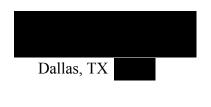
INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

July 22, 2011



Dear

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: 71-898973605

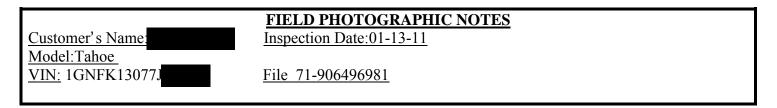
Date: 1/10/11 **Vehicle Information** TO: EAA VIN#: 1GNFK13077J EAA/SPX Field Coordinator Year/Make: 07 Chevy Phone: 586-582-5835 Model: Tahoe Fax: 586-582-5840 **Contact's Name:** Email: eaafc@servicesolutions.spx.com **Contact's Number:** Vehicle Location: Lima Chevrolet Company From: **Deongella Bruce** 2200 N Cable Rd PAR Customer Relations Specialist Lima, OH If located at a Salvage/Auction Yard: Email: Deongella bruce@gmexpert.com Ins. Adj. Name: Phone: 866-790-5600 ext. Phone #: or 866-790-5700 ext.21114 Claim or Salvage ID #: Fax: 866-480-3629 Mailing Address: **Claimant Information GM PAR Investigations** PAR File #: 71-906496981 7401 E. Ben White **Claimant Name: Building 3 Claimant Home #:** Austin, TX 78741 **Claimant Work #: Claimant Cell #:** Address: Lima, OH **Required Actions:** Advise PAR CRS via voicemail/email of inspection date. **Repair Estimate Required Review All PAR File information Contact PAR CRS After Inspection** Please Use Form(s): Accelerator/Throttle Control **Restraint-SIR/Seatbelts** Seats **Side Impact Power Sliding Door** Brake/ABS/TCS/VSES Steering/Suspension/Tires/Wheels **Inadvertent Deployment OnStar OTHER:** Chrome Peeling on Engine Exhaust/Odor **Transmission/Transaxle** door handles (inside) **Engine Stalling Thermal Events Special Instructions: Interview Owner?** X Yes No Vetronix Requested **Obtain Fire/Police Report Other (define)** Investigations can only be rushed if e-mailed by one of the following: **RUSH** (Name of Team Manager or Ops Mgr Approving the Rush): **EAA Internal Use Only** To: **SA**: Date E-Mailed to SA: From: EAA Field Coordinator Due Date: **EAA SA Use Only YES** NO Case Acceptance/Investigation: Please acknowledge acceptance of this case promptly by phone, fax or email. **Date Report Uploaded to EAA FTP SITE:**

	FIELD PHOTOGRAPHIC NOTES
Customer's Name: Model:Tahoe	Inspection Date:01-13-11
VIN: 1GNFK13077J	<u>File 71-906496981</u>

Inspector: Donald Wade / EAA

Number of Photos

Photo.#	Description
<u>F 1010.#</u>	FRONT OF VEHICLE
2	RIGHT SIDE OF VEHICLE FROM THE FRONT
3	
	LEFT SIDE OF VEHICLE FROM THE FRONT
4	
5	FRONT INTERIOR FROM THE LEFT
6	FRONT INTERIOR FROM THE RIGHT
7	RIGHT FRONT DOOR HANDLE
8	RIGHT FRONT DOOR HANDLE
9	RIGHT FRONT DOOR HANDLE
11	FRONT INTERIOR
12	RIGHT REAR DOOR HANDLE
13	RIGHT REAR DOOR HANDLE
14	REAR INTERIOR FROM THE RIGHT
15	LEFT REAR DOOR HANDLE
16	LEFT REAR DOOR HANDLE
17	LEFT FRONT DOOR HANDLE
18	LEFT FRONT DOOR HANDLE
19	STEERING AND DASH AREA
20	ODOMETER



Inspector: Donald Wade / EAA

Number of Photos



FIELD PHOTOGRAPHIC NOTES Inspection Date:01-13-11

Customer's Name: Model:Tahoe VIN: 1GNFK13077J



<u>Customer's Name</u> <u>Model:Tahoe</u> <u>VIN:</u> 1GNFK13077J

FIELD PHOTOGRAPHIC NOTES Inspection Date:01-13-11



<u>Customer's Name:</u> <u>Model:Tahoe</u> <u>VIN:</u> 1GNFK13077J

FIELD PHOTOGRAPHIC NOTES Inspection Date:01-13-11



FIELD PHOTOGRAPHIC NOTES Inspection Date:01-13-11



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FIELD PHOTOGRAPHIC NOTES Inspection Date:01-13-11



<u>Customer's Name:</u> <u>Model:Tahoe</u> <u>VIN:</u> 1GNFK13077J

FIELD PHOTOGRAPHIC NOTES Inspection Date:01-13-11

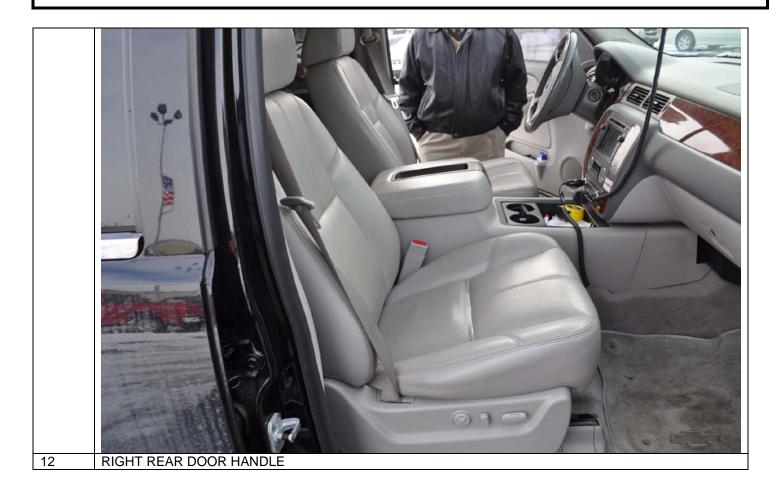


FIELD PHOTOGRAPHIC NOTES Inspection Date:01-13-11

Customer's Name: Model:Tahoe VIN: 1GNFK13077J



FIELD PHOTOGRAPHIC NOTES Inspection Date:01-13-11



FIELD PHOTOGRAPHIC NOTES Inspection Date:01-13-11



FIELD PHOTOGRAPHIC NOTES Inspection Date:01-13-11



FIELD PHOTOGRAPHIC NOTES Inspection Date:01-13-11



FIELD PHOTOGRAPHIC NOTES Inspection Date:01-13-11



FIELD PHOTOGRAPHIC NOTES Inspection Date:01-13-11



Customer's Name:	
Model:Tahoe	
VIN: 1GNFK1307	7J

FIELD PHOTOGRAPHIC NOTES Inspection Date:01-13-11



FIELD PHOTOGRAPHIC NOTES Inspection Date:01-13-11

Customer's Name: Model:Tahoe VIN: 1GNFK13077J



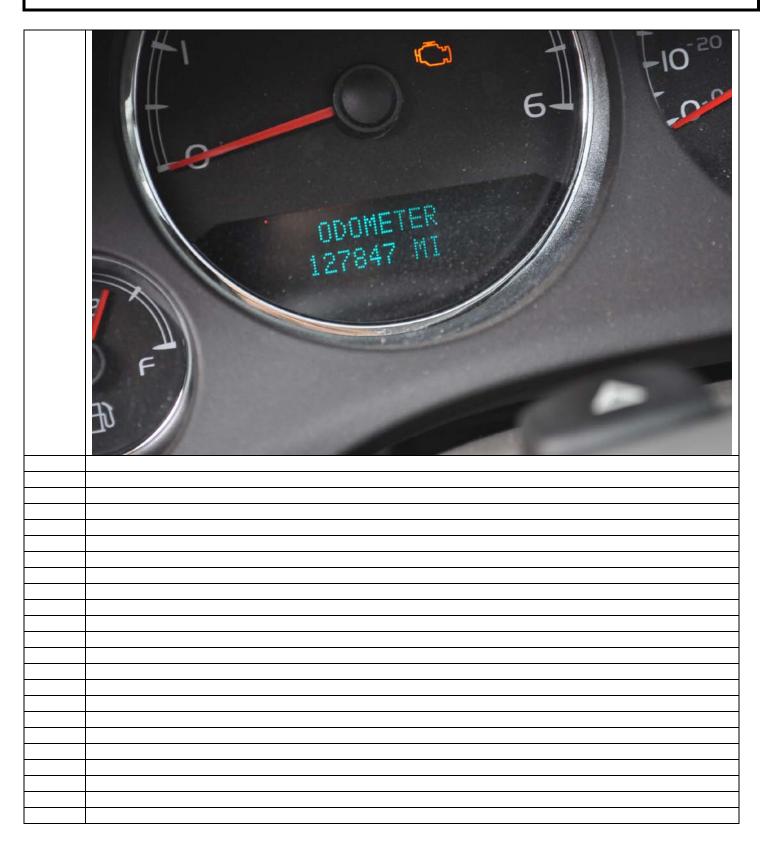
FIELD PHOTOGRAPHIC NOTES Inspection Date:01-13-11



Customer's Name:

Model:Tahoe VIN: 1GNFK13077J

FIELD PHOTOGRAPHIC NOTES Inspection Date:01-13-11



LIMA CHEVROLET



CADILLAC · PONTIAC · NISSAN

2100 N. Cable Rd. • Lima, Ohio 45805 Phone (419) 993-6000 • Fax (419) 993-6112

CHEVROLET •

2200 N. Cable Rd. • Lima, Ohio 45807 Phone (419) 993-6100 • Fax (419) 993-6118

BODY SHOP and USED CARS

2200 N. Cable Rd. • Phone (419) 993-6100 • Fax (419) 228-8812 MAILING ADDRESS: P.O. Box 1649 Lima, Ohio 45802

DATE:	1-20		
то:		· · · · · · · · · · · · · · · · · · ·	
ATTENTION	J-	•	

WE ARE SENDING ______ PIECES OF INFORMATION, INCLUDING THIS COVER PAGE. PLEASE CONTACT US BY PHONE IF ALL INFORMATION IS NOT RECEIVED.

THE INFORMATION CONTAINED IN THIS FACSIMILE IS INTENDED ONLY FOR ITS ADDRESSEE AND MAY CONTAIN INFORMATION THAT IS PRIVILEGED, CONFIDENTIAL OR OTHERWISE PROTECTED FROM DISCLOSURE. DISSEMINATION, DISTRIBUTION OR COPYING OF THIS FACSIMILE OR THE INFORMATION HEREIN BY ANYONE OTHER THAN THE INTENDED RECIPIENT IS PROHIBITED. IF YOU HAVE RECEIVED THIS FACSIMILE IN ERROR, PLEASE NOTIFY US IMMEDIATELY BY THE TELEPHONE AND RETURN THE ORIGINAL FACSIMILE TO US.

THANK YOU,	. / . /	
FROM: _	Krith	
NBR:	2119-993.6160	· · · · · · · · · · · · · · · · · · ·

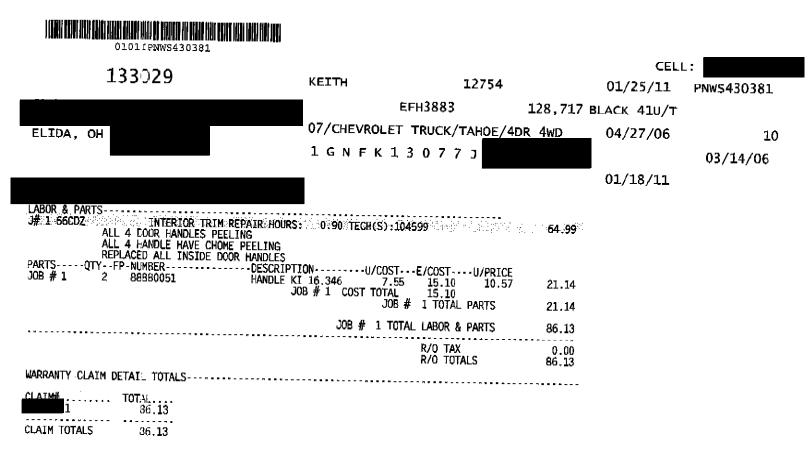
JAN	20, 2011	F/O CLOSE OUT Store	01 SERVC01 PORT 5025 365
x.	R/O NO.	430381 TYPE SERVICE	11. ADVISOR 12754 - 12. DATE IN 01/18/2011
1_	CUSTOMER		13. TIME IN 12:32pm 14. DATE PR 01/18/2011 15. TIME PR 08:00pm
	PHONE (B)	PHONE (H)	16. TAG NO. 17. MI I/O 109000/
2 ⁱ .	T TOPMODH	1GNFK13077J PROD DT 03/14/200 STK# DEL 04/27/200 CT TAHOE BLACK 410 TITANIUM 931 07)6 19. COMMENTS
3.	JOBS (J#)		22.
ļ	STATUS	Ŀ. 0.00	64.99 0.00
	LABOR	0.00	21.14 0.00
	PARTS	0.00	0.00 0.00
	SUBLET	0_00	0.00 0.00
1	G.O.G.	0.00	0.00 0.00
1	MISC	0.00	0.00 0.00
	TAX EST \$ [] TOTALS [C] 0.00 [W]	86.13 [I] 0.00

(S=SAVE) (I=INVCICE) (CR=CONS REACH) (W=CLAIMS) (ST=STATUS) (TAB)

.

.

PNWS430381



APPROVED BY SIGNATURE

Facsimile Transmittal

То:	Keith Shozkency	Fax:	419-993-6118
From:	Deongella Bruce	Date:	January 28, 2011
Customer Name & SR #		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 \$86.13. The pre-authorization # is 104270600000. 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 youreentry into the Global Warranty system.

	builde upbenden provided for jour oner jane the elebar manunity epoterin.
	This would be cut & pasted from the SR. Also use only the correct Z op and remove the other
	VIN 1GNFK13077J
	Keith Shozkency
5	-993-6000
	Dealer Phone, 419 2019 - 2019 2019 - 2019
	Decler Fax 419 430381 Decler FAX 441 47 (1933)/25/11
	200 - 211 NUMX 1242
	IODUITUUSSI MICH
	Door Handles
	Cause Peeling Coating
	Surved Joe G

Grand By Joe G **Date Entered** 1/28/11

GM-PAR, Rev. 06/20/97 PRELIMINARY (page 1 of 5)				
Product Allegation Resolution Inspection				
Division: Chevrolet	Ref# 71-906496981	Document ID	Date Saved: 01/13/2011	
VIN:1GNFK13077J	Claimant's Name	(LASI, FIRST)		
Division:	Ref#	Document ID	(page 1 of 5)	
VIN:	Claimant's Name (
YR: <u>2007</u> Make: <u>Chev</u> Division notified by whom?	How?	Telephone Da	Zone: te (mm/dd/yr):	
Date Assigned to investigat		(FROM CLAIMANT INTER	VIEW)	
· ·				
Name of person being inter	rviewed:		Is this the driver? (Y/N) Y	
Incident date (mm/dd/yr): 1	<u>1-08-11</u> Time	(24 hr): <u>11:00am</u>		
Type of collision?	Front Rea	ar Side	Rollover X None	
Driver's description of incident: O <u>wner''s wife</u> with a bandaid, no other medical attention was needed.				
Bodily injuries/fatalities? (Y/N) y No. of people injured? 1 No. of fatalities? 0 (If yes, complete Bodily Injury Section)				
Vehicle damage? (Y/N) <u>n</u>	Estimated vehicle dam	age \$		
Description of vehicle dama	age:			
Were other vehicles involved? (Y/N) <u>n</u> How many? Did the driver receive a citation? (Y/N)				
Police report written? (Y/N/I	Police report written? (Y/N/Unk.) <u>n</u> Police Report # <u>n</u>			
Which police station and/or	officer made report? (inclu	ide phone no.)		
Did fire occur? (Y/N) Fire Dept. report written? (Y/N/Unk.) Report #				
Which station and/or personnel made the report? (include phone no.)				
Medical expense? (Y/N) <u>n</u> Estimated medical expense \$				
Property damage? (Y/N) <u>n</u> Estimated property damage \$ (If yes, complete Property Damage Section)				
Current location of vehicle? (address & phone) Owner's possession				
What system(s)/component(s) are allegedly defective? Peeling chrome inside door handle ,left front door				
Who made the defect allegation? Owner				

If the alleged defective part(s) were removed from the vehicle prior to inspection, indicate the exact part(s). <u>Not</u> removed.

II OWNER - CLAIMANT - WITNESSES			
NOT APPLICABLE Owner's Name: Street/City/State/Zip:	Date of Birth	Day Phone (<u>)</u> PM Phone (<u>)</u>	
Driver's Name:	Date of Birth	Day Phone (<u>)</u>	
Driver's License #		State:	
Street/City/State/Zip:		PM Phone ()	
Claimant's Name:	Date of Birth	Day Phone (<u>)</u>	
Street/City/State/Zip:		PM Phone ()	
Claimant's Attorney:		Phone ()	
Street/City/State/Zip:		Fax (<u>)</u>	
Claimant's Insurance Co./Agent:		Phone ()	
Street/City/State/Zip:		Fax (<u>)</u>	
List name, address, and day phone number of any v 1 2 3			
I	I VEHICLE		
YR: 2007 Make: Chevrolet Model: Taho	De Lic. Plate	# State: <u>OH</u>	
Purchased (<u>N</u> ew, <u>U</u> sed, <u>D</u> emo): <u>N</u> M	ileage: At Purchase	Estimated Current 127847	
Primary use of the vehicle: Business			
Selling Dealer (name, phone): Lima Chevrolet, 220	00 N Cable Rd, Lima,OH 458	<u>07,419-993-1792</u>	
Service Dealer (name, phone): Same			
Additional Comments: Owner owns company with approximately 40 other GM vehicles, approximately 35 Chevrolets, most purchased through Dealer.			
The information below should be gathered from GM	's own vehicle records:		
Build Date (mm/dd/yr):	Delivery Date (mm/dd/yr)	: <u>4-26-06</u>	
Is vehicle subject to any product campaign(s)? (Y/N) If yes, identify the campaigns:			
Identify campaign(s) that were not completed:	_		
Any repair orders in warranty history? (Y/N) (Attach copies of all relevant R.O.'s)	If yes, how many?		
IV INSPECTION (to be completed after inspection)			
Was an inspection performed? (Y/N) $\underline{\mathbf{y}}$	Date of Inspection (mm/dd/y	vr): <u>01-13-11</u>	
Inspected By: Donald Wade	Organization: SPX-EAA	Phone (<u>317</u>)258-4959	

Brief Inspection Summary: The vehicle was inspected at Lima Chevrolet, 2200 N Cable Rd, Lima, OH 45807,419-993-6100. The vehicle was in excellent condition, there was no exterior or interior damage. The right front door handle was peeling excessively and had sharp edges on the interior, metal beneath the chrome and peeling chrome edges. The other three doors chrome also had started to peel with the driver's having the least amount.

How was matter left with claimant? (include date) <u>Owner was advised that report would be sent to GM for</u> <u>review and someone from that De</u>partment would call them back with an undate. Owner only wanted door handles replaced. Owner had service bulletin informing him that warranty would be extended on door handles for 10yrs and 100,000 miles, he had more than 100,000 miles, but he still thought they should be replaced, due to defect.

Check "X" for all Report forms attached (x if none)			
Police report Fire report Other:			
Check "X" for all vehicle system inspec	tion forms attached. (
Accelerator/throttle	Hood Latch	CHASSIS:	
Body Structure - Side Impact	Seat Belt System	Rear Axle	
Brake/ABS/TC System(s)	Seats	Steering	
Fire (Collision)	SIR (Air bag) System	Suspension	
Fire (Non-collision)	Transmission	Wheels & Tires	
Handling - Trucks	X Other Door handles		

Any injuries? (Y/N) \underline{y} (If No, skip this section) Provide the following information on injuries and indicate whether the injured person(s) were: (A) riding in the owner's vehicle, (B) riding in another vehicle, (C) a pedestrian, or (D) other (explain "other" under "Seating Position")			
(1) Name Height: <u>5</u> ft <u>4</u> in Weight: lbs Street/City/State/Zip: Kima,OH Code (A,B,C, or D): Seating Position: <u>Right fro</u> If Code A or B: Was person using seat belts or a child safe Nature of Injuries: <u>Cut on finger, cut was like a paper cu</u> Where treated: <u>No treatment</u> By whom (name, phone, address):	ont ety seat? (Y/N)		
(2) Name: Height: ft in Weight: Ibs Street/City/State/Zip: Code (A,B,C, or D): Seating Position: If Code A or B: Was person using seat belts or a child safe Nature of Injuries: Where treated: By whom (name, phone, address):	Date of Birth: Day Phone () Social Security Number:		
(3) Name: in Weight: Ibs Height:ft in Weight: Ibs Street/City/State/Zip: Code (A,B,C, or D): Seating Position: If Code A or B: Was person using seat belts or a child safe Nature of Injuries: Where treated: By whom (name, phone, address):			
(4) Name: Height:ftin Weight:Ibs Street/City/State/Zip: Code (A,B,C, or D): Seating Position: If Code A or B: Was person using seat belts or a child safe Nature of Injuries: Where treated: By whom (name, phone, address):	Date of Birth: Day Phone () Social Security Number:		

VI PROPERTY DAMAGE

NA SECTION A - MOTOR VEHICLES (Other than Claimant's) Was another vehicle damaged? (Y/N) If "No", <u>skip to Section B.</u>
(1) YR: Make: Model:
VIN: Est. Vehicle Speed: MPH By Whom?
Extent of damage:
Owner (name, phone, address):
Driver (name, phone, address):
(2) YR: Make: Model:
VIN: Est. Vehicle Speed: MPH By Whom?
Extent of damage:
Owner (name, phone, address):
Driver (name, phone, address):
SECTION B - OTHER PROPERTY Was there any other property damage? (Y/N) If "Yes", complete Section B.
(1) Owner (name, phone, address):
Item(s) and extent of damage:
(2) Owner (name, phone, address):
Item(s) and extent of damage:
(3) Owner (name, phone, address):
Item(s) and extent of damage:

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

July 22, 2011



Dear

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 Tahoe.

This offer is valid towards <u>one</u> service visit on VIN 1GNFK13087R 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 email us using the Contact Us link at Chevrolet.com or call us at 1-800-222-1020.

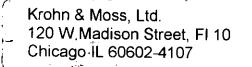
Sincerely,

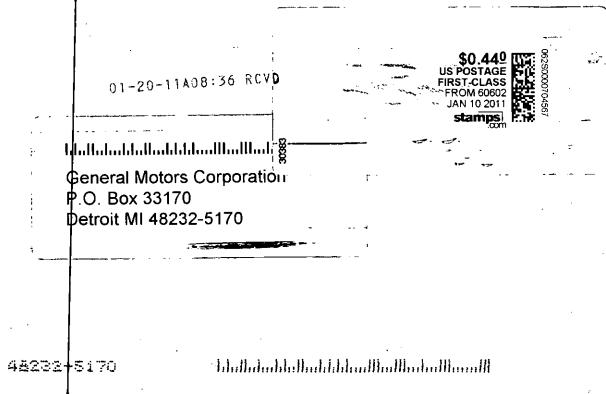
Chevrolet Customer Assistance Center Service Request 71-909435172

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 <u>original</u> letter must be surrendered by the customer and retained by the dealer for audit purposes.





	& Moss, Ltd.
120 West Chief	Hinnesota, Misecuri, Newada, Ohio, Texas, Washington DC, Wisconsin Main Office Madison, 10 ⁴ Floor 10, Illinois 60602 10hn andmoss.com
Writzr's Direct Number (312) 578-9428 Ext.216 Writzr's Direct Faceimile (866) 309-9458 Writzr's Direct H-Mail gm ces@consumerlawcenter.com	Writer licensed to practice only in: Minois Wisconsin
General Motors Corporation PO Box 33170 Detroit, MI 48232-5170	January 14, 2011
RE: Vehicle: VIN:	v. General Motors LLC 2007 Chevrolet Suburban K1500 1GNFK16327J
your company pursuant to the State Lemon L regard to the above-listed vehicle. Please direc <u>Having been formally notified of our</u>	nts the above-named individual regarding claims against aw and/or the Federal Magnuson-Moss Warranty Act with t all future contacts and correspondence to our office. <u>representation, you are instructed not to contact our</u> <u>inquiries to this office. If you fail to act in</u> <u>elief will be sought against you.</u>
<u>client requires payment of our attorneys' a</u> make arrangements for payment of our att you are hereby notified of our attorneys' h	
	aformities present in my client's automobile for which relief vehicle have been unsuccessful. These defects and non-

- 1. Defective engine as evidenced by the excessive consumption of oil;
- 2. Defective transmission as evidenced by fluid leaking; and
- 3. 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:

1999 - 19

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

['] 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. <u>Zabriskie Chevrolet, Inc. v. Smith</u>, 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. <u>Rester v. Morrow</u>, 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. <u>Kure v. Chevrolet Motor Division</u>, 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.

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 fetter, a lowsuit will be filed.

Sincerely, vin ! ۷.

Gregory H. Moss Attorney at Law

GM/nb cc:

#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)

Subject: Engine Oil Consumption on Aluminum Block Engines with Active Fuel Management (AFM) (Install AFM Oil Deflector and Clean Carbon from Cylinder)



Models: 2007-2008 Cadillac Escalade, Escalade ESV, Escalade EXT 2007-2008 Chevrolet Avalanche, Silverado 1500, Suburban, Tahoe 2007-2008 GMC Sierra 1500, Sierra Denali, Yukon, Yukon XL, Yukon Denali, Yukon Denali XL 2008 Pontiac G8 GT Equipped with Aluminum Block V8 Engine with Active Fuel Management (AFM) (RPOs LC9, LH6, L76, LFA, L92)

with Greater than 45,000 km (28,000 mi)

This bulletin is being revised to update the Condition/Cause/Correction sections, add 4WD labor time and add information about replacement of spark plugs if necessary. Please discard Corporate Bulletin Number 10-06-01-008 (Section 06 - Engine/Propulsion System).

Condition

Some customers may comment about engine oil consumption of vehicles with higher mileage (approximately 48,000 to 64,000 km (30,000 to 40,000 mi). Verify that the induction system is assembled correctly and that there is no evidence that the engine has been ingesting dirty air due to a mis-assembled induction system. Also verify that the PCV system is functioning properly. If diagnostic procedures indicate that oil consumption is piston/piston ring related, verify that oil consumption is less than 3,000 km (2,000 mi) per liter/quart. If these conditions are met and oil consumption is less than 3,000 km (2,000 mi) per liter/quart, perform the service indicated in this bulletin.

<u>Cause</u>

This condition may be caused by oil spray that is discharged from the AFM pressure relief valve within the crankcase. Under most driving conditions and drive cycles, the discharged oil does not cause a problem. Under certain drive cycles (extended high engine speed operation), in combination with parts at the high end of their tolerance specification, the oil spray quantity may be more than usual, resulting in excessive deposit formation in the piston ring grooves, causing increased oil consumption.

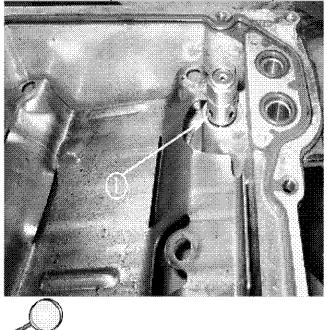
© 2011 General Motors. All rights reserved.

Correction

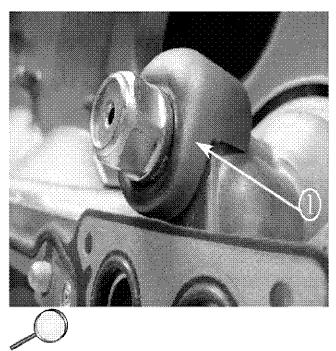
To correct this condition, perform the piston cleaning procedure as described in this document, and install a shield over the AFM pressure relief valve per the procedure outlined in this document. Monitor oil consumption after this repair to ensure oil consumption has improved to acceptable levels. If this repair does not correct the condition, it may be necessary to replace the piston assemblies (piston and rings) with new parts.

Important: It is critical in this cleaning process that the engine/fuel injector cleaner remain in the cylinders for a minimum of 2.5 hours to fully clean the components. The cleaner solution must be removed before a maximum of three hours.

- 1. Verify the oil consumption concern following Corporate Bulletin Number 01-06-01-011F. If oil consumption is found, continue on with this bulletin.
- 2. Remove the spark plugs and ensure that none of the pistons are at top dead center (TDC).
- 3. Clean the pistons by putting 118-147 ml (4-5 oz) of Upper Engine and Fuel Injector Cleaner, GM P/N 88861802 (in Canada, use 88861804), in each cylinder. Allow the material to soak for at least 2.5-3.0 hours, but no more than three hours and then remove the cleaner. A suggested method of removing the cleaner is cranking engine over. Make sure to unplug the ignition coils and fuel injector before cranking the engine over. Also make sure that the painted surfaces are covered so no damage is done.
- 4. Remove the oil pan. Refer to Oil Pan Replacement in SI.



5. Remove the AFM valve (1).



6. Install the new shield (1), GM P/N 12639759, and tighten the AFM value to the oil pan to 28 N·m (20 lb ft).

Important: Ensure that the engine cleaner is thoroughly removed before reinstalling the spark plugs. Failure to do so may result in a hydro-lock condition.

- 7. Reinstall the spark plugs. Replace the spark plugs if necessary due to full of carbon. Refer to the parts catalog.
- 8. Reinstall the oil pan. Refer to the Oil Pan Installation procedure in SI. Replace the oil pan gasket if necessary. Refer to the parts catalog. Replace the engine oil if necessary.
- Re-evaluate the oil consumption. Document on the repair order. If the oil consumption is still greater than 0.946 L (1 qt) in 3,200 km (2000 mi), replacement of the pistons and rings will be required.

Parts Information

Part Number	Description	Qty
12639759	DEFLECTOR-OIL PRESS RLF VLV (quantity of 3 per order)	1
88861802 (in Canada, use 88861804)	CLEANER, F/INJR 16 OZ LIQUID POUR (Upper Engine and Fuel Injector Cleaner)	3

Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
	Install AFM Oil Deflector and Clean Carbon from Cylinder	3.5 hrs
J7555*	Install AFM Oil Deflector and Clean Carbon from Cylinder (4WD)	4.5 hrs

Install AFM Oil Deflector and Clean Carbon from Cylinder (G8 Only)						
*This is a unique Time Guide.	*This is a unique labor operation for bulletin use only. It will not be published in the Labor					
these technicians of conditions	ise by professional technicians, NOT a "do-it-yourselfer". They are written to inform that may occur on some vehicles, or to provide information that could assist in the operly trained technicians have the equipment, tools, safety instructions, and know-how	WE SUPPORT VOLUNTARY				

proper service or a venice, inoperity trained decinicians nave the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.



TECHNICIAN CERTIFICATION

١.

SR No.	71-825457214	Ref No.		Goodwill	No Goodwill Offered	BRC Type	N/A
Account		Site		GW SubType)	Bus. Unit	CAC
Last Name		First Name		Approval	Not Initiated	Area	Complaint Vehicle
Daytime #		Evening #		UCC	Engine - General	Sub-Area	Operation or Design
Address		City	Racine	Involved Dir	Frank Boucher Chevrolet, Inc.	Safety	No
State	WI Postal Cd	Con. Acct.		Source	Phone	Updated	5/18/2010 12:21:42 PM
Serial #/VIN	1GNFK16327J	Model Year	2007	Priority	Esc to T2 - License #	Owner	CAFFERGR
Make	Chevrolet	Warr. Start	01/23/2007	Status	Closed	Opened	4/28/2010 10:52:37 AM
Model	Suburban	Mileage	48,001	Sub-Status	Pend Diag/Cust Act	Closed	5/18/2010 12:21:35 PM
Abstract	Oil consumption						
Customer Description	anytime						

GMPP Details

GMPP Term

GMPP Retail Cost

Expiration Mileage

Expiration Date

Component Coverage

Component Coverage

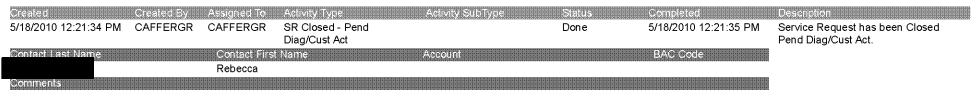
Certificate Details

Certificate Number Amount Expiration Date

Pre-Authorization Basics

Service Dealer Div. Dealer Code Div. Dealer Code Repair Order #

Activities



GIV PP Wileage

Activities

Created	Crealed By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description	
5/18/2010 12:21:03 PM	CAFFERGR	CAFFERGR	Outbound Call Customer	Made Contact	Done	5/18/2010 12:21:23 PM		
Contact Last Name		Contact Firs	Name	Account		BAC Code		
Comments								
DS spoke w/:								
Cust sts: This is my 3rd (oil consumption	test Lam at 150	0 miles. I will take it in fridav	or monday. He said we d	ao to 3000 miles. Th	nis has been		

a pain.

Cust sks: Just wants it resolved.

DS adv: Since this is going to take some time and if you do need me at the end of the oil consumption please contact me.

GregCafferata/ATX/T2

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
5/14/2010 03:04:40 PM	CAFFERGR	CAFFERGR	Scheduled Outbound Call	Follow-up Attempt	Done	5/18/2010 12:20:56 PM	
			Cust				
Contact Last Name		Contact First	Name	Account		BAC Code	
Comments							
Created			Activity Tyme	Adusty SubType	Status	Completed	Decomboo
**************************************	IXXEEDIXXEEDIXXEEDIXXEEDIXXEEJXXEEDIX	**************************************	KEERAKKEERAKKEERAKKAERAKKAASKKEERAKKEERAKKEERAKKEERAKKEERAKKEERAKKEERAKKEERA	INAXEEDIXXEEDIXXEEDIXXEEDIXXEEDIXXEEDIXXEEDIXXEEDIXXEEDIX	***************************************		Description
5/14/2010 03:03:47 PM	CAFFERGR	CAFFERGR	Outbound Call Customer	Left Message	Done	5/14/2010 03:04:39 PM	Description
5/14/2010 03:03:47 PM	CAFFERGR	CAFFERGR	KEERAKKEERAKKEERAKKAERAKKAASKKEERAKKEERAKKEERAKKEERAKKEERAKKEERAKKEERAKKEERA	Left Message	Done	5/14/2010 03:04:39 PM	Description
5/14/2010 03:03:47 PM	CAFFERGR	CAFFERGR	Outbound Call Customer	Left Message	Done	5/14/2010 03:04:39 PM	Description
5/14/2010 03:03:47 PM Contact Last Name Comments	CAFFERGR	CAFFERGR	Outbound Call Customer	Left Message	Done	5/14/2010 03:04:39 PM	Description
5/14/2010 03:03:47 PM	CAFFERGR	CAFFERGR	Outbound Call Customer	Left Message	Done	5/14/2010 03:04:39 PM	Description

GregCafferata/ATX/T2

Activities

Created Created By 5/12/2010 02:55:00 PM CAFFERGR Contact Last Name Comments	***************************************	Activity SubType Dutbound Call Follow-up Attempt Account		Completed 5/14/2010 03:03:41 PM BAC Code	Description
Created Created By 5/12/2010 02:48:13 PM CAFFERGR Contact Last Name Comments Left contact info	Assigned To Activity Typ CAFFERGR Outbound C Contact First Name	Activity SubType all Customer Left Message Account	Status Done	Completed 5/12/2010 02:49:01 PM BAC Code	Description
GregCafferata/ATX/T2					
Created Created By 5/12/2010 10:29:48 AM CAFFERGR Contact Last Name Continents DS spoke w/: Morry Svc adv DS adv: Looking for an update on DIr sts: Doing oil consumption test. GregCafferata/ATX/T2	Assigned To Activity Typ CAFFERGR Outbound C Contact First Name		Status Done	Completed 5/12/2010 10:30:04 AM BAC Code	Description Morry Svc Adv
Created Created By 5/11/2010 09:06:55 AM CAFFERGR Contact Last Name Stapleman Comments	Assigned To Activity Typ CAFFERGR Scheduled o Dir Contact First Name Rebecca	Activity SubType Dutbound Call Account	Status Done	Completed 5/12/2010 10:30:23 AM BAC Code	Description John

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
5/11/2010 09:06:09 AM	CAFFERGR	CAFFERGR	Scheduled Outbound Call	Follow-up Attempt	Done	5/12/2010 02:48:11 PM	
			Cust				
Contact Last Name		Contact Firs	t Name	Account		BAC Code	
Stapleman		Rebecca					
Comments							
Follow up with the stautu	s of the vehicle.						
Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
5/6/2010 12:03:54 PM	CAFFERGR	CAFFERGR	Outbound Call Customer	Left Message	Done	5/6/2010 12:07:47 PM	
Contact Last Name		Contact Firs	t Name	Account		BAC Code	
Comments							
Left contact info							

GregCafferata/ATX/T2

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
5/6/2010 11:52:54 AM	CAFFERGR	CAFFERGR	Outbound Call Dealer	Left Message	Done	5/6/2010 11:53:31 AM	John
Contact Last Name		Contact Fire	Name	Account		BAC Code	
Comments			-				

Left contact info and requested diagnosis after oil consumption test.

GregCafferata/ATX/T2

Activities

Created 5/6/2010 11:49:01 AM Contact Last Name Comments	CAFFERGR	CAFFERGR Contact First		Activity SubType Voice Mail Received Account	Status Done	Completed 5/6/2010 11:49:29 AM BAC Code	Description
I have been having conc vehicle and i am having s			eading to the dealer now. I hit cle.	the 1000 miles. I ma just irrit	ated that i bought	a new	
GregCafferata/ATX/T2							
Created 5/4/2010 03:45:06 PM	Created By CAFFERGR	Assigned To CAFFERGR	Activity Type Scheduled Outbound Call Cust	Activity SubType Follow-up Attempt	Status Done	Completed 5/6/2010 12:03:48 PM	Description
Contact Last Name		Contact Firs	Name	Account		BAC Code	
Comments							
Created 5/4/2010 03:41:57 PM	Created By CAFFERGR	Assigned To CAFFERGR	Activity Type Outbound Call Customer	Activity SubType Left Message	Status Done	Completed 5/4/2010 03:42:28 PM	Description
Contact Last Name	6/ATTENOK	Contact Firs		Account	Done	BAC Code	
Comments							
Left contact info							
GregCafferata/ATX/T2							
Created	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	***************************************	Activity Type	Activity SubType	Status	Completed	Description
4/30/2010 12:10:59 PM	CAFFERGR	CAFFERGR	Scheduled Outbound Call Cust	Follow-up Attempt	Done	5/4/2010 03:41:55 PM	
Contact Last Name		Contact Firs	Name	Account		BAC Code	
Comments							

Activities

Created		Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
4/30/2010	12:09:31 PM	CAFFERGR	CAFFERGR	Outbound Call Custom	er Left Message	Done	4/30/2010 12:10:05 PM	
Contact La	st Name		Contact Firs	t Name	Account		BAC Code	
Comments								
Left contac	t info							

GregCafferata/ATX/T2

Created Created By Assigned To Activity Type Activity SubType	Status	Completed Description
4/29/2010 10:40:06 AM CAFFERGR CAFFERGR Outbound Call Dealer Made Contact	Done	4/29/2010 10:40:34 AM John Kaiser Svc Mgr
Contact Last Name Account Contact First Name Account		BAC Code
Comments		
DS spoke w/: John Kaiser		
DS adv: Cust has addressed a concern with oil consumption. I understand we are doing a oil consumption test		
DIr sts: We did cylinder heads and val∨e job in the past. What we decided to was change the oil and fuel it had in 1000 more miles.	0 consumption. St	he is coming
Ds adv: How about a 12/12 for this customer. for the past concerns that customer had.		
Dir sts: that will be fine.		
GregCafferata/ATX/T2		
Created Created By Assigned To Activity Type Activity SubType	Status	Completed Description
4/28/2010 04:53:01 PM CAFFERGR CAFFERGR Scheduled Outbound Call Dir	Done	4/29/2010 10:39:49 AM John
Contact Last Name Account Contact First Name Account		BAC Code
Comments		

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
4/28/2010 04:52:30 PM	CAFFERGR	CAFFERGR	Scheduled Outbound Call Cust	Follow-up Attempt	Done	4/30/2010 12:10:53 PM	
Contact Last Name		Contact Firs	l Name	Account		BAC Code	
Comments							
		Assigned To			Status	Completed	Description
	Created By CAFFERGR	Assigned To CAFFERGR	Activity Type Outbound Call Customer	Activity SubType Left Message	Status Done	Completed 4/28/2010 04:51:47 PM	Description
4/28/2010 04:51:17 PM	CAFFERGR	CAFFERGR		Left Message		4/28/2010 04:51:47 PM	Description
4/28/2010 04:51:17 PM	CAFFERGR	CAFFERGR	Outbound Call Customer	Left Message		4/28/2010 04:51:47 PM	Description
4/28/2010 04:51:17 PM Contact Last Name Comments	CAFFERGR	CAFFERGR Contact First	Outbound Call Customer	Left Message Account		4/28/2010 04:51:47 PM BAC Code	Description

GregCafferata/ATX/T2

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
4/28/2010 11:02:45 AM	BAREDEBA	CAFFERGR	Dealer Notification	Action Required	Done	4/28/2010 11:02:45 AM	DIr Notify on T2 Escalation
Contact Last Name		Contact First	t Name	Account		BAC Code	
Comments							
This is to notify you that	this case was se	ent to your Distri	ct Specialist (Tier 2) CF	RS. They may reach out to you sh	ortly to discuss	s the	
customer's concerns. If	possible, you m	ay want to reach	n out to the customer to	attempt to resolve.			
Created	Created Ry	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
4/28/2010 11:02:45 AM		CAFFERGR	Ownership Changed		Done		Service Request Ownership has
Contact Last Name			1 7	Account			changed FROM: BAREDEBA TO:
							CAFFERGR

Activities

Created 4/28/2010 11:02:44 AM Contact Last Name	Created By BAREDEBA	Assigned To CAFFERGR Contact First	Activity Type T2 Initial Acknowledgement Name	Activity SubType Left Message Account	Status Done	Completed 4/28/2010 04:51:02 PM BAC Code	Description Initial Customer Contact after escalation
Comments							
Created 4/28/2010 11:02:01 AM Contact Last Name	Created By BAREDEBA	Assigned To BAREDEBA Contact First	Activity Type Other Name	Activity SubType Reason for Escalation Account	Status Done	Completed 4/28/2010 11:02:41 AM BAC Code	Description Reasons for escalation
Comments 1- Recurring concern							
2- Hasn't been fixed							
3- Needs SM and DVM in	nvolvement.						
Barbara/BA/CAC/T1/Lvl	1						
Created 4/28/2010 11:01:17 AM Contact Last Name	Created By BAREDEBA	Assigned To BAREDEBA Contact First	Activity Type Outbound Call Dealer Name	Activity SubType Made Contact Account	Status Done	Completed 4/28/2010 11:02:01 AM BAC Code	Description Spk w/ Morry Decker, SA
Comments Dir sts: Diagnosis? Don't have a TAC contacted? Case#?		ermining the rate	e of it. Already had pistons ins	stalled. Cust will take veh bac	k here tomorrow		

Barbara/BA/CAC/T1/Lvl 1

Activities

Created 4/28/2010 10:58:25 AM	Created By BAREDEBA	Assigned To BAREDEBA	Activity Type Inbound Call Customer	Activity SubType Complex Request	Status Done	Completed 4/28/2010 11:01:16 AM	Description Oil consumption
Contact Last Name	B, MEBEB, M	Contact First		Account		BAC Code	
Comments Cust sts:							
Owner Specific: Orig owner? Y Primary driver? Y Personal or business use	? P						
Concern Specific: Concern? Oil consumptio When 1st notice concern? What conditions does cor Where diagnosed? FRAN Est cost of the repair? Ve What has DIr told you abo	? Started coupl neern occur? NK BOUCHER sh in warranty	e of months afte		er, SA			
Business Decision: Where maint performed? Prev GM veh? N, only on Prev related repairs? Whe	e		places has done everything that c	he∨y said			
Cust Sks: to get veh fixed	l/repurchase						
CRS Adv :will escalate the	e case to a DS,	you'll receive a	callback in 24 business hs.				

UCC Codes

UCC Code J01

UCC Symptom Oil Consumption UCC Description Engine - General

SR No.	71-902845981	Ref No.		Goodwill		BRC Type	N/A
Account	Frank Boucher Che∨rolet, Inc.	Site 113379		GW SubType)	Bus. Unit	TAC US
Last Name	Wachowiak First Name Tracy		Approval	Not Initiated	Area	Engine	
Daytime #		Evening #		UCC		Sub-Area	Mechanical
Address	8600 Washington Ave	City	Racine	Involved Dir		Safety	No
State	WI Postal Cd 534063784	Con. Acct.	Frank Boucher Chevrolet,	Source	Phone	Updated	1/20/2011 12:37:00 PM
Serial #/VIN	1GNFK16327J	Model Year	2007	Priority	Escalation License #	Owner	PARKHUJA
Make	Che∨rolet	Warr. Start	01/23/2007	Status	Closed	Opened	12/28/2010 01:48:13 PM
Model	Suburban	Mileage	58,445	Sub-Status	Unlinked	Closed	12/30/2010 01:35:44 PM
Abstract	using oil						
Customer Description	dark blue using 2 quarts in 3200 miles						

GMPP Details

GMPP Retail Cost

Component Coverage

Component Coverage

Certificate Details

Certificate Number Amount Expiration Date

Expiration Mileage

Expiration Date

Pre-Authorization Basics

Service Dealer Code Div. Dealer Code Repair Order # 399062

Activities

Created	Created By A	ssigned To	Activity Type	Activit	y SubType	Status	Completed	Description
12/30/2010 01:35:44	PARKHUJA P	ARKHUJA	SR Closed - U	Jnlinked		Done	12/30/2010 01:35:44	Service Request has been Closed
PM							PM	Unlinked.
Contact Last Name		Contact Firs	t Name	Accour	nt		BAC Code	
Wachowiak		Tracy		Frank I	Boucher Che∨rolet, In	IC.	113379	
Comments								

GMPP Mileage

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
12/30/2010 01:29:26	PARKHUJA	PARKHUJA	TAC Outbound Call	Dealer	Done	12/30/2010 01:35:12	Tracy Wachowiak - technician
PM						PM	
Contact Last Name		Contact Firs	t Name	Account		BAC Code	
Wachowiak		Tracy		Frank Boucher C	hevrolet, Inc.	113379	
Comments							

Decarboned Engine and Released It

The technician advised that they decarboned the engine again and released it for customer evaluation because he did not see any sign of dye anywhere once he test drove it.

I asked him to call me if the vehicle returns with the same thing. Closing case as unlinked since the decarboning may have repaired it.

Created	Created By Assigned To	Activity Type Activity	SubType Status	Completed	Description
12/30/2010 01:28:49	PARKHUJA PARKHUJA	Ownership Changed	Done	12/30/2010 01:28:49	Service Request Ownership has
PM				PM	changed FROM: GROATTI TO:
Contact Last Name	Contact Fir	t Name Account		BAC Code	PARKHUJA
Wachowiak	Tracy	Frank B	oucher Che∨rolet, Inc.	113379	
Comments					

Created Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
12/28/2010 02:11:30 PM GROATTI	PARKHUJA	TAC Escalation	Gas Engine	Done	12/30/2010 01:35:36	262 - 07 Suburban with oil consumption
					PM	
Contact Last Name	Contact Firs	t Name	Account		BAC Code	
Wachowiak	Tracy		Frank Boucher Chevr	olet, Inc.	113379	
Comments						
closed unlinked on 12/30 since decarbo	ning may have r	epaired it and there is a	bulletin on this			~

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed Description
12/28/2010 02:09:32	GROATTI	GROATTI	TAC Inbound Call	Diagnostics	Done	12/28/2010 02:11:26 PM
PM						
Contact Last Name		Contact Fi	st Name	Account		BAC Code
Wachowiak		Tracy		Frank Boucher Che	vrolet, Inc.	113379
Comments						
Strategy based diagnost	tics (Siebel vers	sion 3)				
N Y/N Modification detai						
Y Y/N Has the concern I	•					
Y Relevant DOC & diag	nosis or attemp	t to duplicate?				
Callers name - Tracy W	lachowiak Tach	nician				
Customer concern -	achowiak rech	melan				
using oil						
Dealer comments/diagn	osis -					
"Technician states that t	his vehicle is us	sing just under 2	2 quarts of oil in 3200 miles			
	•		on Aluminum Block Engine		nent (AFM) (Install AFI	M Oil
Deflector and Clean Car	bon from Cyline	der) has alread	y been performed on 10/11	/2010 at 55,252 miles"		
TAC Recommendations						
		rhon cleaning n	rocedure listed in 10-06-01	-008A again		
	•		hicle to the customer for e	-		
2			ere the oil is getting at and			

If the oil is getting in thought the intake follow PIP4492S Oil Consumption and/or Exhaust Smoke - Possible PCV Baffle or Lifter Concer"

A-F Motors, Inc.

Adams, WI 53910-0759

(608) 339-3392

29739	<u> </u>	VFK16327	J					оть ° 0	6/19/09
		1	BLACK	RAG				тен 1	0:57
3751	33751	00/00/00						SPOREC	9/09 :
				1979		a.s () -	- · · · · · · · · · · · · · · · · · · ·	WH DEF	UD
BATTI TZS1 BATTI REPLI	ery. Battery 7 Sry. VCED Batt <u>)</u> RNATOR OKA	NOT OPERATE WITH TEST CODE 071QL- MRY AND TRST ALT AY AT THIS TIME.	S6 REPLACE ERNATOR.	NO: (F) Tot Tot	tal Labor . tal Parts .		[11] 5) 2		31.34 125.93
		Labor Time Total Labor Total Parts Total G/O/G Total Sublet Total R/O	C/F 5 .00 .00 .00	W/C 5 31.34 125.93 .00 .00 157.27	INT G .00 .00 .00 .00	-Total- 5 31.34 125.93 .00 .30 157.27	Gross 84.0% 28.6% .0% .0% (N/A)		
Page 1 2973	Lof 1 9 Jo	Print b 29739	ed 1 time(a	, HISTO	. 1	WAC 31.34 25.93 .00 .00 .00 .57.27 .00 .00 .00 .00 .00 .00 .00 .0	00 Labor .00 Farts .00 Sublet .00 Shop Sup .00 Shop Sup .00 Ofi/Grea .00 Less Dis .00 Total .00 Tax .00 Tax .00 Tire lax .00 Tire lax	plies se u-	CUSMONER . C . C . C . C . C . C . C . C . U



VIA FAX ONLY

January 20, 2011

Gregory H. Moss Esq. Krohn & Moss, LTD. 120 West Madison, 10th Floor Chicago Illinois 60602

RE:

Service Request: 71-910109789 2007 Chevrolet Suburban Vehicle Identification Number: 1GNFK16327J Customer Relationship Specialist: Abigail

Dear Mr. Moss:

This is to advise that General Motors is in receipt of the above referenced case dated January 14, 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 Release of Lien

Finance, Buye	er's agreement
Repair Orders	5

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

Ι	,
I(Client's Name)	(Client's Social Security Number)
hereby authorize	
hereby authorize (Lien holder Name)	
(Lien holder Address)	(Lien holder Phone Number)
to release any and all information regarding my	y loan account #
	y loan account #(Account Number)
with	
(Lien holder Name)	
to General Motors Company, including but not loan payoff amount, and per diem information.	limited to a complete payment history of my account, a
Date	
VEHICL	E INFORMATION
The current vehicle mileage is	Date mileage read:

Signature

Signature



"Moss, Gregory" <gmoss@consumerlawcent er.com> 01/20/2011 12:57 PM



Abigail:

Please find attached all of the documentation in our possession relating to the subject vehicle in this matter.

Please let me know GM's position at your earliest convenience.

Thanks and have a nice day.

Gregory H. Moss Krohn & Moss, Ltd. Consumer Law Center (312) 578-9428 ext 216 (866) 309-9458 Fax



No documents meet the search criteria

Ok

EDS

No documents meet the search criteria

Ok

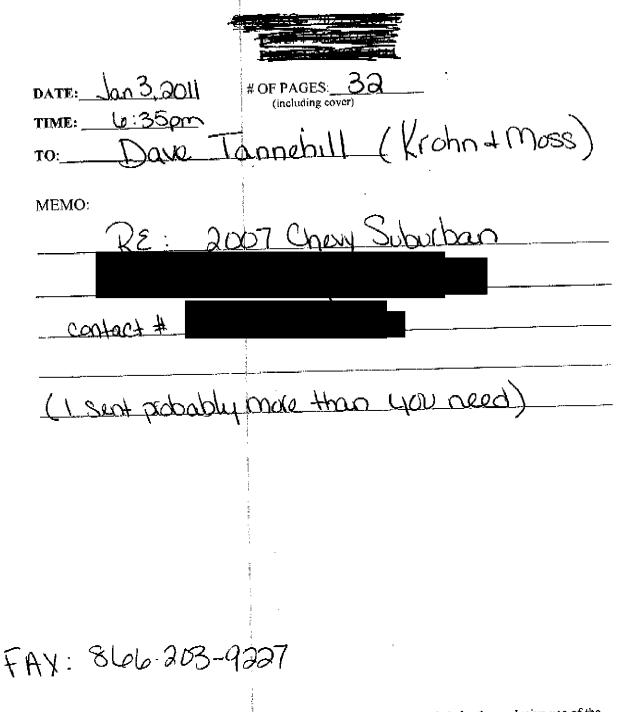
EDS

No documents meet the search criteria

Ok

EDS

FAX COVER SHEET



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January 2, 2011

To whom it may concern:

Along with the History from the dealer that I have submitted, there were about 3 or 4 oil consumption tests that were done on my vehicle that were only recorded by a dated and mileage record onto a strip of masking tape that is attached under the hood of my 2007 Suburban. A photo of that has been obtained. I have made numerous trips to the Chevy dealer at every 500 miles through an oil change where it was documented how low the oil was and the mileage. All of these consumption tests were under the documentation of the service advisor Maurice Decker at the Frank Boucher Chevy Dealer located at 8600 Washington Ave, Racine, WI 53408 (262) 886-1010.



Note: Had a different name when I purchased vehicle. Racine, W H Was Under lacine, WI After Divorce Rocine, W -X current 099(12) My Fathers name is on title.

--- 1 of 10 - Dealer: FB-S RO No: 398241 Opened: 08DEC10 Closed: 08DEC10 Mileage: 57538 ---- Line Code: A Booker: 102 Comeback: N Complaint: 5115 CHECK FOR DIL CONSUMPTION APPEARS 2 QUARTS IN 2286 MILES SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION. 102 999 CPT 5115 FOUND 2 QUARTS DOWN *--- 2 of 10 - Dealer: FB-S RO No: 395071 Opened: 110CT10 Closed: 130CT10 Mileage: 55252 Line Code: A Booker: 102 Comeback: N PTS\$ 0.00 LBR\$ 0.00 MSC\$ 0.00 ~~~~~~ Complaint; S115 STILL HAS OIL CONSUMPTION ISSUE SEE 10-06-01-008A SOP Cause: PER BULLETIN SA... TECH. TYPE. OPCODE.... CB-RO.. DESCRIPTION 102 15 WP94 J7555 INSTALL AFM OIL DE INSTALL AFM OIL DEFLECTOR AND CLEAN CARB BON FROM_CYLINDERS PTS\$ 73.34 LBR\$ 435.47 MSCS 0.00 Line_Code: B Booker: 102 Comeback: N Complaint: \$105 INSIDE CHROME HANDLE PEELING Cause: PEELING SA... TECH. TYPE, OPCODE..... CB-RO.. DESCRIPTION..... Press S#, Return for next page, EST#, ?, or E to Exit:

FRANK BOUCHER CHEVY DENLER PRINTONT

THIS IS PRINTOUT FROM DEALER. THE UIL CONSUMPTION TEST VISITS WERE NOT RECORDED IN COMPUTED AWAYS.

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RO NO: 395071 Opened: 11OCT10 Closed: 13OCT10 Mileage: 55252 Line Code: B Booker: 102 Comeback: N SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION..... 102 15 WP94 T5752 REPLACED FRONT OR REAR DOOR HANDLE LEVE REPLACED FRONT OR REAR DOOR HANDLE LEVE ERS PTS\$ 10.57 LBR\$ 48.39 MSC\$ 0.00Line Code: C Booker: 102 Comeback: N Complaint: S145 CD WILL NOT ALWAYS EJECT Cause: INOP SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION. 102 15 WP94 R0760 RADIO, REMOVE AND REPLACE PTS\$ 0.00 LBR\$ 96.77 MSC\$ 0.00 Line_Code: D Booker: 102 Comeback: N Complaint: 0108 MULTI POINT INSPECTION Cause: SA... TECH. TYPE. OPCODE..... CB-RO., DESCRIPTION...... 102 15 CMT 0108 MULTI POINT INSPECTION PTS\$ 0.00 LBR\$ 0.00 MSC\$ 0.00 Line Code: E Booker: 102 Comeback: Complaint: \$115 RF 4X4 OUTPUTS SEAL LEAKING Comeback: N Cause: LEAKING Press B, S#, Return for next page, EST#, ?, or E to Exit:

RO No: 395071 Opened: 110CT10 Closed: 130CT10 Mileage: 55252 Line Code: E Booker: 102 Comeback: N SA... TECH. TYPE. OPCODE...... CB-RO.. DESCRIPTION. 102 15 WP94 F1602 REPLACED RIGHT FRONT AXLE SEAL PTS\$ 42.89 LBR\$ 106.45 MSC\$ Labor Operations that are not attached to a line 0.00 SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION..... 102 WP94 9999 SUBLET REPAIRS SUBLET REPAIRS PTS\$ 0.00 LBR\$ 0.00 MSC\$ 74.00 *--- 3 of 10 - Dealer: FB-S ----- RO No: 394480 Opened: 295EP10 Closed: 295EP10 Mileage: 54658 Line Code: A Booker: 23 Comeback: N Complaint: CMT1 TRUCK LUBE DIL AND FILTER CHANGE Cause: PTS\$ 0.00 LBR\$ -11.50 MSC\$ 0.00 Line Code: B Booker: 23 Comeback: N Complaint: 0108 MULTI POINT INSPECTION Press B, S#, Return for next page, EST#, ?, or E to Exit:

RO No: 385836 Opened: 14APR10 Closed: 14APR10 Mileage: 47381 PTS\$ 49.05 LBR\$ 19.40 MSC\$ Comeback: N Line_Code: B Booker: 23 0.00 Complaint: S115 OIL CONSUMPTION CONTINUES Cause: Cause: SA... TECH. TYPE. OPCODE...... CB-RO.. DESCRIPTION. 102 40 CPT 5115 HAVE ADDED 3 QUARTS SINCE REPAIRS PTS\$ 0.00 LBR\$ 0.00 MSC\$ 0.00 *--- 6 of 10 - Dealer; FB-5 ---- 6 of 10 - Dealer; FB-5 ---- 6 RO No: 384870 Opened: 26MAR10 Closed: 30MAR10 Mileage: 46588 Line Code: A Booker: 23 Comeback: N Complaint: S115 LOW OIL LAMP CAME ON SEE HISTORY Cause: Cause: SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION. 102 999 CPT S115 CHECKED OIL LEVEL , WAS 1.5 QUARTS LOW PTS\$ 0.00 LBR\$ 0.00 MSC\$ 0.00 *--- 7 of 10 - Dealer: FB-S RO No: 381557 Opened: 18JAN10 Closed; 27JAN10 Mileage: 43989 Line Code: A Booker: 23 Comeback: N ____* Complaint: S115 CONSUMTION TEST RESULTS SHOW EXCESSIVE USE ADVISE Cause: VALVES ARE NICKED UP REPLACED HEADS PER BULLETIN Press B, S#, Return for next page, EST#, ?, or E to Exit:

RO No: 381557 Opened: 18JAN10 Closed: 27JAN10 Mileage: 43989 Line Code: A Booker: 23 Comeback: N SA... TECH. TYPE. OPCODE...... CB-RO.. DESCRIPTION. 102 12 WP94 J0517 REPLACED BOTH CYLINDER HEADS AND VALVE REPLACED BOTH CYLINDER HEADS AND VALVES PTS\$ 1365.48 LBR\$ 1122.53 MSC\$ 0.00 Line Code: B Booker: 23 Complaint: Z7901 1 RENTAL DAY Comeback: N Cause: LOANER SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION. 10 DAYS RENTAL 0.00 LBR\$ PTS\$ 102 0.00 MSC\$ WP94 9999 0.00 SUBLET REPAIRS PTS\$ 0.00 LBR\$ 0.00 MSC\$ 420.00 ----* Complaint: 5115 OIL LEVEL LAMP CAME ON... HAD TO ADD 1 QUART AND STILL LOW SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION, 23 999 CPT \$115 WAS DOWN 1/2 QUART PTS\$ 0.00 LBR\$ 0.00 Msc\$ 0.00 Press B, S#, Return for next page, EST#, ?, or E to Exit:

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--- 9 of 10 - Dealer: FB-S -----
RO No: 375881 Opened: 15SEP09 Closed: 15SEP09 Mileage: 38381
Line Code: A Booker: 23 Comeback: N
Complaint: 5115 OIL LEVEL GOES LOW B4 OIL CHANGE TIME(SETS LOW OIL LAMP) CONSU Cause: UPDATE SA... TECH. TYPE. OPCODE....., CB-RO.. DESCRIPTION..... 102 83 WP94 J0301 REPLACED LEFT ROCKER COVER REPLACED LEFT ROCKER COVER PTS\$ 114.24 LBR\$ 56.65 MSC\$ 0.00 Line Code: B Booker: 23 Comeback: N Complaint: CMT1 TRUCK LUBE OIL AND FILTER CHANGE WITH 12 POINT CHECK Cause: SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION...... 102 83 CMT CMT1 TRUCK LUBE OIL AND FILT TRUCK LUBE OIL AND FILTER CHANGE WITH 12 2 POINT CHECK PTS\$ 49.05 LBR\$ 19.40 MSC\$ 0.00 *--- 10 of 10 - Dealer: FB-5 RO No: 370260 Opened: 19MAY09 Closed: 19MAY09 Mileage: 32371 Line Code: A Booker: 23 Comeback: N ----* Complaint: S115 OIL LEVEL LAMP ON AND LOW HAS BEEN LOW LAST 2 OIL CHANGES Cause: NONE SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION..... Press B, S#, Return for next page, EST#, ?, or E to Exit:

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RO No: 370260Opened: 19MAY09Closed: 19MAY09Mileage: 32371Line Code: A Booker: 23Comeback: NSA... TECH. TYPE. OPCODE.....CB-RO.. DESCRIPTION10212WP94J9991NO OIL LEAKS, TOPPED OFF SYSTEM AND STAR
RTED OIL CONCUMPTION TEST
ETCS PTS\$ 0.00 LBR\$ 28.33 MSC\$ 0.00 Line Code: B Booker: 23 Comeback Complaint: S145 CIG LIGHTER COVER POPS OFF Comeback: N Cause: LOOSE FIT SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.... 102 12 WP94 N4000 REPLACED LIGHTER RETAINER REPLACED LIGHTER RETAINER PTS\$ 3.44 LBR\$ 18.88 MSC\$ 0.00 Line_Code: C Booker: 23 Comeback: N Complaint: S125 TRANS FLUID LEAKING Cause: POOR SEAL SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION..... 102 12 WP94 K7122 REMOVED AND REPLACED TR REMOVED AND REPLACED TRANSMISSION PUMP S SEALS AND GASKETS PTSS 89.71 LBR\$ 547.64 MSC\$ 0.00

Press B, S#, EST#, ?, or E to Exit:

RO No: 370260Opened: 19MAY09Closed: 19MAY09Mileage: 32371Line Code: A Booker: 23Comeback: N10212WP94J9991NO OIL LEAKS, TOPPED OFF SYSTEM AND STAR
RTED OIL CONCUMPTION TEST
PTS\$Line Code: B Booker: 23Comeback: NComplaint: S145CIG LIGHTER COVER POPS OFFSA... TECH. TYPE. OPCODE......CB-RO..10212WP94N000LIGHTER RETAINER
PTS\$Line Code: C Booker: 23CB-RO..Complaint: S125TRANS FLUED LEAKINGComplaint: S125TRANS FLUED LEAKINGSA... TECH. TYPE. OPCODE......CB-RO..Line Code: C Booker: 23Comeback: NComplaint: S125TRANS FLUED LEAKINGSA... TECH. TYPE. OPCODE......CB-RO..Line Code: C Booker: 23Comeback: NComplaint: S125TRANS FLUED LEAKINGSA... TECH. TYPE. OPCODE......CB-RO..Line Code: C Booker: 23Comeback: NComplaint: S125TRANS FLUED LEAKINGSA... TECH. TYPE. OPCODE......CB-RO..Line Code: C Booker: 23Comeback: NComplaint: S125TRANS FLUED LEAKINGSA... TECH. TYPE. OPCODE......CB-RO..Line Code: C Booker: 23Comeback: NComplaint: S125TRANS FLUED LEAKINGSA... TECH. TYPE. OPCODE......CB-RO..Line Code: SEALSEALS AND GASKETSSA... TECH. TYPE. OPCODE......CB-RO..Line Code: SEALSEALS AND GASKETSSEALS AND GASKETSO.00PTS\$S

Press B, S#, EST#, ?, or E to Exit: Invalid Reply

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BUMPER BUMPER Auto Parts Specialises	GOODS RETURNED MUST BE ACCOMPANIED BY THIS IN BUMPER TO BUMPER MUSKEGO S73 W16511 JANESVILLE RD MUSKEGO, W1 53150 (414)422-1200	VOICE CERTIFICATE UNDER AGRICULTURAL PRODUCING EXEMPTION We gal use of this certificate subjects persons to the penalties of the Sales Tax Ad. The undersigned hereby certifies that all thems, except as indicated hereon, are purchased for use or consumption in connection with the production of horticul- tural or agricultural products as a busivess enterprise and agrees to reinfourse the seller the sales tax it used or con- sumed otherwise. SIGNED BY PURCHASER X
E. M. CORFORATION S62 W19362 APOLLO DR MUSKEGO, WI 53150 OUANTRY UNF PART NOLLO 1 WAG QC1092 1 WAG QC1194	Invoice #644-338625 PO #TONY Date:10/26/2010 PORTONY Date:10/26/2010 RECYCLE USTER DECRMIC PADS 0.00 84. DERAMIC PADS 0.00 84.	21 45.89 45.89 T
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	ICE # 516597	s	CARMAX ERVICE CENTER 8200 120th AVENUE KENOSHA, WI 53142 (262)857-2134 Fax: (262)8 Location: 7807					8:10 arr Repair Orc 10:03 an e Employe	der Open Date n 01/11/08 der Invoice De n 01/11/08 de: MARIBEL f ge 1 of 2	te:
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	CAUSE: OIL CHAN	GE REQUESTED								
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	CAUSE: NO LEAK	S								
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	CONCERN: CUSTO	MER STATES REAR WASH	ER NOT SPRAYING							
	CAUSE: perform ³ Jine near	nspection found rear washe frtunderhood juction block :	epair tear wasner pipe te	lest on						
Correa, D	M RIDE/HANDLING CORRECTION: W	- NO REPAIR ASHER PIPE BLOCKED (B1	0.3 791 0.3)	\$22.8						
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Name:	DICE # 509295 RACINE, WI	SiE Phone (2	VII Lic	ENTER /ENUE 53142 fax: (262)8	57-4817 Mał IFK1632	e: CHE		1:16 Repair C 2:34 Service En f Model: Color: ESP N	Drder Open Date: pm 10 / 02 / 07 order Invoice Date pm 10 / 02 / 07 nployee: LISA RE Page 1 of 2 SUBURBAN DARK BLUE lumber: late: 01/23/07	9 :
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Pitner, G	CONCERN: CUSTOMER ST AND OFF CAUSE: check codes four M ENGINE - INITIAL CONCERN CORRECTION: check cor reappear	id c0378	ed transfer cas	0.7	*53.34	pe pip3	905c (pr	rogram code 1a	f5d)test drove c	ode didnt
<u></u>	CONCERN: OIL CHANGE	PACKAGE								
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Pitner, G	R OIL CHANGE			Q.4	\$18.9	6 1 4	R 8901 R OIL	7524 OIL FILTER OIL	NEW NEW	\$4.81 \$6.18
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01/03/2011 19:53 2	2626370752	SHOPKO	PAGE	23
INVOICE # 509295	CARM SERVICE CE 8200 120th AV KENOSHA, WI Phone: (262)857-2134 Fi Location: 7	AX INTER ENUE 53142 sx: (262)857-4817	Repair Order Open Dat 1:16 pm 10/02/07 Repair Order Invoice Da 2:34 pm 10/02/07 Service Employee: LISA F Page 2 of 2	le: ate:
	Yea		CHEVROLET Model: SUBURBAN	
Name: Address:		No: 1GNFK1632 ense Plate:	ESP Number:	
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			PARTS*	Charge _
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today	e of recalls, doesn't have time to stay NOREPAIR will call to rescheduie to have recalls	0.0 \$0.00		
LABOR TOTAL	······································	1.1 \$72.32	PARTS TOTAL ^All parts are new unless otherwise noted.	\$10.99
	or all parts nurchased at CarMax and all		ITEM	TOTAL
automotive service work performed by 6,000 miles, whichever comes first. The	TO TUIL LEXT OF THIS CHARGE WARDING IS	PARTS SUBLET Lab	or: \$.00 Parts: \$.00	\$72.32 \$10.99 \$0.00
set forth on the last page of this repair Motor vehicle repair practices are regu Code, administered by the Bureau of C of Agriculture, Trade and Consumer P	lated by Chapter ATCP 132, Wis. Adm. Consumer Protection, 'Visconsin Dept,	EXTENDED S MANUFACTUR CUSTOMER N	ERVICE PROTECTION (LESS) ERVICE PROTECTION DEDUCTIBLE: RER WARRANTY	\$83.31 \$0.00 \$53.36 \$0.00
If your original estimated repair charge	was revised, please sign the following:		ABOR	\$1.04 \$0.60
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estimated price.				\$0.00
I acknowledge receiving a copy of th	(Customer Signature or Initials) Is Invoice.	TOTAL TAX	SE TAX:\$0,00	\$1.64
			· · · · · · · · · · · · · · · · · · ·	\$0.00
Customer Signature	Date	PLEASE PAY	THIS AMOUNT	\$31.59
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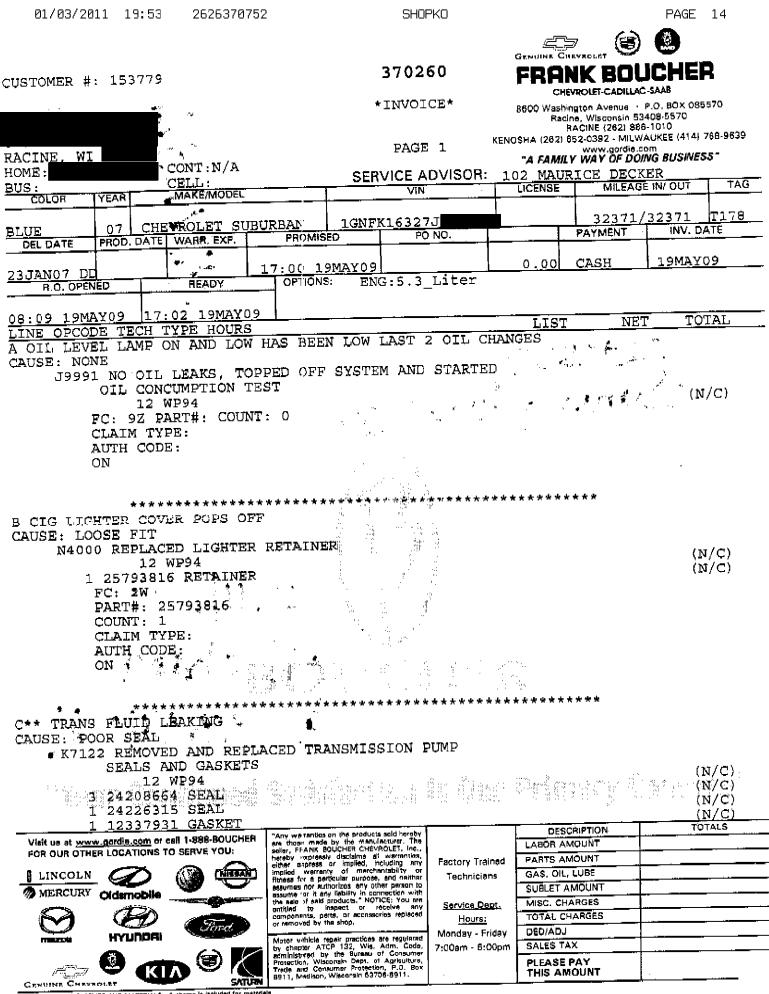
SERVIC 8200 12 KENOSH Phone: (262)857-2 Loca Labor Description	IA, WI 53142 2134 Fax: (26 ation: 7807 Year: 20 VIN No: 1 License P Mileage in	2)857-4817 07 Mak IGNFK1632 late: 12693	e: CHEVROL 7J Out: 12694	Color: DARK BLUE ESP Number: Sale Date: 01/23/0	08 Data: 08 EL FANELLE	
ON REQUESTED	o.	3 \$19.95				
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d by CarMax for a pendo of emotions t. The full text of this Limited Warrant equilated by Chapter ATCP 132, Wis. of Consumer Protection, Vilsconsin I ar Protection, P.O. Box 89' 1, Madison arge was revised, please sign the follo roval of an increase in the original (Customer Signature or Initials)	y is PAF SUI OTI Adm. TO Dept. EX MA CU SAI	RTS BLET Lab HER TAL CHARC TENDED SE (TENDED S NUFACTUF STOMER N LES TAX LAB STOMER N LES TAX P/ SU O	EES ERVICE PROT ERVICE PROT RER WARRAN O CHARGE ABOR ARTS JBLET THER		\$84.65 \$10.99 \$0.00 \$95.64 \$0.00 \$45.74 \$0.00 \$2.14 \$0.60 \$0.00 \$2.72 \$0.00	
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Visit us at <u>www.got</u> FOR OUR OTHER LO	<u>die.com</u> or 68 CATIONS TO	II 1-889-BOUCHER	and these made	n the products sold hereby by the manufacturer. The UCHER CHEVROLET, Inc.,		LABOR AN		0	.00
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MERCURY OI	emobile _		assume for it priv	history any other person to liability in connection with ; where = NCTICE: You are	Service Dept.	SUBLET A			00
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	YUNDAI		Motor vehicle rep by chapter ATCI administered by	of prectices are regulated 132, Wis, Adm, Code, the Bundau of Consumer nain Dapt, of Agriculture, mer Protection, P.C. Box Visconski 63/78,89(1).	Monday - Friday 7:00am - 6:00pm	SALES TA			00
			Protection, Wieco Trade and Cons. 6911, Middeon, V	main Dapt, of Agriculture, mer Protection, P.O. Box Visconsin 53708-8911.		PLEASE THIS AM		<u> </u>	0.00
CIRNUTHE CHEVEOLET MISCELLANEOUS SUPPLIES AN	D MATERIALS: A	charge la included for material and ph your vehicle. Materia			7				

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MISCI: LANEOUS GUPPLIES AND MATERIALS: A charge is included for materials and/or hazardous wante diagosal ill applicable) used on your vehicle. Materia terma are: Nuta, bolts, wentern, tace, pins genorgeny, spelate, selvent, reca, conductor clanter, townia, soldar, battery clanser, wire, window pealer, étc.

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CHEVROLET

SHOPKO

A-F MOTORS, INC. 201 S

,	Main	St.,	P.O.	Box	759
1	Adam	s, W	/1 539	910	



NFK16327 OLET K1500 SUB	J	w.afmotors.com			06/19/09
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MISCELLANEOUS SUPPLIES AND MATERIALS: A charge is included for meterials and/or hasardoux watte diagosal (if applicable) used on your vehicle. Material terms are: Nuts, boits, waiters, tese, prine, serviceparay, shalled, salvett, ange, actiourato cleaner, towals, solder, battery cleaner, wirs, window sealer, etc.

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Motor vehicle repair trade precides are regulated by chapter ATCP 132, Vils. Adm. Cade, administured by the Bureau of Consumer Protection, Wisconsin Dept. of Agric Jiture, Trede and Consumer Protection, P.O. Box 8911, Madison, Wisconsin 53708-8811

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RACINE, WI			PAGE 2	KENOSHA (262)	RACINE (262) 88 852-0392 - Milw www.gordio.(Y WAY OF DO	AUKEE (414) 3	
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JOHN KAISER (SERVICE DIRECTOR) AT 886-1010 THANK YOU FOR CHOOSING FRANK BOUCHER !!!!!!!!

TOTALS

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	"Any warranties on the products sold heraby		DESCRIPTION	IQIALS
Visit us at <u>www.gordie.com</u> or call 1-889-90UCHER FOR OUR OTHER LOCATIONS TO SERVE YOU:	are those made by the manufacturer. The seller, FRANK BOUCHER CHEVROLET, Inc.,		LABOR AMOUNT	0.00
	hereity expressly discisime all werranties, either express or implied, including env	Factory Trained	PARTS AMOUNT	0.00
	implied worranty of merchantability or fitness for a particular purpose, and neither	Technicians	GAS, OIL, LUBE	0.00
MERCURY Oldemobile	assumes nor puthorized any other porson to assume for it any liability in connection with		SUBLET AMOUNT	0.00
	the sale of toid products, NOTICE: You are entitled to insport or receive any	Service Dopt.	MISC. CHARGES	0.00
Θ Θ	components, perie, or accessories replaced or removed by the shop.	Hours	TOTAL CHARGES	0.00
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	Motor vehicle repeir prectices are regulated by chapter ATCP 132, Wis, Adm. Code,	7:00am - 8:00pm	SALES TAX	0.00
	administered by the Burseu of Consumer Protoction, Wisconsin Oest, of Agriculture, Trade and Consumer Protection, P.O. Box 8911, Madison, Wisconsin 53709-8911		PLEASE PAY THIS AMOUNT	0.00

MISCELLANEOUS SUPPLIES AND MATERIALS: A charge is included for materials and/or hazardous wakte disposal (if applicable) used on your vehicle. Materials items one: Nuta, bolis, wasters, tange, pina, acrossorw, shelles: solvert, rage, cathundor cleaner, towels, antider, battery cleaner, wire, window snaler, etc.

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			* INVO	ICE*		EVROLET-CADILLAC	P.O. BOX 085	570
				КЕ		ine, Wisconsin 53 RACINE (262) 881 652-0392 - MILW	AUKEE (414)	768-9639
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Visit us at www.gordie.cr	12 WP94 om or call 1-899-BOUCHER	wa shnan made	on the products sold hereby		DESI		τQ	TALS
FOR OUR OTHER LOCAT	IONS TO SERVE YOU:	AGODT, FRANK B	COUMER CREVACLES, MAR	' I	PARTS A			
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	KAD 🕲 🗶	Protection, Wia Trade and Con 8911, Madison,	withe Bureau of Containe consin Dept. of Agriculture summer Protoction, P.D. Bo Wisconsin 53708-8911.		PLEASE THIS AN			
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					W	ORKORDER	8600 Washi	EVROLET-CADILLAC - ngtan Avenue - 9 Ine, Wisconsin 534	.O. BOX 08	5570
RACINE. WI	•				P	AGE 1		RAČINE (262) 886- 552-0392 - MILWA	1010 UKEE (414)	768-9639
HOME :			CONT:N/A CELL:		SER	VICE ADVISOR		www.gordie.com Y WAY OF DOIN ER , MAURICE	G BUSINE:	SS "
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YOU ARE ENTITLED TO A PRICE ESTIMATE FOR THE REPAIRS YOU HAVE AUTHORIZED. THE REPAIR PRICE MAY	II HEREBY AUTHORIZE the report work to be done along with the processity materials. You and your	ADDITIONAL	. WORK A	UTHORI	ZED BY X:			
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ESTIMATE WITHOUT YOUR PERMISSION, YOUR SIGNATURE WILL INDICATE YOUR ESTIMATE SELECTION.	of testing, inspection or delivery at my risk. An express mechanic a lion is ecknowledged on above			A.M.				
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X	to vehicles or articles left in vehicle in case of fire, that, accident or any other base bayond your control. "Any warranties on the products sold	REVISED ESTIMATE (1	1)		DATE		TIME	BY
 Please proceed with repairs but call ms before continuing if the price will axceed \$ 	horeby are those made by the manufacturar. The pellor, FRANX RQ:/CHER CHEVHOLET, inc. hereby expressly disclaim i all warranties, either express or implied, including, any implied warranty of	REVISED ESTIMATE {2	2)					
3. LPC NOT want an estimate. X	merchantability or liness for a particular purposa, and noither assume for a untherizon prv othor person to assume for it any lintifity in connection	DESCRIPTION ADD'L REPA			(1)	(2)	1	
Do you want the replaced parts to which you are entitled?	with the sele of faid products." NOTICE: You are antitled to inspect or receive any components.	This v	ehicle rec	eived wi	ithout face t	o face	customer co	intact.
THIS PRICE FOR THE AUTHORIZED REPAIRS WILL NOT BE EXCEEDED IF THE MOTOR VEHICLE IS DELIVERED TO THE SHOP WITHIN S DAYS.	THE AGREEMENT			×				
Motor vehicle repair practices an regulated by Chapter ATGP 132. Wis Arim. Cnde, administered by the Runau of Consumer Protection Wisconsin Dest, of Agriculture, Trade and Consumer Protection, P.O. Nov 8011, Malson, Wisconsin S3708-0811.	4	יססע		374() ²⁴	RHERFSENTATIVE S			

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	PAGE	KENOSHA (262) (ACINE (282) 886-1010 852-0392 - MILWAUKEE (414 www.gordia.com	
RACINE. WI CONT:N/A	SERVICE A	"A FAMIL	Y WAY OF DOING BUSINE RICE DECKER	ISS T
BUS: CELL:		LICENSE	MILEAGE IN/ OUT	TAG
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FOR OUR OTHER LOCATIONS TO SERVE YOU:	hereby expressly discisions all warranties, alther expressly or implied, including any	Factory Trained PARTS A	MOUNT	49.05
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	by chapter ATCP 192, ver. Adm. Lous, administrate by the Burteu of Consumer Protection, Wisconsin Cept. of Agriculture, Trade spd Consumer Protection, P.O. Box 8911, Medison, Wisconsin 53708-8911,	PLEASE THIS AN		73.52
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Carburetor cleaner, towers, solder, battery cleaner, wire, window sealer, stc.	CUSTOMER C	OPY	ł	01.52

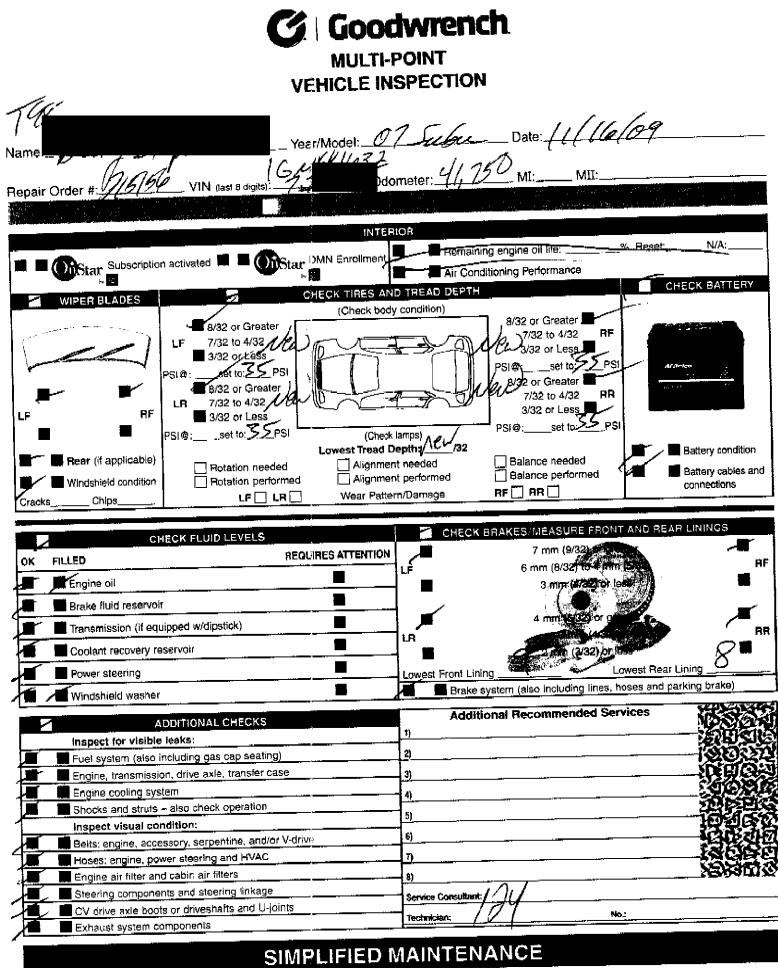
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RACINE, WI	NT:N/A	PAGE 1	KENOSHA (282) 8	32-0392 • MILWA www.gardle.co WAY OF DOIN	UKËË (414) 7 m	
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	-	MUNINE REPUTCE	DIRECTOR) AT 986-	1010	
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"Your Continued Satisfaction is Dur Primary Concern"

	"Any warrenties on the products sold hereby		DESCRIPTION	TOTALS
Visit us at <u>www.gordie.com</u> or call 1-888-BOUCHER FOR OUR OTHER LOCATIONS TO SERVE YOU:	are those made by the manufacturer. The seller, FRANK BOUCHER CHEVROLET, Inc.,		LABOR AMOUNT	3.87
FOR OUR OTHER LOCATIONS TO SERVE TOO.	hereby expressiv disclama all warranties, althar express or implied, including any	Factory Trained	PARTS AMOUNT	15.08
LINCOLN CON	implied vertenty of marchentebility or fitness for a particular purpose, and neither	Technicians	GAS, OIL, LUBE	<u>0.00</u>
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	ecommutatives by the student of Agriculture, Protection, Wiecomain Dept. of Agriculture, Trade and Consumer Protection, P.D. Box 8911, Middaon, Wieconein 53708-8911.		PLEASE PAY THIS AMOUNT	19,92

MISCELLANEOUS SUPPLIES AND MATERIALS: A charge is included for materials and/or hazardous waste disposal (if applicable) used on your vehice. Material insmit and Nutr, botts, washing, taps, pins, sensoray, shellec, salvent, rage, carburdtor cleaner, cowells, solder, battery cleaner, wins, window saller, etc.

