM CLOSED SUNDAYS
****
RYDELL AUTOMOTIVE GROUP IS A GM GOODWRENCH SERVICE PLUS
DEALER. SEE YOUR SERVICE CONSULTANT FOR MORE INFORMATION
****

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**

COMPLETELY SATISFIED ??
* You may receive a survey from General Motors regarding *
* your service experience at RYDELL'S. If you cannot rate *
* it "COMPLETELY SATISFIED" please call our service depart *
* ment at (818) 832-1600, so we can assist and better serve*
* you. We appreciate your business.

CUSTOMER SIGNATURE
********** D U P L I C A T E I N V O I C E **********

JB GRAPHICS (818) 909-4713 972348-08

 ACCOUNTING COPY [END OF INVOICE] 10:50am

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BAR #ARD202745 EPA #CAL000236177

Rydell AUTOMOTIVE GROUP
San Fernando Valley

T2CS213341
Rydell Chevrolet Northridge
18600 Devonshire St. * Northridge, CA 91324
(818) 832-1600
SERVICE (818) 832-1616 **PARTS** (818) 832-1660
Mailing Address P.O. Box 2189 Van Nuys, CA 91404

T2CS213341

0102IT2CS213341

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
10	PAUL ULIBARRI 4839	346	03/28/07	T2CS213341

CELL/PAGER

[redacted]
VAN NUYS, CALIFORNIA [redacted]

MILEAGE	COLOR	STOCK NO.
5	BLACK/EBONY	12346

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
07/CHEVROLET TRUCK/TAHOE	05/26/07	10

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1 G N F C 1 3 0 4 7 R [redacted]		

F. T. E. NO.	P. O. NO.	R. O. DATE
SRAC974709937		03/26/07

[redacted]
COMMENTS
MO: 5

JOB# 1 CHARGES----------

LABOR----------
J# 1 85GVZ13 RPD/CUSTOM WHEELS TECH(S) 8378 INTERNAL
INSTALL 22" HELO 830 CHROME WHEELS w/NITTO TIRES.
SUBLET TO TIRE PROS.
VEHICLE PERSONALIZATION
SUBLET TO TIRE PROS (INV# 8661A

SUBLET	PO#	VEND INV#	INV.DATE	DESCRIPTION	
	298730	8661A	03/26/07	22" NITTO TIRES	INTERNAL
	298730	8661A	03/26/07	22" HELO 830 WHEELS	INTERNAL
	298730	8661A	03/26/07	LUG NUTS	INTERNAL
	298730	8661A	03/26/07	LUG NUT SOCKET	INTERNAL
	298730	8661A	03/26/07	WHEEL LOCKS	INTERNAL
	298730	8661A	03/26/07	07 VALVE STEMS	INTERNAL
	298730	8661A	03/26/07	07 GM SENSORS	INTERNAL
				TOTAL - SUBLET	0.00

JOB# 1 TOTALS----------

JOB# 1 JOURNAL PREFIX T2CS JOB# 1 TOTAL 0.00

COMMENTS----------
RPD

TOTALS----------

WELCOME TO RYDELL SERVICE DEPARTMENT
EPA # CAL000236177
WE ARE OPEN FROM 6:00AM TO 7:00 PM MONDAY THROUGH FRIDAY
SATURDAYS WE ARE OPEN FROM 8:00AM TO 5:00 PM.CLOSED SUNDAYS
****
RYDELL AUTOMOTIVE GROUP IS A GM GOODWRENCH SERVICE PLUS
DEALER. SEE YOUR SERVICE CONSULTANT FOR MORE INFORMATION
****

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**

COMPLETELY SATISFIED ??
* You may receive a survey from General Motors regarding *
* your service experience at RYDELL'S. If you cannot rate *
* it "COMPLETELY SATISFIED" please call our service depart-*
* ment at (818) 832-1600, so we can assist and better serve*
* you. We appreciate your business.

CUSTOMER SIGNATURE
********** DUPLICATE INVOICE **********

JB GRAPHICS (818) 969-4713 972348-08

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BAR #ARD202745 EPA #CAL000236177

Rydell AUTOMOTIVE GROUP
San Fernando Valley

T2CS225545
Rydell Chevrolet Northridge
18600 Devonshire St. * Northridge, CA 91324
(818) 832-1600
SERVICE (818) 832-1616 PARTS (818) 832-1660
Mailing Address P.O. Box 2189 Van Nuys, CA 91404

T2CS225545

0102IT2CS225545

CUSTOMER NO. 10	ADVISOR PAUL ULIBARRI 4839	TAG NO. 346	INVOICE DATE 05/02/07	INVOICE NO. T2CS225545
[redacted] VAN NUYS, CALIFORNIA [redacted]	LICENSE NO. [redacted]	MILEAGE 5	COLOR BLACK/EBONY	STOCK NO. 12346
	YEAR / MAKE / MODEL 07/CHEVROLET TRUCK/TAHOE		DELIVERY DATE 05/26/07	DELIVERY MILES 10
	VEHICLE I.D. NO. 1GNFC13047R[redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO. SRAC974709937	P.O. NO.	R.O. DATE 05/01/07	
[redacted]	COMMENTS			MO: 5

JOB# 1 CHARGES

LABOR
[redacted]
22" HELO 830 CHROME WHEELS WERE NEVER INSTALLED. CREDIT
ISSUED BY TIRE PROS. WHEELS INSTALLED ON STK# 13474.
VEHICLE PERSONALIZATION
INV 13651.

SUBLET	PO#	VEND INV#	INV.DATE	DESCRIPTION	
	299899	13651	05/01/07	22" HELO 830 CHROME WHEEL	INTERNAL
	299899	13651	05/01/07	22 NITTO TIRES	INTERNAL
	299899	13651	05/01/07	07 GM SENSORS	INTERNAL
	299899	13651	05/01/07	GM 07 VALVE STEMS	INTERNAL
				TOTAL - SUBLET	0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX T2CS JOB# 1 TOTAL 0.00

COMMENTS
RPD

TOTALS

Rydell AUTOMOTIVE GROUP
San Fernando Valley

T2CS212940
Rydell Chevrolet Northridge
18600 Devonshire St. * Northridge, CA 91324
(818) 832-1600
SERVICE (818) 832-1616 PARTS (818) 832-1660
Mailing Address P.O. Box 2189 Van Nuys, CA 91404

T2CS212940

0102IT2CS212940

CUSTOMER NO. 10	ADVISOR FERNANDO CAMACHO 8210	TAG NO. 4169	INVOICE DATE 03/29/07	INVOICE NO. T2CS212940
[redacted] VAN NUYS, CALIFORNIA [redacted]	LICENSE NO. [redacted]	MILEAGE 6	COLOR BLACK/EBONY	STOCK NO. 12346
	YEAR / MAKE / MODEL 07/CHEVROLET TRUCK/TAHOE		DELIVERY DATE 05/26/07	DELIVERY MILES 10
	VEHICLE I.D. NO. 1GNFC13047R[redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO. SRAC974709937	P.O. NO.	R.O. DATE 03/24/07	
[redacted]	COMMENTS			MO: 6

JOB# 1 CHARGES

LABOR
[redacted]
UPON PEFORMING LIFT SUPPORT SWAP FROM STOCK UNIT# 202634
REAR HATCH BROKE.

SPECIAL ORDER PART SALES DEPT WILL BE NOTIFIED WHEN PARTS
ARRIVE.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	25810434	WINDOW 17.190		INTERNAL
				TOTAL - PARTS	0.00

SUBLET	PO#	VEND INV#	INV.DATE	DESCRIPTION	
	298872	005154	03/29/07	INSTALL	INTERNAL
				TOTAL - SUBLET	0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX T2CS JOB# 1 TOTAL 0.00

COMMENTS
DI
PERFORMING LIFT SUPPORT SWAP TECH (4454) BROKE REAR HATCH.
OK PER JULIAN TO REPLACE REAR HATCH...

TOTALS

WELCOME TO RYDELL SERVICE DEPARTMENT
EPA # CAL000236177
WE ARE OPEN FROM 6:00AM TO 7:00 PM MONDAY THROUGH FRIDAY
SATURDAYS WE ARE OPEN FROM 8:00AM TO 5:00 PM.CLOSED SUNDAYS
****
RYDELL AUTOMOTIVE GROUP IS A GM GOODWRENCH SERVICE PLUS
DEALER. SEE YOUR SERVICE CONSULTANT FOR MORE INFORMATION
****

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**

COMPLETELY SATISFIED ??
* You may receive a survey from General Motors regarding *
* your service experience at RYDELL'S. If you cannot rate *
* it "COMPLETELY SATISFIED" please call our service depart-*
* ment at (818) 832-1600, so we can assist and better serve*
* you. We appreciate your business.

CUSTOMER SIGNATURE
********** DUPLICATE INVOICE **********

JB GRAPHICS (818) 909-4713 972348-CB

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BAR #ARD202745 EPA #CAL000236177

Rydell AUTOMOTIVE GROUP
San Fernando Valley

T2CS535567
Rydell Chevrolet Northridge
18600 Devonshire St. * Northridge, CA 91324
(818) 832-1600
SERVICE (818) 832-1616 **PARTS** (818) 832-1660
Mailing Address P.O. Box 2189 Van Nuys, CA 91404

T2CS535567

0102IT2CS535567

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
205232	JAMES E MURPHY 2115	1518	12/01/08	T2CS535567

CELL/PAGER

[redacted]
NORTHRIDGE, CA [redacted]

[redacted]	MILEAGE 20,156	COLOR BLACK/EBONY	STOCK NO. 12346
YEAR / MAKE / MODEL 07/CHEVROLET TRUCK/TAHOE		DELIVERY DATE 05/26/07	DELIVERY MILES 10
VEHICLE I.D. NO. 1GNFC13047R[redacted]		SELLING DEALER NO.	PRODUCTION DATE
F. T. E. NO.	P. O. NO.	R. O. DATE 12/01/08	

[redacted]

COMMENTS

MO: 20158

JOB# 1 CHARGES

LABOR
J# 1 12CVZ TRANSMISSION TECH(S) 9103 WARRANTY
CUSTOMER STATES WHEN COMING TO A STOP - THEN STOPPED OF A
LITTLE WHILE THERE IS A BANG FROM THE REAR - FEELS LIKE THE
VEHICLE IS BEING HIT
SLIP YOKE STICKING
REMOVE DRIVESHAFT CLEAN AND LUBE INNER SPLINES

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX T2CS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR
J# 2 12CVZT08 TRANSMISSION TECH(S) 9103 WARRANTY
CUSTOMER STATES WHEN DRIVING UP A HILL AND ACCELERATING THE
ENGINE IS RACING BUT THE VEHICLE IS NOT MOVING FASTER
AT HIGHER SPEEDS
POS RELATED TO LINE 4
ROAD TEST TRANS OPERATING AS DESIGNED BY FACTORY

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX T2CS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR
J# 3 02CVZ DRIVEABILITY TECH(S) 7511 WARRANTY
CUSTOMER STATES THE VEHICLE IS ACCELERATING ITSELF
WHEN DRIVING
ROAD TESTED VEHICLE COULD NOT VERIFY CUSTOMER CONCERN AT
THIS TIME.
NO WORK PERFORMED FOR THIS CONCERN. NO CODES PRESENT.

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX T2CS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES

LABOR
J# 4 02CVZD26 DRIVEABILITY/TUNE TECH(S) 7511 WARRANTY
CUSTOMER STATES THE VEHICLE HAS A LOSS OF POWER UP A GRADE
& THE ENGINE IS SURGING
ROAD TESTED VEHICLE, SCANNED PCM NO CODES PRESENT CHECKED
FOR SOFTWARE UPDATES.
PERFORMED REPROGRAMMING J6354 .4 UPDATED SOFTWARE. WARRANTY
CLAIM CODE 11957 RELEARNED CRANK SHAFT SPEED, ROAD TESTED
VEHICLE WORKING AS INTENT AND DESIGN.

JOB# 4 TOTALS

JOB# 4 JOURNAL PREFIX T2CS JOB# 4 TOTAL 0.00

JB GRAPHICS (818) 909-4713 972348-08

 ACCOUNTING COPY [CONTINUED ON NEXT PAGE] 10:47am

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BAR #ARD202745 EPA #CAL000238177

Rydell AUTOMOTIVE GROUP
San Fernando Valley

T2CS546872
Rydell Chevrolet Northridge
18600 Devonshire St. * Northridge, CA 91324
(818) 832-1600
SERVICE (818) 832-1616 **PARTS** (818) 832-1660
Mailing Address P.O. Box 2189 Van Nuys, CA 91404

T2CS546872

0102IT2CS546872

CUSTOMER NO. 205232	ADVISOR JAMES E MURPHY 2115		TAG NO. 1873	INVOICE DATE 01/16/09	INVOICE NO. T2CS546872
[redacted]		LICENSE NO. [redacted]	MILEAGE 21,514	COLOR BLACK/EBONY	STOCK NO. 12346
NORTHRIDGE, CA [redacted]	YEAR / MAKE / MODEL 07/CHEVROLET TRUCK/TAHOE			DELIVERY DATE 05/26/07	DELIVERY MILES 10
	VEHICLE I.D. NO. 1 G N F C 1 3 0 4 7 R [redacted]			SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.	P. O. NO.		R. O. DATE 01/15/09	
[redacted]	COMMENTS				MO: 21561

CELL/PAGER

JOB# 4 TOTALS----------

JOB# 4 JOURNAL PREFIX T2CS JOB# 4 TOTAL 0.00

COMMENTS----------
RENTAL:
DAY 1 = 1/15 8:30 AM - PROVIDED RENTAL FOR CUSTOMER SATISFACTION
CHECKING OUT THE VEHICLE,
DAY 2 = 1/16 - WENT THROUGH THE SYSTEMS CHECK WORKING AS DESIGNED
CALLED 1/16 - 10:48 AM
INFORMED KELLY C OF THE RENTAL
WENT OVER THE REPAIR ORDER & INFORMED THE VEHICLE IS DONE
ANY QUESTIONS OR TO MAKE A RESERVATION
PLEASE CALL JIM MURPHY AT 818-832-1616 EXT 3636
THANK YOU
The customer dropped the rental off here at Rydell ON 1/16/09
@ 1:45 PM U#32Y38T MAYRA
2G1WT57K891110925 TWO DAYS OK KC

TOTALS----------

WELCOME TO RYDELL SERVICE DEPARTMENT
EPA # CAL000236177
WE ARE OPEN FROM 6:00AM TO 7:00 PM MONDAY THROUGH FRIDAY
SATURDAYS WE ARE OPEN FROM 8:00AM TO 5:00 PM.CLOSED SUNDAYS
****
RYDELL AUTOMOTIVE GROUP IS A GM GOODWRENCH SERVICE PLUS
DEALER. SEE YOUR SERVICE CONSULTANT FOR MORE INFORMATION
****

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**

COMPLETELY SATISFIED ??
* You may receive a survey from General Motors regarding *
* your service experience at RYDELL'S. If you cannot rate *
* it "COMPLETELY SATISFIED" please call our service depart-*
* ment at (818) 832-1600, so we can assist and better serve*
* you. We appreciate your business.

CUSTOMER SIGNATURE

********** DUPLICATE INVOICE **********

JB GRAPHICS (818) 309-4713 97248-08

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BAR #ARD202745 EPA #CAL000236177

Rydell AUTOMOTIVE GROUP
San Fernando Valley

T2CS546872
Rydell Chevrolet Northridge
18600 Devonshire St. * Northridge, CA 91324
(818) 832-1600
SERVICE (818) 832-1616 PARTS (818) 832-1660
Mailing Address P.O. Box 2189 Van Nuys, CA 91404

T2CS546872

0102|T2CS546872

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
205232	JAMES E MURPHY 2115	1873	01/16/09	T2CS546872

[redacted]	LICENSE NO. [redacted]	MILEAGE 21,514	COLOR BLACK/EBONY	STOCK NO. 12346
NORTHRIDGE, CA [redacted]	YEAR / MAKE / MODEL 07/CHEVROLET TRUCK/TAHOE		DELIVERY DATE 05/26/07	DELIVERY MILES 10
	VEHICLE I.D. NO. 1 G N F C 1 3 0 4 7 R [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	P. T. E. NO.	P. O. NO.	R. O. DATE 01/15/09	
[redacted]	COMMENTS			

CELL/PAGER

MO: 21561

JOB# 1 CHARGES

LABOR

J# 1 02CVZ DRIVEABILITY TECH(S) 9231 WARRANTY

CUSTOMER STATES THE VEHICLE ACCELRATES ITSELF - STOPPED AT A
LIGHT AND THE VEHICLE WILL KEEP MOVING
SEE RO # 543952 01/05/2009 21226 MILES - TECH 9231
SEE WORK SHEET
INTERMITTENT
UNABLE TO VERIFY ANY CONCERNS.
SCAN.NO DTC'S.ALL OBD2 MONITORS PASSED.ROAD TESTED SEVERAL
TIMES TOTALING 47+ MILES W/O ANY PROBLEMS.VEHICLE IS
OPERATING PER INTENT AND DESIGN AT THIS TIME.

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX T2CS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR

J# 2 11CVZ HEAVY LINE TECH(S) 9231 WARRANTY

CUSTOMER STATES THERE IS A CLUNKING WHEN COMING TO A STOP
CAN FEEL LIKE A BANG - HARD WHEN THE VEHICLE IS STOPPED
SEE WORK SHEET ATTACHED
INTERMITTENT
SEE LINE 1.

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX T2CS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR

J# 3 02CVZD24 DRIVEABILITY/TUNE TECH(S) 9231 WARRANTY

CUSTOMER STATES WHEN AT A STOP THEN GOING TO TAKE OFF WILL
STALL HAVE TO RESTART - NO CHECK ENGINE
SEE LINE 1.

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX T2CS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES

LABOR

J# 4 18CVZSUB ENTERPRISE RENTAL CA TECH(S) 3999 WARRANTY

ENTERPRISE RENTAL CAR
PROVIDED RENTAL FOR CUSTOMER SATISFACTION
FACTORY WARRANTY - GROUP 3 - IN RENTAL 1/15/09 8:30 AM
COMPLETED RENTAL

SUBLET----PO#--------VEND INV#-INV.DATE-DESCRIPTION

PO#	VEND INV#	INV.DATE	DESCRIPTION	
218263	D184940	01/16/09	GROUP 3	WARRANTY

TOTAL - SUBLET 0.00

SERVICE FILE COPY

[CONTINUED ON NEXT PAGE] 10:47am

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BAR #ARD202745 EPA #CAL000236177

JB GRAPHICS (818) 909-4713 972348-03

Rydell AUTOMOTIVE GROUP
San Fernando Valley

T2CS549653
Rydell Chevrolet Northridge
18600 Devonshire St. * Northridge, CA 91324
(818) 832-1600
SERVICE (818) 832-1616 PARTS (818) 832-1660
Mailing Address P.O. Box 2189 Van Nuys, CA 91404

T2CS549653

0102IT2CS549653

CUSTOMER NO. 205232	ADVISOR HERMAN ESTRADA 9201	TAG NO. 5565	INVOICE DATE 01/29/09	INVOICE NO. T2CS549653
[redacted]	LICENSE NO. [redacted]	MILEAGE 21,969	COLOR BLACK/EBONY	STOCK NO. 12346
NORTHRIDGE, CA [redacted]	YEAR / MAKE / MODEL 07/CHEVROLET TRUCK/TAHOE		DELIVERY DATE 05/26/07	DELIVERY MILES 10
	VEHICLE I.D. NO. 1GNFC13047R [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 01/26/09	
[redacted]	COMMENTS			MO: 21969

JOB# 1 CHARGES

LABOR
J# 1 02CVZ DRIVEABILITY TECH(S):4650 WARRANTY
CUSTOMER STATES VEHICLE ACELLERATES BY ITS SELF JUMPS AND
SURGES SEE KELLY
UNABLE TO VERIFY CONCERN.
UNABLE TO VERIFY CONCERN.
NO WORK PERFORMED.

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX T2CS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR
J# 2 09CVZ AXLE & DIFFERENTIAL TECH(S):9103 WARRANTY
CUSTOMER STATES THAT IT FEELS LIKE SOMETHING IS HITTING THEM
IN THE REAR AT SLOW SPEEDS OR DOWN SHIFTS SEE KELLY
TRANS OPERATING AS DESIGNED BY FACTORY
ROAD TEST 18 MILES NO ABNORMAL CLUNK FELT SEE ATTACHED DOC
2084951 AND 1973942 TRANS OPERATING AS DESIGNED

G.O.G. & SUPPLIES
1.0 FUEL @ /UNIT INTERNAL
TOTAL - GOG 0.00

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX T2CS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR
J# 3 17CVZ COURTESY TRANSPORT TECH(S):3999 WARRANTY
PROVIDE WARRANTY RENTAL PER KELLY

SUBLET PO# VEND INV# INV.DATE DESCRIPTION
218505 D185203 01/29/09 GROUP 1 WARRANTY
TOTAL - SUBLET 0.00

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX T2CS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES

LABOR
J# 4 08CVZB09 BRAKES TECH(S):4650 WARRANTY
CUSTOMER STATES FEELS STEERING WHEEL VIBRATION WHILE TURNING
IT
POWER STEERING SHUDDER / VIBRATION IN THE STEERING WHEEL
DURING LOW SPEED PARKING LOT MANEUVERS DUE TO POWER STEERING
HOSE ASSEMBLY.REFER TO SERVICE BULLETIN #08-02-32-001B.

[CONTINUED ON NEXT PAGE] 10:47am

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JB GRAPHICS (818) 909-4713 972348-08

Rydell AUTOMOTIVE GROUP
San Fernando Valley

T2CS549653
Rydell Chevrolet Northridge
18600 Devonshire St. * Northridge, CA 91324
(818) 832-1600
SERVICE (818) 832-1616 **PARTS** (818) 832-1660
Mailing Address P.O. Box 2189 Van Nuys, CA 91404

T2CS549653

0102IT2CS549653

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
205232	HERMAN ESTRADA 9201	5565	01/29/09	T2CS549653

		MILEAGE	COLOR	STOCK NO.
[redacted] NORTHRIDGE, CA [redacted]	[redacted]	21,969	BLACK/EBONY	12346

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
07/CHEVROLET TRUCK/TAHOE	05/26/07	10

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1GNFC13047R [redacted]		

F.T.E. NO.	P.O. NO.	R.O. DATE
		01/26/09

[redacted]

COMMENTS

MO: 21969

TOTALS

WELCOME TO RYDELL SERVICE DEPARTMENT
EPA # CAL000236177
WE ARE OPEN FROM 6:00AM TO 7:00 PM MONDAY THROUGH FRIDAY
SATURDAYS WE ARE OPEN FROM 8:00AM TO 5:00 PM.CLOSED SUNDAYS
****
RYDELL AUTOMOTIVE GROUP IS A GM GOODWRENCH SERVICE PLUS
DEALER. SEE YOUR SERVICE CONSULTANT FOR MORE INFORMATION
****

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**

COMPLETELY SATISFIED ??
* You may receive a survey from General Motors regarding *
* your service experience at RYDELL'S. If you cannot rate *
* it "COMPLETELY SATISFIED" please call our service depart-*
* ment at (818) 832-1600, so we can assist and better serve*
* you. We appreciate your business.

CUSTOMER SIGNATURE
********** D U P L I C A T E I N V O I C E **********

Rydell AUTOMOTIVE GROUP
San Fernando Valley

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BAR #ARD202745 EPA #CAL000236177

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Mailing Address P.O. Box 2189 Van Nuys, CA 91404

T2CS549653

0102IT2CS549653

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
205232	HERMAN ESTRADA 9201	5565	01/29/09	T2CS549653

[redacted]
NORTHRIDGE, CA [redacted]

LICENSE NO.	MILEAGE	COLOR	STOCK NO.
[redacted]	21,969	BLACK/EBONY	12346

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
07/CHEVROLET TRUCK/TAHOE	05/26/07	10

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1GNFC13047R[redacted]		

F.T.E. NO.	P.O. NO.	R.O. DATE
		01/26/09

[redacted]

COMMENTS

MO: 21969

VERIFIED CONCERN.PERFORMED SI BULLETIN #08-02-32-001B
"POWER STEERING SHUDDER/VIBRATION".NECESSARY TO REPLACE
POWER STEERING INLET HOSE ASSEMBLY.REPLACED HOSE ASSEMBLY
AND RETESTED VEHICLE.
E8622 .6

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	25858603	HOSE 6.670		
				TOTAL - PARTS	0.00

JOB# 4 TOTALS

JOB# 4 JOURNAL PREFIX T2CS JOB# 4 TOTAL 0.00

JOB# 5 CHARGES

LABOR
J# 5 01CVZM40 30 POINT INSPECTION TECH(S) 9103 0.00
PERFORM 30 POINT INSPECTION AS DESCRIBED IN ATTACHED
INSPECTION SHEET.
ROUTINE INSPECTION
PERFORMED 30 POINT INSPECTION, PLEASE SEE YOUR SERVICE
CONSULTANT FOR DETAILS.

JOB# 5 TOTALS

JOB# 5 JOURNAL PREFIX T2CS JOB# 5 TOTAL 0.00

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $12.00 (+TAX)
COMMENTS
HOLD OVER NIGHT FOR KELLY AND DONNY TO DRIVE COLD
Customer dropped the rental off at E.R.A.C. at 1/29/09
RENTAL VIN# 5GAER23D09J107368

Rydell AUTOMOTIVE GROUP San Fernando Valley

JB GRAPHICS (818) 909-4713 372348-08

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Rydell AUTOMOTIVE GROUP
San Fernando Valley

T2CS234571
Rydell Chevrolet Northridge
18600 Devonshire St. * Northridge, CA 91324
(818) 832-1600
SERVICE (818) 832-1616 **PARTS** (818) 832-1660
Mailing Address P.O. Box 2189 Van Nuys, CA 91404

T2CS234571

0102IT2CS234571

CUSTOMER NO. 205232	ADVISOR MICHAEL BREWER 2134	TAG NO. 6343	INVOICE DATE 07/13/07	INVOICE NO. T2CS234571
[redacted]	LICENSE NO. [redacted]	MILEAGE 152	COLOR BLACK/EBONY	STOCK NO. 12346
NORTHRIDGE, CA [redacted]	YEAR / MAKE / MODEL 07/CHEVROLET TRUCK/TAHOE		DELIVERY DATE 05/26/07	DELIVERY MILES 10
	VEHICLE I.D. NO. 1 G N F C 1 3 0 4 7 R [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.	P. O. NO.	R. O. DATE 05/29/07	
[redacted]	COMMENTS			MO: 152

JOB# 1 CHARGES----------

LABOR----------
J# 1 01CVZM49 MAINTENANCE TECH(S) 2409 0.00

JOB# 1 TOTALS----------

JOB# 1 JOURNAL PREFIX T2CS JOB# 1 TOTAL 0.00

TOTALS----------

WELCOME TO RYDELL SERVICE DEPARTMENT
EPA # CAL000236177
WE ARE OPEN FROM 6:00AM TO 7:00 PM MONDAY THROUGH FRIDAY
SATURDAYS WE ARE OPEN FROM 8:00AM TO 5:00 PM.CLOSED SUNDAYS
****
RYDELL AUTOMOTIVE GROUP IS A GM GOODWRENCH SERVICE PLUS
DEALER. SEE YOUR SERVICE CONSULTANT FOR MORE INFORMATION
****

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**

COMPLETELY SATISFIED ??
* You may receive a survey from General Motors regarding *
* your service experience at RYDELL'S. If you cannot rate *
* it "COMPLETELY SATISFIED" please call our service depart-*
* ment at (818) 832-1600, so we can assist and better serve*
* you. We appreciate your business.

CUSTOMER SIGNATURE
********** D U P L I C A T E I N V O I C E **********

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BAR #ARD202745 EPA #CAL000236177

Rydell AUTOMOTIVE GROUP
San Fernando Valley

T2CB234728
Rydell Chevrolet Northridge
18600 Devonshire St. * Northridge, CA 91324
(818) 832-1600
SERVICE (818) 832-1616 **PARTS** (818) 832-1660
Mailing Address P.O. Box 2189 Van Nuys, CA 91404

T2CB234728

0102IT2CB234728

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
205232	WILLIAM SAXON 4605	6343	06/06/07	T2CB234728

[redacted]
NORTHRIDGE, CA [redacted]

LICENSE NO.	MILEAGE	COLOR	STOCK NO.
[redacted]	156	BLACK/EBONY	12346

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
07/CHEVROLET TRUCK/TAHOE	05/26/07	10

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1GNFC13047R[redacted]		

F. T. E. NO.	P. O. NO.	R. O. DATE
		05/30/07

[redacted]

COMMENTS

MO: 156

JOB# 1 CHARGES

LABOR
J# 1 13CVZ BODY SHOP MECHANICAL TECH(S) 2409 863 INTERNAL
CHIP ON TAILGATE, REAR BUMPER AND RIGHT TAILAMP
GLASS BROKEN - SERVICE
REMOVE REAR GLASS , REMOVE LEFT AND RIGHT UPPER EXTENTIONS,
REMOVE RIGHT TAILAMP, REMOVE REAR BUMPER COVER,
REPAIR ABOVE ITEMS CHIPS , DENTS, ECT AND PAINT AND REIN-
STALL. POLISH FOR DELIVERY

PARTS QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
1	15834799	APPLIQUE 17.215		INTERNAL
1	15824187	EMBLEM 17.215		INTERNAL
1	15825693	PLATE 17.215		INTERNAL
1	15910900	EMBLEM 17.215		INTERNAL
2	11561717	STUD 17.202		INTERNAL
1	25810533	LAMP 2.679		INTERNAL
			TOTAL - PARTS	0.00

G.O.G. & SUPPLIES
145.0 PAINT & MATERIALS @ /UNIT INTERNAL
TOTAL - GOG 0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX T2CB JOB# 1 TOTAL 0.00

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $0.00 (+TAX)
COMMENTS
DUE BILL SERVICE

JB GRAPHICS (818) 909-4713 972348-08

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BAR #ARD202745 EPA #CAL000236177

Rydell AUTOMOTIVE GROUP
San Fernando Valley

T2CB234728
Rydell Chevrolet Northridge
18600 Devonshire St. * Northridge, CA 91324
(818) 832-1600
SERVICE (818) 832-1616 PARTS (818) 832-1660
Mailing Address P.O. Box 2189 Van Nuys, CA 91404

T2CB234728

0102IT2CB234728

CUSTOMER NO. 205232	ADVISOR WILLIAM SAXON 4605	TAG NO. 6343	INVOICE DATE 06/06/07	INVOICE NO. T2CB234728	CELL/PAGER
[redacted] NORTHRIDGE, CA [redacted]	LICENSE NO. [redacted]	MILEAGE 156	COLOR BLACK/EBONY	STOCK NO. 12346	
	YEAR / MAKE / MODEL 07/CHEVROLET TRUCK/TAHOE		DELIVERY DATE 05/26/07	DELIVERY MILES 10	
	VEHICLE I.D. NO. 1 G N F C 1 3 0 4 7 R [redacted]		BILLING DEALER NO.	PRODUCTION DATE	
	F. T. E. NO.	P. O. NO.	R. O. DATE 05/30/07		
[redacted]	COMMENTS				

TOTALS MO: 156

WELCOME TO RYDELL SERVICE DEPARTMENT
EPA # CAL000236177
WE ARE OPEN FROM 6:00AM TO 7:00 PM MONDAY THROUGH FRIDAY
SATURDAYS WE ARE OPEN FROM 8:00AM TO 5:00 PM.CLOSED SUNDAYS
****
RYDELL AUTOMOTIVE GROUP IS A GM GOODWRENCH SERVICE PLUS
DEALER. SEE YOUR SERVICE CONSULTANT FOR MORE INFORMATION
****

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**

COMPLETELY SATISFIED ??
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* it "COMPLETELY SATISFIED" please call our service depart-*
* ment at (818) 832-1600. so we can assist and better serve*
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CUSTOMER SIGNATURE

********** D U P L I C A T E I N V O I C E **********

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San Fernando Valley

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BAR #ARD202745 EPA #CAL000236177

JB GRAPHICS (818) 903-4713 372348-03

Rydell AUTOMOTIVE GROUP
San Fernando Valley

T2CS270879
Rydell Chevrolet Northridge
18600 Devonshire St. * Northridge, CA 91324
(818) 832-1600
SERVICE (818) 832-1616 **PARTS** (818) 832-1660
Mailing Address P.O. Box 2189 Van Nuys, CA 91404

T2CS270879

0102IT2CS270879

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
205232	MICHAEL BREWER 2134	6343	09/24/07	T2CS270879

[redacted]
NORTHRIDGE, CA [redacted]

LICENSE NO.	MILEAGE	COLOR	STOCK NO.
[redacted]	4,139	BLACK/EBONY	12346

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
07/CHEVROLET TRUCK/TAHOE	05/26/07	10

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1 G N F C 1 3 0 4 7 R [redacted]		

F. T. E. NO.	P. O. NO.	R. O. DATE
		09/14/07

[redacted]

COMMENTS

MO: 4139

JOB# 1 CHARGES----------

LABOR----------
J# 1 15CVZ 15-A & ELECTRICAL TECH(S):7538 WARRANTY
CUSTOMER STATES:DASH TRIM AROUND CLUSTER IS WARPING
CLUSTER BEZEL TRIM HAS POOR FIT AT CLUSTER AREA
REPLACE CLUSTER BEZEL
C2450 .30

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	25804699	PLATE 9.743		WARRANTY
	1	25804701	COVER 9.743		WARRANTY
				TOTAL - PARTS	0.00

JOB# 1 TOTALS----------

JOB# 1 JOURNAL PREFIX T2CS JOB# 1 TOTAL 0.00

TOTALS----------

WELCOME TO RYDELL SERVICE DEPARTMENT
EPA # CAL000236177
WE ARE OPEN FROM 6:00AM TO 7:00 PM MONDAY THROUGH FRIDAY
SATURDAYS WE ARE OPEN FROM 8:00AM TO 5:00 PM.CLOSED SUNDAYS
****
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DEALER. SEE YOUR SERVICE CONSULTANT FOR MORE INFORMATION
****

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**

COMPLETELY SATISFIED ??
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* ment at (818) 832-1600, so we can assist and better serve*
* you. We appreciate your business.

CUSTOMER SIGNATURE
********** D U P L I C A T E I N V O I C E **********

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BAR #ARD202745 EPA #CAL000236177

Rydell AUTOMOTIVE GROUP
San Fernando Valley

T2CS212940
Rydell Chevrolet Northridge
18600 Devonshire St. * Northridge, CA 91324
(818) 832-1600
SERVICE (818) 832-1616 **PARTS** (818) 832-1660
Mailing Address P.O. Box 2189 Van Nuys, CA 91404

T2CS212940

0102IT2CS212940

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
10	FERNANDO CAMACHO 8210	4169	03/29/07	T2CS212940

[redacted]
VAN NUYS, CALIFORNIA [redacted]

LICENSE NO.	MILEAGE	COLOR	STOCK NO.
6AMX378	6	BLACK/EBONY	12346

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
07/CHEVROLET TRUCK/TAHOE	05/26/07	10

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1GNFC13047R[redacted]		

F.T.E. NO.	P.O. NO.	R.O. DATE
SRAC974709937		03/24/07

[redacted]

COMMENTS

MO: 6

JOB# 1 CHARGES----------

LABOR----------
J# 1 18UVZS10 SUBLET TECH(S):3999 INTERNAL
UPON PEFORMING LIFT SUPPORT SWAP FROM STOCK UNIT# 202634
REAR HATCH BROKE.

SPECIAL ORDER PART SALES DEPT WILL BE NOTIFIED WHEN PARTS
ARRIVE.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	INTERNAL
	1	25810434	WINDOW 17.190		
				TOTAL - PARTS	0.00

SUBLET	PO#	VEND INV#	INV.DATE	DESCRIPTION	INTERNAL
	298872	005154	03/29/07	INSTALL	
				TOTAL - SUBLET	0.00

JOB# 1 TOTALS----------

JOB# 1 JOURNAL PREFIX T2CS JOB# 1 TOTAL 0.00

COMMENTS----------
DI
PERFORMING LIFT SUPPORT SWAP TECH (4454) BROKE REAR HATCH.
OK PER JULIAN TO REPLACE REAR HATCH...

TOTALS----------

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EPA # CAL000236177
WE ARE OPEN FROM 6:00AM TO 7:00 PM MONDAY THROUGH FRIDAY
SATURDAYS WE ARE OPEN FROM 8:00AM TO 5:00 PM.CLOSED SUNDAYS
****
RYDELL AUTOMOTIVE GROUP IS A GM GOODWRENCH SERVICE PLUS
DEALER. SEE YOUR SERVICE CONSULTANT FOR MORE INFORMATION
****

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**

COMPLETELY SATISFIED ??
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* your service experience at RYDELL'S. If you cannot rate *
* it "COMPLETELY SATISFIED" please call our service depart-*
* ment at (818) 832-1600, so we can assist and better serve*
* you. We appreciate your business.

CUSTOMER SIGNATURE
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BAR #ARD202745 EPA #CAL000236177

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Rydell Chevrolet Northridge
18600 Devonshire St. * Northridge, CA 91324
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SERVICE (818) 832-1616 **PARTS** (818) 832-1660
Mailing Address P.O. Box 2189 Van Nuys, CA 91404

T2CS535567

0102IT2CS535567

CUSTOMER NO. 205232	ADVISOR JAMES E MURPHY 2115	TAG NO. 1518	INVOICE DATE 12/01/08	INVOICE NO. T2CS535567
[redacted]	LICENSE NO. [redacted]	MILEAGE 20,156	COLOR BLACK/EBONY	STOCK NO. 12346
NORTHRIDGE, CA [redacted]	YEAR / MAKE / MODEL 07/CHEVROLET TRUCK/TAHOE		DELIVERY DATE 05/26/07	DELIVERY MILES 10
	VEHICLE I.D. NO. 1GNFC13047R [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 12/01/08	
RESIDENCE PHONE [redacted]	COMMENTS			

CELL/PAGER

MO: 20158

JOB# 1 CHARGES

LABOR

J# 1 12CVZ TRANSMISSION TECH(S):9103 WARRANTY

CUSTOMER STATES WHEN COMING TO A STOP - THEN STOPPED OF A
LITTLE WHILE THERE IS A BANG FROM THE REAR - FEELS LIKE THE
VEHICLE IS BEING HIT
SLIP YOKE STICKING
REMOVE DRIVESHAFT CLEAN AND LUBE INNER SPLINES

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX T2CS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR

J# 2 12CVZT08 TRANSMISSION TECH(S):9103 WARRANTY

CUSTOMER STATES WHEN DRIVING UP A HILL AND ACCELERATING THE
ENGINE IS RACING BUT THE VEHICLE IS NOT MOVING FASTER
AT HIGHER SPEEDS
POS RELATED TO LINE 4
ROAD TEST TRANS OPERATING AS DESIGNED BY FACTORY

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX T2CS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR

J# 3 02CVZ DRIVEABILITY TECH(S):7511 WARRANTY

CUSTOMER STATES THE VEHICLE IS ACCELERATING ITSELF
WHEN DRIVING
ROAD TESTED VEHICLE COULD NOT VERIFY CUSTOMER CONCERN AT
THIS TIME.
NO WORK PERFORMED FOR THIS CONCERN, NO CODES PRESENT.

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX T2CS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES

LABOR

J# 4 02CVZD26 DRIVEABILITY/TUNE TECH(S):7511 WARRANTY

CUSTOMER STATES THE VEHICLE HAS A LOSS OF POWER UP A GRADE
& THE ENGINE IS SURGING
ROAD TESTED VEHICLE, SCANNED PCM NO CODES PRESENT CHECKED
FOR SOFTWARE UPDATES.
PERFORMED REPROGRAMMING J6354 .4 UPDATED SOFTWARE, WARRANTY
CLAIM CODE 11957 RELEARNED CRANK SHAFT SPEED, ROAD TESTED
VEHICLE WORKING AS INTENT AND DESIGN.

JOB# 4 TOTALS

JOB# 4 JOURNAL PREFIX T2CS JOB# 4 TOTAL 0.00

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T2CS535567

0102IT2CS535567

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
205232	JAMES E MURPHY 2115	1518	12/01/08	T2CS535567
[redacted]	LICENSE NO. [redacted]	MILEAGE 20,156	COLOR BLACK/EBONY	STOCK NO. 12346
NORTHRIDGE, CA [redacted]	YEAR / MAKE / MODEL 07/CHEVROLET TRUCK/TAHOE		DELIVERY DATE 05/26/07	DELIVERY MILES 10
	VEHICLE I.D. NO. 1 G N F C 1 3 0 4 7 R [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.	P. O. NO.	R. O. DATE 12/01/08	
[redacted]	COMMENTS			

MO: 20158

JOB# 5 CHARGES

LABOR
J# 5 15CVZ 15-A & ELECTRICAL TECH(S):7538 WARRANTY
CUSTOMER STATES THE STEERING WHEEL COVERS - MATERIAL IS
PEELING
SPECIAL ORDERED STEERING WHEEL COVERS

PARTS QTY FP NUMBER DESCRIPTION UNIT PRICE
0 15255097 COVER 6.512 WARRANTY
PART ON SPECIAL ORDER
** QUANTITY 1 IS SPECIAL ORDERED **
TOTAL - PARTS 0.00

JOB# 5 TOTALS

JOB# 5 JOURNAL PREFIX T2CS JOB# 5 TOTAL 0.00

JOB# 6 CHARGES

LABOR
J# 6 17CVZT01 SHUTTLE VAN TECH(S):3999 WARRANTY
SHUTTLE VAN
PROVIDED SHUTTLE RIDE
SHUTTLE RIDE
COMPLETED

MISC CODE DESCRIPTION CONTROL NO
SH SHUTTLE BUS WARRANTY
TOTAL - MISC 0.00

JOB# 6 TOTALS

JOB# 6 JOURNAL PREFIX T2CS JOB# 6 TOTAL 0.00

JOB# 7 CHARGES

LABOR
J# 7+01CVZM40 *30 POINT INSPECTION TECH(S):7511 WARRANTY
PERFORM 30 POINT INSPECTION AS DESCRIBED IN ATTACHED
INSPECTION SHEET.
ROUTINE INSPECTION
PERFORMED 30 POINT INSPECTION. PLEASE SEE YOUR SERVICE
CONSULTANT FOR DETAILS.

JOB# 7 TOTALS

JOB# 7 JOURNAL PREFIX T2CS JOB# 7 TOTAL 0.00

COMMENTS
CALLED 12/1 - 1:43 PM
LEFT MESSAGE
WENT OVER THE REPAIR ORDER & INFORMED THE VEHICLE IS DONE
ANY QUESTIONS OR TO MAKE A RESERVATION
PLEASE CALL JIM MURPHY AT 818-832-1616 EXT 3636
THANK YOU

JB GRAPHICS (818) 909-4713 972048-03

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T2CS535567

0102IT2CS535567

CUSTOMER NO. 205232	ADVISOR JAMES E MURPHY 2115	TAG NO. 1518	INVOICE DATE 12/01/08	INVOICE NO. T2CS535567
[redacted]	LICENSE NO. [redacted]	MILEAGE 20,156	COLOR BLACK/EBONY	STOCK NO. 12346
NORTHRIDGE, CA [redacted]	YEAR / MAKE / MODEL 07/CHEVROLET TRUCK/TAHOE		DELIVERY DATE 05/26/07	DELIVERY MILES 10
	VEHICLE I.D. NO. 1GNFC13047R [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 12/01/08	
[redacted]	COMMENTS			

CELL/PAGER

MO: 20158

RECOMMENDATIONS----------
RECOMMENDATIONS:
21K SERVICE

TOTALS----------

WELCOME TO RYDELL SERVICE DEPARTMENT
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WE ARE OPEN FROM 6:00AM TO 7:00 PM MONDAY THROUGH FRIDAY
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****

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**

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CUSTOMER SIGNATURE
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(818) 832-1600
SERVICE (818) 832-1616 **PARTS** (818) 832-1660
Mailing Address P.O. Box 2189 Van Nuys, CA 91404

T2CS538141

0102IT2CS538141

CUSTOMER NO. 205232	ADVISOR JAMES E MURPHY 2115	TAG NO. 1703	INVOICE DATE 12/10/08	INVOICE NO. T2CS538141
[redacted]	[redacted]	MILEAGE 20,406	COLOR BLACK/EBONY	STOCK NO. 12346
NORTHRIDGE, CA [redacted]	YEAR / MAKE / MODEL 07/CHEVROLET TRUCK/TAHOE		DELIVERY DATE 05/26/07	DELIVERY MILES 10
	VEHICLE I.D. NO. 1GNFC13047R[redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.	P. O. NO.	R. O. DATE 12/10/08	
[redacted]	COMMENTS			

MO: 20406

JOB# 1 CHARGES

LABOR
J# 1 15CVZ 15-A & ELECTRICAL TECH(S) 3028 WARRANTY
CUSTOMER STATES THE STEERING WHEEL COVERS - MATERIAL IS
PEELING - INSTALL SPECIAL ORDERED COVERS
VERIFIED CUSTOMERS CONCERN AND FOUND BOTH STEERING WHEEL
COVERS PEELING.
REPLACED BOTH STEERING WHEEL COVERS AS NEEDED.
E7014 .4

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
	1	15255097	COVER 6.512		WARRANTY
	1	15255034	COVER 6.512		WARRANTY
				TOTAL - PARTS	0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX T2CS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR
J# 2 15CVZE09 15-A & ELECTRICAL TECH(S) 3028 WARRANTY
CUSTOMER STATES THE PASSENGER SIDE FRONT INSIDE CHROME
HANDLE THE CHROME IS PEELING
VERIFIED CUSTOMERS CONCERN AND FOUND PASS FRONT INNER DOOR
HANDLE PEELING.
REPLACED PASS FRONT INNER DOOR HANDLE AS NEEDED. CHECK
AFTER REPAIRS WITH NO FURTHER PROBLEMS NOTED. B4300 .5

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
	1	15920700	HANDLE 16.345		WARRANTY
				TOTAL - PARTS	0.00

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX T2CS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR
J# 3 02CVZ DRIVEABILITY TECH(S) 7511 WARRANTY
CUSTOMER STATES THE CHECK ENGINE LIGHT WAS ON - NOW OFF
SCANNED PCM NO CURRENT CODES AT THIS TIME.
NO WORK PERFORMED..

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX T2CS JOB# 3 TOTAL 0.00

COMMENTS
CALLED 12/10 - 2:06 PM
WENT OVER THE REPAIR ORDER & INFORMED THE VEHICLE IS DONE
ANY QUESTIONS OR TO MAKE A RESERVATION
PLEASE CALL JIM MURPHY AT 818-832-1616 EXT 3636
THANK YOU

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Mailing Address P.O. Box 2189 Van Nuys, CA 91404

T2CS538141

0102|T2CS538141

CUSTOMER NO. 205232	ADVISOR JAMES E MURPHY 2115		TAG NO. 1703	INVOICE DATE 12/10/08	INVOICE NO. T2CS538141
[redacted]		LICENSE NO. [redacted]	MILEAGE 20,406	COLOR BLACK/EBONY	STOCK NO. 12346
NORTHRIDGE, CA [redacted]	YEAR / MAKE / MODEL 07/CHEVROLET TRUCK/TAHOE			DELIVERY DATE 05/26/07	DELIVERY MILES 10
	VEHICLE I.D. NO. 1 G N F C 1 3 0 4 7 R [redacted]			SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.	P. O. NO.		R. O. DATE 12/10/08	
[redacted]	COMMENTS				MO: 20406

RECOMMENDATIONS----------
RECOMMENDATIONS:
21K SERVICE

TOTALS----------

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EPA # CAL000236177
WE ARE OPEN FROM 6:00AM TO 7:00 PM MONDAY THROUGH FRIDAY
SATURDAYS WE ARE OPEN FROM 8:00AM TO 5:00 PM.CLOSED SUNDAYS
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DEALER. SEE YOUR SERVICE CONSULTANT FOR MORE INFORMATION
****

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**

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* your service experience at RYDELL'S. If you cannot rate *
* it "COMPLETELY SATISFIED" please call our service depart-*
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CUSTOMER SIGNATURE

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BAR #ABD202745 EPA #CAL000236177

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(818) 832-1600
SERVICE (818) 832-1616 PARTS (818) 832-1660
Mailing Address P.O. Box 2189 Van Nuys, CA 91404

T2CS543952

0102|T2CS543952

CUSTOMER NO. 205232	ADVISOR JAMES E MURPHY 2115		TAG NO. 1770	INVOICE DATE 01/06/09	INVOICE NO. T2CS543952
[redacted]		LICENSE NO. [redacted]	MILEAGE 21,224	COLOR BLACK/EBONY	STOCK NO. 12346
NORTHRIDGE, CA [redacted]	YEAR / MAKE / MODEL 07/CHEVROLET TRUCK/TAHOE			DELIVERY DATE 05/26/07	DELIVERY MILES 10
	VEHICLE I.D. NO. 1 G N F C 1 3 0 4 7 R [redacted]			SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.	P. O. NO.		R. O. DATE 01/05/09	
RESIDENCE PHONE [redacted]	COMMENTS				

CELL/PAGER

MO: 21226

JOB# 1 CHARGES----------

LABOR----------
J# 1 12CVZ TRANSMISSION TECH(S) 9103 WARRANTY
CUSTOMER STATES WHEN DRIVING GOING TO TAKE OFF & THE VEHICLE
WOULD NOT MOVE - SHUT OFF THE VEHICLE AND RESTARTED
THEN THE VEHICLE WOULD MOVE
SCANNED SYSTEM NO CODES IN THE SYSTEM
TEST DROVE 15 MILES. SCANED FOR CODES.NO CODES
CHECK FOR BULLETINS. NO BULLETINS FOR THIS CONCERN
OPERATING AS DESIGNED.

JOB# 1 TOTALS----------

JOB# 1 JOURNAL PREFIX T2CS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES----------

LABOR----------
J# 2 12CVZ07 TRANSMISSION TECH(S) 9103 WARRANTY
CUSTOMER STATES WHEN COMING TO A STOP THERE IS A BANG FROM
THE REAR FEELS LIKE THE VEHICLE IS BEING HIT
SEE RO # 535567 12/01/2008 20158 MILES - TECH 9103
COULD NOT DUPLICATE CUSTOMERS CONCERN
RE-CLEANED AND RELUBED SLIP YOKE FOR CUSTOMER SATISFACTION
TEST DROVE WITH NO FURTHER PROBLEMS @ THIS TIME.

JOB# 2 TOTALS----------

JOB# 2 JOURNAL PREFIX T2CS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES----------

LABOR----------
J# 3 11GVZ HEAVY/LINE TECH(S) 9088 WARRANTY
CUSTOMER STATES WHEN STARTING COLD HEARS AN ENGINE NOISE
BANGING NOISE - LASTS APPROX 1 MINUTE
CHECKED VEHICLE COLD
COULD NOT DUPLICATE CUSTOMERS CONCERN
TEST DROVE 2 MILES WHEN COLD COULD NOT DUPLICATE CONCERN
OPERATING AS DESIGNED - CHECKED FOR BULLETINS - NONE.

JOB# 3 TOTALS----------

JOB# 3 JOURNAL PREFIX T2CS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES----------

LABOR----------
J# 4 02CVZ DRIVEABILITY TECH(S) 9231 WARRANTY
CUSTOMER STATES FEELS LIKE THE VEHICLE IS ACCELERATING
ITSELF - WHEN THE BRAKE IS ON HEARS THE ENGINE SURGING
UNABLE TO VERIFY STATED CONCERN.
LOW IDLE CAUSED BY THROTTLE BODY DEPOSITS.
SCAN.NO DTC'S.VERIFIED LOW IDLE.CLEANED THROTTLE BODY.TIS
2000 SEARCH.NO UPDATE CALIBRATION AVAILABLE.ROAD TESTED
W/O PROBLEM.OPERATING PER INTENT AND DESIGN AT THIS TIME.
J5491.0.3/0.2=0.5 TOTAL.

 [CONTINUED ON NEXT PAGE]

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Mailing Address P.O. Box 2189 Van Nuys, CA 91404

T2CS543952

0102IT2CS543952

CUSTOMER NO. 205232	ADVISOR JAMES E MURPHY 2115	TAG NO. 1770	INVOICE DATE 01/06/09	INVOICE NO. T2CS543952
[redacted] NORTHRIDGE, CA [redacted]	LICENSE NO. [redacted]	MILEAGE 21,224	COLOR BLACK/EBONY	STOCK NO. 12346
	YEAR / MAKE / MODEL 07/CHEVROLET TRUCK/TAHOE		DELIVERY DATE 05/26/07	DELIVERY MILES 10
	VEHICLE I.D. NO. 1GNFC13047R[redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.	P. O. NO.	R. O. DATE 01/05/09	
[redacted]	COMMENTS			MO: 21226

JOB# 4 TOTALS----------

JOB# 4 JOURNAL PREFIX T2CS JOB# 4 TOTAL 0.00

JOB# 5 CHARGES----------

LABOR----------
J# 5+15CVZ 15 A & ELECTRICAL TECH(S):3028 WARRANTY
CUSTOMER STATES THE REAR HATCH WILL NOT STAY UP - HAVE TO
PUSH UP
VERIFIED CUSTOMERS CONCERN. FOUND BOTH HATCH STRUTS WEAK
AND NOT HOLDING UP HATCH.
REPLACED BOTH REAR HATCH STRUTS AS NEEDED. CHECK AFTER
REPAIRS WITH NO FURTHER PROBLEMS NOTED. B5450 .2

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
	1	15827433	STRUT 17.202		WARRANTY
	1	15854712	STRUT 17.202		WARRANTY
				TOTAL - PARTS	0.00

JOB# 5 TOTALS----------

JOB# 5 JOURNAL PREFIX T2CS JOB# 5 TOTAL 0.00

JOB# 6 CHARGES----------

LABOR----------
J# 6+18CVZS06 ENTERPRISE RENTAL CA TECH(S):3999 WARRANTY
ENTERPRISE RENTAL CAR
RENTAL NOT NEEDED

JOB# 6 TOTALS----------

JOB# 6 JOURNAL PREFIX T2CS JOB# 6 TOTAL 0.00

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T2CS543952

0102IT2CS543952

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
205232	JAMES E MURPHY 2115	1770	01/06/09	T2CS543952
[redacted]	LICENSE NO. [redacted]	MILEAGE 21,224	COLOR BLACK/EBONY	STOCK NO. 12346
NORTHRIDGE, CA [redacted]	YEAR / MAKE / MODEL 07/CHEVROLET TRUCK/TAHOE		DELIVERY DATE 05/26/07	DELIVERY MILES 10
	VEHICLE I.D. NO. 1GNFC13047R [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.	P. O. NO.	R. O. DATE 01/05/09	
[redacted]	COMMENTS			

TOTALS..... MO: 21226

WELCOME TO RYDELL SERVICE DEPARTMENT
EPA # CAL000236177
WE ARE OPEN FROM 6:00AM TO 7:00 PM MONDAY THROUGH FRIDAY
SATURDAYS WE ARE OPEN FROM 8:00AM TO 5:00 PM.CLOSED SUNDAYS
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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**

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* ment at (818) 832-1600, so we can assist and better serve*
* you. We appreciate your business.

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T2CS546872

0102IT2CS546872

CUSTOMER NO. 205232	ADVISOR JAMES E MURPHY 2115		TAG NO. 1873	INVOICE DATE 01/16/09	INVOICE NO. T2CS546872
[redacted]		LICENSE NO. [redacted]	MILEAGE 21,514	COLOR BLACK/EBONY	STOCK NO. 12346
NORTHRIDGE, CA [redacted]	YEAR / MAKE / MODEL 07/CHEVROLET TRUCK/TAHOE			DELIVERY DATE 05/26/07	DELIVERY MILES 10
	VEHICLE I.D. NO. 1GNFC13047R[redacted]			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.		P.O. NO.	R.O. DATE 01/15/09	
[redacted]	COMMENTS				

CELL/PAGER

MO: 21561

JOB# 1 CHARGES----------

LABOR----------

J# 1 02CVZ DRIVEABILITY TECH(S)9231 WARRANTY

CUSTOMER STATES THE VEHICLE ACCELRATES ITSELF - STOPPED AT A
LIGHT AND THE VEHICLE WILL KEEP MOVING
SEE RO # 543952 01/05/2009 21226 MILES - TECH 9231
SEE WORK SHEET
INTERMITTENT
UNABLE TO VERIFY ANY CONCERNS.
SCAN.NO DTC'S.ALL OBD2 MONITORS PASSED.ROAD TESTED SEVERAL
TIMES TOTALING 47+ MILES W/O ANY PROBLEMS.VEHICLE IS
OPERATING PER INTENT AND DESIGN AT THIS TIME.

JOB# 1 TOTALS----------

JOB# 1 JOURNAL PREFIX T2CS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES----------

LABOR----------

J# 2 11CVZ HEAVY LINE TECH(S)9231 WARRANTY

CUSTOMER STATES THERE IS A CLUNKING WHEN COMING TO A STOP
CAN FEEL LIKE A BANG - HARD WHEN THE VEHICLE IS STOPPED
SEE WORK SHEET ATTACHED
INTERMITTENT
SEE LINE 1.

JOB# 2 TOTALS----------

JOB# 2 JOURNAL PREFIX T2CS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES----------

LABOR----------

J# 3 02CVZD24 DRIVEABILITY TUNE TECH(S)9231 WARRANTY

CUSTOMER STATES WHEN AT A STOP THEN GOING TO TAKE OFF WILL
STALL HAVE TO RESTART - NO CHECK ENGINE
SEE LINE 1.

JOB# 3 TOTALS----------

JOB# 3 JOURNAL PREFIX T2CS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES----------

LABOR----------

J# 4 18CVZS06 ENTERPRISE RENTAL CA TECH(S)3999 WARRANTY

ENTERPRISE RENTAL CAR
PROVIDED RENTAL FOR CUSTOMER SATISFACTION
FACTORY WARRANTY - GROUP 3 - IN RENTAL 1/15/09 8:30 AM
COMPLETED RENTAL

SUBLET-----PO#--------VEND INV#-INV.DATE-DESCRIPTION----------

PO#	VEND INV#	INV.DATE	DESCRIPTION	
218263	D184940	01/16/09	GROUP 3	WARRANTY

TOTAL - SUBLET 0.00

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ERA/INTNVR GC-817084 11/03
BAR #ABD202745 ERA #CAL0002361277

Rydell AUTOMOTIVE GROUP
San Fernando Valley

T2CS225545
Rydell Chevrolet Northridge
18600 Devonshire St. * Northridge, CA 91324
(818) 832-1600
SERVICE (818) 832-1616 **PARTS** (818) 832-1660
Mailing Address P.O. Box 2189 Van Nuys, CA 91404

T2CS225545

0102IT2CS225545

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
10	PAUL ULIBARRI 4839	346	05/02/07	T2CS225545

[redacted]
VAN NUYS, CALIFORNIA [redacted]

LICENSE NO.	MILEAGE	COLOR	STOCK NO.
[redacted]	5	BLACK/EBONY	12346

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
07/CHEVROLET TRUCK/TAHOE	05/26/07	10

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1GNFC13047R[redacted]		

F.T.E. NO.	P.O. NO.	R.O. DATE
SRAC974709937		05/01/07

[redacted]

COMMENTS

MO: 5

JOB# 1 CHARGES

LABOR
J# 1 85CVZ13 RPD/CUSTOM WHEELS TECH(S):8378 INTERNAL
22" HELO 830 CHROME WHEELS WERE NEVER INSTALLED. CREDIT
ISSUED BY TIRE PROS. WHEELS INSTALLED ON STK# 13474.
VEHICLE PERSONALIZATION
INV 13651.

SUBLET	PO#	VEND INV#	INV.DATE	DESCRIPTION	
	299899	13651	05/01/07	22" HELO 830 CHROME WHEEL	INTERNAL
	299899	13651	05/01/07	22 NITTO TIRES	INTERNAL
	299899	13651	05/01/07	07 GM SENSORS	INTERNAL
	299899	13651	05/01/07	GM 07 VALVE STEMS	INTERNAL
				TOTAL - SUBLET	0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX T2CS JOB# 1 TOTAL 0.00

COMMENTS
RPD

TOTALS

WELCOME TO RYDELL SERVICE DEPARTMENT
EPA # CAL000236177
WE ARE OPEN FROM 6:00AM TO 7:00 PM MONDAY THROUGH FRIDAY
SATURDAYS WE ARE OPEN FROM 8:00AM TO 5:00 PM.CLOSED SUNDAYS
****
RYDELL AUTOMOTIVE GROUP IS A GM GOODWRENCH SERVICE PLUS
DEALER. SEE YOUR SERVICE CONSULTANT FOR MORE INFORMATION
****

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**

COMPLETELY SATISFIED ??
* You may receive a survey from General Motors regarding *
* your service experience at RYDELL'S. If you cannot rate *
* it "COMPLETELY SATISFIED" please call our service depart- *
* ment at (818) 832-1600, so we can assist and better serve *
* you. We appreciate your business.

CUSTOMER SIGNATURE
********** DUPLICATE INVOICE **********

PAGE 1 OF 1 ACCOUNTING COPY [END OF INVOICE] 10:49am

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KRAINTINVE GQ-517004 11/03

BAR #ARD202745 EPA #CAL000236177

July 27, 2009

Sent Via Facsimile Only (866) 233-2957

Sa Zhang
GENERAL MOTORS CORPORATION
Post Office Box 33170
Detroit, MI 48232-5170

Re: **v. General Motors Corporation, et al.**
Vehicle: 2007 Chevrolet Tahoe
VIN#: 1GNFC13047R

Dear Ms. Zhang:

Please allow this letter to serve as a counter offer to yours of June 8, 2009. My records indicate that Mr. made an initial payment of $4,000.01. Also, through July 26, 2009, Ms. will have made 26 payments at $357.07 for a total of $9,283.82 for a total of $13,283.82. Ms. has also paid a total of $611.00 for DMV registration. That brings the total out of pockets to $13,894.82. If you subtract from that figure the $1,000.00 for a manufacturer's rebate that leaves $12,894.82.

We also differ on the mileage offset. I show an initial miles in at Rydell Automotive Group at 20,156 miles. Civil Code §1793.2(d)(2)(C) states "when restitution is made pursuant to sub paragraph (B), the amount to be paid by the manufacturer to the buyer may be reduced by the manufacturer by that amount directly attributable to the use by the buyer prior to the time the buyer first delivered the vehicle to the manufacturer or distributor, or its authorized service and repair facility for correction of the problem that gave rise to the non-conformity. The amount directly attributable to use by the buyer shall be determined by multiplying the actual price of the new motor vehicle paid or **payable** by the buyer, including any charges for transportation and manufactured-installed options, by a fraction having as its denominator 120,000 having as its numerator the number of miles traveled by the new motor vehicle prior to the time the buyer first delivered the vehicle to the manufacturer or distributor, or its authorized service and repair facility for correction of the problem that gave rise to the non-conformity." This is a three year lease. The amount payable by Ms. Maravilla throughout the lease period would consequently be the $3,000.00 paid at lease inception plus an additional 35

payments. That figure comes to $15,497.45. The offset percentage would be 20,156 divided by 120,000. That fraction comes to 16.8%. 16.8% times $15,497.45 comes to $2,603.57. If you take from $12,894.82 $2,603.57, it leaves $10,291.25.

Consequently, Ms. [redacted] would accept $10,291.25 plus payoff of the lease amount plus $2,500.00 for attorney fees. Please let me know whether this is acceptable to your client.

Very truly yours,

LAW OFFICES OF RENÉ KORPER

[redacted]

RK/mer

General Motors Corporation
Business Resource Center
PO Box 53170
Detroit, MI 48232-5170

VIA FAX ONLY

April 9, 2009

Kelly Cashman, Rydell Automotive Group
18600 Devonshire
Northridge CA 91324

RE: Maria Maravilla
Service Request: 71-715381002
2007 Chevrolet Tahoe
Vehicle Identification Number: 1GNFC13047R[redacted]
Customer Relationship Specialist:[redacted]

Dear Kelly Cashman:

This is a letter of notification regarding a not-in-suit-matter involving the above referenced customer. Please provide us with copies of all dealer sales and service documents regarding this vehicle. The specific documents needed within 24 hours:

- **Service and body shop repair orders of all internal services which include: Service File Copies, Customer Copy, Accounting invoices, Warranty Repair Orders, Tech Copy and Notes** (to include front and back) **and any receipts for aftermarket or dealer add-ons. Please include a copy of the customer's invoice** (repair orders) **as the tech notes are sometimes not legible. Please cross reference GMVIS to ensure all documents are obtained and include the warranty summary from the DMS.**

- **All Sales Purchase and Finance Agreements (Sales Jacket), including application of credit, conversion invoice** (if any), **the Incentives Acknowledgement Form, the Actual Cash Value statement of any trade** (also known as trade appraisal form), **and Application for Registration/Title.**

This is a time sensitive legal matter. Please fax them to 866-485-8258. If there are any fax difficulties or the documents exceed 50 pages, please split the fax and send two or more faxes as appropriate.

In addition, should you be contacted by another party regarding this matter, you may want to consult your own attorney for further direction. Your cooperation is greatly appreciated. If you have further questions, please contact me at our Business Resource Center at 1-866-790-5700 extension 41349 or fax 866-485-8258 Monday through Friday between 10:00 a.m. and 6:45 p.m., Eastern Time.

Sincerely,

[redacted] General Motors Corporation

LEASE AGREEMENT
GMAC SmartLease® — Monthly Payment

LESSEE (and CO-LESSEE) ("You") name and address, including county	Garaging address (if different)	LESSOR (Retailer)
[redacted] NORTHRIDGE CA [redacted] LOS ANGELES	Principal driver (if business use)	RYDELL AUTOMOTIVE 18600 DEVONSHIRE NORTHRIDGE CA 913

This is an agreement to lease a vehicle. This is not a purchase agreement. You are not buying the vehicle. By signing this lease, you agree to everything on the front and back. "We," "us," and "our" refer to Lessor named above and any assignee. An "assignee" is a person to whom this lease is assigned (if it is assigned).

☐ If this box is checked, Lessor (Retailer) will assign this lease and sell the vehicle to General Motors Acceptance Corporation ("GMAC").

☐ If this box is checked, GMAC helped to arrange this lease and Lessor (Retailer) will assign it and sell the vehicle to Central Originating Lease Trust.

☐ If this box is checked, Lessor (Retailer) will assign this lease and sell the vehicle to N/A

☐ If this box is checked, Lessor (Retailer) intends not to assign this lease.

THE VEHICLE YOU ARE LEASING

New/Used	Year	Make & Model	Body Style	Vehicle ID #	Mileage	License #	F
NEW	2007	CHEVROLET TRUCK TAHOE	UT 2WD	1GNFC13047R[redacted]	10		☐ Personal, Family or Household

Dealer Installed Options: _____ GVW (if truck) _____

FEDERAL CONSUMER LEASING ACT DISCLOSURES

1. Amount Due at Lease Signing or Delivery (Itemized Below)*
$ 4000.01

2. Monthly Payments
Your first monthly payment of $ 353.80 is due on 05/26/2007, followed by 38 payments of $ 353.80 due on the 26th of each month.
The total of your monthly payments is $ 13798.20

3. Other Charges (not part of your monthly payment)
Disposition fee (if you do not purchase the vehicle) $ N/A
N/A $ N/A
Total $ N/A

4. Tota (The by th

*Itemization of Amount Due at Lease Signing or Delivery

5. Amount Due at Lease Signing or Delivery:

a. Capitalized cost reduction	$ 2476.36
b. First monthly payment	$ 353.80
c. Refundable security deposit	$ N/A
d. Title fees	$ N/A
e. Registration fees (264.00)	$ 264.00
f. Sales/use tax	$ 257.10
g. CA TIRE FEE	$ 8.75
h. N/A	$ N/A
i. ACQ FEE/DOC FEE	$ 640.00
j. Total	$ 4000.01

6. How the Amount Due at Lease Signing or Delivery will be paid:

a. Net trade-in allowance	
b. Rebates and noncash credits	
c. Amount to be paid in cash	
d. Total	

7. Your monthly payment is determined as shown below:

a. **Gross capitalized cost.** The agreed upon value of the vehicle ($ 30715.00) and any items you pay for over the lease term (such as service contracts, insurance, and any outstanding prior credit or lease balance)

b. **Capitalized cost reduction.** The amount of any net trade-in allowance, rebate, noncash credit, or cash you pay that reduces the gross capitalized cost

c. **Adjusted capitalized cost.** The amount used in calculating your base monthly payment

d. **Residual value.** The value of the vehicle at the end of the lease used in calculating your base monthly payment

e. **Depreciation and any amortized amounts.** The amount charged for the vehicle's decline in value through normal use and for other items paid over the lease term

f. **Rent charge.** The amount charged in addition to the depreciation and any amortized amounts

g. **Total of base monthly payments.** The depreciation and any amortized amounts plus the rent charge

h. **Lease payments.** The number of payments in your lease

i. **Base monthly payment**

j. **Monthly sales/use tax (estimated)**

k. N/A

l. **Total monthly payment**

Early Termination. You may have to pay a substantial charge if you end this lease early. The charge may be up to several thousand dolla The actual charge will depend on when the lease is terminated. The earlier you end the lease, the greater this charge is likely to be.

8. **Excessive Wear and Use.** You may be charged for excessive wear based on our standards for normal use and for mileage in excess of 12000 miles per year at the rate of $

9. **Purchase Option at End of Lease Term.** You have an option to buy the vehicle at the end of the lease term for $ 22044.10 plus official fees and taxes.

10. **Other Important Terms.** See your lease documents for additional information on early termination, purchase options and maintenance responsibilities, warranties, late and default charges,

11. ITEMIZATION OF GROSS CAPITALIZED COST.

a. Agreed upon value of the vehicle as equipped at lease signing	$ 30715.00
b. Agreed upon value of accessories or optional equipment that Lessor agrees to add to the vehicle after lease signing	
(Describe)	+ $ N/A
(Describe)	+ $ N/A
(Describe)	+ $ N/A
c. GMAC administrative fee	+ $ N/A
d. License/registration/title fees	+ $ N/A
e. Sales tax	+ $ N/A
f. Other (describe) N/A	+ $ N/A

15. LATE CHARGE. If you do not pay a monthly payment in ful you will pay a late charge of $4.

16. CHARGE FOR FINES. If the government places a fine on th promptly, we may pay it. Each time we pay a fine, you will pay us t

17. SCHEDULED LEASE END DATE. This lease is scheduled to You are scheduled to return the vehicle on this date.

18. LEASE END DAILY EXTENSION CHARGE. $ 37.00 p the eighth day after scheduled lease end date.

19. REQUIRED VEHICLE INSURANCE INFORMATION. You affirm that liai that meet our requirements (see the other side) are in force on the date of

h. N/A

i. RCO FEE/DOC FEE $ 640.00

j. Total $ 4000.01

d. Total $ 4000.01

7. Your monthly payment is determined as shown below:

a. **Gross capitalized cost.** The agreed upon value of the vehicle ($ 30715.00) and any items you pay for over the lease term (such as service contracts, insurance, and any outstanding prior credit or lease balance)	$ 30715.00
b. **Capitalized cost reduction.** The amount of any net trade-in allowance, rebate, noncash credit, or cash you pay that reduces the gross capitalized cost	- $ 2476.36
c. **Adjusted capitalized cost.** The amount used in calculating your base monthly payment	= $ 28238.64
d. **Residual value.** The value of the vehicle at the end of the lease used in calculating your base monthly payment	- $ 22044.10
e. **Depreciation and any amortized amounts.** The amount charged for the vehicle's decline in value through normal use and for other items paid over the lease term	= $ 6194.54
f. **Rent charge.** The amount charged in addition to the depreciation and any amortized amounts	+ $ 6552.22
g. **Total of base monthly payments.** The depreciation and any amortized amounts plus the rent charge	= $ 12746.76
h. **Lease payments.** The number of payments in your lease	÷ 39
i. **Base monthly payment**	= $ 326.84
j. **Monthly sales/use tax (estimated)**	+ $ 26.96
k. N/A	+ $ N/A
l. **Total monthly payment**	= $ 353.80

Early Termination. You may have to pay a substantial charge if you end this lease early. The charge may be up to several thousand dollars. The actual charge will depend on when the lease is terminated. The earlier you end the lease, the greater this charge is likely to be.

8. **Excessive Wear and Use.** You may be charged for excessive wear based on our standards for normal use and for mileage in excess of 12000 miles per year at the rate of $ 0.20 per mile.

9. **Purchase Option at End of Lease Term.** You have an option to buy the vehicle at the end of the lease term for $ 22044.10, plus official fees and taxes.

10. **Other Important Terms.** See your lease documents for additional information on early termination, purchase options and maintenance responsibilities, warranties, late and default charges, and insurance.

11. ITEMIZATION OF GROSS CAPITALIZED COST. $ 30715.00

a. Agreed upon value of the vehicle as equipped at lease signing	$ 30715.00
b. Agreed upon value of accessories or optional equipment that Lessor agrees to add to the vehicle after lease signing	
(Describe)	+ $ N/A
(Describe)	+ $ N/A
(Describe)	+ $ N/A
(Describe)	+ $ N/A
c. GMAC administrative fee	+ $ N/A
d. License/registration/title fees	+ $ N/A
e. Sales tax	+ $ N/A
f. Other tax (describe) N/A	+ $ N/A
g. Optional service contract (describe)	+ $ N/A
h. Optional service contract (describe)	+ $ N/A
i. Optional service contract (describe)	+ $ N/A
j. Optional life insurance	+ $ N/A
k. Optional disability insurance	+ $ N/A
l. N/A	+ $ N/A
m. N/A	+ $ N/A
n. Gross Capitalized Cost	= $ 30715.00

12. THE VEHICLE YOU ARE TRADING. 2005 TOYOTA CAMRY (year) (make) (model)

Gross trade-in value	$ 13000.01
Payoff	- $ 10000.00
Net trade-in value	= $ 3000.01

13. OFFICIAL FEES AND TAXES. You will pay all government license, title, registration, testing, and inspection fees for the vehicle. You will pay all taxes on the lease or the vehicle that the government levies on you, the vehicle, or us (except our net income, taxes). We may change your monthly payment or bill you separately for official fees and taxes.

TOTAL ESTIMATED FEES AND TAXES YOU MUST PAY DURING LEASE $ 2642.90

The actual total of fees and taxes may be higher or lower depending on tax rates in effect or the vehicle value when a fee or tax is assessed.

a. Title/lien fees	$ N/A
b. Registration fees/taxes	$ N/A
	$ 1325.61

15. LATE CHARGE. If you do not pay a monthly payment in full within 30 days after it is due, you will pay a late charge of $4.

16. CHARGE FOR FINES. If the government places a fine on the vehicle and you do not pay it promptly, we may pay it. Each time we pay a fine, you will pay us the fine plus $20.

17. SCHEDULED LEASE END DATE. This lease is scheduled to end 08/25/2010 (month) (day) (year). You are scheduled to return the vehicle on this date.

18. LEASE END DAILY EXTENSION CHARGE. $ 37.00 per day (plus tax), beginning on the eighth day after scheduled lease end date.

19. REQUIRED VEHICLE INSURANCE INFORMATION. You affirm that liability and physical damage policies that meet our requirements (see the other side) are in force on the date of this lease as follows:

Insurance company name: DEERBROOK INSURANCE CO.

Insurance agency name:

Agency Address: 8701 FREEWAY PARKWAY N. IRVING TX 75063

Agency Phone no.: 1(800)333-7276

Agent's name:

Policy no.: 9 14 893245 07/17 ☒ Liability ☒ Physical damage

Deductibles: Collision $ 500 Comprehensive $ 500

Insurance company name: N/A

Insurance agency name: N/A

Agency Address: N/A

Agency Phone no.: N/A

Agent's name: N/A

Policy no.: N/A ☐ Physical damage

Deductibles: Collision $ N/A Comprehensive $ N/A

20. OPTIONAL LIFE AND DISABILITY INSURANCE. We do not require life or disability insurance. If you sign below, we will try to get the coverage(s) checked for the lease term. We will include the premium in your base monthly payment. A notice you receive when you sign this lease describes the coverage(s). The insurance may not cover taxes and other amounts due besides the base monthly payment.

Insurer name:

Address:

☐ Life insurance (☐ Lessee ☐ Co-Lessee ☐ Both) Premium $ N/A

N/A

RYDELL AUTOMOTIVE GROUP
MARLENE MARAVILLA MARIA N MARAVILLA

GMAC SmartLease® Worksheet

39

Dealership Name
Lessee Name

New ☐ Used ☐ Prior Demo ☐ Prior PEP ☐ GM Employee ☐ Low Mileage Lease ☐
Monthly ☐ Single ☐ Term (Months) ____ Effective Rate (to be completed by GMAC) ____

Maximum Agreed Upon Value of the Vehicle and Residualizable Amount

(Lines 1,2,3 and 5 Apply Only to New Vehicles)	Agreed Upon Value	Residualizable Amount
1. MSRP from Factory Invoice	$ 44443.75	$
A. Times Markup Factor	× %	
B. Marked Up MSRP	= $	
2. Preferred Equipment Group Discounts (PEG)	%	+ $
3. Dealer Installed Options:	N/A	N/A
A. Capitalized and Residualized	+ $ N/A	+ $ N/A
B. Capitalized Only	+ $ 725.00	
C. MSRP of Removed Equipment	− $	− $
D. Total of Dealer Installed Options	= $ 45168.75	
4. Maximum Agreed Upon Value (Lines 1B + 3D if New Vehicle, Line R5 or R7 if Used.)	= $	35555.00
5. Max. Residualizable Amount		= $ 13000.01

Net Trade-In Value

6. Gross Trade-in Value	$ 10000.00
A. Less Payoff	− $ 3000.01
B. Net Trade-in Value (Positive or Negative)	= $ 1523.65
C. Less Amount Used Towards Fees/Taxes/1st Pmt/Sec Dep	− $ 1476.36
D. Less Amount Allocated To Capitalized Cost Reduction	− $ N/A
E. Amount Retained by Lessee	= $

Capitalized Cost

7. Agreed Upon Value of the Vehicle (Not to Exceed Line 4)	$ 30715.00
8. GMAC Administrative Fee (if Capitalized)	+ $ N/A
9. A. Optional Service Contract (if Capitalized)	+ $ N/A
B. Optional Maintenance Contract (if Capitalized)	+ $ N/A
10. Optional Life Insurance (if Capitalized)	+ $ N/A
11. Optional Disability Insurance (if Capitalized)	+ $ N/A
12. Other amounts Levied at Lease Inception Not Included in Amount Due at Signing or Delivery	N/A
A. Title Fees	$ N/A
B. License Fees	+ $ N/A
C. Registration Fees	+ $ N/A
D. Sales/Use Tax	+ $ N/A
E. Other Tax (describe) ____	+ $ N/A
F. Other (describe) ____	+ $
G. Total	→ + $ 30715.00
13. Gross Capitalized Cost	= $
14. Less Capitalized Cost Reduction	N/A
A. Cash MEMORIAL DAY BONUS CASH	1476.36 1000.00
B. Trade-in Value Allocation (Line 6D)	+ $ 2476.36
C. Other (describe) ____	+ $
D. Total Capitalized Cost Reduction	→ − $ 28238.64
15. Adjusted Capitalized Cost	− $

Mileage Factors

	Extra Mileage Calculation	Allowed Mileage
16. Starting Odometer Mileage	39000	39000
A. Expected Miles to be Driven for Term		N/A
B. Standard or Low Mileage Allowance for Term	− N/A	+
C. Extra Mileage for Term	=	+
D. Refundable Extra Mileage Cost (per mile)	x $	39010
E. Total Refundable Extra Mileage Cost	= $	
17. Total Allowed Lease End Odometer Mileage		= 12000
18. Annual Mileage ((Line 16A ÷ Term) x 12)		35555.00

Residual Value

19. Maximum Residualizable Amount (New Vehicles Only, N/A5)	$ 62.00
20. Times Residual Percentage (New Vehicle Only) Base ____ % + Low Mileage ____ % =	x 22044.10
21. Base Residual Value (for Used Vehicles obtain from Line R10 if Certified, Line R12 if Non-Certified)	N/A = $
22. Less Total Cost for Refundable Extra Miles (Line 16E)	− $ N/A
23. A. Beginning Mileage Adjustment (New Vehicles Only)	− $ 22044.10
B. Other Factors Affecting Depreciation (describe) ____	− $
24. Residual Value	= $ 326.84

Monthly Payments/Single Periodic Payment (If ID/ WA, Complete R14 - R18 Instead)

25. Base Monthly/Single Periodic Payment	N/A $ 326.84
A. Service Charge ____ %	+ $
B. Total Base Monthly/Single Periodic Payment	= $
26. Additions to Base Monthly/Single Periodic Payment	N/A 8.250 26.96
A. Monthly Sales/Use Tax ____ %	N/A + $ N/A
B. Personal Property Tax ____ %	+ $ 353.80
C. Other (describe) ____ ____ %	+ $
27. Total Monthly/Single Periodic Payment	= $ 13798.20
28. Total of Monthly Payments (Line 27 x Term)	= $ 28238.64

Depreciation and Other Amortized Amounts

29. Adjusted Capitalized Cost (Line 15)	$ 22044.10
30. Less Residual Value (Line 24)	− $ 6194.54
31. Depreciation and Other Amortized Amounts	= $ 326.84

Rent Charge

32. Total Base Monthly/Single Periodic Payment (Line 25B or Line R16)	39 $ 12746.76
33. Times Number of Periodic Payments	x 6194.54
34. Total Base Monthly/Single Periodic Payments for Lease Term	= $ 6552.22
35. Less Depreciation and Other Amortized Amounts (Line 31)	− $
36. Total Rent Charge	− $

Amount Due at Lease Signing or Delivery

37. Capitalized Cost Reduction N/A 1476.36
- A. Cash (Line 14A) $ N/A
- B. Trade-In Allocation (Line 6D) + $ N/A
- C. Capitalized Cost Reduction Allowance + $ N/A
- D. College Graduate Allowance + $ N/A
- E. GM Card Rebate Allocation MEMORIA + $ 1000.00
- F. Other (describe) + $
- G. Other (describe) + $ 2476.36

38. Total Capitalized Cost Reduction (equal to Line 14D) → = $ 353.80

39. First Monthly/Single Periodic Payment (Line 27) + $ N/A

40. Refundable Security Deposit + $

41. Additional Amounts N/A 264.00
- A. Title Fees $ 8.75
- B. License Fees + $ 595.00
- C. Registration Fees + $ N/A
- D. GMAC Administrative Fee + $ 257.10
- E. Selective Due Date Fee + $ N/A
- F. Sales/Use Tax + $ 1124.85
- G. Offset if Negative Trade Equity (equal to Line 6B) + $ 45.00
- H. Total /DDC → + $

42. Other (describe) +/- $ 4000.01

43. Total Amount Due at Lease Signing or Delivery = $ 22044.10

Purchase Option at End of Lease Term

44. Residual Value (Line 24) = $ N/A

45. Purchase Option Increment + $ 22044.10

46. Purchase Option at End of Lease Term = $

Amount Due Dealer From GMAC

47. Adjusted Capitalized Cost (Line 15) $

48. Less Cash Adjustments 353.80 N/A 353.80
- A. First Monthly/ Single Periodic Payment (Line 39) $
- B. Refundable Security Deposit (Line 40) + $ N/A
- C. Total → - $ N/A

49. A. Other (describe) +/- $ 595.00
- B. Other (describe) +/- $

50. Less GMAC Administrative Fee (Line 8 or 41D) - $ 27289.84

51. Amount Due Dealer = $

New Vehicle Beginning Mileage Adjustment if Over 500 Miles

Mileage and Term Parameters:

	Current Series	Prior Model Year
Maximum Term (months)	60	48
Standard Beginning Mileage	0	0
Unadjusted Beginning Miles May Not Exceed	500	500

501 or more	Not Demo or PEP	Enter Actual Odometer Mileage on Line 52A
501 - 7,500	Prior Demo Only	Lessee may either reduce monthly mileage over lease term or purchase existing miles. If purchasing beginning miles, enter the difference of Lines 17 and Line 16B on Line 52A.
501 - 25,000	Prior PEP/GM Employee Only	Lessee may either reduce monthly mileage over lease term or purchase existing miles. If purchasing beginning miles, enter the difference of Line 17 and Line 16B on Line 52A.

52. Beginning Mileage Adjustment N/A
- A. Actual Odometer Mileage N/A
- B. Times Beginning Mileage Adjustment Rate x $ N/A
- C. Residual Adjustment Attributed to Beginning Mileage (enter on Line 23A) = $

SARI YAGHNAM 05/26/2007

Salesperson _____ Submitted to GMAC _____ Time _____ Date _____

2007 Approved By CHEVROLET TRUCK Time TAHOE Date 1GNFC13047R346343 Application Number

Vehicle Description: Year _____ Make _____ Model _____ VIN _____ 7.40

Administrative Message # _____ XX

Security Deposit Waiver: No☐ Yes☐ If Yes, Customer Rate Increase? No☐ Yes☐ →

Loyalty Program? No☐ Yes☐ If Yes, Authorization #: _____

Other Reason for Security Deposit Waiver (describe) _____

MEMO: Program Lease Factor: 0.50 413.40
Rate Decrement:
Single Payment Lease Decrement:
Dealer Lease Factor:
Security Deposit Waiver:
Federally Tax Exempt: 7.90
Other Increment:
Total Lease Factor:

SEE REVERSE (LINES R1 - R13) FOR USED LEASE CALCULATIONS

SEE REVERSE (LINES R14 - R18) FOR WA AND ID SALES TAX EXEMPTION CALCULATIONS

GM CUSTOMER INCENTIVE AND ONSTAR ACKNOWLEDGMENT

GMC HUMMER

(excludes Saturn)

CUSTOMER NAME: [redacted]

VIN: 1 G/ M F/ C/ 1 3/ 0/ 4 7/ R [redacted]

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
MEMORIAL DAY BONUS CASH	1000.00	BMS
	$ N/A	
	$ N/A	
	$ N/A	
	$ N/A	

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 FOR INCENTIVES AND ONSTAR SERVICE –

a. Vehicle Incentive 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 on 05 26 07 I acknowledge receipt of incentive(s) as described in Item ____ and release GM Division from any future claim or obligation for incentive(s) on this unit.

Is vehicle equipped with OnStar? XX Yes _____ No

b. OnStar Terms and Conditions Acknowledgment. I acknowledge that I have received the Terms and Conditions under which the OnStar service in my vehicle is provided (copies are available in the vehicle glovebox, from the dealer, at www.onstar.com), or by contacting OnStar as described below).

I understand that in order to cancel the OnStar service in my vehicle, I must press the blue OnStar button in my vehicle or call 1.888.4OnStar (1.888.466.7827) or TTY 1.877.248.2080 and request that my Services be cancelled.

Purchaser/Lessee Signa[redacted] Date: 05/26/2007

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

Authorized Dealer Signature [redacted] Date: 05/26/2007
Dealership Name: _____ Dealer Code: 20053

Dealer Note: This is a required document and it must be completed, signed, and retained in EVERY DEAL FILE for new retail customers even if there are no incentives or rate support available. A copy of the completed form should be provided to the customer.

2007 TAHOE 2WD LS
41U BLACK /V8G
19D EBONY
ORDER NO. KQHK2N/TRE STOCK NO. 12346
VIN 1GN FC13 04 7F[redacted]

GENERAL MOTORS CORPORATION
& SUBSIDIARIES
RENAISSANCE CENTER
DETROIT MI 48243-1114
VEHICLE INVOICE 1AD01259323

**********13*20053S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
CC10706 TAHOE 2WD LS	33855.00	30977.33	INVOICE 01/30/07
C5Y GVW RATING-7100 LB	N/C	N/C	SHIPPED 01/30/07
GU6 REAR AXLE 3.42 RATIO	N/C	N/C	EXP I/T 02/09/07
LMG VORTEC 5.3L V8 SFI'FLEX FUEL	800.00	664.00	INT COM 02/09/07
W/ ACTIVE FUEL MGT TECHNOLOGY			PRC EFF 01/30/07
M30 4-SPD AUTOMATIC TRANSMISSION	N/C	N/C	KEYS XXXXX XXXXX
R6K ONSTAR TURN-BY-TURN NAVIG AVAIL	N/C	N/C	WFP-S QTR OPT-1
YF5 50-STATE EMISSIONS	N/C	N/C	BANK: GMAC - 061
1LS TAHOE LS EQUIPMENT GROUP	N/C	N/C	CHG-TO 20-053

SHIP WT: 5204
HP: 45.7
GVWR: 7100
GAWR.FT: 3200
GAWR.RR: 4100
GMS: 31651.68
SUPPLR: 33069.26
MRM: 35555.00
NTR: 1/2
MEMO 1582.75

TOTAL MODEL & OPTIONS	34655.00	31641.33	ACT 237	31501.68
DESTINATION CHARGE	900.00	900.00	H/B 261	1039.65
LAM DEALER CONTRIBUTION		346.55	ADV 261	346.55
LAM GROUP CONTRIBUTION		346.55	EXP 65A	346.55
TOTAL	35555.00	33234.43	PAY 310	33234.43
MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT		31686.95		

26550

****

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.

RYDELL AUTOMOTIVE GROUP

REMIT TO GMAC NO. 061
VIN 1GNFC13047R[redacted]
$ 33234.43 INV 1AD01259323
DUE 02/09/07 DEALER 20-053

SALES SUMMARY

SALE # 82882 BY: AMANDA FARIA DATE 05/26/07 UNIT: NEW 2007 CHEVROLET TRUCK TAHOE#

BUYER: [redacted] 1GNFC13047R[redacted] 12346

CC10706

SALESPERSON: SARI YAGHNAM SALESPERSON: MGR: ALBERT AZMON

PRICE:	$ 29990.00	
COST:	$ 33234.43	
SUB TOTAL:		$ -3244.43
OVER ALLOWANCE:		$ 0.01
ADDITIONS: HB/	$ 1039.65	
ADDITIONS:	$ N/A	
ADDITIONS:	$ N/A	
ADDITIONS:	$ N/A	
ADDITIONS:	$ N/A	
TOTAL ADDITIONS:		$ N/A
NET GROSS: VEHICLE GROSS		$ -2204.79
PACK HB /		$ 1039.65
GROSS COMM. GROSS PAYABLE		$ -3244.44
AFTR MKT $ 725.00	$ 327.00	
RESERVE: $ N/A	$ 413.40	
CREDIT LIFE: $ N/A	$ N/A	
A & H: $ N/A	$ N/A	
WARRANTY: $ N/A	$ N/A	
COLLISION: $ N/A	$ N/A	
TOTAL F & I:		$ 740.40
SUB TOTAL:		$ -1464.39
TOTAL COMMISSION:		$ 325.00
PROFIT ON SALE: TOTAL PROFIT		$ -1789.39

TRADE INFORMATION

YEAR: 2005 MAKE: TOYOTA

MODEL: CAMRY VIN: 4T1BE32K25U[redacted]

LIC. # 5NRA122 ACV: 13000.00

NET PAYOFF: 10000.00 HIGH: LOW:

GOOD UNTIL: 453.37

PAYOFF TO: TOYOTA MOTOR CREDIT
PO BOX 105386
ATLANTA GA 30348

2631C

LOAN INFORMATION

DOWN PAYMENT ADVANCE

TRADE 13000.01 CASH 1000.00 UNDER OVER

HOLD FOR ☐ SENT TO ☐ MONEY IN ☐ 1 PAY DUE

LEGAL TO BE: VAULT FOR GMAC OR COLT, LSR
PO BOX 8128
COCKEYSVILLE MD 21030

PAY VOUCHER

SALESPERSON: STK # MAKE-MODEL: DATE:

BUYER:

COMMISSION: ☐ PAY

SPIFF: ☐ HOLD FOR

TOTAL COMMISSION:

PAY VOUCHER

SALESPERSON: STK # MAKE-MODEL: DATE:

BUYER:

COMMISSION: ☐ PAY

SPIFF: ☐ HOLD FOR

TOTAL COMMISSION:

PAY VOUCHER

SALESPERSON: STK # MAKE-MODEL: DATE:

BUYER:

COMMISSION: ☐ PAY

SPIFF: ☐ HOLD FOR

TOTAL COMMISSION:

Payoff Verification

Customer Name (from trade-in Registration): [redacted] Date: 5/28

Address (from contract):

Legal Owner: Toyota Motor

Phone Number: 1800 874 8822 Year/Make: 05 / Toyota Camry

Account #: [redacted] Vin#: 4T1BE32K25U [redacted]

Payoff Good Till: 6/8 Payoff on Deal: $ 10,000 –

Quoted By: Debbie Payoff Net: $ 9,929.00

Title Available: Paid by Check#:

Verified By: AF Payoff Date:

Verification Date: Paid Off By:

Notes: Toyota Motor Credit Corp
3200 West Ray Rd.
Chandler, AZ 85226

Payoff Shortage: $

Payoff Overage: $ 70.91

Please mail check to customer when we receive title.

DMV
A Public Service Agency

VEHICLE/VESSEL TRANSFER AND REASSIGNMENT FORM

This form is not the ownership certificate. It must accompany the titling document or application for a duplicate title.

INSTRUCTIONS ON REVERSE SIDE ALL SIGNATURES MUST BE IN INK PHOTOCOPIES NOT ACCEPTED

Vehicle/Vessel ID

SECTION 1: Vehicle/Vessel Description

IDENTIFICATION NUMBER	YEAR MODEL	MAKE	LICENSE PLATE/CF #	MOTORCYCLE ENGINE #
4T1BE32K25U[redacted]	2005 CAMRY	TOYOTA	[redacted]	

Bill of Sale

SECTION 2: Bill of Sale

I/We [redacted] (PRINT SELLER'S NAME[S]) sell, transfer, and deliver the above vehicle/vessel to RYDELL AUTOMOTIVE GROUP (PRINT BUYER'S NAME[S]) on 05 (MO) 26 (DAY) 2007 (YR) for the amount of $ (SELLING PRICE)

If this was a gift, indicate relationship: N/A *(e.g., parents, spouse, friend, etc.)* $ N/A (GIFT VALUE)

Odometer

SECTION 3: Odometer Disclosure Statement *(Void if Mileage is Altered or Erased)*

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 3,270 (no tenths) miles, and to the best of my knowledge reflects the actual mileage ***unless one of the following statements is checked.***

WARNING—ODOMETER DISCREPANCY

☐ Odometer reading is **NOT** the actual mileage ☐ Mileage exceeds the odometer mechanical limits

Explain odometer discrepancy:

SECTION 4: Buyer and Seller (MUST print his or her name, date and sign this section.)

Buyer

BUYER

I acknowledge the odometer reading and the facts of the transfer. I certify under penalty of perjury under the laws of the State of California that the information I have provided is true and correct.

PRINT NAME	SIGNATURE	DATE	DL, ID OR DEALER #
RYDELL AUTOMOTIVE GROUP	X [signature]	05/26/07	3 6 3 5 7
PRINT NAME	X	DATE	DL, ID OR DEALER #
PRINT NAME	X	DATE	DL, ID OR DEALER #

MAILING ADDRESS	CITY	STATE	ZIP	DAYTIME PHONE #
18600 DEVONSHIRE ST.	NORTHRIDGE	CA	91324	(818)360-1011

Seller

SELLER

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

PRINT NAME	SIGNATURE	DATE	DL, ID OR DEALER #
Marlene Maravilla	X [signature]	05/26/07	B 7 2 7 9 6 4 4
PRINT NAME: Maria N Maravilla	X [signature]	05/26/07	D 3 2 7 3 9 3 4
PRINT NAME	X	DATE	DL, ID OR DEALER #

MAILING ADDRESS	CITY	STATE	ZIP	DAYTIME PHONE #
9954 ENCINO AVE.	NORTHRIDGE	CA	91325	

Power of Attorney

SECTION 5: Power of Attorney

I/We MARLENE MARAVILLA OR MARIA N MARAVILLA (PRINT NAME[S]) appoint RYDELL AUTOMOTIVE GROUP (PRINT NAME[S]) as my attorney in fact, to complete all necessary documents, as needed, to transfer ownership as required by law.

Signature required by person appointing Power of Attorney	DATE
X [signature]	05/26/2007
Signature required by person appointing Power of Attorney	DATE
X [signature]	05/26/2007

May 26, 2007

Wholesale/Retail Breakdown

Kelley Blue Book
May-Jun 2007

2005 Toyota Camry LE Sedan 4D ..... $13,600/$16,500

VIN: 4T1BE32K25U[redacted]

4-Cyl. 2.4 Liter	Included
Automatic	Included
FWD	Included

*** Equipment ***

Air Conditioning	Included
Power Steering	Included
Power Windows	Included
Power Door Locks	Included
Tilt Wheel	Included
Cruise Control	Included
AM/FM Stereo	Included
Single Compact Disc	200/265
Dual Front Air Bags	Included
ABS (4-Wheel)	150/200
Power Seat	100/135
No Cassette	0

Total Value without mileage	$14,050/$17,100
Mileage adjustment (34,268) miles	75

*** Total Wholesale/Retail Value ..... $14,125/$17,175

RYDELL AUTOMOTIVE

May-Jun 2007 Kelley Blue Book KARPOWER values for California
Values are subjective opinions. Kelley Blue Book assumes no responsibility for errors or omissions
© Copyright Kelley Blue Book 2007, all rights reserved

[redacted]

September 16, 2009

Sent Via Facsimile (866) 300-1252 & U.S. Mail

Yolanda Endres
GENERAL MOTORS CORPORATION
Post Office Box 33170
Detroit, MI 48232-5170

Re: [redacted] **v. General Motors Corporation, et al.**
Vehicle: 2007 Chevrolet Tahoe
VIN#: 1GNFC13047R[redacted]

Dear Ms. Endres:

Enclosed please the fully executed Release of Claim, which has been notarized, and your letter dated August 21, 2009.

If you have any questions or concerns, please feel free to contact me.

Very truly yours,

LAW OFFICES OF RENÉ KORPER

"DICTATED BUT NOT READ"

[redacted]

RK/mer
encl.

General Motors Corporation
Business Resource Center
PO Box 33170
Detroit, MI 48232-5170

VIA FAX ONLY

August 21, 2009

[redacted]

Valencia, CA [redacted]

RE: [redacted]
Service Request: 71-715381002
2007 Chevrolet Tahoe
Vehicle Identification Number: 1GNFC13047R[redacted]
Customer Relationship Specialist: Sa Zhang

Dear Mr. Kerner:

Attorney's Fees	$ 2,500.00
Subtotal:	$ 9,227.01
* Payoff to lien holder (good through 9/25/09)	$ 23,957.78

* Check amounts are subject to change if this offer letter is not received in time for the current payoff amount to be processed.

Repurchase Offer	$ 33,184.79
Total due to attorney and client:	$ 9,227.01

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 calendar days from the date of your acceptance of our offer. All aftermarket items (if applicable) must be present on the vehicle at the point of inspection. Any damages beyond normal wear and tear that is noted during the inspection must be repaired and paid for by your client before proceeding.

General Motors requests you make this offer available to your client at the earliest possible opportunity.

Furthermore, this settlement offer is contingent upon General Motors receiving a completed W-9 containing your Federal Tax ID. Failure to return the W-9 will result in a delay of processing this offer. To assist in ensuring the security of this information, the W-9 form needs to be faxed back to GM separately from all other settlement documents. The W-9 form can be downloaded from the IRS website at www.irs.gov. In addition, the IRS website will provide instructions for completing the W-9.

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. Please refer to the service request number above when calling our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Sincerely,

General Motors Corporation

Attach.

(iv) That the Vehicle shall not exceed _____ plus 1,000 miles on the odometer at time of exchange. In the event the Vehicle does exceed the above stated mileage, the payment of the consideration above shall be modified as follows: a reduction of payment of **44.5** cents per mile in excess of the agreed upon mileage. This shall not apply if a delay in the transaction is caused by Releasees or its authorized dealer.

(c) That Releasors fully understand that this is a final settlement and disposition of all disputes as to legal liability for and as to the nature and extent of any damages claimed from Releasees by Releasors;

(d) That neither General Motors Company's payment of the consideration recited above nor the negotiations preliminary to the execution of this Release shall be considered an admission of liability or wrongdoing by Releasees to any of the claims or causes of actions alleged in or to be inferred from allegations set forth in the matter indicated above;

(e) That Releasors and their attorneys have reviewed the provisions of this Release and that the contents of this Release have been explained to Releasors by counsel prior to its execution;

(f) That Releasors represent and warrant that they are entitled to give a full and complete release of the claims which are the subject hereof;

(g) That Releasors have not assigned or otherwise transferred any interest in any claims which are the subject hereof;

(h) That Releasors shall not at any time hereafter commence, maintain or prosecute, or cause encourage or advise be commenced, maintained or prosecuted any action, suit, proceeding or claim based in whole or in part upon or arising out of or in any way connected with any of the matters released herein;

(i) That Releasors do hereby for themselves, their heirs, executors, administrators, successors and assigns covenant to defend, indemnify and save harmless Releasees from any of the claims or causes of actions alleged in or to be inferred from allegations set forth in the matter indicated above;

(j) That no promise, agreement, statement or representation except as expressed in this release has been made to been relied upon by Releasors and that this document of 3 pages contains the entire agreement between Releasors and Releasees.

INTENDING TO BE LEGALLY BOUND BY THE TERMS OF THIS RELEASE THE UNDERSIGNED HAS AFFIXED HIS/HER SIGNATURE THIS 13 DAY OF September, 2007.

The undersigned has carefully read and understands this release and signs it to resolve the claim described above.

CURRENT VEHICLE MILEAGE 31278 DATE SIGNED: 9-13-07

WITNESS: [redacted]

Initials: MM

RELEASE OF CLAIM

1. We, [redacted] (hereinafter referred to as "Releasors"), as lessees of a certain 2007 Chevrolet Tahoe, bearing Vehicle Identification Number 1GNFC13047R[redacted] (hereinafter referred to as "Vehicle") and in consideration of payment by General Motors Company of $ 33,184.79, said payment to be made as outlined below, do for themselves and each and all of their representatives, heirs, successors and assigns, hereby release and discharge General Motors Corporation, Motors Liquidation Company, General Motors Company, their subsidiaries, divisions, officers, representatives, employees, stockholders, authorized dealers, successors and assigns and all other persons, firms or corporations, who are or might be claimed to be liable (hereinafter referred to as "Releasees"), of and from any and every claim, demand or right, including but not limited to those for diminution in value, repair costs, or any other economic or non-economic injuries, losses, breach of warranty damages and/or punitive damages, cost of suit and attorney(s) fees resulting or alleged to have resulted from the promotion, use or sale of, or any defect and/or nonconformities in the design or manufacture or assembly in the aforesaid Vehicle, including but not limited to those alleged in or that may be inferred from allegations set forth in any pleading or any claims made by the Releasors.

2. As consideration for this Release, and for the payment described above to be tendered in the form of two checks: the first, in the amount of $9,227.01, made payable to [redacted] the second in the amount of $ 23,957.78, made payable to GMAC.

Note: These checks are subject to change if current registration, signed offer letter and signed Release(s) are not received in time for current payoff to be processed. Additionally, a penalty charge will be imposed if conditions are not met as outlined on the original letter. It is also expressly agreed:

(a) That upon receipt of the consideration described above, Releasors will convey clear and unencumbered title of the vehicle to General Motors Company, will execute a limited Power of Attorney in favor of General Motors Company to correct any errors in title, and will execute an Odometer Statement.

(b) In the event the Vehicle is damaged, disabled, driven excessively or destroyed in any manner up to and including after Releasors execute this Release, but before General Motors Company tenders payment of the consideration described above, payment of the consideration above shall be modified as follows:

(i) If the estimated cost of repair of the aforementioned Vehicle is less than the value of said Vehicle, said value to be determined as outlined in Paragraph (iii) below, Releasors shall tender said Vehicle with clear title to General Motors Company upon receipt of $ 33,184.79, less the estimated cost of repair to said Vehicle,

(ii) If the estimated cost of repair of said Vehicle exceeds the value of said Vehicle, said value to be determined as outlined in Paragraph (iii) below General Motors Company shall make payment of said consideration to Releasors of $ 33,184.79, less said value of said Vehicle, and.

(iii) For purposes of i, ii, and iii, the value of said Vehicle is the average retail value of a 2007 Chevrolet Tahoe as determined by the Edmunds book, at the time this Release is executed by Releasors.

Initials: MM

[redacted]

Claimant's Signature

Address

Address

Northridge CA [redacted]

City, State, Zip Code

City, State, Zip Code

STATE OF _____

COUNTY OF _____

Sworn to (or affirmed) and subscribed before me this _____ day of _____, 20_____, by Marlene Maravilla or Maria N Maravilla.

Signature of Notary Public

Print, type or stamp Commissioned Name of Notary Public

Personally Known _____ OR Produced identification ____

Type of identification _____

My commission expires: _____

CC: File
LC0025-T
Rev 05/01/07

State of California County of Los Angeles
Subscribed and sworn to (or affirmed) before me on this 14 day of Sept, 2009 by Maria N. Maravilla, proved to me on the basis of satisfactory evidence to be the person(s) who appeared before me.
Signature _____
(Seal)

JENNY IBRAHAM
Commission # 1698808
Notary Public - California
Los Angeles County
My Comm. Expires Oct 13, 2010

Initials: ____

RCMPR010 VEHICLE DELIVERY/INCENTIVE HISTORY 07/12/08
PROCESSING SOURCE: CHEVROLET 13:16:55
PAGE: 1

VIN: 1GNFC1304 7R[redacted] SELLG SCE: 13 MDL YR: 07 ORD NO: KQHK2N

ODATE: 11/17/06 ORDER FAN: OTYPE: 070 DLVY SS/SITE CD: 13 20053
DDATE: 05/26/07 DLVY FAN: DTYPE: 015 SRVC TYPE: MILEAGE:

DLVY DOE: 05/31/07 ORDER BY:
CANC:
CANC DOE:
TRADE: DLVY TO: [redacted]
TRD DOE:
SRVC IN: NORTHRIDGE CA [redacted]
SRVC OUT: CANC SRVC IN:
BFSO ORD DT: BFSO CUST:
PRICE ASSUR DT: PRICE ASSUR RT:

--INCENTIVES--

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR SHR	STAT
BMS	01	13 20053	00032484474	06/05/07	1,000.00	OA	0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: DLR INC MEMO NO: 00032484474 AUTH PUR CD:
MISC DATE: 05/26/07 MISC:
POLICY PYMT CMNT: ACTV TYPE: 6

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR SHR	STAT
FFC	01	13 20053	00032472690	06/02/07	68.25	OA	0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: DLVY INC MEMO NO: 00032472690 AUTH PUR CD:
MISC DATE: MISC:
POLICY PYMT CMNT: ACTV TYPE: 6

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR SHR	STAT
XJC	01	13 20053	144759	06/05/07	1,123.04	OP	0.00	9

PROCESS TYPE: 004 CHECK NO: SSN:
DATA SCE: GMAC INC MEMO NO: 144759 AUTH PUR CD:
MISC DATE: 05/26/07 MISC: 0000000325HAA0
POLICY PYMT CMNT: ACTV TYPE: 6

September 4, 2009

Sent Via Facsimile Only (866) 300-1252

Yolanda Endres
GENERAL MOTORS CORPORATION
Post Office Box 33170
Detroit, MI 48232-5170

Re: [redacted] **v. General Motors Corporation, et al.**
Vehicle: 2007 Chevrolet Tahoe
VIN#: 1GNFC13047R[redacted]

Dear Ms. Endres:

Enclosed please find our W-9, a copy of our clients' current DMV registration, the fully executed Release of Claim and your letter dated August 21, 2009.

If you have any questions or concerns, please feel free to contact me.

Very truly yours,

LAW OFFICES OF RENÉ KORPER

"DICTATED BUT NOT READ"

René Korper

RK/mer
encl.

Form **W-9**
(Rev. October 2007)
Department of the Treasury
Internal Revenue Service

Request for Taxpayer Identification Number and Certification

Give form to the requester. Do not send to the IRS.

Print or type
See Specific Instructions on page 2.

Name (as shown on your income tax return)
[redacted]

Check appropriate box: ☑ Individual/Sole proprietor ☐ Corporation ☐ Partnership
☐ Limited liability company. Enter the tax classification (D=disregarded entity, C=corporation, P=partnership) ▶
☐ Other (see instructions) ▶

☐ Exempt payee

Address (number, street, and apt. or suite no.)
[redacted]

Requester's name and address (optional)

City, state, and ZIP code
Valencia, CA [redacted]

List account number(s) here (optional)

Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on Line 1 to avoid backup withholding. For individuals, this is your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the Part I Instructions on page 3. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN* on page 3.

Note. If the account is in more than one name, see the chart on page 4 for guidelines on whose number to enter.

Social security number
[ ] [ ] [ ]

or

Employer identification number
86 1140128

Part II Certification

Under penalties of perjury, I certify that:

1. The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me), and
2. I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding, and
3. I am a U.S. citizen or other U.S. person (defined below).

Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the Certification, but you must provide your correct TIN. See the instructions on page 4.

Sign Here Signature of U.S. person ▶ [redacted] Date ▶ 9/2/09

General Instructions

Section references are to the Internal Revenue Code unless otherwise noted.

Purpose of Form

A person who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) to report, for example, income paid to you, real estate transactions, mortgage interest you paid, acquisition or abandonment of secured property, cancellation of debt, or contributions you made to an IRA.

Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN to the person requesting it (the requester) and, when applicable, to:

1. Certify that the TIN you are giving is correct (or you are waiting for a number to be issued),

2. Certify that you are not subject to backup withholding, or

3. Claim exemption from backup withholding if you are a U.S. exempt payee. If applicable, you are also certifying that as a U.S. person, your allocable share of any partnership income from a U.S. trade or business is not subject to the withholding tax on foreign partners' share of effectively connected income.

Note. If a requester gives you a form other than Form W-9 to request your TIN, you must use the requester's form if it is substantially similar to this Form W-9.

Definition of a U.S. person. For federal tax purposes, you are considered a U.S. person if you are:

- An individual who is a U.S. citizen or U.S. resident alien,
- A partnership, corporation, company, or association created or organized in the United States or under the laws of the United States,
- An estate (other than a foreign estate), or
- A domestic trust (as defined in Regulations section 301.7701-7).

Special rules for partnerships. Partnerships that conduct a trade or business in the United States are generally required to pay a withholding tax on any foreign partners' share of income from such business. Further, in certain cases where a Form W-9 has not been received, a partnership is required to presume that a partner is a foreign person, and pay the withholding tax. Therefore, if you are a U.S. person that is a partner in a partnership conducting a trade or business in the United States, provide Form W-9 to the partnership to establish your U.S. status and avoid withholding on your share of partnership income.

The person who gives Form W-9 to the partnership for purposes of establishing its U.S. status and avoiding withholding on its allocable share of net income from the partnership conducting a trade or business in the United States is in the following cases:

- The U.S. owner of a disregarded entity and not the entity,

[redacted]

REGISTRATION CARD VALID FROM: 05/28/2009 TO: 05/28/2010

MAKE	YR MODEL	YR 1ST SOLD	VLF CLASS	TYPE VEH	TYPE LIC	LICENSE NUMBER
CHEV	2007	2007	JA	120	11	[redacted]

BODY TYPE MODEL	MP	MO	VEHICLE ID NUMBER
UT	G	QS	1GNFC13047R[redacted]

TYPE VEHICLE USE	DATE ISSUED	CC/ALCO	DT FEE RECVD	PIC	STICKER ISSUED
AUTOMOBILE	05/11/09	19	05/11/09	8	[redacted]

PR EXP DATE: 05/28/200

AMOUNT PAID
$ 368.00

REGISTERED OWNER
VAULT FOR GMAC OR COLT LSR
[redacted]
NORTHRIDGE
CA [redacted]

AMOUNT DUE
$ 368.00

AMOUNT RECVD
CASH :
CHCK : 368.00
CRDT :

LIENHOLDER
GMAC
PO BX 8128

COCKEYSVILLE
MD 21030

H00 C70 5M 0036800 0005 CS H00 051109 11 6AMX378 341

General Motors Corporation
Business Resource Center
PO Box 33170
Detroit, MI 48232-5170

VIA FAX ONLY

August 21, 2009

Rene Korper, Esq.
Law Offices of Rene Korper
27240 Turnberry Ln Ste 200
Valencia, CA 91355

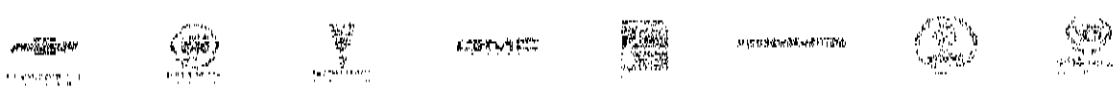
RE: [redacted]
Service Request: 71-715381002
2007 Chevrolet Tahoe
Vehicle Identification Number: 1GNFC13047R[redacted]
Customer Relationship Specialist: Sa Zhang

Dear Mr. Korper:

Regarding the above case, General Motors Corporation would like to make the following repurchase offer on your client's 2007 Chevrolet Tahoe for all defendants. This offer is contingent upon receipt of a copy of the current registration (valid for at least 30 days beyond the date this letter is signed by your client) to show proof of ownership.

General Motors Corporation requires a vehicle inspection be performed at a General Motors dealership prior to the issuance of any funds. The vehicle inspection will take place at the selling dealership. The vehicle must be without any undisclosed damage and/or damage beyond normal wear and tear for the year/mileage of the vehicle. Appropriate repurchase documents will be sent to the selling dealership who will then contact you to arrange an inspection at a mutually agreed date and time. If for some reason the selling dealership is unacceptable to your client, please let us know immediately. Once the inspection has been completed satisfactorily and the necessary documents have been returned, the following repurchase offer will be processed:

Total payments	$ 9,921.27
Total down payment	$ 2,476.36
Registration	$ 264.00
Tax	$ 257.10
Tire Fee	$ 8.75
Doc Fee	$ 640.00
Subtotal:	$ 13,567.48
Less Rebates/Incentives	- $ 1,000.00
Less Usage/Depreciation	- $ 5,840.47
Subtotal:	$ 6,727.01



Attorney's Fees	$ 2,500.00
Subtotal:	$ 9,227.01

* Payoff to lien holder (good through 9/25/09)	$ 23,957.78

* Check amounts are subject to change if this offer letter is not received in time for the current payoff amount to be processed.

Repurchase Offer	$ 33,184.79
Total due to attorney and client:	$ 9,227.01

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 calendar days from the date of your acceptance of our offer. All aftermarket items (if applicable) must be present on the vehicle at the point of inspection. Any damages beyond normal wear and tear that is noted during the inspection must be repaired and paid for by your client before proceeding.

General Motors requests you make this offer available to your client at the earliest possible opportunity.

Furthermore, this settlement offer is contingent upon General Motors receiving a completed W-9 containing your Federal Tax ID. Failure to return the W-9 will result in a delay of processing this offer. To assist in ensuring the security of this information, the W-9 form needs to be faxed back to GM separately from all other settlement documents. The W-9 form can be downloaded from the IRS website at www.irs.gov. In addition, the IRS website will provide instructions for completing the W-9.

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. Please refer to the service request number above when calling our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Sincerely,

General Motors Corporation

Attach.

CURRENT VEHICLE MILEAGE: 31278

[redacted]

Client's Signature

Client's Signature

8-25-09
Date

8-25-09
Date

LG0052
V122:2007

RELEASE OF CLAIM

1. We, [redacted] hereinafter referred to as "Releasors"), as lessees of a certain 2007 Chevrolet Tahoe, bearing Vehicle Identification Number 1GNFC13047R[redacted] (hereinafter referred to as "Vehicle") and in consideration of payment by General Motors Company of $ 33,184.79, said payment to be made as outlined below, do for themselves and each and all of their representatives, heirs, successors and assigns, hereby release and discharge General Motors Corporation, Motors Liquidation Company, General Motors Company, their subsidiaries, divisions, officers, representatives, employees, stockholders, authorized dealers, successors and assigns and all other persons, firms or corporations, who are or might be claimed to be liable (hereinafter referred to as "Releasees"), of and from any and every claim, demand or right, including but not limited to those for diminution in value, repair costs, or any other economic or non-economic injuries, losses, breach of warranty damages and/or punitive damages, cost of suit and attorney(s) fees resulting or alleged to have resulted from the promotion, use or sale of, or any defect and/or nonconformities in the design or manufacture or assembly in the aforesaid Vehicle, including but not limited to those alleged in or that may be inferred from allegations set forth in any pleading or any claims made by the Releasors.

2. As consideration for this Release, and for the payment described above to be tendered in the form of two checks: the first, in the amount of $9,227.01, made payable to [redacted] the second in the amount of $ 23,957.78, made payable to GMAC.

Note: These checks are subject to change if current registration, signed offer letter and signed Release(s) are not received in time for current payoff to be processed. Additionally, a penalty charge will be imposed if conditions are not met as outlined on the original letter. It is also expressly agreed:

(a) That upon receipt of the consideration described above, Releasors will convey clear and unencumbered title of the vehicle to General Motors Company, will execute a limited Power of Attorney in favor of General Motors Company to correct any errors in title, and will execute an Odometer Statement.

(b) In the event the Vehicle is damaged, disabled, driven excessively or destroyed in any manner up to and including after Releasors execute this Release, but before General Motors Company tenders payment of the consideration described above, payment of the consideration above shall be modified as follows:

(i) If the estimated cost of repair of the aforementioned Vehicle is less than the value of said Vehicle, said value to be determined as outlined in Paragraph (iii) below, Releasors shall tender said Vehicle with clear title to General Motors Company upon receipt of $ 33,184.79, less the estimated cost of repair to said Vehicle,

(ii) If the estimated cost of repair of said Vehicle exceeds the value of said Vehicle, said value to be determined as outlined in Paragraph (iii) below General Motors Company shall make payment of said consideration to Releasors of $ 33,184.79, less said value of said Vehicle, and,

(iii) For purposes of i, ii, and iii, the value of said Vehicle is the average retail value of a 2007 Chevrolet Tahoe as determined by the Edmunds book, at the time this Release is executed by Releasors.

Initials: [redacted]

(iv) That the Vehicle shall not exceed _____ plus 1,000 miles on the odometer at time of exchange. In the event the Vehicle does exceed the above stated mileage, the payment of the consideration above shall be modified as follows: a reduction of payment of **44.5** cents per mile in excess of the agreed upon mileage. This shall not apply if a delay in the transaction is caused by Releasees or its authorized dealer.

(c) That Releasors fully understand that this is a final settlement and disposition of all disputes as to legal liability for and as to the nature and extent of any damages claimed from Releasees by Releasors;

(d) That neither General Motors Company's payment of the consideration recited above nor the negotiations preliminary to the execution of this Release shall be considered an admission of liability or wrongdoing by Releasees to any of the claims or causes of actions alleged in or to be inferred from allegations set forth in the matter indicated above;

(e) That Releasors and their attorneys have reviewed the provisions of this Release and that the contents of this Release have been explained to Releasors by counsel prior to its execution;

(f) That Releasors represent and warrant that they are entitled to give a full and complete release of the claims which are the subject hereof;

(g) That Releasors have not assigned or otherwise transferred any interest in any claims which are the subject hereof;

(h) That Releasors shall not at any time hereafter commence, maintain or prosecute, or cause encourage or advise be commenced, maintained or prosecuted any action, suit, proceeding or claim based in whole or in part upon or arising out of or in any way connected with any of the matters released herein;

(i) That Releasors do hereby for themselves, their heirs, executors, administrators, successors and assigns covenant to defend, indemnify and save harmless Releasees from any of the claims or causes of actions alleged in or to be inferred from allegations set forth in the matter indicated above;

(j) That no promise, agreement, statement or representation except as expressed in this release has been made to been relied upon by Releasors and that this document of 3 pages contains the entire agreement between Releasors and Releasees.

INTENDING TO BE LEGALLY BOUND BY THE TERMS OF THIS RELEASE THE UNDERSIGNED HAS AFFIXED HIS/HER SIGNATURE THIS _____ DAY OF _____, 20_____.

The undersigned has carefully read and understands this release and signs it to resolve the claim described above.

CURRENT VEHICLE MILEAGE 31278 DATE SIGNED: 8-26-07

WITNESS: [redacted]

Initials [redacted]

[redacted]

Address Address

Northridge CA [redacted] Northridge CA [redacted]

City, State, Zip Code City, State, Zip Code

STATE OF _____

COUNTY OF _____

Sworn to (or affirmed) and subscribed before me this _____ day of _____, 20_____, by [redacted]

_____

Signature of Notary Public

_____

Print, type or stamp Commissioned Name of Notary Public

Personally Known _____ OR Produced identification ____

Type of identification _____

My commission expires: _____

CC: File
LO0025-T
Rev 05/01/07

Initials: [redacted]

General Motors Corporation
Business Resource Center
PO Box 33170
Detroit, MI 48232-5170

VIA FAX ONLY

August 21, 2009

Rene Korper, Esq.
Law Offices of Rene Korper
27240 Turnberry Ln Ste 200
Valencia, CA 91355

RE: [redacted]
Service Request: 71-715381002
2007 Chevrolet Tahoe
Vehicle Identification Number: 1GNFC13047R[redacted]
Customer Relationship Specialist: Sa Zhang

Dear Mr. Korper:

Regarding the above case, General Motors Corporation would like to make the following repurchase offer on your client's 2007 Chevrolet Tahoe for all defendants. This offer is contingent upon receipt of a copy of the current registration (valid for at least 30 days beyond the date this letter is signed by your client) to show proof of ownership.

