



Service Bulletin



SPECIAL COVERAGE

SUBJECT: Special Coverage Adjustment – Front and Rear Chrome Interior Door Handle Lever

MODELS: 2007 Cadillac Escalade, Escalade ESV, Escalade EXT
2007 Chevrolet Avalanche, Silverado, Suburban, Tahoe
2007 GMC Sierra, Yukon, Yukon XL
Equipped with Chrome Interior Door Handles

CONDITION

Some customers of 2007 model year Cadillac Escalade, Escalade ESV, Escalade EXT; Chevrolet Avalanche, Silverado, Suburban, Tahoe; GMC Sierra, Yukon, and Yukon XL vehicles may comment about peeling on the top surface of the front or rear chrome interior door handle(s). A chrome plating irregularity combined with direct sunlight exposure may cause the plating to separate from the top surface of the handle on certain vehicles.

SPECIAL COVERAGE ADJUSTMENT

This special coverage covers the condition described above for a period of 10 years or 100,000 miles (160,000 km), whichever occurs first, from the date the vehicle was originally placed in service, regardless of ownership or mileage.

Dealers are to replace the front and/or rear chrome interior door handle levers if signs of peeling are present. The repairs will be made at no charge to the customer.

For vehicles covered by Vehicle Service Contracts, all eligible claims with repair orders on or after July 16, 2010, are covered by this special coverage and must be submitted using the labor operation codes provided with this bulletin. Claims with repair orders prior to July 16, 2010, must be submitted to the Service Contract provider.

VEHICLES INVOLVED

Involved are **certain** 2007 model year Cadillac Escalade, Escalade ESV, Escalade EXT; Chevrolet Avalanche, Silverado, Suburban, Tahoe; GMC Sierra, Yukon, and Yukon XL vehicles built within the following VIN breakpoints:

Year	Division	Model	From	Through
2007	Cadillac	Escalade	7R	7R
2007	Cadillac	Escalade ESV	7R	7R
2007	Cadillac	Escalade EXT	7G	7G
2007	Chevrolet	Avalanche	7G	7G
2007	Chevrolet	Silverado	71	71
2007	Chevrolet	Suburban	7G	7G
2007	Chevrolet	Suburban	7J	7J
2007	Chevrolet	Suburban	7R	7R
2007	Chevrolet	Tahoe	7J	7J
			7R	7R
2007	GMC	Sierra	71	71
2007	GMC	Yukon	7J	7J
			7R	7R
2007	GMC	Yukon XL	7J	7J
			7R	7R

Important: Dealers are to confirm vehicle eligibility prior to beginning repairs by using the Investigate Vehicle History link on the Global Warranty Management application within GlobalConnect. Special Coverage Adjustments are displayed in the Applicable Warranties section.

PARTS INFORMATION

Parts required to complete this special coverage are to be obtained from General Motors Customer Care and Aftersales (GMCC&A).

Part Number	Description	Quantity/Vehicle
88880051	Handle Kit, Frt S/D I/S (inc. 2 door handle levers)	1 – 2

CUSTOMER NOTIFICATION

General Motors will notify customers of this special coverage on their vehicles (see copy of typical customer letter included with this bulletin - actual divisional letter may vary slightly).

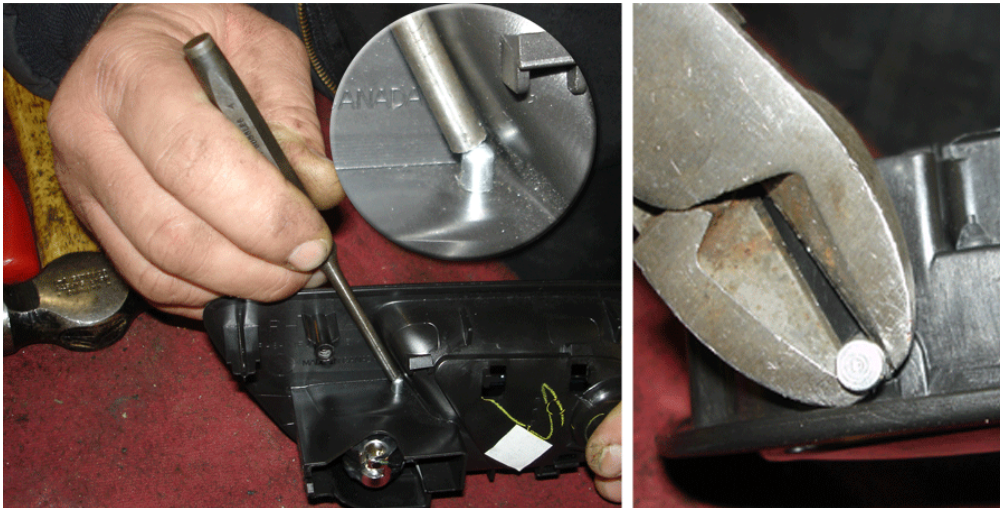
SERVICE PROCEDURE

Note: Replace door handle levers if signs of peeling are present.

Note: The handle kit contains two door handle levers, replace both sides.

Front Side Door Inside Handle Replacement

1. Remove the driver and passenger front side door inside handles. Refer to *Front Side Door Inside Handle Replacement* in SI.
2. Place front door inside handles on a work bench.



2415819

Note: Using the punch and hammer, strike the rounded end of the roll pin to loosen the roll pin. The head of the roll pin should protrude from the handle housing. Remove the roll pin with pliers as shown in the illustration.

3. Using a punch, hammer, and pliers, remove the roll pin from the inside door handle.
4. Discard the roll pin.

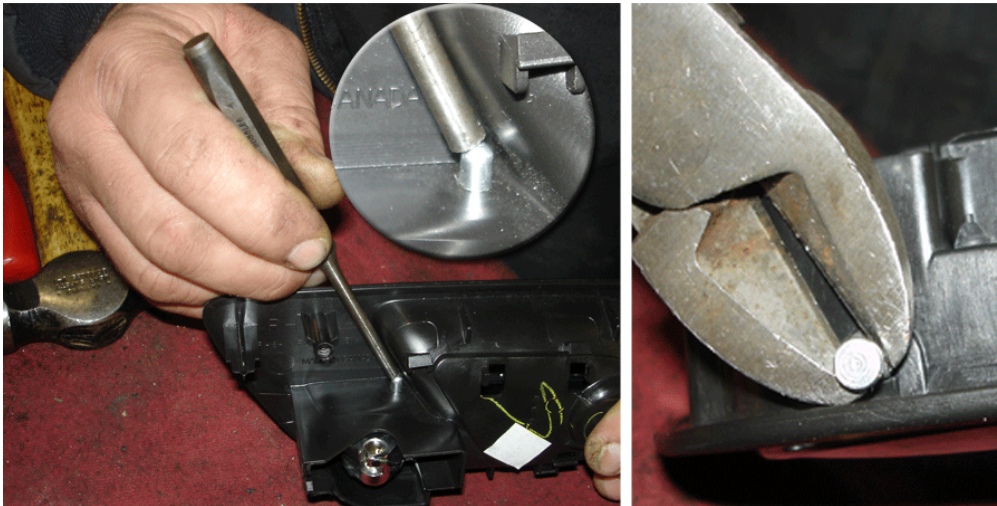


2416283

5. Install the new roll pin that is included in the door handle kit, P/N 88880051.
6. Install the front side door inside handles. Refer to *Front Side Door Inside Handle Replacement* in SI.

Rear Side Door Inside Handle Replacement

1. Remove the driver and passenger rear side door inside handles. Refer to *Rear Side Door Inside Handle Replacement* in SI
2. Place rear side door inside handles on a work bench.



Note: Using a punch and hammer, strike the rounded end of the roll pin to loosen the roll pin. The head of the roll pin should protrude from the handle housing. Remove the roll pin with pliers as shown in the illustration.

3. Using a punch, hammer, and pliers, remove the roll pin from the inside door handle.
4. Discard the roll pin.



5. Install the new roll pin that is included in the door handle kit, P/N 88880051.
6. Install the rear side door inside handles. Refer to *Front Side Door Inside Handle Replacement* in SI.

CLAIM INFORMATION

1. Submit a claim using the table below.

Labor Code	Description	Labor Time	Net Item
T5752	Replace Front or Rear Door Handle Levers	0.5	N/A
T5753	Replace Front and Rear Door Handle Levers	0.9	N/A
T5754	Customer Reimbursement (not for use by US GM dealers)	0.2	*

* The amount identified in "Net Item" should represent the dollar amount reimbursed to the customer.

CUSTOMER REIMBURSEMENT - For US

All customer requests for reimbursement for previous repairs for the special coverage condition will be handled by the Customer Assistance Center, not by dealers.

A General Motors Customer Reimbursement Procedure and Claim Form is included with the customer letter.

IMPORTANT: Refer to the GM Service Policies and Procedures Manual, section 6.1.12, for specific procedures regarding customer reimbursement and the form.

CUSTOMER REIMBURSEMENT - For Canada

Customer requests for reimbursement of previously paid repairs to correct the condition covered under this Special Coverage are to be submitted to the dealer prior to or by July 31, 2011. Repairs must have occurred within 10 years of the date the vehicle was originally placed in service.

When a customer requests reimbursement, they must provide the following:

- Proof of ownership at time of repair.
- Original paid receipt confirming the amount of unreimbursed repair expense(s) (including Service Contract deductibles), a description of the repair, and the person or entity performing the repair.

If the work was done by someone other than a GM dealership, the amount of reimbursement will be limited to the amount that the repair would have cost GM to have it completed by a GM dealership.



July 2010

Dear GM Customer:

As the owner of a 2007 model year Cadillac Escalade, Escalade ESV, Escalade EXT; Chevrolet Avalanche, Silverado, Suburban, Tahoe; GMC Sierra, Yukon, or Yukon XL vehicle, your satisfaction with our product is very important to us.

This letter is intended to make you aware that some 2007 model year Cadillac Escalade, Escalade ESV, Escalade EXT; Chevrolet Avalanche, Silverado, Suburban, Tahoe; GMC Sierra, Yukon, and Yukon XL vehicles may have a peeling condition on the top surface of the front or rear chrome interior door handle(s) that could create a rough edge. A chrome plating irregularity combined with direct sunlight exposure may cause the plating to separate from the top surface of the handle.

Do not take your vehicle to your GM dealer as a result of this letter unless you believe that your vehicle has the condition as described above.

What We Have Done: General Motors is providing owners of 2007 model year Cadillac Escalade, Escalade ESV, Escalade EXT; Chevrolet Avalanche, Silverado, Suburban, Tahoe; GMC Sierra, Yukon, and Yukon XL vehicles with additional protection for the front and rear chrome interior door handles. If this condition occurs on your 2007 model year Cadillac Escalade, Escalade ESV, Escalade EXT; Chevrolet Avalanche, Silverado, Suburban, Tahoe; GMC Sierra, Yukon, or Yukon XL within 10 years of the date your vehicle was originally placed in service or 100,000 miles (160,000 km), whichever occurs first, the condition will be repaired for you at **no charge**. Diagnosis or repair for conditions other than the condition described above is not covered under this special coverage program.

What You Should Do: Repairs and adjustments qualifying under this special coverage must be performed by a General Motors dealer. You may want to contact your GM dealer to find out how long they will need to have your vehicle so that you may schedule the appointment at a time that is convenient for you. This will also allow your dealer to order parts if they are not already in stock. Keep this letter with your other important glove box literature for future reference.

Reimbursement: The enclosed form explains what reimbursement is available and how to request reimbursement if you have paid for repairs for the special coverage condition. Your request for reimbursement, including the information and documents mentioned on the enclosed form, must be received by GM by July 31, 2011.

If you have any questions or need any assistance to better understand related repairs, please contact your dealer. If you have questions related to a potential reimbursement, please contact the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Cadillac	1-866-982-2339	1-800-833-2622
Chevrolet	1-800-630-2438	1-800-833-2438
GMC	1-866-996-9463	1-800-462-8583
Guam	1-671-648-8450	

Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

We are sorry for any inconvenience you may experience; however we have taken this action in the interest of your continued satisfaction with our products.

Scott Lawson
Director,
Customer and Relationship Services

Enclosure
09239

FAX 866-357-5546

VEHID 7R [REDACTED]	(OWNER)	SERIAL NO. 1GNFK13047R [REDACTED]
[REDACTED]		CUSTOMER 313228
BERESFORD SD [REDACTED]	(On NSO)	DELV. DATE 02MAY10
HOME PHONE [REDACTED]		IN SERVICE 01JAN07
BUS. PHONE N/A [REDACTED] EXT. [REDACTED]		WAR. EXP. DATE [REDACTED]
CELL PHONE [REDACTED]		LICENSE NO. [REDACTED]
PAGER N/A [REDACTED] CODE [REDACTED]		UNIT N/A SLSMN 595727
E-MAIL [REDACTED]		SA
07 CHEVROLET TAHOE 65364		
Command? (Enter, *, N, VEH, CUST, ?)		

Warranty Prices

Inside	RF - 15935954	120.29	GMC
Door Handles	LF - 15935951	99.89	GMC
	RR - 15939084	35.25	GMC
	LR - 15939073	34.94 34.94	GMC

BILLION CHEVY (Don) 605-336-1700
87.29

CASE 71-850472397

2 FRONT	#272.56
2 REAR	#105.12
ALL 4	<hr/> #377.68

PHONS 866-790-5600 EXT. 31460

Document ID: 2032072

Page 1 of 1

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: 0.3

LABOR 26 ¹⁹
PARTS 120 ²⁹

#146.48

Document ID: 2032075

Page 1 of 1

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: 0.3

LABOR 26¹⁹
PARTS .99⁸⁹

126.08

Document ID: 2032078

Page 1 of 1

2007 Chevrolet Tahoe - 4WD | C/K Sport Utility Vehicles | | Document ID: 2032078

Handle, Rear Side Door Inside - Right - Replace

OPERATION NUMBER: B4517

LABOR TIME: 0.2

LABOR 17⁴²
PARTS 35²⁵

\$52.72

Document ID: 2032080

Page 1 of 1

2007 Chevrolet Tahoe - 4WD | C/K Sport Utility Vehicles | | Document ID: 2032080

Handle, Rear Side Door Inside - Left - Replace

OPERATION NUMBER: B4518

LABOR TIME: 0.2

LABOR 17 46
PARTS 34 94

\$5240

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

GRAFF CHEVROLET

1405 E. MAIN STREET
GRAND PRAIRIE, TX 75051

DATE: 7-29-10

TO: Joe Garcia

FAX: 866-270-0217

ATTENTION: _____

FROM: SERVICE CASHIERS

FAX#972-343-1290 (SERVICE DEPT.CASHIER)

PHONE # 972-343-1228

CUSTOMER #: 7057

466489

GRAFF CHEVROLET

WE WANT TO BE YOUR GM DEALER

AUTO A/C RAM LLC

INVOICE

1405 East Main (U.S. 80)
GRAND PRAIRIE, TEXAS 75050

Telephone (972) 264-0700
METRO (972) 263-2281

GRAND PRAIRIE TX

PAGE 1

COMPLETE FACILITIES FOR FULL SERVICE
SERVICE PARTS BODY SHOP

HOME: [REDACTED] CONT:N/A
BUS: [REDACTED] CELL:

SERVICE ADVISOR: 13 JIM EMMONS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
GOLD	07	GMC YUKON	1GKFC16J17J [REDACTED]		57301/57301	T5948	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
29SEP06 IS			WAIT 28JUL10		0.00	CASH	29JUL10
29SEP06 DD							
R.O. OPENED	READY	OPTIONS: DLR:0 ENG:5.3_Liter					
15:59 21JUL10	08:36 29JUL10						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	PASS FRONT INSIDE DOOR HANDLE IS PEELING AND CHECK ALL OUT HANDLES						
	CASE #71850746332====ADVISE						

CAUSE: *

B4300 HANDLE AND REMOTE CONTROL, FRONT DOOR LOCK

RIGHT R&R OR REPLACE

42	WC	(N/C)
1	15940196 HANDLE	(N/C)
1	15935955 HANDLE	(N/C)
1	15939075 F-HANDLE	(N/C)
1	15939086 F-HANDLE	(N/C)
OLH OTHER LABOR HOURS		
42	WC	(N/C)

FC: PART#: 15940196 COUNT: 1

CLAIM TYPE:

AUTH CODE:

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

57301 B4300 .5 HRS + B4301 .5 HRS + B4700 .5 HRS + B4701 .5 HRS =

TOTAL 2.0 HRS REPLACED R FRT INSIDE REMOTE CONTROL HANDLE CHROME

PEELING - REPLACED L FRT & REPLACED R REAR & REPLACED L REAR INSIDE

REMOTE HANDLES ASSEMBLIES - ALL CHROME PEELING IF ANY ? SEE JAKE TECH

==42 REPAIR WHERE AITH PER JOE GARCIA AT G.M.CASE #71850746332 PHONE

#866-790-5600 EXT 11291. FAX 866-270-0217.

We appreciate your business! If you are not
COMPLETELY SATISFIED with your Service
Department visit, please contact Jake Augustyn
972 343-1236

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

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

STATEMENT OF DISCLAIMER
The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

CUSTOMER #: 7057

466489

GRAFF CHEVROLET

WE WANT TO BE YOUR GM DEALER

AUTO A/C RAM LLC

*ACCOUNTING 405 East Main (U.S. 80)
GRAND PRAIRIE, TEXAS 75050

Telephone (972) 264-0700
METRO (972) 263-2281

GRAND PRAIRIE TX

PAGE 1

**COMPLETE FACILITIES FOR FULL SERVICE
SERVICE PARTS BODY SHOP**

HOME: [REDACTED] CONT:N/A

** PRE-INVOICE **

BUS: [REDACTED] CELL:

SERVICE ADVISOR: 13 JIM EMMONS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
GOLD	07	GMC YUKON	1GKFC16J17J [REDACTED]		57301/57301	T5948	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
29SEP06 IS							
29SEP06 DE			WAIT 28JUL10		0.00	CASH	29JUL10
R.O. OPENED	READY	OPTIONS: DLR:0 ENG:5.3_Liter					
15:59 21JUL10	08:36 29JUL10						

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL	
A	PASS	FRONT	INSIDE	DOOR	HANDLE	IS	PEELING	AND	CHECK	ALL	OUT	HANDLES

CASE #71850746332===ADVISE

CAUSE: *

B4300 HANDLE AND REMOTE CONTROL, FRONT DOOR LOCK
RIGHT R&R OR REPLACE

42	WC	0.00	0.50	1188	4457				44.57	44.57
1	15940196	HANDLE		6304	8826	0	121.66		88.26	88.26
1	15935955	HANDLE		7777	10888	0	150.08		108.88	108.88
1	15939075	F-HANDLE		2277	3188	0	43.95		31.88	31.88
1	15939086	F-HANDLE		1574	2204	0	30.37		22.04	22.04

OLH OTHER LABOR HOURS

42	WC	0.00	1.50	3563	13370				133.70	133.70
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FC: PART#: 15940196 COUNT: 1 17932 25106 TPARTS

CLAIM TYPE:

AUTH CODE:

PARTS:	251.06	LABOR:	178.27	OTHER:	0.00	TOTAL LINE A:	429.33
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VERSION 1 (EMP# 42,28JUL10 10:46): 57301 B4300 .5 HRS + B4301 .5 HRS + B4700 .5 HRS + B4701 .5 HRS = TOTAL 2.0 HRS REPLACED R FRT INSIDE REMOTE CONTROL HANDLE CHROME PEELING - REPLACED L FRT & REPLACED R REAR & REPLACED L REAR INSIDE REMOTE HANDLES ASSEMBLIES - ALL CHROME PEELING IF ANY ? SEE JAKE TECH ---42

VERSION 2 (EMP# 42,29JUL10 13:45): 57301 B4300 .5 HRS + B4301 .5 HRS + B4700 .5 HRS + B4701 .5 HRS = TOTAL 2.0 HRS REPLACED R FRT INSIDE REMOTE CONTROL HANDLE CHROME PEELING - REPLACED L FRT & REPLACED R REAR & REPLACED L REAR INSIDE REMOTE HANDLES ASSEMBLIES - ALL CHROME PEELING IF ANY ? SEE JAKE TECH ---42.REPAIR WHERE AITH PER JOE GARCIA AT

G.M.CASE #71850746332 PHONE #866-790-5600 EXT 11291. FAX 866-270-0217.

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.	STATEMENT OF DISCLAIMER The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.	DESCRIPTION	TOTALS
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	LABOR AMOUNT	
		PARTS AMOUNT	
		GAS, OIL, LUBE	
		SUBLET AMOUNT	
		MISC. CHARGES	
		TOTAL CHARGES	
		LESS INSURANCE	
		SALES TAX	
		PLEASE PAY THIS AMOUNT	

CUSTOMER #: 7057

466489

GRAFF CHEVROLET

WE WANT TO BE YOUR GM DEALER

AUTO A/C RAM LIC

*ACCOUNTING *405 East Main (U.S. 80)
GRAND PRAIRIE, TEXAS 75060

Telephone (972) 264-0700
METRO (972) 263-2261

GRAND PRAIRIE TX

HOME:

CONT:N/A

BUS:

CELL:

PAGE 2

** PRE-INVOICE **

COMPLETE FACILITIES FOR FULL SERVICE SERVICE PARTS BODY SHOP

SERVICE ADVISOR: 13 JIM EMMONS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
GOLD	07	GMC YUKON	1GKFC16J17J		57301/57301	T5948	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
29SEP06 IS							
29SEP06 DD			WAIT 28JUL10		0.00	CASH	29JUL10
R.O. OPENED	READY	OPTIONS: DLR:0 ENG:5.3_Liter					
15:59 21JUL10	08:36 29JUL10						

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

 We appreciate your business! If you are not COMPLETELY SATISFIED with your Service Department visit, please contact Jake Augustyn 972 343-1236

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
07-28-10	11:09	11:09	0.00	W	42	A	

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
	4457	1188			25106	17932	
	13370	3563	466489		42933	*****	

COST, SALE, & COMP TOTALS 22683 42933 0

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.	STATEMENT OF DISCLAIMER	DESCRIPTION	TOTALS
	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.	LABOR AMOUNT	0.00
		PARTS AMOUNT	0.00
		GAS, OIL, LUBE	0.00
		SUBLET AMOUNT	0.00
		MISC. CHARGES	0.00
		TOTAL CHARGES	0.00
		LESS INSURANCE	0.00
		SALES TAX	0.00
		PLEASE PAY THIS AMOUNT	0.00
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)		CUSTOMER SIGNATURE	

CUSTOMER #: 7057

466489

GRAFF CHEVROLET

WE WANT TO BE YOUR GM DEALER

AUTO A/C RAM LLC

*ACCOUNTING 405 East Main (U.S. 80)
GRAND PRAIRIE, TEXAS 75050

Telephone (972) 264-0700
METRO (972) 263-2281

GRAND PRAIRIE TX
HOME: [REDACTED]
BUS: [REDACTED] CONT:N/A
CELL: [REDACTED]

PAGE 1
** PRE-INVOICE **
SERVICE ADVISOR: 13 JIM EMMONS

**COMPLETE FACILITIES FOR FULL SERVICE
SERVICE PARTS BODY SHOP**

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
GOLD	07	GMC YUKON	1GKFC16J17J [REDACTED]		57301/57301	T5948	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
29SEP06 IS							
29SEP06 DE			WAIT 28JUL10		0.00	CASH	29JUL10
R.O. OPENED	READY	OPTIONS: DLR:0 ENG:5.3_Liter					
15:59 21JUL10	08:36 29JUL10						

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A	PASS	FRONT	INSIDE	DOOR	HANDLE	IS PEELING	AND CHECK	ALL	OUT	HANDLES	

CASE #71850746332===ADVISE

CAUSE: *

B4300 HANDLE AND REMOTE CONTROL, FRONT DOOR LOCK
RIGHT R&R OR REPLACE

42	WC	0.00	0.50	1188	4457				44.57	44.57	
1	15940196	HANDLE		6304	8826	0	121.66		88.26	88.26	
1	15935955	HANDLE		7777	10888	0	150.08		108.88	108.88	
1	15939075	F-HANDLE		2277	3188	0	43.95		31.88	31.88	
1	15939086	F-HANDLE		1574	2204	0	30.37		22.04	22.04	
OLH OTHER LABOR HOURS											
42	WC	0.00	1.50	3563	13370				133.70	133.70	
FC: PART#: 15940196 COUNT: 1 17932 25106 TPARTS											
CLAIM TYPE:											
AUTH CODE:											

PARTS:	251.06	LABOR:	178.27	OTHER:	0.00	TOTAL LINE A:	429.33
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VERSION 1 (EMP# 42,28JUL10 10:46): 57301 B4300 .5 HRS + B4301 .5 HRS + B4700 .5 HRS + B4701 .5 HRS = TOTAL 2.0 HRS REPLACED R FRT INSIDE REMOTE CONTROL HANDLE CHROME PEELING - REPLACED L FRT & REPLACED R REAR & REPLACED L REAR INSIDE REMOTE HANDLES ASSEMBLIES - ALL CHROME PEELING IF ANY ? SEE JAKE TECH ---42

VERSION 2 (EMP# 42,29JUL10 13:45): 57301 B4300 .5 HRS + B4301 .5 HRS + B4700 .5 HRS + B4701 .5 HRS = TOTAL 2.0 HRS REPLACED R FRT INSIDE REMOTE CONTROL HANDLE CHROME PEELING - REPLACED L FRT & REPLACED R REAR & REPLACED L REAR INSIDE REMOTE HANDLES ASSEMBLIES - ALL CHROME PEELING IF ANY ? SEE JAKE TECH ---42.REPAIR WHERE AITH PER JOE GARCIA AT

G.M.CASE #71850746332 PHONE #866-790-5600 EXT 11291. FAX 866-270-0217.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

STATEMENT OF DISCLAIMER
The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

CUSTOMER #: 7057

466489

GRAFF CHEVROLET

WE WANT TO BE YOUR GM DEALER

AUTO A/C RAM LLC

*ACCOUNTING 405 East Main (U.S. 80)
GRAND PRAIRIE, TEXAS 75060

Telephone (972) 264-0700
METRO (972) 263-2261

GRAND PRAIRIE TX

HOME:

CONT:N/A

BUS:

CELL:

PAGE 2

** PRE-INVOICE **

COMPLETE FACILITIES FOR FULL SERVICE
SERVICE PARTS BODY SHOP

SERVICE ADVISOR: 13 JIM EMMONS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
GOLD	07	GMC YUKON	1GKFC16J17J		57301/57301	T5948	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
29SEP06 IS							
29SEP06 DD			WAIT 28JUL10		0.00	CASH	29JUL10
R.O. OPENED	READY	OPTIONS: DLR:0 ENG:5.3_Liter					
15:59 21JUL10	08:36 29JUL10						

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

 We appreciate your business! If you are not
 COMPLETELY SATISFIED with your Service
 Department visit, please contact Jake Augustyn
 972 343-1236

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
07-28-10	11:09	11:09	0.00	W	42	A	

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
	4457	1188			25106	17932	
	13370	3563	466489		42933	*****	

COST, SALE, & COMP TOTALS 22683 42933 0

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.	STATEMENT OF DISCLAIMER	DESCRIPTION	TOTALS
	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.	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
	(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT

:.
Facsimile Transmittal
:.

To:	Jim Edmunds	Fax:	972-569-0162
From:	Joe Garcia	Date:	August 3, 2010
Customer Name & SR #	[REDACTED]	Pages:	2

Notes:

Upon receipt of this pre-authorization for the above listed claim for payment, please verify that the information listed below is correct. If everything is correct please enter this claim in the GW system as a miscellaneous net line amount with the labor op Z1242 for \$429.33. The pre-authorization # is 87824400000. You do not need to H route this claim nor use any authorization codes, labor hours or costs. If this claim rejects, please contact the CRS handling this file. Below is the information that we have entered for the pre-authorization. Please use the Complaint, Cause & Correction provided for your entry into the Global Warranty system.

This would be cut & pasted from the SR. Also use only the correct Z op and remove the other

MIN 1GKFC16J17J [REDACTED]
[REDACTED] 57 001
[REDACTED] Staff Chevrolet Company
Dealer Contact: Jim Edmunds
Dealer Phone: (972) 263-2281
Dealer BAC: 112254
Dealer Fax: 972-569-0162
Dealer E-Mail Address: [REDACTED]
Job Card Number: 466489
Job Card Close Date: 7/29/10
Labor Op Code: Z1242
Job Amt: \$429.33
Complaint: Door handles cut customer's hand
Cause: Door handles peeling
Correction: Replace door handles

Approved: Joe G
Entered By: Joe G
Date Entered: August 3, 2010

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

July 20, 2011

[REDACTED]
Minot, ND [REDACTED]

RE: Service Request: 71-853629347
2007 Escalade
Vehicle Identification Number: 1GYFK63897R [REDACTED]
Customer Relationship Specialist: Deborah

Dear [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 2007 Escalade; 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 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time and ask for Deborah.

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,

General Motors

cc: FILE

PA0011
V10202009

F A X



3805 South Broadway
Minot, ND 58701
Phone 701-852-1026
Toll Free 800-932-8752
Fax 701-852-3802

To: *Debbie*
Fax number: *866-775-9478*

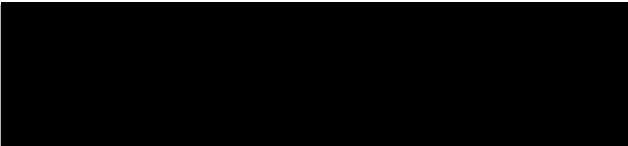
From: *Jory*

Date: *9-Sep-10*

Regarding: *Goodwill for* 

Comments:

Here is the copy of

Repairs for 

07

Escalade.

WARRANTY REPAIR ORDER

MINOT, ND			Work Phone	R/O Open Date	R/O Number
			Home Phone	8/09/10	6010780/1
Year			Body	R/O Close Date	Cross Reference #
			AWD 4DR	Mileage In	Mileage Out
2007	CADILLAC	ESCALADE	License Number	62582	62590
Vehicle Identification Number			Service Advisor	7511	
1GYFK63897R			JBD860	JORY BUCHWEITZ	
Color			Delivery Date	In-Service Date	
BLACK					

DESCRIPTION OF SERVICE AND PARTS	COST	AMOUNT
#1 - Customer Reports: CHECK LEFT INSIDE DOOR HANDLE IS SHARP AND CUTTING CUST. AT TIMES - ADVISE. Op: B4281: (VV) (5C) HANDLE, FRONT DOOR INSIDE OPENING LEFT R&R OR REPL ACE Tech: 560/6450 0.30hrs @ 75.4 7.05 22.64 Part: 15920707:HANDLE (16345-CT) 1 9.55 13.37 REPLACED BOTH FRONT DOOR HANDLES Sub-Total Labor: 7.05 22.64 Sub-Total Parts: 9.55 13.37 Sub-Total: 16.60 36.01		
#2 - Customer Reports: CHECK RIGHT FRONT INSIDE DOOR HANDLE IS SHARP - AD VISE. Op: B4280: (VV) (5C) HANDLE, FRONT DOOR INSIDE OPENING RIGHT R&R OR REP LACE Tech: 560/6450 0.30hrs @ 75.4 7.05 22.64 Part: 15920704:HANDLE (16345-CT) 1 9.55 13.37 CHECKED OUT AND FOUND RIGHT FRONT INSIDE DOOR HANDLE FINISH PEELING. INSTALLED NEW DOOR HANDLE Sub-Total Labor: 7.05 22.64 Sub-Total Parts: 9.55 13.37 Sub-Total: 16.60 36.01		
#5 - [REDACTED]		

Line 1 9/09/10 Tech 560 Start 11:09 End 11:29 Hours .33

Case # 71-853629347

ACCDUNT #	LABOR	14.10	45.28
	PARTS	19.10	26.74
METHOD	SUBLET		
	SHOP SUPPLIES		.00
	SALES TAX OR TAX I.D.		.00
RECEIPT #	DEDUCTIBLE		.00
	TOTAL DUE	33.20	72.02

:.
Facsimile Transmittal
:.

To:	Jory B	Fax:	701-852-3802
From:	Debbie Stewart	Date:	September 16, 2010
Customer Name & SR #	Nicole Schnaible / 71-853629347	Pages:	2

Notes:

Upon receipt of this pre-authorization for the above listed claim for payment, please verify that the information listed below is correct. If everything is correct please enter this claim in the GW system as a miscellaneous net line amount with the labor op Z1242 for \$72.02. The pre-authorization # is 91708600000. You do not need to H route this claim nor use any authorization codes, labor hours or costs. If this claim rejects, please contact the CRS handling this file. Below is the information that we have entered for the pre-authorization. Please use the Complaint, Cause & Correction provided for your entry into the Global Warranty system.

This would be cut & pasted from the SR. Also use only the correct Z op and remove the other

on
VIN: 1GYFK63897R
Dealer Name: Ryang GMC, Inc.
Dealer Contact: Jory B
Dealer Contact: -1026
Dealer Phone: (701) 852-3802
Dealer BAC: 119473
Dealer Fax: 701-852-3802
Dealer E-Mail Address: jory@ryangmc.com
Job Card Number: 1242
Job Card Class: 1242
Labor Op Code: 1242
Complaint: Sharp door handles caused injury
Cause: door handles were sharp
Correction: replaced

Approved: Joe G
Entered By: Joe G
Date Entered: 9/16/10

Hiram, GA.

NORTH METRO GA 300
10 AUG 2010 PM 3 L



08-13-10A09:26 RCVD

Reimbursement Department
P.O. Box 33170

~~4823235170~~
Detroit, MI 48232-35170

Customer Reimbursement Claim Form

This section to be completed by Claimant

Date Claim Submitted: _____

17-Character Vehicle Identification Number (VIN): 09239 1GNFC13047J14447213

Current Mileage of Vehicle: 75,724

Mileage at Time of Repair: 74,422 Date of Repair: 7-23-10

Claimant Name (please print): _____

Street Address or PO Box Number: _____

City: Hiram State: GA Zip Code: _____

Daytime Telephone Number (include Area Code): _____

Evening Telephone Number (include Area Code): _____

Amount of Reimbursement Requested: \$ 200.00

THE FOLLOWING DOCUMENTATION MUST ACCOMPANY THIS CLAIM FORM.

Original or clear copy of all receipts, invoices and/or repair orders that show:

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- What problem occurred, the repair performed, the date of repair, and who performed the repair.
- The total cost of the repair expense that is being claimed.
- Payment for the repair in question and the date of payment.
(copy of front and back of cancelled check, or copy of credit card receipt)

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.

Claimant's Signature: _____

Please mail this claim form and the required documents to:

**Reimbursement Department
PO Box 33170
Detroit, MI 48232-5170**

Reimbursement questions should be directed to the following number:
1-800-204-0261

Customer Reimbursement Claim Form

This section to be completed by Claimant

Date Claim Submitted: _____

17-Character Vehicle Identification Number (VIN): 09239 1GNFC13047J14447213

Current Mileage of Vehicle: 75,724

Mileage at Time of Repair: 74,422 Date of Repair: 7-23-10

Claimant Name (please print): _____

Street Address or PO Box Number: _____

City: Hiram State: GA Zip Code: _____

Daytime Telephone Number (include Area Code): _____

Evening Telephone Number (include Area Code): _____

Amount of Reimbursement Requested: \$ 200.00

THE FOLLOWING DOCUMENTATION MUST ACCOMPANY THIS CLAIM FORM.

Original or clear copy of all receipts, invoices and/or repair orders that show:

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- What problem occurred, the repair performed, the date of repair, and who performed the repair.
- The total cost of the repair expense that is being claimed.
- Payment for the repair in question and the date of payment.
(copy of front and back of cancelled check, or copy of credit card receipt)

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.

Claimant's Signature: _____

Please mail this claim form and the required documents to:

**Reimbursement Department
PO Box 33170
Detroit, MI 48232-5170**

Reimbursement questions should be directed to the following number:
1-800-204-0261



Day's Chevrolet, Inc.
3693 North Cobb Parkway
Acworth, Georgia 30101
Main Number (770) 974-4242
Parts Direct (770) 975-1802 or 1-800-282-0067
Fax (770) 974-2683
www.dayschevrolet.com

COPY

CUSTOMER NO 83295	ADVISOR ROB SANDERS	TAG NO 70327	INVOICE DATE 07/23/10	INVOICE NO. GTCS334893
	LABOR RATE	LICENSE NO.	MILEAGE 8143	COLOR SILVER BIRC
	YEAR / MAKE / MODEL 07/CHEVROLET TRUCK/TAHOE/TAHOE 2WD		74,422	STOCK NO. 70222
HIRAM, GA	VEHICLE I.D. NO. 1GNEC130471		DELIVERY DATE 06/24/06	DELIVERY MILES 22
	F.T.E. NO.	P.O. NO.	SELLING DEALER NO.	PRODUCTION DATE
	BUSINESS PHONE	COMMENTS	07/13/10	

MO: 74814

LABOR & PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
J# 1 19CTZ BODY TRIM CUSTOMER STATES THAT THE DRIVER SIDE OUTSIDE DOOR MOLDING IS DISCOLORED SENT TO BODYSHOP FOR REPAIRS	1	25991768	MOLDING 17.507	17.507	WARRANTY
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00
J# 2 19CTZBDY BODY TRIM CUSTOMER STATES THAT THE BODY MOLDING ON THE REAR DRIVER SIDE DOOR IS DISCOLORED SENT TO BODYSHOP FOR REPAIRS	1	25991767	MOLDING 17.507	17.507	WARRANTY
				JOB # 2 TOTAL PARTS	0.00
				JOB # 2 TOTAL LABOR & PARTS	0.00
J# 3 19CTZBDYTRIM BODY TRIM CUSTOMER STATES THAT THE PASSENGER FRONT OUTSIDE DOOR MOLDING IS DISCOLORED SENT TO BODY SHOP FOR REPAIRS	1	25991799	MOLDING 17.507	17.507	WARRANTY
				JOB # 3 TOTAL PARTS	0.00
				JOB # 3 TOTAL LABOR & PARTS	0.00
J# 4 19CTZBDYTRIM10 BODY & TRIM CUSTOMER STATES THAT THE PASSENGER REAR OUTSIDE DOOR MOLDING IS DISCOLORED SENT TO BODY SHOP FOR REPAIRS	1	25991800	MOLDING 17.507	17.507	WARRANTY
				JOB # 4 TOTAL PARTS	0.00
				JOB # 4 TOTAL LABOR & PARTS	0.00
J# 5 19CTZBDYTRIM1 INTERIOR TRIM CONCER CUSTOMER STATES THAT THE DRIVER'S INSIDE DOOR HANDLE IS PEELING & HAS SHARP EDGES FOUND HANDLE PEELING REPLACED LEFT FRONT INSIDE DOOR HANDLE	1	25991800	MOLDING 17.507	17.507	WARRANTY

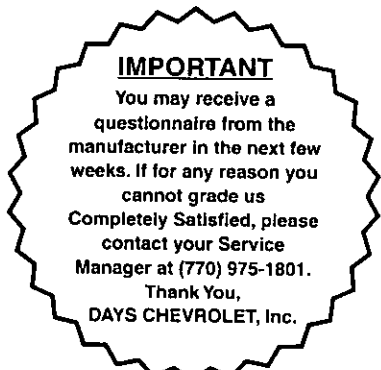
Our goal is 100% customer satisfaction, if for any reason you have questions concerning the service provided to you, please call to discuss it with your Service Advisor listed on your service receipt at (770) 975-1775. If you feel you need further assistance contact your Service Manager, Ben LaRue. The most IMPORTANT person in the dealership is the customer. If we have failed to meet your service needs or you do not understand the repairs, please contact us.

RANDOMLY SELECTED CUSTOMERS MAY RECEIVE A SURVEY FROM CHEVROLET ABOUT THEIR SERVICE EXPERIENCE. WE WOULD APPRECIATE YOUR RESPONSES.

NOTICE: ALL GM PARTS CARRY A 12 MO/12,000 MILE WARRANTY AGAINST DEFECTS AND WORKMANSHIP.

PARTS DESIGNATED WITH AN (*) INDICATED LIFETIME GUARANTEE. APPLIES FOR CUSTOMER PAY PARTS NOT WARRANTY INSTALLED PARTS.

CUSTOMER SIGNATURE



Reynolds and Reynolds - EPAINTELINE CC06054 Q (09/03)

Day's Chevrolet, Inc.

3693 North Cobb Parkway

Acworth, Georgia 30101

Main Number (770) 974-4242

Parts Direct (770) 975-1802 or 1-800-282-0067

Fax (770) 974-2683

www.dayschevrolet.com

CUSTOMER NO. 83295		ADVISOR BOB SANDERS	TAG NO. 8143	INVOICE DATE 07/23/10	INVOICE NO. GTCS334893
RESIDENCE PHONE [REDACTED]		LABOR RATE [REDACTED]	LICENSE NO. 70327	COLOR SILVER BIRC	60000 MILES
BUSINESS PHONE [REDACTED]		YEAR / MAKE / MODEL 07/CHEVROLET TRUCK/TAHOE/TAHOE 2WD	MILEAGE 74,422	SELLER'S DATE 06/24/06	PRODUCTION DATE 22
COMMENTS HIRAM, GA		VEHICLE I.D. NO. 1GNFC13047J	[REDACTED]	R.O. DATE 07/13/10	
[REDACTED]		MO: 74814			

TOTALS.....

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 NOTICE: ALL GM PARTS CARRY A 12MO/12000 MILE WARRANTY AGAINST DEFECTS AND WORKMANSHIP.
 PARTS DESIGNATED WITH AN (*) INDICATED LIFETIME GUARANTEE APPLIES TO CUST PAY PARTS AND LABOR AT THIS LOCATION ONLY

TOTAL LABOR....	66.00
TOTAL PARTS....	38.65
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	200.90
TOTAL MISC DISC	0.00
TOTAL TAX.....	2.32
TOTAL INVOICE \$	307.87

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 PARTS DESIGNATED WITH AN (*) INDICATED LIFETIME GUARANTEE. APPLIES FOR CUSTOMER PAY PARTS NOT WARRANTY INSTALLED PARTS.

CUSTOMER SIGNATURE _____

COPY

me PAID

CUSTOMER SIGNATURE _____

IMPORTANT
 You may receive a questionnaire from the manufacturer in the next few weeks. If for any reason you cannot grade us Completely Satisfied, please contact your Service Manager at (770) 975-1801.
 Thank You,
 DAYS CHEVROLET, Inc.

Reynolds and Reynolds ERMARTS14E CC000054 0 (09/03)

Day's Chevrolet, Inc.
3693 North Cobb Parkway
Acworth, Georgia 30101
Main Number (770) 974-4242
Parts Direct (770) 975-1802 or 1-800-282-0067
Fax (770) 974-2683
www.dayschevrolet.com

CUSTOMER NO. 83295		ADVISOR ROB SANDERS	TAG NO. 70327	INVOICE DATE 07/23/10	INVOICE NO. GTCS334893
RESIDENCE PHONE [REDACTED]		LABOR RATE [REDACTED]	LICENSE NO. 70327	COLOR SILVER-BIRC	STOCK NO. 70222
BUSINESS PHONE [REDACTED]		YEAR / MAKE / MODEL 07/CHEVROLET TRUCK/TAHOE/TAHOE 2WD	MILEAGE 74,422	DELIVERY DATE 06/24/06	DELIVERY MILES 22
COMMENTS		VEHICLE I.D. NO. 1GNFC13047J	F.T.E. NO. [REDACTED]	SELLING DEALER NO. [REDACTED]	PRODUCTION DATE 22
[REDACTED]		[REDACTED]		R.O. DATE 07/13/10	

MO: 74814

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 5	1	15920696	HANDLE 16.345		0.00
				JOB # 5 TOTAL PARTS	0.00
				JOB # 5 TOTAL LABOR & PARTS	0.00
J# 6	19CTZW/STRIP	WEATHER STRIP CONCEN	TECH(S):51160	66.00	
CUSTOMER STATES THAT THE BUMERANG MOLDING ON THE PASSENGER SIDE REAR DOOR AT THE BOTTOM OF THE WINDOW IS BROKEN					
REPLACED RIGHT REAR WINDOW OUTSIDE SEALING STRIP					
PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 6	1	15938033	S/STR 16.183	38.65	38.65
				JOB # 6 TOTAL PARTS	38.65
				JOB # 6 TOTAL LABOR & PARTS	104.65
SUBLET	PO#	VEND INV#	INV. DATE	DESCRIPTION	WARRANTY
JOB # 1	335008	335008	07/21/10	MOLDING REFINISH	WARRANTY
JOB # 1	335008	335008	07/22/10	INSTALL MOLDING	WARRANTY
JOB # 2	335008	335008	07/21/10	MOLDING REFINISH	WARRANTY
JOB # 2	335008	335008	07/22/10	INSTALL MOLDING	WARRANTY
JOB # 3	335008	335008	07/21/10	MOLDING REFINISH	WARRANTY
JOB # 3	335008	335008	07/22/10	INSTALL MOLDING	WARRANTY
JOB # 4	335008	335008	07/21/10	MOLDIND REFINISH	WARRANTY
JOB # 4	335008	335008	07/22/10	INSTALL MOLDING	WARRANTY
				TOTAL - SUBLET	0.00
MISC	CODE	DESCRIPTION	CONTROL NO		
JOB # A	69D	HAZARDOUS WASTE DISPOSAL			0.90
JOB # 1	GMPDED	WARR-GMPP DEDUCTIBLE		334893	200.00
				TOTAL - MISC	200.90

Our goal is 100% customer satisfaction, if for any reason you have questions concerning the service provided to you, please call to discuss it with your Service Advisor listed on your service receipt at (770) 975-1775. If you feel you need further assistance contact your Service Manager, Ben LaRue. The most IMPORTANT person in the dealership is the customer. If we have failed to meet your service needs or you do not understand the repairs, please contact us.

RANDOMLY SELECTED CUSTOMERS MAY RECEIVE A SURVEY FROM CHEVROLET ABOUT THEIR SERVICE EXPERIENCE. WE WOULD APPRECIATE YOUR RESPONSES. NOTICE: ALL GM PARTS CARRY A 12 MO/12,000 MILE WARRANTY AGAINST DEFECTS AND WORKMANSHIP. PARTS DESIGNATED WITH AN (*) INDICATED LIFETIME GUARANTEE. APPLIES FOR CUSTOMER PAY PARTS NOT WARRANTY INSTALLED PARTS.

CUSTOMER SIGNATURE

COPY



Hrv.sadd and Reynolds, EBRAINTSI14E CC606054 0 (08/03)

DAYS CHEVROLET
3692 N COBB PARKWAY
DORRITH GA 30181
770-974-4242

TERMINAL ID :

79678881

MERCHANT #:

192788198812882

MASTERCARD

SALE

BATCH: 888476

INVOICE: 025715

JUL 23, 10

RRN: 828428826886

AUTH NO: 760038

16:28

PO NUMBER: 334893

TOTAL

\$307.87

THANK YOU

COPY

July 20, 2011

[REDACTED]
Hiram, GA [REDACTED]

Dear [REDACTED],

Thank you for contacting us recently regarding the recall or special coverage notice you received for your 2007 Chevrolet Tahoe. We apologize for any inconvenience you have experienced.

At Chevrolet, we believe our customers have the right to expect long-term, reliable performance from our products. There are, however, many variables that affect the life of the vehicle's parts and performance. There are times when we identify a motor vehicle defect and release a recall or special coverage notice to our loyal customers for their safety and satisfaction.

We have reviewed your request for reimbursement and regret that we are unable to reimburse you the amount requested. The reason for this decision is:

- Customer was previously reimbursed by dealer.

At Chevrolet, our commitment to customer satisfaction is a top priority. We hope you understand our position. 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: 71-855928842

Auto
Home

PREMIER GROUP
INSURANCE

Susan Bremner
2929 Wycliff Lane
Littleton, CO 80126

DERIVER CO 802

24-08-10A08 55 RCVD



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

24-08-10A08 55 RCVD
Reimbursement Dept
PO Box 33170
Detroit, MI 48232-5170

48232+5170



Customer Reimbursement Claim Form

This section to be completed by Claimant

Date Claim Submitted: 8.19.2010

17-Character Vehicle Identification Number (VIN): 3GNFK12347G

Current Mileage of Vehicle: 54,486

Mileage at Time of Repair: 50,986 Date of Repair: 6.9.2010

Claimant Name (please print): [REDACTED]

Street Address or PO Box Number: [REDACTED]

City: LITTLETON State: CO Zip Code: [REDACTED]

Daytime Telephone Number (include Area Code): [REDACTED]

Evening Telephone Number (include Area Code): [REDACTED]

Amount of Reimbursement Requested: \$ 122.89

THE FOLLOWING DOCUMENTATION MUST ACCOMPANY THIS CLAIM FORM.

Original or clear copy of all receipts, invoices and/or repair orders that show:

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- What problem occurred, the repair performed, the date of repair, and who performed the repair.
- The total cost of the repair expense that is being claimed.
- Payment for the repair in question and the date of payment.
(copy of front and back of cancelled check, or copy of credit card receipt)

PROBLEM?
↓
CHROME HANDLE PEELING

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense incurred for the repair covered by this letter.

Claimant's Signature: [REDACTED]

Please mail this claim form and the required documents to:

Reimbursement Department
PO Box 33170
Detroit, MI 48232-5170

PAGE 1 OF 3

Reimbursement questions should be directed to the following number:
1-800-204-0261

8.20.10 → *for # 866-962-2868 GM Customer Assistance*
Service # 71-856368411

MAILED 8.20.10



Southeast Auto Body, Inc.

8420 S. Colorado Blvd.
 Highlands Ranch, Colorado 80126
 303-771-0440, Fax 303-694-4981
 84-1118029

Service # 71-856368411

Final Invoice

RO #: 28928
 Unit #:

Arrived: 6/9/2010
 Ready: 6/16/2010

Estimator: Allan Weiman

Customer Information

Name: [REDACTED]
 Address: [REDACTED]
 Phone: [REDACTED]

Vehicle Information

Vehicle: 2007 White CHEVROLET AVALANCHE
 Style: CREW CAB
 License: [REDACTED]
 VIN: 3GNFK12347G [REDACTED]
 Mileage: 50986
 Mileage Out:

Insurance Information

Ins Co: Customer Pay
 Contact:
 Phone:
 Claim #:
 Deduct: \$0.00

#	S#	Operation	Description	Type	Price	Adj Price	T	Lbr	Addl	Dept	Paint	Addl
1		Repair	BUMPER,FRONT				✓	1.0		B		
2			FRT BUMPER CVR OVERHAU							B		
3		Remove/Replace	COVER,FRONT BUMPER Q#117108	NW	\$531.71		✓	4.2		B		
4		Refinish	COVER,FRONT BUMPER							R	3.8	
5		Remove/Install	SUPT,FRT BUMPER COVER				✓			B		
6		Remove/Replace	DEFL,FRONT BUMPER	NW	\$62.43		✓			B		
7		Remove/Replace	FILLER,FRONT BUMPER LT	NW	\$51.17		✓	0.1		B		
8		Remove/Install	FILLER,FRONT BUMPER RT							B		
9		Remove/Install	GRILLE,LOWER							B		
10		Remove/Install	EMBLEM,GRILLE					0.2		B		
11		Remove/Replace	LAMP ASSEMBLY,FOG LT	NW	\$104.84		✓			B		
12		Remove/Install	LAMP ASSEMBLY,FOG RT							B		
13		Remove/Install	PNL,INNER DOOR TRIM LT					0.4		B		
14		Remove/Replace	HANDLE,FRONT DOOR INR LT	NW	\$99.89		✓	0.1		B		
15		Refinish	FLEX ADDITIVE		\$7.00					R	0.1	
16			HAZARD.WSTE.REM	SL	\$5.00					B		
17			FBC FULL C-BRA WRAP	SL	\$295.00					B		
18			REATTACH FENDER LINERS					0.6		B		
18			Paint Materials	PM	\$106.40		✓					
19		Remove/Replace	CLIPS x6, LT SPLASH SHIELD	NW	\$22.08		✓			B		
20		Remove/Replace	CLIPS x3, FRT BUMPER	AM	\$1.16		✓			B		

COPY

+ 23.00 *122.89*

Totals:												
Final (Combined) Totals												

PAGE 2 OF 3

labor rate \$46/hr

SOUTHEAST AUTO BODY INC
 9420 S COLORADO BLVD
 HIGHLANDS RANCH, CO. 80126
 303-799-3425

East Auto Body, Inc.
 Colorado Blvd.
 s Ranch, Colorado 80126
 0446, Fax 303-694-4981

SERVICE # 71-850368411
Final Invoice

RO #: 28928
 Unit #:

PAGE 3 OF 3

Arrived: 6/9/2010
 Ready: 6/16/2010

ID: 005407000000024469361
 06/21/10

15:28:45

Estimator: Allan Weiman

Vehicle Information

Insurance Information

Vehicle: 2007 White CHEVROLET AVALAI
 Style: CREW CAB
 License: [REDACTED]
 VIN: 3GNFK12347G [REDACTED]
 Mileage: 50986
 Mileage Out:

Ins Co: Customer Pay
 Contact:
 Phone:
 Claim #:
 Deduct: \$0.00

VISA
 [REDACTED]
 Appr Code: 020072 Invoice#: 000003
 Total: \$ 1820.00 6
 Customer Copy
 THANK YOU!

Description	Type	Price	Adj Price	T	Lbr	Add	Dept	Paint	Addl
BUMPER,FRONT				✓	1.0		B		
FRT BUMPER CVR OVERHAU							B		
3 Remove/Replace COVER,FRONT BUMPER Q#117108	NW	\$531.71		✓	4.2		B		
4 Refinish COVER,FRONT BUMPER							R	3.8	
5 Remove/Install SUPT,FRT BUMPER COVER				✓			B		
6 Remove/Replace DEFL,FRONT BUMPER	NW	\$62.43		✓			B		
7 Remove/Replace FILLER,FRONT BUMPER LT	NW	\$51.17		✓	0.1		B		
8 Remove/Install FILLER,FRONT BUMPER RT							B		
9 Remove/Install GRILLE,LOWER							B		
10 Remove/Install EMBLEM,GRILLE					0.2		B		
11 Remove/Replace LAMP ASSEMBLY,FOG LT	NW	\$104.84		✓			B		
12 Remove/Install LAMP ASSEMBLY,FOG RT							B		
13 Remove/Install PNL,INNER DOOR TRIM LT					0.4		B		
14 Remove/Replace HANDLE,FRONT DOOR INR LT	NW	\$99.89		✓	0.1		B		
15 Refinish FLEX ADDITIVE		\$7.00		✓			R	0.1	
16 HAZARD.WSTE.REM	SL	\$5.00					B		
17 FBC FULL C-BRA WRAP	SL	\$295.00					B		
18 REATTACH FENDER LINERS					0.6		B		
18 Paint Materials	PM	\$106.40		✓					
19 Remove/Replace CLIPS x6, LT SPLASH SHIELD	NW	\$22.08		✓			B		
20 Remove/Replace CLIPS x3, FRT BUMPER	AM	\$1.16		✓			B		

COPY

Totals:	RO:	Supp:	Total:
Final (Combined) Totals			

Customer Reimbursement Claim Form

This section to be completed by Claimant

Date Claim Submitted: 8-19-2010

17-Character Vehicle Identification Number (VIN): 3GNFK12347G [REDACTED]

Current Mileage of Vehicle: 54486

Mileage at Time of Repair: 50986 Date of Repair: 6-9-2010

Claimant Name (please print): [REDACTED]

Street Address or PO Box Number: [REDACTED]

City: LITTLETON State: CO Zip Code: [REDACTED]

Daytime Telephone Number (include Area Code): [REDACTED]

Evening Telephone Number (include Area Code): [REDACTED]

Amount of Reimbursement Requested: \$ 122.89

THE FOLLOWING DOCUMENTATION MUST ACCOMPANY THIS CLAIM FORM.

Original or clear copy of all receipts, invoices and/or repair orders that show:

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- What problem occurred, the repair performed, the date of repair, and who performed the repair.
- The total cost of the repair expense that is being claimed.
- Payment for the repair in question and the date of payment.
(copy of front and back of cancelled check, or copy of credit card receipt)

PROBLEM:
↓
*CHROME HANDLE
PEELING*

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.

Claimant's Signature: [REDACTED]

Please mail this claim form and the required documents to:

**Reimbursement Department
PO Box 33170
Detroit, MI 48232-5170**

PAGE 1 OF 3

Reimbursement questions should be directed to the following number:
1-800-204-0261

8-20-10
8-27-10 → *PER DOMINIQUE - REFAX TO 866-962-2868*
Client # 11-856368411

fax # 866-962-2868 CM Customer Assistance



MAILED 8/20/10

Southeast Auto Body, Inc.

8420 S. Colorado Blvd.
Highlands Ranch, Colorado 80126
303-771-0440, Fax 303-694-4981
84-1118029

Service #

71-856368411

Final Invoice

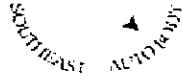
RO #:28928

Unit #:

Arrived: 6/9/2010

Ready: 6/16/2010

Estimator: Allan Weiman



Customer Information Vehicle Information Insurance Information

Name: [Redacted]
Address: [Redacted]
Phone: [Redacted]

Vehicle: 2007 White CHEVROLET AVALAR
Style: CREW CAB
License: [Redacted]
VIN: 3GNFK12347G [Redacted]
Mileage: 50986
Mileage Out:

Ins Co: Customer Pay
Contact:
Phone:
Claim #:
Deduct: \$0.00

#	S#	Operation	Description	Type	Price	Adj Price	T	Lbr	Addl	Dept	Paint	Addl
1		Repair	BUMPER,FRONT				✓	1.0		B		
2			FRT BUMPER CVR OVERHAU							B		
3		Remove/Replace	COVER,FRONT BUMPER Q#117108	NW	\$531.71		✓	4.2		B		
4		Refinish	COVER,FRONT BUMPER							R	3.8	
5		Remove/Install	SUPT,FRT BUMPER COVER				✓			B		
6		Remove/Replace	DEFL,FRONT BUMPER	NW	\$62.43		✓			B		
7		Remove/Replace	FILLER,FRONT BUMPER LT	NW	\$51.17		✓	0.1		B		
8		Remove/Install	FILLER,FRONT BUMPER RT							B		
9		Remove/Install	GRILLE,LOWER							B		
10		Remove/Install	EMBLEM,GRILLE					0.2		B		
11		Remove/Replace	LAMP,ASSEMBLY,FOG LT	NW	\$104.84		✓			B		
12		Remove/Install	LAMP,ASSEMBLY,FOG RT							B		
13		Remove/Install	PNL,INNER DOOR TRIM LT					0.4		B		
14		Remove/Replace	HANDLE,FRONT DOOR INR LT	NW	\$99.89		✓	0.1		B		
15		Refinish	FLEX ADDITIVE		\$7.00		✓			R	0.1	
16			HAZARD,WSTE.REM	SL	\$5.00					B		
17			FBC FULL C-BRA WRAP	SL	\$295.00					B		
18			REATTACH FENDER LINERS					0.6		B		
18			Paint Materials	PM	\$106.40		✓					
19		Remove/Replace	CLIPS x6, LT SPLASH SHIELD	NW	\$22.08		✓			B		
20		Remove/Replace	CLIPS x3, FRT BUMPER	AM	\$1.16		✓			B		

123.89

Totals:	RO:	Supp:	Total:
Final (Combined) Totals			

PAGE 2 OF 3

labor rate \$46/hr

SOUTHEAST AUTO BODY INC
8420 S COLORADO BLVD
HIGHLANDS RANCH, CO. 80126
303-739-3425

Seast Auto Body, Inc.
Colorado Blvd.
s Ranch, Colorado 80126
0448, Fax 303-694-4981

SERVICE # 71-856368411
Final Invoice

RO #:28928

Unit #:

PAGE 3 OF 3

Arrived: 6/9/2010
Ready: 6/16/2010

Sale

PAID RECEIPT

55407660000029469901
18

15:28:45

Estimator: Allan Weiman

Vehicle Information

Insurance Information

Code: 028072 Invoice#: 000003
\$ 1820.00 6
Customer Copy
THANK YOU!

Vehicle: 2007 White CHEVROLET AVALAI
Style: CREW CAB
License: [REDACTED]
VIN: 3GNFK12347G [REDACTED]
Mileage: 50986
Mileage Out:

Ins Co: Customer Pay
Contact:
Phone:
Claim #:
Deduct: \$0.00

Description	Type	Price	Adj Price	T	Lbr	Addl	Dept	Paint	Addl
BUMPER,FRONT				✓	1.0		B		
FRT BUMPER CVR OVERHAU							B		
3 Remove/Replace COVER,FRONT BUMPER Q#117108	NW	\$531.71		✓	4.2		B		
4 Refinish COVER,FRONT BUMPER							R	3.8	
5 Remove/Install SUPT,FRT BUMPER COVER				✓			B		
6 Remove/Replace DEFL,FRONT BUMPER	NW	\$62.43		✓			B		
7 Remove/Replace FILLER,FRONT BUMPER LT	NW	\$51.17		✓	0.1		B		
8 Remove/Install FILLER,FRONT BUMPER RT							B		
9 Remove/Install GRILLE,LOWER							B		
10 Remove/Install EMBLEM,GRILLE					0.2		B		
11 Remove/Replace LAMP ASSEMBLY,FOG LT	NW	\$104.84		✓			B		
12 Remove/Install LAMP ASSEMBLY,FOG RT							B		
13 Remove/Install PNL INNER DOOR TRIM LT					0.4		B		
14 Remove/Replace HANDLE,FRONT DOOR INR LT	NW	\$99.89		✓	0.1		B		
15 Refinish FLEX ADDITIVE		\$7.00		✓			R	0.1	
16 HAZARD.WSTE.REM	SL	\$5.00					B		
17 FBC FULL C-BRA WRAP	SL	\$295.00					B		
18 REATTACH FENDER LINERS					0.6		B		
18 Paint Materials	PM	\$106.40		✓					
19 Remove/Replace CLIPS x6, LT SPLASH SHIELD	NW	\$22.08		✓			B		
20 Remove/Replace CLIPS x3, FRT BUMPER	AM	\$1.16		✓			B		

Totals:	RO:	Supp:	Total:
Final (Combined) Totals			

July 20, 2011

[REDACTED]
Littleton, CO [REDACTED]

Dear [REDACTED],

Thank you for contacting us recently about the notice you received for your 2007 Chevrolet Avalanche. We apologize for any inconvenience you may have experienced as a result of this action.

At Chevrolet, we believe our customers have the right to expect long-term, reliable performance from our products. There are, however, many variables that affect the life of the vehicle's parts and performance. There are times when we identify a motor vehicle defect and release a recall or special coverage notice to our loyal customers for their safety and satisfaction.

We have reviewed your request for reimbursement and are happy to inform you that you are being reimbursed for the full amount of the repair associated with the field action. We have enclosed a check in the amount of \$127.98. Please note that this reimbursement does not include any additional reimbursement requests not associated with the prescribed repair (e.g. maintenance items, wear-and-tear items, etc).

If your vehicle has not been inspected by your local GM dealership, we request you set up an appointment to ensure all necessary steps have been taken to repair your vehicle.

At Chevrolet, our commitment to customer satisfaction is a top priority. 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: 71-856368411

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.

North American Operations

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



CHECK No [REDACTED]

50-937
213

DATE 09/03/10 AMOUNT *****127.98
*****127 DOLLARS *****98 CENTS

[REDACTED]
LITTLETON CO [REDACTED]

North American Operations
General Motors Corporation
Disbursement Account

Ami D. Albee
SIGNATURE

PAY TO THE ORDER OF

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

[REDACTED]

North American Operations

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

DETACH BEFORE DEPOSITING CHECK

CHECK NO. [REDACTED]

PAYMENT DATE 09/03/10

ENDORSEMENTS NO. BB 000000037
ENDOR NAME [REDACTED]

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
3GNFK12347G [REDACTED]	09/02/10 71-856368411	VM 1-EAPZXH 1-EAPZXH	00.0000	127.98	.00	127.98
TOTAL				127.98	.00	127.98

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

H3

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

July 20, 2011

[REDACTED]
Blytheville, AR [REDACTED]

Service request: 71-856406677

Vehicle Identification Number: 1GNFC13027R [REDACTED]

Customer Relationship Specialist: Elizabeth

Dear [REDACTED]:

Thank you for allowing us the opportunity to review the product allegation involving your 2007 Chevrolet Tahoe. Unfortunately, our attempts to reach you by phone on 8/9/2010 at 03:54 PM ET and on 8/10/2010 at 11:40 AM ET and on 8/10/2010 at 04:34 PM ET 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

cc: FILE

PA0005
V10202009

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

July 20, 2011

[REDACTED]
Spring Valley, CA [REDACTED]

RE: Service Request: 71-857307038
2007 Tahoe
Vehicle Identification Number: 1GNFC13J87R [REDACTED]
Customer Relationship Specialist: Jose

Dear [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 2007 Tahoe; 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 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time and ask for Jose.

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,

General Motors

cc: FILE

PA0011
V10202009

PO BOX 5886 KATY TX 77491-5886
Phone (281)-392-3200
Finance Fax (281)-392-8270
Office Fax (281)-392-3896
Body Shop Fax (281)-392-9866

WESTSIDE CHEVROLET INC.
23001 KATY FREEWAY KATY, TX 77450

SERVICE 281-392-2344



CHEVROLET

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

Fax

To: STACEY From: Joe Peck

Fax: _____ Pages: _____

Phone: _____ Date: _____

Re: _____ CC: _____

- Urgent For Review Please Comment Please Reply Please Recycle

Comments:

CASE # 71-857579749

C.O. WESTSIDE CHEVROLET

CUSTOMER #: 2812335656

438312

WESTSIDE CHEVROLET INC.
23001 KATY FREEWAY
KATY, TX 77450
PHONE (281) 392-3200
www.westsidechevrolet.com

WARRANTY

PAGE 1

RICHMOND, TX

HOME: [REDACTED] CONT:N/A

BUS: [REDACTED] CELL:

SERVICE ADVISOR: 86 WILLIAM TUCKER

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, UNIT NO, MILEAGE IN/OUT, TAG. Row 1: GOLD, 07, CHEVROLET SUBURBAN, 3GNFC160X7G, [REDACTED], 103246/103246, T1404

Table with columns: DEL DATE, PROD DATE, WARR EXP, PROMISED, PO NO, RATE, PAYMENT, INV DATE. Row 1: 10NOV06 DD, [REDACTED], [REDACTED], 19:00 01SEP10, [REDACTED], [REDACTED], MC, 02SEP10

Table with columns: R.O. OPENED, READY, OPTIONS. Row 1: 08:36 01SEP10, 14:25 02SEP10, ENG:5.3 Liter

Table with columns: LINE, OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL. Includes description: A CUSTOMER STATES LT FRONT DOOR INSIDE HANDLE PEELING. CAUSE: Special Coverage Adjustment - Front and Rear Chrome Interior Door Handle Lever - (Aug 25, 2010). T5753 SPECIAL COVERAGE ADJUSTMENT FRONT AND REAR CHROME.

Table with columns: TECH, ACTUAL HRS., SOLD HRS., SALE-LBR, COST-LBR, PTS, MSC, LUB, SUB, TOTAL. Row 1: TECH: 238 ACTUAL HRS.: 0.00 SOLD HRS.: 0.90. SALE-LBR: 79.34 PTS: 30.72 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 110.06

103246 09239A: Special Coverage Adjustment - Front and Rear Chrome Interior Door Handle Lever 0.90 Special Coverage Adjustment - Front and Rear Chrome Interior Door Handle Lever - (Aug 25, 2010) T5753 Replace Front and Rear Door Handle Levers

Table with columns: I RENTAL CAR, CAUSE, RC RENTAL CAR, 999 WC94 0.00, 0 0 TPARTS, 0 0 TLABOR

Table with columns: TECH, ACTUAL HRS., SOLD HRS., SALE-LBR, COST-LBR, PTS, MSC, LUB, SUB, TOTAL. Row 1: TECH: 999 ACTUAL HRS.: 0.00 SOLD HRS.: 0.00. SALE-LBR: 0.00 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 0.00

NOTICE PURSUANT TO SEC. 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 contract. I understand that this vehicle is subject to repossession in accordance with Sec. 9.909, Texas Business and Commerce Code. I have signed this written order for payment for repair on the vehicle is stopped, dishonored because of insufficient funds, no funds, or because the drawer or maker of the order has no account or the account on which it is drawn has been closed. X CUSTOMER SIGNATURE. 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 MANUFACTURERS REPRESENTATIVES. "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."

CUSTOMER #: 2812335656

438312

WESTSIDE CHEVROLET INC.
23001 KATY FREEWAY
KATY, TX 77450
PHONE (281) 392-3200
www.westsidechevrolet.com

WARRANTY

PAGE 2

RICHMOND, TX

HOME: [REDACTED] CONT:N/A

BUS: [REDACTED] CELL:

SERVICE ADVISOR: 86 WILLIAM TUCKER

COLOR	YEAR	MAKE/MODEL	VIN	UNIT NO.	MILEAGE IN/OUT	TAG
GOLD	07	CHEVROLET SUBURBAN	3GNFC160X7G [REDACTED]		103246/103246	T1404

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
10NOV06 DD			19:00 01SEP10			MC	02SEP10

R.O. OPENED [REDACTED] READY [REDACTED] OPTIONS: ENG:5.3_Liter

08:36 01SEP10 14:25 02SEP10

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

THANK YOU FOR YOUR BUSINESS !!
 COME BACK AND SEE US SOON !!
 IF YOU ARE NOT COMPLETELY SATISFIED PLEASE
 SEE ONE OF OUR MANAGERS THANKS !!!!
 PAID BY - CASH. CK. MC. VS. DIS. AE.
 SCOOP INT
 AMOUNT DATE

TECH: 238 ACTUAL HRS.: 0.00 SOLD HRS.: 0.9
 TECH: 999 ACTUAL HRS.: 0.00 SOLD HRS.: 0.00

SALE-LBR: 79.34 PTS: 30.72 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 110.06
 COST-LBR: PTS: 24.68 MSC: 0.00 LUB: 0.00 SUB: 0.00

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

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
[REDACTED]	7934	2250	[REDACTED]	[REDACTED]	3072	2468	[REDACTED]
[REDACTED]	11006	*****	[REDACTED]	[REDACTED]			[REDACTED]

COST, SALE, & COMP TOTALS 4718 11006 0

NOTICE PURSUANT TO SEC. 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 contract. I understand that this vehicle is subject to repossession in accordance with Sec. 9.603, Texas Business and Commerce Code, if a written order for payment for repair on the vehicle is stopped, dishonored because of insufficient funds, no funds, or because the drawer or maker of the order has no account or the account on which it is drawn has been closed.

X CUSTOMER SIGNATURE

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 MANUFACTURERS REPRESENTATIVES.

"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."

DESCRIPTION	TOTALS
LABOR AMOUNT	79.34
PARTS AMOUNT	30.72
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	110.06
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	110.06

CUSTOMER #: 2812335656

438312



23001 KATY FREEWAY
KATY, TX 77450
PHONE (281) 392-3200
www.westsidechevrolet.com

INVOICE

PAGE 1

RICHMOND, TX

HOME: [REDACTED] CONT: N/A

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 86 WILLIAM TUCKER

COLOR	YEAR	MAKE/MODEL	VIN	UNIT NO	MILEAGE IN/GUT	TAG	
GOLD	07	CHEVROLET SUBURBAN	3GNFC160X7G [REDACTED]		103246/103246	T1404	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
10NOV06 DD			19:00 01SEP10			MC	02SEP10

R.O. OPENED: [REDACTED] READY: [REDACTED] OPTIONS: ENG:5.3_Liter

08:36 01SEP10 14:25 02SEP10

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

A CUSTOMER STATES LT FRONT DOOR INSIDE HANDLE PEELING

CAUSE: Special Coverage Adjustment - Front and Rear Chrome Interior

Door Handle Lever - (Aug 25, 2010)

T5753 SPECIAL COVERAGE ADJUSTMENT FRONT AND REAR

CHROME

238 WC94 (N/C)

2 88880051 HANDLE KI (N/C)

1 FREIGHT FREIGHT (N/C)

103246 09239A: Special Coverage Adjustment - Front and Rear Chrome

Interior Door Handle Lever 0.90 Special Coverage Adjustment - Front and

Rear Chrome Interior Door Handle Lever - (Aug 25, 2010) T5753 Replace

Front and Rear Door Handle Levers

B CUSTOMER STATES LT REAR DOOR INSIDE HANDLE PEELING

2600 BODY AND TRIM

238 INT (N/C)

103246 SEE LINE A

C CUSTOMER STATES RT FRONT DOOR INSIDE HANDLE PEELING

2600 BODY AND TRIM

238 INT (N/C)

103246 SEE LINE A

D CUSTOMER STATES RT REAR INSIDE DOOR HANDLEW PEELING

2600 BODY AND TRIM

238 INT (N/C)

103246 SEE LINE A

E ADD 1 KEY & REMOTE

2600 BODY AND TRIM

238 CCT 0.00 0.00

1 15824471 KEY 54.41 54.41 54.41

1 20869053 TRANSMITT 127.37 127.37 127.37

103246 CUT NEW KKY AND PROGRAM KEY AND NEW TRANSMITTER

**NOTICE PURSUANT TO SEC. 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 contract. I understand that this vehicle is subject to repossession in accordance with Sec. 9.609, Texas Business and Commerce Code, if a written order for payment for repair on the vehicle is stopped, dishonored because of insufficient funds, no funds, or because the drawer or maker of the order has no account or the account on which it is drawn has been closed.

CUSTOMER SIGNATURE

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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	

CUSTOMER #: 2812335656

438312



23001 KATY FREEWAY
KATY, TX 77450
PHONE (281) 392-3200
www.westsidechevrolet.com

INVOICE

PAGE 2

SERVICE ADVISOR: 86 WILLIAM TUCKER

RICHMOND, TX
HOME
BUS: CONT:N/A
CELL:

COLOR	YEAR	MAKE/MODEL	VIN	UNIT NO.	MILEAGE IN/OUT	TAG	
GOLD	07	CHEVROLET SUBURBAN	3GNFC160X7G		103246/103246	T1404	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PG NO.	RATE	PAYMENT	INV DATE
10NOV06 DD			19:00 01SEP10			MC	02SEP10

R.O. OPENED	READY	OPTIONS: ENG:5.3_Liter
08:36 01SEP10	14:25 02SEP10	

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

F CUSTOMER STATES C.D. STUCK IN C.D. PLAYER SEE JOE PECK
2600 BODY AND TRIM

238 CCT 0.00 0.00

G 27PT POINT MAINTANCE SERVICE, CK AIR FILTER, CK BELTS, CK WIPER OPERATION AND BLADES, CK SUSPENSION, CK EXHAUST, CK FRONT AND REAR BRAKES, CK LIGHT, CK TIRE WEAR, CK BATTERY TERMINALS, CK HOSES, CK STEERING SYSTEM(NO CHARGE)

27PT 27PT POINT MAINTANCE SERVICE, CK AIR FILTER, CK BELTS, CK WIPER OPERATION AND BLADES, CK SUSPENSION, CK EXHAUST, CK FRONT AND REAR BRAKES, CK LIGHT, CK TIRE WEAR, CK BATTERY TERMINALS, CK HOSES, CK STEERING SYSTEM(NO CHARGE)

238 INT (N/C)

H 8/32 OR GREATHER TIRE TREAD REMAINING
GTIRE 8/32 OR GREATHER TIRE TREAD REMAINING

238 CCT 0.00 0.00

I RENTAL CAR
CAUSE:

RC RENTAL CAR 999 WC94 (N/C)

THANK YOU FOR YOUR BUSINESS !!
COME BACK AND SEE US SOON !!
IF YOU ARE NOT COMPLETELY SATISFIED PLEASE
SEE ONE OF OUR MANAGERS THANKS !!!
PAID BY - CASH. CK. MC. VS. DIS. AE.

SCOUP INT
AMOUNT DATE

NOTICE PURSUANT TO SEC. 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 contract. I understand that this vehicle is subject to repossession in accordance with Sec. 9.609, Texas Business and Commerce Code, if a written order for payment for repair on the vehicle is stopped, dishonored because of insufficient funds, no funds, or because the drawer or maker of the order has no account or the account on which it is drawn has been closed.

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"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."

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	181.78
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	181.78
LESS INSURANCE	0.00
SALES TAX	15.00
PLEASE PAY THIS AMOUNT	196.78

: :
Facsimile Transmittal
: :

To:	Hannah Lee	Fax:	281-392-2344
From:	Stacy Amstutz	Date:	September 16, 2010
Customer Name & SR #	[REDACTED]	Pages:	2

Notes:

Upon receipt of this pre-authorization for the above listed claim for payment, please verify that the information listed below is correct. If everything is correct please enter this claim in the GW system as a miscellaneous net line amount with the labor op Z1242 for \$\$110.06. The pre-authorization # is 91725600000. You do not need to H route this claim nor use any authorization codes, labor hours or costs. If this claim rejects, please contact the CRS handling this file. Below is the information that we have entered for the pre-authorization. Please use the Complaint, Cause & Correction provided for your entry into the Global Warranty system.

This would be cut & pasted from the SR. Also use only the correct Z op and remove the other

on [REDACTED]
VIN 3GNFC160X7G [REDACTED]
103
Westside Chevrolet
Hannah Lee
Dealer Contact -644-1350
Dealer Phone 281 [REDACTED]
Dealer BAC 114852 392-2344
Dealer Fax 281 431312
Dealer E-Mail Address [REDACTED] 9/2/2010
Job Card Number [REDACTED] 242
Job Card Class [REDACTED] 106
Labor Op Code [REDACTED]
CRS # [REDACTED] peeling chrome on door handles
Cause chrome on door handles peeling
Correction replace door handles

Approved Joe G
Entered by Joe G
Date Entered 9/16/10

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

July 20, 2011

[REDACTED]
Appleton, WI [REDACTED]

Dear [REDACTED]

We have received your request for assistance, but have been unable to contact you using the telephone number provided or any listed in our records.

If your situation has been resolved to your satisfaction, no further action is necessary. If it has not, we invite you call us at 1-800-462-8782. Please refer to the service request number listed below when you reach our representative.

Total customer satisfaction is important to us at GMC. If we can be of any assistance, 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 Number: 71-858391717

PINE BELT FREEHOLD

3712 Route 9 South
Freehold, NJ 07728
www.pinebeltcars.com
www.pinebeltparts.com



Parts 732.462.1398
Service 732.462.1576
www.pinebeltaccessories.com

Cohen

VTG 89X RO: 101991

Customer: 806448 Stock #: EC1219

VIN: 1GNFK13097J
2007 CHEV TAHOE K150 BLU
Mileage In: 114514

MANALAPAN NJ

Home: [Redacted]
Advisor: 000213-William Peak Work: [Redacted] Hat: 073

In Service: 04/23/2007
Date In: 09/03/2010 07:49

Promised: 09/03/2010 17:00 - Call when ready.

Wsk

SERVICE HISTORY

RO #	RO Date	Miles	Op Cd	Advisor	Tech #	Pay Type/Operation	Comments
43017	08/04/08	51313		NOT FOUND	000023	C/ENGINE - DRIVABILITY	
43017	08/04/08	51313		NOT FOUND	000023	C/ENGINE - ELECTRICAL	
43017	08/04/08	51313		NOT FOUND	000023	C/QUICK LUBE PLUS - INCLUDE	
43017	08/04/08	51313		NOT FOUND	000023	C/S: ENGINE OIL & FILTER CH	
43017	08/04/08	51313		NOT FOUND	000023	C/ANGE, LUBRICATE CHASSIS,	

OP Customer Complaint

A INSPECT INSIDE DOOR HANDLES FOR GM AND REPORT SPECIAL POLICY SCP OVER MILEAGE

CASE # 71-859572188

PHONE ESTIMATES FOR AUTHORIZED ADDITIONS TALKED TO TIME PARTS & LABOR \$ REPAIRS TO DO

PARTS \$ 12.08

LABOR .3 30.05 C3230

.3 30.05 C3231

\$72.18

TERMS CASH; UNLESS ARRANGEMENTS MADE

METHOD OF PAYMENT

ALL PERSONAL CHECKS SUBJECT TO TELECREDIT. DRIVER'S LICENSE MANDATORY.

CASH CREDIT CARD

PRELIMINARY ESTIMATE \$

I HEREBY AUTHORIZE THE REPAIR WORK HEREIN SET FORTH TO BE DONE ALONG WITH THE NECESSARY MATERIAL AT THE AGREED PRICE WHICH WILL NOT EXCEED THE ESTIMATE BY MORE THAN 20%. 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 ABOVE VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERETO. STORAGE AFTER 48 HOURS OF WORK COMPLETION AT \$25.00 PER DAY. CONSUMER ACKNOWLEDGES RECEIPT OF COPY HEREOF.

AUTHORIZED BY x

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

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

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

Customer Signature: _____

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

July 20, 2011

[REDACTED]
Yorba Linda, CA [REDACTED]

Dear [REDACTED]

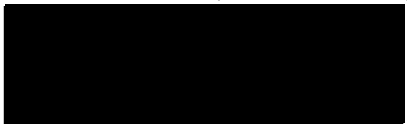
We have received your request for assistance, but have been unable to contact you using the telephone number provided or any listed in our records.

If your situation has been resolved to your satisfaction, no further action is necessary. If it has not, we invite you call us at 1-800-462-8782. Please refer to the service request number listed below when you reach our representative.

Total customer satisfaction is important to us at GMC. If we can be of any assistance, 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 Number: 71-859708964



SEASIDE WOODLEY WA



EVERETT WA 9802

07 SEP 2009 09:13



07-09-10A09:13 RCVD



General Motors Executive Office
Jodi Langlois
PO Box 33170
Detroit, MI 48232-5170



482325170



September 1, 2010

General Motors Executive Office
Jodi Langlois
PO Box 33170
Detroit, MI 48232-5170

Dear [REDACTED]

In October of 2008 you were in contact with me concerning an engine problem. Vehicle Identification Number 3GNFK16317G [REDACTED] 2007 Chevrolet Suburban. I'm contacting you again in hopes that you are still in the same position. I'm contacting you concerning a problem that I've had way before I went over my warranty. The chrome is coming off my passenger door handle. I was living with it until my wife cut her finger opening the door. I called Blade Chevrolet in Mount Vernon, Washington where I get my car serviced and asked what they would charge for replacing the door handle. I was advised that it would be in the \$300.00 range. The next step would be duct tape. I'm not liking the thought of duct tape on a \$48,000 Suburban, but did not feel economically good about the repair at the time. I received a re-call letter on chrome handles that will be replaced under the 100,000 mile warranty. At the time of receipt of the letter I was 3,400 miles over warranty. Being that my problem existed way before a warranty re-call I felt that GM should warrant my problem, being so close to being within warranty range. I've been in contact with a Chris at 1-866-790-5700 x21401 advising that Blade Chevrolet would replace for \$30.00. Not so according to Mr. Knight at Blade, the service manager.

Here is my take on this. The warranty coverage is so minimal on one of your most expensive vehicles, and we as tax payers are bearing cost responsibility for your bail out, I believe in my case this nit picking is uncalled for in times like we've never seen before. GM needs to step up in cases like this, as long term relationships with owners should be maintained for future purchases. I'm anticipating a resolve with this issue, and this letter should never have had to be written.

Regards,



[REDACTED]
Land Line
CELL

[REDACTED]
Sedro Woolley, WA [REDACTED]

July 20, 2011

[REDACTED]
Sedro Woolley, WA [REDACTED]

Dear [REDACTED]

At Chevrolet, 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 Chevrolet Suburban.

This offer is valid towards one service visit on VIN 3GNFK16317G [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 Chevrolet dealership for redemption. If you have future questions, please don't hesitate to contact our Executive Office at 1-313-667-7153. Please refer to your service request number listed above and we will be happy to assist you.

Sincerely,

Chevrolet Executive Office
Service Request 71-860101294

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.



ATTN:
SCOTT HANSON

08-17-10A09:08 RCVD

Reimbursements Department

P.O. Box 33170

Detroit, MI 48232-5170

482325170



Aug 11, 2010

Bethel, MN.

Phone:

Alex Scott,
We received your letter warning us about faulty
inside door handles. Well Scott, in "our" case,
you're about "3 years too late, to warn us now!
Yes, we purchased this 2007 Avalanche in 2007
brand new! Our family has been buying not
only fleet packages for work, but also for
private use thru same Chevy dealer here for
many many years. We are a very large family,
Mind you. The problems with the 2007 Avalanche
had nothing to do with this dealership. All faults
from the factory. Why did it take 3 years
for you to figure out this chrome irregularity?
(That is only "one" of other chrome irregularities)
that existed on out side of truck. Have you
realized this yet? The chrome strips running
down the body were also not only peeling,
but curling up. The Chevy emblem had the

about this expensive new truck we've now
purchased to replace the 2007 Lemon we
got stuck with for the last 3 years? Secondly,
3 years later, after we've taken a "bleeding" in
more ways than one, now now if we can
produce receipts for fixing this irregularity
that occurred during "time" it was being
made, that we "might" be eligible
for a refund??? 3 years later??? The
least you could do, if it is very important
for your company to be sure long
standing customers of Chevy is satisfied, you,
is to compensate us & others for the blood
we lost just trying to get out of this Lemon
truck for 3 years! And the embarrassment
of our side going to hell in a hen basket!
We learned one thing! They don't make
cars like they use to. In fact we're in the
process of restoring an old classic. Sorry
Scott! It's a 65 Ford Thunderbird.
Sincerely,

Some problems. Gluing them down didn't work. Screws finally at least kept them from flapping. And now as far as the inside doors & these sharp handles! You don't know how hard it was for any one to get out with out ripping up their fingers & bleeding. For 3 years we put up with this! We finally said "enough" & traded it in on (oh No!) a 2010 Avalanche mid summer. The 2007 was really an insult to what Chevy had always stood for, and an insult to our intelligence for paying so much to be proud of our "wheels", only to be totally embarrassed at conditions of our side, and every one using the door handles ending up with cut bloody fingers. Now even the guy at the Chevy dealers who took our truck for a test drive ^(for trade in) commented about the bad door handles & said to us, "this should

really be under warranty, it cuts fingers!" First I'd like to ask, "Scott", is there any "early" fore warning we should know

Customer Reimbursement Claim Form

This section to be completed by Claimant

Date Claim Submitted: _____

17-Character Vehicle Identification Number (VIN): _____

Current Mileage of Vehicle: _____

Mileage at Time of Repair: _____ Date of Repair: _____

Claimant Name (please print): _____

Street Address or PO Box Number: _____

City: _____ State: _____ Zip Code: _____

Daytime Telephone Number (include Area Code) [REDACTED]

Evening Telephone Number (include Area Code): _____

Amount of Reimbursement Requested: \$ Compensation for Nearly Bleeding

THE FOLLOWING DOCUMENTATION MUST ACCOMPANY THIS CLAIM FORM.

Original or clear copy of all receipts, invoices and/or repair orders that show:

- The name and address of the person who paid for the repair. *order to get out!*
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- What problem occurred, the repair performed, the date of repair, and who performed the repair.
- The total cost of the repair expense that is being claimed.
- Payment for the repair in question and the date of payment.
(copy of front and back of cancelled check, or copy of credit card receipt)

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.

Claimant's Signature: _____ [REDACTED]

Please mail this claim form and the required documents to:

Reimbursement Department
PO Box 33170
Detroit, MI 48232-5170

Reimbursement questions should be directed to the following number:
1-800-204-0261

P.S. you may feel free to check out our long standing business done thru friendly chevrolts in Tridley, Mn. for many years. Great guys who thought "they were selling a good

Truck! Not their fault!

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

October 12, 2011

[REDACTED]
Benicia, CA [REDACTED]

Dear [REDACTED]

Enclosed is the GM Product Recall/Special Coverage Customer Reimbursement Claim Form. Please complete the form in its entirety and return it to the address listed on the bottom of the form.

We will be happy to review your request for reimbursement for the listed repair once we have received this completed form and any additional documentation that may be required (see the attached reimbursement claim for details).

After receiving your completed claim form and documentation, we will carefully review the documents to confirm the repairs were directly related to the condition described in the recall/special coverage. While we cannot guarantee all reimbursement requests will be honored, we will thoroughly review each request carefully for reimbursement consideration.

At Chevrolet, our commitment to customer satisfaction is a top priority. 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: 71-860622136

**GENERAL MOTORS
PRODUCT RECALL OR SPECIAL COVERAGE CUSTOMER REIMBURSEMENT
PROCEDURE**

If you have paid to have this condition related to the special coverage notification you received corrected, you may be eligible to receive reimbursement.

Requests for reimbursement may include parts, labor, fees and taxes. Reimbursement may be limited to the amount the repair would have cost if completed by an authorized General Motors dealer.

Your claim will be acted upon within 60 days of receipt.

If your claim is:

- Approved, you will receive a check from General Motors,
- Denied, you will receive a letter from General Motors with the reason(s) for the denial, or
- Incomplete, you will receive a letter from General Motors identifying the documentation that is needed to complete the claim and offered the opportunity to resubmit the claim when the missing documentation is available.

Please follow the instructions on the Claim Form provided on the reverse side to file a claim for reimbursement. If you have questions about this reimbursement procedure, please call the toll-free telephone number provided at the bottom of the form. If you need assistance with any other concern, please contact the appropriate Customer Assistance Center at the telephone number listed below:

Division	Number	Deaf, Hearing Impaired or Speech Impaired <input type="checkbox"/>
Buick	1-800-521-7300	1-800-832-8425
Cadillac	1-800-458-8006	1-800-833-2622
Chevrolet	1-800-222-1020	1-800-833-2438
GMC	1-800-462-8782	1-800-462-8583
Pontiac	1-800-762-2737	1-800-833-7668
Oldsmobile	1-800-442-6537	1-800-833-6537
Hummer	1-866-486-6376	
Virgin Islands	1-800-496-9994	
GM Medium Duty	1-800-862-4389	
Puerto Rico <input type="checkbox"/> English	1-800-496-9992	
Puerto Rico <input type="checkbox"/> Español	1-800-496-9993	

* Utilizes Telecommunication Devices for the Deaf/Text Telephones (TDD/TTY)

Product Recall or Special Coverage Customer Reimbursement Claim Form

This section to be completed by Claimant

Date Claim Submitted: _____

17-Digit Vehicle Identification Number (VIN): _____

Current Mileage of Vehicle: _____

Mileage at Time of Repair: _____ Date of Repair: _____

Claimant Name (please print): _____

Street Address or PO Box Number: _____

City: _____ State: _____ Zip Code: _____

Daytime Telephone Number (include Area Code): _____

Evening Telephone Number (include Area Code): _____

Amount of Reimbursement Requested: \$ _____

THE FOLLOWING DOCUMENTATION MUST ACCOMPANY THIS CLAIM FORM.

Original or clear copy of all receipts, invoices and/or repair orders that show:

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- What problem occurred, what repair was done, when it was done and who did it.
- The total cost of the repair expense that is being claimed.
- Payment for the repair in question and the date of payment.
(copy of front and back of cancelled check, or copy of credit card receipt)

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this recall.

Claimant's Signature: _____

Please mail this claim form and the required documents to:

**General Motors
PO Box 33170
Detroit, MI 48232-5170**

All recall and Special Coverage reimbursement questions should be directed to 1-800-204-0261

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

July 20, 2011

[REDACTED]
Perris, CA [REDACTED]

Dear [REDACTED]

We have received your request for assistance, but have been unable to contact you using the telephone number provided or any listed in our records.

If your situation has been resolved to your satisfaction, no further action is necessary. If it has not, we invite you call us at 1-800-462-8782. Please refer to the service request number listed below when you reach our representative.

Total customer satisfaction is important to us at GMC. If we can be of any assistance, 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 Number: 71-862225710

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

July 20, 2011

[REDACTED]
Humble, TX [REDACTED]

Dear [REDACTED]

We have received your request for assistance, but have been unable to contact you using the telephone number provided or any listed in our records.

If your situation has been resolved to your satisfaction, no further action is necessary. If it has not, we invite you call us at 1-800-222-1020. Please refer to the service request number listed below when you reach our representative.

Total customer satisfaction is important to us at Chevrolet. If we can be of any assistance, 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 Number: 71-865080636

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

July 20, 2011

[REDACTED]
Ozark, AL [REDACTED]

RE: Service Request: 71-868520773
2007 Tahoe
Vehicle Identification Number: 1GNEC13027R [REDACTED]
Customer Relationship Specialist: Deborah

Dear [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 2007 Tahoe; 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 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time and ask for Deborah.

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,

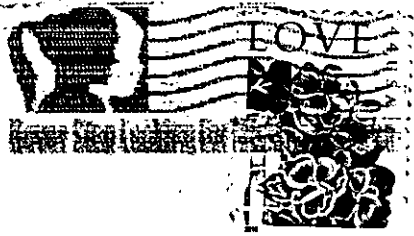
General Motors

cc: FILE

PA0011
V10202009

Tolson At

28 AUG 2010PM 1 T



10-09-10A08:33 RCVD

Scott Lawson
Customer Service Relationship Svs.
PO Box 909989
Milwaukee, WI 53209-9989

53209+8989



August 27, 2010

Mr. Carl Watson
625 W. Auto Mall Drive
Tucson AZ 85703

RE: Recall letter for Peeling Door Handles

Dear Mr. Watson,

My name is [REDACTED] and I'm writing you to let you know that my vehicle has a safety issue item that has been recalled, however, would not be repaired by your service department.

I received the recall letter for peeling door handles on my 2007 Chevrolet Tahoe on or around August 9, 2010. The letter stated that vehicles would be repaired or reimbursed for the condition of the peeling door handles in vehicles with up to 100k miles (please see attachment #1).

I called the service department immediately because my daughter had just cut two fingers the evening prior to receiving the recall letter. She cut herself with the passenger door handle upon opening the door. Normally, I warn all my passengers to be careful when opening the door so they don't get cut. This time, I failed to warn as I often do.

When I contacted Watson Chevrolet, I talked to a gentleman from the Service Department who was to make an appointment for me. I stated that before I make the appointment I wanted to make sure that I let him know that my vehicle had 118k miles. I also informed him that I received an estimate from Watson Chevrolet in 2008 to repair the condition when the vehicle only had 44k miles (please see attachment #2). He said it would be fine and to just bring in the recall letter on the date of appointment and they would take care of it. I took in my vehicle on Friday, August 20, 2010 at 8:00 a.m.

The service gentleman started to check-in the vehicle and noted the mileage. He went to the Service Manager Luis Rivera to consult with him and then returned and informed me that the vehicle had to be *under* 100k miles. I repeated the information I had given the service department upon making the appointment. I also informed Mr. Luis Rivera that I had proof of the mileage when the peeling began (18 months after the purchase date of July 2006) and that the door handles were quoted at \$450+ each at that time and that I had gone over the warranty mileage of 35k. The door handles would not get repaired unless I "out-of-pocket" the expense.

The fact that I had documentation that my vehicle had this problem under 100k did not seem to matter to the Service Manager at Watson Chevrolet.

My mother who is retired and was to give me a ride to work after we dropped off my vehicle stated that she wanted to go look at the new vehicles in your lot that evening when we picked up my vehicle. After I told her what happened, she decided to look at a different model of vehicle. Watson Chevrolet Service Department is the most convenient for her. She saw future problems if she bought a Chevy vehicle that might need service in the future.