CUSTOMER FILE



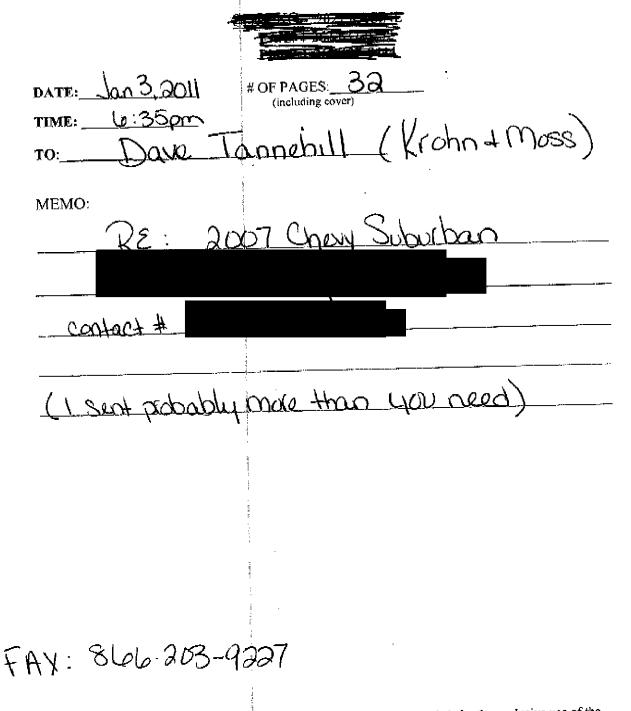
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	- · · · · · · · · · · · · · · · · · · ·	Rac	ne, Wisconsin 534	1010
Racine WI Racine WI	PAGE		85210392 - MillWAI www.gordia.com Y WAY OF DOIN	UKEE (414) 768-9639 " " <i>RUSINESS"</i>
HOME: CONT:N/A	SERVICE AD		RTCE DECKE	R
BUS: CELL: COLOR YEAR MAKE/MODEL	VIN	LICENSE	MILEAGE	IN/ GUT
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	y warranties on the products sold heraby these made by the manufacturer. The		AND REPORTED AND A DESCRIPTION OF THE	0.00
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al tex v បញ្ហា ងរ 12 to WI Department of Revenue.

REGULAR SERVICE: Mail application and check for Title and Plate fees to: Wisconsin Dept. of Transportation, PO Box 7949, Madison, WI 53707-7949

PRICRITY SERVICE: Meil application and check with extra \$4 fee to: WI Dept. of Transportation, PO Box 7306, Madison, WI 53707-7308

SPECIAL PLATES: Mail antire application to: WI Dept. of Transportation, PO Box 7911, Madison WI 53707-7917

ΡT	DATE1231D1	No. 119675
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SHOPKO



New VSA/MBI Coverage and Declaration Page

Contract #:	C500391566		
Issued By:	ECU AUTO AND LEAS	SE	
	Vehi	cle Information	
	Model:	2007 Chevrolet Suburban	
	Code:	24574	
	Class: VIN:	005 1GNFK16327.	
	¥ IN:	IGNFK1032/1	
	Co	verage Period	
	Term:	84 months or 100,000 miles	
	Effective:	•	
	Expires:	12/26/2014 or 100,000 miles	
	Deductible:	\$0.00	
	Sold For:	1,939.00 Plus Any Applicable Taxes	
	A	dministrator	<u></u>
	Intercontine	ntal Warranty Services, Inc.	
		llsboro Boulevard, Suite 250	
		ield Beach, FL 33441	
	Toll Free	Local Fax	



Administered by

C500391566

REBECCA STAPLEMAN 2007 Chevrolet Suburban Expires after 12/26/2014 or 100,000 miles Abigail Blake/Austin/GM1

To mary.sontag@gm.com, tomasz.gosciniak@gm.com

01/20/2011 01:39 PM

cc bcc

Subject 71-910109789,

RE: Customer Last Name: Service Request: 71-910109789 2007 Chevrolet Suburban Vehicle Identification Number: 1GNFK16327, Customer Relationship Specialist: Abigail Blake Telephone: (866) 790-5700 x 41015

Dear Ms. Sontag & Mr. Gosciniak:

This email is to follow up on my voice mail regarding Service Request 71-910109789 for customer The customer's vehicle is a 2007 Chevrolet Suburban with 58,445 miles. The VIN is 1GNFK16327J The customer has been working with Frank Boucher Chevrolet, Inc. in Racine, WI & A-F Motors, Inc. in Adams, WI.

The Technical Assistance Center has been involved in this case.

Due to time constraints, your response to this e-mail is required within 48 hours.

This is a Not in Suit Matter. This means a demand letter has been sent to our office by the customer's attorney indicating that the customer may pursue a lawsuit unless GM can resolve the customer's vehicle concern. We are reviewing this case for possible settlement in our Early Resolution program. The settlements offers can range from denial up to repurchase, depending on the severity of the concerns. Because of this, we would like you to review the following options:

A) I have information on this case that may assist in your review (please provide in your reply). I will review any repurchase or replacement offer before it is made. I would also like to be notified of the BRC decision to offer cash or other goodwill settlement.

B) I am not aware of this vehicle or customer's concerns. However, I will review any repurchase or replacement offer before it is made. I would also like to be notified of the BRC decision to offer cash or other goodwill settlement.

C) I have information on this case that may assist in your review (please provide in your reply). However, I agree to cede the final decision on this case to the Early Resolution program (You will be notified of the resolution after the settlement has been reached).

D) I am not aware of this vehicle or customer's concerns. I agree to cede the final decision on this case to the Early Resolution program (You will be notified of the resolution after the settlement has been reached).

*If a response is not received within 48 hours the default assumption is option "B".

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,

Abigail Blake/Austin/GM1

To mary.sontag@gm.com, tomasz.gosciniak@gm.com

01/20/2011 01:39 PM

bcc

сс

Subject 71-910109789,

RE: Customer Last Name: Service Request: 71-910109789 2007 Chevrolet Suburban Vehicle Identification Number: 1GNFK16327J Customer Relationship Specialist: Abigail Blake Telephone: (866) 790-5700 x 41015

Dear Ms. Sontag & Mr. Gosciniak:

This email is to follow up on my voice mail regarding Service Request 71-910109789 for customer The customer's vehicle is a 2007 Chevrolet Suburban with 58,445 miles. The VIN is 1GNFK16327Jaccound The customer has been working with Frank Boucher Chevrolet, Inc. in Racine, WI & A-F Motors, Inc. in Adams, WI.

The Technical Assistance Center has been involved in this case.

Due to time constraints, your response to this e-mail is required within 48 hours.

This is a Not in Suit Matter. This means a demand letter has been sent to our office by the customer's attorney indicating that the customer may pursue a lawsuit unless GM can resolve the customer's vehicle concern. We are reviewing this case for possible settlement in our Early Resolution program. The settlements offers can range from denial up to repurchase, depending on the severity of the concerns. Because of this, we would like you to review the following options:

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Sincerely,

tomasz.gosciniak@gm.com

01/20/2011 05:12 PM

To abigail_blake@gmexpert.com cc bcc

Subject Re: 71-910109789,

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).

Tomasz Gosciniak North Central Region District Manager Aftersales Aerotek, Inc PH: (630)961-6329 Fax: (630)961-6462



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From:	abigail_blake@gmexpert.com
To:	mary.sontag@gm.com, tomasz.gosciniak@gm.com
Date:	01/20/2011 12:40 PM
Subject	71-910109789,

RE: Customer Last Name: Service Request: 71-910109789 2007 Chevrolet Suburban Vehicle Identification Number: 1GNFK16327 Customer Relationship Specialist: Abigail Blake Telephone: (866) 790-5700 x 41015

Dear Ms. Sontag & Mr. Gosciniak:

This email is to follow up on my voice mail regarding Service Request 71-910109789 for customer The customer's vehicle is a 2007 Chevrolet Suburban with 58,445 miles. The VIN is 1GNFK16327J The customer has been working with Frank Boucher Chevrolet, Inc. in Racine, WI & A-F Motors, Inc. in Adams, WI.

The Technical Assistance Center has been involved in this case.

Due to time constraints, your response to this e-mail is required within 48 hours.

This is a Not in Suit Matter. This means a demand letter has been sent to our office by the customer's attorney indicating that the customer may pursue a lawsuit unless GM can resolve the customer's vehicle concern. We are reviewing this case for possible settlement in our Early Resolution program. The settlements offers can range from denial up to repurchase, depending on the severity of the concerns. Because of this, we would like you to review the following options:

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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

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.



VIA FAX ONLY

January 20, 2011

John Kaiser Frank Boucher Chevrolet, Inc. 8600 Washington Avenue Racine, WI 53406-3784

RE:

Service Request: 71-910109789 2007 Chevrolet Suburban Vehicle Identification Number: 1GNFK16327J Customer Relationship Specialist: Abigail

Dear Mr. Kaiser:

This is a letter of notification regarding a breach of warranty lawsuit 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,



VIA FAX ONLY

January 20, 2011

Tim Wormet A-F Motors, Inc. 201 South Main Street Adams, WI 53910-9371

RE:

Service Request: 71-910109789 2007 Chevrolet Suburban Vehicle Identification Number: 1GNFK16327J Customer Relationship Specialist: Abigail

Dear Mr. Wormet:

This is a letter of notification regarding a breach of warranty lawsuit 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,

Jan. 20. 2011 e 4:40 PM Frank Boucher Chevy: 44 PM PAGE 2/002

No. 6587 P. 1



VIA FAX ONLY

January 20, 2011

John Kaiser Frank Boucher Chevrolet, Inc. 8600 Washington Avenue Racine, WI 53406-3784

RE;

Service Request: 71-910109789 2007 Chevrolet Suburban Vehicle Identification Number: IGNFK16327J Customer Relationship Specialist: Abigail

Dear Mr. Kaiser:

This is a letter of notification regarding a breach of warranty lawsult 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,

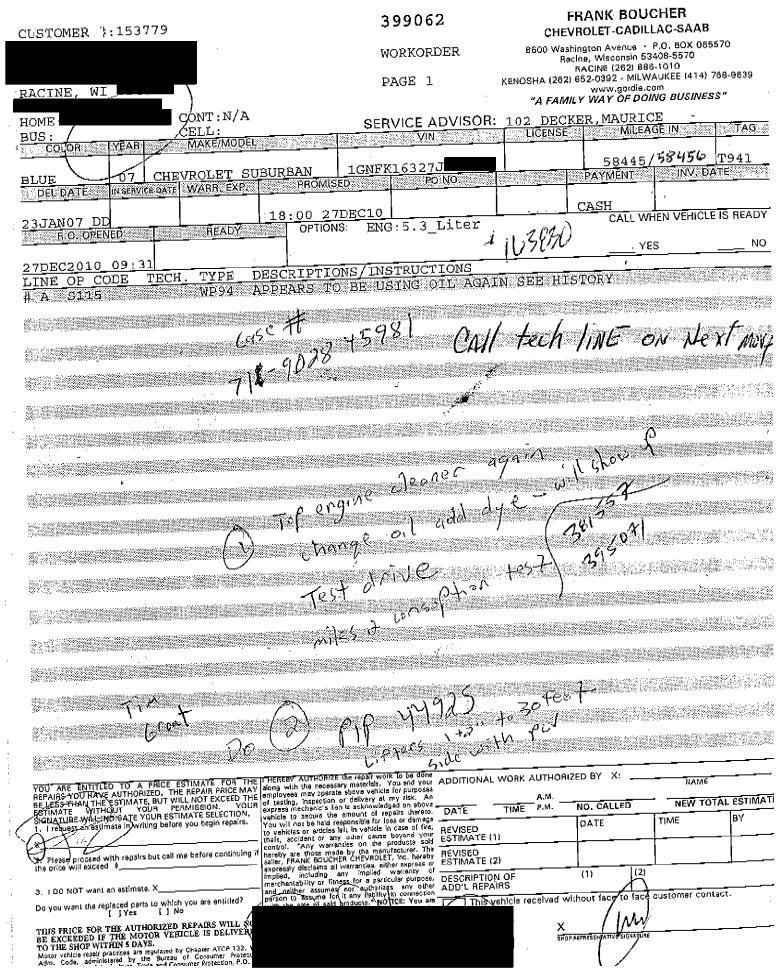
In addition, should you be contacted by another party regarding this matter, you may want to consult your own attorney for further direction. Your cooperation is greatly appreciated. If you have further questions, please contact our Business Resource Center at 1-800-231-1841 Monday through Friday between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

Sincerely,

19 Pages We are not the Selling Dealer

Jan. 20. 2011 4:40PM Frank Boucher Chevy

No. 6587 * 1^P. 2.



i) dan 20. 2011,1 4:41PM NFrank Boucher Chevy my my my my No. 6587 P. 3 letting ushicle Sittis is minsi determined Engine was 2 Ots low at 2100 miles since last oil change, visually 2 Ots low at 2100 miles since last oil change, visually inspect for oil lenks, town woong Road test vehicle, inspect for oil lenks, town woong Road test vehicle, inspect spark plays for any signs of oil usage, found respect spark plays for any signs of oil usage, found wowe, inspect intake manifold for oil pooling in side, wowe inspect intake manifold for oil pooling in side, found work, at called Tech line and discussed vehicle twistory found work, and called Tech line and discussed vehicle twistory found work directed to perform top engine piston cleaning pro reduce agoin, change oil and filter and add oil dye to oil, Road tot uchicle and inspect spare plays, intake and tail pipe with black light for any signs of oil usage, performed the suggested procedure of theirs time, found and cigns of oil usage of this time. Release vehicle to customer at this time.

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Jan. 20. 2011 4:41PM Frank Boucher Chevy

I.

No.6587 P.4

CUSTOMER #:153779 398241			8241	FRANK BOUCHER CHEVROLET-CADILLAC-SAAB			
		WOR	KORDER	8600 Washington Av		085570	
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Jan. 20. 2011 4:42PM Frank Boucher Chevy No. 6587, P. 5

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RACINE, WI		I	PAGE 1		652-0392 - MILWAUKEE www.gardie.com LY WAY OF DOING BU	
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No.6587 P. 8

Jan.20.2011 4:4	4PM Frank Boucher	Chevy	No. 6587 P	. 9
CUSTOMER #:153779	A	389935	FRANK BOUCH	
	28551	WORKORDER	CHEVROLET-CADILLA 8600 Washington Avenue • P.0	. BOX 085570
RACINE, WI	って	PAGE 1	Racine, Wisconsin 53406 RACINE (262) 886-10 KENOSHA (262) 652-0392 - MiLWAUK	10
HOME:	CONT:N/A		www.gordia.com "A FAMILY WAY OF DOING	
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	VROLET SUBURBAN	1GNFK16327J	50544/	<u> </u>
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X 2. Please proceed with (épairs but call me before continuing if	to véhicles or articles left in vehicle in case of fire, theit, accident or any other cause beyond your control. "Any warrandes on the products sold	REVISED ESTIMATE (1)			DATE		TIME	BY
the price will exceed \$	hereby sre those made by the manufacturer. The, seller, FRANK BOUCHER CHEVROLET, Inc. hereby expressly disclaims all warrandes, either express or implied, including any implied warrancy of	ESTIMATE (2)						1
3, I DO NOT want an estimate. X Do you want the replaced parts to which you are entitled? [ 1 Yes [ ] Na	merchantability or filmess for a particular purpose, and neither essumes nor southorizes any other person to essume for it any liability in connection	ADD'L REPAIR	OF IS		(1)	(2)		
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## Jan. 20. 2011 4:45PM Frank Boucher Chevy

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CUSTCMER #:1	53779				385836	CUE	FRANK BOUG		
				Ţ	WORKORDER	8600 Wa	shington Avenue acine, Wisconsin 53	P.O. BOX 085	1570
RACINE WI				1	PAGE 1		RACINE (262) 886 2) 662-0392 - MILW/	-1010 AUKEE (414) 7	768-9639
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. √Jan. 20. 2011> 4:45PM Frank Boucher Chevy

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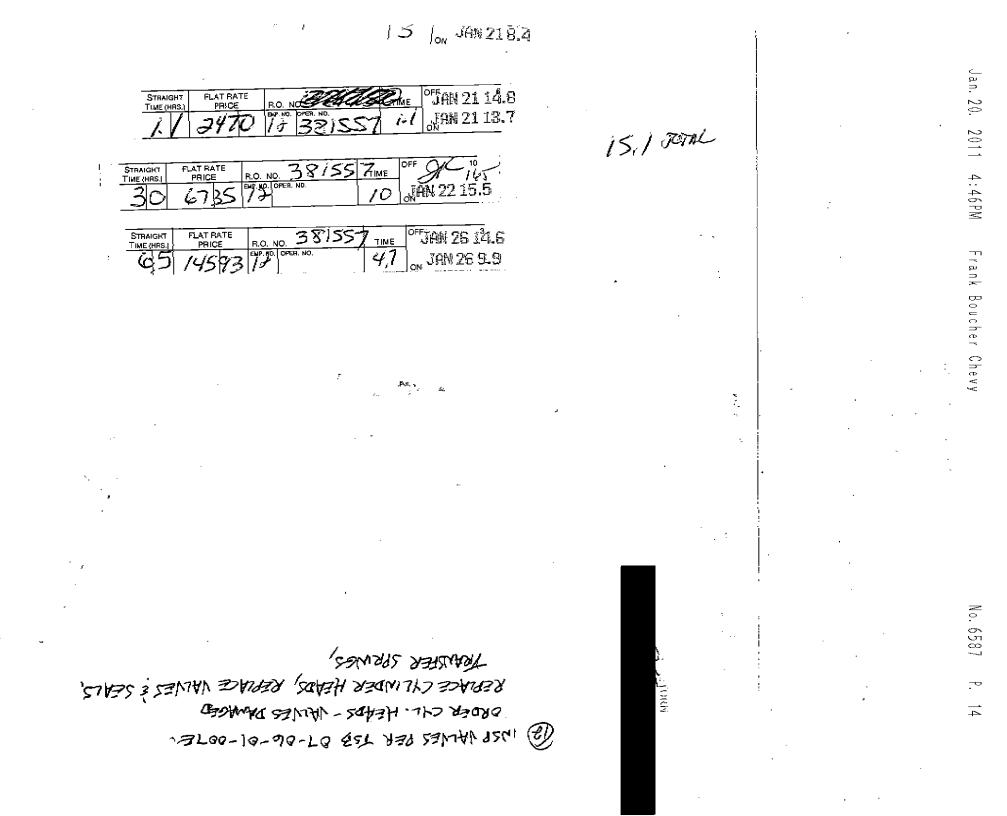
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Jan. 20. 2011 4:46PM Frank Boucher Chevy

No.6587 P.13

	CUSTOMER #:153779		381	557				UCHER	_
			WORK	ORDER	860	0 Washington	Avenue	P.O. BOX OF	
	RACINE, WI		PAGE	1		RACIN A (262) 652-0: WV	E (262) 392 - Mil vw.aardi	53408-5570 886-1010 LWAUKEE (414) e.com	
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	BLUE 07 CHEVROLET		NFK163	27J PO NO			<u>43983</u> Mento	9/727/2 ISINV D	<mark>7</mark> ]Т137 Атб
	23JAN07 DD R.O. OPENED READY	17:00 <u>18JAN</u> OPTIONS:	TO 1 .	Liter	_	. CASI			E IS READY
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ţ	YOU ARE ENTITLED TO A PAICE ESTIMATE FOR THE REALIAS YOU HAVE AUTHORIZED. THE REPAIR PRICE MAY	I HEREBY AUTHORIZE the repair w along with the necessory materials, employees may operate above vehic	ork to be fone You and your ste for purposes	ADDITIONAL V	VORK AUTHO	RIZED BY X:		NAME	<b>`</b>
	R	express mechanic's tien is ecknowld vehicle to secure the emount of	il my risk. An adgeolon above . repairs thereto.	DATE	A.M. TIME P.M.	NO. CALLE			, ESTIMATE
		You will not be held responsible for to vehicles or articles left in vehicle theft, accident or any other ceus control. "Now warrandes on the	In case of fire.			DATE		TIME	θY
	2. Please proceed with repairs out call me before continuing if the price will exceed \$	theil, accident or any other ceve control. Any warrandes on the hareby are those made by the mai seller, FRANK BOUCHER CHEVROL expressly disclaims all warranities, ei Implied, including any Impliad merchantebility or timess (or a par	nulacuurer, The ET, Inc. hereby Ither express or	REVISED ESTIMATE (2)				• ••	
	3. ( DD NOT want an estimate. X	Implied, including any implied merchantability or lithese for a part and neither essumes nor authoria vision to essume (thus any lithbility	ucular purpose, tes any other primiconnection	DESCRIPTION ( ADD'L REPAIR:	ОF S	(1)	(2)	I	<u> </u>
	Do you want the replaced parts to which you are entitled () Yes [] No THIS PRICE FOR THE AITTHORIZED REPAIRS WILL NOT	merchantebulty or invises for a pair and neither essume for a suborla greeson to essume for a solid products. No entitled, to inspect) or receive any	TICE: You are y components,	This veh	Icle received	without face to	) face cu	stomer contact.	
	THIS PRICE FOR THE AUTHORIZED REPAIRS WILL NOT BE EXCERDED IF THE MOTOR VEHICLE IS DELIVERED TO THE SHOP WITHIN 5 DAYS. Motor vehicle repair predicts are regulated by Chapter ATCP 102, WHE Adm. Code, administered by the Burgau of Consumer Protection, Wiscomen Deat, of Agriculture, Trade and Consumer Protection, P.O. Box 6911, Maddao, Wiscomet 63708-8911.				X इन	OP REPRESENTATIVE SIG	NATURE		, 



# Jan. 20. 2011 4:46PM Frank Boucher Chevy

No.6587 P.15

CUSTOMER #:153779	378877		RANK BOUC			
	WORKORDER	8600 Washington Avenue P.O. 80X 085570 Racine, Wisconsin 53408-5570 RACINE (262) 886-1010				
RACINE, WI	PAGE 1	KENOŚHA (262) 6	52-0392 • MILWA www.gordie.co	UKEE (414) 760-9 ش		
HOME CONT:N/A	SERVICE ADVISO		Y WAY OF DOIN	IG BUSINESS"		
BUS: COLOR YEAR MAKE/MODEL						
BLUE 07 CHEVROLET SUBURBA			41772/	<u>r</u> 9		
DEL DATE IN SEAVICE DATE WARR EXP	ROMISED POINO.		PAYMENT	INV, DATE		
	0 17NOV09 OPTIONS: ENG:5.3_Liter	[ c	CALL WHE	EN VEHICLE IS F		
17NOV2009 11:54			YES			
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e jer en paraz gestate in de la company gestate						
OU ARE ENTILED YO A PRICE ESTIMATE FOR THE I HEREBY AUTH	ORIZE the repair work to be done		/ X:			
E LESS THAN THE ESTIMATE, BUT WILL NOT EXCEED THE samplayees may a STIMATE WITHOUT VOUR PERMISSION. YOUR of lessing, insee ISNATURE WILL INDICATE YOUR ESTIMATE SELECTION. SAMPlas mechanic	operate above vehicle for purposes oction or delivery at my risk. An c's lien is schrowledged on above	A.M.				
OU ARE ENTITLED TO A PRICE ESTIMATE FOR THE I HEREBY AUTH EPAIRS YOU HAVE AUTHORIZED. THE REPAIR PRICE MAY STIMATE WITHOUT YOUR PERMISSION. YOUR of Iseling, inspec- STIMATE WITHOUT YOUR ESTIMATE SELECTION. I request an estimate in writing before you begin repairs. Volume to vehicles or so to vehicles or so Under the second of the seco	e the emount of repairs thereto, DATE held responsible for loss or damage tkoles left in vehicle in case of fire, or env other cause beyond your REVISED			E BY		
expressive descent implications in estimate, X,	DUCHER CHEVROLET, Inc. heraby REVISED ng any Implied warranty of or filness for a particular purpose, urmes nor authorizes any other a for it any liability in connection sold produces. NOTCE: You are bet or receive any components, other contents, other	 F(1)	(2)			
a you want the replaced parts to which you are entitled? person to esture a with the sale of [] Yes [] You	a for it any liability in connection ADD'L HEPAIR: said products. NOTICE: You are not receive any components, This yeh	o icle received without f	ace-to face custor	mer contact.		
INS PRICE FOR THE AUTHORIZED REPAIRS WILL NOT A CARACTER AND A CARACTER	ories replaced or removed by the	× //	(ME)			
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rank Boucher Chevy		No. 6587	P. 16	
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REP PAG	RINT	8600 Washington Aven Racine, Wiscons RACINE (262 ENOSHA (262) 652-0392 - H www.gor	ue · P.O. 80X 085570 In 63408-5570 )) 686-1010 4 LWAUKEE (414) 768-9 ale.com	)6 <u>39</u>
SERVIC		102 DECKER, MAU	RICE ·	<u>.</u>
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IE    HEREBY_AUTHORIZE_the repair work to be don y plong with the necessary materials. You and you ye ganglayeas may operate above vehicle for purposu	ADDITIONAL WORK	AUTHORIZED BY X:	NAME	
(a) of testing, inspection or delivery at my risk. A express mechanic's field secknowledged on above vehicle to secure the amount of repairs therein. You will get be add generation for the secure of a page.	DATE TIME	A.M P.MNO, CALLED	NEW TOTAL ESTIN	ITAN
to vahicles or articles left in vehicle in case of fin- — theft, societant or any other cause beyond you , control. "Any warranties on the products so	REVISED	PATE	TIME BY	
II hareby are hose made by the manufacturer. The seller, FRANK BOUCHER CHEVROLET, Inc. hareb expressly disclating all warrantizs, alther express of implied, including any implied warranty.	REVISED			
Interby are those made by the manufacturer. If seller, FRANK BOUCHER CHEVROLET, Inc. haret expressly disclaims ell warranuss, alther express - implied, including any implied warranty - merchantability or filmess for a particular purpose and neither assumes nor authorizes any other person to assume for it any liebrized any other person to assume for it any liebrized.	REVISED ESTIMATE (2) DESCRIPTION OF ADD'L REPAIRS	(1) (2)		
"Interby are those made by the manufacturer. If seller, FRANK BOUCHER CHEVROLET, Inc. hereb expressly disclaims ell warranizs, alther express of implied, including any implied warranty ( merchaniability or flinkss for a particular purpose and neither assumes nor euthorizes any oth- person to assume for it any liebility in connectio with the sale of seld produces." NOTICE: You an entitled to inspect or receive any componenti man, or eccessories replaced or removed by th 0 shop. I ACKNOWLEDGE RECEIPT OF A COPY O THE AGREEMENT.	This vehicle re	(1) (2) ceived without face to face	customer conlact.	
$\pm$ 200 1000 100 100 1000 1000 1000 1000 1	37: WOR REP PAG /A SERVIC DEL SUBURBAN IGNFK16 KF PROMISED 17:00 15SEP09 Y OPTIONS: ENG;5 09:26 DESCRIPTIONS/INSTR OTL BEVEL GOES LOW LAMP) CONSUMPTION TRUCK LUBE OIL AND ************************************	375881 WORKORDER REPRINT PAGE 1 K /A SERVICE ADVISOR: SUBURBAN IGNFK16327J PROMISED FONO 17:00 15SEP09 Y OPTIONS: ENG; 5.3_Liter 09:26 DESCRIPTIONS/INSTRUCTIONS OIL LEVEL COES LOW B4 OIL CHAN LAMP) CONSUMPTION TEST STARTED TRUCK LUBE OIL AND FILTER CHAN ************************************	ATTER ANTIPORTER BARGEN WAY TO BARGEN AND ANTIPORTER OF ANTIPORT AND	375891 WORKORDER PAGE 1

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# Jan. 20. 2011 4:48PM Frank Boucher Chevy

No.6587 P. 18 .

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RACINE, WI		. WORKOR	DER	8600 Washingt		
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HOME : CON	NT:N/A		к		0392 - MILWAUK	EE (414), 768-9639
CEI	IJ: KE/MODEL	SERVICE A		"A.FAMILY V 02 DECKER UCENSE		BUSINESS"
				UZ DECKER	MAURICE	
DEL DATE IN SERVICE DATE	LET SUBURBAN	<u></u>			<u></u>	TAG
	RR EXP. PROMISI	D	NO	   PA	<u>32371/</u> YMENTSS [2023	<u> </u>
23JANO7 DD B.D. ORENED	17:00 191	AY09				INV DATE
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AND ENTITLED TO A PRICE ESTIMATE FOR TH S YOU HAVE AUTHORIZED. THE REPAIR PRICE MA S THAN THE ESTIMATE OUT WITH A PRICE MA	E   THEREBY ADTHONIZE the repair wo	k to be done				
TE WITHOUT YOUR PERMISSION YOU TURE WILL INDICATE YOUR ESTIMATE SELECTION	E employees (nay operate above vehicle of testing, inspection or delivery at express mechanics line to delivery at	rouznolyou/ ΑΟΟΙΤΙΟΝΑ fo/purposes mγrisk. Ασ	L WORK AUTHO	RIZED BY X:		(
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er proceed with repairs but call me before continuing it		case of fire, Dayond your AEVISED oducis sold ESTIMANTE /	<u></u>	DATE	NEW TOTAL	ESTIMATE
NOT want an estimate, X_	seller, FRANK BOUCHER CHEVROLET, expressiv discialms all weyranties, eine	Inc, hereby REVISED	<u>''</u>	+		Вү
want an estimate, X	expressiv discisims all warrandes, elane implied, including sny implied w merchanishiky or liness for a particu and meining assumes nor authorizes person to assume for it any kability in	arranty of DESCRIPTION	2) 			· · ·
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ILE FOR THE AUTHORIZED REPAIRS WILL NOT EDOED IF THE MOTOR VEHICLE IS DELIVERED SHOP WITHIN S DAYS.			anicle received wi	thout face to face c	ustomer contact.	
A creat practices are repulsited by Chapter ATCP 132, Wis, Sc. administered by the Buseau of Consumer Protection, 2vol. of Agriculture, Trade and Consumer Protection, P.O. Bog, https://www.consin.53708-9911.			<u>x</u>			
Wisconsin 53708-8911.			540 <u>7</u> 7	EPRESENTATION CONTRACTOR		•

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INSPECT PER TSB PIP4574D NO ENG. OIL LEAKS, PCN SYSTEM OK. TOP OFF OIL LEVEL BEGIN CONSUMPTION TEST D. 7 PER TSB 01-06-01-011F. 0.2 (2) REPLACE I/P CIG: LIGHTER BETEL - LEFT SIDE SOCKE

( INSP/LEAK TEST. RÉR 4160E. REMOVE PUNC, RÉPIRE GASKETS à SEALS LEAKING. CLEAN/ RECHK-OK

<u>1,01 pt 966</u>66 9'9T 6T AUM

# GM Vehicle Inquiry System Summary

<u>Home</u> - <u>Summary</u> - <u>Claim History</u> - <u>Vehicle Build</u> - <u>Vehicle Component</u> - <u>Delivery Information</u> - <u>Dealer Information</u> - <u>Service Contract</u> - <u>Warranty Block</u> - <u>Branded Title</u>

#### <u>Help</u>

VIN:	1GNFI	FK16327J								
	VEHICLE INFORMATION									
Merchandising Model :	CK LT	CK10906 -2007 SUBURBAN 4WD 1/2 TON LT Warranty Start Date :				01/23/2	007			
BARS Order Type :	70 -	RETAIL - STOCK								
Delivering Dealer :	820	NOSHA CHEVROLET 0 120TH AVE	2.4		Selling So	urce :	13 - CHEVROLET			
		NOSHA , WI 53142-73 2) 857-4827	54		Site Code :			47005		
				Business Associate Code :		ate	164674			
Service Contract :	No	Branded Title :	No	Warranty	y Block :	No	PDI St	tatus :	Paid	

#### **REQUIRED FIELD ACTIONS**

Туре	Number	Description	Posted Date	Status
ΥT	<u>06162</u>	SERVICE UPDATE-INVENT/CUST VEHS E85 VFFS UPDATE REPGM ECM *EXPIRES 8YR/80K MI*	N/A	Closed
ΥT	<u>07007</u>	SERVICE UPDATE - REMOTE KEYLESS INOP/BATT LOW- GMT900 ONLY-*EXP W/BASE WARR*	N/A	Closed

#### SERVICE INFORMATIONAL ITEMS

Туре	Number	Description	Posted Date	Status
EI	<u>07036</u>	WINDSHIELD GLASS STRESS CRACK/DISTORTION. REF. TSB 07-08-48-001.	02/09/2007	See Bulletin

#### ON STAR AND XM SATELLITE RADIO INFORMATION

OnStar Equipped	Yes	OnStar Status	Inactive		e for details or:go to OnStar Online Enrollment nStar" tab in GM InfoNET) or (888)ONSTAR1	
XM Equipped	XM Equipped     Yes     XM Radio ID     1E		1EG <b>7</b> L00J	XM Status	Inactive	Refer to Help page for details or: www.xmradio.gm.ca or Dealer Hotline 1.877.GET.XMST (1-877-438-9677).

#### APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER LIMITED WARRANTY	01/23/2007	56 miles	01/23/2010	36056 miles

72/100000 SHEET METAL COVERAGE RUST THROUGH LIMITED WARRANTY	01/23/2007	56 miles	01/23/2013	100056 miles
60/100000 POWERTRAIN COVERAGE LIMITED WARRANTY	01/23/2007	56 miles	01/23/2012	100056 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	01/23/2007	56 miles	01/23/2015	80056 miles
36/36000 FEDERAL EMISSION	01/23/2007	56 miles	01/23/2010	36056 miles

#### CLAIM HISTORY

R.O Date	e R.O Type		Labor Operation	Odometer Reading
09/15/2009	375881	#	J0301 - VALVE ROCKER ARM COVER REPLACEMENT - LEFT SIDE	38381 miles
06/19/2009	029739	#	N0110 - BATTERY REPLACEMENT	33751 miles
05/19/2009	370260	#	J9991 - CUSTOMER CONCERN NOT DUPLICATED - ENGINE MECHANICAL	32371 miles
05/19/2009	370260	#	N4000 - ELEMENT AND/OR KNOB, CIGARETTE LIGHTER - REPLACE	32371 miles
05/19/2009	370260	#	K7122 - TRANSMISSION FLUID PUMP GASKET REPLACEMENT	32371 miles
01/21/2008	517030	#	Y0124 - 06162 PRODUCT ENHANCEMENT - ENGINE CONTROL MODULE REPROGR	13033 miles
01/21/2008	517030	#	Y0151 - 07007- SERVICE UPDATE - REPROGRAM BCM, RCDLR, AND RKE TRAN	13033 miles
01/11/2008	516597	#	K9995 - CUSTOMER CONCERN NOT DUPLICATED - AUTOMATIC TRANSMISSION	12693 miles
01/11/2008	516597	#	B1791 - REAR WINDOW WASHER NOZZLE REPLACEMENT	12693 miles
10/02/2007	509295	#	K4121 - TRANSFER CASE SHIFT CONTROL MODULE REPROGRAMMING WITH SPS	8937 miles
08/07/2006	A19775	Ι	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0 miles

#### CHECK HISTORY INFORMATION

Vehicle Has No Associated Check History Information.

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# GM Vehicle Inquiry System Claim History

<u>Home</u> - <u>Summary</u> - <u>Claim History</u> - <u>Vehicle Build</u> - <u>Vehicle Component</u> - <u>Delivery Information</u> - <u>Dealer Information</u> - <u>Service Contract</u> - <u>Warranty Block</u> - <u>Branded Title</u>

<u>Help</u>

VIN:			1GN	IGNFK16327J							
				CLAIM H	ISTORY						
<b>Repair Order Date :</b> 09/1			15/2009	Repair Order Number :				ading :	: 38381 miles		
Serviced By :					Selling Sou Site Code :		CHEVROLET				
					Business Associate Code : 1133				179		
Cycle Date	I ' LISSELLVNEL LSDOFLE		Labor Operation	Par	t	Auth Code	Person Code	Line Total	Comments		
09/25/2009 43 01		#	J0301 - VALVE ROCKER ARM COVER REPLACEMENT - LEFT SIDE	1257042' COVER	7 -	N/A	N/A	\$ 170.89	Ν		

Repair Oro	ler Date	: 06/	/19/2009 Repair Order Number :		029739	Odometer Reading :			33751 miles	
Serviced By :	A-F MC PO BOX		, INC.		Selling Sou	rce :		13 - 0	CHEVROL	ET
-, .	ADAMS	S, WI 🗄		759	Site Code :			1800	5	
	(608) 33	9-3392	2		Business A	ssociate	Code :	1117	54	
Cycle Date	Cycle Nbr	Case	Туре	Labor Operation	Par	t	Auth Code	Person Code	Line Total	Comments
07/14/2009	22	01	#	N0110 - BATTERY REPLACEMENT	89022163 BATTER	-	N/A	N/A	\$ 157.27	<u>Y</u>

Repair Or	der Date	: 05/	/19/2009	Repair Order Number :	370260	Odom	eter Re	ading :	32371 miles		
Serviced By :			BOUCHER CHEVROLET AC SAAB		Selling Source :			13 -	13 - CHEVROLET		
Бу.	PO BOX	X 0855′	70	570	Site Code :			470	36		
	RACIN (262) 88			570	Business Associate Code :		113	113379			
Cycle Date	Cycle Nbr	Case	Туре	Labor Operation	Par	1	Auth Code	Person Code		Comments	
				J9991 - CUSTOMER							

#### 1/20/2011

05/29/2009	9	01	#	CONCERN NOT DUPLICATED - ENGINE MECHANICAL	N/A	N/A	N/A	\$ 28.33	Ν
05/29/2009	9	02	#	N4000 - ELEMENT AND/OR KNOB, CIGARETTE LIGHTER - REPLACE	25793816 - RETAINER	N/A	N/A	\$ 22.32	Ν
05/29/2009	9	03	#	K7122 - TRANSMISSION FLUID PUMP GASKET REPLACEMENT	24226315 - SEAL	N/A	N/A	\$ 637.41	Ν

Repair Ord	ler Date	: 01,	/21/2008	Number :				ding :	13033 miles		
Serviced	KENOS			LET	S	elling Sou	rce :		13 - CI	HEVROL	ET
By :		HA, W	Л 53142	-7334	Si	ite Code :			47005		
	(262) 85	57-4827	/		В	usiness A	ssociate	Code :	16467	4	
Cycle Date	Cycle Nbr	Case	Туре	Labor Operation		Pa	rt	Auth Code	Person Code	Line Total	Comments
01/25/2008	868	01	#	Y0124 - 06162 PRODUCT ENHANCEMENT - ENGINE CONTROL MODULE REPROGR		N/A		N/A	N/A	\$ 55.00	Ν
01/25/2008	868	02	#	Y0151 - 07007- SERVICE UPDATE - REPROGRAM BCM, RCDLR, AND RKE TRAN		N/A		N/A	N/A	\$ 86.43	N

Repair Ord	ler Date	: 01.	01/11/2008 Repair Order Number : CHEVROLET		51	16597	Odome	ter Rea	ding :	12693 miles	
Serviced By :	KENOS 8200 12 KENOS (262) 85	OTH A HA, W	VE 71 53142		Sit	elling Sou te Code : usiness A:		Code :	13 - C 47005		ET
Cycle Date	Cycle Nbr	Case	Туре	Labor Operation		Pa	rt	Auth Code	Person Code	Line Total	Comments
01/18/2008	866	01	#	K9995 - CUSTOMER CONCERN NOT DUPLICATED - AUTOMATIC TRANSMISSION		N/A		В	N/A	\$ 23.57	Ν
01/18/2008	866	02	#	B1791 - REAR WINDOW WASHER NOZZLE		N/A		N/A	N/A	\$ 23.57	Ν

				REPLACEMENT							
Repair Orc	ler Date	: 10,	/02/2007	, Repair Order Number :	509295 Odometer Reading			ding :	: 8937 miles		
Serviced By :	KENOS 8200 12 KENOS (262) 85	OTH A HA, W	VE 1 53142	2-7334	Selling Sou Site Code : Business A		Code :	13 - C 47005 16467		ET	
Cycle Date	Cycle Nbr	Case	Туре	Labor Operation	Pa	nrt	Auth Code	Person Code	Line Total	Comments	
10/05/2007	836	01	#	K4121 - TRANSFER CASE SHIFT CONTROI MODULE REPROGRAMMING WITH SPS	) N/A		N/A	N/A	\$ 53.36	<u>Y</u>	

Repair Ore	der Date	: 08/	/07/2006	Repair Order Number :	A19775	Odom	eter Re	adin	g:		0 miles
Serviced			EVROL.	ET, INC.	Selling Sou	rce :		1	13 - 0	CHEVROL	ET
By :		ROVE		E, IL 60009-0175	Site Code :			1	11272	2	
	(847) 43	9-0900	)		Business A	ssociate	Code :	1	1324	43	
Cycle Date	Cycle Nbr	Case	Туре	Labor Operation	Par	t	Auth			Line	Comments
	1101		••	1		•	Code	Co	ode	Total	Comments

#### CHECK HISTORY

Vehicle Has No Associated Check History.

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Vehicle Inf VIN: 1GNFK16 Service Contra Order Type: 70 Field Actions: Required F Type Service Update Bulletins Service Update Bulletins Service Update Bulletins Service Update Bulletins Vehicle has Vehicle has	/ Manageme //TH icle Sum ws GMVIS us anties, Trans: XM Radio inf formation 6327. act: No 0 - RETAIL - <u>0 Open</u> Field Action N060162 N070007	Imary ers to view action Histo formation (if Branded Tit STOCK DNS Original Nbr 06162 07007 ined herein d only for the	Interface With Cu the Summary of ry, Service Con rapplicable). tle: No Wa Description SERVICE UPI SERVICE UPI SERVICE INOP/BA ^T and information	Model: Cl Model: Cl manty Block: DATE-INVE DATE-REPG 8YR/80K UPDATE - RI TT LOW-GM W/BASE W	NT/CUST VEHS E M ECM *EXPIRES ( MI* EMOTE KEYLESS T900 ONLY-*EXP	ry tions, Service Block, Brand BURBAN 4WI PDI Status Open Release Date E85 12/12/2 S 02/06/2 rietary proper	ed Title D 1/2 TC : No field aa hi e :006 :007 ty of Th	information ON Etions are ighlighted Status Closed Closed	For this vehicle: → <u>View Vehicle Summa</u> → Service Contract → Branded Title → Warranty Blod → <u>View Vehicle Build</u> → <u>View Vehicle Build</u> → <u>View Vehicle Component Summar</u> <u>View Vehicle</u> → <u>Transaction History</u> <u>Detail</u> → <u>View Vehicle Deliver</u> Information
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Refer to Hel	lp page for c	letails. For	OnStar contac		FAR1 (888.667.82)	71) and for X	M Radi	o	
contact 877. OnStar Equipp		(877.438.96	o(7).			OnSta	r Status	: Inactive	
XM Equipped: OnStar Vehicle	Y	s: N	XM Rad	io ID: 1EG7L	.00J			s: Inactive nabled: N	
Applicable						alid warranti-			
Valid Des	e Warranti	es			V.	alid warrantie	s are n	igniightea	

Page 1 of 3

Bumper to Bumper Limited Warranty	07/16/2010	01/23/2007	56 MI	01/23/2010	36,056 MI
Corrosion Limited Warranty	07/16/2010	01/23/2007	56 MI	01/23/2013	100,056 MI
Powertrain Limited Warranty	07/16/2010	01/23/2007	56 MI	01/23/2012	100,056 MI
Emission Select Component Ltd Wty	07/16/2010	01/23/2007	56 MI	01/23/2015	80,056 MI

#### Service Contract

Vehicle has no current record of service contracts.

#### Transaction History

Transactio	on History	/			View Details
Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
12/27/2010	399062	ZREGRegular Vehicle Transaction	Add Credit	J7555 - Install AFM Oil Deflector and Clean Carbon from Cylinder	58,445 MI
12/27/2010	399062	ZREGRegular Vehicle Transaction	Full Debit - Reversal	J7555 - Install AFM Oil Deflector and Clean Carbon from Cylinder	58,445 MI
12/27/2010	399062	ZREGRegular Vehicle Transaction		J7555 - Install AFM Oil Deflector and Clean Carbon from Cylinder	58,445 MI
10/11/2010	201764	ZREG–Regular Vehicle Transaction		R0754 - RADIO RECEIVER- RETURN TO AC/DELCO ESC	55,252 MI
10/11/2010	395071	ZREGRegular Vehicle Transaction	Add Credit	J7555 - Install AFM Oil Deflector and Clean Carbon from Cylinder	55,252 MI
10/11/2010	395071	ZREGRegular Vehicle Transaction	Full Debit - Reversal	J7555 - Install AFM Oil Deflector and Clean Carbon from Cylinder	55,252 MI
10/11/2010	395071	ZREGRegular Vehicle Transaction		J7555 - Install AFM Oil Deflector and Clean Carbon from Cylinder	55,252 MI
10/11/2010	395071	ZREG–Regular Vehicle Transaction		F1602 - Front Drive Axle Inner Shaft Seal and Inner Shaft Bearing Replacement	55,252 MI
10/11/2010	395071	ZREG—Regular Vehicle Transaction		R0760 - Radio, Remove and Replace	55,252 MI
10/11/2010	395071	ZREG–Regular Vehicle Transaction		T5752 - 09239 - Replace Front or Rear Door Handle Levers	55,252 MI
01/18/2010	381557	ZREG–Regular Vehicle Transaction		J0517 - Head, Cylinder - Both Banks - Replace	43,989 MI
09/15/2009	375881	ZREG—Regular Vehicle Transaction		J0301 - Valve Rocker Arm Cover Replacement - Left Side	38,381 MI
06/19/2009	029739	ZREG—Regular Vehicle Transaction		N0110 - Battery Replacement	33,751 MI
05/19/2009	370260	ZREGRegular Vehicle Transaction		J9991 - Customer Concern Not Duplicated - Engine Mechanical	32,371 MI
05/19/2009	370260	ZREG—Regular Vehicle Transaction		N4000 - Element And/Or Knob, Cigarette Lighter - Replace	32,371 MI
05/19/2009	370260	ZREG–Regular Vehicle Transaction		K7122 - Transmission Fluid Pump Gasket Replacement	32,371 MI
01/21/2008	517030	ZREGRegular Vehicle Transaction		Y0124 - 06162 Product Enhancement - Engine Control Module Reprogram with SPS	13,033 MI
01/21/2008	517030	ZREGRegular Vehicle Transaction		Y0151 - 07007- Service Update - Reprogram BCM, RCDLR, and RKE Transmitters	13,033 MI
01/11/2008	516597	ZREGRegular Vehicle Transaction		K9995 - Customer Concern Not Duplicated - Automatic Transmission	12,693 MI
01/11/2008	516597	ZREGRegular Vehicle Transaction		B1791 - Rear Window Washer Nozzle Replacement	12,693 MI
10/02/2007	509295	ZREGRegular		K4121 - Transfer Case Shift	8,937 MI

Vehicle Transaction

08/07/2006 A19775 Del

9775 ZPDI----Pre-Delivery Inspection Control Module Reprogramming with SPS Z7000 - Pre-Delivery Inspection - Base Time

0 MI

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Global Warranty Management: Site Map Privacy Policy Terms of Use

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		January 20, 2011	
bal Warranty Management: Ma ITERFACE WITH USTOMER	ain > Interface With Customer > <b>View V</b> e	hicle Transaction History Detail	
iew Vehicle Transac	tion History Detail	٢	
is screen allows GMVIS users to	view the available information on indiv	idual transaction for the VIN selected.	For this vehicle:
Vehicle Information VIN: 1GNFK16327 Service Contract: No Brand Order Type: 70 - RETAIL - STOC	ded Title: No Warranty Block: No	06-2007 SUBURBAN 4WD 1/2 TON PDI Status: No	→ <u>View Vehicle Summar</u> → Service Contract → Branded Title → Warranty Block
Field Actions: <u>0 Open</u>			→ <u>View Vehicle Build</u>
			→ <u>View Vehicle</u> <u>Component Summary</u>
Job Card Date: 12/27/2010		Job Card Number: 399062	<u>View Vehicle</u> → <u>Transaction History</u> <u>Detail</u>
Repair Service Agent: 113379		Odometer Reading: 58,445 MI	View Vehicle Delivery
FRANK BOUCHER CHEVROLE 8600 WASHINGTON AVE RACINE WI 53406-3784 2628861010	T CADILLAC SA	Authorization Code: R	Information
Process Date: 01/10/2011			
Transaction Type: ZREGRegular Vehicle Transa	action		
Transaction Expense Category:			
Warranty			
Customer Complaint Code: 0324-Engine/Fuel/Exhaust -			
Customer Complaint Code: 0324-Engine/Fuel/Exhaust - Excessive Fuel Consumption	Transaction Adjustment: Add C	redit Cause Code: 6023- Module/Component - Foreign Material	
Customer Complaint Code: 0324-Engine/Fuel/Exhaust - Excessive Fuel Consumption Job Card Line #: 1 Labour Op J7555-Install AFM Oi	I Deflector and Clean Carbon from Cyli	Module/Component - Foreign Material nder	
Customer Complaint Code: 0324-Engine/Fuel/Exhaust - Excessive Fuel Consumption Job Card Line #: 1 Labour Op J7555-Install AFM Oi	I Deflector and Clean Carbon from Cyli 00088861802-CLEANER,F/INJR16OZL	Module/Component - Foreign Material nder	
Customer Complaint Code: 0324-Engine/Fuel/Exhaust - Excessive Fuel Consumption Job Card Line #: 1 Labour Op J7555-Install AFM Oi Causal Part Number 00000000	I Deflector and Clean Carbon from Cyli 00088861802-CLEANER,F/INJR16OZL	Module/Component - Foreign Material nder IQUIDPO	
Customer Complaint Code: 0324-Engine/Fuel/Exhaust - Excessive Fuel Consumption Job Card Line #: 1 Labour Op J7555-Install AFM Oi Causal Part Number 00000000	I Deflector and Clean Carbon from Cyli 00088861802-CLEANER,F/INJR16OZL	Module/Component - Foreign Material nder .IQUIDPO Line Total: USD 392.68 Job Card Number: 399062	
Customer Complaint Code: 0324-Engine/Fuel/Exhaust - Excessive Fuel Consumption Job Card Line #: 1 Labour Op J7555-Install AFM Oil Causal Part Number 00000000 →See other Parts and/or Net Job Card Date: 12/27/2010 Repair Service Agent: 113379 FRANK BOUCHER CHEVROLE 8600 WASHINGTON AVE RACINE WI 53406-3784	I Deflector and Clean Carbon from Cyli 00088861802-CLEANER,F/INJR16OZL <u>Items</u>	Module/Component - Foreign Material nder .IQUIDPO Line Total: USD 392.68 Job Card Number: 399062	
Customer Complaint Code: 0324-Engine/Fuel/Exhaust - Excessive Fuel Consumption Job Card Line #: 1 Labour Op J7555-Install AFM Oi Causal Part Number 00000000 →See other Parts and/or Net Job Card Date: 12/27/2010 Repair Service Agent: 113379 FRANK BOUCHER CHEVROLE 8600 WASHINGTON AVE RACINE WI 53406-3784 2628861010 Process Date:	I Deflector and Clean Carbon from Cyli 00088861802-CLEANER,F/INJR16OZL <u>Items</u>	Module/Component - Foreign Material nder IQUIDPO Line Total: USD 392.68 Job Card Number: 399062 Odometer Reading: 58,445 MI	
Customer Complaint Code: 0324-Engine/Fuel/Exhaust - Excessive Fuel Consumption Job Card Line #: 1 Labour Op J7555-Install AFM Oi Causal Part Number 0000000 →See other Parts and/or Net Job Card Date: 12/27/2010 Repair Service Agent: 113379 FRANK BOUCHER CHEVROLE 8600 WASHINGTON AVE RACINE WI 53406-3784 2628861010 Process Date: 01/10/2011 Transaction Type:	I Deflector and Clean Carbon from Cyli 00088861802-CLEANER,F/INJR16OZL Items	Module/Component - Foreign Material nder IQUIDPO Line Total: USD 392.68 Job Card Number: 399062 Odometer Reading: 58,445 MI	
Customer Complaint Code: 0324-Engine/Fuel/Exhaust - Excessive Fuel Consumption Job Card Line #: 1 Labour Op J7555-Install AFM Oi Causal Part Number 0000000 →See other Parts and/or Net Job Card Date: 12/27/2010 Repair Service Agent: 113379 FRANK BOUCHER CHEVROLE 8600 WASHINGTON AVE RACINE WI 53406-3784 2628861010 Process Date: 01/10/2011 Transaction Type: ZREG—Regular Vehicle Transa Transaction Expense Category: Warranty	I Deflector and Clean Carbon from Cyli 00088861802-CLEANER,F/INJR16OZL Items	Module/Component - Foreign Material nder IQUIDPO Line Total: USD 392.68 Job Card Number: 399062 Odometer Reading: 58,445 MI	
Customer Complaint Code: 0324-Engine/Fuel/Exhaust - Excessive Fuel Consumption Job Card Line #: 1 Labour Op J7555-Install AFM Oi Causal Part Number 00000000 →See other Parts and/or Net Job Card Date: 12/27/2010 Repair Service Agent: 113379 FRANK BOUCHER CHEVROLE 8600 WASHINGTON AVE RACINE WI 53406-3784 2628861010 Process Date: 01/10/2011 Transaction Type: ZREGRegular Vehicle Transa Transaction Type: ZREGRegular Vehicle Transa Transaction Type: ZREGRegular Vehicle Transa Transaction Type: ZREG	I Deflector and Clean Carbon from Cyli 00088861802-CLEANER,F/INJR16OZL Items	Module/Component - Foreign Material nder IQUIDPO Line Total: USD 392.68 Job Card Number: 399062 Odometer Reading: 58,445 MI	
Causal Part Number 0000000 → <u>See other Parts and/or Net</u>	I Deflector and Clean Carbon from Cyli 00088861802-CLEANER,F/INJR16OZL Items	Module/Component - Foreign Material nder .IQUIDPO Line Total: USD 392.68 Job Card Number: 399062 Odometer Reading: 58,445 MI Authorization Code: R	
Customer Complaint Code: 0324-Engine/Fuel/Exhaust - Excessive Fuel Consumption Job Card Line #: 1 Labour Op J7555-Install AFM Oi Causal Part Number 00000000 →See other Parts and/or Net Job Card Date: 12/27/2010 Repair Service Agent: 113379 FRANK BOUCHER CHEVROLE 8600 WASHINGTON AVE RACINE WI 53406-3784 2628861010 Process Date: 01/10/2011 Transaction Type: ZREGRegular Vehicle Transa Transaction Expense Category: Warranty Customer Complaint Code: 0324-Engine/Fuel/Exhaust - Excessive Fuel Consumption Job Card Line #: 1 Labour Op J7555-Install AFM Oi	I Deflector and Clean Carbon from Cyli 00088861802-CLEANER,F/INJR16OZL Items	Module/Component - Foreign Material IQUIDPO Line Total: USD 392.68 Job Card Number: 399062 Odometer Reading: 58,445 MI Authorization Code: R ebit Cause Code: 6023- Module/Component - Foreign Material nder	

Job Card Date: 12/27/2010		Job Card Number: 399062
Repair Service Agent: 113379 FRANK BOUCHER CHEVROLET CADIL 8600 WASHINGTON AVE RACINE WI 53406-3784 2628861010	LAC SA	Odometer Reading: 58,445 MI Authorization Code: R
Process Date: 01/06/2011		~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~
Transaction Type:		
ZREGRegular Vehicle Transaction Transaction Expense Category:		
Warranty Customer Complaint Code:		
0324-Engine/Fuel/Exhaust - Excessive Fuel Consumption		
Job Card Line #: 1	Transaction Adjustment:	- Cause Code: 6023-Module/Component Foreign Material
Labour Op J7555-Install AFM Oil Deflecto	•	nder
Causal Part Number 0000000008886 ⁻ → <u>See other Parts and/or Net Items</u>	1802-CLEANER,F/INJR16OZL	IQUIDPO Line Total: USD 255.68
Job Card Date: 10/11/2010		Job Card Number: 201764
Repair Service Agent: 192113		Odometer Reading: 55,252 M
AJR INTERNATIONAL 300 REGENCY DRIVE GLENDALE HEIGHTS IL 60139-2283		Authorization Code: A
Process Date: 10/29/2010		
Transaction Type: ZREG-–-Regular Vehicle Transaction		
Transaction Expense Category: Policy		
Customer Complaint Code: 0290-Audio/Entertainment/Navigation - O issues	ther	
Job Card Line #: 1	Transaction Adjustment:	Cause Code: 6017-Module/Component
Labour Op R0754-RADIO RECEIVER-RE Causal Part Number 000000000019116		- Broken
→ <u>See other Parts and/or Net Items</u>		Line Total: USD 173.78
Job Card Date: 10/11/2010		Job Card Number: 395071
Repair Service Agent: 113379 FRANK BOUCHER CHEVROLET CADIL 8600 WASHINGTON AVE RACINE WI 53406-3784 2628861010	LAC SA	Odometer Reading: 55,252 M Authorization Code:
Process Date: 10/27/2010		
Transaction Type: ZREGRegular Vehicle Transaction		
Transaction Expense Category:		
Warranty Customer Complaint Code: 0325-Engine/Fuel/Exhaust - Excessive Oil Consumption		
Excessive on consumption		

Labour Op J7555-Install AFM Oil Deflector and Clear	Carbon from Cylinder
Causal Part Number 000000000012639759-DEFLE	CTOR-OILPRESSRLFVLV
→ <u>See other Parts and/or Net Items</u>	
Job Card Date: 10/11/2010	Job Card

Repair Service Agent: 113379 FRANK BOUCHER CHEVROLET CADILLAC SA 8600 WASHINGTON AVE RACINE WI 53406-3784 2628861010

Number: 395071

Line Total: USD 577.20

Odometer Reading: 55,252 MI Authorization Code: Process Date: 10/27/2010 Transaction Type: ZREG----Regular Vehicle Transaction Transaction Expense Category: Warranty Customer Complaint Code: 0325-Engine/Fuel/Exhaust - Excessive Oil Consumption Job Card Line #: 6 Transaction Adjustment: Full Debit Cause Code: 9090-Other - Field Action / Tech Bulletin Labour Op J7555-Install AFM Oil Deflector and Clean Carbon from Cylinder Causal Part Number 00000000012639759-DEFLECTOR-OILPRESSRLFVLV

→See other Parts and/or Net Items

Line Total: USD 503.20

Odometer Reading: 55,252 MI

Authorization Code:

Job Card Date: 10/11/2010

Job Card Number: 395071

Repair Service Agent: 113379 FRANK BOUCHER CHEVROLET CADILLAC SA 8600 WASHINGTON AVE RACINE WI 53406-3784 2628861010

Process Date: 10/27/2010 Transaction Type: ZREG----Regular Vehicle Transaction Transaction Expense Category: Warranty Customer Complaint Code: 0325-Engine/Fuel/Exhaust - Excessive Oil Consumption Job Card Line #: 6 Transaction Adjustment: Cause Code: 9090-Other - Field Action / Tech Bulletin

Labour Op J7555-Install AFM Oil Deflector and Clean Carbon from Cylinder Causal Part Number 00000000012639759-DEFLECTOR-OILPRESSRLFVLV Line Total: USD 503.20 →See other Parts and/or Net Items

Job Card Date: 10/11/2010

Job Card Number: 395071

Repair Service Agent: 113379 FRANK BOUCHER CHEVROLET CADILLAC SA 8600 WASHINGTON AVE RACINE WI 53406-3784 2628861010

Odometer Reading: 55,252 MI Authorization Code:

Process Date: 10/14/2010 Transaction Type: ZREG----Regular Vehicle Transaction

Customer Complaint Code: 0190-Drivability - Other issues	
-	Cause Code: 6061-Module/Component - Leaks
Labour Op F1602-Front Drive Axle Inner Shaft Seal and Inne	
Causal Part Number 00000000015801507-SEAL,FRTDR	
→ <u>See other Parts and/or Net Items</u>	Line Total: USD 132.40
Job Card Date: 10/11/2010	Job Card Number: 395071
Repair Service Agent: 113379	Odometer Reading: 55,252 M
FRANK BOUCHER CHEVROLET CADILLAC SA 8600 WASHINGTON AVE RACINE WI 53406-3784 2628861010	Authorization Code: A
Process Date: 10/20/2010	
Transaction Type: ZREGRegular Vehicle Transaction	
Transaction Expense Category: Policy	
Customer Complaint Code: 0221-Audio/Entertainment/Navigation - Audio	
Job Card Line #: 3 Transaction Adju	stment: Cause Code: 6579-Module/Component - Shortec
Labour Op R0760-Radio, Remove and Replace Causal Part Number	Line Total: USD 96.77
Job Card Date: 10/11/2010	Job Card Number: 395071
Repair Service Agent: 113379 FRANK BOUCHER CHEVROLET CADILLAC SA 8600 WASHINGTON AVE RACINE WI 53406-3784 2628861010	Odometer Reading: 55,252 M Authorization Code:
Process Date: 10/20/2010	
Transaction Type: ZREGRegular Vehicle Transaction	
Transaction Expense Category: Special Policy	
Customer Complaint Code: 0890-Interior - Other issues	
Job Card Line #: 2 Transaction Adjustment: ( Labour Op T5752-09239 - Replace Front or Rear Door Hand	Cause Code: 9090-Other - Field Action / Tech Bulletin lle Levers
Causal Part Number 00000000088880051-HANDLEKIT,	
→ <u>See other Parts and/or Net Items</u>	Line Total: USD 58.96

Repair Service Agent: 113379 FRANK BOUCHER CHEVROLET CADILLAC SA 8600 WASHINGTON AVE RACINE WI 53406-3784 2628861010 Odometer Reading: 43,989 MI Authorization Code: D8E6R7

Process Date: 02/08/2010		
Transaction Type:		
ZREGRegular Vehicle Transaction		
Transaction Expense Category: Warranty		
Customer Complaint Code: 0325-Engine/Fuel/Exhaust - Excessive ( Consumption	Dil	
Job Card Line #: 1	Transaction Adjustment:	
Labour Op J0517-Head, Cylinder - Both Causal Part Number 00000000001261	•	Damaged/Cracked
→ <u>See other Parts and/or Net Items</u>		Line Total: USD 2,866.94
Job Card Date: 09/15/2009		Job Card Number: 375881
Repair Service Agent: 113379 FRANK BOUCHER CHEVROLET CADI 8600 WASHINGTON AVE RACINE WI 53406-3784 2628861010	LLAC SA	Odometer Reading: 38,381 MI Authorization Code:
Process Date: 09/25/2009	*****	
Transaction Type: ZREGRegular Vehicle Transaction		
Transaction Expense Category: Warranty		
Customer Complaint Code: 0000-Converted Claim		
	ransaction Adjustment:	Cause Code: 0000-Converted Claims
Labour Op J0301-Valve Rocker Arm Co Causal Part Number	ver Replacement - Leit Side	
→ <u>See other Parts and/or Net Items</u>		Line Total: USD 170.89
Job Card Date: 06/19/2009		Job Card Number: 029739
Repair Service Agent: 111754		Odometer Reading: 33,751 MI
A-F MOTORS, INC. 201 S MAIN ST ADAMS WI 53910-9371 6083393393		Authorization Code:
Process Date: 07/14/2009	مانىكى ئەرىپىلەر يەرىپىلەر يەرىپىلەر يەرىپىلەر يەرىپىلەر يەرىپىلەر يەرىپىلەر يەرىپىلەر يەرىپىلەر يەرىپىلەر يەرى	
Transaction Type: ZREGRegular Vehicle Transaction		
Transaction Expense Category: Warranty		
Customer Complaint Code: 0000-Converted Claim		
	ransaction Adjustment:	Cause Code: 0000-Converted Claims
Labour Op N0110-Battery Replacement Causal Part Number		

Job Card Date: 05/19/2009

Job Card Number: 370260

Repair Service Agent: 113379 FRANK BOUCHER CHEVROLET CADILLAC SA Odometer Reading: 32,371 MI Authorization Code:

3600 WASHINGTON AVE RACINE WI 53406-3784 2628861010	
Process Date: )5/29/2009	
Transaction Type: ZREGRegular Vehicle Transaction	
Transaction Expense Category: Narranty	
Customer Complaint Code: 0000-Converted Claim	
Job Card Line #: 1 Transaction Adjustment:	Cause Code: 0000-Converted Claims
Labour Op J9991-Customer Concern Not Duplicated - Engine Mechar Causal Part Number	nical
	Line Total: USD 28.33
Job Card Date: 05/19/2009	Job Card Number: 370260
Repair Service Agent: 113379 FRANK BOUCHER CHEVROLET CADILLAC SA 3600 WASHINGTON AVE RACINE WI 53406-3784 2628861010	Odometer Reading: 32,371 M Authorization Code:
Process Date: )5/29/2009	
Transaction Type:	
7PEC Regular Vehicle Transaction	
ZREGRegular Vehicle Transaction Transaction Expense Category:	
Transaction Expense Category: Narranty Customer Complaint Code:	
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Transaction Expense Category: Narranty Customer Complaint Code: 2000-Converted Claim Job Card Line #: 2 Transaction Adjustment: Labour Op N4000-Element And/Or Knob, Cigarette Lighter - Replace	Cause Code: 0000-Converted Claims
Transaction Expense Category: Narranty Customer Complaint Code: 2000-Converted Claim Job Card Line #: 2 Transaction Adjustment:	
Transaction Expense Category: Warranty Customer Complaint Code: 2000-Converted Claim Job Card Line #: 2 Transaction Adjustment: Labour Op N4000-Element And/Or Knob, Cigarette Lighter - Replace Causal Part Number	Cause Code: 0000-Converted Claims Line Total: USD 22.32
Transaction Expense Category: Narranty Customer Complaint Code: D000-Converted Claim Job Card Line #: 2 Transaction Adjustment: Labour Op N4000-Element And/Or Knob, Cigarette Lighter - Replace Causal Part Number →See other Parts and/or Net Items Job Card Date: 05/19/2009	Line Total: USD 22.32 Job Card Number: 370260
Transaction Expense Category: Narranty Customer Complaint Code: D000-Converted Claim Job Card Line #: 2 Transaction Adjustment: Labour Op N4000-Element And/Or Knob, Cigarette Lighter - Replace Causal Part Number →See other Parts and/or Net Items	Line Total: USD 22.32 Job Card Number: 370260 Odometer Reading: 32,371 M
Transaction Expense Category: Narranty Customer Complaint Code: D000-Converted Claim Job Card Line #: 2 Transaction Adjustment: Labour Op N4000-Element And/Or Knob, Cigarette Lighter - Replace Causal Part Number →See other Parts and/or Net Items Job Card Date: 05/19/2009 Repair Service Agent: 113379 FRANK BOUCHER CHEVROLET CADILLAC SA 3600 WASHINGTON AVE RACINE WI 53406-3784	Line Total: USD 22.32 Job Card Number: 370260 Odometer Reading: 32,371 M
Transaction Expense Category: Narranty Customer Complaint Code: D000-Converted Claim Job Card Line #: 2 Transaction Adjustment: Labour Op N4000-Element And/Or Knob, Cigarette Lighter - Replace Causal Part Number →See other Parts and/or Net Items Job Card Date: 05/19/2009 Repair Service Agent: 113379 FRANK BOUCHER CHEVROLET CADILLAC SA 3600 WASHINGTON AVE RACINE WI 53406-3784 2628861010 Process Date: D5/29/2009 Transaction Type:	Line Total: USD 22.32 Job Card Number: 370260
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Job Card Date: 01/21/2008

Job Card Number: 517030

Repair Service Agent: 164674 KENOSHA CHEVROLET 8200 120TH AVE KENOSHA WI 53142-7334 2628574827	Odome	eter Reading: 13,033 MI Authorization Code:
Process Date: 01/25/2008 Transaction Type: ZREGRegular Vehicle Transaction Transaction Expense Category:		
	ransaction Adjustment: Cause Code: ncement - Engine Control Module Reprogram with	0000-Converted Claims
Causal Part Number		
		Line Total: USD 55.00
Job Card Date: 01/21/2008	Job Card Number	: 517030
Repair Service Agent: 164674 KENOSHA CHEVROLET 8200 120TH AVE KENOSHA WI 53142-7334 2628574827	Odomo	eter Reading: 13,033 MI Authorization Code:
	Transaction Adjustment: Cause Code: ate - Reprogram BCM, RCDLR, and RKE Transmitt	0000-Converted Claims ters
		Line Total: USD 86.43
Job Card Date: 01/11/2008	Job Card Number	: 516597
Repair Service Agent: 164674 KENOSHA CHEVROLET 8200 120TH AVE KENOSHA WI 53142-7334 2628574827	Odome	eter Reading: 12,693 MI Authorization Code: B
Process Date: 01/18/2008 Transaction Type: ZREGRegular Vehicle Transaction Transaction Expense Category: Customer Complaint Code:		
Labour Op K9995-Customer Concern N	Transaction Adjustment: Cause Code: Iot Duplicated - Automatic Transmission	0000-Converted Claims
Causal Part Number		Line Total: USD 23.57

Job Card Date: 01/11/2008

Job Card Number: 516597

Odometer Reading: 12,693 MI

ENOSHA CHEVROLET 200 120TH AVE ENOSHA WI 53142-7334 628574827		Authorization Code:
rocess Date: 1/18/2008		*****
ransaction Type:		
REGRegular Vehicle Transactio	n	
ransaction Expense Category: customer Complaint Code:		
000-Converted Claim		
ob Card Line #: 2	Transaction Adjustment:	Cause Code: 0000-Converted Claims
abour Op B1791-Rear Window Wa Causal Part Number	sher Nozzle Replacement	
		Line Total: USD 23.57
Job Card Date: 10/02/2007		Job Card Number: 509295
epair Service Agent: 164674		Odometer Reading: 8,937 M Authorization Code:
200 120TH AVE		Autonzaton odde.
ENOSHA WI 53142-7334 628574827		
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Global Warranty Management: Site Map

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# **#PIP4492S: Oil Consumption And/Or Exhaust Smoke -**Possible PCV Baffle Or Lifter Concern - (Nov 11, 2010)

Subject: Oil Consumption and/or Exhaust Smoke - Possible PCV Baffle or Lifter Concern

Models: 2009 Buick Lacrosse Super, Allure Super (Canada Only) 2004-2007 Buick Rainier 2004-2008 Cadillac CTS-V

2003-2011 Cadillac Escalade

2003-2007 Chevrolet Corvette

2009-2011 Chevrolet Colorado

2003-2011 Chevrolet Avalanche, Express, Silverado, Suburban, Tahoe

2006-2009 Chevrolet Impala

2006-2007 Chevrolet Monte Carlo

2003-2006 Chevrolet SSR

2003-2009 Chevrolet Trailblazer

2009-2011 GMC Canyon

2003-2009 GMC Envoy

2003-2011 GMC Savana, Sierra, Yukon

2003-2010 Hummer H2

2008-2010 Hummer H3

2005-2008 Pontiac Grand Prix

2008-2010 Pontiac G8

2005-2009 Saab 97x

With any of the following V8 Engine RPO Codes:

4.8L - L20, LR4, LY2

5.3L - L33, L59, LC9*, LH6*, LH8, LH9, LM7, LMF, LMG, LS4**, LY5

6.0L - L76*, L77, L96, LFA*, LQ4, LQ9, LS2, LY6, LZ1

6.2L - L92*, L94, L9H

*For 2007-2008 Full Size Trucks or 2008 Pontiac G8 with Engine RPO Code LC9, LH6, L76, L92, or LFA: If there is no sign of excessive oil in the intake manifold as described below, follow the latest version of 10-06-01-008 about sticking oil control rings and re-evaluate the oil consumption. Bulletin 10-06-01-008 does not apply to the Envoy, Rainier, Saab 97x, or Trail Blazer Models with Engine RPO Code LH6 because they have a different design oil pan and AFM pressure relief system.

**For Passenger Cars with Engine RPO LS4: Perform the PCV system inspection outlined below and refer to the latest version of PIP4814.

Notice: Passenger Cars with Engine RPOs LS3, LS7, LS9, and LSA are excluded from this PI because they have the PCV baffle built into the intake valley cover, rather than the valve cover so excessive lifter flow does not affect them in the same manner.



This PI was superseded to update model years. Please discard PIP4492R.

The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in this PI.

## Condition/Concern:

On rare occasions, some customers may complain of excessive oil consumption and/or blue exhaust smoke. Upon inspection, obvious oil will be found in the intake manifold and/or PCV vacuum tube if this PI applies.

### This may be the result of:

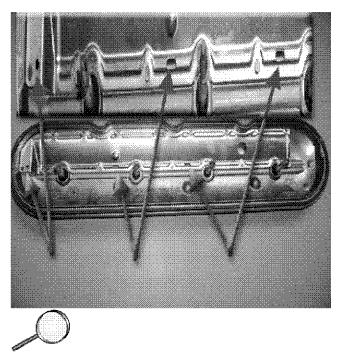
- A PCV fresh air hose that is pinched or restricted by plastic casting flash (this would normally be a concern since new, or shortly after engine repairs).
- Plugged PCV baffle drain holes in the valve cover that has the PCV vacuum pipe attached to it (this would normally be a concern at high mileage).
- An improperly sealed PCV valve cover baffle (this would normally be a concern since new, or shortly after valve cover replacement).
- Over-aggressive valve lifters (generally occurs at low mileage less than 10,000 miles or so).

### **Recommendation/Instructions:**

If bulletin 01-06-01-011 identifies excessive oil consumption but SI diagnosis does not isolate the cause of it, inspect the PCV vacuum pipe to see if obvious oil drips out of it and look through the throttle body opening to see if there is obvious standing oil in the bottom of the intake manifold (normally a 1/4 quart or more if this PI applies). If there is obvious oil in the PCV vacuum pipe or in the bottom of the intake, perform the steps below and re-evaluate the oil consumption concern:

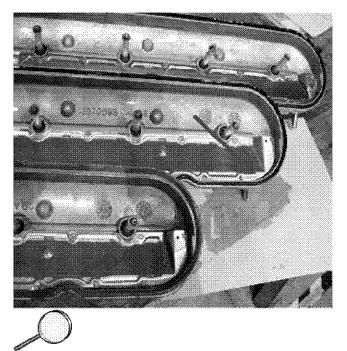
- 1. Inspect the fresh air hose/pipe and all related connections to make sure that no restrictions exist (plastic casting flash, pinched hose, etc.), which may cause excessive crankcase vacuum. Repair the restriction as necessary. Generally, the oil consumption would have been a concern since new, or shortly after engine repairs, if this is the root cause.
- 2. Inspect the PCV baffle drain holes shown below to see if they are plugged with hardened oil deposits. These are located in the valve cover that has the PCV vacuum pipe attached to it. If they are plugged, replace the valve cover; ensure that the customer is changing their oil according to the maintenance schedule in their owner's manual, and re-evaluate the concern. Generally, the oil consumption would not have appeared until several thousand miles accumulated if this is the root cause.

**Important:** If this step leads to valve cover replacement, perform step 3 on the replacement valve cover before installing it.



3. Inspect the PCV baffle to ensure that it is properly sealed to the valve cover by flipping it over and adding a little oil to the baffle to valve cover joint as shown below. The oil should stay in place as shown on the 2 outer valve covers below. If the oil drains into the PCV baffle as pointed out on the middle valve cover below, replace the valve cover. Generally, the oil consumption would have been present early in the life of the vehicle or shortly after valve cover replacement if this is the root cause.

**Important:** If this step leads to valve cover replacement, perform this step on the replacement valve cover before installing it.

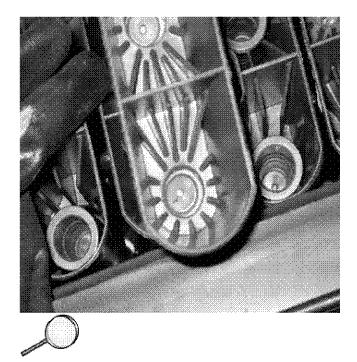


4. If there is no problem found above but there is obvious oil in the PCV vacuum pipe or bottom of the intake manifold, this may be the result of the PCV system ingesting excessive oil due

to an overaggressive lifter. Sometimes this may occur intermittently so inspecting the lifter flow may not always isolate the suspect lifter. If steps 1-3 above do not isolate the cause of excessive oil in the intake, replace all 8 lifters that are on the side of the engine that has the PCV vacuum pipe attached to the valve cover. It is not necessary to replace the 8 lifters on the other side of the engine.

**Important:** Drain/clean the oil out of the intake manifold and install the intake with new intake gaskets before releasing the vehicle to the customer. If this is not performed, the customer may return with an exhaust smoke complaint even though their oil consumption complaint may be repaired.

**Important:** Make sure that the replacement lifters do not have any sign of debris in the plunger area as shown in the bottom-center lifter below. If there is debris present, remove it with some light shop air. Do not stick anything in the plunger area to remove it such as a screwdriver.



Please follow this diagnostic or repair process thoroughly and complete each step. If the condition exhibited is resolved without completing every step, the remaining steps do not need to be performed.

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.



WE SUPPORT VOLUNTARY TECHNICIAN CERTIFICATION



mary.sontag@chevrolet.co m 01/21/2011 08:41 AM To abigail_blake@gmexpert.com cc bcc Subject Re: 71-910109789,

Hi Abigail -

Do not believe that I know about this one -- Option D. Let me know if you need anything else.

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).

*Mary Sontag* Customer Care and Aftersales GM - North Central Region

GM - North Central Region District Manager Aftersales PHONE: (608) 346-3670 FAX: (866) 870-2075 Toll Free VME: (800) 823-0055, box 8124

mary.sontag@chevrolet.com



THE WORLD'S BEST VEHICLES

From: abigail_blake@gmexpert.com To: mary.sontag@gm.com, tomasz.gosciniak@gm.com Date: 01/20/2011 12:40 PM Subject: 71-910109789,

RE: Customer Last Name: Service Request: 71-910109789 2007 Chevrolet Suburban Vehicle Identification Number: 1GNFK16327J Customer Relationship Specialist: Abigail Blake Telephone: (866) 790-5700 x 41015

Dear Ms. Sontag & Mr. Gosciniak:

This email is to follow up on my voice mail regarding Service Request 71-910109789 for customer The customer's vehicle is a 2007 Chevrolet Suburban with 58,445 miles. The VIN is 1GNFK16327. The customer has been working with Frank Boucher Chevrolet, Inc. in Racine, WI & A-F Motors, Inc. in Adams, WI.

The Technical Assistance Center has been involved in this case.

Due to time constraints, your response to this e-mail is required within 48 hours.

This is a Not in Suit Matter. This means a demand letter has been sent to our office by the customer's attorney indicating that the customer may pursue a lawsuit unless GM can resolve the customer's vehicle concern. We are reviewing this case for possible settlement in our Early Resolution program. The settlements offers can range from denial up to repurchase, depending on the severity of the concerns. Because of this, we would like you to review the following options:

A) I have information on this case that may assist in your review (please provide in your reply). I will review any repurchase or replacement offer before it is made. I would also like to be notified of the BRC decision to offer cash or other goodwill settlement.

B) I am not aware of this vehicle or customer's concerns. However, I will review any repurchase or replacement offer before it is made. I would also like to be notified of the BRC decision to offer cash or other goodwill settlement.

C) I have information on this case that may assist in your review (please provide in your reply). However, I agree to cede the final decision on this case to the Early Resolution program (You will be notified of the resolution after the settlement has been reached).

D) I am not aware of this vehicle or customer's concerns. I agree to cede the final decision on this case to the Early Resolution program (You will be notified of the resolution after the settlement has been reached).

*If a response is not received within 48 hours the default assumption is option "B".

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**

#### Demand Letter: January 14, 2011 Case Assessment Created: January 20, 2011 Latest Revision Date: January 25, 2011

#### All Fields Are Required

(Do not delete or modify any sections of this form)

SR: 71-910109789 By: Abigail Blake / BRC ML

Customer Last Name:Only customer's last name to be recorded.Do not include first name.Vehicle ID No.:In Service Date:1GNFK16327101/23/2007

Year, Make & Model: 2007 Chevrolet Suburban

Current Mileage: 58,445

Sale Type: Purchase X Lease N/A Other N/A

Lien holder: GMAC N/A Other X No Lien

Purchase Price of Vehicle: \$ 43,639.00

Was TAC contacted for this vehicle (Y/N)? : Yes

Attorney: Gregory H. Moss Esq. Firm: Krohn & Moss Ltd. Phone: (312) 578-9428 Ext 216 Fax: (866) 309-9458 Email: GMoss@consumerlawcenter.com 120 West Madison Street Floor 10 Chicago, Illinois 60602-4107 GM Legal File / BBB Case No.: NISM Negotiator: Abigail Blake / BRC ML

#### State: Wisconsin

Vehicle Purchased: BAC Code: New 164674

Vehicle Purchased Used on: N/A at odometer N/A

Dealer Name: Kenosha Chevrolet ****Terminated** – Is now Car Max****** CAM Name: Robert Johnson Phone Number: (630) 961-6817 Email: rob.johnson@gm.com DDMA/RCCDMA Name: N/A Office: N/A Cell: N/A Email: N/A

DDMA/RCCDMA requests involvement?: No

Service Manager Name: N/A Phone: (262) 857-4827 Fax: N/A Address: 8200 120th Avenue Kenosha, WI 53142-7334

Are there **additional** field personnel involved? If Yes, List the name, including role (DDMA/RCCDMA/DMS/RCCDPM, etc.) and phone number. Repeat as necessary.

DDMA: Mary Sontag (BAC 113379) Office: (262) 725-3554 Cell: (608) 346-3670 Email: mary.sontag@gm.com

DDMA: Tomaz Gosciniak (BAC 111754) Office: (630) 961-6329 Cell: N/A Email: tomasz.gosciniak@gm.com Are there **<u>additional</u>** dealerships involved? If Yes, List the dealership name, contact name, and phone number. Repeat as necessary.