General Motors Corporation requires a vehicle inspection be performed at a General Motors dealership prior to the issuance of any funds. The vehicle inspection will take place at the selling dealership. The vehicle must be without any undisclosed damage and/or damage beyond normal wear and tear for the year/mileage of the vehicle. Appropriate repurchase documents will be sent to the selling dealership who will then contact you to arrange an inspection at a mutually agreed date and time. If for some reason the selling dealership is unacceptable to your client, please let us know immediately. Once the inspection has been completed satisfactorily and the necessary documents have been returned, the following repurchase offer will be processed:

Total payments	$ 9,921.27
Total down payment	$ 2,476.36
Registration	$ 264.00
Tax	$ 257.10
Tire Fee	$ 8.75
Doc Fee	$ 640.00
Subtotal:	$ 13,567.48
Less Rebates/Incentives	- $ 1,000.00
Less Usage/Depreciation	- $ 5,840.47
Subtotal:	$ 6,727.01

Attorney's Fees	$ 2,500.00
Subtotal:	$ 9,227.01

* Payoff to lien holder (good through 9/25/09) $ 23,957.78
* Check amounts are subject to change if this offer letter is not received in time for the current payoff amount to be processed.

Repurchase Offer	$ 33,184.79
Total due to attorney and client:	$ 9,227.01

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 calendar days from the date of your acceptance of our offer. All aftermarket items (if applicable) must be present on the vehicle at the point of inspection. Any damages beyond normal wear and tear that is noted during the inspection must be repaired and paid for by your client before proceeding.

General Motors requests you make this offer available to your client at the earliest possible opportunity.

Furthermore, this settlement offer is contingent upon General Motors receiving a completed W-9 containing your Federal Tax ID. Failure to return the W-9 will result in a delay of processing this offer. To assist in ensuring the security of this information, the W-9 form needs to be faxed back to GM separately from all other settlement documents. The W-9 form can be downloaded from the IRS website at www.irs.gov. In addition, the IRS website will provide instructions for completing the W-9.

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. Please refer to the service request number above when calling our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Sincerely,

General Motors Corporation

Attach.

CURRENT VEHICLE MILEAGE: _____

_____	_____
Client's Signature	Client's Signature
_____	_____
Date	Date

LG0052
V12212007

RELEASE OF CLAIM

1. We, [redacted] (hereinafter referred to as "Releasors"), as lessees of a certain 2007 Chevrolet Tahoe, bearing Vehicle Identification Number 1GNFC13047R[redacted] (hereinafter referred to as "Vehicle") and in consideration of payment by General Motors Company of $ 33,184.79, said payment to be made as outlined below, do for themselves and each and all of their representatives, heirs, successors and assigns, hereby release and discharge General Motors Corporation, Motors Liquidation Company, General Motors Company, their subsidiaries, divisions, officers, representatives, employees, stockholders, authorized dealers, successors and assigns and all other persons, firms or corporations, who are or might be claimed to be liable (hereinafter referred to as "Releasees"), of and from any and every claim, demand or right, including but not limited to those for diminution in value, repair costs, or any other economic or non-economic injuries, losses, breach of warranty damages and/or punitive damages, cost of suit and attorney(s) fees resulting or alleged to have resulted from the promotion, use or sale of, or any defect and/or nonconformities in the design or manufacture or assembly in the aforesaid Vehicle, including but not limited to those alleged in or that may be inferred from allegations set forth in any pleading or any claims made by the Releasors.

2. As consideration for this Release, and for the payment described above to be tendered in the form of two checks: the first, in the amount of $9,227.01, made payable to [redacted] the second in the amount of $ 23,957.78, made payable to GMAC.

Note: These checks are subject to change if current registration, signed offer letter and signed Release(s) are not received in time for current payoff to be processed. Additionally, a penalty charge will be imposed if conditions are not met as outlined on the original letter. It is also expressly agreed:

(a) That upon receipt of the consideration described above, Releasors will convey clear and unencumbered title of the vehicle to General Motors Company, will execute a limited Power of Attorney in favor of General Motors Company to correct any errors in title, and will execute an Odometer Statement.

(b) In the event the Vehicle is damaged, disabled, driven excessively or destroyed in any manner up to and including after Releasors execute this Release, but before General Motors Company tenders payment of the consideration described above, payment of the consideration above shall be modified as follows:

(i) If the estimated cost of repair of the aforementioned Vehicle is less than the value of said Vehicle, said value to be determined as outlined in Paragraph (iii) below, Releasors shall tender said Vehicle with clear title to General Motors Company upon receipt of $ 33,184.79, less the estimated cost of repair to said Vehicle,

(ii) If the estimated cost of repair of said Vehicle exceeds the value of said Vehicle, said value to be determined as outlined in Paragraph (iii) below General Motors Company shall make payment of said consideration to Releasors of $ 33,184.79, less said value of said Vehicle, and,

(iii) For purposes of i, ii, and iii, the value of said Vehicle is the average retail value of a 2007 Chevrolet Tahoe as determined by the Edmunds book, at the time this Release is executed by Releasors.

Initials: _____

(iv) That the Vehicle shall not exceed _____ plus 1,000 miles on the odometer at time of exchange. In the event the Vehicle does exceed the above stated mileage, the payment of the consideration above shall be modified as follows: a reduction of payment of **44.5** cents per mile in excess of the agreed upon mileage. This shall not apply if a delay in the transaction is caused by Releasees or its authorized dealer.

(c) That Releasors fully understand that this is a final settlement and disposition of all disputes as to legal liability for and as to the nature and extent of any damages claimed from Releasees by Releasors;

(d) That neither General Motors Company's payment of the consideration recited above nor the negotiations preliminary to the execution of this Release shall be considered an admission of liability or wrongdoing by Releasees to any of the claims or causes of actions alleged in or to be inferred from allegations set forth in the matter indicated above;

(e) That Releasors and their attorneys have reviewed the provisions of this Release and that the contents of this Release have been explained to Releasors by counsel prior to its execution;

(f) That Releasors represent and warrant that they are entitled to give a full and complete release of the claims which are the subject hereof;

(g) That Releasors have not assigned or otherwise transferred any interest in any claims which are the subject hereof;

(h) That Releasors shall not at any time hereafter commence, maintain or prosecute, or cause encourage or advise be commenced, maintained or prosecuted any action, suit, proceeding or claim based in whole or in part upon or arising out of or in any way connected with any of the matters released herein;

(i) That Releasors do hereby for themselves, their heirs, executors, administrators, successors and assigns covenant to defend, indemnify and save harmless Releasees from any of the claims or causes of actions alleged in or to be inferred from allegations set forth in the matter indicated above;

(j) That no promise, agreement, statement or representation except as expressed in this release has been made to been relied upon by Releasors and that this document of 3 pages contains the entire agreement between Releasors and Releasees.

INTENDING TO BE LEGALLY BOUND BY THE TERMS OF THIS RELEASE THE UNDERSIGNED HAS AFFIXED HIS/HER SIGNATURE THIS _____ DAY OF _____, 20_____.

The undersigned has carefully read and understands this release and signs it to resolve the claim described above.

CURRENT VEHICLE MILEAGE _____ DATE SIGNED: _____

WITNESS: _____

Initials: _____

_____	_____
Claimant's Signature	Claimant's Signature
_____	_____
Address	Address
_____	_____
City, State, Zip Code	City, State, Zip Code

STATE OF _____

COUNTY OF _____

Sworn to (or affirmed) and subscribed before me this _____ day of _____, 20_____, by Marlene Maravilla or Maria N Maravilla.

_____
Signature of Notary Public

_____
Print, type or stamp Commissioned Name of Notary Public

Personally Known _____ OR Produced identification ____

Type of identification _____

My commission expires: _____

CC: File
LG0025-T
Rev 05/01/07

Initials: _____

2007 TAHOE 2WD LS
41U BLACK /V8G
19D EBONY
ORDER NO. KQHK2N/TRE STOCK NO.
VIN 1GN FC13 04 7R[redacted]

GENERAL MOTORS CORPORATION
& SUBSIDIARIES
RENAISSANCE CENTER
DETROIT MI 48243-1114
VEHICLE INVOICE 1AD01259323

**********13*20053S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
CC10706 TAHOE 2WD LS	33855.00	30977.33	INVOICE 01/30/07
C5Y GVW RATING-7100 LB	N/C	N/C	SHIPPED 01/30/07
GU6 REAR AXLE 3.42 RATIO	N/C	N/C	EXP I/T 02/09/07
LMG VORTEC 5.3L V8 SFI FLEX FUEL	800.00	664.00	INT COM 02/09/07
W/ ACTIVE FUEL MGT TECHNOLOGY			PRC EFF 01/30/07
M30 4-SPD AUTOMATIC TRANSMISSION	N/C	N/C	KEYS G0567 G0567
R6K ONSTAR TURN-BY-TURN NAVIG AVAIL	N/C	N/C	WFP-S QTR OPT-1
YF5 50-STATE EMISSIONS	N/C	N/C	BANK: GMAC - 061
1LS TAHOE LS EQUIPMENT GROUP	N/C	N/C	CHG-TO 20-053

SHIP WT: 5204
HP: 45.7
GVWR: 7100
GAWR.FT: 3200
GAWR.RR: 4100
GMS: 31651.68
SUPPLR: 33069.26
MRM: 35555.00
NTR: 1/2
MEMO 1582.75

TOTAL MODEL & OPTIONS	34655.00	31641.33	ACT 237	31501.68
DESTINATION CHARGE	900.00	900.00	H/B 261	1039.65
LAM DEALER CONTRIBUTION		346.55	ADV 261	346.55
LAM GROUP CONTRIBUTION		346.55	EXP 65A	346.55
TOTAL	35555.00	33234.43	PAY 310	33234.43

MEMO: TOTAL LESS HOLDBACK AND
APPROX WHOLESALE FINANCE CREDIT 31686.95

****

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.

RYDELL AUTOMOTIVE GROUP

REMIT TO GMAC NO. 061
VIN 1GNFC13047R[redacted]
$ 33234.43 INV 1AD01259323
DUE 02/09/07 DEALER 20-053

General Motors Corporation
Business Resource Center
PO Box 33170
Detroit, MI 48232-5170

VIA FAX ONLY

June 8, 2009

Rene Korper, Esq.
Law Offices of Rene Korper
27240 Turnberry Ln Ste 200
Valencia, CA 91355

RE: [redacted]
Service Request: 71-715381002
2007 Chevrolet Tahoe
Vehicle Identification Number: 1GNFC13047R[redacted]
Customer Relationship Specialist: Sa Zhang

Dear Mr. Korper:

Regarding the above case, General Motors Corporation would agree in principle to extend the following repurchase offer on your client's 2007 Chevrolet Tahoe for all defendants. This offer is contingent upon receipt of a copy of the current registration (valid through the time of exchange to show proof of ownership and the signing of a release acceptable to General Motors Corporation.

General Motors Corporation requires a vehicle inspection be performed at a General Motors dealership prior to the issuance of any funds. The vehicle inspection will take place at the selling dealership. The vehicle must be without any undisclosed damage and/or damage beyond normal wear and tear for the year/mileage of the vehicle. Appropriate repurchase documents will be sent to the selling dealership who will then contact you to arrange an inspection at a mutually agreed date and time. If for some reason the selling dealership is unacceptable to your client, please let us know immediately. Once the inspection has been completed satisfactorily and the necessary documents have been returned, the following repurchase offer will be processed:

Total down payment	$ 2,476.36
Total payments	$ 8,848.27
License/Title/Registration	$ 264.00
Tax	$ 257.10
Doc Fee	$ 640.00
Tire Fee	$ 8.75
Subtotal:	$ 12,494.48
Less Rebates/Incentives	-$ 1,000.00
Less Usage/Depreciation	-$ 5,840.47
Subtotal:	$ 5,654.01

Attorney's Fees	$ 2,500.00
Subtotal:	$ 8,154.01
* Payoff to lien holder (good through 6/25/09)	$ 24,455.73
* Repurchase Offer	$ 32,609.74
* Total due to attorney and client:	$ 8,154.01

* Check amounts are subject to change

At this time, assuming prompt acceptance, processing of the repurchase offer is anticipated to require four to six weeks. We contemplate updating the financial information and dependant calculations at the time that the pre-repurchase inspection and exchange date is scheduled. All aftermarket items (if applicable) must be present on the vehicle at the point of inspection. Any damages beyond normal wear and tear that is noted during the inspection must be repaired and paid for by your client before proceeding.

General Motors requests you make this offer available to your client at the earliest possible opportunity.

Furthermore, this settlement offer is contingent upon General Motors receiving a completed W-9 containing your Federal Tax ID. Failure to return the W-9 will result in a delay of processing this offer. To assist in ensuring the security of this information, the W-9 form needs to be faxed back to GM separately from all other settlement documents. The W-9 form can be downloaded from the IRS website at www.irs.gov. In addition, the IRS website will provide instructions for completing the W-9.

If this offer is acceptable to your client(s), please have your client(s) sign this offer letter and return it to us at the fax number shown on the fax cover sheet. An appropriate release, reflecting updated financial information and related calculations will be forwarded at the time the pre-repurchase inspection and exchange date is scheduled. Any delay in return of the executed release will prevent the repurchase exchange from proceeding as planned. This offer is good for 10 calendar days from the date of this letter. Please refer to the service request number above when calling our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Sincerely,

General Motors Corporation

Attach.

CURRENT VEHICLE MILEAGE: _____

_____	_____
Client's Signature	Client's Signature
_____	_____
Date	Date

LG0052
V12212007

PAR GMWA
Pre-Authorization/Warranty Claim Tracking Form

Customer and Vehicle Information			
Date	5/14/2009	**Service Request #**	**71-719501455**
Customer Name	[redacted]		
VIN	1GKFC13037R[redacted]		
In-Service Date	9/5/2006	**Service Contract?**	No
Current Mileage	50000	**Purchased New/Used?**	New
Warranty Blocked?	No		
Branded Title?	No	**Mileage at Purchase**	

Dealer and Claim Information			
Dealer Name	Sunrise Buick Pontiac GMC		
Dealer Svc Mgr	Tom Edwards	**Dlr Warranty Admin:**	Sherry Spiller
Dealer Phone	901-473-1000	**Dealer Fax**	901-850-5697
Dealer BAC	255549		
Dealer Division and Code	48-GMC-14621		
Repair Order Number	164561		
Repair Order Close Date			
Labor Op. Code Z1242	Dollar Amt:	$313.98	
Labor Op. Code Z1243	Dollar Amt:		
Cause Code (CC)	**MJ**		
Failure Code (FC)	**98**		

PUT EVERYTHING IN NET AMOUNT

Labor Hours and OLH:	**DO NOT** PUT IN HOURS	
Parts and Labor Costs:	**DO NOT** PUT IN COSTS	
Net Amount:		$313.98

DO NOT H ROUTE THIS CLAIM

Authorization Code: DO NOT PUT IN AN AUTH CODE

Additional Comments for Dealer:

IF THIS CLAIM SHOULD REJECT FOR ANY REASON, PLEASE CONTACT ME ASAP AND FAX A COPY OF THE REJECTION W/TRACKING FORM TO (866) 393-8089

Retain Copy with Dealer Repair Order

Internal PAR Information

Complaint: Door Handles peeling causing injury

Cause: Chrome Peeling

Correction: Replace Handles

Justification:

PAR CRS: Tonie Mercado

Additional Comments: Thank You!

SUNRISE at COLLIERVILLE

4605 HOUSTON LEVEE COLLIERVILLE TN 38017
901/399-8600
SERVICE 901/399-8655 FAX 901/850-5697
WWW.SUNRISEBPG.COM

TO: Joni

COMPANY: GM

FAX NUMBER: 8606 393 8089

FROM: Jom Edwards

DATE: 5-13-09

NUMBER OF PAGES (INCLUDING COVER SHEET): 2

CGCS164561

CGCS164561

0203ICGCS164561

175658

[redacted]

COLLIERVILLE, TN [redacted]

THOMAS SHEEHAN 3019 44:3 05/13/09 CGCS164561

59,964 ANTQUE BRON

07/GMC/YUKON/4DR 2WD 1500 09/05/06

1 G K F C 1 3 0 3 7 R [redacted] 50084 HEAFN

05/11/09 REPRINT# 1

MO: 59965

[redacted]

LABOR & PARTS----------

J# 1 08PNZ INTERIOR TRIM HOURS: 0.60 TECH(S):3006 68.42

C/S DOOR HANDLE CHROME IS COMING OFF 2 DOORS
TOM E AND GM APPROVED
CHECK LF FRT INSIDE DOOR HANDLE CHROME PEELING
NEC TO REPLACE LF INSIDE DOOR HANDLE
B4121/5C/.6

PARTS------	QTY---	FP-NUMBER----------	DESCRIPTION----------	UNIT PRICE-	
JOB # 1	1	15935955	HANDLE 16.345	108.88	108.88
JOB # 1	1	15940196	HANDLE 16.345	88.26	88.26
			JOB # 1 TOTAL PARTS		197.14
			JOB # 1 TOTAL LABOR & PARTS		265.56

J# 2 08PNZ0 INTERIOR TRIM ISSUE HOURS: 0.60 TECH(S):3006 68.42

Added Operation (WHEELER @ 05/11/2009 10:54)
DOOR HANDLE IS PEALING AND CUTTING HAND
CHECKRT FRT INSIDE DOOR HANDLE FOUND PEELING CHROME
NEC TO REPLACE RT FRT INSIDE DOOR HANDLE
B4120/5C/.6

PARTS------	QTY---	FP-NUMBER----------	DESCRIPTION----------	UNIT PRICE-	
			JOB # 2 TOTAL PARTS		0.00
			JOB # 2 TOTAL LABOR & PARTS		68.42

ESTIMATE----------
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $0.00 (+TAX)

COMMENTS----------
TOM E --AND GM

TOTALS----------

****
* NEXT RECOMMENDED SERVICE: *
* 07/27/2009 / 60000 MI 50PNZZZZN6QK (GMC) 60,000 MI SVC *
****

We charge an average of $84.50 per flat rate hour. A flat rate hour is a unit of measure, not a clock hour. "flat rate" is determined by industry accepted repair time averages for specific repairs. Automakers compile flat rate averages as do reputable independent data organizations. this data is published in flat-rate manuals. This dealership uses these manuals in computing its labor charges. Copies of the flat rate time guide are available for inspection.

TOTAL LABOR....	116.84
TOTAL PARTS....	197.14
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 $	**313.98**

Any part with an (*) asterisk beside it is a LIMITED LIFE-TIME warranty part. Excludes parts replaced under factory warranty.

THANK YOU FOR CHOOSING SUNRISE BUICK PONTIAC GMC

WE WANT YOU TO BE "COMPLETELY SATISFIED"

SERVICE/FILE COPY

[CONTINUED ON NEXT PAGE] 08:56am

05/13/2009 09:28 FAX 901 8547528 SUNRISE CITY 002

General Motors Business Resource Center

FAX

To: **Sherry Spiller**
Company:
Fax: 1-901-850-5697
Phone:

From: **Tonie Mercado**
Fax: 866-393-8089
Phone: 866-790-5700 x41183
E-mail:

cc:

NOTES:

PLEASE FOLLOW THE INFORMATION ON THE FOLLOWING PAGE WHEN SUBMITTING THE CLAIM. PLEASE VERIFY THAT EVERYTHING IS CORRECT. IF NOT, DO NOT SUBMIT AND CONTACT GENERAL MOTORS AS SOON AS POSSIBLE.

IF CORRECT, SUBMIT IN NET AMOUNT, DO NOT USE ANY AUTH CODES, DO NOT SUBMIT LABOR HOURS, PART COSTS OR H ROUTE THIS CLAIM. SUBMIT THIS CLAIM ON OR AFTER 05/19/09. IF THIS CLAIM REJECTS, CONTACT US AND WE WILL PUSH IT THROUGH TO YOUR CREDIT MEMO.

PAR GMWA
Pre-Authorization/Warranty Claim Tracking Form

Customer and Vehicle Information			
Date	5/14/2009	**Service Request #**	**71-719501455**
Customer Name	[redacted]		
VIN	1GKFC13037R[redacted]		
In-Service Date	9/5/2006	**Service Contract?**	No
Current Mileage	50000	**Purchased New/Used?**	New
Warranty Blocked?	No		
Branded Title?	No	**Mileage at Purchase**	

Dealer and Claim Information			
Dealer Name	Sunrise Buick Pontiac GMC		
Dealer Svc Mgr	Tom Edwards	**Dlr Warranty Admin:**	Sherry Spiller
Dealer Phone	901-473-1000	**Dealer Fax**	901-850-5697
Dealer BAC	255549		
Dealer Division and Code	48-GMC-14621		
Repair Order Number	164561		
Repair Order Close Date			
Labor Op. Code Z1242	Dollar Amt:	$313.98	
Labor Op. Code Z1243	Dollar Amt:		
Cause Code (CC)	**MJ**		
Failure Code (FC)	**98**		

PUT EVERYTHING IN NET AMOUNT

Labor Hours and OLH:	**DO NOT** PUT IN HOURS
Parts and Labor Costs:	**DO NOT** PUT IN COSTS
Net Amount:	$313.98

DO NOT H ROUTE THIS CLAIM

Authorization Code: DO NOT PUT IN AN AUTH CODE

Additional Comments for Dealer:

IF THIS CLAIM SHOULD REJECT FOR ANY REASON, PLEASE CONTACT ME ASAP AND FAX A COPY OF THE REJECTION W/TRACKING FORM TO (866) 393-8089

Retain Copy with Dealer Repair Order

Internal PAR Information

Complaint: Door Handles peeling causing injury

Cause: Chrome Peeling

Correction: Replace Handles

Justification:

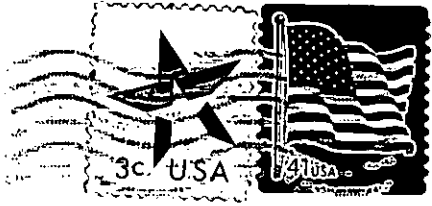
PAR CRS: Tonie Mercado

Additional Comments: Thank You!

[redacted]

PHOENIX AZ 850

12 MAY 09 PM 2 L



05-21-09A08:56 RCVD

Fritz Henderson, CEO
General Motors Corporation
100 Renaissance Ctr
Detroit, MI 43232

48243+1114

[redacted]
Maricopa, AZ [redacted]

RECEIVED
MAY 18 2009
F.A. HENDERSON

May 12, 2009

Fritz Henderson, CEO
General Motors Corporation
100 Renaissance Ctr
Detroit, MI 43232

Dear Mr. Henderson :

I know that with the state of the economy and the company that you have more immediate things to worry about. Nevertheless, I feel compelled to pass on my feelings about my 2007 GMC Yukon.

I will admit, although I grew up in a General Motors household, I have bought a variety of Toyota's and BMW's in the past – and been very happy with them. My father, who worked for your company for over 30 years, and who will be 90 his next birthday, wanted a Yukon knowing it will probably be the last car he rides in. He doesn't drive, but if I was to chauffeur him around, he wanted it to be in a GMC vehicle. I respected his wishes.

I chose theYukon is the flagship of the GMC line. As a luxury vehicle, I expected a lot. The $50,000-plus price tag was reason to expect a lot. I guess that I was too far removed from the state-of-the art in American car technology because what I got was anything but a lot. These problems that I will outline are all quality/design issues. Things go wrong from time to time and that's the reason that dealers have service departments. These are things that were issues with the vehicle before it left the lot – and continue to be issues.

The most annoying is that the "check engine" light stays on almost all of the time. The reason is that if the gas cap isn't perfectly tightened, the system senses an emissions failure fault. As a result, the remote starter stops working until the engine light resets. This takes a couple of weeks after the gas cap is tightened for this to happen. What an annoyance. Plus, if something did happen to the engine, I wouldn't know it because the check engine light is always on and I have no alternative but to ignore it.

Whenever I touch an inside door handle, the chrome finish peels off in my hand. This is on both the driver and passenger vehicle. I am sure this part is made by one of your suppliers – probably in China. For a top-of-the-line luxury vehicle, that shouldn't happen.

The entertainment system leaves a lot to be desired for this kind of vehicle. First off, it doesn't have Bluetooth. I knew that when I bought it, but they didn't have hands-free while driving legislation when I bought it. My 2005 BMW, two years older, has

integrated Bluetooth in the entertainment system. Not being able to search all available radio stations while the car is moving is another annoyance. I can understand why there may be a safety concern when there's only a driver, but what if I am on a trip with my wife and she wants to go through the XM stations? Or enter a destination address? It almost sounds like your product liability lawyers overruled your design engineers.

I am not a disgruntled person with buyer's remorse who's upside down on their car loan. I have had this vehicle for over two years, bought it new, and paid cash for it. I wouldn't buy another GM vehicle because of the lack of quality and design ingenuity that I experienced with this one. Thanks for listening.

Sincerely

[redacted]

joe.wilson@gm.com
06/19/2009 07:45 AM

To michele_valykeo@gmexpert.com
cc
bcc
Subject Re: VIN: 1GKFK66827J[redacted] Customer: [redacted]
LEGAL N.I.S.M.

Michele,
My response to this case is option D.
Joe Wilson

Coming to you from....

Fred Beans Chevrolet, Buick, Pontiac, GMC
845 N. Easton Road
Doylestown, Pa 18902

Phone: 215-345-7100
Fax: 215-348-3441

Please RUSH to: Michele VaLykeo

Faxed from: FRED BEANS GMC

Subject: [redacted]

Number of pages including cover: _____

06/19/2009
07:47:51

SUMMARY HISTORY DISPLAY

3010
PAGE 1

CUSTOMER NAME [redacted] SERIAL NO. 1GKFK66827J[redacted]
TOTAL R/O'S 4 TOTAL SERV. DAYS 15 MAKE GC GMC

LN#	RO.NO.	RO. DATE..	MILES.	ADV/TECH	J#	T	OPERATION CODE.	DESCRIPTION.....
1	226013	02/20/2008	14388	A 1722				
				T 1787	1	W	06CVZ	FRONT SUSPENSION
				T 1787	2	C	01CVZZ012000	12/24/36/48/72/8
2	162734F	11/12/2007	10458	A 600127				
				T 600143	1	I	51ZDZ	ENTERTAINMENT SY
3	162598F	11/05/2007	10462	A 600127				
				T 600143	1	C	01ZDZ05	*LUBE, OIL & FIL
				T 600143	2	W	05ZDZ01	*BRAKE INSPECTIO
				T 600143	3	C	98ZDZ	MISCELLANEOUS
				T 600143	4	W	02ZDZ	BELTS - HOSES
4	156338F	01/19/2007	160	A 600127				
				T 600006	1	I	96ZDZ011	CSI SWAP CHECK
				T 600006	2	I	01ZDZ01IMPDI	PA IM WITH PDI
				T 600006	3	I	01ZDZ01	*PA STATE INSPEC

Check box to pull copies

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(215) 345-7100 Fax (215) 348-3441
www.fredbeans.com

0501IGCCS226013

605909
[redacted]
BRYN MAWR, PA [redacted]

JACKIE RUCH 1722 5532 02/21/08 GCCS226013
14,381 BLACK/
07/GMC/YUKON/4 DOOR WAGON 01/20/07 160
1 G K F K 6 6 8 2 7 J [redacted] BEANS
02/20/08
MO: 14388

[redacted]

```
$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$
$             P A Y M E N T      M E T H O D                      $
$  CASH [   ] CHECK [   ]  CHECK # [..........]                    $
$  VISA [   ] MASTERCARD [   ] DISCOVER [   ] AMEX [   ]           $
$  CHARGE [   ]                      .......] AUTH# 5/22/08        $
$  RCV'D BY [...[redacted]...........] DATE............            $
$                                                                  $
$  PARTS DESIGNATED WITH AN ASTERISK(*)INDICATES LIMITED           $
$  LIFETIME SERVICE GUARANTEE APPLIES FOR CUSTOMER PAY             $
$  REPAIRS                                                         $
$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$
```

TOTAL LABOR....	164.15
TOTAL PARTS....	60.36
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	3.02
TOTAL MISC DISC	0.00
TOTAL TAX......	13.66
TOTAL INVOICE $	**241.19**

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SF607987 Q (01/08)

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0501!GCC5226013

605909 JACKIE RUCH 1722 5532 02/21/08 GCCS226013

[redacted] 14,381 BLACK/

BRYN MAWR, PA [redacted] 07/GMC/YUKON/4 DOOR WAGON 01/20/07 160

1 G K F K 6 6 8 2 7 J [redacted] BEANS

02/20/08

[redacted] MO: 14388

JOB# 1 CHARGES

LABOR
J# 1 06CVZ FRONT SUSPENSION TECH(S):1787 WARRANTY
CUSTOMER STATES RIGHT FRONT STRUT LEAKING, FAILED INSPECTION
SEAL LEAKED AND NEEDS NEW ONE
INSTALL NEW R FRONT NOW OK

E3800 .9

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	25845445	*ABSORBER 7.345		
				TOTAL - PARTS	0.00

173.23.

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX GCCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR
J# 2+01CVZZ012000 12/24/36/48/72/84K TECH(S):1787 164.15
Added Operation (JACI @ 02/20/2008 11:09)
PERFORM 12/24/36/48/72/84,000 MILE INTERVAL PREMIUM SERVICE
BG 208, 110
CHANGE OIL & FILTER (UP TO 5 QTS.) LUBE DOOR, HOOD, & TRUNK
HINGES, INSPECT EXHAUST SYSTEM, CHECK FLUIDS, PERFORM MULTI
POINT INSPECTION, INSTALLED BG MOA MOTOR OIL ADDITIVE,
ROTATE TIRES & ADJUST PRESSURE, INSTALL BG 44K FUEL
TREATMENT, PERFORM BG BATTERY SERVICE, PERFORM BRAKE SERVICE
INSPECTION, PERFORM COMPUTERIZED 4 WHEEL ALIGNMENT.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	9211	BG110/208	26.60	26.60
	1	9886	BATTERY S	9.52	9.52
	1	091314CA	CLEANER	4.49	4.49
	1	PK48	OIL & FILTER	19.75	19.75
	1	89017524	FILTER 1.836	****	****
	7	OIL	5W30 QS	****	****
				TOTAL - PARTS	60.36

JOB# 2 TOTALS

LABOR	164.15
PARTS	60.36

JOB# 2 JOURNAL PREFIX GCCS JOB# 2 TOTAL 224.51

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A		ECOLOGICAL ENVIRONMENTAL HAZARDOUS WASTE FEE		3.02
			TOTAL - MISC	3.02

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $250.00 (+TAX)

COMMENTS
RENTAL TWO DAYS AUTORENT

31.36

 [CONTINUED ON NEXT PAGE] 05:36pm

BF807987 Q (01/08)

FRED BEANS CHEVROLET OLDSMOBILE
845 NORTH EASTON RD
DOYLESTOWN PA. 18901
215-348-3586

Name
Address

Telephone
Vehicle (VIN)
License
Year: 07
Technician
Mileage
Time Printed 2/21/08 5:02 PM

GMC : Yukon Denali : 2007 : with 20" Wheel

Front : Left

Actual	Before	Specified Range
0.6°*		-0.6° 0.4°
		2.6° 4.6°
0.06°		-0.05° 0.15°

Front : Right

Actual	Before	Specified Range
-0.5°		-0.6° 0.4°
		2.3° 4.3°
0.05°		-0.05° 0.15°

Camber
Caster
Toe
SAI
Included Angle
Turning Angle Diff.

Front

	Actual	Before	Specified Range
Cross Camber	1.1°*		-0.5° 0.5°
Cross Caster			-0.2° 0.8°
Cross SAI			
Total Toe	0.11°		-0.10° 0.30°
Cross Turn Diff.			

Rear : Left

Actual	Before	Specified Range
-0.1°		
-0.07°		

Rear : Right

Actual	Before	Specified Range
-0.8°		
0.07°		

Camber
Toe

Rear

	Actual	Before	Specified Range
Cross Camber	0.6°		
Total Toe	0.00°		
Thrust Angle	-0.07°		

* This value is not within specification. Tire wear, handling and safety problems may result.

GCCS162734

GCCS162734

FRED BEANS BUICK-PONTIAC-GMC

835 N. Easton Road, Doylestown, PA 18901
(215) 345-7100 (800) 345-6537
www.fredbeans.com

0601IGCCS162734

56990

[redacted]

BRYN MAWR, PA [redacted]

THOMAS GESNER JR 1245 12 11/24/07 GCCS162734

10,458 / B70262

07/GMC/YUKON XL/4DR 4WD 1500 01/20/07 160

1 G K F K 6 6 8 2 7 J [redacted] BEANS

11/12/07

[redacted]

MO: 10458

JOB# 1 CHARGES

LABOR
J# 1 51CDZ ENTERTAINMENT SYSTEM TECH(S):1684 INTERNAL
CUSTOMER STATES HEAD SET IS MISSING FROM VEHICLE
FROM LAST SERVICE
GAVE CUSTOMER TWO NEW HEADPHONES

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
	2	19132012	DUAL CHAN 9.680			INTERNAL
					TOTAL - PARTS	0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX GCCS JOB# 1 TOTAL 0.00

TOTALS

PAYMENT METHOD
CASH [ ] CHECK [ ] CHECK # [..........]
VISA [ ] MASTERCARD [ ] DISCOVER [ ] AMEX [ ]
CHARGE [ ] ACCOUNT# [[redacted] ..] AUTH # [........]
RCV'D BY [.. [redacted] ..] DATE 11/24/07

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**

VISIT US AT www.fredbeans.com
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* * * THANK YOU FOR ALLOWING US TO SERVICE YOUR NEEDS * * *

CUSTOMER SIGNATURE

RECEIVED
NOV 24 2007
BUICK-PON-GMC

 SERVICE FILE COPY [END OF INVOICE] 01:43pm

SF607987 (12/03)

GCIS162734

GCIS162734

FRED BEANS BUICK-PONTIAC-GMC

835 N. Easton Road, Doylestown, PA 18901
(215) 345-7100 (800) 345-6537
www.fredbeans.com

0601IGCIS162734

56990

[redacted]

BRYN MAWR, PA [redacted]

THOMAS GESNER JR 1245 12 11/24/07 GCIS162734
10,458 / B70262
07/GMC/YUKON XL/4DR 4WD 1500 01/20/07 160
1 G K F K 6 6 8 2 7 J [redacted] BEANS
11/12/07

[redacted]

MO: 10458

JOB# 1 CHARGES

LABOR
J# 1 51CDZ ENTERTAINMENT SYSTEM HOURS: 0.00 TECH(S):1684 0.00

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
1684	11/24/07	13.70	13.70	0.00	0.00	FINISHED
		TOTAL TECH TIME		0.00	0.00	

CUSTOMER STATES HEAD SET IS MISSING FROM VEHICLE
FROM LAST SERVICE
GAVE CUSTOMER TWO NEW HEADPHONES

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	2	19132012	DUAL CHAN 9.680	40.00	80.00
				TOTAL - PARTS	80.00

JOB# 1 TOTALS

PARTS	80.00
JOB# 1 JOURNAL PREFIX GCIS JOB# 1 TOTAL	80.00

TOTALS

CONTROL#	ACCOUNT NUMBER	AMOUNT..
	7750	80.00

TOTAL LABOR....	0.00
TOTAL PARTS....	80.00
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 $	**80.00**

APPROVED BY SIGNATURE

 SERVICE FILE COPY-I [END OF INVOICE] 01:43pm

SF607967 (12/03)

GCWS162598

FRED BEANS BUICK-PONTIAC-GMC

845 N. Easton Road, Route 611 North, Doylestown, PA 18902
(215) 345-7100 Fax (215) 348-3441
www.fredbeans.com

GCWS162598

0601GCWS162598

CUSTOMER No.	ADVISOR	TAG No.	INVOICE DATE	INVOICE No.
56990	THOMAS GESNER JR 1245	6820	11/07/07	GCWS162598
[redacted] BRYN MAWR, PA [redacted]	LABOR RATE / LICENSE No. / MILEAGE 10,458		COLOR /	STOCK No. B70262
	YEAR / MAKE / MODEL 07/GMC/YUKON XL/4DR 4WD 1500		DELIVERY DATE 01/20/07	DELIVERY MILES 160
	VEHICLE I.D. No. 1 G K F K 6 6 8 2 7 J [redacted]		SELLING DEALER NO. BEANS	PRODUCTION DATE
	F. T. E. No. / P.O. No.		R.O. DATE 11/05/07	
[redacted]	COMMENTS			MO: 10462

JOB# 2 CHARGES----------

LABOR----------
J# 2 05CDZ01 *BRAKE INSPECTION HOURS: 0.50 TECH(S):1684 42.52

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
1684	11/05/07	15.30	16.20	0.80	0.00	FINISHED
1684	11/05/07	0.00	0.00	0.00	0.50	OVERRIDE IN INVOICING
		TOTAL TECH TIME		0.80	0.50	

CUSTOMER STATES BRAKE LIGHT IS ON DASSH BOARD
FOUND THE SERVICE BRAKE LIGHT ON. FOUND A C1100 CODE IN SYST
EM. TRACED TO BOOSTER VACCUM GAUGE. FOUND IT TO BE UNPLUGGED
CAUSING THE LIGHT TO COME ON.
TRACED CIRCUTS AND FOUND SENSOR UNPLUGGED. RESECURED CONNECT
OR ON SESOR. ERASED CODES AND ROAD TESTED GOOD.

JOB# 2 TOTALS----------
LABOR 42.52

JOB# 2 JOURNAL PREFIX GCWS JOB# 2 TOTAL 42.52

JOB# 4 CHARGES----------

LABOR----------
J# 4 02CDZ BELTS - HOSES HOURS: 0.20 TECH(S):1684 17.01

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
1684	11/05/07	16.20	16.20	0.00	0.00	FINISHED
1684	11/05/07	0.00	0.00	0.00	0.20	OVERRIDE IN INVOICING
		TOTAL TECH TIME		0.00	0.20	

CUSTOMER STATES BELT IS MAKING A SQUEELING NOISE
FOUND SERP. BELT TO BE GLAZED CAUSING A SQEEK NOISE WHILE DR
IVING.
REPLACED SERP BELT AND ROAD TESTED. GOOD.E

PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
	1	12590622	BELT 1.066	22.54	22.54	31.56	31.56
			COST TOTAL		22.54		
					TOTAL - PARTS		31.56

JOB# 4 TOTALS----------
LABOR 17.01
PARTS 31.56

JOB# 4 JOURNAL PREFIX GCWS JOB# 4 TOTAL 48.57

R/O TAX 0.00
R/O TOTALS 91.09

WARRANTY CLAIM DETAIL TOTALS----------

CLAIM#.....	TOTAL....
162598	91.09
CLAIM TOTALS	91.09

 [CONTINUED ON NEXT PAGE]

GCWS162598

FRED BEANS BUICK-PONTIAC-GMC

845 N. Easton Road, Route 611 North, Doylestown, PA 18902
(215) 345-7100 Fax (215) 348-3441
www.fredbeans.com

GCWS162598

0601IGCWS162598

CUSTOMER No.	ADVISOR	TAG No.	INVOICE DATE	INVOICE No.
56990	THOMAS GESNER JR 1245	6820	11/07/07	GCWS162598
[redacted] BRYN MAWR, PA [redacted]	LABOR RATE / LICENSE No. / MILEAGE 10,458		COLOR /	STOCK No. B70262
	YEAR / MAKE / MODEL 07/GMC/YUKON XL/4DR 4WD 1500		DELIVERY DATE 01/20/07	DELIVERY MILES 160
	VEHICLE I.D. No. 1 G K F K 6 6 8 2 7 J [redacted]		SELLING DEALER NO. BEANS	PRODUCTION DATE
	F. T. E. No. / P.O. No.		R.O. DATE 11/05/07	
[redacted]	COMMENTS			MO: 10462

APPROVED BY SIGNATURE

DCS AUDIT SLIP----------

DCS DATA FILE: GMGMWF.483
11/07/2007 WARRANTY NEW CLAIM
1139

RO NUMBER	RO DATE	VIN	DIV	DEALER	ODOMETER	SERVICE ADVISOR #
162598	11/05/2007	1GKFK66827J[redacted]	8	14064	10458	XXX-XX-0060

CUSTOMER NAME: FIRST:[redacted] MIDDLE:
LAST:[redacted] PHONE;WORK: [redacted]

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
1	02		WB				3F	N6600	.5			42.52

LN-TOT: 42.52 TECH SSN: XXX-XX-6810 AUTH CODE: AUTH. AUTHOR.:
COMMENTS: CUSTOMER STATES BRAKE LIGHT IS ON DASSH BOARD FOUND THE SERVICE BRAKE LIGHT ON. FOUND A C1100 CODE IN SYST EM. TRACED TO BOOSTTRACED CIR CUTS AND FOUND SENSOR UNPLUGGED. RESECURED CONNECT

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
2	04		NV	1	12590622	31.56	2C	J0667	.2			17.01

LN-TOT: 48.57 TECH SSN: XXX-XX-6810 AUTH CODE: AUTH. AUTHOR.:

R.O. TOTAL: 91.09

********** D U P L I C A T E I N V O I C E **********

SF607957 Q (01/08)

Monica Baeza/Austin/GM1
07/07/2009 11:58 AM

To "Laura Applegate" <lapplegate@mylemon.com>@SITELCWEB
cc
bcc
Subject Well SR 71-734033223 VIN 1GKFK66827J[redacted]

Laura,

I might have sent this via fax. But I attached it anyway. Please advise.

7.2.09 offer.doc 7.2.09 release.doc

Thanks,
Monica Baeza
Business Resource Center
Adtiya Birla Minacs
1-866-790-5600 ext 11325
1-866-233-2952 fax
monica_baeza@gmexpert.com

GMAC SMARTLEASE® AGREEMENT — Monthly Payment

LESSEE name and address, including county	Garaging address (if different)	LESSOR (Retailer)
[redacted] BRYN MAWR PA [redacted]	N/A Principal driver (if business use) N/A	FRED BEANS CAD/OLDS, INC 835 N. EASTON RD DOYLESTOWN PA 18901

This is an agreement to lease a vehicle. This is not a purchase agreement. You are not buying the vehicle. By signing this lease, you agree to everything on the front and back. "We," "us," and "our" refer to Lessor named above and any assignee. An "assignee" is a person to whom this lease is assigned (if it is assigned).

XX If this box is checked, Lessor (Retailer) will assign this lease and sell the vehicle to General Motors Acceptance Corporation ("GMAC").

☐ If this box is checked, GMAC helped to arrange this lease and Lessor (Retailer) will assign it and sell the vehicle to Central Originating Lease Trust.

☐ If this box is checked, Lessor (Retailer) will assign this lease and sell the vehicle to N/A

☐ If this box is checked, Lessor (Retailer) intends not to assign this lease.

THE VEHICLE YOU ARE LEASING

New/Used	Year	Make & Model	Body Style	Vehicle ID #	Mileage	Primary Use
NEW	2007	GMC YUKON XL	4DR 4WD	15 1GKFK66827J[redacted]	160	☒ Personal, Family, or Household ☐ Commercial, Business, or Agricultural ☐ Public Conveyance

Dealer Installed Options: N/A GVW (if truck) ______

FEDERAL CONSUMER LEASING ACT DISCLOSURES

1. Amount Due at Lease Signing or Delivery (Itemized Below)* $ 2800.00

2. Monthly Payments Your first monthly payment of $ 878.26 is due on 01/20/2007, followed by 38 payments of $ 878.26 due on the 20th of each month. The total of your monthly payments is $ 34252.14

3. Other Charges (not part of your monthly payment) Disposition fee (if you do not purchase the vehicle) $ N/A; N/A $ N/A; Total $ N/A

4. Total of Payments (The amount you will have paid by the end of the lease.) $ 35273.88

*Itemization of Amount Due at Lease Signing or Delivery

5. Amount Due at Lease Signing or Delivery:

a. Capitalized cost reduction	$ 764.03
b. First monthly payment	$ 878.26
c. Refundable security deposit	$ 900.00
d. Title fees	$ 22.50
e. Registration fees	$ 146.00
f. Sales/use tax	$ 68.76
g. ON-LINE FEE	$ 45.45
h. DOC=55.00	$ 55.00
i. ENCUMB=5.00 TIRE=5.00 NOTARY=10.00	$ 20.00
j. Total	$ 2800.00

6. How the Amount Due at Lease Signing or Delivery will be paid:

a. Net trade-in allowance	$ N/A
b. Rebates and noncash credits	$ N/A
c. Amount to be paid in cash	$ 2800.00
d. Total	$ 2800.00

7. Your monthly payment is determined as shown below:

a. Gross capitalized cost. The agreed upon value of the vehicle ($ 55736.00) and any items you pay for over the lease term (such as service contracts, insurance, and any outstanding prior credit or lease balance)	$ 56331.00
b. Capitalized cost reduction. The amount of any net trade-in allowance, rebate, noncash credit, or cash you pay that reduces the gross capitalized cost	- $ 764.03
c. Adjusted capitalized cost. The amount used in calculating your base monthly payment	= $ 55566.97
d. Residual value. The value of the vehicle at the end of the lease used in calculating your base monthly payment	- $ 34877.85
e. Depreciation and any amortized amounts. The amount charged for the vehicle's decline in value through normal use and for other items paid over the lease term	= $ 20689.12
f. Rent charge. The amount charged in addition to the depreciation and any amortized amounts	+ $ 10734.74
g. Total of base monthly payments. The depreciation and any amortized amounts plus the rent charge	= $ 31423.86
h. Lease payments. The number of payments in your lease	÷ 39
i. Base monthly payment	= $ 805.74
j. Monthly sales/use tax (estimated)	+ $ 72.52
k. N/A	+ $ N/A
l. Total monthly payment	= $ 878.26

Early Termination. You may have to pay a substantial charge if you end this lease early. The charge may be up to several thousand dollars. The actual charge will depend on when the lease is terminated. The earlier you end the lease, the greater this charge is likely to be.

8. Excessive Wear and Use. You may be charged for excessive wear based on our standards for normal use and for mileage in excess of 15000 miles per year at the rate of $ 0.15 per mile.

9. Purchase Option at End of Lease Term. You have an option to buy the vehicle at the end of the lease term for $ 34977.85, plus official fees and taxes.

10. Other Important Terms. See your lease documents for additional information on early termination, purchase options and maintenance responsibilities, warranties, late and default charges, and insurance.

11. ITEMIZATION OF GROSS CAPITALIZED COST.

a. Agreed upon value of the vehicle	$ 55736.00
b. GMAC administrative fee	+ $ 595.00
c. License/registration/title fees	+ $ N/A
d. Sales tax	+ $ N/A
e. Other tax (describe) N/A	+ $ N/A
f. Optional service contract	+ $ N/A
g. Optional maintenance contract	+ $ N/A
h. Optional life insurance	+ $ N/A
i. Optional disability insurance	+ $ N/A
j.	+ $ N/A
k.	+ $ N/A
l. Gross Capitalized Cost	= $ 56331.00

12. THE VEHICLE YOU ARE TRADING ______ (year) ______ (make) ______ (model)

Gross trade-in value	$ N/A
Payoff	- $ N/A
Net trade-in value	= $ N/A

13. OFFICIAL FEES AND TAXES. You will pay all government license, title, registration, testing, and inspection fees for the vehicle. You will pay all taxes on the lease or the vehicle that the government levies on you, the vehicle, or us (except our net income taxes). We may change your monthly payment if taxes change. We may bill you separately for official fees and taxes.

TOTAL ESTIMATED FEES AND TAXES YOU MUST PAY DURING LEASE $ 3111.99

The actual total of fees and taxes may be higher or lower depending on tax rates in effect or the vehicle value when a fee or tax is assessed.

a. Title/lien fees	$ 22.50
b. Registration fees/taxes	$ 147.00
c. License fees/taxes	$ N/A
d. Sales/use taxes (including tax on capitalized cost reduction)	$ 2897.04
e. Excise taxes	$ N/A
f. Property taxes	$ N/A
g. Other (describe) N/A	$ N/A
h. Other (describe) ON-LINE FEE	$ 45.45
i. Other (describe) N/A	$ N/A

14. MILEAGE.

Base Mileage Allowance. ☒ 15,000 miles/year. ☐ Low mileage: 12,000 miles/year. ☐ Medium-duty truck (gasoline): 25,000 miles/year ☐ Medium-duty truck (diesel): 35,000 miles/year

Extra Miles. You are buying N/A extra miles at $ N/A per mile. If this lease ends on or after the last scheduled payment is due, we will credit you with $ N/A per mile for each unused extra mile. There will be no credit if the lease ends early, you buy the vehicle, or the vehicle is a total loss.

Total Allowed Mileage on the Odometer at Lease End is 48910 miles.

Starting odometer mileage	160 miles
Base mileage allowance	+ 48750 miles
Purchased extra miles	+ N/A miles

Excess Mileage Charge. The excess mileage charge is $ 0.15 per mile for each mile beyond the total allowed miles, plus tax. If the lease ends early and the vehicle is not a total loss, any excess mileage and wear charge will not be more than residual value minus the vehicle sale price. There is no excess mileage charge if you buy the vehicle.

15. LATE CHARGE. If you do not pay a monthly payment 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.

16. CHARGE FOR FINES. If the government places a fine on the vehicle and you do not pay it promptly, we may pay it. Each time we pay a fine, you will pay us the fine plus $20.

17. SCHEDULED LEASE END DATE. This lease is scheduled to end 04/19/2010 (month) (day) (year). You are scheduled to return the vehicle on this date.

18. LEASE END DAILY EXTENSION CHARGE. $ 59.00 per day (plus tax), beginning on the eighth day after scheduled lease end date.

19. REQUIRED VEHICLE INSURANCE INFORMATION. You affirm that liability and physical damage policies that meet our requirements (see the other side) are in force on the date of the lease as follows:

Insurance company name: FIREMAN'S FUND
Insurance agency name: CBIZ INSURANCE SERVICES
Agency address: 401 PLYMOUTH RD STE 200 PLYMOUTH MEETING PA 1946
Agency phone no.: [redacted]
Agent's name:
Policy no.: YZE 1232 23 52 ☒ Liability ☒ Physical damage
Deductibles: Collision $ 500 Comprehensive $ 500

Insurance company name: N/A
Insurance agency name: N/A
Agency address: N/A
Agency phone no.: N/A
Agent's name: N/A
Policy no.: N/A ☐ Physical damage
Deductibles: Collision $ N/A Comprehensive $ N/A

20. OPTIONAL LIFE AND DISABILITY INSURANCE. We do not require life or disability insurance. If you sign below, we will try to get the coverage(s) checked for the lease term. We will include the premium in your base monthly payment. A notice you receive when you sign this lease describes the coverage(s). The insurance may not cover taxes and other amounts due besides the base monthly payment.

Insurer name: N/A
Address: N/A
N/A

☐ Life Insurance (☐ Lessee ☐ Co-Lessee ☐ Both) Premium $ N/A; Coverage limit $ N/A

☐ Disability Insurance (Lessee only) Premium $ N/A; Monthly coverage limit $ N/A

LESSEE'S SIGNATURE: X N/A Age N/A

CO-LESSEE'S SIGNATURE: X N/A Age N/A

21. WARRANTY AND EXCLUSION OF WARRANTY. You have the benefit of any warranty checked below.

☒ Standard manufacturer's warranty

☐ N/A

Warranty papers that are separate from this lease state any coverage limits. The law gives you a warranty that the vehicle conforms to the description in this lease. THERE ARE NO OTHER EXPRESS WARRANTIES ON THE VEHICLE. WE MAKE NO IMPLIED WARRANTY OF MERCHANTABILITY. THERE IS NO WARRANTY THAT THE VEHICLE IS FIT FOR A PARTICULAR PURPOSE.

22. OPTIONAL SERVICE AND MAINTENANCE CONTRACTS.

Name N/A Term N/A months N/A miles
Name N/A Term N/A months N/A miles

If you are buying a service or maintenance contract now, you may pay for it at lease signing. If you do not, the price will be in the capitalized cost and you will pay rent charges on the price.

THIS IS THE ENTIRE AGREEMENT. This lease, including the front and back of this form, contains the entire agreement between you and [redacted] change to the terms [redacted] by you and us. No oral changes are binding.

LESSEE: X [redacted] BY: X CO-LESSEE: X [redacted]

We may delay or refrain from enforcing any of our rights under this lease without losing them.

NOTICE TO LESSEE: 1. DO NOT SIGN THIS AGREEMENT BEFORE YOU READ IT. 2. YOU ARE ENTITLED TO A COPY OF TH[redacted]

YOU SIGNE[redacted]D A COPY AT DOYLESTOWN (city) PA (state) [redacted] 2007 (year)

LESSEE: X [redacted] BY: X [redacted]

LESSOR: [redacted] SIGNATURE AND TITLE X

Lessor assigns all right, title, and interest in this lease to the party identified in the lease as the intended assignee, under the terms of the Lease Plan Dealer Agreement in effect from time to time with the assignee (the "Dealer Agreement"). Lessor also assigns all right, title, and interest in the leased vehicle to the party identified in this lease as the intended assignee, for its designee, under the terms of the Dealer Agreement.

LESSOR: [redacted] BY: X [redacted] (TITLE)

SEE OTHER SIDE FOR OTHER IMPORTANT AGREEMENTS INCLUDING A PROHIBITION OF TRANSFER OF YOUR INTEREST.

Fred Beans
Family of Dealerships

Lease Agreement

STK#: B70262 DATE: 01/20/2007

☐ FORD LINCOLN MERCURY 215.348.2900
☐ DODGE SUBARU SUZUKI 215.348.7500
☐ CADILLAC BUICK PONTIAC GMC 215.345.7100
☐ CHEVY/OLDS DAEWOO 215.348.3586
☐ HYUNDAI ISUZU SAAB 215.345.8200
☐ MITSUBISHI 215.340.7950
☐ SATURN OF DOYLESTOWN 215.348.5990

Lessee: [redacted]
Co-Lessee:
Address:
BRYN MAWR PA [redacted]
Email Address
Lessee Drivers No.
Phone Home ([redacted] State PA
Work [redacted]

Lessor: GMAC
Address: PO BOX 8140
COCKEYSVILLE MD 21030

VEHICLE LEASED

Year 2007 Make GMC
Model YUKON XL
Body Type 4DR 4WD 1500 Engine
Exterior Color
Interior Trim
VIN 1GKFK66827J [redacted]
Door Ignition
Key No.
Del Date Time
Salesperson RICH DAVIS Mileage 160

INSURANCE INFORMATION

Insurance Company FIREMAN'S FUND
Agent CBIZ INSURANCE SERVICES
Agent Address 401 PLYMOUTH RD STE 200
PLYMOUTH MEETING PA 19462
Agent Phone (610)862-2249
Policy Number VZE 1232 23 52
Effective Date 01/21/2006 Expiration Date 01/21/2008
Comp. Deduct $ 500.00 Collision Deduct $ 500.00

TRADE-IN INFORMATION

Year Make Model Mileage
VIN STK # P-
Lienholder Line
Lienholder Address: Figure

Balance N/A Good Until
Trade Allowance N/A
Lessee's Signature [redacted]
Co-Lessee's Signature

Monthly Charges	Base Payment	805.74
	Sales/Use Tax	72.52
	TOTAL PAYMENT	878.26
Cash Due At Delivery	First Month Payment	878.26
	Security Deposit	900.00
	State Motor Veh. Fees: Title 22.50 Lien 5.00 Transfer N/A Reg (GVWR 36.00) Misc ( ) 45.45	
	Temp. Plate (MTL Trans.)	108.95
	Documentation	10.00
	Messenger	55.00
	Notary	N/A
	Cash Down Payment	10.00
	Sales Tax on Cash Down Payment	764.03
	Dealer Installed Options	68.76
	Sales Tax on Dealer Options	N/A
	Tire Tax	N/A
	Luxury Tax	5.00
	Sub-Total	N/A
	Less Deposit	2800.00
	TOTAL CASH DUE AT DELIVERY	(- N/A) 2800.00
Purchase Option	$ 34977.85 Purchase Option Price	
TERM	39 MONTHS	
Total Mileage	48750 Miles	

Dealer Installed Options Included Above:

Sales Representative
Accepted by: [signature]
Manager

GMAC

THANK YOU FOR LEASING WITH YOUR DEALER AND GMAC.

FOR ASSISTANCE CALL: 800-200-4622
TDD/TTY (HEARING IMPAIRED): 800-833-4622
visit us at www.gmacfs.com

[redacted]
BRYN MAWR PA [redacted]

MAKE/MODEL: 07 GMC YUKON
VIN: 1GKFK66827J[redacted]

ACCOUNT NUMBER : [redacted]

STATEMENT REFLECTS
PAYMENT(S) RECEIVED THROUGH: 10/29/08

ACCOUNT SUMMARY

NEXT PAYMENT DUE	
Due Date	11/20/08
Base Payment	805.74
Sales/Use Tax	72.52
Per. Property Tax	
Other Scheduled	
TOTAL	878.26

PAST DUE PAYMENTS REMIT IMMEDIATELY	
Due Date	Amount
TOTAL	

OTHER AMOUNTS DUE REMIT IMMEDIATELY	
Late Charge	
Extension Fee	
Summons	
Registration Fee	
Miscellaneous	
TOTAL	

REMAINING PAYMENTS: 17

SCHEDULED END DATE: 04/19/10

TOTAL DUE:	878.26

MESSAGES

RETURN THIS PORTION WITH YOUR PAYMENT

ACCOUNT NUMBER: [redacted]

GMAC
www.gmacfs.com

NEXT PAYMENT DUE:	878.26
TOTAL PAST DUE:	
TOTAL OTHER:	
TOTAL AMOUNT DUE:	878.26
AMOUNT PAID:	

PAYMENT PROCESSING CENTER
PO BOX 78234
PHOENIX AZ 85062-8234

DO NOT SEND CASH OR POST DATED CHECKS. ALL CHECKS WILL BE DEPOSITED UPON RECEIPT. MAKE CHECKS PAYABLE TO GMAC. RETURN THIS NOTICE WITH YOUR PAYMENT TO THE ABOVE ADDRESS.

04 07 020 9104 37883 8 00087826 4 7 0

LAW OFFICES
DAVID J. GORBERG & ASSOCIATES, P.C.
700 TIMES BUILDING
SUBURBAN SQUARE
ARDMORE, PA 19003

FIRST CLASS MAIL

GENERAL MOTORS CORPORATION
PONTIAC DIVISION
P O BOX 33172
DETROIT, MI 48232-5172

DAVID J. GORBERG & ASSOCIATES, P.C.

700 TIMES BUILDING
SUBURBAN SQUARE
ARDMORE, PA 19003

1 (800) MY-LEMON
1 (800) 695-3666

(215) 665-7660
FAX (215) 563-8738

www.MyLemon.com

DAVID J. GORBERG†
TAMMY J. SCHMITT
LAURA L. APPLEGATE
NICOLE VITALE*
SAMUEL T. LEHEW*

*MEMBER OF PA AND NJ BARS
†MEMBER OF PA AND NY BARS

NEW JERSEY OFFICE
100 CENTURY PARKWAY
SUITE 305
MT. LAUREL, NJ 08054
(856) 797-0703
FAX (856) 983-6123

PITTSBURGH OFFICE
2325 GRANT BLDG.
330 GRANT STREET
PITTSBURGH, PA 15219
(412) 894-9970
FAX (412) 894-9983

June 12, 2009

GENERAL MOTORS CORPORATION
PONTIAC DIVISION
P O BOX 33172
DETROIT, MI 48232-5172

RE: Our Client: [redacted]
Vehicle: **2007 GMC Yukon Denali**
Vin #: **1GKFK66827J**[redacted]

Dear Legal Department:

Please be advised this office represents the above individual under any and all of the following claims:

Pennsylvania's Automobile Lemon Law Act, Magnuson-Moss Act, Uniform Commercial Code and Unfair Trade Practices Act.

Having been formally notified of our representation, you are instructed not to contact our client under any circumstances. Direct all inquiries to this office.

The Primary non-conformities for which relief is sought include the following:

Defective engine and/or transmission

Kindly confirm receipt of this letter, and have a representative contact our office to discuss this matter at your first convenience.

Very truly yours,

DAVID J. GORBERG

DJG/aw

GMAC SMARTLEASE® AGREEMENT — Monthly Payment

LESSEE (and CO-LESSEE) (Print name and address, including county)	Garaging address (if different)	LESSOR (Retailer)
[redacted] BRYN MAWR PA [redacted]	N/A Principal driver (if business use) N/A	FRED BEANS CAD/OLDS, INC 835 W. EASTON RD DOYLESTOWN PA 18901

This is an agreement to lease a vehicle. This is not a purchase agreement. You are not buying the vehicle. By signing this lease, you agree to everything on the front and back.
"We," "us," and "our" refer to Lessor named above and any assignee. An "assignee" is a person to whom this lease is assigned (if it is assigned).

☒ If this box is checked, Lessor (Retailer) will assign this lease and sell the vehicle to General Motors Acceptance Corporation ("GMAC").

☐ If this box is checked, GMAC helped to arrange this lease and Lessor (Retailer) will assign it and sell the vehicle to Central Originating Lease Trust.

☐ If this box is checked, Lessor (Retailer) will assign this lease and sell the vehicle to N/A

☐ If this box is checked, Lessor (Retailer) intends not to assign this lease.

THE VEHICLE YOU ARE LEASING

New/Used	Year	Make & Model	Body Style	Vehicle ID #	Mileage	Primary Use
NEW	2007	GMC YUKON XL	4DR 4WD	15 1GKFK66827J2[redacted]	160	☒ Personal, Family, or Household ☐ Commercial, Business, or Agricultural GVW (if truck) ☐ Public Conveyance

Dealer Installed Options: N/A

FEDERAL CONSUMER LEASING ACT DISCLOSURES

1. Amount Due at Lease Signing or Delivery (Itemized Below)* 2800.00

2. Monthly Payments Your first monthly payment of $ 878.26 is due on 01/20/2007, followed by 38 payments of $ 878.26 due on the 20th of each month. The total of your monthly payments is $ 34252.14

3. Other Charges (not part of your monthly payment) Disposition fee (if you do not purchase the vehicle) N/A $ N/A $ N/A Total $ N/A

4. Total of Payments (The amount you will have paid by the end of the lease.) $ 35273.88

Itemization of Amount Due at Lease Signing or Delivery

5. Amount Due at Lease Signing or Delivery:

a. Capitalized cost reduction (this amount reduces your monthly payment)	$ 764.03
b. First monthly payment	$ 878.26
c. Refundable security deposit	$ 900.00
d. Title fees	$ 22.50
e. Registration fees	$ 46.00
f. Sales/use tax	$ 68.76
g. ON-LINE FEE	$ 45.45
h. DOC=55.00 ENCUMB=5.00 TIRE=5.00 NOTARY=10.00	$ 20.00
j. Total	$ 2800.00

6. How the Amount Due at Lease Signing or Delivery will be paid:

a. Net trade-in allowance	$ N/A
b. Rebates and noncash credits	$ N/A
c. Amount to be paid in cash	$ 2800.00
d. Total	$ 2800.00

7. Your monthly payment is determined as shown below:

a. Gross capitalized cost. The agreed upon value of the vehicle ($ 55736.00) and any items you pay for over the lease term (such as service contracts, insurance, and any outstanding prior credit or lease balance)	$ 56331.00
b. Capitalized cost reduction. The amount or any net trade-in allowance, rebate, noncash credit, or cash) you pay that reduces the gross capitalized cost	$ 764.03
c. Adjusted capitalized cost. The amount used in calculating your base monthly payment	$ 55566.97
d. Residual value. The value of the vehicle at the end of the lease used in calculating your base monthly payment	$ 34877.85
e. Depreciation and any amortized amounts. The amount charged for the vehicle's decline in value through normal use and for other items paid over the lease term	$ 20689.12
f. Rent charge. The amount charged in addition to the depreciation and any amortized amounts	$ 10734.74
g. Total of base monthly payments. The depreciation and any amortized amounts plus the rent charge	$ 31423.86
h. Lease payments. The number of payments in your lease	× 39
i. Base monthly payment	$ 805.74
j. Monthly sales/use tax (estimated)	$ 72.52
k. N/A	$ N/A
l. Total monthly payment	$ 878.26

!! Early Termination: You may have to pay a substantial charge if you end this lease early. The charge may be up to several thousand dollars. The actual charge will depend on when the lease is terminated. The earlier you end the lease, the greater this charge is likely to be.

8. **Excessive Wear and Use.** You may be charged for excessive wear based on our standards for normal use and for mileage in excess of 15000 miles per year at the rate of $ 0.15 per mile.

9. **Purchase Option at End of Lease Term.** You have an option to buy the vehicle at the end of the lease term for $ 34977.85 plus official fees and taxes.

10. **Other Important Terms.** See your lease documents for additional information on early termination, purchase options and maintenance responsibilities, warranties, late and default charges, and insurance.

11. ITEMIZATION OF GROSS CAPITALIZED COST

a. Agreed upon value of the vehicle	$ 55736.00
b. GMAC administrative fee	+ $ 595.00
c. License/registration/title fees	+ $ N/A
d. Sales tax	+ $ N/A
e. Other tax (describe) N/A	+ $ N/A
f. Optional service contract	+ $ N/A
g. Optional maintenance contract	+ $ N/A
h. Optional life insurance	+ $ N/A
i. Optional disability insurance	+ $ N/A
j.	+ $ N/A
k.	+ $ N/A
l. Gross Capitalized Cost	= $ 56331.00

12. THE VEHICLE YOU ARE TRADING (year) (make) (model)

Gross trade-in value	$ N/A
Payoff	− $ N/A
Net trade-in value	= $ N/A

13. OFFICIAL FEES AND TAXES. You will pay all government license, title, registration, testing, and inspection fees for the vehicle. You will pay all taxes on the lease or the vehicle that the government levies on you, the vehicle, or us (except our net income taxes). We may change your monthly payment if lease charges we may bill you separately for official fees and taxes.

TOTAL ESTIMATED FEES AND TAXES YOU MUST PAY DURING LEASE $ 3111.99

The actual total of fees and taxes may be higher or lower depending on tax rates in effect or the vehicle value when a fee or tax is assessed.

a. Title/lien fees	$ 22.50
b. Registration fees/taxes	$ 147.00
c. License fees/taxes	$ N/A
d. Sales/use taxes (including tax on capitalized cost reduction)	$ 2897.04
e. Excise taxes	$ N/A
f. Property taxes	$ N/A
g. Other (describe) N/A	$ N/A
h. Other (describe) ON-LINE FEE	$ 45.45
i. Other (describe) N/A	$ N/A

14. MILEAGE.

Base Mileage Allowance: ☒ 15,000 miles/year ☐ Low mileage: 12,000 miles/year
☐ Medium-duty truck (gasoline): 25,000 miles/year
☐ Medium-duty truck (diesel): 35,000 miles/year

Extra Miles. You are buying N/A extra miles at $ N/A mile. If this lease ends on or after the last scheduled payment is due, we will credit you with $ N/A per mile for each unused extra mile. There will be no credit if the lease ends early, you buy the vehicle, or the vehicle is a total loss.

Total Allowed Mileage on the Odometer at Lease End is 49910 miles.

Starting odometer mileage	160 miles
Base mileage allowance	+ 48750 miles
Purchased extra miles	+ N/A miles

Excess Mileage Charge. The excess mileage charge is $ 0.15 per mile for each mile beyond the total allowed miles, plus tax. If the lease ends early and the vehicle is not a total loss, any excess mileage and wear charge will not be more than residual value minus the vehicle sale price. There is no excess mileage charge if you buy the vehicle.

15. LATE CHARGE. If you do not pay a monthly payment 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.

16. CHARGE FOR FINES. If the government places a fine on the vehicle and you do not pay it promptly, we may pay it. Each time we pay a fine, you will pay us the fine plus $20.

17. SCHEDULED LEASE END DATE. This lease is scheduled to end 04/19/2010 (month) (day) (year). You are scheduled to return the vehicle on this date.

18. LEASE END DAILY EXTENSION CHARGE. $ 59.00 per day (plus tax) beginning on the eighth day after scheduled lease end date.

19. REQUIRED VEHICLE INSURANCE INFORMATION. You affirm that liability and physical damage policies that meet our requirements (see the other side) are in force on the date of the lease as follows:

Insurance company name: FIREMAN'S FUND
Insurance agency name: CBIZ INSURANCE SERVICES
Agency address: 401 PLYMOUTH RD STE 200 PLYMOUTH MEETING PA 1946
Agency phone no.: (610)862-2249
Agent's name:
Policy no.: V7F 1232 23 52 ☒ Liability ☒ Physical damage
Deductibles: Collision $ 500 Comprehensive $ 500

Insurance company name: N/A
Insurance agency name: N/A
Agency address: N/A
Agency phone no.: N/A
Agent's name: N/A
Policy no.: N/A ☐ Physical damage
Deductibles: Collision $ N/A Comprehensive $ N/A

20. OPTIONAL LIFE AND DISABILITY INSURANCE. We do not require life or disability insurance. If you sign below, we will try to get the coverage(s) checked for the lease term. We will include the premium in your base monthly payment. A notice you receive when you sign this lease describes the coverage(s). The insurance may not cover taxes and other amounts due besides the base monthly payment.

Insurer: N/A
Address: N/A
N/A

☐ Life insurance (☐ Lessee ☐ Co-Lessee ☐ Both) Premium $ N/A
Coverage limit $ N/A

☐ Disability insurance (Lessee only) Premium $ N/A
Monthly coverage limit $ N/A

LESSEE'S SIGNATURE: x N/A Age: N/A
CO-LESSEE'S SIGNATURE: x N/A Age: N/A

21. WARRANTY AND EXCLUSION OF WARRANTY. You have the benefit of any warranty checked below.

☒ Standard manufacturer's warranty
☐ N/A

Warranty papers that are separate from this lease state any coverage limits.
The law gives you a warranty that the vehicle conforms to the description in this lease.
THERE ARE NO OTHER EXPRESS WARRANTIES ON THE VEHICLE. WE MAKE NO IMPLIED WARRANTY OF MERCHANTABILITY. THERE IS NO WARRANTY THAT THE VEHICLE IS FIT FOR A PARTICULAR PURPOSE.

22. OPTIONAL SERVICE AND MAINTENANCE CONTRACTS.

Name: N/A Term: N/A months/N/A miles
Name: N/A Term: N/A months/N/A miles

If you are buying a service or maintenance contract now, you may pay for it at lease signing. If you do not, the price will be in the capitalized cost and you will pay rent charges on the price.

THIS IS THE ENTIRE AGREEMENT. This lease, including the front and back of this form, contains the entire agreement between you and us. No change to the terms of [redacted] you and us. No oral changes are binding.

LESSEE: x [redacted] BY: x [redacted] CO-LESSEE: x [redacted]

We may delay [redacted] under this lease without losing them.

NOTICE TO LESSEE: 1. DO NOT SIGN THIS AGREEMENT BEFORE YOU READ IT. 2. YOU ARE ENTITLED TO A COPY OF [redacted]

YOU SIGNED THIS AGREEMENT AND RECEIVED A COPY AT DOYLESTOWN (city) PA (state) 2007 (year)

LESSEE: [redacted] BY: x [redacted]

LESSOR: FRED BEANS CAD/OLDS, INC SIGNATURE (TITLE) x [redacted]

Lessor assigns all right, title, and interest in this lease to the party identified in this lease as the [redacted] the Lease Plan Dealer Agreement in effect from time to time with the assignee (the "Dealer Agreement"). Lessor also assigns all rights [redacted] in this lease as the intended assignee, for its designee, under the terms of the Dealer Agreement.

LESSOR: FRED BEANS CAD/OLDS, INC BY: x [redacted] (TITLE)

SEE OTHER SIDE FOR OTHER IMPORTANT AGREEMENTS INCLUDING A PROHIBITION OF TRANSFER OF YOUR INTEREST.

Fred Beans
Family of Dealerships

Lease Agreement

STK#: B70262 DATE: 01/20/2007

☐ FORD LINCOLN MERCURY 215.348.2900
☐ DODGE SUBARU SUZUKI 215.348.7500
☐ CADILLAC BUICK PONTIAC GMC 215.345.7100
☐ CHEVY/OLDS DAEWOO 215.348.3586
☐ HYUNDAI ISUZU SAAB 215.345.8200
☐ MITSUBISHI 215.340.7950
☐ SATURN OF DOYLESTOWN 215.348.5990

Lessee: [redacted]
Co-Lessee:
Address:
BRYN MAWR PA [redacted]
Email Address
Lessee Drivers No [redacted]
Phone Home [redacted] State PA
Work [redacted]

VEHICLE LEASED

Year 2007 Make GMC
Model YUKON XL
Body Type 4DR 4WD 1500 Engine
Exterior Color
Interior Trim
VIN 1GKFK66827J [redacted]
Key No. Door Ignition
Del. Date Time
Salesperson RICH DAVIS Mileage 160

INSURANCE INFORMATION

Insurance Company FIREMAN'S FUND
Agent CBIZ INSURANCE SERVICES
Agent Address 401 PLYMOUTH RD STE 200
PLYMOUTH MEETING PA 19462
Agent Phone (610)862-2249
Policy Number [redacted]
Effective Date 01/21/2006 Expiration Date 01/21/2008
Comp. Deduct $ 500.00 Collision Deduct $ 500.00

TRADE IN INFORMATION

Year Make Model Mileage
VIN
STK # P-
Lienholder Line Figure
Lienholder Address:
Balance N/A Good Until
Trade Allowance N/A
Lessee's Signature [redacted]
Co-Lessee's Signature

Lessor: GMAC
Address: PO BOX 8140
COCKEYSVILLE MD 21030

Monthly Charges	Base Payment	805.74
	Sales/Use Tax	72.52
	TOTAL PAYMENT	878.26
Cash Due At Delivery	First Month Payment	878.26
	Security Deposit	900.00
	State Motor Veh. Fees: Title 22.50 Lien 5.00; Transfer N/A; Reg (GVWR 36.00); Misc ( ) 45.45	
	Temp. Plate (MTL Trans.)	108.95
	Documentation	10.00
	Messenger	55.00
	Notary	N/A
	Cash Down Payment	10.00
	Sales Tax on Cash Down Payment	764.03
	Dealer Installed Options	68.76
	Sales Tax on Dealer Options	N/A
	Tire Tax	N/A
	Luxury Tax	5.00
	Sub-Total	N/A
	Less Deposit	2800.00
	TOTAL CASH DUE AT DELIVERY	(- N/A) 2800.00

Purchase Option $ 34977.85 Purchase Option Price
TERM 39 MONTHS
Total Mileage 48750 Miles
Dealer Installed Options Included Above:

Sales Representative
Accepted by: [signature]
Manager

GMAC

THANK YOU FOR LEASING WITH YOUR DEALER AND GMAC.

FOR ASSISTANCE CALL: 800-200-4622
TDD/TTY (HEARING IMPAIRED): 800-833-4622
visit us at www.gmacfs.com

[redacted]

BRYN MAWR PA [redacted]

MAKE/MODEL: 07 GMC YUKON
VIN: 1GKFK66827J298290

ACCOUNT NUMBER : [redacted]

STATEMENT REFLECTS
PAYMENT(S) RECEIVED THROUGH: 10/29/08

ACCOUNT SUMMARY

NEXT PAYMENT DUE	
Due Date	11/20/08
Base Payment	805.74
Sales/Use Tax	72.52
Per. Property Tax	
Other Scheduled	
TOTAL	878.26

PAST DUE PAYMENTS REMIT IMMEDIATELY	
Due Date	Amount
TOTAL	

OTHER AMOUNTS DUE REMIT IMMEDIATELY	
Late Charge	
Extension Fee	
Summons	
Registration Fee	
Miscellaneous	
TOTAL	

REMAINING PAYMENTS: 17

SCHEDULED END DATE: 04/19/10

TOTAL DUE:	878.26

MESSAGES

RETURN THIS PORTION WITH YOUR PAYMENT

ACCOUNT NUMBER: [redacted]

[redacted]

GMAC
www.gmacfs.com

NEXT PAYMENT DUE:	878.26
TOTAL PAST DUE:	
TOTAL OTHER:	
TOTAL AMOUNT DUE:	878.26
AMOUNT PAID:	

PAYMENT PROCESSING CENTER
PO BOX 78234
PHOENIX AZ 85062-8234

DO NOT SEND CASH OR POST DATED CHECKS. ALL CHECKS WILL BE DEPOSITED UPON RECEIPT. MAKE CHECKS PAYABLE TO GMAC.
RETURN THIS NOTICE WITH YOUR PAYMENT TO THE ABOVE ADDRESS.

04 07 020 9104 37883 8 00087826 4 7 0

O'REILLY PONTIAC BUICK GMC

3960 WEST CHESTER PIKE
NEWTOWN SQUARE, PA 19073
Ph: 610-886-1200
Fx: 610-353-9478
www.oreillypontiacbuickgmc.com

GM Parts

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PONTIAC BUICK GMC

CUSTOMER NO. 3111	ADVISOR JENN	TAG NO. 1895	INVOICE DATE 07/17/08
INVOICE NO. GCCS33127	[redacted] BRYN MAWR, PA [redacted]	LABOR RATE 89.00	LICENSE NO.
MILEAGE 19,363	COLOR BLACK/	STOCK NO.	YEAR / MAKE / MODEL 07/GMC/YUKON/PICKUP
DELIVERY DATE	DELIVERY MILES	VEHICLE I.D. NO. 1GKFK6682 7J [redacted]	SELLING DEALER NO.
F. T. E. NO.	P. O. NO.	R. O. DATE 07/17/08	RESIDENCE PHONE [redacted]
BUSINESS PHONE	COMMENTS	MO: 19363	

LABOR & PARTS----------

J#-1-01BUZ015000T---15000-SERVICE/TRUCK--HOURS:---TECH(S):204 152.35

PERFORM 15000 MILE TRUCK SERVICE
INCLUDES: CHANGE OIL AND FILTER, RESET OIL LIFE INDICATOR, LUBRICATE CHASSIS, LUBRICATE DOOR HINGES AND LOCKS, LUBRICATE WEATHERSTRIPS, CHECK AND TOP OFF ALL FLUID LEVELS, CHECK AND ADJUST TIRE AIR PRESSURE, REPROGRAM TIRE MONITORS (IF EQUIPPED), VISUALLY INSPECT BATTERY, INSPECT COOLANT, TRANSAXLE/TRANSMISSION SHIFT LOCK CHECK, PARKING BRAKE MECHANISM CHECK, VISUALLY INSPECT EXHAUST, BALANCE ALL FOUR WHEELS, PERFORM TRUCK ALIGNMENT, AND ROAD TEST VEHICLE

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 1	1	PK48		****	****	****
JOB # 1	1	EVI	WASTE FEE	2.50	2.50	2.50
JOB # 1	1	89017524	FILTER 1.836	6.98	6.98	6.98
JOB # 1	6	89021632	MOBIL	3.78	3.02	18.12
				JOB # 1 TOTAL PARTS		27.60
				JOB # 1 TOTAL LABOR & PARTS		179.95

J# 2 20BUZ STEERING HOURS: TECH(S):204 WARRANTY

CUSTOMER STATES CLICKING NOISE WHEN TURNING STEERING ALL THE WAY

TECH LUBED WHEEL STOPS TO SPEC.
NO NOISE PRESENT.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
				JOB # 2 TOTAL PARTS		0.00
				JOB # 2 TOTAL LABOR & PARTS		0.00

J# 3 40BUZ ACCESSORIES HOURS: TECH(S):204 0.00

PRICE ON EXTRA SET OF HEADPHONES

TWO HEADPHONES IN CAR

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 3	2	19132012	DUAL CHAN 9.680	45.00	45.00	90.00
				JOB # 3 TOTAL PARTS		90.00
				JOB # 3 TOTAL LABOR & PARTS		90.00

J# 4 12BUZ INTERIOR TRIM HOURS: TECH(S):204 WARRANTY

CUSTOMER STATES SUNROOF TRIM SQUEAKS AND RATTLES
TECH LUBED WEATHERSTRIPS AND FOUND CROSS BAR LUG RACK LOOSE. TIGHTENED TO SPEC/
NO NOISE PRESENT.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
				JOB # 4 TOTAL PARTS		0.00

SERVICE DEPARTMENT HOURS:
MONDAY - FRIDAY
7:30 A.M. - 6:00 P.M.

IMPORTANT

YOU MAY RECEIVE A QUESTIONNAIRE FROM GENERAL MOTORS IN THE NEXT FEW DAYS. IF FOR ANY REASON YOU CANNOT GRADE US "COMPLETELY SATISFIED," PLEASE CONTACT OUR SERVICE MANAGER.
THANK YOU,
JOE McGLONE
(610) 886-1200

LIMITED LABOR WARRANTY

THE REPAIR FACILITY GUARANTEES THE LABOR USED IN PERFORMING THE REPAIRS LISTED ON THIS REPAIR ORDER FOR A PERIOD OF 12 MONTHS OR 12,000 MILES FROM THE DATE SUCH REPAIRS WERE COMPLETED. THIS LIMITED WARRANTY SPECIFICALLY EXCLUDES FRONT END ALIGNMENTS, ELECTRICAL WIRING AND SHORTS, AND FUEL SYSTEM--WHEN DUE TO CONTAMINATION. THIS LIMITED WARRANTY IS EXTENDED TO THE VEHICLE OWNER/CUSTOMER AND IS NOT TRANSFERABLE TO, NOR ENFORCEABLE BY, ANY OTHER PERSON.

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[CONTINUED ON NEXT PAGE] 02:31pm

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GM Parts

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PONTIAC BUICK GMC

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
3111	JENN	1895	07/17/08	GCCS33127

[redacted]	LABOR RATE: 89.00	LICENSE NO.	MILEAGE: 19,363	COLOR: BLACK/
BRYN MAWR, PA [redacted]	YEAR / MAKE / MODEL: 07/GMC/YUKON/PICKUP			DELIVERY DATE / DELIVERY MILES
	VEHICLE I.D. NO.: 1GKFK66827J [redacted]			SELLING DEALER NO.
	F. T. E. NO.	P. O. NO.		R. O. DATE: 07/17/08
[redacted]	BUSINESS PHONE	COMMENTS		

MO: 19363

JOB # 4 TOTAL LABOR & PARTS 0.00

J#5 01BUZPICKUP PICK UP AND DELIVER HOURS: 0.00 TECH(S):204 0.00
PICK UP AND DELIVER VEHICLE
PICK UP AND DELIVER VEHICLE
PICK UP AND DELIVER VEHICLE

PARTS------QTY---FP-NUMBER----------DESCRIPTION---------LIST PRICE-UNIT PRICE-

JOB # 5 TOTAL PARTS 0.00

JOB # 5 TOTAL LABOR & PARTS 0.00

J# 6+85BUZ CAMPAIGNS HOURS: 0.40 TECH(S):204 WARRANTY
Y0152 - 07033 - SERVICE UPDATE - REPROGRAM BCM

PARTS------QTY---FP-NUMBER----------DESCRIPTION---------LIST PRICE-UNIT PRICE-

JOB # 6 TOTAL PARTS 0.00

JOB # 6 TOTAL LABOR & PARTS 0.00

MISC------CODE--------DESCRIPTION----------CONTROL NO---------
JOB # A SSPN PN SHOP SUPPLIES 5.40

TOTAL - MISC 5.40

TOTALS

* *
* [ ] CASH [ ] CHECK NUMBER *
* [ ] VISA [ ] M/C [ ] AMEX [ ] DISC *
* [ ] DATE [ ] PRINT NAME *
* *

TOTAL LABOR	152.35
TOTAL PARTS	117.60
TOTAL SUBLET	0.00
TOTAL G.O.G.	0.00
TOTAL MISC CHG.	5.40
TOTAL MISC DISC.	0.00
TOTAL TAX	16.52
TOTAL INVOICE $	**291.87**

IF FOR ANY REASON YOU ARE NOT COMPLETELY SATISFIED PLEASE

CONTACT JOE MCGLONE @ 610-886-1200

Any work recomended but not performed could result in an unsafe condition.
Thank you and have a great day. from O'Reilly Service Dept.

CUSTOMER SIGNATURE

********** DUPLICATE INVOICE **********

SERVICE DEPARTMENT HOURS:
MONDAY - FRIDAY
7:30 A.M. - 6:00 P.M.

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(610) 886-1200

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For Re-order TRI-STATE BUSINESS FORMS (888) 579-3638 1038880

 CUSTOMER COPY END OF INVOICE 02:31pm

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NEWTOWN SQUARE, PA 19073
Ph: 610-886-1200
Fx: 610-353-9478
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GM Parts

SIMPLY the BEST — THE NEW GM PARTS SYSTEM

PONTIAC BUICK GMC

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
3111	JENN	1895	08/28/08	GCCS33973

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
89.00		20,608	BLACK/	

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
07/GMC/YUKON/PICKUP		

VEHICLE I.D. NO.	SELLING DEALER NO.
1GKFK66827J [redacted]	

F.T.E. NO.	P.O. NO.	R.O. DATE
		08/28/08

[redacted]
BRYN MAWR, PA [redacted]

[redacted] BUSINESS PHONE

COMMENTS: MO: 20608

LABOR & PARTS----------

J# 1 23BUZ ENGINE HOURS: 0.50 TECH(S):239 WARRANTY

CUSTOMER STATES THAT THE CHECK ENGINE LIGHT IS ON
SCANED FOR CODES P0700 TCM MODULE FAULT AND P2715 PRESSURE
CONTACT SOLENOID FOUR STUCK ON. FOLLOWED DIAG.
PERFORMED SOLENOID VALVE CLEANING PROCEDURE. CLEARED
CODES. EVERYTHING IS OPERATING AS DESIGNED.

JOB # 1 TOTAL LABOR & PARTS 0.00

TOTALS----------

* *
* [ ] CASH [ ] CHECK NUMBER *
* [ ] VISA [ ] M/C [ ] AMEX [ ] DISC *
* [ ] DATE [ ] PRINT NAME *
* *

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**

IF FOR ANY REASON YOU ARE NOT COMPLETELY SATISFIED PLEASE

CONTACT JOE MCGLONE @ 610-886-1200

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CUSTOMER SIGNATURE

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Thank You. We appreciate your business!

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For Re-order TRI-STATE BUSINESS FORMS (888) 579-3636 1038880

O'REILLY PONTIAC BUICK GMC

3960 WEST CHESTER PIKE
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GM Parts

SIMPLY the BEST — THE NEW GM PARTS SYSTEM

PONTIAC BUICK GMC

CUSTOMER NO. 3111	ADVISOR JOE 3793	TAG NO:	INVOICE DATE 12/22/08	INVOICE NO. GCCS36184
[redacted] BRYN MAWR, PA [redacted]	LABOR RATE 89.00 / LICENSE NO. / MILEAGE 24,890		COLOR BLACK/	STOCK NO.
	YEAR / MAKE / MODEL 07/GMC/YUKON/PICKUP		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1 G K F K 6 6 8 2 7 J [redacted]		SELLING DEALER NO.	
	F. T. E. NO. / P. O. NO.		R. O. DATE 12/22/08	
[redacted] BUSINESS PHONE	COMMENTS			MO: 24890

LABOR & PARTS

J# 1 01BUZLOF LUBE, OIL, FILTER HOURS: TECH(S):4039 19.40

PERFORM LUBE, OIL AND FILTER CHANGE.
change oil and filter, check all fluid levels,
lubricate door hinges, check tire pressure,
check hoses and belts.

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 1	1		PK48		****	****	****
JOB # 1	1		EVI	WASTE FEE	2.50	2.50	2.50
JOB # 1	1		89017524	FILTER 1.836	7.50	7.50	7.50
JOB # 1	6		89021632	MOBIL	3.78	3.78	22.68
						JOB # 1 TOTAL PARTS	32.68
						JOB # 1 TOTAL LABOR & PARTS	52.08

J# 2 22BUZ BRAKES HOURS: 1.50 TECH(S):4039 133.50

CUSTOMER STATES BRAKES ARE GRINDING
FRONT PADS WORN LOW, ROTORS GROOVED
REPLACED FRONT BRAKE PADS AND FRONT ROTORS

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 2	2		88963556	ROTOR KIT 5.809	146.89	130.00	260.00
JOB # 2	1		19157524	PAD KIT 5.017	99.00	99.00	99.00
						JOB # 2 TOTAL PARTS	359.00
						JOB # 2 TOTAL LABOR & PARTS	492.50

J# 3 01BUZPICKUP PICK UP AND DELIVER HOURS: 0.00 TECH(S):4039 0.00

PICK UP AND DELIVER VEHICLE
PICK UP AND DELIVER VEHICLE
PICK UP AND DELIVER VEHICLE

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
						JOB # 3 TOTAL PARTS	0.00
						JOB # 3 TOTAL LABOR & PARTS	0.00

J# 4+85BUZ CAMPAIGNS HOURS: 0.30 TECH(S):4039 WARRANTY

V1993 - 08048A - JUMPER HARNESS INSTALLATION
PERFORMED RECALL

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 4	1		20773432	HARNESS 2.480			WARRANTY
						JOB # 4 TOTAL PARTS	0.00
						JOB # 4 TOTAL LABOR & PARTS	0.00

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	SSPN	PN SHOP SUPPLIES		10.89
			TOTAL - MISC	10.89

RECOMMENDATIONS
INSPECTION DUE 2/09
REAR BRAKES AT 2/32

SERVICE DEPARTMENT HOURS:
MONDAY - FRIDAY
7:30 A.M. - 6:00 P.M.

IMPORTANT

YOU MAY RECEIVE A QUESTIONNAIRE FROM GENERAL MOTORS IN THE NEXT FEW DAYS. IF FOR ANY REASON YOU CANNOT GRADE US "COMPLETELY SATISFIED," PLEASE CONTACT OUR SERVICE MANAGER.
THANK YOU,
JOE McGLONE
(610) 886-1200

LIMITED LABOR WARRANTY

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[CONTINUED ON NEXT PAGE] 02:30pm

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GM Parts

SIMPLY the BEST — THE NEW GM PARTS SYSTEM

PONTIAC BUICK GMC

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
3111	JOE	3793	12/22/08	GCCS36184

[redacted]	LABOR RATE 89.00	LICENSE NO.	MILEAGE 24,890	COLOR BLACK/
BRYN MAWR, PA [redacted]	YEAR / MAKE / MODEL 07/GMC/YUKON/PICKUP			STOCK NO.
	VEHICLE I.D. NO. 1GKFK66827J [redacted]		DELIVERY DATE	DELIVERY MILES
	F. T. E. NO.	P. O. NO.	SELLING DEALER NO.	
			R. O. DATE 12/22/08	
[redacted]	BUSINESS PHONE	COMMENTS		MO: 24890

TOTALS

* *
* [ ] CASH [ ] CHECK NUMBER *
* [ ] VISA [ ] M/C [ ] AMEX [ ] DISC *
* [ ] DATE [ ] PRINT NAME *
* *

TOTAL LABOR....	152.90
TOTAL PARTS....	391.68
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	10.89
TOTAL MISC DISC	0.00
TOTAL TAX.....	33.33
TOTAL INVOICE $	**588.80**

IF FOR ANY REASON YOU ARE NOT COMPLETELY SATISFIED PLEASE

CONTACT JOE MCGLONE @ 610-886-1200

Any work recomended but not performed could result in an unsafe condition.
Thank you and have a great day, from O'Reilly Service Dept.

CUSTOMER SIGNATURE

********** DUPLICATE INVOICE **********

SERVICE DEPARTMENT HOURS:
MONDAY - FRIDAY
7:30 A.M. - 6:00 P.M.

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GM Parts

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PONTIAC BUICK GMC

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
3111	JENN	1895	01/15/09	GCCS36608

[redacted] BRYN MAWR, PA [redacted]	LABOR RATE 89.00	LICENSE NO.	MILEAGE 25,697	COLOR BLACK/
	YEAR / MAKE / MODEL 07/GMC/YUKON/PICKUP			DELIVERY DATE
	VEHICLE I.D. NO. 1 G K F K 6 6 8 2 7 J [redacted]			SELLING DEALER NO.
	F. T. E. NO.	P. O. NO.	R. O. DATE 01/14/09	
[redacted]	BUSINESS PHONE	COMMENTS		MO: 25697

LABOR & PARTS----------

J# 1 01BUZPICKUP PICK UP AND DELIVER HOURS: 0.00 TECH(S):4039 WARRANTY

PICK UP AND DELIVER VEHICLE
PICK UP AND DELIVER VEHICLE
PICK UP AND DELIVER VEHICLE

PARTS------QTY---FP-NUMBER----------DESCRIPTION---------LIST PRICE-UNIT PRICE-	
JOB # 1 TOTAL PARTS	0.00
JOB # 1 TOTAL LABOR & PARTS	0.00

J# 2 90BUZ STATE INSPECTION HOURS: TECH(S):4039 26.00

PERFORMED ANNUAL STATE INSPECTION
BRAKE MEASUREMENTS:
TIRE MEASUREMENTS:

PARTS------QTY---FP-NUMBER----------DESCRIPTION---------LIST PRICE-UNIT PRICE-	
JOB # 2 TOTAL PARTS	0.00
JOB # 2 TOTAL LABOR & PARTS	26.00

J# 3 91BUZ EMISSION INSPECTION HOURS: TECH(S):4039 49.95

PERFORM EMISSION INSPECTION

PARTS------QTY---FP-NUMBER----------DESCRIPTION---------LIST PRICE-UNIT PRICE-	
JOB # 3 TOTAL PARTS	0.00
JOB # 3 TOTAL LABOR & PARTS	49.95

J# 4 01BUZRBRAKE REAR BRAKE HOURS: TECH(S):4039 185.00

REAR BRAKE SERVICE
Includes: Replace rear brake pads or shoes, resurface rear rotors or drums, inspect front pads, inspect brake hoses and brake lines, check emergency brake operation, road test vehicle.

PARTS------QTY---FP-NUMBER----------DESCRIPTION---------LIST PRICE-UNIT PRICE-			
JOB # 4 1 19159252 PAD KIT 5.017	99.00	99.00	99.00
JOB # 4 TOTAL PARTS			99.00
JOB # 4 TOTAL LABOR & PARTS			284.00

J# 5 23BUZ ENGINE HOURS: 0.30 TECH(S):4039 WARRANTY

CUSTOMER STATES THAT THE ENGINE IS REVING WHILE DRIVING
AND THE RPMS GET STUCK. NO ACCELERATION IS POSSIBLE
TECH SCANED FOR CODE P0700 SET DUE TO TCM REQUEST.
NO CONDITION PRESENT.
TECH CLEARED CODE AND EVERYTHING IS OPERATING AS DESIGNED.

PARTS------QTY---FP-NUMBER----------DESCRIPTION---------LIST PRICE-UNIT PRICE-	
JOB # 5 TOTAL PARTS	0.00

SERVICE DEPARTMENT HOURS:
MONDAY - FRIDAY
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 [CONTINUED ON NEXT PAGE] 02:27pm

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PONTIAC BUICK GMC

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
3111	JENN	1895	01/15/09	GCCS36608

[redacted]	LABOR RATE: 89.00	LICENSE NO.	MILEAGE: 25,697	COLOR: BLACK/
BRYN MAWR, PA [redacted]	YEAR / MAKE / MODEL: 07/GMC/YUKON/PICKUP			DELIVERY DATE / DELIVERY MILES
	VEHICLE I.D. NO.: 1GKFK6827J [redacted]			SELLING DEALER NO.
	F.T.E. NO.	P.O. NO.		R.O. DATE: 01/14/09
RE [redacted]	BUSINESS PHONE	COMMENTS		MO: 25697

JOB # 5 TOTAL LABOR & PARTS 0.00

J# 6 08BUZ DOORS & REAR COMP HOURS: 0.50 TECH(S):4039 WARRANTY
CUSTOMER STATES THAT THE DRIVERS WINDOW IS MAKING A NOISE
GOING UP AND DOWN
TECH CONFIRMED CUSTOMERS COMPLAINT.
TECH REMOVED AND REPLACED THE DRIVER SIDE OUTSIDE SEALING
STRIP. OPERATING AS DESIGNED.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 6	1	15943274	SEALING S 16.183			WARRANTY

JOB # 6 TOTAL PARTS 0.00

JOB # 6 TOTAL LABOR & PARTS 0.00

J# 7 23BUZ1 ENGINE HOURS: TECH(S):4039 WARRANTY
CUSTOMER STATES THAT THE ENGINE LIGHT WAS ON

TECH SCANED FOR CODE, NO CODES PRESENT.
EVERYTHING IS OPERATING AS DESIGNED.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE

JOB # 7 TOTAL PARTS 0.00

JOB # 7 TOTAL LABOR & PARTS 0.00

J# 8 40BUZ ACCESSORIES HOURS: TECH(S):4039 WARRANTY
CUSTOMER STATES THAT THE SERVICE PARK ASSIST LIGHT CAME ON
TECH SCANED FOR CODES. NONE PRESENT.
OPERATING AS DESIGNED.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE

JOB # 8 TOTAL PARTS 0.00

JOB # 8 TOTAL LABOR & PARTS 0.00

J# 9 08BUZ1 DOORS AND REAR COMP HOURS: 0.40 TECH(S):4039 WARRANTY
CUSTOMER STATES THAT THE DRIVERS INSIDE HANDLE CHROME
IS PEELING

TECH CONFIRMED CUSTOMERS CONCERN.
TECH REMOVED AN REPLACED THE INSIDE DOOR HANDLE.
OPERATING AS DESIGNED.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 9	1	15935951	HANDLE 16.345			WARRANTY

JOB # 9 TOTAL PARTS 0.00

JOB # 9 TOTAL LABOR & PARTS 0.00

J#10+01BUZOVERNIGHT OVERNIGHT CHARGE HOURS: TECH(S):4039 WARRANTY
OVERNIGHT CHARGE FOR PARTS
USE LABOR OP Z5001
USE FOR WARRANTY REPAIR

SERVICE DEPARTMENT HOURS:
MONDAY - FRIDAY
7:30 A.M. - 6:00 P.M.

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THANK YOU,
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 [CONTINUED ON NEXT PAGE] 02:27pm

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PONTIAC BUICK GMC

CUSTOMER NO. 3111	ADVISOR JENN	TAG NO. 1895	INVOICE DATE 01/15/09	INVOICE NO. GCCS36608
[redacted] BRYN MAWR, PA [redacted]	LABOR RATE 89.00 / LICENSE NO. / MILEAGE 25,697		COLOR BLACK/	STOCK NO.
	YEAR / MAKE / MODEL 07/GMC/YUKON/PICKUP		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1GKFK66827J [redacted]		SELLING DEALER NO.	
	F. T. E. NO. / P. O. NO.		R. O. DATE 01/14/09	
R [redacted]	BUSINESS PHONE / COMMENTS			MO : 25697

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 10	1		OVERNITE	CHARGE			WARRANTY
				JOB # 10 TOTAL PARTS			0.00
				JOB # 10 TOTAL LABOR & PARTS			0.00

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	SSPN	PN SHOP SUPPLIES		7.20
JOB # 1	SGC	GMC SHUTTLE SERVUCE		WARRANTY
JOB # 2	ISBU	BU INSPECTION STICKER		2.00
JOB # 3	EMBU	BU PA STATE DOC. FEE		2.40
			TOTAL - MISC	11.60

TOTALS

TOTAL LABOR....	260.95
TOTAL PARTS....	99.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	11.60
TOTAL MISC DISC	0.00
TOTAL TAX.....	22.15
TOTAL INVOICE $	**393.70**

* [ ] CASH [ ] CHECK NUMBER
* [ ] VISA [ ] M/C [ ] AMEX [ ] DISC
* [ ] DATE [ ] PRINT NAME

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CUSTOMER COPY

[END OF INVOICE] 02:27pm

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PONTIAC BUICK GMC

CUSTOMER NO. 3111	ADVISOR JENN	TAG NO. 1895	INVOICE DATE 02/18/09	INVOICE NO. GCCS37184
[redacted]	LABOR RATE 89.00 / LICENSE NO. / MILEAGE 26,892		COLOR BLACK/	STOCK NO.
BRYN MAWR, PA [redacted]	YEAR / MAKE / MODEL 07/GMC/YUKON/PICKUP		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1GKFK66827J [redacted]		SELLING DEALER NO.	
	F.T.E. NO. / P.O. NO.		R.O. DATE 02/13/09	REPRINT# 1
RESIDENCE PHONE [redacted]	BUSINESS PHONE	COMMENTS		MO: 26892

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 5	1	24241890	VALVE 4.265			WARRANTY
JOB # 5	-1	24241890	CORE RETURN			WARRANTY
			JOB # 5 TOTAL PARTS			0.00
			JOB # 5 TOTAL LABOR & PARTS			0.00

J# 6+29BUZ2 TRANSMISSION HOURS: 0.70 TECH(S):3843 WARRANTY
HARSH SHIFT UPON ROADTEST
UPDATE
REPROGRAMMED TCM WITH UPDATED CALIBRATION

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
			JOB # 6 TOTAL PARTS			0.00
			JOB # 6 TOTAL LABOR & PARTS			0.00

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # 4	SGC	GMC SHUTTLE SERVUCE		WARRANTY
			TOTAL - MISC	0.00

TOTALS

* *
* [ ] CASH [ ] CHECK NUMBER *
* [ ] VISA [ ] M/C [ ] AMEX [ ] DISC *
* [ ] DATE [ ] PRINT NAME *
* *

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**

IF FOR ANY REASON YOU ARE NOT COMPLETELY SATISFIED PLEASE

CONTACT JOE MCGLONE @ 610-886-1200

Any work recomended but not performed could result in an unsafe condition.
Thank you and have a great day, from O'Reilly Service Dept.

CUSTOMER SIGNATURE

********** DUPLICATE INVOICE **********

SERVICE DEPARTMENT HOURS:
MONDAY - FRIDAY
7:30 A.M. - 6:00 P.M.

IMPORTANT

YOU MAY RECEIVE A QUESTIONNAIRE FROM GENERAL MOTORS IN THE NEXT FEW DAYS. IF FOR ANY REASON YOU CANNOT GRADE US "COMPLETELY SATISFIED," PLEASE CONTACT OUR SERVICE MANAGER. THANK YOU, JOE McGLONE (610) 886-1200

LIMITED LABOR WARRANTY.

THE REPAIR FACILITY GUARANTEES THE LABOR USED IN PERFORMING THE REPAIRS LISTED ON THIS REPAIR ORDER FOR A PERIOD OF 12 MONTHS OR 12,000 MILES FROM THE DATE SUCH REPAIRS WERE COMPLETED. THIS LIMITED WARRANTY SPECIFICALLY EXCLUDES FRONT END ALIGNMENTS, ELECTRICAL WIRING AND SHORTS, AND FUEL SYSTEM--WHEN DUE TO CONTAMINATION. THIS LIMITED WARRANTY IS EXTENDED TO THE VEHICLE OWNER/CUSTOMER AND IS NOT TRANSFERABLE TO, NOR ENFORCEABLE BY, ANY OTHER PERSON.

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[END OF INVOICE] 02:27pm

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NEWTOWN SQUARE, PA 19073
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www.oreillypontiacbuickgmc.com

GM Parts

SIMPLY the BEST — THE NEW GM PARTS SYSTEM

PONTIAC BUICK GMC

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
3111	JENN	1895	02/18/09	GCCS37184

[redacted] BRYN MAWR, PA [redacted]	LABOR RATE 89.00	LICENSE NO.	MILEAGE 26,892	COLOR BLACK/
	YEAR / MAKE / MODEL 07/GMC/YUKON/PICKUP		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1GKFK66827J [redacted]		SELLING DEALER NO.	STOCK NO.
	F.T.E. NO.	P.O. NO.	R.O. DATE 02/13/09	REPRINT #1
RE [redacted]	BUSINESS PHONE	COMMENTS		MO: 26892

LABOR & PARTS

J# 1 23BUZ ENGINE HOURS: 0.50 TECH(S):4039 WARRANTY

CUSTOMER STATES THAT THE CHECK ENGINE LIGHT IS ON
SCANED FOR CODE P2715 IN TCM PC SOLENOID 4 STUCK
AS PER BULLETIN 07-07-30-006 PERFORM BULLETIN TO
CLEANED SOLENOID WITH TECH 2.

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 1	8		88862167	TRANS FLU			WARRANTY
				JOB # 1 TOTAL PARTS			0.00
				JOB # 1 TOTAL LABOR & PARTS			0.00

J# 2 08BUZ DOORS & REAR COMP. HOURS: 0.80 TECH(S):4039 WARRANTY

CUSTOMER STATES THAT THE DRIVERS WINDOW IS MAKING
A SQUEEKING NOISE
TECH CONFIRMED CUSTOMERS CONCERN.
TECH REMOVED AND REPLACED THE DRIVERS INSIDE DOOR GLASS
WEATERSTRIP. OPERATING AS DESIGNED.

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 2	1		25865730	SEALING S 16.183			WARRANTY
JOB # 2	1		24236927	SEAL KIT 4.005			WARRANTY
				JOB # 2 TOTAL PARTS			0.00
				JOB # 2 TOTAL LABOR & PARTS			0.00

J# 3 18BUZ FRONT SUSPENSION HOURS: TECH(S):4039 [redacted] 0.00

CUSTOMER STATES THAT THERE IS A NOISE COMING FROM
THE FRONT END WHEN APPLYING BRAKES
TECH COULD NOT DUPLICATE CUSTOMERS CONCERN.
FOUND EVERYTHING OPERATING AS DESIGNED.

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
				JOB # 3 TOTAL PARTS			0.00
				JOB # 3 TOTAL LABOR & PARTS			0.00

J# 4 01BUZPICKUP PICK UP AND DELIVER HOURS: 0.00 TECH(S):4039 WARRANTY

PICK UP AND DELIVER VEHICLE
PICK UP AND DELIVER VEHICLE
PICK UP AND DELIVER VEHICLE

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
				JOB # 4 TOTAL PARTS			0.00
				JOB # 4 TOTAL LABOR & PARTS			0.00

J# 5+23BUZ1 ENGINE HOURS: 1.60 TECH(S):3843 WARRANTY

CUSTOMER STATES THAT THE SES LIGHT IS ON.
SCANED FOR CODE P2715 IN TCM.
REMOVED AND REPLACED SOLENOID PACK FOR TRANSMISSION.
CLEARED CODE. OPERATING AS DESIGNED.

SERVICE DEPARTMENT HOURS:
MONDAY - FRIDAY
7:30 A.M. - 6:00 P.M.

IMPORTANT

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THANK YOU,
JOE McGLONE
(610) 886-1200

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 [CONTINUED ON NEXT PAGE] 02:27pm

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GM Parts

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PONTIAC BUICK GMC

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
3111	JOE	3793	03/12/09	GCCS37673

	LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
[redacted] BRYN MAWR, PA [redacted]	89.00		27,643	BLACK/	

YEAR/MAKE/MODEL	DELIVERY DATE	DELIVERY MILES
07/GMC/YUKON/PICKUP		

VEHICLE I.D. NO.	SELLING DEALER NO.
1 G K F K 6 6 8 2 7 J [redacted]	

F.T.E. NO.	P.O. NO.	R.O. DATE
		03/09/09

R [redacted] BUSINESS PHONE COMMENTS MO: 27646

LABOR & PARTS----------

J# 1 29BUZ TRANSMISSION HOURS: 11.20 TECH(S):3843 WARRANTY

CUSTOMER STATES RPMS RAISE HIGH AND VEHICLE WILL NOT ACCELERATE.
CLUTCHES BURNED. FRICTION MATERIAL THROUGHOUT TRANS PERFORMED SYSTEMS TEST AS PER DOC ID# 1697076. REMOVED TRANSMISSION, OVERHAULED AS NECESSARY, REINSTALLED AND FLUSHED COOLER. CODE# ABFDC77 2.4GPM@72DEGREES CYCLE 75 ROADTESTED..OK

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE-UNIT PRICE-	
JOB # 1	6	24232496	PLATE 4.163		WARRANTY
JOB # 1	6	24238701	PLATE 4.163		WARRANTY
JOB # 1	1	24237531	SEAL 4.226		WARRANTY
JOB # 1	1	24236927	SEAL KIT 4.005		WARRANTY
JOB # 1	1	24236940	PLATE KIT 4.163		WARRANTY
JOB # 1	5	24232498	PLATE 4.163		WARRANTY
JOB # 1	1	24238282	SEAL KIT 4.005		WARRANTY
JOB # 1	1	24243894	SEAL KIT 4.005		WARRANTY
JOB # 1	2	12378556	CLEANER 8.800		WARRANTY
JOB # 1	16	88862167	TRANS FLU		WARRANTY
JOB # 1	1	24236933	FILTER KI 4.197		WARRANTY
			JOB # 1 TOTAL PARTS		0.00
			JOB # 1 TOTAL LABOR & PARTS		0.00

J# 2 22BUZ BRAKES HOURS: TECH(S):3843 0.00

CUSTOMER STATES WHISTLE NOISE FROM BRAKES AT LOW SPEEDS WHEN BRAKES ARE APPLIED

ROADTESTED. COULD NOT DUPLICATE CUSOTMER CONCERN

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE-UNIT PRICE-	
			JOB # 2 TOTAL PARTS		0.00
			JOB # 2 TOTAL LABOR & PARTS		0.00

J# 3+01BUZLOANER LOANER CAR HOURS: TECH(S):3793 WARRANTY

WARRANTY LOANER CAR
WARRANTY LOANER CAR
WARRANTY LOANER CAR

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE-UNIT PRICE-	
			JOB # 3 TOTAL PARTS		0.00
			JOB # 3 TOTAL LABOR & PARTS		0.00

J# 4+01BUZOVERAGE OBTAIN A PART LOCAL HOURS: TECH(S):3793 WARRANTY

OVERAGE CHARGE TO OBTAIN A PART LOCALLY
USE LABOR OP Z5000
USE FOR WARRANTY

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE-UNIT PRICE-	
JOB # 4	1	OVERAGE	COST		WARRANTY

SERVICE DEPARTMENT HOURS:
MONDAY - FRIDAY
7:30 A.M. - 6:00 P.M.

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THANK YOU,
JOE McGLONE
(610) 886-1200

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 [CONTINUED ON NEXT PAGE] 02:27pm

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GM Parts

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PONTIAC BUICK GMC

CUSTOMER NO. 3111	ADVISOR JOE	TAG NO. 3793	INVOICE DATE 03/12/09	INVOICE NO. GCCS37673
[redacted] BRYN MAWR, PA [redacted]	LABOR RATE 89.00 / LICENSE NO. / MILEAGE 27,643		COLOR BLACK/	STOCK NO.
	YEAR / MAKE / MODEL 07/GMC/YUKON/PICKUP		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1GKFK6682 7J [redacted]		SELLING DEALER NO.	
	F.T.E. NO. / P.O. NO.		R.O. DATE 03/09/09	
RESIDENCE PHONE [redacted]	BUSINESS PHONE	COMMENTS		MO: 27646

JOB # 4 TOTAL PARTS 0.00

JOB # 4 TOTAL LABOR & PARTS 0.00

SUBLET	PO#	VEND INV#	INV.DATE	DESCRIPTION	WARRANTY
JOB # 3	15064		03/12/09	3 DAY RENTAL	

TOTAL - SUBLET 0.00

TOTALS

* *
* [ ] CASH [ ] CHECK NUMBER *
* [ ] VISA [ ] M/C [ ] AMEX [ ] DISC *
* [ ] DATE [ ] PRINT NAME *
* *

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**

IF FOR ANY REASON YOU ARE NOT COMPLETELY SATISFIED PLEASE

CONTACT JOE MCGLONE @ 610-886-1200

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Thank you and have a great day. from O'Reilly Service Dept.

CUSTOMER SIGNATURE
****

DUPLICATE INVOICE

****

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MONDAY - FRIDAY
7:30 A.M. - 6:00 P.M.

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GM Parts

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PONTIAC BUICK GMC

CUSTOMER NO. 3111	ADVISOR JOE	TAG NO. 3793	INVOICE DATE 04/09/09	INVOICE NO. GCCS38180
[redacted] BRYN MAWR, PA [redacted]	LABOR RATE 89.00	LICENSE NO.	MILEAGE 28,090	COLOR BLACK/
	YEAR / MAKE / MODEL 07/GMC/YUKON/PICKUP			STOCK NO.
	VEHICLE I.D. NO. 1GKFK6682 7J [redacted]		DELIVERY DATE	DELIVERY MILES
	F. T. E. NO.	P. O. NO.	SELLING DEALER NO.	
R [redacted]	BUSINESS PHONE	COMMENTS	R. O. DATE 03/30/09	

LABOR & PARTS ---------- MO: 28113

J# 1 29BUZ TRANSMISSION HOURS: 9.40 TECH(S):3843 4039 WARRANTY

CUSTOMER STATES VEHICLE HAS SERVICE ENGINE LIGHT ON AND
ONLY HAS REVERSE GEAR
P0965 P0967 INTERNAL VALVEBODY DEFECT
TRANSMISSION INTENAL DAMAGE AFTER RELEARN
PERFORMED SYSTEMS TEST. CONTACTED T.A.C. CASE#10794515
WAS ADVISED TO REPLACED VALVEBODY SOLENOID PACK.
REPLACED SOLENOID PACK AND PROGRAMMED. CONDITION STILL
PRESENT. CONTACTED T.A.C. WAS ADVISED TO REPLACE
VALVEBODY AND SOLENOID PACK. REPLACED VALVEBODY AND
SOLENOID. PROGRAMMED. UPON DOING RELEARN PROCEDURECC
CLUTCH DRUM INSIDE TRANSMISISON BROKE. REMOVED
TRANSMISSION AND DISASSEMBLED. FOUND BROKEN INTERNALS
CONTACTED AREA REPRESENTATIVE AND PQC. REPLACED
TRANSMISSION ASSEMBLY AND PROGRAMMED. ROADTESTED..OK
FLUSH CODE# ABD9E57@72DEGREES 1.1 GPM

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE-UNIT PRICE-	
JOB # 1	1	24241890	VALVE 4.265		WARRANTY
JOB # 1	-1	24241890	CORE RETURN		WARRANTY
JOB # 1	1	24236934	PLATE KIT 4.265		WARRANTY
JOB # 1	1	24250384	BODY 4.265		WARRANTY
JOB # 1	1	24241890	VALVE 4.265		WARRANTY
JOB # 1	-1	24241890	CORE RETURN		WARRANTY
JOB # 1	1	24231442	BODY 4.265		WARRANTY
JOB # 1	1	12491876	TRANS REM 4.003		WARRANTY
JOB # 1	-1	12491876	CORE RETURN		WARRANTY
JOB # 1	13	88862167	TRANS FLU		WARRANTY
			JOB # 1 TOTAL PARTS		0.00
			JOB # 1 TOTAL LABOR & PARTS		0.00

J# 2+01BUZTOW TOWING HOURS: TECH(S):3793 WARRANTY

TOWED IN
VEHICLE TOWED IN. UNDRIVABLE
TOWED IN

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE-UNIT PRICE-	
			JOB # 2 TOTAL PARTS		0.00
			JOB # 2 TOTAL LABOR & PARTS		0.00

J# 3+01BUZLOANER LOANER CAR. HOURS: TECH(S):3793 WARRANTY

WARRANTY LOANER CAR
WARRANTY LOANER CAR
WARRANTY LOANER CAR

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE-UNIT PRICE-	
			JOB # 3 TOTAL PARTS		0.00
			JOB # 3 TOTAL LABOR & PARTS		0.00

J# 4+40BUZ ACCESSORIES HOURS: TECH(S):3793 0.00

FUEL FOR ROADTEST

SERVICE DEPARTMENT HOURS:
MONDAY - FRIDAY
7:30 A.M. - 6:00 P.M.

IMPORTANT

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THANK YOU,
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(610) 886-1200

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[CONTINUED ON NEXT PAGE] 03:39pm

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GM Parts

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CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
3111	JOE	3793	04/09/09	GCCS38180

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
89.00		28,090	BLACK/	

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
07/GMC/YUKON/PICKUP		

VEHICLE I.D. NO.	SELLING DEALER NO.
1GKFK6682 7J [redacted]	

F.T.E. NO.	P.O. NO.	R.O. DATE
		03/30/09

[redacted]
BRYN MAWR, PA [redacted]

R [redacted] BUSINESS PHONE

COMMENTS

MO: 28113

SERVICE DEPARTMENT HOURS:
MONDAY - FRIDAY
7:30 A.M. - 6:00 P.M.

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THANK YOU,
JOE McGLONE
(610) 886-1200

PARTS------QTY---FP-NUMBER----------DESCRIPTION---------LIST PRICE-UNIT PRICE-
JOB # 4 TOTAL PARTS 0.00

JOB # 4 TOTAL LABOR & PARTS 0.00

J# 5+01BUZOVERAGE OBTAIN A PART LOCAL HOURS: TECH(S):3793 WARRANTY
OVERAGE CHARGE TO OBTAIN A PART LOCALLY
USE LABOR OP Z5000
USE FOR WARRANTY

PARTS------QTY---FP-NUMBER----------DESCRIPTION---------LIST PRICE-UNIT PRICE-
JOB # 5 1 OVERNITE CHARGE WARRANTY
JOB # 5 TOTAL PARTS 0.00

JOB # 5 TOTAL LABOR & PARTS 0.00

J# 6+01BUZLOF LUBE: OIL, FILTER HOURS: TECH(S):3935 INTERNAL
PERFORM LUBE, OIL AND FILTER CHANGE.
change oil and filter, check all fluid levels,
lubricate door hinges, check tire pressure,
check hoses and belts.

PARTS------QTY---FP-NUMBER----------DESCRIPTION---------LIST PRICE-UNIT PRICE-

JOB # 6	1	PK48			INTERNAL
JOB # 6	1	EVI	WASTE FEE		INTERNAL
JOB # 6	1	89017524	FILTER 1.836		INTERNAL
JOB # 6	6	89021632	GOODWRENC		INTERNAL
JOB # 6	2	25877402	BLADE 16.062		INTERNAL
			JOB # 6 TOTAL PARTS		0.00

JOB # 6 TOTAL LABOR & PARTS 0.00

SUBLET-----PO#--------VEND INV#-INV.DATE-DESCRIPTION----------

JOB # 2	15103		03/30/09	TOWING	WARRANTY
JOB # 3	15104		03/30/09	RENTAL	WARRANTY
JOB # 4	15302		04/09/09	FUEL FOR ROADTEST	INTERNAL
				TOTAL - SUBLET	0.00

LIMITED LABOR WARRANTY

THE REPAIR FACILITY GUARANTEES THE LABOR USED IN PERFORMING THE REPAIRS LISTED ON THIS REPAIR ORDER FOR A PERIOD OF 12 MONTHS OR 12,000 MILES FROM THE DATE SUCH REPAIRS WERE COMPLETED. THIS LIMITED WARRANTY SPECIFICALLY EXCLUDES FRONT END ALIGNMENTS, ELECTRICAL WIRING AND SHORTS, AND FUEL SYSTEM--WHEN DUE TO CONTAMINATION. THIS LIMITED WARRANTY IS EXTENDED TO THE VEHICLE OWNER/CUSTOMER AND IS NOT TRANSFERABLE TO, NOR ENFORCEABLE BY, ANY OTHER PERSON.

THE PART(S) IS SOLD "AS IS". THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER(S). THE SELLING DEALER 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 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. IN ADDITION, EXPRESSLY EXCLUDED IS ANY DEALER LIABILITY FOR DEFECTS PERTAINING TO SAFETY OR PERFORMANCE, BY WAY OF "STRICT LIABILITY", NEGLIGENCE OR OTHERWISE.

O'REILLY PONTIAC BUICK GMC
- *For your New & Used Car needs Parts accessories, & Factory Authorized Service.*

Thank You. We appreciate your business!

O'REILLY PONTIAC BUICK GMC
Ph: 610-886-1200
Fx: 610-353-9478
www.oreillypontiacbuickgmc.co

For Re-order TRI-STATE BUSINESS FORMS (888) 579-3636 1038880

 [CONTINUED ON NEXT PAGE] 03:39pm

O'REILLY PONTIAC BUICK GMC

3960 WEST CHESTER PIKE
NEWTOWN SQUARE, PA 19073
Ph: 610-886-1200
Fx: 610-353-9478
www.oreillypontiacbuickgmc.com

GM Parts

SIMPLY the BEST
THE NEW GM PARTS SYSTEM

PONTIAC BUICK GMC

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
3111	JOE	3793	04/09/09	GCCS38180

	LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
[redacted]	89.00		28,090	BLACK/	

	YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
BRYN MAWR, PA [redacted]	07/GMC/YUKON/PICKUP		

VEHICLE I.D. NO.	SELLING DEALER NO.
1 G K F K 6 6 8 2 7 J [redacted]	

F.T.E. NO.	P.O. N[redacted]	R.O. DATE	
		03/30/09	

RE[redacted]	BUSINESS PHONE	COMMENTS	
			MO: 28113

TOTALS

* *
* [ ] CASH [ ] CHECK NUMBER *
* [ ] VISA [ ] M/C [ ] AMEX [ ] DISC *
* [ ] DATE [ ] PRINT NAME *
* *

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**

IF FOR ANY REASON YOU ARE NOT COMPLETELY SATISFIED PLEASE

CONTACT JOE MCGLONE @ 610-886-1200

Any work recomended but not performed could result in an unsafe condition.
Thank you and have a great day, from O'Reilly Service Dept.

CUSTOMER SIGNATURE

SERVICE DEPARTMENT HOURS:
MONDAY - FRIDAY
7:30 A.M. - 6:00 P.M.

IMPORTANT

YOU MAY RECEIVE A QUESTIONNAIRE FROM GENERAL MOTORS IN THE NEXT FEW DAYS. IF FOR ANY REASON YOU CANNOT GRADE US "COMPLETELY SATISFIED," PLEASE CONTACT OUR SERVICE MANAGER. THANK YOU, JOE McGLONE (610) 886-1200

LIMITED LABOR WARRANTY

THE REPAIR FACILITY GUARANTEES THE LABOR USED IN PERFORMING THE REPAIRS LISTED ON THIS REPAIR ORDER FOR A PERIOD OF 12 MONTHS OR 12,000 MILES FROM THE DATE SUCH REPAIRS WERE COMPLETED. THIS LIMITED WARRANTY SPECIFICALLY EXCLUDES FRONT END ALIGNMENTS, ELECTRICAL WIRING AND SHORTS, AND FUEL SYSTEM--WHEN DUE TO CONTAMINATION. THIS LIMITED WARRANTY IS EXTENDED TO THE VEHICLE OWNER/CUSTOMER AND IS NOT TRANSFERABLE TO, NOR ENFORCEABLE BY, ANY OTHER PERSON.

