

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

U-J CHEVROLET  
7581 Airport Blvd  
Mobile AL 36609  
Phone 251-633-3321  
Fax 251-452-0692

**FAX**

|                                      |                          |
|--------------------------------------|--------------------------|
| To: <i>Stacey</i>                    | From: <i>Gerry Smith</i> |
| Fax: <i>866-357-5547</i>             | Pages: <i>3</i>          |
| Phone: <i>866-740-5700 ext 41022</i> | Date: <i>3-9-11</i>      |
| Re: <i>71-911989430</i> [REDACTED]   | cc:                      |

Comments: *1 G KFC 130173* [REDACTED]

*Stacey*

*If you need anything else please call  
Gerry at 251-544-4448. We also had  
to give a rental for one day.*

*Thanks  
Gerry*

# U-J CHEVROLET

P.O. BOX 850189 • 7581 AIRPORT BLVD.  
MOBILE, ALABAMA 36685  
(251) 633-3321



CTWS318767

Service (251) 544-4400  
Body Shop (251) 544-4402

CTWS318767

|                              |   |             |                          |                                 |                                  |
|------------------------------|---|-------------|--------------------------|---------------------------------|----------------------------------|
| CUSTOMER NO.<br><b>55433</b> | ADVISOR<br><b>PATRICK WILSON</b>            | 353         | TAG NO.<br><b>65</b>     | INVOICE DATE<br><b>03/09/11</b> | INVOICE NO.<br><b>CTWS318767</b> |
|                              | LABOR RATE                                  | LICENSE NO. | MILEAGE<br><b>84,191</b> | COLOR<br><b>/</b>               | STOCK NO.                        |
|                              | YEAR / MAKE / MODEL<br><b>07/GMC/YUKON/</b> |             |                          | DELIVERY DATE                   | DELIVERY MILES                   |
| MOBILE, AL                   | VEHICLE I.D. NO.<br><b>1GKFC13017J</b>      |             |                          | SELLING DEALER NO.              | PRODUCTION DATE                  |
| NA                           | F. T. E. NO.                                |             | P. O. NO.                | R. O. DATE<br><b>03/03/11</b>   |                                  |
|                              | COMMENTS                                    |             |                          |                                 | MO: 84191                        |

APPROVED BY SIGNATURE

DCS AUDIT SLIP

JOB CARD 318767

|                    |             |                      |            |
|--------------------|-------------|----------------------|------------|
| VIN                | 1GKFC13017J | REPAIRING BAC        | 112625     |
| ODOMETER INDICATOR | M           | JOB CARD OPEN DATE   | 03/03/2011 |
| ODOMETER           | 84191       | SERVICE ADVISOR GMIN | 827020280  |
| NON-GM VEHICLE     | N           | FOREIGN TOURIST      |            |
| REFERENCE NUMBER   |             |                      |            |

|     |          |            |          |            |                |      |
|-----|----------|------------|----------|------------|----------------|------|
| JOB | PAY TYPE | TRANS TYPE | CATEGORY | ERA CLAIM# | OEM SAP TRAN.# | VER  |
| 1   | W        | ZREG       |          | 318767-1   | 001.08839677   | 0001 |

JOB COMPLETION DATE: 03/03/2011  
TECHNICIAN GMIN: 210780785

|                 |            |
|-----------------|------------|
| LABOR OPERATION | BASE HOURS |
| Z1242           | 0.0        |

COMPLAINT CODE: 0090

COMPLAINT DESCRIPTION: CUST STATES BOTH FRONT INNER DOOR HANDLES ARE PEELING & CUST ALSO STATES HANDLE HAS CUT FINGERS IN THE PAST DUE TO THE CHROME PEELING. CUST CALLED CUSTOMER ASSISTANCE ALLIGATIONS DEPT CASE #71-911989 1989430

CAUSE CODE: 9090

CAUSE DESCRIPTION: THE INSIDE DOOR HANDLES WERE DELAMINATING VEHICLE HAS SAME SYMPTONS AS GM DOC 2525223 SPECIAL POLICY BUT FALL OUTSIDE OF THE VIN N IN NUMBER RANGE.

CORRECTION DESCRIPTION: REPLACE BOTH LEFT AND RIGHT INSIDE CHROME DOOR HANDLES. REPLACEMENT WAS PERFORMED AS A ONE TIME GOODWILL IN THE INTEREST OF CUSTOMER SATISFACTION AS IF THE VEHICLE WAS UNDER THE TERMS OF THE SPECIAL POLICY.

|            |      |             |          |                    |      |        |
|------------|------|-------------|----------|--------------------|------|--------|
| NET AMOUNT | CODE | INVOICE NO. | DISTANCE | RENTAL VIN OR INFO | DAYS | REASON |
| 90.53      | NIM  |             |          | SPEC POL           |      |        |

|                      |               |      |         |
|----------------------|---------------|------|---------|
|                      | TOTAL W/O TAX | TAX  | TOTAL   |
| PARTS HANDLING       | 0.00          |      |         |
| PARTS                | 0.00          | 0.00 | 0.00    |
| LABOR                | 0.00          | 0.00 | 0.00    |
| NET ITEMS            | 90.53         | 0.00 | 90.53   |
| PARTICIPATION AMOUNT |               |      | ( 0.00) |
| TRANSACTION          | 90.53         | 0.00 | 90.53   |

**DISCLAIMER OF WARRANTIES**

Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Interest at the rate of 1 1/2% (18% APR) per month will be charged on any unpaid balance.

**THANK YOU  
FOR YOUR  
BUSINESS!**

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MOBILE, ALABAMA 36685  
(251) 633-3321



CTWS318767

Service (251) 544-4400  
Body Shop (251) 544-4402

CTWS318767

|   |  |                          |                                 |                                  |
|---|--|--------------------------|---------------------------------|----------------------------------|
| CUSTOMER NO.<br><b>55433</b>                | ADVISOR<br><b>PATRICK WILSON</b>       | TAG NO.<br><b>353</b>    | INVOICE DATE<br><b>03/09/11</b> | INVOICE NO.<br><b>CTWS318767</b> |
| LABOR RATE                                  | LICENSE NO.                            | MILEAGE<br><b>84,191</b> | COLOR                           | STOCK NO.                        |
| YEAR / MAKE / MODEL<br><b>07/GMC/YUKON/</b> | VEHICLE I.D. NO.<br><b>1GKFC13017J</b> |                          | DELIVERY DATE                   | DELIVERY MILES                   |
| MOBILE, AL                                  | F. T. E. NO.                           | P. O. NO.                | SELLING DEALER NO.              | PRODUCTION DATE                  |
| NA  | R. O. DATE<br><b>03/03/11</b>          |                          | MO: 84191                       |                                  |
| SS PHONE                                    | COMMENTS                               |                          |                                 |                                  |

**LABOR & PARTS**

J# 1 46CVZ INTERIOR TRIM HOURS: 0.50 TECH(S):366 41.96  
CUST STATES BOTH FRONT INNER DOOR HANDLES ARE PEELING  
CUST ALSO STATES HANDLE HAS CUT FINGERS IN THE PAST DUE  
TO THE CHROME PEELING. CUST CALLED CUSTOMER ASSISTANCE  
ALLIGATIONS DEPT CASE #71-911989430  
THE INSIDE DOOR HANDLES WERE DELAMINATING  
VEHICLE HAS SAME SYMPTONS AS GM DOC 2525223 SPECIAL POLICY  
BUT FALL OUTSIDE OF THE VIN NUMBER RANGE.  
REPLACE BOTH LEFT AND RIGHT INSIDE CHROME DOOR HANDLES.  
REPLACEMENT WAS PERFORMED AS A ONE TIME GOODWILL IN THE  
INTEREST OF CUSTOMER SATISFACTION AS IF THE VEHICLE WAS  
UNDER THE TERMS OF THE SPECIAL POLICY.

| PARTS                       | QTY | FP NUMBER | DESCRIPTION      | U/COST | E/COST | U/PRICE |
|-----------------------------|-----|-----------|------------------|--------|--------|---------|
| JOB # 1                     | 1   | 88880051  | HANDLE KI 16.346 | 7.55   | 7.55   | 10.57   |
| JOB # 1 COST TOTAL          |     |           |                  | 7.55   |        |         |
| JOB # 1 TOTAL PARTS         |     |           |                  |        |        | 10.57   |
| JOB # 1 TOTAL LABOR & PARTS |     |           |                  |        |        | 52.53   |

J# 2 28CVZ ELECTRICAL HOURS: TECH(S):366  
CUST STATES REAR LIFT GATE WILL NOT OPEN INTERMITTANTLY WITH  
OUTER PAD  
COULD NOT DUPLICATE THE CUSTOMERS CONCERN. CHECKED FOR CODES  
AND DID NOT FIND ANY. OPERATED NORMALLY AT THIS TIME  
CO CORRECTIVE ACTION TAKEN AT THIS TIME

JOB # 2 TOTAL LABOR & PARTS 0.00

J# 3 16CVZ RATTLE/SQUEAK/NOISE HOURS: 0.00 TECH(S):366 0.00  
CUST STATES A SQUEELING IN FRONT END WHEN GOING OVER BUMPS  
AT SLOW SPEEDS  
COULD NOT DUPLICATE THE CUSTOMERS CONCERN  
CO CORRECTIVE ACTION TAKEN AT THIS TIME.

JOB # 3 TOTAL LABOR & PARTS 0.00

SUBLET PO# VEND INV# INV. DATE DESCRIPTION  
JOB # 1 128729 03/03/11 RENTAL

TOTAL - SUBLET 0.00

MISC CODE DESCRIPTION CONTROL NO  
JOB # 1 RC RENTAL CHARGE

TOTAL - MISC 38.00

R/O TAX 0.00  
R/O TOTALS 90.53

**DISCLAIMER OF WARRANTIES**

Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Interest at the rate of 1½% (18% APR) per month will be charged on any unpaid balance.

**WARRANTY CLAIM DETAIL TOTALS**

|              |       |
|--------------|-------|
| CLAIM#       | TOTAL |
|              | 90.53 |
| CLAIM TOTALS | 90.53 |

**THANK YOU  
FOR YOUR  
BUSINESS!**

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ERANTINVE SF502396 (06/01)

LABOR & PARTS J# 1 46CVZ INTERIOR TRIM HOURS: 0.50 TECH(S): 366 41.96

CUST STATES BOTH FRONT INNER DOOR HANDLES ARE PEELING  
CUST ALSO STATES HANDLE HAS CUT FINGERS IN THE PAST DUE TO THE CHROME PEELING. CUST CALLED CUSTOMER ASSISTANCE ALLIGATIONS DEPT CASE #71-911989430  
THE INSIDE DOOR HANDLES WERE DELAMINATING VEHICLE HAS SAME SYMPTONS AS GM DOC 2525223 SPECIAL POLICY BUT FALL OUTSIDE OF THE VIN NUMBER RANGE.  
REPLACE BOTH LEFT AND RIGHT INSIDE CHROME DOOR HANDLES. REPLACEMENT WAS PERFORMED AS A ONE TIME GOODWILL IN THE INTEREST OF CUSTOMER SATISFACTION AS IF THE VEHICLE WAS UNDER THE TERMS OF THE SPECIAL POLICY.

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| PARTS                       | QTY | FP | NUMBER   | DESCRIPTION      | U/COST | E/COST | U/PRICE |
|-----------------------------|-----|----|----------|------------------|--------|--------|---------|
| JOB # 1                     | 1   |    | 88880051 | HANDLE KI 16.346 | 7.55   | 7.55   | 10.57   |
| JOB # 1 COST TOTAL          |     |    |          |                  | 7.55   |        |         |
| JOB # 1 TOTAL PARTS         |     |    |          |                  |        |        | 10.57   |
| JOB # 1 TOTAL LABOR & PARTS |     |    |          |                  |        |        | 52.53   |

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Service (251) 544-4400  
Body Shop (251) 544-4402

CTWS318767

|                                   |                            |                |                       |                        |
|-----------------------------------|----------------------------|----------------|-----------------------|------------------------|
| CUSTOMER NO. 55433                | ADVISOR PATRICK WILSON 353 | TAG NO. 65     | INVOICE DATE 03/09/11 | INVOICE NO. CTWS318767 |
| LABOR RATE                        | LICENSE NO.                | MILEAGE 84,191 | COLOR /               | STOCK NO.              |
| YEAR / MAKE / MODEL 07/GMC/YUKON/ | DELIVERY DATE              | DELIVERY MILES | SELLING DEALER NO.    | PRODUCTION DATE        |
| VEHICLE I.D. NO. 1GKFC13017J      | F. T. E. NO.               | P. O. NO.      | R. O. DATE 03/03/11   |                        |
| RESIDENCE PHONE                   | BUSINESS PHONE             | COMMENTS       | MO: 84191             |                        |

DISCLAIMER OF WARRANTIES  
Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Interest at the rate of 1 1/2% (18% APR) per month will be charged on any unpaid balance.

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

DCS AUDIT SLIP

JOB CARD 318767

|                    |             |                      |            |
|--------------------|-------------|----------------------|------------|
| VIN                | 1GKFC13017J | REPAIRING BAC        | 112625     |
| ODOMETER INDICATOR | M           | JOB CARD OPEN DATE   | 03/03/2011 |
| ODOMETER           | 84191       | SERVICE ADVISOR GMIN | 827020280  |
| NON-GM VEHICLE     | N           | FOREIGN TOURIST      |            |

| JOB | PAY TYPE | TRANS TYPE | CATEGORY | ERA CLAIM# | OEM SAP TRAN.# | VER  |
|-----|----------|------------|----------|------------|----------------|------|
| 1   | W        | ZREG       |          | 318767-1   | 001088396777   | 0001 |

JOB COMPLETION DATE: 03/03/2011  
TECHNICIAN GMIN: 210780785

LABOR OPERATION BASE HOURS  
21242 0.0

COMPLAINT CODE: 0090  
COMPLAINT DESCRIPTION: CUST STATES BOTH FRONT INNER DOOR HANDLES ARE PEELING CUST ALSO STATES HANDLE HAS CUT FINGERS IN THE PAST DUE TO THE CHROME PEELING. CUST CALLED CUSTOMER ASSISTANCE ALLIGATIONS DEPT CASE #71-911989430

CAUSE CODE: 9090  
CAUSE DESCRIPTION: THE INSIDE DOOR HANDLES WERE DELAMINATING VEHICLE HAS SAME SYMPTONS AS GM DOC 2525223 SPECIAL POLICY BUT FALL OUTSIDE OF THE VIN NUMBER RANGE.

CORRECTION DESCRIPTION: REPLACE BOTH LEFT AND RIGHT INSIDE CHROME DOOR HANDLES. REPLACEMENT WAS PERFORMED AS A ONE TIME GOODWILL IN THE INTEREST OF CUSTOMER SATISFACTION AS IF THE VEHICLE WAS UNDER THE TERMS OF THE SPECIAL POLICY.

| NET AMOUNT | CODE | INVOICE NO. | DISTANCE | RENTAL VIN OR INFO | DAYS | REASON |
|------------|------|-------------|----------|--------------------|------|--------|
| 90.53      | NIM  |             |          | SPEC POL           |      |        |

|                      | TOTAL W/O TAX | TAX  | TOTAL   |
|----------------------|---------------|------|---------|
| PARTS HANDLING       | 0.00          |      |         |
| PARTS                | 0.00          | 0.00 | 0.00    |
| LABOR                | 0.00          | 0.00 | 0.00    |
| NET ITEMS            | 90.53         | 0.00 | 90.53   |
| PARTICIPATION AMOUNT |               |      | ( 0.00) |
| TRANSACTION          | 90.53         | 0.00 | 90.53   |

866  
357-5547

**THANK YOU**  
FOR YOUR  
**BUSINESS!**

RENTAL AGREEMENT

LOCAL ADDRESS: [REDACTED] ZIP: [REDACTED]  
 TEL. # Mobile AL [REDACTED]  
 PERMANENT ADDRESS: [REDACTED] ZIP: [REDACTED]  
 TEL. # [REDACTED]  RENT  OWN HOW LONG: [REDACTED]  
 SOCIAL SECURITY NO.: [REDACTED]  
 DRIVER'S LICENSE NO. [REDACTED] STATE AL  
 DATE ISSUED 10-22-07 EXPIRES 10-10-11  
 EMPLOYER NAME [REDACTED] HOW LONG [REDACTED]  
 ADDRESS [REDACTED] TELEPHONE NO. [REDACTED]  
 CREDIT CARD # [REDACTED] EXPIRES [REDACTED]

ONLY THESE PERSONS ARE AUTHORIZED AS ADDITIONAL DRIVERS. IF NONE, PRINT "NONE" ACROSS THIS SECTION AND HAVE CUSTOMER SIGN.

|                          |     |
|--------------------------|-----|
| NAME                     | AGE |
| DRIVER'S LICENSE # STATE |     |
| NAME                     | AGE |
| DRIVER'S LICENSE # STATE |     |

**CUSTOMER INSURANCE INFORMATION:**  
 CARRIER: In the event of an accident involving this vehicle your insurance coverage is primary.  
 AGENCY: Any portion of a claim unpaid by your insurance will be subject to a \$500.00 deductible.  
 POLICY NO.: [REDACTED]  
 EXPIRATION DATE: [REDACTED]

**Notice to customers renting in Hawaii:**  
 If we pay any parking citations that are related to your rental, we charge you the actual cost of the parking citations, plus an administrative fee of \$20. We encourage you to pay any parking citations directly.

**Notice to customers renting in New Jersey:**  
 New Jersey law makes every driver who transports a child under age 5 responsible for protecting the child by doing the following: If the child is under 18 months old, the child must be in a child safety seat that complied with federal motor vehicle safety standards when it was manufactured. If the child is 18 months or older, but under age 5, the child must either (1) be in a child safety seat, or (2) seated in the back seat with a safety belt. If there is no back seat, a child safety seat must be used.

**UNDER NO CIRCUMSTANCES SHALL ANYONE UNDER 21 YEARS OF AGE OPERATE THIS VEHICLE.**

YOU ARE LIABLE FOR ALL PARKING AND DRIVING VIOLATIONS AND MUST TURN IN ALL PARKING SUMMONSES WITH PAYMENT UPON VEHICLE RETURN.  
 ALL DRIVERS MUST POSSESS A VALID OPERATOR'S LICENSE.  
 The rental of the vehicle to any person under 25 years of age is strictly prohibited, unless specifically authorized by Dealer.  
 By your signature, you warrant that the information on vehicle use and other driver information that you have read and agreed to on this Agreement.

X- [REDACTED] DATE [REDACTED]

DEALER HAS AUTHORIZED CUSTOMER AGE 21 THROUGH 24?  YES  NO

DEALER SIGNATURE [REDACTED]

VEHICLE: 2009 Chevy Malibu Gold CO9191A  
 YEAR MAKE MODEL STOCK NUMBER  
1G1ZJ557B49E [REDACTED]  
 VIN LICENSE PLATE NO. [REDACTED]  

|              |             |                   |    |           |            |            |
|--------------|-------------|-------------------|----|-----------|------------|------------|
| ODOMETER OUT | ODOMETER IN | DATE AND TIME OUT | AM | PM        | FUEL OUT   | FUEL IN    |
|              |             | <u>3,3</u>        |    | <u>11</u> | <u>1/4</u> | <u>1/4</u> |
|              |             | <u>3,3</u>        |    | <u>11</u> | <u>1/2</u> | <u>1/2</u> |
|              |             |                   |    |           | <u>3/4</u> | <u>3/4</u> |
|              |             |                   |    |           | <u>F</u>   | <u>F</u>   |

**DAMAGE:**  
 EXTERIOR: OUT BODY \_\_\_\_\_ FENDERS \_\_\_\_\_ TIRES # \_\_\_\_\_  
 IN \_\_\_\_\_  
 OUT WHEELCOVERS \_\_\_\_\_ LIGHTS \_\_\_\_\_  
 IN \_\_\_\_\_  
 INTERIOR: OUT UPHOLSTERY \_\_\_\_\_ RADIO \_\_\_\_\_ MATS \_\_\_\_\_  
 IN \_\_\_\_\_  
 OUT ACCESSORIES \_\_\_\_\_  
 IN \_\_\_\_\_

REMARKS: \_\_\_\_\_

|                                       |                  |    |              |
|---------------------------------------|------------------|----|--------------|
| Miles                                 | @                | \$ | :            |
| Hours                                 | @                | \$ | :            |
| Days                                  | <u>1 @ 38 00</u> | \$ | <u>38 00</u> |
| Weeks                                 | @                | \$ | :            |
| Months                                | @                | \$ | :            |
| <b>Total Time and Mileage Charges</b> |                  | \$ | :            |
| Gas (Taxable)                         |                  | \$ | :            |
| Additional Driver Charge              |                  | \$ | :            |
| Sub-Total                             |                  | \$ | :            |
| Sales Tax or Surcharge ( %)           |                  | \$ | :            |
| Gas (Non-Taxable)                     |                  | \$ | :            |
| Other:                                |                  | \$ | :            |
|                                       |                  | \$ | :            |
|                                       |                  | \$ | :            |
| Less Refund for:                      |                  | \$ | :            |
| Less Deposits                         |                  | \$ | :            |
| Net Amount Due                        |                  | \$ | :            |
| Net Due Renter                        |                  | \$ | :            |

**WARNING**  
 • You must read carefully all driving and use instructions on the reverse side.  
 • You are responsible for all traffic violations and must turn in summonses upon return of vehicle.  
 • You will report all accidents immediately.