Dealership: Frank Boucher Chevrolet, Inc. (BAC 113379) Service Manager: John Kaiser Phone: (262) 886-1010 Fax: (262) 886-0154 Address: 8600 Washington Avenue Racine, WI 53406-3784

Dealership: A-F Motors, Inc. (BAC 111754) Service Manager: Tim Wormet Phone: (608) 339-3392 Fax: (608) 339-9285 Address: 201 South Main Street Adams, WI 53910-9371

## If TAC was contacted, what did they say? (Include TAC case #)

71-902845981

TAC Recommendations -

"Recommended that he perform the carbon cleaning procedure listed in **10-06-01-008A** again Then change the oil and install oil die and return the vehicle to the customer for evaluation If the oil consumption does not change then locate where the oil is getting at and repair as necessary If the oil is getting in thought the intake follow **PIP4492S** Oil Consumption and/or Exhaust Smoke -Possible PCV Baffle or Lifter Concern".

If TAC was NOT contacted, why? (Ask Dealership DDMA/RCCDMA MUST be notified if TAC has not been involved, regardless of dealership explanation. N/A

## DDMA/RCCDMA/DMS/RCCDPM 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.

X <u>Verified:</u> <u>Once completed, please enter an "X" in this box to verify that the following</u> listing has been compared to GMVIS for accuracy.

X Verified: Once completed, please enter an "X" 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:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:		
N/A	N/A	N/A	N/A	N/A		
🛛 Engine	⊠ Engine/Fuel/Exhaust					
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:		
01/11/08	516597	*	12,693	Car Max		
				C/S There may be some radiator leaks. Possible smoke from that side, under the hood. / No Leaks – Inspection <b>found no leaks</b> at this time.		
05/19/09	370260	1	32,371	Frank Boucher Chevrolet, Inc.		

				C/S Oil level lamp on and low. Has been low for the last two oil changes. / None. – No oil leaks. Topped off system and started oil consumption test.
09/15/09	375881	1	38,381	Frank Boucher Chevrolet, Inc.
				C/S Oil level goes low before oil change time. (Sets low oil lamp) Consumption test started and confirmed. / Update. – Replaced left rocker cover.
11/17/09	378877	1	41,722	Frank Boucher Chevrolet, Inc.
				C/S Oil level lamp on. Had to add one quart and still low. / Checked the oil level – Oil level still one half quart down.
01/26/10	381557	1	43,989	Frank Boucher Chevrolet, Inc.
				C/S Consumption test results show excessive use. – Valves were nicked up. – Replaced heads per <b>bulletin</b> . Replaced both cylinder heads and valves.
				Parts came out of Charlotte. Were ordered 01/18/2010. Last head came in 01/25/2010.
				Rental vehicle provided – One Day
03/26/10	384870	1	46,588	Frank Boucher Chevrolet, Inc.
				C/S Low oil lamp came on. See History. / Checked the oil level - Oil level was down 1.5 quarts.
04/14/10	385836	1	47,381	Frank Boucher Chevrolet, Inc.
				C/S Oil consumption continues. Have added three quarts since repairs / Performed mobile one oil change.
07/07/10	389935	1	50,544	Frank Boucher Chevrolet, Inc.
				C/S Add engine oil lamp on. Consumption test in progress. See history. / Checked the oil level – Oil level was 2 quarts down.
10/11/10	395071	1	55,252	Frank Boucher Chevrolet, Inc.
				C/S Still has oil consumption issue. See <b>10-06-01-008A</b> / Special Ordered Part Install AFM Oil Deflector and Clean Carbon from Cylinder.
12/08/10	398241	1	57,538	Frank Boucher Chevrolet, Inc.
				C/S Continue oil consumption test See history. / Check for oil consumption. – Appears two quarts in 2,286 miles.
12/29/10	399062	3	58,445	Frank Boucher Chevrolet, Inc.
				C/S Appears to be using oil again. See History / Did carbon clean again per technical line. – Install APM oil deflector and clean carbon from cylinders. Technical Assistance Center case number <b>71-902845981</b>

<u>Restraints</u>

C0378. – Checked connector and reprogrammed transfer cas module PE. PIP3905C. (Program code 1AF5D) Test drove of reappear.         Bulletin not able to be found.         01/11/08       516597       1       12,693       Car Max         C/S When vehicle put into 4whigh the auto dot blinks. Inform reads service four wheel drive. Can tell four wheel drive did k Performed diagnostic. Found no codes present or history. Perfunction test on four wheel drive system. Passes all tests. Ch service bulletins, found none apply. – No repair. Operating designed at this time.         05/19/09       370260       *       32,371       Frank Boucher Chevrolet, Inc.         C/S Transmission fluid leaking. / Poor seal. – removed and re transmission pump seals and gaskets.	<u>ate:</u>	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
Date:         RO #:         Days Out:         Mileage:         Description of Complaint and Repair Performed:           N/A         N/A         N/A         N/A         N/A         N/A           STansmission         Example:         Days Out:         Mileage:         Description of Complaint and Repair Performed:           10/02/07         509295         1         8,944         Car Max           C/S Service four wheel drive light goes on and off. / Check or C0378. – Checked connector and reprogrammed transfer cas module PE. PIP3905C. (Program code 1AF5D) Test drove or reappear.           01/11/08         516597         1         12,693         Car Max           C/S When vehicle put into 4whigh the auto dot blinks. Inform reads service four wheel drive. Can tell four wheel drive did hereformed diagnostic. Found no codes present or history. Per function test on four wheel drive. Can tell four wheel drive did hereformed diagnostic. Found no codes present or history. Per function test on four wheel drive. Can tell four wheel drive did hereformed diagnostic. Found no codes present or history. Per function test on four wheel drive. System. Passes all tests. Cheservice bulletins, found none apply. – No repair. Operating designed at this time.           05/19/09         370260         *         32,371         Frank Boucher Chevrolet, Inc.           C/S Transmission fluid leaking. / Poor seal. – removed and re transmission pump seals and gaskets.         C/S Transmission fluid leaking. / Poor seal. – removed and re transmission pump seals and gaskets. <th>/A</th> <th>N/A</th> <th>N/A</th> <th>N/A</th> <th>N/A</th>	/A	N/A	N/A	N/A	N/A
N/A       N/A       N/A       N/A       N/A         Image:       Transmission       Date:       R0 #:       Days Out:       Mileage:       Description of Complaint and Repair Performed:       Image: Complaint and Repair Performed:         10/02/07       509295       1       8,944       Car Max         C/S Service four wheel drive light goes on and off. / Check compares and the complaint and reprogrammed transfer cas module PE. PIP3905C. (Program code 1AF5D) Test drove of reappear.       Bulletin not able to be found.         01/11/08       516597       1       12,693       Car Max         C/S When vehicle put into 4whigh the auto dot blinks. Inform reads service four wheel drive. Can tell four wheel drive did Performed diagnostic. Found no codes present or history. Period balletions, found none apply. – No repair. Operating designed at this time.         05/19/09       370260       *       32,371       Frank Boucher Chevrolet, Inc.         C/S Transmission fluid leaking. / Poor seal. – removed and re transmission pump seals and gaskets.       removed and re transmission pump seals and gaskets.         N/A       N/A       N/A       N/A       N/A         Date:       R0 #:       Days Out:       Mileage:       Description of Complaint and Repair Performed:         N/A       N/A       N/A       N/A       N/A       N/A         Date:       R0 #:       Da	] <u>Steering</u>	g			
☑ Transmission         Date:       RO #;       Days Out:       Mileage;       Description of Complaint and Repair Performed;         10/02/07       509295       1       8,944       Car Max         C/S Service four wheel drive light goes on and off. / Check cd CO378. – Checked connector and reprogrammed transfer cas module PE. PIP3905C. (Program code 1AF5D) Test drove cd reappear.         Bulletin not able to be found.         01/11/08       516597       1       12,693       Car Max         C/S When vehicle put into 4whigh the auto dot blinks. Inform reads service four wheel drive. Can tell four wheel drive did Performed diagnostic. Found no codes present or history. Perfunction test on four wheel drive system. Passes all tests. Ch service bulletins, found none apply. – No repair. Operating designed at this time.         05/19/09       370260       *       32,371       Frank Boucher Chevrolet, Inc. C/S Transmission fluid leaking. / Poor seal. – removed and re transmission pump seals and gaskets.         Date:       RO #:       Days Out:       Mileage:       Description of Complaint and Repair Performed;         N/A       N/A       N/A       N/A       N/A         Date:       RO #:       Days Out:       Mileage:       Description of Complaint and Repair Performed;         N/A       N/A       N/A       N/A       N/A       N/A         Difylogi       370260       *	<u>ate:</u>	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
Date:         RO #:         Days Out:         Mileage:         Description of Complaint and Repair Performed:           10/02/07         509295         1         8,944         Car Max           (C/S Service four wheel drive light goes on and off. / Check co C0378. – Checked connector and reprogrammed transfer cas module PE. PIP3905C. (Program code 1AF5D) Test drove of reappear.           01/11/08         516597         1         12,693         Car Max           01/11/08         516597         1         12,693         Car Max           05/19/09         370260         *         32,371         Frank Boucher Chevrolet, Inc.           (C/S Transmission fluid leaking. / Poor seal. – removed and re transmission pump seals and gaskets.         - nemoved and re transmission pump seals and gaskets.           (N/A         N/A         N/A         N/A           10/11/10         395071         *         32,371	/A	N/A	N/A	N/A	N/A
10/02/07       509295       1       8,944       Car Max         C/S Service four wheel drive light goes on and off. / Check co       C/S Service four wheel drive light goes on and off. / Check co         C0378. – Checked connector and reprogrammed transfer cas module PE. PIP3905C. (Program code 1AF5D) Test drove co reappear.       Bulletin not able to be found.         01/11/08       516597       1       12,693       Car Max         C/S When vehicle put into 4whigh the auto dot blinks. Inform reads service four wheel drive. Can tell four wheel drive did k Performed diagnostic. Found no codes present or history. Per function test on four wheel drive system. Passes all tests. Ch service bulletins, found none apply. – No repair. Operating designed at this time.         05/19/09       370260       *       32,371       Frank Boucher Chevrolet, Inc.         C/S Transmission fluid leaking. / Poor seal. – removed and re transmission pump seals and gaskets.       –         Date:       RO #:       Days Out:       Mileage:       Description of Complaint and Repair Performed:         N/A       N/A       N/A       N/A       N/A         Body/Trim	☐ <u>Transm</u>	ission			
C/S Service four wheel drive light goes on and off. / Check co         C0378. – Checked connector and reprogrammed transfer cas         module PE. PIP3905C. (Program code 1AF5D) Test drove co         reappear.         Bulletin not able to be found.         01/11/08       516597         516597       1         12,693       Car Max         C/S When vehicle put into 4whigh the auto dot blinks. Inform         reads service four wheel drive. Can tell four wheel drive vide la         Performed diagnostic. Found no codes present or history. Perfunction test on four wheel drive system. Passes all tests. Ch         service bulletins, found none apply. – No repair. Operating         designed at this time.         05/19/09       370260         *       32,371         Frank Boucher Chevrolet, Inc.         C/S Transmission fluid leaking. / Poor seal. – removed and re         transmission pump seals and gaskets.         N/A       N/A         N/A       N/A         N/A       N/A         Softypy       370260         *       32,371         Frank Boucher Chevrolet, Inc.         C/S Transmission pump seals and gaskets.         N/A       N/A         N/A       N/A         Softypy       370260	<u>ate:</u>	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
C0378. – Checked connector and reprogrammed transfer cas module PE. PIP3905C. (Program code 1AF5D) Test drove correappear.         Bulletin not able to be found.         01/11/08       516597       1       12,693       Car Max         C/S When vehicle put into 4whigh the auto dot blinks. Inform reads service four wheel drive. Can tell four wheel drive did k Performed diagnostic. Found no codes present or history. Per function test on four wheel drive system. Passes all tests. Ch service bulletins, found none apply. – No repair. Operating designed at this time.         05/19/09       370260       *       32,371       Frank Boucher Chevrolet, Inc.         C/S Transmission fluid leaking. / Poor seal. – removed and re transmission pump seals and gaskets.       C/S Transmission fluid leaking. / Poor seal. – removed and re transmission pump seals and gaskets.         Date:       RO#:       Days Out:       Mileage:       Description of Complaint and Repair Performed:         N/A       N/A       N/A       N/A       N/A         Date:       RO#:       Days Out:       Mileage:       Description of Complaint and Repair Performed:         05/19/09       370260       *       32,371       Frank Boucher Chevrolet, Inc.         C/S Cigarette lighter pops off. / Loose fit – Replaced lighter responder for the system.       C/S Cigarette lighter pops off. / Loose fit – Replaced lighter responder for handle.	0/02/07	509295	1	8,944	Car Max
01/11/08       516597       1       12,693       Car Max         C/S When vehicle put into 4whigh the auto dot blinks. Inform reads service four wheel drive. Can tell four wheel drive did k Performed diagnostic. Found no codes present or history. Perfunction test on four wheel drive system. Passes all tests. Che service bulletins, found none apply. – No repair. Operating designed at this time.         05/19/09       370260       *       32,371       Frank Boucher Chevrolet, Inc. C/S Transmission fluid leaking. / Poor seal. – removed and re transmission pump seals and gaskets.         Date:       RO #:       Days Out:       Mileage:       Description of Complaint and Repair Performed:         N/A       N/A       N/A       N/A       N/A         Date:       RO #:       Days Out:       Mileage:       Description of Complaint and Repair Performed:         N/A       N/A       N/A       N/A       N/A       N/A         Date:       RO #:       Days Out:       Mileage:       Description of Complaint and Repair Performed:         N/A       N/A       N/A       N/A       N/A       N/A         Display:       Time Boucher Chevrolet, Inc.       C/S Cigarette lighter pops off. / Loose fit – Replaced lighter rest or handle.         10/11/10       395071       *       55,252       Frank Boucher Chevrolet, Inc.         C/S Inside chrome handle peeling. / Bulletin. –					C/S Service four wheel drive light goes on and off. / Check codes. Four C0378. – Checked connector and reprogrammed transfer case control module PE. <b>PIP3905C</b> . (Program code 1AF5D) Test drove code didn't reappear.
05/19/09       370260       *       32,371       Frank Boucher Chevrolet, Inc.         05/19/09       10/11/10       N/A       N/A       N/A       N/A         10/11/10       395071       *       32,371       Frank Boucher Chevrolet, Inc.         0/S Cigarette lighter pops off. / Loose fit – Replaced lighter nor replaced lighter r					Bulletin not able to be found.
reads service four wheel drive. Can tell four wheel drive did k         Performed diagnostic. Found no codes present or history. Per         function test on four wheel drive system. Passes all tests. Ch         service bulletins, found none apply. – No repair. Operating         designed at this time.         05/19/09       370260       *       32,371       Frank Boucher Chevrolet, Inc.         C/S Transmission fluid leaking. / Poor seal. – removed and re         transmission pump seals and gaskets.         Date:       RO #:       Days Out:       Mileage:       Description of Complaint and Repair Performed:         N/A       N/A       N/A       N/A       N/A         Date:       RO #:       Days Out:       Mileage:       Description of Complaint and Repair Performed:         Doty/Trim       Image:       Description of Complaint and Repair Performed:       C/S Cigarette lighter pops off. / Loose fit – Replaced lighter re         10/11/10       395071       *       55,252       Frank Boucher Chevrolet, Inc.         C/S Inside chrome handle peeling. / Bulletin. – Insta door handle.       C/S Inside chrome handle peeling. / Bulletin. – Insta	1/11/08	516597	1	12,693	Car Max
C/S Transmission fluid leaking. / Poor seal. – removed and retransmission pump seals and gaskets.         Axle         Date:       RO #:       Days Out:       Mileage:       Description of Complaint and Repair Performed:         N/A       N/A       N/A       N/A       N/A         Body/Trim       Date:       RO #:       Days Out:       Mileage:       Description of Complaint and Repair Performed:         05/19/09       370260       *       32,371       Frank Boucher Chevrolet, Inc.         10/11/10       395071       *       55,252       Frank Boucher Chevrolet, Inc.         C/S Inside chrome handle peeling. / Bulletin. – Instadoor handle.       C/S Inside chrome handle peeling. / Bulletin. – Instadoor handle.					C/S When vehicle put into 4whigh the auto dot blinks. Information cen reads service four wheel drive. Can tell four wheel drive did kick in. / Performed diagnostic. Found no codes present or history. Performed function test on four wheel drive system. Passes all tests. Checked for service bulletins, found none apply. – <b>No repair. Operating as</b> <b>designed</b> at this time.
Axle       Date:       RO #:       Days Out:       Mileage:       Description of Complaint and Repair Performed:         N/A       N/A       N/A       N/A       N/A       N/A         Body/Trim       Enderse       Enderse       Enderse       Enderse         Date:       RO #:       Days Out:       Mileage:       Description of Complaint and Repair Performed:         Date:       RO #:       Days Out:       Mileage:       Description of Complaint and Repair Performed:         05/19/09       370260       *       32,371       Frank Boucher Chevrolet, Inc.         10/11/10       395071       *       55,252       Frank Boucher Chevrolet, Inc.         C/S Inside chrome handle peeling. / Bulletin. – Instadoor handle.       C/S Inside chrome handle peeling. / Bulletin. – Instadoor handle.	5/19/09	370260	*	32,371	Frank Boucher Chevrolet, Inc.
Date:       RO #:       Days Out:       Mileage:       Description of Complaint and Repair Performed:         N/A       N/A       N/A       N/A       N/A         Body/Trim       Days Out:       Mileage:       Description of Complaint and Repair Performed:         Date:       RO #:       Days Out:       Mileage:       Description of Complaint and Repair Performed:         05/19/09       370260       *       32,371       Frank Boucher Chevrolet, Inc.         10/11/10       395071       *       55,252       Frank Boucher Chevrolet, Inc.         C/S Inside chrome handle peeling. / Bulletin. – Instadoor handle.       C/S Inside chrome handle peeling. / Bulletin. – Instadoor handle.					C/S Transmission fluid leaking. / Poor seal. – removed and replaced transmission pump seals and gaskets.
N/A       N/A       N/A       N/A       N/A         Body/Trim       Date:       RO #:       Days Out:       Mileage:       Description of Complaint and Repair Performed:         05/19/09       370260       *       32,371       Frank Boucher Chevrolet, Inc.         10/11/10       395071       *       55,252       Frank Boucher Chevrolet, Inc.         C/S Inside chrome handle peeling. / Bulletin. – Instadoor handle.       C/S Inside chrome handle peeling. / Bulletin. – Instadoor handle.	Axle				
Body/Trim         Date:       RO #:       Days Out:       Mileage:       Description of Complaint and Repair Performed:         05/19/09       370260       *       32,371       Frank Boucher Chevrolet, Inc.         10/11/10       395071       *       55,252       Frank Boucher Chevrolet, Inc.         10/11/10       395071       *       55,252       Frank Boucher Chevrolet, Inc.         C/S Inside chrome handle peeling. / Bulletin. – Instadoor handle.       State Complaint and Repair Performed:	ate:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
Date:       RO #:       Days Out:       Mileage:       Description of Complaint and Repair Performed:         05/19/09       370260       *       32,371       Frank Boucher Chevrolet, Inc.         10/11/10       395071       *       55,252       Frank Boucher Chevrolet, Inc.         10/11/10       395071       *       55,252       Frank Boucher Chevrolet, Inc.         C/S Inside chrome handle peeling. / Bulletin. – Instadoor handle.       Instadoor handle.	/A	N/A	N/A	N/A	N/A
05/19/09       370260 *       32,371       Frank Boucher Chevrolet, Inc.         C/S Cigarette lighter pops off. / Loose fit – Replaced lighter re         10/11/10       395071 *       55,252         Frank Boucher Chevrolet, Inc.         C/S Inside chrome handle peeling. / Bulletin. – Instadoor handle.	] <u>Body/T</u> i	<u>rim</u>			
C/S Cigarette lighter pops off. / Loose fit – Replaced lighter re 10/11/10 395071 * 55,252 Frank Boucher Chevrolet, Inc. C/S Inside chrome handle peeling. / <b>Bulletin.</b> – Insta door handle.	<u>ate:</u>	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
10/11/10       395071 *       55,252       Frank Boucher Chevrolet, Inc.         C/S Inside chrome handle peeling. / Bulletin. – Instadoor handle.	5/19/09	370260	*	32,371	Frank Boucher Chevrolet, Inc.
C/S Inside chrome handle peeling. / Bulletin. – Insta door handle.					C/S Cigarette lighter pops off. / Loose fit – Replaced lighter retainer.
door handle.	0/11/10	395071	*	55,252	Frank Boucher Chevrolet, Inc.
					C/S Inside chrome handle peeling. / <b>Bulletin.</b> – Install 2 fitt door handle.
	] <u>Chassis</u>	<u>i</u>			
Date: RO #: Days Out: Mileage: Description of Complaint and Repair Performed:	<u>ate:</u>	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
N/A N/A N/A N/A	/A	N/A	N/A	N/A	N/A

Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
06/19/09	029739	1	33,751	A-F Motors Inc.
				C/S The starter will not operate without boosting the battery. / Test battery. Test code: 071QL-S6 – Replace battery. Replaced battery and tested alternator. Alternator okay at this time.
11/19/09	215156	1	41,750	Frank Boucher Chevrolet, Inc.
				C/S Tire pressure light is on the dash. / Inoperable – Diagnosed and replaced right rear tire sensor. Relearned tire pressure monitor.
10/11/10	395071	*	55,252	Frank Boucher Chevrolet, Inc.
				C/S Compact disc will not always eject. / Electrical Radio. Removed, Replaced.
□ <u>Glass</u>				
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
01/11/08	516597	*	12,693	Car Max
				C/S Rear washer not spraying. / Performed inspection. Found rear washer inoperable. Traced lines. Found open in line near front under hood junction block. Repair rear washer pipe. Retest. Okay. – Washer pipe blocked.
□ <u>HVAC</u>				
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
N/A	N/A	N/A	N/A	N/A
□ <u>Paint</u>				
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
N/A	N/A	N/A	N/A	N/A
🗌 Suspei	nsion			
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
N/A	N/A	N/A	N/A	N/A
	/Tires			
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
<u>11/19/09</u>	215156	*	41,750	Frank Boucher Chevrolet, Inc.
, _,, ~, ~, ~,			,,	C/S Install four General grabber HTS tires on the vehicle with tire protection plan. / Customer Request – Mount and balance four tires. Tire protection plan on the purchase of four tires. Performed front wheel alignment. Adjusted the front camber canister and toe. Centered steering wheel. Advised on brakes when doing the tires. There are 9 millimeters left on the front brake pads and 8 millimeters left on the rear.

## Customer Pay: \$810.01.

Recalls / Campaigns					
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:	
10/02/07	509295	*	8,944	Car Max	
				C/S Open recalls on vehicle. <b>Customer will reschedule</b> . / Customer is aware of recalls. Customer does not have time to stay and have done today. – Customer will call to schedule to have recalls done.	
□ <u>Other</u>					
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:	
10/02/07	509295	*	8,944	Car Max	
				C/S Provide oil change package. / <b>Maintenance</b> - Provided oil change package.	
01/11/08	516597	*	12,693	Car Max	
				C/S Provide oil change package. / Maintenance - Provided oil change package.	
01/11/08	516597	*	12,693	Car Max	
				C/S Provide tire rotation package. / Maintenance – Provided tire rotation package.	
09/15/09	375881	*	38,381	Frank Boucher Chevrolet, Inc.	
				C/S Perform lube oil and filter change with 12 point inspection. / Maintenance - Performed lube oil and filter change with 12 point inspection.	
04/14/10	385836	*	47,381	Frank Boucher Chevrolet, Inc.	
				C/S Provide Mobile One oil change. / Maintenance – Provided Mobile One oil change.	
09/29/10	394480	*	54,658	Frank Boucher Chevrolet, Inc.	
				C/S Perform lube oil and filter change with 12 point inspection. / <b>Maintenance</b> - Performed lube oil and filter change with 12 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 co	ollision)? N/A
Are the RO's attached if the vehicle was in an accident? (Y	
Has the customer filed any insurances claims on this Vehicl If Yes obtain the following information below	l <b>e? (Y or N)</b> <u>No</u> N/A
Insurance Company:	N/A
Insurance Rep :	N/A
(First and Last Name)	N/A
Phone #	N/A
Claim Made? (Y or N):	No
Claim Status:	N/A
Pending/Denied/NA	N/A
Claim #	N/A
Did Insurance Company refer customer to GM? (Y or N)	No
If Yes. Did the insurance company deny the claim? (Y or N)	No
AFTERMARKET MODIFICATIONS: Are there any Aftermarket Modifications to the Vehicle? (Y	or N) <u>No</u>
-	N/A
If "Yes" to aftermarket, please list: Be sure to note retailer installed or third party installed as well as date an known. Repeat as necessary. Include the name of the third party installer.	
Have you confirmed modification with the dealership? (Y or	r N) Yes
PERTINENT FACTS FROM All SR's RELATED TO TH	IS VIN:
71-825457214 - Customer Assistance Center Concern: Engine - General (Oil Consumption) Date & Offer/Result: 05/18/2010, No Goodwill Provided, Pend E	Diagnosis/Customer Action

## 71-902845981 - Technical Assistance Center

**Concern:** Engine - General (Oil Consumption) **Date & Offer/Result:** 12/30/2010, No Goodwill Provided, Decarboned Engine and Released

N/A Concern: N/A Date & Offer/Result: N/A

## BBB PROGRAM SUMMARY ASSESSMENT: (Note: This section only applicable for ADR cases)

What State is BBB Case Filed In? Wisconsin

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) N/A

Unique GM Program Summary Requirements for Repurchase/Replacement in Applicable State:  $\ensuremath{\mathsf{N}/\mathsf{A}}$ 

Unique GM Program Summary Requirements for Repairs/Reimbursement for Past Repairs in Applicable State:

N/A

## **Customer/Plaintiff Seeks:**

Repurchase, Attorney Fees

## **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.

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 engine as evidenced by he excessive consumption of oil; 2. Defective transmission as evidence by fluid leaking; and 3. Any additional complaints made your client, whether or not they are contained in your company's records or on any deal or 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.

Note: This section only applicable for Legal cases							
Is Lemon Law Pled/Allege		Yes					
Under what State? Wisconsi	n	Claimed Presumptive? Yes					
Does Purchase Qualify? Yes		If not, why? N/A					
	State Pres	umption Is:					
<pre># of Visits for a Non-Conformity?</pre>	4	# of Days out of Service?	30				
# of visits for a Safety Complaint?	1	# of Visits Total?	N/A				
Must Complaint Continue to Exist?	Yes	Final Repair/Arbitration Required?	N/A				
Time Period for filing a Claim?	12 months						
		iring Presumptive Period) is					
<pre># of Visits for a Non-Conformity?</pre>	2	<pre># of Days out of Service?</pre>	2				
<pre># of visits for a Safety Complaint?</pre>	0	# of Visits Total?	2				
Complaint appears to Continue?	Yes	Final Repair/Arbitration Complete?	No				
Does History appear Presu	mptive:	Νο					
Vehicle Service Hi	storv (Durii	ng Limited Warranty Period	) is:				
<pre># of Visits for a Non-Conformity?</pre>	1	# of Days out of Service?	1				
,							
# of visits for a Safety Complaint?	0	# of Visits Total?	1				
# of visits for a Safety Complaint? Must Complaint Continue to Exist?	0 Yes						
Must Complaint Continue to Exist?	Yes	# of Visits Total? Final Repair or Arbitration Req'd?	1				
Must Complaint Continue to Exist? Related Repairs beyond N	Yes	<ul><li># of Visits Total?</li><li>Final Repair or Arbitration Req'd?</li><li>Yes</li></ul>	1 N/A				
Must Complaint Continue to Exist?	Yes	# of Visits Total? Final Repair or Arbitration Req'd?	1				
Must Complaint Continue to Exist? <b>Related Repairs beyond NV</b> Customer Pay? Additional Days out of Service?	Yes /LW: No	<ul> <li># of Visits Total?</li> <li>Final Repair or Arbitration Req'd?</li> <li>Yes</li> <li>If no, identify responsible party: Additional # of Repair Visits?</li> </ul>	1 N/A Warranty				
Must Complaint Continue to Exist? <b>Related Repairs beyond NV</b> Customer Pay? Additional Days out of Service? <b>Other Considerations:</b>	Yes /LW: No 13	<ul> <li># of Visits Total? Final Repair or Arbitration Req'd?</li> <li>Yes</li> <li>If no, identify responsible party: Additional # of Repair Visits?</li> <li>No</li> </ul>	1 N/A Warranty				
Must Complaint Continue to Exist? <b>Related Repairs beyond NV</b> Customer Pay? Additional Days out of Service? <b>Other Considerations:</b> Outcome/Findings of Arb/Final Repa	Yes /LW: No 13	<ul> <li># of Visits Total? Final Repair or Arbitration Req'd?</li> <li>Yes</li> <li>If no, identify responsible party: Additional # of Repair Visits?</li> <li>No</li> <li>N/A</li> </ul>	1 N/A Warranty				
Must Complaint Continue to Exist? <b>Related Repairs beyond NV</b> Customer Pay? Additional Days out of Service? <b>Other Considerations:</b>	Yes /LW: No 13	<ul> <li># of Visits Total? Final Repair or Arbitration Req'd?</li> <li>Yes</li> <li>If no, identify responsible party: Additional # of Repair Visits?</li> <li>No</li> </ul>	1 N/A Warranty				

## **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 DDMA/RCCDMA/DMS/RCCDPM/CAM:

Mary Sontag:

Do not believe that I know about this one -- Option D. Let me know if you need anything else. 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).

## Tomasz Gosciniak:

Option 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).

## Pertinent vehicle information provided by dealer Service Manager:

Tim Wormet - A-F Motors, Inc.:

I have that vehicle in here under that first name but a different last name. She must have gotten married. The vehicle was only in here one time for a battery. She was traveling. The vehicle was not sold here. I am not aware of and aftermarket items, insurance claims or collisions regarding this vehicle.

John Kaiser - Frank Boucher Chevrolet, Inc.:

On repair order 378877 we checked the oil level, it was still one half quart down. On repair order 384870 we checked oil level, the level was down 1.5 quarts. On repair order 389935 we checked the oil level, it was 2 quarts down. There were not any aftermarket items through us. We do not have information on Collision or Insurance Claims.

## Identify at least three main strengths of the customer's case?

There were nine repair attempts with in the limited power train warranty / bumper to bumper limited warranty for oil consumption.

## Identify at least three main weaknesses of the customer's case?

There have not been four repair attempts toward the same non-conformity with in presumption.

## Are there any considerations to be made under other applicable laws? (Explain in detail)

Uniform Commercial Code Magnuson Moss Warranty Act

## **Recommendation:**

Minimal Cash Settlement to offset customer inconvenience. \$4,000-\$6,000 Inclusive.

## **Rationale:**

Although there have not been four repair attempts toward the same non-conformity with in presumption, there were nine repair attempts with in the limited power train warranty / bumper to bumper limited warranty for oil consumption. Even thought the consumer said that they had added oil during the oil consumption test, the oil level was still lower than specification.

## Settlement/Defense Strategy:

Cash Settlement \$4,000-\$6,000 Inclusive. (\$4,000, \$4,500, \$5,000,\$5,500, \$6,000) Please see rationale above for Defense.

# 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: N/ Inclusive Offer: N/	/Α	Settlement Type: Repurchase Date: 01/14/11	Countered NISM
CRS Intial Offer: Amount to Plaintiff/Atty: N/ Inclusive Offer: N/		Settlement Type: N/A Date: N/A	N/A
Plaintiff Counter:: Amount to Plaintiff/Atty: N/ Inclusive Offer: N/		Settlement Type: N/A Date: N/A	N/A
CRS Counter: Amount to Plaintiff/Atty: N/ Inclusive Offer: N/		Settlement Type: N/A Date: N/A	N/A
PLAINTIFF Final Offer:Amount to Plaintiff/Atty:N/Inclusive Offer:N/		Settlement Type: N/A Date: N/A	N/A
CRS Final Offer: Amount to Plaintiff/Atty: N/ Inclusive Offer: N/		Settlement Type: N/A Date: N/A	N/A

## 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: N/A	Settle case: N/A
Settlement Type: N/A		Attorney Fees (if applicable):
		N/A
Recommendation of Field:	Arbitrate case: N/A	Settle case: N/A
Settlement Type: N/A		Attorney Fees (if applicable):
		N/A
Final Decision:	Arbitrate case: N/A	Settle case: N/A
Settlement Type: N/A		Attorney Fees (if applicable):
		N/A

TEAM LEAD APPROVING:

Patricia McNair

**Date:** 01/20/11

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

January 27, 2011

Gregory H. Moss, Esq. Krohn & Moss Ltd. 120 West Madison Street Floor 10 Chicago, Illinois 60602-4107

RE:

Service Request: 71-910109789 2007 Chevrolet Suburban Vehicle Identification Number: 1GNFK16327J Customer Relationship Specialist: Abigail

Dear Mr. Moss:

We regret that your client(s) is dissatisfied with her 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 \$ 4,000.00

The above offer is inclusive of any and all costs, fees, expenses, and attorney's fees, known or unknown, that are associated with the above-referenced vehicle and is contingent upon receipt of a copy of the current 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 <u>separately from all other settlement documents</u>. 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.

Page 2

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

Client's Signature

Date

Date

## **RELEASE OF CLAIM**

I. (hereinafter referred to as "Releasor(s)"), on behalf of myself/ourselves and my/our assigns, heirs and executors, in consideration of \$4,000.00 paid by General Motors 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 1GNFK16327J ("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 Releases, 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 _____

by	Sworn to (or affirmed) and subscribed before me this day of	, 20,
	Signature of Notary Public	
	Print, type or stamp Commissioned Name of Notary Public	
	Personally KnownOR Produced identification _	
	Type of identification	
	My commission expires:	

## **PRIVILEGED & CONFIDENTIAL - PREPARED FOR COUNSEL**

## **BRC CASE ASSESSMENT**

#### Demand Letter: January 14, 2011 Case Assessment Created: January 20, 2011 Latest Revision Date: January 27, 2011

## All Fields Are Required

(Do not delete or modify any sections of this form)

SR: 71-910109789 By: Abigail Blake / BRC ML

Customer Last Name:Only customer's last name to be recorded.Do not include first name.Vehicle ID No.:In Service Date:1GNFK16327101/23/2007

Year, Make & Model: 2007 Chevrolet Suburban

Current Mileage: 58,445

Sale Type: Purchase X Lease N/A Other N/A

Lien holder: GMAC N/A Other X No Lien

Purchase Price of Vehicle: \$ 43,639.00

Was TAC contacted for this vehicle (Y/N)? : Yes

Attorney: Gregory H. Moss Esq. Firm: Krohn & Moss Ltd. Phone: (312) 578-9428 Ext 216 Fax: (866) 309-9458 Email: GMoss@consumerlawcenter.com 120 West Madison Street Floor 10 Chicago, Illinois 60602-4107 GM Legal File / BBB Case No.: NISM Negotiator: Abigail Blake / BRC ML

#### State: Wisconsin

Vehicle Purchased: BAC Code: New 164674

Vehicle Purchased Used on: N/A at odometer N/A

Dealer Name: Kenosha Chevrolet ****Terminated** – Is now Car Max** CAM Name: Robert Johnson Phone Number: (630) 961-6817 Email: rob.johnson@gm.com DDMA/RCCDMA Name: N/A Office: N/A Cell: N/A Email: N/A

DDMA/RCCDMA requests involvement?: No

Service Manager Name: N/A Phone: (262) 857-4827 Fax: N/A Address: 8200 120th Avenue Kenosha, WI 53142-7334

Are there **additional** field personnel involved? If Yes, List the name, including role (DDMA/RCCDMA/DMS/RCCDPM, etc.) and phone number. Repeat as necessary.

DDMA: Mary Sontag (BAC 113379) Office: (262) 725-3554 Cell: (608) 346-3670 Email: mary.sontag@gm.com

DDMA: Tomaz Gosciniak (BAC 111754) Office: (630) 961-6329 Cell: N/A Email: tomasz.gosciniak@gm.com Are there **<u>additional</u>** dealerships involved? If Yes, List the dealership name, contact name, and phone number. Repeat as necessary.

Dealership: Frank Boucher Chevrolet, Inc. (BAC 113379) Service Manager: John Kaiser Phone: (262) 886-1010 Fax: (262) 886-0154 Address: 8600 Washington Avenue Racine, WI 53406-3784

Dealership: A-F Motors, Inc. (BAC 111754) Service Manager: Tim Wormet Phone: (608) 339-3392 Fax: (608) 339-9285 Address: 201 South Main Street Adams, WI 53910-9371

## If TAC was contacted, what did they say? (Include TAC case #)

71-902845981

TAC Recommendations -

"Recommended that he perform the carbon cleaning procedure listed in **10-06-01-008A** again Then change the oil and install oil die and return the vehicle to the customer for evaluation If the oil consumption does not change then locate where the oil is getting at and repair as necessary If the oil is getting in thought the intake follow **PIP4492S** Oil Consumption and/or Exhaust Smoke -Possible PCV Baffle or Lifter Concern".

If TAC was NOT contacted, why? (Ask Dealership DDMA/RCCDMA MUST be notified if TAC has not been involved, regardless of dealership explanation. N/A

## DDMA/RCCDMA/DMS/RCCDPM 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.

X <u>Verified:</u> <u>Once completed, please enter an "X" in this box to verify that the following</u> listing has been compared to GMVIS for accuracy.

X Verified: Once completed, please enter an "X" 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:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:		
N/A	N/A	N/A	N/A	N/A		
⊠ Engine/Fuel/Exhaust						
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:		
01/11/08	516597	*	12,693	Car Max		
				C/S There may be some radiator leaks. Possible smoke from that side, under the hood. / No Leaks – Inspection <b>found no leaks</b> at this time.		
05/19/09	370260	1	32,371	Frank Boucher Chevrolet, Inc.		

				C/S Oil level lamp on and low. Has been low for the last two oil changes. / None. – No oil leaks. Topped off system and started oil consumption test.
09/15/09	375881	1	38,381	Frank Boucher Chevrolet, Inc.
				C/S Oil level goes low before oil change time. (Sets low oil lamp) Consumption test started and confirmed. / Update. – Replaced left rocker cover.
11/17/09	378877	1	41,722	Frank Boucher Chevrolet, Inc.
				C/S Oil level lamp on. Had to add one quart and still low. / Checked the oil level – Oil level still one half quart down.
01/26/10	381557	1	43,989	Frank Boucher Chevrolet, Inc.
				C/S Consumption test results show excessive use. – Valves were nicked up. – Replaced heads per <b>bulletin</b> . Replaced both cylinder heads and valves.
				Parts came out of Charlotte. Were ordered 01/18/2010. Last head came in 01/25/2010.
				Rental vehicle provided – One Day
03/26/10	384870	1	46,588	Frank Boucher Chevrolet, Inc.
				C/S Low oil lamp came on. See History. / Checked the oil level - Oil level was down 1.5 quarts.
04/14/10	385836	1	47,381	Frank Boucher Chevrolet, Inc.
				C/S Oil consumption continues. Have added three quarts since repairs / Performed mobile one oil change.
07/07/10	389935	1	50,544	Frank Boucher Chevrolet, Inc.
				C/S Add engine oil lamp on. Consumption test in progress. See history. / Checked the oil level – Oil level was 2 quarts down.
10/11/10	395071	1	55,252	Frank Boucher Chevrolet, Inc.
				C/S Still has oil consumption issue. See <b>10-06-01-008A</b> / Special Ordered Part Install AFM Oil Deflector and Clean Carbon from Cylinder.
12/08/10	398241	1	57,538	Frank Boucher Chevrolet, Inc.
				C/S Continue oil consumption test See history. / Check for oil consumption. – Appears two quarts in 2,286 miles.
12/29/10	399062	3	58,445	Frank Boucher Chevrolet, Inc.
				C/S Appears to be using oil again. See History / Did carbon clean again per technical line. – Install APM oil deflector and clean carbon from cylinders. Technical Assistance Center case number <b>71-902845981</b>

<u>Restraints</u>

C0378. – Checked connector and reprogrammed transfer cas module PE. PIP3905C. (Program code 1AF5D) Test drove of reappear.         Bulletin not able to be found.         01/11/08       516597       1       12,693       Car Max         C/S When vehicle put into 4whigh the auto dot blinks. Inform reads service four wheel drive. Can tell four wheel drive did k Performed diagnostic. Found no codes present or history. Perfunction test on four wheel drive system. Passes all tests. Ch service bulletins, found none apply. – No repair. Operating designed at this time.         05/19/09       370260       *       32,371       Frank Boucher Chevrolet, Inc.         C/S Transmission fluid leaking. / Poor seal. – removed and re transmission pump seals and gaskets.	<u>ate:</u>	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
Date:         RO #:         Days Out:         Mileage:         Description of Complaint and Repair Performed:           N/A         N/A         N/A         N/A         N/A         N/A           STansmission         Example:         Days Out:         Mileage:         Description of Complaint and Repair Performed:           10/02/07         509295         1         8,944         Car Max           C/S Service four wheel drive light goes on and off. / Check or C0378. – Checked connector and reprogrammed transfer cas module PE. PIP3905C. (Program code 1AF5D) Test drove or reappear.           01/11/08         516597         1         12,693         Car Max           C/S When vehicle put into 4whigh the auto dot blinks. Inform reads service four wheel drive. Can tell four wheel drive did hereformed diagnostic. Found no codes present or history. Per function test on four wheel drive. Can tell four wheel drive did hereformed diagnostic. Found no codes present or history. Per function test on four wheel drive. Can tell four wheel drive did hereformed diagnostic. Found no codes present or history. Per function test on four wheel drive. System. Passes all tests. Cheservice bulletins, found none apply. – No repair. Operating designed at this time.           05/19/09         370260         *         32,371         Frank Boucher Chevrolet, Inc.           C/S Transmission fluid leaking. / Poor seal. – removed and re transmission pump seals and gaskets.         C/S Transmission fluid leaking. / Poor seal. – removed and re transmission pump seals and gaskets. <th>/A</th> <th>N/A</th> <th>N/A</th> <th>N/A</th> <th>N/A</th>	/A	N/A	N/A	N/A	N/A
N/A       N/A       N/A       N/A       N/A         Image:       Transmission       Date:       R0 #:       Days Out:       Mileage:       Description of Complaint and Repair Performed:       Image: Complaint and Repair Performed:         10/02/07       509295       1       8,944       Car Max         C/S Service four wheel drive light goes on and off. / Check compares and the complaint and reprogrammed transfer cas module PE. PIP3905C. (Program code 1AF5D) Test drove of reappear.       Bulletin not able to be found.         01/11/08       516597       1       12,693       Car Max         C/S When vehicle put into 4whigh the auto dot blinks. Inform reads service four wheel drive. Can tell four wheel drive did Performed diagnostic. Found no codes present or history. Period balletions, found none apply. – No repair. Operating designed at this time.         05/19/09       370260       *       32,371       Frank Boucher Chevrolet, Inc.         C/S Transmission fluid leaking. / Poor seal. – removed and re transmission pump seals and gaskets.       removed and re transmission pump seals and gaskets.         N/A       N/A       N/A       N/A       N/A         Date:       R0 #:       Days Out:       Mileage:       Description of Complaint and Repair Performed:         N/A       N/A       N/A       N/A       N/A       N/A         Date:       R0 #:       Da	] <u>Steering</u>	g			
☑ Transmission         Date:       RO #;       Days Out:       Mileage;       Description of Complaint and Repair Performed;         10/02/07       509295       1       8,944       Car Max         C/S Service four wheel drive light goes on and off. / Check cd CO378. – Checked connector and reprogrammed transfer cas module PE. PIP3905C. (Program code 1AF5D) Test drove cd reappear.         Bulletin not able to be found.         01/11/08       516597       1       12,693       Car Max         C/S When vehicle put into 4whigh the auto dot blinks. Inform reads service four wheel drive. Can tell four wheel drive did Performed diagnostic. Found no codes present or history. Perfunction test on four wheel drive system. Passes all tests. Ch service bulletins, found none apply. – No repair. Operating designed at this time.         05/19/09       370260       *       32,371       Frank Boucher Chevrolet, Inc. C/S Transmission fluid leaking. / Poor seal. – removed and re transmission pump seals and gaskets.         Date:       RO #:       Days Out:       Mileage:       Description of Complaint and Repair Performed;         N/A       N/A       N/A       N/A       N/A         Date:       RO #:       Days Out:       Mileage:       Description of Complaint and Repair Performed;         N/A       N/A       N/A       N/A       N/A       N/A         Difylogi       370260       *	<u>ate:</u>	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
Date:         RO #:         Days Out:         Mileage:         Description of Complaint and Repair Performed:           10/02/07         509295         1         8,944         Car Max           (C/S Service four wheel drive light goes on and off. / Check co C0378. – Checked connector and reprogrammed transfer cas module PE. PIP3905C. (Program code 1AF5D) Test drove of reappear.           01/11/08         516597         1         12,693         Car Max           01/11/08         516597         1         12,693         Car Max           05/19/09         370260         *         32,371         Frank Boucher Chevrolet, Inc.           (C/S Transmission fluid leaking. / Poor seal. – removed and re transmission pump seals and gaskets.         - nemoved and re transmission pump seals and gaskets.           (N/A         N/A         N/A         N/A           10/11/10         395071         *         32,371	/A	N/A	N/A	N/A	N/A
10/02/07       509295       1       8,944       Car Max         C/S Service four wheel drive light goes on and off. / Check co       C/S Service four wheel drive light goes on and off. / Check co         C0378. – Checked connector and reprogrammed transfer cas module PE. PIP3905C. (Program code 1AF5D) Test drove co reappear.       Bulletin not able to be found.         01/11/08       516597       1       12,693       Car Max         C/S When vehicle put into 4whigh the auto dot blinks. Inform reads service four wheel drive. Can tell four wheel drive did k Performed diagnostic. Found no codes present or history. Per function test on four wheel drive system. Passes all tests. Ch service bulletins, found none apply. – No repair. Operating designed at this time.         05/19/09       370260       *       32,371       Frank Boucher Chevrolet, Inc.         C/S Transmission fluid leaking. / Poor seal. – removed and re transmission pump seals and gaskets.       –         Date:       RO #:       Days Out:       Mileage:       Description of Complaint and Repair Performed:         N/A       N/A       N/A       N/A       N/A         Body/Trim	☐ <u>Transm</u>	ission			
C/S Service four wheel drive light goes on and off. / Check co         C0378. – Checked connector and reprogrammed transfer cas         module PE. PIP3905C. (Program code 1AF5D) Test drove co         reappear.         Bulletin not able to be found.         01/11/08       516597         516597       1         12,693       Car Max         C/S When vehicle put into 4whigh the auto dot blinks. Inform         reads service four wheel drive. Can tell four wheel drive vide la         Performed diagnostic. Found no codes present or history. Perfunction test on four wheel drive system. Passes all tests. Ch         service bulletins, found none apply. – No repair. Operating         designed at this time.         05/19/09       370260         *       32,371         Frank Boucher Chevrolet, Inc.         C/S Transmission fluid leaking. / Poor seal. – removed and re         transmission pump seals and gaskets.         N/A       N/A         N/A       N/A         N/A       N/A         Softypy       370260         *       32,371         Frank Boucher Chevrolet, Inc.         C/S Transmission pump seals and gaskets.         N/A       N/A         N/A       N/A         Softypy       370260	<u>ate:</u>	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
C0378. – Checked connector and reprogrammed transfer cas module PE. PIP3905C. (Program code 1AF5D) Test drove correappear.         Bulletin not able to be found.         01/11/08       516597       1       12,693       Car Max         C/S When vehicle put into 4whigh the auto dot blinks. Inform reads service four wheel drive. Can tell four wheel drive did k Performed diagnostic. Found no codes present or history. Per function test on four wheel drive system. Passes all tests. Ch service bulletins, found none apply. – No repair. Operating designed at this time.         05/19/09       370260       *       32,371       Frank Boucher Chevrolet, Inc.         C/S Transmission fluid leaking. / Poor seal. – removed and re transmission pump seals and gaskets.       C/S Transmission fluid leaking. / Poor seal. – removed and re transmission pump seals and gaskets.         Date:       RO#:       Days Out:       Mileage:       Description of Complaint and Repair Performed:         N/A       N/A       N/A       N/A       N/A         Date:       RO#:       Days Out:       Mileage:       Description of Complaint and Repair Performed:         05/19/09       370260       *       32,371       Frank Boucher Chevrolet, Inc.         C/S Cigarette lighter pops off. / Loose fit – Replaced lighter responder for the system.       C/S Cigarette lighter pops off. / Loose fit – Replaced lighter responder for handle.	0/02/07	509295	1	8,944	Car Max
01/11/08       516597       1       12,693       Car Max         C/S When vehicle put into 4whigh the auto dot blinks. Inform reads service four wheel drive. Can tell four wheel drive did k Performed diagnostic. Found no codes present or history. Perfunction test on four wheel drive system. Passes all tests. Che service bulletins, found none apply. – No repair. Operating designed at this time.         05/19/09       370260       *       32,371       Frank Boucher Chevrolet, Inc. C/S Transmission fluid leaking. / Poor seal. – removed and re transmission pump seals and gaskets.         Date:       RO #:       Days Out:       Mileage:       Description of Complaint and Repair Performed:         N/A       N/A       N/A       N/A       N/A         Date:       RO #:       Days Out:       Mileage:       Description of Complaint and Repair Performed:         N/A       N/A       N/A       N/A       N/A       N/A         Date:       RO #:       Days Out:       Mileage:       Description of Complaint and Repair Performed:         N/A       N/A       N/A       N/A       N/A       N/A         Display:       Time Boucher Chevrolet, Inc.       C/S Cigarette lighter pops off. / Loose fit – Replaced lighter rest or handle.         10/11/10       395071       *       55,252       Frank Boucher Chevrolet, Inc.         C/S Inside chrome handle peeling. / Bulletin. –					C/S Service four wheel drive light goes on and off. / Check codes. Four C0378. – Checked connector and reprogrammed transfer case control module PE. <b>PIP3905C</b> . (Program code 1AF5D) Test drove code didn't reappear.
05/19/09       370260       *       32,371       Frank Boucher Chevrolet, Inc.         05/19/09       10/11/10       N/A       N/A       N/A       N/A         10/11/10       395071       *       32,371       Frank Boucher Chevrolet, Inc.         0/S Cigarette lighter pops off. / Loose fit – Replaced lighter nor replaced lighter r					Bulletin not able to be found.
reads service four wheel drive. Can tell four wheel drive did k         Performed diagnostic. Found no codes present or history. Per         function test on four wheel drive system. Passes all tests. Ch         service bulletins, found none apply. – No repair. Operating         designed at this time.         05/19/09       370260       *       32,371       Frank Boucher Chevrolet, Inc.         C/S Transmission fluid leaking. / Poor seal. – removed and re         transmission pump seals and gaskets.         Date:       RO #:       Days Out:       Mileage:       Description of Complaint and Repair Performed:         N/A       N/A       N/A       N/A       N/A         Date:       RO #:       Days Out:       Mileage:       Description of Complaint and Repair Performed:         Doty/Trim       Image:       Description of Complaint and Repair Performed:       C/S Cigarette lighter pops off. / Loose fit – Replaced lighter re         10/11/10       395071       *       55,252       Frank Boucher Chevrolet, Inc.         C/S Inside chrome handle peeling. / Bulletin. – Insta door handle.       C/S Inside chrome handle peeling. / Bulletin. – Insta	1/11/08	516597	1	12,693	Car Max
C/S Transmission fluid leaking. / Poor seal. – removed and retransmission pump seals and gaskets.         Axle         Date:       RO #:       Days Out:       Mileage:       Description of Complaint and Repair Performed:         N/A       N/A       N/A       N/A       N/A         Body/Trim       Date:       RO #:       Days Out:       Mileage:       Description of Complaint and Repair Performed:         05/19/09       370260       *       32,371       Frank Boucher Chevrolet, Inc.         10/11/10       395071       *       55,252       Frank Boucher Chevrolet, Inc.         C/S Inside chrome handle peeling. / Bulletin. – Instadoor handle.       C/S Inside chrome handle peeling. / Bulletin. – Instadoor handle.					C/S When vehicle put into 4whigh the auto dot blinks. Information cen reads service four wheel drive. Can tell four wheel drive did kick in. / Performed diagnostic. Found no codes present or history. Performed function test on four wheel drive system. Passes all tests. Checked for service bulletins, found none apply. – <b>No repair. Operating as</b> <b>designed</b> at this time.
Axle       Date:       RO #:       Days Out:       Mileage:       Description of Complaint and Repair Performed:         N/A       N/A       N/A       N/A       N/A       N/A         Body/Trim       Enderse       Enderse       Enderse       Enderse         Date:       RO #:       Days Out:       Mileage:       Description of Complaint and Repair Performed:         Date:       RO #:       Days Out:       Mileage:       Description of Complaint and Repair Performed:         05/19/09       370260       *       32,371       Frank Boucher Chevrolet, Inc.         10/11/10       395071       *       55,252       Frank Boucher Chevrolet, Inc.         C/S Inside chrome handle peeling. / Bulletin. – Instadoor handle.       C/S Inside chrome handle peeling. / Bulletin. – Instadoor handle.	5/19/09	370260	*	32,371	Frank Boucher Chevrolet, Inc.
Date:       RO #:       Days Out:       Mileage:       Description of Complaint and Repair Performed:         N/A       N/A       N/A       N/A       N/A         Body/Trim       Days Out:       Mileage:       Description of Complaint and Repair Performed:         Date:       RO #:       Days Out:       Mileage:       Description of Complaint and Repair Performed:         05/19/09       370260       *       32,371       Frank Boucher Chevrolet, Inc.         10/11/10       395071       *       55,252       Frank Boucher Chevrolet, Inc.         C/S Inside chrome handle peeling. / Bulletin. – Instadoor handle.       C/S Inside chrome handle peeling. / Bulletin. – Instadoor handle.					C/S Transmission fluid leaking. / Poor seal. – removed and replaced transmission pump seals and gaskets.
N/A       N/A       N/A       N/A       N/A         Body/Trim       Date:       RO #:       Days Out:       Mileage:       Description of Complaint and Repair Performed:         05/19/09       370260       *       32,371       Frank Boucher Chevrolet, Inc.         10/11/10       395071       *       55,252       Frank Boucher Chevrolet, Inc.         C/S Inside chrome handle peeling. / Bulletin. – Instadoor handle.       C/S Inside chrome handle peeling. / Bulletin. – Instadoor handle.	Axle				
Body/Trim         Date:       RO #:       Days Out:       Mileage:       Description of Complaint and Repair Performed:         05/19/09       370260       *       32,371       Frank Boucher Chevrolet, Inc.         10/11/10       395071       *       55,252       Frank Boucher Chevrolet, Inc.         10/11/10       395071       *       55,252       Frank Boucher Chevrolet, Inc.         C/S Inside chrome handle peeling. / Bulletin. – Instadoor handle.       State Complaint and Repair Performed:	ate:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
Date:       RO #:       Days Out:       Mileage:       Description of Complaint and Repair Performed:         05/19/09       370260       *       32,371       Frank Boucher Chevrolet, Inc.         10/11/10       395071       *       55,252       Frank Boucher Chevrolet, Inc.         10/11/10       395071       *       55,252       Frank Boucher Chevrolet, Inc.         C/S Inside chrome handle peeling. / Bulletin. – Instadoor handle.       Instadoor handle.	/A	N/A	N/A	N/A	N/A
05/19/09       370260 *       32,371       Frank Boucher Chevrolet, Inc.         C/S Cigarette lighter pops off. / Loose fit – Replaced lighter re         10/11/10       395071 *       55,252         Frank Boucher Chevrolet, Inc.         C/S Inside chrome handle peeling. / Bulletin. – Instadoor handle.	] <u>Body/T</u> i	<u>rim</u>			
C/S Cigarette lighter pops off. / Loose fit – Replaced lighter re 10/11/10 395071 * 55,252 Frank Boucher Chevrolet, Inc. C/S Inside chrome handle peeling. / <b>Bulletin.</b> – Insta door handle.	<u>ate:</u>	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
10/11/10       395071 *       55,252       Frank Boucher Chevrolet, Inc.         C/S Inside chrome handle peeling. / Bulletin. – Instadoor handle.	5/19/09	370260	*	32,371	Frank Boucher Chevrolet, Inc.
C/S Inside chrome handle peeling. / Bulletin. – Insta door handle.					C/S Cigarette lighter pops off. / Loose fit – Replaced lighter retainer.
door handle.	0/11/10	395071	*	55,252	Frank Boucher Chevrolet, Inc.
					C/S Inside chrome handle peeling. / <b>Bulletin.</b> – Install 2 fitt door handle.
	] <u>Chassis</u>	<u>i</u>			
Date: RO #: Days Out: Mileage: Description of Complaint and Repair Performed:	<u>ate:</u>	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
N/A N/A N/A N/A	/A	N/A	N/A	N/A	N/A

Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
06/19/09	029739	1	33,751	A-F Motors Inc.
				C/S The starter will not operate without boosting the battery. / Test battery. Test code: 071QL-S6 – Replace battery. Replaced battery and tested alternator. Alternator okay at this time.
11/19/09	215156	1	41,750	Frank Boucher Chevrolet, Inc.
				C/S Tire pressure light is on the dash. / Inoperable – Diagnosed and replaced right rear tire sensor. Relearned tire pressure monitor.
10/11/10	395071	*	55,252	Frank Boucher Chevrolet, Inc.
				C/S Compact disc will not always eject. / Electrical Radio. Removed, Replaced.
□ <u>Glass</u>				
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
01/11/08	516597	*	12,693	Car Max
				C/S Rear washer not spraying. / Performed inspection. Found rear washer inoperable. Traced lines. Found open in line near front under hood junction block. Repair rear washer pipe. Retest. Okay. – Washer pipe blocked.
□ <u>HVAC</u>				
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
N/A	N/A	N/A	N/A	N/A
□ <u>Paint</u>				
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
N/A	N/A	N/A	N/A	N/A
🗌 Suspei	nsion			
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
N/A	N/A	N/A	N/A	N/A
	/Tires			
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
<u>11/19/09</u>	215156	*	41,750	Frank Boucher Chevrolet, Inc.
, _,, ~, ~, ~,			,,	C/S Install four General grabber HTS tires on the vehicle with tire protection plan. / Customer Request – Mount and balance four tires. Tire protection plan on the purchase of four tires. Performed front wheel alignment. Adjusted the front camber canister and toe. Centered steering wheel. Advised on brakes when doing the tires. There are 9 millimeters left on the front brake pads and 8 millimeters left on the rear.

## Customer Pay: \$810.01.

Recalls / Campaigns					
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:	
10/02/07	509295	*	8,944	Car Max	
				C/S Open recalls on vehicle. <b>Customer will reschedule</b> . / Customer is aware of recalls. Customer does not have time to stay and have done today. – Customer will call to schedule to have recalls done.	
□ <u>Other</u>					
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:	
10/02/07	509295	*	8,944	Car Max	
				C/S Provide oil change package. / <b>Maintenance</b> - Provided oil change package.	
01/11/08	516597	*	12,693	Car Max	
				C/S Provide oil change package. / Maintenance - Provided oil change package.	
01/11/08	516597	*	12,693	Car Max	
				C/S Provide tire rotation package. / Maintenance – Provided tire rotation package.	
09/15/09	375881	*	38,381	Frank Boucher Chevrolet, Inc.	
				C/S Perform lube oil and filter change with 12 point inspection. / Maintenance - Performed lube oil and filter change with 12 point inspection.	
04/14/10	385836	*	47,381	Frank Boucher Chevrolet, Inc.	
				C/S Provide Mobile One oil change. / Maintenance – Provided Mobile One oil change.	
09/29/10	394480	*	54,658	Frank Boucher Chevrolet, Inc.	
				C/S Perform lube oil and filter change with 12 point inspection. / <b>Maintenance</b> - Performed lube oil and filter change with 12 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 co	ollision)? N/A
Are the RO's attached if the vehicle was in an accident? (Y	
Has the customer filed any insurances claims on this Vehicl If Yes obtain the following information below	l <b>e? (Y or N)</b> <u>No</u> N/A
Insurance Company:	N/A
Insurance Rep :	N/A
(First and Last Name)	N/A
Phone #	N/A
Claim Made? (Y or N):	No
Claim Status:	N/A
Pending/Denied/NA	N/A
Claim #	N/A
Did Insurance Company refer customer to GM? (Y or N)	No
If Yes. Did the insurance company deny the claim? (Y or N)	No
AFTERMARKET MODIFICATIONS: Are there any Aftermarket Modifications to the Vehicle? (Y	or N) <u>No</u>
-	N/A
If "Yes" to aftermarket, please list: Be sure to note retailer installed or third party installed as well as date an known. Repeat as necessary. Include the name of the third party installer.	
Have you confirmed modification with the dealership? (Y or	r N) Yes
PERTINENT FACTS FROM All SR's RELATED TO TH	IS VIN:
71-825457214 - Customer Assistance Center Concern: Engine - General (Oil Consumption) Date & Offer/Result: 05/18/2010, No Goodwill Provided, Pend E	Diagnosis/Customer Action

## 71-902845981 - Technical Assistance Center

**Concern:** Engine - General (Oil Consumption) **Date & Offer/Result:** 12/30/2010, No Goodwill Provided, Decarboned Engine and Released

N/A Concern: N/A Date & Offer/Result: N/A

## BBB PROGRAM SUMMARY ASSESSMENT: (Note: This section only applicable for ADR cases)

What State is BBB Case Filed In? Wisconsin

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) N/A

Unique GM Program Summary Requirements for Repurchase/Replacement in Applicable State:  $\ensuremath{\mathsf{N}/\mathsf{A}}$ 

Unique GM Program Summary Requirements for Repairs/Reimbursement for Past Repairs in Applicable State:

N/A

## **Customer/Plaintiff Seeks:**

Repurchase, Attorney Fees

## **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.

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 engine as evidenced by he excessive consumption of oil; 2. Defective transmission as evidence by fluid leaking; and 3. Any additional complaints made your client, whether or not they are contained in your company's records or on any deal or 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.

Note: This section only applicab	le for Legal ca	i <mark>ses</mark>	
Is Lemon Law Pled/Allege		Yes	
Under what State? Wisconsi	n	Claimed Presumptive? Yes	
Does Purchase Qualify? Yes		If not, why? N/A	
	State Pres	umption Is:	
<pre># of Visits for a Non-Conformity?</pre>	4	# of Days out of Service?	30
# of visits for a Safety Complaint?	1	# of Visits Total?	N/A
Must Complaint Continue to Exist?	Yes	Final Repair/Arbitration Required?	N/A
Time Period for filing a Claim?	12 months		
		iring Presumptive Period) is	
<pre># of Visits for a Non-Conformity?</pre>	2	<pre># of Days out of Service?</pre>	2
<pre># of visits for a Safety Complaint?</pre>	0	# of Visits Total?	2
Complaint appears to Continue?	Yes	Final Repair/Arbitration Complete?	No
Does History appear Presu	mptive:	Νο	
Vehicle Service Hi	storv (Durii	ng Limited Warranty Period	) is:
<pre># of Visits for a Non-Conformity?</pre>	1	# of Days out of Service?	1
,			
# of visits for a Safety Complaint?	0	# of Visits Total?	1
# of visits for a Safety Complaint? Must Complaint Continue to Exist?	0 Yes		
Must Complaint Continue to Exist?	Yes	# of Visits Total? Final Repair or Arbitration Req'd?	1
Must Complaint Continue to Exist? Related Repairs beyond N	Yes	<ul><li># of Visits Total?</li><li>Final Repair or Arbitration Req'd?</li><li>Yes</li></ul>	1 N/A
Must Complaint Continue to Exist?	Yes	# of Visits Total? Final Repair or Arbitration Req'd?	1
Must Complaint Continue to Exist? <b>Related Repairs beyond NV</b> Customer Pay? Additional Days out of Service?	Yes /LW: No	<ul> <li># of Visits Total?</li> <li>Final Repair or Arbitration Req'd?</li> <li>Yes</li> <li>If no, identify responsible party: Additional # of Repair Visits?</li> </ul>	1 N/A Warranty
Must Complaint Continue to Exist? <b>Related Repairs beyond NV</b> Customer Pay? Additional Days out of Service? <b>Other Considerations:</b>	Yes /LW: No 13	<ul> <li># of Visits Total? Final Repair or Arbitration Req'd?</li> <li>Yes</li> <li>If no, identify responsible party: Additional # of Repair Visits?</li> <li>No</li> </ul>	1 N/A Warranty
Must Complaint Continue to Exist? <b>Related Repairs beyond NV</b> Customer Pay? Additional Days out of Service? <b>Other Considerations:</b> Outcome/Findings of Arb/Final Repa	Yes /LW: No 13	<ul> <li># of Visits Total? Final Repair or Arbitration Req'd?</li> <li>Yes</li> <li>If no, identify responsible party: Additional # of Repair Visits?</li> <li>No</li> <li>N/A</li> </ul>	1 N/A Warranty
Must Complaint Continue to Exist? <b>Related Repairs beyond NV</b> Customer Pay? Additional Days out of Service? <b>Other Considerations:</b>	Yes /LW: No 13	<ul> <li># of Visits Total? Final Repair or Arbitration Req'd?</li> <li>Yes</li> <li>If no, identify responsible party: Additional # of Repair Visits?</li> <li>No</li> </ul>	1 N/A Warranty

## **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 DDMA/RCCDMA/DMS/RCCDPM/CAM:

Mary Sontag:

Do not believe that I know about this one -- Option D. Let me know if you need anything else. 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).

## Tomasz Gosciniak:

Option 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).

## Pertinent vehicle information provided by dealer Service Manager:

Tim Wormet - A-F Motors, Inc.:

I have that vehicle in here under that first name but a different last name. She must have gotten married. The vehicle was only in here one time for a battery. She was traveling. The vehicle was not sold here. I am not aware of and aftermarket items, insurance claims or collisions regarding this vehicle.

John Kaiser - Frank Boucher Chevrolet, Inc.:

On repair order 378877 we checked the oil level, it was still one half quart down. On repair order 384870 we checked oil level, the level was down 1.5 quarts. On repair order 389935 we checked the oil level, it was 2 quarts down. There were not any aftermarket items through us. We do not have information on Collision or Insurance Claims.

## Identify at least three main strengths of the customer's case?

There were nine repair attempts with in the limited power train warranty / bumper to bumper limited warranty for oil consumption.

## Identify at least three main weaknesses of the customer's case?

There have not been four repair attempts toward the same non-conformity with in presumption.

## Are there any considerations to be made under other applicable laws? (Explain in detail)

Uniform Commercial Code Magnuson Moss Warranty Act

## **Recommendation:**

Minimal Cash Settlement to offset customer inconvenience. \$4,000-\$6,000 Inclusive.

## **Rationale:**

Although there have not been four repair attempts toward the same non-conformity with in presumption, there were nine repair attempts with in the limited power train warranty / bumper to bumper limited warranty for oil consumption. Even thought the consumer said that they had added oil during the oil consumption test, the oil level was still lower than specification.

## Settlement/Defense Strategy:

Cash Settlement \$4,000-\$6,000 Inclusive. (\$4,000, \$4,500, \$5,000,\$5,500, \$6,000) Please see rationale above for Defense.

# 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 Dema Amount to Plaintiff/Atty: Inclusive Offer:	nd: N/A N/A	Settlement Type: Repurchase Date: 01/14/11	Countered NISM
<b>CRS Intial Offer:</b> Amount to Plaintiff/Atty: Inclusive Offer:	N/A \$4,000.00	Settlement Type: Cash Settlement Date: 01/27/11	No Response NISM
Plaintiff Counter:: Amount to Plaintiff/Atty: Inclusive Offer:	N/A N/A	Settlement Type: N/A Date: N/A	N/A
<b>CRS Counter:</b> Amount to Plaintiff/Atty: Inclusive Offer:	N/A N/A	Settlement Type: N/A Date: N/A	N/A
<b>PLAINTIFF Final Offer:</b> Amount to Plaintiff/Atty: Inclusive Offer:	N/A N/A	Settlement Type: N/A Date: N/A	N/A
<b>CRS Final Offer:</b> Amount to Plaintiff/Atty: Inclusive Offer:	N/A N/A	Settlement Type: N/A Date: N/A	N/A

## 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: N/A	Settle case: N/A
Settlement Type: N/A		Attorney Fees (if applicable):
		N/A
Recommendation of Field:	Arbitrate case: N/A	Settle case: N/A
Settlement Type: N/A		Attorney Fees (if applicable):
		N/A
Final Decision:	Arbitrate case: N/A	Settle case: N/A
Settlement Type: N/A		Attorney Fees (if applicable):
		N/A

TEAM LEAD APPROVING:

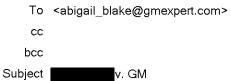
Patricia McNair

**Date:** 01/20/11

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.



"Moss, Gregory" <gmoss@consumerlawcent er.com> 01/31/2011 10:42 AM



Abigail:

I received your voice mail but I never received your offer on this file. Please send it ASAP and I will contact my clients and get back to you.

Thanks.

Gregory H. Moss Krohn & Moss, Ltd. Consumer Law Center (312) 578-9428 ext 216 (866) 309-9458 Fax

Connect With Us



Abigail Blake/Austin/GM1         To           01/31/2011 10:47 AM         cc	"Moss, Gregory" <gmoss@consumerlawcenter.com>@SITELCWE</gmoss@consumerlawcenter.com>	
bcc		
Subject	Re: v. GM	
RE: Customer Last Name: Service Request: 71-910109789 2007 Chevrolet Suburban Vehicle Identification Number: 1GNFK16327J Customer Relationship Specialist: Abigail Blake Telephone: (866) 790-5700 x 41015		

Dear Greg,

Please see the attachments below for current offer and release.

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<u>***</u>

Offer Letter.doc Release Letter.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 "Moss, Gregory" <gmoss@consumerlawcenter.com>



"Moss, Gregory" <gmoss@consumerlawcent To <abigail_blake@gmexpert.com> er.com> 01/31/2011 10:42 AM Subject Subject

Abigail:

I received your voice mail but I never received your offer on this file. Please send it ASAP and I will contact my clients and get back to you.

Thanks.

Gregory H. Moss Krohn & Moss, Ltd. Consumer Law Center (312) 578-9428 ext 216 (866) 309-9458 Fax







## VIA FAX ONLY

February 7, 2011

Gregory H. Moss Esq. Krohn & Moss Ltd. 120 West Madison Street Floor 10 Chicago, Illinois 60602-4107

RE:

Service Request: 71-910109789 2007 Chevrolet Suburban Vehicle Identification Number: 1GNFK16327J Customer Relationship Specialist: Abigail

Dear Mr. Moss:

On January 27, 2011 we communicated to you General Motors' offer to resolve the above-referenced matter. To date, we have not received a response from you or your client(s) to this offer.

For your convenience, enclosed with this letter is another copy of General Motors' offer. We ask that you discuss General Motors' offer with your client(s) at your earliest opportunity. If your client(s) agree with the terms of the 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 ask that you contact us immediately via facsimile using the number on the fax cover sheet regarding the resolution of this matter.

Our primary goal is to maintain and promote customer satisfaction by promptly resolving your client(s) concerns. With that in mind, we are hopeful that we can resolve this matter within the next ten (10) calendar days. We look forward to hearing from you within this time frame. If your client has not accepted our offer within this time frame, this offer will be withdrawn and the matter will be considered closed.

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

## **PRIVILEGED & CONFIDENTIAL - PREPARED FOR COUNSEL**

## **BRC CASE ASSESSMENT**

#### Demand Letter: January 14, 2011 Case Assessment Created: January 20, 2011 Latest Revision Date: February 09, 2011

## All Fields Are Required

(Do not delete or modify any sections of this form)

SR: 71-910109789 By: Abigail Blake / BRC ML

Customer Last Name:StaplemanOnly customer's last name to be recorded.Do not include first name.Vehicle ID No.:In Service Date:1GNFK16327301/23/2007

Year, Make & Model: 2007 Chevrolet Suburban

Current Mileage: 58,445

Sale Type: Purchase X Lease N/A Other N/A

Lien holder: GMAC N/A Other X No Lien

Purchase Price of Vehicle: \$ 43,639.00

Was TAC contacted for this vehicle (Y/N)? : Yes

Attorney: Gregory H. Moss Esq. Firm: Krohn & Moss Ltd. Phone: (312) 578-9428 Ext 216 Fax: (866) 309-9458 Email: GMoss@consumerlawcenter.com 120 West Madison Street Floor 10 Chicago, Illinois 60602-4107 GM Legal File / BBB Case No.: NISM Negotiator: Abigail Blake / BRC ML

#### State: Wisconsin

Vehicle Purchased: BAC Code: New 164674

Vehicle Purchased Used on: N/A at odometer N/A

Dealer Name: Kenosha Chevrolet ****Terminated** – Is now Car Max****** CAM Name: Robert Johnson Phone Number: (630) 961-6817 Email: rob.johnson@gm.com DDMA/RCCDMA Name: N/A Office: N/A Cell: N/A Email: N/A

DDMA/RCCDMA requests involvement?: No

Service Manager Name: N/A Phone: (262) 857-4827 Fax: N/A Address: 8200 120th Avenue Kenosha, WI 53142-7334

Are there **additional** field personnel involved? If Yes, List the name, including role (DDMA/RCCDMA/DMS/RCCDPM, etc.) and phone number. Repeat as necessary.

DDMA: Mary Sontag (BAC 113379) Office: (262) 725-3554 Cell: (608) 346-3670 Email: mary.sontag@gm.com

DDMA: Tomaz Gosciniak (BAC 111754) Office: (630) 961-6329 Cell: N/A Email: tomasz.gosciniak@gm.com Are there **<u>additional</u>** dealerships involved? If Yes, List the dealership name, contact name, and phone number. Repeat as necessary.

Dealership: Frank Boucher Chevrolet, Inc. (BAC 113379) Service Manager: John Kaiser Phone: (262) 886-1010 Fax: (262) 886-0154 Address: 8600 Washington Avenue Racine, WI 53406-3784

Dealership: A-F Motors, Inc. (BAC 111754) Service Manager: Tim Wormet Phone: (608) 339-3392 Fax: (608) 339-9285 Address: 201 South Main Street Adams, WI 53910-9371

## If TAC was contacted, what did they say? (Include TAC case #)

71-902845981

TAC Recommendations -

"Recommended that he perform the carbon cleaning procedure listed in **10-06-01-008A** again Then change the oil and install oil die and return the vehicle to the customer for evaluation If the oil consumption does not change then locate where the oil is getting at and repair as necessary If the oil is getting in thought the intake follow **PIP4492S** Oil Consumption and/or Exhaust Smoke -Possible PCV Baffle or Lifter Concern".

If TAC was NOT contacted, why? (Ask Dealership DDMA/RCCDMA MUST be notified if TAC has not been involved, regardless of dealership explanation. N/A

## DDMA/RCCDMA/DMS/RCCDPM 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.

X <u>Verified:</u> <u>Once completed, please enter an "X" in this box to verify that the following</u> listing has been compared to GMVIS for accuracy.

X_Verified: Once completed, please enter an "X" 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:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
N/A	N/A	N/A	N/A	N/A
⊠ Engine/Fuel/Exhaust				
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
01/11/08	516597	*	12,693	Car Max
				C/S There may be some radiator leaks. Possible smoke from that side, under the hood. / No Leaks – Inspection <b>found no leaks</b> at this time.
05/19/09	370260	1	32,371	Frank Boucher Chevrolet, Inc.