Mr. Watson, this is the third new SUV (2 Tahoe's, 1 Yukon) I have purchased in the last 15 years. This is also the first safety issue I have had that was not resolved. At this point, I feel it is a safety concern that

clearly began within your mileage limit that has been recalled and should be corrected. The door handles peel from the top and cut like a broken aluminum can.
In addition, my vehicle will be paid off on or around June 2011. At this time, I'm thinking that my next purchase will not be a Chevrolet vehicle.

Something else to think about: I work for the Housing Department and due to a shortage in carpool vehicles, I utilize my vehicle daily for business use. Because it fits the most people, I'm normally the driver for co-workers to attend meetings within Tucson and Phoenix. Because it is a safety concern, I must warn all passengers about opening doors from the interior. This is not good advertising for your vehicles since my vehicle appears to be brand-new with the only downfall: door handles that slice fingers.

Please correct this problem as the recall letter clearly intends to do. The fact that I took the vehicle to the dealership in 2008 should cover the stipulation of "under 100k" miles. I have had many good experiences with GM vehicles but feel forced to go elsewhere in the future and will recommend others do the same due to this incident.

If you would like to contact me, please call [REDACTED] Or write to:

[REDACTED]
Tucson, AZ [REDACTED]

Sincerely
[REDACTED]

[REDACTED]
Customer

Attachments 2

cc: Scott Lawson, Director Customer and Relationship Services, Chevrolet
Mike Starace, Watson Service Director
Luis Rivera, Watson Service Manager



Chevrolet
P.O. Box 909969
Milwaukee, WI 53209-9989

Attachment #1



00020 1CNEC12017P206110 13 0005768

TUCSON, AZ



July 2010

Dear [REDACTED]

As the owner of a 2007 model year Chevrolet Tahoe, your satisfaction with our product is very important to us.

This letter is intended to make you aware that some 2007 model year Chevrolet Tahoe vehicles may have a peeling condition on the top surface of the front or rear chrome interior door handle(s) that could create a rough edge. A chrome plating irregularity, combined with direct sunlight exposure, may cause the plating to separate from the top surface of the handle.

Do not take your vehicle to your Chevrolet dealer as a result of this letter unless you believe that your vehicle has the condition as described above.

What We Have Done: General Motors is providing owners with additional protection for the front and rear chrome interior door handles. If this condition occurs on your 2007 Chevrolet Tahoe within 10 years of the date your vehicle was originally placed in service or 100,000 miles, whichever occurs first, the condition will be repaired for you at **no charge**. Diagnosis or repair for conditions other than the condition described above is not covered under this special coverage program.

What You Should Do: Repairs and adjustments qualifying under this special coverage must be performed by a Chevrolet dealer. You may want to contact your Chevrolet dealer to find out how long they will need to have your vehicle so that you may schedule the appointment at a time that is convenient for you. This will also allow your dealer to order parts if they are not already in stock. Present this letter to your dealer as authorization to perform this service.

Reimbursement: The enclosed form explains what reimbursement is available and how to request reimbursement if you have paid for repairs for the special coverage condition. Your request for reimbursement, including the information and documents mentioned on the enclosed form, must be received by GM by July 31, 2011.

If you have any questions or need any assistance to better understand related repairs, please contact your dealer. If you have questions related to a potential reimbursement, please contact the Chevrolet Customer Assistance Center at 1.800.630.2438 (TTY 1.800.833.2438).





DIRECT SERVICE LINE
(520) 292-3223



625 WEST AUTO MALL DRIVE
TUCSON, ARIZONA 85705
(520) 292-1500
www.watsonchevrolet.com



FAX
(520) 292-3259

Attachment #2

CELL: [REDACTED]

CUSTOMER NO. 125248	ADVISOR VICTOR RODRIGUEZ	2108	TAG NO. 3578	INVOICE DATE 01/07/08	INVOICE NO. CTCS479873
[REDACTED]	LABOR RATE [REDACTED]	[REDACTED]	MILEAGE 44,596	COLOR BLACK/	STOCK NO.
TUCSON, AZ [REDACTED]	YEAR / MAKE / MODEL 07/CHEVROLET TRUCK/TAHOE/4DR 2WD	DELIVERY DATE 06/23/06		DELIVERY MILES	
[REDACTED]	VEHICLE I.D. NO. 1GNFC13017R	[REDACTED]	SELLING DEALER NO.	PRODUCTION DATE	
[REDACTED]	F.T.E. NO.	P.O. NO.	R.O. DATE 01/07/08		
[REDACTED]	COMMENTS				

LABOR & PARTS

J# 1 76CTZ EXTERIOR TRIM TECH(S):396
DRIVERS DOOR EXTERIOR HANDLE AND LOCK CYLINDER ARE DAMAGED. GIVE ESTIMATE TO REPLACE. RECOMMEND HANDLE AND LOCK CYLINDER. NO AUTHORIZATION.
JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 39CTZ06162 ECM E85 PROGRAM TECH(S):396
PRODUCT ENHANCEMENT REPROGRAM ECM FOR E85 VIRTUAL FLEX FUEL SENSOR. UPDATE 06162
PRODUCT ENHANCEMENT 06162 IS REQUIRED
COMPLETED PRODUCT ENHANCEMENT 06162
JOB # 2 TOTAL LABOR & PARTS 0.00

J# 3 45CTZ07007 KEYLESS ENTRY INOP TECH(S):396
PERFORM RECALL 07007 REOMTE KEYLESS ENTRY INOP/BATTERY RUNDOWN. EXP WITH BASE WARRANTY
COMPLETE RECALL 07007. REPROGRAMMED THE BODY CONTROL MODULE, RCCLR, SDM, KEY FOB TIRE MONITOR.
JOB # 3 TOTAL LABOR & PARTS 0.00



ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$240.00 (+TAX)

COMMENTS
[REDACTED]

DELETED OPERATION(S)
77CTZ INTERIOR TRIM WORK 77CTZ-1 INTERIOR TRIM WORK
76CTZ-1 EXTERIOR TRIM 20CTZ WHEEL AND TIRE WORK

TOTALS

CASH [] CHECK [] #	TOTAL LABOR....	0.00
MC [] VISA [] DISC [] AMX []	TOTAL PARTS....	0.00
MPP [] GMPP [] RYAN []	TOTAL SUBLET....	0.00
TRANS CITY [] ENT. FIN. GRP []	TOTAL G.O.G....	0.00
OTHER EXTENDED WARRANTY []	TOTAL MISC CHG.	0.00
	TOTAL MISC DISC	0.00
	TOTAL TAX.....	0.00

THANK YOU FOR YOUR BUSINESS.

TOTAL INVOICE \$ 0.00

WARRANTY DISCLAIMER. Any warranties on the products sold hereby are those made by the manufacturer. The Seller, WATSON CHEVROLET, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose or delay and WATSON CHEVROLET, neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. LIMITED EXPRESS WARRANTY: Labor and parts 1 year or 12,000 miles, applies to GM parts only, hereby limits implied warranties to same period.

CUSTOMER SIGNATURE

CUSTOMER SIGNATURE

COPY

CHESTER, WV



14-03-151 0:36 RCVD

CADILLAC
PO BOX 909989
MILWAUKEE, WI

53209-9989

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



686860265

MILWAUKEE, WI 53209-9989

31 AUG 2010 PM 1 L



USA FIRST CLASS FOREVER

8-15-10

OUR 2007 ESCALADE HAD A BAD
DRIVERS SIDE DOOR HANDLE OVER
A YEAR AGO I HAD DEALER FIX IT

NOW I HAVE TO TAKE IT TO DEALER
FOR A STARTING PROBLEM & CHROME PIECE
ON OUT SIDE OF DRIVERS DOOR IS ALL
PEELING OFF

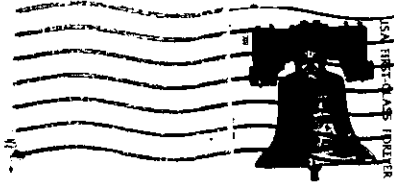
WE HAD A SHORT IN ELECTRIC THAT
DRAINED THE BATTERY MANY TIMES - SHORT
WAS FIXED & NEW BATTERY HAD TO BE
PUT IN CAR HAD TO BE TOWED

HOT WATER WINDSHIELD SECTION IS
COMPLETELY UNHOOKED FROM ANOTHER
DEFECT - CHROME WHEELS HAVE RUST ON
THEM ALREADY
HOOD & ROOF HAS WATER SPOTS ON IT
EVEN AFTER IT HAS BEEN
DETAILED AT DEALER SOMETHING
IN CLEAR COAT?

LOTS OF PROBLEMS ON A VERY EXPENSIVE
VEHICLE

CHESTER WU

████████████████████
Paragould, AR ██████████



09-10-10A08:40 RC

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

GMC
P. O. Box 909989
Milwaukee, WI 53209-9989

5320998989 8050



August 31, 2010

GMC

P.O. Box 909989

Milwaukee, WI 53209-9989

RE: 09239 1GKFK16387J [REDACTED] 48 0003392

Dear Sir or Madam:

I received your letter in reference to the faulty door handles. Our vehicle began having the peeling prior to reaching 100,000 miles. We discovered the faulty door handles when we began to receive cuts to our fingers. I neglected to write you to tell you of your faulty part. Now that you are aware of this condition, I am disappointed that you are not going to repair this part.

We are loyal GM customers and have not experienced this problem on our Tahoe.

Please reconsider your position and make this repair (at no charge) to our 3 year old vehicle.

Sincerely,

[REDACTED]
[REDACTED]
Paragould, AR
[REDACTED]

Copy: Glen Sain Inc.

CUSTOMER #: 2812335656

439176

WESTSIDE CHEVROLET INC.

23001 KATY FREEWAY

KATY, TX 77450

PHONE (281) 392-3200

www.westsidechevrolet.com

WARRANTY

RICHMOND, TX

PAGE 1

HOME: [REDACTED] CONT: N/A

BUS: [REDACTED] CELL:

SERVICE ADVISOR: 709 GEORGE CAIN

COLOR	YEAR	MAKE/MODEL	VIN	UNIT NO.	MILEAGE IN/OUT	TAG	
GOLD	07	CHEVROLET SUBURBAN	3GNFC160X7G [REDACTED]		103246/103246	T1404	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
10NOV06	DD		19:00	16SEP10		CASH	16SEP10
R.O. OPENED	READY	OPTIONS: ENG:5.3_Liter					

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

A	WARRANTY RENTAL 1 DAY						
CAUSE: COURTESY RENTAL							
Z7901	WARRANTY RENTAL 1 DAY						
	999 WC94	0.00				0.00	0.00
				0	0	TPARTS	
				0	0	TLABOR	
SUBL	AVIS RENT-A-CAR INV#157762953 PO#246038						
	WC94					36.74	36.74

TECH: 999	ACTUAL HRS.: 0.00	SOLD HRS.: 0.00					
SALE-LBR:	0.00	PTS: 0.00	MSC: 0.00	LUB: 0.00	SUB: 0.00	36.74	TOTAL 36.74
COST-LBR:		PTS: 0.00	MSC: 0.00	LUB: 0.00	SUB: 0.00	36.74	

THANK YOU FOR YOUR BUSINESS !!
 COME BACK AND SEE US SOON !!
 IF YOU ARE NOT COMPLETELY SATISFIED PLEASE
 SEE ONE OF OUR MANAGERS THANKS !!!!
 PAID BY - CASH. CK. MC. VS. DIS. AE.
 SCOUP INT
 AMOUNT DATE

TECH: 999	ACTUAL HRS.: 0.00	SOLD HRS.: 0					
SALE-LBR:	0.00	PTS: 0.00	MSC: 0.00	LUB: 0.00	SUB: 0.00	36.74	TOTAL 36.74
COST-LBR:		PTS: 0.00	MSC: 0.00	LUB: 0.00	SUB: 0.00	36.74	

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

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
[REDACTED]	0	0	[REDACTED]	[REDACTED]	3674	3674	
	3674	*****					
COST, SALE, & COMP TOTALS				3674	3674	0	

NOTICE PURSUANT TO SEC. 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 contract. I understand that this vehicle is subject to repossession in accordance with Sec. 9.609, Texas Business and Commerce Code, if a written order for payment for repair on the vehicle is stopped, dishonored because of insufficient funds, no funds, or because the drawer or maker of the order has no account or the account on which it is drawn has been closed.

CUSTOMER SIGNATURE

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 MANUFACTURERS REPRESENTATIVES.

"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."

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	36.74
MISC. CHARGES	0.00
TOTAL CHARGES	36.74
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	36.74

faxed 9/8 LB

XXXXXXXXXXXX1481

23222 KINGSLAND BOULEVARD KATY, TX, 77494, US

03061

>>RENTAL<< RA DOCUMENT 157762953
CAR# 5 0 9 1 0 5 1 4 GRP B

RENTED: 01SEP10/0839 AT: CINCO RANCH
RETURN: 02SEP10/0800 AT: CINCO RANCH
DUE IN: 04SEP10/0900 AT: CINCO RANCH

PHONE: [REDACTED] 42CL6D
RATE: IO/D TIME: 0 DY 23 HR
MIN 1 DAY
MAX 31 DAY

MI OUT: 6176 MI IN: 6177
TOTAL MILES DRIVEN: 69
PLATES TX [REDACTED] FUEL OUT: 6/8
RED CHEV COBA 4DR FUEL IN: 0/0

*****OPTIONAL SERVICES*****

METHOD OF PAYMENT: CASH 1481
DRIVERS LIC# [REDACTED]
AND# 0610000

LOW: 16.99/DAY DECLINED
PAL: 4.00/DAY DECLINED
PEP: 2.95/DAY DECLINED
ALI: 14.49/DAY DECLINED

0 MI @ .00
0 HR @ 30.00
0 DY @ 30.00
0 WK @
0 MO @

PREV CAR# 050522000 1 OF RICHGS 01
MI IN:13116 MI DRIVEN:00068
LAST EXCHANGE:KY4
SICHG DATE/TIME:01SEP10/0840
EXT TO:04SEP10/0900 ON:01SEP10/0840
ORG RNT LOC:KY4

MIN 1DY/10/B 69PK + 30.00
TIRE & MILEAGE = 30.00
\$ 1.95/DY VLF + 1.95
FUEL SERVICE: .3329/MI
7.990/GAL

RENT TO:

AVIS RENT A CAR SYSTEM INC
7894 COLLECTIONS DRIVE
TAX ID # 111998661
CHICAGO IL 60633

SUBTOTAL 31.95
TAX 15.000% + 4.79
TOTAL CHARGES 36.74
AMOUNT DUE: PAY CMT - 36.74
AMOUNT DUE CH USD 0.00

CUSTOMER NAME:

[REDACTED]
CLM/FO/RO: 438312/WILLIAM

24600 / 36.74 / 439176

THIS IS NOT AN INVOICE

NOTICES
ALL CHARGES ARE SUBJECT TO AUDIT AND CHANGE IF ANY ERRORS ARE FOUND.
FOR LOCAL INQUIRIES CALL 281-574-3344, ALL OTHER INQUIRIES CALL 800-352-7900.
THANK YOU FOR RENTING FROM AVIS.
MINIMUM CHARGE IS 1 DAY (24 HRS) PLUS MILEAGE.
0944 05FC/10251/10:29/E

NOTICES
FUEL SERVICES ADD'L IF CAR IS RETURNED WITH LESS FUEL THAN RENTED. 00-74 MILES \$13.99 FUEL FEE ADDED. TO REMOVE SHOW RCPT. X
I HAVE READ AND AGREE TO THE TERMS AND CONDITIONS SHOWN ON THIS RENTAL DOCUMENT AND ON THE SEPARATE RENTAL DOCUMENT PACKET DELIVERED TO ME WITH THIS RENTAL DOCUMENT.

RENTAL #157762953
RENTAL AGENT: 78927
RETURN AGENT: 28962

1G1AF5F50A7



89104-1000 02000, RR Donnelley, All rights reserved. 0867

F-18FF-GEN

:.
Facsimile Transmittal
:.

To:	Hannah Lee	Fax:	281-392-2344
From:	Stacy Amstutz	Date:	September 17, 2010
Customer Name & SR #	[REDACTED]	Pages:	2

Notes:

Upon receipt of this pre-authorization for the above listed claim for payment, please verify that the information listed below is correct. If everything is correct please enter this claim in the GW system as a miscellaneous net line amount with the labor op Z1242 for \$36.74. The pre-authorization # is 9183280000. You do not need to H route this claim nor use any authorization codes, labor hours or costs. If this claim rejects, please contact the CRS handling this file. Below is the information that we have entered for the pre-authorization. Please use the Complaint, Cause & Correction provided for your entry into the Global Warranty system.

This would be cut & pasted from the SR. Also use only the correct Z op and remove the other

on [REDACTED]
VIN 3GNFC160X7G [REDACTED]
[REDACTED] 103246
[REDACTED] Westside Chevrolet
Hannah Lee
Dealer Contact [REDACTED] -644-1350
Dealer Phone 281 [REDACTED]
Dealer BAC [REDACTED] 392-2344
114852
Dealer Fax 281 439176
Dealer E-Mail Address [REDACTED] 9/16/2010
Job Card Number [REDACTED] 242
Job Card Class [REDACTED]
Labor Op Code [REDACTED]

CRS # [REDACTED] peeling chrome on door handles
Cause [REDACTED] manufacturing concern
Correction [REDACTED] cover rental for 1 day

Approved [REDACTED] Joe G
Entered by [REDACTED] Joe G
Date Entered [REDACTED] 9/17/10

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

July 21, 2011

[REDACTED]
Peachtree City, GA [REDACTED]

Dear [REDACTED]

We have received your request for assistance, but have been unable to contact you using the telephone number provided or any listed in our records.

If your situation has been resolved to your satisfaction, no further action is necessary. If it has not, we invite you call us at 1-800-222-1020. Please refer to the service request number listed below when you reach our representative.

Total customer satisfaction is important to us at Chevrolet. If we can be of any assistance, 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 Number: 71-874569009

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

Wilson County Motors
1310 West Main
Lebanon TN 37087
ph 615-444-9642
fax 615-547-0286

Fax to :

Fax # : 866-775-9478

Attention: Debbie

number of pages including cover: 2

Additional comments:

PD1000DB
WIBEGLEY

Wilson County Motors
Parts Transactions - Counter Sale

SPO - Unfilled 10/04/10
14:32:58

1. CP		JAMES BEGLEY		QUOTE		5. Price Level		Retail
2. Cust						Sale Type		Retail
3. Phone				PO#				
Opt	Part Number/Description	Bin/Shelf	Qty/Avl	List	Net	Exten		
	88880051 :HANDLE KI (16346-CT)	SPORD	1/ 3	13.25	13.25	13.25		
	88880051 :HANDLE KI (16346-CT)	SPORD	1/ 3	13.25	13.25	13.25		

GM

Parts 26.50
Sales Tax 2.46
SO Deposit

F3=Exit F9=Accept Catalog F10=Messages F14=Delete

Total 28.96

FRONT Handles

Labor 1 hr @ 85.00
PARTS - 13.25
98.25
plus tax

Rear handles

Labor 85.00
parts 13.25
98.25
plus tax

Wilson County Motors
1310 West Main
Lebanon TN 37087
ph 615-444-9642
fax 615-547-0286

Fax to :

Fax # : 866-775-9478

Attention: Debbie

number of pages including cover: 2

Additional comments:

WILSON COUNTY



1310 West Main Street
 Lebanon, TN 37087
 Phone: (615) 444-9642
 www.wilsoncountymotors.com

SERVICE DEPARTMENT HOURS
 7:30 a.m. to 5:30 p.m. Mon - Fri
 8:00 a.m. - 12:00 p.m. - Saturday

R/O Open Date	R/O Number				
10/01/10	6069874/1				
R/O Close Date	Status				
10/12/10	Pre-Invoice				
Mileage In	Mileage Out				
117935	117935				
Service Advisor / Tag #					
TRACY WILKERSON					
Vehicle Identification Number					
1GKFC13J07J					
Delivery Date	In-Service Date				
Year	Make	Model	Body	Color	License Number
2007	GMC	YUKON	2WD 4DR 1500 SLE		

BRUSH CREEK, TN		Work Phone	
		Home Phone	

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#1 - Customer Reports: FRONT DOOR HANDLES PEELING Work performed by DAVID THOMPSON (9) Installed 88880051 :HANDLE KI (16346-CT) 1@10.57 Sub Total: 95.57	85.00 10.57

#2 * Customer Reports: REAR DOOR HANDLES PEELING Work performed by DAVID THOMPSON (9) Installed 88880051 :HANDLE KI (16346-CT) 1@10.57 Sub Total: 95.57 Sub Total: .00	85.00 10.57



LABOR	170.00
PARTS	21.14
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	xxxxFILE .00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	191.14

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 the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

.:
Facsimile Transmittal
.:



To:	Tracy Johns	Fax:	615-547-0286
From:	Debbie Stewart	Date:	October 13, 2010
Customer Name & SR #	[REDACTED]	Pages:	2

Notes:

Upon receipt of this pre-authorization for the above listed claim for payment, please verify that the information listed below is correct. If everything is correct please enter this claim in the GW system as a miscellaneous net line amount with the labor op Z1242 for \$191.14. The pre-authorization # is 94123400000. You do not need to H route this claim nor use any authorization codes, labor hours or costs. If this claim rejects, please contact the CRS handling this file. Below is the information that we have entered for the pre-authorization. Please use the Complaint, Cause & Correction provided for your entry into the Global Warranty system.

This would be cut & pasted from the SR. Also use only the correct Z op and remove the other
VIN 1GKFC13J07J [REDACTED]
117-935
Wilson County Motors, L.L.C.
Tracy Johns
Dealer Contact [REDACTED] -9642
Dealer Phone (615) 444-547-0286
Dealer BAC 112691 dthompson@wilsoncountymotors.com
Dealer Fax 615-069874
Dealer E-Mail Address [REDACTED]
Job Card Number 242
Job Card Class [REDACTED]
Labor Op Code [REDACTED]
CRS All door handles caused injury
Cause peeling
Correction replaced door handles
Approved Joe G
Entered by Joe G
Date Entered 10/13/10



Service Satisfaction Survey

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

Original Name:

[Redacted]

Kerrville TX

[Redacted]

Revised Name:

[Redacted]

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

About Your Service Consultant/Advisor

- | | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied | Does Not Apply/Not Required |
|--|--------------------------|--------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-----------------------------|
| 5. How satisfied were you that your Service Consultant took enough time to thoroughly understand your service request?.... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | |
| | Yes | No | Does Not Apply/Not Required | Don't Know | | |
| 6. Were you <u>offered</u> transportation options?..... | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | | |
| | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied | Does Not Apply/Not Required |
| 7. How satisfied were you that you were kept informed about the status of your service request?..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| | Yes | No | No Time Promised | | | |
| 8. Was your vehicle ready by the original time promised?..... | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | | | |
| | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied | |
| 9. How satisfied were you with the explanation you were given of all services performed?..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | |
| 10. Overall, how satisfied were you with your Service Consultant | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | |

About Service Delivery

- | | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied |
|--|--------------------------|-------------------------------------|-------------------------------------|--------------------------|--------------------------|
| 11. When you picked your vehicle up, how satisfied were you with: | | | | | |
| - The time it took to complete the transaction?..... | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| - The ease of getting your vehicle?..... | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| - The condition in which it was returned?..... | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | Yes | No | | | |
| 12. Were ALL of your service concerns corrected on this service visit? | <input type="checkbox"/> | <input checked="" type="checkbox"/> | | | |

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

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

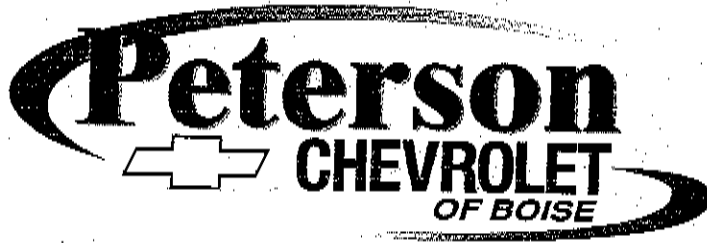
- | | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied |
|--|-------------------------------------|-------------------------------------|--------------------------|-------------------------------------|--------------------------|
| 13. How satisfied are you that your vehicle was fixed right on this service visit?..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| | Yes | No | | | |
| 14. Were you given a copy of the completed repair order/invoice?.. | <input type="checkbox"/> | <input checked="" type="checkbox"/> | | | |
| | Yes | No | Don't Know/ Not Sure | | |
| 15. Were you contacted shortly after this service visit to determine your satisfaction with the dealership 's service?.... | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | | |

Summing Up Your Experience

- | | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied |
|---|--------------------------|-------------------------------------|-------------------------------------|--|--------------------------|
| 16. Based on this service visit, overall, how satisfied are you with Crenwelge Motors?..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| | Definitely Would | Probably Would | Might/Might Not | Probably Not | Definitely Not |
| 17. Would you recommend this dealership for service?..... | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied |
| 18. Overall, how satisfied are you with your 2007 YUKON XL?..... | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 19. Are you... <input type="checkbox"/> Male <input checked="" type="checkbox"/> Female | | | | | |
| 20. Your age... <input type="checkbox"/> Under 25 <input type="checkbox"/> 25-34 <input type="checkbox"/> 35-44 <input checked="" type="checkbox"/> 45-54 <input type="checkbox"/> 55-64 <input type="checkbox"/> 65 or older | | | | | |
| 21. May we include your name when providing this information to your dealership ? | | | Yes <input type="checkbox"/> | No <input checked="" type="checkbox"/> | |

22. Do you have any other comments/recommendations about Crenwelge Motors?

I told the service advisor that I needed some door handles replaced per the recall notice. The other recall I was asking for was the heat sensor on the windshield wipers. It was replaced. They never looked at my door handles so I had to go back. They said they would order the part and let me know when they are in. I haven't received that call yet.



9599 W. Fairview Ave.
Boise Id, 83704
(208) 323-5100

Date: 10/19/10

Time: 9:00 AM

To: Gm customer Assistance

From: Mikel Bisterfeldt Warranty Admin

* Attention: Brandon

Number of Pages Including Cover Sheet: 4

Comments: As Requested Faxing copy
of repair for door handles replaced
on 2007 Cadillac Escalade per
special policy 09239 - NOT Applicable
to this vehicle - claim has rejected.

CUSTOMER #: 151291

62816

PETERSON
CHEVROLET CADILLAC BUICK
9501 West Fairview Ave. Boise, ID 83704
(208) 323-5000
www.petersongm.com
www.petersonchevrolet.com

WARRANTY

PAGE 1

SERVICE ADVISOR: 9924 JEFFERY L SHAWVER

PAYETTE, ID
HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLACK-RAVE	07	CADILLAC ESCALADE ES	1GYFK66807R [REDACTED]	[REDACTED]	109772/109777	T5012	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
16NOV06 IS			18:00 14OCT10		0.00	VISA	15OCT10
16NOV06 DD							
R.O. OPENED	READY	OPTIONS: ENG:6.2 LITER					
14:02 13OCT10	16:04 15OCT10						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A CUSTOMER STATES FRONT AND REAR DOOR HANDLES CRACKING							
CAUSE: CHROME PEELING - PER 09239A (SEE TOM)							
T5752 09239 SPECIAL POLICY FOR CHROME DOOR HANDLES							
	9682	W		0.50		45.57	45.57
	1 88880051		HANDLE KI		13.25	10.57	10.57
				755	1057	TPARTS	
				1150	4557	TLABOR	

TECH: 9682 ACTUAL HRS.: 0.78 SOLD HRS.: 0.50

SALE-LBR: 45.57 PTS: 10.57 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 56.14

COST-LBR: 11.50 PTS: 7.55 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 19.05

VERSION 1 (EMP# 9688, 14OCT10 14:06): 109777 CHROME PEELIN. 0.10 NO REPAIR.

VERSION 2 (EMP# 9682, 15OCT10 12:59): 109777 CHROME PEELING - PER 09239A (SEE TOM) 0.50 REPLACED FRONT DOOR INSIDE PULL LEVERS PER 09239A. -- T5752 -- 0.5 --

H HEATED WINDSHIELD WASHER MODULE SHORT CIRCUIT - DISABLE AND REMOVE MODULE

CAUSE: RECALL

CONCERN CODE:

V2281 10153-Windshield Washer Solvent Heater Asm
Removal and Issue Check to Customer (Cust. Vehicles Only)

9688 W 0.30

0 0 TPARTS 27.34 27.34

630 2734 TLABOR

TECH: 9688 ACTUAL HRS.: 0.39 SOLD HRS.: 0.30

SALE-LBR: 27.34 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 27.34

I hereby authorize the repair work herein set forth to be done along with the necessary materials 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. I hereby grant you and/or your employees permission to operate the vehicle herein describes 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. WORK GUARANTEED FOR 12 MONTHS OR 12,000 MILES, WHICHEVER COMES FIRST. WHEN FACTORY PARTS ARE USED, ALIGNMENTS GUARANTEED FOR 90 DAYS.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

X _____
CUSTOMER SIGNATURE

CUSTOMER #: 151291

62816

PETERSON
CHEVROLET CADILLAC BUICK
9501 West Fairview Ave. · Boise, ID 83704
(208) 323-5000
www.petersongm.com
www.petersonchevrolet.com

WARRANTY

PAGE 2

SERVICE ADVISOR: 9924 JEFFERY L SHAWVER

PAYETTE, ID

HOME:

CONT:

BUS:

CELL:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLACK-RAVE	07	CADILLAC ESCALADE ES	1GYFK66807R		109772/109777	T5012	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
16NOV06 IS			18:00 14OCT10		0.00	VISA	15OCT10
16NOV06 DT							

R.O OPENED	READY	OPTIONS:									
14:02 13OCT10	16:04 15OCT10	ENG:6.2 LITER									
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL				
COST-LBR:	6.30	PTS:	0.00	MSC:	0.00	LUB:	0.00	SUB:	0.00	TOTAL	6.30

VERSION 1 (EMP# 9688,14OCT10 08:10): 109772 RECALL 0.30 REMOVED
FUSE & HEATED WASHER FLUID MODULE E

EST: 600.00 13OCT10 14:02 SA: 9924

EST: 838.99 15OCT10 13:14 SA: 9924

CONTACT:

TECH: 9682 ACTUAL HRS.: 0.78 SOLD HRS.: 0.5
TECH: 9688 ACTUAL HRS.: 0.39 SOLD HRS.: 0.30

SALE-LBR: 72.91 PTS: 10.57 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 83.48
COST-LBR: 17.80 PTS: 7.55 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 25.35

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
10-14-10	07:47	08:10	0.39	W	9688	H	
	08:10	10:05	1.91	W	9688	B	
	10:05	11:07	1.04	W	9688	C	
	13:15	13:15	0.00	W	9688	F	
	13:15	13:43	0.47	W	9688	I	
	13:43	14:05	0.36	W	9688	J	
	14:07	14:08	0.01	W	9688	B	
	14:08	14:10	0.04	W	9688	D	
10-15-10	14:10	14:11	0.01	W	9688	G	
	12:12	12:59	0.78	W	9682	A	

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
3/	7291	1780		3/C4720	1057	755	
3/	8348	*****					

I hereby authorize the repair work herein set forth to be done along with the necessary materials 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. I hereby grant you and/or your employees permission to operate the vehicle herein describes 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. WORK GUARANTEED FOR 12 MONTHS OR 12,000 MILES, WHICHEVER COMES FIRST. WHEN FACTORY PARTS ARE USED, ALIGNMENTS GUARANTEED FOR 90 DAYS.

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 #: 151291

62816

PETERSON
CHEVROLET CADILLAC BUICK
9501 West Fairview Ave. · Boise, ID 83704
(208) 323-5000
www.petersongm.com
www.petersonchevrolet.com

WARRANTY

PAGE 3

SERVICE ADVISOR: 9924 JEFFERY L SHAWVER

PAYETTE, ID

HOME:

CONT:

BUS:

CELL:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLACK-RAVE	07	CADILLAC ESCALADE ES	1GYFK66807R		109772/109777	T5012	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
16NOV06 IS			18:00 14OCT10		0.00	VISA	15OCT10
16NOV06 DD							
R.O. OPENED		READY	OPTIONS: ENG:6.2 LITER				
14:02 13OCT10	16:04 15OCT10						
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

COST, SALE, & COMP TOTALS 2535 8348 0

I hereby authorize the repair work herein set forth to be done along with the necessary materials 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. I hereby grant you and/or your employees permission to operate the vehicle herein describes 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. WORK GUARANTEED FOR 12 MONTHS OR 12,000 MILES, WHICHEVER COMES FIRST. WHEN FACTORY PARTS

X

DESCRIPTION	TOTALS
LABOR AMOUNT	72.91
PARTS AMOUNT	10.57
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	83.48
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	83.48

: :
Facsimile Transmittal
: :

To: Tom Browning	Fax: 208-323-5014	
From: Brandon Veulman	Date: October 22, 2010	
Customer Name & SR # [REDACTED]	Pages: 2	

Notes:

Upon receipt of this pre-authorization for the above listed claim for payment, please verify that the information listed below is correct. If everything is correct please enter this claim in the GW system as a miscellaneous net line amount with the labor op Z1242 for \$83.48. The pre-authorization # is 95090600000. You do not need to H route this claim nor use any authorization codes, labor hours or costs. If this claim rejects, please contact the CRS handling this file. Below is the information that we have entered for the pre-authorization. Please use the Complaint, Cause & Correction provided for your entry into the Global Warranty system.

This would be cut & pasted from the SR. Also use only the correct Z op and remove the other op.

MIN 1GYFK66807R [REDACTED]
Dealer Name Peterson Motors
Dealer Contact Tom Browning
Dealer Contact Phone 208-323-5000
Dealer Phone 208-323-5014
Dealer BAC 234698 tbrowning@petersonmotors.com
Dealer Fax 208-062816
Dealer E-Mail Address [REDACTED]
Job Card Number [REDACTED] Oct. 15, 2010
Job Card Class [REDACTED]
Labor Op Code [REDACTED]
Complaint Door handle caused injury
Cause Chrome Peeling
Correction replaced door handle

Approved Joe G
Entered By Joe G
Date Entered 10/22/10

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

July 21, 2011

[REDACTED]
Hattiesburg, MS [REDACTED]

Dear [REDACTED]

We have received your request for assistance, but have been unable to contact you using the telephone number provided or any listed in our records.

If your situation has been resolved to your satisfaction, no further action is necessary. If it has not, we invite you call us at 1-800-222-1020. Please refer to the service request number listed below when you reach our representative.

Total customer satisfaction is important to us at Chevrolet. If we can be of any assistance, 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 Number: 71-881127941

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

July 21, 2011

[REDACTED]
Yonkers, NY [REDACTED]

Dear [REDACTED]

Enclosed is the GM Product Recall/Special Coverage Customer Reimbursement Claim Form. Please complete the form in its entirety and return it to the address listed on the bottom of the form.

We will be happy to review your request for reimbursement for the listed repair once we have received this completed form and any additional documentation that may be required (see the attached reimbursement claim for details).

After receiving your completed claim form and documentation, we will carefully review the documents to confirm the repairs were directly related to the condition described in the recall/special coverage. While we cannot guarantee all reimbursement requests will be honored, we will thoroughly review each request carefully for reimbursement consideration.

At Chevrolet, our commitment to customer satisfaction is a top priority. 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: 71-881457655

**GENERAL MOTORS
PRODUCT RECALL OR SPECIAL COVERAGE CUSTOMER REIMBURSEMENT
PROCEDURE**

If you have paid to have this condition related to the recall or special coverage notification you received corrected, you may be eligible to receive reimbursement.

Requests for reimbursement may include parts, labor, fees and taxes. Reimbursement may be limited to the amount the repair would have cost if completed by an authorized General Motors dealer.

Your claim will be acted upon within 60 days of receipt.

If your claim is:

- Approved, you will receive a check from General Motors,
- Denied, you will receive a letter from General Motors with the reason(s) for the denial, or
- Incomplete, you will receive a letter from General Motors identifying the documentation that is needed to complete the claim and offered the opportunity to resubmit the claim when the missing documentation is available.

Please follow the instructions on the Claim Form provided on the reverse side to file a claim for reimbursement. If you have questions about this reimbursement procedure, please call the toll-free telephone number provided at the bottom of the form. If you need assistance with any other concern, please contact the appropriate Customer Assistance Center at the telephone number listed below:

Division	Number	Deaf, Hearing Impaired or Speech Impaired *
Buick	1-800-521-7300	1-800-832-8425
Cadillac	1-800-458-8006	1-800-833-2622
Chevrolet	1-800-222-1020	1-800-833-2438
GMC	1-800-462-8782	1-800-462-8583
Pontiac	1-800-762-2737	1-800-833-7668
Oldsmobile	1-800-442-6537	1-800-833-6537
Hummer	1-866-486-6376	
Virgin Islands	1-800-496-9994	
GM Medium Duty	1-800-862-4389	
Puerto Rico <input type="checkbox"/> English	1-800-496-9992	
Puerto Rico <input type="checkbox"/> Español	1-800-496-9993	

* Utilizes Telecommunication Devices for the Deaf/Text Telephones (TDD/TTY)

Product Recall or Special Coverage Customer Reimbursement Claim Form

This section to be completed by Claimant

Date Claim Submitted: _____

17-Digit Vehicle Identification Number (VIN): _____

Current Mileage of Vehicle: _____

Mileage at Time of Repair: _____ Date of Repair: _____

Claimant Name (please print): _____

Street Address or PO Box Number: _____

City: _____ State: _____ Zip Code: _____

Daytime Telephone Number (include Area Code): _____

Evening Telephone Number (include Area Code): _____

Amount of Reimbursement Requested: \$ _____

THE FOLLOWING DOCUMENTATION MUST ACCOMPANY THIS CLAIM FORM.

Original or clear copy of all receipts, invoices and/or repair orders that show:

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- What problem occurred, what repair was done, when it was done and who did it.
- The total cost of the repair expense that is being claimed.
- Payment for the repair in question and the date of payment.
(copy of front and back of cancelled check, or copy of credit card receipt)

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this recall.

Claimant's Signature: _____

Please mail this claim form and the required documents to:

General Motors
PO Box 33170
Detroit, MI 48232-5170

All recall and Special Coverage reimbursement questions should be directed to 1-800-204-0261

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

July 21, 2011

[REDACTED]
Edna, TX [REDACTED]

Dear [REDACTED]

Thank you for your support of Chevrolet. As we agreed, the necessary paperwork has been completed and forwarded to General Motors Protection Plan (GMPP) for the Smart Care plan on your 2007 Chevrolet Suburban, Vehicle Identification Number 3GNFC16007G [REDACTED]. The processing time will take approximately eight weeks.

You will be notified by GMPP once the plan has been processed and you will receive complete details on your plan's coverage at that time. This letter will serve as your policy until you receive your plan confirmation. Should you require service prior to receiving your plan confirmation from GMPP, simply bring this letter to your local Chevrolet Dealership. Your complete satisfaction is very important to us at Chevrolet. We hope the issuance of this GMPP demonstrates our appreciation of you as a valued customer.

At Chevrolet, our commitment to customer satisfaction is a top priority. 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: 71-884173362

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.



Report Vehicle GMPP: Summary

Current as of: 11/16/2010 - 1:29 PM EST

Transaction Mode: Online
 User ID: 1w5x8n
 User Role: Central Office Administrator
 Timestamp Date: 2010-11-16 13:29:29.213
 Status: Pending

Vehicle Identifier

Vehicle Category: GM, Used
 VIN: 3GNFC16007G [REDACTED]

Customer Information

Plan Customer: Individual
 Customer Type: Owner

Sales Information

Dealer Code: 32888
 Edna , Texas , United States [REDACTED]

Action: Add Protection Plan
 Evening Phone:
 Odometer: 77371
 Daytime Phone:
 Delivery Date: 11/05/2010
 Ext:
 Reference number:
 Primary Language: English
 Secondary Language:

Plan Lienholder

Lienholder Type: Other
 Chevrolet
 P.O. Box 33170
 Detroit, Michigan 48232

Protection Plans

Plan Purchase Date: 11/05/2010
 In Service Date: 11/05/2010
 Schedule Type: GMPP Retail
 Promotion Code:

Plan Type: Smart Care Retail
 Term: 12
 Mileage Limit: 12000
 Deductible: 0

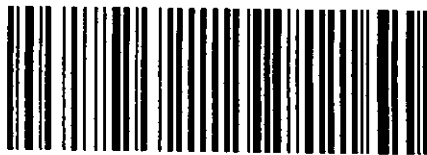


OrderWORKBENCH

Rental Type:	None
Plan Price:	\$0.00
Tax:	\$0.00
Total:	\$0.00

Clinton, MD

CERTIFIED MAIL™



7010 1670 0002 5021 1702

General Motors

P.O. Box 33170

Detroit, MI 48232-5170

01-11-10P12:00 RCVD



1500



48232

\$5.54
00063764-03

U.S. POSTAGE
PAID
CLINTON, MD
20735
OCT 29 10
HPUUN1

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

RETURN RECEIPT
REQUESTED

482325170



[REDACTED]
Clinton, Md. [REDACTED]
Customer # [REDACTED]
[REDACTED]

10/29/10
General Motors
P.O. Box 33170
Detroit, MI 48232-5170

Dear: General Motors

On August 23rd 2008 my wife and I purchased a 2007 Cadillac Escalade ESV from Capitol Cadillac, 6500 Capitol Drive, Greenbelt, MD 20770.

We are very dissatisfied and frustrated with the vehicle we purchased and the number of times it has been in for service. The vehicle has been in for 19 warranty repairs, 5 brake concerns, 3 replacement radios, 3 rear defogger repairs and other repairs.

We do a lot of traveling and since we have been experiencing these problems our trips do not seem to be as comfortable due to having to worry if this vehicle is yet going to fail to perform properly. We have never experienced such excessive issues with any vehicle we own. We are afraid that when the warranty expires the vehicle will have more major problems.

We look forward to hearing from you regarding this matter.

Unhappy Cadillac Owners
[REDACTED]

FAX

TO:

RAWENA

FROM:



FAX:

18669622868

FAX:

PHONE:

186679057

00**22969

PHONE:



SUBJECT: SERVICE #

71-
885922456

DATE:

November 5, 2010

COMMENTS:

Service #71-885922456

Here are the repair orders we spoke about 24pages.

CAPITOL CADILLAC COMPANY

**6500 CAPITOL DRIVE
GREENBELT, MARYLAND 20770
(301) 441-9600
TOLL FREE 1-800-423-8732**

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CLOSED SATURDAYS
PICK-UP VEHICLE BEFORE 5:30 P.M.
CASHIER HOURS: 8:30 A.M. TO 5:30 P.M.
www.ecapitol.com**



CUSTOMER NO. 48919	BRAD KINDER	742	TAG NO. K200	12/03/08	INDEX 243647
	LABOR RATE		MILEAGE 22,343	BLACK/	89579
CLINTON, MD	077/CADILLAC/ESCALADE ESV/4DR			08/23/08	DELIVER 16,415
	VEHICLE NO. K 6 6 8 5 7 R			SELLING DEALER NO	PRODUCTION DATE
	F.T.E. NO.		P.O. NO.	12/03/08	
COMMENTS					

JOB# 1 CHARGES

LABOR
J# 1 01CDZEA SUV LOF *LOFO* TECH(S):55 25.35
 PERFORM OIL CHANGE FOR SUV
 49.95
 COMPLETED OIL CHANGE AND LUBRICATION

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
	1	89017524	FILTER 1.836 25	5.99	5.99	5.99
	7	5615	MOTOR OIL 270	2.48	2.48	17.36
TOTAL - PARTS						23.35

JOB# 1 TOTALS LABOR 25.35 PARTS 23.35

JOB# 1 JOURNAL PREFIX CDCS JOB# 1 TOTAL 48.70

IMPORTANT
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 Thank You,
 Capitol Cadillac

JOB# 2 CHARGES

LABOR
J# 2 04CDZ08048 HTD WASHER MODULE TECH(S):55 WARRANTY
 PERFORM RECALL 08048
 HEATED WINDSHIELD WASHER MODULE SHORT CIRCUIT
 V1993 0.2
 COMPLETED RECALL 08048

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
	1	20773432	HARNES 2.480 49			0.00
TOTAL - PARTS						0.00

JOB# 2 TOTALS WARRANTY 0.00

JOB# 2 JOURNAL PREFIX CDCS JOB# 2 TOTAL 0.00



HUMMER

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JOB# 3 CHARGES

LABOR
J# 3 99CDZWASH *NO CHARGE WASH* TECH(S):55 0.00

JOB# 3 TOTALS 0.00

JOB# 3 JOURNAL PREFIX CDCS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES

LABOR
J# 4+99CDZGOLD GOLD KEY LOANER TECH(S):55 WARRANTY
 Added Operation (KAREN L @ 12/03/2008 10:09)
 D272402

JOB# 4 TOTALS WARRANTY 0.00

JOB# 4 JOURNAL PREFIX CDCS JOB# 4 TOTAL 0.00

Thank You For Your Business!!

The Reynolds and Reynolds Company EPALZRNVE CC317227 O (09/09)

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www.ecapitol.com**

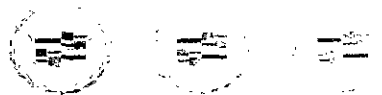


Cadillac

CUSTOMER NO 48919	ADVISOR BRAD KINDER	742	TAG NO K264	INVOICE DATE 12/12/08	INVOICE NO CDCS244236
	LABOR RATE		STOCK # P9579		
			YEAR / MAKE / MODEL 07/CADILLAC/ESCALADE ESV/4DR	DELIVERY DATE 08/23/08	DELIVERY MILE 16,415
CLINTON, MD			VEHICLE I.D. NO. 1 G Y F K 6 6 8 5 7 R	SELLING DEALER NO.	PROFIT BOX NO.
			F.T.E. NO.	P.C. DATE 12/12/08	
	COMMENTS				

JOB# 1 CHARGES					
LABOR					WARRANTY
J# 1 11CDZ06	ENGINE NOISE	TECH(S):12			
CUSTOMER STATES ENGINE HAS A SQUEAK/CHIRP REPLACED BELT AND TENSIONER.					
PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE
	1	12609719	TENSIONER 1.066 1		
	1	12626222	BELT 1.066 0		
				TOTAL - PARTS	0.00
JOB# 1 TOTALS					
				JOB# 1 JOURNAL PREFIX CDCS	JOB# 1 TOTAL 0.00
JOB# 2 CHARGES					
LABOR					WARRANTY
J# 2 99CDZGOLD	GOLD KEY LOANER	TECH(S):12			0.00
D272593					
JOB# 2 TOTALS					
				JOB# 2 JOURNAL PREFIX CDCS	JOB# 2 TOTAL 0.00
JOB# 3 CHARGES					
LABOR					WARRANTY
J# 3 99CDZWASH	*NO CHARGE WASH*	TECH(S):12			0.00
JOB# 3 TOTALS					
				JOB# 3 JOURNAL PREFIX CDCS	JOB# 3 TOTAL 0.00
JOB# 4 CHARGES					
LABOR					WARRANTY
J# 4 51CDZSOUND	SOUND SYSTEM	TECH(S):12			0.00
Added Operation (BRADK @ 12/12/2008 17:27) CUSTOMER STATES CD CHANGER WON'T PLAY WHEN CHANGER WON'T PLAY DOSN'T EJECT. ORDER RADIO.					
JOB# 4 TOTALS					
				JOB# 4 JOURNAL PREFIX CDCS	JOB# 4 TOTAL 0.00

IMPORTANT
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Thank You For Your Business!!

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CASHIER HOURS: 8:30 A.M. TO 5:30 P.M.
www.ecapitol.com



FORMER NO. 48919	ADVISOR EDDIE	TAG NO. 46 G096	INVOICE DATE 02/12/09	INVOICE NO. CDCS247673
	LABOR RATE	LEASE 27,837	COLOR BLACK/	STOCK NO. P9579
	YEAR / MAKE / MODEL 07/CADILLAC/ESCALADE ESV/4DR		DELIVERY DATE 08/23/08	DELIVERY MILES 16,415
	VEHICLE I.D. NO. 1GYFK66857R		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.C. NO.	R.O. DATE 02/10/09	
COMMENTS				

3# 1 CHARGES

BOR
1 45CDZ10 SUSPENSION NOISE TECH(S):184 WARRANTY
OWNER REPORTS CLICKING NOISE WHEN TURNING STEERING WHEEL & BACKING UP & ALSO WHEN GOING FOWARD FROM FRONT END AREA (VERIFIED ON LANE)
R&I FRONT WHEELS TO LUBRICATE BRAKE HARDWARE & SERVICE FRONT BRAKE PADS

3# 1 TOTALS
JOB# 1 JOURNAL PREFIX CDCS JOB# 1 TOTAL 0.00

3# 2 CHARGES

BOR
2 05CDZCHECK CHECK ENGINE LIGHT TECH(S):184 WARRANTY
OWNER REPORTS CHECK ENGINE LIGHT STAYED ON FOR 2-DAYS

3# 2 TOTALS
JOB# 2 JOURNAL PREFIX CDCS JOB# 2 TOTAL 0.00

3# 3 CHARGES

BOR
3 05CDZ WARNING LIGHTS TECH(S):184 WARRANTY
OWNER REPORTS CHECK TIRE PRESSURE MESSAGE COMING ON SET TIRE PRESSURE & RESET TIRE MONITOR SET PRESSURE @35-COLD

3# 3 TOTALS
JOB# 3 JOURNAL PREFIX CDCS JOB# 3 TOTAL 0.00

3# 4 CHARGES

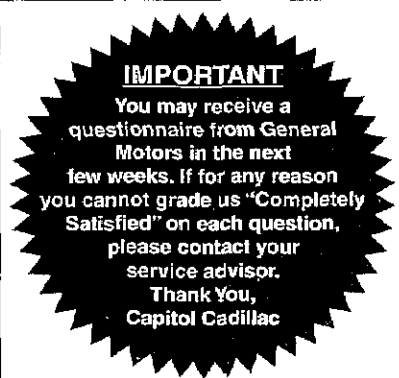
BOR
4 60CDZ01 INT. TRIM CONCERN TECH(S):184 WARRANTY
OWNER REPORTS LEFT FRONT DOOR WEATHERSTRIP COMING APART REPLACE LEFT FRONT DOOR OPENING WEATHERSTRIP TORN

RTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
	1		25892949	WEATHERST	16.22		WARRANTY
	1		FREIGHT	FREIGHT 0			WARRANTY
			25892949				
TOTAL - PARTS						0.00	

3# 4 TOTALS
JOB# 4 JOURNAL PREFIX CDCS JOB# 4 TOTAL 0.00

3# 5 CHARGES

BOR
5 01CDZEA SUV LOF *LOFO* TECH(S):184 26.60
PERFORM OIL CHANGE FOR SUV 49.95



HUMMER

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Thank You For Your Business!!

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fac

CUSTOMER NO. 48919	ADVISOR EDDIE	TAG NO 46 G395	INVOICE DATE 04/09/09	INVOICE NO CDCS251035
LABOR RATE	LIC	MILEAGE 32,802	COLOR BLACK/	STOCK NO. P9579
YEAR / MAKE / MODEL 07 / CADILLAC / ESCALADE ESV/4DR	DELIVERY DATE 08/23/08		DELIVERY MILES 16,415	
VEHICLE I.D. NO. 1 G Y F K 6 6 8 5 7 R	SELLING DEALER NO		PRODUCTION DATE	
F.T.E. NO.	P.O. NO.	R.O. DATE 04/07/09		
RE: [REDACTED] COMMENTS				

JOB# 1 CHARGES-----
 LABOR-----
 J# 1: 45CDZ10A STEERING NOISE TECH(S): 184 WARRANTY
 OWNER REPORTS CLICKING NOISE WHEN TURNING STEERING WHEEL TO THE LEFT OR RIGHT AT LOW SPEEDS (TECH#184)
 PRGRAM BCM WITH LATEST UPDATE FOR UNWATED ABS ACTIVATION

JOB# 1 TOTALS-----
 JOB# 1 JOURNAL PREFIX CDCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES-----
 LABOR-----
 J# 2: 60CDZ INTERIOR TRIM TECH(S): 184 WARRANTY
 OWNER REPORTS REAR CENTER CINSOLE ADAPTER COVER CAME OFF (PART IN CUP HOLDER)
 REPLACE REAR CENTER CONSOLE ADAPTER COVER

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
	1	15187371	RETAINER 9.709 0			0.00
TOTAL - PARTS						0.00

JOB# 2 TOTALS-----
 JOB# 2 JOURNAL PREFIX CDCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES-----
 LABOR-----
 J# 3: 01CDZ TIRE TIR ROT *TROT* TECH(S): 184 INTERNAL
 PERFORM TIRE ROTATION
 TIRE ROTATION COMPLETED

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	INTERNAL
	1	11588811	STUD 5.812 2			0.00
TOTAL - PARTS						0.00

JOB# 3 TOTALS-----
 JOB# 3 JOURNAL PREFIX CDCS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES-----
 LABOR-----
 J# 4: 99CDZGOLD GOLD KEY LOANER TECH(S): 184 89 0.00
 D275250

JOB# 4 TOTALS-----
 JOB# 4 JOURNAL PREFIX CDCS JOB# 4 TOTAL 0.00

JOB# 5 CHARGES-----
 LABOR-----
 J# 5: 99CDZRECHECK RE-CHECK TECH(S): 184 0.00
 RE-CHECK ON CLICKING NOISE

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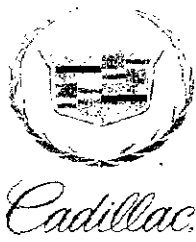
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Thank You For Your Business!!

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CUSTOMER NO 48919	ADVISOR BRAD KINDER	TAG NO. 742 K024	INVOICE DATE 04/23/09	INVOICE NO CDCS251808
LABOR RATE	L	MILEAGE 33,337	COLOR BLACK/	STOCK NO P9579
YEAR / MAKE / MODEL 07/CADILLAC/ESCALADE ESV/4DR	VEHICLE I.D. NO. 1GYFK66857R		DELIVERY DATE 08/23/08	DELIVERY MILES 16,415
CLINTON, MD	R.T.E. NO.	P.O. NO.	SELLING DEALER NO.	PRODUCTION DATE
			R.O. DATE 04/20/09	
COMMENTS				

JOB# 1 CHARGES-----

LABOR-----
 J# 1 10CDZ01 DRIVEABILITY CONCERN TECH(S) 18A WARRANTY
 CUSTOMER STATES CLICKING SOUND WHILE DRIVING HEARD MORE
 WHEN STEERING LEFT.
 REPLACED LEFT FRONT UPPER CONTROL ARM, RESET CASTER
 CAMBER & SET TOE.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
	1	25812725	ARM 6.168 0			0.00
				TOTAL - PARTS		0.00

JOB# 1 TOTALS-----

JOB# 1 JOURNAL PREFIX CDCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES-----

LABOR-----
 J# 2 99CDZGOLD GOLD KEY LOANER TECH(S) 18A
 D275558

JOB# 2 TOTALS-----

JOB# 2 JOURNAL PREFIX CDCS JOB# 2 TOTAL 0.00

COMMENTS-----
 DELETED OPERATION(S)
 90CDZBEAUTY BEAUTY TREATMENT

TOTALS-----

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Thank You For Your Business!!

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



3018771181
 CLOSED SAIKUNATI
 PICK-UP VEHICLE BEFORE 5:30 P.M.
 CASHIER HOURS: 8:30 A.M. TO 5:30 P.M.
 www.ecapitol.com

CUSTOMER NO.	48919	ADVISOR	BRAD KINDER	742	K080	05/01/09	CDCS252333
		LABOR RATE			34,476	BLACK/	P9579
CLINTON, MD		YEAR / MAKE / MODEL	07/CADILLAC/ESCALADE ESV/4DR			08/23/08	16,415
		VEHICLE I.D. NO.	1GYFK66857R				
						04/28/09	

JOB# 1 CHARGES						
LABOR						WARRANTY
J# 1	51CDZSOUND	SOUND SYSTEM	TECH(S):184			
CUSTOMER STATES FRONT DVD PLAYER WHEN PLAYING A DISC PICTURE SCROLLS. ORDERD RADIO.						
JOB# 1 TOTALS						
JOB# 1 JOURNAL PREFIX CDCS						0.00
JOB# 2 CHARGES						
LABOR						WARRANTY
J# 2	40CDZ07	BRAKE NOISE	TECH(S):184			
CUSTOMER STATES WHEN BRAKING KNOCKING/CLANK SOUND. STRUT MOUNT BROKEN REPLACED MOUNT & INSTALLED BODY INSULATOR.						
JOB# 2 TOTALS						
JOB# 2 JOURNAL PREFIX CDCS						0.00
PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
	1	15899719	INSULATOR 9.023 2			WARRANTY
	1	25940743	MOUNT 7.395			WARRANTY
					TOTAL - PARTS	0.00
JOB# 3 CHARGES						
LABOR						WARRANTY
J# 3	99CDZGOLD	GOLD KEY LOANER	TECH(S):184			
D275757						
JOB# 3 TOTALS						
JOB# 3 JOURNAL PREFIX CDCS						0.00
JOB# 4 CHARGES						
LABOR						WARRANTY
J# 4	99CDZWASH	*NO CHARGE WASH*	TECH(S):89			
JOB# 4 TOTALS						
JOB# 4 JOURNAL PREFIX CDCS						0.00

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Thank You For Your Business

The Reynolds and Reynolds Company, ERA/LR/INVE 00717297 Q, 10/09/09



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CUSTOMER NO. 48919	ADVISOR BRAD KINDER	TAG NO. 742 K147	INVOICE DATE 05/11/09	INVOICE NO. CDCS253112
	LABOR RATE	MILEAGE 35,191	COLOR BLACK/	STOCK NO. P9579
	YEAR / MAKE / MODEL 07/CADILLAC/ESCALADE ESV/4DR	DELIVERY DATE 08/23/08	DELIVERY MILES 16,415	
CLINTON, MD	VEHICLE I.D. NO. 1GYFK66857R	SELLING DEALER NC	PRODUCTION DATE	
	P.T.E. NO.	P.O. NO.	R.O. DATE 05/11/09	
	COMMENTS			

JOB# 1 CHARGES				
LABOR				
J# 1 01CDZLOF	LOF *LOFO*	TECH(S): 184		26.60
	\$49.95			
	COMPLETED LUBE OIL AND FILTER CHANGE			
PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE-UNIT PRICE-
	1	89017524	FILTER 1.836 31	5.99 5.99 5.99
	7	5615	MOTOR OIL 151	2.48 2.48 17.36
			TOTAL - PARTS	23.35
JOB# 1 TOTALS			LABOR	26.60
			PARTS	23.35
JOB# 2 CHARGES		JOB# 1 JOURNAL PREFIX CDCS	JOB# 1 TOTAL	49.95
LABOR				
J# 2 51CDZSOUND	SOUND SYSTEM	TECH(S): 184		WARRANTY
	CUSTOMER STATES DVD PLAYER PICTURE SCROLLS. (RADIO IS IN) REPLACED AND PROGRAMED RADIO.			
SUBLET	PO#	VEND INV#	INV.DATE	DESCRIPTION
	252333	1493875	05/11/09	RADIO
			TOTAL - SUBLET	WARRANTY 0.00
JOB# 2 TOTALS				
JOB# 3 CHARGES		JOB# 2 JOURNAL PREFIX CDCS	JOB# 2 TOTAL	0.00
LABOR				
J# 3 60CDZ01	INT. TRIM CONCERN	TECH(S): 184		WARRANTY
	CUSTOMER STATES AFTER IT RAINS CAN SMELL A MUSTY SMELL. ADVISOR FELT FLOOR OF VEHICLE, NOT WET. COULDN'T VERIFY CONCERN			
JOB# 3 TOTALS				
JOB# 4 CHARGES		JOB# 3 JOURNAL PREFIX CDCS	JOB# 3 TOTAL	0.00
LABOR				
J# 4 99CDZGOLD	GOLD KEY LOANER	TECH(S): 184		0.00
	D276045			
JOB# 4 TOTALS				
JOB# 5 CHARGES		JOB# 4 JOURNAL PREFIX CDCS	JOB# 4 TOTAL	0.00
LABOR				

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Thank You,
Capitol Cadillac



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Thank You For Your Business!!

The Reynolds and Reynolds Company BluePrintVUF 00217/202 Q (02/06)

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Cadillac

CUSTOMER NO 48919	ADV. SOR BRAD KINDER	TAG NO. 742 K361	INVOICE DATE 06/12/09	INVOICE NO. CDCS254941
	LABOR RATE	WEAVER	38,224	COLOR BLACK/
CLINTON, MD	YEAR / MAKE / MODEL 07/CADILLAC/ESCALADE ESV/4DR	DEL. VEH. DATE 08/23/08	DELIVERY MILES 16,415	STOCK NO. P9579
	VEHICLE I.D. NO. 1GYFK66857R	SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO.	P.D. NO.	R.C. DATE 06/08/09	
COMMENTS				

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY	
	1	19209555	ABSORBER 7.345 0			0.00	
TOTAL - PARTS						0.00	
JOB# 5 TOTALS-----							
JOB# 5 JOURNAL PREFIX CDCS JOB# 5 TOTAL						0.00	
JOB# 6 CHARGES-----							
LABOR-----							
J# 6 01CDZLOF		LOF *LOFO*	TECH(S):115			26.60	
		\$49.95					
		COMPLETED LUBE OIL AND FILTER CHANGE					
PARTS-----							
	1	89017524	FILTER 1.836 24	5.99	5.99	5.99	
	7	5615	MOTOR OIL -82	2.48	2.48	17.36	
TOTAL - PARTS						23.35	
JOB# 6 TOTALS-----							
LABOR PARTS						26.60	
LABOR PARTS						23.35	
JOB# 6 JOURNAL PREFIX CDCS JOB# 6 TOTAL							49.95
JOB# 7 CHARGES-----							
LABOR-----							
J# 7 99CDZWASH		*NO CHARGE WASH*	TECH(S):115			0.00	
JOB# 7 TOTALS-----							
JOB# 7 JOURNAL PREFIX CDCS JOB# 7 TOTAL						0.00	
JOB# 8 CHARGES-----							
LABOR-----							
J# 8 99CDZGOLD		GOLD KEY LOANER	TECH(S):115			0.00	
		D276673					
JOB# 8 TOTALS-----							
JOB# 8 JOURNAL PREFIX CDCS JOB# 8 TOTAL						0.00	

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Cadillac

CUSTOMER NO 48919	ADVISOR BRAD KINDER	TAG NO. 742 K361	INVOICE DATE 06/12/09	INVOICE NO. CDCS254941
LABOR RATE	LICENSE NO.	MILEAGE 38,224	CO. OR BLACK/	STOCK NO. P9579
YEAR / MAKE / MODEL 07/CADILLAC/ESCALADE ESV/4DR	DELIVERY DATE 08/23/08	DELIVERY MILES 16,415	SELLING DEALER NO.	PRODUCTION DATE
VEHICLE I.D. NO. 1GYFK66857R	P.O. NO.	P.O. DATE 06/08/09	COMMENTS	

JOB# 1 CHARGES

LABOR
 J# 1 40CDZ01 BRAKE CONCERN TECH(S):115 0.00
 CUSTOMER STATES CLICKING SOUND WHEN RELEASING BRAKE.
 UNABLE TO VERIFY CONCERN.

JOB# 1 TOTALS

JOB# 2 CHARGES

LABOR
 J# 2 10CDZ01 DRIVEABILITY CONCERN TECH(S):115 WARRANTY
 CUSTOMER STATES VEHLCE WOULDN'T START, SLOW CRANK & HAS HAD
 TO JUMP VEHLCE.
 DIAG AND REPLACE BATTERY FAILED LOAD TEST

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
	1	89022168	48-6YR BATT 48-6Y 4			WARRANTY
	1	12585546	SENSOR 2.388 0			WARRANTY
TOTAL - PARTS						0.00

JOB# 2 TOTALS

JOB# 3 CHARGES

LABOR
 J# 3 05CDZ WARNING LIGHTS TECH(S):115 WARRANTY
 CUSTOMER STATES CHECK ENGINE MESSAGE, STABILITY, SERVICE
 BATTERY & BATTERY LIGHT ALL CAME ON AT ONCE.
 REPLACE CRANK SENSOR SHORTED

JOB# 3 TOTALS

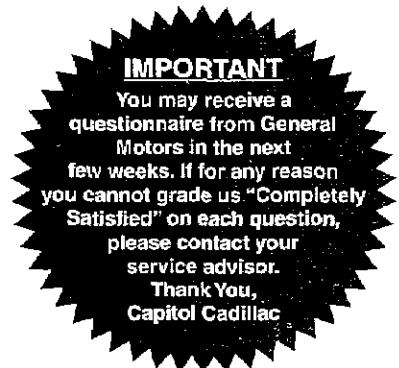
JOB# 4 CHARGES

LABOR
 J# 4 45CDZ01 STEERING CONCERN TECH(S):115 WARRANTY
 CUSTOMER STATES WHEN STEERING GETS A THUMP/CLICKING SOUND.
 UNABLE TO DUPLICATE

JOB# 4 TOTALS

JOB# 5 CHARGES

LABOR
 J# 5 45CDZ03 SUSPENSION CONCERN TECH(S):115 WARRANTY
 CUSTOMER STATES GETTING A SQUEAK SOUND WHEN HITTING BUMPS.
 REPLACE RIGHT SHOCK ABSORBER



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Thank You For Your Business!!

11/10/09 10:07:53 AM Wenonah G 3018771181 p.14

[REDACTED]
Clinton, Md.
[REDACTED]
[REDACTED]

6/10/09

H. Daniel Jobe, II
President
Capitol Cadillac
6500 Capitol Dr.
Geenbelt, Md. 20770

Re: 48919

Dear H. Daniel Jobe, II

On 8/23/08 we bought a 2007 Cadillac Escalade ESV from your dealership.

We are very unhappy/frustrated with the vehicle and the number of times it has been in for service. On these dates it has been in your service department for repairs. 10/21/08 (invoice# CDCs240803), on 12/03/08 (invoice# CDCs243647), 12/12/08 (invoice# CDCs244236), 12/30/08 (invoice# CDCs245215), 2/10/09 (invoice# CDCs247673), 2/26/09 (invoice # CDCs248686), 4/07/09 (invoice# CDCs251035), 4/20/09 (invoice# CDCs251808), 4/28/09 (invoice# CDCs252333), 5/11/09 (invoice# CDCs253112), and currently in for and repeat service of something that has failed before. I have had three radio's replaced, difficulty starting and when started all the lights on the dashboard stayed on check engine, service traction control etc. I have had to jump start it and then the display read service battery charging station. We do a lot of traveling and since we have been expericeing these problems our trips do not seem to be has comfortable as we thought when we purchased this vehicle.

I will like to commend Mr. Brad Kinder, Eddie Graham and Walt Harrison for all there efforts they have been very courteous in understanding our frustrations.

I look forward to hearing from you and addressing this/these problems/concerns.

Unhappy Customers
[REDACTED]



Cadillac

Wenonah G
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3018771181
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HUMMER

CELL: [REDACTED]

CUSTOMER NO. 48919	ADVISOR BRAD KINDER	TAG NO. 742 K581	INVOICE DATE 07/10/09	INVOICE NO. CDCS256765
[REDACTED]	LABOR RATE	MILEAGE 39,791	COLOR BLACK/	STOCK NO. P9579
CLINTON, MD	YEAR / MAKE / MODEL 07/CADILLAC/ESCALADE ESV/4DR	DELIVERY DATE 08/23/08	DELIVERY MILES 16,415	
	VEHICLE I.D. NO. 1 G Y F K 6 6 8 5 7 R	SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO.	I.P.D. NO.	P.O. DATE 07/08/09	
COMMENTS				

JOB# 1 CHARGES				
LABOR J# 1 10CDZ01	DRIVEABILITY CONCERN CUSTOMER STATES CLICKING SOUND HEARD FROM LEFT FRONT WHEN TURNING OR DRIVING 3-5 MPH. REMOVE BRAKE PADS LUBE CALIPER SLIDES AND PINS APPLY BACKING PLATE LUBE RETORQUE ALL CALIPER BOLTS	TECH(S):7	WARRANTY	
JOB# 1 TOTALS				JOB# 1 JOURNAL PREFIX CDCS JOB# 1 TOTAL 0.00
JOB# 2 CHARGES				
LABOR J# 2 05CDZ	WARNING LIGHTS CUSTOMER STATES CHECK TIRE PRESSURE MESSAGE COMING ON. SET TIRE PRESSURE TO 35PSI NOTE AFTERMARKET WHEELS AND TIRES	TECH(S):7		0.00
JOB# 2 TOTALS				JOB# 2 JOURNAL PREFIX CDCS JOB# 2 TOTAL 0.00
JOB# 3 CHARGES				
LABOR J# 3 99CDZGOLD	GOLD KEY LOANER D277370	TECH(S):7	WARRANTY	
JOB# 3 TOTALS				JOB# 3 JOURNAL PREFIX CDCS JOB# 3 TOTAL 0.00
JOB# 4 CHARGES				
LABOR J# 4 99CDZWASH	*NO CHARGE WASH*	TECH(S):7		0.00
JOB# 4 TOTALS				JOB# 4 JOURNAL PREFIX CDCS JOB# 4 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	

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Thank You,
Capitol Cadillac



HUMMER

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Thank You For Your Business!!

CUSTOMER SIGNATURE [REDACTED]



Cadillac

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SATURDAY
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Cadillac

CUSTOMER NO. 48919	ADVISOR BRAD KINDER	TAG NO. 742 K710	INVOICE DATE 01/21/10	INVOICE NO. CDCS267586
CLINTON, MD	LABOR RATE	MILEAGE 49,229	COLOR BLACK/	STOCK NO. P9579
	YEAR / MAKE / MODEL 07/CADILLAC/ESCALADE ESV/4DR	DELIVERY DATE 08/23/08	DELIVERY MILES 16,415	
	VEHICLE ID. NO. 1GYFK66857R	SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	R. C. DATE 01/19/10	
RES. PHONE	BUSINESS PHONE	COMMENTS		

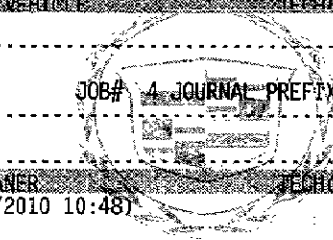
JOB# 1 CHARGES-----			
LABOR	-----		
# 1 60CDZ01	INT. TRIM CONCERN	TECH(S): 169	WARRANTY
	CUSTOMER STATES DEFROST TAB NOT ATTACHED TO REAR GLASS. REPLACED REAR GLASS.		
PARTS	-----	-----	-----
QTY	FP-NUMBER	DESCRIPTION	LIST PRICE-UNIT PRICE-
1	25916031	TERMINAL 13.09 4	
1	25916024	WINDOW 17.19 1	
		TOTAL - PARTS	WARRANTY WARRANTY 0.00
JOB# 1 TOTALS-----			
	JOB# 1 JOURNAL PREFIX CDCS	JOB# 1 TOTAL	0.00
JOB# 2 CHARGES-----			
LABOR	-----		
# 2 52CDZ05	INTERIOR LIGHTING	TECH(S): 169	WARRANTY
	CUSTOMER STATES INTERIOR LIGHTING WOULDN'T SHUT OFF. COULDN'T VERIFY CUSTOMERS CONCERN.		
JOB# 2 TOTALS-----			
	JOB# 2 JOURNAL PREFIX CDCS	JOB# 2 TOTAL	0.00
JOB# 3 CHARGES-----			
LABOR	-----		
# 3 02CDZ12	12 PT. INSPECTION	TECH(S): 169	0.00
	PERFORM 12 POINT INSPECTION NO CHARGE 12 POINT INSPECTION COMPLETED		
JOB# 3 TOTALS-----			
	JOB# 3 JOURNAL PREFIX CDCS	JOB# 3 TOTAL	0.00
JOB# 4 CHARGES-----			
LABOR	-----		
# 4 99CDZ04WASH	DO NOT WASH VEHICLE	TECH(S): 169	0.00
JOB# 4 TOTALS-----			
	JOB# 4 JOURNAL PREFIX CDCS	JOB# 4 TOTAL	0.00
JOB# 5 CHARGES-----			
LABOR	-----		
# 5 99CDZ06GD	GOND KEY LOANER	TECH(S): 169	WARRANTY
	12 Point Inspection (KAREN @ 01/19/2010 10:48) D281701		
JOB# 5 TOTALS-----			
	JOB# 5 JOURNAL PREFIX CDCS	JOB# 5 TOTAL	0.00

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HUMMER

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Thank You For Your Business!!

ORDER #: 48919

100484



Cadillac

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INVOICE

DUPLICATE 1
PAGE 1

SERVICE ADVISOR: 742 KEITH B KINDER

CLINTON, MD

HOME:
BUS:
CONT
CELL

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN / OUT, TAG. Row 1: BLACK, 07, CADILLAC ESCALADE ES, 1GYFK66857R, [REDACTED], 51797/51797, TK301

Table with columns: DEL. DATE, PROD. DATE, WARR. EXP., PROMISED, PO NO., RATE, PAYMENT, INV. DATE. Row 1: 23AUG08 DD, 17:00 21APR10, 0.00, ZADV1, 26APR10

Table with columns: R.O. OPENED, READY, OPTIONS. Row 1: 11:10 21APR10, 18:13 26APR10, STK:P9579 ENG:6.2 LITER

Table with columns: LINE OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL

A CUSTOMER STATES REAR WASHER FLUID NOT WORKING. CAUSE:

Table with columns: Description, Parts, Labor, Other, Total Line A. Row 1: 51CDZ BODY ELECTRICAL, 38 W1 0.00, (N/C), 2 532VB 5/32 VAC HOSE, (N/C), 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

B CUSTOMER STATES GETTING A BRAKE SQUEAK.

Table with columns: Description, Parts, Labor, Other, Total Line B. Row 1: 40CDZ BRAKES, 38 C1 2.20, 264.00, 264.00, 1 25910431 PAD KIT, 179.74, 179.74, 179.74, 1 2010 BRAKE CLEAN, 8.67, 8.67, 8.67, 2 19175334 ROTOR, 70.00, 70.00, 140.00, 328.41 LABOR: 264.00 OTHER: 0.00 TOTAL LINE B: 592.41

C CUSTOMER STATES WHEN TURNING LEFT GETTING A CLICKING SOUND.

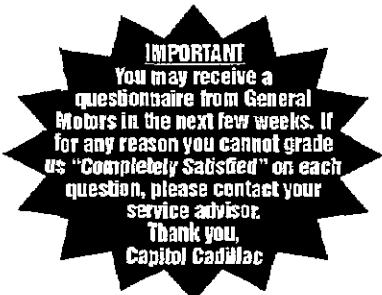
Table with columns: Description, Parts, Labor, Other, Total Line C. Row 1: 45CDZ STEERING/SUSPENSION, 38 W1 0.00, (N/C), 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

D LUBE OIL AND FILTER, TIRE ROTATION, MULTI POINT INSPECTION.

Table with columns: Description, Parts, Labor, Other, Total Line D. Row 1: 01CDZ RECOMMENDED MAINT, 38 C1 0.90, 6.60, 6.60, 1 89017524 FILTER, 6.79, 5.99, 5.99, 7 5615 MOTOR OIL, 2.48, 2.48, 17.36, 23.35 LABOR: 6.60 OTHER: 0.00 TOTAL LINE D: 29.95

E GOLD KEY LOANER

99CDZGOLD GOLD KEY LOANER



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HOURS: Monday - Friday 7:00 AM to 5:00 PM SATURDAYS 8:00 AM TO 1:00 PM PICK-UP VEHICLE BEFORE 5:30 PM

Table with columns: DESCRIPTION, TOTALS. Rows: LABOR AMOUNT, PARTS AMOUNT, GAS, OIL, LUBE, SUBLET AMOUNT, MISC. CHARGES, TOTAL CHARGES, LESS INSURANCE, SALES TAX, PLEASE PAY THIS AMOUNT

FAX

TO:

RAWENA

FROM:

[REDACTED]

FAX:

18669622868

FAX:

PHONE:
186679057
00**22969

PHONE:

[REDACTED]

SUBJECT: SERVICE #
71-
885922456

DATE:

November 5, 2010

COMMENTS:

Service #71-885922456
Here are the repair orders we spoke about 24pages.



Cadillac

CAPITOL CADILLAC COMPANY

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CUSTOMER NO 48919	ADVISOR BRAD KINDER	TAG NO. 742	K872	INVOICE DATE 10/24/08	INVOICE NO. CDCS240803
CLINTON, MD	LABOR RATE	MILEAGE 19,796	COLOR BLACK/	STOCK NO. P9579	
	YEAR / MAKE / MODEL 07 / CADILLAC / ESCALADE ESV/4DR	DELIVERY DATE 08/23/08	DELIVERY MILES 16,415		
	VEHICLE I.D. NO. 1 G Y F K 6 6 8 5 7 R	SELLING DEALER NO.	PRODUCTION DATE		
	FT & NO.	P.O. NO.	R.C. DATE 10/21/08		

RE: [REDACTED] COMMENTS

CUSTOMER STATES CHROME PEELING ON RIGHT REAR INTERIOR DOOR HANDLE.
 REPLACE HANDLE ASSY FINISH PEELING

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
	1	15920704	HANDLE 16.34 1			0.00
				TOTAL - PARTS		

JOB# 5 TOTALS

JOB# 6 CHARGES

LABOR
 J# 6 46CDZ01 WHEEL/TIRE CONCERN TECH(S):151 INTERNAL
 CUSTOMER STATES VIBRATION AT 60MPH. RIGHT FRONT TIRE HAS DIFFERENT TREAD PATTERN. PER JAY B INSTALLED 1 305 35 24 TOYO RF ONLY

MISC	CODE	DESCRIPTION	CONTROL NO.	INTERNAL
	DVOG	NON-TAXABLE LABOR-VOGUE	8516	0.00
				TOTAL - MISC

JOB# 6 TOTALS

JOB# 7 CHARGES

LABOR
 J# 7 11CDZ01 ENGINE CONCERN TECH(S):157 WARRANTY
 CUSTOMER STATES ENGINE RUNNING ROUGH, NO POWER ON ACCEL. & JUST NOT AS SMOOTH AS IT WAS. REPROGRAM TCM UPDATE

JOB# 7 TOTALS

JOB# 8 CHARGES

LABOR
 J# 8 99CDZGOLD GOLD KEY LOANER TECH(S):157 0.00
 D271401

JOB# 8 TOTALS

JOB# 9 CHARGES

LABOR
 J# 9 99CDZWASH *NO CHARGE WASH* TECH(S):157 0.00

JOB# 9 TOTALS

JOB# 9 JOURNAL PREFIX CDCS JOB# 9 TOTAL 0.00

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Thank You For Your Business!!

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Cadillac



CUSTOMER NO 48919	ADVISOR BRAD KINDER	TAG NO 742 K872	INVOICE DATE 10/24/08	INVOICE NO CDCS240803
	LABOR RATE	MILEAGE 19,796	COLOR BLACK/	STOCK TAG P9579
CLINTON, MD	YEAR / MAKE / MODEL 07/CADILLAC/ESCALADE ESV/4DR	DELIVERY DATE 08/23/08	PRICE 16,415	
	VEHICLE ID. NO. 1GYFK66857R	SELLING DEALER NO.	PRODUCT CYCLE DATE	
	P.T.E. NO.	P.O. NO.	P.O. DATE 10/21/08	
COMMENTS				

JOB# 1 CHARGES					
LABOR	J# 1 05CDZCHECK CHECK ENGINE LIGHT			TECH(S):157	WARRANTY
CUSTOMER STATES THE CHECK ENGINE LIGHT CAME ON. INC LINE TWO					
JOB# 1 TOTALS					
JOB# 1 JOURNAL PREFIX CDCS				JOB# 1 TOTAL	0.00
JOB# 2 CHARGES					
LABOR	J# 2 05CDZSTABILITY STABILITY MESSAGE ON			TECH(S):157	WARRANTY
CUSTOMER STATES THE SERVICE STABILTRAK MESSAGE CAME ON. REPLACE EBCM MODULE NO SIGNAL					
PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE-UNIT PRICE	WARRANTY
	1	15905737	MODULE KI 4.720		WARRANTY
	1	Z5000	LOCAL P/UP D		WARRANTY
		15905737			
				TOTAL - PARTS	0.00
JOB# 2 TOTALS					
JOB# 2 JOURNAL PREFIX CDCS				JOB# 2 TOTAL	0.00
JOB# 3 CHARGES					
LABOR	J# 3 40CDZ07 BRAKE NOISE			TECH(S):157	WARRANTY
CUSTOMER STATES THE BRAKES SQUEAK. REPLACE FRONT BRAKE PADS NOISY					
PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE-UNIT PRICE	WARRANTY
	1	25910431	PAD KIT 5.017 3		WARRANTY
	1	2010	BRAKE CLEAN 40		WARRANTY
				TOTAL - PARTS	0.00
JOB# 3 TOTALS					
JOB# 3 JOURNAL PREFIX CDCS				JOB# 3 TOTAL	0.00
JOB# 4 CHARGES					
LABOR	J# 4 51CDZSOUND SOUND SYSTEM			TECH(S):157	WARRANTY
CUSTOMER STATES STATIC HEARD IN SPEAKERS.					
JOB# 4 TOTALS					
JOB# 4 JOURNAL PREFIX CDCS				JOB# 4 TOTAL	0.00
JOB# 5 CHARGES					
LABOR	J# 5 60CDZ04 DOOR HANDLE			TECH(S):157	WARRANTY

IMPORTANT
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The Reynolds and Reynolds Company EPALZHNVL C0212297 G (06/06)

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CUSTOMER NO. 48919	ADVISOR BRAD KINDER	742	TAG NO. K388	INVOICE DATE 12/31/08	INVOICE NO. CDCS245215
	LABOR RATE		VEHICLE 24,430	COLOR BLACK/	SPRINT NO. 99579
CLINTON, MD	YEAR / MAKE / MODEL 07 / CADILLAC / ESCALADE ESV/4DR		DELIVERY DATE 08/25/08	DELIVERED PRICE 16,415	
	VEHICLE I.D. NO. 1 G Y F K 6 6 8 5 7 R		SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	R.O. DATE 12/30/08		
COMMENTS					

JOB# 1 CHARGES	
LABOR # 1:90CDZBEAUTY BEAUTY TREATMENT INTERNET PRICE FOR DETAIL.	TECH(S):37 99.95
JOB# 1 TOTALS-----	
	LABOR 99.95
JOB# 2 CHARGES	
LABOR # 2:51CDZ01 BODY ELECT CONCERN CUSTOMER STATES RIGHT REAR DEFROST CORD NOT ATTACHED ON GLASS. RESECURED REAR DEFOGGER WIRE	TECH(S):12 WARRANTY
JOB# 2 TOTALS-----	
	JOB# 2 JOURNAL PREFIX CDCS JOB# 2 TOTAL 0.00
JOB# 3 CHARGES	
LABOR # 3:51CDZSOUND SOUND SYSTEM RADIO WAS ORDERD FOR VEHILCE JUST NEED TO CHECK IF PART IS IN. REPLACED AND PROGRAMMED RADIO	TECH(S):12 WARRANTY
JOB# 3 TOTALS-----	
	JOB# 3 JOURNAL PREFIX CDCS JOB# 3 TOTAL 0.00
JOB# 4 CHARGES	
LABOR # 4:99CDZGOLD GOLD KEY LOANER Added Operation (KAREN L @ 12/30/2008 16:35) 0272967	TECH(S):37 0.00
JOB# 4 TOTALS-----	
	JOB# 4 JOURNAL PREFIX CDCS JOB# 4 TOTAL 0.00



HUMMER

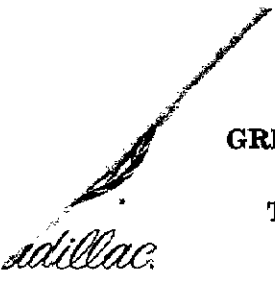
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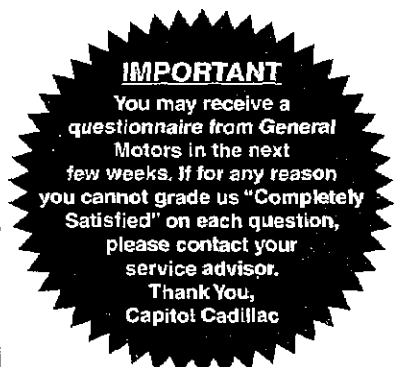
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OWNER NO. 48919	ADVISOR EDDIE	TAG NO. 46 G096	INVOICE DATE 02/12/09	INVOICE NO. CDCS247673
	LABOR RATE	MILEAGE 27,837	COLOR BLACK/	STOCK NO. P9579
CLINTON, MD	YEAR / MAKE / MODEL 07/CADILLAC/ESCALADE ESV/4DR	DELIVERY DATE 08/23/08	DELIVERY MILES 16,415	
	VEHICLE I.D. NO. 1GYFK66857R	SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	R.O. DATE 02/10/09	
COMMENTS				

B# 1 CHARGES				
BOR	1 45CDZ10	SUSPENSION NOISE	TECH(S): 184	WARRANTY
OWNER REPORTS CLICKING NOISE WHEN TURNING STEERING WHEEL & BACKING UP & ALSO WHEN GOING FOWARD FROM FRONT END AREA (VERIFIED ON LANE) R&I FRONT WHEELS TO LUBRICATE BRAKE HARDWARE & SERVICE FRONT BRAKE PADS				
B# 1 TOTALS				
JOB# 1 JOURNAL PREFIX CDCS				0.00
B# 2 CHARGES				
BOR	2 05CDZCHECK	CHECK ENGINE LIGHT	TECH(S): 184	WARRANTY
OWNER REPORTS CHECK ENGINE LIGHT STAYED ON FOR 2-DAYS				
B# 2 TOTALS				
JOB# 2 JOURNAL PREFIX CDCS				0.00
B# 3 CHARGES				
BOR	3 05CDZ	WARNING LIGHTS	TECH(S): 184	WARRANTY
OWNER REPORTS CHECK TIRE PRESSURE MESSAGE COMING ON SET TIRE PRESSURE & RESET TIRE MONITOR SET PRESSURE @35-COLD				
B# 3 TOTALS				
JOB# 3 JOURNAL PREFIX CDCS				0.00
B# 4 CHARGES				
BOR	4 60CDZ01	INT. TRIM CONCERN	TECH(S): 184	WARRANTY
OWNER REPORTS LEFT FRONT DOOR WEATHERSTRIP COMING APART REPLACE LEFT FRONT DOOR OPENING WEATHERSTRIP TORN				
B# 4 TOTALS				
JOB# 4 JOURNAL PREFIX CDCS				0.00
B# 5 CHARGES				
BOR	5 01CDZEA	SUV. LOE. *LOFO*	TECH(S): 184	26.60
PERFORM OIL CHANGE FOR SUV 49.95				



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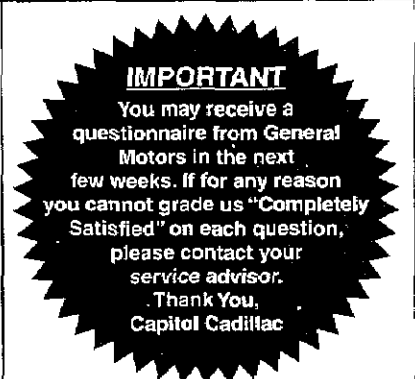
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Cadillac

CUSTOMER NO 48919	ADVISOR BRAD KINDER	742	TAG NO K729	INVOICE DATE 02/27/09	INVOICE NO CDCS248686
	LABOR RATE		MILEAGE 28,879	COLOR BLACK/	STOCK NO P9579
CLINTON, MD	YEAR / MAKE / MODEL 07/CADILLAC/ESCALADE ESV/4DR		DELIVERY DATE 08/23/08	DELIVERY MILES 16,415	
	VEHICLE I.D. NO. 1 G Y F K 6 6 8 5 7 R		SELLING DEALER NO	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	R.C. DATE 02/26/09		
COMMENTS					

JOB# 1 CHARGES					
LABOR					WARRANTY
J# 1 51CDZ01	BODY ELECT CONCERN	TECH(S):184			
CUSTOMER STATES RIGHT REAR WINDOW DEFOGGER TAB NOT ATTACHED TO GLASS. ATTACHED DEFOGGER TAB & REPLACED TERMINAL.					
PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE
	1	25916031	TERMINAL 13.09 2		
					TOTAL - PARTS
					WARRANTY 0.00
JOB# 1 TOTALS					
JOB# 1 JOURNAL PREFIX CDCS					JOB# 1 TOTAL 0.00
JOB# 2 CHARGES					
LABOR					WARRANTY
J# 2 10CDZ01	DRIVEABILITY CONCERN	TECH(S):184			
CUSTOMER STATES NO POWER ON ACCELARATION. NO PROBLEM FOUND.					
JOB# 2 TOTALS					
JOB# 2 JOURNAL PREFIX CDCS					JOB# 2 TOTAL 0.00
JOB# 3 CHARGES					
LABOR					WARRANTY
J# 3 61CDZ19	BODY ADJUSTMENTS	TECH(S):184			
CUSTOMER STATES HAS TO SLAM LEFT FRONT DOOR TO CLOSE. ADJUSTED DOOR LATCH.					
JOB# 3 TOTALS					
JOB# 3 JOURNAL PREFIX CDCS					JOB# 3 TOTAL 0.00
JOB# 4 CHARGES					
LABOR					WARRANTY
J# 4 46CDZ01	WHEEL/TIRE CONCERN	TECH(S):151 184			
CUSTOMER STATES VIBRATION AT HIGHWAY SPEEDS. SEE ADVISOR 1ST. TIRES STARTING TO WARE.					
JOB# 4 TOTALS					
JOB# 4 JOURNAL PREFIX CDCS					JOB# 4 TOTAL 0.00
JOB# 5 CHARGES					
LABOR					WARRANTY
J# 5 99CDZGOLD	GOLD KEY LOANER	TECH(S):151			
D274316					
JOB# 5 TOTALS					
JOB# 5 JOURNAL PREFIX CDCS					JOB# 5 TOTAL 0.00



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CUSTOMER NO. 48919	ADVISOR EDDIE	TAG NO. 46 G395	INVOICE DATE 04/09/09	INVOICE NO. CDCS251035
	LABOR RATE	MILEAGE 32,802	COLOR BLACK/	STOCK NO. P9579
CLINTON, MD	YEAR, MAKE / MODEL 07/CADILLAC/ESCALADE ESV/4DR		DELIVERY DATE 08/23/08	DELIVERY MILES 16,415
	VEHICLE NO. 1GYFK66857R		SELLING DEALER NO.	PRODUCTION DATE
	R.T.E. NO.	P.O. NO.	R.O. DATE 04/07/09	
COMMENTS				

JOB# 1 CHARGES

LABOR
 J# 1 45CDZ10A STEERING NOISE TECH(S):184 WARRANTY
 OWNER REPORTS CLICKING NOISE WHEN TURNING STEERING WHEEL TO THE LEFT OR RIGHT AT LOW SPEEDS (TECH#184)
 PROGRAM BCM WITH LATEST UPDATE FOR UNWATED ABS ACTIVATION

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX CDCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR
 J# 2 60CDZ INTERIOR TRIM TECH(S):184 WARRANTY
 OWNER REPORTS REAR CENTER CINSOLE ADAPTER COVER CAME OFF (PART IN CUP HOLDER)
 REPLACE REAR CENTER CONSOLE ADAPTER COVER

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
	1	15187371	RETAINER	9.709	0	0.00
TOTAL - PARTS						0.00

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX CDCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR
 J# 3 01CDZTIRE TIRE ROT & BALANCE TECH(S):184 INTERNAL
 PERFORM TIRE ROTATION
 TIRE ROTATION COMPLETED

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	INTERNAL
	1	11588811	STUD	5.812	2	0.00
TOTAL - PARTS						0.00

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX CDCS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES

LABOR
 J# 4 99CDZGOLD GOLD KEY LOANER TECH(S):184 89 0.00
 D275250

JOB# 4 TOTALS

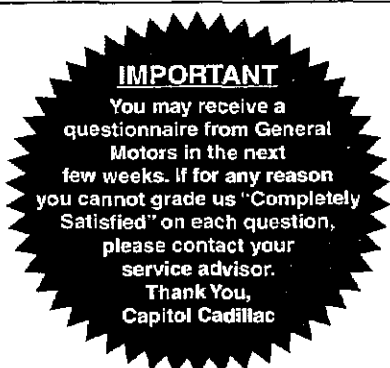
JOB# 4 JOURNAL PREFIX CDCS JOB# 4 TOTAL 0.00

JOB# 5 CHARGES

LABOR
 J# 5 99CDZRECHECK RE-CHECK TECH(S):184 89 0.00
 RE-CHECK ON CLICKING NOISE

JOB# 5 TOTALS

JOB# 5 JOURNAL PREFIX CDCS JOB# 5 TOTAL 0.00



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CASHIER HOURS: 8:30 A.M. TO 5:30 P.M.
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p.11

CUSTOMER NO.	48919	ADV SOB	BRAD KINDER	742	K080	05/01/09	CDCS252333
		LABOR RATE			34,476	BLACK/	P9579
		YEAR MAKE MODEL	07/CADILLAC/ESCALADE ESV/4DR			08/23/08	16.415
CLINTON, MD		VEHICLE ID NO	1 G Y F K 6 6 8 5 7 R				
						04/28/09	
		COMMENTS					

JOB# 1 CHARGES-----
 LABOR-----
 J# 1 51CDZSOUND SOUND SYSTEM TECH(S):184 WARRANTY
 CUSTOMER STATES FRONT DVD PLAYER WHEN PLAYING A DISC
 PICTURE SCROLLS.
 ORDERD RADIO.

JOB# 1 TOTALS-----
 JOB# 1 JOURNAL PREFIX CDCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES-----
 LABOR-----
 J# 2 40CDZ07 BRAKE NOISE TECH(S):184 WARRANTY
 CUSTOMER STATES WHEN BRAKING KNOCKING/CLANK SOUND.
 STRUT MOUNT BROKEN REPLACED MOUNT & INSTALLED BODY
 INSULATOR.