You have read both sides of this agreement and agree to its terms and conditions. You authorize Dealer to process a credit card voucher in your name to cover all charges associated with the rental, including any loss or damage resulting from the rental.

THIS IS YOUR INVOICE - PAYMENT DUE ON RECEIPT

X- [REDACTED] CUSTOMER SIGNATURE

|           |                         |      |          |
|-----------|-------------------------|------|----------|
| EXTEND TO | ADDITIONAL CASH DEPOSIT | DATE | INITIALS |
|           | \$                      |      |          |
| EXTEND TO | ADDITIONAL CASH DEPOSIT | DATE | INITIALS |
|           | \$                      |      |          |

CHECKED OUT BY: [REDACTED] CHECKED IN BY: [REDACTED]

DEALER: U-J Chevrolet TELEPHONE NO: [REDACTED]  
 ADDRESS: 7581 Airport Blvd CITY [REDACTED] STATE [REDACTED] ZIP [REDACTED]



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

July 26, 2011

[REDACTED]  
Carl Junction, MO [REDACTED]

Dear Jill,

Thank you for your support of Chevrolet. As we agreed, the necessary paperwork has been completed and forwarded to General Motors Protection Plan (GMPP) for the Smart Care plan on your 2007 Chevrolet Suburban, Vehicle Identification Number 3GNFK16337G [REDACTED]. The processing time will take approximately eight weeks.

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

At Chevrolet, our commitment to customer satisfaction is a top priority. If you have future questions, please don't hesitate to email us using the Contact Us link at Chevrolet.com or call us at 1-800-222-1020.

Sincerely,

Chevrolet Customer Assistance Center  
Service Request: 71-919719875

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.



### Report Vehicle GMPP: Summary

Current as of: 03/08/2011 - 1:52 PM EST

Transaction Mode: Online  
 User ID: 1w5x8n  
 User Role: Central Office Administrator  
 Timestamp Date: 2011-03-08 13:52:00.13  
 Status: Pending

#### Vehicle Identifier

Vehicle Category: GM, Used  
 VIN: 3GNFK16337G [REDACTED]

#### Customer Information

Plan Customer: Individual  
 Customer Type: Owner

#### Sales Information

Dealer Code: 32888  
 Action: Add Protection Plan  
 Odometer: 17104  
 Delivery Date: 03/07/2011  
 Reference number:

Carl Junction , Missouri , United States [REDACTED]  
 Evening Phone:  
 Daytime Phone:  
 Ext:  
 Primary Language: English  
 Secondary Language:

#### Plan Lienholder

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

#### Protection Plans

Plan Purchase Date: 03/07/2011  
 In Service Date: 03/07/2011  
 Schedule Type: GMPP Retail  
 Promotion Code:

Plan Type: Smart Care Retail  
 Term: 12  
 Mileage Limit: 15000  
 Deductible: 0





# OrderWORKBENCH

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

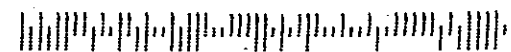
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*Law Offices of  
William R. McGee*  
*Serving California Residents For 19 Years*  
www.CaliforniaLemonLawAttorneys.com  
16855 West Bernardo Drive, Suite 380  
San Diego, CA 92127

02-22-11P 3:15 RCVD

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



*The Law Offices of*  
**William R. McGee**

Bernardo Executive Center  
16855 West Bernardo Drive, Su. 380, San Diego, CA 92127  
(858)485-9140, Fax: (858)485-9961  
E-mail: LemonAtty@aol.com

February 16, 2011

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

Re: [REDACTED]  
2007 Chevrolet Tahoe  
VIN: 1GNFK13047J [REDACTED]

Dear Gentlemen:

Please be advised that this law firm has been retained by [REDACTED] to enforce her legal rights regarding the purchase of the above identified vehicle. The purpose of this letter is to set forth the facts of this case, cite the applicable law and attempt to resolve this matter as quickly and efficiently as possible.

[REDACTED] was understandably excited about her new 2007 Chevrolet Tahoe, feeling that she had made a quality choice for her driving needs and enjoyment. (A copy of the purchase contract is enclosed for your reference.) [REDACTED] anticipation, excitement and confidence, however, have turned to disappointment and frustration due to warranty nonconformities which have substantially impaired the vehicle to her. This is not what [REDACTED] was promised nor bargained-for when she purchased her new 2007 Chevrolet Tahoe.

**The subject vehicle has suffered from serious defects and nonconformities to warranty, including, but not limited to: three (3) separate repair attempts for DVD/cd/entertainment system defects, two (2) separate repair attempts for engine/engine oil defects, and two (2) separate repair attempts for molding/trim defects.** Copies of the relevant repair orders in [REDACTED] possession are enclosed for your review.

[REDACTED] cannot continue to deal with this problematic vehicle and her commendable patience has expired. Accordingly, [REDACTED] is herein demanding her entitlement under the Song-Beverly Consumer Warranty Act (the "Lemon Law"), California Civil Code sections 1790 et seq., which provides:

If the manufacturer or its representative in this state is unable to service or repair a new motor vehicle . . . to conform to the applicable express warranties after a reasonable number of attempts, the manufacturer shall either promptly replace the new motor vehicle . . . or promptly make restitution to the buyer . . . However, the buyer shall be free to elect restitution in lieu of replacement.

(B) In the case of restitution, the manufacturer shall make restitution in the amount equal to the actual price paid or payable by the buyer, including any charges for transportation and manufacturer installed options . . . and including any collateral charges such as sales tax, license fees, registration fees and other official fees, plus any incidental damages . . . including but not limited to reasonable repairs, towing and rental car costs actually incurred by the buyer.

Civ. Code § 1793.2(d)(2) (emphasis added).

The Lemon Law goes on to state:

(a) Any buyer of consumer goods who is damaged by a failure to comply with any obligation under this chapter or under an implied or express warranty or service contract, may bring an action for recovery of damages and other legal and equitable relief. . . .

(c) If the buyer establishes that the failure to comply was willful, the judgment may include, in addition to the amounts recovered, a civil penalty which shall not exceed two times the amount of actual damages. . . .

(d) If the buyer prevails in an action under this section, the buyer shall be allowed by the court to recover as part of the judgment a sum equal to the aggregate amount of costs and expenses, including attorneys' fees, determined by the court to have been reasonably incurred by the buyer in connection with the commencement and prosecution of such action.

Civ. Code § 1794 (emphasis added).

In light of the facts of this case as applied to the Lemon Law, there is no doubt that General Motors, LLC is obligated to make restitution to [REDACTED] for the "lemon" which was sold to her. In light of the facts of this case where liability is clear, further denial of your obligations under the Lemon Law can only be described as "willful," triggering the civil penalty provision quoted above.

[REDACTED] is willing to litigate this matter, however, she would prefer to resolve it short of filing a lawsuit. Furthermore, I believe it is also in General Motors, LLC's best interests to settle this dispute rather than defending a lawsuit which it will ultimately lose and face the concomitant penalties and expenses which that defense will necessarily entail, including interest and legal fees.

At this time, [REDACTED] is willing to return the subject vehicle to General Motors, LLC and settle this matter for a repurchase of the subject vehicle, including restitution in the following amount:

|  |                 |
|--|-----------------|
| Down payment (less rebate) . . . . .             | \$8,000.00      |
| Monthly payments (53 including 3/7/11) . . . . . | 30,094.46       |
| 2010/2011 registration fee (prorated) . . . . .  | TBD             |
| Less use of 25,161 miles . . . . .               | (9,936.86)      |
| Attorney's fees . . . . .                        | <u>3,000.00</u> |

SUBTOTAL: . . . . . \$31,157.60

In addition, it will be required that General Motors, LLC satisfy the outstanding balance owing to the lien holder of the subject vehicle. Please give this demand the serious consideration it deserves. If I do not hear from you by March 16, 2011, I shall assume that General Motors, LLC is denying its obligations under the law and Tracii Auker will be left with no choice but to initiate legal proceedings.

Thank you for your prompt attention to this matter.

Very truly yours,

  
WILLIAM R. McGEE

Enclosures

cc: [REDACTED]

# RETAIL INSTALLMENT SALE CONTRACT - SIMPLE INTEREST FINANCE CHARGE

Dealer Number \_\_\_\_\_ Contract Number \_\_\_\_\_ R.O.S. Number 15781868 Stock Number 70060

|  |   |
|--|---|
| Buyer's Name _____<br>Address (Including County and Zip Code)<br><b>FOLSOM CA _____ SACRAMENTO</b> | Creditor - Seller (Name and Address)<br><b>FOLSOM CHEVROLET<br/>                 12655 AUTO MALL CIRCLE<br/>                 FOLSOM CA 95630-8099</b> |
|--|---|

You, the Buyer (and Co-Buyer, if any), may buy the vehicle below for cash or on credit. By signing this contract, you choose to buy the vehicle on credit under the terms and conditions of the agreements on the front and back of this contract. You agree to pay the Creditor - Seller (sometimes "we" or "us" in this contract) the Amount Financed and Finance Charge according to the payment schedule below. We will figure your finance charge on a daily basis. The Truth-In-Lending Disclosures below are part of this contract.

| New Used | Year | Make and Model           | Odometer | Vehicle Identification Number | Primary Use For Which Purchased  |
|----------|------|--------------------------|----------|-------------------------------|--|
| NEW      | 2007 | CHEVROLET TRUCK<br>TAHOE | 40       | 1GNFK13047J _____             | <input checked="" type="checkbox"/> personal, family or household<br><input type="checkbox"/> business or commercial |

| FEDERAL TRUTH-IN-LENDING DISCLOSURES      |   |   |  |   |
|---|---|---|--|---|
| ANNUAL PERCENTAGE RATE                    | FINANCE CHARGE                              | Amount Financed   | Total of Payments  | Total Sale Price  |
| The cost of your credit as a yearly rate. | The dollar amount the credit will cost you. | The amount of credit provided to you or on your behalf. | The amount you will have paid after you have made all payments as scheduled. | The total cost of your purchase on credit, including your down payment of |
| 7.19 %                                    | \$ 10305.11 (e)                             | \$ 37391.77   | \$ 47696.88 (e)  | \$ 10000.00 is \$ 57696.88 (e)  |

(e) means an estimate

| YOUR PAYMENT SCHEDULE WILL BE: |                     |                               |
|--------------------------------|---------------------|-------------------------------|
| Number of Payments:            | Amount of Payments: | When Payments Are Due:        |
| One Payment of _____           | N/A                 | N/A                           |
| One Payment of _____           | N/A                 | N/A                           |
| 53 Payments                    | 567.82              | Monthly, Beginning 11/07/2006 |
| N/A Payments                   | N/A                 | Monthly, Beginning N/A        |
| One Final Payment              | 567.82              | 10/07/2013                    |

**Late Charge.** If payment is not received in full within 10 days after it is due, you will pay a late charge of 5% of the part of the payment that is late.  
**Prepayment.** If you pay off all your debt early, you may be charged a minimum finance charge.  
**Security Interest.** You are giving a security interest in the vehicle being purchased.  
**Additional Information:** See this contract for more information including information about nonpayment, default, any required repayment in full before the scheduled date, minimum finance charges, and security interest.

### ITEMIZATION OF THE AMOUNT FINANCED

1. Total Cash Price
  - A. Cash Price of Motor Vehicle and Accessories \$ 42100.73 (A)
    1. Cash Price Vehicle \$ 39110.73
    2. Cash Price Accessories \$ 2990.00
    3. Other (Nontaxable)
 

|                     |               |
|---------------------|---------------|
| Describe <u>N/A</u> | \$ <u>N/A</u> |
| Describe <u>N/A</u> | \$ <u>N/A</u> |
  - B. Document Preparation Fee (not a governmental fee) \$ 45.00 (B)
  - C. Smog Fee Paid to Seller \$ N/A (C)
  - D. Theft Deterrent Device \$ N/A (D)
  - E. Theft Deterrent Device \$ N/A (E)
  - F. Surface Protection Product \$ N/A (F)
  - G. Surface Protection Product \$ N/A (G)
  - H. Sales Tax (on taxable items in A through G) \$ 3266.29 (H)
  - I. Optional DMV Electronic Filing Fee\* \$ N/A (I)
  - J. (Optional) Service Contract (to whom paid) GMPP \$ 1634.00 (J)
  - K. (Optional) Service Contract (to whom paid) N/A \$ N/A (K)
  - L. Prior Credit or Lease Balance paid by Seller to N/A \$ N/A (L)

(see downpayment and trade-in calculation)

  - M. (Optional) Gap Contract (to whom paid) N/A \$ N/A (M)
  - N. (Optional) Used Vehicle Contract Cancellation Option Agreement \$ N/A (N)
  - O. Other (to whom paid) N/A \$ N/A (O)

For N/A

**Total Cash Price (A through O)** \$ 47046.02 (1)

### STATEMENT OF INSURANCE

**NOTICE.** No person is required as a condition of financing the purchase of a motor vehicle to purchase or negotiate any insurance through a particular insurance company, agent or broker. You are not required to buy any other insurance to obtain credit. Your decision to buy or not buy other insurance will not be a factor in the credit approval process.

#### Vehicle Insurance

|  | Term       | Premium       |
|--|------------|---------------|
| \$ <u>N/A</u> Ded. Comp., Fire & Theft | Mos. _____ | \$ <u>N/A</u> |
| \$ <u>N/A</u> Ded. Collision           | Mos. _____ | \$ <u>N/A</u> |
| Bodily Injury \$ <u>N/A</u> Limits     | Mos. _____ | \$ <u>N/A</u> |
| Property Damage \$ <u>N/A</u> Limits   | Mos. _____ | \$ <u>N/A</u> |
| Medical _____                          | Mos. _____ | \$ <u>N/A</u> |

Total Vehicle Insurance Premiums \$ N/A

**UNLESS A CHARGE IS INCLUDED IN THIS AGREEMENT FOR PUBLIC LIABILITY OR PROPERTY DAMAGE INSURANCE, PAYMENT FOR SUCH COVERAGE IS NOT PROVIDED BY THIS AGREEMENT.**

You may buy the physical damage insurance this contract requires (see back) from anyone you choose who is acceptable to us. You are not \_\_\_\_\_ credit.

Buyer \_\_\_\_\_  
 Co-Buyer \_\_\_\_\_  
 Seller \_\_\_\_\_

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

#### Application for Optional Credit Insurance

Credit Life:  Buyer  Co-Buyer  Both

Credit Disability (Buyer Only)

|                              | Term       | Premium       |
|------------------------------|------------|---------------|
| Credit Life <u>N/A</u>       | Mos. _____ | \$ <u>N/A</u> |
| Credit Disability <u>N/A</u> | Mos. _____ | \$ <u>N/A</u> |

Total Credit Insurance Premiums \$ N/A (b)

Insurance Company Name \_\_\_\_\_

Home Office Address \_\_\_\_\_

Credit life insurance and credit disability insurance are not required to obtain credit. Your decision to buy or not buy credit life and credit disability insurance will not be a factor in the credit approval process. They will not be provided unless you sign and agree to pay the extra cost. Credit life insurance is based on your original payment schedule. This insurance may not pay all you owe on this contract if you make late payments. Credit disability insurance does not cover any increase in your payment or in the number of payments. Coverage for credit life insurance and credit disability insurance ends on the original due date for the last payment unless a different term for the insurance is shown above.

You are applying for the credit insurance marked above. Your signature below means that you agree that: (1) You are not eligible for insurance if you have reached your 65th birthday. (2) You are not eligible for insurance if you have reached your 65th birthday. (3) You are not eligible for insurance if you have reached your 65th birthday.

**Total Cash Price (A through O)** \$ 770.00 (1)

**2. Amounts Paid to Public Officials**

A. License Fees \$ 274.00 (A)

B. Registration/Transfer/Titling Fees \$ 63.00 (B)

C. California Tire Fees \$ 8.75 (C)

D. Other N/A \$ N/A (D)

E. Other N/A \$ N/A (E)

**Total Official Fees (A through E)** \$ 345.75 (2)

**3. Amount Paid to Insurance Companies**  
(Total premiums from Statement of Insurance column a + b)\* \$ N/A (3)

**4. Smog Certification or Exemption Fee Paid to State** \$ N/A (4)

**5. Subtotal (1 through 4)** \$ 47391.77 (5)

**6. Total Downpayment**

A. Agreed Trade-In Value Yr \_\_\_\_\_ Make \_\_\_\_\_ \$ N/A (A)  
Model \_\_\_\_\_ Odom \_\_\_\_\_  
VIN \_\_\_\_\_

B. Less Prior Credit or Lease Balance \$ N/A (B)

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

D. Deferred Downpayment \$ N/A (D)

E. Manufacturer's Rebate \$ 2000.00 (E)

F. Other N/A \$ N/A (F)

G. Cash \$ 8000.00 (G)

**Total Downpayment (C through G)** \$ 10000.00 (6)  
(If negative, enter zero on line 6 and enter the amount less than zero as a positive number on line 1L above).

**7. Amount Financed (5 less 6)** \$ 37391.77 (7)  
\*Seller may keep part of these amounts.

reached your 65th birthday. (2) You are eligible for disability insurance only if you are working for wage or profit 30 hours a week or more on the Effective Date. (3) Only the Primary Buyer is eligible for disability insurance. **DISABILITY INSURANCE MAY NOT COVER CONDITIONS FOR WHICH YOU HAVE SEEN A DOCTOR OR CHIROPRACTOR IN THE LAST 6 MONTHS (Refer to "Total Disabilities Not Covered" in your policy for details).**  
You want to buy the credit insurance \_\_\_\_\_  
Date \_\_\_\_\_ Buyer Signature \_\_\_\_\_ Age \_\_\_\_\_  
Date X N/A \_\_\_\_\_ Co-Buyer Signature \_\_\_\_\_ Age \_\_\_\_\_

**OPTIONAL GAP CONTRACT** A gap contract (debt cancellation contract) is not required to obtain credit and will not be provided unless you sign below and agree to pay the extra charge. If you choose to buy a gap contract, the charge is shown in item 1M. See your gap contract for details on the protection it provides. It is a part of this contract.  
Term N/A Mos N/A  
Name of Gap Contract \_\_\_\_\_  
You want to buy the gap contract \_\_\_\_\_  
Buyer \_\_\_\_\_

**OPTIONAL SERVICE CONTRACT(S)** You want to purchase the service contract(s) written with the following company(ies) for the term(s) shown below for the charges shown in item 1J and/or 1K above.

1J Company GMPP  
Term 60 Mos. or 75000 Mile  
1K Company N/A  
Term N/A Mos. or N/A Mile  
Buyer \_\_\_\_\_

**HOW THIS CONTRACT CAN BE CHANGED**  
This contract contains the entire agreement between you and us relating to this contract. Any change to the contract must be in writing and both you and we must sign it. Oral changes are binding.  
Buyer Signs X \_\_\_\_\_  
Co-Buyer Signs X \_\_\_\_\_

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

Proceeds of Loan From: N/A  
Amount \$ N/A Finance Charge \$ N/A  
Total \$ N/A Payable in N/A installments of \$ N/A \$ N/A  
from this Loan is shown in item 6D.