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Thank You.
We appreciate your business!

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Ph: 610-886-1200
Fx: 610-353-947
www.oreillypontiacbui

For Re-order TRI-STATE BUSINESS FORMS (888) 579-3636 1038880

 CUSTOMER COPY [END OF INVOICE] 03:39pm

Monica Baeza/Austin/GM1
07/28/2009 12:13 PM

To [redacted]
cc
bcc
Subject Fw: [redacted]SR 71-734033223 VIN 1GKFK66827J[redacted]

Laura,

Could you please provide me with status?

Thanks,
Monica Baeza
Business Resource Center
Adtiya Birla Minacs
1-866-790-5600 ext 11325
1-866-233-2952 fax
monica_baeza@gmexpert.com

—— Forwarded by Monica Baeza/Austin/GM1 on 07/28/2009 12:12 PM ——

Monica Baeza/Austin/GM1
07/21/2009 10:53 AM

To "Laura Applegate" <lapplegate@mylemon.com>@SITELCWEB
cc
Subject Re: [redacted]SR 71-734033223 VIN 1GKFK66827J[redacted]

Laura,

Attached is the settlement offer and release from GM. Please advise.

7.21.09 offer.doc 7.21.09 release.doc

Thanks,
Monica Baeza
Business Resource Center
Adtiya Birla Minacs
1-866-790-5600 ext 11325
1-866-233-2952 fax
monica_baeza@gmexpert.com

"Laura Applegate" <lapplegate@mylemon.com>

"Laura Applegate" <lapplegate@mylemon.com>
07/17/2009 02:34 PM

To <monica_baeza@gmexpert.com>
cc
Subject Re: [redacted]SR 71-734033223 VIN 1GKFK66827J[redacted]

Hi Monica,
Can you please revise the offer letter to say 3000 to the client and 1900 in fees?

----- Original Message -----
From: monica_baeza@gmexpert.com
To: lapplegate@mylemon.com
Sent: Thursday, July 16, 2009 2:21 PM
Subject: Re: [redacted]SR 71-734033223 VIN 1GKFK66827J[redacted]

Laura,

Attached is the offer and release from GM. Please advise.

Thanks,
Monica Baeza
Business Resource Center
Adtiya Birla Minacs
1-866-790-5600 ext 11325
1-866-233-2952 fax
monica_baeza@gmexpert.com

"Laura Applegate" <lapplegate@mylemon.com>

07/14/2009 12:21 PM

To <monica_baeza@gmexpert.com>
cc
Subject Re: [redacted]SR 71-734033223 VIN 1GKFK66827J[redacted]

This client is going out of town tomorrow and I wanted to attmpt to resolve this. Can you settle this for 4900inc?

thanks

----- Original Message -----

From: monica_baeza@gmexpert.com
To: lapplegate@mylemon.com
Sent: Tuesday, July 14, 2009 9:32 AM
Subject: Re: [redacted] SR 71-734033223 VIN 1GKFK66827J[redacted]

Laura,

Attached is the counter offer and release from GM. Please advise.

Thanks,
Monica Baeza
Business Resource Center
Adtiya Birla Minacs
1-866-790-5600 ext 11325
1-866-233-2952 fax
monica_baeza@gmexpert.com

"Laura Applegate" <lapplegate@mylemon.com>

07/07/2009 01:44 PM

To <monica_baeza@gmexpert.com>
cc
Subject Re: [redacted] SR 71-734033223 VIN 1GKFK66827J[redacted]

Monica,
Clients bottom line is 7900inc, please advise as to what you can offer to wrap this up.

Thanks
----- Original Message -----
From: monica_baeza@gmexpert.com
To: lapplegate@mylemon.com
Sent: Tuesday, July 07, 2009 10:58 AM
Subject: [redacted] SR 71-734033223 VIN 1GKFK66827J[redacted]

Laura,

I might have sent this via fax. But I attached it anyway. Please advise.

Thanks,
Monica Baeza
Business Resource Center
Adtiya Birla Minacs
1-866-790-5600 ext 11325
1-866-233-2952 fax
monica_baeza@gmexpert.com

No virus found in this incoming message.
Checked by AVG - www.avg.com
Version: 8.5.375 / Virus Database: 270.13.7/2222 - Release Date: 07/07/09 05:53:00

No virus found in this incoming message.
Checked by AVG - www.avg.com
Version: 8.5.375 / Virus Database: 270.13.13/2237 - Release Date: 07/14/09 05:56:00

No virus found in this incoming message.
Checked by AVG - www.avg.com
Version: 8.5.375 / Virus Database: 270.13.16/2241 - Release Date: 07/16/09 05:58:00

Monica Baeza/Austin/GM1
07/21/2009 10:53 AM

To "Laura Applegate" <lapplegate@mylemon.com>@SITELCWEB
cc
bcc
Subject Re: [redacted] SR 71-734033223 VIN 1GKFK66827J[redacted]

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7.21.09 offer.doc 7.21.09 release.doc

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1-866-790-5600 ext 11325
1-866-233-2952 fax
monica_baeza@gmexpert.com

"Laura Applegate" <lapplegate@mylemon.com>

"Laura Applegate" <lapplegate@mylemon.com>
07/17/2009 02:34 PM

To <monica_baeza@gmexpert.com>
cc
Subject Re: [redacted] SR 71-734033223 VIN 1GKFK66827J[redacted]

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To: lapplegate@mylemon.com
Sent: Thursday, July 16, 2009 2:21 PM
Subject: Re: [redacted] SR 71-734033223 VIN 1GKFK66827J[redacted]

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"Laura Applegate" <lapplegate@mylemon.com>

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Sent: Tuesday, July 14, 2009 9:32 AM
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Business Resource Center
Adtiya Birla Minacs
1-866-790-5600 ext 11325
1-866-233-2952 fax
monica_baeza@gmexpert.com

"Laura Applegate" <lapplegate@mylemon.com>

07/07/2009 01:44 PM

To <monica_baeza@gmexpert.com>
cc
Subject Re: [redacted]SR 71-734033223 VIN 1GKFK66827J[redacted]

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To: lapplegate@mylemon.com
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Subject: [redacted] SR 71-734033223 VIN 1GKFK66827J[redacted]

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Version: 8.5.375 / Virus Database: 270.13.16/2241 - Release Date: 07/16/09 05:58:00

Form **W-9**
(Rev. September 2007)
Department of the Treasury
Internal Revenue Service

Request for Taxpayer Identification Number and Certification

Give form to the requester. Do not send to the IRS.

Print or type
See Specific Instructions on page 2.

[redacted]

Business name, if different from above

Check appropriate box: ☐ Individual/Sole proprietor ☑ Corporation ☐ Partnership
☐ Limited liability company. Enter the tax classification (D=disregarded entity, C=corporation, P=partnership) ▶
☐ Other (see instructions) ▶

☐ Exempt payee

[redacted]

Requester's name and address (optional)

City, state, and ZIP code
Ardmore, PA [redacted]

List account number(s) here (optional)

Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on Line 1 to avoid backup withholding. For individuals, this is your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the Part I instructions on page 3. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN* on page 3.

Social security number

or

[redacted]

Note. If the account is in more than one name, see the chart on page 4 for guidelines on whose number to enter.

Part II Certification

Under penalties of perjury, I certify that:

1. The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me), and
2. I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding, and
3. I am a U.S. citizen or other U.S. person (defined below).

Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the Certification, but you must provide your correct TIN. See the instructions on page 4.

Sign Here Signature of U.S. person ▶ [redacted] Date ▶ 7/15/2009

General Instructions

Section references are to the Internal Revenue Code unless otherwise noted.

Purpose of Form

A person who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) to report, for example, income paid to you, real estate transactions, mortgage interest you paid, acquisition or abandonment of secured property, cancellation of debt, or contributions you made to an IRA.

Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN to the person requesting it (the requester) and, when applicable, to:

1. Certify that the TIN you are giving is correct (or you are waiting for a number to be issued),

2. Certify that you are not subject to backup withholding, or

3. Claim exemption from backup withholding if you are a U.S. exempt payee. If applicable, you are also certifying that as a U.S. person, your allocable share of any partnership income from a U.S. trade or business is not subject to the withholding tax on foreign partners' share of effectively connected income.

Note. If a requester gives you a form other than Form W-9 to request your TIN, you must use the requester's form if it is substantially similar to this Form W-9.

Definition of a U.S. person. For federal tax purposes, you are considered a U.S. person if you are:

- An individual who is a U.S. citizen or U.S. resident alien,
- A partnership, corporation, company, or association created or organized in the United States or under the laws of the United States,
- An estate (other than a foreign estate), or
- A domestic trust (as defined in Regulations section 301.7701-7).

Special rules for partnerships. Partnerships that conduct a trade or business in the United States are generally required to pay a withholding tax on any foreign partners' share of income from such business. Further, in certain cases where a Form W-9 has not been received, a partnership is required to presume that a partner is a foreign person, and pay the withholding tax. Therefore, if you are a U.S. person that is a partner in a partnership conducting a trade or business in the United States, provide Form W-9 to the partnership to establish your U.S. status and avoid withholding on your share of partnership income.

The person who gives Form W-9 to the partnership for purposes of establishing its U.S. status and avoiding withholding on its allocable share of net income from the partnership conducting a trade or business in the United States is in the following cases:

- The U.S. owner of a disregarded entity and not the entity,

General Motors Corporation
Business Resource Center
PO Box 33170
Detroit, MI 48232-5170

VIA FAX ONLY

June 18, 2009

Service Manager Tim Hilsey
O REILLY PONTIAC-BUICK-GMC
3960 W CHESTER PIKE
NEWTOWN SQUARE, PA 19073-3209

RE: [redacted]
Service Request: 71-734033223
2007 GMC Yukon XL Denali
Vehicle Identification Number: 1GKFK66827J[redacted]
Customer Relationship Specialist: Michele Valykeo

Dear Tim Hilsey:

This is a letter of notification regarding a not-in-suit-matter involving the above referenced customer. Please provide us with copies of all dealer service documents regarding this vehicle. The specific documents needed are:

- **Service and body shop repair orders** of all internal, customer pay, and warranty repair orders, (to include front and back as well as technician notes). Also, include any receipts for aftermarket or dealer add-ons.

Please fax them to (866) 554-4010. If there are any fax difficulties or the documents exceed 50 pages, please split the fax and send two or more faxes as appropriate.
In addition, should you be contacted by another party regarding this matter, you may want to consult your own attorney for further direction. Your cooperation is greatly appreciated. If you have further questions, please contact me at 866-790-5700 extension 21359 Monday through Friday between 9:00 a.m. and 5:45 p.m., Eastern Time.

Sincerely,

General Motors Corporation

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

GM

CHECK **No.** 902002786

50-937
213

DATE 08/10/09

**********4,900 DOLLARS ****00 CENTS

AMOUNT **********4,900.00

PAY TO THE ORDER OF

[redacted]

ARDMORE PA [redacted]

North American Operations
General Motors Corporation
Disbursement Account

Bri D Albee

SIGNATURE

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

AUDIT

[redacted]

North American Operations

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

DETACH BEFORE DEPOSITING CHECK

VENDOR JNS NO. BB 000000025 1

VENDOR NAME [redacted]

CHECK NO. 902002786

PAYMENT DATE 08/10/09

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1GKFK66827J[redacted]	08/07/09	VM 1-CCURTP 71-734033223.1-CCURTP	00.0000	4,900.00	.00	4,900.00
			TOTAL	4,900.00	.00	4,900.0

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

W3

Monica Baeza/Austin/GM1
08/05/2009 03:48 PM

To joe.wilson@gm.com, denise.zobel@gm.com
cc
bcc
Subject Service Request 71-734033223 for customer [redacted] 2007 GMC Yukon XL Denali

DVM Joe Wilson and Denise Zobel:

This email is to follow up on Service Request 71-734033223 for customer [redacted] The customer's vehicle is a 2007 GMC Yukon XL Denali with 28,113 miles. FRED BEANS BUICK PONTIAC GMC of DOYLESTOWN, PA, O REILLY PONTIAC-BUICK-GMC of NEWTOWN SQUARE, PA & BUICK PONTIAC GMC OF of MILFORD, CT..

After negotiations with the plaintiff's counsel, the final offer of CASH in the amount of $4,900.00 was accepted.

There is no need to reply to this email. It is sent for notification purposes only

Thanks,
Monica Baeza
Business Resource Center
Adtiya Birla Minacs
1-866-790-5600 ext 11325
1-866-233-2952 fax
monica_baeza@gmexpert.com

General Motors Corporation
Business Resource Center
PO Box 33170
Detroit, MI 48232-5170

VIA FAX ONLY

July 21, 2009

David Gorberg, Esq.
David J Gorberg & Associates PC
32 Parking Plz Ste 700
Ardmore, PA 19003

RE: [redacted]
Service Request: 71-734033223
2007 GMC Yukon XL Denali
Vehicle Identification Number: 1GKFK66827J[redacted]
Customer Relationship Specialist: Monica Baeza

Dear Mr. Gorberg:

We regret that your client(s) are dissatisfied with their 2007 GMC Yukon XL Denali 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, GMC 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 $3,000.00 to the customer.
Attorney fees of $1,900.00.

Total of $4,900.00

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 registration (valid for at least 30 days beyond the date this letter is signed by your client) to show proof of ownership.

Your client(s) would retain the vehicle.

If this offer is acceptable to your client(s), please have your client(s) sign this offer letter as well as the attached release and return them to 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.

Furthermore, this settlement offer is contingent upon General Motors receiving a completed W-9 containing your Federal Tax ID. Failure to return the W-9 will result in a delay of processing this offer. To assist in ensuring the security of this information, the W-9 form needs to be faxed back to GM separately from all other settlement documents. The W-9 form can be downloaded from the IRS website at www.irs.gov. In addition, the IRS website will provide instructions for completing the W-9.

Please refer to the service request number above when contacting our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Sincerely,

General Motors Corporation

cc: FILE

LG0044
V01032008

Attach.

30,947

[redacted]

7/22/09
Date

7/22/09
Date

RELEASE OF CLAIM

We, [redacted] (hereinafter referred to as "Releasor(s)"), on behalf of myself/ourselves and my/our assigns, heirs and executors, in consideration of $4,900.00 ($3000 to the customer, Attorney fees $1900) 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 or lease, repair, maintenance, operation, alteration, or use of Releasor(s) 2007 GMC Yukon XL Denali bearing Vehicle Identification Number 1GKFK66827J[redacted] ("Subject Vehicle"), including but not limited to any claims based on any alleged defects in the subject vehicle. This Release of Claim shall not be construed to release any of the above named persons or entities from any liability regarding claims of personal injury or products liability arising out of the use or operation of the Subject Vehicle after the date of execution of this release. 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 30,947 on the date of the signing of 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: 7/22/09

[redacted]

Address

Bryn Mawr, PA [redacted]

City, State, Zip Code

Address

Bryn Mawr, PA [redacted]

City, State, Zip Code

STATE OF PA

COUNTY OF Montgomery

Sworn to (or affirmed) and subscribed before me this 22nd day of July, 2009, by Jarrett and Jacqueline Wells.

Deborah R. Cureton

Signature of Notary Public

Deborah R. Cureton

Print, type or stamp Commissioned Name of Notary Public

Personally Known K OR Produced identification _____

Type of identification _____

My commission expires: March 31, 2011

CC: File

COMMONWEALTH OF PENNSYLVANIA
NOTARIAL SEAL
DEBORAH R. CURETON, Notary Public
Jenkintown Boro., Montgomery County
My Commission Expires March 31, 2011

LG0024
V6302006

Detach Here 1 OF 1 S Detach Here

COMMONWEALTH OF PENNSYLVANIA REGISTRATION CREDENTIAL

EXPIRY: DEC 31, 2009 VALID: 01/21/09

PLATE: [redacted]
TITLE:
VIN: 1GKFK66827J[redacted]
YR/MAKE: 2007 GMC
TYPE: SH
WID: [redacted]

[redacted]

I hereby acknowledge this day that I have received notice of the provisions of Section 3709 of the Vehicle Code.

EMISSIONS INSPECTION REQUIRED/DIESEL VEHICLES EXEMPT COUNTY: MONTGOMERY

[redacted]
BRYN MAWR PA
[redacted]

General Motors Corporation
Business Resource Center
PO Box 33170
Detroit, MI 48232-5170

VIA FAX ONLY

June 18, 2009

Service Manager Don Duckworth
FRED BEANS BUICK PONTIAC GMC
835 N EASTON RD
DOYLESTOWN, PA 18902-1012

RE: [redacted]
Service Request: 71-734033223
2007 GMC Yukon XL Denali
Vehicle Identification Number: 1GKFK66827J[redacted]
Customer Relationship Specialist: Michele Valykeo

Dear Don Duckworth:

This is a letter of notification regarding a not-in-suit-matter involving the above referenced customer. Please provide us 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 any), the incentives acknowledgement form, and the Actual Cash Value statement of any trade.
- **Service and body shop repair orders** of all internal, customer pay, and warranty repair orders, (to include front and back as well as technician notes). Also, include any receipts for aftermarket or dealer add-ons.

Please fax them to (866) 554-4010. If there are any fax difficulties or the documents exceed 50 pages, please split the fax and send two or more faxes as appropriate.
In addition, should you be contacted by another party regarding this matter, you may want to consult your own attorney for further direction. Your cooperation is greatly appreciated. If you have further questions, please contact me at 866-790-5700 extension 21359 Monday through Friday between 9:00 a.m. and 5:45 p.m., Eastern Time.

Sincerely,

General Motors Corporation

"Laura Applegate"
<lapplegate@mylemon.com>
07/17/2009 02:34 PM

To <monica_baeza@gmexpert.com>
cc
bcc
Subject Re: [redacted]SR 71-734033223 VIN 1GKFK66827J[redacted]

History: This message has been replied to.

Hi Monica,
Can you please revise the offer letter to say 3000 to the client and 1900 in fees?

----- Original Message -----
From: monica_baeza@gmexpert.com
To: lapplegate@mylemon.com
Sent: Thursday, July 16, 2009 2:21 PM
Subject: Re: [redacted] SR 71-734033223 VIN 1GKFK66827J[redacted]

Laura,

Attached is the offer and release from GM. Please advise.

Thanks,
Monica Baeza
Business Resource Center
Adtiya Birla Minacs
1-866-790-5600 ext 11325
1-866-233-2952 fax
monica_baeza@gmexpert.com

"Laura Applegate" <lapplegate@mylemon.com>
07/14/2009 12:21 PM

To <monica_baeza@gmexpert.com>
cc
Subject Re: [redacted]R 71-734033223 VIN 1GKFK66827J[redacted]

This client is going out of town tomorrow and I wanted to attmpt to resolve this. Can you settle this for 4900inc?

thanks

----- Original Message -----
From: monica_baeza@gmexpert.com
To: lapplegate@mylemon.com
Sent: Tuesday, July 14, 2009 9:32 AM
Subject: Re:[redacted] SR 71-734033223 VIN 1GKFK66827J[redacted]

Laura,

Attached is the counter offer and release from GM. Please advise.

Thanks,
Monica Baeza
Business Resource Center
Adtiya Birla Minacs
1-866-790-5600 ext 11325
1-866-233-2952 fax
monica_baeza@gmexpert.com

"Laura Applegate" <lapplegate@mylemon.com>

07/07/2009 01:44 PM

To <monica_baeza@gmexpert.com>
cc
Subject Re:[redacted]SR 71-734033223 VIN 1GKFK66827J[redacted]

Monica,
Clients bottom line is 7900inc, please advise as to what you can offer to wrap this up.

Thanks
----- Original Message -----
From: monica_baeza@gmexpert.com
To: lapplegate@mylemon.com
Sent: Tuesday, July 07, 2009 10:58 AM
Subject:[redacted]SR 71-734033223 VIN 1GKFK66827J[redacted]

Laura,

I might have sent this via fax. But I attached it anyway. Please advise.

Thanks,
Monica Baeza
Business Resource Center
Adtiya Birla Minacs
1-866-790-5600 ext 11325
1-866-233-2952 fax
monica_baeza@gmexpert.com

No virus found in this incoming message.
Checked by AVG - www.avg.com
Version: 8.5.375 / Virus Database: 270.13.7/2222 - Release Date: 07/07/09 05:53:00

No virus found in this incoming message.
Checked by AVG - www.avg.com
Version: 8.5.375 / Virus Database: 270.13.13/2237 - Release Date: 07/14/09 05:56:00

No virus found in this incoming message.
Checked by AVG - www.avg.com
Version: 8.5.375 / Virus Database: 270.13.16/2241 - Release Date: 07/16/09 05:58:00

Monica Baeza/Austin/GM1
08/04/2009 11:35 AM

To lapplegate@mylemon.com
cc
bcc
Subject Fw: [redacted]SR 71-734033223 VIN 1GKFK66827J[redacted]

Laura,

Could you please provide me with status?

Thanks,
Monica Baeza
Business Resource Center
Adtiya Birla Minacs
1-866-790-5600 ext 11325
1-866-233-2952 fax
monica_baeza@gmexpert.com

—— Forwarded by Monica Baeza/Austin/GM1 on 08/04/2009 11:35 AM ——

Monica Baeza/Austin/GM1
07/28/2009 12:13 PM

To lapplegate@mylemon.com
cc
Subject Fw: [redacted] SR 71-734033223 VIN 1GKFK66827J[redacted]

Laura,

Could you please provide me with status?

Thanks,
Monica Baeza
Business Resource Center
Adtiya Birla Minacs
1-866-790-5600 ext 11325
1-866-233-2952 fax
monica_baeza@gmexpert.com

—— Forwarded by Monica Baeza/Austin/GM1 on 07/28/2009 12:12 PM ——

Monica Baeza/Austin/GM1
07/21/2009 10:53 AM

To "Laura Applegate" <lapplegate@mylemon.com>@SITELCWEB
cc
Subject Re: [redacted]SR 71-734033223 VIN 1GKFK66827J[redacted]

Laura,

Attached is the settlement offer and release from GM. Please advise.

7.21.09 offer.doc 7.21.09 release.doc

Thanks,
Monica Baeza
Business Resource Center
Adtiya Birla Minacs
1-866-790-5600 ext 11325
1-866-233-2952 fax
monica_baeza@gmexpert.com

"Laura Applegate" <lapplegate@mylemon.com>

"Laura Applegate"
<lapplegate@mylemon.com>

07/17/2009 02:34 PM

To <monica_baeza@gmexpert.com>
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Subject Re:[redacted] SR 71-734033223 VIN 1GKFK66827J[redacted]

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Business Resource Center
Adtiya Birla Minacs
1-866-790-5600 ext 11325
1-866-233-2952 fax
monica_baeza@gmexpert.com

"Laura Applegate" <lapplegate@mylemon.com>

07/14/2009 12:21 PM

To <monica_baeza@gmexpert.com>
cc
Subject Re: [redacted]SR 71-734033223 VIN 1GKFK66827J[redacted]

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To: lapplegate@mylemon.com
Sent: Tuesday, July 14, 2009 9:32 AM
Subject: Re:[redacted] SR 71-734033223 VIN 1GKFK66827J[redacted]

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Adtiya Birla Minacs
1-866-790-5600 ext 11325
1-866-233-2952 fax
monica_baeza@gmexpert.com

"Laura Applegate" <lapplegate@mylemon.com>

07/07/2009 01:44 PM

To <monica_baeza@gmexpert.com>
cc
Subject Re: [redacted]SR 71-734033223 VIN 1GKFK66827J[redacted]

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Thanks
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To: lapplegate@mylemon.com
Sent: Tuesday, July 07, 2009 10:58 AM
Subject:[redacted] SR 71-734033223 VIN 1GKFK66827J[redacted]

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Monica Baeza
Business Resource Center
Adtiya Birla Minacs
1-866-790-5600 ext 11325
1-866-233-2952 fax
monica_baeza@gmexpert.com

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No virus found in this incoming message.
Checked by AVG - www.avg.com
Version: 8.5.375 / Virus Database: 270.13.16/2241 - Release Date: 07/16/09 05:58:00

Michele Valykeo/Austin/GM1

06/18/2009 03:23 PM

To denise.zobel@gm.com

cc joe.wilson@gm.com

bcc

Subject VIN: 1GKFK66827J[redacted]/Customer: [redacted]/BRC LEGAL N.I.S.M.

This is a message for Denise Zobel DVM and Joe Wilson DVM:

Hi, my name **Michele Valykeo**. This email is to follow up on my voicemail regarding Service Request 71-734033223 for customer Wells. The customer's vehicle is a 2007 GMC Yukon XL Denali with 28,113 miles. The VIN is **1GKFK66827J**[redacted] The customer has been working with FRED BEANS BUICK PONTIAC GMC of DOYLESTOWN, PA, O REILLY PONTIAC-BUICK-GMC of NEWTOWN SQUARE, PA & BUICK PONTIAC GMC OF of MILFORD, CT. Due to time constraints, your response to this e-mail is required within **48** hours.

This is a Not in Suit Matter. This means a demand letter has been sent to our office by the customer's attorney indicating that the customer may pursue a lawsuit unless GM can resolve the customer's vehicle concern. We are reviewing this case for possible settlement in our Early Resolution program. The settlements offers can range from denial up to repurchase, depending on the severity of the concerns. Because of this, we would like you to review the following options:

A) I have information on this case that may assist in your review (please provide in your reply). I will review any repurchase or replacement offer before it is made. I would also like to be notified of the BRC decision to offer cash or other goodwill settlement.

B) I am not aware of this vehicle or customer's concerns. However, I will review any repurchase or replacement offer before it is made. I would also like to be notified of the BRC decision to offer cash or other goodwill settlement.

C) I have information on this case that may assist in your review (please provide in your reply). However, I agree to cede the final decision on this case to the Early Resolution program (You will be notified of the resolution after the settlement has been reached).

D) I am not aware of this vehicle or customer's concerns. I agree to cede the final decision on this case to the Early Resolution program (You will be notified of the resolution after the settlement has been reached).

*If a response is not received within 48 hours the default assumption will option "B".

Please reply only by email with one of the above options within **48** hours. Your written feedback will be documented and e-mail attached to our case, and is an important step in our accurate and timely case resolution.

Thank you,

Michele Valykeo
Business Resource Center

Aditya Birla Minacs

Phone: (866) 790-5700 ext. 21359
Fax: (866) 554-4010
Email: michele_valykeo@gmexpert.com

General Motors Corporation
Business Resource Center
PO Box 33170
Detroit, MI 48232-5170

VIA FAX ONLY

June 18, 2009

David Gorberg, Esq.
David J. Gorberg & Associates
32 Prkg Plaza 700 Times Building
Ardmore, PA 19003

RE: [redacted]
Service Request: 71-734033223
2007 GMC Yukon XL Denali
Vehicle Identification Number: 1GKFK66827J[redacted]
Customer Relationship Specialist: Michele Valykeo

Dear Mr. Gorberg:

This is to advise that General Motors is in receipt of the above referenced case dated June 12, 2009. This case file has been assigned to General Motors' Early Resolution program, and you will be contacted in the next 10-15 calendar days for review. The Early Resolution program is designed to facilitate early settlement of warranty matters within a 45-day timeframe.

In order to do a thorough review and assessment of this case, General Motors would appreciate your prompt 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.

- ☒ Copy of owner's current title and/or registration
- ☒ Other: Payment History
- ☐ Finance agreement
- ☐ Buyer's agreement

General Motors Corporation
ATTN: BRC Legal
P.O. Box 33170
Detroit, MI 48232

If you have further questions, please contact our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please refer to the service request number above and a Customer Relationship Specialist will be happy to assist you.

Sincerely,

General Motors Corporation

RELEASE OF LIEN INFORMATION

I _____,
(Client's Name)

hereby authorize _____
(Lien holder Name)

_____
(Lien holder Address) (Lien holder Phone Number)

to release any and all information regarding my loan account # _____
(Account Number)

with _____
(Lien holder Name)

to General Motors Corporation, including but not limited to a complete payment history of my account, a loan payoff amount, and per diem information.

Date _____.

VEHICLE INFORMATION

The current vehicle mileage is _____ Date mileage read: _____.

_____ _____
Signature Signature

Service Request Detail

SR No.	71-734033223	**Ref No.**		**Goodwill**	No Goodwill Offered	**BRC Type**	Legal
Account	[redacted]	**Site**		**GW SubType**		**Bus. Unit**	BRC
Last Name	[redacted]	**First Name**	[redacted]	**Approval**	Not Initiated	**Area**	Legal
Daytime #	[redacted]	**Evening #**		**UCC**	Electrical - General	**Sub-Area**	NISM
Address	[redacted]	**City**	Bryn Mawr	**Involved Dlr**	Fred Beans Buick Pontiac GMC, Inc.	**Safety**	Yes
State	PA **ZipCd** [redacted]	**Con Acct**		**Source**	White Mail	**Updated**	6/18/2009 02:41:25 PM
Serial #/VIN	1GKFK66827J[redacted]	**Model Year**	2007	**Priority**	Medium **License #** GMC	**Owner**	VALYKEM1
Make	GMC	**Warr. Start**	01/20/2007	**Status**	Open	**Opened**	6/17/2009 02:22:53 PM
Model	Yukon XL Denali	**Mileage**	28113	**Sub-Status**	Dissatisfied	**Closed**	
Abstract	PA BRC Legal ER NISM						
Customer Description	This is a BRC Legal Case. Forward any Attorney inquiries to Michele Valykeo at ext 21359. If the caller is a customer, refer them to their attorney.						

Pre-PAR

PAR Notifier	Incident Date/Time	Injuries	# Other Veh	# People In Veh	Road Surface	Road Cond.	Fire Report#	Police Report#

Driver Last Name	Driver First Name	Height	DOB	Disabilities

Insurance Agent Last Name	Insurance Agent First Name	Phone #	Insurance Agency

Incident Loc	Incident Desc
Component	Damage Desc
Vehicle Loc	Add'l Info
Emgcy Svc Names	Maint Loc

PAR Detail

Collision	**Non Collision**	**Property Damage**	**Thermal Evt**	**Spec Equip**	
Vehicle Speed		**Weather Condition**		**Prop Owner**	**Property Type**
Last Service Date		**Loc Last Service**		**Property Location**	**Prop Est Repair Cost**
Veh Est Repair Cost		**Spec Equip Installer**		**Prop Damage Description**	
Primary Veh Use		**Inspection Type**		**Inspected By**	**Inspection Date/Time**
Veh Damage Description				**Explain Other**	

O'REILLY
OF NEWTOWN SQUARE

GMC

DATE: 6/23/09

RECIPIENT: Michele Valykes

SENDER: Joe McGlone

PAGES(INCLUDING COVER): 39

MESSAGE/COMMENTS: Here is the [redacted] file. No sales docs. not purchased here.

3960 West Chester Pike · Newtown Square, PA 19073 · Tel: 610-886-1200 · Fax: 610-353-9478 · www.oreillycars.com

O'REILLY PONTIAC BUICK GMC

3960 WEST CHESTER PIKE
NEWTOWN SQUARE, PA 1907
Ph: 610-886-1200
Fx: 610-353-9478
www.oreillycars.com

GM Parts

SIMPLY the BEST — THE NEW GM PARTS SYSTEM

GCCS36184

0201IGCCS361

CUSTOMER NO. 3111	ADVISOR JOE	TA 3798	NO.
[redacted]	LABOR RATE 89.00	LICENSE NO.	MILEAGE 24,890
BRYN MAWR, PA [redacted]	YEAR / MAKE / MODEL 07/GMC/YUKON/PICKUP		
	VEHICLE I.D. NO. 1GKFK66827J [redacted]		
	F.T.E. NO.	R.O. NO.	
RE [redacted]	BUSINESS PHONE	COMMENTS	

INVOICE DATE 12/22/08	INVOICE NO. GCCS36184
COLOR BLACK/	STOCK NO.
DELIVERY DATE	DELIVERY MILES
SELLING DEALER NO.	
R.O. DATE 12/22/08	

MO: 24890

LABOR & PARTS

J# 1 01BUZLOF LUBE, OIL, FILTER HOURS: TECH(S):4039 — 19.40

PERFORM LUBE, OIL AND FILTER CHANGE.
change oil and filter, check all fluid levels,
lubricate door hinges, check tire pressure,
check hoses and belts.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 1		PK49		****	****	****
JOB # 1	1	EVI	WASTE FEE	2.50	2.50	2.50
JOB # 1	1	89017524	FILTER 1.836	7.50	7.50	7.50
JOB # 1	6	89021632	MOBIL	3.78	3.78	22.68
				JOB # 1 TOTAL PARTS		32.68
				JOB # 1 TOTAL LABOR & PARTS		52.08

J# 2 22BUZ BRAKES HOURS: 1.50 TECH(S):4039 — 133.50

CUSTOMER STATES BRAKES ARE GRINDING
FRONT PADS WORN LOW. ROTORS GROOVED
REPLACED FRONT BRAKE PADS AND FRONT ROTORS

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 2	2	88963556	ROTOR KIT 5.809	146.89	130.00	260.00
JOB # 2	1	19157524	PAD KIT 5.017	99.00	99.00	99.00
				JOB # 2 TOTAL PARTS		359.00
				JOB # 2 TOTAL LABOR & PARTS		492.50

J# 3 01BUZPICKUP PICK UP AND DELIVER HOURS: 0.00 TECH(S):4039 — 0.00

PICK UP AND DELIVER VEHICLE
PICK UP AND DELIVER VEHICLE
PICK UP AND DELIVER VEHICLE

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
				JOB # 3 TOTAL PARTS		0.00
				JOB # 3 TOTAL LABOR & PARTS		0.00

J# 4+85BUZ CAMPAIGNS HOURS: 0.30 TECH(S):4039 — WARRANTY

V1993 - 08048A - JUMPER HARNESS INSTALLATION
PERFORMED RECALL

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 4	1	20773432	HARNESS 2.480			WARRANTY
				JOB # 4 TOTAL PARTS		0.00
				JOB # 4 TOTAL LABOR & PARTS		0.00

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	SSPN	PN SHOP SUPPLIES		10.89
			TOTAL - MISC	10.89

RECOMMENDATIONS
INSPECTION DUE 2/09
REAR BRAKES AT 2/32

SERVICE DEPARTMENT HOURS
MONDAY - FRIDAY
7:30 A.M. - 6:00 P.M.

IMPORTANT

YOU MAY RECEIVE A QUESTIONNAIRE FROM GENERAL MOTORS IN THE NEXT FEW DAYS. IF FOR ANY REASON YOU CANNOT GRADE US "COMPLETELY SATISFIED," PLEASE CONTACT OUR SERVICE MANAGER.
THANK YOU,
DAVID O'KELLY
(610) 886-1200

"LIMITED LABOR WARRANTY"
THE REPAIR FACILITY GUARANTEES THE LABOR USED IN PERFORMING THE REPAIRS LISTED ON THIS REPAIR ORDER FOR A PERIOD OF 12 MONTHS OR 12,000 MILES FROM THE DATE SUCH REPAIRS WERE COMPLETED. THIS LIMITED WARRANTY SPECIFICALLY EXCLUDES FRONT END ALIGNMENTS, ELECTRICAL WIRING AND SHORTS, AND FUEL SYSTEM WHEN DUE TO CONTAMINATION. THIS LIMITED WARRANTY IS EXTENDED TO THE VEHICLE OWNER/CUSTOMER AND IS NOT TRANSFERABLE TO, NOR ASSIGNABLE BY, ANY OTHER PERSON.
THE PART(S) IS SOLD "AS IS". 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 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 PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FROM LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES. IN ADDITION, EXPRESSLY EXCLUDED IS ANY DEALER LIABILITY FOR DEFECTS PERTAINING TO SAFETY OR PERFORMANCE, BY WAY OF STRICT LIABILITY, NEGLIGENCE OR OTHERWISE.

O'REILLY PONTIAC BUICK GMC
• For your New & Used Car needs
Parts accessories, & Factory
Authorized Service.

Thank You.
We appreciate your business!

O'REILLY PONTIAC BUICK GMC
Ph: 610-886-1200
Fx: 610-353-9478
www.oreillycars.com

SERVICE FILE COPY

[CONTINUED ON NEXT PAGE

03:54pm

06/23/2009 09:41 6103539478 O'REILLY PBG PAGE 02/39

O'REILLY PONTIAC BUICK GMC

3960 WEST CHESTER PIKE
NEWTOWN SQUARE, PA 19073
Ph: 610-886-1200
Fx: 610-353-9478
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GM Parts

SIMPLY the BEST — THE NEW GM PARTS SYSTEM

GCCS36184

0201IGCCS361 4

CUSTOMER NO. 3111	ADVISOR JOE	T. NO. 3793	INVOICE DATE 12/22/08
	LABOR RATE 89.00	LICENSE NO.	MILEAGE 24,890
[redacted] BRYN MAWR, PA [redacted]	YEAR/MAKE/MODEL 07/GMC/YUKON/PICKUP		COLOR BLACK/
	VEHICLE I.D. NO. 1GKFK6682 7J [redacted]		DELIVERY DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 12/22/08
[redacted]	BUSINESS PHONE	COMMENTS	

INVOICE NO. GCCS36184
STOCK NO.
DELIVERY MILES
SELLING DEALER NO.

MO: 24890

TOTALS----------

* *
* [ ] CASH [ ] CHECK NUMBER *
* [X] VISA [ ] M/C [ ] AMEX [ ] DISC *
* [12-23] DATE [JA] PRINT NAME *
* *

TOTAL LABOR....	152.90
TOTAL PARTS....	391.68
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	10.89
TOTAL MISC DISC	0.00
TOTAL TAX.....	33.33
TOTAL INVOICE $	**588.80**

IF FOR ANY REASON YOU ARE NOT COMPLETELY SATISFIED PLEASE

CONTACT JOE MCGLONE @ 610-886-1200

Any work recomended but not performed could result in an unsafe condition.
Thank you and have a great day, from O'Reilly Service Dept.

[redacted]
CUSTOMER SIGNATURE

W-43.60

SERVICE DEPARTMENT HOURS
MONDAY - FRIDAY
7:30 A.M. - 6:00 P.M.

IMPORTANT
YOU MAY RECEIVE A QUESTIONNAIRE FROM GENERAL MOTORS IN THE NEXT FEW DAYS. IF FOR ANY REASON YOU CANNOT GRADE US "COMPLETELY SATISFIED." PLEASE CONTACT OUR SERVICE MANAGER.
THANK YOU,
DAVID O'KELLY
(610) 886-1200

LIMITED LABOR WARRANTY

THE REPAIR FACILITY GUARANTEES THE LABOR USED IN PERFORMING THE REPAIRS LISTED ON THIS REPAIR ORDER FOR A PERIOD OF 12 MONTHS OR 12,000 MILES FROM THE DATE BLOCK REPAIRS WERE COMPLETED. THIS LIMITED WARRANTY SPECIFICALLY EXCLUDES PAINT AND ALIGNMENTS, ELECTRICAL WIRING AND SHORTS, AND FUEL SYSTEM WORK DUE TO CONTAMINATION. THIS LIMITED WARRANTY IS EXTENDED TO THE VEHICLE OWNER/CUSTOMER AND IS NOT TRANSFERABLE TO, NOR ENFORCEABLE BY, ANY OTHER PERSON.

THE PART(S) IS SOLD "AS IS". THE ONLY WARRANTIES ARE LIMITED TO THE PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER(S). THE SELLING DEALER 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 THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FROM LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES. IN addition, EXPRESSLY EXCLUDED IS ANY DEALER LIABILITY FOR DEFECTS PERTAINING TO SAFETY OR PERFORMANCE, BY WAY OF STRICT LIABILITY, NEGLIGENCE OR OTHERWISE.

O'REILLY PONTIAC BUICK GMC
• For your New & Used Car needs. Parts accessories, & Factory Authorized Service.

Thank You. We appreciate your business!

O'REILLY PONTIAC BUICK GMC
Ph: 610-886-1200
Fx: 610-353-9478
www.oreillycars.com

SERVICE FILE COPY

[END OF INVOICE] 03:54pm

For Re-order TRI-STATE BUSINESS FORMS (888) 578-3535 100x168

06/23/2009 09:41 6103539478 OREILLY PBG PAGE 03/39

O'REILLY PONTIAC BUICK GMC 36184

3960 WEST CHESTER PIKE
NEWTOWN SQUARE, PA 19073
Tel: 610-886-1200
Fax: 610-353-9478
www.oreillycars.com

PONTIAC BUICK GMC GM Parts SIMPLY the BEST

36184

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01BUZINJFLUSH	FUEL INJECTOR FLUSH	MI					

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
08/28/08	33973	20608	1895	239	W	23E JZ	ENGINE
07/17/08	33127	19363	1895	204	C	01E JZ015000T	15000 SERVICE/TRUCK
				204	W	20E JZ	STEERING
				204	C	40E JZ	ACCESSORIES
				204	W	12E JZ	INTERIOR TRIM
				204	C	01E JZPICKUP	PICK UP AND DELIVER

SALESPERSON NO.

S E R V I C E

STATE REG# 2

CUSTOMER WAITING ☐ YES

TERMS: ☐ CASH ☐ CHARGE TYPE

☐ INTERNAL

APPROVED BY

APPOINTMENT ☒ YES ☐ NO

VEHICLE I.D. NO. 1GKFK66827J[redacted]

YEAR/MAKE/MODEL 07/GMC/YUKON/PICKUP

[redacted]
BRYN MAWR, PA [redacted]

BUSINESS PHONE

CUSTOMER NO. 3111

SERVICE CONTRACT

COLOR BLACK/

TURBO | M/MC BUZZ | AIR COND. | P. S. | TRANS

TIME RECEIVED 09:11am | DATE/TIME PROMISED 12/22/08 06:00pm | PRIORITY

LABOR RATE 89.00

I hereby authorize the repair work therein set forth to b[illegible] done by you, together with the furnishing by you of the necessary parts and other material for such repair, and agree: that you are not respo[illegible] for any reason; that you neither assume or authorize an[illegible] liability in connection with such repair; that you shall not be responsible for loss of or damage to the above [illegible] case of fire, theft or other cause beyond your control; that an express mechanic's lien is hereby acknowledge[illegible] on the above vehicle to secure the amount of repairs thereto; that your employees may o[illegible] purpose of testing and/or inspecting such vehicle.

X [redacted]

PRODUCTION DATE	STOCK NO.	LICENSE NO.	R. O. NO. 36184
DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R. O. DATE 12/22/08
ACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO.
MILEAGE ~~25,000~~	ADVISOR NO. 3793	ADVISOR JOE	

O'REILLY PONTIAC BUICK GMC

JOB

1 C * 01BUZLOF **LUBE, OIL, FILTER**
PERFORM LUBE, OIL AND FILTER CHANGE.

#4039

2 C 22BUZ **BRAKES**
CUSTOMER STATES BRAKES ARE GRINDING

3 C * 01BUZPICKUP **PICK UP AND DELIVER**
PICK UP AND DELIVER VEHICLE

(4) Recall 08048

QUICK SERVICE MENU	
1	CHECK FOR STATE INSPECTION
2	STATE I/M EMISSION INSPECTION
	BALANCE TIRES
5	OIL CHANGE
	OIL FILTER CHANGE
8	TUNE-UP
7	SERVICE AUTO TRANS.
	ROTATE TIRES
	FRONT END ALIGNMENT

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 WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND THE SELLER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS ITEM/ITEMS. 12 MONTHS WARRANTY ON PARTS & LABOR OR 12000 MILES, WHICHEVER COMES FIRST. ANY DISSATISFACTION WITH SERVICE SHOULD BE REPORTED IMMEDIATELY BUT NO LATER THAN 30 DAYS OR 1000 MILES FROM DATE JOB IS RELEASED.

INITIAL YOUR CHOICE
☐ I AUTHORIZE YOU TO COMPLETE THE ABOVE REPAIRS
☐ I AUTHORIZE THE ABOVE REPAIRS UP TO $ _____
☐ DO NOT PERFORM ANY REPAIRS UNTIL I AM NOTIFIED OF THE EXACT NATURE OF THE REPAIRS AND THE TOTAL PRICE OF SUCH CHARGES. $ _____

I UNDERSTAND THAT IF I AUTHORIZE YOU TO BEGIN REPAIRS BUT DO NOT AUTHORIZE ADDITIONAL NECESSARY REPAIR I WILL OWE FOR THE WORK COMPLETED OR FOR DIAGNOSTIC TIME THE SUM OF $ _____

CUSTOMER SIGNATURE _____

RIGINAL ESTIMATE	AUTHORIZED ADD'L REPAIRS $	ADD'L REPAIRS OK'D BY
ATE	TIME	EMPLOYEE RECEIVING AUTHORITY

EPLACED PARTS WILL BE DISCARDED UNLESS SPECIFIED OTHERWISE ☐ SAVE

PECIFIC AUTHORIZATION GIVEN:

TATE SPECT # | EMISSION #

ECHANIC SIGN.

RIOR MILEAGE:

RE DEPTH: /32

RAKES: /F. /32 /R. /32

For Re-order: TRI STATE BUSINESS FORMS (888) 579-3635 • 1036486

0201J36184

PAGE 1 OF 1

HARD COPY

www.oreillycars.com

36184

#4039

		PARTS	CONDITION CODE	LABOR RECORD
A COMPLAINT	0.00 (1) LOF (.4)			
CAUSE				
CORRECTION	(2) Brakes are grinding			
B COMPLAINT	Ck brakes			
CAUSE				
CORRECTION	490.00 Front Pads into rotors.	Front Pads	19157521	$99.00
C COMPLAINT	replace front Pads + Rotors (2.0)			
CAUSE		Rotors	88963556	$130.00x2
CORRECTION	Rear Pads 2/33			
D COMPLAINT	290.00 replace Pads + resurface rotors (2.5)			
CAUSE		Rear Pads	19159252	$99.00
CORRECTION	$830.00			
E COMPLAINT	85.00 ST Tm (1.0) due 2/09			
CAUSE	$915.00			
CORRECTION				
F COMPLAINT	(3)			
CAUSE				
CORRECTION	(4) 08048 - jumper harness (.2)			
G COMPLAINT				
CAUSE				
CORRECTION				
H COMPLAINT				
CAUSE				
CORRECTION				
I COMPLAINT				
CAUSE				
CORRECTION				

RETURNED
DATE 12/22/08
SIGN

O'REILLY PONTIAC BUICK GMC

3960 WEST CHESTER PIKE
NEWTOWN SQUARE, PA 190[illegible]3
Ph: 610-886-1200
Fx: 610-353-9478
www.oreillycars.com

GM Parts

SIMPLY the BEST — THE NEW GM PARTS SYSTEM

GCCS36608

0201IGCCS366[illegible]

CUSTOMER NO. 3111	ADVISOR JENN	T[illegible] NO. 1895	INVOICE DATE 01/15/09
[redacted]	LABOR RATE 89.00	LICENSE NO.	MILE[illegible] 25,697
BRYN MAWR, PA[redacted]	YEAR / MAKE / MODEL 07/GMC/YUKON/PICKUP		COLOR BLACK/
	VEHICLE I.D. NO. 1GKFK6682 7J[redacted]		DELIVERY DATE
	F.T.E. NO.	P.O. NO.	SELLING DEALER NO.
[redacted]	BUSINESS PHONE	COMMENTS	R.O. DATE 01/14/09

INVOICE NO. GCCS36608
STOCK NO.
DELIVERY MILES

MO: 25697

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 10	1	OVERNITE	CHARGE			
					JOB # 10 TOTAL PARTS	WARRANTY 0.00
					JOB # 10 TOTAL LABOR & PARTS	0.00

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	SSPN	PN SHOP SUPPLIES		7.20
JOB # 1	SGC	GMC SHUTTLE SERVUCE		WARRANTY
JOB # 2	ISBU	BU INSPECTION STICKER		2.00
JOB # 3	EMBU	BU PA STATE DOC. FEE		2.40
			TOTAL - MISC	11.60

TOTALS

* *
* [ ] CASH [ ] CHECK NUMBER *
* [X] VISA [ ] M/C [ ] AMEX [ ] DISC *
* [ ] DATE [ ] PRINT NAME *
* *

TOTAL LABOR....	260.95
TOTAL PARTS....	99.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	11.60
TOTAL MISC DISC	0.00
TOTAL TAX.....	22.15
TOTAL INVOICE $	**393.70**

IF FOR ANY REASON YOU ARE NOT COMPLETELY SATISFIED PLEASE

CONTACT JOE MCGLONE @ 610-886-1200

Any work recomended but not performed could result in an unsafe condition.
Thank you and have a great day. from O'Reilly Service Dept.

Delivered

CUSTOMER SIGNATURE

W-257.08

SERVICE DEPARTMENT HOURS
MONDAY - FRIDAY
7:30 A.M. - 6:00 P.M.

IMPORTANT
YOU MAY RECEIVE A QUESTIONNAIRE FROM GENERAL MOTORS IN THE NEXT FEW DAYS. IF FOR ANY REASON YOU CANNOT GRADE US "COMPLETELY SATISFIED," PLEASE CONTACT OUR SERVICE MANAGER.
THANK YOU,
JOE McGLONE
(610) 886-1200

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Thank You. We appreciate your business!

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Ph: 610-880-1200
Fx: 610-353-9478
www.oreillycars.com

SERVICE FILE COPY

[END OF INVOICE] 1:45am

O'REILLY PONTIAC BUICK GMC

3960 WEST CHESTER PIKE
NEWTOWN SQUARE, PA 19073
Ph: 610-886-1200
Fx: 610-353-9478
www.oreillycars.com

GM Parts

SIMPLY the BEST — THE NEW GM PARTS SYSTEM

GCCS36608

0201IGCCS3660

CUSTOMER NO. 3111	ADVISOR JENN	TA NO. 1895	INVOICE DATE 01/15/09
	LABOR RATE 89.00	LICENSE NO.	MILEAGE 25,697
[redacted] BRYN MAWR, PA [redacted]	YEAR/MAKE/MODEL 07/GMC/YUKON/PICKUP		COLOR BLACK/
	VEHICLE I.D. NO. 1GKFK6682 7J [redacted]		DELIVERY DATE
	F.T.E. NO.	P.O. NO.	SELLING DEALER NO.
[redacted]	BUSINESS PHONE	COMMENTS	R.O. DATE 01/14/09

INVOICE NO. GCCS36608
STOCK NO.
DELIVERY MILES
MO: 25697

JOB # 5 TOTAL LABOR & PARTS 0.00

J# 6 08BUZ DOORS & REAR COMP. HOURS: 0.50 TECH(S):4039 WARRANTY
CUSTOMER STATES THAT THE DRIVERS WINDOW IS MAKING A NOISE
GOING UP AND DOWN
TECH CONFIRMED CUSTOMERS COMPLAINT.
TECH REMOVED AND REPLACED THE DRIVER SIDE OUTSIDE SEALING
STRIP. OPERATING AS DESIGNED.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE-UNIT PRICE-	
JOB # 6	1	15943274	SEALING S 16.183		WARRANTY

JOB # 6 TOTAL PARTS 0.00

JOB # 6 TOTAL LABOR & PARTS 0.00

J# 7 23BUZ1 ENGINE HOURS: TECH(S):4039 WARRANTY
CUSTOMER STATES THAT THE ENGINE LIGHT WAS ON

TECH SCANED FOR CODE, NO CODES PRESENT.
EVERYTHING IS OPERATING AS DESIGNED.

PARTS------QTY---FP-NUMBER----------DESCRIPTION---------LIST PRICE-UNIT PRICE-

JOB # 7 TOTAL PARTS 0.00

JOB # 7 TOTAL LABOR & PARTS 0.00

J# 8 40BUZ ACCESSORIES HOURS: TECH(S):4039 WARRANTY
CUSTOMER STATES THAT THE SERVICE PARK ASSIST LIGHT CAME ON
TECH SCANED FOR CODES. NONE PRESENT.
OPERATING AS DESIGNED.

PARTS------QTY---FP-NUMBER----------DESCRIPTION---------LIST PRICE-UNIT PRICE-

JOB # 8 TOTAL PARTS 0.00

JOB # 8 TOTAL LABOR & PARTS 0.00

J# 9 08BUZ1 DOORS AND REAR COMP. HOURS: 0.40 TECH(S):4039 WARRANTY
CUSTOMER STATES THAT THE DRIVERS INSIDE HANDLE CHROME
IS PEELING

TECH CONFIRMED CUSTOMERS CONCERN.
TECH REMOVED AN REPLACED THE INSIDE DOOR HANDLE.
OPERATING AS DESIGNED.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE-UNIT PRICE-	
JOB # 9	1	15935951	HANDLE 16.345		WARRANTY

JOB # 9 TOTAL PARTS 0.00

JOB # 9 TOTAL LABOR & PARTS 0.00

J#10+01BUZOVERNIGHT OVERNIGHT CHARGE HOURS: TECH(S):4039 WARRANTY
OVERNIGHT CHARGE FOR PARTS
USE LABOR OP Z5001
USE FOR WARRANTY REPAIR

SERVICE DEPARTMENT HOURS
MONDAY - FRIDAY
7:30 A.M. - 6:00 P.M.

IMPORTANT
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THANK YOU,
JOE McGLONE
(610) 886-1200

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[CONTINUED ON NEXT PAGE

For Re-order TRI-STATE BUSINESS FORMS (888) 573-3636 1006466

O'REILLY PONTIAC BUICK GMC

3960 WEST CHESTER PIKE
NEWTOWN SQUARE, PA 19073
Ph: 610-886-1200
Fx: 610-353-9478
www.oreillycars.com

GM Parts

SIMPLY the BEST

GCCS36608

0201IGCCS3660

CUSTOMER NO. 3111	ADVISOR JENN 1895	INVOICE DATE 01/15/09	INVOICE NO. GCCS36608
[redacted] BRYN MAWR, PA [redacted]	LABOR RATE 89.00 / LICENSE NO. / MILEAGE 25,697	COLOR BLACK/	STOCK NO.
	YEAR / MAKE / MODEL 07/GMC/YUKON/PICKUP	DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1GKFK6827J [redacted]	SELLING DEALER NO.	
	F.T.E. NO. / P.O. NO.	R.O. DATE 01/14/09	
[redacted]	BUSINESS PHONE / COMMENTS		

MO: 25697

LABOR & PARTS

J# 1 01BUZPICKUP PICK UP AND DELIVER HOURS: 0.00 TECH(S):4039 — WARRANTY

PICK UP AND DELIVER VEHICLE
PICK UP AND DELIVER VEHICLE
PICK UP AND DELIVER VEHICLE

PARTS------QTY---FP-NUMBER----------DESCRIPTION---------LIST PRICE-UNIT PRICE-
JOB # 1 TOTAL PARTS 0.00

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 90BUZ STATE INSPECTION HOURS: TECH(S):4039 — 26.00

PERFORMED ANNUAL STATE INSPECTION
BRAKE MEASUREMENTS:
TIRE MEASUREMENTS:

PARTS------QTY---FP-NUMBER----------DESCRIPTION---------LIST PRICE-UNIT PRICE-
JOB # 2 TOTAL PARTS 0.00

JOB # 2 TOTAL LABOR & PARTS 26.00

J# 3 91BUZ EMISSION INSPECTION HOURS: TECH(S):4039 — 49.95

PERFORM EMISSION INSPECTION

PARTS------QTY---FP-NUMBER----------DESCRIPTION---------LIST PRICE-UNIT PRICE-
JOB # 3 TOTAL PARTS 0.00

JOB # 3 TOTAL LABOR & PARTS 49.95

J# 4 01BUZRBRAKE REAR BRAKE HOURS: TECH(S):4039 — 185.00

REAR BRAKE SERVICE
Includes: Replace rear brake pads or shoes, resurface rear rotors or drums, inspect front pads, inspect brake hoses and brake lines, check emergency brake operation, road test vehicle.

PARTS------QTY---FP-NUMBER----------DESCRIPTION---------LIST PRICE-UNIT PRICE-
JOB # 4 1 19159252 PAD KIT 5.017 99.00 99.00 — 99.00
JOB # 4 TOTAL PARTS 99.00

JOB # 4 TOTAL LABOR & PARTS 284.00

J# 5 23BUZ ENGINE HOURS: 0.30 TECH(S):4039 — WARRANTY

CUSTOMER STATES THAT THE ENGINE IS REVING WHILE DRIVING
AND THE RPMS GET STUCK. NO ACCELERATION IS POSSIBLE
TECH SCANED FOR CODE P0700 SET DUE TO TCM REQUEST.
NO CONDITION PRESENT.
TECH CLEARED CODE AND EVERYTHING IS OPERATING AS DESIGNED.

PARTS------QTY---FP-NUMBER----------DESCRIPTION---------LIST PRICE-UNIT PRICE-
JOB # 5 TOTAL PARTS 0.00

SERVICE DEPARTMENT HOURS
MONDAY - FRIDAY
7:30 A.M. - 6:00 P.M.

IMPORTANT
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THANK YOU,
JOE McGLONE
(610) 886-1200

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Fx: 610-353-9478
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SERVICE FILE COPY

[CONTINUED ON NEXT PAGE

11:45am

For Re-order TRI STATE BUSINESS FORMS (888) 579-3536 1038466

06/23/2009 09:41 6103539478 OREILLY PBG PAGE 08/39

O'REILLY PONTIAC BUICK GMC 36608

3960 WEST CHESTER PIKE
NEWTOWN SQUARE, PA 19073
Tel: 610-886-1200
Fax: 610-353-9478
www.oreillycars.com

PONTIAC BUICK GMC GM Parts SIMPLY the BEST

36608

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01BUZINJFLUSH	FUEL INJECTOR FLUSH	MI					

SERVICE HISTORY

RECOMMENDATIONS FROM RO# 36184 INSPECTION DUE 2/09

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
12/22/08	36184	24890	3793	4039	C	01B	LUBE, OIL, FILTER
				4039	C	22B	BRAKES
				4039	C	01B	PICK UP AND DELIVER
				4039	W	85B	CAMPAIGNS
08/28/08	33973	20608	1895	239	W	23B	ENGINE
07/17/08	33127	19363	1895	204	C	01B	15000 SERVICE/TRUCK

SALESPERSON NO.

S E R V I C E

STATE REG# 2

CUSTOMER WAITING ☐ YES

TERMS: ☐ CASH ☐ CHARGE TYPE

☐ INTERNAL

APPROVED BY

APPOINTMENT ☐ YES ☐ NO

VEHICLE I.D. NO. 1GKFK66827J[redacted]

YEAR/MAKE/MODEL 07/GMC/YUKON/PICKUP

[redacted]
BRYN MAWR, PA[redacted]

CUSTOMER NO. 3111

SERVICE CONTRACT

COLOR BLACK/

CONT

TURBO | MMC BUZZ | AIR COND. | P. S. | TRANS

RESIDENCE PHONE [redacted]

BUSINESS PHONE

TIME RECEIVED 07:25am | DATE/TIME PROMISED 01/14/09 06:00pm | PRIORITY

LABOR RATE 89.00

I hereby authorize the repair work therein set forth to be [illegible] material for such repair, and agree: that you are not respo[illegible] for any reason; that you neither assume or authorize any [illegible] shall not be responsible for loss of or damage to the above [illegible] that an express mechanic's lien is hereby acknowledge[illegible] may operate the above vehicle on streets, highways or [illegible]

PRODUCTION DATE	STOCK NO.	LICENSE NO.	R. O. NO.
			36608
DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R. O. DATE
			01/14/09
ACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO.
MILEAGE 25000	ADVISOR NO. 1895	ADVISOR JENN	

[illegible]tions by you, together with the furnishing by you of the necessary parts and other [illegible]sible for any delays caused by unavailability or delayed availability of parts or material [illegible] O'Reilly assume for you any liability in connection with such repair; that you [illegible] vehicle, or articles left therein; in case of fire, theft or other cause beyond your control; [illegible] on the above vehicle to secure the amount of repairs thereto; that your employees [illegible]sewhere for the purpose of testing and/or inspecting such vehicle.

O'REILLY PONTIAC BUICK GMC

JOB

1 W * 01BUZPICKUP PICK UP AND DELIVER
PICK UP AND DELIVER VEHICLE

4039

2 C 90BUZ STATE INSPECTION
PERFORMED ANNUAL STATE INSPECTION

3 C 91BUZ EMISSION INSPECTION

4 C * 01BUZRBRAKE REAR BRAKE
REAR BRAKE SERVICE

5 W * 23BUZ ENGINE
CUSTOMER STATES THAT THE ENGINE IS REVING WHILE DRIVING AND THE RPMS GET STUCK. NO ACCELERATION IS POSSIBLE

P0700

6 W 08BUZ DOORS & REAR COMP.
CUSTOMER STATES THAT THE DRIVERS WINDOW IS MAKING A NOISE GOING UP AND DOWN

QUICK SERVICE MENU	
CHECK FOR STATE INSPECTION	
STATE I/M EMISSION INSPECTION	
BALANCE TIRES	
OIL CHANGE	
OIL FILTER CHANGE	
TUNE-UP	
SERVICE AUTO TRANS.	
ROTATE TIRES	
FRONT END ALIGNMENT	

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 WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND THE SELLER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS ITEM/ITEMS. 12 MONTHS WARRANTY ON PARTS & LABOR OR 12000 MILES, WHICHEVER COMES FIRST. ANY DISSATISFACTION WITH SERVICE SHOULD BE REPORTED IMMEDIATELY BUT NO LATER THAN 30 DAYS OR 1000 MILES FROM DATE JOB IS RELEASED.

INITIAL YOUR CHOICE

☐ I AUTHORIZE YOU TO COMPLETE THE ABOVE REPAIRS
☐ I AUTHORIZE THE ABOVE REPAIRS UP TO $ _____
☐ DO NOT PERFORM ANY REPAIRS UNTIL I AM NOTIFIED OF THE EXACT NATURE OF THE REPAIRS AND THE TOTAL PRICE OF SUCH CHARGES. $ _____

I UNDERSTAND THAT IF I AUTHORIZE YOU TO BEGIN REPAIRS BUT DO NOT AUTHORIZE ADDITIONAL NECESSARY REPAIR I WILL OWE FOR THE WORK COMPLETED OR FOR DIAGNOSTIC TIME THE SUM OF $ _____

CUSTOMER SIGNATURE _____

RIGINAL ESTIMATE	AUTHORIZED ADD'L REPAIRS $	ADD'L REPAIRS OK'D BY
ATE	TIME	EMPLOYEE RECEIVING AUTHORITY

PLACED PARTS WILL BE DISCARDED UNLESS SPECIFIED OTHERWISE ☐ SAVE

PECIFIC AUTHORIZATION GIVEN:

TATE ISPECT. # | EMISSION #

ECHANIC SIGN

RIOR MILEAGE:

HE DEPTH: / 32

RAKES: / F. / 32 / R / 32

www.oreillycars.com

[CONTINUED ON NEXT PAGE]

36608

0201J36608

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06/23/2009 09:41 6103539478 OREILLY PBG PAGE 09/39

4039

	PARTS	CONDITION CODE	EMP NO	LABOR RECORD TIME CLOCK
1 COMPLAINT				ON
CAUSE				OFF
CORRECTION				
2 COMPLAINT				ON
3 CAUSE				OFF
CORRECTION				
COMPLAINT				ON
CAUSE				OFF
CORRECTION				
COMPLAINT				ON
4 CAUSE Replace rear pads & cut rotors 25				OFF
CORRECTION				
5 COMPLAINT SES light on				ON
CAUSE Scan - P0700 - SEF due to tcm request.				OFF
CORRECTION no condition present				
COMPLAINT				ON
6 CAUSE D/S window noise				OFF
CORRECTION				
COMPLAINT replace outside sealing strip for				ON
CAUSE D/S window.				OFF
CORRECTION				
7 COMPLAINT SES light on				ON
CAUSE No codes				OFF
CORRECTION				
8 COMPLAINT Service park assist				ON
CAUSE no codes light not ON				OFF
CORRECTION				

RETURNED
DATE
SIGN
PART #

W

O'REILLY PONTIAC BUICK GMC 36608

3960 WEST CHESTER PIKE
NEWTOWN SQUARE, PA 19073
Tel: 610-886-1200
Fax: 610-353-9478
www.oreillycars.com

PONTIAC BUICK GMC GM Parts SIMPLY the BEST

36608

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01BUZINJFLUSH	FUEL INJECTOR FLUSH	MI					

SERVICE HISTORY

RECOMMENDATIONS FROM RO# 36184 - INSPECTION DUE 2/09

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
12/22/08	36184	24890	3793	4039	C	01 UZLOF	LUBE, OIL, FILTER
				4039	C	22 UZ	BRAKES
				4039	C	01 UZPICKUP	PICK UP AND DELIVER
				4039	W	85 UZ	CAMPAIGNS
08/28/08	33973	20608	1895	239	W	23 UZ	ENGINE
07/17/08	33127	19363	1895	204	C	01 UZ015000T	15000 SERVICE/TRUCK

SALESPERSON NO.

S E R V I C E

STATE REG# 2

CUSTOMER WAITING ☐ YES

VEHICLE I.D. NO. 1GKFK66827J[redacted]0

YEAR/MAKE/MODEL 07/GMC/YUKON/PICKUP

[redacted]
BRYN MAWR, PA [redacted]

TERMS: ☐ CASH ☐ CHARGE TYPE

☐ INTERNAL

APPROVED BY

RESIDENCE PHONE [redacted] BUSINESS PHONE

TIME RECEIVED 07:25am DATE/TIME PROMISED 01/14/09 06:00pm PRIORITY

APPOINTMENT ☒ YES ☐ NO

LABOR RATE 89.00

CUSTOMER NO. 3111 SERVICE CONTRACT

COLOR BLACK/ CON

TURBO M/MC BUZZ AIR COND. P. S. TRANS

I hereby authorize the repair work therein set forth to l
material for such repair, and agree: that you are not resp
for any reason; that you neither assume or authorize a
shall not be responsible for loss or damage to the abo
that an express mechanic's lien is hereby acknowledg
may operate the above vehicle on streets, highways o

X

PRODUCTION DATE	STOCK NO.	LICENSE NO.	R. O. NO. 36608
DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R. O. DATE 01/14/09
RACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO.
MILEAGE 25,000	ADVISOR NO. 1895	ADVISOR JENN	

done by you, together with the furnishing by you of the necessary parts and other
sible for any delays caused by unavailability or delayed availability of parts or material
other person to assume for you any liability in connection with such repair; that you
vehicle, or articles left therein; in case of fire, theft or other cause beyond your control;
on the above vehicle to secure the amount of repairs thereto; that your employees
elsewhere for the purpose of testing and/or inspecting such vehicle.

O'REILLY PONTIAC BUICK GMC

JOB

7 W * 23BUZ1 ENGINE
CUSTOMER STATES THAT THE ENGINE LIGHT WAS ON

8 W * 40BUZ ACCESSORIES
CUSTOMER STATES THAT THE SERVICE PARK ASSIST LIGHT CAME ON

9 W 08BUZ1 DOORS AND REAR COMP.
CUSTOMER STATES THAT THE DRIVERS INSIDE HANDLE CHROME IS PEELING

QUICK SERVICE MENU	
1	CHECK FOR STATE INSPECTION
2	STATE I/M EMISSION INSPECTION
	BALANCE TIRES
3	OIL CHANGE
	OIL FILTER CHANGE
6 8	TUNE-UP
7	SERVICE AUTO TRANS.
	ROTATE TIRES
	FRONT END ALIGNMENT

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INITIAL YOUR CHOICE

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I AUTHORIZE THE ABOVE REPAIRS UP TO $ _____
DO NOT PERFORM ANY REPAIRS UNTIL I AM NOTIFIED OF THE EXACT NATURE OF THE REPAIRS AND THE TOTAL PRICE OF SUCH CHANGES.
$ _____

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CUSTOMER SIGNATURE _____

ORIGINAL ESTIMATE	AUTHORIZED ADD'L REPAIRS $	ADD'L REPAIRS OK'D BY
ATE	TIME	EMPLOYEE RECEIVING AUTHORITY

EPLACED PARTS WILL BE DISCARDED UNLESS SPECIFIED OTHERWISE ☐ SAVE

PECIFIC AUTHORIZATION GIVEN:

TATE ISPECT # EMISSION #

ECHANIC SIGN.

RIOR MILEAGE:

RE DEPTH: /32

RAKES: /F. /32 /R. /32

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36608

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OREILLY PBG

6103539478

06/23/2009 09:41

4039

	PARTS	LABOR RECORD	
		DATE	TIME CLOCK
COMPLAINT			ON
CAUSE			OFF
CORRECTION 9 D/S inside door handle chrome peeling			
COMPLAINT			ON
CAUSE replace D/S inside door handle.			OFF
CORRECTION			
COMPLAINT			ON
CAUSE			OFF
CORRECTION			
COMPLAINT			ON
CAUSE			OFF
CORRECTION			
COMPLAINT			ON
CAUSE			OFF
CORRECTION			
COMPLAINT			ON
CAUSE			OFF
CORRECTION			
COMPLAINT			ON
CAUSE			OFF
CORRECTION			
COMPLAINT			ON
CAUSE			OFF
CORRECTION			
COMPLAINT			ON
CAUSE			OFF
CORRECTION			

O'REILLY PONTIAC BUICK GMC

3960 WEST CHESTER PIKE
NEWTOWN SQUARE, PA 1907
Ph: 610-886-1200
Fx: 610-353-9478
www.oreillycars.com

GM Parts

SIMPLY the BEST — THE NEW GM PARTS SYSTEM

GCCS37673

0201IGCCS3767

CUSTOMER NO. 3111	ADVISOR JOE	TA 3793	NO.
[redacted] BRYN MAWR, PA [redacted]	LABOR RATE 89.00	LICENSE NO.	MILE 27,643
	YEAR/MAKE/MODEL 07/GMC/YUKON/PICKUP		
	VEHICLE I.D. NO. 1GKFK6827J [redacted]		
	F.T.E. NO.	R.O. NO.	
[redacted]	BUSINESS PHONE	COMMENTS	

INVOICE DATE 03/12/09	INVOICE NO. GCCS37673
COLOR BLACK/	STOCK NO.
DELIVERY DATE	DELIVERY MILES
SELLING DEALER NO.	
R.O. DATE 03/09/09	

MO: 27646

LABOR & PARTS

J# 1 29BUZ TRANSMISSION HOURS: 11.20 TECH(S):3843 WARRANTY

CUSTOMER STATES RPMS RAISE HIGH AND VEHICLE WILL NOT ACCELERATE.
CLUTCHES BURNED, FRICTION MATERIAL THROUGHOUT TRANS
PERFORMED SYSTEMS TEST AS PER DOC ID# 1697076. REMOVED TRANSMISSION, OVERHAULED AS NECESSARY, REINSTALLED AND FLUSHED COOLER. CODE# ABFDC77 2.4GPM@72DEGREES CYCLE 75
ROADTESTED..OK

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE-UNIT PRICE-	
JOB # 1	6	24232496	PLATE 4.163		WARRANTY
JOB # 1	6	24238701	PLATE 4.163		WARRANTY
JOB # 1	1	24237531	SEAL 4.226		WARRANTY
JOB # 1	1	24236927	SEAL KIT 4.005		WARRANTY
JOB # 1	1	24236940	PLATE KIT 4.163		WARRANTY
JOB # 1	5	24232498	PLATE 4.163		WARRANTY
JOB # 1	1	24238282	SEAL KIT 4.005		WARRANTY
JOB # 1	1	24243894	SEAL KIT 4.005		WARRANTY
JOB # 1	2	12378556	CLEANER 8.800		WARRANTY
JOB # 1	16	88862167	TRANS FLU		WARRANTY
JOB # 1	1	24236933	FILTER KI 4.197		WARRANTY
			JOB # 1 TOTAL PARTS		0.00
			JOB # 1 TOTAL LABOR & PARTS		0.00

J# 2 22BUZ BRAKES HOURS: TECH(S):3843 WARRANTY

CUSTOMER STATES WHISTLE NOISE FROM BRAKES AT LOW SPEEDS WHEN BRAKES ARE APPLIED

ROADTESTED. COULD NOT DUPLICATE CUSOTMER CONCERN

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE-UNIT PRICE-	
			JOB # 2 TOTAL PARTS		0.00
			JOB # 2 TOTAL LABOR & PARTS		0.00

J# 3+01BUZLOANER LOANER CAR HOURS: TECH(S):3793 WARRANTY

WARRANTY LOANER CAR
WARRANTY LOANER CAR
WARRANTY LOANER CAR

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE-UNIT PRICE-	
			JOB # 3 TOTAL PARTS		0.00
			JOB # 3 TOTAL LABOR & PARTS		0.00

J# 4+01BUZOVERAGE OBTAIN A PART LOCAL HOURS: TECH(S):3793 WARRANTY

OVERAGE CHARGE TO OBTAIN A PART LOCALLY
USE LABOR OP Z5000
USE FOR WARRANTY

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE-UNIT PRICE-	
JOB # 4	1	OVERAGE	COST		WARRANTY

SERVICE DEPARTMENT HOURS
MONDAY - FRIDAY
7:30 A.M. - 6:00 P.M.

IMPORTANT

YOU MAY RECEIVE A QUESTIONNAIRE FROM GENERAL MOTORS IN THE NEXT FEW DAYS. IF FOR ANY REASON YOU CANNOT GRADE US "COMPLETELY SATISFIED," PLEASE CONTACT OUR SERVICE MANAGER.
THANK YOU,
DAVID O'KELLY
(610) 886-1200

LIMITED LABOR WARRANTY

THE REPAIR FACILITY GUARANTEES THE LABOR USED IN PERFORMING THE REPAIRS LISTED ON THIS REPAIR ORDER FOR A PERIOD OF 12 MONTHS OR 12,000 MILES FROM THE DATE SUCH REPAIRS WERE COMPLETED. THIS LIMITED WARRANTY SPECIFICALLY EXCLUDES FRONT END ALIGNMENTS, ELECTRICAL WIRING AND SHORTS, AND FUEL SYSTEM WHEN DUE TO CONTAMINATION. THIS LIMITED WARRANTY IS EXTENDED TO THE VEHICLE OWNER/CUSTOMER AND IS NOT TRANSFERABLE NO, NOR ENFORCEABLE BY, ANY OTHER PERSON.

THE PART(S) IS SOLD "AS IS". THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER(S). THE SELLING DEALER 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 THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FROM LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES. IN ADDITION, EXPRESSLY EXCLUDED IS ANY DEALER LIABILITY FOR DEFECTS PERTAINING TO SAFETY OR PERFORMANCE, BY WAY OF "STRICT LIABILITY", NEGLIGENCE OR OTHERWISE.

O'REILLY PONTIAC BUICK GMC

• *For your New & Used Car needs. Parts accessories, & Factory Authorized Service.*

Thank You. We appreciate your business!

O'REILLY PONTIAC BUICK GMC
Ph: 610-886-1200
Fx: 610-353-9478
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SERVICE FILE COPY

[CONTINUED ON NEXT PAGE

09:50am

For Re-order TRI-STATE BUSINESS FORMS (888) 572-3636 101/031

06/23/2009 09:41 6103539478 OREILLY PBG PAGE 13/39

O'REILLY PONTIAC BUICK GMC

3960 WEST CHESTER PIKE
NEWTOWN SQUARE, PA 1907
Ph: 610-886-1200
Fx: 610-353-9478
www.oreillycars.com

GM Parts

SIMPLY the BEST
THE NEW GM PARTS SYSTEM

GCCS37673

0201IGCCS376 3

CUSTOMER NO. 3111	ADVISOR JOE 3793	NO.	INVOICE DATE 03/12/09 / INVOICE NO. GCCS37673
[redacted] BRYN MAWR, PA [redacted]	LABOR RATE 89.00 / LICENSE NO. / MILEAGE 27,643	COLOR BLACK/	STOCK NO.
	YEAR/MAKE/MODEL 07/GMC/YUKON/PICKUP	DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1GKFK66827J [redacted]	SELLING DEALER NO.	
	F.T.E. NO. / P.O.	R.O. DATE 03/09/09	
[redacted] / BUSINESS PHONE	COMMENTS		MO: 27646

JOB # 4 TOTAL PARTS 0.00

JOB # 4 TOTAL LABOR & PARTS 0.00

SUBLET-----PO#-------VEND INV#-INV.DATE-DESCRIPTION		
JOB # 3 15064 03/12/09 3 DAY RENTAL		WARRANTY
	TOTAL - SUBLET	0.00

TOTALS

* *	TOTAL LABOR....	0.00
* [ ] CASH [ ] CHECK NUMBER *	TOTAL PARTS....	0.00
* [ ] VISA [ ] M/C [ ] AMEX [ ] DISC *	TOTAL SUBLET...	0.00
* [ ] DATE [ ] PRINT NAME *	TOTAL G.O.G....	0.00
* *	TOTAL MISC CHG.	0.00
	TOTAL MISC DISC	0.00
	TOTAL TAX.....	0.00
	TOTAL INVOICE	**0.00**

IF FOR ANY REASON YOU ARE NOT COMPLETELY SATISFIED PLEASE

CONTACT JOE MCGLONE @ 610-886-1200

Any work recomended but not performed could result in an unsafe condition.
Thank [redacted] O'Reilly Service Dept.

[redacted]

****** [redacted] LICATE INVOICE ********** **********

SERVICE DEPARTMENT HOURS
MONDAY - FRIDAY
7:30 A.M. - 6:00 P.M.

IMPORTANT
YOU MAY RECEIVE A QUESTIONNAIRE FROM GENERAL MOTORS IN THE NEXT FEW DAYS. IF FOR ANY REASON YOU CANNOT GRADE US "COMPLETELY SATISFIED," PLEASE CONTACT OUR SERVICE MANAGER.
THANK YOU,
DAVID O'KELLY
(610) 886-1200

LIMITED LABOR WARRANTY
THE REPAIR FACILITY GUARANTEES THE LABOR USED IN PERFORMING THE REPAIRS LISTED ON THIS REPAIR ORDER FOR A PERIOD OF 12 MONTHS OR 12,000 MILES FROM THE DATE SUCH REPAIRS WERE COMPLETED. THIS LIMITED WARRANTY SPECIFICALLY EXCLUDES FRONT END ALIGNMENTS, ELECTRICAL WIRING AND SHORTS, AND FUEL SYSTEM WHEN DUE TO CONTAMINATION. THIS LIMITED WARRANTY IS EXTENDED TO THE VEHICLE OWNER/CUSTOMER AND IS NOT TRANSFERABLE TO, NOR ENFORCEABLE BY, ANY OTHER PERSON.

THE PART(S) IS SOLD "AS IS". THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER(S). THE SELLING DEALER 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 THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FROM LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES. IN ADDITION, EXPRESSLY EXCLUDED IS ANY DEALER LIABILITY FOR DEFECTS PERTAINING TO SAFETY, OR PERFORMANCE, BY WAY OF STRICT LIABILITY, NEGLIGENCE OR OTHERWISE.

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Thank You. We appreciate your business!

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SERVICE FILE COPY

[END OF INVOICE] 09:50am

For Re-Order TRI-STATE BUSINESS FORMS (888) 578-3636 1049013

06/23/2009 09:41 6103539478 OREILLY PBG PAGE 14/39

ENTERPRISE LEASING COMPANY OF PHILADELPHIA, 3960 W CHESTER PIKE, NEWTOWN SQUARE, PA 190733209 (610) 353-3312

RENTAL AGREEMENT
869884

REF#
4ST1MP

RENTER
[redacted]

DATE & TIME OUT
03/09/2009 11:23 AM
DATE & TIME IN
03/12/2009 11:08 AM

BILLING CYCLE
24-HOUR

VEH #1 2008 CHEV UPLA LS
VIN# 1GNDV23W18D[redacted]
LIC# [redacted]
MILES DRIVEN 75

BILL TO ACCOUNT# [redacted]
O'REILLY PONTIAC BUICK GMC**
ATTN: UNKNOWN
3960 WEST CHESTER PIKE
NEWTOWN SQUARE, PA 19073

CLAIM INFO
37673

SUMMARY OF CHARGES

Charge Description	Date	Quantity	Per	Rate	Total
TIME & DISTANCE	03/09 - 03/12	3	DAY	$42.00	$126.00
REFUELING CHARGE	03/09 - 03/12				$0.00
			Subtotal:		**$126.00**
			Total Charges:		**$126.00**
Bill-To / Deposits					
O'REILLY PONTIAC BUICK GMC**					
TIME & DISTANCE	03/09 - 03/12	3	DAY		
			Subtotal:		**($126.00)**

Total Amount Due **$0.00**

PAYMENT INFORMATION

AMOUNT PAID	TYPE	CREDIT CARD NUMBER

06/23/2009 09:41 6103539478 OREILLY PBG PAGE 15/39

O'REILLY PONTIAC BUICK GMC 37673

3960 WEST CHESTER PIKE
NEWTOWN SQUARE, PA 19073
Tel: 610-886-1200
Fax: 610-353-9478
www.oreillycars.com

PONTIAC BUICK GMC GM Parts SIMPLY the BEST

37673

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01BUZINFLUSH	FUEL INJECTOR FLUSH	MI					

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
02/13/09	37184	26892	1895	4039	W	23BUZ	ENGINE
				4039	W	08BUZ	DOORS & REAR COMP.
				4039	C	18BUZ	FRONT SUSPENSION
				4039	W	01BUZPICKUP	PICK UP AND DELIVER
				3843	W	23BUZ1	ENGINE
				3843	W	29BUZ2	TRANSMISSION

SALESPERSON NO.

S E R V I C E

STATE REG# 2

CUSTOMER WAITING ☐ YES

VEHICLE I.D. NO. 1GKFK66827J[redacted]

YEAR/MAKE/MODEL 07/GMC/YUKON/PICKUP

[redacted]
BRYN MAWR, PA[redacted]

TERMS: ☐ CASH ☐ CHARGE TYPE

CUSTOMER NO. 3111 | SERVICE CONTRACT

COLOR BLACK/ | CONTR

TURBO | M/MC BUZZ | AIR COND. | P. S. | TRANS

☐ INTERNAL

RESIDENCE PHONE [redacted] | BUSINESS PHONE

APPROVED BY | TIME RECEIVED 11:24am | DATE/TIME PROMISED 03/09/09 06:00pm | PRIORITY

APPOINTMENT ☐ YES ☐ NO

LABOR RATE 89.00

I hereby authorize the repair work therein set forth to be [illegible] material for such repair, and agree: that you are not responsible for any delays caused by unavailability or delayed availability of parts or material for any reason; that you neither assume nor authorize any [illegible] shall not be responsible for loss of or damage to the above [illegible] [redacted] [illegible] the above vehicle to secure the amount of repairs thereto; that your employees [illegible] here for the purpose of testing and/or inspecting such vehicle.

PRODUCTION DATE	STOCK NO.	LICENSE NO.	R. O. NO.
			37673
DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R. O. DATE 03/09/09
CT NO. 7643	EXPIRATION DATE	EXPIRATION MILES	TAG NO.
MILEAGE 28,000	ADVISOR NO. 3793	ADVISOR JOE	

O'REILLY PONTIAC BUICK GMC

JOB

1. W * 29BUZ TRANSMISSION
CUSTOMER STATES RPMS RAISE HIGH AND VEHICLE WILL NOT ACCELERATE.

2. C * 22BUZ BRAKES
CUSTOMER STATES WHISTLE NOISE FROM BRAKES AT LOW SPEEDS WHEN BRAKES ARE APPLIED

(2) Was Bought In Parts

"Additional Operation" Date/Time
Reason

(3) Rental

"Additional Operation" Date/Time
Overnight
Reason

(4) Overage

"Additional Operation" Date/Time
Coral Parts
Reason

QUICK SERVICE MENU	
CHECK FOR STATE INSPECTION	
STATE I/M EMISSION INSPECTION	
BALANCE TIRES	
OIL CHANGE	
OIL FILTER CHANGE	
TUNE-UP	
SERVICE AUTO TRANS.	
ROTATE TIRES	
FRONT END ALIGNMENT	

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☐ I AUTHORIZE THE ABOVE REPAIRS UP TO $
☐ DO NOT PERFORM ANY REPAIRS UNTIL I AM NOTIFIED OF THE EXACT NATURE OF THE REPAIRS AND THE TOTAL PRICE OF SUCH CHARGES.
$
I UNDERSTAND THAT IF I AUTHORIZE YOU TO BEGIN REPAIRS BUT DO NOT [illegible] ADDITIONAL NECESSARY REPAIR I WILL OWE FOR THE WORK [illegible] THE SUM OF $

CUSTOMER SIGNATURE

ORIGINAL ESTIMATE | AUTHORIZED ADDITIONAL REPAIRS | REPAIRS OK'D BY
$ | $
TIME | EMPLOYEE RECEIVING AUTHORITY

REPLACED PARTS WILL BE DISCARDED UNLESS ☐ SAVE
SPECIFIED OTHERWISE
SPECIFIC AUTHORIZATION:

Auth.

DATE | EMISSION
INSPECT. # | #
MECHANIC SIGN.
PRIOR MILEAGE:
TIRE DEPTH: /32
BRAKES: /F. /32 /R. /32

0201J37673

PAGE 1 OF 1 HARD COPY

www.oreillycars.com 37673

06/23/2009 09:41 6103539478 OREILLY PBG PAGE 16/39

PARTS

(A) COMPLAINT J-1 R&R PAN FOUND FRICTION MAT & METAL IN PAN / TRAN SLIPPING
CAUSE R&I TRANS FOUND 1-2-3-4 AND 3-5 CLUTCH BURNT
CORRECTION OVERHAUL TRANS / CLEAN VALVE BODY & COMPLETE TRANS RESEAL & CLUTCH
MAR 10 '09 AM 9:

(B) COMPLAINT REASSAIBLE TO GM SPEC'S
CAUSE
CORRECTION Flush cooler
MAR 11 '09 AM 8:

(C) COMPLAINT
CAUSE
CORRECTION J-2 CUSTOMER STATES BRAKE SQUEAK NeF
(D) COMPLAINT Road TEST INSPECT BRAKE F 5/32 R 5/32
CAUSE
CORRECTION J-2 CUSTOMER STATES HUNS NeF
(E) COMPLAINT
CAUSE
CORRECTION
MAR 11 '09 PM 3:2

(F) COMPLAINT
CAUSE FLUSH CODE ABFDC77
CORRECTION 2.4 GPM @ 72° CYCLE 75

RETURNED
DATE 3/11
SIGN [signature]
PART # [signature]

17041.55V
17440.13D

CORRECTION

O'REILLY PONTIAC BUICK GMC 37184

3960 WEST CHESTER PIKE
NEWTOWN SQUARE, PA 19073
Tel: 610-886-1200
Fax: 610-353-9478
www.oreillycars.com

PONTIAC BUICK GMC GM Parts SIMPLY the BEST

37184

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01BUZINJFLUSH	FUEL INJECTOR FLUSH	MI					

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
01/14/09	36608	25697	1895	4039	W	01B	JZPICKUP PICK UP AND DELIVER
				4039	C	90B	JZ STATE INSPECTION
				4039	C	91B	JZ EMISSION INSPECTION
				4039	C	01B	JZRBRAKE REAR BRAKE
				4039	W	23B	JZ ENGINE
				4039	W	08B	JZ DOORS & REAR COMP.

SALESPERSON NO.

S E R V I C E

STATE REG# 2

CUSTOMER WAITING: ☐ YES

VEHICLE ID NO: 1GKFK66827J[redacted]

YEAR/MAKE/MODEL: 07/GMC/YUKON/PICKUP

TERMS: ☐ CASH ☐ CHARGE TYPE

[redacted]
BRYN MAWR, PA [redacted]

CUSTOMER NO. 3111 | SERVICE CONTRACT

COLOR: BLACK/ | CONT

TURBO | M/MC: BUZZ | AIR COND. | P. S. | TRANS

☐ INTERNAL

RES: [redacted] | BUSINESS PHONE

APPROVED BY | TIME RECEIVED: 10:06am | DATE/TIME PROMISED: 02/13/09 06:00pm | PRIORITY

APPOINTMENT ☐ YES ☐ NO

LABOR RATE: 89.00

PRODUCTION DATE	STOCK NO.	LICENSE NO.	R. O. NO.
			37184
DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R. O. DATE 02/13/09
AGT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO.
MILEAGE ~~32,000~~	ADVISOR NO. 1895	ADVISOR JENN	

I hereby authorize the repair work therein set forth to be done by you together with the furnishing by you of the necessary parts and other material for such repair, and agree: that you are not responsible for any delays 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 of or damage to the above articles left therein; in case of fire, theft or other cause beyond your control; that an express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto; that your employees may operate the above vehicle on streets, highways or elsewhere for the purpose of testing and/or inspecting such vehicle.

X DELIVERY

O'REILLY PONTIAC BUICK GMC

JOB

1 W * 23BUZ **ENGINE** Warm Yukon shift
CUSTOMER STATES THAT THE CHECK ENGINE LIGHT IS ON
code P0700 1st visit

2 W * 08BUZ **DOORS & REAR COMP.**
CUSTOMER STATES THAT THE DRIVERS WINDOW IS MAKING A SQUEEKING NOISE Replaced outside sealing strip

3 W 18BUZ **FRONT SUSPENSION** #4635
CUSTOMER STATES THAT THERE IS A NOISE COMING FROM THE FRONT END WHEN APPLYING BRAKES

4 W * 01BUZPICKUP **PICK UP AND DELIVER**
PICK UP AND DELIVER VEHICLE

5 Solenoid pack bad
SES light

6 Transmission

"Additional Cost Reason

QUICK SERVICE MENU	
CHECK FOR STATE INSPECTION	
STATE I/M EMISSION INSPECTION	
BALANCE TIRES	
OIL CHANGE	
OIL FILTER CHANGE	
TUNE-UP	
SERVICE AUTO TRANS.	
ROTATE TIRES	
FRONT END ALIGNMENT	

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 WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND THE SELLER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS ITEM/ITEMS. 12 MONTHS WARRANTY ON PARTS & LABOR OR 12000 MILES, WHICHEVER COMES FIRST. ANY DISSATISFACTION WITH SERVICE SHOULD BE REPORTED IMMEDIATELY BUT NO LATER THAN 30 DAYS OR 1000 MILES FROM DATE JOB IS RELEASED.

INITIAL YOUR CHOICE
☐ I AUTHORIZE YOU TO COMPLETE THE ABOVE REPAIRS
☐ I AUTHORIZE THE ABOVE REPAIRS UP TO $ _____
☐ DO NOT PERFORM ANY REPAIRS UNTIL I AM NOTIFIED OF THE EXACT NATURE OF THE REPAIRS AND THE TOTAL PRICE OF SUCH CHARGES. $ _____

I UNDERSTAND THAT IF I AUTHORIZE YOU TO BEGIN REPAIRS BUT DO NOT AUTHORIZE ADDITIONAL NECESSARY REPAIR I WILL OWE FOR THE WORK COMPLETED OR FOR DIAGNOSTIC TIME THE SUM OF $ _____

CUSTOMER SIGNATURE [redacted]

[redacted] OK'D BY

[redacted] DRIVING AUTHORITY

REPLACED PARTS WILL BE DISCARDED UNLESS SPECIFIED OTHERWISE ☐ SAVE

SPECIFIC AUTHORIZATION GIVEN:

STATE INSPECT # | EMISSION #

MECHANIC SIGN.

PRIOR MILEAGE:

TIRE DEPTH: /32

BRAKES: /F. /32 /R. /32

0201J37184

PAGE 1 OF 1

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www.oreillycars.com 37184

06/23/2009 09:41 6103539478 OREILLY PBG PAGE 19/39

#4039

PARTS

(A) COMPLAINT (1) Gas light on
CAUSE Scan P2715 in TCM
CORRECTION PC Solenoid 4 Stuck

(B) COMPLAINT
CAUSE as per bulletin 07-07-30-006
CORRECTION perform Solenoid cleaning procedure w/ Tech 2 (W)

FEB 13 PM 2:1

(C) COMPLAINT K9450 - (.5)
CAUSE order Solenoid pack for trans (W) #3843
CORRECTION

(D) COMPLAINT (2) [illegible]
CAUSE ordered inside door glass weather strip (W) #4039
CORRECTION Replaced inside Sealing strip (W)

FEB 16 '09 PM 1:1

(E) COMPLAINT (3) Roadtest - no abnormal brake noise heard.
CAUSE SOL PACK - 24238968 Front brakes 48/32
CORRECTION GASK - 24236927 - (B+I)

OK OK

FEB 18 '09 AM 8:1

(F) COMPLAINT
CAUSE Belt mid (Id) - 25865730
CORRECTION

TCM update

FEB 18 '09 AM 8:4

(G) COMPLAINT (4) R&R VALVE Body & Replace SOLIDNED PACK / Reprogram
CAUSE TCM Road Test (OK)
CORRECTION

(H) COMPLAINT
CAUSE Open Road TEST NOTICED HARSH 1-2 SHIFT / RECALLABATE
CORRECTION TCM

RETURNED
DATE 3/3/09
SIGN [illegible]

(I) COMPLAINT P2715 - PC Sol 3843
CAUSE
CORRECTION

O'REILLY PONTIAC BUICK GMC

3960 WEST CHESTER PIKE
NEWTOWN SQUARE, PA 19073
Ph: 610-886-1200
Fx: 610-353-9478
www.oreillycars.com

GM Parts

SIMPLY the BEST — THE NEW GM PARTS SYSTEM

GCCS37184

0201IGCCS3718

CUSTOMER NO. 3111	ADVISOR JENN	TAG NO. 1895	INVOICE DATE 02/18/09	INVOICE NO. GCCS37184
[redacted] BRYN MAWR, PA [redacted]	LABOR RATE 89.00	LICENSE NO.	MILEAGE 26,892	COLOR BLACK/	STOCK NO.
	YEAR / MAKE / MODEL 07/GMC/YUKON/PICKUP			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1GKFK66827J[redacted]			SELLING DEALER NO.	
	F. T. E. NO.	P. O. NO.		R.O. DATE 02/13/09	REPRINT# 1
RE[redacted]	BUSINESS PHONE	COMMENTS			MO: 26892

LABOR & PARTS

J# 1 23BUZ ENGINE HOURS: 0.50 TECH(S):4039 WARRANTY

CUSTOMER STATES THAT THE CHECK ENGINE LIGHT IS ON
SCANED FOR CODE P2715 IN TCM PC SOLENOID 4 STUCK
AS PER BULLETIN 07-07-30-006 PERFORM BULLETIN TO
CLEANED SOLENOID WITH TECH 2.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 1	8	88862167	TRANS FLU			WARRANTY
			JOB # 1 TOTAL PARTS			0.00
			JOB # 1 TOTAL LABOR & PARTS			0.00

J# 2 08BUZ DOORS & REAR COMP HOURS: 0.80 TECH(S):4039 WARRANTY

CUSTOMER STATES THAT THE DRIVERS WINDOW IS MAKING
A SQUEEKING NOISE
TECH CONFIRMED CUSTOMERS CONCERN.
TECH REMOVED AND REPLACED THE DRIVERS INSIDE DOOR GLASS
WEATERSTRIP. OPERATING AS DESIGNED.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 2	1	25865730	SEALING S 16.183			WARRANTY
JOB # 2	1	24236927	SEAL KIT 4.005			WARRANTY
			JOB # 2 TOTAL PARTS			0.00
			JOB # 2 TOTAL LABOR & PARTS			0.00

J# 3 18BUZ FRONT SUSPENSION HOURS: TECH(S):4039 0.00

CUSTOMER STATES THAT THERE IS A NOISE COMING FROM
THE FRONT END WHEN APPLYING BRAKES
TECH COULD NOT DUPLICATE CUSTOMERS CONCERN.
FOUND EVERYTHING OPERATING AS DESIGNED.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
			JOB # 3 TOTAL PARTS			0.00
			JOB # 3 TOTAL LABOR & PARTS			0.00

J# 4 01BUZPICKUP PICK UP AND DELIVER HOURS: 0.00 TECH(S):4039 WARRANTY

PICK UP AND DELIVER VEHICLE
PICK UP AND DELIVER VEHICLE
PICK UP AND DELIVER VEHICLE

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
			JOB # 4 TOTAL PARTS			0.00
			JOB # 4 TOTAL LABOR & PARTS			0.00

J# 5+23BUZ1 ENGINE HOURS: 1.60 TECH(S):3843 WARRANTY

CUSTOMER STATES THAT THE SES LIGHT IS ON.
SCANED FOR CODE P2715 IN TCM.
REMOVED AND REPLACED SOLENOID PACK FOR TRANSMISSION.
CLEARED CODE. OPERATING AS DESIGNED.

SERVICE DEPARTMENT HOURS
MONDAY - FRIDAY
7:30 A.M. - 6:00 P.M.

IMPORTANT
YOU MAY RECEIVE A QUESTIONNAIRE FROM GENERAL MOTORS IN THE NEXT FEW DAYS. IF FOR ANY REASON YOU CANNOT GRADE US "COMPLETELY SATISFIED," PLEASE CONTACT OUR SERVICE MANAGER.
THANK YOU,
JOE McGLONE
(610) 886-1200

LIMITED LABOR WARRANTY

THE REPAIR FACILITY GUARANTEES THE LABOR USED IN PERFORMING THE REPAIRS LISTED ON THIS REPAIR ORDER FOR A PERIOD OF 12 MONTHS OR 12,000 MILES FROM THE DATE SUCH REPAIRS WERE COMPLETED. THIS LIMITED WARRANTY SPECIFICALLY EXCLUDES FRONT END ALIGNMENTS, ELECTRICAL WIRING AND SHORTS, AND FUEL SYSTEM WHEN DUE TO CONTAMINATION. THIS LIMITED WARRANTY IS EXTENDED TO THE VEHICLE OWNER/CUSTOMER AND IS NOT TRANSFERABLE TO, NOR ENFORCEABLE BY, ANY OTHER PERSON.

THE PART(S) IS SOLD "AS IS". THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER(S). THE SELLING DEALER 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 THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FROM LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES, IN ADDITION, EXPRESSLY EXCLUDED IS ANY DEALER LIABILITY FOR DEFECTS PERTAINING TO SAFETY OR PERFORMANCE, BY WAY OF "STRICT LIABILITY", NEGLIGENCE OR OTHERWISE.

O'REILLY PONTIAC BUICK GMC

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Thank You. We appreciate your business!

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[CONTINUED ON NEXT PAGE]

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GM Parts

SIMPLY the BEST — THE NEW GM PARTS SYSTEM

GCCS37184

0201IGCCS3718

CUSTOMER NO. 3111	ADVISOR JENN	TA NO. 1895	INVOICE DATE 02/18/09
[redacted]	LABOR RATE 89.00	LICENSE NO.	MILEAGE 26,892
BRYN MAWR, PA [redacted]	YEAR / MAKE / MODEL 07/GMC/YUKON/PICKUP		COLOR BLACK/
	VEHICLE I.D. NO. 1GKFK6827J [redacted]		DELIVERY DATE
	F.T.E. NO.	P.O. NO.	SELLING DEALER NO.
[redacted] BUSINESS PHONE	COMMENTS		R.O. DATE 02/13/09

INVOICE NO. GCCS37184
STOCK NO.
DELIVERY MILES
REPRINT# 1
MO: 26892

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 5	1	24241890	VALVE 4.265			WARRANTY
JOB # 5	-1	24241890	CORE RETURN			WARRANTY
			JOB # 5 TOTAL PARTS			0.00
			JOB # 5 TOTAL LABOR & PARTS			0.00

J# 6+29BUZ2 TRANSMISSION HOURS: 0.70 TECH(S):3843 WARRANTY
HARSH SHIFT UPON ROADTEST
UPDATE
REPROGRAMMED TCM WITH UPDATED CALIBRATION

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
			JOB # 6 TOTAL PARTS			0.00
			JOB # 6 TOTAL LABOR & PARTS			0.00

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # 4	SGC	GMC SHUTTLE SERVUCE		WARRANTY
			TOTAL - MISC	0.00

TOTALS

* *
* [ ] CASH [ ] CHECK NUMBER *
* [ ] VISA [ ] M/C [ ] AMEX [ ] DISC *
* [ ] DATE [ ] PRINT NAME *
* *

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**

IF FOR ANY REASON YOU ARE NOT COMPLETELY SATISFIED PLEASE

CONTACT JOE MCGLONE @ 610-886-1200

Any work recomended but not performed could result in an unsafe condition.
Thank you and have a great day. from O'Reilly Service Dept.

Delivery

CUSTOMER SIGNATURE

SERVICE DEPARTMENT HOURS
MONDAY - FRIDAY
7:30 A.M. - 6:00 P.M.

IMPORTANT
YOU MAY RECEIVE A QUESTIONNAIRE FROM GENERAL MOTORS IN THE NEXT FEW DAYS. IF FOR ANY REASON YOU CANNOT GRADE US "COMPLETELY SATISFIED," PLEASE CONTACT OUR SERVICE MANAGER.
THANK YOU,
JOE McGLONE
(610) 886-1200

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O'REILLY PONTIAC BUICK GMC
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Thank You. We appreciate your business!

O'REILLY PONTIAC BUICK GMC
Ph: 610-886-1200
Fx: 610-353-9478
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SERVICE FILE COPY

[END OF INVOICE 08:44am

For Re-order TRI-STATE BUSINESS FORMS (888) 579-3635 1036456

O'REILLY PONTIAC BUICK GMC 38630

PONTIAC · BUICK · GMC

3960 WEST CHESTER PIKE
NEWTOWN SQUARE, PA 19073
Tel 610-886-1200
Fax 610-353-9478
www.oreillycars.com

GM Parts · SIMPLY the BEST

38630

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01BUZINJFLUSH	FUEL INJECTOR FLUSH	MI					

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	O	ERATION	OPERATION DESCRIPTION
03/30/09	38180	28090	3793	3843	W	29B	IZ	TRANSMISSION
				3793	W	01B	IZTOW	TOWING
				3793	W	01B	IZLOANER	LOANER CAR
				3793	C	40B	IZ	ACCESSORIES
				3793	W	01B	IZOVERAGE	OBTAIN A PART LOCAL
				3935	I	01B	IZLOF	LUBE, OIL, FILTER

SALESPERSON NO

S E R V I C E

STATE REG# 2

CUSTOMER WAITING ☐ YES

VEHICLE I.D. NO 1GKFK66827J[redacted]

YEAR/MAKE/MODEL 07/GMC/YUKON/PICKUP

TERMS ☐ CASH ☐ CHARGE TYPE

[redacted]
BRYN MAWR, PA[redacted]

CUSTOMER NO 311

SERVICE CONTRACT

COLOR BLACK/

CONT

TURBO	M/MC	AIR COND	P S	TRANS
	BUZZ			

PRODUCTION DATE	STOCK NO	LICENSE NO	R O NO 38630
DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO	R O DATE 04/14/09
CT NO	EXPIRATION DATE	EXPIRATION MILES	TAG NO
MILEAGE 28,113	ADVISOR NO 3793	ADVISOR JOE	

RESIDENCE PHONE [redacted] BUSINESS PHONE

☐ INTERNAL

APPROVED BY

I hereby authorize the repair work therein set forth to be done by you together with the furnishing by you of the necessary parts and other material for such repair and agree that you are not responsible for any delays caused by unavailability or delayed availability of parts or material for any reason that you neither assume nor authorize any person to assume for you any liability in connection with such repair that you shall not be responsible for articles left therein in case of fire theft or other cause beyond your control that an express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto that your employees may operate the above vehicle for the purpose of testing and/or inspecting such vehicle

[redacted]

X

O'REILLY PONTIAC BUICK GMC

TIME RECEIVED 07 50am | DATE/TIME PROMISED 04/14/09 06 00pm | PRIORITY

APPOINTMENT ☐ YES ☒ NO

LABOR RATE 89 00

CELL: 610-888-9700

JOB

W 40BUZ ACCESSORIES

REIMBURSEMENT OF 1 CAR PAYMENT TO CUSTOMER FOR MULTIPLE TRANSMISSION REPAIRS AND LOSS OF USE OF CAR

QUICK SERVICE MENU
CHECK FOR STATE INSPECTION
STATE UM EMISSION INSPECTION
BALANCE TIRES
OIL CHANGE
OIL FILTER CHANGE
TUNE UP
SERVICE AUTO TRANS
ROTATE TIRES
FRONT END ALIGNMENT

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 WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND THE SELLER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS ITEM/ITEMS 12 MONTHS WARRANTY ON PARTS & LABOR OR 12000 MILES WHICHEVER COMES FIRST ANY DISSATISFACTION WITH SERVICE SHOULD BE REPORTED IMMEDIATELY BUT NO LATER THAN 30 DAYS OR 1000 MILES FROM DATE JOB IS RELEASED

INITIAL YOUR CHOICE

☐ I AUTHORIZE YOU TO COMPLETE THE ABOVE REPAIRS
☐ I AUTHORIZE THE ABOVE REPAIRS UP TO $ _____
☐ DO NOT PERFORM ANY REPAIRS UNTIL I AM NOTIFIED OF THE EXACT NATURE OF THE REPAIRS AND THE TOTAL PRICE OF SUCH CHARGES $ _____

UNDERSTAND THAT IF I AUTHORIZE YOU TO BEGIN REPAIRS BUT DO NOT UTHORIZE ADDITIONAL NECESSARY REPAIR I WILL OWE FOR THE WORK OMPLETED OR FOR DIAGNOSTIC TIME THE SUM OF $ _____

USTOMER SIGNATURE _____

GINAL ESTIMATE	AUTHORIZED ADD'L REPAIRS	ADD'L REPAIRS OK'D BY
$	$	
TE	TIME	EMPLOYEE RECEIVING AUTHORITY

PLACED PARTS WILL BE DISCARDED UNLESS SPECIFIED OTHERWISE ☐ SAVE

CIFIC AUTHORIZATION GIVEN

TE | EMISSION

CHANIC SIGN

ON MILEAGE

DEPTH /32

KES /F /32 /R /32

0201J38630

PAGE 1 OF 1

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www.oreillycars.com

38630

Fed Reorder FOR STATE BUSINESS FORMS (888) 579 3536 • 172275

	PARTS	CONDITION CODE	LABOR RECORD EMP NO	LABOR RECORD TIME CLOCK
(A) COMPLAINT				ON
CAUSE Reimbursement for loss of vehicle use.				OFF
CORRECTION				
(B) COMPLAINT 3/30/09 - RO # 38180 Valve body/Solenoid & Trans	SRTA			ON
CAUSE 3/09/09 - RO # 37673 Overhaul				OFF
CORRECTION 2/13/09 - RO # 37184 Self clean & Replaced solenoid				
(C) COMPLAINT 4/14/09 - RO # 36608 P0700 Cleared & Roadtested				ON
CAUSE 8/28/09 - RO# 33973 P0700 Self clean procedure				OFF
CORRECTION				
(D) COMPLAINT				ON
CAUSE				OFF
CORRECTION				
(E) COMPLAINT				ON
CAUSE				OFF
CORRECTION				
(F) COMPLAINT				ON
CAUSE				OFF
CORRECTION				
(G) COMPLAINT				ON
CAUSE				OFF
CORRECTION				
(H) COMPLAINT				ON
CAUSE				OFF
CORRECTION				
(I) COMPLAINT				ON
CAUSE				OFF
CORRECTION				

O'REILLY PONTIAC BUICK GMC

3960 WEST CHESTER PIKE
NEWTOWN SQUARE, PA 1907
Ph: 610-886-1200
Fx: 610-353-9478
www.oreillycars.com

GM Parts

SIMPLY the BEST

GCCS38630

0201IGCCS3863

CUSTOMER NO 3111	ADVISOR JOE	TAX NO 3793	INVOICE DATE 04/14/09	INVOICE NO GCCS38630
[redacted] BRYN MAWR, PA [redacted]	LABOR RATE 89.00 / LICENSE NO / MILEAGE 28,113		COLOR BLACK/	STOCK NO
	YEAR / MAKE / MODEL 07/GMC/YUKON/PICKUP		DELIVERY DATE	DELIVERY MILES
	VEHICLE I D NO 1 G K F K 6 6 8 2 7 J [redacted]		SELLING DEALER NO	
	F T E NO / P O NO		R O DATE 04/14/09	
[redacted]	BUSINESS PHONE / COMMENTS			MO: 28113

LABOR & PARTS

J#	T	ACCESSORIES	HOURS	TECH(S)	WARRANTY
1	40BUZ			3793	

REIMBURSEMENT OF 1 CAR PAYMENT TO CUSTOMER FOR MULTIPLE
TRANSMISSION REPAIRS AND LOSS OF USE OF CAR.
$878 00
REIMBURSEMENT OF 1 CAR PAYMENT

JOB # 1 TOTAL LABOR & PARTS 0.00

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # 1	CRGC	GMC CUSTOMER REIMBURSEMENT	38630	WARRANTY
			TOTAL - MISC	0 00

TOTALS

* *
* [ ] CASH [ ] CHECK NUMBER *
* [ ] VISA [ ] M/C [ ] AMEX [ ] DISC *
* [ ] DATE [ ] PRINT NAME *
* *

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**

IF FOR ANY REASON YOU ARE NOT COMPLETELY SATISFIED PLEASE

CONTACT JOE MCGLONE @ 610-886-1200

Any work recomended but not performed could result in an unsafe condition
Thank you and have a g[redacted]nce Dept

CUSTOMER SIGNAT[redacted]

SERVICE DEPARTMENT HOURS
MONDAY - FRIDAY
7 30 A M - 6 00 P M

IMPORTANT
YOU MAY RECEIVE A QUESTIONNAIRE FROM GENERAL MOTORS IN THE NEXT FEW DAYS. IF FOR ANY REASON YOU CANNOT GRADE US "COMPLETELY SATISFIED." PLEASE CONTACT OUR SERVICE MANAGER.
THANK YOU,
JOE McGLONE
(610) 886-1200

LIMITED LABOR WARRANTY

THE REPAIR FACILITY GUARANTEES THE LABOR USED IN PERFORMING THE REPAIRS LISTED ON THIS REPAIR ORDER FOR A PERIOD OF 12 MONTHS OR 12,000 MILES FROM THE DATE SUCH REPAIRS WERE COMPLETED. THIS LIMITED WARRANTY SPECIFICALLY EXCLUDES FRONT END ALIGNMENTS, ELECTRICAL WIRING AND SHORTS AND FUEL SYSTEM WHICH DUE TO CONTAMINATION. THIS LIMITED WARRANTY IS EXTENDED TO THE VEHICLE OWNER/CUSTOMER AND IS NOT TRANSFERABLE TO NOR ENFORCEABLE BY ANY OTHER PERSON.

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[END OF INVOICE] 7 52am

For Reorder TRI STATE BUSINESS FORMS (888) 579-3639 1026466

06/23/2009 09:41 6103539478 O'REILLY PBG PAGE 24/39

O'REILLY PONTIAC BUICK GMC

3960 WEST CHESTER PIKE
NEWTOWN SQUARE, PA 1907
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Fx: 610-353-9478
www.oreillycars.com

GM Parts

SIMPLY the BEST

GCWS38630

0201GCWS3863

CUSTOMER NO 3111	ADVISOR JOE 3793	TA NO	INVOICE DATE 04/14/09 / INVOICE NO GCWS38630
[redacted] BRYN MAWR, PA [redacted]	LABOR RATE 91.14 / LICENSE NO / MILEAGE 28,113		COLOR BLACK/ / STOCK NO
	YEAR/MAKE/MODEL 07/GMC/YUKON/PICKUP		DELIVERY DATE / DELIVERY MILES
	VEHICLE I D NO 1 G K F K 6 6 8 2 7 J [redacted]		SELLING DEALER NO
	F T E NO / P O NO		R O DATE 04/14/09
[redacted]	BUSINESS PHONE / COMMENTS		

MO: 28113

LABOR & PARTS----------
J#_1 40BUZ ACCESSORIES HOURS TECH(S) 3793 0.00

REIMBURSEMENT OF 1 CAR PAYMENT TO CUSTOMER FOR MULTIPLE
TRANSMISSION REPAIRS AND LOSS OF USE OF CAR.
$878 00
REIMBURSEMENT OF 1 CAR PAYMENT

JOB # 1 TOTAL LABOR & PARTS 0.00

MISC-----CODE-------DESCRIPTION----------CONTROL NO--------		
JOB # 1 CRGC GMC CUSTOMER REIMBURSEMENT	38630	878.00
	TOTAL - MISC	878 00
	R/O TAX	0 00
	R/O TOTALS	878.00

WARRANTY CLAIM DETAIL TOTALS----------

CLAIM#	TOTAL
38630	878 00
CLAIM TOTALS	878 00

APPROVED BY SIGNATURE

DCS AUDIT SLIP----------
DCS DATA FILE: GMGMWF.527
04/14/2009 WARRANTY NEW CLAIM
1257

RO NUMBER	RO DATE	VIN	DIV	DEALER	ODOMETER	SERVICE	ADVISOR #
038630	04/14/2009	1GKFK66827J298290	8	10006	28113	XXX-X	5477

CUSTOMER NAME: FIRST JACKIE MIDDLE:
LAST [redacted]

SERVICE DEPARTMENT HOURS
MONDAY - FRIDAY
7 30 A M - 6 00 P M

IMPORTANT
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THANK YOU,
JOE McGLONE
(610) [redacted]-1200

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eClaim - Save / Submit Claim

04/20/2009

Warranty New Claim

BAC	RO Number	RO Date	VIN	Div	Dealer	Odometer	Advisor
[redacted]	038630	04/14/2009	1GKFK66827J[redacted]	8	10006	28113	3793
	Del-Date		Del-Rcpt			Carner	

Customer Info
Last [redacted]

LN	CT	CC	PC	Part-No	Tot-Pts	FC	LabOp	LHrs	OHrs	First aborAmt	Middle Net-Amt	Home Work Ln-Tot
1	S	MF			0 00	95	Z7091			0 00	878 00	878.00

Tech Auth Code G Authonzer 0090 Vel Damage

Comment:

998

R.O Total = 878 0

06/23/2009 09:41 6103539478 OREILLY PBG PAGE 25/39

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GM Parts

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GCIS38180

0201IGCIS38180

CUSTOMER NO 3111	ADVISOR JOE 3793	TAX NO	INVOICE DATE 04/13/09 / INVOICE NO GCIS38180
[redacted] BRYN MAWR, PA [redacted]	LABOR RATE 89.00 / LICENSE NO / MILEAGE 28,090		COLOR BLACK/ / STOCK NO
	YEAR/MAKE/MODEL 07/GMC/YUKON/PICKUP		DELIVERY DATE / DELIVERY MILES
	VEHICLE ID NO 1GKFK6827J [redacted]		SELLING DEALER NO
	F T E NO / P O NO		R O DATE 03/30/09
[redacted]	BUSINESS PHONE / COMMENTS		MO: 28113

LABOR & PARTS

J# 6+DIBUZLOF LUBE, OIL, FILTER-- HOURS TECH(S) 3935 3.20

PERFORM LUBE, OIL AND FILTER CHANGE
change oil and filter, check all fluid levels,
lubricate door hinges, check tire pressure,
check hoses and belts

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 6	1		PK48		****	****
JOB # 6	1		EVI	WASTE FEE	1 20	1.20
JOB # 6	1		89017524	FILTER 1 836	5.27	5 27
JOB # 6	6		89021632	GOODWRENC	3.31	19.86
JOB # 6	2		25877402	BLADE 16.062	22.00	44 00
				JOB # 6 TOTAL PARTS		70 33
				JOB # 6 TOTAL LABOR & PARTS		73.53

SUBLET	PO#	VEND INV#	INV DATE	DESCRIPTION	
JOB # 4	15302		04/09/09	FUEL FOR ROADTEST	15 00
				TOTAL - SUBLET	15 00

TOTALS

CONTROL# ACCOUNT NUMBER AMOUNT

67D

TOTAL LABOR....	3.20
TOTAL PARTS ..	70.33
TOTAL SUBLET...	15.00
TOTAL G.O.G .	0.00
TOTAL MISC.CHG.	0 00
TOTAL MISC DISC	0.00
TOTAL TAX ..	0 00
TOTAL INVOICE $	**88.53**

APPROVED BY SIGNATU[redacted]

APR 13 ENT'D

SERVICE DEPARTMENT HOURS
MONDAY - FRIDAY
7 30 A M - 6 00 P M

IMPORTANT
YOU MAY RECEIVE A QUESTIONNAIRE FROM GENERAL MOTORS IN THE NEXT FEW DAYS. IF FOR ANY REASON YOU CANNOT GRADE US "COMPLETELY SATISFIED," PLEASE CONTACT OUR SERVICE MANAGER.
THANK YOU,
JOE McGLONE
(610) 886-1200

LIMITED LABOR WARRANTY
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PAGE 1 OF 1 SERVICE FILE COPY-I [END OF INVOICE] 0 25am

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GCWS33973

0201IGCWS3397

CUSTOMER NO 3111	ADVISOR JENN	TAX NO 1895	INVOICE DATE 08/29/08
[redacted]	LABOR RATE 87.03	LICENSE NO	MILEAGE 20,608
BRYN MAWR, PA [redacted]	YEAR/MAKE/MODEL 07/GMC/YUKON/PICKUP		COLOR BLACK/
	VEHICLE ID NO 1GKFK6827J[redacted]		DELIVERY DATE
	F T E NO	P O [redacted]	SELLING DEALER NO
[redacted] BUSINESS PHONE	COMMENTS		R O DATE 08/28/08

INVOICE NO GCWS33973
STOCK NO
DELIVERY MILES

MO: 20608

LABOR & PARTS
J# 1 23BUZ ENGINE HOURS 0.50 TECH(S).239 43 52
CUSTOMER STATES THAT THE CHECK ENGINE LIGHT IS ON
SCANED FOR CODES P0700 TCM MODULE FAULT AND P2715 PRESSURE
CONTACT SOLENOID FOUR STUCK ON. FOLLOWED DIAG.
PERFORMED SOLENOID VALVE CLEANING PROCEDURE CLEARED
CODES EVERYTHING IS OPERATING AS DESIGNED.
JOB # 1 TOTAL LABOR & PARTS 43.52
R/O TAX 0 00
R/O TOTALS 43 52

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
33973	43 52
CLAIM TOTALS	43 52

APPROVED BY SIGNATURE

DCS AUDIT SLIP
DCS DATA FILE GMGMWF 377
08/29/2008 WARRANTY NEW CLAIM
1343

RO NUMBER	RO DATE	VIN	DIV	DEALER	ODOMETER	SERVICE	DVISOR #
033973	08/28/2008	1GKFK66827J[redacted]	8	10006	20608	XXX-X	-3477

CUSTOMER NAME FIRST [redacted] MIDDLE
LAST [redacted] PHONE,WORK HOME [redacted]

LN	JOB	CT	CC	PC	PART-NO	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT	LAB-TOT
1	01		WG				P2715	K9450	5			43 52

LN-TOT: 43 52 TECH SSN XXX-XX-6508 AUTH CODE. AUTH AUTHOR

R O TOTAL 43.52

(31

SERVICE DEPARTMENT HOURS
MONDAY - FRIDAY
7 30 A M - 6 00 P M

IMPORTANT
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THANK YOU,
JOE McGLONE
(610) 886-1200

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END OF INVOICE 10 43am

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GM Parts

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GCCS33973

02D1IGCCS3397

CUSTOMER NO 3111	ADVISOR JENN	TAG 1895	INVOICE DATE 08/28/08
[redacted]	LABOR RATE 89.00	LICENSE NO	MILEAGE 20,608
BRYN MAWR, PA [redacted]	YEAR / MAKE / MODEL 07/GMC/YUKON/PICKUP		COLOR BLACK/
	VEHICLE I D NO 1 G K F K 6 6 8 2 7 J [redacted]		DELIVERY DATE
	F T E NO	P O N [redacted]	SELLING DEALER NO
RESIDENCE PHONE [redacted]	BUSINESS PHONE	COMMENTS	R O DATE 08/28/08

INVOICE NO GCCS33973
STOCK NO
DELIVERY MILES

MO: 20608

LABOR & PARTS
J# 1 23BUZ ENGINE HOURS: 0.50 TECH(S):239 WARRANTY

CUSTOMER STATES THAT THE CHECK ENGINE LIGHT IS ON
SCANED FOR CODES P0700 TCM MODULE FAULT AND P2715 PRESSURE
CONTACT SOLENOID FOUR STUCK ON FOLLOWED DIAG
PERFORMED SOLENOID VALVE CLEANING PROCEDURE. CLEARED
CODES! EVERYTHING IS OPERATING AS DESIGNED

JOB # 1 TOTAL LABOR & PARTS 0.00

TOTALS

* [ ] CASH [ ] CHECK NUMBER
* [ ] VISA [ ] M/C [ ] AMEX [ ] DISC
* [ ] DATE [ ] PRINT NAME

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**

IF FOR ANY REASON YOU ARE NOT COMPLETELY SATISFIED PLEASE

CONTACT DAVID O'KELLY 610-886-1200

Any work recomended but not performed could result in an unsafe condition
Thank you and have a great day, from O'Reilly Service Dept.

