

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

July 22, 2011

[REDACTED]  
Dallas, TX [REDACTED]

Dear [REDACTED]

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

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

Total customer satisfaction is important to us at Chevrolet. If we can be of any assistance, please don't hesitate to email us using the Contact Us link at [Chevrolet.com](http://Chevrolet.com) or call us at 1-800-222-1020.

Sincerely,

Chevrolet Customer Assistance Center  
Service Request Number: 71-898973605

# EAA Inspection Request

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

Date: 1/10/11

TO: **EAA**

EAA/SPX Field Coordinator

Phone: 586-582-5835

Fax: 586-582-5840

Email: [eaafc@servicesolutions.spx.com](mailto:eaafc@servicesolutions.spx.com)

From: **Deongella Bruce**

PAR Customer Relations **Specialist**

Email: [Deongella\\_bruce@gmexpert.com](mailto:Deongella_bruce@gmexpert.com)

Phone: 866-790-5600 ext.

**or** 866-790-5700 ext.21114

Fax: 866-480-3629

Mailing Address:

**GM PAR Investigations**

**7401 E. Ben White**

**Building 3**

**Austin, TX 78741**

## Vehicle Information

VIN#: **1GNFK13077J** [REDACTED]

Year/Make: **07 Chevy**

Model: **Tahoe**

Contact's Name: [REDACTED]

Contact's Number: [REDACTED]

Vehicle Location: **Lima Chevrolet Company**

**2200 N Cable Rd**

**Lima, OH** [REDACTED]

## If located at a Salvage/Auction Yard:

Ins. Adj. Name:

Phone #:

Claim or Salvage ID #:

## Claimant Information

PAR File #: **71-906496981**

Claimant Name: [REDACTED]

Claimant Home #: [REDACTED]

Claimant Work #:

Claimant Cell #:

Address: [REDACTED]

Lima, OH [REDACTED]

## Required Actions:

- Advise PAR CRS via voicemail/email of inspection date.
- Repair Estimate Required
- Review All PAR File information
- Contact PAR CRS After Inspection

## Please Use Form(s):

<input type="checkbox"/> Accelerator/Throttle Control	<input type="checkbox"/> Restraint-SIR/Seatbelts	<input type="checkbox"/> Seats
<input type="checkbox"/> Brake/ABS/TCS/VSES	<input type="checkbox"/> Side Impact	<input type="checkbox"/> Power Sliding Door
<input type="checkbox"/> Steering/Suspension/Tires/Wheels	<input type="checkbox"/> Inadvertent Deployment	<input type="checkbox"/> OnStar
<input type="checkbox"/> Engine Exhaust/Odor	<input type="checkbox"/> Transmission/Transaxle	<input checked="" type="checkbox"/> OTHER: <u>Chrome Peeling on door handles (inside)</u>
<input type="checkbox"/> Engine Stalling	<input type="checkbox"/> Thermal Events	

## Special Instructions:

Interview Owner? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Vetronix Requested	<input type="checkbox"/> Obtain Fire/Police Report
<input type="checkbox"/> 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: <i>EAA Field Coordinator</i>	Due Date: _____

## **EAA SA Use Only**

Case Acceptance/Investigation: <input type="checkbox"/> YES <input type="checkbox"/> NO
<b>Please acknowledge acceptance of this case promptly by phone, fax or email.</b>
<b>Date Report Uploaded to EAA FTP SITE:</b> _____





**FIELD PHOTOGRAPHIC NOTES**

Customer's Name: [REDACTED]

Inspection Date: 01-13-11

Model: Tahoe

VIN: 1GNFK13077J [REDACTED]

File: 71-906496981

Inspector: Donald Wade / EAA

Number of Photos

Photo.#	Description
1	FRONT OF VEHICLE  A front-facing photograph of a dark-colored Chevrolet Tahoe SUV. The vehicle is parked on a paved surface with patches of snow. The Chevrolet bowtie logo is visible on the front grille. In the background, there is a parking lot with several other vehicles, some of which are red. There are American flags and signs in the distance. A black redaction box covers the license plate area.
2	RIGHT SIDE OF VEHICLE FROM THE FRONT

**FIELD PHOTOGRAPHIC NOTES**

Customer's Name: [REDACTED]

Inspection Date: 01-13-11

Model: Tahoe

VIN: 1GNFK13077J [REDACTED]

File: 71-906496981



3

LEFT SIDE OF VEHICLE FROM THE FRONT

**FIELD PHOTOGRAPHIC NOTES**

Customer's Name: [REDACTED]

Inspection Date: 01-13-11

Model: Tahoe

VIN: 1GNFK13077J [REDACTED]

File: 71-906496981



4

REAR OF VEHICLE

**FIELD PHOTOGRAPHIC NOTES**

Customer's Name: [REDACTED]

Inspection Date: 01-13-11

Model: Tahoe

VIN: 1GNFK13077J [REDACTED]

File: 71-906496981



5

FRONT INTERIOR FROM THE LEFT



**FIELD PHOTOGRAPHIC NOTES**

Customer's Name: [REDACTED]

Inspection Date: 01-13-11

Model: Tahoe

VIN: 1GNFK13077J [REDACTED]

File: 71-906496981



6

FRONT INTERIOR FROM THE RIGHT

**FIELD PHOTOGRAPHIC NOTES**

Customer's Name: [REDACTED]

Inspection Date: 01-13-11

Model: Tahoe

VIN: 1GNFK13077J [REDACTED]

File: 71-906496981



7 RIGHT FRONT DOOR HANDLE

**FIELD PHOTOGRAPHIC NOTES**

Customer's Name: [REDACTED]

Inspection Date: 01-13-11

Model: Tahoe

VIN: 1GNFK13077J [REDACTED]

File: 71-906496981



8

RIGHT FRONT DOOR HANDLE

**FIELD PHOTOGRAPHIC NOTES**

Customer's Name: [REDACTED]

Inspection Date: 01-13-11

Model: Tahoe

VIN: 1GNFK13077J [REDACTED]

File: 71-906496981



9

RIGHT FRONT DOOR HANDLE

**FIELD PHOTOGRAPHIC NOTES**

Customer's Name: [REDACTED]

Inspection Date: 01-13-11

Model: Tahoe

VIN: 1GNFK13077J [REDACTED]

File: 71-906496981



11

FRONT INTERIOR

**FIELD PHOTOGRAPHIC NOTES**

Customer's Name: [REDACTED]

Inspection Date: 01-13-11

Model: Tahoe

VIN: 1GNFK13077J [REDACTED]

File: 71-906496981



12

RIGHT REAR DOOR HANDLE

**FIELD PHOTOGRAPHIC NOTES**

Customer's Name: [REDACTED]

Inspection Date: 01-13-11

Model: Tahoe

VIN: 1GNFK13077J [REDACTED]

File: 71-906496981



13

RIGHT REAR DOOR HANDLE

**FIELD PHOTOGRAPHIC NOTES**

Customer's Name: [REDACTED]

Inspection Date: 01-13-11

Model: Tahoe

VIN: 1GNFK13077J [REDACTED]

File: 71-906496981



14

REAR INTERIOR FROM THE RIGHT



**FIELD PHOTOGRAPHIC NOTES**

Customer's Name: [REDACTED]

Inspection Date: 01-13-11

Model: Tahoe

VIN: 1GNFK13077J [REDACTED]

File: 71-906496981



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LEFT REAR DOOR HANDLE

**FIELD PHOTOGRAPHIC NOTES**

Customer's Name: [REDACTED]

Inspection Date: 01-13-11

Model: Tahoe

VIN: 1GNFK13077J [REDACTED]

File: 71-906496981



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LEFT REAR DOOR HANDLE

**FIELD PHOTOGRAPHIC NOTES**

Customer's Name: [REDACTED]

Inspection Date: 01-13-11

Model: Tahoe

VIN: 1GNFK13077J [REDACTED]

File: 71-906496981



17

LEFT FRONT DOOR HANDLE

**FIELD PHOTOGRAPHIC NOTES**

Customer's Name: [REDACTED]

Inspection Date: 01-13-11

Model: Tahoe

VIN: 1GNFK13077J [REDACTED]

File: 71-906496981



18

LEFT FRONT DOOR HANDLE

**FIELD PHOTOGRAPHIC NOTES**

Customer's Name: [REDACTED]

Inspection Date: 01-13-11

Model: Tahoe

VIN: 1GNFK13077J [REDACTED]

File: 71-906496981



19

STEERING AND DASH AREA

**FIELD PHOTOGRAPHIC NOTES**

Customer's Name: [REDACTED]

Inspection Date: 01-13-11

Model: Tahoe

VIN: 1GNFK13077J [REDACTED]

File: 71-906496981



20

ODOMETER

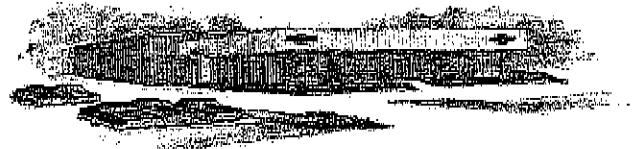


# Lima AUTO MALL



**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

TO: \_\_\_\_\_

ATTENTION: \_\_\_\_\_

WE ARE SENDING 2 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: Keith

NBR: 419-993-6100





PNWS430381

PNWS430381



0101PNWS430381

133029

KEITH

12754

CELL: [REDACTED]

01/25/11 PNWS430381

[REDACTED]

EFH3883

128,717 BLACK 41U/T

ELIDA, OH [REDACTED]

07/CHEVROLET TRUCK/TAHOE/4DR 4WD

04/27/06

10

1 G N F K 1 3 0 7 7 J [REDACTED]

03/14/06

01/18/11

LABOR & PARTS

J# 1 66CDZ INTERIOR TRIM REPAIR HOURS: 0.90 TECH(S): 104599 64.99

ALL 4 DOOR HANDLES PEELING  
ALL 4 HANDLE HAVE CHROME PEELING  
REPLACED ALL INSIDE DOOR HANDLES

PARTS	QTY	FP NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 1	2	88880051	HANDLE KI 16.346	7.55	15.10	10.57	21.14
			JOB # 1 COST TOTAL		15.10		
			JOB # 1 TOTAL PARTS				21.14

JOB # 1 TOTAL LABOR & PARTS 86.13

R/O TAX 0.00  
R/O TOTALS 86.13

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
[REDACTED] 1	86.13
CLAIM TOTALS	86.13

APPROVED BY SIGNATURE \_\_\_\_\_



## Product Allegation Resolution Inspection

Division: <b>Chevrolet</b>	Ref# <b>71-906496981</b>	Document ID	Date Saved: <b>01/13/2011</b>
VIN: <b>1GNFK13077J</b>	Claimant's Name (LAST, First)		

Division:	Ref#	Document ID	(page 1 of 5)
VIN:	Claimant's Name (LAST, First)		

YR: **2007** Make: **Chevrolet** Model: **Tahoe** Zone: \_\_\_\_\_Division notified by whom? \_\_\_\_\_ How? **Telephone** Date (mm/dd/yr): \_\_\_\_\_Date Assigned to investigation group (mm/dd/yr): **01-10-11**

## I INCIDENT SUMMARY (FROM CLAIMANT INTERVIEW)

Name of person being interviewed: \_\_\_\_\_ Is this the driver? (Y/N) **Y**Incident date (mm/dd/yr): **1-08-11** Time (24 hr): **11:00am**Type of collision?  Front  Rear  Side  Rollover  NoneDriver's description of incident: **Owner's wife, \_\_\_\_\_ was opening the door of the the right front passenger seat to get out of the vehicle and the peeling chrome door handle cut her hand. The cut caused his wife's finger to bleed, bleeding was stopped 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) **n** Estimated vehicle damage \$ \_\_\_\_\_

Description of vehicle damage: \_\_\_\_\_

Were other vehicles involved? (Y/N) **n** How many? \_\_\_\_\_ Did the driver receive a citation? (Y/N) \_\_\_\_\_Police report written? (Y/N/Unk.) **n** Police Report # **n**

Which police station and/or officer made report? (include 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) **n** Estimated medical expense \$ \_\_\_\_\_Property damage? (Y/N) **n** 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). **Not removed.**

Current location of parts: **On vehicle**  
Custodian: \_\_\_\_\_

**II OWNER - CLAIMANT - WITNESSES**

NOT APPLICABLE	Date of Birth _____	Day Phone (____)_____
<b>Owner's Name:</b> _____		
Street/City/State/Zip: _____		PM Phone (____)_____
<b>Driver's Name:</b> _____	Date of Birth _____	Day Phone (____)_____
Driver's License # _____		State: _____
Street/City/State/Zip: _____		PM Phone (____)_____
<b>Claimant's Name:</b> _____	Date of Birth _____	Day Phone (____)_____
Street/City/State/Zip: _____		PM Phone (____)_____
Claimant's Attorney: _____		Phone (____)_____
Street/City/State/Zip: _____		Fax (____)_____
Claimant's Insurance Co./Agent: _____		Phone (____)_____
Street/City/State/Zip: _____		Fax (____)_____

List name, address, and day phone number of any witnesses below:

- 1. \_\_\_\_\_
- 2. \_\_\_\_\_
- 3. \_\_\_\_\_

**III VEHICLE**

YR: **2007**    Make: **Chevrolet**    Model: **Tahoe**    Lic. Plate #               State: **OH**

Purchased (**N**ew, **U**sed, **D**emo): **N**    Mileage: At Purchase \_\_\_\_\_    Estimated Current **127847**

Primary use of the vehicle: **Business**

Selling Dealer (name, phone): **Lima Chevrolet, 2200 N Cable Rd, Lima, OH 45807, 419-993-1792**

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): **4-26-06**

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) \_\_\_\_    If yes, how many? \_\_\_\_\_  
(Attach copies of all relevant R.O.'s)

**IV INSPECTION (to be completed after inspection)**

Was an inspection performed? (Y/N) **y**    Date of Inspection (mm/dd/yr): **01-13-11**

Inspected By: **Donald Wade**    Organization: **SPX-EAA**    Phone **(317)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) Owner was advised that report would be sent to GM for review and someone from that Department 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 (  if none)

Police report       Fire report       Other: \_\_\_\_\_

Check "X" for all vehicle system inspection forms attached. (  if none)

<input type="checkbox"/> Accelerator/throttle	<input type="checkbox"/> Hood Latch
<input type="checkbox"/> Body Structure - Side Impact	<input type="checkbox"/> Seat Belt System
<input type="checkbox"/> Brake/ABS/TC System(s)	<input type="checkbox"/> Seats
<input type="checkbox"/> Fire (Collision)	<input type="checkbox"/> SIR (Air bag) System
<input type="checkbox"/> Fire (Non-collision)	<input type="checkbox"/> Transmission
<input type="checkbox"/> Handling - Trucks	<input checked="" type="checkbox"/> Other <u>Door handles</u>

CHASSIS:

<input type="checkbox"/> Rear Axle
<input type="checkbox"/> Steering
<input type="checkbox"/> Suspension
<input type="checkbox"/> Wheels & Tires

## V BODILY INJURY

### Any injuries? (Y/N) y (If No, skip this section)

Provide the following information on injuries and indicate whether the injured person(s) were: (A) riding in the owner's vehicle, (B) riding in another vehicle, (C) a pedestrian, or (D) other (explain "other" under "Seating Position")

(1) Name: [REDACTED] Date of Birth: [REDACTED] Day Phone ( ) \_\_\_\_\_  
Height: 5 ft 4 in Weight: \_\_\_\_\_ lbs Social Security Number: \_\_\_\_\_ - -  
Street/City/State/Zip: [REDACTED], Lima, OH [REDACTED]  
Code (A,B,C, or D): \_\_\_\_\_ Seating Position: Right front  
If Code A or B: Was person using seat belts or a child safety seat? (Y/N) \_\_\_\_\_  
Nature of Injuries: Cut on finger, cut was like a paper cut, nothing serious  
Where treated: No treatment  
By whom (name, phone, address): \_\_\_\_\_

(2) Name: \_\_\_\_\_ Date of Birth: \_\_\_\_\_ Day Phone ( ) \_\_\_\_\_  
Height: \_\_\_\_\_ ft \_\_\_\_\_ in Weight: \_\_\_\_\_ lbs Social Security Number: \_\_\_\_\_ - -  
Street/City/State/Zip: \_\_\_\_\_  
Code (A,B,C, or D): \_\_\_\_\_ Seating Position: \_\_\_\_\_  
If Code A or B: Was person using seat belts or a child safety seat? (Y/N) \_\_\_\_\_  
Nature of Injuries: \_\_\_\_\_  
Where treated: \_\_\_\_\_  
By whom (name, phone, address): \_\_\_\_\_

(3) Name: \_\_\_\_\_ Date of Birth: \_\_\_\_\_ Day Phone ( ) \_\_\_\_\_  
Height: \_\_\_\_\_ ft \_\_\_\_\_ in Weight: \_\_\_\_\_ lbs Social Security Number: \_\_\_\_\_ - -  
Street/City/State/Zip: \_\_\_\_\_  
Code (A,B,C, or D): \_\_\_\_\_ Seating Position: \_\_\_\_\_  
If Code A or B: Was person using seat belts or a child safety seat? (Y/N) \_\_\_\_\_  
Nature of Injuries: \_\_\_\_\_  
Where treated: \_\_\_\_\_  
By whom (name, phone, address): \_\_\_\_\_

(4) Name: \_\_\_\_\_ Date of Birth: \_\_\_\_\_ Day Phone ( ) \_\_\_\_\_  
Height: \_\_\_\_\_ ft \_\_\_\_\_ in Weight: \_\_\_\_\_ lbs Social Security Number: \_\_\_\_\_ - -  
Street/City/State/Zip: \_\_\_\_\_  
Code (A,B,C, or D): \_\_\_\_\_ Seating Position: \_\_\_\_\_  
If Code A or B: Was person using seat belts or a child safety seat? (Y/N) \_\_\_\_\_  
Nature of Injuries: \_\_\_\_\_  
Where treated: \_\_\_\_\_  
By whom (name, phone, address): \_\_\_\_\_

## VI PROPERTY DAMAGE

NA

### SECTION A - MOTOR VEHICLES (Other than Claimant's)

Was another vehicle damaged? (Y/N) \_\_\_\_ If "No"  skip to Section B.

(1) YR: \_\_\_\_ Make: \_\_\_\_ Model: \_\_\_\_

VIN: \_\_\_\_ Est. Vehicle Speed: \_\_\_\_ MPH By Whom? \_\_\_\_

Extent of damage: \_\_\_\_

Owner (name, phone, address): \_\_\_\_

Driver (name, phone, address): \_\_\_\_

(2) YR: \_\_\_\_ Make: \_\_\_\_ Model: \_\_\_\_

VIN: \_\_\_\_ Est. Vehicle Speed: \_\_\_\_ MPH By Whom? \_\_\_\_

Extent of damage: \_\_\_\_

Owner (name, phone, address): \_\_\_\_

Driver (name, phone, address): \_\_\_\_

### SECTION B - OTHER PROPERTY

Was there any other property damage? (Y/N) \_\_\_\_ 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

[REDACTED]  
Big Lake, AK [REDACTED]

Dear [REDACTED]

At Chevrolet, we take pride in the vehicles we produce and appreciate the time you took to contact us.

Because customer satisfaction is a top priority for us, please accept this letter worth up to \$100 towards your next maintenance service or repair on your 2007 Chevrolet Tahoe.

This offer is valid towards one service visit on VIN 1GNFK13087R [REDACTED]. In the event the cost of your service exceeds the \$100 maximum value, you will be responsible for paying the difference. If the total cost of your services is less than \$100, a credit or refund will not be issued. This letter is not transferable and is valid for 12 months from the date of issue.

We hope this gesture demonstrates our appreciation of you as a valued customer. Simply present this letter to any Chevrolet dealership for redemption. If you have future questions, please don't hesitate to 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](http://www.gmownercenter.com). This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.

---

**ATTENTION: DEALERSHIP SERVICE MANAGER**

When submitting the claim, please use labor op Z7092, insert the amount in the net item column, and insert the CAC Service Request number in your comments. This original letter must be surrendered by the customer and retained by the dealer for audit purposes.

Krohn & Moss, Ltd.  
120 W. Madison Street, Fl 10  
Chicago IL 60602-4107

01-20-11A08:36 RCVD

\$0.440  
US POSTAGE  
FIRST-CLASS  
FROM 60602  
JAN 10 2011

stamps  
.com



062S0000704567



30383

General Motors Corporation  
P.O. Box 33170  
Detroit MI 48232-5170

48232-5170



# Krohn & Moss, Ltd.

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

Main Office

120 West Madison, 10<sup>th</sup> 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@consumerclearcenter.com

Writer licensed to practice only in:  
Illinois  
Wisconsin

January 14, 2011

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

RE: [REDACTED] v. General Motors LLC

Vehicle: 2007 Chevrolet Suburban  
VIN: K1500 1GNFK16327J [REDACTED]

Dear Sir or Madam:

Please be advised that this office represents the above-named individual regarding claims against your company pursuant to the State Lemon Law and/or the Federal Magnuson-Moss Warranty Act with regard to the above-listed vehicle. Please direct all future contacts and correspondence to our office.

Having been formally notified of our representation, you are instructed not to contact our client under any circumstances. Direct all inquiries to this office. If you fail to act in conformity with this directive, injunctive relief will be sought against you.

Pursuant to 15 U.S.C. 2310(d), you are hereby notified that any settlement made with our client requires payment of our attorneys' fees. If you settle directly with our client and do not make arrangements for payment of our attorneys' fees, we will file suit against you. In addition, you are hereby notified of our attorneys' lien.

There are numerous defects and non-conformities present in my client's automobile for which relief is sought, and numerous attempts to repair the vehicle have been unsuccessful. These defects and non-conformities include, but are not limited to:

1. Defective 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:

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

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

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

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

based upon the generally accepted rule that an unsuccessful effort to remedy defects found to exist renders the warrantor liable; the buyer is not bound to allow him the opportunity or permit him to tinker with the article indefinitely in the hope that it may ultimately be made to comply with the warranty. Kure v. Chevrolet Motor Division, 581 P.2d 603.

Therefore, you are hereby notified that my client is revoking acceptance of this vehicle. My client has directed me to demand the cancellation of the contracts and the return of all funds paid towards this vehicle, including any trade-in value given, all collateral charges, finance charges and incidental and consequential damages.

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

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

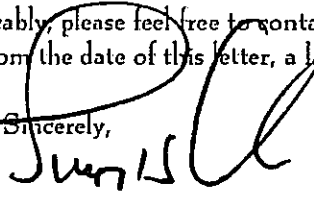
To avoid any litigation, my client merely requests a refund for the defective vehicle, plus payment of our attorneys' fees pursuant to the fee-shifting provisions of the State Lemon Law and the Federal Magnuson-Moss Warranty Act. Our attorneys' fees are minimal at this stage and we would prefer to resolve this matter without the need for any more time spent on our part or on the part of your attorneys.

January 10, 2011

A great deal of time, money and effort could be saved by all parties involved with a quick resolution of this claim.

Accordingly, if you wish to resolve this matter amicably, please feel free to contact my office. If the matter has not been resolved within fourteen (14) days from the date of this letter, a lawsuit will be filed.

Sincerely,

  
Gregory H. Moss  
Attorney at Law

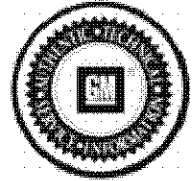
GM/nb

cc: 

Document ID: 2534528

## #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.

### Cause

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.

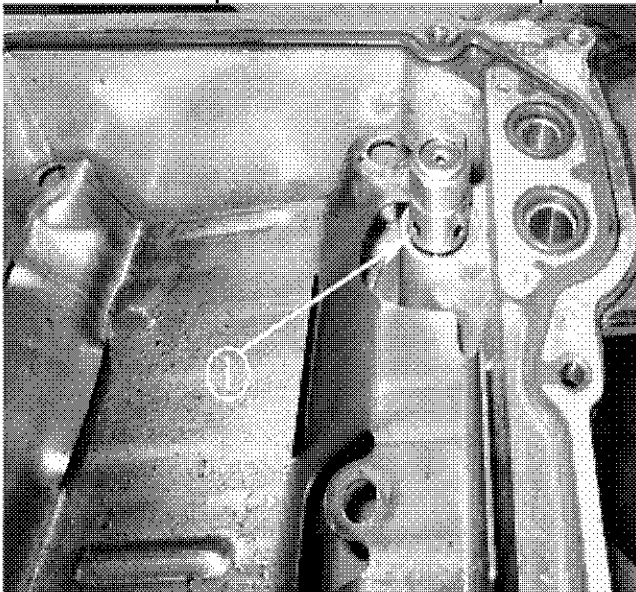
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## **Correction**

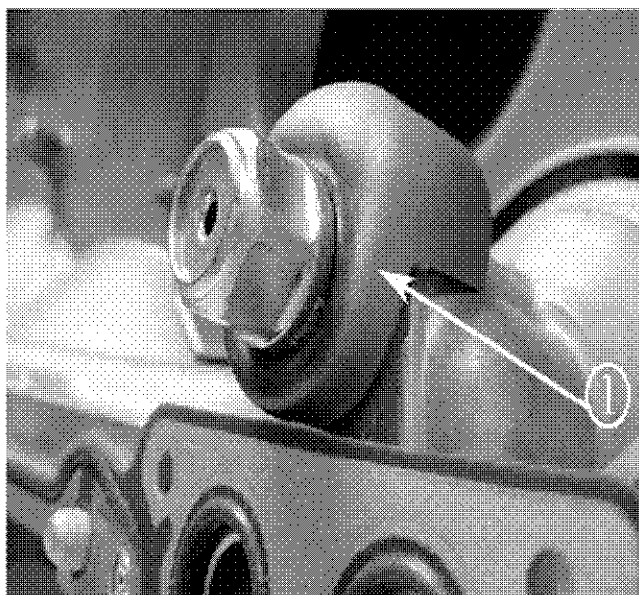
To correct this condition, perform the piston cleaning procedure as described in this document, and install a shield over the AFM pressure relief valve per the procedure outlined in this document. Monitor oil consumption after this repair to ensure oil consumption has improved to acceptable levels. If 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 valve 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.
9. 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
J7555*	Install AFM Oil Deflector and Clean Carbon from Cylinder	3.5 hrs
	Install AFM Oil Deflector and Clean Carbon from Cylinder (4WD)	4.5 hrs



Install AFM Oil Deflector and Clean Carbon from Cylinder (G8 Only)	10.5 hrs
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\*This is a unique labor operation for bulletin use only. It will not be published in the Labor Time Guide.

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



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VOLUNTARY  
TECHNICIAN  
CERTIFICATION

## Service Request Activity

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

## GMPP Details

GMPP Term	GMPP Mileage	GMPP Retail Cost
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## Component Coverage

Component Coverage	Expiration Mileage	Expiration Date
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## Certificate Details

Certificate Number	Amount	Expiration Date
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## Pre-Authorization Basics

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

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
5/18/2010 12:21:34 PM	CAFFERGR	CAFFERGR	SR Closed - Pend Diag/Cust Act		Done	5/18/2010 12:21:35 PM	Service Request has been Closed Pend Diag/Cust Act.
<b>Contact Last Name</b>		<b>Contact First Name</b>		<b>Account</b>		<b>BAC Code</b>	
		Rebecca					
<b>Comments</b>							

## Service Request Activity

### Activities

Created	Created 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	[REDACTED]
Contact Last Name		Contact First Name		Account		BAC Code	

#### Comments

DS spoke w/ [REDACTED]

Cust sts: This is my 3rd oil consumption test. I am at 1500 miles. I will take it in friday or monday. He said we go to 3000 miles. This 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 Cust	Follow-up Attempt	Done	5/18/2010 12:20:56 PM	[REDACTED]
Contact Last Name		Contact First Name		Account		BAC Code	

#### Comments

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
5/14/2010 03:03:47 PM	CAFFERGR	CAFFERGR	Outbound Call Customer	Left Message	Done	5/14/2010 03:04:39 PM	[REDACTED]
Contact Last Name		Contact First Name		Account		BAC Code	

#### Comments

Left contact info

GregCafferata/ATX/T2

## Service Request Activity

### Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
5/12/2010 02:55:00 PM	CAFFERGR	CAFFERGR	Scheduled Outbound Call Cust	Follow-up Attempt	Done	5/14/2010 03:03:41 PM	[REDACTED]
Contact Last Name		Contact First Name		Account	BAC Code		
[REDACTED]		[REDACTED]		[REDACTED]	[REDACTED]		
Comments							

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
5/12/2010 02:48:13 PM	CAFFERGR	CAFFERGR	Outbound Call Customer	Left Message	Done	5/12/2010 02:49:01 PM	[REDACTED]
Contact Last Name		Contact First Name		Account	BAC Code		
[REDACTED]		[REDACTED]		[REDACTED]	[REDACTED]		
Comments							
Left contact info							

GregCafferata/ATX/T2

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
5/12/2010 10:29:48 AM	CAFFERGR	CAFFERGR	Outbound Call Dealer	Made Contact	Done	5/12/2010 10:30:04 AM	Morry Svc Adv
Contact Last Name		Contact First Name		Account	BAC Code		
[REDACTED]		[REDACTED]		[REDACTED]	[REDACTED]		
Comments							

DS spoke w/: Morry Svc adv

DS adv: Looking for an update on [REDACTED].

Dir sts: Doing oil consumption test.

GregCafferata/ATX/T2

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
5/11/2010 09:06:55 AM	CAFFERGR	CAFFERGR	Scheduled Outbound Call Dir		Done	5/12/2010 10:30:23 AM	John
Contact Last Name		Contact First Name		Account	BAC Code		
Stapleman		Rebecca		[REDACTED]	[REDACTED]		
Comments							

## Service Request Activity

### 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 Cust	Follow-up Attempt	Done	5/12/2010 02:48:11 PM	[REDACTED]

Contact Last Name	Contact First Name	Account	BAC Code
Stapleman	Rebecca		

Comments  
Follow up with the stautus 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	[REDACTED]

Contact Last Name	Contact First Name	Account	BAC Code
[REDACTED]	[REDACTED]		

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 First Name	Account	BAC Code
[REDACTED]	[REDACTED]		

Comments  
Left contact info and requested diagnosis after oil consumption test.

GregCafferata/ATX/T2

## Service Request Activity

### Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
5/6/2010 11:49:01 AM	CAFFERGR	CAFFERGR	Inbound Call Customer	Voice Mail Received	Done	5/6/2010 11:49:29 AM	[REDACTED]
Contact Last Name		Contact First Name		Account	BAC Code		

#### Comments

I have been having concern with it since day one. I am heading to the dealer now. I hit the 1000 miles. I ma just irritated that i bought a new vehicle and i am having so many concerns with the vehicle. [REDACTED]

GregCafferata/ATX/T2

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
5/4/2010 03:45:06 PM	CAFFERGR	CAFFERGR	Scheduled Outbound Call Cust	Follow-up Attempt	Done	5/6/2010 12:03:48 PM	[REDACTED]
Contact Last Name		Contact First Name		Account	BAC Code		

#### Comments

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
5/4/2010 03:41:57 PM	CAFFERGR	CAFFERGR	Outbound Call Customer	Left Message	Done	5/4/2010 03:42:28 PM	[REDACTED]
Contact Last Name		Contact First Name		Account	BAC Code		

#### Comments

Left contact info

GregCafferata/ATX/T2

Created	Created By	Assigned To	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	[REDACTED]
Contact Last Name		Contact First Name		Account	BAC Code		

#### Comments

## Service Request Activity

### Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
4/30/2010 12:09:31 PM	CAFFERGR	CAFFERGR	Outbound Call Customer	Left Message	Done	4/30/2010 12:10:05 PM	
Contact Last Name	Contact First Name	Account	BAC Code				

#### Comments

Left contact 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	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 valve job in the past. What we decided to was change the oil and fuel it had 0 consumption. She is coming in 1000 more miles.

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	Contact First Name	Account	BAC Code				

#### Comments

## Service Request Activity

### 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	Follow-up Attempt	Done	4/30/2010 12:10:53 PM	[REDACTED]
Contact Last Name		Contact First Name		Account		BAC Code	
[REDACTED]							
Comments							

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
4/28/2010 04:51:17 PM	CAFFERGR	CAFFERGR	Outbound Call Customer	Left Message	Done	4/28/2010 04:51:47 PM	[REDACTED]
Contact Last Name		Contact First Name		Account		BAC Code	
[REDACTED]							
Comments							
Left contact info							

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 Name		Account		BAC Code	
[REDACTED]							
Comments							
This is to notify you that this case was sent to your District Specialist (Tier 2) CRS. They may reach out to you shortly to discuss the customer's concerns. If possible, you may want to reach out to the customer to attempt to resolve.							

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
4/28/2010 11:02:45 AM	BAREDEBA	CAFFERGR	Ownership Changed		Done	4/28/2010 11:02:45 AM	Service Request Ownership has changed FROM: BAREDEBA TO: CAFFERGR
Contact Last Name		Contact First Name		Account		BAC Code	
[REDACTED]							
Comments							



## Service Request Activity

### Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
4/28/2010 11:02:44 AM	BAREDEBA	CAFFERGR	T2 Initial Acknowledgement	Left Message	Done	4/28/2010 04:51:02 PM	Initial Customer Contact after escalation
Contact Last Name	Contact First Name	Account	BAC Code				
Comments							

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
4/28/2010 11:02:01 AM	BAREDEBA	BAREDEBA	Other	Reason for Escalation	Done	4/28/2010 11:02:41 AM	Reasons for escalation
Contact Last Name	Contact First Name	Account	BAC Code				
Comments							

1- Recurring concern

2- Hasn't been fixed

3- Needs SM and DVM involvement.

Barbara/BA/CAC/T1/Lvl 1

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
4/28/2010 11:01:17 AM	BAREDEBA	BAREDEBA	Outbound Call Dealer	Made Contact	Done	4/28/2010 11:02:01 AM	Spk w/ Morry Decker, SA
Contact Last Name	Contact First Name	Account	BAC Code				
Comments							

Dir sts:

Diagnosis? Don't have a diagnosis, determining the rate of it. Already had pistons installed. Cust will take veh back here tomorrow

TAC contacted? Case#? N

Barbara/BA/CAC/T1/Lvl 1

## Service Request Activity

### Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
4/28/2010 10:58:25 AM	BAREDEBA	BAREDEBA	Inbound Call Customer	Complex Request	Done	4/28/2010 11:01:16 AM	Oil consumption
Contact Last Name	Contact First Name	Account	BAC Code				

### Comments

Cust sts:

Owner Specific:

Orig owner? Y

Primary driver? Y

Personal or business use? P

Concern Specific:

Concern? Oil consumption - have to take it every 500 - 700 mls for oil changes

When 1st notice concern? Started couple of months after I bought the veh

What conditions does concern occur?

Where diagnosed? FRANK BOUCHER

Est cost of the repair? Veh in warranty

What has Dlr told you about a diagnosis? Who was working with you? Morry Decker, SA

Business Decision:

Where maint performed? FRANK BOUCHER and other places

Prev GM veh? N, only one

Prev related repairs? When? 4wd stuck, piston recall, dlr has done everything that chevy said

Cust Sks: to get veh fixed/ repurchase

CRS Adv :will escalate the case to a DS, you'll receive a callback in 24 business hs.

### UCC Codes

UCC Code	UCC Symptom	UCC Description
J01	Oil Consumption	Engine - General

## Service Request Activity

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

## GMPP Details

GMPP Term	GMPP Mileage	GMPP Retail Cost
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## Component Coverage

Component Coverage	Expiration Mileage	Expiration Date
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## Certificate Details

Certificate Number	Amount	Expiration Date
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## Pre-Authorization Basics

Service Dealer	BAC Code	Div. Dealer Code	Repair Order #
			399062

## Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
12/30/2010 01:35:44 PM	PARKHUJA	PARKHUJA	SR Closed - Unlinked		Done	12/30/2010 01:35:44 PM	Service Request has been Closed Unlinked.
Contact Last Name	Contact First Name	Account	BAC Code				
Wachowiak	Tracy	Frank Boucher Chevrolet, Inc.	113379				
Comments							

## Service Request Activity

### Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
12/30/2010 01:29:26 PM	PARKHUJA	PARKHUJA	TAC Outbound Call	Dealer	Done	12/30/2010 01:35:12 PM	Tracy Wachowiak - technician

Contact Last Name	Contact First Name	Account	BAC Code
Wachowiak	Tracy	Frank Boucher Chevrolet, 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 PM	PARKHUJA	PARKHUJA	Ownership Changed		Done	12/30/2010 01:28:49 PM	Service Request Ownership has changed FROM: GROATTI TO: PARKHUJA

Contact Last Name	Contact First Name	Account	BAC Code
Wachowiak	Tracy	Frank Boucher Chevrolet, 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 PM	262 - 07 Suburban with oil consumption

Contact Last Name	Contact First Name	Account	BAC Code
Wachowiak	Tracy	Frank Boucher Chevrolet, Inc.	113379

Comments

closed unlinked on 12/30 since decarboning may have repaired it and there is a bulletin on this

## Service Request Activity

### Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
12/28/2010 02:09:32 PM	GROATTI	GROATTI	TAC Inbound Call	Diagnostics	Done	12/28/2010 02:11:26 PM	
Contact Last Name	Contact First Name	Account	BAC Code				
Wachowiak	Tracy	Frank Boucher Chevrolet, Inc.	113379				
Comments							

Strategy based diagnostics (Siebel version 3)

N Y/N Modification details?

Y Y/N Has the concern been duplicated.

Y Relevant DOC & diagnosis or attempt to duplicate?

SI DOC used?

Callers name - Tracy Wachowiak Technician

Customer concern -

using oil

Dealer comments/diagnosis -

"Technician states that this vehicle is using just under 2 quarts of oil in 3200 miles

The bulletin 10-06-01-008A: Engine Oil Consumption on Aluminum Block Engines with Active Fuel Management (AFM) ( Install AFM Oil Deflector and Clean Carbon from Cylinder) has already been performed on 10/11/2010 at 55,252 miles"

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 Concer"

# A-F Motors, Inc.

Adams, WI 53910-0759  
(608) 339-3392

29739	1GNFK16327J				DATE: 06/19/09
2007	CHEVROLET	K1500 SUBU	BLACK	RACINE WI	TIME: 10:57
33751	33751	00/00/00			DATE: 06/19/09
					BY: JUD

(1) STARTER WILL NOT OPERATE WITHOUT BOOSTING THE BATTERY.  
TEST BATTERY TEST CODE 071QL-S6 REPLACE BATTERY.  
REPLACED BATTERY AND TEST ALTERNATOR.  
ALTERNATOR OKAY AT THIS TIME.  
(Tech:11)

N0110	[11]	5	5.00	31.34
(F)48-6YR (BATTERY)		1	89.95	125.93
Total Labor			5.00	31.34
Total Parts			89.95	125.93
Total Repair (Warranty)				157.27

	--C/P--	--W/C--	--INT--	-Total-	Gross
Labor Time	0	5	0	5	
Total Labor	.00	31.34	.00	31.34	84.0%
Total Parts	.00	125.93	.00	125.93	28.6%
Total G/O/G	.00	.00	.00	.00	.0%
Total Sublet	.00	.00	.00	.00	.0%
Total R/O	.00	157.27	.00	157.27	(N/A)

LABOR	PARTS	CUSTOMER
31.34	.00	Labor .00
125.93	.00	Parts .00
.00	.00	Sublet .00
.00	.00	Warr Deduct .00
.00	.00	Shop Supplies .00
.00	.00	Oil/Grease .00
.00	.00	Less Disc. .00
157.27	.00	Total .00
.00	.00	Tax .00
.00	.00	Tax2 .00
.00	.00	Tire Tax .00
157.27	.00	TOTAL (CHRG) .00



VIA FAX ONLY

January 20, 2011

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

RE: [REDACTED]  
Service Request: 71-910109789  
2007 Chevrolet Suburban  
Vehicle Identification Number: 1GNFK16327J [REDACTED]  
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.

- |   |  |
|---|--|
| <input checked="" type="checkbox"/> Copy of owner's current title and/or registration | <input checked="" type="checkbox"/> Finance, Buyer's agreement |
| <input checked="" type="checkbox"/> Release of Lien                                   | <input checked="" type="checkbox"/> Repair Orders              |

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) (Client's Social Security Number)

hereby authorize \_\_\_\_\_  
(Lien holder Name)

\_\_\_\_\_  
(Lien holder Address) (Lien holder Phone Number)

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

with \_\_\_\_\_  
(Lien holder Name)

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

Date \_\_\_\_\_.

**VEHICLE INFORMATION**

The current vehicle mileage is \_\_\_\_\_ Date mileage read: \_\_\_\_\_.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Signature





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

01/20/2011 12:57 PM

To <abigail\_blake@gmexpert.com>  
cc  
bcc  
Subject [REDACTED] et. al. v. GM

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

Connect With Us   



[REDACTED] pdf

No documents meet the search criteria



EDS

No documents meet the search criteria



EDS

**No documents meet the search criteria**



EDS



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:

I Had a different name when I purchased vehicle.

It was under: [redacted] ( [redacted] Racine, WI [redacted] )

After Divorce [redacted] ( [redacted] Racine, WI [redacted] )

\* current address [redacted] Racine, WI [redacted]

My father's 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: S115 CHECK FOR OIL CONSUMPTION APPEARS 2 QUARTS IN 2286 MILES  
 Cause:

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....				
102	999	CPT	S115		FOUND 2 QUARTS DOWN				
					PT\$\$	0.00	LBR\$	0.00	MSC\$ 0.00

\*--- 2 of 10 - Dealer: FB-S -----\*  
 RO No: 395071 Opened: 11OCT10 Closed: 13OCT10 Mileage: 55252  
 Line Code: A Booker: 102 Comeback: N  
 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 DEFLECTOR AND CLEAN CARB BON FROM CYLINDERS				
					PT\$\$	73.34	LBR\$	435.47	MSC\$ 0.00

Line Code: B Booker: 102 Comeback: N  
 Complaint: S105 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 CHEVU DEALER PRINTOUT

THIS IS PRINTOUT FROM DEALER. THE OIL CONSUMPTION  
 TEST VISITS WERE NOT RECORDED IN COMPUTER ALWAYS.

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  
ERS  
PTSS\$    10.57 LBR\$    48.39 MSC\$    0.00  
Line 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  
PTSS\$    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  
PTSS\$    0.00 LBR\$    0.00 MSC\$    0.00  
Line Code: E    Booker: 102    Comeback: N  
Complaint: S115    RF 4X4 OUTPUTS SEAL LEAKING  
Cause: LEAKING

Press B, S#, Return for next page, EST#, ?, or E to Exit:



RO No: 395071 Opened: 11OCT10 Closed: 13OCT10 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\$	0.00

Labor Operations that are not attached to a line

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....			
102		WP94	9999		SUBLET REPAIRS			
					PTS\$ 0.00	LBR\$ 0.00	MSC\$	74.00

\*--- 3 of 10 - Dealer: FB-s -----\*

RO No: 394480 Opened: 29SEP10 Closed: 29SEP10 Mileage: 54658

Line Code: A Booker: 23 Comeback: N

Complaint: CMT1 TRUCK LUBE OIL AND FILTER CHANGE

Cause:

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....			
102	13	CMT	CMT1		TRUCK LUBE OIL AND FILTER CHANGE			
					PTS\$ 15.08	LBR\$ 15.37	MSC\$	0.00

102	13	CMTD	FBD		FRANK BOUCHER INC. DISCOUNT			
					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: 394480 Opened: 29SEP10 Closed: 29SEP10 Mileage: 54658  
Line Code: B Booker: 23 Comeback: N

Cause:

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....	PTS\$	LBR\$	MSC\$	0.00
102	13	CMT	0108		MULTI POINT INSPECTION	0.00		0.00	0.00

\*--- 4 of 10 - Dealer: FB-s -----\*

RO No: 389935 Opened: 07JUL10 Closed: 22JUL10 Mileage: 50544  
Line Code: A Booker: 23 Comeback: N

Complaint: S115 ADD ENG OIL LAMP ON CONSUMPTION TEST IN PROGRESS SEE HISTORY  
Cause:

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....	PTS\$	LBR\$	MSC\$	0.00
102	999	CPT	S115		1 1/2 QUARTS LOW	0.00		0.00	0.00

\*--- 5 of 10 - Dealer: FB-s -----\*

RO No: 385836 Opened: 14APR10 Closed: 14APR10 Mileage: 47381  
Line Code: A Booker: 23 Comeback: N

Complaint: CMM MOBIL ONE OIL CHANGE  
Cause:

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....
102	40	CM	CMM		MOBIL ONE OIL CHANGE

Press B, S#, Return for next page, EST#, ?, or E to Exit:

RO No: 385836    Opened: 14APR10    Closed: 14APR10    Mileage: 47381  
 Line Code: B    Booker: 23    Comeback: N  
 Complaint: S115    OIL CONSUMPTION CONTINUES  
 Cause:

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....	PTSS	LBR\$	MSC\$	
102	40	CPT	S115		HAVE ADDED 3 QUARTS SINCE REPAIRS				
*--- 6 of 10 - Dealer: FB-s -----*						0.00	0.00	0.00	0.00

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:

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....	PTSS	LBR\$	MSC\$	
102	999	CPT	S115		CHECKED OIL LEVEL , WAS 1.5 QUARTS LOW				
*--- 7 of 10 - Dealer: FB-s -----*						0.00	0.00	0.00	0.00

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:



\*--- 9 of 10 - Dealer: FB-S -----\*

RO No: 375881 Opened: 15SEP09 Closed: 15SEP09 Mileage: 38381  
Line Code: A Booker: 23 Comeback: N  
Complaint: S115 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  
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 FILTER CHANGE WITH 12  
2 POINT CHECK  
PTSS 49.05 LBR\$ 19.40 MSC\$ 0.00

\*--- 10 of 10 - Dealer: FB-S -----\*

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:

RO No: 370260 opened: 19MAY09 closed: 19MAY09 Mileage: 32371

Line Code: A Booker: 23 Comeback: N

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....				
102	12	WP94	J9991		NO OIL LEAKS, TOPPED OFF SYSTEM AND STAR				
					RTED OIL CONSUMPTION TEST				
					PT\$\$	0.00	LBR\$	28.33	MSC\$ 0.00

Line Code: B Booker: 23 Comeback: N

Complaint: S145 CIG LIGHTER COVER POPS OFF

Cause: LOOSE FIT

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....				
102	12	WP94	N4000		REPLACED LIGHTER RETAINER				
					PT\$\$	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 TRANSMISSION PUMP S				
					SEALS AND GASKETS				
					PT\$\$	89.71	LBR\$	547.64	MSC\$ 0.00

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

RO No: 370260 Opened: 19MAY09 Closed: 19MAY09 Mileage: 32371

Line Code: A Booker: 23 Comeback: N

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....			
102	12	WP94	J9991		NO OIL LEAKS, TOPPED OFF SYSTEM AND STAR			
					RTED OIL CONSUMPTION TEST			
					PTS\$	0.00	LBR\$	28.33
								MSC\$ 0.00

Line Code: B Booker: 23 Comeback: N

Complaint: S145 CIG LIGHTER COVER POPS OFF

Cause: LOOSE FIT

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....			
102	12	WP94	N4000		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 TRANSMISSION PUMP S			
					SEALS AND GASKETS			
					PTS\$	89.71	LBR\$	547.64
								MSC\$ 0.00

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

ALL GOODS RETURNED MUST BE ACCOMPANIED BY THIS INVOICE



BUMPER TO BUMPER MUSKEGO  
573 W16511 JANESVILLE RD  
MUSKEGO, WI 53150  
(414)422-1200

CERTIFICATE UNDER AGRICULTURAL PRODUCING EXEMPTION  
Legal use of this certificate subjects persons to the penalties of the Sales Tax Act. The undersigned hereby certifies that all items, except as indicated hereon, are purchased for use or consumption in connection with the production of horticultural or agricultural products as a business enterprise and agrees to reimburse the seller the sales tax if used or consumed otherwise.

SIGNED BY PURCHASER

Find parts at your local shop  
[autoparts2020.com](http://autoparts2020.com)

CUSTOMER

269780 (262)679-7222 Invoice #644-338625 Check Station: CW  
E.M. CORPORATION PG #TONY Page #1  
582 W19362 APOLLO DR Date: 10/26/2010 Time: 6:12:54 PM  
MUSKEGO, WI 53150 Counterman: AR

QUANTITY	LINE	PART NUMBER	DESCRIPTION	RECYCLE	LIST EA.	YOUR COST	EXTENSION	TAX
1		2007 CHEVROLET SUBURBAN 1500 V8-325	5.3L	0.00	84.21	45.89	45.89	T
1		WAG 0C1092	CERAMIC PADS	0.00	84.21	45.89	45.89	T
1		WAG 0C1194	CERAMIC PADS	0.00				
TOTAL UNITS				0.00	0.00	0.00	91.78	4.68
FREIGHT				0.00				
LABOR				0.00				
MISC.				0.00				
RECYCLE TOTAL				0.00	168.42	0.00		
LIST TOTAL					168.42	0.00	91.78	4.68
NON-TAXABLE								
TAXABLE							96.46	
TOTAL TAX								4.68

RECEIVED BY: X  
Change Amt: \$0.53  
PAY THIS AMOUNT



INVOICE # 516597

# CARMAX SERVICE CENTER

8200 120th AVENUE  
KENOSHA, WI 53142  
Phone: (262)857-2134 Fax: (262)857-4817  
Location: 7807

Repair Order Open Date:  
8:10 am 01/11/08

Repair Order Invoice Date:  
10:03 am 01/11/08

Service Employee: MARIBEL FANELLE

Page 1 of 2

Name: [REDACTED]	Year: 2007	Make: CHEVROLET	Model: SUBURBAN
Address: [REDACTED]	VIN No: 1GNFK16327J [REDACTED]	Color: DARK BLUE	ESP Number:
Phone: [REDACTED] (contact)	License Plate: [REDACTED]	Mileage in: 12693	Out: 12694
		Sale Date: 01/23/07	

**LABOR**

**PARTS\***

Technician	Labor Description	Time	Cost	Quantity	Part No.	Description	Condition	Charge
	<p>CONCERN: CUSTOMER STATES WHEN VEHICLE PUT INTO 4WHIGH THE AUTO DOT BLINKS--INFO CENTER READS SERVICE 4WD--BUT CAN TELL 4WD DID KICK IN!</p> <p>CAUSE: perform diag found no codes present or history perform funtion test on 4x4 system passes all test check for service bulletins found none</p>							
Correa, D	M RIDE / HANDLING - NO REPAIR	0.3	\$22.87					
	CORRECTION: operating as designed at this time k9995 0.3hrs							
	<p>CONCERN: OIL CHANGE PACKAGE</p> <p>CAUSE: OIL CHANGE REQUESTED</p>							
Correa, D	R OIL CHANGE	0.4	\$18.96	1	R 89017524	OIL FILTER	NEW	\$4.81
	CORRECTION: OIL CHANGE COMPLETED			6	R OIL OIL		NEW	\$6.18
	<p>CONCERN: CUSTOMER STATES THERE MAY BE A RADIATOR LEAK POSS SMOKE FROM THAT SIDE FROM LINDER HOOD</p> <p>CAUSE: NO LEAKS</p>							
Correa, D	M ENGINE - INITIAL CONCERN REVIEW	0.0	\$0.00					
	CORRECTION: inspection found no leaks at this time							
	<p>CONCERN: CUSTOMER STATES REAR WASHER NOT SPRAYING</p> <p>CAUSE: perform inspection found rear washer inop traced lines found open in line near frtunderhood junction block repair rear washer pipe retest ok</p>							
Correa, D	M RIDE / HANDLING - NO REPAIR	0.3	\$22.87					
	CORRECTION: WASHER PIPE BLOCKED (B1791 0.3)							

INVOICE # 509295

# CARMAX SERVICE CENTER

8200 120th AVENUE  
KENOSHA, WI 53142  
Phone (262)857-2134 Fax: (262)857-4817  
Location: 7807

Repair Order Open Date:  
1:16 pm 10/02/07

Repair Order Invoice Date:  
2:34 pm 10/02/07

Service Employee: LISA REYES

Page 1 of 2

Name: [REDACTED]	Year: 2007	Make: CHEVROLET	Model: SUBURBAN
Address: RACINE, WI	VIN No: 1GNFK16327J [REDACTED]		Color: DARK BLUE
Phone: [REDACTED] (contact)	License Plate: [REDACTED]		ESP Number:
	Mileage in: 8937	Out: 8944	Sale Date: 01/23/07

**LABOR**

**PARTS\***

Technician	Labor Description	Time	Cost	Quantity	Part No.	Description	Condition	Charge
	<b>CONCERN: CUSTOMER STATES SERVICE 4 WHEEL DRIVE LIGHT GOES ON AND OFF</b>							
	<b>CAUSE: check codes found c0378</b>							
Pitner, G	M ENGINE - INITIAL CONCERN REVIEW	0.7	\$53.36					
	<b>CORRECTION: check connector and reprogramed transfer case control module pe pip3905c (program code 1af5d)test drove code didnt reappear (K4121 0.7HRS WU/C0378</b>							
	<b>CONCERN: OIL CHANGE PACKAGE</b>							
	<b>CAUSE: lof</b>							
Pitner, G	R OIL CHANGE	0.4	\$18.96	1	R 89017524	OIL FILTER	NEW	\$4.81
				4	R OIL OIL		NEW	\$6.18
	<b>CORRECTION: lof</b>							

INVOICE # 509295

# CARMAX SERVICE CENTER

8200 120th AVENUE  
KENOSHA, WI 53142  
Phone: (262)857-2134 Fax: (262)857-4817  
Location: 7807

Repair Order Open Date:  
1:16 pm 10/02/07

Repair Order Invoice Date:  
2:34 pm 10/02/07

Service Employee: LISA REYES

Page 2 of 2

Name: [REDACTED]	Year: 2007	Make: CHEVROLET	Model: SUBURBAN
Address: [REDACTED]	VIN No: 1GNFK16327J [REDACTED]	Color: DARK BLUE	ESP Number:
Phone: [REDACTED] (contact)	License Plate: [REDACTED]	Mileage in: 8937	Out: 8944
			Sale Date: 01/23/07

LABOR				PARTS*				
Technician	Labor Description	Time	Cost	Quantity	Part No.	Description	Condition	Charge
	<b>CONCERN: 2 OPEN RECALLS ON VEHICLE - CUSTOMER WILL RESCHEDULE</b>							
	<b>CAUSE: customer is aware of recalls, doesn't have time to stay and have done today</b>							
Spivey, J	C CONTROLS/FEATURES - NO REPAIR	0.0	\$0.00					
	<b>CORRECTION: customer will call to reschedule to have recalls done</b>							
<b>LABOR TOTAL</b>		1.1	\$72.32	<b>PARTS TOTAL</b>				\$10.99
				*All parts are new unless otherwise noted.				

CarMax provides a Limited Warranty for all parts purchased at CarMax and all automotive service work performed by CarMax for a period of 6 months or 6,000 miles, whichever comes first. The full text of this Limited Warranty is set forth on the last page of this repair invoice.

Motor vehicle repair practices are regulated by Chapter ATCP 132, Wis. Adm. Code, administered by the Bureau of Consumer Protection, Wisconsin Dept. of Agriculture, Trade and Consumer Protection, P.O. Box 8911, Madison.

If your original estimated repair charge was revised, please sign the following:  
I acknowledge notice and oral approval of an increase in the original estimated price.

(Customer Signature or Initials)

I acknowledge receiving a copy of this invoice.

\_\_\_\_\_

Customer Signature \_\_\_\_\_ Date \_\_\_\_\_

ITEM	TOTAL
LABOR	\$72.32
PARTS	\$10.99
SUBLET Labor: \$0.00 Parts: \$0.00	\$0.00
OTHER	
<b>TOTAL CHARGES</b>	<b>\$83.31</b>
EXTENDED SERVICE PROTECTION (LESS)	\$0.00
EXTENDED SERVICE PROTECTION DEDUCTIBLE:	
MANUFACTURER WARRANTY	\$53.36
CUSTOMER NO CHARGE	\$0.00
SALES TAX	
LABOR	\$1.04
PARTS	\$0.60
SUBLET	\$0.00
OTHER	\$0.00
USE TAX: \$0.00	
<b>TOTAL TAX</b>	<b>\$1.64</b>
	\$0.00
<b>PLEASE PAY THIS AMOUNT</b>	<b>\$31.59</b>

INVOICE # 516597

# CARMAX SERVICE CENTER

8200 120th AVENUE  
KENOSHA, WI 53142  
Phone: (262)857-2134 Fax: (262)857-4817  
Location: 7807

Repair Order Open Date:  
8:10 am 01/11/08

Repair Order Invoice Date:  
10:03 am 01/11/08

Service Employee: MARIBEL FANELLE

Page 2 of 2

Name: [REDACTED]	Year: 2007	Make: CHEVROLET	Model: SUBURBAN
Address: [REDACTED]	VIN No: 1GNFK16327J [REDACTED]		Color: DARK BLUE
Phone: [REDACTED] (contact)	License Plate: [REDACTED]		ESP Number:
	Mileage in: 12693	Out: 12694	Sale Date: 01/23/07

### LABOR

### PARTS\*

Technician	Labor Description	Time	Cost	Quantity	Part No.	Description	Condition	Charge
	CONCERN: TIRE ROTATION PACKAGE							
	CAUSE: TIRE ROTATION REQUESTED							
	Correa, D R TIRE ROTATION	0.3	\$19.95					
	CORRECTION: TIRE ROTATION COMPLETED							
	<b>LABOR TOTAL</b>	1.3	\$84.65			<b>PARTS TOTAL</b>		\$10.99

\*All parts are new unless otherwise noted.

CarMax provides a Limited Warranty for all parts purchased at CarMax and all automotive service work performed by CarMax for a period of 6 months or 6,000 miles, whichever comes first. The full text of this Limited Warranty is set forth on the last page of this repair invoice.

Motor vehicle repair practices are regulated by Chapter ATCP 132, Wis. Adm. Code, administered by the Bureau of Consumer Protection, Wisconsin Dept. of Agriculture, Trade and Consumer Protection, P.O. Box 89 1, Madison.

If your original estimated repair charge was revised, please sign the following:

I acknowledge notice and oral approval of an increase in the original estimated price.

(Customer Signature or Initials)

I acknowledge receiving a copy of this invoice.

Customer Signature

Date

Customer Signature

ITEM	TOTAL
LABOR	\$84.65
PARTS	\$10.99
SUBLET Labor: \$0.00 Parts: \$0.00	\$0.00
OTHER	
TOTAL CHARGES	\$95.64
EXTENDED SERVICE PROTECTION (LESS)	\$0.00
EXTENDED SERVICE PROTECTION DEDUCTIBLE:	
MANUFACTURER WARRANTY	\$45.74
CUSTOMER NO CHARGE	\$0.00
SALES TAX	
LABOR	\$2.14
PARTS	\$0.60
SUBLET	\$0.00
OTHER	\$0.00
USE TAX: \$0.00	
TOTAL TAX	\$2.74
	\$0.00
<b>PLEASE PAY THIS AMOUNT</b>	<b>\$52.64</b>

*W/CarMax*

*25.00  
CarMax*

33401

CUSTOMER #: 153779

370260

GENUINE CHEVROLET   

**FRANK BOUCHER**  
CHEVROLET-CADILLAC-SAAB

8600 Washington Avenue - P.O. BOX 085570  
Racine, Wisconsin 53408-5570  
RACINE (262) 886-1010  
KENOSHA (262) 852-0392 - MILWAUKEE (414) 788-9839  
www.gordie.com

\*INVOICE\*

PAGE 2

"A FAMILY WAY OF DOING BUSINESS"

RACINE, WI

HOME: [REDACTED] CONT:N/A

BUS: [REDACTED] CELL:

SERVICE ADVISOR: 102 MAURICE DECKER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
BLUE	07	CHEVROLET SUBURBAN	1GNFK16327J		32371/32371	T178
DEL DATE	PROD. DATE	WARR. EXP.	PRCMISED	PO NO.	PAYMENT	DATE
23JAN07 DE			17:00 19MAY09		0.00 CASH	19MAY09
R.O. OPENED	READY	OPTIONS	ENG:5.3 Liter			
08:09 19MAY09	17:02 19MAY09					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
1	8654799		GASKET				(N/C)
1	24202535		SEAL ASM-				(N/C)
1	24245110		GASKET				(N/C)
1	15077362		SEAL				(N/C)
9	12346187		DEX 3 BUL				(N/C)
4	24208664		SEAL				(N/C)
FC: 2K							
PART#: 24226315							
COUNT: 22							
CLAIM TYPE:							
AUTH CODE:							
VN							

every 500K

\*\*\*\*\*

WE HOPE YOU WERE "COMPLETELY SATISFIED" WITH YOUR DEALERSHIP EXPERIENCE. IF YOU FEEL YOU WOULD NOT BE ABLE TO ANSWER "COMPLETELY SATISFIED" ON A FACTORY SURVEY, PLEASE CONTACT YOUR SERVICE ADVISOR LISTED ABOVE OR CALL JOHN KAISER (SERVICE DIRECTOR) AT 886-1010 THANK YOU FOR CHOOSING FRANK BOUCHER !!!!!!!