**AUTO BROKER FEE DISCLOSURE**  
If this contract reflects the retail sale of a new motor vehicle, the sale is not subject to a fee received by an autobroker from us unless the following box is checked:  
 Name of autobroker receiving fee, if applicable:  
N/A

**SELLER'S RIGHT TO CANCEL** If Buyer and Co-Buyer sign here, the provisions of the Seller's Right to Cancel section on the back of this contract will apply.  
Buyer \_\_\_\_\_ Co-Buyer \_\_\_\_\_

**OPTION:**  You pay no finance charge if the Amount Financed, item 7, is paid in full on or before N/A, Year \_\_\_\_ SELLER'S INITIALS \_\_\_\_\_

**THE MINIMUM PUBLIC LIABILITY INSURANCE LIMITS PROVIDED IN LAW MUST BE MET BY EVERY PERSON WHO PURCHASES A VEHICLE. IF YOU ARE UNSURE WHETHER OR NOT YOUR CURRENT INSURANCE POLICY WILL COVER YOUR NEWLY ACQUIRED VEHICLE IN THE EVENT OF AN ACCIDENT, YOU SHOULD CONTACT YOUR INSURANCE AGENT.**  
**WARNING:**  
YOUR PRESENT POLICY MAY NOT COVER COLLISION DAMAGE OR MAY NOT PROVIDE FOR FULL REPLACEMENT COSTS FOR THE VEHICLE BEING PURCHASED. IF YOU DO NOT HAVE FULL COVERAGE, SUPPLEMENTAL COVERAGE FOR COLLISION DAMAGE MAY BE AVAILABLE TO YOU THROUGH YOUR INSURANCE AGENT OR THROUGH THE SELLING DEALER. HOWEVER, UNLESS OTHERWISE SPECIFIED, THE COVERAGE YOU OBTAIN THROUGH THE DEALER PROTECTS ONLY THE DEALER, USUALLY UP TO THE AMOUNT OF THE UNPAID BALANCE REMAINING AFTER THE VEHICLE HAS BEEN REPOSSESSED AND SOLD.  
FOR ADVICE ON FULL COVERAGE THAT WILL PROTECT YOU IN THE EVENT OF LOSS OR DAMAGE TO YOUR VEHICLE, YOU SHOULD CONTACT YOUR INSURANCE AGENT.  
THE BUYER'S PUBLIC LIABILITY TERMS AND CONDITIONS \_\_\_\_\_  
S/S X \_\_\_\_\_

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

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

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







# FOLSOM CHEVROLET

www.folsomchevy.com

BAR # AF 167437

EPA # CAR 000043687

|              |                                  |                    |                 |             |
|--------------|----------------------------------|--------------------|-----------------|-------------|
| CUSTOMER NO. | ADVISOR                          | CARD NO.           | INVOICE DATE    | INVOICE NO. |
|              | STEVE LINLINC                    | 7040               | 11/2/87         |             |
|              | LICENSE NO.                      | MILEAGE            | COLOR           | STOCK NO.   |
|              |                                  | 1000               | BLACK           |             |
|              | YEAR / MAKE / MODEL              | DELIVERY DATE      | DELIVERY MILES  |             |
|              | 87 / CHEVROLET TRUCK / TANDOLITE | 11/01/87           |                 |             |
|              | VEHICLE ID. NO.                  | SELLING DEALER NO. | PRODUCTION DATE |             |
|              | 1G1FR1NG47                       |                    |                 |             |
|              | ATE NO.                          | R.O. DATE          |                 |             |
|              |                                  |                    |                 |             |

REPLACED GRILLE.  
REMOVED AND REPLACED DEFECTIVE EMBLEM. NEW ONE APPEARS WORKS.

REAR WINDOW AND REAR WINDOW TRIM. CUSTOMER COMPLAINED AND COMPLAINED THE CUSTOMER'S CONCERN. THE REAR WINDOW SEALING STRIP HAS COME LOOSE. WILL REPLACE STRIP WITH REAR WINDOW SEALING STRIP. INSPECTED THE REAR WINDOW SEALING STRIP. WILL REPAIR THE REAR WINDOW SEALING STRIP.

REAR WINDOW SEALING STRIP. CUSTOMER COMPLAINED THE REAR WINDOW SEALING STRIP HAS COME LOOSE. WILL REPLACE STRIP WITH REAR WINDOW SEALING STRIP. INSPECTED THE REAR WINDOW SEALING STRIP. WILL REPAIR THE REAR WINDOW SEALING STRIP.

REAR WINDOW SEALING STRIP. CUSTOMER COMPLAINED THE REAR WINDOW SEALING STRIP HAS COME LOOSE. WILL REPLACE STRIP WITH REAR WINDOW SEALING STRIP. INSPECTED THE REAR WINDOW SEALING STRIP. WILL REPAIR THE REAR WINDOW SEALING STRIP.

REAR WINDOW SEALING STRIP. CUSTOMER COMPLAINED THE REAR WINDOW SEALING STRIP HAS COME LOOSE. WILL REPLACE STRIP WITH REAR WINDOW SEALING STRIP. INSPECTED THE REAR WINDOW SEALING STRIP. WILL REPAIR THE REAR WINDOW SEALING STRIP.

# FOLSOM CHEVROLET

www.folsomchevy.com



BAR # AF 167437

EPA # CAR 00043687

|                            |   |                        |                                  |                               |
|----------------------------|---|------------------------|----------------------------------|-------------------------------|
| CUSTOMER NO.<br>[REDACTED] | ADVISOR<br>STAVE QUINN                          | CARD NO.<br>[REDACTED] | INVOICE DATE<br>11/22/05         | INVOICE NO.<br>[REDACTED]     |
| [REDACTED]                 | LICENSE NO.<br>[REDACTED]                       | MILEAGE<br>144         | COLOR<br>SILVER                  | STOCK NO.<br>[REDACTED]       |
| [REDACTED]                 | YEAR / MAKE / MODEL<br>07 CHEVROLET TRUCK TAHOE | [REDACTED]             | DELIVERY DATE<br>11/09/05        | DELIVERY MILES<br>[REDACTED]  |
| [REDACTED]                 | VEHICLE ID. NO.<br>1G66FHE170470                | [REDACTED]             | SELLING DEALER NO.<br>[REDACTED] | PRODUCTION DATE<br>[REDACTED] |
| [REDACTED]                 | FTE. NO.<br>[REDACTED]                          | PO. NO.<br>[REDACTED]  | R.O. DATE<br>11/22/05            | [REDACTED]                    |

ALL INFORMATION HEREON IS UNOFFICIAL AND NOT TO BE USED FOR ANY PURPOSES OTHER THAN FOR THE CUSTOMER'S INFORMATION.

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TOTAL SALES TAX  
TOTAL SALES TAX  
TOTAL SALES TAX  
TOTAL SALES TAX  
TOTAL SALES TAX  
TOTAL SALES TAX  
TOTAL SALES TAX  
TOTAL SALES TAX  
TOTAL SALES TAX

PAID  
NOV 22 2005  
By [Signature]

# FOLSOM CHEVROLET

www.folsomchevy.com



BAR # AF 167437

EPA # CAR 000043687

|                       |  |     |                  |                           |                       |
|-----------------------|--|-----|------------------|---------------------------|-----------------------|
| CUSTOMER NO.<br>88132 | ADVISOR<br>JOHN HINES                          | 927 | CARD NO.<br>L884 | INVOICE DATE<br>03/09/07  | INVOICE NO.<br>019267 |
|                       | LICENSE NO.                                    |     | MILEAGE<br>3717  | COLOR<br>SILVER           | STOCK NO.             |
|                       | YEAR/MAKE/MODEL<br>07/CHEVROLET TRUCK/TARGE UT |     |                  | DELIVERY DATE<br>10/02/06 | DELIVERY MILES        |
|                       | VEHICLE ID NO.<br>1GHPK13047J                  |     |                  | SELLING DEALER NO.        | PRODUCTION DATE       |
|                       | ETE. NO.                                       |     | PO. NO.          | R.O. DATE<br>03/09/07     |                       |

LABOR & PARTS  
JOB # 0007788  
FREE OIL AND LUBE  
OIL, LUBE AND FILTER SERVICE, 10 POINT INSPECTION,  
TOP OFF ALL FLUIDS AND INSTALL WINDSHIELD STICKER,  
FIRST SERVICE AFTER SALE  
COMPLETED SERVICE

| PARTS   | QTY | PT NUMBER | DESCRIPTION  | UNIT PRICE                  |
|---------|-----|-----------|--------------|-----------------------------|
| JOB # 1 | 1   | 09017504  | FILTER 1.836 |                             |
|         |     |           |              | JOB # 1 TOTAL PARTS         |
|         |     |           |              | JOB # 1 TOTAL LABOR & PARTS |

| LABOR & SUPPLIES | QTY | UNIT                 | TOTAL - DDC |
|------------------|-----|----------------------|-------------|
| JOB # 1          | 5.0 | WENBALL OIL 10/30 WT | 0           |
|                  |     |                      | TOTAL - DDC |

RECOMMENDATIONS  
NONE

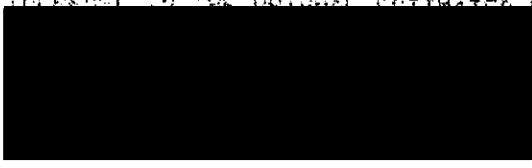
TOTALS

PARTS DESIGNATED WITH AN ASTERISK (\*) INDICATES LIFETIME  
GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF  
ALL CHARGES IN THE ORIGINAL ESTIMATE PRICE

|                         |             |
|-------------------------|-------------|
| TOTAL LABOR             | 0.00        |
| TOTAL PARTS             | 0.00        |
| TOTAL SUBLET            | 0.00        |
| TOTAL B.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> |



# FOLSON CHEVROLET

www.folsomchevy.com



BAR # AF 167437

EPA # CAR 000043687

|                   |  |                           |                          |                     |
|-------------------|--|---------------------------|--------------------------|---------------------|
| CUSTOMER NO.<br>1 | ADVISOR<br>GRIFFIN & SMITH                     | CARD NO.<br>10551         | INVOICE DATE<br>10-11-07 | INVOICE NO.<br>1111 |
|                   | LICENSE NO.                                    | MILEAGE<br>4000           | COLOR<br>SILVER          | STOCK NO.           |
|                   | YEAR/MAKE/MODEL<br>07/CHEVROLET TRUCK/TAPER-CO | DELIVERY DATE<br>10/08/07 | DELIVERY MILES           |                     |
|                   | VEHICLE ID. NO.<br>1UNTR1S0470                 | SELLING DEALER NO.        | PRODUCTION DATE          |                     |
|                   | ETE. NO.                                       | P.O. NO.                  | P.O. DATE<br>08/11/07    |                     |

CLASS 3 TRIM COPY (SCHEDULE 2)  
 CUSTOMER STATES PASS REAR DOOR GLASS OUTSIDE TRIM BRUSH SEE  
 500-  
 INSTALL SPECIAL ORDERED PART  
 REMOVED AND REPLACED THE RIGHT REAR OUTER BRUSH STRIP WITH  
 THE UPDATED PART, HOLDING AS DESIGNED.

| QTY | MTN | REF NUMBER | DESCRIPTION  | UNIT PRICE |
|-----|-----|------------|--------------|------------|
| 1   |     | 15708072   | 5/8"R 16.188 |            |
| 1   |     | 15940435   | 5/8"R 16.188 |            |

JOB # 1 TOTAL PARTS

JOB # 1 TOTAL LABOR & PARTS

TRIM (SCHEDULE 2)  
 CUSTOMER STATES NR SIDE OUTSIDE GLASS HOLDING BRUSH SEE  
 500-  
 INSTALL SPECIAL ORDERED PART  
 REMOVED AND REPLACED THE LEFT REAR OUTER BRUSH STRIP WITH  
 THE UPDATED PART, HOLDING AS DESIGNED AT THIS TIME.

| QTY | MTN | DESCRIPTION | UNIT PRICE |
|-----|-----|-------------|------------|
|     |     |             |            |

JOB # 2 TOTAL LABOR & PARTS

REPAIRS DESIGNATED WITH AN ASTERISK (\*) INDICATES LIFETIME  
 WARRANTY AND ARE NOT FOR CUSTOMER PAY REPAIRS  
 ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE  
 ACKNOWLEDGE NOTICE AND FINAL APPROVAL OF  
 CUSTOMER OF THE ORIGINAL ESTIMATED PRICE

|                         |  |
|-------------------------|--|
| TOTAL LABOR             |  |
| TOTAL PARTS             |  |
| TOTAL SUBLET            |  |
| TOTAL G.O.B.            |  |
| TOTAL MISC CHG.         |  |
| TOTAL MISC DISC.        |  |
| TOTAL TAX               |  |
| <b>TOTAL INVOICE \$</b> |  |

CUSTOMER SIGNATURE

# FOLSOM CHEVROLET

www.folsomchevy.com

BAR # AF 167437

EPA # CAR 000043687

|                       |                |                    |              |                 |
|-----------------------|----------------|--------------------|--------------|-----------------|
| ADVISOR<br>JOHN HINES |                | CARD NO.           | INVOICE DATE | INVOICE NO.     |
| LICENSE NO.           |                | MILEAGE            | COLOR        | STOCK NO.       |
| YEAR / MAKE / MODEL   |                | DELIVERY DATE      |              | DELIVERY MILES  |
| VEHICLE ID. NO.       |                | SELLING DEALER NO. |              | PRODUCTION DATE |
| PRE. NO.              |                | PO. NO.            |              | REG. DATE       |
| RESIDENCE PHONE       | BUSINESS PHONE |                    |              |                 |

1. OIL & FILTER CHANGE  
 2. TIGHTENING & INSPECTION  
 3. WASH & WAX  
 4. INSPECT BRAKE SYSTEM  
 5. INSPECT CHASSIS COMPONENTS  
 6. CHECK ENGINE OIL AND DIMENSION WASHES FLUIDS  
 7. ADD FLUID AS NEEDED  
 8. WASH & WAX MAINTENANCE SERVICE

| QUANTITY      | DESCRIPTION  | UNIT PRICE | TOTAL PRICE |
|---------------|--------------|------------|-------------|
| 1             | FILTER 1.936 | 5.00       | 5.00        |
| 1             | TOTAL LABOR  | 15.00      | 15.00       |
| TOTAL = 20.00 |              |            | 20.00       |

TOTAL LABOR 15.00  
 TOTAL PARTS 5.00  
 TOTAL 20.00  
 TAX 1.00  
 TOTAL INVOICE \$ 21.00



# FOLSOM CHEVROLET

www.foisomchevy.com



BAR # AF 167437

EPA # CAR 000043687

|                       |  |                  |                           |                           |
|-----------------------|--|------------------|---------------------------|---------------------------|
| CUSTOMER NO.<br>88172 | ADVISOR<br>RONALD ROSSELLI                         | CARD NO.<br>B138 | INVOICE DATE<br>08/18/10  | INVOICE NO.<br>L105320310 |
|                       |  | MILEAGE<br>33903 | COLOR<br>SILVER/          | STOCK NO.                 |
|                       | YEAR / MAKE / MODEL<br>07/CHEVROLET TRUCK/TARDE/UT |                  | DELIVERY DATE<br>10/08/06 | DELIVERY MILES<br>40      |
|                       | VEHICLE ID. NO.<br>1GNFK13047                      |                  | SELLING DEALER NO.        | PRODUCTION DATE           |
| FOLSOM, CA            | FTE. NO.   | PO. NO.          | R.O. DATE<br>08/18/10     |                           |

LABOR & PARTS  
JOB # 03CTZ

ENGINE DEPARTMENT

TECH(S):428

INTERNAL

CUSTOMER STATES WHEN STARTING ENGINE COLD HAS KNOCKING NOISE  
STARTED VEHICLE WHEN WARM AND FOUND NO NOISES, DID CHANGE OIL AND WILL RESTART IN AM.  
STARTED IN AM AND FOUND NORMAL PISTON RATTLE, NORMAL CHARACTERISTIC OF THIS ENGINE, WILL NOT CAUSE WEAR OR ANY ISSUE WITH ENGINE.  
NO CORRECTIONS NEEDED, NORMAL OPERATION OF THIS DESIGN OF ENGINE, NORMAL PISTON NOISE.

| PARTS | QTY | FP-NUMBER | DESCRIPTION | UNIT PRICE                       |
|-------|-----|-----------|-------------|----------------------------------|
|       |     |           |             | JOB # 1 TOTAL PARTS 0.00         |
|       |     |           |             | JOB # 1 TOTAL LABOR & PARTS 0.00 |

JOB # 03CTZ1

ENGINE DEPARTMENT

TECH(S):428

INTERNAL

CUSTOMER STATES IN 1500 MILES CUSTOMER 1 1/2 QTS OIL STARTING OIL CONSUMPTION TEST  
VERIFIED NO LEAKS, NO LODDS, NO BREATHER SYSTEM OR INTAKE SYSTEM FAULTS, ALL LOOKS GOOD.  
START OIL CONSUMPTION TEST, LEVEL IS CORRECT AND NEEDS TO BE CHECK BY TECH 428 ONLY, NEED INFORMATION ABOUT DRIVING HABITS, VEHICLE USAGE AND TRIPS TAKEN (city or highway)

| PARTS | QTY | FP-NUMBER | DESCRIPTION | UNIT PRICE                       |
|-------|-----|-----------|-------------|----------------------------------|
|       |     |           |             | JOB # 2 TOTAL PARTS 0.00         |
|       |     |           |             | JOB # 2 TOTAL LABOR & PARTS 0.00 |

JOB # 02CTZ

GLASS & TRIM DEPT

TECH(S):992

WARRANTY

CUSTOMER STATES REAR LIFT GATE SUPPORTS WILL NOT KEEP DECK LTD UP ON HOT DAYS  
REAR HATCH STRUTS WEAK  
REPALCED REAR LIFTGATE STRUTS, RECHECKED OK

| PARTS   | QTY | FP-NUMBER | DESCRIPTION  | UNIT PRICE                       |
|---------|-----|-----------|--------------|----------------------------------|
| JOB # 3 | 1   | 15827433  | STRUT 17.202 |                                  |
| JOB # 3 | 1   | 15854712  | STRUT 17.202 |                                  |
|         |     |           |              | JOB # 3 TOTAL PARTS 0.00         |
|         |     |           |              | JOB # 3 TOTAL LABOR & PARTS 0.00 |

JOB # 1407CK011

CHECK & DIAGNOSIS

TECH(S):992

WARRANTY

CUSTOMER STATES CD PLAYER WHEN PLAYING IS MAKING HOWLING NOISE  
INTERNAL NOISE FROM CD PALYER  
INSTALLED NEW PARTS AND PROGRAMMED CODE BOYRE

| PARTS   | QTY | FP-NUMBER | DESCRIPTION | UNIT PRICE                       |
|---------|-----|-----------|-------------|----------------------------------|
| JOB # 4 | 1   | 6063      | CD 17.202   |                                  |
|         |     |           |             | JOB # 4 TOTAL PARTS 0.00         |
|         |     |           |             | JOB # 4 TOTAL LABOR & PARTS 0.00 |

JOB # 1507ZM011 INSPEC

MULTI-POINT INSPECTION

TECH(S):428

INTERNAL

MULTI-POINT INSPECTION  
VISUAL INSPECTION ONLY-FURTHER DIAGNOSIS MAY BE REQUIRED

# FOLSOM CHEVROLET

www.folsomchevy.com

BAR # AF 167437

EPA # CAR 000043687



|            |                     |                        |          |                    |              |                 |             |      |
|------------|---------------------|------------------------|----------|--------------------|--------------|-----------------|-------------|------|
| [REDACTED] | ADVISOR             | JOHN HILES             | CARD NO. | 1111               | INVOICE DATE | 10/02/07        | INVOICE NO. | 1111 |
|            | LICENSE NO.         | 922                    | MILEAGE  | 1219               | COLOR        | BLACK           | STOCK NO.   |      |
|            | YEAR / MAKE / MODEL | 2007 CHEVROLET TRAILER |          | DELIVERY DATE      | 10/02/07     | DELIVERY MILES  |             |      |
|            | VEHICLE ID. NO.     | [REDACTED]             |          | SELLING DEALER NO. |              | PRODUCTION DATE |             |      |
| PRE. NO.   |                     | PO. NO.                |          | ISS. DATE          | 10/02/07     |                 |             |      |

PERFORMED MAINTENANCE SERVICE  
 CHANGE ENGINE OIL & FILTER, TEST BRAKE SYSTEM  
 CHECK TIRE PRESSURE & TIGHTEN NUTS  
 WASH WAX & POLISH EXTERIOR  
 BATTERY AND INSPECT TROUBLE LIGHTS  
 VISUALLY INSPECT BRAKE SYSTEM  
 LUBRICATE CHASSIS COMPONENTS  
 CHECK ENGINE COOLANT AND WINDSHIELD WASHER FLUID LEVELS AND  
 ADD FLUID AS NEEDED  
 PERFORMED MAINTENANCE SERVICE.