CUSTOMER SI [redacted]

W-42.52

SERVICE DEPARTMENT HOURS
MONDAY - FRIDAY
7 30 A M - 6 00 P M

IMPORTANT
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THANK YOU,
JOE McGLONE
(610) 886-1200

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PONTIAC BUICK GMC GM Parts SIMPLY the BEST 33973

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE		OPERATION	OPERATION DESCRIPTION
07/17/08	33127	19363	1895	204	C	01	UZ015000T	15000 SERVICE/TRUCK
				204	W	20	UZ	STEERING
				204	C	40	UZ	ACCESSORIES
				204	W	12	UZ	INTERIOR TRIM
				204	C	01	UZPICKUP	PICK UP AND DELIVER
				204	W	85	UZ	CAMPAIGNS

SALESPERSON NO

SERVICE

20 STATE REG# 2

CUSTOMER WAITING ☐ YES

VEHICLE I D NO 1GKFK66827J[redacted]

YEAR/MAKE/MODEL 07/GMC/YUKON/PICKUP

TERMS ☐ CASH ☐ CHARGE TYPE

[redacted]
BRYN MAWR, PA[redacted]

CUSTOMER NO 3111

SERVICE CONTRACT

COLOR BLACK/

TURBO | M/MC BUZZ | AIR COND | P S | TRANS

☐ INTERNAL

RE[redacted]

BUSINESS PHONE

APPROVED BY

TIME RECEIVED 10 19am | DATE/TIME PROMISED 08/28/08 06 00pm | PRIORITY

APPOINTMENT ☐ YES ☒ NO

LABOR RATE 89 00

PRODUCTION DATE	STOCK NO	LICENSE NO	R O NO
			33973
DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO	R O DATE 08/28/08
ACT NO	EXPIRATION DATE	EXPIRATION MILES	TAG NO
MILEAGE 23,000	ADVISOR NO 1895	ADVISOR JENN -	

I hereby authorize the repair work therein set forth to b material for such repair and agree that you are not resp for any reason that you neither assume or authorize an shall not be responsible for loss or damage to property that a may o[redacted]

X [redacted]

done by you together with the furnishing by you of the necessary parts and other able for any delays caused by unavailability or delayed availability of parts or material other person to assume for you any liability in connection with such repair that you vehicle, or articles left therein in case of fire, theft or other cause beyond your control, on the above vehicle to secure the amount of repairs thereto that your employees elsewhere for the purpose of testing and/or inspecting such vehicle

O'REILLY PONTIAC BUICK GMC

JOB

W 23BUZ ENGINE

CUSTOMER STATES THAT THE CHECK ENGINE LIGHT IS ON

239

QUICK SERVICE MENU	
1 CHECK FOR STATE INSPECTION	
2 STATE I/M EMISSION INSPECTION	
BALANCE TIRES	
3 OIL CHANGE	
OIL FILTER CHANGE	
6 TUNE UP	
SERVICE AUTO TRANS	
ROTATE TIRES	
FRONT END ALIGNMENT	

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 WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND THE SELLER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS ITEM/ITEMS 12 MONTHS WARRANTY ON PARTS & LABOR OR 12000 MILES WHICHEVER COMES FIRST ANY DISSATISFACTION WITH SERVICE SHOULD BE REPORTED IMMEDIATELY BUT NO LATER THAN 30 DAYS OR 1000 MILES FROM DATE JOB IS RELEASED

INITIAL YOUR CHOICE

☐ I AUTHORIZE YOU TO COMPLETE THE ABOVE REPAIRS
☐ I AUTHORIZE THE ABOVE REPAIRS UP TO $ _____
☐ DO NOT PERFORM ANY REPAIRS UNTIL I AM NOTIFIED OF THE EXACT NATURE OF THE REPAIRS AND THE TOTAL PRICE OF SUCH CHARGES $ _____

I UNDERSTAND THAT IF I AUTHORIZE YOU TO BEGIN REPAIRS BUT DO NOT AUTHORIZE ADDITIONAL NECESSARY REPAIR I WILL OWE FOR THE WORK COMPLETED OR FOR DIAGNOSTIC TIME THE SUM OF $ _____

CUSTOMER SIGNATURE _____

ORIGINAL ESTIMATE	AUTHORIZED ADD'L REPAIRS $	ADD'L REPAIRS OK'D BY
DATE	TIME	EMPLOYEE RECEIVING AUTHORITY

REPLACED PARTS WILL BE DISCARDED UNLESS SPECIFIED OTHERWISE ☐ SAVE

SPECIFIC AUTHORIZATION GIVEN

STATE INSPECT # | EMISSION #

MECHANIC SIGN

PRIOR MILEAGE

TIRE DEPTH /32

BRAKES /R /32 /R /32

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0201J33973

PAGE 1 OF 1

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33973

		PARTS	CONDITION CODE	EMP NO	LABOR RECORD TIME CLOCK
(A) COMPLAINT	Customer Status SES lite is on				
CAUSE	Check for Codes				ON
CORRECTION	Sys 00				OFF
(B) COMPLAINT	P0700 – T.C.M. Module Fault				
CAUSE	Sys 00				ON
CORRECTION	P2715 – Pressure Control Solonoid 4 stuck on				OFF
(C) COMPLAINT					
CAUSE	Follow Diag to				ON
CORRECTION					OFF
(D) COMPLAINT	Perform Solonoid Valve cleaning Procedure				
CAUSE	in TECH II				ON
CORRECTION	Clear Codes roadtest ok.				OFF
(E) COMPLAINT					
CAUSE					ON
CORRECTION	6L80 Trans.				OFF
(F) COMPLAINT					
CAUSE					ON
CORRECTION					OFF
(G) COMPLAINT					
CAUSE					ON
CORRECTION					OFF AUG 28 AM11:24
(H) COMPLAINT					
CAUSE					ON
CORRECTION					OFF
(I) COMPLAINT					
CAUSE					ON AUG 28 12:34
CORRECTION					OFF

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GM Parts

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GCWS33127

0201IGCWS331 7

CUSTOMER NO 3111	ADVISOR JENN	TAX NO 1895	INVOICE DATE 07/18/08
[redacted] BRYN MAWR, PA [redacted]	LABOR RATE 87.03 / LICENSE NO / MILEAGE 19,363		INVOICE NO GCWS33127
	YEAR/MAKE/MODEL 07/GMC/YUKON/PICKUP		COLOR BLACK/
	VEHICLE ID NO 1 G K F K 6 6 8 2 7 J [redacted]		STOCK NO
	P T E NO / P O NO		DELIVERY DATE
RO [redacted]	BUSINESS PHONE	COMMENTS	DELIVERY MILES
			SELLING DEALER NO
			R O DATE 07/17/08

MO: 19363

LABOR & PARTS

J# 2 20BUZ STEERING HOURS: TECH(S):204 0.00
CUSTOMER STATES CLICKING NOISE WHEN TURNING STEERING ALL THE WAY

TECH LUBED WHEEL STOPS TO SPEC.
NO NOISE PRESENT

JOB # 2 TOTAL LABOR & PARTS 0.00

J# 4 12BUZ INTERIOR TRIM HOURS. TECH(S):204 0.00
CUSTOMER STATES SUNROOF TRIM SQUEAKS AND RATTLES
TECH LUBED WEATHERSTRIPS AND FOUND CROSS BAR LUG RACK LOOSE TIGHTENED TO SPEC/
NO NOISE PRESENT

JOB # 4 TOTAL LABOR & PARTS 0.00

J# 6+85BUZ CAMPAIGNS HOURS: 0.40 TECH(S):204 34 81
Y0152 - 07033 - SERVICE UPDATE - REPROGRAM BCM

JOB # 6 TOTAL LABOR & PARTS 34 81

R/O TAX 0.00
R/O TOTALS 34.81

WARRANTY CLAIM DETAIL TOTALS

CLAIM#.	TOTAL
33127	34 81
CLAIM TOTALS	34 81

APPROVED BY SIGNATURE

DCS AUDIT SLIP

DCS DATA FILE: GMGMWF.984
07/18/2008
0923 WARRANTY NEW CLAIM

RO NUMBER	RO DATE	VIN	DIV	DEALER	ODOMETER	SERVICE ADVISOR #
033127	07/17/2008	1GKFK66827J[redacted]	8	10006	19363	XXX-XX-3477

CUSTOMER NAME. FIRST [redacted] MIDDLE:
LAST [redacted] PHONE:WORK HOME: [redacted]

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT	L B-TOT
1	06		MA				96	Y0152	.4			34 81
LN-TOT			34 81		TECH SSN XXX-XX-4161		AUTH CODE				AUTH. AUTHOR	

R O TOTAL 34 1

970

PAGE 1 OF 1 ACCOUNTING COPY-W

[END OF INVOICE] (23am

SERVICE DEPARTMENT HOURS
MONDAY - FRIDAY
7 30 A M - 6 00 P M

IMPORTANT
YOU MAY RECEIVE A QUESTIONNAIRE FROM GENERAL MOTORS IN THE NEXT FEW DAYS. IF FOR ANY REASON YOU CANNOT GRADE US "COMPLETELY SATISFIED." PLEASE CONTACT OUR SERVICE MANAGER.
THANK YOU,
JOE McGLONE
(610) 886-1200

LIMITED LABOR WARRANTY
THE REPAIR FACILITY GUARANTEES THE LABOR USED IN PERFORMING THE REPAIRS LISTED ON THIS REPAIR ORDER FOR A PERIOD OF 12 MONTHS OR 12,000 MILES FROM THE DATE SUCH REPAIRS WERE COMPLETED. THIS LIMITED WARRANTY SPECIFICALLY EXCLUDES FROM ENG ALIGNMENTS ELECTRICAL WIRING AND SHORTS AND FUEL SYSTEM WHEN DUE TO CONTAMINATION. THIS LIMITED WARRANTY IS EXTENDED TO THE VEHICLE OWNER/CUSTOMER AND IS NOT TRANSFERABLE TO NOR ENFORCEABLE BY ANY OTHER PERSON

THE PART(S) IS SOLD AS IS. THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER(S). THE SELLING DEALER 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 THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FROM LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES. IN ADDITION, EXPRESSLY EXCLUDED IS ANY DEALER LIABILITY FOR DEFECTS PERTAINING TO SAFETY OR PERFORMANCE BY WAY OF "STRICT LIABILITY", NEGLIGENCE OR OTHERWISE

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GM Parts

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GCCS33127

0201IGCCS33127

CUSTOMER NO 3111	ADVISOR JENN	TAG 1895	INVOICE DATE 07/17/08
[redacted]	LABOR RATE 89.00	LICENSE NO	MILEAGE 19,363
BRYN MAWR, PA [redacted]	YEAR/MAKE/MODEL 07/GMC/YUKON/PICKUP		COLOR BLACK/
	VEHICLE I.D. NO 1GKFK66827J [redacted]		DELIVERY DATE
	F.T.E. NO	P.O. NO	R.O. DATE 07/17/08
RESIDENCE PHONE [redacted]	BUSINESS PHONE	COMMENTS	

INVOICE NO GCCS33127
STOCK NO
DELIVERY MILES
BILLING DEALER NO

MO: 19363

JOB # 4 TOTAL LABOR & PARTS 0 00

J# 5 01BUZPICKUP PICK UP AND DELIVER HOURS: 0 00 TECH(S).204 0 00
PICK UP AND DELIVER VEHICLE
PICK UP AND DELIVER VEHICLE
PICK UP AND DELIVER VEHICLE

PARTS-----QTY---FP-NUMBER----------DESCRIPTION---------LIST PRICE-UNIT PRICE-
JOB # 5 TOTAL PARTS 0.00

JOB # 5 TOTAL LABOR & PARTS 0.00

J# 6+85BUZ CAMPAIGNS HOURS 0 40 TECH(S)·204 WARRANTY
Y0152 - 07033 - SERVICE UPDATE - REPROGRAM BCM

PARTS-----QTY---FP-NUMBER----------DESCRIPTION---------LIST PRICE-UNIT PRICE-
JOB # 6 TOTAL PARTS 0 00

JOB # 6 TOTAL LABOR & PARTS 0 00

MISC-----CODE-------DESCRIPTION----------CONTROL NO---------
JOB # A SSPN PN SHOP SUPPLIES 5 40
TOTAL - MISC 5 40

TOTALS

* *
* [ ] CASH [ ] CHECK NUMBER *
* [✓] VISA [ ] M/C [ ] AMEX [ ] DISC *
* [7/10] DATE [ ] PRINT NAME *
* *

TOTAL LABOR	152 35
TOTAL PARTS	117 60
TOTAL SUBLET	0 00
TOTAL G O G	0 00
TOTAL MISC CHG	5 40
TOTAL MISC DISC	0 00
TOTAL TAX	16 52
TOTAL INVOICE $	**291.87**

IF FOR ANY REASON YOU ARE NOT COMPLETELY SATISFIED PLEASE

CONTACT DAVID O'KELLY 610-886-1200

Any work recomended but not performed could result in an unsafe condition
Thank you and have a great day, from O'Reilly Service Dept

Kelly Delver

CUSTOMER SIGNATURE

W - 39.81

SERVICE DEPARTMENT HOURS
MONDAY - FRIDAY
7 30 A M - 6 00 P M

IMPORTANT
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THANK YOU,
JOE McGLONE
(610) 886-1200

LIMITED LABOR WARRANTY
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PAGE 2 OF 2 SERVICE FILE COPY | END OF INVOICE 10 147pm

For Re order TRY STATE BUSINESS FORMS (888) 679 3939 1036466

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GCCS33127

0201IGCCS3312

CUSTOMER NO 3111	ADVISOR JENN	TAG NO 1895	INVOICE DATE 07/17/08
[redacted]	LABOR RATE 89.00	LICENSE NO	MILEAGE 19,363
BRYN MAWR, PA [redacted]	YEAR / MAKE / MODEL 07/GMC/YUKON/PICKUP		COLOR BLACK/
	VEHICLE ID NO 1GKFK6827J[redacted]		DELIVERY DATE
	P T E NO	P O NO	R O DATE 07/17/08
RESIDENCE PHONE [redacted]	BUSINESS PHONE	COMMENTS	

INVOICE NO GCCS33127
STOCK NO
DELIVERY MILES
SELLING DEALER NO

MO: 19363

LABOR & PARTS

J# 1 UIBUZ015000T 15000 SERVICE/TRUCK HOURS. TECH(S) 204 — 152 35

PERFORM 15000 MILE TRUCK SERVICE
INCLUDES CHANGE OIL AND FILTER, RESET OIL LIFE INDICATOR, LUBRICATE CHASSIS, LUBRICATE DOOR HINGES AND LOCKS, LUBRICATE WEATHERSTRIPS, CHECK AND TOP OFF ALL FLUID LEVELS, CHECK AND ADJUST TIRE AIR PRESSURE, REPROGRAM TIRE MONITORS (IF EQUIPPED), VISUALLY INSPECT BATTERY, INSPECT COOLANT, TRANSAXLE/TRANSMISSION SHIFT LOCK CHECK, PARKING BRAKE MECHANISM CHECK, VISUALLY INSPECT EXHAUST, BALANCE ALL FOUR WHEELS, PERFORM TRUCK ALIGNMENT, AND ROAD TEST VEHICLE

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 1	1	PK48		****	****	****
JOB # 1	1	EVI	WASTE FEE	2 50	2 50	2 50
JOB # 1	1	89017524	FILTER 1 836	6 98	6 98	6.98
JOB # 1	6	89021632	MOBIL	3 02	3 02	18 12
				JOB # 1 TOTAL PARTS		27 60

JOB # 1 TOTAL LABOR & PARTS 179.95

J# 2 20BUZ STEERING HOURS: TECH(S):204 — WARRANTY

CUSTOMER STATES CLICKING NOISE WHEN TURNING STEERING ALL THE WAY

TECH LUBED WHEEL STOPS TO SPEC.
NO NOISE PRESENT

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
				JOB # 2 TOTAL PARTS		0 00

JOB # 2 TOTAL LABOR & PARTS 0 00

J# 3 40BUZ ACCESSORIES HOURS TECH(S) 204 — 0.00

PRICE ON EXTRA SET OF HEADPHONES

TWO HEADPHONES IN CAR

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 3	2	19132012	DUAL CHAN 9 680	45 00	45.00	90 00
				JOB # 3 TOTAL PARTS		90 00

JOB # 3 TOTAL LABOR & PARTS 90 00

J# 4 12BUZ INTERIOR TRIM HOURS TECH(S) 204 — WARRANTY

CUSTOMER STATES SUNROOF TRIM SQUEAKS AND RATTLES
TECH LUBED WEATHERSTRIPS AND FOUND CROSS BAR LUG RACK LOOSE TIGHTENED TO SPEC/
NO NOISE PRESENT

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
				JOB # 4 TOTAL PARTS		0 00

SERVICE DEPARTMENT HOURS
MONDAY - FRIDAY
7:30 A M - 6 00 P M

IMPORTANT
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THANK YOU,
JOE McGLONE
(610) 886-1200

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SERVICE FILE COPY

[CONTINUED ON NEXT PAGE]

3 47pm

For Re-order TRI STATE BUSINESS FORMS (888) 575 3535 10305416

06/23/2009 09:41 6103539478 OREILLY PBG PAGE 33/39

O'REILLY PONTIAC BUICK GMC 33127

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RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

2-09

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
06/28/07	24800	5983	1895	204	C	01B ZLOF	LUBE, OIL, FILTER
				204	C	01B ZMULTI	MULTI POINT INSP
				204	C	01B ZPICKUP	PICK UP AND DELIVER

SALESPERSON NO 19363

SERVICE

STATE REG# 2

CUSTOMER WAITING ☐ YES

VEHICLE ID NO 1GKFK66827J[redacted]

YEAR/MAKE/MODEL 07/GMC/YUKON/PICKUP

PRODUCTION DATE | STOCK NO | LICENSE NO | R O NO 33127

TERMS ☐ CASH ☐ CHARGE TYPE

[redacted]
BRYN MAWR, PA [redacted]

CUSTOMER NO 3111 | SERVICE CONTRACT

DELIVERY DATE | DELIVERY MILES | SELLING DEALER NO | R O DATE 07/17/08

COLOR BLACK/

CONTRACT NO | EXPIRATION DATE | EXPIRATION MILES | TAG NO

TURBO | M/MC BUZZ | AIR COND | P S | TRANS

MILEAGE 6,000 | ADVISOR NO 1895 | ADVISOR JENN

☐ INTERNAL

RESIDENCE PHONE [redacted]

APPROVED BY

TIME RECEIVED 07 29am | DATE/TIME PROMISED 07/17/08 06 00pm | PRIORITY

APPOINTMENT ☒ YES ☐ NO

LABOR RATE 89 00

I hereby authorize the repair work therein set forth to be done by you, together with the furnishing by you of the necessary parts and other material for such repair and agree that you are not responsible for any delays 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 of or damage to the above vehicle or articles left therein in case of fire, theft or other cause beyond your control, that an express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto, that your employees may operate the above vehicle on streets, highways or elsewhere for the purpose of testing and/or inspecting such vehicle

Delivery

O'REILLY PONTIAC BUICK GMC

JOB

1 C * 01BUZ015000T **15000 SERVICE/TRUCK** 46 Qts
PERFORM 15000 MILE TRUCK SERVICE

4179.95

2 C 20BUZ **STEERING**
CUSTOMER STATES CLICKING NOISE WHEN TURNING STEERING ALL THE WAY

3 C 40BUZ **ACCESSORIES**
PRICE ON EXTRA SET OF HEADPHONES

4 C 12BUZ **INTERIOR TRIM**
CUSTOMER STATES SUNROOF TRIM SQUEAKS AND RATTLES

5 C * 01BUZPICKUP **PICK UP AND DELIVER**
PICK UP AND DELIVER VEHICLE

6. 85BUZ
Y0152-07033-Reprogram BCM
* Please put back spare tire parts... nkk etc.

2014

QUICK SERVICE MENU
CHECK FOR STATE INSPECTION
STATE VM EMISSION INSPECTION
BALANCE TIRES
OIL CHANGE
OIL FILTER CHANGE
TUNE UP
SERVICE AUTO TRANS
ROTATE TIRES
FRONT END ALIGNMENT

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 WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND THE SELLER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS ITEM/ITEMS. 12 MONTHS WARRANTY ON PARTS & LABOR OR 12000 MILES WHICHEVER COMES FIRST. ANY DISSATISFACTION WITH SERVICE SHOULD BE REPORTED IMMEDIATELY BUT NO LATER THAN 30 DAYS OR 1000 MILES FROM DATE JOB IS RELEASED

* INITIAL YOUR CHOICE
I AUTHORIZE YOU TO COMPLETE THE ABOVE REPAIRS
I AUTHORIZE THE ABOVE REPAIRS UP TO $
DO NOT PERFORM ANY REPAIRS UNTIL I AM NOTIFIED OF THE EXACT NATURE OF THE REPAIRS AND THE TOTAL PRICE OF SUCH CHANGES $
UNDERSTAND THAT IF I AUTHORIZE YOU TO BEGIN REPAIRS BUT DO NOT AUTHORIZE ADDITIONAL NECESSARY REPAIR I WILL OWE FOR THE WORK COMPLETED OR FOR DIAGNOSTIC TIME THE SUM OF $
CUSTOMER SIGNATURE

ORIGINAL ESTIMATE | AUTHORIZED ADD'L REPAIRS $ | ADD'L REPAIRS OK'D BY
TIME | EMPLOYEE RECEIVING AUTHORITY

Additional Operation

Date | Time | SAVE

VIN SPECIFIED OTHERWISE
VIN AUTHORIZATION GIVEN
Reason

EMISSION
LICENSE SIGN
MILEAGE
DEPTH /32
TIRES /F /32 /R /32

0201J33127

PAGE 1 OF 1 HARD COPY

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33127

For Recorder FR: STATE BUSINESS FORMS (888) 578-3636 • 1036464

		PARTS	CONDITION CODE	LABOR RECORD EMP NO	LABOR RECORD TIME CLOCK
(A) COMPLAINT	15,000 Mile Ser.				ON
CAUSE		Headphones -2579 5364-			$40.99 45.00
CORRECTION					
(B) COMPLAINT	Customer Said Clicking Noise When turning Wheel All the Way (1/3)				
CAUSE	Lube Wheel Stops				OFF
CORRECTION					
(C) COMPLAINT	Price Extra Set Head phones				ON
CAUSE					OFF
CORRECTION					
(D) COMPLAINT	Customer Said Sun Roof Trim Squeaks & Rattles				ON
CAUSE	Lube Tracks Weather Strips, Found Cross Bar Lug Rack Loose Tighten				
CORRECTION	Pick up & Delivery				
(E) COMPLAINT					ON
CAUSE					OFF
CORRECTION					
(F) COMPLAINT	Reprogram B.C.M 07033				ON
CAUSE	Warranty Claim Code 40618 Relearn Airbag Module				OFF
CORRECTION	Relearn Tire Pressure Module				
(G) COMPLAINT	Put Jack & Tire Parts Back				ON
CAUSE					OFF
CORRECTION					
(H) COMPLAINT					ON
CAUSE					OFF
CORRECTION					
(I) COMPLAINT					ON
CAUSE					OFF
CORRECTION					

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GCCS24800

0201IGCCS24800

CUSTOMER NO 3111	ADVISOR JENN	1895	TAG NO	INVOICE DATE 06/28/07	INVOICE NO GCCS24800
[redacted]	LABOR RATE 89.00	LICENSE NO	MILEAGE 5,983	COLOR BLACK/	STOCK NO
BRYN MAWR, PA [redacted]	YEAR/MAKE/MODEL 07/GMC/YUKON/PICKUP			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO 1GKFK66827J [redacted]			SELLING DEALER NO	
	F T E NO	P O NO		06/28/07	
[redacted] BUSINESS PHONE	COMMENTS				MO: 5983

LABOR & PARTS

J# 1 01BUZLOF LUBE, OIL, FILTER HOURS TECH(S)-204 17.45
PERFORM LUBE, OIL AND FILTER CHANGE
change oil and filter, check all fluid levels,
lubricate door hinges, check tire pressure,
check hoses and belts

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 1	1	89017524	FILTER 1.836	6 50	6 50	6 50
JOB # 1	6	89021632	VALOLINE	2 41	2.41	14 46
JOB # 1	1	EVI	WASTE FEE	1.50	1 50	1 50
				JOB # 1 TOTAL PARTS		22 46
				JOB # 1 TOTAL LABOR & PARTS		39 91

J# 2 01BUZMULTI MULTI POINT INSP HOURS 0 00 TECH(S) 204 0.00
MULTI POINT INSPECTION
WE PERFORMED A FREE MULTI POINT INSPECTION ON YOUR VEHICLE
WHILE IN FOR SERVICE:
-INSPECTED FLUID LEVELS
-CHECK STEERING, SUSPENSION, TIRES, BATTERY AND WIPER BLADES
-CHECK EXHAUST, UNDERCARRIAGE, LIGHTING SYSTEMS.
-BELTS AND HOSES.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
				JOB # 2 TOTAL PARTS		0 00
				JOB # 2 TOTAL LABOR & PARTS		0 00

J# 3 01BUZPICKUP PICK UP AND DELIVER HOURS 0 00 TECH(S) 204 0.00
PICK UP AND DELIVER VEHICLE
PICK UP AND DELIVER VEHICLE
PICK UP AND DELIVER VEHICLE

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
				JOB # 3 TOTAL PARTS		0 00
				JOB # 3 TOTAL LABOR & PARTS		0 00

SERVICE DEPARTMENT HOURS
MONDAY - FRIDAY
7:30 A.M. - 6.00 P.M

IMPORTANT
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THANK YOU,
DAVID O'REILLY
(610) 886-1200

LIMITED LABOR WARRANTY
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0201IGCCS24800

CUSTOMER NO 3111	ADVISOR JENN	1895	TAG NO	INVOICE DATE 06/28/07	INVOICE NO GCCS24800
[redacted]	LABOR RATE 89.00	LICENSE NO	MILEAGE 5,983	COLOR BLACK/	STOCK NO
BRYN MAWR, PA [redacted]	YEAR/MAKE/MODEL 07/GMC/YUKON/PICKUP			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1GKFK66827J [redacted]			SELLING DEALER NO	
	F I & NO	P O NO.		PROMISE DATE 06/28/07	
R [redacted]	BUSINESS PHONE	COMMENTS			MO: 5983

TOTALS

* *
* [ ] CASH [ ] CHECK NUMBER *
* [ ] VISA [ ] M/C [X] AMEX [ ] DISC *
* [6-28] DATE [JA] PRINT NAME *
* *

TOTAL LABOR ..	17 45
TOTAL PARTS ..	22 46
TOTAL SUBLET ..	0 00
TOTAL G O G ..	0 00
TOTAL MISC CHG.	0 00
TOTAL MISC DISC	0 00
TOTAL TAX ..	2 39
TOTAL INVOICE $	**42.30**

IF FOR ANY REASON YOU ARE NOT COMPLETELY SAT SFIED PLEASE CONTACT DAVID O'KELLY 610-88 -1200

Any work recomended but not performed could esult in an unsafe condition
THANK YOU AND HAVE A NICE DAY. DAVE O'KELLY

CUSTOMER SIGNATURE

JUN 28 ENT'D

SERVICE DEPARTMENT HOURS
MONDAY - FRIDAY
7:30 A.M. - 6.00 P.M.

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YOU MAY RECEIVE A QUESTIONNAIRE FROM GENERAL MOTORS IN THE NEXT FEW DAYS. IF FOR ANY REASON YOU CANNOT GRADE US COMPLETELY SATISFIED, PLEASE CONTACT OUR SERVICE MANAGER. THANK YOU, DAVID O'KELLY (610) 886-1200

LIMITED LABOR WARRANTY
THE REPAIR FACILITY GUARANTEES THE LABOR USED IN PERFORMING THE REPAIRS LISTED ON THIS REPAIR ORDER FOR A PERIOD OF 12 MONTHS OR 12,000 MILES FROM THE DATE SUCH REPAIRS WERE COMPLETED. THIS LIMITED WARRANTY SPECIFICALLY EXCLUDES FRONT END ALIGNMENTS, ELECTRICAL WIRING AND SHORTS AND FUEL SYSTEM WHICH DUE TO CONTAMINATION. THIS LIMITED WARRANTY IS EXTENDED TO THE VEHICLE OWNER/CUSTOMER AND IS NOT TRANSFERABLE TO, NOR ENFORCEABLE BY ANY OTHER PERSON.

THE PART(S) IS SOLD "AS IS" THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER(S). THE SELLING DEALER 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 THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES DAMAGES TO PROPERTY DAMAGES FROM LOSS OF USE, LOSS OF TIME LOSS OF PROFITS OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES. IN ADDITION EXPRESSLY EXCLUDED IS ANY DEALER LIABILITY FOR DEFECTS PERTAINING TO SAFETY OR PERFORMANCE BY WAY OF "STRICT LIABILITY", NEGLIGENCE OR OTHERWISE.

O'REILLY PONTIAC BUICK GMC
- *For your New & Used Car needs Parts accessories, & Factory Authorized Service*

Thank You. We appreciate your business!

O'REILLY PONTIAC BUICK GMC
Ph 610-886-1200
Fx 610-353-9478
www.oreillycars.com

SERVICE FILE COPY

[END OF INVOICE] 02 33pm

For Re-order TTP-STATE BUSINESS FORMS (888) 579-3636 1000168

O'REILLY PONTIAC BUICK GMC 24800

3960 WEST CHESTER PIKE
NEWTOWN SQUARE, PA 19073
Tel 610-886-1200
Fax 610-353-9478
www.oreillycars.com

PONTIAC BUICK GMC GM Parts SIMPLY the BEST

24800

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

Delivery / WASH

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION

1-08

SALESPERSON NO

SERVICE

5983

STATE REG# 2

CUSTOMER WAITING ☐ YES

TERMS ☐ CASH ☐ CHARGE TYPE

☐ INTERNAL

APPROVED BY

APPOINTMENT ☒ YES ☐ NO

VEHICLE I.D. NO 1GKFK66827J[redacted]

YEAR/MAKE/MODEL 07/GMC/YUKON/PICKUP

[redacted]

Bryn Mawr, PA [redacted]

RESIDENCE PHONE 610-888-9700

BU[redacted]

TIME RECEIVED 09 58am

DATE/TIME PROMISED 06/28/07 06 00pm

PRIORITY

LABOR RATE 89 00

CUSTOMER NO 3111

SERVICE CONTRACT

COLOR BLACK/

CONTRACT NO

TURBO | MPMC BUZZ | AIR COND | P S | TRANS

I hereby authorize the repair work herein set forth to be c... material for such repair and agree that you are not responsible for any reason that you neither assume nor authorize any ... shall not be responsible for loss of or damage to the above v... that an express mechanic's lien is hereby acknowledged a... may operate the above vehicle on streets, highways or elsew...

X

PRODUCTION DATE	STOCK NO	LICENSE NO	B.O. NO
			24800
DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO	R.O. DATE 06/28/07
	EXPIRATION DATE	EXPIRATION MILES	TAG NO
MILEAGE 3,000	ADVISOR NO 1895	ADVISOR JENN	

...ha by you together with the furnishing by you of the necessary parts and other ...s for any delays caused by unavailability or delayed availability of parts or material ...ner person to assume for you any liability in connection with such repair that you ...icle or articles left therein, in case of fire, theft or other cause beyond your control ... the above vehicle to secure the amount of repairs thereto that your employees ...ere for the purpose of testing and/or inspecting such vehicle

O'REILLY PONTIAC BUICK GMC

JOB

1 C 01BUZLOF *LUBE, OIL, FILTER*
PERFORM LUBE, OIL AND FILTER CHANGE

2 C 01BUZMULTI *MULTI POINT INSP*
MULTI POINT INSPECTION

3 C 01BUZPICKUP *PICK UP AND DELIVER*
PICK UP AND DELIVER VEHICLE

204

QUICK SERVICE MENU	
CHECK FOR STATE INSPECTION	
STATE I/M EMISSION INSPECTION	
BALANCE TIRES	
OIL CHANGE	
OIL FILTER CHANGE	
TUNE-UP	
SERVICE AUTO TRANS	
ROTATE TIRES	
FRONT END ALIGNMENT	

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 WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND THE SELLER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS ITEM/ITEMS. 12 MONTHS WARRANTY ON PARTS & LABOR OR 12000 MILES, WHICHEVER COMES FIRST. ANY DISSATISFACTION WITH SERVICE SHOULD BE REPORTED IMMEDIATELY BUT NO LATER THAN 30 DAYS OR 1000 MILES FROM DATE JOB IS RELEASED

INITIAL YOUR CHOICE

☐ I AUTHORIZE YOU TO COMPLETE THE ABOVE REPAIRS
☐ I AUTHORIZE THE ABOVE REPAIRS UP TO $ ____
☐ DO NOT PERFORM ANY REPAIRS UNTIL I AM NOTIFIED OF THE EXACT NATURE OF THE REPAIRS AND THE TOTAL PRICE OF SUCH CHARGES $ ____

I UNDERSTAND THAT IF I AUTHORIZE YOU TO BEGIN REPAIRS BUT DO NOT AUTHORIZE ADDITIONAL NECESSARY REPAIR I WILL OWE FOR THE WORK COMPLETED OR FOR DIAGNOSTIC TIME THE SUM OF $ ____

CUSTOMER SIGNATURE ____

ORIGINAL ESTIMATE	AUTHORIZED ADD'L REPAIRS	ADD'L REPAIRS OK'D BY
$	$	
DATE	TIME	EMPLOYEE RECEIVING AUTHORITY

REPLACED PARTS WILL BE DISCARDED UNLESS SPECIFIED OTHERWISE ☐ SAVE

SPECIFIC AUTHORIZATION GIVEN

STATE INSPECT. # | EMISSION #

MECHANIC SIGN

PRIOR MILEAGE

TIRE DEPTH /32

BRAKES /F /32 /R /32

0201J24800

PAGE 1 OF 1 HARD COPY

www.oreillycars.com

24800

For Reorder TRI STATE BUSINESS FORMS (888) 578-3636 • 172275

OREILLY PBG

6103539478

06/23/2009 09:41

	PARTS	CONDITION CODE	LABOR RECORD EMP NO	LABOR RECORD TIME CLOCK
(A) COMPLAINT				ON
CAUSE LOF				OFF
CORRECTION				
(B) COMPLAINT				ON
CAUSE Multi Point				OFF
CORRECTION				
(C) COMPLAINT Rotate Tires				ON
CAUSE				OFF
CORRECTION				
(D) COMPLAINT				ON
CAUSE Pickup & Delivery				OFF
CORRECTION				
(E) COMPLAINT				ON
CAUSE				OFF
CORRECTION				
(F) COMPLAINT				ON
CAUSE				OFF
CORRECTION				
(G) COMPLAINT				ON
CAUSE				OFF
CORRECTION				
(H) COMPLAINT				ON
CAUSE				OFF
CORRECTION				
(I) COMPLAINT				ON
CAUSE				OFF
CORRECTION				

RCMPR010 VEHICLE DELIVERY/INCENTIVE HISTORY 03/08/08
PROCESSING SOURCE: GMC TRUCK 12:53:07
PAGE: 1

VIN: 1GKFK6682 7J[redacted] SELLG SCE: 48 MDL YR: 07 ORD NO: KPFTVD

ODATE: 10/26/06 ORDER FAN: OTYPE: 070 DLVY SS/SITE CD: 48 14064
DDATE: 01/20/07 DLVY FAN: DTYPE: 015 SRVC TYPE: MILEAGE:

DLVY DOE: 01/22/07 ORDER BY:
CANC:
CANC DOE:
TRADE: 01/20/07 DLVY TO: [redacted]
TRD DOE: 01/22/07
SRVC IN: BRYN MAWR PA [redacted]
SRVC OUT: CANC SRVC IN:
BFSO ORD DT: BFSO CUST:
PRICE ASSUR DT: PRICE ASSUR RT:

--INCENTIVES--

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR SHR	STAT
C4C	01	48 05698	00031622900	01/06/07	84.28	OA	0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: HOU INC MEMO NO: 00031622900 AUTH PUR CD:
MISC DATE: 01/03/07 MISC: LATE IN-TRANSIT
POLICY PYMT CMNT: ACTV TYPE: 6

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR SHR	STAT
FFC	01	48 14064	00031706704	01/23/07	59.80	OA	0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: DLVY INC MEMO NO: 00031706704 AUTH PUR CD:
MISC DATE: MISC:
POLICY PYMT CMNT: ACTV TYPE: 6

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR SHR	STAT
XJC	01	48 14064	108450	01/26/07	1,238.32	OP	0.00	9

PROCESS TYPE: 004 CHECK NO: SSN:
DATA SCE: GMAC INC MEMO NO: 108450 AUTH PUR CD:
MISC DATE: 01/20/07 MISC: 0000037883MEA0
POLICY PYMT CMNT: ACTV TYPE: 6

denise.zobel@gm.com
06/18/2009 03:30 PM

To michele_valykeo@gmexpert.com
cc
bcc
Subject Re: VIN: 1GKFK66827J[redacted]Customer: [redacted] LEGAL N.I.S.M.

D) I am not aware of this vehicle or customer's concerns. I agree to cede the final decision on this case to the Early Resolution program

Denise

michele_valykeo@gmexpert.com

06/18/2009 03:23 PM

To denise.zobel@gm.com
cc joe.wilson@gm.com
Subject VIN: 1GKFK66827J[redacted]/Customer: [redacted]BRC LEGAL N.I.S.M.

This is a message for Denise Zobel DVM and Joe Wilson DVM:

Hi, my name **Michele Valykeo**. This email is to follow up on my voicemail regarding Service Request 71-734033223 for customer Wells. The customer's vehicle is a 2007 GMC Yukon XL Denali with 28,113 miles. The VIN is **1GKFK66827J**[redacted] The customer has been working with FRED BEANS BUICK PONTIAC GMC of DOYLESTOWN, PA, O REILLY PONTIAC-BUICK-GMC of NEWTOWN SQUARE, PA & BUICK PONTIAC GMC OF of MILFORD, CT. Due to time constraints, your response to this e-mail is required within **48** hours.

This is a Not in Suit Matter. This means a demand letter has been sent to our office by the customer's attorney indicating that the customer may pursue a lawsuit unless GM can resolve the customer's vehicle concern. We are reviewing this case for possible settlement in our Early Resolution program. The settlements offers can range from denial up to repurchase, depending on the severity of the concerns. Because of this, we would like you to review the following options:

A) I have information on this case that may assist in your review (please provide in your reply). I will review any repurchase or replacement offer before it is made. I would also like to be notified of the BRC decision to offer cash or other goodwill settlement.

B) I am not aware of this vehicle or customer's concerns. However, I will review any repurchase or replacement offer before it is made. I would also like to be notified of the BRC decision to offer cash or other goodwill settlement.

C) I have information on this case that may assist in your review (please provide in your reply). However, I agree to cede the final decision on this case to the Early Resolution program (You will be notified of the resolution after the settlement has been reached).

D) I am not aware of this vehicle or customer's concerns. I agree to cede the final decision on this case to the Early Resolution program (You will be notified of the resolution after the settlement has been reached).

*If a response is not received within 48 hours the default assumption will option "B".

Please reply only by email with one of the above options within **48** hours. Your written feedback will be documented and e-mail attached to our case, and is an important step in our accurate and timely case resolution.

Thank you,

Michele Valykeo
Business Resource Center

Aditya Birla Minacs

Phone: (866) 790-5700 ext. 21359
Fax: (866) 554-4010
Email: michele_valykeo@gmexpert.com

2007 YUKON XL DENALI - AWD
41U ONYX BLACK /V8G
194 EBONY
ORDER NO. KPFTVD/TRE STOCK NO.
VIN 1GK FK66 82 7J[redacted]

GENERAL MOTORS CORPORATION
& SUBSIDIARIES
RENAISSANCE CENTER
DETROIT MI 48243-1114
VEHICLE INVOICE 5AD99115755

**********48*05698S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
TK10906 YUKON XL DENALI - AWD	50185.00	45919.28	INVOICE 12/06/06
BRS POWER RETRACTABLE ASSIST STEPS	1095.00	908.85	SHIPPED 12/06/06
CF5 POWER SLIDING SUNROOF	995.00	825.85	EXP I/T 12/18/06
C6C GVW RATING - 7,400 LBS	N/C	N/C	INT COM 12/18/06
KA9 HEATED STEERING WHEEL	150.00	124.50	PRC EFF 12/06/06
L92 VORTEC 6200 V8 SFI ENGINE	N/C	N/C	KEYS G3463 G3463
MYC 6-SPD AUTO TRANSMISSION	N/C	N/C	WFP-S QTR OPT-1
NE1 50-STATE EMISSIONS	N/C	N/C	BANK: GMAC - 103
P41 20" CHROME ALUMINUM WHEELS	1995.00	1655.85	CHG-TO 05-698
R6J CUSTOMER DIALOG NETWORK	0.00	16.50	
R6K ONSTAR TURN-BY-TURN NAVIG AVAIL	N/C	N/C	SHIP WT: 5870
UVB AM/FM STEREO WITH MP3	2250.00	1867.50	HP: 53.0
COMPATIBLE CD/DVD PLAYER			GVWR: 7400
& DVD-BASED NAVIGATION			GAWR.FT: 3600
(REPLACES STD/OPT RADIO)			GAWR.RR: 4200
UVC REARVIEW CAMERA SYSTEM	250.00	207.50	GMS: 51904.23
U42 REAR SEAT ENTERTAINMENT SYSTEM	1295.00	1074.85	SUPPLR: 54233.17
5SA DENALI MARKETING OPTION PKG-5SA	N/C	N/C	MRM: 59115.00
			NTR: 1/2
			MEMO 2760.75

TOTAL MODEL & OPTIONS	58215.00	52600.68	ACT 237 51754.23
DESTINATION CHARGE	900.00	900.00	H/B 261 1746.45
LAM DEALER CONTRIBUTION		582.15	ADV 261 582.15
LAM GROUP CONTRIBUTION		582.15	EXP 65A 582.15
TOTAL	59115.00	54664.98	PAY 310 54664.98

MEMO: TOTAL LESS HOLDBACK AND
APPROX WHOLESALE FINANCE CREDIT 52165.75

****

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

****

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

BUICK PONTIAC GMC OF MILFORD

REMIT TO GMAC NO. 103
VIN 1GKFK66827J[redacted]
$ 54664.98 INV 5AD99115755
DUE 12/18/06 DEALER 05-698

Monica Baeza/Austin/GM1
07/16/2009 03:21 PM

To "Laura Applegate" <lapplegate@mylemon.com>@SITELCWEB
cc
bcc
Subject Re: [redacted]SR 71-734033223 VIN 1GKFK66827J[redacted]

Laura,

Attached is the offer and release from GM. Please advise.

7.16.09 offer.doc 7.16.09 release.doc

Thanks,
Monica Baeza
Business Resource Center
Adtiya Birla Minacs
1-866-790-5600 ext 11325
1-866-233-2952 fax
monica_baeza@gmexpert.com

"Laura Applegate" <lapplegate@mylemon.com>

"Laura Applegate" <lapplegate@mylemon.com >
07/14/2009 12:21 PM

To <monica_baeza@gmexpert.com>
cc
Subject Re: [redacted]SR 71-734033223 VIN 1GKFK66827J[redacted]

This client is going out of town tomorrow and I wanted to attmpt to resolve this. Can you settle this for 4900inc?

thanks

----- Original Message -----
From: monica_baeza@gmexpert.com
To: lapplegate@mylemon.com
Sent: Tuesday, July 14, 2009 9:32 AM
Subject: Re: [redacted]SR 71-734033223 VIN 1GKFK66827J[redacted]

Laura,

Attached is the counter offer and release from GM. Please advise.

Thanks,
Monica Baeza
Business Resource Center
Adtiya Birla Minacs
1-866-790-5600 ext 11325
1-866-233-2952 fax
monica_baeza@gmexpert.com

"Laura Applegate" <lapplegate@mylemon.com>

07/07/2009 01:44 PM

To <monica_baeza@gmexpert.com>
cc
Subject Re: [redacted] SR 71-734033223 VIN 1GKFK66827J[redacted]

Monica,
Clients bottom line is 7900inc, please advise as to what you can offer to wrap this up.

Thanks
----- Original Message -----
From: monica_baeza@gmexpert.com
To: lapplegate@mylemon.com
Sent: Tuesday, July 07, 2009 10:58 AM
Subject: [redacted] SR 71-734033223 VIN 1GKFK66827J[redacted]

Laura,

I might have sent this via fax. But I attached it anyway. Please advise.

Thanks,
Monica Baeza
Business Resource Center
Adtiya Birla Minacs
1-866-790-5600 ext 11325
1-866-233-2952 fax
monica_baeza@gmexpert.com

No virus found in this incoming message.
Checked by AVG - www.avg.com
Version: 8.5.375 / Virus Database: 270.13.7/2222 - Release Date: 07/07/09 05:53:00

No virus found in this incoming message.
Checked by AVG - www.avg.com
Version: 8.5.375 / Virus Database: 270.13.13/2237 - Release Date: 07/14/09 05:56:00

General Motors Corporation
Business Resource Center
PO Box 33170
Detroit, MI 48232-5170

VIA FAX ONLY

June 19, 2009

Service Manager Joe McGlone
O REILLY PONTIAC-BUICK-GMC

RE: [redacted]
Service Request: 71-734033223
2007 GMC Yukon XL Denali
Vehicle Identification Number: 1GKFK66827J[redacted]
Customer Relationship Specialist: Michele Valykeo

Dear Joe McGlone:

This is a letter of notification regarding a not-in-suit-matter involving the above referenced customer. Please provide us with copies of all dealer service documents regarding this vehicle. The specific documents needed are:

- **Service and body shop repair orders** of all internal, customer pay, and warranty repair orders, (to include front and back as well as technician notes). Also, include any receipts for aftermarket or dealer add-ons.

Please fax them to (866) 554-4010. If there are any fax difficulties or the documents exceed 50 pages, please split the fax and send two or more faxes as appropriate.
In addition, should you be contacted by another party regarding this matter, you may want to consult your own attorney for further direction. Your cooperation is greatly appreciated. If you have further questions, please contact me at 866-790-5700 extension 21359 Monday through Friday between 9:00 a.m. and 5:45 p.m., Eastern Time.

Sincerely,

General Motors Corporation

Monica Baeza/Austin/GM1
07/14/2009 10:32 AM

To "Laura Applegate" <lapplegate@mylemon.com>@SITELCWEB
cc
bcc
Subject Re: [redacted]SR 71-734033223 VIN 1GKFK66827J[redacted]

Laura,

Attached is the counter offer and release from GM. Please advise.

7.14.09 offer.doc 7.14.09 release.doc

Thanks,
Monica Baeza
Business Resource Center
Adtiya Birla Minacs
1-866-790-5600 ext 11325
1-866-233-2952 fax
monica_baeza@gmexpert.com

"Laura Applegate" <lapplegate@mylemon.com>

"Laura Applegate" <lapplegate@mylemon.com >
07/07/2009 01:44 PM

To <monica_baeza@gmexpert.com>
cc
Subject Re: [redacted]SR 71-734033223 VIN 1GKFK66827J[redacted]

Monica,
Clients bottom line is 7900inc, please advise as to what you can offer to wrap this up.

Thanks
----- Original Message -----
From: monica_baeza@gmexpert.com
To: lapplegate@mylemon.com
Sent: Tuesday, July 07, 2009 10:58 AM
Subject: [redacted]SR 71-734033223 VIN 1GKFK66827J[redacted]

Laura,

I might have sent this via fax. But I attached it anyway. Please advise.

Thanks,
Monica Baeza
Business Resource Center
Adtiya Birla Minacs
1-866-790-5600 ext 11325
1-866-233-2952 fax
monica_baeza@gmexpert.com

No virus found in this incoming message.
Checked by AVG - www.avg.com
Version: 8.5.375 / Virus Database: 270.13.7/2222 - Release Date: 07/07/09 05:53:00

[redacted]
Carmichael, CA[redacted]

SACRAMENTO CA 957
09 JUN 2009 PM 6 L

RCVD
07-10-09A09:21

Ed Peper
North America Vice President, Chevrolet
P.O. Box 909978
Milwaukee, WI 53209

53209+8978

Ed Peper
North America Vice President, Chevrolet
P.O. Box 909978
Milwaukee, WI 53209

Dear Ed,
Thank you very much for your appealing letter on behalf of North America Chevrolet.

However, I am afraid that I am a proud owner of a Chevy vehicle because of the following reasons:

I had had a Chevy Tahoe with which I traded a new 2007 Chevy LT Tahoe again. The dealer's ad. said I could buy $38.000 Tahoe at the price of $31,000. which allured me to purchase the vehicle. I have driven this vehicle for about two years. I pick up my grandson at his preschool in this SUV.

One problem is that the inside door handles are so coarsely made that the top of them have sharp blades. These coarsely finished door handle can cut my grandson's fingers. I have noticed that Even $15,000 Toyota Corollas do not have such poorly made inside door handles. The other problem is the seat materials attract the dust. I can hardly remove the dust from the seat with vacuum cleaner, etc.

I have emailed similar messages to Chevy offices two times, but no answer has been delivered to me, to my greatest regret.

Your letter urges me to a proud Chevy vehicle owner. As long as I drive this SUV, I will remain a sad Chevy owner.

Your response will greatly be appreciated.

Thank you very much for your time and trouble.

Sincerely,

[redacted]

Steve Lloyd

From: crystal_morales@gmexpert.com
Sent: Tuesday, September 01, 2009 2:37 PM
To: jlloyd@knappchevy.com
Subject: Jose Pruneda

This is to confirm that we are offering Mr. [redacted] a repair to his front interior door handles as a product allegation case. Mr. [redacted] has made an allegation that the chrome peeling from these handles injured his father. We requested that EAA complete an inspection and per those results we were able to confirm that the door handles are indeed peeling.

The repairs have been offered to Mr. [redacted] Parts have been requested to be ordered as well (through Mr. Lloyd).

The repair order should be prepared at warranty rate and an accounting copy with totals will need to be faxed directly to me. I will have the repairs pre authorized and then will have a fax sent to the dealership with instructions on how to submit so that this does not count toward dealer warranty dollars but rather toward our PAR budget.

Labor op code should be Z1242.

**Note: This is a copy of the origninal contents of the email I sent to Mr. Lloyd on Friday. Email address was incorrect and missing a letter.

Crystal Morales
Customer Relationship Specialist
Product Allegation Resolution
Minacs, An Aditya Birla Group Company

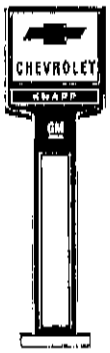
GM Cars Austin
7401 East Ben White Blvd. F, Austin, Texas 78744
Phone: 866-790-5700 Ext. 41326
Fax: 866-660-2734
crystal_morales@gmexpert.com

This email message may contain proprietary, private and confidential information. The information transmitted is intended only for the person(s) or entities to which it is addressed. Any review, retransmission, dissemination or other use of, or taking of any action in reliance upon, this information by persons or entities other than the intended recipient is prohibited and may be illegal. If you received this in error, please contact the sender and delete the message from your system. Please consider the environment before printing this email. 1 ton of paper = 17 trees. Reduce. Reuse. Recycle.

Ref #
71.745241552
99009

IT'S A SNAP

TO DEAL WITH KNAPP



KNAPP CHEVROLET, INC.

815 Houston Avenue • P.O. Box 4179
HOUSTON, TEXAS 77210
Phone 713-331-3034 • Fax 713-331-3038

SERVICE HOURS
Monday thru Friday
7:00 AM to 5:30 PM

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

[redacted]

HOU,TX
HOUSTON TX [redacted]
WORK: [redacted]

---------- DRIVER/OWNER INFORMATION -- INVOICE: W99009

[redacted]

HOU,TX
HOUSTON TX [redacted]
WORK: [redacted]

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

TAG: 7416 ADV: 167 ANDERSON, INVOICE: PRELIM WAR W MF
TAX RULES: YYNNN INVOICED: 09/01/2009 13:01:18
ODOMETER IN: 48640 DIST: TRK
DATES IN-SERV: 09/01/09 DONE: 09/01/09

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

VIN 1GNFK3047R[redacted] LICENSE NUMBER: [redacted]
07 CHEVROLET TAHOE 4WD 4DR SUV BLACK
DATES INSERVICE: 082106

CONCERN 51	LEFT INSIDE CHROME HANDLE PEELING----------CUST REQUESTED ASSISTANCE			OPERATION	TECH HOURS AMOUNT
CAUSE	CHROME PEELING			B4301	011 .3 43.27
CORRECTION	HANDLE AND REMOTE CONTROL, FRONT DOOR LOCK - LEFT - REPLACE				
	PART NUMBER	PO# NOTE	DESCRIPTION	QTY	SELL
	000 015935951		HANDLE	1	56.34 56.34
	PARTS: COUNT 1				
FACTORY	TECH: 011 - DEJOHN, VINCE				
	COND CODE : OJ		FAIL CODE : 6C		
			LINE AUTH: MF 090109 13:01		

---------- SUBTOTAL ----------

PARTS [illegible]
LAB-MECHANICAL [illegible]
TOTAL CHARGE FOR CONCERN 122.99

TYPE: W

CONCERN 52	RT FT INSIDE CHROME HANDLE PEELING------CUST REQUESTED ASSISTANCE			OPERATION	TECH HOURS AMOUNT
CAUSE	CHROME PEELING			B4300	011 .3 43.27
CORRECTION	HANDLE AND REMOTE CONTROL, FRONT DOOR LOCK - RIGHT - REPLACE				
	PART NUMBER	PO# NOTE	DESCRIPTION	QTY	SELL
	000 015935954		HANDLE	1	68.57 68.57
	PARTS: COUNT 1				
FACTORY	TECH: 011 - DEJOHN, VINCE				
	COND CODE : OJ		FAIL CODE : 6C		
			LINE AUTH: MF 090109 13:01		

---------- SUBTOTAL ----------

PARTS 96.00

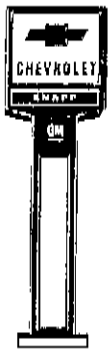
PAGE 1

DISCLAIMER OF WARRANTIES

THE SELLER KNAPP CHEVROLET HEREBY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED, INCLUDING, ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND KNAPP CHEVROLET NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THE PARTS.

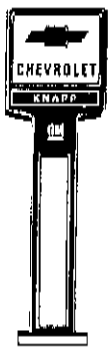
I ACKNOWLEDGE RECEIPT OF THE PARTS & LABOR LISTED ABOVE. X

ORIGINAL



IT'S A SNAP

TO DEAL WITH KNAPP



KNAPP CHEVROLET, INC.

815 Houston Avenue • P.O. Box 4179
HOUSTON, TEXAS 77210
Phone 713-331-3034 • Fax 713-331-3038

SERVICE HOURS
Monday thru Friday
7:00 AM to 5:30 PM

---------- INVOICE TO ---------- ---------- DRIVER/OWNER INFORMATION -- INVOICE: W99009

[redacted] [redacted]

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

TAG: 7416 ADV: 167 ANDERSON INVOICED: 09/01/2009 13:01:18 MT 07 TAHOE BLACK LICENSE NUMBER: [redacted]

		LAB-MECHANICAL	45.37
TIME: X		TOTAL CHARGE FOR CONCERN	139.27

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

SUMMARY OF CHARGES FOR INVOICE W99009		PAYMENT DISTRIBUTION FOR INVOICE W99009	
PARTS	175.72	TOTAL CHARGE	262.26
LAB-MECHANICAL	86.54		
TOTAL CHARGE	262.26	FAC WARRANTY	262.26

CUSTOMER SIGN.----------
IF YOU HAVE ANY QUESTIONS - PLEASE SEE ROGER E. ANDERSON
ALL GM PARTS WARRANTED FOR 12 MONTHS OR 12000
MILES***(WHICHEVER OCCURS FIRST)*****

PAGE 1
LAST PAGE

DISCLAIMER OF WARRANTIES

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I ACKNOWLEDGE RECEIPT OF THE PARTS & LABOR LISTED ABOVE. X

ORIGINAL

PLEASE READ CAREFULLY TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE IN ADVANCE

Whenever the vehicle is in for repair, I authorize the repair work requested to be done along with the necessary materials to complete the work. I hereby grant the Dealership permission to operate the vehicle described herein for purposes of testing, inspection, or delivery at my risk. I SPECIFACALLY DERSTAND THAT THE DEALERSHIP WILL NOT BE HELD RESPONSIBLE FOR LOSS OR DAMAGE TO THE VEHICLE OR ARTICLES LEFT THE CASE OF FIRE, THEFT, ACCIDENT, OR ANY OTHER CAUSE. IN THE EVENT OF ANY SUCH LOSS, I MUST LOOK TO MY OWN INSURANCE CARRIER FOR COVERAGE. CUSTOMER'S SIGNATURE BELOW IS AN ACKNOWLEDGEMENT OF HAVING READ THESE STATEMENTS, AND HOLDS THE DEALERSHIP HARMLESS.

ADVISOR: 167 TEAM: _____ SERVICE DATE: 9/1/09 ARRIVAL TIME: _____ ☐ AM ☐ PM

VIN: /Z/R/[redacted]/ / / / / / / /

YEAR: MAKE: CHEV. MODEL: TAHOE APPROX. MILAGE:

RESERVATION TAKEN BY: RECOMMENDED MAINTENANCE? ☐ YES ☐ NO WHAT? 99009

WILL YOU NEED A: ☐ RENTAL CAR ☐ SHUTTLE ☐ LOANER CAR

NAME: [redacted]

ADDRESS: _____ CITY: _____ STATE: _____ ZIP: _____

BUSINESS PHONE: ( ) _____ HOME PHON[redacted]AGER: ( ) _____

ACTUAL MILAGE: 48640 KEY TAG LIC[redacted] 7416

INTERNAL SERVICE: _____ ☐ LUBE, OIL, FILTER CHANGE ☐ TIRE ROTATION ☐ WIPER BLADES ☐ ALIGNMENT

FILTERS NEEDED: ☐ AIR ☐ FUEL ☐ PVC BREATHER ☐ POLLEN/DUST ☐ SPARK PLUG REPLACEMENT ☐ STATE INSPECTION

FLUSH SERVICE NEEDED: ☐ COOLANT ☐ TRANSMISSION ☐ ENGINE ☐ INJECTORS ☐ COURTESY INSPECTION

METHOD OF PAYMENT

CASH/CHECK:	CREDIT CARD TYPE: #:	SERVICE CONTRACT: TYPE: #:	CHARGE: PO #:

CUSTOMERS CONCERNS

Primary Service Operation C,W,I	~~Rep.~~ BOTH FT. INSIDE CHROME HANDLES PEELING	Estimate: $
Service Operation C,W,I		Estimate: $
Secondary Operation C,W,I		Estimate: $

"LET ME MAKE SURE I'VE GOT THIS RIGHT"
(Read Back the Customer's Request to Insure They are Written ACCURATELY)

Any Damage or Missing Parts: ☐ Yes ☐ No	Estimated Completion Date:	Time:	Total Original $ Estimate:

CUSTOMERS SIGNATURE: [redacted] DATE:

General Motors Business Resource Center

FAX

To: **Misty Fiedler**
Company:
Fax: 1-713-331-3038
Phone:

From: **Crystal Morales**
Fax: 866-660-2734
Phone: 866-790-5700 x41326
E-mail:

cc:

NOTES:

PLEASE FOLLOW THE INFORMATION ON THE FOLLOWING PAGE WHEN SUBMITTING THE CLAIM. PLEASE VERIFY THAT EVERYTHING IS CORRECT. IF NOT, DO NOT SUBMIT AND CONTACT GENERAL MOTORS AS SOON AS POSSIBLE.

IF CORRECT, SUBMIT IN NET AMOUNT, DO NOT USE ANY AUTH CODES, DO NOT SUBMIT LABOR HOURS, PART COSTS OR H ROUTE THIS CLAIM. SUBMIT THIS CLAIM ON OR AFTER 09/08/09. IF THIS CLAIM REJECTS, CONTACT US AND WE WILL PUSH IT THROUGH TO YOUR CREDIT MEMO.

PAR GMWA
Pre-Authorization/Warranty Claim Tracking Form

Customer and Vehicle Information			
Date	9/2/09	**Service Request #**	**71-745241552**
Customer Name	[redacted]		
VIN	1GNFK13047R[redacted]		
In-Service Date	8/21/06	**Service Contract?**	No
Current Mileage	48640	**Purchased New/Used?**	New
Warranty Blocked?	No		
Branded Title?	No	**Mileage at Purchase**	0

Dealer and Claim Information			
Dealer Name	Knapp Chevolet		
Dealer Svc Mgr	Steve Lloyed	**Dlr Warranty Admin:**	Misty Fiedler
Dealer Phone	713-331-3034	**Dealer Fax**	713-331-3038
Dealer BAC	114905		
Dealer Division and Code	13-Chev-30360		
Repair Order Number	099009		
Repair Order Close Date	9/1/09		
Labor Op. Code Z1242	Dollar Amt:	262.26	
Labor Op. Code Z1243	Dollar Amt:		
Cause Code (CC)	**MJ**		
Failure Code (FC)	**98**		

PUT EVERYTHING IN NET AMOUNT

Labor Hours and OLH:	**DO NOT** PUT IN HOURS
Parts and Labor Costs:	**DO NOT** PUT IN COSTS
Net Amount:	262.26

DO NOT H ROUTE THIS CLAIM

Authorization Code:	DO NOT PUT IN AN AUTH CODE
Additional Comments for Dealer:	Thank you.

IF THIS CLAIM SHOULD REJECT FOR ANY REASON, PLEASE CONTACT ME ASAP AND FAX A COPY OF THE REJECTION W/TRACKING FORM TO (866) 660 2734

Retain Copy with Dealer Repair Order

Internal PAR Information

Complaint:	Door chrome interior handles peeling
Cause:	Chrome peeling
Correction:	replace handles
Justification:	Safey issue
PAR CRS:	Crystal Morales
Additional Comments:	No sublets

PAR GMWA
Pre-Authorization/Warranty Claim Tracking Form

Customer and Vehicle Information			
Date	9/2/09	**Service Request #**	**71-745241552**
Customer Name	[redacted]		
VIN	1GNFK13047R[redacted]		
In-Service Date	8/21/06	**Service Contract?**	No
Current Mileage	48640	**Purchased New/Used?**	New
Warranty Blocked?	No		
Branded Title?	No	**Mileage at Purchase**	0

Dealer and Claim Information			
Dealer Name	Knapp Chevolet		
Dealer Svc Mgr	Steve Lloyed	**Dlr Warranty Admin:**	Misty Fiedler
Dealer Phone	713-331-3034	**Dealer Fax**	713-331-3038
Dealer BAC	114905		
Dealer Division and Code	13-Chev-30360		
Repair Order Number	099009		
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Labor Op. Code Z1242	Dollar Amt:	262.26	
Labor Op. Code Z1243	Dollar Amt:		
Cause Code (CC)	**MJ**		
Failure Code (FC)	**98**		

PUT EVERYTHING IN NET AMOUNT

Labor Hours and OLH:	**DO NOT** PUT IN HOURS
Parts and Labor Costs:	**DO NOT** PUT IN COSTS
Net Amount:	262.26

DO NOT H ROUTE THIS CLAIM

Authorization Code:	DO NOT PUT IN AN AUTH CODE
Additional Comments for Dealer:	Thank you.

IF THIS CLAIM SHOULD REJECT FOR ANY REASON, PLEASE CONTACT ME ASAP AND FAX A COPY OF THE REJECTION W/TRACKING FORM TO (866) 660 2734

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Internal PAR Information

Complaint:	Door chrome interior handles peeling
Cause:	Chrome peeling
Correction:	replace handles
Justification:	Safey issue
PAR CRS:	Crystal Morales
Additional Comments:	No sublets

lisa.coggins@gm.com
08/27/2009 03:45 PM

To rachal_ross@gmexpert.com
cc
bcc
Subject Re: LAWSUIT SR 71-753140467 [redacted]

Rachal,

I choose option B) I am unaware of this case and have no information to provide you. Please notify me after a decision has been reached between the Early Resolution Program and the attorney. Thank you for your time in this matter.

Lisa D. Coggins
District Service Manager #3416
304-533-4722 (Cell)
800-248-0178 MB #8081
304-586-2363 (Fax)
Nothing in this message is intended to constitute an electronic signature unless a specific statement to the contrary is included in this message.

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914 Market Street
Suite 207
Reply To: PO Box 322
Parkersburg, WV 26102-0322

Ellem Law Office
John Ellem
Licensed in West Virginia and Ohio

Phone: (304) 424-5297
Fax: (304) 865-1585

Fax Cover Page

To: Rachal Ross

Fax Number: 1-866-255-3679

Company : GM

Date : 8/31/2009

From : John Ellem

Fax Number : 304-865-1585

Company : Ellem Law Office

Pages including cover page: 9

Subject : [redacted] Service #71-753140467

Notes :

DISCLAIMER

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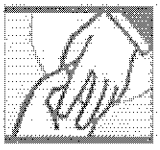
John N. Ellem
Attorney at Law

Post Office Box 322
914 Market Street, Suite 207
Parkersburg, WV 26102-0322



Ellem Law Office

Licensed in West Virginia and Ohio

www.ellemlawoffice.com

304-424-LAWS (5297)
Toll Free 1-877-624-6004
Fax 304-865-1585

August 31, 2009

BY TELECOPIER 1-866-3679

Rachal Ross
General Motors Corporation
ATTN: BRC Legal
PO Box 33170
Detroit MI 48232

Re: [redacted]s, General Motors Corporation
Circuit Court of Wood County, West Virginia
Case No.: 09-C-405

Dear Ms. Ross:

The following is the information requested in your fax of August 27, 2009 is attached hereto:

1. Copy of owner's registration
2. Buyers Agreement
3. Release of Lien Information
4. Finance Agreement

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

Thank you for your cooperation and if you have any questions please do not hesitate to contact me.

Very truly yours,

ELLEM LAW OFFICE

John N. Ellem

JNE: cc
cc: client
Enclosure(s)
File No. 1125

FROM :McCRADYREALTY FAX NO. :3044281188 Aug. 31 2009 12:29PM P1

Fax Server 8/27/2009 12:10:15 PM PAGE 3/003 Fax Server

RELEASE OF LIEN INFORMATION

[redacted]
(Client's Name)

hereby authorize BB&T
(Lien holder Name)

[redacted]
(Lien holder Address)

to release any and all information regarding my loan account # [redacted]
(Account Number)

with BB&T
(Lien holder Name)

to General Motors Corporation, including but not limited to a complete payment history of my account, a loan payoff amount, and per diem information.

Date 8-27-09

VEHICLE INFORMATION

The current vehicle mileage is 25537 Date mileage read: 8/28/09

[redacted]
Signature

Signature

LO0006
V09012008

EXPIRATION DATE			CLASS
MONTH	DAY	YEAR	
07	01	11	A2

W

MOTORBOAT/VEHICLE REGISTRATION
STATE OF WEST VIRGINIA

RENEWED

[redacted]

The accompanying boat or plate number assigned to the addressee is to be used for the boat/vehicle described on this card.

VEHICLE/BOAT IDENTIFICATION NUMBER 1GKFK16357J[redacted]

MAKE BODY	YEAR MODEL	LENGTH/ WEIGHT	TITLE NUMBER
GMC LL	2007	8000	[redacted]

07/20/07

WOOD

[redacted]

VIENNA WV 2[redacted]

SIGN ON THE BACK

CUST. NO.
DEAL NO.

INV. NO.

MATHENY MOTOR TRUCK CO.

3rd & Ann Street • P.O. Box 1304 • Parkersburg, WV 26102-1304
304/485-4418 • 304/485-4419 Body Shop

BUICK GMC SUZUKI VOLVO

RETAIL PURCHASE AGREEMENT

Purchaser's Name(s): [redacted] Date: 06/29/2007

Address: [redacted] WV [redacted] County: [illegible]

Home Telephone: [redacted] Work Telephone: [redacted] DOB:

Social Security#: D.L./State I.D.# Issuing State: Exp. Date:

The above information has been requested so that we may verify your identity in accordance with the USA Patriot Act. By signing below, you represent that you are at least 18 years of age and have authority to enter into this Agreement. The Odometer Reading for the Vehicle you are purchasing is accurate unless indicated otherwise. Please refer to the Federal Mileage Statement for full disclosure.

YEAR	MAKE	MODEL	COLOR	STOCK NO.
07	GM	YUKON XL		[illegible]

SERIAL NO.	ODOMETER READING ☐ Not Accurate	SALESPERSON
[illegible] [redacted]	5	[illegible]

THE VEHICLE IS: ☐ NEW ☐ USED

PRIOR USE DISCLOSURE: ☐ DEMONSTRATOR ☐ FACTORY OFFICIAL ☐ RENTAL ☐ OTHER

WARRANTY STATEMENT

Pursuant to West Virginia Law, this Vehicle is sold by us with the implied warranties of merchantability and fitness for a particular purpose. No express warranties are given by our Dealership unless the box beside "Our Used Vehicle Limited Warranty Applies" is marked below. Any warranties by a manufacturer or supplier other than our Dealership are theirs, not ours, and only such manufacturer or supplier shall be liable for performance under such warranties. We neither assume nor authorize any other person to assume for us any liability in connection with the sale of the Vehicle and the related goods and services.

CONTRACTUAL DISCLOSURE STATEMENT (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 contrary provisions in the contract of sale.

☐ Our Used Vehicle Limited Warranty Applies. We are providing the attached Used Vehicle Limited Warranty in connection with this transaction.

TRADE-IN VEHICLE INFORMATION

TRADE IN #1: STOCK NO. _____ COLOR _____

YEAR _____ MAKE _____ MODEL _____

VIN _____ MILEAGE _____

TITLE NO. _____ LIC. _____ WT. _____ STYLE _____

BALANCE OWED TO: _____

ADDRESS _____

ACCOUNT NO. _____ GOOD TILL _____

TRADE IN #2: STOCK NO. _____ COLOR _____

YEAR _____ MAKE _____ MODEL _____

VIN _____ MILEAGE _____

TITLE NO. _____ LIC. _____ WT. _____ STYLE _____

BALANCE OWED TO: _____

ADDRESS _____

ACCOUNT NO. _____ GOOD TILL _____

☐ DEPOSIT/☐ PARTIAL PAYMENT: The sum of $ 3000.00 was received from you as a Deposit/Partial Payment. It is not refundable, except as set forth in this Agreement. In the case of a Deposit, we will refrain from selling the Vehicle for _____ days. X _____

OTHER MATERIAL UNDERSTANDINGS AND INTEGRATED DOCUMENTS

☐ IF BOX IS MARKED, PLEASE SEE ATTACHED DELIVERY CONFIRMATION

☐ IF BOX IS MARKED, PLEASE SEE ATTACHED SPOT DELIVERY AGREEMENT

SELLING PRICE			$ 47000.00	1
TRADE-IN			N.A.	2
PAYOFF			N.A.	3
				4
TRADE-IN			N.A.	5
PAYOFF			N.A.	6
SUBTOTAL			47000.00	7
				8
PRIVILEGE TAX	$ [illegible]			9
TITLE FEE	10	00		10
LIEN FEE	5	00		11
TRANS./TEMP.	5	00		12
LICENSE FEE	30	00		13
INSPECTION FEE	N	A		14
DOCUMENTARY FEES	50	00		15
CONSUMER SALES TAX	N	A		16
OTHER	N	A		17
GAP	N	A		18
EVR	N	A		19
TAX & FEE SUBTOTAL				20
MECHANICAL SVC. CONTRACT			N.A.	21
MECHANICAL SVC. CONTRACT SALES TAX			N.A.	22
SUBTOTAL			47000.00	23
PARTIAL PAYMENT			N.A.	24
REBATE			3000.00	25
SUB-TOTAL TAXES & FEES			2453.00	26
BALANCE DUE			46453.00	27
INSURANCES (LIFE + A+H)			N.A.	28
AMOUNT TO BE FINANCED			46453.00	29

I have read and accept the terms and conditions of this Agreement, including the terms and conditions that appear on the reverse side, and hereby ac[redacted] accurately reflects the agreements between the Dealership and myself. I further acknowledge receipt of a co[redacted] come binding until accepted by an Authorized Dealership Representative.

[redacted] 06/29/07
Purchaser

06/29/07
Accepted by Authorized Dealership Representative

06/29/07
[illegible]

Copyright © 2006 ADP Inc. All rights reserved. West Virginia (200)

BB&T RETAIL NOTE AND SECURITY AGREEMENT

CUSTOMER NUMBER 9074059675
NOTE NUMBER 09001
DATE July 2, 2007

COPY

CREDITOR: BRANCH BANKING AND TRUST COMPANY, 200 West Second Street, Winston-Salem, North Carolina 27101

DEBTOR(S): RHONDA G MOLLOHAN

NAME

In this Retail Note and Security Agreement (also called Contract) the words, I, me, my, mine and us mean each and all of those signing the Contract. The words you, your, and yours mean Branch Banking and Trust Company.) In return for a loan that I have received from you, I promise to pay to your Order at the office in the above city the amount of:

FORTY-SIX THOUSAND FOUR HUNDRED FIFTY-THREE DOLLARS & 00/100

X $ 46,453.00 (the "principal"), plus interest on the unpaid principal from the date of this Contract at the yearly (choose one only)

X FIXED RATE OF 6.990 %; OR

VARIABLE RATE OF %, TO BE ADJUSTED BASED UPON
(THE INITIAL RATE) (INDEX + MARGIN)

but shall in no event exceed the maximum rate allowed under applicable law, together with insurance charges and **LATE CHARGES** if any, according to the Payment Schedule and other Contract terms as set forth below in the Special Regulation Z Truth in Lending Disclosure Box (herein Special Regulation Z Disclosures) and according to other Note terms as provided below:

Interest: Interest will be charged on that part of the principal which has not been paid and unless I have the right to rescind, will be charged beginning on the date of this Note and continuing until the full amount has been paid.

If checked here, I have the right to rescind this loan. If I choose not to do so, I understand my interest charges will begin to accrue on

Security for Payment and Performance. To protect you if I default in the payment or performance of any obligation arising under the terms of the Contract, I grant you a security interest in certain property and in all additions, accessions, parts, and equipment attached to property and in all substitutions, along with any proceeds of the property (hereinafter collectively referred to as "Collateral") as described below:

If checked here, I have given you a security interest in certain personal property as described in a separate Assignment or Security Agreement ("Security Agreement") and/or I have executed a mortgage or deed of trust ("Mortgage") in favor of you which when recorded will be a lien on real property described in that document.

X If checked here, I have given you a security interest in certain personal property as described below.

Collateral Description:

YEAR	MAKE	TYPE BODY	MODEL	SERIAL NUMBER(S)	MOBILE HOME SIZE	MOBILE HOME BEDROOMS
[illegible]	GMC	UT	Yukon XL	1gkk16357 [redacted]		

OTHER

Except as to any collateral Borrower(s) now use or are purchasing to use as Borrower(s)' principal dwelling (such as a mobile home), this security interest shall also secure any other outstanding or future debts of Borrower(s) to Bank. **The collateral will normally be kept at this address :**

XXX S1 Petersburg, WV 26101-0000

If the property is affixed or is to be affixed to real estate, the real estate is described as follows:
and the record owner is:

SPECIAL REGULATION Z DISCLOSURES

ANNUAL PERCENTAGE RATE The cost of my credit as a yearly rate	FINANCE CHARGE The dollar amount the credit will cost me	Amount Financed The amount of credit provided to me or on my behalf	Optional Payment Protection	Total of Payments The amount I will have paid after I have made all payments as scheduled
7.054 %	E $ 11,077.94	$ 46,378.00	E $ 4,543.60	E $ 61,999.54

MY PAYMENT SCHEDULE WILL BE:

Number of Payments	Amount of Payments	When Payments Are Due
72	$861.10	Monthly, Beginning August 10, 2007

SECURITY: I am giving a security interest in:
X The goods or property being purchased.
Other

Collateral securing other loans may also secure this loan.

FILING FEES AND TAXES $

PREPAYMENT: If I pay off early, I may have to pay a penalty. I understand that I will not be entitled to a rebate of my prepaid Finance Charges

REQUIRED DEPOSIT: If your loan is secured by a deposit earning less than 5%, the annual percentage rate does not take into account your required deposit

LATE CHARGE: If a payment or any part of a payment is past due 10 or more days after the due date, I will be charged 5% of the amount of the payment past due or $5.00 whichever is less. Payments will first be applied to current installments.

VARIABLE RATE: If checked here, my loan contains a variable rate feature and is secured by my principal dwelling. Disclosures about the variable rate feature have been provided to me earlier. The maximum Annual Percentage Rate that may be imposed is 18% or 16% if your loan amount is $25,000 or less

If checked here, my loan contains a variable rate feature, but is not secured by my principal dwelling or is secured by my principal dwelling but has a maturity of one year or less. The **ANNUAL PERCENTAGE RATE** may increase or decrease on my loan as the increases or decreases.

My rate will not change more often than and it will not increase above %, nor decrease below %. Any increase in rate will result in higher payments, or additional payments, or higher final payment.

(See HYPOTHETICAL VARIABLE RATE EXAMPLES below.)

ASSUMPTION NOTICE: If this loan finances the purchase of property to be used as my principal dwelling, someone buying my dwelling cannot assume the remainder of this loan under the original terms.

Information about nonpayment, default, any required repayment in full before the scheduled date, and prepayment refunds and penalties appears in my contract document

E means an estimate (If a box is not checked that term does not apply.)

HYPOTHETICAL VARIABLE RATE EXAMPLES

Higher Payments: If my loan were for $5,000 at a rate of 15% with 36 monthly payments of $174.04 and the rate increased by 2% after three months, my payments would increase to $178.63.

Additional Payments: If my loan were for $5,000 at a rate of 15% with 36 monthly payments of $174.04 and the rate increased by 2% after three months, I would pay one additional payment of $174.04 and a final payment of $20.40.

Higher Final Payment: If my loan were for $5,000 at a rate of 15% with 36 monthly payments of $174.04 and the rate increased by 2% after three months, my final payment would increase to $365.43.

THIS AGREEMENT IS SUBJECT TO THE ADDITIONAL TERMS AND CONDITIONS FOUND ON PAGES 2, 3, AND 4 WHICH ARE INCORPORATED HEREIN BY REFERENCE

9074059675 09001
ACCOUNT# / NOTE#

1491WV (r04)

ITEMIZATION OF AMOUNT FINANCED

The Amount Financed of $ 46,178.00 is distributed as follows:

Amount given to me directly	$	0.00
Amount paid on my account	$	
	$	
Amount paid to others on my behalf		
(a) Insurance Companies	$	
(b) Public Officials (Filing, Recording Fees and Taxes)	$	
(c) Appraisal Fee	$	
(d) Attorney's Fees to	$	
(e) Title Insurance Premium to	$	
(f) Other	$	
Other Mathews Motor Truck Co	$	46,453.00
(g) Origination Fee, Flood Fee	$	
Less Prepaid Finance Charges (loan fee, flood fee, etc.)	$	75.00

Insurance Products are

- Not a deposit or other obligations of, or guaranteed by BB&T or its affiliates.
- Not insured by the Federal Deposit Insurance Corporation (FDIC) or any other agency of the United States or by BB&T or its affiliates.
- If applicable, there is investment risk associated with the insurance product, including the possible loss of value.

OPTIONAL BB&T PAYMENT PROTECTION OPTIONS

The purchase of BB&T Payment Protection is not required for obtaining credit and will not be provided unless I (we) sign below, boxes are checked to show the protection I (we) want and I (we) sign the separate agreement for this protection. I (We) understand that I (we) may cancel the protection at any time. The protection is for the stated term of the Retail Note.

Protected Events

X Yes, I want single Loss of Life and Terminal Illness protection at a cost of: $ 1,511.13

Yes, we want joint Loss of Life and Terminal Illness protection at a cost of: $

X Yes, I (primary protected borrower) want Disability protection at a cost of: $ 3,032.47

Protected Debtor

Protected Debtor

Yes, I want Job Loss protection at a cost of: $

Protected Debtor or Co-Debtor

No, I(we) do not want any Payment Protection or I(we) understand that I(we) am(are) not eligible for Payment Protection.

Debtor's Initials

DRAFT AUTHORIZATION

Please debit my acct. # 0005175446925

for my loan payment each time it is due.

Authorized Signature

PROPERTY INSURANCE-I may obtain Property insurance from anyone I desire that is acceptable to you. If I obtain property insurance from BB&T, I will pay the premium shown below. No insurance is provided unless the premium is shown.

I want property insurance from BB&T at a cost of

$ for a term of months

THIS CONTRACT IS SIGNED AND ACCEPTED SUBJECT TO THE ADDITIONAL TERMS AND PROVISIONS CONTAINED ON PAGES 3 AND 4 WHICH ARE MADE PART OF THIS CONTRACT BY REFERENCE

EXECUTION/ACKNOWLEDGEMENT OF RECEIPT OF DISCLOSURES

The Undersigned acknowledge(s) receipt of a completed copy of this Note and Disclosure contained herein which Disclosures were made prior to signing. Witness the following signatures:

WITNESS: Debtor BRONDA G MOLLOHAN

WITNESS: Debtor

WITNESS: Debtor

WITNESS: Debtor

I ALSO AGREE TO THESE ADDITIONAL TERMS:

CUSTOMER #: 9074059675 NOTE #: 09001

Payments. I have promised to repay this Contract under the payment schedule as set forth on page 1 in the Special Regulation Z Disclosure box. I understand that you will normally apply all full and timely scheduled installments under this Contract first to accrued interest, then to payment protection fees, if any, then to the unpaid principal balance. I may repay this Contract at any time, either in full or in part, provided I also pay the payment protection fees, if any, and accrued interest due through the date of my early payment, and repay closing costs as required by this Contract. **Bank shall not be obligated to accept any check, money order, or other payment instrument marked "payment in full" on any disputed amount due hereunder, and Bank expressly reserves the right to reject all such payment instruments. Borrower agrees that tender of its check or other payment instrument so marked will not satisfy or discharge its obligation under this Note, disputed or otherwise, even if such check or payment instrument is inadvertently processed by Bank unless in fact such payment is in fact sufficient to pay the amount due hereunder.**

Estimated Credit Terms. I understand that the disclosed charges for Payment Protection coverage are applied on a daily basis. In addition, the interest accrues on the outstanding principal balance on a daily basis. Consequently, the amount you have disclosed for the Finance Charge, Payment Protection charges and the Total of Payments are estimates and the actual amounts paid may increase or decrease based upon my payment habits.

Prime Rate. If the words "Prime Rate," "Bank Prime Rate," "BB&T Prime Rate," "Bank's Prime Rate," or "BB&T's Prime Rate" are used in this Agreement, they shall refer to the rate announced by the Bank from time to time as the Prime Rate. I understand the Bank makes loans both above and below the Prime Rate and uses indexes other than the Prime Rate. Prime Rate is the name given a rate index used by the Bank and does not in itself constitute a representation of any preferred rate or treatment.

Security. Unless otherwise provided herein, it is expressly understood and agreed that any and all Collateral (including but not limited to, real property, personal property, fixtures, inventory, accounts, instruments, general intangibles, documents, chattel paper and equipment) given as security to insure my faithful performance and that of any third party of any or all obligations to you, however created, whether now existing or hereafter arising, shall remain as security for the Retail Note(s). It is understood and agreed that if you release any property herein, you will not be required or obligated to take any further steps to release said property from any lien or security interest unless you determine, in your sole discretion, that you may do so without consequence to your secured position and relative priority in other property; and unless I bear the reasonable cost of such action.

Severability. Whenever possible, the provisions of this Contract shall be interpreted in such manner as to be effective and valid under applicable law, but if any provision of this Contract shall be prohibited by or invalid under such law, such provisions shall be ineffective to the extent of any such prohibition or invalidity, without invalidating the remainder of such provision or the remaining provisions of this Contract.

Ownership and Disposition. I am the owner of the collateral, and if there is a title to the Collateral, I will promptly deliver it upon request. I will not sell, lease, make a gift of, create a lien upon or otherwise dispose of the Collateral without your prior written consent.

Location and Inspection. You have the right to inspect the Collateral at any reasonable place and time. I will cooperate fully to make the Collateral available for your inspection within three days of your request. I will keep the property at the address shown on the reverse and within the State of West Virginia. I shall not use the Collateral outside the United States without your prior written consent. If I move the Collateral to another location, I shall promptly notify you.

Additions and Substitutions of Property. All equipment, accessories and parts added by me will become part of the Collateral by accession. With your prior written consent, I may substitute other property for the Collateral in which event, all rights, duties, obligations, remedies and security interests shall cover fully any such substituted property.

Financing Statement. I will sign any financing statements, continuation statements and security interests filing statements regarding the Collateral and will pay all expenses of preparing and recording such statements when requested by you. I also grant you my Power of Attorney, which shall be effective so long as any amount is unpaid on the obligations secured by this contract and which gives you the right to sign my name on any financing statement you wish to file. I further specifically authorize you to file financing statements without my signature in any locations you believe necessary.

Other Security Interests. There are no other security interests or any other liens on the Collateral other than yours and those which I have disclosed to you in writing. I will not place, or allow to be placed any other security interest or lien on the Collateral while this Contract is still in force without your prior written consent. Should a lien of any kind be placed on the Collateral, I will promptly see that it is paid, satisfied, cancelled and removed.

Maintenance. I will keep the Collateral in good condition and good repair and I will not allow anything to be done to or with the Collateral that would lessen its value, except for normal use.

Insurance. I will keep the collateral insured at all times with the type of insurance and in such manner as you require. I shall pay all premiums for such insurance when they are supposed to be paid so the insurance will not lapse. If the collateral is damaged or destroyed, I understand that it is my loss and not yours. If I do not keep the required insurance in force or do not pay the premiums when due, you can force place collateral protection insurance which does not provide liability coverage, but which insures your interest in the collateral with a policy written for the remaining term of my loan and backdated to the date of any lapse in coverage. I authorize you to obtain coverage as contained in your program of insurance and collateral protection policy as in effect from time to time the terms of which are incorporated herein by reference which coverage may include coverage in the U.S., Mexico, and Canada, a maximum of $50,000.00 coverage limited to the least of the cost to repair or replace any vehicle with another of like kind and quality, actual cash value or the net payoff on my loan. I authorize you to obtain this coverage and acknowledge you may earn a commission for placing this insurance. You may add the cost of this coverage to the outstanding balance of the Contract and it shall bear interest at the Contract Rate until paid. You may also increase the amount of my monthly payment such that the loan will be paid at maturity (may include irregular final payment) require full payment within thirty days after the date of the notice of placement of insurance, or in the alternative, require a balloon payment due within thirty days after the last scheduled payment of the Contract. However, I understand that you do not have to cover the collateral with insurance. If you do not insure the collateral, none of your rights or remedies against me will be prejudiced. Any amount you pay for me will be secured by this security interest I have granted to you. All insurance proceeds under any insurance policy shall be payable to you for the amount of any money I owe to you. I will deliver to you the insurance policy or policies or a certificate of insurance, which may be applicable for insurance which I obtain I may later cancel any insurance purchased by you, but only after providing you with evidence that I have obtained insurance as required by our contract. The cost of the insurance may be more than the cost of insurance I may be able to obtain on my own. I give and assign to you any unearned insurance premiums which may be returned on cancellation of any insurance policy and agree that refund of any collateral protection insurance placed by you will be calculated and paid under the "Rule of 78's" or as otherwise calculated under the policy. I appoint you my attorney-in-fact to settle any insurance claim and to endorse any draft or check which may be payable to me so as to collect any unearned insurance premiums or insurance proceeds. I understand that all insurance proceeds and returned insurance premiums received by you will be applied against the money I owe you and any balance remaining will be paid to me. You owe me no fiduciary duty as to claims or placing insurance.

Events of Default. I will be in default under this Contract if any of the following events take place:

1. If I fail either to make a payment on time, or to perform all of my obligations under this Contract or under any other agreement I have made with you either now or in the future; or
2. If I or any other person or entity obligated under any other contract, note, agreement or document given in connection with this credit transaction, either now or in the future (herein "Obligor"), violates any term, provision or covenant contained therein; or
3. If I fail to furnish you information sufficient to verify my identity as required under the USA Patriot Act; or
4. If I or any Obligor make a false or materially misleading statement to you in connection with this or any other credit transaction; or
5. If I or any Obligor die, become insolvent or bankrupt; or
6. If the Collateral, if any, has been substantially damaged or lost or stolen; or
7. If I or any Obligor fail(s) to provide adequate and continuous insurance on any Collateral, as required by the Retail Note(s) or this Agreement or any other agreement with you; or
8. If I or any Obligor should use the Collateral, if any, in violation of any law, rule, regulation or government order; or
9. If a judgment or lien, including a tax lien should be filed or levied against me, or an attachment or garnishment should be issued against any of my property or rights; or
10. If you should consider any of my obligations to you under this or under any other agreement, contract, note or instrument unsafe or not completely secure, or if you should believe, in good faith, that my chances of payment or of other performance under this or under any other agreement, contract, note or instrument have been impaired.

Repayment of Closing Costs. If the Bank pays any or all of the closing costs to establish my account, and I elect to terminate my account within three years of the origination date, I will be asked to repay some or all of the closing costs, not to exceed 1% of the original principal loan amount, paid to outside providers on my behalf. These costs may include, but are not limited to; title insurance premiums, attorney, appraisal, flood certification, and recording fees.

Subordination. I understand and agree that if I make a request of the Bank to subordinate the lien position of my account to another lienholder, you may charge and collect a fee of $100 for the processing costs associated with this service.

Returned Payment Fee. I understand that you may charge and collect a processing fee of $15.00 for a check, draft or order on which payment has been dishonored because of insufficient funds or credit.

Release Fee. You may be assessed a lien release fee, at the time your loan is paid off, of an estimated amount of $31.00 which will be based on the amount currently charged by the county or state for releasing your lien.

Repossession. I agree that if I do not comply with the terms of this Contract or those of the Retail Note, then you may repossess after giving the required notice the Collateral and take possession of it immediately without giving me notice before doing so and without filing an action with the court. You have my permission to enter any premises where the Collateral is located to recover the Collateral. If requested, I will promptly get the Collateral together and deliver it to you.

Rights and Remedies. If I am in default, you shall have all rights and remedies as provided under the West Virginia Uniform Commercial Code, including the right of repossession. All of your rights and remedies are cumulative and may be exercised by you concurrently. Failure or delay by you to exercise any of your rights and remedies at any time will not mean that you have given up or lost the right to exercise that right or remedy or any other right or remedy at a later time.

Acceleration and Waiver of Notice. If I am in default, you may after giving the required notice and right to cure require me to pay at once the total balance due under this Contract, along with other debts I might owe to you, without giving me prior notice of demand, dishonor, presentment, or protest.

Right of Offset. If I am in default, I authorize you after giving any required notice and right to cure to exercise immediately your common law right of offset against any monies or credits I might have with you.

No Waiver of Rights. You may accept late or partial payments as well as delay enforcing any of your rights on any occasion, without losing your rights under this Contract.

Collection Fees. If I default under this Contract, I agree to pay all your collection expenses if allowed by applicable law.

Credit Investigation. I consent to your obtaining a consumer credit report for the purpose of reviewing my account, taking collection action on the account or for other legitimate purposes associated with the account. I understand that I may write or call any BB&T branch office with questions or inquiries about my account and that I should furnish my complete account number when doing so. I understand that if I dispute the accuracy or completeness of any information supplied by BB&T in a consumer report furnished by a consumer reporting agency I may write BB&T Loan Services, MC: 100-50-02-57, P.O. Box 2306, Wilson, NC 27893.

Responsibility of Persons Under This Contract. If more than one person signs this Contract, each of us is fully and personally obligated to pay the full amount owed and to keep all of the promises made in the Contract. Any Guarantor, surety, or endorser of this Contract is also obligated to do these things. You may enforce your rights under this Contract against each of us individually or against all of us together.

Actions Taken on My Behalf. If I fail to do anything I am required to do under this Contract or any other agreement with you, such as to discharge taxes, liens, security interests or other encumbrances at any time levied or placed on the Collateral place and pay for any insurance thereon, order and pay for the repair, maintenance and preservation thereof or pay any necessary recording or filing fees, you may, in your sole discretion and without further obligation, take these acts on my behalf as you see fit. These amounts so spent will be added to the unpaid balance of what I owe you under this Contract and the rate of interest accruing on the unpaid principal balance of the Contract will be applied until I fully repay you. You may, but are not obligated to, increase the amounts of my payments under this Contract to cover the resulting total unpaid balance. I agree to make those new payment amounts if you so notify me. You also will be protected by your security interest(s) as to those amounts in that Collateral securing shall also secure these amounts. However, any Payment Protection will not cover these additional amounts or any resulting additional interest. I understand that any insurance purchased for me upon my failure to maintain such insurance, such as property insurance, will only protect your interest in the Collateral. You are under no obligation to purchase insurance to protect my interest, if any, in the Collateral, or to otherwise satisfy any legal requirement such as those for liability insurance covering personal injury and property damage to others.

Governing Law. This Contract shall be governed by the law of the State of West Virginia; provided however that any Mortgage or Deed of Trust encumbering the Borrower's property located in a state other than West Virginia shall be governed by and construed in accordance with laws of that state, and the Borrower hereby submits to the jurisdiction of the state in which the property is located in connection with any foreclosure or enforcement proceeding undertaken in connection with the Borrower's property. This is the entire agreement between you and me. No other agreements or understandings exist outside of this document.

Arbitration. Any unresolvable controversy or claim between us including but not limited to those arising out of or relating to this instrument, agreement, or document or any related instruments, agreements, or documents shall be determined by binding arbitration in accordance with the Comprehensive Arbitration Rules and Procedures of J.A.M.S/ Endispute or any successor thereof ("J.A.M.S."), and the rules set forth herein. Judgment upon any arbitration award may be entered in any court having jurisdiction. The arbitration award shall include (1) a provision that the prevailing party in such arbitration shall recover its costs of the arbitration and reasonable attorneys' fees from the other party, and (2) the amount of such costs and fees.

Arbitration hearings will be held in West Virginia in a mutually agreed city in the county in which I reside or the county in which the contract was entered into. The arbitration shall be administered by J.A.M.S., who will appoint one (1) arbitrator who shall be a retired judge or retired attorney experienced in bank lending contracts. All arbitration hearings will be commenced within 90 days of the other party's receipt of written demand for arbitration; further, the arbitrator only shall be permitted, upon a showing of cause, to extend the commencement of such hearing for up to an additional 60 days. Any controversy or claim subject to this arbitration provision not submitted to arbitration within one (1) year after such cause of action has accrued shall be deemed barred, notwithstanding any longer statute of limitations available at law. Notwithstanding the foregoing, unless previously arbitrated in the event of any default in an obligation I owe to you, you may file a civil action against me to collect amounts owed by me to you at any time within three (3) years from the last event of default.

Nothing in this arbitration provision shall be deemed to (1) Permit the arbitration of a controversy or claim (even identical) with another person or permit class-wide arbitration; or (2) limit the applicability of any otherwise applicable waivers contained in this instrument, agreement, or document or (3) be a waiver by you of the protection afforded to it by otherwise applicable federal or state law; or (4) limit your right (a) to exercise self-help remedies against me such as (but not limited to) setoff; (b) to institute and maintain foreclosure or sale against any personal property collateral, or (c) to petition a court for provisional or ancillary remedies such as (but not limited to) injunctive relief or writ of possession. You may exercise such self-help rights, foreclosure upon such property, or obtain such provisional or ancillary remedies before, during, or after the pendency of any arbitration proceeding brought pursuant to this instrument, agreement, or document. Neither this exercise of self-help remedies nor the institution or maintenance of an action for foreclosure or provisional or ancillary remedies shall constitute a waiver of the right of any party, including the claimant in any such action, to arbitrate the merits of the controversy or claim occasioning resort to such remedies.

Guaranty of Third Persons

By signing below and to induce you to grant the requested credit extension to the Debtor(s), I/we unconditionally guarantee the prompt payment when due to you, Branch Banking and Trust Company, and any other holder of the above Note of the entire amount owing on the Note if the Debtor (s) default(s) in payment or performance of any obligations to you. This is a guaranty of payment and not of collection. I/we waive notice of acceptance of this guaranty and agree you don't have to notify me/us if any payments under the Note have not been paid or if the Debtor(s) has (have) otherwise defaulted. You can change the terms of the Note or the schedule of payments or release any security or any Debtor without notifying me or releasing me from responsibility under this guaranty. I agree to be bound by all terms of the Note and agree to pay all amounts owing under the Note, on demand, without requiring you to bring suit or take other action against the Debtor(s) or any collateral for the Contract. In addition each of the undersigned expressly waives any right to require you to recover against the Debtor(s) or any collateral pursuant to any applicable law, statute or regulation, including the provisions of N.C.G.S. 26-7 et seq. If you sue to enforce this guaranty agreement, I/we agree to pay the reasonable attorneys' fees of the holder of this guaranty equal to 15% of the outstanding balance owing on the Contract.

This guaranty is the joint and several obligation of each of us. Witness the following signatures:

Witness

(Address)

Witness

(Address)

Rachal Ross/Austin/GM1
08/27/2009 01:22 PM

To lisa.coggins@gm.com
cc
bcc
Subject LAWSUIT SR 71-753140467 [redacted]

To: **Lisa Coggins**
From: Rachal Ross

Ms. Coggins:

This email is to inform you that a **lawsuit** has been filed on behalf of **Ms.** [redacted] by **Ellem Law Office** for the customer's **2007 GMC Yukon, VIN 1GKFK16357J** [redacted] The customer has been working with **Matheny Motor Truck Company, BAC 119540, in Parkersburg, WV** and **Flow Buick-GMC, BAC 189510, in Fayetteville, NC**. Please refer to Service Request **71-753140467.**

This matter has been referred to the Early Resolution program for settlement review.

Your response is needed to continue review of the case. Please reply only by email by selecting one of the following options:

A) I am unaware of this case and have no information to provide you. However, I am interested in the outcome and would like to be contacted about the settlement offers.

B) I am unaware of this case and have no information to provide you. Please notify me after a decision has been reached between the Early Resolution Program and the attorney.

C) I am aware of this case and have information that may be useful to your review. (If selecting this option, please provide the information in your email reply.)

Due to time constraints, your response to this e-mail is required within **24 hours**. Your feedback will be documented and your e-mail attached to our case, as it is an important step in our accurate and timely case resolution.

Thank you,

Rachal Ross
Legal Research Specialist
Business Resource Center

Aditya Birla Minacs
Phone: 866-790-5600 ext 11141
Fax : 866-255-3679
Email: rachal_ross@gmexpert.com

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-TR
.v. 12/04

FOR DEPARTMENT USE ONLY
CLASS
NUMBER
EXP.
DATE

STATE OF WEST VIRGINIA
DEPARTMENT OF TRANSPORTATION
DIVISION OF MOTOR VEHICLES
CHARLESTON 25317

Application for a Certificate of Title for a Motor Vehicle

TYPE OR PRINT IN BLUE OR BLACK INK

MAKE CHECKS PAYABLE TO DIVISION OF MOTOR VEHICLES

The owner(s) of the following vehicle make application for a certificate of title for that vehicle and for that purpose state the following:

NAME [redacted] haser to be written plainly and exactly as it is to appear on the Certificate of Title)

ADDRESS [redacted] VIENNA WOOD WV [redacted]
Number Street City or Town County State Zip Code

VEHICLE DESCRIPTION

MAKE GMC YEAR 07 V.I.N. 1GKFK16357J[redacted]

STYLE OF BODY 4 DOOR SUV WEIGHT 5.3L V8 GAS
Passenger vehicle only TRUCKS (Requested GVW)

Odometer Reading 5 (No Tenths)

Title Brands: ☐ SALVAGE ☐ RECONSTRUCTED ☐ OTHER: (EXPLAIN)

Purchase Price $ 47000.00 Trade-in $ N/A Net Cost $ 47000.00 5% Tax 2350.00
(Credit allowed only on vehicles registered in West Virginia and the tax paid thereon by applicant)

TRADE IN DESCRIPTION

1) MAKE YEAR SERIAL NO. WEST VIRGINIA TITLE NUMBER

2) MAKE YEAR SERIAL NO. WEST VIRGINIA TITLE NUMBER

Registration Plate Transferred from: (Send copy of registration card both sides)

Make of Vehicle Weight Serial Number Title Number License Number

LIENS AND ENCUMBRANCES

1 Name BB+T Amount 46,453.00
Name of Lienholder
Address 280 Gihon Village Parkersburg, WV 26101 Kind of Lien S/A Date 6/29/07
Street City State Zip Code C/S/C D/T S/A

2 Name Amount
Name of Lienholder
Address Kind of Lien Date
Street City State Zip Code C/S/C D/T S/A

I hereby state that there is a motor vehicle liability policy in effect on the described vehicle in accordance with the provisions of the West Virginia Motor Vehicle Laws and certify that the statements made are true and correct to the best of my knowledge and belief under penalty of false swearing. West Virginia Motor Vehicle Law § 17A-9-1; Fraudulent Applications.

Effective date of insurance Policy: From 06/29/07 To 01/05/08

Name of Insurance Company GEICO

Name of Insurance Agent DIRECT MAIL

Insurance Policy Number [redacted]

TITLE APPLICATION MUST BE SIGNED BY OWNER

If [redacted]ar
(X) [redacted]
OWNER'S SIGNATURE
(X)
OWNER'S SIGNATURE

INSURANCE MUST BE IN EFFECT WHEN APPLICATION IS RECEIVED.

DEALER CERTIFICATION

This is to certify that the above described vehicle was acquired from
month day year and sold to the above named purchaser on month JUN day 29 year 07 The undersigned dealer further Certifies that the sale price, trade-in, and net cost are true and correct and that the Federal Odometer Regulation has been satisfied. **Federal Regulations Require You to State the Odometer Mileage Upon Transfer** of Ownership.

I certify to the best of my knowledge that the odometer reading is 5 and reflects the actual mileage of the vehicle unless one of the following statements is checked:

☐ 1. The mileage stated is in excess of its mechanical limits.
☐ 2. The odometer reading is not the actual mileage – **WARNING-ODOMETER DISCREPANCY.**

Dealer Name MATHENY MOTOR TRUCK CO.
Address P.O. BOX 1304 PARKERSBURG, WV 26102-1
Signature (X) [signature]
Dealer Number D-8

CUST. NO. 2356234
DEAL NO. 27335

INV. NO. 27335

MATHENY MOTOR TRUCK CO.

3rd & Ann Street • P.O. Box 1304 • Parkersburg, WV 26102-1304
304/485-4418 • 304/485-4419 Body Shop

BUICK GMC SUZUKI VOLVO

RETAIL PURCHASE AGREEMENT

Purchaser's [redacted] Date: 06/29/2007

Address: [redacted] County: WOOD

Home Telep[redacted] Work Telephone: [redacted] DOB:

Social Security#: [redacted] D.L./State I.D.# Issuing State: Exp. Date:

The above information has been requested so that we may verify your identity in accordance with the USA Patriot Act. By signing below, you represent that you are at least 18 years of age and have authority to enter into this Agreement. The Odometer Reading for the Vehicle you are purchasing is accurate unless indicated otherwise. Please refer to the Federal Mileage Statement for full disclosure.

YEAR	MAKE	MODEL	COLOR	STOCK NO.
07	GMC	YUKON XL		220366

SERIAL NO.	ODOMETER READING	SALESPERSON
1GKFK16357J[redacted]	☐ Not Accurate 5	BEALL, ROBERT

THE VEHICLE IS: ☒ NEW ☐ USED

PRIOR USE DISCLOSURE: ☐ DEMONSTRATOR ☐ FACTORY OFFICIAL ☐ RENTAL ☐ OTHER

WARRANTY STATEMENT

Pursuant to West Virginia Law, this Vehicle is sold by us with the implied warranties of merchantability and fitness for a particular purpose. No express warranties are given by our Dealership unless the box beside "Our Used Vehicle Limited Warranty Applies" is marked below. Any warranties by a manufacturer or supplier other than our Dealership are theirs, not ours, and only such manufacturer or supplier shall be liable for performance under such warranties. We neither assume nor authorize any other person to assume for us any liability in connection with the sale of the Vehicle and the related goods and services.

CONTRACTUAL DISCLOSURE STATEMENT (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 contrary provisions in the contract of sale.

☐ Our Used Vehicle Limited Warranty Applies. We are providing the attached Used Vehicle Limited Warranty in connection with this transaction.

TRADE-IN VEHICLE INFORMATION

TRADE IN #1 STOCK NO. COLOR
YEAR MAKE MODEL
VIN MILEAGE
TITLE NO. LIC. WT. STYLE
BALANCE OWED TO
ADDRESS
ACCOUNT NO. GOOD TILL

TRADE IN #2 STOCK NO. COLOR
YEAR MAKE MODEL
VIN MILEAGE
TITLE NO. LIC. WT. STYLE
BALANCE OWED TO
ADDRESS
ACCOUNT NO. GOOD TILL

FOL

☐ **DEPOSIT/** ☐ **PARTIAL PAYMENT:** The sum of $ 3000.00 was received from you as a Deposit/Partial Payment. It is not refundable, except as set forth in this Agreement. In the case of a Deposit, we will refrain from selling the Vehicle for _____ days. X

OTHER MATERIAL UNDERSTANDINGS AND INTEGRATED DOCUMENTS

☐ IF BOX IS MARKED, PLEASE SEE ATTACHED DELIVERY CONFIRMATION
☐ IF BOX IS MARKED, PLEASE SEE ATTACHED SPOT DELIVERY AGREEMENT

SELLING PRICE		$ 47000.00	1
TRADE-IN		N.A.	2
PAYOFF		N.A.	3
			4
TRADE-IN		N.A.	5
PAYOFF		N.A.	6
SUBTOTAL		47000.00	7
			8
PRIVILEGE TAX	$ 2353.00		9
TITLE FEE	10.00		10
LIEN FEE	5.00		11
TRANS./TEMP.	5.00		12
LICENSE FEE	30.00		13
INSPECTION FEE	N.A.		14
DOCUMENTARY FEES	50.00		15
CONSUMER SALES TAX	N.A.		16
OTHER	N.A.		17
GAP	N.A.		18
EVR	N.A.		19
TAX & FEE SUBTOTAL			20
MECHANICAL SVC. CONTRACT		N.A.	21
MECHANICAL SVC. CONTRACT SALES TAX		N.A.	22
SUBTOTAL		47000.00	23
PARTIAL PAYMENT		N.A.	24
REBATE		3000.00	25
SUB-TOTAL TAXES & FEES		2453.00	26
BALANCE DUE		46453.00	27
INSURANCES (LIFE + A+H)		N.A.	28
AMOUNT TO BE FINANCED		46453.00	29

I have read and accept the terms and conditions of this Agreement, including the terms and conditions that appear on the reverse side, and hereby [redacted]d accurately reflects the agreements between the Dealership and myself. I further acknowledge receipt of a [redacted] become binding until accepted by an Authorized Dealership Representative.

[redacted] 06/29/07

Accepted by Authorized Dealership Representative 06/29/07

06/29/07
Purchaser

35. A

GM CUSTOMER INCENTIVE AND ONSTAR ACKNOWLEDGMENT

GMC HUMMER

(excludes Saturn)

CUSTOMER NAME: [redacted]

VIN: 1GKFK16357J[redacted]

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
07-33A-15	$ 2000.00	CSE
07-33-ACJ	$ 1000.00	BOO
	$	
	$	
	$	
Total Incentive Amount Received		$3000.00

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 FOR INCENTIVES AND ONSTAR SERVICE –

a. Vehicle Incentive 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 on 06/29/2007 I acknowledge receipt of incentive(s) as described in Item 1 and release GM Division from any future claim or obligation for incentive(s) on this unit.

Is vehicle equipped with OnStar? ✓ Yes ____ No

b. OnStar Terms and Conditions Acknowledgment. I acknowledge that I have received the Terms and Conditions under which the OnStar service in my vehicle is provided (copies are available in the vehicle glovebox, from the dealer, at www.onstar.com, or by contacting OnStar as described below).

I understand that in order to cancel the OnStar service in my vehicle, I must press the blue OnStar button in my vehicle or call 1.888.4OnStar (1.888.466.7827) or TTY 1.877.248.2080 and request that my Services be cancelled. [redacted]

Purchaser/Lessee Signatu[redacted] Date: 06/29/2007

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 and the Onstar Terms and Conditions 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 or Saab Cars USA.

Authorized Dealer Signature: [signature] Date: 06/29/2007

Dealership Name: MATHENY MOTOR TRUCK CO. Dealer Code: 50593 GMC 37371 BUICK

Dealer Note: This is a required document and it must be completed, signed, and retained in EVERY DEAL FILE for new retail customers even if there are no incentives or rate support available. A copy of the completed form should be provided to the customer.

GM3795-OS 9/05

Page 1/4

Attn. [redacted]

General Motors Corporation
Business Resource Center
PO Box 33170
Detroit, MI 48232-5170

VIA FAX ONLY

August 27, 2009

Marni Kepple
Comptroller
Matheny Motor Truck Company
PO Box 1304
Parkersburg, WV 26102-1304

RE: [redacted]
Service Request: 71-753140467
2007 GMC Yukon
Vehicle Identification Number: 1GKFK16357J[redacted]
Legal Research Specialist: Rachal Ross

Dear Ms. Kepple:

This is a letter of notification regarding a lawsuit involving the above referenced customer. Please provide us with copies of all dealer sales documents regarding this vehicle. Please refer to Policies and Procedures Art. 1.6.3 Section d. The specific documents required are:

All sales purchase (buyer's order) ✓
Finance agreements with lien holder information Customer did own financing
Incentives acknowledgement form ✓
Actual Case Value statement of any trade N/A
Application for title or MV-1 ✓
Please ensure that all Social Security information is blacked out prior to sending this information

This is a time sensitive legal matter. Please fax them as soon as possible to my personal fax number: **866-255-3679.**

In addition, should you be contacted by another party regarding this matter, you may want to consult your own attorney for further direction. Your cooperation is greatly appreciated. If you have further questions, please contact me directly at 866-790-5600 extension 11141, Monday through Friday between 9:00 a.m. and 4:45 p.m., Eastern Time. Email address: **rachal_ross@gmexpert.com**

Sincerely,
Rachal Ross
General Motors

CT Corporation

Service of Process Transmittal

08/25/2009
CT Log Number 515328378

TO: Motors Liquidation Compan Service of Process
AlixPartners, LLP
2100 McKinney Avenue, Suite 800
Dallas, TX 75201

RE: **Process Served in West Virginia**

FOR: General Motors Corporation (Former Name) (Domestic State: DE)
Motors Liquidation Company (True Name)

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

TITLE OF ACTION:	[redacted] Pltf. vs. General Motors Corporation, etc., Dft.
DOCUMENT(S) SERVED:	Letter, Summons, Complaint
COURT/AGENCY:	Wood County Circuit Court, WV Case # 09-C-405
NATURE OF ACTION:	Product Liability Litigation - Breach of Warranty - Failure to correct and/or repair defects on a a 2007 GMC Yukon XL; VIN: 1GKFK16357J[redacted]
ON WHOM PROCESS WAS SERVED:	C T Corporation System, Charleston, WV
DATE AND HOUR OF SERVICE:	By Certified Mail on 08/24/2009 postmarked on 08/21/2009
APPEARANCE OR ANSWER DUE:	Within 30 days after service of this summons, exclusive of the day of service
ATTORNEY(S) / SENDER(S):	John N. Ellem Ellem Law Office 914 Market Street, Suite 207 PO Box 322 Parkersburg, WV 26102-0322 304-424-5297
REMARKS:	Service of Process made on West Virginia Secretary of State August 20, 2009
ACTION ITEMS:	SOP Papers with Transmittal, via Fed Ex 2 Day , 790677216709 Image SOP Email Notification, Motors Liquidation Compan Service of Process CTCorporation@MotorsLiquidation.com Email Notification, Rosemarie Williams rosemarie.f.williams@gm.com Email Notification, Heather Hoey heather.hoey@gm.com
SIGNED:	C T Corporation System
ADDRESS:	707 Virginia Street, East Charleston, WV 25301
TELEPHONE:	304-345-8900

Information displayed on this transmittal is for CT Corporation's record keeping purposes only and is provided to the recipient for quick reference. This information does not constitute a legal opinion as to the nature of action, the amount of damages, the answer date, or any information contained in the documents themselves. Recipient is responsible for interpreting said documents and for taking appropriate action. Signatures on certified mail receipts confirm receipt of package only, not contents.

Office of the Secretary of State
Building 1 Suite 157-K
1900 Kanawha Blvd E
Charleston, WV 25305

9171 9237 9000 1000 1277 64

Natalie E. Tennant
Secretary of State
Telephone: 304-558-6000
Toll Free: 866-SOS-VOTE
www.wvsos.com

ControlNumber: 282198
Defendant: General Motors Corporation NOW: Motors Liquidation
8/20/2009
Civil Action: 09-C-405

General Motors Corporation NOW: Motors Liquidati
C. T. Corporation System
P.O. Box 951
Charleston WV 25323

I am enclosing:

____ summons	____ affidavit	1 summons and complaint
____ notice	____ answer	____ summons returned from post office
____ order	____ cross-claim	____ summons and amended complaint
____ petition	____ counterclaim	____ 3rd party summons and complaint
____ motion	____ request	____ no return from post office
____ suggestions	____ certified return receipt	____ notice of mechanic's lien
____ interrogatories	____ request for production	____ suggestee execution
____ original	____ request for admissions	____ Other
____ subpeona duces tecum		

which was served on the Secretary at the State Capitol as your statutory attorney-in-fact. According to law, I have accepted service of process in the name and on behalf of your corporation.

Please note that this office has no connection whatsoever with the enclosed documents other than to accept service of process in your name and on behalf as your attorney-in-fact. Please address any questions about this document directly to the court or the plantiff's attorney, shown in the enclosed paper. Please do not call the Secretary of State's office.

Sincerely,

Natalie E. Tennant

Natalie E. Tennant
Secretary of State

SUMMONS

IN THE CIRCUIT COURT OF WOOD COUNTY, WEST VIRGINIA

RHONDA MOLLOHAN

Plaintiff(s)

Vs:

Civil Action #09-C-405

GENERAL MOTORS CORPORATION a Delaware Corporation

Defendant(s)

To the above named defendant: **General Motors Corporation**
CT Corporation System
707 Virginia Street East
Charleston, WV 25301

IN THE NAME OF THE STATE OF WEST VIRGINIA, you are hereby summoned and required to serve upon **John N. Ellem** Plaintiff's attorney, whose address is **PO Box 322 914 Market Street, Suite 207, Parkersburg, WV 26102-0322** an answer, including any related counterclaim you may have, to the amended complaint filed against you in the above styled civil action, a true copy of which is herewith delivered to you. You are required to serve your answer within **30** days after service of this summons upon you, exclusive of the day of service. If you fail to do so, judgment by default will be taken against you for the relief demanded in the amended complaint and you will be thereafter barred from asserting in another action any claim you may have which must be asserted by counterclaim in the above styled civil action.

Dated: August 17, 2009

Carole Jones
Clerk Circuit Court

By: M. Robinson
Deputy

IN THE CIRCUIT COURT OF WOOD COUNTY, WEST VIRGINIA

RHONDA MOLLOHAN

Plaintiff,

vs. **CASE NO.: 09-C-405**

GENERAL MOTORS CORPORATION
a Delaware Corporation

Defendant.

COMPLAINT

Now comes the Plaintiff, **RHONDA MOLLOHAN**, by counsel, John N. Ellem, and for her complaint against the Defendant states as follows:

I. FACTS COMMON TO ALL COUNTS

1. That the Plaintiff, RHONDA MOLLOHAN, is a resident of Wood County, West Virginia, with an address of 800 15th Ave, Vienna, WV 26105.

2. That the Defendant GENERAL MOTORS CORPORATION (hereinafter sometimes referred to as "GM") is a Delaware Corporation authorized to do business, and doing business, in the State of West Virginia.

3. That the Defendant, GM is engaged in the business of manufacturing various types of motor vehicles, including cars and sport utility vehicles, which it then sells to the public through various independently owned automotive dealerships located throughout the United States, including Wood County, West Virginia.

4. That on or about June 29, 2007, the Plaintiff purchased a 2007 GMC Yukon XL VIN #1GKFK16357J220366, from Matheny Motor Truck Company in Parkersburg, West

FILED IN OFFICE
AUG 17 2009
CAROLE JONES
CLERK CIRCUIT COURT

Virginia, for approximately Forty-Three Thousand Four Hundred Fifty-Three and 00/100 ($46,453.00) dollars.

5. That said vehicle was manufactured by the Defendant GM.

6. That the Defendant GM has warranted said vehicle to be free from defects and fit for its intended use for a period of 3 years or 36,000 miles.

7. That shortly after she purchased the vehicle the Plaintiff experienced repeated problems with the quality of workmanship of the vehicle. These defects resulted in repair attempts to the vehicle for a multitude of items on at least eleven (11) separate occasions, including but not limited to the following:

a. Windshield Washer System
b. Software
c. Steering
d. Fuel Fill Inlet to Tank Hose Leak
e. Interior Door Handle Peeling
f. Battery
g. Sill Plate
h. Brakes
i. Tire Pressure Monitoring
j. Fuel Gauge and Sensor
k. Rear Defrost

8. That as a direct and proximate result of the defects in the vehicle due to the Defendant GM's poor workmanship and craftsmanship, the Plaintiff was required to take her vehicle to be serviced at the dealership on numerous occasions and were without the use and benefit of her vehicle for numerous days. Furthermore, the Plaintiff provided the Defendant, GM with notice of these defects and an opportunity to repair.

9. That as a direct and proximate result of the defects in the vehicle due to the Defendant GM's poor workmanship and craftsmanship, the Plaintiff has sustained substantial

impairment to use and/or market value of her vehicle, and further, said defects constitute and present a safety danger.

II. BREACH OF EXPRESS WARRANTY

10. The Plaintiff repeats and re-alleges each and every allegation contained in paragraphs 1 through 9 of Count I above, as if fully set forth herein.

11. That as a direct and proximate result of the defects in the vehicle, as aforesaid, due to the Defendant GM's poor workmanship and craftsmanship, the Defendant GM has breached its express warranties applicable to the vehicle.

12. That as a direct and proximate result of the Defendant GM's actions, as aforesaid, the Plaintiff has suffered loss of use of her vehicle, a risk of safety to the occupants, a complete and/or partial diminution in the value of her vehicle, as well as substantial annoyance, aggravation and inconvenience.

13. That the Plaintiff repeatedly requested that the Defendant GM and its authorized agent, Matheny Motor Truck Company correct the defects in the vehicle as aforesaid. However, the Defendant GM and said authorized agent were unable to repair said vehicle within a reasonable time so as to conform the vehicle to all applicable express warranties. The Plaintiff also requested an alternate authorized agent to inspect and repair said vehicle, but hei request was never granted.

III. BREACH OF IMPLIED WARRANTY

14. The Plaintiff repeats and re-alleges each and every allegation contained in paragraphs 1 through 13 of Counts I and II above, as if fully set forth herein.

15. That as a direct and proximate result of the defects in the vehicle, as aforesaid, due to the Defendant GM's poor workmanship and craftsmanship, the Defendant GM has breached any implied warranties applicable to the vehicle.

16. That as a direct and proximate result of the Defendant GM's actions, as aforesaid, the Plaintiff has suffered loss of use of her vehicle, a risk to the safety of the occupants, a complete and/or partial diminution in the value of her vehicle as well as substantial annoyance, aggravation and inconvenience.

17. That the Plaintiff repeatedly requested that the Defendant GM and its authorized agent Matheny Motor Truck Company correct the defects in the vehicle as aforesaid. However, the Defendant GM was unable to repair said vehicle within a reasonable time so as to conform the vehicle to all applicable implied warranties. The Plaintiff also requested an alternate authorized agent to inspect and repair said vehicle, but her request was never granted.

IV. BREACH OF WV CODE § 46A-6A-1 et. seq

18. The Plaintiff repeats and re-alleges each and every allegation contained in paragraphs 1 through 17 of Counts I, II and III above, as if fully set forth herein.

19. That as a direct and proximate result of the defects in the vehicle, as aforesaid, due to the Defendant GM's poor workmanship and craftsmanship, the Defendant GM is in violation of the West Virginia New Motor Vehicle Warranty Act found at Code § 46A-6A-1 et. seq.

20. That as a direct and proximate result of the Defendant GM's actions, as aforesaid, the Plaintiff has suffered loss of use of her vehicle, a risk to the safety of the occupants, a complete and/or partial diminution in the value of her vehicle as well as substantial annoyance, aggravation and inconvenience.

21. That the Plaintiff repeatedly requested that the Defendant GM and its authorized agent, Matheny Motor Truck Company correct the defects in the vehicle as aforesaid. However, the Defendant GM and said authorized agent were unable to repair said vehicle within a reasonable time so as to conform the vehicle to the requirements of the West Virginia New Motor Vehicle Warranty Act.

V. BREACH OF THE MAGNUSON-MOSS WARRANTY ACT

22. The Plaintiff repeats and re-alleges each and every allegation contained in paragraphs 1 through 21 of Counts I, II, III, and IV above, as if fully set forth herein.

23. That as a direct and proximate result of the defects in the vehicle, as aforesaid, due to the Defendant GM's poor workmanship and craftsmanship, the Defendant GM is in violation of the Magnuson-Moss Warranty Act found at 15 USCS § 2301 et. seq.

24. That as a direct and proximate result of the Defendant GM's actions, as aforesaid, the Plaintiff has suffered loss of use of her vehicle, a risk to the safety of the occupants, a complete and/or partial diminution in the value of her vehicle as well as substantial annoyance, aggravation and inconvenience.

25. That the Plaintiff repeatedly requested that the Defendant GM and its authorized agent, Matheny Motor Truck Company correct the defects in the vehicle as aforesaid. However, the Defendant GM and said authorized agent were unable to repair said vehicle within a reasonable time so as to conform the vehicle to the requirements of the Magnuson-Moss Warranty Act.

VI. UNIFORM COMMERCIAL CODE – REVOCATION OF ACCEPTANCE

26. The Plaintiff repeats and re-alleges each and every allegation contained in paragraphs 1 through 25 of Counts I, II, III, IV and V above, as if fully set forth herein.

27. That as a direct and proximate result of the defects in the vehicle as aforesaid due to the Defendant GM's poor workmanship and craftsmanship, the Plaintiff has suffered a substantial impairment in the value of its vehicle.

28. That the Plaintiff accepted said vehicle upon the reasonable assumption that the defects as described above would be cured in a reasonable and timely manner.

29. That despite repeated requests and demands the Defendant GM has failed to cure said defects within a reasonable time.

30. That as a result of the Defendant GM's actions, the Plaintiff is entitled to revoke her acceptance of said vehicle and to have all purchase monies refunded to her.

VII. NEGLEGENCE

31. The Plaintiff repeats and re-alleges each and every allegation contained in paragraphs 1 through 30 of Counts I, II, III, IV, V and VI above, as if fully set forth herein.

32. That the Defendant, GM and it's authorized agent has been given approximately eleven (11) repair attempts for various defects to the vehicle, with many of these defects continuing to still exist.