BOUCHER

6/3/09 → @ 600K  
1/3 down  
33,000

6/12/09  
↓ 1qt @ 400K

Your Continued Satisfaction Is Our Primary Concern

DESCRIPTION	TOTALS
	LABOR AMOUNT
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
DED/ADJ	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

Visit us at www.gordie.com or call 1-888-BOUCHER FOR OUR OTHER LOCATIONS TO SERVE YOU:



\*Any warranties on the products sold hereby are those made by the manufacturer. The seller, FRANK BOUCHER CHEVROLET, Inc., hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. NOTICE: You are entitled to inspect or receive any components, parts, or accessories replaced or removed by the shop.

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Factory Trained Technicians

Service Dept. Hours:

Monday - Friday 7:00am - 6:00pm

MISCELLANEOUS SUPPLIES AND MATERIALS: A charge is included for materials and/or hazardous waste disposal (if applicable) used on your vehicle. Material items are: Nuts, bolts, washers, tape, pins, aerosols, shellac, solvent, soap, carburetor cleaner, towels, solder, battery cleaner, wire, window sealer, etc.

CUSTOMER COPY

CUSTOMER #: 153779

370260

GENUINE CHEVROLET   

**FRANK BOUCHER**  
CHEVROLET-CADILLAC SAAB

8600 Washington Avenue · P.O. BOX 085570  
Racine, Wisconsin 53408-5570  
RACINE (262) 868-1010  
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www.gordie.com

\*INVOICE\*

PAGE 1

"A FAMILY WAY OF DOING BUSINESS"

RACINE, WI

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

SERVICE ADVISOR: 102 MAURICE DECKER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
BLUE	07	CHEVROLET SUBURBAN	1GNFK16327J [REDACTED]		32371/32371	T178	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE	
23JAN07 DL			17:00 19MAY09		0.00 CASH	19MAY09	
R.O. OPENED	READY	OPTIONS: ENG:5.3_Liter					
08:09 19MAY09	17:02 19MAY09						
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

A OIL LEVEL LAMP ON AND LOW HAS BEEN LOW LAST 2 OIL CHANGES  
CAUSE: NONE

J9991 NO OIL LEAKS, TOPPED OFF SYSTEM AND STARTED  
OIL CONSUMPTION TEST  
12 WP94

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

(N/C)

\*\*\*\*\*  
B CIG LIGHTER COVER POPS OFF  
CAUSE: LOOSE FIT

N4000 REPLACED LIGHTER RETAINER  
12 WP94

1 25793816 RETAINER  
FC: 2W  
PART#: 25793816  
COUNT: 1  
CLAIM TYPE:  
AUTH CODE:  
ON

(N/C)  
(N/C)

\*\*\*\*\*  
C\*\* TRANS FLUID LEAKING  
CAUSE: POOR SEAL

K7122 REMOVED AND REPLACED TRANSMISSION PUMP  
SEALS AND GASKETS

12 WP94  
3 24208654 SEAL  
1 24226315 SEAL  
1 12337931 GASKET

(N/C)  
(N/C)  
(N/C)  
(N/C)

Visit us at [www.gordie.com](http://www.gordie.com) or call 1-888-BOUCHER  
FOR OUR OTHER LOCATIONS TO SERVE YOU:



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Factory Trained Technicians

Service Dept. Hours:

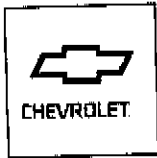
Monday - Friday

7:00am - 6:00pm

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
DED/ADJ	
SALES TAX	
PLEASE PAY THIS AMOUNT	

MISC. LANEIOUS SUPPLIES AND MATERIALS: A charge is included for materials and/or hazardous waste disposal (if applicable) used on your vehicle. Material items are: Nuts, bolts, washers, tags, pins, aerospray, shellac, solvent, rag, carburetor cleaner, towels, solder, battery cleaner, wire, window sealer, etc.

CUSTOMER COPY



# A-F MOTORS, INC.

201 S. Main St., P.O. Box 759

Adams, WI 53910

Telephone 608-339-3392 / 866-539-3392

www.afmotors.com



R/O 29739	VIN 1GNFK16327J	[REDACTED]		DATE IN 06/19/09
YEAR 2007	MAKE CHEVROLET	MODEL K1500 SUBU	COLOR BLACK	TIME IN 10:57
MILES IN 33751	MILES OUT 33751	FIRST USE 00/00/00	LISC. [REDACTED]	CLOSED 06/19/09
SEE ALSO	H [REDACTED]		W: ( ) -	WRITER JUD

1) STARTER WILL NOT OPERATE WITHOUT BOOSTING THE BATTERY. N0110 T11 5  
 TEST BATTERY TEST CODE 071QL-S6 REPLACE (F)48-6YR (BATTERY) 1  
 BATTERY.  
 REPLACED BATTERY AND TEST ALTERNATOR  
 ALTERNATOR OKAY AT THIS TIME.  
 (Tech:11) A .....(Warranty).....




	W/C	INT.	CUSTOMER
Labor			.00
Parts			.00
Sublet			.00
Shop Supplie			.00
Oil/Grease			.00
Sub Total			.00
Tax	.00		.00
Total			.00

**DISCLAIMER OF WARRANTIES**  
 Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either expressed or implied, including any implied warranty of merchantability of fitness for a particular purpose, and neither assumes nor authorizes any person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

X  
 Page 1 of 1 Job # 29739  
**29739 Customer Copy**

CUSTOMER #: 153779

375881

GENUINE CHEVROLET   

**FRANK BOUCHER**  
CHEVROLET-CADILLAC-SAB

8800 Washington Avenue - P.O. BOX 085570  
Racine, Wisconsin 53408-5570  
RACINE (262) 886-1010  
KENOSHA (262) 652-0392 - MILWAUKEE (414) 788-9839  
www.gordie.com

\*INVOICE\*

PAGE 1

"A FAMILY WAY OF DOING BUSINESS"

RACINE, WI  
HOME: [REDACTED] CONT:N/A  
BUS: [REDACTED] CELL:

SERVICE ADVISOR: 102 MAURICE DECKER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLUE	07	CHEVROLET SUBURBAN	1GNFK16327J [REDACTED]		38381/38381	T297
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
23JAN07 DC			17:00 15SEP09		0.00 CASH	15SEP09
R.O. OPENED	READY	OPTIONS: ENG:5.3 Liter				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A							

A OIL LEVEL GOES LOW B4 OIL CHANGE TIME (SETS LOW OIL LAMP) CONSUMPTION TEST STARTED AND CONFIRMED

CAUSE: UPDATE  
J0301 REPLACED LEFT ROCKER COVER

- 83 WP94
- 1 12570427 COVER
- FC: 93
- PART#: 12570427
- COUNT: 1
- CLAIM TYPE:
- AUTH CODE:
- ON

(N/C)  
(N/C)

B\*\* TRUCK LUBE OIL AND FILTER CHANGE WITH 12 POINT CHECK  
CMT1 TRUCK LUBE OIL AND FILTER CHANGE WITH 12 POINT CHECK

83 CMT		19.40	19.40
1 M1-113 MOBIL FILTER	7.95	7.95	7.95
6 MOBIL1 5W30 SYNTHETIC	6.85	6.85	41.10

EST: 79.95

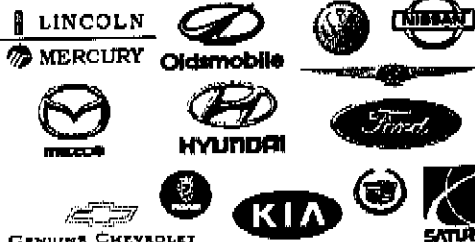
15SEP09 09:28 SA: 102

SHOP SUPPLIES

1.50

WE HOPE YOU WERE "COMPLETELY SATISFIED" WITH YOUR DEALERSHIP EXPERIENCE. IF YOU FEEL YOU WOULD NOT BE ABLE TO ANSWER "COMPLETELY SATISFIED" ON A FACTORY SURVEY, PLEASE CONTACT YOUR SERVICE ADVISOR LISTED ABOVE OR CALL JOHN RAISER (SERVICE DIRECTOR) AT 886-1010. THANK YOU FOR CHOOSING FRANK BOUCHER !!!!!!!

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	DESCRIPTION	TOTALS
Factory Trained Technicians	LABOR AMOUNT	19.40
	PARTS AMOUNT	49.05
Service Dept.	GAS, OIL, LUBE	0.00
	SUBLET AMOUNT	0.00
Hours:	MISC. CHARGES	1.50
	TOTAL CHARGES	69.95
Monday - Friday 7:00am - 6:00pm	DED/ADJ	0.00
	SALES TAX	3.57
	PLEASE PAY THIS AMOUNT	73.52

MISCELLANEOUS SUPPLIES AND MATERIALS: A charge is included for materials and/or hazardous waste disposal (if applicable) used on your vehicle. Material items are: Nuts, bolts, washers, tape, pins, aerospray, shellac, solvent, rags, carburetor cleaner, towels, solder, battery cleaner, wds, window sealer, etc.

CUSTOMER COPY



9394981

215156

**PALMEN**  
PONTIAC-BUICK-GMC  
6001 Washington Ave.  
Racine, WI 53408  
Phone: (262) 886-5400

\*INVOICE\*

DUPLICATE 2  
PAGE 1

RACINE WI

HOME:  
CELL:

BUS:

SERVICE ADVISOR: 93 TIM HOFFMAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
BLUE	07	CHEVROLET SUBURBAN	1GNFK16327J		41750/41750	T98	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN07 IS			17:00 16NOV09		102.00	CASH	16NOV09
01JAN07 DD							
R.O. OPENED	READY	OPTIONS: ENG:5.3 Liter					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A INSTALL 4 GENERAL GRABBER HTS TIRES ON THE VEHICLE WITH TIRE PROTECTION PLAN PER CUSTOMER'S REQUEST							
MBT4 MOUNT AND BALANCE 4 TIRES							
				124CTIRE	0.80	40.00	40.00
4				15485430000	265/70/17	135.75	135.75
4				TIRE DISPOSAL		2.00	8.00
MISC TIRE PROTECTION PLAN ON THE PURCHASE OF 4 TIRES							
				CTIRE		42.00	42.00
PARTS:	551.00	LABOR:	40.00	OTHER:	42.00	TOTAL LINE A:	633.00

\*\*\*\*\*

B CK ALIGNMENT							
2WA PERFORMED FRONT WHEEL ALIGNMENT-ADJUSTED THE FRONT CAMBER, CASTER, ANE TOE, CENTERED THE STEERING WHEEL							
				124 CTRM	1.50	153.00	153.00
DISC DISCOUNT							
				9999 CDL	0.00	-15.30	-15.30
PARTS:	0.00	LABOR:	137.70	OTHER:	0.00	TOTAL LINE B:	137.70

\*\*\*\*\*

D ADVISE ON ALL 4 BRAKES WHEN DOING THE TIRES							
1600 THERE'S 9MM LEFT ON THE FRONT BRAKE PADS, 8MM LEFT ON THE REARS							
				124 CTRM	0.00	0.00	0.00
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE D:	0.00

\*\*\*\*\*

E** CK TIRE PRESSURE LIGHT IS ON THE DASH							
1450 DIAGNOSED AND REPLACED THE RR TIRE PRESSURE SENSOR AND RELEARNED THE TIRE PRESSURE MONITOR							
				124 CTR	0.70	71.40	71.40
				1 25920615 SENSOR		70.69	67.60
						71.40	67.60

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
E.P.A./DEDUCTIBLE	
TOTAL CHARGES	
<LESS>	
SALES TAX	
PLEASE PAY THIS AMOUNT	

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

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

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

CUSTOMER SIGNATURE

9394981

215156

**PALMEN**  
PONTIAC-BUICK-GMC  
6001 Washington Ave.  
Racine, WI 53406  
Phone: (262) 886-5400

\*INVOICE\*

DUPLICATE 2  
PAGE 2

RACINE WI  
HOME:  
CELL:

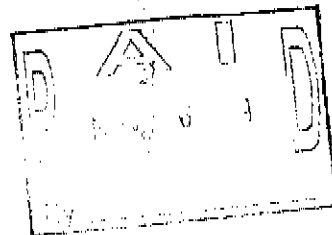
BUS:

SERVICE ADVISOR: 93 TIM HOFFMAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
BLUE	07	CHEVROLET SUBURBAN	1GNFK16327J		41750/41750	T98	
DEL DATE	PROD. DATE	WARR. EXP	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN07 IS			17:00 16NOV09		102.00	CASH	16NOV09
R.O. OPENED	READY	OPTIONS: ENG:5.3_Liter					
07:07 16NOV09	15:55 16NOV09						
LINE OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL	
PARTS:	67.60	LABOR:	71.40	OTHER:	0.00	TOTAL LINE E: 139.00	

\*\*\*\*\*

NOTE: INTERCONTINENTAL WARRANTY  
SERVICES PAYS \$139.00 BY  
CREDIT CARD PER AUTH#  
W111687306 WITH THE CUSTOMER  
RESPONSIBLE FOR \$810.01.



ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.	STATEMENT OF DISCLAIMER The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.	DESCRIPTION	TOTALS
		LABOR AMOUNT	249.10
		PARTS AMOUNT	618.60
		GAS, OIL, LUBE	0.00
		SUBLET AMOUNT	0.00
		E.P.A./DEDUCTIBLE	42.00
		TOTAL CHARGES	909.70
		<LESS>	0.00
		SALES TAX	39.31
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT	949.01

Motor vehicle repair trade practices are regulated by chapter ATCP 132, v.l.s. Adm. Code, administered by the Bureau of Consumer Protection, Wisconsin Dept. of Agriculture, Trade and Consumer Protection, P.O. Box 8911, Madison, Wisconsin 53708-8911

CUSTOMER COPY

CUSTOMER #: 153779

381557



# FRANK BOUCHER

CHEVROLET-CADILLAC-SAAB

8600 Washington Avenue - P.O. BOX 085570  
Racine, Wisconsin 53408-5570  
RACINE (262) 886-1010

KENOSHA (262) 652-0392 - MILWAUKEE (414) 788-9639  
www.gordie.com

"A FAMILY WAY OF DOING BUSINESS"

\*INVOICE\*

PAGE 2

SERVICE ADVISOR: 102 MAURICE DECKER

RACINE, WI  
HOME:  
BUS:

CONT:N/A  
CELL:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLUE	07	CHEVROLET SUBURBAN	1GNFK16327J		43989/43989	T137
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
23JAN07 DD			17:00 18JAN10		0.00 CASH	26JAN10
R.O. OPENED	READY	OPTIONS: ENG:5.3_Liter				
09:24 18JAN10	15:24 26JAN10					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
01							
SUBL PO 156429 ENTERPRISE WP94							(N/C)

43989 PARTS CAME OUT OF CHARLOTTE WERE ORDERED 1-18-2010 LAST HEAD CAME IN 1-25.2010

\*\*\*\*\*

WE HOPE YOU WERE "COMPLETELY SATISFIED" WITH YOUR DEALERSHIP EXPERIENCE. IF YOU FEEL YOU WOULD NOT BE ABLE TO ANSWER "COMPLETELY SATISFIED" ON A FACTORY SURVEY, PLEASE CONTACT YOUR SERVICE ADVISOR LISTED ABOVE OR CALL JOHN KAISER(SERVICE DIRECTOR) AT 886-1010 THANK YOU FOR CHOOSING FRANK BOUCHER !!!!!!!

Visit us at [www.gordie.com](http://www.gordie.com) or call 1-888-BOUCHER FOR OUR OTHER LOCATIONS TO SERVE YOU:



\*Any warranties on the products sold hereby are those made by the manufacturer. The seller, FRANK BOUCHER CHEVROLET, Inc., hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. \*NOTICE: You are entitled to inspect or receive any components, parts, or accessories replaced or removed by the shop.

Motor vehicle repair practices are regulated by chapter ATCP 132, Wis. Adm. Code, administered by the Bureau of Consumer Protection, Wisconsin Dept. of Agriculture, Trade and Consumer Protection, P.O. Box 8911, Madison, Wisconsin 53708-8911

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
DED/ADJ	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

MISCELLANEOUS SUPPLIES AND MATERIALS: A charge is included for materials and/or hazardous waste disposal (if applicable) used on your vehicle. Material items are: Nuts, bolts, washers, tape, pins, aerobony, shellac, solvent, rags, exhaustor cleaner, towels, solder, battery cleaner, wire, window malar, etc.

CUSTOMER COPY

CUSTOMER #: 153779

381557



\*INVOICE\*

8600 Washington Avenue P.O. BOX 085570
Racine, Wisconsin 53408-5570
RACINE (262) 888-1010
KENOSHA (262) 652-0392 MILWAUKEE (414) 768-9639
www.gordie.com
"A FAMILY WAY OF DOING BUSINESS"

PAGE 1

RACINE, WI
HOME:
BUS:
CONT:N/A
CELL:

SERVICE ADVISOR: 102 MAURICE DECKER

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN/OUT, TAG, DEL DATE, PROD. DATE, WARR. EXP., PROMISED, PO NO., PAYMENT, INV. DATE. Includes vehicle details for a blue Chevrolet Suburban.

A CONSUMTION TEST RESULTS SHOW EXCESSIVE USE ADVISE
CAUSE: VALVES ARE NICKED UP REPLACED HEADS PER BULLETIN
J0517 REPLACED BOTH CYLINDER HEADS AND VALVES

Table listing parts and labor with columns: LINE, OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL. Lists various gaskets, seals, bolts, and valves.

FC:
PART#: 12615363
COUNT: 60
CLAIM TYPE:
AUTH CODE: E

43989 2.0 IN OLH TO REPLACE VALVES

B 1 RENTAL DAY
CAUSE: LOANER
27906 10 DAYS RENTAL
12 WP94

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FOR OUR OTHER LOCATIONS TO SERVE YOU:



\*Any warranties on the products sold hereby
are those made by the manufacturer. The
seller, FRANK BOUCHER CHEVROLET, Inc.,
hereby expressly disclaims all warranties,
either express or implied, including any
implied warranty of merchantability or
fitness for a particular purpose, and neither
assumes nor authorizes any other person to
assume for it any liability in connection with
the sale of sold products.\* NOTICE: You are
entitled to inspect or receive any
components, parts, or accessories replaced
or removed by the shop.

Motor vehicle repair practices are regulated
by chapter ATCP 132, Wis. Adm. Code,
administered by the Bureau of Consumer
Protection, Wisconsin Dept. of Agriculture,
Trade and Consumer Protection, P.O. Box
8911, Madison, Wisconsin 53708-8911.

Table with columns: DESCRIPTION, TOTALS. Includes rows for Labor Amount, Parts Amount, Gas, Oil, Lube, Sublet Amount, Misc. Charges, Total Charges, Ded/Adj, Sales Tax, and Please Pay This Amount.

MISCELLANEOUS SUPPLIES AND MATERIALS: A charge is included for materials
and/or hazardous waste disposal (if applicable) used on your vehicle. Material
items are: Nuts, bolts, washers, taps, pins, aerosol, shellac, solvent, rags,
carburetor cleaner, towels, solder, battery cleaner, wire, window sealant, etc.

CUSTOMER COPY

CUSTOMER #:153779

384870



CHEVROLET-CADILLAC-SAAB

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Racine, Wisconsin 53408-5570
RACINE (262) 886-1010
KENOSHA (262) 652-0392 - MILWAUKEE (414) 768-9639
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"A FAMILY WAY OF DOING BUSINESS"

RACINE WI

WORKORDER

PAGE 1

HOME: CONT:N/A
BUS: CELL:

SERVICE ADVISOR: 102 DECKER, MAURICE

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN, TAG, DEL DATE, IN SERVICE DATE, WARR. EXP., PROMISED, PO NO., PAYMENT, INV. DATE, R.O. OPENED, READY, OPTIONS, CALL WHEN VEHICLE IS READY. Includes data for a blue 2007 Chevrolet Suburban with 46588 miles and a cash payment.

Table with columns: LINE, OP CODE, TECH. TYPE, DESCRIPTIONS/INSTRUCTIONS. Includes entry # A S115 WP94 LOW OIL LAMP CAME ON SEE HISTORY.

YOU ARE ENTITLED TO A PRICE ESTIMATE FOR THE REPAIRS YOU HAVE AUTHORIZED. THE REPAIR PRICE MAY BE LESS THAN THE ESTIMATE, BUT WILL NOT EXCEED THE ESTIMATE WITHOUT YOUR PERMISSION. YOUR SIGNATURE WILL INDICATE YOUR ESTIMATE SELECTION.

1. I request an estimate in writing before you begin repairs.

2. Please proceed with repairs but call me before continuing if the price will exceed \$

3. I DO NOT want an estimate. X

Do you want the replaced parts to which you are entitled? [ ] Yes [ ] No

THIS PRICE FOR THE AUTHORIZED REPAIRS WILL NOT BE EXCEEDED IF THE MOTOR VEHICLE IS DELIVERED TO THE SHOP WITHIN 5 DAYS.

Motor vehicle repair practices are regulated by Chapter ATCP 132, Wis. Adm. Code, administered by the Bureau of Consumer Protection, Wisconsin Dept. of Agriculture, Trade and Consumer Protection, P.O. Box 8911, Madison, Wisconsin 53708-0811.

I HEREBY AUTHORIZE the repair work to be done along with the necessary materials. You and your employees may operate above vehicle for purposes of testing, inspection or delivery at my risk. An express mechanic lien is acknowledged on above vehicle to secure the amount of repairs thereto. You will not be held responsible for loss or damage to vehicles or articles left in vehicle in case of fire, theft, accident or any other cause beyond your control. Any warranties on the products sold hereby are those made by the manufacturer. The seller, FRANK BOUCHER CHEVROLET, Inc. hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. NOTICE: You are entitled to inspect or receive any components, parts, or accessories replaced or removed by the shop. I ACKNOWLEDGE RECEIPT OF A COPY OF THE AGREEMENT

ADDITIONAL WORK AUTHORIZED BY X: NAME

Table with columns: DATE, TIME, A.M./P.M., NO. CALLED, NEW TOTAL ESTIMATE

REVISED ESTIMATE (1) DATE TIME BY

REVISED ESTIMATE (2)

DESCRIPTION OF ADD'L REPAIRS (1) (2)

[ ] This vehicle received without face to face customer contact.

X SHOP REPRESENTATIVE SIGNATURE

CUSTOMER SIGNATURE CUSTOMER COPY

CUSTOMER #: 153779

385836



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PAGE 1

"A FAMILY WAY OF DOING BUSINESS"

RACINE, WI
HOME:
BUS:
CONT:N/A
CELL:

SERVICE ADVISOR: 102 MAURICE DECKER

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN/OUT, TAG. Includes details for a blue 07 Chevrolet Suburban with VIN 1GNFK16327J.

Table with columns: LINE, OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL. Lists services like 'A MOBIL ONE OIL CHANGE' and 'CMM MOBIL ONE OIL CHANGE'.

B OIL CONSUMPTION CONTINUES
S115 HAVE ADDED 3 QUARTS SINCE REPAIRS
40 CPT

EST: 35.00 14APR10 13:40 SA: 102
EST: 79.95 14APR10 13:40 SA: 102
CONTACT: ADDED

SHOP SUPPLIES

WE HOPE YOU WERE "COMPLETELY SATISFIED" WITH YOUR DEALERSHIP EXPERIENCE. IF YOU FEEL YOU WOULD NOT BE ABLE TO ANSWER "COMPLETELY SATISFIED" ON A FACTORY SURVEY, PLEASE CONTACT YOUR SERVICE ADVISOR LISTED ABOVE OR CALL JOHN KAISER (SERVICE DIRECTOR) AT 886-1010 THANK YOU FOR CHOOSING FRANK BOUCHER !!!!!!!

THANK YOU PAID



"Any warranties on the products sold hereby are those made by the manufacturer. The seller, FRANK BOUCHER CHEVROLET, Inc., hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of sold products."

Summary table with columns: DESCRIPTION, TOTALS. Totals include Labor Amount (19.40), Parts Amount (49.05), Gas, Oil, Lube (0.00), Sublet Amount (0.00), Misc. Charges (1.50), Total Charges (69.95), Ded/Adj (0.00), Sales Tax (3.57), and Please Pay This Amount (73.52).

MISCELLANEOUS SUPPLIES AND MATERIALS: A charge is included for materials and/or hazardous waste disposal (if applicable) used on your vehicle.

CUSTOMER COPY

12.00
101.52

CUSTOMER #: 153779

394480



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Racine, Wisconsin 53408-5570  
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PAGE 1

RACINE, WI  
HOME  
BUS: CONT:N/A  
CELL:

SERVICE ADVISOR: 102 MAURICE DECKER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLUE	07	CHEVROLET SUBURBAN	1GNFK16327J		54658/54658	TS45
DEL. DATE	PRGD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
23JAN07 DD			17:00 29SEP10		0.00 CASH	29SEP10

R.O. OPENED	READY	OPTIONS:
13:20 29SEP10	14:05 29SEP10	ENG:5.3_Liter

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A			TRUCK LUBE OIL AND FILTER CHANGE				
			CMT1 TRUCK LUBE OIL AND FILTER CHANGE				
			13 CMT			15.37	15.37
			1 89017524 FILTER		6.50	6.50	6.50
			6 OIL MOTOR OIL		1.43	1.43	8.58
			FBD FRANK BOUCHER INC. DISCOUNT			-11.50	-11.50
			13 CMTD				
*****							
B			MULTI POINT INSPECTION				
			0108 MULTI POINT INSPECTION				
			13 CMT			0.00	0.00
*****							

EST: 18.95      29SEP10 13:20      SA: 102

WE HOPE YOU WERE "COMPLETELY SATISFIED" WITH YOUR DEALERSHIP EXPERIENCE. IF YOU FEEL YOU WOULD NOT BE ABLE TO ANSWER "COMPLETELY SATISFIED" ON A FACTORY SURVEY, PLEASE CONTACT YOUR SERVICE ADVISOR LISTED ABOVE OR CALL JOHN KAISER (SERVICE DIRECTOR) AT 886-1010 THANK YOU FOR CHOOSING FRANK BOUCHER !!!!!!!

BOUCHER

"Your Continued Satisfaction is Our Primary Concern"

<p>Visit us at <a href="http://www.gordle.com">www.gordle.com</a> or call 1-888-BOUCHER FOR OUR OTHER LOCATIONS TO SERVE YOU:</p>	<p>Factory Trained Technicians Service Dept. Hours: Monday - Friday 7:00am - 6:00pm</p>	DESCRIPTION	TOTALS
		LABOR AMOUNT	3.87
		PARTS AMOUNT	15.08
		GAS, OIL, LUBE	0.00
		SUBLET AMOUNT	0.00
		MISC. CHARGES	0.00
		TOTAL CHARGES	18.95
		DEO/ADJ	0.00
		SALES TAX	0.97
		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 vehicle. Material items are: Nuts, bolts, washers, tape, pins, sealant, shellac, solvent, rags, carburetor cleaner, towels, solder, battery cleaner, wire, window sealer, etc.

CUSTOMER FILE

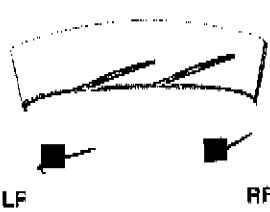
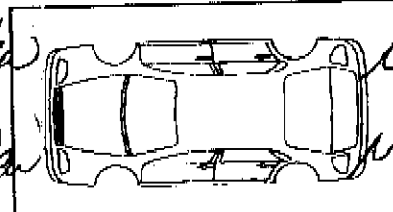

# Goodwrench

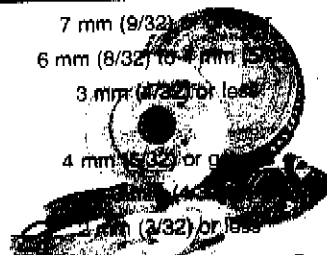
## MULTI-POINT VEHICLE INSPECTION

Name: [Redacted] Year/Model: 07 Subaru Date: 11/16/09  
 Repair Order #: 616760 VIN (last 8 digits): 1GAKK11432 Odometer: 41,750 MI:          MII:         

**INTERIOR**

OnStar Subscription activated   
  OnStar DMN Enrollment   
  Remaining engine oil life:          % Reset: N/A  
 Air Conditioning Performance

WIPER BLADES	CHECK TIRES AND TREAD DEPTH	CHECK BATTERY
 <p>LF <input checked="" type="checkbox"/> RF <input checked="" type="checkbox"/></p> <p><input checked="" type="checkbox"/> Rear (if applicable)</p> <p><input checked="" type="checkbox"/> Windshield condition</p> <p>Cracks _____ Chips _____</p>	<p style="text-align: center;">(Check body condition)</p> <div style="text-align: center;">  <p>(Check lamps)</p> <p>Lowest Tread Depth: <u>new 32</u></p> </div> <p> <input checked="" type="checkbox"/> 8/32 or Greater    <input checked="" type="checkbox"/> 8/32 or Greater            LF 7/32 to 4/32    RF 7/32 to 4/32  <input checked="" type="checkbox"/> 3/32 or Less    <input checked="" type="checkbox"/> 3/32 or Less            PSI @: <u>35</u> PSI    PSI @: <u>35</u> PSI  <input checked="" type="checkbox"/> 8/32 or Greater    <input checked="" type="checkbox"/> 8/32 or Greater            LR 7/32 to 4/32    RR 7/32 to 4/32  <input checked="" type="checkbox"/> 3/32 or Less    <input checked="" type="checkbox"/> 3/32 or Less            PSI @: <u>35</u> PSI    PSI @: <u>35</u> PSI         </p> <p> <input type="checkbox"/> Rotation needed    <input type="checkbox"/> Alignment needed    <input type="checkbox"/> Balance needed  <input type="checkbox"/> Rotation performed    <input type="checkbox"/> Alignment performed    <input type="checkbox"/> Balance performed         </p> <p>Wear Pattern/Damage    RF <input type="checkbox"/> RR <input type="checkbox"/></p>	 <p><input checked="" type="checkbox"/> Battery condition</p> <p><input checked="" type="checkbox"/> Battery cables and connections</p>

CHECK FLUID LEVELS	CHECK BRAKES/MEASURE FRONT AND REAR LININGS																											
<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>OK</th> <th>FILLED</th> <th>REQUIRES ATTENTION</th> </tr> </thead> <tbody> <tr><td><input checked="" type="checkbox"/></td><td><input checked="" type="checkbox"/></td><td><input type="checkbox"/></td></tr> <tr><td><input checked="" type="checkbox"/></td><td><input checked="" type="checkbox"/></td><td><input type="checkbox"/></td></tr> <tr><td><input checked="" type="checkbox"/></td><td><input checked="" type="checkbox"/></td><td><input type="checkbox"/></td></tr> <tr><td><input checked="" type="checkbox"/></td><td><input checked="" type="checkbox"/></td><td><input type="checkbox"/></td></tr> <tr><td><input checked="" type="checkbox"/></td><td><input checked="" type="checkbox"/></td><td><input type="checkbox"/></td></tr> <tr><td><input checked="" type="checkbox"/></td><td><input checked="" type="checkbox"/></td><td><input type="checkbox"/></td></tr> <tr><td><input checked="" type="checkbox"/></td><td><input checked="" type="checkbox"/></td><td><input type="checkbox"/></td></tr> <tr><td><input checked="" type="checkbox"/></td><td><input checked="" type="checkbox"/></td><td><input type="checkbox"/></td></tr> </tbody> </table>	OK	FILLED	REQUIRES ATTENTION	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<div style="text-align: center;">  <p>7 mm (9/32) 6 mm (8/32) to 4 mm 3 mm (1/8) or less 4 mm (5/16) or greater 4 mm (3/32) or less</p> </div> <p> <input checked="" type="checkbox"/> LF    <input checked="" type="checkbox"/> RF  <input checked="" type="checkbox"/> LR    <input checked="" type="checkbox"/> RR         </p> <p> <input checked="" type="checkbox"/> Lowest Front Lining    <input checked="" type="checkbox"/> Lowest Rear Lining         </p> <p><input checked="" type="checkbox"/> Brake system (also including lines, hoses and parking brake)</p>
OK	FILLED	REQUIRES ATTENTION																										
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ADDITIONAL CHECKS	Additional Recommended Services
<p><b>Inspect for visible leaks:</b></p> <p><input checked="" type="checkbox"/> Fuel system (also including gas cap seating)</p> <p><input checked="" type="checkbox"/> Engine, transmission, drive axle, transfer case</p> <p><input checked="" type="checkbox"/> Engine cooling system</p> <p><input checked="" type="checkbox"/> Shocks and struts - also check operation</p> <p><b>Inspect visual condition:</b></p> <p><input checked="" type="checkbox"/> Belts: engine, accessory, serpentine, and/or V-drive</p> <p><input checked="" type="checkbox"/> Hoses: engine, power steering and HVAC</p> <p><input checked="" type="checkbox"/> Engine air filter and cabin air filters</p> <p><input checked="" type="checkbox"/> Steering components and steering linkage</p> <p><input checked="" type="checkbox"/> CV drive axle boots or driveshafts and U-joints</p> <p><input checked="" type="checkbox"/> Exhaust system components</p>	<ol style="list-style-type: none"> <li>1) _____</li> <li>2) _____</li> <li>3) _____</li> <li>4) _____</li> <li>5) _____</li> <li>6) _____</li> <li>7) _____</li> <li>8) _____</li> </ol> <p>Service Consultant: <u>[Signature]</u></p> <p>Technician: <u>[Signature]</u> No. _____</p>

### SIMPLIFIED MAINTENANCE

MI  Required     Performed    MII  Required     Performed



\* MOST RECENT - NOT ON PRINTOUT

CUSTOMER #: 153779

399062



\* INVOICE \*

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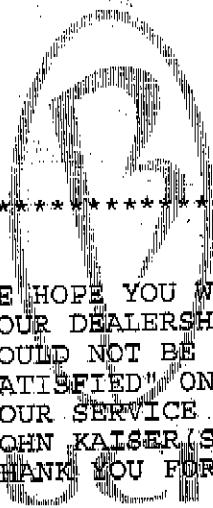
PAGE 1

RACINE, WI [redacted] Racine, WI [redacted] HOME: [redacted] CONT: N/A BUS: [redacted] CELL: [redacted]

SERVICE ADVISOR: 102 MAURICE DECKER

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN/OUT, TAG, DEL DATE, PROD DATE, WARR EXP, PROMISED, PO NO, PAYMENT, INV DATE. Includes details for a blue 07 Chevrolet Suburban with VIN 1GNFK16327J.

Table with columns: LINE, OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL. Contains work order details for oil change and carbon cleaning.



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Bottom section containing logos for Lincoln, Mercury, Oldsmobile, Mazda, Hyundai, Ford, Chevrolet, Kia, Saturn, and a detailed table of charges including Labor, Parts, Gas, Oil, Lube, Sublet, Misc. Charges, Total Charges, Ded/Adj, Sales Tax, and a 'PLEASE PAY THIS AMOUNT' section.

MISCELLANEOUS SUPPLIES AND MATERIALS: A charge is included for materials and/or hazardous waste disposal (if applicable) used on your vehicle. Material items are: Nuts, bolts, washers, tape, pins, aerospray, shellac, solvent, rega...

# FAX COVER SHEET

~~XXXXXXXXXXXXXXXXXXXX~~  
~~XXXXXXXXXXXXXXXXXXXX~~  
~~XXXXXXXXXXXXXXXXXXXX~~

DATE: Jan 3, 2011

# OF PAGES: 32  
(including cover)

TIME: 6:35pm

TO: Dave Tannehill (Krohn + Moss)

MEMO:

RE: 2007 Chevy Suburban

[REDACTED]

contact #

[REDACTED]

(I sent probably more than you need)

FAX: 866-203-9227

The following information in this FAX and the pages that follow is intended for the exclusive use of the addressee(s) and may contain confidential or privileged information. If you are not the intended recipient, please immediately notify the Privacy Office at Shopko Stores Inc., toll-free at 1-866-369-HIPA(4472) Destroy all copies and pages of this FAX.



01/23/2007 05:35 pm 1 of 1

WISCONSIN TITLE & LICENSE PLATE APPLICATION

MV11 10/2005 Processor ID No. Received - Date - Opened

Title No. New License Plate No. 128-LN

Amount Received, Document Number Check Cash

DO NOT WRITE ABOVE THIS LINE. Complete form using BLUE or BLACK INK.

Section A - Vehicle Owner Information Application Type check one Title Transfer Original Title Title Only Salvage Title Check if also IRP

Owner Last Name, First, Middle Initial OR Business Name Birth Date Co-Owner (if any) - Name - Last, First, Middle Initial OR Business Name Street Address City RACINE State WI ZIP Code Area Code-Telephone# If leased vehicle, Lessee Name - Last, First, Middle Initial Lessee Signature Street Address City State ZIP Code Area Code-Telephone#

Section B - Vehicle Information VEHICLE IDENTIFICATION NUMBER (VIN) Year Make Type (car, truck, van, etc) Color

1GNFK16327J 2007 CHEVROLET 4D SPORT UTIL DARK BLUE WI License Plate to Transfer - List both Plate # and Type Temporary License Plate Number Check box if plates transferred between husband/wife. License plates cannot be transferred between other family members. Vehicle kept in County City Village Town Date First Operated in Wis. as resident Registration Period Gross Weight

Section C - Loan Information Secured Party Number(s) - Required List all SECURED PARTY NAME(S) (lenders) Street Address, City, State, ZIP Code Area Code-Phone Number

If no secured party, check None

Section D - Odometer Mileage Federal and State law requires that seller state the mileage in connection with the transfer of ownership. Failure to complete a mileage statement or providing a false mileage statement may result in fines and/or imprisonment and may make you liable for damages to your transferee (Purchaser).

ODOMETER NOW READS (No Tenths) and to the best of my knowledge is the actual mileage of this vehicle unless one of the following statements is checked. Exempt from odometer disclosure because vehicle is: 10 or more model years old Gross vehicle weight rating exceeds 16,000 lbs. The odometer reading reflects the amount of mileage in excess of its mechanical limit. The odometer reading is NOT actual mileage. WARNING ODOMETER DISCREPANCY

Section E - Vehicle Transaction

Table with 2 columns: Description and Amount. Rows include: a. Cash price (\$39,088.00), b. Less trade-in allowance (\$0.00), c. Amount subject to tax (\$39,088.00), State Sales Tax (5% of line c.) (\$1,954.40), Local Sales Tax (\$36.00), Fee Computation: Title Fee (\$45), Loan Filing Fee (\$4), License Plate Fee (\$55), Miscellaneous Fees: Municipal Wheel Tax (\$0), Motor Carrier Class Fee (\$0), Other Fees: Priority Service Fee (\$4), Counter Service Fee (\$5), Electronic Title/License Plate Filing Fee (\$19.50). ENTER FEE TOTAL \$ 319.50

Tax Statement Date Vehicle Purchased Used New Date Delivered Describe Vehicle Year Make Vehicle Identification Number Trade-In If tax exempt, enter exemption code and reason (see instructions back of page 3)

Licensed Dealer's Statement of Sale and Warranty For values received hereby sell, assign or trade the vehicle described on this document to the purchaser(s) named in section "A" and certify that all liens shown on the Certificate of Title are paid. DEALER Name: CAPITAL AUTOMALL LLC AREA CODE - PHONE # 608-667-2434 Wisconsin Dealer signature also serves as evidence of application for title registration and payment of fees.

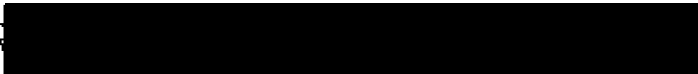
(Print Name of Seller, Dealer, Authorized Agent) Agent: 1/23/07 (Date)

Certification All parties certify with their signature that to the best of their knowledge the information and statements on this application are true and correct. The prior owner's odometer statement has been shown to the applicant and a copy of this completed application including odometer statement has been furnished the applicant. COMMERCIAL CARRIERS - I further certify knowledge of applicable federal and state motor carrier safety rules, regulations, standards and orders, and declare that all operations will be conducted in compliance with such requirements.

WI Dealers: Remit state, county and local tax with form ST-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. PRIORITY SERVICE: Mail application and check with extra \$4 fee to: WI Dept. of Transportation, PO Box 7306, Madison, WI 53707-7306. SPECIAL PLATES: Mail entire application to: WI Dept. of Transportation, PO Box 7911, Madison WI 53707-7911.


RECEIPT

DATE 1/23/07 No. 119675

RECEIVED FROM  \$38,700.99

DOLLARS

FOR RENT  
 FOR SALE #108151-07 Chevy Suburban

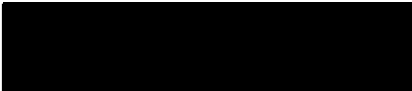
ACCOUNT		<input type="radio"/> CASH	FROM	TO
PAYMENT	<u>38,700.99</u>	<input checked="" type="radio"/> CHECK		
BAL. DUE		<input type="radio"/> MONEY ORDER		

1162



InterContinental Warranty Services, Inc.

### New VSA/MBI Coverage and Declaration Page



Print Date  
05/28/2010

RACINE, WI

Contract #: **C500391566**  
Issued By: **ECU AUTO AND LEASE**

Vehicle Information	
Model:	2007 Chevrolet Suburban
Code:	24574
Class:	005
VIN:	1GNFK16327

Coverage Period	
Term:	84 months or 100,000 miles
Effective:	12/26/2007 at 11,250 miles
Expires:	12/26/2014 or 100,000 miles
Deductible:	\$0.00
Sold For:	1,939.00 Plus Any Applicable Taxes

Administrator		
Intercontinental Warranty Services, Inc.		
600 West Hillsboro Boulevard, Suite 250		
Deerfield Beach, FL 33441		
Toll Free	Local	Fax
800-333-3028	954-427-3111	954-698-0488

Please contact the administrator at the toll-free number listed above if you need to make a claim.  
**ALL CLAIMS REQUIRE PRIOR AUTHORIZATION.**

Administered by



InterContinental Warranty Services, Inc.

**C500391566**

**REBECCA STAPLEMAN**  
2007 Chevrolet Suburban  
Expires after 12/26/2014 or 100,000 miles

Abigail Blake/Austin/GM1

01/20/2011 01:39 PM

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

cc

bcc

Subject 71-910109789, [REDACTED]

RE: Customer Last Name: [REDACTED]  
Service Request: 71-910109789  
2007 Chevrolet Suburban  
Vehicle Identification Number: 1GNFK16327, [REDACTED]  
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 [REDACTED]. The customer's vehicle is a 2007 Chevrolet Suburban with 58,445 miles. The VIN is 1GNFK16327, [REDACTED]. 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



Abigail Blake/Austin/GM1

01/20/2011 01:39 PM

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

cc

bcc

Subject 71-910109789 [REDACTED]

RE: Customer Last Name: [REDACTED]  
Service Request: 71-910109789  
2007 Chevrolet Suburban  
Vehicle Identification Number: 1GNFK16327J [REDACTED]  
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 [REDACTED]. The customer's vehicle is a 2007 Chevrolet Suburban with 58,445 miles. The VIN is 1GNFK16327J [REDACTED]. 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.

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Sincerely,

General Motors



tomasz.gosciniak@gm.com

To abigail\_blake@gmexpert.com

01/20/2011 05:12 PM

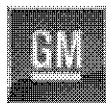
cc

bcc

Subject Re: 71-910109789, [REDACTED]

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



***Design Build and Sell the World's Best Vehicles!***

*Check out GM's great lineup of cars and trucks at [www.gm.com](http://www.gm.com) and learn how you can support the American Automotive Industry at [www.gmreinvention.com](http://www.gmreinvention.com) .*

From: abigail\_blake@gmexpert.com  
To: mary.sontag@gm.com, tomasz.gosciniak@gm.com  
Date: 01/20/2011 12:40 PM  
Subject: 71-910109789, [REDACTED]

---

RE: Customer Last Name: [REDACTED]  
Service Request: 71-910109789  
2007 Chevrolet Suburban  
Vehicle Identification Number: 1GNFK16327, [REDACTED]  
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 [REDACTED]. The customer's vehicle is a 2007 Chevrolet Suburban with 58,445 miles.

The VIN is 1GNFK16327J [REDACTED] 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.

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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: [REDACTED]  
Service Request: 71-910109789  
2007 Chevrolet Suburban  
Vehicle Identification Number: 1GNFK16327J [REDACTED]  
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,

General Motors



**VIA FAX ONLY**

January 20, 2011

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

RE: [REDACTED]  
Service Request: 71-910109789  
2007 Chevrolet Suburban  
Vehicle Identification Number: 1GNFK16327J [REDACTED]  
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,

General Motors



VIA FAX ONLY

January 20, 2011

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

RE: [REDACTED]  
Service Request: 71-910109789  
2007 Chevrolet Suburban  
Vehicle Identification Number: 1GNFK16327J [REDACTED]  
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.

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Sincerely,

General Motors

*19 Pages*

*We are not the Selling Dealer*

CUSTOMER #: 153779

399062

FRANK BOUCHER  
CHEVROLET-CADILLAC-SAAB

8600 Washington Avenue • P.O. BOX 085570  
Racine, Wisconsin 53408-5570  
RACINE (262) 888-1010

WORKORDER

KENOSHA (262) 652-0392 • MILWAUKEE (414) 788-9639  
www.gordla.com

PAGE 1

"A FAMILY WAY OF DOING BUSINESS"

RACINE, WI

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

SERVICE ADVISOR: 102 DECKER, MAURICE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	TAG
BLUE	07	CHEVROLET SUBURBAN	1GNFK16327J		58445 / 58456	T941
DEL DATE	IN SERVICE DATE	WARR. EXP.	PROMISED	PO NO	PAYMENT	INV. DATE
23 JAN 07 DD			18:00 27 DEC 10		CASH	
RO OPENED	READY	OPTIONS: ENG: 5.3 Liter		CALL WHEN VEHICLE IS READY		
27 DEC 2010 09:31					YES	NO

LINE	OP CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	9115	WP94		APPEARS TO BE USING OIL AGAIN SEE HISTORY

Case # 718-9028-45981 CALL tech line on Next morn

Top engine cleaner again  
change oil add dye - will show if  
Test drive  
miles of consumption test

Tim Grant

Do PIP 44925  
Lifts 1 + 2 in to 30 feet  
side with pul

YOU ARE ENTITLED TO A PRICE ESTIMATE FOR THE REPAIRS YOU HAVE AUTHORIZED. THE REPAIR PRICE MAY BE LESS THAN THE ESTIMATE, BUT WILL NOT EXCEED THE ESTIMATE WITHOUT YOUR PERMISSION. YOUR SIGNATURE WILL INDICATE YOUR ESTIMATE SELECTION.

1. I request an estimate in writing before you begin repairs.

2. Please proceed with repairs but call me before continuing if the price will exceed \$ \_\_\_\_\_

3. I DO NOT want an estimate. X

Do you want the replaced parts to which you are entitled?  
 Yes  No

HEREBY AUTHORIZE the repair work to be done along with the necessary materials. You and your employees may operate above vehicle for purposes of testing, inspection or delivery at my risk. An express mechanic's lien is acknowledged on above vehicle to secure the amount of repairs thereon. You will not be held responsible for loss or damage to vehicles or articles left in vehicle in case of fire, theft, accident or any other cause beyond your control. "Any warranties on the products sold hereby are those made by the manufacturer. The seller, FRANK BOUCHER CHEVROLET, Inc. hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of sold products. NOTICE: You are

ADDITIONAL WORK AUTHORIZED BY X: \_\_\_\_\_ NAME \_\_\_\_\_

DATE	TIME	A.M.	P.M.	NO. CALLED	NEW TOTAL ESTIMATE
REVISÉ ESTIMATE (1)					
REVISÉ ESTIMATE (2)					

DESCRIPTION OF ADD'L REPAIRS (1) (2)

This vehicle received without face to face customer contact.

X [Signature] SHOP REPRESENTATIVE SIGNATURE

THIS PRICE FOR THE AUTHORIZED REPAIRS WILL NOT BE EXCEEDED IF THE MOTOR VEHICLE IS DELIVERED TO THE SHOP WITHIN 5 DAYS.  
Motor vehicle repair practices are regulated by Chapter ATCP 132. Motor Vehicle Repair Practices are regulated by the Bureau of Consumer Protection, Admin. Code, administered by the Bureau of Consumer Protection, P.O. Box 7870, Madison, WI 53707-7870.



letting vehicle sit for 15 mins. determined Engine was 2 qts low at 2100 miles since last oil change, visually inspect for oil leaks, found none, Road test vehicle, observed no blue smoke on start-up or heavy acceleration, Inspect spark plugs for any signs of oil usage, found none, inspect intake manifold for oil pooling inside, found none, called Tech line and discussed vehicle history and was directed to perform top engine piston cleaning procedure again, change oil and filter and add oil dye to oil, Road test vehicle and inspect spark plugs, intake and tail pipe with black light for any signs of oil usage, performed the suggested procedure at this time, found no signs of oil usage at this time. Release vehicle to customer at this time.

STRAIGHT TIME (HRS)	FLAT RATE PRICE	R.O. NO.	TIME	OFF
2.0	44.00	399062 EMP. NO. 1050 OPER. NO.		DEC 28 18.0 ON DEC 28 18.5
N/A		399062 EMP. NO. 1050 OPER. NO.		DEC 28 15.1 ON DEC 28 14.0
N/A		399062 EMP. NO. 1050 OPER. NO.		DEC 28 13.0 ON DEC 28 15.1
N/A		399062 EMP. NO. 1050 OPER. NO.		DEC 27 13.2 ON DEC 27 17.7

CUSTOMER #:153779

398241

FRANK BOUCHER  
CHEVROLET-CADILLAC-SAAB

8600 Washington Avenue · P.O. BOX 085570  
Racine, Wisconsin 53408-5570

WORKORDER

RACINE (262) 866-1010  
KENOSHA (262) 652-0392 - MILWAUKEE (414) 768-9639  
www.gordle.com

PAGE 1

"A FAMILY WAY OF DOING BUSINESS"

RACINE, WI

HOME:

CONT:N/A

BUS:

CELL:

SERVICE ADVISOR: 102 DECKER, MAURICE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	TAG
BLUE	07	CHEVROLET SUBURBAN	1GNFK16327J		57538/	TMDDDD
DEL DATE	IN SERVICE DATE	WARR. EXP.	PROMISED	PO NO	PAYMENT	INV. DATE
23JAN07 DD			18:00 08DEC10		CASH	

R/O OPENED	READY	OPTIONS:	ENG:5.3 Liter	CALL WHEN VEHICLE IS READY
08DEC2010 16:28				YES NO

LINE	OP CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	S115		WP94	CHECK FOR OIL CONSUMPTION APPEARS 2 QUARTS IN 2286 MILES

YOU ARE ENTITLED TO A PRICE ESTIMATE FOR THE REPAIRS YOU HAVE AUTHORIZED. THE REPAIR PRICE MAY BE LESS THAN THE ESTIMATE, BUT WILL NOT EXCEED THE ESTIMATE WITHOUT YOUR PERMISSION. YOUR SIGNATURE WILL INDICATE YOUR ESTIMATE SELECTION.

1. I request an estimate in writing before you begin repairs.

X

2. Please proceed with repairs but call me before continuing if the price will exceed \$

3. I DO NOT want an estimate. X

Do you want the replaced parts to which you are entitled?  
[ ] Yes [ ] No

THIS PRICE FOR THE AUTHORIZED REPAIRS WILL NOT BE EXCEEDED IF THE MOTOR VEHICLE IS DELIVERED TO THE SHOP WITHIN 5 DAYS.

Motor vehicle repair practices are regulated by Chapter ATCP 132, Wis. Adm. Code, administered by the Bureau of Consumer Protection, Wisconsin Dept. of Agriculture, Trade and Consumer Protection, P.O. Box 8911, Madison, Wisconsin 53709-8911.

I HEREBY AUTHORIZE the repair work to be done along with the necessary materials. You and your employees may operate above vehicle for purposes of testing, inspection or delivery at my risk. An express mechanic's lien is acknowledged on above vehicle to secure the amount of repairs thereto. You will not be held responsible for loss or damage to vehicles or articles left in vehicle in case of fire, theft, accident or any other cause beyond your control. \*Any warranties on the products sold hereby are those made by the manufacturer. The seller, FRANK BOUCHER CHEVROLET, Inc. hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.\* NOTICE: You are entitled to inspect or receive any components, parts, or accessories replaced or removed by the shop. I ACKNOWLEDGE RECEIPT OF A COPY OF THE AGREEMENT.

ADDITIONAL WORK AUTHORIZED BY X: \_\_\_\_\_ NAME \_\_\_\_\_

DATE	TIME	A.M. P.M.	NO. CALLED	NEW TOTAL ESTIMATE
------	------	-----------	------------	--------------------

REVISED ESTIMATE (1)	DATE	TIME	BY
----------------------	------	------	----

REVISED ESTIMATE (2)	DATE	TIME	BY
----------------------	------	------	----

DESCRIPTION OF ADD'L REPAIRS	(1)	(2)
------------------------------	-----	-----

This vehicle received without face to face customer contact.

X  
SHOP REPRESENTATIVE SIGNATURE

CUSTOMER SIGNATURE

TECHNICIAN COPY

CUSTOMER #: 153779

395071

FRANK BOUCHER  
CHEVROLET-CADILLAC SALES

8600 Washington Avenue P.O. BOX 085670

Racine, Wisconsin 53008-5670

RACINE (262) 833-1010

KENOSHA (262) 652-0392 - MILWAUKEE (414) 768-9639

www.gordle.com

"A FAMILY WAY OF DOING BUSINESS"

RACINE, WI

WORKORDER

PAGE 1

HOME: [REDACTED] CONT: N/A

BUS: [REDACTED] CELL:

SERVICE ADVISOR: 102 DECKER, MAURICE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE/IN	TAG
BLUE	07	CHEVROLET SUBURBAN	1GNFK16327J [REDACTED]		55252/55252	T043
DEL DATE	IN SERVICE DATE	WARR EXP	PROMISED	PO NO	PAYMENT	INV DATE
23JAN07 DD			17:00 11OCT10		CASH	
R.O. OPENED	READY	OPTIONS	ENG	CALL WHEN VEHICLE IS READY		
11OCT2010 10:20		PO# 10214	5.3-Liter			

YES NO

LINE OF CODE TECH. TYPE DESCRIPTIONS/INSTRUCTIONS

# A S115 WP94 STEEL HAS OIL CONSUMPTION ISSUE SEE 10-06-01-008A SOP

# B S105 WP94 INSIDE CHROME HANDLE PEELING - BULLETIN

# C S145 WP94 CD WILL NOT ALWAYS EJECT

# D 0108 CMT MULTI POINT INSPECTION

Preliminary Estimate : \$0.00

# E WP94 BP 444 output seal check

YOU ARE ENTITLED TO A PRICE ESTIMATE FOR THE REPAIRS YOU HAVE AUTHORIZED. THE REPAIR PRICE MAY BE EXCEEDED IF THE MOTOR VEHICLE IS DELIVERED TO THE SHOP WITHIN 5 DAYS.

I HEREBY AUTHORIZE the repair work to be done along with the necessary materials. You and your employees may operate above vehicle for purposes of testing, inspection or delivery at my risk. An express mechanic's lien is acknowledged on above vehicle to secure the amount of repairs thereto. You will not be held responsible for loss or damage to vehicles or articles left in vehicle in case of fire, theft, accident or any other cause beyond your control. Any warranties on the products sold hereby are those made by the manufacturer. The seller, FRANK BOUCHER CHEVROLET, Inc. hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose.

ADDITIONAL WORK AUTHORIZED BY X: NAME

DATE	TIME	A.M. P.M.	NO. CALLED	NEW TOTAL ESTIMATE
------	------	-----------	------------	--------------------

REVISED ESTIMATE (1) DATE TIME BY

REVISED ESTIMATE (2) DATE TIME BY

2. Please proceed with repairs and call me before continuing if the price will exceed \$

3. I DO NOT want an estimate. X  
Do you want the replaced parts to which you are entitled?  
[ ] Yes [ ] No

THIS PRICE FOR THE AUTHORIZED REPAIRS WILL NOT BE EXCEEDED IF THE MOTOR VEHICLE IS DELIVERED TO THE SHOP WITHIN 5 DAYS.

Motor vehicle repair procedures are regulated by Chapter ATCP 132.2, Admin. Code, administered by the Bureau of Consumer Protection, Wisconsin Dept. of Agriculture, Trade and Consumer Protection, P.O. 8911, Madison, Wisconsin 53708-8911.

NUMBER OF COPIES (1) (2)  
Vehicle received without face to face customer contact.

X SHOP REPRESENTATIVE SIGNATURE

TECHNICIAN COPY



117

CUSTOMER #: 153779

394480

FRANK BOUCHER  
CHEVROLET-CADILLAC-SAAB

[Redacted]  
RACINE, WI  
[Redacted]

WORKORDER

8600 Washington Avenue - P.O. BOX 085570  
Racine, Wisconsin 53408-5570

PAGE 1

RACINE (262) 888-1010  
KENOSHA (262) 852-0392 - MILWAUKEE (414) 768-9639  
www.gordic.com

"A FAMILY WAY OF DOING BUSINESS"

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

SERVICE ADVISOR: 102 DECKER, MAURICE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	TAG
BLUE	07	CHEVROLET SUBURBAN	GNFK16327J		54658/	T545
DEL. DATE	IN SERVICE DATE	WARR. EXP.	PROMISED	PO. NO.	PAYMENT	INV. DATE
23JAN07 DD			17:00 29SEP10		CASH	
HO. OPENED	READY	OPTIONS: ENG: 5.3 Liter			CALL WHEN VEHICLE IS READY	
					YES	NO

29SEP2010 13:20

LINE	OP CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	CMT1		CMT	TRUCK LUBE OIL AND FILTER CHANGE
# B	0108		CMT	MULTI POINT INSPECTION

Preliminary Estimate : \$18.95

13

BP  
1/19/11

YOU ARE ENTITLED TO A PRICE ESTIMATE FOR THE REPAIRS YOU HAVE AUTHORIZED. THE REPAIR PRICE MAY BE LESS THAN THE ESTIMATE, BUT WILL NOT EXCEED THE ESTIMATE WITHOUT YOUR PERMISSION. YOUR SIGNATURE WILL INDICATE YOUR ESTIMATE SELECTION.

1. I request an estimate in writing before you begin repairs.

2. Please proceed with repairs that can be done before continuing if the price will exceed \$ 50.00

3. I DO NOT want an estimate. X

Do you want the replaced parts to which you are entitled?  
 Yes  No

THIS PRICE FOR THE AUTHORIZED REPAIRS WILL NOT BE EXCEEDED IF THE MOTOR VEHICLE IS DELIVERED TO THE SHOP WITHIN 5 DAYS.

Motor vehicle repair notices are regulated by Chapter ATCP 132, Wis.