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
	1	15899719	INSULATOR 9.023 2			WARRANTY
	1	25940743	MOUNT 7.395			WARRANTY
					TOTAL - PARTS	0.00

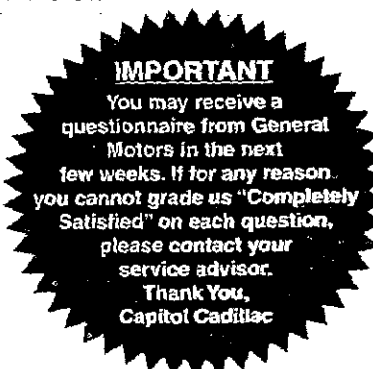
JOB# 2 TOTALS-----
 JOB# 2 JOURNAL PREFIX CDCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES-----
 LABOR-----
 J# 3 99CDZGOLD GOLD KEY LOANER TECH(S):184 0.00
 D275757

JOB# 3 TOTALS-----
 JOB# 3 JOURNAL PREFIX CDCS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES-----
 LABOR-----
 J# 4 99CDZWASH *NO CHARGE WASH* TECH(S):89 0.00

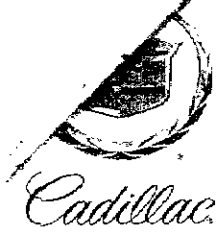
JOB# 4 TOTALS-----
 JOB# 4 JOURNAL PREFIX CDCS JOB# 4 TOTAL 0.00



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CUSTOMER NO. 48919	ADVISOR BRAD KINDER	TAG NO 742 K147	INVOICE DATE 05/11/09	INVOICE A.C. CDCS253112
	LABOR RATE [REDACTED]	MILEAGE 35,191	COLOR BLACK/	STOCK NO P9579
CLINTON, MD	YEAR / MAKE / MODEL 07/CADILLAC/ESCALADE ESV/4DR	DELIVERY DATE 08/23/08	DELIVERY MILES 16,415	
	VEHICLE I.D. NO. 1GYFK66857R	BEHUNG DEALER NO	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	R. O. DATE 05/11/09	
COMMENTS				

JOB# 1 CHARGES-----

LABOR
 J# 1 01CDZLOF LOF *LOFO* TECH(S):184 26.60
 \$49.95
 COMPLETED LUBE OIL AND FILTER CHANGE

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
	1	89017524	FILTER 1.836 31	5.99	5.99	5.99
	7	5615	MOTOR OIL 151	2.48	2.48	17.36
TOTAL - PARTS						23.35

JOB# 1 TOTALS-----

LABOR	26.60
PARTS	23.35
JOB# 1 TOTAL	49.95

JOB# 2 CHARGES-----

LABOR
 J# 2 51GDZSOUND SOUND SYSTEM TECH(S):184 WARRANTY
 CUSTOMER STATES DVD PLAYER PICTURE SCROLLS.
 (RADIO IS IN)
 REPLACED AND PROGRAMED RADIO.

SUBLET	PO#	VEND INV#	INV. DATE	DESCRIPTION	WARRANTY
	252333	1493875	05/11/09	RADIO	
TOTAL - SUBLET					0.00

JOB# 2 TOTALS-----

LABOR	26.60
PARTS	23.35
JOB# 2 TOTAL	49.95

JOB# 3 CHARGES-----

LABOR
 J# 3 60GDZ01 INT. TRIM CONCERN TECH(S):184 WARRANTY
 CUSTOMER STATES AFTER IT RAINS CAN SMELL A MUSTY SMELL.
 ADVISOR FELT FLOOR OF VEHICLE, NOT WET.
 COULDN'T VERIFY CONCERN

JOB# 3 TOTALS-----

LABOR	0.00
JOB# 3 TOTAL	0.00

JOB# 4 CHARGES-----

LABOR
 J# 4 99CDZGOLD GOLD KEY LOANER TECH(S):184 0.00
 D276045

JOB# 4 TOTALS-----

LABOR	0.00
JOB# 4 TOTAL	0.00

JOB# 5 CHARGES-----

LABOR

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 Thank You,
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The Registrars and Reynolds Company, ERM/JZ/AVF, CCR7/227 8, 02/2001

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Cadillac

CUSTOMER NO 48919	ADVISOR BRAD KINDER	TAG NO. 742 K361	INVOICE DATE 06/12/09	INVOICE NO CDCS254941
	LABOR RATE	MILEAGE 38,224	COLOR BLACK/	STOCK NO. P9579
CLINTON, MD	YEAR/MAKE/MODEL 07/CADILLAC/ESCALADE ESV/4DR	DELIVERY DATE 08/23/08	DELIVERY MILES 16,415	
	VEHICLE ID NO. 1GYFK66857R	SELLING DEALER NO.	PRODUCTION DATE	
	R.T.E. NO.	P.O. NO.	R.O. DATE 06/08/09	

COMMENTS

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
	1	19209555	ABSORBER 7.345 0			0.00
TOTAL - PARTS						

JOB# 5 TOTALS -----
 JOB# 5 JOURNAL PREFIX CDCS JOB# 5 TOTAL 0.00

LABOR	J#	LOF	*LOFO*	TECH(S)	PRICE
	6	01CDZLOF		:115	26.60
COMPLETED LUBE OIL AND FILTER CHANGE					

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
	1	89017524	FILTER 1.836 24	5.99	5.99	5.99
	7	5615	MOTOR OIL -82	2.48	2.48	17.36
TOTAL - PARTS						23.35

JOB# 6 TOTALS -----
 LABOR PARTS 26.60
 23.35
 JOB# 6 JOURNAL PREFIX CDCS JOB# 6 TOTAL 49.95

LABOR	J#	LOF	*NO CHARGE WASH*	TECH(S)	PRICE
	7	99CDZWASH		:115	0.00

JOB# 7 TOTALS -----
 JOB# 7 JOURNAL PREFIX CDCS JOB# 7 TOTAL 0.00

LABOR	J#	LOF	GOLD KEY LOANER	TECH(S)	PRICE
	8	99CDZGOLD		:115	0.00
D276673					

JOB# 8 TOTALS -----
 JOB# 8 JOURNAL PREFIX CDCS JOB# 8 TOTAL 0.00



WHILE YOUR MOTOR VEHICLE IS ON THE PREMISES OF THE AUTOMOTIVE REPAIR FACILITY, THE AUTOMOTIVE REPAIR FACILITY MAY NOT BE RESPONSIBLE FOR DAMAGE TO YOUR MOTOR VEHICLE UNDER CERTAIN CIRCUMSTANCES. YOU SHOULD ASK A REPRESENTATIVE OF THE AUTOMOTIVE REPAIR FACILITY ABOUT THE EXTENT OF ITS RESPONSIBILITY, INCLUDING THE EXTENT OF THE INSURANCE COVERAGE OF THE AUTOMOTIVE REPAIR FACILITY.

Thank You For Your Business!!

11/06/09 10:07:45 AM 3018771181

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Cadillac

CUSTOMER NO 48919	ADVISOR BRAD KINDER	TAG NO 742	INVOICE DATE 06/12/09	INVOICE NO CDCS254941
	LABOR RATE [REDACTED]	LEASE 38,224	COLOR BLACK/	STOCK NO P9579
CLINTON, MD	YEAR / MAKE / MODEL 07/CADILLAC/ESCALADE ESV/4DR		DELIVERY DATE 08/23/08	DELIVERY MILES 16,415
	VEHICLE I.D. NO. 1GYFK66857R		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.C. DATE 06/08/09	

COMMENTS

JOB# 1 CHARGES-----

LABOR-----
 J# 1 40CDZ01 BRAKE CONCERN TECH(S):115 0.00
 CUSTOMER STATES CLICKING SOUND WHEN RELEASING BRAKE.
 UNABLE TO VERIFY CONCERN.

JOB# 1 TOTALS-----

JOB# 2 CHARGES-----

LABOR-----
 J# 2 10CDZ01 DRIVEABILITY CONCERN TECH(S):115 WARRANTY
 CUSTOMER STATES VEHILCE WOULDN'T START, SLOW CRANK & HAS HAD
 TO JUMP VEHILCE.
 DIAG AND REPLACE BATTERY FAILED LOAD TEST

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
	1	89022168	48-6YR BATT 48-6Y 4			WARRANTY
	1	12585546	SENSOR 2.388 0			WARRANTY
TOTAL - PARTS						0.00

JOB# 2 TOTALS-----

JOB# 3 CHARGES-----

LABOR-----
 J# 3 05CDZ WARNING LIGHTS TECH(S):115 WARRANTY
 CUSTOMER STATES CHECK ENGINE MESSAGE, STABILITY, SERVICE
 BATTERY & BATTERY LIGHT ALL CAME ON AT ONCE.
 REPLACE CRANK SENSOR SHORTED

JOB# 3 TOTALS-----

JOB# 4 CHARGES-----

LABOR-----
 J# 4 45CDZ01 STEERING CONCERN TECH(S):115 WARRANTY
 CUSTOMER STATES WHEN STEERING GETS A THUMP/CLICKING SOUND.
 UNABLE TO DUPLICATE

JOB# 4 TOTALS-----

JOB# 5 CHARGES-----

LABOR-----
 J# 5 45CDZ03 SUSPENSION CONCERN TECH(S):115 WARRANTY
 CUSTOMER STATES GFTTING A SQUEAK SOUND WHEN HITTING BUMPS.
 REPLACE RIGHT SHOCK ABSORBER

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 Thank You,
 Capitol Cadillac



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Thank You For Your Business!!

11/06/09 10:07:46 AM Wenonah G 3018771181 p.14

[REDACTED]
Clinton, Md [REDACTED]
[REDACTED]
[REDACTED]

6/10/09

H. Daniel Jobe, II

President

Capitol Cadillac

6500 Capitol Dr.

Geenbelt, Md. 20770

Re: 48919

Dear H. Daniel Jobe, II

On 8/23/08 we bought a 2007 Cadillac Escalade ESV from your dealership.

We are very unhappy/frustrated with the vehicle and the number of times it has been in for service. On these dates it has been in your service department for repairs, 10/21/08 (invoice# CDCs240803), on 12/03/08 (invoice# CDCs243647), 12/12/08 (invoice# CDCs244236), 12/30/08 (invoice# CDCs245215), 2/10/09 (invoice# CDCs247673), 2/26/09 (invoice # CDCs248686), 4/07/09 (invoice# CDCs251035), 4/20/09 (invoice# CDCs251808), 4/28/09 (invoice# CDCs252333), 5/11/09 (invoice# CDCs253112), and currently in for and repeat service of something that has failed before. I have had three radio's replaced, difficulty starting and when started all the lights on the dashboard stayed on check engine, service traction control etc. I have had to jump start it and then the display read service battery charging station. We do a lot of traveling and since we have been expericeing these problems our trips do not seem to be has comfortable as we thought when we purchased this vehicle.

I will like to commend Mr. Brad kinder, Eddie Graham and Walt Harrison for all there efforts they have been very courteous in understanding our frustrations.

I look forward to hearing from you and addressing this/these problems/concerns.

Unhappy Customers
[REDACTED]



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CASHIER HOURS: 8:30 A.M. TO 5:30 P.M.
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CELL [REDACTED]

CUSTOMER NO 48919	ADVISOR BRAD KINDER	TAG NO 742	K581	INVOICE DATE 07/10/09	INVOICE NO. CDCS256765
[REDACTED]	LABOR RATE L [REDACTED]	MILEAGE 39,791		COLOR BLACK/	STOCK NO. P9579
CLINTON, MD [REDACTED]	YEAR / MAKE / MODEL 07/CADILLAC/ESCALADE ESV/4DR	DELIVERY DATE 08/23/08		DELIVERY MILES 16,415	
	VEHICLE ID. NO. 1GYFK66857R [REDACTED]	SELLING DEALER NO.		PRODUCTION DATE	
	P.T.E. NO.	P.O. NO.		R.O. DATE 07/08/09	
	COMMENTS				

JOB# 1 CHARGES					
LABOR					
J# 1 10CDZ01	DRIVEABILITY CONCERN	TECH(S):7			WARRANTY
	CUSTOMER STATES CLICKING SOUND HEARD FROM LEFT FRONT WHEN TURNING OR DRIVING 3-5 MPH. REMOVE BRAKE PADS LUBE CALIPER SLIDES AND PINS APPLY BACKING PLATE LUBE RETORQUE ALL CALIPER BOLTS				
JOB# 1 TOTALS					
JOB# 2 CHARGES					
LABOR					
J# 2 05CDZ	WARNING LIGHTS	TECH(S):7			0.00
	CUSTOMER STATES CHECK TIRE PRESSURE MESSAGE COMING ON. SET TIRE PRESSURE TO 35PSI NOTE AFTERMARKET WHEELS AND TIRES				
JOB# 2 TOTALS					
JOB# 3 CHARGES					
LABOR					
J# 3 99CDZGOLD	GOLD KEY LOANER	TECH(S):7			WARRANTY
	D277370				
JOB# 3 TOTALS					
JOB# 4 CHARGES					
LABOR					
J# 4 99CDZWASH	*NO CHARGE WASH*	TECH(S):7			0.00
JOB# 4 TOTALS					
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	

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Cadillac



Cadillac

CUSTOMER NO. 48919	ADVISOR BRAD KINDER	TAG NO. 742	INVOICE DATE 01/21/10	INVOICE NO. CDCS267586
	LABOR RATE	LICENSE NO.	CO. OR BLACK/	STOCK NO. P9579
		MILEAGE 49,229	DELIVERY DATE 08/23/08	DELIVERY MILES 16,415
CLINTON, MD	YEAR / MAKE / MODEL 07/CADILLAC/ESCALADE ESV/4DR	VEHICLE I.D. NO. 1GYFK66857R	SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R. O. DATE 01/19/10	
COMMENTS				

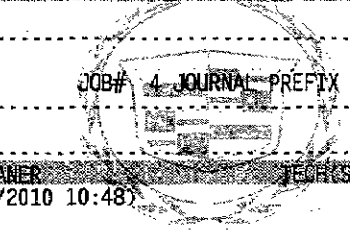
JOB# 1 CHARGES-----				
LABOR	WARRANTY			
# 1 600DZ01	INT. TRN CONCERN	TECH(S) 169		
CUSTOMER STATES DEFROST TAB NOT ATTACHED TO REAR GLASS. REPLACED REAR GLASS.				
PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE-UNIT PRICE-
	1	25916031	TERMINAL 13.09 4	
	1	25916024	WINDOW 17.19 1	
				TOTAL - PARTS
				WARRANTY
				WARRANTY
				0.00
JOB# 1 TOTALS-----				
			JOB# 1 JOURNAL PREFIX CDCS	JOB# 1 TOTAL
				0.00
JOB# 2 CHARGES-----				
LABOR	WARRANTY			
# 2 52CDZ05	INTERIOR LIGHTING	TECH(S) 169		
CUSTOMER STATES INTERIOR LIGHTING WOULDN'T SHUT OFF. COULDN'T VERIFY CUSTOMERS CONCERN.				
JOB# 2 TOTALS-----				
			JOB# 2 JOURNAL PREFIX CDCS	JOB# 2 TOTAL
				0.00
JOB# 3 CHARGES-----				
LABOR	WARRANTY			
# 3 02CDZ12	12 PT INSPECTION	TECH(S) 169		
PERFORM 12 POINT INSPECTION NO CHARGE 12 POINT INSPECTION COMPLETED				
JOB# 3 TOTALS-----				
			JOB# 3 JOURNAL PREFIX CDCS	JOB# 3 TOTAL
				0.00
JOB# 4 CHARGES-----				
LABOR	WARRANTY			
# 4 95CDZNGWASH	DO NOT WASH VEHICLE	TECH(S) 169		
JOB# 4 TOTALS-----				
			JOB# 4 JOURNAL PREFIX CDCS	JOB# 4 TOTAL
				0.00
JOB# 5 CHARGES-----				
LABOR	WARRANTY			
# 5 996H2G0LD	GOLD KEY LOANER	TECH(S) 169		
dded Operation (KAREN @ 01/19/2010 10:48) D281701				
JOB# 5 TOTALS-----				
			JOB# 5 JOURNAL PREFIX CDCS	JOB# 5 TOTAL
				0.00

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HUMMER

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Capitol Cadillac

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ER #: 48919

100484



Cadillac

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DUPLICATE 1
PAGE 1

SERVICE ADVISOR: 742 KEITH B KINDER

CLINTON, MD

HOME: [REDACTED]
BUS: [REDACTED]

CONT: [REDACTED]
CELL: [REDACTED]

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN / OUT, TAG. Row 1: BLACK, 07, CADILLAC ESCALADE ES, 1GYFK66857R, [REDACTED], 51797/51797, TK301. Row 2: DEL. DATE, PROD. DATE, WARR. EXP., PROMISED, PO NO., RATE, PAYMENT, INV. DATE. Row 3: 23AUG08 DD, 17:00 21APR10, 0.00, ZADV1, 26APR10. Row 4: R.O. OPENED, READY, OPTIONS: STK:P9579 ENG:6.2 LITER.

Table with columns: LINE, OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL. Row 1: 11:10 21APR10 18:13 26APR10

A CUSTOMER STATES REAR WASHER FLUID NOT WORKING.
CAUSE:

51CDZ BODY ELECTRICAL
38 W1 0.00 (N/C)
2 532VB 5/32 VAC HOSE (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00
51797 REPAIRED REAR WASHER LINE.

B CUSTOMER STATES GETTING A BRAKE SQUEAK.
40CDZ BRAKES

38 C1 2.20 264.00 264.00
1 25910431 PAD KIT 179.74 179.74 179.74
1 2010 BRAKE CLEAN 8.67 8.67 8.67
2 19175334 ROTOR 70.00 70.00 140.00
PARTS: 328.41 LABOR: 264.00 OTHER: 0.00 TOTAL LINE B: 592.41
51797 REPLACED FRONT PADS AND TURNED ROTORS.

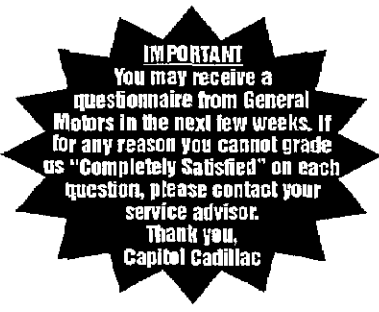
C CUSTOMER STATES WHEN TURNING LEFT GETTING A CLICKING SOUND.
CAUSE:

45CDZ STEERING/SUSPENSION
38 W1 0.00 (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00
51797 COULDN'T VERIFY CONCERN.

D LUBE OIL AND FILTER, TIRE ROTATION, MULTI POINT INSPECTION.
01CDZ RECOMMENDED MAINT

38 C1 0.90 6.60 6.60
1 89017524 FILTER 6.79 5.99 5.99
7 5615 MOTOR OIL 2.48 2.48 17.36
PARTS: 23.35 LABOR: 6.60 OTHER: 0.00 TOTAL LINE D: 29.95
51797 PERFORMED LUBE, OIL, FILTER AND TIRE ROTATION.

E GOLD KEY LOANER
99CDZGOLD GOLD KEY LOANER



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HOURS:
Monday - Friday
7:00 AM to 5:00 PM
SATURDAYS
8:00 AM TO 1:00 PM
PICK-UP VEHICLE BEFORE 5:30 PM

Table with columns: DESCRIPTION, TOTALS. Rows: LABOR AMOUNT, PARTS AMOUNT, GAS, OIL, LUBE, SUBLLET AMOUNT, MISC. CHARGES, TOTAL CHARGES, LESS INSURANCE, SALES TAX, PLEASE PAY THIS AMOUNT

CUSTOMER #: 48919

105025



Cadillac

INVOICE

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PAGE 1

CLINTON, MD

SERVICE ADVISOR: 742 KEITH B KINDER

HOME: [REDACTED]
BUS: [REDACTED]

CONT: [REDACTED]
CELL: [REDACTED]

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLACK	07	CADILLAC ESCALADE ES	1GYFK66857R	[REDACTED]	55202 / 55202	TH358	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	NO. DATE
			17:00 14JUL10		0.00	CASH	
R.O. OPENED	READY	OPTIONS: STK:P9579 ENG:6.2_LITER					
13AUG08 DD							

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

A 10153 HEATED WINDSHIELD WASHER MODULE SHORT CIRCUIT - DISABLE AND REMOVE MODULE
 CAUSE: F
 W2281 HEATED W/SHIELD
 22 WT1 0.30 (N/C)
 FC: PART#: COUNT:
 CLAIM TYPE: ZFAT
 AUTH CODE:

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

B CUSTOMER STATES REAR HATCH WON'T OPEN FROM DOOR / REMOTE.
 51CDZ BODY ELECTRICAL

22 WT1 0.00 (N/C)
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00
 55202 NO PROBLEM FOUND

C CUSTOMER STATES CHECK TIRE PRESSURE MESSAGE ON TIRE PSI READING WRONG TIRES.

35CDZ WARNING LIGHTS
 22 C1 0.00 0.00 0.00

SUBLET VOGUE INV 1948
 C1 30.00 30.00

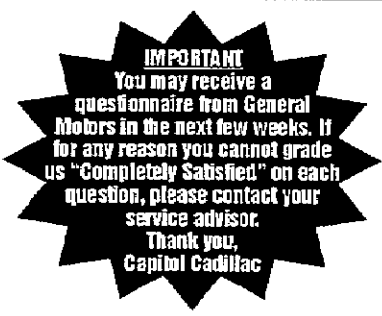
PARTS: 0.00 LABOR: 0.00 OTHER: 30.00 TOTAL LINE C: 30.00
 55202 RE-CALIBRATE ALL 4 TPM SENSOR POSITION.

D CUSTOMER STATES STABILITY MESSAGE ON.
 CAUSE: F

E7690 SENSOR, STEERING WHEEL ROTATION REPLACE:
 22 WT1 1.00 (N/C)

1 15886733 SENSOR (N/C)
 FC: PART#: 15886733 COUNT: 1

CLAIM TYPE: ZREG
 AUTH CODE:



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 SATURDAYS
 8:00 AM TO 1:00 PM
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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	

CUSTOMER #: 48919

105025



Cadillac

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PAGE 2

CLINTON, MD

HOME:

CONT:

BUS:

CELL:

SERVICE ADVISOR: 742 KEITH B KINDER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLACK	07	CADILLAC ESCALADE ES	1GYFK66857R		55202/55202	TK858	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
23AUG08 DD			17:00 14JUL10		0.00	CASH	14JUL10
R.O. OPENED	READY	OPTIONS: STK: P9579 ENG: 6.2 LITER					
09:30 07JUL10	09:05 14JUL10						

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

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

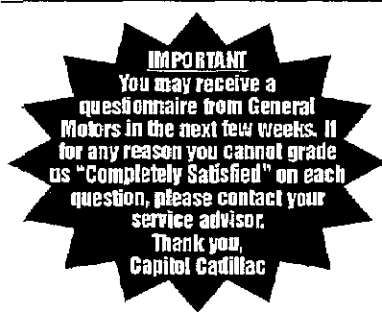
E \$49.95
01CDZLOF \$49.95
22 CT1 0.40 16.16 16.16
1 89017524 FILTER 7.07 5.99 5.99
7 5615 MOTOR OIL 3.82 2.48 17.36

PARTS: 23.35 LABOR: 16.16 OTHER: 0.00 TOTAL LINE E: 39.51
F *NO CHARGE WASH*
99CDZWASH *NO CHARGE WASH*
22 C1 0.00 0.00 0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE F: 0.00
G GOLD KEY LOANER
99CDZGOLD GOLD KEY LOANER
22 C1 0.00 0.00 0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE G: 0.00
55202 D285599D285716
H** CUSTOMER STATES SQUEAK WHEN HITTING BUMPS/DRIVER OVER SPEED BUMPS.
45CDZ STEERING/SUSPENSION
22 WT1 0.00 (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE H: 0.00



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DESCRIPTION	TOTALS
LABOR AMOUNT	16.16
PARTS AMOUNT	23.35
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	30.00
MISC. CHARGES	0.00
TOTAL CHARGES	69.51
LESS INSLRANCE	0.00
SALES TAX	1.40
PLEASE PAY THIS AMOUNT	70.91

CAPITOL CADILLAC COMPANY

CDCS259456

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HUMMER

CDCS259456

.08 PAGE 1
M - 544
M - 544
M - 124
3V

CELL: [REDACTED]

NO. 48919	ADVISOR BRAD KINDER	TAG NO. 742 K864	INVOICE DATE 08/28/09	INVOICE NO. CDCS259456
[REDACTED]	LABOR RATE	LICENSE NO. [REDACTED]	MILEAGE 42,324	COLOR BLACK/
STATION, MD [REDACTED]	YEAR / MAKE / MODEL 07/CADILLAC/ESCALADE ESV/4DR	DELIVERY DATE 08/23/08	STOCK NO. P9579	DELIVERY MILES 16,415
[REDACTED]	VEHICLE I.D. NO. 1GYFK66857R [REDACTED]	SELLING DEALER NO.	PRODUCTION DATE	
[REDACTED]	F.T.E. NO.	P.O. NO.	R.O. DATE 08/24/09	REPRINT# 1
COMMENTS				

CHARGES

CDZ01	TRIM ELECT CONCERN	TECH(S):55	WARRANTY
CUSTOMER STATES RIGHT DEFROST TAB CAME OFF GLASS. SECURED TAB TO BACK GLASS			
QTY	FP-NUMBER	DESCRIPTION	LIST PRICE-UNIT PRICE
1	25916031	TERMINAL 13.09 3	TOTAL - PARTS
CODE	DESCRIPTION	CONTROL NO.	
LDIS	COUPON DISCOUNT		-20.00
PDIS	COUPON DISCOUNT		-20.00
TOTALS			TOTAL - MISC
			-40.00
CHARGES			JOB# 1 JOURNAL PREFIX CDCS JOB# 1 TOTAL
			-40.00

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CHARGES

CDZ	TRIM ELECTRICAL	TECH(S):55	WARRANTY
CUSTOMER STATES IGNITION CYLINDER WON'T ALWAYS TURN. CUT NEW KEY AND REPLACED IGNITION CYLINDER.			
QTY	FP-NUMBER	DESCRIPTION	LIST PRICE-UNIT PRICE
1	25847343	KEY-IGN L 2.187 9	TOTAL - PARTS
1	15794826	CYLINDER 2.188 1	
TOTALS			TOTAL - PARTS
			0.00
CHARGES			JOB# 2 JOURNAL PREFIX CDCS JOB# 2 TOTAL
			0.00

HUMMER

WHILE YOUR MOTOR VEHICLE IS ON THE PREMISES OF THE AUTOMOTIVE REPAIR FACILITY, THE AUTOMOTIVE REPAIR FACILITY MAY NOT BE RESPONSIBLE FOR DAMAGE TO YOUR MOTOR VEHICLE UNDER CERTAIN CIRCUMSTANCES. YOU SHOULD ASK A REPRESENTATIVE OF THE AUTOMOTIVE REPAIR FACILITY ABOUT THE EXTENT OF ITS RESPONSIBILITY, INCLUDING THE EXTENT OF THE INSURANCE COVERAGE OF THE AUTOMOTIVE REPAIR FACILITY.

CHARGES

CDZ01	BRAKE CONCERN	TECH(S):55	336.00
CUSTOMER WAS TOLD NEEDS REAR BRAKES(TECH 55) MACHINED ROTORS AND REPLACED REAR PADS CLEANED & ADJUSTED PARKING BRAKE.			
QTY	FP-NUMBER	DESCRIPTION	LIST PRICE-UNIT PRICE
1	15945636	PAD KIT 5.017 3	155.70 155.70
TOTALS			TOTAL - PARTS
			155.70
CHARGES			LABOR
			336.00
			PARTS
			155.70
CHARGES			JOB# 3 JOURNAL PREFIX CDCS JOB# 3 TOTAL
			491.70

Thank You For Your Business!!

CAPITOL CADILLAC COMPANY

6500 CAPITOL DRIVE
 GREENBELT, MARYLAND 20770
 (301) 441-9600
 TOLL FREE 1-800-423-8732
 SERVICE DIRECT LINE
 240-737-0359

HOURS:
 MONDAY THROUGH FRIDAY
 7:00 A.M. TO 5:30 P.M.
 SATURDAY
 8:00 A.M. - 1:00 P.M.
 PICK-UP VEHICLE BEFORE 5:30 P.M.
 www.ecapitol.com



Cadillac

CELL: [REDACTED]

CUSTOMER NO 48919	ADVISOR BRAD KINDER	742	TAG NO K117	INVOICE DATE 10/09/09	INVOICE NO CDCS261948
[REDACTED]	LABOR RATE [REDACTED]	[REDACTED]	MILEAGE 45,459	COLOR BLACK/	STOCK # P9579
CLINTON, MD	YEAR / MAKE / MODEL 07/CADILLAC/ESCALADE ESV/4DR			DELIVERY DATE 08/23/08	DELIVERY MILES 16,415
	VEHICLE I.D. NO. 1 G Y F K 6 6 8 5 7 R			SELLING DEALER NO [REDACTED]	PRODUCTION DATE
	F.T.E. NO.		P.O. NO.	R.C. DATE 10/06/09	
COMMENTS					

JOB# 1 CHARGES-----
 LABOR-----
 J# 1 10CDZ01 DRIVEABILITY CONCERN TECH(S): 7 INTERNAL
 CUSTOMER STATES WHILE DRIVING GETTING A "CLICK" SOUND
 ALSO GET WHILE BRAKING.
 SERVICE PADS AND ROTORS, ADDED SHIMS TO LEFT FRONT.

PARTS-----	QTY-----	FP-NUMBER-----	DESCRIPTION-----	LIST PRICE-----	UNIT PRICE-----	INTERNAL
	1	41180606	BRAKE SHIM GM DL 0			0.00
					TOTAL - PARTS	

JOB# 1 TOTALS-----

JOB# 2 CHARGES-----
 JOB# 1 JOURNAL PREFIX CDCS JOB# 1 TOTAL 0.00

LABOR-----
 J# 2 01CDZLOF LUBE OIL AND FILTER CHANGE TECH(S): 55
 \$49.95

PARTS-----	QTY-----	FP-NUMBER-----	DESCRIPTION-----	LIST PRICE-----	UNIT PRICE-----	INTERNAL
	1	89017524	FILTER 1.836 20	5.99	5.99	5.99
	7	5615	MOTOR OIL 102	2.48	2.48	17.36
					TOTAL - PARTS	23.35

JOB# 2 TOTALS-----
 LABOR PARTS 26.60
 PARTS 23.35

JOB# 3 CHARGES-----
 JOB# 2 JOURNAL PREFIX CDCS JOB# 2 TOTAL 49.95

LABOR-----
 J# 3 02CDZ12 12-PT INSPECTION TECH(S): 55
 NO CHARGE
 12 POINT INSPECTION COMPLETED

JOB# 3 TOTALS-----

JOB# 4 CHARGES-----
 JOB# 3 JOURNAL PREFIX CDCS JOB# 3 TOTAL 0.00

LABOR-----
 J# 4 99CDZWASH NO CHARGE WASH TECH(S): 89
 (ONLY HAND WASH)

JOB# 4 TOTALS-----

JOB# 4 JOURNAL PREFIX CDCS JOB# 4 TOTAL 0.00

COMMENTS-----
PHASE II CADILLAC

IMPORTANT
 You may receive a questionnaire from General Motors in the next few weeks. If for any reason you cannot grade us "Completely Satisfied" on each question, please contact your service advisor. Thank You, Capitol Cadillac



HUMMER

WHILE YOUR MOTOR VEHICLE IS ON THE PREMISES OF THE AUTOMOTIVE REPAIR FACILITY, THE AUTOMOTIVE REPAIR FACILITY MAY NOT BE RESPONSIBLE FOR DAMAGE TO YOUR MOTOR VEHICLE UNDER CERTAIN CIRCUMSTANCES. YOU SHOULD ASK A REPRESENTATIVE OF THE AUTOMOTIVE REPAIR FACILITY ABOUT THE EXTENT OF ITS RESPONSIBILITY, INCLUDING THE EXTENT OF THE INSURANCE COVERAGE OF THE AUTOMOTIVE REPAIR FACILITY.

Thank You For Your Business!!

CAPITOL CADILLAC COMPANY

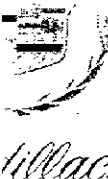
CDCS259456

6500 CAPITOL DRIVE
 GREENBELT, MARYLAND 20770
 (301) 441-9600
 TOLL FREE 1-800-423-8732

HOURS: MONDAY THROUGH FRIDAY
 7:00 A.M. TO 5:30 P.M.
 CLOSED SATURDAYS
 PICK-UP VEHICLE BEFORE 5:30 P.M.
 CASHIER HOURS: 8:30 A.M. TO 5:30 P.M.
 www.ecapitol.com

HUMMER

CDCS259456



CELL: [REDACTED]

NO 48919	ADVISOR BRAD KINDER	TAG NO 742	K864	INVOICE DATE 08/28/09	INVOICE NO. CDCS259456
	LABOR RATE		MILEAGE 42,324	COLOR BLACK/	STOCK NO. P9579
	YEAR / MAKE / MODEL 07/CADILLAC/ESCALADE ESV/4DR			DELIVERY DATE 08/23/08	DELIVERY MILES 16,415
	VEHICLE I.D. NO. 1GYFK66857R			SELLING DEALER NO.	PRODUCTION DATE
	P.T.E. NO.	P.O. NO.		R.O. DATE 08/24/09	REPRINT# 1
COMMENTS					

00CDZ01	INT TRIM CONCERN	TECH(S):55	WARRANTY
	CUSTOMER STATES DRIVERS INTERIOR DOOR HANDLE CHROME PEELING. REPLACE DOOR HANDLE.		
QTY	FP NUMBER	DESCRIPTION	LIST PRICE UNIT PRICE
1	15920707	HANDLE 16.34 1	
TOTAL PARTS			0.00
4	TOTALS		
5	CHARGES	JOB# 4 JOURNAL PREFIX CDCS JOB# 4 TOTAL	0.00
9CDZWASH	*NO CHARGE WASH*	TECH(S):55	0.00
5	TOTALS		
6	CHARGES	JOB# 5 JOURNAL PREFIX CDCS JOB# 5 TOTAL	0.00
9CDZGOLD	GOLD KEY LOANER	TECH(S):55	0.00
D278446			
6	TOTALS	JOB# 6 JOURNAL PREFIX CDCS JOB# 6 TOTAL	0.00
PAID CASH		TOTAL LABOR....	336.00
		TOTAL PARTS....	155.70
		TOTAL SUBLET....	0.00
		TOTAL G.O.G....	0.00
		TOTAL MISC CHG.	0.00
		TOTAL MISC DISC	-40.00
		TOTAL TAX.....	9.34
		TOTAL INVOICE \$	461.04

IMPORTANT
 You may receive a questionnaire from General Motors in the next few weeks. If for any reason you cannot grade us "Completely Satisfied" on each question, please contact your service advisor. Thank You, Capitol Cadillac



HUMMER

WHILE YOUR MOTOR VEHICLE IS ON THE PREMISES OF THE AUTOMOTIVE REPAIR FACILITY, THE AUTOMOTIVE REPAIR FACILITY MAY NOT BE RESPONSIBLE FOR DAMAGE TO YOUR MOTOR VEHICLE UNDER CERTAIN CIRCUMSTANCES. YOU SHOULD ASK A REPRESENTATIVE OF THE AUTOMOTIVE REPAIR FACILITY ABOUT THE EXTENT OF ITS RESPONSIBILITY, INCLUDING THE EXTENT OF THE INSURANCE COVERAGE OF THE AUTOMOTIVE REPAIR FACILITY.

Thank You For Your Business!!

CUSTOMER SIGNATURE _____

July 21, 2011

[REDACTED]
Clinton, MD [REDACTED]

Dear [REDACTED]

Thank you for your support of Cadillac. As we agreed, the necessary paperwork has been completed and forwarded to General Motors Protection Plan (GMPP) for the Smart Care plan on your 2007 Cadillac Escalade ESV, Vehicle Identification Number 1GYFK66857R [REDACTED]. The processing time will take approximately eight weeks.

You will be notified by GMPP once the plan has been processed and you will receive complete details on your plan's coverage at that time. This letter will serve as your policy until you receive your plan confirmation. Should you require service prior to receiving your plan confirmation from GMPP, simply bring this letter to your local Cadillac Dealership. Your complete satisfaction is very important to us at Cadillac. We hope the issuance of this GMPP demonstrates our appreciation of you as a valued customer.

At Cadillac, our commitment to customer satisfaction is a top priority. If you have future questions, please don't hesitate to email us using the Contact Us link at Cadillac.com or call us at 1-800-458-8006.

Sincerely,

Cadillac Customer Assistance Center
Service Request: 71-885922456

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.



Report Vehicle GMPP: Summary

Current as of: 11/23/2010 - 12:14 PM EST

Transaction Mode: Online
 User ID: 1w5xs1
 User Role: Central Office Administrator
 Timestamp Date: 2010-11-23 12:13:58.871
 Status: Pending

Vehicle Identifier

Vehicle Category: GM, Used
 VIN: 1GYFK66857F [REDACTED]

Customer Information

Plan Customer: Individual
 Customer Type: Owner

Sales Information

Dealer Code: 32888
 Action: Add Protection Plan
 Odometer: 59000
 Delivery Date: 11/22/2010
 Reference number: [REDACTED]

Clinton , Maryland , [REDACTED]
 Evening Phone:
 Daytime Phone:
 Ext:
 Primary Language: English
 Secondary Language:

Plan Lienholder

Lienholder Type: Other
 Cadillac
 P.O. Box 33169
 Detroit, Michigan 48232

Protection Plans

Plan Purchase Date: 11/22/2010
 In Service Date: 11/22/2010
 Schedule Type: GMPP Retail
 Promotion Code:

Plan Type: Smart Care Retail
 Term: 24
 Mileage Limit: 24000
 Deductible: 0



OrderWORKBENCH

Rental Type:	None
Plan Price:	\$0.00
Tax:	\$0.00
Total:	\$0.00

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

July 21, 2011

[REDACTED]
Chaparral, NM [REDACTED]

Dear [REDACTED]

We have received your request for assistance, but have been unable to contact you using the telephone number provided or any listed in our records.

If your situation has been resolved to your satisfaction, no further action is necessary. If it has not, we invite you call us at 1-800-222-1020. Please refer to the service request number listed below when you reach our representative.

Total customer satisfaction is important to us at Chevrolet. If we can be of any assistance, 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 Number: 71-895023747

STRAIGHT-PAYMENT-LEASE REPURCHASE WORKSHEET - BRC COMMON

File Number
71-895661910

Customer Name
(REDACTED)

Worksheet Filled Out By:
Ileana White

Draft-Add question marks beside category (not in dollar fields) to indicate incomplete information

Vehicle VIN:
1GNFK16377JXXXXXX

Date:
February 16, 2011

USAGE FORMULAS		STRAIGHT REPURCHASE - BASE		PAYMENT (CA, FL <input type="checkbox"/> WV) OR LEASE REPURCHASE				
1	To calculate usage:	1	Base Price	\$46,874.00	1	Down Pmt / Cap Cost Reduction	\$0.00	
2	Use ONLY one of the 4 methods in this column or follow applicable lemon law formula for your state	2	Conversion / Upfit cost	\$0.00	2	Pmts (includes 1st month if lease)	\$0.00	
3		3	Reg./Lic./Title Fees	\$80.00	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	\$46,874.00	6	Sales Tax	\$1,624.00	6	Other-Explain	\$0.00
7	Mileage	16,667	7	Finance Charges	\$0.00	7	Other-Explain	\$0.00
8	Denominator	100,000	8	Document Fee	\$58.48	8	Other-Explain	\$0.00
9	Usage	<input type="checkbox"/> 7,812.49	9	Deposit	\$206.58	9	Other-Explain	\$0.00
10			10	Total Purchase Price	<input type="checkbox"/> 48,843.06	10	Total Additions	<input type="checkbox"/> 0.00
11	B. USAGE - NEGOTIATED	\$0.00	11			11		
12			12	* Usage/Depreciation	<input type="checkbox"/> 7,812.49	12	* Usage/Depreciation	<input type="checkbox"/> 7,812.49
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	<input type="checkbox"/> 0.00	17	Incentives	\$0.00	17	Incentives	\$0.00
18			18	GM Card Points	\$206.58	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)	<input type="checkbox"/> 48,784.58	22	Total Deductions	<input type="checkbox"/> 8,019.07	22	Total Deductions	<input type="checkbox"/> 7,812.49
23	Mileage	0	23			23		
24	Usage	<input type="checkbox"/> 0.00	24	Repurchase Subtotal	<input type="checkbox"/> 40,823.99	24	Total Refund to Customer	- <input type="checkbox"/> 7,812.49
25	OR		25	Loan Payoff good thru 2/25/11	\$16,521.80	25	Dir Buyout (lease) or Loan Payoff	\$0.00
26	Payment/Lease-Used when financed.		26	Total Refund to Customer	<input type="checkbox"/> 24,302.19	26	(GMAC <input type="checkbox"/> DL quote) good thru xx/xx/xx	
27	"Actual Price Paid" (Pmt/Lease)	<input type="checkbox"/> 0.00	27	Attorney's Fees	\$1,750.00	27	Attorney's Fees	\$0.00
28	Mileage	0	28	Total Repurchase	<input type="checkbox"/> 42,573.99	28	Total Repurchase	- <input type="checkbox"/> 7,812.49
29	Any ext service contract (CA only)	0	29	Edmunds	\$17,558.00	29	NADA (Legal Only)	\$0.00
30	Usage	<input type="checkbox"/> 0.00	30	Estimated Auction Value	<input type="checkbox"/> 12,992.92	30	Estimated Auction Value	<input type="checkbox"/> 0.00
31			31	Projected Loss	<input type="checkbox"/> 29,581.07	31	Projected Loss	- <input type="checkbox"/> 7,812.49
	PURCHASE PRICE (before t/t)	\$ 46,874.00		TRADE ALLOWANCE	\$ 21,941.01		PURCHASE PRICE	\$ -
	MSRP (FROM BARS INVOICE)	\$ 46,874.00		PAYOFF OF TRADE	\$ 9,504.72		INCENTIVE* (from BARS)	\$ -
	DIFFERENCE	\$ -		DIFFERENCE	\$ 12,436.29		OVERALLOWANCE	\$ -
	if positive look for over allowance			if negative <input type="checkbox"/> negative equity			ACTUAL PRICE	\$ -
				TRADE ALLOWANCE	\$ 21,941.01			
				ACV OF TRADE	\$ -		Do not include fuel fill credit	
	Authorized Signature	Date		DIFFERENCE	\$ 21,941.01		Include GM card points	
				ACV <input type="checkbox"/> actual cash value				

552(B)(6)

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

March 14, 2011

Aimee A. Schatz
Kopka Pinkus Dolin & Eads, LLC
9801 Connecticut Drive
Crown Point, IN 46307

RE: [REDACTED] v. General Motors
Service Request: 71-895661910
2007 Chevrolet Suburban
Vehicle Identification Number: 1GNFK16377J [REDACTED]
Customer Relationship Specialist: Rachal

Dear Ms. Schatz:

Enclosed please find a check in the amount of \$10,500.00 made payable to Billy Crittendon and Krohn & 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

LG0062
V10132009

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



CHECK No. [REDACTED]

50-937
213

DATE
03/18/11

*****10,500 DOLLARS

****00 CENTS

AMOUNT
*****10,500.00

PAY
TO THE
ORDER
OF

[REDACTED] KROHN & MO*
 SS - LTD
 CHICAGO IL [REDACTED]

North American Operations
 General Motors Corporation
 Disbursement Account

Ben D. Albee
 SIGNATURE

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

AUDIT



North American Operations

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

DETACH BEFORE DEPOSITING CHECK

ENDORSEMENT NO. BB 000000186

1

CHECK NO. [REDACTED]

PAYOR NAME [REDACTED] KROHN & MO

PAYMENT DATE 03/18/11

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
GNFK16377J	03/17/11 71-895661910	VM-1-FC6IKP 1-FC6IKP	00.0000	10,500.00	.00	10,500.00
TOTAL				10,500.00	.00	10,500.00

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

W3

KROHN & MOSS, LTD.
120 W MADISON ST FL 10
CHICAGO, IL 60602



\$0.40
US POSTAGE
FIRST-CLASS
FROM 60602
NOV 30 2019
stamp



6060200704567

03-12-10A09:13 RCVD



General Motors Corporation
PO Box 33170
Detroit MI 48232-5170



Krohn & Moss, Ltd.

California, Florida, Illinois, Indiana, Kentucky, Minnesota, Missouri, Nevada, Ohio, Texas, Washington DC, Wisconsin

Main Office

120 West Madison, 10th Floor

Chicago, Illinois 60602

www.krohnandmoss.com

Writer's Direct Number

(312) 678-9428 Ext.216

Writer's Direct Facsimile

(866) 309-9458

Writer's Direct E-Mail

gmoss@consumerslawcenter.com

Writer licensed to practice only in:

Illinois

Wisconsin

November 30, 2010

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

RE: [REDACTED] v. General Motors LLC

Vehicle: 2007 Chevrolet Suburban

VIN: 1GNFK16377J [REDACTED]

Dear Sir or Madam:

Please be advised that this office represents the above-named individual regarding claims against your company pursuant to the State 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.

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 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 electrical system as evidenced by the illumination of the service and oil light;
2. Defective engine as evidenced by the vehicle's excessive consumption of oil;
3. Defective body & trim as evidenced by the vehicle's driver door pops open; and
4. Any additional complaints made by our client, whether or not they are contained in your company's records or on any dealer 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. As one court has stated:

For a majority of people the purchase of a new car is a major investment, rationalized by the peace of mind that flows from its dependability and safety. Once their faith is shaken, the vehicle loses not only its real value in their eyes, but becomes an instrument whose integrity is substantially impaired and whose operation is fraught with apprehension. Zabriskie Chevrolet, Inc. v. Smith, 240 A.2d 195.

Concerning the amount of grief a person must endure, one court expressed the consumer's lament in the following manner:

There comes a time when enough is enough – when an automobile purchaser, after having to take his car into the shop for repairs an inordinate number of times and experiencing all of the attendant inconvenience, is entitled to say, "That's all," and revoke, notwithstanding the repeated good faith efforts to fix the car. Rester v. Morrow, 491 So.2d 204.

My client's repair history clearly shows there was a breach of both written and implied warranties:

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. Kure v. Chevrolet Motor Division, 581 P.2d 603.

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.

Please be advised that pursuant to Uniform Commercial Code § 2-711(3) my client has a security interest in the vehicle for return of the amounts described above, plus expenses in handling and inspecting the vehicle. Until you pay this amount, my client will hold the car and use it to the extent necessary to preserve it, to protect the security interest, and to minimize your damages. Moreover, my client needs return of the monies listed above before a substitute vehicle can be acquired. In addition, any attempt by you or your agents to repossess the car will be wrongful and may subject you to liability for conversion and for wrongful repossession under Uniform Commercial Code §§ 9-503 and 9-507, as well as any other applicable remedies.

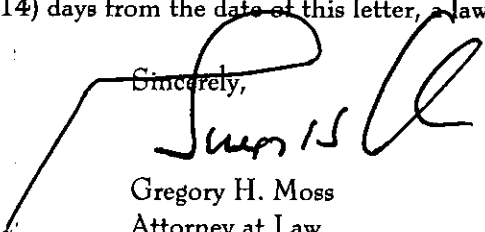
If the seller or, if applicable, the assignee, or any creditor subject to the FTC Holder Rule has filed a financing statement covering the goods, I demand, pursuant to Uniform Commercial Code § 9-404, that you file a termination statement within ten (10) days to terminate your security interest, and forward a copy to me. Since my client has revoked acceptance, there is no outstanding secured obligation. If you do not file a termination statement within ten (10) days and cooperate in removing the lien, you may be liable under Uniform Commercial Code § 9-404(1) in the amount of \$100.00, plus any loss caused to my client by your failure to do so.

November 30, 2010

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 State Lemon Law and the 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,



Gregory H. Moss
Attorney at Law

GM/nb

cc: 



VIA FAX ONLY

12/3/10

Jim Bell
Phillips Chevrolet
Routes 30 and 45
Frankfort, IL 60423

RE: [REDACTED]
Service Request: 71-895661910
2007 Chevrolet Suburban
Vehicle Identification Number: 1GNFK16377J [REDACTED]
Customer Relationship Specialist: Marcia

Dear Jim Bell:

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,

Chevrolet



VIA FAX ONLY

12/3/10

Jim Benedetto

Steve Foley

200 SKOKIE BLVD

NORTHBROOK IL 60062

RE:

Service Request: 71-895661910

2007 Chevrolet Suburban

Vehicle Identification Number: 1GNFK16377J

Customer Relationship Specialist: Marcia

Dear Jim Benedetto

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,

Chevrolet

2007 SUBURBAN 4WD 1/2 TON LT
 63U SPORT RED METALLIC /V8G
 193 EBONY
 ORDER NO. KfvQVJ/TRE STOCK NO.
 VIN 1GN FK16 37 7J

GENERAL MOTORS CORPORATION
 & SUBSIDIARIES
 RENAISSANCE CENTER
 DETROIT MI 48243-1114
 VEHICLE INVOICE 1AD91891993

*****13*11509S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
CK10906 SUBURBAN 4WD 1/2 TON LT	39860.00	36471.90	INVOICE 08/02/06
AL4 2ND ROW BUCKET SEATS	490.00	406.70	SHIPPED 08/02/06
AS3 3-PASSENGER, 3RD ROW SEAT	100.00	83.00	EXP I/T 08/07/06
CF5 POWER SLIDING SUNROOF	995.00	825.85	INT COM 08/07/06
C6C GVW RATING-7400 LB	N/C	N/C	PRC EFF 08/02/06
FE9 FEDERAL EMISSIONS	N/C	N/C	KEYS G1221 G1221
GT4 REAR AXLE - 3.73 RATIO	N/C	N/C	WFP-S QTR OPT-1
G80 LOCKING REAR DIFFERENTIAL	295.00	244.85	BANK: GMAC - 154
LC9 VORTEC 5300 V8 SFI FLEX-FUEL	N/C	N/C	CHG-TO 11-509
M30 4-SPD AUTOMATIC TRANSMISSION	N/C	N/C	
QAS P265/70R17 ALS WOL TIRES	125.00	103.75	SHIP WT: 5637
R6I MISSING OPTION CREDIT,	365.00-	302.95-	HP: 45.7
VEHICLE PRODUCED WITHOUT:			
* REAR PARKING ASSIST			GVWR: 7400
* POWER ADJUSTABLE PEDALS			GAWR.FT: 3600
			GAWR.RR: 4200
UQA BOSE PREMIUM SPEAKER SYSTEM	495.00	410.85	GMS: 41142.30
UVA AM/FM STEREO W/CD/DVD/MP3 (REQUIRED W/REAR DVD, REPLACES STD/OPT RADIO)	N/C	N/C	SUPPLR: 42990.33
			MRM: 46874.00
			NTR: 1/2
U2K XM SATELLITE RADIO - SERVICE FEE EXTRA. 1ST 3 MONTHS INCL.	199.00	165.17	MEMO 2223.70
U42 REAR SEAT ENTERTAINMENT SYSTEM	1295.00	1074.85	
V1K LUGGAGE RACK - CROSS BARS	45.00	37.35	
2LT SUBURBAN LT2 EQUIPMENT GROUP:	2440.00	2025.20	
* FRONT LEATHER APPOINTED BUCKET SEATS			
* 2ND ROW LEATHER APPOINTED SEATS			
* TRI-ZONE AUTOMATIC AIR COND			
* POWER ADJUSTABLE PEDALS			
* REMOTE VEHICLE STARTER			
* AM/FM STEREO WITH MP3 COMPATIBLE 6-DISC CD CHANGER (REPLACES STD RADIO)			
* UNIVERSAL HOME REMOTE			
* REAR PARKING ASSIST			

** CONTINUED ON PAGE 2 **

STEVE FOLEY CHEVROLET, INC.

2007 SUBURBAN 4WD 1/2 TON LT
 63U SPORT RED METALLIC /V8G
 193 EBONY
 ORDER NO. KVVQVJ/TRE STOCK NO.
 VIN 1GN FK16 37 7J
 *****13*11509S
 MODEL & FACTORY OPTIONS MSRP INV AMT RETAIL - STOCK
 ** CONTINUED FROM PAGE 1 **

GENERAL MOTORS CORPORATION
 & SUBSIDIARIES
 RENAISSANCE CENTER
 DETROIT MI 48243-1114
 VEHICLE INVOICE 1AD91891993

TOTAL MODEL & OPTIONS	45974.00	41546.52	ACT 237	41067.30
DESTINATION CHARGE	900.00	900.00	H/B 261	1379.22
LAM DEALER CONTRIBUTION		459.74	ADV 261	459.74
LAM GROUP CONTRIBUTION		459.74	EXP 65A	459.74

TOTAL 46874.00 43366.00 PAY 310 43366.00

MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT 41388.88

 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.

STEVE FOLEY CHEVROLET, INC.
 REMIT TO GMAC NO. 154
 VIN 1GNFK16377J
 \$ 43366.00 INV 1AD91891993
 DUE 08/07/06 DEALER 11-509

Marcia Fisher/Austin/GM1

12/03/2010 02:16 PM

To brent.palmer@gm.com

cc

bcc

Subject NISM

RE: Customer Last Name: [REDACTED]
Service Request: 71-895661910
2007 Chevrolet Suburban
Vehicle Identification Number: 7J [REDACTED]
Customer Relationship Specialist: Marcia Fisher
Telephone: (866) 790-5600 x 31150

Mr Brent Palmer

Hi, my name is Marcia. This email is to follow up on my voicemail regarding Service Request 71-895661910 for customer [REDACTED]. The customer's vehicle is a 07chevrolet suburban with 37,000 miles. The VIN is 7J [REDACTED]. The customer has been working with Phillips Chevrolet in Frankfort, IL. Technical Assistance Center has been involved. tac case SP-10954611. 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 settlement 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 is 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. **If you have further questions, please contact the Customer Relationship Specialist at the telephone number and extension above, or contact The 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.**

Sincerely,

General Motors



VIA FAX ONLY

December 3, 2010

Gregory Moss, Esq.
Krohn & Moss, Ltd.
5055 Wilshire Blvd Ste 300
Los Angeles, CA 90036

RE: [REDACTED]
Service Request: 71-895661910
2007 Chevrolet Suburban
Vehicle Identification Number: 1GNFK16377J [REDACTED]
Customer Relationship Specialist: Marcia

Dear Mr. Moss:

This is to advise that General Motors is in receipt of the above referenced case dated 12/3/10. 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.

- | | | | |
|-------------------------------------|---|-------------------------------------|-------------------|
| <input checked="" type="checkbox"/> | Copy of owner's current title and/or registration | <input checked="" type="checkbox"/> | Finance agreement |
| <input checked="" type="checkbox"/> | Other: Release of Claim | <input checked="" type="checkbox"/> | Buyer's agreement |

General Motors
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

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 Company, 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

Marcia Fisher/Austin/GM1

12/03/2010 04:20 PM

To gmass@consumerlawcenter.com

cc

bcc

Subject acknowledgment, Crittendon

RE: Customer Last Name: [REDACTED]
Service Request: 71-895661910
2007 Chevrolet Suburban
Vehicle Identification Number: [REDACTED]
Customer Relationship Specialist: Marcia Fisher
Telephone: (866) 790-5600 x 31150

Dear Greg Moss

your fax isnt working, we did recieve your case for this client here a the GM legal department.



atty acknowledgment.doc

If you have further questions, please contact the Customer Relationship Specialist at the telephone number and extension above or contact The 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.

Sincerely,

General Motors



brent.palmer@gm.com
12/03/2010 03:45 PM

To marcia_fisher@gmexpert.com
cc
bcc
Subject Re: NISM

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.

I believe we should offer a repair per GM's latest service bulletin that has been recently released to address the customer's oil consumption concern. The engine that was replaced was an attempt to resolve the concern and satisfy the customer since the service repair procedure was still in development. Please feel free to contact me regarding this case.

See bulletin 10-06-01-008A: Engine Oil Consumption on Aluminum Block Engines with Active Fuel Management (AFM) (Install AFM Oil Deflector and Clean Carbon from Cylinder) - (Sep 28, 2010)

Brent Palmer
District Manager Aftersales
General Motors
mobile: 630-659-9932
e-mail: brent.palmer@gm.com

From: marcia_fisher@gmexpert.com
To: brent.palmer@gm.com
Date: 12/03/2010 01:32 PM
Subject: NISM

RE: Customer Last Name: [REDACTED]
Service Request: 71-895661910
2007 Chevrolet Suburban
Vehicle Identification Number: 7J [REDACTED]
Customer Relationship Specialist: Marcia Fisher
Telephone: (866) 790-5600 x 31150

Mr Brent Palmer

Hi, my name is Marcia. This email is to follow up on my voicemail regarding Service Request 71-895661910 for customer Crittendon. The customer's vehicle is a 07chevrolet suburban with 37,000 miles. The VIN is 7J [REDACTED]

The customer has been working with Phillips Chevrolet in Frankfort, IL. Technical Assistance Center has been involved. tac case SP-10954611. 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 settlement 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:

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*If a response is not received within 48 hours the default assumption is 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. If you have further questions, please contact the Customer Relationship Specialist at the telephone number and extension above or contact The 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.

Sincerely,

General Motors

Nothing in this message is intended to constitute an electronic signature unless a specific statement to the contrary is included in this message.

Confidentiality Note: This message is intended only for the person or entity to which it is addressed. It may contain confidential and/or privileged material. Any review, transmission, dissemination or other use, or taking of any action in reliance upon this message by persons or entities other than the intended recipient is prohibited and may be unlawful. If you received this message in error, please

contact the sender and delete it from your computer.

Marcia Fisher/Austin/GM1

12/03/2010 06:44 PM

To brent.palmer@gm.com@SITEWCWEB

cc

bcc

Subject Re: NISM 

RE: Customer Last Name: [REDACTED]
Service Request: 71-895661910
2007 Chevrolet Suburban
Vehicle Identification Number: [REDACTED]
Customer Relationship Specialist: Marcia Fisher
Telephone: (866) 790-5600 x 31150

Dear Brent Palmer

just for clarification will customer be responsible to pay for repair or will dealer be able to goodwill it. the customer is outside of bumper to bumper warranty by about 2 months.

If you have further questions, please contact the Customer Relationship Specialist at the telephone number and extension above or contact The 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.

Sincerely,

General Motors

Marcia Fisher/Austin/GM1

12/06/2010 01:16 PM

To brent.palmer@gm.com@SITEWCWEB

cc

bcc

Subject Re: NISM 

RE: Customer Last Name: [REDACTED]
Service Request: 71-895661910
2007 Chevrolet Suburban
Vehicle Identification Number: [REDACTED]
Customer Relationship Specialist: Marcia Fisher
Telephone: (866) 790-5600 x 31150

Dear Brent Palmer

I will let the customers attorney know about the this offer, I have not received the repair orders from the dealer yet, I will be calling them again later today, but if you could also let them know that I need the repair orders as soon as possible that would be great, thanks.

If you have further questions, please contact the Customer Relationship Specialist at the telephone number and extension above or contact The 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.

Sincerely,

General Motors



brent.palmer@gm.com
12/06/2010 01:04 PM

To: marcia_fisher@gmexpert.com
cc
bcc
Subject: Re: NISM

History: This message has been replied to.

I believe this is covered by the 5/100 powertrain warranty. If not, it would be 100% goodwill due to previous history and vehicle is just outside of the bumper-to-bumper.

Brent Palmer
District Manager Aftersales
General Motors
mobile: 630-659-9932
e-mail: brent.palmer@gm.com

From: marcia_fisher@gmexpert.com
To: brent.palmer@gm.com
Date: 12/03/2010 05:45 PM
Subject: Re: NISM

RE: Customer Last Name: [REDACTED]
Service Request: 71-895661910
2007 Chevrolet Suburban
Vehicle Identification Number: 7 [REDACTED]
Customer Relationship Specialist: Marcia Fisher
Telephone: (866) 790-5600 x 31150

Dear Brent Palmer

just for clarification will customer be responsible to pay for repair or will dealer be able to goodwill it. the customer is outside of bumper to bumper warranty by about 2 months.

If you have further questions, please contact the Customer Relationship Specialist at the telephone number and extension above or contact The 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.

Sincerely,

General Motors

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PRIVILEGED CONFIDENTIAL - PREPARED FOR COUNSEL
BRC CASE ASSESSMENT

Latest Revision Date:

All Fields Are Required

(Do not delete or modify any sections of this form)

SR: 71-895661910
By: Marcia

GM Legal File / BBB Case No.: N/A
Negotiator: N/A

Customer Last Name: XXXXXXXXXX

State: IL

Only customer's last name to be recorded. Do not include first name.

Vehicle ID No.:
1GNFK16377J220100

In Service Date: 9/29/07

Vehicle Purchased: BAC Code:
New 189457

Year, Make & Model: 2007 Chevrolet Suburban

Vehicle Purchased Used on: n/a at
odometer n/a

Current Mileage: 37,000

Sale Type: Purchase Lease Other : N/A

Dealer Name : Phillips Chevrolet

CAM Name: Rob Johnson

Phone Number: 630-961-6817

Lien holder: GMAC Other : N/A

DVM Name: Brent Palmer

Phone/Cell Number: 630-659-9932

Purchase Price of Vehicle: \$ 46,874

Was TAC contacted for this vehicle (Y/N)? : yes

DVM requests involvement?: yes

Attorney Involvement: Greg Moss

Phone Number : Krohn & Moss

Fax Number : 312-578-9428 ext 216

Service Manager Name: Jim Bell

Phone Number : (815) 469-2323

Are there **additional** field personnel involved? If Yes, List the name, including role (DVM, DSM, etc.) and phone number. Repeat as necessary.

No

Are there **additional** dealerships involved? If Yes, List the dealership name, contact name, and phone number. Repeat as necessary.

Yes. Steve Foley Chevrolet, now closed, no repairs done just SELLING DEALER. 8475644090, fax: 8478492263

If TAC was contacted, what did they say? (Include TAC case #)

SP-10954611-TAC-7/22/09-Customer concern - Low oil light is on, oil consumption.TAC

Recommendations -

Advised to perform oil consumption test. Check compression wet and dry or check crankcase pressure with water manometer. Customers concern as reported by the caller.

Excessive oil consumption

Results of the Previous Suggestions Made by TAC :

He claims he did confirm oil consumption of 1 < quart in 2,000 miles. He didn't perform a compression test, but a water manometer did indicate 3 " of water vacuum in the crankcase, and the Techlink article said no more than 2". He wanted to know if he could raise the PCV valve and reevaluate (he has a lot of oil in the intake. I advised him I couldn't recommend it.

New Recommendations -
Per PIP4574E, no repairs should be made.

Excess oil consumption

Results of the Previous Suggestions Made by TAC :
Tech is replacing the engine. After installation tech has read the note indicating 2009 and earlier vehicles should have the timing cover swapped with the original. Caller has already assembled most of the engine, seeks information regarding the need and reason for this part swap.

New Recommendations -
No information was found on this concern, a VME was left for MC James Bloss requesting additional information.

Current concern? Timing cover

Results of the previous suggestions made by TAC (include additional details of the concern)
Tech has installed the engine with the timing cover supplied with the new engine, engine is running normally with no codes.

New Recommendations- Advised caller this timing cover has been used in a similar application with no problems, it has not been able to be determined why it is recommended to replace the cover. Per MC James Bloss, there are possible concerns with service tools for cover and front seal alignment not fitting on some timing covers, this would not be an issue unless the cover or seal is removed.

If TAC was NOT contacted, why? (Ask Dealership) DVM/DSM MUST be notified if TAC has not been involved, regardless of dealership explanation.
N/A

DVM/DSM Notified Regarding TAC Involvement? Yes

VEHICLE REPAIR HISTORY:

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

Verified: Once completed, please enter an in this box to verify that the following listing has been compared to GMVIS for accuracy.

N/A Verified: Once completed, please enter an in this box to verify that the following listing has been compared to GWM for accuracy.

PLACE A CHECKMARK IN THE BOX FOR THE PRIMARY CONCERN(S) AND **BOLD** THE REPAIR ORDER INFORMATION. BASED ON REPAIR ORDERS AND CUSTOMER/PLAINTIFF DEMAND. USE "N/A" IF THERE WERE NO REPAIRS FOR THE COMPONENT GROUP.

Brakes

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
N/A	N/A	N/A	N/A	N/A

Engine/Fuel/Exhaust

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
3/13/09	335003	1	15,794	Phillips Chevrolet Concern: C/S SES light is on, gas cap light came on. Cause: SES light

5/4/09	337943	4	17,097	Correction: Evaporative Emission Canister Purge Solenoid Valve Replacement. Phillips Chevrolet
				Concern: vehicle 2 quarts low in less than 2000 miles. Cause: aggressive lifters Correction: Valve Lifter Replacement - Both Sides
7/21/09	342802	4	20,006	*rental provided* Phillips Chevrolet
				Concern: C/S low oil level light comes on. Cause: low oil Correction: No repairs available at this time, tac was contacted.
9/28/09	347250	5	23,042	*rental vehicle* Phillips Chevrolet
				Complaint: low oil level Cause: oil level Correction: contacted and approved engine replacement, install engine replacement.
11/23/10	376967	1	36,506	*rental vehicle* Phillips Chevrolet
				Complaint: low oil level light came on. Cause: low oil Correction: adjust oil level.

Restraints

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
N/A	N/A	N/A	N/A	N/A

Steering

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
N/A	N/A	N/A	N/A	N/A

Transmission

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
N/A	N/A	N/A	N/A	N/A

Axle

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
9/28/10	372608	4	34,927	Phillips Chevrolet

Concern:C/S popping noise when taking off.

Cause: advised new tire may cause condition if driving in auto 4x4 mode.

Correction: Slip Joint, Propeller Shaft Replace

* rental vehicle*

Body/Trim

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
5/4/09	337943	*	17,097	Phillips Chevrolet Concern: C/S states inside door handle peeling Cause: door handle peeling Correction: Front Side Door Inside Handle Replacement - Right Side
8/24/09	344834	1	21,752	* 2 day rental* Phillips Chevrolet Concern: moldings discolored left and right side. Cause: moldings Correct: Buff/clean moldings as needed.
9/28/09	347250	*	23,042	Phillips Chevrolet Concern: door keeps popping Cause: door popping Correction: lube hinges.
1/29/10	255328	1	26,465	Phillips Chevrolet: Concern: door keeps popping. Cause:door popping.
9/28/10	372608	*	34,927	Correction: lube hinges. Phillips Chevrolet: Concern: C/S all side moldings discolored. Cause: moldings discolored Correction: refinish all moldings. Concern: C/S second row drivers side arm rest loose. Cause: loose at frame. Correction: adjust and secure.

Concern: door pops when opening.

Cause: roller frozen

Correction: replace door hinges.
Concern: front emblem peeling.

Cause: peeling

Correction: replace emblem.

Chassis

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

Electrical

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

Glass

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

HVAC

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

Paint

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

Suspension

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

Wheel/Tires

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

Recalls / Campaigns

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

Other

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

Important: SES light is to be captured under affected component above.

ACCIDENT / INSURANCE INFORMATION:

Repeat as necessary

Has the vehicle ever been involved in an accident? (Y or N) N

**Did you confirm your answer with the dealer/Customer (if
ADR)/attorney (if Legal)? (Y or N)** 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? (Y or N) N/A

Has the customer filed any insurances claims on this Vehicle? (Y or N) N/A

If Yes obtain the following information below

Insurance Company: N/A

Insurance Rep : N/A
(First and Last Name)

Phone N/A

Claim Made? (Y or N): N/A

Claim Status: N/A
Pending/Denied/NA

Claim N/A

Did Insurance Company refer customer to GM? (Y or N) N/A

If Yes. Did the insurance company deny the claim? (Y or N) N/A

AFTERMARKET MODIFICATIONS:

Are there any Aftermarket Modifications to the Vehicle? (Y or N) N

If Yesto aftermarket, please list:

Be sure to note retailer installed or third party installed as well as date and mileage if known. Repeat as necessary. Include the name of the third party installer.

N/A

Have you confirmed modification with the dealership? (Y or N) N/A

PERTINENT FACTS FROM ALL SRs RELATED TO THIS VIN:

Concern: 71-745393312 - CAC- opened 7/30/09 closed:11/12/09, gas cap light, add engine oil light. closed UTC, no goodwill.

Date Offer/Result: opened 7/30/09 closed:11/12/09 no goodwill offered. closed UTC

Concern: 71-890325619-survey-opened 11/6/10 closed 11/16/10 transmission repair, offered a \$100 maintenance letter.

Date Offer/Result: opened 11/6/10 closed 11/16/10, \$100 maintenance letter.

Concern: 71-892721354-CAC- 11/23/10 closed 11/30/10-vehicle burns oil, closed because customer contacted the lawyer, no goodwill offered.

Date Offer/Result: 11/23/10 closed 11/30/10, closed due to customer retaining attorney.

BBB PROGRAM SUMMARY ASSESSMENT:

(Note: This section only applicable for ADR cases)

What State is BBB Case Filed In? N/A

What is the customer eligible for based on the BBB Program Eligibility Guidelines and the specific states lemon law requirements for meeting presumption? (Explain in Detail)

Unique GM Program Summary Requirements for Repurchase/Replacement in Applicable State:
N/A

Unique GM Program Summary Requirements for Repairs/Reimbursement for Past Repairs in Applicable State:
N/A

Customer/Plaintiff Seeks:

repurchase

Customer/Plaintiff Theory:

Describe customer's theory of case from Demand and CAC notes (if applicable), include any specific allegations regarding # of repair visits, days out of service, or specific alleged violations.

Numerpus defects including electrical, engine, body and trim.

Note: This section only applicable for Legal cases

Is Lemon Law Pled/Alleged?: Yes

Under what State? IL Claimed Presumptive? no
Does Purchase Qualify? yes If not, why? N/A

State Presumption Is:

of Visits for a Non-Conformity? 4 # of Days out of Service? 30 business days
of visits for a Safety Complaint? n/a # of Visits Total? n/a
Must Complaint Continue to Exist? yes Final Repair/Arbitration Required? yes
Time Period for filing a Claim? 18 months filing, 12 months 12,000 miles

Vehicle Service History (During Presumptive Period) is:

of Visits for a Non-Conformity? 0 # of Days out of Service? 1
of visits for a Safety Complaint? 0 # of Visits Total? 0
Complaint appears to Continue? yes Final Repair/Arbitration Complete? no

Does History appear Presumptive: no

Vehicle Service History (During Limited Warranty Period) is:

of Visits for a Non-Conformity? 4 # of Days out of Service? 22
of visits for a Safety Complaint? 0 # of Visits Total? 9
Must Complaint Continue to Exist? yes Final Repair or Arbitration Req'd? yes

Related Repairs beyond NVLW:

Customer Pay? NO If no, identify responsible party: N/a
Additional Days out of Service? 1 Additional # of Repair Visits? 1

Other Considerations:

Outcome/Findings of Arb/Final Repair: n/a
Prior Goodwill/reimbursement: yes \$100 maintenance letter 11/16/10
Out of Pocket Expenses: no n/a

RECOMMENDATION AND RATIONALE:

Reminder: This section must reflect the data and evaluations above. Take into consideration Field and Service Manager information and recommendations.

Pertinent vehicle information provided by DVM/DSM/CAM:

FFOM sts that tech service bulletin has come out on oil consumption issue and that dealer is willing to provide the necessary repair.

Pertinent vehicle information provided by dealer Service Manager:

none

Identify at least three main strengths of the customer's case?

-significant repairs for oil consumption-

Identify at least three main weaknesses of the customer's case?

-all repairs occurred after the presumption period-

-customer is out of filing time-

-no days out of service.

Are there any considerations to be made under other applicable laws? (Explain in detail)

Customer was told in SR □ 71-745393312 that engine repair would not for sure fix the oil consumption issue, she decided to go through with repair anyway.

Recommendation:

Customer does not appear to be in presumption but has had significant repairs for oil consumption, I recommend a \$4000-\$6000 cash settlement and complete necessary repair at no cost.

Rationale:

\$4000-\$6000 cash settlement due to number of repairs for oil consumption.

Settlement/Defense Strategy:

Customer appears not to be in presumption offer cash settlement for repairs on consumption

HISTORY OF SETTLEMENT DISCUSSIONS Applicable for Legal Cases Only

Record all recommendation throughout the life of the case. Each offer or counter offer should be recorded in order to review case progression.

***Trade Repurchase offers should specify Trade Retail, Trade Collateral, or Trade New Finance.**

***Add additional lines for additional offers/counter offers.**

Plaintiff's Original Demand: Amount to Plaintiff/Atty: \${Amount}/\${Amount} Inclusive Offer: \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Countered}
CRS Initial Offer: Amount to Plaintiff/Atty: \${Amount}/\${Amount} Inclusive Offer: \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Countered}
Plaintiff Counter:: Amount to Plaintiff/Atty: \${Amount}/\${Amount} Inclusive Offer: \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Countered}
CRS Counter: Amount to Plaintiff/Atty: \${Amount}/\${Amount} Inclusive Offer: \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Countered}
PLAINTIFF Final Offer: Amount to Plaintiff/Atty: \${Amount}/\${Amount} Inclusive Offer: \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Declined}
CRS Final Offer: Amount to Plaintiff/Atty: \${Amount}/\${Amount} Inclusive Offer: \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Declined}

HISTORY OF SETTLEMENT DISCUSSIONS Applicable for ADR Cases Only

Record all recommendation throughout the life of the case. Each offer or counter offer should be recorded in order to review case progression.

***Trade Repurchase offers should specify Trade Retail, Trade Collateral, or Trade New Finance.**

***Add additional lines for additional offers/counter offers.**

Recommendation of CRS:	Arbitrate case: <input type="checkbox"/>	Settle case: <input type="checkbox"/>
Settlement Type: {GW/Repurchase/Repair}		Attorney Fees (if applicable): <input type="checkbox"/> {Amount}
Recommendation of Field:	Arbitrate case: <input type="checkbox"/>	Settle case: <input type="checkbox"/>
Settlement Type: {GW/Repurchase/Repair}		Attorney Fees (if applicable): <input type="checkbox"/> {Amount}
Final Decision:	Arbitrate case: <input type="checkbox"/>	Settle case: <input type="checkbox"/>
Settlement Type: {GW/Repurchase Repair}		Attorney Fees (if applicable): <input type="checkbox"/> {Amount}

TEAM LEAD APPROVING:

{Name}

Date:{mm/dd/yy}

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.

CTCS342459

CTCS342459

ENTERED JUL 20 2009

110358

[REDACTED]

FRANKFORT, IL

[REDACTED]

[REDACTED]

DAN KACHINSKY 258 391w 07/15/09 CTCS342499
 19,195 SPORT RED M. 72581
 07/CHEVROLET TRUCK/SUBURBAN/4DR 4WD 09/29/07 91
 1 G N F K 1 6 3 7 7 J [REDACTED]
 246 07/15/09

LABOR & PARTS
 # 1 11CVZ ACCESSORIES TECH(S):246 INTERNAL
 C/S THAT THE LOW ENGINE OIL LIGHT IS ON CHECK HISTORY
 ADJUST OIL LEVEL/NO FIX AVAILABLE AT THIS TIME

JOB # 1 TOTAL LABOR & PARTS 0.00

G.O.G. & SUPPLIES
 JOB # 1 1.0 OIL @ /UNIT TOTAL - GOG INTERNAL
 0.00 0.00

TOTALS

WE AT PHILLIPS CHEVROLET ARE HAPPY TO HAVE YOU AS A CUSTOMER
 AND WOULD LIKE TO THANK YOU FOR YOUR PATRONAGE. PLEASE FEEL
 FREE TO CONTACT ANY OF OUR SERVICE ADVISORS OR THE SERVICE
 MANAGER IF ANY PROBLEM OCCURS OR YOU HAVE A QUESTION
 REGARDING THE WORK WE HAVE PERFORMED. REMEMBER ALL OF OUR
 WORK IS GUARANTEED.

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 CHARGE VISA MC

CUSTOMER SIGNATURE

Low oil



33 W. Lincoln Highway - Frankfort, IL 60423 • 815 469-2323 / 708 754-0010
phillipschevy.com

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
05/04/09	337943	17097	258	246	W	17CVZ	ENG. MECHANICAL
				246	W	11CVZ	ACCESSORIES
				230	W	86CVZ	RENTAL VEHICLE
04/17/09	337068	16667	258	397	W	17CVZ	ENG. MECHANICAL
03/13/09	335003	15794	258	330	W	41CVSESLT	SERVICE ENGINE SOON
01/27/09	332331	14733	258	331	C	01CVZ	LUBE OIL FILTER

SERVICE

SALESPERSON NO. 463 YASIN Y YASSIN

VEHICLE ID NO. 1GNEK163771

YEAR/MAKE/MODEL 07/CHEVROLET TRUCK/SUBURBAN/4DR 4WD

STOCK NO. 72581

LICENSE NO. 342459

R.O. NO. 342459

CUSTOMER NO. 110358

SERVICE CONTRACT DELIVERY DATE 09/29/07

DELIVERY MILES 91

SELLING DEALER NO. 07/15/09

FRANKFORT, IL

COLOR SPORT RED MET/EBO

CONTRACT NO. EXPIRATION DATE TAG NO. 391W

TURBO AIR FLD AIR COND. P. S. TRANS MILEAGE 19,195

ADVISOR NO. 258

PRODUCTION DATE

RESIDENCE PHONE TIME RECEIVED 12:21pm

LABOR RATE

APPOINTMENT Yes No

Advisor: DAN KACHINSKY

CONSUMER RIGHTS NOTICE

YOU ARE ENTITLED TO A PRICE ESTIMATE FOR THE REPAIRS YOU HAVE AUTHORIZED. THIS ESTIMATE MAY BE LESS THAN THE ESTIMATE YOU WILL RECEIVE IF ANY PRICE INCREASES ESTIMATED TO EXCEED 10% ADDITIONAL REPAIRS MAY NOT BE PERFORMED WITHOUT YOUR CONSENT. YOU MAY HAVE YOUR OWN ESTIMATE AND REQUIRE THAT YOU BE NOTIFIED IF THE PRICE EXCEEDS AN AMOUNT YOU HAVE SPECIFIED.

IF YOU HAVE YOUR OWN ESTIMATE, YOU MAY GIVE THE MOTOR VEHICLE REPAIR FACILITY THE RIGHT TO SET THE PRICE WITH YOUR PERMISSION. YOUR SIGNATURE WILL INDICATE YOUR PERMISSION.

IF YOU DO NOT WANT AN ESTIMATE AND YOU MAY SET THE PRICE OF REPAIRS.

THE ESTIMATED PRICE FOR AUTHORIZED REPAIRS WILL BE HONORED IF THE MOTOR VEHICLE IS DELIVERED TO THE FACILITY WITHIN THE TIME PERIOD AGREED TO BY THE CONSUMER AND THE MOTOR VEHICLE REPAIR FACILITY.

IN CALCULATING LABOR COSTS, WE WILL USE A COMBINATION OF INDUSTRY RATES (YOUR AREA), BOUND ABOVE, OR CONDITIONS OF THE VEHICLE TO DETERMINE LABOR COSTS.

STATE REG# 3

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO	MI	TOTAL
01CVZ	LUBE OIL FILTER	MI		
01CVZQKLUBE	LUBE OIL FILTER	MI		
02CVZROT4	ROTATE 4 WHEELS	MI		
05CVZTUNE3CYL	TUNE UP 3 CYL.	MO		
05CVZTUNE6CYL	TUNE-UP 6 CYL.	MO		
01CVZLUBE	LUBE	MI		
02CVZDIR4	ROTATE 4 DIRECTIONAL	MI		
02CVZROT5	ROT 5 TIRES	MI		
05CVZTUNE4CYL	TUNE-UP 4 CYL.	MO		
05CVZTUNE8CYL	TUNE-UP 8 CYL.	MO		

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 vehicle to secure the amount of repairs thereto.

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

This business is required to be licensed by the Secretary of State pursuant to Illinois revised statutes Chapter 65H, Section 5-301.

Any complaints as to the quality of service obtained here may be brought to the attention of the Illinois Attorney General.

"This Factory Warranty Constitutes All Of The Warranties With Respect To The Sale Of This Service. 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."

PARTS & LABOR PERFORMED ARE WARRANTED FOR 12 MONTHS OR 12,000 MILES, WHICHEVER OCCURS FIRST.

Customer will pay and discharge all reasonable costs, attorney's fees and expenses incurred by Phillips Chevrolet, Inc. in enforcing the terms of this invoice.

LABOR INSTRUCTIONS

1 W 11CVZ ACCESSORIES

C/S THAT THE LOW ENGINE OIL LIGHT IS ON CHECK HISTORY

2 file

WAITER

CUSTOMER'S SIGNATURE

AUTH #

DATE TIME A.M. P.M.

ESTIMATED PRICE \$

ADDITIONAL WORK AUTHORIZED BY:

\$ NEW ESTIMATE

CANON LOW RESOLUTION

NO LEAKS

Add 1QT x 1/4 - up TO TOP
APR 12 15:24:51

PHILLIPS CHEVROLET
1500 N. HIGHWAY 101
MUSKOGEE, OKLA 74453
781-334-4400

CTCS342802

CTCS342802

ENTERED JUL 28 2009

CELL:

110358

DAN KACHINSKY 258 767 07/24/09 CTCS342802

20,006 SPORT RED M. 72581

FRANKFORT, IL

07/CHEVROLET TRUCK/SUBURBAN/4DR 4WD 09/29/07 91

1GNFK16377J

07/21/09

LABOR & PARTS

J# 1 11CVZ ACCESSORIES TECH(S):246 0.00
C/S THAT THE LOW OIL LIGHT COMES / ADD OIL
OIL CHANGE LIGHT IS ON.
INSPECT/TAN CONTACTED/NO REPAIRS AVAILABLE AT THIS TIME
CUSTOMER ADVISED TO MONITOR OIL LEVEL

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-
JOB # 1 TOTAL PARTS 0.00
JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 83CVZ WASH EXTERIOR TECH(S):230 0.00
WASH EXTERIOR OF VEHICLE

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-
JOB # 2 TOTAL PARTS 0.00
JOB # 2 TOTAL LABOR & PARTS 0.00

J# 3 86CVZ RENTAL VEHICLE TECH(S):230 WARRANTY
PHILLIPS CHEVROLET RENTAL VEHICLE
CUSTOMERS ARE ADVISED THAT WE FOLLOW THE GENERAL MOTORS
ALTERNATE TRANSPORTATION GUIDE LINES, AND WE ONLY HAVE
RENTAL VEHICLES. IF YOU ARE ISSUED A RENTAL AT NO CHARGE
PLEASE BE ADVISED THAT THE EXPENSE OF THIS VEHICLE IS
BEING ABSORBED BY GENERAL MOTORS OR PHILLIPS CHEVROLET
BILL TO CHEVY PER DAN 30684 91526 005CJ
PHILLIPS RENTAL CAR EXPENSE.

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-
JOB # 3 TOTAL PARTS 0.00
JOB # 3 TOTAL LABOR & PARTS 0.00

J# 4 01CVZCOUP OIL CHANGE COUPON TECH(S):234 INTERNAL
PERFORMED LUBE OIL & FILTER, CHECKED BELTS & HOSES, SET TIRE
PRESSURE, & CHECKED & SET ALL FLUID LEVELS.

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-
JOB # 4 1 19167894 FILTER 1.836 INTERNAL 0.00
JOB # 4 TOTAL PARTS 0.00
JOB # 4 TOTAL LABOR & PARTS 0.00

G.O.G. & SUPPLIES
JOB # 4 6.0 OIL @ /UNIT INTERNAL
JOB # 4 1.0 GREASE @ /UNIT INTERNAL
TOTAL - GOG 0.00

CTCS342802

CTCS342802

ENTERED JUL 28 2009

CELL: [REDACTED]

110358

DAN KACHINSKY 258 767 07/24/09 CTCS342802

20,006 SPORT RED M. 72581

07/CHEVROLET TRUCK/SUBURBAN/4DR 4WD 09/29/07 91

1 G N F K 1 6 3 7 7 [REDACTED]

07/21/09

TOTALS-----

WE AT PHILLIPS CHEVROLET ARE HAPPY TO HAVE YOU AS A CUSTOMER AND WOULD LIKE TO THANK YOU FOR YOUR PATRONAGE. PLEASE FEEL FREE TO CONTACT ANY OF OUR SERVICE ADVISORS OR THE SERVICE MANAGER IF ANY PROBLEM OCCURS OR YOU HAVE A QUESTION REGARDING THE WORK WE HAVE PERFORMED. REMEMBER ALL OF OUR WORK IS GUARANTEED.

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 CHARGE VISA MC

[REDACTED]

CUSTOMER SIGNATURE

LOW OIL LTR

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
07/15/09	342459	19195	258	246	I	11CVZ	ACCESSORIES
05/04/09	337943	17097	258	246	W	17CVZ	ENG. MECHANICAL
				246	W	11CVZ	ACCESSORIES
				230	W	86CVZ	RENTAL VEHICLE
04/17/09	337068	16667	258	397	W	17CVZ	ENG. MECHANICAL
03/13/09	335003	15794	258	330	W	41CVZSELT	SERVICE ENGINE SOON

PAGE 06/29



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phillipschevy.com

SERVICE

SALESPERSON NO. 463 YASIN Y YASSIN

VEHICLE ID NO. 1GNFK16377J [REDACTED] YEAR/MAKE/MODEL 07/CHEVROLET TRUCK/SUBURBAN/4DR 4WD STOCK NO. 72581 LICENSE NO. 342802

CUSTOMER NO. 110358 SERVICE CONTRACT DELIVERY DATE 09/29/07 DELIVERY MILES 91 SELLING DEALER NO. R.O. DATE 07/21/09

FRANKFORT, IL COLOR SPORT RED MET/EO TAG NO. 767

TURSO M/MC AIR COND. F.S. TRANS MILEAGE 20,006 ADVISOR NO. 258 PRODUCTION DATE

CVZZ

PRICE RECEIVED 07:31pm

DATE/TIME PREPARED 07/22/09 05:00pm PRIORITY

APPOINTMENT Yes No

Advisor: DAN KACHINSKY

CONSUMER RIGHTS NOTICE: YOU ARE ENTITLED TO A FREE ESTIMATE FOR THE REPAIRS YOU HAVE AUTHORIZED. THE REPAIR PRICE MAY BE LESS THAN THE ESTIMATE, BUT SHOULD NOT EXCEED IT. IN ANY EVENT, THE ESTIMATE OR IN ANY PRICE ANALYSIS ESTIMATE BY MORE THAN 10%. ADDITIONAL REPAIRS MAY NOT BE PERFORMED WITHOUT YOUR CONSENT. YOU MAY WAIVE YOUR RIGHT TO ANY WRITTEN STATE AND RELEASE THAT CAN BE WAIVED IF THE PRICE EXCEEDS AN AMOUNT YOU HAVE SPECIFIED. YOU MAY WAIVE YOUR RIGHT TO AN ESTIMATE, WHICH GIVES THE MOTOR VEHICLE REPAIR FACILITY THE RIGHT TO SET THE PRICE WITHOUT YOUR PERMISSION. YOUR SIGNATURE WILL INDICATE YOUR SELECTION. (A) REQUEST AN ESTIMATE AT ANY TIME BEFORE YOU BEGIN REPAIRS. (B) SIGNATURE: _____ (C) PLEASE PROCEED WITH THE REPAIRS, BUT CALL ME FOR APPROVAL BEFORE CONTINUING IF THE PRICE EXCEEDS _____. (D) I DO NOT WANT AN ESTIMATE AND YOU MAY SET THE PRICE OF REPAIRS. SIGNATURE: _____ DATE: _____ TIME: _____

THE ESTIMATED PRICE FOR AUTHORIZED REPAIRS WILL BE HONORED IF THE MOTOR VEHICLE IS DELIVERED TO THE FACILITY WITHIN THE TIME PERIOD ASSIGNED BY THE CONSUMER AND THE MOTOR VEHICLE REPAIR FACILITY. In calculating labor costs, this facility uses a combination of industry fee rate (fixed) amounts, actual time, or conditions of the vehicle as determined by repair costs.

LABOR INSTRUCTIONS

1. W 11CVZ ACCESSORIES
C/S THAT THE LOW OIL LIGHT COMES / ADD OIL
OIL CHANGE LIGHT IS ON.

2. C 83CVZ WASH EXTERIOR
WASH EXTERIOR OF VEHICLE

3. W 86CVZ RENTAL VEHICLE
PHILLIPS CHEVROLET RENTAL VEHICLE
CUSTOMERS ARE ADVISED THAT WE FOLLOW THE GENERAL MOTORS ALTERNATE TRANSPORTATION GUIDE LINES. AND WE ONLY HAVE RENTAL VEHICLES. IF YOU ARE ISSUED A RENTAL AT NO CHARGE PLEASE BE ADVISED THAT THE EXPENSE OF THIS VEHICLE IS BEING ABSORBED BY GENERAL MOTORS OR PHILLIPS CHEVROLET

4) LOP

APPROVAL: _____ DATE: _____ TIME: _____

NO CALLED

NEW ESTIMATE

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	QTY	MI	TOTAL
01CVZ	LUBE OIL FILTER	MI		
01CVZQKLUBE	LUBE OIL FILTER	MI		
02CVZROT4	ROTATE 4 WHEELS	MI		
05CVZTUNE3CYL	TUNE UP 3 CYL	MO		
05CVZTUNE6CYL	TUNE-UP 6 CYL.	MO		
01CVZLUBE	LUBE	MI		
02CVZDIR4	ROTATE 4 DIRECTIONAL	MI		
02CVZROT5	ROT 5 TIRES	MI		
05CVZTUNE4CYL	TUNE-UP 4 CYL.	MO		
05CVZTUNE8CYL	TUNE-UP 8 CYL.	MO		

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 vehicle to secure the amount of repairs thereto.

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

This business is required to be licensed by the Secretary of State pursuant to Illinois revised statutes Chapter 951, Section 5-301. Any complaints as to the quality of service obtained here may be brought to the attention of the Illinois Attorney General.

The Factory Warranty Constitutes All Of The Warranties With Respect To The Sale Of This Service. 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 Hereby Assumes Nor Authorizes Any Other Person To Assume For It Any Liability In Connection With The Sale Of This Item/Items.

PARTS & LABOR PERFORMED ARE WARRANTED FOR 12 MONTHS OR 12,000 MILES, [REDACTED] incurred by [REDACTED]

PHILLIPS CHEVROLET

8154692680

12/07/2010 15:33

CAUSE - CORRECTION

archives Tech Link

manometer 2 to 4 inches

.75qt Low

5% left on oil monitor

cyl. Leakage TEST

wet a Day compression test

Ring gaps lined up.

cylinder wall taper.

10954611

Mike Armstrong

Jul 14 56

1.5 to 2.0 qts in 2000 miles

4) 60F
#234

CTCS344834

CTCS344834

ENTERED AUG 31 2009

CELL: [REDACTED]

110358

DAN KACHINSKY

258 493

08/24/09

CTCS344834

21,752 SPORT RED M 72581

07/CHEVROLET TRUCK/SUBURBAN/4DR 4WD 09/29/07

91

1 G N F K 1 6 3 7 7 J [REDACTED]

JUBY/234 08/24/09

LABOR & PARTS

J# 1 11CVZ ACCESSORIES TECH(S):230 0.00
MOLDINGS DISCOLORED LEFT AND RIGHT SIDES
BUFF AND CLEAN MOLDINGS AS NEEDED

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 17CVZ ENG. MECHANICAL TECH(S):234 0.00
CHECK OIL LEVEL
ADJUST OIL LEVEL/APPROX 3/4 QUART LOW

JOB # 2 TOTAL LABOR & PARTS 0.00

TOTALS

WE AT PHILLIPS CHEVROLET ARE HAPPY TO HAVE YOU AS A CUSTOMER AND WOULD LIKE TO THANK YOU FOR YOUR PATRONAGE. PLEASE FEEL FREE TO CONTACT ANY OF OUR SERVICE ADVISORS OR THE SERVICE MANAGER IF ANY PROBLEM OCCURS OR YOU HAVE A QUESTION REGARDING THE WORK WE HAVE PERFORMED. REMEMBER ALL OF OUR WORK IS GUARANTEED.

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 [REDACTED] CHECK [REDACTED] CHARGE [REDACTED] VISA [REDACTED] MC [REDACTED]

[Signature] _____
CUSTOMER SIGNATURE

Allys - Jan 1st



33 W. Lincoln Highway - Frankfort, IL 60423 • 815 469-2623 / 708 754-0810
phillipschevy.com

ASAP

STATE REG# 3

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
07/21/09	342802	20006	258	246	C	11CVZ	ACCESSORIES
				230	C	83CVZ	WASH EXTERIOR
				230	I	86CVZ	RENTAL VEHICLE
				234	I	01CVZCOUP	OIL CHANGE COUPON
07/15/09	342459	19195	258	246	I	11CVZ	ACCESSORIES
05/04/09	337943	17097	258	246	W	17CVZ	ENG. MECHANICAL

SERVICE SALESPERSON NO. 463 YASIN Y YASSIN

VEHICLE ID NO. 1GNFK16377

YEAR/MODEL 07/CHEVROLET TRUCK/SUBURBAN 4DR 4WD

CUSTOMER NO. 110358

DELIVERY DATE 09/29/07

STOCK NO. 22581

LICENSE NO. 344834

SELLING DEALER NO. 082409

FRANKFORT, IL

COLOR SPORT RED MET/FCO

EXPIRATION DATE 09/29/07

EXPIRATION MILES 493

TURBO M/MO A/FI DCRDI P. S. TRAMS MILEAGE 21,752

ADVISOR NO. 258

PRODUCTION DATE

DATE/TIME RECEIVED 08/24/09 09:15am

LABOR RATE

DATE/TIME PROVIDED 08/24/09 05:00pm

PRIORITY

APPOINTMENT Yes No

Advisor: DAN KACHINSKY

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO	MI	TOTAL
01CVZ	LUBE OIL FILTER	MI		
01CVZQKLUBE	LUBE OIL FILTER	MI		
02CVZR0T4	ROTATE 4 WHEELS	MI		
05CVZTUNE3CYL	TUNE-UP 3 CYL.	MO		
05CVZTUNE6CYL	TUNE-UP 6 CYL.	MO		
01CVZLUBE	LUBE	NR		
02CVZDIR4	ROTATE 4 DIRECTIONAL	MI		
02CVZR0T5	ROT 5 TIRES	MI		
05CVZTUNE4CYL	TUNE-UP 4 CYL.	MO		
05CVZTUNE8CYL	TUNE-UP 8 CYL.	MO		

LABOR INSTRUCTIONS

1 C 11CVZ ACCESSORIES
MOLDINGS DISCOLORED LEFT AND RIGHT SIDES

2 C 17CVZ ENG. MECHANICAL
CHECK OIL LEVEL

ALPH 2

NAME

ESTIMATED PRICE \$

ADDITIONAL WORK AUTHORIZED BY:

DATE TIME A.M. P.M.

NO. CALLED

\$ NEW ESTIMATE

337068

335007

332331

332810

314658

314705

302437

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 vehicle to secure the amount of repairs thereto.

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

This business is required to be licensed by the Secretary of State pursuant to Illinois revised statutes Chapter 956, Section 5-301.

Any complaints as to the quality of service obtained here may be brought to the attention of the Illinois Attorney General.

*The Factory Warranty Constitutes All Of The Warranties With Respect To The Sale Of This Item/Vehicle. 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 Hereby Assumes Not Authorizes Any Other Person To Assume For It Any Liability In Connection With The Sale Of This Item/Vehicle.

PARTS & LABOR PERFORMED ARE WARRANTED FOR 12 MONTHS OR 12,000 MILES, WHICHEVER COMES FIRST.