| ITEM #              | QUANTITY | DESCRIPTION  | UNIT PRICE |
|---------------------|----------|--------------|------------|
| 001                 | 1        | FILTER 1.835 | 3.60       |
| JOB # 1 TOTAL PARTS |          |              |            |

| ITEM #        | QUANTITY | DESCRIPTION        | UNIT PRICE |
|---------------|----------|--------------------|------------|
| 002           | 8        | 6.0 MOBIL 10W30 MT | 2.63       |
| TOTAL - 21.04 |          |                    |            |

| ITEM #        | QUANTITY | DESCRIPTION | UNIT PRICE |
|---------------|----------|-------------|------------|
| 003           | 1        | LABOR       | 85.00      |
| TOTAL - 85.00 |          |             |            |

CUSTOMER HEREBY RECEIVES RECEIVING  
 ORIGINAL COPIES OF \$85.00 (TAX)  
 RECOMMENDATION  
 10/02/07

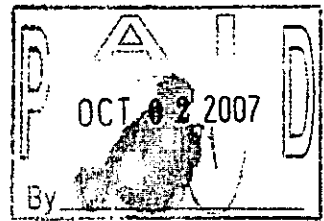
MARKS DESIGNATED WITH AN ASTERISK (\*) INDICATES LIFETIME  
 WARRANTY APPLIES TO CUSTOMER PAY REPAIRS

|             |        |
|-------------|--------|
| TOTAL LABOR | 85.00  |
| TOTAL PARTS | 21.04  |
| TOTAL TAX   | 1.00   |
| TOTAL       | 107.04 |

ACKNOWLEDGE NOTICE AND MAKE APPROVAL BY  
 SIGNATURE OF CUSTOMER AS NOTED BELOW

[REDACTED SIGNATURE]

TOTAL INVOICE \$ 107.04



# FOLSOM CHEVROLET

www.folsomchevy.com



BAR # AF 167437

EPA # CAR 00U043687

|                            |   |                  |                           |                           |
|----------------------------|---|------------------|---------------------------|---------------------------|
| CUSTOMER NO.<br>[REDACTED] | ADVISOR<br>RONALD ROSSELLI 641                      | CARD NO.<br>B715 | INVOICE DATE<br>08/07/09  | INVOICE NO.<br>GFLS705687 |
| [REDACTED]                 | LICENSE NO.   | MILEAGE<br>25131 | COLOR<br>SILVER           | STOCK NO.                 |
| [REDACTED]                 | YEAR / MAKE / MODEL<br>07/CHEVROLET TRUCK/TAHOLE/UT |                  | DELIVERY DATE<br>10/08/06 | DELIVERY MILES<br>41      |
| [REDACTED]                 | VEHICLE ID. NO.<br>1GNFK13047J [REDACTED]           |                  | SELLING DEALER NO.        | PRODUCTION DATE           |
| [REDACTED]                 | R.T.E. NO.  | PO. NO.          | R.O. DATE<br>07/22/09     |                           |

LABOR & PARTS  
ELECTRICAL DEPT. TECH(S) 1903  
CUSTOMER STATES RIGHT REAR HEAD REST DVD PICTURE KEEPS  
SCROLLING CHECK AND REPORT  
FAULTY DVD/HEADREST PLAYER.  
VERIFIED THE RIGHT SIDE DVD SCREEN IS NOT CLEAR. DETERMINED  
FAULTY DVD PLAYER.  
REPLACED RIGHT SIDE DVD MOBILE SCREEN ASM. RECHECK OPERA-  
TION, OK.

| PARTS                       | QTY | REP. NUMBER | DESCRIPTION  | UNIT PRICE |
|-----------------------------|-----|-------------|--------------|------------|
| DISP                        | 1   | 1915230     | DISPLAY 9.60 |            |
| JOB # 1 TOTAL PARTS         |     |             |              | 9.60       |
| JOB # 1 TOTAL LABOR & PARTS |     |             |              | 10.00      |

ALL WORK DESIGNATED WITH AN ASTERISK (\*) INDICATES LIFETIME WARRANTY APPLIES FOR CUSTOMER PAY REPAIRS

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE

PLEASE RELEASE VEHICLE AND ORAL APPROVAL OF WORKER'S OF THE ORIGINAL ESTIMATED PRICE

|                         |              |
|-------------------------|--------------|
| TOTAL LABOR...          | 0.00         |
| TOTAL PARTS...          | 9.60         |
| TOTAL SUBLET...         | 0.00         |
| TOTAL S.O.G...          | 0.00         |
| TOTAL DISC CHG...       | 0.00         |
| TOTAL DISC DTSC...      | 0.00         |
| TOTAL TAX.....          | 0.00         |
| <b>TOTAL INVOICE \$</b> | <b>10.00</b> |





# FOLSOM CHEVROLET

www.folsomchevy.com



BAR # AF 167437

EPA # CAR 000043687

|                       |  |     |                  |                           |                           |
|-----------------------|--|-----|------------------|---------------------------|---------------------------|
| CUSTOMER NO.<br>88142 | ADVISOR<br>RONALD ROSSELLI                               | 041 | CARD NO.<br>B158 | INVOICE DATE<br>08/18/10  | INVOICE NO.<br>LTCS320310 |
|                       |  |     | MILEAGE<br>33903 | COLOR<br>SILVER/          | STOCK NO.                 |
|                       | YEAR / MAKE / MODEL<br>07 / CHEVROLET TRUCK / TAHOE / UT |     |                  | DELIVERY DATE<br>10/08/08 | DELIVERY MILES<br>40      |
|                       | VEHICLE ID. NO.<br>1GHPK13047J                           |     |                  | SELLING DEALER NO.        | PRODUCTION DATE           |
| FOLSOM, CA            | F.T.E. NO.   |     | PO. NO.          | R.O. DATE<br>08/16/10     |                           |

**LABOR & PARTS**

**JOB # 08CT2 ENGINE DEPARTMENT TECH(S):428 INTERNAL**  
 CUSTOMER STATES WHEN STARTING ENGINE COLD HAS KNOCKING NOISE  
 STARTED VEHICLE WHEN WARM AND FOUND NO NOISES. DID CHANGE OIL AND WILL RESTART IN AM.  
 STARTED IN AM AND FOUND NORMAL PISTON RATTLE, NORMAL CHARACTERISTIC OF THIS ENGINE, WILL NOT CAUSE WEAR OR ANY ISSUE WITH ENGINE.  
 NO CORRECTIONS NEEDED, NORMAL OPERATION OF THIS DESIGN OF ENGINE, NORMAL PISTON NOISE.

| PARTS | QTY | FP-NUMBER | DESCRIPTION | UNIT PRICE                       |
|-------|-----|-----------|-------------|----------------------------------|
|       |     |           |             | JOB # 1 TOTAL PARTS 0.00         |
|       |     |           |             | JOB # 1 TOTAL LABOR & PARTS 0.00 |

**JOB # 08CT21 ENGINE DEPARTMENT TECH(S):428 INTERNAL**  
 CUSTOMER STATES IN 1500 MILES CUSTOMER 1 1/2 QTS OIL STARTING OIL CONSUMPTION TEST  
 VERIFIED NO LEAKS, NO CODES, NO BREATHER SYSTEM OR INTAKE SYSTEM FAULTS, ALL LOOKS GOOD.  
 START OIL CONSUMPTION TEST, LEVEL IS CORRECT AND NEEDS TO BE CHECK BY TECH 428 ONLY, NEED INFORMATION ABOUT DRIVING HABITS, VEHICLE USAGE AND TRIPS TAKEN (city or highway)

| PARTS | QTY | FP-NUMBER | DESCRIPTION | UNIT PRICE                       |
|-------|-----|-----------|-------------|----------------------------------|
|       |     |           |             | JOB # 2 TOTAL PARTS 0.00         |
|       |     |           |             | JOB # 2 TOTAL LABOR & PARTS 0.00 |

**JOB # 08CT2 GLASS & TRIM DEPT TECH(S):992 WARRANTY**  
 CUSTOMER STATES REAR LIFT GATE SUPPORTS WILL NOT KEEP DECK LTD UP ON HOT DAYS  
 REAR HATCH STRUTS WEAK  
 REPALCEV REAR LIFTGATE STRUTS, RECHECKED OK

| PARTS   | QTY | FP-NUMBER | DESCRIPTION  | UNIT PRICE                       |
|---------|-----|-----------|--------------|----------------------------------|
| JOB # 3 | 1   | 15827433  | STRUT 17.202 | WARRANTY                         |
| JOB # 3 | 1   | 15854712  | STRUT 17.202 |                                  |
|         |     |           |              | JOB # 3 TOTAL PARTS 0.00         |
|         |     |           |              | JOB # 3 TOTAL LABOR & PARTS 0.00 |

**JOB # 1407CK011 CHECK & DIAGNOSIS TECH(S):992 WARRANTY**  
 CUSTOMER STATES CD PLAYER WHEN PLAYING IS MAKING HOWLING NOISE  
 INTERNAL NOISE FROM CD PALYER  
 INSTALLED NEW CAPTO AND PROGRAMMER CODE BYTE

| PARTS | QTY | FP-NUMBER | DESCRIPTION | UNIT PRICE                       |
|-------|-----|-----------|-------------|----------------------------------|
|       |     |           |             | JOB # 4 TOTAL PARTS 0.00         |
|       |     |           |             | JOB # 4 TOTAL LABOR & PARTS 0.00 |

**JOB # 1507ZM011 INSPECTION MULTIPNT INSPECTION TECH(S):428 INTERNAL**  
 MULTI-POINT INSPECTION  
 VISUAL INSPECTION ONLY-FURTHER DIAGNOSIS MAY BE REQUIRED

# FOLSOM CHEVROLET

www.folsomchevy.com



BAR # AF 167437

EPA # CAR 000043687

|                       |                            |  |                           |                           |
|-----------------------|----------------------------|--|---------------------------|---------------------------|
| CUSTOMER NO.<br>83152 | ADVISOR<br>RONALD ROSSJELI | CARD NO.<br>B168                                   | INVOICE DATE<br>08/18/10  | INVOICE NO.<br>CT09320810 |
|                       |                            | VEHICLE ID. NO.<br>1GNFK13047J                     | DELIVERY DATE<br>10/08/06 | DELIVERY MILES<br>90      |
|                       |                            | YEAR / MAKE / MODEL<br>07/CHEVROLET TRUCK/TAMOE/UT | SELLING DEALER NO.        | PRODUCTION DATE           |
|                       |                            | R.O. DATE<br>08/16/10                              |                           |                           |

COMPLETED MULTIPPOINT INSPECTION

| PARTS | QTY | FP NUMBER | DESCRIPTION | UNIT PRICE                  |      |
|-------|-----|-----------|-------------|-----------------------------|------|
|       |     |           |             | JOB # 5 TOTAL PARTS         | 0.00 |
|       |     |           |             | JOB # 5 TOTAL LABOR & PARTS | 0.00 |

JR 6+00CTZ OIL, LUBE FILTER SVC. TECH(S):428 11.78  
 OIL, LUBE AND FILTER SERVICE, 18 POINT INSPECTION.  
 TOP OFF ALL FLUIDS AND INSTALL WINDSHIELD STICKER.  
 20001C  
 COMPLETED OIL, LUBE AND FILTER SERVICE, 18 POINT INSPECTION  
 TOPPED OFF FLUID LEVELS AND INSTALLED WINDOW STICKER

| PARTS   | QTY | FP NUMBER | DESCRIPTION  | UNIT PRICE                  |       |
|---------|-----|-----------|--------------|-----------------------------|-------|
| JOB # 5 | 1   | 89017324  | FILTER 1.836 | 6.15                        | 6.15  |
|         |     |           |              | JOB # 6 TOTAL PARTS         | 6.15  |
|         |     |           |              | JOB # 6 TOTAL LABOR & PARTS | 17.93 |

JR 7+29CTZ1 SUBLET TECH(S):405 WARRANTY  
 AVIS RENTAL SMPP INS C

| PARTS | QTY | FP NUMBER | DESCRIPTION | UNIT PRICE                  |      |
|-------|-----|-----------|-------------|-----------------------------|------|
|       |     |           |             | JOB # 7 TOTAL PARTS         | 0.00 |
|       |     |           |             | JOB # 7 TOTAL LABOR & PARTS | 0.00 |

SUBLET - PO# - VEND INH - INV. DATE - DESCRIPTION - WARRANTY  
 JOB # 4 67500 2446692 08/18/10 EXC RATIO 1586880V TOTAL - SUBLET 0.00

| S.O.G. & SUPPLIES | QTY | FP NUMBER       | DESCRIPTION   | UNIT PRICE  |       |
|-------------------|-----|-----------------|---------------|-------------|-------|
| JOB # 6           | 6.0 | GOODWENCH 5/30W | @ 2.760 /UNIT |             | 16.56 |
|                   |     |                 |               | TOTAL - SOG | 16.56 |

| MISC    | CODE | DESCRIPTION     | CONTROL NO |              |      |
|---------|------|-----------------|------------|--------------|------|
| JOB # 6 |      | EV OIL DISPOSAL |            | 1.29         |      |
|         |      |                 |            | TOTAL - MISC | 1.29 |

| TOTALS   |                  |       |
|--|------------------|-------|
| PARTS DESIGNATED WITH AN ASTERISK (*) INDICATES LIFETIME WARRANTY APPLIES FOR CUSTOMER PAY REPAIRS | TOTAL LABOR....  | 11.78 |
| ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE   | TOTAL PARTS....  | 6.15  |
| I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE              | TOTAL SUBLET...  | 0.00  |
|  | TOTAL S.O.G....  | 16.56 |
|  | TOTAL MISC CHG.  | 1.29  |
|  | TOTAL MISC DISC  | 0.00  |
|  | TOTAL TAX.....   | 1.99  |
|  | TOTAL INVOICE \$ | 37.77 |

# FOLSOM CHEVROLET

www.folsomchevy.com



BAR # AF 167437

EPA # CAR 000043687

|                        |  |                   |                           |                            |
|------------------------|--|-------------------|---------------------------|----------------------------|
| CUSTOMER NO.<br>821 42 | ADVISOR<br>RONALD ROSSFI IT 841                    | CARD NO.<br>15370 | INVOICE DATE<br>01/21/11  | INVOICE NO.<br>HT000167437 |
|                        |  | MILEAGE<br>33479  | COLOR<br>SILVER/          | STOCK NO.                  |
|                        | YEAR / MAKE / MODEL<br>07/CHEVROLET TRUCK/TANOE/UT |                   | DELIVERY DATE<br>10/08/06 | DELIVERY MILES             |
|                        | VEHICLE ID. NO.<br>14G NFE KJ1 3X0 417 J           |                   | SELLING DEALER NO.        | PRODUCTION DATE            |
|                        | R.T.E. NO.   | P.O. NO.          | R.O. DATE<br>01/13/11     | REPRINT #                  |

**LABOR & PARTS**  
JOB # 06012

ENGINE DEPARTMENT

TECH(S): 977

WARRANTY

CUSTOMER STATES ENGINE IS BURNING OIL CHECK AND REPORT  
OIL SPARKING ON #7 CLY AS PER 10-06-01-008A  
TECH 977 AS PER 10-06-01-009A REMOVED OIL PAN AND INSTALLED  
SHIELD OVER BYPASS VALVE REPLACED GASKET AND FILLED WITH  
OIL INSTALLED TOP ENGINE CLEANER IN ALL CLY LET SIT AND  
RAN ENGINE CHECKED FOR PROPER OIL LEVEL AND OPERATION  
AND VERIFIED NO LEAKS OK AT THIS TIME

| PARTS   | QTY | FP NUMBER | DESCRIPTION     | UNIT PRICE |
|---------|-----|-----------|-----------------|------------|
| JOB # 1 | 1   | 12639759  | REFLECTOR 1.609 |            |
| JOB # 1 | 1   | 12612350  | GASKET 1.429    |            |
| JOB # 1 | 1   | 88861802  | CLEANER 8.800   |            |
| JOB # 1 | 1   | 1890      | BRK CLEAN       |            |
| JOB # 1 | 1   | 89017524  | FILTER 1.836    |            |

JOB # 1 TOTAL PARTS

JOB # 1 TOTAL LABOR & PARTS

WARRANTY  
WARRANTY  
WARRANTY  
INTERNAL  
WARRANTY  
0.00

**JOB # 06012 MULTIPNT INSPECTION**  
MULTI-POINT INSPECTION

TECH(S): 977

INTERNAL

VISUAL INSPECTION ONLY-FURTHER DIAGNOSIS MAY BE REQUIRED

TECH 977 PERFORMED VISUAL INSPECTION SEE ATTCHED SHEET SET  
FRONT AND REAR TIRE PRESS TO 32 PSI AS PER GM

| PARTS | QTY | FP NUMBER | DESCRIPTION | UNIT PRICE                  |
|-------|-----|-----------|-------------|-----------------------------|
|       |     |           |             | JOB # 2 TOTAL PARTS         |
|       |     |           |             | JOB # 2 TOTAL LABOR & PARTS |

**JOB # 06012**

ELECTRICAL DEPT.

TECH(S): 878

INTERNAL

CUSTOMER STATES AT TIME UNABLE TO USE CAR PHONE ALSO AT SAME  
TIME UNABLE TO CONTACT ON STAR  
TEST ONSTAR MADE 2 PHONE CALLS AND BOTH CALLS WENT THROUGH  
CALL ONSTAR AND THEY RECEIVED CALL AND HAD NO PROBLEMS WITH  
THIS VEHICLE CUSTOMER HAS ENOUGH MINUTES UNTILL NOVEMBER  
PERFORM AND NO CODES STORED ONSTAR IS OPERATING AS DESIGNED  
FOUND BULLETIN PIC4310F CURRENT STD IS00112,CAL MODE 4 AND  
SIGNAL STRENGTH IS 50 SYSTEM IS OK  
AT THIS TIME SYSTEM IS OPERATING AS DESIGNED

| PARTS | QTY | FP NUMBER | DESCRIPTION | UNIT PRICE                  |
|-------|-----|-----------|-------------|-----------------------------|
|       |     |           |             | JOB # 3 TOTAL PARTS         |
|       |     |           |             | JOB # 3 TOTAL LABOR & PARTS |

**WARRANTY SUPPLIES**

|         |     |          |                 |   |      |             |          |      |
|---------|-----|----------|-----------------|---|------|-------------|----------|------|
| JOB # 1 | 0.0 | 12345610 | GOODWRENCH 5-30 | 0 | UNIT | TOTAL - 608 | WARRANTY | 0.00 |
|---------|-----|----------|-----------------|---|------|-------------|----------|------|

*on cold start am 7:30 am  
unable to hear any ticking or knocking  
noise.  
Ren  
121-11*

Abigail Blake/Austin/GM1

02/22/2011 03:37 PM

To leonard.deprez@gm.com

cc

bcc

Subject 71-920566661, Auker

RE: Customer Last Name: [REDACTED]  
Service Request: 71-920566661  
2007 Chevrolet Tahoe  
Vehicle Identification Number: 1GNFK13047J [REDACTED]  
Customer Relationship Specialist: Abigail Blake  
Telephone: (866) 790-5700 x 41015

Dear Mr. Deprez:

This email is to follow up on my voice mail regarding Service Request 71-920566661 for customer [REDACTED]. The customer's vehicle is a 2007 Chevrolet Tahoe with 38,832 miles. The VIN is 1GNFK13047J [REDACTED]. The customer has been working with Folsom Chevrolet/Geo, Inc. in Folsom, CA.

The Technical Assistance Center has not been involved in this case.

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

- A) I have information on this case that may assist in your review (please provide in your response). Please note: you will be notified of the final resolution once a settlement has been reached.
- B) I am not aware of this vehicle or customer's concerns. Please note: you will be notified of the final resolution once a settlement has been reached.

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

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

Your feedback will be documented and your e-mail attached to our case, it is an important step in our accurate and timely case resolution.