				C/S Oil level lamp on and low. Has been low for the last two oil changes. / None. – No oil leaks. Topped off system and started oil consumption test.
09/15/09	375881	1	38,381	Frank Boucher Chevrolet, Inc.
				C/S Oil level goes low before oil change time. (Sets low oil lamp) Consumption test started and confirmed. / Update. – Replaced left rocker cover.
11/17/09	378877	1	41,722	Frank Boucher Chevrolet, Inc.
				C/S Oil level lamp on. Had to add one quart and still low. / Checked the oil level – Oil level still one half quart down.
01/26/10	381557	1	43,989	Frank Boucher Chevrolet, Inc.
				C/S Consumption test results show excessive use. – Valves were nicked up. – Replaced heads per <b>bulletin</b> . Replaced both cylinder heads and valves.
				Parts came out of Charlotte. Were ordered 01/18/2010. Last head came in 01/25/2010.
				Rental vehicle provided – One Day
03/26/10	384870	1	46,588	Frank Boucher Chevrolet, Inc.
				C/S Low oil lamp came on. See History. / Checked the oil level - Oil level was down 1.5 quarts.
04/14/10	385836	1	47,381	Frank Boucher Chevrolet, Inc.
				C/S Oil consumption continues. Have added three quarts since repairs / Performed mobile one oil change.
07/07/10	389935	1	50,544	Frank Boucher Chevrolet, Inc.
				C/S Add engine oil lamp on. Consumption test in progress. See history. / Checked the oil level – Oil level was 2 quarts down.
10/11/10	395071	1	55,252	Frank Boucher Chevrolet, Inc.
				C/S Still has oil consumption issue. See <b>10-06-01-008A</b> / Special Ordered Part Install AFM Oil Deflector and Clean Carbon from Cylinder.
12/08/10	398241	1	57,538	Frank Boucher Chevrolet, Inc.
				C/S Continue oil consumption test See history. / Check for oil consumption. – Appears two quarts in 2,286 miles.
12/29/10	399062	3	58,445	Frank Boucher Chevrolet, Inc.
				C/S Appears to be using oil again. See History / Did carbon clean again per technical line. – Install APM oil deflector and clean carbon from cylinders. Technical Assistance Center case number <b>71-902845981</b>

<u>Restraints</u>

C0378. – Checked connector and reprogrammed transfer cas module PE. PIP3905C. (Program code 1AF5D) Test drove of reappear.         Bulletin not able to be found.         01/11/08       516597       1       12,693       Car Max         C/S When vehicle put into 4whigh the auto dot blinks. Inform reads service four wheel drive. Can tell four wheel drive did k Performed diagnostic. Found no codes present or history. Perfunction test on four wheel drive system. Passes all tests. Ch service bulletins, found none apply. – No repair. Operating designed at this time.         05/19/09       370260       *       32,371       Frank Boucher Chevrolet, Inc.         C/S Transmission fluid leaking. / Poor seal. – removed and re transmission pump seals and gaskets.	<u>ate:</u>	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
Date:         RO #:         Days Out:         Mileage:         Description of Complaint and Repair Performed:           N/A         N/A         N/A         N/A         N/A         N/A           STansmission         Example:         Days Out:         Mileage:         Description of Complaint and Repair Performed:           10/02/07         509295         1         8,944         Car Max           C/S Service four wheel drive light goes on and off. / Check or C0378. – Checked connector and reprogrammed transfer cas module PE. PIP3905C. (Program code 1AF5D) Test drove or reappear.           01/11/08         516597         1         12,693         Car Max           C/S When vehicle put into 4whigh the auto dot blinks. Inform reads service four wheel drive. Can tell four wheel drive did hereformed diagnostic. Found no codes present or history. Per function test on four wheel drive. Can tell four wheel drive did hereformed diagnostic. Found no codes present or history. Per function test on four wheel drive. Can tell four wheel drive did hereformed diagnostic. Found no codes present or history. Per function test on four wheel drive. System. Passes all tests. Cheservice bulletins, found none apply. – No repair. Operating designed at this time.           05/19/09         370260         *         32,371         Frank Boucher Chevrolet, Inc.           C/S Transmission fluid leaking. / Poor seal. – removed and re transmission pump seals and gaskets.         C/S Transmission fluid leaking. / Poor seal. – removed and re transmission pump seals and gaskets. <th>/A</th> <th>N/A</th> <th>N/A</th> <th>N/A</th> <th>N/A</th>	/A	N/A	N/A	N/A	N/A
N/A       N/A       N/A       N/A       N/A         Image:       Transmission       Date:       R0 #:       Days Out:       Mileage:       Description of Complaint and Repair Performed:       Image: Complaint and Repair Performed:         10/02/07       509295       1       8,944       Car Max         C/S Service four wheel drive light goes on and off. / Check compares and the complaint and reprogrammed transfer cas module PE. PIP3905C. (Program code 1AF5D) Test drove of reappear.         01/11/08       516597       1       12,693       Car Max         C/S When vehicle put into 4whigh the auto dot blinks. Inform reads service four wheel drive. Can tell four wheel drive did Performed diagnostic. Found no codes present or history. Period balleginged at this time.         05/19/09       370260       *       32,371       Frank Boucher Chevrolet, Inc.         C/S Transmission fluid leaking. / Poor seal. – removed and retribusion fluid leaking. / Poor seal. – removed and retribusion pump seals and gaskets.         Date:       R0 #:       Days Out:       Mileage:       Description of Complaint and Repair Performed:         N/A       N/A       N/A       N/A       N/A       N/A         Date:       R0 #:       Days Out:       Mileage:       Description of Complaint and Repair Performed:         N/A       N/A       N/A       N/A       N/A       N/A<	] <u>Steering</u>	g			
☑ Transmission         Date:       RO #;       Days Out:       Mileage;       Description of Complaint and Repair Performed;         10/02/07       509295       1       8,944       Car Max         C/S Service four wheel drive light goes on and off. / Check cd CO378. – Checked connector and reprogrammed transfer cas module PE. PIP3905C. (Program code 1AF5D) Test drove cd reappear.         Bulletin not able to be found.         01/11/08       516597       1       12,693       Car Max         C/S When vehicle put into 4whigh the auto dot blinks. Inform reads service four wheel drive. Can tell four wheel drive did Performed diagnostic. Found no codes present or history. Perfunction test on four wheel drive system. Passes all tests. Ch service bulletins, found none apply. – No repair. Operating designed at this time.         05/19/09       370260       *       32,371       Frank Boucher Chevrolet, Inc. C/S Transmission fluid leaking. / Poor seal. – removed and re transmission pump seals and gaskets.         Date:       RO #:       Days Out:       Mileage:       Description of Complaint and Repair Performed;         N/A       N/A       N/A       N/A       N/A         Date:       RO #:       Days Out:       Mileage:       Description of Complaint and Repair Performed;         N/A       N/A       N/A       N/A       N/A       N/A         Difylogi       370260       *	<u>ate:</u>	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
Date:         RO #:         Days Out:         Mileage:         Description of Complaint and Repair Performed:           10/02/07         509295         1         8,944         Car Max           (C/S Service four wheel drive light goes on and off. / Check co C0378. – Checked connector and reprogrammed transfer cas module PE. PIP3905C. (Program code 1AF5D) Test drove of reappear.           01/11/08         516597         1         12,693         Car Max           01/11/08         516597         1         12,693         Car Max           05/19/09         370260         *         32,371         Frank Boucher Chevrolet, Inc.           (C/S Transmission fluid leaking. / Poor seal. – removed and re transmission pump seals and gaskets.         - nemoved and re transmission pump seals and gaskets.           (N/A         N/A         N/A         N/A           10/11/10         395071         *         32,371	/A	N/A	N/A	N/A	N/A
10/02/07       509295       1       8,944       Car Max         C/S Service four wheel drive light goes on and off. / Check co       C/S Service four wheel drive light goes on and off. / Check co         C0378. – Checked connector and reprogrammed transfer cas module PE. PIP3905C. (Program code 1AF5D) Test drove co reappear.       Bulletin not able to be found.         01/11/08       516597       1       12,693       Car Max         C/S When vehicle put into 4whigh the auto dot blinks. Inform reads service four wheel drive. Can tell four wheel drive did k Performed diagnostic. Found no codes present or history. Per function test on four wheel drive system. Passes all tests. Ch service bulletins, found none apply. – No repair. Operating designed at this time.         05/19/09       370260       *       32,371       Frank Boucher Chevrolet, Inc.         C/S Transmission fluid leaking. / Poor seal. – removed and re transmission pump seals and gaskets.       –         Date:       RO #:       Days Out:       Mileage:       Description of Complaint and Repair Performed:         N/A       N/A       N/A       N/A       N/A         Body/Trim	☐ <u>Transm</u>	ission			
C/S Service four wheel drive light goes on and off. / Check co         C0378. – Checked connector and reprogrammed transfer cas         module PE. PIP3905C. (Program code 1AF5D) Test drove co         reappear.         Bulletin not able to be found.         01/11/08       516597         516597       1         12,693       Car Max         C/S When vehicle put into 4whigh the auto dot blinks. Inform         reads service four wheel drive. Can tell four wheel drive vide la         Performed diagnostic. Found no codes present or history. Perfunction test on four wheel drive system. Passes all tests. Ch         service bulletins, found none apply. – No repair. Operating         designed at this time.         05/19/09       370260         *       32,371         Frank Boucher Chevrolet, Inc.         C/S Transmission fluid leaking. / Poor seal. – removed and re         transmission pump seals and gaskets.         N/A       N/A         N/A       N/A         N/A       N/A         Softypy       370260         *       32,371         Frank Boucher Chevrolet, Inc.         C/S Transmission pump seals and gaskets.         N/A       N/A         N/A       N/A         Softypy       370260	<u>ate:</u>	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
C0378. – Checked connector and reprogrammed transfer cas module PE. PIP3905C. (Program code 1AF5D) Test drove correappear.         Bulletin not able to be found.         01/11/08       516597       1       12,693       Car Max         C/S When vehicle put into 4whigh the auto dot blinks. Inform reads service four wheel drive. Can tell four wheel drive did k Performed diagnostic. Found no codes present or history. Per function test on four wheel drive system. Passes all tests. Ch service bulletins, found none apply. – No repair. Operating designed at this time.         05/19/09       370260       *       32,371       Frank Boucher Chevrolet, Inc.         C/S Transmission fluid leaking. / Poor seal. – removed and re transmission pump seals and gaskets.       C/S Transmission fluid leaking. / Poor seal. – removed and re transmission pump seals and gaskets.         Date:       RO#:       Days Out:       Mileage:       Description of Complaint and Repair Performed:         N/A       N/A       N/A       N/A       N/A         Date:       RO#:       Days Out:       Mileage:       Description of Complaint and Repair Performed:         05/19/09       370260       *       32,371       Frank Boucher Chevrolet, Inc.         C/S Cigarette lighter pops off. / Loose fit – Replaced lighter responder for the system.       C/S Cigarette lighter pops off. / Loose fit – Replaced lighter responder for handle.	0/02/07	509295	1	8,944	Car Max
01/11/08       516597       1       12,693       Car Max         C/S When vehicle put into 4whigh the auto dot blinks. Inform reads service four wheel drive. Can tell four wheel drive did k Performed diagnostic. Found no codes present or history. Perfunction test on four wheel drive system. Passes all tests. Che service bulletins, found none apply. – No repair. Operating designed at this time.         05/19/09       370260       *       32,371       Frank Boucher Chevrolet, Inc. C/S Transmission fluid leaking. / Poor seal. – removed and re transmission pump seals and gaskets.         Date:       RO #:       Days Out:       Mileage:       Description of Complaint and Repair Performed:         N/A       N/A       N/A       N/A       N/A         Date:       RO #:       Days Out:       Mileage:       Description of Complaint and Repair Performed:         N/A       N/A       N/A       N/A       N/A       N/A         Date:       RO #:       Days Out:       Mileage:       Description of Complaint and Repair Performed:         N/A       N/A       N/A       N/A       N/A       N/A         Display:       Body/Trim       Escription of Complaint and Repair Performed:       C/S Cigarette lighter pops off. / Loose fit – Replaced lighter resplayed lighter pops off. / Loose fit – Replaced lighter resplayed lighter pops off. / Loose fit – Replaced lighter resplayed lighter pops off. / Bulletin. – Instat door handle.					C/S Service four wheel drive light goes on and off. / Check codes. Four C0378. – Checked connector and reprogrammed transfer case control module PE. <b>PIP3905C</b> . (Program code 1AF5D) Test drove code didn't reappear.
05/19/09       370260       *       32,371       Frank Boucher Chevrolet, Inc.         05/19/09       10/11/10       N/A       N/A       N/A       N/A         10/11/10       395071       *       32,371       Frank Boucher Chevrolet, Inc.         0/S Cigarette lighter pops off. / Loose fit – Replaced lighter nor replaced lighter r					Bulletin not able to be found.
reads service four wheel drive. Can tell four wheel drive did k         Performed diagnostic. Found no codes present or history. Per         function test on four wheel drive system. Passes all tests. Ch         service bulletins, found none apply. – No repair. Operating         designed at this time.         05/19/09       370260       *       32,371       Frank Boucher Chevrolet, Inc.         C/S Transmission fluid leaking. / Poor seal. – removed and re         transmission pump seals and gaskets.         Date:       RO #:       Days Out:       Mileage:       Description of Complaint and Repair Performed:         N/A       N/A       N/A       N/A       N/A         Date:       RO #:       Days Out:       Mileage:       Description of Complaint and Repair Performed:         Doty/Trim       Image:       Description of Complaint and Repair Performed:       C/S Cigarette lighter pops off. / Loose fit – Replaced lighter re         10/11/10       395071       *       55,252       Frank Boucher Chevrolet, Inc.         C/S Inside chrome handle peeling. / Bulletin. – Insta door handle.       C/S Inside chrome handle peeling. / Bulletin. – Insta	1/11/08	516597	1	12,693	Car Max
C/S Transmission fluid leaking. / Poor seal. – removed and retransmission pump seals and gaskets.         Axle         Date:       RO #:       Days Out:       Mileage:       Description of Complaint and Repair Performed:         N/A       N/A       N/A       N/A       N/A         Body/Trim       Date:       RO #:       Days Out:       Mileage:       Description of Complaint and Repair Performed:         05/19/09       370260       *       32,371       Frank Boucher Chevrolet, Inc.         10/11/10       395071       *       55,252       Frank Boucher Chevrolet, Inc.         C/S Inside chrome handle peeling. / Bulletin. – Instadoor handle.       C/S Inside chrome handle peeling. / Bulletin. – Instadoor handle.					C/S When vehicle put into 4whigh the auto dot blinks. Information cen reads service four wheel drive. Can tell four wheel drive did kick in. / Performed diagnostic. Found no codes present or history. Performed function test on four wheel drive system. Passes all tests. Checked for service bulletins, found none apply. – <b>No repair. Operating as</b> <b>designed</b> at this time.
Axle       Date:       RO #:       Days Out:       Mileage:       Description of Complaint and Repair Performed:         N/A       N/A       N/A       N/A       N/A       N/A         Body/Trim       Enderse       Enderse       Enderse       Enderse         Date:       RO #:       Days Out:       Mileage:       Description of Complaint and Repair Performed:         Date:       RO #:       Days Out:       Mileage:       Description of Complaint and Repair Performed:         05/19/09       370260       *       32,371       Frank Boucher Chevrolet, Inc.         10/11/10       395071       *       55,252       Frank Boucher Chevrolet, Inc.         C/S Inside chrome handle peeling. / Bulletin. – Instadoor handle.       C/S Inside chrome handle peeling. / Bulletin. – Instadoor handle.	5/19/09	370260	*	32,371	Frank Boucher Chevrolet, Inc.
Date:       RO #:       Days Out:       Mileage:       Description of Complaint and Repair Performed:         N/A       N/A       N/A       N/A       N/A         Body/Trim       Days Out:       Mileage:       Description of Complaint and Repair Performed:         Date:       RO #:       Days Out:       Mileage:       Description of Complaint and Repair Performed:         05/19/09       370260       *       32,371       Frank Boucher Chevrolet, Inc.         10/11/10       395071       *       55,252       Frank Boucher Chevrolet, Inc.         C/S Inside chrome handle peeling. / Bulletin. – Instadoor handle.       C/S Inside chrome handle peeling. / Bulletin. – Instadoor handle.					C/S Transmission fluid leaking. / Poor seal. – removed and replaced transmission pump seals and gaskets.
N/A       N/A       N/A       N/A       N/A         Body/Trim       Date:       RO #:       Days Out:       Mileage:       Description of Complaint and Repair Performed:         05/19/09       370260       *       32,371       Frank Boucher Chevrolet, Inc.         10/11/10       395071       *       55,252       Frank Boucher Chevrolet, Inc.         C/S Inside chrome handle peeling. / Bulletin. – Instadoor handle.       C/S Inside chrome handle peeling. / Bulletin. – Instadoor handle.	Axle				
Body/Trim         Date:       RO #:       Days Out:       Mileage:       Description of Complaint and Repair Performed:         05/19/09       370260       *       32,371       Frank Boucher Chevrolet, Inc.         10/11/10       395071       *       55,252       Frank Boucher Chevrolet, Inc.         10/11/10       395071       *       55,252       Frank Boucher Chevrolet, Inc.         C/S Inside chrome handle peeling. / Bulletin. – Instadoor handle.       State Complaint and Repair Performed:	ate:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
Date:       RO #:       Days Out:       Mileage:       Description of Complaint and Repair Performed:         05/19/09       370260       *       32,371       Frank Boucher Chevrolet, Inc.         10/11/10       395071       *       55,252       Frank Boucher Chevrolet, Inc.         10/11/10       395071       *       55,252       Frank Boucher Chevrolet, Inc.         C/S Inside chrome handle peeling. / Bulletin. – Instadoor handle.       Instadoor handle.	/A	N/A	N/A	N/A	N/A
05/19/09       370260 *       32,371       Frank Boucher Chevrolet, Inc.         C/S Cigarette lighter pops off. / Loose fit – Replaced lighter re         10/11/10       395071 *       55,252         Frank Boucher Chevrolet, Inc.         C/S Inside chrome handle peeling. / Bulletin. – Instadoor handle.	] <u>Body/T</u> i	<u>rim</u>			
C/S Cigarette lighter pops off. / Loose fit – Replaced lighter re 10/11/10 395071 * 55,252 Frank Boucher Chevrolet, Inc. C/S Inside chrome handle peeling. / <b>Bulletin.</b> – Insta door handle.	<u>ate:</u>	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
10/11/10       395071 *       55,252       Frank Boucher Chevrolet, Inc.         C/S Inside chrome handle peeling. / Bulletin. – Instadoor handle.	5/19/09	370260	*	32,371	Frank Boucher Chevrolet, Inc.
C/S Inside chrome handle peeling. / Bulletin. – Insta door handle.					C/S Cigarette lighter pops off. / Loose fit – Replaced lighter retainer.
door handle.	0/11/10	395071	*	55,252	Frank Boucher Chevrolet, Inc.
					C/S Inside chrome handle peeling. / <b>Bulletin.</b> – Install 2 fitt door handle.
	] <u>Chassis</u>	<u>i</u>			
Date: RO #: Days Out: Mileage: Description of Complaint and Repair Performed:	<u>ate:</u>	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
N/A N/A N/A N/A	/A	N/A	N/A	N/A	N/A

Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
06/19/09	029739	1	33,751	A-F Motors Inc.
				C/S The starter will not operate without boosting the battery. / Test battery. Test code: 071QL-S6 – Replace battery. Replaced battery and tested alternator. Alternator okay at this time.
11/19/09	215156	1	41,750	Frank Boucher Chevrolet, Inc.
				C/S Tire pressure light is on the dash. / Inoperable – Diagnosed and replaced right rear tire sensor. Relearned tire pressure monitor.
10/11/10	395071	*	55,252	Frank Boucher Chevrolet, Inc.
				C/S Compact disc will not always eject. / Electrical Radio. Removed, Replaced.
□ <u>Glass</u>				
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
01/11/08	516597	*	12,693	Car Max
				C/S Rear washer not spraying. / Performed inspection. Found rear washer inoperable. Traced lines. Found open in line near front under hood junction block. Repair rear washer pipe. Retest. Okay. – Washer pipe blocked.
□ <u>HVAC</u>				
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
N/A	N/A	N/A	N/A	N/A
□ <u>Paint</u>				
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
N/A	N/A	N/A	N/A	N/A
Susper	<u>nsion</u>			
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
N/A	N/A	N/A	N/A	N/A
□ <u>Wheel</u>	/Tires			
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
11/19/09	215156	*	41,750	Frank Boucher Chevrolet, Inc.
				C/S Install four General grabber HTS tires on the vehicle with tire protection plan. / Customer Request – Mount and balance four tires. Tire protection plan on the purchase of four tires. Performed front wheel alignment. Adjusted the front camber canister and toe. Centered steering wheel. Advised on brakes when doing the tires. There are 9 millimeters left on the front brake pads and 8 millimeters left on the rear.

# Customer Pay: \$810.01.

Recalls / Campaigns					
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:	
10/02/07	509295	*	8,944	Car Max	
				C/S Open recalls on vehicle. <b>Customer will reschedule</b> . / Customer is aware of recalls. Customer does not have time to stay and have done today. – Customer will call to schedule to have recalls done.	
□ <u>Other</u>					
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:	
10/02/07	509295	*	8,944	Car Max	
				C/S Provide oil change package. / <b>Maintenance</b> - Provided oil change package.	
01/11/08	516597	*	12,693	Car Max	
				C/S Provide oil change package. / Maintenance - Provided oil change package.	
01/11/08	516597	*	12,693	Car Max	
				C/S Provide tire rotation package. / Maintenance – Provided tire rotation package.	
09/15/09	375881	*	38,381	Frank Boucher Chevrolet, Inc.	
				C/S Perform lube oil and filter change with 12 point inspection. / Maintenance - Performed lube oil and filter change with 12 point inspection.	
04/14/10	385836	*	47,381	Frank Boucher Chevrolet, Inc.	
				C/S Provide Mobile One oil change. / Maintenance – Provided Mobile One oil change.	
09/29/10	394480	*	54,658	Frank Boucher Chevrolet, Inc.	
				C/S Perform lube oil and filter change with 12 point inspection. / <b>Maintenance</b> - Performed lube oil and filter change with 12 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	-
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 c	collision)? N/A
Are the RO's attached if the vehicle was in an accident? (Y	
Has the customer filed any insurances claims on this Vehic If Yes obtain the following information below	cle? (Y or N) <u>No</u> N/A
Insurance Company:	NI / A
Insurance Rep :	N/A
(First and Last Name)	N/A
Phone #	N/A
Claim Made? (Y or N):	No
Claim Status: Pending/Denied/NA	N/A
rending/Denied/NA	N/A
Claim #	N/A
Did Insurance Company refer customer to GM? (Y or N)	No
If Yes. Did the insurance company deny the claim? (Y or N	) <u>No</u>
AFTERMARKET MODIFICATIONS: Are there any Aftermarket Modifications to the Vehicle? (Y	<b>' or N)</b> <u>No</u>
- · · · · · · · · · · · · · · · · · · ·	N/A
If "Yes" to aftermarket, please list: Be sure to note retailer installed or third party installed as well as date a known. Repeat as necessary. Include the name of the third party installe	
Have you confirmed modification with the dealership? (Y o	or N) Yes
PERTINENT FACTS FROM All SR's RELATED TO TH	IS VIN:
71-825457214 - Customer Assistance Center Concern: Engine - General (Oil Consumption) Date & Offer/Result: 05/18/2010, No Goodwill Provided, Pend	Diagnosis/Customer Action

# 71-902845981 - Technical Assistance Center

**Concern:** Engine - General (Oil Consumption) **Date & Offer/Result:** 12/30/2010, No Goodwill Provided, Decarboned Engine and Released

N/A Concern: N/A Date & Offer/Result: N/A

# BBB PROGRAM SUMMARY ASSESSMENT: (Note: This section only applicable for ADR cases)

What State is BBB Case Filed In? Wisconsin

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) N/A

Unique GM Program Summary Requirements for Repurchase/Replacement in Applicable State:  $\ensuremath{\mathsf{N}/\mathsf{A}}$ 

Unique GM Program Summary Requirements for Repairs/Reimbursement for Past Repairs in Applicable State:

N/A

# **Customer/Plaintiff Seeks:**

Repurchase, Attorney Fees

# **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.

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 engine as evidenced by he excessive consumption of oil; 2. Defective transmission as evidence by fluid leaking; and 3. Any additional complaints made your client, whether or not they are contained in your company's records or on any deal or 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.

<b>Note: This section only applicab</b> Is Lemon Law Pled/Allege		ses Yes	
Under what State? Wisconsin Does Purchase Qualify? Yes	ו 	Claimed Presumptive? Yes If not, why? N/A	
	State Pres	umption Is:	
<pre># of Visits for a Non-Conformity?</pre>	4	# of Days out of Service?	30
# of visits for a Safety Complaint?	1	# of Visits Total?	N/A
Must Complaint Continue to Exist?	Yes	Final Repair/Arbitration Required?	N/A
Time Period for filing a Claim?	12 months		
Vehicle Service	History (Du	Iring Presumptive Period) is	5:
# of Visits for a Non-Conformity?	2	# of Days out of Service?	2
# of visits for a Safety Complaint?	0	# of Visits Total?	2
Complaint appears to Continue?	Yes	Final Repair/Arbitration Complete?	No
Does History appear Presu	mptive:	Νο	
Vehicle Service Hi	story (Durir	ng Limited Warranty Period	) is:
# of Visits for a Non-Conformity?	1	# of Days out of Service?	1
# of visits for a Safety Complaint?	0	<pre># of Visits Total?</pre>	1
Must Complaint Continue to Exist?	Yes	Final Repair or Arbitration Req'd?	N/A
Related Repairs beyond N	/LW:	Yes	
Customer Pay?	No	If no, identify responsible party:	Warranty
Additional Days out of Service?	13	Additional # of Repair Visits?	11
Other Considerations:		Νο	
Outcome/Findings of Arb/Final Repa	air:	N/A	
Outcome/i mungs of Alb/i mai Kepa			
Prior Goodwill/reimbursement:	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 DDMA/RCCDMA/DMS/RCCDPM/CAM:

Mary Sontag:

Do not believe that I know about this one -- Option D. Let me know if you need anything else. 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).

## Tomasz Gosciniak:

Option 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).

# Pertinent vehicle information provided by dealer Service Manager:

Tim Wormet - A-F Motors, Inc.:

I have that vehicle in here under that first name but a different last name. She must have gotten married. The vehicle was only in here one time for a battery. She was traveling. The vehicle was not sold here. I am not aware of and aftermarket items, insurance claims or collisions regarding this vehicle.

John Kaiser - Frank Boucher Chevrolet, Inc.:

On repair order 378877 we checked the oil level, it was still one half quart down. On repair order 384870 we checked oil level, the level was down 1.5 quarts. On repair order 389935 we checked the oil level, it was 2 quarts down. There were not any aftermarket items through us. We do not have information on Collision or Insurance Claims.

## Identify at least three main strengths of the customer's case?

There were nine repair attempts with in the limited power train warranty / bumper to bumper limited warranty for oil consumption.

## Identify at least three main weaknesses of the customer's case?

There have not been four repair attempts toward the same non-conformity with in presumption.

## Are there any considerations to be made under other applicable laws? (Explain in detail)

Uniform Commercial Code Magnuson Moss Warranty Act

## **Recommendation:**

Minimal Cash Settlement to offset customer inconvenience. \$4,000-\$6,000 Inclusive.

# **Rationale:**

Although there have not been four repair attempts toward the same non-conformity with in presumption, there were nine repair attempts with in the limited power train warranty / bumper to bumper limited warranty for oil consumption. Even thought the consumer said that they had added oil during the oil consumption test, the oil level was still lower than specification.

# **Settlement/Defense Strategy:**

Cash Settlement \$4,000-\$6,000 Inclusive. (\$4,000, \$4,500, \$5,000,\$5,500, \$6,000) Please see rationale above for Defense.

# 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 Dema Amount to Plaintiff/Atty: Inclusive Offer:	nd: N/A N/A	Settlement Type: Repurchase Date: 01/14/11	Countered NISM
<b>CRS Intial Offer:</b> Amount to Plaintiff/Atty: Inclusive Offer:	N/A \$4,000.00	Settlement Type: Cash Settlement Date: 01/27/11	Countered NISM
Plaintiff Counter:: Amount to Plaintiff/Atty: Inclusive Offer:	N/A \$15,000.00	Settlement Type: Cash Settlement Date: 02/08/11	Countered NISM
<b>CRS Counter:</b> Amount to Plaintiff/Atty: Inclusive Offer:	N/A \$5,000.00	Settlement Type: Cash Settlement Date: 02/09/11	No Response NISM
<b>PLAINTIFF Final Offer:</b> Amount to Plaintiff/Atty: Inclusive Offer:	N/A N/A	Settlement Type: N/A Date: N/A	N/A
<b>CRS Final Offer:</b> Amount to Plaintiff/Atty: Inclusive Offer:	N/A N/A	Settlement Type: N/A Date: N/A	N/A

# 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: N/A	Settle case: N/A
Settlement Type: N/A		Attorney Fees (if applicable):
		N/A
Recommendation of Field:	Arbitrate case: N/A	Settle case: N/A
Settlement Type: N/A		Attorney Fees (if applicable):
		N/A
Final Decision:	Arbitrate case: N/A	Settle case: N/A
Settlement Type: N/A		Attorney Fees (if applicable):
		N/A

TEAM LEAD APPROVING:

Patricia McNair

**Date:** 01/20/11

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.

Abigail Blake/Austin/GM1 T 02/09/2011 10:14 AM	"Moss, Gregory" <gmoss@consumerlawcenter.com>@SITELCWEB c</gmoss@consumerlawcenter.com>
bc	
Subjec	t RE: v. GM 🖹
RE: Customer Last Name: Service Request: 71-910109789 2007 Chevrolet Suburban Vehicle Identification Number: 1GNFK16327J Customer Relationship Specialist: Abigail Blake Telephone: (866) 790-5700 x 41015	

Dear Greg,

Please see the attachments below for current offer and release.

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- 5	Second 4
2	3

Offer Letter.doc Release Letter.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 "Moss, Gregory" <gmoss@consumerlawcenter.com>



"Moss, Gregory" <gmoss@consumerlawcent To <abigail_blake@gmexpert.com> er.com> 02/08/2011 06:01 PM Subject RE:

Abigail:

I spoke to my client and your offer is rejected. My client's counter is \$15,000.00 inclusive of attorneys' fees.

Please let me know if we can get this matter resolved for that sum. Thanks.

Gregory H. Moss Krohn & Moss, Ltd. Consumer Law Center (312) 578-9428 ext 216 (866) 309-9458 Fax

Connect With Us

From: abigail_blake@gmexpert.com [mailto:abigail_blake@gmexpert.com] Sent: Monday, January 31, 2011 9:47 AM To: Moss, Gregory Subject: Re: v. GM

RE: Customer Last Name: Service Request: 71-910109789 2007 Chevrolet Suburban Vehicle Identification Number: 1GNFK16327J Customer Relationship Specialist: Abigail Blake Telephone: (866) 790-5700 x 41015

Dear Greg,

Please see the attachments below for current offer and release.

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** 

"Moss, Gregory" <gmoss@consumerlawcenter.com>

01/31/2011 10:42 AM

To _{<abigail< sub=""></abigail<>}	blake@gmexpert.com>
cc	
Subject	v. GM

Abigail:

I received your voice mail but I never received your offer on this file. Please send it ASAP and I will contact my clients and get back to you.

Thanks.

Gregory H. Moss Krohn & Moss, Ltd. Consumer Law Center (312) 578-9428 ext 216 (866) 309-9458 Fax

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## VIA FAX ONLY

February 9, 2011

Gregory H. Moss, Esq. Krohn & Moss Ltd. 120 West Madison Street Floor 10 Chicago, Illinois 60602-4107

RE:

Service Request: 71-910109789 2007 Chevrolet Suburban Vehicle Identification Number: 1GNFK16327J Customer Relationship Specialist: Abigail

Dear Mr. Moss:

We regret that your client(s) is dissatisfied with her 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 \$ 5,000.00

The above offer is inclusive of any and all costs, fees, expenses, and attorney's fees, known or unknown, that are associated with the above-referenced vehicle and is contingent upon receipt of a copy of the current registration (valid for at least 30 days beyond the date this letter is signed by your client) to show proof of ownership.

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 <u>separately from all other settlement documents</u>. 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.

Page 2

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

Client's Signature

Date

Date

# **RELEASE OF CLAIM**

I. (hereinafter referred to as "Releasor(s)"), on behalf of myself/ourselves and my/our assigns, heirs and executors, in consideration of \$ 5,000.00 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 1GNFK16327J ("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 Releases, 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 _____

by	Sworn to (or affirmed) and subscribed before me this day of	, 20,
	Signature of Notary Public	
	Print, type or stamp Commissioned Name of Notary Public	
	Personally KnownOR Produced identification _	
	Type of identification	
	My commission expires:	



## VIA FAX ONLY

February 18, 2011

Gregory H. Moss Esq. Krohn & Moss Ltd. 120 West Madison Street Floor 10 Chicago, Illinois 60602-4107

RE:

Service Request: 71-910109789 2007 Chevrolet Suburban Vehicle Identification Number: 1GNFK16327J Customer Relationship Specialist: Abigail

Dear Mr. Moss:

On February 9, 2011 we communicated to you General Motors' offer to resolve the above-referenced matter. To date, we have not received a response from you or your client(s) to this offer.

For your convenience, enclosed with this letter is another copy of General Motors' offer. We ask that you discuss General Motors' offer with your client(s) at your earliest opportunity. If your client(s) agree with the terms of the 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 ask that you contact us immediately via facsimile using the number on the fax cover sheet regarding the resolution of this matter.

Our primary goal is to maintain and promote customer satisfaction by promptly resolving your client(s) concerns. With that in mind, we are hopeful that we can resolve this matter within the next ten (10) calendar days. We look forward to hearing from you within this time frame. If your client has not accepted our offer within this time frame, this offer will be withdrawn and the matter will be considered closed.

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

# **PRIVILEGED & CONFIDENTIAL - PREPARED FOR COUNSEL**

# **BRC CASE ASSESSMENT**

#### Demand Letter: January 14, 2011 Case Assessment Created: January 20, 2011 Latest Revision Date: February 09, 2011

#### All Fields Are Required

(Do not delete or modify any sections of this form)

SR: 71-910109789 By: Abigail Blake / BRC ML

Year, Make & Model: 2007 Chevrolet Suburban

Current Mileage: 58,445

Sale Type: Purchase X Lease N/A Other N/A

Lien holder: GMAC N/A Other X No Lien

Purchase Price of Vehicle: \$ 43,639.00

Was TAC contacted for this vehicle (Y/N)? : Yes

Attorney: Gregory H. Moss Esq. Firm: Krohn & Moss Ltd. Phone: (312) 578-9428 Ext 216 Fax: (866) 309-9458 Email: GMoss@consumerlawcenter.com 120 West Madison Street Floor 10 Chicago, Illinois 60602-4107 GM Legal File / BBB Case No.: NISM Negotiator: Abigail Blake / BRC ML

#### State: Wisconsin

Vehicle Purchased: BAC Code: New 164674

Vehicle Purchased Used on: N/A at odometer N/A

Dealer Name: Kenosha Chevrolet ****Terminated** – Is now Car Max****** CAM Name: Robert Johnson Phone Number: (630) 961-6817 Email: rob.johnson@gm.com DDMA/RCCDMA Name: N/A Office: N/A Cell: N/A Email: N/A

DDMA/RCCDMA requests involvement?: No

Service Manager Name: N/A Phone: (262) 857-4827 Fax: N/A Address: 8200 120th Avenue Kenosha, WI 53142-7334

Are there **additional** field personnel involved? If Yes, List the name, including role (DDMA/RCCDMA/ DMS/RCCDPM, etc.) and phone number. Repeat as necessary.

DDMA: Mary Sontag (BAC 113379) Office: (262) 725-3554 Cell: (608) 346-3670 Email: mary.sontag@gm.com

DDMA: Tomaz Gosciniak (BAC 111754) Office: (630) 961-6329 Cell: N/A Email: tomasz.gosciniak@gm.com Are there **<u>additional</u>** dealerships involved? If Yes, List the dealership name, contact name, and phone number. Repeat as necessary.

Dealership: Frank Boucher Chevrolet, Inc. (BAC 113379) Service Manager: John Kaiser Phone: (262) 886-1010 Fax: (262) 886-0154 Address: 8600 Washington Avenue Racine, WI 53406-3784

Dealership: A-F Motors, Inc. (BAC 111754) Service Manager: Tim Wormet Phone: (608) 339-3392 Fax: (608) 339-9285 Address: 201 South Main Street Adams, WI 53910-9371

# If TAC was contacted, what did they say? (Include TAC case #)

71-902845981

TAC Recommendations -

"Recommended that he perform the carbon cleaning procedure listed in **10-06-01-008A** again Then change the oil and install oil die and return the vehicle to the customer for evaluation If the oil consumption does not change then locate where the oil is getting at and repair as necessary If the oil is getting in thought the intake follow **PIP4492S** Oil Consumption and/or Exhaust Smoke -Possible PCV Baffle or Lifter Concern".

If TAC was NOT contacted, why? (Ask Dealership DDMA/RCCDMA MUST be notified if TAC has not been involved, regardless of dealership explanation. N/A

# DDMA/RCCDMA/DMS/RCCDPM 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.

X <u>Verified:</u> <u>Once completed, please enter an "X" in this box to verify that the following</u> listing has been compared to GMVIS for accuracy.

X_Verified: Once completed, please enter an "X" 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:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:		
N/A	N/A	N/A	N/A	N/A		
🛛 <u>Engine</u>	⊠ Engine/Fuel/Exhaust					
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:		
01/11/08	516597	*	12,693	Car Max		
				C/S There may be some radiator leaks. Possible smoke from that side, under the hood. / No Leaks – Inspection <b>found no leaks</b> at this time.		
05/19/09	370260	1	32,371	Frank Boucher Chevrolet, Inc.		

				C/S Oil level lamp on and low. Has been low for the last two oil changes. / None. – No oil leaks. Topped off system and started oil consumption test.
09/15/09	375881	1	38,381	Frank Boucher Chevrolet, Inc.
				C/S Oil level goes low before oil change time. (Sets low oil lamp) Consumption test started and confirmed. / Update. – Replaced left rocker cover.
11/17/09	378877	1	41,722	Frank Boucher Chevrolet, Inc.
				C/S Oil level lamp on. Had to add one quart and still low. / Checked the oil level – Oil level still one half quart down.
01/26/10	381557	1	43,989	Frank Boucher Chevrolet, Inc.
				C/S Consumption test results show excessive use. – Valves were nicked up. – Replaced heads per <b>bulletin</b> . Replaced both cylinder heads and valves.
				Parts came out of Charlotte. Were ordered 01/18/2010. Last head came in 01/25/2010.
				Rental vehicle provided – One Day
03/26/10	384870	1	46,588	Frank Boucher Chevrolet, Inc.
				C/S Low oil lamp came on. See History. / Checked the oil level - Oil level was down 1.5 quarts.
04/14/10	385836	1	47,381	Frank Boucher Chevrolet, Inc.
				C/S Oil consumption continues. Have added three quarts since repairs / Performed mobile one oil change.
07/07/10	389935	1	50,544	Frank Boucher Chevrolet, Inc.
				C/S Add engine oil lamp on. Consumption test in progress. See history. / Checked the oil level – Oil level was 2 quarts down.
10/11/10	395071	1	55,252	Frank Boucher Chevrolet, Inc.
				C/S Still has oil consumption issue. See <b>10-06-01-008A</b> / Special Ordered Part Install AFM Oil Deflector and Clean Carbon from Cylinder.
12/08/10	398241	1	57,538	Frank Boucher Chevrolet, Inc.
				C/S Continue oil consumption test See history. / Check for oil consumption. – Appears two quarts in 2,286 miles.
12/29/10	399062	3	58,445	Frank Boucher Chevrolet, Inc.
				C/S Appears to be using oil again. See History / Did carbon clean again per technical line. – Install APM oil deflector and clean carbon from cylinders. Technical Assistance Center case number <b>71-902845981</b>

<u>Restraints</u>

C0378. – Checked connector and reprogrammed transfer cas module PE. PIP3905C. (Program code 1AF5D) Test drove of reappear.         Bulletin not able to be found.         01/11/08       516597       1       12,693       Car Max         C/S When vehicle put into 4whigh the auto dot blinks. Inform reads service four wheel drive. Can tell four wheel drive did k Performed diagnostic. Found no codes present or history. Perfunction test on four wheel drive system. Passes all tests. Ch service bulletins, found none apply. – No repair. Operating designed at this time.         05/19/09       370260       *       32,371       Frank Boucher Chevrolet, Inc.         C/S Transmission fluid leaking. / Poor seal. – removed and re transmission pump seals and gaskets.	<u>ate:</u>	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
Date:         RO #:         Days Out:         Mileage:         Description of Complaint and Repair Performed:           N/A         N/A         N/A         N/A         N/A         N/A           STansmission         Example:         Days Out:         Mileage:         Description of Complaint and Repair Performed:           10/02/07         509295         1         8,944         Car Max           C/S Service four wheel drive light goes on and off. / Check or C0378. – Checked connector and reprogrammed transfer cas module PE. PIP3905C. (Program code 1AF5D) Test drove or reappear.           01/11/08         516597         1         12,693         Car Max           C/S When vehicle put into 4whigh the auto dot blinks. Inform reads service four wheel drive. Can tell four wheel drive did hereformed diagnostic. Found no codes present or history. Per function test on four wheel drive. Can tell four wheel drive did hereformed diagnostic. Found no codes present or history. Per function test on four wheel drive. Can tell four wheel drive did hereformed diagnostic. Found no codes present or history. Per function test on four wheel drive. System. Passes all tests. Cheservice bulletins, found none apply. – No repair. Operating designed at this time.           05/19/09         370260         *         32,371         Frank Boucher Chevrolet, Inc.           C/S Transmission fluid leaking. / Poor seal. – removed and re transmission pump seals and gaskets.         C/S Transmission fluid leaking. / Poor seal. – removed and re transmission pump seals and gaskets. <th>/A</th> <th>N/A</th> <th>N/A</th> <th>N/A</th> <th>N/A</th>	/A	N/A	N/A	N/A	N/A
N/A       N/A       N/A       N/A       N/A         Image:       Transmission       Date:       R0 #:       Days Out:       Mileage:       Description of Complaint and Repair Performed:       Image: Complaint and Repair Performed:         10/02/07       509295       1       8,944       Car Max         C/S Service four wheel drive light goes on and off. / Check compares and the complaint and reprogrammed transfer cas module PE. PIP3905C. (Program code 1AF5D) Test drove of reappear.         01/11/08       516597       1       12,693       Car Max         C/S When vehicle put into 4whigh the auto dot blinks. Inform reads service four wheel drive. Can tell four wheel drive did Performed diagnostic. Found no codes present or history. Period balleginged at this time.         05/19/09       370260       *       32,371       Frank Boucher Chevrolet, Inc.         C/S Transmission fluid leaking. / Poor seal. – removed and retribusion fluid leaking. / Poor seal. – removed and retribusion pump seals and gaskets.         Date:       R0 #:       Days Out:       Mileage:       Description of Complaint and Repair Performed:         N/A       N/A       N/A       N/A       N/A       N/A         Date:       R0 #:       Days Out:       Mileage:       Description of Complaint and Repair Performed:         N/A       N/A       N/A       N/A       N/A       N/A<	] <u>Steering</u>	g			
☑ Transmission         Date:       RO #;       Days Out:       Mileage;       Description of Complaint and Repair Performed;         10/02/07       509295       1       8,944       Car Max         C/S Service four wheel drive light goes on and off. / Check cd CO378. – Checked connector and reprogrammed transfer cas module PE. PIP3905C. (Program code 1AF5D) Test drove cd reappear.         Bulletin not able to be found.         01/11/08       516597       1       12,693       Car Max         C/S When vehicle put into 4whigh the auto dot blinks. Inform reads service four wheel drive. Can tell four wheel drive did Performed diagnostic. Found no codes present or history. Perfunction test on four wheel drive system. Passes all tests. Ch service bulletins, found none apply. – No repair. Operating designed at this time.         05/19/09       370260       *       32,371       Frank Boucher Chevrolet, Inc. C/S Transmission fluid leaking. / Poor seal. – removed and re transmission pump seals and gaskets.         Date:       RO #:       Days Out:       Mileage:       Description of Complaint and Repair Performed;         N/A       N/A       N/A       N/A       N/A         Date:       RO #:       Days Out:       Mileage:       Description of Complaint and Repair Performed;         N/A       N/A       N/A       N/A       N/A       N/A         Difylogi       370260       *	<u>ate:</u>	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
Date:         RO #:         Days Out:         Mileage:         Description of Complaint and Repair Performed:           10/02/07         509295         1         8,944         Car Max           (C/S Service four wheel drive light goes on and off. / Check co C0378. – Checked connector and reprogrammed transfer cas module PE. PIP3905C. (Program code 1AF5D) Test drove of reappear.           01/11/08         516597         1         12,693         Car Max           01/11/08         516597         1         12,693         Car Max           05/19/09         370260         *         32,371         Frank Boucher Chevrolet, Inc.           (C/S Transmission fluid leaking. / Poor seal. – removed and re transmission pump seals and gaskets.         - nemoved and re transmission pump seals and gaskets.           (N/A         N/A         N/A         N/A           10/11/10         395071         *         32,371	/A	N/A	N/A	N/A	N/A
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01/11/08       516597       1       12,693       Car Max         C/S When vehicle put into 4whigh the auto dot blinks. Inform reads service four wheel drive. Can tell four wheel drive did k Performed diagnostic. Found no codes present or history. Perfunction test on four wheel drive system. Passes all tests. Che service bulletins, found none apply. – No repair. Operating designed at this time.         05/19/09       370260       *       32,371       Frank Boucher Chevrolet, Inc. C/S Transmission fluid leaking. / Poor seal. – removed and re transmission pump seals and gaskets.         Date:       RO #:       Days Out:       Mileage:       Description of Complaint and Repair Performed:         N/A       N/A       N/A       N/A       N/A         Date:       RO #:       Days Out:       Mileage:       Description of Complaint and Repair Performed:         N/A       N/A       N/A       N/A       N/A       N/A         Date:       RO #:       Days Out:       Mileage:       Description of Complaint and Repair Performed:         N/A       N/A       N/A       N/A       N/A       N/A         Display:       Body/Trim       Escription of Complaint and Repair Performed:       C/S Cigarette lighter pops off. / Loose fit – Replaced lighter resplayed lighter pops off. / Loose fit – Replaced lighter resplayed lighter pops off. / Loose fit – Replaced lighter resplayed lighter pops off. / Bulletin. – Instat door handle.					C/S Service four wheel drive light goes on and off. / Check codes. Four C0378. – Checked connector and reprogrammed transfer case control module PE. <b>PIP3905C</b> . (Program code 1AF5D) Test drove code didn't reappear.
05/19/09       370260       *       32,371       Frank Boucher Chevrolet, Inc.         05/19/09       10/11/10       N/A       N/A       N/A       N/A         10/11/10       395071       *       32,371       Frank Boucher Chevrolet, Inc.         0/S Cigarette lighter pops off. / Loose fit – Replaced lighter nor replaced lighter r					Bulletin not able to be found.
reads service four wheel drive. Can tell four wheel drive did k         Performed diagnostic. Found no codes present or history. Per         function test on four wheel drive system. Passes all tests. Ch         service bulletins, found none apply. – No repair. Operating         designed at this time.         05/19/09       370260       *       32,371       Frank Boucher Chevrolet, Inc.         C/S Transmission fluid leaking. / Poor seal. – removed and re         transmission pump seals and gaskets.         Date:       RO #:       Days Out:       Mileage:       Description of Complaint and Repair Performed:         N/A       N/A       N/A       N/A       N/A         Date:       RO #:       Days Out:       Mileage:       Description of Complaint and Repair Performed:         Doty/Trim       Image:       Description of Complaint and Repair Performed:       C/S Cigarette lighter pops off. / Loose fit – Replaced lighter re         10/11/10       395071       *       55,252       Frank Boucher Chevrolet, Inc.         C/S Inside chrome handle peeling. / Bulletin. – Insta door handle.       C/S Inside chrome handle peeling. / Bulletin. – Insta	1/11/08	516597	1	12,693	Car Max
C/S Transmission fluid leaking. / Poor seal. – removed and retransmission pump seals and gaskets.         Axle         Date:       RO #:       Days Out:       Mileage:       Description of Complaint and Repair Performed:         N/A       N/A       N/A       N/A       N/A         Body/Trim       Date:       RO #:       Days Out:       Mileage:       Description of Complaint and Repair Performed:         05/19/09       370260       *       32,371       Frank Boucher Chevrolet, Inc.         10/11/10       395071       *       55,252       Frank Boucher Chevrolet, Inc.         C/S Inside chrome handle peeling. / Bulletin. – Instadoor handle.       C/S Inside chrome handle peeling. / Bulletin. – Instadoor handle.					C/S When vehicle put into 4whigh the auto dot blinks. Information cen reads service four wheel drive. Can tell four wheel drive did kick in. / Performed diagnostic. Found no codes present or history. Performed function test on four wheel drive system. Passes all tests. Checked for service bulletins, found none apply. – <b>No repair. Operating as</b> <b>designed</b> at this time.
Axle       Date:       RO #:       Days Out:       Mileage:       Description of Complaint and Repair Performed:         N/A       N/A       N/A       N/A       N/A       N/A         Body/Trim       Enderse       Enderse       Enderse       Enderse         Date:       RO #:       Days Out:       Mileage:       Description of Complaint and Repair Performed:         Date:       RO #:       Days Out:       Mileage:       Description of Complaint and Repair Performed:         05/19/09       370260       *       32,371       Frank Boucher Chevrolet, Inc.         10/11/10       395071       *       55,252       Frank Boucher Chevrolet, Inc.         C/S Inside chrome handle peeling. / Bulletin. – Instadoor handle.       C/S Inside chrome handle peeling. / Bulletin. – Instadoor handle.	5/19/09	370260	*	32,371	Frank Boucher Chevrolet, Inc.
Date:       RO #:       Days Out:       Mileage:       Description of Complaint and Repair Performed:         N/A       N/A       N/A       N/A       N/A         Body/Trim       Days Out:       Mileage:       Description of Complaint and Repair Performed:         Date:       RO #:       Days Out:       Mileage:       Description of Complaint and Repair Performed:         05/19/09       370260       *       32,371       Frank Boucher Chevrolet, Inc.         10/11/10       395071       *       55,252       Frank Boucher Chevrolet, Inc.         C/S Inside chrome handle peeling. / Bulletin. – Instadoor handle.       C/S Inside chrome handle peeling. / Bulletin. – Instadoor handle.					C/S Transmission fluid leaking. / Poor seal. – removed and replaced transmission pump seals and gaskets.
N/A       N/A       N/A       N/A       N/A         Body/Trim       Date:       RO #:       Days Out:       Mileage:       Description of Complaint and Repair Performed:         05/19/09       370260       *       32,371       Frank Boucher Chevrolet, Inc.         10/11/10       395071       *       55,252       Frank Boucher Chevrolet, Inc.         C/S Inside chrome handle peeling. / Bulletin. – Instadoor handle.       C/S Inside chrome handle peeling. / Bulletin. – Instadoor handle.	Axle				
Body/Trim         Date:       RO #:       Days Out:       Mileage:       Description of Complaint and Repair Performed:         05/19/09       370260       *       32,371       Frank Boucher Chevrolet, Inc.         10/11/10       395071       *       55,252       Frank Boucher Chevrolet, Inc.         10/11/10       395071       *       55,252       Frank Boucher Chevrolet, Inc.         C/S Inside chrome handle peeling. / Bulletin. – Instadoor handle.       State Complaint and Repair Performed:	ate:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
Date:       RO #:       Days Out:       Mileage:       Description of Complaint and Repair Performed:         05/19/09       370260       *       32,371       Frank Boucher Chevrolet, Inc.         10/11/10       395071       *       55,252       Frank Boucher Chevrolet, Inc.         10/11/10       395071       *       55,252       Frank Boucher Chevrolet, Inc.         C/S Inside chrome handle peeling. / Bulletin. – Instadoor handle.       Instadoor handle.	/A	N/A	N/A	N/A	N/A
05/19/09       370260 *       32,371       Frank Boucher Chevrolet, Inc.         C/S Cigarette lighter pops off. / Loose fit – Replaced lighter re         10/11/10       395071 *       55,252         Frank Boucher Chevrolet, Inc.         C/S Inside chrome handle peeling. / Bulletin. – Instadoor handle.	] <u>Body/T</u> i	<u>rim</u>			
C/S Cigarette lighter pops off. / Loose fit – Replaced lighter re 10/11/10 395071 * 55,252 Frank Boucher Chevrolet, Inc. C/S Inside chrome handle peeling. / <b>Bulletin.</b> – Insta door handle.	<u>ate:</u>	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
10/11/10       395071 *       55,252       Frank Boucher Chevrolet, Inc.         C/S Inside chrome handle peeling. / Bulletin. – Instadoor handle.	5/19/09	370260	*	32,371	Frank Boucher Chevrolet, Inc.
C/S Inside chrome handle peeling. / Bulletin. – Insta door handle.					C/S Cigarette lighter pops off. / Loose fit – Replaced lighter retainer.
door handle.	0/11/10	395071	*	55,252	Frank Boucher Chevrolet, Inc.
					C/S Inside chrome handle peeling. / <b>Bulletin.</b> – Install 2 fitt door handle.
	] <u>Chassis</u>	<u>i</u>			
Date: RO #: Days Out: Mileage: Description of Complaint and Repair Performed:	<u>ate:</u>	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
N/A N/A N/A N/A	/A	N/A	N/A	N/A	N/A

Electric				
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
06/19/09	029739	1	33,751	A-F Motors Inc.
				C/S The starter will not operate without boosting the battery. / Test battery. Test code: 071QL-S6 – Replace battery. Replaced battery and tested alternator. Alternator okay at this time.
11/19/09	215156	1	41,750	Frank Boucher Chevrolet, Inc.
				C/S Tire pressure light is on the dash. / Inoperable – Diagnosed and replaced right rear tire sensor. Relearned tire pressure monitor.
10/11/10	395071	*	55,252	Frank Boucher Chevrolet, Inc.
				C/S Compact disc will not always eject. / Electrical Radio. Removed, Replaced.
□ <u>Glass</u>				
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
01/11/08	516597	*	12,693	Car Max
				C/S Rear washer not spraying. / Performed inspection. Found rear washer inoperable. Traced lines. Found open in line near front under hood junction block. Repair rear washer pipe. Retest. Okay. – Washer pipe blocked.
□ <u>HVAC</u>				
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
N/A	N/A	N/A	N/A	N/A
□ <u>Paint</u>				
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
N/A	N/A	N/A	N/A	N/A
Susper	<u>nsion</u>			
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
N/A	N/A	N/A	N/A	N/A
□ <u>Wheel</u>	/Tires			
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
11/19/09	215156	*	41,750	Frank Boucher Chevrolet, Inc.
				C/S Install four General grabber HTS tires on the vehicle with tire protection plan. / Customer Request – Mount and balance four tires. Tire protection plan on the purchase of four tires. Performed front wheel alignment. Adjusted the front camber canister and toe. Centered steering wheel. Advised on brakes when doing the tires. There are 9 millimeters left on the front brake pads and 8 millimeters left on the rear.

# Customer Pay: \$810.01.

C Recall	s / Camp	paigns		
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
10/02/07	509295	*	8,944	Car Max
				C/S Open recalls on vehicle. <b>Customer will reschedule</b> . / Customer is aware of recalls. Customer does not have time to stay and have done today. – Customer will call to schedule to have recalls done.
□ <u>Other</u>				
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
10/02/07	509295	*	8,944	Car Max
				C/S Provide oil change package. / <b>Maintenance</b> - Provided oil change package.
01/11/08	516597	*	12,693	Car Max
				C/S Provide oil change package. / Maintenance - Provided oil change package.
01/11/08	516597	*	12,693	Car Max
				C/S Provide tire rotation package. / Maintenance – Provided tire rotation package.
09/15/09	375881	*	38,381	Frank Boucher Chevrolet, Inc.
				C/S Perform lube oil and filter change with 12 point inspection. / Maintenance - Performed lube oil and filter change with 12 point inspection.
04/14/10	385836	*	47,381	Frank Boucher Chevrolet, Inc.
				C/S Provide Mobile One oil change. / Maintenance – Provided Mobile One oil change.
09/29/10	394480	*	54,658	Frank Boucher Chevrolet, Inc.
				C/S Perform lube oil and filter change with 12 point inspection. / <b>Maintenance</b> - Performed lube oil and filter change with 12 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	-
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 c	collision)? N/A
Are the RO's attached if the vehicle was in an accident? (Y	
Has the customer filed any insurances claims on this Vehic If Yes obtain the following information below	cle? (Y or N) <u>No</u> N/A
Insurance Company:	NI / A
Insurance Rep :	N/A
(First and Last Name)	N/A
Phone #	N/A
Claim Made? (Y or N):	No
Claim Status: Pending/Denied/NA	N/A
rending/Denied/NA	N/A
Claim #	N/A
Did Insurance Company refer customer to GM? (Y or N)	No
If Yes. Did the insurance company deny the claim? (Y or N	) <u>No</u>
AFTERMARKET MODIFICATIONS: Are there any Aftermarket Modifications to the Vehicle? (Y	<b>' or N)</b> <u>No</u>
- · · · · · · · · · · · · · · · · · · ·	N/A
If "Yes" to aftermarket, please list: Be sure to note retailer installed or third party installed as well as date a known. Repeat as necessary. Include the name of the third party installe	
Have you confirmed modification with the dealership? (Y o	or N) Yes
PERTINENT FACTS FROM All SR's RELATED TO TH	IS VIN:
71-825457214 - Customer Assistance Center Concern: Engine - General (Oil Consumption) Date & Offer/Result: 05/18/2010, No Goodwill Provided, Pend	Diagnosis/Customer Action

# 71-902845981 - Technical Assistance Center

**Concern:** Engine - General (Oil Consumption) **Date & Offer/Result:** 12/30/2010, No Goodwill Provided, Decarboned Engine and Released

N/A Concern: N/A Date & Offer/Result: N/A

# BBB PROGRAM SUMMARY ASSESSMENT: (Note: This section only applicable for ADR cases)

What State is BBB Case Filed In? Wisconsin

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) N/A

Unique GM Program Summary Requirements for Repurchase/Replacement in Applicable State:  $\ensuremath{\mathsf{N}/\mathsf{A}}$ 

Unique GM Program Summary Requirements for Repairs/Reimbursement for Past Repairs in Applicable State:

N/A

# **Customer/Plaintiff Seeks:**

Repurchase, Attorney Fees

# **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.

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 engine as evidenced by he excessive consumption of oil; 2. Defective transmission as evidence by fluid leaking; and 3. Any additional complaints made your client, whether or not they are contained in your company's records or on any deal or 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.

<b>Note: This section only applicab</b> Is Lemon Law Pled/Allege		ses Yes	
Under what State? Wisconsin Does Purchase Qualify? Yes	ו 	Claimed Presumptive? Yes If not, why? N/A	
	State Pres	umption Is:	
<pre># of Visits for a Non-Conformity?</pre>	4	# of Days out of Service?	30
# of visits for a Safety Complaint?	1	# of Visits Total?	N/A
Must Complaint Continue to Exist?	Yes	Final Repair/Arbitration Required?	N/A
Time Period for filing a Claim?	12 months		
Vehicle Service	History (Du	Iring Presumptive Period) is	5:
# of Visits for a Non-Conformity?	2	# of Days out of Service?	2
# of visits for a Safety Complaint?	0	# of Visits Total?	2
Complaint appears to Continue?	Yes	Final Repair/Arbitration Complete?	No
Does History appear Presu	mptive:	Νο	
Vehicle Service Hi	story (Durir	ng Limited Warranty Period	) is:
# of Visits for a Non-Conformity?	1	# of Days out of Service?	1
# of visits for a Safety Complaint?	0	<pre># of Visits Total?</pre>	1
Must Complaint Continue to Exist?	Yes	Final Repair or Arbitration Req'd?	N/A
Related Repairs beyond N	/LW:	Yes	
Customer Pay?	No	If no, identify responsible party:	Warranty
Additional Days out of Service?	13	Additional # of Repair Visits?	11
Other Considerations:		Νο	
Outcome/Findings of Arb/Final Repa	air:	N/A	
Outcome/i mungs of Alb/i mai Kepa			
Prior Goodwill/reimbursement:	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 DDMA/RCCDMA/DMS/RCCDPM/CAM:

Mary Sontag:

Do not believe that I know about this one -- Option D. Let me know if you need anything else. 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).

## Tomasz Gosciniak:

Option 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).

# Pertinent vehicle information provided by dealer Service Manager:

Tim Wormet - A-F Motors, Inc.:

I have that vehicle in here under that first name but a different last name. She must have gotten married. The vehicle was only in here one time for a battery. She was traveling. The vehicle was not sold here. I am not aware of and aftermarket items, insurance claims or collisions regarding this vehicle.

John Kaiser - Frank Boucher Chevrolet, Inc.:

On repair order 378877 we checked the oil level, it was still one half quart down. On repair order 384870 we checked oil level, the level was down 1.5 quarts. On repair order 389935 we checked the oil level, it was 2 quarts down. There were not any aftermarket items through us. We do not have information on Collision or Insurance Claims.

## Identify at least three main strengths of the customer's case?

There were nine repair attempts with in the limited power train warranty / bumper to bumper limited warranty for oil consumption.

## Identify at least three main weaknesses of the customer's case?

There have not been four repair attempts toward the same non-conformity with in presumption.

## Are there any considerations to be made under other applicable laws? (Explain in detail)

Uniform Commercial Code Magnuson Moss Warranty Act

## **Recommendation:**

Minimal Cash Settlement to offset customer inconvenience. \$4,000-\$6,000 Inclusive.

# **Rationale:**

Although there have not been four repair attempts toward the same non-conformity with in presumption, there were nine repair attempts with in the limited power train warranty / bumper to bumper limited warranty for oil consumption. Even thought the consumer said that they had added oil during the oil consumption test, the oil level was still lower than specification.

# **Settlement/Defense Strategy:**

Cash Settlement \$4,000-\$6,000 Inclusive. (\$4,000, \$4,500, \$5,000,\$5,500, \$6,000) Please see rationale above for Defense.

# **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.

*Add additional lines for additional offers/counter offers.			
<b>Plaintiff</b> 's <b>Original Dema</b> Amount to Plaintiff/Atty: Inclusive Offer:	n <b>d:</b> N/A N/A	Settlement Type: Repurchase Date: 01/14/11	Countered NISM
<b>CRS Intial Offer:</b> Amount to Plaintiff/Atty: Inclusive Offer:	N/A \$4,000.00	Settlement Type: Cash Settlement Date: 01/27/11	Countered NISM
Plaintiff Counter:: Amount to Plaintiff/Atty: Inclusive Offer:	N/A \$15,000.00	Settlement Type: Cash Settlement Date: 02/08/11	Countered NISM
<b>CRS Counter:</b> Amount to Plaintiff/Atty: Inclusive Offer:	N/A \$5,000.00	Settlement Type: Cash Settlement Date: 02/09/11	Countered NISM
Plaintiff Counter:: Amount to Plaintiff/Atty: Inclusive Offer:	N/A \$14,000.00	Settlement Type: Cash Settlement Date: 02/25/11	Countered NISM
<b>CRS Counter:</b> Amount to Plaintiff/Atty: Inclusive Offer:	N/A \$5,500.00	Settlement Type: Cash Settlement Date: 02/25/11	No Response NISM
<b>PLAINTIFF Final Offer:</b> Amount to Plaintiff/Atty: Inclusive Offer:	N/A N/A	Settlement Type: N/A Date: N/A	N/A
<b>CRS Final Offer:</b> Amount to Plaintiff/Atty: Inclusive Offer:	N/A N/A	Settlement Type: N/A Date: N/A	N/A

*Trade Repurchase offers should specify Trade Retail, Trade Collateral, or Trade New Finance.

# 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: N/A	Settle case: N/A
Settlement Type: N/A		Attorney Fees (if applicable):
		N/A
Recommendation of Field:	Arbitrate case: N/A	Settle case: N/A
Settlement Type: N/A		Attorney Fees (if applicable):
		N/A
Final Decision:	Arbitrate case: N/A	Settle case: N/A
Settlement Type: N/A		Attorney Fees (if applicable):
		N/A

TEAM LEAD APPROVING:

Patricia McNair

**Date:** 01/20/11

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.



"Moss, Gregory" <gmoss@consumerlawcent er.com> 02/25/2011 04:20 PM

To <abigail_blake@gmexpert.com> cc bcc Subject RE: v. GM

Abigail:

Sorry for the delayed response. My clients' counter is \$14,000.00 inclusive of attorneys' fees.

Please let me know. Thanks.

Gregory H. Moss Krohn & Moss, Ltd. Consumer Law Center (312) 578-9428 ext 216 (866) 309-9458 Fax

Connect With Us

From: abigail_blake@gmexpert.com [mailto:abigail_blake@gmexpert.com] Sent: Wednesday, February 09, 2011 9:14 AM To: Moss, Gregory Subject: RE: V. GM

RE: Customer Last Name: Service Request: 71-910109789 2007 Chevrolet Suburban Vehicle Identification Number: 1GNFK16327J Customer Relationship Specialist: Abigail Blake Telephone: (866) 790-5700 x 41015

Dear Greg,

Please see the attachments below for current offer and release.

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

"Moss, Gregory" <gmoss@consumerlawcenter.com>

02/08/2011 06:01 PM

To<<u>abigail_blake@gmexpert.com</u>> cc SubjectRE:

Abigail:

I spoke to my client and your offer is rejected. My client's counter is \$15,000.00 inclusive of attorneys' fees.

Please let me know if we can get this matter resolved for that sum. Thanks.

Gregory H. Moss Krohn & Moss, Ltd. Consumer Law Center (312) 578-9428 ext 216 (866) 309-9458 Fax

Connect With Us

From: <u>abigail blake@gmexpert.com [mailto:abigail blake@gmexpert.com]</u> Sent: Monday, January 31, 2011 9:47 AM To: Moss, Gregory Subject: Re: V. GM

RE: Customer Last Name: Service Request: 71-910109789 2007 Chevrolet Suburban Vehicle Identification Number: 1GNFK16327J Customer Relationship Specialist: Abigail Blake Telephone: (866) 790-5700 x 41015

Dear Greg,

Please see the attachments below for current offer and release.

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** 

"Moss, Gregory" <gmoss@consumerlawcenter.com>

01/31/2011 10:42 AM

To _{<abigail< sub=""></abigail<>}	blake@gmexpert.com>
cc	
Subject	v. GM

Abigail:

I received your voice mail but I never received your offer on this file. Please send it ASAP and I will contact my clients and get back to you.

Thanks.

Gregory H. Moss Krohn & Moss, Ltd. Consumer Law Center (312) 578-9428 ext 216 (866) 309-9458 Fax

Connect With Us



## VIA FAX ONLY

February 25, 2011

Gregory H. Moss, Esq. Krohn & Moss Ltd. 120 West Madison Street Floor 10 Chicago, Illinois 60602-4107

RE:

Service Request: 71-910109789 2007 Chevrolet Suburban Vehicle Identification Number: 1GNFK16327J Customer Relationship Specialist: Abigail

Dear Mr. Moss:

We regret that your client(s) is dissatisfied with her 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 \$ 5,500.00

The above offer is inclusive of any and all costs, fees, expenses, and attorney's fees, known or unknown, that are associated with the above-referenced vehicle and is contingent upon receipt of a copy of the current registration (valid for at least 30 days beyond the date this letter is signed by your client) to show proof of ownership.

Your client(s) would retain the vehicle.

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

Furthermore, this settlement offer is contingent upon General Motors receiving a completed W-9 containing your Federal Tax ID. Failure to return the W-9 will result in a delay of processing this offer. To assist in ensuring the security of this information, the W-9 form needs to be faxed back to GM <u>separately from all other settlement documents</u>. 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.

Page 2

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

Client's Signature

Date

Date

# **RELEASE OF CLAIM**

I. (hereinafter referred to as "Releasor(s)"), on behalf of myself/ourselves and my/our assigns, heirs and executors, in consideration of \$ 5,500.00 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 1GNFK16327J ("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 Releases, 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 _____

by	Sworn to (or affirmed) and subscribed before me this day of	, 20,
	Signature of Notary Public	
	Print, type or stamp Commissioned Name of Notary Public	
	Personally KnownOR Produced identification _	
	Type of identification	
	My commission expires:	



"Moss, Gregory" <gmoss@consumerlawcent er.com> 02/28/2011 12:49 PM

To <abigail_blake@gmexpert.com> cc bcc Subject v. GM

Abigail:

I received your \$5500 offer and have communicated it to **sector and and am waiting to hear back as** to what she wants to do. As always, I will let you know as soon as I hear from her.

Thanks for the follow up and have a nice day.

Gregory H. Moss Krohn & Moss, Ltd. Consumer Law Center (312) 578-9428 ext 216 (866) 309-9458 Fax

Connect With Us





#### VIA FAX ONLY

March 4, 2011

Gregory H. Moss Esq. Krohn & Moss Ltd. 120 West Madison Street Floor 10 Chicago, Illinois 60602-4107

RE:

Service Request: 71-910109789 2007 Chevrolet Suburban Vehicle Identification Number: 1GNFK16327J Customer Relationship Specialist: Abigail

Dear Mr. Moss:

On February 25, 2011 we communicated to you General Motors' offer to resolve the above-referenced matter. To date, we have not received a response from you or your client(s) to this offer.

For your convenience, enclosed with this letter is another copy of General Motors' offer. We ask that you discuss General Motors' offer with your client(s) at your earliest opportunity. If your client(s) agree with the terms of the 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 ask that you contact us immediately via facsimile using the number on the fax cover sheet regarding the resolution of this matter.

Our primary goal is to maintain and promote customer satisfaction by promptly resolving your client(s) concerns. With that in mind, we are hopeful that we can resolve this matter within the next ten (10) calendar days. We look forward to hearing from you within this time frame. If your client has not accepted our offer within this time frame, this offer will be withdrawn and the matter will be considered closed.

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

# **PRIVILEGED & CONFIDENTIAL - PREPARED FOR COUNSEL**

# **BRC CASE ASSESSMENT**

#### Demand Letter: January 14, 2011 Case Assessment Created: January 20, 2011 Latest Revision Date: March 7, 2011

#### All Fields Are Required

(Do not delete or modify any sections of this form)

SR: 71-910109789 By: Abigail Blake / BRC ML

Year, Make & Model: 2007 Chevrolet Suburban

Current Mileage: 58,445

Sale Type: Purchase X Lease N/A Other N/A

Lien holder: GMAC N/A Other X No Lien

Purchase Price of Vehicle: \$ 43,639.00

Was TAC contacted for this vehicle (Y/N)? : Yes

Attorney: Gregory H. Moss Esq. Firm: Krohn & Moss Ltd. Phone: (312) 578-9428 Ext 216 Fax: (866) 309-9458 Email: GMoss@consumerlawcenter.com 120 West Madison Street Floor 10 Chicago, Illinois 60602-4107 GM Legal File / BBB Case No.: NISM Negotiator: Abigail Blake / BRC ML

#### State: Wisconsin

Vehicle Purchased: BAC Code: New 164674

Vehicle Purchased Used on: N/A at odometer N/A

Dealer Name: Kenosha Chevrolet ****Terminated** – Is now Car Max****** CAM Name: Robert Johnson Phone Number: (630) 961-6817 Email: rob.johnson@gm.com DDMA/RCCDMA Name: N/A Office: N/A Cell: N/A Email: N/A

DDMA/RCCDMA requests involvement?: No

Service Manager Name: N/A Phone: (262) 857-4827 Fax: N/A Address: 8200 120th Avenue Kenosha, WI 53142-7334

Are there **additional** field personnel involved? If Yes, List the name, including role (DDMA/RCCDMA/ DMS/RCCDPM, etc.) and phone number. Repeat as necessary.

DDMA: Mary Sontag (BAC 113379) Office: (262) 725-3554 Cell: (608) 346-3670 Email: mary.sontag@gm.com

DDMA: Tomaz Gosciniak (BAC 111754) Office: (630) 961-6329 Cell: N/A Email: tomasz.gosciniak@gm.com Are there **<u>additional</u>** dealerships involved? If Yes, List the dealership name, contact name, and phone number. Repeat as necessary.

Dealership: Frank Boucher Chevrolet, Inc. (BAC 113379) Service Manager: John Kaiser Phone: (262) 886-1010 Fax: (262) 886-0154 Address: 8600 Washington Avenue Racine, WI 53406-3784

Dealership: A-F Motors, Inc. (BAC 111754) Service Manager: Tim Wormet Phone: (608) 339-3392 Fax: (608) 339-9285 Address: 201 South Main Street Adams, WI 53910-9371

#### If TAC was contacted, what did they say? (Include TAC case #)

71-902845981

TAC Recommendations -

"Recommended that he perform the carbon cleaning procedure listed in **10-06-01-008A** again Then change the oil and install oil die and return the vehicle to the customer for evaluation If the oil consumption does not change then locate where the oil is getting at and repair as necessary If the oil is getting in thought the intake follow **PIP4492S** Oil Consumption and/or Exhaust Smoke -Possible PCV Baffle or Lifter Concern".

If TAC was NOT contacted, why? (Ask Dealership DDMA/RCCDMA MUST be notified if TAC has not been involved, regardless of dealership explanation. N/A

# DDMA/RCCDMA/DMS/RCCDPM 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.

X <u>Verified:</u> <u>Once completed, please enter an "X" in this box to verify that the following</u> listing has been compared to GMVIS for accuracy.

X Verified: Once completed, please enter an "X" 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:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
N/A	N/A	N/A	N/A	N/A
🛛 Engine	e/Fuel/Ex	<u>chaust</u>		
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
01/11/08	516597	*	12,693	Car Max
				C/S There may be some radiator leaks. Possible smoke from that side, under the hood. / No Leaks – Inspection <b>found no leaks</b> at this time.
05/19/09	370260	1	32,371	Frank Boucher Chevrolet, Inc.

				C/S Oil level lamp on and low. Has been low for the last two oil changes. / None. – No oil leaks. Topped off system and started oil consumption test.
09/15/09	375881	1	38,381	Frank Boucher Chevrolet, Inc.
				C/S Oil level goes low before oil change time. (Sets low oil lamp) Consumption test started and confirmed. / Update. – Replaced left rocker cover.
11/17/09	378877	1	41,722	Frank Boucher Chevrolet, Inc.
				C/S Oil level lamp on. Had to add one quart and still low. / Checked the oil level – Oil level still one half quart down.
01/26/10	381557	1	43,989	Frank Boucher Chevrolet, Inc.
				C/S Consumption test results show excessive use. – Valves were nicked up. – Replaced heads per <b>bulletin</b> . Replaced both cylinder heads and valves.
				Parts came out of Charlotte. Were ordered 01/18/2010. Last head came in 01/25/2010.
				Rental vehicle provided – One Day
03/26/10	384870	1	46,588	Frank Boucher Chevrolet, Inc.
				C/S Low oil lamp came on. See History. / Checked the oil level - Oil level was down 1.5 quarts.
04/14/10	385836	1	47,381	Frank Boucher Chevrolet, Inc.
				C/S Oil consumption continues. Have added three quarts since repairs / Performed mobile one oil change.
07/07/10	389935	1	50,544	Frank Boucher Chevrolet, Inc.
				C/S Add engine oil lamp on. Consumption test in progress. See history. / Checked the oil level – Oil level was 2 quarts down.
10/11/10	395071	1	55,252	Frank Boucher Chevrolet, Inc.
				C/S Still has oil consumption issue. See <b>10-06-01-008A</b> / Special Ordered Part Install AFM Oil Deflector and Clean Carbon from Cylinder.
12/08/10	398241	1	57,538	Frank Boucher Chevrolet, Inc.
				C/S Continue oil consumption test See history. / Check for oil consumption. – Appears two quarts in 2,286 miles.
12/29/10	399062	3	58,445	Frank Boucher Chevrolet, Inc.
				C/S Appears to be using oil again. See History / Did carbon clean again per technical line. – Install APM oil deflector and clean carbon from cylinders. <b>Technical Assistance Center</b> case number <b>71-902845981</b>

<u>Restraints</u>

Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
N/A	N/A	N/A	N/A	N/A
□ <u>Steeri</u>	ng			
Date:	<u>RO #:</u>	Days Out:	<u>Mileage:</u>	Description of Complaint and Repair Performed:
N/A	N/A	N/A	N/A	N/A
⊠ <u>Transı</u>	<u>mission</u>			
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
10/02/07	509295	1	8,944	Car Max
				C/S Service four wheel drive light goes on and off. / Check codes. Four C0378. – Checked connector and reprogrammed transfer case control module PE. <b>PIP3905C</b> . (Program code 1AF5D) Test drove code didn't reappear.
				Bulletin not able to be found.
01/11/08	516597	1	12,693	Car Max
				C/S When vehicle put into 4whigh the auto dot blinks. Information cen reads service four wheel drive. Can tell four wheel drive did kick in. / Performed diagnostic. Found no codes present or history. Performed function test on four wheel drive system. Passes all tests. Checked for service bulletins, found none apply. – <b>No repair. Operating as</b> <b>designed</b> at this time.
05/19/09	370260	*	32,371	Frank Boucher Chevrolet, Inc.
				C/S Transmission fluid leaking. / Poor seal. – removed and replaced transmission pump seals and gaskets.
□ <u>Axle</u>				
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
N/A	N/A	N/A	N/A	N/A
Body/	<u>Trim</u>			
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
05/19/09	370260	*	32,371	Frank Boucher Chevrolet, Inc.
				C/S Cigarette lighter pops off. / Loose fit – Replaced lighter retainer.
10/11/10	395071	*	55,252	Frank Boucher Chevrolet, Inc.
				C/S Inside chrome handle peeling. / <b>Bulletin.</b> – Install 2 fitt door handle.
Chass	<u>is</u>			
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
N/A	N/A	N/A	N/A	N/A

Electric	<u>cal</u>			
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
06/19/09	029739	1	33,751	A-F Motors Inc.
				C/S The starter will not operate without boosting the battery. / Test battery. Test code: 071QL-S6 – Replace battery. Replaced battery and tested alternator. Alternator okay at this time.
11/19/09	215156	1	41,750	Frank Boucher Chevrolet, Inc.
				C/S Tire pressure light is on the dash. / Inoperable – Diagnosed and replaced right rear tire sensor. Relearned tire pressure monitor.
10/11/10	395071	*	55,252	Frank Boucher Chevrolet, Inc.
				C/S Compact disc will not always eject. / Electrical Radio. Removed, Replaced.
□ <u>Glass</u>				
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
01/11/08	516597	*	12,693	Car Max
				C/S Rear washer not spraying. / Performed inspection. Found rear washer inoperable. Traced lines. Found open in line near front under hood junction block. Repair rear washer pipe. Retest. Okay. – Washer pipe blocked.
□ <u>HVAC</u>				
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
N/A	N/A	N/A	N/A	N/A
□ <u>Paint</u>				
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
N/A	N/A	N/A	N/A	N/A
Susper	<u>nsion</u>			
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
N/A	N/A	N/A	N/A	N/A
□ <u>Wheel</u>	/Tires			
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
11/19/09	215156	*	41,750	Frank Boucher Chevrolet, Inc.
				C/S Install four General grabber HTS tires on the vehicle with tire protection plan. / Customer Request – Mount and balance four tires. Tire protection plan on the purchase of four tires. Performed front wheel alignment. Adjusted the front camber canister and toe. Centered steering wheel. Advised on brakes when doing the tires. There are 9 millimeters left on the front brake pads and 8 millimeters left on the rear.

# Customer Pay: \$810.01.

C Recall	Recalls / Campaigns				
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:	
10/02/07	509295	*	8,944	Car Max	
				C/S Open recalls on vehicle. <b>Customer will reschedule</b> . / Customer is aware of recalls. Customer does not have time to stay and have done today. – Customer will call to schedule to have recalls done.	
□ <u>Other</u>					
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:	
10/02/07	509295	*	8,944	Car Max	
				C/S Provide oil change package. / <b>Maintenance</b> - Provided oil change package.	
01/11/08	516597	*	12,693	Car Max	
				C/S Provide oil change package. / Maintenance - Provided oil change package.	
01/11/08	516597	*	12,693	Car Max	
				C/S Provide tire rotation package. / Maintenance – Provided tire rotation package.	
09/15/09	375881	*	38,381	Frank Boucher Chevrolet, Inc.	
				C/S Perform lube oil and filter change with 12 point inspection. / Maintenance - Performed lube oil and filter change with 12 point inspection.	
04/14/10	385836	*	47,381	Frank Boucher Chevrolet, Inc.	
				C/S Provide Mobile One oil change. / Maintenance – Provided Mobile One oil change.	
09/29/10	394480	*	54,658	Frank Boucher Chevrolet, Inc.	
				C/S Perform lube oil and filter change with 12 point inspection. / <b>Maintenance</b> - Performed lube oil and filter change with 12 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 collisior	n)? N/A
Are the RO's attached if the vehicle was in an accident? (Y or N)	No
Has the customer filed any insurances claims on this Vehicle? (Y If Yes obtain the following information below	or N) <u>No</u> N/A
	14/74
Insurance Company:	N/A
Insurance Rep :	N/A
(First and Last Name)	N/A
Phone #	N/A
Claim Made? (Y or N):	No
Claim Status:	N/A
Pending/Denied/NA	N/A
Claim #	N/A
Did Insurance Company refer customer to GM? (Y or N)	No
If Yes. Did the insurance company deny the claim? (Y or N)	No
AFTERMARKET MODIFICATIONS: Are there any Aftermarket Modifications to the Vehicle? (Y or N)	No
	N/A
If "Yes" to aftermarket, please list: Be sure to note retailer installed or third party installed as well as date and milea known. Repeat as necessary. Include the name of the third party installer.	ige if
Have you confirmed modification with the dealership? (Y or N)	Yes
PERTINENT FACTS FROM All SR's RELATED TO THIS VI	N:
71-825457214 - Customer Assistance Center Concern: Engine - General (Oil Consumption) Date & Offer/Result: 05/18/2010, No Goodwill Provided, Pend Diagnos	sis/Customer Action

# 71-902845981 - Technical Assistance Center

**Concern:** Engine - General (Oil Consumption) **Date & Offer/Result:** 12/30/2010, No Goodwill Provided, Decarboned Engine and Released

N/A Concern: N/A Date & Offer/Result: N/A

# BBB PROGRAM SUMMARY ASSESSMENT: (Note: This section only applicable for ADR cases)

What State is BBB Case Filed In? Wisconsin

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) N/A

Unique GM Program Summary Requirements for Repurchase/Replacement in Applicable State:  $\ensuremath{\mathsf{N}/\mathsf{A}}$ 

Unique GM Program Summary Requirements for Repairs/Reimbursement for Past Repairs in Applicable State:

N/A

# **Customer/Plaintiff Seeks:**

Repurchase, Attorney Fees

#### **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.

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 engine as evidenced by he excessive consumption of oil; 2. Defective transmission as evidence by fluid leaking; and 3. Any additional complaints made your client, whether or not they are contained in your company's records or on any deal or 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.

Note: This section only applicab Is Lemon Law Pled/Allege		ses Yes	
Under what State? Wisconsin Does Purchase Qualify? Yes	ו 	Claimed Presumptive? Yes If not, why? N/A	
	State Pres	umption Is:	
<pre># of Visits for a Non-Conformity?</pre>	4	# of Days out of Service?	30
<pre># of visits for a Safety Complaint?</pre>	1	<pre># of Visits Total?</pre>	N/A
Must Complaint Continue to Exist?	Yes	Final Repair/Arbitration Required?	N/A
Time Period for filing a Claim?	12 months		
Vehicle Service	Historv (Du	Iring Presumptive Period) is	5:
# of Visits for a Non-Conformity?	2	# of Days out of Service?	2
# of visits for a Safety Complaint?	0	# of Visits Total?	2
Complaint appears to Continue?	Yes	Final Repair/Arbitration Complete?	No
Does History appear Presu	mptive:	Νο	
Vehicle Service Hi	story (Durin	ng Limited Warranty Period	) is:
<pre># of Visits for a Non-Conformity?</pre>	1	# of Days out of Service?	1
<pre># of visits for a Safety Complaint?</pre>	0	# of Visits Total?	1
Must Complaint Continue to Exist?	Yes	Final Repair or Arbitration Req'd?	N/A
Related Repairs beyond N	/LW:	Yes	
Related Repairs beyond N		<b>Yes</b>	Warranty
<b>Related Repairs beyond N</b> Customer Pay? Additional Days out of Service?	<b>/LW:</b> No 13	<b>Yes</b> If no, identify responsible party: Additional # of Repair Visits?	Warranty 11
Customer Pay?	No	If no, identify responsible party: Additional # of Repair Visits?	•
Customer Pay? Additional Days out of Service? <b>Other Considerations:</b> Outcome/Findings of Arb/Final Repa	No 13 air:	If no, identify responsible party: Additional # of Repair Visits? <b>No</b> N/A	•
Customer Pay? Additional Days out of Service? Other Considerations:	No 13	If no, identify responsible party: Additional # of Repair Visits?	

# **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 DDMA/RCCDMA/DMS/RCCDPM/CAM:

Mary Sontag:

Do not believe that I know about this one -- Option D. Let me know if you need anything else. 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).

#### Tomasz Gosciniak:

Option 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).

#### Pertinent vehicle information provided by dealer Service Manager:

Tim Wormet - A-F Motors, Inc.:

I have that vehicle in here under that first name but a different last name. She must have gotten married. The vehicle was only in here one time for a battery. She was traveling. The vehicle was not sold here. I am not aware of and aftermarket items, insurance claims or collisions regarding this vehicle.

John Kaiser - Frank Boucher Chevrolet, Inc.:

On repair order 378877 we checked the oil level, it was still one half quart down. On repair order 384870 we checked oil level, the level was down 1.5 quarts. On repair order 389935 we checked the oil level, it was 2 quarts down. There were not any aftermarket items through us. We do not have information on Collision or Insurance Claims.

#### Identify at least three main strengths of the customer's case?

There were nine repair attempts with in the limited power train warranty / bumper to bumper limited warranty for oil consumption.

#### Identify at least three main weaknesses of the customer's case?

There have not been four repair attempts toward the same non-conformity with in presumption.

#### Are there any considerations to be made under other applicable laws? (Explain in detail)

Uniform Commercial Code Magnuson Moss Warranty Act

#### **Recommendation:**

Minimal Cash Settlement to offset customer inconvenience. \$4,000-\$6,000 Inclusive.

# **Rationale:**

Although there have not been four repair attempts toward the same non-conformity with in presumption, there were nine repair attempts with in the limited power train warranty / bumper to bumper limited warranty for oil consumption. Even thought the consumer said that they had added oil during the oil consumption test, the oil level was still lower than specification.

# Settlement/Defense Strategy:

Cash Settlement \$4,000-\$6,000 Inclusive. (\$4,000, \$4,500, \$5,000,\$5,500, \$6,000) Please see rationale above for Defense.

# **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.

*Add additional lines for additional offers/counter offers.				
<b>Plaintiff</b> 's <b>Original Dema</b> Amount to Plaintiff/Atty: Inclusive Offer:	n <b>d:</b> N/A N/A	Settlement Type: Repurchase Date: 01/14/11	Countered NISM	
<b>CRS Intial Offer:</b> Amount to Plaintiff/Atty: Inclusive Offer:	N/A \$4,000.00	Settlement Type: Cash Settlement Date: 01/27/11	Countered NISM	
<b>Plaintiff Counter::</b> Amount to Plaintiff/Atty: Inclusive Offer:	N/A \$15,000.00	Settlement Type: Cash Settlement Date: 02/08/11	Countered NISM	
<b>CRS Counter:</b> Amount to Plaintiff/Atty: Inclusive Offer:	N/A \$5,000.00	Settlement Type: Cash Settlement Date: 02/09/11	Countered NISM	
<b>Plaintiff Counter::</b> Amount to Plaintiff/Atty: Inclusive Offer:	N/A \$14,000.00	Settlement Type: Cash Settlement Date: 02/25/11	Countered NISM	
<b>CRS Counter:</b> Amount to Plaintiff/Atty: Inclusive Offer:	N/A \$5,500.00	Settlement Type: Cash Settlement Date: 02/25/11	Countered NISM	
<b>PLAINTIFF Final Offer:</b> Amount to Plaintiff/Atty: Inclusive Offer:	N/A \$13,500.00	Settlement Type: Cash Settlement Date: 03/07/11	Countered NISM	
<b>CRS Final Offer:</b> Amount to Plaintiff/Atty: Inclusive Offer:	N/A \$6,000.00	Settlement Type: Cash Settlement Date: 03/07/11	No Response NISM	

*Trade Repurchase offers should specify Trade Retail, Trade Collateral, or Trade New Finance.

# 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: N/A	Settle case: N/A
Settlement Type: N/A		Attorney Fees (if applicable):
		N/A
Recommendation of Field:	Arbitrate case: N/A	Settle case: N/A
Settlement Type: N/A		Attorney Fees (if applicable):
		N/A
Final Decision:	Arbitrate case: N/A	Settle case: N/A
Settlement Type: N/A		Attorney Fees (if applicable):
		N/A

TEAM LEAD APPROVING:

Patricia McNair

**Date:** 01/20/11

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.



"Moss, Gregory" <gmoss@consumerlawcent er.com> 02/08/2011 06:01 PM



Abigail:

I spoke to my client and your offer is rejected. My client's counter is \$15,000.00 inclusive of attorneys' fees.

Please let me know if we can get this matter resolved for that sum. Thanks.

Gregory H. Moss Krohn & Moss, Ltd. Consumer Law Center (312) 578-9428 ext 216 (866) 309-9458 Fax

Connect With Us

From: abigail_blake@gmexpert.com [mailto:abigail_blake@gmexpert.com] Sent: Monday, January 31, 2011 9:47 AM To: Moss, Gregory Subject: Re:

RE: Customer Last Name: Service Request: 71-910109789 2007 Chevrolet Suburban Vehicle Identification Number: 1GNFK16327J Customer Relationship Specialist: Abigail Blake Telephone: (866) 790-5700 x 41015

Dear Greg,

Please see the attachments below for current offer and release.

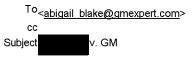
If you have further questions, please contact the Customer Relationship Specialist at the telephone number and extension above or contact The Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please refer to the service request number above.

Sincerely,

**General Motors** 

"Moss, Gregory" <gmoss@consumerlawcenter.com>

01/31/2011 10:42 AM



Abigail:

I received your voice mail but I never received your offer on this file. Please send it ASAP and I will contact my clients and get back to you.

Thanks.

Gregory H. Moss Krohn & Moss, Ltd. Consumer Law Center (312) 578-9428 ext 216 (866) 309-9458 Fax

Connect With Us





"Moss, Gregory" <gmoss@consumerlawcent er.com> 02/25/2011 04:20 PM

To <abigail_blake@gmexpert.com> cc bcc Subject RE:**_____v**.GM

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Sorry for the delayed response. My clients' counter is \$14,000.00 inclusive of attorneys' fees.

Please let me know. Thanks.

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02/08/2011 06:01 PM

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"Moss, Gregory" <gmoss@consumerlawcent er.com> 03/07/2011 11:37 AM

To <abigail_blake@gmexpert.com> cc bcc Subject RE:

Thanks Abigail. I doubt it will settle but I will let back to you.

know this is your final offer and get

Gregory H. Moss Krohn & Moss, Ltd. Consumer Law Center (312) 578-9428 ext 216 (866) 309-9458 Fax



From: abigail_blake@gmexpert.com [mailto:abigail_blake@gmexpert.com] Sent: Monday, March 07, 2011 10:31 AM To: Moss, Gregory Subject: RE:

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Connect With Us





#### VIA FAX ONLY

March 7, 2011

Gregory H. Moss, Esq. Krohn & Moss Ltd. 120 West Madison Street Floor 10 Chicago, Illinois 60602-4107

RE:

Service Request: 71-910109789 2007 Chevrolet Suburban Vehicle Identification Number: 1GNFK16327J Customer Relationship Specialist: Abigail

Dear Mr. Moss:

We regret that your client(s) is dissatisfied with her 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 \$ 6,000.00

The above offer is inclusive of any and all costs, fees, expenses, and attorney's fees, known or unknown, that are associated with the above-referenced vehicle and is contingent upon receipt of a copy of the current registration (valid for at least 30 days beyond the date this letter is signed by your client) to show proof of ownership.

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 <u>separately from all other settlement documents</u>. 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.