I HEREBY AUTHORIZE the repair work to be done along with the necessary materials. You and your employees may operate above vehicle for purposes of testing, inspection or delivery at my risk. An express mechanic's lien is acknowledged on above vehicle to secure the amount of repairs thereto. You will not be held responsible for loss or damage to vehicles or articles left in vehicle in case of fire, theft, accident or any other cause beyond your control. Any warranties on the products sold hereby are those made by the manufacturer. The seller, FRANK BOUCHER CHEVROLET, Inc. hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of any products. NOTICE: You are entitled to inspect or receive any components, parts, or accessories replaced or removed by the shop. I ACKNOWLEDGE RECEIPT OF A COPY OF THE AGREEMENT.

ADDITIONAL WORK AUTHORIZED BY X: \_\_\_\_\_ NAME \_\_\_\_\_

DATE	TIME	A.M. P.M.	NO. CALLED	NEW TOTAL ESTIMATE
REVISED ESTIMATE (1)	DATE	TIME	BY	
REVISED ESTIMATE (2)				
DESCRIPTION OF ADD'L REPAIRS			(1)	(2)

This vehicle received without face to face customer contact.

X \_\_\_\_\_  
SHOP REPRESENTATIVE SIGNATURE

A/ 10F

5

B/ Inspection

STRAIGHT TIME (HRS)	5
FLAT RATE PRICE	115
R.O. NO.	394480
EMP. NO.	13
DATE	SEP 29 19.9
TIME	SEP 29 19.9
DATE	SEP 29 19.9

234

CUSTOMER #: 153779

389935

FRANK BOUCHER  
CHEVROLET-CADILLAC-SAAB

8800 Washington Avenue · P.O. BOX 085670  
Racine, Wisconsin 53408-5670  
RACINE (262) 886-1010  
KENDOSHA (262) 652-0392 - MILWAUKEE (414) 768-9639  
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"A FAMILY WAY OF DOING BUSINESS"

WORKORDER

PAGE 1

SERVICE ADVISOR: 102 DECKER, MAURICE

RACINE, WI

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

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	TAG	
BLUE	07	CHEVROLET SUBURBAN	1GNFK16327J [REDACTED]		50544/	T279	
DEL. DATE	IN. SERVICE DATE	WARR. EXP.	PROMISED	PO. NO.	PAYMENT	INV. DATE	
23JAN07 DD			17:00 W JUL10		CASH		
R.O. OPENED	READY	OPTIONS: ENG:5.3_Liter				CALL WHEN VEHICLE IS READY	
07JUL2010 14:33						YES	NO

LINE OF CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A S115	WP94		ADD ENG OIL LAMP ON CONSUMPTION TEST IN PROGRESS SEE HISTORY

April 10 47381

71-825457214

STAPLE WAY  
48014

1600.00  
750.00

Net. 2nd order 49255

YOU ARE ENTITLED TO A PRICE ESTIMATE FOR THE REPAIRS YOU HAVE AUTHORIZED. THE REPAIR PRICE MAY BE LESS THAN THE ESTIMATE, BUT WILL NOT EXCEED THE ESTIMATE WITHOUT YOUR PERMISSION. YOUR SIGNATURE WILL INDICATE YOUR ESTIMATE SELECTION.

- 1. I request an estimate in writing before you begin repairs.
  - 2. Please proceed with repairs but call me before continuing if the price will exceed \$ \_\_\_\_\_
  - 3. I DO NOT want an estimate. X
- Do you want the replaced parts to which you are entitled?  
 Yes  No

THIS PRICE FOR THE AUTHORIZED REPAIRS WILL NOT BE EXCEEDED IF THE MOTOR VEHICLE IS DELIVERED TO THE SHOP WITHIN 5 DAYS.  
Motor vehicle repair practices are regulated by Chapter ATCP 132, Wis. Adm. Code, administered by the Bureau of Consumer Protection, Wisconsin Dept. of Agriculture, Trade and Consumer Protection, P.O. Box 8911, Madison, Wisconsin 53708-8911.

I HEREBY AUTHORIZE the repair work to be done along with the necessary materials. You and your employees may operate above vehicle for purposes of testing, inspection or delivery at my risk. An express mechanic's lien is acknowledged on above vehicle to secure the amount of repairs thereto. You will not be held responsible for loss or damage to vehicles or articles left in vehicle in case of fire, theft, accident or any other cause beyond your control. Any warranties on the products sold hereby are those made by the manufacturer. The seller, FRANK BOUCHER CHEVROLET, Inc. hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. NOTICE: You are entitled to inspect or receive any components, parts, or accessories replaced or removed by the shop. I ACKNOWLEDGE RECEIPT OF A COPY OF THE AGREEMENT.

ADDITIONAL WORK AUTHORIZED BY X: _____ NAME _____			
DATE	TIME	A.M. P.M.	NO. CALLED
DESCRIPTION OF ADD'L REPAIRS		(1)	(2)

This vehicle received without face to face customer contact.  
X  
SHOP REPRESENTATIVE SIGNATURE

CUSTOMER SIGNATURE \_\_\_\_\_  
TECHNICIAN COPY

134

CUSTOMER #: 153779

385836

FRANK BOUCHER  
CHEVROLET CADILLAC-SAB

8600 Washington Avenue • P.O. BOX 085570

Racine, Wisconsin 53408-5570

RACINE (262) 886-1010

KENOSHA (262) 652-0392 - MILWAUKEE (414) 768-9839

www.gordis.com

"A FAMILY WAY OF DOING BUSINESS"

WORKORDER

PAGE 1

HOME: [REDACTED] CONT: N/A

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 102 DECKER, MAURICE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	TAG	
BLUE	07	CHEVROLET SUBURBAN	1GNFK16327J		47381/	T676	
DEL DATE	IN SERVICE DATE	WARR. EXP.	PROCESSED	PO. NO.	PAYMENT	INV. DATE	
23JAN07 DD			17:00 14APR10		CASH		
R.O. OPENED	READY	OPTIONS:	ENG: 5.3 Liter				CALL WHEN VEHICLE IS READY
14APR2010 13:40						YES NO	

LINE	OP	CODE	TECH	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	CMM		CM		MOBIL ONE OIL CHANGE

# B S115 WP94 OIL CONSUMPTION CONTINUES

\*\*\*\*\*

Preliminary Estimate : \$35.00

Current Estimate : \$79.95 14APR 13:40 SA 102

\*\*\*\*\*

BP  
7352

YOU ARE ENTITLED TO A PRICE ESTIMATE FOR THE REPAIRS YOU HAVE AUTHORIZED. THE REPAIR PRICE MAY BE LESS THAN THE ESTIMATE, BUT WILL NOT EXCEED THE ESTIMATE WITHOUT YOUR PERMISSION. YOUR SIGNATURE WILL INDICATE YOUR ESTIMATE SELECTION.

1. I request an estimate in writing before you begin repairs.

X \_\_\_\_\_

2. Please proceed with repairs but call me before continuing if the price will exceed \$ \_\_\_\_\_

3. I DO NOT want an estimate. X \_\_\_\_\_

Do you want the replaced parts to which you are entitled?  
( ) Yes ( ) No

THIS PRICE FOR THE AUTHORIZED REPAIRS WILL NOT BE EXCEEDED IF THE MOTOR VEHICLE IS DELIVERED TO THE SHOP WITHIN 5 DAYS.

Motor vehicle repair practices are regulated by Chapter ATCP 102, Wis. Admin. Code, administered by the Bureau of Consumer Protection, Wisconsin Dept. of Agriculture, Trade and Consumer Protection, P.O. Box Madison, Wisconsin 53708-8911

I HEREBY AUTHORIZE the repair work to be done along with the necessary materials. You and your employees may operate above vehicle for purposes of testing, inspection or delivery at my risk. An express mechanic's lien is acknowledged on above vehicle to secure the amount of repairs thereto. You will not be held responsible for loss or damage to vehicles or articles left in vehicle in case of fire, theft, accident or any other cause beyond your control. Any warranties on the products sold hereby are those made by the manufacturer. The seller, FRANK BOUCHER CHEVROLET, Inc. hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. NOTICE: You are entitled to inspect or receive any components, parts, or accessories replaced or removed by the shop. I ACKNOWLEDGE RECEIPT OF A COPY OF THE AGREEMENT.

ADDITIONAL WORK AUTHORIZED BY X: \_\_\_\_\_ NAME \_\_\_\_\_

DATE	TIME	A.M. P.M.	NO. CALLED	NEW TOTAL ESTIMATE
REVISED ESTIMATE (1)	DATE	TIME	BY	
REVISED ESTIMATE (2)				
DESCRIPTION OF ADD'L REPAIRS	(1)	(2)		

This vehicle received without face to face customer contact.

X  
SHOP REPRESENTATIVE SIGNATURE

CUSTOMER SIGNATURE



STRAIGHT TIME (HOURS)	FLAT RATE	R/O NO. 385836	TIME	OFF APR 14 1941
		OPER. NO.		ON APR 14 1941
5	7.50	EMP. NO. 40		

Jan. 20, 2011 4:45PM Frank Boucher Chevy

CUSTOMER #: 153779

384870

No. 6587 P. 12

FRANK BOUCHER

CHEVROLET-CADILLAC-SAAB

WORKORDER

8600 Washington Avenue - P.O. BOX 085570  
 Racine, Wisconsin 53408-5570  
 RACINE (262) 866-1010  
 KENOSHA (262) 652-0392 - MILWAUKEE (414) 768-9639  
 www.gordle.com

"A FAMILY WAY OF DOING BUSINESS"

SERVICE ADVISOR: JOE DECKER, MAURICE

HOME: [REDACTED] CONT: N/A

BUS: [REDACTED] CELL: [REDACTED]

COLOR: YEAR MAKE/MODEL VIN LICENSE MILEAGE IN TAG

BLUE 07 CHEVROLET SUBURBAN 1GNFK16327J [REDACTED] 46588 / TMD

DEL DATE IN SERVICE DATE WARR EXP PROMISED FO NO PAYMENT INV DATE

23JAN07 DD 17:00 26MAR10 CASH

READY OPTIONS: ENG: 5.3 Liter CALL WHEN VEHICLE IS READY

26MAR2010 10:11

LINE OF CODE TECH. TYPE DESCRIPTIONS/INSTRUCTIONS

# A 5115 WP94 LOW OIL LAMP CAME ON SEE HISTORY

NO YES

26MAR2010 10:11

23JAN07 DD

READY OPTIONS: ENG: 5.3 Liter

CALL WHEN VEHICLE IS READY

NO YES

26MAR2010 10:11

23JAN07 DD

READY OPTIONS: ENG: 5.3 Liter

CALL WHEN VEHICLE IS READY

NO YES

26MAR2010 10:11

23JAN07 DD

READY OPTIONS: ENG: 5.3 Liter

CALL WHEN VEHICLE IS READY

NO YES

26MAR2010 10:11

23JAN07 DD

READY OPTIONS: ENG: 5.3 Liter

CALL WHEN VEHICLE IS READY

NO YES

26MAR2010 10:11

23JAN07 DD

READY OPTIONS: ENG: 5.3 Liter

CALL WHEN VEHICLE IS READY

NO YES

26MAR2010 10:11

23JAN07 DD

READY OPTIONS: ENG: 5.3 Liter

CALL WHEN VEHICLE IS READY

NO YES

26MAR2010 10:11

23JAN07 DD

READY OPTIONS: ENG: 5.3 Liter

CALL WHEN VEHICLE IS READY

NO YES

26MAR2010 10:11

23JAN07 DD

READY OPTIONS: ENG: 5.3 Liter

CALL WHEN VEHICLE IS READY

NO YES

26MAR2010 10:11

23JAN07 DD

READY OPTIONS: ENG: 5.3 Liter

CALL WHEN VEHICLE IS READY

NO YES

26MAR2010 10:11

23JAN07 DD

READY OPTIONS: ENG: 5.3 Liter

CALL WHEN VEHICLE IS READY

NO YES

26MAR2010 10:11

23JAN07 DD

READY OPTIONS: ENG: 5.3 Liter

CALL WHEN VEHICLE IS READY

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26MAR2010 10:11

23JAN07 DD

READY OPTIONS: ENG: 5.3 Liter

CALL WHEN VEHICLE IS READY

NO YES

26MAR2010 10:11

23JAN07 DD

READY OPTIONS: ENG: 5.3 Liter

CALL WHEN VEHICLE IS READY

NO YES

26MAR2010 10:11

23JAN07 DD

READY OPTIONS: ENG: 5.3 Liter

CALL WHEN VEHICLE IS READY

NO YES

26MAR2010 10:11

23JAN07 DD

READY OPTIONS: ENG: 5.3 Liter

CALL WHEN VEHICLE IS READY

NO YES

26MAR2010 10:11

23JAN07 DD

READY OPTIONS: ENG: 5.3 Liter

CALL WHEN VEHICLE IS READY

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26MAR2010 10:11

23JAN07 DD

READY OPTIONS: ENG: 5.3 Liter

CALL WHEN VEHICLE IS READY

NO YES

26MAR2010 10:11

23JAN07 DD

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CALL WHEN VEHICLE IS READY

NO YES

26MAR2010 10:11

23JAN07 DD

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26MAR2010 10:11

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26MAR2010 10:11

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26MAR2010 10:11

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26MAR2010 10:11

23JAN07 DD

READY OPTIONS: ENG: 5.3 Liter

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26MAR2010 10:11

23JAN07 DD

READY OPTIONS: ENG: 5.3 Liter

CALL WHEN VEHICLE IS READY

NO YES

26MAR2010 10:11

23JAN07 DD

READY OPTIONS: ENG: 5.3 Liter

CALL WHEN VEHICLE IS READY

NO YES

26MAR2010 10:11

23JAN07 DD

READY OPTIONS: ENG: 5.3 Liter

CALL WHEN VEHICLE IS READY

NO YES

26MAR2010 10:11

23JAN07 DD

READY OPTIONS: ENG: 5.3 Liter

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NO YES

26MAR2010 10:11

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26MAR2010 10:11

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NO YES

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NO YES

26MAR2010 10:11

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NO YES

26MAR2010 10:11

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26MAR2010 10:11

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26MAR2010 10:11

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NO YES

26MAR2010 10:11

23JAN07 DD

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CALL WHEN VEHICLE IS READY

NO YES

26MAR2010 10:11

23JAN07 DD

READY OPTIONS: ENG: 5.3 Liter

CALL WHEN VEHICLE IS READY

NO YES

26MAR2010 10:11

23JAN07 DD

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CALL WHEN VEHICLE IS READY

NO YES

26MAR2010 10:11

23JAN07 DD

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CALL WHEN VEHICLE IS READY

NO YES

26MAR2010 10:11

23JAN07 DD

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CALL WHEN VEHICLE IS READY

NO YES

26MAR2010 10:11

23JAN07 DD

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26MAR2010 10:11

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26MAR2010 10:11

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26MAR2010 10:11

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26MAR2010 10:11

23JAN07 DD

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CALL WHEN VEHICLE IS READY

NO YES

26MAR2010 10:11

23JAN07 DD

READY OPTIONS: ENG: 5.3 Liter

CALL WHEN VEHICLE IS READY

NO YES

26MAR2010 10:11

23JAN07 DD

READY OPTIONS: ENG: 5.3 Liter

CALL WHEN VEHICLE IS READY

NO YES

26MAR2010 10:11

23JAN07 DD

READY OPTIONS: ENG: 5.3 Liter

CALL WHEN VEHICLE IS READY

NO YES

26MAR2010 10:11

23JAN07 DD

READY OPTIONS: ENG: 5.3 Liter

CALL WHEN VEHICLE IS READY

NO YES

26MAR2010 10:11

23JAN07 DD

READY OPTIONS: ENG: 5.3 Liter

CALL WHEN VEHICLE IS READY

NO YES

26MAR2010 10:11

23JAN07 DD

CUSTOMER #: 153779

381557

FRANK BOUCHER  
CHEVROLET-CADILLAC-SAAB

8600 Washington Avenue · P.O. BOX 085570  
Racine, Wisconsin 53408-5570  
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KENOSHA (262) 662-0392 · MILWAUKEE (414) 768-9639  
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WORKORDER

PAGE 1

RACINE, WI

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

SERVICE ADVISOR: 102 DECKER, MAURICE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	TAG
BLUE	07	CHEVROLET SUBURBAN	1GNFK16327J [REDACTED]		43989 / 43993	T137
DEL DATE	IN SERVICE DATE	WARR EXP	PROMISED	PO NO	PAYMENT	INV DATE
23JAN07 DD			17:00 18JAN10	ENT	CASH	
R.O. OPENED	READY	OPTIONS: ENG:5.3_Liter			CALL WHEN VEHICLE IS READY	
18JAN2010 09:24					YES	NO

LINE OF CODE TECH. TYPE DESCRIPTIONS/INSTRUCTIONS

# A S115 WP94 CONSUMPTION TEST RESULTS SHOW EXCESSIVE USE ADVISE

# B 27901 WP94 1 RENTAL DAY *Part 157429*

*12*

*4200 x 10*

*PH - 12*

*BF*

YOU ARE ENTITLED TO A PRICE ESTIMATE FOR THE REPAIRS YOU HAVE AUTHORIZED. THE REPAIR PRICE MAY BE LESS THAN THE ESTIMATE BUT WILL NOT EXCEED THE ESTIMATE.

I HEREBY AUTHORIZE the repair work to be done along with the necessary materials. You and your employees may operate above vehicle for purposes of testing, inspection or delivery at my risk. An express mechanic's lien is acknowledged on above vehicle to secure the amount of repairs thereto. You will not be held responsible for loss or damage to vehicles or articles left in vehicle in case of fire, theft, accident or any other cause beyond your control. Any warranties on the products sold hereby are those made by the manufacturer. The seller, FRANK BOUCHER CHEVROLET, Inc. hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. NOTICE: You are entitled to inspect or remove any components,

ADDITIONAL WORK AUTHORIZED BY X: \_\_\_\_\_ NAME \_\_\_\_\_

DATE	TIME	A.M. P.M.	NO. CALLED	NEW TOTAL ESTIMATE
REVISED ESTIMATE (1)	DATE	TIME	BY	
REVISED ESTIMATE (2)				
DESCRIPTION OF ADD'L REPAIRS	(1)	(2)		

2. Please proceed with repairs but call me before continuing if the price will exceed \$ \_\_\_\_\_

3. I DO NOT want an estimate. X

Do you want the replaced parts to which you are entitled? ( ) Yes ( ) No

This vehicle received without face to face customer contact.

THIS PRICE FOR THE AUTHORIZED REPAIRS WILL NOT BE EXCEEDED IF THE MOTOR VEHICLE IS DELIVERED TO THE SHOP WITHIN 5 DAYS.  
Motor vehicle repair practices are regulated by Chapter ATCP 132, Wis. Adm. Code, administered by the Bureau of Consumer Protection, Wisconsin Dept. of Agriculture, Trade and Consumer Protection, P.O. Box 8911, Madison, Wisconsin 53708-8911.

X  
SHOP REPRESENTATIVE SIGNATURE \_\_\_\_\_

TECHNICIAN COPY

15 | ON JAN 21 8.4

STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R.O. NO.	TIME	OFF
1.1	2470	381557	1.1	JAN 21 14.8
		EMP. NO. OPER. NO.		ON JAN 21 13.7

15.1 TOTAL

STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R.O. NO.	TIME	OFF
30	6735	381557	10	JAN 22 15.5
		EMP. NO. OPER. NO.		ON

STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R.O. NO.	TIME	OFF
6.5	14593	381557	4.7	JAN 26 14.6
		EMP. NO. OPER. NO.		ON JAN 26 9.9

INSR VALVES PER TSB 07-06-01-007E. (12)  
 ORDER Cyl. HEADS - VALVES DAMAGED  
 REPLACE CYLINDER HEADS, REPLACE VALVES & SEALS,  
 TRANSFER SPRINGS,



CUSTOMER #:153779

378877

FRANK BOUCHER  
CHEVROLET-CADILLAC-SAAB

WORKORDER

8600 Washington Avenue - P.O. BOX 086670

Racine, Wisconsin 53408-5570

RACINE (262) 886-1010

KENOSHA (262) 652-0392 - MILWAUKEE (414) 768-9839

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RACINE, WI

PAGE 1

SERVICE ADVISOR: 102 DECKER, MAURICE

HOME CONT: N/A  
BUS: CELL:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	TAG
BLUE	07	CHEVROLET SUBURBAN	1GNFK16327J		41772/	T924
DEL DATE	IN SERVICE DATE	WARR EXP	PROMISED	PO NO	PAYMENT	INV DATE
23JAN07 DD			17:00 17NOV09		CASH	
R.O OPENED	READY	OPTIONS: ENG:5.3 Liter			CALL WHEN VEHICLE IS REAL	
17NOV2009 11:54					YES	N

LINE OF CODE	TECH. TYPE	DESCRIPTIONS/INSTRUCTIONS
# A S115	WP94	OIL LEVEL LAMP CAME ON. HAD TO ADD 1 QUART AND STILL LOW

*1/2 Quart oil on TODAY*

*was taken 2.5 QTS SINCE MOTOR COULD*

*Mary Sontag*

YOU ARE ENTITLED TO A PRICE ESTIMATE FOR THE REPAIRS YOU HAVE AUTHORIZED. THE REPAIR PRICE MAY BE LESS THAN THE ESTIMATE, BUT WILL NOT EXCEED THE ESTIMATE WITHOUT YOUR PERMISSION. YOUR SIGNATURE WILL INDICATE YOUR ESTIMATE SELECTION.

- I request an estimate in writing before you begin repairs.
  - Please proceed with repairs but call me before continuing if the price will exceed \$ \_\_\_\_\_
  - I DO NOT want an estimate. X \_\_\_\_\_
- Do you want the replaced parts to which you are entitled?  
 Yes  No

THIS PRICE FOR THE AUTHORIZED REPAIRS WILL NOT BE EXCEEDED IF THE MOTOR VEHICLE IS DELIVERED TO THE SHOP WITHIN 5 DAYS.

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ADDITIONAL WORK AUTHORIZED BY X: \_\_\_\_\_ NAME \_\_\_\_\_

DATE	TIME	A.M. P.M.	NO. CALLED	NEW TOTAL ESTIMATE
REVISED ESTIMATE (1)	DATE	TIME	BY	
REVISED ESTIMATE (2)				
DESCRIPTION OF ADD'L REPAIRS	(1)	(2)		

This vehicle received without face-to-face customer contact.

X *[Signature]*  
SHOP REPRESENTATIVE SIGNATURE

TECHNICIAN COPY

CUSTOMER #: 153779

375881

FRANK BOUCHER  
CHEVROLET-CADILLAC-SAAB

WORKORDER  
REPRINT  
PAGE 1

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Racine, Wisconsin 53408-5570  
RACINE (262) 866-1010  
KENOSHA (262) 652-0392 · MILWAUKEE (414) 768-9639  
www.gordle.com

"A FAMILY WAY OF DOING BUSINESS"

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

SERVICE ADVISOR: 102 DECKER, MAURICE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	TAG
BLUE	07	CHEVROLET SUBURBAN	1GNFK16327J [REDACTED]		38381/	T297
DEL. DATE	IN SERVICE DATE	WARR. EXP.	PROMISED	PO. NO.	PAYMENT	INV. DATE
23JAN07 DD			17:00 15SEP09		CASH	
R.O. OPENED	READY	OPTIONS: ENG: 5.3 Liter			CALL WHEN VEHICLE IS READY	
15SEP2009 07:39	15SEP2009 09:26				YES	NO

LINE OP CODE TECH. TYPE DESCRIPTIONS/INSTRUCTIONS

# A S115 83 WP94 OIL LEVEL GOES LOW B4 OIL CHANGE TIME (SETS LOW OIL LAMP) CONSUMPTION TEST STARTED AND CONFIRMED *Done 8.5*

# B \*CMT1 CMT TRUCK LUBE OIL AND FILTER CHANGE WITH 12 POINT CHECK *S*

Preliminary Estimate : \$79.95

*Mobil One*

*10:30 plus*

*BF 7352*

YOU ARE ENTITLED TO A PRICE ESTIMATE FOR THE REPAIRS YOU HAVE AUTHORIZED. THE REPAIR PRICE MAY BE LESS THAN THE ESTIMATE, BUT WILL NOT EXCEED THE ESTIMATE WITHOUT YOUR PERMISSION. YOUR SIGNATURE WILL INDICATE YOUR ESTIMATE SELECTION.

- I request an estimate in writing before you begin repairs.
  - Please proceed with repairs but call me before continuing if the price will exceed \$\_\_\_\_\_.
  - I DO NOT want an estimate.  X
- Do you want the replaced parts to which you are entitled?  
 Yes  No

THIS PRICE FOR THE AUTHORIZED REPAIRS WILL NOT BE EXCEEDED IF THE MOTOR VEHICLE IS DELIVERED TO THE SHOP WITHIN 5 DAYS.

Motor vehicle repair practices are regulated by Chapter ATCP 132, Wis. Adm. Code, administered by the Bureau of Consumer Protection, Wisconsin Dept. of Agriculture, Trade and Consumer Protection, P.O. Box RR11, Madison, Wisconsin 53708-6911.

I HEREBY AUTHORIZE the repair work to be done along with the necessary materials. You and your employees may operate above vehicle for purposes of testing, inspection or delivery at my risk. An express mechanic's lien is acknowledged on above vehicle to secure the amount of repairs thereto. You will not be held responsible for loss or damage to vehicles or articles left in vehicle in case of fire, theft, accident or any other cause beyond your control. \*Any warranties on the products sold hereby are those made by the manufacturer. The seller, FRANK BOUCHER CHEVROLET, Inc. hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.\* NOTICE: You are entitled to inspect or receive any components, parts, or accessories replaced or removed by the shop. I ACKNOWLEDGE RECEIPT OF A COPY OF THE AGREEMENT.

ADDITIONAL WORK AUTHORIZED BY X: \_\_\_\_\_ NAME \_\_\_\_\_

DATE	TIME	A.M. P.M.	NO. CALLED	NEW TOTAL ESTIMATE	
				BY	
REVISED ESTIMATE (1)			DATE	TIME	
REVISED ESTIMATE (2)					
DESCRIPTION OF ADD'L REPAIRS			(1)	(2)	

This vehicle received without face to face customer contact.

X  
SHOP REPRESENTATIVE SIGNATURE \_\_\_\_\_

CUSTOMER SIGNATURE \_\_\_\_\_

#83  
1073

STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R.O. NO.	TIME	OFF.
5	1073	375881		
		EMP. NO. OPER. NO.		

CUSTOMER #: 153779

370260

FRANK BOUCHER  
CHEVROLET-CADILLAC-SAAB

8600 Washington Avenue · P.O. BOX 085570  
Racine, Wisconsin 53408-5570

RACINE (262) 886-1010  
MILWAUKEE (414) 768-9639  
www.gordls.com

"A FAMILY WAY OF DOING BUSINESS"

RACINE, WI

WORKORDER

PAGE 1

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

SERVICE ADVISOR: 102 DECKER, MAURICE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	TAG
BLUE	07	CHEVROLET SUBURBAN	1GNFK16327J [REDACTED]		32371/	T178
DEL DATE	IN SERVICE DATE	WARR EXP	PROMISED	PO NO	PAYMENT	INV DATE
23 JAN 07 DE			17:00 19 MAY 09		CASH	
R.D. OPENED	READY	OPTIONS: ENG: 5.3 Liter				CALL WHEN VEHICLE IS READY
19 MAY 2009 08:09						

LINE OP CODE TECH. TYPE DESCRIPTIONS/INSTRUCTIONS YES NO

# A S115 WP94 OIL LEVEL LAMP ON AND LOW HAS BEEN LOW LAST 2 OIL CHANGES

# B S145 WP94 CIG LIGHTER COVER POBS OFF

*list changed for sure bill*

ARE ENTITLED TO A PRICE ESTIMATE FOR THE REPAIRS YOU HAVE AUTHORIZED. THE REPAIR PRICE MAY BE MORE THAN THE ESTIMATE, BUT WILL NOT EXCEED THE ESTIMATE WITHOUT YOUR PERMISSION. YOUR ESTIMATE WILL INDICATE YOUR ESTIMATE SELECTION. Request an estimate in writing before you begin repairs.

Proceed with repairs but call me before continuing if price will exceed \$ [REDACTED]

Do NOT want an estimate, X [ ]

Do not have the replaced parts to which you are entitled? [ ] Yes [ ] No

I HEREBY AUTHORIZE the repair work to be done along with the necessary materials. You and your employees may operate above vehicle for purposes of testing, inspection or delivery at my risk. An express mechanic's lien is acknowledged on above vehicle to secure the amount of repairs thereto. You will not be held responsible for loss or damage to vehicles or articles left in vehicle in case of fire, theft, accident or any other cause beyond your control. Any warranties on the products sold hereby are those made by the manufacturer. The seller, FRANK BOUCHER CHEVROLET, Inc. hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this vehicle.

ADDITIONAL WORK AUTHORIZED BY X: \_\_\_\_\_

DATE	TIME	A.M.	P.M.	NO. CALLED	NAME	NEW TOTAL ESTIMATE
REVISED ESTIMATE (1)						
REVISED ESTIMATE (2)						
DESCRIPTION OF ADD'L REPAIRS	(1)	(2)				

PRICE FOR THE AUTHORIZED REPAIRS WILL NOT EXCEED IF THE MOTOR VEHICLE IS DELIVERED TO SHOP WITHIN 5 DAYS.

Repair practices are regulated by Chapter ATCP 132, Wis. Stats., administered by the Bureau of Consumer Protection, Dept. of Agriculture, Trade and Consumer Protection, P.O. Box 7848, Wisconsin 53709-8911.

[ ] This vehicle received without face to face customer contact.

X  
SHOP REPAIRS



0.3

(12) INSPECT PER TSB PIP 4574D.  
 NO ENG. OIL LEAKS, PCV SYSTEM OK.  
 TOP OFF OIL LEVEL. BEGIN CONSUMPTION TEST  
 PER TSB 01-06-01-011F.

0.2

(12) REPLACE 1/P CIG. LIGHTER BEZEL - LEFT SIDE SOCKET

5.8

(12) INSP/LEAK TEST. R/R 4L60E.  
 REMOVE PUMP, REPAIR GASKETS & SEALS. LEAKING.  
 CLEAN/RECHK. OK

STRAIGHT TIME (HRS)	FLAT RATE PRICE	R.O. NO.	OPER. NO.	DATE	TIME
		3700			
OP. MAY 19 18.6					

Return  
 (12)

## GM Vehicle Inquiry System Summary

[Home](#) - [Summary](#) - [Claim History](#) - [Vehicle Build](#) - [Vehicle Component](#) - [Delivery Information](#) - [Dealer Information](#) - [Service Contract](#) - [Warranty Block](#) - [Branded Title](#)

[Help](#)

VIN :	1GNFK16327J [REDACTED]
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### VEHICLE INFORMATION

<b>Merchandising Model :</b>	CK10906 -2007 SUBURBAN 4WD 1/2 TON LT	<b>Warranty Start Date :</b>	01/23/2007
<b>BARS Order Type :</b>	70 - RETAIL - STOCK		
<b>Delivering Dealer :</b>	KENOSHA CHEVROLET 8200 120TH AVE KENOSHA , WI 53142-7334 (262) 857-4827	<b>Selling Source :</b>	13 - CHEVROLET
		<b>Site Code :</b>	47005
		<b>Business Associate Code :</b>	164674
<b>Service Contract :</b>	No	<b>Branded Title :</b>	No
		<b>Warranty Block :</b>	No
		<b>PDI Status :</b>	Paid

### REQUIRED FIELD ACTIONS

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

### SERVICE INFORMATIONAL ITEMS

Type	Number	Description	Posted Date	Status
EI	<a href="#">07036</a>	WINDSHIELD GLASS STRESS CRACK/DISTORTION. REF. TSB 07-08-48-001.	02/09/2007	See Bulletin

### ON STAR AND XM SATELLITE RADIO INFORMATION

<b>OnStar Equipped</b>	Yes	<b>OnStar Status</b>	Inactive	Refer to Help page for details or go to OnStar Online Enrollment (located on the "OnStar" tab in GM InfoNET) or (888)ONSTAR1 (888) 667-8271.	
<b>XM Equipped</b>	Yes	<b>XM Radio ID</b>	1EG7L00J	<b>XM Status</b>	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	R.O Number	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	I	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

[Home](#) - [Summary](#) - [Claim History](#) - [Vehicle Build](#) - [Vehicle Component](#) - [Delivery Information](#) - [Dealer Information](#) - [Service Contract](#) - [Warranty Block](#) - [Branded Title](#)

[Help](#)

VIN :	1GNFK16327J [REDACTED]
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### CLAIM HISTORY

<b>Repair Order Date :</b> 09/15/2009		<b>Repair Order Number :</b> 375881		<b>Odometer Reading :</b> 38381 miles					
<b>Serviced By :</b>	FRANK BOUCHER CHEVROLET CADILLAC SAAB PO BOX 085570 RACINE, WI 53408-5570 (262) 886-1010			<b>Selling Source :</b> 13 - CHEVROLET					
				<b>Site Code :</b> 47036					
				<b>Business Associate Code :</b> 113379					
Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
09/25/2009	43	01	#	J0301 - VALVE ROCKER ARM COVER REPLACEMENT - LEFT SIDE	12570427 - COVER	N/A	N/A	\$ 170.89	N

<b>Repair Order Date :</b> 06/19/2009		<b>Repair Order Number :</b> 029739		<b>Odometer Reading :</b> 33751 miles					
<b>Serviced By :</b>	A-F MOTORS, INC. PO BOX 759 ADAMS, WI 53910-0759 (608) 339-3392			<b>Selling Source :</b> 13 - CHEVROLET					
				<b>Site Code :</b> 18005					
				<b>Business Associate Code :</b> 111754					
Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
07/14/2009	22	01	#	N0110 - BATTERY REPLACEMENT	89022168 - BATTERY	N/A	N/A	\$ 157.27	<u>Y</u>

<b>Repair Order Date :</b> 05/19/2009		<b>Repair Order Number :</b> 370260		<b>Odometer Reading :</b> 32371 miles					
<b>Serviced By :</b>	FRANK BOUCHER CHEVROLET CADILLAC SAAB PO BOX 085570 RACINE, WI 53408-5570 (262) 886-1010			<b>Selling Source :</b> 13 - CHEVROLET					
				<b>Site Code :</b> 47036					
				<b>Business Associate Code :</b> 113379					
Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
				J9991 - CUSTOMER					

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

<b>Repair Order Date :</b>	01/21/2008	<b>Repair Order Number :</b>	517030	<b>Odometer Reading :</b>	13033 miles
----------------------------	------------	----------------------------------	--------	---------------------------	-------------

<b>Serviced By :</b>	KENOSHA CHEVROLET 8200 120TH AVE KENOSHA, WI 53142-7334 (262) 857-4827	<b>Selling Source :</b>	13 - CHEVROLET
		<b>Site Code :</b>	47005
		<b>Business Associate Code :</b>	164674

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	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	N
01/25/2008	868	02	#	Y0151 - 07007- SERVICE UPDATE - REPROGRAM BCM, RCDLR, AND RKE TRAN	N/A	N/A	N/A	\$ 86.43	N

<b>Repair Order Date :</b>	01/11/2008	<b>Repair Order Number :</b>	516597	<b>Odometer Reading :</b>	12693 miles
----------------------------	------------	----------------------------------	--------	---------------------------	-------------

<b>Serviced By :</b>	KENOSHA CHEVROLET 8200 120TH AVE KENOSHA, WI 53142-7334 (262) 857-4827	<b>Selling Source :</b>	13 - CHEVROLET
		<b>Site Code :</b>	47005
		<b>Business Associate Code :</b>	164674

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
01/18/2008	866	01	#	K9995 - CUSTOMER CONCERN NOT DUPLICATED - AUTOMATIC TRANSMISSION	N/A	B	N/A	\$ 23.57	N
01/18/2008	866	02	#	B1791 - REAR WINDOW WASHER NOZZLE	N/A	N/A	N/A	\$ 23.57	N

				REPLACEMENT					
--	--	--	--	-------------	--	--	--	--	--


<b>Repair Order Date :</b>		10/02/2007		<b>Repair Order Number :</b>		509295		<b>Odometer Reading :</b>		8937 miles	
<b>Serviced By :</b>	KENOSHA CHEVROLET 8200 120TH AVE KENOSHA, WI 53142-7334 (262) 857-4827					<b>Selling Source :</b>		13 - CHEVROLET			
						<b>Site Code :</b>		47005			
						<b>Business Associate Code :</b>		164674			
<b>Cycle Date</b>	<b>Cycle Nbr</b>	<b>Case</b>	<b>Type</b>	<b>Labor Operation</b>	<b>Part</b>	<b>Auth Code</b>	<b>Person Code</b>	<b>Line Total</b>	<b>Comments</b>		
10/05/2007	836	01	#	K4121 - TRANSFER CASE SHIFT CONTROL MODULE REPROGRAMMING WITH SPS	N/A	N/A	N/A	\$ 53.36	<u>Y</u>		

<b>Repair Order Date :</b>		08/07/2006		<b>Repair Order Number :</b>		A19775		<b>Odometer Reading :</b>		0 miles	
<b>Serviced By :</b>	HOSKINS CHEVROLET, INC. PO BOX 175 ELK GROVE VILLAGE, IL 60009-0175 (847) 439-0900					<b>Selling Source :</b>		13 - CHEVROLET			
						<b>Site Code :</b>		11272			
						<b>Business Associate Code :</b>		113243			
<b>Cycle Date</b>	<b>Cycle Nbr</b>	<b>Case</b>	<b>Type</b>	<b>Labor Operation</b>	<b>Part</b>	<b>Auth Code</b>	<b>Person Code</b>	<b>Line Total</b>	<b>Comments</b>		
08/11/2006	716	01	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	N/A	N/A	N/A	\$ 129.68	N		

**CHECK HISTORY**

<b>Vehicle Has No Associated Check History.</b>
---

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Mr. GMVIS 2 [Logout](#)  
 January 20, 2011

Global Warranty Management: Main > Interface With Customer > View Vehicle Summary

### INTERFACE WITH CUSTOMER

## View Vehicle Summary

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: 1GNFK16327-XXXXXXXXXX Model: CK10906-2007 SUBURBAN 4WD 1/2 TON  
 Service Contract: No Branded Title: No Warranty Block: No PDI Status: No  
 Order Type: 70 - RETAIL - STOCK  
 Field Actions: [0 Open](#) REQUEST ANOTHER VIN

### For this vehicle:

- [View Vehicle Summary](#)
  - Service Contract
  - Branded Title
  - Warranty Block
- [View Vehicle Build](#)
- [View Vehicle Component Summary](#)
- [View Vehicle Transaction History Detail](#)
- [View Vehicle Delivery Information](#)

### Required Field Actions

Open field actions are highlighted

Type	Number	Original Nbr	Description	Release Date	Status
Service Update Bulletins	N060162	06162	SERVICE UPDATE-INVENT/CUST VEHS E85 VFFS UPDATE REPGM ECM *EXPIRES 8YR/80K MI*	12/12/2006	Closed
Service Update Bulletins	N070007	07007	SERVICE UPDATE - REMOTE KEYLESS INOP/BATT LOW-GMT900 ONLY.*EXP W/BASE WARR*	02/06/2007	Closed

### 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: 1EG7L00J XM Status: Inactive  
 OnStar Vehicle Diagnostics: N DMN Enabled: N

### Applicable Warranties

Valid warranties are highlighted

Valid	Description	Warranty Add Date	Start Date	Effective Odometer	End Date	End Odometer
	Special Coverage 09239	07/16/2010	01/23/2007	56 MI	01/23/2017	100,056 MI

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

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**Service Contract**


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Vehicle has no current record of service contracts.

---

**Transaction History**
[View Details](#)

Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
12/27/2010	399062	ZREG---Regular Vehicle Transaction	Add Credit	J7555 - Install AFM Oil Deflector and Clean Carbon from Cylinder	58,445 MI
12/27/2010	399062	ZREG---Regular Vehicle Transaction	Full Debit - Reversal	J7555 - Install AFM Oil Deflector and Clean Carbon from Cylinder	58,445 MI
12/27/2010	399062	ZREG---Regular 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	ZREG---Regular Vehicle Transaction	Add Credit	J7555 - Install AFM Oil Deflector and Clean Carbon from Cylinder	55,252 MI
10/11/2010	395071	ZREG---Regular Vehicle Transaction	Full Debit - Reversal	J7555 - Install AFM Oil Deflector and Clean Carbon from Cylinder	55,252 MI
10/11/2010	395071	ZREG---Regular 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	ZREG---Regular 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	ZREG---Regular Vehicle Transaction		Y0124 - 06162 Product Enhancement - Engine Control Module Reprogram with SPS	13,033 MI
01/21/2008	517030	ZREG---Regular Vehicle Transaction		Y0151 - 07007- Service Update - Reprogram BCM, RCDLR, and RKE Transmitters	13,033 MI
01/11/2008	516597	ZREG---Regular Vehicle Transaction		K9995 - Customer Concern Not Duplicated - Automatic Transmission	12,693 MI
01/11/2008	516597	ZREG---Regular Vehicle Transaction		B1791 - Rear Window Washer Nozzle Replacement	12,693 MI
10/02/2007	509295	ZREG---Regular		K4121 - Transfer Case Shift	8,937 MI



		Vehicle Transaction	Control Module Reprogramming with SPS	
08/07/2006	A19775	ZPDI---Pre- Delivery Inspection	Z7000 - Pre-Delivery Inspection - Base Time	0 MI

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Global Warranty Management: Site Map

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Mr. GMVIS 2

Logout

January 20, 2011

Global Warranty Management: Main &gt; Interface With Customer &gt; View Vehicle Transaction History Detail

INTERFACE WITH  
CUSTOMER

## View Vehicle Transaction History Detail

This screen allows GMVIS users to view the available information on individual transaction for the VIN selected.

## Vehicle Information

VIN: 1GNFK16327[REDACTED] Model: CK10906-2007 SUBURBAN 4WD 1/2 TON  
 Service Contract: No Branded Title: No Warranty Block: No PDI Status: No  
 Order Type: 70 - RETAIL - STOCK  
 Field Actions: [0 Open](#) [REQUEST APPROVAL](#)

## For this vehicle:

- [View Vehicle Summary](#)
  - Service Contract
  - Branded Title
  - Warranty Block
- [View Vehicle Build](#)
- [View Vehicle Component Summary](#)
- [View Vehicle Transaction History Detail](#)
- [View Vehicle Delivery Information](#)

Job Card Date: 12/27/2010

Job Card Number: 399062

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

Odometer Reading: 58,445 MI  
 Authorization Code: R

Process Date:  
 01/10/2011

Transaction Type:  
 ZREG---Regular Vehicle Transaction  
 Transaction Expense Category:  
 Warranty

Customer Complaint Code:  
 0324-Engine/Fuel/Exhaust -  
 Excessive Fuel Consumption

Job Card Line #: 1 Transaction Adjustment: Add Credit Cause Code: 6023-  
 Module/Component - Foreign Material

Labour Op J7555-Install AFM Oil Deflector and Clean Carbon from Cylinder

Causal Part Number 00000000088861802-CLEANER,F/INJR16OZLIQUIDPO

→ [See other Parts and/or Net Items](#)

Line Total: USD 392.68

Job Card Date: 12/27/2010

Job Card Number: 399062

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

Odometer Reading: 58,445 MI  
 Authorization Code: R

Process Date:  
 01/10/2011

Transaction Type:  
 ZREG---Regular Vehicle Transaction  
 Transaction Expense Category:  
 Warranty

Customer Complaint Code:  
 0324-Engine/Fuel/Exhaust -  
 Excessive Fuel Consumption

Job Card Line #: 1 Transaction Adjustment: Full Debit Cause Code: 6023-  
 Module/Component - Foreign Material

Labour Op J7555-Install AFM Oil Deflector and Clean Carbon from Cylinder

Causal Part Number 00000000088861802-CLEANER,F/INJR16OZLIQUIDPO

→ [See other Parts and/or Net Items](#)

Line Total: USD 255.68



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 577.20

**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:  
10/27/2010

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

**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:  
10/27/2010

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  
→[See other Parts and/or Net Items](#)

Line Total: USD 503.20

**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

## Transaction Expense Category:

Warranty

## Customer Complaint Code:

0190-Drivability - Other issues

Job Card Line #: 5

Transaction Adjustment:

Cause Code: 6061-Module/Component - Leaks

Labour Op F1602-Front Drive Axle Inner Shaft Seal and Inner Shaft Bearing Replacement

Causal Part Number 00000000015801507-SEAL,FRTDRVAXLEINRSHF

→[See other Parts and/or Net Items](#)

Line Total: USD 132.40

**Job Card Date:** 10/11/2010**Job Card Number:** 395071

Repair Service Agent: 113379

Odometer Reading: 55,252 MI

FRANK BOUCHER CHEVROLET CADILLAC SA

Authorization Code: A

8600 WASHINGTON AVE

RACINE WI 53406-3784

2628861010

## Process Date:

10/20/2010

## Transaction Type:

ZREG---Regular Vehicle Transaction

## Transaction Expense Category:

Policy

## Customer Complaint Code:

0221-Audio/Entertainment/Navigation -

Audio

Job Card Line #: 3

Transaction Adjustment:

Cause Code: 6579-Module/Component -

Shorted

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

Odometer Reading: 55,252 MI

FRANK BOUCHER CHEVROLET CADILLAC SA

Authorization Code:

8600 WASHINGTON AVE

RACINE WI 53406-3784

2628861010

## Process Date:

10/20/2010

## Transaction Type:

ZREG---Regular Vehicle Transaction

## Transaction Expense Category:

Special Policy

## Customer Complaint Code:

0890-Interior - Other issues

Job Card Line #: 2

Transaction Adjustment:

Cause Code: 9090-Other - Field Action / Tech Bulletin

Labour Op T5752-09239 - Replace Front or Rear Door Handle Levers

Causal Part Number 00000000088880051-HANDLEKIT,FRTS/DI/S

→[See other Parts and/or Net Items](#)

Line Total: USD 58.96

**Job Card Date:** 01/18/2010**Job Card Number:** 381557

Repair Service Agent: 113379

Odometer Reading: 43,989 MI

FRANK BOUCHER CHEVROLET CADILLAC SA

Authorization Code: D8E6R7

8600 WASHINGTON AVE

RACINE WI 53406-3784

2628861010

Process Date:

02/08/2010

Transaction Type:

ZREG---Regular Vehicle Transaction

Transaction Expense Category:

Warranty

Customer Complaint Code:

0325-Engine/Fuel/Exhaust - Excessive Oil

Consumption

Job Card Line #: 1

Transaction Adjustment:

Cause Code: 6021-Module/Component -

Damaged/Cracked

Labour Op J0517-Head, Cylinder - Both Banks - Replace

Causal Part Number 00000000012615363-HEADASM-CYL

→[See other Parts and/or Net Items](#)

Line Total: USD 2,866.94

**Job Card Date:** 09/15/2009**Job Card Number:** 375881

Repair Service Agent: 113379

Odometer Reading: 38,381 MI

FRANK BOUCHER CHEVROLET CADILLAC SA

Authorization Code:

8600 WASHINGTON AVE

RACINE WI 53406-3784

2628861010

Process Date:

09/25/2009

Transaction Type:

ZREG---Regular Vehicle Transaction

Transaction Expense Category:

Warranty

Customer Complaint Code:

0000-Converted Claim

Job Card Line #: 1

Transaction Adjustment:

Cause Code: 0000-Converted Claims

Labour Op J0301-Valve Rocker Arm Cover Replacement - Left Side

Causal Part Number

→[See other Parts and/or Net Items](#)

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.

Authorization Code:

201 S MAIN ST

ADAMS WI 53910-9371

6083393392

Process Date:

07/14/2009

Transaction Type:

ZREG---Regular Vehicle Transaction

Transaction Expense Category:

Warranty

Customer Complaint Code:

0000-Converted Claim

Job Card Line #: 1

Transaction Adjustment:

Cause Code: 0000-Converted Claims

Labour Op N0110-Battery Replacement

Causal Part Number

→[See other Parts and/or Net Items](#)

Line Total: USD 157.27

**Job Card Date:** 05/19/2009**Job Card Number:** 370260

Repair Service Agent: 113379

Odometer Reading: 32,371 MI

FRANK BOUCHER CHEVROLET CADILLAC SA

Authorization Code:

8600 WASHINGTON AVE  
RACINE WI 53406-3784  
2628861010

Process Date:  
05/29/2009

Transaction Type:  
ZREG---Regular Vehicle Transaction

Transaction Expense Category:  
Warranty

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 Mechanical  
Causal Part Number

Line Total: USD 28.33

**Job Card Date:** 05/19/2009

**Job Card Number:** 370260

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

Odometer Reading: 32,371 MI  
Authorization Code:

Process Date:  
05/29/2009

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 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 Date:** 05/19/2009

**Job Card Number:** 370260

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

Odometer Reading: 32,371 MI  
Authorization Code:

Process Date:  
05/29/2009

Transaction Type:  
ZREG---Regular Vehicle Transaction

Transaction Expense Category:  
Warranty

Customer Complaint Code:  
0000-Converted Claim

Job Card Line #: 3                      Transaction Adjustment:                      Cause Code: 0000-Converted Claims  
Labour Op K7122-Transmission Fluid Pump Gasket Replacement  
Causal Part Number

→See other Parts and/or Net Items

Line Total: USD 637.41

**Job Card Date:** 01/21/2008

**Job Card Number:** 517030

Repair Service Agent: 164674  
KENOSHA CHEVROLET  
8200 120TH AVE  
KENOSHA WI 53142-7334  
2628574827

Odometer Reading: 13,033 MI  
Authorization Code:

Process Date:  
01/25/2008

Transaction Type:  
ZREG---Regular Vehicle Transaction

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 Enhancement - Engine Control Module Reprogram with SPS

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

Odometer Reading: 13,033 MI  
Authorization Code:

Process Date:  
01/25/2008

Transaction Type:  
ZREG---Regular Vehicle Transaction

Transaction Expense Category:

Customer Complaint Code:  
0000-Converted Claim

Job Card Line #: 2

Transaction Adjustment:

Cause Code: 0000-Converted Claims

Labour Op Y0151-07007- Service Update - Reprogram BCM, RCDLR, and RKE Transmitters

Causal Part Number

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

Odometer Reading: 12,693 MI  
Authorization Code: B

Process Date:  
01/18/2008

Transaction Type:  
ZREG---Regular Vehicle Transaction

Transaction Expense Category:

Customer Complaint Code:  
0000-Converted Claim

Job Card Line #: 1

Transaction Adjustment:

Cause Code: 0000-Converted Claims

Labour Op K9995-Customer Concern Not Duplicated - Automatic Transmission

Causal Part Number

Line Total: USD 23.57

**Job Card Date:** 01/11/2008

**Job Card Number:** 516597

Repair Service Agent: 164674

Odometer Reading: 12,693 MI



KENOSHA CHEVROLET  
8200 120TH AVE  
KENOSHA WI 53142-7334  
2628574827

Authorization Code:

Process Date:  
01/18/2008

Transaction Type:  
ZREG---Regular Vehicle Transaction

Transaction Expense Category:

Customer Complaint Code:  
0000-Converted Claim

Job Card Line #: 2                      Transaction Adjustment:                      Cause Code: 0000-Converted Claims

Labour Op B1791-Rear Window Washer Nozzle Replacement

Causal Part Number

Line Total: USD 23.57

**Job Card Date:** 10/02/2007

**Job Card Number:** 509295

Repair Service Agent: 164674  
KENOSHA CHEVROLET  
8200 120TH AVE  
KENOSHA WI 53142-7334  
2628574827

Odometer Reading: 8,937 MI

Authorization Code:

Process Date:  
10/05/2007

Transaction Type:  
ZREG---Regular Vehicle Transaction

Transaction Expense Category:

Customer Complaint Code:  
0000-Converted Claim

Job Card Line #: 1                      Transaction Adjustment:                      Cause Code: 0000-Converted Claims

Labour Op K4121-Transfer Case Shift Control Module Reprogramming with SPS

Causal Part Number

Line Total: USD 53.36

**Job Card Date:** 08/07/2006

**Job Card Number:** A19775

Repair Service Agent: 113243  
HOSKINS CHEVROLET, INC.  
175 N ARLINGTON HTS  
ELK GROVE VILLAGE IL 60007-1097  
8474390900

Odometer Reading: 0 MI

Authorization Code:

Process Date:  
08/11/2006

Transaction Type:  
ZPDI---Pre-Delivery Inspection

Transaction Expense Category:

Customer Complaint Code:  
0000-Converted Claim

Job Card Line #: 1                      Transaction Adjustment:                      Cause Code: 0000-Converted Claims

Labour Op Z7000-Pre-Delivery Inspection - Base Time

Causal Part Number

Line Total: USD 129.68

Global Warranty Management: Site Map

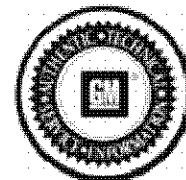
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Document ID: 2546017

## #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.

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

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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:**

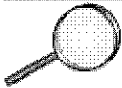
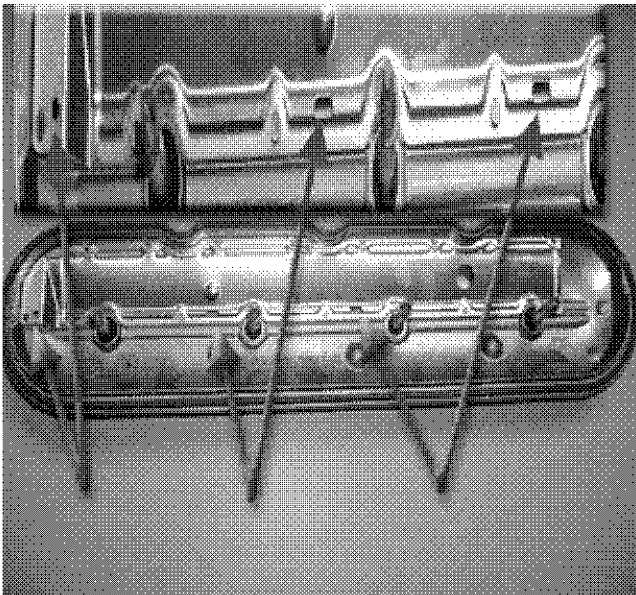
- A PCV fresh air hose that is pinched or restricted by plastic casting flash (this would normally be a concern since new, or shortly after engine repairs).
- Plugged PCV baffle drain holes in the valve cover that has the PCV vacuum pipe attached to it (this would normally be a concern at high mileage).
- 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:

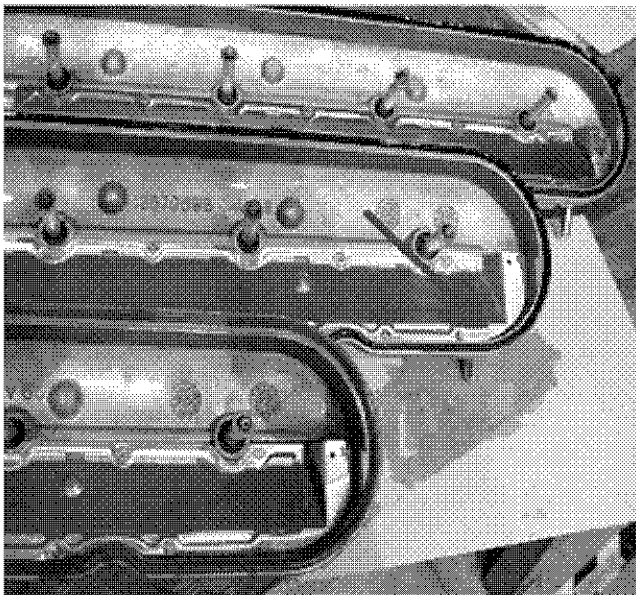
1. Inspect the fresh air hose/pipe and all related connections to make sure that no restrictions exist (plastic casting flash, pinched hose, etc.), which may cause excessive crankcase vacuum. Repair the restriction as necessary. Generally, the oil consumption would have been a concern since new, or shortly 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.com  
01/21/2011 08:41 AM

To: abigail\_blake@gmexpert.com  
cc  
bcc  
Subject: Re: 71-910109789, [REDACTED]

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  
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, [REDACTED]

RE: Customer Last Name [REDACTED]  
Service Request: 71-910109789  
2007 Chevrolet Suburban  
Vehicle Identification Number: 1GNFK16327J [REDACTED]  
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 [REDACTED]. The customer's vehicle is a 2007 Chevrolet Suburban with 58,445 miles. The VIN is 1GNFK16327[REDACTED]. 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

GM Legal File / BBB Case No.: NISM  
Negotiator: Abigail Blake / BRC ML

Customer Last Name: XXXXXXXXXX

State: **Wisconsin**

**Only customer's last name to be recorded. Do not include first name.**

Vehicle ID No.: 1GNFK16327JXXXXXXXXXX  
In Service Date: 01/23/2007

Vehicle Purchased: New  
BAC Code: 164674

Year, Make & Model: 2007 Chevrolet Suburban

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

Current Mileage: 58,445

Dealer Name: Kenosha Chevrolet  
**\*\*Terminated  Is now Car Max\*\***

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

CAM Name: Robert Johnson  
Phone Number: (630) 961-6817

Lien holder: GMAC N/A Other X No Lien

Email: rob.johnsonXXXXXXXXXXgm.com

DDMA/RCCDMA Name: N/A

Office: N/A Cell: N/A

Email: N/A

Purchase Price of Vehicle: \$ 43,639.00

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

DDMA/RCCDMA requests  
involvement?: No

Attorney: Gregory H. Moss Esq.

Firm: Krohn & Moss Ltd.

Phone: (312) 578-9428 Ext 216

Fax: (866) 309-9458

Email: GMossXXXXXXXXXXconsumerlawcenter.com

120 West Madison Street Floor 10

Chicago, Illinois 60602-4107

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.sontagXXXXXXXXXXgm.com

DDMA: Tomaz Gosciniak (BAC 111754)

Office: (630) 961-6329 Cell: N/A

Email: tomasz.gosciniakXXXXXXXXXXgm.com



Are there **additional** 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 Verified: Once completed, please enter an  in this box to verify that the following listing has been compared to GMVIS for accuracy.**

**X Verified: Once completed, please enter an  in this box to verify that the following listing has been compared to GWM for accuracy.**

PLACE A CHECKMARK IN THE BOX FOR THE PRIMARY CONCERN(S) AND **BOLD** THE REPAIR ORDER INFORMATION. BASED ON REPAIR ORDERS AND CUSTOMER/PLAINTIFF DEMAND. USE "N/A" IF THERE WERE NO REPAIRS FOR THE COMPONENT GROUP.

Brakes

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
N/A	N/A	N/A	N/A	N/A

Engine/Fuel/Exhaust

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
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 **found no leaks** at this time.

05/19/09	370260	1	32,371	Frank Boucher Chevrolet, Inc.
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				C/S Oil level lamp on and low. Has been low for the last two oil changes. / None. <input type="checkbox"/> 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. <input type="checkbox"/> 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 <input type="checkbox"/> 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. <input type="checkbox"/> Valves were nicked up. <input type="checkbox"/> 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.  <b>Rental vehicle provided <input type="checkbox"/>One Day</b>
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 <input type="checkbox"/> 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. <input type="checkbox"/> 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. <input type="checkbox"/> Install APM oil deflector and clean carbon from cylinders. <b>Technical Assistance Center</b> case number <b>71-902845981</b>

Restraints

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

Steering

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

Transmission

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
10/02/07	509295	1	8,944	Car Max

C/S Service four wheel drive light goes on and off. / Check codes. Found C0378. Checked connector and reprogrammed transfer case control module PE. **PIP3905C**. (Program code 1AF5D) Test drove code didn't reappear.

*Bulletin not able to be found.*

01/11/08	516597	1	12,693	Car Max
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C/S When vehicle put into 4wheel the auto dot blinks. Information center 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. **No repair. Operating as designed** at this time.

05/19/09	370260	*	32,371	Frank Boucher Chevrolet, Inc.
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C/S Transmission fluid leaking. / Poor seal. removed and replaced transmission pump seals and gaskets.

Axle

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

Body/Trim

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
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.
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C/S Inside chrome handle peeling. / **Bulletin**. Install 2 fitt door handle.

Chassis

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

Electrical

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
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 <input type="checkbox"/> 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 <input type="checkbox"/> 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.