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

February 22, 2011

William R. McGee Esq.  
Law Offices of William R. McGee  
16855 West Bernardo Drive, Suite 380  
San Diego, CA 92127

RE: [REDACTED]  
Service Request: 71-920566661  
2007 Chevrolet Tahoe  
Vehicle Identification Number: 1GNFK13047J [REDACTED]  
Customer Relationship Specialist: Abigail

Dear Mr. McGee:

This is to advise that General Motors is in receipt of the above referenced case dated February 16, 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



**VIA FAX ONLY**

February 22, 2011

Joe Schafer  
Folsom Chevrolet/Geo, Inc.  
12655 Automall Circle  
Folsom, CA 95630-8099

RE: [REDACTED]  
Service Request: 71-920566661  
2007 Chevrolet Tahoe  
Vehicle Identification Number: 1GNFK13047J [REDACTED]  
Customer Relationship Specialist: Abigail

Dear Mr. Schafer:

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

## 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 : | 1GNFK13047J [REDACTED] |
|-------|------------------------|

### VEHICLE INFORMATION

|                              |  |                                  |                |
|------------------------------|--|----------------------------------|----------------|
| <b>Merchandising Model :</b> | CK10706 -2007 TAHOE 4WD LT   | <b>Warranty Start Date :</b>     | 10/08/2006     |
| <b>BARS Order Type :</b>     | 70 - RETAIL - STOCK  |                                  |                |
| <b>Delivering Dealer :</b>   | FOLSOM CHEVROLET<br>12655 AUTO MALL CIR<br>FOLSOM, CA 95630-8099<br>(916) 985-5600 | <b>Selling Source :</b>          | 13 - CHEVROLET |
|                              |  | <b>Site Code :</b>               | 06001          |
|                              |  | <b>Business Associate Code :</b> | 112187         |
| <b>Service Contract :</b>    | Yes  | <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<br>REPGM ECM *EXPIRES 8YR/80K MI* | 12/12/2006  | Open   |
| YT   | <a href="#">07033</a> | SERVICE UPDATE - INVENTORY & CUST. VEHS-BATTERY<br>RUNDOWN-*EXP W/BASE WARRANTY*  | 02/06/2007  | Open   |

### SERVICE INFORMATIONAL ITEMS

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

### ON STAR AND XM SATELLITE RADIO INFORMATION

|   |     |                      |          |   |          |
|---|-----|----------------------|----------|---|----------|
| <b>OnStar Equipped</b>  | Yes | <b>OnStar Status</b> | Active   | Refer to Help page for details or: go to OnStar Online Enrollment (located on the "OnStar" tab in GM InfoNET) or (888)ONSTAR1 (888) 667-8271. |          |
| <b>XM Equipped</b>  | Yes | <b>XM Radio ID</b>   | OKU8H0R4 | <b>XM Status</b>  | Inactive |
| Refer to Help page for details or:<br>www.xmradio.gm.ca or Dealer Hotline<br>1.877.GET.XMST (1-877-438-9677). |     |                      |          |   |          |

### APPLICABLE WARRANTIES

| Description  | Effective Date | Effective Odometer | End Date   | End Odometer |
|--|----------------|--------------------|------------|--------------|
| 36/36000 BUMPER TO BUMPER LIMITED WARRANTY                   | 10/08/2006     | 40 miles           | 10/08/2009 | 36040 miles  |
| 72/100000 SHEET METAL COVERAGE RUST THROUGH LIMITED WARRANTY | 10/08/2006     | 40 miles           | 10/08/2012 | 100040 miles |



|   |            |          |            |              |
|---|------------|----------|------------|--------------|
| 60/100000 POWERTRAIN COVERAGE LIMITED WARRANTY    | 10/08/2006 | 40 miles | 10/08/2011 | 100040 miles |
| 96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM | 10/08/2006 | 40 miles | 10/08/2014 | 80040 miles  |
| 84/70000 CALIFORNIA SELECT COMPONENT              | 10/08/2006 | 40 miles | 10/08/2013 | 70040 miles  |
| 36/50000 CALIFORNIA EMISSIONS                     | 10/08/2006 | 40 miles | 10/08/2009 | 50040 miles  |

**CLAIM HISTORY**

| R.O Date   | R.O Number | Type | Labor Operation  | Odometer Reading |
|------------|------------|------|--|------------------|
| 07/21/2009 | 305680     | #    | R5554 - VIDEO DISPLAY REPLACEMENT                                  | 25161 miles      |
| 03/12/2007 | 267220     | #    | C0330 - STRIP, REAR DOOR WINDOW OUTER SEALING - RIGHT - R&R OR REP | 4000 miles       |
| 03/12/2007 | 267220     | #    | C0331 - STRIP, REAR DOOR WINDOW OUTER SEALING - LEFT - R&R OR REPL | 4000 miles       |
| 11/22/2006 | 261188     | #    | B8968 - MOLDING, TAILGATE/LIFTGATE OUTER PANEL - ONE PIECE - R&R O | 1444 miles       |
| 03/24/2006 | 246530     | #    | N1720 - FUSE REPLACEMENT   | 5 miles          |
| 03/01/2006 | A24032     | I    | Z7000 - PRE-DELIVERY INSPECTION - BASE TIME                        | 0 miles          |

**CHECK HISTORY INFORMATION**

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

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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 : | 1GNFK13047J [REDACTED] |
|-------|------------------------|

### CLAIM HISTORY

| <b>Repair Order Date :</b> 07/21/2009 |  | <b>Repair Order Number :</b> 305680 |      | <b>Odometer Reading :</b> 25161 miles   |                    |           |             |            |          |
|---------------------------------------|--|-------------------------------------|------|---|--------------------|-----------|-------------|------------|----------|
| <b>Serviced By :</b>                  | FOLSOM CHEVROLET<br>12655 AUTO MALL CIR<br>FOLSOM, CA 95630-8099<br>(916) 985-5600 |                                     |      | <b>Selling Source :</b> 13 - CHEVROLET  |                    |           |             |            |          |
|                                       |  |                                     |      | <b>Site Code :</b> 06001                |                    |           |             |            |          |
|                                       |  |                                     |      | <b>Business Associate Code :</b> 112187 |                    |           |             |            |          |
| Cycle Date                            | Cycle Nbr  | Case                                | Type | Labor Operation                         | Part               | Auth Code | Person Code | Line Total | Comments |
| 08/14/2009                            | 31   | 01                                  | #    | R5554 - VIDEO DISPLAY REPLACEMENT       | 19156230 - DISPLAY | N/A       | N/A         | \$ 539.60  | <u>Y</u> |

| <b>Repair Order Date :</b> 03/12/2007 |  | <b>Repair Order Number :</b> 267220 |      | <b>Odometer Reading :</b> 4000 miles                               |                  |           |             |            |          |
|---------------------------------------|--|-------------------------------------|------|--|------------------|-----------|-------------|------------|----------|
| <b>Serviced By :</b>                  | FOLSOM CHEVROLET<br>12655 AUTO MALL CIR<br>FOLSOM, CA 95630-8099<br>(916) 985-5600 |                                     |      | <b>Selling Source :</b> 13 - CHEVROLET                             |                  |           |             |            |          |
|                                       |  |                                     |      | <b>Site Code :</b> 06001   |                  |           |             |            |          |
|                                       |  |                                     |      | <b>Business Associate Code :</b> 112187                            |                  |           |             |            |          |
| Cycle Date                            | Cycle Nbr  | Case                                | Type | Labor Operation  | Part             | Auth Code | Person Code | Line Total | Comments |
| 03/16/2007                            | 778  | 01                                  | #    | C0330 - STRIP, REAR DOOR WINDOW OUTER SEALING - RIGHT - R&R OR REP | 15938032 - S/STR | N/A       | N/A         | \$ 66.47   | <u>Y</u> |
| 03/16/2007                            | 778  | 02                                  | #    | C0331 - STRIP, REAR DOOR WINDOW OUTER SEALING - LEFT - R&R OR REPL | 15938033 - S/STR | N/A       | N/A         | \$ 66.47   | <u>Y</u> |

|                                       |  |                                     |  |  |  |
|---------------------------------------|--|-------------------------------------|--|--|--|
| <b>Repair Order Date :</b> 11/22/2006 |  | <b>Repair Order Number :</b> 261188 |  | <b>Odometer Reading :</b> 1444 miles   |  |
| <b>Serviced By :</b>                  | FOLSOM CHEVROLET<br>12655 AUTO MALL CIR<br>FOLSOM, CA 95630-8099<br>(916) 985-5600 |                                     |  | <b>Selling Source :</b> 13 - CHEVROLET |  |
|                                       |  |                                     |  | <b>Site Code :</b> 06001               |  |
|                                       |  |                                     |  |  |  |

|            |           |      |      |  |      |           | <b>Business Associate Code :</b> | 112187     |          |  |
|------------|-----------|------|------|--|------|-----------|----------------------------------|------------|----------|--|
| Cycle Date | Cycle Nbr | Case | Type | Labor Operation  | Part | Auth Code | Person Code                      | Line Total | Comments |  |
| 12/05/2006 | 749       | 01   | #    | B8968 - MOLDING, TAILGATE/LIFTGATE OUTER PANEL - ONE PIECE - R&R O | N/A  | N/A       | N/A                              | \$ 62.02   | <u>Y</u> |  |

| <b>Repair Order Date :</b> | 03/24/2006   | <b>Repair Order Number :</b> | 246530 | <b>Odometer Reading :</b>        | 5 miles        |           |             |            |          |
|----------------------------|--|------------------------------|--------|----------------------------------|----------------|-----------|-------------|------------|----------|
| <b>Serviced By :</b>       | FOLSOM CHEVROLET<br>12655 AUTO MALL CIR<br>FOLSOM, CA 95630-8099<br>(916) 985-5600 |                              |        | <b>Selling Source :</b>          | 13 - CHEVROLET |           |             |            |          |
|                            |  |                              |        | <b>Site Code :</b>               | 06001          |           |             |            |          |
|                            |  |                              |        | <b>Business Associate Code :</b> | 112187         |           |             |            |          |
| Cycle Date                 | Cycle Nbr  | Case                         | Type   | Labor Operation                  | Part           | Auth Code | Person Code | Line Total | Comments |
| 04/04/2006                 | 679  | 01                           | #      | N1720 - FUSE REPLACEMENT         | N/A            | E         | N/A         | \$ 88.60   | <u>Y</u> |

| <b>Repair Order Date :</b> | 03/01/2006   | <b>Repair Order Number :</b> | A24032 | <b>Odometer Reading :</b>                   | 0 miles        |           |             |            |          |
|----------------------------|--|------------------------------|--------|---|----------------|-----------|-------------|------------|----------|
| <b>Serviced By :</b>       | FOLSOM CHEVROLET<br>12655 AUTO MALL CIR<br>FOLSOM, CA 95630-8099<br>(916) 985-5600 |                              |        | <b>Selling Source :</b>                     | 13 - CHEVROLET |           |             |            |          |
|                            |  |                              |        | <b>Site Code :</b>                          | 06001          |           |             |            |          |
|                            |  |                              |        | <b>Business Associate Code :</b>            | 112187         |           |             |            |          |
| Cycle Date                 | Cycle Nbr  | Case                         | Type   | Labor Operation                             | Part           | Auth Code | Person Code | Line Total | Comments |
| 03/07/2006                 | 671  | 01                           | I      | Z7000 - PRE-DELIVERY INSPECTION - BASE TIME | N/A            | N/A       | N/A         | \$ 124.04  | N        |

## CHECK HISTORY

|  |
|--|
| Vehicle Has No Associated Check History. |
|--|



February 22, 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: 1GNFK13047J [REDACTED] Model: CK10706-2007 TAHOE 4WD LT  
 Service Contract: Yes 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 | N070033 | 07033        | SERVICE UPDATE - INVENTORY & CUST. VEHS-BATTERY RUNDOWN-*EXP W/BASE WARRANTY*  | 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 XM Radio ID: 0KU8H0R4 OnStar Status: Active  
 XM Equipped: Y XM Status: Inactive  
 OnStar Vehicle Diagnostics: Y 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 | 07/16/2010        | 10/08/2006 | 40 MI              | 10/08/2009 | 36,040 MI    |

| Warranty                                |            |            |       |            |            |
|---|------------|------------|-------|------------|------------|
| Emission Select Component Ltd Wty       | 07/16/2010 | 10/08/2006 | 40 MI | 10/08/2014 | 80,040 MI  |
| Emission Select State Component Lty Wty | 07/16/2010 | 10/08/2006 | 40 MI | 10/08/2013 | 70,040 MI  |
| Powertrain Limited Warranty             | 07/16/2010 | 10/08/2006 | 40 MI | 10/08/2011 | 100,040 MI |
| Special Coverage 09239                  | 07/16/2010 | 10/08/2006 | 40 MI | 10/08/2016 | 100,040 MI |
| Corrosion Limited Warranty              | 07/16/2010 | 10/08/2006 | 40 MI | 10/08/2012 | 100,040 MI |
| Emission Limited Warranty               | 07/16/2010 | 10/08/2006 | 40 MI | 10/08/2009 | 50,040 MI  |

### Service Contract

Policy Number: [REDACTED]

Owner: [REDACTED]

Description: GMPP 60/75 MAJOR GUARD

Deductible Amount: 0.00

Effective Date: 10/08/2006

Expiration Date: 10/08/2011

Effective Odometer: 40 MI

Expiration Odometer: 75040 MI

Daily Rental Limit: 35.00

### Transaction History

[View Details](#)

| Job Card Date | Job Card Number | Transaction Type                                | Transaction Adjustment | Labour Operation   | Odometer Reading |
|---------------|-----------------|---|------------------------|--|------------------|
| 02/14/2011    | 327480          | ZREG—Regular Vehicle Transaction                |                        | T5753 - 09239 - Replace Front and Rear Door Handle Levers                    | 38,832 MI        |
| 01/13/2011    | 326291          | ZREG—Regular Vehicle Transaction                | Add Credit             | J1000 - Pan And/Or Gasket, Oil - Replace                                     | 38,479 MI        |
| 01/13/2011    | 326291          | ZREG—Regular Vehicle Transaction                | Full Debit - Reversal  | J1000 - Pan And/Or Gasket, Oil - Replace                                     | 38,479 MI        |
| 01/13/2011    | 326291          | ZREG—Regular Vehicle Transaction                |                        | J1000 - Pan And/Or Gasket, Oil - Replace                                     | 38,479 MI        |
| 08/16/2010    | 320310          | ZSCT—Service Contracts                          |                        | R0760 - Radio, Remove and Replace  | 33,903 MI        |
| 08/16/2010    | 320310          | ZSCT—Service Contracts                          |                        | B5933 - Liftgate Strut Replacement   | 33,903 MI        |
| 07/06/2010    | 318560          | ZFAT—Field Action Recall                        |                        | Y0124 - 06162 Product Enhancement - Engine Control Module Reprogram with SPS | 32,758 MI        |
| 07/06/2010    | 318560          | ZFAT—Field Action Recall                        |                        | Y0152 - 07033 - Service Update - Reprogram BCM                               | 32,758 MI        |
| 07/06/2010    | 318560          | ZPTI—Part Transaction - Service Agent Installed |                        | R5554 - Video Display Replacement  | 32,758 MI        |
| 07/21/2009    | 305680          | ZREG—Regular Vehicle Transaction                |                        | R5554 - Video Display Replacement  | 25,161 MI        |
| 03/12/2007    | 267220          | ZREG—Regular Vehicle Transaction                |                        | C0330 - Strip, Rear Door Window Outer Sealing - Right - R&R Or Replace       | 4,000 MI         |
| 03/12/2007    | 267220          | ZREG—Regular Vehicle Transaction                |                        | C0331 - Strip, Rear Door Window Outer Sealing - Left - R&R Or Replace        | 4,000 MI         |
| 11/22/2006    | 261188          | ZREG—Regular Vehicle Transaction                |                        | B8968 - Molding, Tailgate/Liftgate Outer Panel - One Piece - R&R Or Replace  | 1,444 MI         |
| 03/24/2006    | 246530          | ZREG—Regular Vehicle Transaction                |                        | N1720 - Fuse Replacement   | 5 MI             |
| 03/01/2006    | A24032          | ZPDI—Pre-Delivery Inspection                    |                        | Z7000 - Pre-Delivery Inspection - Base Time                                  | 0 MI             |

Global Warranty Management: Site Map

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February 22, 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: 1GNFK13047J [REDACTED] Model: CK10706-2007 TAHOE 4WD LT  
 Service Contract: [Yes](#) Branded Title: No Warranty Block: No PDI Status: No  
 Order Type: 70 - RETAIL - STOCK  
 Field Actions: [0 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:** 02/14/2011**Job Card Number:** 327480

Repair Service Agent: 112187  
 FOLSOM CHEVROLET  
 12655 AUTO MALL CIR  
 FOLSOM CA 95630-8099  
 9169855600

Odometer Reading: 38,832 MI  
 Authorization Code:

Process Date:  
 02/17/2011

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 T5753-09239 - Replace Front and Rear Door Handle Levers

Causal Part Number 000000000088880051-HANDLEKIT,FRTS/DI/S

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

Line Total: USD 114.93

**Job Card Date:** 01/13/2011**Job Card Number:** 326291

Repair Service Agent: 112187  
 FOLSOM CHEVROLET  
 12655 AUTO MALL CIR  
 FOLSOM CA 95630-8099  
 9169855600

Odometer Reading: 38,479 MI  
 Authorization Code: PE

Process Date:  
 02/21/2011

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

Customer Complaint Code:  
 0390-Engine/Fuel/Exhaust -  
 Other issues

Job Card Line #: 1 Transaction Adjustment: Add Credit Cause Code: 9090-Other - Field Action / Tech Bulletin

Labour Op J1000-Pan And/Or Gasket, Oil - Replace

Causal Part Number 00000000012639759-DEFLECTOR-OILPRESSRFLVLV

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

Line Total: USD 644.50

**Job Card Date:** 01/13/2011**Job Card Number:** 326291Repair Service Agent: 112187  
FOLSOM CHEVROLET  
12655 AUTO MALL CIR  
FOLSOM CA 95630-8099  
9169855600Odometer Reading: 38,479 MI  
Authorization Code: PEProcess Date:  
02/21/2011Transaction Type:  
ZREG---Regular Vehicle TransactionTransaction Expense Category:  
WarrantyCustomer Complaint Code:  
0390-Engine/Fuel/Exhaust - Other  
issuesJob Card Line #: 1                      Transaction Adjustment: Full Debit    Cause Code: 9090-Other - Field Action /  
Tech Bulletin

Labour Op J1000-Pan And/Or Gasket, Oil - Replace

Causal Part Number 000000000012639759-DEFLECTOR-OILPRESSRLFVLV

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

Line Total: USD 539.50

**Job Card Date:** 01/13/2011**Job Card Number:** 326291Repair Service Agent: 112187  
FOLSOM CHEVROLET  
12655 AUTO MALL CIR  
FOLSOM CA 95630-8099  
9169855600Odometer Reading: 38,479 MI  
Authorization Code: EPProcess Date:  
01/24/2011Transaction Type:  
ZREG---Regular Vehicle TransactionTransaction Expense Category:  
WarrantyCustomer Complaint Code:  
0390-Engine/Fuel/Exhaust - Other  
issuesJob Card Line #: 1                      Transaction Adjustment:    Cause Code: 9090-Other - Field Action / Tech  
Bulletin

Labour Op J1000-Pan And/Or Gasket, Oil - Replace

Causal Part Number 000000000012639759-DEFLECTOR-OILPRESSRLFVLV

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

Line Total: USD 539.50

**Job Card Date:** 08/16/2010**Job Card Number:** 320310Repair Service Agent: 112187  
FOLSOM CHEVROLET  
12655 AUTO MALL CIR  
FOLSOM CA 95630-8099  
9169855600Odometer Reading: 33,903 MI  
Authorization Code:Process Date:  
08/23/2010Transaction Type:  
ZSCT---Service ContractsTransaction Expense Category:  
Service ContractCustomer Complaint Code:  
0221-Audio/Entertainment/Navigation -  
AudioJob Card Line #: 4                      Transaction Adjustment:    Cause Code: 6063-Module/Component -  
Noise during operation

Labour Op R0760-Radio, Remove and Replace

Causal Part Number

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

Line Total: USD 420.42

---

**Job Card Date:** 08/16/2010

**Job Card Number:** 320310

Repair Service Agent: 112187

Odometer Reading: 33,903 MI

FOLSOM CHEVROLET  
12655 AUTO MALL CIR  
FOLSOM CA 95630-8099  
9169855600

Authorization Code:

Process Date:  
08/23/2010

Transaction Type:  
ZSCT---Service Contracts

Transaction Expense Category:  
Service Contract

Customer Complaint Code:  
0890-Interior - Other issues

Job Card Line #: 3                      Transaction Adjustment:                      Cause Code: 6061-Module/Component - Leaks