Page 2

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

Client's Signature

Date

Date

#### **RELEASE OF CLAIM**

I. (hereinafter referred to as "Releasor(s)"), on behalf of myself/ourselves and my/our assigns, heirs and executors, in consideration of \$ 6,000.00 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 1GNFK16327J ("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 Releases, 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 _____

by	Sworn to (or affirmed) and subscribed before me this day of	, 20,
	Signature of Notary Public	
	Print, type or stamp Commissioned Name of Notary Public	
	Personally KnownOR Produced identification _	
	Type of identification	
	My commission expires:	



#### VIA FAX ONLY

March 16, 2011

Gregory H. Moss Esq. Krohn & Moss Ltd. 120 West Madison Street Floor 10 Chicago, Illinois 60602-4107

RE:

Service Request: 71-910109789 2007 Chevrolet Suburban Vehicle Identification Number: 1GNFK16327J Customer Relationship Specialist: Abigail

Dear Mr. Moss:

On March 7, 2011 we communicated to you General Motors' offer to resolve the above-referenced matter. To date, we have not received a response from you or your client(s) to this offer.

For your convenience, enclosed with this letter is another copy of General Motors' offer. We ask that you discuss General Motors' offer with your client(s) at your earliest opportunity. If your client(s) agree with the terms of the 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 ask that you contact us immediately via facsimile using the number on the fax cover sheet regarding the resolution of this matter.

Our primary goal is to maintain and promote customer satisfaction by promptly resolving your client(s) concerns. With that in mind, we are hopeful that we can resolve this matter within the next ten (10) calendar days. We look forward to hearing from you within this time frame. If your client has not accepted our offer within this time frame, this offer will be withdrawn and the matter will be considered closed.

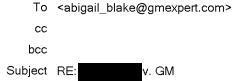
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Sincerely,

General Motors



"Moss, Gregory" <gmoss@consumerlawcent er.com> 03/17/2011 02:54 PM



Abigail:

I was able to convince **an example to** significantly reduce her demand. As you are aware, her last demand was \$13,500.00 inclusive of fees. I have spoken to her about your current offer of \$6,000.00 inclusive of fees and have been able to get her to agree to lower her demand all the way to \$7,000.00 inclusive of fees. Please let me know if we can resolve the case for that amount.

Thanks.

Gregory H. Moss Krohn & Moss, Ltd. Consumer Law Center (312) 578-9428 ext 216 (866) 309-9458 Fax



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Please let me know. Thanks.

Gregory H. Moss Krohn & Moss, Ltd. Consumer Law Center (312) 578-9428 ext 216 (866) 309-9458 Fax



From: <u>abigail blake@gmexpert.com [mailto:abigail blake@gmexpert.com]</u> Sent: Wednesday, February 09, 2011 9:14 AM To: Moss, Gregory Subject: RE: Wednesday v. GM

RE: Customer Last Name: Service Request: 71-910109789

2007 Chevrolet Suburban Vehicle Identification Number: 1GNFK16327J Customer Relationship Specialist: Abigail Blake Telephone: (866) 790-5700 x 41015

Dear Greg,

Please see the attachments below for current offer and release.

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** 

"Moss, Gregory" <gmoss@consumerlawcenter.com>

02/08/2011 06:01 PM

To _{<abigail< sub=""></abigail<>}	blake@gmexpert.com>
cc	
SubjectRE:	v. GM

Abigail:

I spoke to my client and your offer is rejected. My client's counter is \$15,000.00 inclusive of attorneys' fees.

Please let me know if we can get this matter resolved for that sum. Thanks.

Gregory H. Moss Krohn & Moss, Ltd. Consumer Law Center (312) 578-9428 ext 216 (866) 309-9458 Fax



From: <u>abigail_blake@gmexpert.com [mailto:abigail_blake@gmexpert.com]</u> Sent: Monday, January 31, 2011 9:47 AM To: Moss, Gregory Subject: Re:

RE: Customer Last Name: Service Request: 71-910109789 2007 Chevrolet Suburban Vehicle Identification Number: 1GNFK16327J Customer Relationship Specialist: Abigail Blake Telephone: (866) 790-5700 x 41015

Dear Greg,

Please see the attachments below for current offer and release.

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** 

"Moss, Gregory" <gmoss@consumerlawcenter.com>

01/31/2011 10:42 AM

To<	abigail	blake@gmexpert.com>
cc		
Subject		v. GM

Abigail:

I received your voice mail but I never received your offer on this file. Please send it ASAP and I will contact my clients and get back to you.

Thanks.

Gregory H. Moss Krohn & Moss, Ltd. Consumer Law Center (312) 578-9428 ext 216 (866) 309-9458 Fax

Connect With Us



# **PRIVILEGED & CONFIDENTIAL - PREPARED FOR COUNSEL**

#### **BRC CASE ASSESSMENT**

#### Demand Letter: January 14, 2011 Case Assessment Created: January 20, 2011 Latest Revision Date: March 18, 2011

#### All Fields Are Required

(Do not delete or modify any sections of this form)

SR: 71-910109789 By: Abigail Blake / BRC ML

Year, Make & Model: 2007 Chevrolet Suburban

Current Mileage: 58,445

Sale Type: Purchase X Lease N/A Other N/A

Lien holder: GMAC N/A Other X No Lien

Purchase Price of Vehicle: \$ 43,639.00

Was TAC contacted for this vehicle (Y/N)? : Yes

Attorney: Gregory H. Moss Esq. Firm: Krohn & Moss Ltd. Phone: (312) 578-9428 Ext 216 Fax: (866) 309-9458 Email: GMoss@consumerlawcenter.com 120 West Madison Street Floor 10 Chicago, Illinois 60602-4107 GM Legal File / BBB Case No.: NISM Negotiator: Abigail Blake / BRC ML

#### State: Wisconsin

Vehicle Purchased: BAC Code: New 164674

Vehicle Purchased Used on: N/A at odometer N/A

Dealer Name: Kenosha Chevrolet ****Terminated** – Is now Car Max** CAM Name: Robert Johnson Phone Number: (630) 961-6817 Email: rob.johnson@gm.com DDMA/RCCDMA Name: N/A Office: N/A Cell: N/A Email: N/A

DDMA/RCCDMA requests involvement?: No

Service Manager Name: N/A Phone: (262) 857-4827 Fax: N/A Address: 8200 120th Avenue Kenosha, WI 53142-7334

Are there **additional** field personnel involved? If Yes, List the name, including role (DDMA/RCCDMA/ DMS/RCCDPM, etc.) and phone number. Repeat as necessary.

DDMA: Mary Sontag (BAC 113379) Office: (262) 725-3554 Cell: (608) 346-3670 Email: mary.sontag@gm.com

DDMA: Tomaz Gosciniak (BAC 111754) Office: (630) 961-6329 Cell: N/A Email: tomasz.gosciniak@gm.com Are there **<u>additional</u>** dealerships involved? If Yes, List the dealership name, contact name, and phone number. Repeat as necessary.

Dealership: Frank Boucher Chevrolet, Inc. (BAC 113379) Service Manager: John Kaiser Phone: (262) 886-1010 Fax: (262) 886-0154 Address: 8600 Washington Avenue Racine, WI 53406-3784

Dealership: A-F Motors, Inc. (BAC 111754) Service Manager: Tim Wormet Phone: (608) 339-3392 Fax: (608) 339-9285 Address: 201 South Main Street Adams, WI 53910-9371

#### If TAC was contacted, what did they say? (Include TAC case #)

71-902845981

TAC Recommendations -

"Recommended that he perform the carbon cleaning procedure listed in **10-06-01-008A** again Then change the oil and install oil die and return the vehicle to the customer for evaluation If the oil consumption does not change then locate where the oil is getting at and repair as necessary If the oil is getting in thought the intake follow **PIP4492S** Oil Consumption and/or Exhaust Smoke -Possible PCV Baffle or Lifter Concern".

If TAC was NOT contacted, why? (Ask Dealership DDMA/RCCDMA MUST be notified if TAC has not been involved, regardless of dealership explanation. N/A

#### DDMA/RCCDMA/DMS/RCCDPM 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.

X <u>Verified:</u> <u>Once completed, please enter an "X" in this box to verify that the following</u> listing has been compared to GMVIS for accuracy.

X_Verified: Once completed, please enter an "X" 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:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:		
N/A	N/A	N/A	N/A	N/A		
⊠ Engine/Fuel/Exhaust						
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:		
01/11/08	516597	*	12,693	Car Max		
				C/S There may be some radiator leaks. Possible smoke from that side, under the hood. / No Leaks – Inspection <b>found no leaks</b> at this time.		
05/19/09	370260	1	32,371	Frank Boucher Chevrolet, Inc.		

				C/S Oil level lamp on and low. Has been low for the last two oil changes. / None. – No oil leaks. Topped off system and started oil consumption test.
09/15/09	375881	1	38,381	Frank Boucher Chevrolet, Inc.
				C/S Oil level goes low before oil change time. (Sets low oil lamp) Consumption test started and confirmed. / Update. – Replaced left rocker cover.
11/17/09	378877	1	41,722	Frank Boucher Chevrolet, Inc.
				C/S Oil level lamp on. Had to add one quart and still low. / Checked the oil level – Oil level still one half quart down.
01/26/10	381557	1	43,989	Frank Boucher Chevrolet, Inc.
				C/S Consumption test results show excessive use. – Valves were nicked up. – Replaced heads per <b>bulletin</b> . Replaced both cylinder heads and valves.
				Parts came out of Charlotte. Were ordered 01/18/2010. Last head came in 01/25/2010.
				Rental vehicle provided – One Day
03/26/10	384870	1	46,588	Frank Boucher Chevrolet, Inc.
				C/S Low oil lamp came on. See History. / Checked the oil level - Oil level was down 1.5 quarts.
04/14/10	385836	1	47,381	Frank Boucher Chevrolet, Inc.
				C/S Oil consumption continues. Have added three quarts since repairs / Performed mobile one oil change.
07/07/10	389935	1	50,544	Frank Boucher Chevrolet, Inc.
				C/S Add engine oil lamp on. Consumption test in progress. See history. / Checked the oil level – Oil level was 2 quarts down.
10/11/10	395071	1	55,252	Frank Boucher Chevrolet, Inc.
				C/S Still has oil consumption issue. See <b>10-06-01-008A</b> / Special Ordered Part Install AFM Oil Deflector and Clean Carbon from Cylinder.
12/08/10	398241	1	57,538	Frank Boucher Chevrolet, Inc.
				C/S Continue oil consumption test See history. / Check for oil consumption. – Appears two quarts in 2,286 miles.
12/29/10	399062	3	58,445	Frank Boucher Chevrolet, Inc.
				C/S Appears to be using oil again. See History / Did carbon clean again per technical line. – Install APM oil deflector and clean carbon from cylinders. Technical Assistance Center case number <b>71-902845981</b>

<u>Restraints</u>

	<u>RO #:</u>	Days Out:	<u>Mileage:</u>	Description of Complaint and Repair Performed:
N/A	N/A	N/A	N/A	N/A
□ <u>Steeri</u> i	ng			
Date:	<u>RO #:</u>	Days Out:	<u>Mileage:</u>	Description of Complaint and Repair Performed:
N/A	N/A	N/A	N/A	N/A
⊠ <u>Trans</u> r	<u>mission</u>			
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
10/02/07	509295	1	8,944	Car Max
				C/S Service four wheel drive light goes on and off. / Check codes. Four C0378. – Checked connector and reprogrammed transfer case control module PE. <b>PIP3905C</b> . (Program code 1AF5D) Test drove code didn't reappear.
				Bulletin not able to be found.
01/11/08	516597	1	12,693	Car Max
				C/S When vehicle put into 4whigh the auto dot blinks. Information cen reads service four wheel drive. Can tell four wheel drive did kick in. / Performed diagnostic. Found no codes present or history. Performed function test on four wheel drive system. Passes all tests. Checked for service bulletins, found none apply. – <b>No repair</b> . <b>Operating as</b> <b>designed</b> at this time.
05/19/09	370260	*	32,371	Frank Boucher Chevrolet, Inc.
				C/S Transmission fluid leaking. / Poor seal. – removed and replaced transmission pump seals and gaskets.
□ <u>Axle</u>				
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
N/A	N/A	N/A	N/A	N/A
Body/	<u>Trim</u>			
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
	370260	*	32,371	Frank Boucher Chevrolet, Inc.
05/19/09	570200			······································
05/19/09	570200			C/S Cigarette lighter pops off. / Loose fit – Replaced lighter retainer.
05/19/09 10/11/10	395071	*	55,252	
			55,252	C/S Cigarette lighter pops off. / Loose fit – Replaced lighter retainer.
	395071		55,252	C/S Cigarette lighter pops off. / Loose fit – Replaced lighter retainer. Frank Boucher Chevrolet, Inc. C/S Inside chrome handle peeling. / <b>Bulletin.</b> – Install 2 fitt
10/11/10	395071		55,252 <u>Mileage:</u>	C/S Cigarette lighter pops off. / Loose fit – Replaced lighter retainer. Frank Boucher Chevrolet, Inc. C/S Inside chrome handle peeling. / <b>Bulletin.</b> – Install 2 fitt

🗌 <u>Electri</u>	<u>cal</u>			
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
06/19/09	029739	1	33,751	A-F Motors Inc.
				C/S The starter will not operate without boosting the battery. / Test battery. Test code: 071QL-S6 – Replace battery. Replaced battery and tested alternator. Alternator okay at this time.
11/19/09	215156	1	41,750	Frank Boucher Chevrolet, Inc.
				C/S Tire pressure light is on the dash. / Inoperable – Diagnosed and replaced right rear tire sensor. Relearned tire pressure monitor.
10/11/10	395071	*	55,252	Frank Boucher Chevrolet, Inc.
				C/S Compact disc will not always eject. / Electrical Radio. Removed, Replaced.
□ <u>Glass</u>				
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
01/11/08	516597	*	12,693	Car Max
				C/S Rear washer not spraying. / Performed inspection. Found rear washer inoperable. Traced lines. Found open in line near front under hood junction block. Repair rear washer pipe. Retest. Okay. – Washer pipe blocked.
□ <u>HVAC</u>				
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
N/A	N/A	N/A	N/A	N/A
□ <u>Paint</u>				
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
N/A	N/A	N/A	N/A	N/A
Suspe	nsion			
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
N/A	N/A	N/A	N/A	N/A
		Dava Out	Miloogo	Description of Complaint and Repair Performed:
<u>Date:</u>	<u>RO #:</u>	<u>Days Out</u> : *	Mileage:	
11/19/09	215156	-1-	41,750	Frank Boucher Chevrolet, Inc.
				C/S Install four General grabber HTS tires on the vehicle with tire protection plan. / Customer Request – Mount and balance four tires. Tire protection plan on the purchase of four tires. Performed front wheel alignment. Adjusted the front camber canister and toe. Centered steering wheel. Advised on brakes when doing the tires. There are 9 millimeters left on the front brake pads and 8 millimeters left on the rear.

### Customer Pay: \$810.01.

🗌 Recall	s / Camp	paigns		
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
10/02/07	509295	*	8,944	Car Max
				C/S Open recalls on vehicle. <b>Customer will reschedule</b> . / Customer is aware of recalls. Customer does not have time to stay and have done today. – Customer will call to schedule to have recalls done.
□ <u>Other</u>				
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
10/02/07	509295	*	8,944	Car Max
				C/S Provide oil change package. / <b>Maintenance</b> - Provided oil change package.
01/11/08	516597	*	12,693	Car Max
				C/S Provide oil change package. / Maintenance - Provided oil change package.
01/11/08	516597	*	12,693	Car Max
				C/S Provide tire rotation package. / Maintenance – Provided tire rotation package.
09/15/09	375881	*	38,381	Frank Boucher Chevrolet, Inc.
				C/S Perform lube oil and filter change with 12 point inspection. / Maintenance - Performed lube oil and filter change with 12 point inspection.
04/14/10	385836	*	47,381	Frank Boucher Chevrolet, Inc.
				C/S Provide Mobile One oil change. / <b>Maintenance</b> – Provided Mobile One oil change.
09/29/10	394480	*	54,658	Frank Boucher Chevrolet, Inc.
				C/S Perform lube oil and filter change with 12 point inspection. / <b>Maintenance</b> - Performed lube oil and filter change with 12 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 co	ollision)? N/A
Are the RO's attached if the vehicle was in an accident? (Y	
Has the customer filed any insurances claims on this Vehicl If Yes obtain the following information below	l <b>e? (Y or N)</b> <u>No</u> N/A
Insurance Company:	N/A
Insurance Rep :	N/A
(First and Last Name)	N/A
Phone #	N/A
Claim Made? (Y or N):	No
Claim Status:	N/A
Pending/Denied/NA	N/A
Claim #	N/A
Did Insurance Company refer customer to GM? (Y or N)	No
If Yes. Did the insurance company deny the claim? (Y or N)	No
AFTERMARKET MODIFICATIONS: Are there any Aftermarket Modifications to the Vehicle? (Y	or N) <u>No</u>
-	N/A
If "Yes" to aftermarket, please list: Be sure to note retailer installed or third party installed as well as date an known. Repeat as necessary. Include the name of the third party installer.	
Have you confirmed modification with the dealership? (Y or	r N) Yes
PERTINENT FACTS FROM All SR's RELATED TO TH	IS VIN:
71-825457214 - Customer Assistance Center Concern: Engine - General (Oil Consumption) Date & Offer/Result: 05/18/2010, No Goodwill Provided, Pend E	Diagnosis/Customer Action

#### 71-902845981 - Technical Assistance Center

**Concern:** Engine - General (Oil Consumption) **Date & Offer/Result:** 12/30/2010, No Goodwill Provided, Decarboned Engine and Released

N/A Concern: N/A Date & Offer/Result: N/A

#### BBB PROGRAM SUMMARY ASSESSMENT: (Note: This section only applicable for ADR cases)

What State is BBB Case Filed In? Wisconsin

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) N/A

Unique GM Program Summary Requirements for Repurchase/Replacement in Applicable State:  $\ensuremath{\mathsf{N}/\mathsf{A}}$ 

Unique GM Program Summary Requirements for Repairs/Reimbursement for Past Repairs in Applicable State:

N/A

# **Customer/Plaintiff Seeks:**

Repurchase, Attorney Fees

#### **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.

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 engine as evidenced by he excessive consumption of oil; 2. Defective transmission as evidence by fluid leaking; and 3. Any additional complaints made your client, whether or not they are contained in your company's records or on any deal or 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.

Note: This section only applicab	le for Legal ca	I <mark>SES</mark>	
Is Lemon Law Pled/Allege		Yes	
Under what State? Wisconsi	h	Claimed Presumptive? Yes	
Does Purchase Qualify? Yes	·	If not, why? N/A	
	State Pres	umption Is:	
<pre># of Visits for a Non-Conformity?</pre>	4	# of Days out of Service?	30
# of visits for a Safety Complaint?	1	# of Visits Total?	N/A
Must Complaint Continue to Exist?	Yes	Final Repair/Arbitration Required?	N/A
Time Period for filing a Claim?	12 months		
		iring Presumptive Period) is	
# of Visits for a Non-Conformity?	2	# of Days out of Service?	2
# of visits for a Safety Complaint?	0	# of Visits Total?	2
Complaint appears to Continue?	Yes	Final Repair/Arbitration Complete?	No
Does History appear Presu	mptive:	Νο	
Vehicle Service Hi	story (Durin	ng Limited Warranty Period	is:
<b>Vehicle Service H</b> i # of Visits for a Non-Conformity?	story (Durin	ng Limited Warranty Period) # of Days out of Service?	) <b>is:</b> 1
<pre># of Visits for a Non-Conformity?</pre>	1	# of Days out of Service?	1
<ul><li># of Visits for a Non-Conformity?</li><li># of visits for a Safety Complaint?</li><li>Must Complaint Continue to Exist?</li></ul>	1 O Yes	<ul><li># of Days out of Service?</li><li># of Visits Total?</li><li>Final Repair or Arbitration Req'd?</li></ul>	1 1
<ul> <li># of Visits for a Non-Conformity?</li> <li># of visits for a Safety Complaint?</li> <li>Must Complaint Continue to Exist?</li> </ul> Related Repairs beyond Non-Provided States Sta	1 0 Yes	<ul> <li># of Days out of Service?</li> <li># of Visits Total?</li> <li>Final Repair or Arbitration Req'd?</li> </ul> Yes	1 1 N/A
<ul><li># of Visits for a Non-Conformity?</li><li># of visits for a Safety Complaint?</li><li>Must Complaint Continue to Exist?</li></ul>	1 O Yes	<ul><li># of Days out of Service?</li><li># of Visits Total?</li><li>Final Repair or Arbitration Req'd?</li></ul>	1 1
<ul> <li># of Visits for a Non-Conformity?</li> <li># of visits for a Safety Complaint? Must Complaint Continue to Exist?</li> <li>Related Repairs beyond NV Customer Pay?</li> </ul>	1 0 Yes /LW: No	<ul> <li># of Days out of Service?</li> <li># of Visits Total?</li> <li>Final Repair or Arbitration Req'd?</li> <li>Yes</li> <li>If no, identify responsible party: Additional # of Repair Visits?</li> </ul>	1 1 N/A Warranty
<ul> <li># of Visits for a Non-Conformity?</li> <li># of visits for a Safety Complaint? Must Complaint Continue to Exist?</li> <li>Related Repairs beyond NV Customer Pay? Additional Days out of Service?</li> <li>Other Considerations:</li> </ul>	1 0 Yes /LW: No 13	<ul> <li># of Days out of Service?</li> <li># of Visits Total?</li> <li>Final Repair or Arbitration Req'd?</li> <li>Yes</li> <li>If no, identify responsible party: Additional # of Repair Visits?</li> <li>No</li> </ul>	1 1 N/A Warranty
<ul> <li># of Visits for a Non-Conformity?</li> <li># of visits for a Safety Complaint? Must Complaint Continue to Exist?</li> <li>Related Repairs beyond NN Customer Pay? Additional Days out of Service?</li> <li>Other Considerations: Outcome/Findings of Arb/Final Repair</li> </ul>	1 0 Yes /LW: No 13	<ul> <li># of Days out of Service?</li> <li># of Visits Total?</li> <li>Final Repair or Arbitration Req'd?</li> <li>Yes</li> <li>If no, identify responsible party: Additional # of Repair Visits?</li> <li>No</li> <li>N/A</li> </ul>	1 1 N/A Warranty
<ul> <li># of Visits for a Non-Conformity?</li> <li># of visits for a Safety Complaint? Must Complaint Continue to Exist?</li> <li>Related Repairs beyond NV Customer Pay? Additional Days out of Service?</li> <li>Other Considerations:</li> </ul>	1 0 Yes /LW: No 13	<ul> <li># of Days out of Service?</li> <li># of Visits Total?</li> <li>Final Repair or Arbitration Req'd?</li> <li>Yes</li> <li>If no, identify responsible party: Additional # of Repair Visits?</li> <li>No</li> </ul>	1 1 N/A Warranty

## **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 DDMA/RCCDMA/DMS/RCCDPM/CAM:

Mary Sontag:

Do not believe that I know about this one -- Option D. Let me know if you need anything else. 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).

#### Tomasz Gosciniak:

Option 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).

#### Pertinent vehicle information provided by dealer Service Manager:

Tim Wormet - A-F Motors, Inc.:

I have that vehicle in here under that first name but a different last name. She must have gotten married. The vehicle was only in here one time for a battery. She was traveling. The vehicle was not sold here. I am not aware of and aftermarket items, insurance claims or collisions regarding this vehicle.

John Kaiser - Frank Boucher Chevrolet, Inc.:

On repair order 378877 we checked the oil level, it was still one half quart down. On repair order 384870 we checked oil level, the level was down 1.5 quarts. On repair order 389935 we checked the oil level, it was 2 quarts down. There were not any aftermarket items through us. We do not have information on Collision or Insurance Claims.

#### Identify at least three main strengths of the customer's case?

There were nine repair attempts with in the limited power train warranty / bumper to bumper limited warranty for oil consumption.

#### Identify at least three main weaknesses of the customer's case?

There have not been four repair attempts toward the same non-conformity with in presumption.

#### Are there any considerations to be made under other applicable laws? (Explain in detail)

Uniform Commercial Code Magnuson Moss Warranty Act

#### **Recommendation:**

Minimal Cash Settlement to offset customer inconvenience. \$4,000-\$7,000 Inclusive.

#### **Rationale:**

Although there have not been four repair attempts toward the same non-conformity with in presumption, there were nine repair attempts with in the limited power train warranty / bumper to bumper limited warranty for oil consumption. Even thought the consumer said that they had added oil during the oil consumption test, the oil level was still lower than specification.

#### **Settlement/Defense Strategy:**

\$7,000.00 Inclusive Accepted. Please see rationale above for Defense.

# **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.

*Add additional lines for additional offers/counter offers.				
Plaintiff's Original Dema Amount to Plaintiff/Atty: Inclusive Offer:	nd: N/A N/A	Settlement Type: Repurchase Date: 01/14/11	Countered NISM	
<b>CRS Intial Offer:</b> Amount to Plaintiff/Atty: Inclusive Offer:	N/A \$4,000.00	Settlement Type: Cash Settlement Date: 01/27/11	Countered NISM	
<b>Plaintiff Counter::</b> Amount to Plaintiff/Atty: Inclusive Offer:	N/A \$15,000.00	Settlement Type: Cash Settlement Date: 02/08/11	Countered NISM	
<b>CRS Counter:</b> Amount to Plaintiff/Atty: Inclusive Offer:	N/A \$5,000.00	Settlement Type: Cash Settlement Date: 02/09/11	Countered NISM	
<b>Plaintiff Counter::</b> Amount to Plaintiff/Atty: Inclusive Offer:	N/A \$14,000.00	Settlement Type: Cash Settlement Date: 02/25/11	Countered NISM	
<b>CRS Counter:</b> Amount to Plaintiff/Atty: Inclusive Offer:	N/A \$5,500.00	Settlement Type: Cash Settlement Date: 02/25/11	Countered NISM	
<b>Plaintiff Counter:</b> Amount to Plaintiff/Atty: Inclusive Offer:	N/A \$13,500.00	Settlement Type: Cash Settlement Date: 03/07/11	Countered NISM	
<b>CRS Final Offer:</b> Amount to Plaintiff/Atty: Inclusive Offer:	N/A \$6,000.00	Settlement Type: Cash Settlement Date: 03/07/11	No Response NISM	
<b>PLAINTIFF Final Offer:</b> Amount to Plaintiff/Atty: Inclusive Offer:	N/A \$7,000.00	Settlement Type: Cash Settlement Date: 03/18/11	Accepted NISM	

*Trade Repurchase offers should specify Trade Retail, Trade Collateral, or Trade New Finance.

# 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: N/A	Settle case: N/A
Settlement Type: N/A		Attorney Fees (if applicable):
		N/A
Recommendation of Field:	Arbitrate case: N/A	Settle case: N/A
Settlement Type: N/A		Attorney Fees (if applicable):
		N/A
Final Decision:	Arbitrate case: N/A	Settle case: N/A
Settlement Type: N/A		Attorney Fees (if applicable):
		N/A

TEAM LEAD APPROVING:

Patricia McNair

**Date:** 01/20/11

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.		

Abigail Blake/Austin/GM1 To 03/18/2011 10:47 AM	"Moss, Gregory" <gmoss@consumerlawcenter.com>@SITELCWEB c</gmoss@consumerlawcenter.com>
bco	
Subjec	t RE: v. GM
RE: Customer Last Name: Service Request: 71-910109789 2007 Chevrolet Suburban Vehicle Identification Number: 1GNFK16327J Customer Relationship Specialist: Abigail Blake Telephone: (866) 790-5700 x 41015	

Dear Greg,

Thank you for your response.. Please see the attachments below for current offer and release.

i i i i i i i i i i i i i i i i i i i	8
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<b>新闻</b> 章:	3
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	3

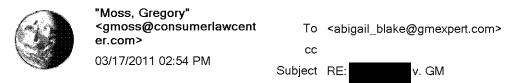
Offer Letter.doc Release Letter.doc

4 a de

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 "Moss, Gregory" <gmoss@consumerlawcenter.com>



Abigail:

I was able to convince to significantly reduce her demand. As you are aware, her last demand was \$13,500.00 inclusive of fees. I have spoken to her about your current offer of \$6,000.00 inclusive of fees and have been able to get her to agree to lower her demand all the way to \$7,000.00 inclusive of fees. Please let me know if we can resolve the case for that amount.

Thanks.

Gregory H. Moss Krohn & Moss, Ltd. Consumer Law Center (312) 578-9428 ext 216 (866) 309-9458 Fax

Connect With Us

From: abigail_blake@gmexpert.com [mailto:abigail_blake@gmexpert.com] Sent: Monday, March 07, 2011 10:31 AM To: Moss, Gregory Subject: RE: V. GM

RE: Customer Last Name: Service Request: 71-910109789 2007 Chevrolet Suburban Vehicle Identification Number: 1GNFK16327J Customer Relationship Specialist: Abigail Blake Telephone: (866) 790-5700 x 41015

Dear Greg,

Thank you for your response. This is the best I can do at this time. Please see the attachments below for current offer and release.

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

"Moss, Gregory" <gmoss@consumerlawcenter.com>

03/07/2011 11:14 AM

To<<u>abigail_blake@gmexpert.com</u>> cc SubjectRE:

Abigail:

I spoke to and she is willing to counter your offer of \$5,500.00 inclusive of attorneys' fees at \$13,500.00 inclusive of attorneys' fees. Please be advised that I am uncertain as to whether she will come down off this figure and if she is, it won't be much further. Therefore, as opposed to moving increments of \$500.00, is it possible to just have GM's final offer so either we can get the case resolved or proceed forward?

Let me know. Thanks.

Gregory H. Moss Krohn & Moss, Ltd. Consumer Law Center (312) 578-9428 ext 216 (866) 309-9458 Fax



From: <u>abigail blake@gmexpert.com [mailto:abigail blake@gmexpert.com]</u> Sent: Friday, February 25, 2011 3:45 PM To: Moss, Gregory Subject: RE: V. GM

RE: Customer Last Name: Service Request: 71-910109789 2007 Chevrolet Suburban Vehicle Identification Number: 1GNFK16327J Customer Relationship Specialist: Abigail Blake Telephone: (866) 790-5700 x 41015

Dear Greg,

Thank you for your response. Please see the attachments below for current offer and release.

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** 

"Moss, Gregory" <gmoss@consumerlawcenter.com>

02/25/2011 04:20 PM

To<<u>abigail_blake@gmexpert.com</u>> cc

SubjectRE: v. GM

Abigail:

Sorry for the delayed response. My clients' counter is \$14,000.00 inclusive of attorneys' fees.

Please let me know. Thanks.

Gregory H. Moss Krohn & Moss, Ltd. Consumer Law Center (312) 578-9428 ext 216 (866) 309-9458 Fax



From: <u>abigail blake@gmexpert.com [mailto:abigail blake@gmexpert.com]</u> Sent: Wednesday, February 09, 2011 9:14 AM To: Moss, Gregory Subject: RE: V. GM

RE: Customer Last Name: Service Request: 71-910109789 2007 Chevrolet Suburban Vehicle Identification Number: 1GNFK16327J Customer Relationship Specialist: Abigail Blake Telephone: (866) 790-5700 x 41015

Dear Greg,

Please see the attachments below for current offer and release.

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** 

"Moss, Gregory" <gmoss@consumerlawcenter.com>

02/08/2011 06:01 PM

To<<u>abigail_blake@gmexpert.com</u>> cc SubjectRE:

Abigail:

I spoke to my client and your offer is rejected. My client's counter is \$15,000.00 inclusive of attorneys' fees.

Please let me know if we can get this matter resolved for that sum. Thanks.

Gregory H. Moss Krohn & Moss, Ltd. Consumer Law Center (312) 578-9428 ext 216 (866) 309-9458 Fax

Connect With Us



From: abigail blake@gmexpert.com [mailto:abigail blake@gmexpert.com]

Sent: Monday, January 31, 2011 9:47 AM To: Moss, Gregory Subject: Re: Section v. GM

RE: Customer Last Name: Service Request: 71-910109789 2007 Chevrolet Suburban Vehicle Identification Number: 1GNFK16327J Customer Relationship Specialist: Abigail Blake Telephone: (866) 790-5700 x 41015

Dear Greg,

Please see the attachments below for current offer and release.

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** 

"Moss, Gregory" <gmoss@consumerlawcenter.com>

01/31/2011 10:42 AM

To	< <u>abigail</u>	blake@gn	nexpert.com
cc			
Subject		v. GM	

Abigail:

I received your voice mail but I never received your offer on this file. Please send it ASAP and I will contact my clients and get back to you.

Thanks.

Gregory H. Moss Krohn & Moss, Ltd. Consumer Law Center (312) 578-9428 ext 216 (866) 309-9458 Fax

Connect With Us





#### VIA FAX ONLY

March 18, 2011

Gregory H. Moss, Esq. Krohn & Moss Ltd. 120 West Madison Street Floor 10 Chicago, Illinois 60602-4107

RE:

Service Request: 71-910109789 2007 Chevrolet Suburban Vehicle Identification Number: 1GNFK16327J Customer Relationship Specialist: Abigail

Dear Mr. Moss:

We regret that your client(s) is dissatisfied with her 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 \$ 7,000.00

The above offer is inclusive of any and all costs, fees, expenses, and attorney's fees, known or unknown, that are associated with the above-referenced vehicle and is contingent upon receipt of a copy of the current registration (valid for at least 30 days beyond the date this letter is signed by your client) to show proof of ownership.

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 <u>separately from all other settlement documents</u>. 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.

Page 2

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

Client's Signature

Date

Date

#### **RELEASE OF CLAIM**

I. (hereinafter referred to as "Releasor(s)"), on behalf of myself/ourselves and my/our assigns, heirs and executors, in consideration of \$7,000.00 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 1GNFK16327J ("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 Releases, 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 _____

by	Sworn to (or affirmed) and subscribed before me this day of	, 20,
	Signature of Notary Public	
	Print, type or stamp Commissioned Name of Notary Public	
	Personally KnownOR Produced identification _	
	Type of identification	
	My commission expires:	



"Wallace, Brittany" <bwallace@consumerlawce nter.com> 04/01/2011 07:47 AM

To <abigail_blake@gmexpert.com> cc bcc Subject

Please find the correspondence outlining the terms of the settlement in the above matter.

Brittany Wallace Krohn & Moss, Ltd. (312)578-9428 x 212 Voice Email: <u>bwallace@consumerlawcenter.com</u> Web: <u>www.krohnandmoss.com</u>

Connect With Us 983 settle.ltr.pdf

Krohn & Moss, Ltd.

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

Main Office 120 West Madison, 10⁴ Floor Chicago, Illinois 60602 www.krohnandmoss.com

Writer's Direct Number (312) 578-9428 Ext. 216 Writer's Direct Facsimile (866) 309-9458 Writer's Direct E-Mail gmoss@consumerlawcenter.com Writer licensed to practice only in: Illinois Wisconsin

March 25, 2011

Ms. Abigail Blake General Motors, LLC abigail_blake@gmexpert.com

RE:

v. General Motors, LLC

Dear Ms. Blake:

Please allow this letter to confirm that my clients have agreed to accept your recent offer to settle the above-referenced matter. The breakdown, pursuant to the applicable fee shifting statutes, is as follows:

1. My clients will receive \$4,500.00; and

2. Krohn & Moss, Ltd. will receive \$2,500.00 in settlement of its attorneys' fees.

#### In addition, PLEASE MAKE SURE TO FORWARD ALL SETTLEMENT DRAFTS TO OUR ACCOUNTING OFFICE at:

Accounting Department Krohn & Moss, Ltd. 10474 Santa Monica Blvd., Suite 401 Los Angeles, CA 90025

I trust that this document accurately memorializes our agreement. If it does not, please contact my office immediately.

Sincerely,

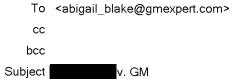
Sent Via Terminal

Gregory H. Moss Attorney at Law

GHM/bw



"Moss, Gregory" <gmoss@consumerlawcent er.com> 04/11/2011 06:22 PM



It is on my list for this week to handle.

Thanks.

Gregory H. Moss Krohn & Moss, Ltd. Consumer Law Center (312) 578-9428 ext 216 (866) 309-9458 Fax

Connect With Us <http://www.facebook.com/krohnandmoss> <http://twitter.com/krohnandmoss> <http://www.linkedin.com/companies/krohn-%26-moss>





brion.stevens@GM.COM 04/13/2011 01:34 PM To gmoss@consumerlawcenter.com cc abigail_blake@gmexpert.com

bcc

Subject

Good Afternoon,

I wanted to touch base with you regarding our attempts to obtain the completed settlement documents in this case. It appears that we are lacking the signed release of claims form and the current registration.

Any assistance you can provide to expedite the final resolution of the case is greatly appreciated.

Thanks, Brion Stevens (brion.stevens@gm.com) Legal Coordinator North Central and North East Regions General Motors Legal Staff Direct Line-(512) 386-0773 (Ph) Fax-(248)237-6349 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.

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"Moss, Gregory" <gmoss@consumerlawcent er.com> 04/13/2011 01:58 PM



Abigail has already followed up with me and as I told her, we are working on it and will have it soon.

Gregory H. Moss Krohn & Moss, Ltd. Consumer Law Center (312) 578-9428 ext 216 (866) 309-9458 Fax



From: brion.stevens@GM.COM [mailto:brion.stevens@GM.COM] Sent: Wednesday, April 13, 2011 12:34 PM To: Moss, Gregory Cc: abigail_blake@gmexpert.com Subject:

Good Afternoon,

I wanted to touch base with you regarding our attempts to obtain the completed settlement documents in this case. It appears that we are lacking the signed release of claims form and the current registration.

Any assistance you can provide to expedite the final resolution of the case is greatly appreciated.

Thanks, Brion Stevens (<u>brion.stevens@gm.com</u>) Legal Coordinator North Central and North East Regions General Motors Legal Staff Direct Line-(512) 386-0773 (Ph) Fax-(248)237-6349 Nothing in this message is intended to constitute an electronic signature unless a specific statement to the contrary is included in this message.

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## **PRIVILEGED & CONFIDENTIAL - PREPARED FOR COUNSEL**

#### **BRC CASE ASSESSMENT**

#### Demand Letter: January 14, 2011 Case Assessment Created: January 20, 2011 Latest Revision Date: April 15, 2011

#### All Fields Are Required

(Do not delete or modify any sections of this form)

SR: 71-910109789 By: Abigail Blake / BRC ML

Customer Last Name:Only customer's last name to be recorded.Do not include first name.Vehicle ID No.:In Service Date:1GNFK16327101/23/2007

Year, Make & Model: 2007 Chevrolet Suburban

Current Mileage: 62,198

Sale Type: Purchase X Lease N/A Other N/A

Lien holder: GMAC N/A Other X No Lien

Purchase Price of Vehicle: \$ 43,639.00

Was TAC contacted for this vehicle (Y/N)? : Yes

Attorney: Gregory H. Moss Esq. Firm: Krohn & Moss Ltd. Phone: (312) 578-9428 Ext 216 Fax: (866) 309-9458 Email: GMoss@consumerlawcenter.com 120 West Madison Street Floor 10 Chicago, Illinois 60602-4107 GM Legal File / BBB Case No.: NISM Negotiator: Abigail Blake / BRC ML

#### State: Wisconsin

Vehicle Purchased: BAC Code: New 164674

Vehicle Purchased Used on: N/A at odometer N/A

Dealer Name: Kenosha Chevrolet ****Terminated** – Is now Car Max****** CAM Name: Robert Johnson Phone Number: (630) 961-6817 Email: rob.johnson@gm.com DDMA/RCCDMA Name: N/A Office: N/A Cell: N/A Email: N/A

DDMA/RCCDMA requests involvement?: No

Service Manager Name: N/A Phone: (262) 857-4827 Fax: N/A Address: 8200 120th Avenue Kenosha, WI 53142-7334

Are there **<u>additional</u>** field personnel involved? If Yes, List the name, including role (DDMA/RCCDMA/ DMS/RCCDPM, etc.) and phone number. Repeat as necessary.

DDMA: Mary Sontag (BAC 113379) Office: (262) 725-3554 Cell: (608) 346-3670 Email: mary.sontag@gm.com

DDMA: Tomaz Gosciniak (BAC 111754) Office: (630) 961-6329 Cell: N/A Email: tomasz.gosciniak@gm.com Are there **<u>additional</u>** dealerships involved? If Yes, List the dealership name, contact name, and phone number. Repeat as necessary.

Dealership: Frank Boucher Chevrolet, Inc. (BAC 113379) Service Manager: John Kaiser Phone: (262) 886-1010 Fax: (262) 886-0154 Address: 8600 Washington Avenue Racine, WI 53406-3784

Dealership: A-F Motors, Inc. (BAC 111754) Service Manager: Tim Wormet Phone: (608) 339-3392 Fax: (608) 339-9285 Address: 201 South Main Street Adams, WI 53910-9371

#### If TAC was contacted, what did they say? (Include TAC case #)

71-902845981

TAC Recommendations -

"Recommended that he perform the carbon cleaning procedure listed in **10-06-01-008A** again Then change the oil and install oil die and return the vehicle to the customer for evaluation If the oil consumption does not change then locate where the oil is getting at and repair as necessary If the oil is getting in thought the intake follow **PIP4492S** Oil Consumption and/or Exhaust Smoke -Possible PCV Baffle or Lifter Concern".

If TAC was NOT contacted, why? (Ask Dealership DDMA/RCCDMA MUST be notified if TAC has not been involved, regardless of dealership explanation. N/A

#### DDMA/RCCDMA/DMS/RCCDPM 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.

X <u>Verified:</u> <u>Once completed, please enter an "X" in this box to verify that the following</u> listing has been compared to GMVIS for accuracy.

X_Verified: Once completed, please enter an "X" 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:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
N/A	N/A	N/A	N/A	N/A
⊠ Engine/Fuel/Exhaust				
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
01/11/08	516597	*	12,693	Car Max
				C/S There may be some radiator leaks. Possible smoke from that side, under the hood. / No Leaks – Inspection <b>found no leaks</b> at this time.
05/19/09	370260	1	32,371	Frank Boucher Chevrolet, Inc.

				C/S Oil level lamp on and low. Has been low for the last two oil changes. / None. – No oil leaks. Topped off system and started oil consumption test.
09/15/09	375881	1	38,381	Frank Boucher Chevrolet, Inc.
				C/S Oil level goes low before oil change time. (Sets low oil lamp) Consumption test started and confirmed. / Update. – Replaced left rocker cover.
11/17/09	378877	1	41,722	Frank Boucher Chevrolet, Inc.
				C/S Oil level lamp on. Had to add one quart and still low. / Checked the oil level – Oil level still one half quart down.
01/26/10	381557	1	43,989	Frank Boucher Chevrolet, Inc.
				C/S Consumption test results show excessive use. – Valves were nicked up. – Replaced heads per <b>bulletin</b> . Replaced both cylinder heads and valves.
				Parts came out of Charlotte. Were ordered 01/18/2010. Last head came in 01/25/2010.
				Rental vehicle provided – One Day
03/26/10	384870	1	46,588	Frank Boucher Chevrolet, Inc.
				C/S Low oil lamp came on. See History. / Checked the oil level - Oil level was down 1.5 quarts.
04/14/10	385836	1	47,381	Frank Boucher Chevrolet, Inc.
				C/S Oil consumption continues. Have added three quarts since repairs / Performed mobile one oil change.
07/07/10	389935	1	50,544	Frank Boucher Chevrolet, Inc.
				C/S Add engine oil lamp on. Consumption test in progress. See history. / Checked the oil level – Oil level was 2 quarts down.
10/11/10	395071	1	55,252	Frank Boucher Chevrolet, Inc.
				C/S Still has oil consumption issue. See <b>10-06-01-008A</b> / Special Ordered Part Install AFM Oil Deflector and Clean Carbon from Cylinder.
12/08/10	398241	1	57,538	Frank Boucher Chevrolet, Inc.
				C/S Continue oil consumption test See history. / Check for oil consumption. – Appears two quarts in 2,286 miles.
12/29/10	399062	3	58,445	Frank Boucher Chevrolet, Inc.
				C/S Appears to be using oil again. See History / Did carbon clean again per technical line. – Install APM oil deflector and clean carbon from cylinders. Technical Assistance Center case number <b>71-902845981</b>

<u>Restraints</u>

	<u>RO #:</u>	Days Out:	<u>Mileage:</u>	Description of Complaint and Repair Performed:
N/A	N/A	N/A	N/A	N/A
□ <u>Steeri</u> i	ng			
Date:	<u>RO #:</u>	Days Out:	<u>Mileage:</u>	Description of Complaint and Repair Performed:
N/A	N/A	N/A	N/A	N/A
⊠ <u>Trans</u> r	<u>mission</u>			
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
10/02/07	509295	1	8,944	Car Max
				C/S Service four wheel drive light goes on and off. / Check codes. Four C0378. – Checked connector and reprogrammed transfer case control module PE. <b>PIP3905C</b> . (Program code 1AF5D) Test drove code didn't reappear.
				Bulletin not able to be found.
01/11/08	516597	1	12,693	Car Max
				C/S When vehicle put into 4whigh the auto dot blinks. Information cen reads service four wheel drive. Can tell four wheel drive did kick in. / Performed diagnostic. Found no codes present or history. Performed function test on four wheel drive system. Passes all tests. Checked for service bulletins, found none apply. – <b>No repair</b> . <b>Operating as</b> <b>designed</b> at this time.
05/19/09	370260	*	32,371	Frank Boucher Chevrolet, Inc.
				C/S Transmission fluid leaking. / Poor seal. – removed and replaced transmission pump seals and gaskets.
□ <u>Axle</u>				
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
N/A	N/A	N/A	N/A	N/A
Body/	<u>Trim</u>			
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
	370260	*	32,371	Frank Boucher Chevrolet, Inc.
05/19/09	570200			······································
05/19/09	570200			C/S Cigarette lighter pops off. / Loose fit – Replaced lighter retainer.
05/19/09 10/11/10	395071	*	55,252	
			55,252	C/S Cigarette lighter pops off. / Loose fit – Replaced lighter retainer.
	395071		55,252	C/S Cigarette lighter pops off. / Loose fit – Replaced lighter retainer. Frank Boucher Chevrolet, Inc. C/S Inside chrome handle peeling. / <b>Bulletin.</b> – Install 2 fitt
10/11/10	395071		55,252 <u>Mileage:</u>	C/S Cigarette lighter pops off. / Loose fit – Replaced lighter retainer. Frank Boucher Chevrolet, Inc. C/S Inside chrome handle peeling. / <b>Bulletin.</b> – Install 2 fitt

🗌 <u>Electri</u>	<u>cal</u>			
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
06/19/09	029739	1	33,751	A-F Motors Inc.
				C/S The starter will not operate without boosting the battery. / Test battery. Test code: 071QL-S6 – Replace battery. Replaced battery and tested alternator. Alternator okay at this time.
11/19/09	215156	1	41,750	Frank Boucher Chevrolet, Inc.
				C/S Tire pressure light is on the dash. / Inoperable – Diagnosed and replaced right rear tire sensor. Relearned tire pressure monitor.
10/11/10	395071	*	55,252	Frank Boucher Chevrolet, Inc.
				C/S Compact disc will not always eject. / Electrical Radio. Removed, Replaced.
□ <u>Glass</u>				
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
01/11/08	516597	*	12,693	Car Max
				C/S Rear washer not spraying. / Performed inspection. Found rear washer inoperable. Traced lines. Found open in line near front under hood junction block. Repair rear washer pipe. Retest. Okay. – Washer pipe blocked.
□ <u>HVAC</u>				
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
N/A	N/A	N/A	N/A	N/A
□ <u>Paint</u>				
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
N/A	N/A	N/A	N/A	N/A
Suspe	nsion			
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
N/A	N/A	N/A	N/A	N/A
		Dava Out	Mileege	Description of Complaint and Repair Performed:
<u>Date:</u>	<u>RO #:</u>	<u>Days Out</u> : *	Mileage:	
11/19/09	215156	-1-	41,750	Frank Boucher Chevrolet, Inc.
				C/S Install four General grabber HTS tires on the vehicle with tire protection plan. / Customer Request – Mount and balance four tires. Tire protection plan on the purchase of four tires. Performed front wheel alignment. Adjusted the front camber canister and toe. Centered steering wheel. Advised on brakes when doing the tires. There are 9 millimeters left on the front brake pads and 8 millimeters left on the rear.

## Customer Pay: \$810.01.

Recalls / Campaigns				
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
10/02/07	509295	*	8,944	Car Max
				C/S Open recalls on vehicle. <b>Customer will reschedule</b> . / Customer is aware of recalls. Customer does not have time to stay and have done today. – Customer will call to schedule to have recalls done.
□ <u>Other</u>				
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
10/02/07	509295	*	8,944	Car Max
				C/S Provide oil change package. / <b>Maintenance</b> - Provided oil change package.
01/11/08	516597	*	12,693	Car Max
				C/S Provide oil change package. / Maintenance - Provided oil change package.
01/11/08	516597	*	12,693	Car Max
				C/S Provide tire rotation package. / Maintenance – Provided tire rotation package.
09/15/09	375881	*	38,381	Frank Boucher Chevrolet, Inc.
				C/S Perform lube oil and filter change with 12 point inspection. / Maintenance - Performed lube oil and filter change with 12 point inspection.
04/14/10	385836	*	47,381	Frank Boucher Chevrolet, Inc.
				C/S Provide Mobile One oil change. / Maintenance – Provided Mobile One oil change.
09/29/10	394480	*	54,658	Frank Boucher Chevrolet, Inc.
				C/S Perform lube oil and filter change with 12 point inspection. / <b>Maintenance</b> - Performed lube oil and filter change with 12 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 co	ollision)? N/A
Are the RO's attached if the vehicle was in an accident? (Y	
Has the customer filed any insurances claims on this Vehicl If Yes obtain the following information below	l <b>e? (Y or N)</b> <u>No</u> N/A
Insurance Company:	N/A
Insurance Rep :	N/A
(First and Last Name)	N/A
Phone #	N/A
Claim Made? (Y or N):	No
Claim Status:	N/A
Pending/Denied/NA	N/A
Claim #	N/A
Did Insurance Company refer customer to GM? (Y or N)	No
If Yes. Did the insurance company deny the claim? (Y or N)	No
AFTERMARKET MODIFICATIONS: Are there any Aftermarket Modifications to the Vehicle? (Y	or N) <u>No</u>
-	N/A
If "Yes" to aftermarket, please list: Be sure to note retailer installed or third party installed as well as date an known. Repeat as necessary. Include the name of the third party installer.	
Have you confirmed modification with the dealership? (Y or	r N) Yes
PERTINENT FACTS FROM All SR's RELATED TO TH	IS VIN:
71-825457214 - Customer Assistance Center Concern: Engine - General (Oil Consumption) Date & Offer/Result: 05/18/2010, No Goodwill Provided, Pend E	Diagnosis/Customer Action

#### 71-902845981 - Technical Assistance Center

**Concern:** Engine - General (Oil Consumption) **Date & Offer/Result:** 12/30/2010, No Goodwill Provided, Decarboned Engine and Released

N/A Concern: N/A Date & Offer/Result: N/A

#### BBB PROGRAM SUMMARY ASSESSMENT: (Note: This section only applicable for ADR cases)

What State is BBB Case Filed In? Wisconsin

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) N/A

Unique GM Program Summary Requirements for Repurchase/Replacement in Applicable State:  $\ensuremath{\mathsf{N}/\mathsf{A}}$ 

Unique GM Program Summary Requirements for Repairs/Reimbursement for Past Repairs in Applicable State:

N/A

## **Customer/Plaintiff Seeks:**

Repurchase, Attorney Fees

#### **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.

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 engine as evidenced by he excessive consumption of oil; 2. Defective transmission as evidence by fluid leaking; and 3. Any additional complaints made your client, whether or not they are contained in your company's records or on any deal or 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.

Note: This section only applicable for Legal cases					
Is Lemon Law Pled/Allege		Yes			
Under what State? Wisconsi	h	Claimed Presumptive? Yes			
Does Purchase Qualify? Yes	·	If not, why? N/A			
	State Pres	umption Is:			
<pre># of Visits for a Non-Conformity?</pre>	4	# of Days out of Service?	30		
# of visits for a Safety Complaint?	1	# of Visits Total?	N/A		
Must Complaint Continue to Exist?	Yes	Final Repair/Arbitration Required?	N/A		
Time Period for filing a Claim?	12 months				
		iring Presumptive Period) is			
# of Visits for a Non-Conformity?	2	# of Days out of Service?	2		
# of visits for a Safety Complaint?	0	# of Visits Total?	2		
Complaint appears to Continue?	Yes	Final Repair/Arbitration Complete?	No		
Does History appear Presu	mptive:	Νο			
Vehicle Service Hi	story (Durin	ng Limited Warranty Period	is:		
<b>Vehicle Service H</b> i # of Visits for a Non-Conformity?	story (Durin	ng Limited Warranty Period) # of Days out of Service?	) <b>is:</b> 1		
<pre># of Visits for a Non-Conformity?</pre>	1	# of Days out of Service?	1		
<ul><li># of Visits for a Non-Conformity?</li><li># of visits for a Safety Complaint?</li><li>Must Complaint Continue to Exist?</li></ul>	1 O Yes	<ul><li># of Days out of Service?</li><li># of Visits Total?</li><li>Final Repair or Arbitration Req'd?</li></ul>	1 1		
<ul> <li># of Visits for a Non-Conformity?</li> <li># of visits for a Safety Complaint?</li> <li>Must Complaint Continue to Exist?</li> </ul> Related Repairs beyond Non-Provided States Sta	1 0 Yes	<ul> <li># of Days out of Service?</li> <li># of Visits Total?</li> <li>Final Repair or Arbitration Req'd?</li> </ul> Yes	1 1 N/A		
<ul><li># of Visits for a Non-Conformity?</li><li># of visits for a Safety Complaint?</li><li>Must Complaint Continue to Exist?</li></ul>	1 O Yes	<ul><li># of Days out of Service?</li><li># of Visits Total?</li><li>Final Repair or Arbitration Req'd?</li></ul>	1 1		
<ul> <li># of Visits for a Non-Conformity?</li> <li># of visits for a Safety Complaint? Must Complaint Continue to Exist?</li> <li>Related Repairs beyond NV Customer Pay?</li> </ul>	1 0 Yes /LW: No	<ul> <li># of Days out of Service?</li> <li># of Visits Total?</li> <li>Final Repair or Arbitration Req'd?</li> <li>Yes</li> <li>If no, identify responsible party: Additional # of Repair Visits?</li> </ul>	1 1 N/A Warranty		
<ul> <li># of Visits for a Non-Conformity?</li> <li># of visits for a Safety Complaint? Must Complaint Continue to Exist?</li> <li>Related Repairs beyond NV Customer Pay? Additional Days out of Service?</li> <li>Other Considerations:</li> </ul>	1 0 Yes /LW: No 13	<ul> <li># of Days out of Service?</li> <li># of Visits Total?</li> <li>Final Repair or Arbitration Req'd?</li> <li>Yes</li> <li>If no, identify responsible party: Additional # of Repair Visits?</li> <li>No</li> </ul>	1 1 N/A Warranty		
<ul> <li># of Visits for a Non-Conformity?</li> <li># of visits for a Safety Complaint? Must Complaint Continue to Exist?</li> <li>Related Repairs beyond NN Customer Pay? Additional Days out of Service?</li> <li>Other Considerations: Outcome/Findings of Arb/Final Repair</li> </ul>	1 0 Yes /LW: No 13	<ul> <li># of Days out of Service?</li> <li># of Visits Total?</li> <li>Final Repair or Arbitration Req'd?</li> <li>Yes</li> <li>If no, identify responsible party: Additional # of Repair Visits?</li> <li>No</li> <li>N/A</li> </ul>	1 1 N/A Warranty		
<ul> <li># of Visits for a Non-Conformity?</li> <li># of visits for a Safety Complaint? Must Complaint Continue to Exist?</li> <li>Related Repairs beyond NV Customer Pay? Additional Days out of Service?</li> <li>Other Considerations:</li> </ul>	1 0 Yes /LW: No 13	<ul> <li># of Days out of Service?</li> <li># of Visits Total?</li> <li>Final Repair or Arbitration Req'd?</li> <li>Yes</li> <li>If no, identify responsible party: Additional # of Repair Visits?</li> <li>No</li> </ul>	1 1 N/A Warranty		

## **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 DDMA/RCCDMA/DMS/RCCDPM/CAM:

Mary Sontag:

Do not believe that I know about this one -- Option D. Let me know if you need anything else. 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).

#### Tomasz Gosciniak:

Option 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).

#### Pertinent vehicle information provided by dealer Service Manager:

Tim Wormet - A-F Motors, Inc.:

I have that vehicle in here under that first name but a different last name. She must have gotten married. The vehicle was only in here one time for a battery. She was traveling. The vehicle was not sold here. I am not aware of and aftermarket items, insurance claims or collisions regarding this vehicle.

John Kaiser - Frank Boucher Chevrolet, Inc.:

On repair order 378877 we checked the oil level, it was still one half quart down. On repair order 384870 we checked oil level, the level was down 1.5 quarts. On repair order 389935 we checked the oil level, it was 2 quarts down. There were not any aftermarket items through us. We do not have information on Collision or Insurance Claims.

#### Identify at least three main strengths of the customer's case?

There were nine repair attempts with in the limited power train warranty / bumper to bumper limited warranty for oil consumption.

#### Identify at least three main weaknesses of the customer's case?

There have not been four repair attempts toward the same non-conformity with in presumption.

#### Are there any considerations to be made under other applicable laws? (Explain in detail)

Uniform Commercial Code Magnuson Moss Warranty Act

#### **Recommendation:**

Minimal Cash Settlement to offset customer inconvenience. \$4,000-\$7,000 Inclusive.

#### **Rationale:**

Although there have not been four repair attempts toward the same non-conformity with in presumption, there were nine repair attempts with in the limited power train warranty / bumper to bumper limited warranty for oil consumption. Even thought the consumer said that they had added oil during the oil consumption test, the oil level was still lower than specification.

#### **Settlement/Defense Strategy:**

\$7,000.00 Inclusive Accepted. Please see rationale above for Defense.

# **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.

*Add additional lines for additional offers/counter offers.				
Plaintiff's Original Dema Amount to Plaintiff/Atty: Inclusive Offer:	nd: N/A N/A	Settlement Type: Repurchase Date: 01/14/11	Countered NISM	
<b>CRS Intial Offer:</b> Amount to Plaintiff/Atty: Inclusive Offer:	N/A \$4,000.00	Settlement Type: Cash Settlement Date: 01/27/11	Countered NISM	
<b>Plaintiff Counter::</b> Amount to Plaintiff/Atty: Inclusive Offer:	N/A \$15,000.00	Settlement Type: Cash Settlement Date: 02/08/11	Countered NISM	
<b>CRS Counter:</b> Amount to Plaintiff/Atty: Inclusive Offer:	N/A \$5,000.00	Settlement Type: Cash Settlement Date: 02/09/11	Countered NISM	
<b>Plaintiff Counter::</b> Amount to Plaintiff/Atty: Inclusive Offer:	N/A \$14,000.00	Settlement Type: Cash Settlement Date: 02/25/11	Countered NISM	
<b>CRS Counter:</b> Amount to Plaintiff/Atty: Inclusive Offer:	N/A \$5,500.00	Settlement Type: Cash Settlement Date: 02/25/11	Countered NISM	
<b>Plaintiff Counter:</b> Amount to Plaintiff/Atty: Inclusive Offer:	N/A \$13,500.00	Settlement Type: Cash Settlement Date: 03/07/11	Countered NISM	
<b>CRS Final Offer:</b> Amount to Plaintiff/Atty: Inclusive Offer:	N/A \$6,000.00	Settlement Type: Cash Settlement Date: 03/07/11	No Response NISM	
<b>PLAINTIFF Final Offer:</b> Amount to Plaintiff/Atty: Inclusive Offer:	N/A \$7,000.00	Settlement Type: Cash Settlement Date: 03/18/11	Accepted NISM	

*Trade Repurchase offers should specify Trade Retail, Trade Collateral, or Trade New Finance.

## 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: N/A	Settle case: N/A
Settlement Type: N/A		Attorney Fees (if applicable):
		N/A
Recommendation of Field:	Arbitrate case: N/A	Settle case: N/A
Settlement Type: N/A		Attorney Fees (if applicable):
		N/A
Final Decision:	Arbitrate case: N/A	Settle case: N/A
Settlement Type: N/A		Attorney Fees (if applicable):
		N/A

TEAM LEAD APPROVING:

Patricia McNair

**Date:** 01/20/11

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.	

Abigail Blake/Austin/GM1	То	GMoss@consumerlawcenter.com
04/15/2011 05:37 PM	сс	
	bcc	
	Subject	71-910109789,
Customer Last Name: Stapleman		

RE: Customer Last Name: Stapleman Service Request: 71-910109789 2007 Chevrolet Suburban Vehicle Identification Number: 1GNFK16327J Customer Relationship Specialist: Abigail Blake Telephone: (866) 790-5700 x 41015 Fax: (866) 775-9467

Dear Greg,

I apologize for the inconvenience. We understand that the consumer is divorced however the consumer's father is listed as a co-owner on the title. We will need his signature on the offer and release as well. Please see the attachments below for a fresh copy of the offer and release letter. Thank you again.

Vea	des
-----	-----

Offer Letter.doc Release Letter.doc

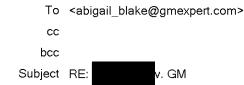
If you have further questions, please contact the Customer Relationship Specialist at the telephone number and extension above or contact The Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please refer to the service request number above.

Sincerely,

**General Motors** 



"Maloney, Tim" <tmaloney@consumerlawc enter.com> 04/15/2011 08:42 AM



Ms. Blake,

Please see the attached signed release and registration from our clients.

Thank you.

Tim Maloney* Attorney at Law Krohn & Moss, Ltd 120 W. Madison Street 10th Floor Chicago, Illinois 60602 312-578-9428 x266 fax: (866) 289-0898 email: <u>tmaloney@consumerlawcenter.com</u> web: <u>www.krohnandmoss.com</u> * licensed to practice in Illinois



From: Wallace, Brittany Sent: Friday, April 01, 2011 6:48 AM To: 'abigail_blake@gmexpert.com' Subject: V. GM

Please find the correspondence outlining the terms of the settlement in the above matter.

Brittany Wallace Krohn & Moss, Ltd. (312)578-9428 x 212 Voice Email: <u>bwallace@consumerlawcenter.com</u> Web: <u>www.krohnandmoss.com</u>



## **RELEASE OF CLAIM**

formerly known as (hereinafter and I, referred to as "Releasor(s)"), on behalf of myself/ourselves and my/our assigns, heirs and executors, in consideration of \$7,000.00 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 1GNFK16327J ("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 Releases, 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 _____

Sworn	to (or affirmed) and subscribed before me this day of	, 20
у	, formerly known as	
	Signature of Notary Public	
	Print, type or stamp Commissioned Name of Notary Public	
	Personally KnownOR Produced identification	
	reisonally knownOK Floduced Identification	
	Type of identification	
	My commission expires:	

Abigail Blake/Austin/GM1	То	mary.sontag@gm.com, tomasz.gosciniak@gm.com
04/15/2011 10:39 AM	сс	
	bcc	
	Subject	71-910109789,

RE: Customer Last Name: Stapleman Service Request: 71-910109789 2007 Chevrolet Suburban Vehicle Identification Number: 1GNFK16327 Customer Relationship Specialist: Abigail Blake Telephone: (866) 790-5700 x 41015 Fax: (866) 775-9467

Dear Ms. Sontag and Mr. Gosciniak:

This email is to follow up on Service Request 71-910109789 for customer the customer's vehicle is a 2007 Chevrolet Suburban with 62,198 miles. The VIN is 1GNFK16327J The customer has been working with Frank Boucher Chevrolet, Inc, A-F Motors, Inc., and Kenosha Chevrolet.

After negotiations with the plaintiff's counsel, the final offer of a \$7,000 inclusive was accepted.

There is no need to reply to this email. It is sent for notification purposes only.

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

March 18, 2011

Gregory II. Moss, Esq. Krohn & Moss Ltd. 120 West Madison Street Floor 10 Chicago, Illinois 60602-4107

RE:

Scrvice Request: 71-910109789 2007 Chevrolet Suburban Vehicle Identification Number: 1GNFK16327 Customer Relationship Specialist: Abigail

Dear Mr. Moss:

We regret that your client(s) is dissatisfied with her 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.

 $\Lambda$  cash settlement of \$ 7,000.00

The above offer is inclusive of any and all costs, fees, expenses, and attorney's fees, known or unknown, that are associated with the above-referenced vehicle and is contingent upon receipt of a copy of the current registration (valid for at least 30 days beyond the date this letter is signed by your client) to show proof of ownership.

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 <u>separately from all other settlement documents</u>. The W-9 form can be downloaded from the IRS website at www.irs.gov. In addition, the IRS website will provide instructions for completing the W-9.

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Page 2

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,

J

General Motors

62,198

Client's Signature

Client's Signature

<u>4-6-1</u>1 Date

Date

#### RELEASE OF CLAIM

(hereinafter referred to as "Releasor(s)"), on behalf of myself/ourselves and П my/our assigns, heirs and executors, in consideration of \$ 7,000.00 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 1GNFK16327. ("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  $\underline{62,198}$  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 Releases, 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.

DATE SIGNED. 4-La-11	
	Claimant's Signature
Address	Address
City, State, Zip Code	City, State, Zip Code
STATE OF DECOSIO	
COUNTY OF ROCINE	

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

Sworn to (or affirmed) and subscribed before me this  $\underline{6^{\text{h}}}$  day of  $\underline{\text{Hplu}}$ , 20<u>11</u>, by Signature of Notary Public . Print, type or stamp Commissioned Name of Notary Public Personally Known _____OR Produced identification Type of identification <u>WI DL 3314 7217</u> 7513 06 Eff. 1-13-2012 My commission expires:  $Q_{ullif} = 3, 2012$ 

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WI Department of Revenue.

REGULAR SERVICE: Mail application and check for Title and Plate fees to: Wisconsin Dept. of Transportation, PO Box 7949, Madison, WI 53707-7949

PRICRITY SERVICE: Meil application and check with extra \$4 fee to: WI Dept. of Transportation, PO Box 7306, Madison, WI 53707-7306

SPECIAL PLATES: Mail antire application to: WI Dept. of Transportation, PO Box 7911, Madison WI 53707-7917



"Moss, Gregory" <gmoss@consumerlawcent er.com> 04/15/2011 05:39 PM To <abigail_blake@gmexpert.com> cc

bcc

Subject RE: 71-910109789,

History: 🖳 This message has been forwarded.

Abigail:

That is very disappointing. You were emailing me multiple times asking for the release and I chased my client down to get them to you. You are now starting over due to your mistake. That is completely unprofessional. I will get these for you but this will be the last time and the next time you make a mistake, it will be your problem.

Gregory H. Moss Krohn & Moss, Ltd. Consumer Law Center (312) 578-9428 ext 216 (866) 309-9458 Fax

Connect With Us



From: abigail_blake@gmexpert.com [mailto:abigail_blake@gmexpert.com] Sent: Friday, April 15, 2011 4:38 PM To: Moss, Gregory Subject: 71-910109789,

RE: Customer Last Name Service Request: 71-910109789 2007 Chevrolet Suburban Vehicle Identification Number: 1GNFK16327J Customer Relationship Specialist: Abigail Blake Telephone: (866) 790-5700 x 41015 Fax: (866) 775-9467

Dear Greg,

I apologize for the inconvenience. We understand that the consumer is divorced however the consumer's father is listed as a co-owner on the title. We will need his signature on the offer and release as well. Please see the attachments below for a fresh copy of the offer and release letter. Thank you again.

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

Daparme	W-9 stober 2007) mit of the Treasury sevenus Service			n	Give form to the requester. Do not send to the IRS.
5	Name (as shown on you				
	Krohn & M	· · · · · · · · · · · ·			
on page	Business name, if differe	nt from above			
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Part	Certification	1			
Under	penalties of perjury, I o	sertify that:			
1, The	e number shown on th	is form is my correct taxpayer identification i	number (or I am waiting for a n	umber to be is	sued to me), and
Re	venue Service (IRS) that	ip withholding because: (a) I am exempt from at I am subject to backup withholding as a re onger subject to backup withholding, and			
3. ⊺ai	m a U.S. citizen or oth	er U.S. person (defined below).			
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#### Purpose of Form

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

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

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

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

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

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

 A partnership, corporation, company, or association created or organized in the United States or under the laws of the United States,

An estate (other than a foreign estate), or

• A domestic trust (as defined in Regulations section 301.7701-7).

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

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

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



#### VIA FAX ONLY

January 24, 2011

Robert Silverman, Esq. KIMMEL & SILVERMAN 30 E Butler Pike Ambler, PA 19002

RE:

Service Request: 71-910570057 2007 Chevrolet Tahoe Vehicle Identification Number: 1GNFC13067R Customer Relationship Specialist: Tiffany Cook

Dear Mr. Silverman:

This is to advise that General Motors is in receipt of the above referenced case dated January 24, 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: Release of Lien

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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

## RELEASE OF LIEN INFORMATION

I	,
	(Client's Name)
hereby authorize	
J	(Lien holder Name)
(Lien holder Address)	(Lien holder Phone Number)
to release any and all information reg	arding my loan account #
	arding my loan account # (Account Number)
with	
(Lien holder Name)	
to General Motors Company, includin loan payoff amount, and per diem info	ig but not limited to a complete payment history of my account, a ormation.
Date	
	VEHICLE INFORMATION
The current vehicle mileage is	Date mileage read:

L-00006 V08172010



#### VIA FAX ONLY

January 24, 2011

Ed Brunton BRYNER CHEVROLET, INC. 1750 THE FAIRWAY JENKINTOWN PA 19046-1606

RE:

Service Request: 71-910570057 2007 Chevrolet Tahoe Vehicle Identification Number: IGNFC13067R Customer Relationship Specialist: Tiffany

Dear Ed Brunton:

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

LC0040_CH V06302010



Tiffany Cook/Austin/GM1 01/24/2011 12:18 PM

- To meriwether.eisenhard@gm.com
- cc donald.gaskins@gm.com

bcc

Subject NISM Notification-

2007 Chevrolet Tahoe

RE: Customer Last Name: Service Request: 71-910570057 Veh make/model: 2007 Chevrolet Tahoe Vehicle Identification Number: 1GNFC13067R Mediation Liaison: Tiffany Cook Telephone: 866-790-5700 ex. 21167 Fax: 866-268-5526

Dear DDMA-

This email is regarding Service Request 71-903716083 for customer The customer's vehicle is a 2007 Chevrolet Tahoe with current miles at 46,603. The VIN is 1GNFC13067R The customer has been working with 3964 WEST CHESTER PIKE in NEWTOWN SQUARE, PA and BRYNER CHEVROLET, INC. in JENKINTOWN, PA. Technical Assistance Center has not been contacted. Due to time constraints, your response to this e-mail is required within 48 hours.

This is a Not in Suit Matter. This means a demand letter has been sent to our office by the customer's attorney indicating that the customer may pursue a lawsuit unless GM can resolve the customer's vehicle concern. We are reviewing this case for possible settlement in our Early Resolution program. The settlements offers can range from denial up to repurchase, depending on the severity of the concerns. Because of this, we would like you to review the following options:

A) I have information on this case that may assist in your review (please provide in your reply). I will review any repurchase or replacement offer before it is made. I would also like to be notified of the BRC decision to offer cash or other goodwill settlement.

B) I am not aware of this vehicle or customer's concerns. However, I will review any repurchase or replacement offer before it is made. I would also like to be notified of the BRC decision to offer cash or other goodwill settlement.

C) I have information on this case that may assist in your review (please provide in your reply). However, I agree to cede the final decision on this case to the Early Resolution program (You will be notified of the resolution after the settlement has been reached).

D) I am not aware of this vehicle or customer's concerns. I agree to cede the final decision on this case to the Early Resolution program (You will be notified of the resolution after the settlement has been reached).

*If a response is not received within 48 hours the default assumption 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 ROBERT M SILVERMAN^{+*-} CRAIG THOR KIMMEL^{+-^}

* Member, PA Bar * Member, NJ Bar * Member, DB Bar * Member, DB Bar * Member, MA Bar * Member, MD Bar * Member, MI Bar * Member, MI Bar * Member, TI Bar * Member, WT Bar

* Member, DC Bar



JACQUELINE C. HERRITT*** ROBERT A. RAPKIN ANGELA K. TROCCOLI

CHRISTINA GILL ROSEMAN⁺⁴⁶ RICHARD A. SCHOLER^{**} TARA L. PATTERSON[†]

W. CHRISTOPHER COMPONOVO * TIMOTHY J. ABEEL, JR.** SARAH Y OUNG**

FRED DAVIS** AMY L. BENNECOFF***#

1-800-LEMON LAW www.lemonlaw.com

CORPORATE HEADQUARTERS 30 E. Butler Pike Ambler, PA 19002 P (215) 540-8888 F (215) 540-8817

WESTERN PA OFFICE, 210 Grant Street, Suite 202, Pittsburgh, PA 15219, P (412) 566-1001, F (412) 566-1005 NEW JERSEY OFFICE, Executive Quarters, 1930 E. Marlton Pike, Suite Q29, Cherry Hill, NJ 08003, P (856) 429-8334, F (856) 216-7344 DELAWARE OFFICE, 501 Silverside Road, Suite 118, Wilmington, DE 19809, P (302) 791-9373, F (302) 791-9476 CONNECTICUT OFFICE, 60 Hartford Pike, P.O. Box 325, Dayville, CT 06241, P (860) 866-4380, F (860) 263-0919 NEW YORK OFFICE, 1001 Avenue of the Americas, 12th Floor, New York, NY 10018, P (212) 719-7543, F (877) 617-2515 PLEASE REMIT ALL CORRESPONDENCE TO THE AMBLER OFFICE

January 21, 2011

VIA EMAIL ONLY gmerinfo@gmexpert.com

General Motors, LLC - PA 30007 Van Dyke Avenue Warren, MI 48090-9065

Re:

v. General Motors, LLC

Vehicle: 2007 Chevrolet Tahoe Date of Purchase: 04/01/2009 Place of Purchase: Bryner Chevrolet, Jenkintown VIN: 1GNFC13067R

Dear Sir/Madam:

Please be advised that this office represents the above individual against General Motors, LLC pursuant to the Lemon Law, Uniform Commercial Code, Unfair Trade Practices Act, and Magnuson-Moss Warranty Claim. Kindly acknowledge our firm's representation and direct any and all correspondence to this office.

# DO NOT HAVE ANY FURTHER CONTACT WITH OUR CLIENT WITH THE EXCEPTION OF COMMUNICATION NECESSARY TO EFFECTUATE CURRENT REPAIRS.

Thank you for your attention to this matter. If you have any questions, please do not hesitate to contact the undersigned.

Very truly yours,

Robert M. Silverman

RMS\ TL cc:



### VIA FAX ONLY

January 25, 2011

Tim Hilsey Hill Cadillac, Inc. 3964 West Chester Pike Newtown Square, PA 19073-3209

RE:

Service Request: 71-910570057 2007 Chevrolet Tahoe Vehicle Identification Number: IGNFC13067R Customer Relationship Specialist: Tiffany Cook

Dear Tim Hilsey:

This is a letter of notification regarding a not-in-suit-matter involving the above referenced customer. Please provide us with copies of all dealer sales and service documents regarding this vehicle. The specific documents needed are:

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

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

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

Sincerely,

Chevrolet

L-00040_CH V06302010



meriwether.eisenhard@cadi llac.com 01/25/2011 11:10 AM To Tiffany_Cook@gmexpert.com

cc bcc

Subject Re: NISM Notification- 2

2007 Chevrolet Tahoe

#### Tiffany,

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.

#### Meriwether

Meriwether Eisenhard District Manager Aftersales-Cadillac Zone 4312, District 5121 NJ/Phila Cell: 610-213-6107 E-Mail: meriwether.eisenhard@cadillac.com

 From:
 Tiffany_Cook@gmexpert.com

 To:
 meriwether.eisenhard@gm.com

 Cc:
 donald.gaskins@gm.com

 Date:
 01/24/2011 12:18 PM

 Subject:
 NISM Notification- Cliett 2007 Chevrolet Tahoe

RE: Customer Last Name: Service Request: 71-910570057 Veh make/model: 2007 Chevrolet Tahoe Vehicle Identification Number: 1GNFC13067R Mediation Liaison: Tiffany Cook Telephone: 866-790-5700 ex. 21167 Fax: 866-268-5526

Dear DDMA-

This email is regarding Service Request 71-903716083 for customer The customer's vehicle is a 2007 Chevrolet Tahoe with current miles at 46,603. The VIN is 1GNFC13067R The customer has been working with 3964 WEST CHESTER PIKE in NEWTOWN SQUARE, PA and BRYNER CHEVROLET, INC. in JENKINTOWN, PA. Technical Assistance Center has not been contacted. Due to time constraints, your response to this e-mail is required within 48 hours.

This is a Not in Suit Matter. This means a demand letter has been sent to our office by the customer's attorney indicating that the customer may

pursue a lawsuit unless GM can resolve the customer's vehicle concern. We are reviewing this case for possible settlement in our Early Resolution program. The settlements offers can range from denial up to repurchase, depending on the severity of the concerns. Because of this, we would like you to review the following options:

A) I have information on this case that may assist in your review (please provide in your reply). I will review any repurchase or replacement offer before it is made. I would also like to be notified of the BRC decision to offer cash or other goodwill settlement.

B) I am not aware of this vehicle or customer's concerns. However, I will review any repurchase or replacement offer before it is made. I would also like to be notified of the BRC decision to offer cash or other goodwill settlement.

C) I have information on this case that may assist in your review (please provide in your reply). However, I agree to cede the final decision on this case to the Early Resolution program (You will be notified of the resolution after the settlement has been reached).

D) I am not aware of this vehicle or customer's concerns. I agree to cede the final decision on this case to the Early Resolution program (You will be notified of the resolution after the settlement has been reached).