CUSTOMER'S SIGNATURE

CTCS347250

CTCS347250

ENTERED OCT 08 2009

CELL: [REDACTED]

110358

DAN KACHINSKY 258 211 10/02/09 CTCS347250

23,042 SPORT RED M 72581

FRANKFORT, IL

07/CHEVROLET TRUCK/SUBURBAN/4DR 4WD 09/29/07 91

1 G N F K 1 6 3 7 7 J [REDACTED]

246 09/28/09

LABOR & PARTS

J# 01:17CVZ ENGINE MECHANICAL TECH(S):245 WARRANTY
C/S VEHICLE USES EXCESSIVE OIL/AVM CONTACTED AND APPROVED
ENGINE REPLACEMENT
REMOVE ENGINE AND TRANSFER NECESSARY COMPONENTS
INSTALL GM REPLACEMENT AND ADD NECESSARY FLUIDS/MAKE ALL
ADJUSTMENTS AND TEST DRIVE

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	89018188	ENG 0.000		WARRANTY
JOB # 1	1	12612350	GASKET 1.429		WARRANTY
JOB # 1	2	12602541	SEAL 1.097		WARRANTY
JOB # 1	2	12610311	GASKET 1.079		WARRANTY
JOB # 1	1	89060413	GASKET KI 3.270		WARRANTY
JOB # 1	1	88861417	SEALANT 8.800		WARRANTY
JOB # 1	6	15709703	NUT-MUFFL 8.915		WARRANTY
JOB # 1	2	12346290	COOLANT 8.800		WARRANTY
JOB # 1	1	12609624	TUBE 1.745		WARRANTY
JOB # 1	-1	89018188	CORE RETURN		WARRANTY

JOB # 1 TOTAL PARTS 0.00

JOB # 1 TOTAL LABOR & PARTS 0.00

PO 3R 77840 10.9 P44

J# 2:11CVZ ACCESSORIES TECH(S):248 WARRANTY
CHECK DR DOOR POPS OPENING
DR DOOR POPS
LUBE HINGES AS NEEDED

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 2 TOTAL PARTS				0.00	
JOB # 2 TOTAL LABOR & PARTS				0.00	

J# 3:11CVZ ACCESSORIES TECH(S):246 WARRANTY
EXTRA KEY

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 3	1	15824471	KEY 2.187	48.97	
JOB # 3 TOTAL PARTS				48.97	
JOB # 3 TOTAL LABOR & PARTS				48.97	

J# 4:85CVZ RENTAL VEHICLE TECH(S):246 WARRANTY
PHILLIPS CHEVROLET RENTAL VEHICLE
CUSTOMERS ARE ADVISED THAT WE FOLLOW THE GENERAL MOTORS
ALTERNATE TRANSPORTATION GUIDE LINES, AND WE ONLY HAVE
RENTAL VEHICLES, IF YOU ARE ISSUED A RENTAL AT NO CHARGE
PLEASE BE ADVISED THAT THE EXPENSE OF THIS VEHICLE IS
BEING ABSORBED BY GENERAL MOTORS OR PHILLIPS CHEVROLET
BILL TO CHEVY PER DAN, 31024, 00122, 005 AD
PHILLIPS RENTAL CAR EXPENSE.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 4 TOTAL PARTS				0.00	

CTCS347250

CTCS347250

PHILLIPS CHEVROLET

CELL: [REDACTED]

110358

DAN KACHINSKY 258 211 10/02/09 CTCS347250

23,042 SPORT RED M: 72581

FRANKFORT, IL [REDACTED]

07/CHEVROLET TRUCK/SUBURBAN/4DR 4WD 09/29/07 91

1 G N F K 1 6 3 7 7 J [REDACTED]

246 09/28/09

JOB # 4 TOTAL LABOR & PARTS 0.00

G.O.G. & SUPPLIES-----			
JOB # 1	6.0	OIL	@ /UNIT
JOB # 1		FREIGHT (PARTS)	
TOTAL - GOG			0.00

MISC-----CODE-----		DESCRIPTION-----	CONTROL NO-----	
JOB # A	HWF	HWF		0.75
TOTAL - MISC				0.75

COMMENTS-----
RENTAL

TOTALS-----

WE AT PHILLIPS CHEVROLET ARE HAPPY TO HAVE YOU AS A CUSTOMER AND WOULD LIKE TO THANK YOU FOR YOUR PATRONAGE. PLEASE FEEL FREE TO CONTACT ANY OF OUR SERVICE ADVISORS OR THE SERVICE MANAGER IF ANY PROBLEM OCCURS OR YOU HAVE A QUESTION REGARDING THE WORK WE HAVE PERFORMED. REMEMBER ALL OF OUR WORK IS GUARANTEED.	TOTAL LABOR....	0.00
	TOTAL PARTS....	48.97
	TOTAL SUBLET....	0.00
	TOTAL G.D.G....	0.00
	TOTAL MISC CHG.	0.75
	TOTAL MISC DISC	0.00
	TOTAL TAX.....	3.43

TOTAL INVOICE \$ 53.15

CASH [REDACTED] MC
CUSTOMER SIGNATURE

PAID
RECEIPT 239719
AMOUNT 53.15 R
DATE 10/2/09 CW

Eng / Door / Key #246



59 W. Lincoln Highway - Frankfort, IL 60423 • 815-469-2329 / 708-754-0010
phillipschevy.com

6 Days Light work
10954611

STATE REG# 3

CLD 061801768

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO	MI	MO	MI	TOTAL
01CVZ	LUBE OIL FILTER	MI				
01CVZQKLUBE	LUBE OIL FILTER	MI				
02CVZROT4	ROTATE 4 WHEELS	MI				
05CVZTUNE3CYL	TUNE UP 3 CYL	MO				
05CVZTUNE6CYL	TUNE-UP 6 CYL	MO				
01CVZLUBE	LUBE	MI				
02CVZDIR4	ROTATE 4 DIRECTIONAL	MI				
02CVZROT5	ROT 5 TIRES	MI				
05CVZTUNE4CYL	TUNE-UP 4 CYL	MO				
05CVZTUNE8CYL	TUNE-UP 8 CYL	MO				

I hereby authorize the repair work to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicles or contents therein in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in part 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.

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

This business is required to be licensed by the Secretary of State pursuant to Illinois revised statutes Chapter 805, Section 5-301.

Any complaints as to the quality of service obtained here may be brought to the attention of the Illinois Attorney General.

The Factory Warranty Constitutes All Of The Warranties With Respect To The Sale Of This Equipment. 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 Equipment.

12,000 MILES,
less incurred by

SERVICE HISTORY

DATE	REPAIR ORDER	MLEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
08/24/09	344834	21752	258	230	C	11CVZ	ACCESSORIES
07/21/09	342802	20006	258	234	C	17CVZ	ENG. MECHANICAL
				246	C	11CVZ	ACCESSORIES
				230	C	83CVZ	WASH EXTERIOR
				230	I	86CVZ	RENTAL VEHICLE
				234	I	01CVZCOUR	OIL CHANGE COUPON

SERVICE

SALESPERSON NO. 453 YASIN Y YASSIN

VEHICLE ID NO. 1GNEK16377

YEAR/MAKE/MODEL 07/CHEVROLET TRUCK (SUBURBAN) 4DR 4WD

STOCK NO. 72581

LICENSE NO. 347250

CUSTOMER NO. 110358

DELIVERY DATE 09/28/07

RECOVERY MILES 91

SELLING DEALER NO. 09/28/09

COLOR SPORT RED MET/ERO

CONTRACT NO. 23042

EXPIRATION DATE 258

PRODUCTION DATE

ADVISOR NO. 258

APPOINTMENT 09/28/09 05:00pm

Advisor: DAN KACHINSKY

LABOR INSTRUCTIONS

COMMENTS: RENTAL

1. W 17CVZ - ENG. MECHANICAL
C/S VEHICLE USES EXCESSIVE OIL/AVM CONTACTED AND APPROVED ENGINE REPLACEMENT
71840 10.9
LCA
5 OIL
TO SWAP OIL PAN
R20

2. W 11CVZ - ACCESSORIES
CHECK DR DOOR POPS OPENING

3. C 11CVZACC - ACCESSORIES
EXTRA KEY
(visit 84 hours)

10/5 Per: Melissa @ PQC
Prev. RO# 337943 5/4/09 with 6 mos.
5 OIL

ESTIMATED PRICE \$
ADDITIONAL WORK AUTHORIZED BY: [Signature]
DATE [Date]
ROSCALLEN

NEW ESTIMATE

WORK ORDER

① Rep Acc Engine
 US 100 Oil
 Had to swap oil pan
 from old engine - did not
 have low oil sensor, AIT

② Sube Hinges

SEP 16 20

SEP 9 39

SEP 10 19

WAP

CTCS354877

CTCS354877

CELL [REDACTED]

110358

[REDACTED]
FRANKFORT, IL [REDACTED]

PAUL OSIPOFF 270 880W 01/22/10 CTCS354877

26,209 SPORT RED M 72581

07/CHEVROLET TRUCK/SUBURBAN/4DR 4WD 09/29/07 91

1 G N F K 1 6 3 7 7 J [REDACTED]

234 01/22/10

LABOR & PARTS

JOB # 1 LICVZ ACCESSORIES TECH(S) 234 00:00
REPLACE FRONT WIPER BLADES WITH OEM
REPLACED FRONT WIPER BLADES

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	2	25877402	BLADE 16.062	20.83	41.66
				JOB # 1 TOTAL PARTS	41.66
				JOB # 1 TOTAL LABOR & PARTS	41.66

MISC	CODE	DESCRIPTION	CONTROL NO		
JOB # A	HWF	HWF		0.75	
				TOTAL - MISC	0.75

TOTALS

WE AT PHILLIPS CHEVROLET ARE HAPPY TO HAVE YOU AS A CUSTOMER AND WOULD LIKE TO THANK YOU FOR YOUR PATRONAGE. PLEASE FEEL FREE TO CONTACT ANY OF OUR SERVICE ADVISORS OR THE SERVICE MANAGER IF ANY PROBLEM OCCURS OR YOU HAVE A QUESTION REGARDING THE WORK WE HAVE PERFORMED. REMEMBER ALL OF OUR WORK IS GUARANTEED.

TOTAL LABOR	0.00
TOTAL PARTS	41.66
TOTAL SUBLET	0.00
TOTAL G.O.G.	0.00
TOTAL MISC CHG.	0.75
TOTAL MISC DISC	0.00
TOTAL TAX	2.92

TOTAL INVOICE \$ 45.33

[REDACTED]
CUSTOMER SIGNATURE

RECEIVED
242874
45.33
1/22/10



wipers
after

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
09/28/09	347250	23042	258	246	W	17CVZ	ENG. MECHANICAL
				246	W	11CVZ	ACCESSORIES
				246	C	11CVZACC	ACCESSORIES
08/24/09	344834	21752	258	246	W	86CVZ	RENTAL VEHICLE
				230	C	11CVZ	ACCESSORIES
				234	C	17CVZ	ENG. MECHANICAL

SERVICE

SALESPERSON NO. 463 YASIN Y YASSIN

VEHICLE NO. 1GNEK163771 YEAR MAKE / MODEL 07/CHEVROLET TRUCK/SUBURBAN/4DR 4WD STOCK NO. 72581 LICENSE NO. R. O. NO. 354877

CUSTOMER NO. 110358 SERVICE CONTRACT DELIVERY DATE 09/29/07 DELIVERY MILES 91 SELLING DEALER NO. TAG DATE 01/22/10

DOLOR SPORT RED MET/ERO CONTRACT NO. EXPIRATION DATE EXPIRATION MILES TAG NO. 880W

TURBO M/MIS A/C COND. P. S. TRANS MILEAGE ADVISOR NO. PRODUCTION DATE

CVZZ 26,209 270

RESIDENCE PHONE BUSINESS PHONE

WILE RECEIVED 10:13am LABOR RATE

APPOINTMENT 01/22/10 08:00pm

Advisor: PAUL OSIPOFF

STATE REG# 3

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MI/AM	TOTAL
01CVZ	LUBE OIL FILTER	MI	
01CVZQKLUBE	LUBE OIL FILTER	MI	
02CVZROT4	ROTATE 4 WHEELS	MI	
05CVZTUNE3CYL	TUNE UP 3 CYL.	MO	
05CVZTUNE6CYL	TUNE-UP 6 CYL.	MO	
01CVZLUBE	LUBE	MI	
02CVZDIR4	ROTATE 4 DIRECTIONAL	MI	
02CVZROT5	ROT 5 TIRES	MI	
05CVZTUNE4CYL	TUNE-UP 4 CYL.	MO	
05CVZTUNE8CYL	TUNE-UP 8 CYL.	MO	

I hereby authorize the repair work herein after 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 vehicle to secure the amount of repairs thereon.

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

This business is required to be licensed by the Secretary of State pursuant to Illinois revised statute Chapter 636, Section 5-301. Any complaints as to the quality of service obtained here may be brought to the attention of the Illinois Attorney General.

"The Factory Warranty Constitutes All Of The Warranties With Respect To The Sale Of This Item/Item. 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/Item."

PARTS & LABOR PERFORMED ARE WARRANTED FOR 12 MONTHS OR 12,000 MILES, WHICHEVER OCCURS FIRST.

Date: [redacted] signed by: [redacted]

JOB LABOR INSTRUCTIONS

1. C 11CVZ REFRIGERANT ACCESSORIES

REPLACE FRONT WIPER BLADES WITH OEM

#234

WATER

DATE TIME A.M. P.M.

NO CALLED

ESTIMATED PRICE \$

ADDITIONAL WORK AUTHORIZED BY:

NEW ESTIMATE

DAISEY COMMISSION

1) Replaced Front wiper blades

#734

DATE: 12/07/2010

TIME: 15:33

BY: [illegible]

BY: [illegible]

BY: [illegible]

BY: [illegible]

BY: [illegible]

BY: [illegible]

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BY: [illegible]

CTCS355328

CTCS355328

110358

CELL: [REDACTED]

FRANKFORT, IL [REDACTED]

DAN KACHINSKY 258 221W 01/29/10 CTCS355328
 26,465 SPORT RED M 72581
 07/CHEVROLET TRUCK/SUBURBAN/4DR 4WD 09/29/07 91
 1 G N F K 1 6 3 7 7 J [REDACTED]
 277 01/29/10 REPRINT# 1

LABOR & PARTS
 JOB # 1 LUBE OIL FILTER TECH(S) 277 10.50
 PERFORMED LUBE OIL & FILTER, CHECKED BELTS & HOSES, SET TIRE
 PRESSURE, & CHECKED & SET ALL FLUID LEVELS.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1	19167894	FILTER 1.836	5.18
JOB # 1 TOTAL PARTS				5.18
JOB # 1 TOTAL LABOR & PARTS				16.68

JOB # 2 ACCESSORIES TECH(S) 277 0.00
 DRIVER DOOR POPS OPENING
 LUBE
 WILL NEED HINGE IF ROLLER DOES NOT FREE UP

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 2 TOTAL PARTS				0.00
JOB # 2 TOTAL LABOR & PARTS				0.00

G.O.G. & SUPPLIES

JOB # 1	6.0	OIL	@ 2.000 /UNIT	12.00
JOB # 1	1.0	GREASE	@ 1.250 /UNIT	1.25
TOTAL - GOG				13.25

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	HWF	HWF	0.75	
JOB # A	SS	SHOP SUPPLIES	1.15	
JOB # 1	SA	SERVICE ADVERTISING	-2.98	
TOTAL - MISC				-1.08

TOTALS

WE AT PHILLIPS CHEVROLET ARE HAPPY TO HAVE YOU AS A CUSTOMER AND WOULD LIKE TO THANK YOU FOR YOUR PATRONAGE. PLEASE FEEL FREE TO CONTACT ANY OF OUR SERVICE ADVISORS OR THE SERVICE MANAGER IF ANY PROBLEM OCCURS OR YOU HAVE A QUESTION REGARDING THE WORK WE HAVE PERFORMED. REMEMBER ALL OF OUR WORK IS GUARANTEED.

TOTAL LABOR....	11.50
TOTAL PARTS....	5.18
TOTAL SUBLET....	0.00
TOTAL G.O.G....	13.25
TOTAL MISC CHG.	1.90
TOTAL MISC DISC	-2.98
TOTAL TAX.....	1.38

TOTAL INVOICE \$ 30.23

CUSTOMER SIGNATURE

RECEIPT 243081
 AMOUNT 30.23
 DATE 1/29/10

PHILLIPS CHEVROLET 12/07/2010 15:33 8154592680

Get door repair



3377 Lincoln Highway - Frankfort, IL 60423 • 815-468-2923 / 708-754-0310
 philipschevy.com

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
01/22/10	354877	26209	270	234	C	11CVZ	ACCESSORIES
09/28/09	347250	23042	258	246	W	17CVZ	ENG. MECHANICAL
				246	W	11CVZ	ACCESSORIES
				246	C	11CVZACC	ACCESSORIES
				246	W	86CVZ	RENTAL VEHICLE
08/24/09	344834	21752	258	230	C	11CVZ	ACCESSORIES

SERVICE

SALESPERSON NO. 463 YASIN Y YASSIN

VEHICLE ID NO. 1GNFK1637Z

YEAR MAKE / MODEL 07 CHEVROLET TRUCK/SUBURBAN/4DR AWD

STOCK NO. 72581 LICENSE NO. 355328

DELIVERY MILES 110358 DELIVERY DATE 09/29/07

FRANKFORT, IL SPORT RED MET/FBO

EXPIRATION DATE 01/29/10 EXPIRATION MILES 221W

ADVISOR NO. 26465 ADVISOR 258

DATE RECEIVED 09:28am

DATE TIME PROCESSED 01/29/10 08:00pm

APPOINTMENT YES NO

Advisor: DAN KACHINSKY

LABOR INSTRUCTIONS

1. C 01CVZ LUBE OIL & FILTER PERFORMED LUBE OIL & FILTER, CHECKED BELTS & HOSES, SET TIRE PRESSURE, & CHECKED & SET ALL FLUID LEVELS.

2. C 11CVZ ACCESSORIES DRIVER DOOR POPS OPENING

STATE REG# 3

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MOY MI	TOTAL
01CVZ	LUBE OIL FILTER	MI	
01CVZQKLUBE	LUBE OIL FILTER	MI	
02CVZROT4	ROTATE 4 WHEELS	MI	
05CVZTUNE3CYL	TUNE UP 3 CYL.	MO	
05CVZTUNE6CYL	TUNE-UP 6 CYL.	MO	
01CVZLUBE	LUBE	MI	
02CVZDIR4	ROTATE 4 DIRECTIONAL	MI	
02CVZROT5	ROT 5 TIRES	MI	
05CVZTUNE4CYL	TUNE-UP 4 CYL.	MO	
05CVZTUNE8CYL	TUNE-UP 8 CYL.	MO	

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 employee permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic lien is hereby acknowledged on vehicle to secure the amount of repairs thereto.

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

This business is required to be licensed by the Secretary of State pursuant to Illinois revised statutes Chapter 625, Section 5-301. Any complaints as to the quality of services obtained here may be brought to the attention of the State's Attorney General.

The Factory Warranty Constitutes All Of The Warranties With Respect To The Sale Of This Item. 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 Hereby Assumes No Authority Any Other Person To Assume For It Any Liability In Connection With The Sale Of This Equipment.

PARTS & LABOR PERFORMED ARE WARRANTED FOR 12 MONTHS OR 12,000 MILES, WHICHEVER OCCURS FIRST.

WATER

am 1-6-01



CTCS366345

CTCS366345

110358

CELL: [REDACTED]

SCOTT PERAK 293 506W 07/08/10 CTCS366345

32,143 SPORT RED M 72581

07/CHEVROLET TRUCK/SUBURBAN/4DR 4WD 09/29/07 91

1 G N F K 1 6 3 7 7 J [REDACTED]

07/08/10

MO: 32143

[REDACTED]
FRANKFORT, IL [REDACTED]

[REDACTED]

LABOR & PARTS
JOB # 1 DISVZGM GOODRENCH & GO TECH(S): 277 23.77

GOODRENCH AND GO PROMOTION
LUBE OIL AND FILTER UP TO SIX QUARTS OF OIL
TIRE ROTATION AND MULTI POINT INSPECTION
EXCLUDES DIESEL AND SYNTHETIC OILS
COMPLETE LUBE OIL AND FILTER AND TIRE ROTATION
GM MULTIPOINT INSPECTION
ASK YOUR SERVICE ADVISER FOR DETAILS

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1	19167894	FLTR 1.836	5.18
JOB # 1 TOTAL PARTS				5.18
JOB # 1 TOTAL LABOR & PARTS				28.95

G.O.G. & SUPPLIES	QTY	UNIT	PRICE
JOB # 1	1.0	G&G OIL	@ 11.000 /UNIT
TOTAL - GOG			11.00

MISC	CODE	DESCRIPTION	CONTROL NO
JOB # A	HWF	HWF	0.75
JOB # A	SS	SHOP SUPPLIES	2.38
TOTAL - MISC			3.13

TOTALS

WE AT PHILLIPS CHEVROLET ARE HAPPY TO HAVE YOU AS A CUSTOMER AND WOULD LIKE TO THANK YOU FOR YOUR PATRONAGE. PLEASE FEEL FREE TO CONTACT ANY OF OUR SERVICE ADVISORS OR THE SERVICE MANAGER IF ANY PROBLEM OCCURS OR YOU HAVE A QUESTION REGARDING THE WORK WE HAVE PERFORMED. REMEMBER ALL OF OUR WORK IS GUARANTEED.

TOTAL LABOR....	23.77
TOTAL PARTS....	5.18
TOTAL SUBLET....	0.00
TOTAL G.O.G....	11.00
TOTAL MISC CHG....	3.13
TOTAL MISC DISC....	0.00
TOTAL TAX.....	1.30

TOTAL INVOICE \$ 44.38

CASH [REDACTED] CHECK [REDACTED] CHARGE [REDACTED] VISA [REDACTED] MC [REDACTED]

PROCESSED BY *Check*
AMOUNT \$ *44.38*
DATE *7/8/10*

GW+GO



SERVICE HISTORY

CELL: [REDACTED]

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
01/29/10	355328	26465	258	277	C	01CVZ	LUBE OIL FILTER
				277	C	11CVZ	ACCESSORIES
01/22/10	354877	26209	270	234	C	11CVZ	ACCESSORIES
09/28/09	347250	23042	258	246	W	17CVZ	ENG. MECHANICAL
				246	W	11CVZ	ACCESSORIES
				246	C	11CVZACC	ACCESSORIES

SERVICE

SALESPERSON NO. 483 YASIN Y YASSIN

VEHICLE ID NO: **1GNEK16377** YEAR/MAKE/MODEL: **07/CHEVROLET TRUCK/SUBURBAN/4DR 4WD** STOCK NO: **72581** LICENSE NO: [REDACTED] R.O. NO: **366345**

CUSTOMER NO: [REDACTED] SERVICE CONTRACT: **110358** DELIVERY DATE: **09/29/07** DELIVERY MILES: **91** SELLING DEALER NO: [REDACTED] R.O. DATE: **07/08/10**

FRANKFORT, IL COLOR: **SPORT RED MET/ERO** CONTRACT NO: [REDACTED] EXPIRATION DATE: [REDACTED] EXPIRATION MILES: [REDACTED] TAG NO: **506W**

TURBO: [REDACTED] M/FAC: [REDACTED] AIR COND.: [REDACTED] P.S.: [REDACTED] TRAMS: [REDACTED] MILEAGE: **32,143** ADVISOR NO: **293** PRE-DELIVERY DATE: [REDACTED]

RESIDENCE PHONE: [REDACTED] TIME RECEIVED: **02:15pm** LABOR RATE: [REDACTED]

DATE/TIME PROMISED: **07/08/10 03:30pm** PRIORITY: **3**

APPOINTMENT Yes No

ADVISOR: **SCOTT PERAK**

STATE REG# 3

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01CVZ	LUBE OIL FILTER	MI	
02CVZDIR4	ROTATE 4 DIRECTIONAL	MI	
02CVZROT4	ROTATE 4 WHEELS	MI	
02CVZROT5	ROT 5 TIRES	MI	
05CVZTUNE3CYL	TUNE UP 3 CYL	MI	
05CVZTUNE4CYL	TUNE-UP 4 CYL.	MI	
05CVZTUNE6CYL	TUNE-UP 6 CYL.	MI	
05CVZTUNE8CYL	TUNE-UP 8 CYL.	MI	
05CVZTUNEVAN	TUNE-UP VAN	MI	
06CVZSERV	SERVICE TRANSMISSION	MI	

LABOR INSTRUCTIONS

C 01CVZGM GOODWRENCH & GO

GOODWRENCH AND GO PROMOTION

LUBE OIL AND FILTER UP TO SIX QUARTS OF OIL

TIRE ROTATION AND MULTI POINT INSPECTION

EXCLUDES DIESEL AND SYNTHETIC OILS

AUTH. # [REDACTED]

NAME [REDACTED]

ESTIMATED PRICE \$ [REDACTED]

ADDITIONAL WORK: [REDACTED]

AUTHORIZED BY: [REDACTED]

DATE [REDACTED] TIME [REDACTED] A.M./P.M. [REDACTED]

NO. CALLED [REDACTED]

\$ [REDACTED] NEW ESTIMATE

WAITER

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 vehicle to secure the amount of repairs thereto.

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

This business is required to be licensed by the Secretary of State pursuant to Illinois revised statute Chapter 625, Section 5-301.

Any complaints as to the quality of service obtained here may be brought to the attention of the Illinois Attorney General.

The Factory Warranty Constitutes All Of The Warranties With Respect To The Sale Of This Vehicle. 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 Vehicle.

PARTS & LABOR PERFORMED ARE WARRANTED FOR 12 MONTHS OR 12,000 MILES, WHICHEVER OCCURS FIRST.

Customer will pay and discharge all reasonable costs, attorney's fees and expenses incurred by Phillips Chevrolet, Inc. in enforcing the terms of this invoice.

CUSTOMER'S SIGNATURE: [REDACTED]

CTCS372608

CTCS372608

ENTERED OCT 19 2010

110358

CELL: [REDACTED]

DAN KACHINSKY 258 199 10/01/10 CTCS372608

34,927 SPORT RED M 72581

07/CHEVROLET TRUCK/SUBURBAN/4DR 4WD 09/29/07 91

1 G N F K 1 6 3 7 7 J [REDACTED]

261 09/28/10

MO: 34927

LABOR & PARTS
OFF # 6 01 CVZ GM NSP FR GM MULTI-POINT INS TECH(S) 230 0.00
GENERAL MOTORS MULTI-POINT INSPECTION
SEE YOUR SERVICE CONSULTANT FOR RESULTS OF INSPECTION.

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE
JOB # 6 TOTAL PARTS 0.00
JOB # 6 TOTAL LABOR & PARTS 0.00

OFF # 7 86 CVZ RENTAL VEHICLE TECH(S) 230 WARRANTY
PHILLIPS CHEVROLET RENTAL VEHICLE
CUSTOMERS ARE ADVISED THAT WE FOLLOW THE GENERAL MOTORS
ALTERNATE TRANSPORTATION GUIDE LINES. AND WE ONLY HAVE
RENTAL VEHICLES. IF YOU ARE ISSUED A RENTAL AT NO CHARGE
PLEASE BE ADVISED THAT THE EXPENSE OF THIS VEHICLE IS
BEING ABSORBED BY GENERAL MOTORS OR PHILLIPS CHEVROLET
BILL TO CHEVY PER DAN 33294 10375 00SCA
PHILLIPS RENTAL CAR EXPENSE.

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE
JOB # 7 TOTAL PARTS 0.00
JOB # 7 TOTAL LABOR & PARTS 0.00

SUBLET-----PO#-----VEND INV#-INV DATE-DESCRIPTION-----WARRANTY
JOB # 2 23331 14566 10/01/10 PAINT MLDGS AND HINGE TOTAL - SUBLET 0.00

COMMENTS-----
RENTAL

TOTALS-----
WE AT PHILLIPS CHEVROLET ARE HAPPY TO HAVE YOU AS A CUSTOMER
AND WOULD LIKE TO THANK YOU FOR YOUR PATRONAGE. PLEASE FEEL
FREE TO CONTACT ANY OF OUR SERVICE ADVISORS OR THE SERVICE
MANAGER IF ANY PROBLEM OCCURS OR YOU HAVE A QUESTION
REGARDING THE WORK WE HAVE PERFORMED. REMEMBER ALL OF OUR
WORK IS GUARANTEED.
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 [REDACTED] CHECK [REDACTED] CHARGE [REDACTED] VISA [REDACTED] MC [REDACTED]

CTCS372608

CTCS372608

ENTERED OCT 19 2010

CELL: [REDACTED]

110358

DAN KACHINSKY 258 199 10/01/10 CTCS372608

34,927 SPORT RED M 72581

FRANKFORT, IL

07/CHEVROLET TRUCK/SUBURBAN/4DR 4WD 09/29/07 91

1GNFK16377J [REDACTED]

261

09/28/10

MO: 34927

LABOR & PARTS
 07/12/10CVZIN AUTOMATIC TRANS TECH(S): 226 WARRANTY
 C/S POPPING TYPE NOISE HEARD TAKING OFF FROM A STOP
 INSPECT
 LUBE DRIVESHAFT SPLINES/CUSTOMER ADVISED NEW TIRE MAY
 CAUSE CONDITION IF DRIVING IN AUTO 4X4 MODE

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
			JOB # 1 TOTAL PARTS	0.00	
			JOB # 1 TOTAL LABOR & PARTS	0.00	

07/21/10CVZIN ACCESSORIES TECH(S): 230 WARRANTY
 C/S ALL BODY SIDE MOLDINGS DISCOLORED/HISTORY OF CONCERN
 FINISH FADED
 REFINISH ALL FOUR BODY SIDE MOLDINGS AS NEEDED

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
			JOB # 2 TOTAL PARTS	0.00	
			JOB # 2 TOTAL LABOR & PARTS	0.00	

07/30/10CVZACC ACCESSORIES TECH(S): 234 WARRANTY
 SECOND ROW DRIVER SIDE ARM REST LOOSE
 LOOSE AT FRAME
 ADJUST AND SECURE

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
			JOB # 3 TOTAL PARTS	0.00	
			JOB # 3 TOTAL LABOR & PARTS	0.00	

07/31/10CVZACC ACCESSORIES TECH(S): 230 WARRANTY
 DR DOOR POPS OPENING
 ROLLER FROZEN
 REPLACE DOOR HINGE DRIVER SIDE AS NEEDED

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 4	1	20876296	HINGE 16.320	127.25	0.00
			JOB # 4 TOTAL PARTS	0.00	
			JOB # 4 TOTAL LABOR & PARTS	0.00	

07/31/10CVZ2 EXTERIOR TRIM TECH(S): 230 WARRANTY
 C/S FRONT EMBLEM PEELING UP
 PEELING
 REPLACE EMBLEM AS NEEDED

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 5	1	20831381	EMBLEM 1.303	27.59	0.00
			JOB # 5 TOTAL PARTS	0.00	
			JOB # 5 TOTAL LABOR & PARTS	0.00	

1999 Noise / Mclady / Airpost



9700 W. Lincoln Highway - Frankfort, IL 60423 • 815 469-2323 / 708 754-0910
phillipschevy.com

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION D
07/08/10	366345	32143	293	277	C	01CVZGM	GODDWRENCH & GO
01/29/10	355328	26463	258	277	C	01CVZ	LUBE OIL FILTER
					C	11CVZ	ACCESSORIES
01/22/10	354877	26209	270	234	C	11CVZ	ACCESSORIES
09/28/09	347250	23042	258	246	W	17CVZ	ENG. MECHANICAL
				246	W	11CVZ	ACCESSORIES

SERVICE SALESPERSON NO. 463 YASIN Y YASSIN

VEHICLE ID NO. 1GNEK16377J
 YEAR / MAKE / MODEL 07 / CHEVROLET TRUCK / SUBURBAN / 4DR 4WD
 STOCK NO. 72581
 LICENSE NO. 372608
 CUSTOMER NO. 110358
 SERVICE CONTRACT DELIVERY DATE 09/29/07
 DELIVERY MILES 91
 SELLING DEALER NO. FRANKFORT, IL
 R.O. DATE 09/28/10
 COLOR SPORT RED MET/EBO
 EXPIRATION DATE 199
 TURBO IN / F/MC AIR COND. P. S. TRUNKS MILEAGE 34,927
 ADVISOR NO. 258
 PRODUCTION DATE

DATE / TIME PROMISED 09/28/10 08:00pm
 PRIORITY
 APPOINTMENT Yes No
 ADVISOR: DAN KACHTNSKY

LABOR INSTRUCTIONS

STATE REG# 3

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO / MI	TOTAL
01CVZ	LUBE OIL FILTER	MI	
02CVZDIR4	ROTATE 4 DIRECTIONAL	MI	
02CVZROT4	ROTATE 4 WHEELS	MI	
02CVZROT5	ROT 5 TIRES	MI	
05CVZTUNE3CYL	TUNE UP 3 CYL.	MI	
05CVZTUNE4CYL	TUNE-UP 4 CYL.	MI	
05CVZTUNE6CYL	TUNE-UP 6 CYL.	MI	
05CVZTUNE8CYL	TUNE-UP 8 CYL.	MI	
05CVZTUNEVAN	TUNE-UP VAN	MI	
06CVZSERV	SERVICE TRANSMISSION	MI	

COMMENTS:
 RENTAL
 W 17CVZ AUTOMATIC TRANS
 C/S POPPING TYPE NOISE HEARD TAKING OFF FROM A STOP
 W 11CVZ ACCESSORIES
 C/S ALL BODY SIDE MOLDINGS DISCOLORED/HISTORY OF CONCERN
 2 days rental
 W 11CVZACC ACCESSORIES
 SECOND ROW DRIVER SIDE ARM REST LOOSE
 #234

RECORDED BY
 PARTS

ESTIMATED PRICE \$
 DATE TIME K.M. P.M.
 NO. CALLED
 NEW ESTIMATE

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 vehicle to secure the amount of repairs thereon.

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE
This business is required to be licensed by the Secretary of State pursuant to Illinois revised statutes Chapter 956, Section 6-201.
Any complaints as to the quality of service obtained here may be brought to the attention of the Illinois Attorney General.

The Factory Warranty Constitutes All Of The Warranties With Respect To The Sale Of This Vehicle. 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 Accepts Any Other Reason To Assume For It Any Liability In Connection With The Sale Of This Vehicle.

PARTS & LABOR PERFORMED ARE WARRANTED FOR 12 MONTHS OR 12,000 MILES, WHICHEVER OCCURS FIRST.

performed by

CAUSE CORRECTION

1. 261 popping noise on take off
 Test Drive - could not verify
 V/Susp - no problems found
 LUBS DRIV SHAFT SLIP YOKS AS
 USS'ded.

2) All 4 door moldings discolored

Sublet to Probst to refinish
 all 4 moldings

4) Left front door making pop noise
 hinge binding

Sublet to Probst to replace
 hinge

3/ secured AIM test

#234



CHECK SHEET	
ITEM	TIME
DR	00
DR	01
DR	02
DR	03
DR	04
DR	05
DR	06
DR	07
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DR	100

261
 11 09



SERVICE HISTORY

CELL 9

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
07/08/10	366345	32143	293	277	C	01CVZGM	GOODWRENCH & GO
01/29/10	355328	26465	258	277	C	01CVZ	LUBE OIL FILTER
				277	C	11CVZ	ACCESSORIES
01/22/10	354877	26209	270	234	C	11CVZ	ACCESSORIES
09/28/09	347250	23042	258	246	W	17CVZ	ENG. MECHANICAL
				246	W	11CVZ	ACCESSORIES

S E R V I C E SALES PERSON NO. 463 YASIN Y YASSIN

VEHICLE ID NO. 1GNFK16377J	YEAR / MAKE / MODEL 07/CHEVROLET TRUCK/SUBURBAN/4DR 4WD	STOCK NO. 77581	LICENSE NO.	R.O. NO. 372608
BUYER/LESSEE NO. 110358	DELIVERY DATE 09/29/07	DELIVERY MILES 91	SELLING DEALER NO.	R.O. DATE 09/28/10
FRANKFORT, IL	COLOR SPORT RED MET/ERO	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES 199
TURBO M/M/S AIR COND. P.S. TRMS MILEAGE	ADVISOR NO. 34,927	PRODUCTION DATE		
RESIDENCE PHONE	TIME RECEIVED 10:09am	<small>YOU ARE ENTITLED TO A PRICE REDUCTION FOR THE REPAIRS YOU HAVE NOT ORDERED. THE PRICE WILL BE LESS THAN THE ESTIMATE. BUT SHALL NOT EXCEED 10% ANY PRICE (NET ESTIMATE LESS ANY PAYMENTS AND LIQUIDATED DAMAGES) IN EXCESS OF THE ACTUAL REPAIRS YOU ORDERED. YOU MAY WAIVE YOUR RIGHT TO A PRICE REDUCTION BY SIGNING THIS ESTIMATE. SIGNATURE OF CUSTOMER REQUIRED.</small>		
BUSINESS PHONE	LABOR RATE	<small>THE WAY YOU TAKE YOUR PARTS TO AN ESTIMATE, WHICH DOES NOT INCLUDE THE LABOR AND MATERIALS TO BE USED TO REPAIR YOUR VEHICLE, WILL AFFECT YOUR ESTIMATE. SIGNATURE OF CUSTOMER REQUIRED.</small>		
DATE / TIME PROMISED 09/28/10 08:00pm	PRIORITY	<small>PLEASE PROCEED WITH THE REPAIRS, BUT CALL ME FOR ANY CHANGES TO THE REPAIRS OR TO THE ESTIMATE.</small>		
APPOINTMENT <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		<small>DO NOT WAIT AN ESTIMATE AND YOU MAY GET THE PRICE OF REPAIRS HIGHER.</small>		
ADVISOR: DAN KACHINSKY		<small>THE ESTIMATE PRICE FOR THE REPAIRS REMAINS VALID UNLESS THE VEHICLE IS DELIVERED TO THE DEALER WITHIN THE 15 BUSINESS DAYS FOLLOWING THE DATE OF THE ESTIMATE AND THE REPAIRS ARE COMPLETED.</small>		

STATE REG # 3

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO / MI	TOTAL
01CVZ	LUBE OIL FILTER	MI	
02CVZDIR4	ROTATE 4 DIRECTIONAL	MI	
02CVZROT4	ROTATE 4 WHEELS	MI	
02CVZROT5	ROT 5 TIRES	MI	
05CVZTUNE3CYL	TUNE UP 3 CYL.	MI	
05CVZTUNE4CYL	TUNE-UP 4 CYL.	MI	
05CVZTUNE6CYL	TUNE-UP 6 CYL.	MI	
05CVZTUNE8CYL	TUNE-UP 8 CYL.	MI	
05CVZTUNEVAN	TUNE-UP VAN	MI	
06CVZSERV	SERVICE TRANSMISSION	MI	

I hereby authorize the repair work hereon to be done along with the necessary materials and agree that you are not responsible for loss or damage to vehicles or contents left in vehicle in case of fire, theft or any other cause beyond your control or 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 thereon.

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

This business is required to be licensed by the Secretary of State pursuant to Illinois revised statute Chapter 66, Section 5.304.

Any complaints as to the quality of service obtained here may be brought to the attention of the Illinois Attorney General.

*The Factory Warranty Constitutes All Of The Warranties With Respect To The Sale Of This Item. 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 Any Liability In Connection With The Sale Of This Item.

PARTS & LABOR PERFORMED ARE WARRANTED FOR 12 MONTHS OR 12,000 MILES, WHICHEVER OCCURS FIRST.

Customer will pay and discharge at reasonable costs, attorney's fees and expenses incurred by Phillips Chevrolet, Inc. in enforcing the terms of this invoice.

CUSTOMER'S SIGNATURE

LABOR INSTRUCTIONS

~~4. W 17CVZACC1 ACCESSORIES~~

~~DR DOOR POPS OPENING~~

~~5. W 23CVZ EXTERIOR TRIM~~

~~C/S FRONT EMBLEM PEELING UP~~

~~6. C 01CVZGMINSF G.M. MULTI-POINT INS~~

~~GENERAL MOTORS MULTI-POINT INSPECTION~~

Courtesy Transportation

Rice 2 day rental

PHILLIPS CHEVROLET PARTS

DATE TIME A.M. P.M.

NO. CALLED

NEW ESTIMATE

Add on Repair Line 7

Reason TRANS PARTS

Date 9/28/10 Time

Approved By Rice

CTCS376967

CTCS376967

110358

[REDACTED]

FRANKFORT, IL

[REDACTED]

DAN KACHINSKY 258

CELL: [REDACTED]

11/23/10 CTCS376967

36,506 SPORT RED M 72581

07/CHEVROLET TRUCK/SUBURBAN/4DR 4WD 09/29/07 91

1 G N F K 1 6 3 7 7 J [REDACTED]

11/23/10

MO: 36506

LABOR & PARTS
 07/170VZ ENG. MECHANICAL TECH(S) 238 0.00
 LOW OIL LIGHT CAME ON
 1 QT LOW
 ADJUST OIL LEVEL

JOB # 1 TOTAL LABOR & PARTS 0.00

TOTALS

WE AT PHILLIPS CHEVROLET ARE HAPPY TO HAVE YOU AS A CUSTOMER
 AND WOULD LIKE TO THANK YOU FOR YOUR PATRONAGE. PLEASE FEEL
 FREE TO CONTACT ANY OF OUR SERVICE ADVISORS OR THE SERVICE
 MANAGER IF ANY PROBLEM OCCURS OR YOU HAVE A QUESTION
 REGARDING THE WORK WE HAVE PERFORMED. REMEMBER ALL OF OUR
 WORK IS GUARANTEED.

TOTAL LABOR.... 0.00
 TOTAL PARTS.... 0.00
 TOTAL SUBLET.... 0.00
 TOTAL G.O.B.... 0.00
 TOTAL MISC CHG. 0.00
 TOTAL MISC DISC 0.00
 TOTAL TAX..... 0.00

TOTAL INVOICE \$ 0.00

CASH CHECK CHARGE VISA MC

CUSTOMER SIGNATURE



DATE	REPAIR ORDER	MI/LEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
09/28/10	372608	34927	258	261	W	12CVZ	AUTOMATIC TRANS
				230	W	11CVZ	ACCESSORIES
				234	W	11CVZACC	ACCESSORIES
				230	W	11CVZACC1	ACCESSORIES
				230	W	23CVZ	EXTERIOR TRIM
				230	C	01CVZCHENSP	G.M. MULTI-POINT INS

SERVICE SALESPERSON NO. 463 YASIN Y YASSIN

VEHICLE ID NO. **1GNEK16377** YEAR / MAKE / MODEL **07/CHEVROLET TRUCK (SUBURBAN) / DR. AND** STOCK NO. **72581** LICENSE NO. **276067** R. D. NO. **07**

CUSTOMER NO. **110358** SERVICE CONTRACT NO. **09/29/07** DELIVERY MILES **91** SELLING DEALER NO. **FR 07/06**

FRANKFORT, IL COLOR **SPORT RED MET/ERO** EXPIRATION DATE **11/23/10** TAG NO. **11/23/10**

TURBO M/AC AIR COND. P.S. TRAMS MILEAGE **35706** ADVISOR NO. **258** PRODUCTION DATE

TIME RECEIVED **10:39am** LABOR RATE

BUSINESS PHONE **11/23/10 08:00pm** PRIORITY

APPOINTMENT Yes No

ADVISOR: **DAN KACHINSKY**

STATE REG# 3

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO / MI	TOTAL
01CVZ	LUBE OIL FILTER	MI	
02CVZDIR4	ROTATE 4 DIRECTIONAL	MI	
02CVZROT4	ROTATE 4 WHEELS	MI	
02CVZROT5	ROT 5 TIRES	MI	
05CVZTUNE3CYL	TUNE UP 3 CYL.	MI	
05CVZTUNE4CYL	TUNE-UP 4 CYL.	MI	
05CVZTUNE6CYL	TUNE-UP 6 CYL.	MI	
05CVZTUNE8CYL	TUNE-UP 8 CYL.	MI	
05CVZTUNEVAN	TUNE-UP VAN	MI	
06CVZSERV	SERVICE TRANSMISSION	MI	

LABOR INSTRUCTIONS

ENG. MECHANICAL

LOW OIL LIGHT CAME ON

#234

AUTH. #

NAME

ESTIMATED PRICE \$

ADDITIONAL WORK AUTHORIZED BY:

DATE TIME A.M. P.M.

NO. CALLED

\$ NEW ESTIMATE

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 vehicles 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 lien is hereby acknowledged on vehicle to secure the amount of repairs thereon.

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The Factory Warranty Constitutes All Of The Warranties With Respect To The Sale Of This Item/Item. 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/Item.

PARTS & LABOR PERFORMED ARE WARRANTED FOR 12 MONTHS OR 12,000 MILES, WHICHEVER OCCURS FIRST.

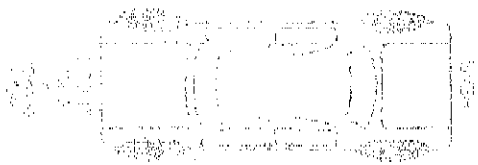
Customer will pay and discharge all reasonable costs, attorney's fees and expenses incurred by Phillips Chevrolet, Inc. in enforcing the terms of this invoice.

CUSTOMER'S SIGNATURE

LABOR RECORD

CAUSE - CORRECTION	SHIFT NO.	BLURRED TIME	TIME CLOCK
1) checked oil level 1 quart low			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

#234



12/07/2010
13:50:48

SUMMARY HISTORY DISPLAY

3030

PAGE 1

CUSTOMER NAME [REDACTED] SERIAL NO. 1GNFK16377J [REDACTED]
 TOTAL R/O'S 18 TOTAL SERV. DAYS 45 MAKE CT CHEVROLET TRUCK

LN#	RO.NO.	RO. DATE..	MILES.	ADV/TECH	J#	T	OPERATION CODE.	DESCRIPTION.....
1	376967	11/23/2010	36506	A				
				T				
2	372608	09/28/2010	34927	A	1	C	17CVZ	ENG. MECHANICAL
				T				
				T	1	W	12CVZ	AUTOMATIC TRANS
				T	2	W	11CVZ	ACCESSORIES
				T	3	W	11CVZACC	ACCESSORIES
				T	4	W	11CVZACC1	ACCESSORIES
				T	5	W	23CVZ	EXTERIOR TRIM
				T	6	C	01CVZGMINSP	G.M. MULTI-POINT
				T	7	W	86CVZ	RENTAL VEHICLE
3	366345	07/08/2010	32143	A				
				T				
4	355328	01/29/2010	26465	A	1	C	01CVZGM	GOODWRENCH & GO
				T				
				T	1	C	01CVZ	LUBE OIL FILTER
				T	2	C	11CVZ	ACCESSORIES
5	354877	01/22/2010	26209	A				
				T				
				T	1	C	11CVZ	ACCESSORIES
6	347250	09/28/2009	23042	A				
				T				
				T	1	W	17CVZ	ENG. MECHANICAL
				T	2	W	11CVZ	ACCESSORIES
				T	3	C	11CVZACC	ACCESSORIES
				T	4	W	86CVZ	RENTAL VEHICLE
7	344834	08/24/2009	21752	A				
				T				
				T	1	C	11CVZ	ACCESSORIES
				T	2	C	17CVZ	ENG. MECHANICAL
8	342802	07/21/2009	20006	A				
				T				
				T	1	C	11CVZ	ACCESSORIES
				T	2	C	83CVZ	WASH EXTERIOR
				T	3	I	86CVZ	RENTAL VEHICLE
				T	4	I	01CVZCOUP	OIL CHANGE COUPO
9	342459	07/15/2009	19195	A				
				T				
				T	1	I	11CVZ	ACCESSORIES
10	337943	05/04/2009	17097	A				
				T				
				T	1	W	17CVZ	ENG. MECHANICAL
				T	2	W	11CVZ	ACCESSORIES
				T	3	W	86CVZ	RENTAL VEHICLE
11	337068	04/17/2009	16667	A				
				T				
				T	1	W	17CVZ	ENG. MECHANICAL
12	335003	03/13/2009	15794	A				
				T				
				T	1	W	41CVSESILT	SERVICE ENGINE S
13	332331	01/27/2009	14733	A				
				T				
				T	1	C	01CVZ	LUBE OIL FILTER
				T	2	C	37CVZ	BODY ELECTRICAL
14	323810	09/05/2008	10389	A				
				T				
				T	1	C	01CVZ	LUBE OIL FILTER
15	314658	04/09/2008	5398	A				
				T				
				T	1	I	87CVZ	WHEELS & TIRES
16	314305	04/03/2008	5212	A				
				T				
				T	1	I	01CVZCOUP	OIL CHANGE COUPO
17	303437	10/15/2007	505	A				
				T				
				T				

12/07/2010
13:50:48

SUMMARY HISTORY DISPLAY

3030
PAGE 2

CUSTOMER NAME [REDACTED] SERIAL NO. 1GNFK16377J [REDACTED]
TOTAL R/O'S 18 TOTAL SERV. DAYS 45 MAKE CT CHEVROLET TRUCK

LN#	RO.NO.	RO. DATE..	MILES.	ADV/TECH	J#	T	OPERATION CODE.	DESCRIPTION.....
				T	234	1	I 11CVZ	ACCESSORIES
				T	234	2	C 11CVZACC	ACCESSORIES
18	302495	10/01/2007	171	A	258			
				T	251	1	I 11CVZ	ACCESSORIES
				T	251	2	I 11CVZACC	ACCESSORIES

CTIS302495

CTIS302495

110358

DAN KACHINSKY 258 650W 10/09/07 CTIS302495

171 SPORT RED M 72581

07/CHEVROLET TRUCK/SUBURBAN/4DR 4WD 09/29/07 91

I G N F K 1 6 3 7 7 J

251/9:39 10/01/07

[REDACTED]
FRANKFORT, IL [REDACTED]

[REDACTED]

LABOR & PARTS
J# 1 11CVZ ACCESSORIES HOURS: 0:30 TECH(S): 251
EXTRA KEY/1 FOB INOP
PROGRAM FOB/CUT KEY

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1	89024363	KEY 2.187 R	29.91
JOB # 1 TOTAL PARTS				29.91
JOB # 1 TOTAL LABOR & PARTS				53.91

J# 2 11CVZACC ACCESSORIES HOURS: 0:00 TECH(S): 251
C/S R/F DOOR SQUEAKS AT TIMES
LUBE DOORS
JOB # 2 TOTAL LABOR & PARTS 0.00

TOTALS

CONTROL#	ACCOUNT NUMBER	AMOUNT..
72581		
TOTAL LABOR....		24.00
TOTAL PARTS....		29.91
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 \$		53.91

APPROVED BY SIGNATURE



DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION

SERVICE

SALESPERSON NO. 463 YASIN Y YASSIN

VEHICLE ID NO. 1GNEK16377J

YEAR / MAKE / MODEL 07 / CHEVROLET TRUCK / SUBURBAN / 4DR 4WD

STOCK NO. 72581

LICENSE NO. 302495

CUSTOMER NO. 110358

DELIVERY DATE 09/29/07

DELIVERY MILES 91

SELLING DEALER NO. 100107

FRANKFORT, IL

COLOR SPORT RED MET / FBO

EXPIRATION DATE

EXPIRATION MILES 650W

TURBO N/A / MC AIR COND. P/S TRANS MILEAGE 171

ADVISOR NO. 258

PRODUCTION DATE

RESIDENCE PHONE

TIME RECEIVED 09:23am

LABOR RATE

PRIORITY

APPOINTMENT Yes No

10/01/07 05:00pm

Advisor: DAN KACHINSKY

STATE REG# 3

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO / MI	TOTAL
01CVZ14950C	\$14.95 COUPON	MI	
01CVZ7.95	\$7.95 COUPON	MI	
07CVZ	COOLING SYST. SERV.	MI	

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 vehicle to secure the amount of repairs thereto.

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

This business is required to be licensed by the Secretary of State pursuant to Illinois revised statutes Chapter 936, Section 5-301.

Any complaints as to the quality of service obtained here may be brought to the attention of the Illinois Attorney General.

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CUSTOMER'S SIGNATURE

LABOR INSTRUCTIONS

1. 11CVZ ACCESSORIES
EXTRA KEY/1 FOB INOP

2. W 11CVZACC ACCESSORIES
C/S R/F DOOR SQUEAKS AT TIMES

DATE TIME A.M. P.M.

NO. CALLED

\$ NEW ESTIMATE

WAITER

Left mirror - 15882988 - \$128.94 (NS)

MUST BE PAINTED

#251

Programmed Fobs, had 1 key cut.

251

didn't hear squeek, lube all door hinges

251

CTIS303437

CTIS303437

110358

DAN KACHINSKY 258 372W 11/02/07 CTIS303437
 505 SPORT RED M. 72581
 07/CHEVROLET TRUCK/SUBURBAN/4DR 4WD 09/29/07 91
 1 G N F K 1 6 3 7 7 J [REDACTED]
 234/9:22 10/15/07

[REDACTED]
 FRANKFORT, IL [REDACTED]

[REDACTED]

LABOR & PARTS
 07/11/07 234/9:22 10/15/07 91
 DRIVER MIRROR SCRATCHED 40.00
 REPLACE DRIVER OUTSIDE MIRROR

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1	25775874	MIRROR 16.068	95.09
				JOB # 1 TOTAL PARTS 95.09
				JOB # 1 TOTAL LABOR & PARTS 135.09
SUBLET	PO#	VEND INV#	INV. DATE	DESCRIPTION
JOB # 1	10946	12513	10/22/07	PAINT MIRROR
				TOTAL - SUBLET 85.75

CONTROL#	ACCOUNT NUMBER	AMOUNT..
72581		
	TOTAL LABOR...	40.00
	TOTAL PARTS...	95.09
	TOTAL SUBLET...	85.75
	TOTAL G.O.G...	0.00
	TOTAL MISC.CHG.	0.00
	TOTAL MISC.DISC	0.00
	TOTAL TAX.....	0.00

TOTAL INVOICE \$ 220.84

APPROVED BY SIGNATURE

Mirror / 3rd brn LK

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
10/01/07	302495	171	258	251 251	1 1	11CVZ 11CVZACC	ACCESSORIES ACCESSORIES



SERVICE

VEHICLE ID NO. 1GNEK163774 SALES PERSON NO. 163 YASIN Y YASSIN

YEAR/MAKE/MODEL 07/CHEVROLET TRUCK/SUBURBAN/4DR 4WD STOCK NO. 72581 LICENSE NO. 303437

CUSTOMER NO. [REDACTED] DELIVERY DATE 09/29/07 DELIVERY MILES 91 R.O. DATE 10/15/07

110358 COLOR SPORT RED MET/FBO CONTRACT NO. EXPIRATION DATE EXPIRATION MILES TRS NO. 372W

FRANKFORD, IL TURBO M/FAC AIR COND. P. S. TRANS MILEAGE 526 ADVISOR NO. 258 PRODUCTION DATE

CVZZ TIME RECEIVED 09:19am LABOR RATE PRIORITY

APPOINTMENT Yes No Advisor: DAN KACHINSKY

CONSUMER RIGHTS NOTICE: YOU ARE ENTITLED TO A FREE ESTIMATE FOR THE REPAIRS YOU HAVE AUTHORIZED. THE REPAIR PRICE MAY BE LESS THAN THE ESTIMATE. BUT SHALL NOT EXCEED IN ANY PRICE LIMITED ESTIMATE OR BE ANY HIGHER THAN THE ESTIMATE. IF THE PRICE EXCEEDS IN ANY PRICE LIMITED ESTIMATE OR IS HIGHER THAN THE ESTIMATE, YOU MUST SIGN A WRITTEN ESTIMATE AND RETURN IT TO YOU TO BE NOTIFIED. YOU MAY HAVE YOUR RIGHT TO AN ESTIMATE, WHICH GIVES THE MOTOR VEHICLE REPAIR FACILITY THE RIGHT TO SET THE PRICE WITHOUT YOUR PERMISSION, YOUR SIGNATURE WILL SIGNIFY YOUR SIGNATURE.

(A) I REQUEST AN ESTIMATE IN WRITING BEFORE YOU BEGIN REPAIRS.

(B) PLEASE PROCEED WITH THE REPAIR, BUT CALL ME FOR APPROVAL BEFORE CONTINUING IF THE PRICE EXCEEDS \$ _____.

(C) I DO NOT WANT AN ESTIMATE AND YOU MAY SET THE PRICE OF REPAIRS.

SIGNATURE: _____ DATE: _____ TIME: _____

THE ESTIMATED PRICE FOR AUTHORIZED REPAIRS WILL BE HONORED IF THE MOTOR VEHICLE IS DELIVERED TO THE FACILITY WITHIN THE TIME PERIOD AGREED TO BY THE CONSUMER AND THE MOTOR VEHICLE REPAIR FACILITY.

CALCULATION OF LABOR COSTS: An estimated labor cost, this facility uses a combination of industry flat rate (flat) manual, retail rate, or condition of the vehicle to determine labor costs.

STATE REG# 3

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO / MI	TOTAL
01CVZ14950C	\$14.95 COUPON	MI	
01CVZ7.95	\$7.95 COUPON	MI	
07CVZ	COOLING SYST. SERV.	MI	

LABOR INSTRUCTIONS

1. 11CVZ ACCESSORIES DRIVER MIRROR SCRATCHED
2. 11CVZACC ACCESSORIES THIRD BRAKE LIGHT HOUSING SEAL COMING LOOSE

Wash OK For mirror 10/15/07

WATER

234

234

10/15/07

Derby Rhodes

NAME _____

ESTIMATED PRICE \$ _____

ADDITIONAL WORK AUTHORIZED BY: _____

DATE _____ TIME _____ A.M. P.M.

NO. CALLED _____

\$ _____ NEXT TIME

PAGE 16/39

PHILLIPS CHEVROLET

8154692680

12/07/2010 15:01

I hereby authorize the repair work hereafter 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 vehicle to secure the amount of repairs thereon.

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

This business is required to be licensed by the Secretary of State pursuant to Illinois revised statutes Chapter 85K, Section 5-301.

Any complaints as to the quality of service obtained here may be brought to the attention of the Illinois Attorney General.

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CUSTOMER'S SIGNATURE _____

1) Removed Third Brake Light Applique
 Removed sept. plug & reinstalled sept.
 Reinstalled Third Brake Light Applique

#234

Installed Drivers outside
 electric mirror

#234

CTCS314305

CTCS314305

110358

DAN KACHINSKY 258 449w 04/03/08 CTCS314305

5,212 SPORT RED M 72581

FRANKFORT, IL

07/CHEVROLET TRUCK/SUBURBAN/4DR 4WD 09/29/07 91

1 G N F K 1 6 3 7 7 J

418 04/03/08

J# 1-01CVZCOUP OIL CHANGE COUPON TECH(S): 418 INTERNAL
PERFORMED LUBE OIL & FILTER, CHECKED BELTS & HOSES, SET TIRE
PRESSURE, & CHECKED & SET ALL FLUID LEVELS.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	19167894	FILTER 1.836		INTERNAL
JOB # 1 TOTAL PARTS					0.00
JOB # 1 TOTAL LABOR & PARTS					0.00

G.O.G. & SUPPLIES	QTY	DESCRIPTION	UNIT PRICE	
JOB # 1	6.5	GM COUPON OIL CHANGE @	/UNIT	INTERNAL
JOB # 1	1.0	GM COUPON GREASE @	/UNIT	INTERNAL
TOTAL - GOG				0.00

TOTALS-----

WE AT PHILLIPS CHEVROLET ARE HAPPY TO HAVE YOU AS A CUSTOMER AND WOULD LIKE TO THANK YOU FOR YOUR PATRONAGE. PLEASE FEEL FREE TO CONTACT ANY OF OUR SERVICE ADVISORS OR THE SERVICE MANAGER IF ANY PROBLEM OCCURS OR YOU HAVE A QUESTION REGARDING THE WORK WE HAVE PERFORMED. REMEMBER ALL OF OUR WORK IS GUARANTEED.

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 CHARGE VISA MC

CUSTOMER SIGNATURE



SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
10/15/07	303437	505	258	234	I	11CVZ	ACCESSORIES
10/01/07	302495	171	258	234 251 251	C I I	11CVZACC 11CVZ 11CVZACC	ACCESSORIES ACCESSORIES ACCESSORIES

SERVICE

SALESPERSON NO. 463 YASIN Y YASSIN

VEHICLE ID NO. 1GNEK163771

YEAR / MAKE / MODEL 07/CHEVROLET TRUCK (SUBURBAN) 4DR 4WD

STOCK NO. 72581

LICENSE NO. 314305

R. D. NO. 91

CUSTOMER NO. 110358

SERVICE CONTRACT DELIVERY DATE 09/29/07

DELIVERY MILES 91

SELLING DEALER NO. 04/03/08

FRANKFORT, IL

COLOR SPORT RED MET/FBO

CONTRACT NO. EXPIRATION DATE EXPIRATION MILES TAG NO. 449W

TURBO M / M/C AIR COND. P. S. TRANS MILEAGE 5,212

ADVISOR NO. 258

PRODUCTION DATE

RESIDENCE PHONE TIME RECEIVED 09:24am

LABOR RATE PRIORITY

04/14/08 05:00pm

APPOINTMENT Yes No

Advisor: DAN KACHINSKY

CONSUMER NOTICE: YOU ARE ENTITLED TO A PRICE ESTIMATE FOR THE REPAIRS YOU HAVE AUTHORIZED. THE REPAIR PRICE MAY BE LESS THAN THE ESTIMATE, BUT SHALL NOT EXCEED THE PRICE ESTIMATE... (b) PLEASE PROCEED WITH THE REPAIRS... (c) ADD NOT WANT AN ESTIMATE AND YOU MAY SET THE PRICE OF REPAIRS.

THE ESTIMATED PRICE FOR AUTHORIZED REPAIRS WILL BE HONORED IF THE MOTOR VEHICLE IS DELIVERED TO THE FACILITY WITHIN THE TIME PERIOD AGREED TO BY THE CONSUMER AND THE MOTOR VEHICLE REPAIR FACILITY.

STATE REG# 3

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO / MI	TOTAL
01CVZ	LUBE OIL FILTER	MI	
01CVZCOUP	OIL CHANGE COUPON	MI	
01CVZQLUBE	LUBE OIL FILTER	MI	
85CVZ	LOT SERVICE	MO	
01CVZ\$16.95	\$16.95 COUPON	MI	
01CVZ1495OC	\$14.95 COUPON	MI	
01CVZLUBE	LUBE	MI	
07CVZ	COOLING SYST. SERV.	MI	
01CVZ7.95	\$7.95 COUPON	MI	
01CVZ\$18.95	\$18.95 COUPON	MI	

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 vehicle to secure the amount of repairs thereto.

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

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Customer will pay and discharge all reasonable costs, attorney's fees and expenses incurred by Phillips Chevrolet.

LABOR INSTRUCTIONS

1. 01CVZCOUP OIL CHANGE COUPON PERFORMED LUBE OIL & FILTER, CHECKED BELTS & HOSES, SET TIRE PRESSURE, & CHECKED & SET ALL FLUID LEVELS.

WARRANTER

(Handwritten signature)

AUTH. NAME

ESTIMATED PRICE \$

ADDITIONAL WORK AUTHORIZED BY

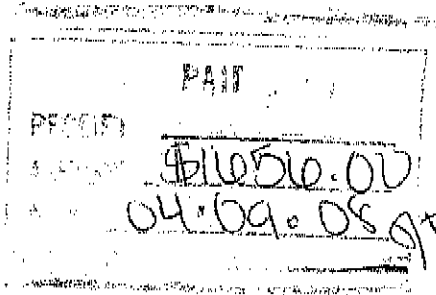
DATE TIME A.M. P.M.

NO. CALLED

\$ NEW ESTIMATE

CTCS314658

CTCS314658



ENTERED APR 15 2008

110358

[Redacted] FRANKFORT, IL [Redacted]

BILL MILLER 253 W719 04/09/08 CTCS314658
5,398 SPORT RED M 72581
07/CHEVROLET TRUCK/SUBURBAN/4DR 4WD 09/29/07 91
I G N F K 1 6 3 7 7 J [Redacted]
397/9:43 04/09/08

J# 187GVZ WHEELS & TIRES TECHS 397 INTERNAL
INSTALL 20" ALUM POLISHED WHEELS & TIRES, AS PER WE OWE.
CUSTOMER TO PAY \$1656.00 AS PER WE OWE.
COMPLETED.

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	T020P	T/O WHEEL		INTERNAL
JOB # 1 TOTAL PARTS					0.00
JOB # 1 TOTAL LABOR & PARTS					0.00

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # 1	TT	TIRE DISPOSAL FEE		INTERNAL
TOTAL - MISC				0.00

COMMENTS: ALL WORK PER WE OWE.

TOTALS

WE AT PHILLIPS CHEVROLET ARE HAPPY TO HAVE YOU AS A CUSTOMER AND WOULD LIKE TO THANK YOU FOR YOUR PATRONAGE. PLEASE FEEL FREE TO CONTACT ANY OF OUR SERVICE ADVISORS OR THE SERVICE MANAGER IF ANY PROBLEM OCCURS OR YOU HAVE A QUESTION REGARDING THE WORK WE HAVE PERFORMED. REMEMBER ALL OF OUR WORK IS GUARANTEED.	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

CASH [Redacted] CHECK [Redacted] CHARGE [Redacted] VISA MC TOTAL INVOICE \$ 0.00

[Signature] CUSTOMER SIGNATURE

20" wheels



83 W. Lincoln Highway - Frankfort, IL 60423 • 815 460-2323 / 708 754-0070
phillipschevy.com

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
10/15/07	303437	505	258	234	I	11CVZ	ACCESSORIES
10/01/07	302495	171	258	234 251 251	C I I	11CVZACC 11CVZ 11CVZACC	ACCESSORIES ACCESSORIES ACCESSORIES ACCESSORIES

SERVICE

SALESPERSON NO. 163 YASIN Y YASSIN

VEHICLE ID NO. 1GNEK16377J

YEAR/MAKE/MODEL 07/CHEVROLET TRUCK (SUBURBAN) 4WD

CUSTOMER NO. [REDACTED] SERVICE CONTRACT DELIVERY DATE 09/29/07

COLOR 110358

FRANKFORD, IL SPORT RED MET/FBO

RESIDENCE PHONE [REDACTED] TIME RECEIVED 09:15am

APPOINTMENT 04/14/08 05:00pm

Advisor: BILL MILLER

STOCK NO. 72581

DELIVERY MILES 91

EXPIRATION DATE 04/19/08

EXPIRATION MILES 041908

TRANS CVZZ

MILEAGE 5,398

ADVISOR NO. 253

PRODUCTION DATE 041908

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IF YOU WANT AN ESTIMATE, YOU MUST SET THE PRICE OF REPAIRS.

IF YOU WANT AN ESTIMATE AND YOU MUST SET THE PRICE OF REPAIRS.

IF YOU WANT AN ESTIMATE AND YOU MUST SET THE PRICE OF REPAIRS.

STATE REG# 3

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	NO / MI	TOTAL
01CVZ	LUBE OIL FILTER	MI	
01CVZCOUP	OIL CHANGE COUPON	MI	
01CVZQKLUBE	LUBE OIL FILTER	MI	
02CVZROT4	ROTATE 4 WHEELS	MO	
07CVZ	COOLING SYST. SERV.	MI	
01CVZ14950C	\$14.95 COUPON	MI	
01CVZLUBE	LUBE	MI	
02CVZDIR4	ROTATE 4 DIRECTIONAL	MO	
02CVZROT5	ROT 5 TIRES	MO	
01CVZ\$16.95	\$16.95 COUPON	MI	

LABOR INSTRUCTIONS

87CVZ WHEELS & TIRES

INSTALL 20" ALUM POLISHED WHEELS & TIRES, AS PER WE OWE.

CUSTOMER TO PAY \$1656.00 AS PER WE OWE.

COST TO PICK UP OLD WHEELS + TIRES
LATER ON.

HOLD OFF TO SCHEDULE

WAITER

DATE _____ TIME _____ A.M. / P.M.

NO. CALLED _____

NEW ESTIMATE _____

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

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

The business is required to be licensed by the Secretary of State pursuant to Illinois revised statutes Chapter 95.5, Section 5-301.

Any complaints as to the quality of service obtained here may be brought to the attention of the Illinois Attorney General.

"The Factory Warranty Constitutes All Of The Warranties With Respect To The Sale Of This Automobile. 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 Automobile."

PARTS & LABOR PERFORMED ARE WARRANTED FOR 12 MONTHS OR 12,000 MILES, WHICHEVER OCCURS FIRST.

Customer will accept and confirm that the work performed was completed by _____

CAUSE - CORRECTION

LABOR RECORD

DATE	EMP NO	BL PSEF TIME	TOTAL CLOCK
Swapped 18 in wheels & tires with 20 inch wheels & tires from parts dept. #397			OFF
			OFF
			OFF
			ON
			OFF
			OFF
			ON
			OFF
			OFF
			ON
			OFF
			ON
			OFF



CTCS323810

CTCS323810

JH

110358

BILL MILLER 253 W123 09/05/08 CTCS323810

10,389 SPORT RED M 72581

07/CHEVROLET TRUCK/SUBURBAN/4DR 4WD 09/29/07 91

1 G N F K 1 6 3 7 7 J

418 09/05/08

FRANKFORT, IL

LABOR & PARTS

PERFORMED LUBE OIL & FILTER, CHECKED BELTS & HOSES, SET TIRE PRESSURE, & CHECKED & SET ALL FLUID LEVELS. \$28.33 COUPON PRESENTED.... COMPLETED.

JOB #	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1	19167894	FILTER 1.836	5.18
JOB # 1 TOTAL PARTS				5.18

JOB #	QTY	DESCRIPTION	UNIT PRICE
JOB # 1	6.5	OIL	2.000 /UNIT
JOB # 1	1.0	GREASE	1.250 /UNIT
TOTAL - GOG			14.25

JOB #	CODE	DESCRIPTION	CONTROL NO.
JOB # A	HWF	HWF	
JOB # A	SS	SHOP SUPPLIES	
JOB # 1	SA	SERVICE ADVERTISING	
TOTAL - MISC			-0.70

COMMENTS: WAITER \$28.33 COUPON PRESENTED AT WRITE UP.

TOTALS	AMOUNT
TOTAL LABOR	11.50
TOTAL PARTS	5.18
TOTAL SUBLET	0.00
TOTAL G.O.G.	14.25
TOTAL MISC CHG.	1.90
TOTAL MISC DISC	-2.60
TOTAL TAX	1.45

WE AT PHILLIPS CHEVROLET ARE HAPPY TO HAVE YOU AS A CUSTOMER AND WOULD LIKE TO THANK YOU FOR YOUR PATRONAGE. PLEASE FEEL FREE TO CONTACT ANY OF OUR SERVICE ADVISORS OR THE SERVICE MANAGER IF ANY PROBLEM OCCURS OR YOU HAVE A QUESTION REGARDING THE WORK WE HAVE PERFORMED. REMEMBER ALL OF OUR WORK IS GUARANTEED.

CASH / CHECK / CHARGE / VISA / MC

TOTAL INVOICE \$ 31.68

PAID
 2281002
 \$31.68
 09-05-08

G.O.T (w/w)



35 W. Lincoln Highway - Frankfort, IL 60423 • 815 489-2323 / 708 754-0310
phillipschevy.com

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
04/09/08	314658	5398	253	397	I	87CVZ	WHEELS & TIRES
04/03/08	314305	5212	258	418	I	01CVZCOUP	OIL CHANGE COUPON
10/15/07	303437	505	258	234	J	11CVZ	ACCESSORIES
				234	C	11CVZACC	ACCESSORIES
				251	I	11CVZ	ACCESSORIES
10/01/07	302495	171	258	251	I	11CVZACC	ACCESSORIES

SERVICE

VEHICLE ID NO. 1GNEK163771 SALES PERSON NO. 463 YASIN Y YASSIN

YEAR MAKE MODEL 07/CHEVROLET TRUCK (SUBURBAN) 4DR AWD STOCK NO. 72581 LICENSE NO. 323810

CUSTOMER NO. 110358 SERVICE CONTRACT DELIVERY DATE 09/29/07 DELIVERY MILES 91 SELLING DEALER NO. R.O. DATE 09/05/08

FRANKFORT, IL SPORT RED MET/FRO TAG NO. W123

TURBO M/F MC AIR COND. F. S. TRANS MILEAGE 10,389 ADVISOR NO. 253 PRODUCTION DATE

CVZZ

TIME RECEIVED 01:14pm LABOR RATE

PRIORITY 09/05/08 05:00pm

APPOINTMENT Yes No

Advisor: BILL MILLER

CONSUMER NOTICE: YOU ARE ENTITLED TO A FREE ESTIMATE FOR THE REPAIRS YOU HAVE AUTHORIZED. THE REPAIRS WILL BE PERFORMED WITHOUT YOUR CONSENT IF YOU HAVE GIVEN US A WRITTEN ESTIMATE AND REQUESTED THAT YOU ACCEPT IT. IF THE PRICE EXCEEDS AN AMOUNT YOU HAVE SPECIFIED, YOU MAY WAIVE YOUR RIGHT TO AN ESTIMATE WHICH GIVES THE MOTOR VEHICLE REPAIR FACILITY THE RIGHT TO SET THE PRICE WITHOUT YOUR PERMISSION. YOUR SIGNATURE WILL INDICATE YOUR SELECTION.

(A) I REQUEST AN ESTIMATE IN WRITING BEFORE YOU BEGIN REPAIRS.

(B) PLEASE PROCEED WITH THE REPAIRS, BUT CALL ME FOR APPROVAL BEFORE CONTINUING IF THE PRICE EXCEEDS \$_____.

(C) I DO NOT WANT AN ESTIMATE AND YOU MAY SET THE PRICE OF REPAIR.

THE ESTIMATED PRICE FOR AUTHORIZED REPAIRS WILL BE HONORED IF THE MOTOR VEHICLE IS DELIVERED TO THE FACILITY WITHIN THE TIME PERIOD AGREED TO BY THE CUSTOMER AND THE MOTOR VEHICLE REPAIR FACILITY.

CALCULATION OF LABOR COSTS: In calculating labor costs, this facility uses a combination of industry flat rate (frmr) manuals, actual time, or condition of the vehicle to determine labor costs.

STATE REG# 3

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	NO.	MI	TOTAL
01CVZ	LUBE OIL FILTER	MI		
01CVZOKLUBE	LUBE OIL FILTER	MI		
02CVZROT4	ROTATE 4 WHEELS	MI		
07CVZ	COOLING SYST. SERV.	MI		
01CVZ\$16.95	\$16.95 COUPON	MI		
01CVZLUBE	LUBE	MI		
02CVZDIR4	ROTATE 4 DIRECTIONAL	MI		
02CVZROTS	ROT 5 TIRES	MI		
09CVZPFD	REPACK REAR WHL BRGS	MI		
01CVZ\$18.95	\$18.95 COUPON	MI		

LABOR INSTRUCTIONS

COMMENTS: WAITER

PERFORMED LUBE OIL & FILTER, CHECKED BELTS & HOSES, SET TIRE PRESSURE, & CHECKED & SET ALL FLUID LEVELS.

WAITER

NAME _____

ESTIMATED PRICE \$ _____

ADDITIONAL WORK AUTHORIZED BY: _____

DATE _____ TIME _____ A.M. P.M.

NO. CALLED _____

\$ _____ NEW ESTIMATE

8154692680

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 vehicle to secure the amount of repairs thereto.

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

This business is required to be licensed by the Secretary of State pursuant to Illinois revised statutes Chapter 956, Section 5-301.

Any complaints as to the quality of service obtained here may be brought to the attention of the Illinois Attorney General.

"The Factory Warranty Constitutes All Of The Warranties With Respect To The Sale Of The 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."

PARTS & LABOR PERFORMED ARE WARRANTED FOR 12 MONTHS OR 12,000 MILES, WHICHEVER OCCURS FIRST.

Customer will pay and discharge all reasonable costs, attorney's fees and expenses incurred by Phillips Chevrolet, Inc. in enforcing the terms of this invoice.

CUSTOMER'S SIGNATURE

CAUSE - CONNECTION

Lot

[Handwritten signature]

TABLE 10 COMP

EMP NO

PLANT

DATE

OFF

ON

OFF

ON

OFF

ON

OFF

ON

OFF

ON

OFF

ON

OFF

ON

OFF

ON

OFF

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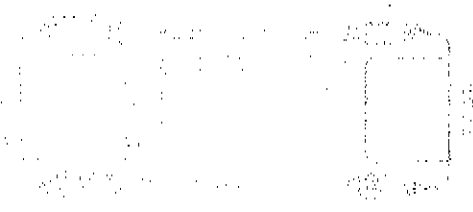
ON

OFF

ON

OFF

ON



CTCS332331

CTCS332331

110358

DAN KACHINSKY

258 87W

01/27/09

CTCS332331

14,733

SPORT RED M 72581

07/CHEVROLET TRUCK/SUBURBAN/4DR 4WD

09/29/07

91

G N F K 1 6 3 7 7 J

331

01/27/09

LABOR & PARTS

J# 1 01CVZ LUBE OIL & FILTER TECH(S): 331 11.50
PERFORMED LUBE OIL & FILTER, CHECKED BELTS & HOSES, SET TIRE PRESSURE, & CHECKED & SET ALL FLUID LEVELS.

Table with columns: PARTS, QTY, FP-NUMBER, DESCRIPTION, UNIT PRICE. Includes sub-totals for JOB # 1 TOTAL PARTS (5.18) and JOB # 1 TOTAL LABOR & PARTS (16.68).

J# 2 37CVZ BODY ELECTRICAL TECH(S): 331 0.00
LOW TIRE LIGHT ON
SET PRESSURE AND RESET LIGHT

Table with columns: PARTS, QTY, FP-NUMBER, DESCRIPTION, UNIT PRICE. Includes sub-totals for JOB # 2 TOTAL PARTS (0.00) and JOB # 2 TOTAL LABOR & PARTS (0.00).

G.O.G. & SUPPLIES table with columns: JOB #, QTY, DESCRIPTION, UNIT PRICE. Includes sub-total TOTAL - GOG (11.25).

MISC table with columns: JOB #, CODE, DESCRIPTION, CONTROL NO, UNIT PRICE. Includes sub-total TOTAL - MISC (1.90).

TOTALS

WE AT PHILLIPS CHEVROLET ARE HAPPY TO HAVE YOU AS A CUSTOMER AND WOULD LIKE TO THANK YOU FOR YOUR PATRONAGE. PLEASE FEEL FREE TO CONTACT ANY OF OUR SERVICE ADVISORS OR THE SERVICE MANAGER IF ANY PROBLEM OCCURS OR YOU HAVE A QUESTION REGARDING THE WORK WE HAVE PERFORMED. REMEMBER ALL OF OUR WORK IS GUARANTEED.

TOTALS summary table with columns: TOTAL LABOR, TOTAL PARTS, TOTAL SUBLET, TOTAL G.O.G., TOTAL MISC CHG., TOTAL MISC DISC, TOTAL TAX.

TOTAL INVOICE \$ 31.07

CASH CHECK CHARGE VISA MC

PAID

RECEIPT 232484

AMOUNT \$31.07

DATE 01-27-09

CUSTOMER SIGNATURE



DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
09/05/08	323810	10389	253	418	C	01CVZ	LUBE OIL FILTER
04/09/08	314658	5398	253	397	I	87CVZ	WHEELS & TIRES
04/03/08	314305	5212	258	418	I	01CVZCOUP	OIL CHANGE COUPON
10/15/07	303437	505	258	234	I	11CVZ	ACCESSORIES
				234	C	11CVZACC	ACCESSORIES
10/01/07	302495	171	258	251	I	11CVZ	ACCESSORIES

SERVICE

SALESPERSON NO. 463 YASIN Y YASSIN

VEHICLE ID NO. 1GNEK163771

YEAR MAKE MODEL 07/CHEVROLET TRUCK/SUBURBAN/4DR 4WD

STOCK NO. 77581

LICENSE NO. 332331

DELIVERY MILES 110358

DELIVERY DATE 09/29/07

SELLING DEALER NO. 012709

COLOR SPORT RED MET/EBO

CONTRACT NO. 91

EXPIRATION DATE 01/27/09

FRANKFORT, IL

TURBO DIESEL A/C COND. P.S. TRANS MILEAGE 14,733

ADVISOR NO. 258

PRODUCTION DATE 87W

TIME RECEIVED 09:04am

CASH RATE

PRIORITY

APPOINTMENT 01/27/09 05:00pm

APPOINTMENT Yes No

Advisor: DAN KACHINSKY

STATE REG# 3

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	(MO/MI)	TOTAL
01CVZ	LUBE OIL FILTER	MI	
01CVZQKLUBE	LUBE OIL FILTER	MI	
02CVZROT4	ROTATE 4 WHEELS	MI	
07CVZ	COOLING SYST. SERV.	MI	
09CVZFWD	REPACK REAR WHL BRGS	MI	
01CVZLUBE	LUBE	MI	
02CVZDIR4	ROTATE 4 DIRECTIONAL	MI	
02CVZROT5	ROT 5 TIRES	MI	
09CVZ4WD	REPACK FRONT 4WD	MI	
01CVZ\$16.95	\$16.95 COUPON	MI	

LABOR INSTRUCTIONS

1 C 01CVZ LUBE OIL FILTER
PERFORMED LUBE OIL & FILTER, CHECKED BELTS & HOSES, SET TIRE PRESSURE, & CHECKED & SET ALL FLUID LEVELS.

2 C 37CVZ BODY ELECTRICAL
LOW TIRE LIGHT ON

WATER

AUTH: A

NAME

ESTIMATED PRICE \$

ADDITIONAL WORK AUTHORIZED BY:

DATE TIME A.M. P.M.

NO. CALLED

S NEW ESTIMATE

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 vehicle to secure the amount of repairs thereto.

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

This business is required to be licensed by the Secretary of State pursuant to Illinois revised statutes Chapter 95, Section 5-301.

Any complaints as to the quality of service obtained here may be brought to the attention of the Illinois Attorney General.

"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."

PARTS & LABOR PERFORMED ARE WARRANTED FOR 12 MONTHS OR 12,000 MILES, WHICHEVER OCCURS FIRST.

Customer will pay and discharge all reasonable costs incurred by

LABOR BOOK

CAUSE + CORRECTION

① COF

#33/

② Set tire to spec of 30psi
To repair concern

#33/

DATE TIME

DESCRIPTION

AMOUNT

REMARKS

DATE TIME

DESCRIPTION

AMOUNT

REMARKS

DATE TIME

DESCRIPTION

AMOUNT

REMARKS

DATE TIME

DESCRIPTION

AMOUNT

REMARKS

DATE TIME

DESCRIPTION

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REMARKS

DATE TIME

DESCRIPTION

AMOUNT

REMARKS

DATE TIME

DESCRIPTION

AMOUNT

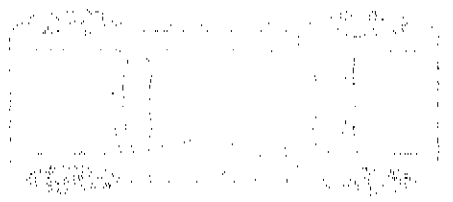
REMARKS

DATE TIME

DESCRIPTION

AMOUNT

REMARKS



CTCS335003

CTCS335003

ENTERED MAR 19 2009

110358

DAN KACHINSKY 258 823W 03/13/09 CTCS335003

15,794 SPORT RED M 72581

07/CHEVROLET TRUCK/SUBURBAN/4DR 4WD 09/29/07 91

1GNFK16377J

330 03/13/09

FRANKFORT, IL

LABOR & PARTS

WARRANTY SERVICE ENGINE SOON TECHS 330

CUSTOMER STATES SERVICE ENGINE SOON LIGHT IS ON -
GAS CAP LIGHT CAME ON
INSPECT/EVAP CODE/VENT VALVE STICKING
REPLACE FAILED EVAP VENT VALVE/CLEAR CODES AND TEST DRIVE

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	25962086	VALVE 3.130		0.00
JOB # 1 TOTAL PARTS					0.00
JOB # 1 TOTAL LABOR & PARTS					0.00

COMMENTS
WAITER

TOTALS

WE AT PHILLIPS CHEVROLET ARE HAPPY TO HAVE YOU AS A CUSTOMER AND WOULD LIKE TO THANK YOU FOR YOUR PATRONAGE. PLEASE FEEL FREE TO CONTACT ANY OF OUR SERVICE ADVISORS OR THE SERVICE MANAGER IF ANY PROBLEM OCCURS OR YOU HAVE A QUESTION REGARDING THE WORK WE HAVE PERFORMED. REMEMBER ALL OF OUR WORK IS GUARANTEED.

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 [REDACTED] MC

CUSTOMER SIGNATURE



STATE REG# 3

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO / MI	TOTAL
01CVZLUBE	LUBE	MI	
02CVZDIR4	ROTATE 4 DIRECTIONAL	MI	
02CVZROTS	ROT 5 TIRES	MI	
09CVZ4WD	REPACK FRONT 4WD	MI	
01CVZ\$16.95	\$16.95 COUPON	MI	
01CVZQKLUBE	LUBE OIL FILTER	MI	
02CVZROT4	ROTATE 4 WHEELS	MI	
07CVZ	COOLING SYST. SERV.	MI	
09CVZFWD	REPACK REAR WHL BRCS	MI	
01CVZ\$18.95	\$18.95 COUPON	MI	

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 vehicle to secure the amount of repairs thereto.

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

This business is required to be licensed by the Secretary of State pursuant to Illinois revised statutes Chapter 95K, Section 5-301.

Any complaints as to the quality of service obtained here may be brought to the attention of the Illinois Attorney General.

"The Factory Warranty Constitutes All Of The Warranties With Respect To The Sale Of This Item/Item. 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/Item."

PARTS & LABOR PERFORMED ARE WARRANTED FOR 12 MONTHS OR 12,000 MILES, WHICHEVER OCCURS FIRST.

_____ and expenses incurred by _____

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
01/27/09	332331	14733	258	331	C	01CVZ	LUBE OIL FILTER
09/05/08	323810	10389	253	331	C	37CVZ	BODY ELECTRICAL
04/09/08	314658	5398	253	418	C	01CVZ	LUBE OIL FILTER
04/03/08	314305	5212	258	397	I	87CVZ	WHEELS & TIRES
10/15/07	303437	505	258	418	I	01CVZCOUR	OIL CHANGE COUPON
				234	I	11CVZ	ACCESSORIES

SERVICE

SALESPERSON NO. 463 YASIN Y YASSIN

VEHICLE ID NO. 1GNEK16377J

YEAR/MAKE/MODEL 07/CHEVROLET TRUCK/SUBURBAN/4DR 4WD

STOCK NO. 72581

LICENSE NO. _____ R.O. NO. 335003

CUSTOMER NO. 110358 SERVICE CONTRACT DELIVERY DATE 09/29/07 DELIVERY MILES 91 SELLING DEALER NO. _____ R.O. DATE 03/13/09

FRANKFORT, IL

COLOR SPORT RED MET/FBO

CONTRACT NO. _____ EXPIRATION DATE _____ EXPIRATION MILES _____ TAG NO. 823W

TURBO CVZZ M/A/C AIR COND. P. S. TRANS 4WLEAGE 15,794 ADVISOR NO. 258 PRODUCTION DATE _____

TIME RECEIVED 08:56am

LABOR RATE _____

DATE/TIME RECORDED 03/13/09 05:00pm

PRIORITY _____

APPOINTMENT YES NO

Advisor: DAN KACHINSKY

CONSUMER RIGHTS NOTICE: YOU ARE ENTITLED TO A PRICE ESTIMATE FOR THE REPAIRS YOU HAVE REQUESTED. THE REPAIR PRICE MAY BE LESS THAN THE ESTIMATE, BUT SHALL NOT EXCEED 15 DAYS PRIOR WRITTEN ESTIMATE OR 15 DAYS PARTS AND LABOR ESTIMATE (WHICHEVER IS GREATER). ADDITIONAL REPAIRS WILL BE PERFORMED WITHOUT YOUR CONSENT UNLESS YOU HAVE GIVEN YOUR CONSENT TO "WARRANTY" WORK AND REQUIRE THAT YOU BE WORKED TO. I MAY HAVE YOUR RIGHT TO AN ESTIMATE, WHICH GRANTS THE MOTOR VEHICLE REPAIR FACILITY THE RIGHT TO SET THE PRICE WITHOUT YOUR PERMISSION. IF YOUR SIGNATURE WILL INDICATE YOUR SELECTION. (A) I REQUEST AN ESTIMATE IN WRITING BEFORE YOU BEGIN REPAIRS. (B) I AGREE TO PROCEED WITH THE REPAIRS, BUT I WILL CALL YOU FOR APPROVAL BEFORE CONTINUING IF THE PRICE EXCEEDS _____. (C) I DO NOT WANT AN ESTIMATE AND YOU MAY SET THE PRICE OF REPAIRS. SIGNATURE: _____ DATE: _____ TIME: _____

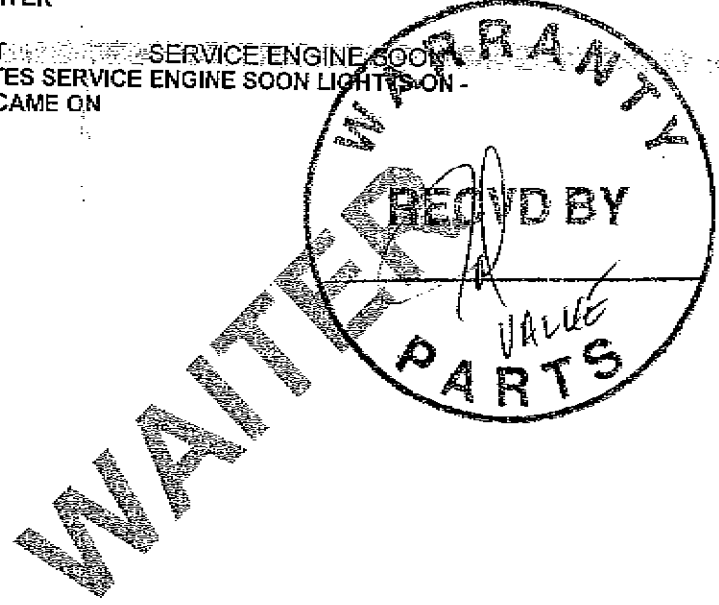
THE ESTIMATED PRICE FOR AUTHORIZED REPAIRS WILL BE CONFIRMED IF THE MOTOR VEHICLE IS DELIVERED TO THE FACILITY WITHIN THE TIME PERIOD AGREED TO BY THE CUSTOMER AND THE MOTOR VEHICLE REPAIR FACILITY.

RECALCULATION OF LABOR COSTS: In calculating labor costs, this facility uses a combination of industry flat rate (20%) manual, actual time, or combination of the methods or determine below costs.

LABOR INSTRUCTIONS

COMMENTS : WAITER

W 41CVZESLT SERVICE ENGINE SOON
 CUSTOMER STATES SERVICE ENGINE SOON LIGHTS ON -
 GAS CAP LIGHT CAME ON



NAME _____

ESTIMATED PRICE \$ _____

ADDITIONAL WORK AUTHORIZED BY: _____

DATE _____ TIME _____ A.M. P.M.

NO. CALLED _____

\$ _____ NEW ESTIMATE



① Inspect and found P0455 stored and found vent valve sticking - replaced vent valve and cleared codes recheck

#330



CTCS337068

CTCS337068

ENTERED APR 22 2009

110358

DAN KACHINSKY 258 272W 04/17/09 CTCS337068
 16,667 SPORT RED M. 72581
 07/CHEVROLET TRUCK/SUBURBAN/4DR 4WD 09/29/07 91
 1 G N F K 1 6 3 7 7 J
 397 04/17/09

LABOR & PARTS

J# 1:17CVZ ENG: MECHANICAL TECH(S) 397 WARRANTY
 C/S LOW OIL LIGHT COMES ON DRIVING
 ADJUST OIL LEVEL/APPT MADE TO DIAGNOSE PROBLEM

JOB # 1 TOTAL LABOR & PARTS 0.00

TOTALS

WE AT PHILLIPS CHEVROLET ARE HAPPY TO HAVE YOU AS A CUSTOMER AND WOULD LIKE TO THANK YOU FOR YOUR PATRONAGE. PLEASE FEEL FREE TO CONTACT ANY OF OUR SERVICE ADVISORS OR THE SERVICE MANAGER IF ANY PROBLEM OCCURS OR YOU HAVE A QUESTION REGARDING THE WORK WE HAVE PERFORMED. REMEMBER ALL OF OUR WORK IS GUARANTEED.

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 CHARGE VISA MC

CUSTOMER SIGNATURE

Low oil lsb



33 W. Lincoln Highway - Frankfort, IL 60423 • 815 469-2535 • 815 469-754-0010
phillipschevy.com

PAGE 34/39

PHILLIPS CHEVROLET

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
03/13/09	335003	15794	258	330	W	41 CVSES LT	SERVICE ENGINE SOON
01/27/09	332331	14733	258	331	C	01 CVZ	LUBE OIL FILTER
				331	C	37CVZ	BODY ELECTRICAL
09/05/08	323810	10389	253	418	C	01 CVZ	LUBE OIL FILTER
04/09/08	314658	5398	253	397	I	87CVZ	WHEELS & TIRES
04/03/08	314305	5212	258	418	I	01 CVZCOUP	OIL CHANGE COUPON

SERVICE

VEHICLE NO. **1GNFK16377J** SALES PERSON NO. **463** YASIN Y YASSIN

YEAR MAKE MODEL **07 CHEVROLET TRUCK/SUBURBAN/4DR 4WD** STOCK NO. **72581** LICENSE NO. **337068**

CUSTOMER NO. **110358** CONTRACT NO. **09/29/07** EXPIRATION DATE **01** EXPIRATION MILES **041709**

FRANKFORT, IL **SPORT RED MET/EBO** TURBO 4 CYL 6 CYL 8 CYL 10 CYL 12 CYL 16 CYL 18 CYL 20 CYL 24 CYL 30 CYL 36 CYL 48 CYL

CVZZ **16-667** ADVISOR NO. **258** PRODUCTION DATE **272W**

TIME RECEIVED **08:58am** LABOR RATE **04/17/09 05:00pm** PRIORITY Yes No

APPOINTMENT Yes No

Advisor: **DAN KACHINSKY**

YOU ARE ENTITLED TO A PRICE ESTIMATE FOR THE REPAIRS YOU HAVE AUTHORIZED. THE REPAIR PRICE MAY BE LESS THAN THE ESTIMATE, BUT SHALL NOT EXCEED (IN ANY CASE) THE ESTIMATE OR, IN ANY CASE, THE PRICE EXCEEDS AN AMOUNT YOU HAVE SPECIFIED. YOU MAY WAIVE YOUR RIGHT TO AN ESTIMATE, WHICH GIVES THE BUYER/VEHICLE OWNER THE RIGHT TO SET THE PRICE WITHOUT OUR PERMISSION. YOUR SIGNATURE WILL INDICATE YOUR SELECTION. (1) I REQUEST AN ESTIMATE BY WRITING BEFORE YOUR REPAIRS. SIGNATURE: (2) PLEASE PROCEED WITH THE REPAIRS, BUT CALL ME FOR APPROVAL BEFORE CONTINUING IF THE PRICE EXCEEDS \$ SIGNATURE: (3) I DO NOT WANT AN ESTIMATE AND YOU MAY SET THE PRICE OF REPAIRS. SIGNATURE: (4) THE ESTIMATED PRICE FOR AUTHORIZED REPAIRS SHALL BE HONORED IF THE MOTOR VEHICLE IS DELIVERED TO THE FACILITY WITHIN THE TIME PERIOD AGREED TO BY THE CUSTOMER AND THE MOTOR VEHICLE REPAIR FACILITY. (5) CHILD LABOR LAWS: In calculating labor costs, this facility uses a combination of industry rate card (time) manual, actual time, or condition of the vehicle to determine labor costs.