Labour Op B5933-Liftgate Strut Replacement

Causal Part Number 00000000015827433-STRUT,L/GATE

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

Line Total: USD 195.58

---

**Job Card Date:** 07/06/2010

**Job Card Number:** 318560

Repair Service Agent: 112187

Odometer Reading: 32,758 MI

FOLSOM CHEVROLET  
12655 AUTO MALL CIR  
FOLSOM CA 95630-8099  
9169855600

Authorization Code:

Process Date:  
07/08/2010

Transaction Type:  
ZFAT---Field Action Recall

Transaction Expense Category:  
Field Action Recall

Customer Complaint Code:  
-

Job Card Line #: 3                      Transaction Adjustment:                      Cause Code: -

Labour Op Y0124-06162 Product Enhancement - Engine Control Module Reprogram with SPS

Causal Part Number

Line Total: USD 40.67

---

**Job Card Date:** 07/06/2010

**Job Card Number:** 318560

Repair Service Agent: 112187

Odometer Reading: 32,758 MI

FOLSOM CHEVROLET  
12655 AUTO MALL CIR  
FOLSOM CA 95630-8099  
9169855600

Authorization Code:

Process Date:  
07/08/2010

Transaction Type:  
ZFAT---Field Action Recall

Transaction Expense Category:  
Field Action Recall

Customer Complaint Code:



-  
Job Card Line #: 2                      Transaction Adjustment:                      Cause Code: -  
Labour Op Y0152-07033 - Service Update - Reprogram BCM  
Causal Part Number  
  
Line Total: USD 40.67

---

---

**Job Card Date:** 07/06/2010                      **Job Card Number:** 318560

Repair Service Agent: 112187                      Odometer Reading: 32,758 MI  
FOLSOM CHEVROLET                      Authorization Code:  
12655 AUTO MALL CIR  
FOLSOM CA 95630-8099  
9169855600

---

Process Date:  
07/08/2010  
Transaction Type:  
ZPTI---Part Transaction - Service Agent Installed  
Transaction Expense Category:  
Service Agent Installed Parts Warranty  
Customer Complaint Code:  
0222-Audio/Entertainment/Navigation -  
Video  
Job Card Line #: 1                      Transaction Adjustment:                      Cause Code: 6573-Module/Component -  
No/Incorrect Communication  
Labour Op R5554-Video Display Replacement  
Causal Part Number 000000000019156230-DISPLAY&PLAYER,R/SEATENTERT  
→See other Parts and/or Net Items                      Line Total: USD 540.83

---

---

**Job Card Date:** 07/21/2009                      **Job Card Number:** 305680

Repair Service Agent: 112187                      Odometer Reading: 25,161 MI  
FOLSOM CHEVROLET                      Authorization Code:  
12655 AUTO MALL CIR  
FOLSOM CA 95630-8099  
9169855600

---

Process Date:  
08/14/2009  
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 R5554-Video Display Replacement  
Causal Part Number  
→See other Parts and/or Net Items                      Line Total: USD 539.60

---

---

**Job Card Date:** 03/12/2007                      **Job Card Number:** 267220

Repair Service Agent: 112187                      Odometer Reading: 4,000 MI  
FOLSOM CHEVROLET                      Authorization Code:  
12655 AUTO MALL CIR  
FOLSOM CA 95630-8099  
9169855600

---

Process Date:  
03/16/2007  
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 C0330-Strip, Rear Door Window Outer Sealing - Right - R&R Or Replace

Causal Part Number

→See other Parts and/or Net Items

Line Total: USD 66.47

---

**Job Card Date:** 03/12/2007

**Job Card Number:** 267220

Repair Service Agent: 112187

Odometer Reading: 4,000 MI

FOLSOM CHEVROLET

Authorization Code:

12655 AUTO MALL CIR

FOLSOM CA 95630-8099

9169855600

Process Date:

03/16/2007

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 C0331-Strip, Rear Door Window Outer Sealing - Left - R&R Or Replace

Causal Part Number

→See other Parts and/or Net Items

Line Total: USD 66.47

---

**Job Card Date:** 11/22/2006

**Job Card Number:** 261188

Repair Service Agent: 112187

Odometer Reading: 1,444 MI

FOLSOM CHEVROLET

Authorization Code:

12655 AUTO MALL CIR

FOLSOM CA 95630-8099

9169855600

Process Date:

12/05/2006

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 B8968-Molding, Tailgate/Liftgate Outer Panel - One Piece - R&R Or Replace

Causal Part Number

Line Total: USD 62.02

---

**Job Card Date:** 03/24/2006

**Job Card Number:** 246530

Repair Service Agent: 112187

Odometer Reading: 5 MI

FOLSOM CHEVROLET

Authorization Code: E

12655 AUTO MALL CIR

FOLSOM CA 95630-8099

9169855600

Process Date:

04/04/2006

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 N1720-Fuse Replacement

Causal Part Number

Line Total: USD 88.60

---

**Job Card Date:** 03/01/2006

**Job Card Number:** A24032

Repair Service Agent: 112187

Odometer Reading: 0 MI

FOLSOM CHEVROLET

Authorization Code:

12655 AUTO MALL CIR

FOLSOM CA 95630-8099

9169855600

Process Date:

03/07/2006

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 124.04

---

Global Warranty Management: Site Map

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Abigail Blake/Austin/GM1

02/22/2011 01:35 PM

To vehicleinvoice@gmmediaarchive.com

cc

bcc

Subject Invoice Request

RE: Customer Last Name: [REDACTED]  
Service Request: 71-920566661  
2007 Chevrolet Tahoe  
Vehicle Identification Number: 1GNFK13047J [REDACTED]  
Customer Relationship Specialist: Abigail Blake  
Telephone: (866) 790-5700 x 41015

To whom this may concern:

Please see attachment for invoice request. Thank You.



Request Vehicle Invoice Form.doc

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

Sincerely,

General Motors

## Request for Vehicle Invoice

Voice: (734) 421-0273 ext 107 Fax: (734) 261-5216  
 Email: [vehicleinvoice@gmmediaarchive.com](mailto:vehicleinvoice@gmmediaarchive.com)

**Requestor Information:**

**Requesting Group:** GM BRC Legal  
**Requested By:** Abigail Blake  
**Email Address:** Abigail\_Blake@gmexpert.com  
**GM Mail Code:**

**Due Date:** 02/23/11  
**Today's Date:** 7/26/11  
**Phone:** (866) 790-5700 41015  
**Fax:** (866) 775-9467

**Material Requested:**

- |   |   |   |
|---|---|---|
| <input checked="" type="checkbox"/> Invoice | <input type="checkbox"/> Invoice Number   | <input type="checkbox"/> Dealer Code    |
| <input type="checkbox"/> Emissions State    | <input type="checkbox"/> Invoice Date   | <input type="checkbox"/> Dealer Address |
| <input type="checkbox"/> Key Codes          | <input checked="" type="checkbox"/> Other <u>Need invoice to show MSRP, Need R010 &amp; R028 also</u> |   |

| VIN NUMBER             | MAKE      | MODEL YEAR | OTHER |
|------------------------|-----------|------------|-------|
| 1GNFK13047J [REDACTED] | Chevrolet | 2007       | Tahoe |
|                        |           |            |       |
|                        |           |            |       |
|                        |           |            |       |
|                        |           |            |       |
|                        |           |            |       |
|                        |           |            |       |
|                        |           |            |       |
|                        |           |            |       |
|                        |           |            |       |
|                        |           |            |       |
|                        |           |            |       |
|                        |           |            |       |

**Delivery Instructions:**

- Fax to Requestor
- Email
- Call Back
- GM Mail

**Additional Instructions:**

**Archive Only:**

Received:

Delivered:



leonard.deprez@chevrolet.com

02/22/2011 04:07 PM

To: abigail\_blake@gmexpert.com

cc

bcc

Subject: Re: 71-920566661, Auker

B) I am not aware of this vehicle or customer's concerns. Please note: you will be notified of the final resolution once a settlement has been reached.

**Leonard Deprez**

General Motors Company  
District Manager Aftersales-Chevrolet  
916-203-2262 cell  
916-771-8913 Fax  
leonard.deprez@chevrolet.com

From: abigail\_blake@gmexpert.com  
To: leonard.deprez@gm.com  
Date: 02/22/2011 12:38 PM  
Subject: 71-920566661, [REDACTED]

---

RE: Customer Last Name: [REDACTED]  
Service Request: 71-920566661  
2007 Chevrolet Tahoe  
Vehicle Identification Number: 1GNFK13047J [REDACTED]  
Customer Relationship Specialist: Abigail Blake  
Telephone: (866) 790-5700 x 41015

Dear Mr. Deprez:

This email is to follow up on my voice mail regarding Service Request 71-920566661 for customer [REDACTED]. The customer's vehicle is a 2007 Chevrolet Tahoe with 38,832 miles. The VIN is 1GNFK13047J [REDACTED]. The customer has been working with Folsom Chevrolet/Geo, Inc. in Folsom, CA.

The Technical Assistance Center has not been involved in this case.

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

A) I have information on this case that may assist in your review (please provide in your response). Please note: you will be notified of the final resolution once a settlement has been reached.

B) I am not aware of this vehicle or customer's concerns. Please note: you will be notified of the final resolution once a settlement has been reached.

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

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

Your feedback will be documented and your e-mail attached to our case, it is an important step in our accurate and timely case resolution.

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.

2007 TAHOE 4WD LT  
 59U SILVER BIRCH METALLIC /V8G  
 193 EBONY  
 ORDER NO. JVCW1W/TRE STOCK NO.  
 VIN 1GN FK13 04 7J

CHEVROLET MOTOR DIVISION  
 GENERAL MOTORS CORPORATION  
 100 RENAISSANCE CENTER  
 DETROIT MI 48243-1114  
 VEHICLE INVOICE 1AD83557024  
 \*\*\*\*\*13\*06001S

| MODEL & FACTORY OPTIONS          | MSRP     | INV AMT  | RETAIL - STOCK   |
|----------------------------------|----------|----------|------------------|
| CK10706 TAHOE 4WD LT             | 37665.00 | 34463.48 | INVOICE 03/01/06 |
| AS3 3-PASSENGER, 3RD ROW SEAT    | 860.00   | 713.80   | SHIPPED 03/01/06 |
| C6A GVW RATING - 7,300 LBS       | N/C      | N/C      | EXP I/T 03/16/06 |
| GT4 REAR AXLE - 3.73 RATIO       | N/C      | N/C      | INT COM 03/16/06 |
| G80 LOCKING REAR DIFFERENTIAL    | 295.00   | 244.85   | PRC EFF 03/01/06 |
| LMG VORTEC 5300 V8 SPI FLEX-FUEL | N/C      | N/C      |                  |
| M30 4-SPD AUTOMATIC TRANSMISSION | N/C      | N/C      | WFP-S QTR OPT-1  |
| YF5 50-STATE EMISSIONS           | N/C      | N/C      | BANK: GMAC - 085 |
| 3LT TAHOE LT3 EQUIPMENT GROUP:   | 3650.00  | 3029.50  | CHG-TO 06-001    |

- \* FRONT LEATHER APPOINTED BUCKET SEATS
- \* DRIVER SIDE SEAT W/12-WAY POWER, HEAT & MEMORY
- \* PASSENGER SIDE SEAT W/12-WAY POWER & HEAT
- \* 2ND ROW LEATHER APPOINTED SEATS
- \* POWER ADJUSTABLE PEDALS
- \* REMOTE VEHICLE STARTER
- \* AM/FM STEREO WITH MP3 COMPATIBLE 6-DISC CD CHANGER (REPLACES STD RADIO)
- \* HEAD CURTAIN SIDE AIR BAGS, ALL SEATING ROWS
- \* BOSE PREMIUM SPEAKER SYSTEM
- \* XM SATELLITE RADIO - SERVICE FEE EXTRA. 1ST 3 MONTHS INCL.
- \* REAR PARKING ASSIST
- \* OUTSIDE POWER FOLDING MIRRORS W/AUTO DIMMING & TURN SIGNALS
- \* UNIVERSAL HOME REMOTE
- \* TRI-ZONE AUTOMATIC AIR CONDITIONING

SHIP WT: 5605  
 HP: 45.7  
 GVWR: 7300  
 GAWR.FT: 3600  
 GAWR.RR: 4100  
 GMS: 38127.53  
 SUPPLR: 39839.89  
 MRM: 43345.00  
 NTR: 1/2  
 MEMO 2048.50

|                         |          |          |         |          |
|-------------------------|----------|----------|---------|----------|
| TOTAL MODEL & OPTIONS   | 42470.00 | 38451.63 | ACT 237 | 38052.53 |
| DESTINATION CHARGE      | 875.00   | 875.00   | H/B 261 | 1274.10  |
| LAM DEALER CONTRIBUTION |          | 424.70   | ADV 261 | 424.70   |
| LAM GROUP CONTRIBUTION  |          | 424.70   | EXP 65A | 424.70   |

TOTAL 43345.00 40176.03 PAY 310 40176.03

MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT 38336.95

\*\*\*\*\*  
 INVOICE DOES NOT REFLECT DEALER'S ULTIMATE COST BECAUSE OF MANUFACTURER REBATES, ALLOWANCES, INCENTIVES, HOLDBACK, FINANCE CREDIT AND RETURN TO DEALER OF ADVERTISING MONIES, ALL OF WHICH MAY APPLY TO VEHICLE.  
 \*\*\*\*\*

THIS MOTOR VEHICLE IS SUBJECT TO A SECURITY INTEREST HELD BY GMAC.

FOLSOM CHEVROLET

REMIT TO GMAC NO. 085  
 VIN 1GNFK13047J  
 \$ 40176.03 INV 1AD83557024  
 DUE 03/16/06 DEALER 06-001



VIN: 1GNFK1304 7J [REDACTED] SELLG SCE: 13 MDL YR: 07 ORD NO: JVCW1W  
VIN TYPE: N

| EVENT DESC      | SS/<br>SITE CD | DOCUMENT<br>NUMBER | I<br>S | EVENT DT | INC<br>CD | AMOUNT    |    |
|-----------------|----------------|--------------------|--------|----------|-----------|-----------|----|
| INCENTIVE MEMO  | 13 06001       | 00031175956        |        | 10/19/06 | BRE       | 1,000.00  |    |
| INCTV PAYMENT   | 13 06001       | 00031175956        |        | 10/19/06 | BRE       | 1,000.00  |    |
| INCENTIVE MEMO  | 13 06001       | 00031175956        |        | 10/19/06 | BLH       | 1,000.00  |    |
| INCTV PAYMENT   | 13 06001       | 00031175956        |        | 10/19/06 | BLH       | 1,000.00  |    |
| INCTV APPLICATN | 13 06001       | 00031175956        |        | 10/18/06 | BRE       | 1,000.00  |    |
| INCTV APPLICATN | 13 06001       | 00031175956        |        | 10/18/06 | BLH       | 1,000.00  |    |
| INCENTIVE MEMO  | 13 06001       | 00031168179        |        | 10/18/06 | DWE       | 1,000.00  |    |
| INCTV PAYMENT   | 13 06001       | 00031168179        |        | 10/18/06 | DWE       | 1,000.00  |    |
| INCTV APPLICATN | 13 06001       | 00031168179        |        | 10/18/06 | DWE       | 1,000.00  |    |
| INCENTIVE MEMO  | 13 06001       | 00031168179        |        | 10/18/06 | BVI       | 1,000.00  |    |
| INCTV PAYMENT   | 13 06001       | 00031168179        |        | 10/18/06 | BVI       | 1,000.00  |    |
| INCTV APPLICATN | 13 06001       | 00031168179        |        | 10/18/06 | BVI       | 1,000.00  |    |
| INCENTIVE MEMO  | 13 06001       | 00031112918        |        | 10/10/06 | FFC       | 61.32     |    |
| INCTV PAYMENT   | 13 06001       | 00031112918        |        | 10/10/06 | FFC       | 61.32     |    |
| INCTV APPLICATN | 13 06001       | 00031112918        |        | 10/10/06 | FFC       | 61.32     |    |
| DELIVERY D.O.E. | 13 06001       |                    |        | 10/09/06 |           | 0.00      |    |
| DELIVERY TO CUS | 13 06001       |                    |        | 10/08/06 |           | 0.00      |    |
| REPLACEMENT LAB | 13 06001       |                    |        | 03/24/06 |           | 43,345.00 |    |
| EXPIRATION TRAN | 13 06001       | 1AD83557024        |        | 03/16/06 |           | 0.00      |    |
| SETTLEMENT DATE | 13 06001       | 1AD83557024        |        | 03/16/06 |           | 40,176.03 | CR |
| ORIGINAL INVOIC | 13 06001       | 1AD83557024        |        | 03/01/06 |           | 40,176.03 |    |
| COV/NVIS DATE   | 13 06001       | 1AD83557024        |        | 03/01/06 |           | 0.00      |    |
| SHIPMENT DATE   | 13 06001       |                    |        | 03/01/06 |           | 0.00      |    |
| PRODUCTION (BUI | 13 06001       |                    |        | 03/01/06 |           | 0.00      |    |
| PREFERENCE TO P | 13 06001       |                    |        | 01/24/06 |           | 0.00      |    |
| GM ORDER ACCEPT | 13 06001       |                    |        | 01/13/06 |           | 0.00      |    |
| GM ORDER ACCEPT |                |                    |        | 01/13/06 |           | 0.00      |    |

VIN: 1GNFK1304 7J [REDACTED] SELLG SCE: 13 MDL YR: 07 ORD NO: JVCW1W

ODATE: 01/13/06 ORDER FAN: OTYPE: 070 DLVY SS/SITE CD: 13 06001  
DDATE: 10/08/06 DLVY FAN: DTYPE: 010 SRVC TYPE: MILEAGE:

DLVY DOE: 10/09/06 ORDER BY:

CANC:

CANC DOE:

TRADE:

DLVY TO: T AUKER  
711 PERSIFER ST

TRD DOE:

FOLSOM

CA 95630

SRVC IN:

SRVC OUT:

CANC SRVC IN:

BFSO ORD DT:

BFSO CUST:

PRICE ASSUR DT:

PRICE ASSUR RT:

--INCENTIVES--

| CODE | PAY | SS/SITE  | INV/INC NO  | DATE     | AMOUNT   | MTHD | DLR | SHR  | STAT |
|------|-----|----------|-------------|----------|----------|------|-----|------|------|
| BLH  | 01  | 13 06001 | 00031175956 | 10/19/06 | 1,000.00 | OA   |     | 0.00 | 9    |

PROCESS TYPE: 001 CHECK NO: SSN:  
DATA SCE: DLR INC MEMO NO: 00031175956 AUTH PUR CD:  
MISC DATE: 10/08/06 MISC:  
POLICY PYMT CMNT: ACTV TYPE: 6

| CODE | PAY | SS/SITE  | INV/INC NO  | DATE     | AMOUNT   | MTHD | DLR | SHR  | STAT |
|------|-----|----------|-------------|----------|----------|------|-----|------|------|
| BRE  | 01  | 13 06001 | 00031175956 | 10/19/06 | 1,000.00 | OA   |     | 0.00 | 9    |

PROCESS TYPE: 001 CHECK NO: SSN:  
DATA SCE: DLR INC MEMO NO: 00031175956 AUTH PUR CD:  
MISC DATE: 10/08/06 MISC:  
POLICY PYMT CMNT: ACTV TYPE: 6

| CODE | PAY | SS/SITE  | INV/INC NO  | DATE     | AMOUNT   | MTHD | DLR | SHR  | STAT |
|------|-----|----------|-------------|----------|----------|------|-----|------|------|
| BVI  | 01  | 13 06001 | 00031168179 | 10/18/06 | 1,000.00 | OA   |     | 0.00 | 9    |

PROCESS TYPE: 001 CHECK NO: SSN:  
DATA SCE: DLR INC MEMO NO: 00031168179 AUTH PUR CD:  
MISC DATE: 10/08/06 MISC:  
POLICY PYMT CMNT: ACTV TYPE: 6

| CODE | PAY | SS/SITE  | INV/INC NO  | DATE     | AMOUNT   | MTHD | DLR | SHR  | STAT |
|------|-----|----------|-------------|----------|----------|------|-----|------|------|
| DWE  | 01  | 13 06001 | 00031168179 | 10/18/06 | 1,000.00 | OA   |     | 0.00 | 9    |

PROCESS TYPE: 001 CHECK NO: SSN:  
DATA SCE: DLR INC MEMO NO: 00031168179 AUTH PUR CD:  
MISC DATE: 10/08/06 MISC:  
POLICY PYMT CMNT: ACTV TYPE: 6