Glass

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
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. <input type="checkbox"/> Washer pipe blocked.

HVAC

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

Paint

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

Suspension

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

Wheel/Tires

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
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 <input type="checkbox"/> 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: B10.01.**

Recalls / Campaigns

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
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. <input type="checkbox"/> Customer will call to schedule to have recalls done.

Other

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
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. / <b>Maintenance</b> - Provided oil change package.
01/11/08	516597	*	12,693	Car Max  C/S Provide tire rotation package. / <b>Maintenance</b> <input type="checkbox"/> 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. / <b>Maintenance</b> - 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> <input type="checkbox"/> 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  
ADR)/attorney (if Legal)? (Y or N) Yes  
What type of damage was sustained (example: front end collision)? N/A

Are the RO's attached if the vehicle was in an accident? (Y or N) No  
Has the customer filed any insurances claims on this Vehicle? (Y or N) No  
If Yes obtain the following information below 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) No  
N/A

If  Yes  to aftermarket, please list:  
Be sure to note retailer installed or third party installed as well as date and mileage if  
known. Repeat as necessary. Include the name of the third party installer.

Have you confirmed modification with the dealership? (Y or N) Yes

**PERTINENT FACTS FROM ALL SR'S RELATED TO THIS 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:**

N/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 the excessive consumption of oil; 2. Defective transmission as evidenced 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/Alleged?: Yes**

Under what State?	Wisconsin	Claimed Presumptive?	Yes
Does Purchase Qualify?	Yes	If not, why?	N/A

### State Presumption Is:

<input type="checkbox"/> of Visits for a Non-Conformity?	4	<input type="checkbox"/> of Days out of Service?	30
<input type="checkbox"/> of visits for a Safety Complaint?	1	<input type="checkbox"/> 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 (During Presumptive Period) is:

<input type="checkbox"/> of Visits for a Non-Conformity?	2	<input type="checkbox"/> of Days out of Service?	2
<input type="checkbox"/> of visits for a Safety Complaint?	0	<input type="checkbox"/> of Visits Total?	2
Complaint appears to Continue?	Yes	Final Repair/Arbitration Complete?	No

**Does History appear Presumptive: No**

### Vehicle Service History (During Limited Warranty Period) is:

<input type="checkbox"/> of Visits for a Non-Conformity?	1	<input type="checkbox"/> of Days out of Service?	1
<input type="checkbox"/> of visits for a Safety Complaint?	0	<input type="checkbox"/> of Visits Total?	1
Must Complaint Continue to Exist?	Yes	Final Repair or Arbitration Required?	N/A

### Related Repairs beyond NVLW:

Customer Pay?	No	If no, identify responsible party:	Warranty
Additional Days out of Service?	13	Additional <input type="checkbox"/> of Repair Visits?	11

### Other Considerations:

Outcome/Findings of Arb/Final Repair:		<b>No</b>	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 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 though 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.**

<b>Plaintiff's Original Demand:</b> Amount to Plaintiff/Atty: N/A Inclusive Offer: N/A	Settlement Type: Repurchase Date: 01/14/11	Countered NISM
<b>CRS Intial Offer:</b> Amount to Plaintiff/Atty: N/A Inclusive Offer: N/A	Settlement Type: N/A Date: N/A	N/A
<b>Plaintiff Counter::</b> Amount to Plaintiff/Atty: N/A Inclusive Offer: N/A	Settlement Type: N/A Date: N/A	N/A
<b>CRS Counter:</b> Amount to Plaintiff/Atty: N/A Inclusive Offer: N/A	Settlement Type: N/A Date: N/A	N/A
<b>PLAINTIFF Final Offer:</b> Amount to Plaintiff/Atty: N/A Inclusive Offer: N/A	Settlement Type: N/A Date: N/A	N/A
<b>CRS Final Offer:</b> Amount to Plaintiff/Atty: N/A Inclusive Offer: 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.**

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

**TEAM LEAD APPROVING:**

Patricia McNair

**Date:** 01/20/11

COMPONENT	DESCRIPTION
<b>Axle</b>	Includes all components related to the axle, differential, driveline, & rear end.
<b>Body/ Trim</b>	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.
<b>Brakes</b>	All mechanical, electrical, or fluid related components of the Brake system.
<b>Chassis</b>	All frame, bumper and hitch components.
<b>*Electrical</b>	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.
<b>Engine/Fuel &amp; Exhaust</b>	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.
<b>Glass</b>	All glass and window components.
<b>HVAC</b>	All components related to heating, air conditioning and temperature.
<b>Paint</b>	All paint specific issues (Not metal related).
<b>Restraints</b>	All SIR, airbags and seatbelt issues.
<b>Steering</b>	All steering related components including steering wheel & key, column, rack and pinion, pump assembly and Quadrasteer.
<b>Suspension</b>	All suspension related components including ball joints, shocks, struts, tie rods, wheel bearings and alignment issues.
<b>Transmission</b>	All automatic & manual transmission, transfer case and 4 wheel drive component issues.
<b>Wheels/Tires</b>	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: [REDACTED]  
Service Request: 71-910109789  
2007 Chevrolet Suburban  
Vehicle Identification Number: 1GNFK16327J [REDACTED]  
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 separately from all other settlement documents. The W-9 form can be downloaded from the IRS website at [www.irs.gov](http://www.irs.gov). In addition, the IRS website will provide instructions for completing the W-9.

Please refer to the service request number above when contacting our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Sincerely,

General Motors

\_\_\_\_\_

Odometer

\_\_\_\_\_

Client's Signature

\_\_\_\_\_

Client's Signature

\_\_\_\_\_

Date

\_\_\_\_\_

Date

**RELEASE OF CLAIM**

I, [REDACTED] (hereinafter referred to as "Releasor(s)"), on behalf of myself/ourselves and my/our assigns, heirs and executors, in consideration of \$ 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 [REDACTED] ("Subject Vehicle"), including but not limited to any claims based on any alleged defects in the subject vehicle. This Release of Claim shall not be construed to release any of the above named persons or entities from any liability regarding claims of personal injury or products liability arising out of the use or operation of the Subject Vehicle after the date of execution of this release. Notwithstanding the above, General Motors Company agrees to honor the remaining term of the manufacturer's express limited warranty and any applicable GM Protection Plans which accompanied the sale of the subject vehicle. If Releasor(s) has/have initiated any court, arbitration or other proceeding against Releasees, Releasor(s) immediately will dismiss the proceeding with prejudice.

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

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

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

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

DATE SIGNED: \_\_\_\_\_

\_\_\_\_\_  
Claimant's Signature

\_\_\_\_\_  
Claimant's Signature

\_\_\_\_\_  
Address

\_\_\_\_\_  
Address

\_\_\_\_\_  
City, State, Zip Code

\_\_\_\_\_  
City, State, Zip Code

STATE OF \_\_\_\_\_

COUNTY OF \_\_\_\_\_





**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

GM Legal File / BBB Case No.: NISM  
Negotiator: Abigail Blake / BRC ML

Customer Last Name: [REDACTED]

State: **Wisconsin**

**Only customer's last name to be recorded. Do not include first name.**

Vehicle ID No.: 1GNFK16327J [REDACTED]  
In Service Date: 01/23/2007

Vehicle Purchased: New  
BAC Code: 164674

Year, Make & Model: 2007 Chevrolet Suburban

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

Current Mileage: 58,445

Dealer Name: Kenosha Chevrolet  
**\*\*Terminated  Is now Car Max\*\***

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

CAM Name: Robert Johnson  
Phone Number: (630) 961-6817

Lien holder: GMAC N/A Other X No Lien

Email: rob.johnson@gm.com

DDMA/RCCDMA Name: N/A

Office: N/A Cell: N/A

Email: N/A

Purchase Price of Vehicle: \$ 43,639.00

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

DDMA/RCCDMA requests  
involvement?: No

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

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 **additional** 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 Verified: Once completed, please enter an  in this box to verify that the following listing has been compared to GMVIS for accuracy.**

**X Verified: Once completed, please enter an  in this box to verify that the following listing has been compared to GWM for accuracy.**

PLACE A CHECKMARK IN THE BOX FOR THE PRIMARY CONCERN(S) AND **BOLD** THE REPAIR ORDER INFORMATION. BASED ON REPAIR ORDERS AND CUSTOMER/PLAINTIFF DEMAND. USE "N/A" IF THERE WERE NO REPAIRS FOR THE COMPONENT GROUP.

Brakes

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
N/A	N/A	N/A	N/A	N/A

Engine/Fuel/Exhaust

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
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 **found no leaks** at this time.

05/19/09	370260	1	32,371	Frank Boucher Chevrolet, Inc.
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				C/S Oil level lamp on and low. Has been low for the last two oil changes. / None. <input type="checkbox"/> 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. <input type="checkbox"/> 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 <input type="checkbox"/> 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. <input type="checkbox"/> Valves were nicked up. <input type="checkbox"/> 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.  <b>Rental vehicle provided <input type="checkbox"/>One Day</b>
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 <input type="checkbox"/> 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. <input type="checkbox"/> 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. <input type="checkbox"/> Install APM oil deflector and clean carbon from cylinders. <b>Technical Assistance Center</b> case number <b>71-902845981</b>

Restraints

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
N/A	N/A	N/A	N/A	N/A

Steering

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
N/A	N/A	N/A	N/A	N/A

Transmission

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
10/02/07	509295	1	8,944	Car Max

C/S Service four wheel drive light goes on and off. / Check codes. Found C0378. Checked connector and reprogrammed transfer case control module PE. **PIP3905C**. (Program code 1AF5D) Test drove code didn't reappear.

*Bulletin not able to be found.*

01/11/08	516597	1	12,693	Car Max
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C/S When vehicle put into 4whigh the auto dot blinks. Information center 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. **No repair. Operating as designed** at this time.

05/19/09	370260	*	32,371	Frank Boucher Chevrolet, Inc.
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C/S Transmission fluid leaking. / Poor seal. removed and replaced transmission 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.

C/S Cigarette lighter pops off. / Loose fit Replaced lighter retainer.

10/11/10	395071	*	55,252	Frank Boucher Chevrolet, Inc.
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C/S Inside chrome handle peeling. / **Bulletin**. Install 2 fitt door handle.

Chassis

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
N/A	N/A	N/A	N/A	N/A

Electrical

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
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 <input type="checkbox"/> 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 <input type="checkbox"/> 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.

Glass

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
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. <input type="checkbox"/> Washer pipe blocked.

HVAC

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

Paint

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

Suspension

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

Wheel/Tires

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
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 <input type="checkbox"/> 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: B10.01.**

Recalls / Campaigns

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
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. <input type="checkbox"/> Customer will call to schedule to have recalls done.

Other

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
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. / <b>Maintenance</b> - Provided oil change package.
01/11/08	516597	*	12,693	Car Max  C/S Provide tire rotation package. / <b>Maintenance</b> <input type="checkbox"/> 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. / <b>Maintenance</b> - 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> <input type="checkbox"/> 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

<b>Has the vehicle ever been involved in an accident? (Y or N)</b>	No _____
<b>Did you confirm your answer with the dealer/Customer (if ADR)/attorney (if Legal)? (Y or N)</b>	Yes _____
<b>What type of damage was sustained (example: front end collision)?</b>	N/A _____

<b>Are the RO's attached if the vehicle was in an accident? (Y or N)</b>	No _____
<b>Has the customer filed any insurances claims on this Vehicle? (Y or N)</b>	No _____
If Yes obtain the following information below	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)** No \_\_\_\_\_  
N/A \_\_\_\_\_

**If Yesto aftermarket, please list:**  
Be sure to note retailer installed or third party installed as well as date and mileage if known. Repeat as necessary. Include the name of the third party installer.

**Have you confirmed modification with the dealership? (Y or N)** Yes \_\_\_\_\_

**PERTINENT FACTS FROM ALL SR'S RELATED TO THIS 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:**

N/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 the excessive consumption of oil; 2. Defective transmission as evidenced 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/Alleged?: Yes**

Under what State?	Wisconsin	Claimed Presumptive?	Yes
Does Purchase Qualify?	Yes	If not, why?	N/A

### State Presumption Is:

<input type="checkbox"/> of Visits for a Non-Conformity?	4	<input type="checkbox"/> of Days out of Service?	30
<input type="checkbox"/> of visits for a Safety Complaint?	1	<input type="checkbox"/> 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 (During Presumptive Period) is:

<input type="checkbox"/> of Visits for a Non-Conformity?	2	<input type="checkbox"/> of Days out of Service?	2
<input type="checkbox"/> of visits for a Safety Complaint?	0	<input type="checkbox"/> of Visits Total?	2
Complaint appears to Continue?	Yes	Final Repair/Arbitration Complete?	No

**Does History appear Presumptive: No**

### Vehicle Service History (During Limited Warranty Period) is:

<input type="checkbox"/> of Visits for a Non-Conformity?	1	<input type="checkbox"/> of Days out of Service?	1
<input type="checkbox"/> of visits for a Safety Complaint?	0	<input type="checkbox"/> of Visits Total?	1
Must Complaint Continue to Exist?	Yes	Final Repair or Arbitration Required?	N/A

### Related Repairs beyond NVLW:

Customer Pay?	No	If no, identify responsible party:	Warranty
Additional Days out of Service?	13	Additional <input type="checkbox"/> of Repair Visits?	11

### Other Considerations:

Outcome/Findings of Arb/Final Repair:		<b>No</b>	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 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 though 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.**

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

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

**TEAM LEAD APPROVING:**

Patricia McNair

**Date:** 01/20/11

COMPONENT	DESCRIPTION
<b>Axle</b>	Includes all components related to the axle, differential, driveline, & rear end.
<b>Body/ Trim</b>	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.
<b>Brakes</b>	All mechanical, electrical, or fluid related components of the Brake system.
<b>Chassis</b>	All frame, bumper and hitch components.
<b>*Electrical</b>	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.
<b>Engine/Fuel &amp; Exhaust</b>	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.
<b>Glass</b>	All glass and window components.
<b>HVAC</b>	All components related to heating, air conditioning and temperature.
<b>Paint</b>	All paint specific issues (Not metal related).
<b>Restraints</b>	All SIR, airbags and seatbelt issues.
<b>Steering</b>	All steering related components including steering wheel & key, column, rack and pinion, pump assembly and Quadrasteer.
<b>Suspension</b>	All suspension related components including ball joints, shocks, struts, tie rods, wheel bearings and alignment issues.
<b>Transmission</b>	All automatic & manual transmission, transfer case and 4 wheel drive component issues.
<b>Wheels/Tires</b>	All wheel covers, rims, hub caps, lug nuts, tire jack, regular and spare tire.



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

01/31/2011 10:42 AM

To <abigail\_blake@gmexpert.com>

cc

bcc

Subject [REDACTED] 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



Abigail Blake/Austin/GM1

01/31/2011 10:47 AM

To "Moss, Gregory"

<gmoss@consumerlawcenter.com>@SITEWCWEB

cc

bcc

Subject Re: [REDACTED] v. GM

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

Dear Greg,

Please see the attachments below for current offer and release.



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@consumerlawcenter.com>

01/31/2011 10:42 AM

To <abigail\_blake@gmexpert.com>

cc

Subject [REDACTED] 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 7, 2011

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

RE: [REDACTED]  
Service Request: 71-910109789  
2007 Chevrolet Suburban  
Vehicle Identification Number: 1GNFK16327J [REDACTED]  
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

GM Legal File / BBB Case No.: NISM  
Negotiator: Abigail Blake / BRC ML

Customer Last Name: Stapleman

State: **Wisconsin**

**Only customer's last name to be recorded. Do not include first name.**

Vehicle ID No.: In Service Date:  
1GNFK16327J [REDACTED] 01/23/2007

Vehicle Purchased: BAC Code:  
New 164674

Year, Make & Model: 2007 Chevrolet Suburban

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

Current Mileage: 58,445

Dealer Name: Kenosha Chevrolet  
**\*\*Terminated  Is now Car Max\*\***

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

CAM Name: Robert Johnson  
Phone Number: (630) 961-6817

Lien holder: GMAC N/A Other X No Lien

Email: rob.johnson@gm.com

DDMA/RCCDMA Name: N/A

Office: N/A Cell: N/A

Email: N/A

Purchase Price of Vehicle: \$ 43,639.00

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

DDMA/RCCDMA requests  
involvement?: No

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

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 **additional** 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 Verified: Once completed, please enter an  in this box to verify that the following listing has been compared to GMVIS for accuracy.**

**X Verified: Once completed, please enter an  in this box to verify that the following listing has been compared to GWM for accuracy.**

PLACE A CHECKMARK IN THE BOX FOR THE PRIMARY CONCERN(S) AND **BOLD** THE REPAIR ORDER INFORMATION. BASED ON REPAIR ORDERS AND CUSTOMER/PLAINTIFF DEMAND. USE "N/A" IF THERE WERE NO REPAIRS FOR THE COMPONENT GROUP.

Brakes

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
N/A	N/A	N/A	N/A	N/A

Engine/Fuel/Exhaust

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
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 **found no leaks** at this time.

05/19/09	370260	1	32,371	Frank Boucher Chevrolet, Inc.
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				C/S Oil level lamp on and low. Has been low for the last two oil changes. / None. <input type="checkbox"/> 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. <input type="checkbox"/> 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 <input type="checkbox"/> 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. <input type="checkbox"/> Valves were nicked up. <input type="checkbox"/> 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.  <b>Rental vehicle provided <input type="checkbox"/>One Day</b>
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 <input type="checkbox"/> 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. <input type="checkbox"/> 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. <input type="checkbox"/> Install APM oil deflector and clean carbon from cylinders. <b>Technical Assistance Center</b> case number <b>71-902845981</b>

Restraints

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
N/A	N/A	N/A	N/A	N/A

Steering

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
N/A	N/A	N/A	N/A	N/A

Transmission

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
10/02/07	509295	1	8,944	Car Max

C/S Service four wheel drive light goes on and off. / Check codes. Found C0378. Checked connector and reprogrammed transfer case control module PE. **PIP3905C**. (Program code 1AF5D) Test drove code didn't reappear.

*Bulletin not able to be found.*

01/11/08	516597	1	12,693	Car Max
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C/S When vehicle put into 4wheel the auto dot blinks. Information center 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. **No repair. Operating as designed** at this time.

05/19/09	370260	*	32,371	Frank Boucher Chevrolet, Inc.
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C/S Transmission fluid leaking. / Poor seal. removed and replaced transmission 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.

C/S Cigarette lighter pops off. / Loose fit Replaced lighter retainer.

10/11/10	395071	*	55,252	Frank Boucher Chevrolet, Inc.
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C/S Inside chrome handle peeling. / **Bulletin**. Install 2 fitt door handle.

Chassis

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
N/A	N/A	N/A	N/A	N/A

Electrical

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
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 <input type="checkbox"/> 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 <input type="checkbox"/> 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.

Glass

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
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. <input type="checkbox"/> Washer pipe blocked.

HVAC

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

Paint

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

Suspension

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

Wheel/Tires

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
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 <input type="checkbox"/> 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: B10.01.**

Recalls / Campaigns

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
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. <input type="checkbox"/> Customer will call to schedule to have recalls done.

Other

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
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. / <b>Maintenance</b> - Provided oil change package.
01/11/08	516597	*	12,693	Car Max  C/S Provide tire rotation package. / <b>Maintenance</b> <input type="checkbox"/> 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. / <b>Maintenance</b> - 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> <input type="checkbox"/> 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  
ADR)/attorney (if Legal)? (Y or N) Yes  
What type of damage was sustained (example: front end collision)? N/A

Are the RO's attached if the vehicle was in an accident? (Y or N) No  
Has the customer filed any insurances claims on this Vehicle? (Y or N) No  
If Yes obtain the following information below 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) No  
N/A

If  Yes  to aftermarket, please list:

Be sure to note retailer installed or third party installed as well as date and mileage if known. Repeat as necessary. Include the name of the third party installer.

Have you confirmed modification with the dealership? (Y or N) Yes

## PERTINENT FACTS FROM ALL SR'S RELATED TO THIS 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:**

N/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 the excessive consumption of oil; 2. Defective transmission as evidenced 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/Alleged?:** **Yes**

Under what State?	Wisconsin	Claimed Presumptive?	Yes
Does Purchase Qualify?	Yes	If not, why?	N/A

### State Presumption Is:

<input type="checkbox"/> of Visits for a Non-Conformity?	4	<input type="checkbox"/> of Days out of Service?	30
<input type="checkbox"/> of visits for a Safety Complaint?	1	<input type="checkbox"/> 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 (During Presumptive Period) is:

<input type="checkbox"/> of Visits for a Non-Conformity?	2	<input type="checkbox"/> of Days out of Service?	2
<input type="checkbox"/> of visits for a Safety Complaint?	0	<input type="checkbox"/> of Visits Total?	2
Complaint appears to Continue?	Yes	Final Repair/Arbitration Complete?	No

**Does History appear Presumptive:** **No**

### Vehicle Service History (During Limited Warranty Period) is:

<input type="checkbox"/> of Visits for a Non-Conformity?	1	<input type="checkbox"/> of Days out of Service?	1
<input type="checkbox"/> of visits for a Safety Complaint?	0	<input type="checkbox"/> of Visits Total?	1
Must Complaint Continue to Exist?	Yes	Final Repair or Arbitration Required?	N/A

### Related Repairs beyond NVLW:

Customer Pay?	No	If no, identify responsible party:	Warranty
Additional Days out of Service?	13	Additional <input type="checkbox"/> of Repair Visits?	11

### Other Considerations:

Outcome/Findings of Arb/Final Repair:		<b>No</b>	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 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 though 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.**

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

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

**TEAM LEAD APPROVING:**

Patricia McNair

**Date:** 01/20/11

COMPONENT	DESCRIPTION
<b>Axle</b>	Includes all components related to the axle, differential, driveline, & rear end.
<b>Body/ Trim</b>	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.
<b>Brakes</b>	All mechanical, electrical, or fluid related components of the Brake system.
<b>Chassis</b>	All frame, bumper and hitch components.
<b>*Electrical</b>	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.
<b>Engine/Fuel &amp; Exhaust</b>	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.
<b>Glass</b>	All glass and window components.
<b>HVAC</b>	All components related to heating, air conditioning and temperature.
<b>Paint</b>	All paint specific issues (Not metal related).
<b>Restraints</b>	All SIR, airbags and seatbelt issues.
<b>Steering</b>	All steering related components including steering wheel & key, column, rack and pinion, pump assembly and Quadrasteer.
<b>Suspension</b>	All suspension related components including ball joints, shocks, struts, tie rods, wheel bearings and alignment issues.
<b>Transmission</b>	All automatic & manual transmission, transfer case and 4 wheel drive component issues.
<b>Wheels/Tires</b>	All wheel covers, rims, hub caps, lug nuts, tire jack, regular and spare tire.

Abigail Blake/Austin/GM1


02/09/2011 10:14 AM

To "Moss, Gregory"

<gmoss@consumerlawcenter.com>@SITELCWEB

cc

bcc

Subject RE: [REDACTED] v. GM 

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

Dear Greg,

Please see the attachments below for current offer and release.



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@consumerlawcenter.com>

02/08/2011 06:01 PM

To <abigail\_blake@gmexpert.com>

cc

Subject RE: [REDACTED] 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

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: [REDACTED] v. GM

RE: Customer Last Name: [REDACTED]  
Service Request: 71-910109789  
2007 Chevrolet Suburban  
Vehicle Identification Number: 1GNFK16327J [REDACTED]  
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" <[gmooss@consumerlawcenter.com](mailto:gmooss@consumerlawcenter.com)>

01/31/2011 10:42 AM

To: <[abigail\\_blake@gmexpert.com](mailto:abigail_blake@gmexpert.com)>  
cc  
Subject: [REDACTED] 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 9, 2011

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

RE: [REDACTED]  
Service Request: 71-910109789  
2007 Chevrolet Suburban  
Vehicle Identification Number: 1GNFK16327J [REDACTED]  
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 separately from all other settlement documents. The W-9 form can be downloaded from the IRS website at [www.irs.gov](http://www.irs.gov). In addition, the IRS website will provide instructions for completing the W-9.

Please refer to the service request number above when contacting our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Sincerely,

General Motors

\_\_\_\_\_

Odometer

\_\_\_\_\_

Client's Signature

\_\_\_\_\_

Client's Signature

\_\_\_\_\_

Date

\_\_\_\_\_

Date

**RELEASE OF CLAIM**

I, [REDACTED] (hereinafter referred to as "Releasor(s)"), on behalf of myself/ourselves and my/our assigns, heirs and executors, in consideration of \$ 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 [REDACTED] ("Subject Vehicle"), including but not limited to any claims based on any alleged defects in the subject vehicle. This Release of Claim shall not be construed to release any of the above named persons or entities from any liability regarding claims of personal injury or products liability arising out of the use or operation of the Subject Vehicle after the date of execution of this release. Notwithstanding the above, General Motors Company agrees to honor the remaining term of the manufacturer's express limited warranty and any applicable GM Protection Plans which accompanied the sale of the subject vehicle. If Releasor(s) has/have initiated any court, arbitration or other proceeding against Releasees, Releasor(s) immediately will dismiss the proceeding with prejudice.

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

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

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

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

DATE SIGNED: \_\_\_\_\_

\_\_\_\_\_  
Claimant's Signature

\_\_\_\_\_  
Claimant's Signature

\_\_\_\_\_  
Address

\_\_\_\_\_  
Address

\_\_\_\_\_  
City, State, Zip Code

\_\_\_\_\_  
City, State, Zip Code

STATE OF \_\_\_\_\_

COUNTY OF \_\_\_\_\_





**VIA FAX ONLY**

February 18, 2011

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

RE: [REDACTED]  
Service Request: 71-910109789  
2007 Chevrolet Suburban  
Vehicle Identification Number: 1GNFK16327J [REDACTED]  
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

GM Legal File / BBB Case No.: NISM  
Negotiator: Abigail Blake / BRC ML

Customer Last Name: [REDACTED]

State: **Wisconsin**

**Only customer's last name to be recorded. Do not include first name.**

Vehicle ID No.: 1GNFK16327J [REDACTED]  
In Service Date: 01/23/2007

Vehicle Purchased: New  
BAC Code: 164674

Year, Make & Model: 2007 Chevrolet Suburban

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

Current Mileage: 58,445

Dealer Name: Kenosha Chevrolet  
**\*\*Terminated  Is now Car Max\*\***

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

CAM Name: Robert Johnson  
Phone Number: (630) 961-6817

Lien holder: GMAC N/A Other X No Lien

Email: rob.johnson@gm.com

DDMA/RCCDMA Name: N/A

Office: N/A Cell: N/A

Email: N/A

Purchase Price of Vehicle: \$ 43,639.00

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

DDMA/RCCDMA requests  
involvement?: No

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

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 **additional** 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 Verified: Once completed, please enter an  in this box to verify that the following listing has been compared to GMVIS for accuracy.**

**X Verified: Once completed, please enter an  in this box to verify that the following listing has been compared to GWM for accuracy.**

PLACE A CHECKMARK IN THE BOX FOR THE PRIMARY CONCERN(S) AND **BOLD** THE REPAIR ORDER INFORMATION. BASED ON REPAIR ORDERS AND CUSTOMER/PLAINTIFF DEMAND. USE "N/A" IF THERE WERE NO REPAIRS FOR THE COMPONENT GROUP.

Brakes

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
N/A	N/A	N/A	N/A	N/A

Engine/Fuel/Exhaust

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
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 <input type="checkbox"/> 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. <input type="checkbox"/> 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. <input type="checkbox"/> 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 <input type="checkbox"/> 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. <input type="checkbox"/> Valves were nicked up. <input type="checkbox"/> 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.  <b>Rental vehicle provided <input type="checkbox"/>One Day</b>
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 <input type="checkbox"/> 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. <input type="checkbox"/> 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. <input type="checkbox"/> Install APM oil deflector and clean carbon from cylinders. <b>Technical Assistance Center</b> case number <b>71-902845981</b>

Restraints

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
N/A	N/A	N/A	N/A	N/A

Steering

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
N/A	N/A	N/A	N/A	N/A

Transmission

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
10/02/07	509295	1	8,944	Car Max

C/S Service four wheel drive light goes on and off. / Check codes. Found C0378. Checked connector and reprogrammed transfer case control module PE. **PIP3905C**. (Program code 1AF5D) Test drove code didn't reappear.

*Bulletin not able to be found.*

01/11/08	516597	1	12,693	Car Max
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C/S When vehicle put into 4whigh the auto dot blinks. Information center 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. **No repair. Operating as designed** at this time.

05/19/09	370260	*	32,371	Frank Boucher Chevrolet, Inc.
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C/S Transmission fluid leaking. / Poor seal. removed and replaced transmission 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.

C/S Cigarette lighter pops off. / Loose fit Replaced lighter retainer.

10/11/10	395071	*	55,252	Frank Boucher Chevrolet, Inc.
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C/S Inside chrome handle peeling. / **Bulletin**. Install 2 fitt door handle.

Chassis

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
N/A	N/A	N/A	N/A	N/A

Electrical

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
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 <input type="checkbox"/> 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 <input type="checkbox"/> 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.

Glass

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
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. <input type="checkbox"/> Washer pipe blocked.

HVAC

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

Paint

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

Suspension

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

Wheel/Tires

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
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 <input type="checkbox"/> 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:**  **B10.01.**

Recalls / Campaigns

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
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. <input type="checkbox"/> Customer will call to schedule to have recalls done.

Other

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
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. / <b>Maintenance</b> - Provided oil change package.
01/11/08	516597	*	12,693	Car Max  C/S Provide tire rotation package. / <b>Maintenance</b> <input type="checkbox"/> 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. / <b>Maintenance</b> - 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> <input type="checkbox"/> 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  
ADR)/attorney (if Legal)? (Y or N) Yes  
What type of damage was sustained (example: front end collision)? N/A

Are the RO's attached if the vehicle was in an accident? (Y or N) No  
Has the customer filed any insurances claims on this Vehicle? (Y or N) No  
If Yes obtain the following information below 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) No  
N/A

If  Yes  to aftermarket, please list:

Be sure to note retailer installed or third party installed as well as date and mileage if known. Repeat as necessary. Include the name of the third party installer.

Have you confirmed modification with the dealership? (Y or N) Yes

## PERTINENT FACTS FROM ALL SR'S RELATED TO THIS 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:**

N/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 the excessive consumption of oil; 2. Defective transmission as evidenced 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/Alleged?: Yes**

Under what State?	Wisconsin	Claimed Presumptive?	Yes
Does Purchase Qualify?	Yes	If not, why?	N/A

### State Presumption Is:

<input type="checkbox"/> of Visits for a Non-Conformity?	4	<input type="checkbox"/> of Days out of Service?	30
<input type="checkbox"/> of visits for a Safety Complaint?	1	<input type="checkbox"/> 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 (During Presumptive Period) is:

<input type="checkbox"/> of Visits for a Non-Conformity?	2	<input type="checkbox"/> of Days out of Service?	2
<input type="checkbox"/> of visits for a Safety Complaint?	0	<input type="checkbox"/> of Visits Total?	2
Complaint appears to Continue?	Yes	Final Repair/Arbitration Complete?	No

**Does History appear Presumptive: No**

### Vehicle Service History (During Limited Warranty Period) is:

<input type="checkbox"/> of Visits for a Non-Conformity?	1	<input type="checkbox"/> of Days out of Service?	1
<input type="checkbox"/> of visits for a Safety Complaint?	0	<input type="checkbox"/> of Visits Total?	1
Must Complaint Continue to Exist?	Yes	Final Repair or Arbitration Required?	N/A

### Related Repairs beyond NVLW:

Customer Pay?	No	If no, identify responsible party:	Warranty
Additional Days out of Service?	13	Additional <input type="checkbox"/> of Repair Visits?	11

### Other Considerations:

Outcome/Findings of Arb/Final Repair:		<b>No</b>	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 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 though 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.**

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

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

**TEAM LEAD APPROVING:**

Patricia McNair

**Date:** 01/20/11

COMPONENT	DESCRIPTION
<b>Axle</b>	Includes all components related to the axle, differential, driveline, & rear end.
<b>Body/ Trim</b>	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.
<b>Brakes</b>	All mechanical, electrical, or fluid related components of the Brake system.
<b>Chassis</b>	All frame, bumper and hitch components.
<b>*Electrical</b>	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.
<b>Engine/Fuel &amp; Exhaust</b>	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.
<b>Glass</b>	All glass and window components.
<b>HVAC</b>	All components related to heating, air conditioning and temperature.
<b>Paint</b>	All paint specific issues (Not metal related).
<b>Restraints</b>	All SIR, airbags and seatbelt issues.
<b>Steering</b>	All steering related components including steering wheel & key, column, rack and pinion, pump assembly and Quadrasteer.
<b>Suspension</b>	All suspension related components including ball joints, shocks, struts, tie rods, wheel bearings and alignment issues.
<b>Transmission</b>	All automatic & manual transmission, transfer case and 4 wheel drive component issues.
<b>Wheels/Tires</b>	All wheel covers, rims, hub caps, lug nuts, tire jack, regular and spare tire.



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

02/25/2011 04:20 PM

To <abigail\_blake@gmexpert.com>  
cc  
bcc  
Subject RE: [REDACTED] 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: [REDACTED] v. GM

RE: Customer Last Name: [REDACTED]  
Service Request: 71-910109789  
2007 Chevrolet Suburban  
Vehicle Identification Number: 1GNFK16327J [REDACTED]  
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" <[gmooss@consumerlawcenter.com](mailto:gmooss@consumerlawcenter.com)>

02/08/2011 06:01 PM

To: <[abigail\\_blake@gmexpert.com](mailto:abigail_blake@gmexpert.com)>  
cc  
Subject: RE: [REDACTED] 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

Connect With Us   

**From:** [abigail\\_blake@gmexpert.com](mailto:abigail_blake@gmexpert.com) [[mailto:abigail\\_blake@gmexpert.com](mailto:abigail_blake@gmexpert.com)]

**Sent:** Monday, January 31, 2011 9:47 AM

**To:** Moss, Gregory

**Subject:** Re: [REDACTED] v. GM

RE: Customer Last Name: [REDACTED]  
Service Request: 71-910109789  
2007 Chevrolet Suburban  
Vehicle Identification Number: 1GNFK16327J [REDACTED]  
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" <[gmooss@consumerlawcenter.com](mailto:gmooss@consumerlawcenter.com)>

01/31/2011 10:42 AM

To <[abigail\\_blake@gmexpert.com](mailto:abigail_blake@gmexpert.com)>  
cc  
Subject [REDACTED] 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 separately from all other settlement documents. The W-9 form can be downloaded from the IRS website at [www.irs.gov](http://www.irs.gov). In addition, the IRS website will provide instructions for completing the W-9.

Please refer to the service request number above when contacting our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Sincerely,

General Motors

\_\_\_\_\_

Odometer

\_\_\_\_\_

Client's Signature

\_\_\_\_\_

Client's Signature

\_\_\_\_\_

Date

\_\_\_\_\_

Date



**RELEASE OF CLAIM**

I, [REDACTED] (hereinafter referred to as "Releasor(s)"), on behalf of myself/ourselves and my/our assigns, heirs and executors, in consideration of \$ 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 [REDACTED] ("Subject Vehicle"), including but not limited to any claims based on any alleged defects in the subject vehicle. This Release of Claim shall not be construed to release any of the above named persons or entities from any liability regarding claims of personal injury or products liability arising out of the use or operation of the Subject Vehicle after the date of execution of this release. Notwithstanding the above, General Motors Company agrees to honor the remaining term of the manufacturer's express limited warranty and any applicable GM Protection Plans which accompanied the sale of the subject vehicle. If Releasor(s) has/have initiated any court, arbitration or other proceeding against Releasees, Releasor(s) immediately will dismiss the proceeding with prejudice.

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

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

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

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

DATE SIGNED: \_\_\_\_\_

\_\_\_\_\_  
Claimant's Signature

\_\_\_\_\_  
Claimant's Signature

\_\_\_\_\_  
Address

\_\_\_\_\_  
Address

\_\_\_\_\_  
City, State, Zip Code

\_\_\_\_\_  
City, State, Zip Code

STATE OF \_\_\_\_\_

COUNTY OF \_\_\_\_\_





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

02/28/2011 12:49 PM

To <abigail\_blake@gmexpert.com>

cc

bcc

Subject [REDACTED] v. GM

Abigail:

I received your \$5500 offer and have communicated it to [REDACTED] 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: [REDACTED]  
Service Request: 71-910109789  
2007 Chevrolet Suburban  
Vehicle Identification Number: 1GNFK16327J [REDACTED]  
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

GM Legal File / BBB Case No.: NISM  
Negotiator: Abigail Blake / BRC ML

Customer Last Name: XXXXXXXXXX

State: **Wisconsin**

**Only customer's last name to be recorded. Do not include first name.**

Vehicle ID No.: 1GNFK16327JXXXXXXXXXX  
In Service Date: 01/23/2007

Vehicle Purchased: New  
BAC Code: 164674

Year, Make & Model: 2007 Chevrolet Suburban

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

Current Mileage: 58,445

Dealer Name: Kenosha Chevrolet  
**\*\*Terminated  Is now Car Max\*\***

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

CAM Name: Robert Johnson  
Phone Number: (630) 961-6817

Lien holder: GMAC N/A Other X No Lien

Email: rob.johnsonXXXXXXXXXXgm.com

DDMA/RCCDMA Name: N/A

Office: N/A Cell: N/A

Email: N/A

Purchase Price of Vehicle: \$ 43,639.00

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

DDMA/RCCDMA requests  
involvement?: No

Attorney: Gregory H. Moss Esq.

Firm: Krohn & Moss Ltd.

Phone: (312) 578-9428 Ext 216

Fax: (866) 309-9458

Email: GMossXXXXXXXXXXconsumerlawcenter.com

120 West Madison Street Floor 10

Chicago, Illinois 60602-4107

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.sontagXXXXXXXXXXgm.com

DDMA: Tomaz Gosciniak (BAC 111754)

Office: (630) 961-6329 Cell: N/A

Email: tomasz.gosciniakXXXXXXXXXXgm.com

Are there **additional** 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 Verified: Once completed, please enter an  in this box to verify that the following listing has been compared to GMVIS for accuracy.**

**X Verified: Once completed, please enter an  in this box to verify that the following listing has been compared to GWM for accuracy.**

PLACE A CHECKMARK IN THE BOX FOR THE PRIMARY CONCERN(S) AND **BOLD** THE REPAIR ORDER INFORMATION. BASED ON REPAIR ORDERS AND CUSTOMER/PLAINTIFF DEMAND. USE "N/A" IF THERE WERE NO REPAIRS FOR THE COMPONENT GROUP.

Brakes

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
N/A	N/A	N/A	N/A	N/A

Engine/Fuel/Exhaust

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
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 <input type="checkbox"/> 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. <input type="checkbox"/> 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. <input type="checkbox"/> 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 <input type="checkbox"/> 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. <input type="checkbox"/> Valves were nicked up. <input type="checkbox"/> 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.  <b>Rental vehicle provided <input type="checkbox"/>One Day</b>
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 <input type="checkbox"/> 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. <input type="checkbox"/> 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. <input type="checkbox"/> Install APM oil deflector and clean carbon from cylinders. <b>Technical Assistance Center</b> case number <b>71-902845981</b>

Restraints

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

Steering

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

Transmission

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
10/02/07	509295	1	8,944	Car Max

C/S Service four wheel drive light goes on and off. / Check codes. Found C0378. Checked connector and reprogrammed transfer case control module PE. **PIP3905C**. (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 center 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. **No repair. Operating as designed** 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.

Axle

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

Body/Trim

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
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. / **Bulletin**. Install 2 fitt door handle.

Chassis

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



Electrical

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
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 <input type="checkbox"/> 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 <input type="checkbox"/> 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.

Glass

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
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. <input type="checkbox"/> Washer pipe blocked.

HVAC

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

Paint

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

Suspension

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

Wheel/Tires

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
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 <input type="checkbox"/> 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:**  **B10.01.**

Recalls / Campaigns

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
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. <input type="checkbox"/> Customer will call to schedule to have recalls done.

Other

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
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. / <b>Maintenance</b> - Provided oil change package.
01/11/08	516597	*	12,693	Car Max  C/S Provide tire rotation package. / <b>Maintenance</b> <input type="checkbox"/> 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. / <b>Maintenance</b> - 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> <input type="checkbox"/> 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  
ADR)/attorney (if Legal)? (Y or N) Yes  
What type of damage was sustained (example: front end collision)? N/A

Are the RO's attached if the vehicle was in an accident? (Y or N) No  
Has the customer filed any insurances claims on this Vehicle? (Y or N) No  
If Yes obtain the following information below 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) No  
N/A

If  Yes  to aftermarket, please list:  
Be sure to note retailer installed or third party installed as well as date and mileage if  
known. Repeat as necessary. Include the name of the third party installer.

Have you confirmed modification with the dealership? (Y or N) Yes

**PERTINENT FACTS FROM ALL SR'S RELATED TO THIS 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:**

N/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 the excessive consumption of oil; 2. Defective transmission as evidenced 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/Alleged?:** **Yes**

Under what State?	Wisconsin	Claimed Presumptive?	Yes
Does Purchase Qualify?	Yes	If not, why?	N/A

### State Presumption Is:

<input type="checkbox"/> of Visits for a Non-Conformity?	4	<input type="checkbox"/> of Days out of Service?	30
<input type="checkbox"/> of visits for a Safety Complaint?	1	<input type="checkbox"/> 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 (During Presumptive Period) is:

<input type="checkbox"/> of Visits for a Non-Conformity?	2	<input type="checkbox"/> of Days out of Service?	2
<input type="checkbox"/> of visits for a Safety Complaint?	0	<input type="checkbox"/> of Visits Total?	2
Complaint appears to Continue?	Yes	Final Repair/Arbitration Complete?	No

**Does History appear Presumptive:** **No**

### Vehicle Service History (During Limited Warranty Period) is:

<input type="checkbox"/> of Visits for a Non-Conformity?	1	<input type="checkbox"/> of Days out of Service?	1
<input type="checkbox"/> of visits for a Safety Complaint?	0	<input type="checkbox"/> of Visits Total?	1
Must Complaint Continue to Exist?	Yes	Final Repair or Arbitration Required?	N/A

### Related Repairs beyond NVLW:

Customer Pay?	No	If no, identify responsible party:	Warranty
Additional Days out of Service?	13	Additional <input type="checkbox"/> of Repair Visits?	11

### Other Considerations:

Outcome/Findings of Arb/Final Repair:		<b>No</b>	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 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 though 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.**

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

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

**TEAM LEAD APPROVING:**

Patricia McNair

**Date:** 01/20/11



COMPONENT	DESCRIPTION
<b>Axle</b>	Includes all components related to the axle, differential, driveline, & rear end.
<b>Body/ Trim</b>	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.
<b>Brakes</b>	All mechanical, electrical, or fluid related components of the Brake system.
<b>Chassis</b>	All frame, bumper and hitch components.
<b>*Electrical</b>	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.
<b>Engine/Fuel &amp; Exhaust</b>	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.
<b>Glass</b>	All glass and window components.
<b>HVAC</b>	All components related to heating, air conditioning and temperature.
<b>Paint</b>	All paint specific issues (Not metal related).
<b>Restraints</b>	All SIR, airbags and seatbelt issues.
<b>Steering</b>	All steering related components including steering wheel & key, column, rack and pinion, pump assembly and Quadrasteer.
<b>Suspension</b>	All suspension related components including ball joints, shocks, struts, tie rods, wheel bearings and alignment issues.
<b>Transmission</b>	All automatic & manual transmission, transfer case and 4 wheel drive component issues.
<b>Wheels/Tires</b>	All wheel covers, rims, hub caps, lug nuts, tire jack, regular and spare tire.



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

02/08/2011 06:01 PM

To <abigail\_blake@gmexpert.com>  
cc  
bcc  
Subject RE: [REDACTED] 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

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: [REDACTED] v. GM

RE: Customer Last Name: [REDACTED]  
Service Request: 71-910109789  
2007 Chevrolet Suburban  
Vehicle Identification Number: 1GNFK16327J [REDACTED]  
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" <[gross@consumerlawcenter.com](mailto:gross@consumerlawcenter.com)>

01/31/2011 10:42 AM

To <[abigail\\_blake@gmexpert.com](mailto:abigail_blake@gmexpert.com)>

cc

Subject [REDACTED] 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.

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

02/25/2011 04:20 PM

To <abigail\_blake@gmexpert.com>  
cc  
bcc  
Subject RE: [REDACTED] v. GM

Abigail:

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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**From:** abigail\_blake@gmexpert.com [mailto:abigail\_blake@gmexpert.com]

**Sent:** Wednesday, February 09, 2011 9:14 AM

**To:** Moss, Gregory

**Subject:** RE: [REDACTED] v. GM

RE: Customer Last Name [REDACTED]  
Service Request: 71-910109789  
2007 Chevrolet Suburban  
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02/08/2011 06:01 PM

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**Sent:** Monday, January 31, 2011 9:47 AM

**To:** Moss, Gregory

**Subject:** Re: [REDACTED] v. GM

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2007 Chevrolet Suburban  
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<gmoss@consumerlawcenter.com>

03/07/2011 11:14 AM

To <abigail\_blake@gmexpert.com>  
cc  
bcc  
Subject RE: [REDACTED] v. GM

Abigail:

I spoke to [REDACTED] 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  
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Consumer Law Center  
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(866) 309-9458 Fax

Connect With Us   

**From:** abigail\_blake@gmexpert.com [mailto:abigail\_blake@gmexpert.com]  
**Sent:** Friday, February 25, 2011 3:45 PM  
**To:** Moss, Gregory  
**Subject:** RE: [REDACTED] v. GM

RE: Customer Last Name: [REDACTED]  
Service Request: 71-910109789  
2007 Chevrolet Suburban  
Vehicle Identification Number: 1GNFK16327J [REDACTED]  
Customer Relationship Specialist: Abigail Blake  
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02/25/2011 04:20 PM

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**Sent:** Wednesday, February 09, 2011 9:14 AM

**To:** Moss, Gregory

**Subject:** RE: [REDACTED] v. GM

RE: Customer Last Name: [REDACTED]  
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Subject RE: [REDACTED] v. GM

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

03/07/2011 11:37 AM

To <abigail\_blake@gmexpert.com>  
cc  
bcc  
Subject RE: [REDACTED] v. GM

Thanks Abigail. I doubt it will settle but I will let [REDACTED] know this is your final offer and get back to you.

Gregory H. Moss  
Krohn & Moss, Ltd.  
Consumer Law Center  
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(866) 309-9458 Fax

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**From:** abigail\_blake@gmexpert.com [mailto:abigail\_blake@gmexpert.com]  
**Sent:** Monday, March 07, 2011 10:31 AM  
**To:** Moss, Gregory  
**Subject:** RE: [REDACTED] v. GM

RE: Customer Last Name: [REDACTED]  
Service Request: 71-910109789  
2007 Chevrolet Suburban  
Vehicle Identification Number: 1GNFK16327J [REDACTED]  
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](mailto:gmoss@consumerlawcenter.com)>

To <[abigail\\_blake@gmexpert.com](mailto:abigail_blake@gmexpert.com)>

03/07/2011 11:14 AM

cc  
Subject RE: [REDACTED] v. GM

Abigail:

I spoke to [REDACTED] 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

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**Sent:** Friday, February 25, 2011 3:45 PM  
**To:** Moss, Gregory  
**Subject:** RE: [REDACTED] v. GM

RE: Customer Last Name: [REDACTED]  
Service Request: 71-910109789  
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**Sent:** Monday, January 31, 2011 9:47 AM

**To:** Moss, Gregory

**Subject:** Re: [REDACTED] v. GM

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Subject: [REDACTED] v. GM



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(312) 578-9428 ext 216  
(866) 309-9458 Fax

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**VIA FAX ONLY**

March 7, 2011

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

RE: [REDACTED]  
Service Request: 71-910109789  
2007 Chevrolet Suburban  
Vehicle Identification Number: 1GNFK16327J [REDACTED]  
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 separately from all other settlement documents. The W-9 form can be downloaded from the IRS website at [www.irs.gov](http://www.irs.gov). In addition, the IRS website will provide instructions for completing the W-9.

Please refer to the service request number above when contacting our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Sincerely,

General Motors

\_\_\_\_\_

Odometer

\_\_\_\_\_

Client's Signature

\_\_\_\_\_

Client's Signature

\_\_\_\_\_

Date

\_\_\_\_\_

Date



**RELEASE OF CLAIM**

I, [REDACTED] (hereinafter referred to as "Releasor(s)"), on behalf of myself/ourselves and my/our assigns, heirs and executors, in consideration of \$ 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 [REDACTED] ("Subject Vehicle"), including but not limited to any claims based on any alleged defects in the subject vehicle. This Release of Claim shall not be construed to release any of the above named persons or entities from any liability regarding claims of personal injury or products liability arising out of the use or operation of the Subject Vehicle after the date of execution of this release. Notwithstanding the above, General Motors Company agrees to honor the remaining term of the manufacturer's express limited warranty and any applicable GM Protection Plans which accompanied the sale of the subject vehicle. If Releasor(s) has/have initiated any court, arbitration or other proceeding against Releasees, Releasor(s) immediately will dismiss the proceeding with prejudice.

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

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

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

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

DATE SIGNED: \_\_\_\_\_

\_\_\_\_\_  
Claimant's Signature

\_\_\_\_\_  
Claimant's Signature

\_\_\_\_\_  
Address

\_\_\_\_\_  
Address

\_\_\_\_\_  
City, State, Zip Code

\_\_\_\_\_  
City, State, Zip Code

STATE OF \_\_\_\_\_

COUNTY OF \_\_\_\_\_





**VIA FAX ONLY**

March 16, 2011

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

RE: [REDACTED]  
Service Request: 71-910109789  
2007 Chevrolet Suburban  
Vehicle Identification Number: 1GNFK16327J [REDACTED]  
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.

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



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

03/17/2011 02:54 PM

To <abigail\_blake@gmexpert.com>  
cc  
bcc  
Subject RE: [REDACTED] v. GM

Abigail:

I was able to convince [REDACTED] 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.

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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: 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

GM Legal File / BBB Case No.: NISM  
Negotiator: Abigail Blake / BRC ML

Customer Last Name: [REDACTED]

State: **Wisconsin**

**Only customer's last name to be recorded. Do not include first name.**

Vehicle ID No.: 1GNFK16327J [REDACTED]  
In Service Date: 01/23/2007

Vehicle Purchased: New  
BAC Code: 164674

Year, Make & Model: 2007 Chevrolet Suburban

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

Current Mileage: 58,445

Dealer Name: Kenosha Chevrolet  
**\*\*Terminated  Is now Car Max\*\***

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

CAM Name: Robert Johnson  
Phone Number: (630) 961-6817

Lien holder: GMAC N/A Other X No Lien

Email: rob.johnson@gm.com

DDMA/RCCDMA Name: N/A

Office: N/A Cell: N/A

Email: N/A

Purchase Price of Vehicle: \$ 43,639.00

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

DDMA/RCCDMA requests  
involvement?: No

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

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 **additional** 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 Verified: Once completed, please enter an  in this box to verify that the following listing has been compared to GMVIS for accuracy.**

**X Verified: Once completed, please enter an  in this box to verify that the following listing has been compared to GWM for accuracy.**

PLACE A CHECKMARK IN THE BOX FOR THE PRIMARY CONCERN(S) AND **BOLD** THE REPAIR ORDER INFORMATION. BASED ON REPAIR ORDERS AND CUSTOMER/PLAINTIFF DEMAND. USE "N/A" IF THERE WERE NO REPAIRS FOR THE COMPONENT GROUP.

Brakes

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
N/A	N/A	N/A	N/A	N/A

Engine/Fuel/Exhaust

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
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 <input type="checkbox"/> 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. <input type="checkbox"/> 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. <input type="checkbox"/> 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 <input type="checkbox"/> 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. <input type="checkbox"/> Valves were nicked up. <input type="checkbox"/> 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.  <b>Rental vehicle provided <input type="checkbox"/>One Day</b>
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 <input type="checkbox"/> 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. <input type="checkbox"/> 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. <input type="checkbox"/> Install APM oil deflector and clean carbon from cylinders. <b>Technical Assistance Center</b> case number <b>71-902845981</b>

Restraints

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
N/A	N/A	N/A	N/A	N/A

Steering

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
N/A	N/A	N/A	N/A	N/A

Transmission

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
10/02/07	509295	1	8,944	Car Max

C/S Service four wheel drive light goes on and off. / Check codes. Found C0378. Checked connector and reprogrammed transfer case control module PE. **PIP3905C**. (Program code 1AF5D) Test drove code didn't reappear.

*Bulletin not able to be found.*

01/11/08	516597	1	12,693	Car Max
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C/S When vehicle put into 4whigh the auto dot blinks. Information center 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. **No repair. Operating as designed** at this time.

05/19/09	370260	*	32,371	Frank Boucher Chevrolet, Inc.
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C/S Transmission fluid leaking. / Poor seal. removed and replaced transmission 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.

C/S Cigarette lighter pops off. / Loose fit Replaced lighter retainer.

10/11/10	395071	*	55,252	Frank Boucher Chevrolet, Inc.
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C/S Inside chrome handle peeling. / **Bulletin**. Install 2 fitt door handle.

Chassis

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
N/A	N/A	N/A	N/A	N/A

Electrical

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
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 <input type="checkbox"/> 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 <input type="checkbox"/> 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.

Glass

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
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. <input type="checkbox"/> Washer pipe blocked.

HVAC

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

Paint

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

Suspension

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

Wheel/Tires

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
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 <input type="checkbox"/> 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: B10.01.**

Recalls / Campaigns

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
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. <input type="checkbox"/> Customer will call to schedule to have recalls done.

Other

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
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. / <b>Maintenance</b> - Provided oil change package.
01/11/08	516597	*	12,693	Car Max  C/S Provide tire rotation package. / <b>Maintenance</b> <input type="checkbox"/> 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. / <b>Maintenance</b> - 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> <input type="checkbox"/> 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

<b>Has the vehicle ever been involved in an accident? (Y or N)</b>	No _____
<b>Did you confirm your answer with the dealer/Customer (if ADR)/attorney (if Legal)? (Y or N)</b>	Yes _____
<b>What type of damage was sustained (example: front end collision)?</b>	N/A _____

<b>Are the RO's attached if the vehicle was in an accident? (Y or N)</b>	No _____
<b>Has the customer filed any insurances claims on this Vehicle? (Y or N)</b>	No _____
If Yes obtain the following information below	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)** No \_\_\_\_\_  
N/A \_\_\_\_\_

**If Yesto aftermarket, please list:**  
Be sure to note retailer installed or third party installed as well as date and mileage if known. Repeat as necessary. Include the name of the third party installer.

**Have you confirmed modification with the dealership? (Y or N)** Yes \_\_\_\_\_

**PERTINENT FACTS FROM ALL SR'S RELATED TO THIS 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:**

N/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 the excessive consumption of oil; 2. Defective transmission as evidenced 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/Alleged?:** **Yes**

Under what State?	Wisconsin	Claimed Presumptive?	Yes
Does Purchase Qualify?	Yes	If not, why?	N/A

### State Presumption Is:

<input type="checkbox"/> of Visits for a Non-Conformity?	4	<input type="checkbox"/> of Days out of Service?	30
<input type="checkbox"/> of visits for a Safety Complaint?	1	<input type="checkbox"/> 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 (During Presumptive Period) is:

<input type="checkbox"/> of Visits for a Non-Conformity?	2	<input type="checkbox"/> of Days out of Service?	2
<input type="checkbox"/> of visits for a Safety Complaint?	0	<input type="checkbox"/> of Visits Total?	2
Complaint appears to Continue?	Yes	Final Repair/Arbitration Complete?	No

**Does History appear Presumptive:** **No**

### Vehicle Service History (During Limited Warranty Period) is:

<input type="checkbox"/> of Visits for a Non-Conformity?	1	<input type="checkbox"/> of Days out of Service?	1
<input type="checkbox"/> of visits for a Safety Complaint?	0	<input type="checkbox"/> of Visits Total?	1
Must Complaint Continue to Exist?	Yes	Final Repair or Arbitration Required?	N/A

### Related Repairs beyond NVLW:

Customer Pay?	No	If no, identify responsible party:	Warranty
Additional Days out of Service?	13	Additional <input type="checkbox"/> of Repair Visits?	11

### Other Considerations:

Outcome/Findings of Arb/Final Repair:		<b>No</b>	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 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 though 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.

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

**\*Add additional lines for additional offers/counter offers.**

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

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

**TEAM LEAD APPROVING:**

Patricia McNair

**Date:** 01/20/11

COMPONENT	DESCRIPTION
<b>Axle</b>	Includes all components related to the axle, differential, driveline, & rear end.
<b>Body/ Trim</b>	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.
<b>Brakes</b>	All mechanical, electrical, or fluid related components of the Brake system.
<b>Chassis</b>	All frame, bumper and hitch components.
<b>*Electrical</b>	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.
<b>Engine/Fuel &amp; Exhaust</b>	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.
<b>Glass</b>	All glass and window components.
<b>HVAC</b>	All components related to heating, air conditioning and temperature.
<b>Paint</b>	All paint specific issues (Not metal related).
<b>Restraints</b>	All SIR, airbags and seatbelt issues.
<b>Steering</b>	All steering related components including steering wheel & key, column, rack and pinion, pump assembly and Quadrasteer.
<b>Suspension</b>	All suspension related components including ball joints, shocks, struts, tie rods, wheel bearings and alignment issues.
<b>Transmission</b>	All automatic & manual transmission, transfer case and 4 wheel drive component issues.
<b>Wheels/Tires</b>	All wheel covers, rims, hub caps, lug nuts, tire jack, regular and spare tire.

Abigail Blake/Austin/GM1

03/18/2011 10:47 AM

To "Moss, Gregory"

<gmoss@consumerlawcenter.com>@SITEWCWEB

cc

bcc

Subject RE: [REDACTED] v. GM

RE: Customer Last Name: [REDACTED]  
Service Request: 71-910109789  
2007 Chevrolet Suburban  
Vehicle Identification Number: 1GNFK16327J [REDACTED]  
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.



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@consumerlawcenter.com>

03/17/2011 02:54 PM

To <abigail\_blake@gmexpert.com>

cc

Subject RE: [REDACTED] v. GM

Abigail:

I was able to convince [REDACTED] 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: [REDACTED] v. GM

RE: Customer Last Name: [REDACTED]  
Service Request: 71-910109789  
2007 Chevrolet Suburban  
Vehicle Identification Number: 1GNFK16327J [REDACTED]  
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" <[gmooss@consumerlawcenter.com](mailto:gmooss@consumerlawcenter.com)>

03/07/2011 11:14 AM

To: <[abigail\\_blake@gmexpert.com](mailto:abigail_blake@gmexpert.com)>  
cc  
Subject: RE: [REDACTED] v. GM

Abigail:



I spoke to [REDACTED] 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

Connect With Us   

**From:** [abigail blake@gmexpert.com](mailto:abigail_blake@gmexpert.com) [mailto:[abigail blake@gmexpert.com](mailto:abigail_blake@gmexpert.com)]  
**Sent:** Friday, February 25, 2011 3:45 PM  
**To:** Moss, Gregory  
**Subject:** RE: [REDACTED] v. GM

RE: Customer Last Name: [REDACTED]  
Service Request: 71-910109789  
2007 Chevrolet Suburban  
Vehicle Identification Number: 1GNFK16327J [REDACTED]  
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" <[gmooss@consumerlawcenter.com](mailto:gmooss@consumerlawcenter.com)>

02/25/2011 04:20 PM

To: <[abigail blake@gmexpert.com](mailto:abigail_blake@gmexpert.com)>  
cc

Subject RE: [REDACTED] 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

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**From:** [abigail\\_blake@gmexpert.com](mailto:abigail_blake@gmexpert.com) [mailto:abigail\_blake@gmexpert.com]

**Sent:** Wednesday, February 09, 2011 9:14 AM

**To:** Moss, Gregory

**Subject:** RE: [REDACTED] v. GM

RE: Customer Last Name: [REDACTED]  
Service Request: 71-910109789  
2007 Chevrolet Suburban  
Vehicle Identification Number: 1GNFK16327J [REDACTED]  
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" <[gmooss@consumerlawcenter.com](mailto:gmooss@consumerlawcenter.com)>

02/08/2011 06:01 PM

To: <[abigail\\_blake@gmexpert.com](mailto:abigail_blake@gmexpert.com)>  
cc  
Subject: RE: [REDACTED] 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

Connect With Us   

**From:** [abigail\\_blake@gmexpert.com](mailto:abigail_blake@gmexpert.com) [[mailto:abigail\\_blake@gmexpert.com](mailto:abigail_blake@gmexpert.com)]

**Sent:** Monday, January 31, 2011 9:47 AM  
**To:** Moss, Gregory  
**Subject:** Re: [REDACTED] v. GM

RE: Customer Last Name: [REDACTED]  
Service Request: 71-910109789  
2007 Chevrolet Suburban  
Vehicle Identification Number: 1GNFK16327J [REDACTED]  
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" <[gmooss@consumerlawcenter.com](mailto:gmooss@consumerlawcenter.com)>

01/31/2011 10:42 AM

To: <[abigail\\_blake@gmexpert.com](mailto:abigail_blake@gmexpert.com)>  
cc  
Subject: [REDACTED] 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**

March 18, 2011

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

RE:

[REDACTED]  
Service Request: 71-910109789  
2007 Chevrolet Suburban  
Vehicle Identification Number: 1GNFK16327J [REDACTED]  
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 separately from all other settlement documents. The W-9 form can be downloaded from the IRS website at [www.irs.gov](http://www.irs.gov). In addition, the IRS website will provide instructions for completing the W-9.