*If a response is not received within 48 hours the default assumption 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.

donald.gaskins@chevrolet. com To "Tiffany_Cook" <Tiffany_Cook@gmexpert.com>

cc bcc

Subject Re: NISM Notification-2007 Chevrolet Tahoe

My selection is option D. From the Blackberry of Don Gaskins

01/25/2011 10:46 AM

----- Original Message -----From: Tiffany_Cook Sent: 01/24/2011 12:18 PM EST To: MERIWETHER EISENHARD Cc: Donald Gaskins Subject: NISM Notification- 2007 Chevrolet Tahoe

RE: Customer Last Name: Service Request: 71-910570057 Veh make/model: 2007 Chevrolet Tahoe Vehicle Identification Number: 1GNFC13067R Mediation Liaison: Tiffany Cook Telephone: 866-790-5700 ex. 21167 Fax: 866-268-5526

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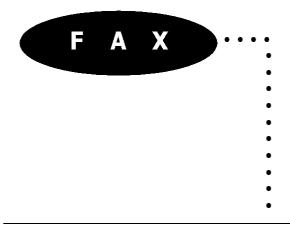
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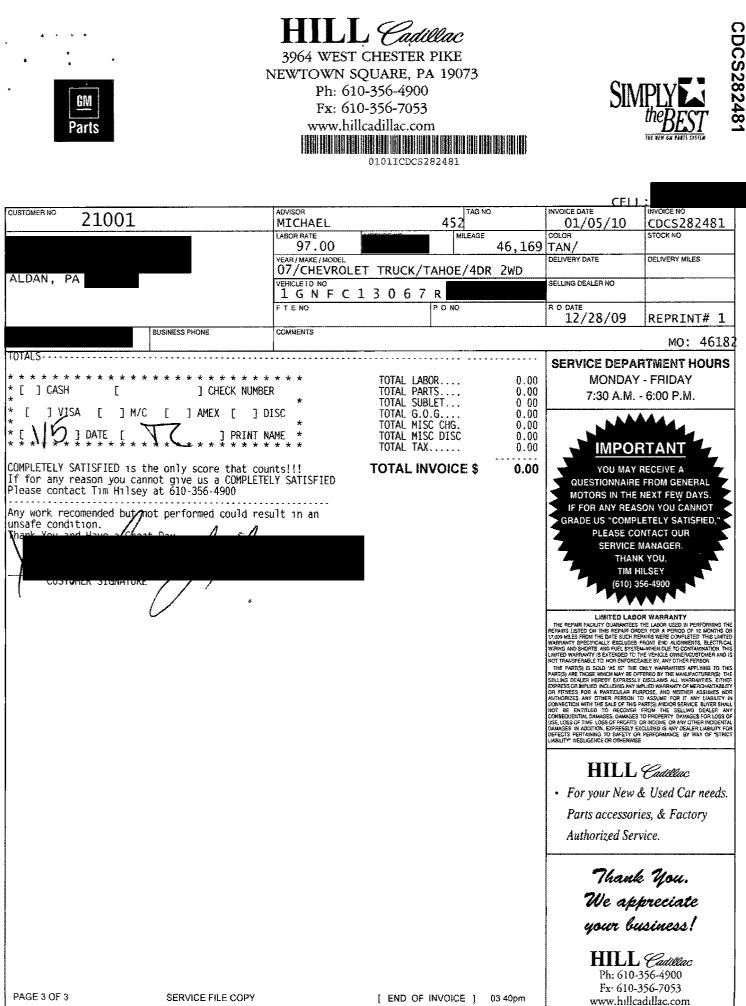
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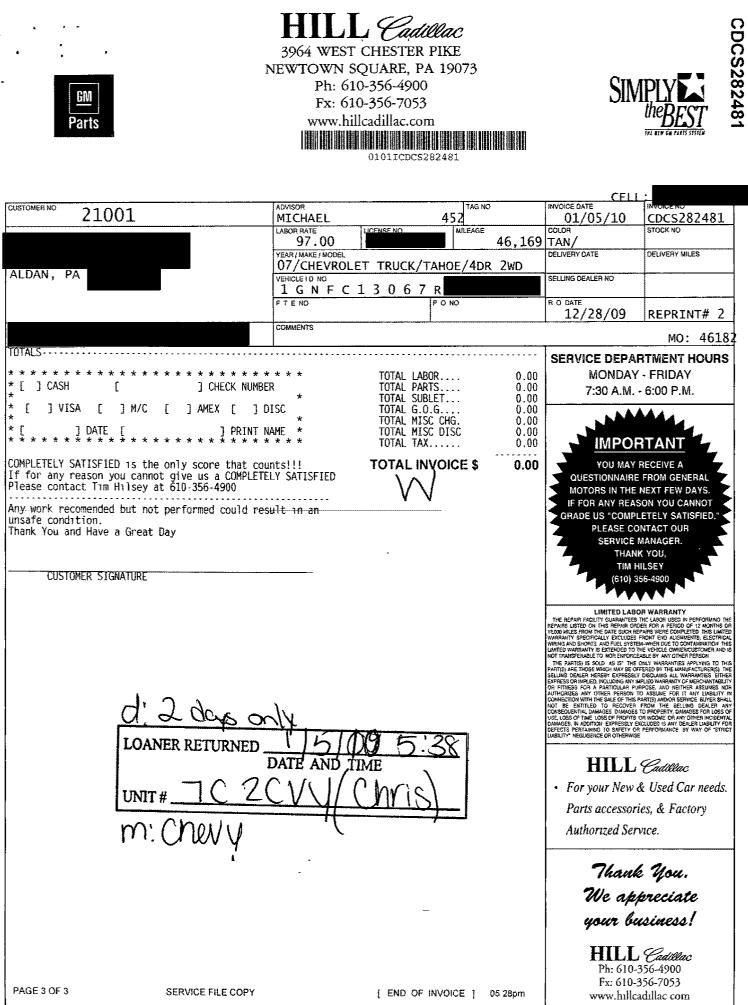
Sincerely, General Motors



To:	TIFFANY,
Fax number:	18662685526
From: Fax number: Business phone: Home phone:	ТІМН
Date & Time:	1/25/2011 11:58:04 AM
Re:	



For Re-order TRU-STATE BUSINESS FORMS (888) 579-3636



HILL Cadillac **3960 WEST CHESTER PIKE NEWTOWN SQUARE, PA 19073** Ph: 610-356-4900 Fx: 610-353-9478 SERVICE DEPARTMENT HOURS: www.hillgmautogroup.com MONDAY - FRIDAY 7:30 A.M. - 6:00 P.M HILL GM AUTO GROUP Thank You. IMPORTANT • For your New & Used Car needs. We appreciate Parts accessories. & Factory your business! Authorized Service HILL Cadillac Ph: 610-356-4900 Fx: 610-353-9478 www.hillgmautogroup.com CUSTOMER NO CARD NO VOICE DATE VOICE NO 01/05/10 CDCS282481 21001 MICHAEL 452 MILEAGE IN STOCKNO LABOR BATE CO1 OR 97.00 TAN/ 46169 DELIVERY DATE year/make/model 07/CHEVROLET TRUCK/TAHOE/4DR 2WD DELIVERY MILES vehicle id. no. 1 G N F C 1 3 0 6 7 R SELLING DEALER NO. PRODUCTION DATE r. d. date 12/2<u>8/09</u> F. T. E. NO. ALDAN, PA REPRINT# 2 RESI COMMENTS MO: 46182 TRANSMISSION TECH(S):0200 415 CLIENT REPORTS THERE ARE TRANSMISSION PROBLEMS REPORT WILL CALL CLIENT IF WE NEED MORE INFORMATION ? TRANSMISSION REBUILD SEE OLH TIME PUNCH FOR BROKEN STUD ON LEFT EXH. MANIFOLD TECH ROADTESTED VEHICLE - DELAYED ENGAGEMENT/ DELAYED SHIFTS INTERMITTEN NO MOVEMENT IN ANY RANGE - NO CODES IN SYSTEM / REMOVED TRANSMISSION AND DISASSEMBLE TO INSPECT: BURNED, STRESSED FORWARD CLUTCHES - BURNED 2-4 BANDS AND REVERSE CLUTCH HOUSING - REF # PIP3136M: REBUILD ALL ACCUMULATORS, RESEAL 2-4 SERVO, RESEAL FORWARD 3RD OVERRUN CLUTCH SERVOS REPLACE FORWARD CLUTCHES, 2-4 BAND, REV. INPUT CLUTCH HOUS. CLEAN AND INSPECT VALVE BODY - REPLACE PC SOLENOID, 1-2 SHIFT SOLN. - SEE OLH TIME PUNCH FOR BROKEN EXHAUST MANIFOLD STUD TO LEFT SIDE CAT. / FLUSHED TRANS COOLER 69 DEGREES .9 GPM W/C 5BD7EA7 - ROADTESTED - OK LABOR & PARTS-J# 1 29CDZ WARRANTY ROADTESTED - OK -----DESCRIPTION-----GSKT KIT 4.005 ELATE KIT 4.163 ELATE KIT 4.163 ELATE KIT 4.163 ELATE KIT 4.163 ELATE KIT 4.197 BAND 4.251 HOUSING 4.169 VZEVE 4.265 GLEANER,C 8.800 STUD 8.981 NUT-MUFFL 8.915 PARTS -FP-NUMBER-----LIST PRICE-UNIT PRICE--QTY--NUMBER-24236378 24232835 24232835 24208576 24232236 24245624 24245624 24245624 24230293 24230293 11589264 15709703 WARRANTY WARRANTY WARRANTY WARRANTY WARRANTY JOB JOB 1 1 ############# 1 1 1 1 1 JOB JOB 1 JOB 1 WARRANTY WARRANTY WARRANTY WARRANTY WARRANTY WARRANTY WARRANTY JOB 1 1 1 1 1 1 ĴŌĒ JOB JOB 1 JŌB JOB JOB 43 JOB # 1 TOTAL PARTS 0.00 JOB # 1 TOTAL LABOR & PARTS 0.00 TOWING VEHICLE TOWED IN TECH(S):415 J# 2 01CDZTOW WARRANTY PO # VEHICLE_TOWED IN, UNDRIVABLE TOWED IN PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----LIST PRICE-UNIT PRICE-JOB # 2 TOTAL PARTS 0.00 JOB # 2 TOTAL LABOR & PARTS 0.00 CAMPAIGN J# 3 01CDZCAMPAIGN TECH(S):415 WARRANTY CAMPAIGN, SEE ATTACHED #07007 OPEN CAMPAIGN PERFORM CAMPAIGN AS NEEDED REPROGRAM RKE / REPLACE BATTERY PARTS---TOB # 3 ---QTY---FP-NUMBER--1 89022169 -----LIST PRICE-UNIT PRICE-WARRANTY 0.00 BATTERY JOB # 3 TOTAL PARTS JOB # 3 TOTAL LABOR & PARTS 0.00 J# 4+10CDZ GLASS & ATTACHMENTS TECH(S): 415WARRANTY 05:28pm PAGE 1 OF 3 [CONTINUED ON NEXT PAGE]

1/25/2011 11:58 AM FROM: Fax TO: 18662685526 PAGE: 004 OF 038

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1/25/2011 11:58 AM FROM: Fax TO: 18662685526 PAGE: 006 OF 038

HILL Cadillac **3960 WEST CHESTER PIKE NEWTOWN SQUARE, PA 19073** Ph: 610-356-4900 Fx: 610-353-9478 SERVICE DEPARTMENT HOURS: www.hillgmautogroup.com MONDAY - FRIDAY 7:30 A.M. - 6:00 P.M HILL GM AUTO GROUP Thank You. IMPORTANT • For your New & Used Car needs. We appreciate Parts accessories. & Factory your business! Authorized Service HILL Cadillac Ph: 610-356-4900 Fx: 610-353-9478 www.hillgmautogroup.com CUSTOMER NO ADVISOR CARD NO VOICE DATE VOICE NO 01/05/10 CDCS282481 21001 MICHAEL 452 MILEAGE IN STOCKNO LABOR BATE CO1 OR 97.00 TAN/ 46169 DELIVERY DATE YEAR/MAKE/MODEL 07/CHEVROLET TRUCK/TAHOE/4DR 2WD DELIVERY MILES vehicle id. no. 1 G N F C 1 3 0 6 7 R SELLING DEALER NO. PRODUCTION DATE r. d. date 12/2<u>8/09</u> F. T. E. NO. ALDAN, PA REPRINT# 1 RESIDE SUSINESS PHONE COMMENTS MO: 46182 TRANSMISSION TECH(S):0200 415 CLIENT REPORTS THERE ARE TRANSMISSION PROBLEMS REPORT WILL CALL CLIENT IF WE NEED MORE INFORMATION ? TRANSMISSION REBUILD SEE OLH TIME PUNCH FOR BROKEN STUD ON LEFT EXH. MANIFOLD TECH ROADTESTED VEHICLE - DELAYED ENGAGEMENT/ DELAYED SHIFTS INTERMITTEN NO MOVEMENT IN ANY RANGE - NO CODES IN SYSTEM / REMOVED TRANSMISSION AND DISASSEMBLE TO INSPECT: BURNED, STRESSED FORWARD CLUTCHES - BURNED 2-4 BANDS AND REVERSE CLUTCH HOUSING - REF # PIP3136M: REBUILD ALL ACCUMULATORS, RESEAL 2-4 SERVO, RESEAL FORWARD 3RD OVERRUN CLUTCH SERVOS REPLACE FORWARD CLUTCHES, 2-4 BAND, REV. INPUT CLUTCH HOUS. CLEAN AND INSPECT VALVE BODY - REPLACE PC SOLENOID, 1-2 SHIFT SOLN. - SEE OLH TIME PUNCH FOR BROKEN EXHAUST MANIFOLD STUD TO LEFT SIDE CAT. / FLUSHED TRANS COOLER 69 DEGREES .9 GPM W/C 5BD7EA7 - ROADTESTED - OK LABOR & PARTS-J# 1 29CDZ WARRANTY ROADTESTED - OK -----DESCRIPTION-----GSKT KIT 4.005 ELATE KIT 4.163 ELATE KIT 4.163 ELATE KIT 4.163 ELATE KIT 4.163 ELATE KIT 4.197 BAND 4.251 HOUSING 4.169 VZEVE 4.265 GLEANER,C 8.800 STUD 8.981 NUT-MUFFL 8.915 PARTS -FP-NUMBER-----LIST PRICE-UNIT PRICE--QTY--NUMBER-24236378 24232835 24232835 24208576 24232236 24245624 24245624 24245624 24230293 24230293 11589264 15709703 WARRANTY WARRANTY WARRANTY WARRANTY WARRANTY JOB JOB 1 1 ############# 1 1 1 1 1 JOB JOB 1 JOB 1 WARRANTY WARRANTY WARRANTY WARRANTY WARRANTY WARRANTY WARRANTY JOB 1 1 1 1 1 1 ĴŌĒ JOB JOB 1 JŌB JOB JOB 43 JOB # 1 TOTAL PARTS 0.00 JOB # 1 TOTAL LABOR & PARTS 0.00 TOWING VEHICLE TOWED IN TECH(S):415 J# 2 01CDZTOW WARRANTY 1 D PO # VEHICLE_TOWED IN, UNDRIVABLE TOWED IN PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----LIST PRICE-UNIT PRICE-JOB # 2 TOTAL PARTS 0.00 JOB # 2 TOTAL LABOR & PARTS 0.00 CAMPAIGN J# 3 01CDZCAMPAIGN TECH(S):415 WARRANTY CAMPAIGN, SEE ATTACHED #07007 OPEN CAMPAIGN PERFORM CAMPAIGN AS NEEDED REPROGRAM RKE / REPLACE BATTERY ---QTY---FP-NUMBER--1 89022169 PARTS--JOB # 3 -----LIST PRICE-UNIT PRICE-WARRANTY 0.00 BATTERY JOB # 3 TOTAL PARTS JOB # 3 TOTAL LABOR & PARTS 0.00 J# 4+10CDZ GLASS & ATTACHMENTS TECH(S): 415WARRANTY PAGE 1 OF 2 [CONTINUED ON NEXT PAGE] 03:40pm

1/25/2011 11:58 AM FROM: Fax TO: 18662685526 PAGE: 007 OF 038

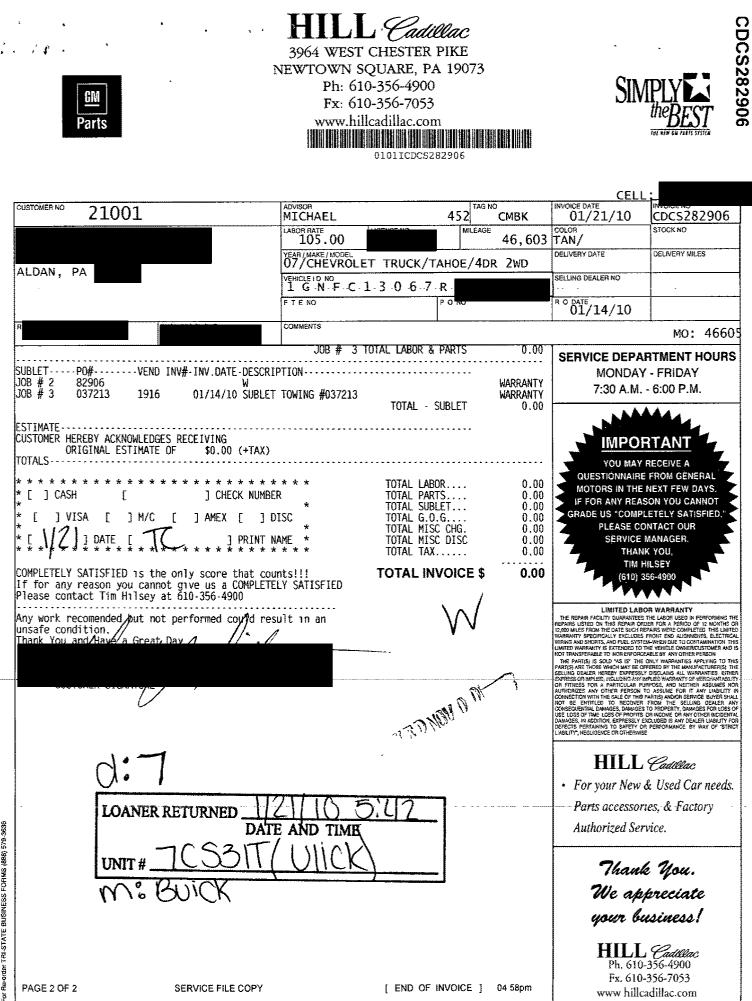
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PAGE 2 OF 2			[ END (	DF INVOICE ]	03:40pm

1/25/2011 11:58 AM FROM: Fax TO: 18662685526 PAGE: 008 OF 038

Parts SERVICE DEPARTMENT HOURS: MONDAY - FRIDAY 7:30 A.M 6:00 P.M.		3960 WEST CHESTER P NEWTOWN SQUARE, PA Ph: 610-356-4900 Fx: 610-353-9478 www.hillgmautogroup.com	19073			
IMPORTANT PR YOU MAY RECEIVE A SS QUESTOWARE FROM GEVERAL MOTORS IN THE NEXT FRW DAYS. IT FOR ANY RESIGN YOU CANNOT PLEASE CONTACT OUR SECTION DAY ANTISACTOR SECTION DAY ANTISACTOR THANK YOU (10) 355-400 N	PERIOD OF 12 MONTHS OR SPECIFICALLY EXCLUDES RR CONTAMINATION THIS LIMITE TO, NOR ENFORCEABLE BY, THE PART(S) IS SOLD YAS IS: THE MANUFACTURER(S), TH IMPLIED INCLUDING ANY IN NETTHER ASSUMES NOR ADU SALE OF THIS PART(S) AND/C CONSEQUENTIAL DAMAGES, INCOME, OR ANY OTHER IN	LIMITED LABOR WARRANTY WITES THE LABOR USED IN PERFORMING THE REPAIRS LISTED ON THE 1200 MILES FROM THE DATE SUCH REPAIRS WERE COMPLETED. TH NONT END ALIGNMENTS, ELECTRICAL WINNIG AND HOUTS, AND FUGL DWARRANTIS SUCH REPAIRS AND HOUTS, AND FUGL DWARRANTIS SUCH REPAIRS AND HOUTS AND FUGLES WARRANTIS SURVAINT SUCH AND AND HOUTS AND FUGLES WARRANTIS SURVAINT SUCH AND AND HOUTS AND FUGLES WINNIG DELER HEREBY EXPRESSIV DISCLAIMS ALL WARRANTISE WIELD WARRANTY OF MERCHANTABILITY ON THINSS FOR A PARTIN THORNES ANY OTHER PERSON TO ASSUME FOR IT ANY LABRILTY IN G ON SERVICE, BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE LOSS OF TIME JEFTY OR PERFORMANCE, BY WAY OF "STRICT LIABILITY", NESUGENCE CO	HS LIMITED WARRANTY SYSTEM-WHEN DUE TO IS NOT TRANSFERABLE H MAY BE OFFERED BY S. EITHER EXPRESS OR CULAR PURPOSE, AND DONNECTION WITH THE SELLING DEALER LANY LOSS OF PROFITS, OR DEALER LABUITY FOR	For your l	M AUTO GROUP New & Used Car needs. essories, & Factory I Service	Ne appreciat yoar business. HILL Canton Ph: 610-356-4900 Fx: 610-353-9478 www.hillgmautogroup
MER NO. 21001		ADVISOR MICHAEL LABOR RATE	452 CARDINO.	CMBK	INVOICE DATE 01/27/10 COLOR	INVOICE NO. CDWS282906 STOCK NO.
		104.11 Year/Make/Model 07/CHEVROLET TRUCK/1		'WD	TAN/ Delivery date	DELIVERY MILES
		VEHICLE ID. NO. 1 G N F C 1 3 0 6 7			SELLING DEALER NO.	PRODUCTION DATE
ALDAN, PA	SINESS PHONE	F. T. E. NO. COMMENTS			r.o. date 01/14/10	
	ONEDS FROME					MO: 46605
TECH S	T BEARING FA Scanned veht	CLE - NO CODES / VEHICLE H	AS NO FORWA PRESSURE T OVE,DISASSE EC0050	ARD TEST: IMBLE 036		
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TECH S GEARS 62 AND II VALVE 2-4 BJ THRUS DAMAG PARTS 5B04FI CARRII CARRI CARRI CARRI CARRI CARRI 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	T BEARING FA SCANNED VEHI - ATF FLUID 187 PSI @ . NSPECT TRANS BODY SPACER AND SCORED/G T BEARING HA ED INDEXING - TEMP 68 D B7 - CAUSAL ER TO REACTI NUMBER 12337931 24232065 24208576 24221350 104918 24221350 104918 2421350 104918 2421350 104918 24221350 104918 24221350 104918 24221350 104918 24221350 104918 24212468 24221350 104918 2421255 24217327 242417327 24241755	ILED CLE - NO CODES / VEHICLE HI CLE - NO CODES / VEHICLE HI FULL - BURNT ODOR - LINE 1 AMP - SLIGHTLY LOW / REM MISSION: END PLAY .080" SPI PLATE HAS DAMAGE AT CHECK OUGED - INPUT PLANETARY GEZ S FAILED - THIRD GEAR FIBEI TABS - CLEAN DEBRIS, REPLAC DEGREES CYCLES 164 FLOW .8 C PART WAS THRUST BEARING #66 ON SHAFT - ROADTESTED - OK CASKET 1.226 PIATE M.265 GSKT KIT 4.197 PLATE 4.163 PLATE 4.163 PLATE 4.163 CARRIER 4.175 BEARING 4.159 GEAR 4.158 SHAFT 4.175 SHAFT 7.0UT 4.175 BUSHING 4.104	PRESSURE T OVE, DISASSE EC0050 BALL HOLES ARS HAVE FA R CLUTCHES CED DAMAGED GPM CODE 63 - INPUT U/COST 5.24 4.68 27.75 12.72 8.55 1.60 8.96 123.21 143.04 4.36 86.12 29.14 90.94 4.68	EST: MBLE 136 11LED 	STU/PRICE .24 7.34 .68 6.55 .75 38.85 .72 17.31 .55 11.97 .00 2.24 .96 12.54 .21 172.49 .04 200.26 .36 6.10 .12 120.57 .14 40.80 .94 127.32 .68 6.55 .39 AL - PARTS  DR	$\begin{array}{c} 7.34\\ 6.55\\ 38.85\\ 17.81\\ 11.97\\ 11.20\\ 12.54\\ 172.49\\ 200.26\\ 6.10\\ 120.57\\ 40.80\\ 127.32\\ 6.55\\ 780.35\\ 551.78\\ 780.35\end{array}$
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TECH 3 GEARS 62 TO AND II VALVE 2-4 BJ THRUS DAMAG PARTS 5B04FI CARRIJ CLAIM # 282906 PARTSQTYFP-I 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	T BEARING FA SCANNED VEHI - ATF FLUID 187 PSI @ NSPECT TRANS BODY SPACER AND SCORED/G T BEARING HA ED INDEXING - TEMP 68 D B7 - CAUSAL ER TO REACTI NUMBER 12337931 24232065 24241786 242212468 242213206 242217327 24226170 2422438603 2422438603 2422438603 242217327 24226170 242241255 8683817 8680027 	ILED CLE - NO CODES / VEHICLE H CLE - NO CODES / VEHICLE H FULL - BURNT ODOR - LINE 1 AMP - SLIGHTLY LOW / REM MISSION: END PLAY .080" SP PLATE HAS DAMAGE AT CHECK OUGED - INPUT PLANETARY GE S FAILED - THIRD GEAR FIBE TABS - CLEAN DEBRIS, REPLA EGREES CYCLES 164 FLOW .8 (CON PART WAS THRUST BEARING #60 ON SHAFT - ROADTESTED - OK - DESCRIPTION CASKET 4.226 BTMG 4.4228 - LITR KLT 4.197 PLATE J.265 GSK1 KIT 4.265 GSK1 KIT 4.265 BEARING 4.159 GEAR 4.158 SHAET 4.175 SHAFT 4.175 SHAFT 4.175 SHAFT 4.104 - CON - CON	PRESSURE T OVE, DISASSE EC0050 BALL HOLES ARS HAVE FA R CLUTCHES CED DAMAGED GPM CODE 63 - INPUT U/COST 5.24 4.68 27.75 12.72 8.55 1.60 8.96 123.21 143.04 4.36 86.12 29.14 90.94 4.68 SST TOTAL  REFIX CDWS  TECH(S):435 ANSPORTATIO PERFORMED	EST: MBLE 136 11LED 	OR IS 	551.78 780.35 1332.13 0.00

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	1/25/2011 11:58 AM	I FROM: Fax	TO: 186626	85526 PAG	GE: 010 (	DF 038	
Califlac Califlac Parts SERVICE DEPARTMENT HOURS: MONDAY - FRIDAY 7:30 A.M 6:00 P.M.	39 NEV	60 WEST C VTOWN SQ Ph: 610 Fx: 610 www.hillgm	<b>Cadille</b> CHESTER P. QUARE, PA -356-4900 -353-9478 autogroup.com	IKE 19073			Endertur Endertur SIMPLY E Hubbest Hubbest
WHORN I ANN YOU MAY RECEIVE A QUESTIONMARE FROM GEVERAL MOTORS IN THE NEXT FEW DAYS. IF FOR ANY RESON YOU CANNOT GRAFE US 'COMPLETELY SATISHED, PLEASE CONTACT OUR SERVICE MANAGER THANK YOU. TTM HILSEY (510) 38-84500	THE REPAIR FACILITY GUARANTEES THE LABOR FERIOD OF 12 MONTHS OR 12,000 MESS FRO SPECIFICALLY EXCLUDES FROME SPECIFICALLY EXCLUDES FROME FOR THE PARTIS IN STATE OF THE PRESO THE PARTIS IS SOLD 'NS IS' THE ONLY WARR HIE MANUFACTURERIS, THE SELLING DEALE MELTER ASSUMES NOR AUTHORIZES ANY OTHER PRESO ENTITIES AND/OR SERVICE. BUY DATE OF THIS PARTIS, MNDOR SERVICE. DATE OF THIS PARTIS, MNDOR SERVICE. NOLOUME. OR ANY OTHER INCIDENTAL DAMAGE DEFECTS PERTAINING TO SAFETY OR PERFORM	WITHE DATE SUCH REPAIR ENTS, ELECTRICAL WIRNING XITENDED TO THE VEHICLI N ANTIES APPLYING TO THIS R HEREBY EXPRESSLY DI OF MERCHANTABILITY C OF MERCHANTABILITY C RE PERSON TO ASSUME ER PERSON TO ASSUME ER SHALL NOT BE ENTITLE DERTY, DAMAGES FOR LO ES. IN ADDITION, EXPRES	LE REPAIRS LISTED ON THE S WERE COMPLETED TH AND SHORTS, AND FUELS CONNERCUSTOMER AND PART(S) ARE THOSE WHIC SCLAIMS ALL WARRANTES CALINE ALL WARRANTES R FITNESS FOR A PARTIC FOR IT-ANY LIABILITY IN C D TO RECOVER FROM THE SS OF USE, LOSS OF TIME SS OF USE, LOSS OF TIME.	IS LIMITED WARRANTY SYSTEM-WHEN DUE TO IS NOT TRANSFERABLE H MAY BE OFFERED BY . EITHER EXPRESS OR JULAR PURPOSE, AND GUNECTION WITH THE : SELLING DEALER ANY LOSS OF PROFITS, OR JEALER LIABILITY FOR DEALER LIABILITY FOR	• For your N Parts acce Authorized	M AUTO GROUP New & Used Car needs. Issories, & Factory I Service	Thank You. We appreciate your business! HILL Cuittiac Ph: 610-356-4900 FX: 610-353-9478 www.hillgmautogroup.com
21001		MICHAEL LABOR RATE	LICENSENO	452 MILEAGE IN	CMBK	01/27/10 color	CDWS282906
		104.11 YEAR (MAKE (MODEL		46603	5	TAN/ DELIVERY DATE	DELIVERY MILES
		07/CHEVROI	LET TRUCK/	TAHOE/4DR	2WD	SELLING DEALER NO.	PRODUCTION DATE
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ALDAN, PA	ECC DUCME	COMMENTS				r. d. date 01/14/10	
							MO: 46605
JOB# 2 TOTALS							
		TOD # 0	TOUDNAT DI	DEEIN CDU	SUB1		294.00 294.00
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	17_9	⁹⁰ ĴCB# €	JOURNAL PI	REFIX CDW		# 3 TOTAL	100.00
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	BOR PARTS 551.78 780.35	SUB.LAB.	SUB.PART	GOG	MISC.	TAX	TOTAL
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PAGE 2 OF 2				[ END	OF INV	VOICE ]	10:18am

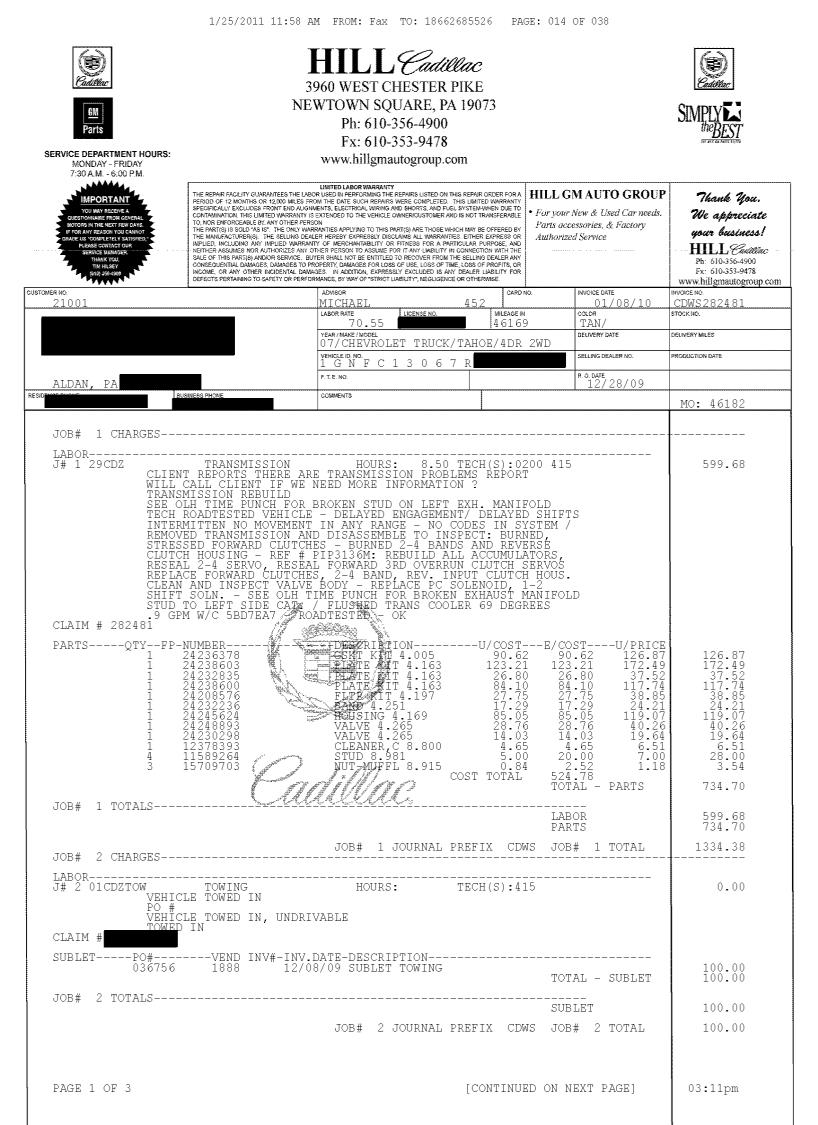


TRI-STATE BUSINESS FORMS (888) 579-3636 Re-order

Edition Codified Paris ERVICE DEPARTMENT HOURS: MONDAY - FRIDAY 7:30 A.M 6:00 P.M.	]	<b>HILL</b> 3960 WEST CHEST NEWTOWN SQUAR Ph: 610-356-4 Fx: 610-353-9 www.hillgmautogro	FER PIKE E, PA 19073 900 478			Endertaire SIMPLY E the BESS to act to bottom
IMPORTANT YOU MAY RECEIVE A QUESTIONAME FROM CONFIRM DIORS IN THE NEXT FEW DATS. IF OR ANY REAGON YOU CANNOT GRADE US "COMPLETE! Y SATISFIED PLEASE CONTACT ON SERVICE MANAGER THANK YOU. THI HILSEY (SII) 355-4900	PERIOD OF 12 MONTHS OR 12:00 MIK SPECIFICALLY EXCLUDES FROMT FOND CONTAMINATION. THIS LIMITED WARRA TO, NOR EMPOREASE BY, ANY OTHER THE PARTIS) IS SOLD 'AS IST. THE ONI THE MANUFACTURER(S), THE SELLIN IMPLIED. INCLUDING AIY IMPLIED W NETTHER ASSUMES NOR AUTIONIZES SALE OF THIS PARTIS) MODOR SERVIC CONSECUENTIAL DAMAGES, DAMAGES INCOME, OR ANY OTHER INCIDENTIA	LY WARRANTIES APPLYING TO THIS PART(S) ARE O DEALER HEREPY EXPRESSIV DISCLAMS ALL ARRANTY OF MERCHANTABILITY OR FITNESS ANY OTHER PERSON TO ASSUME FOR IT ANY L & BUYER SHALL NOT BE ENTITLED TO RECOVE STO PROPERTY, DAMAGES FOR LOSS OF USE. LU DAMAGES. IN ADDITION, EXPRESSIV EXCLU PERFORMANCE, BY WAY OF "STRICT LIABILITY", N	PRETED. THIS LIMITED WARRANTY S. AND FUG. SYSTEM-WHEN DUE TO TOMER AND IS NOT TRANSFERABLE WARRANTES. EITHER EXPRESS OR OR A PARTICULAR PURPOSE, AND MBILTY IN CONNECTION WITH THE ER FROM THE SELLING DEALER ANY OSS OF TIME, LOSS OF PROFITS, OR DED IS ANY DEALER LIABILITY FOR EGUIGENCE OR OTHERMISE.	• For your New & Parts accessorie Authorized Serv	cs, & Factory ice	We appreciate your business! HILL Caiellac Ph: 610-355-9478 www.hillgmautogroup cor
er no. 21001		ADVISOR MICHAEL	452 CARD N	CMBK	02/01/10	INVOICE NO. CDIS283138
		LABOR RATE LICENSE	eno.   Mileage in   46757	/ TAI	N/	STOCK NO.
		YEAR/MAKE/MODEL 07/CHEVROLET TH		2WD	RY DATE	DELIVERY MILES
		vehicle id. no. 1 G N F C 1 3 (	) 6 7 R		G DEALER NO.	PRODUCTION DATE
ALDAN, PA		F. T. E. NØ.		R. D. D. 0	ate 1/25/10	
DE DUQUE	SUSINESS PHONE	COMMENTS				MO: 46763
J# 2 23CDZ CLIE A ME DRIV	ENGINE ENGINE THAT WH ITAL RATTLE SOUND ING	YTY REPAIRS TY REPAIRS COURTES WARRANTY REPAIRS E HOURS: HOURS: HOURS: AND YOU ALSO HERE	JOB # 1 TOT TECH(S):72	AL LABOR	& PARTS	0.00 63.00
TECH PARTSQTY JOB # 2 2	FP-NUMBER 12600530	ID RIGHT SIDE EXHAU DESCRIPTION GASKET 3.27	J 70 JOB	UNI' # 2 TOTA	L PARTS	34.32 34.32
J# 3+08CDZ CLIE SHAF RAN TO F	DOORS & RËAR NT STATES THAN TH P EDGE ON INNER C COVERAGE FROM©CME EPLACE – PART NOL	COMP. HOURS: HE D'S INNER CHROME HROHE HANDLA. PR NOT A COVERED ILD NEED TO SE ORDE	TECH(S):72 E HANDLE IS SHA PART - EST\$148 ERED	2 ARP 3.41		0.00
J# 4+16CDZ CLIE FELI TECH PARTSOTY	WHEELS & TIRE NT STATES THAT TE OFF DURING ROADI REPLACED LEFT FF FP-NUMBER-	S HOURS: HE L/F CENTER CAP H CEST - LAST SERVICE ONT CENTER CAP AS	TECH(S):72 TECH(S):72 FELL OFF INSTAL VISIT NEEDED	L SOP	PRICE-	
		ONT CENTER CAP AS	JOB # 4 TOI	'AL LABOR (	§ PARTS	37.74 37.74 44.74
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CONTROL#	ACCOUNT NUMBER	AMOUNT		TOTAL PA TOTAL SU TOTAL G. TOTAL MI TOTAL MI TOTAL MI	BOR RTS BLET D.G SC.CHG. SC.DISC K VOICE \$	70.00 72.06 60.00 0.00 0.00 0.00 0.00 
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PAGE 1 OF 1			[ END	OF INVOI	CE ]	02:40pm

1/25/2011 11:58 AM FROM: Fax TO: 18662685526 PAGE: 012 OF 038

Cadilitac Cadilitac Entry Parts SERVICE DEPARTMENT HOURS: MONDAY - FRIDAY 7:30 A.M 6:00 P.M.	N	HILL 3960 WEST CHESTI JEWTOWN SQUARE Ph: 610-356-49 Fx: 610-353-94 www.hillgmautogrou	ER PIKE , PA 19073 00 78			Editered Editered SIMPLY EX THEBESST HEBESST HEREFOR
IMPORTANT YOU MAY RECRYE A QUESTIONAMBE FROM GEVERAL MOTORS IN THE NEXT FEW DAYS. IF OR ARY TREASON TO CANNOT GRAZE LIS "COMPLETELY SATISHED. PLASS CONTACT OUR SERRICE MANAGER. THANK YOU. TIM HILSEY (510) 355-4900	PERIOD OF 12 MONTHS OR 12,000 MILE SPECIFICALLY EXCLUDES FROMT END AL CONTAMINATION. THIS LIMITED WARRAN CONTAMINATION. THIS LIMITED WARRAN TO, NOR ENFORCEABLE BY, ANY OTHER THE PARTI(S) IS SOLD "AS IS". THE ONLY THE MANUFACTURERIS). THE SELLING INPLIED, INCLUDING ARY, IMPLIED WAR NEITHER ASSUMES NOR AUTHORIZES A SALE OF THIS PARTIS) MONOR SERVICE CONSEQUENTIAL DAMAGES, DAMAGES I INCOME, OR ANY OTHER INCIDENTAL	WARRANTIES APPLYING TO THIS PARKIS) ARE IT DEALER HEREPE VEXPESSIV DISICLAINS ALL W RRAITY OF MERICHANTABILITY OR HTINESS FOI WY OTHER PERSON TO ASSUME FOR IT ANY LIA E BUYER SHALL NOT BE ENTITLED TO RECOVER TO PROPERTY, DAMAGES FOR LOSS OF USE LOS DAMAGES IN ADDITION, EXPRESSIY EXCLUDE REFORMANCE, BY WAY OF "STRICT LIABILITY", NEC	LETED. THIS LIMITED WARRANTY NO PUEL SYSTEM-WHEN DUE TO IMER AND IS NOT TRANSFERABLE COSE WHICH MAY BE OFFERED BY NRRAINTIES, EITHER EXPRESS OR A MARTICULAR PURPOSE, AND BILITY IN GONNECTION WITH THE FROM THE SELING DEALER ANY S OF TIME, LOSS OF PROFITS, OR I S ANY DEALING LIABILITY FOR LIGENCE OR OTHERMISE.	• For your , Parts acco Authorize		We appreciate your business! HILL Cuttlac Ph: 610-356-4900 Fx: 610-353-9478 www.hillgmautogroup.com
мея хо. 21001		ADVISOR MICHAEL	452 CARD N		INVOICE DATE 01/08/10	INVOICE NO. CDIS282481
		LABOR RATE LICENSE N 59.00 YEAR/MAKE/MODEL	0 MILEAGE IN 46169	)	COLOR TAN/ DELIVERY DATE	STOCK NO. DELIVERY MILES
		07/CHEVROLET TRU	JCK/TAHOE/4DR	2WD	SELLING DEALER NO.	PRODUCTION DATE
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ALDAN, PA	EMERG DUONE	COMMENTS	l		r. d. date 12/28/09	
			ļ			MO: 46182
J# 5+16CDZ CENTEI MISSI	WHEELS & TIRES R CAP FELL OFF DI NG ORDERED	S HOURS: URING ROADTEST	TECH(S):41	.5		0.00
COMMENTS TOW IN BILL UP DATE 12/29 BILL UP DATED 12/30			JOB # 5 TO1	'AL LAB	OR & PARTS 	0.00
TOTALSCONTROL#	ACCOUNT NUMBER	AMOUNT		TOTAL TOTAL TOTAL TOTAL TOTAL TOTAL	LABOR PARTS SUBLET G.O.G MISC.CHG. MISC.DISC TAX INVOICE \$	0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.0
		s Addloc				
PAGE 1 OF 1			[ END	OF IN	VOICE ]	03:11pm



Cadillac Cadillac Parts ERVICE DEPARTMENT HOURS: MONDAY - FRIDAY 7:30 A.M 6:00 P.M.	3	960 WEST CHESTER WTOWN SQUARE, Ph: 610-356-490 Fx: 610-353-947 www.hillgmautogroup	R PIKE PA 19073 0 '8		Endettare SIMPLY EX theBEST references
IMPORTANT YOU MAY RECEIVE A RUSSIONAMEE FRAN GENERAL NOTORS IN THE NEXT FEW DAYS. FOR ARE US YOURY FEW YATISHED YEARNOE MANAGER YEARNOE MANAGER THANK YOU, THANK YOU, THANK YOU, BSSRVCE MANAGER	FERIOD OF 12 MONTHS OR 12,000 MIESS FR SPECIFICALY EXCLUDES FROMT END ALONG CONTAMINATION. THIS LIMITED WARRANTY IS TO, NOR ENFORCEMEL BY ANY OTHER PER- THE PARTIS) IS SOLD 76 IS'T THE ONLY WAI THE MARLACCIDER (8), THE SELLING DEA MAYLED. NCLUDING ANY IMPLIED WARRAN NETTHER ASSUMES MOR AUTHORIZES ANY C SALE OF THIS PARTIS) ANDOR SERVICE. BU CONSEQUENTIAL DAMAGES, DAMAGES TO PI INCOME. OR ANY OTHER INCIDENTAL DAW	RRANTIES APPLYING TO THIS PART(S) ARE THOS LER HEREBY EXPRESSIV DISCLAIMS ALL WARE ITY OF MERCHANTABILITY OR FITNESS FOR A DTHER PERSON TO ASSUME FOR IT ANY LIMBILI VER SHALL NOT BE ENTITLED TO RECOVER FR ROPERTY, DAMAGES FOR LOSS OF USE. LOSS O GASS. IN ADDITION, EXPRESSIV EXCLUDED IN RMANCE, BY WAY OF "STRICT LIABILITY", NEQUIC	ED. THIS LAMITED WARRANTY PUEL SYSTEM-WHEN DUE TO R AND IS NOT TRANSFERABLE IE WHICH MAY BE OFFERED BY WHITES. EITHER EXPRESS OR VARTICULAR PURPOSE, AND TY' IN CONNECTON WHIT THE OM THE SELLING DEALER ANY OF THE, LOSS OF PROFITS, OR S ANY DEALER LIABILITY FOR BENCE OR OTHERWISE.	HILL GM AUTO GROUP • For your New & Used Car needs. Parts accessories, & Factory Authorized Service	We appreciate your business! HILL Cauthac Ph: 610-356-4900 Fx: 610-353-9478 www.hillgmantogroup.com
ier no. 21001		ADVISOR MICHAEL LABOR RATE	452	01/08/10 COLOR	INVOKE NO. CDWS282481 STOCK NO.
		70.55 Year/Make/Model 07/CHEVROLET TRUC		TAN/ DELIVERY DATE	DELIVERY MILES
		VEHICLE ID, NO. 1 G N F C 1 3 0 6	5 7 R	SELLING DEALER NO.	PRODUCTION DATE
ALDAN, PA	NIESS PHONE	F. T. E. NO.		r.o.date 12/28/09	
	RATES PRIME	COMMENTS			MO: 46182
#0700 OPEN C PERFOI REPROC CLAIM #	IGN, SEE ATTACHED 7 CAMPAIGN YM CAMPAIGN AS NEE GRAM RKE / REPLACE	DED BATTERY	30 TECH(S):41		91.72
1 8	39022169	BATTERY	107.95 COST TOTAL	E/COSTU/PRICE 107.95 151.13 107.95 TOTAL - PARTS	151.13 151.13
JOB# 3 TOTALS		Journai		LABOR PARTS S JOB# 3 TOTAL	91.72 151.13 242.85
JOB# 4 CHARGES LABOR					+
CLAIM #	DEFROSTER TAB BNOM REPLACED AND SOLDE EDED	ENIS HOURS: 0.3 OSTER TAB BROKEN, :31PM EN EN EN LEFT SIDE REAF	R DEFROSTER T.	AB	21.17
PARTSQTYFP-1	NUMBER	DESCRIPTION TERMINAL 13.090	U/COST- ) 2.00 COST TOTAL	E/COSTU/PRICE 2.00 2.80 2.00	2.80
JOB# 4 TOTALS		<u>addac -</u>		2.00 2.80 TOTAL - PARTS	2.80
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LABOR J# 6+01CDZLOANER VEHICI VEHICI	LOANER CAR LE IN FOR WARRANTY LE IN FOR WARRANTY	HOURS:	TECH(S):41	 5 ON	0.00
SUBLETPO# 82481	VEND INV#-INV. 1740D8739 01/0	DATE-DESCRIPTION 7/10 WARRANTY (2)	DAYS ONLY	TOTAL - SUBLET	70.00 70.00
JOB# 6 TOTALS				 SUBLET	70.00
		JOB# 6 JOURNAI	G PREFIX CDW	S JOB# 6 TOTAL	70.00
PAGE 2 OF 3			[CONTINUE]	D ON NEXT PAGE]	03:11pm

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Caddence Caddence Parts SERVICE DEPARTMENT HOURS: MONDAY - FRIDAY 7.30 A.M 6:00 P.M.		3	960 WEST WTOWN So Ph: 610 Fx: 610 www.hillgn	CHESTER F QUARE, PA 0-356-4900 0-353-9478 nautogroup.cc	PIKE 19073			SIMPLY EL the BEST the BEST the areas a part to part
IMPORTANT VOU MAY REGEVE A QUESTOWAINE FERM CON COVERAL MOTORS IN THE NEXT FEW DAYS. IF FOR ANY REASON VOU CANNOT GRACE US "COMPLETELY SATISFIC" PLASS CONTACT OUR SERVICE MANAGER THANK YOU THIN HILSEY (FU) 358-3000	PERIOD OF 12 MONTH SPECIFICALLY EXCLUT CONTAMINATION. THIS TO, NOR ENFORCEABL THE PART(S) IS SOLD THE MARUFACTURER INFUED, INCLUDING , NETHER ASSUMES IN SALE OF THIS PART(S) CONSEQUENTIAL DAM INCOME OR ANY OTI	IS OR 12,000 MILES FR DES FRONT END AUGMI LIMITED WARRANTY IS E. BY, ANY OTHER PERS "AS IS". THE SELLING DEAL ANY IMPLIED WARRAN DR AUTHORIZES ANY O AND/OR SERVICE. BU AOES, DAMAGES TO PR HER, INCIDENTAL DAMA	IOM THE DATE SUCH REP/ MIENTS, ELECTRICAL ININ 8 EXTENDED TO THE VEHIC SON RRANTIES APPLYING TO TH LER HEREBY EXPRESSLY ILER HEREBY EXPRESSLY INTHER PERSON TO ASSUM YER SHALL NOT BE ENTT ROPERTY, DAMAGES FOR I AGES. IN ADDITION, EXPR RMANCE, BY WAY OF "STRI	NITY THE REPAIRS LISTED ON TH- RIRS WERE COMPLETED. TH ING AND SHORTS, AND FUEL 2LE OWNERCOUSTOMER AND LISE OWNERCOUSTOMER AND USE LOWING ALL WARRANTE (O RETINESS FOR A PART LED TO RECOVER FROM TH LED TO RECOVER FROM TH LOSS OF USE, LOSS OF THM RESSLY EXCLUDED IS ANY ICT LIABILITY", NEGLIGENCE	HIS LIMITED WARRANTY SYSTEM-WHEN DUE TO D IS NOT TRANSFERABLE CH MAY BE OFFERED BY IS EITHER EXPRESS OR TOULAR PURPOSE, AND CONNECTION WITH THE E. SELLING DEALER ANY E, LOSS OF PROFITS, OR DEALER LANGUITY FOR OR OTHERWISE.	• For your N Parts acce Authorized		We appreciate your business! HILL Cuittuc Ph: 610-356-4900 Fx: 610-335-9478 www.hillgmautogroup.com
ITOMER NO. 21001			advisor MICHAEL	LICENSENO	452 CARD		INVOICE DATE	INVOICE NO. CDWS282481 STOCK NO.
			LABOR RATE 70.55 YEAR/MAKE/MODEL	11	4 61 6	9	COLOR TAN/ DELIVERY DATE	DELIVERY MILES
			07/CHEVRC	DLET TRUCK/		2WD	SELLING DEALER NO.	PRODUCTION DATE
	l		1 G N F C F. T. E. NO.	C 1 3 0 6 7	R		r. d. date 12/28/09	
ALDAN, PA	SUSINESS PHONE		COMMENTS				12/28/09	MO: 46182
BILL UP DATE 12/2 BILL UP DATED 12/3 WARRANTY CLAIM DE	TAIL TOTALS						TAX TOTALS	0.00 1771.20
	LABOR F 712.57 					MISC 0. 0. 0.	TAX 00 0.00 0.00 0.00	TOTAL 1771.20 
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Endelbac Endelbac Parts SERVICE DEPARTMENT HOURS MONDAY - FRIDAY 7:30 A.M 6:00 P.M.	HILL Cadillac 3960 WEST CHESTER PIKE NEWTOWN SQUARE, PA 19073 Ph: 610-356-4900 Fx: 610-353-9478 www.hillgmautogroup.com	Cadettac Cadettac SIMPLY Const the BEST references to the
IMPORTANT YOU MAY RECEIVE A RECEIVANTE FROM GENERAL NOTORS IN THE NEXT FRY DAYS. FOR ANY RESIDY YOU CANNOT GRACE US YOURDLETLY SATISHED/ PLEASE CONTROL OF CANNOT RECEIVE YOURDLETLY SATISHED/ PLEASE CONTROL OF CANNOT THIN HILSEY THIN HILSEY THIN HILSEY	LIMITED LABOR WARRANTY THE REPAIR FACILITY GUARANTEES THE LABOR USED IN PERFORMING THE REPAIRS LISTED ON THIS REPAIR ORDER FOR A PENDO PC 12 MONTHS OR 12,000 MIESS FROM THE DATE SUCH REPAIRS WERE COMPLETED. THIS LIMITED WARRANTY SECCIFICALLY EXCLUDES FROM THE DATE SUCH REPAIRS WERE COMPLETED. THIS LIMITED WARRANTY SECCIFICALLY EXCLUDES FROM THE DATE SUCH REPAIRS WERE COMPLETED. THIS LIMITED WARRANTY SECCIFICALLY EXCLUDES FROM THE DATE SUCH REPAIRS WERE COMPLETED. THIS LIMITED WARRANTY SECCIFICALLY EXCLUDES FROM THE DATE SUCH REPAIRS WERE COMPLETED. THIS LIMITED WARRANTY CONTAMINATION. THIS LIMITED WARRANTY IS EXTENDED TO THE VEHICLE OWNERCUSTOMER AND IS NOT TRANSFERABLE TO, NOR ENFORCEABLE 87. ANY OTHER PERSON THE PARTIES) IS SOLD 'AS IST. THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUASCITERERS, THE GOLIN DEALER HEREFY EXPRESSIVE DISCLUMS ALL WARRANTIES. ENTITLE REPRESS FOR INFLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR THINGES FOR A PRATICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE. BUYER BHALL NOT BE ENTITLED TO RECOVER FROM THE SELLIND DEALER RANY CONSEDUENTIAL DAMAGES, DAMAGES TO ROADER TORING TO ASSUME FOR ITANY LIABILITY IN CONNECTION WITH THE DEFECTS PERTAINING TO SAFETY OR PERFORMANCE, BY WAY OF "STRICT LIABILITY", NEGLIGENCE OR OTHERWISE.	We appreciate your business! HILL Cattlin Ph: 610-356-4900 Fx: 610-353-9478 www.hillgmautogroup.
aer no. 21001	ADVISOR CARD NO. INVOICE DATE MICHAEL 452 CMBK 01/26/10 LABOR RATE LICENSE NO. MILEAGE IN COLOR	INVOICE NO: CDCS283138 STOCK NO.
		DELIVERYMILES
	07/CHEVROLET TRUCK/TAHOE/4DR 2WD vehicle id. No. 1 G N F C 1 3 0 6 7 R	PRODUCTION DATE
ALDAN, PA	г.т.е. No. R.O. DATE 01/25/10	
	SUGMESS DUPME COMMENTS	MO: 46763
VEH LOA	LOANER CAR TECH(S):72 ICLE IN FOR WARRANTY REPAIRS ICLE IN FOR WARRANTY REPAIRS COURTESY TRANSPORTATION NER VEHICLE WHILE WARRANTY REPAIRS BEING PERFORMED -FP-NUMBERDESCRIPTIONLIST PRICE-UNIT PRICE- JOB # 1 TOTAL PARTS	INTERNAL 0.00
	JOB # 1 TOTAL LABOR & PARTS	0.00
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PARTSQTY JOB # 4 1	-FP-NUMBERDESCRIPTIONLIST PRICE-UNIT PRICE- 9596007 CAP 5.858	INTERNAL
	· · · · · · · · · · · · · · · · · · ·	0.00
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JOB # 4 1	9596007 CAP 5.858 JOB # 4 TOTAL PARTS JOB # 4 TOTAL LABOR & PARTS VEND INV#-INV.DATE-DESCRIPTION	 WAR:
OF 2	[CONTINUED ON NEXT PAGE]	05 <b>:</b> 24pm

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Parts SERVICE DEPARTMENT HOURS: MONDAY - FRIDAY 7:30 A.M 6:00 P.M.		HILL Caa 3960 WEST CHESTER NEWTOWN SQUARE, Ph: 610-356-490 Fx: 610-353-947 www.hillgmautogroup	R PIKE PA 19073 0 8			Endertane SIMPLY ES the BEST Krat a Dati Light
MPORTANT VOU MAY RECOVE A OUESTOWARE FROM GENERAL NOTORS IN THE NEXT FREV DAYS. FOR ANY RESON YOU CANNOT GRAZE US 'COMPLETELY SATISFIED', PLENES CONTRACT OUL SERVICE MANAGER 'LIMAK YOU, TIM HIESEY (510) 955-920	PERIOD OF 12 MONTHS OR 12,000 SPECIFICALLY EXCLUDES FRONT EN CONTAMINATION THIS LIMITED WARE TO, NOR ENFORCEABLE BY ANY OTH THE PARTISS IS SOLD 'AS ISS' THE OU THE MANUSACTIVEER(S), THE SELU IMPLIED, INCLUDING ARY IMPLIED V NETHER ASSUMES NOR AUTHORIZE SALE OF THIS PART(S) ANDOR SERV CONSEQUENTIAL DAMAGES, DAMAGE INCOME, OF ANY OTHER INCIDENT	NUY WARRANTIES APPLYING TO THIS PART(S) ARE THOS NO DEALER HEREBY EXPRESSIV DISCLAWS ALL WARP WARRANTY OF MERCHANTABILITY OR FITNESS FOR A S ANY OTHER PERSON TO ASSUME FOR IT ANY LIMBIL ICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FR SS TO PROFERTY, DAMAGES FOR LOSS OF USE LOSS C LA DAMAGES IN ADDITION, EXPRESSIV EXCLUDED IN PERFORMANCE, BY WAY OF "STRICT LIMBILITY", NEGLIC	ED. THIS LIMITED WARRANTY FOLS SYSTEM-WHEN DUE TO R AND IS NOT TRANSFERABLE E WHICH MIM SE OFFERED BY MATTES LITHER EXPRESS OR PARTICULAR PURPOSE, AND TY IN CONNECTION WITH THE ON THE SELLING DEALER AW IF TIME; LOSS OF PROFITS, OR S ANY DEALER LABILITY FOR ENCE OR OTHERWISE.	• For your Parts acc Authorize		We appreciate your business! HILL Cuittue Ph: 610-356-4900 Fx: 610-353-9478 www.hillgmautogroup.com
1667 NO. 21001		ADVISOR MICHAEL LABOR RATE	452 CARD	CMBK	INVOICE DATE	INVOICE NO. CDCS283138 STOCK NO.
		105.00	4 6 7 5		TAN/	DELIVERY MILES
		07/CHEVROLET TRUC		2WD	SELLING DEALER NO.	PRODUCTION DATE
ALDAN DA		VEHICLE ID. NO. 1 G N F C 1 3 0 6 F. T. E. NO.			R. D. DATE 01/25/10	
ALDAN, PA	SINESS PHONE	COMMENTS			1 01/20/10	MO: 46763
TOTALS			<u> </u>			110. 10,00
	d but not perfo a Great Day	] CHECK NUMBER AMEX [ ] DISC , ] PRINT NAME * * * * * * * * * * score that counts!!! us a COMPLETELY SATI 356-4900 rmed could result in		TOTAL TOTAL TOTAL TOTAL TOTAL TOTAL	PARTS SUBLET G.O.G MISC CHG. MISC DISC TAX INVOICE \$	
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Eadeline Billine Parts SERVICE DEPARTMENT HOURS: MONDAY - FRIDAY 7:30 A.M 6:00 P.M.	N	HILL Caa 3960 WEST CHESTE WTOWN SQUARE, Ph: 610-356-490 Fx: 610-353-947 www.hillgmautogroup	R PIKE PA 19073 0 8		Entertion The BEST THE OF THE REPORT
IMPORTANT YOU MAY RECEIVE A OUTONS IN THE NECTIFICA NOTONS IN THE NEXT FEW DAYS IF FOR ANY READON YOU CANNOT GRADE US YOUND IF THE Y SATISHED, HERSE CONTACT OUR SERVICE WARADER. THANK YOU (510) 355-900	PERIOD OF 12 MONTHS OR 12,000 MILE SPECIFICALLY EXCLUDES FROMT END A CONTAMINATION THIS LIMITED WARRAN TO, MOR EMPORCEABLE SY, ANY OTHER TH THE PARTIS) IS SOLD 'AS IS'. THE ONLY THE MANGRACT/RER(S), THE SOLLING INPLIED, INCLUDING ANY IMPLIED WAR NETHER ASSUMES NOR AUTHORIZES A SALE OF THIS PARTIS) ANDORS EXPLOSE CONSECUENTIAL DAMAGES, DAMAGES I INCOME, OR ANY OTHER INCIDENTAL	LIMITED LABOR WARRANTY LABOR USED IN PERFORMING THE REPARS LISTED S FROM THE DATE SUCH REPARS WERE COMPLET LIGNMENTS, ELECTRICAL WIRING AND SHORTS, AND THIS EXTROBED TO THE VEHICLE OWNEROUSTIONE PERSON WARRANTY OF MERCHANTABILITY OR TITNES FOR A REANTY OF MERCHANTABILITY OR TITNES FOR A UN OTHER PERSON TO ASSUME FOR IT ANY LUBUL I. BUYER SHALL NOT BE ENTILED TO RECOVER FR TO PROPERTY, DAMAGES FOR LOSS OF USE. LUDSO IS IRFORMANCE, BY WAY OF "STRICT LIABILITY", NEGUG	ED. THIS LIMITED WARRANT PUEL SYSTEM-WHEN DUE TO IR AND IS NOT TRANSFERABLE E WHICH MAY BE OFFERED BY MATTIES. EITHER EXPRESS OR MATTIES. EITHER EXPRESS OR MATTIES. EITHER EXPRESS ON THE SELLING DEALER ANY IF TIME. LOSS OF PROFITS, OR ANY DEALER LIABILITY FOR	HILL GM AUTO GROU • For your New & Used Car needs. Parts accessories, & Factory Authorized Service	increase for
лея но. 21001		ADVISOR MICHAEL LADOR BATE	452	<u>CMBK 01/21/10</u>	INVOICE NO. CDCS282906
		105.00	MLEAGE IN 46603	B TAN/	STOCK NO. DELIVERY MILES
		07/CHEVROLET TRUC		2WD SELLING DEALER NO.	PRODUCTION DATE
		Vehicle id. No. 1 G N F C 1 3 0 6 F. T. E. NO.		R. O. DATE	
ALDAN, PA	SUSINESS PHONE	CCMMENTS	I	01/14/10	MO: 46605
2-4 THRU DAMA PART 5B04	BAND SCORED/GOUGEI ST BEARING HAS FA GED INDEXING TABS S - TEMP 68 DEGREI FB7 - CAUSAL PART IER TO REACTION SI	e marine	GEARS HAVE F BER CLUTCHES CLACED DAMAGH 8 GPM CODE #663 - INPUT OK LIST 07 55 39 9 63	AILED 5 - 5D PRICE-UNIT PRICE-	WARRANTY WARRANTY WARRANTY WARRANTY WARRANTY WARRANTY WARRANTY WARRANTY WARRANTY WARRANTY WARRANTY WARRANTY WARRANTY WARRANTY WARRANTY
" -		, I.AA	JOB	# 1 TOTAL PARTS TAL LABOR & PARTS	0.00
VEHT	CLE IN FOR WARRAN' CLE IN FOR WARRAN'	HHHHHHAR	TECH(S):43	 35 10N	WARRANTY
		DESCRIPTION	JOB	# 2 TOTAL PARTS	0.00
			JOB # 2 TO:	TAL LABOR & PARTS	0.00
VEHI TOWE	CLE TOWED IN CLE TOWED IN, UND D IN	RIVABLE	1601(5).02	.00	WARRANTY
PARTSQTY	FP-NUMBER	DESCRIPTION	LIST JOB	PRICE-UNIT PRICE- # 3 TOTAL PARTS	0.00
			JOB # 3 TO:	TAL LABOR & PARTS	0.00
SUBLETPO# JOB # 2 82906 JOB # 3 037213	VEND INV#-INV 1916 01,	V.DATE-DESCRIPTION W /14/10 SUBLET TOWING	; #037213		WARRANTY WARRANTY
PAGE 1 OF 2			[CONTINUE	ED ON NEXT PAGE]	04 <b>:</b> 59pm

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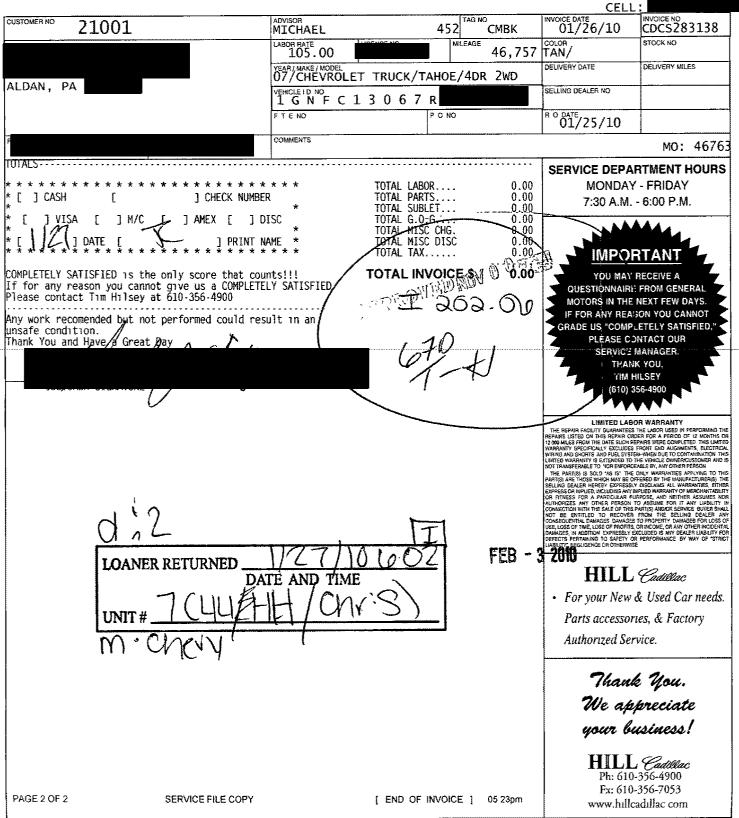
Caddlar Caddlar Parts SERVICE DEPARTMENT HOURS: MONDAY - FRIDAY 7:30 A.M 6:00 P.M.		HILL& 3960 WEST CHES NEWTOWN SQUAI Ph: 610-356- Fx: 610-353- www.hillgmautog	STER PIKE RE, PA 19073 4900 9478			Cadebac SIMPLY E THEBEST REASE ANALYTOPH
IMPORTANT YOU MAY RECEVER A QUESTIONAME FROM GEVERAL MOTORS IN THE NEXT FEW DAYS. FOR AV REASON YOU CANNOT GRACE US 'COMPLETELY SATISFICP, PLEASE CONTACT OUR SERVICE MANAGER THANK YOU, TH HILSEY (510) 356-300	THE REDAIR FACILITY OF PERIOD OF 12 MONTHS SPECIFICALLY EXCLUD CONTAMINATION. THIS TO, NOR ENFORCEABLE ON ENFORCE SOLD THE MARKEN SCILLEN METHED, NOLLOWICA NEITHER ASSUMES NO CONSEQUENTIAL DAME CONSEQUENTIAL DAME MICOME. OR ANY OTH DEFECTS PERTAINING	Thank You. We appreciate your business! HILL Cuittac Ph: 610-356-4900 Fx: 610-333-9478 www.hillgmautogroup.com				
CUSTOMER NO. 21001		advisor MICHAEL	452	CMBK	INVOICE DATE 01/21/10	INVOKENO. CDCS282906
		LABOR RATE 105.00 YEAR / MAKE / MODEL	NSE NO. MILEAGE IN 46603		COLOR TAN/	STOCK NO.
		0'//CHEVROLET	TRUCK/TAHOE/4DR	2WD	DELIVERY DATE SELLING DEALER NO.	DELIVERY MILES PRODUCTION DATE
		VEHICLE ID. NO. 1 G N F C 1 3 F.T.E. NO.	067R		R. O. DATE	
ALDAN, PA	WEAR DHANE	COMMENTS			01/14/10	
						MO: 46605
ESTIMATE CUSTOMER HEREBY ACK ORIGINAL E TOTALS	NOWLEDGES	RECEIVING F \$0.00 (+TAX)			L – SUBLET	0.00
* * * * * * * * * * * * * [ ] CASH * [ ] VISA [ * [ ] DATE * [ * * * * * * * *		* * * * * * * * * * * * * * * * * * *	* *	TOTAL TOTAL TOTAL TOTAL TOTAL TOTAL		$\begin{array}{c} 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\ 0.00\\$
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PAGE 2 OF 2			[ END	OF IN	VOICE ]	04:59pm

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CDCS283138









## HILL Cadillac 3960 WEST CHESTER PIKE NEWTOWN SQUARE, PA 19073 Tel: 610-356-4900 Fax: 610-353-9478 www.hillgmautogroup.com



SERVICE HOURS Monday - Friday 7:30 A.M. - 6:00 P.M.

OPERATION	OPERATION DESCRIPTION		ECOMMEN Total	DED SERVICES OPERATIO		RATION DESCR	DTION	MO/MI	TOTAL
01CDZ30000 01CDZLOF 01CDZTRANS 01CDZTRANS 91CDZ	30000 MILE SERVICE IUBE OIL FILTER TRANSMISSION SERV 8 CYLINDER TUNE UP EMISSION INSPECTION	MCAN MD MI MI MI MD	TOTAL	01CDZFIJJSH 01CDZREAR 01CDZTUNE6 90CDZ	COOLZ SERVI 6 CYI	NT FLUSH CE REAR AXLE INDER TUNE UP INSPECTION		MICAMI MI MI MO	TOTAL
I		1		E HISTORY		~ ŧ			
DATE 01/14/10 12/28/09	REPAIR ORDER         M           282906         282481	46603 46169	452 452	ECHNICIAN TYPE 0200 W 435 W 0200 W 415 W 415 W 415 W 415 W	OPERATI 29CDZ 01CDZLOANE 01CDZTOW 29CDZ 01CDZTOW 01CDZCAMPA	R LOANER TOWING TBANSM	ISSION CAR ISSION	DESCRIPT	ION
SALESPERSON NO.				RVICE	BRODUCTIO	HDATE STOCK NO.	UCENSE NO		R.O. NO.
UNTERNAL     I.G.N.F.       UYES     TERMS:       ICASH     ICASH       ICASH     AIDAN,       INTERNAL     AIDAN,       INTERNAL     OS:34 print       APPOINTMENT     OS:34 print       Yes     STATE R       JOB     INTERNAL	DATE TIME PROMISED 1	PRIORITY PRIORITY PRIORITY PRIORITY PRIOR ID5.00 X - LABOR ARRANTY REPA	ROLET TRUC TOMER NO. 001 VICE CONTRACT +OR:ZATION NO. - eby authorize the re r material for such r arts or material for extorn with such re ex, theft or other ca are the amount of re cose of testing and/c TOTAL IRS	STARTED THER THIS SOUND W	DEUVERY D     DEUVERY D     CONTRACT NO.     AUTHORIZED BY     to be done by you, to     are not responsible f     therassume or auth     sponsible rolss or     hat an express mech     ployees may operate     E IS	TE DELIVERY MILES EXPIRATION DATE EXPIRATION DATE EXPIRATION DATE EXPIRATION DATE OUTCH any delays caused by u orize any other person to damage to the above vehicle on stree HILL CUICK SERVICE M CHECK FOR STATE INSPECTIC BALANCE TIRES COLL CHANGE OIL CHANGE OIL CHANGE OIL CHANGE OIL CHANGE OIL CHANGE OIL CHANGE I AUTHORIZE THES FRONT END ALIGNN I AUTHORIZE THES FRONT END ALIGNN I AUTHORIZE THE COMPLETED OR FOR E CUSTOMER SIGNATU CRIGNAL ESTIMATE AUTHORIZE ADDITON COMPLETED OR FOR E CUSTOMER SIGNATU CRIGNAL ESTIMATE AUTHORIZE THE DATE TM	EXPIRATION MI EXPIRATION MI CALL DATE CALL DATE CALL CATE Vy you of the neck availability or del b assume for you cer, or articles left wiedged on the c ts, highways or e <b>GM AUT(</b> <b></b>	ER NO.	283138 R.O. DATE 01/25/10 ADVISOR 452 CARD NO. (MBK MILEAGE 46757 TRANS AIR COND. Y TURBO N PS. Y MTY CONSTITUTES ES WITH RESPECT B ITEMPESS OR HER SUPPOSE AND THE SESSLY DISCLAMAS HER SUPPOSE AND THE MAES FINESS OR HER SUPPOSE AND THE MAES NOR AUTHOR SUPOSE AND THE SUPOSE AN
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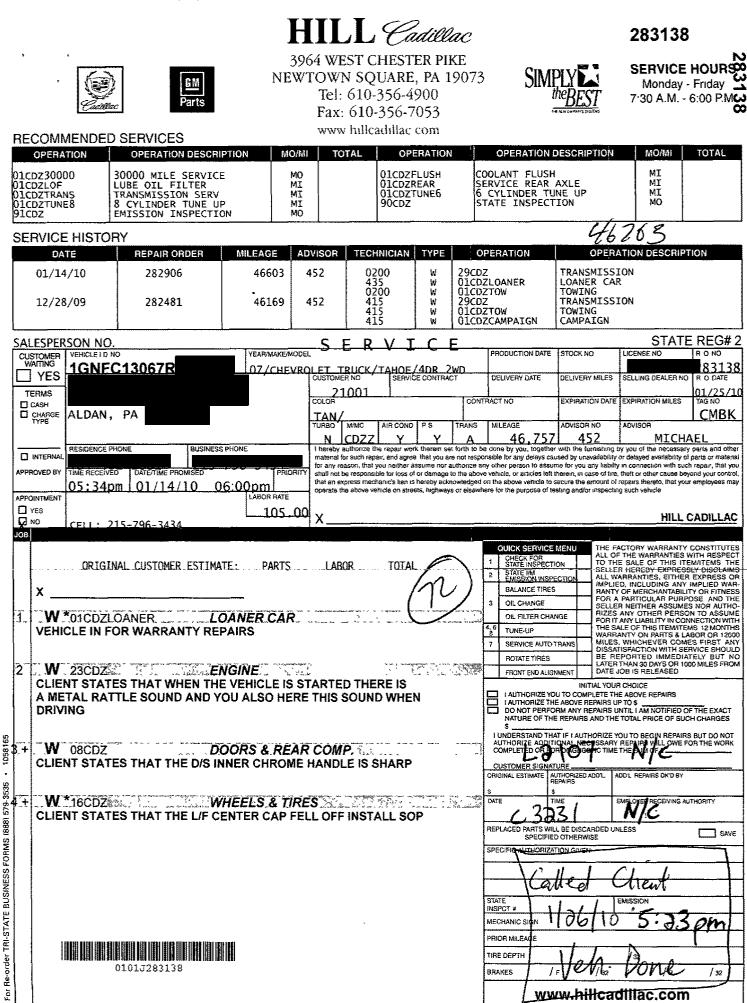


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SERVICE HOURS Monday - Friday 7:30 A.M. - 6:00 P.M.

OPER/	ATION	OPERATION DESCRIPTION		MENDED SERVICES	OPERATION	I DESCRIPTION	MO/MI T	OTAL
01CDZ30 01CDZLO 01CDZTR 01CDZTU 91CDZ	F LU ANS TR	000 MILE SERVICE BE OIL FILTER ANSMISSION SERV CYLINDER TUNE UP ISSION INSPECTION	MO MI MI MI MO	01CDZFIJJSH 01CDZREAR 01CDZTUNE6 90CDZ	COOLANT FLU SERVICE REA 6 CYLINDER STATE INSPE	R AXLE TUNE UP	MI MI MI MO	
			SE	RVICE HISTORY				
DA	ATE	REPAIR ORDER MI	EAGE ADVISO	R TECHNICIAN TYPE	OPERATION	OPERATIC	ON DESCRIPTION	
ESPERS			YEAR/MAKE/MODEL	<u>SERVICE</u>	PRODUCTION DATE STOC		R.O. N	
VAITING		<u>3067 R</u>	07/CHEVROLET CUSTOMER NO.	TRUCK/TAHOE/4DR_2WD		VERY MILES SELLING DE	ALER NO. R.O. D.	<u>28248</u> ^te
			21001 SERVICE CONTR	TAN/	ONTRACT NO. EXPI	RATION DATE EXPIRATION		/ <u>28/(</u> >R
ERMS: CASH								45
CHARGE			AUTHORIZATION	NU.	UTHORIZED BY	CALL DATE	CARQ	
TYPE	ALDAN, PA			ze the repair work therein set forth to b or such repair, and agree: that you are				≈ 4610
INTERNAL		BUSINESS PHONE	of parts or mat	erial for any reason; that you neither	r assume or authorize any of missible for loss or damage in t	ther person to assume for the above vehicle or articles	you any liability in TRANS	
ROVED BY		DATE/TIME PROMISED	PRIORITY of fire, theft or (	other cause beyond your control; that a unt of repairs thereto; that your employ	an express mechanic's lien is	hereby acknowledged on th	te above vehicle to	ND.
	STATE REG#	2	purpose of testin	ng and/or inspecting such vehicle.			TURBO	,
] Yes	511111100#	2	57.00			HILL GM ALL		
] No 3			X			,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,		
W	29CDZ 01CDZTOW 01CDZCAMPAIG	WILL CALL CLIENT TOWING VEHICLE TOWED IN FO #	IF WE NEED MORE I	ION PROBLEMS REPORT NFORMATION ?	CUSTO CUSTO CUSTO CONTENT CUSTO	CHARGE SEL FUTER CHARGE RZZ FUTER CHARGE RZZ FOT ELUP WAR WICE AUTO TRANS. MULL STATE TIRES BE INTEND ALKIMMENT DAS INTTAL Y THORIZE YOU TO COMPLETE THORIZE THE ABOVE REPAIR NOT PEERFORM ANY REPAIRS UNE OF THE REPAIRS AND UNE OF THE REPAIRS AND INTEO OR FOR UNANOSTIC TIM METED OR FOR UNANOSTIC TIM MER SIGNATURE	IS UP TO S SUNTIL I AM NOTIFIED OF - THE TOTAL PRICE OF SUCH TO BEGIN REEARS F (REPARS I WILL OWE FOR E THE SUM OF \$ ADD1. REPARS OK'D BY EMPLOYEE RECEIVING AUTH	NOR AU TO ASS ECTION 1, 12 MON OR OR 1 FIRST. ICE SHC Y BUT MILES F CHARGE SUT DO N THE WC
					STATE INSPGT. I MECHANI PRIOR MI TIHE DEP BRAKES:	C SIGN. LEAGE: TH: /F. /32		/32
PAGE 1	OF 1 28	2481				∕⊧. /₃₂ www.hillgma		



PAGE 1 OF 1

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CAUS			OFF
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CORRECTION			

\$ \$ \$

OUT 05:51PM 1/25/10 24-HOUR DAY	3960 W CHESTER PIKE         610-353-3312           NEWTOWN SQUARE         PA 19073-3209         1740           RENTAL TYPE         D         SOURCE         N00161		D8743 PAGE 1 OF
UNIT 1 UNIT # 7C44HH LIC#	RENTER	SUMMARY OF CHARGES DAY = 24 HOUR PERIOD MILES	
MODEL SUB1 COLOR WHITE	ALDAN PA	NO CHARGE	
IN 11888 OUT 11811	LOCAL: (H)	2 DAYS @ 30.	00 60.00
V# 1GNFK26349F	DR. LICENSE STATE PA EXPIRE 5/16/10 DOB HT WT EYES HAIR S.S.# EMPLOYER		
	BILL TO Y CUST # N00161 HILL CADILLAC ATTN: STRICKLAND*MICHAEL* 3960 WEST CHESTER PIKE NEWTOWN SQUARE PA		
	610-356-4900 19073 DAMAGE WAIVER 012510/012710 PERSONAL ACC.INS. 012510/012710	2 DAYS DW @ 15. 2 DAYS PAI @ 2.	.00 30.00 .00 4.00
	ADDITIONAL DRIVER NONE		4.00 .00 .60 .00 1.80
CLAIM INFO POL/CLAIM/PO#	PERMISSION TO LEAVE STATE YES X NO		
RO283138/283138 INSURED	STATES NJ PA DE CUSTOMER SIGNATURE ON FILE	TOTAL CHARGES	100.40
CLIETT* DEVRICK* LOSS DATE THEFT ACCIDENT	PAYMENT INFORMATION AMOUNT PD.BY TYPE DATE AUTH 40.40 MC SALE 1/28/10 09244Z	DEPOSITS REFUND	40.40
TYPE CAR CT4DR 2WD			
SHOP HILL CADILLA	÷	BILL TO CUST N00161	60.00
PHONE NAME	CLOSED TICKET PAYMENT INFO	OPENED BY #900GW MATTH	

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, 1	- -	HILL Cadillac	282481
	Cuttrine Parts	3964 WEST CHESTER PIKE NEWTOWN SQUARE, PA 19073 Tel 610-356-4900 Fax: 610-356-7053 www.hilicadullac.com	SIMPLY SERVICE HOURS the BEST T 30 A M 6:00 P.M.
	RECOMMENDED SERVICES	······································	PERATION DESCRIPTION MO/MI TOTAL
	D1cdz30000 30000 MILE SERVICE		
	DICDZLOF     LUBE OIL FILTER       DICDZTRANS     TRANSMISSION SERV       OICDZTUNE8     & CYLINDER TUNE UP       9ICDZ     EMISSION INSPECTIO	MI 190CDZ STATE	INDER TUNE UP INDER TUNE UP INSPECTION
	DATE REPAIR ORDER	MILEAGE AUVISION CONTRACT OFFICE OFFICE	OPERATION DESCRIPTION
	215-7		WPC
	SALESPERSON NO.	YEARMAKEMODEL SERVICE	STATE REG# 2
þ	VAITING YES 1GNEC13067R	07 (CHEVPOLET, TRUCK /TAHOE /ADP 2WD	IVERY DATE DELIVERY MILES SELLING DEALER NO R O DATE
.7	CASH CHARGE ALDAN, PA	ΤΔΝ/	EAGE ADVISOR NO ADVISOR
	RESIDENCE PHONE BUSINESS	PHONE 1 hereby authorize the repair work therein set forth to be dene	46, 169 452 MTCHAEL
	APPROVED BY TIME RECEIVED DATE/TIME PROMISED	PRIORITY shall not be respined to fail the prior to responsible that you are not responsible to any respin that you primitive assume nor authorize any other that here there are priority of the loss of or damage to the prove which the the damage that the damage that we damage	for any delays caused by unavailability or delayed availability of parts or maternal ar person to assume for you any liability in connection with such repart, that you report the subscripting and the store of the store anticipation and beyond your control, attive tentile to sociuty the adjourt of repairs they to be your your employees may the purpose of testing anticer inspecting such vehicle.
	APPOINTMENT		aubror recting unsecuting the performs on reputing the purpose of testing and/or integration of testing and/or integrating such vehicle
	□ YES ↓ NO CELL • 215-796-3434	97-00 X	HILL CADILLAC
	JOB	0	UICK SERVICE MENU THE FACTORY WARRANTY CONSTITUTES CHECK FOR ALL OF THE WARRANTIES THE SECTORY TO THE SALE OF THE
	ORIGINAL CUSTOMER ESTIMAT	2	CHECK FOR ALL VALUE ALL VA
	X	- 415 3	ALCO AVE SELECTION OF ANY
	COMMENTS : TOW IN	4.6 8	TWIST TWO AND A THE TRANSPORT
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	CLIENT REPORTS THERE ARE TR		FROM INTELING IS BELEASED
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• 563	3. W 01CDZCAMPAIGN CA		NAL STIMATE   TOPOTIZED ADD & ADD CEEP PSOLD # 10 2:48
388) 579-(	CAMPAIGN, SEE ATTACHED #07007	PATE REAL	
FORMS (	4. Defroster To	ab have the spec	
ISINESS	Clipt Cull	T PRAN E ON THE	11410 4:37pm
For Re-order TRE-STATE BUSINESS FORMS (888) 579-3635	4. Defvoster To Alient Called 1/4/10 1:31pm	In 5 5 Sen Sen	HANICGIGN
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, Re-ord	0101J282481	₩ ₩ ₩ ₩ ₩ ₩ ₩ ₩ ₩ ₩ ₩ ₩ ₩ ₩	A RI 1 122 1 /R /32
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CONDI LABOR RECORD PARTS TION EMP TIME CLOCK CODE A COMPLAINT ON 210 hours 184 CAUSE OFF CORRECTION ~~ B BULINO COMPLAINT DOR 10 anas OFF 13 UCIN 5 III 1827560 V asv Ĵ د فتاسما ¢ 04 7 Cor V LALA m In ລ COMPLAINT ŎМ Left 10 brokin Hold exchaust Mani •**0** d Sł. ハッノ DON 2 69°F <u>c</u>) USE EA7 trans 9 GPM 1 700 flushed cooler. W mayin CORRECTION 47000 Real dead いれ attPra (E) Replaced COMPLAINT ONREDLE REM RKE OFIQX batter 12 3  $\omega$ QV Corospance o 3.51 CABSET BUSAG OFF 7. A. C. CORRESCTION ) defroster broken, tab DESMELAINT ON Replaced tab soldered on new OFF OPRECTION (G)COMPLAINT ON CAUSE OFF CORRECTION 252-181 JANME 1910 AM10:48 STRAIGHT (н) COMPENINT FLAT RATE R/O NO ON TIME (HOURS OPER. NO H CAUSE 15 OFF JAN 5/20 AM 7:30 STRAIGHT FLAT BATE A/O NO28248 OFF TIME CORRECTION TIME (HOURS) FLAT HATE & INO NO 282451 57450 95 PH 2824 **本が10+5 S=42** OPER. NO. **M** The (HOURS) COMPLAINT OPER. NO. 7:55 jan NO AM EMP. NO. 200 EMP. NO. STRAIGHT TIME (KOURS) DEC JELSON 7.70 FLAT RATE OFF CAUSE R/O NOC TIME 12 JEC 209 Fr 2024 OPEN NO. CORRECTION ΦΞC 31 89 An 9:07 EMP. NO. 200

Page 1 of 1

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20.282481

ENTERPRISE LEASING COMPANY OF PHILADELPHIA, 3960 W CHESTER PIKE, NEWTOWN SQUARE, PA 190733209 (610) 353-3312

RENTAL	AGREEMENT
873935	

**DATE & TIME OUT** 12/28/2009 04 32 PM **DATE & TIME IN** 01/05/2010 05:39 PM

BILLING CYCLE 24-HOUR

VIN# 2G1WA5EN2A1 LIC# MILES DRIVEN 143

RENTER

REF# 6N2FLK

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#### SUMMARY OF CHARGES

Charge Description	Date	Quantity	y Per	Rate	Tota
TIME & DISTANCE	12/28 - 01/05	8	DAY	\$35 00	\$280 00
REFUELING CHARGE	12/28 - 01/05				\$0.00
			Subtotal:		\$280.00
Taxes & Surcharges					
PASSENGER CAR RENTAL TAX	12/28 - 01/05			2%	\$4 10
PENNSYLVANIA STATE SALES TAX	12/28 - 01/05			6%	\$12 30
PUBLIC TRANS ASSISTANCE	12/28 - 01/05	8	DAY	\$2 00	\$16 00
		Total	Charges:		\$312.40
Bill-To / Deposits					
HILL CADILLAC**					MA C
TIME & DISTANCE	12/28 - 01/05	8	DAY		
·····			Subtotal:		(\$75.00)
Total Amount Due					\$0.00

#### BILL TO ACCOUNT HILL CADILLAC** ATTN: STRICKLAND, MICHAEL 3960 WEST CHESTER PIKE NEWTOWN SQUARE, PA 19073

VEH #1 2010 CHEV IMPA 4DLS

#### CLAIM INFO

SHOP HILL CADILLAC**

PAYMENT INFORMATIONAMOUNT PAIDTYPE\$237 36Mastercard

CREDIT CARD NUMBER

2 days @\$35=70.00 Changed per Wlick 1-8-10

NEWTOWN ADDRESS PLEASSENTER OUR OFFICE OUAL YY	Roi 2	8-2.45
DEFFECT	ALS. UNION LANSDOW 610-	B SERVICE INC. AVE. GARAGE C NE. PA 19050 MELONISS
E, PA 19073 (610) 356-7053 He Following Merchan He Following Merchan D E	ADDRESS	A REQUESTED BY
	FINISH FINISH FINISH	VICE TIME EXTRA PERSON FINISH
CYNRV R	TOTAL SO TOTAL	
APPROVED BY	STAF5	SPECIAL EQUIPMENT
DATE 12-12	START RECOVERY	
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	л л л	STORAGE CHARGE
Landers and a second		TOTAL 120 00
	AUTHORIZED SIGNATURE	Road Service

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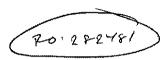
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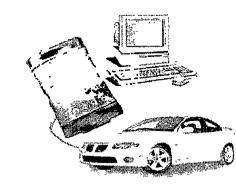
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#### J2534 Pass Thru. Final Instructions



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#### ProgrammingComplete.