VIN: 1GNFK1304 7J [REDACTED]

SELLG SCE: 13 MDL YR: 07 ORD NO: JVCW1W

| CODE | PAY | SS/SITE  | INV/INC NO  | DATE     | AMOUNT | MTHD | DLR | SHR  | STAT |
|------|-----|----------|-------------|----------|--------|------|-----|------|------|
| FFC  | 01  | 13 06001 | 00031112918 | 10/10/06 | 61.32  | OA   |     | 0.00 | 9    |

PROCESS TYPE: 001 CHECK NO: SSN:  
 DATA SCE: DLVY INC MEMO NO: 00031112918 AUTH PUR CD:  
 MISC DATE: MISC:  
 POLICY PYMT CMNT: ACTV TYPE: 6



Vehicle Invoice  
<vehicleinvoice@gmmedia  
archive.com>

02/23/2011 09:52 AM

To abigail\_blake@gmexpert.com

cc

bcc

Subject Re: Invoice Request

On 2/22/2011 1:35 PM, [abigail\\_blake@gmexpert.com](mailto:abigail_blake@gmexpert.com) wrote:

RE: Customer Last Name: [REDACTED]  
Service Request: 71-920566661  
2007 Chevrolet Tahoe  
Vehicle Identification Number: 1GNFK13047J [REDACTED]  
Customer Relationship Specialist: Abigail Blake  
Telephone: (866) 790-5700 x 41015

To whom this may concern:

Please see attachment for invoice request. 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

--

Thank you,

Stacy Lillard  
GM Media Archive Vehicle Invoice & Cadillac Collections,  
Chevrolet Restoration Kits at Allied Vaughn  
Detroit, MI  
p.734-462-5543 x.163  
f.734-261-5216  
BE SURE TO CHECK OUT [www.gmmediaarchive.com](http://www.gmmediaarchive.com) &

[www.gmphotostore.com](http://www.gmphotostore.com)  R028-7J124032.pdf  7J124032.pdf  R010-7J124032.pdf

# FOLSOM CHEVROLET

www.folsomchevy.com



BAR # AF 167437

EPA # CAR 000043687

|                            |   |                  |                           |                           |
|----------------------------|---|------------------|---------------------------|---------------------------|
| CUSTOMER NO.<br>88137      | ADVISOR<br>RONALD ROSSELLI 841                          | CARD NO.<br>B530 | INVOICE DATE<br>02/17/11  | INVOICE NO.<br>C1W9327480 |
|                            | LICENSE NO.<br>[REDACTED]                               | MILEAGE<br>38832 | COLOR<br>SILVER/          | STOCK NO.                 |
|                            | YEAR / MAKE / MODEL<br>07 / CHEVROLET TRUCK / 1500 / UT |                  | DELIVERY DATE<br>10/08/06 | DELIVERY MILES<br>40      |
|                            | VEHICLE ID. NO.<br>1GNFK13047J [REDACTED]               |                  | SELLING DEALER NO.        | PRODUCTION DATE           |
| FOLSOM, CA [REDACTED]      | FTE. NO.  | PO. NO.          | R.O. DATE<br>02/14/11     |                           |
| RESIDENCE PHONE [REDACTED] |   |                  |                           |                           |

LABOR & PARTS  
JOB # 2 02C1Z01

| TECH#           | TRIM     | START | FINISH | ACT  | TIME | DESCRIPTION          |
|-----------------|----------|-------|--------|------|------|----------------------|
| 903             | 02/14/11 | 15.70 | 16.10  | 0.40 | 0.00 | NON WORKING          |
| 903             | 02/15/11 | 7.60  | 7.70   | 0.10 | 0.00 | HOLD OTHER           |
| 903             | 02/15/11 | 9.00  | 9.50   | 0.50 | 0.00 | FINISHED             |
| 903             | 02/15/11 | 0.00  | 0.00   | 0.00 | 0.00 | FINISHED             |
| 903             | 02/15/11 | 0.00  | 0.00   | 0.00 | 0.90 | ENTERED IN INVOICING |
| TOTAL TECH TIME |          |       |        | 1.00 | 0.90 |                      |

93.79

CUSTOMER STATES INSIDE DOOR HANDLES ARE PEELING CHROME SPECIAL POLICY VERIFIED FR. & REAR CHROME DOOR HANDLES PEELING. PER 09239A, REPLACED FR. & REAR CHROME INSIDE RELEASE DOOR HANDLES.

| PARTS   | QTY | FF-NUMBER | DESCRIPTION | D/COST                      | E/COST | D/PRICE |
|---------|-----|-----------|-------------|-----------------------------|--------|---------|
| JOB # 2 | 2   | 88880051  | HANDLE KI   | 16.346                      | 7.55   | 15.10   |
|         |     |           |             | JOB # 2 COST TOTAL          | 15.10  | 10.87   |
|         |     |           |             | JOB # 2 TOTAL PARTS         |        | 21.14   |
|         |     |           |             | JOB # 2 TOTAL LABOR & PARTS |        | 114.93  |

R/O TAX 0.00  
R/O TOTALS 114.93

WARRANTY CLAIM DETAIL TOTALS

|              |        |
|--------------|--------|
| CLAIM#       | TOTAL  |
| [REDACTED]   | 114.93 |
| CLAIM TOTALS | 114.93 |

APPROVED BY SIGNATURE

# FOLSOM CHEVROLET

www.folsomchevy.com



BAR # AF 167437

EPA # CAR 000043687

|                       |  |                  |                           |                           |
|-----------------------|--|------------------|---------------------------|---------------------------|
| CUSTOMER NO.<br>88132 | ADVISOR<br>RONALD ROSSELIT 841                     | CARD NO.<br>B530 | INVOICE DATE<br>02/15/11  | INVOICE NO.<br>CTCS327480 |
|                       | YEAR / MAKE / MODEL<br>07/CHEVROLET TRUCK/TAHOE/UT | MILEAGE<br>38832 | COLOR<br>SILVER/          | STOCK NO.                 |
|                       | VEHICLE ID. NO.<br>1GNFK13047J                     |                  | DELIVERY DATE<br>10/08/06 | DELIVERY MILES<br>40      |
| FOLSOM, CA            | SELLING DEALER NO.                                 |                  | PRODUCTION DATE           |                           |
|                       | R.T.E. NO.   | R.O. NO.         | R.O. DATE<br>02/14/11     |                           |
| RESIDENCE PHONE       | BUSINESS PHONE                                     |                  |                           |                           |

**TOTALS**

PARTS DESIGNATED WITH AN ASTERISK (\*) INDICATES LIFETIME  
GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF  
AN INCREASE IN THE ORIGINAL ESTIMATED PRICE

|                         |             |
|-------------------------|-------------|
| 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> |

CUSTOMER SIGNATURE

# FOLSOM CHEVROLET

www.folsomchevy.com



BAR # AF 167437

EPA # CAR 000043687

|                       |  |                  |                           |                           |
|-----------------------|--|------------------|---------------------------|---------------------------|
| CUSTOMER NO.<br>88132 | ADVISOR<br>RONALD ROSSETT 841                      | CARD NO.<br>B530 | INVOICE DATE<br>02/15/11  | INVOICE NO.<br>CTCS327480 |
|                       | LICENSE NO.  | MILEAGE<br>38832 | COLOR<br>SILVER/          | STOCK NO.                 |
|                       | YEAR / MAKE / MODEL<br>07/CHEVROLET TRUCK/TAHOE/UT |                  | DELIVERY DATE<br>10/08/06 | DELIVERY MILES<br>40      |
|                       | VEHICLE ID. NO.<br>1GNFK13047J                     |                  | SELLING DEALER NO.        | PRODUCTION DATE           |
| FOLSOM, CA            | F.T.E. NO.   |                  | R.O. DATE<br>02/14/11     |                           |

| LABOR & PARTS  | DESCRIPTION | TECH(S) | WARRANTY |
|--|-------------|---------|----------|
| J# 1 14CTZ<br>ELECTRICAL DEPT.<br>CUSTOMER STATES WHEN DVD PLAYER IS ON AND ACCELERATE WHISLING SQUEEL SOUND RDTST. WITH CUSTOMER & VERIFIED WHINE NOISE FROM SPEAKERS WITH DVD ON. RESEARCHED BULLETINS & PI'S #PIC4739H APPLIES FOR HEADREST TYPE DVD PLAYERS. PER PI. CHKD, THAT DVD PLAYERS WERE MONITOR "A" IN DRIVER'S HEADREST & PLAYER MONITOR "B" IS IN PASSENGER HEADREST. CHKD. OK. ORDERED NOISE FILTER PER #PIC4739H. |             | 903     | WARRANTY |
| PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----<br>JOB # 1 0 19202701 FILTER KI 2.319  |             |         | WARRANTY |
| PART ON SPECIAL ORDER<br>** QUANTITY 1 IS SPECIAL ORDERED **   |             |         |          |
| JOB # 1 TOTAL PARTS  |             |         | 0.00     |
| JOB # 1 TOTAL LABOR & PARTS  |             |         | 0.00     |
| J# 2 02CTZ01<br>TRIM<br>CUSTOMER STATES INSIDE DOOR HANDLES ARE PEELING CHROME SPECIAL POLICY VERIFIED FRT. & REAR CHROME DOOR HANDLES PEELING. PER 09239A, REPLACED FRT. & REAR CHROME INSIDE RELEASE DOOR HANDLES.   |             | 903     | WARRANTY |
| PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----<br>JOB # 2 2 89880051 HANDLE KI 16.346   |             |         | WARRANTY |
| JOB # 2 TOTAL PARTS  |             |         | 0.00     |
| JOB # 2 TOTAL LABOR & PARTS  |             |         | 0.00     |
| J# 3 20CTZ<br>DRIVEABILITY<br>CUSTOMER STATES GETTING POOR FUEL MILAGE AVERAGE 11 MPG CUSTOMER TO MONITOR PER ADVISOR, THIS IS TO NOTE ONLY.   |             | 903     | INTERNAL |
| PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----<br>JOB # 3 TOTAL PARTS   |             |         | 0.00     |
| JOB # 3 TOTAL LABOR & PARTS  |             |         | 0.00     |
| J# 4 29CTZENT<br>ENTPRISE RENTAL<br>ENTERPRISE RENTAL  |             | 405     | WARRANTY |
| PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----<br>JOB # 4 TOTAL PARTS   |             |         | 0.00     |
| JOB # 4 TOTAL LABOR & PARTS  |             |         | 0.00     |
| SUBLET-----PO#-----VEND INVM-INV.DATE-DESCRIPTION-----<br>JOB # 4 70879 RENTAL   |             |         | WARRANTY |
| TOTAL - SUBLET   |             |         | 0.00     |

# FOLSOM CHEVROLET

www.folsomchevy.com



BAR # AF 167497

EPA # CAR 000043687

|                       |  |                  |                           |                           |
|-----------------------|--|------------------|---------------------------|---------------------------|
| CUSTOMER NO.<br>88132 | ADVISOR<br>RONALD ROSSETT 841                      | CARD NO.<br>8370 | INVOICE DATE<br>01/24/11  | INVOICE NO.<br>CTWS326291 |
|                       | LICENSE NO.  | MILEAGE<br>38479 | COLOR<br>SILVER/          | STOCK NO.                 |
|                       | YEAR / MAKE / MODEL<br>07/CHEVROLET TRUCK/TAHOE/UT |                  | DELIVERY DATE<br>10/08/06 | DELIVERY MILES<br>40      |
|                       | VEHICLE ID. NO.<br>1GNFK13047J                     |                  | SELLING DEALER NO.        | PRODUCTION DATE           |
| FOLSOM, CA            | F.T.E. NO.   | P.O. NO.         | R.D. DATE<br>01/13/11     |                           |

**LABOR & PARTS**  
J# 1 06CTZ

| TECH#           | ENGINE   | DEPARTMENT | HOURS: | 4.50 | TECH(S): | 977                  |  |
|-----------------|----------|------------|--------|------|----------|----------------------|--|
| TECH#           | DATE     | START      | FINISH | ACT  | TIME     | DESCRIPTION          |  |
| 977             | 01/18/11 | 12.40      | 12.40  | 0.00 | 0.00     | LUNCH/DINNER         |  |
| 977             | 01/18/11 | 13.10      | 13.10  | 0.00 | 0.00     | HOLD AUTHORIZATION   |  |
| 977             | 01/20/11 | 9.40       | 11.40  | 2.00 | 0.00     | LUNCH/DINNER         |  |
| 977             | 01/20/11 | 12.50      | 12.70  | 0.20 | 0.00     | HOLD AUTHORIZATION   |  |
| 977             | 01/20/11 | 13.60      | 14.50  | 0.90 | 0.00     | FINISHED             |  |
| 977             | 01/20/11 | 0.00       | 0.00   | 0.00 |          | FINISHED             |  |
| 977             | 01/24/11 | 0.00       | 0.00   | 0.00 | 4.50     | ENTERED IN INVOICING |  |
| TOTAL TECH TIME |          |            |        | 3.10 | 4.50     |                      |  |

468.95

CUSTOMER STATES ENGINE IS BURNING OIL CHECK AND REPORT  
OIL SPARYING ON #7 CLY AS PER 10-06-01-008A  
TECH 977 AS PER 10-06-01-008A REMOVED OIL PAN AND INSTALLED  
SHIELD OVER BYPASS VALVE REPLACED GASKET AND FILLED WITH  
OIL INSTALLED TOP ENGINE CLEANER IN ALL CLY LET SIT AND  
RAN ENGINE RECKED FOR PROPER OIL LEVEL AND OPERATION  
AND VERIFIED NO LEAKS OK AT THIS TIME

| PARTS                       | QTY | FP | NUMBER   | DESCRIPTION     | U/COST | E/COST | U/PRICE |        |
|-----------------------------|-----|----|----------|-----------------|--------|--------|---------|--------|
| JOB # 1                     | 1   |    | 12639759 | DEFLECTOR 1.609 | 2.00   | 2.00   | 2.80    | 2.80   |
| JOB # 1                     | 1   |    | 12612350 | GASKET 1.429    | 22.20  | 22.20  | 31.08   | 31.08  |
| JOB # 1                     | 1   |    | 88861802 | CLEANER 8.800   | 9.01   | 9.01   | 12.61   | 12.61  |
| JOB # 1                     | 1   |    | 89017524 | FILTER 1.836    | 4.04   | 4.04   | 5.66    | 5.66   |
| JOB # 1 COST TOTAL          |     |    |          |                 |        | 37.25  |         |        |
| JOB # 1 TOTAL PARTS         |     |    |          |                 |        |        |         | 52.15  |
| JOB # 1 TOTAL LABOR & PARTS |     |    |          |                 |        |        |         | 521.10 |

**G.O.G. & SUPPLIES**

|         |     |          |                 |   |       |       |             |        |
|---------|-----|----------|-----------------|---|-------|-------|-------------|--------|
| JOB # 1 | 5.0 | 12345610 | GOODWRENCH 5-30 | e | 3.630 | /UNIT |             | 21.78  |
|         |     |          |                 |   |       |       | TOTAL - GOG | 21.78  |
|         |     |          |                 |   |       |       | R/O TAX     | 0.00   |
|         |     |          |                 |   |       |       | R/O TOTALS  | 542.88 |

**WARRANTY CLAIM DETAIL TOTALS**

|              |        |
|--------------|--------|
| CLAIM#       | TOTAL  |
|              | 542.88 |
| CLAIM TOTALS | 542.88 |

APPROVED BY SIGNATURE



# FOLSOM CHEVROLET

www.folsomchevy.com



BAR # AF 167437

EPA # CAR 000043687

|                       |  |                  |                           |                           |
|-----------------------|--|------------------|---------------------------|---------------------------|
| CUSTOMER NO.<br>81132 | ADVISOR<br>RONALD ROSSELLIT 841                | CARD NO.<br>B370 | INVOICE DATE<br>01/21/11  | INVOICE NO.<br>CTCS326291 |
| [REDACTED]            | [REDACTED]                                     | MILEAGE<br>38479 | COLOR<br>SILVER/          | STOCK NO.                 |
| [REDACTED]            | YEAR/MAKE/MODEL<br>07/CHEVROLET TRUCK/TAHOE/UT | [REDACTED]       | DELIVERY DATE<br>10/08/06 | DELIVERY MILES<br>40      |
| FOLSOM, CA [REDACTED] | VEHICLE ID. NO.<br>1GNFK13047J                 | [REDACTED]       | SELLING DEALER NO.        | PRODUCTION DATE           |
| [REDACTED]            | R.T.E. NO.                                     | R.O. NO.         | R.O. DATE<br>01/13/11     | REPRINT# 1                |
| RESIDENCE PHONE       | BUSINESS PHONE                                 |                  |                           |                           |

**TOTALS**

PARTS DESIGNATED WITH AN ASTERISK (\*) INDICATES LIFETIME  
 GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF  
 AN INCREASE IN THE ORIGINAL ESTIMATED PRICE

|                         |             |
|-------------------------|-------------|
| 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> |

CUSTOMER SIGNATURE

# FOLSOM CHEVROLET

www.folsomchevy.com



BAR # AF 167437

EPA # CAR 000043687

|                       |  |                  |                           |                           |
|-----------------------|--|------------------|---------------------------|---------------------------|
| CUSTOMER NO.<br>88132 | ADVISOR<br>RONALD ROSSETT B41                      | CARD NO.<br>B370 | INVOICE DATE<br>01/21/11  | INVOICE NO.<br>CTCS326221 |
|                       |  | MILEAGE<br>38479 | COLOR<br>SILVER/          | STOCK NO.                 |
|                       | YEAR / MAKE / MODEL<br>07/CHEVROLET TRUCK/TAHOE/UT |                  | DELIVERY DATE<br>10/08/06 | DELIVERY MILES<br>40      |
|                       | VEHICLE ID. NO.<br>1GNFK13047J                     |                  | SELLING DEALER NO.        | PRODUCTION DATE           |
| FOLSOM, CA            | R.T.E. NO.   | P.O. NO.         | R.O. DATE<br>01/13/11     | REPRINT# 1                |

**LABOR & PARTS**  
J# 1 06CTZ

ENGINE DEPARTMENT

TECH(S):977

WARRANTY

CUSTOMER STATES ENGINE IS BURNING OIL CHECK AND REPORT  
OIL SPARYING ON #7 CLY AS PER 10-06-01-008A  
TECH 977 AS PER 10-06-01-008A REMOVED OIL PAN AND INSTALLED  
SHIELD OVER BYPASS VALVE REPLACED GASKET AND FILLED WITH  
OIL INSATLLED TOP ENGINE CLEANER IN ALL CLY LET SIT AND  
RAN ENGINE RECKED FOR PROPER OIL LEVEL AND OPERATION  
AND VERIFIED NO LEAKS OK AT THIS TIME

3.1

| PARTS   | QTY | FP | NUMBER   | DESCRIPTION     | UNIT PRICE |
|---------|-----|----|----------|-----------------|------------|
| JOB # 1 | 1   |    | 12639759 | DEFLECTOR 1.609 |            |
| JOB # 1 | 1   |    | 12612350 | GASKET 1.429    |            |
| JOB # 1 | 1   |    | 88861802 | CLEANER 8.800   |            |
| JOB # 1 | 1   |    | 1890     | BRK CLEAN       |            |
| JOB # 1 | 1   |    | 89017524 | FILTER 1.836    |            |

JOB # 1 TOTAL PARTS

WARRANTY  
WARRANTY  
WARRANTY  
INTERNAL  
WARRANTY

JOB # 1 TOTAL LABOR & PARTS

0.00

J# 2 15CTZMULTINSPEC MULTIPNT INSPECTION

TECH(S):977

INTERNAL

MULTI-POINT INSPECTION  
VISUAL INSPECTION ONLY-FURTHER DIAGNOSIS MAY BE REQUIRED

TECH 977 PERFORMED VISUAL INSPECTION SEE ATCHED SHEET SET  
FRONT AND REAR TIRE PRESS TO 32 PSI AS PER GM

| PARTS | QTY | FP | NUMBER | DESCRIPTION | UNIT PRICE |
|-------|-----|----|--------|-------------|------------|
|-------|-----|----|--------|-------------|------------|

JOB # 2 TOTAL PARTS

0.00

JOB # 2 TOTAL LABOR & PARTS

0.00

J# 3+14CTZ

ELECTRICAL DEPT.