Please refer to the service request number above when contacting our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Sincerely,

General Motors

\_\_\_\_\_

Odometer

\_\_\_\_\_

Client's Signature

\_\_\_\_\_

Client's Signature

\_\_\_\_\_

Date

\_\_\_\_\_

Date

**RELEASE OF CLAIM**

I, [REDACTED] (hereinafter referred to as "Releasor(s)"), on behalf of myself/ourselves and my/our assigns, heirs and executors, in consideration of \$ 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 [REDACTED] ("Subject Vehicle"), including but not limited to any claims based on any alleged defects in the subject vehicle. This Release of Claim shall not be construed to release any of the above named persons or entities from any liability regarding claims of personal injury or products liability arising out of the use or operation of the Subject Vehicle after the date of execution of this release. Notwithstanding the above, General Motors Company agrees to honor the remaining term of the manufacturer's express limited warranty and any applicable GM Protection Plans which accompanied the sale of the subject vehicle. If Releasor(s) has/have initiated any court, arbitration or other proceeding against Releasees, Releasor(s) immediately will dismiss the proceeding with prejudice.

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

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

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

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

DATE SIGNED: \_\_\_\_\_

\_\_\_\_\_  
Claimant's Signature

\_\_\_\_\_  
Claimant's Signature

\_\_\_\_\_  
Address

\_\_\_\_\_  
Address

\_\_\_\_\_  
City, State, Zip Code

\_\_\_\_\_  
City, State, Zip Code

STATE OF \_\_\_\_\_

COUNTY OF \_\_\_\_\_







"Wallace, Brittany"  
<bwallace@consumerlawcenter.com>

04/01/2011 07:47 AM

To <abigail\_blake@gmexpert.com>  
cc  
bcc  
Subject [REDACTED] 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: [bwallace@consumerlawcenter.com](mailto:bwallace@consumerlawcenter.com)**  
**Web: [www.krohnandmoss.com](http://www.krohnandmoss.com)**

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settle.ltr.pdf

# *Krohn & Moss, Ltd.*

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

*Main Office*

*120 West Madison, 10<sup>th</sup> 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: [REDACTED] 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@consumerlawcenter.com>

04/11/2011 06:22 PM

To <abigail\_blake@gmexpert.com>

cc

bcc

Subject [REDACTED] v. GM

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

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



winmail.dat



brion.stevens@GM.COM

04/13/2011 01:34 PM

To gmooss@consumerlawcenter.com

cc abigail\_blake@gmexpert.com

bcc

Subject [REDACTED]

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.

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

04/13/2011 01:58 PM

To <brion.stevens@GM.COM>

cc <abigail\_blake@gmexpert.com>

bcc

Subject RE: [REDACTED]

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

Connect With Us   

**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:** [REDACTED]

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](mailto: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

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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

GM Legal File / BBB Case No.: NISM  
Negotiator: Abigail Blake / BRC ML

Customer Last Name: XXXXXXXXXX

State: **Wisconsin**

**Only customer's last name to be recorded. Do not include first name.**

Vehicle ID No.: 1GNFK16327JXXXXXXXXXX  
In Service Date: 01/23/2007

Vehicle Purchased: New  
BAC Code: 164674

Year, Make & Model: 2007 Chevrolet Suburban

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

Current Mileage: 62,198

Dealer Name: Kenosha Chevrolet  
**\*\*Terminated  Is now Car Max\*\***

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

CAM Name: Robert Johnson  
Phone Number: (630) 961-6817

Lien holder: GMAC N/A Other X No Lien

Email: rob.johnsonXXXXXXXXXXgm.com

DDMA/RCCDMA Name: N/A

Office: N/A Cell: N/A

Email: N/A

Purchase Price of Vehicle: \$ 43,639.00

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

DDMA/RCCDMA requests  
involvement?: No

Attorney: Gregory H. Moss Esq.  
Firm: Krohn & Moss Ltd.  
Phone: (312) 578-9428 Ext 216  
Fax: (866) 309-9458  
Email: GMossXXXXXXXXXXconsumerlawcenter.com  
120 West Madison Street Floor 10  
Chicago, Illinois 60602-4107

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.sontagXXXXXXXXXXgm.com

DDMA: Tomaz Gosciniak (BAC 111754)  
Office: (630) 961-6329 Cell: N/A  
Email: tomasz.gosciniakXXXXXXXXXXgm.com



Are there **additional** 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 Verified: Once completed, please enter an  in this box to verify that the following listing has been compared to GMVIS for accuracy.**

**X Verified: Once completed, please enter an  in this box to verify that the following listing has been compared to GWM for accuracy.**

PLACE A CHECKMARK IN THE BOX FOR THE PRIMARY CONCERN(S) AND **BOLD** THE REPAIR ORDER INFORMATION. BASED ON REPAIR ORDERS AND CUSTOMER/PLAINTIFF DEMAND. USE "N/A" IF THERE WERE NO REPAIRS FOR THE COMPONENT GROUP.

Brakes

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
N/A	N/A	N/A	N/A	N/A

Engine/Fuel/Exhaust

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
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 <input type="checkbox"/> 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. <input type="checkbox"/> 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. <input type="checkbox"/> 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 <input type="checkbox"/> 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. <input type="checkbox"/> Valves were nicked up. <input type="checkbox"/> 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.  <b>Rental vehicle provided <input type="checkbox"/>One Day</b>
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 <input type="checkbox"/> 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. <input type="checkbox"/> 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. <input type="checkbox"/> Install APM oil deflector and clean carbon from cylinders. <b>Technical Assistance Center</b> case number <b>71-902845981</b>

Restraints

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
N/A	N/A	N/A	N/A	N/A

Steering

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
N/A	N/A	N/A	N/A	N/A

Transmission

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
10/02/07	509295	1	8,944	Car Max

C/S Service four wheel drive light goes on and off. / Check codes. Found C0378. Checked connector and reprogrammed transfer case control module PE. **PIP3905C**. (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 center 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. **No repair. Operating as designed** 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.

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.

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. / **Bulletin**. Install 2 fitt door handle.

Chassis

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
N/A	N/A	N/A	N/A	N/A

Electrical

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
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 <input type="checkbox"/> 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 <input type="checkbox"/> 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.

Glass

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
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. <input type="checkbox"/> Washer pipe blocked.

HVAC

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

Paint

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

Suspension

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

Wheel/Tires

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
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 <input type="checkbox"/> 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: B10.01.**

Recalls / Campaigns

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
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. <input type="checkbox"/> Customer will call to schedule to have recalls done.

Other

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
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. / <b>Maintenance</b> - Provided oil change package.
01/11/08	516597	*	12,693	Car Max  C/S Provide tire rotation package. / <b>Maintenance</b> <input type="checkbox"/> 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. / <b>Maintenance</b> - 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> <input type="checkbox"/> 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  
ADR)/attorney (if Legal)? (Y or N) Yes  
What type of damage was sustained (example: front end collision)? N/A

Are the RO's attached if the vehicle was in an accident? (Y or N) No  
Has the customer filed any insurances claims on this Vehicle? (Y or N) No  
If Yes obtain the following information below 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) No  
N/A

If  Yes  to aftermarket, please list:  
Be sure to note retailer installed or third party installed as well as date and mileage if  
known. Repeat as necessary. Include the name of the third party installer.

Have you confirmed modification with the dealership? (Y or N) Yes

**PERTINENT FACTS FROM ALL SR'S RELATED TO THIS 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:**

N/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 the excessive consumption of oil; 2. Defective transmission as evidenced 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/Alleged?: Yes**

Under what State?	Wisconsin	Claimed Presumptive?	Yes
Does Purchase Qualify?	Yes	If not, why?	N/A

### State Presumption Is:

<input type="checkbox"/> of Visits for a Non-Conformity?	4	<input type="checkbox"/> of Days out of Service?	30
<input type="checkbox"/> of visits for a Safety Complaint?	1	<input type="checkbox"/> 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 (During Presumptive Period) is:

<input type="checkbox"/> of Visits for a Non-Conformity?	2	<input type="checkbox"/> of Days out of Service?	2
<input type="checkbox"/> of visits for a Safety Complaint?	0	<input type="checkbox"/> of Visits Total?	2
Complaint appears to Continue?	Yes	Final Repair/Arbitration Complete?	No

**Does History appear Presumptive: No**

### Vehicle Service History (During Limited Warranty Period) is:

<input type="checkbox"/> of Visits for a Non-Conformity?	1	<input type="checkbox"/> of Days out of Service?	1
<input type="checkbox"/> of visits for a Safety Complaint?	0	<input type="checkbox"/> of Visits Total?	1
Must Complaint Continue to Exist?	Yes	Final Repair or Arbitration Required?	N/A

### Related Repairs beyond NVLW:

Customer Pay?	No	If no, identify responsible party:	Warranty
Additional Days out of Service?	13	Additional <input type="checkbox"/> of Repair Visits?	11

### Other Considerations:

Outcome/Findings of Arb/Final Repair:		<b>No</b>	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 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 though 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.

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

**\*Add additional lines for additional offers/counter offers.**

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

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

**TEAM LEAD APPROVING:**

Patricia McNair

**Date:** 01/20/11

COMPONENT	DESCRIPTION
<b>Axle</b>	Includes all components related to the axle, differential, driveline, & rear end.
<b>Body/ Trim</b>	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.
<b>Brakes</b>	All mechanical, electrical, or fluid related components of the Brake system.
<b>Chassis</b>	All frame, bumper and hitch components.
<b>*Electrical</b>	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.
<b>Engine/Fuel &amp; Exhaust</b>	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.
<b>Glass</b>	All glass and window components.
<b>HVAC</b>	All components related to heating, air conditioning and temperature.
<b>Paint</b>	All paint specific issues (Not metal related).
<b>Restraints</b>	All SIR, airbags and seatbelt issues.
<b>Steering</b>	All steering related components including steering wheel & key, column, rack and pinion, pump assembly and Quadrasteer.
<b>Suspension</b>	All suspension related components including ball joints, shocks, struts, tie rods, wheel bearings and alignment issues.
<b>Transmission</b>	All automatic & manual transmission, transfer case and 4 wheel drive component issues.
<b>Wheels/Tires</b>	All wheel covers, rims, hub caps, lug nuts, tire jack, regular and spare tire.

Abigail Blake/Austin/GM1

04/15/2011 05:37 PM

To GMoss@consumerlawcenter.com

cc

bcc

Subject 71-910109789, [REDACTED]

RE: Customer Last Name: Stapleman  
Service Request: 71-910109789  
2007 Chevrolet Suburban  
Vehicle Identification Number: 1GNFK16327J [REDACTED]  
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.



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@consumerlawcenter.com>

04/15/2011 08:42 AM

To <abigail\_blake@gmexpert.com>  
cc  
bcc  
Subject RE: [REDACTED] v. GM

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: [tmaloney@consumerlawcenter.com](mailto:tmaloney@consumerlawcenter.com)  
web: [www.krohnandmoss.com](http://www.krohnandmoss.com)  
\* licensed to practice in Illinois

Connect With Us



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**From:** Wallace, Brittany  
**Sent:** Friday, April 01, 2011 6:48 AM  
**To:** 'abigail\_blake@gmexpert.com'  
**Subject:** [REDACTED] 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: [bwallace@consumerlawcenter.com](mailto:bwallace@consumerlawcenter.com)**  
**Web: [www.krohnandmoss.com](http://www.krohnandmoss.com)**

Connect With Us



Registration.pdf



Executed release and offer letter.pdf

**RELEASE OF CLAIM**

I, [REDACTED] and [REDACTED] formerly known as [REDACTED] (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 [REDACTED] ("Subject Vehicle"), including but not limited to any claims based on any alleged defects in the subject vehicle. This Release of Claim shall not be construed to release any of the above named persons or entities from any liability regarding claims of personal injury or products liability arising out of the use or operation of the Subject Vehicle after the date of execution of this release. Notwithstanding the above, General Motors Company agrees to honor the remaining term of the manufacturer's express limited warranty and any applicable GM Protection Plans which accompanied the sale of the subject vehicle. If Releasor(s) has/have initiated any court, arbitration or other proceeding against Releasees, Releasor(s) immediately will dismiss the proceeding with prejudice.

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

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

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

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

DATE SIGNED: \_\_\_\_\_

\_\_\_\_\_  
Claimant's Signature

\_\_\_\_\_  
Claimant's Signature

\_\_\_\_\_  
Address

\_\_\_\_\_  
Address

\_\_\_\_\_  
City, State, Zip Code

\_\_\_\_\_  
City, State, Zip Code

STATE OF \_\_\_\_\_





Abigail Blake/Austin/GM1

04/15/2011 10:39 AM

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

cc

bcc

Subject 71-910109789, [REDACTED]

RE: Customer Last Name: Stapleman  
Service Request: 71-910109789  
2007 Chevrolet Suburban  
Vehicle Identification Number: 1GNFK16327J [REDACTED]  
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 [REDACTED]. The customer's vehicle is a 2007 Chevrolet Suburban with 62,198 miles. The VIN is 1GNFK16327J [REDACTED]. 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 H. Moss, Esq.  
Krohn & Moss Ltd.  
120 West Madison Street Floor 10  
Chicago, Illinois 60602-4107

RE: [REDACTED]  
Service Request: 71-910109789  
2007 Chevrolet Suburban  
Vehicle Identification Number: 1GNFK16327 [REDACTED]  
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 separately from all other settlement documents. The W-9 form can be downloaded from the IRS website at [www.irs.gov](http://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

602,198  
[Redacted Signature]

Client's Signature

Client's Signature

4-6-11  
Date

Date

**RELEASE OF CLAIM**

I [REDACTED] (hereinafter referred to as "Releasor(s)"), on behalf of myself/ourselves and my/our assigns, heirs and executors, in consideration of \$ 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 [REDACTED] ("Subject Vehicle"), including but not limited to any claims based on any alleged defects in the subject vehicle. This Release of Claim shall not be construed to release any of the above named persons or entities from any liability regarding claims of personal injury or products liability arising out of the use or operation of the Subject Vehicle after the date of execution of this release. Notwithstanding the above, General Motors Company agrees to honor the remaining term of the manufacturer's express limited warranty and any applicable GM Protection Plans which accompanied the sale of the subject vehicle. If Releasor(s) has/have initiated any court, arbitration or other proceeding against Releasees, Releasor(s) immediately will dismiss the proceeding with prejudice.

The subject vehicle's mileage is 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 Releasees, and Releasor(s) is/are not relying on any representations, promises or inducements other than those stated in this release.

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

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

DATE SIGNED: 4-6-11

[REDACTED]

\_\_\_\_\_  
Claimant's Signature

[REDACTED]

\_\_\_\_\_  
Address

\_\_\_\_\_  
Address

Racine, WI [REDACTED]

\_\_\_\_\_  
City, State, Zip Code

\_\_\_\_\_  
City, State, Zip Code

STATE OF Wisconsin

COUNTY OF Racine

Sworn to (or affirmed) and subscribed before me this 6<sup>th</sup> day of April, 2011,  
by [REDACTED]

Cheri McLeod

Signature of Notary Public

CHERI McLEOD CSR

Print, type or stamp Commissioned Name of Notary Public

Personally Known \_\_\_\_\_ OR Produced identification 8

Type of identification WI DL 3314 7217 7513 06 exp. 1-13-2012

My commission expires: July 8, 2012



01/23/2007 05:35 pm 1 of 1

WISCONSIN TITLE & LICENSE PLATE APPLICATION

MV11 10/2005

Processor ID No.

Received - Date - Opened

Title No. New License Plate No.

128-LN

Amount Received, Document Number  
Check Cash

DO NOT WRITE ABOVE THIS LINE.

Complete form using BLUE or BLACK INK.

Section A - Vehicle Owner Information

Application Type (check one)  Title Transfer  Original Title  Title Only  Salvage Title  Check if also IRP

Owner Legal Name - Last, First, Middle Initial OR Business Name

Co-Owner (if any) - Name - Last, First, Middle Initial

OR AND (check one)

Street Address

CITY  
RACINE

State ZIP Code  
WI

Area Code - Telephone #

If leased vehicle, Lessee Name - Last, First, Middle Initial

Lessee Signature

Street Address

CITY

State ZIP Code

Area Code - Telephone #

Section B - Vehicle Information

VEHICLE IDENTIFICATION NUMBER (Manufacturer's stamped)

1GNFK16327J

Year  
2007

Make  
CHEVROLET

Type (car, truck, van, etc)  
4D SPORT UTIL

Color  
DARK BLUE

WI License Plate to Transfer - List both Plate # and Type

Temporary License Plate Number

Check box if plates transferred between husband/wife.  
License plates cannot be transferred between other family members.

Vehicle kept in County

CITY Village Town

OF: RACINE

OF: Racine

Date First Operated (In Wis. as resident)

Registration Period

Gross Weight  
4700

Section C - Loan Information

Secured Party Number(s) - Required List all SECURED PARTY NAME(S) (lenders)

Street Address, City, State, ZIP Code

Area Code - Phone Number

If no secured party, check

None

Section D - Odometer Mileage

Selling Dealer completes

Federal and State law requires that seller state the mileage in connection with the transfer of ownership. Failure to complete a mileage statement or providing a false mileage statement may result in fines and/or imprisonment and may make you liable for damages to your transferee (Purchaser).

Exempt from odometer disclosure because vehicle is:

10 or more model years old

Gross vehicle weight rating exceeds 16,000 lbs.

The odometer reading reflects the amount of mileage in excess of its mechanical limit.

The odometer reading is NOT actual mileage.  
WARNING ODOMETER DISCREPANCY

ODOMETER NOW READS (No Tenths):

and to the best of my knowledge is the actual mileage of this vehicle unless one of the following statements is checked.

Section E - Vehicle Transaction

- a. Cash price (vehicle described in section "B") ..... \$39,088.00
- b. Less trade-in allowance ..... \$0.00
- Note: WI Dealers need not complete item c below
- c. Amount subject to tax (Line a. minus line b.) ..... \$39,088.00

State Sales Tax (5% of line c.) ..... \$1,954.40

Local Sales Tax if applicable (See local sales tax chart) ..... \$36.00

Fee Computation

Title Fee \$45 (Replacement \$20) ..... \$45.00

Loan Filing Fee \$4 ..... \$0.00

License Plate Fee (See section "H") ..... \$55.00

Miscellaneous Fees

Municipal Wheel Tax (See instructions) ..... \$0.00

Motor Carrier Class Fee (See section "H") ..... \$0.00

Other Fees

Priority Service Fee \$4 (See address below) ..... \$0.00

Counter Service Fee \$5 (if you apply in person at DOT) ..... \$0.00

Electronic Title/License Plate Filing Fee \$19.50 ..... \$19.50

ENTER FEE TOTAL ..... \$ 3119.50

Make check payable to: Registration Fee Trust

WI Dealers: Remit state, county and local tax with form ST-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

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

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

3 PURCHASER

Tax Statement

Date Vehicle Purchased 01/23/2007 Used  New  Date Delivered  
Describe Vehicle Year Make Vehicle Identification Number  
Trade-In  
If tax exempt, enter exemption code and reason (see instructions back of page 3)

Licensed Dealer's Statement of Sale and Warranty

For value received hereby sell, assign or trade the vehicle described on this document to the purchaser(s) named in section "A" and certify that all liens shown on the Certificate of Title are paid.

DEALER Name: CAPITAL AUTOMALL LLC AREA CODE - PHONE # 608-667-2434

Required Title Brand (See instructions back of page 3) Dealer #

Police  Taxi  Flood Damage  MFR Buyback  Hull Damaged

Wisconsin Dealer signature also serves as evidence of application for title/registration and payment of fees.

(Print Name of Selling Dealer's Authorized Agent)

[Redacted Signature]

Agent) 1/23/07 (Date)

Certification  
All parties certify with their signature that to the best of their knowledge the information and statements on this application are true and correct. The prior owner's odometer statement has been shown to the applicant and a copy of this completed application including odometer statement has been furnished the applicant.  
COMMERCIAL CARRIERS - I further certify knowledge of applicable federal and state motor carrier safety rules, regulations, standards and orders, and declare that all operations will be conducted in compliance with such requirements.



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

04/15/2011 05:39 PM

To <abigail\_blake@gmexpert.com>

cc

bcc

Subject RE: 71-910109789, [REDACTED]

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, [REDACTED]

RE: Customer Last Name [REDACTED]  
Service Request: 71-910109789  
2007 Chevrolet Suburban  
Vehicle Identification Number: 1GNFK16327J [REDACTED]  
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



**Request for Taxpayer  
Identification Number and Certification**

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

Name (as shown on your income tax return)  
**Krohn & Moss Ltd.**

Business name, if different from above

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

Address (number, street, and apt. or suite no.)  
**190 W Madison St. 10<sup>th</sup> Floor**

City, state, and ZIP code  
**Chicago, IL 60602**

Requester's name and address (optional)

List account number(s) here (optional)

**Part I Taxpayer Identification Number (TIN)**

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

Social security number

or

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

**Part II Certification**

Under penalties of perjury, I certify that:

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

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

Sign Here Signature of U.S. person ▶ **[Signature]** Date ▶ **1/15/08**

**General Instructions**

Section references are to the Internal Revenue Code unless otherwise noted.

**Purpose of Form**

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

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

- Certify that the TIN you are giving is correct (or you are waiting for a number to be issued),
- Certify that you are not subject to backup withholding, or
- Claim exemption from backup withholding if you are a U.S. exempt payee. If applicable, you are also certifying that as a U.S. person, your allocable share of any partnership income from a U.S. trade or business is not subject to the withholding tax on foreign partners' share of effectively connected income.

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

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

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

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

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

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



VIA FAX ONLY

January 24, 2011

Robert Silverman, Esq.  
KIMMEL & SILVERMAN  
30 E Butler Pike  
Ambler, PA 19002

RE: [REDACTED]  
Service Request: 71-910570057  
2007 Chevrolet Tahoe  
Vehicle Identification Number: 1GNFC13067R [REDACTED]  
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.

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

General Motors  
ATTN: BRC Legal  
P.O. Box 33170  
Detroit, MI 48232

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

Sincerely,

General Motors

**RELEASE OF LIEN INFORMATION**

I \_\_\_\_\_,  
(Client's Name)

hereby authorize \_\_\_\_\_  
(Lien holder Name)

\_\_\_\_\_  
(Lien holder Address) (Lien holder Phone Number)

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

with \_\_\_\_\_  
(Lien holder Name)

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

Date \_\_\_\_\_.

**VEHICLE INFORMATION**

The current vehicle mileage is \_\_\_\_\_ Date mileage read: \_\_\_\_\_.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Signature



VIA FAX ONLY

January 24, 2011

Ed Brunton  
BRYNER CHEVROLET, INC.  
1750 THE FAIRWAY  
JENKINTOWN PA 19046-1606

RE: [REDACTED]  
Service Request: 71-910570057  
2007 Chevrolet Tahoe  
Vehicle Identification Number: 1GNFC13067R [REDACTED]  
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

L00040\_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- [REDACTED] 2007 Chevrolet Tahoe

RE: Customer Last Name: [REDACTED]  
Service Request: 71-910570057  
Veh make/model: 2007 Chevrolet Tahoe  
Vehicle Identification Number: 1GNFC13067R [REDACTED]  
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 [REDACTED]. The customer's vehicle is a 2007 Chevrolet Tahoe with current miles at 46,603. The VIN is 1GNFC13067R [REDACTED]. 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



**KIMMEL & SILVERMAN**  
P.C.

1-800-LEMON LAW  
[www.lemonlaw.com](http://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](mailto:gmerinfo@gmexpert.com)

General Motors, LLC - PA  
30007 Van Dyke Avenue  
Warren, MI 48090-9065

Re: [REDACTED] v. **General Motors, LLC**  
Vehicle: 2007 Chevrolet Tahoe  
Date of Purchase: 04/01/2009  
Place of Purchase: Bryner Chevrolet, Jenkintown  
VIN: 1GNFC13067R [REDACTED]

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: [REDACTED]

ROBERT M. SILVERMAN\*  
CRAIG THOR KIMMEL\*^

\* Member, PA Bar  
\* Member, NJ Bar  
^ Member, DE Bar  
\* Member, NY Bar  
^ Member, MA Bar  
# Member, MD Bar  
\* Member, OH Bar  
§ Member, MI Bar  
# Member, NH Bar  
\* Member, CT Bar  
^ Member, TN Bar  
# Member, WY Bar  
\* Member, DC Bar

JACQUELINE C. HERRITT\*\*  
ROBERT A. RAPKIN\*  
ANGELA K. TROCCOLI\*\*  
FRED DAVIS\*\*  
AMY L. BENNECOFF\*\*  
CHRISTINA GILL ROSEMAN\*\*  
RICHARD A. SCHOLER\*\*  
TARA L. PATTERSON\*  
W. CHRISTOPHER COMPONOVO\*  
TIMOTHY J. ABEL, JR.\*\*  
SARAH YOUNG\*\*



VIA FAX ONLY

January 25, 2011

Tim Hilsey  
Hill Cadillac, Inc.  
3964 West Chester Pike  
Newtown Square, PA 19073-3209

RE: [REDACTED]  
Service Request: 71-910570057  
2007 Chevrolet Tahoe  
Vehicle Identification Number: 1GNFC13067R [REDACTED]  
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

L00040\_CH  
v06302010





meriwether.eisenhard@cadi  
llac.com

01/25/2011 11:10 AM

To Tiffany\_Cook@gmexpert.com

cc

bcc

Subject Re: NISM Notification- [REDACTED] 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: [REDACTED]  
Service Request: 71-910570057  
Veh make/model: 2007 Chevrolet Tahoe  
Vehicle Identification Number: 1GNFC13067R [REDACTED]  
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 [REDACTED].  
The customer's vehicle is a 2007 Chevrolet Tahoe with current miles at 46,603.

The VIN is 1GNFC13067R [REDACTED]. 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

01/25/2011 10:46 AM

To "Tiffany\_Cook" <Tiffany\_Cook@gmexpert.com>

cc

bcc

Subject Re: NISM Notification-[REDACTED] 2007 Chevrolet Tahoe

My selection is option D.  
From the Blackberry of Don Gaskins

----- Original Message -----

From: Tiffany\_Cook  
Sent: 01/24/2011 12:18 PM EST  
To: MERIWETHER EISENHARD  
Cc: Donald Gaskins  
Subject: NISM Notification-[REDACTED] 2007 Chevrolet Tahoe

RE: Customer Last Name: [REDACTED]  
Service Request: 71-910570057  
Veh make/model: 2007 Chevrolet Tahoe  
Vehicle Identification Number: 1GNFC13067R [REDACTED]  
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 [REDACTED]. The customer's vehicle is a 2007 Chevrolet Tahoe with current miles at 46,603. The VIN is 1GNFC13067R [REDACTED]. 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).

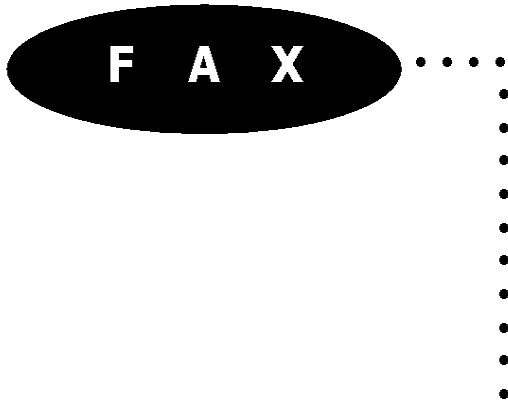
D) I am not aware of this vehicle or customer's concerns. I agree to cede the final decision on this case to the Early Resolution program (You will be notified of the resolution after the settlement has been reached).

\*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



---

To: **TIFFANY,**  
Fax number: 18662685526

From: **TIMH**  
Fax number:  
Business phone:  
Home phone:

Date & Time: 1/25/2011 11:58:04 AM

Re: 

---

CDCS282481

**HILL Cadillac**  
 3964 WEST CHESTER PIKE  
 NEWTOWN SQUARE, PA 19073  
 Ph: 610-356-4900  
 Fx: 610-356-7053  
 www.hillcadillac.com



0101ICDCS282481

CELL: [REDACTED]

CUSTOMER NO <b>21001</b>	ADVISOR <b>MICHAEL</b>	TAG NO <b>452</b>	INVOICE DATE <b>01/05/10</b>	INVOICE NO <b>CDCS282481</b>
[REDACTED]	LABOR RATE <b>97.00</b>	MILEAGE <b>46,169</b>	COLOR <b>TAN/</b>	STOCK NO
<b>ALDAN, PA</b>	YEAR / MAKE / MODEL <b>07/CHEVROLET TRUCK/TAHOE/4DR 2WD</b>	DELIVERY DATE	DELIVERY MILES	
	VEHICLE ID NO <b>1GNFC13067R</b>	SELLING DEALER NO		
	F T E NO	P O NO	R O DATE <b>12/28/09</b>	REPRINT# <b>1</b>
BUSINESS PHONE	COMMENTS			

MO: 46182

TOTALS

\*\*\*\*\*  
 \* [ ] CASH [ ] CHECK NUMBER \*  
 \* [ ] VISA [ ] M/C [ ] AMEX [ ] DISC \*  
 \* [ 1/5 ] DATE [ TC ] PRINT NAME \*  
 \*\*\*\*\*

TOTAL LABOR.... 0.00  
 TOTAL PARTS.... 0.00  
 TOTAL SUBLET... 0.00  
 TOTAL G.O.G.... 0.00  
 TOTAL MISC CHG. 0.00  
 TOTAL MISC DISC 0.00  
 TOTAL TAX..... 0.00

**TOTAL INVOICE \$ 0.00**

COMPLETELY SATISFIED is the only score that counts!!!  
 If for any reason you cannot give us a COMPLETELY SATISFIED  
 Please contact Tim Hilsey at 610-356-4900

Any work recommended but not performed could result in an unsafe condition.

Thank You and Have a Great Day

CUSTOMER SIGNATURE

SERVICE DEPARTMENT HOURS

MONDAY - FRIDAY  
 7:30 A.M. - 6:00 P.M.

**IMPORTANT**

YOU MAY RECEIVE A QUESTIONNAIRE FROM GENERAL MOTORS IN THE NEXT FEW DAYS. IF FOR ANY REASON YOU CANNOT GRADE US "COMPLETELY SATISFIED," PLEASE CONTACT OUR SERVICE MANAGER. THANK YOU. TIM HILSEY (610) 356-4900

LIMITED LABOR WARRANTY

THE REPAIR FACILITY GUARANTEES THE LABOR USED IN PERFORMING THE REPAIRS LISTED ON THIS REPAIR ORDER FOR A PERIOD OF 12 MONTHS OR 12000 MILES FROM THE DATE SUCH REPAIRS WERE COMPLETED. THIS LIMITED WARRANTY SPECIFICALLY EXCLUDES FRONT END ALIGNMENTS, ELECTRICAL WIRING AND SHORTS AND FUEL SYSTEM WHEN DUE TO CONTAMINATION. THIS LIMITED WARRANTY IS EXTENDED TO THE VEHICLE OWNER/CUSTOMER AND IS NOT TRANSFERABLE TO NOR ENFORCEABLE BY ANY OTHER PERSON. THE PART(S) IS SOLD "AS IS" THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER(S). THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS OR INCOME OR ANY OTHER INCIDENTAL DAMAGES IN ADDITION, EXPRESSLY EXCLUDED IS ANY DEALER LIABILITY FOR DEFECTS PERTAINING TO SAFETY OR PERFORMANCE BY WAY OF "STRICT LIABILITY" NEGLIGENCE OR OTHERWISE.

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CDCS282481

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 NEWTOWN SQUARE, PA 19073  
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 Fx: 610-356-7053  
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0101ICDCS282481

CELL: [REDACTED]

CUSTOMER NO <b>21001</b>	ADVISOR <b>MICHAEL</b>	TAG NO <b>452</b>	INVOICE DATE <b>01/05/10</b>	INVOICE NO <b>CDCS282481</b>
[REDACTED]	LABOR RATE <b>97.00</b>	LICENSE NO [REDACTED]	MILEAGE <b>46,169</b>	COLOR <b>TAN/</b>
[REDACTED]	YEAR / MAKE / MODEL <b>07/CHEVROLET TRUCK/TAHOE/4DR 2WD</b>	DELIVERY DATE		DELIVERY MILES
ALDAN, PA [REDACTED]	VEHICLE ID NO <b>1GNFC13067R</b>	SELLING DEALER NO		
[REDACTED]	P T E NO	P O NO	R O DATE <b>12/28/09</b>	REPRINT# <b>2</b>
COMMENTS				MO: 46182

TOTALS.....

\*\*\*\*\*  
 \* [ ] CASH [ ] CHECK NUMBER \*  
 \* [ ] VISA [ ] M/C [ ] AMEX [ ] DISC \*  
 \* [ ] DATE [ ] PRINT NAME \*  
 \*\*\*\*\*

TOTAL LABOR.... 0.00  
 TOTAL PARTS.... 0.00  
 TOTAL SUBLET... 0.00  
 TOTAL G.O.G.... 0.00  
 TOTAL MISC CHG. 0.00  
 TOTAL MISC DISC 0.00  
 TOTAL TAX..... 0.00

**SERVICE DEPARTMENT HOURS**  
 MONDAY - FRIDAY  
 7:30 A.M. - 6:00 P.M.

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**TOTAL INVOICE \$ 0.00**

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THANK YOU,  
 TIM HILSEY  
 (610) 356-4900

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*d: 2 days only*

LOANER RETURNED 1/5/09 5:38  
 DATE AND TIME

UNIT # 7C 2CV4 (Chris)

*m: Chevy*

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 Fx: 610-353-9478

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**SERVICE DEPARTMENT HOURS:**  
 MONDAY - FRIDAY  
 7:30 A.M. - 6:00 P.M.



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CUSTOMER NO. 21001	ADVISOR MICHAEL	CARD NO. 452	INVOICE DATE 01/05/10	INVOICE NO. CDCS282481
	LABOR RATE 97.00	LICENSE NO.	COLOR TAN	STOCK NO.
	YEAR / MAKE / MODEL 07/CHEVROLET TRUCK/TAHOE/4DR 2WD	MILEAGE IN 46169	DELIVERY DATE	DELIVERY MILES
	VEHICLE ID. NO. 1GNFC13067R		SELLING DEALER NO.	PRODUCTION DATE
ALDAN, PA	F. T. E. NO.		R. O. DATE 12/28/09	REPRINT# 2
RESID. PHONE	BUSINESS PHONE	COMMENTS		MO: 46182

**LABOR & PARTS**  
 J# 1 29CDZ

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 SERVO'S  
 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

WARRANTY

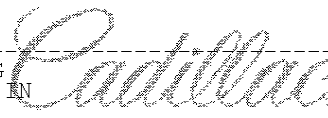
JOB #	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE
JOB # 1	1		24236378	GSKT, KIT 4.005		
JOB # 1	1		24238603	PLATE, KIT 4.163		
JOB # 1	1		24232835	PLATE, KIT 4.163		
JOB # 1	1		24238600	PLATE, KIT 4.163		
JOB # 1	1		24208576	FLTR, KIT 4.197		
JOB # 1	1		24232236	BAND 4.251		
JOB # 1	1		24245624	HOUSING 4.169		
JOB # 1	1		24248893	VALVE 4.265		
JOB # 1	1		24230298	VALVE 4.265		
JOB # 1	1		12378393	CLEANER, C 8.800		
JOB # 1	4		11589264	STUD 8.981		
JOB # 1	3		15709703	NUT-MUFFL 8.915		

WARRANTY  
 WARRANTY  
 WARRANTY  
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 WARRANTY

JOB # 1 TOTAL PARTS 0.00

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 01CDZTOW TOWING  
 VEHICLE TOWED IN  
 PO #  
 VEHICLE TOWED IN, UNDRIVABLE  
 TOWED IN



TECH(S):415

WARRANTY

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE
JOB # 2 TOTAL PARTS 0.00						
JOB # 2 TOTAL LABOR & PARTS 0.00						

J# 3 01CDZCAMPAIGN CAMPAIGN  
 CAMPAIGN, SEE ATTACHED  
 #07007  
 OPEN CAMPAIGN  
 PERFORM CAMPAIGN AS NEEDED  
 REPROGRAM RKE / REPLACE BATTERY

TECH(S):415

WARRANTY

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE
JOB # 3	1		89022169	BATTERY		

WARRANTY  
 0.00

JOB # 3 TOTAL PARTS

JOB # 3 TOTAL LABOR & PARTS 0.00

J# 4+10CDZ

GLASS & ATTACHMENTS

TECH(S):415

WARRANTY





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 Fx: 610-353-9478  
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**SERVICE DEPARTMENT HOURS:**  
 MONDAY - FRIDAY  
 7:30 A.M. - 6:00 P.M.



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 Fx: 610-353-9478  
 www.hillgmautogroup.com

CUSTOMER NO. 21001	ADVISOR MICHAEL	CARD NO. 452	INVOICE DATE 01/05/10	INVOICE NO. CDCS282481
	LABOR RATE 97.00	LICENSE NO.	MILEAGE IN 46169	COLOR TAN/
	YEAR / MAKE / MODEL 07/CHEVROLET TRUCK/TAHOE/4DR 2WD		DELIVERY DATE	DELIVERY MILES
	VEHICLE ID. NO. 1GNFC13067R		SELLING DEALER NO.	PRODUCTION DATE
ALDAN, PA	F. T. E. NO.		R. O. DATE 12/28/09	REPRINT# 2
RESIDENT PHONE	BUSINESS PHONE	COMMENTS		MO: 46182

CLIENT STATES REAR DEFROSTER TAB BROKEN, CHECK AND ADVISE  
 CLIENT ADDED 01/04/10 1:31PM  
 REAR DEFROSTER TAB BROKEN  
 TECH REPLACED AND SOLDERED LEFT SIDE REAR DEFROSTER TAB  
 AS NEEDED

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----LIST PRICE-UNIT PRICE-	WARRANTY
JOB # 4 1 25916031 TERMINAL 13.090	0.00
JOB # 4 TOTAL PARTS	0.00
JOB # 4 TOTAL LABOR & PARTS	0.00

J# 5+16CDZ WHEELS & TIRES TECH(S):415 INTERNAL  
 CENTER CAP FELL OFF DURING ROADTEST  
 MISSING  
 PART ORDERED

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----LIST PRICE-UNIT PRICE-	WARRANTY
JOB # 5 TOTAL PARTS	0.00
JOB # 5 TOTAL LABOR & PARTS	0.00

J# 6+01CDZ LOANER LOANER CAR TECH(S):415 WARRANTY  
 VEHICLE IN FOR WARRANTY REPAIRS  
 VEHICLE IN FOR WARRANTY REPAIRS COURTESY TRANSPORTATION  
 LOANER VEHICLE WHILE WARRANTY REPAIRS BEING PERFORMED

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----LIST PRICE-UNIT PRICE-	WARRANTY
JOB # 6 TOTAL PARTS	0.00
JOB # 6 TOTAL LABOR & PARTS	0.00

SUBLET-----PO#-----VEND INV#-INV.DATE-DESCRIPTION-----	WARRANTY
JOB # 2 036756 1888 12/08/09 SUBLET TOWING	0.00
JOB # 6 82481	0.00
TOTAL - SUBLET	0.00

COMMENTS-----  
 TOW IN  
 BILL UP DATE 12/29  
 BILL UP DATED 12/30



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 MONDAY - FRIDAY  
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 THANK YOU,  
 TIM HILSEY  
 (610) 356-4900

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CUSTOMER NO. 21001	ADVISOR MICHAEL	CARD NO. 452	INVOICE DATE 01/05/10	INVOICE NO. CDCS282481
	LABOR RATE 97.00	MILEAGE IN 46169	COLOR TAN/	STOCK NO.
	YEAR / MAKE / MODEL 07/CHEVROLET TRUCK/TAHOE/4DR 2WD	DELIVERY DATE	DELIVERY MILES	
	VEHICLE ID. NO. 1GNFC13067R	SELLING DEALER NO.	PRODUCTION DATE	
RESID ALDAN, PA	F. T. E. NO.	R. O. DATE 12/28/09	REPRINT# 2	MO: 46182
COMMENTS				

**TOTALS**

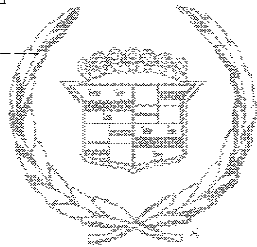
\* \* \* \* \*  
 \* [ ] CASH [ ] CHECK NUMBER \*  
 \* [ ] VISA [ ] M/C [ ] AMEX [ ] DISC \*  
 \* [ ] DATE [ ] PRINT NAME \*  
 \* \* \* \* \*

TOTAL LABOR.... 0.00  
 TOTAL PARTS.... 0.00  
 TOTAL SUBLET.... 0.00  
 TOTAL G.O.G.... 0.00  
 TOTAL MISC CHG. 0.00  
 TOTAL MISC DISC 0.00  
 TOTAL TAX..... 0.00  
 -----  
 TOTAL INVOICE \$ 0.00

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 Thank You and Have a Great Day

CUSTOMER SIGNATURE



*Cadillac*



# HILL Cadillac

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 MONDAY - FRIDAY  
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	LABOR RATE 97.00	LICENSE NO.	MILEAGE IN 46169	COLOR TAN
	YEAR / MAKE / MODEL 07 / CHEVROLET TRUCK / TAHOE / 4DR 2WD		DELIVERY DATE	DELIVERY MILES
	VEHICLE ID. NO. 1GNFC13067R		SELLING DEALER NO.	PRODUCTION DATE
ALDAN, PA	F. T. E. NO.		R. O. DATE 12/28/09	REPRINT# 1
RESIDENT PHONE	BUSINESS PHONE	COMMENTS		MO: 46182

**LABOR & PARTS**  
 J# 1 29CDZ

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 SERVO'S 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

WARRANTY

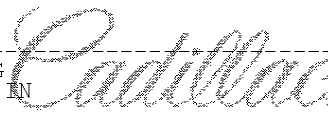
PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE
JOB # 1	1		24236378	GSKT, KIT 4.005		
JOB # 1	1		24238603	PLATE, KIT 4.163		
JOB # 1	1		24232835	PLATE, KIT 4.163		
JOB # 1	1		24238600	PLATE, KIT 4.163		
JOB # 1	1		24208576	BLTR, KIT 4.197		
JOB # 1	1		24232236	BAND 4.251		
JOB # 1	1		24245624	HOUSING 4.169		
JOB # 1	1		24248893	VALVE 4.265		
JOB # 1	1		24230298	VALVE 4.265		
JOB # 1	1		12378393	CLEANER, C 8.800		
JOB # 1	4		11589264	STUD 8.981		
JOB # 1	3		15709703	NUT-MUFFL 8.915		

WARRANTY  
 WARRANTY  
 WARRANTY  
 WARRANTY  
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 WARRANTY  
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 WARRANTY  
 WARRANTY  
 WARRANTY  
 WARRANTY

JOB # 1 TOTAL PARTS 0.00

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 01CDZTOW TOWING  
 VEHICLE TOWED IN  
 PO #  
 VEHICLE TOWED IN, UNDRIVABLE  
 TOWED IN



TECH(S):415

WARRANTY

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE
JOB # 2 TOTAL PARTS 0.00						
JOB # 2 TOTAL LABOR & PARTS 0.00						

J# 3 01CDZCAMPAIGN CAMPAIGN  
 CAMPAIGN, SEE ATTACHED #07007  
 OPEN CAMPAIGN  
 PERFORM CAMPAIGN AS NEEDED  
 REPROGRAM RKE / REPLACE BATTERY

TECH(S):415

WARRANTY

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE
JOB # 3	1		89022169	BATTERY		

WARRANTY  
 0.00

JOB # 3 TOTAL PARTS

JOB # 3 TOTAL LABOR & PARTS 0.00

J# 4+10CDZ

GLASS & ATTACHMENTS

TECH(S):415

WARRANTY



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**SERVICE DEPARTMENT HOURS:**  
 MONDAY - FRIDAY  
 7:30 A.M. - 6:00 P.M.

**IMPORTANT**  
 YOU MAY RECEIVE A QUESTIONNAIRE FROM GM RECALL MOTORS IN THE NEXT FEW DAYS. IF FOR ANY REASON YOU CANNOT GRADE US "COMPLETELY SATISFIED," PLEASE CONTACT OUR SERVICE MANAGER.  
 THANK YOU,  
 TIM HILSEY  
 (610) 356-4900

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CUSTOMER NO. 21001	ADVISOR MICHAEL	CARD NO. 452	INVOICE DATE 01/05/10	INVOICE NO. CDCS282481
	LABOR RATE 97.00	LICENSE NO.	MILEAGE IN 46169	COLOR TAN/
	YEAR / MAKE / MODEL 07/CHEVROLET TRUCK/TAHOE/4DR 2WD		DELIVERY DATE	DELIVERY MILES
	VEHICLE ID. NO. 1GNFC13067R		SELLING DEALER NO.	PRODUCTION DATE
RESID. ALDAN, PA	BUSINESS PHONE	COMMENTS	R.O. DATE 12/28/09	REPRINT# 1
				MO: 46182

CLIENT STATES REAR DEFROSTER TAB BROKEN, CHECK AND ADVISE  
 CLIENT ADDED 01/04/10 1:31PM  
 REAR DEFROSTER TAB BROKEN  
 TECH REPLACED AND SOLDERED LEFT SIDE REAR DEFROSTER TAB  
 AS NEEDED

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----LIST PRICE-UNIT PRICE-	WARRANTY
JOB # 4 1 25916031 TERMINAL 13.090	0.00
JOB # 4 TOTAL PARTS	0.00
JOB # 4 TOTAL LABOR & PARTS	0.00

J# 5+16CDZ WHEELS & TIRES TECH(S):415 INTERNAL  
 CENTER CAP FELL OFF DURING ROADTEST  
 MISSING  
 PART ORDERED

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----LIST PRICE-UNIT PRICE-	WARRANTY
JOB # 5 TOTAL PARTS	0.00
JOB # 5 TOTAL LABOR & PARTS	0.00

SUBLET-----PO#-----VEND INVT-----INVT-----DATE-----DESCRIPTION-----	WARRANTY
JOB # 2 036756 1888 12/08/09 SUBLET TOWING	0.00
TOTAL - SUBLET	0.00

COMMENTS-----  
 TOW IN  
 BILL UP DATE 12/29  
 BILL UP DATED 12/30

TOTALS-----	WARRANTY
TOTAL LABOR.....	0.00
TOTAL PARTS.....	0.00
TOTAL SUBLET....	0.00
TOTAL G.O.G.....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE \$	0.00

COMPLETELY SATISFIED is the only score that counts!!!  
 If for any reason you cannot give us a COMPLETELY SATISFIED  
 Please contact Tim Hilsey at 610-356-4900

Any work recommended but not performed could result in an unsafe condition.  
 Thank You and Have a Great Day

-----  
 CUSTOMER SIGNATURE



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CUSTOMER NO. 21001	ADVISOR MICHAEL	CARD NO. 452	INVOICE DATE 01/27/10	INVOICE NO. CDWS282906
	LABOR RATE 104.11	MILEAGE IN 46603	COLOR TAN/	STOCK NO.
	YEAR / MAKE / MODEL 07/CHEVROLET TRUCK/TAHOE/4DR 2WD	DELIVERY DATE	DELIVERY MILES	
	VEHICLE ID. NO. 1GNFC13067R	SELLING DEALER NO.	PRODUCTION DATE	
RESIDENCE PHONE ALDAN, PA	BUSINESS PHONE	COMMENTS	R.O. DATE 01/14/10	MO: 46605

JOB# 1 CHARGES-----

LABOR-----

J# 1 29CDZ TRANSMISSION HOURS: 5.30 TECH(S):0200  
 CLIENT STATES THAT 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 - ATF FLUID: FULL - BURNT ODOR - LINE PRESSURE TEST:  
 62 TO 187 PSI @ .1 AMP - SLIGHTLY LOW / REMOVE, DISASSEMBLE  
 AND INSPECT TRANSMISSION: END PLAY .080" SPEC. .005-.036  
 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 - TEMP 68 DEGREES CYCLES 164 FLOW .8 GPM CODE  
 5B04FB7 - CAUSAL PART WAS THRUST BEARING #663 - INPUT  
 CARRIER TO REACTION SHAFT - ROADTESTED - OK

551.78

CLAIM # 282906

PARTS	QTY	FP	NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
	1		12337931	GASKET 1.226	5.24	5.24	7.34	7.34
	1		24232065	RING 4.228	4.68	4.68	6.55	6.55
	1		24208576	FLTR KIT 4.197	27.75	27.75	38.85	38.85
	1		24241786	PLATE 4.265	12.72	12.72	17.81	17.81
	1		24221350	GSKT KIT 4.265	8.55	8.55	11.97	11.97
	5		104918	BALL, GRAD 8.899	1.60	8.00	2.24	11.20
	1		24212468	PLATE 4.163	8.96	8.96	12.54	12.54
	1		24238603	PLATE KIT 4.163	123.21	123.21	172.49	172.49
	1		24243875	CARRIER 4.175	143.04	143.04	200.26	200.26
	1		24217327	BEARING 4.159	4.36	4.36	6.10	6.10
	1		24226170	GEAR 4.158	86.12	86.12	120.57	120.57
	1		24241255	SHAFT 4.175	29.14	29.14	40.80	40.80
	1		8683817	SHAFT-OUT 4.175	90.94	90.94	127.32	127.32
	1		8680027	BUSHING 4.104	4.68	4.68	6.55	6.55
				COST TOTAL		557.39		
				TOTAL - PARTS				780.35

JOB# 1 TOTALS-----

LABOR 551.78  
 PARTS 780.35

JOB# 1 JOURNAL PREFIX CDWS JOB# 1 TOTAL 1332.13

JOB# 2 CHARGES-----

LABOR-----

J# 2 01CDZLOANER LOANER CAR HOURS: 0.00 TECH(S):435  
 VEHICLE IN FOR WARRANTY REPAIRS  
 VEHICLE IN FOR WARRANTY REPAIRS COURTESY TRANSPORTATION  
 LOANER VEHICLE WHILE WARRANTY REPAIRS BEING PERFORMED

0.00

CLAIM # 282906

SUBLET	PO#	VEND INV#	INV. DATE	DESCRIPTION	
	82906	1740D8741	01/26/10	WARRANTY LOANER	294.00
				TOTAL - SUBLET	294.00



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 THANK YOU,  
 TIM HILSEY  
 (610) 353-9390

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CUSTOMER NO. 21001	ADVISOR MICHAEL 452	CARD NO. CMBK	INVOICE DATE 01/27/10	INVOICE NO. CDWS282906
[REDACTED]	LABOR RATE 104.11	LICENSE #	MILEAGE IN 46603	COLOR TAN/
	YEAR / MAKE / MODEL 07/CHEVROLET TRUCK/TAHOE/4DR 2WD	DELIVERY DATE		DELIVERY MILES
	VEHICLE ID. NO. 1GNFC13067R	SELLING DEALER NO.		PRODUCTION DATE
	F.T.E. NO.	R.O. DATE 01/14/10		
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		MO: 46605

JOB# 2 TOTALS	SUBLET			294.00				
JOB# 3 CHARGES	JOB# 2 JOURNAL PREFIX CDWS	JOB# 2 TOTAL	294.00					
LABOR	HOURS: TECH(S): 0200			0.00				
J# 3+01CDZTOW	VEHICLE TOWED IN, UNDRIVABLE TOWED IN							
CLAIM #	SUBLET							
PO# 037213	VEND 1916	INV# 01/14/10	DESCRIPTION SUBLET TOWING #037213	100.00				
TOTAL - SUBLET				100.00				
JOB# 3 TOTALS	SUBLET			100.00				
JOB# JOURNAL PREFIX CDWS	JOB# 3 TOTAL	100.00						
R/O TAX				0.00				
R/O TOTALS				1726.13				
<b>WARRANTY CLAIM DETAIL TOTALS</b>								
CLAIM#	LABOR	PARTS	SUB LAB	SUB PART	GOG	MISC	TAX	TOTAL
[REDACTED]	551.78	780.35	394.00	0.00	0.00	0.00	0.00	1726.13
CLAIM TOTALS	551.78	780.35	394.00	0.00	0.00	0.00	0.00	1726.13

APPROVED BY SIGNATURE

*Cadillac*

CDCS282906

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0101ICDCS282906

CUSTOMER NO <b>21001</b>	ADVISOR <b>MICHAEL</b>	TAG NO <b>452</b>	CMBK	INVOICE DATE <b>01/21/10</b>	INVOICE NO <b>CDCS282906</b>
	LABOR RATE <b>105.00</b>	MILEAGE <b>46,603</b>	COLOR <b>TAN/</b>	STOCK NO	
<b>ALDAN, PA</b>	YEAR/MAKE/MODEL <b>07/CHEVROLET TRUCK/TAHOE/4DR 2WD</b>	DELIVERY DATE	DELIVERY MILES		
	VEHICLE ID NO <b>1GNFC13067R</b>	SELLING DEALER NO			
	P T E NO	P O NO	R O DATE <b>01/14/10</b>		
COMMENTS					MO: 46605

JOB # 3 TOTAL LABOR & PARTS 0.00

SUBLET	PO#	VEND	INV#	INV. DATE	DESCRIPTION	WARRANTY
JOB # 2	82906				W	
JOB # 3	037213	1916		01/14/10	SUBLET TOWING #037213	
TOTAL - SUBLET						0.00

**SERVICE DEPARTMENT HOURS**  
 MONDAY - FRIDAY  
 7:30 A.M. - 6:00 P.M.

ESTIMATE  
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.00 (+TAX)

TOTAL LABOR...	0.00
TOTAL PARTS...	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G...	0.00
TOTAL MISC CHG...	0.00
TOTAL MISC DISC...	0.00
TOTAL TAX.....	0.00
<b>TOTAL INVOICE \$</b>	<b>0.00</b>

**IMPORTANT**

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THANK YOU,  
 TIM HILSEY  
 (610) 356-4900

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 Thank You and Have a Great Day

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d:7

**LOANER RETURNED** 1/21/10 5:42  
 DATE AND TIME

UNIT # **JCS3IT (Ulick)**  
 m: BUICK

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CUSTOMER NO. 21001	ADVISOR MICHAEL	CARD NO. 452	CMBK	INVOICE DATE 02/01/10	INVOICE NO. CDIS283138
	LABOR RATE 59.00	LICENSE NO.	MILEAGE IN 46757	COLOR TAN	STOCK NO.
	YEAR / MAKE / MODEL 07/CHEVROLET TRUCK/TAHOE/4DR 2WD			DELIVERY DATE	DELIVERY MILES
	VEHICLE ID. NO. 1GNFC13067R			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.			R.O. DATE 01/25/10	
RESIDENTIAL PHONE	BUSINESS PHONE	COMMENTS			MO: 46763

LABOR & PARTS  
 J# 1 01CDZ LOANER LOANER CAR HOURS: TECH(S):72 0.00  
 VEHICLE IN FOR WARRANTY REPAIRS  
 VEHICLE IN FOR WARRANTY REPAIRS COURTESY TRANSPORTATION  
 LOANER VEHICLE WHILE WARRANTY REPAIRS BEING PERFORMED

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 23CDZ ENGINE HOURS: TECH(S):72 63.00  
 CLIENT STATES THAT 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 GASKETS AS NEEDED

PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----UNIT PRICE-	
JOB # 2 2 12600530 GASKET 3.270	17.16
	JOB # 2 TOTAL PARTS 34.32
	JOB # 2 TOTAL LABOR & PARTS 97.32

J# 3+08CDZ DOORS & REAR COMP. HOURS: TECH(S):72 0.00  
 CLIENT STATES THAT THE D/S INNER CHROME HANDLE IS SHARP  
 SHARP EDGE ON INNER CHROME HANDLE  
 RAN COVERAGE FROM GMPP - NOT A COVERED PART - EST\$148.41  
 TO REPLACE - PART WOULD NEED TO BE ORDERED

JOB # 3 TOTAL LABOR & PARTS 0.00

J# 4+16CDZ WHEELS & TIRES HOURS: TECH(S):72 7.00  
 CLIENT STATES THAT THE L/F CENTER CAP FELL OFF INSTALL SOP  
 FELL OFF DURING ROADTEST - LAST SERVICE VISIT  
 TECH REPLACED LEFT FRONT CENTER CAP AS NEEDED

PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----UNIT PRICE-	
JOB # 4 1 9596007 CAP 37.74	37.74
	JOB # 4 TOTAL PARTS 37.74
	JOB # 4 TOTAL LABOR & PARTS 44.74

SUBLET-----PO#-----VEND INV#-INV.DATE-DESCRIPTION-----	
JOB # 1 283138 1740D8743 01/28/10 (W) LOANER	60.00
	TOTAL - SUBLET 60.00

TOTALS-----

CONTROL#	ACCOUNT NUMBER	AMOUNT..	
			TOTAL LABOR.... 70.00
			TOTAL PARTS.... 72.06
			TOTAL SUBLET... 60.00
			TOTAL G.O.G..... 0.00
			TOTAL MISC.CHG.. 0.00
			TOTAL MISC.DISC 0.00
			TOTAL TAX..... 0.00
			TOTAL INVOICE \$ 202.06

APPROVED BY SIGNATURE





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 MONDAY - FRIDAY  
 7:30 A.M. - 6:00 P.M.