33. That the Defendant has been negligent in its efforts to properly repair the Plaintiff's vehicle, and conform it to all applicable warranties and to its original contract with the Plaintiff.

34. That as direct and proximate result of the Defendant GM's negligence, the Plaintiff has been denied the benefit of her bargain with the Defendant, GM, and furthermore have been without the use of there vehicle and have suffered nuisance and aggravation.

WHEREFORE, the Plaintiff respectfully requests that this Court grant her judgment against the Defendant GM awarding her the following relief:

a. Revocation of the acceptance of her vehicle and refund of the purchase price, including all applicable sales tax, license fees, registration fees, and other reasonable expenses incurred in the purchase of the vehicle, or, alternatively, damages for the diminished value of the vehicle;

b. Damages for the cost of repairs reasonably required to conform the vehicle to the Defendant's express warranty;

c. Damages for loss of use, annoyance and inconvenience and for expenses incurred for replacement transportation;

d. Reasonable attorney fees;

e. Both pre-judgment and post-judgment interest;

f. Any other relief that this Court deems necessary in the interest of justice.

PLAINTIFF DEMANDS TRIAL BY JURY

RHONDA MOLLOHAN
By Counsel

John N. Ellem (WV State Bar #6027)
(Ohio S.Ct. #62842)
ELLEM LAW OFFICE
914 Market St., Suite 207
Mail to: P.O. Box 322
Parkersburg, WV 26102-0322
Telephone – (304) 424 -5297
Facsimile – (304) 865-1585
ellem@wirefire.com
Counsel for Plaintiffs

CERTIFIED MAIL™

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UNITED STATES POSTAGE

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0004252409 AUG 21 2009

MAILED FROM ZIP CODE 25305

General Motors Company
Legal Staff

Facsimile
(248) 267-3677

Telephone
(512) 386-0748

September 16, 2009

Keith Rose, Esq.
Rose Law Firm PLLC - NY
501 New Karner
Albany, NY 12205

Dear Mr. Rose:

Re: GM Case No. 678461
[redacted] v. General Motors

This will acknowledge your agreement to represent General Motors in this case.

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. On all written communication, please be sure to include the GM Case Name and Case Number. Feel free to contact me by phone at (512) 386-0748 or Fax at (248) 267-3677 with any questions.

Sincerely,

Elizabeth Martin
Legal Coordinator

✓ 678461 10/14/09

Service of Process Transmittal

09/16/2009
CT Log Number 515433275

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

RE: **Process Served in West Virginia**

FOR: General Motors Company (Domestic State: DE)

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

TITLE OF ACTION:	[redacted] Pltf. vs. General Motors Company, etc., Dft.
DOCUMENT(S) SERVED:	Cover Letter, Summons, Complaint, Trial by Jury
COURT/AGENCY:	Wood County Circuit Court, WV filed 9/10/09 Case # 09C454
NATURE OF ACTION:	Product Liability Litigation - Breach of Warranty - Failure to correct and/or repair defects on a 2007 GMC Yukon XL; VIN: 1GKFK16357J[redacted]
ON WHOM PROCESS WAS SERVED:	C T Corporation System, Charleston, WV
DATE AND HOUR OF SERVICE:	By Certified Mail on 09/16/2009 postmarked on 09/15/2009
APPEARANCE OR ANSWER DUE:	Within 30 days after service of this summons, exclusive of the day of service
ATTORNEY(S) / SENDER(S):	John N. Ellem Ellem Law Office 914 Market Street, Suite 207 PO Box 322 Parkersburg, WV 26102-0322 304-424-5297
REMARKS:	Service of Process made on West Virginia Secretary of State September 14, 2009
ACTION ITEMS:	CT has retained the current log, Retain Date: 09/16/2009, Expected Purge Date: 09/21/2009 Image SOP Fax Transmittal, Rosemarie Williams 313-665-7572 CC Recipient(s) Rosemarie Williams, via Regular Mail
SIGNED: **ADDRESS:** **TELEPHONE:**	C T Corporation System 707 Virginia Street, East Charleston, WV 25301 304-345-8900

ER - Elizabeth Martin

Rose Law Firm
Keith Rose

CT web
9/16/09
10:43am

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CT Corporation

Service of Process Transmittal

09/16/2009
CT Log Number 515433275

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

RE: **Process Served in West Virginia**

FOR: General Motors Company (Domestic State: DE)

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

TITLE OF ACTION:	[redacted] Pltf. vs. General Motors Company, etc., Dft.
DOCUMENT(S) SERVED:	Cover Letter, Summons, Complaint, Trial by Jury
COURT/AGENCY:	Wood County Circuit Court, WV Case # 09C454
NATURE OF ACTION:	Product Liability Litigation - Breach of Warranty - Failure to correct and/or repair defects on a 2007 GMC Yukon XL; VIN: 1GKFK16357J[redacted]
ON WHOM PROCESS WAS SERVED:	C T Corporation System, Charleston, WV
DATE AND HOUR OF SERVICE:	By Certified Mail on 09/16/2009 postmarked on 09/15/2009
APPEARANCE OR ANSWER DUE:	Within 30 days after service of this summons, exclusive of the day of service
ATTORNEY(S) / SENDER(S):	John N. Ellem Ellem Law Office 914 Market Street, Suite 207 PO Box 322 Parkersburg, WV 26102-0322 304-424-5297
REMARKS:	Service of Process made on West Virginia Secretary of State September 14, 2009
ACTION ITEMS:	CT has retained the current log, Retain Date: 09/16/2009, Expected Purge Date: 09/21/2009 Image SOP Fax Transmittal, Rosemarie Williams 313-665-7572 CC Recipient(s) Rosemarie Williams, via Regular Mail
SIGNED:	C T Corporation System
ADDRESS:	707 Virginia Street, East Charleston, WV 25301
TELEPHONE:	304-345-8900

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Office of the Secretary of State
Building 1 Suite 157-K
1900 Kanawha Blvd E
Charleston, WV 25305

9171 9237 9000 1000 1376 26

Natalie E. Tennant
Secretary of State
Telephone: 304-558-6000
Toll Free: 866-SOS-VOTE
www.wvsos.com

ControlNumber: 283235
Defendant: General Motors Company

General Motors Company
C. T. Corporation System
P.O. Box 951
Charleston WV 25323

9/14/2009
Civil Action: 09-C-454

I am enclosing:

____ summons	____ affidavit	1 summons and complaint
____ notice	____ answer	____ summons returned from post office
____ order	____ cross-claim	____ summons and amended complaint
____ petition	____ counterclaim	____ 3rd party summons and complaint
____ motion	____ request	____ no return from post office
____ suggestions	____ certified return receipt	____ notice of mechanic's lien
____ interrogatories	____ request for production	____ suggestee execution
____ original	____ request for admissions	____ Other
____ subpeona duces tecum		

which was served on the Secretary at the State Capitol as your statutory attorney-in-fact. According to law, I have accepted service of process in the name and on behalf of your corporation.

Please note that this office has no connection whatsoever with the enclosed documents other than to accept service of process in your name and on behalf as your attorney-in-fact. Please address any questions about this document directly to the court or the plantiff's attorney, shown in the enclosed paper. Please do not call the Secretary of State's office.

Sincerely,

Natalie E. Tennant

Natalie E. Tennant
Secretary of State

SUMMONS

IN THE CIRCUIT COURT OF WOOD COUNTY, WEST VIRGINIA

RHONDA MOLLOHAN,

Plaintiff(s)

VS: Civil Action # 09-C-454

GENERAL MOTORS COMPANY
a Delaware Company,

Defendant(s)

To: General Motors Company
CT Corporation System
707 Virginia Street East
Charleston, WV USA 25301

ACCEPTED FOR SERVICE OF PROCESS
2009 SEP 14 PM 1:03
SECRETARY OF STATE
STATE OF WEST VIRGINIA

IN THE NAME OF THE STATE OF WEST VIRGINIA, you are hereby summoned and required to serve upon, John N. Ellem, Plaintiff's Attorney whose address is Ellem Law Office, 914 Market Street, Suite 207, P.O. Box 322, Parkersburg, WV 26102-0322 , an answer, including any related counterclaim you may have, to the complaint filed against you in the above styled civil action, a true copy of which is herewith delivered to you. You are required to serve your answer within **30** days after service of this summons upon you, exclusive of the day of service. If you fail to do so, judgment by default will be taken against you for the relief demanded in the complaint and you will be thereafter barred from asserting in another action any claim you may have which must be asserted by counterclaim in the above styled civil action.

Dated: September 10, 2009

Carole Jones
Clerk Circuit Court

By: DL Joachim
Deputy

IN THE CIRCUIT COURT OF WOOD COUNTY, WEST VIRGINIA

RHONDA MOLLOHAN

Plaintiff,

vs. **CASE NO.: 09-C-454**

GENERAL MOTORS COMPANY
a Delaware Company

Defendant.

COMPLAINT

Now comes the Plaintiff, **RHONDA MOLLOHAN**, by counsel, John N. Ellem, and for her complaint against the Defendant states as follows:

I. FACTS COMMON TO ALL COUNTS

1. That the Plaintiff, RHONDA MOLLOHAN, is a resident of Wood County, West Virginia, with an address of 800 15th Ave, Vienna, WV 26105.

2. That the Defendant GENERAL MOTORS COMPANY (hereinafter sometimes referred to as "GM") is a Delaware Company authorized to do business, and doing business, in the State of West Virginia, and is the successor in interest to General Motors Corporation.

3. That the Defendant, GM is engaged in the business of manufacturing various types of motor vehicles, including cars and sport utility vehicles, which it then sells to the public through various independently owned automotive dealerships located throughout the United States, including Wood County, West Virginia.

FILED IN OFFICE
SEP 10 2009
CAROLE JONES
CLERK CIRCUIT COURT

4. That on or about June 29, 2007, the Plaintiff purchased a 2007 GMC Yukon XL VIN #1GKFK16357J220366, from Matheny Motor Truck Company in Parkersburg, West Virginia, for approximately Forty-Three Thousand Four Hundred Fifty-Three and 00/100 ($46,453.00) dollars.

5. That said vehicle was manufactured by the Defendant GM.

6. That the Defendant GM has warranted said vehicle to be free from defects and fit for its intended use for a period of 3 years or 36,000 miles.

7. That shortly after she purchased the vehicle the Plaintiff experienced repeated problems with the quality of workmanship of the vehicle. These defects resulted in repair attempts to the vehicle for a multitude of items on at least eleven (11) separate occasions, including but not limited to the following:

a. Windshield Washer System
b. Software
c. Steering
d. Fuel Fill Inlet to Tank Hose Leak
e. Interior Door Handle Peeling
f. Battery
g. Sill Plate
h. Brakes
i. Tire Pressure Monitoring
j. Fuel Gauge and Sensor
k. Rear Defrost

8. That as a direct and proximate result of the defects in the vehicle due to the Defendant GM's poor workmanship and craftsmanship, the Plaintiff was required to take her vehicle to be serviced at the dealership on numerous occasions and were without the use and benefit of her vehicle for numerous days. Furthermore, the Plaintiff provided the Defendant, GM with notice of these defects and an opportunity to repair.

9. That as a direct and proximate result of the defects in the vehicle due to the Defendant GM's poor workmanship and craftsmanship, the Plaintiff has sustained substantial impairment to use and/or market value of her vehicle, and further, said defects constitute and present a safety danger.

II. BREACH OF EXPRESS WARRANTY

10. The Plaintiff repeats and re-alleges each and every allegation contained in paragraphs 1 through 9 of Count I above, as if fully set forth herein.

11. That as a direct and proximate result of the defects in the vehicle, as aforesaid, due to the Defendant GM's poor workmanship and craftsmanship, the Defendant GM has breached its express warranties applicable to the vehicle.

12. That as a direct and proximate result of the Defendant GM's actions, as aforesaid, the Plaintiff has suffered loss of use of her vehicle, a risk of safety to the occupants, a complete and/or partial diminution in the value of her vehicle, as well as substantial annoyance, aggravation and inconvenience.

13. That the Plaintiff repeatedly requested that the Defendant GM and its authorized agent, Matheny Motor Truck Company correct the defects in the vehicle as aforesaid. However, the Defendant GM and said authorized agent were unable to repair said vehicle within a reasonable time so as to conform the vehicle to all applicable express warranties. The Plaintiff also requested an alternate authorized agent to inspect and repair said vehicle, but hei request was never granted.

III. BREACH OF IMPLIED WARRANTY

14. The Plaintiff repeats and re-alleges each and every allegation contained in paragraphs 1 through 13 of Counts I and II above, as if fully set forth herein.

15. That as a direct and proximate result of the defects in the vehicle, as aforesaid, due to the Defendant GM's poor workmanship and craftsmanship, the Defendant GM has breached any implied warranties applicable to the vehicle.

16. That as a direct and proximate result of the Defendant GM's actions, as aforesaid, the Plaintiff has suffered loss of use of her vehicle, a risk to the safety of the occupants, a complete and/or partial diminution in the value of her vehicle as well as substantial annoyance, aggravation and inconvenience.

17. That the Plaintiff repeatedly requested that the Defendant GM and its authorized agent Matheny Motor Truck Company correct the defects in the vehicle as aforesaid. However, the Defendant GM was unable to repair said vehicle within a reasonable time so as to conform the vehicle to all applicable implied warranties. The Plaintiff also requested an alternate authorized agent to inspect and repair said vehicle, but her request was never granted.

IV. BREACH OF WV CODE § 46A-6A-1 et. seq

18. The Plaintiff repeats and re-alleges each and every allegation contained in paragraphs 1 through 17 of Counts I, II and III above, as if fully set forth herein.

19. That as a direct and proximate result of the defects in the vehicle, as aforesaid, due to the Defendant GM's poor workmanship and craftsmanship, the Defendant GM is in violation of the West Virginia New Motor Vehicle Warranty Act found at Code § 46A-6A-1 et. seq.

20. That as a direct and proximate result of the Defendant GM's actions, as aforesaid, the Plaintiff has suffered loss of use of her vehicle, a risk to the safety of the occupants, a complete and/or partial diminution in the value of her vehicle as well as substantial annoyance, aggravation and inconvenience.

21. That the Plaintiff repeatedly requested that the Defendant GM and its authorized agent, Matheny Motor Truck Company correct the defects in the vehicle as aforesaid.

However, the Defendant GM and said authorized agent were unable to repair said vehicle within a reasonable time so as to conform the vehicle to the requirements of the West Virginia New Motor Vehicle Warranty Act.

V. BREACH OF THE MAGNUSON-MOSS WARRANTY ACT

22. The Plaintiff repeats and re-alleges each and every allegation contained in paragraphs 1 through 21 of Counts I, II, III, and IV above, as if fully set forth herein.

23. That as a direct and proximate result of the defects in the vehicle, as aforesaid, due to the Defendant GM's poor workmanship and craftsmanship, the Defendant GM is in violation of the Magnuson-Moss Warranty Act found at 15 USCS § 2301 et. seq.

24. That as a direct and proximate result of the Defendant GM's actions, as aforesaid, the Plaintiff has suffered loss of use of her vehicle, a risk to the safety of the occupants, a complete and/or partial diminution in the value of her vehicle as well as substantial annoyance, aggravation and inconvenience.

25. That the Plaintiff repeatedly requested that the Defendant GM and its authorized agent, Matheny Motor Truck Company correct the defects in the vehicle as aforesaid. However, the Defendant GM and said authorized agent were unable to repair said vehicle within a reasonable time so as to conform the vehicle to the requirements of the Magnuson-Moss Warranty Act.

VI. UNIFORM COMMERCIAL CODE – REVOCATION OF ACCEPTANCE

26. The Plaintiff repeats and re-alleges each and every allegation contained in paragraphs 1 through 25 of Counts I, II, III, IV and V above, as if fully set forth herein.

a. Revocation of the acceptance of her vehicle and refund of the purchase price, including all applicable sales tax, license fees, registration fees, and other reasonable expenses incurred in the purchase of the vehicle, or, alternatively, damages for the diminished value of the vehicle;

b. Damages for the cost of repairs reasonably required to conform the vehicle to the Defendant's express warranty;

c. Damages for loss of use, annoyance and inconvenience and for expenses incurred for replacement transportation;

d. Reasonable attorney fees;

e. Both pre-judgment and post-judgment interest;

f. Any other relief that this Court deems necessary in the interest of justice.

PLAINTIFF DEMANDS TRIAL BY JURY

RHONDA MOLLOHAN
By Counsel

John N. Ellem (WV State Bar #6027)
(Ohio S.Ct. #62842)
ELLEM LAW OFFICE
914 Market St., Suite 207
Mail to: P.O. Box 322
Parkersburg, WV 26102-0322
Telephone – (304) 424 -5297
Facsimile – (304) 865-1585
ellem@wirefire.com
Counsel for Plaintiffs

CERTIFIED MAIL™

UNITED STATES POSTAGE
PITNEY BOWES
02 1M $ 04.51⁰
0004233480 SEP 15 2009
MAILED FROM ZIP CODE 25305

25323 0951 B001

RO NUMBER	DATE CLOSED	MILEAGE	SWR	TECH	TYPE	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION

SHOWN ABOVE ARE THE MOST RECENT SERVICES PERFORMED ON YOUR VEHICLE.

CURRENT MILEAGE 6

BASED ON THE CURRENT MILEAGE OF YOUR VEHICLE, THE MANUFACTURER RECOMMENDS THAT THE SERVICES MARKED WITH AN 'X' BE PERFORMED NOW.

LUBE OIL FILTER | ROTATE TIRES | BRAKE INSPECTION | WHEEL BEARING PACK | TIRE BALANCE | FRONT END ALIGNMENT | TRANSMISSION SERVICE | REAR AXLE SERVICE | FUEL FILTER | FUEL SYSTEM SERVICE | COOLING SYSTEM SERVICE | TUNE UP | STATE INSPECTION | CHARGING SYSTEM INSPECTION | DRIVE BELT INSPECTION | EXHAUST SYSTEM INSPECTION | EMISSION CONTROL SERVICE | SHOCK & SUSPENSION INSPECTION | WIPER BLADE INSERTS | A/C SERVICE | DOT INSPECTION

MATHENY BUICK - GMC - VOLVO - THOMAS BUS

3RD AND ANN STREETS * P.O. BOX 1304
PARKERSBURG, WEST VIRGINIA 26102-1304
PHONE: (304) 485-4418

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 or repairs thereto. Not responsible for damage from freezing due to lack of antifreeze.

CUST. NO. STOCK NO. 220366 TAG NO. COLOR PAGE 1 OF 1

DATE	VEHICLE IDENTIFICATION NUMBER	MILEAGE	DELIVER DATE	LICENSE NUMBER	YEAR	MAKE AND MODEL	WRITTEN BY	RO NUMBER
08AUG2006	1GKFK16357J[redacted]	6			07	GMC SUBUR/TK10906	257	40449

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.

PRELIMINARY ESTIMATE $ _____

AUTHORIZED BY: X

REVISED ESTIMATE(1) $	DATE	TIME	BY
REVISED ESTIMATE(2) $			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES.

X _____
CUSTOMER SIGNATURE

NAME

ADDRESS

CITY/STATE/ZIP

BILL TO: P.O. NO.

ENGINE NO. TRANSM. NO. AXLE NO. PROD. DATE

TIME PROMISED 17:00 08AUG06

SAVE PARTS YES ☐ NO ☐

HOME PHONE

BUSINESS PHONE

LABOR RATE 70.00

METHOD OF PAYMENT CASH
SELLING DEALER
WARRANTY EXPIRES

LINE	OP CODE	LABOR INSTRUCTIONS AND DESCRIPTION	GAS/OIL/GREASE	AMOUNT
# A	PDI	NEW VEHICLE INSPECTION / /	135325 fuel	$29.01
			TOWING	AMOUNT
# B	MISC	ADDL SERVICE FOR PDI		
			MISC. CHARGES	AMOUNT
			SUBLETS P.O. NO.	AMOUNT

FOREMAN'S SIGNATURE X

REMIT TO: P.O. BOX 1304 * PARKERSBURG, WV 26102-1304

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

TECHNICIAN COPY

TIME PUNCH

Pre-Delivery Inspection Procedure for Passenger Cars and Light Duty Trucks

Vehicle Identification Number: 1GNFK16357J [redacted]

Dealer/BAC Code: 06 54 3

Stock # 0366

Repair Order # 404454

For proper fluid levels, fuel usage, equipment operation, specifications and procedures, refer to the appropriate owner manual & service information. Remove wristwatches, jewelry, cell phones, etc., and cover belt buckles to prevent damage to the vehicle.

Deficiencies must be called to Service Management's attention. Inspect, perform, verify proper operation, assembly, fit and routing of the following.

Initial Preparation:

- ☐ Adjust tires to pressures specified on the Certification Tire Pressure Label. Record results.

AFTER: LF 32 RF 32 LR 32 RR 32

- ☑ Install loosely shipped parts, such as antenna, wheel covers, luggage rack, mirrors and cargo nets (torque as needed)
- ☑ Leave door edge protection and other shipping/storage materials on until customer delivery

Accessories:

- ☑ Verify RPO and R/A options
- ☑ Install all accessories; check fit, finish and operation

Road Test:

DOOMETER: Before 15 After 100

Before, during and after this test, check all standard equipment, options and accessories for proper operation, as applicable.

During Road Test:

Drive on a legal roadway with road conditions permitting evaluation of the following:

- ☑ Engine Performance: Cold start, idle quality
- ☑ HVAC system controls, blower(s), heater, A/C, front defroster and rear defogger
- ☑ Radio, cassette and CD player (regular, steering wheel and rear controls)
- ☑ Steering wheel – center position
- ☑ Steering for leads, pulls, vibration at idle, vibration while driving
- ☑ Wipers, delay and washers (front and rear)
- ☑ Brakes for noise, pulls, vibration or shudder at both high and low speeds
- ☑ Unusual wind noise
- ☑ Unusual noises/vibrations
- ☑ Squeaks and rattles
- ☑ Transfer case or TAPshift function (if equipped)
- ☑ Cruise/adaptive cruise (if equipped)
- ☑ OnStar for connectivity (if equipped)
- ☑ Transmission shifter, clutch, noise, shift smoothness
- ☑ Engine performance: Hot start, idle quality
- ☑ Check for MIL, SES, SVS, and warning lights

Under Hood:

- ☑ Check battery state of charge. Record voltage below. Charge battery if below 12.6 volts

VOLTAGE 12.7

DATE Aug 11 INITIAL RG

- ☑ Remote hood release, latch and hood safety latch
- ☑ Hoses, lines, cables and wire attachments are free of kinks and clear of any moving/hot parts
- ☑ Hoses, pipes, fittings, seals, gaskets and plugs for seepage
- ☑ Fluid levels: Add as required

Body/Chassis:

- ☑ Doors, locks, keys and keyless entry system
- ☑ Check child safety door/window locks are in normal (unlocked) position (if equipped)
- ☑ Neutral start safety switch (if equipped)
- ☑ Power mirrors (if equipped)
- ☑ Horn
- ☑ Electronic compass/temperature for function. Set compass to correct zone (if equipped)
- ☑ Seats: Check operation and that removable seats are properly secured
- ☑ Seat belts: material, operation and latches
- ☑ Child Comfort Guide – elastic cord visible (if equipped)
- ☑ Removable top/panel, convertible top
- ☑ Displays, gauges and lights (head, driving/fog tail, parking, turning, reverse, running, brake, and hazard)
- ☑ Trunk safety release (if equipped)
- ☑ Fit/function/retention of parts such as bumpers, molding, grille, emblems, doors, deck lid, hood, fuel door and locking cap, tailgate, tire carrier and hatches (if equipped)

Under Vehicle:

- ☑ Underbody, drivetrain, suspension, skid plates, exhaust system, lines, linkages and hoses
- ☑ Brake/fuel lines secured in clips
- ☑ Check all fluid systems for leaks

Final Inspection & Preparation:

Perform just prior to delivery.

- ☐ Interior: Remove protective coverings. Clean as required: seats, headliner, kick panels, carpets, console, instrument panel, moldings and hard trim
- ☐ Install floor mats (if equipped)
- ☐ Thorough exterior wash and dry; check for water leaks
- ☐ Exterior finish: Check paint finish for dents, dings, chips, scratches, or blemishes. Repair as necessary
- ☐ Erase all messages on voice recorder (if equipped)
- ☐ Reset fuel economy readings
- ☐ Set clock/calendar to local time
- ☐ Using a clean cloth, clean the wiper blades using GM Optikleen windshield washer solvent
- ☐ Thoroughly clean all glass surfaces

Certification: I certify that this Pre-Delivery Inspection has been completed.

[redacted]

Technician (Print Name) Service Manager (Signature) Date 8/4/06

MATHENY
BUICK - GMC - VOLVO - THOMAS

3RD & ANN ST. * P.O. BOX 1304
PARKERSBURG, W. VIRGINA 26102 - 1304
www.mathenymotors.com
service@mathenymotors.com
(304) 485-4418

INVOICE NUMBER: **40449**

SERVICE ADVISOR: **257 CHERYLE MULLINS**

CUSTOMER NUMBER:

Home:
Cell:
Bus:
Pager:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	UNIT#
	07	GMC SUBUR/TK10906	1GKFK16357J[redacted]		6	

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
			17:00 08AUG06			CASH	11AUG06

R.O. OPENED	READY	OPTIONS:
11:02 08AUG06	14:12 11AUG06	STK:220366

```
LINE OPCODE TECH TYPE HOURS                                   LIST      NET      TOTAL
A NEW VEHICLE INSPECTION / /
CAUSE: PDI
     Z7000 PRE DELIVERY INSPECTION BASE TIME
           672 WPDI  1.40                                                        (N/C)
        FC: 99 PART#: COUNT: 0
        CLAIM TYPE:
        AUTH CODE:
        MG

PARTS:        0.00  LABOR:        0.00  OTHER:        0.00   TOTAL LINE A:        0.00

 PD CM#715 8-7-06 $92.65 1.4 HR CORRECTION: PDI
           ****************************************************
B ADDL SERVICE FOR PDI
CAUSE: PDI
     MISC ALL OPERATIONS
           726 IPDI  0.00                                                        (N/C)
LUBE GASOLINE
        PO#135325
                IPDI                                                             (N/C)
PARTS:        0.00  LABOR:        0.00  OTHER:        0.00   TOTAL LINE B:        0.00

 CORRECTION: PDI
           ****************************************************
```

CASHIER	DISCLAIMER OF WARRANTIES	DESCRIPTION	TOTALS
METHOD OF PAYMENT ☐ CASH ☐ CHARGE ☐ CHECK CHECK#_____ ☐ CREDIT CARD ☐ AMOUNT PAID_____ DATE PAID_____	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, to the extent permitted by law. Mathany Motor Truck Co. is not responsible for items lost or stolen that have been left in the vehicle. Payment terms on charge accounts is Net 30.	LABOR AMOUNT	$ 0.00
		PARTS AMOUNT	$ 0.00
		GAS, OIL, LUBE	$ 0.00
		SUBLET AMOUNT	$ 0.00
		SHOP SUPP/ENV FEES	$ 0.00
		TOTAL CHARGES	$ 0.00
		LESS INSURANCE	$ 0.00
		SALES TAX	$ 0.00
Shop supplies consist of bolts, fittings, wire ends, antifreeze, disposal, oil disposal, degreasers, rags and other miscellaneous supplies that were used to repair your vehicle.	CUSTOMER SIGNATURE X	**PLEASE PAY THIS AMOUNT**	**$ 0.00**

OFFICE COPY

File Copy

Q	PART NAME	PART #	PART $	LABOR		LINE #	TEC	TIME PUNCH
						A 672		

STRAIGHT TIME (HRS)	FLAT RATE PRICE	R.O. NO. 40449		TIME	OFF 1.2
8/13/06	MMT	EMP. NO. 674	OPER. NO. A	1.4	ON 8/11/06

MATHENY
BUICK - GMC - VOLVO - THOMAS
3RD & ANN ST. * P.O. BOX 1304
PARKERSBURG, W. VIRGINA 26102 - 1304
www.mathenymotors.com
service@mathenymotors.com
(304) 485-4418

INVOICE NUMBER: **56228**

SERVICE ADVISOR: **429 MELINDA HILL**

CUSTOMER NUMBER:

Home: Bus:
Cell: Pager:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	UNIT#
	07	GMC YUKON XL	1GKFK16357J[redacted]		94	

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
			17:00 02JUL07			CASH	05JUL07

R.O. OPENED	READY	OPTIONS:
07:44 02JUL07	08:18 05JUL07	STK:220366

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A WEST VIRGINIA STATE INSPECTION .5 / /			
CAUSE: CUSTOMER REQUEST			
WV WEST VIRGINIA STATE INSPECTION .5			
726 IPDI 0.50			(N/C)
WVS STICKER #[redacted]			
726 IPDI 0.00			(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

CORRECTION: WV INSPECTION
****

CASHIER	DISCLAIMER OF WARRANTIES	DESCRIPTION	TOTALS
METHOD OF PAYMENT	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, to the extent permitted by law. Matheny Motor Truck Co. is not responsible for items lost or stolen that have been left in the vehicle. Payment terms on charge accounts is Net 30.	LABOR AMOUNT	$ 0.00
☐ CASH		PARTS AMOUNT	$ 0.00
☐ CHARGE		GAS, OIL, LUBE	$ 0.00
☐ CHECK CHECK#_____		SUBLET AMOUNT	$ 0.00
☐ CREDIT CARD		SHOP SUPP/ENV FEES	$ 0.00
☐ AMOUNT PAID_____ DATE PAID_____		TOTAL CHARGES	$ 0.00
		LESS INSURANCE	$ 0.00
		SALES TAX	$ 0.00
Shop supplies consist of bolts, fittings, wire ends, antifreeze, disposal, oil disposal, degreasers, rags and other miscellaneous supplies that were used to repair your vehicle.	CUSTOMER SIGNATURE X	PLEASE PAY THIS AMOUNT	$ 0.00

OFFICE COPY

File Copy

RO NUMBER	DATE CLOSED	MILEAGE	S.W.R.	Tech	Type	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION
40449	13AUG06		65	72	DI	Z7000	PRE DELIVERY	IMISC	ALL OPERATIONS	9998	LUBE-OIL-GREAS		

SHOWN ABOVE ARE THE MOST RECENT SERVICES PERFORMED ON YOUR VEHICLE.

CURRENT MILEAGE 94

BASED ON THE CURRENT MILEAGE OF YOUR VEHICLE, THE MANUFACTURER RECOMMENDS THAT THE SERVICES MARKED WITH AN 'X' BE PERFORMED NOW.

LUBE-OIL FILTER | ROTATE TIRES | BRAKE INSPECTION | WHEEL BEARING PACK | TIRE BALANCE | FRONT END ALIGNMENT | TRANSMISSION SERVICE | REAR AXLE SERVICE | FUEL FILTER | FUEL SYSTEM SERVICE | COOLING SYSTEM SERVICE | TUNE UP | STATE INSPECTION | CHARGING SYSTEM INSPECTION | DRIVE BELT INSPECTION | EXHAUST SYSTEM INSPECTION | EMISSION CONTROL SERVICE | SHOCK & SUSPENSION INSPECTION | WIPER BLADE INSERTS | A/C SERVICE | DOT INSPECTION

MATHENY BUICK - GMC - VOLVO - THOMAS BUS

3RD AND ANN STREETS * P.O. BOX 1304
PARKERSBURG, WEST VIRGINIA 26102-1304
PHONE: (304) 485-4418

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 or repairs thereto. Not responsible for damage from freezing due to lack of antifreeze.

CUST. NO. STOCK NO. 220366 TAG NO. COLOR PAGE 1 OF 1

DATE	VEHICLE IDENTIFICATION NUMBER	MILEAGE	DELIVER DATE	LICENSE NUMBER	YEAR	MAKE AND MODEL	WRITTEN BY	RO NUMBER
02JUL2007	1GKFK16357J[redacted]	94			07	GMC YUKON XL	429	56228

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.

PRELIMINARY ESTIMATE $ _____

AUTHORIZED BY: X

REVISED ESTIMATE(1) $	DATE	TIME	BY
REVISED ESTIMATE(2) $			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

X _____
CUSTOMER SIGNATURE

NAME

ADDRESS

CITY/STATE/ZIP

BILL TO: P.O. NO.

ENGINE NO. TRANSM. NO. AXLE NO. PROD. DATE

TIME PROMISED 17:00 02JUL07

SAVE PARTS YES ☐ NO ☐

HOME PHONE

BUSINESS PHONE

LABOR RATE 70.00

METHOD OF PAYMENT CASH
SELLING DEALER
WARRANTY EXPIRES

LINE	OP CODE	LABOR INSTRUCTIONS AND DESCRIPTION	GAS/OIL/GREASE	AMOUNT
# A	WV	WEST VIRGINIA STATE INSPECTION .5 / /		
	550	St # 1477360 2		

TOWING	AMOUNT

MISC. CHARGES	AMOUNT

SUBLETS P.O. NO.	AMOUNT

FOREMAN'S SIGNATURE X

REMIT TO: P.O. BOX 1304 * PARKERSBURG, WV 26102-1304

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

TECHNICIAN COPY

MATHENY
BUICK - GMC - VOLVO - THOMAS

3RD & ANN ST. * P.O. BOX 1304
PARKERSBURG, W. VIRGINA 26102 - 1304
www.mathenymotors.com
service@mathenymotors.com
(304) 485-4418

[redacted]
VIENNA, WV [redacted]

INVOICE NUMBER: **61960**
SERVICE ADVISOR: **803 MIKE RUMER**
CUSTOMER NUMBER: **2956234**

Home: [redacted]
Cell:
Pager:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	UNIT#
SILVER	07	GMC YU ON XL	1GKFK16357J [redacted]		2400	

DEL DATE	PROD. DATE	WARR. EXP	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
29JUN07			17:00 23OCT07			CASH	25OCT07

R.O. OPENED	READY	OPTIONS:
09:38 23OCT07	09:13 25OCT07	STK:220366 DLR:50593 ENG:3 AXL:143 1 [redacted] =FOL

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A BRAKE COMPLAINT / GETTING AL THE TIMES /
CAUSE: PADS SQUEALING
H0042 PADS, DISC BRAKE FRONT R&R OR REPLACE
672 WGMC 1.00 (N/C)
1 25852957 PAD KIT (N/C)
FC: NARNA
PART#: 25852957
COUNT: 1
CLAIM TYPE:
AUTH CODE:
NV

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

CORRECTION/ CHECKED AND FOUND BULLETIN ON BRAKE SQUEAL. REPLACED FRONT PADS WITH UPDATED PADS. REMOVED REAR PADS AND PUT BRAKE SQUEAL ON BACK OF PADS. ROAD TESTEDD OK.

****

B FUEL COMPLAINT / FUEL GUAGE NOT READING CORRECTLY/ WAS AT 1/ 8 DROVE TO MATHENYS / WAS SITTING ON EMPTY
CAUSE: WORKING AS DESIGNED
J9992 CHECKED FUEL GAUGE
672 WGMC 0.30 (N/C)
FC: 9Z PART#: COUNT: 0
CLAIM TYPE:
AUTH CODE:
AV

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

CORRECTION/ DONE SWEEP TEST WITH TECH 2 SHOWS NO PROBLEMS

****

CASHIER

METHOD OF PAYMENT
- ☐ CASH
- ☐ CHARGE
- ☐ CHECK CHECK#
- ☐ CREDIT CARD
- ☐ AMOUNT PAID DATE PAID

DISCLAIMER OF WARRANTIES

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, to the extent permitted by law. Matheny Motor Truck Co. is not responsible for items lost or stolen that have been left in the vehicle. Payment terms on charge accounts is Net 30.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
SHOP SUPP/ENV FEES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

Shop supplies consist of bolts, fittings, wire ends, antifreeze, disposal, oil disposal, degreasers, rags and other miscellaneous supplies that were used to repair your vehicle.

CUSTOMER SIGNATURE
X

MATHENY
BUICK - GMC - VOLVO - THOMAS

3RD & ANN ST. * P.O. BOX 1304
PARKERSBURG, W. VIRGINA 26102 - 1304
www.mathenymotors.com
service@mathenymotors.com
(304) 485-4418

[redacted]
VIENNA, WV [redacted]

Home: [redacted]
Cell: Pager:

INVOICE NUMBER: **61960**
SERVICE ADVISOR: **803 MIKE RUMER**
CUSTOMER NUMBER: **2956234**

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	UNIT#
SILVER	07	GMC YUKON XL	1GKFK16357J[redacted]		2400	

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
29JUN07			17:00 23OCT07			CASH	25OCT07

R.O. OPENED	READY	OPTIONS
09:38 23OCT07	09:13 25OCT07	STK:220366 DLR:50593 ENG:3 AXL:143 1)[redacted]=FOL

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

C TIRE COMPLAINT / TIRE LIGHT WONT RESET AND ADDING AIR TO BOTH FRONT TIRES /
CAUSE: TIRE LIGHT WONT RELEARN
E0716 DIAGNOSTIC SYSTEM CHECK TIRE PRESSURE MONITORING
672 WGMC 0.30 (N/C)
FC: 6Q PART#: COUNT: 0
CLAIM TYPE:
AUTH CODE:
AV

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

CORRECTION/ PUT TIRES AT 32 PSI, RESET WITH TOOL ON TIRE MONITOR
****

CASHIER

METHOD OF PAYMENT
- ☐ CASH
- ☐ CHARGE
- ☐ CHECK CHECK#_____
- ☐ CREDIT CARD
- ☐ AMOUNT PAID_____ DATE PAID_____

DISCLAIMER OF WARRANTIES

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, to the extent permitted by law. Matheny Motor Truck Co. is not responsible for items lost or stolen that have been left in the vehicle. Payment terms on charge accounts is Net 30.

DESCRIPTION	TOTALS
LABOR AMOUNT	$ 0.00
PARTS AMOUNT	$ 0.00
GAS, OIL, LUBE	$ 0.00
SUBLET AMOUNT	$ 0.00
SHOP SUPP/ENV FEES	$ 0.00
TOTAL CHARGES	$ 0.00
LESS INSURANCE	$ 0.00
SALES TAX	$ 0.00
PLEASE PAY THIS AMOUNT	**$ 0.00**

Shop supplies consist of bolts, fittings, wire ends, antifreeze, disposal, oil disposal, degreasers, rags and other miscellaneous supplies that were used to repair your vehicle.

CUSTOMER SIGNATURE
X

OFFICE COPY

File Copy

RO NUMBER	DATE CLOSED	MILEAGE	S W R	I N T	V E	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION
56228	06JUL07	94292	6DIWV				WEST VIRGINIA WVS		STICKER #14773				

SHOWN ABOVE ARE THE MOST RECENT SERVICES PERFORMED ON YOUR VEHICLE.

CURRENT MILEAGE 2400

BASED ON THE CURRENT MILEAGE OF YOUR VEHICLE, THE MANUFACTURER RECOMMENDS THAT THE SERVICES MARKED WITH AN 'X' BE PERFORMED NOW.

OIL & FILTER	TOYOTA TUNE	SUNROF INSPECTION	TIRE ROTATION	TIRE BALANCE	FRONT END ALIGNMENT	TRANSMISSION SERVICE	REAR AXLE SERVICE	FUEL SYSTEM	EVAPORATION SERVICE	COOLING SYSTEM SERVICE	TUNE UP	STATE INSPECTION	CHASSIS LUBRICATION	CHASSIS DYNAMOMETER INSPECTION	CHASSIS BALANCE INSPECTION	EXHAUST SYSTEM INSPECTION	EMISSION EXPLANATION SERVICE	SERVICE ENGINE INSPECTION	WINTERIZE NOZZLE	AC SERVICE	DOT INSPECTION

X [illegible]

MATHENY BUICK - GMC - VOLVO - THOMAS BUS
3RD AND ANN STREETS * P.O. BOX 1304
PARKERSBURG, WEST VIRGINIA 26102-1304
PHONE: (304) 485-4418

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. Not responsible for damage from freezing due to lack of antifreeze.

CUST. NO 2956234 STOCK NO. 220366 TAG NO. COLOR SILVER PAGE 1 OF 1

DATE	VEHICLE IDENTIFICATION NUMBER	MILEAGE	DELIVER DATE	LICENSE NUMBER	YEAR	MAKE AND MODEL	WRITTEN BY	RO NUMBER
23OCT2007	1GKFK16357J [redacted]	2400	29JUN07		07	GMC YUKON XL	803	61960

EXCLUSION OF WARRANTIES

Any representation, the cars and accessories sold herein are made in 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 respect 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 available on these vehicles, but are not limited to, any warranties that such parts which are deemed are of merchantable quality or that they will render any satisfactory or any of the extent in certain and reasonable safety, efficiency or comfort.

PRELIMINARY ESTIMATE $ _____

AUTHORIZED BY: X

REVISED ESTIMATE(1): $	DATE	TIME	BY
REVISED ESTIMATE(2): $			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

X
CUSTOMER SIGNATURE

NAME
[redacted]

TIME PROMISED
17:00 23OCT07

SAVE PARTS
YES ☐ NO ☐

CITY/STATE/ZIP
VIENNA WV [redacted]

HOME PHONE
[redacted]

BILL TO:

P.O. NO.

ENGINE NO.	TRANSM. NO.	AXLE NO.	PROD. DATE	LABOR RATE
3		143		70.00

1/ [redacted] POL

METHOD OF PAYMENT CASH
SELLING DEALER 50593
WARRANTY EXPIRES

LINE	OP CODE	LABOR INSTRUCTIONS AND DESCRIPTION	GAS/OIL/GREASE	AMOUNT
# A	WBRAKE	BRAKE COMPLAINT / GETTING AL THE TIMES / Squeak All Times the Front Brakes on Quite Squeak after Fresh pads with new update pads also removed old pads installed Brake Grease on back of pads and Tested ok.		
1.0			TOWING	AMOUNT
# B	WFUEL	FUEL COMPLAINT / FUEL GUAGE NOT READING CORRECTLY/ WAS AT 1/ 8 DROVE TO MATHENYS / WAS SITTING ON EMPTY		
.3		No problem Found no code Set		
5.2 1.6		OK - Working As Designed [illegible] 10/23/07	MISC. CHARGES	AMOUNT
# C	WTIRE	TIRE COMPLAINT / TIRE LIGHT WONT RESET AND ADDING AIR TO BOTH FRONT TIRES / Put 32 psi in all four tire and reset Tire monitor check ok		
.3			SUBLETS P.O. NO.	AMOUNT

FOREMAN'S SIGNATURE X

REMIT TO: P.O. BOX 1304 * PARKERSBURG, WV 26102-1304

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

TECHNICIAN COPY

Q	PART NAME	PART #	PART $	LABOR		LINE #	TEC.	TIME-PUNCH
						C.6	672	'07 OCT 23 10.0
								'07 OCT 23 10.0
						8	672	'07 OCT 23 14.2
								'07 OCT 23 15.0
								'07 OCT 23 15.0
						8	672	'07 OCT 23 15.2

Pad Kit
NC 10-23-07
WARRANTY PARTS
RECEIVED

STEAM/DIP BREAKS	FLAT RATE PRICE	R.O. NO. 69400		TIME	OFF 2.2
10/24/07	Holohan	672	2BC	1.6	ON 10/23/07

MATHENY
BUICK - GMC - VOLVO - THOMAS

3RD & ANN ST. * P.O. BOX 1304
PARKERSBURG, W. VIRGINA 26102 - 1304
www.mathenymotors.com
service@mathenymotors.com
(304) 485-4418

[redacted]
VIENNA, WV [redacted]

INVOICE NUMBER: **67270**
SERVICE ADVISOR: **826 RICK TRACEWELL**
CUSTOMER NUMBER: **2956234**

Home: [redacted]
Cell: Pager:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	UNIT#
SILVER	07	GMC YUKON XL	1GKFK16357J[redacted]		5309	

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
29JUN07			WAIT 05FEB08			CASH	12FEB08

R.O. OPENED	READY	OPTIONS
09:16 06FEB08	11:31 12FEB08	STK:220366 DLR:50593 ENG:3 AXL:143 1[redacted] FOL

```
LINE OPCODE TECH TYPE HOURS                                   LIST      NET      TOTAL
A MATHENY CUSTOMER OIL CHG SPECIAL / /
CAUSE: CUSTOMER REQUEST
     SVC SERVICE LIGHT DUTY GAS .4
            528 CTRK  0.20
            571 CTRK  0.20
                      0.40                                              0.00      0.00
        1 19167894 FILTER                                        9.95   9.95      9.95
        6 GW5W30 GOODWRENCH                                      2.75   0.00      0.00
PARTS:      9.95  LABOR:      0.00  OTHER:      0.00  TOTAL LINE A:               9.95

 CORRECTION: SERVICED
            ***************************************************
B WIPER COMPLAINT / FRONT AND REAR WASHERS INOP /
CAUSE: WASHER FLUID LOW
     CWIPER WIPER COMPLAINT
            640 CTRK  0.00                                            0.00      0.00
PARTS:      0.00  LABOR:      0.00  OTHER:      0.00  TOTAL LINE B:               0.00

 CORRECTION---WASHER FLUID LOW/TOPPED WASHER FLUID OFF AND TESTED
 OKAY
            ***************************************************
C ELECTRICAL COMPLAINT / HAVT TO JUMP START AT TIMES /
CAUSE: WORKING AS DESIGNED AT THIS TIME
     J9993 CHECKED FOR STARTING CONCERN
            640 WGMC  0.30                                                          (N/C)
        FC: 9Z PART#: COUNT: 0
        CLAIM TYPE:
        AUTH CODE:
        PN

PARTS:      0.00  LABOR:      0.00  OTHER:      0.00  TOTAL LINE C:               0.00

 CORRECTION---TEST BATTERY 12.5V 620CCA OKAY/CHE CKED FOR PARACITIC
```

CASHIER

METHOD OF PAYMENT

- ☐ CASH
- ☐ CHARGE
- ☑ CHECK CHECK# 3671
- ☐ CREDIT CARD
- ☐ AMOUNT PAID 10.55 DATE PAID 2/15

DISCLAIMER OF WARRANTIES

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DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
SHOP SUPP/ENV FEES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

Shop supplies consist of bolts, fittings, wire ends, antifreeze, disposal, oil disposal, degreasers, rags and other miscellaneous supplies that were used to repair your vehicle.

CUSTOMER SIGNATURE
X

OFFICE COPY

File Copy

MATHENY
BUICK - GMC - VOLVO - THOMAS

3RD & ANN ST. * P.O. BOX 1304
PARKERSBURG, W. VIRGINA 26102 - 1304
www.mathenymotors.com
service@mathenymotors.com
(304) 485-4418

[redacted]
VIENNA, WV [redacted]

INVOICE NUMBER: **67270**
SERVICE ADVISOR: **826 RICK TRACEWELL**
CUSTOMER NUMBER: **2956234**

Home: [redacted]
Cell: Pager:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	UNIT#
SILVER	07	GMC YUKON XL	1GKFK16357J[redacted]		5309	

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
29JUN07			WAIT 05FEB08			CASH	12FEB08

R.O. OPENED	READY	OPTIONS:
09:16 05FEB08	11:31 12FEB08	STK:220366 DLR:50593 ENG:3 AXL:143 1[redacted]=FOL

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

DRAW OKAY/DID FIND 12V CONVE RTER ON CONSOLE WHICH COULD CAUSE BATTERY TO RU N DEAD IF LEFT HOOKED UP OR INSTALLED WITH ENGI NE OFF WORKING AS DESIGNED AT THIS TIME

****

CASHIER

METHOD OF PAYMENT

- ☐ CASH
- ☐ CHARGE
- ☐ CHECK CHECK#_____
- ☐ CREDIT CARD
- ☐ AMOUNT PAID_____ DATE PAID_____

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CUSTOMER SIGNATURE
X

DESCRIPTION	TOTALS
LABOR AMOUNT	$ 0.00
PARTS AMOUNT	$ 9.95
GAS, OIL, LUBE	$ 0.00
SUBLET AMOUNT	$ 0.00
SHOP SUPP/ENV FEES	$ 0.00
TOTAL CHARGES	$ 9.95
LESS INSURANCE	$ 0.00
SALES TAX	$ 0.60
PLEASE PAY THIS AMOUNT	**$ 10.55**

OFFICE COPY

File Copy

RO NUMBER	DATE CLOSED	MILEAGE	SWR	TECH	TYPE	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION
61960	25OCT07	24000	372		MC	H0042	PADS, DISC BRA	J9992	CHECKED FUEL	GE0716	DIAGNOSTIC SYS		
56228	06JUL07	94292	6		DI	WV	WEST VIRGINIA	WVS	STICKER #14773				

SHOWN ABOVE ARE THE MOST RECENT SERVICES PERFORMED ON YOUR VEHICLE.

CURRENT MILEAGE 5309

BASED ON THE CURRENT MILEAGE OF YOUR VEHICLE, THE MANUFACTURER RECOMMENDS THAT THE SERVICES MARKED WITH AN 'X' BE PERFORMED NOW.

LUBE OIL FILTER / ROTATE TIRES / BRAKE INSPECTION / WHEEL BEARING FACE / TIRE BALANCE / FRONT END ALIGNMENT / TRANSMISSION SERVICE / REAR AXLE SERVICE / FUEL FILTER / FUEL SYSTEM SERVICE / COOLING SYSTEM SERVICE / TUNE UP / STATE INSPECTION / CHARGING SYSTEM INSPECTION / DRIVE BELT INSPECTION / EXHAUST SYSTEM INSPECTION / EMISSION CONTROL SERVICE / SHOCK & SUSPENSION INSPECTION / WIPER BLADE INSERTS / MC SERVICE / DOT INSPECTION

MATHENY BUICK - GMC - VOLVO - THOMAS BUS

3RD AND ANN STREETS * P.O. BOX 1304
PARKERSBURG, WEST VIRGINIA 26102-1304
PHONE: (304) 485-4418

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 or repairs thereto. Not responsible for damage from freezing due to lack of antifreeze.

CUST. NO 2956234 STOCK NO. 220366 TAG NO. COLOR SILVER PAGE 1 OF 1

DATE	VEHICLE IDENTIFICATION NUMBER	MILEAGE	DELIVER DATE	LICENSE NUMBER	YEAR	MAKE AND MODEL	WRITTEN BY	RO NUMBER
05FEB2008	1GKFK16357[redacted]	5309	29JUN07		07	GMC YUKON XL	826	67270

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.

PRELIMINARY ESTIMATE $ _____

AUTHORIZED BY: X

REVISED ESTIMATE(1) $	DATE	TIME	BY
REVISED ESTIMATE(2) $			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

X _____
CUSTOMER SIGNATURE

NAME [redacted]

CITY/STATE/ZIP VIENNA WV [redacted]

BILL TO: P.O. NO.

TIME PROMISED ~~WAITER~~

SAVE PARTS YES ☐ NO ☐

HOME PHONE [redacted]

ENGINE NO.	TRANSM. NO.	AXLE NO.	PROD. DATE	LABOR RATE
3		143		70.00

1 [redacted] FOL [redacted]

METHOD OF PAYMENT CASH
SELLING DEALER 50593
WARRANTY EXPIRES

LINE	OP CODE	LABOR INSTRUCTIONS AND DESCRIPTION	GAS/OIL/GREASE	AMOUNT
# A	FOL 528 571	MATHENY CUSTOMER OIL CHG SPECIAL / / 6 9T / 48		
# B	CWIPER 640	WIPER COMPLAINT / FRONT AND REAR WASHERS INOP / No fluid in Resivoir & Hoses tested OK. Customer Concern not Verified or Duplicated [signature] 2/5/08	TOWING	AMOUNT
# C	CELE 640	ELECTRICAL COMPLAINT / HAVT TO JUMP START AT TIMES / Tested batt 12.5V 620 CCA ok Checked for Parasitic draw ok. Did find ~~[illegible]~~ 12V Converter on console which could cause batt to Run dead if left hooked up or installed w/Eng off. Customer Concern not Verified or Duplicated [signature] 2/5/08	MISC. CHARGES	AMOUNT
			SUBLETS P.O. NO.	AMOUNT

FOREMAN'S SIGNATURE X

REMIT TO: P.O. BOX 1304 * PARKERSBURG, WV 26102-1304

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

TECHNICIAN COPY

Q	PART NAME	PART #	PART $	LABOR		LINE #	TEC	TIME PUNCH
						640		

STRAIGHT TIME (HOURS)		FLAT RATE		R/O NO. 67270	TIME	OFF 4
1	4			OPER. NO.		
				EMP. NO. 528		ON

STRAIGHT TIME (HOURS)		FLAT RATE		R/O NO. 67270	TIME	OFF 4
1	4			OPER. NO.		
				EMP. NO. 571		ON

STRAIGHT TIME (HRS)	FLAT RATE PRICE	R.O. NO. 67270		TIME	OFF 8
2/15/08	Moulshan	6401	OPER. NO. BC	.3	ON 2/15/08 .3

MATHENY
BUICK - GMC - VOLVO - THOMAS

3RD & ANN ST. * P.O. BOX 1304
PARKERSBURG, W. VIRGINA 26102 - 1304
www.mathenymotors.com
service@mathenymotors.com
(304) 485-4418

[redacted]
VIENNA, WV [redacted]

Home: [redacted]
Cell: Pager:

INVOICE NUMBER: **73651**
SERVICE ADVISOR: **429 MELINDA HILL**
CUSTOMER NUMBER: **2956234**

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	UNIT#
SILVER	07	GMC YUKON XL	1GKFK16357J[redacted]		10132	

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
29JUN07			17:00 11JUL08			CASH	17JUL08

R.O. OPENED	READY	OPTIONS:
09:53 07JUL08	12:18 17JUL08	STK:220366 DLR:50593 ENG:3 AXL:143 1[redacted]=FOL

LINE OPCODE TECH TYPE A/HRS S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A MATHENY CUSTOMER OIL CHG SPECIAL / /						
CAUSE: CUSTOMER REQUEST						
SVC SERVICE LIGHT DUTY GAS .4						
571 CTRK 0.90 0.40	653	0			0.00	0.00
1 19167894 FILTER	306	995	0	9.95	9.95	9.95
6 GW5W30 GOODWRENCH	1110	0	0	2.75	0.00	0.00
CORRECTION: SERVICED						
B PULLS TO RIGHT						
CAUSE: STEER GEAR LEAKING (RACK)						
ALIGN THRUST ALIGNMENT ON RWD TRUCKS AND CARS						
514 CTRK 0.00 0.00	0	0			0.00	0.00
SEE LINE G						
C INTERIOR COMPLAINT / RIGHT REAR SILL PLATE PULLED APART /						
CAUSE: OUT OF POSITION						
C3560 PLATE AND/OR INSERT, REAR DOOR SILL RIGHT						
REPLACE						
640 WGMC 0.20 0.20	360	1415			14.15	14.15
FC: 2W PART#: COUNT: 0						
CLAIM TYPE:						
AUTH CODE:						
ON						
	0	0	TPARTS			
	360	1415	TLABOR			
CORRECTION: R&R AND REINSTALLED SILL PLATE						
D** ROTATE AND COMPUTER BALANCE FOUR TIRES / /						
CAUSE: CUSTOMER REQUEST						
TIRENBAL ROTATE AND COMPUTER BALANCE FOUR TIRES						
514 CTRK 1.30 0.80	2145	3200			32.00	32.00
CORRECTION: ROTATED TIRES & BALANCED 4 TIRES						
E** WEST VIRGINIA STATE INSPECTION .5 / /						
CAUSE: CUSTOMER REQUEST						
WV WEST VIRGINIA STATE INSPECTION .5						
528 CTRK 0.90 0.50	585	1100			11.00	11.00
WVS STICKER #0073628						

CASHIER

METHOD OF PAYMENT

- ☐ CASH
- ☐ CHARGE
- ☐ CHECK CHECK#_____
- ☐ CREDIT CARD
- ☐ AMOUNT PAID_____ DATE PAID_____

DISCLAIMER OF WARRANTIES

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DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
SHOP SUPP/ENV FEES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

Shop supplies consist of bolts, fittings, wire ends, antifreeze, disposal, oil disposal, degreasers, rags and other miscellaneous supplies that were used to repair your vehicle.

CUSTOMER SIGNATURE
X

OFFICE COPY

Accounting Copy

MATHENY
BUICK - GMC - VOLVO - THOMAS

3RD & ANN ST. * P.O. BOX 1304
PARKERSBURG, W. VIRGINA 26102 - 1304
www.mathenymotors.com
service@mathenymotors.com
(304) 485-4418

[redacted]
VIENNA, WV [redacted]

INVOICE NUMBER: **73651**
SERVICE ADVISOR: **429 MELINDA HILL**
CUSTOMER NUMBER: **2956234**

Home: [redacted]
Cell: Pager:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	UNIT#
SILVER	07	GMC YUKON XL	1GKFK16357J[redacted]		10132	

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
29JUN07			17:00 11JUL08			CASH	17JUL08

R.O. OPENED	READY	OPTIONS:
09:53 07JUL08	12:18 17JUL08	STK:220366 DLR:50593 ENG:3 AXL:143 1[redacted]=FOL

```
LINE OPCODE TECH TYPE A/HRS S/HRS   COST    SALE  COMP    LIST      NET    TOTAL
            528  CWV  0.00  0.00      0     100                    1.00     1.00
 CORRECTION: WV INSPECTION
F** ENGINE COMPLAINT / TRACTION CONTROL & STABILITY LIGHT ON /
CAUSE: STEERING POSITION SENSOR INOP
     E7690 SENSOR, STEERING WHEEL ROTATION REPLACE
            672 WGMC  1.20  1.20   2160    8491                   84.91    84.91
       1 25833069 SENSOR           5402    7563     0   94.78    75.63    75.63
        FC: 6C
        PART#: 25833069
        COUNT: 1
        CLAIM TYPE:
        AUTH CODE:
        WT
                                   5402    7563 TPARTS
                                   2160    8491 TLABOR
 CORRECTION:CHECKED HAD CODE SET FOR STEERING PO SITION SENSOR. THE
 OLD ONE IS OUT OF RANGE, SHO ULD BE 0% WHEN STEERING WHEEL IS STRAIGHT,
 THIS WAS 385%. R&R STEERING COLUMN & SENSOR. REPLAC ED STEERING
 POSITION SENSOR. CLEARED CODE. ROAD TESTED OK
G** STEERING COMPLAINT / STEERING GEAR LEAKING /
CAUSE: LEAKING
     E9740 GEAR ASSEMBLY, POWER STEERING REPLACE
            514 WGMC  2.30  2.30   3795   16275                  162.75   162.75
       1 19179828 GR KT REM       30780   43092     0  539.98   430.92   430.92
       CORE CHARGE W              15000   15000                  150.00   150.00
       1 89020661 FLUID             538     753     0    9.43     7.53     7.53
        FC: 6C
        PART#: 19179828
        COUNT: 2
        CLAIM TYPE:
        AUTH CODE: B
        VN
                                   46318   58845 TPARTS
                                    3795   16275 TLABOR
```

CASHIER

METHOD OF PAYMENT

- ☐ CASH
- ☐ CHARGE
- ☐ CHECK CHECK#_____
- ☐ CREDIT CARD
- ☐ AMOUNT PAID_____ DATE PAID_____

Shop supplies consist of bolts, fittings, wire ends, antifreeze, disposal, oil disposal, degreasers, rags and other miscellaneous supplies that were used to repair your vehicle.

DISCLAIMER OF WARRANTIES

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, to the extent permitted by law. Matheny Motor Truck Co. is not responsible for items lost or stolen that have been left in the vehicle. Payment terms on charge accounts is Net 30.

CUSTOMER SIGNATURE
X

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
SHOP SUPP/ENV FEES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

OFFICE COPY

Accounting Copy

MATHENY
BUICK - GMC - VOLVO - THOMAS

[redacted]

VIENNA, WV [redacted]

3RD & ANN ST. * P.O. BOX 1304
PARKERSBURG, W. VIRGINA 26102 - 1304
www.mathenymotors.com
service@mathenymotors.com
(304) 485-4418

INVOICE NUMBER: **73651**

SERVICE ADVISOR: **429 MELINDA HILL**

CUSTOMER NUMBER: **2956234**

Home: [redacted]
Cell: Pager:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	UNIT#
SILVER	07	GMC YUKON XL	1GKFK16357J[redacted]		10132	

DEL DATE	PROD. DATE	WARR. EXP	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
29JUN07			17:00 11JUL08			CASH	17JUL08

R.O. OPENED	READY	OPTIONS:
09:53 07JUL08	12:18 17JUL08	STK:220366 DLR:50593 ENG:3 AXL:143 1[redacted] FOL

LINE OPCODE TECH TYPE A/HRS S/HRS COST SALE COMP LIST NET TOTAL

CORRECTION: REPLACED STEERING GEAR & POWER STEE RING FLUID

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
46100	4300	3383		46800	995	1416	
46200	26181	6315		7704	100	0	
48000	66408	51720		32400	318	0	
22500	5713	*******		26300	92589	*******	

CREDIT RECEIVED
MEMO 919 - 77589
DK 7/31/08 CRM

COST, SALE, & COMP TOTALS 62834 97984 0

CASHIER

METHOD OF PAYMENT

- ☐ CASH
- ☐ CHARGE
- ☐ CHECK CHECK#_____
- ☐ CREDIT CARD
- ☐ AMOUNT PAID_____ DATE PAID_____

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CUSTOMER SIGNATURE
X

DESCRIPTION	TOTALS
LABOR AMOUNT	$ 44.00
PARTS AMOUNT	$ 9.95
GAS, OIL, LUBE	$ 0.00
SUBLET AMOUNT	$ 0.00
SHOP SUPP/ENV FEES	$ 0.00
TOTAL CHARGES	$ 53.95
LESS INSURANCE	$ 0.00
SALES TAX	$ 3.18
PLEASE PAY THIS AMOUNT	**$ 57.13**

OFFICE COPY

Accounting Copy

RO NUMBER	DATE CLOSED	MILEAGE	S R V	T E C H	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION
67270112FEB08		53092628	R	R	SVC	SERVICE LIGHT	CWIPER	WIPER COMPLAIN	J9993	CHECKED FOR ST		
61980250CT07		24000372	M	C	H0042	PADS, DISC BRA	J9992	CHECKED FUEL G	E0716	DIAGNOSTIC SYS		
56228060JL07		94292	6	D	IWV	WEST VIRGINIA	NVS	STICKER #14773				

SHOWN ABOVE ARE THE MOST RECENT SERVICES PERFORMED ON YOUR VEHICLE.

CURRENT MILEAGE 10132

BASED ON THE CURRENT MILEAGE OF YOUR VEHICLE, THE MANUFACTURER RECOMMENDS THAT THE SERVICES MARKED WITH AN 'X' BE PERFORMED NOW.

OIL & LUBE, TIRE & TIRE PRESSURE, WHEEL INSPECTION, TIRE BALANCE, FRONT END ALIGNMENT, THERMOSTATIC SERVICE, REAR AXLE SERVICE, AIR FILTER, FUEL SYSTEM SERVICE, COOLING SYSTEM SERVICE, TUNE UP, BRAKE INSPECTION, DIAGNOSTIC SYSTEM INSPECTION, CAR WASH, BELT INSPECTION, EXHAUST SYSTEM INSPECTION, BATTERY CONDITION, SERVICE, SHOCK & SUSPENSION INSPECTION, WIPER BLADE INSERTS, ATF SERVICE, FUEL INJECTOR

MATHENY BUICK - GMC - VOLVO - THOMAS BUS

3RD AND ANN STREETS * P.O. BOX 1304
PARKERSBURG, WEST VIRGINIA 26102-1304
PHONE: (304) 485-4418

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. Not responsible for damage from freezing due to lack of antifreeze.

CUST. NO 2956234 STOCK NO. 220366 TAG NO. COLOR SILVER PAGE 1 OF 1

DATE	VEHICLE IDENTIFICATION NUMBER	MILEAGE	DELIVER DATE	LICENSE NUMBER	YEAR	MAKE AND MODEL	WRITTEN BY	RO NUMBER
07JUL2008	1GKFK16357J[redacted]	10132	29JUN07		07	GMC YUKON XL	429	73651

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are those 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 so sold, accessories installed, and labor so rendered that dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that no warranties created by dealer, express or implied, including 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.

PRELIMINARY ESTIMATE $ _____

AUTHORIZED BY X

REVISED ESTIMATE(1) $	DATE	TIME	BY
REVISED ESTIMATE(2) $			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

X
CUSTOMER SIGNATURE

NAME
[redacted]

TIME PROMISED 17:00 07JUL08

SAVE PARTS YES ☐ NO ☐

CITY/STATE/ZIP VIENNA WV [redacted]

HOME PHONE [redacted]

BILL TO: [redacted] P.O. NO.

ENGINE NO. 3 TRANSM. NO. AXLE NO. 143 PROD. [redacted] 70.00

1/[redacted] FOL

METHOD OF PAYMENT CASH
SELLING DEALER 50593
WARRANTY EXPIRES

LINE	OP CODE	LABOR INSTRUCTIONS AND DESCRIPTION	GAS/OIL/GREASE	AMOUNT
# A	FOL 528 571	MATHENY CUSTOMER OIL CHG SPECIAL / / 6 qt / 48 / Voltage exceeds 14.2 volts while charging		
# B	ALIGN 514	PULLS TO RIGHT Checked Steering & Susp. Found Steering Gear Leaking PS Fluid - Replaced Set Caster, Camber & Toe In	TOWING	AMOUNT
# C	WINTERIOR 640	INTERIOR COMPLAINT / RIGHT REAR SILL PLATE PULLED APART / R&R & Reinstalled Sill Plate	MISC. CHARGES	AMOUNT
# D 514		Balance & Rotate Bal & Rotated 4 Tires	SUBLETS P.O. NO.	AMOUNT
# E LWV		Traction Control / Stability Needs Serviced Steering Position Sensor Trouble		
# F	672	on Dock 6		

FOREMAN'S SIGNATURE X

REMIT TO: P.O. BOX 1304 * PARKERSBURG, WV 26102-1304

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

TECHNICIAN COPY 00 73628

Q	PART NAME	PART #	PART $	LABOR		LINE #	TEC	TIME PUNCH
	Steering Sens	19153072						
		19179828						
		WARRANTY PARTS						
		RECEIVED						
		7/8/08						
		STEEL GEAR				672		
		RECEIVED						
		WARRANTY PARTS						
		(E) 8-08				672		
		STEEL SENSOR						
		19283069						
		RECEIVED						
		FE 7-11-08						

STRAIGHT TIME (HOURS)	FLAT RATE	R/O NO. 73651	TIME	OFF 4
	9	OPER. NO. EMP. NO. 571		ON

STRAIGHT TIME (HOURS)	FLAT RATE	R/O NO. 73651	TIME	OFF 4
	9	OPER. NO. EMP. NO. 528		ON

STRAIGHT TIME (HOURS)	FLAT RATE	R/O NO. 73651	TIME	OFF 3
	1.5	OPER. NO. EMP. NO. 514		ON

STRAIGHT TIME (HOURS)	FLAT RATE	R/O NO. 73651	TIME	OFF 6
	1.5	OPER. NO. EMP. NO. 514		ON

STRAIGHT TIME (HOURS)	FLAT RATE	R/O NO. 73651	TIME	OFF 7
	.8	OPER. NO. EMP. NO. 514		ON

STRAIGHT TIME (HOURS)	FLAT RATE PRICE	R/O NO.	EMP. NO.	OPER. NO.	TIME	OFF
7/10/08	Mollohan	73651	640	C	0.2	7/9/08

1.3	
1.5	
.8	
6.40	.2

672 check fuel Code 527 For steering position sensor need sensor The old one is out of range should be 0% when steering wheel is straight This was 28.5% Cleared Code for steering column pos sensor road Tested ok

STRAIGHT TIME (HRS)	FLAT RATE PRICE	R/O NO. 73651	EMP. NO. 672	OPER. NO. F	TIME 1.2	OFF 2.1 ON 7/7-7/11
7/16/08	Mollohan					

MATHENY
BUICK - GMC - VOLVO - THOMAS

3RD & ANN ST. * P.O. BOX 1304
PARKERSBURG, W. VIRGINA 26102 - 1304
www.mathenymotors.com
service@mathenymotors.com
(304) 485-4418

[redacted]
VIENNA, WV[redacted]

Home: [redacted]
Cell: Pager:

INVOICE NUMBER: **78947**
SERVICE ADVISOR: **826 RICK TRACEWELL**
CUSTOMER NUMBER: **2956234**

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	UNIT#
SILVER	07	GMC YUKON XL	1GKFK16357J[redacted]		12180	

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
29JUN07			17:00 17NOV08			CASH	04DEC08

R.O. OPENED	READY	OPTIONS:
13:47 17NOV08	12:43 04DEC08	STK:220366 DLR:50593 ENG:3 AXL:143 1[redacted]FOL

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A INSTALL HARNESS V1993
CAUSE: POSSIBLE HEATED WASHER CIRCUIT SHORT
V1993 INSTALL HARNESS AND REINSTALL FUSE
640 WGMC 0.20 (N/C)
1 20773432 HARNESS (N/C)
FC: 96
PART#: 20773432
COUNT: 1
CLAIM TYPE:
AUTH CODE:
MA

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

CORRECTION---INSTALLED NEW HEATED WASHER HARNES S PER RECALL
****

B** Engine Control Module Reprogram with SPS Y0124
CAUSE: POSSIBLE INCORRECT SOFTWARE
Y0124 Reprogram ECM for E85 Virtual Flex Fuel Sensor
651 WGMC 0.40 (N/C)
FC: 96 PART#: COUNT: 0
CLAIM TYPE:
AUTH CODE:
MA

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

CORRECTION---PROGRAMMED PER RECALL
****

C** REPROGRAM RCDLR Y0150 Y0151
CAUSE: POSSIBLE INCORRECT SOFTWARE

CASHIER

METHOD OF PAYMENT
- ☐ CASH
- ☐ CHARGE
- ☐ CHECK CHECK#_____
- ☐ CREDIT CARD
- ☐ AMOUNT PAID_____ DATE PAID_____

DISCLAIMER OF WARRANTIES

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DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
SHOP SUPP/ENV FEES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

Shop supplies consist of bolts, fittings, wire ends, antifreeze, disposal, oil disposal, degreasers, rags and other miscellaneous supplies that were used to repair your vehicle.

CUSTOMER SIGNATURE
X

OFFICE COPY

File Copy

MATHENY
BUICK - GMC - VOLVO - THOMAS

3RD & ANN ST. * P.O. BOX 1304
PARKERSBURG, W. VIRGINA 26102 - 1304
www.mathenymotors.com
service@mathenymotors.com
(304) 485-4418

[redacted]
VIENNA, WV [redacted]

INVOICE NUMBER: **78947**
SERVICE ADVISOR: **826 RICK TRACEWELL**
CUSTOMER NUMBER: **2956234**

Home: [redacted]
Cell: Pager:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	UNIT#
SILVER	07	GMC YUKON XL	1GKFK16357J[redacted]		12180	

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
29JUN07			17:00 17NOV08			CASH	04DEC08

R.O. OPENED	READY	OPTIONS:
13:47 17NOV08	12:43 04DEC08	STK:220366 DLR:50593 ENG:3 AXL:143 1[redacted] =FOL

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
	Y0150	REPROGRAM RCDLR AND RKE					
		651	WGMC	0.60			(N/C)

FC: 96 PART#: COUNT: 0
CLAIM TYPE:
AUTH CODE:
MA

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

CORRECTION---PROGRAMMED PER RECALL
****

PAID IN FULL
PAID CASH
PAID CHECK
PAID CREDIT CARD
PAID ACCOUNT
PAID INSURANCE
PAID

CASHIER

METHOD OF PAYMENT
- ☐ CASH
- ☐ CHARGE
- ☐ CHECK CHECK#_____
- ☐ CREDIT CARD
- ☐ AMOUNT PAID_____ DATE PAID_____

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DESCRIPTION	TOTALS
LABOR AMOUNT	$ 0.00
PARTS AMOUNT	$ 0.00
GAS, OIL, LUBE	$ 0.00
SUBLET AMOUNT	$ 0.00
SHOP SUPP/ENV FEES	$ 0.00
TOTAL CHARGES	$ 0.00
LESS INSURANCE	$ 0.00
SALES TAX	$ 0.00
PLEASE PAY THIS AMOUNT	**$ 0.00**

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CUSTOMER SIGNATURE
X

OFFICE COPY

File Copy

RO NUMBER	DATE CLOSED	MILEAGE	S.W.R.	T.E.	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION
73651	17JUL08	101322971			RKSVC	SERVICE LIGHT	ALIGN	THRUST ALIGNMEC3560	PLATE AND/OR	I1IRENB	ROTATE AND COM	
					WV	WEST VIRGINIA	WVS	STICKER #00736E7690	SENSOR, STRER	IR9740	GEAR ASSEMBLY,	
67270	12FEB08	530926	28		RKSVC	SERVICE LIGHT	CWIPER	WIPER COMPLAINJ9993	CHECKED FOR ST			
61960	25OCT07	240003	72		MCH0042	PADS, DISC BRA	J9992	CHECKED FUEL GE0716	DIAGNOSTIC SYS			
56228	06JUL07	94292	6		DIWV	WEST VIRGINIA	WVS	STICKER #14773				

SHOWN ABOVE ARE THE MOST RECENT SERVICES PERFORMED ON YOUR VEHICLE.

CURRENT MILEAGE 12180

BASED ON THE CURRENT MILEAGE OF YOUR VEHICLE, THE MANUFACTURER RECOMMENDS THAT THE SERVICES MARKED WITH AN 'X' BE PERFORMED NOW.

OIL & FILTER	TIRE ROTATION	BRAKE INSPECTION	WHEEL BEARING PACK	TIRE BALANCE	FRONT END ALIGNMENT	TRANSMISSION SERVICE	REAR AXLE SERVICE	FUEL FILTER	FUEL SYSTEM SERVICE	COOLING SYSTEM SERVICE	TUNE-UP	STATE INSPECTION	CHASSIS LUBRICATION	DRIVE BELT INSPECTION	EXHAUST SYSTEM INSPECTION	EMISSION CONTROL SERVICE	SHOCK & SUSPENSION INSPECTION	WIPER BLADE INSERTS	A/C SERVICE	DOT INSPECTION

MATHENY BUICK - GMC - VOLVO - THOMAS BUS

3RD AND ANN STREETS * P.O. BOX 1304
PARKERSBURG, WEST VIRGINIA 26102-1304
PHONE: (304) 485-4418

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. Not responsible for damage from freezing due to lack of antifreeze.

CUST. NO 2956234 STOCK NO 220366 TAG NO. COLOR SILVER PAGE 1 OF 1

DATE	VEHICLE IDENTIFICATION NUMBER	MILEAGE	DELIVER DATE	LICENSE NUMBER	YEAR	MAKE AND MODEL	WRITTEN BY	RO NUMBER
17NOV2008	1GKFK16357J[redacted]	12180	29JUN07		07	GMC YUKON XL	826	78947

EXCLUSION OF WARRANTIES

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PRELIMINARY ESTIMATE $ _____

AUTHORIZED BY: X

REVISED ESTIMATE(1) $	DATE	TIME	BY
REVISED ESTIMATE(2) $			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

X _____ CUSTOMER SIGNATURE

NAME [redacted]

CITY/STATE/ZIP VIENNA WV [redacted]

BILL TO: P.O. NO.

TIME PROMISED 17:00 17NOV08

SAVE PARTS YES ☐ NO ☐

HOME PHONE [redacted]

ENGINE NO.	TRANSM. NO.	AXLE NO.	PROD. DATE	LABOR RATE
3		143		70.00

1.) MOLLOHAN- FOL

computers down

METHOD OF PAYMENT CASH
SELLING DEALER 50593
WARRANTY EXPIRES

LINE	OP CODE	LABOR INSTRUCTIONS AND DESCRIPTION	GAS/OIL/GREASE	AMOUNT
# A	08048	INSTALL HARNESS V1993		
640		Installed washer fluid heater module harness. called 11/29/08		
#B	06162	Reprogram	TOWING	AMOUNT
651		Completed		
			MISC. CHARGES	AMOUNT
#C	07007	Reprogram		
651		Completed		
			SUBLETS P.O. NO.	AMOUNT

FOREMAN'S SIGNATURE X

REMIT TO: P.O. BOX 1304 * PARKERSBURG, WV 26102-1304

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

TECHNICIAN COPY

Q	PART NAME	PART #	PART $	LABOR		LINE #	TEC	TIME PUNCH
1	19179828	Gear Brack 28						

651

13.4

6.51

STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R.O. NO.	TIME	OFF / ON
11/9/08	[illegible]	78447; EMP. NO. 646; OPER. NO. [illegible]	.7	OFF .7-11/10
12/3/08	Mollahan	78447; EMP. NO. 646; OPER. NO. a	(-.5)	(-.5)
12/3/08	Mollahan	78447; EMP. NO. 646; OPER. NO. C	1.0	OFF 2.0; ON 11/12/08

MATHENY
BUICK - GMC - VOLVO - THOMAS

3RD & ANN ST. * P.O. BOX 1304
PARKERSBURG, W. VIRGINA 26102 - 1304
www.mathenymotors.com
service@mathenymotors.com
(304) 485-4418

[redacted]
VIENNA, WV [redacted]

Home: [redacted]
Cell:

INVOICE NUMBER: **79194**
SERVICE ADVISOR: **826 RICK TRACEWELL**
CUSTOMER NUMBER: **2956234**

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	UNIT#
SILVER	07	GMC YUKON XL	1GKFK16357J [redacted]		12227	

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
29JUN07			17:00 24NOV08			CASH	04DEC08

R.O. OPENED	READY	OPTIONS:
14:37 24NOV08	15:45 04DEC08	STK:220366 DLR:50593 ENG:3 AXL:143 1 [redacted] FOL

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A STEERING COMPLAINT / STEERING LOCKED UP AND WONT TURN /
CAUSE: POWERSTEERING PUMP WORN AND MAKING NOISE/STEERING GEAR SPOOL
VALVE SEALS CUT /STEERING COLUMN IMPROPER ANGLE

E9050 POWER STEERING PUMP REPLACEMENT
651 WGMC 3.30 (N/C)
2 11562064 F-CLAMP (N/C)
1 15909824 PUMP (N/C)
1 89020661 FLUID (N/C)
FC: 6C
PART#: 15909824
COUNT: 4
CLAIM TYPE:
AUTH CODE: E
NZ

E9740 GEAR ASSEMBLY, POWER STEERING REPLACE
514 WGMC 0.50 (N/C)
651 WGMC 1.60 (N/C)
2.10 (N/C)
1 19179828 GR KT REM (N/C)
FC: 6C
PART#: 19179828
COUNT: 1
CLAIM TYPE:
AUTH CODE: B
OA

Z7903 3 DAY WARRANTY RENTAL
726 WGMC 0.00 (N/C)
FC: 98 PART#: COUNT: 0
CLAIM TYPE:
AUTH CODE:
MJ

SUBL RENTAL

CASHIER

METHOD OF PAYMENT
☐ CASH
☐ CHARGE
☐ CHECK CHECK#_____
☐ CREDIT CARD
☐ AMOUNT PAID_____ DATE PAID_____

DISCLAIMER OF WARRANTIES
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DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
SHOP SUPP/ENV FEES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

Shop supplies consist of bolts, fittings, wire ends, antifreeze, disposal, oil disposal, degreasers, rags and other miscellaneous supplies that were used to repair your vehicle.

CUSTOMER SIGNATURE
X

OFFICE COPY

File Copy

MATHENY
BUICK - GMC - VOLVO - THOMAS

[redacted]

VIENNA, WV [redacted]

3RD & ANN ST. * P.O. BOX 1304
PARKERSBURG, W. VIRGINA 26102 - 1304
www.mathenymotors.com
service@mathenymotors.com
(304) 485-4418

INVOICE NUMBER: **79194**

SERVICE ADVISOR: **826 RICK TRACEWELL**

CUSTOMER NUMBER: **2956234**

Home: [redacted]
Cell: Pager:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	UNIT#
SILVER	07	GMC YUKON XL	1GKFK16357J[redacted]		12227	

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
29JUN07			17:00 24NOV08			CASH	04DEC08

R.O. OPENED	READY	OPTIONS:
14:37 24NOV08	15:45 04DEC08	STK:220366 DLR:50593 ENG:3 AXL:143 1)MOLLOHAN=FOL

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

PO#157562

WGMC (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

CORRECTION---CHECKED OUT AND FOUND POWERSTEERIN G PUMP MAKING WHINNING NOISE HOT/REPLACED PUMP AND TEST DROVE AND FOUND STEERING HARD TO LEFT /REPALCED STEERING GEAR AND FLUSHED HOSES AND S HIMMED COLUMN DOWN AT FRONT BOLTS STEERING SHAF T RUBBING ANDS ALIGNED TO SPECS

****

CASHIER

METHOD OF PAYMENT

☐ CASH
☐ CHARGE
☐ CHECK CHECK#_____
☐ CREDIT CARD
☐ AMOUNT PAID_____ DATE PAID_____

Shop supplies consist of bolts, fittings, wire ends, antifreeze, disposal, oil disposal, degreasers, rags and other miscellaneous supplies that were used to repair your vehicle.

DISCLAIMER OF WARRANTIES

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, to the extent permitted by law. Matheny Motor Truck Co. is not responsible for items lost or stolen that have been left in the vehicle. Payment terms on charge accounts is Net 30.

CUSTOMER SIGNATURE
X

DESCRIPTION	TOTALS
LABOR AMOUNT	$ 0.00
PARTS AMOUNT	$ 0.00
GAS, OIL, LUBE	$ 0.00
SUBLET AMOUNT	$ 0.00
SHOP SUPP/ENV FEES	$ 0.00
TOTAL CHARGES	$ 0.00
LESS INSURANCE	$ 0.00
SALES TAX	$ 0.00
PLEASE PAY THIS AMOUNT	**$ 0.00**

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RO NUMBER	DATE CLOSED	MILEAGE	S W A	T I R E	I T E M	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION
73651	17JUL08	101522971				RKSVC	SERVICE LIGHT	ALIGN	THRUST ALIGNMEC3560		PLATE AND/OR ITIRENB		ROTATE AND COM
						WV	WEST VIRGINIA	WVS	STICKER #00736E7690		SENSOR, STEERID9740		GEAR ASSEMBLY,
67270	12FEB08	53092628				RKSVC	SERVICE LIGHT	CWIPER	WIPER COMPLAINJ9993		CHECKED FOR ST		
61960	25OCT07	24000372				MCH0042	PADS, DISC BRAJ9992		CHECKED FUEL SB0716		DIAGNOSTIC SYS		
56228	06JUL07	942926				DIWV	WEST VIRGINIA	WVS	STICKER #14773				

SHOWN ABOVE ARE THE MOST RECENT SERVICES PERFORMED ON YOUR VEHICLE.

CURRENT MILEAGE 12227

BASED ON THE CURRENT MILEAGE OF YOUR VEHICLE, THE MANUFACTURER RECOMMENDS THAT THE SERVICES MARKED WITH AN 'X' BE PERFORMED NOW.

LUBRICATION	POPPET VALVES	EMISSIONS INSPECTION	WHEEL BEARING CHECK	TIRE BALANCE	FRONT END ALIGNMENT	TRANSMISSION SERVICE	REAR AXLE SERVICE	FUEL FILTER	FUEL SYSTEM SERVICE	COOLING SYSTEM SERVICE	TUNE UP	STATE INSPECTION	CARBURETOR SPECIFICATIONS	UNDERHOOD INSPECTION	EXHAUST SYSTEM INSPECTION	EMISSION CONTROL SERVICE	BRAKE SUSPENSION INSPECTION	WIPER BLADE INSERTS	FO SERVICE	DOT INSPECTION

X

MATHENY BUICK - GMC - VOLVO - THOMAS BUS
3RD AND ANN STREETS * P.O. BOX 1304
PARKERSBURG, WEST VIRGINIA 26102-1304
PHONE: (304) 485-4418

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. Not responsible for damage from freezing due to lack of antifreeze.

CUST. NO 2956234 STOCK NO. 220366 TAG NO. COLOR SILVER PAGE 1 OF 1

DATE	VEHICLE IDENTIFICATION NUMBER	MILEAGE	DELIVER DATE	LICENSE NUMBER	YEAR	MAKE AND MODEL	WRITTEN BY	RO NUMBER
24NOV2008	1GKFK16357J[redacted]	12227	29JUN07		07	GMC YUKON XL	826	79194

EXCLUSION OF WARRANTIES

Any warranties on the parts and parameters 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 damages of any kind arising out of such purchase. The undersigned purchaser further agrees that the warranties set forth in dealer include, future and, limited to, any warranties that such parts and/or accessories are of merchantable quality or fit for any particular purpose, or that any vehicle or any of its systems perform with reasonable safety, efficiency, or comfort.

PRELIMINARY ESTIMATE $ _____

AUTHORIZED BY: X

REVISED ESTIMATE(1) $	DATE	TIME	BY
REVISED ESTIMATE(2) $			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

X CUSTOMER SIGNATURE

NAME [redacted]

TIME PROMISED 17:00 24NOV08

SAVE PARTS YES ☐ NO ☐

CITY/STATE/ZIP VIENNA WV [redacted]

HOME PHONE [redacted]

BILL TO: P.O. NO.

ENGINE NO.	TRANSM. NO.	AXLE NO.	PROD. DATE	LABOR RATE
3		143		70.00

1 [redacted] POL

METHOD OF PAYMENT CASH
SELLING DEALER 50593
WARRANTY EXPIRES

LINE	OP CODE	LABOR INSTRUCTIONS AND DESCRIPTION	GAS/OIL/GREASE	AMOUNT
# A	WSTEER	STEERING COMPLAINT / STEERING LOCKED UP AND WONT TURN /		1737.1
	651	P/S pump making Whining Noise Hot		
		Replaced pump - 1.3		
	514	Thrust Align - Set Toe In	TOWING	AMOUNT
				1.1
	651	Strong Hard to Turn left		
69/24		Replaced Strong Gear Shimmed Column	MISC. CHARGES	AMOUNT
		Bpool Valve Seals cut		
	651	Flushed P/S Hose - ? incl in		
	651	Shimmed column Down at Front Ferrante	SUBLETS P.O. NO.	AMOUNT
		Bolts I Shaft Rubber Fine (Nick #10602477)		
		Will pass thru		
		Dual Column Flush Lines		

OIL-E 20 - FOLLOW TALKS

FOREMAN'S SIGNATURE X 11/29/08

REMIT TO: P.O. BOX 1304 * PARKERSBURG, WV 26102-1304

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

TECHNICIAN COPY

Q	PART NAME	PART #	PART $	LABOR		LINE #	TEC	TIME PUNCH
2	11562064							
	[illegible]							
					1.2	681		'08 NOV24 10.[illegible]
					.8			'08 NOV24 17.4
					1.0	651		'08 NOV25 9.1
								10.1
					.8	651		'08 NOV25 [illegible]
								10.6
					3.9	651		'08 NOV20 11.5?
								'08 NOV22 15.[illegible]

B1011

STRAIGHT TIME (HOURS)	FLAT RATE	R/O NO. 79194 / OPER. NO. / EMP. NO. 514	TIME	OFF 5 / ON
.5				[illegible]

STRAIGHT TIME (HRS)	FLAT RATE PRICE	R.O. NO. 79194	TIME	OFF / ON
12/13/08	Moldan [illegible]	10/06	4.9	6.9 11/30 / 11/24 11/26 11/28

MATHENY
BUICK - GMC - VOLVO - THOMAS

3RD & ANN ST. * P.O. BOX 1304
PARKERSBURG, W. VIRGINA 26102 - 1304
www.mathenymotors.com
service@mathenymotors.com
(304) 485-4418

[redacted]
VIENNA, WV [redacted]

INVOICE NUMBER: **79738**
SERVICE ADVISOR: **826 RICK TRACEWELL**
CUSTOMER NUMBER: **2956234**

Home: [redacted]
Cell: Pager:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	UNIT#
SILVER	07	GMC YUKON XL	1GKFK16357J[redacted]		12602	

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
29JUN07			17:00 11DEC08			CASH	16DEC08

R.O. OPENED	READY	OPTIONS
09:59 11DEC08	10:17 16DEC08	STK:220366 DLR:50593 ENG:3 AXL:143 1)[redacted]=FOL

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A SQUEAKING NOISE IN STEERING AND FEELS DRAGGING IN STERING
CAUSE: INSUFFICIENT LUBRICATION ON INTERMEDIATE STEERING SHAFT
E7700 LUBE STEERING SHAFT
651 WGMC 0.40 (N/C)
FC: 2N PART#: COUNT: 0
CLAIM TYPE:
AUTH CODE:
NU
Z7910 SHUTTLE SERVICE
726 WGMC 0.00 (N/C)
FC: 98 PART#: COUNT: 0
CLAIM TYPE:
AUTH CODE:
MJ

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

CORRECTION---CHECKED OUT AND FOUND SQUEAKING NO ISE IN STEERING
/LUBED INTERMEDIATE STEERING SH AFT AND TESTED OKAY
****

B INTERIOR COMPLAINT / RATTLING NOISE IN DASH /
CAUSE: WORKING AS DESIGNED AT THIS TIME
CINTERIOR INTERIOR COMPLAINT
651 CTRK 0.00 0.00 0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

CORRECTION---TEST DROVE AND COULDNT HEAR ANY N OISE AT THIS TIME
WORKING AS DESIGNED AT THIS TIME
****

C GROWLING NOISE IN FRONTEND AND STEERING LOCKING UP
CAUSE: WORKING AS DESIGNED AT THIS TIME
F9995 CHCKED 4WD FOR NOISE
651 WGMC 0.20 (N/C)

CASHIER

METHOD OF PAYMENT
☐ CASH
☐ CHARGE
☐ CHECK CHECK# _____
☐ CREDIT CARD
☐ AMOUNT PAID _____ DATE PAID _____

Shop supplies consist of bolts, fittings, wire ends, antifreeze, disposal, oil disposal, degreasers, rags and other miscellaneous supplies that were used to repair your vehicle.

DISCLAIMER OF WARRANTIES

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CUSTOMER SIGNATURE
X

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
SHOP SUPP/ENV FEES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

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BUICK - GMC - VOLVO - THOMAS

3RD & ANN ST. * P.O. BOX 1304
PARKERSBURG, W. VIRGINA 26102 - 1304
www.mathenymotors.com
service@mathenymotors.com
(304) 485-4418

[redacted]
VIENNA, WV[redacted]

INVOICE NUMBER: **79738**
SERVICE ADVISOR: **826 RICK TRACEWELL**
CUSTOMER NUMBER: **2956234**

Home:[redacted]
Cell: Pager:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	UNIT#
SILVER	07	GMC YUKON XL	1GKFK16357J[redacted]		12602	

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
29JUN07			17:00 11DEC08			CASH	16DEC08

R.O. OPENED	READY	OPTIONS:
09:59 11DEC08	10:17 16DEC08	STK:220366 DLR:50593 ENG:3 AXL:143 1)[redacted]=FOL

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

FC: 9Z PART#: COUNT: 0
CLAIM TYPE:
AUTH CODE:
NH

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

CORRECTION---CHECKED OUT AND FOUND WORKING AS DESIGNED /ONLY GROWLS AND BINDS IN 4 HIGH AND 4 LOW IN SHARP TURNS AND DOESNT GRIND IN 2WD OR AUTO 4WD WORKING AS DESIGNED AT THIS TIME
****

D STEERING COMPLAINT / DRIFTING TO LEFT WHILE DRIVING /
CAUSE: HAD TO REMATCH TIRES
E0100 PULL AND TORQUE STEER ANALYSIS
514 WGMC 0.40 (N/C)
FC: 9Z PART#: COUNT: 0
CLAIM TYPE:
AUTH CODE:
O5

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

CORRECTION---TEST DROVE AND FOUND CROSSED FRONT TIRES AND TEST DROVE OKAY
****

CASHIER

METHOD OF PAYMENT
- ☐ CASH
- ☐ CHARGE
- ☐ CHECK CHECK#_____
- ☐ CREDIT CARD
- ☐ AMOUNT PAID_____ DATE PAID_____

DISCLAIMER OF WARRANTIES

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DESCRIPTION	TOTALS
LABOR AMOUNT	$ 0.00
PARTS AMOUNT	$ 0.00
GAS, OIL, LUBE	$ 0.00
SUBLET AMOUNT	$ 0.00
SHOP SUPP/ENV FEES	$ 0.00
TOTAL CHARGES	$ 0.00
LESS INSURANCE	$ 0.00
SALES TAX	$ 0.00
PLEASE PAY THIS AMOUNT	**$ 0.00**

Shop supplies consist of bolts, fittings, wire ends, antifreeze, disposal, oil disposal, degreasers, rags and other miscellaneous supplies that were used to repair your vehicle.

CUSTOMER SIGNATURE
X

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RO NUMBER	DATE CLOSED	MILEAGE	S W R	C O D E	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION
78947	04DEC08	121802	4	M	CV1993	INSTALL HARNES	Y0124	Reprogram ECM	Y0150	REPROGRAM RCDL		
79194	04DEC08	122272	5	M	CE5050	POWER STEERING	E9740	GEAR ASSEMBLY	Z7903	3 DAY WARRANTY	9999	SUBLET REPAIRS
73651	17JUL08	101322	9	7	RKSVC	SERVICE LIGHT	ALIGN	THRUST ALIGNME	C3560	PLATE AND/OR TIRENB		ROTATE AND COM
					WV	WEST VIRGINIA	WVS	STICKER #00736	F7690	SENSOR, STEERIE	9740	GEAR ASSEMBLY,
67270	12FEB08	55092	6	2	RKSVC	SERVICE LIGHT	CWIPER	WIPER COMPLAIN	J9993	CHECKED FOR ST		
61960	25OCT07	24000	3	7	NCB0042	PADS, DISC BRA	J9992	CHECKED FUEL G	E0716	DIAGNOSTIC SYS		
56228	06JUL07	94292	6	D	WV	WEST VIRGINIA	WVS	STICKER #14773				

SHOWN ABOVE ARE THE MOST RECENT SERVICES PERFORMED ON YOUR VEHICLE.

CURRENT MILEAGE 12602

BASED ON THE CURRENT MILEAGE OF YOUR VEHICLE, THE MANUFACTURER RECOMMENDS THAT THE SERVICES MARKED WITH AN 'X' BE PERFORMED NOW.

LUBE, OIL & FILTER	
ROTATE TIRES	
BRAKE INSPECTION	
WHEEL BALANCE, FRONT	
TIRE VALVE	
FRONT END ALIGNMENT	
THERMOSTAT SERVICE	
TUNE WITH SERVICE	
FUEL FILTER	
FUEL SYSTEM SERVICE	
COOLANT SYSTEM SERVICE	
TUNE UP	
STATE INSPECTION	
CHARGING SYSTEM INSPECTION	
CHASSIS LUBRICATION	
ANNUAL STATE INSPECTION	
EMISSION CONTROL SERVICE	
SERVICE INTERMITTENT INSPECTION	
VIBRATION ANALYSIS	
AC SERVICE	
DOT INSPECTION	

MATHENY BUICK - GMC - VOLVO - THOMAS BUS

3RD AND ANN STREETS * P.O. BOX 1304
PARKERSBURG, WEST VIRGINIA 26102-1304
PHONE: (304) 485-4418

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. Not responsible for damage from freezing due to lack of antifreeze.

CUST. NO 2956234 STOCK NO. 220366 TAG NO. COLOR SILVER PAGE 1 OF 1

DATE	VEHICLE IDENTIFICATION NUMBER	MILEAGE	DELIVER DATE	LICENSE NUMBER	YEAR	MAKE AND MODEL	WRITTEN BY	RO NUMBER
11DEC2008	1GKFK16357J[redacted]6	12602	29JUN07		07	GMC YUKON XL	826	79738

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are those made by the manufacturer. The undersigned purchaser hereby understands and agrees that dealer makes no warranties of any kind, express or implied, that extend to 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.

PRELIMINARY ESTIMATE $ _____

AUTHORIZED BY: X

REVISED ESTIMATE(1) $	DATE	TIME	BY
REVISED ESTIMATE(2) $			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES.

X CUSTOMER SIGNATURE

NAME [redacted]

TIME PROMISED 17:00 11DEC08

SAVE PARTS YES ☐ NO ☐

CITY/STATE/ZIP VIENNA WV [redacted]

HOME PHONE [redacted]

BILL TO: P.O. NO.

ENGINE NO.	TRANSM. NO.	AXLE NO.	PROD. DATE	LABOR RATE
3		143		70.00

1) MOLLOHAN=FOL

METHOD OF PAYMENT CASH
SELLING DEALER 50593
WARRANTY EXPIRES

LINE	OP CODE	LABOR INSTRUCTIONS AND DESCRIPTION	GAS/OIL/GREASE	AMOUNT
# A	WSTEER	SQUEAKING NOISE IN STEERING AND FEELS DRAGGING IN STERING Squeaking Noise with Steering full to Left and Moving Steering Wheel Back and Forth Slightly 6.9 Lub-J Strut I Shaft		
# B	WINTERIOR	INTERIOR COMPLAINT / RATTLING NOISE IN DASH / Not Heard Customer Concern not Verified or Duplicated - [illegible] 12/4/08	TOWING	AMOUNT
# C	WAXLE	GROWLING NOISE IN FRONTEND AND STEERING LOCKING UP Working As Designed - only Growls & Binds in 4 high 4Lo in Sharp turns ~~Does Not Growl & Bind~~ in 2WD or Auto 4WD Customer Concern not Verified or Duplicated - [illegible] 12/4/08	MISC. CHARGES	AMOUNT
# D	WSTEER	STEERING COMPLAINT / DRIFTING TO LEFT WHILE DRIVING / Crossed Front Tires - No More Drifts	SUBLETS P.O. NO.	AMOUNT

not Wayne

FOREMAN'S SIGNATURE X

REMIT TO: P.O. BOX 1304 * PARKERSBURG, WV 26102-1304

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

TECHNICIAN COPY

Q	PART NAME	PART #	PART $	LABOR		LINE #	TEC	TIME PUNCH
						651		

STRAIGHT TIME (HOURS)		FLAT RATE		R/O NO. 79738	TIME	OFF 2
1	4			OPER. NO.		
				EMP. NO. 514		ON

STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R.O. NO. 79738		TIME	OFF 7
12/16/08	Mollahan	EMP. NO. 651	OPER. NO. all	.6	ON 12/11/08

MATHENY
BUICK - GMC - VOLVO - THOMAS

3RD & ANN ST. * P.O. BOX 1304
PARKERSBURG, W. VIRGINA 26102 - 1304
www.mathenymotors.com
service@mathenymotors.com
(304) 485-4418

[redacted]
VIENNA, WV [redacted]

Home: [redacted]
Cell: Pager:

INVOICE NUMBER: **80520**
SERVICE ADVISOR: **826 RICK TRACEWELL**
CUSTOMER NUMBER: **2956234**

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	UNIT#
SILVER	07	GMC YUKON XL	1GKFK16357J[redacted]		13294	

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
29JUN07			17:00 23MAR09			CASH	26MAR09

R.O. OPENED	READY	OPTIONS:
10:11 06JAN09	10:52 26MAR09	STK:220366 DLR:50593 ENG:3 AXL:143 1[redacted] FOL

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A STEERING COMPLAINT / STEERING CATCHING, CLICKING NOISE /
CAUSE: STEERING SHAFT BOOT TO SMALL AND RUBBING STEERING SHAFT AND
LOWER COLUMN BEARING AND SESNOR RUBBING AND MAKING NOISE
E7696 SEAL, STEERING COLUMN (AT BULKHEAD) REPLACE
651 WGMC 1.20 (N/C)
1 25815601 F-SEAL (N/C)
FC: 6C
PART#: 25815601
COUNT: 1
CLAIM TYPE:
AUTH CODE:
ND
E7691 STEERING WHEEL POSITION SENSOR REPLACEMENT
651 WGMC 1.20 (N/C)
1 25833069 F-SENSOR (N/C)
1 15775851 ADAPTER (N/C)
FC: 6C
PART#: 25833069
COUNT: 2
CLAIM TYPE:
AUTH CODE: B
OA

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

CORRECTION---INSTALLED LARGER STEERING SHAFT BO OT AT FIRWALL AND
TEST DROVE AND FOUND LOWER CO LUMN BEARING AND SENSOR MAKING RUBBING
NOISE/RE PLACED COLUMN BEARING AND SENSOR AND TESTED OKA Y
****

B INTERIOR COMPLAINT / ONE OF REMOTES NOT WORKING /
CAUSE: REMOTES NEED PROGRAMMED
R4490 REPROGRAM REMOTES
651 WGMC 0.30 (N/C)

CASHIER

METHOD OF PAYMENT
- ☐ CASH
- ☐ CHARGE
- ☐ CHECK CHECK#_____
- ☐ CREDIT CARD
- ☐ AMOUNT PAID_____ DATE PAID_____

DISCLAIMER OF WARRANTIES

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DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
SHOP SUPP/ENV FEES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

Shop supplies consist of bolts, fittings, wire ends, antifreeze, disposal, oil disposal, degreasers, rags and other miscellaneous supplies that were used to repair your vehicle.

CUSTOMER SIGNATURE
X

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[redacted]

VIENNA, WV [redacted]

MATHENY
BUICK - GMC - VOLVO - THOMAS

3RD & ANN ST. * P.O. BOX 1304
PARKERSBURG, W. VIRGINA 26102 - 1304
www.mathenymotors.com
service@mathenymotors.com
(304) 485-4418

INVOICE NUMBER: **80520**

SERVICE ADVISOR: **826 RICK TRACEWELL**

CUSTOMER NUMBER: **2956234**

Home: [redacted]
Cell: Pager:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	UNIT#
SILVER	07	GMC YUKON XL	1GKFK16357J[redacted]		13294	

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
29JUN07			17:00 23MAR09			CASH	26MAR09

R.O. OPENED	READY	OPTIONS
10:11 06JAN09	10:52 26MAR09	STK.220366 DLR:50593 ENG:3 AXL:143 1[redacted]=FOL

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

FC: 6C PART#: COUNT: 0
CLAIM TYPE:
AUTH CODE:
OJ
Z7911 TWO WAY SHUTTLE SERVICE
726 WGMC 0.00 (N/C)
FC: 98 PART#: COUNT: 0
CLAIM TYPE:
AUTH CODE:
MJ

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

CORRECTION---PROGRAMMED REMOTES AND TESTED OKAY
****
C INTERIOR COMPLAINT / DASH HAS RATTLE /
CAUSE: WORKING AS DESIGNED AT THIS TIME
CINTERIOR INTERIOR COMPLAINT
651 CTRK 0.00 0.00 0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

CORRECTION---TEST DROVE AND FOUND WORKING AS DE SIGNED AT THIS TIME
****
D** ELECTRICAL COMPLAINT / REAR HATCH DEFROST CONTACT LOOSE /
CAUSE: REAR DEFROST CONTACT LOOSE
N3042 CONTACT, ELECTRICAL BACK DOOR LOCK/DEFOGGER
DOOR MOUNTED REPLACE
651 WGMC 0.50 (N/C)
FC: 6C PART#: COUNT: 0
CLAIM TYPE:
AUTH CODE:
OJ

CASHIER

METHOD OF PAYMENT

☐ CASH
☐ CHARGE
☐ CHECK CHECK#_____
☐ CREDIT CARD
☐ AMOUNT PAID_____ DATE PAID_____

DISCLAIMER OF WARRANTIES

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, to the extent permitted by law. Matheny Motor Truck Co. is not responsible for items lost or stolen that have been left in the vehicle. Payment terms on charge accounts is Net 30.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
SHOP SUPP/ENV FEES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

Shop supplies consist of bolts, fittings, wire ends, antifreeze, disposal, oil disposal, degreasers, rags and other miscellaneous supplies that were used to repair your vehicle.

CUSTOMER SIGNATURE
X

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www.mathenymotors.com
service@mathenymotors.com
(304) 485-4418

[redacted]
VIENNA, WV[redacted]

INVOICE NUMBER: **80520**
SERVICE ADVISOR: **826 RICK TRACEWELL**
CUSTOMER NUMBER: **2956234**

Home: [redacted]
Cell: Pager:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	UNIT#
SILVER	07	GMC YUKON XL	1GKFK16357J[redacted]		13294	

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
29JUN07			17:00 23MAR09			CASH	26MAR09

R.O. OPENED	READY	OPTIONS:
10:11 06JAN09	10:52 26MAR09	STK:220366 DLR:50593 ENG:3 AXL:143 1)[redacted]=FOL

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

CORRECTION---SOLDERED CONTACT BACK ON AND TESTE D OKAY
****
E** ELECTRICAL COMPLAINT / WIPER WIPE WHILE SITTING AT LIGHT /
CAUSE: WASHER FLUID HEATER MODULE OPEN
N3855 WINDSHIELD WASHER SOLVENT HEATER
REPLACEMENT
515 WGMC 0.60 (N/C)
1 25905513 HEATER (N/C)
FC: 6C
PART#: 25905513
COUNT: 1
CLAIM TYPE:
AUTH CODE: B
08

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00

CORRECTION---REPLACED WASHER FLUID HEATER MODUL E AND TESTED OKAY
****

CASHIER

METHOD OF PAYMENT
☐ CASH
☐ CHARGE
☐ CHECK CHECK#_____
☐ CREDIT CARD
☐ AMOUNT PAID_____ DATE PAID_____

Shop supplies consist of bolts, fittings, wire ends, antifreeze, disposal, oil disposal, degreasers, rags and other miscellaneous supplies that were used to repair your vehicle.

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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
SHOP SUPP/ENV FEES	$ 0.00
TOTAL CHARGES	$ 0.00
LESS INSURANCE	$ 0.00
SALES TAX	$ 0.00
PLEASE PAY THIS AMOUNT	**$ 0.00**

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RO NUMBER	DATE CLOSED	MILEAGE	S W R	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION
79738	16DEC08	126022651	M	CE7700	LUBE STEERING	Z7910	SHUTTLE SERVICE	CINTER	INTERIOR COMPL	F9995	CHECKED FOR
				E0100	PULL AND TORQ						
78947	04DEC08	121802640	M	CV1993	INSTALL HARNES	Y0124	Reprogram ECM	Y0150	REPROGRAM RCDL		
79194	04DEC08	122272651	M	CE9050	POWER STEERING	GE9740	GEAR ASSEMBLY	Z7903	3 DAY WARRANTY	9999	SUBLET REPAIRS
79651	17JUL08	101322971	R	KSVC	SERVICE LIGHT	ALIGN	THRUST ALIGNM	EC3560	PLATE AND/OR I	TIRENB	ROTATE AND COV
				WV	WEST VIRGINIA	WV9	STICKER #00731	37690	SENSOR, STEERI	E9740	GEAR ASSEMBLY.
67270	12FEB08	53092628	R	KSVC	SERVICE LIGHT	CWIPER	WIPER COMPLAIN	J9993	CHECKED FOR ST		

SHOWN ABOVE ARE THE MOST RECENT SERVICES PERFORMED ON YOUR VEHICLE

CURRENT MILEAGE 13294

BASED ON THE CURRENT MILEAGE OF YOUR VEHICLE, THE MANUFACTURER RECOMMENDS THAT THE SERVICES MARKED WITH AN 'X' BE PERFORMED NOW.

LUBE OIL FILTER
ROTATE TIRES
BRAKE INSPECTION
FRONT BRAKE PADS
TIRE BALANCE
FRONT END ALIGNMENT
TRANSMISSION SERVICE
REAR AXLE SERVICE
FUEL FILTER
FUEL SYSTEM SERVICE
COOLING SYSTEM SERVICE
TUNE UP
ATX TRANSMISSION
CHASSIS & SYSTEM INSPECTION
LIGHT BULB INSPECTION
DRIVABILITY INSPECTION
TRANSMISSION FLUID SERVICE
BRAKE & SUSPENSION INSPECTION
WATER BLACK LIGHTS
A/C SERVICE
CAR INSPECTION

X Molloban

MATHENY BUICK - GMC - VOLVO - THOMAS BUS

3RD AND ANN STREETS * P.O. BOX 1304
PARKERSBURG, WEST VIRGINIA 26102-1304
PHONE: (304) 485-4418

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. Not responsible for damage from freezing due to lack of antifreeze.

CUST. NO. 2956234 STOCK NO. 220366 TAG NO. COLOR SILVER PAGE 1 OF 1

DATE	VEHICLE IDENTIFICATION NUMBER	MILEAGE	DELIVER DATE	LICENSE NUMBER	YEAR	MAKE AND MODEL	WRITTEN BY	RO NUMBER
06JAN2009	1GKFK16357J[redacted]	13294	29JUN07		07	GMC YUKON XL	826	80520

EXCLUSION OF WARRANTIES

Any warranty on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser hereby 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 hereinabove and that in no event shall dealer be liable for incidental or consequential damages or punitive damages resulting from such parts. The undersigned purchaser further agrees that the remedies contained herein shall be the sole remedies that such parts or accessories shall not be free from defects in material or workmanship, that they will provide any service or any of its systems to perform with reasonable safety, efficiency, or comfort.

PRELIMINARY ESTIMATE $

AUTHORIZED BY: X

REVISED ESTIMATE(1) $	DATE	TIME	BY
REVISED ESTIMATE(2) $			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

X CUSTOMER SIGNATURE

NAME [redacted]

CITY/STATE/ZIP VIENNA WV [redacted]

BILL TO: [redacted]

TIME PROMISED 17:00 06JAN09

SAVE PARTS YES ☐ NO ☐

HOME PHONE [redacted]

ENGINE NO.	TRANSM. NO.	AXLE NO.	PROD. DATE	LABOR RATE
2		143		70.00

1) MOLLOHAN=FOL

Restoride

METHOD OF PAYMENT CASH
SELLING DEALER 50593
WARRANTY EXTENDED

INF	OP CODE	LABOR INSTRUCTIONS AND DESCRIPTION	GAS/OIL/GREASE	AMOUNT
# A	WSTEER	STEERING COMPLAINT / STEERING CATCHING, CLICKING NOISE / 15913515		
651		See history Installed Inner Steering Shaft Boot at Firewall Rubbing		
(B)		OK-B [illegible] 1/6/09		
# B	WINTERIOR	INTERIOR COMPLAINT / ONE OF REMOTES NOT WORKING /	TOWING	AMOUNT
651		Re programed Remotes		
(B)		OK-B [illegible] 1/6/09		
651		Replaced Inner Column Bearing & Seal making Rubbing noise Test Drive could not duplicate	MISC. CHARGES	AMOUNT
# C	WINTERIOR	INTERIOR COMPLAINT / DASH HAS RATTLE / Test Drive could not duplicate		
		Noise Operation OK-OK [illegible] 1/6/09		
(B)		Remove Hard Debris Cracking Soldered Contact	PUBLICITY PROMOTION	AMOUNT
		Replaced Operation OK-OK [illegible] 1/6/09		
315		Replaced Washer Fluid Check needle		
# D	WEIE	wipers wipe while sitting at light		

Fire Low Air

Putting Right

FOREMAN'S SIGNATURE X

REMIT TO: P.O. BOX 1304 PARKERSBURG, WV 26102-1304

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

TECHNICIAN COPY

Q	PART NAME	PART #	PART $	LABOR		LINE #	TEC	TIME PUNCH
		STEER SENSOR + ADAPT						
		CF 3-19-09						
		1500						
		CF 1-20-09						
			WASHER	FLUID HEATER		651		1.4
		CF 3-5-09						

STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R.O. NO. 80520		TIME	OFF 9
1/4/09	Mullahan	EMP. NO. 651	OPER. NO. A.B	.5	.5 - 1/6 ON

STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R.O. NO. 80520		TIME	OFF 9
1/29/09	Mullahan	EMP. NO. 651	OPER. NO. ALL	.8	.8 - 1/20 ON

STRAIGHT TIME (HOURS)	FLAT RATE	R/O NO. 80520	TIME	OFF 3
3/4/09	Mullahan	OPER. NO. E EMP. NO. 515	.7	.7 - 3/5 ON

STRAIGHT TIME (HOURS)	FLAT RATE	R/O NO. 80520	TIME	OFF 10
3/25/09	Mullahan	OPER. NO. 651 ALL EMP. NO.	1.4	1.4 ON

STRAIGHT TIME (HOURS)	FLAT RATE	R/O NO. 80520	TIME	OFF 6
3/25/09	Mullahan	OPER. NO. 515 E EMP. NO.	(-.1)	(-.1) ON

651

515 '09 MAR 5 11.6

1.23

1.8 651

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service@mathenymotors.com
(304) 485-4418

[redacted]
VIENNA, WV [redacted]

INVOICE NUMBER: **85238**
SERVICE ADVISOR: **826 RICK TRACEWELL**
CUSTOMER NUMBER: **2956234**

Home: [redacted]
Cell: Pager:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	UNIT#
SILVER	07	GMC YUKON XL	1GKFK16357J[redacted]		20854	

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
29JUN07			17:00 19JUN09			~~CASH~~	30JUN09

R.O. OPENED	READY	OPTIONS:
11:24 18MAY09	12:22 30JUN09	STK:220366 DLR:50593 ENG:3 AXL:143 1)[redacted]FOL

```
LINE OPCODE TECH TYPE HOURS                                   LIST      NET     TOTAL
A MATHENY CUSTOMER OIL CHG SPECIAL / /
CAUSE: CUSTOMER REQUEST
     SVC SERVICE LIGHT DUTY GAS .4
            435 CFOL  0.20
            490 CFOL  0.20
                      0.40                                              0.00      0.00
        1 19167894 FILTER                                        9.95   9.95      9.95
        6 GW5W30 GOODWRENCH                                      3.10   0.00      0.00
PARTS:      9.95  LABOR:      0.00  OTHER:      0.00  TOTAL LINE A:              9.95

 CORRECTION: SERVICE
            ***************************************************
B STEERING COMPLAINT / STEERING GRABBING - SEE HISTORY /
CAUSE: WORKING AS DESIGNED AT THIS TIME
     CSTEER STEERING COMPLAINT
            651 CTRK  0.00                                            0.00      0.00
PARTS:      0.00  LABOR:      0.00  OTHER:      0.00  TOTAL LINE B:              0.00

 CORRECTION---WORKING AS DESIGNED AT THIS TIME
            ***************************************************
C SUSPENSION COMPLAINT / PULLS RIGHT - 80 MPH - SEE HISTORY /
CAUSE: WORKING AS DESIGNED AT THIS TIME
     E0100 PULL AND TORQUE STEER ANALYSIS
            651 WGMC  0.40                                                        (N/C)
        FC: 9Z PART#: COUNT: 0
        CLAIM TYPE:
        AUTH CODE:
        OQ

PARTS:      0.00  LABOR:      0.00  OTHER:      0.00  TOTAL LINE C:              0.00

 CORRECTION---WORKING AS DESIGNED AT THIS TIME
            ***************************************************
```

CASHIER

METHOD OF PAYMENT

- ☐ CASH
- ☐ CHARGE
- ☐ CHECK CHECK# _____
- ☐ CREDIT CARD
- ☐ AMOUNT PAID _____ DATE PAID _____

DISCLAIMER OF WARRANTIES

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DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
SHOP SUPP/ENV FEES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

Shop supplies consist of bolts, fittings, wire ends, antifreeze, disposal, oil disposal, degreasers, rags and other miscellaneous supplies that were used to repair your vehicle.

CUSTOMER SIGNATURE
X

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(304) 485-4418

[redacted]
VIENNA, WV [redacted]

INVOICE NUMBER: **85238**
SERVICE ADVISOR: **826 RICK TRACEWELL**
CUSTOMER NUMBER: **2956234**

Home: [redacted]
Cell: Pager:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	UNIT#
SILVER	07	GMC YUKON XL	1GKFK16357J[redacted]		20854	

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
29JUN07			17:00 19JUN09			CASH	30JUN09

R.O. OPENED	READY	OPTIONS:
11:24 18MAY09	12:22 30JUN09	STK:220366 DLR:50593 ENG:3 AXL:143 1[redacted] FOL

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

D ELECTRICAL COMPLAINT / DOOR LOCKS GO UP & DOWN /
CAUSE: WORKING AS DESIGNED AT THIS TIME
N9995 CHECKED DOOR LOCKS
651 WGMC 0.30 (N/C)
FC: 9Z PART#: COUNT: 0
CLAIM TYPE:
AUTH CODE:
O7

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

CORRECTION---WORKING AS DESIGNED AT THIS TIME
****

E ELECTRICAL COMPLAINT / WHEN STARTING W/ REMOTE START - RADIO IS ON WHEN ENTERING & IS ON / WHEN JUST LOCKING & UNLOCKING
CAUSE: WORKING AS DESIGNED AT THIS TIME
J9993 CHECKED REMOTE START
651 WGMC 0.30 (N/C)
FC: 9Z PART#: COUNT: 0
CLAIM TYPE:
AUTH CODE:
OJ

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00

CORRECTION---WORKING AS DESIGNED AT THIS TIME
****

F INTERIOR COMPLAINT / RT REAR DOOR SILL SEPARATED /
CAUSE: RIGHT REAR DOOR C PILLAR MOLDING LOOSE
C4513 REPOSITION C PILLAR MOLDING
651 WGMC 0.30 (N/C)
FC: 2W PART#: COUNT: 0

CASHIER

METHOD OF PAYMENT
- ☐ CASH
- ☐ CHARGE
- ☐ CHECK CHECK#_____
- ☐ CREDIT CARD
- ☐ AMOUNT PAID_____ DATE PAID_____

Shop supplies consist of bolts, fittings, wire ends, antifreeze disposal, oil disposal, degreasers, rags and other miscellaneous supplies that were used to repair your vehicle.

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CUSTOMER SIGNATURE
X

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
SHOP SUPP/ENV FEES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

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(304) 485-4418

[redacted]
VIENNA, WV [redacted]

INVOICE NUMBER: **85238**
SERVICE ADVISOR: **826 RICK TRACEWELL**
CUSTOMER NUMBER: **2956234**

Home: [redacted]
Cell: Pager:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	UNIT#
SILVER	07	GMC YUKON XL	1GKFK16357J[redacted]		20854	

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
29JUN07			17:00 19JUN09			CASH	30JUN09

R.O. OPENED	READY	OPTIONS:
11:24 18MAY09	12:22 30JUN09	STK:220366 DLR:50593 ENG:3 AXL:143 1[redacted]FOL

```
LINE OPCODE TECH TYPE HOURS                                    LIST      NET      TOTAL
        CLAIM TYPE:
        AUTH CODE:
        ON


PARTS:       0.00  LABOR:       0.00  OTHER:       0.00   TOTAL LINE F:          0.00

 CORRECTION---REPOSITIONED C PILLAR MOLDING AND TESTED OKAY
            ***************************************************
G SUSPENSION COMPLAINT / SQUEAK NOISE DRIVER SIDE WHEN TURNING /
CAUSE: WORKING AS DESIGNED AT THIS TIME
     CSUSP SUSPENSION COMPLAINT
            651 CTRK  0.00                                          0.00      0.00
PARTS:       0.00  LABOR:       0.00  OTHER:       0.00   TOTAL LINE G:          0.00

 CORRECTION---WORKING AS DESIGNED AT THIS TIME
            ***************************************************
H** BODY COMPLAINT / D/S INSIDE DOOR HANDLE PEELING /
CAUSE: D/S INSIDE DOOR HANDLE PEELING
     B4281 FRONT SIDE DOOR INSIDE HANDLE REPLACEMENT -
          LEFT SIDE
            651 WGMC  0.40                                                          (N/C)
        1 15920696 HANDLE                                                           (N/C)
        FC: 5C
        PART#: 15920696
        COUNT: 1
        CLAIM TYPE:
        AUTH CODE:
        VV
     Z7910 SHUTTLE SERVICE
            726 WGMC  0.00                                                          (N/C)
        FC: 98 PART#: COUNT: 0
        CLAIM TYPE:
        AUTH CODE:
```

CASHIER	DISCLAIMER OF WARRANTIES	DESCRIPTION	TOTALS
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☐ CASH		PARTS AMOUNT	
☐ CHARGE		GAS, OIL, LUBE	
☐ CHECK CHECK#_____		SUBLET AMOUNT	
☐ CREDIT CARD		SHOP SUPP/ENV FEES	
☐ AMOUNT PAID_____ DATE PAID_____		TOTAL CHARGES	
		LESS INSURANCE	
		SALES TAX	
Shop supplies consist of bolts, fittings, wire ends, antifreeze, disposal, oil disposal, degreasers, rags and other miscellaneous supplies that were used to repair your vehicle.	CUSTOMER SIGNATURE X	**PLEASE PAY THIS AMOUNT**	

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service@mathenymotors.com
(304) 485-4418

[redacted]
VIENNA, WV [redacted]

INVOICE NUMBER: **85238**
SERVICE ADVISOR: **826 RICK TRACEWELL**
CUSTOMER NUMBER: **2956234**

Home: [redacted]
Cell: Pager:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	UNIT#
SILVER	07	GMC YUKON XL	1GKFK16357J[redacted]		20854	

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
29JUN07			17:00 19JUN09			CASH	30JUN09

R.O. OPENED	READY	OPTIONS:
11:24 18MAY09	12:22 30JUN09	STK:220366 DLR:50593 ENG:3 AXL:143 1[redacted]FOL

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
		MJ					

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE H: 0.00

CORRECTION----REPLACED D/S INSIDE CHROME DOOR H ANDLE
****

CASHIER	DISCLAIMER OF WARRANTIES	DESCRIPTION	TOTALS
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☐ CASH		PARTS AMOUNT	$ 9.95
☐ CHARGE		GAS, OIL, LUBE	$ 0.00
☐ CHECK CHECK#		SUBLET AMOUNT	$ 0.00
☐ CREDIT CARD		SHOP SUPP/ENV FEES	$ 0.00
☐ AMOUNT PAID DATE PAID		TOTAL CHARGES	$ 9.95
		LESS INSURANCE	$ 0.00
		SALES TAX	$ 0.60
Shop supplies consist of bolts, fittings, wire ends, antifreeze, disposal, oil disposal, degreasers, rags and other miscellaneous supplies that were used to repair your vehicle.	CUSTOMER SIGNATURE X	PLEASE PAY THIS AMOUNT	$ 10.55

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service@mathenymotors.com
(304) 485-4418

[redacted]
VIENNA, WV[redacted]

INVOICE NUMBER: **87292**
SERVICE ADVISOR: **826 RICK TRACEWELL**
CUSTOMER NUMBER: **2956234**

Home: [redacted]
Cell: **Pager:**

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	UNIT #
SILVER	07	GMC YUKON XL	1GKFK16357J[redacted]		22993	

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
29JUN07			WAIT 09JUL09			CASH	13JUL09

R.O. OPENED	READY	OPTIONS:
14:40 09JUL09	11:00 13JUL09	STK:220366 DLR:50593 ENG:3 AXL:143 1[redacted]=FOL

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A ENGINE COMPLAINT / CHECK ENGINE LIGHT ON /
CAUSE: HOSED CLAMP NOT TIGHT ENOUGH AT FUEL FILL INLET TO TANK CONNECTION
L1068 NECK, HOSE AND/OR VENT HOSE, FUEL TANK FILLER REPLACE
515 WGMC 0.60 (N/C)
FC: 2W PART#: COUNT: 0
CLAIM TYPE:
AUTH CODE:
WG

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

CORRECTION---CHECKED OUT AND FOUND P0442 EVAP S YSTEM SMALL LEAK DETECTED/CONNECT EVAP TESTER T O VEHICLE AND TESTED SYSTEM FOR LEAKS EXCESSIVE FLOW INDICATED BY EVAP MACHINE/SMOKE TESTED FOR LEAKS /INSPECTED VENT AND PURGE VALVES LINE S AND FUEL CAP/FOUND LEAK AT FUEL FILL INLET HO SE TO TANK CONNECTION /HOSE CLAMP NOT TIGHTENED ENOUGH TO SEAL HOSE AT TANK INLET/TIGHTENED HO SE CLAMP AND SYSTEM PASSED LEAK TEST AND NO OTH ER LEAKS FOUND

****

B** WEST VIRGINIA STATE INSPECTION .5 / /
CAUSE: INSPECTION
WV WEST VIRGINIA STATE INSPECTION .5
515 CTRK 0.50 11.00 11.00
WVS 0026227
515 CWV 0.00 1.00 1.00
PARTS: 0.00 LABOR: 12.00 OTHER: 0.00 TOTAL LINE B: 12.00

CORRECTION---INSPECTION

****

CASHIER

METHOD OF PAYMENT
- [x] CASH
- [ ] CHARGE
- [ ] CHECK CHECK#
- [ ] CREDIT CARD
- [ ] AMOUNT PAID 12.66 DATE PAID 7/9

Shop supplies consist of bolts, fittings, wire ends, antifreeze, disposal, oil disposal, degreasers, rags and other miscellaneous supplies that were used to repair your vehicle.