STATE REG# 3

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO	MI	TOTAL
01 CVZ	LUBE OIL FILTER	MO		
01 CVZQKLUBE	LUBE OIL FILTER	MI		
02 CVZROT4	ROTATE 4 WHEELS	MI		
07 CVZ	COOLING SYST. SERV.	MI		
09 CVZFWD	REPACK REAR WHL BRGS	MI		
01 CVZLUBE	LUBE	MI		
02 CVZDIR4	ROTATE 4 DIRECTIONAL	MI		
02 CVZROT5	ROT 5 TIRES	MI		
09 CVZ4WD	REPACK FRONT 4WD	MI		
01 CVZ\$16.95	\$16.95 COUPON	MI		

LABOR INSTRUCTIONS

1. **W 17CVZ ENG MECHANICAL C/S LOW OIL LIGHT COMES ON DRIVING**

NAME _____

ESTIMATED PRICE \$ _____

ADDITIONAL WORK AUTHORIZED BY: _____

DATE _____ TIME _____ A.M. / P.M.

NO. CALLED _____

\$ _____ NEW ESTIMATE

WALTER

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 vehicle to secure the amount of repairs thereon.

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

This business is required to be licensed by the Secretary of State pursuant to Illinois revised statutes Chapter 93b, Section 5-301.

Any complaints as to the quality of service obtained here may be brought to the attention of the Illinois Attorney General.

"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 Unpaid 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."

PARTS & LABOR PERFORMED ARE WARRANTED FOR 12 MONTHS OR 12,000 MILES, WHICHEVER OCCURS FIRST.

Customer will pay and discharge all reasonable costs, attorney's fees and expenses incurred by Phillips Chevrolet, Inc. in enforcing the terms of this invoice.

CUSTOMER'S SIGNATURE _____

8154692680

12/07/2010 15:01

MOB - OIL SERVICE
✓ O.I level found ~~OK~~ oil low
1 3/4 quarts topped off
as needed ✓ under no leaks
#397

CTCS337943

CTCS337943

ENTERED MAY 15 2009

110358

DAN KACHINSKY

258

952

05/07/09

CTCS337943

17,097

SPORT RED M. 72581

FRANKFORT, IL

07/CHEVROLET TRUCK/SUBURBAN/4DR 4WD

09/29/07

91

GNFK16377J

05/04/09

LABOR & PARTS

J# 1 17CVZ

ENG. MECHANICAL TECH(S):246 WARRANTY
VEHICLE WAS 2 QT LOW ON OIL IN LESS THAN 2 K MILES
INSPECT/FOUND OVER AGGRESSIVE LIFTERS BOTH SIDES
REPLACE ALL LIFTERS AND MAKE NECESSARY ADJUSTMENTS/TEST
DRIVE

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	8	17122490	* LIFTER 0.459		
JOB # 1	8	12571595	LIFTER 0.459		WARRANTY
JOB # 1	2	12589226	GASKET 0.289		WARRANTY
JOB # 1	20	11571134	BOLT 0.293		WARRANTY
JOB # 1	10	12558840	BOLT 0.293		WARRANTY
JOB # 1	2	12617944	GASKET 3.270		WARRANTY
JOB # 1	2	89060413	GASKET KI 3.270		WARRANTY
JOB # 1	1	12346290	COOLANT 8.800		WARRANTY

JOB # 1 TOTAL PARTS 0.00

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 11CVZ

ACCESSORIES TECH(S):246 WARRANTY
C/S PASS SIDE INSIDE DOOR HANDLE PEELING
PEELING
B4280 .4
REPLACE INSIDE HANDLE AS NEEDED

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 2	1	15920700	HANDLE 16.345		

JOB # 2 TOTAL PARTS 0.00

JOB # 2 TOTAL LABOR & PARTS 0.00

J# 3+86CVZ

RENTAL VEHICLE TECH(S):230 WARRANTY
PHILLIPS CHEVROLET RENTAL VEHICLE
CUSTOMERS ARE ADVISED THAT WE FOLLOW THE GENERAL MOTORS
ALTERNATE TRANSPORTATION GUIDE LINES, AND WE ONLY HAVE
RENTAL VEHICLES. IF YOU ARE ISSUED A RENTAL AT NO CHARGE
PLEASE BE ADVISED THAT THE EXPENSE OF THIS VEHICLE IS
BEING ABSORBED BY GENERAL MOTORS OR PHILLIPS CHEVROLET
BILL TO CHEVY PER DAN, 30280, 90543, 005 BS
PHILLIPS RENTAL CAR EXPENSE.

3
AUTH CODE: A B E G P
REASON: 2 days rental
for lifter replacement
SIGN: [Signature] DATE: 3/9/09

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 3					

JOB # 3 TOTAL PARTS 0.00

JOB # 3 TOTAL LABOR & PARTS 0.00

10/19/08 27902 2 days rental @ \$3700 Auth Code G

G.O.G. & SUPPLIES

JOB #	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	TOTAL - GOG	WARRANTY
JOB # 1	6.0		OIL			0.00

CTCS337943

CTCS337943

110358

ENTERED MAY 15 2009

DAN KACHINSKY 258 952 05/07/09 CTCS337943

17,097 SPORT RED M. 72581

07/CHEVROLET TRUCK/SUBURBAN/4DR 4WD 09/29/07

91

IGNFK16377J

05/04/09

TOTALS

WE AT PHILLIPS CHEVROLET ARE HAPPY TO HAVE YOU AS A CUSTOMER AND WOULD LIKE TO THANK YOU FOR YOUR PATRONAGE. PLEASE FEEL FREE TO CONTACT ANY OF OUR SERVICE ADVISORS OR THE SERVICE MANAGER IF ANY PROBLEM OCCURS OR YOU HAVE A QUESTION REGARDING THE WORK WE HAVE PERFORMED. REMEMBER ALL OF OUR WORK IS GUARANTEED.

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 [REDACTED] MC

CUSTOMER SIGNATURE

consumption / 11/10/10



STATE REG# 3

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01CVZ	LUBE OIL FILTER	MI	
01CVZQLUBE	LUBE OIL FILTER	MI	
02CVZROT4	ROTATE 4 WHEELS	MI	
05CVZTUNE3CYL	TUNE-UP 3 CYL	MI	
05CVZTUNE6CYL	TUNE-UP 6 CYL	MI	
01CVZLUBE	LUBE	MI	
02CVZDIR4	ROTATE 4 DIRECTIONAL	MI	
02CVZROT5	ROT 5 TIRES	MI	
05CVZTUNE4CYL	TUNE-UP 4 CYL	MI	
05CVZTUNE8CYL	TUNE-UP 8 CYL	MI	

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 vehicle to secure the amount of repairs thereto.

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

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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 Applied 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.

PARTS & LABOR PERFORMED ARE WARRANTED FOR 12 MONTHS OR 12,000 MILES, WHICHEVER OCCURS FIRST

expenses insured by

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
04/17/09	337068	16667	258	397		17CVZ	ENG. MECHANICAL
03/13/09	335003	15794	258	330	W	41CVSESLT	SERVICE ENGINE SOON
01/27/09	332331	14733	258	331	W	01CVZ	LUBE OIL FILTER
				331	C	37CVZ	BODY ELECTRICAL
09/05/08	323810	10389	253	418	C	01CVZ	LUBE OIL FILTER
04/09/08	314658	5398	253	397	C	87CVZ	WHEELS & TIRES

SERVICE

SALESPERSON NO. 463 YASIN Y YASSIN

VEHICLE ID NO. 1GNEK16377J

YEAR MAKE MODEL 07 CHEVROLET TRUCK (SUBURBAN) 4DR 4WD

STOCK NO. 72581

LICENSE NO. 337943

CUSTOMER NO. 110358

SERVICE CONTRACT DELIVERY DATE 09/29/07

DELIVERY MILES 91

SELLING DEALER NO. 05/04/09

COLOR SPORT RED MET/EBO

CONTRACT NO. 17097

EXPIRATION DATE 258

EXPIRATION MILES 952

TURBO T/M/NO AIR COND. P. S. TRANS MILEAGE ADVISOR NO. PRODUCTION DATE

CVZZ 17,097 258

TIME RECEIVED 08:55am

LABOR RATE

PRIORITY

APPOINTMENT Yes No

Advisor: DAN KACHINSKY

CONSUMER RIGHTS NOTICE

YOU ARE ENTITLED TO A PRICE ESTIMATE FOR THE REPAIRS YOU HAVE AUTHORIZED. THE REPAIR PRICE MAY BE LESS THAN THE ESTIMATE, BUT SHALL NOT EXCEED 10% OF ANY PRICE LISTED ESTIMATE OR 50% OF ANY PRICE EXCEEDS AN AMOUNT YOU HAVE SPECIFIED.

IF THE PRICE EXCEEDS AN AMOUNT YOU HAVE SPECIFIED, YOU MAY REQUEST AN ESTIMATE OF WHAT IS BEFORE YOU BEGIN REPAIRS.

(A) REQUEST AN ESTIMATE OF WHAT IS BEFORE YOU BEGIN REPAIRS.

(B) REPAIRS PROCEED WITH THE REPAIRS, BUT CALL US FOR APPROVAL BEFORE CONTINUING IF THE PRICE EXCEEDS 10% OF THE ESTIMATED PRICE FOR THE REPAIRS.

(C) I DON'T WANT AN ESTIMATE.

THE ESTIMATED PRICE FOR THE REPAIRS IS \$1,000.00. THE ACTUAL PRICE OF THE REPAIRS MAY BE DIFFERENT. THE ACTUAL PRICE OF THE REPAIRS IS \$1,000.00. THE ACTUAL PRICE OF THE REPAIRS IS \$1,000.00.

DATE: TIME:

THE ESTIMATED PRICE FOR THE REPAIRS IS \$1,000.00. THE ACTUAL PRICE OF THE REPAIRS MAY BE DIFFERENT. THE ACTUAL PRICE OF THE REPAIRS IS \$1,000.00. THE ACTUAL PRICE OF THE REPAIRS IS \$1,000.00.

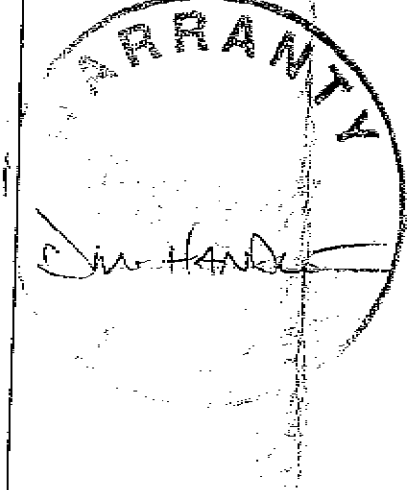
DATE: TIME:

THE ESTIMATED PRICE FOR THE REPAIRS IS \$1,000.00. THE ACTUAL PRICE OF THE REPAIRS MAY BE DIFFERENT. THE ACTUAL PRICE OF THE REPAIRS IS \$1,000.00. THE ACTUAL PRICE OF THE REPAIRS IS \$1,000.00.

DATE: TIME:

LABOR INSTRUCTIONS

- W 17CVZ ENG. MECHANICAL
VEHICLE WAS 2 QT LOW ON OIL IN LESS THAN 2 K MILES
RECVD BY [Signature] 0627
LIFTON BORD 9/16
GAS NOTS
PARTS 4380.4
246
- W 11CVZ ACCESSORIES
C/S PASS SIDE INSIDE DOOR HANDLE PEELING



① oil in INTAKE
 Ran vehicle with valve covers off
 HAS OIL AGGRESSIVE LIPTERS ON BOTH BANKS
 REPLACE ALL LIPTERS - *change oil only

② Replace RT O-SIDE door handle-parking

SET LIPTERS
 HEAD GASKETS
 HEAD BOLTS
 INTAKE GASKET

4.10
 May 15 5.00
 (P) 6.0
 May 15 54
 May 15 53

May 10 38
 May 16 31
 (P) 5.5

Marcia Fisher/Austin/GM1

12/07/2010 10:55 AM

To brent.palmer@gm.com

cc

bcc

Subject Crittendon

RE: Customer Last Name: [REDACTED]
Service Request: 71-895661910
2007 Chevrolet Suburban
Vehicle Identification Number: [REDACTED]
Customer Relationship Specialist: Marcia Fisher
Telephone: (866) 790-5600 x 31150

Dear Brent Palmer

I am having trouble getting the RO's and Sales documents from Phillips chevrolet, I requested them friday and I have not received them yet, I have left two messages for srv. manager Jim Bell. If you could help me get the documents that would be great.

If you have further questions, please contact the Customer Relationship Specialist at the telephone number and extension above or contact The 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.

Sincerely,

General Motors



33 W. Lincoln Hwy. - Frankfort, IL 60423 • 815 469-2323 / 708 754-0010

Fax: 815-469-3130 www.phillipschevrolet.com

XX

PURCHASER'S NAME	[REDACTED]	DRIVER'S LIC. NO.	[REDACTED]	DATE	09/29/2007
PURCHASER'S ADDRESS	[REDACTED]	AGE	39	RESIDENCE PHONE	[REDACTED]
CITY, STATE & ZIP	FRANKFORT IL [REDACTED]	BUSINESS PHONE	[REDACTED]		

VEHICLE BEING PURCHASED		CASH DELIVERED PRICE OF VEHICLE	
PLEASE ENTER MY ORDER FOR THE FOLLOWING:	<input checked="" type="checkbox"/> NEW <input type="checkbox"/> CAR <input type="checkbox"/> USED <input checked="" type="checkbox"/> TRUCK <input type="checkbox"/>	STOCK NO. 72581	S.S. # [REDACTED]
YEAR 2007	MAKE CHEVROLET	MODEL OR SERIES SUBURBAN	TRIM SPORT RED MET
	MILEAGE 91	BODY TYPE 4DR 4WD 1500	
M.V.I. OR SER. NO. 1GNFK16377		ENG. TYPE YASIN Y YASSIN	163
TO BE DELIVERED ON OR ABOUT 09/29/07	SALESMAN		
CASH DELIVERED PRICE OF VEHICLE		\$ 46874	00

WARRANTY DISCLAIMER

The Seller hereby expressly disclaims all warranties, either express or implied including any implied warranty of merchantability or fitness for a particular purpose, 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 Warranty.

USED VEHICLE TRADED IN AND/OR OTHER CREDIT		LIFETIME RUSTPROOFING	
YEAR 2004	MAKE OF TRADE-IN TOYOTA TRUCK	MILES 33382	
MODEL OR SERIES 4RUNNER	BODY TYPE 4 DOOR		
COLOR SILVER	TRIM		
M.V.I. OR SER. NO. JTEBU14R748	ENG. TYPE		
PAINT PROTECTION			N/A
FABRIC PROTECTION			N/A
SPECIAL PACKAGE PRICE			N/A
CUSTOM STRIPING			N/A
SECURITY SYSTEM			N/A

SECOND TRADE-IN VEHICLE		Cash Price of Vehicles & Accessories		46874.00
YEAR	MAKE OF TRADE-IN	MILES		
MODEL OR SERIES	BODY TYPE			
COLOR	M.V.I. OR SER. NO.	TRIM	ENG. TYPE	
BALANCE OWED TO		DOCUMENTARY FEE		\$ 58.48XXXXXXX
ADDRESS		STATE AND LOCAL TAXES		9565965-9 1624.00
USED TRADE-IN ALLOWANCE	\$ 21941.01	License, License Transfer, Title, Registration Fee		80.00
BALANCE OWED ON TRADE-IN	9504.72	TOTAL PRICE OF UNIT		\$ 48636.48
NET ALLOWANCE ON USED TRADE-IN	\$ 12436.29	TOTAL CREDIT (TRANSFERRED FROM LEFT) COLUMN		\$ 12642.87
DEPOSIT OR CREDIT BALANCE	208.58	UNPAID CASH BALANCE DUE ON DELIVERY		\$ 35993.61
CASH WITH ORDER	\$ N/A			
TOTAL CREDIT (TRANSFER TO RIGHT COLUMN)	\$ 12642.87			

Purchaser agrees that this Order includes all of the terms and conditions on both the face and reverse side hereof, that this Order cancels and supersedes any prior agreement and as of the date hereof comprises the complete and exclusive state of the terms of the agreement relating to the subject matters covered hereby, and that THIS ORDER SHALL NOT BECOME BINDING UNTIL ACCEPTED BY DEALER OR HIS AUTHORIZED REPRESENTATIVE.

Purchaser by his execution of this Order acknowledges that he has read the terms and conditions of this Order and has received a true copy of this Order.

PURCHASER'S SIGNATURE *[Signature]* DATE 09/29/2007

ACCEPTED BY PHILLIPS CHEVROLET, INC. PER *Chase Kwald* (NAME AND TITLE)

GM CUSTOMER INCENTIVE AND ONSTAR ACKNOWLEDGMENT



GMC HUMMER



(excludes Saturn)

CUSTOMER NAME: BILLY R. CRITTENDON

VIN: 1/G/N/F/K/1/6/3/7/7/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) xx 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 CREDIT CARD POINTS	\$ 206.58	
	\$ N/A	
	\$ N/A	
	\$ N/A	
	\$ N/A	
Total Incentive Amount Received		\$ 206.58

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 1.9% FOR 72 MONTHS
in lieu of REBATE
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 09/29/07. 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? xx 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: 09/29/2007

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 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: David Lward
Dealership Name: PHILLIPS CHEVROLET, INC.

Date: 09/29/2007
Dealer Code: 11437

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.



Routes 30 & 45 Frankfort, IL 60423 Tel: 708/754-0010 / 815-469-2323
www.phillipschevrolet.com

[Redacted]

CUST.# 110358

[Redacted]
FRANKFORD, IL

YASIN Y YASSIN 463

YEAR	MAKE	MODEL	NEW OR USED	VEHICLE IDENT. OR SERIAL NO.
2007	CHEVROLET	T SUBURBAN	NEW	1GNFK16377J [Redacted]

SALESMAN: [Redacted] MILES: 91 KEY NOS: [Redacted] COLOR: PORT P

INSURANCE COVERAGE INCLUDES

- FIRE & THEFT
- COLLISION - AMT. DEDUCTIBLE
- PUBLIC LIABILITY - AMT
- PROPERTY DAMAGE - AMT

GROUP	DESCRIPTION	PRICE
-------	-------------	-------

LIEN: GMAC
PO BOX 8123
COCKEYSVILLE MD 21030

TRADE MILES: 33382
ALLOWANCE: 21941.01
PAYOFF: 9504.72
EQUITY: 12436.29

NO PUBLIC LIABILITY OR PROPERTY DAMAGE INSURANCE
ISSUED WITH THIS TRANSACTION UNLESS HEREIN STATED!

The Seller, PHILLIPS CHEVROLET, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, 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.

DATE	INVOICE NO.	STOCK NO.	KEY
09/29/2007	74371	2381	T
SOURCE	10(0) 12(0) 20(0)	SALESMAN NUMBER	
DESCRIPTION	COST	KEY ADCT. NO.	SALE
NEW CARS		C 4006	74.00
		C 401	
		C 402	
		C 403	
		C 404	
		C 405	
		C	
		378A	
NEW TRUCKS - FLEET		C 43	
MET		C	
INVENTORY - NEW CARS		C 231	
NEW TRUCKS		C 237	
USED CARS - RETAIL		C 446	
WHOLESALE		C 448	
USED TRUCKS - RETAIL		C 450	
WHOLESALE		C 452	
CAR DEAL NO: 92343			
SALES TAX	9565965-9	324	24.00
LICENSE AND TITLE		308	30.00
D.O.C. FEE		905A	58.48
TOTAL CASH PRICE		636	48
FINANCING			
INSURANCE			
TOTAL TIME PRICE		636	48
DEPOSIT	220A		N/A
CASH ON DELIVERY	220A		N/A
BATE(S)	261P		206.58
USED CAR ALLOWANCE PAYMENTS			21941.01
MONTHS	528	DOLLARS	
	34	PER MONTH	3593.61
TOTAL		636	48
PAY OFF BAL. OWING FINANCE CO.		3005	04.72
			N/A
			N/A
FINANCE CONTRACT		2059	13.61
FINANCE RESERVE		28	100.00
		80	
RECONDITIONING - USED CARS RETAIL		647	
USED TRUCKS RETAIL		651	
COST OF SALES - USED CARS RETAIL		646	
USED TRUCKS RETAIL		650	
VALUE OF TRADE	STOCK #581A	T 216	200.00
	NUMBER	T 241	N/A

YEAR	MAKE	MODEL	NEW OR USED	VEHICLE IDENT. OR SERIAL NO.
2004	TOYOTA	TRUCK RUNNER		SILVER JTEBU14R74802614Z

USE UNDER PRINT
This is a copy and reproduce Company's printing © 2009

PHILLIPS CHEVROLET

By Reproduction Records

2007 SUBURBAN 4WD 1/2 TON LT
63U SPORT RED METALLIC /V8G
193 EBONY

GENERAL MOTORS CORPORATION
& SUBSIDIARIES
RENAISSANCE CENTER
DETROIT MI 48243-1114

ORDER NO. Kfvqvj/tre STOCK NO.

VIN 1GNFK16377J [REDACTED] 72581

VEHICLE INVOICE IAD06885999
*****13*114378

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
CK10906 SUBURBAN 4WD 1/2 TON LT	39860.00	36471.90	INVOICE 05/17/07
AL4 2ND ROW BUCKET SEATS	490.00	406.70	SHIPPED 08/02/06
AS3 3-PASSENGER, 3RD ROW SEAT	100.00	83.00	EXP I/T 08/07/06
CF5 ELECTRIC SLIDING SUNROOF	995.00	825.85	INT COM 05/21/07
C6C GVW RATING-7400 LB	N/C	N/C	PRC EFF 08/02/06
FE9 FEDERAL EMISSIONS	N/C	N/C	KEYS G1221 G1221
GT4 REAR AXLE - 3.73 RATIO	N/C	N/C	WFP-S QTR OPT-1
G80 LOCKING REAR DIFFERENTIAL	295.00	244.85	BANK: GMAC - 154
LC9 VORTEC 5300 V8 SFI FLEX-FUEL	N/C	N/C	CHG-TO 11-437
M30 4-SPD AUTOMATIC TRANSMISSION	N/C	N/C	SHIP-TO 11-509
QAS P265/70R17 ALS WOL TIRES	125.00	103.75	STEVE FOLEY CHEVR
R61 MISSING-OPTION CREDIT	365.00	302.95	NORTHBROOK IL

VEHICLE PRODUCED WITHOUT:

* REAR PARKING ASSIST

* POWER ADJUSTABLE PEDALS

UQA BOSE PREMIUM SPEAKER SYSTEM 495.00 410.85

UVA AM/FM STEREO W/CD/DVD/MP3 N/C N/C

(REQUIRED W/REAR DVD, REPLACES
STD/OPT RADIO)

U2K XM SATELLITE RADIO - SERVICE 199.00 165.17

FEE EXTRA. 1ST 3 MONTHS INCL.

U42 REAR SEAT ENTERTAINMENT SYSTEM 1295.00 1074.85

V1K LUGGAGE RACK - CROSS BARS 45.00 37.35

2LT SUBURBAN LT2 EQUIPMENT GROUP: 2440.00 2025.20

* FRONT LEATHER APPOINTED
BUCKET SEATS

* 2ND ROW LEATHER APPOINTED
SEATS

* TRI-ZONE AUTOMATIC AIR COND

* POWER ADJUSTABLE PEDALS

* REMOTE VEHICLE STARTER

* AM/FM STEREO WITH MP3
COMPATIBLE 6-DISC CD CHANGER
(REPLACES STD RADIO)

* UNIVERSAL HOME REMOTE

* REAR PARKING ASSIST

** CONTINUED ON PAGE 2 **

PHILLIPS CHEVROLET INC
63U SPORT RED METALLIC
193 EBONY

/V8G

ORDER NO. Kfvqvj/tre STOCK NO.

& SUBSIDIARIES
RENAISSANCE CENTER
DETROIT MI 48243-1114

2007 SUBURB

5/21/2007

VIN 1GNFK1637J [REDACTED]

VEHICLE INVOICE 1AD06885999

148V4012

MODEL & FACTORY OPTIONS

MSRP

INV. AMT

RETAIL - STOCK

** CONTINUED FROM PAGE 1 **

72581

TOTAL MODEL & OPTIONS	45974.00	41546.52	ACT 237	41067.30
DESTINATION CHARGE	900.00	900.00	H/B 261	1379.22
LAM DEALER CONTRIBUTION		459.74	ADV 261	459.74
LAM GROUP CONTRIBUTION		459.74	EXP 65A	459.74
TOTAL	46874.00	43366.00	PAY 310	43366.00
MEMO: TOTAL LESS HOLDBACK AND				
APPROX WHOLESALE FINANCE CREDIT		41388.88		

 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.

PHILLIPS CHEVROLET INC

REMIT TO GMAC NO. 154
 VIN 1GNFK1637J [REDACTED]
 \$ 43366.00 INV 1AD06885999
 DUE 05/21/07 DEALER 11-437

GMAC FLEXIBLE FINANCE PLAN

477236068

Dealer Number

Contract Number

Buyer (and Co-Buyer)- Name and Address (Include County and Zip Code)

Creditor (Seller Name and Address)

FRANKFORT IL

PHILLIPS CHEVROLET, INC.
33 W LINCOLN HWY
FRANKFORT IL 60423

You, the Buyer (and Co-Buyer, if any), may buy the vehicle described below for cash or on credit. By signing this contract, you agree to buy the vehicle on credit under the agreements on the front and back of this contract. You agree to pay the Creditor the Amount Financed and Finance Charge according to the payment schedule shown below. The Finance Charge is figured on a daily basis at the Annual Percentage Rate on the unpaid balance of the Amount Financed.

Description of Vehicle. You agree to buy and the Creditor agrees to sell the following vehicle:

Table with columns: New or Used, Year, Make and Model, Body Type, Vehicle Identification No., Use for Which Purchased. Includes details for a 2007 Chevrolet TR Suburban.

If truck- Describe body and major items of equipment sold:

FEDERAL TRUTH-IN-LENDING DISCLOSURES

Table with 5 columns: ANNUAL PERCENTAGE RATE, FINANCE CHARGE, Amount Financed, Total of Payments, Total Sale Price. Includes values like 1.90% and \$2118.87.

Your Payment Schedule Will Be:

Table with 4 columns: Number of Payments, Amount of Payments, When Payments Are Due, Or as Follows. Includes values like 72 payments of \$29.34.

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

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 the other side of 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

Table detailing cash price, trade-in, and other charges. Includes items like 'Gross Trade-in \$21941.01' and 'Unpaid Balance of Cash Price \$35855.13'.

Other Charges Including Amounts Paid to Others on Your Behalf: (Seller, holder, or their affiliates may be keeping part of these amounts.)

Table listing various charges: A Cost of Required Physical Damage Insurance, B Cost of Optional Mechanical Repair Insurance, C Cost of Optional Credit Insurance, D Official Fees, E Taxes, F Government License and/or Registration Fees, G Government Certificate of Title Fees.

H DOCUMENTARY FEE. A DOCUMENTARY FEE IS NOT AN OFFICIAL FEE. A DOCUMENTARY FEE IS NOT REQUIRED BY LAW, BUT MAY BE CHARGED TO BUYERS FOR HANDLING DOCUMENTS AND PERFORMING SERVICES RELATED TO CLOSING OF A SALE.

Table for 'I Other Charges' with columns for description, amount, and date. Includes entries for 'to N/A for N/A'.

Cost of Optional Mechanical Repair Insurance Paid to the Insurance Company Named Below-Covering Certain Mechanical Repairs

\$ N/A

Cost of Optional Credit Insurance Paid to the Insurance Company or Companies Named Below.

Life \$ N/A Disability, Accident and Health \$ N/A

\$ N/A

Official Fees Paid to Government Agencies

\$ N/A

Taxes Not Included in Cash Price

\$ N/A

Government License and/or Registration Fees (Itemize) LICENSE FEES \$ 15.00

\$ 15.00

Government Certificate of Title Fees

\$ 65.00

DOCUMENTARY FEE. A DOCUMENTARY FEE IS NOT AN OFFICIAL FEE. A DOCUMENTARY FEE IS NOT REQUIRED BY LAW, BUT MAY BE CHARGED TO BUYERS FOR HANDLING DOCUMENTS AND PERFORMING SERVICES RELATED TO CLOSING OF A SALE. THE BASE DOCUMENTARY FEE BEGINNING JANUARY 1, 1992, WAS \$40. THE MAXIMUM AMOUNT THAT MAY BE CHARGED FOR A DOCUMENTARY FEE IS THE BASE DOCUMENTARY FEE OF \$40 WHICH SHALL BE SUBJECT TO AN ANNUAL RATE ADJUSTMENT EQUAL TO THE PERCENTAGE OF CHANGE IN THE BUREAU OF LABOR STATISTICS CONSUMER PRICE INDEX. THIS NOTICE IS REQUIRED BY LAW.

\$ 58.48

Other Charges (Seller, must identify who will receive payment and describe purpose)

N/A for N/A \$ N/A

N/A for N/A \$ N/A

N/A for N/A \$ N/A

N/A for N/A \$ N/A

N/A for N/A \$ N/A

N/A for N/A \$ N/A

Net trade-in payoff to

N/A

\$ N/A

Other Charges and Amounts Paid to Others on Your Behalf

\$ 138.48 (4)

Amount Financed-Unpaid Balance (3+4)

\$ 5903.61 (5)

Insurance: If any insurance is checked below, the policies or certificates issued by the companies named will describe the terms and conditions.

Required Physical Damage Insurance. Physical damage insurance is required, but you may obtain it from anyone you want who is acceptable to the Creditor. The cost of this insurance is shown in 4A of the itemization above.

Optional Mechanical Repair Insurance. The cost of this insurance is shown in 4B of the itemization above.

Insurance Company STATE FARM Term N/A months

Insurance Company N/A

\$500.00 Deductible Collision and either:

Term: 36 months or 36,000 miles, whichever occurs first

Full Comprehensive including Fire, Theft and Combined Additional Coverage

Term: N/A

\$500.00 Deductible Comprehensive including Fire, Theft and Combined Additional Coverage

\$25 Deductible \$50 Deductible \$ N/A Deductible

Fire, Theft and Combined Additional Coverage

Optional, if desired - Towing and Labor costs Rental Reimbursement CB Radio Equipment

Optional Credit Insurance. Credit life insurance and credit disability insurance are not required to obtain credit and will not be provided unless you sign for them and agree to pay the additional cost. Your decision to buy or not buy credit life insurance and credit disability insurance will not be a factor in the credit approval process. If you want this insurance to be obtained by the Creditor, check the insurance desired and sign below. If you have chosen this insurance, the cost is shown in 4C of the itemization above. 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.

Check the insurance desired: Life (Buyer Co-Buyer Both) Disability, Accident and Health (Buyer Only)

N/A (Name of Insurer) (Home Office Address)

This policy will pay amounts due on this contract up to \$ N/A. Total policy coverage for this and any other retail installment sale contracts is limited to \$ N/A.

APPROVAL: I DESIRE TO OBTAIN THE CREDIT INSURANCE CHECKED ABOVE FOR THE PERSON PROPOSED FOR INSURANCE.

X Buyer Signature Date X Co-Buyer Signature Date

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

NOTICE OF POSSIBLE REFUND OF CREDIT LIFE OR DISABILITY INSURANCE PREMIUM

(1) IF YOU HAVE PURCHASED EITHER CREDIT LIFE OR CREDIT DISABILITY INSURANCE, OR BOTH, TO GUARANTEE PAYMENTS BEING MADE IN CASE OF YOUR DEATH OR DISABILITY, ON...

you sign for them and agree to pay the additional cost. Your decision to buy or not buy credit life insurance and credit disability insurance will not be a factor in the credit approval process. If you want this insurance to be obtained by the Creditor, check the insurance desired and sign below. If you have chosen this insurance, the cost is shown in 4C of the Itemization above. 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.

Check the insurance desired: Life (Buyer Co-Buyer Both
 Disability, Accident and Health (Buyer Only)

N/A

(Name of Insurer)

(Home Office Address)

This policy will pay amounts due on this contract up to \$ N/A. Total policy coverage for this and any other retail installment sale contracts is limited to \$ N/A.

APPROVAL: I DESIRE TO OBTAIN THE CREDIT INSURANCE CHECKED ABOVE FOR THE PERSON PROPOSED FOR INSURANCE.

X Buyer Signature Date X Co-Buyer Signature Date

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

NOTICE OF POSSIBLE REFUND OF CREDIT LIFE OR DISABILITY INSURANCE PREMIUM

(1) IF YOU HAVE PURCHASED EITHER CREDIT LIFE OR CREDIT DISABILITY INSURANCE, OR BOTH, TO GUARANTEE PAYMENTS BEING MADE IN CASE OF YOUR DEATH OR DISABILITY, ON YOUR VEHICLE PURCHASED UNDER AN INSTALLMENT SALES CONTRACT, YOU MAY BE ENTITLED TO A PARTIAL REFUND OF YOUR PREMIUM IF YOU PAY OFF YOUR INSTALLMENT CONTRACT EARLY. (2) IN CASE OF EARLY COMPLETE PAYMENT OF YOUR CONTRACT, YOU SHOULD CONTACT THE SELLER OF YOUR CREDIT LIFE OR CREDIT DISABILITY INSURANCE TO SEE IF A REFUND IS DUE. IF YOUR VEHICLE DEALER FINANCED YOUR CONTRACT, THE SELLER OF YOUR CREDIT LIFE OR CREDIT DISABILITY INSURANCE IS YOUR VEHICLE DEALER.

See the other side of this contract for other important agreements, including your agreement to give the Creditor a security interest in insurance premiums and proceeds.

Do not sign this contract on a Sunday.

Notice to the buyer.

1. Do not sign this agreement before you read it or if it contains any blank spaces. 2. You are entitled to an exact copy of the agreement you sign. 3. Under the law you have the right, among others, to pay in advance the full amount due and to obtain under certain conditions a partial refund of the finance charge.

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.

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

RETAIL INSTALLMENT CONTRACT

Buyer S [Redacted] 12/29/2007 Co-Buyer Signs X Date

Co-Buyer - A Co-Buyer is a person who agrees to be primarily responsible for paying the entire debt and who (1) actually receives the vehicle or (2) is a parent or spouse of the Buyer, or (3) will be listed as an owner on the vehicle's title. By signing above, the Co-Buyer confirms that the Co-Buyer will actually receive possession of the vehicle or will use it, or that the Co-Buyer is a parent or spouse of the Buyer, or will be listed as an owner on the vehicle's title.

Guarantor - A Guarantor is a person who may be responsible for paying the entire debt if the Creditor cannot collect the amount owed from the Buyer and any Co-Buyer. Guarantor Signs X Date Address

I hereby guarantee the collection of the above described amount upon failure of the Seller named herein to collect said amount from the Buyer named herein. I also consent to the Creditor having a security interest in the vehicle.

Other Owners - 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 knows that the Creditor has a security interest in the vehicle and consents to the security interest.

Other Owner signs here X Date Address

Creditor Signs PHILLIPS CHEVROLET INC By X Title

NO PUBLIC LIABILITY INSURANCE ISSUED WITH THIS TRANSACTION

Seller assigns its interest in this contract to: GMAC Nuveil National Auto Finance GMACAB Nuveil Credit Company, under the terms of Seller's agreement(s) with assignee.

Assigned with recourse

Assigned without recourse or with limited recourse

Seller By Title Seller By Title

PRIVILEGED CONFIDENTIAL - PREPARED FOR COUNSEL
BRC CASE ASSESSMENT

Latest Revision Date:

All Fields Are Required

(Do not delete or modify any sections of this form)

SR: 71-895661910
By: Marcia

GM Legal File / BBB Case No.: N/A
Negotiator: N/A

Customer Last Name: [REDACTED]

State: IL

Only customer's last name to be recorded. Do not include first name.

Vehicle ID No.: [REDACTED] In Service Date: 9/29/07
1GNFK16377J [REDACTED]

Vehicle Purchased: BAC Code:
New 189457

Year, Make & Model: 2007 Chevrolet Suburban

Vehicle Purchased Used on: n/a at
odometer n/a

Current Mileage: 37,000

Sale Type: Purchase Lease Other : N/A

Dealer Name : Phillips Chevrolet

CAM Name: Rob Johnson

Phone Number: 630-961-6817

Lien holder: GMAC Other : N/A

DVM Name: Brent Palmer

Phone/Cell Number: 630-659-9932

Purchase Price of Vehicle: \$ 46,874

Was TAC contacted for this vehicle (Y/N)? : yes

DVM requests involvement?: yes

Attorney Involvement: Greg Moss

Phone Number : Krohn & Moss

Fax Number : 312-578-9428 ext 216

Service Manager Name: Jim Bell

Phone Number : (815) 469-2323

Are there **additional** field personnel involved? If Yes, List the name, including role (DVM, DSM, etc.) and phone number. Repeat as necessary.

No

Are there **additional** dealerships involved? If Yes, List the dealership name, contact name, and phone number. Repeat as necessary.

Yes. Steve Foley Chevrolet, now closed, no repairs done just SELLING DEALER. 8475644090, fax: 8478492263

If TAC was contacted, what did they say? (Include TAC case #)

SP-10954611-TAC-7/22/09-Customer concern - Low oil light is on, oil consumption.TAC

Recommendations -

Advised to perform oil consumption test. Check compression wet and dry or check crankcase pressure with water manometer. Customers concern as reported by the caller.

Excessive oil consumption

Results of the Previous Suggestions Made by TAC :

He claims he did confirm oil consumption of 1 < quart in 2,000 miles. He didn't perform a compression test, but a water manometer did indicate 3 " of water vacuum in the crankcase, and the Techlink article said no more than 2". He wanted to know if he could raise the PCV valve and reevaluate (he has a lot of oil in the intake. I advised him I couldn't recommend it.

New Recommendations -
Per PIP4574E, no repairs should be made.

Excess oil consumption

Results of the Previous Suggestions Made by TAC :
Tech is replacing the engine. After installation tech has read the note indicating 2009 and earlier vehicles should have the timing cover swapped with the original. Caller has already assembled most of the engine, seeks information regarding the need and reason for this part swap.

New Recommendations -
No information was found on this concern, a VME was left for MC James Bloss requesting additional information.

Current concern? Timing cover

Results of the previous suggestions made by TAC (include additional details of the concern)
Tech has installed the engine with the timing cover supplied with the new engine, engine is running normally with no codes.

New Recommendations- Advised caller this timing cover has been used in a similar application with no problems, it has not been able to be determined why it is recommended to replace the cover. Per MC James Bloss, there are possible concerns with service tools for cover and front seal alignment not fitting on some timing covers, this would not be an issue unless the cover or seal is removed.

If TAC was NOT contacted, why? (Ask Dealership) DVM/DSM MUST be notified if TAC has not been involved, regardless of dealership explanation.
N/A

DVM/DSM Notified Regarding TAC Involvement? Yes

VEHICLE REPAIR HISTORY:

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

Verified: Once completed, please enter an in this box to verify that the following listing has been compared to GMVIS for accuracy.

N/A Verified: Once completed, please enter an in this box to verify that the following listing has been compared to GWM for accuracy.

PLACE A CHECKMARK IN THE BOX FOR THE PRIMARY CONCERN(S) AND **BOLD** THE REPAIR ORDER INFORMATION. BASED ON REPAIR ORDERS AND CUSTOMER/PLAINTIFF DEMAND. USE "N/A" IF THERE WERE NO REPAIRS FOR THE COMPONENT GROUP.

Brakes

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
N/A	N/A	N/A	N/A	N/A

Engine/Fuel/Exhaust

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
3/13/09	335003	1	15,794	Phillips Chevrolet Concern: C/S SES light is on, gas cap light came on. Cause: SES light

5/4/09	337943	4	17,097	Correction: Evaporative Emission Canister Purge Solenoid Valve Replacement. Phillips Chevrolet
				Concern: vehicle 2 quarts low in less than 2000 miles. Cause: aggressive lifters Correction: Valve Lifter Replacement - Both Sides
7/21/09	342802	4	20,006	*rental provided* Phillips Chevrolet
				Concern: C/S low oil level light comes on. Cause: low oil Correction: No repairs available at this time, tac was contacted.
9/28/09	347250	5	23,042	*rental vehicle* Phillips Chevrolet
				Complaint: low oil level Cause: oil level Correction: contacted and approved engine replacement, install engine replacement.
11/23/10	376967	1	36,506	*rental vehicle* Phillips Chevrolet
				Complaint: low oil level light came on. Cause: low oil Correction: adjust oil level.

Restraints

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

Steering

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

Transmission

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

Axle

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
9/28/10	372608	4	34,927	Phillips Chevrolet

Concern:C/S popping noise when taking off.

Cause: advised new tire may cause condition if driving in auto 4x4 mode.

Correction: Slip Joint, Propeller Shaft Replace

* rental vehicle*

Body/Trim

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
5/4/09	337943	*	17,097	Phillips Chevrolet Concern: C/S states inside door handle peeling Cause: door handle peeling Correction: Front Side Door Inside Handle Replacement - Right Side
8/24/09	344834	1	21,752	* 2 day rental* Phillips Chevrolet Concern: moldings discolored left and right side. Cause: moldings Correct: Buff/clean moldings as needed.
9/28/09	347250	*	23,042	Phillips Chevrolet Concern: door keeps popping Cause: door popping Correction: lube hinges.
1/29/10	255328	1	26,465	Phillips Chevrolet: Concern: door keeps popping. Cause:door popping.
9/28/10	372608	*	34,927	Correction: lube hinges. Phillips Chevrolet: Concern: C/S all side moldings discolored. Cause: moldings discolored Correction: refinish all moldings. Concern: C/S second row drivers side arm rest loose. Cause: loose at frame. Correction: adjust and secure.

Concern: door pops when opening.

Cause: roller frozen

Correction: replace door hinges.
Concern: front emblem peeling.

Cause: peeling

Correction: replace emblem.

Chassis

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

Electrical

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

Glass

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

HVAC

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

Paint

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

Suspension

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

Wheel/Tires

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

Recalls / Campaigns

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

Other

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

Important: SES light is to be captured under affected component above.

ACCIDENT / INSURANCE INFORMATION:

Repeat as necessary

Has the vehicle ever been involved in an accident? (Y or N) N

**Did you confirm your answer with the dealer/Customer (if
ADR)/attorney (if Legal)? (Y or N)** 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? (Y or N) N/A

Has the customer filed any insurances claims on this Vehicle? (Y or N) N/A

If Yes obtain the following information below

Insurance Company: N/A

Insurance Rep : N/A
(First and Last Name)

Phone N/A

Claim Made? (Y or N): N/A

Claim Status: N/A
Pending/Denied/NA

Claim N/A

Did Insurance Company refer customer to GM? (Y or N) N/A

If Yes. Did the insurance company deny the claim? (Y or N) N/A

AFTERMARKET MODIFICATIONS:

Are there any Aftermarket Modifications to the Vehicle? (Y or N) N

If Yesto aftermarket, please list:

Be sure to note retailer installed or third party installed as well as date and mileage if known. Repeat as necessary. Include the name of the third party installer.

N/A

Have you confirmed modification with the dealership? (Y or N) N/A

PERTINENT FACTS FROM ALL SRs RELATED TO THIS VIN:

Concern: 71-745393312 - CAC- opened 7/30/09 closed:11/12/09, gas cap light, add engine oil light. closed UTC, no goodwill.

Date Offer/Result: opened 7/30/09 closed:11/12/09 no goodwill offered. closed UTC

Concern: 71-890325619-survey-opened 11/6/10 closed 11/16/10 transmission repair, offered a \$100 maintenance letter.

Date Offer/Result: opened 11/6/10 closed 11/16/10, \$100 maintenance letter.

Concern: 71-892721354-CAC- 11/23/10 closed 11/30/10-vehicle burns oil, closed because customer contacted the lawyer, no goodwill offered.

Date Offer/Result: 11/23/10 closed 11/30/10, closed due to customer retaining attorney.

BBB PROGRAM SUMMARY ASSESSMENT:

(Note: This section only applicable for ADR cases)

What State is BBB Case Filed In? N/A

What is the customer eligible for based on the BBB Program Eligibility Guidelines and the specific states lemon law requirements for meeting presumption? (Explain in Detail)

Unique GM Program Summary Requirements for Repurchase/Replacement in Applicable State:
N/A

Unique GM Program Summary Requirements for Repairs/Reimbursement for Past Repairs in Applicable State:
N/A

-

■

Customer/Plaintiff Seeks:

repurchase

Customer/Plaintiff Theory:

Describe customer's theory of case from Demand and CAC notes (if applicable), include any specific allegations regarding # of repair visits, days out of service, or specific alleged violations.

Numerpus defects including electrical, engine, body and trim.

Note: This section only applicable for Legal cases

Is Lemon Law Pled/Alleged?: Yes

Under what State? IL Claimed Presumptive? no
Does Purchase Qualify? yes If not, why? N/A

State Presumption Is:

of Visits for a Non-Conformity? 4 # of Days out of Service? 30 business days
of visits for a Safety Complaint? n/a # of Visits Total? n/a
Must Complaint Continue to Exist? yes Final Repair/Arbitration Required? yes
Time Period for filing a Claim? 18 months filing, 12 months 12,000 miles

Vehicle Service History (During Presumptive Period) is:

of Visits for a Non-Conformity? 0 # of Days out of Service? 1
of visits for a Safety Complaint? 0 # of Visits Total? 0
Complaint appears to Continue? yes Final Repair/Arbitration Complete? no

Does History appear Presumptive: no

Vehicle Service History (During Limited Warranty Period) is:

of Visits for a Non-Conformity? 4 # of Days out of Service? 22
of visits for a Safety Complaint? 0 # of Visits Total? 9
Must Complaint Continue to Exist? yes Final Repair or Arbitration Req'd? yes

Related Repairs beyond NVLW:

Customer Pay? NO If no, identify responsible party: N/a
Additional Days out of Service? 1 Additional # of Repair Visits? 1

Other Considerations:

Outcome/Findings of Arb/Final Repair: n/a
Prior Goodwill/reimbursement: yes \$100 maintenance letter 11/16/10
Out of Pocket Expenses: no n/a

RECOMMENDATION AND RATIONALE:

Reminder: This section must reflect the data and evaluations above. Take into consideration Field and Service Manager information and recommendations.

Pertinent vehicle information provided by DVM/DSM/CAM:

FFOM sts that tech service bulletin has come out on oil consumption issue and that dealer is willing to provide the necessary repair.

Pertinent vehicle information provided by dealer Service Manager:

none

Identify at least three main strengths of the customer's case?

-significant repairs for oil consumption-

Identify at least three main weaknesses of the customer's case?

-all repairs occurred after the presumption period-
-customer is out of filing time-
-no days out of service.

Are there any considerations to be made under other applicable laws? (Explain in detail)

Customer was told in SR □ 71-745393312 that engine repair would not for sure fix the oil consumption issue, she decided to go through with repair anyway.

Recommendation:

Customer does not appear to be in presumption but has had significant repairs for oil consumption, I recommend a \$3500-\$5000 cash settlement and complete necessary repair at no cost. Send NFA if offers not accepted.

Rationale:

\$3500-\$5000 cash settlement due to number of repairs for oil consumption. Send NFA if offers not accepted.

Settlement/Defense Strategy:

Customer appears not to be in presumption offer cash settlement for repairs on consumption

HISTORY OF SETTLEMENT DISCUSSIONS Applicable for Legal Cases Only

Record all recommendation throughout the life of the case. Each offer or counter offer should be recorded in order to review case progression.

***Trade Repurchase offers should specify Trade Retail, Trade Collateral, or Trade New Finance.**

***Add additional lines for additional offers/counter offers.**

Plaintiff's Original Demand: Amount to Plaintiff/Atty: \${Amount}/\${Amount} Inclusive Offer: \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Countered}
CRS Initial Offer: Amount to Plaintiff/Atty: \${Amount}/\${Amount} Inclusive Offer: \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Countered}
Plaintiff Counter:: Amount to Plaintiff/Atty: \${Amount}/\${Amount} Inclusive Offer: \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Countered}
CRS Counter: Amount to Plaintiff/Atty: \${Amount}/\${Amount} Inclusive Offer: \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Countered}
PLAINTIFF Final Offer: Amount to Plaintiff/Atty: \${Amount}/\${Amount} Inclusive Offer: \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Declined}
CRS Final Offer: Amount to Plaintiff/Atty: \${Amount}/\${Amount} Inclusive Offer: \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Declined}

HISTORY OF SETTLEMENT DISCUSSIONS Applicable for ADR Cases Only

Record all recommendation throughout the life of the case. Each offer or counter offer should be recorded in order to review case progression.

***Trade Repurchase offers should specify Trade Retail, Trade Collateral, or Trade New Finance.**

***Add additional lines for additional offers/counter offers.**

Recommendation of CRS:	Arbitrate case: <input type="checkbox"/>	Settle case: <input type="checkbox"/>
Settlement Type: {GW/Repurchase/Repair}		Attorney Fees (if applicable): <input type="checkbox"/> {Amount}
Recommendation of Field:	Arbitrate case: <input type="checkbox"/>	Settle case: <input type="checkbox"/>
Settlement Type: {GW/Repurchase/Repair}		Attorney Fees (if applicable): <input type="checkbox"/> {Amount}
Final Decision:	Arbitrate case: <input type="checkbox"/>	Settle case: <input type="checkbox"/>
Settlement Type: {GW/Repurchase Repair}		Attorney Fees (if applicable): <input type="checkbox"/> {Amount}

TEAM LEAD APPROVING:

{Name}

Date:{mm/dd/yy}

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.

Marcia Fisher/Austin/GM1

12/03/2010 04:25 PM

To gmass@consumerlawcenter.com

cc

bcc

Subject acknowledgment, Crittendon

RE: Customer Last Name: [REDACTED]
Service Request: 71-895661910
2007 Chevrolet Suburban
Vehicle Identification Number: [REDACTED]
Customer Relationship Specialist: Marcia Fisher
Telephone: (866) 790-5600 x 31150

Dear Greg Moss

your fax isn't working, we did receive your case for this client here a the GM legal department.



atty acknowledgment.doc

If you have further questions, please contact the Customer Relationship Specialist at the telephone number and extension above or contact The 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.

Sincerely,

General Motors

Marcia Fisher/Austin/GM1

12/08/2010 10:28 AM

To brent.palmer@gm.com@SITEWCWEB

cc

bcc

Subject Re: NISM 

RE: Customer Last Name: [REDACTED]
Service Request: 71-895661910
2007 Chevrolet Suburban
Vehicle Identification Number: 7J [REDACTED]
Customer Relationship Specialist: Marcia Fisher
Telephone: (866) 790-5600 x 31150

Dear Brent Palmer

Just want to let you know I will be offering a cash settlement starting at \$3500.

If you have further questions, please contact the Customer Relationship Specialist at the telephone number and extension above or contact The 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.

Sincerely,

General Motors



brent.palmer@gm.com
12/08/2010 10:43 AM

To "marcia_fisher" <marcia_fisher@gmexpert.com>
cc
bcc
Subject Re: NISM

Thanks for the fyi.

----- Original Message -----
From: marcia_fisher
Sent: 12/08/2010 10:28 AM EST
To: Brent Palmer
Subject: Re: NISM

RE: Customer Last Name: [REDACTED]
Service Request: 71-895661910
2007 Chevrolet Suburban
Vehicle Identification Number: 7J [REDACTED]
Customer Relationship Specialist: Marcia Fisher
Telephone: (866) 790-5600 x 31150

Dear Brent Palmer

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If you have further questions, please contact the Customer Relationship Specialist at the telephone number and extension above or contact The 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.

Sincerely,

General Motors



VIA FAX ONLY

December 8, 2010

Gregory Moss, Esq.
Krohn & Moss, Ltd
5975 W Sunrise Blvd Ste 215
Sunrise, FL 33313

RE: [REDACTED]
Service Request: 71-895661910
2007 Chevrolet Suburban
Vehicle Identification Number: 1GNFK16377J [REDACTED]
Customer Relationship Specialist: Marcia

Dear Mr. Moss:

We regret that your client(s) is dissatisfied with {his/her/their} 2007 Chevrolet Suburban 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, 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 \$3500.

Also there is a now a repair for the oil consumption issue and the dealer is willing to perform the repair at no cost to the customer.

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

Odometer

Client's Signature

Date

Client's Signature

Date

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 \$3500 paid by General Motors Company, hereby release(s) and discharge(s) General Motors Corporation, Motors Liquidation Company, General Motors Company, their subsidiaries, their authorized independent dealers, any designers and suppliers of vehicles, parts and components that are distributed by them, and their respective agents and employees (hereinafter referred to as "Releasees") 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 Suburban bearing Vehicle Identification Number 1GNFK16377J [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 Company 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 Releasees, 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 Releasees, 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 _____



"Moss, Gregory"
<gmoss@consumerlawcenter.com>

12/09/2010 10:21 AM

To <marcia_fisher@gmexpert.com>

cc

bcc

Subject RE: [REDACTED]

Not sure what fax number you tried but I have your offer and will get back to you shortly.

Thanks.

Gregory H. Moss
Krohn & Moss, Ltd.
Consumer Law Center
(312) 578-9428 ext 216
(866) 309-9458 Fax

Connect With Us

-----Original Message-----

From: marcia_fisher@gmexpert.com [mailto:marcia_fisher@gmexpert.com]
Sent: Wednesday, December 08, 2010 10:08 AM
To: Moss, Gregory
Subject: [REDACTED]

RE: Customer Last Name: [REDACTED]
Service Request: 71-895661910
2007 Chevrolet Suburban
Vehicle Identification Number: [REDACTED]
Customer Relationship Specialist: Marcia Fisher
Telephone: (866) 790-5600 x 31150

Dear Greg Moss

your fax isn't working, I have attached our initial offer and release of claim form. (See attached file: initial offer.doc) (See attached file: release of claim initial.doc)

If you have further questions, please contact the Customer Relationship Specialist at the telephone number and extension above or contact The 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.

Sincerely,

General Motors

PRIVILEGED CONFIDENTIAL - PREPARED FOR COUNSEL
BRC CASE ASSESSMENT

Latest Revision Date:

All Fields Are Required

(Do not delete or modify any sections of this form)

SR: 71-895661910
By: Marcia

GM Legal File / BBB Case No.: N/A
Negotiator: N/A

Customer Last Name: [REDACTED]

State: IL

Only customer's last name to be recorded. Do not include first name.

Vehicle ID No.: [REDACTED] In Service Date: 9/29/07
1GNFK16377J [REDACTED]

Vehicle Purchased: BAC Code:
New 189457

Year, Make & Model: 2007 Chevrolet Suburban

Vehicle Purchased Used on: n/a at
odometer n/a

Current Mileage: 37,000

Sale Type: Purchase Lease Other : N/A

Dealer Name : Phillips Chevrolet

CAM Name: Rob Johnson

Phone Number: 630-961-6817

Lien holder: GMAC Other : N/A

DVM Name: Brent Palmer

Phone/Cell Number: 630-659-9932

Purchase Price of Vehicle: \$ 46,874

Was TAC contacted for this vehicle (Y/N)? : yes

DVM requests involvement?: yes

Attorney Involvement: Greg Moss

Phone Number : Krohn & Moss

Fax Number : 312-578-9428 ext 216

Service Manager Name: Jim Bell

Phone Number : (815) 469-2323

Are there **additional** field personnel involved? If Yes, List the name, including role (DVM, DSM, etc.) and phone number. Repeat as necessary.

No

Are there **additional** dealerships involved? If Yes, List the dealership name, contact name, and phone number. Repeat as necessary.

Yes. Steve Foley Chevrolet, now closed, no repairs done just SELLING DEALER. 8475644090, fax: 8478492263

If TAC was contacted, what did they say? (Include TAC case #)

SP-10954611-TAC-7/22/09-Customer concern - Low oil light is on, oil consumption.TAC

Recommendations -

Advised to perform oil consumption test. Check compression wet and dry or check crankcase pressure with water manometer. Customers concern as reported by the caller.

Excessive oil consumption

Results of the Previous Suggestions Made by TAC :

He claims he did confirm oil consumption of 1 < quart in 2,000 miles. He didn't perform a compression test, but a water manometer did indicate 3 " of water vacuum in the crankcase, and the Techlink article said no more than 2". He wanted to know if he could raise the PCV valve and reevaluate (he has a lot of oil in the intake. I advised him I couldn't recommend it.

New Recommendations -
Per PIP4574E, no repairs should be made.

Excess oil consumption

Results of the Previous Suggestions Made by TAC :
Tech is replacing the engine. After installation tech has read the note indicating 2009 and earlier vehicles should have the timing cover swapped with the original. Caller has already assembled most of the engine, seeks information regarding the need and reason for this part swap.

New Recommendations -
No information was found on this concern, a VME was left for MC James Bloss requesting additional information.

Current concern? Timing cover

Results of the previous suggestions made by TAC (include additional details of the concern)
Tech has installed the engine with the timing cover supplied with the new engine, engine is running normally with no codes.

New Recommendations- Advised caller this timing cover has been used in a similar application with no problems, it has not been able to be determined why it is recommended to replace the cover. Per MC James Bloss, there are possible concerns with service tools for cover and front seal alignment not fitting on some timing covers, this would not be an issue unless the cover or seal is removed.

If TAC was NOT contacted, why? (Ask Dealership) DVM/DSM MUST be notified if TAC has not been involved, regardless of dealership explanation.
N/A

DVM/DSM Notified Regarding TAC Involvement? Yes

VEHICLE REPAIR HISTORY:

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

Verified: Once completed, please enter an in this box to verify that the following listing has been compared to GMVIS for accuracy.

N/A Verified: Once completed, please enter an in this box to verify that the following listing has been compared to GWM for accuracy.

PLACE A CHECKMARK IN THE BOX FOR THE PRIMARY CONCERN(S) AND **BOLD** THE REPAIR ORDER INFORMATION. BASED ON REPAIR ORDERS AND CUSTOMER/PLAINTIFF DEMAND. USE "N/A" IF THERE WERE NO REPAIRS FOR THE COMPONENT GROUP.

Brakes

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
N/A	N/A	N/A	N/A	N/A

Engine/Fuel/Exhaust

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
3/13/09	335003	1	15,794	Phillips Chevrolet Concern: C/S SES light is on, gas cap light came on. Cause: SES light

5/4/09	337943	4	17,097	Correction: Evaporative Emission Canister Purge Solenoid Valve Replacement. Phillips Chevrolet
				Concern: vehicle 2 quarts low in less than 2000 miles. Cause: aggressive lifters Correction: Valve Lifter Replacement - Both Sides
7/21/09	342802	4	20,006	*rental provided* Phillips Chevrolet
				Concern: C/S low oil level light comes on. Cause: low oil Correction: No repairs available at this time, tac was contacted.
9/28/09	347250	5	23,042	*rental vehicle* Phillips Chevrolet
				Complaint: low oil level Cause: oil level Correction: contacted and approved engine replacement, install engine replacement.
11/23/10	376967	1	36,506	*rental vehicle* Phillips Chevrolet
				Complaint: low oil level light came on. Cause: low oil Correction: adjust oil level.

Restraints

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
N/A	N/A	N/A	N/A	N/A

Steering

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
N/A	N/A	N/A	N/A	N/A

Transmission

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
N/A	N/A	N/A	N/A	N/A

Axle

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
9/28/10	372608	4	34,927	Phillips Chevrolet

Concern:C/S popping noise when taking off.

Cause: advised new tire may cause condition if driving in auto 4x4 mode.

Correction: Slip Joint, Propeller Shaft Replace

* rental vehicle*

Body/Trim

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
5/4/09	337943	*	17,097	Phillips Chevrolet Concern: C/S states inside door handle peeling Cause: door handle peeling Correction: Front Side Door Inside Handle Replacement - Right Side
8/24/09	344834	1	21,752	* 2 day rental* Phillips Chevrolet Concern: moldings discolored left and right side. Cause: moldings Correct: Buff/clean moldings as needed.
9/28/09	347250	*	23,042	Phillips Chevrolet Concern: door keeps popping Cause: door popping Correction: lube hinges.
1/29/10	255328	1	26,465	Phillips Chevrolet: Concern: door keeps popping. Cause:door popping.
9/28/10	372608	*	34,927	Correction: lube hinges. Phillips Chevrolet: Concern: C/S all side moldings discolored. Cause: moldings discolored Correction: refinish all moldings. Concern: C/S second row drivers side arm rest loose. Cause: loose at frame. Correction: adjust and secure.

Concern: door pops when opening.

Cause: roller frozen

Correction: replace door hinges.
Concern: front emblem peeling.

Cause: peeling

Correction: replace emblem.

Chassis

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

Electrical

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

Glass

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

HVAC

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

Paint

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

Suspension

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

Wheel/Tires

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

Recalls / Campaigns

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

Other

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

Important: SES light is to be captured under affected component above.

ACCIDENT / INSURANCE INFORMATION:

Repeat as necessary

Has the vehicle ever been involved in an accident? (Y or N) N

**Did you confirm your answer with the dealer/Customer (if
ADR)/attorney (if Legal)? (Y or N)** 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? (Y or N) N/A

Has the customer filed any insurances claims on this Vehicle? (Y or N) N/A

If Yes obtain the following information below

Insurance Company: N/A

Insurance Rep : N/A
(First and Last Name)

Phone N/A

Claim Made? (Y or N): N/A

Claim Status: N/A
Pending/Denied/NA

Claim N/A

Did Insurance Company refer customer to GM? (Y or N) N/A

If Yes. Did the insurance company deny the claim? (Y or N) N/A

AFTERMARKET MODIFICATIONS:

Are there any Aftermarket Modifications to the Vehicle? (Y or N) N

If Yesto aftermarket, please list:

Be sure to note retailer installed or third party installed as well as date and mileage if known. Repeat as necessary. Include the name of the third party installer.

N/A

Have you confirmed modification with the dealership? (Y or N) N/A

PERTINENT FACTS FROM ALL SR'S RELATED TO THIS VIN:

Concern: 71-745393312 - CAC- opened 7/30/09 closed:11/12/09, gas cap light, add engine oil light. closed UTC, no goodwill.

Date Offer/Result: opened 7/30/09 closed:11/12/09 no goodwill offered. closed UTC

Concern: 71-890325619-survey-opened 11/6/10 closed 11/16/10 transmission repair, offered a \$100 maintenance letter.

Date Offer/Result: opened 11/6/10 closed 11/16/10, \$100 maintenance letter.

Concern: 71-892721354-CAC- 11/23/10 closed 11/30/10-vehicle burns oil, closed because customer contacted the lawyer, no goodwill offered.

Date Offer/Result: 11/23/10 closed 11/30/10, closed due to customer retaining attorney.

BBB PROGRAM SUMMARY ASSESSMENT:

(Note: This section only applicable for ADR cases)

What State is BBB Case Filed In? N/A

What is the customer eligible for based on the BBB Program Eligibility Guidelines and the specific states lemon law requirements for meeting presumption? (Explain in Detail)

Unique GM Program Summary Requirements for Repurchase/Replacement in Applicable State:
N/A

Unique GM Program Summary Requirements for Repairs/Reimbursement for Past Repairs in Applicable State:
N/A

Customer/Plaintiff Seeks:

repurchase

Customer/Plaintiff Theory:

Describe customer's theory of case from Demand and CAC notes (if applicable), include any specific allegations regarding # of repair visits, days out of service, or specific alleged violations.

Numerpus defects including electrical, engine, body and trim.

Note: This section only applicable for Legal cases

Is Lemon Law Pled/Alleged?: Yes

Under what State? IL Claimed Presumptive? no
Does Purchase Qualify? yes If not, why? N/A

State Presumption Is:

of Visits for a Non-Conformity? 4 # of Days out of Service? 30 business days
of visits for a Safety Complaint? n/a # of Visits Total? n/a
Must Complaint Continue to Exist? yes Final Repair/Arbitration Required? yes
Time Period for filing a Claim? 18 months filing, 12 months 12,000 miles

Vehicle Service History (During Presumptive Period) is:

of Visits for a Non-Conformity? 0 # of Days out of Service? 1
of visits for a Safety Complaint? 0 # of Visits Total? 0
Complaint appears to Continue? yes Final Repair/Arbitration Complete? no

Does History appear Presumptive: no

Vehicle Service History (During Limited Warranty Period) is:

of Visits for a Non-Conformity? 4 # of Days out of Service? 22
of visits for a Safety Complaint? 0 # of Visits Total? 9
Must Complaint Continue to Exist? yes Final Repair or Arbitration Req'd? yes

Related Repairs beyond NVLW:

Customer Pay? NO If no, identify responsible party: N/a
Additional Days out of Service? 1 Additional # of Repair Visits? 1

Other Considerations:

Outcome/Findings of Arb/Final Repair: n/a
Prior Goodwill/reimbursement: yes \$100 maintenance letter 11/16/10
Out of Pocket Expenses: no n/a

RECOMMENDATION AND RATIONALE:

Reminder: This section must reflect the data and evaluations above. Take into consideration Field and Service Manager information and recommendations.

Pertinent vehicle information provided by DVM/DSM/CAM:

FFOM sts that tech service bulletin has come out on oil consumption issue and that dealer is willing to provide the necessary repair.

Pertinent vehicle information provided by dealer Service Manager:

none

Identify at least three main strengths of the customer's case?

-significant repairs for oil consumption-

Identify at least three main weaknesses of the customer's case?

-all repairs occurred after the presumption period-
-customer is out of filing time-
-no days out of service.

Are there any considerations to be made under other applicable laws? (Explain in detail)

Customer was told in SR □ 71-745393312 that engine repair would not for sure fix the oil consumption issue, she decided to go through with repair anyway.

Recommendation:

Customer does not appear to be in presumption but has had significant repairs for oil consumption, I recommend a \$3500-\$5500 cash settlement and complete necessary repair at no cost. Send NFA if offers not accepted.

Rationale:

\$3500-\$5500 cash settlement due to number of repairs for oil consumption. Send NFA if offers not accepted.

Settlement/Defense Strategy:

Customer appears not to be in presumption offer cash settlement for repairs on consumption

HISTORY OF SETTLEMENT DISCUSSIONS Applicable for Legal Cases Only

Record all recommendation throughout the life of the case. Each offer or counter offer should be recorded in order to review case progression.

***Trade Repurchase offers should specify Trade Retail, Trade Collateral, or Trade New Finance.**

***Add additional lines for additional offers/counter offers.**

Plaintiff's Original Demand: repurchase Amount to Plaintiff/Atty: \$N/A/\$ N/A Inclusive Offer: \$ N/A	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	countered
CRS Initial Offer: Amount to Plaintiff/Atty: \$N/A/\$N/A Inclusive Offer: \$3500	Settlement Type: cash Date: 12/08/10	countered
Plaintiff Counter:: Amount to Plaintiff/Atty: \$N/A \$N/A Inclusive Offer: \$14,500	Settlement Type: cash Date: 12/10/10	countered
CRS Counter: Amount to Plaintiff/Atty: \$N/A \$N//A Inclusive Offer: \$4000	Settlement Type: cash Date: 12/10/10	{Accepted / Countered}
PLAINTIFF Final Offer: Amount to Plaintiff/Atty: \${Amount}/\${Amount} Inclusive Offer: \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Declined}
CRS Final Offer: Amount to Plaintiff/Atty: \${Amount}/\${Amount} Inclusive Offer: \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Declined}

HISTORY OF SETTLEMENT DISCUSSIONS Applicable for ADR Cases Only

Record all recommendation throughout the life of the case. Each offer or counter offer should be recorded in order to review case progression.

***Trade Repurchase offers should specify Trade Retail, Trade Collateral, or Trade New Finance.**

***Add additional lines for additional offers/counter offers.**

Recommendation of CRS:	Arbitrate case: <input type="checkbox"/>	Settle case: <input type="checkbox"/>
Settlement Type: {GW/Repurchase/Repair}		Attorney Fees (if applicable): <input type="checkbox"/> {Amount}
Recommendation of Field:	Arbitrate case: <input type="checkbox"/>	Settle case: <input type="checkbox"/>
Settlement Type: {GW/Repurchase/Repair}		Attorney Fees (if applicable): <input type="checkbox"/> {Amount}
Final Decision:	Arbitrate case: <input type="checkbox"/>	Settle case: <input type="checkbox"/>
Settlement Type: {GW/Repurchase Repair}		Attorney Fees (if applicable): <input type="checkbox"/> {Amount}

TEAM LEAD APPROVING:

{Name}

Date:{mm/dd/yy}

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.



"Kaczander, Eric"
<ekaczander@consumerla
wcenter.com>

12/10/2010 02:33 PM

To <marcia_fisher@gmexpert.com>

cc

bcc

Subject RE: [REDACTED]

Marcia,

My client has rejected your offer. He has authorized me to make a settlement demand of \$14,500 inclusive of attorneys' fees. This demand is valid for 7 days. Please let me know. Thanks.

Eric

Eric Kaczander
Attorney at Law
Krohn & Moss, Ltd
120 W. Madison Street
10th Floor
Chicago, Illinois 60602
(312) 578-9428 x274 (direct)
fax: (866) 289-0898
email: ekaczander@consumerlawcenter.com
web: www.krohnandmoss.com

-----Original Message-----

From: marcia_fisher@gmexpert.com [mailto:marcia_fisher@gmexpert.com]
Sent: Wednesday, December 08, 2010 10:08 AM
To: Moss, Gregory
Subject: [REDACTED]

RE: Customer Last Name: [REDACTED]
Service Request: 71-895661910
2007 Chevrolet Suburban
Vehicle Identification Number: [REDACTED]
Customer Relationship Specialist: Marcia Fisher
Telephone: (866) 790-5600 x 31150

Dear Greg Moss

your fax isn't working, I have attached our initial offer and release of claim form. (See attached file: initial offer.doc) (See attached file: release of claim initial.doc)

If you have further questions, please contact the Customer Relationship Specialist at the telephone number and extension above or contact The 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.

Sincerely,

General Motors



VIA FAX ONLY

December 10, 2010

Gregory Moss, Esq.
KROHN & MOSS
120 West Madison Street 10th Floor
Chicago, IL 60602

RE: [REDACTED]
Service Request: 71-895661910
2007 Chevrolet Suburban
Vehicle Identification Number: 1GNFK16377J [REDACTED]
Customer Relationship Specialist: Marcia

Dear Mr. Moss:

We regret that your client(s) is dissatisfied with his 2007 Chevrolet Suburban 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, 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 \$4000 .

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

Odometer

Client's Signature

Date

Client's Signature

Date

Marcia Fisher/Austin/GM1

12/13/2010 10:25 AM

To gmooss@consumerlawcenter.com

cc

bcc

Subject [REDACTED]

RE: Customer Last Name: [REDACTED]
Service Request: 71-895661910
2007 Chevrolet Suburban
Vehicle Identification Number: 7J [REDACTED]
Customer Relationship Specialist: Marcia Fisher
Telephone: (866) 790-5600 x 31150

Dear Mr. Greg Moss



here is our most recent offer, run this by you client and let me know, thanks. counter offer1.doc



release of claim1.doc

If you have further questions, please contact the Customer Relationship Specialist at the telephone number and extension above or contact The 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.

Sincerely,

General Motors

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 \$4000 paid by General Motors Company, hereby release(s) and discharge(s) General Motors Corporation, Motors Liquidation Company, General Motors Company, their subsidiaries, their authorized independent dealers, any designers and suppliers of vehicles, parts and components that are distributed by them, and their respective agents and employees (hereinafter referred to as "Releasees") 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 Suburban bearing Vehicle Identification Number 1GNFK16377J [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 Company 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 Releasees, 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 Releasees, 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 [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: _____



"Kaczander, Eric"
<ekaczander@consumerla
wcenter.com>

12/14/2010 05:04 PM

To <marcia_fisher@gmexpert.com>

cc

bcc

Subject RE [REDACTED]

Marcia,

My client has rejected your offer of \$4,000 inclusive of attorneys' fees. He has authorized me to lower his previous demand to \$13,500 inclusive of attorneys' fees. This demand is valid until the close of business on Friday. Please let me know if you have any questions. Thanks.

Eric

Eric Kaczander
Attorney at Law
Krohn & Moss, Ltd
120 W. Madison Street
10th Floor
Chicago, Illinois 60602
(312) 578-9428 x274 (direct)
fax: (866) 289-0898
email: ekaczander@consumerlawcenter.com
web: www.krohnandmoss.com

-----Original Message-----

From: marcia_fisher@gmexpert.com [mailto:marcia_fisher@gmexpert.com]
Sent: Monday, December 13, 2010 9:26 AM
To: Moss, Gregory
Subject: [REDACTED]

RE: Customer Last Name: [REDACTED]
Service Request: 71-895661910
2007 Chevrolet Suburban
Vehicle Identification Number: [REDACTED]
Customer Relationship Specialist: Marcia Fisher
Telephone: (866) 790-5600 x 31150

Dear Mr. Greg Moss

here is our most recent offer, run this by you client and let me know, thanks. (See attached file: counter offer1.doc) (See attached file: release of claim1.doc)

If you have further questions, please contact the Customer Relationship Specialist at the telephone number and extension above or contact The 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.

Sincerely,

General Motors



VIA FAX ONLY

December 14, 2010

Gregory Moss, Esq.
KROHN & MOSS
120 West Madison Street 10th Floor
Chicago, IL 60602

RE: [REDACTED]
Service Request: 71-895661910
2007 Chevrolet Suburban
Vehicle Identification Number: 1GNFK16377J [REDACTED]
Customer Relationship Specialist: Marcia

Dear Mr. Moss:

We regret that your client(s) is dissatisfied with his 2007 Chevrolet Suburban 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, 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 \$4500.

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

Odometer

Client's Signature

Date

Client's Signature

Date

Marcia Fisher/Austin/GM1

12/14/2010 06:10 PM

To gmass@consumerlawcenter.com

cc

bcc

Subject [REDACTED]

RE: Customer Last Name: [REDACTED]
Service Request: 71-895661910
2007 Chevrolet Suburban
Vehicle Identification Number: 7J [REDACTED]
Customer Relationship Specialist: Marcia Fisher



Telephone: (866) 790-5600 x 31150 counter offer2.doc release of claim2.doc

Dear Greg Moss

Our best offer at this time will \$4500 I have attached the most recent offer letter and claim form, run this by your client and let me know at your earliest convenience. thanks.

If you have further questions, please contact the Customer Relationship Specialist at the telephone number and extension above or contact The 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.

Sincerely,

General Motors

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 \$ 4500 paid by General Motors Company, hereby release(s) and discharge(s) General Motors Corporation, Motors Liquidation Company, General Motors Company, their subsidiaries, their authorized independent dealers, any designers and suppliers of vehicles, parts and components that are distributed by them, and their respective agents and employees (hereinafter referred to as "Releasees") 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 Suburban bearing Vehicle Identification Number 1GNFK16377J [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 Company 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 Releasees, 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 Releasees, 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 _____

Signature of Notary Public

Print, type or stamp Commissioned Name of Notary Public

Personally Known _____ OR Produced identification _____

Type of identification _____

My commission expires: _____



"Kaczander, Eric"
<ekaczander@consumerla
wcenter.com>

12/15/2010 12:55 PM

To <marcia_fisher@gmexpert.com>

cc

bcc

Subject RE: Crittendon

Marcia,

My client has rejected your offer. You indicate it is GM's final offer. However, \$4,500 inclusive of attorneys' fees is a very low offer based on the facts of this case. The vehicle's engine was replaced at about 23,000 miles, after the vehicle was brought in a number of times for the same problem. Then, even after the engine replacement, the vehicle again began exhibiting the same problem. If GM feels that it reasonably repaired the vehicle and that the vehicle was fit for its ordinary purpose (even though the engine needed to be replaced at 23,000 miles) and wants to proceed through litigation, so be it.

Despite the fact you indicated this was to be your final offer, my client is still interested in trying to resolve this matter without the need for further litigation, and has authorized me to lower his previous demand to \$12,500 inclusive of attorneys' fees. This demand is valid until the close of business on Friday. Please let me know and feel free to contact me to discuss this matter further.

Eric

Eric Kaczander
Attorney at Law
Krohn & Moss, Ltd
120 W. Madison Street
10th Floor
Chicago, Illinois 60602
(312) 578-9428 x274 (direct)
fax: (866) 289-0898
email: ekaczander@consumerlawcenter.com
web: www.krohnandmoss.com

-----Original Message-----

From: marcia_fisher@gmexpert.com [mailto:marcia_fisher@gmexpert.com]
Sent: Tuesday, December 14, 2010 5:15 PM
To: Moss, Gregory
Subject: [REDACTED]

RE: Customer Last Name: [REDACTED]
Service Request: 71-895661910
2007 Chevrolet Suburban
Vehicle Identification Number: 7J [REDACTED]
Customer Relationship Specialist: Marcia Fisher
Telephone: (866) 790-5600 x 31150 (See attached file: counter offer2.doc)
(See attached file: release of claim2.doc)

Dear Greg Moss

Our best offer at this time will \$4500 I have attached the most recent offer letter and claim form, run this by your client and let me know at your earliest convenience. thanks.

If you have further questions, please contact the Customer Relationship Specialist at the telephone number and extension above or contact The 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.

Sincerely,

General Motors



VIA FAX ONLY

December 15, 2010

Gregory Moss, Esq.
KROHN & MOSS
120 West Madison Street 10th Floor
Chicago, IL 60602

RE: [REDACTED]
Service Request: 71-895661910
2007 Chevrolet Suburban
Vehicle Identification Number: 1GNFK16377J [REDACTED]
Customer Relationship Specialist: Marcia

Dear Mr. Moss:

We have received your rejection of our counter-offer, dated 12/15/10. In an attempt to settle this matter, General Motors is making a final offer of \$5000.

We ask that you discuss General Motors' offer with your client(s) at your earliest opportunity. This offer will remain available for five (5) calendar days from the date of this letter. If your client(s) agree with the terms of this offer, please have the offer letter and release executed where indicated and faxed to the number on the fax cover sheet. If your client(s) do not agree with the terms of the offer, we will assume that this matter is unable to be resolved and will close our file.

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

Current Vehicle Mileage

Client's Signature

Client's Signature

Date

Date

Marcia Fisher/Austin/GM1

12/15/2010 01:29 PM

To gmass@consumerlawcenter.com

cc

bcc

Subject [REDACTED]

RE: Customer Last Name: [REDACTED]
Service Request: 71-895661910
2007 Chevrolet Suburban



Vehicle Identification Number: 7J [REDACTED] final offer.doc release of claim final.doc
Customer Relationship Specialist: Marcia Fisher
Telephone: (866) 790-5600 x 31150

Dear Greg Moss

I have attached GMs final offer of \$5000 please run this by your client and let me know at your earliest convenience, thanks.

If you have further questions, please contact the Customer Relationship Specialist at the telephone number and extension above or contact The 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.

Sincerely,

General Motors

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 \$5000 paid by General Motors Company, hereby release(s) and discharge(s) General Motors Corporation, Motors Liquidation Company, General Motors Company, their subsidiaries, their authorized independent dealers, any designers and suppliers of vehicles, parts and components that are distributed by them, and their respective agents and employees (hereinafter referred to as "Releasees") 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 Suburban bearing Vehicle Identification Number 1GNFK16377J [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 Company 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 Releasees, 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 Releasees, 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 _____



VIA FAX ONLY

December 16, 2010

Gregory Moss, Esq.
KROHN & MOSS
120 West Madison Street 10th Floor
Chicago, IL 60602

RE: [REDACTED]
Service Request: 71-895661910
2007 Chevrolet Suburban
Vehicle Identification Number: 1GNFK16377J [REDACTED]
Customer Relationship Specialist: Marcia

Dear Mr. Moss:

We have received your rejection of our settlement offer, dated 12/15/10. After further review, we do not believe that additional adjustment of our settlement offer, dated 12/15/10 is appropriate in this matter. At this time, General Motors is again extending its previous offer. This offer will remain available for ten (10) calendar days. If your client has not accepted our offer within that timeframe, we will assume that this matter is unable to be resolved and will close our file.

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



"Kaczander, Eric"
<ekaczander@consumerlawcenter.com>

12/16/2010 03:04 PM

To <marcia_fisher@gmexpert.com>

cc

bcc

Subject RE: [REDACTED]

Marcia,

My client has rejected your offer of \$5,000 total. Although you indicated it was your final offer, my client is still interested in trying to resolve this case. As such, he has authorized me to lower his previous demand to \$12,000 inclusive of attorneys' fees. This demand is valid for 7 days. Please let me know.

Thanks,

Eric

Eric Kaczander
Attorney at Law
Krohn & Moss, Ltd
120 W. Madison Street
10th Floor
Chicago, Illinois 60602
(312) 578-9428 x274 (direct)
fax: (866) 289-0898
email: ekaczander@consumerlawcenter.com
web: www.krohnandmoss.com

-----Original Message-----

From: marcia_fisher@gmexpert.com [mailto:marcia_fisher@gmexpert.com]
Sent: Wednesday, December 15, 2010 12:29 PM
To: Moss, Gregory
Subject: [REDACTED]

RE: Customer Last Name: [REDACTED]
Service Request: 71-895661910
2007 Chevrolet Suburban
Vehicle Identification Number: 7J[REDACTED] (See attached file: final offer.doc)
(See attached file: release of claim final.doc)
Customer Relationship Specialist: Marcia Fisher
Telephone: (866) 790-5600 x 31150

Dear Greg Moss

I have attached GMs final offer of \$5000 please run this by your client and let me know at your earliest convenience, thanks.

If you have further questions, please contact the Customer Relationship Specialist at the telephone number and extension above or contact The 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.

Sincerely,

General Motors

PRIVILEGED CONFIDENTIAL - PREPARED FOR COUNSEL
BRC CASE ASSESSMENT

Latest Revision Date:

All Fields Are Required

(Do not delete or modify any sections of this form)

SR: 71-895661910
By: Marcia

GM Legal File / BBB Case No.: N/A
Negotiator: N/A

Customer Last Name: Crittendon

State: IL

Only customer's last name to be recorded. Do not include first name.

Vehicle ID No.:
1GNFK16377J [REDACTED]

In Service Date: 9/29/07

Vehicle Purchased: BAC Code:
New 189457

Year, Make & Model: 2007 Chevrolet Suburban

Vehicle Purchased Used on: n/a at
odometer n/a

Current Mileage: 37,000

Sale Type: Purchase Lease Other : N/A

Dealer Name : Phillips Chevrolet

CAM Name: Rob Johnson

Phone Number: 630-961-6817

Lien holder: GMAC Other : N/A

DVM Name: Brent Palmer

Phone/Cell Number: 630-659-9932

Purchase Price of Vehicle: \$ 46,874

Was TAC contacted for this vehicle (Y/N)? : yes

DVM requests involvement?: yes

Attorney Involvement: Greg Moss

Phone Number : Krohn & Moss

Fax Number : 312-578-9428 ext 216

Service Manager Name: Jim Bell

Phone Number : (815) 469-2323

Are there **additional** field personnel involved? If Yes, List the name, including role (DVM, DSM, etc.) and phone number. Repeat as necessary.

No

Are there **additional** dealerships involved? If Yes, List the dealership name, contact name, and phone number. Repeat as necessary.

Yes. Steve Foley Chevrolet, now closed, no repairs done just SELLING DEALER. 8475644090, fax: 8478492263

If TAC was contacted, what did they say? (Include TAC case #)

SP-10954611-TAC-7/22/09-Customer concern - Low oil light is on, oil consumption.TAC

Recommendations -

Advised to perform oil consumption test. Check compression wet and dry or check crankcase pressure with water manometer. Customers concern as reported by the caller.

Excessive oil consumption

Results of the Previous Suggestions Made by TAC :

He claims he did confirm oil consumption of 1 < quart in 2,000 miles. He didn't perform a compression test, but a water manometer did indicate 3 " of water vacuum in the crankcase, and the Techlink article said no more than 2". He wanted to know if he could raise the PCV valve and reevaluate (he has a lot of oil in the intake. I advised him I couldn't recommend it.

New Recommendations -
Per PIP4574E, no repairs should be made.

Excess oil consumption

Results of the Previous Suggestions Made by TAC :
Tech is replacing the engine. After installation tech has read the note indicating 2009 and earlier vehicles should have the timing cover swapped with the original. Caller has already assembled most of the engine, seeks information regarding the need and reason for this part swap.

New Recommendations -
No information was found on this concern, a VME was left for MC James Bloss requesting additional information.

Current concern? Timing cover

Results of the previous suggestions made by TAC (include additional details of the concern)
Tech has installed the engine with the timing cover supplied with the new engine, engine is running normally with no codes.

New Recommendations- Advised caller this timing cover has been used in a similar application with no problems, it has not been able to be determined why it is recommended to replace the cover. Per MC James Bloss, there are possible concerns with service tools for cover and front seal alignment not fitting on some timing covers, this would not be an issue unless the cover or seal is removed.

If TAC was NOT contacted, why? (Ask Dealership) DVM/DSM MUST be notified if TAC has not been involved, regardless of dealership explanation.
N/A

DVM/DSM Notified Regarding TAC Involvement? Yes

VEHICLE REPAIR HISTORY:

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

Verified: Once completed, please enter an in this box to verify that the following listing has been compared to GMVIS for accuracy.

N/A Verified: Once completed, please enter an in this box to verify that the following listing has been compared to GWM for accuracy.

PLACE A CHECKMARK IN THE BOX FOR THE PRIMARY CONCERN(S) AND **BOLD** THE REPAIR ORDER INFORMATION. BASED ON REPAIR ORDERS AND CUSTOMER/PLAINTIFF DEMAND. USE "N/A" IF THERE WERE NO REPAIRS FOR THE COMPONENT GROUP.

Brakes

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
N/A	N/A	N/A	N/A	N/A

Engine/Fuel/Exhaust

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
3/13/09	335003	1	15,794	Phillips Chevrolet Concern: C/S SES light is on, gas cap light came on. Cause: SES light

5/4/09	337943	4	17,097	Correction: Evaporative Emission Canister Purge Solenoid Valve Replacement. Phillips Chevrolet
				Concern: vehicle 2 quarts low in less than 2000 miles. Cause: aggressive lifters Correction: Valve Lifter Replacement - Both Sides
7/21/09	342802	4	20,006	*rental provided* Phillips Chevrolet
				Concern: C/S low oil level light comes on. Cause: low oil Correction: No repairs available at this time, tac was contacted.
9/28/09	347250	5	23,042	*rental vehicle* Phillips Chevrolet
				Complaint: low oil level Cause: oil level Correction: contacted and approved engine replacement, install engine replacement.
11/23/10	376967	1	36,506	*rental vehicle* Phillips Chevrolet
				Complaint: low oil level light came on. Cause: low oil Correction: adjust oil level.

Restraints

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
N/A	N/A	N/A	N/A	N/A

Steering

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
N/A	N/A	N/A	N/A	N/A

Transmission

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
N/A	N/A	N/A	N/A	N/A

Axle

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
9/28/10	372608	4	34,927	Phillips Chevrolet

Concern:C/S popping noise when taking off.

Cause: advised new tire may cause condition if driving in auto 4x4 mode.

Correction: Slip Joint, Propeller Shaft Replace

* rental vehicle*

Body/Trim

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
5/4/09	337943	*	17,097	Phillips Chevrolet Concern: C/S states inside door handle peeling Cause: door handle peeling Correction: Front Side Door Inside Handle Replacement - Right Side
8/24/09	344834	1	21,752	* 2 day rental* Phillips Chevrolet Concern: moldings discolored left and right side. Cause: moldings Correct: Buff/clean moldings as needed.
9/28/09	347250	*	23,042	Phillips Chevrolet Concern: door keeps popping Cause: door popping Correction: lube hinges.
1/29/10	255328	1	26,465	Phillips Chevrolet: Concern: door keeps popping. Cause:door popping.
9/28/10	372608	*	34,927	Correction: lube hinges. Phillips Chevrolet: Concern: C/S all side moldings discolored. Cause: moldings discolored Correction: refinish all moldings. Concern: C/S second row drivers side arm rest loose. Cause: loose at frame. Correction: adjust and secure.

Concern: door pops when opening.

Cause: roller frozen

Correction: replace door hinges.
Concern: front emblem peeling.

Cause: peeling

Correction: replace emblem.

Chassis

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

Electrical

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

Glass

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

HVAC

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

Paint

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

Suspension

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

Wheel/Tires

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

Recalls / Campaigns

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

Other

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

Important: SES light is to be captured under affected component above.

ACCIDENT / INSURANCE INFORMATION:

Repeat as necessary

Has the vehicle ever been involved in an accident? (Y or N) N

**Did you confirm your answer with the dealer/Customer (if
ADR)/attorney (if Legal)? (Y or N)** 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? (Y or N) N/A

Has the customer filed any insurances claims on this Vehicle? (Y or N) N/A

If Yes obtain the following information below

Insurance Company: N/A

Insurance Rep : N/A
(First and Last Name)

Phone N/A

Claim Made? (Y or N): N/A

Claim Status: N/A
Pending/Denied/NA

Claim N/A

Did Insurance Company refer customer to GM? (Y or N) N/A

If Yes. Did the insurance company deny the claim? (Y or N) N/A

AFTERMARKET MODIFICATIONS:

Are there any Aftermarket Modifications to the Vehicle? (Y or N) N

If Yesto aftermarket, please list:

Be sure to note retailer installed or third party installed as well as date and mileage if known. Repeat as necessary. Include the name of the third party installer.

N/A

Have you confirmed modification with the dealership? (Y or N) N/A

PERTINENT FACTS FROM ALL SRs RELATED TO THIS VIN:

Concern: 71-745393312 - CAC- opened 7/30/09 closed:11/12/09, gas cap light, add engine oil light. closed UTC, no goodwill.

Date Offer/Result: opened 7/30/09 closed:11/12/09 no goodwill offered. closed UTC

Concern: 71-890325619-survey-opened 11/6/10 closed 11/16/10 transmission repair, offered a \$100 maintenance letter.

Date Offer/Result: opened 11/6/10 closed 11/16/10, \$100 maintenance letter.

Concern: 71-892721354-CAC- 11/23/10 closed 11/30/10-vehicle burns oil, closed because customer contacted the lawyer, no goodwill offered.

Date Offer/Result: 11/23/10 closed 11/30/10, closed due to customer retaining attorney.

BBB PROGRAM SUMMARY ASSESSMENT:

(Note: This section only applicable for ADR cases)

What State is BBB Case Filed In? N/A

What is the customer eligible for based on the BBB Program Eligibility Guidelines and the specific states lemon law requirements for meeting presumption? (Explain in Detail)

Unique GM Program Summary Requirements for Repurchase/Replacement in Applicable State:
N/A

Unique GM Program Summary Requirements for Repairs/Reimbursement for Past Repairs in Applicable State:
N/A

Customer/Plaintiff Seeks:

repurchase

Customer/Plaintiff Theory:

Describe customer's theory of case from Demand and CAC notes (if applicable), include any specific allegations regarding # of repair visits, days out of service, or specific alleged violations.

Numerpus defects including electrical, engine, body and trim.

Note: This section only applicable for Legal cases

Is Lemon Law Pled/Alleged?: Yes

Under what State? IL Claimed Presumptive? no
Does Purchase Qualify? yes If not, why? N/A

State Presumption Is:

of Visits for a Non-Conformity? 4 # of Days out of Service? 30 business days
of visits for a Safety Complaint? n/a # of Visits Total? n/a
Must Complaint Continue to Exist? yes Final Repair/Arbitration Required? yes
Time Period for filing a Claim? 18 months filing, 12 months 12,000 miles

Vehicle Service History (During Presumptive Period) is:

of Visits for a Non-Conformity? 0 # of Days out of Service? 1
of visits for a Safety Complaint? 0 # of Visits Total? 0
Complaint appears to Continue? yes Final Repair/Arbitration Complete? no

Does History appear Presumptive: no

Vehicle Service History (During Limited Warranty Period) is:

of Visits for a Non-Conformity? 4 # of Days out of Service? 22
of visits for a Safety Complaint? 0 # of Visits Total? 9
Must Complaint Continue to Exist? yes Final Repair or Arbitration Req'd? yes

Related Repairs beyond NVLW:

Customer Pay? NO If no, identify responsible party: N/a
Additional Days out of Service? 1 Additional # of Repair Visits? 1

Other Considerations:

Outcome/Findings of Arb/Final Repair: n/a
Prior Goodwill/reimbursement: yes \$100 maintenance letter 11/16/10
Out of Pocket Expenses: no n/a

RECOMMENDATION AND RATIONALE:

Reminder: This section must reflect the data and evaluations above. Take into consideration Field and Service Manager information and recommendations.

Pertinent vehicle information provided by DVM/DSM/CAM:

FFOM sts that tech service bulletin has come out on oil consumption issue and that dealer is willing to provide the necessary repair.

Pertinent vehicle information provided by dealer Service Manager:

none

Identify at least three main strengths of the customer's case?

-significant repairs for oil consumption-

Identify at least three main weaknesses of the customer's case?

-all repairs occurred after the presumption period-
-customer is out of filing time-
-no days out of service.

Are there any considerations to be made under other applicable laws? (Explain in detail)

Customer was told in SR □ 71-745393312 that engine repair would not for sure fix the oil consumption issue, she decided to go through with repair anyway.

Recommendation:

Customer does not appear to be in presumption but has had significant repairs for oil consumption, I recommend a \$3500-\$5500 cash settlement and complete necessary repair at no cost. Send NFA if offers not accepted.

Rationale:

\$3500-\$5500 cash settlement due to number of repairs for oil consumption. Send NFA if offers not accepted.

Settlement/Defense Strategy:

Sent my final offer of \$5000, was not accepted, sent NFA will close not settled.

HISTORY OF SETTLEMENT DISCUSSIONS Applicable for Legal Cases Only

Record all recommendation throughout the life of the case. Each offer or counter offer should be recorded in order to review case progression.

***Trade Repurchase offers should specify Trade Retail, Trade Collateral, or Trade New Finance.**

***Add additional lines for additional offers/counter offers.**

Plaintiff's Original Demand: repurchase4 Amount to Plaintiff/Atty: \$N/A/\$ N/A Inclusive Offer: \$ N/A	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	countered
CRS Initial Offer: Amount to Plaintiff/Atty: \$N/A\$N/A Inclusive Offer: \$3500	Settlement Type: cash Date: 12/08/10	countered
Plaintiff Counter:: Amount to Plaintiff/Atty: \$N/A \$N/A Inclusive Offer: \$14,500	Settlement Type: cash Date: 12/10/10	countered
CRS Counter: Amount to Plaintiff/Atty: \$N/A \$N//A Inclusive Offer: \$4000	Settlement Type: cash Date: 12/10/10	countered
PLAINTIFF Counter Offer: Amount to Plaintiff/Atty: \$N/A/\$N/A Inclusive Offer: \$13,500	Settlement Type: Cash Date: 12/14/10	countered
CRS Counter: Amount to Plaintiff/Atty: \$ N/A /\$ N/A Inclusive Offer: \$4500 Plaintiff Counter offer: Inclusive: \$12,500 CRS Final Offer: Inclusive: \$5000 Plaintiff Counter offer: Inclusive \$12,000 CRS Final offer \$5000, Sent NFA	Settlement Type: cash Date: 12/15/10	Countered

HISTORY OF SETTLEMENT DISCUSSIONS Applicable for ADR Cases Only

Record all recommendation throughout the life of the case. Each offer or counter offer should be recorded in order to review case progression.