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CUSTOMER NO. 21001	ADVISOR MICHAEL	CARD NO. 452	INVOICE DATE 01/08/10	INVOICE NO. CDIS282481
	LABOR RATE 59.00	LICENSE NO.	MILEAGE IN 46169	COLOR TAN/
	YEAR / MAKE / MODEL 07/CHEVROLET TRUCK/TAHOE/4DR 2WD		DELIVERY DATE	DELIVERY MILES
	VEHICLE ID. NO. 1GNFC13067R		SELLING DEALER NO.	PRODUCTION DATE
ALDAN, PA	F. T. E. NO.		R. O. DATE 12/28/09	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		MO: 46182

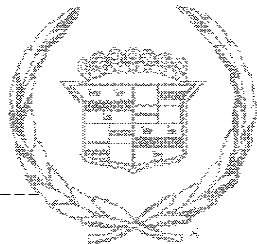
LABOR & PARTS -----  
 J# 5+16CDZ WHEELS & TIRES HOURS: TECH(S):415 0.00  
 CENTER CAP FELL OFF DURING ROADTEST  
 MISSING  
 PART ORDERED

JOB # 5 TOTAL LABOR & PARTS 0.00

COMMENTS -----  
 TOW IN  
 BILL UP DATE 12/29  
 BILL UP DATED 12/30

TOTALS -----

CONTROL#	ACCOUNT NUMBER	AMOUNT..		
			TOTAL LABOR....	0.00
			TOTAL PARTS....	0.00
			TOTAL SUBLET....	0.00
			TOTAL G.O.G....	0.00
			TOTAL MISC.CHG.	0.00
			TOTAL MISC.DISC	0.00
			TOTAL TAX.....	0.00
			TOTAL INVOICE \$	0.00



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CUSTOMER NO. 21001	ADVISOR MICHAEL	CARD NO. 452	INVOICE DATE 01/08/10	INVOICE NO. CDWS282481
	LABOR RATE 70.55	LICENSE NO.	MILEAGE IN 46169	COLOR TAN/
	YEAR / MAKE / MODEL 07/CHEVROLET TRUCK/TAHOE/4DR 2WD	DELIVERY DATE	DELIVERY MILES	STOCK NO.
	VEHICLE ID. NO. 1GNFC13067R	SELLING DEALER NO.	PRODUCTION DATE	
RESIDENCE PHONE ALDAN, PA	BUSINESS PHONE	COMMENTS	R.O. DATE 12/28/09	
				MO: 46182

JOB# 1 CHARGES-----

LABOR-----  
 J# 1 29CDZ TRANSMISSION HOURS: 8.50 TECH(S):0200 415 599.68  
 CLIENT REPORTS THERE ARE TRANSMISSION PROBLEMS REPORT  
 WILL CALL CLIENT IF WE NEED MORE INFORMATION ?  
 TRANSMISSION REBUILD  
 SEE OLN 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 OLN TIME PUNCH FOR BROKEN EXHAUST MANIFOLD  
 STUD TO LEFT SIDE CAT / FLUSHED TRANS COOLER 69 DEGREES  
 .9 GPM W/C 5BD7EA7 / ROADTESTED - OK

CLAIM # 282481

PARTS	QTY	FP	NUMBER	DESCRIPTION	U	COST	E/COST	U/PRICE	
	1		24236378	GSKT KIT 4.005		90.62	90.62	126.87	126.87
	1		24238603	PLATE KIT 4.163	123.21	123.21	172.49	172.49	172.49
	1		24232835	PLATE KIT 4.163	26.80	26.80	37.52	37.52	37.52
	1		24238600	PLATE KIT 4.163	84.10	84.10	117.74	117.74	117.74
	1		24208576	FLTR KIT 4.197	27.75	27.75	38.85	38.85	38.85
	1		24232236	BAND 4.251	17.29	17.29	24.21	24.21	24.21
	1		24245624	HOUSING 4.169	85.05	85.05	119.07	119.07	119.07
	1		24248893	VALVE 4.265	28.76	28.76	40.26	40.26	40.26
	1		24230298	VALVE 4.265	14.03	14.03	19.64	19.64	19.64
	1		12378393	CLEANER,C 8.800	4.65	4.65	6.51	6.51	6.51
	4		11589264	STUD 8.981	5.00	20.00	7.00	28.00	28.00
	3		15709703	NUT-MUFFL 8.915	0.84	2.52	1.18	3.54	3.54
								COST TOTAL	524.78
								TOTAL - PARTS	734.70

JOB# 1 TOTALS-----

LABOR 599.68  
 PARTS 734.70

JOB# 1 JOURNAL PREFIX CDWS JOB# 1 TOTAL 1334.38

JOB# 2 CHARGES-----

LABOR-----  
 J# 2 01CDZTOW TOWING HOURS: TECH(S):415 0.00  
 VEHICLE TOWED IN  
 PO #  
 VEHICLE TOWED IN, UNDRIVABLE  
 TOWED IN

CLAIM #

SUBLET-----PO#-----VEND INV#-INV.DATE-DESCRIPTION-----  
 036756 1888 12/08/09 SUBLET TOWING 100.00  
 TOTAL - SUBLET 100.00

JOB# 2 TOTALS-----

SUBLET 100.00

JOB# 2 JOURNAL PREFIX CDWS JOB# 2 TOTAL 100.00



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 (610) 353-9490

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CUSTOMER NO. 21001	ADVISOR MICHAEL	CARD NO. 452	INVOICE DATE 01/08/10	INVOICE NO. CDWS282481
RESIDENCE PHONE [REDACTED]	LABOR RATE 70.55	LICENSE NO. [REDACTED]	COLOR TAN	STOCK NO.
	YEAR / MAKE / MODEL 07 / CHEVROLET TRUCK / TAHOE / 4DR 2WD	MILEAGE IN 46169	DELIVERY DATE	DELIVERY MILES
	VEHICLE ID. NO. 1GNFC13067R	SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO.	R.O. DATE 12/28/09		
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE [REDACTED]	COMMENTS	MO: 46182	

JOB# 3 CHARGES-----  
 LABOR-----  
 J# 3 01CDZCAMPAIGN CAMPAIGN HOURS: 1.30 TECH(S):415 91.72  
 CAMPAIGN, SEE ATTACHED  
 #07007  
 OPEN CAMPAIGN  
 PERFORM CAMPAIGN AS NEEDED  
 REPROGRAM RKE / REPLACE BATTERY  
 CLAIM # [REDACTED]

PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
	1	89022169	BATTERY	107.95	107.95	151.13	151.13
				COST TOTAL	107.95		
				TOTAL - PARTS			151.13

JOB# 3 TOTALS-----  
 LABOR 91.72  
 PARTS 151.13  
 JOB# 4 CHARGES-----  
 JOURNAL PREFIX CDWS JOB# 3 TOTAL 242.85

LABOR-----  
 J# 4+10CDZ GLASS & ATTACHMENTS HOURS: 0.30 TECH(S):415 21.17  
 CLIENT STATES REAR DEFROSTER TAB BROKEN, CHECK AND ADVISE  
 CLIENT ADDED 01/04/10 1:31PM  
 REAR DEFROSTER TAB BROKEN  
 TECH REPLACED AND SOLDERED LEFT SIDE REAR DEFROSTER TAB  
 AS NEEDED  
 CLAIM # [REDACTED]

PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
	1	25916031	TERMINAL	13.090	2.00	2.80	2.80
				COST TOTAL	2.00		
				TOTAL - PARTS			2.80

JOB# 4 TOTALS-----  
 LABOR 21.17  
 PARTS 2.80  
 JOB# 4 JOURNAL PREFIX CDWS JOB# 4 TOTAL 23.97

JOB# 6 CHARGES-----  
 LABOR-----  
 J# 6+01CDZLOANER LOANER CAR HOURS: TECH(S):415 0.00  
 VEHICLE IN FOR WARRANTY REPAIRS  
 VEHICLE IN FOR WARRANTY REPAIRS COURTESY TRANSPORTATION  
 LOANER VEHICLE WHILE WARRANTY REPAIRS BEING PERFORMED  
 CLAIM # [REDACTED]

SUBLET	PO#	VEND INV#	INV.DATE	DESCRIPTION	
	82481	1740D8739	01/07/10	WARRANTY (2) DAYS ONLY	70.00
TOTAL - SUBLET					70.00

JOB# 6 TOTALS-----  
 SUBLET 70.00  
 JOB# 6 JOURNAL PREFIX CDWS JOB# 6 TOTAL 70.00



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CUSTOMER NO. 21001	ADVISOR MICHAEL	CARD NO. 452	INVOICE DATE 01/08/10	INVOICE NO. CDWS282481
	LABOR RATE 70.55	LICENSE NO.	MILEAGE IN 46169	COLOR TAN/
	YEAR / MAKE / MODEL 07/CHEVROLET TRUCK/TAHOE/4DR 2WD		DELIVERY DATE	STOCK NO.
	VEHICLE ID. NO. 1GNFC13067R		SELLING DEALER NO.	DELIVERY MILES
ALDAN, PA	F. T. E. NO.		R. O. DATE 12/28/09	PRODUCTION DATE
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		MO: 46182

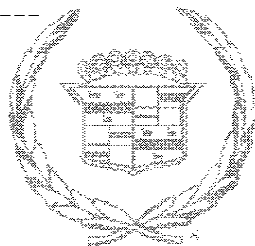
COMMENTS  
 TOW IN  
 BILL UP DATE 12/29  
 BILL UP DATED 12/30

R/O TAX 0.00  
 R/O TOTALS 1771.20

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	LABOR	PARTS	SUB. LAB.	SUB. PART	GOG	MISC	TAX	TOTAL
	712.57	888.63	170.00	0.00	0.00	0.00	0.00	1771.20
<b>CLAIM TOTALS</b>	<b>712.57</b>	<b>888.63</b>	<b>170.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>1771.20</b>

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CUSTOMER NO. 21001	ADVISOR MICHAEL	CARD NO. 452	INVOICE DATE 01/26/10	INVOICE NO. CDCS283138
	LABOR RATE 105.00	LICENSE NO.	MILEAGE IN 46757	COLOR TAN
	YEAR / MAKE / MODEL 07/CHEVROLET TRUCK/TAHOE/4DR 2WD		DELIVERY DATE	DELIVERY MILES
	VEHICLE ID. NO. 1GNFC13067R		SELLING DEALER NO.	PRODUCTION DATE
ALDAN, PA	F. T. E. NO.		R. O. DATE 01/25/10	
RESIDENT PHONE	BUSINESS PHONE	COMMENTS		MO: 46763

LABOR & PARTS				
J# 1 01CDZ	LOANER CAR	TECH(S): 72		INTERNAL
VEHICLE IN FOR WARRANTY REPAIRS				
VEHICLE IN FOR WARRANTY REPAIRS COURTESY TRANSPORTATION				
LOANER VEHICLE WHILE WARRANTY REPAIRS BEING PERFORMED				
PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE-UNIT PRICE-
			JOB # 1 TOTAL PARTS	0.00
			JOB # 1 TOTAL LABOR & PARTS	0.00
J# 2 23CDZ	ENGINE	TECH(S): 72		INTERNAL
CLIENT STATES THAT 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 GASKETS AS NEEDED				
PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE-UNIT PRICE-
JOB # 2	2	12600530	GASKET 3.270	INTERNAL
			JOB # 2 TOTAL PARTS	0.00
			JOB # 2 TOTAL LABOR & PARTS	0.00
J# 3+08CDZ	DOORS & REAR COMP.	TECH(S): 72		INTERNAL
CLIENT STATES THAT THE D/S INNER CHROME HANDLE IS SHARP SHARP EDGE ON INNER CHROME HANDLE				
RAN COVERAGE FROM GMPP - NOT A COVERED PART - EST\$148.41 TO REPLACE - PART WOULD NEED TO BE ORDERED				
PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE-UNIT PRICE-
			JOB # 3 TOTAL PARTS	0.00
			JOB # 3 TOTAL LABOR & PARTS	0.00
J# 4+16CDZ	WHEELS & TIRES	TECH(S): 72		INTERNAL
CLIENT STATES THAT THE L/R CENTER CAP FELL OFF INSTALL SOP FELL OFF DURING ROADTEST - LAST SERVICE VISIT				
TECH REPLACED LEFT FRONT CENTER CAP AS NEEDED				
PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE-UNIT PRICE-
JOB # 4	1	9596007	CAP 5.858	INTERNAL
			JOB # 4 TOTAL PARTS	0.00
			JOB # 4 TOTAL LABOR & PARTS	0.00
SUBLET	PO#	VEND INV#	INV.DATE	DESCRIPTION
JOB # 1	283138			(W) LOANER
TOTAL - SUBLET				WARRANTY 0.00



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CUSTOMER NO. 21001	ADVISOR MICHAEL	CARD NO. 452	CMBK	INVOICE DATE 01/26/10	INVOICE NO. CDCS283138
[REDACTED]	LABOR RATE 105.00	LICENSE NO. [REDACTED]	MILEAGE IN 46757	COLOR TAN/	STOCK NO.
	YEAR / MAKE / MODEL 07/CHEVROLET TRUCK/TAHOE/4DR 2WD			DELIVERY DATE	DELIVERY MILES
	VEHICLE ID. NO. 1GNFC13067R [REDACTED]			SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.			R. O. DATE 01/25/10	
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE [REDACTED]	COMMENTS			MO: 46763

TOTALS

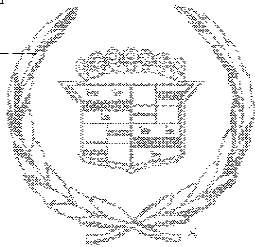
\* \* \* \* \*  
 \* [ ] CASH [ ] CHECK NUMBER \*  
 \* [ ] VISA [ ] M/C [ ] AMEX [ ] DISC \*  
 \* [ ] DATE [ ] PRINT NAME \*  
 \* \* \* \* \*

TOTAL LABOR.... 0.00  
 TOTAL PARTS.... 0.00  
 TOTAL SUBLET.... 0.00  
 TOTAL G.O.G.... 0.00  
 TOTAL MISC CHG. 0.00  
 TOTAL MISC DISC 0.00  
 TOTAL TAX..... 0.00  
 -----  
 TOTAL INVOICE \$ 0.00

COMPLETELY SATISFIED is the only score that counts!!!  
 If for any reason you cannot give us a COMPLETELY SATISFIED  
 Please contact Tim Hilsey at 610-356-4900

Any work recommended but not performed could result in an unsafe condition.  
 Thank You and Have a Great Day

CUSTOMER SIGNATURE



*Cadillac*



**HILL Cadillac**  
 3960 WEST CHESTER PIKE  
 NEWTOWN SQUARE, PA 19073  
 Ph: 610-356-4900  
 Fx: 610-353-9478  
 www.hillgmautogroup.com



**SERVICE DEPARTMENT HOURS:**  
 MONDAY - FRIDAY  
 7:30 A.M. - 6:00 P.M.



**LIMITED LABOR WARRANTY**  
 THE REPAIR FACILITY GUARANTEES THE LABOR USED IN PERFORMING THE REPAIRS LISTED ON THIS REPAIR ORDER FOR A PERIOD OF 12 MONTHS OR 12,000 MILES FROM THE DATE SUCH REPAIRS WERE COMPLETED. THIS LIMITED WARRANTY SPECIFICALLY EXCLUDES FRONT END ALIGNMENTS, ELECTRICAL WIRING AND SWIRTS, AND FUEL SYSTEM WHEN DUE TO CONTAMINATION. THIS LIMITED WARRANTY IS EXTENDED TO THE VEHICLE OWNER/CUSTOMER AND IS NOT TRANSFERABLE TO, NOR ENFORCEABLE BY, ANY OTHER PERSON.  
 THE PART(S) IS SOLD "AS IS". THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER(S). THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES. IN ADDITION, EXPRESSLY EXCLUDED IS ANY DEALER LIABILITY FOR DEFECTS PERTAINING TO SAFETY OR PERFORMANCE, BY WAY OF "STRICT LIABILITY", NEGLIGENCE OR OTHERWISE.

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 Parts accessories, & Factory Authorized Service  
*Thank You.*  
*We appreciate your business!*  
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 Fx: 610-353-9478  
 www.hillgmautogroup.com

CUSTOMER NO. 21001	ADVISOR MICHAEL	CARD NO. 452	INVOICE DATE 01/21/10	INVOICE NO. CDCS282906
	LABOR RATE 105.00	MILEAGE IN 46603	COLOR TAN	STOCK NO.
	YEAR / MAKE / MODEL 07/CHEVROLET TRUCK/TAHOE/4DR 2WD	DELIVERY DATE	DELIVERY MILES	
	VEHICLE ID. NO. 1GNFC13067R	SELLING DEALER NO.	PRODUCTION DATE	
ALDAN, PA	F. T. E. NO.	R. O. DATE 01/14/10		
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		MO: 46605

**LABOR & PARTS**  
 J# 1 29CDZ

TRANSMISSION TECH(S):0200  
 CLIENT STATES THAT 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 - ATF FLUID: FULL - BURNT ODOR - LINE PRESSURE TEST:  
 62 TO 187 PSI @ .1 AMP - SLIGHTLY LOW / REMOVE, DISASSEMBLE  
 AND INSPECT TRANSMISSION: END PLAY .080" SPEC. .005-.036  
 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 - TEMP 68 DEGREES CYCLES 164 FLOW .8 GPM CODE  
 5B04FB7 - CAUSAL PART WAS THRUST BEARING #663 - INPUT  
 CARRIER TO REACTION SHAFT - ROADTESTED - OK

WARRANTY

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE
JOB # 1	1		12337931	GASKET 4.226		
JOB # 1	1		24232065	BING 4.228		
JOB # 1	1		24208576	STR KIT 4.197		
JOB # 1	1		24241786	PLATE 4.265		
JOB # 1	1		24221350	GSKT KIT 4.265		
JOB # 1	5		104918	BALL GRAD 8.899		
JOB # 1	1		24212468	PLATE 4.163		
JOB # 1	1		24238603	PLATE KIT 4.163		
JOB # 1	1		24243875	CARRIER 4.175		
JOB # 1	1		24217327	BEARING 4.159		
JOB # 1	1		24226170	GEAR 4.158		
JOB # 1	1		24241255	SHAFT 4.175		
JOB # 1	1		8683817	SHAFT-OUT 4.175		
JOB # 1	1		8680027	BUSHING 4.104		

WARRANTY  
 WARRANTY  
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 WARRANTY

JOB # 1 TOTAL PARTS 0.00

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 01CDZLOANER LOANER CAR TECH(S):435  
 VEHICLE IN FOR WARRANTY REPAIRS  
 VEHICLE IN FOR WARRANTY REPAIRS COURTESY TRANSPORTATION  
 LOANER VEHICLE WHILE WARRANTY REPAIRS BEING PERFORMED

WARRANTY

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE
						JOB # 2 TOTAL PARTS 0.00
						JOB # 2 TOTAL LABOR & PARTS 0.00

J# 3+01CDZTOW TOWING TECH(S):0200  
 VEHICLE TOWED IN  
 VEHICLE TOWED IN, UNDRIVABLE  
 TOWED IN

WARRANTY

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE
						JOB # 3 TOTAL PARTS 0.00
						JOB # 3 TOTAL LABOR & PARTS 0.00

SUBLET	PO#	VEND	INV#	INV.DATE	DESCRIPTION
JOB # 2	82906				W
JOB # 3	037213	1916		01/14/10	SUBLET TOWING #037213

WARRANTY  
 WARRANTY



**HILL Cadillac**  
 3960 WEST CHESTER PIKE  
 NEWTOWN SQUARE, PA 19073  
 Ph: 610-356-4900  
 Fx: 610-353-9478  
 www.hillgmautogroup.com



**SERVICE DEPARTMENT HOURS:**  
 MONDAY - FRIDAY  
 7:30 A.M. - 6:00 P.M.

**IMPORTANT**  
 YOU MAY RECEIVE A QUESTIONNAIRE FROM GM/RECALL MOTORS IN THE NEXT FEW DAYS. IF FOR ANY REASON YOU CANNOT GRADE US "COMPLETELY SATISFIED," PLEASE CONTACT OUR SERVICE MANAGER.  
 THANK YOU,  
 TIM HILSEY  
 (610) 356-4900

**LIMITED LABOR WARRANTY**  
 THE REPAIR FACILITY GUARANTEES THE LABOR USED IN PERFORMING THE REPAIRS LISTED ON THIS REPAIR ORDER FOR A PERIOD OF 12 MONTHS OR 12,000 MILES FROM THE DATE SUCH REPAIRS WERE COMPLETED. THIS LIMITED WARRANTY SPECIFICALLY EXCLUDES FRONT END ALIGNMENTS, ELECTRICAL WIRING AND SHORTS, AND FUEL SYSTEM WHEN DUE TO CONTAMINATION. THIS LIMITED WARRANTY IS EXTENDED TO THE VEHICLE OWNER/CUSTOMER AND IS NOT TRANSFERABLE TO, NOR ENFORCEABLE BY, ANY OTHER PERSON.  
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CUSTOMER NO. 21001	ADVISOR MICHAEL	CARD NO. 452	INVOICE DATE 01/21/10	INVOICE NO. CDCS282906
	LABOR RATE 105.00	LICENSE NO. [REDACTED]	COLOR TAN/	STOCK NO.
	YEAR / MAKE / MODEL 07/CHEVROLET TRUCK/TAHOE/4DR 2WD	MILEAGE IN 46603	DELIVERY DATE	DELIVERY MILES
	VEHICLE ID. NO. 1GNFC13067R		SELLING DEALER NO.	PRODUCTION DATE
ALDAN, PA	F. T. E. NO.		R. O. DATE 01/14/10	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		MO: 46605

TOTAL - SUBLET 0.00

ESTIMATE-----  
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING  
 ORIGINAL ESTIMATE OF \$0.00 (+TAX)

TOTALS-----

\* \* \* \* \*  
 \* [ ] CASH [ ] CHECK NUMBER \*  
 \* [ ] VISA [ ] M/C [ ] AMEX [ ] DISC \*  
 \* [ ] DATE [ ] PRINT NAME \*  
 \* \* \* \* \*

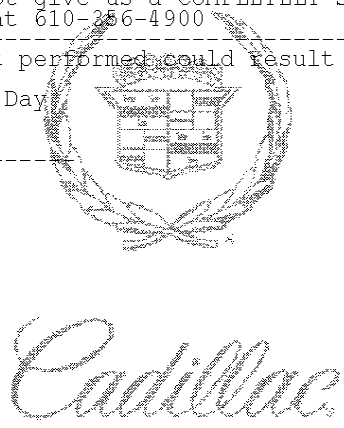
TOTAL LABOR.... 0.00  
 TOTAL PARTS.... 0.00  
 TOTAL SUBLET... 0.00  
 TOTAL G.O.G.... 0.00  
 TOTAL MISC CHG. 0.00  
 TOTAL MISC DISC 0.00  
 TOTAL TAX..... 0.00

TOTAL INVOICE \$ 0.00

COMPLETELY SATISFIED is the only score that counts!!!  
 If for any reason you cannot give us a COMPLETELY SATISFIED  
 Please contact Tim Hilsey at 610-356-4900

Any work recommended but not performed could result in an  
 unsafe condition.  
 Thank You and Have a Great Day

CUSTOMER SIGNATURE





CDCS283138

# HILL *Cadillac*

3964 WEST CHESTER PIKE  
 NEWTOWN SQUARE, PA 19073  
 Ph: 610-356-4900  
 Fx: 610-356-7053  
 www.hillcadillac.com



0101ICDCS283138

CELL: [REDACTED]

CUSTOMER NO <b>21001</b>	ADVISOR <b>MICHAEL</b>	452	TAG NO <b>CMBK</b>	INVOICE DATE <b>01/26/10</b>	INVOICE NO <b>CDCS283138</b>
[REDACTED]	LABOR RATE <b>105.00</b>	[REDACTED]	MILEAGE <b>46,757</b>	COLOR <b>TAN/</b>	STOCK NO
ALDAN, PA [REDACTED]	YEAR / MAKE / MODEL <b>07 / CHEVROLET TRUCK / TAHOE / 4DR 2WD</b>			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. <b>1GNFC13067R [REDACTED]</b>			SELLING DEALER NO	
	F T E NO		P O NO	R O DATE <b>01/25/10</b>	
COMMENTS					MO: 46763

TOTALS

\*\*\*\*\*  
 \* [ ] CASH [ ] CHECK NUMBER \*  
 \* [ ] VISA [ ] M/C [ ] AMEX [ ] DISC \*  
 \* [ 1/27 ] DATE [ ] PRINT NAME \*  
 \*\*\*\*\*

TOTAL LABOR.... 0.00  
 TOTAL PARTS.... 0.00  
 TOTAL SUBLET... 0.00  
 TOTAL G.O.G.... 0.00  
 TOTAL MISC CHG. 0.00  
 TOTAL MISC DISC 0.00  
 TOTAL TAX..... 0.00

**SERVICE DEPARTMENT HOURS**  
 MONDAY - FRIDAY  
 7:30 A.M. - 6:00 P.M.

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**TOTAL INVOICE \$ 0.00**

**IMPORTANT**

YOU MAY RECEIVE A QUESTIONNAIRE FROM GENERAL MOTORS IN THE NEXT FEW DAYS. IF FOR ANY REASON YOU CANNOT GRADE US "COMPLETELY SATISFIED," PLEASE CONTACT OUR SERVICE MANAGER.

THANK YOU,  
 TIM HILSEY  
 (610) 356-4900

Any work recommended but not performed could result in an unsafe condition.  
 Thank You and Have a Great Day

670  
T-H

**LIMITED WARRANTY**  
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d:2

LOANER RETURNED 1/27/10 602 [I]

DATE AND TIME

UNIT # 7C44/HH/Chris

m. Chevy

**FEB - 3 2010**

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 Tel: 610-356-4900  
 Fax: 610-353-9478  
 www.hillgmautogroup.com



**SERVICE HOURS**  
 Monday - Friday  
 7:30 A.M. - 6:00 P.M.

**RECOMMENDED SERVICES**

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION 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		01CDZFLUSH 01CDZREAR 01CDZTUNE6 90CDZ	COOLANT FLUSH SERVICE REAR AXLE 6 CYLINDER TUNE UP STATE INSPECTION	MI MI MI MO	

**SERVICE HISTORY**

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
01/14/10	282906	46603	452	0200 435	W	29CDZ 01CDZLOANER	TRANSMISSION LOANER CAR
12/28/09	282481	46169	452	0200 415 415 415	W W W W	01CDZTOW 29CDZ 01CDZTOW 01CDZCAMPAIGN	TOWING TRANSMISSION TOWING CAMPAIGN

SALESPERSON NO.

**SERVICE**

CUSTOMER WAITING <input type="checkbox"/> YES	VEHICLE ID NO. 1GNFC13067R	YEAR/MAKE/MODEL 07/CHEVROLET TRUCK/TAHOE/4DR 2WD	PRODUCTION DATE	STOCK NO.	LICENSE NO.	R.O. NO. 283138
TERMS: <input type="checkbox"/> CASH <input type="checkbox"/> CHARGE TYPE <input type="checkbox"/> INTERNAL APPROVED BY		CUSTOMER NO. 21001	COLOR TAN/	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO. 01/25/10
APPOINTMENT <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	TIME RECEIVED 05:34pm	DATE/TIME PROMISED 01/14/10 06:00pm	PRIORITY	SERVICE CONTRACT	CONTRACT NO.	EXPIRATION DATE
	STATE REG# 2	LABOR RATE 105.00		AUTHORIZATION NO.	AUTHORIZED BY	EXPIRATION MILES
						ADVISOR 452
						CALL DATE
						CARD NO. CMBK
						MILEAGE 46757
						TRANS A
						AIR COND. Y
						TURBO N
						P.S. Y

HILL GM AUTO GROUP

JOB	ORIGINAL CUSTOMER ESTIMATE:	PARTS	LABOR	TOTAL
1	W *01CDZLOANER	LOANER CAR VEHICLE IN FOR WARRANTY REPAIRS		
2	W 23CDZ	ENGINE CLIENT STATES THAT WHEN THE VEHICLE IS STARTED THERE IS A METAL RATTLE SOUND AND YOU ALSO HEAR THIS SOUND WHEN DRIVING		

<b>QUICK SERVICE MENU</b>	THE FACTORY WARRANTY CONSTITUTES ALL OF THE WARRANTIES WITH RESPECT TO THE SALE OF THIS ITEM/ITEMS. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND THE SELLER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS ITEM/ITEMS. 12 MONTHS WARRANTY ON PARTS & LABOR OR 12000 MILES, WHICHEVER COMES FIRST. ANY DISSATISFACTION WITH SERVICE SHOULD BE REPORTED IMMEDIATELY BUT NO LATER THAN 30 DAYS OR 1000 MILES FROM DATE JOB IS RELEASED.
1 CHECK FOR STATE INSPECTION	
2 STATE IM EMISSION INSPECTION	
BALANCE TIRES	
3 OIL CHANGE	
OIL FILTER CHANGE	
4,6 & TUNE-UP	
7 SERVICE AUTO TRANS.	
ROTATE TIRES	
FRONT END ALIGNMENT	
INITIAL YOUR CHOICE <input type="checkbox"/> I AUTHORIZE YOU TO COMPLETE THE ABOVE REPAIRS <input type="checkbox"/> I AUTHORIZE THE ABOVE REPAIRS UP TO \$ _____ <input type="checkbox"/> DO NOT PERFORM ANY REPAIRS UNTIL I AM NOTIFIED OF THE EXACT NATURE OF THE REPAIRS AND THE TOTAL PRICE OF SUCH CHARGES \$ _____	
I UNDERSTAND THAT IF I AUTHORIZE YOU TO BEGIN REPAIRS BUT DO NOT AUTHORIZE ADDITIONAL NECESSARY REPAIRS I WILL OWE FOR THE WORK COMPLETED OR FOR DIAGNOSTIC TIME THE SUM OF \$ _____	
CUSTOMER SIGNATURE _____	
ORIGINAL ESTIMATE \$ _____	AUTHORIZED ADDL. REPAIRS \$ _____
DATE _____	TIME _____
ADDL. REPAIRS OK'D BY _____	
EMPLOYEE RECEIVING AUTHORITY _____	
REPLACED PARTS WILL BE DISCARDED UNLESS SPECIFIED OTHERWISE <input type="checkbox"/> SAVE	
SPECIFIC AUTHORIZATION GIVEN: _____	
STATE INSPCT. # _____	EMISSION # _____
MECHANIC SIGN. _____	
PRIOR MILEAGE: _____	
TIRE DEPTH: _____ / 32	
BRAKES: _____ / F. _____ / 32 _____ / R. _____ / 32	
<b>www.hillgmautogroup.com</b>	



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 Fax: 610-353-9478  
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**SERVICE HOURS**  
 Monday - Friday  
 7:30 A.M. - 6:00 P.M.

**RECOMMENDED SERVICES**

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION 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		01CDZFLUSH 01CDZREAR 01CDZTUNE6 90CDZ	COOLANT FLUSH SERVICE REAR AXLE 6 CYLINDER TUNE UP STATE INSPECTION	MI MI MI MO	

**SERVICE HISTORY**

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION

SALESPERSON NO.

**SERVICE**

CUSTOMER WAITING <input type="checkbox"/> YES	VEHICLE ID NO. 1GNFC13067R	YEAR/MAKE/MODEL 07/CHEVROLET TRUCK/TAHOE/4DR 2WD	PRODUCTION DATE	STOCK NO.	LICENSE NO.	R.O. NO. 282481	
TERMS: <input type="checkbox"/> CASH <input type="checkbox"/> CHARGE TYPE		CUSTOMER NO. 21001	COLOR TAN/	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO. 12/28/09	
<input type="checkbox"/> INTERNAL APPROVED BY	RESIDENCE PHONE ALDAN, PA	BUSINESS PHONE	SERVICE CONTRACT	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	
APPOINTMENT <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	TIME RECEIVED 10:13am	DATE/TIME PROMISED 12/28/09 06:00pm	PRIORITY	AUTHORIZATION NO.	AUTHORIZED BY	CALL DATE	
	STATE REG# 2	LABOR RATE 97.00		I hereby authorize the repair work therein set forth to be done by you, together with the furnishing by you of the necessary parts and other material for such repair, and agree that you are not responsible for any delays caused by unavailability or delayed availability of parts or material for any reason, that you neither assume or authorize any other person to assume for you any liability in connection with such repair; that you shall not be responsible for loss or damage to the above vehicle; or articles left therein; in case of fire, theft or other cause beyond your control; that an express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto; that your employees may operate the above vehicle on streets, highways or elsewhere for the purpose of testing and/or inspecting such vehicle.			ADVISOR 452
						CARD NO.	
						MILEAGE 46169	
						TRANS A	
						AIR COND. Y	
						TURBO N	
						P.S. Y	

**HILL GM AUTO GROUP**

JOB	ORIGINAL CUSTOMER ESTIMATE:	PARTS	LABOR	TOTAL
1	W 29CDZ	TRANSMISSION	CLIENT REPORTS THERE ARE TRANSMISSION PROBLEMS REPORT WILL CALL CLIENT IF WE NEED MORE INFORMATION ?	
2	W 01CDZTOW	TOWING	VEHICLE TOWED IN PO #	
3	W 01CDZCAMPAIGN	CAMPAIGN	CAMPAIGN, SEE ATTACHED #07007	

QUICK SERVICE MENU	THE FACTORY WARRANTY CONSTITUTES ALL OF THE WARRANTIES WITH RESPECT TO THE SALE OF THIS ITEM/ITEMS. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND THE SELLER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS ITEM/ITEMS. 12 MONTHS WARRANTY ON PARTS & LABOR OR 12000 MILES, WHICHEVER COMES FIRST. ANY DISSATISFACTION WITH SERVICE SHOULD BE REPORTED IMMEDIATELY BUT NO LATER THAN 30 DAYS OR 1000 MILES FROM DATE JOB IS RELEASED.
1 CHECK FOR STATE INSPECTION	
2 STATE IM EMISSION INSPECTION	
BALANCE TIRES	
3 OIL CHANGE	
OIL FILTER CHANGE	
4,6 & TUNE-UP	
7 SERVICE AUTO TRANS.	
ROTATE TIRES	
FRONT END ALIGNMENT	
INITIAL YOUR CHOICE	
<input type="checkbox"/> I AUTHORIZE YOU TO COMPLETE THE ABOVE REPAIRS	
<input type="checkbox"/> I AUTHORIZE THE ABOVE REPAIRS UP TO \$	
<input type="checkbox"/> DO NOT PERFORM ANY REPAIRS UNTIL I AM NOTIFIED OF THE EXACT NATURE OF THE REPAIRS AND THE TOTAL PRICE OF SUCH CHARGES \$	
I UNDERSTAND THAT IF I AUTHORIZE YOU TO BEGIN REPAIRS BUT DO NOT AUTHORIZE ADDITIONAL NECESSARY REPAIRS I WILL OWE FOR THE WORK COMPLETED OR FOR DIAGNOSTIC TIME THE SUM OF \$	
CUSTOMER SIGNATURE	
ORIGINAL ESTIMATE \$	AUTHORIZED ADDL. REPAIRS \$
DATE	TIME
ADDL. REPAIRS OK'D BY	
EMPLOYEE RECEIVING AUTHORITY	
REPLACED PARTS WILL BE DISCARDED UNLESS SPECIFIED OTHERWISE <input type="checkbox"/> SAVE	
SPECIFIC AUTHORIZATION GIVEN:	
STATE INSPCT. #	EMISSION #
MECHANIC SIGN.	
PRIOR MILEAGE:	
TIRE DEPTH:	/32
BRAKES:	/F. /32 /R. /32

**www.hillgmautogroup.com**

# HILL Cadillac

3964 WEST CHESTER PIKE  
 NEWTOWN SQUARE, PA 19073  
 Tel: 610-356-4900  
 Fax: 610-356-7053  
 www.hillcadillac.com

283138

**SERVICE HOURS**  
 Monday - Friday  
 7:30 A.M. - 6:00 P.M.



283138

**RECOMMENDED SERVICES**

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01CDZ3000 01CDZLOF 01CDZTRANS 01CDZTUNE8 91CDZ	30000 MILE SERVICE LUBE OIL FILTER TRANSMISSION SERV 8 CYLINDER TUNE UP EMISSION INSPECTION	MO MI MI MI MO		01CDZFLUSH 01CDZREAR 01CDZTUNE6 90CDZ	COOLANT FLUSH SERVICE REAR AXLE 6 CYLINDER TUNE UP STATE INSPECTION	MI MI MI MO	

**SERVICE HISTORY**

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
01/14/10	282906	46603	452	0200 435	W W	29CDZ 01CDZLOANER	TRANSMISSION LOANER CAR
12/28/09	282481	46169	452	0200 415 415 415	W W W W	01CDZTOW 29CDZ 01CDZTOW 01CDZCAMPAIN	TOWING TRANSMISSION TOWING CAMPAIGN

46263

**SALESPERSON NO.**

**S E R V I C E**

**STATE REG# 2**

<input type="checkbox"/> CUSTOMER WAITING <input type="checkbox"/> YES	VEHICLE I D NO <b>1GNEC13067R</b>	YEAR/MAKE/MODEL <b>07/CHEVROLET TRUCK/TAHOE/4DR 2WD</b>	PRODUCTION DATE	STOCK NO	LICENSE NO	R O NO <b>83138</b>
TERMS <input type="checkbox"/> CASH <input type="checkbox"/> CHARGE TYPE	<b>ALDAN, PA</b>	CUSTOMER NO <b>21001</b>	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO <b>01/25/10</b>
<input type="checkbox"/> INTERNAL	RESIDENCE PHONE	BUSINESS PHONE	COLOR <b>TAN/</b>	CONTRACT NO	EXPIRATION DATE	EXPIRATION MILES
APPROVED BY	TIME RECEIVED <b>05:34pm</b>	DATE/TIME PROMISED <b>01/14/10 06:00pm</b>	PRIORITY	TURBO <b>N</b>	M/M/C <b>CDZZ</b>	AIR COND <b>Y</b>
APPOINTMENT <input type="checkbox"/> YES <input type="checkbox"/> NO	CELL: 215-796-3434	LABOR RATE <b>105.00</b>		P S <b>Y</b>	TRANS <b>A</b>	MILEAGE <b>46,757</b>
				ADVISOR NO <b>452</b>	ADVISOR <b>MICHAEL</b>	TAG NO <b>CMBK</b>

I hereby authorize the repair work thereon set forth to be done by you, together with the furnishing by you of the necessary parts and other material for such repair, and agree that you are not responsible for any delays caused by unavailability or delayed availability of parts or material for any reason, that you neither assume nor authorize any other person to assume for you any liability in connection with such repair, that you shall not be responsible for loss of or damage to the above vehicles, or articles left therein, in case of fire, theft or other cause beyond your control, that an express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto, that your employees may operate the above vehicle on streets, highways or elsewhere for the purpose of testing and/or inspecting such vehicle

**HILL CADILLAC**

ORIGINAL CUSTOMER ESTIMATE: PARTS \_\_\_\_\_ LABOR \_\_\_\_\_ TOTAL \_\_\_\_\_

X \_\_\_\_\_

1. **W\*01CDZLOANER LOANER CAR**  
 VEHICLE IN FOR WARRANTY REPAIRS

2. **W 23CDZ ENGINE**  
 CLIENT STATES THAT WHEN THE VEHICLE IS STARTED THERE IS A METAL RATTLE SOUND AND YOU ALSO HERE THIS SOUND WHEN DRIVING

3. **W 08CDZ DOORS & REAR COMP.**  
 CLIENT STATES THAT THE D/S INNER CHROME HANDLE IS SHARP

4. **W\*16CDZ WHEELS & TIRES**  
 CLIENT STATES THAT THE L/F CENTER CAP FELL OFF INSTALL SOP

QUICK SERVICE MENU		THE FACTORY WARRANTY CONSTITUTES ALL OF THE WARRANTIES WITH RESPECT TO THE SALE OF THIS ITEM/ITEMS. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND THE SELLER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS ITEM/ITEMS. 12 MONTHS WARRANTY ON PARTS & LABOR OR 12000 MILES, WHICHEVER COMES FIRST. ANY DISSATISFACTION WITH SERVICE SHOULD BE REPORTED IMMEDIATELY BUT NO LATER THAN 30 DAYS OR 1000 MILES FROM DATE JOB IS RELEASED.
1	CHECK FOR STATE INSPECTION	
2	STATE IM EMISSION INSPECTION	
3	BALANCE TIRES	
3	OIL CHANGE	
3	OIL FILTER CHANGE	
4,6	TUNE-UP	
2	SERVICE AUTO TRANS	
	ROTATE TIRES	
	FRONT END ALIGNMENT	

INITIAL YOUR CHOICE  
 I AUTHORIZE YOU TO COMPLETE THE ABOVE REPAIRS  
 I AUTHORIZE THE ABOVE REPAIRS UP TO \$ \_\_\_\_\_  
 DO NOT PERFORM ANY REPAIRS UNTIL I AM NOTIFIED OF THE EXACT NATURE OF THE REPAIRS AND THE TOTAL PRICE OF SUCH CHARGES \$ \_\_\_\_\_

I UNDERSTAND THAT IF I AUTHORIZE YOU TO BEGIN REPAIRS BUT DO NOT AUTHORIZE ADDITIONAL NECESSARY REPAIRS WILL OWE FOR THE WORK COMPLETED OR FOR CHANGING NO TIME THE SA OF \_\_\_\_\_

CUSTOMER SIGNATURE  
 \_\_\_\_\_

ORIGINAL ESTIMATE	AUTHORIZED ADD'L REPAIRS	ADD'L REPAIRS OK'D BY
\$	\$	
DATE	TIME	EMPLOYEE RECEIVING AUTHORITY
	<b>1/25/10</b>	<b>N/C</b>

REPLACED PARTS WILL BE DISCARDED UNLESS SPECIFIED OTHERWISE  SAVE

SPECIFIC AUTHORIZATION GIVEN

Called Client

STATE INSPCT # **1106/10** EMISSION **5:23pm**

MECHANIC SIGN **Veh Done**

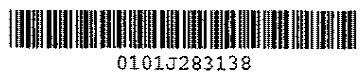
PRIOR MILEAGE

TIRE DEPTH

BRAKES **1 F Veh Done 32**

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For Re-order: TRI-STATE BUSINESS FORMS (888) 579-3535 • 1098165



HANDLE - 95.00

LABOR RECORD  
TIME CLOCK

	PARTS	CONDI TION CODE	LABOR RECORD TIME CLOCK
Ⓐ COMPLAINT NOISE IN ENG ON STARTUP & DRIVING			ON
CAUSE ROAD TEST VEH.			OFF
CORRECTION FOUND EXHAUST GASKET BLOWN LEFT SIDE			
Ⓑ COMPLAINT RED GASKETS L+R SIDE -			ON
CAUSE ROAD TEST - OK			OFF
CORRECTION			
Ⓒ COMPLAINT			ON
CAUSE			OFF
CORRECTION			
Ⓓ COMPLAINT			ON
CAUSE			OFF
CORRECTION			
Ⓔ COMPLAINT			ON
CAUSE			OFF
CORRECTION			
Ⓕ COMPLAINT			ON
CAUSE			OFF
CORRECTION			
Ⓖ COMPLAINT			ON
CAUSE			OFF
CORRECTION			
Ⓗ COMPLAINT			ON
CAUSE			OFF
CORRECTION			
Ⓘ COMPLAINT			ON
CAUSE			OFF
CORRECTION			

STRAIGHT TIME (HOURS)	FLAT RATE	R/O NO. 283138	TIME OFF
		OPER NO.	JAN 26 10 AM 9:55
		EMP NO. 72	JAN 26 10 AM 8:55

IN 06:01PM 1/27/10 ENTERPRISE LEASING COMPANY OF PHILADELPHIA, LLC RENTAL AGREEMENT  
OUT 05:51PM 1/25/10 3960 W CHESTER PIKE 610-353-3312 D874352  
NEWTOWN SQUARE PA 19073-3209 1740 PAGE 1 OF 1  
24-HOUR DAY RENTAL TYPE D SOURCE N00161 - 999

UNIT 1 RENTER SUMMARY OF CHARGES  
UNIT # 7C44HH DAY = 24 HOUR PERIOD  
LIC# MILES  
MODEL SUB1 ALDAN PA NO CHARGE  
COLOR WHITE LOCAL:  
IN 11888 (H)  
OUT 11811 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 2 DAYS DW @ 15.00 30.00  
PERSONAL ACC.INS. 012510/012710 2 DAYS PAI @ 2.00 4.00  
ADDITIONAL DRIVER TRANS TAX 4.00  
NONE PCRT 2.00 .60  
PA SLS TAX 6.00 1.80

CLAIM INFO PERMISSION TO LEAVE STATE  
POL/CLAIM/PO# YES X NO

RO283138/283138 STATES NJ PA DE TOTAL CHARGES 100.40  
INSURED CUSTOMER SIGNATURE ON FILE

CLIETT\* DEVRICK\* DEPOSITS 40.40  
PAYMENT INFORMATION REFUND

LOSS DATE AMOUNT PD.BY TYPE DATE AUTH  
THEFT ACCIDENT 40.40 MC SALE 1/28/10 09244Z

TYPE CAR  
CT4DR 2WD

BILL TO CUST N00161 60.00

SHOP HILL CADILLA  
PHONE  
NAME

OPENED BY #900GW MATTHEW D CIANCI  
CLOSED BY #430C4 TREVOR M MATTHEWS

CLOSED TICKET PAYMENT INFO  
CLOSED TICKET PAYMENT INFO

# HILL Cadillac

3964 WEST CHESTER PIKE  
 NEWTOWN SQUARE, PA 19073  
 Tel 610-356-4900  
 Fax: 610-356-7053  
 www.hillcadillac.com

282481

**SERVICE HOURS**  
 Monday - Friday  
 7:30 A.M. - 6:00 P.M.



282481

**RECOMMENDED SERVICES**

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01CDZ30000	30000 MILE SERVICE	MO		01CDZFLUSH	COOLANT FLUSH	MI	
01CDZL0F	LUBE OIL FILTER	MI		01CDZREAR	SERVICE REAR AXLE	MI	
01CDZTRANS	TRANSMISSION SERV	MI		01CDZTUNE6	6 CYLINDER TUNE UP	MI	
01CDZTUNE8	8 CYLINDER TUNE UP	MI		90CDZ	STATE INSPECTION	MO	
91CDZ	EMISSION INSPECTION	MO					

**SERVICE HISTORY**

DATE	REPAIR ORDER	MILEAGE	ADVISOR	OPERATION DESCRIPTION
	215 796-3434			WPC

**SALESPERSON NO.**

**SERVICE**

**STATE REG# 2**

CUSTOMER WAITING <input type="checkbox"/> YES	VEHICLE I.D. NO. <b>1GNFC13067R</b>	YEAR/MAKE/MODEL <b>07/CHEVROLET TRUCK/TAHOE/4DR 2WD</b>	PRODUCTION DATE	STOCK NO	LICENSE NO	FI O NO <b>282481</b>						
TERMS <input type="checkbox"/> CASH <input type="checkbox"/> CHARGE TYPE	ALDAN, PA	CUSTOMER NO <b>21001</b>	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO	FI O DATE <b>12/28/09</b>						
<input type="checkbox"/> INTERNAL	RESIDENCE PHONE	BUSINESS PHONE	CONTRACT NO	EXPIRATION DATE	EXPIRATION MILES	TAG NO						
APPROVED BY	TIME RECEIVED <b>10:13am</b>	DATE/TIME PROMISED <b>12/28/09 06:00pm</b>	PRIORITY	TAN/ TURBO	M/MC	AIR COND	P	S	TRANS	MILEAGE <b>46,169</b>	ADVISOR NO <b>452</b>	ADVISOR <b>MTCHAFI</b>

ORIGINAL CUSTOMER ESTIMATE: PARTS LABOR TOTAL

X 415

COMMENTS:  
TOW IN

1. **W 29CDZ. TRANSMISSION**  
 CLIENT REPORTS THERE ARE TRANSMISSION PROBLEMS REPORT  
 WILL CALL CLIENT IF WE NEED MORE INFORMATION?

2. **W 01CDZTOW. TOWING**  
 VEHICLE TOWED IN  
 PO #

3. **W 01CDZCAMPAIGN. CAMPAIGN**  
 CAMPAIGN, SEE ATTACHED  
 #07007

4. Defroster Tab Broken  
 Client called In  
 1/4/10 1:31pm

JAN 5:10 AM 9:28

**QUICK SERVICE MENU**

1	CHECK FOR STATE INSPECTION
2	STATE INSPECTION
3	OIL CHANGE
4,6	TUNE UP
8	TUNE UP
7	STATE INSPECTION

THE FACTORY WARRANTY CONSTITUTES ALL OF THE WARRANTY...  
 I UNDERSTAND THE...  
 CUSTOMER SIGNATURE: *[Signature]*  
 DATE: **1/4/10 2:48pm**  
 EMPLOYEE RECEIVING AUTHORITY: *[Signature]*

REPLACED PARTS WILL BE DISCARDED UNLESS SPECIFIED OTHERWISE  SAVE

SPECIFIC AUTHORIZATION GIVEN: **1/4/10 4:39pm**

STATE INSPECTOR: **W/ Update**

MECHANIC SIGN: *[Signature]*

FOR MILEAGE: **46169**

TIRE CATCH: **1/32**

BR/RES: **1/32**

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**\$0 Deduct.**

	PARTS	CONDI TION CODE	LABOR RECORD	
			EMP NO	TIME CLOCK
(A) COMPLAINT				ON
CAUSE				OFF
CORRECTION				
(B) COMPLAINT				ON
CAUSE				OFF
CORRECTION				
(C) COMPLAINT				ON
CAUSE				OFF
CORRECTION				
(D) COMPLAINT				ON
CAUSE				OFF
CORRECTION				
(E) COMPLAINT				ON
CAUSE				OFF
CORRECTION				
(F) COMPLAINT				ON
CAUSE				OFF
CORRECTION				
(G) COMPLAINT				ON
CAUSE				OFF
CORRECTION				
(H) COMPLAINT				ON
CAUSE				OFF
CORRECTION				
(I) COMPLAINT				ON
CAUSE				OFF
CORRECTION				

Delayed engagement, delayed shifts, intermittent movement in any range  
- No DTCs

Remove disassemble, inspect. Burned, stressed latches burned 2-4 band & rev. clutch housing. Ref. PIP 3136M; Re-build all accumulators, re-seal servo, re-seal forward, 3rd, overrun clutch forward clutches, 2-4 band, rev. input clutch inspect valve body. Replace PC solenoid, 1-2 shift punch time on front for broken stud in left exhaust manifold to car.

Campaign 07007 flushed trans cooler. 69°F 9 GPM w/c 50D7EA7  
Went to perform recall, battery dead. Charged & tested with 142000.  
12.18V 37CCA w/c OF1QX-57 Replaced battery. Reprogrammed w/c 409BF; B08A9

Left defroster tab broken.  
Replaced & soldered on new tab.

STRAIGHT TIME (HOURS)	FLAT RATE	R/O NO	OPER. NO	EMP. NO.
		282481	JAN 5 10:48	415
			JAN 5 8:00 AM 7:34	

STRAIGHT TIME (HOURS)	FLAT RATE	R/O NO	OPER. NO	EMP. NO.
		282481	DEC 31 2:24	415
			DEC 31 8:00 AM 7:30	

STRAIGHT TIME (HOURS)	FLAT RATE	R/O NO	TIME	OFF
		282481	JAN 4 10 AM 9:42	1
		Client	JAN 4 10 AM 7:55	
		EMP. NO. 200		
		282481	DEC 31 09 AM 2:24	1
		Client	DEC 31 09 AM 2:07	
		EMP. NO. 200		



*Ro. 282481*

ENTERPRISE LEASING COMPANY OF PHILADELPHIA, 3960 W CHESTER PIKE, NEWTOWN SQUARE, PA 190733209 (610) 353-3312

RENTAL AGREEMENT REF#  
873935 6N2FLK

**RENTER**

[REDACTED]

**DATE & TIME OUT**  
12/28/2009 04:32 PM  
**DATE & TIME IN**  
01/05/2010 05:39 PM

**BILLING CYCLE**  
24-HOUR

**VEH #1 2010 CHEV IMPA 4DLS**  
VIN# 2G1WA5EN2A1 [REDACTED]  
LIC# [REDACTED]  
MILES DRIVEN 143

**BILL TO ACCOUNT**  
HILL CADILLAC\*\*  
ATTN: STRICKLAND, MICHAEL  
3960 WEST CHESTER PIKE  
NEWTOWN SQUARE, PA 19073

**CLAIM INFO**  
[REDACTED]  
SHOP HILL CADILLAC\*\*

**SUMMARY OF CHARGES**

Charge Description	Date	Quantity	Per	Rate	Total
TIME & DISTANCE	12/28 - 01/05	8	DAY	\$35 00	\$280 00
REFUELING CHARGE	12/28 - 01/05				\$0 00
<b>Subtotal:</b>					<b>\$280.00</b>
<b>Taxes &amp; Surcharges</b>					
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 TAX	12/28 - 01/05	8	DAY	\$2 00	\$16 00
<b>Total Charges:</b>					<b>\$312.40</b>
<b>Bill-To / Deposits</b>					
HILL CADILLAC**					
TIME & DISTANCE	12/28 - 01/05	8	DAY		<i>70.00</i>
<b>Subtotal:</b>					<del>(\$75.00)</del>
<b>Total Amount Due</b>					<b>\$0.00</b>

**PAYMENT INFORMATION**

<b>AMOUNT PAID</b>	<b>TYPE</b>	<b>CREDIT CARD NUMBER</b>
\$237 36	Mastercard	[REDACTED]

*2 days @ \$35 = 70.00  
changed per Ulick  
1-8-10*

[REDACTED]

Ro: 282481

**BKM TOWING SERVICE INC.**  
 41 S. UNION AVE. GARAGE D  
 LANSDOWNE, PA 19050  
 610-931-0459

DATE <i>12/28/09</i>	TIME A.M P.M	REQUESTED BY <i>Hill Cadillac</i>
LOCATION OF SERVICE		
NAME <i>Robert Chewy</i>	PHONE	
ADDRESS <i>2414</i>	ZIP	
MILEAGE	SERVICE TIME	EXTRA PERSON
FINISH	FINISH	FINISH
START	START	START
TOTAL <i>8.0</i>	TOTAL	TOTAL
YEAR	MAKE / MODEL / COLOR <i>Chewy Tahoe 2006</i>	DRIVER
STATE <i>PA</i>	LIC NO <i>EXR287</i>	VEHICLE ID NO <i>13067R</i>
<input type="checkbox"/> SLING/HOIST TOW <input type="checkbox"/> WHEEL LIFT <input type="checkbox"/> FLAT BED/RAMP <input type="checkbox"/> START <input type="checkbox"/> LOCK OUT		<input type="checkbox"/> FLAT TIRE <input type="checkbox"/> OUT OF GAS <input type="checkbox"/> WRECK <input type="checkbox"/> RECOVERY
		<input type="checkbox"/> SINGLE LINE WINCHING <input type="checkbox"/> DUAL LINE WINCHING <input type="checkbox"/> SNATCH BLOCKS <input type="checkbox"/> SCOTCH BLOCKS <input type="checkbox"/> DOLLY
VEHICLE TOWED TO <i>Hill Cadillac</i>		
REMARKS <i>050-46,109</i>		MILEAGE CHARGE TOWING CHARGE LABOR CHARGE STORAGE CHARGE
OPERATOR'S SIGNATURE		TOTAL <i>100.00</i>
AUTHORIZED SIGNATURE		

**HILL CADILLAC**  
 3924 West Chester Pike  
 NEWTOWN SQUARE, PA 19073  
 (610) 356-4900 Fax (610) 356-7055



**036756**  
 PURCHASE ORDER  
 SHOW THIS NUMBER  
 ON YOUR INVOICE

TO *RIM Towing* DATE *12/28/09*

QUANTITY	DESCRIPTION	PRICE	AMOUNT
	<i>Tow</i>		<i>100.00</i>
	<i>Chewy Tahoe</i>		<i>100.00</i>
FOR JOB NO <i>282481</i>	VIN #		
ACCOUNT <i>2414</i>			
APPROVED BY <i>Robert</i>			

**Road Service**

PRODUCT 613

1888

PO: 282481

J2534 Pass Thru. Final Instructions

**Programming Complete.**

**Warranty Claim Code: 409BF**

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

**Post Programming Instructions:**

Follow the Controller Specific Instructions below

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

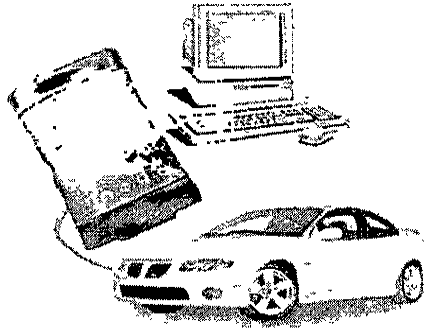
**Controller Specific Instructions:**

---

Clearing DTCs will erase stored history data from all controllers, and will reset the PCM memory

After programming, you must run "Setup SDM Primary Key in BCM" from the Tech

---



Print

VIN: 1GNFC13067R [REDACTED]

Clear DTCs    New    Cancel

RO: 282481

J2634 Pass Thru Final Instructions

Programming Complete.

Warranty Claim Code: B08A9

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

Post Programming Instructions:

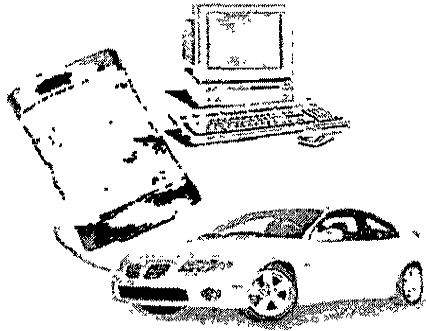
Follow the Controller Specific Instructions below

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

Controller Specific Instructions:

Clearing DTCs will erase stored history data from all controllers, and will reset the PCM/ECM

After programming RCDLR, you may have to program keyfobs and relearn and/or re-enter tire pressure/placard information per Programming Setup instructions



Print

VIN 1GNFC13067F

Clear DTCs New Cancel



**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.

**RECOMMENDED SERVICES**

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION 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		01CDZFLUSH 01CDZREAR 01CDZTUNE6 90CDZ	COOLANT FLUSH SERVICE REAR AXLE 6 CYLINDER TUNE UP STATE INSPECTION	MI MI MI MO	

**SERVICE HISTORY**

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
12/28/09	282481	46169	452	415 415 415 415 415 415	W W W W I W	29CDZ 01CDZTOW 01CDZCAMPAIGN 10CDZ 16CDZ 01CDZLOANER	TRANSMISSION TOWING CAMPAIGN GLASS & ATTACHMENTS WHEELS & TIRES LOANER CAR

SALESPERSON NO.