DISCLAIMER OF WARRANTIES

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, to the extent permitted by law. Matheny Motor Truck Co. is not responsible for items lost or stolen that have been left in the vehicle. Payment terms on charge accounts is Net 30.

CUSTOMER SIGNATURE
X

DESCRIPTION	TOTALS
LABOR AMOUNT	$ 12.00
PARTS AMOUNT	$ 0.00
GAS, OIL, LUBE	$ 0.00
SUBLET AMOUNT	$ 0.00
SHOP SUPP/ENV FEES	$ 0.00
TOTAL CHARGES	$ 12.00
LESS INSURANCE	$ 0.00
SALES TAX	$ 0.66
PLEASE PAY THIS AMOUNT	**$ 12.66**

File Copy

OFFICE COPY

RO NUMBER	DATE CLOSED	MILEAGE	SWR	TECH	TYPE	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION
85238	30JUN09	20854	2635		OL	SVC	SERVICE LIGHT	CSTEER	STEERING COMPL	E0100	PULL AND TORQU	N9995	CHECKED DOOR L
						J9993	CHECKED REMOTE	C4513	REPOSITION C PC	SUSP	SUSPENSION COM	B4281	FRONT SIDE DOO
						Z7910	SHUTTLE SERVIC						
80520	26MAR09	13294	2651		MC	E7696	SEAL, STEERING	E7691	STEERING WHEEL	R4490	REPROGRAM REMO	Z7911	TWO WAY SHUTTL
						CINTER	INTERIOR COMPL	N3042	CONTACT, ELECT	N3855	WINDSHIELD WAS		
82631	06MAR09	13294	2935		OL	SVC	SERVICE LIGHT						
79738	16DEC08	12602	2651		MC	E7700	LUBE STEERING	Z7910	SHUTTLE SERVIC	CINTER	INTERIOR COMPL	F9995	CHCKED 4WD FOR

SHOWN ABOVE ARE THE MOST RECENT SERVICES PERFORMED ON YOUR VEHICLE.

CURRENT MILEAGE 22993

BASED ON THE CURRENT MILEAGE OF YOUR VEHICLE, THE MANUFACTURER RECOMMENDS THAT THE SERVICES MARKED WITH AN 'X' BE PERFORMED NOW.

LUBE OIL FILTER | ROTATE TIRES | BRAKE INSPECTION | WHEEL BEARING PACK | TIRE BALANCE | FRONT END ALIGNMENT | TRANSMISSION SERVICE | REAR AXLE SERVICE | FUEL FILTER | FUEL SYSTEM SERVICE | COOLING SYSTEM SERVICE | TUNE UP | STATE INSPECTION | CHARGING SYSTEM INSPECTION | DRIVE BELT INSPECTION | EXHAUST SYSTEM INSPECTION | EMISSION CONTROL SERVICE | SHOCK & SUSPENSION INSPECTION | WIPER BLADE INSERTS | A/C SERVICE | DOT INSPECTION

MATHENY BUICK - GMC - VOLVO - THOMAS BUS

3RD AND ANN STREETS * P.O. BOX 1304
PARKERSBURG, WEST VIRGINIA 26102-1304
PHONE: (304) 485-4418

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. Not responsible for damage from freezing due to lack of antifreeze.

CUST. NO. 2956234 STOCK NO. 220366 TAG NO. COLOR SILVER PAGE 1 OF 1

DATE	VEHICLE IDENTIFICATION NUMBER	MILEAGE	DELIVER DATE	LICENSE NUMBER	YEAR	MAKE AND MODEL	WRITTEN BY	RO NUMBER
09JUL2009	1GKFK16357J[redacted]	22993	29JUN07		07	GMC YUKON XL	826	87292

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 clause 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 acceptable safety, efficiency, or comfort.

PRELIMINARY ESTIMATE $ _____

AUTHORIZED BY: X

REVISED ESTIMATE(1) $	DATE	TIME	BY
REVISED ESTIMATE(2) $			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

X CUSTOMER SIGNATURE

NAME [redacted]

CITY/STATE/ZIP VIENNA WV [redacted]

BILL TO: P.O. NO.

TIME PROMISED ** WAITER **

SAVE PARTS YES ☐ NO ☐

HOME PHONE [redacted]

ENGINE NO.	TRANSM. NO.	AXLE NO.	PROD. DATE	LABOR RATE
3		143		70.00

1 [redacted] FOL

6/29/010 No Recalls

METHOD OF PAYMENT CASH
SELLING DEALER 50593
WARRANTY EXPIRES

LINE	OP CODE	LABOR INSTRUCTIONS AND DESCRIPTION	GAS/OIL/GREASE	AMOUNT
# A	WENGINE	ENGINE COMPLAINT / CHECK ENGINE LIGHT ON /		
	515	P0442-00 - Evap System Small Leak detected. Connect Evap Tester To vehicle. Tested system for leaks - excessive flow indicated by Evap machine - Smoke tested for leaks - Inspected vent & purge valves, lines & fuel cap. Found leak at fuel fill inlet hose to Tank connection - Hose clamp not tightened enough to seal hose at tank inlet. Tightend Hose clamp & system passed leak test. No other leaks found.	TOWING	AMOUNT
			MISC. CHARGES	AMOUNT
C	SI	#0026227	SUBLETS P.O. NO.	AMOUNT

FOREMAN'S SIGNATURE X

REMIT TO: P.O. BOX 1304 * PARKERSBURG, WV 26102-1304

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

TECHNICIAN COPY

Q	PART NAME	PART #	PART $	LABOR		LINE #	TEC	TIME PUNCH
								'09 JUL 9 14.2
						Line		
					515	A		
								'09 JUL 9 15.5
					.6			
								'09 JUL 9 15.5
					.2	Line		
						B		'09 JUL 9 15.7

STRAIGHT TIME (HOURS)	FLAT RATE	R/O NO. 87292	TIME	OFF .8
7/13/09	Mellohan	OPER. NO. 515 ab	1.1	ON 7/9/09
		EMP. NO.		

MATHENY
BUICK - GMC - VOLVO - THOMAS

3RD & ANN ST. * P.O. BOX 1304
PARKERSBURG, W. VIRGINA 26102 - 1304
www.mathenymotors.com
service@mathenymotors.com
(304) 485-4418

[redacted]
VIENNA, WV [redacted]

INVOICE NUMBER: **87772**
SERVICE ADVISOR: **826 RICK TRACEWELL**
CUSTOMER NUMBER: **2956234**

Home: [redacted]
Cell: **Pager:**

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	UNIT#
SILVER	07	GMC YUKON XL	1GKFK16357J[redacted]		23275	

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
29JUN07			17:00 23JUL09			CASH	28JUL09

R.O. OPENED	READY	OPTIONS:
10:20 23JUL09	13:49 28JUL09	STK:220366 DLR:50593 ENG:3 AXL:143 1)[redacted] FOL

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A STEERING COMPLAINT / PULLING AT HIGH WAY SPEEDS /HAD ALIGNED AND TIRE ROTATED /
CAUSE: WORKING AS DESIGNED AT THIS TIME
CSTEER STEERING COMPLAINT
515 CTRK 0.00 0.00 0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

CORRECTION---WORKING AS DESIGNED AT THIS TIME
****

B STEERING WHINNING AND GRABBING AT TIMES WHEN TURNING
CAUSE: WORKING AS DESIGNED AT THIS TIME
CSTEER STEERING COMPLAINT
514 ISVP 1.50 (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

CORRECTION---WORKING AS DESIGNED AT THIS TIME
****

C BODY COMPLAINT / CRACKING NOISE WHEN GOING OVER BUMPS IN FRONT /
CAUSE: WORKING AS DESIGNED AT THIS TIME
CSUSP SUSPENSION COMPLAINT
515 CTRK 0.00 0.00 0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

CORRECTION---WORKING AS DESIGNED AT THIS TIME
****

D SOUNDS LIKE MOTOR RUNNING WHEN GETTING IN VEHICLE/RADIO
CAUSE: WORKING AS DESIGNED AT THIS TIME
CELE ELECTRICAL COMPLAINT
515 CTRK 0.00 0.00 0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

CORRECTION---WORKING AS DESIGNED AT THIS TIME
****

E ELECTRICAL COMPLAINT / WHISTLING NOISE IN DASH WHEN A/C IS TURNED ON

CASHIER

METHOD OF PAYMENT
- ☐ CASH
- ☐ CHARGE
- ☐ CHECK CHECK#_____
- ☐ CREDIT CARD
- ☐ AMOUNT PAID_____ DATE PAID_____

Shop supplies consist of bolts, fittings, wire ends, antifreeze, disposal, oil disposal, degreasers, rags and other miscellaneous supplies that were used to repair your vehicle.

DISCLAIMER OF WARRANTIES

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, to the extent permitted by law. Matheny Motor Truck Co. is not responsible for items lost or stolen that have been left in the vehicle. Payment terms on charge accounts is Net 30.

CUSTOMER SIGNATURE
X

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
SHOP SUPP/ENV FEES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

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File Copy

[redacted]

VIENNA, WV [redacted]

MATHENY
BUICK - GMC - VOLVO - THOMAS
3RD & ANN ST. * P.O. BOX 1304
PARKERSBURG, W. VIRGINA 26102 - 1304
www.mathenymotors.com
service@mathenymotors.com
(304) 485-4418

INVOICE NUMBER: **87772**

SERVICE ADVISOR: **826 RICK TRACEWELL**

CUSTOMER NUMBER: **2956234**

Home: [redacted]
Cell: **Pager:**

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	UNIT#
SILVER	07	GMC YUKON XL	1GKFK16357J[redacted]		23275	

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
29JUN07			17:00 23JUL09			CASH	28JUL09

R.O. OPENED	READY	OPTIONS:
10:20 23JUL09	13:49 28JUL09	STK:220366 DLR:50593 ENG:3 AXL:143 1[redacted] FOL

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

HIGH /
CAUSE: WORKING AS DESIGNED
D9995 CUSTOMER CONCERN NOT DUPLICATED HVAC
515 WGMC 0.30 (N/C)
FC: 9Z PART#: COUNT: 0
CLAIM TYPE:
AUTH CODE:
N2

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00

CORRECTION---WORKING AS DESIGNED AT THIS TIME
****

F BODY COMPLAINT / P/S INSIDE DOOR HANDLE CHROME PEELING /
CAUSE: WORKING AS DESIGNED AT THIS TIME
CBODY BODY COMPLAINT
515 CTRK 0.00 0.00 0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE F: 0.00

CORRECTION---WORKING AS DESIGNED AT THIS TIME
****

CASHIER

METHOD OF PAYMENT

☐ CASH
☐ CHARGE
☐ CHECK CHECK# _____
☐ CREDIT CARD
☐ AMOUNT PAID _____ DATE PAID _____

Shop supplies consist of bolts, fittings, wire ends, antifreeze, disposal, oil disposal, degreasers, rags and other miscellaneous supplies that were used to repair your vehicle.

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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
SHOP SUPP/ENV FEES	$ 0.00
TOTAL CHARGES	$ 0.00
LESS INSURANCE	$ 0.00
SALES TAX	$ 0.00
PLEASE PAY THIS AMOUNT	**$ 0.00**

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File Copy

RO NUMBER	DATE CLOSED	MILEAGE	S W R	I C E	T Y P E	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION
8729213	JUL09	229932	615	M	C	L1068	NECK, HOSE AND	WV	WEST VIRGINIA	WVS	0026227		
8523830	JUN09	208542	635	O	L	SVC	SERVICE LIGHT	CSTEER	STEERING COMPLE	E0100	PULL AND TORQU	N9995	CHECKED DOOR L
						J9993	CHECKED REMOTE	C4513	REPOSITION C PCS	USP	SUSPENSION COMP	B4281	FRONT SIDE DOO
						Z7910	SHUTTLE SERVIC						
8052026	MAR09	132942	651	M	C	E7696	SEAL, STEERING	E7691	STEERING WHEEL	R4490	REPROGRAM REMO	Z7911	TWO WAY SHUTTL
						CINTER	INTERIOR COMPL	N3042	CONTACT, ELECT	N3855	WINDSHIELD WAS		
8263106	MAR09	132942	935	O	L	SVC	SERVICE LIGHT						

SHOWN ABOVE ARE THE MOST RECENT SERVICES PERFORMED ON YOUR VEHICLE.

CURRENT MILEAGE 23275

BASED ON THE CURRENT MILEAGE OF YOUR VEHICLE, THE MANUFACTURER RECOMMENDS THAT THE SERVICES MARKED WITH AN 'X' BE PERFORMED NOW.

LUBE, OIL, FILTER | ROTATE TIRES | BRAKE INSPECTION | WHEEL BEARING PACK | TIRE BALANCE | FRONT END ALIGNMENT | TRANSMISSION SERVICE | REAR AXLE SERVICE | FUEL FILTER | FUEL SYSTEM SERVICE | COOLING SYSTEM SERVICE | TUNE UP | STATE INSPECTION | CHASSIS SYSTEM INSPECTION | DRIVE BELT INSPECTION | EXHAUST SYSTEM INSPECTION | EMISSION CONTROL SERVICE | BULKHEAD INSPECTION | WINDSHIELD WIPERS | A/C SERVICE | DVI INSPECTION

MATHENY BUICK - GMC - VOLVO - THOMAS BUS

3RD AND ANN STREETS * P.O. BOX 1304

PARKERSBURG, WEST VIRGINIA 26102-1304

PHONE: (304) 485-4418

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. Not responsible for damage from freezing due to lack of antifreeze.

23780

CUST. NO 2956234 STOCK NO. 220366 TAG NO. COLOR SILVER PAGE 1 OF 2

DATE	VEHICLE IDENTIFICATION NUMBER	MILEAGE	DELIVER DATE	LICENSE NUMBER	YEAR	MAKE AND MODEL	WRITTEN BY	RO NUMBER
23JUL2009	1GKFK16357J[redacted]	23275	29JUN07		07	GMC YUKON XL	826	87772

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 hereinafter 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.

PRELIMINARY ESTIMATE $ _____

AUTHORIZED BY: X

REVISED ESTIMATE(1) $	DATE	TIME	BY
REVISED ESTIMATE(2) $			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

X _____ CUSTOMER SIGNATURE

NAME [redacted]

CITY/STATE/ZIP VIENNA WV [redacted]

BILL TO: P.O. NO.

TIME PROMISED 17:00 23JUL09

SAVE PARTS YES ☐ NO ☐

HOME PHONE [redacted]

ENGINE NO.	TRANSM. NO.	AXLE NO	PROD. DATE	LABOR RATE
3		143		70.00

1 [redacted] FOL

METHOD OF PAYMENT CASH

SELLING DEALER 50593

WARRANTY EXPIRES

LINE	OP CODE	LABOR INSTRUCTIONS AND DESCRIPTION	GAS/OIL/GREASE	AMOUNT
# A	WSTEER	STEERING COMPLAINT / PULLING AT HIGH WAY SPEEDS /HAD ALIGNED AND TIRE ROTATED /		
	515	Test Drove Unable to dupicate or confirm any of customers complaints		
# B	WSTEER	STEERING WHINNING AND GRABBING AT TIMES WHEN TURNING	TOWING	AMOUNT
	514	Test Drove - Unable To dupicate or Confirm any of Customers Complaints		
# C	WBODY	BODY COMPLAINT / CRACKING NOISE WHEN GOING OVER BUMPS IN FRONT /	MISC. CHARGES	AMOUNT
# D	WEDE	SOUNDS LIKE MOTOR RUNNING WHEN GETTING IN VEHICLE/RADIO	SUBLETS P.O. NO.	AMOUNT

FOREMAN'S SIGNATURE X

REMIT TO: P.O. BOX 1304 * PARKERSBURG, WV 26102-1304

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

TECHNICIAN COPY

Q	PART NAME	PART #	PART $	LABOR		LINE #	TEC	TIME PUNCH
								'09 JUL 23 15.1
								'09 JUL 23 15.4

STRAIGHT TIME (HOURS)	FLAT RATE	R/O NO. 87772	TIME	OFF JUL 23 PM 3.3
1 5		OPER. NO. EMP. NO. 514	'09	JUL 23 PM 2.4 ON

	STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R. O. NO. 87772		TIME	OFF .3
7/28/09	Mollahan		515	ALC .3	1.0	ON 7/28/09

RO NUMBER	DATE CLOSED	MILEAGE	S W R	T C	T P E	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION
87292	13JUL09	229932615			M	CL1068	NECK, HOSE AND	WV	WEST VIRGINIA	WVS	0026227		
85238	30JUN09	208542635			O	LSVC	SERVICE LIGHT	CSTEER	STEERING COMPL	E0100	PULL AND TORQ	UN9995	CHECKED DOOR L
						J9993	CHECKED REMOTE	C4513	REPOSITION C PC	SUSP	SUSPENSION COM	B4281	FRONT SIDE DOO
						Z7910	SHUTTLE SERVIC						
80520	26MAR09	132942651			M	CE7696	SEAL, STEERING	GE7691	STEERING WHEEL	R4490	REPROGRAM REM	OZ7911	TWO WAY SHUTTL
						CINTER	INTERIOR COMPL	N3042	CONTACT, ELECT	N3855	WINDSHIELD WAS		
82631	06MAR09	132942935			O	LSVC	SERVICE LIGHT						

SHOWN ABOVE ARE THE MOST RECENT SERVICES PERFORMED ON YOUR VEHICLE.

CURRENT MILEAGE 23275

BASED ON THE CURRENT MILEAGE OF YOUR VEHICLE, THE MANUFACTURER RECOMMENDS THAT THE SERVICES MARKED WITH AN 'X' BE PERFORMED NOW.

LUBE, OIL, FILTER | ROTATE TIRES | BRAKE INSPECTION | WHEEL BEARING PACK | TIRE BALANCE | FRONT END ALIGNMENT | TRANSMISSION SERVICE | REAR AXLE SERVICE | FUEL FILTER | FUEL SYSTEM SERVICE | COOLING SYSTEM SERVICE | TUNE UP | STATE INSPECTION | CHARGING SYSTEM INSPECTION | DRIVE BELT INSPECTION | EXHAUST SYSTEM INSPECTION | EMISSION CONTROL SERVICE | SHOCK & SUSPENSION INSPECTION | WIPER BLADE INSERTS | ACCESSORIES | DOT INSPECTION

MATHENY BUICK - GMC - VOLVO - THOMAS BUS

3RD AND ANN STREETS * P.O. BOX 1304
PARKERSBURG, WEST VIRGINIA 26102-1304
PHONE: (304) 485-4418

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. Not responsible for damage from freezing due to lack of antifreeze.

CUST. NO 2956234 STOCK NO. 220366 TAG NO. COLOR SILVER PAGE 2 OF 2

DATE	VEHICLE IDENTIFICATION NUMBER	MILEAGE	DELIVER DATE	LICENSE NUMBER	YEAR	MAKE AND MODEL	WRITTEN BY	RO NUMBER
23JUL2009	1GKFK16357J[redacted]	23275	29JUN07		07	GMC YUKON XL	826	87772

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 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.

PRELIMINARY ESTIMATE $ _____

AUTHORIZED BY: X

REVISED ESTIMATE(1) $	DATE	TIME	BY
REVISED ESTIMATE(2) $			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

X
CUSTOMER SIGNATURE

NAME
[redacted]

CITY/STATE/ZIP
VIENNA WV [redacted]

BILL TO: P.O. NO.

TIME PROMISED 17:00 23JUL09

SAVE PARTS YES ☐ NO ☐

HOME PHONE [redacted]

ENGINE NO.	TRANSM. NO.	AXLE NO.	PROD. DATE	LABOR RATE
3		143		70.00

1) [redacted] FOL

METHOD OF PAYMENT CASH
SELLING DEALER 50593
WARRANTY EXPIRES

LINE	OP CODE	LABOR INSTRUCTIONS AND DESCRIPTION	GAS/OIL/GREASE	AMOUNT
# E	WELE	ELECTRICAL COMPLAINT / WHISTLING NOISE IN DASH WHEN A/C IS TURNED ON HIGH /		
	5/15	Noise only heard with blower on high and vents shut off. Customer Concern Not Verified/Duplicated. Normal condition. [signature] 7/23/09		
# F	WBODY	BODY COMPLAINT / P/S INSIDE DOOR HANDLE CHROME PEELING /		
		Inspected inside door handles - no visible problem		

TOWING	AMOUNT

MISC. CHARGES	AMOUNT

SUBLETS P.O. NO.	AMOUNT

FOREMAN'S SIGNATURE X

REMIT TO: P.O. BOX 1304 * PARKERSBURG, WV 26102-1304

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

TECHNICIAN COPY

Q	PART NAME	PART #	PART $	LABOR		LINE #	TEC	TIME PUNCH

General Motors Corporation
Business Resource Center
PO Box 33170
Detroit, MI 48232-5170

VIA FAX ONLY

August 27, 2009

John Ellem, Esq.
Ellem Law Office
500 Green Street
Parkersburg, WV 26102

RE: [redacted]
Service Request: 71-753140467
2007 GMC Yukon
Vehicle Identification Number: 1GKFK16357J[redacted]

Dear Mr. Ellem:

This is to advise that General Motors is in receipt of the above referenced case dated August 20, 2009. This case file has been assigned to General Motors' Early Resolution program, and you will be contacted in the next 10-15 calendar days for review. The Early Resolution program is designed to facilitate early settlement of warranty matters within a 45-day timeframe.

In order to do a thorough review and assessment of this case, General Motors would appreciate your prompt 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.

☒ Copy of owner's current title and/or registration
☒ Other: Release of Lien
☒ Finance agreement
☒ Buyer's agreement

General Motors Corporation
ATTN: BRC Legal
P.O. Box 33170
Detroit, MI 48232

If you have further questions, please contact our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please refer to the service request number above and a Customer Relationship Specialist will be happy to assist you.

Sincerely,

General Motors Corporation

RELEASE OF LIEN INFORMATION

I _____,
(Client's Name)

hereby authorize _____
(Lien holder Name)

_____
(Lien holder Address) (Lien holder Phone Number)

to release any and all information regarding my loan account # _____
(Account Number)

with _____
(Lien holder Name)

to General Motors Corporation, including but not limited to a complete payment history of my account, a loan payoff amount, and per diem information.

Date _____.

VEHICLE INFORMATION

The current vehicle mileage is _____ Date mileage read: _____.

_____ _____
Signature Signature

LG0006
V08012008

General Motors Corporation
Business Resource Center
PO Box 33170
Detroit, MI 48232-5170

VIA FAX ONLY

August 27, 2009

Dave Shawver
Service Manager
Matheny Motor Truck Company
PO Box 1304
Parkersburg, WV 26102-1304

RE: [redacted]
Service Request: 71-753140467
2007 GMC Yukon
Vehicle Identification Number: 1GKFK16357J[redacted]
Legal Research Specialist: Rachal Ross

Dear Mr. Shawver:

This is a letter of notification regarding a lawsuit involving the above referenced customer. Please provide us with copies of all dealer **service** documents regarding this vehicle. Please refer to Policies and Procedures Art. 1.6.3 Section d. The specific documents needed are:

- **Service and body shop repair orders (accounting copies) of all internal, customer pay, and warranty repair orders, as well as technician notes. Also, include any receipts for aftermarket or dealer add-ons.**

This is a time sensitive legal matter. Please fax these documents **as soon as possible** to my personal fax number: **866-255-3679**. If there are any fax difficulties or the documents exceed 50 pages, please split the fax and send two or more groups as appropriate.

In addition, should you be contacted by another party regarding this matter, you may want to consult your own attorney for further direction. Your cooperation is greatly appreciated. If you have further questions, please contact me directly at 866-790-5600 extension 11141, Monday through Friday between 9:00 a.m. and 4:45 p.m., Eastern Time. Email address: **rachal_ross@gmexpert.com**

Sincerely,

Rachal Ross
General Motors

General Motors Corporation
Business Resource Center
PO Box 33170
Detroit, MI 48232-5170

VIA FAX ONLY

August 27, 2009

Marni Kepple
Comptroller
Matheny Motor Truck Company
PO Box 1304
Parkersburg, WV 26102-1304

RE: [redacted]
Service Request: 71-753140467
2007 GMC Yukon
Vehicle Identification Number: 1GKFK16357J[redacted]
Legal Research Specialist: Rachal Ross

Dear Ms. Kepple:

This is a letter of notification regarding a lawsuit involving the above referenced customer. Please provide us with copies of all dealer sales documents regarding this vehicle. Please refer to Policies and Procedures Art. 1.6.3 Section d. The specific documents required are:

All sales purchase (buyer's order)
Finance agreements with lien holder information
Incentives acknowledgement form
Actual Case Value statement of any trade
Application for title or MV-1
Please ensure that all Social Security information is blacked out prior to sending this information

This is a time sensitive legal matter. Please fax them as soon as possible to my personal fax number: **866-255-3679.**

In addition, should you be contacted by another party regarding this matter, you may want to consult your own attorney for further direction. Your cooperation is greatly appreciated. If you have further questions, please contact me directly at 866-790-5600 extension 11141, Monday through Friday between 9:00 a.m. and 4:45 p.m., Eastern Time. Email address: **rachal_ross@gmexpert.com**

Sincerely,
Rachal Ross
General Motors

General Motors Corporation
Business Resource Center
PO Box 33170
Detroit, MI 48232-5170

VIA FAX ONLY

September 24, 2009

John Ellem, Esq.
Ellem Law Office
500 Green Street
Parkersburg, WV 26102

RE: [redacted]v. General Motors Corporation
Service Request: 71-753140467
2007 GMC Yukon
Vehicle Identification Number: 1GKFK16357[redacted]
Customer Relationship Specialist: Patricia Spacek

Dear Mr. Ellem:

We regret that your client is dissatisfied with her 2007 GMC Yukon 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.

After careful review of this case, GMC 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 and reinforce General Motors' commitment to its customers. General Motors requests you make this offer available to your client at the earliest possible opportunity.

A cash settlement of $7,000.00

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 registration (valid for at least 30 days beyond the date this letter is signed by your client) to show proof of ownership and signing of a release prepared by General Motors Corporation's counsel.

Your client would retain the vehicle. If this offer is acceptable to your client, please have your client sign this offer letter and return it 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 does not agree with the terms of this offer, we ask that you contact us immediately to further discuss resolution of this matter.

Please refer to the service request number above when calling our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Sincerely,

General Motors Corporation

cc: Chris Gleason – GM Counsel

LG0043
V07092007

_____
Odometer

_____	_____
Client's Signature	Client's Signature
_____	_____
Date	Date

FLOW
1945 Skibo Rd.
Fayetteville, NC 28314
Phone: (910) 222-9295
Toll Free: (800) 950-2024
Fax: (910) 860-9305

BUICK GMC mazda

GCWS47363

GCWS47363

0701IGCWS47363

CELL: 304-488-7688

66605 DARREL LAW 60502 460 07/21/07 GCWS47363

[redacted] 629 /

VIENNA, WV [redacted] 07/GMC/

1 G K F K 1 6 3 5 7 J [redacted] 07/19/07

MO: 629

LABOR & PARTS----------
J# 1 50BUZ07 BATTERY HOURS: 0.20 TECH(S):1066 14.43
CUSTOMER STATES BATTERY DEAD. REPLACE BATTERY
OVERNITE BATTERY WILL GO DEAD
CUSTOMER STATES WHEN COMING DOWN FOR WV
HAD A SULFUR SMELL
PERFORMED BATTERY TEST AND LOAD TEST BATTERY IS GOOD
PERFORMED CHARGING SYSTM TEST. VEH OPERATES AS DESIGNED
FROM FACTORY
JOB # 1 TOTAL LABOR & PARTS 14.43

SUBLET-----PO#-------VEND INV#-INV.DATE-DESCRIPTION----------
JOB # 1 29178 07/19/07 RENTAL 42.00
TOTAL - SUBLET 42.00

R/O TAX 0.00
R/O TOTALS 56.43

WARRANTY CLAIM DETAIL TOTALS----------

CLAIM#.....	TOTAL....
47363	56.43
CLAIM TOTALS	56.43

ATTY'S RACHEL ROSS

APPROVED BY SIGNATURE

DCS AUDIT SLIP----------
DCS DATA FILE: GMGMWF.378
07/21/2007 WARRANTY NEW CLAIM
1346

RO NUMBER	RO DATE	VIN	DIV	DEALER	ODOMETER	SERVICE ADVISOR #
047363	07/19/2007	1GKFK16357J[redacted]	1	37434	629	XXX-XX-4947

CUSTOMER NAME: FIRST: [redacted] MIDDLE:
LAST: [redacted] PHONE:WORK: HOME:

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
1	01		PN				9Z	N0100	.2			14.43

LN-TOT: 14.43 TECH SSN: XXX-XX-1066 AUTH CODE: AUTH. AUTHOR.:

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
2	01		PN				9Z	Z7901			42.00	

LN-TOT: 42.00 TECH SSN: XXX-XX-1066 AUTH CODE: AUTH. AUTHOR.:

R.O. TOTAL: 56.43

GCWS47363

FLOW
1945 Skibo Rd.
Fayetteville, NC 28314
Phone: (910) 222-9295
Toll Free: (800) 950-2024
Fax: (910) 860-9305

BUICK GMC mazda

GCWS47363

0701IGCWS47363

CELL: 304-488-7688

66605 DARREL LAW 60502 460 07/21/07 GCWS47363

[redacted] 629 /

VIENNA, WV [redacted] 07/GMC/

1 G K F K 1 6 3 5 7 J [redacted]

07/19/07

MO: 629

LABOR & PARTS----------

J# 1 50BUZ07	BATTERY	HOURS: 0.20 TECH(S):1066	14.43

CUSTOMER STATES BATTERY DEAD. REPLACE BATTERY
OVERNITE BATTERY WILL GO DEAD
CUSTOMER STATES WHEN COMING DOWN FOR WV
HAD A SULFUR SMELL
PERFORMED BATTERY TEST AND LOAD TEST BATTERY IS GOOD
PERFORMED CHARGING SYSTM TEST. VEH OPERATES AS DESIGNED
FROM FACTORY

JOB # 1 TOTAL LABOR & PARTS 14.43

SUBLET-----PO#--------VEND INV#-INV.DATE-DESCRIPTION----------

JOB # 1	29178		07/19/07 RENTAL	42.00
			TOTAL - SUBLET	42.00
			R/O TAX	0.00
			R/O TOTALS	56.43

WARRANTY CLAIM DETAIL TOTALS----------

CLAIM#.....	TOTAL....
47363	56.43
CLAIM TOTALS	56.43

APPROVED BY SIGNATURE

DCS AUDIT SLIP----------

DCS DATA FILE: GMGMWF.378
07/21/2007 WARRANTY NEW CLAIM
1346

RO NUMBER	RO DATE	VIN	DIV	DEALER	ODOMETER	SERVICE ADVISOR #
047363	07/19/2007	1GKFK16357J[redacted]	1	37434	629	XXX-XX-4947

CUSTOMER NAME; FIRST: RHONDA MIDDLE:
LAST: MOLLOHAN PHONE:WORK: HOME:

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
1	01		PN				9Z	N0100	.2			14.43

LN-TOT: 14.43 TECH SSN: XXX-XX-1066 AUTH CODE: AUTH. AUTHOR.:

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
2	01		PN				9Z	Z7901			42.00	

LN-TOT: 42.00 TECH SSN: XXX-XX-1066 AUTH CODE: AUTH. AUTHOR.:

R.O. TOTAL: 56.43

SC010450 Q (01/07)

General Motors Corporation
Business Resource Center
PO Box 33170
Detroit, MI 48232-5170

VIA FAX ONLY

September 15, 2009

John Ellem, Esq.
Ellem Law Office
500 Green Street
Parkersburg, WV 26102

RE: [redacted] v. General Motors Corporation
Service Request: 71-753140467
2007 GMC Yukon
Vehicle Identification Number: 1GKFK16357J[redacted]
Customer Relationship Specialist: Patricia Spacek

Dear Mr. Ellem:

We regret that your client is dissatisfied with her 2007 GMC Yukon and that several attempts by the dealer to resolve the concerns have not met your client 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.

After careful review of this case, GMC 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 and reinforce General Motors' commitment to its customers. General Motors requests you make this offer available to your client at the earliest possible opportunity.

A cash settlement of $6,400.00

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 registration (valid for at least 30 days beyond the date this letter is signed by your client) to show proof of ownership and signing of a release prepared by General Motors Corporation's counsel.

Your client would retain the vehicle. If this offer is acceptable to your client, please have your client sign this offer letter and return it 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 do not agree with the terms of this offer, we ask that you contact us immediately to further discuss resolution of this matter.

Please refer to the service request number above when calling our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Sincerely,

General Motors Corporation

cc: Keith Rose – GM Counsel

LG0043
V07092007

_____
Odometer

_____	_____
Client's Signature	Client's Signature
_____	_____
Date	Date

2007 YUKON XL 1/2 TON - 4WD
59U SILVER BIRCH METALLIC /V8G
193 EBONY
ORDER NO. KFXVV9/TRE STOCK NO.
VIN 1GK FK16 35 7J[redacted]

GENERAL MOTORS CORPORATION
& SUBSIDIARIES
RENAISSANCE CENTER
DETROIT MI 48243-1114
VEHICLE INVOICE 5OD55626589

**********48*50593S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
TK10906 YUKON XL 1/2 TON - 4WD	40650.00	37194.75	INVOICE 08/02/06
AS3 3-PASSENGER, 3RD ROW SEAT	100.00	83.00	SHIPPED 08/02/06
(REPLACES STD/OPT SEAT)			EXP I/T 08/15/06
CF5 POWER SLIDING SUNROOF	995.00	825.85	INT COM 08/15/06
C6C GVW RATING - 7,400 LBS	N/C	N/C	PRC EFF 08/02/06
FE9 FEDERAL EMISSIONS	N/C	N/C	KEYS G1434 G1434
GT4 REAR AXLE - 3.73 RATIO	N/C	N/C	WFP-S QTR OPT-1
LC9 ENGINE 5.3L VORTEC V8	0.00	0.00	BANK: UNITED BANK
WITH ACTIVE FUEL MANAGEMENT			CHG-TO 50-593
AND FLEX-FUEL CAPABILITY			
M30 4-SPEED AUTOMATIC TRANSMISSION	N/C	N/C	SHIP WT: 5762
RDP 20" POLISHED ALUMINUM WHEELS	1795.00	1489.85	HP: 45.7
(REPLACES STD/OPT WHEELS)			GVWR: 7400
R6J CUSTOMER DIALOG NETWORK	0.00	16.50	GAWR.FT: 3600
UQA BOSE PREMIUM SPEAKER SYSTEM	495.00	410.85	GAWR.RR: 4200
UVA AM/FM STEREO WITH CD/DVD/MP3	N/C	N/C	GMS: 43237.95
PLAYER (REQUIRED W/REAR DVD,			SUPPLR: 45180.28
REPLACES STD/OPT RADIO)			MRM: 49389.00
U2K XM SATELLITE RADIO - SERVICE	199.00	165.17	NTR: 1/2
FEE EXTRA. 1ST 3 MONTHS INCL.			MEMO 2349.45
U42 REAR SEAT ENTERTAINMENT SYSTEM	1295.00	1074.85	
V1K LUGGAGE RACK - CROSS BARS	45.00	37.35	
XA7 HTD WINDSHIELD WASHER FLUID SYS	85.00	70.55	
4SA SLT-1 DECOR INCLUDES:	2830.00	2348.90	
*FRONT LEATHER APPOINTED BUCKET			
SEATS			
*2ND ROW LEATHER APPOINTED			
SEATS			
*TRI-ZONE AUTOMATIC AIR COND			
*POWER ADJUSTABLE PEDALS			
*HEAD CURTAIN SIDE AIRBAGS,			
ALL SEATING ROWS			
*FRONT TOW HOOKS			
*REMOTE VEHICLE STARTER			
*AM/FM STEREO W/MP3 COMPATIBLE			
6-DISC CD CHANGER			
(REPLACES STD/OPT RADIO)			
*UNIVERSAL HOME REMOTE			
*REAR PARKING ASSIST			

** CONTINUED ON PAGE 2 **

MATHENY MOTOR TRUCK COMPANY

2007 YUKON XL 1/2 TON - 4WD GENERAL MOTORS CORPORATION
59U SILVER BIRCH METALLIC /V8G & SUBSIDIARIES
193 EBONY RENAISSANCE CENTER
ORDER NO. KFXVV9/TRE STOCK NO. DETROIT MI 48243-1114
VIN 1GK FK16 35 7J[redacted] VEHICLE INVOICE 5OD55626589
**********48*50593S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK

** CONTINUED FROM PAGE 1 **

TOTAL MODEL & OPTIONS	48489.00	43717.62	ACT 237	43162.95
DESTINATION CHARGE	900.00	900.00	H/B 261	1454.67
DEALER CO-OP ADVERTISING		484.89	ADV 261	484.89
TOTAL	49389.00	45102.51	PAY 310	45102.51

MEMO: TOTAL LESS HOLDBACK AND
APPROX WHOLESALE FINANCE CREDIT 43038.09

****
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.
****

MATHENY MOTOR TRUCK COMPANY

RCMPR010 VEHICLE DELIVERY/INCENTIVE HISTORY 08/09/08
PROCESSING SOURCE: GMC TRUCK 13:18:48
PAGE: 1

VIN: 1GKFK1635 7J[redacted] SELLG SCE: 48 MDL YR: 07 ORD NO: KFXVV9

ODATE: 06/15/06 ORDER FAN: OTYPE: 070 DLVY SS/SITE CD: 48 50593
DDATE: 06/29/07 DLVY FAN: DTYPE: 010 SRVC TYPE: MILEAGE:

DLVY DOE: 06/29/07 ORDER BY:
CANC:
CANC DOE:
TRADE: DLVY TO: [redacted]
TRD DOE:
SRVC IN: VIENNA WV [redacted]
SRVC OUT: CANC SRVC IN:
BFSO ORD DT: BFSO CUST:
PRICE ASSUR DT: PRICE ASSUR RT:

--INCENTIVES--

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR SHR	STAT
BQQ	01	48 50593	00032642586	07/03/07	1,000.00	OA	0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: DLR INC MEMO NO: 00032642586 AUTH PUR CD:
MISC DATE: MISC:
POLICY PYMT CMNT: ACTV TYPE: 6

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR SHR	STAT
CSE	01	48 50593	00032633389	06/30/07	2,000.00	OA	0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: DLR INC MEMO NO: 00032633389 AUTH PUR CD:
MISC DATE: MISC:
POLICY PYMT CMNT: ACTV TYPE: 6

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR SHR	STAT
FFC	01	48 50593	00032633389	06/30/07	81.36	OA	0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: DLVY INC MEMO NO: 00032633389 AUTH PUR CD:
MISC DATE: MISC:
POLICY PYMT CMNT: ACTV TYPE: 6

VIN: 1GKFK1635 7J[redacted] SELLG SCE: 48 MDL YR: 07 ORD NO: KFXVV9
VIN TYPE: N

EVENT DESC	SS/ SITE	CD	DOCUMENT NUMBER	I S	EVENT DT	INC CD	AMOUNT	
INCENTIVE MEMO	48	50593	00032642586		07/03/07	BQQ	1,000.00	
INCTV PAYMENT	48	50593	00032642586		07/03/07	BQQ	1,000.00	
INCTV APPLICATN	48	50593	00032642586		06/30/07	BQQ	1,000.00	
INCENTIVE MEMO	48	50593	00032633389		06/30/07	FFC	81.36	
INCTV PAYMENT	48	50593	00032633389		06/30/07	FFC	81.36	
INCTV APPLICATN	48	50593	00032633389		06/30/07	FFC	81.36	
INCENTIVE MEMO	48	50593	00032633389		06/30/07	CSE	2,000.00	
INCTV PAYMENT	48	50593	00032633389		06/30/07	CSE	2,000.00	
INCTV APPLICATN	48	50593	00032633389		06/30/07	CSE	2,000.00	
DELIVERY D.O.E.	48	50593			06/29/07		0.00	
DELIVERY TO CUS	48	50593			06/29/07		0.00	
EXPIRATION TRAN	48	50593	5OD55626589		08/15/06		0.00	
SETTLEMENT DATE	48	50593	5OD55626589		08/14/06		45,102.51	CR
ORIGINAL INVOIC	48	50593	5OD55626589		08/02/06		45,102.51	
COV/NVIS DATE	48	50593	5OD55626589		08/02/06		0.00	
SHIPMENT DATE	48	50593			08/02/06		0.00	
PRODUCTION (BUI	48	50593			08/02/06		0.00	
PREFERENCE TO P	48	50593			06/20/06		0.00	
GM ORDER ACCEPT	48	50593			06/15/06		0.00	
GM ORDER ACCEPT					06/15/06		0.00	

[redacted]

VIENNA, WV [redacted]

Home: [redacted]

Cell: Pager:

MATHENY
MOTOR TRUCK COMPANY

P.O. BOX 1304
PARKERSBURG, WV 26102 - 1304
www.mathenymotors.com
service@mathenymotors.com
(304) 485-4418

INVOICE NUMBER: **89873**

SERVICE ADVISOR: **826 RICK TRACEWELL**

CUSTOMER NUMBER: **2956234**

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT	UNIT#
SILVER	07	GMC YUKON XL	1GKFK16357J[redacted]		25606	25606	

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
29JUN07			17:00 17SEP09			CASH	24SEP09

R.O. OPENED	READY	OPTIONS:
12:54 17SEP09	14:37 17SEP09	STK:220366 DLR:50593 ENG:3 AXL:143 1)MOLLOHAN=FOL

```
LINE OPCODE TECH TYPE HOURS                                   LIST      NET      TOTAL
A ELECTRICAL COMPLAINT / ENGINE WONT CRANK /BATTERY DEAD /
CAUSE: BAD CELL IN BATTERY
     N0110 BATTERY REPLACEMENT
           640 WGMC  0.60                                                        (N/C)
        1 89022168 BATTERY                                                       (N/C)
        CORE CHARGE W                                                            (N/C)
         FC: 173K1
         PART#: 89022168
         COUNT: 1
         CLAIM TYPE:
         AUTH CODE:
         PN

PARTS:      0.00  LABOR:      0.00  OTHER:      0.00  TOTAL LINE A:      0.00

 CORRECTION---CHECKED OUT AND FOUND BATTERY HAS DEAD CELL TEST CODE
 173K1-RV /REPLACED BATTERY AND TESTED OKAY NOTE CHECKED PARASITIC DRAW
 16MA OKAY /TEST DRO VE OKAY
            ****************************************************
```

SERVICE DEPT. HOURS:
MONDAY - FRIDAY 7:30 AM TO 5:30 PM
SATURDAY (Mineral Wells Location Only)
7:30 AM TO NOON
Phone: (304) 485-4418

BODY SHOP HOURS:
MONDAY - FRIDAY 7:30 AM TO 5:00 PM
Phone: (304) 485-4419

Shop supplies consist of bolts, fittings, wire ends, antifreeze, disposal, oil disposal, degreasers, rags and other miscellaneous supplies that were used to repair your vehicle.

DISCLAIMER OF WARRANTIES
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, to the extent permitted by law. Matheny Motor Truck Co. is not responsible for items lost or stolen that have been left in the vehicle. Payment terms on charge accounts is Net 30.

CUSTOMER SIGNATURE
X

DESCRIPTION	TOTALS
LABOR AMOUNT	$ 0.00
PARTS AMOUNT	$ 0.00
GAS, OIL, LUBE	$ 0.00
SUBLET AMOUNT	$ 0.00
SHOP SUPP/ENV FEES	$ 0.00
TOTAL CHARGES	$ 0.00
LESS INSURANCE	$ 0.00
SALES TAX	$ 0.00
PLEASE PAY THIS AMOUNT	**$ 0.00**

Customer Copy

CUSTOMER COPY

General Motors Company
Legal Staff

Facsimile
(248) 267-3677

Telephone
(512) 386-0748

August 25, 2009

Keith Rose
Rose Law Firm PLLC - NY
501 New Karner
Albany, NY 12205

Dear Mr. Rose:

Re: GM Case No. 677589
[redacted] v. General Motors

This will acknowledge your agreement to represent General Motors in this case.

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. On all written communication, please be sure to include the GM Case Name and Case Number. Feel free to contact me by phone at (512) 386-0748 or Fax at (248) 267-3677 with any questions.

Sincerely,

Elizabeth Martin
Legal Coordinator

✓ 677589 9/19/09

CT Corporation

Service of Process Transmittal
08/25/2009
CT Log Number 515328378

TO: Motors Liquidation Compan Service of Process
AlixPartners, LLP
2100 McKinney Avenue, Suite 800
Dallas, TX 75201

RE: **Process Served in West Virginia**

FOR: General Motors Corporation (Former Name) (Domestic State: DE)
Motors Liquidation Company (True Name)

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

TITLE OF ACTION:	[redacted], Pltf. vs. General Motors Corporation, etc., Dft.
DOCUMENT(S) SERVED:	Letter, Summons, Complaint
COURT/AGENCY:	Wood County Circuit Court, WV Case # 09-C-405
NATURE OF ACTION:	Product Liability Litigation - Breach of Warranty - Failure to correct and/or repair defects on a a 2007 GMC Yukon XL; VIN: 1GKFK16357J[redacted]
ON WHOM PROCESS WAS SERVED:	C T Corporation System, Charleston, WV
DATE AND HOUR OF SERVICE:	By Certified Mail on 08/24/2009 postmarked on 08/21/2009
APPEARANCE OR ANSWER DUE:	Within 30 days after service of this summons, exclusive of the day of service
ATTORNEY(S) / SENDER(S):	John N. Ellem Ellem Law Office 914 Market Street, Suite 207 PO Box 322 Parkersburg, WV 26102-0322 304-424-5297
REMARKS:	Service of Process made on West Virginia Secretary of State August 20, 2009
ACTION ITEMS:	SOP Papers with Transmittal, via Fed Ex 2 Day , 790677216709 Image SOP Email Notification, Motors Liquidation Compan Service of Process CTCorporation@MotorsLiquidation.com Email Notification, Rosemarie Williams rosemarie.f.williams@gm.com Email Notification, Heather Hoey heather.hoey@gm.com
SIGNED:	C T Corporation System
ADDRESS:	707 Virginia Street, East Charleston, WV 25301
TELEPHONE:	304-345-8900

ER- Elizabeth Martin

Rose Law Firm
Keith Rose

Information displayed on this transmittal is for CT Corporation's record keeping purposes only and is provided to the recipient for quick reference. This information does not constitute a legal opinion as to the nature of action, the amount of damages, the answer date, or any information contained in the documents themselves. Recipient is responsible for interpreting said documents and for taking appropriate action. Signatures on certified mail receipts confirm receipt of package only, not contents.

ODOMETER
95938 MI

WASHINGTON
2
EVERGREEN STATE

GM

MFD BY GENERAL MOTORS CORP. 12/05

GVWR	GAWR FRT	GAWR RR
3175KG(7000LB)	1633KG(3600LB)	1746KG(3850LB)

THIS VEHICLE CONFORMS TO ALL APPLICABLE U.S. FEDERAL MOTOR VEHICLE SAFETY STANDARDS IN EFFECT ON THE DATE OF MANUFACTURE SHOWN ABOVE.

1GNEK13087R[redacted] TYPE: M.P.V.

MODEL: K10706

KQA4	TIRE SIZE	SPEED RTG	RIM	COLD TIRE PRESSURE
FRT	P265/70R17	S	17X7.5J	220KPA(32PSI)
RR	P265/70R17	S	17X7.5J	220KPA(32PSI)
SPA	P265/70R17	S	17X7.5J	240KPA(35PSI)

SEE OWNER'S MANUAL FOR MORE INFORMATION.

F 381
T 574

CUSTOMER #:125075

[redacted]

SPOKANE, WA [redacted]
BSCUDDER54@MSN.COM
HOME:
BUS: CONT:N/A
CELL:

289776

WORKORDER

PAGE 1

BECKER BUICK-PONTIAC-GMC, INC.
636 E. Sprague * Phone 455-3550
SPOKANE, WA 99210
P.O. Box 1442

DIRECT LINE
SERVICE 455-3550
BODY SHOP 455-3590
PARTS 455-3581
www.beckerbuick.com

SERVICE ADVISOR: 3 SPADE,JASON R

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
SILVER	07	CHEVROLET TAHOE	1GNEK13087R[redacted]		95939/	

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN07 IS							
01JAN07 DD			17:00 14SEP09			CASH	

R.O. OPENED	READY	OPTIONS:
14SEP2009 10:10		DLR:47555 ENG:5.3_Liter_Flexible_Fuel

LINE #	OP CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
A			WARR	CUST STATES R.F DOOR HANDLE ON THE INSIDE PEELING
B			WARR	CUST STATES LF INSIDE DOOR HANDLE PEELING
C			WARR	CUST STATES RR INSIDE DOOR HANDLE PEELING
D			WARR	CUS TSTATES LR DOOR HANDEL ON THE INSIDE PEELING

YOU ARE ENTITLED TO A WRITTEN PRICE ESTIMATE FOR REPAIRS YOU HAVE AUTHORIZED YOU ARE ALSO ENTITLED TO REQUIRE THE REPAIRMAN TO OBTAIN YOUR ORAL OR WRITTEN ESTIMATE. YOUR SIGNATURE OR INITIALS WILL INDICATE YOUR SELECTION. YOUR ALTERNATIVES ARE:

YOUR SIGNATURE OR INITIALS

1.) I request an estimate in writing before you begin repairs.Contact me if the price will exceed this estimated by more than 10%. 1) _____

2.) Proceed with repairs but contact me if the price will exceed. 2) _____

3.) I do not want a written estimate. 3) _____

EXCLUSION OF WARRANITES

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 or repairs thereto.

DATE: _____ SIGNED: X _____

PRELIMINARY ESTIMATE $ _____

	DATE	TIME	BY
REVISED ESTIMATE (1)			
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

SAVE OLD PARTS ☐

DISCARD ☐

PARTS VIEWED BY _____

Copyright 2000 ADP, Inc. SERVICE WORKORDER TYPE 2 - SW3C

TECHNICIAN COPY

Address:
City, State:
Day Phone:
Night Phone:
Fax:
Estimate Ref: 1025
Date: September 14, 2009
Time: 01:22 PM

Service Writer:
Service Tech:

VID:
Mileage:

Vehicle: 2007 Chevy Truck Tahoe 4WD V8-5.3L

Description	Part #/Labor Rate	Qty	Price/Time	Extended
Door Locks				
Replace				
Front Door				
One Side (B)	Labor 84.00 / hr	2	1.00	168.00
Rear Door				
One Side (B)	Labor 84.00 / hr	2	1.00	168.00

Labor Total		336.00
Parts Total		0.00
Sub-Total		336.00
Labor Tax	8.7%	29.24
Total		$ 365.24

Signature David Vannice

Date 9-14-09

Warranty Prices
parts: 231.72
Labor: 134.37
Total 366.09

No Tax

Customer Pay
Parts: 290.37
Labor: 365.24
Total 655.61

No Tax

2007 Chevrolet Tahoe - 4WD | C/K Sport Utility Vehicles | **Document ID: 2032078**

Handle, Rear Side Door Inside - Right - Replace

OPERATION NUMBER: B4517

LABOR TIME: 0.4

REQUISITION

Date

Customer

Repair Order No 289776

Make

Model

QUANTITY REQUIRED	PART NUMBER	ARTICLE	WC	PRICE	COST
	15935954	RH Fnt	1203	96	120.29
	15935951	LH Fnt	5008	79.72	99.89
	15939084	RR- RH	56 Rear	Cap 28.13	35.25
	15939073	LH RR		Cap 27.87	34.94
				231.72	290.37

FORM SA-1710 (PINK) SA-1710-W (WHITE) REV. 11/94

BECH FORMS 608-838-2844

ORDERED BY

APPROVED

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2007 Chevrolet Tahoe - 4WD | C/K Sport Utility Vehicles | **Document ID: 2032080**

Handle, Rear Side Door Inside - Left - Replace

OPERATION NUMBER: B4518

LABOR TIME: 0.4

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2007 Chevrolet Tahoe - 4WD | C/K Sport Utility Vehicles | **Document ID: 2032075**

Front Side Door Inside Handle Replacement - Left Side

OPERATION NUMBER: B4281

LABOR TIME: 0.4

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2007 Chevrolet Tahoe - 4WD | C/K Sport Utility Vehicles | **Document ID: 2032072**

Front Side Door Inside Handle Replacement - Right Side

OPERATION NUMBER: B4280

LABOR TIME: 0.4

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Hendrick

www.HendrickChevy.com

September 23, 2009

Estimate for Repairs

Customer Name: [redacted]

VIN# 1GNFC13017R[redacted] - Case# 71-758152369

2007 Chevy Tahoe

Estimate for Replacing Right front door inside chrome handle for chrome peeling.

Part #15935955

Part Price: $108.88

Labor to install: $ 32.46

Operation Code B4280 .4

Warranty Labor Rate= $81.15

Total Repair P&L = **$141.34**

Estimate was prepared by *Tony DiOrio*

Hendrick Chevrolet Cadillac
3112 Hwy 74 W., Monroe, NC 28110 (704) 289-8444 fax# (704) 226-9458

December 8, 2009

[redacted]
Pomona, CA [redacted]

Service Request: 71-497073709
Customer Relationship Specialist: Linda Farland

Dear Mr. Nunez:

We would like to discuss your request for assistance regarding your 2007 Chevrolet Tahoe, but we have been unsuccessful in our attempts to contact you.

If you have outstanding issues, please feel free to contact us at 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 Specialists will be happy to assist you. You will have the option to speak with me directly if I am available. If you have already contacted the Customer Assistance Center, please disregard this letter.

Chevrolet and your dealer's mutual goal is your total satisfaction with Chevrolet products and services. We look forward to talking with you soon.

Sincerely,

Chevrolet Customer Assistance Center

General Motors Corporation
Business Resource Center
PO Box 33170
Detroit, MI 48232-5170

VIA FAX ONLY

May 21, 2007

Andy Wallace
All American Chevrolet of Odessa aka Lithia Co.
5020 North John Ben Sheppard Parkway
Odessa, TX 79762-8186

RE: [redacted]
Service Request: 71-504314057
2007 Chevrolet Tahoe
Vehicle Identification Number: 1GNFK13037R[redacted]
Customer Relationship Specialist: Dianna Barber

Dear Andy Wallace:

This is a letter of notification regarding a not-in-suit-matter involving the above referenced customer. Please provide us 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 any), the incentives acknowledgement form, and the Actual Cash Value statement of any trade.
- Service and body shop repair orders of all internal, customer pay, and warranty repair orders, (to include front and back as well as technician notes). Also, include any receipts for aftermarket or dealer add-ons.

Please fax them to the number on the fax cover sheet. If there are any fax difficulties or the documents exceed 50 pages, please split the fax and send two or more faxes as appropriate.

In addition, should you be contacted by another party regarding this matter, you may want to consult your own attorney for further direction. Your cooperation is greatly appreciated. If you have further questions, please contact our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Sincerely,

General Motors Corporation

July 17, 2008

David Routzon, Esq.
Craddock Reneker & Davis LLP
3100 Monticello Ave Ste 550
Dallas, TX 75205-3466

RE: [redacted] v. General Motors Corporation
Service Request: 71-504314057
2007 Chevrolet Tahoe
Vehicle Identification Number: 1GNFK13037R[redacted]
Customer Relationship Specialist: Shera Vasquez

Dear Mr. Routzon:

Enclosed please find a check in the amount of $10,585.81 made payable to Judy Whitworth and Weisberg and Meyers, LLC to settle the above-referenced case.

If you have further questions, please contact our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please refer to the service request number above and a Customer Relationship Specialist will be happy to assist you.

Sincerely,

General Motors Corporation

LG0062
V07092007

December 8, 2009

Ms. [redacted]
[redacted]
Odessa, TX [redacted]

Service Request: 71-504314057
Customer Relationship Specialist: Debra Lernout

Dear Ms. [redacted]

We would like to discuss your request for assistance regarding your 2007 Chevrolet Tahoe, but we have been unsuccessful in our attempts to contact you.

If you have outstanding issues, please feel free to contact us at 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 Specialists will be happy to assist you. You will have the option to speak with me directly if I am available. If you have already contacted the Customer Assistance Center, please disregard this letter.

Chevrolet and your dealer's mutual goal is your total satisfaction with Chevrolet products and services. We look forward to talking with you soon.

Sincerely,

Chevrolet Customer Assistance Center

Privileged and Confidential Information
CASE ASSESSMENT – LEGAL (NON SMALL CLAIMS)

By: Dianna Barber State: TX

Customer Name: [redacted] Service Request: 71-504314057
Vehicle ID No.: 1GNFK13037R[redacted] In Service Date: 5/24/2006 Vehicle is: NEW BAC Code: 114671
Year, Make & Model: : 2007 TAHOE 4WD LT Vehicle Purchased on: NA
Lien holder: GMAC☒ Other☐: Sale Type: Purchase ☒ Lease☐ Other☐ :

VEHICLE REPAIR HISTORY

☐ BODY/TRIM

DATE:	RO #:	DAYS OUT:	MILEAGE:	DESCRIPTION OF COMPLAINT AND REPAIR PERFORMED:
08/22/06	101984	*	4706	C/S LEFT REAR DOOR GLASS OUTSIDE SEALING STRIP IS LOOSE. **ORDER SEALING STRIP.**
08/22/06	101984	*	4706	C/S RIGHT REAR DOOR HARD TO OPEN FROM OUTSIDE. OUT OF ADJUSTMENT. WE ADJUSTED THE RIGHT REAR DOOR STRICKER & CHECKED DOOR OPERATION
01/29/07	111167	*	12550	C/S DRIVER DOOR HANDLE ON INSIDE COMING APART – PARTS ON ORDER
02/09/07	111856	1	12813	C/S DRIVER DOOR HANDLE ON INSIDE COMING APART / DRIVER INSIDE DOOR HANDLE PEELING – REPLACE DRIVER INSIDE DOOR HANDLE

☒ ELECTRICAL

DATE:	RO #:	DAYS OUT:	MILEAGE:	DESCRIPTION OF COMPLAINT AND REPAIR PERFORMED:
08/22/06	101984	1	4706	C/S ONE TIME VEH WOULDN'T START, NOT UNLOCK DOORS. / SCANNED COMPUTER SYSTEM AND HAS NO CODES STORED IN MEMORY. CHECKED GROUNDS AND POWERS, ROAD TESTED AND RE-SCANNED. WE WERE UNABLE TO DUPLICATE OR FIND ANY PROBLEM AT THIS TIME. - ***CUSTOMER CONCERN NOT DUPLICATED***
08/22/06	101984	*	4706	C/S NAVIGATION SYSTEM GIVES WRONG DIRECTIONS - CUST WILL RESCHEDULE
10/03/06	104542	1	6381	C/S NAVIGATION SYSTEM DOES NOT READ CORRECTLY / INTERNAL FAILURE – TECHNICAL ASSISTANCE ADVISED US TO USE UPDATED NAVIGATION DVD.
10/25/06	105839	1	7019	C/S CK WHEN LOWERED DVD SCREEN RADIO, GAUGES, DVD PLAYER ALL WENT OUT. B1023 RT DOOR SWITCH CK GROUNDS FOR IPC GAUGES NO PROBLEM FOUND. - ***CUSTOMER CONCERN NOT DUPLICATED***
01/29/07	111167	*	12550	C/S CK NAVIGATION SYSTEM NOT CORRECT. UPDATE RADIO PROGRAM BULLETIN 060844037. - REPROGRAM NAVIGATION SYSTEM
02/12/07	112042	1	12920	***CUSTOMER CONCERN NOT DUPLICATED***
05/17/07	120364	1	18274	C/S X/M RADIO QUITS WHILE DRIVING INTERMITTENTLY BUT FM/AM RADIO STILL OPERATE, CHECK RADIO FOR TROUBLE CODES, NONE FOUND, - REMOVED RADIO CHECK AND CLEAN CONNECTIONS, UNABLE TO DUPLICATE CUST CONCERN IF PROBLEM RETURNS MAY NEED TO REPLACE RADIO. ***CUSTOMER CONCERN NOT DUPLICATED***

☐ SUSPENSION

DATE:	RO #:	DAYS OUT:	MILEAGE:	DESCRIPTION OF COMPLAINT AND REPAIR PERFORMED:
04/21/07	116547	*	17364	***CUSTOMER CONCERN NOT DUPLICATED***

☐ WHEEL/TIRES

DATE:	RO #:	DAYS OUT:	MILEAGE:	DESCRIPTION OF COMPLAINT AND REPAIR PERFORMED:
08/22/06	101984	*	4706	TIRE PRESSURE LIGHT ON. CUST WILL RESCHEDULE.
09/07/06	103009	1	5061	TIRE PRESSURE LIGHT ON. / PERFORMED DIAGNOSTIC TEST. - COMPLETED RELEARN PROCEDURE ON ALL SENSORS & ROAD TESTED.

☐ RECALLS

DATE:	RO #:	DAYS OUT:	MILEAGE:	DESCRIPTION OF COMPLAINT AND REPAIR PERFORMED:
01/29/07	111167	1	12550	06162 PRODUCT ENHANCEMENT- ECM REPROGRAM
04/21/07	116547	1	17364	07033 SERVICE UPDATE – BCM REPROGRAM

THE STATE LEMON LAW READS:

DAYS OUT OF SERVICE: 30
REPAIRS 4
TIME PERIOD 12 MONTHS
DOES LEMON LAW STATE NONCONFORMITY MUST CONTINUE TO EXIST? Y

IF APPLICABLE, SAFETY-RELATED REPAIRS NA
SAFETY-RELATED TIME PERIOD NA

NUMBER OF REPAIR ATTEMPTS IN THE PRESUMPTION PERIOD:	9 DIFFERENT ISSUES
TOTAL DAYS OUT OF SERVICE DURING THE PRESUMPTION PERIOD:	9
TOTAL DAYS OUT OF SERVICE DURING CUSTOMER'S OWNERSHIP:	9

PERTINENT FACTS FROM PREVIOUS SRS WHICH RELATE TO YOUR EVALUATION

CONCERN: NA
DATE & OFFER/RESULT: NA

RECOMMENDATION AND RATIONALE

CUSTOMER'S PRIMARY ISSUE IS THE NAVIGATION/ENTERTAINMENT SYSTEM. THE DEALER COULD NOT DUPILCATE THE MAJORITY OF CONCERNS THE CUST HAD. NO MAJOR COMPONENTS ARE INVOLVED IN ANY OF THE REPAIRS.

REASON FOR REMOVAL

CUSTOMER COMPLAINTS REGARDING THE NAVIGATION SYSTEM HAVE NOT BEEN CONFIRMED. CUSTOMER HAS NO NEW REPAIRS FOR NAVIGATION SYSTEM SINCE DENIAL OF NISM. REMOVED TO LC AND SETTLED FOR $10585.81 DUE TO ELECTRICAL AND NAVIGATION ISSUES. ADDITIONAL CHECK REQUEST FOR $26,627.75 FOR ATTY FEES.

November 11, 2008

David Routzon, Esq.
Craddock Reneker & Davis LLP
3100 Monticello Ave Ste 550
Dallas, TX 75205

RE: [redacted] v. General Motors Corporation
Service Request: 71-504314057
2007 Chevrolet Tahoe
Vehicle Identification Number: 1GNFK13037R[redacted]
Customer Relationship Specialist: Shera Vasquez

Dear Mr. Routzon:

Enclosed please find a check in the amount of $26,627.75 made payable to Weisberg and Meyers to settle the above-referenced case.

If you have further questions, please contact our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please refer to the service request number above and a Customer Relationship Specialist will be happy to assist you.

Sincerely,

General Motors Corporation

LG0062
V07092007

General Motors Corporation
Business Resource Center
PO Box 33170
Detroit, MI 48232-5170

VIA FAX ONLY

May 21, 2007

Joe Gomez
Sierra Blanca Motor Company
P.O. Box 219
Ruidoso, NM 88355-0219

RE: [redacted]
Service Request: 71-504314057
2007 Chevrolet Tahoe
Vehicle Identification Number: 1GNFK13037R[redacted]
Customer Relationship Specialist: Dianna Barber

Dear Joe Gomez:

This is a letter of notification regarding a not-in-suit-matter involving the above referenced customer. Please provide us 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 any), the incentives acknowledgement form, and the Actual Cash Value statement of any trade.
- Service and body shop repair orders of all internal, customer pay, and warranty repair orders, (to include front and back as well as technician notes). Also, include any receipts for aftermarket or dealer add-ons.

Please fax them to the number on the fax cover sheet. If there are any fax difficulties or the documents exceed 50 pages, please split the fax and send two or more faxes as appropriate.

In addition, should you be contacted by another party regarding this matter, you may want to consult your own attorney for further direction. Your cooperation is greatly appreciated. If you have further questions, please contact our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Sincerely,

General Motors Corporation

CHEVROLET BUICK PONTIAC GMC SATURN HUMMER SAAB Cadillac

Privileged and Confidential Information

CASE ASSESSMENT – LEGAL (NON SMALL CLAIMS)

By: Dianna Barber State: TX

Customer Name: [redacted] Service Request: 71-504314057 GM Legal File No.: {Number}

Vehicle ID No.: 1GNFK13037R[redacted] In Service Date: 5/24/2006 Vehicle is: NEW BAC Code: 114671

Year, Make & Model: : 2007 TAHOE 4WD LT Vehicle Purchased Used on: NA

Lien holder: GMAC☒ Other☐: {Name} Sale Type: Purchase ☒ Lease☐ Other☐ : {Type}

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.

☐ BODY/TRIM

DATE:	RO #:	DAYS OUT:	MILEAGE:	DESCRIPTION OF COMPLAINT AND REPAIR PERFORMED:
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☐ SUSPENSION

DATE:	RO #:	DAYS OUT:	MILEAGE:	DESCRIPTION OF COMPLAINT AND REPAIR PERFORMED:
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☐ WHEEL/TIRES

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☐ RECALLS

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DAYS OUT OF SERVICE: 30
REPAIRS 4
TIME PERIOD 12 MONTHS
DOES LEMON LAW STATE NONCONFORMITY MUST CONTINUE TO EXIST? Y

IF APPLICABLE, SAFETY-RELATED REPAIRS NA
SAFETY-RELATED TIME PERIOD NA

NUMBER OF REPAIR ATTEMPTS IN THE PRESUMPTION PERIOD:	9 DIFFERENT ISSUES
TOTAL DAYS OUT OF SERVICE DURING THE PRESUMPTION PERIOD:	9
TOTAL DAYS OUT OF SERVICE DURING CUSTOMER'S OWNERSHIP:	9

PERTINENT FACTS FROM PREVIOUS SRS WHICH RELATE TO YOUR EVALUATION

CONCERN: {TEXT}
DATE & OFFER/RESULT: {TEXT}

CONCERN: {TEXT}
DATE & OFFER/RESULT: {TEXT}

CONCERN: {TEXT}
DATE & OFFER/RESULT: {TEXT}

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.

CUSTOMER'S PRIMARY ISSUE IS THE NAVIGATION/ENTERTAINMENT SYSTEM. THE DEALER COULD NOT DUPILCATE THE MAJORITY OF CONCERNS THE CUST HAD. NO MAJOR COMPONENTS ARE INVOLVED IN ANY OF THE REPAIRS.

REASON FOR REMOVAL

{TEXT}

CRS FINAL OFFER: {CASH/REP/TRADE}: **DATE:** {DATE}

OFFER TO CUST: ${AMOUNT}
ATTORNEY FEES: ${AMOUNT}
OR INCLUSIVE OFFER: ${AMOUNT}

PLAINTIFF'S FINAL DEMAND: {CASH/REP/TRADE}: **DATE:** {DATE}

AMOUNT TO CUST: ${AMOUNT}

ATTORNEY FEES: ${AMOUNT}
OR INCLUSIVE OFFER: ${AMOUNT}

TEAM LEAD APPROVING: {NAME} DATE: {DATE}

General Motors Corporation
Business Resource Center
PO Box 33170
Detroit, MI 48232-5170

May 21, 2007 **VIA FAX ONLY**

Susan Landgraf, Esq.
Weisberg & Meyers, LLC
2833 N Central Ave Ste 613
Phoenix, AZ 85004-1085

RE: [redacted]
Service Request: 71-504314057
2007 Chevrolet Tahoe
Vehicle Identification Number: 1GNFK13037R[redacted]
Customer Relationship Specialist: Dianna Barber

Dear Mrs. Landgraf:

This is to advise that General Motors is in receipt of the above referenced case dated May 10, 2007. This case file has been assigned to General Motors' Early Resolution program, and you will be contacted by Brion Stevens in the next 10-15 calendar days for review. The Early Resolution program is designed to facilitate early settlement of warranty matters within a 45-day timeframe.

In order to do a thorough review and assessment of this case, General Motors would appreciate your prompt 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.

- ☒ Copy of owner's current title and/or registration
- ☐ Other:
- ☒ Finance agreement
- ☒ Buyer's agreement

General Motors Corporation
c/o MSX International, ATTN: BRC Legal
1919 Concept Drive
Warren, MI 48091

If you have further questions, please contact our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please refer to the service request number above and a Customer Relationship Specialist will be happy to assist you.

Sincerely,

General Motors Corporation

CHEVROLET BUICK PONTIAC GMC SATURN HUMMER SAAB Cadillac

RELEASE OF LIEN INFORMATION

I _____,
(Client's Name) (Client's Social Security Number)

hereby authorize _____
(Lien holder Name)

_____
(Lien holder Address) (Lien holder Phone Number)

to release any and all information regarding my loan account # _____
(Account Number)

with _____
(Lien holder Name)

to General Motors Corporation, including but not limited to a complete payment history of my account, a loan payoff amount, and per diem information.

Date _____.

VEHICLE INFORMATION

The current vehicle mileage is _____ Date mileage read: _____.

_____ _____
Signature Signature

CHEVROLET BUICK PONTIAC GMC SATURN HUMMER SAAB Cadillac

Privileged and Confidential Information

CASE ASSESSMENT – LEGAL (NON SMALL CLAIMS)

By: Mil Love **State: NY**

Customer Name: [redacted] Service Request: 71-558568699 GM Legal File No.:

Vehicle ID No.: 1GNFK13047J[redacted] In Service Date: 08/03/2006 Vehicle is: New BAC Code: 111266

Year, Make & Model: 2007 TAHOE 4WD LT Vehicle Purchased Used on: {n/a or mm/dd/yy} at odometer {odometer}

Lien holder: GMAC☒ Other☐: {Name} Sale Type: Purchase ☐ Lease☒ Other☐ : {Type}

VEHICLE REPAIR HISTORY

☒ Electrical

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
08/09/06	304168	1	158	C/S tire monitor light on checked – tech reset tire pressure and monitor light.
01/26/07	313583	*	6713	C/S traction control light on. Tech checks and found all tire low pressure lights are on. – reset tire pressure and tire pressure monitoring.
05/15/07	003545	*	10485	C/S left front and rear tire monitors inop monitors damaged. – replaced damaged tire monitor on left tires. Perform tire balance also set and program tire monitor sensors. Recheck OK.

☐ Tires and Wheels

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
10/20/06	308251	*	3578	C/S tires screech when turning / **found over size tires – Normal condition when making sharp turns.**

☒ Steering

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
10/20/06	308251	*	3578	C/S steering wheel shakes when driving at 55 mph. – performed balance all 4 tires recheck at highway. All ok.
01/26/07	313583	1	6713	C/S stability light came on Check and found DTC steering angle sensor performance. Check and found bed connection by the steering angle sensor. – re-secure connector and horns, clear DTC. Retested, all ok.
05/15/07	003545	*	10485	C/S steering wheel shakes at 65 mph. – Perform tire balance on all tires.
07/17/07	005059	*	10494	C/S steering wheel shakes at 65 mph. Tech road tested vehicle – **Cannot duplicate customer concern.**

☐ Body and Trim

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
10/20/06	308251	1	3578	C/S driver window glass shakes when driving / tech check and found driver door panel making squeaking noise – re-secured panel, lubricated out side weather strip as per **bulletin 06-08-035**. Retested, all ok.
05/15/07	003545	1	10485	C/S front doors inner locks handle peeling-out. – **ordered parts.**
07/17/07	005059	1	10494	C/S front doors inner handle paint peel out. / **SOP** – Replace L/F inner door handle and reordered.

☐ Brakes

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
01/26/07	313583	*	6713	C/S front brake squeaks / tech check and **cannot duplicate concern.** Advised customer some squeaking is normal condition.

THE STATE LEMON LAW READS:

Days out of service: 30
Repairs same nonconformity 4 or more times and the problem continues to exist
Time period 24 months / 18,000 miles
Does Lemon Law state nonconformity must continue to exist? Y

If applicable, safety-related repairs {# of repair attempts}
Safety-related time period {# of months} / {# of miles}

Number of repair attempts in the presumption period: 5
Total days out of service during the presumption period: 5
Total days out of service during customer's ownership: 5

RECOMMENDATION AND RATIONALE

CUST HAD (5) REPAIR ATTEMPTS UNDER PRESUMPTION FOR:
(3) TIRE MONITORS
(2) STEERING SHAKES AT 65MPH – BALANCING TIRES
(1) STEERING SENSOR
(1) NOISY WINDOW

DOES NOT MEET LEMON LAW GUIDELINES FOR (4) ATTEMPTS
DEMAND SEEKS REMEDY FOR STEERING, BRAKES, AND DAYS OUT OF SERVICE
CUST HAS A 48/48000 GMPP MAJOR GUARD WITH $200 DEDUCTABLE

CRS RECOMMENDS A CASH SETTLEMENT OFFER
MSRP=$45,965 10%=$4,500 15%=$6,800 20%=$9,000 ATTY=$1500

REASON FOR REMOVAL

{TEXT}

CRS FINAL OFFER: {CASH/REP/TRADE}: **DATE:** {Date}

OFFER TO CUST: ${Amount}
ATTORNEY FEES: ${Amount}
OR INCLUSIVE OFFER: ${Amount}

PLAINTIFF'S FINAL {CASH/REP/TRADE}: **DATE:** {Date}

AMOUNT TO CUST: ${Amount}

DEMAND:

ATTORNEY FEES: ${Amount}
OR INCLUSIVE OFFER: ${Amount}

TEAM LEAD APPROVING: {Name} Date: {Date}

October 15, 2007

Elton Bozanian, Esq.
Alex Simanovsky & Associates, LLC
2300 Henderson Mill Road, Suite 300
Atlanta, GA 30345

RE: [redacted] v. General Motors Corporation
Service Request: 71-558568699
2007 Chevrolet Tahoe
Vehicle Identification Number: 1GNFK13047[redacted]
Customer Relationship Specialist: Carolina Aponte

Dear Mr. Bozanian:

Enclosed please find a check in the amount of $5,200.00 made payable to Sharedan Lawrence and Alex Simanovsky & Associates to settle the above-referenced case.

If you have further questions, please contact our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please refer to the service request number above and a Customer Relationship Specialist will be happy to assist you.

Sincerely,

General Motors Corporation

LG0062
V07092007

General Motors Corporation
Business Resource Center
PO Box 33170
Detroit, MI 48232-5170

VIA FAX ONLY

September 25, 2007

Elton Bozanian, Esq.
Alex Simanovsky & Associates, LLC
115 Broad Ave
Palisades Park, NJ 07650-1441

RE: [redacted]
Service Request: 71-558568699
2007 Chevrolet Tahoe
Vehicle Identification Number: 1GNFK13047J[redacted]
Customer Relationship Specialist: Mil Love (fax 866-233-3015)

Dear Mr. Bozanian:

This is to advise that General Motors is in receipt of the above referenced case dated September 14, 2007. This case file has been assigned to General Motors' Early Resolution program, and you will be contacted in the next 10-15 calendar days for review. The Early Resolution program is designed to facilitate early settlement of warranty matters within a 45-day timeframe.

In order to do a thorough review and assessment of this case, General Motors would appreciate your prompt 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.

☒ Copy of owner's current title and/or registration
☒ Other: Release of lien
☒ Finance agreement
☒ Buyer's agreement

General Motors Corporation
c/o MSX International, ATTN: BRC Legal
1919 Concept Drive
Warren, MI 48091

If you have further questions, please contact our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please refer to the service request number above and a Customer Relationship Specialist will be happy to assist you.

Sincerely,

General Motors Corporation

CHEVROLET BUICK PONTIAC GMC SATURN HUMMER SAAB Cadillac

RELEASE OF LIEN INFORMATION

I _____,
(Client's Name) (Client's Social Security Number)

hereby authorize _____
(Lien holder Name)

_____
(Lien holder Address) (Lien holder Phone Number)

to release any and all information regarding my loan account # _____
(Account Number)

with _____
(Lien holder Name)

to General Motors Corporation, including but not limited to a complete payment history of my account, a loan payoff amount, and per diem information.

Date _____.

VEHICLE INFORMATION

The current vehicle mileage is _____ Date mileage read: _____.

_____ _____
Signature Signature

CHEVROLET BUICK PONTIAC GMC SATURN HUMMER SAAB Cadillac

December 8, 2009

[redacted]
Olympic Valley, CA[redacted]

Service Request: 71-560301732
Customer Relationship Specialist: Joseph Peterson

Dear [redacted]

We would like to discuss your request for assistance regarding your 2007 Chevrolet Tahoe, but we have been unsuccessful in our attempts to contact you.

If you have outstanding issues, please feel free to contact us at our Chevrolet Customer Assistance Center at 1-800-222-1020 24 hours a day, seven days a week. Please refer to your service request number above and any of our Customer Relationship Specialists will be happy to assist you. You will have the option to speak with me directly if I am available. If you have already contacted the Customer Assistance Center, please disregard this letter.

Chevrolet and your dealer's mutual goal is your total satisfaction with Chevrolet products and services. We look forward to talking with you soon.

Sincerely,

Chevrolet Customer Assistance Center

December 8, 2009

Ms. [redacted]
[redacted]
Salisbury, NC [redacted]

Service Request: 71-603150058
Customer Relationship Specialist: Allison Barry

Dear Ms. [redacted]

Thank you for your support of GMC. As we agreed, the necessary paperwork has been completed and forwarded to General Motors Protection Plan (GMPP). The processing time will take approximately eight weeks. The Major Guard plan for your 2007 GMC Yukon, Vehicle Identification Number 1GKFK13087R[redacted], is for the following:

- 36 months or 75,000 miles, whichever occurs first, beginning on February 19, 2008 and ending on February 19, 2011 and begins with 31,289 and ends with 106,289 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 GMC customer.

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

Thank you for allowing us the opportunity to assist you.

Sincerely,

GMC Customer Assistance Center

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

GM DealerWorld - Microsoft Internet Explorer provided by GMCARS

File Edit View Favorites Tools Help

Back Search Favorites

Address https://www.autopartners.net/apps/naowb/naowb/delivervehicle/dv_09c.do?selectedtab=summary Go Links

Division: GMC
VIN: 1GKFK13087R[redacted]

Customer Type: Owner
[redacted]
Salisbury, North Carolina, United States - [redacted]

Home Phone:
Primary Language: English
Secondary Language:

Sales Information

Dealer Code: 32888
Action: Add Protection Plan
Odometer: 31289
Delivery Date: 02/19/2008

Plan Lienholder

Lienholder Type: Other
GMC
P.O.Box 33172
Detroit, Michigan - 48232

Protection Plans

Plan Purchase Date: 02/19/2008
In Service Date: 02/19/2008

Plan Type: Major Guard Retail
Term: 36
Mileage Limit: 75000
Deductible: 0
Rental Type: Standard
Plan Price: $ 0.00
Tax: $ 0.00
Total: $ 0.00

BACK CANCEL SUBMIT

Done Internet

https://www.autopartners.net - GM DealerWorld - Microsoft Internet Explorer provided by GMCARS

GM OrderWORKBENCH

Close Window

Transaction Details

Click the "Print" button in order to keep a record of this transaction detail. After you review the transaction details, click "Close Window".

VIN:	1GKFK13087R[redacted]	Status:	Pending
Dealer Code:	32888	User ID:	1w3jfm
Transaction Date:	02/19/2008	User Role:	Central Office Administrator
Transaction Type:	GM Protection Plan	Timestamp Date:	2008-02-21-11.52.14.749000

Transaction Messages:

1097 - GMPP sent to MIC

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Done

Internet

RVDC Case# 147890

BRC Case Number	7604476631
Customer Name	[redacted]
Original VIN	1GKFC16077R[redacted]
BAC	164506
Dealership Name	RYDELL AUTOMOTIVE GROUP
Dealer Contact/Title	Rick Guzman, Service Manager
Dealer Phone	8182671400
Dealer Fax	8182671385
Delivery Date	2007-08-21
Buyback Mileage	4763
Transmission	A
UCC Code(s)	L2006 J5708 K3705
MSRP	38685.00
Est. Auction Value	21219.50
Case Number	147890
TAC Case Number	
Type of Transaction	SL
Replacement VIN	
Repurchase Type	Legal-Early Resolution-NISM
Repurchase Source	Yvonne Ritchie
Reason for Repurchase: Leaks- catalytic converter Engine-PCM warning Lamp Transmission	

Vehicle is going to: Auction	Is Vehicle Drivable? Y	Issue 1099? Y
Dealer Admin Fee Applies? Y	Issue Release N	
This vehicle was repurchased as a result of a: Voluntary mediated customer satisfaction repurchase		
Retrieve Sales Tax? Y	Title Brand?	
Reason for not Retrieving Sales Tax:		
Original Sales Tax Paid in State: CA	Repurchased Under Laws of State: CA	
Vehicle Meets Presumption of LEMON LAW? Y		
Closing Schedule: 2008-04-18	Established on: 2008-04-08	
If no, where: BAC is 0		
Location Site Name:		
Contact Name:		
Address 1:		
Address 2:		
City:	State:	Zip:
Phone #:		
Fax #:		
Comment:		
GM Legal Case Number:		
GM Counsel Name: N/A		
Gm Counsel Contact Name: N/A		
Address1:		
Address2:		
City:	State:	Zip:
Phone #:		
Fax #:		

Lien Payoff

Lien Payoff Amount: 26407.55	Lien Payoff Expires on: 2008-04-28	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			Check Amt:	14501.51
Payee1:	[redacted]	Payee1:	Wells Fargo Auto Finance	Payee1:	The Law off. of Robert Starr
Payee2:		Payee2:	50237409101999001	Payee2:	& Harutyun Adjikian
Address1:	[redacted]	Address1:	711W. Broadway Rd	Address1:	2377 Ventura Blvd
Address2:		Address2:		Address2:	
City:	Sylmar	City:	Temple	City:	Woodland Hills
State:	CA	State:	AZ	State:	CA
Zip	[redacted]	Zip	85282	Zip	91364
Phone #:	[redacted]	Phone #:	800-559-3557	Phone #:	818-225-9040
Fax #:		Fax #:		Fax #:	818-225-9042
		Attention:	Auto Finance Group	Attention:	Robert Starr
		[redacted]		[redacted]	

				Firm Name:	Law Off. of Rob Star

Case ID: 147890	Initiator: matthewt

Privileged and Confidential Information

CASE ASSESSMENT – LEGAL (NON SMALL CLAIMS)

By: Matt Kendrick c/o Yvonne Ritchie State: CA

Customer Name: [redacted] Service Request: 71-604476631 GM Legal File No.: {Number}

Vehicle ID No.: 1GKFC16077R[redacted] In Service Date: 08/21/07 Vehicle is: New BAC Code: 164506
Year, Make & Model: 2007 GMC Yukon Vehicle Purchased Used on: {n/a or mm/dd/yy} at odometer {odometer}

Lien holder: GMAC☐ Other☐: {Name} DVM requests involvement?: **No** Purchase Price of Vehicle: $ {Number}

Was TAC contacted for this vehicle (Y/N)? : **Y**

VEHICLE REPAIR HISTORY

☐ Engine/Fuel/Exhaust

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
1/10/08	307548	2	5,269	C/S "Check Engine" light is on. Engine sounds louder, sounds like exhaust system was replaced or has a leak. **Correction:** Scanned engine, found no trouble codes. Road tested truck. Check exhaust system, OK. **Was Unable to Duplicate Concern.** Rental – 2 Day Courtesy Transportation
02/04/08	315314	3	7,029	C/S Check Engine light is on – diagnose and advise. Vehicle running rough at idle. **Cause:** Perform system checks and SB diag. Found only cat. code P0420 set. No rough running found or any misfire codes. Followed doc #1741263 completely for cat. diag. Needs cat. converter assembly. **Correction:** Replace cat. converter assembly.

☐ Transmission

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
1/10/08	307548	*	5,269	C/S There is a delay in shifting revs up at 3500 RPM before shift, and when it shifts, there is a loud tin noise and clunk noise. **Cause:** Road test vehicle. Found clunk noise at 2-1 downshift. Looked for bulletins. Found document ID #185480 – Nec. to replace low and reverse clutch support retainer spring (item 686). Upon removal of trans. found overrun clutches burnt. Nec. to install new overrun clutches and steels. **Correction:** Remove and inspect transmission. Install new low and reverse clutch support retainer spring and install new overrun clutches and steels. Set clutch pack clearances and unit end play. Flush cooler lines and install transmission. Fill with fluid and reset taps. Road test vehicle. Vehicle operating as designed after repairs.

☐ Body/Trim

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
10/19/07	282126	5	4,763	C/S The passenger front side door handle is peeling. **Cause:** Chrome came apart. **Correction:** Replaced Rt. front inside handle.

C/S The leather on the center console armrest is coming apart.
Sublet to Tire Pros on 10/22/07 Time: 1:00 PM
Work Completed by Tire Pros

C/S When driving, the driver's side middle row seatback will fold down on its own.
Seat is Working as Designed at this time. Seat back is latching normal.

☐ Electrical

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
1/10/08	307548	*	5,269	C/S Driver window makes noise when coming down. **Cause:** Faulty window run channel. **Correction:** Diagnosed and ordered drivers door window run channel. C/S Pass. side window rolls up slow. **Cause:** Faulty pass. door window run channel. **Correction:** Diagnosed and ordered pass. door window run channel. C/S Air bag light is on. **Related to Job below.** **Repaired with Job below.** C/S Driver seat won't move. Forward fraying shorting driver's seat assembly harness. Harness out of position. **Cause:** Found driver's seat adjuster inop. Found no power to driver's seat adjuster switch and intermittent ground. Inspected and tested all fuses and circuit breakers, all good. Removed driver seat adjuster, removed seat cushion, found harness shorting to seat frame. **Correction:** Removed multiple wires and repaired. Reinstalled all and ensured proper operation.
01/30/08	313773	2	6,832	C/S Air bag light is on and display reads "Service Air Bag." **Cause:** Verified concern. Completed diag. and found no communication with SIR module. Diag. and found 15 amp SIR fuse to be blown. **Correction:** Replaced fuse and road tested, OK. C/S Check Engine light is on - Diagnose and advise. **Cause:** C/S Veh. running rough. Found no check engine light on. Scanned engine and found codes P0300, P0351, P0353, P0355, and P0357, with a pass status. Checked power. Ground, low ref and control circuits, all OK at this time. **Correction: No Correction needed at this time**, but switched coils assembly, left to right. If problem return to see if follow coil assembly. Clear codes. C/S Driver window makes noise when coming down. **SOP is in.** **Cause:** Excessive friction in driver's door window run channel. **Correction:** Diagnosed and replaced left front door window run channel. C/S Pass. side window rolls up slow. **SOP is in.** **Cause:** Excessive friction in right pass. window run channel. **Correction:** Diagnosed and replaced Rt. front door window run channel.
02/18/08	319705	10	7,864	C/S Service air bag light is on. **Cause:** Verified concern. No communication w/ SDM. Diag. and found blown 15 amp mini fuse (air bag battery fuse). **Correction:** Replaced fuse and inspected for short to ground. None

found.

C/S Service traction light is on.
Related to repairs below.

C/S Service stabilitrack light is on.
Related to repairs below.

C/S Vehicle won't go over 10 MPH.
Related to repairs below.

C/S Check Engine Light is flashing.
Cause: Verified Customer's concern. Found numerous DTC's relating to concern. Injector – A circuit 1039 fuse 23 blown. Instructed to trace short in injector harness – none found. Checked for short in injectors – none found. Inspected U/H fuse block. Unable to trace any short externally. Per TAC instructions, replace fuse block assembly, possibly shorted internally.
Correction: Replaced underhood fuse block assembly. Repair terminals in circuit 1039 as per TAC instruction. Clear codes and roadtest. Operating as designed after repair. Roadtested over 60 miles. **TAC Case #1056542**

☐ Wheel/Tires

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
1/10/08	307548	*	5,269	C/S There is uneven tire wear. **Cause:** Checked alignment and found caster and camber and toe angles were out of factory specifications. **Correction:** Performed front end alignment, made adjustments to caster, camber, and toe, on both front wheels to bring them to meet factory specifications. Road tested after to insure proper alignment.

☐ Campaign/Recall

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
10/19/07	282126	*	4,763	**07033 – Service Update** – Inventory & Cust. vehs. – Battery rundown. Open Recall. **Reprogram BCM with code #4003D.**

THE STATE LEMON LAW READS:

Days out of service: 30
Repairs: 2 for serious, 4 for same non-conformity
Time period : 18 mo. / 18,000 miles
Does Lemon Law state nonconformity must continue to exist? N/A
If applicable, safety-related repairs: 2
Safety-related time period: 18 mo. / 18,000 miles

Number of repair attempts in the presumption period:	**7**
Total days out of service during the presumption period:	22
Total days out of service during customer's ownership:	22

PERTINENT VEHICLE INFORMATION PROVIDED BY District Service Manager

PERTINENT VEHICLE INFORMATION PROVIDED BY DEALER SERVICE MGR(S)

PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

Concern:
Date & Offer/Result:

Concern:
Date & Offer/Result:

Concern:
Date & Offer/Result:

RECOMMENDATION

Recommend a repurchase. Vehicle appears to be within presumption and qualifies for a Lemon(In-service date-08/21/07) Repurchase mileage set at 4763

RATIONALE

- Repeated concerns with check Engine light on related to the engine/Transmission/electrical(Replaced under hood fuse block assembly. Repair terminals in circuit 1039 as per TAC instruction. Clear codes and road test. Operating as designed after repair. Road tested over 60 miles. **TAC Case #1056542**
- Safety concern with repeated non conformity of Service air bag light is on
- Safety concern with sliding door inoperative. Per GMVIS vehicle towed into dealership at 7300 miles
- **07033 – Service Update** – Inventory & Cust. vehs. – Battery rundown.

closed Recall.

- Number of days out of service a little too high. Called dealership to verify, Left message.

REASON FOR REMOVAL

CRS FINAL OFFER: **DATE:**

OFFER TO CUST: $
ATTORNEY FEES: $
OR INCLUSIVE OFFER: $

PLAINTIFF'S FINAL DEMAND: **DATE:**

AMOUNT TO CUST: $

ATTORNEY FEES: $
OR INCLUSIVE OFFER: $

TEAM MANAGER APPROVING: Date:

General Motors Corporation
Business Resource Center
PO Box 33170
Detroit, MI 48232-5170

VIA FAX ONLY

March 28, 2008

Dealer -Repurchase Confirmation
For Internal Use Only

Customer's Name: [redacted]
2007GMC Yukon
VIN: 1GKFC16077R[redacted]
Service Request: 71-604476631
Customer Relationship Specialist: Yvonne Ritchie
CRS Phone: 1-(866) 790-5600, ext. 31270
CRS Fax #: (866) -233-2954

Mr.Guzman:

This is to advise you that General Motors has reached an agreement for a repurchase with the above reference customer. As your dealership is the selling and servicing dealership, we would like to do the closing there. In approximately two (2) weeks you will receive a repurchase package from RVDC detailing the closing information. The attorney or customer has been instructed to contact you the day prior to the repurchase to verify the paperwork has arrived. Please schedule an appropriate time for the repurchase with the customer at that time. In the event that the paperwork has not arrived please contact the CRS listed above and they will assist with gathering the needed information.

Your cooperation is greatly appreciated. If you have further questions, please contact our Business Resource Center at 1-800-231-1841 x21339 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Sincerely,

General Motors Corporation

Issued by: **Certificate No. 1GKFK66867J[redacted]**

GMC

Issue Date: December 8, 2009

Issued exclusively for: **COPPER RIVER AMERICA, INC**
Atention Mr. James Rogers
235 Pointe Rd
Inman, SC 29349-6941

Valid through: May 13, 2009

Amount: **Seven Hundred Fifty Dollars and Zero Cents**
******$750.00******

December 8, 2009

Mr. [redacted]
[redacted]
Inman, SC [redacted]

Service Request: 71-605050319
Customer Relationship Specialist: Paul Piasko

Dear Mr. [redacted]:

Thank you for your recent inquiry. We are sorry you have experienced concerns with your 2007 GMC Yukon. Customer satisfaction is a top priority for us at GMC.

Confirming our conversation regarding your GMC, vehicle identification number, 1GKFK66867J[redacted], enclosed is the Owner Loyalty Certificate for the amount of $750.00. This certificate is valid through May 13, 2009, towards the purchase, SmartLease or SmartBuy of a new, unused General Motors vehicle. This certificate may be used in addition to any other retail purchase incentive programs available at the time of purchasing a new vehicle.

We are proud you made GMC your choice when you purchased your 2007 GMC Yukon and trust you will give us the opportunity to retain you as a valued GMC customer. Should you have any questions regarding General Motors' products and current incentives, please call GMC Marketing Support at 888-988-7267. You may also begin your shopping by logging on to the GM Vehicle Showroom at www.gm.com to view our products.

We hope you will take advantage of this special incentive offer, and assuming you do, simply present the certificate to your dealer after you have negotiated your best deal, sign the certificate and your dealer will complete the necessary information and process it for you.

Sincerely,

GMC Customer Assistance Center

RVDC Case# 150357

BRC Case Number	7612955853
Customer Name	Mike[redacted]
Original VIN	1GNFC13J47F[redacted]
BAC	114560
Dealership Name	TEAM CHEVROLET-HUMMER
Dealer Contact/Title	Chris Williams, Service Manager
Dealer Phone	6264493333
Dealer Fax	6267923632
Delivery Date	2006-05-05
Buyback Mileage	8000
Transmission	A
UCC Code(s)	J0111 M0108 G0110
MSRP	43215.00
Est. Auction Value	23439.50
Case Number	150357
TAC Case Number	
Type of Transaction	SR
Replacement VIN	
Repurchase Type	Legal-Early Resolution-NISM
Repurchase Source	Yvonne Ritchie
Reason for Repurchase: Engine, Steering and Axle	

Vehicle is going to: Auction	Is Vehicle Drivable? Y	Issue 1099? Y
Dealer Admin Fee Applies? Y	Issue Release N	
This vehicle was repurchased as a result of a: Voluntary mediated customer satisfaction repurchase		
Retrieve Sales Tax? Y	Title Brand?	
Reason for not Retrieving Sales Tax:		
Original Sales Tax Paid in State: CA	Repurchased Under Laws of State: CA	
Vehicle Meets Presumption of LEMON LAW? Y		
Closing Schedule: 2008-06-21	Established on: 2008-06-13	
If no, where: BAC is 0		
Location Site Name:		
Contact Name:		
Address 1:		
Address 2:		
City:	State:	Zip:
Phone #:		
Fax #:		
Comment:		
GM Legal Case Number:		
GM Counsel Name: N/A		
Gm Counsel Contact Name: N/A		
Address1:		
Address2:		
City:	State:	Zip:
Phone #:		
Fax #:		

Lien Payoff

Lien Payoff Amount: 0.00	Lien Payoff Expires on:	Per Diem: 0.00
Customer Due to GM: 0.00	Dealer Due GM: 0.00	

Check Information

Customer		***Lienholder***	***Plaintiff's Attorney***	
Check Amt:	35112.93		Check Amt:	3000.00
Payee1:	[redacted]	Payee1:	Payee1:	The Law Offices of
Payee2:		Payee2:	Payee2:	Robert L. Starr
Address1:	[redacted]	Address1:	Address1:	23277 Ventura Blvd
Address2:		Address2:	Address2:	
City:	Pasadena	City:	City:	Woodland Hills
State:	CA	State:	State:	CA
Zip	[redacted]	Zip	Zip	91364
Phone #:	[redacted]	Phone #:	Phone #:	818-225-9040
Fax #:		Fax #:	Fax #:	818-225-9042
		Attention:	Attention:	Robert Starr
		Account #:	Fed Tax ID:	[redacted]

			Firm Name:	Law Off. Rob. Starr

Case ID: 150357	Initiator: yvonner

Revised 1/23/08

Privileged and Confidential Information

CASE ASSESSMENT – LEGAL (NON SMALL CLAIMS)

By: Sheila McCarthy c/o Yvonne Ritchie State: CA

Customer Name: [redacted] Service Request: 71-612955853 GM Legal File No.: {Number}

Vehicle ID No.: 1GNFC13J47R[redacted] In Service Date: 05/05/2006 Vehicle is: USED BAC Code: 114560
Year, Make & Model: 2007 TAHOE 2WD LT Vehicle Purchased Used on: 09/09/06 at odometer 6,274

Lien holder: GMAC☐ Other☐: CASH DVM requests involvement? NO Purchase Price of Vehicle: $ 36054.76

Was TAC contacted for this vehicle Yes

VEHICLE REPAIR HISTORY

☒ Brakes

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
11-15-07	282928	*	45,463	C/S replace front brake pad and reface rotors.-Replaced front brake pad and refaced rotors.

☒ Engine/Fuel/Exhaust

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
11-15-07	282928	*	45,463	Customer requests air and fuel filter replacement due to time and or mileage.-Air and fuel filter replaced.

☐ Restraints

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:

☒ Steering

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
10/17/07	281639	1	19,249	C/S when turning the steering wheel, it is stiff and hard to turn./ Road tested.-**Has normal steering effect.**
11-13-07	282860	2	34,457	C/S steering pulls opposite from direction being turned. /Scanned system, no codes. Current or history. Road test. Steering operating ok. Called Technical Assistance per **case 9987034** and said to review **TSB 2037471**. But do not replace any parts if condition can not be duplicated.-Road tested 8 miles and operating normal for electric power steering system.
11-15-07	282928	*	45,43	C/S replace noisy steering shaft .-Replaced noisy steering shaft.

☒ Axle

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
3-6-08	287858	*	22,066	C/S when sitting at a stop after releasing the brake pedal before stepping on gas pedal, customer will feel a jolt from rear of vehicle also at times

will hear and feel it when going over a bump real slow. See Rick R./ Road test. Drive shaft slip yoke binds.-Remove and replace drive shaft. Clean and repack slip yoke.

☒ Body/Trim

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
03/22/07	271756	1	10980	C/S right rear outside window sealing strip is coming apart Special Order Part SPO seal strip for right rear window
03/28/07	272022	*	11412	C/S the outside sealing strip on right rear door is coming apart Install special order part See R.0. 271756 Broken seal right rear sealing strip R & R sealing strip
05/16/07	274304	3	13434	C/S that both front bumper caps at where they meet/ front fenders keep popping out and both rear bumper caps. Shop foreman needs to get back to GM to see what fix is available
05/16/07	274304	*	13434	C/S trim panel on floor board at bottom at left rear door keeps popping away for inter weather strip warped trim panel. R & R left trim panel
05/16/07	274304	*	13434	C/S bottom trim panel on floor at right rear door keeps pulling away for inter door weather strip Warped right trim panel R & R right trim panel
05/16/07	274304	*	13434	C/S trim panel on floor board at bottom at left right door keeps popping away for inter weather strip warped trim panel left R & R left trim panel
07/16/07	277036	4	16137	C/S all rear end bumper covers left & right keep popping out & customer has to keep pushing them in bumper has been hit and causing flare out per body shop Rick shop foreman push them in & tighten –**Not Warranty**
07/16/07	277036	*	16137	C/S that both front end bumper covers keep popping out & customer has to keep pushing them in Bumper has been hit per body shop Rick / push them back in and tighten **Not Warranty**
07/16/07	277036	*	16137	C/S last time in for repairs in body shop there is still polish marks on left rear door customer was told wash the vehicle it would go away/ it is still there See body shop Took back to the body shop to re polish door
8/8/07	274243	1	16,709	C/S the center face plate that goes around radio and A/C controller that was replaced last time in was scratched.-Install special order part also the A/C controller is not flush with radio and face plate(See Rick Ricketts). Replaced scratched radio bezel.
		*	16,709	C/S front and rear bumpers still flex out after driving it and customer has to keep popping them back in.-Bumper fascia are designed to float to prevent warping per TAC 9745272. Add adhesive to prevent fascia from

				sliding as much.
11/5/07	282436	1	19,721	C/S clip or rod came loose inside on left rear door../ Broken handle won/t release cable..-Install special order part. Remove and replace door panel and handle.
		*	19,721	C/S the outside door guard molding on left rear door is lifting and coming loose.-Parts ordered.
		*	19,721	C/S the chrome finish is peeling off the left front inside door handle.-Parts ordered.
11/5/07		*	19,721	C/S the chrome finish on inside door handle on right front door is peeling.-Parts ordered.
11/12/07	282745	2	19,721	C/S the left front inside door handle's chrome finish is coming off. /Found chrome on handle peeling. Install special ordered parts.-Remove and replace door panel and replace inside door lock release.
		*	19,721	C/S the right front inside door handle's chrome finish is coming off./ Install special order parts. Chrome is peeling from door release handle.-Remove and replace lock release handle.
12/10/07	284076	3	19,800	C/S the left rear outside rocker molding is coming loose and lifting. /Install special order part. Paint to match. /Part was ordered and was painted to match. Shawn the Tech has the molding which is painted and customer took the vehicle and was advised on 12-23-07 at 11am the part is here.-Customer will return on 1-4-08 to install part.
1-3-08	285019	*	21,080	C/S after the RO was printed, that the chrome finish on rear right inside door handle is peeling. Chrome starting to peel. / Check handle. Starting to peel.-Order part.
		*	21,080	C/S the left rear door rocker molding is lifting off./ Install special order part.(Shawn has the part.) Adhesive tape came loose.-Remove molding and adhesive tape. Clean surface and install new molding.
		*	21,080	C/S the rear hatch lid does not pop up on its own. Have to lift by hand to get to go up. /Support struts weak.-Parts on order.
2-14-08	286943	1	21,797	C/S rear hatch door supports are weak. Please check rear glass supports. /SOP here-Replace left and right supports on lift gate.
		*	21,797	C/S chrome on right rear inside door handle is coming off. /SOP here. Chrome peeling.-Remove and replace door panel and replace handle.
2-27-08	287542	1	21,797	C/S the rear black glass does not pop open when using the release button and also won't stay. / Defective rear glass hatch supports.-SOP parts.
3-6-08	287858	2	22,066	C/S the rear back glass does not open at times when using release button and also will not stay up. the glass falls down. /Install special order parts per Rick R.-Replace tail gate glass supports.(weak)

☐ Electrical

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
10/11/06	264094	*	6538	C/S the back up assist is not working properly when putting the vehicle in reverse/ does not keep beeping when getting closer to an object No DTC's / Checked operation/ less than 11 inches away, chime sounds continuously. **Operating normal.**
03/28/07	272022	1	11412	C/S at times after vehicle is shut off/ hears a clicking type noise coming from radio area like a C/D disc are switching over in a six disc player Normal noise for this radio
05/16/07	274304	*	13424	C/S while driving while playing F/M stations customer hears a buzzing/ static type sound at times Can not duplicate at this time. Vehicle meets GM specs per shop foreman & tech
05/16/07	274304	*	13434	C/S when cruise is set on steering wheel light comes on but won't set Scan for code B0573/ shorted brake switch R & R brake switch
07/16/07	277036	*	16137	C/S still having problem with cruise control when setting it does not set speeds / See prior history happening intermittently Tested and operating as designed at this time Road tested by tech and shop manager. OK
7/31/07	277822	*	16,606	C/S still having a problem with cruise control while setting on at freeway speeds. When pressing button, does not set. Has to keep pressing button down on button on steering wheel to hold or reset it to get to set. OK after A/C repaired. **(4 day Rental)**
08/08/08	278243	*	16,709	C/S air flow seems low on high./ A/C control not going to high blower at times.-Replaced A/C control head and programmed.
10/17/07	281639	*	19,249	C/S the cruise control is inoperative when using switch on left side of steering wheel. / Check DTCs. None current. Road test to check cruise control operation. **No problem found at this time.-Works as designed**. Showed customer cruise control operation. Maybe not turned on.
		*	19,249	C/S at times while radio is in use, hears a buzzing, zapping type sound coming out of speakers or radio when using./ Aftermarket DVD player thru cigarette lighter power. Check customer's complaint with volume low and using DVD player. Check for bulletins on GM Dealer world. No bulletins.-**Unable to duplicate at this time.** (Aftermarket DVD player is most likely the cause.)
11/15/07	282928	1	45,463	C/S that the vehicle needed to be jumped started this morning .Check charging and staring system and advise./ Jump start test charging system complete-Needs battery
3/6/08	287858	*	22,066	C/S while driving on long trips when setting the cruise control, the light will come on. When pushed in, the set button will not set at times./ Scanned. No codes. Road tested 5 miles. Set and resumed each time. Tested from 22,066 to 22,071. Tested again at 22,071 to 22,103. – **Operating as designed at this time**. Vehicle was test drove by shop Foreman.

3-6-08	287858	*	26,066	C/S at times with radio on, hears a buzzing type noise coming from speakers./ tested reception and will have some noise on weaker stations.-**Normal operation**.
		*	26,066	C/S while sitting inside of vehicle with key out of ignition and after opening door to shut everything off, still hears a whining type noise out from dash, stereo area./ **normal internal radio shut down procedure.-Normal operation.**

☒ Glass

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
1/3/08	285019	*	21,080	C/S the rear glass hatch on rear hatch does not pop up. Have to use force to get to open. /Check glass hatch operation. **Opens with no problem**. Two fingers open easily. **Works as designed**.

☒ HVAC

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
7/31/07	277822	*	16,606	C/S the A/C is inoperative when pressing switch on dash. / A/C inoperative. Scanned codes B1325, 1287, U0214, 164,156. All current. Traced to poor connections and power wire rubbed IP carrier frame and blew fuse.-Repaired short and data connectors and reprogrammed A/C control head to latest and necessary to remove and replace control head and lower dash panel for access.

☒ Suspension

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
10/17/07	281639	*	19,249	C/S when going over bumps, the rear suspension jolts wheel while sitting in driver's seats. /Road tested.-**Has normal suspension feel**.
11/12/07	282745	*	19,721	C/S align the front end due to front tires are wearing on edges. Toe was out of adjustment and also camber and caster. Due to time and miles also preventive maintenance. -Aligned to specifications. Adjusted left front caster and camber. Set front toe.

☐ Wheel/Tires

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
10/11/06	264094	1	6538	C/S the right rear tire has a nail in losing air pressure Sublet out /Crown City to repair tire and reprogram (Internal)
10/11/06	264094	*	6538	C/S the information panel for tire pressure reading is in op/ not reading proper air pressure reads right front tire low air pressure Reset tire pressure monitor.
11/12/07	282745	*	19,721	Rotated tire due to alignment was out.-Rotated tires.

☒ Other

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
03/28/07	272022	*	11412	LOF
7/31/07	277822	4	16,606	LOF

10-17-07	281639	*	19,249	RECALL 07033-Battery Run Down
1/3/08	285019	1	21,080	LOF

THE STATE LEMON LAW READS:

Days out of service**: 30**
Repairs **2 for serious, 4 for same nonconformity**
Time period **: 18 mo. / 18,000 miles**
Does Lemon Law state nonconformity must continue to exist? N/A
If applicable, safety-related repairs **2**
Safety-related time period **18 mo. / 18,000 miles**
Usage: use mileage when first delivered for problem leading to repurchase

Number of repair attempts in the presumption period:
Total days out of service during the presumption period:
Total days out of service during customer's ownership:

PERTINENT VEHICLE INFORMATION PROVIDED BY District Service Manager

PERTINENT VEHICLE INFORMATION PROVIDED BY DEALER SERVICE MGR(S)

PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

Concern: **71-499777156, 71-606390857**
Date & Offer/Result:

Concern:
Date & Offer/Result:

Concern:
Date & Offer/Result:

RECOMMENDATION

Recommend repurchase with usage set at first presentation of body & Trim issues with bumper caps/front fenders popping at 13,434

RATIONALE

- Recall 07033- Battery run down
- A/C inoperative. Scanned codes B1325, 1287, U0214, 164,156
- Concerns with air pressure(right front tire low air pressure)
- Suspension concern(alignment)
- Concerns with cruise control
- Repeated concerns with body and Trim(mold, bumper caps, window sealing strip)
- Noisy steering shaft
- buzzing, zapping type sound coming out of speakers/radio which might be as aresult of an aftermarket DVD player

REASON FOR REMOVAL

CRS FINAL OFFER: **DATE:**

OFFER TO CUST: $
ATTORNEY FEES: $
OR INCLUSIVE OFFER: $

PLAINTIFF'S FINAL DEMAND: **DATE:**

AMOUNT TO CUST: $

ATTORNEY FEES: $
OR INCLUSIVE OFFER: $

TEAM MANAGER APPROVING: Date:

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

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

General Motors Corporation
Business Resource Center
PO Box 33170
Detroit, MI 48232-5170

VIA FAX ONLY

June 11, 2008

Dealer -Repurchase Confirmation
For Internal Use Only

Customer's Name: [redacted]
2007 Chevrolet Tahoe
VIN: 1GNFC[redacted]
Service Request: 71-612955853
Customer Relationship Specialist: Yvonne Ritchie
CRS Phone: 1-(866) 790-5600, ext. 31270
CRS Fax #: (866) -233-2954

Dear Mr. Williams;

This is to advise you that General Motors has reached an agreement for a repurchase with the above reference customer. As your dealership is the selling and servicing dealership, we would like to do the closing there. In approximately two (2) weeks you will receive a repurchase package from RVDC detailing the closing information. The attorney or customer has been instructed to contact you the day prior to the repurchase to verify the paperwork has arrived. Please schedule an appropriate time for the repurchase with the customer at that time. In the event that the paperwork has not arrived please contact the CRS listed above and they will assist with gathering the needed information.

Your cooperation is greatly appreciated. If you have further questions, please contact our Business Resource Center at 1-800-231-1841 x21339 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Sincerely,

General Motors Corporation

December 8, 2009

Mr. [redacted]
[redacted]
HANSFORD, WV [redacted]

Service Request: 71-615881743
Customer Relationship Specialist: Mary Jones

Dear Mr. [redacted]

Chevrolet is pleased to provide service coverage for the traction control stabilitrac and the horn on your 2007 Chevrolet Tahoe, Vehicle Identification Number 1GNFK13067J317489. This service coverage will commence upon the expiration of the applicable New Vehicle Limited Warranty and will continue until March 4, 2011, or 48,017 miles, whichever occurs first. Chevrolet will make repairs to correct defects related to materials or workmanship occurring during the coverage period specified above.

Chevrolet will not be responsible for conditions arising from tampering, abuse, physical damage, or improper maintenance. This coverage is not transferable to any other vehicle or subsequent owner of your vehicle. Please keep this letter with your Tahoe. 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, 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 Specialists will be happy to assist you.

Sincerely,

Chevrolet Customer Assistance Center

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.

December 8, 2009

Mr. [redacted]
[redacted]
Turtle Creek, WV [redacted]

Service Request: 71-615881743
Customer Relationship Specialist: Jamal Gaddie

Dear Mr. [redacted]

Chevrolet is pleased to provide service coverage for the traction control stabilitrac and the horn on your 2007 Chevrolet Tahoe, Vehicle Identification Number 1GNFK13067J3[redacted] This service coverage will commence upon the expiration of the applicable New Vehicle Limited Warranty and will continue until March 4, 2011, or 48,017 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:

Traction Control Stabilitrac and Horn

Chevrolet will not be responsible for conditions arising from tampering, abuse, physical damage, or improper maintenance. This coverage is not transferable to any other vehicle or subsequent owner of your vehicle. Please keep this letter with your Tahoe. 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, 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 Specialists will be happy to assist you.

Sincerely,

Chevrolet Customer Assistance Center

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.

Engine – Cylinder block, heads, crankshaft and bearings, crankshaft seals – front and rear, camshaft and bearings, connecting rods and pistons, valve train (including valve seals, valve covers and internal parts),

timing gears, chain/belt and cover, oil pump, oil pump housing, oil pan, all engine seals and gaskets, all lubricated internal engine parts, water pump, intake and exhaust manifolds, flywheel, harmonic balancer, and engine mounts.

Diesel Engine – Cylinder block, heads, crankshaft and bearings, crankshaft seals – front and rear, camshaft and bearings, connecting rods and pistons, valve train (including valve seals, valve covers and internal parts), timing gears, chain/belt and cover, oil pump, oil pump housing, oil pan, all engine seals and gaskets, all lubricated internal engine parts, water pump, intake and exhaust manifolds, flywheel, harmonic balancer, engine mounts, diesel fuel injection pump, lines, nozzle, diesel fuel lift pump, and vacuum pump. (turbocharger/intercooler, if equipped)

If we are ONLY covering the turbocharger or supercharger, confirm with dealer that the charger has the intercooler option. If the vehicle is NOT equipped with an intercooler, remove the verbiage in blue.

Turbocharger – Turbocharger housings and all internal parts, intercooler, turbocharger boost sensor, turbocharger oil separator, and turbocharger thermo purge switch.

Supercharger – Supercharger housings and all internal parts, intercooler, and supercharger boost sensor.

Transmission/Transaxle - Case and all internal parts; torque converter; transfer case; seals and gaskets; input/output shafts; forward and intermediate clutch; direct clutch; bands; governor; thrust bearings; washers; and electronic control unit.

Manual Transmission/Transaxle – Case, all internal parts, and transmission mounts.

Front-Wheel Drive – Final drive housing, all internal parts; axle shafts and axle shaft bearings; constant velocity joints; axle housing, all internal parts; wheel bearings; axle/supports; front hub bearings; seals and gaskets; differential, bearings and case.

Rear-Wheel Drive – Axle shafts and axle shaft bearings; axle housing, all internal parts; propeller shafts; “U” joints; wheel bearings; rear axle hub bearings; seals and gaskets; differential gears; and disc or cone – limited slip.

Four-Wheel Drive – Front and rear differential housings and all internal components, transfer case and all internal components, front and rear drive shafts, “U” joints, axle shafts and bearings, electronic control shift units, manual shift controls/linkages, solenoids, and switches.

All-Wheel Drive – Front and rear differential housings and all internal components, transfer case and all internal components, front and rear drive shafts, “U” joints, axle shafts and bearings, electronic control shift units, manual shift controls/linkages, solenoids, and switches.

Steering – Gear housing and all internal parts; rack and pinion; power steering pump; steering shaft couplings; seals and gaskets.

Front Suspension – Upper mount and bearing; upper and lower control arms; springs; control arm shafts and bushings; upper and lower ball joints; steering knuckles; seals; stabilizer shaft; stabilizer bushings; and wheel bearings.

Rear Suspension – Springs; Bushings; Trailing Arms;and related connecting parts.

Brakes – Master cylinder; vacuum or hydraulic booster; wheel cylinders; combination valve; hydraulic lines and fittings; disc calipers; seals and gaskets; brake rotors and brake drums with the exception of brake pads and brake shoes.

ABS Brake System – Electronic Brake Control Module; wheel speed sensors, pressure modulator, pump motor assembly and accumulator.

Electrical – Starter motor and solenoid; alternator/generator; voltage regulator, wiring harnesses, manually operated switches, wiper motors, ignition switch (lock cylinder); distributor module; ignition coils; electronic level control compressor sensor and control; electronic spark control detonation sensor and control; distributor; electronic instrument cluster, power window motor/regulator, and diagnostic displays.

Air conditioner – Compressor; clutch and clutch bearing; pulley; condenser; evaporator; accumulator, high/low pressure compressor cut-off switch; pressure cycling switch, seals and gaskets; and temperature control programmer.

RELEASE OF CLAIM

I, [redacted] (hereinafter referred to as "Releasor(s)"), on behalf of myself/ourselves and my/our assigns, heirs and executors, in consideration of $4,000.00 paid by General Motors Corporation, hereby release(s) and discharge(s) General Motors Corporation, its subsidiaries, its authorized independent dealers, any designers and suppliers of vehicles, parts and components that are distributed by General Motors Corporation, and their respective agents and employees from any and all claims, causes of action, demands, damages, and claims for attorney's fees and costs which directly or indirectly arise from, are related to, or are in any way associated with the purchase, repair, maintenance, operation, alteration, or use of Releasor(s) 2007 Chevrolet Tahoe bearing Vehicle Identification Number 1GNFC13J07R[redacted] ("Subject Vehicle"), including but not limited to any claims based on any alleged defects in the subject vehicle. This Release of Claim shall not be construed to release any of the above named persons or entities from any liability regarding claims of personal injury or products liability arising out of the use or operation of the Subject Vehicle after the date of execution of this release. 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 the signing of 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: _____

_____	_____
Claimant's Signature	Claimant's Signature
_____	_____
Address	Address
_____	_____
City, State, Zip Code	City, State, Zip Code

STATE OF _____

COUNTY OF _____

Sworn to (or affirmed) and subscribed before me this _____ day of _____, 20____, by Christie Philbrook.

_____

Signature of Notary Public

_____

Print, type or stamp Commissioned Name of Notary Public

Personally Known _____OR Produced identification _____

Type of identification _____

My commission expires: _____

CC: File

LG0024
V6302006

General Motors Corporation
Business Resource Center
PO Box 33170
Detroit, MI 48232-5170

VIA FAX ONLY

May 28, 2008

Jamie Cogburn, Esq.
Krohn & Moss, Ltd
5055 Wilshire Blvd Ste 300
Los Angeles, CA 90036-6101

RE: [redacted]
Service Request: 71-622072436
2007 Chevrolet Tahoe
Vehicle Identification Number: 1GNFC13J07R[redacted]
Customer Relationship Specialist: Donna Blackstone Ext. 41208

Dear Mr. Cogburn:

We regret that your client(s) is dissatisfied with her 2007 Chevrolet Tahoe 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 $4,000.00 inclusive.

The above offer is inclusive of any and all costs, fees, expenses, and attorney's fees, known or unknown, that are associated with the above-referenced vehicle and is contingent upon receipt of a copy of the current registration (valid for at least 30 days beyond the date this letter is signed by your client) to show proof of ownership.

Your client(s) would retain the vehicle.

If this offer is acceptable to your client(s), please have your client(s) sign this offer letter as well as the attached release and return them to 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.

Furthermore, this settlement offer is contingent upon General Motors receiving a completed W-9 containing your Federal Tax ID. Failure to return the W-9 will result in a delay of processing this offer. To assist in ensuring the security of this information, the W-9 form needs to be faxed back to GM separately from all other settlement documents. The W-9 form can be downloaded from the IRS website at www.irs.gov. In addition, the IRS website will provide instructions for completing the W-9.

Please refer to the service request number above when contacting our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Sincerely,

General Motors Corporation

cc: FILE

LG0044
V01032008

Attach.