WarrantyClaim Code:409BF Record this code on the warranty repair order (fiplicable)

Post Programminginstructions: Follow the Controller Specific Instructions

If there are no Controller Specific Instructions, turn ignition off for 30 seconds to resentingler

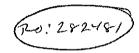
#### Controller SpecificInstructions:

ClearingDTCs will erase stored history data from all controllers, and will reset the PCNIdgM

After programming, you must run "Setup SDM Primary Key in BCM" from the2Tech

VIN-1GNFC13067R				
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	ar OTCs	New	Cancel	

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#### J2534 Pass Thru Final Instructions



WarrantyClaim Code: B08A9 Record this code on the warranty repair order áffplicable)

Post Programming nstructions: Follow the Controller Specific Instructions

If there are no Controller Specific Instructions, turn ignition off for 30 seconds to resentireller

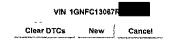
**Controller SpecificInstructions:** 

ClearingDTCs will erase stored history data from all controllers, and will reset the PCMidgM

After programming RCDLR, you may have to program keyfobs and relearn and/or re-enter tire pressure/placard information per Programmini Setup instructions the

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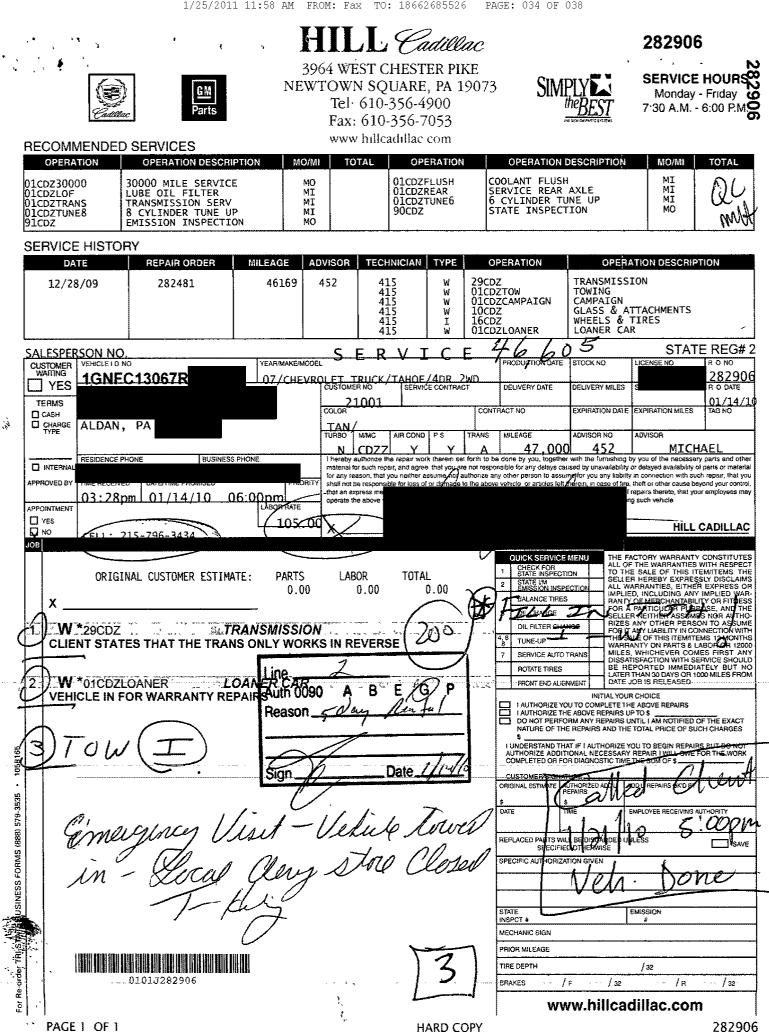


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SERVICE HOURS Monday - Friday 7:30 A.M. - 6:00 P.M.

		RECOMM	ENDED SERVICES			
OPERATION	<b>OPERATION DESCRIPTION</b>	MO/MI TOTA	OPERATION	OPERATION	I DESCRIPTION	MO/MI TOTAL
01CDZ30000 01CDZLOF 01CDZTRANS 01CDZTUNE8 91CDZ	30000 MILE SERVICE LUBE OIL FILTER TRANSMISSION SERV 8 CYLINDER TUNE UP EMISSION INSPECTION	MO MI MI MI MO	01CDZFIJJSH 01CDZREAR 01CDZTUNE6 90CDZ	COOLANT FILL SERVICE REA 6 CYLINDER ' STATE INSPE	R AXLE TUNE UP	MI MI MI MO
			VICE HISTORY			
DATE 12/28/09	REPAIR ORDER MILE 282481	AGE ADVISOR 46169 452	415 W 01 415 W 01 415 W 10 415 V 10 415 I 10	OPERATION 9CDZ 1CDZTOW 1CDZCAMPAIGN 0CDZ 6CDZ 1CDZLOANER	OPERATIO TRANSMISSION TOWING CAMPAIGN GLASS & ATTACH WHEELS & TIRES LOANER CAR	N DESCRIPTION
SALESPERSON NO		S	ERVICE			
APPROVED BY Vestime of the second of the se	C. 1. 3. 0. 6. 7. R PA PA BUSINESS PHONE C. 1. 3. 0. 6. 7. R PA PA PA PA PA PA PA PA PA PA	EARMAKE MOCEL 07/CHEVROLET T 07/CHEVROLET T CUSTOMER NO. 21001 SERVICE CONTRAC AUTHORIZATION N I hereby authorized of parts or material for of fire, thef or oth secure the amoun purpose of testing LABOR TC 0.00 THE TRANS ONLY W	E R V I C E RUCK/TAHOE/4DR 2WD COLOR COLOR TAN/ T Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Color Colo	PRODUCTION DATE STOC     DEUVERY DATE DELA     DEUVERY DATE	CK-NO. LIGENBE NO. VERY MILES SELLING DEA RATION DATE EXPIRATION CALL DATE EXPIRATION CALL DATE CALL DATE	O1/14/10     O1/14/14     O1/14     O1/14
				BRAKES:		/ 32 /R. / 32
PAGE 1 OF 1	282906			,	www.hillgmai	utogroup.com



LABOR RECORD CONDI PARTS TION EMP TIME CLOCK CODE (A) COMPLAINT ð ON Brward COMIS CAUSE Cr OFF CORRECTION Kno. BCOMPLAINT ON Q  $\widehat{a}$ 20 G m CAUSE OFF CORRECTION CA SCOUM ble INS r 00-0  $(\mathbf{C})$ COMPLAINT 03 6 " ON 005 ്തിര 1 CAUSE OFF OLCO 1 ha Innle CORRECTION Co aavee O COMPLAINT bezinne  $(\Lambda \rho_{s})$ l In CAUSE OFF 0. CORRECTION ZVL 65 22 0.4 INC TO (E)COMPLAINT ON CAUSE OFF CORRECTION car 0 122 ΈĽ COMPLAINT ON 68 D F 8 CAUSE GRM OFF em pi æ CORRECTION 5B0 4 中召 a 17 (G)COMPLAINT ON CAUSE OFF # 663 CORRECTION CATTO 870 Dave MAC In (H COMPLAINT ON 9 ALLISHT OFF FLAT RATE NO NO 282 92 GATING 198 pt 2:03 OPER NO. JAN 21 10 AT 315 EMP. NO 200 ON STRAIGHT TIME (HOURS) OFF FLAT RATE R/O NO 282 90 TIME 2 STRAIGHT R/O NO282906 h TIME OFF FLAT RATE TIME (HOURS) 1 17 JAN 19 10 PM 3:28 OFF OPER. NO. ie H JAN 20 10 Ph 4:15 OPER NO. 11 Client JAN 19/80 PT 9:50 JAN 20 16 40 327 EMP. NO. In N EMP. NO. ZOD

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#### Page 1 of 1

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#### ENTERPRISE LEASING COMPANY OF PHILADELPHIA, 3960 W CHESTER PIKE, NEWTOWN SQUARE, PA 190733209 (610) 353-3312

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RENTAL AGREEMENT REF# 874182 6QVZF7

#### RENTER

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DATE & TIME OUT 01/14/2010 04 00 PM DATE & TIME IN 01/21/2010 05 42 PM

#### **BILLING CYCLE** 24-HOUR

## VEH #2 2010 BUIC ENCL CXL2 VIN# 5GALRBED1A) LIC#

MILES DRIVEN 97

# VEH #1 2010 CHEV MALI LS4C VIN# 1G1ZA5EB3A4 LIC#

MILES DRIVEN 58

#### **BILL TO ACCOUNT**

HILL CADILLAC** ATTN STRICKLAND, MICHAEL 3960 WEST CHESTER PIKE NEWTOWN SQUARE, PA 19073

#### CLAIM INFO

SHOP HILL CADILLAC** PHONE (610) 356-4900 ATTN UNKNOWN

#### SUMMARY OF CHARGES

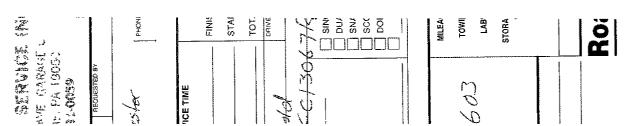
Charge Description	Date	Quantity	y Per	Rate	Total
TIME & DISTANCE	01/14 - 01/21	7	DAY	\$42 00	\$294 00
REFUELING CHARGE	01/14 - 01/21				\$0.00
		ļ	Subtotal:		\$294.00
		Total	Charges:		\$294.00
Bill-To / Deposits					
HILL CADILLAC**					
TIME & DISTANCE	01/14 - 01/21	7	DAY		
REFUELING CHARGE	01/14 - 01/21				
			Subtotal:		\$294.00)

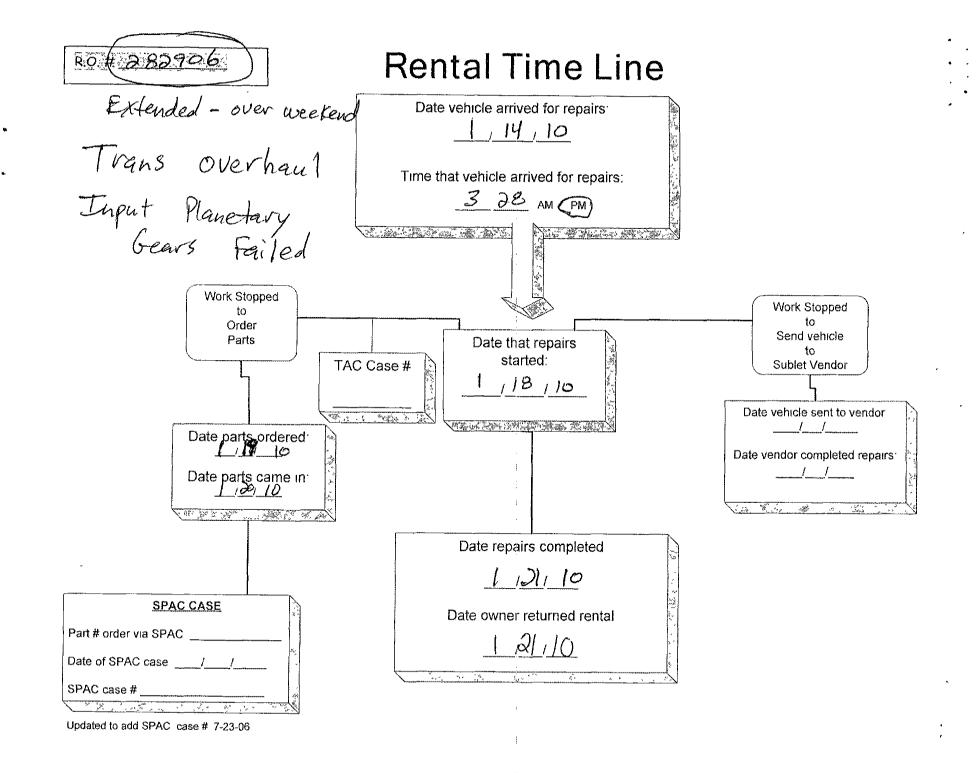
#### **Total Amount Due**

PAYMENT INFORMATION AMOUNT PAID TYPE

CREDIT CARD NUMBER

1/26/2010





038

NEWTOWN SQUARE, PA 19073	RXIII TOWING GER 4: S. INION AVE GO LANSDOWIGE, PA 1 510-931-0055	NRAGE C V R
FOLLOWING MERCHAN	DATE TIME AM PEQUEST LOCATION OF VEHICLE/ NAME 2-3+ Madison ST Claster ADDRESS Cliett	
TUDES C R	MILEAGE SERVICE TIME	EXTRA PERSON
	FINISH FINISH	FINISH
	START START	START
	ТОТАL ТОТАL УЕАП МАКЕ/MODEL/COLOВ	TOTAL
	YEAR       MAKE/MÖDEL/COLOR         STATE       7         STATE       7         STATE       7         STATE       7         STATE       7         SUNG/HOIST TOW       FLAT TIRE         WHEEL LIFT       OUT OF GAS         FLAT BED/RAMP       WRECK         START       RECOVERY         LOCK OUT	DRIVER
	VEHICLE TOWED TO	۳ ⁴ ۰۰۰۰۰۰۰۰۰۰۰۰۰۰۰۰۰۰۰۰۰۰۰۰۰۰۰۰۰۰۰۰۰۰۰۰
PURCHASE ORDER SHOW THIS NUMBER ONYOUR INVOICE PRICE MINOUNT	REMARKS - Vehicle Miles 46603	MILEAGE CHARGE TOWING CHARGE LABOR CHARGE STORAGE CHARGE
	OPERATOR'S SIGNATURE	TOTAL
	AUTHORIZED SIGNATURE	<b>Road Service</b>

• • • •

~

1916

PRODUCT 613

- F



"Tracey Lewis" <tlewis@lemonlaw.com> 01/28/2011 03:28 PM To <Tiffany_Cook@gmexpert.com>

bcc

Subject RE: 2007 Chevrolet Tahoe

Hello-

We have not received these documents as of yet. Once they are received, I will forward them to you.

Tracey Lewis, Paralegal to Robert M. Silverman, Angela K. Troccoli and Christina Gill Roseman

Kimmel & Silverman, PC Representing REAL people with REAL problems since 1991(c).

30 East Butler Pike Ambler, PA 19002 http://www.lemonlaw.com Toll Free: 1-800-LEMON-LAW Voice: 1-215-540-8888 ext. 118 Fax: 1-215-540-8817 For our other office locations, please visit http://www.lemonlaw.com/locations.html

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For more information about Kimmel & Silverman, please visit us at http://www.lemonlaw.com/ (c) Copyright 2011 all rights reserved.

----Original Message----From: Tiffany_Cook@gmexpert.com [mailto:Tiffany_Cook@gmexpert.com] Sent: Friday, January 28, 2011 2:57 PM To: Tracey Lewis Cc: Robert M. Silverman Subject: Cliett 2007 Chevrolet Tahoe RE: Customer Last Name: Service Request: 71-910570057 Veh make/model: 2007 Chevrolet Tahoe Vehicle Identification Number: 1GNFC13067R Tiffany Cook Telephone: 866-790-5700 ex. 21167 Fax: 866-268-5526

Ms. Lewis, Do you have the sales documents for this case? If you do can you forward them to me at your earliest convenience, thank you.

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

	Tiffany Cook/Austin/GM1	То	tlewis@lemonlaw.com
	01/28/2011 02:57 PM	сс	rsilverman@lemonlaw.com
		bcc	
		Subject	2007 Chevrolet Tahoe
Service Re Veh make/ Vehicle Ide Mediation I	ner Last Name: quest: 71-910570057 model: 2007 Chevrolet Tahoe entification Number: 1GNFC13 Liaison: Tiffany Cook : 866-790-5700 ex. 21167 68-5526		

Ms. Lewis,

Do you have the sales documents for this case? If you do can you forward them to me at your earliest convenience, thank you.

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: July 25, 2011

#### All Fields Are Required

(Do not delete or modify any sections of this form)

SR: 71-910570057 By: Tiffany Cook/ BRC-Legal		-	File / BBB Case No.: r: Tiffany Cook	n/a
Customer Last Name: Cliett	De net include finet n		State: Pennsylvania	
Only customer's last name to be recorded. <u>]</u> Vehicle ID No.: 1GNFC13067R	In Service Date: 07/26/06		Vehicle Purchased: Used	BAC Code: 113794-selling 119069-servicing
Year, Make & Model: 2007 Chevrolet	: Tahoe		Vehicle Purchased Us odometer 35,398	
Current Mileage: 46,757			Dealer Name: Hill Ca 3964 West Chester P	Pike
Sale Type: Purchase X Lease	Other :		Newtown Square, PA CAM Name: Milton H Phone Number: 914 800-440-6130	lamilton -244-6130 or
Lien holder: GMAC Other	: Unknown		Email: milton.hamilt DVM Name: Meriwet Phone/Cell Number: meriwether.eisenhar	her Eisenhard 610-213-6107;
Purchase Price of Vehicle: \$ Unknow	'n			
Was TAC contacted for this vehicle (	Y/N)? : No		DVM requests involv	ement?: No
Attorney Involvement: Kimmel & Sil ^a PC- Robert Silverman (ext- 114) Phone Number : (215) 540-8888 Fax Number : (215) 540-8817	verman P.C.		Service Manager Nar Phone Number : 610	
Are there <b>additional</b> field personnel and phone number. Repeat as neces DDMACHEV- Don Gaskins, Jr.; 215-5 914055 8018	sary.			

Are there **<u>additional</u>** dealerships involved? If Yes, List the dealership name, contact name, and phone number. Repeat as necessary. Bryner Chevrolet, Inc. 1750 The Fairway Jenkintown, PA 19046-1606 215-886-3140

*Original Selling* 113662 TERMINATED Bob Smith Automotive Group, Inc. 7677 Ocean Gateway Easton, MD 21601-8621 410-822-1010 If TAC was contacted, what did they say? (Include TAC case #) n/a

If TAC was NOT contacted, why? (Ask Dealership) DVM/DSM MUST be notified if TAC has not been involved, regardless of dealership explanation.

Repaired by dealer, did not require TAC involvement

# **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.

n/a<mark>_Verified:</mark> Once completed, please enter an "X" in this box to verify that the following listing has been compared to GMVIS for accuracy.

#### X Verified: Once completed, please enter an "X" 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	<u>5</u>			
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
				n/a
🗌 <u>Engine</u>	e/Fuel/Ex	<u>thaust</u>		
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
1/25/10	283138	3	46,757	Hill Cadillac, Inc- c/s: When the vehicle is started there is a metal rattle sound and you also here this sound when driving/ Exhaust gasket blown- Tech replaced left and right side exhaust gasket as needed *2 Day Rental
□ <u>Restra</u>	<u>ints</u>			
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
				n/a
☐ Steerir	ng			
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
				n/a
⊠ <u>Transr</u>	<u>nission</u>			
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
12/28/09	<mark>282481</mark>	8	46,169	<b>Hill Cadillac</b> , <b>Inc-</b> c/s: <i>Vehicle Towed in</i> . There are transmission problems, informed we will call client if we need more information/ Manifold tech test drove vehicle,

				delayed engagement, delayed shifts intermittent no movement in any range. No codes in system removed transmission and disassemble to inspect. Burned 2-4 bands and reverse clutch housing ref# PIP3136M- Transmission rebuild, rebuild all accumulators, reseal 2-4 servo, reseal forward 3 rd overrun clutch servos, replace forward clutches, 2-4 band, rev. input clutch house. Clean soln. Flushed trans cooler 69 degrees .9 GOM. Road tested, ok. *8 Day rental provided- Enterprise
1/14/10	<mark>282906</mark>	8	46,603	<b>Hill Cadillac, Inc-</b> c/s: <i>Vehicle towed in</i> , undrivable. The trans only works in reverse only forward gears/ input planetary gears failed, thrust bearing failed. Tech scanned vehicle, no codes, vehicle has no forward gears, burn odor, line pressure test (slightly low)- remove, disassemble and inspect transmission valve body spacer plate has damage at check ball holes 2-4 band scored/ gouged, input planetary gears have failed thrust bearing has failed. Third gear fiber clutches damaged indexing tabs, clean debris, replaced damaged parts, input carrier to reaction shaft. Road tested, ok. *7 Day Rental- Enterprise
□ <u>Axle</u>				
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
				n/a
Body/	<u> Trim</u>			
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
4/07/09	336001	1	35,398	Bryner Chevrolet, Inc Reprogram and RKE transmitter replacement- GWM
12/28/09	282481	*	46,169	Hill Cadillac, Inc- c/s: Rear defroster tab broken (client added on 1/4/10 1:31PM)/ Rear defroster tab broken- Tech replaced and soldered left side rear defroster tab as needed
1/25/10	283138	*	46,757	Hill Cadillac, Inc- c/s: The D/S inner chrome handle is sharp/ sharp edge on inner chrome handle, ran coverage from GMPR *not a covered part_ est. \$148.41. To replace, part would need to be ordered. (NO REPAIR PERFORMED)
🗌 <u>Chassi</u>	<u>S</u>			
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
				n/a
Electri	<u>cal</u>			
Date:	<u>RO #:</u>	Days Out:	<u>Mileage:</u>	Description of Complaint and Repair Performed:
				n/a
□ <u>Glass</u>				
Date:	<u>RO #:</u>	Days Out:	<u>Mileage:</u>	Description of Complaint and Repair Performed:
				n/a

<u>Date:</u>	<u>RO #:</u>	<u>Days Out</u> :	<u>Mileage:</u>	Description of Complaint and Repair Performed: n/a
□ <u>Paint</u>				
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
				n/a
Suspe	<u>nsion</u>			
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
				n/a
□ <u>Wheel</u>	<u>/Tires</u>			
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
12/28/09	282481	*	46,169	Hill Cadillac, Inc- Center cap fell of during road test/ missing part, part ordered
1/25/10	283138	*	46,757	Hill Cadillac, Inc- c/s: Left front center cap fell off, install SOP/ fell off during road test last service visit- Tech replaced l/f center cap as needed.
🗌 Recall	s / Camp	aigns		
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
12/29/06	310517	1	8,299	<b>Bob Smith Automotive Group</b> , <b>Inc Terminated</b> Performed Campaign # 06162 Product Enhancement- Engine Control Module reprogram with SPS- <b>GWM</b>
4/07/09	336001	*	35,398	Bryner Chevrolet, Inc Performed Recall # 08048A- jumper harness installation- GWM
12/28/09	282481	*	46,169	Hill Cadillac, Inc- Performed Campaign # 07007 as needed, reprogram RKE/ Replace battery
□ <u>Other</u>				
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
				n/a

## Important: SES light is to be captured under affected component above.

## ACCIDENT / INSURANCE INFORMATION:

Repeat as necessary

Did you confirm your a ADR)/attorney (if Leg	een involved in an accident? (Y or N) N answer with the dealer/Customer (if Y al)? (Y or N) was sustained (example: front end collision)?	
	if the vehicle was in an accident? (Y or N) I any insurances claims on this Vehicle? (Y or N) nformation below	n/a N
Insurance Company:	n/a	_
Insurance Rep : (First and Last Name)	n/a	-
Phone #n/a		_
Claim Made? (Y or N):	n/a	_
Claim Status: Pending/Denied/NA	n/a	-
Claim #n/a		_
Did Insurance Compa	ny refer customer to GM? (Y or N)	Ν
If Yes. Did the insurar	ce company deny the claim? (Y or N)	n/a
AFTERMARKET MO Are there any Afterma	<b>DIFICATIONS:</b> Irket Modifications to the Vehicle? (Y or N)	N
	et, please list: alled or third party installed as well as date and mileage if y. Include the name of the third party installer.	
Have you confirmed m	odification with the dealership? (Y or N)	Y
Concern: 71-79422028	<b>FROM All SR's RELATED TO THIS VIN:</b> 5- Transmission issue L/28/2010 Trans rebuild, no cost to customer, rental pr	ovided.

Concern: n/a Date & Offer/Result: n/a

Concern: n/a Date & Offer/Result: n/a

#### 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. n/a

Note: This section only applicable for Legal cases				
Is Lemon Law Pled	/Alleged?:	Yes		
Under what State?	РА	Claimed Presumptive?	Yes	
Does Purchase Qualify?	No	If not, why?	Used	

#### **State Presumption Is:**

<pre># of Visits for a Non-Conformity?</pre>	3+	<pre># of Days out of Service?</pre>	30+
<pre># of visits for a Safety Complaint?</pre>	n/a	<pre># of Visits Total?</pre>	n/a
Must Complaint Continue to Exist?	Yes	Final Repair/Arbitration Required?	Yes
Time Period for filing a Claim?	1 yr/ 12,000 r	niles or within	
	warranty perio	bd	

## Vehicle Service History (During Presumptive Period) is:

# of Visits for a Non-Conformity?	0	# of Days out of Service?	0
<pre># of visits for a Safety Complaint?</pre>	0	# of Visits Total?	0
Complaint appears to Continue?	No	Final Repair/Arbitration Complete?	No

#### **Does History appear Presumptive:** No

Vehicle Service Hi	istory (Durin	ng Limited Warranty Period	) is:
# of Visits for a Non-Conformity?	1- Body/trim	# of Days out of Service?	1
<pre># of visits for a Safety Complaint?</pre>	0	<pre># of Visits Total?</pre>	1
Must Complaint Continue to Exist?	Yes	Final Repair or Arbitration Req'd?	Yes
<b>Related Repairs beyond N</b> Customer Pay? Additional Days out of Service?	<b>/LW:</b> No 19	<b>Yes</b> If no, identify responsible party: Additional # of Repair Visits?	GM/ GM Cert. 3
Other Considerations:		Νο	
Outcome/Findings of Arb/Final Repa	air:	n/a	
Prior Goodwill/reimbursement:	Yes	1/28/10 covered rebuilding of trans with loaner vehicle	s for 2 nd time
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:

-"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." Meriwether

Meriwether Eisenhard District Manager Aftersales-Cadillac Zone 4312, District 5121 NJ/Phila Cell: 610-213-6107 E-Mail: meriwether.eisenhard@cadillac.com

#### -"My selection is option D."

From the Blackberry of Don Gaskins

#### Pertinent vehicle information provided by dealer Service Manager:

Hill Cadillac, Inc. SVM Tim Hilsey sts "Towed in for trans concern totally undrivable, Dec. 28th did some work, came back the 14th, we overhauled it a second time. Carriers had let go so we went back in and replaced the carrier and bearing. After that it appeared to have corrected the trans concern... Then after that he came back a week later and wanted a bunch of misc. things done I'm not sure why. The repairs we performed on that date which was 1/25/10 were done at no charge to him which came out to \$202.06 that we ate as a dealer, I'm not sure why but we did it for him anyways..."

#### Identify at least three main strengths of the customer's case?

- Cust has retained an Attorney
- Vehicle has GM Certified Warranty until 12/19/2014 or 80,000mi
- Cust dissatisfied with visits to the dlr for trans issues

#### Identify at least three main weaknesses of the customer's case?

- Vehicle purchased used
- Vehicle does not appear to meet presumption according to the PA LL guidelines
- All repairs were covered at no cost to the customer, therefore no breach of warranty
- Vehicle appears to have been repaired as of 1/25/10 as the vehicle has not been seen by a GM dlr for related or new concerns/repairs.

- It appears that cust's main concern is with the transmission which was repaired on 1/14/10.

Are there any considerations to be made under other applicable laws? (Explain in detail) n/a

## **Recommendation:**

Cash offer of \$1500.00-3000.00 plus \$1900.00 fees

## **Rationale:**

This vehicle does not appear to meet presumption according to the PA LL guidelines as it was purchased used and no repairs were made within the presumption period. The first repair to this vehicle was at 35K miles to the RKE transmitter. It appears that the customer's main concern is with the transmission which was overhauled on 12/28/09 and again on 1/14/10 due to the carriers letting go which needed replaced along with the bearings. After this repair the vehicle left the dealership operating per GM specifications and has not returned again for related concerns. On 1/25/10 the vehicle returned for an exhaust gasket, center cap and chrome handle replacement. It is our understanding that the vehicle was repaired as of this visit as the vehicle has not been to any GM dealer for new or related concerns/repairs. All repairs made to the vehicle were completed at no cost to the customer; therefore there has been no breach of warranty. However, we do acknowledge that the vehicle was towed in on two separate occasions involving the transmission therefore a small cash settlement is recommended in this case.

#### Settlement/Defense Strategy:

Small cash settlement due to vehicle being towed in on two separate occasions concerning the transmission

# **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.

*Add additional lines for additional offers/counter offers.			
Plaintiff's Original Dema Amount to Plaintiff/Atty: Inclusive Offer:		Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Countered}
<b>CRS Initial Offer:</b> Amount to Plaintiff/Atty: Inclusive Offer:	\${Amount}/\${Amount} \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Countered}
Plaintiff Counter:: Amount to Plaintiff/Atty: Inclusive Offer:	\${Amount}/\${Amount} \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Countered}
<b>CRS Counter:</b> Amount to Plaintiff/Atty: Inclusive Offer:	\${Amount}/\${Amount} \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Countered}
<b>PLAINTIFF Final Offer:</b> Amount to Plaintiff/Atty: Inclusive Offer:	\${Amount}/\${Amount} \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Declined}
<b>CRS Final Offer:</b> Amount to Plaintiff/Atty: Inclusive Offer:	\${Amount}/\${Amount} \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Declined}

*Trade Repurchase offers should specify Trade Retail, Trade Collateral, or Trade New Finance.

# 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.

<b>Recommendation of</b>	CRS:	Arbitrate case:	Se	ettle case:		
Settlement Type:	{GW/Repurchase/F	Repair}		torney Fees Amount}	(if applicable)	:
<b>Recommendation of</b>	Field:	Arbitrate case:	Se	ettle case:		
Settlement Type:	{GW/Repurchase/F	Repair}		torney Fees Amount}	(if applicable)	:
Final Decision:		Arbitrate case:	Se	ettle case:		
Settlement Type:	{GW/Repurchase R	lepair}		torney Fees Amount}	(if applicable)	:

**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.			



Tiffany Cook/Austin/GM1 01/31/2011 12:42 PM

To vehicleinvoice@gmmediaarchive.com

cc bcc

Subject Request for Vehicle Invoice

RE: Customer Last Name: Service Request: 71-910570057 Veh make/model: 2007 Chevrolet Tahoe Vehicle Identification Number: 1GNFC13067R Mediation Liaison: Tiffany Cook Telephone: 866-790-5700 ex. 21167 Fax: 866-268-5526

Stacy,

Here is my request for a vehicle invoice, this did not show up in our VBARS system. Thank you for your assistance.



RequestVehicleInvoiceWorksheet.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





## Request for Vehicle Invoice

Voice: (734) 421-0273 ext 107 Fax: (734) 261-5216 Email: <u>vehicleinvoice@gmmediaarchive.com</u>

# Requestor Information:Requesting Group: BRC- LegalDue Date: 12/1/11Requested By: Tiffany CookToday's Date: 7/25/11Email Address: Tiffany_Cook@gmexpert.comPhone: 866-790-5700 Ext 21167GM Mail Code: N/AFax: 866-268-5526

Material Requested:			
Invoice	Invoice N	Jumber	Dealer Code
Emissions State		Date 🗌	Dealer Address
Key Codes	Other		
VIN NUMBER	MAKE	MODEL YEAR	OTHER
1GNFC13067R	Chevrolet	2007	

<b>Deliverv Instructions:</b>	Additional Instructions:	 Archive Only:
Fax to Requestor		Received:
🔀 Email		
Call Back		Delivered:
GM Mail		

<pre>007 TAHOE 2WD LT 1U GOLD MIST METALLIC 13 LIGHT CASHMERE/EBONY RDER NO. KCRRDZ/TPE STOCK NO. 1N 1GN FC13 06 7R 10706 TAHOE 2WD LT 3 33 - PASSENGER, 3RD ROW SEAT 50 GVW RATING-7100 LB 59 FEDERAL EMISSIONS 50 REAR AXLE 3.42 RATIO 50 VORTEC 5.3L V8 SFI FLEX FUEL 50 W/ACTIVE FUEL MGT TECHNOLOGY 50 4-SPD AUTOMATIC TRANSMISSION 7B NAVIGATION RADIO W/CD/DVD/MP3 5* REPLACES STD 6-DISC CD ** 7C REAR VIEW CAMERA SYSTEM 52 TAHOE LTZ EQUIPMENT GROUP: 54 FRONT LEATHER APPOINTED 55 BUCKET SEATS 56 DRIVER SIDE SEAT W/12-WAY 57 POWER, HEAT &amp; MEMORY 57 POWER &amp; HEAT 58 2ND ROW LEATHER APPOINTED 59 FEDERAL SIDE SEAT W/12-WAY 50 FASSENGER SIDE SEAT W/12-WAY 50 WER &amp; HEAT 59 FEDERAL STORE SEAT W/12-WAY 50 WER &amp; HEAT 50 ROW LEATHER APPOINTED 50 FASSENGER SIDE SEAT W/12-WAY 50 FOWER &amp; HEAT 50 FOUNTED 50 FEDERAL STORE SEAT W/12-WAY 50 FEDERAL SEAT FEDERAL FEDERAL SEAT W/12-WAY 50 FEDERAL SEAT FEDERAL</pre>	<pre>MSRP MSRP 4865.00 100.00 N/C N/C N/C N/C 2145.00 1295.00 1295.00 45.00 8275.00</pre>	DETROIT VEHICLE I: *********** 30332.55 80.00 N/C N/C N/C N/C N/C 1716.00	MI 4 NVOICE 1A ******** EMPLOYE- INVOICE SHIPPED EXP I/T INT COM PRC EFF QT BANK: GM CHG-TO	8243-1114 D98866311 13*142128 USED CAR 12/06/06 06/21/06 12/08/06 05/01/06 R AC - 020 14-212
IN 1GN FC13 06 7R TABLE & FACTORY OPTIONS C10706 TAHOE 2WD LT 33 3-PASSENGER, 3RD ROW SEAT 54 GVW RATING-7100 LB 59 FEDERAL EMISSIONS 50 REAR AXLE 3.42 RATIO 40 VORTEC 5.3L V8 SFI FLEX FUEL W/ ACTIVE FUEL MGT TECHNOLOGY 50 4-SPD AUTOMATIC TRANSMISSION 78 NAVIGATION RADIO W/CD/DVD/MP3 ** REPLACES STD 6-DISC CD ** 70 REAR VIEW CAMERA SYSTEM 12 REAR SEAT ENTERTAINMENT SYSTEM 14 LUGGAGE RACK - CROSS BARS 72 TAHOE LTZ EQUIPMENT GROUP:	********** MSRP 34865.00 100.00 N/C N/C N/C 2145.00 1295.00 1295.00 45.00 8275.00	VEHICLE I: ********** INV AMT 30332.55 80.00 N/C N/C N/C N/C N/C 1716.00	NVOICE 1A ********* EMPLOYE INVOICE SHIPPED EXP I/T INT COM PRC EFF QTI BANK: GML CHG-TO	D98866311 13*14212S USED CAR 12/06/06 06/07/06 06/21/06 12/08/06 05/01/06 R AC - 020 14-212
DDEL & FACTORY OPTIONS C10706 TAHOE 2WD LT 3 3 3-PASSENGER, 3RD ROW SEAT 5Y GVW RATING-7100 LB 59 FEDERAL EMISSIONS J6 REAR AXLE 3.42 RATIO 4G VORTEC 5.3L V8 SFI FLEX FUEL W/ ACTIVE FUEL MGT TECHNOLOGY 80 4-SPD AUTOMATIC TRANSMISSION 7B NAVIGATION RADIO W/CD/DVD/MP3 ** REPLACES STD 6-DISC CD ** 7C REAR VIEW CAMERA SYSTEM 12 REAR SEAT ENTERTAINMENT SYSTEM 14 LUGGAGE RACK - CROSS BARS 72 TAHOE LTZ EQUIPMENT GROUP:	MSRP 34865.00 100.00 N/C N/C N/C 2145.00 195.00 1295.00 45.00 8275.00	INV AMT 30332.55 80.00 N/C N/C N/C N/C 1716.00	EMPLOYE-I INVOICE SHIPPED EXP I/T INT COM PRC EFF QTI EANK: GML CHG-TO	USED CAR 12/06/06 06/07/06 06/21/06 12/08/06 05/01/06 R AC - 020 14-212
DDEL & FACTORY OPTIONS C10706 TAHOE 2WD LT 3 3 3-PASSENGER, 3RD ROW SEAT 5Y GVW RATING-7100 LB 59 FEDERAL EMISSIONS J6 REAR AXLE 3.42 RATIO 4G VORTEC 5.3L V8 SFI FLEX FUEL W/ ACTIVE FUEL MGT TECHNOLOGY 80 4-SPD AUTOMATIC TRANSMISSION 7B NAVIGATION RADIO W/CD/DVD/MP3 ** REPLACES STD 6-DISC CD ** 7C REAR VIEW CAMERA SYSTEM 12 REAR SEAT ENTERTAINMENT SYSTEM 14 LUGGAGE RACK - CROSS BARS 72 TAHOE LTZ EQUIPMENT GROUP:	MSRP 34865.00 100.00 N/C N/C N/C 2145.00 195.00 1295.00 45.00 8275.00	INV AMT 30332.55 80.00 N/C N/C N/C N/C 1716.00	EMPLOYE-I INVOICE SHIPPED EXP I/T INT COM PRC EFF QTI EANK: GML CHG-TO	USED CAR 12/06/06 06/07/06 06/21/06 12/08/06 05/01/06 R AC - 020 14-212
/B NAVIGATION RADIO W/CD/DVD/MP3 ** REPLACES STD 6-DISC CD ** /C REAR VIEW CAMERA SYSTEM 12 REAR SEAT ENTERTAINMENT SYSTEM IK LUGGAGE RACK - CROSS BARS /Z TAHOE LTZ EQUIPMENT GROUP:	195.00 1295.00 45.00 8275.00	1716.00	CHG-TO	14-212
/B NAVIGATION RADIO W/CD/DVD/MP3 ** REPLACES STD 6-DISC CD ** /C REAR VIEW CAMERA SYSTEM 12 REAR SEAT ENTERTAINMENT SYSTEM IK LUGGAGE RACK - CROSS BARS /Z TAHOE LTZ EQUIPMENT GROUP:	195.00 1295.00 45.00 8275.00	1716.00	CHG-TO	14-212
/B NAVIGATION RADIO W/CD/DVD/MP3 ** REPLACES STD 6-DISC CD ** /C REAR VIEW CAMERA SYSTEM 12 REAR SEAT ENTERTAINMENT SYSTEM IK LUGGAGE RACK - CROSS BARS /Z TAHOE LTZ EQUIPMENT GROUP:	195.00 1295.00 45.00 8275.00	1716.00	CHG-TO	14-212
/B NAVIGATION RADIO W/CD/DVD/MP3 ** REPLACES STD 6-DISC CD ** /C REAR VIEW CAMERA SYSTEM 12 REAR SEAT ENTERTAINMENT SYSTEM IK LUGGAGE RACK - CROSS BARS /Z TAHOE LTZ EQUIPMENT GROUP:	195.00 1295.00 45.00 8275.00	1716.00	CHG-TO	14-212
/B NAVIGATION RADIO W/CD/DVD/MP3 ** REPLACES STD 6-DISC CD ** /C REAR VIEW CAMERA SYSTEM 12 REAR SEAT ENTERTAINMENT SYSTEM IK LUGGAGE RACK - CROSS BARS /Z TAHOE LTZ EQUIPMENT GROUP:	195.00 1295.00 45.00 8275.00	1716.00	CHG-TO	14-212
/B NAVIGATION RADIO W/CD/DVD/MP3 ** REPLACES STD 6-DISC CD ** /C REAR VIEW CAMERA SYSTEM 12 REAR SEAT ENTERTAINMENT SYSTEM IK LUGGAGE RACK - CROSS BARS /Z TAHOE LTZ EQUIPMENT GROUP:	195.00 1295.00 45.00 8275.00	1716.00	CHG-TO	14-212
/B NAVIGATION RADIO W/CD/DVD/MP3 ** REPLACES STD 6-DISC CD ** /C REAR VIEW CAMERA SYSTEM 12 REAR SEAT ENTERTAINMENT SYSTEM IK LUGGAGE RACK - CROSS BARS /Z TAHOE LTZ EQUIPMENT GROUP:	195.00 1295.00 45.00 8275.00	1716.00	CHG-TO	14-212
/C REAR VIEW CAMERA SYSTEM 2 REAR SEAT ENTERTAINMENT SYSTEM 14 LUGGAGE RACK - CROSS BARS 17 TAHOE LTZ EQUIPMENT GROUP:	195.00 1295.00 45.00 8275.00	1716.00 156.00 1036.00 36.00	CHG-TO SHIP WT: HP:	14-212
/C REAR VIEW CAMERA SYSTEM 2 REAR SEAT ENTERTAINMENT SYSTEM 14 LUGGAGE RACK - CROSS BARS 17 TAHOE LTZ EQUIPMENT GROUP:	195.00 1295.00 45.00 8275.00	156.00 1036.00 36.00	SHIP WT: HP:	5475
/C REAR VIEW CAMERA SYSTEM 12 REAR SEAT ENTERTAINMENT SYSTEM 14 LUGGAGE RACK - CROSS BARS 17 TAHOE LTZ FOULPMENT GROUP:	195.00 1295.00 45.00 8275.00	156.00 1036.00 36.00	SHIP WT: HP:	5475
<ul> <li>12 REAR SEAT ENTERTAINMENT SYSTEM</li> <li>14 K LUGGAGE RACK - CROSS BARS</li> <li>15 JZ TAHOE LTZ EQUIPMENT GROUP:</li> <li>* FRONT LEATHER APPOINTED</li> <li>BUCKET SEATS</li> <li>* DRIVER SIDE SEAT W/12-WAY</li> <li>POWER, HEAT &amp; MEMORY</li> <li>* PASSENGER SIDE SEAT W/12-WAY</li> <li>POWER &amp; HEAT</li> </ul>	1295.00 45.00 8275.00	1036.00 36.00	HP:	34/3
<pre>LK LUGGAGE RACK - CROSS BARS JZ TAHOE LTZ EQUIPMENT GROUP: * FRONT LEATHER APPOINTED BUCKET SEATS * DRIVER SIDE SEAT W/12-WAY POWER, HEAT &amp; MEMORY * PASSENGER SIDE SEAT W/12-WAY POWER &amp; HEAT</pre>	45.00 8275.00	36.00		45.7
<pre>JZ TAHOE LTZ EQUIPMENT GROUP: * FRONT LEATHER APPOINTED BUCKET SEATS * DRIVER SIDE SEAT W/12-WAY POWER, HEAT &amp; MEMORY * PASSENGER SIDE SEAT W/12-WAY POWER &amp; HEAT</pre>	8275.00		GVWR:	7100
<ul> <li>FRONT LEATHER APPOINTED BUCKET SEATS</li> <li>DRIVER SIDE SEAT W/12-WAY POWER, HEAT &amp; MEMORY</li> <li>PASSENGER SIDE SEAT W/12-WAY POWER &amp; HEAT</li> </ul>		6620.00	GAWR.FT:	3200
BUCKET SEATS * DRIVER SIDE SEAT W/12-WAY POWER, HEAT & MEMORY * PASSENGER SIDE SEAT W/12-WAY POWER & HEAT			GAWR.RR:	4100
<ul> <li>DRIVER SIDE SEAT W/12-WAY POWER, HEAT &amp; MEMORY</li> <li>* PASSENGER SIDE SEAT W/12-WAY POWER &amp; HEAT</li> <li>• DOWER &amp; HEAT</li> </ul>			MRM:	47795.00
* PASSENGER SIDE SEAT W/12-WAY POWER & HEAT			NTR: 1/2	
POWER & HEAT			AUTH: 0	
			DAN : MEMO	2346 00
* 2ND ROW LEATHER APPOINTED			112110	2340.00
SEATS				
* 2ND ROW HEATED SEATS				
* 2ND ROW SEAT POWER RELEASE				
* 2-PASSENGER, 3RD ROW SEAT				
* POWER ADJUSTABLE PEDALS				
* REMOTE VEHICLE STARTER				
* AM/FM STEREO WITH MP3 COMPATIBLE 6-DISC CD CHANGER				
(REPLACES STD RADIO)				
* HEAD CURTAIN SIDE AIR BAGS,				
ALL SEATING ROWS				
* BOSE PREMIUM SPEAKER SYSTEM				
* XM SATELLITE RADIO - SERVICE				
FEE EXTRA. 1ST 3 MONTHS INCL.				
* POWER LIFTGATE WITH LIFTGLASS	3			
* LOCKING REAR DIFFERENTIAL				
* AUTORIDE SUSPENSION PACKAGE				
* 20" POLISHED ALUMINUM WHEELS				
* HEATED WASHER FLUID SYSTEM * BAIN SENSING MIDERS				
* RAIN SENSING WIPERS * UNIVERSAL HOME REMOTE				
* TRI-ZONE AUTOMATIC				
AIR CONDITIONING				
* REAR PARKING ASSIST				
* OUTSIDE POWER FOLDING MIRRORS	3			
W/AUTO DIMMING & TURN SIGNALS				
MPANY USED VEHICLE DISCOUNT		4806.10-		

BOB SMITH AUTOMOTIVE GROUP, INC.

TOTAL MODEL & OPTIONS DESTINATION CHARGE

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> 46920.00 35170.45 ACT 237 36045.45 875.00 875.00

BOB SMITH AUTOMOTIVE GROUP, INC. BOB SMITH AUTOMOTIVE GROUP, INC. \$ 36045.45 INV 1AD98866311 DUE 12/08/06 DEALER 14-212

2007 TAHOE 2WD LT 51U GOLD MIST METALLIC 313 LIGHT CASHMERE/EBONY ORDER NO. KCRRDZ/TPE VIN 1GN FC13 06 7R	/V8G STOCK NO.	GENERAL MOTORS CORPORATION & SUBSIDIARIES RENAISSANCE CENTER DETROIT MI 48243-1114
**************************************	****	VEHICLE INVOICE 11C10156866
MODEL & FACTORY OPTIONS		INV AMT P.E.P./SPL EVENT INVOICE 12/06/06 SHIPPED 06/07/06 EXP I/T 06/22/06 PRC EFF 05/01/06
CABDIT FOR INVOICE	11012441500	CHG-TO 31-029 SHIP WT: 5475 HP: 45.7

TOTAL MODEL & OPTIONS DESTINATION CHARGE

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> 46920.00- 39976.55- ACT .55-875.00- 875.00-

GENERAL MOTORS CORPORATION 4691 SPRINGBORO PIKE MORAINE OH 45439

2007 TAHOE 2WD LT 51U GOLD MIST METALLIC 313 EBONY/LIGHT CASHMERE		CHEVROLET	MOTOR DIVISION
51U GOLD MIST METALLIC	/V8G	GENERAL M	OTORS CORPORATION
313 EBONY/LIGHT CASHMERE	)	100 RENAL	SSANCE CENTER
ORDER NO. KCRRDZ/TPE STOCK N	0	DETENT	MI 48243-1114
UTN 10N PO12 OF 7P	0.	VEUTOIE T	MI 40243-III4
VIN 1GN FC13 06 7R	. بارد بارد بارد بارد بارد بارد بارد بارد	лентспе т. Авнтспе т.	NVOICE IIDI2441506
MODEL & FACTORY OPTIONS CC10706 TAHOE 2WD LT AS3 3-PASSENGER, 3RD ROW SEAT C5Y GVW RATING-7100 LB FE9 FEDERAL EMISSIONS GU6 REAR AXLE 3.42 RATIO LMG VORTEC 5300 V8 SFI FLEX FUEL M30 4-SPD AUTOMATIC TRANSMISSION UVB NAVIGATION RADIO W/CD/DVD/MP3 (REPLACES 6-DISC CD CHANGER	**********		
MODEL & FACTORY OPTIONS	MSRP	INV AMT	P.E.P./SPL EVENT
CC10706 TAHOE 2WD LT	34865.00	30332.55	INVOICE 06/07/06
AS3 3-PASSENGER, 3RD ROW SEAT	100.00	80.00	SHIPPED 06/07/06
C5Y GVW RATING-7100 LB	N/C	N/C	EXP I/T 06/22/06
FE9 FEDERAL EMISSIONS	N/C	N/C	INT COM 06/22/06
GU6 REAR AXLE 3.42 RATIO	N/C	N/C	PRC EFF 05/01/06
LMG VORTEC 5300 V8 SFI FLEX FUEL	N/C	N/C	
M30 4-SPD AUTOMATIC TRANSMISSION	N/C	N/C	OTR
UVB NAVIGATION RADIO W/CD/DVD/MP3	2145.00	1716.00	CHG-TO 31-029
(REPLACES 6-DISC CD CHANGER	)		
INC PEAR VIEW CAMERA SYSTEM	195 00	156 00	SHID WT. 5475
1142 DEAD CEAT ENTEDTAINMENT CVCTE	M 1295 00	1036 00	
VIN LUCCACE DACK CDOCC DADC	AE 00	1030.00	CUMUD. 7100
UVC REAR VIEW CAMERA SYSTEM U42 REAR SEAT ENTERTAINMENT SYSTEM V1K LUGGAGE RACK - CROSS BARS 1LZ TAHOE LTZ EQUIPMENT GROUP:	45.00	- 30.00	GVWR: 7100
ILZ IAHOE LIZ EQUIPMENT GROUP:	8275.00	6620.00	GAWR.FT: 3200
* FRONT LEATHER APPOINTED			GAWR.RR: 4100
BUCKET SEATS			MRM: 47795.00
* DRIVER SIDE SEAT W/12-WAY			NTR: 1/2
POWER, HEAT & MEMORY			AUTH: 0045796
* PASSENGER SIDE SEAT W/12-WAY	Y		DAN: FLLOR
POWER & HEAT			MEMO 2346.00
* 2ND ROW LEATHER APPOINTED			PEP1 39880.60
SEATS			PEP2 38834.65
* 2ND ROW HEATED SEATS			PEP3 37788.70
<ul> <li>BUCKET SEATS</li> <li>DRIVER SIDE SEAT W/12-WAY POWER, HEAT &amp; MEMORY</li> <li>PASSENGER SIDE SEAT W/12-WAY POWER &amp; HEAT</li> <li>2ND ROW LEATHER APPOINTED SEATS</li> <li>2ND ROW HEATED SEATS</li> <li>2ND ROW SEAT POWER RELEASE</li> <li>2-PASSENGER, 3RD ROW SEAT</li> <li>DOWER AD HUGENER DEDAYS</li> </ul>			PEP4 36045.45
* 2-PASSENGER, 3RD ROW SEAT			
* POWER ADJUSTABLE PEDALS			
* REMOTE VEHICLE STARTER			
* AM/FM STEREO WITH MP3			
COMPATIBLE 6-DISC CD CHANGE			
(REPLACES STD RADIO)	x.		
* HEAD CURTAIN SIDE AIR BAGS,			÷
ALL SEATING ROWS			
* BOSE PREMIUM SPEAKER SYSTEM	-		
* XM SATELLITE RADIO - SERVICI			
FEE EXTRA. 1ST 3 MONTHS INC			
* POWER LIFTGATE WITH LIFTGLAS	SS		
* LOCKING REAR DIFFERENTIAL			
* AUTORIDE SUSPENSION PACKAGE			
* 20" POLISHED ALUMINUM WHEELS	3		
* HEATED WASHER FLUID SYSTEM			
* RAIN SENSING WIPERS			
* UNIVERSAL HOME REMOTE			
* TRI-ZONE AUTOMATIC			
AIR CONDITIONING			
* REAR PARKING ASSIST			
* OUTSIDE POWER FOLDING MIRRON	25		
W/AUTO DIMMING & TURN SIGNAL			
WHOLO DIWHING & TOUR DIGHT			
** CONTINUED ON PAGE 2 **			
CONTINUED ON LAGE 2			

GENERAL MOTORS CORP & SUBSIDIARIES 4691 SPRINGBORO PIKE MORAINE OH 45439

TOTAL MODEL & OPTIONS DESTINATION CHARGE 46920.00 39976.55 ACT .55 875.00 875.00

GENERAL MOTORS CORP & SUBSIDIARIES 4691 SPRINGBORO PIKE MORAINE OH 45439

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## **PRIVILEGED & CONFIDENTIAL - PREPARED FOR COUNSEL**

#### **BRC CASE ASSESSMENT**

Latest Revision Date: July 25, 2011

#### All Fields Are Required

(Do not delete or modify any sections of this form)

SR: 71-910570057 By: Tiffany Cook/ BRC-Legal GM Legal File / BBB Case No.: n/a Negotiator: Tiffany Cook

Customer Last Name: State: Pennsylvania Only customer's last name to be recorded. Do not include first name. Vehicle ID No.: In Service Date: Vehicle Purchased: BAC Code: 113794-selling 1GNFC13067R 07/26/06 Used 119069-servicing Year, Make & Model: 2007 Chevrolet Tahoe Vehicle Purchased Used on: 4/1/09 at odometer 35,398 Dealer Name: Hill Cadillac, Inc. Current Mileage: 46,757 3964 West Chester Pike Newtown Square, PA 19073-3209 Sale Type: Purchase X Lease CAM Name: Milton Hamilton Other 1 Phone Number: 914-244-6130 or 800-440-6130 Email: milton.hamilton@gm.com Lien holder: GMAC Other : Unknown DVM Name: Meriwether Eisenhard Phone/Cell Number: 610-213-6107; meriwether.eisenhard@gm.com Purchase Price of Vehicle: \$47,795.00 BARS (Original Owner) Was TAC contacted for this vehicle (Y/N)? : No DVM requests involvement?: No Attorney Involvement: Kimmel & Silverman P.C. Service Manager Name: Tim Hilsey Phone Number : 610-356-4900 PC- Robert Silverman (ext- 114) Phone Number : (215) 540-8888 Fax Number : (215) 540-8817 Are there **additional** field personnel involved? If Yes, List the name, including role (DVM, DSM, etc.) and phone number. Repeat as necessary. DDMACHEV- Don Gaskins, Jr.; 215-549-1704, C: 215-266-0591/ donald.gaskins@gm.com/ Node: 914055 8018 Are there **additional** dealerships involved? If Yes, List the dealership name, contact name, and phone number. Repeat as necessary. Bryner Chevrolet, Inc. 1750 The Fairway Jenkintown, PA 19046-1606 215-886-3140 *Original Selling* 113662 TERMINATED Bob Smith Automotive Group, Inc. 7677 Ocean Gateway

Easton, MD 21601-8621

410-822-1010

If TAC was contacted, what did they say? (Include TAC case #) n/a

If TAC was NOT contacted, why? (Ask Dealership) DVM/DSM MUST be notified if TAC has not been involved, regardless of dealership explanation.

Repaired by dealer, did not require TAC involvement

# **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.

n/a<mark>. Verified:</mark> Once completed, please enter an "X" in this box to verify that the following listing has been compared to GMVIS for accuracy.

#### X Verified: Once completed, please enter an "X" 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:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:	
				n/a	
Engine/Fuel/Exhaust					
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:	
1/25/10	283138	3	46,757	Hill Cadillac, Inc- c/s: When the vehicle is started there is a metal rattle sound and you also here this sound when driving/ Exhaust gasket blown- Tech replaced left and right side exhaust gasket as needed *2 Day Rental	
□ <u>Restraints</u>					
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:	
				n/a	
□ <u>Steering</u>					
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:	
				n/a	
⊠ <u>Transmission</u>					
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:	
12/28/09	<mark>282481</mark>	8	46,169	<b>Hill Cadillac</b> , <b>Inc</b> - c/s: <i>Vehicle Towed in</i> . There are transmission problems, informed we will call client if we need more information/ Manifold tech test drove vehicle,	

				delayed engagement, delayed shifts intermittent no movement in any range. No codes in system removed transmission and disassemble to inspect. Burned 2-4 bands and reverse clutch housing ref# PIP3136M- Transmission rebuild, rebuild all accumulators, reseal 2-4 servo, reseal forward 3 rd overrun clutch servos, replace forward clutches, 2-4 band, rev. input clutch house. Clean soln. Flushed trans cooler 69 degrees .9 GOM. Road tested, ok. *8 Day rental provided- Enterprise	
1/14/10	<mark>282906</mark>	8	46,603	<b>Hill Cadillac, Inc-</b> c/s: <i>Vehicle towed in</i> , undrivable. The trans only works in reverse only forward gears/ input planetary gears failed, thrust bearing failed. Tech scanned vehicle, no codes, vehicle has no forward gears, burn odor, line pressure test (slightly low)- remove, disassemble and inspect transmission valve body spacer plate has damage at check ball holes 2-4 band scored/ gouged, input planetary gears have failed thrust bearing has failed. Third gear fiber clutches damaged indexing tabs, clean debris, replaced damaged parts, input carrier to reaction shaft. Road tested, ok. *7 Day Rental- Enterprise	
□ <u>Axle</u>					
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:	
				n/a	
Body/	Body/Trim				
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:	
4/07/09	336001	1	35,398	Bryner Chevrolet, Inc Reprogram and RKE transmitter replacement- GWM	
12/28/09	282481	*	46,169	Hill Cadillac, Inc- c/s: Rear defroster tab broken (client added on 1/4/10 1:31PM)/ Rear defroster tab broken- Tech replaced and soldered left side rear defroster tab as needed	
1/25/10	283138	*	46,757	Hill Cadillac, Inc- c/s: The D/S inner chrome handle is sharp/ sharp edge on inner chrome handle, ran coverage from GMPR *not a covered part_ est. \$148.41. To replace, part would need to be ordered. (NO REPAIR PERFORMED)	
🗌 <u>Chassi</u>	<u>s</u>				
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:	
				n/a	
Electri	<u>cal</u>				
Date:	<u>RO #:</u>	Days Out:	<u>Mileage:</u>	Description of Complaint and Repair Performed:	
				n/a	
□ <u>Glass</u>					
Date:	<u>RO #:</u>	Days Out:	<u>Mileage:</u>	Description of Complaint and Repair Performed:	
				n/a	

<u>Date:</u>	<u>RO #:</u>	<u>Days Out</u> :	<u>Mileage:</u>	Description of Complaint and Repair Performed: n/a
□ <u>Paint</u>				
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
				n/a
Suspe	<u>nsion</u>			
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
				n/a
□ <u>Wheel</u>	<u>/Tires</u>			
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
12/28/09	282481	*	46,169	Hill Cadillac, Inc- Center cap fell of during road test/ missing part, part ordered
1/25/10	283138	*	46,757	Hill Cadillac, Inc- c/s: Left front center cap fell off, install SOP/ fell off during road test last service visit- Tech replaced l/f center cap as needed.
🗌 Recall	s / Camp	aigns		
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
12/29/06	310517	1	8,299	<b>Bob Smith Automotive Group</b> , <b>Inc Terminated</b> Performed Campaign # 06162 Product Enhancement- Engine Control Module reprogram with SPS- <b>GWM</b>
4/07/09	336001	*	35,398	Bryner Chevrolet, Inc Performed Recall # 08048A- jumper harness installation- GWM
12/28/09	282481	*	46,169	Hill Cadillac, Inc- Performed Campaign # 07007 as needed, reprogram RKE/ Replace battery
□ <u>Other</u>				
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
				n/a

## Important: SES light is to be captured under affected component above.

# ACCIDENT / INSURANCE INFORMATION:

Repeat as necessary

Has the vehicle ever b Did you confirm your a ADR)/attorney (if Leg What type of damage n/a		
	if the vehicle was in an accident? (Y or N) I any insurances claims on this Vehicle? (Y or N) nformation below	n/a N
Insurance Company:	n/a	_
Insurance Rep : (First and Last Name)	n/a	-
Phone #n/a		_
Claim Made? (Y or N):	n/a	_
Claim Status: Pending/Denied/NA	n/a	-
Claim #n/a		_
Did Insurance Compa	ny refer customer to GM? (Y or N)	Ν
If Yes. Did the insurar	ce company deny the claim? (Y or N)	n/a
AFTERMARKET MO Are there any Afterma	<b>DIFICATIONS:</b> Irket Modifications to the Vehicle? (Y or N)	N
	et, please list: alled or third party installed as well as date and mileage if y. Include the name of the third party installer.	
Have you confirmed m	odification with the dealership? (Y or N)	Y
Concern: 71-79422028	<b>FROM All SR's RELATED TO THIS VIN:</b> 5- Transmission issue L/28/2010 Trans rebuild, no cost to customer, rental pr	ovided.

Concern: n/a Date & Offer/Result: n/a

Concern: n/a Date & Offer/Result: n/a

#### 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. n/a

Note: This section only	applicable for Legal cas	ses	
Is Lemon Law Pled	/Alleged?:	Yes	
Under what State?	РА	Claimed Presumptive?	Yes
Does Purchase Qualify?	No	If not, why?	Used

#### **State Presumption Is:**

<pre># of Visits for a Non-Conformity?</pre>	3+	<pre># of Days out of Service?</pre>	30+
<pre># of visits for a Safety Complaint?</pre>	n/a	<pre># of Visits Total?</pre>	n/a
Must Complaint Continue to Exist?	Yes	Final Repair/Arbitration Required?	Yes
Time Period for filing a Claim?	1 yr/ 12,000 r	niles or within	
	warranty perio	bd	

# Vehicle Service History (During Presumptive Period) is:

# of Visits for a Non-Conformity?	0	# of Days out of Service?	0
<pre># of visits for a Safety Complaint?</pre>	0	# of Visits Total?	0
Complaint appears to Continue?	No	Final Repair/Arbitration Complete?	No

#### **Does History appear Presumptive:** No

Vehicle Service Hi	istory (Durin	ng Limited Warranty Period	) is:
# of Visits for a Non-Conformity?	1- Body/trim	# of Days out of Service?	1
<pre># of visits for a Safety Complaint?</pre>	0	<pre># of Visits Total?</pre>	1
Must Complaint Continue to Exist?	Yes	Final Repair or Arbitration Req'd?	Yes
<b>Related Repairs beyond N</b> Customer Pay? Additional Days out of Service?	<b>/LW:</b> No 19	<b>Yes</b> If no, identify responsible party: Additional # of Repair Visits?	GM/ GM Cert. 3
Other Considerations:		Νο	
Outcome/Findings of Arb/Final Repa	air:	n/a	
Prior Goodwill/reimbursement:	Yes	1/28/10 covered rebuilding of trans with loaner vehicle	s for 2 nd time
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:

-"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." Meriwether

Meriwether Eisenhard District Manager Aftersales-Cadillac Zone 4312, District 5121 NJ/Phila Cell: 610-213-6107 E-Mail: meriwether.eisenhard@cadillac.com

#### -"My selection is option D."

From the Blackberry of Don Gaskins

#### Pertinent vehicle information provided by dealer Service Manager:

Hill Cadillac, Inc. SVM Tim Hilsey sts "Towed in for trans concern totally undrivable, Dec. 28th did some work, came back the 14th, we overhauled it a second time. Carriers had let go so we went back in and replaced the carrier and bearing. After that it appeared to have corrected the trans concern... Then after that he came back a week later and wanted a bunch of misc. things done I'm not sure why. The repairs we performed on that date which was 1/25/10 were done at no charge to him which came out to \$202.06 that we ate as a dealer, I'm not sure why but we did it for him anyways..."

#### Identify at least three main strengths of the customer's case?

- Cust has retained an Attorney
- Vehicle has GM Certified Warranty until 12/19/2014 or 80,000mi
- Cust dissatisfied with visits to the dlr for trans issues

#### Identify at least three main weaknesses of the customer's case?

- Vehicle purchased used
- Vehicle does not appear to meet presumption according to the PA LL guidelines
- All repairs were covered at no cost to the customer, therefore no breach of warranty
- Vehicle appears to have been repaired as of 1/25/10 as the vehicle has not been seen by a GM dlr for related or new concerns/repairs.

- It appears that cust's main concern is with the transmission which was repaired on 1/14/10.

Are there any considerations to be made under other applicable laws? (Explain in detail) n/a

### **Recommendation:**

Cash offer of \$1500.00-3000.00 plus \$1900.00 fees

### **Rationale:**

This vehicle does not appear to meet presumption according to the PA LL guidelines as it was purchased used and no repairs were made within the presumption period. The first repair to this vehicle was at 35K miles to the RKE transmitter. It appears that the customer's main concern is with the transmission which was overhauled on 12/28/09 and again on 1/14/10 due to the carriers letting go which needed replaced along with the bearings. After this repair the vehicle left the dealership operating per GM specifications and has not returned again for related concerns. On 1/25/10 the vehicle returned for an exhaust gasket, center cap and chrome handle replacement. It is our understanding that the vehicle was repaired as of this visit as the vehicle has not been to any GM dealer for new or related concerns/repairs. All repairs made to the vehicle were completed at no cost to the customer; therefore there has been no breach of warranty. However, we do acknowledge that the vehicle was towed in on two separate occasions involving the transmission therefore a small cash settlement is recommended in this case.

#### Settlement/Defense Strategy:

Small cash settlement due to vehicle being towed in on two separate occasions concerning the transmission

# **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.

*Add additional lines for additional offers/counter offers.						
Plaintiff's Original Dema Amount to Plaintiff/Atty: Inclusive Offer:		Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Countered}			
<b>CRS Initial Offer:</b> Amount to Plaintiff/Atty: Inclusive Offer:	\${Amount}/\${Amount} \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Countered}			
Plaintiff Counter:: Amount to Plaintiff/Atty: Inclusive Offer:	\${Amount}/\${Amount} \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Countered}			
<b>CRS Counter:</b> Amount to Plaintiff/Atty: Inclusive Offer:	\${Amount}/\${Amount} \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Countered}			
<b>PLAINTIFF Final Offer:</b> Amount to Plaintiff/Atty: Inclusive Offer:	\${Amount}/\${Amount} \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Declined}			
<b>CRS Final Offer:</b> Amount to Plaintiff/Atty: Inclusive Offer:	\${Amount}/\${Amount} \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Declined}			

*Trade Repurchase offers should specify Trade Retail, Trade Collateral, or Trade New Finance.

# 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.

<b>Recommendation of</b>	CRS:	Arbitrate case:	Se	ettle case:		
Settlement Type:	{GW/Repurchase/F	Repair}		torney Fees Amount}	(if applicable)	:
<b>Recommendation of</b>	Field:	Arbitrate case:	Se	ettle case:		
Settlement Type:	{GW/Repurchase/F	Repair}		torney Fees Amount}	(if applicable)	:
Final Decision:		Arbitrate case:	Se	ettle case:		
Settlement Type:	{GW/Repurchase R	lepair}		torney Fees Amount}	(if applicable)	:

**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.

# **PRIVILEGED & CONFIDENTIAL - PREPARED FOR COUNSEL**

#### **BRC CASE ASSESSMENT**

Latest Revision Date: July 25, 2011

#### All Fields Are Required

(Do not delete or modify any sections of this form)

SR: 71-910570057 By: Tiffany Cook/ BRC-Legal GM Legal File / BBB Case No.: n/a Negotiator: Tiffany Cook

Customer Last Name: State: Pennsylvania Only customer's last name to be recorded. Do not include first name. Vehicle ID No.: In Service Date: Vehicle Purchased: BAC Code: 113794-selling 1GNFC13067R 07/26/06 Used 119069-servicing Year, Make & Model: 2007 Chevrolet Tahoe Vehicle Purchased Used on: 4/22/09 at odometer 35,420 Current Mileage: 46,757 Dealer Name: Hill Cadillac, Inc. 3964 West Chester Pike Newtown Square, PA 19073-3209 Sale Type: Purchase X Lease CAM Name: Milton Hamilton Other 1 Phone Number: 914-244-6130 or 800-440-6130 Email: milton.hamilton@gm.com Lien holder: GMAC Other : Unknown DVM Name: Meriwether Eisenhard Phone/Cell Number: 610-213-6107; meriwether.eisenhard@gm.com Purchase Price of Vehicle: \$47,795.00 BARS (Original Owner) Was TAC contacted for this vehicle (Y/N)? : No DVM requests involvement?: No Attorney Involvement: Kimmel & Silverman P.C. Service Manager Name: Tim Hilsey Phone Number : 610-356-4900 PC- Robert Silverman (ext- 114) Phone Number : (215) 540-8888 Fax Number : (215) 540-8817 Are there **additional** field personnel involved? If Yes, List the name, including role (DVM, DSM, etc.) and phone number. Repeat as necessary. DDMACHEV- Don Gaskins, Jr.; 215-549-1704, C: 215-266-0591/ donald.gaskins@gm.com/ Node: 914055 8018 Are there **additional** dealerships involved? If Yes, List the dealership name, contact name, and phone number. Repeat as necessary. Bryner Chevrolet, Inc. 1750 The Fairway Jenkintown, PA 19046-1606 215-886-3140 *Original Selling* 113662 TERMINATED Bob Smith Automotive Group, Inc.

7677 Ocean Gateway Easton, MD 21601-8621 410-822-1010 If TAC was contacted, what did they say? (Include TAC case #) n/a

If TAC was NOT contacted, why? (Ask Dealership) DVM/DSM MUST be notified if TAC has not been involved, regardless of dealership explanation.

Repaired by dealer, did not require TAC involvement

# **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.

n/a<mark>. Verified:</mark> Once completed, please enter an "X" in this box to verify that the following listing has been compared to GMVIS for accuracy.

#### X Verified: Once completed, please enter an "X" 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	<u>5</u>					
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:		
				n/a		
🗌 <u>Engine</u>	e/Fuel/Ex	<u>chaust</u>				
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:		
1/25/10	283138	3	46,757	Hill Cadillac, Inc- c/s: When the vehicle is started there is a metal rattle sound and you also here this sound when driving/ Exhaust gasket blown- Tech replaced left and right side exhaust gasket as needed *2 Day Rental		
□ <u>Restra</u>	<u>ints</u>					
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:		
				n/a		
☐ Steerir	ng					
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:		
				n/a		
⊠ <u>Transmission</u>						
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:		
12/28/09	<mark>282481</mark>	8	46,169	<b>Hill Cadillac</b> , <b>Inc</b> - c/s: <i>Vehicle Towed in</i> . There are transmission problems, informed we will call client if we need more information/ Manifold tech test drove vehicle,		

				delayed engagement, delayed shifts intermittent no movement in any range. No codes in system removed transmission and disassemble to inspect. Burned 2-4 bands and reverse clutch housing ref# PIP3136M- Transmission rebuild, rebuild all accumulators, reseal 2-4 servo, reseal forward 3 rd overrun clutch servos, replace forward clutches, 2-4 band, rev. input clutch house. Clean soln. Flushed trans cooler 69 degrees .9 GOM. Road tested, ok. *8 Day rental provided- Enterprise
1/14/10	<mark>282906</mark>	8	46,603	Hill Cadillac, Inc- c/s: Vehicle towed in, undrivable. The trans only works in reverse only forward gears/ input planetary gears failed, thrust bearing failed. Tech scanned vehicle, no codes, vehicle has no forward gears, burn odor, line pressure test (slightly low)- remove, disassemble and inspect transmission valve body spacer plate has damage at check ball holes 2-4 band scored/ gouged, input planetary gears have failed thrust bearing has failed. Third gear fiber clutches damaged indexing tabs, clean debris, replaced damaged parts, input carrier to reaction shaft. Road tested, ok. *7 Day Rental- Enterprise
□ <u>Axle</u>				
Date:	<u>RO #:</u>	Days Out:	<u>Mileage:</u>	Description of Complaint and Repair Performed:
				n/a
□ Body/ ⁻	Trim			
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
4/07/09	336001	1	35,398	Bryner Chevrolet, Inc PRVS OWNER Reprogram and RKE transmitter replacement- GWM
12/28/09	282481	*	46,169	Hill Cadillac, Inc- c/s: Rear defroster tab broken (client added on 1/4/10 1:31PM)/ Rear defroster tab broken- Tech replaced and soldered left side rear defroster tab as needed
1/25/10	283138	*	46,757	Hill Cadillac, Inc- c/s: The D/S inner chrome handle is sharp/ sharp edge on inner chrome handle, ran coverage from GMPR *not a covered part_ est. \$148.41. To replace, part would need to be ordered. (NO REPAIR PERFORMED)
□ <u>Chassi</u>	S			
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
				n/a
🗌 <u>Electri</u>	<u>cal</u>			
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
				n/a
□ <u>Glass</u>				
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
				n/a

□ <u>HVAC</u>

Date:	<u>RO #:</u>	<u>Days Out</u> :	<u>Mileage:</u>	Description of Complaint and Repair Performed: n/a
□ <u>Paint</u>				
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
				n/a
□ <u>Suspe</u>	<u>nsion</u>			
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
				n/a
□ <u>Wheel</u>	/Tires			
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
12/28/09	282481	*	46,169	Hill Cadillac, Inc- Center cap fell of during road test/ missing part, part ordered
1/25/10	283138	*	46,757	Hill Cadillac, Inc- c/s: Left front center cap fell off, install SOP/ fell off during road test last service visit- Tech replaced I/f center cap as needed.
🗌 Recall	s / Camp	aigns		
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
12/29/06	310517	1	8,299	<b>Bob Smith Automotive Group</b> , Inc Terminated Performed Campaign # 06162 Product Enhancement- Engine Control Module reprogram with SPS- GWM
4/07/09	336001	*	35,398	Bryner Chevrolet, Inc PRVS OWNER Performed Recall # 08048A- jumper harness installation- GWM
12/28/09	282481	*	46,169	Hill Cadillac, Inc- Performed Campaign # 07007 as needed, reprogram RKE/ Replace battery
□ <u>Other</u>				
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
				n/a

# Important: SES light is to be captured under affected component above.

# ACCIDENT / INSURANCE INFORMATION:

Repeat as necessary

Has the vehicle ever b Did you confirm your a ADR)/attorney (if Leg What type of damage n/a		
	if the vehicle was in an accident? (Y or N) I any insurances claims on this Vehicle? (Y or N) nformation below	n/a N
Insurance Company:	n/a	_
Insurance Rep : (First and Last Name)	n/a	_
Phone #n/a		_
Claim Made? (Y or N):	n/a	_
Claim Status: Pending/Denied/NA	n/a	_
Claim #n/a		_
Did Insurance Compa	ny refer customer to GM? (Y or N)	N
If Yes. Did the insurar	ce company deny the claim? (Y or N)	n/a
AFTERMARKET MO Are there any Afterma	<b>DIFICATIONS:</b> rket Modifications to the Vehicle? (Y or N)	N
	et, please list: alled or third party installed as well as date and mileage if y. Include the name of the third party installer.	
Have you confirmed m	odification with the dealership? (Y or N)	Y
Concern: 71-79422028	<b>FROM All SR's RELATED TO THIS VIN:</b> 5- Transmission issue ./28/2010 Trans rebuild, no cost to customer, rental pr	ovided.

Concern: n/a Date & Offer/Result: n/a

Concern: n/a Date & Offer/Result: n/a

#### 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. n/a

Note: This section only	applicable for Legal ca	ses	
Is Lemon Law Pled	/Alleged?:	Yes	
Under what State?	РА	Claimed Presumptive?	Yes
Does Purchase Qualify?	No	If not, why?	Used

#### **State Presumption Is:**

<pre># of Visits for a Non-Conformity?</pre>	3+	<pre># of Days out of Service?</pre>	30+
<pre># of visits for a Safety Complaint?</pre>	n/a	<pre># of Visits Total?</pre>	n/a
Must Complaint Continue to Exist?	Yes	Final Repair/Arbitration Required?	Yes
Time Period for filing a Claim?	1 yr/ 12,000 r	niles or within	
	warranty perio	bd	

# Vehicle Service History (During Presumptive Period) is:

# of Visits for a Non-Conformity?	0	# of Days out of Service?	0
<pre># of visits for a Safety Complaint?</pre>	0	# of Visits Total?	0
Complaint appears to Continue?	No	Final Repair/Arbitration Complete?	No

#### **Does History appear Presumptive:** No

Vehicle Service Hi	istory (Duriı	ng Limited Warranty Period	) is:
<pre># of Visits for a Non-Conformity?</pre>	1- Body/trim	# of Days out of Service?	1
# of visits for a Safety Complaint?	0	<pre># of Visits Total?</pre>	1
Must Complaint Continue to Exist?	Yes	Final Repair or Arbitration Req'd?	Yes
<b>Related Repairs beyond N</b> Customer Pay? Additional Days out of Service?	<b>/LW:</b> No 19	<b>Yes</b> If no, identify responsible party: Additional # of Repair Visits?	GM/ GM Cert. 3
Other Considerations:		Νο	
Outcome/Findings of Arb/Final Repa	air:	n/a	
Prior Goodwill/reimbursement:	No	n/a	
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:

-"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." Meriwether

Meriwether Eisenhard District Manager Aftersales-Cadillac Zone 4312, District 5121 NJ/Phila Cell: 610-213-6107 E-Mail: meriwether.eisenhard@cadillac.com

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#### Pertinent vehicle information provided by dealer Service Manager:

Hill Cadillac, Inc. SVM Tim Hilsey sts "Towed in for trans concern totally undrivable, Dec. 28th did some work, came back the 14th, we overhauled it a second time. Carriers had let go so we went back in and replaced the carrier and bearing. After that it appeared to have corrected the trans concern... Then after that he came back a week later and wanted a bunch of misc. things done I'm not sure why. The repairs we performed on that date which was 1/25/10 were done at no charge to him which came out to \$202.06 that we ate as a dealer, I'm not sure why but we did it for him anyways..."

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- Cust has retained an Attorney
- Vehicle has GM Certified Warranty until 12/19/2014 or 80,000mi
- Cust dissatisfied with visits to the dlr for trans issues

#### Identify at least three main weaknesses of the customer's case?

- Vehicle purchased used
- Vehicle does not appear to meet presumption according to the PA LL guidelines
- All repairs were covered at no cost to the customer, therefore no breach of warranty
- Vehicle appears to have been repaired as of 1/25/10 as the vehicle has not been seen by a GM dlr for related or new concerns/repairs.

- It appears that cust's main concern is with the transmission which was repaired on 1/14/10.

Are there any considerations to be made under other applicable laws? (Explain in detail) n/a

### **Recommendation:**

Cash offer of \$1500.00-3000.00 plus \$1900.00 fees

### **Rationale:**

This vehicle does not appear to meet presumption according to the PA LL guidelines as it was purchased used and no repairs were made within the presumption period. The first repair to this vehicle was at 35K miles to the RKE transmitter. It appears that the customer's main concern is with the transmission which was overhauled on 12/28/09 and again on 1/14/10 due to the carriers letting go which needed replaced along with the bearings. After this repair the vehicle left the dealership operating per GM specifications and has not returned again for related concerns. On 1/25/10 the vehicle returned for an exhaust gasket, center cap and chrome handle replacement. It is our understanding that the vehicle was repaired as of this visit as the vehicle has not been to any GM dealer for new or related concerns/repairs. All repairs made to the vehicle were completed at no cost to the customer; therefore there has been no breach of warranty. However, we do acknowledge that the vehicle was towed in on two separate occasions involving the transmission therefore a small cash settlement is recommended in this case.

#### Settlement/Defense Strategy:

Small cash settlement due to vehicle being towed in on two separate occasions concerning the transmission

# **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.

*Add additional lines for addit	ional offers/counter offers.		
Plaintiff's Original Dema Amount to Plaintiff/Atty: Inclusive Offer:		Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Countered}
<b>CRS Initial Offer:</b> Amount to Plaintiff/Atty: Inclusive Offer:	\${Amount}/\${Amount} \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Countered}
Plaintiff Counter:: Amount to Plaintiff/Atty: Inclusive Offer:	\${Amount}/\${Amount} \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Countered}
<b>CRS Counter:</b> Amount to Plaintiff/Atty: Inclusive Offer:	\${Amount}/\${Amount} \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Countered}
<b>PLAINTIFF Final Offer:</b> Amount to Plaintiff/Atty: Inclusive Offer:	\${Amount}/\${Amount} \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Declined}
<b>CRS Final Offer:</b> Amount to Plaintiff/Atty: Inclusive Offer:	\${Amount}/\${Amount} \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Declined}

*Trade Repurchase offers should specify Trade Retail, Trade Collateral, or Trade New Finance.