**SERVICE**

CUSTOMER WAITING <input type="checkbox"/> YES	VEHICLE ID NO. 1GNFC13067R	YEAR/MAKE/MODEL 07/CHEVROLET TRUCK/TAHOE/4DR 2WD	PRODUCTION DATE	STOCK NO.	LICENSE NO.	R.O. NO. 282906
TERMS: <input type="checkbox"/> CASH <input type="checkbox"/> CHARGE TYPE <input type="checkbox"/> INTERNAL APPROVED BY		CUSTOMER NO. 21001	COLOR TAN/	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO. 01/14/10
	ALDAN, PA	SERVICE CONTRACT	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	ADVISOR 452
	BUSINESS PHONE	AUTHORIZATION NO.	AUTHORIZED BY	CALL DATE		CARD NO.
APPOINTMENT <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	TIME RECEIVED 03:28pm	DATE/TIME PROMISED 01/14/10 06:00pm	PRIORITY	I hereby authorize the repair work therein set forth to be done by you, together with the furnishing by you of the necessary parts and other material for such repair, and agree that you are not responsible for any delays caused by unavailability or delayed availability of parts or material for any reason, that you neither assume or authorize any other person to assume for you any liability in connection with such repair, that you shall not be responsible for loss or damage to the above vehicle, or articles left therein, in case of fire, theft or other cause beyond your control; that an express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto; that your employees may operate the above vehicle on streets, highways or elsewhere for the purpose of testing and/or inspecting such vehicle.		MILEAGE 47000
	STATE REG# 2	LABOR RATE 105.00		<b>HILL GM AUTO GROUP</b>		TRANS A AIR COND. Y TURBO N P.S. Y

JOB	ORIGINAL CUSTOMER ESTIMATE:	PARTS	LABOR	TOTAL
X		0.00	0.00	0.00
1	W *29CDZ	TRANSMISSION	CLIENT STATES THAT THE TRANS ONLY WORKS IN REVERSE	
2	W *01CDZLOANER	LOANER CAR	VEHICLE IN FOR WARRANTY REPAIRS	
3	W *01CDZTOW	TOWING	VEHICLE TOWED IN	

<b>QUICK SERVICE MENU</b>	THE FACTORY WARRANTY CONSTITUTES ALL OF THE WARRANTIES WITH RESPECT TO THE SALE OF THIS ITEM/ITEMS. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND THE SELLER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS ITEM/ITEMS. 12 MONTHS WARRANTY ON PARTS & LABOR OR 12000 MILES, WHICHEVER COMES FIRST. ANY DISSATISFACTION WITH SERVICE SHOULD BE REPORTED IMMEDIATELY BUT NO LATER THAN 30 DAYS OR 1000 MILES FROM DATE JOB IS RELEASED.
1 CHECK FOR STATE INSPECTION	
2 STATE/MI EMISSION INSPECTION	
BALANCE TIRES	
3 OIL CHANGE	
OIL FILTER CHANGE	
4,6 & TUNE-UP	
7 SERVICE AUTO TRANS.	
ROTATE TIRES	
FRONT END ALIGNMENT	
INITIAL YOUR CHOICE <input type="checkbox"/> I AUTHORIZE YOU TO COMPLETE THE ABOVE REPAIRS <input type="checkbox"/> I AUTHORIZE THE ABOVE REPAIRS UP TO \$ _____ <input type="checkbox"/> DO NOT PERFORM ANY REPAIRS UNTIL I AM NOTIFIED OF THE EXACT NATURE OF THE REPAIRS AND THE TOTAL PRICE OF SUCH CHARGES \$ _____	
I UNDERSTAND THAT IF I AUTHORIZE YOU TO BEGIN REPAIRS BUT DO NOT AUTHORIZE ADDITIONAL NECESSARY REPAIRS I WILL OWE FOR THE WORK COMPLETED OR FOR DIAGNOSTIC TIME THE SUM OF \$ _____	
CUSTOMER SIGNATURE _____	
ORIGINAL ESTIMATE \$ _____	AUTHORIZED ADDL. REPAIRS \$ _____
DATE _____	TIME _____
ADDL. REPAIRS OK'D BY _____	
EMPLOYEE RECEIVING AUTHORITY _____	
REPLACED PARTS WILL BE DISCARDED UNLESS SPECIFIED OTHERWISE <input type="checkbox"/> SAVE	
SPECIFIC AUTHORIZATION GIVEN:	
STATE INSPCT. # _____	EMISSION # _____
MECHANIC SIGN. _____	
PRIOR MILEAGE: _____	
TIRE DEPTH: _____ / 32	
BRAKES: _____ / F. _____ / 32 _____ / R. _____ / 32	
<b>www.hillgmautogroup.com</b>	

# HILL Cadillac

3964 WEST CHESTER PIKE  
 NEWTOWN SQUARE, PA 19073  
 Tel: 610-356-4900  
 Fax: 610-356-7053  
 www.hillcadillac.com

282906

**SERVICE HOURS**  
 Monday - Friday  
 7:30 A.M. - 6:00 P.M.

282906



**RECOMMENDED SERVICES**

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION 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		01CDZFLUSH 01CDZREAR 01CDZTUNE6 90CDZ	COOLANT FLUSH SERVICE REAR AXLE 6 CYLINDER TUNE UP STATE INSPECTION	MI MI MI MO	

*QC*  
*MA*

**SERVICE HISTORY**

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
12/28/09	282481	46169	452	415	W	29CDZ 01CDZTOW 01CDZCAMPAIGN 10CDZ 16CDZ 01CDZLOANER	TRANSMISSION TOWING CAMPAIGN GLASS & ATTACHMENTS WHEELS & TIRES LOANER CAR

**SALESPERSON NO.** \_\_\_\_\_ **SERVICE** 46605 **STATE REG# 2**

<input type="checkbox"/> CUSTOMER WAITING YES	VEHICLE ID NO <b>1GNEC13067R</b>	YEAR/MAKE/MODEL <b>07/CHEVROLET TRUCK/TAHOE/4DR 2WD</b>	PRODUCTION DATE	STOCK NO	LICENSE NO	R O NO <b>282906</b>
<input type="checkbox"/> CASH <input type="checkbox"/> CHARGE TYPE	<b>ALDAN, PA</b>	CUSTOMER NO <b>21001</b>	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	R O DATE <b>01/14/10</b>
<input type="checkbox"/> INTERNAL	RESIDENCE PHONE	BUSINESS PHONE	TURBO <b>N</b>	M/MC <b>CDZ7</b>	AIR COND <b>Y</b>	P S <b>Y</b>
APPROVED BY	TIME RECEIVED <b>03:28pm</b>	DATE TIME PROVIDED <b>01/14/10</b>	TIME <b>06:00pm</b>	PRIORITY	LABOR RATE <b>105.00</b>	

I hereby authorize the repair work therein set forth to be done by you, together with the furnishing by you of the necessary parts and other material for such repair, and agree that you are not responsible for any delays caused by unavailability or delayed availability of parts or material for any reason, that you neither assume nor authorize any other person to assume for you any liability in connection with such repair, that you shall not be responsible for loss of or damage to the above vehicle or articles left therein, in case of fire, theft or other cause beyond your control, that an express mechanic operates the above vehicle.

**HILL CADILLAC**

ORIGINAL CUSTOMER ESTIMATE: PARTS 0.00 LABOR 0.00 TOTAL 0.00

1. **W\*29CDZ TRANSMISSION**  
 CLIENT STATES THAT THE TRANS ONLY WORKS IN REVERSE

2. **W\*01CDZLOANER LOANER CAR**  
 VEHICLE IN FOR WARRANTY REPAIR

3. **TOW I**

Line 2  
 Auth 0090 A B E G P  
 Reason 5 Day Rental  
 Sign [Signature] Date 1/14/10

QUICK SERVICE MENU		THE FACTORY WARRANTY CONSTITUTES ALL OF THE WARRANTIES WITH RESPECT TO THE SALE OF THIS ITEM/ITEMS THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND THE SELLER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS ITEM/ITEMS 12 MONTHS WARRANTY ON PARTS & LABOR 12000 MILES, WHICHEVER COMES FIRST ANY DISSATISFACTION WITH SERVICE SHOULD BE REPORTED IMMEDIATELY BUT NO LATER THAN 30 DAYS OR 1000 MILES FROM DATE JOB IS RELEASED.
1	CHECK FOR STATE INSPECTION	
2	STATE IM EMISSION INSPECTION	
	BALANCE TIRES	
	OIL CHANGE	
4, 5	OIL FILTER CHANGE	
6	TUNE-UP	
7	SERVICE AUTO TRANS	
	ROTATE TIRES	
	FRONT END ALIGNMENT	

INITIAL YOUR CHOICE  
 I AUTHORIZE YOU TO COMPLETE THE ABOVE REPAIRS  
 I AUTHORIZE THE ABOVE REPAIRS UP TO \$ \_\_\_\_\_  
 DO NOT PERFORM ANY REPAIRS UNTIL I AM NOTIFIED OF THE EXACT NATURE OF THE REPAIRS AND THE TOTAL PRICE OF SUCH CHARGES \$ \_\_\_\_\_

I UNDERSTAND THAT IF I AUTHORIZE YOU TO BEGIN REPAIRS BUT DO NOT AUTHORIZE ADDITIONAL NECESSARY REPAIR I WILL OWE FOR THE WORK COMPLETED OR FOR DIAGNOSTIC TIME THE SUM OF \$ \_\_\_\_\_

CUSTOMER'S CHARGE  
 ORIGINAL ESTIMATE \$ \_\_\_\_\_ AUTHORIZED ADDL REPAIRS \$ \_\_\_\_\_ ADDL REPAIRS OK'D BY called Chevrolet

DATE \_\_\_\_\_ TIME \_\_\_\_\_ EMPLOYEE RECEIVING AUTHORITY  
1/14/10 5:00pm

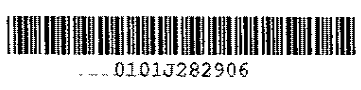
REPLACED PARTS WILL BE DISCARDED UNLESS SPECIFIED OTHERWISE  SAVE

SPECIFIC AUTHORIZATION GIVEN  
Veh. Done

STATE INSPECT # \_\_\_\_\_ EMISSION # \_\_\_\_\_  
 MECHANIC SIGN \_\_\_\_\_  
 PRIOR MILEAGE \_\_\_\_\_  
 TIRE DEPTH \_\_\_\_\_ / 32  
 BRAKES --- / F --- / 32 --- / R --- / 32

www.hillcadillac.com

*Emergency Visit - Vehicle Towed in - Local Chevy store Closed to this*



0101J282906

**3**

For Re-order Tri-System Business Forms (888) 579-3535 • 1059165

(A) COMPLAINT No forward gears  
 CAUSE - No DTCs  
 CORRECTION - ATF: full, burned odor

(B) COMPLAINT - Line pres. test: 62 to 187 psi @ 1 amp -  
 CAUSE slightly low  
 CORRECTION - Remove, disassemble, inspect

(C) COMPLAINT a) end play .080" (spec. .005 - .036")  
 CAUSE b) Valve body spacer plate has damage at check ball holes  
 CORRECTION c) 2-4 band scored, gauged

(D) COMPLAINT d) input planetary gears have failed, thrust bearing has  
 CAUSE failed  
 CORRECTION e) 3rd gear fiber clutches - damaged indexing tabs

(E) COMPLAINT  
 CAUSE  
 CORRECTION Clean debris, replace damaged parts

(F) COMPLAINT  
 CAUSE Temp | 68° F Flow | .8 GPM  
 CORRECTION Cycles | 164 Code | 5B04FB7

(G) COMPLAINT  
 CAUSE  
 CORRECTION (Causal part was thrust bearing #663 - input carrier to  
 reaction shaft)

STRAIGHT TIME (HOURS)	FLAT RATE	R/O NO	TIME	OFF
		282906	JAN 21 10 AM	2:03
		OPER. NO. Clift	JAN 21 10 AM	9:15
		EMP. NO. 200		ON
		282906	JAN 19 10 PM	3:28
		OPER. NO. Clift	JAN 19 10 PM	9:50
		EMP. NO. 200		

STRAIGHT TIME (HOURS)	FLAT RATE	R/O NO	TIME	OFF
		282906	JAN 20 10 PM	6:35
		OPER. NO. Clift	JAN 20 10 PM	9:37
		EMP. NO. 200		ON

PARTS	CONDI TION CODE	EMP NO	LABOR RECORD	
			ON	TIME CLOCK
			ON	
			OFF	
			ON	
			OFF	
			ON	
			OFF	
			ON	
			OFF	
			ON	
			OFF	
			ON	
			OFF	
			ON	
			OFF	
			ON	
			OFF	
			ON	
			OFF	
			ON	
			OFF	
			ON	
			OFF	

ENTERPRISE LEASING COMPANY OF PHILADELPHIA, 3960 W CHESTER PIKE, NEWTOWN SQUARE, PA 190733209 (610) 353-3312

RENTAL AGREEMENT REF#  
874182 6QVZF7

282906

RENTER

DATE & TIME OUT  
01/14/2010 04 00 PM  
DATE & TIME IN  
01/21/2010 05 42 PM

SUMMARY OF CHARGES

BILLING CYCLE  
24-HOUR

Charge Description	Date	Quantity	Per	Rate	Total
TIME & DISTANCE	01/14 - 01/21	7	DAY	\$42 00	\$294 00
REFUELING CHARGE	01/14 - 01/21				\$0 00
<b>Subtotal:</b>					<b>\$294.00</b>
<b>Total Charges:</b>					<b>\$294.00</b>

VEH #2 2010 BUIC ENCL CXL2  
VIN# 5GALRBED1A  
LIC#  
MILES DRIVEN 97

Bill-To / Deposits

HILL CADILLAC**					
TIME & DISTANCE	01/14 - 01/21	7	DAY		
REFUELING CHARGE	01/14 - 01/21				
<b>Subtotal:</b>					<b>(\$294.00)</b>

VEH #1 2010 CHEV MALI LS4C  
VIN# 1G1ZA5EB3A  
LIC#  
MILES DRIVEN 58

Total Amount Due \$0.00

BILL TO ACCOUNT  
HILL CADILLAC\*\*  
ATTN STRICKLAND, MICHAEL  
3960 WEST CHESTER PIKE  
NEWTOWN SQUARE, PA 19073

PAYMENT INFORMATION

AMOUNT PAID TYPE CREDIT CARD NUMBER

CLAIM INFO

SHOP HILL CADILLAC\*\*  
PHONE (610) 356-4900  
ATTN UNKNOWN

1/26/2010

SERVICE IN  
AVE GARAGE  
D. PA 19053  
31-0039

REQUESTED BY

PHONE

FINIS STAI TOT. DRIVE

4/1  
6130676  
SINI DU/ SIN/ SCK DOI

MILEA TOWII LAB STORA  
603

Ro



R.O. # 282906

# Rental Time Line

*Extended - over weekend*  
*Trans overhaul*  
*Input Planetary*  
*Gears Failed*

Date vehicle arrived for repairs:  
1, 14, 10

Time that vehicle arrived for repairs:  
3 28 AM PM

Work Stopped to Order Parts

Work Stopped to Send vehicle to Sublet Vendor

TAC Case #

Date that repairs started:  
1, 18, 10

Date parts ordered: 1 18 10  
Date parts came in: 1 20 10

Date vehicle sent to vendor:    /   /     
Date vendor completed repairs:    /   /   

Date repairs completed: 1 21 10  
Date owner returned rental: 1 21 10

**SPAC CASE**

Part # order via SPAC \_\_\_\_\_

Date of SPAC case    /   /   

SPAC case # \_\_\_\_\_

Updated to add SPAC case # 7-23-06

282906

**RKM TOWING SERVICE INC.**  
 47 S. UNION AVE GARAGE C  
 LANSDOWNE, PA 19050  
 610-941-0089



19071

DATE 1-14-10	TIME A M P M	REQUESTED BY
LOCATION OF VEHICLE		
NAME 23+ Madison St Chester Clieff		PHONE
ADDRESS		ZIP
MILEAGE	SERVICE TIME	EXTRA PERSON
FINISH _____	FINISH _____	FINISH _____
START _____	START _____	START _____
TOTAL <u>13</u>	TOTAL _____	TOTAL _____
YEAR	MAKE / MODEL / COLOR	DRIVER
STATE PA	97 Chevy Tahoe Gold LIC NO 6XB9227 / VIN FC13067R	Ry
<input type="checkbox"/> SLING/HOIST TOW <input type="checkbox"/> FLAT TIRE <input type="checkbox"/> WHEEL LIFT <input type="checkbox"/> OUT OF GAS <input type="checkbox"/> FLAT BED/RAMP <input type="checkbox"/> WRECK <input type="checkbox"/> START <input type="checkbox"/> RECOVERY <input type="checkbox"/> LOCK OUT <input type="checkbox"/> _____		
<input type="checkbox"/> SINGLE LINE WINCHING <input type="checkbox"/> DUAL LINE WINCHING <input type="checkbox"/> SNATCH BLOCKS <input type="checkbox"/> SCOTCH BLOCKS <input type="checkbox"/> DOLLY		
VEHICLE TOWED TO Hill Cadillac		
REMARKS Vehicle # 46603	MILEAGE CHARGE	TOWING CHARGE
	LABOR CHARGE	100.00
	STORAGE CHARGE	
	<b>TOTAL</b>	100.00
OPERATOR'S SIGNATURE		
AUTHORIZED SIGNATURE		

**HILL CADILLAC**  
 3884 West Chester Pike  
 NEWTOWN SQUARE, PA 19073  
 (610) 356-4800 Fax (610) 358-7063



**037213**  
 PURCHASE ORDER  
 SHOW THIS NUMBER  
 ON YOUR INVOICE

QUANTITY	DESCRIPTION	PRICE	AMOUNT
	NEW TOWS	10000	
	VIN FC13067R		10000
FOR JOB NO 282906	ACCOUNT 2110	APPROVED BY MCA	

TO RKM TOWING DATE 1/17/10

**Road Service**

PRODUCT 613

1916



"Tracey Lewis"  
<tlewis@lemonlaw.com>  
01/28/2011 03:28 PM

To <Tiffany\_Cook@gmexpert.com>  
cc  
bcc  
Subject RE: [REDACTED] 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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Thank you.

For more information about Kimmel & Silverman, please visit us at  
<http://www.lemonlaw.com/>  
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-----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: [REDACTED]  
Service Request: 71-910570057  
Veh make/model: 2007 Chevrolet Tahoe  
Vehicle Identification Number: 1GNFC13067R [REDACTED] Mediation Liaison:  
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

01/28/2011 02:57 PM

To tlewis@lemonlaw.com

cc rsilverman@lemonlaw.com

bcc

Subject [REDACTED] 2007 Chevrolet Tahoe

RE: Customer Last Name: [REDACTED]  
Service Request: 71-910570057  
Veh make/model: 2007 Chevrolet Tahoe  
Vehicle Identification Number: 1GNFC13067R [REDACTED]  
Mediation Liaison: Tiffany Cook  
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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

GM Legal File / BBB Case No.: n/a  
Negotiator: Tiffany Cook

Customer Last Name: Cliett

State: Pennsylvania

**Only customer's last name to be recorded. Do not include first name.**

Vehicle ID No.:  
1GNFC13067R [REDACTED]

In Service Date:  
07/26/06

Vehicle Purchased: BAC Code:  
Used 113794-selling  
119069-servicing

Year, Make & Model: 2007 Chevrolet Tahoe

Vehicle Purchased Used on: 4/1/09 at  
odometer 35,398

Current Mileage: 46,757

Dealer Name: Hill Cadillac, Inc.  
3964 West Chester Pike  
Newtown Square, PA 19073-3209

Sale Type: Purchase  Lease  Other  :

CAM Name: Milton Hamilton  
Phone Number: 914-244-6130 or  
800-440-6130

Lien holder: GMAC  Other  : Unknown

Email: milton.hamilton@gm.com  
DVM Name: Meriwether Eisenhard  
Phone/Cell Number: 610-213-6107;  
meriwether.eisenhard@gm.com

Purchase Price of Vehicle: \$ Unknown

Was TAC contacted for this vehicle (Y/N)? : No

DVM requests involvement?: No

Attorney Involvement: Kimmel & Silverman P.C.  
PC- Robert Silverman (ext- 114)  
Phone Number : (215) 540-8888  
Fax Number : (215) 540-8817

Service Manager Name: Tim Hilsey  
Phone Number : 610-356-4900

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 Verified: Once completed, please enter an  in this box to verify that the following listing has been compared to GMVIS for accuracy.**

**X Verified: Once completed, please enter an  in this box to verify that the following listing has been compared to GWM for accuracy.**

PLACE A CHECKMARK IN THE BOX FOR THE PRIMARY CONCERN(S) AND **BOLD** THE REPAIR ORDER INFORMATION. BASED ON REPAIR ORDERS AND CUSTOMER/PLAINTIFF DEMAND. USE "N/A" IF THERE WERE NO REPAIRS FOR THE COMPONENT GROUP.

Brakes

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
				n/a

Engine/Fuel/Exhaust

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
1/25/10	283138	3	46,757	<b>Hill Cadillac, Inc-</b> 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

Restraints

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
				n/a

Steering

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
				n/a

Transmission

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
12/28/09	282481	8	46,169	<b>Hill Cadillac, 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<sup>rd</sup> 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    282906    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

Axle

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
				n/a

Body/Trim

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
4/07/09	336001	1	35,398	<b>Bryner Chevrolet, Inc.-</b> Reprogram and RKE transmitter replacement- <b>GWM</b>
12/28/09	282481	*	46,169	<b>Hill Cadillac, Inc-</b> 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	<b>Hill Cadillac, Inc-</b> 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)

Chassis

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
				n/a

Electrical

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
				n/a

Glass

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
				n/a

HVAC



Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
				n/a

Paint

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
				n/a

Suspension

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
				n/a

Wheel/Tires

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
12/28/09	282481	*	46,169	<b>Hill Cadillac, Inc-</b> Center cap fell of during road test/ missing part, part ordered
1/25/10	283138	*	46,757	<b>Hill Cadillac, Inc-</b> 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.

Recalls / Campaigns

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
12/29/06	310517	1	8,299	<b>Bob Smith Automotive Group, Inc.- Terminated</b> Performed Campaign <input type="checkbox"/> 06162 Product Enhancement- Engine Control Module reprogram with SPS- <b>GWM</b>
4/07/09	336001	*	35,398	<b>Bryner Chevrolet, Inc.-</b> Performed Recall <input type="checkbox"/> 08048A- jumper harness installation- <b>GWM</b>
12/28/09	282481	*	46,169	<b>Hill Cadillac, Inc-</b> Performed Campaign <input type="checkbox"/> 07007 as needed, reprogram RKE/ Replace battery

Other

Date:	RO #:	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 been involved in an accident? (Y or N)** N

**Did you confirm your answer with the dealer/Customer (if  
ADR)/attorney (if Legal)? (Y or N)** Y

**What type of damage was sustained (example: front end collision)?**  
n/a

**Are the RO's attached if the vehicle was in an accident? (Y or N)** n/a

**Has the customer filed any insurances claims on this Vehicle? (Y or N)** N

If Yes obtain the following information below

**Insurance Company:** n/a

**Insurance Rep :** n/a  
(First and Last Name)

**Phone**  n/a

**Claim Made? (Y or N):** n/a

**Claim Status:** n/a  
Pending/Denied/NA

**Claim**  n/a

**Did Insurance Company refer customer to GM? (Y or N)** N

**If Yes. Did the insurance company deny the claim? (Y or N)** n/a

**AFTERMARKET MODIFICATIONS:**

**Are there any Aftermarket Modifications to the Vehicle? (Y or N)** N

**If Yesto aftermarket, please list:**

**Be sure to note retailer installed or third party installed as well as date and mileage if known. Repeat as necessary. Include the name of the third party installer.**

n/a

**Have you confirmed modification with the dealership? (Y or N)** Y

**PERTINENT FACTS FROM ALL SRs RELATED TO THIS VIN:**

**Concern:** 71-794220285- Transmission issue

**Date  Offer/Result:** 1/28/2010 Trans rebuild, no cost to customer, rental provided.

**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? PA Claimed Presumptive? Yes  
Does Purchase Qualify? No If not, why? Used

**State Presumption Is:**

# of Visits for a Non-Conformity? 3 # of Days out of Service? 30  
# of visits for a Safety Complaint? n/a # of Visits Total? n/a  
Must Complaint Continue to Exist? Yes Final Repair/Arbitration Required? Yes  
Time Period for filing a Claim? 1 yr/ 12,000 miles or within warranty period

**Vehicle Service History (During Presumptive Period) is:**

# of Visits for a Non-Conformity? 0 # of Days out of Service? 0  
# of visits for a Safety Complaint? 0 # of Visits Total? 0  
Complaint appears to Continue? No Final Repair/Arbitration Complete? No

**Does History appear Presumptive: No**

**Vehicle Service History (During Limited Warranty Period) is:**

# of Visits for a Non-Conformity? 1- Body/trim # of Days out of Service? 1  
# of visits for a Safety Complaint? 0 # of Visits Total? 1  
Must Complaint Continue to Exist? Yes Final Repair or Arbitration Required? Yes

**Related Repairs beyond NVLW:**

Customer Pay? No If no, identify responsible party: GM/ GM Cert.  
Additional Days out of Service? 19 Additional # of Repair Visits? 3

**Other Considerations:**

Outcome/Findings of Arb/Final Repair: n/a  
Prior Goodwill/reimbursement: Yes 1/28/10 covered rebuilding of trans for 2<sup>nd</sup> time with loaner vehicle  
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](mailto: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.

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

**\*Add additional lines for additional offers/counter offers.**

<b>Plaintiff's Original Demand:</b> Amount to Plaintiff/Atty:    \${Amount}/\${Amount} Inclusive Offer:                \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Countered}
<b>CRS Initial Offer:</b> Amount to Plaintiff/Atty:    \${Amount}/\${Amount} Inclusive Offer:                \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Countered}
<b>Plaintiff Counter::</b> Amount to Plaintiff/Atty:    \${Amount}/\${Amount} Inclusive Offer:                \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Countered}
<b>CRS Counter:</b> Amount to Plaintiff/Atty:    \${Amount}/\${Amount} Inclusive Offer:                \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Countered}
<b>PLAINTIFF Final Offer:</b> Amount to Plaintiff/Atty:    \${Amount}/\${Amount} Inclusive Offer:                \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Declined}
<b>CRS Final Offer:</b> Amount to Plaintiff/Atty:    \${Amount}/\${Amount} Inclusive Offer:                \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Declined}

## HISTORY OF SETTLEMENT DISCUSSIONS Applicable for ADR Cases Only

Record all recommendation throughout the life of the case. Each offer or counter offer should be recorded in order to review case progression.

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

**\*Add additional lines for additional offers/counter offers.**

<b>Recommendation of CRS:</b>	<b>Arbitrate case:</b> <input type="checkbox"/>	<b>Settle case:</b> <input type="checkbox"/>
<b>Settlement Type:</b> {GW/Repurchase/Repair}		<b>Attorney Fees (if applicable):</b> <input type="checkbox"/> {Amount}
<b>Recommendation of Field:</b>	<b>Arbitrate case:</b> <input type="checkbox"/>	<b>Settle case:</b> <input type="checkbox"/>
<b>Settlement Type:</b> {GW/Repurchase/Repair}		<b>Attorney Fees (if applicable):</b> <input type="checkbox"/> {Amount}
<b>Final Decision:</b>	<b>Arbitrate case:</b> <input type="checkbox"/>	<b>Settle case:</b> <input type="checkbox"/>
<b>Settlement Type:</b> {GW/Repurchase Repair}		<b>Attorney Fees (if applicable):</b> <input type="checkbox"/> {Amount}

**TEAM LEAD APPROVING:**

{Name}

**Date:**{mm/dd/yy}



COMPONENT	DESCRIPTION
<b>Axle</b>	Includes all components related to the axle, differential, driveline, & rear end.
<b>Body/ Trim</b>	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.
<b>Brakes</b>	All mechanical, electrical, or fluid related components of the Brake system.
<b>Chassis</b>	All frame, bumper and hitch components.
<b>*Electrical</b>	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.
<b>Engine/Fuel &amp; Exhaust</b>	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.
<b>Glass</b>	All glass and window components.
<b>HVAC</b>	All components related to heating, air conditioning and temperature.
<b>Paint</b>	All paint specific issues (Not metal related).
<b>Restraints</b>	All SIR, airbags and seatbelt issues.
<b>Steering</b>	All steering related components including steering wheel & key, column, rack and pinion, pump assembly and Quadrasteer.
<b>Suspension</b>	All suspension related components including ball joints, shocks, struts, tie rods, wheel bearings and alignment issues.
<b>Transmission</b>	All automatic & manual transmission, transfer case and 4 wheel drive component issues.
<b>Wheels/Tires</b>	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: [REDACTED]  
Service Request: 71-910570057  
Veh make/model: 2007 Chevrolet Tahoe  
Vehicle Identification Number: 1GNFC13067R [REDACTED]  
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



2007 TAHOE 2WD LT  
 51U GOLD MIST METALLIC /V8G  
 313 LIGHT CASHMERE/EBONY  
 ORDER NO. KCRRDZ/TPE STOCK NO.  
 VIN 1GN FC13 06 7R

GENERAL MOTORS CORPORATION  
 & SUBSIDIARIES  
 RENAISSANCE CENTER  
 DETROIT MI 48243-1114  
 VEHICLE INVOICE 1AD98866311

\*\*\*\*\*13\*14212S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	EMPLOYE-USED CAR
CC10706 TAHOE 2WD LT	34865.00	30332.55	INVOICE 12/06/06
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 06/21/06
FE9 FEDERAL EMISSIONS	N/C	N/C	INT COM 12/08/06
GU6 REAR AXLE 3.42 RATIO	N/C	N/C	PRC EFF 05/01/06
LMG VORTEC 5.3L V8 SFI FLEX FUEL W/ ACTIVE FUEL MGT TECHNOLOGY	N/C	N/C	
M30 4-SPD AUTOMATIC TRANSMISSION	N/C	N/C	QTR BANK: GMAC - 020
UVB NAVIGATION RADIO W/CD/DVD/MP3 ** REPLACES STD 6-DISC CD **	2145.00	1716.00	CHG-TO 14-212
UVC REAR VIEW CAMERA SYSTEM	195.00	156.00	SHIP WT: 5475
U42 REAR SEAT ENTERTAINMENT SYSTEM	1295.00	1036.00	HP: 45.7
V1K LUGGAGE RACK - CROSS BARS	45.00	36.00	GVWR: 7100
1LZ TAHOE LTZ EQUIPMENT GROUP: * FRONT LEATHER APPOINTED BUCKET SEATS * DRIVER SIDE SEAT W/12-WAY POWER, HEAT & MEMORY * PASSENGER SIDE SEAT W/12-WAY POWER & HEAT * 2ND ROW LEATHER APPOINTED SEATS * 2ND ROW HEATED SEATS * 2ND ROW SEAT POWER RELEASE * 2-PASSENGER, 3RD ROW SEAT * POWER ADJUSTABLE PEDALS * REMOTE VEHICLE STARTER * 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	8275.00	6620.00	GAWR.FT: 3200 GAWR.RR: 4100 MRM: 47795.00 NTR: 1/2 AUTH: 0045796 DAN: FLLOR MEMO 2346.00

COMPANY USED VEHICLE DISCOUNT 4806.10-

\*\* CONTINUED ON PAGE 2 \*\*

BOB SMITH AUTOMOTIVE GROUP, INC.

2007 TAHOE 2WD LT  
 51U GOLD MIST METALLIC /V8G  
 313 LIGHT CASHMERE/EBONY  
 ORDER NO. KCRRDZ/TPE STOCK NO.  
 VIN 1GN FC13 06 7R [REDACTED]  
 \*\*\*\*\*13\*14212S  
 MODEL & FACTORY OPTIONS MSRP INV AMT EMPLOYE-USED CAR  
 \*\* CONTINUED FROM PAGE 1 \*\*

GENERAL MOTORS CORPORATION  
 & SUBSIDIARIES  
 RENAISSANCE CENTER  
 DETROIT MI 48243-1114  
 VEHICLE INVOICE 1AD98866311

TOTAL MODEL & OPTIONS 46920.00 35170.45 ACT 237 36045.45  
 DESTINATION CHARGE 875.00 875.00

TOTAL 47795.00 36045.45 PAY 310 36045.45

\*\*\*\*\*  
 INVOICE DOES NOT REFLECT DEALER'S ULTIMATE COST BECAUSE OF MANUFACTURER  
 REBATES, ALLOWANCES, INCENTIVES, HOLDBACK, FINANCE CREDIT AND RETURN TO  
 DEALER OF ADVERTISING MONIES, ALL OF WHICH MAY APPLY TO VEHICLE.  
 \*\*\*\*\*  
 THIS MOTOR VEHICLE IS SUBJECT TO A SECURITY INTEREST HELD BY GMAC.

BOB SMITH AUTOMOTIVE GROUP, INC. REMIT TO GMAC NO. 020  
 VIN 1GNFC13067R [REDACTED]  
 \$ 36045.45 INV 1AD98866311  
 DUE 12/08/06 DEALER 14-212

2007 TAHOE 2WD LT  
51U GOLD MIST METALLIC /V8G  
313 LIGHT CASHMERE/EBONY  
ORDER NO. KCRRDZ/TPE STOCK NO.  
VIN 1GN FC13 06 7R

GENERAL MOTORS CORPORATION  
& SUBSIDIARIES  
RENAISSANCE CENTER  
DETROIT MI 48243-1114  
VEHICLE INVOICE 1IC10156866

\*\*\*\*\*13\*31029S

MODEL & FACTORY OPTIONS MSRP 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

CREDIT FOR INVOICE 1ID12441506

CHG-TO 31-029  
SHIP WT: 5475  
HP: 45.7

TOTAL MODEL & OPTIONS 46920.00- 39976.55- ACT 55-  
DESTINATION CHARGE 875.00- 875.00-

TOTAL 47795.00- 40851.55- PAY 310 40851.55-

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

GENERAL MOTORS CORPORATION  
4691 SPRINGBORO PIKE  
MORaine OH 45439

2007 TAHOE 2WD LT  
 51U GOLD MIST METALLIC /V8G  
 313 EBONY/LIGHT CASHMERE  
 ORDER NO. KCRRDZ/TPE STOCK NO.  
 VIN 1GN FC13 06 7R

CHEVROLET MOTOR DIVISION  
 GENERAL MOTORS CORPORATION  
 100 RENAISSANCE CENTER  
 DETROIT MI 48243-1114  
 VEHICLE INVOICE 1ID12441506

\*\*\*\*\*13\*31029S

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	
UVB NAVIGATION RADIO W/CD/DVD/MP3 (REPLACES 6-DISC CD CHANGER)	2145.00	1716.00	CHG-TO 31-029
UVC REAR VIEW CAMERA SYSTEM	195.00	156.00	SHIP WT: 5475
U42 REAR SEAT ENTERTAINMENT SYSTEM	1295.00	1036.00	HP: 45.7
V1K LUGGAGE RACK - CROSS BARS	45.00	36.00	GVWR: 7100
1LZ TAHOE LTZ EQUIPMENT GROUP:	8275.00	6620.00	GAWR.FT: 3200
* FRONT LEATHER APPOINTED BUCKET SEATS			GAWR.RR: 4100
* DRIVER SIDE SEAT W/12-WAY POWER, HEAT & MEMORY			MRM: 47795.00
* PASSENGER SIDE SEAT W/12-WAY POWER & HEAT			NTR: 1/2
* 2ND ROW LEATHER APPOINTED SEATS			AUTH: 0045796
* 2ND ROW HEATED SEATS			DAN: FLLOR
* 2ND ROW SEAT POWER RELEASE			MEMO 2346.00
* 2-PASSENGER, 3RD ROW SEAT			PEP1 39880.60
* POWER ADJUSTABLE PEDALS			PEP2 38834.65
* REMOTE VEHICLE STARTER			PEP3 37788.70
* AM/FM STEREO WITH MP3 COMPATIBLE 6-DISC CD CHANGER (REPLACES STD RADIO)			PEP4 36045.45
* 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			

\*\* CONTINUED ON PAGE 2 \*\*

GENERAL MOTORS CORP & SUBSIDIARIES  
 4691 SPRINGBORO PIKE  
 MORAIN OH 45439

2007 TAHOE 2WD LT  
 51U GOLD MIST METALLIC /V8G  
 313 EBONY/LIGHT CASHMERE  
 ORDER NO. KCRRDZ/TPE STOCK NO.  
 VIN 1GN FC13 06 7R [REDACTED]  
 \*\*\*\*\*13\*31029S  
 MODEL & FACTORY OPTIONS MSRP INV AMT P.E.P./SPL EVENT  
 \*\* CONTINUED FROM PAGE 1 \*\*

CHEVROLET MOTOR DIVISION  
 GENERAL MOTORS CORPORATION  
 100 RENAISSANCE CENTER  
 DETROIT MI 48243-1114  
 VEHICLE INVOICE 1ID12441506

TOTAL MODEL & OPTIONS	46920.00	39976.55	ACT [REDACTED].55
DESTINATION CHARGE	875.00	875.00	

TOTAL 47795.00 40851.55 PAY 310 40851.55  
 \*\*\*\*\*  
 INVOICE DOES NOT REFLECT DEALER'S ULTIMATE COST BECAUSE OF MANUFACTURER  
 REBATES, ALLOWANCES, INCENTIVES, HOLDBACK, FINANCE CREDIT AND RETURN TO  
 DEALER OF ADVERTISING MONIES, ALL OF WHICH MAY APPLY TO VEHICLE.  
 \*\*\*\*\*

GENERAL MOTORS CORP & SUBSIDIARIES  
 4691 SPRINGBORO PIKE  
 MORaine OH 45439



**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.:  
1GNFC13067R

In Service Date:  
07/26/06

Vehicle Purchased: BAC Code:  
Used 113794-selling  
119069-servicing

Year, Make & Model: 2007 Chevrolet Tahoe

Vehicle Purchased Used on: 4/1/09 at  
odometer 35,398

Current Mileage: 46,757

Dealer Name: Hill Cadillac, Inc.  
3964 West Chester Pike  
Newtown Square, PA 19073-3209

Sale Type: Purchase  Lease  Other  :

CAM Name: Milton Hamilton  
Phone Number: 914-244-6130 or  
800-440-6130

Lien holder: GMAC  Other  : Unknown

Email: milton.hamilton@gm.com  
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.  
PC- Robert Silverman (ext- 114)  
Phone Number : (215) 540-8888  
Fax Number : (215) 540-8817

Service Manager Name: Tim Hilsey  
Phone Number : 610-356-4900

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 Verified: Once completed, please enter an  in this box to verify that the following listing has been compared to GMVIS for accuracy.**

**X Verified: Once completed, please enter an  in this box to verify that the following listing has been compared to GWM for accuracy.**

PLACE A CHECKMARK IN THE BOX FOR THE PRIMARY CONCERN(S) AND **BOLD** THE REPAIR ORDER INFORMATION. BASED ON REPAIR ORDERS AND CUSTOMER/PLAINTIFF DEMAND. USE "N/A" IF THERE WERE NO REPAIRS FOR THE COMPONENT GROUP.

Brakes

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
				n/a

Engine/Fuel/Exhaust

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
1/25/10	283138	3	46,757	<b>Hill Cadillac, Inc-</b> 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

Restraints

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
				n/a

Steering

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
				n/a

Transmission

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
12/28/09	282481	8	46,169	<b>Hill Cadillac, 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<sup>rd</sup> 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    282906    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

Axle

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
				n/a

Body/Trim

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
4/07/09	336001	1	35,398	<b>Bryner Chevrolet, Inc.-</b> Reprogram and RKE transmitter replacement- <b>GWM</b>
12/28/09	282481	*	46,169	<b>Hill Cadillac, Inc-</b> 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	<b>Hill Cadillac, Inc-</b> 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)

Chassis

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
				n/a

Electrical

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
				n/a

Glass

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
				n/a

HVAC

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
				n/a

Paint

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
				n/a

Suspension

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
				n/a

Wheel/Tires

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
12/28/09	282481	*	46,169	<b>Hill Cadillac, Inc-</b> Center cap fell of during road test/ missing part, part ordered
1/25/10	283138	*	46,757	<b>Hill Cadillac, Inc-</b> 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.

Recalls / Campaigns

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
12/29/06	310517	1	8,299	<b>Bob Smith Automotive Group, Inc.- Terminated</b> Performed Campaign <input type="checkbox"/> 06162 Product Enhancement- Engine Control Module reprogram with SPS- <b>GWM</b>
4/07/09	336001	*	35,398	<b>Bryner Chevrolet, Inc.-</b> Performed Recall <input type="checkbox"/> 08048A- jumper harness installation- <b>GWM</b>
12/28/09	282481	*	46,169	<b>Hill Cadillac, Inc-</b> Performed Campaign <input type="checkbox"/> 07007 as needed, reprogram RKE/ Replace battery

Other

Date:	RO #:	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 been involved in an accident? (Y or N)** N

**Did you confirm your answer with the dealer/Customer (if  
ADR)/attorney (if Legal)? (Y or N)** Y

**What type of damage was sustained (example: front end collision)?**  
n/a

**Are the RO's attached if the vehicle was in an accident? (Y or N)** n/a

**Has the customer filed any insurances claims on this Vehicle? (Y or N)** N

If Yes obtain the following information below

**Insurance Company:** n/a

**Insurance Rep :** n/a  
(First and Last Name)

**Phone**  n/a

**Claim Made? (Y or N):** n/a

**Claim Status:** n/a  
Pending/Denied/NA

**Claim**  n/a

**Did Insurance Company refer customer to GM? (Y or N)** N

**If Yes. Did the insurance company deny the claim? (Y or N)** n/a

**AFTERMARKET MODIFICATIONS:**

**Are there any Aftermarket Modifications to the Vehicle? (Y or N)** N

**If Yesto aftermarket, please list:**

**Be sure to note retailer installed or third party installed as well as date and mileage if known. Repeat as necessary. Include the name of the third party installer.**

n/a

**Have you confirmed modification with the dealership? (Y or N)** Y

**PERTINENT FACTS FROM ALL SR'S RELATED TO THIS VIN:**

**Concern:** 71-794220285- Transmission issue

**Date  Offer/Result:** 1/28/2010 Trans rebuild, no cost to customer, rental provided.

**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? PA Claimed Presumptive? Yes

Does Purchase Qualify? No If not, why? Used

**State Presumption Is:**

# of Visits for a Non-Conformity? 3 # of Days out of Service? 30
# of visits for a Safety Complaint? n/a # of Visits Total? n/a
Must Complaint Continue to Exist? Yes Final Repair/Arbitration Required? Yes
Time Period for filing a Claim? 1 yr/ 12,000 miles or within warranty period

**Vehicle Service History (During Presumptive Period) is:**

# of Visits for a Non-Conformity? 0 # of Days out of Service? 0
# of visits for a Safety Complaint? 0 # of Visits Total? 0
Complaint appears to Continue? No Final Repair/Arbitration Complete? No

**Does History appear Presumptive: No**

**Vehicle Service History (During Limited Warranty Period) is:**

# of Visits for a Non-Conformity? 1- Body/trim # of Days out of Service? 1
# of visits for a Safety Complaint? 0 # of Visits Total? 1
Must Complaint Continue to Exist? Yes Final Repair or Arbitration Required? Yes

**Related Repairs beyond NVLW:**

Customer Pay? No
Additional Days out of Service? 19

**Yes**

If no, identify responsible party: GM/ GM Cert.
Additional # of Repair Visits? 3

**Other Considerations:**

Outcome/Findings of Arb/Final Repair:
Prior Goodwill/reimbursement: Yes
Out of Pocket Expenses: No

**No**

n/a
1/28/10 covered rebuilding of trans for 2nd time with loaner vehicle
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](mailto: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.

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

**\*Add additional lines for additional offers/counter offers.**

<b>Plaintiff's Original Demand:</b> Amount to Plaintiff/Atty:    \${Amount}/\${Amount} Inclusive Offer:                \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Countered}
<b>CRS Initial Offer:</b> Amount to Plaintiff/Atty:    \${Amount}/\${Amount} Inclusive Offer:                \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Countered}
<b>Plaintiff Counter::</b> Amount to Plaintiff/Atty:    \${Amount}/\${Amount} Inclusive Offer:                \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Countered}
<b>CRS Counter:</b> Amount to Plaintiff/Atty:    \${Amount}/\${Amount} Inclusive Offer:                \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Countered}
<b>PLAINTIFF Final Offer:</b> Amount to Plaintiff/Atty:    \${Amount}/\${Amount} Inclusive Offer:                \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Declined}
<b>CRS Final Offer:</b> Amount to Plaintiff/Atty:    \${Amount}/\${Amount} Inclusive Offer:                \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Declined}

## HISTORY OF SETTLEMENT DISCUSSIONS Applicable for ADR Cases Only

Record all recommendation throughout the life of the case. Each offer or counter offer should be recorded in order to review case progression.

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

**\*Add additional lines for additional offers/counter offers.**

<b>Recommendation of CRS:</b>	<b>Arbitrate case:</b> <input type="checkbox"/>	<b>Settle case:</b> <input type="checkbox"/>
<b>Settlement Type:</b> {GW/Repurchase/Repair}		<b>Attorney Fees (if applicable):</b> <input type="checkbox"/> {Amount}
<b>Recommendation of Field:</b>	<b>Arbitrate case:</b> <input type="checkbox"/>	<b>Settle case:</b> <input type="checkbox"/>
<b>Settlement Type:</b> {GW/Repurchase/Repair}		<b>Attorney Fees (if applicable):</b> <input type="checkbox"/> {Amount}
<b>Final Decision:</b>	<b>Arbitrate case:</b> <input type="checkbox"/>	<b>Settle case:</b> <input type="checkbox"/>
<b>Settlement Type:</b> {GW/Repurchase Repair}		<b>Attorney Fees (if applicable):</b> <input type="checkbox"/> {Amount}

**TEAM LEAD APPROVING:**

{Name}

**Date:**{mm/dd/yy}

COMPONENT	DESCRIPTION
<b>Axle</b>	Includes all components related to the axle, differential, driveline, & rear end.
<b>Body/ Trim</b>	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.
<b>Brakes</b>	All mechanical, electrical, or fluid related components of the Brake system.
<b>Chassis</b>	All frame, bumper and hitch components.
<b>*Electrical</b>	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.
<b>Engine/Fuel &amp; Exhaust</b>	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.
<b>Glass</b>	All glass and window components.
<b>HVAC</b>	All components related to heating, air conditioning and temperature.
<b>Paint</b>	All paint specific issues (Not metal related).
<b>Restraints</b>	All SIR, airbags and seatbelt issues.
<b>Steering</b>	All steering related components including steering wheel & key, column, rack and pinion, pump assembly and Quadrasteer.
<b>Suspension</b>	All suspension related components including ball joints, shocks, struts, tie rods, wheel bearings and alignment issues.
<b>Transmission</b>	All automatic & manual transmission, transfer case and 4 wheel drive component issues.
<b>Wheels/Tires</b>	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.:  
1GNFC13067R

In Service Date:  
07/26/06

Vehicle Purchased: BAC Code:  
Used 113794-selling  
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  Lease  Other  :

CAM Name: Milton Hamilton  
Phone Number: 914-244-6130 or  
800-440-6130

Lien holder: GMAC  Other  : Unknown

Email: milton.hamilton@gm.com  
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.  
PC- Robert Silverman (ext- 114)  
Phone Number : (215) 540-8888  
Fax Number : (215) 540-8817

Service Manager Name: Tim Hilsey  
Phone Number : 610-356-4900

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 Verified: Once completed, please enter an  in this box to verify that the following listing has been compared to GMVIS for accuracy.**

**X Verified: Once completed, please enter an  in this box to verify that the following listing has been compared to GWM for accuracy.**

PLACE A CHECKMARK IN THE BOX FOR THE PRIMARY CONCERN(S) AND **BOLD** THE REPAIR ORDER INFORMATION. BASED ON REPAIR ORDERS AND CUSTOMER/PLAINTIFF DEMAND. USE "N/A" IF THERE WERE NO REPAIRS FOR THE COMPONENT GROUP.

Brakes

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
				n/a

Engine/Fuel/Exhaust

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
1/25/10	283138	3	46,757	<b>Hill Cadillac, Inc-</b> 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

Restraints

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
				n/a

Steering

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
				n/a

Transmission

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
12/28/09	282481	8	46,169	<b>Hill Cadillac, 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<sup>rd</sup> 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    282906    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

Axle

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
				n/a

Body/Trim

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
4/07/09	336001	1	35,398	<b>Bryner Chevrolet, Inc.- PRVS OWNER</b> Reprogram and RKE transmitter replacement- <b>GWM</b>
12/28/09	282481	*	46,169	<b>Hill Cadillac, Inc-</b> 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	<b>Hill Cadillac, Inc-</b> 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)

Chassis

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
				n/a

Electrical

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
				n/a

Glass

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
				n/a

HVAC

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
				n/a

Paint

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
				n/a

Suspension

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
				n/a

Wheel/Tires

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
12/28/09	282481	*	46,169	<b>Hill Cadillac, Inc-</b> Center cap fell of during road test/ missing part, part ordered
1/25/10	283138	*	46,757	<b>Hill Cadillac, Inc-</b> 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.

Recalls / Campaigns

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
12/29/06	310517	1	8,299	<b>Bob Smith Automotive Group, Inc.- Terminated</b> Performed Campaign <input type="checkbox"/> 06162 Product Enhancement- Engine Control Module reprogram with SPS- <b>GWM</b>
4/07/09	336001	*	35,398	<b>Bryner Chevrolet, Inc.- PRVS OWNER</b> Performed Recall <input type="checkbox"/> 08048A- jumper harness installation- <b>GWM</b>
12/28/09	282481	*	46,169	<b>Hill Cadillac, Inc-</b> Performed Campaign <input type="checkbox"/> 07007 as needed, reprogram RKE/ Replace battery

Other

Date:	RO #:	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 been involved in an accident? (Y or N) N  
Did you confirm your answer with the dealer/Customer (if  
ADR)/attorney (if Legal)? (Y or N) Y  
What type of damage was sustained (example: front end collision)?  
n/a

Are the RO's attached if the vehicle was in an accident? (Y or N) n/a  
Has the customer filed any insurances claims on this Vehicle? (Y or N) N

If Yes obtain the following information below

Insurance Company: n/a

Insurance Rep : n/a  
(First and Last Name)

Phone  n/a

Claim Made? (Y or N): n/a

Claim Status: n/a  
Pending/Denied/NA

Claim  n/a

Did Insurance Company refer customer to GM? (Y or N) N

If Yes. Did the insurance company deny the claim? (Y or N) n/a

**AFTERMARKET MODIFICATIONS:**

Are there any Aftermarket Modifications to the Vehicle? (Y or N) N

If  Yes  to aftermarket, please list:  
Be sure to note retailer installed or third party installed as well as date and mileage if  
known. Repeat as necessary. Include the name of the third party installer.  
n/a

Have you confirmed modification with the dealership? (Y or N) Y

**PERTINENT FACTS FROM ALL SRs RELATED TO THIS VIN:**

Concern: 71-794220285- Transmission issue  
Date  Offer/Result: 1/28/2010 Trans rebuild, no cost to customer, rental provided.

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? PA Claimed Presumptive? Yes

Does Purchase Qualify? No If not, why? Used

**State Presumption Is:**

# of Visits for a Non-Conformity? 3# of Days out of Service? 30#
# of visits for a Safety Complaint? n/a # of Visits Total? n/a
Must Complaint Continue to Exist? Yes Final Repair/Arbitration Required? Yes
Time Period for filing a Claim? 1 yr/ 12,000 miles or within warranty period

**Vehicle Service History (During Presumptive Period) is:**

# of Visits for a Non-Conformity? 0 # of Days out of Service? 0
# of visits for a Safety Complaint? 0 # of Visits Total? 0
Complaint appears to Continue? No Final Repair/Arbitration Complete? No

**Does History appear Presumptive: No**

**Vehicle Service History (During Limited Warranty Period) is:**

# of Visits for a Non-Conformity? 1- Body/trim # of Days out of Service? 1
# of visits for a Safety Complaint? 0 # of Visits Total? 1
Must Complaint Continue to Exist? Yes Final Repair or Arbitration Required? Yes

**Related Repairs beyond NVLW:**

Customer Pay? No
Additional Days out of Service? 19

**Yes**

If no, identify responsible party: GM/ GM Cert.
Additional # of Repair Visits? 3

**Other Considerations:**

Outcome/Findings of Arb/Final Repair: 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](mailto: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.

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

**\*Add additional lines for additional offers/counter offers.**

<b>Plaintiff's Original Demand:</b> Amount to Plaintiff/Atty:    \${Amount}/\${Amount} Inclusive Offer:                \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Countered}
<b>CRS Initial Offer:</b> Amount to Plaintiff/Atty:    \${Amount}/\${Amount} Inclusive Offer:                \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Countered}
<b>Plaintiff Counter::</b> Amount to Plaintiff/Atty:    \${Amount}/\${Amount} Inclusive Offer:                \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Countered}
<b>CRS Counter:</b> Amount to Plaintiff/Atty:    \${Amount}/\${Amount} Inclusive Offer:                \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Countered}
<b>PLAINTIFF Final Offer:</b> Amount to Plaintiff/Atty:    \${Amount}/\${Amount} Inclusive Offer:                \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Declined}
<b>CRS Final Offer:</b> Amount to Plaintiff/Atty:    \${Amount}/\${Amount} Inclusive Offer:                \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Declined}

## HISTORY OF SETTLEMENT DISCUSSIONS Applicable for ADR Cases Only

Record all recommendation throughout the life of the case. Each offer or counter offer should be recorded in order to review case progression.

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

**\*Add additional lines for additional offers/counter offers.**

<b>Recommendation of CRS:</b>	<b>Arbitrate case:</b> <input type="checkbox"/>	<b>Settle case:</b> <input type="checkbox"/>
<b>Settlement Type:</b> {GW/Repurchase/Repair}		<b>Attorney Fees (if applicable):</b> <input type="checkbox"/> {Amount}
<b>Recommendation of Field:</b>	<b>Arbitrate case:</b> <input type="checkbox"/>	<b>Settle case:</b> <input type="checkbox"/>
<b>Settlement Type:</b> {GW/Repurchase/Repair}		<b>Attorney Fees (if applicable):</b> <input type="checkbox"/> {Amount}
<b>Final Decision:</b>	<b>Arbitrate case:</b> <input type="checkbox"/>	<b>Settle case:</b> <input type="checkbox"/>
<b>Settlement Type:</b> {GW/Repurchase Repair}		<b>Attorney Fees (if applicable):</b> <input type="checkbox"/> {Amount}

**TEAM LEAD APPROVING:**

{Name}

**Date:**{mm/dd/yy}

COMPONENT	DESCRIPTION
<b>Axle</b>	Includes all components related to the axle, differential, driveline, & rear end.
<b>Body/ Trim</b>	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.
<b>Brakes</b>	All mechanical, electrical, or fluid related components of the Brake system.
<b>Chassis</b>	All frame, bumper and hitch components.
<b>*Electrical</b>	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.
<b>Engine/Fuel &amp; Exhaust</b>	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.
<b>Glass</b>	All glass and window components.
<b>HVAC</b>	All components related to heating, air conditioning and temperature.
<b>Paint</b>	All paint specific issues (Not metal related).
<b>Restraints</b>	All SIR, airbags and seatbelt issues.
<b>Steering</b>	All steering related components including steering wheel & key, column, rack and pinion, pump assembly and Quadrasteer.
<b>Suspension</b>	All suspension related components including ball joints, shocks, struts, tie rods, wheel bearings and alignment issues.
<b>Transmission</b>	All automatic & manual transmission, transfer case and 4 wheel drive component issues.
<b>Wheels/Tires</b>	All wheel covers, rims, hub caps, lug nuts, tire jack, regular and spare tire.



Bryner Chevrolet Inc.  
 140 York Road  
 Jenkintown, Pa 19046  
 215-886-3140  
 215-886-7570 - fax

Fax Cover Sheet

Attn: Tiffany Cook

Company: General motors

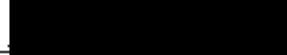
Fax #: 1 866 268 5526

Date: 2-2-11

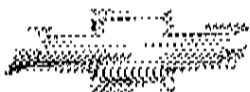
From: Ed Brunton

Pages including this cover sheet: 15

Comments: 

15N FC130.6ZR 

\_\_\_\_\_  
 \_\_\_\_\_



VIA FAX ONLY

January 24, 2011

Ed Brunton  
BRYNER CHEVROLET, INC.  
1750 THE FAIRWAY  
JENKINTOWN PA 19046-1606

RE:

[REDACTED]  
Service Request: 71-910570057  
2007 Chevrolet Tahoe  
Vehicle Identification Number: 1GNFC13067R [REDACTED]  
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

TODAY'S DATE \_\_\_\_\_  
 EST. DELY. DATE \_\_\_\_\_  
 DELIVERY DATE 22 APR 2009  
 SALES REP. (1) SHMUCKLER, ALVIN  
 (2) \_\_\_\_\_



33740  
 STOCK # 2919A  
 DRIVER'S # \_\_\_\_\_  
 CO/DR.# \_\_\_\_\_  
 PHONE-RES. \_\_\_\_\_  
 PHONE-BUS. \_\_\_\_\_  
 E-MAIL \_\_\_\_\_

PURCHASER \_\_\_\_\_ SSN \_\_\_\_\_ DOB \_\_\_\_\_  
 CO-PURCHASER \_\_\_\_\_ SSN \_\_\_\_\_ DOB \_\_\_\_\_  
 ADDRESS \_\_\_\_\_ BLVD ALDAN PA \_\_\_\_\_

YEAR 07	MAKE CHEVROLET	MODEL TAHOE 4WD	BODY TYPE SW	COLOR GOLD	MILEAGE 35,420	IN SERVICE DATE 7/26/06
TRIM FACTORY	<b>USED</b>	CAR/TRUCK	VIN # 1GNFC13067R209808			

**TRADE-IN INFORMATION**

00  
 YEAR MAKE MODEL  
 1G6KS54Y4YU \_\_\_\_\_ SEVILLE  
 VIN \_\_\_\_\_  
 COLOR \_\_\_\_\_ MILEAGE 73921  
 LICENSE PLATE # \_\_\_\_\_ EXP. DATE \_\_\_\_\_  
 PAYOFF TO: NONE  
 ACCT. NO.: \_\_\_\_\_ OWNERS MANUAL [ ]

**IMPORTANT (PLEASE READ)**

The trade-in value of the vehicle will be changed if the vehicle has suffered damage or serious mechanical deterioration since the date of this order and prior to its delivery to the dealer, or if parts or accessories, or both, including tires, have been removed or replaced with parts or accessories of inferior quality. Since the trade-in will continue to be driven by the owner after the order date, the normal use of any vehicle will cause it to deprec

\_\_\_\_\_  
 BUYER'S SIGNATURE

NAME OF INSURANCE CO. \_\_\_\_\_  
 POLICY # \_\_\_\_\_ EXP. DATE \_\_\_\_\_  
 PHONE # \_\_\_\_\_ AGENT'S NAME \_\_\_\_\_  
 CONFIRMED BY \_\_\_\_\_ DATE \_\_\_\_\_

**BINDING CONTRACT:** "This contract is not binding upon either the dealer or the Buyer until signed by an authorized dealer representative. YOU, THE BUYER, MAY CANCEL THIS CONTRACT AND RECEIVE A FULL REFUND ANY TIME BEFORE RECEIPT OF A COPY OF THIS CONTRACT SIGNED BY AN AUTHORIZED DEALER REPRESENTATIVE BY GIVING WRITTEN NOTICE OF CANCELLATION TO THE DEALER."

Buyer agrees that this Order includes all of the terms and conditions on both the face and reverse side hereof. This order cancels and supercedes any prior agreement and as of the date hereof comprises the entire Agreement relating to the subject matter covered hereby. Buyer certifies that he/she is 18 years of age or older and of full legal capacity to enter into this Contract. Buyer agrees to sign the Sales Order Form.

\_\_\_\_\_  
 BUYER'S SIGNATURE

BRYNER'S SUGGESTED PRICE	32450.00
TRADE ALLOWANCE/DISCOUNT	2500.00
CASH DIFFERENCE	29950.00
EXTENDED WARRANTY	2250.00
EMISSION INSPECTION	
SUBTOTAL	32200.00
SALES TAX	1932.00
LIEN \$5.00	
LIC./TITLE/REG. (NEW/TRANS.)	33.50
\$22.50 \$5.00	
DOC. FEE/TIRE TAX	80.00
\$80.00	
TRADE PAY-OFF	
TOTAL DUE ON CONTRACT	34245.50

TAX \_\_\_\_\_  
 ADJ. TOTAL DUE 19245.50  
 CUSTOMER DEPOSIT 1000 4-24  
 CASH DUE AT DELY. 2500  
 BALANCE FINANCED 7500  
19,245.50

CK# 209 chk 8029930 PSECW  
 VISA  
 CK# 108  
 4/22/09

[REDACTED]  
ALDAN, PA [REDACTED]

**BRYNER CHEVROLET Inc.**



140 YORK ROAD  
JENKINTOWN, PA 19046  
PHONE (215) 886-3140  
Fax (215) 886-7570  
www.brynerchevy.com

SERVICE ADVISOR **STEPHEN G FISHER**

REPAIR ORDER NUMBER	DATE READ IN	STOCK NO.	VEHICLE IDENTIFICATION	QUANTITY	DATE IN	INVOICE NO.
25JUL09	25JUL09	2919A	1GNFC13067R [REDACTED]	33740	25JUL09	341468
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	DATE	TIME
08:24	10:07	07	CHEVROLET TAHOE 4WD	[REDACTED]	22APR09	11
MILEAGE IN	MILEAGE OUT	LICENSE				
40007	40007	2919A				

A OWNER STATES BRAKES SQUEAK AND GRIND A LITTLE  
 NTF #UNABLE TO DUPLICATE CONDITION AT THIS TIME  
 38 HYDUCK, TIMOTHY J LIC#: 1081  
 CCR 0.00 0.00 0.00

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE OR DISCOUNT	0.00
SALES TAX	0.00
<b>PLEASE PAY THIS AMOUNT</b>	<b>0.00</b>

**STATEMENT OF DISCLAIMER**  
 The factory warranty constitutes all of the warranties with respect to the sale of this item. The Seller hereby expressly [REDACTED] or of [REDACTED] ular [REDACTED] y in [REDACTED]

In a few weeks Chevrolet Motor Division will send you a survey for warranty service performed on your vehicle. If anything during your service visit should not allow you to answer "COMPLETELY SATISFIED" on your Chevrolet Survey PLEASE contact your service consultant listed at the top of this invoice.