***Trade Repurchase offers should specify Trade Retail, Trade Collateral, or Trade New Finance.**

***Add additional lines for additional offers/counter offers.**

Recommendation of CRS:	Arbitrate case: <input type="checkbox"/>	Settle case: <input type="checkbox"/>
Settlement Type: {GW/Repurchase/Repair}		Attorney Fees (if applicable): <input type="checkbox"/> {Amount}
Recommendation of Field:	Arbitrate case: <input type="checkbox"/>	Settle case: <input type="checkbox"/>
Settlement Type: {GW/Repurchase/Repair}		Attorney Fees (if applicable): <input type="checkbox"/> {Amount}
Final Decision:	Arbitrate case: <input type="checkbox"/>	Settle case: <input type="checkbox"/>
Settlement Type: {GW/Repurchase Repair}		Attorney Fees (if applicable): <input type="checkbox"/> {Amount}

TEAM LEAD APPROVING:

{Name}

Date:{mm/dd/yy}

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.



brent.palmer@gm.com
12/22/2010 05:07 PM

To marcia_fisher@gmexpert.com
cc
bcc
Subject Re: [REDACTED]

Wow, I can't believe they didn't accept that offer! Let me know if this goes to GM's legal counsel. I'd like the option to follow this one through if it goes to court. Thanks.

Brent Palmer
District Manager Aftersales
General Motors
mobile: 630-659-9932
e-mail: brent.palmer@gm.com

From: marcia_fisher@gmexpert.com
To: brent.palmer@gm.com
Date: 12/21/2010 12:18 PM
Subject: [REDACTED]

RE: Customer Last Name: [REDACTED]
Service Request: 71-895661910
2007 Chevrolet Suburban
Vehicle Identification Number: 7J [REDACTED]
Customer Relationship Specialist: Marcia Fisher
Telephone: (866) 790-5600 x 31150

Dear Brent Palmer

Customer [REDACTED] has rejected my final offer of \$5000 and if he does not accept this offer by monday December 27 I will be closing the case, just a heads up.

If you have further questions, please contact the Customer Relationship Specialist at the telephone number and extension above or contact The 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.

Sincerely,

General Motors

Nothing in this message is intended to constitute an electronic signature unless a specific statement to the contrary is included in this message.

Confidentiality Note: This message is intended only for the person or entity to which it is addressed. It may contain confidential and/or privileged material. Any review, transmission, dissemination or other use, or taking of any action in reliance upon this message by persons or entities other than the intended recipient is prohibited and may be unlawful. If you received this message in error, please contact the sender and delete it from your computer.

2/22/11 ✓

**Service of Process
Transmittal**

02/04/2011
CT Log Number 517987344

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

RE: Process Served in Michigan

FOR: General Motors LLC (Domestic State: DE)

724/95

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 LLC, Dft.

DOCUMENT(S) SERVED: Summons, Complaint, Affidavit, Exhibit(s)

COURT/AGENCY: 12th Circuit Court, Will County, IL
Case # 11AR00071

NATURE OF ACTION: Product Liability Litigation - Breach of Warranty - Manufacturing Defects - A variety of which includes electrical, engine and body and trim defects - Pertaining to a 2007 Chevrolet Suburban, VIN 1GNFK16377J [REDACTED]

ON WHOM PROCESS WAS SERVED: The Corporation Company, Bingham Farms, MI

DATE AND HOUR OF SERVICE: By Process Server on 02/04/2011 at 14:20

JURISDICTION SERVED: Michigan

APPEARANCE OR ANSWER DUE: February 22, 2011 at 1:00 p.m.

ATTORNEY(S) / SENDER(S): Eric Kaczander
Krohn & Moss, Ltd.
120 West Madison Street, 10th Floor
Chicago, IL 60602
312-578-9428

ACTION ITEMS: CT has retained the current log, Retain Date: 02/04/2011, Expected Purge Date: 02/09/2011
Image SOP
SOP Papers with Transmittal, via Fax, Rosemarie Williams 313-665-7572
Email Notification, SOP Recipient gm_sop@gm.com
Email Notification, GM Verification GMVerification@wolterskluwer.com
Fax Transmittal, Rosemarie Williams 313-665-7572
on 2/4/2011 at 3:45 p.m. est - bjs/md

SIGNED: The Corporation Company
PER: Stephanie Hendrickson
ADDRESS: 30600 Telegraph Road
Suite 2345
Bingham Farms, MI 48025-5720
TELEPHONE: 248-646-9033

Connie Postelli

Kopka Pinkus Dolin
& Eads

CT: 2/4/11 4:03

ER/BJS



Brion Stevens
Legal Coordinator
Phone: 512-386-0773
Fax:
Email: brion.stevens@gm.com

GENERAL MOTORS LLC
LEGAL STAFF
Mail Code: 482-029-205
P.O. Box 400
Detroit, MI 48265-4000

February 4, 2011

*Attorney Work Product
Privileged and Confidential*

Connie Postelli
Kopka Pinkus Dolin & Eads LLC
9801 Connecticut Drive
Crown Point, IN 46307

Re: **GM File No.: 724195**
[REDACTED] v. General Motors LLC

Dear Mr. Postelli:

This will acknowledge your agreement to represent General Motors in this case.

This case is part of the Early Resolution Program. A representative of 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 this case is removed from the Early Resolution Program, the BRC will promptly advise you.

It is also 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 with any questions.

Sincerely,
Brion Stevens

**Service of Process
Transmittal**

02/04/2011

CT Log Number 517987344

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

RE: Process Served in Michigan

FOR: General Motors LLC (Domestic State: DE)

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

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DOCUMENT(S) SERVED: Summons, Complaint, Affidavit, Exhibit(s)

COURT/AGENCY: 12th Circuit Court, Will County, IL
Case # 11AR00071

NATURE OF ACTION: Product Liability Litigation - Breach of Warranty - Manufacturing Defects - A variety of which includes electrical, engine and body and trim defects - Pertaining to a 2007 Chevrolet Suburban, VIN 1GNFK16377J [REDACTED]

ON WHOM PROCESS WAS SERVED: The Corporation Company, Bingham Farms, MI

DATE AND HOUR OF SERVICE: By Process Server on 02/04/2011 at 14:20

JURISDICTION SERVED : Michigan

APPEARANCE OR ANSWER DUE: February 22, 2011 at 1:00 p.m.

ATTORNEY(S) / SENDER(S): Eric Kaczander
Krohn & Moss, Ltd.
120 West Madison Street, 10th Floor
Chicago, IL 60602
312-578-9428

ACTION ITEMS: CT has retained the current log, Retain Date: 02/04/2011, Expected Purge Date: 02/09/2011
Image SOP
SOP Papers with Transmittal, via Fax, Rosemarie Williams 313-665-7572
Email Notification, GM Verification GMVerification@wolterskluwer.com

SIGNED: The Corporation Company
PER: Stephanie Hendrickson
ADDRESS: 30600 Telegraph Road
Suite 2345
Bingham Farms, MI 48025-5720
TELEPHONE: 248-646-9033

SERVE

STATE OF ILLINOIS)
)SS
COUNTY OF WILL)

**IN THE CIRCUIT COURT OF THE TWELFTH JUDICIAL CIRCUIT
WILL COUNTY, ILLINOIS**

[Redacted]

Plaintiff

vs

CASE NO: 11AR00071

General Motors LLC

Defendant

General Motors LLC
c/o The Corporation Company **SUMMONS**

To: Each Defendant: *30600 Telegraph Rd., Ste. 2345*
Bingham Farms, MI 48025

You are hereby summoned and required to appear before this Court at the Will County Court Annex, 57 N. Ottawa, Joliet, Illinois, on FEBRUARY 22, 20 11, in courtroom 117 at 1:00 am/pm to answer the complaint of the plaintiff(s), a copy of which is attached hereto, **IF YOU FAIL TO DO SO, A JUDGMENT BY DEFAULT MAY BE TAKEN AGAINST YOU FOR THE RELIEF ASKED IN THE COMPLAINT.**

RETURN: This summons may not be served later than three (3) days before the date of appearance.

WITNESS JAN 24 2011, 2011

(Seal of Court)

PAMELA J. MCGUIRE

(Clerk of the Circuit Court)

NOTICE TO PLAINTIFF

If you fail to appear on the date set for return shown above, the case may be dismissed for want of prosecution.

IF THIS SUIT INVOLVES A CLAIM IN TORT, SUPREME COURT RULE 222 DISCLOSURE STATEMENT MUST BE ATTACHED TO THE COMPLAINT.

To the Officer:

This summons must be returned by the officer or other person to whom it was given for service with endorsement of service and fees, if any, after service and not less than three days before the date of appearance. If service cannot be made, this summons shall be returned so endorsed.

Attorney Name Eric Kazander
ARDC # 6283184
Firm Name Krohn & Moss, Ltd.
Attorney for Plaintiff
Address 120 W. Madison St., 10th Fl
City and Zip Chicago, IL 60602
Telephone (312) 578-9428

NOTICE TO PLAINTIFF OR PLAINTIFF'S ATTORNEY: When preparing the above SUMMONS, you will insert a return date not less than 21 nor more than 40 days after the date of issuance;

Note: The filing of an appearance or answer with the Circuit Court Clerk requires a statutory filing fee, payable at the time of filing.

PAMELA J. MCGUIRE, CLERK OF THE CIRCUIT COURT OF WILL COUNTY

IN THE CIRCUIT COURT OF THE TWELFTH JUDICIAL CIRCUIT
WILL COUNTY, ILLINOIS

[REDACTED],
Plaintiff,
vs.
GENERAL MOTORS LLC,
Defendant.

No. 11AR0007

John J. [Signature]
CLERK, CIRCUIT COURT
WILL COUNTY, ILLINOIS
WILL COUNTY COURT ANCHOR

2011 JAN 11 PM 12:38

FILED

COMPLAINT

NOW COMES Plaintiff, [REDACTED], by and through his attorneys, KROHN & MOSS, LTD., and for his Complaint against Defendant, GENERAL MOTORS LLC, alleges and affirmatively states as follows:

PARTIES

1. Plaintiff, [REDACTED] ("Plaintiff"), is an individual who was at all times relevant hereto residing in the State of Illinois.

2. Defendant, GENERAL MOTORS LLC ("Manufacturer"), is a foreign corporation authorized to do business in the State of Illinois, County of Will, and is engaged in the manufacture, sale, and/or distribution of motor vehicles and related equipment and services. 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 Phillips Chevrolet ("Seller"). Manufacturer does business in all counties of the State of Illinois including Will County, and maintains offices in the County of Will, State of Illinois.

BACKGROUND

3. On or about September 29, 2007, Plaintiff purchased from Seller a 2007 Chevrolet Suburban ("Suburban"), manufactured by Manufacturer, Vehicle Identification No. 1GNFK16377 [REDACTED] for valuable consideration (See Plaintiff's purchase documents, attached hereto as Exhibit "A").

4. The purchase price of the Suburban, excluding registration charges, document fees and sales tax, and collateral charges, such as bank and finance charges, totaled more than \$48,498.00.

5. Plaintiff avers that as a result of the ineffective repair attempts made by Manufacturer, through its authorized dealership network, the Suburban was not fit for its ordinary purpose of providing trouble free and reliable transportation.

6. In consideration for the purchase of the Suburban, Manufacturer issued and supplied to Plaintiff 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 Manufacturer's New Car Warranty booklet (See Warranty Booklet, attached hereto as Exhibit "B").

7. On or about September 29, 2007, Plaintiff took possession of the Suburban and shortly thereafter experienced the defects listed below.

8. The defects described below violate Manufacturer's warranty issued to Plaintiff.

9. Plaintiff delivered the Suburban to Manufacturer, through its authorized dealership network on numerous occasions.

10. Plaintiff avers that the Suburban has been subject to repair on multiple occasions for the same defects; and that the defects remain uncorrected.

11. Plaintiff brought the Suburban to Seller and/or an authorized service dealer of Manufacturer for the following defects:

- a. Defective electrical system as evidenced by the illumination of the service and oil lights;
- b. Defective engine as evidenced by the vehicle's excessive consumption of oil;
- c. Defective body & trim as evidenced by popping noise when opening door; and
- d. Any additional complaints made by Plaintiff, whether or not contained on any authorized dealer repair orders.

12. Plaintiff provided Manufacturer, through its authorized dealership network, sufficient opportunities to repair the Suburban.

13. After a reasonable number of attempts and/or reasonable amount of time to cure the defects in Plaintiff's Suburban, Manufacturer was unable and/or failed to repair the defects as provided in Manufacturer's warranty thus causing Defendant's limited remedy to repair the Suburban to fail of its essential purpose.

14. Plaintiff justifiably lost confidence in the Suburban's safety and reliability.

15. Said defects could not have reasonably been discovered by Plaintiff prior to Plaintiff's acceptance of the Suburban.

16. As a result of the defects, Plaintiff provided written notice to Defendant.

17. The Suburban remains in a defective condition, and continues to exhibit the above mentioned defects.

18. Plaintiff has been and will continue to be financially damaged due to Defendant's failure to comply with the provisions of its express warranty.

COUNT I
BREACH OF WRITTEN WARRANTY
PURSUANT TO THE MAGNUSON-MOSS WARRANTY ACT
MANUFACTURER

19. Plaintiff re-alleges and incorporates by reference as though fully set forth herein, paragraphs 1-18 of his Complaint.

20. Plaintiff is a purchaser of a consumer product who received the Suburban during the duration of a written warranty period applicable to the Suburban and who is entitled by the terms of the written warranty to enforce against Manufacturer the obligations of said warranty.

21. Manufacturer is a supplier of a consumer product engaged in the business of making a consumer product directly and/or indirectly available to Plaintiff.

22. Seller is an authorized dealership/agent of Manufacturer designated to perform repairs on vehicles under Manufacturer's automobile warranties.

23. The Magnuson-Moss Warranty Act, Chapter 15 U.S.C.A., Section 2301, et. seq. ("Warranty Act") is applicable to Plaintiff's Complaint in that the Suburban was manufactured, sold and purchased after July 4, 1975, and costs in excess of ten dollars (\$10.00).

24. Plaintiff's purchase of the Suburban was accompanied by a written factory warranty for any defects in material or workmanship, comprising an undertaking in writing in connection with the purchase of the Suburban to repair or replace defective parts, or take other remedial action free of charge to Plaintiff with respect to the Suburban in the event that the Suburban failed to meet the specifications set forth in Manufacturer's warranty.

25. Manufacturer's warranty was the basis of the bargain of the contract between Plaintiff and Manufacturer for the sale of the Suburban to Plaintiff.

26. Said purchase of Plaintiff's Suburban was induced by, and Plaintiff relied upon, Manufacturer's written warranty.

27. Plaintiff has met all of his obligations and preconditions as provided in Manufacturer's written warranty.


28. As a direct and proximate result of Manufacturer's failure to comply with its written warranty, Plaintiff has suffered damages and, in accordance with 15 U.S.C. §2310(d)(1), Plaintiff is entitled to bring suit for such damages and other legal and equitable relief.

29. Plaintiff avers that upon successfully prevailing upon the Magnuson-Moss Warranty Act claim herein, all attorneys' fees are recoverable and are demanded against Manufacturer.

WHEREFORE, Plaintiff prays for judgment against Manufacturer as follows:

- a. The diminution in value of the vehicle, and incurred and/or needed costs of repair, and all incidental and consequential damages incurred;
- b. All reasonable attorneys' fees, witness fees and all court costs and other fees incurred; and
- c. Such other and further relief that the Court deems just and appropriate.

Respectfully Submitted,
BILLY CRITTENDON

By: 
Attorney for Plaintiff

KROHN & MOSS, LTD.
Attorneys for Plaintiff
120 West Madison Street, 10th Floor
Chicago, Illinois 60602
(312) 578-9428

IN THE CIRCUIT COURT OF THE TWELFTH JUDICIAL CIRCUIT
WILL COUNTY, ILLINOIS

[Redacted]

Plaintiff,

vs.

GENERAL MOTORS LLC,

Defendant.

)
)
)
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)
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No. _____

Steph A. Q. [Signature]
CLERK, CIRCUIT COURT
WILL COUNTY, ILLINOIS

2011 JAN 11 PM 12:33

FILED

SUPREME COURT RULE 222 AFFIDAVIT

NOW COMES Plaintiff, [Redacted], by and through his attorneys, KROHN & MOSS, LTD., and pursuant to Supreme Court Rule 222, states as follows:

Plaintiff's attorney, first being duly sworn on oath, deposes and states as follows:

1. That I am one of the attorneys representing Plaintiff with regard to the above-captioned matter.
2. I have personal knowledge regarding the facts and circumstances of the above-captioned matter.
3. Plaintiff in the case seeks money damages less than \$50,000.00.
4. Upon information and belief, I value the claim of Plaintiff to be less than \$50,000.00.
5. Further Affiant sayeth naught.

By: *[Signature]*
Attorney for Plaintiff

EXHIBIT A

Name and Address (include County and Zip Code) FRANKFORT IL	Creditor (Seller Name and Address) PHILLIPS CHEVROLET, INC. 33 W LINCOLN HWY FRANKFORT IL 60423
--	--

You, the Buyer (and Co-Buyer, if any), may buy the vehicle described below for cash or on credit. By signing this contract, you agree to buy the vehicle on credit under the agreements on the front and back of this contract. You agree to pay the Creditor the Amount Financed and Finance Charge according to the payment schedule shown below. The Finance Charge is figured on a daily basis at the Annual Percentage Rate on the unpaid balance of the Amount Financed.

Description of Vehicle. You agree to buy and the Creditor agrees to sell the following vehicle:

New or Used	Year	Make and Model	Body Type	Vehicle Identification No.	Use for Which Purchased
NEW	2007	CHEVROLET TR SUBURBAN	4DR 4WD 1500	1GNFK16377J	<input checked="" type="checkbox"/> Personal <input type="checkbox"/> business <input type="checkbox"/> agricultural

If truck - Describe body and major items of equipment sold:

FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate. <u>1.90</u> %	FINANCE CHARGE The dollar amount the credit will cost you. \$ <u>2118.87</u>	Amount Financed The amount of credit provided to you or on your behalf. \$ <u>35993.61</u>	Total of Payments The amount you will have paid after you have made all payments as scheduled. \$ <u>38112.48</u>	Total Sale Price The total cost of your purchase on credit, including your downpayment of \$ <u>12642.87</u> is \$ <u>50755.35</u>
---	---	---	--	---

Your Payment Schedule Will Be:

Number of Payments	Amount of Payments	When Payments Are Due	Or as Follows:
<u>72</u>	<u>529.34</u>	Monthly beginning <u>10/29/2007</u>	

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

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 the other side of 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)	\$ <u>48498.00</u>	(1)
2 Total Downpayment= (If negative enter "0" and see line 4J below)		
Gross Trade-in \$ <u>21941.01</u>	Payoff by seller \$ <u>9504.72</u>	
= Net Trade-in \$ <u>12436.29</u>	+ Cash \$ <u>N/A</u>	
+ Other (Describe)	\$ <u>206.58</u>	
Your Trade-in is a <u>2004 TOYOTA TRUC 4RUNNER</u>		\$ <u>12642.87</u> (2)
Year	Make	Model
3 Unpaid Balance of Cash Price (1 minus 2)	\$ <u>35855.13</u>	(3)
4 Other Charges (including Amounts Paid to Others on Your Behalf - (Seller, holder, or their affiliates may be keeping part of these amounts.)		
A Cost of Required Physical Damage Insurance Paid to the Insurance Company Named Below - Covering Damage to the Vehicle	\$ <u>N/A</u>	
B Cost of Optional Mechanical Repair Insurance Paid to the Insurance Company Named Below - Covering Certain Mechanical Repairs	\$ <u>N/A</u>	
C Cost of Optional Credit Insurance Paid to the Insurance Company or Companies Named Below		
Life \$ <u>N/A</u>	Disability, Accident and Health \$ <u>N/A</u>	\$ <u>N/A</u>
D Official Fees Paid to Government Agencies		\$ <u>N/A</u>
E Taxes Not Included in Cash Price		\$ <u>N/A</u>
F Government License and/or Registration Fees (Itemize)	<u>LICENSE FEES \$ 15.00</u>	
G Government Certificate of Title Fees		
H DOCUMENTARY FEES		

If any insurance is checked below, the policies or certificates issued by the Companies named will describe the terms and conditions.

Insurance is shown in 4A of the Itemization above.

Insurance Company STATE FARM Term: N/A months

Insurance Company N/A

Term: 36 months or 36,000 miles, whichever occurs first

Term: N/A

\$25 Deductible \$50 Deductible \$ N/A Deductible

\$500.00 Deductible Collision and either:

Full Comprehensive including Fire, Theft and Combined Additional Coverage

\$500.00 Deductible Comprehensive including Fire, Theft and Combined Additional Coverage

Fire, Theft and Combined Additional Coverage

Optional, if desired - Towing and Labor costs Rental Reimbursement CB Radio Equipment

Optional Credit Insurance. Credit life insurance and credit disability insurance are not required to obtain credit and will not be provided unless you sign for them and agree to pay the additional cost. Your decision to buy or not buy credit life insurance and credit disability insurance will not be a factor in the credit approval process. If you want this insurance to be obtained by the Creditor, check the insurance desired and sign below. If you have chosen this insurance, the cost is shown in 4C of the itemization above. 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.

Check the insurance desired: Life (Buyer Co-Buyer Both
 Disability, Accident and Health (Buyer Only)

N/A

(Name of Insurer)

(Home Office Address)

This policy will pay amounts due on this contract up to \$ N/A. Total policy coverage for this and any other retail installment sale contracts is limited to \$ N/A.

APPROVAL: I DESIRE TO OBTAIN THE CREDIT INSURANCE CHECKED ABOVE FOR THE PERSON PROPOSED FOR INSURANCE.

Buyer Signature

Date

Co-Buyer Signature

Date

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

NOTICE OF POSSIBLE REFUND OF CREDIT LIFE OR DISABILITY INSURANCE PREMIUM

(1) IF YOU HAVE PURCHASED EITHER CREDIT LIFE OR CREDIT DISABILITY INSURANCE, OR BOTH, TO GUARANTEE PAYMENTS BEING MADE IN CASE OF YOUR DEATH OR DISABILITY, ON YOUR VEHICLE PURCHASED UNDER AN INSTALLMENT SALES CONTRACT, YOU MAY BE ENTITLED TO A PARTIAL REFUND OF YOUR PREMIUM IF YOU PAY OFF YOUR INSTALLMENT CONTRACT EARLY. (2) IN CASE OF EARLY COMPLETE PAYMENT OF YOUR CONTRACT, YOU SHOULD CONTACT THE SELLER OF YOUR CREDIT LIFE OR CREDIT DISABILITY INSURANCE TO SEE IF A REFUND IS DUE. IF YOUR VEHICLE DEALER FINANCED YOUR CONTRACT, THE SELLER OF YOUR CREDIT LIFE OR CREDIT DISABILITY INSURANCE IS YOUR VEHICLE DEALER.

See the other side of this contract for other important agreements, including your agreement to give the Creditor a security interest in insurance premiums and proceeds.

Do not sign this contract on a Sunday.

Notice to the buyer.

1. Do not sign this agreement before you read it or if it contains any blank spaces. 2. You are entitled to an exact copy of the agreement you sign. 3. Under the law you have the right, among others, to pay in advance the full amount due and to obtain under certain conditions a partial refund of the finance charge.

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.

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

RETAIL INSTALLMENT CONTRACT

Buyer Signs

11/29/2007

Co-Buyer Signs

Date

Co-Buyer - A Co-Buyer is a person who agrees to be primarily responsible for paying the entire debt and who (1) actually receives the vehicle or (2) is a parent or spouse of the Buyer, or (3) will be listed as an owner on the vehicle's title. By signing above, the Co-Buyer confirms that the Co-Buyer will actually receive possession of the vehicle or will use it, or that the Co-Buyer is a parent or spouse of the Buyer, or will be listed as an owner on the vehicle's title.

Guarantor - A Guarantor is a person who may be responsible for paying the entire debt if the Creditor cannot collect the amount owed from the Buyer and any Co-Buyer.

Guarantor Signs

Date

Address

I hereby guarantee the collection of the above described amount upon failure of the Seller named herein to collect said amount from the Buyer named herein. I also consent to the Creditor having a security interest in the vehicle.

Other Owners - 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 knows that the Creditor has a security interest in the vehicle and consents to the security interest.

Other Owner signs here

Date

Address

Creditor Signs PHILLIPS CHEVROLET, INC.

By

Title

NO PUBLIC LIABILITY INSURANCE ISSUED WITH THIS TRANSACTION

EXHIBIT B



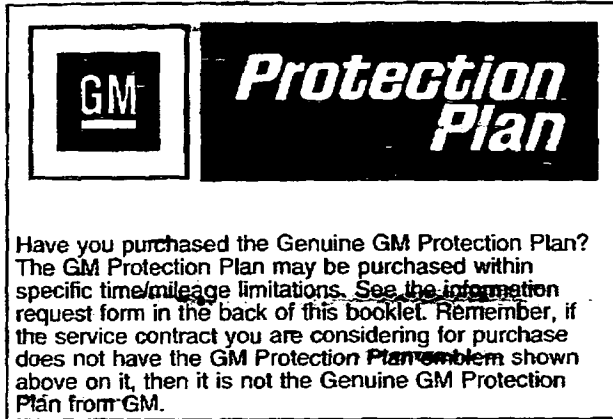
WARRANTY AND OWNER ASSISTANCE INFORMATION

2007

IMPORTANT: This booklet contains important information about the vehicle's warranty coverage. It also explains **owner assistance information and GM's participation in an Alternative Dispute Resolution Program.**

Keep this booklet with your vehicle and make it available to a Chevrolet dealer if warranty work is needed. Be sure to keep it with your vehicle if you sell it so future owners will have the information.

Owner's Name:	
Street Address:	
City & State:	
Vehicle Identification Number (VIN):	
Date Vehicle First Delivered or Put In Use:	
Odometer Reading on Date Vehicle First Delivered or Put In Use:	



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Part No. 15854838 B Second Printing

2007 Chevrolet Warranty and Owner Assistance Information

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An Important Message to Chevrolet Owners...

Chevrolet's Commitment to You

We are committed to assuring your satisfaction with your new Chevrolet.

Your Chevrolet dealer also wants you to be completely satisfied and invites you to return for all your service needs, both during and after the warranty period.

Owner Assistance

Your Chevrolet dealer is best equipped to provide all of your service needs. Should you ever encounter a problem that is not resolved during or after the limited warranty period, talk to a member of dealer management. Under certain circumstances, GM and/or GM dealers may provide assistance after the limited warranty period has expired when the problem results from a defect in material or workmanship. These instances will be reviewed on a case-by-case basis. If your problem has not been resolved to your satisfaction, follow the "Customer Satisfaction Procedure" as outlined under *Owner Assistance on page 32*.

We thank you for choosing a Chevrolet.

GM Participation in an Alternative Dispute Resolution Program

See the "Customer Satisfaction Procedure" under *Owner Assistance on page 32* for information on the voluntary, non-binding Alternative Dispute Resolution Program in which GM participates.

Warranty Service — United States and Canada

Your selling dealership has made a large investment to ensure that they have the proper tools, training, and parts inventory to make any necessary warranty repairs should they be required during the warranty period. We ask that you return to your selling dealer for warranty repairs. In the event of an emergency repair, you may take your vehicle to any authorized GM dealer for warranty repairs. However, certain warranty repairs require special tools or training that only a dealer selling your brand may have. Therefore, not all dealers are able to perform every repair. If a particular dealership cannot assist you, then contact the Customer Assistance Center. If you have changed your residence, visit any Chevrolet dealer in the United States or Canada for warranty service.

Warranty Coverage at a Glance

The warranty coverages are summarized below.

New Vehicle Limited Warranty

Bumper-to-Bumper (Includes Tires)

- Coverage is for the first 3 years or 36,000 miles, whichever comes first.

Sheet Metal

- Corrosion coverage is for the first 3 years or 36,000 miles, whichever comes first.
- Rust-through coverage is for the first 6 years or 100,000 miles, whichever comes first.

6.6L DURAMAX® Diesel Engine (If Equipped)

- Coverage is for the first 3 years or 36,000 miles, whichever comes first. It then has a \$100.00 deductible charge after the 3 years or 36,000 miles up to 5 years or 100,000 miles, whichever comes first.

Emission Control System Warranty

For light duty trucks, see "How to Determine the Applicable Emissions Control System Warranty" under *Emission Control Systems Warranty* on page 18 for more information.

Federal

- Gasoline Engines
 - Defects and performance for cars and light duty truck emission control systems are covered for the first 2 years or 24,000 miles, whichever comes first. From the first 2 years or 24,000 miles to 3 years or 36,000 miles defects in material or workmanship continue to be covered under the New Vehicle Limited Warranty Bumper-to-Bumper coverage explained previously.

- Catalytic converters and powertrain control modules are covered for the first 8 years or 80,000 miles, whichever comes first.
- Defects and performance for heavy duty truck emission control systems are covered for the first 5 years or 50,000 miles, whichever comes first.
- 6.6L DURAMAX® Diesel Engines are covered for the first 5 years or 50,000 miles, whichever comes first.
- Specified components for cars or light duty trucks equipped with light duty or medium duty truck emission control systems are covered for the first 7 years or 70,000 miles, whichever comes first.
- Defects for heavy duty truck emission control systems are covered for the first 5 years or 50,000 miles, whichever comes first.
- 6.6L DURAMAX® Diesel Engines are covered for the first 5 years, 100,000 miles, or 3,000 hours of operation, whichever comes first.

California

- Gasoline Engines
 - Defects and performance for cars and trucks with light duty or medium duty emission control systems are covered for the first 3 years or 50,000 miles, whichever comes first.

Noise Emissions

- Coverage is for applicable vehicles weighing over 10,000 lbs based on the Gross Vehicle Weight Rating (GVWR) only, for the entire life of the vehicle.

General Motors Corporation New Vehicle Limited Warranty

GM will provide for repairs to the vehicle during the warranty period in accordance with the following terms, conditions, and limitations.

What Is Covered

Warranty Applies

This warranty is for GM vehicles registered in the United States and normally operated in the United States or Canada, and is provided to the original and any subsequent owners of the vehicle during the warranty period.

Repairs Covered

The warranty covers repairs to correct any vehicle defect related to materials or workmanship occurring during the warranty period. Needed repairs will be performed using new or remanufactured parts.

No Charge

Warranty repairs, including towing, parts, and labor, will be made at no charge.

Obtaining Repairs

To obtain warranty repairs, take the vehicle to a Chevrolet dealer facility within the warranty period and request the needed repairs. A reasonable time must be allowed for the dealer to perform necessary repairs.

Warranty Period

The warranty period for all coverages begins on the date the vehicle is first delivered or put in use and ends at the expiration of the coverage period.

Bumper-to-Bumper Coverage

The complete vehicle is covered for 3 years or 36,000 miles, whichever comes first, except for other coverages listed here under "What is Covered" and those items listed under "What Is Not Covered" later in this section.

Tire Coverage

The tires supplied with your vehicle are covered against defects in material or workmanship under the Bumper-to-Bumper coverage. Any tire replaced will continue to be warranted for the remaining portion of the Bumper-to-Bumper coverage period.

Following expiration of the Bumper-to-Bumper coverage, tires may continue to be covered under the tire manufacturer's warranty. Review the tire manufacturer's warranty booklet or consult the tire manufacturer distributor for specific details.

Accessory Coverages

All GM accessories sold by GM and parts that are permanently installed on a GM vehicle prior to delivery will be covered under the provisions of the New Vehicle Limited Warranty. In the event GM accessories are installed after vehicle delivery, or are replaced under the new vehicle warranty, they will be covered, parts and labor, for the

balance of the vehicle warranty, but in no event less than 12 months/12,000 miles. This coverage is only effective for GM accessories permanently installed by a GM dealer or an associated GM-approved Accessory Distributor/Installer (ADI).

GM accessories sold over-the-counter, or those not requiring installation, will continue to receive the standard GM Dealer Parts Warranty of 12 months from the date of purchase, parts only.

GM Licensed Accessories are covered under the accessory-specific manufacturer's warranty and are not warranted by GM or its dealers.

Notice: This warranty excludes:

Any communications device that becomes unusable or unable to function as intended due to unavailability of compatible wireless service from the wireless communication carrier that provides service for the OnStar® system.

Sheet Metal Coverage

Sheet metal panels are covered against corrosion and rust-through as follows:

Corrosion: Body sheet metal panels are covered against rust for 3 years or 36,000 miles, whichever comes first.

Rust-Through: Any body sheet metal panel that rusts through, an actual hole in the sheet metal, is covered for up to 6 years or 100,000 miles, whichever comes first.

Important: Cosmetic or surface corrosion, resulting from stone chips or scratches in the paint, for example, is not included in sheet metal coverage.

Towing

Towing is covered to the nearest Chevrolet dealer if your vehicle cannot be driven because of a warranted defect.

6.6L DURAMAX® Diesel Engine Coverage

For trucks equipped with a 6.6L DURAMAX® Diesel Engine, the diesel engine, except those items listed under "What Is Not Covered" later in this section is covered for 5 years or 100,000 miles, whichever comes first. A \$100.00 deductible per repair visit may apply after the vehicle has been in use for 3 years or 36,000 miles, whichever comes first. For additional information, refer to *Things You Should Know About the New Vehicle Limited Warranty on page 11*. Also refer to the appropriate emission control system warranty for possible additional coverages.

What Is Not Covered

Tire Damage or Wear

Normal tire wear or wear-out is not covered. Road hazard damage such as punctures, cuts, snags, and breaks resulting from pothole impact, curb impact, or from other objects is not covered. Also, damage from improper inflation, spinning, as when stuck in mud or snow, tire chains, racing, improper mounting or dismounting, misuse, negligence, alteration, vandalism, or misapplication is not covered.

Damage Due to Bedliners

Owners of trucks with a bedliner, whether after-market or factory installed, should expect that with normal operation the bedliner will move. This movement may cause finish damage and/or squeaks and rattles. Therefore, any damage caused by the bedliner is not covered under the terms of the warranty.

Damage Due to Accident, Misuse, or Alteration

Damage caused as the result of any of the following is not covered:

- Collision, fire, theft, freezing, vandalism, riot, explosion, or objects striking the vehicle
- Misuse of the vehicle such as driving over curbs, overloading, racing, or other competition. Proper vehicle use is discussed in the owner manual.
- Alteration or modification to the vehicle including the body, chassis, or components after final assembly by GM.
- Coverages do not apply if the odometer has been disconnected, its reading has been altered, or mileage cannot be determined.

Important: This warranty is void on vehicles currently or previously titled as salvaged, scrapped, junked, or totaled.

Damage or Corrosion Due to Environment, Chemical Treatments, and/or Aftermarket Products

Damage caused by airborne fallout, salt from sea air, chemicals, tree sap, stones, hail, earthquake, water or flood, windstorm, lightning, the application of chemicals or sealants subsequent to manufacture, etc., is not covered. See "Chemical Paint Spotting" under *Things You Should Know About the New Vehicle Limited Warranty on page 11* for more details.

Damage Due to Insufficient or Improper Maintenance

Damage caused by failure to follow the recommended maintenance schedule intervals and/or failure to use or maintain fluids, fuel, lubricants, or refrigerants recommended in the owner manual is not covered.

Damage Due to Contaminated or Poor Quality Fuel

Poor fuel quality or incorrect fuel may cause driveability problems such as hesitation, lack of power, stall or no start. It may also render gauges, inoperable or degrade functionality for components such as spark plugs, oxygen sensors and the catalytic converter. Damage from poor fuel quality, water contamination, incorrect diesel fuel or gasoline may not be covered.

It is recommended that gasoline meet specifications which were developed by automobile manufacturers around the world and contained in the World-Wide Fuel Charter which is available from the Alliance of Automobile Manufacturers at www.autoalliance.org/fuel_charter.htm. Gasoline meeting these specifications could provide improved driveability and emission control system performance compared to other gasoline.

Maintenance

All vehicles require periodic maintenance. Maintenance services, such as those detailed in the owner manual are the owner's expense. Vehicle lubrication, cleaning, or polishing are not covered.

Failure of or damage to components requiring replacement or repair due to vehicle use, wear, exposure, or lack of maintenance is not covered.

Items such as:

- Filters
- Brake Pads/Linings
- Clutch Linings
- Keyless Entry Batteries *
- Audio System Cleaning
- Coolants and Fluids
- Wiper Inserts
- Limited Slip Rear Axle Service
- Tire Rotation
- Wheel Alignment/Balance **

are covered only when replacement or repair is the result of a defect in material or workmanship.

* Consumable battery covered up to 12 months only.

** Maintenance items after 7,500 miles.

Extra Expenses

Economic loss or extra expense is not covered.

Examples include:

- Loss of vehicle use
- Inconvenience
- Storage
- Payment for loss of time or pay
- Vehicle rental expense
- Lodging, meals, or other travel costs
- State or local taxes required on warranty repairs

Other Terms: This warranty gives you specific legal rights and you may also have other rights which vary from state to state.

GM does not authorize any person to create for it any other obligation or liability in connection with these vehicles. **Any implied warranty of merchantability or fitness for a particular purpose applicable to this vehicle is limited in duration to the duration of this written warranty. Performance of repairs and needed adjustments is the exclusive remedy under this written warranty or any implied warranty. GM shall not be liable for incidental or consequential damages, such as, but not limited to, lost wages or vehicle rental expenses, resulting from breach of this written warranty or any implied warranty. ***

* Some states do not allow limitations on how long an implied warranty will last or the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you.

Things You Should Know About the New Vehicle Limited Warranty

Warranty Repairs — Component Exchanges

In the interest of customer satisfaction, GM may offer exchange service on some vehicle components. This service is intended to reduce the amount of time your vehicle is not available for use due to repairs. Components used in exchange are service replacement parts which may be new, remanufactured, reconditioned, or repaired, depending on the component involved.

All exchange components used meet GM standards and are warranted the same as new components. Examples of the types of components that might be serviced in this fashion include: engine and transmission assemblies, instrument cluster assemblies, radios, compact disc players, tape players, batteries, and powertrain control modules.

Warranty Repairs — Recycled Materials

Environmental Protection Agency (EPA) guidelines and GM support the capture, purification, and reuse of automotive air conditioning refrigerant gases and engine coolant. As a result, any repairs GM may make to your vehicle may involve the installation of purified reclaimed refrigerant and coolant.

Tire Service

Any authorized Chevrolet or tire dealer for your brand of tires can assist you with tire service. If, after contacting one of these dealers, you need further assistance or you have questions, contact Chevrolet Customer Assistance Center. The toll-free telephone numbers are listed under *Owner Assistance on page 32*.

6.6L DURAMAX® Diesel Engine Components

For trucks equipped with a 6.6L DURAMAX® Diesel Engine, the complete engine assembly, including turbocharger components, is covered for defects in material or workmanship for 3 years or 36,000 miles, whichever comes first. No deductible applies during this coverage period. The engine parts listed next continue to be covered, subject to a \$100.00 deductible, for 5 years or 100,000 miles, whichever comes first.

- Cylinder block and heads and all internal parts, intake and exhaust manifolds, timing gears, timing gear chain or belt and cover, flywheel, harmonic balancer, valve covers, oil pan, oil pump, water pump, fuel pump, engine mounts, seals, and gaskets
- Diesel Fuel Metering System: injection pump, nozzles, high pressure lines, and high pressure sealing devices

- Glow Plug Control System: control/glow plug assembly, glow plugs, cold advance relay, and ECM
- Fuel injection control module, integral oil cooler, transmission adapter plate, left and right common fuel rails, fuel filter assembly, fuel temperature sensor, and function block

Important: Some of these components may also be covered by the Emission Warranty with no deductible. See the "Emission Warranty Parts List" under *Emission Control Systems Warranty* on page 18 for details.

After-Manufacture "Rustproofing"

Your vehicle was designed and built to resist corrosion. Application of additional rust-inhibiting materials is neither necessary nor required under the Sheet Metal Coverage. GM makes no recommendations concerning the usefulness or value of such products.

Application of after-manufacture rustproofing products may create an environment which reduces the corrosion resistance built into your vehicle. Repairs to correct damage caused by such applications are not covered under your New Vehicle Limited Warranty.

Paint, Trim, and Appearance Items

Defects in paint, trim, upholstery, or other appearance items are normally corrected during new vehicle preparation. If you find any paint or appearance concerns, advise your dealer as soon as possible. Your owner manual has instructions regarding the care of these items.

Vehicle Operation and Care

Considering the investment you have made in your Chevrolet, we know you will want to operate and maintain it properly. We urge you to follow the maintenance instructions in your owner manual.

If you have questions on how to keep your vehicle in good working condition, see your Chevrolet dealer, the place many customers choose to have their maintenance work done. You can rely on your Chevrolet dealer to use the proper parts and repair practices.

Maintenance and Warranty Service Records

Retain receipts covering performance of regular maintenance. Receipts can be very important if a question arises as to whether a malfunction is caused by lack of maintenance or a defect in material or workmanship.

A "Maintenance Record" is provided in the maintenance schedule section of the owner manual for recording services performed.

The servicing dealer can provide a copy of any warranty repairs for your records.

Chemical Paint Spotting

Some weather and atmospheric conditions can create a chemical fallout. Airborne pollutants can fall upon and adhere to painted surfaces on your vehicle. This damage can take two forms: blotchy, ring-shaped discolorations, and/or small irregular dark spots etched into the paint surface.

Although no defect in the factory applied paint causes this, Chevrolet will repair, at no charge to the owner, the painted surfaces of new vehicles damaged by this fallout condition within 12 months or 12,000 miles of purchase, whichever comes first.

Warranty Coverage — Extensions

Time Extensions: The New Vehicle Limited Warranty will be extended one day for each day beyond the first 24 hour period in which your vehicle is at an authorized dealer facility for warranty service. You may be asked to show the repair orders to verify the period of time the warranty is to be extended. Your extension rights may vary depending on state law.

Mileage Extension: Prior to delivery, some mileage is put on your vehicle during testing at the assembly plant, during shipping, and while at the dealer facility. The dealer records this mileage on the first page of this warranty booklet at delivery. For eligible vehicles, this mileage will be added to the mileage limits of the warranty ensuring that you will receive full benefit of the coverage. Mileage extension eligibility:

- Applies only to new vehicles held exclusively in new vehicle inventory.
- Does not apply to used vehicles, GM-owned vehicles, dealer owned used vehicles, or dealer demonstrator vehicles.
- Does not apply to vehicles with more than 1,000 miles on the odometer even though the vehicle may not have been registered for license plates.

Touring Owner Service — Foreign Countries

If you are touring in a foreign country and repairs are needed, take your vehicle to a GM dealer facility, preferably one which sells and services Chevrolet vehicles. Once you return to the United States provide your dealer with a statement of circumstances, the original repair order, proof of ownership, and any paid receipt indicating the work performed and parts replaced for reimbursement consideration.

Important: Repairs made necessary by the use of improper or dirty fuels and lubricants are not covered under the warranty. See your owner manual for additional information on fuel requirements when operating in foreign countries.

Warranty Service — Foreign Countries

This warranty applies to GM vehicles registered in the United States and normally operated in the United States or Canada. If you have permanently relocated and established household residency in another country, GM may authorize the performance of repairs under the warranty authorized for vehicles generally sold by GM in that country. Contact an authorized GM dealer in your country for assistance.

Important: GM warranty coverages may be void on GM vehicles that have been imported/exported for resale.

Original Equipment Alterations

This warranty does not cover any damage or failure resulting from modification or alteration to the vehicle's original equipment as manufactured or assembled by GM. Examples of the types of alterations that would not be covered include installation or use of any non-GM parts, accessories, and materials, or the cutting, welding, or disconnecting of the vehicle's original equipment parts and components.

Recreation Vehicle and Special Body or Equipment Alterations

Installations or alterations to the original equipment vehicle, or chassis, as manufactured and assembled by GM, are not covered by this warranty. The special body company, assembler, or equipment installer is solely responsible for warranties on the body or equipment and any alterations to any of the parts, components, systems, or assemblies installed by GM. Examples include, but are not limited to, special body installations, such as recreational vehicles, the installation of any non-GM part, cutting, welding, or the disconnecting of original equipment vehicle or chassis parts and components, extension of wheelbase, suspension and driveline modifications, and axle additions.

Pre-Delivery Service

Defects in the mechanical, electrical, sheet metal, paint, trim, and other components of your vehicle may occur at the factory or while it is being transported to the dealer facility. Normally, any defects occurring during assembly are identified and corrected at the factory during the inspection process. In addition, dealers inspect each vehicle before delivery. They repair any uncorrected factory defects and any transit damage detected before the vehicle is delivered to you.

Any defects still present at the time the vehicle is delivered to you are covered by the warranty. If you find any defects, advise your dealer without delay. For further details concerning any repairs which the dealer may have made prior to you taking delivery of your vehicle, ask your dealer.

Production Changes

GM and GM dealers reserve the right to make changes in vehicles built and/or sold by them at any time without incurring any obligation to make the same or similar changes on vehicles previously built and/or sold by them.

**Noise Emissions Warranty for
Light Duty Trucks Over
10,000 LBS GVWR Only**

GM warrants to the first person who purchases this vehicle for purposes other than resale and to each subsequent purchaser of this vehicle, as manufactured by GM, that this vehicle was designed, built, and equipped to conform at the time it left GM's control with all applicable United States EPA Noise Control Regulations.

This warranty covers this vehicle as designed, built, and equipped by GM, and is not limited to any particular part, component, or system of the vehicle manufactured by GM. Defects in design, assembly, or in any part, component, or vehicle system as manufactured by GM, which, at the time it left GM's control, caused noise emissions to exceed Federal Standards, are covered by this warranty for the life of the vehicle.

Emission Control Systems Warranty

The emission warranty on your vehicle is issued in accordance with the U.S. Federal Clean Air Act. Defects in material or workmanship in GM emission parts may also be covered under the New Vehicle Limited Warranty Bumper-to-Bumper coverage. There may be additional coverage on GM diesel engine vehicles. In any case, the warranty with the broadest coverage applies.

What Is Covered

The parts covered under the emission warranty are listed under "Emission Warranty Parts List" later in this section.

How to Determine the Applicable Emissions Control System Warranty (Light Duty Trucks Only)

State and Federal agencies may require different emission control system warranty for light duty trucks depending on:

- Whether the truck is certified with a light duty or heavy duty emission control system.
- Whether the truck is certified for California emissions in addition to Federal emissions.

To determine emissions eligibility: locate the emission control label in the engine compartment. The language on the bottom left side of the label will describe if equipped with a light, medium, or heavy duty emission control system.

All light duty trucks are eligible for Federal Emissions Control System Warranty Coverage. If the emissions control label contains language stating the vehicle is certified to California emissions standards, the vehicle is also eligible for California Emissions Control System Warranty Coverage.

Federal Emission Control System Warranty

Federal Warranty Coverage

- Car and Light Duty ~~Truck~~ equipped with ~~Car~~ and Light Duty Gasoline Engines
 - 2 years or 24,000 miles and 8 years or 80,000 miles for the catalytic converter and the vehicle/powertrain control module (including emission-related software), whichever comes first.
- ~~Light Duty~~ Truck equipped with Heavy Duty Gasoline Engine
 - 5 years or 50,000 miles, whichever comes first.
- Light Duty Truck equipped with Heavy Duty Diesel Engine
 - 5 years or 50,000 miles, whichever comes first.

Federal Emission Defect Warranty

GM warrants to the owner the following:

- The vehicle was designed, equipped, and built so as to conform at the time of sale with the applicable regulations of the Federal Environmental Protection Agency (EPA).
- The vehicle is free from defects in material and workmanship which cause the vehicle to fail to conform with those regulations during the emission warranty period.

Emission related defects in the genuine GM parts listed under the Emission Warranty Parts List, including related diagnostic costs, parts, and labor are covered by this warranty.

Federal Emission Performance Warranty

Some states and/or local jurisdictions have established periodic vehicle Inspection and Maintenance (I/M) programs to encourage proper maintenance of your vehicle. If an EPA-approved I/M program is enforced in your area, you may also be eligible for Emission Performance Warranty coverage when all of the following three conditions are met:

- The vehicle has ~~been maintained~~ and operated in accordance with the instructions for proper maintenance and use set forth in the owner manual supplied with your vehicle.
- The vehicle fails an EPA-approved I/M test during the emission warranty period.
- The failure results, or will result, in the owner of the vehicle having to bear a penalty or other sanctions, including the denial of the right to use the vehicle, under local, state, or federal law.

GM warrants that your dealer will replace, repair, or adjust to GM specifications, at no charge to you, any of the parts listed under the "Emission Warranty Parts List" later in this section which may be necessary to conform to the applicable emission standards. Non-GM parts labeled "Certified to EPA Standards" are covered by the Federal Emission Performance Warranty.

California Emission Control System Warranty

This section outlines the emission warranty that GM provides for your vehicle in accordance with the California Air Resources Board. Defects in material or workmanship in GM emission parts may also be covered under the New Vehicle Limited Warranty Bumper-to-Bumper coverage. There may be additional coverage on GM diesel engine vehicles. In any case, the warranty with the broadest coverage applies.

This warranty applies if your vehicle meets both of the following requirements:

- Your vehicle is registered in California or other states adopting California emission and warranty regulations.
- Your vehicle is certified for sale in California as indicated on the vehicle's emission control information label.

Important: Massachusetts, Maine, and Vermont have California Emissions Warranty coverage. (New York adopted California emission standards, but not the California emissions warranty. The Federal Emissions Control Warranty applies to all vehicles in New York.)

Your Rights and Obligations (For Vehicles Subject to California Exhaust Emission Standards)

In California, new motor vehicles must be designed, equipped, and built to meet the state's stringent anti-smog standards. GM must warrant your vehicle's emission control system for the periods of time and mileage listed provided there has been no abuse, neglect, or improper maintenance of your vehicle. Your vehicle's emission control system may include parts such as the fuel injection system, ignition system, catalytic converter, and engine computer. Also included are hoses, belts, connectors, and other emission related assemblies.

Where a warrantable condition exists, GM will repair your vehicle at no cost to you including diagnosis, parts, and labor.

California Emission Defect and Emission Performance Warranty Coverage

For cars and trucks with light duty or medium duty emissions:

- For 3 years or 50,000 miles, whichever comes first:
 - If your vehicle fails a smog check inspection, GM will make all necessary repairs and adjustments to ensure that your vehicle passes the inspection. This is your Emission Control System Performance Warranty.
 - If any emission related part on your vehicle is defective, GM will repair or replace it. This is your Short-term Emission Defects Warranty.
 - For 7 years or 70,000 miles whichever comes first:
 - If an emission related part listed in this booklet specially noted with coverage for 7 years or 70,000 miles is defective, GM will repair or replace it. This is your Long-term Emission Control System Defects Warranty.
 - For 8 years or 80,000 miles, whichever comes first:
 - If the catalytic converter, vehicle powertrain control module including emission-related software is found to be defective, GM will repair or replace it under the Federal Emission Control System Warranty.
 - For 8 years or 100,000 miles, whichever comes first for a Super Ultra Low Emission Vehicle (SULEV):
 - If an emission related part listed in this booklet specially noted with 7 years/70,000 miles or 8 years/80,000 miles is defective, GM will repair or replace it. This is your Long-term Emission Control System Defect Warranty.
 - For 15 years or 150,000 miles, whichever comes first for a Partial Zero Emission Vehicle (PZEV):
 - If any emission related part listed in this booklet is defective GM will repair or replace it. This is your (PZEV) Emission Control System Defects Warranty.
-

- For light and medium duty trucks with heavy duty engines, the emission warranty period is 5 years or 50,000 miles, whichever comes first.
- For heavy duty diesel engine vehicles, the emission warranty period is 5 years, 100,000 miles, or 3,000 hours of operation, whichever comes first.

Any authorized Chevrolet dealer will, as necessary under these warranties, replace, repair, or adjust to GM specifications any genuine GM parts that affect emissions.

The applicable warranty period shall begin on the date the vehicle is delivered to the first retail purchaser or, if the vehicle is first placed in service as a demonstrator or company vehicle prior to sale at retail, on the date the vehicle is placed in such service.

Owner's Warranty Responsibilities

As the vehicle owner, you are responsible for the performance of the scheduled maintenance listed in your owner manual. GM recommends that you retain all maintenance receipts for your

vehicle, but GM cannot deny warranty coverage solely for the lack of receipts or for your failure to ensure the performance of all scheduled maintenance.

You are responsible for presenting your vehicle to a GM dealer selling your vehicle line as soon as a problem exists. The warranted repairs should be completed in a reasonable amount of time, not to exceed 30 days.

As the vehicle owner, you should also be aware that GM may deny warranty coverage if your vehicle or a part has failed due to abuse, neglect, improper or insufficient maintenance, or modifications not approved by GM.

If you have any questions regarding your rights and responsibilities under these warranties, you should contact the Customer Assistance Center at 1-800-222-1020 or, in California, write to:

State of California Air Resources Board
Mobile Source Operations Division
P.O. Box 8001
El Monte, CA 91731-2990

Emission Warranty Parts List

The emission parts listed here are covered under the Emission Control System Warranty. The terms are explained previously in this section under the "Federal Emission Control System Warranty" and the "California Emission Control System Warranty".

Important: Certain parts may be covered beyond these warranties if shown with asterisk(s) as follows:

- (*) 7 years/70,000 miles or Super Low Emission Vehicle (SULEV) 8 years/100,000 miles, whichever comes first, California Emission Control System Warranty coverage.
- (**) 8 years/80,000 miles, whichever comes first, Federal emission coverage. (Also applies to California certified light duty and medium duty vehicles.) or California Super Ultra Low Emission Vehicle (SULEV) 8 years/100,000 miles.

The Emission Control System Warranty obligations do not apply to conditions resulting from tampering, abuse, neglect, or improper maintenance; or any other item listed under "What Is Not Covered" under *General Motors Corporation*

New Vehicle Limited Warranty on page 5. The "Other Terms" presented under General Motors Corporation New Vehicle Limited Warranty on page 5 also apply to the emission related warranties.

Powertrain Control System

ABS Control Module (Except 4-cylinder passenger cars) **

Camshaft Position Actuator *

Camshaft Position Actuator Valve

Coolant Level Sensor

Data Link Connector

Electronic Throttle Control (ETC) Motor

Engine Control Module (ECM) **

Engine Coolant Temp. Sensor

Fast Idle Solenoid

Flexible Fuel Sensor *

Intake Air Temperature Sensor

Malfunction Indicator Lamp

Manifold Absolute Pressure Sensor

Mass Air Flow Sensor

Oil Pressure Sensor (DoD™ only)
Oxygen Sensors
Powertrain Control Module (PCM) **
Programmable Read Only Memory (PROM)
Throttle Position Sensor
Throttle Position Switch
Vehicle Control Module (VCM) **
Vehicle Speed Sensor
Wheel Speed Sensor (Except 4-cylinder
passenger cars)

Transmission Controls and Torque Management

Manual Transmission Clutch Switch
Park/Neutral Switch
Torque Converter Clutch Solenoids
Torque Converter Clutch Switch
Transmission Control Module **
Transmission Fluid Temperature Sensor
Transmission Gear Selection Switch (Diesel)
Transmission Internal Mode Switch

Transmission Pressure Switches
Transmission Shift Solenoids A & B
Transmission Speed Sensors

Fuel Management System

Common Rail Assembly
(6.6L DURAMAX® Diesel) *
Diesel Fuel Injection Pump *
Diesel Fuel Injection Pump Timing Adjust
Diesel Fuel Injector Control Module – EDU
(6.6L DURAMAX® Diesel) *
Diesel Fuel Temperature Sensor
Direct Fuel Injector Assembly
(6.6L DURAMAX® Diesel) *
Function Block (6.6L DURAMAX® Diesel)
Fuel Injector
Fuel Pressure Regulator
Fuel Rail Assembly *
Fuel Rail Pressure Sensor
(6.6L DURAMAX® Diesel)

Air Management System

Air Cleaner
Air Cleaner Diaphragm Motor
Air Cleaner Resonator
Air Cleaner Temp. Compensator Valve
Air Intake Ducts
Charge Air Control Actuator
Charge Air Control Solenoid Valve
Charge Air Control Valve
Charge Air Cooler (6.6L DURAMAX® Diesel) *
Charge Air Cooler Fan
Idle Air Control Valve
Idle Speed Control Motor
Intake Manifold *
Intake Manifold Gasket
Intake Manifold Gasket (770 Only Terraza,
Uplander, Montana SV6, RELAY and
DURAMAX® Diesel) *
Intake Manifold Heater
Intake Manifold Tuning Valve

Intake Manifold Tuning Valve Relay
Supercharger Assembly *
Throttle Body * (Replacement Only)
Throttle Body Heater
Throttle Closing Dashpot
Turbocharger Assembly *
Turbocharger Boost Sensor
(6.6L DURAMAX® Diesel)
Turbocharger Oil Separator
Turbocharger Thermo Purge Switch
Vacuum Pump (6.6L DURAMAX® Diesel)

Ignition System

Camshaft Position Sensor(s)
Crankshaft Position Sensor(s)
Distributor
Distributor Cap
Distributor Pick Up Coil
Distributor Rotor
Glow Plug(s) (Diesel)
Glow Plug Controller (Diesel)

Glow Plug Relay (Diesel)

Ignition Coil(s)

Ignition Control Module

Ignition Timing Adjustment

Knock Sensor

Spark Plug Wires

Spark Plugs

Catalytic Converter System

Catalytic Converter(s) and Muffler if attached as assembly **

Exhaust Manifold (7/70 Only Corvette 7.0L, Equinox, Torrent, (3.5L Rendezvous, Terraza, Uplander, Montana SV6, Relay right side) and C/K trucks < 14,000 GVWR 8.1L)

Exhaust Manifold with Catalytic Converter attached as assembly **

Exhaust Manifold Gasket

Exhaust Pipes and/or Mufflers (when located between catalytic converters and exhaust manifold)

Positive Crankcase Ventilation System

Oil Filler Cap

PCV Filter

PCV Oil Separator

PCV Valve

Exhaust Gas Recirculation System

EGR Feed and Delivery Pipes or Cast-in Passages

EGR Valve

EGR Valve Cooler (6.6L DURAMAX® Diesel)

EGR Vacuum Pump Assembly
(6.6L DURAMAX® Diesel)

Secondary Air Injection System

Air Pump

Check Valves

**Evaporative Emission Control System
(Gasoline Engines)**

Canister

Canister Purge Solenoid Valve

Canister Vent Solenoid

Fuel Feed and Return Pipes and Hoses

Fuel Filler Cap

Fuel Level Sensor

Fuel Limiter Vent Valve *

Fuel Tank Filler Pipe (with restrictor)

Fuel Tank(s) *

Fuel Tank Vacuum or Pressure Sensor

Hybrid

Auxiliary Transmission Pump, Relay, and Circuit

Battery Pack Current Sensor and Circuit

Battery Pack 12V Modules (3)

Brake Pedal Switch (PCM ZAB Switch)

Energy Storage Control Module **

GMLAN (CAN) Communications Circuit

Hood Ajar Switch and Circuit

Hybrid Control Module **

SGCM Coolant Circuit (fan and fan relay
and pump)

Starter Generator Control Module **

Wheel Speed Sensor and Circuits (left and
right front)

**Miscellaneous Items Used with Above
Components are Covered**

Belts

Boots

Clamps

Connectors

Ducts

Fittings

Gaskets

Grommets

Hoses

Housings

Mounting Hardware

Pipes

Pulleys

Sealing Devices

Springs

Tubes

Wiring

Parts specified in your maintenance schedule that require scheduled replacement are covered up to their first replacement interval or the applicable emission warranty coverage period, whichever comes first. If failure of one of these parts results in failure of another part, both will be covered under the Emission Control System Warranty.

For detailed information concerning specific parts covered by these emission control systems warranties, ask your dealer.

Replacement Parts

The emission control systems of your vehicle were designed, built, and tested using genuine GM parts* and the vehicle is certified as being in conformity with applicable federal and California emission requirements. **Accordingly, it is recommended that any replacement parts used for maintenance or for the repair of emission control systems be new, genuine GM parts.**

The warranty obligations are not dependent upon the use of any particular brand of replacement parts. The owner may elect to use non-genuine GM parts for replacement purposes. Use of replacement parts which are not of equivalent quality may impair the effectiveness of emission control systems.

If other than new, genuine GM parts are used for maintenance replacements or for the repair of parts affecting emission control, the owner should assure himself/herself that such parts are warranted by their manufacturer to be equivalent to genuine GM parts in performance and durability.

* "Genuine GM parts," when used in connection with GM vehicles means parts manufactured by or for GM, designed for use on GM vehicles, and distributed by any division or subsidiary of GM.

Maintenance and Repairs

Maintenance and repairs can be performed by any qualified service outlet; however, warranty repairs must be performed by an authorized dealer except in an emergency situation when a warranted part or a warranty station is not reasonably available to the vehicle owner.

In an emergency, where an authorized dealer is not reasonably available, repairs may be performed at any available service establishment or by the owner, using any replacement part. Chevrolet will consider reimbursement for the expense incurred, including diagnosis, not to exceed the manufacturer's suggested retail price for all warranted parts replaced and labor charges based on Chevrolet's recommended time allowance for the warranty repair and the geographically appropriate labor rate. A part not being available within 10 days or a repair not being completed within 30 days constitutes an emergency. Retain receipts and failed parts in order to receive compensation for warranty repairs reimbursable due to an emergency.

If, in an emergency situation, it is necessary to have repairs performed by other than a Chevrolet dealer and you believe the repairs are covered by emission warranties, take the replaced parts and your receipt to a Chevrolet dealer for reimbursement consideration. This applies to both the Federal Emission Defect Warranty and Federal Emission Performance Warranty.

Receipts and records covering the performance of regular maintenance or emergency repairs should be retained in the event questions arise concerning maintenance. These receipts and records should be transferred to each subsequent owner. GM will not deny warranty coverage solely on the absence of maintenance records. However, GM may deny a warranty claim if a failure to perform scheduled maintenance resulted in the failure of a warranty part.

Claims Procedure

As with the other warranties covered in this booklet, take your vehicle to any authorized Chevrolet dealer facility to obtain service under the emission warranty. This should be done as soon as possible after failing an EPA-approved I/M test or a California smog check test, or at any time you suspect a defect in a part.

Those repairs qualifying under the warranty will be performed by any Chevrolet dealer at no charge. Repairs which do not qualify will be charged to you. You will be notified as to whether or not the repair qualifies under the warranty within a reasonable time, not to exceed 30 days after receipt of the vehicle by the dealer, or within the time period required by local or state law.

The only exceptions would be if you request or agree to an extension, or if a delay results from events beyond the control of your dealer or GM. If you are not so notified, GM will provide any required repairs at no charge.

In the event a warranty matter is not handled to your satisfaction, refer to the "Customer Satisfaction Procedure" under *Owner Assistance on page 32*.

For further information or to report violations of the Emission Control System Warranty, you may contact the EPA at:

Manager, Certification and Compliance
Division (6405J)
Warranty Claims
Environmental Protection Agency
Ariel Rios Building
1200 Pennsylvania Avenue, N.W.
Washington, DC 20460

For a vehicle subject to the California Exhaust Emission Standards, you may contact the:

State of California Air Resources Board
Mobile Source Operations Division
P.O. Box 8001
El Monte, CA 97131-2990

Owner Assistance

Customer Satisfaction Procedure

Your satisfaction and goodwill are important to your dealer and to Chevrolet. Normally, any concerns with the sales transaction or the operation of your vehicle will be resolved by your dealer's sales or service departments. Sometimes, however, despite the best intentions of all concerned, misunderstandings can occur. If your concern has not been resolved to your satisfaction, the following steps should be taken:

STEP ONE: Discuss your concern with a member of dealer management. Normally, concerns can be quickly resolved at that level. If the matter has already been reviewed with the sales, service, or parts manager, **contact the owner of the dealer facility** or the general manager.

STEP TWO: If after contacting a member of dealer management, it appears your concern cannot be resolved by the dealer without further help **contact the Chevrolet Customer Assistance Center** by calling 1-800-222-1020.

In Canada, contact GM of Canada Central Office in Oshawa by calling 1-800-263-3777: English, or 1-800-263-7854: French.

We encourage you to call the toll-free number in order to give your inquiry prompt attention.

Have the following information available to give the Customer Assistance Representative:

- The Vehicle Identification Number (VIN). This is available from the vehicle registration, title, or the plate above the left top of the instrument panel and visible through the windshield.
- The dealer name and location
- The vehicle's delivery date and present mileage

When contacting Chevrolet, remember that your concern will likely be resolved at a dealer's facility. That is why we suggest you follow Step One first if you have a concern.

STEP THREE: Both GM and your GM dealer are committed to making sure you are completely satisfied with your new vehicle. However, if you continue to remain unsatisfied after following the procedure outlined in Steps One and Two, you should file with the BBB Auto Line Program to enforce any additional rights you may have.

The BBB Auto Line Program is an out of court program administered by the Council of Better Business Bureaus to settle automotive disputes regarding vehicle repairs or the interpretation of the New Vehicle Limited Warranty. Although you may be required to resort to this informal dispute resolution program prior to filing a court action, use of the program is free of charge and your case will generally be heard within 40 days. If you do not agree with the decision given in your case, you may reject it and proceed with any other venue for relief available to you.

You may contact the BBB Auto Line Program using the toll-free telephone number or write them at the following address:

BBB Auto Line Program
Council of Better Business Bureaus, Inc.
4200 Wilson Boulevard
Suite 800
Arlington, VA 22203-1804
www.lemonlaw.bbb.org
Telephone: 1-800-955-5100

This program is available in all 50 states and the District of Columbia. Eligibility is limited by vehicle age, mileage, and other factors. GM reserves the right to change eligibility limitations and/or to discontinue its participation in this program.

Warranty Information for California Only

California Civil Code Section 1793.2(d) requires that, if GM or its representatives are unable to repair a new motor vehicle to conform to the vehicle's applicable express warranties after a reasonable number of attempts, GM shall either replace the new motor vehicle or reimburse the buyer the amount paid or payable by the buyer. California Civil Code Section 1793.22(b) creates a presumption that GM has had a reasonable number of attempts to conform the vehicle to its applicable express warranties if, within 18 months from delivery to the buyer or 18,000 miles on the vehicle's odometer, whichever occurs first, one or more of the following occurs:

- 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 GM or its agents AND the buyer or lessee has directly notified GM of the need for the repair of the nonconformity.

- The same nonconformity has been subject to repair four or more times by GM or its agents AND the buyer has notified GM of the need for the repair of the nonconformity.
- The vehicle is out of service by reason of repair nonconformities by GM or its agents for a cumulative total of more than 30 calendar days after delivery of the vehicle to the buyer.

**NOTICE TO GENERAL MOTORS AS REQUIRED
ABOVE SHALL BE SENT TO THE FOLLOWING
ADDRESS:**

General Motors Corporation
P.O. Box 33170
Detroit, MI 48232-5170
Fax Number: 1-866-962-2868

When you make an inquiry, you will need to give the year, model, and mileage of your vehicle and your VIN.

Special Policy Adjustment Programs Beyond the Warranty Period

Chevrolet is proud of the protection afforded by its warranty coverages. In order to achieve maximum customer satisfaction, there may be times when Chevrolet will establish a special policy adjustment program to pay all or part of the cost of certain repairs not covered by the warranty or to reimburse certain repair expenses you may have incurred. Check with your Chevrolet dealer or call the Chevrolet Customer Assistance Center to determine whether any special policy adjustment program is applicable to your vehicle.

When you make an inquiry, you will need to give the year, model, and mileage of your vehicle and your VIN.

Customer Assistance Offices

Chevrolet encourages customers to call the toll-free telephone number for assistance. However, if you wish to write or e-mail Chevrolet, refer to the address below.

United States

Chevrolet Customer Assistance Center
P.O. Box 33170
Detroit, MI 48232-5170

www.Chevrolet.com
1-800-222-1020
1-800-833-2438 (For Text Telephone
devices (TTYs))

Roadside Assistance:

1-800-CHEV-USA (243-8872)
Fax Number: 1-866-962-2868

From Puerto Rico:

1-800-496-9992 (English)
1-800-496-9993 (Spanish)
Fax Number: 313-381-0022

From U.S. Virgin Islands:

1-800-496-9994
Fax Number: 313-381-0022



VIA FAX ONLY

February 8, 2011

Eric Kaczander, Esq.
KROHN & MOSS
120 W Madison 10th Fl
Chicago, IL 60602

RE:

[REDACTED]
Service Request: 71-895661910
2007 Chevrolet Suburban
Vehicle Identification Number: 1GNFK16377J [REDACTED]
Customer Relationship Specialist: Ileana

Dear Mr. Kaczander:

This is to advise that General Motors is in receipt of the above referenced case dated February 4, 2011. 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: Repair Orders

Finance agreement
 Buyer's agreement

General Motors
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

cc: Connie Postelli

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 Company, 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



Ileana White/Austin/GM1

02/08/2011 03:21 PM

To brent.palmer@gm.com

cc

bcc

Subject Lawsuit - Crittendon

RE: Customer Last Name: [REDACTED]
Service Request: 71-895661910
2007 Chevrolet Suburban
Vehicle Identification Number: 1GNFK16377J [REDACTED]
Customer Relationship Specialist: Ileana White
Telephone: 866-790-5700 ext. 21307

Dear Mr. Palmer:

This email is to inform you that a lawsuit has been filed on behalf of customer Crittendon by Krohn & Moss for the customer's 2007 Chevrolet Suburban with 37,313 miles. The customer has been working with Phillips Chevrolet in Frankfort IL. Technical Assistance Center has been involved. TAC case number SP-10954611.

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.

If you have further questions, please contact the Customer Relationship Specialist at the telephone number and extension above or contact The 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.

Sincerely,

General Motors

STEVE FOLEY

Cadillac of Northbrook

Fax

To: *ILEANA*

From: *Jim Benedetto*

Fax: *1-866-363-8896*

Phone: *847-849-2267*

Phone:

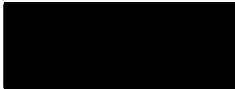
Date: *2-8-11*

Re: *Copy of service History*

Fax: *847-849-2263*

- Urgent
 For Review
 Please Comment
 Please Reply
 Please Recycle

● **Comments:**

LAST 8 of the vin # 7J 

100 Skokie Valley Rd.
 Northbrook IL 60062
 847-564-4090

FEB 8, 2011 HISTORY - SPECIFIC VEHICLE

Store 01 SERVC01 PORT 5024 3030

CUSTOMER NAME STEVE FOLEY CHEVROLET INC

SERIAL NO. 1GNFK16377J

R.O. NO. 28284T RO.DATE 08/11/2006
[3 OF 3] [1 OF 1] MILEAGE /2

DEPT (S,B,P) P PDI SHOP
ADVISOR NO. 703

OPERATION NO. 10CVZ07 OP. DESC. PRE-DELIVERY INSP.
SALE TYPE (C/W/I) W TECH.NO(S). 388
COMPLAINT .

CAUSE .

CORRECTION PERFORM PRE-DELIVERY INSPECTION.
Z7000, MG, 99

WARRANTY	CLAIM NO.	OPERATION NO.	CLAIM NO.	OPERATION NO.
	A20100_N	Z7000		

CAMPAIGN NO.	CAMPAIGN DESC.

(1=COMMENTS) (2=RECOMMENDATIONS) (3=CCC SCREEN) (E=ENTER) (JOB#) (P=PRINT) (TAB)

FEB 8, 2011 HISTORY - SPECIFIC VEHICLE

Store 01 SERVC01 PORT 5024 3030

CUSTOMER NAME STEVE FOLEY CHEVROLET INC

SERIAL NO. 1GNFK16377J

R.O. NO. 30930T RO.DATE 04/04/2007
[1 OF 3] [2 OF 2] MILEAGE /4

DEPT (S,B,P) S SERVICE
ADVISOR NO. 723

OPERATION NO. 91CVZ94001A OP. DESC. 07007
SALE TYPE (C/W/I) W TECH.NO(S). 384
COMPLAINT 07007-REMOTE KEYLESS ENTRY

CAUSE RECALL

CORRECTION RECALL COMPLETED
Y0151-MA/96

WARRANTY	CLAIM NO.	OPERATION NO.	CLAIM NO.	OPERATION NO.
	30930	Y0151		

CAMPAIGN NO.	CAMPAIGN DESC.

(1=COMMENTS) (2=RECOMMENDATIONS) (3=CCC SCREEN) (E=ENTER) (JOB#) (P=PRINT) (TAB)

FEB 8, 2011 HISTORY - SPECIFIC VEHICLE

Store 01 SERVC01 PORT 5024 3030

CUSTOMER NAME STEVE FOLEY CHEVROLET INC

SERIAL NO. 1GNFK16377J

R.O. NO. 30930T RO.DATE 04/04/2007
[1 OF 3] [1 OF 2] MILEAGE /4

DEPT (S,B,P) S SERVICE
ADVISOR NO. 723

OPERATION NO. 91CVZ94C62 OP. DESC. 06162
SALE TYPE (C/W/I) W TECH.NO(S). 384
COMPLAINT 06162-PRODUCT ENHANCEMENT

CAUSE RECALL

CORRECTION RECALL COMPLETED
Y0124-MA/96

WARRANTY	CLAIM NO.	OPERATION NO.	CLAIM NO.	OPERATION NO.
	30930	Y0124		

CAMPAIGN NO.	CAMPAIGN DESC.

(1=COMMENTS) (2=RECOMMENDATIONS) (3=CCC SCREEN) (E=ENTER) (JOB#) (P=PRINT) (TAB)

FEB 8, 2011 HISTORY - SPECIFIC VEHICLE

Store 01 SERVC01 PORT 5024 3030

CUSTOMER NAME STEVE FOLEY CHEVROLET INC

SERIAL NO. 1GNFK16377J

R.O. NO. 29948T RO.DATE 01/08/2007
[2 OF 3] [1 OF 1] MILEAGE /3

DEPT (S,B,P) S SERVICE
ADVISOR NO. 703

OPERATION NO. 15CVZ OP. DESC. BODY ELECTRICAL MISC
SALE TYPE (C/W/I) I TECH.NO(S). 388
COMPLAINT C/S SERVICE STABILITRAK LIGHT ON

CAUSE FOUND BATTERY DEAD--RECHARGE BATTERY, TESTED OK

CORRECTION CHECK FOR CODES, CODE B1517-BATTERY VOLTAGE BELOW
THRESHOLD. CLEARED CODES, ROAD TEST-VOLTAGE OK

WARRANTY CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.

CAMPAIGN NO. CAMPAIGN DESC.
CAMPAIGN NO. CAMPAIGN DESC.

(1=COMMENTS) (2=RECOMMENDATIONS) (3=CCC SCREEN) (E=ENTER) (JOB#) (P=PRINT) (TAB)

12/07/2010 15:01 0154692600

PHILLIPS CHEVROLET

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CTIS302495

CTIS302495

110358

[REDACTED]
FRANKFORT, IL [REDACTED]

DAN KACHINSKY 258 650W 10/09/07 CTIS302495
171 SPORT RID M 72581
07/CHEVROLET TRUCK/SUBURBAN/4DR 4WD 09/29/07 91
1 G N F K 1 6 3 7 7 J [REDACTED]
251/9:39 10/01/07

LABOR & PARTS
JOB # 1 11CVZ ACCESORIES HOURS: 20:30 TECH(S): 251 24:00
EXTRA KEY/1 FOB INOP
PROGRAM FOB/CUT KEY

PARTS QTY FP-NUMBER DESCRIPTION UNIT PRICE
JOB # 1 1 89024363 KEY 2.187 R 29.91
JOB # 1 TOTAL PARTS 29.91
JOB # 1 TOTAL LABOR & PARTS 53.91

JOB # 2 11CVZACC ACCESORIES HOURS: 00:00 TECH(S): 251 0:00
C/S R/F DOOR SQUEAKS AT TINES
LUBE DOORS
JOB # 2 TOTAL LABOR & PARTS 0.00

TOTALS

CONTROL# ACCOUNT NUMBER AMOUNT..
72581
TOTAL LABOR.... 24.00
TOTAL PARTS.... 29.91
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 \$ 53.91

APPROVED BY SIGNATURE

PAGE 13/39

PHILLIPS CHEVROLET

8154692688

12/07/2010 15:01



81 W. Lincoln Highway - Franklin, IL 60428 - 815 460-2323 / 708 754-0016
phillipsof.com

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION

SERVICE

SALESPERSON NO. 428 YASIN Y. YASSIN

VEHICLE NO. 1GNEK163771220100

07 CHEVROLET TRUCK (SUBURBAN) FOR HIRE

DELIVERY DATE 03/25/08

110358

09/29/07

FRANKFORT, IL

SPORT RED MET (FBO)

CVZZ

171

258

10/01/07 05:00pm

Advisor: DAN KACHINSKY

STATE REG# 3

RECOMMENDED SERVICES

OPERATION	OFFER PRICE	DESCRIPTION	MO / MI	TOTAL
01CVZ1495DC	\$14.95	COUPON	MI	
01CVZ7.95	\$7.95	COUPON	MI	
07CVZ		COOLING SYST. SERV.	MI	

I hereby authorize the repair work hereunder set forth to be done along with the necessary materials and supplies 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 delivery caused by the supplier or transporter. I hereby grant you and your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express receipt has been given to the customer on vehicle in a secure and approved manner.

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

This business is licensed and supervised by the secretary of State pursuant to Illinois revised Vehicle Chapter 625, Section 4-2.01.

Any complaint as to the quality of service obtained here may be brought to the attention of the Illinois Assembly "news".

The Motor Vehicle Certificate of Title is furnished with respect to the sale of this vehicle. The Seller hereby Expressly Waives All Warranties, Other Express Or Implied, Including Any Implied Warranty Of Merchantability Or Fitness For A Particular Purpose, and the Buyer Assumes All Liability For Any Other Purpose To Assume For It Any Liability In Connection With The Title Of This Certificate.

PARTS & LABOR PERFORMED ARE WARRANTED FOR 12 MONTHS OR 100,000 MILES, WHICHEVER OCCURS FIRST.

Customer will pay and discharge all reasonable costs, attorney's fees and charges incurred by Phillips Chevrolet, Inc. in enforcing the terms of this invoice.

CUSTOMER'S SIGNATURE

LABOR INSTRUCTIONS

EXTRA KEY FOR INOP

ACCESSORIES

CVZ ACC

CVZ R/F DOOR SQUEAKS AT TIMES

WAITER

Left mirror - 15882988 - \$128.94 (10)

MUST BE PAINTED

#251

Programmed Fobs, had 1 key cut.

251

didn't hear squeek, lube all door hinges

251

12/07/2010 15:01 8154692600

PHILLIPS CHEVROLET

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CTIS:303437

CTIS303437

110358

DAN KACHINSKY 258 372W 11/02/07 CTIS303437
 505 SPORT RED M. 72581
 07/CHEVROLET TRUCK/SUBURBAN/4DR 4WD 09/29/07 91
 1 G N F K 1 6 3 7 7 J
 234/9:22 10/15/07

[REDACTED]
 FRANKFORT, IL [REDACTED]

LABOR & PARTS

DRIVER MIRROR SCRATCHED
 REPLACE DRIVER OUTSIDE MIRROR

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	25775874	MIRROR 16.068	95.09	95.09
				JOB # 1 TOTAL PARTS	95.09
				JOB # 1 TOTAL LABOR & PARTS	135.09
SUBLET	PO#	VEND INV#	INV DATE	DESCRIPTION	
JOB # 1	10946	12513	10/22/07	PAINT MIRROR	85.75
				TOTAL - SUBLET	85.75

TOTALS
 CONTROL# 72581 ACCOUNT NUMBER AMOUNT..

TOTAL LABOR....	40.00
TOTAL PARTS....	95.09
TOTAL SUBLET...	85.75
TOTAL G.O.G....	0.00
TOTAL MISC.CHG.	0.00
TOTAL MISC.DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE \$	220.84

APPROVED BY SIGNATURE

Mosier / 3rd Gen L8

PAGE 16/39



311 W. Lincoln Highway • Frankfort, IL 60423 • 815-468-2323 / 708-764-0010
phil@chevy.com

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
10/01/07	302495	171	258	251 251	1	11CVZ 11CVZACC	ACCESSORIES ACCESSORIES

SERVICE

SALESPERSON NO. 467 YASIN Y. YASIN

VEHICLE ID NO. 1GNEK163771

VEHICLE MAKE MODEL YEAR 07 CHEVROLET TRUCK (SUBURBAN) ADR AND 2007

DELIVERY DATE 09/29/07

FRANKFORT, IL

SPORT RED MET/ERO

526 258

10/15/07 05:00pm

APPOINTMENT YES NO

ADVISE: DAN KACHINSKY

STATE REG# 3

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MI / MI	TOTAL
01CVZ14950C	\$14.95 COUPON	MI	
01CVZ7.95	\$7.95 COUPON	MI	
07CVZ	COOLING SYST. SERV.	MI	

I hereby authorize the repair work hereafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or any loss in value in case of fire, theft or any other cause beyond your control or the any damage caused by mechanical failure of parts or failure to make adjustments by the supplier or technician. I hereby grant you and your employees permission to examine the vehicle herein described on street, highway or elsewhere and for the purpose of testing and/or inspection. An express release of liability is hereby acknowledged on vehicle to appear the amount of repair work.

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

This business is required to be licensed by the Secretary of State pursuant to Illinois public act 03/01/06, Section 6-021.

Any complaints as to the quality of service obtained here may be brought to the attention of the Illinois Attorney General.

The Factory Warranty Condition All Of The Vehicle, With Respect To The Sale Of The Vehicle, 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 Hereby Assumes For Itself And Its Dealers Any Other Person To Assume For It Any Liability In Connection With This Sale Of This Vehicle.

ALL WORK & LABOR PERFORMED ARE WARRANTED FOR 12 MONTHS OR 12,000 MILES, WHICHEVER OCCURS FIRST.

Customer will pay and discharge all reasonable costs, attorney's fees and expenses incurred by Phillip Chevrolet, not in enforcing the terms of this invoice.

CUSTOMER'S SIGNATURE

LABOR INSTRUCTIONS

1. DRIVER MIRROR SCRATCHED
2. THIRD BRAKE LIGHT HOUSING SEAL COMING LOOSE

25715874 \$45.09 (NIS)
PLUS PAINT!

#234

WAITED

OK For pickup 10/15/07

devery 7/1/08

12/07/2010 15:01

81546521689

PHILLIPS CHEVROLET

12/07/2010 15:01 8154692680

PHILLIPS CHEVROLET

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CTCS314305

CTCS314305

110358

DAN KACHINSKY 258 449W 04/03/03 CTCS314305
 5,212 SPORT RED M 72581
 07/CHEVROLET TRUCK/SUBURBAN/4DR 4WD 09/29/07 91
 1 G N F K 1 6 3 7 7 J
 418 04/03/07

FRANKFORT, IL

LABOR & PARTS

PERFORMED LUBE OIL & FILTER. CHECKED BELTS & HOSES, SET TIRE
 PRESSURE. & CHECKED & SET ALL FLUID LEVELS.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	19167894	FILTER 1.836		INTERNAL 0.00
JOB # 1 TOTAL PARTS					0.00
JOB # 1 TOTAL LABOR & PARTS					0.00

G.O.G. & SUPPLIES

JOB #	QTY	DESCRIPTION	UNIT PRICE	
JOB # 1	6.5	GM COUPON OIL CHANGE	@	INTERNAL 0.00
JOB # 1	1.0	GM COUPON GREASE	@	INTERNAL 0.00
TOTAL - GOG				0.00

TOTALS

WE AT PHILLIPS CHEVROLET ARE HAPPY TO HAVE YOU AS A CUSTOMER AND WOULD LIKE TO THANK YOU FOR YOUR PATRONAGE. PLEASE FEEL FREE TO CONTACT ANY OF OUR SERVICE ADVISORS OR THE SERVICE MANAGER IF ANY PROBLEM OCCURS OR YOU HAVE A QUESTION REGARDING THE WORK WE HAVE PERFORMED. REMEMBER ALL OF OUR WORK IS GUARANTEED.

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 CHARGE VISA MC

CUSTOMER SIGNATURE

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GIF

W/W



88 W. Lincoln Highway - Frankfort, IL 60143 • 615 490-2328 / 708 754-0310
philipschevy.com

DATE	HI-PAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
10/15/07	303437	505	258	234	1	11CVZ	ACCESSORIES
10/01/07	302495	171	258	234 234 251 251	C I I	11CVZACC 11CVZ 11CVZACC	ACCESSORIES ACCESSORIES ACCESSORIES

SERVICE

SALESPERSON NO. 463 YASIN Y. YASSIN

VEHICLE NO. LGNEK16377

YEAR / MAKE / MODEL 07/CHEVROLET TRUCK (SUBURBAN) 4DR 4WD

CUSTOMER NO. 110358

DEPT. NO. 09/29/07

FRANKFORT, IL

SPORT RED MET/ERO

TURBO 1700 AIR-COOL, F.I.E. TRAN. MILEAGE 5,212

ADVISOR NO. 258

DATE RECEIVED 09-24am

LABOR HRS

04/14/08 05:00pm

APPROVAL Yes No

Advisor: DAN KACHINSKY

STATE REG# 3

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO / MI	TOTAL
01CVZ	LUBE OIL FILTER	MI	
01CVZCOUP	OIL CHANGE COUPON	MI	
01CVZKLUBE	LUBE OIL FILTER	MI	
85CVZ	LOT SERVICE	MO	
01CVZ\$16.95	\$16.95 COUPON	MI	
01CVZ\$14.95CC	\$14.95 COUPON	MI	
01CVZLUBE	LUBE	MI	
07CVZ	COOLING SYST. SERV.	MI	
01CVZ\$7.95	\$7.95 COUPON	MI	
01CVZ\$18.95	\$18.95 COUPON	MI	

LABOR INSTRUCTIONS

PERFORMED LUBE OIL & FILTER, CHECKED BELTS & HOSES, SET TIRE PRESSURE, & CHECKED & SET ALL FLUID LEVELS.

WAITER

Yak

PHILLIPS CHEVROLET 12/07/2010 15:01 8154652580

I hereby authorize the repair work to be done on my vehicle with the use of parts and materials and agree that you are not responsible for damage to vehicle or articles left in vehicle in case of fire, theft or accident, even beyond your control, or for any delays caused by unavailability of parts or delays in parts shipment by the supplier or transporter. I hereby grant you and your employees permission to operate the vehicle to complete the repair, adjustment, replacement or other work for the purpose of making under inspection. An express mechanic lien is hereby acknowledged on vehicle to secure the amount of repair thereto.

TEN MINUTE CASH LOANS ARRANGEMENTS MADE

The business is required to be licensed by the Secretary of State pursuant to Illinois Vehicle Code, Section 5-301.

Any complaint as to the quality of service obtained here may be brought to the attention of the State Attorney General.

The Franchised Warranty Certificate set forth on the Reverse Side Hereof is the Basis of This Sale. The Seller Hereby Expressly Waives All Warranties, Either Express or Implied, Including Any Implied Warranty of Merchantability or Fitness for A Particular Purpose, And The Buyer Hereby Assumes All Liability Any Other Person To Assume For It Any Liability In Connection With The Sale of This Vehicle.

PARTS & LABOR REFORMED AND WARRANTED FOR 12 MONTHS OR 12000 MILES, WHICHEVER OCCURS FIRST.

Performed by [Redacted]

12/07/2010 15:01 8154692600

PHILLIPS CHEVROLET

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CTCS314658

CTCS314658

PAID
 RECEIVED
 \$11056.00
 04-09-08
 JT

ENTERED APR 15 2008

110358

[REDACTED]
 FRANKFORT, IL [REDACTED]

BILL MILLER 253 W719 04/09/08 CTCS314658
 5,398 SPORT RED M 72581
 07/CHEVROLET TRUCK/SUBURBAN/4DR 4WD 09/29/07 91
 1GNFK16377J [REDACTED]
 397/9:43 04/09/08

LABOR & PARTS

INSTALL 20" ALUM POLISHED WHEELS & TIRES, AS PER WE OWE,
 CUSTOMER TO PAY \$1656.00 AS PER WE OWE,
 COMPLETED.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	T020P	T/O WHEEL		INTERNAL 0.00
JOB # 1 TOTAL PARTS					0.00
JOB # 1 TOTAL LABOR & PARTS					0.00
MISC	CODE	DESCRIPTION	CONTROL NO		
JOB # 1	TT	TIRE DISPOSAL FEE			INTERNAL 0.00
TOTAL - MISC					0.00

COMMENTS: ALL WORK PER WE OWE.

TOTALS

WE AT PHILLIPS CHEVROLET ARE HAPPY TO HAVE YOU AS A CUSTOMER AND WOULD LIKE TO THANK YOU FOR YOUR PATRONAGE. PLEASE FEEL FREE TO CONTACT ANY OF OUR SERVICE ADVISORS OR THE SERVICE MANAGER IF ANY PROBLEM OCCURS OR YOU HAVE A QUESTION REGARDING THE WORK WE HAVE PERFORMED. REMEMBER ALL OF OUR WORK IS GUARANTEED.	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 [REDACTED] CHECK [REDACTED] CHARGE [REDACTED] VISA [REDACTED] MC [REDACTED]

[Signature] CUSTOMER SIGNATURE

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PHILLIPS CHEVROLET

B15469268B

15:01

02/14/2010

20" wheels



88 W. Lincoln Highway - Frankfort, IL 60423 - 815 466-9268 / Fax 754-6010
phillipschevy.com

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
10/15/07	303437	505	250	234	I	11CVZ	ACCESSORIES
10/01/07	302495	171	250	234 221 251	C I I	11CVZACC 11CVZ 11CVZACC	ACCESSORIES ACCESSORIES ACCESSORIES

SERVICE

PERSONAL NO. [REDACTED] VASIN Y VASSIN

VEHICLE NO. **1GNEK1637Z** [REDACTED] [REDACTED]

STOCK NO. [REDACTED] USER ID NO. [REDACTED] M.P. NO. **31465B**

DATE OF ACQUISITION **09/29/07** BELLS & HOWELL FILE NO. **041908**

FRANKFORT, IL [REDACTED] COLOR **SPORT RED MET/EB0** SALES PERSONNEL [REDACTED]

TORQUE [REDACTED] AIR CONDITION [REDACTED] BRAND [REDACTED] RELEASE [REDACTED] APPROV. [REDACTED] PROOF OF PAYMENT [REDACTED]

TIME RECEIVED **09-15am** ORDER DATE [REDACTED]

APPOINTMENT Yes No

ADVISOR: **BILL MILLER**

STATE REG# 3

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MI	MO	TOTAL
01CVZ	LUBE OIL FILTER	MI		
01CVZCOUP	OIL CHANGE COUPON	MI		
01CVZKLUBE	LUBE OIL FILTER	MI		
02CVZROTA	ROTATE 4 WHEELS		MO	
07CVZ	COOLING SYST. SERV.	MI		
01CVZ1495OC	\$14.95 COUPON	MI		
01CVZLUBE	LUBE	MI		
02CVZDIR4	ROTATE 4 DIRECTIONAL		MO	
02CVZROTS	ROT 5 TIRES		MO	
01CVZ\$16.95	\$16.95 COUPON	MI		

I hereby authorize the repair shop to perform all work to be done along with the necessary materials and agree that you are responsible for any damage to vehicle or articles left in vehicle in care of this shop or any other damage to your vehicle or for any damage caused by the availability of parts or delays in parts shipment by the supplier or transporter. I hereby grant you authorization to use my name to operate my vehicle hereunder subject to all applicable laws and regulations for the purpose of testing and/or litigation. An accurate mechanic's lien is hereby established on vehicle to secure the amount of repairs thereon.

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

This business is required to be bonded by the Secretary of State pursuant to Illinois Retail Merchants' Charter (CSA), Sections 9-301.

Any complaint as to the quality of service obtained here may be brought to the attention of the Illinois Attorney General.

The Factory Warranty Covers All Of The Warranties With Respect To The Sale Of This Vehicle. The Dealer Hereby Expressly Disclaims All Warranties, Express Or Implied, Including Any Implied Warranty Of Merchantability Or Fitness For A Particular Purpose, And The Seller Hereby Assumes The Entire Liability For Any Defects In This Vehicle.

PARTS & LABOR PERFORMED ARE WARRANTED FOR 12 MONTHS OR 12,000 MILES, WHICHEVER OCCURS FIRST.

LABOR INSTRUCTIONS

INSTALL 20" ALUM POLISHED WHEELS & TIRES AS PER WE OWE. CUSTOMER TO PAY \$165.00 AS PER WE OWE.

CUSE TO PICK UP OLD WHEELS+TIRES? LATER ON.

HOLD OFF TO SEE

WATTER

DATE: _____ TIME: _____

NO. CALLED: _____

SALES ESTIMATE: _____

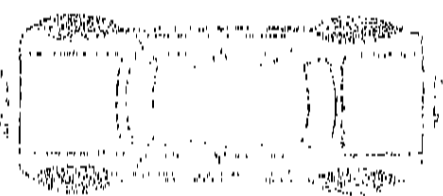
CAUSE - CORRECTION

LA VUE RECORD

DATE	TIME	EMP. NO.	IN. PAID	TIME CLOCK
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				08
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				100

Susped 18 in wheels & tires with
 20 inch wheels & tires from parts
 dept.

#397



12/07/2010 15:01 8154692600

PHILLIPS CHEVROLET

PAGE 24/39

CTCS323810

CTCS323810

110358

FRANKFORT, IL

BILL MILLER

253

W123

09/05/08

CTCS323810

10,389

SPORT RED M 72581

07/CHEVROLET TRUCK/SUBURBAN/4DR 4WD

09/29/07

91

1 G N F K 1 6 3 7 7 J

418

09/05/08

PERFORMED LUBE OIL & FILTER, CHECKED BELTS & HOSES. SET TIRE PRESSURE. & CHECKED & SET ALL FLUID LEVELS. \$28.33 COUPON PRESENTED... COMPLETED.

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1	19157894	FILTER 1.836	5.18
JOB # 1 TOTAL PARTS				5.18

G.O.G. & SUPPLIES	QTY	DESCRIPTION	UNIT PRICE
JOB # 1	6.5	OIL	2.000 /UNIT
JOB # 1	1.0	GREASE	1.250 /UNIT
TOTAL - GOG			14.25

MISC	CODE	DESCRIPTION	CONTROL NO.	PRICE
JOB # A	HMF	HMF		0.75
JOB # A	SS	SHOP SUPPLIES		1.15
JOB # 1	SA	SERVICE ADVERTISING		-2.60
TOTAL - MISC				-0.70

COMMENTS...
WAITER
\$28.33 COUPON PRESENTED AT WRITE UP.

TOTALS	AMOUNT
TOTAL LABOR	11.90
TOTAL PARTS	5.18
TOTAL SUBLET	0.00
TOTAL G.O.G.	14.25
TOTAL MISC CHG.	1.90
TOTAL MISC DISC	-2.60
TOTAL TAX	1.45

WE AT PHILLIPS CHEVROLET ARE HAPPY TO HAVE YOU AS A CUSTOMER AND WOULD LIKE TO THANK YOU FOR YOUR PATRONAGE. PLEASE FEEL FREE TO CONTACT ANY OF OUR SERVICE ADVISORS OR THE SERVICE MANAGER IF ANY PROBLEM OCCURS OR YOU HAVE A QUESTION REGARDING THE WORK WE HAVE PERFORMED. REMEMBER ALL OF OUR WORK IS GUARANTEED.