_____
Odometer

_____	_____
Client's Signature	Client's Signature
_____	_____
Date	Date

December 19, 2008

Negatu Molla, Esq.
Bowman & Brooke
2901 N Central Ave Ste 1600
Phoenix, AZ 85012

RE: [redacted] v. General Motors Corporation
Service Request: 71-622072436
2007 Chevrolet Tahoe
Vehicle Identification Number: 1GNFC13J07R[redacted]
Customer Relationship Specialist: Shera Vasquez

Dear Mr. Molla:

Enclosed please find a check in the amount of $7,251.00 made payable to Christie Philbrook and Krohn and Moss, Ltd. to settle the above-referenced case.

If you have further questions, please contact our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please refer to the service request number above and a Customer Relationship Specialist will be happy to assist you.

Sincerely,

General Motors Corporation

LG0062
V07092007

Revised 1/23/08

Privileged and Confidential Information

CASE ASSESSMENT – LEGAL (NON SMALL CLAIMS)

By: Donna Blackstone State: Nevada
05/28/08

Customer Name: [redacted] Service Request: 71-622072436 GM Legal File No.: 658066

Vehicle ID No.: 1GNFC13J07R[redacted] In Service Date: 05/02/06 05/07 Vehicle is: New BAC Code: 181142 Vista Chevrolet

Year, Make & Model: 2007 Chevrolet Tahoe Vehicle Purchased Used on: N/A at odometer N/A

Lien holder: GMAC☐ Other☐: N/A DVM requests involvement?: No Purchase Price of Vehicle: $ 43110.00

Was TAC contacted for this vehicle (Y/N)? : No

VEHICLE REPAIR HISTORY

☐ Brakes

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
01/22/07	180394	2	14441	C/S loud excessive brakes, squeak all the time, increases when cold. / Excessive brake squeal. Replace front rotors, install brake quiet, deglaz rear pads and rotors, uninstall brake quiet.
03/28/07	185823	*	17146	C/S grinding noise when applying brakes, can hear and feel. / **No failure, customer to return.**
04/16/07	187551	*	18634	C/S brakes are squeaking and grinding excessively. / Noise in front brakes. Replace rotors and sand pads.
09/05/07	199121	*	26150	C/S has had multiple issues with brakes squeaking excessive, very, very loud. / Front brake pads. Test drive to verify complaint. Noise coming from front brakes. Inspect and replace front brake pads as per **PIT4213A.** Updated brake pads. Road test after repairs, no noise.
09/20/07	200327	2	26673	C/S brakes squeak very, very excessive and loud every time you apply brakes. / Noise coming from rear brakes. Test drive to verify complain Noise coming from rear brakes, brake pads at 95% or more. Rear brak rotors glazed. Machined rear brake rotors and apply anti squeal compound to brake pads.
01/16/08	209239	*	31404	C/S shimmy vibration when applying brakes at freeway speeds. / Front rotors warped. Test drive to verify complaint. Brake pulsation when applying brakes at highway speeds. Check front rotors for excessive lateral run out. Machines front brake rotors.
04/09/08	215422	*	33939	C/S brakes squeak excessively most of the time. / Test drive to verify complaint. No brake noise at this time. Front and rear brake pads are **Could not duplicate customer's concern.**

☐ Engine/Fuel/Exhaust

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
06/30/07	193535	*	8638	C/S weird tapping noise coming from engine compartment, drivers side During road test for line A, **could not duplicate customer complain**

04/09/08	215422	*	33939	C/S engine stalled this morning. Customer attempted to start, cranked start. / Unknown diagnosis concern. Test all related components. No codes in any modules or systems. Test fuel system and ignition, all working with in design parameters. **Unable to duplicate concern at this time.**
06/05/08	36204	10*	35532	C/S check engine light is on Cause: L1195 seal, fuel sender/pump assembly (tank unit) replace Diag and found code P0455, P0442 leak checked with nitrogen and found sender seal leaking. Replaced sender seal C/S fluid leak in driveway from rear axle Cause: cover and /or gasket , differential rear differential replace Diag and found diff cover gasket leaking, replaced diff cover gasket. Removed old gasket with sanding disc so nothing to turn in for parts. One day rental provided (6/05/08)

☐ Transmission

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
09/20/07	200327	*	26673	C/S truck will only into v4 when letting off gas pedal, not when travelin cruise engaged. / System operating per design. Test drive to verify complaint. V4 mode operating as per design. Check for DTCs, PIs, and bulletins. **System operating as designed.**

☐ Body/Trim

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
10/05/06	171108	1	9918	C/S right front door switch bezel, loose excessive play. / Right front do switch bezel loose. Remove and replace right front door panel, tighten and secure front door arm rest and switch bezel clips.
10/23/06	172688	1	10484	C/S left rear outer window molding separating. / Replace left rear wind outer seal strip. Strip warped. C/S right rear outer window molding separating. / Replace right rear outer seal strip. Strip warped.
10/24/06	172853	7	10587	C/S 3rd brake light lens busted. / Replace broken center high mounted stop light assembly. Test it. C/S buff scratches at 3rd brake light lens.

03/28/07	185823	*	17146	C/S left inner handle is sharp and peeling. / Special ordered handle.
				C/S right inner handle is sharp and peeling. / Special ordered handle.
04/16/07	187551	4	18634	C/S check inner handle peeling and cuts. / Special order parts here. Le front inside handle coming apart. Replaced handle.
10/18/07	202751	*	**11622**	C/S clunk occurs turning either direction. Hear and feel. / Both front upper “A” pillar body mounts chafing against frame. Install front upper “A” pillar body mount insulators.
01/16/08	209239	*	31404	C/S left mirror vibrates excessively. (Note: Customer already folded mi in and out still no change). / Per bulletin, road test, verify complaint. Remove and replace glass make all retainers tight on mirror. Necessar replace left outside mirror and road test.
02/11/08	211223	*	32224	C/S right inside door handle peeling. Chrome peeling. Replace right fr door handle. Test it.
				C/S right steering wheel bezel is peeling. / Peeling. Replaced steering wheel cover on right side.
				C/S left side steering wheel bezel is peeling. / Peeling. Replaced steer wheel cover on left side.
06/05/08	36204	*	35532	Diag and found driver door weather-strip coming apart, replaced weath strip body to door.

☐ Electrical

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
03/28/07	185823	2	17146	C/S DVD palyer freezes up and displays optical error on any and all DVI / Special ordered parts.
04/16/07	187551	*	18634	C/S DVD player freezes up and reads optical error. / Diagnostics found radio shorted internally. Replaced and programmed.
09/05/07	199121	3	26150	C/S DVD player skips and freezes, states optical error. / Diagnose and found radio shorted internally. Replaced and reprogrammed.
01/16/08	209239	2	31404	C/S left master switch locks and windows inoperative at times unless tu vehicle off and restart. / Checked for DTCs, found none. **No problem found.** C/S at times remote start auto shuts off under two minutes, will not sta running until 5 minutes. See Line F. C/S at times remote start will not turn on heater and seat heaters. / Special parts ordered.
03/26/08	214366	1	33482	C/S left front window rattles when half down or closing door. / Left fro window regulator coming apart from door. Removed and resecured regulator. C/S Right front window rattles when half down or closing door. / Right front window regulator coming apart from door. Removed and reseure regulator. C/S left rear window rattles when half down or closing door. / Left rea window regulator coming apart from door. Removed and resecured regulator. C/S right rear window rattles when half down or closing door. / Right r window regulator coming apart from door. Removed and resecured regulator.
04/09/08	215422	2	33939	C/S right power window inoperative at times. / Diagnosed and found le front window switch/module open internally. Replaced switch/module. C/S keyless remote inoperative 90% all functions. Replaced transmitte per **Bulletin 06-08-52-002F.** C/S rattle from glass when closing left front window when rolled down part way. / Inspected all four windows and compared to like vehicle. A working as per design at this time. No excessive rattle found. **Operat as designed.**

☐ HVAC

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
06/30/07	193535	3	8638	C/S A/C switch on, blows warm. / Cylcling, leaking through wire ends i center of system. System empty, partial charge leak test. Recover. Replace cycling. Recharge and road test.
09/20/07	200327	*	26673	C/S air conditioner kicks off at times and control head flashes. / HVAC calibration. Check A/C for proper operation. System working properly

				this time. Check for DTCs, PI's and bulletins. Reprogram HVAC modul with latest calibration.
10/18/07	202751	1	**11622**	C/S air conditioner fan on high, whining vibration occurs. / Replace A/C blower motor. Test it.
02/11/08	211223	2	32224	C/S heater inoperative at times. / Sensor open in heater. Use scanner and trouble tree and wire diagnosis. Necessary to replace drivers seat cushion heater assembly. Clear DTC codes.
06/05/08	36204	*	35532	C/S A/C cuts in and out at times **Unable to duplicate at this time**

☐ Suspension

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
01/22/07	180394	*	14441	C/S when turning, hear rubbing knock sound from rear over bumps or from rear. / Noise in rear. Replace rear lower control arm. Found nois in arm bushings, cranking noise.
03/26/07	185823	*	17146	C/S when turning and going over bumps, rattle popping noise occurs fr rear of vehicle at times. / **No failures found**.
04/16/07	187551	*	18634	C/S when turning and going over bumps, rattle popping noise occurs fr rear of vehicle. / Noise rear of vehicle. **Cannot duplicate.**

☐ Wheel/Tires

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
04/09/08	215422	*	33939	C/S growl noise from wheel area while driving. / Tire noise. Test drive verify complaint. Noise coming from tires. Recommend rotate and balance tires.

☐ Other

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
10/24/06	172853	7	10587	Perform **Recall 06024 (HVAC module reprogram).**
01/16/08	209239	*	31404	C/S left master switch bezel keeps popping up loose. Hole in trim wher bezel is not holding. Modify opening in trim to hold bezel.

THE STATE LEMON LAW READS:

Days out of service**: 30**
Repairs **4**
Time period **: 1 year past original delivery date**
Does Lemon Law state nonconformity must continue to exist? Y
If applicable, safety-related repairs **N/A**
Safety-related time period **N/A**

Number of repair attempts in the presumption period:

3 – brake noise
5 – body (cosmetic)
2 – electrical (cd player)
1 – hvac leak
1 - suspension

Total days out of service during the presumption period:	24
Total days out of service during customer's ownership:	47

PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

Concern: 71-624584459- Brakes issue- ADR file, arbitrator awarded customer repairs. The customer did not return the Acceptance/Rejection form. According to BBB guidelines, that was a rejection of the decision. GM will repair per the customer's ext. service contract. Customer purchased GMPP MG 36/54 on April 24, 2008, expires @ 88910 miles or 04/24/11.
Date & Offer/Result: Filed closed 7/14/08

Concern: NISM: cash of $4000, inclusive offered 5/28/08.
Date & Offer/Result: NISM closed for no response to offer on 7/17/08.

Concern:
Date & Offer/Result:

RECOMMENDATION

Agent recommends cash: $4000 -6500, inclusive.

RATIONALE

There have been 5 repairs to squeaky/noisy brakes. There have also been 3 repairs for rattling windows. The vehicle does not appear to meet presumption but there have been 47 days out of service.

REASON FOR REMOVAL

Unable to reach agreement pre-lit, Plaintiff's counsel wants to litigate.
Removed to LC and settled for $7251 due to electrical issues.

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

May 15, 2008

Don Williamson
JAY PONTIAC-BUICK-GMC, INC.
1661 WHITTLESEY ROAD
COLUMBUS, GA 31904-3645

Re: Mr. [redacted]
Siebel Request: 71-627738431
2007 GMC Yukon
VIN # 1GKFC13037J[redacted]

Dear Mr. Williamson:

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).
- Any service bulletins used on this vehicle.

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.

Please remove the customer's SSN off any and all documents.

Your cooperation is greatly appreciated. If you have any questions, feel free to contact me directly at the number below.

Sincerely,

Mike DeMaeyer

Mike DeMaeyer
BRC Customer Relationship Specialist
Ph# 800-231-1841, prompt 9, prompt 5, extension 11635
FAX# 866-281-0326

ADR File Checklist

SR Number:71-627738431 **BBB Case:** CHV0840474
Customer:[redacted] **VIN:**1GKFC13037J[redacted]
Make/Model/Year: 2007/GMC/Yukon **In Service**: 07/28/2006 **Mileage**: 33,000
Received Date: 5/14/2008 **Day 15 Date:** 5/28/08 **Goes Active:**
Primary Concern: Electrical

☒ **Case Scan / Acknowledgement** (24 hrs) **Completion Date/Time:**

☒ **Initial Calls** (72 hrs):
- ☒ **Customer** **Completion Date/Time:** 5/14/08 /4:04PM EST
- ☒ **Dealer Svc Mgr** **Completion Date/Time:** 5/15/08 /9:35AM EST
- ☐ **Dealer Finance Mgr** **Completion Date/Time:** /
- ☒ **AVM** **Completion Date/Time:**5/15/08/11:20AM EST

☒ **Repair Orders Requested:** **Received:**

☒ **Sales Documents:** **Received:**

☒ **BARS / Finance Sheet**

☐ **Case Assessment** (by Day 14)**:**
- **Lemon Law Eligible:** **Yes** ☐ **No** ☐
- **Presumption:** **Yes** ☐ **No** ☐

☐ **GM Position – Customer / BBB Due Date** (7-10 days):

☐ **Settlement / Goodwill Offered Date:**

☐ **All Documents Attached** (by Day 15)

☐ **Arbitration Date:**

☐ **Closing Activities:**
- **Settlement** **Completion Date/Time:** /
- **Executive Summary** **Completion Date/Time:** /
- **Close Siebel** **Completion Date/Time:** /

DVM: Sam Logan **Node/Box:** 404082 8149
Service Dealer: Jay Pontiac-Buick-GMC Inc. **Svc Mgr:** Don Williamson SVM
Selling Dealer: Jay Pontiac-Buick-GMC Inc. **Contact:** (706) 324-1234

NOTES: **CRS has attached incomplete. CRS has closed this file as the BBB has ruled the file ineligible due to the fact of an Incorrect Vehicle Category used. Please see Service Request 71-628658896.**

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

May 16, 2008

Matthew Dixon
BENCE-HARTLEY BUICK-PONTIAC-GMC INC
1419 SECOND AVE
OPELIKA, AL 36801-5664

Re: [redacted]
Siebel Request: 71-627738431
2007 GMC Yukon
VIN # 1GKFC13037J[redacted]

Dear Mr. Dixon:

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 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.

Please remove the customer's SSN off any and all documents.

Your cooperation is greatly appreciated. If you have any questions, feel free to contact me directly at the number below.

Sincerely,

Mike DeMaeyer

Mike DeMaeyer
BRC Customer Relationship Specialist
Ph# 800-231-1841, prompt 9, prompt 5, extension 11635
FAX# 866-281-0326

Revised 8/02/2007

Privileged and Confidential Information

CASE ASSESSMENT

By: Mike DeMaeyer State: Georgia

Customer Name: [redacted]

Service Request: 71-627738431

BBB Case No.: CHV0840474

Vehicle ID No.: 1GKFC13037J[redacted]

In Service Date: 07/28/2006

Vehicle is: New

BAC Code: 116371

Year, Make & Model: 2007 GMC Yukon

Mileage at Time of BBB Filing 30,000

Vehicle Purchased Used on: {n/a or mm/dd/yy} at odometer {odometer}

Lien holder: GMAC☐ Other☐: {Name}

Sale Type: Purchase ☐ Lease☐ Other☐ : {Type}

DVM Name: Sam Logan

Phone/Cell Number: 404082 8149

CAM Name: Aubrey Washington

Phone Number: 678-240-9832

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.

Drivers rear passenger kick plate

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:

Paint Fading

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:

Rear tail light

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:

Inside door handle

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:

Paint coming off fan control

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:

Battery

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:

Driver seat air bag

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:

Drivers seat

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:

☐ Recall/Campaign (Not Related to Other Symptoms/Complaints)

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:

Verified with customer if the vehicle has ever been involved in an accident YES
If yes are the RO's attached Y N

☐ Other

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
8/16/06	270025	2	3025	Cust sts: Steering wheel peeling. Dlr sts: Replace steering wheel. Tech notes sts: Small cracks in steering wheel material, remove and replace.

THE STATE LEMON LAW READS:

Days out of service: 30 Days
Repairs : 3 plus FRA
Time period 12 months / 12,000 miles after original delivery
Does Lemon Law state nonconformity must continue to exist? Yes
If applicable, safety-related repairs 1
Safety-related time period 12 / 12,000 miles

Number of repair attempts in the presumption period: {# of repair attempts}
Total days out of service during the presumption period: {# of Days}
Total days out of service during customer's ownership: {# of Days}

Vehicle Meets Presumption of Lemon Law YES or NO

PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

Concern: {TEXT}
Date & Offer/Result: {TEXT}

Concern: {TEXT}
Date & Offer/Result: {TEXT}

Concern: {TEXT}
Date & Offer/Result: {TEXT}

RECOMMENDATION AND RATIONALE

Reminder: Take into consideration 1) DVM/Svc Manager input 2) if there are any unrepaired defects, and 3) are the problems alone or cumulatively a "substantial impairment" of the vehicle's use, value or safety.

Cust sks: New vehicle : New vehicle

DVM sts: DVM sts: Hey just call me on my cell at 1-404-210-8513. I sent a copy of VIN this morning and some of Jay's emails. Jay PONTIAC-BUICK-GMC, INC. wants us to just buy the car back. This would cost about $14,000 to GM. If he does not meet the terms of the Georgia Lemon Law I am not buying this car. Does he meet the Lemon Law? We may have to go to arbitration and I will be there if the time is good for everyone. We repurchased his last vehicle. I have carbon copied some emails to my supervisor to make sure that everything is handled properly. Don't want to go to arbitration but do not want to waste $14,000. What is the deal with the kick plate? Could you email me a copy of the ineligible letter when you get it? Leaving for the meeting right now. It's abut 100 miles away, but I'm going. We did just give him a Major Guard.

SVM sts: svc mgr sts: I know the cust well. Sam Logan DVM is to meet with the cust. Mr. Logan sent an email that he would be back into the office today. DVM will no doubt call the dealer. We bought his 2006 Yukon at 34,000 miles. I think he might be ready for a new vehicle. The kick plate is the rear door plastic trim between the exterior and interior in the door sill, it covers where the carpet meets. He has nothing deploy, it was the seat heater that had a dimple. There was a wear spot. The battery had run down and we replaced the battery. About month later the recall 07033 battery run down came out. We did recall and it went about a year and there was a second battery gone. There have been three batteries including the original; I have seen other Yukon have batteries.

CRS Rationale:**Case has been closed by BBB due to the fact of an incorrect vehicle category. Please see SR 71-628659896.

CRS FINAL OFFER:	{REPAIR/REP/TRADE}:	**DATE:** {Date}	**CUST {Accepted / Declined}**
Goodwill: {Type}		**Attorney Fees (if applicable): $**{Amount}	

TEAM LEAD APPROVING:	{Name}	Date: {Date}

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

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

Overallowance/Negative Equity/Incentives Form (Non-Florida)

Customer: [redacted]	**SR #:** 71-627738431	**BBB#:** CHV0840474

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 Overallowance, Negative Equity, and/or Incentives prior to arbitration or voluntary repurchase.

Section 1

Purchase Price (from Bill of Sale, before tax, tag, title, etc.)	
MSRP (from BARS Invoice screen)	- 45190.00
Subtract the MSRP from the Purchase Price (If positive, look for Overallowance)	=

If the Purchase Price is greater than the MSRP but there was no trade-in, have the Dealer explain why the customer paid more than MSRP.

Section 2

Trade Allowance (from Bill of Sale)	
Actual Cash Value (ACV) (from ACV Statement)	-
Subtract the ACV from the Trade Allowance If positive, the Trade Allowance is higher than the ACV of the trade-in. This is Overallowance.	=

Section 3

Trade Allowance (from Bill of Sale)	
Payoff on Trade (from Bill of Sale)	-
Subtract the Payoff on Trade from the Trade Allowance If negative, the Payoff on the Trade is higher that the Trade Allowance. This is Negative Equity.	=

Section 4

Purchase Price (from Bill of Sale, before tax, tag, title, etc.)	
Incentives not included in the Purchase Price (from BARS and Incentive Acknowledgement sheet) Do not include fuel-fill credit or Dealer incentives. GM Card points must be included.	-
Overallowance/Negative Equity (use the Overallowance from Section 2 or the Negative Equity from Section 3, whichever is larger)	-
Subtract the Incentives and the Overallowance/Negative Equity from the Purchase Price. This is the Actual price of the vehicle that should be presented to the BBB on the Agreement to Arbitrate (ATA).	=

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

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

May 16, 2008

Mike Mennenga
SULLIVAN PONTIAC-GMC
4000 SW COLLEGE RD
OCALA, FL 34474-5724

Re: [redacted]
Siebel Request: 71-627738431
2007 GMC Yukon
VIN # 1GKFC13037[redacted]

Dear Mr. Mennenga:

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.

Please remove the customer's SSN off any and all documents.

Your cooperation is greatly appreciated. If you have any questions, feel free to contact me directly at the number below.

Sincerely,

Mike DeMaeyer

Mike DeMaeyer
BRC Customer Relationship Specialist
Ph# 800-231-1841, prompt 9, prompt 5, extension 11635
FAX# 866-281-0326

RELEASE OF CLAIM

1. We, [redacted] (hereinafter referred to as "Releasor(s)"), as buyers(s) of a certain 2007 Chevrolet Tahoe, bearing Vehicle Identification Number 1GNFC130X7J[redacted] (hereinafter referred to as "Vehicle") and in consideration of payment by General Motors Corporation (hereinafter referred to as "GMC") of $29,141.97, said payment to be made as outlined below, does for themselves and each and all of their representatives, heirs, successors and assigns, hereby releases and discharges GMC, its subsidiaries, divisions, officers, representatives, employees, stockholders, authorized dealers, successors and assigns and all other persons, firms or corporations, who are or might be claimed to be liable, of and from any and every claim, demand or right, including but not limited to those for diminution in value, repair costs, or any other economic or non-economic injuries, losses, breach of warranty damages and/or punitive damages, cost of suit and attorney(s) fees resulting or alleged to have resulted from the promotion, use or sale of, or any defect and/or nonconformities in the design or manufacture or assembly in the aforesaid Vehicle, including but not limited to those alleged in or that may be inferred from allegations set forth in any pleading or any claims made by the Releasor(s).

2. As consideration for this Release, and for the payment described above to be tendered in the form of two checks: the first, in the amount of $27,812.44, made payable to Chase Auto; the second in the amount of $1,329.53, made payable to [redacted]

Note: These checks are subject to change if current registration, signed offer letter and signed Release(s) are not received in time for current payoff to be processed. Additionally, a penalty charge will be imposed if conditions are not met as outlined on the original letter. It is also expressly agreed:

(a) That upon receipt of the consideration described above, Releasor(s) will convey clear and unencumbered title of the vehicle to GMC, will execute a limited Power of Attorney in favor of GMC to correct any errors in title, and will execute an Odometer Statement.

(b) In the event the Vehicle is damaged, disabled, driven excessively or destroyed in any manner up to and including after Releasor(s) executes this Release, but before GMC tenders payment of the consideration described above, payment of the consideration above shall be modified as follows:

(i) If the estimated cost of repair of the aforementioned Vehicle is less than the value of said Vehicle, said value to be determined as outlined in Paragraph (iii) below, Releasor(s) shall tender said Vehicle with clear title to GMC upon receipt of $29,141.97, less the estimated cost of repair to said Vehicle,

(ii) If the estimated cost of repair of said Vehicle exceeds the value of said Vehicle, said value to be determined as outlined in Paragraph (iii) below, GMC shall make payment of said consideration to Releasor(s) of $ 29,141.97, less said value of said Vehicle, and,

(iii) For purposes of i, ii, and iii, the value of said Vehicle is the average retail value of a 2007 Chevrolet Tahoe as determined by the NADA book, at the time this Release is executed by Releasor(s).

(iv) That the Vehicle shall not exceed 13,000 plus 1,000 miles on the odometer at time of exchange. In the event the Vehicle does exceed the above stated mileage, the payment of the consideration above shall be modified as follows: a reduction of payment of 44.5 cents per mile in excess of the agreed upon mileage. This shall not apply if a delay in the transaction is caused by GMC or its authorized dealer.

Initials: _____

(c) That Releasor(s) fully understands that this is a final settlement and disposition of all disputes as to legal liability for and as to the nature and extent of any damages claimed from GMC by Releasor(s);

(d) That neither GMC's payment of the consideration recited above nor the negotiations preliminary to the execution of this Release shall be considered an admission of liability or wrongdoing by GMC to any of the claims or causes of actions alleged in or to be inferred from allegations set forth in the matter indicated above;

(e) That Releasor(s) and their attorneys have reviewed the provisions of this Release and that the contents of this Release have been explained to Releasor(s) by counsel prior to its execution;

(f) That Releasor(s) represents and warrant(s) that they are entitled to give a full and complete release of the claims which are the subject hereof;

(g) That Releasor(s) have not assigned or otherwise transferred any interest in any claims which are the subject hereof;

(h) That Releasor(s) shall not at any time hereafter commence, maintain or prosecute, or cause encourage or advise be commenced, maintained or prosecuted any action, suit, proceeding or claim based in whole or in part upon or arising out of or in any way connected with any of the matters released herein;

(i) That Releasor(s) do hereby for themselves, their heirs, executors, administrators, successors and assigns covenant to defend, indemnify and save harmless GMC from any of the claims or causes of actions alleged in or to be inferred from allegations set forth in the matter indicated above;

(j) That no promise, agreement, statement or representation except as expressed in this release has been made to been relied upon by Releasor(s) and that this document of 3 pages contains the entire agreement between Releasor(s) and GMC.

INTENDING TO BE LEGALLY BOUND BY THE TERMS OF THIS RELEASE THE UNDERSIGNED HAS AFFIXED HIS/HER SIGNATURE THIS _____ DAY OF _____, 20_____.

The undersigned has carefully read and understands this release and signs it to resolve the claim described above.

CURRENT VEHICLE MILEAGE _____ DATE SIGNED: _____

WITNESS: _____

_____	_____
Claimant's Signature	Claimant's Signature
_____	_____
Address	Address
_____	_____
City, State, Zip Code	City, State, Zip Code

Initials: _____

STATE OF _____

COUNTY OF _____

Sworn to (or affirmed) and subscribed before me this _____ day of _____, 20_____, by Marjorie L. and Rory Allen Hauf.

_____
Signature of Notary Public

_____
Print, type or stamp Commissioned Name of Notary Public

Personally Known _____ OR Produced identification ____

Type of identification _____

My commission expires: _____

CC: File
LG0025-T
Rev 05/01/07

Initials: _____

General Motors Corporation
Business Resource Center
PO Box 33170
Detroit, MI 48232-5170

VIA FAX ONLY

August 8, 2008

Majorie Hauf, Esq.
Ganze & Hauf
701 Bridger Avenue, Suite 120
Las Vegas, NV 89101

RE: [redacted]
Service Request: 71-628401063
2007 Chevrolet Tahoe
Vehicle Identification Number: 1GNFC130X7J[redacted]
Customer Relationship Specialist: Donna Blackstone Ext. 41208

Dear Mr. Hauf:

Regarding the above case, General Motors Corporation would like to make the following repurchase offer on your client's 2007 Chevrolet Tahoe for all defendants. This offer is contingent upon receipt of a copy of the current registration (valid for at least 30 days beyond the date this letter is signed by your client) to show proof of ownership.

General Motors Corporation requires a vehicle inspection be performed at a General Motors dealership prior to the issuance of any funds. The vehicle inspection will take place at the selling dealership. The vehicle must be without any undisclosed damage and/or damage beyond normal wear and tear for the year/mileage of the vehicle. Appropriate repurchase documents will be sent to the selling dealership who will then contact you to arrange an inspection at a mutually agreeable date and time. If for some reason the selling dealership is unacceptable to your client, please let me know immediately. Once the inspection has been completed satisfactorily and the necessary documents have been returned, the following repurchase offer will be processed:

Base Price	$ 37,231.80
Title Fee	$ 28.25
Document Fee	$ 499.95
Sales or use tax	$ 1,939.96
Registration (pro-rated)	$ 348.80
Subtotal:	$ 40,048.76
Less Rebates/Incentives	- $ 5,000.00
Less Usage/Depreciation (negotiated)	- $ 4,800.00
Subtotal	$30,248.76

* Minus Payoff to lien holder (good through 08/29/08) $26,853.47
* Check amounts are subject to change if this offer letter is not received in time for the current payoff amount to be processed.

Subtotal	$ 3,395.29
Total due to client:	$ 3,395.29

The financial information, pre-repurchase inspection and receipt of release documents must all be completed within 30 calendar days from the date of your acceptance of our offer. 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.

Furthermore, this settlement offer is contingent upon General Motors receiving a completed W-9 containing your Federal Tax ID. Failure to return the W-9 will result in a delay of processing this offer. To assist in ensuring the security of this information, the W-9 form needs to be faxed back to GM separately from all other settlement documents. The W-9 form can be downloaded from the IRS website at www.irs.gov. In addition, the IRS website will provide instructions for completing the W-9.

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 us via the facsimile number shown on the fax cover sheet. This offer is good for 10 calendar days from the date of this letter. Please refer to the service request number above when calling our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Sincerely,

General Motors Corporation

cc: FILE
LG0074 V12212007
Attach.

CURRENT VEHICLE MILEAGE: _____

_____	_____
Client's Signature	Client's Signature
_____	_____
Date	Date

General Motors Corporation
Business Resource Center
PO Box 33170
Detroit, MI 48232-5170

VIA FAX ONLY

June 24, 2008

Majorie Hauf, Esq.
Ganze & Hauf
701 Bridger Avenue, Suite 120
Las Vegas, NV 89101

RE: [redacted]
Service Request: 71-628401063
2007 Chevrolet Tahoe
Vehicle Identification Number: 1GNFC130X7J[redacted]
Customer Relationship Specialist: Donna Blackstone Ext. 41208

Dear Mr. Hauf:

Regarding the above case, General Motors Corporation would like to make the following repurchase offer on your client's 2007 Chevrolet Tahoe for all defendants. This offer is contingent upon receipt of a copy of the current registration (valid for at least 30 days beyond the date this letter is signed by your client) to show proof of ownership.

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Title Fee	$ 28.25
Document Fee	$ 499.95
Sales or use tax	$ 1,939.96
Subtotal:	$ 39,699.96
Less Rebates/Incentives	- $ 5,000.00
Less Usage/Depreciation	- $ 5,557.99
Subtotal	$29,141.97

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* Check amounts are subject to change if this offer letter is not received in time for the current payoff amount to be processed.

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Sincerely,

General Motors Corporation

cc: FILE
LG0074 V12212007
Attach.

CURRENT VEHICLE MILEAGE: _____

_____	_____
Client's Signature	Client's Signature
_____	_____
Date	Date

General Motors Corporation
Business Resource Center
PO Box 33170
Detroit, MI 48232-5170

VIA FAX ONLY

August 8, 2008

Majorie Hauf, Esq.
Ganze & Hauf
701 Bridger Avenue, Suite 120
Las Vegas, NV 89101

RE: [redacted]
Service Request: 71-628401063
2007 Chevrolet Tahoe
Vehicle Identification Number: 1GNFC130X7J[redacted]
Customer Relationship Specialist: Donna Blackstone Ext. 41208

Dear Mr. Hauf:

Regarding the above case, General Motors Corporation would like to make the following repurchase offer on your client's 2007 Chevrolet Tahoe for all defendants. This offer is contingent upon receipt of a copy of the current registration (valid for at least 30 days beyond the date this letter is signed by your client) to show proof of ownership.

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Sincerely,

General Motors Corporation

cc: FILE
LG0074 V12212007
Attach.

CURRENT VEHICLE MILEAGE: _____

_____	_____
Client's Signature	Client's Signature
_____	_____
Date	Date

RELEASE OF CLAIM

1. We, [redacted] (hereinafter referred to as "Releasor(s)"), as buyers(s) of a certain 2007 Chevrolet Tahoe, bearing Vehicle Identification Number 1GNFC130X7J[redacted] hereinafter referred to as "Vehicle") and in consideration of payment by General Motors Corporation (hereinafter referred to as "GMC") of $30,248.76, said payment to be made as outlined below, does for themselves and each and all of their representatives, heirs, successors and assigns, hereby releases and discharges GMC, its subsidiaries, divisions, officers, representatives, employees, stockholders, authorized dealers, successors and assigns and all other persons, firms or corporations, who are or might be claimed to be liable, of and from any and every claim, demand or right, including but not limited to those for diminution in value, repair costs, or any other economic or non-economic injuries, losses, breach of warranty damages and/or punitive damages, cost of suit and attorney(s) fees resulting or alleged to have resulted from the promotion, use or sale of, or any defect and/or nonconformities in the design or manufacture or assembly in the aforesaid Vehicle, including but not limited to those alleged in or that may be inferred from allegations set forth in any pleading or any claims made by the Releasor(s).

2. As consideration for this Release, and for the payment described above to be tendered in the form of two checks: the first, in the amount of $26,853.47, made payable to Chase Auto; the second in the amount of $3,395.29, made payable to [redacted]

Note: These checks are subject to change if current registration, signed offer letter and signed Release(s) are not received in time for current payoff to be processed. Additionally, a penalty charge will be imposed if conditions are not met as outlined on the original letter. It is also expressly agreed:

(a) That upon receipt of the consideration described above, Releasor(s) will convey clear and unencumbered title of the vehicle to GMC, will execute a limited Power of Attorney in favor of GMC to correct any errors in title, and will execute an Odometer Statement.

(b) In the event the Vehicle is damaged, disabled, driven excessively or destroyed in any manner up to and including after Releasor(s) executes this Release, but before GMC tenders payment of the consideration described above, payment of the consideration above shall be modified as follows:

(i) If the estimated cost of repair of the aforementioned Vehicle is less than the value of said Vehicle, said value to be determined as outlined in Paragraph (iii) below, Releasor(s) shall tender said Vehicle with clear title to GMC upon receipt of $30,248.76, less the estimated cost of repair to said Vehicle,

(ii) If the estimated cost of repair of said Vehicle exceeds the value of said Vehicle, said value to be determined as outlined in Paragraph (iii) below, GMC shall make payment of said consideration to Releasor(s) of $30,248.76, less said value of said Vehicle, and,

(iii) For purposes of i, ii, and iii, the value of said Vehicle is the average retail value of a 2007 Chevrolet Tahoe as determined by the NADA book, at the time this Release is executed by Releasor(s).

(iv) That the Vehicle shall not exceed 19,000 plus 1,000 miles on the odometer at time of exchange. In the event the Vehicle does exceed the above stated mileage, the payment of the consideration above shall be modified as follows: a reduction of payment of 44.5 cents per mile in excess of the agreed upon mileage. This shall not apply if a delay in the transaction is caused by GMC or its authorized dealer.

Initials: _____

(c) That Releasor(s) fully understands that this is a final settlement and disposition of all disputes as to legal liability for and as to the nature and extent of any damages claimed from GMC by Releasor(s);

(d) That neither GMC's payment of the consideration recited above nor the negotiations preliminary to the execution of this Release shall be considered an admission of liability or wrongdoing by GMC to any of the claims or causes of actions alleged in or to be inferred from allegations set forth in the matter indicated above;

(e) That Releasor(s) and their attorneys have reviewed the provisions of this Release and that the contents of this Release have been explained to Releasor(s) by counsel prior to its execution;

(f) That Releasor(s) represents and warrant(s) that they are entitled to give a full and complete release of the claims which are the subject hereof;

(g) That Releasor(s) have not assigned or otherwise transferred any interest in any claims which are the subject hereof;

(h) That Releasor(s) shall not at any time hereafter commence, maintain or prosecute, or cause encourage or advise be commenced, maintained or prosecuted any action, suit, proceeding or claim based in whole or in part upon or arising out of or in any way connected with any of the matters released herein;

(i) That Releasor(s) do hereby for themselves, their heirs, executors, administrators, successors and assigns covenant to defend, indemnify and save harmless GMC from any of the claims or causes of actions alleged in or to be inferred from allegations set forth in the matter indicated above;

(j) That no promise, agreement, statement or representation except as expressed in this release has been made to been relied upon by Releasor(s) and that this document of 3 pages contains the entire agreement between Releasor(s) and GMC.

INTENDING TO BE LEGALLY BOUND BY THE TERMS OF THIS RELEASE THE UNDERSIGNED HAS AFFIXED HIS/HER SIGNATURE THIS _____ DAY OF _____, 20_____.

The undersigned has carefully read and understands this release and signs it to resolve the claim described above.

CURRENT VEHICLE MILEAGE _____ DATE SIGNED: _____

WITNESS: _____

_____	_____
Claimant's Signature	Claimant's Signature
_____	_____
Address	Address
_____	_____
City, State, Zip Code	City, State, Zip Code

Initials: _____

STATE OF _____

COUNTY OF _____

Sworn to (or affirmed) and subscribed before me this _____ day of _____, 20_____, by [redacted]

_____
Signature of Notary Public

_____
Print, type or stamp Commissioned Name of Notary Public

Personally Known _____ OR Produced identification ____

Type of identification _____

My commission expires: _____

CC: File
LG0025-T
Rev 05/01/07

Initials: _____

General Motors Corporation
Business Resource Center
PO Box 33170
Detroit, MI 48232-5170

VIA FAX ONLY

June 24, 2008

Majorie Hauf, Esq.
Ganze & Hauf
701 Bridger Avenue, Suite 120
Las Vegas, NV 89101

RE: [redacted]
Service Request: 71-628401063
2007 Chevrolet Tahoe
Vehicle Identification Number: 1GNFC130X7J[redacted]
Customer Relationship Specialist: Donna Blackstone Ext. 41208

Dear Mr. Hauf:

Regarding the above case, General Motors Corporation would like to make the following repurchase offer on your client's 2007 Chevrolet Tahoe for all defendants. This offer is contingent upon receipt of a copy of the current registration (valid for at least 30 days beyond the date this letter is signed by your client) to show proof of ownership.

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Base Price	$ 37,231.80
Title Fee	$ 28.25
Document Fee	$ 499.95
Sales or use tax	$ 1,939.96
Subtotal:	$ 39,699.96
Less Rebates/Incentives	- $ 5,000.00
Less Usage/Depreciation	- $ 5,557.99
Subtotal	$29,141.97

* Minus Payoff to lien holder (good through 06/19/08) $27,812.44
* Check amounts are subject to change if this offer letter is not received in time for the current payoff amount to be processed.

Subtotal	$1,329.53
Total due to client:	$1,329.53

The financial information, pre-repurchase inspection and receipt of release documents must all be completed within 30 calendar days from the date of your acceptance of our offer. 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.

Furthermore, this settlement offer is contingent upon General Motors receiving a completed W-9 containing your Federal Tax ID. Failure to return the W-9 will result in a delay of processing this offer. To assist in ensuring the security of this information, the W-9 form needs to be faxed back to GM separately from all other settlement documents. The W-9 form can be downloaded from the IRS website at www.irs.gov. In addition, the IRS website will provide instructions for completing the W-9.

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Sincerely,

General Motors Corporation

cc: FILE
LG0074 V12212007
Attach.

CURRENT VEHICLE MILEAGE: _____

_____	_____
Client's Signature	Client's Signature
_____	_____
Date	Date

Revised 1/23/08

Privileged and Confidential Information

CASE ASSESSMENT – LEGAL (NON SMALL CLAIMS)

By: Donna Blackstone State: NEVADA

Customer Name: [redacted] Service Request: 71-628401063 GM Legal File No.: N/A

Vehicle ID No.: 1GNFC130X7J[redacted] In Service Date: 10/22/2007 12/12 Vehicle is: NEW BAC Code: 181141

Year, Make & Model: 2007 TAHOE 2WD LS

Lien holder: JP Morgan Chase Bank NA

Was TAC contacted for this vehicle? Yes #10288725

DVM requests involvement? No DVM on record

Purchase Price of Vehicle: $37,231.80

VEHICLE REPAIR HISTORY

☐ Body/Trim

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
12/5/07	89351	*	3354	C/S water leaking at tailgate where it meets right rear window – **Could not duplicate concern.**
1/10/08	92974	*	4903	C/S rear hatch rattles when going over bumps – Lift gate rattles. Removed latch and repositioned inward. C/S driver's inside door handle is peeling – Replaced left front inside door handle.
3/6/08	99017	*	8514	C/S driver's door handle nut access cover is loose – Replaced cover. C/S rear glass creaks when going over bumps – Adjusted striker.
4/16/08	03310	2	11990	C/S trim at rear hatch inner top is loose on the right end – Secured clip.

☐ Electrical

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
11/1/07	85774	1	1085	C/S rear running lamps are inop – Verified complaint. Checked for power and ground to lamps; no power. Checked fuses; okay. Checked power and ground to park lamp relay. Both power and ground switching on circuit 24 okay. Relay inop. Replaced park lamp relay.
2/18/08	96972	1	7655	C/S right front tire monitor is reading erratic – Diagnostic system check of tire monitors and **found no problems** with tire monitors.

☒ HVAC

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
11/15/07	87341	1	1872	C/S rear air starts out cold and will start blowing hot and may go back cold if you play with temp gauge – Special ordered parts.
12/5/07	89351	1	3354	C/S rear A/C will blow hot without turning on hot – Verified complaint. No codes. Scanned data command state of auxiliary temperature door. Stays at command. Inspected actuator. Found not staying at commanded position. Checked power, ground and 5 volt reference at connector and actuator all okay. Auxiliary temperature actuator malfunction. (Installed special ordered part)
12/26/07	91464	1	4369	C/S rear heater does not shift from roof to floor – Special ordered parts.
1/10/08	92974	1	4903	C/S rear heater does not shift from roof to floor – Verified complaint. Checked connections; power and ground okay. Checked door for binding; all circuits okay. Actuator malfunction. Replaced actuator.
2/18/08	96972	*	7655	C/S rear air will blow hot intermittently; rear heater will turn on when vehicle is started with switch off; rear starts blowing high when any door is opened intermittently – Parts have been special ordered.
3/6/08	99017	1	8514	C/S rear control inop at times – Installed special ordered rear A/C control.
3/10/08	99368	*	8653	C/S rear vents will not switch from the roof to the floor; rear air blows hot – **No problem found.**
4/16/08	3310	*	11990	C/S when opening the doors, the rear air will start blowing hard – **Normal operation**. Condition described is operational characteristic of this vehicle.
5/8/08	5576	6	12948	C/S rear air blows hot when temp shows cold on thermostat – Verified complaint on service drive. Rear air goes hot and stays hot for drive cycle. Checked door positions to eliminate rear evaporator problem. Aux temp door goes to hot position. Inspected wiring and harnesses, connectors for proper tension. Checked software for current revisions. Contacted TAC, 10288725. Was told to inspect A/C control wiring and connections, power and ground. If okay replace controller. Inspected per TAC. Replaced controller and reassembled parts removed for wiring access. Programmed controller and verified repair on test drive.
5/14/08	6167	7	12956	C/S rear air is blowing hot when it wants – Verified complaint; no rear cold air. Scanned data, no codes. Mode door and temperature door inop; set at default. Contacted TAC, 10288725. Was told to duplicate concern and check voltages for actuator at 5 volts and low reference at time of malfunction. Test drove several times to duplicate concern. Access actuators at rear of auxiliary HVAC case and checked 5 volt reference; found intermittent voltage. Found chaffing of wires at rear of HVAC. Case contacting body; possible cause of door malfunction. Insulated wires from contact on circuits, repositioned harness, reassembled and test drove 10 miles to verify repair.

☐ Steering

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
3/6/08	99017	*	8514	C/S steering* making noise when it is cold in the morning – Could not duplicate concern. *The repair order does not specify what is making the noise. CRS called Service Manager Tom Hodulik at Henderson Chevrolet for clarification. He could not tell me what component this was. Since there was another complaint with the 'steering' and being 'cold', we both agreed that this was the best component to enter the complaint.
3/10/08	99368	*	8653	C/S when car is cold and turning the steering wheel; squeaks when turning – **Could not duplicate**

THE NEVADA LEMON LAW READS:

Days out of service**: 30**
Repairs: **4**
Time period**: 12 Months / No miles stated**
Does Lemon Law state nonconformity must continue to exist? **Yes**
If applicable, safety-related repairs: **No**
Safety-related time period:

Number of repair attempts in the presumption period: **3-body/trim**
1-electrical
5-hvac
1-steering

Total days out of service during the presumption period: 22
Total days out of service during customer's ownership: 22

PERTINENT VEHICLE INFORMATION PROVIDED BY District Service Manager

PERTINENT VEHICLE INFORMATION PROVIDED BY DEALER SERVICE MGR(S)

PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

Concern:
Date & Offer/Result:

Concern:
Date & Offer/Result:

Concern:
Date & Offer/Result:

RECOMMENDATION

Repurchase with full usage.

RATIONALE

The rear a/c has had 5 repair attempts (not including 3 visits to return to install parts.) This veh appears to fall within the parameters of the NV lemon law based on number of repair attempts on the rear a/c.

REASON FOR REMOVAL

CRS FINAL OFFER: **DATE:**

OFFER TO CUST: $
ATTORNEY FEES: $
OR INCLUSIVE OFFER: $

PLAINTIFF'S FINAL DEMAND: **DATE:**

AMOUNT TO CUST: $

ATTORNEY FEES: $
OR INCLUSIVE OFFER: $

TEAM MANAGER APPROVING: Date:

8/22/08 Customer was offered trade or repurchase, was anxious to get out of vehicle and chose to repurchase – she could never understand the formula for mileage so we agreed to meet in between the figures on a negotiated amount saving customer several thousand dollars. Customer asked that mileage on release be changed to 19,000 which we did, however, subsequent to that change customer advised agent that mileage was

currently a little over 17,000. Customer insisted on her specified changes to released – advised we will not change the release – customer demanded change – advised cust that offer was contingent on release – customer said that was not true, she had already accepted the offer but would not sign GM release. Customer changed the release and forwarded to agent. Agent advised customer that altering the release would result in our offer being withdrawn and file closed.

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

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

Privileged and Confidential Information

CASE ASSESSMENT

By: Brittany DeLamar State: CA

Customer Name: [redacted]

Service Request: 71-636867810

BBB Case No.: CHV0844941

Vehicle ID No.: 1GNFC13J27R[redacted]

In Service Date: 5/13/06

Vehicle is: NEW

BAC Code: 119587

Year, Make & Model: 2007 Chevrolet Tahoe

Vehicle Purchased Used on: N/A

Mileage at Time of BBB Filing 36324

Lien holder: GMAC☐ Other☒: {Name}

Sale Type: Purchase ☒ Lease☐ Other☐ : {Type}

DVM Name: Ed Phelps

Phone/Cell Number: [redacted]

Svc Mgr Name: Mark Thrig

CAM Name: Mick Gonzalez

Phone Number: 805-373-8417

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.

☒ VIBRATION

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
5/13/08	177267	2	32433	C/S VIBRATION IN FRONT END WHILE DRIVING. TEST DROVE VEH ON HIGHWAY AND CITY STREETS AND CHECKED STEERING AND SUSPENSION COMPONENTS. UNABLE TO DUPLICATE.

☐ BRAKES

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
5/13/08	177267	*	32433	C/S A KNOCK SOUND WHEN RELEASING BRAKES. TEST DROVE AND INSPECTED BRAKE COMPONENTS. UNABLE TO DUPLICATE.
11/05/07	171084	*	20912	C/S BRAKES SQUEAK LOUD WHEN STOPING. TESTED NO NOISE HEARD. CUST STS THUMPING NOISE FROM BRAKE PEDAL AT TIMES. BRAKE BOOSTER ROD HITTING SPRING REPLACED BOOSTER.
7/25/07	167397	1	15544	C/S BRAKES SQUEAK ALL THE TIME. PADS GLAZED AND ROTORS GROOVED. REPLACED PADS WITH UPDATED PART AND RESURFACED ROTORS.

☐ **TIRE MONITOR**

Date:	RO #:	Days	Mileag	Description of Complaint and Repair Performed:

		Out:	e:	
2/5/08	174357	2	25820	C/S SERVICE TIRE MONITOR LIGHT ON. REMOTE CONTROL DOOR LOCK RECIEVER OPEN. REPLACED RCDLR AND BOTH TRANSMITTERS.
11/19/07	171747	5	21543	C/S TIRE MONITOR MESSAGE ON. TIRE MONTIORS NOT PROGRAMMED. REPROGAM MONITOR.

☐ MOLDING

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
11/5/07	171084	10	20912	C/S PASS FRONT WINDOW REVEAL MOLDING COMING OFF. PASS FRONT DOOR WINDOW MOLDING WORN. REPLACED PASS FRONT WINDOW MOLDING.
7/19/06	154107	10	2168	C/S REAR MOLDING COMING OFF SPECIAL ORDER PART.

☐ SUSPENSION

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
11/5/07	171084	*	20912	C/S HEARS KNOCK IN FRONT END WHEN GOING OVER BUMPS. INTERMEDIATE SHAFT WORN. REPLACED SHAFT.

☐ ENGINE

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
11/5/07	171084	*	20912	C/S HEARS LOUD BANG WHEN SHUTTING OFF VEH. CHECKED AGAINST LIKE VEH. NORMAL CONDITION.

☐ KEY FOBS

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
11/19/07	11747	*	21543	C/S KEYFOBS INOP. MODULE NOT RECEIVING SIGNAL FROM KEYFOBS. REPROGRAM RCDLR MODULE AND FOBS.

☐ TIRES

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
11/5/07	171084	*	20912	C/S TIRES HAVE EXCESSIVE INSIDE WEAR. TIRES WORN ON INSIDE. REPLACED ALL FOUR TIRES.
7/2507	167397	*	15544	C/S FRONT TIRES WEARING ON INSIDE. FRONT END OUT OF ALIGNMENT. ADJUSTED CASTER CAMBER AND TOW.

☐ DASH

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
11/5/07	17108	*	20912	C/S FRONT DASH NEAR AIRBAG IS FADING. NORMAL COLOR OF

	4			AIR BAG FACE. NO PROBLEM FOUND

☐ DENT REPAIR

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
11/6/07	171233	1	20912	CUST REQUESTS PAINTLESS DENT REPAIR ON LEFT FRONT HOOD.

☐ STEERING

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
3/21/07	163035	1	10716	C/S WHEN TURNING WHEEL LEFT FEELS SLIGHTLY STIFFER THAN TURNING RIGHT. CHECKED STEERING OPERATION AND PUMP PRESSURES VEH OPERATING AS DESIGNED

☐ EMBLEM

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
9/1/06	155811	7	3481	C/S REAR HATCH EMBLEM COMING OFF. INSTALL TAILGATE EMBLEM. PART WAS SOP.

☐ INTERIOR WINDOW

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
7/19/06	154107	*	2168	C/S RT REAR WINDOW PANEL LOOSE. REMOVED PANEL TO TRY TO TIGHTEN. COULD NOT TIGHTEN PER DESIGN.

☐ GAS MILAGE

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
7/19/06	154107	*	2168	C/S ONLY GETTING 13MPG. TESTED NO PROBLEMS FOUND. OPERATING AS DESIGNED.

☐ Recall/Campaign (Not Related to Other Symptoms/Complaints)

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
7/25/07	167397	*	15544	REPROGRAM BCM PER RECALL 07033 BATTERY RUN DOWN.

Has the vehicle ever been involved in a accident N
Did you confirm your answer with the customer Y

Are there any Aftermarket Modifications to the Vehicle N
Have you confirm this with the customer Y
List:

☐ Other

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:

What is the customer eligible for based upon the BBB Program Eligibility Guidelines and the States lemon law requirements for meeting presumption? Explain with some Detail

GM Program Summary Repurchase/Replacement: NO

Lemon Law Repurchase/Replacement: NO

GM Program Summary Repairs/Reimbursement for past repairs: NO

THE STATE LEMON LAW READS:

Days out of service: 30
Repairs 4
Time period 18 / 18
Does Lemon Law state nonconformity must continue to exist? N

If applicable, safety-related repairs 2
Safety-related time period 12 / 12

Number of repair attempts in the presumption period:	1 TO EACH ITEM
Total days out of service during the presumption period:	19
Total days out of service during customer's ownership:	39

Vehicle Meets Presumption of Lemon Law NO

PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

1-425104547 – This case was regarding a purchase survey.

1-426541927 – Theft deterrent system light on. Cust was transferred to dlr for asst.

RECOMMENDATION AND RATIONALE

Reminder: Take into consideration 1) DVM/Svc Manager input 2) if there are any unrepaired defects, and 3) are the problems alone or cumulatively a "substantial impairment" of the vehicle's use, value or safety.

Cust sts: CUST SEEKS REPURCASE ISNT HAPPY WITH QUALITY OF VEH

DVM sts: offer an OLC in amount of 10% of msrp.

SVM sts: has a large file for veh.

CRS Rationale: ONLY ONE REPAIR TO EACH ITEM WHILE IN PRESUMPTION. SEVERAL ITEMS NOT ABLE TO DUPLICATE. SEVERAL ITEMS OUT OF THE PRESUMPTION PERIOD. POSSIBLE TO OFFER ONE MONTH PAYMENT REIM. OR GMPP.

Cust was offered a $3000 OLC, but declined offer and chose to pursue Arbitration.

9/9/08 – Cust was awarded a denial.

What are the 3 main strengths of the customer's case to win repurchase through Lemon Law
1 Cust does not meet presumption by number of repair attempts but does meet by days out of svc.

What are the 3 mains weaknesses of the customer's case to win repurchase through Lemon Law
1 Cust has multiple concerns with the veh but does not meet presumption by number of repair attempts.

Decision reached by CRS: Arbitrate case: XXXX Settle case: [ ]

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.
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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.**

Privileged and Confidential Information

CASE ASSESSMENT

By: Brittany DeLamar State: CA

Customer Name: [redacted]

Service Request: 71-636867810

BBB Case No.: CHV0844941

Vehicle ID No.: 1GNFC13J27R[redacted]

In Service Date: 5/13/06

Vehicle is: {New/Used}

BAC Code: {Selling Dealer}

Year, Make & Model: 2007 Chevrolet Tahoe

Mileage at Time of BBB Filing 36324

Vehicle Purchased Used on: {n/a or mm/dd/yy} at odometer {odometer}

Lien holder: GMAC☐ Other☐: {Name}

Sale Type: Purchase ☐ Lease☐ Other☐ : {Type}

DVM Name:Ed Phelps

Phone/Cell Number:

Svc Mgr Name: Mark Ihrig

CAM Name: {Name}

Phone Number:

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.

☐ VIBRATION

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Date:	RO #:	Days	Mileag	Description of Complaint and Repair Performed:

		Out:	e:	
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7/19/06	154107	10	2168	C/S REAR MOLDING COMING OFF SPECIAL ORDER PART.

☐ SUSPENSION

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
11/5/07	171084	*	20912	C/S HEARS KNOCK IN FRONT END WHEN GOING OVER BUMPS. INTERMEDIATE SHAFT WORN. REPLACED SHAFT.

☐ ENGINE

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
11/5/07	171084	*	20912	C/S HEARS LOUD BANG WHEN SHUTTING OFF VEH. CHECKED AGAINST LIKE VEH. NORMAL CONDITION.

☐ KEY FOBS

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
11/19/07	11747	*	21543	C/S KEYFOBS INOP. MODULE NOT RECEIVING SIGNAL FROM KEYFOBS. REPROGRAM RCDLR MODULE AND FOBS.

☐ TIRES

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
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Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
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	4			AIR BAG FACE. NO PROBLEM FOUND

☐ DENT REPAIR

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
11/6/07	171233	1	20912	CUST REQUESTS PAINTLESS DENT REPAIR ON LEFT FRONT HOOD.

☐ STEERING

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
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☐ EMBLEM

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
9/1/06	155811	7	3481	C/S REAR HATCH EMBLEM COMING OFF. INSTALL TAILGATE EMBLEM. PART WAS SOP.

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☐ GAS MILAGE

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
7/19/06	154107	*	2168	C/S ONLY GETTING 13MPG. TESTED NO PROBLEMS FOUND. OPERATING AS DESIGNED.

☐ Recall/Campaign (Not Related to Other Symptoms/Complaints)

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
7/25/07	167397	*	15544	REPROGRAM BCM PER RECALL 07033 BATTERY RUN DOWN.

Has the vehicle ever been involved in a accident N
Did you confirm your answer with the customer Y

Are there any Aftermarket Modifications to the Vehicle N
Have you confirm this with the customer Y
List:

☐ Other

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:

What is the customer eligible for based upon the BBB Program Eligibility Guidelines and the States lemon law requirements for meeting presumption? Explain with some Detail

GM Program Summary Repurchase/Replacement: NO

Lemon Law Repurchase/Replacement: NO

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THE STATE LEMON LAW READS:

Days out of service: 30
Repairs 4
Time period 18 / 18
Does Lemon Law state nonconformity must continue to exist? N

If applicable, safety-related repairs 2
Safety-related time period 12 / 12

Number of repair attempts in the presumption period:	1 TO EACH ITEM
Total days out of service during the presumption period:	19
Total days out of service during customer's ownership:	39

Vehicle Meets Presumption of Lemon Law NO

PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

Concern: {TEXT}
Date & Offer/Result: {TEXT}

Concern: {TEXT}
Date & Offer/Result: {TEXT}

Concern: {TEXT}
Date & Offer/Result: {TEXT}

RECOMMENDATION AND RATIONALE

Reminder: Take into consideration 1) DVM/Svc Manager input 2) if there are any unrepaired defects, and 3) are the problems alone or cumulatively a "substantial impairment" of the vehicle's use, value or safety.

Cust sts: CUST SEEKS REPURCASE ISNT HAPPY WITH QUALITY OF VEH

DVM sts: offer an OLC in amount of 10% of msrp.

SVM sts:

CRS Rationale: ONLY ONE REPAIR TO EACH ITEM WHILE IN PRESUMPTION. SEVERAL ITEMS NOT ABLE TO DUPLICATE. SEVERAL ITEMS OUT OF THE PRESUMPTION PERIOD. POSSIBLE TO OFFER ONE MONTH PAYMENT REIM. OR GMPP

What are the 3 main strengths of the customer's case to win repurchase through Lemon Law

What are the 3 mains weaknesses of the customer's case to win repurchase through Lemon Law

Decision reached by CRS: Arbitrate case: ☐ Settle case: ☐

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.
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Wheels / Tires	All wheel covers, rims, hub caps, lug nuts, tire jack, regular and spare tire.

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

GENERAL MOTORS BUSINESS RESOURCE CENTER

8/28/08

BBB Autoline
4200 Wilson Blvd. Suite 800
Arlington, VA 22203-1838

RE: [redacted]
Service Request: 71-636867810
BBB Case Number: CHV0844941
2007 Chevrolet Tahoe
Vehicle Identification Number: 1GNFC13J27R[redacted]
Customer Relationship Specialist: Michael Highlands

Manufacturers Response to Additional Information
COMAD

Dear Mr. Gans:

I have received and reviewed the repair order from Pulido's Wheels, Tires & Automotive which was submitted by Mr. Jerry Marsh. I appreciate the opportunity to offer the following comments.

First, General Motors can only work with our authorized dealers. We are unable to work with independent facilities nor do we have any way to monitor and verify their capabilities, certification or integrity as we do with our authorized dealers. For this reason General Motors does not accept diagnosis from independent shops.

On the repair order it notes that Mr. [redacted] says he had an alignment done at the dealer recently. This is not in agreement with our records and the information pres at arbitration. As I advised during the arbitration, Mr. [redacted] has addressed with the dealer a concern with tire wear or alignment on only 2 occasions. First on 7/25/07 at 15,544 miles at which time an alignment was done. Second on 11/19/07 at 21,543 miles at which time all 4 tires were replaced. There was no indication that the alignment was out at that time. The last time the vehicle was in to the dealer was on 5/13/08 at 32,433 miles for a vibration in the front end. The dealer checked both the steering and the suspension and no problem was found. Had the alignment been out at that time it would have been noticed. Also please note that

on the 5/13/08 repair order Mr. [redacted] made no mention of any concern for tire wear or alignment. We have no record that a General Motors dealer has preformed an alignment on the vehicle since 7/25/07 at 15,544 miles. This confirms that the vehicle went over a year and 16,889 miles with no reported concern for either alignment or tire wear.

Given that an alignment is a maintenance service and is expected to be needed from time to time and given the amount of driving Mr. [redacted] does with the vehicle (over 39,000 miles in just over 2 years) it is not surprising if an alignment may be needed at this time, which we do not know for certain. General Motors does not provide technical information of any kind to independent dealers and Pulido's did not provide any documentation showing what the measured angles and settings of the caster, camber, toe and thrust angle to support their contention that the alignment on Mr. [redacted]'s vehicle was "way out."

I also note that Pulido's recorded the mileage on the vehicle on 8/25/08 at 39,100 which is 27 miles less than the 39,127 miles you recorded on 8/22/08 during your inspection of the vehicle. Given their lack of attention to detail and imprecision and their lack of documentation supporting their contention that the vehicle is out of alignment I am not inclined to attribute any weight to their opinion.

Also, the alignment can be thrown out of adjustment by any number of factors from just normal use of the vehicle, aggressive driving, impacts from holes in the road and debris, driving on rough roads such as dirt and gravel and especially driving off roads. As I stated above, since it has been over a year and 16,889 miles since the last alignment was done it would not be surprising if an alignment would be needed at this time.

As for Mr. [redacted]'s hand written note on the repair order from Pulido's stating he can not drive this vehicle due to the tire wear, tires do not last forever and do wear in the course of normal driving. The rate of tire wear is also increased by the factors noted above. It is the owner's responsibility to monitor the condition of the vehicle and see that all maintenance services are completed as needed. Mr. Marsh has not addressed his concern for tire wear with the dealer since 11/19/07. Since the vehicle is out of warranty at this time and there is no documentation supporting his contention that the alignment is at fault and no indication has ever been found that any def n the vehicle contributed to any excess tire wear, if Mr. [redacted] feels that the tire wear at this time is excessive it would be his responsibility to replace the tires.

In closing our position remains; we do not believe the vehicle meets presumption of the California lemon law. The concern for the brakes has been addressed only 3 times and only once within the presumption period. The brake noise on 5/13/08 was determined to be normal brake noise and no repair was made. A grabbing when stopping was not observed at that time. The tire pressure monitor has been addressed only twice and last on 2/05/08. Tire wear has been addressed only twice, last on 11/19/07. All other concerns were addressed only once with most of them out of presumption. There has never been a major repair of any kind such as engine or transmission overhaul or replacement. There is no confirmation or documented report of a safety concern at this . There is no history of the vehicle stalling, leaving Mr. [redacted] stranded or needing to be towed. The vehicle is just over 2 years old and in that time has been driven over 39,127 miles. We believe this shows that the vehicle has proven itself to be a dependable means of transportation and that there has been no significant impairment to the use, safety or value of the vehicle. Based on this we do not believe there is any justification to repurchase or replace the vehicle and we request a decision of denial.

Sincerely,

Michael Highlands
BRC Customer Relationship Specialist
Ph# 866-790-5700 extension 21495
FAX# 866-293-0851

Overallowance/Negative Equity/Incentives Form (Non-Florida)

Customer: [redacted]	**SR #:** -71638846584	**BBB#:** 843280

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 Overallowance, Negative Equity, and/or Incentives prior to arbitration or voluntary repurchase.

Section 1

Purchase Price (from Bill of Sale, before tax, tag, title, etc.)	32500.00
MSRP (from BARS Invoice screen)	- 38090.00
Subtract the MSRP from the Purchase Price (If positive, look for Overallowance)	= -5590.00

If the Purchase Price is greater than the MSRP but there was no trade-in, have the Dealer explain why the customer paid more than MSRP.

Section 2

Trade Allowance (from Bill of Sale)	0.00
Actual Cash Value (ACV) (from ACV Statement)	- 0.00
Subtract the ACV from the Trade Allowance If positive, the Trade Allowance is higher than the ACV of the trade-in. This is Overallowance.	= 0.00

Section 3

Trade Allowance (from Bill of Sale)	0.00
Payoff on Trade (from Bill of Sale)	- 0.00
Subtract the Payoff on Trade from the Trade Allowance If negative, the Payoff on the Trade is higher that the Trade Allowance. This is Negative Equity.	= 0.00

Section 4

Purchase Price (from Bill of Sale, before tax, tag, title, etc.)	32500.00
Incentives not included in the Purchase Price (from BARS and Incentive Acknowledgement sheet) Do not include fuel-fill credit or Dealer incentives. GM Card points must be included.	- 2000.00
Overallowance/Negative Equity (use the Overallowance from Section 2 or the Negative Equity from Section 3, whichever is larger)	- 0.00
Subtract the Incentives and the Overallowance/Negative Equity from the Purchase Price. This is the Actual price of the vehicle that should be presented to the BBB on the Agreement to Arbitrate (ATA).	= 30500.00

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

GM DealerWorld - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Search Favorites

Address https://www.autopartners.net/apps/naowb/naowb/deliervehicle/dv_09c.do?selectedtab=summary

Default Transaction Mode : Online

Vehicle Identifier

Vehicle Category: GM, Used
Division: GMC
VIN: 1GKFC16J87[redacted]

Customer Information

Plan Customer: Individual
Customer Type: Owner

Ms Armida Valenzuela
1077 Sherman Drive
Salinas, California , United States - 93907

Evening Phone:
Primary Language: English
Secondary Language:

Sales Information

Dealer Code: 32888
Action: Add Protection Plan
Odometer: 35000
Delivery Date: 07/24/2008

Plan Lienholder

Lienholder Type: Other

GMC
P.O. Box 33172
Detroit, Michigan - 48232

Protection Plans

Plan Purchase Date: 07/24/2008
In Service Date: 07/24/2008

Plan Type: Major Guard Retail
Term: 36
Mileage Limit: 36000
Deductible: 0
Rental Type: Standard
Plan Price: $ 0.00
Tax: $ 0.00
Total: $ 0.00

BACK CANCEL SUBMIT

Order Workbench: FAQs Site Map Feedback

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8:28 AM Monday 8/4/2008

GM DealerWorld - Microsoft Internet Explorer

File Edit View Favorites Tools Help

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Address https://www.autopartners.net/apps/naowb/naowb/delivervehicle/dv_09.do?screenAction=d&modName=dv&dvtrans=y

Go

Global Connect

Administration Tools | Edit My Profile | Logout

ORDERWorkbench | Main > Deliver Vehicles > Report Vehicle GMPP: Vehicle & Customer

PLAN & FORECAST | ORDER VEHICLES | MANAGE INVENTORY | LOCATE VEHICLES | DELIVER VEHICLES | REPORTS & TOOLS

Report Vehicle GMPP: Vehicle and Information

Vehicle & Customer* | GMPP

This screen is the first step to add GM Protection Plans to submit a request to change or cancel an existing GM Pro customer information, click "Next" to go to the next step. report.

Transaction Mode:

Online

Vehicle Identifier

Vehicle Category*:

GM, Used

Division*:

GMC

VIN*:

Full VIN | 1GKFC16J07R258364

Dealer Identifier

Division*:

GMC

Sales Information

Action*:

Add Protection Plan

Odometer*:

35000

Delivery Date*:

07/24/2008

Customer Information

Plan Customer*: Individual | Customer Type*: Owner

https://www.autopartners.net - GM DealerWorld - Microsoft Internet Explorer

GM OrderWORKBENCH

Close Window

Transaction Details

Click the "Print" button in order to keep a record of this transaction detail. After you review the transaction details, click "Close Window".

VIN: 1GKFC16J07R[redacted]

Status: Pending

Dealer Code: 32888

User ID: 1w3ozp

Transaction Date: 07/24/2008

User Role: Central Office Administrator

Transaction Type: GM Protection Plan

Timestamp Date: 2008-08-04-08.28.27.349000

Transaction Messages:

1097 - GMPP sent to MIC

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8:28 AM Monday 8/4/2008

Privileged and Confidential Information

CASE ASSESSMENT

By: Gina Kulakowski State: CA

Customer Name: [redacted]

Service Request: 71-638846584

BBB Case No.: PGM0843280

Vehicle ID No.: 1GKFC16J87R[redacted]

In Service Date: 10/16/2006

Vehicle is: NEW

BAC Code: 172011

Year, Make & Model: 2007 GMC Yukon

Vehicle Purchased Used on: n/a

Mileage at Time of BBB Filing (34634)

Lien holder: GMAC☐ Other☐: {Name}

Sale Type: Purchase ☒ Lease☐ Other☐ :

DVM Name: Michael Kwong

CAM Name: Mick Gonzalez

Phone/Cell Number:

Phone Number: 805-373-8417

Svc Mgr Name:

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.

☒ Traction control light on

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
12.27.06	51964	*	4427	CUST STS THE TRACTION CONTROL LIGHT COMES ON AT TIMES – UNABLE TO DUPLICATE CONCERN
03.27.07	53543	2R	10267	CUST STS SERVICE TRACTION CONTROL LIGHT ON – UNABLE TO DUPLICATE CUSTOMERS CONCERN AT THIS TIME
07.01.08	60845	3	34901	CUST STS WOULDN'T START ONE DAY LAST WEEK, WHEN IT FINALLY STARTED THE AC BLOWER MOTOR, IPC, ALL POWER WINDOWS WERE INOP, MESSAGE CENTER SAID ALL DOORS WERE OPEN WHEN THEY WERE SHUT, CUST APPLIED E-BRAKE TURNED OFF VEHICLE BEING FRUSTRATED, WHEN THEY WENT TO RESTART THE VEHICLE RELEASING E-BRAKE EVERYTHING STARTED WORKING AGAIN – TAC CASE#10372446 FOUND LOSS OF COMMUNICATION WITH HVAC, BCM, DDM, EBCM, PERFORMED RECALL 07007

☐ Headliner

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
11.02.06	51056	1	1405	CUST STS HEARING A NOISE INSIDE OF THE VEHICLE WHEN THEY SHUT A DOOR – NEED TO INSTALL INSULATION

				BETWEEN THE HEADLINER AND ROOF, SPECIAL ORDERED PARTS
12.27.06	51964	2	4427	SPECIAL ORDERED PARTS ARRIVED – INSTALLED DAMPENER PADS ABOVE THE HEADLINER
03.01.07	53059	2	8815	CUST STS HEADLINER SQUEAKS AT RIGHT REAR – INSTALLED FOAM KITS ABOVE THE HEADLINER

☐ Seat belt

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
03.01.07	53059	*	8815	CUST STS DRIVERS SIDE MIDDLE SEAT BELT DOESN'T PULL OUT – SPECIAL ORDERED PARTS

☐ Pass side inner door handle peeling

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
03.01.07	53059	*	8815	CUST STS PASS SIDE FRONT INNER DOOR HANDLE PEELING – REPLACED INNER DOOR HANDLE

☐ Pass side front door lock pops off

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
03.01.07	53059	*	8815	CUST STS PASS SIDE FRONT DOOR LOCK POPS OFF – R & R KNOB

☐ Third row seat

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
03.27.07	53543	*	10267	CUST STS THIRD ROW SEAT WON'T RELEASE/FOLD DOWN – REPLACED LATCH AND CABLE

☐ Cigarette lighter cover

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
03.27.07	53543	*	10267	CUST STS CIGARETTE LIGHTER COVER FEEL OFF – REPLACED CIGARETTE LIGHTER COVER

Verified with customer if the vehicle has ever been involved in an accident? Y
If yes, are the RO's attached? N

Are there modifications to the Vehicle? or N
List:

What is the customer eligible for based upon the BBB Program Eligibility Guidelines and the States lemon law requirements for meeting presumption? Explain with some Detail

GM Program Summary Repurchase/Replacement: n/a

Lemon Law Repurchase/Replacement: eligible

GM Program Summary Repairs/Reimbursement for past repairs: n/a

THE STATE LEMON LAW READS:

Days out of service: 30
Repairs 4
Time period 18 months / 18,000 miles
Does Lemon Law state nonconformity must continue to exist? N

If applicable, safety-related repairs 2
Safety-related time period 18 months / 18,000 miles

Number of repair attempts in the presumption period:	2
Total days out of service during the presumption period:	7
Total days out of service during customer's ownership:	10

Vehicle Meets Presumption of Lemon Law NO

RECOMMENDATION AND RATIONALE

Reminder: Take into consideration 1) DVM/Svc Manager input 2) if there are any unrepaired defects, and 3) are the problems alone or cumulatively a "substantial impairment" of the vehicle's use, value or safety.

Cust sts: that she feels that the vehicle is unsafe and wants GM to either replace it or repurchase it

DVM sts: that at this point we should try to see if the customer will accept a repairs settlement and if satisfied we can offer her a GMPP 24/24 MG and a 24/24 SmartCare or just a GMPP 36/36 MG

SVM sts: that the last time the veh was in for warranty work was 3/07. SVM sts that the repair history thusfar doesn't support offering a repurchase or replacement. 7/2/08 SVM sts that cust brought the vehicle in and they are currently working to diagnose cust concerns. SVM sts that they have no maint history on the veh and it is almost 5000k past due for the 30k maintenance.

CRS Rationale: to offer repairs and if customer is satisfied to provide her w/ a GMPP 36/36 MG and a GMPP 24/24 SmartCare

CRS's opinion regarding the 3 main Strengths of the case
The vehicle hasn't been seen for any concern at a GM dealership since 3/07. There are 2 ROs that mention the traction control light being on and the dlr was not ever able to duplicate the concern. Not only does the vehicle not meet presumption, most of the repairs have been for trim items

CRS's opinion regarding the 3 mains weaknesses of the Case
The case is in California, the customer is alleging a driveability concern that has left her stranded

Decision reached by CRS: Arbitrate case: XXXX Settle case:

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

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

December 8, 2009

Ms. [redacted]
[redacted]
Salinas, CA [redacted]

Service Request: 71-638846584
Customer Relationship Specialist: Gina Kulakowski

Dear Ms. Valenvuela:

Thank you for your support of GMC. As we agreed, the necessary paperwork has been completed and forwarded to General Motors Protection Plan (GMPP). The processing time will take approximately eight weeks. The Major Guard plan for your 2007 GMC Yukon, Vehicle Identification Number 1GKFC16J87R[redacted] is for the following:

- 36 months or 36,000 miles, whichever occurs first, beginning on July 24, 2008 and ending on July 24, 2011, and begins with 35,000 and ends with 71,000 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 GMC customer.

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

Thank you for allowing us the opportunity to assist you.

Sincerely,

GMC Customer Assistance Center

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

December 8, 2009

[redacted]
Salinas, CA [redacted]

Service Request: 71-647874504
Customer Relationship Specialist: Gary Jones

Dear Ms. Valenvuela:

Thank you for your support of GMC. As we agreed, the necessary paperwork has been completed and forwarded to General Motors Protection Plan (GMPP). The processing time will take approximately eight weeks. The Smart Care Plan for your 2007 GMC Yukon, Vehicle Identification Number 1GKFC16J87R[redacted] is for the following:

- 24 months or 24,000 miles, whichever occurs first, beginning on <Date> and ending on July 17, 2010,and begins with 35,000 miles and ends with 59,000 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 GMC customer.

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

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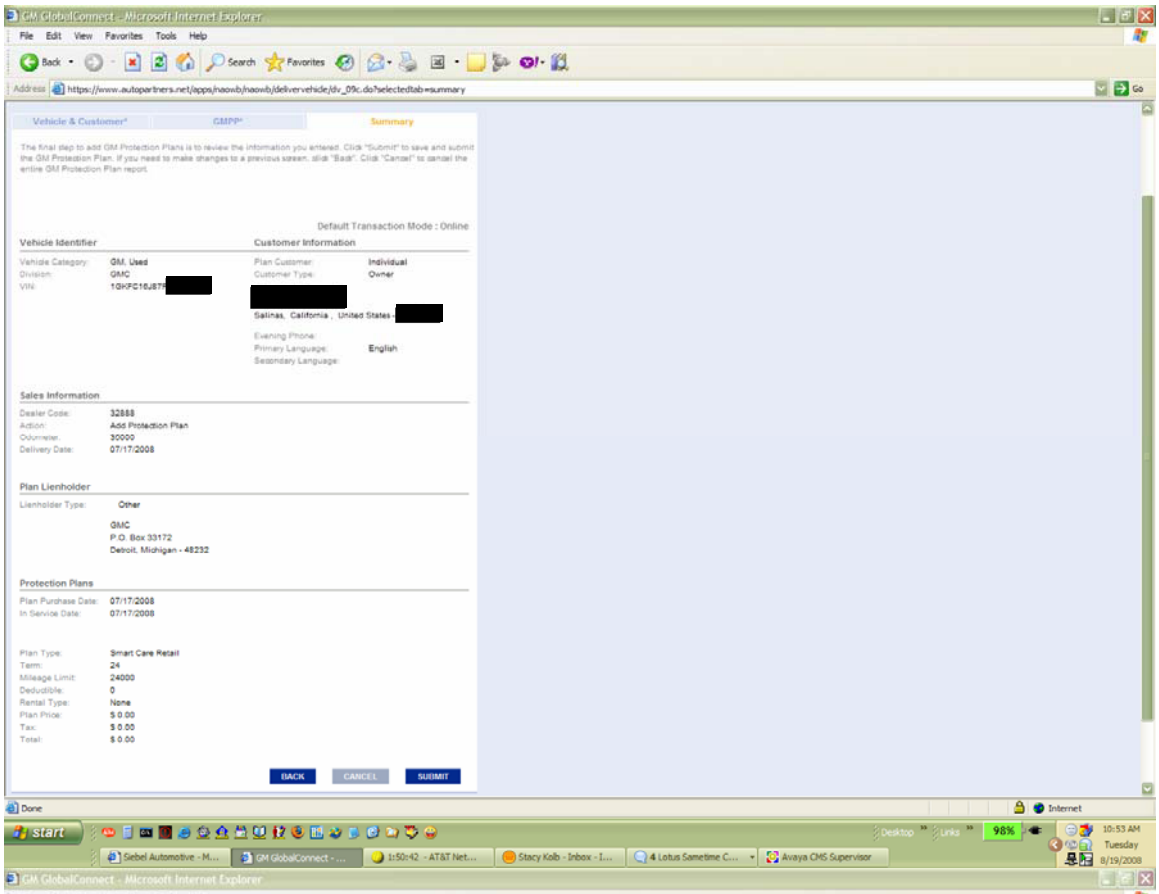
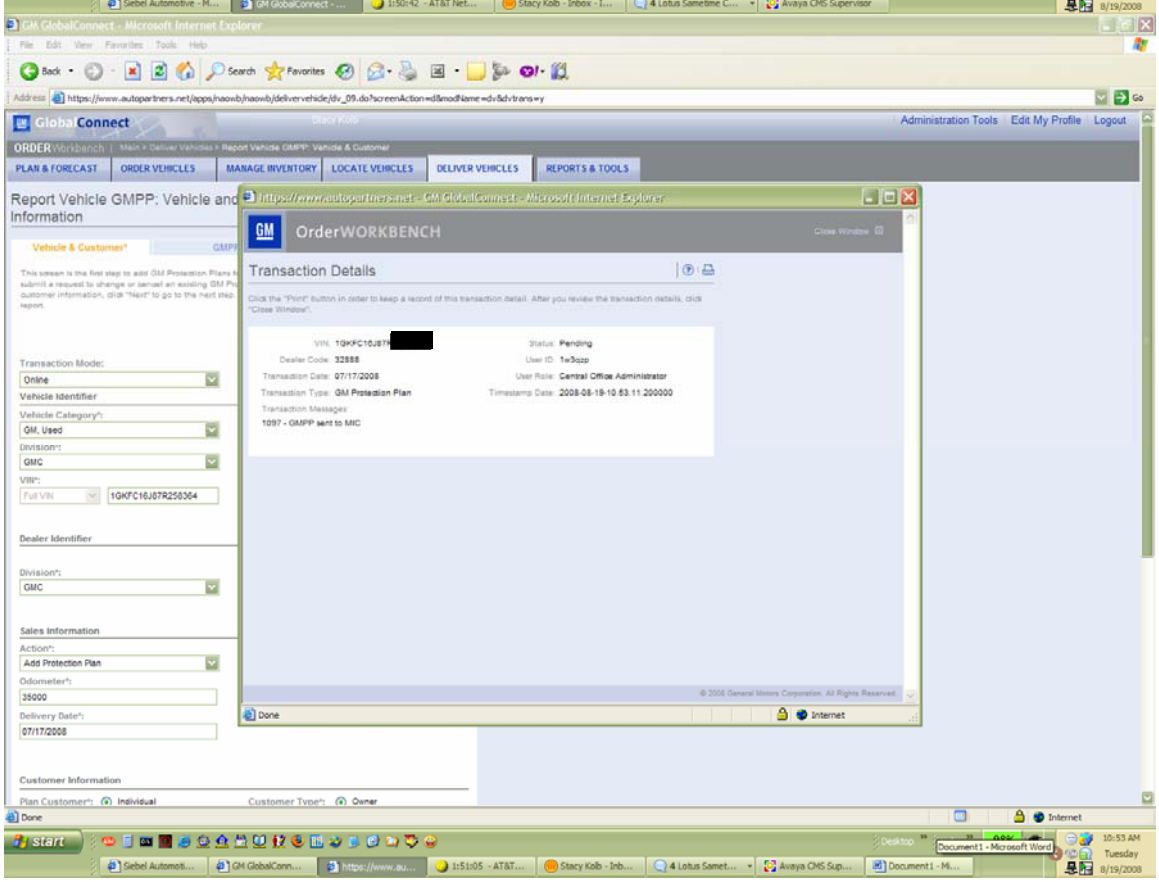
Sincerely,

GMC Customer Assistance Center

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


GM GlobalConnect - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Search Favorites
Address https://www.autopartners.net/apps/naowb/naowb/delivervehicle/dv_09c.do?selectedtab=summary
Vehicle & Customer* GMPP* Summary
The final step to add GM Protection Plans is to review the information you entered. Click "Submit" to save and submit the GM Protection Plan. If you need to make changes to a previous screen, click "Back". Click "Cancel" to cancel the entire GM Protection Plan report.
Default Transaction Mode : Online
Vehicle Identifier
Vehicle Category: GM, Used
Division: GMC
VIN: 1GKFC16J87R[redacted]
Customer Information
Plan Customer: Individual
Customer Type: Owner
[redacted]
Salinas, California , United States - [redacted]
Evening Phone:
Primary Language: English
Secondary Language:
Sales Information
Dealer Code: 32888
Action: Add Protection Plan
Odometer: 30000
Delivery Date: 07/17/2008
Plan Lienholder
Lienholder Type: Other
GMC
P.O. Box 33172
Detroit, Michigan - 48232
Protection Plans
Plan Purchase Date: 07/17/2008
In Service Date: 07/17/2008
Plan Type: Smart Care Retail
Term: 24
Mileage Limit: 24000
Deductible: 0
Rental Type: None
Plan Price: $ 0.00
Tax: $ 0.00
Total: $ 0.00
BACK CANCEL SUBMIT
Done Internet
start
Desktop Links 98%
10:53 AM Tuesday 8/19/2008
Siebel Automotive - M... GM GlobalConnect - ... 1:50:42 - AT&T Net... Stacy Kolb - Inbox - I... 4 Lotus Sametime C... Avaya CMS Supervisor


GM GlobalConnect - Microsoft Internet Explorer
File Edit View Favorites Tools Help
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Address https://www.autopartners.net/apps/naowb/naowb/delivervehicle/dv_09.do?screenAction=d&modName=dv&dvtrans=y
GlobalConnect
Administration Tools Edit My Profile Logout
ORDER Workbench | Main > Deliver Vehicles > Report Vehicle GMPP: Vehicle & Customer
PLAN & FORECAST ORDER VEHICLES MANAGE INVENTORY LOCATE VEHICLES DELIVER VEHICLES REPORTS & TOOLS
Report Vehicle GMPP: Vehicle and Information
Vehicle & Customer*
Transaction Mode:
Online
Vehicle Identifier
Vehicle Category*:
GM, Used
Division*:
GMC
VIN*:
Full VIN 1GKFC16J87R258364
Dealer Identifier
Division*:
GMC
Sales Information
Action*:
Add Protection Plan
Odometer*:
35000
Delivery Date*:
07/17/2008
Customer Information
Plan Customer*: Individual Customer Type*: Owner
https://www.autopartners.net - GM GlobalConnect - Microsoft Internet Explorer
GM OrderWORKBENCH
Close Window
Transaction Details
Click the "Print" button in order to keep a record of this transaction detail. After you review the transaction details, click "Close Window".
VIN: 1GKFC16J87R[redacted]
Status: Pending
Dealer Code: 32888
User ID: 1w3qzp
Transaction Date: 07/17/2008
User Role: Central Office Administrator
Transaction Type: GM Protection Plan
Timestamp Date: 2008-08-19-10:53:11.200000
Transaction Messages:
1097 - GMPP sent to MIC
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Desktop Document1 - Microsoft Word
10:53 AM Tuesday 8/19/2008
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Privileged and Confidential Information

CASE ASSESSMENT

By: Gina Kulakowski State: CA

Customer Name: [redacted]

Service Request: 71-638846584

BBB Case No.: PGM0843280

Vehicle ID No.: 1GKFC16J87R[redacted]

In Service Date: 10/16/2006

Vehicle is: NEW

BAC Code: 172011

Year, Make & Model: 2007 GMC Yukon

Vehicle Purchased Used on: n/a

Mileage at Time of BBB Filing (34634)

Lien holder: GMAC☐ Other☐: {Name}

Sale Type: Purchase ☒ Lease☐ Other☐ :

DVM Name: Michael Kwong

CAM Name: Mick Gonzalez

Phone/Cell Number:

Phone Number: 805-373-8417

Svc Mgr Name:

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.

☒ Traction control light on

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
12.27.06	51964	*	4427	CUST STS THE TRACTION CONTROL LIGHT COMES ON AT TIMES – UNABLE TO DUPLICATE CONCERN
03.27.07	53543	2R	10267	CUST STS SERVICE TRACTION CONTROL LIGHT ON – UNABLE TO DUPLICATE CUSTOMERS CONCERN AT THIS TIME
07.01.08	60845	3	34901	CUST STS WOULDN'T START ONE DAY LAST WEEK, WHEN IT FINALLY STARTED THE AC BLOWER MOTOR, IPC, ALL POWER WINDOWS WERE INOP, MESSAGE CENTER SAID ALL DOORS WERE OPEN WHEN THEY WERE SHUT, CUST APPLIED E-BRAKE TURNED OFF VEHICLE BEING FRUSTRATED, WHEN THEY WENT TO RESTART THE VEHICLE RELEASING E-BRAKE EVERYTHING STARTED WORKING AGAIN – TAC CASE#10372446 FOUND LOSS OF COMMUNICATION WITH HVAC, BCM, DDM, EBCM, PERFORMED RECALL 07007

☐ Headliner

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
11.02.06	51056	1	1405	CUST STS HEARING A NOISE INSIDE OF THE VEHICLE WHEN THEY SHUT A DOOR – NEED TO INSTALL INSULATION

				BETWEEN THE HEADLINER AND ROOF, SPECIAL ORDERED PARTS
12.27.06	51964	2	4427	SPECIAL ORDERED PARTS ARRIVED – INSTALLED DAMPENER PADS ABOVE THE HEADLINER
03.01.07	53059	2	8815	CUST STS HEADLINER SQUEAKS AT RIGHT REAR – INSTALLED FOAM KITS ABOVE THE HEADLINER

☐ Seat belt

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
03.01.07	53059	*	8815	CUST STS DRIVERS SIDE MIDDLE SEAT BELT DOESN'T PULL OUT – SPECIAL ORDERED PARTS

☐ Pass side inner door handle peeling

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
03.01.07	53059	*	8815	CUST STS PASS SIDE FRONT INNER DOOR HANDLE PEELING – REPLACED INNER DOOR HANDLE

☐ Pass side front door lock pops off

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
03.01.07	53059	*	8815	CUST STS PASS SIDE FRONT DOOR LOCK POPS OFF – R & R KNOB

☐ Third row seat

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
03.27.07	53543	*	10267	CUST STS THIRD ROW SEAT WON'T RELEASE/FOLD DOWN – REPLACED LATCH AND CABLE

☐ Cigarette lighter cover

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
03.27.07	53543	*	10267	CUST STS CIGARETTE LIGHTER COVER FEEL OFF – REPLACED CIGARETTE LIGHTER COVER

Verified with customer if the vehicle has ever been involved in an accident? Y
If yes, are the RO's attached? N

Are there modifications to the Vehicle? or N
List:

What is the customer eligible for based upon the BBB Program Eligibility Guidelines and the States lemon law requirements for meeting presumption? Explain with some Detail

GM Program Summary Repurchase/Replacement: n/a

Lemon Law Repurchase/Replacement: eligible

GM Program Summary Repairs/Reimbursement for past repairs: n/a

THE STATE LEMON LAW READS:

Days out of service: 30
Repairs 4
Time period 18 months / 18,000 miles
Does Lemon Law state nonconformity must continue to exist? N

If applicable, safety-related repairs 2
Safety-related time period 18 months / 18,000 miles

Number of repair attempts in the presumption period:	2
Total days out of service during the presumption period:	7
Total days out of service during customer's ownership:	10

Vehicle Meets Presumption of Lemon Law NO

RECOMMENDATION AND RATIONALE

Reminder: Take into consideration 1) DVM/Svc Manager input 2) if there are any unrepaired defects, and 3) are the problems alone or cumulatively a "substantial impairment" of the vehicle's use, value or safety.

Cust sts: that she feels that the vehicle is unsafe and wants GM to either replace it or repurchase it

DVM sts: that at this point we should try to see if the customer will accept a repairs settlement and if satisfied we can offer her a GMPP 24/24 MG and a 24/24 SmartCare or just a GMPP 36/36 MG

SVM sts: that the last time the veh was in for warranty work was 3/07. SVM sts that the repair history thusfar doesn't support offering a repurchase or replacement. 7/2/08 SVM sts that cust brought the vehicle in and they are currently working to diagnose cust concerns. SVM sts that they have no maint history on the veh and it is almost 5000k past due for the 30k maintenance.

CRS Rationale: to offer repairs and if customer is satisfied to provide her w/ a GMPP 36/36 MG and a GMPP 24/24 SmartCare

CRS's opinion regarding the 3 main Strengths of the case
The vehicle hasn't been seen for any concern at a GM dealership since 3/07. There are 2 ROs that mention the traction control light being on and the dlr was not ever able to duplicate the concern. Not only does the vehicle not meet presumption, most of the repairs have been for trim items

CRS's opinion regarding the 3 mains weaknesses of the Case
The case is in California, the customer is alleging a driveability concern that has left her stranded

Decision reached by CRS: Arbitrate case: XXXX Settle case:

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

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

ROBERT M. SILVERMAN[+*-]
CRAIG THOR KIMMEL[+-^]

[+] *Member, PA Bar*
[*] *Member, NJ Bar*
[x] *Member, DE Bar*
[-] *Member, NY Bar*
[^] *Member, MA Bar*
[#] *Member, MD Bar*
[♠] *Member, OH Bar*
[@] *Member, DC Bar*
[¢] *Member, AZ Bar*
[£] *Member, CO Bar*
[¥] *Member, VT Bar*
[§] *Member, MI Bar*
[°] *Member, RI Bar*
[□] *Member, NH Bar*

KIMMEL & SILVERMAN
P.C.

JACQUELINE C. HERRITT[+*#]
ROBERT A. RAPKIN[+]
HY DAVID RUBENSTEIN[@#]
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Of Counsel:
RONNA LUCAS[♠]

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Ambler, PA 19002
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F (215) 540-8817

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NEW JERSEY OFFICE, Executive Quarters, 1930 E. Marlton Pike, Suite Q29, Cherry Hill, NJ 08003, P (856) 429-8334, F (856) 216-7344

MARYLAND OFFICE, 500 Redland Court, Suite 105, Owings Mills, MD 21117, P (410) 998-1119, F (410) 998-9997

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MASSACHUSETTS OFFICE, 45 Pond St, Suite 202, Norwell, MA 02061, P (781) 982-9112, F (781) 982-9114

PLEASE REMIT ALL CORRESPONDENCE TO THE AMBLER OFFICE

Mrs. [redacted] v. General Motors Corporation

DO NOT HAVE ANY FURTHER CONTACT WITH OUR CLIENT WITH THE EXCEPTION OF COMMUNICATION NECESSARY TO EFFECTUATE CURRENT REPAIRS.

RMS\ TL
cc: [redacted]

Revised 1/23/08

Privileged and Confidential Information

CASE ASSESSMENT – LEGAL (NON SMALL CLAIMS)

By: Pat Easley State: Pennsylvania

Customer Name: [redacted] Service Request: 71-641691682 GM Legal File No.: N/A
Vehicle ID No.: 1GKFK16387R[redacted] In Service Date: 7/27/07 Vehicle is: New BAC Code: 118086
Year, Make & Model: 2007 GMC Yukon XL ½ Ton 4WD Vehicle Purchased New (DEMO) on: 7/27/07 at odometer 3,257

Lien holder: GMAC☐ Other☒: CHASE DVM requests involvement?: No Purchase Price of Vehicle: $39,000

Was TAC contacted for this vehicle: No

VEHICLE REPAIR HISTORY

☐ Body/Trim

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
4-7-08	30908	2	12,317	C/S there is water coming in near DVD area. Found Document #2003197 – Removed both C pillars & cut & rerouted as per Bulletin PIT4453A; water tested, no leaks present; operating as designed. C/S driver side door handle is sharp due to chrome plate coming off. Confirmed customer's concern – Removed & replaced driver side inside door handle; operating as designed.
4-29-08	31371	3	12,935	C/S water is coming in around DVD area & captain's chair – Adjusted glass; seal track through seams; rerouted rear drain tubes & seals to drain; water tested, no leaks present; operating as designed.
6-18-08	32524	2	14,214	C/S left front door molding lifting. Poor adhesion – Replaced left front door molding. C/S right rear door molding lifting from door. Poor adhesion – Replaced right rear door molding. C/S left rear molding lifting away from door. Poor adhesion – Replaced left rear door molding.
6-30-08	32806	1	14,817	C/S left rear door outside handle loose. Poor fit – Replaced left rear door outside handle.
7-28-08	33324	22 (possibly 3)	16,116	C/S left front door molding falling off again. Poor adhesion – Replaced left front door body side molding C/S right rear door molding falling off again Poor adhesion – Replaced right rear door body side molding C/S water is coming in on the front passenger side seat from the sunroof area. Rear sunroof drains detached – Water tested vehicle, partially R&I headliner to access drains. Resecured drains and cleaned. Dried out headliner but unable to remove water stain. Ordered new headliner.

☐ Electrical

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
4-7-08	30908	*	12,317	C/S MAP switch is inoperative. Confirmed customer's complaint – Removed & replaced over head console assembly for MAP light; operating as designed. C/S radio is cutting in & out. Scanned for Code 80832; found Bulletin #08-08-44-005A – Reprogrammed radio as per Bulletin; operating as designed.
7-17-08	33142	1	15,027	C/S DVD player is inoperable. Internal fault found in DVD reader – Removed, replaced and reprogrammed radio; claim code 80382; operating as designed.

☐ HVAC

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
4-7-08	30908	*	12,317	C/S heat is coming out, hot even when it is off; happens when it is in drive. Found this is normal operation even if heat is turned off; temperature must be down in order for no hot air to be coming out – **Everything is operating as designed**. C/S when heat is on, there is electrical smell. Checked & found everything – **Operating as designed**.

☐ Other

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
6-18-08	32524	*	14,241	Perform Recall #06162 for Service Update-Invent/Cust Vehs E85 VFFS Update Repgm ECM *Expires 8YR/80K MI* - Product Enhancement, Reprogram ECM.
7-17-08	33142	*	15,027	C/S there is nail in right rear tire – Removed nail and plugged tire; filled tire pressure to spec.; operating as designed.

THE STATE LEMON LAW READS:

Days out of service**: 30**
Repairs **3**
Time period**: 12 months / 12,000 Miles**
Does Lemon Law state nonconformity must continue to exist? **Yes**

If applicable, safety-related repairs **N / A**
Safety-related time period **N / A**

Number of repair attempts in the presumption period:	0
Total days out of service during the presumption period:	0
Total days out of service during customer's ownership:	9

PERTINENT VEHICLE INFORMATION PROVIDED BY District Service Manager

N/A

PERTINENT VEHICLE INFORMATION PROVIDED BY DEALER SERVICE MGR(S)

N/A

PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

Concern: **None**
Date & Offer/Result: **None**

RECOMMENDATION & RATIONALE

Recommend cash settlement $2,100 to $4,100 plus fees ($1,900).

The vehicle does not appear to meet presumption as the first concern occurred outside of the presumption mileage period of 12,000 miles. The vehicle has had 2 water leaks and problems with door moldings. Given the potential for future concerns with water leaks, recommend cash settlement.

7/24/08: Updated case assessment to add detail for new RO on 7/17/08; copy of RO was provided by attorney. No response to settlement offer has been received from PC, so no change to recommendation.

8/22/08: Updated case assessment to add detail for new RO 33324 on 7/28/08.

REASON FOR REMOVAL

N/A

CRS FINAL OFFER: **DATE:**

OFFER TO CUST: $
ATTORNEY FEES: $
OR INCLUSIVE OFFER: $

PLAINTIFF'S FINAL DEMAND: **DATE:**

AMOUNT TO CUST: $

ATTORNEY FEES: $
OR INCLUSIVE OFFER: $

TEAM MANAGER APPROVING: Date:

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

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

RVDC Case# 153904

BRC Case Number	7641691682
Customer Name	[redacted]
Original VIN	1GKFK16387F[redacted]
BAC	118086
Dealership Name	O'REILLY PONTIAC-BUICK-GMC
Dealer Contact/Title	Mark Robinson, Sales Manager
Dealer Phone	6108861200
Dealer Fax	6103539478
Delivery Date	2007-07-27
Buyback Mileage	18323
Transmission	A
UCC Code(s)	C4412
MSRP	50660.00
Est. Auction Value	19612.22
Case Number	153904
TAC Case Number	
Type of Transaction	SR
Replacement VIN	
Repurchase Type	Legal-Early Resolution-NISM
Repurchase Source	Halima Shaw, Legal CRS
Reason for Repurchase: Water leaks around sunroof and sunroof glass.	

Vehicle is going to: Auction	Is Vehicle Drivable? Y	Issue 1099? Y
Dealer Admin Fee Applies? Y	Issue Release N	
This vehicle was repurchased as a result of a: Voluntary mediated customer satisfaction repurchase		
Retrieve Sales Tax? N	Title Brand?	
Reason for not Retrieving Sales Tax: NOT AVAILABLE IN THIS STATE		
Original Sales Tax Paid in State: PA	Repurchased Under Laws of State: PA	
Vehicle Meets Presumption of LEMON LAW? Y		
Closing Schedule: 2008-10-31	Established on: 2008-10-22	
If no, where: BAC is 0		
Location Site Name:		
Contact Name:		
Address 1:		
Address 2:		
City:	State:	Zip:
Phone #:		
Fax #:		
Comment:		
GM Legal Case Number:		
GM Counsel Name: N/A		
Gm Counsel Contact Name: N/A		
Address1:		
Address2:		
City:	State:	Zip:
Phone #:		
Fax #:		

Lien Payoff

Lien Payoff Amount: 36770.02	Lien Payoff Expires on: 2008-11-11	Per Diem: 6.79
Customer Due to GM: 0.00	Dealer Due GM: 0.00	

Check Information

Customer		***Lienholder***		***Plaintiff's Attorney***	
Check Amt:	6857.05			Check Amt:	1900.00
Payee1:	[redacted]	Payee1:	Chase Auto Finance	Payee1:	Kimmel & Silverman, P.C.
Payee2:		Payee2:	10720817430508	Payee2:	
Address1:	[redacted]	Address1:	14800 Frye Road	Address1:	30 E. Butler Pike
Address2:		Address2:	1st FL TX 1-1300	Address2:	
City:	Norristown	City:	Fort Worth,	City:	Ambler,
State:	PA	State:	TX	State:	PA
Zip	[redacted]	Zip	78155	Zip	19002
Phone #:	2[redacted]	Phone #:	800-336-6675	Phone #:	215-540-8888
Fax #:		Fax #:		Fax #:	215-540-8817
		Attention:	Payoff Department	Attention:	Robert M. Silverman
		Account #:	[redacted]	Fed Tax ID:	[redacted]

				Firm Name:	Kimmel & Silverman

Case ID: 153904	Initiator: shawh

General Motors Corporation
Business Resource Center
PO Box 33170
Detroit, MI 48232-5170

VIA FAX ONLY

October 21, 2008

Attention: Dealer Sales and Service Manager

Dealer -Repurchase Confirmation

For Internal Use Only

Mr. Mark Robinson, Sales Manager
O'Reilly GMC
3960 W. Chester Pike
Newton Square, PA 19073

RE: [redacted]
2007 GMC Uplander
Vehicle Identification Number: 1GKFK16387R[redacted]
Customer Relationship Specialist: Halima Shaw

Dear Mr. Robinson:

This is to advise you that General Motors has reached an agreement for a repurchase with the above reference customer. In approximately one (1) week you will receive a repurchase package from RVDC detailing the closing information. The attorney or customer has been instructed to contact you the day prior to the repurchase to verify the paperwork has arrived. The closing date for the repurchase is October 31, 2008, please schedule an appropriate time for the repurchase with the attorney or customer. In the event that the paperwork has not arrived please contact the CRS listed above and they will assist with gathering the needed information. If you have any issues with performing the repurchase please contact us immediately.

Your cooperation is greatly appreciated. If you have further questions, please contact our Business Resource Center at 1-800-231-1841 x 11498 Monday through Friday between 9:00 a.m. and 6:30 p.m., Eastern Time.

Sincerely,

Halima Shaw
General Motors Corporation

RVDC Case# 153080

BRC Case Number	7656864628
Customer Name	[redacted]
Original VIN	1GNFK13027R[redacted]
BAC	112098
Dealership Name	MAITA CHEVROLET
Dealer Contact/Title	Tom Crase Service Manager
Dealer Phone	9166912800
Dealer Fax	9166916214
Delivery Date	2007-02-07
Buyback Mileage	24024
Transmission	A
UCC Code(s)	F1008
MSRP	40935.00
Est. Auction Value	13823.20
Case Number	153080
TAC Case Number	
Type of Transaction	SR
Replacement VIN	
Repurchase Type	Legal-Early Resolution-NISM
Repurchase Source	Julia Lopez Legal CRS
Reason for Repurchase: Squeak noise at front suspension as well as popping noise	

Vehicle is going to: Auction	Is Vehicle Drivable? Y	Issue 1099? Y
Dealer Admin Fee Applies? Y	Issue Release N	
This vehicle was repurchased as a result of a: Voluntary mediated customer satisfaction repurchase		
Retrieve Sales Tax? Y	Title Brand?	
Reason for not Retrieving Sales Tax:		
Original Sales Tax Paid in State: CA	Repurchased Under Laws of State: CA	
Vehicle Meets Presumption of LEMON LAW? Y		
Closing Schedule: 2008-09-27	Established on: 2008-09-19	
If no, where: BAC is 0		
Location Site Name:		
Contact Name:		
Address 1:		
Address 2:		
City:	State:	Zip:
Phone #:		
Fax #:		
Comment: Ok to process withour DL		
GM Legal Case Number:		
GM Counsel Name: N/A		
Gm Counsel Contact Name: N/A		
Address1:		
Address2:		
City:	State:	Zip:
Phone #:		
Fax #:		

Lien Payoff

Lien Payoff Amount: 0.00	Lien Payoff Expires on:	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		Check Amt:	43408.93
Payee1:	[redacted]	Payee1:	Payee1:	Delsack & Associates &
Payee2:		Payee2:	Payee2:	Jessica M. Romero
Address1:	[redacted]	Address1:	Address1:	1801 Century Park East
Address2:		Address2:	Address2:	Suite 2400
City:	Elk Grove	City:	City:	Los Angeles
State:	CA	State:	State:	CA
Zip	[redacted]	Zip	Zip	90067
Phone #:	[redacted]	Phone #:	Phone #:	3104751700
Fax #:	[redacted]	Fax #:	Fax #:	3104751799
		Attention:	Attention:	Accounting
		Account #:	Fed Tax ID:	[redacted]

			Firm Name:	Delsack & Associates

Case ID: 153080	Initiator: julial

Privileged and Confidential Information

CASE ASSESSMENT – LEGAL (NON SMALL CLAIMS)

By: Iris Cruz State: California

Customer Name: [redacted] Service Request: 71-656864628 GM Legal File No.: {Number}

Vehicle ID No.: 1GNFK13027R[redacted] In Service Date: 2/7/2007
Year, Make & Model: 2007 Chevrolet Tahoe

Lien holder: GMAC☒ Other☐:

Was TAC contacted for this vehicle (Y/N)? : N

Vehicle is: New BAC Code: 112112
Vehicle Purchased Used on: {n/a or mm/dd/yy} at odometer {odometer}
DVM requests involvement?: "E" Purchase Price of Vehicle: $ 38187.53

VEHICLE REPAIR HISTORY

☐ Steering

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
7/14/08	389203	*	21685	Check on steering wheel loosing paint and advise. – cause/correction SOP Ordered steering wheel.
7/24/08	389884	*	22323	Stering wheel loosing paint. SOP part in. One time warranty. – cause steering wheel loosing paint. – correction replaced steering wheel, installed

☐ Body/Trim

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
12/01/07	374885	5	12678	c/s hears an etching type rattle from RT rear inside panel area, driving, then hitting a little bump on road. See warranty history done elsewhere. – cause found bottom of panel retainer clips loose. Customer concern not duplicated. – correction Road test could not verify noise inspect right rear panel for anything obvious. Found bottom retainer clips were not secured. Secured panel and rod tested.
12/01/07	374885	*	12678	c/s hears a rattle from LT front dash, by LT vent area. Cust can apply pressure on pad and it will stop. – cause **unable to duplicate complaint**. – correction **Unable to duplicate at the time may need customer to demonstrate condition.**
12/01/07	374885	*	12678	c/s driver's mirror vibrates, driving freeway speeds. 65 to 70 MPH. – cause mirror vibrates. – correction replace left mirror assembly.
12/17/07	375930	2	12958	c/s that a squeaking noise is noted while driving on rough road in rear of cab area. Check and advise. – cause loose rear panel bolts. – correction veh low on fuel. Added fuel to veh checked on rear squeak noise, coming from rear deck LTD. Removed panel and re-road tested noise still present. Reinstalled rear panel and retighten end bolts. Reassembled. Okay now. 1 Day Courtesy Transportation
12/17/07	375930	*	12958	c/s when driving out of drive way a creaking noise was noted when body was flexing and also noted driving down Elk grove BLVD. check and advise, more apparent in AM. – cause **Unable to duplicate complaint**

				at this time.
12/17/07	375930	*	12958	c/s that a ticking noise is noted around cluster near left vent, noted @ 60-70 MPH. intermittent, stopped on the way to shop. Check and advise. – cause **Unable to duplicate complaint at this time**. (RD tested veh on cold start)
12/26/07	376389	*	13188	c/s that a squeaking noise is noted from rear interior panel while driving over bumps. Possible rear hatch panel. See history and advise. – cause Bulletin. SOP required for repair, notification sent upon arrival of part. – correction road tested and verified squeaking noise. Lubed rear weather-strip and re-road tested. **Ordered rear striker spacer as per bulletin** (bulletin # unkown by service manager). Replaced striker spacer, okay now.
12/26/07	376389	*	13188	c/s that an intermittent dash rattle noise is noted from driver door vent and IPC area while driving freeway and rough road. Check and advise. – cause bulletin. C9757 replace clips and add felt foam to IP upper trim panel blade. – correction remove RF dash panel and re-torque bolts. Reassembled and re-road testes. Okay now.
12/26/07	376389	*	13188	Driver rear door broken door molding. – correction replace rear door molding. Okay now.
1/30/08	378583	9	15030	c/s that a creaking/squeaking noise is noted while driving from rear tailgate panel. See history and advise. – cause road tested veh and verified complaint. – correction removed rear hatch trim and inspected for any loose harness, none. Insulated lower panel clips and rechecked for noise. Noise no longer apparent. Lower panel appears to be warped at both upper corners, causing panel to not fully seat. Ordered new panel. Replaced rear lift gate lower part in inner trim, rechecked ok. Retest drove veh. And noticed noise. Adjusted left lamp/filler assembly. Removed and cleaned/lubed gate strut. Verified clearance between gate and opening and lubed hinges and latch. Retest drove and rechecked okay now. No noise noted at 20 miles driving. 4 Day Courtesy Transportation
1/30/08	378583	*	15030	c/s that squeaking noise is noted from driver side door panel while driving. Check and advise, see history. – cause warped A pillar and door trim. – correction Road tested veh. Unable to duplicate. When removing door panel inner door trim panel has broken clip causing rattle. Also was necessary to insulate inner door handle cable. Rechecked noise in door went away, but A pillar feels loose and also rattles. Ordered a pillar and door trim. Replaced A pillar molding and door trim okay. Retest drove, okay now. Noise no longer apparent.
1/30/08	378583	*	15030	c/s that passenger side center cup holder is missing tab, check and advise. – cause cup holder missing rubber. – correction verified cup holder missing rubber. Ordered new cup holder. Installed new cup holder. Okay at this time.
5/05/08	384715	4	18131	Check on driver side outside mirror not painted after warranty replacement fro freeway rattle. – cause SOP required. – correction ordered part. Note: 7178 Accounting Correction: R&I mirror cap, sanded, prep, mixed and matched color for paint. Painted buffed and polished

				2 Day Courtesy Transportation
5/05/08	384715	*	18131	Also check for driver's side door panel triangle piece will start to rattle with radio on. Will stop rattling when triangle is pulled on and advise. – cause SOP. B4121 front side door outside handle replacement. – correction verified rattle from L/F inner mirror cover. Removed to inspect. Clip is broken off cover. Ordered new cover.
5/28/08	386160	4	19510	c/s that the veh has a rattle noise in rear hatch when going over bumps. Also has noise high pitch. Check and advise, see history. – cause Faulty latch. – correction verify noise from rear. Trace to rear hatch. Can pull and push on rear hatch and can hear noise. Lubed latch in rear and rechecked. Noise went away and came back. Suspect problem in rear hatch latch. Ordered latch and rechecked. No noise heard at this time. 6 day rental.
				2 Day Courtesy Transportation
5/28/08	386160	*	19510	Check Driver side door rattle while driving. SOP part in. – cause/correction Wrong part ordered, reordered.
7/14/08	389203	4	21685	Check passenger front and rear door inner door handles have sharp edges and loosing chrome. advise. – cause SOP. – correction inspect and verified cust complaint. Ordered inside handles.
				2 Day Courtesy Transportation.
7/14/08	389203	*	21685	Check on driver side hockey molding outer rear door has rubber exposed. Marked with look here stickers and advise. – cause faulty left rear molding. – correction Replaced molding and rechecked okay now. Note: veh had scratch mark @ the corner prior to repairs.
7/14/08	389203	*	21685	Check on drivers side mirror is vibrating. Just the glass at freeway speeds. Has replaced and advise. Passenger mirror does not vibrate. – cause bulletin. (serv. manager sts # 06-08-64-027E). – correction found bulletin to operate mirror 3 times and recheck. Okay now.
7/14/08	389203	*	21685	Check on passenger side pillar molding looks warped and does not have a straight line up to handle and also has been replaced. Advise. – cause SOP required for repair. – correction Inspected passenger molding.verified complaint. Ordered molding.
7/24/08	389884	2	22323	Rear door handle loose paint with sharp edges. SOP part in. – cause Faulty RF inside handle. – correction installed RF inside handle.
				1 Day Courtesy Transportation
7/24/08	389884	*	22323	Passenger side pillar molding warped. SOP part in. One time warranty. Cause/correction installed LF Pillar Moldings. Okay now.
7/24/08	389884	*	22323	Driver side mirror will vibrate at freeway speeds, glass portion. Was cycled on last visit and advise. – cause SOP. – correction checked and found bulletin regarding this concern. **Retracted mirrors as per bulletin** (service manager sts # 06-08-64-027E)**,** vibration still apparent. Ordered a mirror.
7/24/08	389884	*	22323	Rear door do not open. – cause found both rear door lock/latch bind due to improper installation. – correction verified both rear doors do not open, from inside or outside door handle. Removed both rear door panel with

				doors closed. Found handles work properly with with panels removed. Suspect panels causing door lock/latch assembly to bind due to improper installation. Installed both panels properly and rechecked, okay. Now all door function as designed at this time.
7/28/08	390114	*	22396	Passenger ear door inner handle loosing chrome and has sharp edges. Advise. – cause handle rear side door inside right replace. – correction verified RT rear inside door handle chrome is peeling. Removed and replaced handle okay at this time.
7/28/08	390114	*	22396	Left hand mirror vibration. SOP part in paint to match. – cause faulty left outside mirror. Outside rear view mirror glass replacement. – correction verified LT outside mirror rattles. Removed replaced mirror, okay at this time. Sublet to body shop for paint to match. Replaced left hand outside mirror, okay now.
7/28/08	390114	*	22396	Driver side door molding popping. SOP part in. – cause warped drivers side door molding. – correction Installed driver side door molding.
8/13/08	391160	*	23151	c/s right side inside windshield pillar grab handle mount bolt cover keeps coming out. Also mark on handle. Report see RO 390114. – cause Faulty right front side windshield pillar grab handle replacement right side. – correction orders RF pillar handle. Removed and replaced handle with new cover.
8/13/08	391160	*	23151	c/s hears creaking type sound from possibly doors when backing off a curb. From weather strips. Body report. See history. – cause **Unable to duplicate concern. Road tested unable to duplicate complaint.**

☐ Electrical

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
5/28/08	386160	*	19510	Check on battery. Going dead after radio was on in accessory for about 30-45 minutes, and advise. – cause **Unable to duplicate customers concern at this time.** Checked condition of battery, ok. Checked for any updates. BCM is updated already. **Normal condition with vehicle.**
8/13/08	391160	4	23151	c/s vehicle sat over night, would not start. Just clicked. Customer had to jump start. Since then does not crank. Slow at times. – cause **Unable to duplicate complaint.** – correction checked charging system, shows 14. V @ 115 AMP output okay. Checked for draw, goes down to 22-25 milliamps. Checked battery with tester shows to be good battery. 3 Day Rental Loaner

☐ Glass

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
12/01/07	374885	*	12678	c/s hears a rattle in driver's door panel or pillar area, hitting bumps. – cause warped left and right side roof rail weather strips. – correction road test and verify noise at left door area. Checked TSB and PI. Clean weather strips and lubed with silicone spray. No help. Lube drip weather strip with silicone paste, noise gone. **Ordered weather strip per TSB**. Replace left and right side roof rail weather strips.
12/17/07	375930	*	12958	c/s that drivers side rear door outer glass molding is loose. Check and

				advise. – cause R/R door loose outer molding. – correction Resealed rubber molding on R/R. Door okay now.
12/26/07	376389	*	13188	c/s that the driver's side rear door outer molding is loose and looks wavy. Check and advise and see history. – cause Faulty LR hock driver rear door molding. – correction replaced LR hockey molding.

☐ Suspension

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
12/26/07	376389	3	13188	c/s that a dry bushing noise is noted from rear end on turns under acceleration. When rear end wiggles is when noise is noted check and advise. – cause E9447 bulletin (serv. manager sts # 08-08-61-001A) inspect rotate rear coil springs, inspect. – correction road tested unable to duplicate complaint. Found bulletin pertaining, found frame marks from spring. Performed bulletin and rechecked. Okay now. 3 Day Courtesy Transportation
1/30/08	378583	*	15030	c/s that a creaking noise is noted from suspension while on turn and acceleration. Check and advise. – cause **Unable to duplicate complaint. Road tested many times, no abnormal noises verified**.
5/28/08	386160	*	19510	Check for popping noise noted on driver side front. Noted in floor board on hard turn left in parking lots. Intermittent. Also noted turning into driveway and advise. – cause/correction Road test vehicle. Did not hear clunk from veh. Vehicle is in auto 4WD, put in 2nd and wasn't able to hear any clunk.
7/14/08	389203	*	21685	Front end popping noise when turning right and left and clunk is felt on driver side floor board and advise more apparent when warm outside. – cause **Unable to duplicate complaint**. **Test drove veh unable to duplicate complaint.**
7/14/08	389203	*	21685	Check on creaking noise noted during body flex in the rear when going into driveways. Advise. More apparent in the AM. – cause **Customer concern not duplicated. Test drove veh unable to duplicate complaint.**
7/28/08	390114	4	22396	Check on popping noise when turning right and left. See history and advise. – cause Bulletin (serv. manager sts # 08-08-61-001A) – correction verified pop type noise. Inspect under body and check mount bolts, okay. Rechecked still makes noise. Checked for bulletins, multiple. Found noise coming from #1 Body mount. Installed insulators to both from #1 mounts as per bulletin. Rechecked, okay now. 3 Day Courtesy Transportation
8/13/08	391160	*	23151	c/s can hear a pop noise from floor board area making RT or LT turns. See RO 390114. insulators replaced. Not as bad. Report. – cause **Unable to duplicate concern. No abnormal noises noted.**

☐ Other

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
2/27/07	179583	*	1645	Installed Remote start per request. Contacted tech line requested V CI and reprogrammed BCM and theft deterrent module as needed. Prog. Key

				fobs.
2/27/07	179583	*	1645	Get price to install brushed aluminum trim to replace woodgrain trim. SOP parts on order to repair your veh. You will be notified by mail when your parts arrive.
2/27/07	179583	*	1645	Detail and remove scratch on right side of vehicle. FFR file for reference only
2/27/07	179583	*	1645	Install chase license plate frame on rear. FFR for reference only
12/01/07	374885	*	12678	Change oil and filter, lube chassis, top off fluids and set tire pressures.
12/01/07	374885	*	12678	Recall 06-1-62 E85 fuel update. Completed recall. Reprogram ECM for VFFS update.
12/01/07	374885	*	12678	Recall 07-0-33 Battery run down. Completed recall.
5/28/08	386160	*	19510	Change oil and filter, lube chassis, top off fluids and set tire pressures.

THE STATE LEMON LAW READS:

Days out of service**: 30**
Repairs **2 for serious, 4 for same nonconformity**
Time period **: 18 mo. / 18,000 miles**
Does Lemon Law state nonconformity must continue to exist? **n/a**
If applicable, safety-related repairs **2**
Safety-related time period **18 mo. / 18,000 miles.**

Number of repair attempts in the presumption period:	**9**
Total days out of service during the presumption period:	19
Total days out of service during customer's ownership:	41

PERTINENT VEHICLE INFORMATION PROVIDED BY District Service Manager

Paul Blanco Chevrolet out of business. Unable to obtain service documents. (RO 252671 and RO 253129). Level of involvement "E".

PERTINENT VEHICLE INFORMATION PROVIDED BY DEALER SERVICE MGR(S)

Serv. manager Tom Crase sts several bulletins performed was not able to indentify the 2nd one on RO 376389, all others identified.

PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

Concern:
Date & Offer/Result:

Concern:
Date & Offer/Result:

Concern:
Date & Offer/Result:

RECOMMENDATION

CRS Recommends repurchase of the vehicle with usage at first presentation of suspension complaints and repairs (13188 miles)

RATIONALE

Vehicle has had 7 complaints related to suspension and 3 repairs 2 of what appear to be in the presumption period. Customer has also had numerous complaints and repairs to body and trim including drivers mirrors vibrate,squeaking noise from rear interior panel, rattle in hatch. CRS recommends repurchase at this time.

REASON FOR REMOVAL

CRS FINAL OFFER: **DATE:**

OFFER TO CUST: $
ATTORNEY FEES: $
OR INCLUSIVE OFFER: $

PLAINTIFF'S FINAL DEMAND: **DATE:**

AMOUNT TO CUST: $

ATTORNEY FEES: $
OR INCLUSIVE OFFER: $

TEAM MANAGER APPROVING: Date:

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

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

General Motors Corporation
Business Resource Center
PO Box 33170
Detroit, MI 48232-5170

VIA FAX ONLY

August 25, 2008

Alex Robinson
CHASE CHEVROLET CO., INC.
PO BOX 8349
STOCKTON, CA 95208-0349

RE: [redacted]
Service Request: 71-656864628
2007 Chevrolet Tahoe
Vehicle Identification Number: 1GNFK13027R[redacted]

Dear Mr. Robinson:

This is a letter of notification regarding a not-in-suit-matter involving the above referenced customer. Please provide us with copies of all dealer sales and service documents regarding this vehicle. The specific documents needed are:

- **Service and body shop repair orders of all internal services which include: Service File Copies, Customer Copy, Accounting invoices, Warranty Repair Orders, Tech Copy and Notes (to include front and back also, please include any receipts for aftermarket or dealer add-ons.**

- **All Sales Purchase and Finance Agreements (Sales Jacket), including application of credit, conversion invoice (if any), the Incentives Acknowledgement Form, the Actual Cash Value statement of any trade, and Application for Registration/Title.**

This is a time sensitive legal matter. Please fax them to 866-485-8256. If there are any fax difficulties or the documents exceed 50 pages, please split the fax and send two or more faxes as appropriate and application of title.

In addition, should you be contacted by another party regarding this matter, you may want to consult your own attorney for further direction. Your cooperation is greatly appreciated. If you have further questions, please contact me at our Business Resource Center at 1-866-790-5700 extension 41188 or fax 866-485-8256 Monday through Friday between 11:00 a.m. and 6:45 p.m., Eastern Time.

Sincerely,
Iris Cruz
General Motors Corporation

CHEVROLET BUICK PONTIAC GMC SATURN HUMMER SAAB Cadillac

General Motors Corporation
Business Resource Center
PO Box 33170
Detroit, MI 48232-5170

VIA FAX ONLY

August 25, 2008

Kurt Delsack, Esq.
Law Offices of Delsack & Associates
1801 Century Park East, Suite 2400
Los Angeles, CA 90067

RE: [redacted]
Service Request: 71-656864628
2007 Chevrolet Tahoe
Vehicle Identification Number: 1GNFK13027R[redacted]

Dear Mr. Delsack:

This is to advise that General Motors is in receipt of the above referenced case dated August 18, 2008. This case file has been assigned to General Motors' Early Resolution program, and you will be contacted in the next 10-15 calendar days for review. The Early Resolution program is designed to facilitate early settlement of warranty matters within a 45-day timeframe.