CUSTOMER COPY

*Service  
 Department  
 Now Open  
 Saturday  
 8:00 AM - 2:00 PM*



ALDAN, PA

**BRYNER CHEVROLET Inc.**

140 YORK ROAD  
 JENKINTOWN, PA 19046  
 PHONE (215) 886-3140  
 Fax (215) 886-7570  
 www.brynerchevy.com



SERVICE ADVISOR **DONALD A COCCIMIGLIO**

REPAIR ORDER NO.	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	SUB NO.	TAX NO.	R. O. NO.	WARRANTY	INVOICE NO.
30JUN09	30JUN09	2919A	1GNFC13067R	33740	T4632		30JUN09	340109
TIME IN	TIME READY	YEAR	MAKE/MODEL	TELEPHONE NO.	WARRANTY	WARRANTY	WARRANTY	WARRANTY
07:03	09:36	07	CHEVROLET TAHOE 4WD		72.15	22APR09	43	43
MILEAGE IN	MILEAGE OUT	LICENSE NO.						
38478	38478	2919A						

A OWNER STATES BRAKES SQUEAL WHILE DRIVING ..  
 AFTER 5MIN OF DRIVING  
 DB2 DURA-STOP BRAKES- -REPLACE FRONT  
 BRAKE PADS, RESURFACE ROTORS AND  
 LUBRICATE CALIPER SLIDE AND OR PINS  
 38 HYPDUC, TIMOTHY J LIC#: 1081  
 INS 1.80  
 1 19157524 PAD KIT

(N/C)  
 (N/C)

DESCRIPTION	TOTALS	STATEMENT OF DISCLAIMER
LABOR AMOUNT	0.00	The factory warranty constitutes all of the warranties with respect to the sale of this item. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes
PARTS AMOUNT	0.00	
GAS, OIL, LUBE	0.00	
SUBLET AMOUNT	0.00	
MISC. CHARGES	0.00	
TOTAL CHARGES	0.00	
LESS INSURANCE OR DISCOUNT	0.00	
SALES TAX	0.00	
PLEASE PAY THIS AMOUNT	0.00	

8

CUSTOMER COPY

*Service  
 Department  
 Now Open  
 Saturday  
 8:00 AM - 2:00 PM*

**BRYNER CHEVROLET Inc.**

140 YORK ROAD  
 JENKINTOWN, PA 19046  
 PHONE (215) 886-3140  
 Fax (215) 886-7570  
 www.brynerchevy.com



SERVICE ADVISOR **DONALD A COCCIMIGLIO**

REPAIR ORDER NO.	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	LISTING NO.	TAG NO.	R.S. NO.	INVOICE DATE	INVOICE NO.
07APR09	09APR09	2919A	1GNFC13067R				09APR09	336001
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE	PRICE	DELIVERY DATE	PREPARED BY	BAR
10:09	06:44	07	CHEVROLET TAHOE 4WD		72.15		72	43
MILEAGE IN	MILEAGE OUT	LICENSE NO.						
35398	35409	2919A						

**A FULL USED CAR RETAIL CHECK**  
 29F FULL USED CAR RETAIL CHECK  
 38 HYDUCK, TIMOTHY J LIC#: 1081  
 ICC 1.00 (N/C)  
 1 89017524 FILTER (N/C)  
 6 OIL GOODWRENCH 5W-30 (N/C)  
 10 STATE INSPECTION - CARS AND LIGHT TRUCKS  
 38 HYDUCK, TIMOTHY J LIC#: 1081  
 ICC 0.70 (N/C)  
 13C LUBE, OIL CHANGE & FILTER - RESET OIL LIFE MONITOR SYSTEM (FOR THOSE VEHICLES EQUIPPED WITH THE OIL LIFE MONITOR SYSTEM)  
 38 HYDUCK, TIMOTHY J LIC#: 1081  
 ICC 0.40 (N/C)  
**B HIGH ENHANCED EMISSION DYNAMOMETER TEST ONLY**  
 HEED HIGH ENHANCED EMISSION DYNAMOMETER TEST ONLY  
 47 FADELSAK, MICHAEL G LIC#: 1088  
 ICC 0.40 (N/C)  
**C\*\* RECALL BULLETIN 08048 - HEATED WINDSHIELD WASHER MODULE SHORT CIRCUIT**

DESCRIPTION	TOTALS	STATEMENT OF DISCLAIMER
LABOR AMOUNT		The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.
PARTS AMOUNT		
GAS, OIL, LUBE		
SUBLET AMOUNT		
MISC. CHARGES		
TOTAL CHARGES		
LESS INSURANCE OR DISCOUNT		
SALES TAX		
PLEASE PAY THIS AMOUNT		<input checked="" type="checkbox"/> CUSTOMER SIGNATURE
IN CODE FOR LINE B IS RO ORIGIN CODE FOR LINE C IS Service ORIGIN APPLICATION FOR LINE B IS Service OR		

CUSTOMER COPY

<p><b>Think Spring</b>  <b>Pothole Special</b></p> <ul style="list-style-type: none"> <li>• Tire rotation</li> <li>• Computer wheel balance</li> <li>• Precision 4 wheel alignment</li> <li>• Adjust tire pressures and reset tire monitors</li> <li>• Road test vehicle</li> </ul> <p><b>\$10.00 Discount</b>                  Please present coupon to Service Consultant</p>	<p><b>Service</b>  <b>Department</b>  <b>Now Open</b>  <b>Saturday</b>  <b>8:00 AM - 2:00 PM</b></p>	<p><b>Clean Up With</b>  <b>These Savings!</b>  <b>The Winter Is</b>  <b>Tough On Your</b>  <b>Vehicle's Finish</b>  <b>Save \$10.00</b>  <b>On Any Detail Service.</b></p> <p>See Your Service Consultant for Details</p>
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**BRYNER CHEVROLET Inc.**

140 YORK ROAD  
 JENKINTOWN, PA 19046  
 PHONE (215) 886-3140  
 Fax (215) 886-7570  
 www.brynerchevy.com



SERVICE ADVISOR **DONALD A COCCIMIGLIO**

REPAIR ORDER NUMBER	DATE READY	STOCK NUMBER	VEHICLE IDENTIFICATION	PLANT NO.	MAKE NO.	YEAR	INVOICE NO.
07APR09	09APR09	2919A	1GNFC13067R				09APR09 336001
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	DELIVER	PREPARED	
10:09	06:44	07	CHEVROLET TAHOE 4WD		72.15	72	43
MILEAGE IN	MILEAGE OUT	LICENSE NO.					
35398	35409	2919A					

CAUSE: RECALL  
 V1993 INSTALL JUMPER HARNESS - RE-INSTALL  
 PREVIOUSLY REMOVED FUSE (IF REMOVED  
 PRIOR TO RECALL)  
 38 HYDUCK, TIMOTHY J LIC#: [REDACTED]  
 WA4 0.20  
 1 20773432 HARNESS  
 CC: MA  
 FC: 98  
 PART#: [REDACTED]  
 COUNT:  
 CLAIM TYPE:  
 AUTH CODE:

(N/C)  
 (N/C)

D\*\* SERVICE UPDATE 07007 - REMOTE KEYLESS  
 ENTRY INOPERATIVE - BATTERY RUN DOWN  
 CAUSE: RECALL  
 R9727 REPROGRAM REMOTE CONTROL DOOR LOCK  
 RECIEVER AND REPLACE REMOTE KEYLESS  
 ENTRY TRANSMITTER  
 38 HYDUCK, TIMOTHY J LIC#: [REDACTED]  
 WA4 1.00  
 2 15913427 XMTR  
 CC: MA

(N/C)  
 (N/C)

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

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\_\_\_\_\_  
 CUSTOMER SIGNATURE

IN CODE FOR LINE B IS RO|ORIGIN CODE FOR LINE C IS Service|ORIGIN APPLICATION FOR LINE B IS Service|OR

CUSTOMER COPY

 <b>Think Spring</b> <b>Pothole Special</b> <ul style="list-style-type: none"> <li>• Tire rotation</li> <li>• Computer wheel balance</li> <li>• Precision 4 wheel alignment</li> <li>• Adjust tire pressures and reset tire monitors</li> <li>• Road test vehicle</li> </ul> <b>\$10.00 Discount</b> Please present coupon to Service Consultant	 <b>Service</b> <b>Department</b> <b>Now Open</b> <b>Saturday</b> <b>8:00 AM - 2:00 PM</b>	 <b>Clean Up With</b> <b>These Savings!</b> <b>The Winter Is</b> <b>Tough On Your</b> <b>Vehicle's Finish</b> <b>Save \$10.00</b> <b>On Any Detail Service.</b> See Your Service Consultant for Details
--	---	---

**BRYNER CHEVROLET Inc.**

140 YORK ROAD  
 JENKINTOWN, PA 19046  
 PHONE (215) 886-3140  
 Fax (215) 886-7570  
 www.brynerchevy.com



SERVICE ADVISOR **DONALD A COCCIMIGLIO**

REPAIR ORDER NO.	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.S. NO.	WORK ORDER NO.	INVOICE NO.
07APR09	09APR09	2919A	1GNFC13067R				09APR09	336001
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	VEHICLE	PRICE		
10:09	06:44	07	CHEVROLET TAHOE 4WD			72.15	72	43
MILEAGE IN	MILEAGE OUT	LICENSE NO.						
35398	35409	2919A						

FC: 98  
 PART#:   
 COUNT:   
 CLAIM TYPE:   
 AUTH CODE:

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE OR DISCOUNT	0.00
SALES TAX	0.00
<b>PLEASE PAY THIS AMOUNT</b>	<b>0.00</b>

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\_\_\_\_\_  
 CUSTOMER SIGNATURE

In a few weeks Chevrolet Motor Division will send you a survey for warranty service performed on your vehicle. If anything during your service visit should not allow you to answer "COMPLETELY SATISFIED" on your Chevrolet Survey PLEASE contact your service consultant listed at the top of this invoice.

CUSTOMER COPY

<p><b>Think Spring</b>  <b>Pothole Special</b></p> <ul style="list-style-type: none"> <li>• Tire rotation</li> <li>• Computer wheel balance</li> <li>• Precision 4 wheel alignment</li> <li>• Adjust tire pressures and reset tire monitors</li> <li>• Road test vehicle</li> </ul> <p><b>\$10.00 Discount</b>                  Please present coupon to Service Consultant</p>	<p><b>Service</b>  <b>Department</b>  <b>Now Open</b>  <b>Saturday</b>  <b>8:00 AM - 2:00 PM</b></p>	<p><b>Clean Up With</b>  <b>These Savings!</b>  <b>The Winter Is</b>  <b>Tough On Your</b>  <b>Vehicle's Finish</b>  <b>Save \$10.00</b>  <b>On Any Detail Service.</b></p> <p>See Your Service Consultant for Details</p>
---	--	--



P. 009

FAX No.

FEB/02/2011/WED 08:03 AM

38

[Redacted]

PREWORKORDER

RO #:

Tag #:

341468

BRYNER CHEVROLET Inc.

140 YORK ROAD  
JENKINTOWN, PA 19046  
PHONE (215) 886-3140  
FAX (215) 886-7570  
www.brynerchevy.com



ALDAN, PA

Home:

Bus:

Customer #33740

Cell: N/A

Email:

home

Service Advisor: 11 FISHER, STEPHEN G

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT			
GOLD	07	CHEVROLET TAHOE 4WD	1GNFC13067R [Redacted]	2919A	4000				
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV DATE	P.O. OPENED	READY
22APR09 D					72.15		15JUL09	25JUL09 8:15	

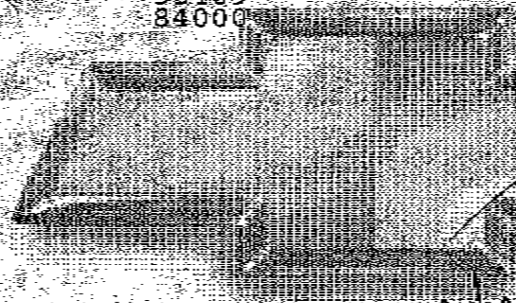
OPTIONS: STK 2919A DLR 15072 ENG 5.3 Liter 1MG 84/84 0D

LINE	OP	CODE	TECH	TYPE	DESCRIPTIONS/INSTRUCTIONS
#	A			CCR	OWNER STATES BRAKES SOUBAK AND GRIND A LITTLE
		COMPANY NAME		GMPP	
		COMPANY PHONE		TBD	
		POLICY NUMBER		84	
		POLICY TERM		22 APR 2009	
		EFFECTIVE DATE		0.00	
		DEDUCTIBLE		84000	
		MILEAGE LIMIT		35409	
		BEGIN MILES		84000	
		END MILES			
		COMPONENTS			

Wash

↓  
Hobby

Intermittently  
also at Times  
Polstate



New Parts  
6/30/09  
# 38

(L) In size over handle  
Power Port  
Cover

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

AUTHORIZATION FOR REPAIRS

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. The dealership is not responsible for damages from freezing due to lack of antifreeze. In the event the Dealer must pursue collection measures for monies owed, the Dealer is entitled to recover court cost and reasonable attorney fees. THERE WILL BE A MINIMUM LABOR CHARGE FOR TIME SPENT TO DIAGNOSE YOUR PROBLEM.

PRELIMINARY ESTIMATE \$

AUTHORIZED BY X

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

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

X

CUSTOMER SIGNATURE



38

WAIT

RO #: 340109  
Tag #: 4632

# BRYNER CHEVROLET Inc.

140 YORK ROAD  
JENKINTOWN, PA 19046  
PHONE (215) 886-3140  
FAX (215) 886-7570  
www.brynerchevy.com

143 W PENN PINES BLVD  
ALDAN, PA

PREWORKORDER

Home: [REDACTED] Bus: [REDACTED] Customer #: 33740



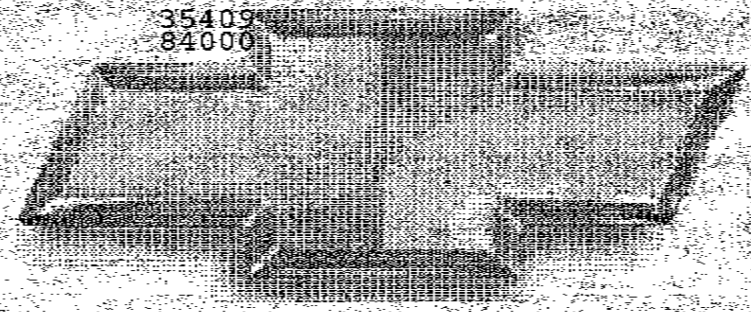
Service Advisor: 43 COCCIMIGLIO, DONALD A

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT
GOLD	07	CHEVROLET TAHOE 4WD	1GNFC13067R [REDACTED]	2919A	38478	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT
22APR09 D					72.15	
INV DATE	R.O. OPENED	READY				
23JUN09	30JUN09 7:15					

OPTIONS: STK:2919A DLR:15072 ENG:5.3 Liter 1)MG:84/84 0D

LINE	OP	CODE	TECH	TYPE	DESCRIPTIONS/INSTRUCTIONS
#	A			CCR	OWNER STATES BRAKES SQUEAL WHILE DRIVING AFTER 5MIN OF DRIVING
COMPANY NAME					GMPP
COMPANY PHONE					
POLICY NUMBER					TBD
POLICY TERM					84
EFFECTIVE DATE					22 APR 2009
DEDUCTIBLE					0.00
MILEAGE LIMIT					
BEGIN MILES					35409
END MILES					84000
COMPONENTS					

1-8 FABS



nl

**EXCLUSION OF WARRANTIES**  
Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

**AUTHORIZATION FOR REPAIRS**  
I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. The dealership is not responsible for damages from freezing due to lack of antifreeze.  
In the event the Dealer must pursue collection measures for monies owed, the Dealer is entitled to recover court cost and reasonable attorney fees.  
THERE WILL BE A MINIMUM LABOR CHARGE FOR TIME SPENT TO DIAGNOSE YOUR PROBLEM.

PRELIMINARY ESTIMATE \$ \_\_\_\_\_

AUTHORIZED BY X

REVISED ESTIMATE (1)	DATE	TIME	BY

[REDACTED] TIFIED & GAVE ORAL APPROVAL

CUSTOMER SIGNATURE

P. 011

FAX No.

FEB/02/2011/WED 08:05 AM









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: [REDACTED]  
Service Request: 71-910570057  
Veh make/model: 2007 Chevrolet Tahoe  
Vehicle Identification Number: 1GNFC13067R [REDACTED]  
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: [REDACTED]  
Service Request: 71-910570057  
2007 Chevrolet Tahoe  
Vehicle Identification Number: 1GNFC13067R [REDACTED]  
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 separately from all other settlement documents. The W-9 form can be downloaded from the IRS website at [www.irs.gov](http://www.irs.gov). In addition, the IRS website will provide instructions for completing the W-9.



Please refer to the service request number above when contacting our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Sincerely,

General Motors

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>@SITEWCWEB  
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: [REDACTED]  
Service Request: 71-910570057  
2007 Chevrolet Tahoe  
Vehicle Identification Number: 1GNFC13067R [REDACTED]  
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.



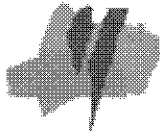
10 Day Letter 2.17.11.doc





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>@SITEWCWEB  
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>



"Robert M. Silverman"  
<rsilverman@lemonlaw.com>  
m>

02/09/2011 03:39 PM

To <Tiffany\_Cook@gmexpert.com>

cc

Subject RE: [REDACTED] 2007 Chevrolet Tahoe

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: [REDACTED]

Service Request: 71-910570057

Veh make/model: 2007 Chevrolet Tahoe

Vehicle Identification Number: 1GNFC13067R [REDACTED] Mediation Liaison:

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

To 02/07/2011 09:30 Robert M Silverman  
AM  
cc  
Subject Cliett- 2007 Chevrolet Tahoe

RE: Customer Last Name: [REDACTED]  
Service Request: 71-910570057  
Veh make/model: 2007 Chevrolet Tahoe  
Vehicle Identification Number: 1GNFC13067R [REDACTED] 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




[Logout](#)

February 17, 2011

 Global Warranty Management: Main > Interface With Customer > **View Vehicle Transaction History Detail**
**INTERFACE WITH  
CUSTOMER**

## View Vehicle Transaction History Detail

This screen allows GMVIS users to view the available information on individual transaction for the VIN selected.

### Vehicle Information

VIN: 1GNFC13067R [REDACTED] Model: CC10706-2007 TAHOE 4X2 LT  
 Service Contract: [Yes](#) Branded Title: No Warranty Block: No PDI Status: No  
 Order Type: 80 - EMPLOYEE-USED CAR (CVMS USE)  
 Field Actions: [1 Open](#) [\[REDACTED\]](#)

### For this vehicle:

- [View Vehicle Summary](#)
- [Service Contract](#)
- [Branded Title](#)
- [Warranty Block](#)
- [View Vehicle Build](#)
- [View Vehicle Component Summary](#)
- [View Vehicle Transaction History Detail](#)
- [View Vehicle Delivery Information](#)

**Job Card Date:** 01/14/2010

**Job Card Number:** 282906

Repair Service Agent: 119069  
 HILL CADILLAC, INC.  
 3964 WEST CHESTER PIKE  
 NEWTOWN SQUARE PA 19073-3209  
 6103564900

Odometer Reading: 46,603 MI  
 Authorization Code: R

Process Date:  
 04/06/2010

Transaction Type:  
 ZREG---Regular Vehicle Transaction  
 Transaction Expense Category:  
 Customer Enthusiasm

Customer Complaint Code:  
 0342-Transmission - Transmission  
 Shifting

Job Card Line #: 2 Transaction Adjustment: Cause Code: 6051-Module/Component -  
 Worn/Stripped

Labour Op K7252-Clutch, 3-4 - R&R Or Replace

Causal Part Number 00000000024238603-PLATEPKG,CLU

→ [See other Parts and/or Net Items](#)

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 19073-3209  
 6103564900

Odometer Reading: 46,603 MI  
 Authorization Code: G

Process Date:  
 03/02/2010

Transaction Type:  
 ZREG---Regular Vehicle Transaction  
 Transaction Expense Category:  
 Customer Enthusiasm

Customer Complaint Code:  
 0000-Converted Claim

Job Card Line #: 1 Transaction Adjustment: Cause Code: 0000-Converted Claims

Labour Op Z7905-5-DAY COURTESY TRANSPORTATION

Causal Part Number

→ [See other Parts and/or Net Items](#)

Line Total: USD 210.00



**Job Card Date:** 01/14/2010**Job Card Number:** 282906Repair Service Agent: 119069  
HILL CADILLAC, INC.  
3964 WEST CHESTER PIKE  
NEWTOWN SQUARE PA 19073-3209  
6103564900Odometer Reading: 46,603 MI  
Authorization Code:Process Date:  
02/09/2010Transaction Type:  
ZREG---Regular Vehicle TransactionTransaction Expense Category:  
Customer EnthusiasnCustomer 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:** 282481Repair Service Agent: 119069  
HILL CADILLAC, INC.  
3964 WEST CHESTER PIKE  
NEWTOWN SQUARE PA 19073-3209  
6103564900Odometer Reading: 46,169 MI  
Authorization Code:Process Date:  
01/19/2010Transaction Type:  
ZREG---Regular Vehicle TransactionTransaction Expense Category:  
Customer EnthusiasnCustomer Complaint Code:  
0000-Converted Claim

Job Card Line #: 1

Transaction Adjustment:

Cause Code: 0000-Converted Claims

Labour Op K7252-Clutch, 3-4 - R&amp;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:** 282481Repair Service Agent: 119069  
HILL CADILLAC, INC.  
3964 WEST CHESTER PIKE  
NEWTOWN SQUARE PA 19073-3209  
6103564900Odometer Reading: 46,169 MI  
Authorization Code:Process Date:  
01/19/2010Transaction Type:  
ZREG---Regular Vehicle TransactionTransaction Expense Category:  
Customer EnthusiasnCustomer 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  
HILL CADILLAC, INC.  
3964 WEST CHESTER PIKE  
NEWTOWN SQUARE PA 19073-3209  
6103564900**Odometer Reading:** 46,169 MI  
**Authorization Code:**

---

**Process Date:**  
01/19/2010**Transaction Type:**  
ZREG---Regular Vehicle Transaction  
**Transaction Expense Category:**  
Warranty**Customer Complaint Code:**  
0000-Converted Claim**Job Card Line #:** 3                      **Transaction Adjustment:**                      **Cause Code:** 0000-Converted Claims  
**Labour Op** Y0151-07007- Service Update - Reprogram BCM, RCDLR, and RKE Transmitters**Causal Part Number**→See other Parts and/or Net Items**Line Total:** USD 283.18

---

**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:**

---

**Process Date:**  
01/19/2010**Transaction Type:**  
ZREG---Regular Vehicle Transaction  
**Transaction Expense Category:**  
Customer Enthusiasm**Customer Complaint Code:**  
0000-Converted Claim**Job Card Line #:** 4                      **Transaction Adjustment:**                      **Cause Code:** 0000-Converted Claims  
**Labour Op** N9577-Defroster, Electrical Connection – Reattach**Causal Part Number**→See other Parts and/or Net Items**Line Total:** USD 33.27

---

**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:** G

---

**Process Date:**  
01/19/2010**Transaction Type:**  
ZREG---Regular Vehicle Transaction  
**Transaction Expense Category:**  
Customer Enthusiasm**Customer Complaint Code:**  
0000-Converted Claim**Job Card Line #:** 5                      **Transaction Adjustment:**                      **Cause Code:** 0000-Converted Claims  
**Labour Op** Z7902-2-DAY COURTESY TRANSPORTATION**Causal Part Number**→See other Parts and/or Net Items**Line Total:** USD 70.00

**Job Card Date:** 12/26/2009**Job Card Number:** 711710

Repair Service Agent: 207453

Odometer Reading: 40,000 MI

GM ROADSIDE ASSISTANCE/CCAS  
ONE CABOT RD  
MEDFORD MA 02155-5117

Authorization Code: MR

Process Date:  
12/29/2009Transaction Type:  
ZREG---Regular Vehicle TransactionTransaction Expense Category:  
WarrantyCustomer 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

→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.  
1750 THE FAIRWAY  
JENKINTOWN PA 19046-1606  
2158863140

Authorization Code:

Process Date:  
04/21/2009Transaction Type:  
ZFAT---Field Action RecallTransaction Expense Category:  
Field Action RecallCustomer Complaint Code:  
0000-Converted Claim

Job Card Line #: 1                      Transaction Adjustment:                      Cause Code: 0000-Converted Claims

Labour Op V1993-08048A - Jumper Harness Installation

Causal Part Number

→See other Parts and/or Net Items

Line Total: USD 38.40

**Job Card Date:** 04/07/2009**Job Card Number:** 336001

Repair Service Agent: 113794

Odometer Reading: 35,398 MI

BRYNER CHEVROLET, INC.  
1750 THE FAIRWAY  
JENKINTOWN PA 19046-1606  
2158863140

Authorization Code:

Process Date:  
04/21/2009Transaction Type:  
ZREG---Regular Vehicle TransactionTransaction Expense Category:  
WarrantyCustomer 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

Odometer Reading: 8,299 MI

BOB SMITH AUTOMOTIVE GROUP, INC.  
7677 OCEAN GATEWAY  
EASTON MD 21601-8621  
4108221010

Authorization Code:

Process Date:

12/29/2006

Transaction Type:

ZREG---Regular Vehicle Transaction

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 Enhancement - Engine Control Module Reprogram with SPS

Causal Part Number

Line Total: USD 29.69

---

**Job Card Date:** 10/25/2006**Job Card Number:** 780034

Repair Service Agent: 165940

Odometer Reading: 10 MI

GENERAL MOTORS COMPANY  
7111 E.11 MILE ROAD  
WARREN MI 48092-2709

Authorization Code:

Process Date:

10/31/2006

Transaction Type:

ZPDI---Pre-Delivery Inspection

Transaction Expense Category:

Customer Complaint Code:

0000-Converted Claim

Job Card Line #: 1

Transaction Adjustment:

Cause Code: 0000-Converted Claims

Labour Op Z7000-Pre-Delivery Inspection - Base Time

Causal Part Number

Line Total: USD 72.80

Global Warranty Management: Site Map

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February 17, 2011

Global Warranty Management: Main &gt; Interface With Customer &gt; 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

Model: CC10706-2007 TAHOE 4X2 LT

Service Contract: Yes

Branded Title: No

Warranty Block: No

PDI Status: No

Order Type: 80 - EMPLOYEE-USED CAR (CVMS USE)

Field Actions: [1 Open](#)

REQUEST ANOTHER VIN

## For this vehicle:

→ [View Vehicle Summary](#)→ [Service Contract](#)→ [Branded Title](#)→ [Warranty Block](#)→ [View Vehicle Build](#)→ [View Vehicle Component Summary](#)→ [View Vehicle Transaction History Detail](#)→ [View Vehicle Delivery Information](#)

## Vehicle Build

Model: CC10706-2007 TAHOE 4X2 LT

Order Number: KCRRDZ

Gross Vehicle Weight: 3,223

Build Date: 06/07/2006

Build Plant: R-

## Option Codes

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

313 - LIGHT CASHMERE/EBONY

51U - GOLD MIST METALLIC

7DR - SUSPENSION

AG1 - POWER DRIVER SEAT

AJ1 - DEEP TINTED GLASS

AM8 - REAR BENCH SEAT

AP3 - REMOTE START

ARS - 2ND ROW SEAT POWER RELEASE

ASF - HEAD CURTAIN SIDE AIR BAGS, ALL SEATING ROWS

AXP - MPV VIN IDENT POSITION

B58 - COLOR-KEYED FLOOR MATS, CARPETED

BVE - ASSIST STEPS

1SZ - OPTION PKG DISCOUNT

311 - EBONY/LIGHT CASHMERE

6DP - SUSPENSION

A31 - POWER WINDOWS

AG2 - 10-WAY POWER PASSENGER SEAT

AL0 - SENSOR INDICATOR INFLATABLE RESTRAINT FRT PASS

AN3 - FULL FEATURE BUCKET SEATS

ARL - PLANT CODE- ARLINGTON, TX

AS3 - 3-PASSENGER, 3RD ROW SEAT

AU3 - POWER DOOR LOCK SYSTEM

B30 - CARPETING, COLOR-KEYED

B85 - BODY SIDE MOLDING

C25 - REAR WINDOW WIPER &amp; WASHER

C36 - REAR HEATER	C49 - ELECTRIC REAR WINDOW DEFOGGER
C5Y - GVW RATING-7100 LB	C69 - AIR CONDITIONING -FRONT & REAR
CE1 - RAIN SENSING WIPERS	CJ2 - DUAL-ZONE AUTO AIR CONDITIONING
D07 - CUSTOM FRONT FLOOR CONSOLE	DF5 - ISRV MIRROR W/COMPASS & TEMP
DH6 - LIGHTED VISOR/VANITY MIRRORS	DK8 - DELUXE OVERHEAD CONSOLE
DL3 - OSRV MIRROR W/DRIVER SIDE AUTO DIMMING, PWR FOLD & ADJ, HEAT, TURN SIGNAL (REPLACES STD/PKG MIRROR)	E52 - LIFTGATE/LIFTGLASS
E61 - POWER LIFTGATE WITH LIFTGLASS	EVA - EVAP EMISSION REQUIREMENT
FE9 - FEDERAL EMISSIONS	G69 - LEVEL CONTROL AUTO, AIR, HD
G80 - LOCKING REAR DIFFERENTIAL	GU6 - REAR AXLE 3.42 RATIO
JD9 - BRAKES, 17" DISC/DISC	JF4 - POWER ADJUSTABLE PEDALS
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	NT8 - EMISSION SYSTEM FEDERAL, TIER
NZ4 - FULL SIZE SPARE WHEEL	QSS - P275/55R20 BW RADIAL TIRES
R6P - PREMIUM PAINT	R6S - PREFERRED PACKAGE DISCOUNT
R9N - PROCESSING OPTION ONLY LEATHER SEAT TRIM	RCS - 20" POLISHED ALUMINUM WHEELS
SAF - SPARE TIRE LOCK	SLM - STOCK ORDERS
SLT - EQUIP CHEV 'LT' SALES PKG	T74 - HEADLAMPS
T96 - FOG LAMPS	TL1 - GRILLE
U2K - XM SATELLITE RADIO - SERVICE FEE EXTRA. 1ST 3 MONTHS INCL.	U42 - REAR SEAT ENTERTAINMENT SYSTEM
U84 - ANTENNA	UD7 - REAR PARKING ASSIST
UE1 - ONSTAR SERVICE: INCLUDES 1 YEAR SAFE & SOUND PLAN	UG1 - UNIVERSAL HOME REMOTE
UJ6 - TIRE PRESSURE MONITOR	UK3 - STEERING WHEEL RADIO CONTROLS
UK6 - REAR SEAT AUDIO CONTROLS	UQA - BOSE PREMIUM SPEAKER SYSTEM
UVB - NAVIGATION RADIO W/CD/DVD/MP3 ** REPLACES STD 6-DISC CD **	UVC - REAR VIEW CAMERA SYSTEM
V1K - LUGGAGE RACK - CROSS BARS	V54 - LUGGAGE RACK - SIDE RAILS
V73 - STATEMENT OF VEHICLE CERT.-U.S. /CANADA	VFF - VIDEO FORMAT REGION 1, NTSC
VGD - BODY COLOR FRONT FACIA	VGE - BODY COLOR REAR FACIA
VGK - LTZ ORNAMENTATION	VK3 - FRONT LICENSE PLATE MOUNT
VR4 - WEIGHT DISTRIB. PLATFORM HITCH	VXS - COMPLETE VEHICLE LABEL
X88 - CHEVROLET CONVERSION	XA7 - HEATED WASHER FLUID SYSTEM
YD3 - BASE AXLE	YD5 - BASE FRONT SPRING
YD6 - BASE REAR SPRING	YE9 - LS TRIM
Z55 - AUTORIDE SUSPENSION	ZVL - SPARE TIRE, P265/70R17 ALS BW

ZY1 - SOLID PAINT

---

**Added Option Codes**

~BB -

---

Global Warranty Management: Site Map

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[Logout](#)

February 17, 2011

Global Warranty Management: Main &gt; Interface With Customer &gt; View Vehicle Summary

INTERFACE WITH  
CUSTOMER

## View Vehicle Summary



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

Model: CC10706-2007 TAHOE 4X2 LT

Service Contract: [Yes](#)

Branded Title: No

Warranty Block: No

PDI Status: No

Order Type: 80 - EMPLOYEE-USED CAR (CVMS USE)

Field Actions: [1 Open](#)
[REQUEST ANOTHER VIN](#)

## For this vehicle:

→ [View Vehicle Summary](#)→ [Service Contract](#)→ [Branded Title](#)→ [Warranty Block](#)→ [View Vehicle Build](#)→ [View Vehicle Component Summary](#)→ [View Vehicle Transaction History Detail](#)→ [View Vehicle Delivery Information](#)

## Required Field Actions

Open field actions are highlighted

Type	Number	Original Nbr	Description	Release Date	Status
Service Update Bulletins	N070007	07007	SERVICE UPDATE - REMOTE KEYLESS INOP/BATT LOW-GMT900 ONLY-*EXP W/BASE WARR*	02/06/2007	Closed
Product Safety Recall	N100153	10153	HEATED WINDSHIELD WASHER MODULE SHORT CIRCUIT - DISABLE AND REMOVE MODULE	06/08/2010	Open
Service Update Bulletins	N060162	06162	SERVICE UPDATE-INVENT/CUST VEH S E85 VFFS UPDATE REPGM ECM *EXPIRES 8YR/80K MI*	12/12/2006	Closed
Product Safety Recall	N080048	08048	HEATED WINDSHIELD WASHER MODULE SHORT CIRCUIT - ADD WIRE HARNESS	08/28/2008	Closed

## 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



## Applicable Warranties

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 MI
	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 MI
	Corrosion Limited Warranty	07/16/2010	12/19/2006	0 MI	12/19/2012	100,000 MI

## Service Contract

Policy Number: 817932030

Owner: XXXXXXXXXX

Description: GM CERT 84/84 MG IN WARR

Deductible Amount: 0.00

Effective Date: 04/22/2009

Expiration Date: 07/26/2013

Effective Odometer: 35420 MI

Expiration Odometer: 84000 MI

Daily Rental Limit: 35.00

## Transaction History

[View Details](#)

Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
01/14/2010	282906	ZREG---Regular Vehicle Transaction		K7252 - Clutch, 3-4 - R&R Or Replace	46,603 MI
01/14/2010	282906	ZREG---Regular Vehicle Transaction		Z7905 - 5-DAY COURTESY TRANSPORTATION	46,603 MI
01/14/2010	282906	ZREG---Regular Vehicle Transaction		T2020 - Towing	46,603 MI
12/28/2009	282481	ZREG---Regular Vehicle Transaction		K7252 - Clutch, 3-4 - R&R Or Replace	46,169 MI
12/28/2009	282481	ZREG---Regular Vehicle Transaction		T2020 - Towing	46,169 MI
12/28/2009	282481	ZREG---Regular Vehicle Transaction		Y0151 - 07007- Service Update - Reprogram BCM, RCDLR, and RKE Transmitters	46,169 MI
12/28/2009	282481	ZREG---Regular Vehicle Transaction		N9577 - Defroster, Electrical Connection -- Reattach	46,169 MI
12/28/2009	282481	ZREG---Regular Vehicle Transaction		Z7902 - 2-DAY COURTESY TRANSPORTATION	46,169 MI
12/26/2009	711710	ZREG---Regular Vehicle Transaction		Z2080 - ROADSIDE SERVICE (TOWING)	40,000 MI
04/07/2009	336001	ZFAT---Field Action Recall		V1993 - 08048A - Jumper Harness Installation	35,398 MI
04/07/2009	336001	ZREG---Regular Vehicle Transaction		R9727 - RCDLR Reprogram and RKE Transmitter Replace (all vehicles--excluding Impala)	35,398 MI
12/26/2006	310517	ZREG---Regular Vehicle Transaction		Y0124 - 06162 Product Enhancement - Engine Control Module Reprogram with SPS	8,299 MI
10/25/2006	780034	ZPDI---Pre-Delivery Inspection		Z7000 - Pre-Delivery Inspection - Base Time	10 MI

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Juliana Stark/Austin/GM1

02/22/2011 04:32 PM

To rsilverman@lemonlaw.com

cc

bcc

Subject [REDACTED] Follow Up to Offer, Assisting Tiffany Cook

RE: Customer Last Name: <[REDACTED]>

Service Request: 71-910570057

2007 Chevrolet Tahoe

Vehicle Identification Number: 1GNFC13067R[REDACTED]

Juliana Stark, Mediation Liaison

Telephone: 866-790-5700 ext 21102

Fax: 866-255-3670

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

03/21/2011 02:01 PM

To rsilverman@lemonlaw.com

cc

bcc

Subject RE: [REDACTED] 2007 Chevrolet Tahoe

RE: Customer Last Name: [REDACTED]

Service Request: 71-910570057

Veh make/model: 2007 Chevrolet Tahoe

Vehicle Identification Number: 1GNFC13067R [REDACTED]

Mediation Liaison: Tiffany Cook

Telephone: 866-790-5700 ex. 21167

Fax: 866-268-5526

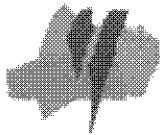
Mr. Silverman,

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>@SITE LCWEB

cc

Subject RE: Cliett- 2007 Chevrolet Tahoe

RE: Customer Last Name: [REDACTED]

Service Request: 71-910570057

Veh make/model: 2007 Chevrolet Tahoe

Vehicle Identification Number: 1GNFC13067R [REDACTED]

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.com>  
m>

03/18/2011 06:09 PM

To <Tiffany\_Cook@gmexpert.com>

cc

Subject RE: [REDACTED] 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: [REDACTED] 2007 Chevrolet Tahoe

RE: Customer Last Name: [REDACTED]  
Service Request: 71-910570057  
Veh make/model: 2007 Chevrolet Tahoe  
Vehicle Identification Number: 1GNFC13067R [REDACTED] 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



**VIA FAX ONLY**

July 25, 2011

Robert Silverman, Esq.  
KIMMEL & SILVERMAN  
30 E. Butler Pike  
Ambler, PA 19002

RE: [REDACTED]  
Service Request: 71-910570057  
2007 Chevrolet Tahoe  
Vehicle Identification Number: 1GNFC13067R [REDACTED]  
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 separately from all other settlement documents. The W-9 form can be downloaded from the IRS website at [www.irs.gov](http://www.irs.gov). In addition, the IRS website will provide instructions for completing the W-9.

Please refer to the service request number above when contacting our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Sincerely,

General Motors

cc: FILE

LG0044  
V10142009

Attach.

---

Odometer

---

Client's Signature

---

Date

---

Client's Signature

---

Date



Tiffany Cook/Austin/GM1  
03/24/2011 09:55 AM

To rsilverman@lemonlaw.com  
cc  
bcc  
Subject RE: [REDACTED] 2007 Chevrolet Tahoe

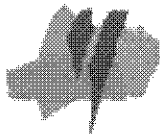
RE: Customer Last Name: [REDACTED]  
Service Request: 71-910570057  
Veh make/model: 2007 Chevrolet Tahoe  
Vehicle Identification Number: 1GNFC13067R [REDACTED]  
Mediation Liaison: Tiffany Cook  
Telephone: 866-790-5700 ex. 21167  
Fax: 866-268-5526

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: [REDACTED] 2007 Chevrolet Tahoe

RE: Customer Last Name: [REDACTED]  
Service Request: 71-910570057  
Veh make/model: 2007 Chevrolet Tahoe  
Vehicle Identification Number: 1GNFC13067R [REDACTED]  
Mediation Liaison: Tiffany Cook  
Telephone: 866-790-5700 ex. 21167  
Fax: 866-268-5526

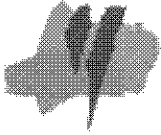
Mr. Silverman,  
In reference to my counter I just sent to you I also wanted to inquire on whether your client still retains said vehicle. Please advise, thank you.

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>@SITEWCWEB  
cc

Subject RE: [REDACTED] - 2007 Chevrolet Tahoe 

RE: Customer Last Name: [REDACTED]  
Service Request: 71-910570057  
Veh make/model: 2007 Chevrolet Tahoe  
Vehicle Identification Number: 1GNFC13067R [REDACTED]  
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.com>  
m>  
03/18/2011 06:09 PM

To <Tiffany\_Cook@gmexpert.com>  
cc  
Subject RE: Cliett- 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: [REDACTED] 2007 Chevrolet Tahoe

RE: Customer Last Name: [REDACTED]  
Service Request: 71-910570057  
Veh make/model: 2007 Chevrolet Tahoe  
Vehicle Identification Number: 1GNFC13067R[REDACTED] 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

03/28/2011 02:21 PM

To rsilverman@lemonlaw.com

cc

bcc

Subject RE: [REDACTED] 2007 Chevrolet Tahoe

RE: Customer Last Name: [REDACTED]

Service Request: 71-910570057

Veh make/model: 2007 Chevrolet Tahoe

Vehicle Identification Number: 1GNFC13067R [REDACTED]

Mediation Liaison: Tiffany Cook

Telephone: 866-790-5700 ex. 21167

Fax: 866-268-5526

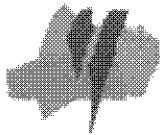
Mr. Silverman,

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.

Sincerely,  
General Motors

Tiffany Cook/Austin/GM1



Tiffany Cook/Austin/GM1

03/24/2011 09:55 AM

To Robert M Silverman

cc

Subject RE: [REDACTED] 2007 Chevrolet Tahoe

RE: Customer Last Name: [REDACTED]

Service Request: 71-910570057

Veh make/model: 2007 Chevrolet Tahoe

Vehicle Identification Number: 1GNFC13067R [REDACTED]

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: [REDACTED] 2007 Chevrolet Tahoe

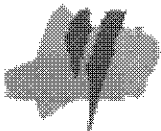
RE: Customer Last Name: [REDACTED]  
Service Request: 71-910570057  
Veh make/model: 2007 Chevrolet Tahoe  
Vehicle Identification Number: 1GNFC13067R [REDACTED]  
Mediation Liaison: Tiffany Cook  
Telephone: 866-790-5700 ex. 21167  
Fax: 866-268-5526

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>@SITEWCWEB

cc

Subject RE: [REDACTED] 2007 Chevrolet Tahoe

RE: Customer Last Name: [REDACTED]  
Service Request: 71-910570057  
Veh make/model: 2007 Chevrolet Tahoe  
Vehicle Identification Number: 1GNFC13067R [REDACTED]  
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.com>  
m>

03/18/2011 06:09 PM

To <Tiffany\_Cook@gmexpert.com>

cc

Subject RE: [REDACTED] 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: [REDACTED] - 2007 Chevrolet Tahoe

RE: Customer Last Name: [REDACTED]

Service Request: 71-910570057

Veh make/model: 2007 Chevrolet Tahoe

Vehicle Identification Number: 1GNFC13067R [REDACTED] 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 "Robert M. Silverman"  
<rsilverman@lemonlaw.com>@SITEWCWEB  
cc  
bcc  
Subject RE: [REDACTED] 2007 Chevrolet Tahoe

RE: Customer Last Name: [REDACTED]  
Service Request: 71-910570057  
Veh make/model: 2007 Chevrolet Tahoe  
Vehicle Identification Number: 1GNFC13067R [REDACTED]  
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"  
<rsilverman@lemonlaw.com>  
m>  
03/29/2011 02:33 PM

To <Tiffany\_Cook@gmexpert.com>  
cc  
Subject RE: [REDACTED] 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: [REDACTED]  
Service Request: 71-910570057  
Veh make/model: 2007 Chevrolet Tahoe  
Vehicle Identification Number: 1GNFC13067R[REDACTED] Mediation Liaison:  
Tiffany Cook  
Telephone: 866-790-5700 ex. 21167  
Fax: 866-268-5526

Mr. Silverman,

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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

Tiffany

Cook/Austin/GM1

To

03/21/2011 01:45

"Robert M. Silverman"

PM

<rsilverman@lemonlaw.com>@SITEWCWEB

cc

Subject

RE: [REDACTED] 2007 Chevrolet Tahoe

(Document link: Tiffany Cook)



RE: Customer Last Name: [REDACTED]  
Service Request: 71-910570057  
Veh make/model: 2007 Chevrolet Tahoe  
Vehicle Identification Number: 1GNFC13067R [REDACTED] 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"

To <rsilverman@lemon

law.com>

<Tiffany\_Cook@gmexpert.com>

cc

03/18/2011 06:09

PM

Subject

RE: [REDACTED] - 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: [REDACTED]  
Service Request: 71-910570057  
Veh make/model: 2007 Chevrolet Tahoe  
Vehicle Identification Number: 1GNFC13067R [REDACTED] 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





**VIA FAX ONLY**

July 25, 2011

Robert Silverman, Esq.  
KIMMEL & SILVERMAN  
30 E. Butler Pike  
Ambler, PA 19002

RE: [REDACTED]  
Service Request: 71-910570057  
2007 Chevrolet Tahoe  
Vehicle Identification Number: 1GNFC13067R [REDACTED]  
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 separately from all other settlement documents. The W-9 form can be downloaded from the IRS website at [www.irs.gov](http://www.irs.gov). In addition, the IRS website will provide instructions for completing the W-9.

Please refer to the service request number above when contacting our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Sincerely,

General Motors

cc: FILE

LG0044  
V10142009

Attach.

---

Odometer

---

Client's Signature

---

Client's Signature

---

Date

---

Date



Tiffany Cook/Austin/GM1  
04/04/2011 11:05 AM

To "Robert M. Silverman"  
<rsilverman@lemonlaw.com>@SITEWCWEB  
cc  
bcc  
Subject RE: [REDACTED] 2007 Chevrolet Tahoe

RE: Customer Last Name: [REDACTED]  
Service Request: 71-910570057  
Veh make/model: 2007 Chevrolet Tahoe  
Vehicle Identification Number: 1GNFC13067R [REDACTED]  
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.



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"  
<rsilverman@lemonlaw.com>  
04/01/2011 05:40 PM

To <Tiffany\_Cook@gmexpert.com>  
cc  
Subject RE: [REDACTED] 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: [REDACTED] 2007 Chevrolet Tahoe

RE: Customer Last Name: [REDACTED]  
Service Request: 71-910570057  
Veh make/model: 2007 Chevrolet Tahoe  
Vehicle Identification Number: 1GNFC13067R [REDACTED] 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"

To <rsilverman@lemon  
law.com>

<Tiffany\_Cook@gmexpert.com>

cc 03/29/2011 02:33

PM

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: [REDACTED] 2007 Chevrolet Tahoe

RE: Customer Last Name: [REDACTED]

Service Request: 71-910570057

Veh make/model: 2007 Chevrolet Tahoe

Vehicle Identification Number: 1GNFC13067R[REDACTED] 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

To

03/21/2011 01:45

"Robert M. Silverman"

PM

<rsilverman@lemonlaw.com>@SITEWCWEB

cc



Subject

RE: [REDACTED] 2007 Chevrolet Tahoe  
(Document link: Tiffany Cook)

RE: Customer Last Name: [REDACTED]  
Service Request: 71-910570057  
Veh make/model: 2007 Chevrolet Tahoe  
Vehicle Identification Number: 1GNFC13067R [REDACTED] 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

To

law.com>

<Tiffany\_Cook@gmexpert.com>

cc

03/18/2011 06:09

PM

Subject

RE: [REDACTED] 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: [REDACTED] 2007 Chevrolet Tahoe

RE: Customer Last Name: [REDACTED]  
Service Request: 71-910570057  
Veh make/model: 2007 Chevrolet Tahoe  
Vehicle Identification Number: 1GNFC13067R [REDACTED] 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



**VIA FAX ONLY**

April 4, 2011

Robert Silverman, Esq.  
KIMMEL & SILVERMAN  
30 E. Butler Pike  
Ambler, PA 19002

RE: [REDACTED]  
Service Request: 71-910570057  
2007 Chevrolet Tahoe  
Vehicle Identification Number: 1GNFC13067R [REDACTED]  
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.

Furthermore, this settlement offer is contingent upon General Motors receiving a completed W-9 containing your Federal Tax ID. Failure to return the W-9 will result in a delay of processing this offer. To assist in ensuring the security of this information, the W-9 form needs to be faxed back to GM separately from all other settlement documents. The W-9 form can be downloaded from the IRS website at [www.irs.gov](http://www.irs.gov). In addition, the IRS website will provide instructions for completing the W-9.

Please refer to the service request number above when contacting our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Sincerely,

General Motors

cc: FILE

LG0044  
V10142009

Attach.

---

Odometer

---

Client's Signature

---

Client's Signature

---

Date

---

Date



"Robert M. Silverman"  
<rsilverman@lemonlaw.com>

04/04/2011 05:57 PM

To <Tiffany\_Cook@gmexpert.com>

cc

bcc

Subject RE: [REDACTED] 2007 Chevrolet Tahoe

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: [REDACTED] - 2007 Chevrolet Tahoe

RE: Customer Last Name: [REDACTED]

Service Request: 71-910570057

Veh make/model: 2007 Chevrolet Tahoe

Vehicle Identification Number: 1GNFC13067R[REDACTED] 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

To

law.com>

<Tiffany\_Cook@gmexpert.com>

cc

04/01/2011 05:40

PM

Subject

RE: [REDACTED] - 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: [REDACTED] - 2007 Chevrolet Tahoe

RE: Customer Last Name: [REDACTED]

Service Request: 71-910570057

Veh make/model: 2007 Chevrolet Tahoe

Vehicle Identification Number: 1GNFC13067R[REDACTED] 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,

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Sincerely,  
General Motors

"Robert M.  
Silverman"  
<rsilverman@lemon  
law.com> <Tiffany\_Cook@gmexpert.com>  
cc 03/29/2011 02:33  
Subject PM  
RE: [REDACTED] - 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: [REDACTED] - 2007 Chevrolet Tahoe

RE: Customer Last Name: [REDACTED]  
Service Request: 71-910570057  
Veh make/model: 2007 Chevrolet Tahoe  
Vehicle Identification Number: 1GNFC13067R [REDACTED] Mediation Liaison:  
Tiffany Cook  
Telephone: 866-790-5700 ex. 21167  
Fax: 866-268-5526

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Sincerely,  
General Motors

Tiffany

Cook/Austin/GM1

To

03/21/2011 01:45

"Robert M. Silverman"

PM

<rsilverman@lemonlaw.com>@SITEWCWEB

cc

Subject

RE: [REDACTED] 2007 Chevrolet Tahoe

(Document link: Tiffany Cook)

RE: Customer Last Name: [REDACTED]  
Service Request: 71-910570057  
Veh make/model: 2007 Chevrolet Tahoe  
Vehicle Identification Number: 1GNFC13067R [REDACTED] Mediation Liaison:  
Tiffany Cook

Telephone: 866-790-5700 ex. 21167  
Fax: 866-268-5526

Mr. Silverman,  
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(See attached file: GM- Offer Letter 3.21.11.doc)

Thank you,

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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  
To law.com> <Tiffany\_Cook@gmexpert.com>  
cc 03/18/2011 06:09  
Subject PM  
RE: [REDACTED] 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: [REDACTED] 2007 Chevrolet Tahoe

RE: Customer Last Name: [REDACTED]  
Service Request: 71-910570057  
Veh make/model: 2007 Chevrolet Tahoe  
Vehicle Identification Number: 1GNFC13067R [REDACTED] 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  
04/05/2011 03:41 PM

To "Robert M. Silverman"  
<rsilverman@lemonlaw.com>@SITEWCWEB  
cc  
bcc  
Subject RE: [REDACTED] 2007 Chevrolet Tahoe

RE: Customer Last Name: [REDACTED]  
Service Request: 71-910570057  
Veh make/model: 2007 Chevrolet Tahoe  
Vehicle Identification Number: 1GNFC13067R [REDACTED]  
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.



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

"Robert M. Silverman" <rsilverman@lemonlaw.com>



"Robert M. Silverman"  
<rsilverman@lemonlaw.com>  
m>  
04/04/2011 05:57 PM

To <Tiffany\_Cook@gmexpert.com>  
cc  
Subject RE: [REDACTED] 2007 Chevrolet Tahoe

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: [REDACTED] 2007 Chevrolet Tahoe

RE: Customer Last Name: [REDACTED]  
Service Request: 71-910570057  
Veh make/model: 2007 Chevrolet Tahoe  
Vehicle Identification Number: 1GNFC13067R [REDACTED] 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"

To <rsilverman@lemon

law.com>

<Tiffany\_Cook@gmexpert.com>

cc

04/01/2011 05:40

PM

Subject

RE: [REDACTED] - 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: [REDACTED] 2007 Chevrolet Tahoe

RE: Customer Last Name: [REDACTED]

Service Request: 71-910570057

Veh make/model: 2007 Chevrolet Tahoe

Vehicle Identification Number: 1GNFC13067R[REDACTED] 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

To

law.com>

<Tiffany\_Cook@gmexpert.com>

cc

03/29/2011 02:33

PM

Subject

RE: [REDACTED] 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: [REDACTED] - 2007 Chevrolet Tahoe

RE: Customer Last Name: [REDACTED]

Service Request: 71-910570057

Veh make/model: 2007 Chevrolet Tahoe

Vehicle Identification Number: 1GNFC13067R [REDACTED] 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

To 03/21/2011 01:45 "Robert M. Silverman"

PM  
<rsilverman@lemonlaw.com>@SITEWCWEB

cc

Subject

RE: [REDACTED] 2007 Chevrolet Tahoe  
(Document link: Tiffany Cook)

RE: Customer Last Name: [REDACTED]  
Service Request: 71-910570057  
Veh make/model: 2007 Chevrolet Tahoe  
Vehicle Identification Number: 1GNFC13067R [REDACTED] 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>  
cc 03/18/2011 06:09  
Subject PM  
RE: [REDACTED] 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: [REDACTED]

Service Request: 71-910570057  
Veh make/model: 2007 Chevrolet Tahoe  
Vehicle Identification Number: 1GNFC13067R [REDACTED] 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  
04/15/2011 10:12 AM

To "Robert M. Silverman"  
<rsilverman@lemonlaw.com>@SITEWCWEB  
cc  
bcc  
Subject RE: [REDACTED] 2007 Chevrolet Tahoe

RE: Customer Last Name [REDACTED]  
Service Request: 71-910570057  
Veh make/model: 2007 Chevrolet Tahoe  
Vehicle Identification Number: 1GNFC13067R [REDACTED]  
Mediation Liaison: Tiffany Cook  
Telephone: 866-790-5700 ex. 21167  
Fax: 866-268-5526

Since our file is not under the correct name (person on sales and registration) I have re-drafted the offer letter with [REDACTED] name on it. Please have this and the Release executed by [REDACTED] and returned at your earliest convenience to have the settlement check processed. Thank you.



Corrected Offer Letter 4.15.11.doc



Release 4.15.11.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

"Robert M. Silverman" <rsilverman@lemonlaw.com>



"Robert M. Silverman"  
<rsilverman@lemonlaw.com>  
04/14/2011 09:56 AM

To <Tiffany\_Cook@gmexpert.com>  
cc "Gracianne Klein" <gklein@lemonlaw.com>  
Subject RE: [REDACTED] 2007 Chevrolet Tahoe

Client accepts with much thanks. Purchase and Registration both read [REDACTED] 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: [REDACTED] 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

To 04/05/2011 03:41 "Robert M. Silverman"  
PM  
<rsilverman@lemonlaw.com>@SITEWCWEB

cc

Subject RE: [REDACTED] 2007 Chevrolet Tahoe  
(Document link: Tiffany Cook)

RE: Customer Last Name: [REDACTED]  
Service Request: 71-910570057  
Veh make/model: 2007 Chevrolet Tahoe  
Vehicle Identification Number: 1GNFC13067R [REDACTED] 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,

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"

To <rsilverman@lemon

law.com>

<Tiffany\_Cook@gmexpert.com>

cc

04/04/2011 05:57

PM

Subject

RE: [REDACTED] - 2007 Chevrolet Tahoe

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: [REDACTED] 2007 Chevrolet Tahoe

RE: Customer Last Name: [REDACTED]  
Service Request: 71-910570057  
Veh make/model: 2007 Chevrolet Tahoe  
Vehicle Identification Number: 1GNFC13067R [REDACTED] 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

To

law.com>

<Tiffany\_Cook@gmexpert.com>

cc

04/01/2011 05:40

PM

Subject

RE: [REDACTED] 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: [REDACTED] 2007 Chevrolet Tahoe

RE: Customer Last Name: [REDACTED]

Service Request: 71-910570057

Veh make/model: 2007 Chevrolet Tahoe

Vehicle Identification Number: 1GNFC13067R[REDACTED] 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  
law.com> <Tiffany\_Cook@gmexpert.com>  
cc 03/29/2011 02:33  
Subject PM  
RE: [REDACTED] 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: [REDACTED] 2007 Chevrolet Tahoe

RE: Customer Last Name: [REDACTED]  
Service Request: 71-910570057  
Veh make/model: 2007 Chevrolet Tahoe  
Vehicle Identification Number: 1GNFC13067R [REDACTED] Mediation Liaison:  
Tiffany Cook  
Telephone: 866-790-5700 ex. 21167  
Fax: 866-268-5526

Mr. Silverman,



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Sincerely,  
General Motors

Tiffany

Cook/Austin/GM1

To

03/21/2011 01:45

"Robert M. Silverman"

PM

<rsilverman@lemonlaw.com>@SITEWCWEB

cc

Subject

RE: [REDACTED] 2007 Chevrolet Tahoe

(Document link: Tiffany Cook)

RE: Customer Last Name: [REDACTED]

Service Request: 71-910570057

Veh make/model: 2007 Chevrolet Tahoe

Vehicle Identification Number: 1GNFC13067R [REDACTED] 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,

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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  
To law.com> <Tiffany\_Cook@gmexpert.com>  
cc 03/18/2011 06:09  
Subject PM  
RE: [REDACTED] 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: [REDACTED] 2007 Chevrolet Tahoe

RE: Customer Last Name: [REDACTED]  
Service Request: 71-910570057  
Veh make/model: 2007 Chevrolet Tahoe  
Vehicle Identification Number: 1GNFC13067R [REDACTED] 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

ROBERT M. SILVERMAN\*\*  
CRAIG THOR KIMMEL\*\*

\* Member, PA Bar  
\* Member, NJ Bar  
\* Member, DE Bar  
\* Member, NY Bar  
\* Member, MA Bar  
\* Member, MD Bar  
\* Member, OH Bar  
\* Member, MI Bar  
\* Member, NH Bar  
\* Member, CT Bar  
\* Member, TN Bar  
\* Member, WY Bar  
\* Member, DC Bar



# KIMMEL & SILVERMAN

P.C.

1-800-LEMON LAW  
[www.lemonlaw.com](http://www.lemonlaw.com)

CORPORATE HEADQUARTERS  
30 E. Butler Pike  
Ambler, PA 19002  
P (215) 540-8888  
F (215) 540-8817

JACQUELINE C. HERRITT\*\*  
ROBERT A. RABKIN\*\*  
ANGELA K. TROCCOLI\*\*  
FRANK DAVIS\*\*  
AMY L. BENNICOFF\*\*  
CHRISTINA GILL ROSEMAN\*\*  
RICHARD A. SCHOLER\*\*  
TARA L. PATTERSON\*\*  
W. CHRISTOPHER COMPTONOV\*\*  
TIMOTHY J. ABEEL, JR.\*\*  
SARAH YOUNG\*\*

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 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

April 18, 2011

VIA TELEFAX ONLY (866-268-5526)

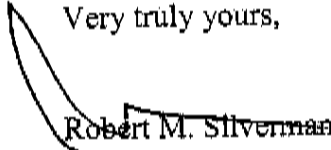
Tiffany Cook, Esquire  
BRC Legal Case Manager  
GM Business Resource Center

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. Silverman