CASH [REDACTED] A MC

TOTAL INVOICE \$ 31.68

PAID
 2281002
 \$31.68
 09-05-08

PAGE 25/39

G.H. (w/w)



38 W. Lincoln Highway - Frankfort, IL 60422 • 816 428-6333 / 708 756-0310
philipsna.com

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
04/09/08	314658	5398	253	397	I	87CVZ	WHEELS & TIRES
04/03/08	314305	5212	258	418	I	01CVZCOUP	OIL CHANGE COUPON
10/15/07	303437	505	258	234	I	11CVZ	ACCESSOR
				234	I	11CVZACC	ACCESSOR
10/01/07	302495	171	258	251	I	11CVZ	ACCESSOR
				251	I	11CVZACC	ACCESSOR

SERVICE

VEHICLE NO. [REDACTED] PERSON NO. 453 YASIN YASSIN

07 CHEVROLET TRUCK/SUBURBAN/ADW 725E1

110358 09/29/07 91

FRANKFORT, IL SPORT RED MET/ERO

TURBO N/A NO AIR COND. Y.P.S. TRUCK MILEAGE 10,389 ADVISOR NO. 253

01-14pm

09/05/08 05:00pm

Advisor: BILL MILLER

STATE REG# 3

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	NO / MI	TOTAL
01CVZ	LUBE OIL FILTER	MI	
01CVZQILUBE	LUBE OIL FILTER	MI	
02CVZROT4	ROTATE 4 WHEELS	MI	
07CVZ	COOLING SYST. SERV.	MI	
01CVZ\$16.95	\$16.95 COUPON	MI	
01CVZLUBE	LUBE	MI	
02CVZDIR4	ROTATE 4 DIRECTIONAL	MI	
02CVZROT5	ROT 5 TIRES	MI	
09CVZFWD	REPACK REAR WHL BRGS	MI	
01CVZ\$18.95	\$18.95 COUPON	MI	

COMMENTS : WAITER

PERFORMED LUBE OIL & FILTER, CHECKED BELTS & HOSES, SET TIRE PRESSURE, & CHECKED & SET ALL FLUID LEVELS.

WAITER

I hereby authorize the repair work to be performed on the vehicle along with the necessary materials and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in care of the shop or any other cause beyond your control or for any delays caused by unavailability of parts or failure to make shipments by the supplier or transportation delays. I hereby grant you a 12-month warranty on parts provided on to operate the vehicle herein described as shown, highways or elsewhere for the purpose of testing and/or inspection. An express warranty does not hereby acknowledge or waive to accept the amount of repair charges.

TERMS: 30-DAY CASH REFUND ARRANGEMENTS MADE

The business is required to be licensed by the Secretary of State pursuant to Illinois Revised Statutes Chapter 226, Section 3-903.

Any complaints as to the quality of service obtained here may be brought to the attention of the Illinois Attorney General.

The Factory Warranty Complies All Of The Requirements With Respect To The Sale Of This Vehicle. The dealer hereby expressly disclaims all warranties, both Express or Implied, including any implied warranty of merchantability or fitness for a particular purpose. And The Seller hereby Assumes Not Authorized Any Other Person To Assume For It Any Liability In Connection With The Sale Of This Vehicle.

WARRANTY & LUBES PERFORMED ARE WARRANTED FOR 12 MONTHS OR 12,000 MILES, WHICHEVER OCCURS FIRST.

Customer will pay and discharge all reasonable costs, attorney's fees and expenses incurred by Phillips Chevrolet, Inc. in enforcing the terms of this invoice.

CUSTOMER'S SIGNATURE _____

PHILLIPS CHEVROLET

8154692698

15:01

12/07/2010

WARRANT CONNECTION

Lot

[Handwritten signature]

CALL CENTER COPY

EMPLOYEE NUMBER

DATE

TIME

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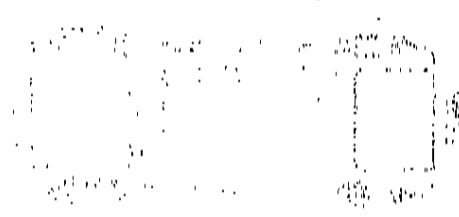
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12/07/2010 15:01 8154692680

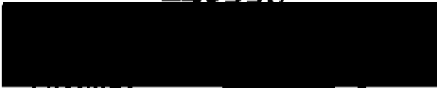
PHILLIPS CHEVROLET

PAGE 27/39

CTCS332331

CTCS332331

110358



DAN KACHINSKY

258 87W

01/27/09

CTCS332331

- 14,733

SPORT F.E.D M 72581

FRANKFORT, IL

07/CHEVROLET TRUCK/SUBURBAN/4DR 4WD

09/29/07

91

1GNFK16377J

331

01/27/09

LABOR & PARTS

J# 1 01CVZ LUBE OIL & FILTER PERFORMED LUBE OIL & FILTER, CHECKED BELTS & HOSES, SET TIRE PRESSURE, & CHECKED & SET ALL FLUID LEVELS. TECH(S) 331 11.50

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1	19167894	FILTER 1.836	5.18
JOB # 1 TOTAL PARTS				5.18
JOB # 1 TOTAL LABOR & PARTS				16.68

J# 2 37CVZ BODY ELECTRICAL LOW TIRE LIGHT ON SET PRESSURE AND RESET LIGHT TECH(S) 331 0.00

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 2 TOTAL PARTS				0.00
JOB # 2 TOTAL LABOR & PARTS				0.00

G.O.G. & SUPPLIES

JOB # 1	5.0	OIL	@ 2.000 /UNIT	10.00
JOB # 1	1.0	GREASE	@ 1.250 /UNIT	1.25
TOTAL - GOG				11.25

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	HWF	HWF		0.75
JOB # A	SS	SHOP SUPPLIES		1.15
TOTAL - MISC				1.90

TOTALS

WE AT PHILLIPS CHEVROLET ARE HAPPY TO HAVE YOU AS A CUSTOMER AND WOULD LIKE TO THANK YOU FOR YOUR PATRONAGE. PLEASE FEEL FREE TO CONTACT ANY OF OUR SERVICE ADVISORS OR THE SERVICE MANAGER IF ANY PROBLEM OCCURS OR YOU HAVE A QUESTION REGARDING THE WORK WE HAVE PERFORMED. REMEMBER ALL OF OUR WORK IS GUARANTEED.

TOTAL LABOR	11.50
TOTAL PARTS	5.18
TOTAL SUBLET	0.00
TOTAL G.O.G.	11.25
TOTAL MISC CHG	1.90
TOTAL MISC DISC	0.00
TOTAL TAX	1.24

CASH CHECK CHARGE VISA MC

TOTAL INVOICE \$ 31.07

PAID

RECEIPT 032084

AMOUNT \$31.07

DATE 01-27-09

CUSTOMER SIGNATURE

PAGE 28/39

PHILLIPS CHEVROLET

12/07/2010 15:01
0151676688



STATE REG# 3

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
09/05/08	329810	10389	253	418	C	01CVZ	LUBE OIL FILTER
04/09/08	314558	5396	253	397		87CVZ	WHEELS & TIRES
04/03/08	314305	5212	258	418		01CVZCOUP	OIL CHANGE COUPON
10/15/07	303437	505	258	234		11CVZ	ACCESSORIES
10/01/07	302455	171	258	234	C	11CVZACC	ACCESSORIES
				251		11CVZ	ACCESSORIES

SERVICE

SALES PERSON NO. 663 WAGHNY YASSIN

VEHICLE ID: IGNEC163773

SALES PERSON NO. 663 WAGHNY YASSIN

VEHICLE ID: IGNEC163773

YEAR: 2007 MAKE: CHEVROLET MODEL: COBALT SUBURBAN MAKE: AWD

VIN: 110358

DATE: 09/29/07

SPORT RED MET/ERO

CVZ

14,733

258

01/27/09 05:00pm

APPOINTMENT YES NO

Advisor: DAN KACHINSKY

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	AMT / MI	TOTAL
01CVZ	LUBE OIL FILTER	MI	
01CVZQLUBE	LUBE OIL FILTER	MI	
02CVZROT4	ROTATE 4 WHEELS	MI	
07CVZ	COOLING SYST. SERV.	MI	
09CVZRW	REPACK REAR WHL BRGS	MI	
01CVZLUBE	LUBE	MI	
02CVZDIR4	ROTATE 4 DIRECTIONAL	MI	
02CVZROT5	ROT 5 TIRES	MI	
09CVZ4WD	REPACK FRONT 4WD	MI	
01CVZ\$16.95	\$16.95 COUPON	MI	

LABOR INSTRUCTIONS

1. C 01CVZ LUBE OIL FILTER
 PERFORMED LUBE OIL & FILTER, CHECKED BELTS & HOSES, SET TIRE PRESSURE, & CHECKED & SET ALL FLUID LEVELS.

2. C 37CVZ BODY ELECTRICAL
 LOW TIRE LIGHT ON

WAITER

ADVISOR: DAN KACHINSKY

TECHNICIAN: WAGHNY YASSIN

DATE: 01/27/09

MILEAGE: 14,733

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

TERMS STRICTLY CASH UNLESS ARRANGEMENTS MADE

This vehicle is required to be bonded by the Secretary of State pursuant to Illinois Vehicle Code Chapter 620, Article 6-301.

Any complaints as to the quality of service obtained here may be brought to the attention of the Illinois Secretary of State.

The Factory Warranty Guarantees All Of The Materials With Respect To The Date Of This Invoice. The State Warranty Expressly Disclaims All Warranties, Either Express Or Implied, Including Any Implied Warranty Of Merchantability Or Fitness For A Particular Purpose, And The Seller Waives Assumed And Any Other Person To Assume For It Any Liability In Connection With The Date Of This Invoice.

PARTS & LABOR PERFORMED ARE WARRANTED FOR 12 MONTHS OR 12,000 MILES, WHICHEVER OCCURS FIRST.

Items Invoiced by:

12/07/2010 15:01 8154692680

PHILLIPS CHEVROLET

PAGE 30/39

CTCS335003

CTCS335003

ENTERED MAR 19 2010

110358

DAN KACHINSKY 258 823W 03/13/09 CTCS335003

15,794 SPORT RED M, 72581

07/CHEVROLET TRUCK/SUBURBAN/4DR 4WD 09/29/07

91

1GNFK16377J

330 03/13/09

LABOR & PARTS
CUSTOMER STATES SERVICE ENGINE SOON LIGHT IS ON -
GAS CAP LIGHT CAME ON
INSPECT/EVAP CODE/VENT VALVE STICKING
REPLACE FAILED EVAP VENT VALVE/CLEAR CODES AND TEST DRIVE

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	25952086	VALVE 3.130		0.00
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00

COMMENTS
WAITER

TOTALS

WE AT PHILLIPS CHEVROLET ARE HAPPY TO HAVE YOU AS A CUSTOMER AND WOULD LIKE TO THANK YOU FOR YOUR PATRONAGE. PLEASE FEEL FREE TO CONTACT ANY OF OUR SERVICE ADVISORS OR THE SERVICE MANAGER IF ANY PROBLEM OCCURS OR YOU HAVE A QUESTION REGARDING THE WORK WE HAVE PERFORMED. REMEMBER ALL OF OUR WORK IS GUARANTEED.

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
[REDACTED]
CUSTOMER SIGNATURE

PAGE 31/39

SES w/w

Phillips CHEVROLET

111 W. Lincoln Highway - Frankfort, IL 62424 • 618 468-2833 / 709 756-0910
phillipschevy.com

DATE	REPAIR ORDER #	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
01/27/09	332991	14733	258	331	C	01CVZ	LUBE OIL FILTER
09/05/08	323810	10380	258	331	C	37CVZ	BODY ELECTRICAL
04/09/08	314658	5398	258	410	C	01CVZ	LUBE OIL FILTER
04/09/08	314805	5212	258	307	I	87CVZ	WHEELS & TIRES
10/15/07	303487	505	258	418	I	01CVZ	OIL CHANGE COUPON
				234		11CVZ	ACCESSORIES

SERVICE

SALES PERSON NO. 453 YASIN Y. YASSIN

VEHICLE ID NO. 1GNFK16377J

YEAR MAKE MODEL 07/CHEVROLET TRUCK (SUBURBAN) 4DR 4WD

DELIVERY DATE 11/03/08

FRANKFORT, IL

SPORT RED MET/FRO

CVZZ

15,794

03/13/09 05:00pm

Advisor: DAN KACHINSKY

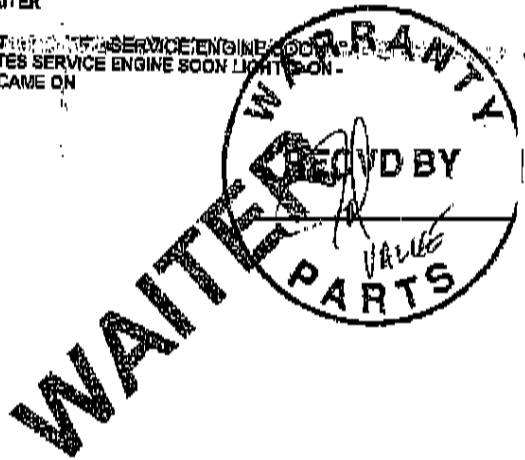
STATE REC# 3

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO	MI	TOTAL
01CVZLUBE	LUBE	MI		
02CVZDIR4	ROTATE 4 DIRECTIONAL	MI		
02CVZROT5	ROT 5 TIRES	MI		
09CVZ4WD	REPACK FRONT 4WD	MI		
01CVZ\$16.95	\$16.95 COUPON	MI		
01CVZQKLUBE	LUBE OIL FILTER	MI		
02CVZROT4	ROTATE 4 WHEELS	MI		
07CVZ	COOLING SYST. SERV.	MI		
09CVZFWD	REPACK REAR WHL BRCS	MI		
01CVZ\$18.95	\$18.95 COUPON	MI		

COMMENTS : WAITER

WAS IN CYCLE SERVICE ENGINE SOON LIGHT ON
CUSTOMER STATES SERVICE ENGINE SOON LIGHT ON
GAS CAP LIGHT CAME ON

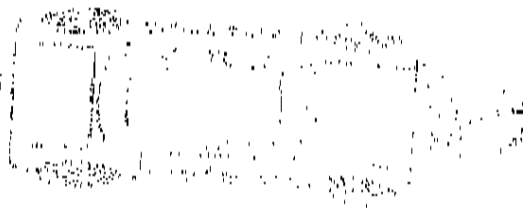


PHILLIPS CHEVROLET

6184692688

7/28/10 15:21

WARRANTY & LABOR PERFORMED ARE WARRANTED FOR 12 MONTHS OR 12,000 MILES, WHICHEVER OCCURS FIRST.



① Inspect and found P0455 stored and found vent valve sticking - replaced vent valve and cleared codes recheck

#330

12/07/2010 15:01 8154692680

PHILLIPS CHEVROLET

PAGE 33/39

CTCS337018

CTCS337068

ENTERED APR 2 2 2009

110358

[REDACTED]

FRANKFORT, IL

[REDACTED]

DAN KACHINSKY 258 272W 04/17/09 CTCS337068
 16,667 SPORT FED M, 72581
 07/CHEVROLET TRUCK/SUBURBAN/4DR 4WD 09/29/07 91
 1GNFK16377 [REDACTED]
 397 04/17/09

LABOR & PARTS
 J# 1170VZ ENGINE MECHANICAL TECH 897.00 30.00 WARRANTY
 C/S LOW OIL LIGHT COMES ON DRIVING
 ADJUST OIL LEVEL/APPT MADE TO DIAGNOSE PROBLEM

JOB # 1 TOTAL LABOR & PARTS 0.00

TOTALS

WE AT PHILLIPS CHEVROLET ARE HAPPY TO HAVE YOU AS A CUSTOMER
 AND WOULD LIKE TO THANK YOU FOR YOUR PATRONAGE. PLEASE FEEL
 FREE TO CONTACT ANY OF OUR SERVICE ADVISORS OR THE SERVICE
 MANAGER IF ANY PROBLEM OCCURS OR YOU HAVE A QUESTION
 REGARDING THE WORK WE HAVE PERFORMED. REMEMBER ALL OF OUR
 WORK IS GUARANTEED.

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 CHARGE VISA MC

CUSTOMER SIGNATURE

Low Oil Lt

PAGE 34/39



DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
03/13/09	335003	15794	258	390		41 CVZSELT	SERVICE & VQUNE SOON
01/27/08	332831	14733	258	331	W	01 CVZ	LUBE OIL FILTER
09/05/08	329810	10388	259	418		37 CVZ	BODY ELEC TRICAL
04/09/08	314658	5398	253	397		01 CVZ	LUBE OIL FILTER
04/02/08	314265	5212	388	418		87 CVZ	WHEELS & TIRES
						01 CVZ COUP	COUPON

SERVICE

SALES PERSON: DAN KACHINSKY
 YASIN YASSIN
 VEHICLE ID: [REDACTED]
 VIN: 1GNC163773 [REDACTED]
 COLOR: 110258
 FRANKFORT, IL
 SPORT RED MET / FRO
 CUIZ
 04/17/09 05:00 PM
 ADVISOR: DAN KACHINSKY

STATE REC# 3

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO	MI	TOTAL
01 CVZ	LUBE OIL FILTER	MO		
01 CVZ QK LUBE	LUBE OIL FILTER	MI		
02 CVZ ROT 4	ROTATE 4 WHEELS	MI		
37 CVZ	COOLING SYST. SERV.	MI		
09 CVZ FWD	REPACK REAR WHL BRCS	MI		
01 CVZ LUBE	LUBE	MI		
02 CVZ DIR 4	ROTATE 4 DIRECTIONAL	MI		
02 CVZ ROT 5	ROT 5 TIRES	MI		
09 CVZ 4WD	REPACK FRONT 4WD	MI		
01 CVZ \$16.95	\$16.95 COUPON	MI		

LABOR INSTRUCTIONS
 1. W: 17CVZ AMM... ENGE MECHANICAL
 CS LOW OIL LIGHT COMES ON DRIVING

WAITER

PHILLIPS CHEVROLET
 12/07/2010 15:31
 815492688

I hereby authorize the legal title transfer on this to be done along with the necessary title and agree that you are not responsible for loss or damage to papers or articles left in car in case of fire. It will in any case be your responsibility for any damage caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you access to your vehicle for the purpose of inspecting and diagnosing the vehicle in accordance with the terms of this agreement. As a customer, I hereby acknowledge that I understand the nature of repairs I am to be done, the amount of repair charges.

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

This repair is guaranteed to be removed by the Secretary of State's document to Illinois vehicle title (Chapter 150, Section 5-06).

Any materials up to 64 quantity of service obtained here may be brought to the attention of the Illinois Attorney General.

The Factory Warranty Constitutes All Of The Warranties With Respect To The Sale Of This Item. The Seller Hereby Expressly Disclaims All Warranties, Express Or Implied, Other Than The Seller's Express Warranty Of Merchability Or Fitness For A Particular Purpose. And The Seller Further Assumes Not Assume Any Other Form To Assume For It Any Liability In Connection With The Sale Of This Item.

PARTS & LABOR PERFORMED ARE WARRANTED FOR 12 MONTHS OR 12,000 MILES, WHICHEVER OCCURS FIRST.

Customer will pay and discharge all reasonable costs, attorney fees and expenses incurred by Phillips Chevrolet, Inc. in enforcing the terms of this contract.

CUSTOMER'S SIGNATURE

✓ Oil level found
 1 3/4 qt as needed
 Oil level topped off
 under no leaks
 #397

12/07/2010 15:01 8154692680

PHILLIPS CHEVROLET

PAGE 36/39

CTCS337943

CTCS337943

ENTERED MAY 15 2109

110358

[REDACTED]
FRANKFORT, IL

DAN KACHINSKY 258 952 05/07/09 CTCS337943
17,097 SPORT RED M. 72581
07/CHEVROLET TRUCK/SUBURBAN/4DR 4WD 09/29/07 91
1 G N F K 1 6 3 7 7 J [REDACTED]
05/04/09

LABOR & PARTS

J# 1-170VZ ENG. MECHANICAL TECH(S):246
VEHICLE WAS 2 QT LOW ON OIL IN LESS THAN 2 K MILES
INSPECT/FOUND OVER AGGRESSIVE LIFTERS BOTH SIDES
REPLACE ALL LIFTERS AND MAKE NECESSARY ADJUSTMENTS/TEST
DRIVE

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	8	17122490	* LIFTER 0.459		
JOB # 1	8	12571595	LIFTER 0.459		WARRANTY
JOB # 1	2	12589226	GASKET 0.289		WARRANTY
JOB # 1	20	11571134	BOLT 0.293		WARRANTY
JOB # 1	10	12558840	BOLT 0.293		WARRANTY
JOB # 1	2	12617944	GASKET 3.270		WARRANTY
JOB # 1	2	89060413	GASKET KI 3.270		WARRANTY
JOB # 1	1	12346290	COOLANT 8.800		WARRANTY

JOB # 1 TOTAL PARTS 0.00
JOB # 1 TOTAL LABOR & PARTS 0.00

POLE JOB 27 9.6

J# 2-11CVZ ACCESSORIES TECH(S):246
C/S PASS SIDE INSIDE DOOR HANDLE PEELING
PEELING
B4280 .4
REPLACE INSIDE HANDLE AS NEEDED

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 2	1	15920700	HANDLE 16.345		

JOB # 2 TOTAL PARTS 0.00
JOB # 2 TOTAL LABOR & PARTS 0.00

J# 3-86CVZ RENTAL VEHICLE TECH(S):230
PHILLIPS CHEVROLET RENTAL VEHICLE
CUSTOMERS ARE ADVISED THAT WE FOLLOW THE GENERAL MOTORS
ALTERNATE TRANSPORTATION GUIDE LINES. AND WE ONLY HAVE
RENTAL VEHICLES. IF YOU ARE ISSUED A RENTAL AT NO CHARGE
PLEASE BE ADVISED THAT THE EXPENSE OF THIS VEHICLE IS
BEING ABSORBED BY GENERAL MOTORS OR PHILLIPS CHEVROLET
BILL TO CHEVY PER DAN. 30280, 90543, 005 BS
PHILLIPS RENTAL CAR EXPENSE.

Stamp: AUTHORIZED A R E P REASON: 2 days rental for 1/2 let replacement SIGN: DATE 5/11/09

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 3	2	132098	[REDACTED]		

JOB # 3 TOTAL PARTS 0.00
JOB # 3 TOTAL LABOR & PARTS 0.00

10/1/98 17902 2 days rental @ \$3700 with Code G

G.O.G. & SUPPLIES	QTY	UNIT	TOTAL - GOG	WARRANTY
JOB # 1	6.0	OIL		0.00

PAGE 38/39

PHILLIPS CHEVROLET

8154692688

12/07/2010 15:01

Handwritten notes at top left.



38 W. Lincoln Highway - Franklin, IL 60029 - 815 469-2333 / 708 792-0010
phillipschevy.com

STATE REG# 3

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	IMP / MI	TOTAL
01CVZ	LUBE OIL FILTER	MI	
01CVZQLUBE	LUBE OIL FILTER	MI	
02CVZROT4	ROTATE 4 WHEELS	MI	
05CVZTUNE3CYL	TUNE-UP 3 CYL	MI	
05CVZTUNE6CYL	TUNE-UP 6 CYL	MI	
01CVZLUBE	LUBE	MI	
02CVZDIR4	ROTATE 4 DIRECTIONAL TIRES	MI	
02CVZROT5	ROT 5 TIRES	MI	
05CVZTUNE4CYL	TUNE-UP 4 CYL	MI	
05CVZTUNE8CYL	TUNE-UP 8 CYL	MI	

Warranty text: I hereby authorize the repair work described on this form to be done along with the necessary materials and parts that you are not responsible for loss or damage to vehicle or articles left in vehicle in repair of this vehicle...

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

This service is required to be licensed by the Secretary of State pursuant to Illinois Vehicle and Trailer Chapter 625, Sections 6-207.

The Party Whose Signature At The Bottom With Respect To The Sale Of This Vehicle, The Buyer Hereby Expressly Assumes All Warranties, Either Express Or Implied, Including Any Implied Warranty Of Merchantability Or Fitness For A Particular Purpose, And The Seller Hereby Assumes No Liability For Any Other Reason To Assume For It Any Liability In Connection With The Sale Of This Vehicle.

PARTS & LABOR REPAIRS ARE WARRANTED FOR 3 MONTHS OR 12000 MILES, whichever comes first.

CUSTOMER'S SIGNATURE

DATE	REPAIR ORDER	MI / PAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
04/17/09	337068	16667	258	397			
03/13/09	335003	15794	258	390			
01/27/09	332331	14739	258	331	W	17CVZ	ENC. MECHANICAL SERVICE ENGINE SOON
09/05/08	329810	10389	253	331	W	01CVZ	LUBE OIL FILTER
04/09/08	314652	5398	253	418	W	37CVZ	BODY ELECTRICAL
			253	397	W	01CVZ	LUBE OIL FILTER
						87CVZ	WHEELS TIRES

SERVICE

VEHICLE ID NO: [REDACTED] SALES PERSON NO: 452 YASIN Y KASSIN

07/CHEVROLET TRUCK (SUBURBAN) (4DR) (4WD) 721 83

170358

08/29/07

SPORT RED MET/ENO

CVZZ

17,097

258

05/04/09 05:00pm

APPROVAL: [] YES [] NO

ADVISOR: DAN KACHINSKY

LABOR INSTRUCTIONS

RENEW MECHANICAL SERVICE

VEHICLE WAS 2 QT LOW ON OIL IN LESS THAN 2 K MILES

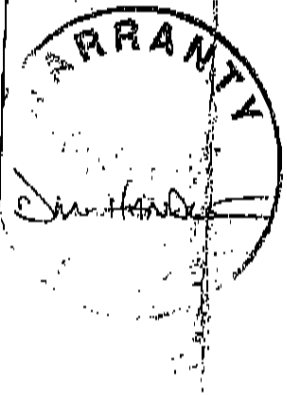
RECVD BY [Signature]

LITTONS AUTO

GARAGE

246

CIS PASS SIDE INSIDE DOOR HANDLE PEELING



CTCS342459

ENTIRED JUL 20 2009

110358

[REDACTED]

FRANKFORT, IL

[REDACTED]

DAN KACHINSKY 258 391V 07/15/09 CTCS342459
 19,195 SPORT RED M. 72581
 07/CHEVROLET TRUCK/SUBURBAN/4DR /WD 09/29/07 91
 1 G N F K 1 6 3 7 7 [REDACTED]
 246 07/15/09

LABOR & PARTS
 JOB # 1 11CVZ ACCESSORIES TECH(S):246 INTERNAL
 C/S THAT THE LOW ENGINE OIL LIGHT IS ON CHECK HISTORY
 ADJUST OIL LEVEL/NO FIX AVAILABLE AT THIS TIME

JOB # 1 TOTAL LABOR & PARTS 1.00

G.O.G. & SUPPLIES
 JOB # 1 1.0 OIL B /UNIT TOTAL - GOG INTERNAL 1.00

TOTALS-----

WE AT PHILLIPS CHEVROLET ARE HAPPY TO HAVE YOU AS A CUSTOMER
 AND WOULD LIKE TO THANK YOU FOR YOUR PATRONAGE. PLEASE FEEL
 FREE TO CONTACT ANY OF OUR SERVICE ADVISORS OR THE SERVICE
 MANAGER IF ANY PROBLEM OCCURS OR YOU HAVE A QUESTION
 REGARDING THE WORK WE HAVE PERFORMED. REMEMBER ALL OF OUR
 WORK IS GUARANTEED.

TOTAL LABOR.... 1.00
 TOTAL PARTS.... 0.00
 TOTAL SUBLET... 0.00
 TOTAL G.O.G.... 1.00
 TOTAL MISC CHG. 1.00
 TOTAL MISC DISC 1.00
 TOTAL TAX..... 1.00

TOTAL INVOICE \$ 1.00

CASH CHECK CHARGE VISA MC

CUSTOMER SIGNATURE

Low oil



33 W. Lincoln Highway - Frankfort, IL 60423 - 815-460-6229 / 702 754-0010
phillipschevy.com

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
05/04/09	337949	17097	258	246	W	17CVZ	ENG. MEC JANICAL
				246	W	11CVZ	ACCESSORIES
				230	W	86CVZ	RENTAL VEHICLE
04/17/09	337068	16667	258	397	W	17CVZ	ENG. MEC JANICAL
03/13/09	335003	15794	258	390	W	41CVZESLT	SERVICE ENGINE SOON
01/27/09	332331	14733	258	331	C	01CVZ	LUBE OIL FILTER

SERVICE

SALES PERSONNEL: YASIN YASSIN

VIN: 1GNFK16377

07 CHEVROLET TRUCK (SUBURBAN) AND

110358

FRANKFORT, IL

SPORT RED MET (FRO

CVZ7

19195

258

07/15/09 05:00pm

Advisor: DAN KACHINSKY

STATE REC# 3

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO / MI	TOTAL
01CVZ	LUBE OIL FILTER	MI	
01CVZQKLUBE	LUBE OIL FILTER	MI	
02CVZR0T4	ROTATE 4 WHEELS	MI	
05CVZTUNE3CYL	TUNE UP 3 CYL	MO	
05CVZTUNE6CYL	TUNE-UP 6 CYL.	MO	
01CVZLUBE	LUBE	MI	
02CVZDIR4	ROTATE 4 DIRECTIONAL	MI	
02CVZR0T5	ROT 5 TIRES	MI	
05CVZTUNE4CYL	TUNE-UP 4 CYL.	MO	
05CVZTUNE8CYL	TUNE-UP 8 CYL.	MO	

I hereby authorize the repair work described herein to be done using the necessary materials and agree that you are not responsible for loss or damage to vehicle or contents left in vehicle in case of fire, theft or any other cause beyond your control or any delays caused by unavailability of parts or equipment or by the supplier or transporter. I hereby grant you and/or your employees permission to examine the vehicle herein described on behalf of Chevrolet or its agents for the purpose of diagnosing and repairing. An express mechanic lien is hereby acknowledged on vehicle to secure the amount of repair charges.

TERMS: EXACTLY CASH UNLESS APPROVED OTHERWISE

This purchase is required to be licensed by the Secretary of State pursuant to Illinois statute Chapter 616, Sections 8-331.

The Buyer, Warranty Conditions, At Or Via Website With Respect To The Sale Of This Vehicle, The Seller Hereby Expressly Disclaims All Warranties, Other Express Or Implied, Including Any Implied Warranty Of Merchantability Or Fitness For A Particular Purpose. And The Seller Further Assures No Attention Any Other Person To Assume For It Any Liability In Connection With The Sale Of This Vehicle.

WORKS & LABOR PERFORMED ARE GUARANTEED FOR 18 MONTHS OR 12,000 MILES, WHICHEVER OCCURS FIRST.

Customer will pay and discharge all reasonable costs, attorney's fees and expenses incurred by Phillips Chevrolet, Inc. in enforcing the terms of this invoice.

Customer Signature

LABOR INSTRUCTIONS

1 W 11CVZ ACCESSORIES

C/S THAT THE LOW ENGINE OIL LIGHT IS ON CHECK HISTORY

WAITER

DATE: _____

TIME: _____

CALLER: _____

TECH: _____

UNRECORDED COPY

NO LARKS

ADD 1QT & 1/4 - UP TO TOP
AFTER 15 MIN SETTING



EXHIBIT PAGE

DATE

TIME

BY

DESCRIPTION

REMARKS

INITIALS

UNRECORDED COPY

12/07/2010 15:33 8154692600

PHILLIPS CHEVROLET

PAGE 04/29

CTCS342802

CTCS342802

ENTERED JUL 28 2009

CELL: [REDACTED]

110358

DAN KACHINSKY 258 767 07/24/03 CTCS342802

20,006 SPORT RED M. 72581

FRANKFORT, IL [REDACTED]

07/CHEVROLET TRUCK/SUBURBAN/4DR 4WD 09/29/07 91

1 G N F K 1 6 3 7 7 J [REDACTED]

07/21/03

LABOR & PARTS

J# 1: 11CVZ ACCESSORIES TECH(S): 246 0.00
C/S THAT THE LOW OIL LIGHT COMES / ADD OIL
OIL CHANGE LIGHT IS ON.
INSPECT/TAN CONTACTED/NO REPAIRS AVAILABLE AT THIS TIME
CUSTOMER ADVISED TO MONITOR OIL LEVEL

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-
JOB # 1 TOTAL PARTS 0.00
JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2: 83CVZ WASH EXTERIOR TECH(S): 230 0.00
WASH EXTERIOR OF VEHICLE

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-
JOB # 2 TOTAL PARTS 0.00
JOB # 2 TOTAL LABOR & PARTS 0.00

J# 3: 86CVZ RENTAL VEHICLE TECH(S): 230 WARRANTY
PHILLIPS CHEVROLET RENTAL VEHICLE
CUSTOMERS ARE ADVISED THAT WE FOLLOW THE GENERAL MOTORS
ALTERNATE TRANSPORTATION GUIDE LINES, AND WE ONLY HAVE
RENTAL VEHICLES. IF YOU ARE ISSUED A RENTAL AT NO CHARGE
PLEASE BE ADVISED THAT THE EXPENSE OF THIS VEHICLE IS
BEING ABSORBED BY GENERAL MOTORS OR PHILLIPS CHEVROLET
BILL TO CHEVY PER DAN 30684 91526 005CJ
PHILLIPS RENTAL CAR EXPENSE.

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-
JOB # 3 TOTAL PARTS 0.00
JOB # 3 TOTAL LABOR & PARTS 0.00

J# 4: 01CVZCOUP OIL CHANGE COURON TECH(S): 234 INTERNAL
PERFORMED LUBE OIL & FILTER, CHECKED BELYS & HOSES, SET TIRE
PRESSURE, & CHECKED & SET ALL FLUID LEVELS.

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-
JOB # 4 1 19167894 FILTER 1.836 INTERNAL 0.00
JOB # 4 TOTAL PARTS 0.00
JOB # 4 TOTAL LABOR & PARTS 0.00

G.O.G. & SUPPLIES
JOB # 4 6.0 OIL @ /UNIT INTERNAL
JOB # 4 1.0 GREASE @ /UNIT INTERNAL
TOTAL - GOG 0.00

12/07/2010 15:33 8154692688

PHILLIPS CHEVROLET

PAGE 05/29

CTCS342802

CTCS342802

ENTERED JUL 28 2009

CELL: [REDACTED]

110358

DAN KACHINSKY 258 767 07/24/09 CTCS342802

20,006 SPORT RED M. 72581

FRANKFORT, IL [REDACTED]

07/CHEVROLET TRUCK/SUBURBAN/4DR 4WD 09/29/07 91

1 G N F K 1 6 3 7 7 [REDACTED]

07/21/09

TOTALS

WE AT PHILLIPS CHEVROLET ARE HAPPY TO HAVE YOU AS A CUSTOMER AND WOULD LIKE TO THANK YOU FOR YOUR PATRONAGE. PLEASE FEEL FREE TO CONTACT ANY OF OUR SERVICE ADVISORS OR THE SERVICE MANAGER IF ANY PROBLEM OCCURS OR YOU HAVE A QUESTION REGARDING THE WORK WE HAVE PERFORMED. REMEMBER ALL OF OUR WORK IS GUARANTEED.

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET....	0.00
TOTAL G.D.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00

TOTAL INVOICE \$ 0.00

CASH [REDACTED] MC

CUSTOMER SIGNATURE

LOW OIL LTR

PAGE 06/29



33 W. Lincoln Highway - Philadelphia, PA 19104-3323 / 708-704-0010
phillipschevy.com

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
07/15/09	342459	19195	258	246	J	11CVZ	ACCESSOR ES
05/04/09	337943	17097	258	246	W	17CVZ	ENG. MECH ANICAL
				246	W	11CVZ	ACCESSOR ES
				230	W	86CVZ	RENTAL VI HICLE
04/17/09	337068	15667	258	397	W	17CVZ	ENG. MECH ANICAL
05/13/09	335003	15794	258	440	W	41CVZESLT	SERVICE B I GINE SQDN.

SERVICE

SALES PERSON: DAN KACHINSKY

VEHICLE NO. 1GNEK163771

FRANKFORT, IL

07/22/09 05:00pm

ADVISOR: DAN KACHINSKY

1. ADDITIONAL INSTRUCTIONS

PHILLIPS CHEVROLET

12/07/2010 15:33 8154692688

OPERATION	OPERATION DESCRIPTION	MO / MI	TOTAL
01 CVZ	LUBE OIL FILTER	MI	
01 CVZQ	LUBE OIL FILTER	MI	
02 CVZROT4	ROTATE 4 WHEELS	MI	
05 CVZTUNE3CYL	TUNE UP 3 CYL.	MO	
05 CVZTUNE6CYL	TUNE-UP 6 CYL.	MO	
01 CVZLUBE	LUBE	MI	
02 CVZDIR4	ROTATE 4 DIRECTIONAL	MI	
02 CVZROT5	ROT 5 TIRES	MI	
05 CVZTUNE4CYL	TUNE-UP 4 CYL.	MO	
05 CVZTUNE6CYL	TUNE-UP 6 CYL.	MO	

I hereby authorize the repair work (hereinafter set forth) to be done along with the necessary materials and agree that you are not responsible for use 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 change in parts shipments by the supplier or transporter. I hereby grant you and your employees permission to operate the vehicle herein described on any highway or elsewhere for the purpose of making a repair inspection. An express mechanic's lien is hereby acknowledged on vehicle to secure the amount of repairs thereon.

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

This estimate is required to be licensed by the Secretary of State pursuant to Illinois statute 625/5-301, Section 5-301.

Any complaints as to the quality of service obtained here may be brought to the attention of the Illinois Attorney General.

*The Factory Newsmen Contribution Act Of The Weststates With Respect To The Sale Of Tire Repairs. 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 Accepts No Responsibility For Accidents Or Injuries Caused By Any Tire Repaired In Connection With The Sale Of The Repairs.

1. W 11CVZ ACCESSORIES
CHECK THAT THE LOW OIL LIGHT COMES / ADD OIL
OIL CHANGE LIGHT IS ON

2. C 83CVZ WASH EXTERIOR
WASH EXTERIOR OF VEHICLE

3. W 86CVZ RENTAL VEHICLE
PHILLIPS CHEVROLET RENTAL VEHICLE
CUSTOMERS ARE ADVISED THAT WE FOLLOW THE GENERAL MOTORS ALTERNATE TRANSPORTATION GUIDE LINES. AND WE ONLY HAVE RENTAL VEHICLES. IF YOU ARE ISSUED A RENTAL AT NO CHARGE PLEASE BE ADVISED THAT THE EXPENSE OF THIS VEHICLE IS BEING ABSORBED BY GENERAL MOTORS OR PHILLIPS CHEVROLET

4) LOR

CAUSE - COMPLETION

archives Tech Link

mandate 2 to 4 miles

.75qt Low

5% left on oil monitor

cyl. Leakage TEST
wet & dry compression test

10954611

Mike Armstrong

Rink gaps lined up
cylinder wall taper

JUL 13 14 56

1.5 to 2.0 qts in 2000 miles

4) 60F
#234

12/07/2010 15:33 8154692600

PHILLIPS CHEVROLET

PAGE 08/29

CTCS344834

CTCS344834

ENTERED AUG 31 2009

CELL: [REDACTED]

110358

DAN KACHINSKY 258 493 08/24/09 CTCS344834

21,752 SPORT RED M 72581

FRANKFORT, IL

07/CHEVROLET TRUCK/SUBURBAN/4DR 4WD 09/29/07 91

1 G N F K 1 6 3 7 7 J

JUBY/234 08/24/09

LABOR & PARTS

J# 1 11CVZ ACCESSORIES TECH(S):230 0.00
MOLDINGS DISCOLORED LEFT AND RIGHT SIDES
BUFF AND CLEAN MOLDINGS AS NEEDED

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 17CVZ ENG. MECHANICAL TECH(S):234 0.00
CHECK OIL LEVEL
ADJUST OIL LEVEL/APPROX 3/4 QUART LOW

JOB # 2 TOTAL LABOR & PARTS 0.00

TOTALS

WE AT PHILLIPS CHEVROLET ARE HAPPY TO HAVE YOU AS A CUSTOMER AND WOULD LIKE TO THANK YOU FOR YOUR PATRONAGE. PLEASE FEEL FREE TO CONTACT ANY OF OUR SERVICE ADVISORS OR THE SERVICE MANAGER IF ANY PROBLEM OCCURS OR YOU HAVE A QUESTION REGARDING THE WORK WE HAVE PERFORMED. REMEMBER ALL OF OUR WORK IS GUARANTEED.

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 CHARGE VISA MC

[REDACTED]
CUSTOMER SIGNATURE

PAGE 09/29

PHILLIPS CHEVROLET

12/27/2010 15:33

Mloys - Jan 1st



ASAP

STATE REG# 3

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
07/21/09	342802	20006	258	246 230 230 234	C C I I	11CVZ 83CVZ 86CVZ 01CVZCOUR	ACCESSORIES WASH EXTERIOR RENTAL VEHICLE OIL CHANGE COUPON
07/15/09	342459	19195	258	246		11CVZ	ACCESSORIES
05/04/09	337943	17097	258	246	W	17CVZ	ENG. MECHANICAL

SERVICE

SALES PERSON NO. 463 YASIN Y. YASSIN

VEHICLE NO. 1GNEK16377

DESCRIPTION: 07 CHEVROLET TRUCK (SUBURBAN) 4WD

DATE: 09/25/09

TIME: 09:15am

LOCATION: FRANKFORT, IL

COLOR: SPORT RED MET. LECO

TYPE: CVZZ

APPOINTMENT: 08/24/09 05:00pm

ADVISOR: DAN KACHINSKY

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/M	TOTAL
01CVZ	LUBE OIL FILTER	MI	
01CVZQ	LUBE OIL FILTER	MI	
02CVZROT4	ROTATE 4 WHEELS	MI	
05CVZTUNE3CYL	TUNE UP 3 CYL.	MO	
05CVZTUNE6CYL	TUNE-UP 6 CYL.	MO	
01CVZLUBE	LUBE	MI	
02CVZDIR4	ROTATE 4 DIRECTIONAL	MI	
02CVZROT5	ROT 5 TIRES	MI	
05CVZTUNE4CYL	TUNE-UP 4 CYL.	MO	
05CVZTUNE8CYL	TUNE-UP 8 CYL.	MO	

LABOR INSTRUCTIONS

1. C 11CVZ ACCESSORIES MOLDINGS DISCOLORED LEFT AND RIGHT SIDES

2. C 17CVZ ENG. MECHANICAL CHECK OIL LEVEL

DATE: 08/24/09

TIME: 05:00pm

ADVISOR: DAN KACHINSKY

TECHNICIAN: [Signature]

337268

335007

332331

332810

314658

314705

302427

12/27/2010 10:39 8154892688

PHILLIPS CHEVROLET

PAGE 10/29

CTCS347250

CTCS347250

ENTERED OCT 08 2008

CELL:

110358

DAN KACHINSKY 258 211 10/02/09 CTCS347250

23,042 SPORT RBD M: 72361

FRANKFORT, IL

07/CHEVROLET TRUCK/SUBURBAN (DR AND 09/29/07 91

IGNFK163773

246 09/28/09

LABOR & PARTS... MECHANICAL... ENGINE REPLACEMENT... REMOVE ENGINE AND TRANSFER NECESSARY COMPONENTS... INSTALL ON REPLACEMENT AND NECESSARY FLUIDS/MAKE ALL ADJUSTMENTS AND TEST DRIVE

Table with columns: PARTS, QTY, PP-NUMBER, DESCRIPTION, UNIT PRICE, WARRANTY. Rows include items like ENG 0.000, GASKET 1.420, SEAL 1.057, etc.

Job # 1 TOTAL PARTS 0.00
Job # 1 TOTAL LABOR & PARTS 0.00

CHEK OR OTHER POPS OPERATE... LUBRICATIONS AS NEEDED

Table with columns: PARTS, QTY, PP-NUMBER, DESCRIPTION, UNIT PRICE. Row: JOB # 2 TOTAL PARTS 0.00

EXTRA KEY

Table with columns: PARTS, QTY, PP-NUMBER, DESCRIPTION, UNIT PRICE. Row: JOB # 3 TOTAL PARTS 48.97

PHILLIPS CHEVROLET RENTAL VEHICLE... CUSTOMERS ARE ADVISED THAT WE FOLLOW THE GENERAL MOTORS ALTERNATE TRANSPORTATION GUIDE LINES... PHILLIPS RENTAL CAR EXPENSE.

Table with columns: PARTS, QTY, PP-NUMBER, DESCRIPTION, UNIT PRICE. Row: JOB # 4 TOTAL PARTS 0.00

CTCS347250

CTCS347250

10/2/09

CBLL:

110358

DAN KACHINSKY 258 211 10/02/09 CTCS347250

23.042 SPORT RED M: 72581

FRANKFORT, IL

07/CHEVROLET TRUCK/SUBURBAN/4DR 4WD 09/29/07 91

1 G N F K 1 6 3 7 7 J

246 09/28/09

JOB # 4 TOTAL LABOR & PARTS 0.00

G.O.G. & SUPPLIES

JOB # 1 8.0 OIL

JOB # 2 PRETTY (PARTS)

TOTAL - GOG

WARRANTY 0.00

MISC CODE DESCRIPTION CONTROL NO

JOB # A M/F M/F

TOTAL - MISC

0.75

0.75

COMMENTS

RENTAL

TOTALS

WE AT PHILLIPS CHEVROLET ARE HAPPY TO HAVE YOU AS A CUSTOMER AND WOULD LIKE TO THANK YOU FOR YOUR PATRONAGE. PLEASE FEEL FREE TO CONTACT ANY OF OUR SERVICE ADVISORS OR THE SERVICE MANAGER IF ANY PROBLEM OCCURS OR YOU HAVE A QUESTION REGARDING THE WORK WE HAVE PERFORMED. REMEMBER ALL OF OUR WORK IS GUARANTEED.

TOTAL LABOR 0.00

TOTAL PARTS 40.97

TOTAL G.O.G. 0.00

TOTAL MISC CHG 0.75

TOTAL MISC DISC 0.00

TOTAL TAX 0.00

TOTAL INVOICE \$ 83.15

MAID RECEIPT 239719 AMOUNT 83.15 A DATE 10/2/09 ca

CUSTOMER SIGNATURE

PHILLIPS CHEVROLET

8154692650

12/07/2010 15:33

Eng/Door/Key #296

Phillips

80 W. Lincoln Highway - Pontiac, IL 60410 • 815-469-2650 / 708-764-0850
phillipschevy.com

*8 Days Light house
10954611*

STATE REG# 3
CLP 061501768

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
08/24/09	344894	21752	258	230	CU	11CVZ	ACCESSORIES
07/21/09	342802	20005	258	234	CU	17CVZ 11CVZ 83CVZ 86CVZ 01CVZCOU	ENG. MECHANICAL ACCESSORIES WASH EXTERIOR RENTAL VEHICLE OIL CHANGE COUPON

SERVICE

SALES PERSON NO. 467 YASIN Y. YASSIN

VEHICLE NO. 1GNEK163777

VEHICLE TYPE: 07 CHEVROLET TRUCK (SUBURBAN) AND 72581

DELIVERY DATE: 09/28/07

FRANKFORT, IL

SPORT RED MET/ERO

CVZ

09/28/09 05:00pm

APPOINTMENT: YES NO

ADVISOR: DAN KACHINSKY

LABOR INSTRUCTIONS

COMMENTS:
RENTAL

11-17CVZ-ENG MECHANICAL
C/S VEHICLE USES EXCESSIVE OIL/AVM CONTACTED AND APPROVED
ENGINE REPLACEMENT
JT840 10.9

LCQ

12-17CVZ-ACCESSORIES
CHECK DR DOOR POPS OPENING

13-17CVZ-ACCESSORIES
EXTRA KEY

(with 24 hours)

*10/5 Per: Melissa @ POC
Prev. RO# 337943 5/4/10 4476 mcs.*

5 OIL

TO SWAP OIL PAN

Red

EXHAUST

NOTE

NEW DATE

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO / MI	TOTAL
01CVZ	LUBE OIL FILTER	MI	
01CVZQLUBE	LUBE OIL FILTER	MI	
02CVZROT4	ROTATE 4 WHEELS	MI	
05CVZTUNE3CYL	TUNE UP 3 CYL	MO	
05CVZTUNE6CYL	TUNE-UP 6 CYL	MO	
01CVZLUBE	LUBE	MI	
02CVZDIR4	ROTATE 4 DIRECTIONAL	MI	
02CVZROT5	ROT 5 TIRES	MI	
05CVZTUNE4CYL	TUNE-UP 4 CYL	MO	
05CVZTUNE8CYL	TUNE-UP 8 CYL	MO	

I hereby authorize the repair work to be done along with the necessary materials and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any damage caused by unavailability of parts or delays in parts shipments by the supplier of the parts. I understand you will not accept any responsibility to operate the vehicle from the date of sale, delivery or elsewhere for the purpose of testing or inspection. An express certificate of sale is hereby acknowledged on vehicle to secure the amount of repair to be done.

EXHAUST SYSTEMS

This business is required to be licensed by the Secretary of State pursuant to Article 14, Section 1-3/4 of the Illinois Motor Vehicle Code.

Any complaint as to the quality of service rendered here may be brought to the attention of the Illinois Attorney General.

Buyer hereby warrants that at the time of purchase of this vehicle, the Seller has not been notified of any recall or other safety recall by the manufacturer of this vehicle, and the Seller has not been notified of any recall or other safety recall by the manufacturer of this vehicle.

WARRANTY

WARRANTY LABOR EQUIPMENT AND MATERIALS FOR 12 MONTHS OR 12,000 MILES.

CUSTOMER'S SIGNATURE

① Repairs Engine
 23,000 Oil
 Had to swap oil pan
 from old engine - did not
 have temp. sensor, M17

② Edge Hinges

SEP 16 20

SEP 9 39

SEP 10 19

WJ

CTCS354877

CTCS354877

110358

CELL

PAUL OSIPOFF 270 880W 01/22/10 CTCS354877
 - 26.209 SPORT RWD M 72581
 07/CHEVROLET TRUCK/SUBURBAN/4DR 4WD 09/29/07 91
 1 G N F K 1 6 3 7 7 3
 234 01/22/10

FRANKFORT, IL

LABOR & PARTS
 REPLACE FRONT WIPER BLADES WITH DEN
 REPLACED FRONT WIPER BLADES

PARTS	QTY	PN	DESCRIPTION	UNIT PRICE
JOB # 1	3	25877402	BLADE 16.062	14.88
JOB # 1 TOTAL PARTS				44.64
JOB # 1 TOTAL LABOR & PARTS				44.64

MISC	CODE	DESCRIPTION	CONTROL NO
JOB # A	IMP	IMP	
TOTAL - MISC			0.70

TOTALS

WE AT PHILLIPS CHEVROLET ARE HAPPY TO HAVE YOU AS A CUSTOMER AND WOULD LIKE TO THANK YOU FOR YOUR PATRONAGE. PLEASE FEEL FREE TO CONTACT ANY OF OUR SERVICE ADVISORS OR THE SERVICE MANAGER IF ANY PROBLEMS OCCUR OR YOU HAVE A QUESTION REGARDING THE WORK WE HAVE PERFORMED. REMEMBER ALL OF OUR WORK IS GUARANTEED.

TOTAL LABOR	0.00
TOTAL PARTS	44.64
TOTAL SUBLET	0.00
TOTAL TAX	0.70
TOTAL MISC DISC	0.00
TOTAL TAX	0.92
TOTAL INVOICE \$	45.53

CUSTOMER SIGNATURE

242076
45.53
1/22/10

PAGE 15/29

PHILLIPS CHEVROLET

9154692680

12/07/2010 15:33

wipers
APD



330 W. Lincoln Highway • Bensenville, IL 60015 • 815 480-6200 / 708 784-0010
phillipschevrolet.com

STATE REG# 3

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
09/28/09	347250	23042	258	246	W	17CVZ	ENG. M. CHANICAL
				246	W	11CVZ	ACCESSORIES
				246	C	11CVZACC	ACCESSORIES
08/24/09	344834	21752	258	246	W	86CVZ	RENTAL VEHICLE
				230	C	11CVZ	ACCESSORIES
				234	C	17CVZ	ENG. M. CHANICAL

SERVICE

SALESPERSON NO. 463 YASIN Y. YASSIN

VEHICLE MAKE: [REDACTED] MODEL: [REDACTED]

VEHICLE TYPE: SPORT RED MET/ERO

DATE FROM: 01/22/10 08:00pm

APPOINTMENT: Yes No

Advisor: PAUL OSIPOFF

LABOR INSTRUCTIONS: REPLACE FRONT WIPER BLADES WITH OEM

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO / MI	TOTAL
01CVZ	LUBE OIL FILTER	MI	
01CVZQKLU8E	LUBE OIL FILTER	MI	
02CVZROT4	ROTATE 4 WHEELS	MI	
05CVZTUNE3CYL	TUNE UP 3 CYL.	MO	
05CVZTUNE6CYL	TUNE-UP 6 CYL.	MO	
01CVZLUBE	LUBE	MI	
02CVZDIR4	ROTATE 4 DIRECTIONAL	MI	
02CVZROT5	ROT 5 TIRES	MI	
05CVZTUNE4CYL	TUNE-UP 4 CYL.	MO	
05CVZTUNE8CYL	TUNE-UP 8 CYL.	MO	

#234

WAITER

1) Replaced Front Wiper blades

#234

12/07/2010 10:33 8154592600

PHILLIPS CHEVROLET

PAGE 17/29

CTCS355328

CTCS355328

110358

CELL:

DAN KACHINSKY 258 221W 01/29/10 CTCS355328
 26,485 SPORT RED M. 72581
 07/CHEVROLET TRUCK/SUBURBAN/4DR 4WD 09/29/07 91
 1 G N F K 1 6 3 7 7 J
 277 01/29/10 REPRINT# 1

FRANKFORT, IL

LABOR & PARTS
 PERFORMED LUBE OIL & FILTER, CHECKED BELTS & HOSES, SET TIRE PRESSURE, & CHECKED & SET ALL FLUID LEVELS.

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	XP157894	FILTER 1.636	5.18	5.18
				JOB # 1 TOTAL PARTS	5.18
				JOB # 1 TOTAL LABOR & PARTS	16.60

DRIVER DOOR POP'S OPENING
 WILL NEED HINGE IF ROLLER DOES NOT FREE UP

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
				JOB # 2 TOTAL PARTS	0.00
				JOB # 2 TOTAL LABOR & PARTS	0.00

G.O.G. & SUPPLIES	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	6.0		OIL	2.000 /UNIT	12.00
JOB # 1	1.5		GREASE	1.250 /UNIT	1.25
				TOTAL - GOG	13.25

MISC	CODE	DESCRIPTION	CONTROL NO		
JOB # A	HWR	WMI		0.75	
JOB # A	SS	SHOP SUPPLIES		1.15	
JOB # 1	SA	SERVICE ADVERTISING		-2.95	
				TOTAL - MISC	-1.05

TOTALS

WE AT PHILLIPS CHEVROLET ARE HAPPY TO HAVE YOU AS A CUSTOMER AND WOULD LIKE TO THANK YOU FOR YOUR PATRONAGE. PLEASE FEEL FREE TO CONTACT ANY OF OUR SERVICE ADVISORS OR THE SERVICE MANAGER IF ANY PROBLEMS OCCURS OR YOU HAVE A QUESTION REGARDING THE WORK WE HAVE PERFORMED. REMEMBER ALL OF OUR WORK IS GUARANTEED.

TOTAL LABOR...	11.60
TOTAL PARTS...	5.18
TOTAL SUBLET...	0.00
TOTAL G.O.G.	13.25
TOTAL MISC CHG...	-1.90
TOTAL MISC DISC...	-2.95
TOTAL TAX.....	1.30

TOTAL INVOICE \$ 30.23

RECEIVED 243.081
 AMOUNT 30.23
 DATE 1/29/10

PAGE 18/29

PHILLIPS CHEVROLET

12/07/2010 15:33



SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
01/22/10	354877	20209	270	234	C	11CVZ	ACCESSORIES
09/28/09	547250	23042	258	246	W	17CVZ	ENG. MECHANICAL
				246	W	11CVZ	ACCESSORIES
				246	C	11CVZACC	ACCESSORIES
				246	W	88CVZ	RENTAL VEHICLE
08/24/09	344834	21752	258	230	C	11CVZ	ACCESSORIES

SERVICE

SALESPERSON NO. 463 YASIN Y. YASSIN

VIN: 1GNEK16377J [REDACTED]

110358

09/29/07

SPORT RED MET/EBD

CVZ

26,465

09:28am

01/29/10 08:00pm

Advisor: DAN KACHINSKY

STATE REG# 3

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	QUANTITY	TOTAL
01CVZ	LUBE OIL FILTER	ME	
01CVZQLUBE	LUBE OIL FILTER	ME	
02CVZROT4	ROTATE 4 WHEELS	MI	
05CVZTUNE3CYL	TUNE UP 3 CYL.	MO	
05CVZTUNE6CYL	TUNE-UP 6 CYL.	MO	
01CVZLUBE	LUBE	ME	
02CVZDIR4	ROTATE 4 DIRECTIONAL	MI	
02CVZROT5	ROT 5 TIRES	MI	
05CVZTUNE4CYL	TUNE-UP 4 CYL.	MO	
05CVZTUNE8CYL	TUNE-UP 8 CYL.	MO	

I hereby authorize the repair work to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or contents not included in scope of this work or any other cause beyond your control or the negligence of any party. I agree to pay for any additional work or parts not included in this estimate. I agree to pay for any additional work or parts not included in this estimate. I agree to pay for any additional work or parts not included in this estimate.

TERMS STRICTLY CASH UNLESS ARRANGEMENTS MADE

This business is required to be licensed by the Secretary of State pursuant to Illinois Vehicle and Traffic Code, Section 6-201.

Any complaint as to the quality of service obtained here may be brought to the attention of the State's Attorney General.

"The Phony Warranty Guarantees All Of The Warranties With Respect To The Sale Of The Vehicle. The Seller Hereby Expressly Disavows All Warranties, Other Than Those Of Implied, Including Any Implied Warranty Of Merchantability Or Fitness For A Particular Purpose, And The Seller Hereby Assumes No Liability For Any Other Person To Assume For It Any Liability In Connection With The Sale Of This Vehicle."

PAINT & LABOR PERFORMED ARE WARRANTED FOR 12 MONTHS OR 12,000 MILES, WHICHEVER OCCURS FIRST.

LABOR INSTRUCTIONS

1. C. 01CVZ PERFORMED LUBE OIL & FILTER, CHECKED BELTS & HOSES, SET TIRE PRESSURE, & CHECKED & SET ALL FLUID LEVELS.

2. C. 01CVZ PERFORMED ACCESSORIES DRIVER DOOR POPS OPENING

Front D/S lower door

WATER

0437057

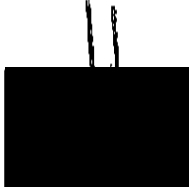
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02/14/2011 17:24 FAX

CTCS366345

CTCS366345



110358

FRANKFORT, IL

SCOTT PERAK

293 506W

CELL:

07/08/10 CTCS366345

32,143 SPORT RED M 72581

07/CHEVROLET TRUCK/SUBURBAN/4DR 4WD

09/29/07

91

IGNFK163771

07/08/10

MO: 32143

LABOR & PARTS
 GOODBENCH AND EO PROMOTION
 LUBE OIL AND FILTER UP TO SIX QUARTS OF OIL
 TIRE ROTATION AND MULTI POINT INSPECTION
 EXCLUDES DIESEL AND SYNTHETIC OILS
 COMPLETE LUBE OIL AND FILTER AND TIRE ROTATION
 GM MULTIPoint INSPECTION
 ASK YOUR SERVICE ADVISER FOR DETAILS

PARTS	QTY	PP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1	19167894	FILTER 1.530	5.18
				JOB # 1 TOTAL PARTS
				5.18

JOB # 1 TOTAL LABOR & PARTS 28.95

D.O.G. & SUPPLIES	QTY	UNIT PRICE	TOTAL
JOB # 1	1.0	11.00	11.00
			TOTAL - SOG
			13.00

MISC	CODE	DESCRIPTION	CONTROL NO	PRICE
JOB # A	MM	MM		0.75
JOB # A	SS	SHOP SUPPLIES		2.38
				TOTAL - MISC
				3.13

TOTALS

WE AT PHILLIPS CHEVROLET ARE HAPPY TO HAVE YOU AS A CUSTOMER AND WOULD LIKE TO THANK YOU FOR YOUR PATRONAGE. PLEASE FEEL FREE TO CONTACT ANY OF OUR SERVICE ADVISORS OR THE SERVICE MANAGER IF ANY PROBLEM OCCURS OR YOU HAVE A QUESTION REGARDING THE WORK WE HAVE PERFORMED. REMEMBER ALL OF OUR WORK IS GUARANTEED.	TOTAL LABOR	23.77
	TOTAL PARTS	5.18
	TOTAL SUBLET	0.00
	TOTAL D.O.G.	11.00
	TOTAL MISC	3.13
	TOTAL MISC DISC	0.00
	TOTAL TAX	1.30
TOTAL INVOICE \$		44.38



INFORMED *Chick*
 APPROVAL *9/8/10*
 DATE *9/8/10*

PAGE 21/29

PHILLIPS CHEVROLET

12/07/2013 15:33 8154692680

SW+GO



SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
01/29/10	355328	26465	258	277	C	01CVZ	LUBE OIL FILTER
				277	C	11CVZ	ACCESSOR: ES
01/22/10	354877	26209	270	234	C	11CVZ	ACCESSOR: ES
09/26/09	347250	23042	258	246	W	17CVZ	ENG. MECHANICAL
				246	W	11CVZ	ACCESSOR: ES
				246	C	11CVZACC	ACCESSOR: ES

SERVICE

SALESPERSON NO. 463 YASIN Y YASSIN

VEHICLE NO. **1GNEK16377J**

YEAR / MAKE / MODEL: **07/CHEVROLET TRUCK/SUBURBAN/4DR 4WD**

REG. NO. **77581** LE. INVENTORY NO. **366345**

SALES ORDER NO. **110358** DELIVERY DATE **09/29/07** SALES ORDER NO. **91** SALES ORDER DATE **07/08/10**

FRANKFORT, IL

SPORT REQ. MET/ERO

TYPE: **CVZZ** YEAR: **07** MAKE: **CHEV** MODEL: **TRUCK** COLOR: **BLK**

DATE/TIME PROMISED: **07/08/10 02:30pm** PRIORITY: **3**

APPOINTMENT: Yes No

ADVISOR: **SCOTT PERAK**

STATE REG# 3

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MI / MI	TOTAL
01CVZ	LUBE OIL FILTER	MI	
02CVZDIR4	ROTATE 4 DIRECTIONAL	MI	
02CVZRDY4	ROTATE 4 WHEELS	MI	
02CVZROT5	ROT 5 TIRES	MI	
05CVZTUNE3CYL	TUNE UP 3 CYL.	MI	
05CVZTUNE4CYL	TUNE-UP 4 CYL.	MI	
05CVZTUNE6CYL	TUNE-UP 6 CYL.	MI	
05CVZTUNE8CYL	TUNE-UP 8 CYL.	MI	
05CVZTUNEVAN	TUNE-UP VAN	MI	
06CVZSRV	SERVICE TRANSMISSION	MI	

I hereby authorize the repair work hereunder set forth to be done upon the necessary repairs, and agree that you are not responsible for loss or damage to vehicle or contents left in vehicle in case of fire, theft or any other cause beyond your control or any delay caused by external inability of parts or delays in parts shipment by the supplier or transporter. I hereby grant you a full year warranty on any work performed on this vehicle as described on invoice. Mileage or odometer for the purpose of timing and/or inspection. I expressly acknowledge that I hereby acknowledge on vehicle to receive the amount of repair charges.

TRAFFIC STRICTLY CASH UNLESS ARRANGEMENTS MADE

This invoice is required to be financed by the Bureau of State pursuant to Illinois motor vehicle Finance Chapter 226, Section 5-301.

Any complaint as to the quality of service obtained here may be brought to the attention of the Illinois Attorney General.

The Express Warranty Covers all of the Work done with Respect to the Job of this Service. The Sales Order Separately Details All Warranties. Other Details of Inquiries, including Any Limited Warranty of Merchandise or Fitness for a Particular Purpose, and The Sales Order Assume Not Authorize Any Other Person To Assume For It Any Liability in Connection with the Sale of this Inventory.

PARTS & LABOR PERFORMED ARE WARRANTED FOR 12 MONTHS OR 15000 MILES, WHICHEVER OCCURS FIRST.

Customer will pay and discharge all reasonable costs, attorney's fees and expenses incurred by PHILLIPS CHEVROLET, Inc. in enforcing the terms of this Invoice.

CUSTOMER'S SIGNATURE

LABOR INSTRUCTIONS

GOODWRENCH AND GO PROMOTION

LUBE OIL AND FILTER UP TO SIX QUARTS OF OIL

TIRE ROTATION AND MULTI POINT INSPECTION

EXCLUDES DIESEL AND SYNTHETIC OILS

WAITER

PAGE 1 OF 1 366345 TECH COPY

CTCS372608

CTCS372608

ENTERED OCT 19 2010

110358

CELL: [REDACTED]

DAN KACHINSKY 258 199 10/01/10 CTCS372608

34,927 SPORT RED M 71581

07/CHEVROLET TRUCK/SUBURBAN/4DR 4WD 09/29/07 91

1 G N F K I G 3 7 7 J [REDACTED]

261 09/28/10

MO: 34927

WARRANTY: 24 MONTH/50,000 MILES
C/S POPPING TYPE NOISE HEARD TAKING OFF FROM A STOP
INSPECT
LARGE DRIVESHAFT SPLINES/CUSTOMER ADVISED NEW TIRE MAY
CAUSE CONDITION IF DRIVING IN AUTO 4WD MODE

PARTS-----QTY---PP-NUMBER-----DESCRIPTION-----UNIT PRICE-
JOB # 1 TOTAL PARTS 0.00
JOB # 1 TOTAL LABOR & PARTS 0.00

C/S ALL BODY SIDE MOLDINGS DISCOLORED/HISTORY OF CONCERN
FINISH PAID
REPEATS ALL FOUR BODY SIDE MOLDINGS AS NEEDED 190.11

PARTS-----QTY---PP-NUMBER-----DESCRIPTION-----UNIT PRICE-
JOB # 2 TOTAL PARTS 0.00
JOB # 2 TOTAL LABOR & PARTS 0.00

SECOND ROW DRIVER SIDE ARM REST LOOSE
LOOSE AT FRAME
ADJUST AND SECURE

PARTS-----QTY---PP-NUMBER-----DESCRIPTION-----UNIT PRICE-
JOB # 3 TOTAL PARTS 0.00
JOB # 3 TOTAL LABOR & PARTS 0.00

DR DOOR POPS OPENING
ROLLER FROZEN
REPLACE DOOR HINGE DRIVER SIDE AS NEEDED 154.84 127.25

PARTS-----QTY---PP-NUMBER-----DESCRIPTION-----UNIT PRICE-
JOB # 4 1 2087696 HINGE 16.320 WARRANTY 9.00
JOB # 4 TOTAL PARTS 9.00
JOB # 4 TOTAL LABOR & PARTS 0.00

C/S FRONT EMBLEM PEELING UP
PEELING
REPLACE EMBLEM AS NEEDED 27.59

PARTS-----QTY---PP-NUMBER-----DESCRIPTION-----UNIT PRICE-
JOB # 5 1 2083390 EMBLEM 1.300 WARRANTY 0.00
JOB # 5 TOTAL PARTS 0.00
JOB # 5 TOTAL LABOR & PARTS 0.00

CTCS372608

CTCS372608

ENTERED OCT 19 2010

CELL:

110358

DAN KACHINSKY 258 199 10/01/10 CTCS372608

- 84,927 SPORT HSD M 72581

FRANKFORT, IL

07/CHEVROLET TRUCK/SUBURBAN/4DR 4WD 09/29/07 91

1 G N F K 1 6 3 7 7 J

281 09/28/10

MO: 84927

GENERAL MOTORS MULTI-POINT INSPECTOR
SEE YOUR SERVICE CONSULTANT FOR RESULTS OF INSPECTION.

PARTS	QTY	PP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 6 TOTAL PARTS				0.00
JOB # 6 TOTAL LABOR & PARTS				0.00

PHILLIPS CHEVROLET RENTAL VEHICLE
 CUSTOMERS ARE ADVISED THAT WE FOLLOW THE GENERAL MOTORS
 ALTERNATE TRANSPORTATION GUIDELINES, AND WE ONLY HAVE
 RENTAL VEHICLES. IF YOU ARE ISSUED A RENTAL AT NO CHARGE
 PLEASE BE ADVISED THAT THE EXPENSE OF THIS VEHICLE IS
 BEING ABSORBED BY GENERAL MOTORS OR PHILLIPS CHEVROLET
 BILL TO CHEVY PCD DAN FROM 10379 00SCA
 PHILLIPS RENTAL CAR EXPENSE.

PARTS	QTY	PP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 7 TOTAL PARTS				0.00
JOB # 7 TOTAL LABOR & PARTS				0.00

SUBLET	POP	VEND INVR	INV DATE	DESCRIPTION	TOTAL	SUBLET	WARRANTY
JOB # 2	23331	14908	10/01/10	PAINT MLDGS AND MINGE			0.00

COMMENTS: RENTAL

TOTALS:

WE AT PHILLIPS CHEVROLET ARE HAPPY TO HAVE YOU AS A CUSTOMER AND WOULD LIKE TO THANK YOU FOR YOUR PATRONAGE. PLEASE FEEL FREE TO CONTACT ANY OF OUR SERVICE ADVISORS OR THE SERVICE MANAGER IF ANY PROBLEM OCCURS OR YOU HAVE A QUESTION REGARDING THE WORK WE HAVE PERFORMED. REMEMBER ALL OF OUR WORK IS GUARANTEED.	TOTAL LABOR...	0.00
	TOTAL PARTS...	0.00
	TOTAL SUBLET...	0.00
	TOTAL E.O.B.	0.00
	TOTAL MISC CHRG	0.00
	TOTAL MISC DISC	0.00
	TOTAL TAX.....	0.00
	TOTAL INVOICE \$	0.00

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PHILLIPS CHEVROLET

8154692680

12/07/2010 15:33

1099 Noise / M/Lady / ARM Post



DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
07/08/10	366945	32148	293	277	C	01CVZGM	GOODWASH & GD
01/29/10	355928	26465	258	277	C	01CVZ	LUBE OIL FILTER
01/22/10	354877	26209	270	277	C	11CVZ	ACCESSORY ES
09/25/09	347250	25042	258	254	C	11CVZ	ACCESSORY ES
				245	W	17CVZ	ENG. MECHANICAL
				246	W	11CVZ	ACCESSORY ES

SERVICE SALES/PERSON NO. 463 YASIN Y YASSIN

VEHICLE ID: 4GNEK4637Z

VEHICLE MAKE/MODEL: 07/CHEVROLET TRUCK/SUBURBAN/4000 4WD

DATE: 09/28/10 TIME: 10:09am

FRANKFORT, IL

STATE REG# 31

APPOINTMENT: YES NO

ADVISOR: DAN KACKENSKY

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01CVZ	LUBE OIL FILTER	MI	
02CVZ02RA	ROTATE 4 DIRECTIONAL	MI	
02CVZ00T4	ROTATE 4 WHEELS	MI	
02CVZ00T5	ROT 5 TIRES	MI	
05CVZTUP123CYL	TUNE UP 3 CYL.	MI	
05CVZTUNE4CYL	TUNE-UP 4 CYL.	MI	
05CVZTUNE6CYL	TUNE-UP 6 CYL.	MI	
05CVZTUNE8CYL	TUNE-UP 8 CYL.	MI	
05CVZTUNEVAN	TUNE-UP VAN	MI	
06CVZSERV	SERVICE TRANSMISSION	MI	

COMMENTS:
RENTAL
C/S POPPING TYPE NOISE HEARD TAKING OFF FROM A STOP
C/S ALL BODY SIDE MOLDINGS DISCOLORED/HISTORY OF CONCERN
2 days rental
SECOND ROW DRIVER SIDE ARM REST LOOSE

#234

RECD BY PARTS

PAGE 26/29

PHILLIPS CHEVROLET

0154692600

12/97/2010 15:33



8700 W. Lincoln Highway - Frankfort, IL 60425 - 616 489-2322 / 708 754-0910
PHILLIPSchevrolet.com

SERVICE HISTORY

DATE	RCRMR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
07/08/10	366345	32143	293	277	C	D1CVZGH	GOODWRENCH & GO
01/29/10	355328	26463	258	277	C	D1CVZ	LUBE OIL FILTER
01/22/10	354877	26209	270	277	C	D1CVZ	ACCESSOR DES
09/28/09	347250	23042	245	234	C	D1CVZ	ACCESSOR DES
				245	W	D7CVZ	ENG. MECHANICAL
				245	W	D1CVZ	ACCESSOR DES

SERVICE

SALESPERSON NO. 463 YASIN YASSIN

VEHICLE ID NO. **1GNEK16377L** YEAR/MONTH/DAY **07/CHEVROLET TRUCK/SUBURBAN/APP. 4WD** VIN **72581** MODEL YEAR **2008**

REGISTRATION NO. **110358** REGISTRATION DATE **09/29/07** LICENSE NO. **91** EXPIRES **09/28/10**

COLOR **SPORT RED MET/EBD** CONTRACT NO. **34.927** ADV. SALES NO. **258**

TURNING RADIUS **CVZZ**

TIME RECEIVED **10:09am** LABOR HOUR

DATE/TIME RECEIVED **09/28/10 08:00pm**

APPOINTMENT YES NO

ADVISOR: **DAN KACHINSKY**

STATE REG# 31

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MOY	TOTAL
D1CVZ	LUBE OIL FILTER	MI	
D2CVZDIR4	ROTATE 4 DIRECTIONAL	MI	
D2CVZROT4	ROTATE 4 WHEELS	MI	
D2CVZROT5	ROT 5 TIRES	MI	
D5CVZTUNE3CYL	TUNE UP 3 CYL.	MI	
D5CVZTUNE4CYL	TUNE-UP 4 CYL.	MI	
D5CVZTUNE6CYL	TUNE-UP 6 CYL.	MI	
D5CVZTUNE8CYL	TUNE-UP 8 CYL.	MI	
D5CVZTUNEVAN	TUNE-UP VAN	MI	
D6CVZSERV	SERVICE TRANSMISSION	MI	

Every vehicle's life expectancy hereafter is to be able along with the vehicle's material and agree that you are responsible for any damage to vehicle or contents left in vehicle in case of fire, theft or any other cause beyond your control for any damage caused by wearability of parts or delays in parts shipment by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described without liability for the purpose of reading outside inspection. An express mechanic's lien is hereby acknowledged on vehicle to secure the amount of repairs thereon.

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

This business is required to be bonded by the Secretary of State pursuant to 625CS 5/10-10-100. Any complaint as to the quality of any work obtained here may be brought to the attention of the Illinois Attorney General.

*The Franchise Agreement, Conditions of Sale and the Warranty with Respect to the Sale of This Equipment, 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 Further Assumes Not Authorized Any Other Person To Assume For It Any Liability In Connection With The Sale Of This Equipment

WARRANTY PERFORMED AND MAINTAINED FOR 12 MONTHS OR 10,000 MILES, WHICHEVER OCCURS FIRST.

Customer will pay and discharge all reasonable costs, attorney's fees and expenses incurred by Phillips Chevrolet, Inc. in enforcing the terms of this invoice.

LABOR INSTRUCTIONS

DR DOOR POP OPENING

C/S FRONT EMBLEM PEELING UP

GENERAL MOTORS MULTI-POINT INSPECTION

Courtesy Transportation

Rice 2 day rental

Acc on Repair Line 7

Reason as per

Date 10/10 Time

Approved By [Signature]

WIRE CONNECTION

1.261 popping noise on take off
Test Drive - could not verify
V.Susp - no problems found.
LUBS. DRIVE SHAFT SLIP YOKS AS
NEEDED.

2) All 4 door moldings discolored.

Sublet to Probst to refinish
all 4 moldings

3) Left front door making pop noise
hinge binding

Sublet to Probst to replace
hinge.

3) secured A.M. 1.25.11

#234

DATE	TIME	DESCRIPTION
12/07/2010	18:38	1.261 popping noise on take off
		Test Drive - could not verify
		V.Susp - no problems found.
		LUBS. DRIVE SHAFT SLIP YOKS AS NEEDED.
		2) All 4 door moldings discolored.
		Sublet to Probst to refinish all 4 moldings
		3) Left front door making pop noise hinge binding
		Sublet to Probst to replace hinge.
		3) secured A.M. 1.25.11
		#234

CTCS376967

CTCS376967

110758

CELL

DAN KACHINSKY 258

11/23/10 CTCS376967

36,506 SPORT RED M 72581

FRANKFORT, IL

07/CHEVROLET TRUCK/SUBURBAN/4DR 4WD 09/29/07 91

I G N F K 1 6 3 7 7 J

11/23/10

MO: 36506

LOW OIL LIGHT CAME ON
X OF LOW
ADJUST OIL LEVEL

JOB # 1 TOTAL LABOR & PARTS 0.00

TOTALS

WE AT PHILLIPS CHEVROLET ARE HAPPY TO HAVE YOU AS A CUSTOMER AND WOULD LIKE TO THANK YOU FOR YOUR PATRONAGE. PLEASE FEEL FREE TO CONTACT ANY OF OUR SERVICE ADVISORS OR THE SERVICE MANAGER IF ANY PROBLEM OCCURS OR YOU HAVE A QUESTION REGARDING THE WORK WE HAVE PERFORMED. REMEMBER ALL OF OUR WORK IS GUARANTEED.

TOTAL LABOR.... 0.00
TOTAL PARTS.... 0.00
TOTAL SUBJECT... 0.00
TOTAL G.O.B.... 0.00
TOTAL MISC CHG... 0.00
TOTAL MISC DISC 0.00
TOTAL TAX..... 0.00

TOTAL INVOICE \$ 0.00

CASH CHECK CHARGE VISA MC

CUSTOMER SIGNATURE

PAGE 28/29

PHILLIPS CHEVROLET

12/19/2010 15:33



DATE	REPAIR ORDER	MI/LEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
09/28/10	372606	34927	258	261 230 234 230 230 230 230	W W W W W W W	12CVZ 11CVZ 11CVZACC 11CVZACC1 23CVZ 02CVZSERV	AUTOMATIC TRANS ACCESSORIES ACCESSORIES ACCESSORIES EXTENSION TREK MILWAUKEE POINT SNG

SERVICE SALES PERSON NO. 463 YASIN YASSIN

VIN: 1GNEK163771

110358

FRANKFORT, IL

SPORT RED MET/ERO

CVZZ

36206

258

11/23/10 08:00am

ADVISOR: DAN KACHENSKY

STATE REG# 3

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO / MI	TOTAL
01CVZ	LUBE OIL FILTER	MI	
02CVZ02R4	ROTATE 4 DIRECTIONAL	MI	
02CVZ02T4	ROTATE 4 WHEELS	MI	
02CVZ02T5	ROT 5 TIRES	MI	
05CVZTUNE3CYL	TUNE-UP 3 CYL.	MI	
05CVZTUNE4CYL	TUNE-UP 4 CYL.	MI	
05CVZTUNE6CYL	TUNE-UP 6 CYL.	MI	
05CVZTUNE8CYL	TUNE-UP 8 CYL.	MI	
05CVZTUNEVAN	TUNE-UP VAN	MI	
06CVZSERV	SERVICE TRANSMISSION	MI	

I hereby authorize the repair work to be done along with the necessary material and agree that you are not responsible for any or damage to vehicle or articles (such as jewelry) in care of the dealer, in part or in whole, beyond your control or liability caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and your employees permission to inspect the vehicle to determine the cause of the problem or otherwise for the purpose of making proper diagnosis. An express mechanic lien is hereby acknowledged on vehicle to secure the amount of repair costs.

TECHNICIAN'S SIGNATURE

This business is required to be licensed by the Secretary of State pursuant to Illinois revised Statutes Chapter 220A, Section 5-0.01.

Any complaints as to the quality of service rendered here may be brought to the attention of the dealer's attorney (800) 424-2424.

The Factory Warranty Certificate is of the Manufacturer Who Accepted To The Sale of This Vehicle. The Dealer Hereby Expressly DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND THE SELLER HEREBY ASSUMES NO LIABILITY FOR ANY OTHER PARTS OR ACCESSORIES FOR ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS VEHICLE.

PARTS & LABOR RETURNED ARE UNWARRANTED FOR 18 MONTHS OR 10000 MILES, WHICHEVER OCCURS FIRST.

Customer will pay and discharge all reasonable costs, starting's fee and expenses incurred by Phillips Chevrolet, Inc. in entering the terms of this invoice.

CUSTOMER'S SIGNATURE

LABOR INSTRUCTIONS

LOW OIL LIGHT CAME ON

#234

PAGE 1 OF 1 376967 TECH COPY

CTCS378541

CTCS378541

110358

CELL: [REDACTED]

DAN KACHINSKY 258 243 12/15/10 CTCS378541

37,313 SPORT RED M 72581

07/CHEVROLET TRUCK/SUBURBAN/4DR 4WD 09/19/07 91

1GNFK16377J [REDACTED]

233 12/13/10

MO: 37313

[REDACTED]
FRANKFORT, IL [REDACTED]

[REDACTED]

BOOK & PARTS
NEW MECHANICAL
OIL LIGHT CAME ON/WAS 1 QT LOW
BULLETIN/10 06 01 DOBA
J7555 4.6
INSTALL ACTIVE FUEL MANAGMENT DEFLECTOR VALVE/DECARBON
CYLINDERS/PISTON RINGS/CHANGE OIL AND FILTER/MAKE NECESSARY
ADJUSTMENTS/TEST DRIVE

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1	12639759	DEFLECTOR 1.609	
JOB # 1	1	12612350	GASKET 1.429	WARRANTY
JOB # 1	1	19167894	FILTER 1.836	WARRANTY
JOB # 1	1	12345382	ADHESIVE 8.800	WARRANTY
JOB # 1	3	88861802	CLEANER 8.800	WARRANTY
JOB # 1 TOTAL PARTS				0.00
JOB # 1 TOTAL LABOR & PARTS				0.00

AXLE/DIFFERENTIAL
C/S POP NOISE HEARD WHEN IN 4X4 AND AUTO 4 WHEN TAKING OFF
FROM A STOP
NO CODES STORED/DIFFERENCE IN TIRE RECENTLY REPLACED TO
ORIGINAL TIRES CAUSING IRREGULAR 4X4 ENGAGMENT/NEEDS TIRES

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 2 TOTAL PARTS				0.00
JOB # 2 TOTAL LABOR & PARTS				0.00

GENERAL MOTORS MULTI-POINT INSPECTION
SEE YOUR SERVICE CONSULTANT FOR RESULTS OF INSPECTION.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 3 TOTAL PARTS				0.00
JOB # 3 TOTAL LABOR & PARTS				0.00

RENTAL VEHICLE
PHILLIPS CHEVROLET RENTAL VEHICLE
CUSTOMERS ARE ADVISED THAT WE FOLLOW THE GENERAL MOTORS
ALTERNATE TRANSPORTATION GUIDE LINES. AND WE ONLY HAVE
RENTAL VEHICLES. IF YOU ARE ISSUED A RENTAL AT NO CHARGE
PLEASE BE ADVISED THAT THE EXPENSE OF THIS VEHICLE IS
BEING ABSORBED BY GENERAL MOTORS OR PHILLIPS CHEVROLET
BILL TO CHEVY PER DAN, 33628, 10296, 005 CA
PHILLIPS RENTAL CAR EXPENSE.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 4 TOTAL PARTS				0.00
JOB # 4 TOTAL LABOR & PARTS				0.00

CTCS378541

CTCS378541

110358

CELL: [REDACTED]

DAN KACHINSKY 258 243 12/15/10 CTCS378541

37,313 SPORT RED M 72581

07/CHEVROLET TRUCK/SUBURBAN/4DR 4WD 09/19/07 91

1 G N F K 1 6 3 7 7 J [REDACTED]
233 12/13/10

MO: 37313

G.O.G. & SUPPLIES

JOB #	QTY	DESCRIPTION	UNIT	PRICE	TOTAL	WARRANTY
JOB # 1	6.0	OIL	@			
JOB # 1	1.0	GREASE	@			
TOTAL - GOG						0.00

COMMENTS

RENTAL

RECOMMENDATIONS

NEEDS BRAKES

TOTALS

WE AT PHILLIPS CHEVROLET ARE HAPPY TO HAVE YOU AS A CUSTOMER AND WOULD LIKE TO THANK YOU FOR YOUR PATRONAGE. PLEASE FEEL FREE TO CONTACT ANY OF OUR SERVICE ADVISORS OR THE SERVICE MANAGER IF ANY PROBLEM OCCURS OR YOU HAVE A QUESTION REGARDING THE WORK WE HAVE PERFORMED. REMEMBER ALL OF OUR WORK IS GUARANTEED.

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 CHARGE VISA MC

CUSTOMER SIGNATURE

DUPLICATE INVOICE

0587057

PAGE 04/05

PHILLIPS CHEVROLET

243 Oil Ltr / New Year



9709 N. Lincoln Highway - Frankfort, IL 60423 • 816 469-2823 / 708 754-0919
phillipschevy.com

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
11/23/10	376967	36506	258	234	C	17CVZ	ENG. MECHANICAL
09/28/10	372608	34927	258	261	W	12CVZ	AUTOMATIC TRANS
				230	W	11CVZ	ACCESSORIES
				234	W	11CVZACC	ACCESSORIES
				230	W	11CVZACC1	ACCESSORIES
				230	W	23CVZ	EXTENSION TANK

SERVICE

SALESPERSON NO. 463 YASIN Y YASSIN

SERVICE ID NO. **1GNFK16377J**

YEAR / MAKE / MODEL: **07/CHEVROLET TRUCK/SUBURBAN/4DR 4WD**

STOCK NO. **77001** LICENSE NO. R.O. NO. **13/8241**

DELIVERY DATE **09/29/07** DELIVERY MILES **91** SELLING DEALER NO. R.O. DATE **12/13/10**

FRANKFORT, IL COLOR **SPORT RED MET/ERO** CONTRACT NO. EXPIRATION DATE **243**

TURBO **CVZZ** M/M/D **CVZZ** A/R/O/M/D **CVZZ** P. R. TRAXIS MILEAGE **37,313** ADVISOR NO. **258** PREDICTION DATE

TIME RECEIVED **09:17am** LABOR RATE

TIME USED **08:00pm** PRIORITY

APPOINTMENT YES NO

ADVISOR: **DAN KACHINSKY**

STATE REG# 3

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MIC / MI	TOTAL
01CVZ	LUBE OIL FILTER	MI	
02CVZDIR4	ROTATE 4 DIRECTIONAL	MI	
02CVZROT4	ROTATE 4 WHEELS	MI	
02CVZROT5	ROT 5 TIRES	MI	
05CVZTUNE3CYL	TUNE UP 3 CYL	MI	
05CVZTUNE4CYL	TUNE-UP 4 CYL.	MI	
05CVZTUNE6CYL	TUNE-UP 6 CYL.	MI	
05CVZTUNE8CYL	TUNE-UP 8 CYL.	MI	
05CVZTUNEVAN	TUNE-UP VAN	MI	
06CVZSERV	SERVICE TRANSMISSION	MI	

I hereby authorize the repair work described herein to be done along with the necessary electrical 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 delay 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 leading a/c/cor inspection. An express machanic's lien is hereby acknowledged on vehicle to secure the amount of repair materials.

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

The business is required to be licensed by the Secretary of State pursuant to Illinois revised statutes Chapter 150, Section 5-301.

Any complaints as to the quality of service obtained here may be brought to the attention of the Illinois Attorney General.

The Factory Warranty Constitutes All Of The Warranties With Respect To The Sale Of This Item. 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 Hereby Assumes No Authority Any Other Person To Assume For It Any Liability In Connection With The Sale Of This Item.

PARTS & LABOR PERFORMED ARE WARRANTED FOR 12 MONTHS OR 12,000 MILES, WHICHEVER OCCURS FIRST.

COMMENTS: RENTAL

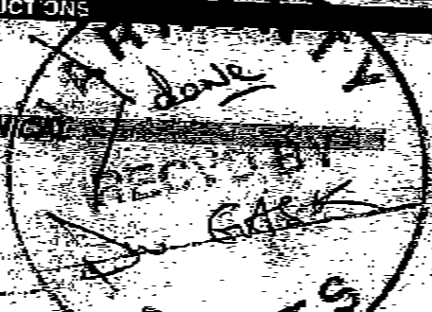
OIL LIGHT CAME ON WAS 1 QT LOW

Change O.I. of 1 qt

~~10-15CVZ~~ ~~AXLE DIFFERENTIAL~~ ~~CVZ~~ ~~C/S POP NOISE HEARD WHEN IN 4X4 AND AUTO 4 WHEN TAKING OFF FROM A STOP~~

FRONT PADS - 29110431 \$163.40
DURA - 19157524 \$85.90

~~10-15CVZ~~ ~~GM MULTI-POINT INSPECTION~~ ~~GENERAL MOTORS MULTI-POINT INSPECTION~~



(LC9)

02/08/2011 14:42 8154592880

02/14/2011 17:26 FAX

Trup. for oil leaks & N/leaks found
found bulletin #10-06-01-008A. found

Installed (AFM) oil deflector &
decarbonized cylinders.

TCM	UQ100	∞	last	conn	w/ECU/PCM A
	UQ101	∞	/u	a	u/TCH
	UQ121	∞	/"	u	u/ABS
	UQ140	∞	u	u	u/BCM.

Performed L&S service.

4.5

PRIVILEGED CONFIDENTIAL - PREPARED FOR COUNSEL
BRC CASE ASSESSMENT

Latest Revision Date: 7/21/2011

All Fields Are Required

(Do not delete or modify any sections of this form)

SR: 71-895661910
By: Ileana White

GM Legal File / BBB Case No.: 724195
Negotiator: Same

Customer Last Name: XXXXXXXXXX

State: IL

Only customer's last name to be recorded. Do not include first name.

Vehicle ID No.:
1GNFK16377JXXXXXXXXXX

In Service Date:
9/29/2007

Vehicle Purchased: BAC Code:
New 113225

Year, Make & Model: 2007 Chevrolet Suburban
Current Mileage: 37,313
Sale Type: Purchase Lease Other :

Vehicle Purchased Used on: N/A
Dealer Name : Phillips Chevrolet
CAM Name: Rob Johnson
Phone Number: 630-961-6817

Lien holder: GMAC Other :

DVM Name: Brent Palmer
Phone/Cell Number: 630-649-9932

Purchase Price of Vehicle: \$ 46,874.00

Was TAC contacted for this vehicle (Y/N)? : Yes

DVM requests involvement?: Yes

Attorney Involvement: Krohn & Moss (Eric Kaczander)
Phone Number : 312-578-9128
Fax Number : 866-309-9458

Service Manager Name: Bill
Featherston
Phone Number : 815-469-2323

Are there **additional** field personnel involved? If Yes, List the name, including role (DVM, DSM, etc.) and phone number. Repeat as necessary.
N/A

Are there **additional** dealerships involved? If Yes, List the dealership name, contact name, and phone number. Repeat as necessary.
Steve Foley Cadillac / Svc Mgr Jim Benedetto / 847-849-2267

If TAC was contacted, what did they say? (Include TAC case #)

SP-10954611-TAC-7/22/09-Customer concern - Low oil light is on, oil consumption. TAC

Recommendations -

Advised to perform oil consumption test. Check compression wet and dry or check crankcase pressure with water manometer. Customers concern as reported by the caller.

Excessive oil consumption

Results of the Previous Suggestions Made by TAC :

He claims he did confirm oil consumption of 1 < quart in 2,000 miles. He didn't perform a compression test, but a water manometer did indicate 3 " of water vacuum in the crankcase, and the Tech link article said no more than 2". He wanted to know if he could raise the PCV valve and reevaluate (he has a lot of oil in the intake. I advised him I couldn't recommend it.

New Recommendations -

Per PIP4574E, no repairs should be made.

Excess oil consumption

Results of the Previous Suggestions Made by TAC :

Tech is replacing the engine. After installation tech has read the note indicating 2009 and earlier vehicles should have the timing cover swapped with the original. Caller has already assembled most of the engine, seeks information regarding the need and reason for this part swap.

New Recommendations -

No information was found on this concern, a VME was left for MC James Bloss requesting additional information.

Current concern? Timing cover

Results of the previous suggestions made by TAC (include additional details of the concern)

Tech has installed the engine with the timing cover supplied with the new engine, engine is running normally with no codes.

New Recommendations- Advised caller this timing cover has been used in a similar application with no problems, it has not been able to be determined why it is recommended to replace the cover. Per MC James Bloss, there are possible concerns with service tools for cover and front seal alignment not fitting on some timing covers, this would not be an issue unless the cover or seal is removed.

If TAC was NOT contacted, why? (Ask Dealership) DVM/DSM MUST be notified if TAC has not been involved, regardless of dealership explanation.

N/A

DVM/DSM Notified Regarding TAC Involvement? Yes

VEHICLE REPAIR HISTORY:

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

Verified: Once completed, please enter an in this box to verify that the following listing has been compared to GMVIS for accuracy.

Verified: Once completed, please enter an in this box to verify that the following listing has been compared to GWM for accuracy.

PLACE A CHECKMARK IN THE BOX FOR THE PRIMARY CONCERN(S) AND **BOLD** THE REPAIR ORDER INFORMATION. BASED ON REPAIR ORDERS AND CUSTOMER/PLAINTIFF DEMAND. USE "N/A" IF THERE WERE NO REPAIRS FOR THE COMPONENT GROUP.