# 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.

<b>Recommendation of</b>	CRS:	Arbitrate case:	Se	ettle case:		
Settlement Type:	{GW/Repurchase/F	Repair}		torney Fees Amount}	(if applicable)	:
<b>Recommendation of</b>	Field:	Arbitrate case:	Se	ettle case:		
Settlement Type:	{GW/Repurchase/F	Repair}		torney Fees Amount}	(if applicable)	:
Final Decision:		Arbitrate case:	Se	ettle case:		
Settlement Type:	{GW/Repurchase R	lepair}		torney Fees Amount}	(if applicable)	:

**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.

P. 001

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Bryner Chevrolet Inc. 140 York Road Jenkíntown<del>, Pa 19046</del> 215-886-3140 215-886-7570 - fax

<u>Fax Cover Sheet</u>

TIFFANY COOK Attv. General motors Company: 1866268 5526 Fax#: 2-2-11 Date: Ed Brunton From Pages including this cover sheet: 15Comments: 15N FC130.67R



#### VIA FAX ONLY

January 24, 2011

Ed Brunton BRYNER CHEVROLET, INC. 1750 THE FAIRWAY JENKINTOWN PA 19046-1606

RE:

Service Request: 71-910570057 2007 Chevrolet Tahoe Vehicle Identification Number: IGNFC13067R Customer Relationship Specialist: Tiffany

Dear Ed Brunton:

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

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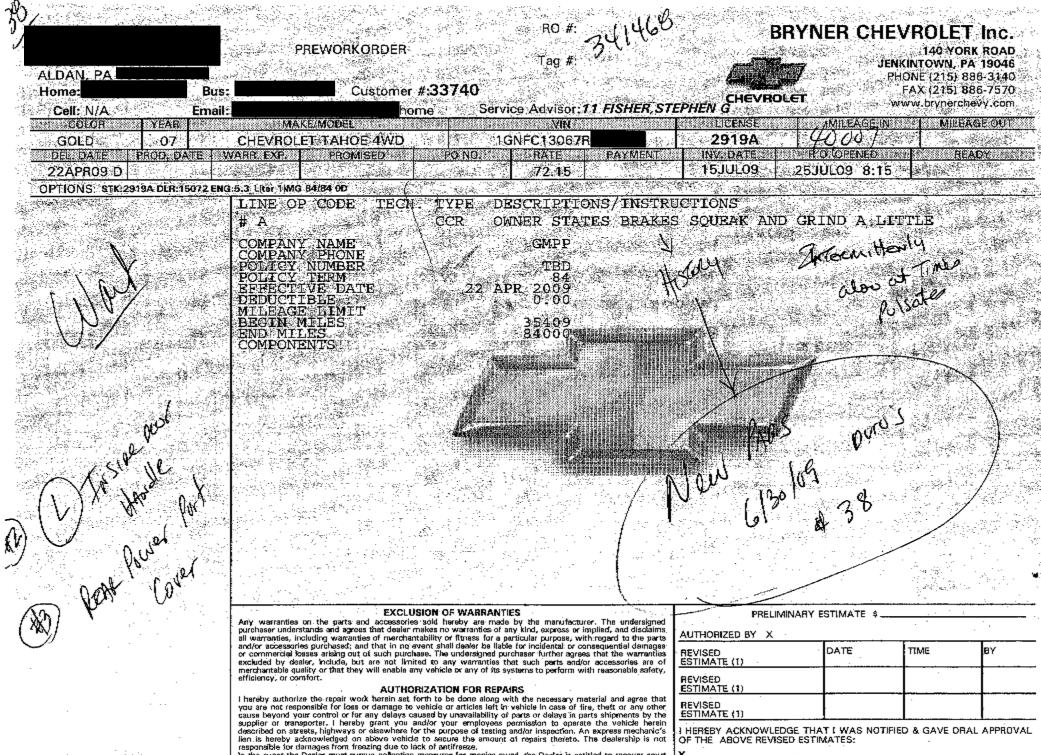
Page 1

BRYNER CHEVROLET Inc. 140 YORK ROAD JENKINTOWN, PA 19046 PHONE(215) 886-3140 Fax(215) 886-7570 CHEVROLET SERVICE ADVISOR DONALD A COCCIMIGLIO www.brynerchevy.com REPAR DEDITY, DATE READY, WETCOK NO. INVOICE NO. 1GNFC13067R 09APR09 336001 07APR09 09APR09 2919A THE REPAIR OF THE REPAIR OF TIME READY TIMEIN YEAR IN W)/gRb 10:09 06:44 07 CHEVROLET TAHOE 4WD 72.15 72 43 MICEAGENNT FINICEAGE ODT FINICICENSE NOTAT FILITATION COMPANY A COMPANY AND AND A COMPANY AND A COMPANY AND A C 35398 35409 2919A FULL USED CAR RETAIL CHECK 29F FULL USED CAR RETAIL CHECK 38 HYDUCK, TIMOTHY J LIC#: 1081 ICC 1.00 (N/C)(N/C)1 89017524 FILTER (N/C)6 OIL GOODWRENCH SW-30 10 STATE INSPECTION - CARS AND LIGHT STATE INSPECTION -TRUCKS 38 HYDUCK, TIMOTHY J LIC#: 1081 ICC 0.70 13C LUBE, OIL CHANGE & FILTER RESET OIL LIFE MONITOR SETTEM FOR THOSE (N/C) 7 9 8 × 300 盟 8 VEHICLES EQUIPPED WITH THE OIL LIFE MONITOR SYSTEM). . . 38 HYDUCK TIMOTHY J LICE 1983 許 jan許 Wu**親**北 4 inite ter. 0.40 (N/C E HIGH ENHANCED EMISSION DYNAMOMETER TEST ONLY ICĈ HEED HIGH ENHANCED EMISSION DYNAMOMETER TEST ONLY 47 FADELSAK, MICHAEL G LIC#: 1088 (N/C)ICC0.40 C** RECALL BULLETIN 08048 - HEATED WINDSHIELD WASHER MODULE SHORT CIRCUIT DESCRIPTION TOTALS STATEMENT OF DISCLAIMER LABOR AMOUNT STATEMENT OF DISCLAMMER The factory warranty constitutes all of the warranties with respect to the sale of this itermitems. The Seller hereby expressiv discialms all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorazes any other person to assume for it any liability in connection with the sale of this iterm/iterms. PARTS AMOUNT GAS,OIL, LUBE SUBLET AMOUNT MISC. CHARGES TOTAL CHARGES LESS INSURANCE OR DISCOU SALES TAX PLEASE PAY THIS AMOUNT JSTOMER SIGNATURI IN CODE FOR LINE BITS ROTORIGIN CODE FOR LINE C 15 Service|ORIGIN APPLICATION FOR LINE B IS Service|OR CUSTOMER COPY Service Think Spring Clean Up With These Savings! **Pothole Special** Department The Winter Is Tire rotation Tough On Your Computer wheel balance Now Open Precision 4 wheel alignment Vehicle's Finish Adjust tire pressures and reset tire monitors Save \$10.00 Saturday Road test vehicle On Any Detail Service. **\$10.00** Discount 8:00 AM - 2:00 PM See Your Service Consultant for Details Please present coupon to Service Consultant

Page 2 **BRYNER CHEVROLET** Inc. 140 YORK ROAD JENKINTOWN, PA 19046 PHONE(215) 886-3140 Fax(215) 886-7570 CHEVROLET SERVICE ADVISOR DONALD A COCCIMIGLIO www.brynerchevy.com ACTAIN ORDER. DATE READY TO STOCK NO. 201 HIVE HILLE DENTIFICATION CUET NO HE HAR NO MILLER NO. NO. NO. STATES HE HAVE NVOCE NO. P. 09APR09 336001 09APR09 2919A 1GNFC13067R 07APR09 IN REFPARED X AR IN MARKEN MOOCH IN MARKEN IN THE FRANK WORTH IN XAVEC IN MILLEN AT TIME IN SOL TIME READY 72.15 72 43 10:09 06:4407 CHEVROLET TAHOE 4WD NAMES OF GROOM STREET, MILEAGENN MILEAGE OUT HARLINE NOTA PRIME THE PRIME THE PRIME 35409 35398 2919A CAUSE: RECALL V1993 INSTALL JUMPER HARNESS - RE-INSTALL PREVIOUSLY REMOVED FUSE (IF REMOVED PRIOR TO RECALL) 38 HYDUCK, TIMOTHY J LIC#: (N/C)WA40.20 (N/C)1 20773432 HARNESS CC: MA FC: 98 Suster opp. com. for Singlet with comp. ( ) - 100: - 144 នាំ 🔅 厳 1299 鄭。孫河 **确 開始開 彩** (3) 🔬 🛪 🧌 🕸 🕮 PART#: COUNT: ×. 雷感 题:: [1] **急離** CLAIM TYPE: 116. 🕸 2 🐝 🔅 180 **W** 🖄 8 釐准 出出調測 AUTH CODE: - 22 D** SERVICE UPDATE 07007 ERANGE REVIESS ENTRY INOPERATIVE - BATTERY RULLOUN CAUSE: RECALL ŵ. \$1. 🛱 26:42 32 W. Ans, in R9727 REPROGRAM REMOTE CONTROL DOOR LOCK RECIEVER AND REPLACE REMOTE KEYLESS ENTRY TRANSMITTER 38 HYDUCK, TIMOTHY J LIC#: (N/C)WA4 1.00 (N/C) 2 15913427 XMTR CC: MA DESCRIPTION STATEMENT OF DISCLAIMER LABOR AMOUNT STATEMENT OF DISCLAIMER The factory warranty constitutes all of the warranties with respect to the sale of this iternitiems. The Seller hereby expressly disclaims all warrantes, 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. PARTS AMOUNT GAS,OIL, LUBE SUBLET AMOUNT MISC. CHARGES TOTAL CHARGES LESS INSURANCE OR DISCOU SALES TAX PLEASE PAY х CUSTOMER SIGNATURE IN CODE FOR LINE B IS ROJORIGIN CODE FOR LINE C IS Service|ORIGIN APPLICATION FOR LINE B IS Service|OR CUSTOMER COPY Service Think Spring Clean Up With These Savings! **Pothole Special** Department The Winter Is Tire rotation Tough On Your Computer wheel balance Now Open Precision 4 wheel alignment Vehicle's Finish Adjust tire pressures and Save \$10.00 reset tire monitors Saturday · Road test vehicle On Any Detail Service. \$10.00 Discount 8:00 AM - 2:00 PM See Your Service Consultant for Details Please present coupon to Service Consultant

Please present coupon to Service Consultant

Page 3 BRYNER CHEVROLET Inc. 140 YORK ROAD JENKINTOWN, PA 19046 PHONE(215) 886-3140 1 Fax(215) 886-7570 CHEVROLET SERVICE ADVISOR DONALD A COCCIMIGLIO www.brynerchevy.com SOCIET NO. 11 HISTAG NO. 11 HIST P. O'NO. 11 HISTORY STATE OF A DECEMO REPAIR OFORR 09APR09 336001 07APR09 09APR09 2919A 1GNFC13067R STME IN Stat TIME READ IS 72.15 72 43 10:09 06:44 **07** CHEVROLET TAHOE 4WD ie Siener miet in MILEAGEIN MILEAGE OUT 35398 35409 2919A FC: 98 PART#: COUNT : CLAIM TYPE: AUTH CODE: - Miller Mill 22 23 23 24 232 の 2015年 1月間 ing States 藏側 128. . 3.21. 139 細胞の「鞘 #膳:服 888 -711 (M 7 🔅 🔅 e 🖓 🖓 11:00 8 8 4 ****** nn, post, pp. ų. S .... 146+36* III . DESCRIPTION 0.00 STATEMENT OF DISCLAIMER 0.00 The factory warranty constitu LABOR AMOUNT STATEMENT OF DISCLAIMER The factory warranty constitutes all of the warranties with respect to the sale of this itemtiteme. The Seller hereby expressiv 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. PARTS AMOUNT 0.00 GAS,OIL, LUBE SUBLET AMOUNT 0.00 0.00 MISC. CHARGES TOTAL CHARGES 0.00 0.00 LESS INSURANCE OR DISCOUN SALES TAX PLEASE PAY 0.00 x CUSTOMER SIGNATURE In a few weeks Chevrolet Motor Division will send you a survey for warranty service RO performed on your vehicle. If anything during your service visit should not allow you to answer "COMPLETLY SATISFIED" on your Chevrolet Survey PLEASE contact your service consultant listed at the top of this invoice. CUSTOMER COPY 2 Service **Think Spring** Clean Up With These Savings! **Pothole Special** Department The Winter Is Tire rotation · Computer wheel balance Tough On Your Now Open Precision 4 wheel alignment Vehicle's Finish Adjust tire pressures and Save \$10.00 reset tire monitors Saturday Road test vehicle On Any Detail Service. \$10.00 Discount 8:00 AM - 2:00 PM See Your Service Consultant for Details



In the event the Dealer must pursue collection measures for monies owed, the Dealer entitled to recover court cost and reasonable attorney fees

THERE WILL BE A MINIMUM LABOR CHARGE FOR TIME SPENT TO DIAGNOSE YOUR PROBLEM.

Page 1 of 1

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#### **BRYNER CHEVROLET Inc** 140 YORK ROAD

#### 443 W PENN PINES BLVD Tag #: 41.37 JENKINTOWN, PA 19046 ALDAN, PA PHONE (215) 886-3140 Hame Customer #:33740 FAX (215) 886-7570 Reis. Service Advisor: 43 COCCIMIGLIO, DONALD A www.brynerchevy.com Cell: N/A Email COLOR MILEACT GOI D 2919A 07 CHEVR 4WF GN DEL DATE PRODUDATE MARR FXF PAYMENT 22APR09 D 23.IFIM09 30.000 715 OPTIONS: STK:2919A DLR:15072 ENG:5.3 Liter 1)MG 84/84 0D TECH STYPE DESCRIPTIONS / INSTRUCTIONS LINE OP. CODE Ħ CCP OWNER STATES BRAKES SOULAL WHILE DRIVING SMEN OF DRIVING COMPANY NAME GMPP COMPANY PHONE POLICY NUMBER POLICY TERM TBD EFFECTIVE DATE ៣៣១ DEDUCTIBLE 0 00 MILEAGE LIMI 5409 BEGINMMEES END MILES 84000 COMPONENTS

BO #:

#### **EXCLUSION OF WARRANTIES**

Any, warranties on the parts and accessories, sold beneby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of marchantability or fitness for a particular purcess, with repard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incklental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality of that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

#### **AUTHORIZATION FOR REPAIRS**

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

In the event the Dealer must pursue collection measures for menies owed, the Dealer is entitled to recover court COST and reasonable attarney fees. THERE WILL BE A MINIMUM LASOR CHARGE FOR TIME SPENT TO DIAGNOSE YOUR PROBLEM.

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**Tiffany Cook/Austin/GM1** 02/07/2011 09:30 AM

To rsilverman@lemonlaw.com

cc bcc

Subject Cliett- 2007 Chevrolet Tahoe

RE: Customer Last Name: Service Request: 71-910570057 Veh make/model: 2007 Chevrolet Tahoe Vehicle Identification Number: 1GNFC13067R Mediation Liaison: Tiffany Cook Telephone: 866-790-5700 ex. 21167 Fax: 866-268-5526

Mr. Silverman,

Attached is GM's offer in reference to the above case. Please make this offer available to your client at your earliest convenience and advise.

GM- Offer Letter 2.7.11.doc

Thank you,

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

July 25, 2011

Robert Silverman, Esq. KIMMEL & SILVERMAN 30 E. Butler Pike Ambler, PA 19002

RE:

Service Request: 71-910570057 2007 Chevrolet Tahoe Vehicle Identification Number: 1GNFC13067R Customer Relationship Specialist: Tiffany Cook

Dear Mr. Silverman:

We regret that your client(s) is dissatisfied with his 2007 Chevrolet Tahoe and that several attempts by the dealer to resolve the concerns have not met your client(s) expectations. General Motors takes great pride in the service we provide to our customers, and we apologize for any inconvenience and frustration experienced by your client(s).

After careful review of this case, 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 \$1,500.00 plus \$1,900.00 Attorney fees.

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 <u>separately from all other settlement documents</u>. 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.

Page 2

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

cc: FILE

LG0044 V10142009

Attach.

Odometer

Client's Signature

Client's Signature

Date

Date



Tiffany Cook/Austin/GM1 02/15/2011 03:38 PM

- To "Cynthia Costello"
- <Cynthia.Costello@minacs.adityabirla.com>@SITELCWEB cc

bcc

Subject Re: PLEASE RESPOND

No thank you

"Cynthia Costello" < Cynthia.Costello@minacs.adityabirla.com>



"Cynthia Costello" <Cynthia.Costello@minacs. adityabirla.com> 02/15/2011 03:33 PM

To <andrew_clark@gmexpert.com>, <daniel ramones@gmexpert.com>, <eric garcia@gmexpert.com>, <isaac macias@gmexpert.com>, <james_hardin@gmexpert.com>, <joshua_voth@gmexpert.com>, <juanita_dehoyos@gmexpert.com>, <juliana_stark@gmexpert.com>, <kolby_gilbert@gmexpert.com>, <levetta_sheppard@gmexpert.com>, <michael_morehouse@gmexpert.com>, <pamela_saunders@gmexpert.com>, <rachal_ross@gmexpert.com>, <susan_clark@gmexpert.com>, <teresa_Gonzales@gmexpert.com>, <tiffany_cook@gmexpert.com>, <valentin_farias@gmexpert.com>, <viviana_monreal@gmexpert.com> CC

Subject PLEASE RESPOND

We have OT hours available this week - today through Friday - do you want to work extra hours?

If yes, please let me know how many and what time - the hours are 7:00 to 6:00.

If no, "Just say no!"

Best wishes, **Cynthia Costello** | BRC Team Lead

Aditya Birla Minacs | inspired every day 7401 E. Ben White Blvd, Bldg. 3, Austin, TX 78741 Phone 512-386-0551 | Direct www.minacs.adityabirla.com



## VIA FAX ONLY

July 25, 2011

Robert Silverman, Esq. KIMMEL & SILVERMAN 30 E. Butler Pike Ambler, PA 19002

RE:

Service Request: 71-910570057 2007 Chevrolet Tahoe Vehicle Identification Number: 1GNFC13067R Customer Relationship Specialist: Tiffany Cook

Dear Mr. Silverman:

On February 7, 2011 we communicated to you General Motors' offer to resolve the above-referenced matter. To date, we have not received a response from you or your client(s) to this offer.

For your convenience, enclosed with this letter is another copy of General Motors' offer. We ask that you discuss General Motors' offer with your client(s) at your earliest opportunity. If your client(s) agree with the terms of the 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 ask that you contact us immediately via facsimile using the number on the fax cover sheet regarding the resolution of this matter.

Our primary goal is to maintain and promote customer satisfaction by promptly resolving your client(s) concerns. With that in mind, we are hopeful that we can resolve this matter within the next ten (10) calendar days. We look forward to hearing from you within this time frame. If your client has not accepted our offer within this time frame, this offer will be withdrawn and the matter will be considered closed.

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

cc: FILE

LG0047 V10142009



Tiffany Cook/Austin/GM1 02/17/2011 11:37 AM To rsilverman@lemonlaw.com

cc bcc

Subject RE: Cliett- 2007 Chevrolet Tahoe

RE: Customer Last Name: Service Request: 71-910570057 Veh make/model: 2007 Chevrolet Tahoe Vehicle Identification Number: 1GNFC13067R Mediation Liaison: Tiffany Cook Telephone: 866-790-5700 ex. 21167 Fax: 866-268-5526

Mr. Silverman,

Please see the attached letter in regards to this case, I have also re-attached the last offer letter for your convenience. Kindly advise at your earliest opportunity, thank you.

10 Day Letter 2.17.11.doc



GM- Offer Letter 2.7.11.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 Tiffany Cook/Austin/GM1



Tiffany Cook/Austin/GM1 02/15/2011 03:37 PM

To "Robert M. Silverman" <rsilverman@lemonlaw.com>@SITELCWEB cc

Subject RE:

2007 Chevrolet Tahoe 📗

RE: Customer Last Name: Service Request: 71-910570057 Veh make/model: 2007 Chevrolet Tahoe Vehicle Identification Number: 1GNFC13067R Mediation Liaison: Tiffany Cook Telephone: 866-790-5700 ex. 21167 Fax: 866-268-5526

Mr. Silverman, Following up on the status of the offer sent to you on 2.7.11, please advise at your earliest opportunity. Thank you. 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 "Robert M. Silverman" <rsilverman@lemonlaw.com>



Yes, thank you

-----Original Message-----From: Tiffany_Cook@gmexpert.com [mailto:Tiffany_Cook@gmexpert.com] Sent: Wednesday, February 09, 2011 2:50 PM To: Robert M. Silverman Subject: Re: Cliett- 2007 Chevrolet Tahoe

RE: Customer Last Name: Service Request: 71-910570057 Veh make/model: 2007 Chevrolet Tahoe Vehicle Identification Number: 1GNFC13067R Tiffany Cook Telephone: 866-790-5700 ex. 21167 Fax: 866-268-5526

Following up to ensure you received the offer for this case, please advise.

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

Tiffany

Cook/Austin/GM1

То	02/07/2011 09:30	Robert M Silverman
cc	АМ	
Subject		Cliett- 2007 Chevrolet Tahoe

RE: Customer Last Name: Service Request: 71-910570057 Veh make/model: 2007 Chevrolet Tahoe Vehicle Identification Number: 1GNFC13067R Mediation Liaison: Tiffany Cook Telephone: 866-790-5700 ex. 21167 Fax: 866-268-5526

Mr. Silverman, Attached is GM's offer in reference to the above case. Please make this offer available to your client at your earliest convenience and advise.

(See attached file: GM- Offer Letter 2.7.11.doc)

Thank you,

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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Order Type: 80 - EMPLOYEE-US Field Actions: <u>1 Open</u>	SED CAR (CVMS USE)	REGLESTANOMERUN	
Job Card Date: 01/14/2010		Job Card Number: 282906	<u>View Vehicle</u> → <u>Transaction History</u> <u>Detail</u> View Vehicle Delivery
Repair Service Agent: 119069 HILL CADILLAC, INC. 3964 WEST CHESTER PIKE NEWTOWN SQUARE PA 1907 5103564900	/3-3209	Odometer Reading: 46,603 MI Authorization Code: R	→ <u>View Vehicle Delivery</u> → <u>Information</u>
Process Date: 04/06/2010			
Fransaction Type: ZREGRegular Vehicle Transa Fransaction Expense Category:	iction		
Customer Enthusiasn Customer Complaint Code: 0342-Transmission - Transmissio	on		
Shifting Job Card Line #: 2	Transaction Adjustment:	Cause Code: 6051-Module/Component -	
abour Op K7252-Clutch, 3-4 - F.	&R Or Replace	Worn/Stripped	
Causal Part Number 00000000 → <u>See other Parts and/or Net</u>		Line Total: USD 989.10	
Job Card Date: 01/14/2010		Job Card Number: 282906	
Repair Service Agent: 119069 HILL CADILLAC, INC. 3964 WEST CHESTER PIKE NEWTOWN SQUARE PA 1907 5103564900	73-3209	Odometer Reading: 46,603 MI Authorization Code: G	
Process Date: 03/02/2010			
Fransaction Type: ZREG-–-Regular Vehicle Transa Fransaction Expense Category:	action		
Customer Enthusiasn Customer Complaint Code:			
0000-Converted Claim Job Card Line #: 1 Labour Op Z7905-5-DAY COUR Causal Part Number	Transaction Adjustment: TESY TRANSPORTATION	Cause Code: 0000-Converted Claims	
→See other Parts and/or Net	ltems	Line Total: USD 210.00	

Job Card Date: 01/14/2010

Repair Service Agent: 119069 HILL CADILLAC, INC. 3964 WEST CHESTER PIKE NEWTOWN SQUARE PA 19073-3209 6103564900 Job Card Number: 282906 Odometer Reading: 46,603 MI Authorization Code:

Process Date: 02/09/2010 Transaction Type: ZREG----Regular Vehicle Transaction Transaction Expense Category: Customer Enthusiasn Customer Complaint Code: 0000-Converted Claim Job Card Line #: 2 Transaction Adjustment: Cause Code: 0000-Converted Claims Labour Op T2020-Towing Causal Part Number → See other Parts and/or Net Items Line Total: USD 100.00 Job Card Date: 12/28/2009 Job Card Number: 282481 Repair Service Agent: 119069 Odometer Reading: 46,169 MI HILL CADILLAC, INC. Authorization Code: 3964 WEST CHESTER PIKE NEWTOWN SQUARE PA 19073-3209 6103564900 Process Date: 01/19/2010

01/19/2010 Transaction Type: ZREG----Regular Vehicle Transaction Transaction Expense Category: Customer Enthusiasn Customer Complaint Code: 0000-Converted Claim Job Card Line #: 1 Transaction Adjustment: Cause Code: 0000-Converted Claims Labour Op K7252-Clutch, 3-4 - R&R Or Replace Causal Part Number → See other Parts and/or Net Items Line Total: USD 1,591.62

Job Card Date: 12/28/2009

Job Card Number: 282481

Repair Service Agent: 119069 HILL CADILLAC, INC. 3964 WEST CHESTER PIKE NEWTOWN SQUARE PA 19073-3209 6103564900 Odometer Reading: 46,169 MI

Authorization Code:

Job Card Date: 12/28/2009	Job Card Number: 282481
Repair Service Agent: 119069 HILL CADILLAC, INC. 1964 WEST CHESTER PIKE IEWTOWN SQUARE PA 19073-3209 1103564900	Odometer Reading: 46,169 MI Authorization Code:
Process Date: )1/19/2010	
Tansaction Type: /REGRegular Vehicle Transaction	
ransaction Expense Category: Varranty	
Customer Complaint Code : 000-Converted Claim	
ob Card Line #: 3 Transaction Adjustment:	Cause Code: 0000-Converted Claims
abour Op Y0151-07007- Service Update - Reprogram BCM, RCI Causal Part Number	DLR, and RKE Transmitters
→ <u>See other Parts and/or Net Items</u>	Line Total: USD 283.18
Job Card Date: 12/28/2009	Job Card Number: 282481
Repair Service Agent: 119069	Odometer Reading: 46,169 MI
HLL CADILLAC, INC. 1964 WEST CHESTER PIKE IEWTOWN SQUARE PA 19073-3209 1103564900	Authorization Code:
Process Date: 11/19/2010 Transaction Type: (REGRegular Vehicle Transaction	
ransaction Expense Category: 2ustomer Enthusiasn 2ustomer Complaint Code: 1000-Converted Claim 10b Card Line #: 4 Transaction Adjustment: .abour Op N9577-Defroster, Electrical Connection – Reattach Causal Part Number → <u>See other Parts and/or Net Items</u>	Cause Code: 0000-Converted Claims Line Total: USD 33.27
Tansaction Expense Category: Customer Enthusiasn Customer Complaint Code: 1000-Converted Claim ob Card Line #: 4 Transaction Adjustment: .abour Op N9577-Defroster, Electrical Connection – Reattach Causal Part Number	
Transaction Expense Category: Customer Enthusiasn Customer Complaint Code: 000-Converted Claim ob Card Line #: 4 Transaction Adjustment: abour Op N9577-Defroster, Electrical Connection – Reattach Causal Part Number → <u>See other Parts and/or Net Items</u> Job Card Date: 12/28/2009	Line Total: USD 33.27 Job Card Number: 282481 Odometer Reading: 46,169 MI
Tansaction Expense Category: Customer Enthusiasn Customer Complaint Code: 1000-Converted Claim 1000 Card Line #: 4 Transaction Adjustment: 1.abour Op N9577-Defroster, Electrical Connection – Reattach Causal Part Number →See other Parts and/or Net Items	Line Total: USD 33.27 Job Card Number: 282481 Odometer Reading: 46,169 Mi
Transaction Expense Category: Customer Enthusiasn Customer Complaint Code: 1000-Converted Claim ob Card Line #: 4 Transaction Adjustment: abour Op N9577-Defroster, Electrical Connection – Reattach Causal Part Number →See other Parts and/or Net Items Job Card Date: 12/28/2009 Repair Service Agent: 119069 IILL CADILLAC, INC. 1964 WEST CHESTER PIKE IEWTOWN SQUARE PA 19073-3209 103564900 Process Date:	Line Total: USD 33.27 Job Card Number: 282481
Transaction Expense Category: Customer Enthusiasn Customer Complaint Code: 1000-Converted Claim ob Card Line #: 4 Transaction Adjustment: abour Op N9577-Defroster, Electrical Connection – Reattach Causal Part Number →See other Parts and/or Net Items Job Card Date: 12/28/2009 Repair Service Agent: 119069 IILL CADILLAC, INC. 1964 WEST CHESTER PIKE IEWTOWN SQUARE PA 19073-3209 103564900 Process Date: 11/19/2010 Transaction Type: REGRegular Vehicle Transaction	Line Total: USD 33.27 Job Card Number: 282481 Odometer Reading: 46,169 MI
ransaction Expense Category: Eustomer Enthusiasn Eustomer Complaint Code : 000-Converted Claim ob Card Line #: 4 Transaction Adjustment: abour Op N9577-Defroster, Electrical Connection – Reattach Causal Part Number →See other Parts and/or Net Items Job Card Date: 12/28/2009 tepair Service Agent: 119069 IILL CADILLAC, INC. 964 WEST CHESTER PIKE IEWTOWN SQUARE PA 19073-3209 103564900 Trocess Date: 1/19/2010 ransaction Type: REGRegular Vehicle Transaction ransaction Expense Category: Eustomer Enthusiasn	Line Total: USD 33.27 Job Card Number: 282481 Odometer Reading: 46,169 MI
Transaction Expense Category: Customer Enthusiasn Customer Complaint Code: 1000-Converted Claim ob Card Line #: 4 Transaction Adjustment: .abour Op N9577-Defroster, Electrical Connection – Reattach Causal Part Number →See other Parts and/or Net Items Job Card Date: 12/28/2009 Repair Service Agent: 119069 HILL CADILLAC, INC. 1964 WEST CHESTER PIKE IEWTOWN SQUARE PA 19073-3209 103564900 Process Date: 11/19/2010 Transaction Type: REG—Regular Vehicle Transaction Transaction Expense Category: Customer Enthusiasn Customer Complaint Code: 1000-Converted Claim	Line Total: USD 33.27 Job Card Number: 282481 Odometer Reading: 46,169 MI Authorization Code: G
iransaction Expense Category: Sustomer Enthusiasn Sustomer Complaint Code: 000-Converted Claim ob Card Line #: 4 Transaction Adjustment: abour Op N9577-Defroster, Electrical Connection – Reattach Causal Part Number →See other Parts and/or Net Items Job Card Date: 12/28/2009 Repair Service Agent: 119069 IILL CADILLAC, INC. 964 WEST CHESTER PIKE IEWTOWN SQUARE PA 19073-3209 103564900 Process Date: 1/19/2010 iransaction Type: REGRegular Vehicle Transaction iransaction Expense Category: Sustomer Enthusiasn Sustomer Complaint Code:	Line Total: USD 33.27 Job Card Number: 282481 Odometer Reading: 46,169 Mi

Job Card Date: 12/26/2009

Repair Service Agent: 207453 GM ROADSIDE ASSISTANCE/CCAS ONE CABOT RD MEDFORD MA 02155-5117

# Job Card Number: 711710 Odometer Reading: 40,000 MI

Authorization Code: MR

Process Date: 12/29/2009 Transaction Type: ZREG----Regular Vehicle Transaction Transaction Expense Category: Warranty Customer Complaint Code: 0090-No Customer Complaint - Other issues Job Card Line #: 1 Transaction Adjustment: Cause Code: 9099-Other - Not Duplicated Labour Op Z2080-ROADSIDE SERVICE (TOWING) Causal Part Number  $\rightarrow$  See other Parts and/or Net Items Line Total: USD 69.33 Job Card Date: 04/07/2009 Job Card Number: 336001 Repair Service Agent: 113794 Odometer Reading: 35,398 MI BRYNER CHEVROLET, INC. Authorization Code: 1750 THE FAIRWAY JENKINTOWN PA 19046-1606 2158863140 Process Date: 04/21/2009 Transaction Type: ZFAT---Field Action Recall Transaction Expense Category: Field Action Recall Customer Complaint Code: 0000-Converted Claim Job Card Line #: 1 Transaction Adjustment: Cause Code: 0000-Converted Claims Labour Op V1993-08048A - Jumper Hamess Installation Causal Part Number Line Total: USD 38.40 →See other Parts and/or Net Items

Job Card Date: 04/07/2009

Repair Service Agent: 113794 BRYNER CHEVROLET, INC. 1750 THE FAIRWAY JENKINTOWN PA 19046-1606 2158863140 Job Card Number: 336001

Odometer Reading: 35,398 MI Authorization Code:

Process Date: 04/21/2009 Transaction Type: ZREG----Regular Vehicle Transaction Transaction Expense Category: Warranty Customer Complaint Code: 0000-Converted Claim Job Card Line #: 2 Transaction Adjustment: Cause Code: 0000-Converted Claims Labour Op R9727-RCDLR Reprogram and RKE Transmitter Replace (all vehicles---excluding Impala) Causal Part Number -→See other Parts and/or Net Items Line Total: USD 286.56

Job Card Date: 12/26/2006		Job Card Number: 310517
Repair Service Agent: 113662 BOB SMITH AUTOMOTIVE GROUP 7677 OCEAN GATEWAY EASTON MD 21601-8621 4108221010	, INC.	Odometer Reading: 8,299 M Authorization Code:
Process Date: 12/29/2006		
Transaction Type: ZREGRegular Vehicle Transactior	1	
Transaction Expense Category: Customer Complaint Code:		
0000-Converted Claim Job Card Line #: 1	Transaction Adjustment:	Cause Code: 0000-Converted Claims
Labour Op Y0124-06162 Product Enl Causal Part Number	•	
		Line Total: USD 29.69
Job Card Date: 10/25/2006		Job Card Number: 780034
Job Card Date: 10/25/2006 Repair Service Agent: 165940		Job Card Number: 780034 Odometer Reading: 10 M
Repair Service Agent: 165940 GENERAL MOTORS COMPANY 7111 E.11 MILE ROAD WARREN MI 48092-2709 Process Date:		Odometer Reading: 10 M
Repair Service Agent: 165940 GENERAL MOTORS COMPANY 7111 E.11 MILE ROAD WARREN MI 48092-2709 Process Date: 10/31/2006 Transaction Type:		Odometer Reading: 10 M
Repair Service Agent: 165940 GENERAL MOTORS COMPANY 7111 E.11 MILE ROAD WARREN MI 48092-2709 Process Date: 10/31/2006 Transaction Type: ZPDIPre-Delivery Inspection		Odometer Reading: 10 M
Repair Service Agent: 165940 GENERAL MOTORS COMPANY 7111 E.11 MILE ROAD WARREN MI 48092-2709 Process Date:		Odometer Reading: 10 M
Repair Service Agent: 165940 GENERAL MOTORS COMPANY 7111 E.11 MILE ROAD WARREN MI 48092-2709 Process Date: 10/31/2006 Transaction Type: ZPDIPre-Delivery Inspection Transaction Expense Category: Customer Complaint Code:	Transaction Adjustment:	Odometer Reading: 10 M
Repair Service Agent: 165940 GENERAL MOTORS COMPANY 7111 E.11 MILE ROAD WARREN MI 48092-2709 Process Date: 10/31/2006 Transaction Type: ZPDI—-Pre-Delivery Inspection Transaction Expense Category: Customer Complaint Code: 0000-Converted Claim	•	Odometer Reading: 10 M Authorization Code:
Repair Service Agent: 165940 GENERAL MOTORS COMPANY 7111 E.11 MILE ROAD WARREN MI 48092-2709 Process Date: 10/31/2006 Transaction Type: ZPDI—-Pre-Delivery Inspection Transaction Expense Category: Customer Complaint Code: 0000-Converted Claim Job Card Line #: 1	•	Odometer Reading: 10 M Authorization Code:

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Warranty February 17, 2011 Global Warranty Management: Main > Interface With Customer > View Vehicle Build INTERFACE WITH CUSTOMER View Vehicle Build This screen allows GMVIS users to view the initial build information on the selected VIN including option codes with descriptions (where available).

Vehicle Information VIN: 1GNFC13067R Service Contract: Yes Branded Title: No Order Type: 80 - EMPLOYEE-USED CAR (CVMS USE) Field Actions: 1 Open

Vehicle Build

313 - LIGHT CASHMERE/EBONY

**Option Codes** 

Model: CC10706-2007 TAHOE 4X2 LT Gross Vehicle Weight: 3,223

Model: CC10706-2007 TAHOE 4X2 LT Warranty Block: No PDI Status: No

> Order Number: KCRRDZ Build Date: 06/07/2006

> > Build Plant: R-

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For this vehicle:

→ <u>View Vehicle Summary</u>

<u>Service</u>

Contract → Branded Title

→ Warranty Block

→ View Vehicle Build

View Vehicle

Component Summary View Vehicle

Transaction History <u>Detail</u>

View Vehicle Delivery Information

*IVH is not the definitive source of GM Vehicle RPO information and is intended for service reference only. Should there be any questions about the vehicle's original build or RPO information please refer to the original vehicle invoice or window sticker. 1LZ - TAHOE LTZ EQUIPMENT GROUP: * FRONT LEATHER APPOINTED BUCKET 1SZ - OPTION PKG SEATS * DRIVER SIDE SEAT W/12-WAY POWER, HEAT & MEMORY * PASSENGER SIDE SEAT W/12-WAY POWER & HEAT * 2ND ROW LEATHER DISCOUNT

APPOINTED SEATS * 2ND ROW HEATED SEATS * 2ND ROW SEAT POWER RELEASE * 2-PASSENGER, 3RD ROW SEAT * POWER ADJUSTABLE PEDALS * REMOTE VEHICLE STARTER * AM/FM STEREO WITH MP3 COMPATIBLE 6-DISC CD CHANGER (REPLACES STD RADIO) * HEAD CURTAIN SIDE AIR BAGS, ALL SEATING ROWS * BOSE PREMIUM SPEAKER SYSTEM * XM SATELLITE RADIO -SERVICE FEE EXTRA. 1ST 3 MONTHS INCL. * POWER LIFTGATE WITH LIFTGLASS * LOCKING REAR DIFFERENTIAL * AUTORIDE SUSPENSION PACKAGE * 20" POLISHED ALUMINUM WHEELS * HEATED WASHER FLUID SYSTEM * RAIN SENSING WIPERS * UNIVERSAL HOME REMOTE * TRI-ZONE AUTOMATIC AIR CONDITIONING * REAR PARKING ASSIST * OUTSIDE POWER FOLDING MIRRORS W/AUTO DIMMING & TURN SIGNALS

51U - GOLD MIST METALLIC 6DP - SUSPENSION 7DR - SUSPENSION A31 - POWER WINDOWS AG1 - POWER DRIVER SEAT AG2 - 10-WAY POWER PASSENGER SEAT AL0 - SENSOR AJ1 - DEEP TINTED GLASS INDICATOR INFLATABLE RESTRAINT FRT PASS AN3 - FULL FEATURE AM8 - REAR BENCH SEAT BUCKET SEATS **AP3 - REMOTE START** ARL - PLANT CODE-ARLINGTON, TX ARS - 2ND ROW SEAT POWER RELEASE AS3 - 3-PASSENGER, 3RD ROW SEAT ASF - HEAD CURTAIN SIDE AIR BAGS, ALL SEATING ROWS AU3 - POWER DOOR LOCK SYSTEM AXP - MPV VIN IDENT POSITION B30 - CARPETING, COLOR-KEYED **B58 - COLOR-KEYED FLOOR MATS, CARPETED B85 - BODY SIDE** MOLDING **BVE - ASSIST STEPS** C25 - REAR WINDOW WIPER & WASHER

311 - EBONY/LIGHT CASHMERE

2/17/2011

C49 - ELECTRIC REAR C36 - REAR HEATER WINDOW DEFOGGER C5Y - GVW RATING-7100 LB C69 - AIR & REAR CE1 - RAIN SENSING WIPERS D07 - CUSTOM FRONT FLOOR CONSOLE DH6 - LIGHTED VISOR/VANITY MIRRORS DK8 - DELUXE DL3 - OSRV MIRROR W/DRIVER SIDE AUTO DIMMING, PWR FOLD & ADJ, HEAT, E52 -TURN SIGNAL (REPLACES STD/PKG MIRROR) E61 - POWER LIFTGATE WITH LIFTGLASS REQUIREMENT FE9 - FEDERAL EMISSIONS AUTO, AIR, HD **G80 - LOCKING REAR DIFFERENTIAL** RATIO JD9 - BRAKES, 17" DISC/DISC JF4 - POWER **K34 - CRUISE CONTROL** KA6 - 2ND ROW HEATED SEATS KUP - THROTTLE CONTROL ELECTRONIC KW1 - 160 AMP ALTERNATOR LMG - VORTEC 5.3L V8 SFI FLEX FUEL W/ ACTIVE FUEL MGT TECHNOLOGY M30 - 4-SPD AUTOMATIC TRANSMISSION NP5 - LEATHER WRAPPED STEERING WHEEL TIFR NZ4 - FULL SIZE SPARE WHEEL RADIAL TIRES **R6P - PREMIUM PAINT R9N - PROCESSING OPTION ONLY LEATHER SEAT TRIM** SAF - SPARE TIRE LOCK SLT - EQUIP CHEV 'LT' SALES PKG T96 - FOG LAMPS TL1 - GRILLE U2K - XM SATELLITE RADIO - SERVICE FEE EXTRA. 1ST 3 MONTHS INCL. SYSTEM U84 - ANTENNA ASSIST UE1 - ONSTAR SERVICE: INCLUDES 1 YEAR SAFE & SOUND PLAN **UJ6 - TIRE PRESSURE MONITOR** WHEEL RADIO CONTROLS **UK6 - REAR SEAT AUDIO CONTROLS** UVB - NAVIGATION RADIO W/CD/DVD/MP3 ** REPLACES STD 6-DISC CD ** V1K - LUGGAGE RACK - CROSS BARS SIDE RAILS V73 - STATEMENT OF VEHICLE CERT.-U.S. /CANADA VGD - BODY COLOR FRONT FACIA REAR FACIA **VGK - LTZ ORNAMENTATION** PLATE MOUNT VR4 - WEIGHT DISTRIB. PLATFORM HITCH VEHICLE LABEL X88 - CHEVROLET CONVERSION FLUID SYSTEM YD3 - BASE AXLE SPRING YD6 - BASE REAR SPRING YE9 - LS TRIM **Z55 - AUTORIDE SUSPENSION** 

CONDITIONING -FRONT CJ2 - DUAL-ZONE AUTO AIR CONDITIONING DF5 - ISRV MIRROR W/COMPASS & TEMP OVERHEAD CONSOLE LIFTGATE/LIFTGLASS EVA - EVAP EMISSION G69 - LEVEL CONTROL GU6 - REAR AXLE 3.42 ADJUSTABLE PEDALS NT8 - EMISSION SYSTEM FEDERAL, QSS - P275/55R20 BW **R6S - PREFERED** PACKAGE DISCOUNT RCS - 20" POLISHED ALUMINUM WHEELS SLM - STOCK ORDERS T74 - HEADLAMPS U42 - REAR SEAT ENTERTAINMENT UD7 - REAR PARKING UG1 - UNIVERSAL HOME REMOTE UK3 - STEERING UQA - BOSE PREMIUM SPEAKER SYSTEM UVC - REAR VIEW CAMERA SYSTEM V54 - LUGGAGE RACK -VFF - VIDEO FORMAT **REGION 1, NTSC** VGE - BODY COLOR VK3 - FRONT LICENSE VXS - COMPLETE XA7 - HEATED WASHER YD5 - BASE FRONT ZVL - SPARE TIRE P265/70R17 ALS BW

ZY1 - SOLID PAINT

Added Option Codes ~BB-

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#### Logout

February 17, 2011

Global Warranty Management: Main > Interface With Customer > View Vehicle Summary INTERFACE WITH

# CUSTOMER

## View Vehicle Summary

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This screen allows GMVIS users to view the Summary of Vehicle Information, Field Actions, Service Information, Applicable Warranties, Transaction History, Service Contract(s) if applicable, Warranty Block, Branded Title information and OnStar and XM Radio information (if applicable).

### Vehicle Information

VIN: 1GNFC13067R Service Contract: Yes Branded Title: No Order Type: 80 - EMPLOYEE-USED CAR (CVMS USE) Field Actions: 1 Open

Warranty

Model: CC10706-2007 TAHOE 4X2 LT Warranty Block: No PDI Status: No

**Required Field Actions** 

Open field actions are highlighted

				~ ~
Number	Original Nbr	Description	Release Date	Status
N070007	07007	SERVICE UPDATE - REMOTE KEYLESS INOP/BATT LOW-GMT900 ONLY-*EXP W/BASE WARR*	02/06/2007	Closed
N100153	10153	HEATED WINDSHIELD WASHER MODULE SHORT CIRCUIT - DISABLE AND REMOVE MODULE	06/08/2010	Open
N060162	06162	SERVICE UPDATE-INVENT/CUST VEHS E85 VFFS UPDATE REPGM ECM *EXPIRES 8YR/80K MI*	12/12/2006	Closed
N080048	08048	HEATED WINDSHIELD WASHER MODULE SHORT CIRCUIT - ADD WIRE HARNESS	08/28/2008	Closed
	N070007 N100153 N060162	Number         Nbr           N070007         07007           N100153         10153           N060162         06162	Number         Nbr         Description           N070007         07007         SERVICE UPDATE - REMOTE KEYLESS INOP/BATT LOW-GMT900 ONLY-*EXP W/BASE WARR*           N100153         10153         HEATED WINDSHIELD WASHER MODULE SHORT CIRCUIT - DISABLE AND REMOVE MODULE           N060162         06162         SERVICE UPDATE-INVENT/CUST VEHS E85 VFFS UPDATE REPGM ECM *EXPIRES 8YR/80K MI*           N080048         08048         HEATED WINDSHIELD WASHER MODULE	NumberNbrDescriptionDateN07000707007SERVICE UPDATE - REMOTE KEYLESS INOP/BATT LOW-GMT900 ONLY-*EXP W/BASE WARR*02/06/2007N10015310153HEATED WINDSHIELD WASHER MODULE SHORT CIRCUIT - DISABLE AND REMOVE MODULE06/08/2010N06016206162SERVICE UPDATE-INVENT/CUST VEHS E85 VFFS UPDATE REPGM ECM *EXPIRES BYR/80K MI*12/12/2006N08004808048HEATED WINDSHIELD WASHER MODULE08/28/2008

## Branded Title

*The VIN information contained herein and information derived therefrom is the proprietary property of The Polk Company and is to be used only for the purpose of warranty verification and shall not be used for any other purpose whatsoever.

Vehicle has no current record of branded titles.

## Warranty Block

Vehicle has no current record of warranty block.

#### Service Information

Vehicle has no current record of outstanding service information.

#### **OnStar and XM Satellite Radio Information**

Refer to Help page for details. For OnStar contact 888.ON.STAR1 (888.667.8271) and for XM Radio contact 877.GET.XMST (877.438.9677).			
OnStar Equipped: Y		OnStar Status: Inactive	
XM Equipped: Y	XM Radio ID: XXAWH0HR	XM Status: Inactive	
OnStar Vehicle Diagnostics: N		DMN Enabled: N	

For this vehicle:

→ <u>View Vehicle Summary</u>

<u>Service</u> Contract

- $\rightarrow$  Branded Title

→ Warranty Block

- View Vehicle Build
- View Vehicle Component Summary View Vehicle
- Transaction History <u>Detail</u>
- View Vehicle Delivery Information

Applicable	Warranties
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Valid warranties are highlighted

Valid	Description	Warranty Add Date	Start Date	Effective Odometer	End Date	End Odometer
	Bumper to Bumper Limited Warranty	07/16/2010	12/19/2006	0 MI	12/19/2009	36,000 MI
	Powertrain Limited Warranty	07/16/2010	12/19/2006	0 MI	12/19/2011	100,000 M
	Certified Used Limited Warranty	07/16/2010	12/19/2006	0 MI	12/19/2010	48,000 MI
	Emission Select Component Ltd Wty	07/16/2010	12/19/2006	0 MI	12/19/2014	80,000 MI
	Special Coverage 09239	07/16/2010	12/19/2006	0 MI	12/19/2016	100,000 M
	Corrosion Limited Warranty	07/16/2010	12/19/2006	0 MI	12/19/2012	100,000 M

## Service Contract

Policy Number: 817932030

**Transaction History** 

Description: GM CERT 84/84 MG IN WARR Effective Date: 04/22/2009 Effective Odometer: 35420 MI Daily Rental Limit: 35.00

## Owner:

View Details

Deductible Amount: 0.00 Expiration Date: 07/26/2013 Expiration Odometer: 84000 MI

Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
01/14/2010	282906	ZREGRegular Vehicle Transaction		K7252 - Clutch, 3-4 - R&R Or Replace	46,603 MI
01/14/2010	282906	ZREGRegular Vehicle Transaction		Z7905 - 5-DAY COURTESY TRANSPORTATION	46,603 MI
01/14/2010	282906	ZREGRegular Vehicle Transaction		T2020 - Towing	46,603 MI
12/28/2009	282481	ZREGRegular Vehicle Transaction		K7252 - Clutch, 3-4 - R&R Or Replace	46,169 MI
12/28/2009	282481	ZREGRegular Vehicle Transaction		T2020 - Towing	46,169 MI
12/28/2009	282481	ZREGRegular Vehicle Transaction		Y0151 - 07007- Service Update - Reprogram BCM, RCDLR, and RKE Transmitters	46,169 MI
12/28/2009	282481	ZREGRegular Vehicle Transaction		N9577 - Defroster, Electrical Connection Reattach	46,169 MI
12/28/2009	282481	ZREGRegular Vehicle Transaction		Z7902 - 2-DAY COURTESY TRANSPORTATION	46,169 MI
12/26/2009	711710	ZREGRegular Vehicle Transaction		Z2080 - ROADSIDE SERVICE (TOWING)	40,000 MI
04/07/2009	336001	ZFATField Action Recall		V1993 - 08048A - Jumper Harness Installation	35,398 MI
04/07/2009	336001	ZREGRegular Vehicle Transaction		R9727 - RCDLR Reprogram and RKE Transmitter Replace (all vehicles-—excluding Impala)	35,398 MI
12/26/2006	310517	ZREGRegular Vehicle Transaction		Y0124 - 06162 Product Enhancement - Engine Control Module Reprogram with SPS	8,299 MI
10/25/2006	780034	ZPDIPre- Delivery Inspection		Z7000 - Pre-Delivery Inspection - Base Time	10 MI

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	Juliana Stark/Austin/GM1	То	rsilverman@lemonlaw.com
	02/22/2011 04:32 PM	сс	
		bcc	
		Subject	Follow Up to Offer, Assisting Tiffany Cook
Servic 2007 Vehic Juliar Telep	istomer Last Name: Request: 71-910570057 Chevrolet Tahoe e Identification Number: 1GNF a Stark, Mediation Liaison ione: 866-790-5700 ext 21102 56-255-3670		

Dear <NAME>

I am assisting Tiffany Cook while she is out of the office until Thursday, 2/24/11. Please draw attention to the offer that was provided on 2/7/11.

If you have further questions, please contact the Mediation Liaison 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** 

	Tiffany Cook/Austin/GM1	То	rsilverma	n@lemonlaw.com
Ţ	03/21/2011 02:01 PM	сс		
		bcc		
		Subject	RE:	2007 Chevrolet Tahoe
Service Re Veh make/ Vehicle Ide	ner Last Name: quest: 71-910570057 model: 2007 Chevrolet Tah entification Number: 1GNFC Liaison: Tiffany Cook			

Mr. Silverman,

Fax: 866-268-5526

Telephone: 866-790-5700 ex. 21167

In reference to my counter I just sent to you I also wanted to inquire on whether your client still retains said vehicle. Please advise, thank you.

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 Tiffany Cook/Austin/GM1



Tiffany Cook/Austin/GM1

03/21/2011 01:45 PM

To "Robert M. Silverman" <rsilverman@lemonlaw.com>@SITELCWEB cc

Subject RE: Cliett- 2007 Chevrolet Tahoe

RE: Customer Last Name: Service Request: 71-910570057 Veh make/model: 2007 Chevrolet Tahoe Vehicle Identification Number: 1GNFC13067R Mediation Liaison: Tiffany Cook Telephone: 866-790-5700 ex. 21167 Fax: 866-268-5526

Mr. Silverman, Attached is GM's offer for the following case, please advise when you get a moment.



Thank you,

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 "Robert M. Silverman" <rsilverman@lemonlaw.com>



"Robert M. Silverman" <rsilverman@lemonlaw.co To <Tiffa m> 03/18/2011 06:09 PM

To <Tiffany_Cook@gmexpert.com> cc Subject RE:2007 Chevrolet Tahoe

Hi Tiffany:

Thanks for the offer, which is rejected. My client purchased the subject 2007 Tahoe GM Certified Used on 04/22/09 for about \$32,500.00, plus another \$2,250.00 for a GMPP. I show three (3) back to back major repair attempts, including two full transmission rebuilds. Now the engine light keeps popping on and off and more repairs are being scheduled.

\$6,500.00, plus fees and costs as offered. Please LMK.

Bob

----Original Message----From: Tiffany_Cook@gmexpert.com [mailto:Tiffany_Cook@gmexpert.com] Sent: Monday, February 07, 2011 9:31 AM To: Robert M. Silverman Subject: 2007 Chevrolet Tahoe

RE: Customer Last Name: Service Request: 71-910570057 Veh make/model: 2007 Chevrolet Tahoe Vehicle Identification Number: 1GNFC13067R Tiffany Cook Telephone: 866-790-5700 ex. 21167 Fax: 866-268-5526

Mr. Silverman, Attached is GM's offer in reference to the above case. Please make this offer available to your client at your earliest convenience and advise.

(See attached file: GM- Offer Letter 2.7.11.doc)

Thank you,

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

July 25, 2011

Robert Silverman, Esq. KIMMEL & SILVERMAN 30 E. Butler Pike Ambler, PA 19002

RE:

Service Request: 71-910570057 2007 Chevrolet Tahoe Vehicle Identification Number: 1GNFC13067R Customer Relationship Specialist: Tiffany Cook

Dear Mr. Silverman:

We regret that your client(s) is dissatisfied with his 2007 Chevrolet Tahoe and that several attempts by the dealer to resolve the concerns have not met your client(s) expectations. General Motors takes great pride in the service we provide to our customers, and we apologize for any inconvenience and frustration experienced by your client(s).

After careful review of this case, 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 \$2,300.00 plus \$1900.00 fees.

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 <u>separately from all other settlement documents</u>. 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.

Page 2

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

cc: FILE

LG0044 V10142009

Attach.

Odometer

Client's Signature

Client's Signature

Date

Date

	Tiffany Cook/Austin/GM1	То	rsilverman@lemonlaw.com
	03/24/2011 09:55 AM	сс	
		bcc	
		Subject	RE: 2007 Chevrolet Tahoe
Service Re Veh make/ Vehicle Ide Mediation	mer Last Name: equest: 71-910570057 model: 2007 Chevrolet Taho entification Number: 1GNFC Liaison: Tiffany Cook :: 866-790-5700 ex. 21167 68-5526		

Mr. Silverman,

Following up to ensure you received the offer for this case, kindly confirm and advise when you get a moment.

Thank you,

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 Tiffany Cook/Austin/GM1



Tiffany Cook/Austin/GM1 03/21/2011 02:01 PM

To Robert M Silverman cc Subject RE:

RE: Customer Last Name: Service Request: 71-910570057 Veh make/model: 2007 Chevrolet Tahoe Vehicle Identification Number: 1GNFC13067R Mediation Liaison: Tiffany Cook Telephone: 866-790-5700 ex. 21167 Fax: 866-268-5526

Mr. Silverman,

In reference to my counter I just sent to you I also wanted to inquire on whether your client still retains said vehicle. Please advise, thank you.

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 Tiffany Cook/Austin/GM1



Tiffany Cook/Austin/GM1

03/21/2011 01:45 PM

To "Robert M. Silverman" <rsilverman@lemonlaw.com>@SITELCWEB cc

Subject RE: 2007 Chevrolet Tahoe

RE: Customer Last Name: Service Request: 71-910570057 Veh make/model: 2007 Chevrolet Tahoe Vehicle Identification Number: 1GNFC13067R Mediation Liaison: Tiffany Cook Telephone: 866-790-5700 ex. 21167 Fax: 866-268-5526

Mr. Silverman, Attached is GM's offer for the following case, please advise when you get a moment.



GM- Olfer Letter 3.21.11.doc

Thank you,

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 "Robert M. Silverman" <rsilverman@lemonlaw.com>



"Robert M. Silverman" <rsilverman@lemonlaw.co m> 03/18/2011 06:09 PM

To <Tiffany_Cook@gmexpert.com> cc Subject RE: Cliett- 2007 Chevrolet Tahoe Hi Tiffany:

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\$6,500.00, plus fees and costs as offered. Please LMK.

Bob

----Original Message----From: Tiffany_Cook@gmexpert.com [mailto:Tiffany_Cook@gmexpert.com] Sent: Monday, February 07, 2011 9:31 AM To: Robert M. Silverman Subject: 2007 Chevrolet Tahoe

RE: Customer Last Name: Service Request: 71-910570057 Veh make/model: 2007 Chevrolet Tahoe Vehicle Identification Number: 1GNFC13067R Mediation Liaison: Tiffany Cook Telephone: 866-790-5700 ex. 21167 Fax: 866-268-5526

Mr. Silverman, Attached is GM's offer in reference to the above case. Please make this offer available to your client at your earliest convenience and advise.

(See attached file: GM- Offer Letter 2.7.11.doc)

Thank you,

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

t and the second	Tiffany Cook/Austin/GM1	То	rsilverman@lemonlaw.com
- <b>7</b>	03/28/2011 02:21 PM	сс	
		bcc	
		Subject	RE: 2007 Chevrolet Tahoe

RE: Customer Last Name: Service Request: 71-910570057 Veh make/model: 2007 Chevrolet Tahoe Vehicle Identification Number: 1GNFC13067R Mediation Liaison: Tiffany Cook Telephone: 866-790-5700 ex. 21167 Fax: 866-268-5526

Mr. Silverman,

Following up on the status of the offer sent to you on 3/21/11 for the above mentioned case. Kindly advise at your earliest opportunity, thank you.

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.

сс

Sincerely, General Motors Tiffany Cook/Austin/GM1



Tiffany Cook/Austin/GM1 03/24/2011 09:55 AM

To Robert M Silverman

Subject RE: 2007 Chevrolet Tahoe

RE: Customer Last Name: Service Request: 71-910570057 Veh make/model: 2007 Chevrolet Tahoe Vehicle Identification Number: 1GNFC13067R Mediation Liaison: Tiffany Cook Telephone: 866-790-5700 ex. 21167 Fax: 866-268-5526

Mr. Silverman, Following up to ensure you received the offer for this case, kindly confirm and advise when you get a moment.

Thank you,

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 Tiffany Cook/Austin/GM1



Tiffany Cook/Austin/GM1 03/21/2011 02:01 PM

To Robert M Silverman cc Subject RE: 2007 Chevrolet Tahoe

RE: Customer Last Name: Service Request: 71-910570057 Veh make/model: 2007 Chevrolet Tahoe Vehicle Identification Number: 1GNFC13067R Mediation Liaison: Tiffany Cook Telephone: 866-790-5700 ex. 21167 Fax: 866-268-5526

Mr. Silverman,

In reference to my counter I just sent to you I also wanted to inquire on whether your client still retains said vehicle. Please advise, thank you.

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 Tiffany Cook/Austin/GM1 03/21/2011 01:45 PM To "Robert M. Silverman" <rsilverman@lemonlaw.com>@SITELCWEB cc Subject RE: 2007 Chevrolet Tahoe

RE: Customer Last Name: Service Request: 71-910570057 Veh make/model: 2007 Chevrolet Tahoe Vehicle Identification Number: 1GNFC13067R Mediation Liaison: Tiffany Cook Telephone: 866-790-5700 ex. 21167 Fax: 866-268-5526

Mr. Silverman, Attached is GM's offer for the following case, please advise when you get a moment.



GM- Offer Letter 3.21.11.doc

Thank you,

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 "Robert M. Silverman" <rsilverman@lemonlaw.com>



"Robert M. Silverman" <rsilverman@lemonlaw.co Tr m> c 03/18/2011 06:09 PM

To <Tiffany_Cook@gmexpert.com> cc Subject RE: 2007 Chevrolet Tahoe

Hi Tiffany:

Thanks for the offer, which is rejected. My client purchased the subject 2007 Tahoe GM Certified Used on 04/22/09 for about \$32,500.00, plus another \$2,250.00 for a GMPP. I show three (3) back to back major repair attempts, including two full transmission rebuilds. Now the engine light keeps popping on and off and more repairs are being scheduled.

\$6,500.00, plus fees and costs as offered. Please LMK.

Bob

----Original Message----From: Tiffany_Cook@gmexpert.com [mailto:Tiffany_Cook@gmexpert.com] Sent: Monday, February 07, 2011 9:31 AM To: Robert M. Silverman Subject: - 2007 Chevrolet Tahoe

RE: Customer Last Name: Service Request: 71-910570057 Veh make/model: 2007 Chevrolet Tahoe Vehicle Identification Number: 1GNFC13067R Mediation Liaison: Tiffany Cook Telephone: 866-790-5700 ex. 21167 Fax: 866-268-5526

Mr. Silverman, Attached is GM's offer in reference to the above case. Please make this offer available to your client at your earliest convenience and advise.

(See attached file: GM- Offer Letter 2.7.11.doc)

Thank you,

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

	Tiffany Cook/Austin/GM1 04/01/2011 12:22 PM	To cc	"Robert M. Silverman" <rsilverman@lemonlaw.com>@SITELCWEB</rsilverman@lemonlaw.com>
		bcc	
		Subject	RE: 2007 Chevrolet Tahoe
Service Re	mer Last Name: <b>1999</b> equest: 71-910570057 /model: 2007 Chevrolet Tahoe		

Vehicle Identification Number: 1GNFC13067R Mediation Liaison: Tiffany Cook Telephone: 866-790-5700 ex. 21167 Fax: 866-268-5526

Mr. Silverman, Attached is GM's offer to your client at this time, please advise at your earliest opportunity.

GM-Offer Letter 4.1,11.doc

Thank you,

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 "Robert M. Silverman" <rsilverman@lemonlaw.com>



 "Robert M. Silverman"
 To

 <rsilverman@lemonlaw.co</td>
 To

 m>
 cc

 03/29/2011 02:33 PM
 Subject

 RE:
 2007 Chevrolet Tahoe

Offer rejected. \$5,500.00, plus fees and costs as offered. Please LMK.

Bob

-----Original Message-----From: Tiffany_Cook@gmexpert.com [mailto:Tiffany_Cook@gmexpert.com] Sent: Monday, March 21, 2011 2:02 PM To: Robert M. Silverman Subject: RE: Cliett- 2007 Chevrolet Tahoe RE: Customer Last Name: Service Request: 71-910570057 Veh make/model: 2007 Chevrolet Tahoe Vehicle Identification Number: 1GNFC13067R Mediation Liaison: Tiffany Cook Telephone: 866-790-5700 ex. 21167 Fax: 866-268-5526

Mr. Silverman, In reference to my counter I just sent to you I also wanted to inquire on whether your client still retains said vehicle. Please advise, thank you.

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

Tiffany

Cook/Austin/GM1

 $\mathrm{To}$ 

03/21/2011 01:45

"Robert M. Silverman"

PM

<rsilverman@lemonlaw.com>@SITELCWEB

CC

Subject

RE: 2007 Chevrolet Tahoe

(Document link: Tiffany Cook)

RE: Customer Last Name: Service Request: 71-910570057 Veh make/model: 2007 Chevrolet Tahoe Vehicle Identification Number: 1GNFC13067R Tiffany Cook Telephone: 866-790-5700 ex. 21167 Fax: 866-268-5526

Mr. Silverman, Attached is GM's offer for the following case, please advise when you get a moment.

(See attached file: GM- Offer Letter 3.21.11.doc)

Thank you,

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

	"Robert M.	
	Silverman"	
То	<rsilverman@lemon< td=""><td></td></rsilverman@lemon<>	
10	law.com>	<tiffany_cook@gmexpert.com></tiffany_cook@gmexpert.com>
сс		
	03/18/2011 06:09	
Subject	PM	
bubject		RE: - 2007 Chevrolet Tahoe

Hi Tiffany:

Thanks for the offer, which is rejected. My client purchased the subject 2007 Tahoe GM Certified Used on 04/22/09 for about \$32,500.00, plus another \$2,250.00 for a GMPP. I show three (3) back to back major repair attempts, including two full transmission rebuilds. Now the engine light keeps popping on and off and more repairs are being scheduled.

\$6,500.00, plus fees and costs as offered. Please LMK.

Bob

----Original Message----From: Tiffany_Cook@gmexpert.com [mailto:Tiffany_Cook@gmexpert.com] Sent: Monday, February 07, 2011 9:31 AM To: Robert M. Silverman Subject: Cliett- 2007 Chevrolet Tahoe

RE: Customer Last Name: Service Request: 71-910570057 Veh make/model: 2007 Chevrolet Tahoe Vehicle Identification Number: 1GNFC13067R Tiffany Cook Telephone: 866-790-5700 ex. 21167 Fax: 866-268-5526

Mr. Silverman, Attached is GM's offer in reference to the above case. Please make this offer available to your client at your earliest convenience and advise.

(See attached file: GM- Offer Letter 2.7.11.doc)

Thank you,

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

July 25, 2011

Robert Silverman, Esq. KIMMEL & SILVERMAN 30 E. Butler Pike Ambler, PA 19002

RE:

Service Request: 71-910570057 2007 Chevrolet Tahoe Vehicle Identification Number: 1GNFC13067R Customer Relationship Specialist: Tiffany Cook

Dear Mr. Silverman:

We regret that your client(s) is dissatisfied with his 2007 Chevrolet Tahoe and that several attempts by the dealer to resolve the concerns have not met your client(s) expectations. General Motors takes great pride in the service we provide to our customers, and we apologize for any inconvenience and frustration experienced by your client(s).

After careful review of this case, 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 \$2,800.00 plus 1,900.00 fees.

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 <u>separately from all other settlement documents</u>. 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.

Page 2

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

cc: FILE

LG0044 V10142009

Attach.

Odometer

Client's Signature

Client's Signature

Date

Date

	Tiffany Cook/Austin/GM1 04/04/2011 11:05 AM	То		. Silverman" an@lemonlaw.com>@SITELCWEB
		CC		
		bcc		
		Subject	RE:	2007 Chevrolet Tahoe
Service Re Veh make/ Vehicle Ide Mediation I	ner Last Name: quest: 71-910570057 model: 2007 Chevrolet Tahoe entification Number: 1GNFC1 _iaison: Tiffany Cook : 866-790-5700 ex. 21167 68-5526	-		

Mr. Silverman,

In attempts to settle this case amicably, attached is GM's offer at this time. I hope this finds us settled in this matter, please advise at your earliest opportunity.



GM-Offer Letter 4.4.11.doc

Thank you,

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 "Robert M. Silverman" <rsilverman@lemonlaw.com>



 "Robert M. Silverman"
 To

 <rsilverman@lemonlaw.co</td>
 To

 m>
 cc

 04/01/2011 05:40 PM
 Subject

 RE:
 2007 Chevrolet Tahoe

Offer rejected. \$5,000.00, plus fees and costs as offered. Please LMK.

Bob

-----Original Message-----From: Tiffany_Cook@gmexpert.com [mailto:Tiffany_Cook@gmexpert.com] Sent: Friday, April 01, 2011 12:22 PM To: Robert M. Silverman Subject: RE: 2007 Chevrolet Tahoe

RE: Customer Last Name: Service Request: 71-910570057 Veh make/model: 2007 Chevrolet Tahoe Vehicle Identification Number: 1GNFC13067R Mediation Liaison: Tiffany Cook Telephone: 866-790-5700 ex. 21167 Fax: 866-268-5526 Mr. Silverman, Attached is GM's offer to your client at this time, please advise at your earliest opportunity. (See attached file: GM- Offer Letter 4.1.11.doc) Thank you, 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 "Robert M. Silverman" <rsilverman@lemon То <Tiffany Cook@gmexpert.com> law.com> cc 03/29/2011 02:33 ΡM Subject RE: Cliett- 2007 Chevrolet Tahoe

Offer rejected. \$5,500.00, plus fees and costs as offered. Please LMK.

Bob

-----Original Message-----From: Tiffany_Cook@gmexpert.com [mailto:Tiffany_Cook@gmexpert.com] Sent: Monday, March 21, 2011 2:02 PM To: Robert M. Silverman Subject: RE: 2007 Chevrolet Tahoe

RE: Customer Last Name: Service Request: 71-910570057 Veh make/model: 2007 Chevrolet Tahoe Vehicle Identification Number: 1GNFC13067R Tiffany Cook Telephone: 866-790-5700 ex. 21167 Fax: 866-268-5526

Mr. Silverman, In reference to my counter I just sent to you I also wanted to inquire on whether your client still retains said vehicle. Please advise, thank you.

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

Tiffany

Cook/Austin/GM1

То

03/21/2011 01:45

"Robert M. Silverman"

PM

<rsilverman@lemonlaw.com>@SITELCWEB

CC

Subject

RE: 2007 Chevrolet Tahoe

(Document link: Tiffany Cook)

RE: Customer Last Name: Service Request: 71-910570057 Veh make/model: 2007 Chevrolet Tahoe Vehicle Identification Number: 1GNFC13067R: Mediation Liaison: Tiffany Cook Telephone: 866-790-5700 ex. 21167 Fax: 866-268-5526

Mr. Silverman, Attached is GM's offer for the following case, please advise when you get a moment.

(See attached file: GM- Offer Letter 3.21.11.doc)

Thank you,

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

"Robert M.

Silverman"

<rsilverman@lemon

law.com>

<Tiffany Cook@gmexpert.com>

 $T \circ$ 

PM Subject RE: 2007 Chevrolet Tahoe	

Hi Tiffany:

Thanks for the offer, which is rejected. My client purchased the subject 2007 Tahoe GM Certified Used on 04/22/09 for about \$32,500.00, plus another \$2,250.00 for a GMPP. I show three (3) back to back major repair attempts, including two full transmission rebuilds. Now the engine light keeps popping on and off and more repairs are being scheduled.

\$6,500.00, plus fees and costs as offered. Please LMK.

Bob

----Original Message----From: Tiffany_Cook@gmexpert.com [mailto:Tiffany_Cook@gmexpert.com] Sent: Monday, February 07, 2011 9:31 AM To: Robert M. Silverman Subject: 2007 Chevrolet Tahoe

RE: Customer Last Name: Service Request: 71-910570057 Veh make/model: 2007 Chevrolet Tahoe Vehicle Identification Number: 1GNFC13067R: Mediation Liaison: Tiffany Cook Telephone: 866-790-5700 ex. 21167 Fax: 866-268-5526

Mr. Silverman, Attached is GM's offer in reference to the above case. Please make this offer available to your client at your earliest convenience and advise.

(See attached file: GM- Offer Letter 2.7.11.doc)

Thank you,

CC

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.



## VIA FAX ONLY

April 4, 2011

Robert Silverman, Esq. KIMMEL & SILVERMAN 30 E. Butler Pike Ambler, PA 19002

RE:

Service Request: 71-910570057 2007 Chevrolet Tahoe Vehicle Identification Number: 1GNFC13067R Customer Relationship Specialist: Tiffany Cook

Dear Mr. Silverman:

We regret that your client(s) is dissatisfied with his 2007 Chevrolet Tahoe and that several attempts by the dealer to resolve the concerns have not met your client(s) expectations. General Motors takes great pride in the service we provide to our customers, and we apologize for any inconvenience and frustration experienced by your client(s).

After careful review of this case, General Motors would like to make the following voluntary settlement offer for all defendants. This offer is being made in an effort to reach an early resolution that will be equitable to your client(s) and reinforce General Motors' commitment to its customers. General Motors requests you make this offer available to your client(s) at the earliest possible opportunity.

A cash settlement of \$3,000.00 plus \$1,900.00 fees.

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.

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Page 2

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

cc: FILE

LG0044 V10142009

Attach.

Odometer

Client's Signature

Client's Signature

Date

Date



"Robert M. Silverman" <rsilverman@lemonlaw.co m> 04/04/2011 05:57 PM To <Tiffany_Cook@gmexpert.com>

bcc

Subject RE: 2007 Chevrolet Tahoe

Offer rejected. \$4,800.00, plus fees and costs as offered. Please LMK.

сс

Bob

----Original Message----From: Tiffany_Cook@gmexpert.com [mailto:Tiffany_Cook@gmexpert.com] Sent: Monday, April 04, 2011 11:05 AM To: Robert M. Silverman Subject: RE: - 2007 Chevrolet Tahoe

RE: Customer Last Name: Service Request: 71-910570057 Veh make/model: 2007 Chevrolet Tahoe Vehicle Identification Number: 1GNFC13067R Mediation Liaison: Tiffany Cook Telephone: 866-790-5700 ex. 21167 Fax: 866-268-5526

Mr. Silverman, In attempts to settle this case amicably, attached is GM's offer at this time. I hope this finds us settled in this matter, please advise at your earliest opportunity.

(See attached file: GM- Offer Letter 4.4.11.doc)

Thank you,

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

"Robert M.

Silverman"

<rsilverman@lemon

law.com>

То

cc	04/01/2011 05:40				
Subject	PM	RE:	2007	Chevrolet	Tahoe

Mr. Silverman, Attached is GM's offer to your client at this time, please advise at your earliest opportunity.

(See attached file: GM- Offer Letter 4.1.11.doc)

Thank you,

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

	"Robert M.	
	Silverman"	
То	<rsilverman@lemon< td=""><td></td></rsilverman@lemon<>	
10	law.com>	<tiffany_cook@gmexpert.com></tiffany_cook@gmexpert.com>
cc		
00	03/29/2011 02:33	
	PM	
Subject		RE: 2007 Chevrolet Tahoe

Offer rejected. \$5,500.00, plus fees and costs as offered. Please LMK.

Bob

----Original Message----From: Tiffany_Cook@gmexpert.com [mailto:Tiffany_Cook@gmexpert.com] Sent: Monday, March 21, 2011 2:02 PM To: Robert M. Silverman Subject: RE: - 2007 Chevrolet Tahoe

RE: Customer Last Name: Service Request: 71-910570057 Veh make/model: 2007 Chevrolet Tahoe Vehicle Identification Number: 1GNFC13067R: Mediation Liaison: Tiffany Cook Telephone: 866-790-5700 ex. 21167 Fax: 866-268-5526

Mr. Silverman,

In reference to my counter I just sent to you I also wanted to inquire on whether your client still retains said vehicle. Please advise, thank you.

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

## Tiffany

Cook/Austin/GM1

 $\mathrm{To}$ 

03/21/2011 01:45

"Robert M. Silverman"

PM <rsilverman@lemonlaw.com>@SITELCWEB

СС

Subject

RE: 2007 Chevrolet Tahoe

(Document link: Tiffany Cook)

RE: Customer Last Name: Service Request: 71-910570057 Veh make/model: 2007 Chevrolet Tahoe Vehicle Identification Number: 1GNFC13067R Mediation Liaison: Tiffany Cook Telephone: 866-790-5700 ex. 21167 Fax: 866-268-5526 Mr. Silverman, Attached is GM's offer for the following case, please advise when you get a moment.

(See attached file: GM- Offer Letter 3.21.11.doc)

Thank you,

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.

	"Robert M.				
	Silverman"				
То	<rsilverman@lemon< td=""></rsilverman@lemon<>				
10	law.com>	<tiffany_cook@gmexpert.com></tiffany_cook@gmexpert.com>			
cc					
	03/18/2011 06:09				
Subject	PM				
bubjeet		RE: 2007 Chevrolet Tahoe			

Thanks for the offer, which is rejected. My client purchased the subject 2007 Tahoe GM Certified Used on 04/22/09 for about \$32,500.00, plus another \$2,250.00 for a GMPP. I show three (3) back to back major repair attempts, including two full transmission rebuilds. Now the engine light keeps popping on and off and more repairs are being scheduled.

\$6,500.00, plus fees and costs as offered. Please LMK.

Bob

-----Original Message-----From: Tiffany_Cook@gmexpert.com [mailto:Tiffany_Cook@gmexpert.com] Sent: Monday, February 07, 2011 9:31 AM To: Robert M. Silverman Subject: 2007 Chevrolet Tahoe

RE: Customer Last Name: Service Request: 71-910570057 Veh make/model: 2007 Chevrolet Tahoe Vehicle Identification Number: 1GNFC13067R Mediation Liaison: Tiffany Cook Telephone: 866-790-5700 ex. 21167 Fax: 866-268-5526

Mr. Silverman, Attached is GM's offer in reference to the above case. Please make this offer available to your client at your earliest convenience and advise.

(See attached file: GM- Offer Letter 2.7.11.doc)

Thank you,

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.

	Tiffany Cook/Austin/GM1 04/05/2011 03:41 PM	To cc	"Robert M. Silverman" <rsilverman@lemonlaw.com>@SITELCWEB</rsilverman@lemonlaw.com>
		bcc	
		Subject	RE: 2007 Chevrolet Tahoe
Service Re	mer Last Name: <b>Here State</b> equest: 71-910570057 (model: 2007 Chevrolet Tabor	2	

Veh make/model: 2007 Chevrolet Tahoe Vehicle Identification Number: 1GNFC13067R Mediation Liaison: Tiffany Cook Telephone: 866-790-5700 ex. 21167 Fax: 866-268-5526

Mr. Silverman,

Attached is GM's position regarding this case at this time, please advise at your earliest convenience.



Thank you,

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 "Robert M. Silverman" <rsilverman@lemonlaw.com>



 "Robert M. Silverman"

 <rsilverman@lemonlaw.co</td>
 To

 m>
 cc

 04/04/2011 05:57 PM
 Subject

 Subject
 RE:

Offer rejected. \$4,800.00, plus fees and costs as offered. Please LMK.

Bob

-----Original Message-----From: Tiffany_Cook@gmexpert.com [mailto:Tiffany_Cook@gmexpert.com] Sent: Monday, April 04, 2011 11:05 AM To: Robert M. Silverman Subject: RE:

RE: Customer Last Name: Service Request: 71-910570057 Veh make/model: 2007 Chevrolet Tahoe Vehicle Identification Number: 1GNFC13067R Mediation Liaison: Tiffany Cook Telephone: 866-790-5700 ex. 21167 Fax: 866-268-5526 Mr. Silverman, In attempts to settle this case amicably, attached is GM's offer at this time. I hope this finds us settled in this matter, please advise at your earliest opportunity. (See attached file: GM- Offer Letter 4.4.11.doc) Thank you, 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 "Robert M. Silverman" <rsilverman@lemon То <Tiffany Cook@gmexpert.com> law.com> cc 04/01/2011 05:40 ΡМ Subject 2007 Chevrolet Tahoe RE:

Offer rejected. \$5,000.00, plus fees and costs as offered. Please LMK.

Bob

----Original Message-----From: Tiffany Cook@gmexpert.com [mailto:Tiffany Cook@gmexpert.com] Sent: Friday, April 01, 2011 12:22 PM To: Robert M. Silverman Subject: RE: 2007 Chevrolet Tahoe RE: Customer Last Name: Service Request: 71-910570057 Veh make/model: 2007 Chevrolet Tahoe Vehicle Identification Number: 1GNFC13067R Mediation Liaison: Tiffany Cook Telephone: 866-790-5700 ex. 21167 Fax: 866-268-5526 Mr. Silverman, Attached is GM's offer to your client at this time, please advise at your earliest opportunity. (See attached file: GM- Offer Letter 4.1.11.doc) Thank you, 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 "Robert M. Silverman" <rsilverman@lemon Τo <Tiffany Cook@gmexpert.com> law.com> CC 03/29/2011 02:33 ΡM

Subject

RE: 2007 Chevrolet Tahoe

Offer rejected. \$5,500.00, plus fees and costs as offered. Please LMK.

Bob

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RE: Customer Last Name: Service Request: 71-910570057 Veh make/model: 2007 Chevrolet Tahoe Vehicle Identification Number: 1GNFC13067R Tiffany Cook Telephone: 866-790-5700 ex. 21167 Fax: 866-268-5526

Mr. Silverman, In reference to my counter I just sent to you I also wanted to inquire on whether your client still retains said vehicle. Please advise, thank you.

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

Tiffany

Cook/Austin/GM1

То

	03/21/2011 01:45	"Robert M.	Silverman"
<rsilverman@< td=""><td>PM lemonlaw.com&gt;@SITELCWEB</td><td></td><td></td></rsilverman@<>	PM lemonlaw.com>@SITELCWEB		
cc			
Subject		RE:	- 2007 Chevrolet Tahoe
		(Document	link: Tiffany Cook)

RE: Customer Last Name: Service Request: 71-910570057 Veh make/model: 2007 Chevrolet Tahoe Vehicle Identification Number: 1GNFC13067R Mediation Liaison: Tiffany Cook Telephone: 866-790-5700 ex. 21167 Fax: 866-268-5526

Mr. Silverman, Attached is GM's offer for the following case, please advise when you get a moment.

(See attached file: GM- Offer Letter 3.21.11.doc)

Thank you,

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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То	<rsilverman@lemon< td=""></rsilverman@lemon<>				
10	law.com> <tiffany_cook@gmexpert.com></tiffany_cook@gmexpert.com>				
cc					
	03/18/2011 06:09				
Subject	PM				
Subject		RE:	2007 Chevrolet Tahoe		

Hi Tiffany:

Thanks for the offer, which is rejected. My client purchased the subject 2007 Tahoe GM Certified Used on 04/22/09 for about \$32,500.00, plus another \$2,250.00 for a GMPP. I show three (3) back to back major repair attempts, including two full transmission rebuilds. Now the engine light keeps popping on and off and more repairs are being scheduled.

\$6,500.00, plus fees and costs as offered. Please LMK.

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RE: Customer Last Name:

Service Request: 71-910570057 Veh make/model: 2007 Chevrolet Tahoe Vehicle Identification Number: 1GNFC13067R Mediation Liaison: Tiffany Cook Telephone: 866-790-5700 ex. 21167 Fax: 866-268-5526

Mr. Silverman, Attached is GM's offer in reference to the above case. Please make this offer available to your client at your earliest convenience and advise.

(See attached file: GM- Offer Letter 2.7.11.doc)

Thank you,

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.

	Tiffany Cook/Austin/GM1 04/15/2011 10:12 AM	То	"Robert M. Silverman" <rsilverman@lemonlaw.com>@SITELCWEB</rsilverman@lemonlaw.com>
	04/15/2011 10:12 AM	сс	ç
		bcc	
		Subject	RE: 2007 Chevrolet Tahoe 🖺
Service Re Veh make/ Vehicle Ide	ner Last Name quest: 71-910570057 model: 2007 Chevrolet Taho entification Number: 1GNFC1 Liaison: Tiffany Cook		



Telephone: 866-790-5700 ex. 21167

Corrected Offer Letter 4.15.11.doc



Fax: 866-268-5526

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 "Robert M. Silverman" <rsilverman@lemonlaw.com>



"Robert M. Silverman" <rsilverman@lemonlaw.co m> 04/14/2011 09:56 AM

To <Tiffany_Cook@gmexpert.com> cc "Gracianne Klein" <gklein@lemonlaw.com> Subject RE:

Client accepts with much thanks. Purchase and Registration both read but Devrick is on the Ros so if you need both to sign the Release no problem.

Bob

Gracie, devjcl@aol.com

-----Original Message-----From: Tiffany_Cook@gmexpert.com [mailto:Tiffany_Cook@gmexpert.com] Sent: Tuesday, April 05, 2011 3:53 PM To: Robert M. Silverman Subject: RE: 2007 Chevrolet Tahoe

Please disregard the previous document that was sent, there was a glitch when drafting the correspondence, attached is the corrected NFA Letter.

(See attached file: NFA Letter 4.5.11.doc)

Thank you

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

Tiffany

Cook/Austin/GM1

То

04/05/2011 03:41

"Robert M. Silverman"

ΡM

<rsilverman@lemonlaw.com>@SITELCWEB

cc

Subject

RE: - 2007 Chevrolet Tahoe

(Document link: Tiffany Cook)

RE: Customer Last Name: Service Request: 71-910570057 Veh make/model: 2007 Chevrolet Tahoe Vehicle Identification Number: 1GNFC13067R Mediation Liaison: Tiffany Cook Telephone: 866-790-5700 ex. 21167 Fax: 866-268-5526

Mr. Silverman, Attached is GM's position regarding this case at this time, please advise at your earliest convenience.

(See attached file: NFA Letter 4.5.11.doc)

Thank you,

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	"Robert M.			
	Silverman"			
То	<rsilverman@lemon< td=""><td></td><td></td></rsilverman@lemon<>			
10	law.com>	<tiffany_cook@gmexpert.com></tiffany_cook@gmexpert.com>		
cc				
	04/04/2011 05:57			
Subject	PM			
Bubjeet		RE:	- 2007 Chevrolet Tahoe	

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To: Robert M. Silverman Subject: RE: 2007 Chevrolet Tahoe

RE: Customer Last Name: Service Request: 71-910570057 Veh make/model: 2007 Chevrolet Tahoe Vehicle Identification Number: 1GNFC13067R Tiffany Cook Telephone: 866-790-5700 ex. 21167 Fax: 866-268-5526

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Sincerely, General Motors

"Robert M.

Silverman"

<rsilverman@lemon

law.com>

<Tiffany Cook@gmexpert.com>

 $\mathrm{T}\mathrm{O}$ 

cc	04/01/2011	05:40				
Subject	PM		RE:	2007	Chevrolet	Tahoe

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<b>T</b> _	<rsilverman@lemon< td=""></rsilverman@lemon<>				
То	law.com>	<tiffany_co< td=""><td>ok@gmexpert.com&gt;</td></tiffany_co<>	ok@gmexpert.com>		
cc					
	03/29/2011 02:33				
Subject	PM				
Subject		RE:	2007 Chevrolet Tahoe		

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RE: Customer Last Name: Service Request: 71-910570057 Veh make/model: 2007 Chevrolet Tahoe Vehicle Identification Number: 1GNFC13067R2 Mediation Liaison: Tiffany Cook Telephone: 866-790-5700 ex. 21167 Fax: 866-268-5526

Mr. Silverman,

In reference to my counter I just sent to you I also wanted to inquire on whether your client still retains said vehicle. Please advise, thank you.

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## Tiffany

Cook/Austin/GM1

 $\mathrm{To}$ 

03/21/2011 01:45

"Robert M. Silverman"

PM <rsilverman@lemonlaw.com>@SITELCWEB

СС

Subject

RE: 2007 Chevrolet Tahoe

(Document link: Tiffany Cook)

RE: Customer Last Name: Service Request: 71-910570057 Veh make/model: 2007 Chevrolet Tahoe Vehicle Identification Number: 1GNFC13067R Mediation Liaison: Tiffany Cook Telephone: 866-790-5700 ex. 21167 Fax: 866-268-5526 Mr. Silverman, Attached is GM's offer for the following case, please advise when you get a moment.

(See attached file: GM- Offer Letter 3.21.11.doc)

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То	<rsilverman@lemon< td=""><td></td></rsilverman@lemon<>	
	law.com>	<tiffany_cook@gmexpert.com></tiffany_cook@gmexpert.com>
cc		
	03/18/2011 06:09	
Subject	PM	
		RE: 2007 Chevrolet Tahoe

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ROBERT M. SILVERMAN** CRAIG THOR KIMMEL** KIMMEL & SILVERMAN

1-800-LEMON LAW

CORPORATE HEADQUARTERS 30 E. Butler Pike Ambler, PA 19002 P (215) 540-8888 F (215) 540-8817

WESTERN PA OFFICE, 210 Grant Street, Suite 202, Pittsburgh, PA 15219, P (412) 366-1001, F (412) 566-1005
 NEW JERSEY OFFICE, Executive Quarters, 1930 E. Marlton Pike, Suite Q29, Cherry Hill, NJ 08003, P (856) 429-8334, F (856) 216-7344
 DELAWARE OFFICE, 501 Silverside Road, Suite (18, Wilmington, DE 19809, P (302) 791-9373, F (302) 791-9476
 CONNECTICUT OFFICE, 60 Hartford Pike, P.O. Box 325, Dayville, CT 06241, P (860) 866-4380, F (860) 263-0919
 NEW YORK OFFICE, 1001 Avenue of the Americas, 12th Floor, New York, NY 10018, P (212) 719-7543, F (877) 617-2515
 PLEASE REMIT ALL CORRESPONDENCE TO THE AMBLER OFFICE

April 18, 2011

## VIA TELEFAX ONLY (866-268-5526)

Tiffany Cook, Esquire BRC Legal Case Manager GM Business Resource Center

RE: Devrick Cliett v. GM

Dear Ms. Cook:

Please be advised that our client hereby accepts GM's most gracious offer to settle his claims for \$3,000.00. This will further confirm that we have separately settled my firm's bill of attorney fees and costs for the sum of \$1,900.00. The car has about 61,000 miles on the odometer and we will provide the Registration. I will have David Kelly of my office telephone you tomorrow to touch base on consummating the settlement. Once again, thank you for all of your help in getting this matter expeditiously resolved and I look forward to discussing more cases with you as soon as you are ready.

Very truly yours, Robert M. Silvenman

PAGE 01/01

21880728,2011 02:20 5122408812

IACQUELINE C. HERUITT" ROBERT A RAPKIN' ANGELA K. TROCCOLI" INGO DAVIS" AMY L. BENNUCOFF"" CHRISTINA GLL ROGEMAN" RICHARD A. SCHOLLR' TAKA L. PATTERSON W. CHRISTOVIER COMFONOVO" TIMOTITY J. ABEEL, IR. SARAH YOLNO"

* Member, PA Bar

Member, NJ Bar ⁴ Member, DE Bar ⁵ Member, NY Bar ⁵ Member, MD Bar ⁵ Member, MB Bar ⁵ Member, MI Bar ⁴ Member, NI Bar ⁴ Member, CT Bar ⁴ Member, TN Bar

Membar, WY Bur

Momber, DC Bar