In order to do a thorough review and assessment of this case, General Motors would appreciate your prompt 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.

- ☒ Copy of owner's current title and/or registration
- ☒ Other: Release of Lien
- ☒ Finance agreement
- ☒ Buyer's agreement

General Motors Corporation
ATTN: BRC Legal
P.O. Box 33170
Detroit, MI 48232

If you have further questions, please contact our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please refer to the service request number above and a Customer Relationship Specialist will be happy to assist you.

Sincerely,
Iris Cruz
General Motors Corporation

CHEVROLET BUICK PONTIAC GMC SATURN HUMMER SAAB Cadillac

RELEASE OF LIEN INFORMATION

I _____,
(Client's Name) (Client's Social Security Number)

hereby authorize _____
(Lien holder Name)

_____
(Lien holder Address) (Lien holder Phone Number)

to release any and all information regarding my loan account # _____
(Account Number)

with _____
(Lien holder Name)

to General Motors Corporation, including but not limited to a complete payment history of my account, a loan payoff amount, and per diem information.

Date _____.

VEHICLE INFORMATION

The current vehicle mileage is _____ Date mileage read: _____.

_____ _____
Signature Signature

LG0006
V08012008

General Motors Corporation
Business Resource Center
PO Box 33170
Detroit, MI 48232-5170

VIA FAX ONLY

August 25, 2008

Tom Crase
MAITA CHEVROLET
PO BOX 1000
ELK GROVE, CA 95759-1000

RE: [redacted]
Service Request: 71-656864628
2007 Chevrolet Tahoe
Vehicle Identification Number: 1GNFK13027R[redacted]

Dear Mr. Crase:

This is a letter of notification regarding a not-in-suit-matter involving the above referenced customer. Please provide us with copies of all dealer sales and service documents regarding this vehicle. The specific documents needed are:

- **Service and body shop repair orders of all internal services which include: Service File Copies, Customer Copy, Accounting invoices, Warranty Repair Orders, Tech Copy and Notes (to include front and back also, please include any receipts for aftermarket or dealer add-ons.**

- **All Sales Purchase and Finance Agreements (Sales Jacket), including application of credit, conversion invoice (if any), the Incentives Acknowledgement Form, the Actual Cash Value statement of any trade, and Application for Registration/Title.**

This is a time sensitive legal matter. Please fax them to 866-485-8256. If there are any fax difficulties or the documents exceed 50 pages, please split the fax and send two or more faxes as appropriate and application of title.

In addition, should you be contacted by another party regarding this matter, you may want to consult your own attorney for further direction. Your cooperation is greatly appreciated. If you have further questions, please contact me at our Business Resource Center at 1-866-790-5700 extension 41188 or fax 866-485-8256 Monday through Friday between 11:00 a.m. and 6:45 p.m., Eastern Time.

Sincerely,
Iris Cruz
General Motors Corporation

CHEVROLET BUICK PONTIAC GMC SATURN HUMMER SAAB Cadillac

Privileged and Confidential Information

CASE ASSESSMENT

By: Felicia Williams State: Florida

Customer Name: [redacted]

Service Request: 71-674961925

BBB Case No.: PGM0851847

Vehicle ID No.: 1GKFC16017R[redacted]

In Service Date: 9/4/2007

Vehicle is: New

BAC Code: 165404

Year, Make & Model: 2007 GMC Yukon

Mileage at Time of BBB Filing 26016

Vehicle Purchased Used on: n/a at odometer {odometer}

Lien holder: GMAC☐ Other☐: {Name}

Sale Type: Purchase ☒ Lease☐ Other☐ : {Type}

DVM Name: Tom Thornton

Phone/Cell Number: 502-216-5146

Svc Mgr Name: Darell Friedman

CAM Name: {Name}

Phone Number:

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.

☐ Wind/ Air rushing through door frame

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
12/20/07	322805	1	6421	C/S check air noise from driver window area over 60 mph DLR SOP
7/29/08	326768	1	21337	C/S air noise at drivers window around 60 mph DLR SOP part in- Road test vehicle wind noise from front left door found noise coming from weather stripping. Built up weather striping around door
11/11/08	328426	1	27922	**FRA** C/S excessive wind noise coming from drivers side window DLR checked for bulletins found DIT 4172B to inspect for excessive gap between reveal molding and edge of door- measured gap- gap is within specs. No excessive wind noise heard on test drive.

HAS TAC BEEN CONTACTED FOR SERVICE HISTORY Y OR N.? IF **YES** PLEASE INCLUDE TAC # AND EXPLANATION TAC WAS INVOLVED. IF TAC HAS _____NO_____

_____

IF TAC **HAS NOT BEEN** CONTACTED WHY NOT_____Not needed_____

_____
_____

Has the vehicle ever been involved in an accident N?
Did you confirm your answer with the customer Y?
What type of damage was sustained (example front end collision)

_____

Are the RO's attached if the vehicle was in an accident Y or N

Has the customer filed any insurances claims on this Vehicle Y or N
If Yes obtain the following information below
Insurance Company_____n/a_____
Insurance Rep (First and Last Name) _____
Phone # _____
Claim Made? Y/N **Claim Status:** Pending/Denied/NA
Claim # _____
Did Insurance Company refer customer to GM? Y/N/NA

Are there any Aftermarket Modifications to the Vehicle N
Have you confirm this with the customer Y
List:

Was a Trade Repurchase offered to the customer Y or N
(A Trade Repurchase is to be offered as a settlement before a Straight can be considered)
Date authorized by the DVM/CAM _____

What is the customer eligible for based upon the BBB Program Eligibility Guidelines and the States lemon law requirements for meeting presumption? Explain with some Detail

GM Program Summary Repurchase/Replacement: Eligible

Lemon Law Repurchase/Replacement: Eligible

GM Program Summary Repairs/Reimbursement for past repairs: Eligible

THE STATE LEMON LAW READS:

Days out of service: 30
Repairs 3 Plus FRA
Time period 26 months
Does Lemon Law state nonconformity must continue to exist? Yes

If applicable, safety-related repairs {# of repair attempts}
Safety-related time period {# of months} / {# of miles}

Number of repair attempts in the presumption period:	3
Total days out of service during the presumption period:	2
Total days out of service during customer's ownership:	2

Vehicle Meets Presumption of Lemon Law NO

RECOMMENDATION AND RATIONALE

Reminder: Take into consideration 1) DVM/Svc Manager input 2) if there are any unrepaired defects, and 3) are the problems alone or cumulatively a "substantial impairment" of the vehicle's use, value or safety.

Cust sts: Cust states dlr does not want to repair vehicle. On the first dlr visit wind/air rush dlr ordered hinges. When cust brought vehicle in for repairs they advsd that the parts were sent back. Dlr advsd they can only keep parts for 11 days. Cust was unable to get vehicle to dlr before the 11 days. Dlr built up the weather strip instead; this did not resolve the concern. The third visit Svc Mgr advsd noise is in the mirror and this is a normal function. Cust states dlr admitted fault but does not want to repair vehicle. Wife and Svc Writer test drove vehicle together.

*Vehicle has never been involved in an accident
*No aftermarket parts on vehicle
*No insurance claims

Cust seeks to have vehicle repaired. If hinges need to be replaced then cust wants the hinges replaced. Cust would like to keep the vehicle.

DVM sts: DVM state he spoke w/ Svc Mgr there are no further repairs to perform. We will not replace or repuchase cust vehicle. DVM feels we should not offer any goodwill to cust as well.

SVM sts: 11/10/08 Svc Mgr Mark Pinto returning CRS call.

CRS inquired about days out of service for RO 326768 -
Svc Mgr states there was a 2 day rental. The Ready date is 7/31/08. Dlr also drove vehicle for a mile and a half. Dlr built up weather stripping
RO 322805-Ready date 12/20/07. CRS inquired about the hinges were returned. Svc Mgr states the ordering of the hinges was a tech error. The hinges did not need to be replaced on the vehicle. The hinges will not resolve the cust concern.

Vehicle is scheduled to come back to dlr for FRA tomorrow. Another Svc Mgr will be involved. Svc Mgr will try to do test drive w/ cust, Tech, and another Svc Mgr).

11/18/07Drove vehicle w/ cust on 11/11/08 driving north on hwy 19, approximately 5 miles wind was blowing south at 5-8 mph according to local weather report. Turned around and noise was less with tail wind.
Drove with cust in a lot vehicle (brand new vehicle), same style w/ a DB meter (decibel meter). Drove same path as previously and had same wind rush noise. Drove cust vehicle w/ DB meter on the same path again and recorded the same readings as lot vehicle. The conclusion is that at 60 mph it is normal wind rush.
There is no defect with cust vehicle.

CRS Rationale: Cust has had 3 visits to dlr. Only repair made, dlr built up weather stripping. This is not a substantial impairment of the vehicle and there is not a safety concern. CRS agrees w/ DVM to offer no goodwill. Case was settled w/ repairs(FRA). Cust did not send back performance verification letter to BBB. BBB has closed the case satisfied. CRS closing case.

What are the 3 main strengths of the customer's case to win repurchase through Lemon Law
N/A

What are the 3 mains weaknesses of the customer's case to win repurchase through Lemon Law?
Vehicle has been to dlr 3 times including FRA
Vehicle is repaired.

Decision reached by CRS: Arbitrate case: ☐ Settle case: ☐

CRS FINAL OFFER:		**DATE:**	**CUST {Accepted / Declined}**
Goodwill: {Type}	**Attorney Fees (if applicable): $**{Amount}		

TEAM LEAD APPROVING:	{Name}	Date: {Date}

GENERAL MOTORS BUSINESS RESOURCE CENTER

November 4, 2008

Nick Galida
Autoway Pontiac GMC
9929 US HWY 19
Port Richey, FL 34668-3850

Re: [redacted]
Siebel Request: 71-674961925
2007 GMC Yukon
VIN # 1GKFC16017R[redacted]

Dear Mr. [redacted]

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 within 24 hours. The specific documents needed are:

- All sales, purchase and finance agreements, including a conversion invoice (if applicable)
- The incentives acknowledgement form
- Copy of the Title and Registration
- 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,

Felicia Williams
BRC Customer Relationship Specialist
Ph# 866-790-5600 EXT 11142
FAX# 866-485-4469

December 8, 2009

[redacted]
Spring Hill, FL [redacted]

Service request: 71-674961925
Vehicle Identification Number: 1GKFC16017R[redacted]
Customer Relationship Specialist: Felicia Williams

Dear Mr. [redacted]

Thank you for allowing us the opportunity to review the product allegation involving your 2007 GMC Yukon. Unfortunately, our attempts to reach you by phone on 12/4/08, 12/9/08, 12/10/08 were unsuccessful.

Therefore, we will not be able to take any further action regarding your concern until we have an opportunity to discuss this with you. We will continue to hold your file open for 10 days.

Please contact our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please refer to your service request number above when calling.

Sincerely,

General Motors Corporation

PA0005
V05112006

Privileged and Confidential Information

CASE ASSESSMENT

By: Lisa Bernarduci State: Florida

Customer Name: [redacted]

Service Request: 71-691179212

BBB Case No.: CHV0855296

Vehicle ID No.: 1GNFC13007R[redacted]

In Service Date: 9/7/2006

Vehicle is: New

BAC Code: 132781

Year, Make & Model: 2007 Chevrolet Tahoe

Vehicle Purchased Used on: n/a at odometer

Mileage at Time of BBB Filing 27,000

Lien holder: GMAC☐ Other☐: unknown

Sale Type: Purchase ☒ Lease☐ Other☐ : {Type}

DVM Name: Tim Dobbs 404082 / 8005

Phone/Cell Number: 304-377-0983

Svc Mgr Name:

CAM Name: Wes Preece

Phone Number: 678-240-9832

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.

HAS TAC BEEN CONTACTED FOR SERVICE HISTORY N.? IF **YES** PLEASE INCLUDE TAC # AND EXPLANATION TAC WAS INVOLVED. IF TAC HAS _____

IF TAC **HAS NOT BEEN** CONTACTED WHY NOT_____

_____

☒ Rear Defrost Unplugged (current concern)

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
4/26/08	41500	1	18,085	**(CREST CHEVROLET)** C/S the rear defogger is inoperative. See a wire hang down—**Replaced rear glass.**
2/2/08	37249	1	15,414	**(CREST CHEVROLET)** C/S the rear defrost is inoperative. Unplugged diagnosis and per SI doc #2028957 reattached rear defrost line to the rear window and retested

☒ Replace Rear Glass (current concern)

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
				See RO 41500 replaced rear glass because of rear defogger

☒ Brakes--Noisy

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
10/06/08	48872	*	23,583	**(CREST CHEVROLET)** C/S the brakes are noisy/gram on apply—**found bolt from manufacturing process in rear differential housing—replaced damaged components**

☒ Camshaft Sensor

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
11/5/07	32732	3	13,096	**(CREST CHEVROLET)** C/S the SES light is on—**Found CAM position sensor failed—Replaced Sensor and cleared codes**

☒ Front Door Handles Peeling

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
2/2/08	37249	*	15,414	**(CREST CHEVROLET)** C/S both the front door handles are peeling drivers and passenger—**Diagnosis and replaced both the front inside door handles**

☒ Rear Tail Lights

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
10/06/08	48872	*	23,583	**(CREST CHEVROLET)** Found brake light out while in service—**Replaced socket and bulb**

☒ Rear Windows Shake

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
10/06/08	48872	3	23,583	**(CREST CHEVROLET)** C/S the rear windows shake when going down –Found tracks dry –**Lubricated window run channels**

☒ Axle Differential

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
10/06/08	48872	*	23,583	**(CREST CHEVROLET)** C/S the rear end grabs/slides out when turning—**Found manufacturing process in r ear differential housing – Replaced damaged components (also concerning brakes)**

☐ Recall/Campaign (Not Related to Other Symptoms/Complaints)

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
2/2/08	37249	*	15,414	SERVICE UPDATE-INVENT/CUST VEHS E85 VFFS UPDATE REPGM ECM *EXPIRES 8YR/80K MI* 06162

Y0124 - 06162 PRODUCT ENHANCEMENT - ENGINE CONTROL MODULE REPROGRAM

SERVICE UPDATE - REMOTE KEYLESS INOP/BATT LOW-GMT900 ONLY-*EXP W/BASE WARR* 07007
Y0151 - 07007- SERVICE UPDATE - REPROGRAM BCM, RCDLR, AND RKE TRAN
Y0150 - 07007- SERVICE UPDATE - REPROGRAM RCDLR AND RKE TRANSMITTE

Has the vehicle ever been involved in an accident Y
Did you confirm your answer with the customer Y
What type of damage was sustained (example front end collision)
****Customer backed up into another vehicle and that vehicle had bumper damage ****
Are the RO's attached if the vehicle was in an accident Y or N

Has the customer filed any insurances claims on this Vehicle Yes
If yes obtain the following information below
Insurance Company_____
Insurance Rep (First and Last Name) _____
Phone # _____
Claim Made? Y **Claim Status:** Pending/Denied/NA
Claim # _____
Did Insurance Company refer customer to GM? N

Are there any Aftermarket Modifications to the Vehicle N
Have you confirm this with the customer Y
List:

Was a Trade Repurchase offered to the customer N
(A Trade Repurchase is to be offered as a settlement before a Straight can be considered)
Date authorized by the DVM/CAM _____

☐ Maintenance

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
10/06/08	48872	*	23,583	**(CREST CHEVROLET)** Perform maintenance II Replace engine oil and filter, inspect and top off engine coolant, transmission fluid, and windshield washer fluid. Rotate and balance tires. Check for wear and adjust tire pressure. Inspect wiper blades and air filter. Replace fuel filter or service throttle body assembly.
4/26/08	41500	*	18,085	**(CREST CHEVROLET)** Perform maintenance II Replace engine oil and filter, inspect and top off engine coolant, transmission fluid, and windshield washer fluid. Rotate and balance tires. Check for wear and adjust tire pressure. Inspect wiper blades and air filter. Replace fuel filter.
10/6/07	30978	1	12,363	**(CREST CHEVROLET)** Oil change

3/13/07	18896	1	6,035	**(CREST CHEVROLET)** Perform maintenance I Replace engine oil and filter. Check for any leaks or damage inspect brake lines and hoses. Inspect brake pads and rotors Check brake calipers and parking brake. Inspect and top off engine coolant. Transmission fluid and windshield washer fluid. Rotate and balance tires. Check for wear and adjust tire pressure.

What is the customer eligible for based upon the BBB Program Eligibility Guidelines and the States lemon law requirements for meeting presumption? Explain with some Detail

GM Program Summary Repurchase/Replacement: repurchase or replacement must be received by BBB AUTO LINE within one year or 12,000 miles – whichever comes first – from the date the vehicle was first put into use.

Lemon Law Repurchase/Replacement: three times plus a final attempt after receiving consumer's notice; or (2) out of service for 30 days plus an opportunity for a final repair attempt.

GM Program Summary Repairs/Reimbursement for past repairs: repairs or reimbursement for past repairs must be received by BBB AUTO LINE before the expiration of the General Motors Bumper-to-Bumper new vehicle warranty.

THE STATE LEMON LAW READS:

Days out of service: 30 days
Repairs 3 + FRA
Time period 26 Months
Does Lemon Law state nonconformity must continue to exist? Y

If applicable, safety-related repairs N/A
Safety-related time period N/A

Number of repair attempts in the presumption period:	3
Total days out of service during the presumption period:	8
Total days out of service during customer's ownership:	8

Vehicle Meets Presumption of Lemon Law NO

PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

Concern: {TEXT}
Date & Offer/Result: {TEXT}

Concern: {TEXT}
Date & Offer/Result: {TEXT}

Concern: {TEXT}
Date & Offer/Result: {TEXT}

RECOMMENDATION AND RATIONALE

Reminder: Take into consideration 1) DVM/Svc Manager input 2) if there are any unrepaired defects, and 3) are the problems alone or cumulatively a "substantial impairment" of the vehicle's use, value or safety.

Cust sts: Would like a new truck. Bought this vehicle new to be worry free and that has not happened yet. The rear defrost has fell off again. I am tired or running to the dealership and taking time off of my job. This is not fair to me.

DVM sts: Tim Dobbs agreed to car payment or GMPP Value Guard and he would defend in arbitration if needed.

SVM sts: Normal operation of the vehicle.

CRS Rationale: Look into a car payment or two or GMPP Value Guard. After reviewing the sales information and the in service date the customer is going to be ineligible for GM to assist. BBB has closed the case.

What are the 3 main strengths of the customer's case to win repurchase through Lemon Law
Not eligible

What are the 3 mains weaknesses of the customer's case to win repurchase through Lemon Law?
Not eligible

Decision reached by CRS: Arbitrate case: ☐ Settle case: ☐

CRS FINAL OFFER:		**DATE:**	**CUST {Accepted / Declined}**
Goodwill: {Type}	**Attorney Fees (if applicable): $**{Amount}		

TEAM LEAD APPROVING:	{Name}	Date: {Date}

FLORIDA : 8/1/2005
Overallowance / Incentives / Negative Equity Form

Customer **Andrea Collins** Request # **71-691179212** BBB # **CHV0855296**

PURCHASE PRICE: *(From dealer Bill of Sale) -- (Selling Price)*	**(+) 33,381.22**
MSRP: *(From BARS Invoice)*	**(-) 31,589.00**
DIFFERENCE:	**(=)**

TRADE ALLOWANCE: (from dealer Bill of Sale)	**(+) 10,000.00**
Include vehicle retail, accessories and mileage adjustment figures, and attach NADA pages to file. **NADA Retail Value for**: 2003 Chevrolet Trailblazer VEHICLE: 14,625.00 ACCESSORIES: no extras MILEAGE ADJUSTMENT: 52,636 (0 adjustment)	**(-) 14,625.00**
OVER ALLOWANCE: *(Trade more than NADA)*	**(=) -4,625.00**

PAYOFF: *(If dealer added negative equity into contract, do not subtract)*	**(=)**

PURCHASE PRICE *(From dealer Bill of Sale) – (before tax, tag, etc.)*		**(+) 33,381.22**
GM CARD POINTS:		**DO NOT INCLUDE**
INCENTIVES (from BARS): *(Do not include fuel fill credit, dealer incentives or GM card credited back to customer)* 1: 2: 3: **TOTAL INCENTIVES** *(Not included in Purchase Price)*		**(-) 1,000.00**
OVERALLOWANCE: *(From above)*		**(-)**
NEGATIVE EQUITY: *(If NOT shown in contract))*		**(-)**

Actual price of Vehicle that should be presented to BBB for ATA	**(=) 32,381.22**

December 8, 2009

[redacted]
Middletown, DE [redacted]

Dear [redacted]

We are sorry you have experienced concerns with your 2007 Chevrolet Tahoe. At Chevrolet, we take pride in the vehicles we produce and are thankful you took the time to contact us.

Because customer satisfaction is a top priority for us, we are providing you with one complimentary Maintenance Letter, valued up to $200.00, to be used on your 2007 Chevrolet Tahoe. This offer can only be applied to the costs incurred from one service visit and can be redeemed for up to $200. In the event the cost of your service visit exceeds the $200 maximum value, you will be responsible for paying the difference. We hope this gesture demonstrates our appreciation of you as a valued customer. Simply, present this letter to any Chevrolet dealership for redemption.

If you have future questions, please don't hesitate to email us using the Contact Us link at Chevrolet.com or call us at 1-800-222-1020.

Sincerely,

Chevrolet Customer Assistance Center
Service Request 71-701407474

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

ATTENTION: DEALERSHIP SERVICE MANAGER
Complimentary Maintenance Letter, valued up to $200.00

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.

PAR GMWA
Pre-Authorization/Warranty Claim Tracking Form

Customer and Vehicle Information

Date	03/06/2009	**Service Request #**	**71-704665447**
Customer Name	[redacted]		
VIN	1GNFK13097R[redacted]		
In-Service Date	12/19/2006	**Service Contract?**	No
Current Mileage	36391	**Purchased New/Used?**	New
Warranty Blocked?	No		
Branded Title?	No	**Mileage at Purchase**	0

Dealer and Claim Information

Dealer Name	Classic Motors		
Dealer Svc Mgr	Jeremy Foisy	**Dlr Warranty Admin:**	Jeremy Foisy
Dealer Phone	(435) 896-4441	**Dealer Fax**	435-896-9035
Dealer BAC	113120		
Dealer Division and Code	13-Chevy-36136		
Repair Order Number	005053		
Repair Order Close Date	03/05/2009		
Labor Op. Code Z1242	Dollar Amt:	235.18	
Labor Op. Code Z1243	Dollar Amt:		
Cause Code (CC)	**MJ**		
Failure Code (FC)	**98**		

PUT EVERYTHING IN NET AMOUNT

Labor Hours and OLH:	**DO NOT** PUT IN HOURS
Parts and Labor Costs:	**DO NOT** PUT IN COSTS
Net Amount:	235.18

DO NOT H ROUTE THIS CLAIM

Authorization Code: DO NOT PUT IN AN AUTH CODE

Additional Comments for Dealer:

IF THIS CLAIM SHOULD REJECT FOR ANY REASON, PLEASE CONTACT ME ASAP AND FAX A COPY OF THE REJECTION W/TRACKING FORM TO (866) 857-3113

Retain Copy with Dealer Repair Order

Internal PAR Information

Complaint:

door handle concern

Cause:

peeling of protective coating

Correction:

Justification: Repair vehicle

PAR CRS: Rita Sanchez/ATX/PAR

Additional Comments: n/a

December 8, 2009

[redacted]
Germantown, WI [redacted]

Dear [redacted]

At GMC, we take pride in the vehicles we produce and appreciate the time you took to contact us.

Because customer satisfaction is a top priority for us, please accept this letter worth up to $100 towards your next maintenance service or repair on your 2007 GMC Yukon.

This offer is valid towards one service visit on VIN 1GKFK13057J[redacted]. In the event the cost of your service exceeds the $100 maximum value, you will be responsible for paying the difference. If the total cost of your services is less than $100, a credit or refund will not be issued. This letter is not transferable and is valid for 12 months from the date of issue.

We hope this gesture demonstrates our appreciation of you as a valued customer. Simply present this letter to any GMC dealership for redemption. If you have future questions, please don't hesitate to email us using the Contact Us link at GMC.com or call us at 1-800-462-8782.

Sincerely,

GMC Customer Assistance Center
Service Request 71-737871926

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

ATTENTION: DEALERSHIP SERVICE MANAGER
When submitting the claim, please use labor op Z7092, insert the amount in the net item column, and insert the CAC Service Request number in your comments. This original letter must be surrendered by the customer and retained by the dealer for audit purposes.

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

April 3, 2009

To: Donna Patterson - BBB
Fax# 703-247-9700

RE: [redacted]
Service Request: 71-710616533
BBB Case Number: CHV0934693

From: Shendanna M. Boykin
BRC Arbitration Specialist
Ph# 866-790-5700, extension 21231
Fax# 866-485-4472

Cover Sheet plus __11___

Notes:

WRTGM

General Motors Written Position	5 Pages
Sales Documents	3 Pages
Repair Order 246210 (Ref Rental)	3 Pages

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

March 23, 2009

Al Trudo – Service Manager
Rancho Motor Co.
PO Box 1388
Victorville, CA 92393-1388
Fax# 760-245-1665

Re: [redacted]
Siebel Request: 71-710616533
2007 Chevrolet Tahoe
VIN # 1GNFC13J07R[redacted]

Dear Mr. Trudo:

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 service documents regarding this vehicle **within 24 hours**. The specific documents needed are:

- All service and body shop repair orders including all
  - Internal
  - Customer pay, and
  - Warranty repair orders as well as any technician's notes and any rental receipts. (Please include front and backs of the shop copies).

Please fax them to the number found below.

Your cooperation is greatly appreciated. If you have any questions, feel free to contact me directly at the number below.

Sincerely,

Shendanna M. Boykin
General Motors Business Resource Center
Arbitration Specialist
Ph# 866-790-5700, extension 21231
Fax# 866-485-4472

December 8, 2009

Ms [redacted]
[redacted]
Los Angeles, CA [redacted]

Service request: 71-710616533
Vehicle Identification Number: 1GNFC13J07R[redacted]
Arbitration Specialist: Shendanna Boykin

Dear Ms. Zaidi:

Thank you for allowing us the opportunity to review the BBB case involving your client's 2007 Chevrolet Tahoe. Unfortunately, our attempts to reach you by phone on 03/19/09, 03/20/09 and 03/23/09 were unsuccessful.

Therefore, we will not be able to take any further action regarding your concern until we have an opportunity to discuss this with you.

Please contact our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please refer to your service request number above when calling.

Sincerely,

General Motors Corporation

Privileged and Confidential Information

CASE ASSESSMENT

By: Shendanna Boykin State: CA

Customer Name: [redacted] Service Request: 71-710616533 BBB Case No.: CHV0934693
Only customer's last name to be recorded

Vehicle ID No.: 1GNFC13J07R[redacted]
In Service Date: 02/26/07
Vehicle is: New
BAC Code: 114588 Center Chevrolet

Year, Make & Model: 2007 Chevrolet Tahoe
Mileage at Time of BBB Filing: 26,313
Vehicle Purchased Used on: N/A

Lien holder: GMAC☐ Other☒: Citizen's Auto Finance PO Box 42002, Providence RI 02940
Sale Type: Purchase ☒ Lease☐ Other☐ :

DVM Name: Ed Phelps
Phone/Cell Number: 80509/58701 Mailbox/Node
Svc Mgr Name: Al Trudeau - (760) 955-8200

CAM Name: Mick Gonzalez
Phone Number: 805-373-8471

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.

HAS TAC BEEN CONTACTED FOR SERVICE HISTORY Y OR N.? NO

IF TAC **HAS NOT BEEN** CONTACTED WHY NOT? Not needed. There was no information listed on any of the RO's showing that TAC was contacted for this vehicle. Both Center Chevrolet and Kennedy dealerships are out of business so there is no one to verify the information with there.

☐ TRANSMISSION

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
08/25/08	246210	3	19,718	**CONCERN:** transmission is inoperative (only reverse works) **DIAGNOSIS:** Sprag broke. **CORRECTION:** Replace transmission forward sprag, two/four band, all clutches. Recondition transmission complete. **3 day Rental** - Verified by Line Comments on RO

☐ BRAKES

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
07/20/07	227011	1	4837	**CONCERN:** vehicle has excessive brake squeak **DIAGNOSIS:** Road test vehicle, heard noise. Front pads excessively noisy. Glazed. **CORRECTION:** replace front brake pads and resurface both front rotors. **Shuttle Service Provided**

☐ FUEL SYSTEM

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
10/17/08	269589	*	21,928	**(Kennedy Cadillac) CONCERN:** When gas gauge reads ¼ tank gauge will drop to empty. **DIAGNOSIS:** Inaccurate fuel tank sensor. **CORRECTION:** Replace sensor in fuel tank.

☐ HVAC

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
02/02/09	393378	*	25,695	**(Rancho Motor Co) CONCERN:** When driving for a few miles heater will stop blowing hot. **DIAGNOSIS:** Code B0413. Follow Doc ID 2193026 **CORRECTION:** Reprogram HVAC Control Head Module. Clear code, checks ok.

☐ ELECTRICAL

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
10/09/08	269332	1	21,631	**CONCERN:** All lights in cluster came on. **DIAGNOSIS:** Scanned OBD (Onboard Diagnostic System) found no codes. Cluster operates as designed. No repairs made
02/02/09	393378	1	25,695	**(Rancho Motor Co) CONCERN:** Passenger rear view mirror gets stuck in down position. **DIAGNOSIS:** *Special Order Parts* for repairs. **CONCERN:** Rear passenger third row seat will fold down on its own when passenger is present. **DIAGNOSIS:** Unable to duplicate customer concern at this time. **Shuttle Service Provided**
02/16/09	394087	1	26,106	**(Rancho Motor Co) CONCERN:** Passenger rear view mirror gets stuck in down position. SOP In. **DIAGNOSIS:** Actuator. **CORRECTION:** Replaced electric remote control mirror.

☐ BODY/TRIM

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
10/09/08	269332	*	21,631	**(Kennedy Cadillac) CONCERN:** Driver's side and passenger side second outer window molding coming apart. **DIAGNOSIS:** SOP Moldings **CONCERN:** Passenger side front seat back panel coming loose. **DIAGNOSIS:** SOP – Parts on Order.

10/17/08	269589	1	21,928	**(Kennedy Cadillac) CONCERN:** Driver's side & passenger side second door outer rain deflectors loose won't stay tight. SOP Parts Here. **DIAGNOSIS:** Warped. **CORRECTION:** Replaced outer rain deflectors. **CONCERN:** Passenger side front seat back panel warped & won't stay tight. SOP Part Here. **CORRECTION:** Replaced part. 1 DOS per cust copy of RO.
11/05/08	270146	1	22,774	**(Kennedy Cadillac) CONCERN:** Driver seat back cushion loose. **DIAGNOSIS:** SOP. **CONCERN:** Both front inner door handles chrome material is peeling. **Shuttle Service Provided** **Note:** No documents were provided from the dealership which is out of business. RO from cust is only tech copy. Doesn't show what is done. Appears to only have been open 1 day.
02/02/09	393378	*	25,695	**(Rancho Motor Co) CONCERN:** Right front inner door handle is peeling. **DIAGNOSIS:** Peeling. **CORRECTION:** Front door handle inside opening replaced. **CONCERN:** Cigarette lighter behind front center console has a metal jagged edge on top. **DIAGNOSIS:** Peeling. **CORRECTION:** Replaced peeling accessory switch opening cover. **CONCERN:** At times when opening rear hatch door, door makes a crunching sound. **DIAGNOSIS:** Rubber seal squeaks. **CORRECTION:** Lubed weather strip as needed.
02/16/09	394087	*	26,106	**(Rancho Motor Co) CONCERN:** Both steering control panels; finish coming off. **CORRECTION:** Replaced both steering wheel covers. **CONCERN:** Radio knob came off (part on console). **DIAGNOSIS:** Ordered Part **CONCERN:** Left inner door handle finish peeling. **CORRECTION:** Removed door panel and replaced driver front inner door handle.
02/23/09	394480	1	26,255	**(Rancho Motor Co) CONCERN:** Radio knob came off. SOP In. **CORRECTION:** Replaced rear compartment audio control head. **Shuttle Service Provided**

☐ TIRES/WHEELS

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
08/25/08	246210	*	19,718	**CONCERN:** service tire monitor light is on. **DIAGNOSIS:** Vehicle has aftermarket wheels, has no sensors. No repairs done on this line.

10/09/08	269332	*	21,631	**CONCERN:** tire monitor light is on. **DIAGNOSIS:** Has aftermarket wheels, not warranty.

☐ MAINTENANCE

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
05/24/07	223544	*	3121	LOF.
08/17/07	359835	N/A	6688	**(Rancho Motor Co)** Change oil & filter, lube chassis, drain & replace oil. Check all fluid levels including brake fluid, power steering, transmission and window washer. Check tires, belts and hoses for wear and safety.
05/25/08	240371	N/A	13,449	LOF and tire rotation.
10/09/08	269332	*	21,631	Lube, Oil, and Filter Change
02/16/09	394087	*	26,106	**(Rancho Motor Co)** Change oil & filter, lube chassis, drain & replace oil. Check all fluid levels including brake fluid, power steering, transmission and window washer. Check tires, belts and hoses for wear and safety. RECOMMENDED SERVICE: Dealership recommended tire rotation and brake check. Customer was advised.

☐ Recall/Campaign (Not Related to Other Symptoms/Complaints)

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
05/24/07	223544	1	3121	**Campaign 07033** Battery rundown **DIAGNOSIS:** Perform recall **CORRECTION:** Reprogrammed BCM. 1 DOS per Cust RO

Has the vehicle ever been involved in an accident Y or N? Unk
Did you confirm your answer with the customer Y or N? No. Cust has atty. Svc Mgr at Rancho stated he didn't see any accident related repairs.

Are there any Aftermarket Modifications to the Vehicle? Yes
Have you confirm this with the customer? No. Cust has atty.
List: Aftermarket Wheels/tires per RO#246210

Was a Trade Repurchase offered to the customer? No

☐ Other

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
04/05/07	220556	N/A	0	Internal Due Bill / Body Labor, refinish, - hold until estimate is written ... RPE ... (repair per estimate).

What is the customer eligible for based upon the BBB Program Eligibility Guidelines and the States lemon law requirements for meeting presumption? Explain with some Detail

GM Program Summary Repurchase/Replacement:

Lemon Law Repurchase/Replacement:

GM Program Summary Repairs/Reimbursement for past repairs:

THE STATE LEMON LAW READS:

Days out of service: 30 or More
Repairs: 4 or More
Time period: 18 Months / 18k Miles
Does Lemon Law state nonconformity must continue to exist? No

If applicable, safety-related repairs: 2 or More
Safety-related time period: 18 Months / 18k Miles

Number of repair attempts in the presumption period:	2: 1 - Recall, 1 – Brake Squeak
Total days out of service during the presumption period:	2
Total days out of service during customer's ownership:	11

Vehicle Meets Presumption of Lemon Law NO

PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

Concern: 71-640099175 CAC – Opened and closed on 6/26/2008
Date & Offer/Result: No GW. RFI Nearest Dlr Locate

Concern: 71-700044693 Legal - Opened 02/05/09
Date & Offer/Result: Cash offer on table of $5,750 inclusive. Atty has not accepted as of 03/24/09.
Per DVM The 10th was Kennedy Cadillac's last day – it will be easiest to proceed with the information you have now since you would already have the documents if there were anyone left in the store to provide them.
Concern: {TEXT}
Date & Offer/Result: {TEXT}

RECOMMENDATION AND RATIONALE

Reminder: Take into consideration 1) DVM/Svc Manager input 2) if there are any unrepaired defects, and 3) are the problems alone or cumulatively a "substantial impairment" of the vehicle's use, value or safety.

Cust sts: Repurchase plus atty fees

DVM sts: No response.

SVM sts: Confirmed no accidents and could not verify any aftermarket items. Advsd appeared cust has been hard on trim items. Sent over requested ROs.

CRS Rationale: Cust has only had 2 repairs during presumption period for 2 different concerns w/only 2 DOS. Customer has had some body/trim issues, however don't believe it is substantial enough to warrant the repurchase or replacement of the veh.
04/17/09 - Denial was awarded and case closed in ADR.

What are the 3 main strengths of the customer's case to win repurchase through Lemon Law
1) Cust had multiple body/trim issues which could been seen as substantial impairment to value.

What are the 3 mains weaknesses of the customer's case to win repurchase through Lemon Law?
1) Only 11 DOS total, 2 DOS in presumption, 2 repairs in presumption.
2) No repeat repairs. Only 1 repair to any listed item.
3) No substantial impairments to use or safety exist.

Decision reached by CRS: Arbitrate case: XXX Settle case:

CRS FINAL OFFER:		**DATE :**	**CUST {Accepted / Declined}**
Goodwill: {Type}	**Attorney Fees (if applicable): $**{Amount}		

TEAM LEAD APPROVING:	{Name}	Date: {Date}

General Motors Corporation
Business Resource Center
PO Box 33170
Detroit, MI 48232-5170

VIA FAX ONLY

April 1, 2009

BBB Autoline
4200 Wilson Blvd. Suite 800
Arlington, VA 22203-1838
(California)

RE: [redacted]
Service Request: 71-710616533
BBB Case Number: CHV0934693
2007 Chevrolet Tahoe
Vehicle Identification Number: 1GNFC13J07R[redacted]

Manufacturers Testimony and Position in Writing

We are sorry Mr. [redacted] are dissatisfied with their 2007 Chevrolet Tahoe. General Motors' continued success depends upon the satisfaction our customers receive from their vehicles. We apologize for any inconvenience Mr. [redacted] may have experienced.

Mr. [redacted] purchased the vehicle new on 02/26/07. The vehicle was sold with approximately 137 miles at the time of purchase. The vehicle's purchase price was $35,987.00. Mr. [redacted] received a $2750.00 incentive rebate. Mr. [redacted] have $4,400 of negative equity.

According to the Customer Claim Form, the customer had four (4) concerns with the vehicle: Transmission, Fuel System, Electrical, and Body/Trim.

- **07/20/07 Center Chevrolet (1 Day) 4,837 miles RO# 227011**
  CONCERN: Vehicle has excessive brake squeak **DIAGNOSIS:** Road test vehicle, heard noise. Front pads glazed. **CORRECTION:** Replace front brake pads and resurface both front rotors.
  Shuttle Service Provided

- **08/25/08 Center Chevrolet (3 Days) 19,718 miles RO# 246210**

CONCERN: transmission is inoperative (only reverse works) **DIAGNOSIS:** Sprag broke. **CORRECTION:** Replace transmission forward sprag, two/four band, all clutches. Recondition transmission complete.

CONCERN: service tire monitor light is on. **DIAGNOSIS:** Vehicle has aftermarket wheels, has no sensors. No repairs done on this line.
3 day Rental Provided.

- **10/09/08 Kennedy Cadillac (1 Day) 21,631 miles RO# 269332**
  CONCERN: All lights in cluster came on. **DIAGNOSIS:** Scanned OBD (Onboard Diagnostic System) found no codes. Cluster operates as designed. No repairs made

  CONCERN: Driver's side and passenger side second outer window molding coming apart. **DIAGNOSIS:** SOP Moldings

  CONCERN: Passenger side front seat back panel coming loose.
  DIAGNOSIS: SOP – Parts on Order.

  CONCERN: tire monitor light is on. **DIAGNOSIS:** Has aftermarket wheels, not warranty.

- **10/17/08 Kennedy Cadillac (1 Day) 21,928 miles RO# 269589**
  CONCERN: Driver's side & passenger side second door outer rain deflectors loose won't stay tight. SOP Parts Here. **DIAGNOSIS:** Warped.
  CORRECTION: Replaced outer rain deflectors.

  CONCERN: Passenger side front seat back panel warped and won't stay tight. SOP Part Here. **CORRECTION:** Replaced part.

  CONCERN: When gas gauge reads ¼ tank gauge will drop to empty.
  DIAGNOSIS: Inaccurate fuel tank sensor. **CORRECTION:** Replace sensor in fuel tank.

- **11/05/08 Kennedy Cadillac (1 Day) 22,774 miles RO# 270146**
  CONCERN: Driver seat back cushion loose. **DIAGNOSIS:** SOP (Special Order Part)

  CONCERN: Both front inner door handles chrome material is peeling.
  Shuttle Service Provided

- **02/02/09 Rancho Motor Co. (1 Day) 25,695 miles RO# 393378**
  CONCERN: Passenger rear view mirror gets stuck in down position.
  DIAGNOSIS: *Special Order Parts* for repairs.

  CONCERN: Rear passenger third row seat will fold down on its own when passenger is present. **DIAGNOSIS:** Unable to duplicate customer concern at this time.

  CONCERN: When driving for a few miles heater will stop blowing hot. **DIAGNOSIS:** Code B0413. Follow Doc ID 2193026. **CORRECTION:** Reprogram HVAC Control Head Module. Clear code, checks ok.

  CONCERN: Right front inner door handle is peeling. **DIAGNOSIS:** Peeling. **CORRECTION:** Front door handle inside opening replaced.

  CONCERN: Cigarette lighter behind front center console has a metal jagged edge on top. **DIAGNOSIS:** Peeling. **CORRECTION:** Replaced peeling accessory switch opening cover.

  CONCERN: At times when opening rear hatch door, door makes a crunching sound. **DIAGNOSIS:** Rubber seal squeaks. **CORRECTION:** Lubed weather strip as needed.
  Shuttle Service Provided

- **02/16/09 Rancho Motor Co. (1 Day) 26,106 miles RO# 394087**
  CONCERN: Passenger rear view mirror gets stuck in down position. *SOP In.* **DIAGNOSIS:** Actuator. **CORRECTION:** Replaced electric remote control mirror.

  CONCERN: Both steering control panels; finish coming off.
  CORRECTION: Replaced both steering wheel covers.

  CONCERN: Radio knob came off (part on console). **DIAGNOSIS:** *Ordered Part*

  CONCERN: Left inner door handle finish peeling. **CORRECTION:** Removed door panel and replaced driver front inner door handle.

- **02/23/09 Rancho Motor Co. (1 Day) 26,255 miles RO# 394480**
  CONCERN: Radio knob came off. SOP In. **CORRECTION:** Replaced rear compartment audio control head.
  Shuttle Service Provided

General Motors makes every effort to meet the highest quality standards. By providing the New Vehicle Limited Warranty for 36 months or 36,000 miles, General Motors covers the cost of repairs to correct any vehicle defect related to materials or workmanship occurring during the warranty period. The vehicle is still covered by the New Vehicle Limited Warranty and the owner has not experienced any out-of-pocket expenses for warranty repairs. At the time of purchase the customer obtained an Extended Service Contract from a 3rd party company for 60 months or 100,000 miles. This was to ensure that if repairs were needed outside the manufacturer's warranty, they would be covered as applicable under the terms of the extended service contract.

As of 02/23/09 the vehicle had 26,255 miles and it appears the consumers put an average of about 1,044 miles a month on the vehicle. Mr. [redacted] currently have the vehicle available for use. The dealer has been able to verify that the vehicle has been out of service for 10 days. The loss of use was minimal as the dealership made the repairs promptly and provided alternate transportation when needed. The repair order dated 04/05/07 that was invoiced on 04/11/07 should not be counted as days out of service. This was not due to warranty repairs. This was an internal due bill which means something that was promised to be done for the customer at the time of sale or shortly there after. It is not due to a manufacturer's defect in workmanship or materials. These are repairs made by the dealership due to lot damage after the vehicle was delivered to the dealership from the manufacturer. They have accumulated approximately 26,118 miles since purchase leading us to believe that Mr. [redacted] ability to use the vehicle has not been substantially impaired. The safety of the vehicle has not been impaired. The dealer has never deemed this vehicle unsafe or inoperable. There has only been one (1) major repair to this vehicle and that was to the transmission in August of 2008. There have been no repeat concerns or repairs for this condition. The majority of the repairs have been for trim issues and there have not been repeat repairs for these issues either. The vehicle was brought in and if the repairs could be made they were made that day, otherwise the parts were ordered and installed within a reasonable time frame. General Motors contends the value of the vehicle has not been affected. At this time the vehicle is performing to factory specifications.

We understand that Mr. [redacted] may be frustrated that the vehicle had to be taken back to the dealership for needed repairs. However, when they purchased this vehicle they entered into a contract with General Motors in the form of a New Vehicle Limited Warranty. That warranty does not say that they would receive a vehicle totally free of issues but simply states that should issues arise that they would be addressed at no charge to the consumer. General Motors has upheld our end of that agreement. We have not breached our warranty in any way in regards to this vehicle. General Motors's first priority beyond customer satisfaction is to repair our vehicle and keep them operating to factory specifications and within federal guidelines.

Lastly, General Motors would like to address Mr. [redacted] request for attorney fees. General Motors takes each claim seriously. We firmly believe that both the customer's best interests as well as General Motors' best interests are served by working to resolve a customer's concerns in a manner that is mutually satisfying, at the earliest possible date without going to arbitration. We make every reasonable effort to resolve each case in this manner. Since Mr. [redacted] have retained Krohn & Moss to represent them in this matter we have

attempted to contact Krohn & Moss in order to try to resolve this case quickly. We have called them at the number provided on 03/19/09, 03/20/09 and 03/23/09 but were never able to reach anyone. We left voice messages but have never received a reply. We have even sent correspondence to them requesting a phone call so we can discuss the concerns of their client on 03/24/09. We do believe that General Motors has made every reasonable effort to resolve Mr. [redacted] concern quickly and to both parties' mutual satisfaction. Toward this goal we have received absolutely no cooperation from Krohn & Moss. We have not even received the courtesy of a return call.

The sum total of the service Krohn & Moss has provided Mr. [redacted] consists of sending one (1) fax. Beyond this they have done nothing nor have they cooperated with General Motors efforts to resolve the case. Based on this we submit that the request of Krohn & Moss to receive attorney fees is not only unreasonable but unjustified. The BBB program is designed so that anyone can file and work to conclusion any eligible case submitted without the assistance of an attorney. Although a customer may retain an attorney to represent them with the BBB, the services of an attorney are in no way necessary. We do not feel that Krohn & Moss has done anything to try to resolve Mr. [redacted] case and have in fact hindered our efforts to resolve it. In light of this we request that attorney fees be denied.

Based on the information presented here and the repair history of the vehicle, General Motors does not feel that a repurchase or replacement decision is appropriate. General Motors has not denied coverage under the terms of the New Vehicle Limited Warranty. General Motors would respectfully request that a denial decision be rendered, and that General Motors be given the opportunity to work under the terms of the warranty to correct any vehicle defect related to materials or workmanship that may arise.

If you have any questions, please contact our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Sincerely,

Shendanna M. Boykin
General Motors Corporation
Business Resource Center

LG0111
V05042007

December 8, 2009

[redacted]
Canton, MI [redacted]

RE: Service Request: 71-714244293
2008 Yukon Denali
Vehicle Identification Number: 1GKFK63848J[redacted]
Customer Relationship Specialist: Monica Marquez

Dear Mr. [redacted]

Thank you for taking the time to contact General Motors regarding your vehicle. I am aware of the concern you are having with your 2008 Yukon Denali; however, I have been unsuccessful in my attempts to reach you. At your earliest convenience, please contact the General Motors Product Allegation Resolution Assistance Center at 1-866-790-5700 ext.21072 Monday through Friday between 9:00 a.m. and 4:45 p.m., Eastern Time and ask for Monica Marquez.

Thank you for giving General Motors this opportunity to be of assistance. We hope to earn your trust and respect with every contact you have with General Motors Product Allegation Resolution Department.

Sincerely,

Coversheet

Start Date: 04/08/09

SR#:	71-715181778
Customer:	[redacted]
VIN:	1GKFK66807J[redacted]
Year/Make/Model:	2007 GMC Yukon
State:	CA

Firm Name:	Law Office of Norman & Taylor
Attorney:	Norman Taylor, Esq.
PH#: 818-244-3905	Fax#: 818-244-6052

Dealer: Carriage Motors	BAC: 158563
Svc Mgr: Frank Spicer	PH#: 951-694-6060
Svc Docs Rec'd: 04/14/09	Fax#:
DVM: Ed Phelps	Node: 80509 Mailbox: 58701
Sales Mgr:	PH#:
Sales Docs Rec'd:	Fax#:

2nd Dealer: Hardin GMC	BAC: 171750
Svc Mgr: Henry Knizel	PH#: 714-635-2020
Svc Docs Rec'd: 04/15/09	Fax#:
DVM: Michael Parker	Mailbox: 80509/54208

Acknowledgement Date - DVM	Acknowledgement Date - Svc Mgr	Acknowledgement Date- Atty
04/08/09	04/08/09	04/08/09

15 day deadline:	
45 day deadline:	

Negotiator:

Privileged and Confidential Information

CASE ASSESSMENT – LEGAL (NON SMALL CLAIMS)

By: Amy Scott State: California

Customer Name: [redacted] Service Request: 71-715181778 GM Legal File No.: N/A

Vehicle ID No.: 1GKFK66807J[redacted] In Service Date: 07/15/06 Vehicle is: New BAC Code: 118688 Victor GMC (closed)

Year, Make & Model: 2007 GMC Yukon Vehicle Purchased Used on: N/A at odometer N/A

Lien holder: GMAC X Other☐: N/A DVM requests involvement?: N Purchase Price of Vehicle: $ 51590.96

Was TAC contacted for this vehicle (Y/N)? : N

If TAC was NOT contacted, why? **Visual inspections and test drives were utilized to determine cause of concerns. No need to contact TAC.**

VEHICLE REPAIR HISTORY

☐ Engine/Fuel/Exhaust

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
04/21/08	246354	1	24679	(Carriage Motors) C/S vehicle feels as if it is running sluggish. There is no check engine light on. / **Running normal**.

☐ Steering

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
09/12/07	238727	2	17157	(Carriage Motors) C/S knocking noise when making turns. / Replace steering column at bulkhead.

☐ Body/Trim

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
09/07/06	144957	1	1951	(Victor GMC) C/S outer sealing on rear left window is coming loose. / Removed and replaced rear left window sealing.
03/15/07	232178	1	8775	(Carriage Motors) C/S bezel around navigation radio does not fit correctly. / Remove and replace instrument panel lower trim.
01/20/09	254441	*	32337	(Carriage Motors) C/S passenger inner door handle chrome is peeling. / Chrome peeling. Removed and replaced inside front door handle.

☐ Electrical

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
03/07/07	231831	1	8773	(Carriage Motors) C/S in dash DVD player will not read or play. Reads optical error. / Necessary to diagnose and replace failed DVD player. Reprogrammed and retested. Ok.
04/21/08	246354	*	24679	(Carriage Motors) C/S can hear abnormal noise when first starting. Has happened only 4 times since 4-6 weeks ago. There is no pattern. It will do it at random. The noise sounds like a flapping noise. Is happening more so when starting with remote. / **Adviser was unable to duplicate on service drive.**
11/24/08	160556	1	**29383**	(Victor GMC) C/S check engine light is on. / Checked codes. Found mass air flow sensor faulty. Replaced mass air flow sensor. Checked battery. Battery failed midtronics test. Replaced battery.
12/03/08	160682	3	29786	(Victor GMC) C/S check engine light on. / Code P1682. Defective ignition switch. Replaced ignition switch. Road test. Ok.
01/06/09	161010	2	31366	(Victor GMC) C/S check engine light on. / Code P0440. Evaporation code. Checked system. Test Ok. **No problem found at this time**.
01/20/09	254441	1	32237	(Carriage Motors) C/S SES lamp is on. / Faulty sensor. Replaced mass air flow sensor.
01/26/09	254562	1	32379	(Carriage Motors) C/S service engine soon light is on. / Faulty sensor. Replaced mass air flow sensor.
02/10/09	506516	2	33070	(Hardin GMC) C/S service light comes on intermittently. / Found necessary to replace mass air flow sensor. Retest. Ok. (Hardin GMC) C/S traction control light is on. / **Caused by Line A concern**. Found necessary to replace mass air flow sensor. Retest. Ok. (Hardin GMC) C/S service stability light is on. / **Caused by Line A concern.** Found necessary to replace mass air flow sensor. Retest. Ok.

☐ Wheel/Tires

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
09/12/07	238727	*	17157	(Carriage Motors) C/S replace missing tire pressure sensor (possible right rear). / Replaced broken right rear tire sensor.

☐ Other

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
02/10/07	148328	*	7558	**(Victor GMC) Maintenance: Lube, oil, and filter.**
03/07/07	231831	*	8773	**(Carriage Motors) Performed Recall 07033: Battery run down. Reprogrammed BCM. Charged battery.**
08/20/07	237853	*	15790	**(Carriage Motors) Maintenance: Lube, oil, and filter.**
11/24/08	160556	*	29383	**(Victor GMC) Performed Recall 08048A: Jumper harness installation.**

12/03/08 160682 * 29786 **(Victor GMC) Maintenance: Lube, oil, and filter.**

Accident/Insurance Information:

Has the vehicle ever been involved in an accident **N**
Did you confirm your answer with the dealer/attorney **Y**
What type of damage was sustained **N / A**
Are the RO's attached if the vehicle was in an accident **N / A**

Has the customer filed any insurances claims on this Vehicle **N / A**

If Yes. Did the insurance company deny the claim? **N / A**

Are there any Aftermarket Modifications to the Vehicle **N**
Have you confirm this with the dealership **Y**

THE STATE LEMON LAW READS:

Days out of service**:**
Repairs
Time period **:**
Does Lemon Law state nonconformity must continue to exist?
If applicable, safety-related repairs
Safety-related time period

Number of repair attempts in the presumption period:	1
Total days out of service during the presumption period:	5
Total days out of service during customer's ownership:	16

PERTINENT VEHICLE INFORMATION PROVIDED BY District Service Manager

DVM Michael Parker:

I have no knowledge of this case

PERTINENT VEHICLE INFORMATION PROVIDED BY DEALER SERVICE MGR(S)

No additional information provided by dealers.

*****Please Note: Victor GMC is closed. CRS used ROs provided by PC to do case assessment. Sales docs also from Victor GMC and obtained from PC docs.**

*****Please Note: Carriage Motors prints on colored paper and does not go well through fax machine. Dealer FedExed the documents to CRS. CRS, in turn, faxed them to CRS's fax bin. Some Ros are difficult to read. If have difficulty reading the docs, CRS has hard copy of Ros sent by dealer at desk for review. Please advise if need them.**

PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

Concern: 1-427757343 (CAC)
Date & Offer/Result: No pertinent information is in this file. Dealer complaint by customer. Closed 08/23/06,

Concern: 71-485572893 (CAC)
Date & Offer/Result: No pertinent information is in this file. Dealer complaint by customer (states dealer scratched fender when doing oil change. Dealer referred customer to body shop. Customer wanted to go to their own body shop and have GM pay for damages). Closed 03/07/07.

Concern:
Date & Offer/Result:

RECOMMENDATION

Recommend repurchase with usage set at 29383 for repeat issues with the check engine light coming on.

RATIONALE

- 1 vehicle running sluggish (no problem found)
- 1 noise coming from steering (replace steering column)
- 6 check engine light on (replaced the battery, the ignition key and replaced the mass air flow sensor a few times)

REASON FOR REMOVAL

CRS FINAL OFFER: **DATE:**

OFFER TO CUST: $
ATTORNEY FEES: $
OR INCLUSIVE OFFER: $

PLAINTIFF'S FINAL DEMAND: **DATE:**

AMOUNT TO CUST: $

ATTORNEY FEES: $
OR INCLUSIVE OFFER: $

TEAM MANAGER APPROVING: Date:

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

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

General Motors Corporation
Business Resource Center
PO Box 33170
Detroit, MI 48232-5170

VIA FAX ONLY

June 25, 2009

Dealer -Repurchase Confirmation
For Internal Use Only

Customer's Name: [redacted]
2007 GMC Yukon
VIN: 1GKFK66807J[redacted]
Service Request: 71-715181778
Customer Relationship Specialist: Saquanda Johnson
CRS Phone: 1-(866) 790-5600, ext. 41341
CRS Fax #: (866) 629-2945

Dear Mr. Hernandez:

This is to advise you that General Motors has reached an agreement for a repurchase with the above reference customer. As your dealership is the selling and servicing dealership, we would like to do the closing there. In approximately two (2) weeks you will receive a repurchase package from RVDC detailing the closing information. The attorney or customer has been instructed to contact you the day prior to the repurchase to verify the paperwork has arrived. Please schedule an appropriate time for the repurchase with the customer at that time. In the event that the paperwork has not arrived please contact the CRS listed above and they will assist with gathering the needed information.

Your cooperation is greatly appreciated. If you have further questions, please contact our Business Resource Center at 1-800-231-1841 x21339 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Sincerely,

General Motors Corporation

New Memo - Lotus Notes

File Edit View Create Actions Text Help

Address https://www.guidanceresources.com/groWeb/portals/login.portal?_

Welcome | Yolanda Endres - Cynthia Costel... | New Memo | Please review these files for... | Endres's Address Book - Contac... | > Fw: Final Case Assessment

Send | Send and File... | Save As Draft | Address... | Delivery Options... | Tools

☐ High importance ☐ Return receipt ☐ Sign ☐ Encrypt

Yolanda Endres/Austin/GM1
09/04/2009 11:49 AM

To: paul.byne@gm.com
cc: miklos.gonzalez@gm.com
bcc:
Subject: 71-715381002 Maravilla

This email is to follow up on Service Request 71-715381002 for customer [redacted] The customer's vehicle is a 2007 Chevrolet Tahoe with 21,969 miles. The customer has been working with Rydell Automotive Group in Van Nuys, CA.

After negotiations with the plaintiff's counsel, the final offer of STRAIGHT REPURCHASE was accepted.

There is no need to reply to this email. It is sent for notification purposes only.

Yolanda Endres
Legal Agent - BRC Legal Department
Aditya Birla Minacs
1-(800) 231-1841 x 41205 | yolanda_endres@gmexpert.com
Fax # 866-300-1252

–

Body of message

Default Sans Serif | 10 | Untagged | [None] | Disconnected | Office

Privileged and Confidential Information

CASE ASSESSMENT – LEGAL (NON SMALL CLAIMS)

By: Lynn Foster State: CA

Customer Name: [redacted] Service Request: 71-715381002 GM Legal File No.: na

Only customer's last name to be recorded

Vehicle ID No.: 1GNFC13047R[redacted] In Service Date: 5/26/07

Year, Make & Model: 2007 Chevrolet Tahoe

Lien holder: GMAC☐ Other☒: Toyota Motor Credit Corporation

Was TAC contacted for this vehicle (Y/N)? : N

Vehicle is: New BAC Code: 164494

Vehicle Purchased Used on: na at odometer na

DVM requests involvement?: No, option B

Purchase Price of Vehicle: $ 38,715.00

If TAC was contacted, what did they say? not contacted

If TAC was NOT contacted, why? (Ask Dealership) routine repairs

VEHICLE REPAIR HISTORY

☒ Engine/Fuel/Exhaust

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
12/01/8	535567	*	20,156	C/S the vehicle is accelerating itself when driving / road tested vehicle **could not verify customer concern at this time** – no work performed for this concern, no codes present C/S the vehicle has a loss of power up a grade and the engine is surging / road tested vehicle, scanned pcm, no codes present, checked for software updates - performed reprogramming J6354 .4 updated software warranty claim code 11957 relearned crank shaft speed, road tested vehicle, working as intended and designed
12/10/8	538141	*	20,406	C/S the check engine light was on – now off / scanned pcm, no current codes at this time – **no work performed**
1/5/9	543952	2	22,224	C/S when driving going to take off and the vehicle would not move, shut off the vehicle and restarted then the vehicle would move / scanned system no codes in the system, test drove 15 miles, scanned for codes , no codes, check for bulletins, no bulletins for this concern – **operating as designed** C/S when starting cold hears an engine noise, a banging noise, lasts approximately 1 minute / checked vehicle cold, could not duplicate customers concern, test drove 2 miles when cold, could not duplicate concern, checked for bulletins, no bulletins - unable to verify stated concern, **operating as designed** C/S feels like the vehicle is accelerating itself, when the brake is on hears the engine surging / low idle caused by throttle body deposits , scan, no dtc's, verified low idle, cleaned throttle body, TIS 2000 search, no update calibration available, road tested without problem – **operating per intent and design at this time**
1/15/9	546872	2	21,514	C/S the vehicle accelerates itself, stopped at a light and the vehicle will keep moving, see RO#543952 1/5/9 21226 miles, tech 9231, see work sheet, intermittent / scan, no dtc's, all OBD2 monitors passed, road tested several times totaling 47+ miles without any problems, vehicle is **operating per intent and design at this time**

				C/S when at a stop then going to take off will stall, have to restart / no check engine, see line 1
1/26/9	549653	4	21,969	[2 day rental] C/S vehicle accelerates by itself, jumps and surges, see Kelly / **unable to verify concern** – no work performed [rental]

☐ Steering

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
1/26/9	549653	*	21,969	C/S feels steering wheel vibration while turning it / power steering shudder, vibration in the steering wheel during low speed parking lot maneuvers due to power steering hose assembly , refer to service **bulletin #08-02-32-001B , verified concern, performed SI bulletin#08-02-32-001B "power steering shudder/vibration" –** necessary to replace power steering inlet hose assembly, replaced hose assembly and retested vehicle

☐ Transmission

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
12/01/8	535567	1	20,156	C/S when coming to a stop, then stopped a little while there is a bang from the rear, feels like the vehicle is being hit / slip yoke sticking – remove drive shaft clean and lube inner splines C/S when driving up a hill and accelerating the engine is racing but the vehicle is not moving faster at higher speeds, possibly related to line 4 / road test transmission - **operating as designed by factory**
1/5/9	543952	*	22,224	C/S when coming to a stop there is a bang from the rear, feels like the vehicle is being hit, see RO#535567 12/02/2008 20158 miles, tech 9103 / could not duplicate customers concern – re-cleaned and re-lubed slip yoke for customer satisfaction, test drove with no further problems at this time
1/15/9	546872	*	21,514	C/S there is a clunking when coming to a stop can feel like a bang, hard when the vehicle is stopped, see work sheet attached, intermittent, see line 1
1/26/9	549653	*	21,969	C/S that it feels like something is hitting them in the rear at slow speeds or down shifts, see Kelly / road test 18 miles, no abnormal clunk felt see attached **document 2084951 and 1973942** – **transmission operating as designed**

☐ Body/Trim

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
5/30/7	234728	7	156	Chip on tailgate, rear bumper and right tail lamp glass broken / - remove rear glass, remove left and right upper extensions, right tail lamp, rear bumper cover, repair above items chips, dents, etc and paint and reinstall, polish for delivery
9/14/7	270879	1	4,139	C/S dash trim around cluster is warping cluster / bezel trim has poor fit at cluster area – replace cluster bezel
12/10/8	538141	1	20,406	C/S the steering wheel cover material is peeling / verified customers concern and found both steering wheel covers peeling – replaced both steering wheel covers as needed C/S on the passenger side front inside handle the chrome is peeling /

				verified customers concern and found passenger front inner door handle peeling – replaced passenger front inner door handle as needed, check after repairs with no further problems noted
1/5/9	543952	*	22,224	C/S the rear hatch will not stay up, have to push up / verified customers concern, found both hatch struts weak and not holding up hatch – replaced both rear hatch struts as needed, check after repairs with no further problems noted

☐ Other

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
3/7/7	206644	*	5	Install closeout vehicle personalization
3/24/7	212940	*	6	Upon performing lift support swap from stock unit # 202634, rear hatch broke / - special order part sales department will be notified when parts arrive
3/26/7	213341	*	5	Install 22” helo 830 chrome wheels with Nitto tires, sublet to Tire Pros, vehicle personalization
5/1/7	225545	*	5	22” helo 830 chrome wheels were never installed, credit issued by Tire Pros, wheels installed on Stk#13474
1/26/9	549653	*	21,969	30 point inspection

Accident/Insurance Information:

Has the vehicle ever been involved in an accident Y or N? N
Did you confirm your answer with the dealer/attorney Y or N?
What type of damage was sustained (example front end collision) none

Are the RO's attached if the vehicle was in an accident Y or N none

Has the customer filed any insurances claims on this Vehicle Y or N N

If Yes. Did the insurance company deny the claim? Y or N none

Are there any Aftermarket Modifications to the Vehicle Y or N N
Have you confirm this with the dealership Y or N Y

If “Yes” to aftermarket, please list: none

THE STATE LEMON LAW READS:

Days out of service: 30
Repairs: 2 for serious, 4 for same nonconformity
Time period: 18 mo. / 18,000 miles
Does Lemon Law state nonconformity must continue to exist? n/a

If applicable, safety-related repairs: 2
Safety-related time period: 18 mo. / 18,000 miles.
Usage: use mileage when first delivered for problem leading to repurchase.

Days out of servic
Repairs

Time period :
Does Lemon Law st
If applicable, safe
Safety-related tim

Number of repair attempts in the presumption period:	**2**
Total days out of service during the presumption period:	8
Total days out of service during customer's ownership:	18

PERTINENT VEHICLE INFORMATION PROVIDED BY District Service Manager

PERTINENT VEHICLE INFORMATION PROVIDED BY DEALER SERVICE MGR(S)

PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

Concern: n/a
Date & Offer/Result:

RECOMMENDATION

Seeking to close file no response/no agreement. Last offer straight repurchase approx 23 k miles usage

Initial offer made 6-8-09. Numerous follow ups.

Last empowerment straight repurchase.

RATIONALE

Major complaints started on 12/1/08 at 20,156 miles, again on 1/5/09, 1/15/09 and 1/26/09. Cust complained 4 times of engine accelerating itself, 4 times of transmission bang noise from rear as if car were being hit, 3 times of engine surge, twice of engine stall, and on 12/10/08 cust reported check engine light was on but no problem was found. Dlrshp performed no work to these complaints and veh was found operating to design. However, multiple engine and transmission concerns, esp. engine accelerating itself when brakes were on, can be viewed as safety issues undiagnosed and not repaired.

REASON FOR REMOVAL

CRS FINAL OFFER: **DATE:**

OFFER TO CUST: $
ATTORNEY FEES: $
OR INCLUSIVE OFFER: $

PLAINTIFF'S FINAL DEMAND: **DATE:**

AMOUNT TO CUST: $

ATTORNEY FEES: $
OR INCLUSIVE OFFER: $

TEAM MANAGER APPROVING: Date:

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

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

PAR GMWA
Pre-Authorization/Warranty Claim Tracking Form

Customer and Vehicle Information			
Date	5/14/2009	**Service Request #**	**71-719501455**
Customer Name	[redacted]		
VIN	1GKFC13037R[redacted]		
In-Service Date	9/5/2006	**Service Contract?**	No
Current Mileage	50000	**Purchased New/Used?**	New
Warranty Blocked?	No		
Branded Title?	No	**Mileage at Purchase**	

Dealer and Claim Information			
Dealer Name	Sunrise Buick Pontiac GMC		
Dealer Svc Mgr	Tom Edwards	**Dlr Warranty Admin:**	Sherry Spiller
Dealer Phone	901-473-1000	**Dealer Fax**	901-850-5697
Dealer BAC	255549		
Dealer Division and Code	48-GMC-14621		
Repair Order Number	164561		
Repair Order Close Date			
Labor Op. Code Z1242	Dollar Amt:	$313.98	
Labor Op. Code Z1243	Dollar Amt:		
Cause Code (CC)	**MJ**		
Failure Code (FC)	**98**		

PUT EVERYTHING IN NET AMOUNT

Labor Hours and OLH:	**DO NOT** PUT IN HOURS	
Parts and Labor Costs:	**DO NOT** PUT IN COSTS	
Net Amount:		$313.98

DO NOT H ROUTE THIS CLAIM

Authorization Code: DO NOT PUT IN AN AUTH CODE

Additional Comments for Dealer:

IF THIS CLAIM SHOULD REJECT FOR ANY REASON, PLEASE CONTACT ME ASAP AND FAX A COPY OF THE REJECTION W/TRACKING FORM TO (866) 393-8089

Retain Copy with Dealer Repair Order

Internal PAR Information

Complaint:

Door Handles peeling causing injury

Cause:

Chrome Peeling

Correction:

Replace Handles

Justification:

PAR CRS: Tonie Mercado

Additional Comments: Thank You!

August 5, 2009

David Gorberg, Esq.
David J Gorberg & Associates PC
32 Parking Plz Ste 700
Ardmore, PA 19003

RE: [redacted] v. General Motors Corporation
Service Request: 71-734033223
2007 GMC Yukon XL Denali
Vehicle Identification Number: 1GKFK66827J[redacted]
Customer Relationship Specialist: Monica Baeza

Dear Mr. Gorberg:

Enclosed please find a check in the amount of $4,900.00 made payable to [redacted] to settle the above-referenced case.

If you have further questions, please contact our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please refer to the service request number above and a Customer Relationship Specialist will be happy to assist you.

Sincerely,

General Motors Corporation

LG0062
V07092007

Coversheet

Start Date:06-18-09

SR #	71-734033223
CUSTOMER:	[redacted]
VIN#:	1GKFK66827J[redacted]
YEAR/MAKE/MODEL:	2007 GMC Yukon XL Denali
STATE:	PA

FIRM NAME:	David J. Gorberg
ATTORNEY:	David J. Gorberg Esquire
PH #: 215.665.7660	**FAX #:** 215.563.8738

DEALER:. O REILLY PONTIAC-BUICK-GMC of NEWTOWN SQUARE, PA servicing dealer	**BAC #** 118086
SVC MGR: SVC MGR Tim Hilsey	**PH #** (610) 356-4900
Svc Docs Rec'd:	**FAX # 610-356-7053**
AVM: Wilson, Joe	**MBOX #914055 8131**
DATE AVM CALLED: 06-18-09	
SALES MGR:	**PH #**
Sale Docs Rec'd:	**FAX #**

2nd DEALER: FRED BEANS BUICK PONTIAC GMC of DOYLESTOWN, PA /selling dlr– 3rd dealer below	**BAC #** 118065
SVC MGR: Don Duckworth	**PH #** (215) 345-7100
Svc Docs Rec'd:	**FAX # 215.348.3441**
AVM: Zobel, Denise	**MBOX #**914055 8025
SALES MGR:	**PH #**
Sale Docs Rec'd:	**FAX #**

Acknowledgement Date - AVM	Acknowledgement Date - Svc Mgr	Acknowledgement Date - Sales Mgr	Acknowledgement Date - Atty	Date Rec'd Doc's from Atty
06-18-09	06-18-09		06-18-09	

15-day deadline:	
45-day deadline:	

No prior SR

Coversheet

Start Date:06-18-09

3rd DEALER:. BUICK PONTIAC GMC OF of MILFORD, CT	**BAC #** 203866
SVC MGR: Lee Coffin	**PH #** (203) 878-4661
Svc Docs Rec'd:no docs – dlr traded.	**FAX # (203) 878-3415**
AVM: Not listed in GMVIS	**MBOX #N/A**
DATE AVM CALLED: not involved	**N/A**
SALES MGR:	**PH # N/A**
Sale Docs Rec'd: dlr traded to fred bean dlr/not involved.	**FAX # N/A**

Privileged and Confidential Information

CASE ASSESSMENT – LEGAL (NON SMALL CLAIMS)

By: Michele Valykeo State: PA

Customer Name: [redacted] Service Request: 71-734033223 GM Legal File No.: N/A

Vehicle ID No.: 1GKFK66827J[redacted] In Service Date: 1/20/2007
Year, Make & Model: 2007 GMC Yukon XL Denali

Lien holder: GMAC☒ Other☐: {Name}

Was TAC contacted for this vehicle (Y/N)? : Yes

Vehicle is: New BAC Code: 118065
Vehicle Purchased Used on: N/A at odometer N/A
DVM requests involvement?: Wilson: No Zobel: No
Purchase Price of Vehicle: $ 55736.00

Dealer not entered in GMVIS correctly

If TAC was contacted, what did they say? Yes per service manager Joe McGlone O REILLY PONTIAC BUICK-GMC: TAC case# 10794515 transmission last repair.
From Repair order 38180 c/s vehicle has service engine light on and only has reverse gear**p0965 p0967** internal valve body defect, transmission internal damage after relearn performed systems test. Contacted TAC. Case#10794515 was advised to replaced valve body solenoid pack.

-replaced solenoid pack and programmed, condition still present. Contacted TAC was advised to replace valve body and solenoid pack. replaced valve body and solenoid. Programmed. Upon doing relearn procedure clutch drum inside transmission broke. Removed
transmission and dis-assembled. Found broken internals contacted area representative and poc. Replaced transmission assembly & programmed. Road tested. OK

If TAC was NOT contacted, why? (Ask Dealership)

Not for Fred Bean dealer; FRED BEANS BUICK PONTIAC GMC service manager Don Duckworth states no TAC involvement.

VEHICLE REPAIR HISTORY

☐ Brakes

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
12-22-08	36184	1	24890	c/s brakes are grinding\Check brakes. Front pads into rotors. Pick up and deliver vehicle. Front pads worn low. Rotors grooved. -replace front pads & rotors. Rear pads 2/32 replace pads and re-surface rotors. **Technician flag note shows 12-22-08 finish date.**
02-13-09	37184	*	26892	c/s that there is a noise coming from the front end when applying brakes.\ road test. **tech could not duplicate customers concern.** **-found everything operating as designed. No abnormal brake noise heard. Front brakes 4/32**
03-09-09	37673	*	27643	c/s whistle noise from brakes at low speeds when brakes are applied.\road tested. - **could not duplicate customer concern**

☐ Engine/Fuel/Exhaust

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
11/05/07	162598	*	10458	c/s belt is making a squealing noise found serpentine.\Belt to be glazed causing a squeak noise while driving. -replaced serpentine belt and road tested. Good
01/14/09	36608	*	25697	c/s check engine light was on\tech scanned for code. no codes present. -**everything's operating as designed.** **From GMVIS** J9993 **- customer concern not duplicated - engine electrical** **From GMVIS** Z7911 - 2-way shuttle courtesy transportation
		*		c/s that the service park assist light came on\technician scanned for codes. None present. -**Operating as designed.**

☐ Steering

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
07-17-08	33127	*	19363	c/s clicking noise when turning steering all the way.\Tech lubed wheel stops to specifications. -lube wheel stops. No noise present.

☐ Transmission

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
08/28/08	33973	1	20608	c/s that the check engine light is on\ scanned for codes **p0700** TCM module fault d **p2715** pressure contact solenoid four stuck on. Wait. -followed diagnostic, performed solenoid valve cleaning procedure. cleared codes everything is operating as designed **Technician flag note shows job complete on 08-28-08**
01-14-09	36608	1	25697	c/s that the engine is revving while driving and the rpms get stuck. no acceleration is possible.\Scan **P0700.** Set due to TCM request. **-no condition present.**
02-13-09	37184	6	26892	c/s that the check engine light is on**Code P0700** last visit Solenoid pack bad. SES light. Transmission. Pick up and deliver vehicle. Scanned for code **p2715** in tcm pc solenoid 4 stuck. -As per **bulletin 07-07-30-006** perform solenoid cleaning procedure with tech 2 K9450 .5. Order solenoid pads for transmission **Technician flag note shows job complete on 02-18-09**
		*		c/s harsh shift upon road test\update

				-re-programmed tcm with updated calibration
03-09-09	37673	3	27643	c/s rpms raise high and vehicle will not accelerate\clutches burned friction material throughout transmission. Performed systems test as per **doc id# 1697076.** R & R pan**,** found metal in pan, transmission slipping R & I transmission. Lean valve body and complete transmission. Re-assemble clutch. Re-assemble to GM specifications. Flush cooler. -removed transmission, overhauled as necessary. Re-installed and flushed cooler. **code# abfdc77** 2.4bpkip2 degrees cycle 75 road tested. .0k **Technician flag note shows job finished 03-11-09**
03-31-09	38180	12	28090	c/s vehicle has service engine light on and only has reverse gear**p0965 p0967** internal valve body defect, transmission internal damage after relearn performed systems test. Contacted TAC. Case#10794515 was advised to replaced valve body solenoid pack. -replaced solenoid pack and programmed, condition still present. Contacted TAC was advised to replace valve body and solenoid pack. replaced valve body and solenoid. Programmed. Upon doing relearn procedure clutch drum inside transmission broke. Removed transmission and disassembled. Found broken internals contacted area representative and poc. Replaced transmission assembly & programmed. Road tested. OK flush code# aed9e5i@720[grees 1.1 6pm **From GMVIS** 1GYEE437380131887-please auth extended loaner. **TAC CASE#10794515**. as per conversation with Joe Wilson. **Service Adviser Carl Slifer of PReilly dealership states the vehicle was down for 12 days, rental was for days.**

☐ Body/Trim

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
07-17-08	33127	1	19363	c/s sun roof trim squeaks and rattles\tech lubed weather strips and found cross bar lug rack loose. Tighten to specifications. -No noise present. Lube tracks, weather strips, found Cross bar lug rack loose. Tighten.
01-14-09	36608	*	25697	c/s that the drivers inside handle chrome is peeling\technician confirmed customer's concern. Overnight charge for parts use labor operation: 25001, use for warranty repair. Handle. -Technician removed and replaced the inside door handle. Operating as designed.
02-13-09	37184	*	26892	c/s that the drivers window is making a squeaking noise.\replace inside sealing strip. Technician confirmed customer's concern. Tech removed and replaced the driver's inside door glass weather strip -ordered inside door glass weather strip. Replaced inside sealing strip. Operating as designed.

☐ Electrical

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
11/05/07	162598	2	10458	c/s brake light is on dash board\found the service brake light on. Found a **c1100** code in system, traced to booster vacuum gauge. Found it to be unplugged causing the light to come on. Traced circuits and found sensor unplugged. -re-secured connector on sensor, erased codes and road tested good.

☐ Suspension

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
02/20/08	226013	2	14381	c/s right front strut leaking, failed inspection\seal leaked and needs new one -install new right front: now ok

☐ Other/added operation

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
07-17-08	33127	*	19363	Put jack and tire parts back.

☐ Other/customer reported missing headphones

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
11-12-07	162734	*	10458	Fred Bean Dealer. c/s head set is missing from vehicle from last service\ -gave customer two new headphones.
07-17-07	33127	*	19363	O'Reilly dealership Price on extra set of headphones\ -price extra set head phone.

☐Other/maintenance

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
06-28-07	24800	*	3000	Perform lube, oil and filter change.
		*		Multi-point inspection\multi point inspection\ -we performed a free multi point while in for service: inspected fluid levels, check steering, suspension. Tires, battery and wiper blades. Check exhaust, under carriage, lighting systems, belts and hoses.
		*		Delivery/ Wash.
02-20-08	226013	*	14381	perform 12/24/36/46/72/84.000 mile interval premium service BG 208. 110 change oil & filter (up to 5 quarts.) lube door, hood, 8, trunk Hinges. Inspect exhaust system, check fluids. Perform multipoint inspection, installed BG moa motor oil additive. Rotate tires & adjust pressure. Install 86 44k fuel treatment. -Perform hg battery service. Perform brake service inspection. Perform

				computerized 4 wheel alignment.
		*		perform 15000 mile truck service\includes change oil and filter. Reset oil life indicator, lubricate ci-1455is. Lubricate door hinges and locks. lubricate weather strips. Check & top off all fluid levels. Check and adjust tire air pressure. Reprogram tire monitors of equipped). Visually inspect battery. Inspect coolant, transaxle, Transmission shift lock check. Parking brake mechanism check, visually inspect battery. Balance all four wheels. Perform truck alignment. and road test vehicle
12-22-08	36184	*	24890	Perform lube, oil and filter change\lube. oil. Filter: perform lube, oil & filter change. Change oil and filter, check all fluid levels lubricate door hinges. check tire pressure. Check hoses and belt & -LOF
		*		Pick up and deliver vehicle.
03-30-09	38180	*	28090	LUBE. OIL. Filter. PERFORM LUBE. OIL & Filter change\change oil and filter, check all fluid levels. lubricate door hinges. Check tire pressure. check hoses and belts.

☐Other/Recalls

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
07-17-08	33127	*	19363	**Y0152, 07033** Reprogram BCM.\re-program BCM 07033 Warranty claim code 40618 Relearn air bag module.
12/22/08	36184	*	24890	**V1993 - 08048A** - jumper harness installation
12-22-08	36184	*	24890	**Recall 08048**\ jumper harness installation. -jumper harness**.** Performed recall.

☐ Other/Reimbursement

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
04-14-09	38630	*	28113	**Reimbursement of one car payment** to customer for multiple transmission repairs and loss of use of car. 03-30-09: Repair order# 38180: valve body/solenoid & transmission SRTA, 03-09-09: Repair order# 37673 overhaul. 02-13-09: repair order # 37184 self clean * replaced solenoid. Repair order# 36608 **P0700** cleaned & road tested. 08-28-09: repair order # 33973 **P0700** self clean procedure

Accident/Insurance Information:

Has the vehicle ever been involved in an accident No

Service Manager Joe McGlone of O REILLY PONTIAC-BUICK-GMC no accidents

FRED BEANS BUICK PONTIAC GMC service manager Don Duckworth states not aware of any accidents.

Did you confirm your answer with the dealer/attorney Yes
What type of damage was sustained (example front end collision)N/A

Are the RO's attached if the vehicle was in an accident N/A

Has the customer filed any insurances claims on this Vehicle N/A

If Yes. Did the insurance company deny the claim? N/A

Are there any Aftermarket Modifications to the Vehicle No

Service Manager Joe McGlone of O REILLY PONTIAC-BUICK-GMC states no after market parts.

FRED BEANS BUICK PONTIAC GMC service manager Don Duckworth states no after market parts

Have you confirm this with the dealership Yes

If "Yes" to aftermarket, please list:

N/A

THE STATE LEMON LAW READS:

Days out of service**: 30**
Repairs **3**
Time period **: 12/12**
Does Lemon Law state nonconformity must continue to exist? **Yes**
If applicable, safety-related repairs **not specified**
Safety-related time period **not specified**
Usage: Lesser of 10% of purchase price or .10 per mile for miles prior to 1st report.

Number of repair attempts in the presumption period:	**1 engine** **1 electrical**
Total days out of service during the presumption period:	2
Total days out of service during customer's ownership:	29

PERTINENT VEHICLE INFORMATION PROVIDED BY District Service Manager

DVM Joe Wilson response to email:**:**
joe.wilson@gm.com

Michele, My response to this case is option D.

Joe Wilson

Option D information:

D) I am not aware of this vehicle or customer ' s concerns. I agree to cede the final decision on this case to the Early Resolution program

DVM Denise Zobel response to email:
denise.zobel@gm.com

D) I am not aware of this vehicle or customer's concerns. I agree to cede the final decision on this case to the Early Resolution program

Denise

PERTINENT VEHICLE INFORMATION PROVIDED BY DEALER SERVICE MGR(S)

PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

Concern:
O REILLY PONTIAC-BUICK-GMC not listed correctly in GMVIS
(610) 886-1200 Service manager Joe McGlone Fax # 610.353.9478

O REILLY PONTIAC-BUICK-GMC / Joe McGlone service manager is familiar with customer Jackie Wells, April 14, 2009 reimbursed car payment, 03-31-09 has not heard from customer since. Customer had transmission issue / new transmission put in, reimbursed for customer satisfied.

No other open / closed service requests in the system 06-30-09

\

RECOMMENDATION

Range$2,900-$4,900

Case is settled in $4900

RATIONALE

Vehicle does not appear to meet presumption. Vehicle still with in B2B warranty. Only repairs in presumption are 1 engine for a serpentine belt replacement and then again at 25K miles and vehicle were found operating as designed. The other repair in presumption was for electrical concern for brake light, re-secured connector on sensor. Other repairs include 1 suspension for a new right front strut. Brakes have 3 repairs beginning at 24k miles for grinding or noise 1 repair for pads & rotors and 2 CND. Body repairs 1 sunroof lube track, replaced door handle and one CND for noise in window. Main concern for customer is with transmission at 20k miles for engine light and dlr has performed solenoid vale cleaning then 5k miles later was a CND, the 1 month later dlr performed bulletin, One more month later dlr overhauled transmission for clutches burned friction. Then the light came on again in the same month for replaced transmission. This repair kept vehicle at dlr 12 days. Therefore this may be breach of warranty as per vehicle is still with in warranty but has been to dlr since 3/09 and dlr has reimbursed 1 month car payment to customer ($878.26). Therefore mid cash to settle claim.

REASON FOR REMOVAL

CRS FINAL OFFER: **DATE:**

OFFER TO CUST: $
ATTORNEY FEES: $

OR INCLUSIVE OFFER: $

PLAINTIFF'S FINAL DEMAND:

DATE:

AMOUNT TO CUST: $

ATTORNEY FEES: $

OR INCLUSIVE OFFER: $

TEAM MANAGER APPROVING:

Date:

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

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

EAA Inspection Request

Date: *8/12/09*

TO: EAA
EAA/SPX Field Coordinator
Phone: 586-582-5835
Fax: 586-582-5840
Email: eaafc@servicesolutions.spx.com

From: **Crystal Morales**
PAR Customer Relations Specialist

Email: crystal_morales@gmexpert.com
Phone: 866-790-5700 ext.41326
Fax: 866-660-2734
Mailing Address:
GM PAR Investigations
7401 E. Ben White
Building 3
Austin, TX 78741

Vehicle Information
VIN#: 1GNFK13047R[redacted]
Year/Make: **2007 Chevrolet**
Model: **Tahoe**
Contact's Name: [redacted]
Contact's Number: [redacted]
Vehicle Location: **Knapp Chevrolet**
815 Houston Ave
Houston, Texas 77007
If located at a Salvage/Auction Yard:
Ins. Adj. Name:
Phone #:
Claim or Salvage ID #:

Claimant Information
PAR File #: 71-745241552
Claimant Name: [redacted]
Claimant Work #:
Claimant Cell #:
Address: [redacted]
Houston, Texas [redacted]

Required Actions:

- ☒ **Advise PAR CRS via voicemail/email of inspection date.**
- ☒ **Repair Estimate Required**
- ☒ **Review All PAR File information**
- ☒ **Contact PAR CRS After Inspection**

Please Use Form(s):

☐ **Accelerator/Throttle Control**	☐ **Restraint-SIR/Seatbelts**	☐ **Seats**
☐ **Brake/ABS/TCS/VSES**	☐ **Side Impact**	☐ **Power Sliding Door**
☐ **Steering/Suspension/Tires/Wheels**	☐ **Inadvertent Deployment**	☐ **OnStar**
☐ **Engine Exhaust/Odor**	☐ **Transmission/Transaxle**	☒ **OTHER: Door Handles (Chrome/Paint)**
☐ **Engine Stalling**	☐ **Thermal Events**	

Special Instructions:

Interview Owner? ☒ **Yes** ☐ **No**	☒ **Vetronix Requested**	☒ **Obtain Fire/Police Report**
☒ **Other (define) Please determine if the door handles are factory chrome or if they are aftermarket if possible.**		

Investigations can only be rushed if e-mailed by one of the following:

☐ **RUSH** **(Name of Team Manager or Ops Mgr Approving the Rush): _____**

EAA Internal Use Only	
To: **SA**:	Date E-Mailed to **SA**: _____
From: ***EAA Field Coordinator***	Due Date: _____

EAA SA Use Only		
Case Acceptance/Investigation:	☐ YES	☐ NO
Please acknowledge acceptance of this case promptly by phone, fax or email.		
Date Report Uploaded to EAA FTP SITE: _____		

REVISED 10/5/06 – Updated main toll free number and CRS telephone exchange.

PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIELD PHOTOGRAPHIC NOTES

Customer's Name: [redacted] Inspection Date: **8/14/2009**
Vehicle Brand: **Chevrolet** Model: **Tahoe**
File #: **71-745241552** Vin: **1GNFK13047R**[redacted]

Inspector: **Gary L. Dixon** **Page One**

Photo #:	Description:
100-2676	RIGHT FRONT INNER DOOR PANEL
100-2677	RIGHT FRONT INNER DOOR HANDLE
100-2678	NO PICTURE
100-2679	RIGHT FRONT INNER DOOR HANDLE
100-2680	RIGHT FRONT INNER DOOR HANDLE
100-2681	RIGHT FRONT INNER DOOR HANDLE
100-2682	DRIVERS INNER DOOR PANEL
100-2683	DRIVERS INNER DOOR HANDLE
100-2684	DRIVERS INNER DOOR HANDLE
100-2687	VIN PLATE
100-2688	NO PICTURE
100-2689	VIN LABEL DRIVERS DOOR
100-2690	ODOMETER
100-2691	RIGHT REAR QUARTER VIEW

PAR GMWA
Pre-Authorization/Warranty Claim Tracking Form

Customer and Vehicle Information			
Date	9/2/09	**Service Request #**	**71-745241552**
Customer Name	[redacted]		
VIN	1GNFK13047R[redacted]		
In-Service Date	8/21/06	**Service Contract?**	No
Current Mileage	48640	**Purchased New/Used?**	New
Warranty Blocked?	No		
Branded Title?	No	**Mileage at Purchase**	0

Dealer and Claim Information			
Dealer Name	Knapp Chevolet		
Dealer Svc Mgr	Steve Lloyed	**Dlr Warranty Admin:**	Misty Fiedler
Dealer Phone	713-331-3034	**Dealer Fax**	713-331-3038
Dealer BAC	114905		
Dealer Division and Code	13-Chev-30360		
Repair Order Number	099009		
Repair Order Close Date	9/1/09		
Labor Op. Code Z1242	Dollar Amt:	262.26	
Labor Op. Code Z1243	Dollar Amt:		
Cause Code (CC)	**MJ**		
Failure Code (FC)	**98**		

PUT EVERYTHING IN NET AMOUNT

Labor Hours and OLH:	**DO NOT** PUT IN HOURS
Parts and Labor Costs:	**DO NOT** PUT IN COSTS
Net Amount:	262.26

DO NOT H ROUTE THIS CLAIM

Authorization Code:	DO NOT PUT IN AN AUTH CODE
Additional Comments for Dealer:	Thank you.

IF THIS CLAIM SHOULD REJECT FOR ANY REASON, PLEASE CONTACT ME ASAP
AND FAX A COPY OF THE REJECTION W/TRACKING FORM TO (866) 660 2734

Retain Copy with Dealer Repair Order

Internal PAR Information

Complaint:
Door chrome interior handles peeling

Cause:
Chrome peeling

Correction:
replace handles

Justification: Safey issue

PAR CRS: Crystal Morales

Additional Comments: No sublets

PRELIMINARY
Product Allegation Resolution Inspection

Division: Chevrolet	Ref#	Document ID 71-745241552	Date Saved: 8/14/2009
VIN: 1GNFK13047R[redacted]	Claimant's Name (LAST, First) [redacted]		

(page 1 of 5)

YR: **2007** Make: **Chevrolet** Model: **Tohoe** Zone: **EAA**

Division notified by whom? [redacted] How? **Call to PAR** Date (mm/dd/yr): **8/12/2009**

Date Assigned to investigation group (mm/dd/yr): **8/12/2009**

I INCIDENT SUMMARY (FROM CLAIMANT INTERVIEW)

Name of person being [redacted] Is this the driver? (Y/N) **Y**

Incident date (mm/dd/yr): **8/10/2009** Time (24 hr): **1200**

Type of collision? ☐ Front ☐ Rear ☐ Side ☐ Rollover ☒ None

Driver's description of incident: [redacted] **stated that** [redacted] **was getting out of the right front seat and upon pulling the inside handle he cut his finger on the chrome that was peeling.**

Bodily injuries/fatalities? (Y/N) **Y** No. of people injured? **1** No. of fatalities? **0**
(If yes, complete Bodily Injury Section)

Vehicle damage? (Y/N) **N** Estimated vehicle damage $ _____

Description of vehicle damage: **Chrome peeling in left front door inner handle**

Were other vehicles involved? (Y/N) **N** How many? ___ Did the driver receive a citation? (Y/N) ___

Police report written? (Y/N/Unk.) **N** Police Report # _____

Which police station and/or officer made report? (include phone no.) _____

Did fire occur? (Y/N) **N** Fire Dept. report written? (Y/N/Unk.) ___ Report # _____

Which station and/or personnel made the report? (include phone no.) _____

Medical expense? (Y/N) **N** Estimated medical expense $ **0,00**

Property damage? (Y/N) **N** Estimated property damage $ _____
(If yes, complete Property Damage Section)

Current location of vehicle? (address & phone) **In owners possession**

What system(s)/component(s) are allegedly defective? **Left front inner door handle has peeling chrome, owner also pointed out that the right front inner door handle had chrome peeling as well.**

Who made the defect allegation? [redacted]

If the alleged defective part(s) were removed from the vehicle prior to inspection, indicate the exact part(s). _____

Current location of parts: **Still on vehicle**
Custodian: **In owners possession**

II OWNER - CLAIMANT - WITNESSES

Owner's Name: [redacted] Date of Birth **5/31/1976** Day Phone ([redacted]
Street/City/State/Zip: [redacted] **– Houston, TX** [redacted] PM Phone ([redacted]
Driver's Name: **same** Date of Birth **same** Day Phone (**same**)**same**
Driver's License # [redacted] State: **Texas**
Street/City/State/Zip: **same** PM Phone (**same**)**same**
Claimant's Name: **same** Date of Birth **same** Day Phone (**same**)**same**
Street/City/State/Zip: **same** PM Phone (**same**)**same**
Claimant's Attorney: _____ Phone (___)_____
Street/City/State/Zip: _____ Fax (___)_____
Claimant's Insurance Co./Agent: **Owner did not provide** Phone (___)_____
Street/City/State/Zip: _____ Fax (___)_____

List name, address, and day phone number of any witnesses below:
1. [redacted] **– Houston, TX –** [redacted]
2. _____
3. _____

III VEHICLE

YR: **2007** Make: **Chevrolet** Model: **Tohoe** Lic. Plate # [redacted] State: **TX**

Purchased (**N**ew, **U**sed, **D**emo): **Used** Mileage: At Purchase **24,000** Estimated Current **47688**

Primary use of the vehicle: **Personnal and Business**

Selling Dealer (name, phone): **Not provided by owner**

Service Dealer (name, phone): **No dealership used, lubs done by a Kwik Lub**

Additional Comments: _____

The information below should be gathered from GM's own vehicle records:

Build Date (mm/dd/yr): **05/06** Delivery Date (mm/dd/yr): **8/21/2006**

Is vehicle subject to any product campaign(s)? (Y/N) **N** If yes, identify the campaigns: _____

Identify campaign(s) that were not completed: _____

Any repair orders in warranty history? (Y/N) **Y** If yes, how many? **4**
(Attach copies of all relevant R.O.'s)

IV INSPECTION (to be completed after inspection)

Was an inspection performed? (Y/N) **Y** Date of Inspection (mm/dd/yr): **8/14/2009**

Inspected By: **Gary L. Dixon** Organization: **EAA** Phone (**281**)**376-2696**

Brief Inspection Summary: **Inspection of the right front inner door handle found that chrome was peeling on the top edge along the same line as the mold ridge on the upper edge of the handle. Owner pointed out that the chrome was doing the same on the drivers inside door handle also.**

How was matter left with claimant? (include date) **That GM was contact him with a decision on the case.**

Check "X" for all Report forms attached (☒ if none)

☐ Police report ☐ Fire report ☐ Other: _____

Check "X" for all vehicle system inspection forms attached. (☒ if none)

☐ Accelerator/throttle
☐ Body Structure - Side Impact
☐ Brake/ABS/TC System(s)
☐ Fire (Collision)
☐ Fire (Non-collision)
☐ Handling - Trucks
☐ Hood Latch
☐ Seat Belt System
☐ Seats
☐ SIR (Air bag) System
☐ Transmission
☐ Other _____

CHASSIS:

☐ Rear Axle
☐ Steering
☐ Suspension
☐ Wheels & Tires

V BODILY INJURY

Any injuries? (Y/N) Y (If No, skip this section)
Provide the following information on injuries and indicate whether the injured person(s) were: (A) riding in **the** owner's vehicle, (B) riding in another vehicle, (C) a pedestrian, or (D) other (explain "other" under "Seating Position")

(1) Name: [redacted] Date of Birth: **11/5/1955** Day Phone [redacted]
Height: **5** ft **7** in Weight: **178** lbs Social Security Number: ___-__-____
Street/City/State/Zip: [redacted] **– Houston, TX** [redacted]
Code (A,B,C, or D): **A** Seating Position: **Right front passenger seat**
If Code A or B: Was person using seat belts or a child safety seat? (Y/N) **Y**
Nature of Injuries: **Cut right middle finger**
Where treated: **No**
By whom (name, phone, address): _____

(2) Name: _____ Date of Birth: _____ Day Phone (___)_____
Height: ___ ft ___ in Weight: _____ lbs Social Security Number: ___-__-____
Street/City/State/Zip: _____
Code (A,B,C, or D): ___ Seating Position: _____
If Code A or B: Was person using seat belts or a child safety seat? (Y/N) ___
Nature of Injuries: _____
Where treated: _____
By whom (name, phone, address): _____

(3) Name: _____ Date of Birth: _____ Day Phone (___)_____
Height: ___ ft ___ in Weight: _____ lbs Social Security Number: ___-__-____
Street/City/State/Zip: _____
Code (A,B,C, or D): ___ Seating Position: _____
If Code A or B: Was person using seat belts or a child safety seat? (Y/N) ___
Nature of Injuries: _____
Where treated: _____
By whom (name, phone, address): _____

(4) Name: _____ Date of Birth: _____ Day Phone (___)_____
Height: ___ ft ___ in Weight: _____ lbs Social Security Number: ___-__-____
Street/City/State/Zip: _____
Code (A,B,C, or D): ___ Seating Position: _____
If Code A or B: Was person using seat belts or a child safety seat? (Y/N) ___
Nature of Injuries: _____
Where treated: _____
By whom (name, phone, address): _____

VI PROPERTY DAMAGE

SECTION A - MOTOR VEHICLES (Other than Claimant's)
Was another vehicle damaged? (Y/N) **N** If "No", skip to Section B.

(1) YR: ____ Make: _____ Model: _____

VIN: _____ Est. Vehicle Speed: ___ MPH By Whom? _____

Extent of damage: _____

Owner (name, phone, address): _____

Driver (name, phone, address): _____

(2) YR: ____ Make: _____ Model: _____

VIN: _____ Est. Vehicle Speed: ___ MPH By Whom? _____

Extent of damage: _____

Owner (name, phone, address): _____

Driver (name, phone, address): _____

SECTION B - OTHER PROPERTY
Was there any other property damage? (Y/N) **N** If "Yes", complete Section B.

(1) Owner (name, phone, address): _____

Item(s) and extent of damage: _____

(2) Owner (name, phone, address): _____

Item(s) and extent of damage: _____

(3) Owner (name, phone, address): _____

Item(s) and extent of damage: _____

PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIELD PHOTOGRAPHIC NOTES

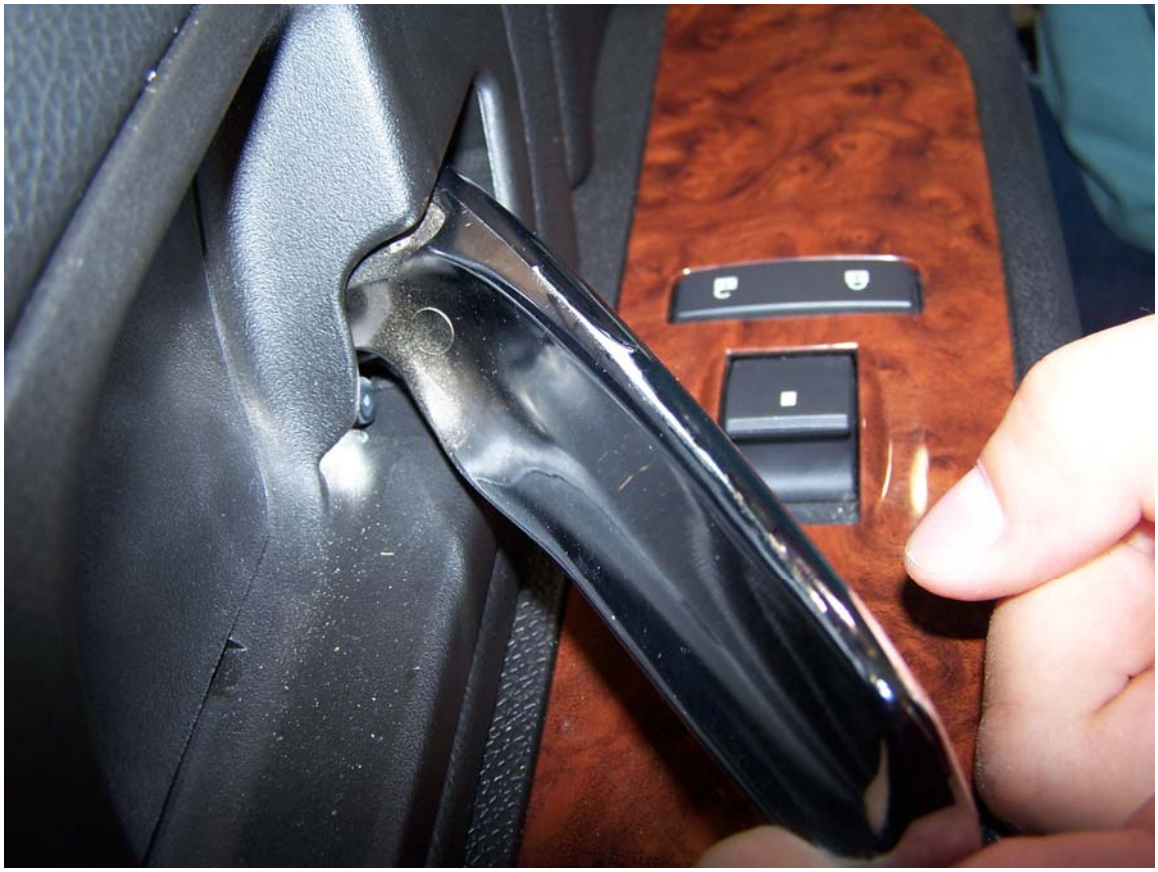
Customer's Name: [redacted] Inspection Date: **8/14/2009**
Vehicle Brand: **Chevrolet** Model: **Tahoe**
File #: **71-745241552** Vin: **1GNFK13047R**[redacted]

Inspector: **Gary L. Dixon** **Page One**

Photo #: Description:
100-2676 RIGHT FRONT INNER DOOR PANEL

100-2677 RIGHT FRONT INNER DOOR HANDLE

100-2678 NO PICTURE
100-2679 RIGHT FRONT INNER DOOR HANDLE

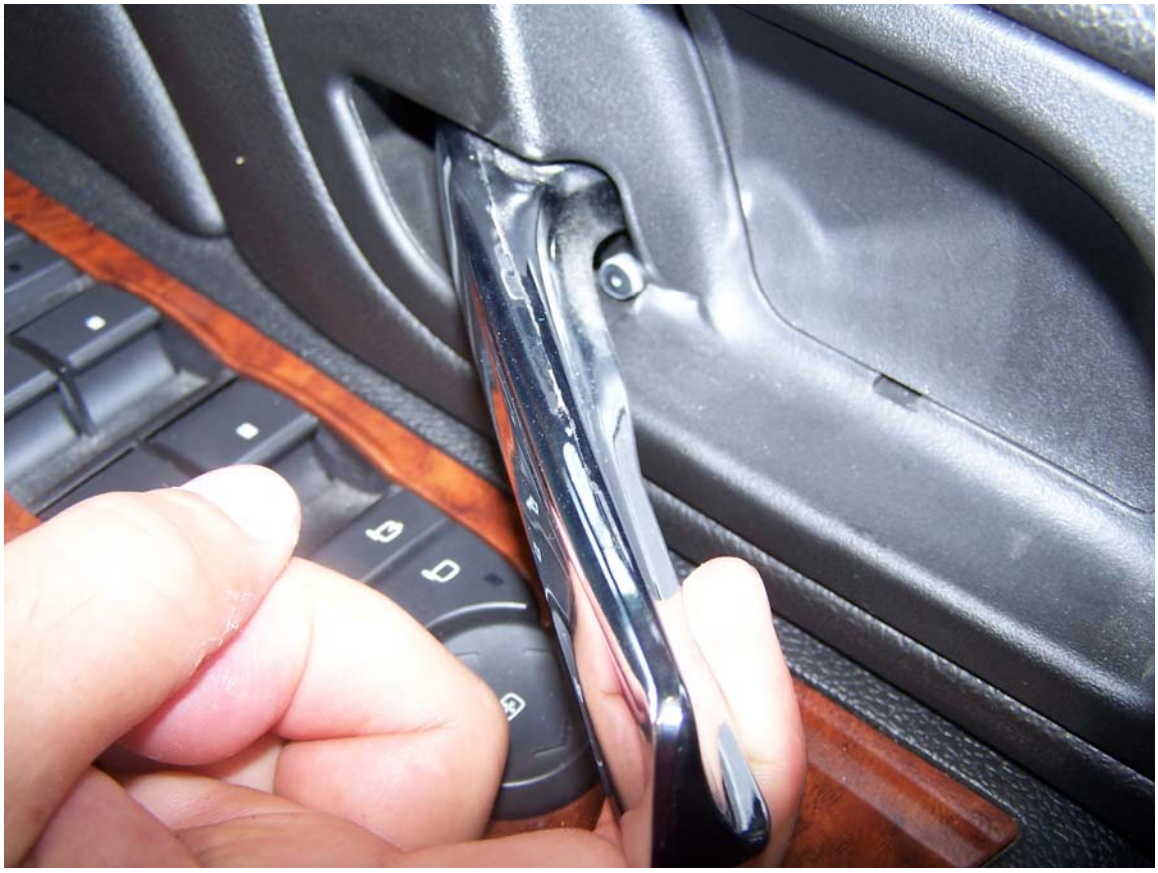


100-2680 RIGHT FRONT INNER DOOR HANDLE

100-2681 RIGHT FRONT INNER DOOR HANDLE

100-2682 DRIVERS INNER DOOR PANEL

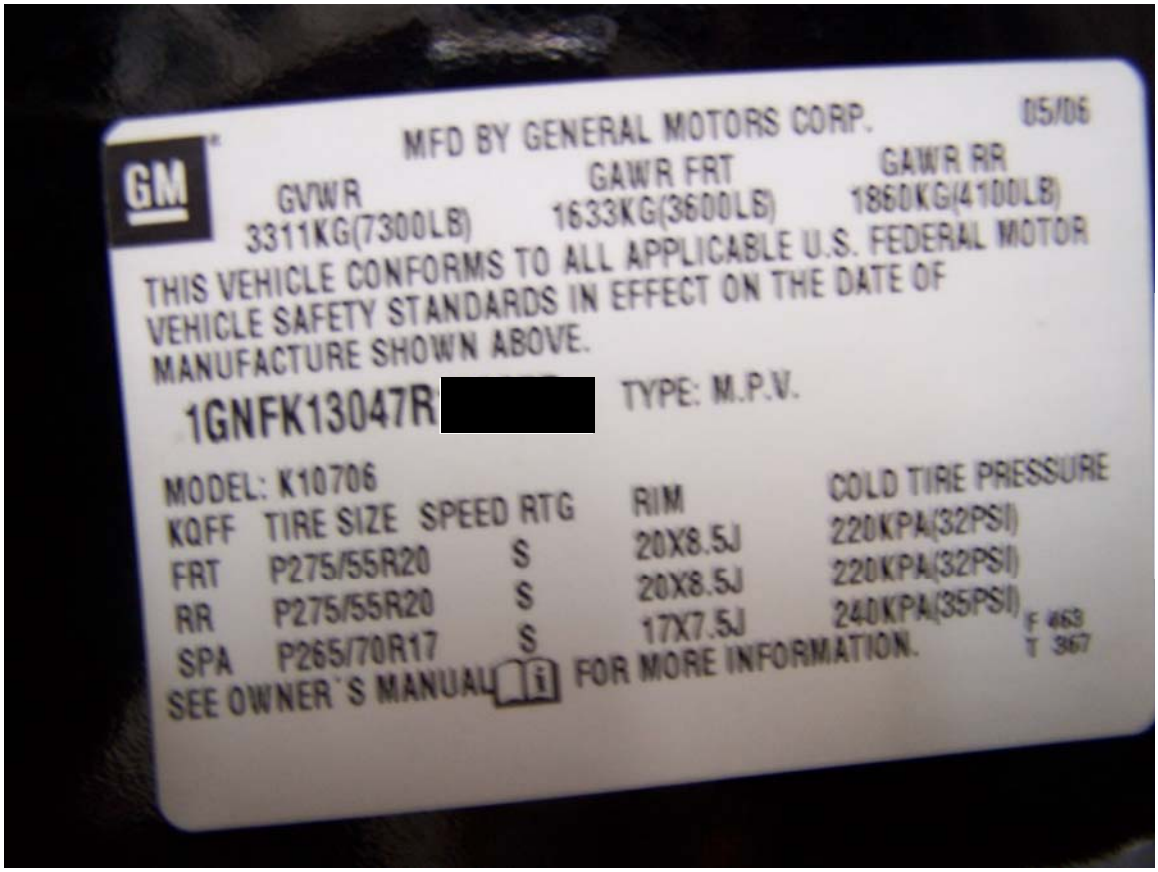
100-2683 DRIVERS INNER DOOR HANDLE



100-2684 DRIVERS INNER DOOR HANDLE

100-2687 VIN PLATE

100-2688 NO PICTURE
100-2689 VIN LABEL DRIVERS DOOR



100-2690 ODOMETER

100-2691 NO PICTURE
100-2692 RIGHT REAR QUARTER VIEW

Privileged and Confidential Information

CASE ASSESSMENT – LEGAL (NON SMALL CLAIMS)

By: Rachal Ross State: WV

Revised – Patricia Spacek 9/15/09

Customer Name: [redacted] Service Request: 71-753140467 GM Legal File No.: **677589**

Vehicle ID No.: 1GKFK16357J[redacted] In Service Date: 6/29/2007 Vehicle is: NEW BAC Code: 119540

Year, Make & Model: 2007 GMC Yukon Vehicle Purchased Used on: N/A

Lien holder: GMAC☐ Other☒: BB&T DVM requests involvement?: No Purchase Price of Vehicle: $ 47,000.00

Was TAC contacted for this vehicle (Y/N)? : No

If TAC was contacted, what did they say? N/A
If TAC was NOT contacted, why? (Ask Dealership) Per Svc Mgr, Dave Shawver, no contact due to concerns not being duplicated.

VEHICLE REPAIR HISTORY

☐ Brakes

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
10/23/07	061960	1	2,400	Getting squeal all the time / **Pads squealing. Pads, disc brake front R&R or replace. Checked and found Bulletin on brake squeal – replaced front pads with updated pads – removed rear pads and put brake squeal on back of pads – road tested ok.**

☐ Engine/Fuel/Exhaust

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
10/23/07	061960	*	2,400	Fuel gauge not reading correctly; was at 1/8, drove to Matheny's; was sitting on empty **/ WORKING AS DESIGNED – checked fuel gauge – done sweep test with Tech 2 – shows no problems.**
07/09/09	087292	1	22,993	Check engine light on / **Hose clamp not tight enough at fuel fill inlet to tank connection. Neck, hose and/or vent hose, fuel tank filler replace.** **Checked out and found P0442 EVAP system small leak detected – connect EVAP tester to vehicle and tested system for leaks – excessive flow indicated by EVAP machine – smoke tested for leaks – inspected vent and purge valves lines and fuel cap – found leak at fuel fill inlet hose to tank connection – hose clamp not tightened enough to seal hose at tank inlet – tightened hose clamp and system passed leak test and no other leaks found. SI# 0026227.**

☐ Steering

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
07/07/08	073651	1	10,132	Pulls to right / **Steering gear leaking (rack) – align thrust alignment on RWD trucks and cars. Gear assembly, power steering replace. Replaced steering gear & power steering fluid.**
11/24/08	079194	4	12,227	Steering locked up and won't turn / **Power steering pump worn and making noise – steering gear spool valve seals cut – steering column improper angle. Power steering pump – replacement. Gear assembly, power steering replace. Checked out and found power steering pump making whining noise hot – replaced pump and test drove and found steering hard to left – replaced steering gear and flushed hoses and shimmed column down at front bolts – steering shaft rubbing and aligned to specs. Days verified.** - **Courtesy transportation provided**.
12/11/08	079738	1	12,602	Squeaking noise in steering and feels dragging in steering / **Insufficient lubrication on intermediate steering shaft – lube steering shaft. Checked out and found squeaking noise in steering – lubed intermediate steering shaft and tested okay.** - **Shuttle service provided**
01/06/09	080520	4	13,294	Steering catching, clicking noise / **Steering shaft boot too small and rubbing steering shaft and lower column bearing and sensor rubbing and making noise. Seal, steering column (at bulkhead) replace. Steering wheel position sensor replacement. Installed larger steering shaft boot at firewall and test drove and found lower column bearing and sensor making rubbing noise – replaced column bearing and sensor and tested okay. Days verified.**
05/18/09	085238	3	20,854	Steering grabbing; see history / **WORKING AS DESIGNED AT THIS TIME**.
		*		Pulls right – 80 mph; see history / **WORKING AS DESIGNED AT THIS TIME.**
07/23/09	087772	1	23,275	Pulling at highway speeds; had aligned and tire rotated / **WORKING AS DESIGNED AT THIS TIME.**
		*		Steering whining and grabbing at times when turning / **WORKING AS DESIGNED AT THIS TIME.**

☐ Transmission

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
12/11/08	079738	*	12,602	Growling noise in front-end and steering locking up / **WORKING AS DESIGNED AT THIS TIME – checked 4WD for noise. Checked out**

and found working as designed – only growls and binds in 4 high and 4 low in sharp turns and doesn't grind in 2WD or auto 4WD – WORKING AS DESIGNED AT THIS TIME.

☐ Body/Trim

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
02/05/08	067270	1	5,309	Front and rear washers inoperative / **Washer fluid low – topped washer fluid off and tested – okay.**
07/07/08	073651	*	10,132	Right rear sill plate pulled apart **/ Out of position. Plate and/or insert, rear door sill – right replace. R&R and reinstalled sill plate.**
12/11/08	079738	*	12,602	Rattling noise in dash / **WORKING AS DESIGNED AT THIS TIME** – test drove and couldn't hear any noise at this time.
01/06/09	080520	*	13,294	Dash has rattle / **WORKING AS DESIGNED AT THIS TIME** – test drove and found working as designed at this time.
05/18/09	085238	*	20,854	Right rear door sill separated / **Right rear door C-pillar molding loose – reposition C-pillar molding and tested okay**.
		*		Driver side inside door handle peeling / **Driver side door handle peeling – front side door inside handle replacement, left side. Replaced driver side inside chrome door handle.**
07/23/09	087772	*	23,275	Passenger side inside door handle chrome peeling **/ WORKING AS DESIGNED AT THIS TIME. Inspected inside door handles – no visible problem.**

☐ Electrical

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
07/19/07	047363	1	629	C/S battery dead; replace battery; over-night battery will go dead; C/S when coming down for WV had a sulfur smell / **Performed battery test and load test – battery is good – performed charging system test – VEHICLE OPERATES AS DESIGNED FROM FACTORY.** - **1 day courtesy transportation**
02/05/08	067270	*	5,309	Have to jump start at times **/ WORKING AS DESIGNED AT THIS TIME – checked for starting concern – test battery 12.5 V 620 CCA – okay – checked for parasitic draw – okay – did find 12V converter on console which could cause battery to run dead if left hooked up or installed with engine off – WORKING AS DESIGNED AT THIS TIME.**
07/07/08	073651	*	10,132	Traction control & stability light on / **Steering position sensor inoperative. Sensor, steering wheel rotation – replace. Checked – had code set for steering position sensor – the old one**

				is out of range – should be 0% when steering wheel is straight – this was 385% - R&R steering column & sensor – replaced steering position sensor – cleared code – road tested – ok.
01/06/09	080520	*	13,294	One of the remotes not working / **Remotes need programmed – reprogrammed remotes.**
		*		Rear hatch defrost contact loose / **Rear defrost contact loose – contact, electrical back door lock/defogger door mounted – replace. Soldered contact back on and tested okay.**
		*		Wiper wipe while sitting at light **/ Washer fluid heater module open. Windshield washer solvent heater replacement. Replaced washer fluid heater module and tested okay.**
05/18/09	085238	*	20,854	Door locks go up and down **/ WORKING AS DESIGNED AT THIS TIME – checked door locks – working as designed at this time**.
		*		When starting with remote start, radio is on when entering and is on when just locking & unlocking **/ WORKING AS DESIGNED AT THIS TIME – checked remote start – working as designed at this time.**
07/23/09	087772	*	23,275	Sounds like motor running when getting in vehicle; radio **/ WORKING AS DESIGNED AT THIS TIME.**

☐ HVAC

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
07/23/09	087772	*	23,275	Whistling noise in dash when A/C is turned on high **/ WORKING AS DESIGNED – CUSTOMER CONCERN NOT DUPLICATED. Noise only heard with blower on high and vents shut off – NORMAL CONDITION**.

☐ Suspension

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
05/18/09	085238	*	20,854	Squeak noise driver's side when turning / **WORKING AS DESIGNED AT THIS TIME.**
07/23/09	087772	*	23,275	Cracking noise when going over bumps in front / **WORKING AS DESIGNED AT THIS TIME.**

☐ Wheel/Tires

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
10/23/07	061960	*	2,400	Tire light won't reset and adding air to both front tires / **Tire light won't relearn. Diagnostic system check tire pressure monitoring – put tires at 32 PSI – reset with tool on tire monitor.**
12/11/08	079738	*	12,602	Drifting to left while driving **/ Had to rematch tires – pull and torque**

steer analysis. Test drove and found crossed front tires and test drove – okay.

☐ Recall

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
11/17/08	078947	3	12,180	Install harness V1993 – possible heated washer circuit short – install harness and reinstall fuse. Installed new heated washer harness as per recall 08048.
		*		Engine control module reprogram with SPS Y0124 – Possible incorrect software – reprogram ECM for E85 Virtual Flex fuel sensor. Programmed per recall 06162.
		*		Reprogram RCDLR Y0150 Possible incorrect software – reprogram RCDLR and RKE – programmed per recall 07007.

☐ **ROADSIDE ASSISTANCE**

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
11/24/08	Z40500	*	5,000	ROADSIDE SERVICE (TOWING)
07/26/09	409816	N/A	23,000	ROADSIDE SERVICE (BATTERY/JUMP START)
07/26/09	409815	N/A	23,000	ROADSIDE SERVICE (TOWING)

Accident/Insurance Information:

Has the vehicle ever been involved in an accident? N
Did you confirm your answer with the dealer/attorney? Y
What type of damage was sustained (example front end collision)? N/A

Are the RO's attached if the vehicle was in an accident? N/A
Has the customer filed any insurances claims on this Vehicle? N/A
If Yes. Did the insurance company deny the claim? N/A
Are there any Aftermarket Modifications to the Vehicle? N
Have you confirm this with the dealership? Y
If "Yes" to aftermarket, please list: N/A

THE STATE LEMON LAW READS:

Days out of service**: 30 OR MORE CUMULATIVE DAYS**
Repairs **3 or more for same concern**
Time period **: 1 year or term of express warranty, whichever is the longer period**
Does Lemon Law state nonconformity must continue to exist? Y
If applicable, safety-related repairs
Safety-related time period

Number of repair attempts in the presumption period: **Brakes-1, Body/Trim-2, Wheels-1,**

Total days out of service during the presumption period: Brakes-1,
Total days out of service during customer's ownership: 18 + 3 for recall related to body/trim issue

PERTINENT VEHICLE INFORMATION PROVIDED BY District Service Manager

8/31/2009
I choose option B) I am unaware of this case and have no information to provide you. Please notify me after a decision has been reached between the Early Resolution Program and the attorney. Thank you for your time in this matter.

Lisa D. Coggins
District Service Manager #3416

PERTINENT VEHICLE INFORMATION PROVIDED BY DEALER SERVICE MGR(S)

8/27/2009
Svc Mgr, Dave Shawver (Matheny Motor Truck) states a lot of her issues were not duplicated; does not see anything major.

PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

Concern: No prior SR's
Date & Offer/Result:

RECOMMENDATION & RATIONALE

*9/15/09 – Initial offer $6,450.00 incl.

10% - 12% inclusive offer ($6,450.00 - $7,400.00). Vehicle had 4 separate issues with steering within the first 13,300 miles and 1 related issue with the steering position sensor. Although all non-conformities are resolved, customer continued to return to dealership for another 10,000 miles with steering issues which could not be duplicated (as late as July of 2009). Steering repairs may be considered excessive under UCC. . Customer has not suffered a substantial loss of use, value or safety. Patricia Spacek/BRC Legal – 9/11/09

REASON FOR REMOVAL

CRS FINAL OFFER: **DATE:** **OFFER TO CUST: $**

ATTORNEY FEES: $
OR INCLUSIVE OFFER: $

PLAINTIFF'S FINAL DEMAND:

DATE:

AMOUNT TO CUST: $

ATTORNEY FEES: $
OR INCLUSIVE OFFER: $

TEAM MANAGER APPROVING:

Date:

Coversheet

Start Date: 8/27/09

SR#:	71-753140467 – GM Case #
Customer:	[redacted]
VIN:	1GKFK16357J[redacted]
Year/Make/Model:	2007 GMC Yukon
State:	WV

Firm Name:	Ellem Law Office
Attorney:	John N. Ellem
PH#: 304-424-5297	Fax#: 304-865-1585
Dealer: Matheny Motor Truck Company	BAC: 119540
Svc Mgr: Dave Shawver	PH#: 304-485-4418
Svc Docs Rec'd: 9/02/09	Fax#: 304-428-8936
Sales Docs Rec'd: 8/27/09	
DVM: Lisa Coggins	Node: 404082 8081
2nd Dealer: Flow Buick-GMC	BAC: 189510
Svc Mgr: Alan Jones	PH#: 910-860-9300
Svc Docs Rec'd: 8/28/09	
Date	**Notes**