Brakes

Date: RO #: Days Out: Mileage: Description of Complaint and Repair Performed:

N/A

Engine/Fuel/Exhaust

Date: RO #: Days Out: Mileage: Description of Complaint and Repair Performed:

3/13/09	335003	1	15794	Phillips Chevrolet C/s service engine soon light is on. gas cap light came on // inspect evap code vent valve sticking <input type="checkbox"/> replace failed evap vent valve clear codes and test drive Tech Notes: inspect and found P0455 stored and found vent
---------	--------	---	-------	---

valve sticking replaced vent valve and cleared codes recheck

<u>4/17/09</u>	<u>337068</u>	<u>1</u>	<u>16667</u>	Phillips Chevrolet C/s low oil light comes on driving / adjust oil level appt made to diagnose problem Tech Notes: ck 0.1 level found oil low 1 <input type="checkbox"/> quarts topped off as needed ck under no leaks
5/4/09	337943	4	17097	Phillips Chevrolet C/s vehicle was 2 qt low on oil in less than 2k miles / found over aggressive lifters both sides and make necessary adjustments test drive *2 days rental* Tech Notes: Oil in intake ran vehicle with valve covers off has over aggressive lifters on both banks replace all lifters & change oil only Verified days out w/Svc Mgr Bill Featherston.
<u>7/15/09</u>	<u>342459</u>	<u>1</u>	<u>19195</u>	C/s that the low engine oil light is on check history / adjust oil level <input type="checkbox"/> no fix available at this time Tech Notes: No leaks add 1qt & <input type="checkbox"/> up to top after 15 min sitting
7/21/09	342802	4	20006	C/s that the low oil light comes add oil / oil change light is on inspect TAN contacted no repairs available at this time customer advised to monitor oil level #10954611 Mike Armstrong Tech Notes: .75 qt low 5 <input type="checkbox"/> left on oil monitor cyl leakage test wet & dry compression test rinl gaps lined up cylinder wall taper 1.5 to 2.0 qts in 2000 miles Verified days out w/Svc Mgr Bill Featherston.
<u>8/24/09</u>	<u>344834</u>	<u>*</u>	<u>21752</u>	Phillips Chevrolet C/s check oil level / adjust oil level approx <input type="checkbox"/> quart low
9/28/09	347250	5	23042	Phillips Chevrolet C/s vehicle uses excessive oil adh contacted and approved engine replacement / removed engine and transfer necessary components - install GM replacement and add necessary fluids make all adjustment s and test drive Tech Notes: per Melissa PQC prev RO <input type="checkbox"/> 337943 #10954611 Verified days out w/Svc Mgr Bill Featherston.
11/23/10	376967	1	36506	Phillips Chevrolet C/s low oil light came on / 1 qt low <input type="checkbox"/> adjust oil level Tech Notes: checked oil level 1 qt low
<u>12/13/10</u>	<u>378541</u>	<u>3</u>	<u>37313</u>	Phillips Chevrolet C/s oil light came on was 1 qt low / bulletins 100601008A <input type="checkbox"/> install active fuel management deflector valve de-carbon cylinders piston rings change oil and filter make necessary adjustment test drive

Restraints

Date: **RO #:** **Days Out:** **Mileage:** **Description of Complaint and Repair Performed:**

N/A

Steering

Date: **RO #:** **Days Out:** **Mileage:** **Description of Complaint and Repair Performed:**

N/A

Transmission

Date: **RO #:** **Days Out:** **Mileage:** **Description of Complaint and Repair Performed:**

N/A

Axle

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
9/28/10	372608	4	34927	Phillips Chevrolet C/s popping type noise heard taking off from a stop / inspect -lube driveshaft splines/ customer advised new tire may cause condition if driving in auto 4x4 mode *2 days rental* Verified days out w/Svc Mgr Bill Featherston.

Body/Trim

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
<u>10/1/07</u>	<u>302495</u>	<u>*</u>	<u>171</u>	Phillips Chevrolet C/s R/F door squeaks at times / didn't hear squeak <input type="checkbox"/> lube all door hinges
<u>10/15/07</u>	<u>303437</u>	<u>1</u>	<u>526</u>	Phillips Chevrolet C/s driver mirror scratched / replaced driver outside mirror plus paint C/s third brake light housing coming loose / removed third brake light removed seal re-glue and reinstalled seal <input type="checkbox"/> re-installed brake light
5/4/09	337943	*	17097	Phillips Chevrolet C/s pass side inside door handle peeling / peeling <input type="checkbox"/> replaced inside handle as needed
8/24/09	344834	1	21752	Phillips Chevrolet C/s moldings discolored left and right sides / buff and clean moldings as needed
9/28/09	347250	*	23042	Phillips Chevrolet C/s check DR door pops opening / DR door pops <input type="checkbox"/> lube hinges as needed Extra key
<u>1/22/10</u>	<u>354877</u>	<u>1</u>	<u>26209</u>	Phillips Chevrolet C/s replace front wiper blades with OEM <input type="checkbox"/> replaced front wiper blades
1/29/10	355328	1	26465	Phillips Chevrolet C/s driver door pips opening / lube <input type="checkbox"/> will need hinge if roller does not free up
9/28/10	372608	*	34927	Phillips Chevrolet C/s all body side moldings discolored history concern / finish faded <input type="checkbox"/> refinish all four body side moldings as needed Tech Notes: Sublet to Probst to refinish all 4 moldings C/s second row driver side arm rest loose / loose at frame <input type="checkbox"/> adjust and secure C/s DR door pops opening / roller frozen <input type="checkbox"/> replace door hinge driver side as needed Tech Notes: Sublet to Probst to replace hinge C/s front emblem peeling up / peeling <input type="checkbox"/> replace emblem as needed

Chassis

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

N/A

Electrical

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
<u>1/8/07</u>	<u>29948</u>	<u>N/A</u>	<u>3</u>	Before Cust Ownership Steve Foley Cadillac C/s service stability light on / check for codes, code B1517 battery voltage below threshold cleared codes road test voltage ok found battery dead <input type="checkbox"/> recharge battery, tested ok
10/1/07	302495	1	171	Phillips Chevrolet C/s extra key 1 FOB inop <input type="checkbox"/> program fob/cut key *waiter
<u>1/27/09</u>	<u>332331</u>	<u>1</u>	<u>14733</u>	Phillips Chevrolet C/s low tire light on / set pressure and reset light Tech Notes: set tire to spec of 30 PSI to repair concern

Glass

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

HVAC

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

Paint

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

Suspension

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

Wheel/Tires

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
<u>4/9/08</u>	<u>314658</u>	<u>1</u>	<u>5398</u>	Phillips Chevrolet C/s install "20 alum polished wheels & tires as per we owe. / cust to pay \$1656.00 as per we owe completed *Internal* Tech Notes: swapped 18 in wheels & tires with 20 inch wheels & tires from parts dept
<u>12/13/10</u>	<u>378541</u>	<u>*</u>	<u>37313</u>	Phillips Chevrolet C/s pop noise heard when in 4X4 and auto 4 when taking off from a stop / no codes stored difference in tire recently replaced to original tires causing irregular 4x4 engagement needs tires Tech Notes: inop for oil leaks no leaks found. Found bulletin <input type="checkbox"/> 10-06-01-008A installed (AFM) oil deflector & de-carbonized cylinders

Recalls / Campaigns

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
<u>4/4/07</u>	<u>30930</u>	<u>N/A</u>	<u>4</u>	Before Cust Ownership

Steve Foley Cadillac
07007 Recall Remote keyless entry / recall completed

06162 – Product Enhancement / recall completed

Other

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
4/3/08	314305	*	5212	Phillips Chevrolet LOF, ck belts & hoses, set tire pressure & checked set all fluid levels
9/5/08	323810	*	10389	Phillips Chevrolet LOF, ck belts & hoses, set tire pressure & checked set all fluid levels
1/27/09	332331	*	14733	Phillips Chevrolet LOF, ck belts & hoses, set tire pressure & checked set all fluid levels
1/29/10	355328	*	26465	Phillips Chevrolet LOF, ck belts & hoses, set tire pressure & checked set all fluid levels
7/8/10	366345	*	32143	Phillips Chevrolet LOF up to six quarts of oil tire rotation and multi point inspection.
9/28/10	372608	*	34927	Phillips Chevrolet Multi point inspection

Important: SES light is to be captured under affected component above.

ACCIDENT / INSURANCE INFORMATION:

Repeat as necessary

Has the vehicle ever been involved in an accident? (Y or N) No
Did you confirm your answer with the dealer/Customer (if
ADR)/attorney (if Legal)? (Y or N) 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? (Y or N) N/A
Has the customer filed any insurances claims on this Vehicle? (Y or N) N/A

If Yes obtain the following information below

Insurance Company: _____ N/A

Insurance Rep : _____ N/A
 (First and Last Name)

Phone _____ N/A

Claim Made? (Y or N): _____ N/A

Claim Status: _____ N/A
 Pending/Denied/NA

Claim _____ N/A

Did Insurance Company refer customer to GM? (Y or N) N/A

If Yes. Did the insurance company deny the claim? (Y or N) N/A

AFTERMARKET MODIFICATIONS:

Are there any Aftermarket Modifications to the Vehicle? (Y or N) No

If Yesto aftermarket, please list:
Be sure to note retailer installed or third party installed as well as date and mileage if
known. Repeat as necessary. Include the name of the third party installer.
 N/A

Have you confirmed modification with the dealership? (Y or N) Yes

PERTINENT FACTS FROM ALL SRs RELATED TO THIS VIN:

Concern: 71-745393312 - CAC- opened 7/30/09 closed:11/12/09, gas cap light, add engine oil
 light. closed UTC, no goodwill.

Date Offer/Result: opened 7/30/09 closed:11/12/09 no goodwill offered. closed UTC

Concern: 71-890325619-survey-opened 11/6/10 closed 11/16/10 transmission repair, offered a
 \$100 maintenance letter.

Date Offer/Result: opened 11/6/10 closed 11/16/10, \$100 maintenance letter.

Concern: 71-892721354-CAC- 11/23/10 closed 11/30/10-vehicle burns oil, closed because
 customer contacted the lawyer, no goodwill offered.

Date Offer/Result: 11/23/10 closed 11/30/10, closed due to customer retaining attorney.

BBB PROGRAM SUMMARY ASSESSMENT:

(Note: This section only applicable for ADR cases)

What State is BBB Case Filed In? {State}

What is the customer eligible for based on the BBB Program Eligibility Guidelines and the specific states lemon law requirements for meeting presumption? (Explain in Detail)

Unique GM Program Summary Requirements for Repurchase/Replacement in Applicable State:
{Eligibility Detail}

Unique GM Program Summary Requirements for Repairs/Reimbursement for Past Repairs in Applicable State:
{Eligibility Detail}

Customer/Plaintiff Seeks:

repurchase

Customer/Plaintiff Theory:

Describe customer's theory of case from Demand and CAC notes (if applicable), include any specific allegations regarding # of repair visits, days out of service, or specific alleged violations.

Numerous defects including electrical, engine, body and trim.

Note: This section only applicable for Legal cases

Is Lemon Law Pled/Alleged?: Yes

Under what State?	IL	Claimed Presumptive?	No
Does Purchase Qualify?	Yes	If not, why?	N/A

State Presumption Is:

<input type="checkbox"/> of Visits for a Non-Conformity?	4	<input type="checkbox"/> of Days out of Service?	30 business days
<input type="checkbox"/> of visits for a Safety Complaint?	n/a	<input type="checkbox"/> of Visits Total?	n/a
Must Complaint Continue to Exist?	Yes	Final Repair/Arbitration Required?	Yes
Time Period for filing a Claim?	18 months filling, 12 months 12,000 miles		

Vehicle Service History (During Presumptive Period) is:

<input type="checkbox"/> of Visits for a Non-Conformity?	0	<input type="checkbox"/> of Days out of Service?	1
<input type="checkbox"/> of visits for a Safety Complaint?	0	<input type="checkbox"/> of Visits Total?	0
Complaint appears to Continue?	yes	Final Repair/Arbitration Complete?	no

Does History appear Presumptive: No

Vehicle Service History (During Limited Warranty Period) is:

<input type="checkbox"/> of Visits for a Non-Conformity?	4	<input type="checkbox"/> of Days out of Service?	22
<input type="checkbox"/> of visits for a Safety Complaint?	0	<input type="checkbox"/> of Visits Total?	9
Must Complaint Continue to Exist?	Yes	Final Repair or Arbitration Required?	Yes

Related Repairs beyond NVLW:

Customer Pay?	No	Yes	If no, identify responsible party:	N/A
Additional Days out of Service?	1		Additional # of Repair Visits?	1

Other Considerations:

Outcome/Findings of Arb/Final Repair:		No	N/A
Prior Goodwill/reimbursement:	Yes		\$100 maintenance letter 11/16/10
Out of Pocket Expenses:	No		N/A

RECOMMENDATION AND RATIONALE:

Reminder: This section must reflect the data and evaluations above. Take into consideration Field and Service Manager information and recommendations.

Pertinent vehicle information provided by DVM/DSM/CAM:

PREV NISM - FFOM sts that tech service bulletin has come out on oil consumption issue and that dealer is willing to provide the necessary repair.

Lawsuit

brent.palmer@gm.com

02/09/2011 08:25 AM

To

ileana_white@gmexpert.com

cc

Subject

Re: Lawsuit - Crittendon

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.)

What is the customer seeking? The vehicle concern I believe is excessive engine oil consumption. GM has a bulletin procedure that was released that advises dealerships how to correct the concern. I am interested in the outcome and would like to be contacted about the settlement offers.

Brent Palmer
District Manager Aftersales
General Motors
mobile: 630-659-9932
e-mail: brent.palmer@gm.com

Pertinent vehicle information provided by dealer Service Manager:

PREV NISM - none

Identify at least three main strengths of the customer's case?

PREV NISM - -significant repairs for oil consumption-

Identify at least three main weaknesses of the customer's case?

PREV NISM - all repairs occurred after the presumption period-
-customer is out of filing time-
-no days out of service.

Are there any considerations to be made under other applicable laws? (Explain in detail)

PREV NISM - Customer was told in SR 71-745393312 that engine repair would not for sure fix the oil consumption issue, she decided to go through with repair anyway.

Recommendation:

PREV NISM - Customer does not appear to be in presumption but has had significant repairs for oil consumption, I recommend a \$3500-\$5500 cash settlement and complete necessary repair at no cost. Send NFA if offers not accepted.

Rationale:

PREV NISM - \$3500-\$5500 cash settlement due to number of repairs for oil consumption. Send NFA if offers not accepted.

Settlement/Defense Strategy:

PREV NISM - Sent my final offer of \$5000, was not accepted, sent NFA will close not settled.

PREV NISM

HISTORY OF SETTLEMENT DISCUSSIONS **Applicable for Legal Cases Only**

Record all recommendation throughout the life of the case. Each offer or counter offer should be recorded in order to review case progression.

***Trade Repurchase offers should specify Trade Retail, Trade Collateral, or Trade New Finance.**

***Add additional lines for additional offers/counter offers.**

Plaintiff's Original Demand: repurchas4 Amount to Plaintiff/Atty: \$N/A/\$ N/A Inclusive Offer: \$ N/A	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	countered
CRS Initial Offer: Amount to Plaintiff/Atty: \$N/A/\$N/A Inclusive Offer: \$3500	Settlement Type: cash Date: 12/08/10	countered
Plaintiff Counter:: Amount to Plaintiff/Atty: \$N/A \$N/A Inclusive Offer: \$14,500	Settlement Type: cash Date: 12/10/10	countered
CRS Counter: Amount to Plaintiff/Atty: \$N/A \$N//A Inclusive Offer: \$4000	Settlement Type: cash Date: 12/10/10	countered
PLAINTIFF Counter Offer: Amount to Plaintiff/Atty: \$N/A/\$N/A Inclusive Offer: \$13,500	Settlement Type: Cash Date: 12/14/10	countered
CRS Counter: Amount to Plaintiff/Atty: \$ N/A /\$ N/A Inclusive Offer: \$4500 Plaintiff Counter offer: Inclusive: \$12,500 CRS Final Offer: Inclusive: \$5000 Plaintiff Counter offer: Inclusive \$12,000 CRS Final offer \$5000, Sent NFA	Settlement Type: cash Date: 12/15/10	Countered

HISTORY OF SETTLEMENT DISCUSSIONS Applicable for Legal Cases Only

Record all recommendation throughout the life of the case. Each offer or counter offer should be recorded in order to review case progression.

***Trade Repurchase offers should specify Trade Retail, Trade Collateral, or Trade New Finance.**

***Add additional lines for additional offers/counter offers.**

Plaintiff's Original Demand: Amount to Plaintiff/Atty: \${Amount}/\${Amount} Inclusive Offer: \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Countered}
CRS Initial Offer: Amount to Plaintiff/Atty: \${Amount}/\${Amount} Inclusive Offer: \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Countered}
Plaintiff Counter:: Amount to Plaintiff/Atty: \${Amount}/\${Amount} Inclusive Offer: \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Countered}
CRS Counter: Amount to Plaintiff/Atty: \${Amount}/\${Amount} Inclusive Offer: \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Countered}
PLAINTIFF Final Offer: Amount to Plaintiff/Atty: \${Amount}/\${Amount} Inclusive Offer: \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Declined}
CRS Final Offer: Amount to Plaintiff/Atty: \${Amount}/\${Amount} Inclusive Offer: \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Declined}

HISTORY OF SETTLEMENT DISCUSSIONS Applicable for ADR Cases Only

Record all recommendation throughout the life of the case. Each offer or counter offer should be recorded in order to review case progression.

***Trade Repurchase offers should specify Trade Retail, Trade Collateral, or Trade New Finance.**

***Add additional lines for additional offers/counter offers.**

Recommendation of CRS:	Arbitrate case: <input type="checkbox"/>	Settle case: <input type="checkbox"/>
Settlement Type: {GW/Repurchase/Repair}		Attorney Fees (if applicable): <input type="checkbox"/> {Amount}
Recommendation of Field:	Arbitrate case: <input type="checkbox"/>	Settle case: <input type="checkbox"/>
Settlement Type: {GW/Repurchase/Repair}		Attorney Fees (if applicable): <input type="checkbox"/> {Amount}
Final Decision:	Arbitrate case: <input type="checkbox"/>	Settle case: <input type="checkbox"/>
Settlement Type: {GW/Repurchase Repair}		Attorney Fees (if applicable): <input type="checkbox"/> {Amount}

TEAM LEAD APPROVING:

{Name}

Date:{mm/dd/yy}

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.



brent.palmer@gm.com
02/09/2011 08:25 AM

To ileana_white@gmexpert.com
cc
bcc
Subject Re: Lawsuit - Crittendon

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.

What is the customer seeking? The vehicle concern I believe is excessive engine oil consumption. GM has a bulletin procedure that was released that advises dealerships how to correct the concern. I am interested in the outcome and would like to be contacted about the settlement offers.

Brent Palmer
District Manager Aftersales
General Motors
mobile: 630-659-9932
e-mail: brent.palmer@gm.com

From: ileana_white@gmexpert.com
To: brent.palmer@gm.com
Date: 02/08/2011 02:21 PM
Subject: Lawsuit - Crittendon

RE: Customer Last Name: [REDACTED]
Service Request: 71-895661910
2007 Chevrolet Suburban
Vehicle Identification Number: 1GNFK16377J [REDACTED]
Customer Relationship Specialist: Ileana White
Telephone: 866-790-5700 ext. 21307

Dear Mr. Palmer:

This email is to inform you that a lawsuit has been filed on behalf of customer [REDACTED] y Krohn & Moss for the customer's 2007 Chevrolet Suburban with 37,313 miles. The customer has been working with Phillips Chevrolet in Frankfort IL. Technical Assistance Center has been involved. TAC case number SP-10954611.

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.

If you have further questions, please contact the Customer Relationship Specialist at the telephone number and extension above or contact The 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.

Sincerely,

General Motors

Nothing in this message is intended to constitute an electronic signature unless a specific statement to the contrary is included in this message.

Confidentiality Note: This message is intended only for the person or entity to which it is addressed. It may contain confidential and/or privileged material. Any review, transmission, dissemination or other use, or taking of any action in reliance upon this message by persons or entities other than the intended recipient is prohibited and may be unlawful. If you received this message in error, please contact the sender and delete it from your computer.

PRIVILEGED CONFIDENTIAL - PREPARED FOR COUNSEL
BRC CASE ASSESSMENT

Latest Revision Date: 7/21/2011

All Fields Are Required

(Do not delete or modify any sections of this form)

SR: 71-895661910
By: Ileana White

GM Legal File / BBB Case No.: 724195
Negotiator: Same

Customer Last Name: XXXXXXXXXX

State: IL

Only customer's last name to be recorded. Do not include first name.

Vehicle ID No.:
1GNFK16377JXXXXXXXXXX

In Service Date:
9/29/2007

Vehicle Purchased: BAC Code:
New 113225

Year, Make & Model: 2007 Chevrolet Suburban
Current Mileage: 37,313
Sale Type: Purchase Lease Other :

Vehicle Purchased Used on: N/A
Dealer Name : Phillips Chevrolet
CAM Name: Rob Johnson
Phone Number: 630-961-6817

Lien holder: GMAC Other :

DVM Name: Brent Palmer
Phone/Cell Number: 630-649-9932

Purchase Price of Vehicle: \$ 46,874.00

Was TAC contacted for this vehicle (Y/N)? : Yes

DVM requests involvement?: Yes

Attorney Involvement: Krohn & Moss (Eric Kaczander)
Phone Number : 312-578-9128
Fax Number : 866-309-9458

Service Manager Name: Bill
Featherston
Phone Number : 815-469-2323

Are there **additional** field personnel involved? If Yes, List the name, including role (DVM, DSM, etc.) and phone number. Repeat as necessary.
N/A

Are there **additional** dealerships involved? If Yes, List the dealership name, contact name, and phone number. Repeat as necessary.
Steve Foley Cadillac / Svc Mgr Jim Benedetto / 847-849-2267

If TAC was contacted, what did they say? (Include TAC case #)

SP-10954611-TAC-7/22/09-Customer concern - Low oil light is on, oil consumption. TAC

Recommendations -

Advised to perform oil consumption test. Check compression wet and dry or check crankcase pressure with water manometer. Customers concern as reported by the caller.

Excessive oil consumption

Results of the Previous Suggestions Made by TAC :

He claims he did confirm oil consumption of 1 < quart in 2,000 miles. He didn't perform a compression test, but a water manometer did indicate 3 " of water vacuum in the crankcase, and the Tech link article said no more than 2". He wanted to know if he could raise the PCV valve and reevaluate (he has a lot of oil in the intake. I advised him I couldn't recommend it.

New Recommendations -

Per PIP4574E, no repairs should be made.

Excess oil consumption

Results of the Previous Suggestions Made by TAC :

Tech is replacing the engine. After installation tech has read the note indicating 2009 and earlier vehicles should have the timing cover swapped with the original. Caller has already assembled most of the engine, seeks information regarding the need and reason for this part swap.

New Recommendations -

No information was found on this concern, a VME was left for MC James Bloss requesting additional information.

Current concern? Timing cover

Results of the previous suggestions made by TAC (include additional details of the concern)

Tech has installed the engine with the timing cover supplied with the new engine, engine is running normally with no codes.

New Recommendations- Advised caller this timing cover has been used in a similar application with no problems, it has not been able to be determined why it is recommended to replace the cover. Per MC James Bloss, there are possible concerns with service tools for cover and front seal alignment not fitting on some timing covers, this would not be an issue unless the cover or seal is removed.

If TAC was NOT contacted, why? (Ask Dealership) DVM/DSM MUST be notified if TAC has not been involved, regardless of dealership explanation.

N/A

DVM/DSM Notified Regarding TAC Involvement? Yes

VEHICLE REPAIR HISTORY:

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

Verified: Once completed, please enter an in this box to verify that the following listing has been compared to GMVIS for accuracy.

Verified: Once completed, please enter an in this box to verify that the following listing has been compared to GWM for accuracy.

PLACE A CHECKMARK IN THE BOX FOR THE PRIMARY CONCERN(S) AND **BOLD** THE REPAIR ORDER INFORMATION. BASED ON REPAIR ORDERS AND CUSTOMER/PLAINTIFF DEMAND. USE "N/A" IF THERE WERE NO REPAIRS FOR THE COMPONENT GROUP.

Brakes

Date: RO #: Days Out: Mileage: Description of Complaint and Repair Performed:

N/A

Engine/Fuel/Exhaust

Date: RO #: Days Out: Mileage: Description of Complaint and Repair Performed:

3/13/09	335003	1	15794	Phillips Chevrolet C/s service engine soon light is on. gas cap light came on // inspect evap code vent valve sticking <input type="checkbox"/> replace failed evap vent valve clear codes and test drive Tech Notes: inspect and found P0455 stored and found vent
---------	--------	---	-------	---

valve sticking replaced vent valve and cleared codes recheck

<u>4/17/09</u>	<u>337068</u>	<u>1</u>	<u>16667</u>	Phillips Chevrolet C/s low oil light comes on driving / adjust oil level appt made to diagnose problem Tech Notes: ck 0.1 level found oil low 1 <input type="checkbox"/> quarts topped off as needed ck under no leaks
5/4/09	337943	4	17097	Phillips Chevrolet C/s vehicle was 2 qt low on oil in less than 2k miles / found over aggressive lifters both sides and make necessary adjustments test drive *2 days rental* Tech Notes: Oil in intake ran vehicle with valve covers off has over aggressive lifters on both banks replace all lifters & change oil only Verified days out w/Svc Mgr Bill Featherston.
<u>7/15/09</u>	<u>342459</u>	<u>1</u>	<u>19195</u>	C/s that the low engine oil light is on check history / adjust oil level <input type="checkbox"/> no fix available at this time Tech Notes: No leaks add 1qt & <input type="checkbox"/> up to top after 15 min sitting
7/21/09	342802	4	20006	C/s that the low oil light comes add oil / oil change light is on inspect TAN contacted no repairs available at this time customer advised to monitor oil level #10954611 Mike Armstrong Tech Notes: .75 qt low 5 <input type="checkbox"/> left on oil monitor cyl leakage test wet & dry compression test rinl gaps lined up cylinder wall taper 1.5 to 2.0 qts in 2000 miles Verified days out w/Svc Mgr Bill Featherston.
<u>8/24/09</u>	<u>344834</u>	<u>*</u>	<u>21752</u>	Phillips Chevrolet C/s check oil level / adjust oil level approx <input type="checkbox"/> quart low
9/28/09	347250	5	23042	Phillips Chevrolet C/s vehicle uses excessive oil adh contacted and approved engine replacement / removed engine and transfer necessary components - install GM replacement and add necessary fluids make all adjustment s and test drive Tech Notes: per Melissa PQC prev RO <input type="checkbox"/> 337943 #10954611 Verified days out w/Svc Mgr Bill Featherston.
11/23/10	376967	1	36506	Phillips Chevrolet C/s low oil light came on / 1 qt low <input type="checkbox"/> adjust oil level Tech Notes: checked oil level 1 qt low
<u>12/13/10</u>	<u>378541</u>	<u>3</u>	<u>37313</u>	Phillips Chevrolet C/s oil light came on was 1 qt low / bulletins 100601008A <input type="checkbox"/> install active fuel management deflector valve de-carbon cylinders piston rings change oil and filter make necessary adjustment test drive Tech Notes: inop for oil leaks no leaks found. Found bulletin <input type="checkbox"/> 10-06-01-008A installed (AFM) oil deflector & de-carbonized cylinders

Restraints

Date: **RO #:** **Days Out:** **Mileage:** **Description of Complaint and Repair Performed:**

N/A

Steering

Date: **RO #:** **Days Out:** **Mileage:** **Description of Complaint and Repair Performed:**

N/A

Transmission

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

Axle

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
9/28/10	372608	4	34927	Phillips Chevrolet C/s popping type noise heard taking off from a stop / inspect -lube driveshaft splines/customer advised new tire may cause condition if driving in auto 4x4 mode *2 days rental* Verified days out w/Svc Mgr Bill Featherston.

Body/Trim

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
<u>10/1/07</u>	<u>302495</u>	<u>*</u>	<u>171</u>	Phillips Chevrolet C/s R/F door squeaks at times / didn't hear squeak <input type="checkbox"/> lube all door hinges
<u>10/15/07</u>	<u>303437</u>	<u>1</u>	<u>526</u>	Phillips Chevrolet C/s driver mirror scratched / replaced driver outside mirror plus paint C/s third brake light housing coming loose / removed third brake light removed seal re-glue and reinstalled seal <input type="checkbox"/> re-installed brake light
5/4/09	337943	*	17097	Phillips Chevrolet C/s pass side inside door handle peeling / peeling <input type="checkbox"/> replaced inside handle as needed
8/24/09	344834	1	21752	Phillips Chevrolet C/s moldings discolored left and right sides / buff and clean moldings as needed
9/28/09	347250	*	23042	Phillips Chevrolet C/s check DR door pops opening / DR door pops <input type="checkbox"/> lube hinges as needed Extra key
<u>1/22/10</u>	<u>354877</u>	<u>1</u>	<u>26209</u>	Phillips Chevrolet C/s replace front wiper blades with OEM <input type="checkbox"/> replaced front wiper blades
1/29/10	355328	1	26465	Phillips Chevrolet C/s driver door pips opening / lube <input type="checkbox"/> will need hinge if roller does not free up
9/28/10	372608	*	34927	Phillips Chevrolet C/s all body side moldings discolored history concern / finish faded <input type="checkbox"/> refinish all four body side moldings as needed Tech Notes: Sublet to Probst to refinish all 4 moldings C/s second row driver side arm rest loose / loose at frame <input type="checkbox"/> adjust and secure C/s DR door pops opening / roller frozen <input type="checkbox"/> replace door hinge driver side as needed Tech Notes: Sublet to Probst to replace hinge C/s front emblem peeling up / peeling <input type="checkbox"/> replace emblem as needed

Chassis

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

Electrical

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
<u>1/8/07</u>	<u>29948</u>	<u>N/A</u>	<u>3</u>	Before Cust Ownership Steve Foley Cadillac C/s service stability light on / check for codes, code B1517 battery voltage below threshold cleared codes road test voltage ok found battery dead <input type="checkbox"/> recharge battery, tested ok
10/1/07	302495	1	171	Phillips Chevrolet C/s extra key 1 FOB inop <input type="checkbox"/> program fob/cut key *waiter
<u>1/27/09</u>	<u>332331</u>	<u>1</u>	<u>14733</u>	Phillips Chevrolet C/s low tire light on / set pressure and reset light Tech Notes: set tire to spec of 30 PSI to repair concern

Glass

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

HVAC

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

Paint

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

Suspension

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

Wheel/Tires

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
<u>4/9/08</u>	<u>314658</u>	<u>1</u>	<u>5398</u>	Phillips Chevrolet C/s install "20 alum polished wheels & tires as per we owe. / cust to pay \$1656.00 as per we owe completed *Internal* Tech Notes: swapped 18 in wheels & tires with 20 inch wheels & tires from parts dept
<u>12/13/10</u>	<u>378541</u>	<u>*</u>	<u>37313</u>	Phillips Chevrolet C/s pop noise heard when in 4X4 and auto 4 when taking off from a stop / no codes stored difference in tire recently replaced to original tires causing irregular 4x4 engagement needs tires

Recalls / Campaigns

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

4/4/07 30930 N/A 4 **Before Cust Ownership**
Steve Foley Cadillac
07007 Recall Remote keyless entry / recall completed

06162 – Product Enhancement / recall completed

Other

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
4/3/08	314305	*	5212	Phillips Chevrolet LOF, ck belts & hoses, set tire pressure & checked set all fluid levels
9/5/08	323810	*	10389	Phillips Chevrolet LOF, ck belts & hoses, set tire pressure & checked set all fluid levels
1/27/09	332331	*	14733	Phillips Chevrolet LOF, ck belts & hoses, set tire pressure & checked set all fluid levels
1/29/10	355328	*	26465	Phillips Chevrolet LOF, ck belts & hoses, set tire pressure & checked set all fluid levels
7/8/10	366345	*	32143	Phillips Chevrolet LOF up to six quarts of oil tire rotation and multi point inspection.
9/28/10	372608	*	34927	Phillips Chevrolet Multi point inspection

Important: SES light is to be captured under affected component above.

ACCIDENT / INSURANCE INFORMATION:

Repeat as necessary

Has the vehicle ever been involved in an accident? (Y or N) No
Did you confirm your answer with the dealer/Customer (if
ADR)/attorney (if Legal)? (Y or N) 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? (Y or N) N/A
Has the customer filed any insurances claims on this Vehicle? (Y or N) N/A

If Yes obtain the following information below

Insurance Company: _____ N/A

Insurance Rep : _____ N/A
(First and Last Name)

Phone _____ N/A

Claim Made? (Y or N): _____ N/A

Claim Status: _____ N/A
Pending/Denied/NA

Claim _____ N/A

Did Insurance Company refer customer to GM? (Y or N) N/A

If Yes. Did the insurance company deny the claim? (Y or N) N/A

AFTERMARKET MODIFICATIONS:

Are there any Aftermarket Modifications to the Vehicle? (Y or N) No

If Yes to aftermarket, please list:

Be sure to note retailer installed or third party installed as well as date and mileage if known. Repeat as necessary. Include the name of the third party installer.

N/A

Have you confirmed modification with the dealership? (Y or N) Yes

PERTINENT FACTS FROM ALL SR^s RELATED TO THIS VIN:

Concern: 71-745393312 - CAC- opened 7/30/09 closed:11/12/09, gas cap light, add engine oil light. closed UTC, no goodwill.

Date **Offer/Result:** opened 7/30/09 closed:11/12/09 no goodwill offered. closed UTC

Concern: 71-890325619-survey-opened 11/6/10 closed 11/16/10 transmission repair, offered a \$100 maintenance letter.

Date **Offer/Result:** opened 11/6/10 closed 11/16/10, \$100 maintenance letter.

Concern: 71-892721354-CAC- 11/23/10 closed 11/30/10-vehicle burns oil, closed because customer contacted the lawyer, no goodwill offered.

Date **Offer/Result:** 11/23/10 closed 11/30/10, closed due to customer retaining attorney.

BBB PROGRAM SUMMARY ASSESSMENT:

(Note: This section only applicable for ADR cases)

What State is BBB Case Filed In? {State}

What is the customer eligible for based on the BBB Program Eligibility Guidelines and the specific states lemon law requirements for meeting presumption? (Explain in Detail)

Unique GM Program Summary Requirements for Repurchase/Replacement in Applicable State:
{Eligibility Detail}

Unique GM Program Summary Requirements for Repairs/Reimbursement for Past Repairs in Applicable State:
{Eligibility Detail}

Customer/Plaintiff Seeks:

repurchase

Customer/Plaintiff Theory:

Describe customer's theory of case from Demand and CAC notes (if applicable), include any specific allegations regarding # of repair visits, days out of service, or specific alleged violations.

Numerous defects including electrical, engine, body and trim.

Magnus & Moss

Note: This section only applicable for Legal cases

Is Lemon Law Pled/Alleged?: Yes

Under what State? IL Claimed Presumptive? No

Does Purchase Qualify? Yes If not, why? N/A

State Presumption Is:

<input type="checkbox"/> of Visits for a Non-Conformity?	4	<input type="checkbox"/> of Days out of Service?	30 business days
<input type="checkbox"/> of visits for a Safety Complaint?	n/a	<input type="checkbox"/> of Visits Total?	n/a
Must Complaint Continue to Exist?	Yes	Final Repair/Arbitration Required?	Yes
Time Period for filing a Claim?	18 months filling, 12 months 12,000 miles		

Vehicle Service History (During Presumptive Period) is:

<input type="checkbox"/> of Visits for a Non-Conformity?	2 <input type="checkbox"/> Body	<input type="checkbox"/> of Days out of Service?	2
<input type="checkbox"/> of visits for a Safety Complaint?	0	<input type="checkbox"/> of Visits Total?	0
Complaint appears to Continue?	yes	Final Repair/Arbitration Complete?	no

Does History appear Presumptive: No

Vehicle Service History (During Limited Warranty Period) is:

<input type="checkbox"/> of Visits for a Non-Conformity?	7 <input type="checkbox"/> Engine	<input type="checkbox"/> of Days out of Service?	30
<input type="checkbox"/> of visits for a Safety Complaint?	0	<input type="checkbox"/> of Visits Total?	15
Must Complaint Continue to Exist?	Yes	Final Repair or Arbitration Required?	Yes

Related Repairs beyond NVLW:

Customer Pay?	No	Yes	If no, identify responsible party:	N/A
Additional Days out of Service?	1		Additional # of Repair Visits?	1

Other Considerations:

Outcome/Findings of Arb/Final Repair:		No	N/A
Prior Goodwill/reimbursement:	Yes		\$100 maintenance letter 11/16/10
Out of Pocket Expenses:	No		N/A

RECOMMENDATION AND RATIONALE:

Reminder: This section must reflect the data and evaluations above. Take into consideration Field and Service Manager information and recommendations.

Pertinent vehicle information provided by DVM/DSM/CAM:

PREV NISM - FFOM sts that tech service bulletin has come out on oil consumption issue and that dealer is willing to provide the necessary repair.

Lawsuit

brent.palmer@gm.com

02/09/2011 08:25 AM

To

ileana_white@gmexpert.com

cc

Subject

Re: Lawsuit - Crittendon

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.)

What is the customer seeking? The vehicle concern I believe is excessive engine oil consumption. GM has a bulletin procedure that was released that advises dealerships how to correct the concern. I am interested in the outcome and would like to be contacted about the settlement offers.

Brent Palmer
District Manager Aftersales
General Motors
mobile: 630-659-9932
e-mail: brent.palmer@gm.com

Pertinent vehicle information provided by dealer Service Manager:

PREV NISM - none

Identify at least three main strengths of the customer's case?

PREV NISM - significant repairs for oil consumption-

Lawsuit Cust has kept up with maintenance in vehicle.

Identify at least three main weaknesses of the customer's case?

PREV NISM - all repairs occurred after the presumption period-
-customer is out of filing time-
-no days out of service.

Are there any considerations to be made under other applicable laws? (Explain in detail)

PREV NISM - Customer was told in SR 71-745393312 that engine repair would not for sure fix the oil consumption issue, she decided to go through with repair anyway.

Lawsuit Magnuson Moss numerous concerns for low engine oil.

Recommendation:

PREV NISM - Customer does not appear to be in presumption but has had significant repairs for oil consumption, I recommend a \$3500-\$5500 cash settlement and complete necessary repair at no cost. Send NFA if offers not accepted.

Lawsuit High cash 7,000 to 10,000 if does not accept straight repurchase. Repurchase Worksheet to follow

Rationale:

PREV NISM - \$3500-\$5500 cash settlement due to number of repairs for oil consumption. Send NFA if offers not accepted.

Lawsuit **CrS recommends offering high cash due 7x (6x while in B2B and 1x outside B2B) for oil consumption.**

Settlement/Defense Strategy:

PREV NISM - Sent my final offer of \$5000, was not accepted, sent NFA will close not settled.

Lawsuit **To avoid additional court cost and customer satisfaction.**

PREV NISM

HISTORY OF SETTLEMENT DISCUSSIONS **Applicable for Legal Cases Only**

Record all recommendation throughout the life of the case. Each offer or counter offer should be recorded in order to review case progression.

***Trade Repurchase offers should specify Trade Retail, Trade Collateral, or Trade New Finance.**

***Add additional lines for additional offers/counter offers.**

<p>Plaintiff Original Demand: repurchas4 Amount to Plaintiff/Atty: \$N/A/\$ N/A Inclusive Offer: \$ N/A</p>	<p>Settlement Type: {Goodwill Type} Date: {mm/dd/yy}</p>	<p>countered</p>
<p>CRS Initial Offer: Amount to Plaintiff/Atty: \$N/A\$N/A Inclusive Offer: \$3500</p>	<p>Settlement Type: cash Date: 12/08/10</p>	<p>countered</p>
<p>Plaintiff Counter:: Amount to Plaintiff/Atty: \$N/A \$N/A Inclusive Offer: \$14,500</p>	<p>Settlement Type: cash Date: 12/10/10</p>	<p>countered</p>
<p>CRS Counter: Amount to Plaintiff/Atty: \$N/A \$N//A Inclusive Offer: \$4000</p>	<p>Settlement Type: cash Date: 12/10/10</p>	<p>countered</p>
<p>PLAINTIFF Counter Offer: Amount to Plaintiff/Atty: \$N/A/\$N/A Inclusive Offer: \$13,500</p>	<p>Settlement Type: Cash Date: 12/14/10</p>	<p>countered</p>
<p>CRS Counter: Amount to Plaintiff/Atty: \$ N/A /\$ N/A Inclusive Offer: \$4500</p> <p>Plaintiff Counter offer: Inclusive: \$12,500</p> <p>CRS Final Offer: Inclusive: \$5000</p> <p>Plaintiff Counter offer: Inclusive \$12,000</p> <p>CRS Final offer \$5000, Sent NFA</p>	<p>Settlement Type: cash Date: 12/15/10</p>	<p>Countered</p>

HISTORY OF SETTLEMENT DISCUSSIONS Applicable for Legal Cases Only

Record all recommendation throughout the life of the case. Each offer or counter offer should be recorded in order to review case progression.

***Trade Repurchase offers should specify Trade Retail, Trade Collateral, or Trade New Finance.**

***Add additional lines for additional offers/counter offers.**

Plaintiff's Original Demand: Amount to Plaintiff/Atty: \${Amount}/\${Amount} Inclusive Offer: \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Countered}
CRS Initial Offer: Amount to Plaintiff/Atty: \${Amount}/\${Amount} Inclusive Offer: \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Countered}
Plaintiff Counter:: Amount to Plaintiff/Atty: \${Amount}/\${Amount} Inclusive Offer: \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Countered}
CRS Counter: Amount to Plaintiff/Atty: \${Amount}/\${Amount} Inclusive Offer: \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Countered}
PLAINTIFF Final Offer: Amount to Plaintiff/Atty: \${Amount}/\${Amount} Inclusive Offer: \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Declined}
CRS Final Offer: Amount to Plaintiff/Atty: \${Amount}/\${Amount} Inclusive Offer: \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Declined}

HISTORY OF SETTLEMENT DISCUSSIONS Applicable for ADR Cases Only

Record all recommendation throughout the life of the case. Each offer or counter offer should be recorded in order to review case progression.

***Trade Repurchase offers should specify Trade Retail, Trade Collateral, or Trade New Finance.**

***Add additional lines for additional offers/counter offers.**

Recommendation of CRS:	Arbitrate case: <input type="checkbox"/>	Settle case: <input type="checkbox"/>
Settlement Type: {GW/Repurchase/Repair}		Attorney Fees (if applicable): <input type="checkbox"/> {Amount}
Recommendation of Field:	Arbitrate case: <input type="checkbox"/>	Settle case: <input type="checkbox"/>
Settlement Type: {GW/Repurchase/Repair}		Attorney Fees (if applicable): <input type="checkbox"/> {Amount}
Final Decision:	Arbitrate case: <input type="checkbox"/>	Settle case: <input type="checkbox"/>
Settlement Type: {GW/Repurchase Repair}		Attorney Fees (if applicable): <input type="checkbox"/> {Amount}

TEAM LEAD APPROVING:

{Name}

Date:{mm/dd/yy}

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.

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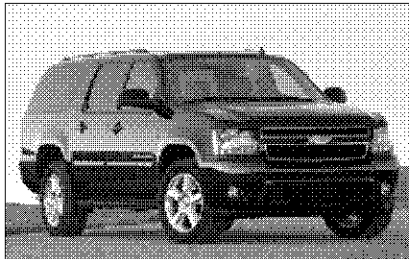
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Trade-in	\$17,558
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Dealer Retail	\$20,360

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Pricing Details for a Chevrolet Suburban LS 1500

5.3L V8 FFV 4x4 4-speed Automatic

Customized True Market Value® Prices

	Trade-In	Private Party	Dealer Retail
National Base Price	\$19,165	\$20,976	\$22,342
Optional Equipment	\$0	\$0	\$0
Color Adjustment - Sport Red Metallic	\$2	\$2	\$2
Regional Adjustment - for Zip Code 27709	-\$39	-\$42	-\$45
Mileage Adjustment - 37,313 miles	\$827	\$827	\$827
Condition Adjustment - Average	-\$2,397	-\$2,597	-\$2,766
Total	\$17,558	\$19,166	\$20,360

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PRIVILEGED CONFIDENTIAL - PREPARED FOR COUNSEL
BRC CASE ASSESSMENT

Latest Revision Date: 7/21/2011

All Fields Are Required

(Do not delete or modify any sections of this form)

SR: 71-895661910
By: Ileana White

GM Legal File / BBB Case No.: 724195
Negotiator: Same

Customer Last Name:

State: IL

Only customer's last name to be recorded. Do not include first name.

Vehicle ID No.:
1GNFK16377J

In Service Date:
9/29/2007

Vehicle Purchased: BAC Code:
New 113225

Year, Make & Model: 2007 Chevrolet Suburban
Current Mileage: 37,313
Sale Type: Purchase Lease Other :

Vehicle Purchased Used on: N/A
Dealer Name : Phillips Chevrolet
CAM Name: Rob Johnson
Phone Number: 630-961-6817

Lien holder: GMAC Other :

DVM Name: Brent Palmer
Phone/Cell Number: 630-649-9932

Purchase Price of Vehicle: \$ 46,874.00

Was TAC contacted for this vehicle (Y/N)? : Yes

DVM requests involvement?: Yes

Attorney Involvement: Krohn & Moss (Eric Kaczander)
Phone Number : 312-578-9128
Fax Number : 866-309-9458

Service Manager Name: Bill
Featherston
Phone Number : 815-469-2323

Are there **additional** field personnel involved? If Yes, List the name, including role (DVM, DSM, etc.) and phone number. Repeat as necessary.
N/A

Are there **additional** dealerships involved? If Yes, List the dealership name, contact name, and phone number. Repeat as necessary.
Steve Foley Cadillac / Svc Mgr Jim Benedetto / 847-849-2267

If TAC was contacted, what did they say? (Include TAC case #)

SP-10954611-TAC-7/22/09-Customer concern - Low oil light is on, oil consumption. TAC

Recommendations -

Advised to perform oil consumption test. Check compression wet and dry or check crankcase pressure with water manometer. Customers concern as reported by the caller.

Excessive oil consumption

Results of the Previous Suggestions Made by TAC :

He claims he did confirm oil consumption of 1 < quart in 2,000 miles. He didn't perform a compression test, but a water manometer did indicate 3 " of water vacuum in the crankcase, and the Tech link article said no more than 2". He wanted to know if he could raise the PCV valve and reevaluate (he has a lot of oil in the intake. I advised him I couldn't recommend it.

New Recommendations -

Per PIP4574E, no repairs should be made.

Excess oil consumption

Results of the Previous Suggestions Made by TAC :

Tech is replacing the engine. After installation tech has read the note indicating 2009 and earlier vehicles should have the timing cover swapped with the original. Caller has already assembled most of the engine, seeks information regarding the need and reason for this part swap.

New Recommendations -

No information was found on this concern, a VME was left for MC James Bloss requesting additional information.

Current concern? Timing cover

Results of the previous suggestions made by TAC (include additional details of the concern)

Tech has installed the engine with the timing cover supplied with the new engine, engine is running normally with no codes.

New Recommendations- Advised caller this timing cover has been used in a similar application with no problems, it has not been able to be determined why it is recommended to replace the cover. Per MC James Bloss, there are possible concerns with service tools for cover and front seal alignment not fitting on some timing covers, this would not be an issue unless the cover or seal is removed.

If TAC was NOT contacted, why? (Ask Dealership) DVM/DSM MUST be notified if TAC has not been involved, regardless of dealership explanation.

N/A

DVM/DSM Notified Regarding TAC Involvement? Yes

VEHICLE REPAIR HISTORY:

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

Verified: Once completed, please enter an in this box to verify that the following listing has been compared to GMVIS for accuracy.

Verified: Once completed, please enter an in this box to verify that the following listing has been compared to GWM for accuracy.

PLACE A CHECKMARK IN THE BOX FOR THE PRIMARY CONCERN(S) AND **BOLD** THE REPAIR ORDER INFORMATION. BASED ON REPAIR ORDERS AND CUSTOMER/PLAINTIFF DEMAND. USE "N/A" IF THERE WERE NO REPAIRS FOR THE COMPONENT GROUP.

Brakes

Date: RO #: Days Out: Mileage: Description of Complaint and Repair Performed:

N/A

Engine/Fuel/Exhaust

Date: RO #: Days Out: Mileage: Description of Complaint and Repair Performed:

3/13/09	335003	1	15794	Phillips Chevrolet C/s service engine soon light is on. gas cap light came on // inspect evap code vent valve sticking <input type="checkbox"/> replace failed evap vent valve clear codes and test drive Tech Notes: inspect and found P0455 stored and found vent
---------	--------	---	-------	---

valve sticking replaced vent valve and cleared codes recheck

<u>4/17/09</u>	<u>337068</u>	<u>1</u>	<u>16667</u>	Phillips Chevrolet C/s low oil light comes on driving / adjust oil level appt made to diagnose problem Tech Notes: ck 0.1 level found oil low 1 <input type="checkbox"/> quarts topped off as needed ck under no leaks
5/4/09	337943	4	17097	Phillips Chevrolet C/s vehicle was 2 qt low on oil in less than 2k miles / found over aggressive lifters both sides and make necessary adjustments test drive *2 days rental* Tech Notes: Oil in intake ran vehicle with valve covers off has over aggressive lifters on both banks replace all lifters & change oil only Verified days out w/Svc Mgr Bill Featherston.
<u>7/15/09</u>	<u>342459</u>	<u>1</u>	<u>19195</u>	C/s that the low engine oil light is on check history / adjust oil level <input type="checkbox"/> no fix available at this time Tech Notes: No leaks add 1qt & <input type="checkbox"/> up to top after 15 min sitting
7/21/09	342802	4	20006	C/s that the low oil light comes add oil / oil change light is on inspect TAN contacted no repairs available at this time customer advised to monitor oil level #10954611 Mike Armstrong Tech Notes: .75 qt low 5 <input type="checkbox"/> left on oil monitor cyl leakage test wet & dry compression test rinl gaps lined up cylinder wall taper 1.5 to 2.0 qts in 2000 miles Verified days out w/Svc Mgr Bill Featherston.
<u>8/24/09</u>	<u>344834</u>	<u>*</u>	<u>21752</u>	Phillips Chevrolet C/s check oil level / adjust oil level approx <input type="checkbox"/> quart low
9/28/09	347250	5	23042	Phillips Chevrolet C/s vehicle uses excessive oil adh contacted and approved engine replacement / removed engine and transfer necessary components - install GM replacement and add necessary fluids make all adjustment s and test drive Tech Notes: per Melissa PQC prev RO <input type="checkbox"/> 337943 #10954611 Verified days out w/Svc Mgr Bill Featherston.
11/23/10	376967	1	36506	Phillips Chevrolet C/s low oil light came on / 1 qt low <input type="checkbox"/> adjust oil level Tech Notes: checked oil level 1 qt low
<u>12/13/10</u>	<u>378541</u>	<u>3</u>	<u>37313</u>	Phillips Chevrolet C/s oil light came on was 1 qt low / bulletins 100601008A <input type="checkbox"/> install active fuel management deflector valve de-carbon cylinders piston rings change oil and filter make necessary adjustment test drive Tech Notes: inop for oil leaks no leaks found. Found bulletin <input type="checkbox"/> 10-06-01-008A installed (AFM) oil deflector & de-carbonized cylinders

Restraints

Date: **RO #:** **Days Out:** **Mileage:** **Description of Complaint and Repair Performed:**

N/A

Steering

Date: **RO #:** **Days Out:** **Mileage:** **Description of Complaint and Repair Performed:**

N/A

Transmission

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

Axle

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
9/28/10	372608	4	34927	Phillips Chevrolet C/s popping type noise heard taking off from a stop / inspect -lube driveshaft splines/customer advised new tire may cause condition if driving in auto 4x4 mode *2 days rental* Verified days out w/Svc Mgr Bill Featherston.

Body/Trim

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
<u>10/1/07</u>	<u>302495</u>	<u>*</u>	<u>171</u>	Phillips Chevrolet C/s R/F door squeaks at times / didn't hear squeak <input type="checkbox"/> lube all door hinges
<u>10/15/07</u>	<u>303437</u>	<u>1</u>	<u>526</u>	Phillips Chevrolet C/s driver mirror scratched / replaced driver outside mirror plus paint C/s third brake light housing coming loose / removed third brake light removed seal re-glue and reinstalled seal <input type="checkbox"/> re-installed brake light
5/4/09	337943	*	17097	Phillips Chevrolet C/s pass side inside door handle peeling / peeling <input type="checkbox"/> replaced inside handle as needed
8/24/09	344834	1	21752	Phillips Chevrolet C/s moldings discolored left and right sides / buff and clean moldings as needed
9/28/09	347250	*	23042	Phillips Chevrolet C/s check DR door pops opening / DR door pops <input type="checkbox"/> lube hinges as needed Extra key
<u>1/22/10</u>	<u>354877</u>	<u>1</u>	<u>26209</u>	Phillips Chevrolet C/s replace front wiper blades with OEM <input type="checkbox"/> replaced front wiper blades
1/29/10	355328	1	26465	Phillips Chevrolet C/s driver door pips opening / lube <input type="checkbox"/> will need hinge if roller does not free up
9/28/10	372608	*	34927	Phillips Chevrolet C/s all body side moldings discolored history concern / finish faded <input type="checkbox"/> refinish all four body side moldings as needed Tech Notes: Sublet to Probst to refinish all 4 moldings C/s second row driver side arm rest loose / loose at frame <input type="checkbox"/> adjust and secure C/s DR door pops opening / roller frozen <input type="checkbox"/> replace door hinge driver side as needed Tech Notes: Sublet to Probst to replace hinge C/s front emblem peeling up / peeling <input type="checkbox"/> replace emblem as needed

Chassis

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

Electrical

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
<u>1/8/07</u>	<u>29948</u>	<u>N/A</u>	<u>3</u>	Before Cust Ownership Steve Foley Cadillac C/s service stability light on / check for codes, code B1517 battery voltage below threshold cleared codes road test voltage ok found battery dead <input type="checkbox"/> recharge battery, tested ok
10/1/07	302495	1	171	Phillips Chevrolet C/s extra key 1 FOB inop <input type="checkbox"/> program fob/cut key *waiter
<u>1/27/09</u>	<u>332331</u>	<u>1</u>	<u>14733</u>	Phillips Chevrolet C/s low tire light on / set pressure and reset light Tech Notes: set tire to spec of 30 PSI to repair concern

Glass

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

HVAC

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

Paint

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

Suspension

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

Wheel/Tires

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
<u>4/9/08</u>	<u>314658</u>	<u>1</u>	<u>5398</u>	Phillips Chevrolet C/s install "20 alum polished wheels & tires as per we owe. / cust to pay \$1656.00 as per we owe completed *Internal* Tech Notes: swapped 18 in wheels & tires with 20 inch wheels & tires from parts dept
<u>12/13/10</u>	<u>378541</u>	<u>*</u>	<u>37313</u>	Phillips Chevrolet C/s pop noise heard when in 4X4 and auto 4 when taking off from a stop / no codes stored difference in tire recently replaced to original tires causing irregular 4x4 engagement needs tires

Recalls / Campaigns

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

4/4/07 30930 N/A 4 **Before Cust Ownership**
Steve Foley Cadillac
07007 Recall Remote keyless entry / recall completed

06162 – Product Enhancement / recall completed

Other

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
4/3/08	314305	*	5212	Phillips Chevrolet LOF, ck belts & hoses, set tire pressure & checked set all fluid levels
9/5/08	323810	*	10389	Phillips Chevrolet LOF, ck belts & hoses, set tire pressure & checked set all fluid levels
1/27/09	332331	*	14733	Phillips Chevrolet LOF, ck belts & hoses, set tire pressure & checked set all fluid levels
1/29/10	355328	*	26465	Phillips Chevrolet LOF, ck belts & hoses, set tire pressure & checked set all fluid levels
7/8/10	366345	*	32143	Phillips Chevrolet LOF up to six quarts of oil tire rotation and multi point inspection.
9/28/10	372608	*	34927	Phillips Chevrolet Multi point inspection

Important: SES light is to be captured under affected component above.

ACCIDENT / INSURANCE INFORMATION:

Repeat as necessary

Has the vehicle ever been involved in an accident? (Y or N) No
Did you confirm your answer with the dealer/Customer (if Yes
ADR)/attorney (if Legal)? (Y or N)
What type of damage was sustained (example: front end collision)?
 N/A

Are the RO's attached if the vehicle was in an accident? (Y or N) N/A
Has the customer filed any insurances claims on this Vehicle? (Y or N) N/A

If Yes obtain the following information below

Insurance Company: _____ N/A

Insurance Rep : _____ N/A
 (First and Last Name)

Phone _____ N/A

Claim Made? (Y or N): _____ N/A

Claim Status: _____ N/A
 Pending/Denied/NA

Claim _____ N/A

Did Insurance Company refer customer to GM? (Y or N) N/A

If Yes. Did the insurance company deny the claim? (Y or N) N/A

AFTERMARKET MODIFICATIONS:

Are there any Aftermarket Modifications to the Vehicle? (Y or N) No

If Yesto aftermarket, please list:

Be sure to note retailer installed or third party installed as well as date and mileage if known. Repeat as necessary. Include the name of the third party installer.

N/A

Have you confirmed modification with the dealership? (Y or N) Yes

PERTINENT FACTS FROM ALL SRs RELATED TO THIS VIN:

Concern: 71-745393312 - CAC- opened 7/30/09 closed:11/12/09, gas cap light, add engine oil light. closed UTC, no goodwill.

Date Offer/Result: opened 7/30/09 closed:11/12/09 no goodwill offered. closed UTC

Concern: 71-890325619-survey-opened 11/6/10 closed 11/16/10 transmission repair, offered a \$100 maintenance letter.

Date Offer/Result: opened 11/6/10 closed 11/16/10, \$100 maintenance letter.

Concern: 71-892721354-CAC- 11/23/10 closed 11/30/10-vehicle burns oil, closed because customer contacted the lawyer, no goodwill offered.

Date Offer/Result: 11/23/10 closed 11/30/10, closed due to customer retaining attorney.

BBB PROGRAM SUMMARY ASSESSMENT:

(Note: This section only applicable for ADR cases)

What State is BBB Case Filed In? {State}

What is the customer eligible for based on the BBB Program Eligibility Guidelines and the specific states lemon law requirements for meeting presumption? (Explain in Detail)

Unique GM Program Summary Requirements for Repurchase/Replacement in Applicable State:
{Eligibility Detail}

Unique GM Program Summary Requirements for Repairs/Reimbursement for Past Repairs in Applicable State:
{Eligibility Detail}

Customer/Plaintiff Seeks:

repurchase

Customer/Plaintiff Theory:

Describe customer's theory of case from Demand and CAC notes (if applicable), include any specific allegations regarding of repair visits, days out of service, or specific alleged violations.

Numerous defects including electrical, engine, body and trim.

Magnus & Moss

Note: This section only applicable for Legal cases

Is Lemon Law Pled/Alleged?: **Yes**

Under what State? IL Claimed Presumptive? No

Does Purchase Qualify? Yes If not, why? N/A

State Presumption Is:

<input type="checkbox"/> of Visits for a Non-Conformity?	4	<input type="checkbox"/> of Days out of Service?	30 business days
<input type="checkbox"/> of visits for a Safety Complaint?	n/a	<input type="checkbox"/> of Visits Total?	n/a
Must Complaint Continue to Exist?	Yes	Final Repair/Arbitration Required?	Yes
Time Period for filing a Claim?	18 months filling, 12 months 12,000 miles		

Vehicle Service History (During Presumptive Period) is:

<input type="checkbox"/> of Visits for a Non-Conformity?	2 <input type="checkbox"/> Body	<input type="checkbox"/> of Days out of Service?	2
<input type="checkbox"/> of visits for a Safety Complaint?	0	<input type="checkbox"/> of Visits Total?	0
Complaint appears to Continue?	yes	Final Repair/Arbitration Complete?	no

Does History appear Presumptive: **No**

Vehicle Service History (During Limited Warranty Period) is:

<input type="checkbox"/> of Visits for a Non-Conformity?	7 <input type="checkbox"/> Engine	<input type="checkbox"/> of Days out of Service?	30
<input type="checkbox"/> of visits for a Safety Complaint?	0	<input type="checkbox"/> of Visits Total?	15
Must Complaint Continue to Exist?	Yes	Final Repair or Arbitration Required?	Yes

Related Repairs beyond NVLW:

Customer Pay?	No	Yes	If no, identify responsible party:	N/A
Additional Days out of Service?	1		Additional <input type="checkbox"/> of Repair Visits?	1

Other Considerations:

Outcome/Findings of Arb/Final Repair:		No	N/A
Prior Goodwill/reimbursement:	Yes		\$100 maintenance letter 11/16/10
Out of Pocket Expenses:	No		N/A

RECOMMENDATION AND RATIONALE:

Reminder: This section must reflect the data and evaluations above. Take into consideration Field and Service Manager information and recommendations.

Pertinent vehicle information provided by DVM/DSM/CAM:

PREV NISM - FFOM sts that tech service bulletin has come out on oil consumption issue and that dealer is willing to provide the necessary repair.

Lawsuit

brent.palmer@gm.com

02/09/2011 08:25 AM

To

ileana_white@gmexpert.com

cc

Subject

Re: Lawsuit - Crittendon

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.

What is the customer seeking? The vehicle concern I believe is excessive engine oil consumption. GM has a bulletin procedure that was released that advises dealerships how to correct the concern. I am interested in the outcome and would like to be contacted about the settlement offers.

Brent Palmer
District Manager Aftersales
General Motors
mobile: 630-659-9932
e-mail: brent.palmer@gm.com

Pertinent vehicle information provided by dealer Service Manager:

PREV NISM - none

Identify at least three main strengths of the customer's case?

PREV NISM - significant repairs for oil consumption-

Lawsuit Cust has kept up with maintenance in vehicle.

Identify at least three main weaknesses of the customer's case?

PREV NISM - all repairs occurred after the presumption period-
-customer is out of filing time-
-no days out of service.

Are there any considerations to be made under other applicable laws? (Explain in detail)

PREV NISM - Customer was told in SR 71-745393312 that engine repair would not for sure fix the oil consumption issue, she decided to go through with repair anyway.

Lawsuit Magnuson Moss numerous concerns for low engine oil.

Recommendation:

PREV NISM - Customer does not appear to be in presumption but has had significant repairs for oil consumption, I recommend a \$3500-\$5500 cash settlement and complete necessary repair at no cost. Send NFA if offers not accepted.

Lawsuit Removal

Rationale:

PREV NISM - \$3500-\$5500 cash settlement due to number of repairs for oil consumption. Send NFA if offers not accepted.

Lawsuit **CrS recommends removing to LC 7x** (6x while in B2B and 1x outside B2B) for oil consumption. Reviewed case with LS and decided to remove.

Settlement/Defense Strategy:

PREV NISM - Sent my final offer of \$5000, was not accepted, sent NFA will close not settled.

Lawsuit **To avoid additional court cost and customer satisfaction.**

PREV NISM

HISTORY OF SETTLEMENT DISCUSSIONS **Applicable for Legal Cases Only**

Record all recommendation throughout the life of the case. Each offer or counter offer should be recorded in order to review case progression.

***Trade Repurchase offers should specify Trade Retail, Trade Collateral, or Trade New Finance.**

***Add additional lines for additional offers/counter offers.**

Plaintiff's Original Demand: repurchas4 Amount to Plaintiff/Atty: \$N/A/\$ N/A Inclusive Offer: \$ N/A	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	countered
CRS Initial Offer: Amount to Plaintiff/Atty: \$N/A\$N/A Inclusive Offer: \$3500	Settlement Type: cash Date: 12/08/10	countered
Plaintiff Counter:: Amount to Plaintiff/Atty: \$N/A \$N/A Inclusive Offer: \$14,500	Settlement Type: cash Date: 12/10/10	countered
CRS Counter: Amount to Plaintiff/Atty: \$N/A \$N//A Inclusive Offer: \$4000	Settlement Type: cash Date: 12/10/10	countered
PLAINTIFF Counter Offer: Amount to Plaintiff/Atty: \$N/A/\$N/A Inclusive Offer: \$13,500	Settlement Type: Cash Date: 12/14/10	countered
CRS Counter: Amount to Plaintiff/Atty: \$ N/A /\$ N/A Inclusive Offer: \$4500 Plaintiff Counter offer: Inclusive: \$12,500 CRS Final Offer: Inclusive: \$5000 Plaintiff Counter offer: Inclusive \$12,000 CRS Final offer \$5000, Sent NFA	Settlement Type: cash Date: 12/15/10	Countered

HISTORY OF SETTLEMENT DISCUSSIONS Applicable for Legal Cases Only

Record all recommendation throughout the life of the case. Each offer or counter offer should be recorded in order to review case progression.

***Trade Repurchase offers should specify Trade Retail, Trade Collateral, or Trade New Finance.**

***Add additional lines for additional offers/counter offers.**

Plaintiff's Original Demand: Amount to Plaintiff/Atty: \${Amount}/\${Amount} Inclusive Offer: \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Countered}
CRS Initial Offer: Amount to Plaintiff/Atty: \${Amount}/\${Amount} Inclusive Offer: \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Countered}
Plaintiff Counter:: Amount to Plaintiff/Atty: \${Amount}/\${Amount} Inclusive Offer: \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Countered}
CRS Counter: Amount to Plaintiff/Atty: \${Amount}/\${Amount} Inclusive Offer: \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Countered}
PLAINTIFF Final Offer: Amount to Plaintiff/Atty: \${Amount}/\${Amount} Inclusive Offer: \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Declined}
CRS Final Offer: Amount to Plaintiff/Atty: \${Amount}/\${Amount} Inclusive Offer: \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Declined}

HISTORY OF SETTLEMENT DISCUSSIONS Applicable for ADR Cases Only

Record all recommendation throughout the life of the case. Each offer or counter offer should be recorded in order to review case progression.

***Trade Repurchase offers should specify Trade Retail, Trade Collateral, or Trade New Finance.**

***Add additional lines for additional offers/counter offers.**

Recommendation of CRS:	Arbitrate case: <input type="checkbox"/>	Settle case: <input type="checkbox"/>
Settlement Type: {GW/Repurchase/Repair}		Attorney Fees (if applicable): <input type="checkbox"/> {Amount}
Recommendation of Field:	Arbitrate case: <input type="checkbox"/>	Settle case: <input type="checkbox"/>
Settlement Type: {GW/Repurchase/Repair}		Attorney Fees (if applicable): <input type="checkbox"/> {Amount}
Final Decision:	Arbitrate case: <input type="checkbox"/>	Settle case: <input type="checkbox"/>
Settlement Type: {GW/Repurchase Repair}		Attorney Fees (if applicable): <input type="checkbox"/> {Amount}

TEAM LEAD APPROVING:

{Name}

Date:{mm/dd/yy}

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.



VIA FAX ONLY

February 21, 2011

Rob Johnson
North Central-50
Rob.johnson@gm.com

Re: [REDACTED] v. General Motors Company
Service Request: 71-895661910
2007 Chevrolet Suburban
Vehicle Identification Number: 1GNFK16377J [REDACTED]
Customer Relationship Specialist: Ileana

Dear Mr. Johnson:

The above Chevrolet customer has filed a lawsuit and the lawsuit is being removed from the Early Resolution Program and is being sent to General Motors' local counsel for handling. Our records indicate that Brent Palmer was contacted while the case was in the Early Resolution Program. The customer has been to the following dealers for servicing thus far:

Phillips Chevrolet
9700 W. Lincoln Hwy.
Frankfort, IL 60423-1553
815-469-2323

GM's attorney now handling this case:
Connie Postelli (219) 794-1888
Kopka Pinkus Dolin & Eads, LLC

GM Legal Assistant involved:
Brion Stevens (512) 386-0773

Customer's attorney now handling the case:
Eric Kaczander, Krohn & and (312) 578-9428

Please have the designated Field Representative(s) notify the dealership(s) listed above and any other dealers in the vicinity of the customer's address that this customer has filed a lawsuit against General Motors. Please have them tell the dealer(s) to make sure that any necessary, future repair work is thoroughly documented. The Field Representative(s) / dealership(s) should direct any documentation, repair orders and any other information particular about this customer and his/her vehicle to General Motors' attorney.

Attached is a copy of the case assessment for your review. 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

Page 2

p.m., Eastern Time. Please refer to the service request number above and a Customer Relationship Specialist will be happy to assist you.

Thank you for your assistance.

Sincerely,

Chevrolet

cc: FILE



VIA FAX ONLY

February 21, 2011

Connie Postelli, Esq.
Kopka Pinkus Dolin & Eads
9801 Connecticut Dr
Crown Point, IN 46307

RE: [REDACTED] v. General Motors
Service Request: 71-895661910
GM Legal Staff Case: 724195
2007 Chevrolet Suburban
Vehicle Identification Number: 1GNFK16377J [REDACTED]
Customer Relationship Specialist: Ileana

Dear Ms. Postelli:

Enclosed is a copy of our file regarding the above referenced case. It is being removed from the Early Resolution Program and turned over to you for further handling. Please see the Reason for Removal section of the Case Assessment form.

In case you need to contact the designated Field Representative, his name is Brent Palmer at PH: 630-659-9932.

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



Ileana White/Austin/GM1

02/21/2011 12:44 PM

To rob.johnson@gm.com

cc brion.stevens@gm.com, cortney.deangelo@gm.com

bcc

Subject Lawsuit - Crittendon

RE: Customer Last Name: [REDACTED]
Service Request: 71-895661910
2007 Chevrolet Suburban
Vehicle Identification Number: 1GNFK16377J [REDACTED]
Customer Relationship Specialist: Ileana White
Telephone: 866-790-5700 ext. 21307

Dear Mr. Johnson:

The above Chevrolet customer has filed a lawsuit and the lawsuit is being removed from the Early Resolution Program and is being sent to General Motors' local counsel for handling.

If you have further questions, please contact the Customer Relationship Specialist at the telephone number and extension above or contact The 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.

Sincerely,

General Motors



1. Case Assessment.doc



CAM Notification Rob Johnson.doc



Initial Offer - NISM.DOC



Second Offer - NISM.DOC



Final Offer - NISM.DOC

APPROVED - 3/14/11


Patricia Spacek
Legal Coordinator

03/14/2011 10:21 FAX 2196505941

KPDE CP OUT ONLY

001

Kopka, Pinkus, Dolin & Eads
9801 Connecticut Drive
Crown Point, Indiana 46307
(219)794-1888
AASchatz@kcpkalaw.com

March 14, 2011

Via Facsimile: (248) 237-6349

Brion Stevens
GENERAL MOTORS LLC
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 LLC
Circuit Court of Will County
Case No. : 11 AR 71
Vehicle : 2007 Chevrolet Suburban
VIN : 1GNFK16377J [REDACTED]
GM Legal File No. : 724195
Our File Number : 72575

NOTICE OF CASH SETTLEMENT / CHECK REQUEST

Dear Brion:

Please be advised that the above-referenced matter has settled for a total of \$10,500.00, including attorneys' fees and costs. The customer's concerns with the subject vehicle are Engine - General (Oil Consumption) [J01] and Non Component Dealer (Comeback/Repeat Repair) [S95]. At your earliest convenience, please forward General Motors LLC's settlement draft as follows:

1. A check in the amount of \$10,500.00 payable to "Billy Crittendon and Krohn & Moss, LTD." A completed IRS form W-9 is attached as required for proper tax reporting.

Plaintiff:

[REDACTED]
Frankfort, Illinois
[REDACTED]

Plaintiff's Attorney:

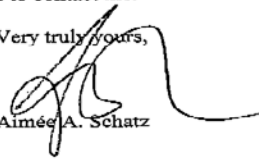
Gregory H. Moss, Esq.
Krohn & Moss, Ltd.
120 W. Madison, 10th Floor
Chicago, IL 60602
(312) 578-9428 telephone
(866) 289-0898 facsimile

Mileage: 37,313 (as of 12/13/10)

Brion Stevens
March 14, 2011
Page 2

Enclosed please find the appropriate W9 form. The Release of Claims has been sent to the Plaintiffs for signature concurrent with this check request and will be forwarded upon receipt. Should you have any questions, please do not hesitate to contact me.

Very truly yours,



Aimée A. Schatz

Enc: IRS Form W-9

PRIVILEGED CONFIDENTIAL - PREPARED FOR COUNSEL
BRC CASE ASSESSMENT

Latest Revision Date: 7/21/2011

All Fields Are Required

(Do not delete or modify any sections of this form)

SR: 71-895661910
By: Ileana White

GM Legal File / BBB Case No.: 724195
Negotiator: Same

Customer Last Name: XXXXXXXXXX

State: IL

Only customer's last name to be recorded. Do not include first name.

Vehicle ID No.:
1GNFK16377JXXXXXXXXXX

In Service Date:
9/29/2007

Vehicle Purchased: BAC Code:
New 113225

Year, Make & Model: 2007 Chevrolet Suburban
Current Mileage: 38,928
Sale Type: Purchase Lease Other :

Vehicle Purchased Used on: N/A
Dealer Name : Phillips Chevrolet
CAM Name: Rob Johnson
Phone Number: 630-961-6817

Lien holder: GMAC Other :

DVM Name: Brent Palmer
Phone/Cell Number: 630-649-9932

Purchase Price of Vehicle: \$ 46,874.00

Was TAC contacted for this vehicle (Y/N)? : Yes

DVM requests involvement?: Yes

Attorney Involvement: Krohn & Moss (Eric Kaczander)
Phone Number : 312-578-9128
Fax Number : 866-309-9458

Service Manager Name: Bill
Featherston
Phone Number : 815-469-2323

Are there **additional** field personnel involved? If Yes, List the name, including role (DVM, DSM, etc.) and phone number. Repeat as necessary.
N/A

Are there **additional** dealerships involved? If Yes, List the dealership name, contact name, and phone number. Repeat as necessary.
Steve Foley Cadillac / Svc Mgr Jim Benedetto / 847-849-2267

If TAC was contacted, what did they say? (Include TAC case #)

SP-10954611-TAC-7/22/09-Customer concern - Low oil light is on, oil consumption. TAC

Recommendations -

Advised to perform oil consumption test. Check compression wet and dry or check crankcase pressure with water manometer. Customers concern as reported by the caller.

Excessive oil consumption

Results of the Previous Suggestions Made by TAC :

He claims he did confirm oil consumption of 1 < quart in 2,000 miles. He didn't perform a compression test, but a water manometer did indicate 3 " of water vacuum in the crankcase, and the Tech link article said no more than 2". He wanted to know if he could raise the PCV valve and reevaluate (he has a lot of oil in the intake. I advised him I couldn't recommend it.

New Recommendations -

Per PIP4574E, no repairs should be made.

Excess oil consumption

Results of the Previous Suggestions Made by TAC :

Tech is replacing the engine. After installation tech has read the note indicating 2009 and earlier vehicles should have the timing cover swapped with the original. Caller has already assembled most of the engine, seeks information regarding the need and reason for this part swap.

New Recommendations -

No information was found on this concern, a VME was left for MC James Bloss requesting additional information.

Current concern? Timing cover

Results of the previous suggestions made by TAC (include additional details of the concern)

Tech has installed the engine with the timing cover supplied with the new engine, engine is running normally with no codes.

New Recommendations- Advised caller this timing cover has been used in a similar application with no problems, it has not been able to be determined why it is recommended to replace the cover. Per MC James Bloss, there are possible concerns with service tools for cover and front seal alignment not fitting on some timing covers, this would not be an issue unless the cover or seal is removed.

If TAC was NOT contacted, why? (Ask Dealership) DVM/DSM MUST be notified if TAC has not been involved, regardless of dealership explanation.

N/A

DVM/DSM Notified Regarding TAC Involvement? Yes

VEHICLE REPAIR HISTORY:

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

Verified: Once completed, please enter an in this box to verify that the following listing has been compared to GMVIS for accuracy.

Verified: Once completed, please enter an in this box to verify that the following listing has been compared to GWM for accuracy.

PLACE A CHECKMARK IN THE BOX FOR THE PRIMARY CONCERN(S) AND **BOLD** THE REPAIR ORDER INFORMATION. BASED ON REPAIR ORDERS AND CUSTOMER/PLAINTIFF DEMAND. USE "N/A" IF THERE WERE NO REPAIRS FOR THE COMPONENT GROUP.

Brakes

Date: RO #: Days Out: Mileage: Description of Complaint and Repair Performed:

N/A

Engine/Fuel/Exhaust

Date: RO #: Days Out: Mileage: Description of Complaint and Repair Performed:

3/13/09	335003	1	15794	Phillips Chevrolet C/s service engine soon light is on. gas cap light came on // inspect evap code vent valve sticking <input type="checkbox"/> replace failed evap vent valve clear codes and test drive Tech Notes: inspect and found P0455 stored and found vent
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valve sticking replaced vent valve and cleared codes recheck

<u>4/17/09</u>	<u>337068</u>	<u>1</u>	<u>16667</u>	Phillips Chevrolet C/s low oil light comes on driving / adjust oil level appt made to diagnose problem Tech Notes: ck 0.1 level found oil low 1 <input type="checkbox"/> quarts topped off as needed ck under no leaks
5/4/09	337943	4	17097	Phillips Chevrolet C/s vehicle was 2 qt low on oil in less than 2k miles / found over aggressive lifters both sides and make necessary adjustments test drive *2 days rental* Tech Notes: Oil in intake ran vehicle with valve covers off has over aggressive lifters on both banks replace all lifters & change oil only Verified days out w/Svc Mgr Bill Featherston.
<u>7/15/09</u>	<u>342459</u>	<u>1</u>	<u>19195</u>	C/s that the low engine oil light is on check history / adjust oil level <input type="checkbox"/> no fix available at this time Tech Notes: No leaks add 1qt & <input type="checkbox"/> up to top after 15 min sitting
7/21/09	342802	4	20006	C/s that the low oil light comes add oil / oil change light is on inspect TAN contacted no repairs available at this time customer advised to monitor oil level #10954611 Mike Armstrong Tech Notes: .75 qt low 5 <input type="checkbox"/> left on oil monitor cyl leakage test wet & dry compression test rinl gaps lined up cylinder wall taper 1.5 to 2.0 qts in 2000 miles Verified days out w/Svc Mgr Bill Featherston.
<u>8/24/09</u>	<u>344834</u>	<u>*</u>	<u>21752</u>	Phillips Chevrolet C/s check oil level / adjust oil level approx <input type="checkbox"/> quart low
9/28/09	347250	5	23042	Phillips Chevrolet C/s vehicle uses excessive oil adh contacted and approved engine replacement / removed engine and transfer necessary components - install GM replacement and add necessary fluids make all adjustment s and test drive Tech Notes: per Melissa PQC prev RO <input type="checkbox"/> 337943 #10954611 Verified days out w/Svc Mgr Bill Featherston.
11/23/10	376967	1	36506	Phillips Chevrolet C/s low oil light came on / 1 qt low <input type="checkbox"/> adjust oil level Tech Notes: checked oil level 1 qt low
<u>12/13/10</u>	<u>378541</u>	<u>3</u>	<u>37313</u>	Phillips Chevrolet C/s oil light came on was 1 qt low / bulletins 100601008A <input type="checkbox"/> install active fuel management deflector valve de-carbon cylinders piston rings change oil and filter make necessary adjustment test drive Tech Notes: inop for oil leaks no leaks found. Found bulletin <input type="checkbox"/> 10-06-01-008A installed (AFM) oil deflector & de-carbonized cylinders

Restraints

Date: **RO #:** **Days Out:** **Mileage:** **Description of Complaint and Repair Performed:**

N/A

Steering

Date: **RO #:** **Days Out:** **Mileage:** **Description of Complaint and Repair Performed:**

N/A

Transmission

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

Axle

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
9/28/10	372608	4	34927	Phillips Chevrolet C/s popping type noise heard taking off from a stop / inspect -lube driveshaft splines/customer advised new tire may cause condition if driving in auto 4x4 mode *2 days rental* Verified days out w/Svc Mgr Bill Featherston.

Body/Trim

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
<u>10/1/07</u>	<u>302495</u>	<u>*</u>	<u>171</u>	Phillips Chevrolet C/s R/F door squeaks at times / didn't hear squeak <input type="checkbox"/> lube all door hinges
<u>10/15/07</u>	<u>303437</u>	<u>1</u>	<u>526</u>	Phillips Chevrolet C/s driver mirror scratched / replaced driver outside mirror plus paint C/s third brake light housing coming loose / removed third brake light removed seal re-glue and reinstalled seal <input type="checkbox"/> re-installed brake light
5/4/09	337943	*	17097	Phillips Chevrolet C/s pass side inside door handle peeling / peeling <input type="checkbox"/> replaced inside handle as needed
8/24/09	344834	1	21752	Phillips Chevrolet C/s moldings discolored left and right sides / buff and clean moldings as needed
9/28/09	347250	*	23042	Phillips Chevrolet C/s check DR door pops opening / DR door pops <input type="checkbox"/> lube hinges as needed Extra key
<u>1/22/10</u>	<u>354877</u>	<u>1</u>	<u>26209</u>	Phillips Chevrolet C/s replace front wiper blades with OEM <input type="checkbox"/> replaced front wiper blades
1/29/10	355328	1	26465	Phillips Chevrolet C/s driver door pips opening / lube <input type="checkbox"/> will need hinge if roller does not free up
9/28/10	372608	*	34927	Phillips Chevrolet C/s all body side moldings discolored history concern / finish faded <input type="checkbox"/> refinish all four body side moldings as needed Tech Notes: Sublet to Probst to refinish all 4 moldings C/s second row driver side arm rest loose / loose at frame <input type="checkbox"/> adjust and secure C/s DR door pops opening / roller frozen <input type="checkbox"/> replace door hinge driver side as needed Tech Notes: Sublet to Probst to replace hinge C/s front emblem peeling up / peeling <input type="checkbox"/> replace emblem as needed

Chassis

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

Electrical

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
<u>1/8/07</u>	<u>29948</u>	<u>N/A</u>	<u>3</u>	Before Cust Ownership Steve Foley Cadillac C/s service stability light on / check for codes, code B1517 battery voltage below threshold cleared codes road test voltage ok found battery dead <input type="checkbox"/> recharge battery, tested ok
10/1/07	302495	1	171	Phillips Chevrolet C/s extra key 1 FOB inop <input type="checkbox"/> program fob/cut key *waiter
<u>1/27/09</u>	<u>332331</u>	<u>1</u>	<u>14733</u>	Phillips Chevrolet C/s low tire light on / set pressure and reset light Tech Notes: set tire to spec of 30 PSI to repair concern

Glass

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

HVAC

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

Paint

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

Suspension

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

Wheel/Tires

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
<u>4/9/08</u>	<u>314658</u>	<u>1</u>	<u>5398</u>	Phillips Chevrolet C/s install "20 alum polished wheels & tires as per we owe. / cust to pay \$1656.00 as per we owe completed *Internal* Tech Notes: swapped 18 in wheels & tires with 20 inch wheels & tires from parts dept
<u>12/13/10</u>	<u>378541</u>	<u>*</u>	<u>37313</u>	Phillips Chevrolet C/s pop noise heard when in 4X4 and auto 4 when taking off from a stop / no codes stored difference in tire recently replaced to original tires causing irregular 4x4 engagement needs tires

Recalls / Campaigns

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
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4/4/07 30930 N/A 4 **Before Cust Ownership**
Steve Foley Cadillac
07007 Recall Remote keyless entry / recall completed

06162 – Product Enhancement / recall completed

Other

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
4/3/08	314305	*	5212	Phillips Chevrolet LOF, ck belts & hoses, set tire pressure & checked set all fluid levels
9/5/08	323810	*	10389	Phillips Chevrolet LOF, ck belts & hoses, set tire pressure & checked set all fluid levels
1/27/09	332331	*	14733	Phillips Chevrolet LOF, ck belts & hoses, set tire pressure & checked set all fluid levels
1/29/10	355328	*	26465	Phillips Chevrolet LOF, ck belts & hoses, set tire pressure & checked set all fluid levels
7/8/10	366345	*	32143	Phillips Chevrolet LOF up to six quarts of oil tire rotation and multi point inspection.
9/28/10	372608	*	34927	Phillips Chevrolet Multi point inspection

Important: SES light is to be captured under affected component above.

ACCIDENT / INSURANCE INFORMATION:

Repeat as necessary

Has the vehicle ever been involved in an accident? (Y or N) No
Did you confirm your answer with the dealer/Customer (if
ADR)/attorney (if Legal)? (Y or N) 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? (Y or N) N/A
Has the customer filed any insurances claims on this Vehicle? (Y or N) N/A

If Yes obtain the following information below

Insurance Company: _____ N/A

Insurance Rep : _____ N/A
 (First and Last Name)

Phone _____ N/A

Claim Made? (Y or N): _____ N/A

Claim Status: _____ N/A
 Pending/Denied/NA

Claim _____ N/A

Did Insurance Company refer customer to GM? (Y or N) N/A

If Yes. Did the insurance company deny the claim? (Y or N) N/A

AFTERMARKET MODIFICATIONS:

Are there any Aftermarket Modifications to the Vehicle? (Y or N) No

If Yesto aftermarket, please list:
Be sure to note retailer installed or third party installed as well as date and mileage if known. Repeat as necessary. Include the name of the third party installer.
 N/A

Have you confirmed modification with the dealership? (Y or N) Yes

PERTINENT FACTS FROM ALL SRs RELATED TO THIS VIN:

Concern: 71-745393312 - CAC- opened 7/30/09 closed:11/12/09, gas cap light, add engine oil light. closed UTC, no goodwill.

Date Offer/Result: opened 7/30/09 closed:11/12/09 no goodwill offered. closed UTC

Concern: 71-890325619-survey-opened 11/6/10 closed 11/16/10 transmission repair, offered a \$100 maintenance letter.

Date Offer/Result: opened 11/6/10 closed 11/16/10, \$100 maintenance letter.

Concern: 71-892721354-CAC- 11/23/10 closed 11/30/10-vehicle burns oil, closed because customer contacted the lawyer, no goodwill offered.

Date Offer/Result: 11/23/10 closed 11/30/10, closed due to customer retaining attorney.

BBB PROGRAM SUMMARY ASSESSMENT:

(Note: This section only applicable for ADR cases)

What State is BBB Case Filed In? {State}

What is the customer eligible for based on the BBB Program Eligibility Guidelines and the specific states lemon law requirements for meeting presumption? (Explain in Detail)

Unique GM Program Summary Requirements for Repurchase/Replacement in Applicable State:
{Eligibility Detail}

Unique GM Program Summary Requirements for Repairs/Reimbursement for Past Repairs in Applicable State:
{Eligibility Detail}

Customer/Plaintiff Seeks:

repurchase

Customer/Plaintiff Theory:

Describe customer's theory of case from Demand and CAC notes (if applicable), include any specific allegations regarding # of repair visits, days out of service, or specific alleged violations.

Numerous defects including electrical, engine, body and trim.

Magnus & Moss

Note: This section only applicable for Legal cases

Is Lemon Law Pled/Alleged?: Yes

Under what State? IL Claimed Presumptive? No

Does Purchase Qualify? Yes If not, why? N/A

State Presumption Is:

of Visits for a Non-Conformity? 4 # of Days out of Service? 30 business days
of visits for a Safety Complaint? n/a # of Visits Total? n/a
Must Complaint Continue to Exist? Yes Final Repair/Arbitration Required? Yes
Time Period for filing a Claim? 18 months filling, 12 months
12,000 miles

Vehicle Service History (During Presumptive Period) is:

of Visits for a Non-Conformity? 2 #Body # of Days out of Service? 2
of visits for a Safety Complaint? 0 # of Visits Total? 0
Complaint appears to Continue? yes Final Repair/Arbitration Complete? no

Does History appear Presumptive: No

Vehicle Service History (During Limited Warranty Period) is:

of Visits for a Non-Conformity? 7 #Engine # of Days out of Service? 30
of visits for a Safety Complaint? 0 # of Visits Total? 15
Must Complaint Continue to Exist? Yes Final Repair or Arbitration Required? Yes

Related Repairs beyond NVLW: Yes

Customer Pay? No If no, identify responsible party: N/A
Additional Days out of Service? 1 Additional # of Repair Visits? 1

Other Considerations: No

Outcome/Findings of Arb/Final Repair: N/A
Prior Goodwill/reimbursement: Yes \$100 maintenance letter 11/16/10
Out of Pocket Expenses: No N/A

RECOMMENDATION AND RATIONALE:

Reminder: This section must reflect the data and evaluations above. Take into consideration Field and Service Manager information and recommendations.

Pertinent vehicle information provided by DVM/DSM/CAM:

PREV NISM - FFOM sts that tech service bulletin has come out on oil consumption issue and that dealer is willing to provide the necessary repair.

Lawsuit

brent.palmer@gm.com

02/09/2011 08:25 AM

To

ileana_white@gmexpert.com

cc

Subject

Re: Lawsuit - Crittendon

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.)

What is the customer seeking? The vehicle concern I believe is excessive engine oil consumption. GM has a bulletin procedure that was released that advises dealerships how to correct the concern. I am interested in the outcome and would like to be contacted about the settlement offers.

Brent Palmer

District Manager Aftersales

General Motors

mobile: 630-659-9932

e-mail: brent.palmer@gm.com

Pertinent vehicle information provided by dealer Service Manager:

PREV NISM - none

Identify at least three main strengths of the customer's case?

PREV NISM - significant repairs for oil consumption-

Lawsuit Cust has kept up with maintenance in vehicle.

Identify at least three main weaknesses of the customer's case?

PREV NISM - all repairs occurred after the presumption period-

-customer is out of filing time-

-no days out of service.

Are there any considerations to be made under other applicable laws? (Explain in detail)

PREV NISM - Customer was told in SR 71-745393312 that engine repair would not for sure fix the oil consumption issue, she decided to go through with repair anyway.

Lawsuit Magnuson Moss numerous concerns for low engine oil.

Recommendation:

PREV NISM - Customer does not appear to be in presumption but has had significant repairs for oil consumption, I recommend a \$3500-\$5500 cash settlement and complete necessary repair at no cost. Send NFA if offers not accepted.

Lawsuit Removal

Rationale:

PREV NISM - \$3500-\$5500 cash settlement due to number of repairs for oil consumption. Send NFA if offers not accepted.

Lawsuit **CrS recommends removing to LC 7x** (6x while in B2B and 1x outside B2B) for oil consumption. Reviewed case with LS and decided to remove.

Settlement/Defense Strategy:

PREV NISM - Sent my final offer of \$5000, was not accepted, sent NFA will close not settled.

Lawsuit **To avoid additional court cost and customer satisfaction.**

REASON FOR REMOVAL
SETTLED FOR \$10,500.00 INCLUSIVE DUE TO:
J01 Engine **General - Oil Consumption**
S95 Non Component Dealer - Comeback/Repeat Repair

PREV NISM

HISTORY OF SETTLEMENT DISCUSSIONS **Applicable for Legal Cases Only**

Record all recommendation throughout the life of the case. Each offer or counter offer should be recorded in order to review case progression.

***Trade Repurchase offers should specify Trade Retail, Trade Collateral, or Trade New Finance.**

***Add additional lines for additional offers/counter offers.**

Plaintiff's Original Demand: repurchas4 Amount to Plaintiff/Atty: \$N/A/\$ N/A Inclusive Offer: \$ N/A	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	countered
CRS Initial Offer: Amount to Plaintiff/Atty: \$N/A/\$N/A Inclusive Offer: \$3500	Settlement Type: cash Date: 12/08/10	countered
Plaintiff Counter:: Amount to Plaintiff/Atty: \$N/A \$N/A Inclusive Offer: \$14,500	Settlement Type: cash Date: 12/10/10	countered
CRS Counter: Amount to Plaintiff/Atty: \$N/A \$N//A Inclusive Offer: \$4000	Settlement Type: cash Date: 12/10/10	countered
PLAINTIFF Counter Offer: Amount to Plaintiff/Atty: \$N/A/\$N/A Inclusive Offer: \$13,500	Settlement Type: Cash Date: 12/14/10	countered
CRS Counter: Amount to Plaintiff/Atty: \$ N/A /\$ N/A Inclusive Offer: \$4500 Plaintiff Counter offer: Inclusive: \$12,500 CRS Final Offer: Inclusive: \$5000	Settlement Type: cash Date: 12/15/10	Countered

Plaintiff Counter offer:		
Inclusive \$12,000		
CRS Final offer \$5000, Sent NFA		

HISTORY OF SETTLEMENT DISCUSSIONS Applicable for Legal Cases Only

Record all recommendation throughout the life of the case. Each offer or counter offer should be recorded in order to review case progression.

***Trade Repurchase offers should specify Trade Retail, Trade Collateral, or Trade New Finance.**

***Add additional lines for additional offers/counter offers.**

Plaintiff's Original Demand: Amount to Plaintiff/Atty: \${Amount}/\${Amount} Inclusive Offer: \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Countered}
CRS Initial Offer: Amount to Plaintiff/Atty: \${Amount}/\${Amount} Inclusive Offer: \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Countered}
Plaintiff Counter:: Amount to Plaintiff/Atty: \${Amount}/\${Amount} Inclusive Offer: \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Countered}
CRS Counter: Amount to Plaintiff/Atty: \${Amount}/\${Amount} Inclusive Offer: \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Countered}
PLAINTIFF Final Offer: Amount to Plaintiff/Atty: \${Amount}/\${Amount} Inclusive Offer: \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Declined}
CRS Final Offer: Amount to Plaintiff/Atty: \${Amount}/\${Amount} Inclusive Offer: \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Declined}

HISTORY OF SETTLEMENT DISCUSSIONS Applicable for ADR Cases Only

Record all recommendation throughout the life of the case. Each offer or counter offer should be recorded in order to review case progression.

***Trade Repurchase offers should specify Trade Retail, Trade Collateral, or Trade New Finance.**

***Add additional lines for additional offers/counter offers.**

Recommendation of CRS:	Arbitrate case: <input type="checkbox"/>	Settle case: <input type="checkbox"/>
Settlement Type: {GW/Repurchase/Repair}		Attorney Fees (if applicable): <input type="checkbox"/> {Amount}
Recommendation of Field:	Arbitrate case: <input type="checkbox"/>	Settle case: <input type="checkbox"/>
Settlement Type: {GW/Repurchase/Repair}		Attorney Fees (if applicable): <input type="checkbox"/> {Amount}
Final Decision:	Arbitrate case: <input type="checkbox"/>	Settle case: <input type="checkbox"/>
Settlement Type: {GW/Repurchase Repair}		Attorney Fees (if applicable): <input type="checkbox"/> {Amount}

TEAM LEAD APPROVING:

{Name}

Date:{mm/dd/yy}

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.

Form **W-9**
(Rev. December 1998)
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.

Name (If a joint account or you changed your name, see Specific Instructions on page 2.)
Krohn & Moss, Ltd.

Business name, if different from above (See Specific Instructions on page 2.)

Check appropriate box: Individual/Sole proprietor Corporation Partnership Other

Address (number, street, and apt. or suite no.)
120 W. Madison St. 10th Floor

City, state, and ZIP code
Chicago IL 60602

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.

Social security number
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:

- 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
- 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 _____

Purpose of Form.—A requester and certain other persons are required to file an information return with the IRS. 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:

- Certify the TIN you are giving is correct (or you are waiting for a number to be issued).
- Certify you are not subject to backup withholding, or
- 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 that may be subject to backup withholding

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:

- You do not furnish your TIN to the requester, or
- The IRS tells the requester that you furnished an incorrect TIN, or
- 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
- 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

- 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 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 your TIN in violation of Federal law, the requester may be subject to civil and criminal penalties.

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

July 22, 2011

[REDACTED]
Chicago, IL [REDACTED]

Service Request: 71-898513417

Dear [REDACTED]

Thank you for contacting us recently regarding the dissatisfaction you have experienced with your vehicle. At Chevrolet, our commitment to customer satisfaction is a top priority and we sincerely apologize for any concerns you may have experienced.

Although the need for repairs is unfortunate, motor vehicles are complex machinery and sometimes do require repairs. That is why every vehicle sold is backed by the GM New Car Limited Warranty. During this period, Chevrolet will provide for repairs to the vehicle to correct any vehicle concerns related to materials or workmanship. Mechanical concerns arising from tampering, abuse, physical damage, improper maintenance or normal wear and tear are not covered by the warranty.

Chevrolet works to ensure each customer concern is handled in a way that reflects our values and we have carefully reviewed the facts surrounding your case. After careful consideration, Chevrolet, in conjunction with Chevrolet Of Homewood, Inc., has determined that we are unable to offer you financial assistance at this time.

We hope you understand our position as it relates to the manufacturer's obligation. We appreciate the opportunity to review this matter. 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