TECH(S):878

INTERNAL

CUSTOMER STATES AT TIME UNABLE TO USE CAR PHONE ALSO AT SAME  
TIME UNABLE TO CONTACT ON STAR  
TEST ONSTAR MADE 2 PHONE CALLS AND BOTH CALLS WENT THROUGH  
CALL ONSTAR AND THEY RECIEVED CALL AND HAD NO PROBLEMS WITH  
THIS VEHICLE CUSTOMER HAS ENOUGH MINUTES UNTILL NOVEMBER  
PERFORM OBD NO CODES STORED ONSTAR IS OPERATING AS DESIGNED  
FOUND BULLETIN PIC4310F CURRENT SID IS00112,CAL MODE 4 AND  
SIGNAL STRENGTH IS 55 SYSTEM IS OK  
AT THIS T IME SYSTEM IS OPERATING AS DESIGNED

| PARTS | QTY | FP | NUMBER | DESCRIPTION | UNIT PRICE |
|-------|-----|----|--------|-------------|------------|
|-------|-----|----|--------|-------------|------------|

JOB # 3 TOTAL PARTS

0.00

JOB # 3 TOTAL LABOR & PARTS

0.00

G.O.G. & SUPPLIES

|         |     |  |          |                 |   |       |             |
|---------|-----|--|----------|-----------------|---|-------|-------------|
| JOB # 1 | 6.0 |  | 12345610 | GOODWRENCH 5-30 | @ | /UNIT | TOTAL - 600 |
|---------|-----|--|----------|-----------------|---|-------|-------------|

WARRANTY  
0.00

# FOLSOM CHEVROLET

www.folsomchevy.com



BAR # AF 167437

EPA # CAR 000043687

|                       |  |                  |                           |                           |
|-----------------------|--|------------------|---------------------------|---------------------------|
| CUSTOMER NO.<br>88132 | ADVISOR<br>RONALD ROSSELIT 841                     | CARD NO.<br>B558 | INVOICE DATE<br>10/04/10  | INVOICE NO.<br>CTCS320508 |
|                       |  | MILEAGE<br>33926 | COLOR<br>SILVER/          | STOCK NO.                 |
|                       | YEAR / MAKE / MODEL<br>07/CHEVROLET TRUCK/TAMOE/UT |                  | DELIVERY DATE<br>10/08/06 | DELIVERY MILES<br>40      |
|                       | VEHICLE ID. NO.<br>1GNFK13047J                     |                  | SELLING DEALER NO.        | PRODUCTION DATE           |
| FOLSOM, CA            | R.T.E. NO.   | R.O. NO.         | R.O. DATE<br>08/20/10     |                           |

LABOR & PARTS

J# 1 02CTZ GLASS & TRIM DEPT TECH(S):992  
 CUSTOMER STATES FOUND WOOD GRAIN CHIPED AFTER RADIO WAS  
 INSTALLED SEE TECH #992  
 SEE RO #320310  
 INSTALLED SOP CONSOLE TRIM PLATE

INTERNAL

PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----  
 JOB # 1 1 15211886 PLATE 16-081

JOB # 1 TOTAL PARTS

INTERNAL  
0.00

JOB # 1 TOTAL LABOR & PARTS

0.00

J# 2+06CTZ

ENGINE DEPARTMENT TECH(S):992  
 OIL CONSUMPTION TEST = CHECK OIL LEVEL AND NOTE IN BOOK  
 INSPECTED VEH. FOR OIL LEAKS NONE, CHECKED OIL LEVEL AND  
 FOUND OIL LEVEL AT FULL MARK, ADVISED

INTERNAL

PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----

JOB # 2 TOTAL PARTS

0.00

JOB # 2 TOTAL LABOR & PARTS

0.00

TOTALS

PARTS DESIGNATED WITH AN ASTERISK (\*) INDICATES LIFETIME  
 GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF  
 AN INCREASE IN THE ORIGINAL ESTIMATED PRICE

|                  |      |
|------------------|------|
| TOTAL LABOR..... | 0.00 |
| TOTAL PARTS..... | 0.00 |
| TOTAL SUBLET.... | 0.00 |
| TOTAL G.O.G..... | 0.00 |
| TOTAL MISC CHG.  | 0.00 |
| TOTAL MISC DISC  | 0.00 |
| TOTAL TAX.....   | 0.00 |

TOTAL INVOICE \$ 0.00

CUSTOMER SIGNATURE

# FOLSOM CHEVROLET

www.folsomchevy.com



BAR # AF 167437

EPA # CAR 000043687

|                       |  |                  |                           |                           |
|-----------------------|--|------------------|---------------------------|---------------------------|
| CUSTOMER NO.<br>88132 | ADVISOR<br>RONALD ROSSETT 841                      | CARD NO.<br>R148 | INVOICE DATE<br>08/23/10  | INVOICE NO.<br>CTMS320310 |
|                       | LICENSE NO.  | MILEAGE<br>33903 | COLOR<br>SILVER/          | STOCK NO.                 |
|                       | YEAR / MAKE / MODEL<br>07/CHEVROLET TRUCK/TANDE/UT |                  | DELIVERY DATE<br>10/08/04 | DELIVERY MILE#<br>40      |
|                       | VEHICLE ID. NO.<br>1GNFK13047J                     |                  | SELLING DEALER NO.        | PRODUCTION DATE           |
| FOLSOM, CA            | R.T.E. NO.   | R.O. NO.         | R.O. DATE<br>08/16/10     |                           |

**LABOR & PARTS**

| TECH#                                     | DATE     | START | FINISH | ACT  | TIME | DESCRIPTION          |       |
|---|----------|-------|--------|------|------|----------------------|-------|
| GLASS & TRIM DEPT HOURS: 0.20 TECH(S):992 |          |       |        |      |      |                      | 20.33 |
| 992                                       | 08/16/10 | 13.90 | 14.10  | 0.20 | 0.00 | HOLD OTHER           |       |
| 992                                       | 08/18/10 | 13.20 | 13.50  | 0.30 | 0.00 | FINISHED             |       |
| 992                                       | 08/18/10 | 0.00  | 0.00   | 0.00 |      | FINISHED             |       |
| 992                                       | 08/23/10 | 0.00  | 0.00   | 0.00 | 0.20 | ENTERED IN INVOICING |       |
| TOTAL TECH TIME 0.50 0.20                 |          |       |        |      |      |                      |       |

CUSTOMER STATES REAR LIFT GATE SUPPORTS WILL NOT KEEP DECK  
LID UP ON HOT DAYS  
REAR HATCH STRUTS WEAK  
REPALCED REAR LIFTGATE STRUTS, RECHECKED OK

| PARTS                       | QTY | FP NUMBER | DESCRIPTION  | U/COST | E/COST | U/PRICE |        |
|-----------------------------|-----|-----------|--------------|--------|--------|---------|--------|
| JOB # 3                     | 1   | 15827433  | STRUT 17.202 | 27.32  | 27.32  | 47.98   | 47.94  |
| JOB # 3                     | 1   | 15854712  | STRUT 17.202 | 27.85  | 27.85  | 48.85   | 48.85  |
| JOB # 3 COST TOTAL 55.17    |     |           |              |        |        |         |        |
| JOB # 3 TOTAL PARTS         |     |           |              |        |        |         | 96.79  |
| JOB # 3 TOTAL LABOR & PARTS |     |           |              |        |        |         | 117.12 |

| TECH#   | DATE     | START | FINISH | ACT  | TIME | DESCRIPTION          |        |
|---|----------|-------|--------|------|------|----------------------|--------|
| J# 4 14CTZCKD11 CHECK & DIAGNOS 1 HOURS: 1.00 TECH(S):992 |          |       |        |      |      |                      | 101.67 |
| 992   | 08/16/10 | 14.10 | 14.30  | 0.20 | 0.00 | HOLD AUTHORIZATION   |        |
| 992   | 08/18/10 | 13.50 | 14.20  | 0.70 | 0.00 | FINISHED             |        |
| 992   | 08/18/10 | 0.00  | 0.00   | 0.00 |      | FINISHED             |        |
| 992   | 08/23/10 | 0.00  | 0.00   | 0.00 | 1.00 | ENTERED IN INVOICING |        |
| TOTAL TECH TIME 0.90 1.00                                 |          |       |        |      |      |                      |        |

CUSTOMER STATES CD PLAYER WHEN PLAYING IS MAKING HOWLING  
NOISE  
INTERNAL NISE FROM CD PALYER  
INSTALLED NEW RADIO AND PROGRAMMED CODE 8098E

| SUBLET         | PO#   | VEND INV# | INV. DATE | DESCRIPTION        |        |
|----------------|-------|-----------|-----------|--------------------|--------|
| JOB # 3        | 67629 | 185797043 | 08/23/10  | RENTAL             | 70.00  |
| JOB # 4        | 67500 | 2446632   | 08/18/10  | EXC RADIO 15868809 | 318.75 |
| TOTAL - SUBLET |       |           |           |                    | 388.75 |

**COMMENTS**

DELETED OPERATION(S)  
29CTZ1 SUBLET

R/O TAX 8.47  
R/O TOTALS 616.01

**WARRANTY CLAIM DETAIL TOTALS**

| CLAIM#       | TOTAL  |
|--------------|--------|
|              | 195.39 |
|              | 420.42 |
| CLAIM TOTALS | 616.01 |

APPROVED BY SIGNATURE

# FOLSON CHEVROLET

www.folsomchevy.com



BAR # AF 167437

EPA # CAR 000043687

|                       |  |                  |                           |                           |
|-----------------------|--|------------------|---------------------------|---------------------------|
| CUSTOMER NO.<br>88132 | ADVISOR<br>RONALD ROSSELIT 841                     | CARD NO.<br>#168 | INVOICE DATE<br>08/18/10  | INVOICE NO.<br>CTCS320310 |
|                       |  | MILEAGE<br>33903 | COLOR<br>SILVER/          | STOCK NO.                 |
|                       | YEAR / MAKE / MODEL<br>07/CHEVROLET TRUCK/TAHDE/UT |                  | DELIVERY DATE<br>10/02/06 | DELIVERY MILES<br>40      |
|                       | VEHICLE ID. NO.<br>1GNFK13047J                     |                  | SELLING DEALER NO.        | PRODUCTION DATE           |
| FOLSOM, CA            | RTE. NO.   | P.O. NO.         | R.O. DATE<br>08/16/10     |                           |

**LABOR & PARTS**

J# 1 06CTZ ENGINE DEPARTMENT TECH(S):428 INTERNAL  
 CUSTOMER STATES WHEN STARTING ENGINE COLD HAS KNOCKING NOISE  
 STARTED VEHICLE WHEN WARM AND FOUND NO NOISES, DID CHANGE OIL AND WILL RESTART IN AM.  
 STARTED IN AM AND FOUND NORMAL PISTON RATTLE, NORMAL CHARACTERISTIC OF THIS ENGINE, WILL NOT CAUSE WEAR OR ANY ISSUE WITH ENGINE.  
 NO CORRECTIONS NEEDED, NORMAL OPERATION OF THIS DESIGN OF ENGINE, NORMAL PISTON NOISE.

| PARTS | QTY | FP | NUMBER | DESCRIPTION | UNIT PRICE                  |      |
|-------|-----|----|--------|-------------|-----------------------------|------|
|       |     |    |        |             | JOB # 1 TOTAL PARTS         | 0.00 |
|       |     |    |        |             | JOB # 1 TOTAL LABOR & PARTS | 0.00 |

J# 2 06CTZ1 ENGINE DEPARTMENT TECH(S):428 INTERNAL  
 CUSTOMER STATES IN 1500 MILES CUSTOMER 1 1/2 QTS OIL STARTING OIL CONSUMPTION TEST  
 VERIFIED NO LEAKS, NO CODES, NO BREATHER SYSTEM OR INTAKE SYSTEM FAULTS, ALL LOOKS GOOD.  
 START OIL CONSUMPTION TEST, LEVEL IS CORRECT AND NEEDS TO BE CHECK BY TECH 428 ONLY, NEED INFORMATION ABOUT DRIVING HABITS, VEHICLE USAGE AND TRIPS TAKEN (city or highway)

| PARTS | QTY | FP | NUMBER | DESCRIPTION | UNIT PRICE                  |      |
|-------|-----|----|--------|-------------|-----------------------------|------|
|       |     |    |        |             | JOB # 2 TOTAL PARTS         | 0.00 |
|       |     |    |        |             | JOB # 2 TOTAL LABOR & PARTS | 0.00 |

J# 3 02CTZ GLASS & TRIM DEPT TECH(S):992 WARRANTY  
 CUSTOMER STATES REAR LIFT GATE SUPPORTS WILL NOT KEEP DECK LID UP ON HOT DAYS  
 REAR HATCH STRUTS WEAK  
 REPALCED REAR LIFTGATE STRUTS, RECHECKED OK

| PARTS   | QTY | FP | NUMBER   | DESCRIPTION  | UNIT PRICE                  |      |
|---------|-----|----|----------|--------------|-----------------------------|------|
| JOB # 3 | 1   |    | 15827439 | STRUT 17.202 |                             |      |
| JOB # 3 | 1   |    | 15834712 | STRUT 17.202 |                             |      |
|         |     |    |          |              | JOB # 3 TOTAL PARTS         | 0.00 |
|         |     |    |          |              | JOB # 3 TOTAL LABOR & PARTS | 0.00 |

J# 4 14CTZCKD11 CHECK & DIAGNOS 1 TECH(S):992 WARRANTY  
 CUSTOMER STATES CD PLAYER WHEN PLAYING IS MAKING HOWLING NOISE  
 INTERNAL NISE FROM CD PALYER  
 INSTALLED NEW RADIO AND PROGRAMMED CODE 809BE

| PARTS | QTY | FP | NUMBER | DESCRIPTION | UNIT PRICE                  |      |
|-------|-----|----|--------|-------------|-----------------------------|------|
|       |     |    |        |             | JOB # 4 TOTAL PARTS         | 0.00 |
|       |     |    |        |             | JOB # 4 TOTAL LABOR & PARTS | 0.00 |

J# 5 15CTZMQLTINSPEC MULTIPNT INSPECTION TECH(S):428 INTERNAL  
 MULTI-POINT INSPECTION  
 VISUAL INSPECTION ONLY-FURTHER DIAGNOSIS MAY BE REQUIRED

# FOLSOM CHEVROLET

www.folsomchevy.com



BAR # AF 167437

EPA # CAR 000u43687

|                       |  |                  |                           |                           |
|-----------------------|--|------------------|---------------------------|---------------------------|
| CUSTOMER NO.<br>98132 | ADVISOR<br>RONALD ROSSELLI 841                     | CARD NO.<br>E168 | INVOICE DATE<br>08/18/10  | INVOICE NO.<br>CTC5320310 |
|                       | LICENSE NO.  | MILEAGE<br>33903 | COLOR<br>SILVER/          | STOCK NO.                 |
|                       | YEAR / MAKE / MODEL<br>07/CHEVROLET TRUCK/TAHOE/UT |                  | DELIVERY DATE<br>10/08/06 | DELIVERY MILES<br>40      |
|                       | VEHICLE ID. NO.<br>1GNFK13047J                     |                  | SELLING DEALER NO.        | PRODUCTION DATE           |
| FOLSOM, CA            | FTE. NO.   | RO. NO.          | R.O. DATE<br>08/16/10     |                           |

COMPLETED MULTIPPOINT INSPECTION

| PARTS   | QTY   | PP-NUMBER        | DESCRIPTION  | UNIT PRICE         |                                   |
|---|-------|------------------|--|--------------------|-----------------------------------|
|   |       |                  |  |                    | JOB # 5 TOTAL PARTS 0.00          |
|   |       |                  |  |                    | JOB # 5 TOTAL LABOR & PARTS 0.00  |
| J# 6+000TZ  |       |                  | OIL, LUBE FILTER SVC, TECH(S)1428<br>OIL, LUBE AND FILTER SERVICE, 18 POINT INSPECTION,<br>TOP OFF ALL FLUIDS AND INSTALL WINDSHIELD STICKER.<br>Z0001C<br>COMPLETED OIL, LUBE AND FILTER SERVICE, 18 POINT INSPECTION<br>TOPPED OFF FLUID LEVELS AND INSTALLED WINDOW STICKER |                    | 11.78                             |
| PARTS   | QTY   | PP-NUMBER        | DESCRIPTION  | UNIT PRICE         |                                   |
| JOB # 6   | 1     | 89017524         | FILTER 1.836   | 6.15               | 6.15                              |
|   |       |                  |  |                    | JOB # 6 TOTAL PARTS 6.15          |
|   |       |                  |  |                    | JOB # 6 TOTAL LABOR & PARTS 17.93 |
| J# 7+290TZ1   |       |                  | SUBLET TECH(S)1405<br>AVIS RENTAL GMFF INS C   |                    | WARRANTY                          |
| PARTS   | QTY   | PP-NUMBER        | DESCRIPTION  | UNIT PRICE         |                                   |
|   |       |                  |  |                    | JOB # 7 TOTAL PARTS 0.00          |
|   |       |                  |  |                    | JOB # 7 TOTAL LABOR & PARTS 0.00  |
| SUBLET  | PO#   | VEND INV#        | INV. DATE  | DESCRIPTION        |                                   |
| JOB # 4   | 67500 | 2446632          | 08/18/10   | EXC RADIO 15868809 | WARRANTY                          |
|   |       |                  |  | TOTAL - SUBLET     | 0.00                              |
| G.O.G. & SUPPLIES   |       |                  |  |                    |                                   |
| JOB # 6   | 6.0   | BOODWRENCH 5/30W | @  | 2.760 /UNIT        | 16.56                             |
|   |       |                  |  | TOTAL - GOG        | 16.56                             |
| MISC  | CODE  | DESCRIPTION      |  | CONTROL NO         |                                   |
| JOB # 6   |       | EV OIL DISPOSAL  |  |                    | 1.29                              |
|   |       |                  |  | TOTAL - MISC       | 1.29                              |
| TOTALS  |       |                  |  |                    |                                   |
| PARTS DESIGNATED WITH AN ASTERISK (*) INDICATES LIFETIME GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS |       |                  |  | TOTAL LABOR....    | 11.78                             |
| ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE  |       |                  |  | TOTAL PARTS....    | 6.15                              |
| I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE               |       |                  |  | TOTAL SUBLET....   | 0.00                              |
|   |       |                  |  | TOTAL G.O.G....    | 16.56                             |
|   |       |                  |  | TOTAL MISC CHG.    | 1.29                              |
|   |       |                  |  | TOTAL MISC DISC    | 0.00                              |
|   |       |                  |  | TOTAL TAX.....     | 1.99                              |
|   |       |                  |  | TOTAL INVOICE \$   | 37.77                             |

BY: \_\_\_\_\_  
 AUG 18 2010

# FOLSOM CHEVROLET

www.folsomchevy.com



BAR # AF 167437

EPA # CAR 000043687

|                       |  |                  |                           |                          |
|-----------------------|--|------------------|---------------------------|--------------------------|
| CUSTOMER NO.<br>88132 | ADVISOR<br>RONALD ROSSELLI 841                     | CARD NO.<br>8835 | INVOICE DATE<br>07/08/10  | INVOICE NO.<br>CTWS31856 |
|                       | LICENSE NO.  | MILEAGE<br>32758 | COLOR<br>SILVER/          | STOCK NO.                |
|                       | YEAR / MAKE / MODEL<br>07/CHEVROLET TRUCK/TAHOE/UY |                  | DELIVERY DATE<br>10/08/06 | DELIVERY MILES           |
|                       | VEHICLE ID. NO.<br>1GNFK13047J                     |                  | SELLING DEALER NO.        | PRODUCTION DATE          |
| FOLSOM, CA            | F.T.E. NO.   | R.O. NO.         | R.O. DATE<br>07/06/10     |                          |

**LABOR & PARTS**

| TECH#           | DATE     | START | FINISH | ACT  | TIME | DESCRIPTION          | 50.0 |
|-----------------|----------|-------|--------|------|------|----------------------|------|
| 992             | 07/06/10 | 11.20 | 11.90  | 0.70 | 0.00 | HOLD PARTS           |      |
| 992             | 07/07/10 | 12.00 | 12.10  | 0.10 | 0.00 | FINISHED             |      |
| 992             | 07/07/10 | 0.00  | 0.00   | 0.00 | 0.00 | FINISHED             |      |
| 992             | 07/08/10 | 0.00  | 0.00   | 0.00 | 0.50 | ENTERED IN INVOICING |      |
| TOTAL TECH TIME |          |       |        |      |      | 0.80 0.50            |      |

CUSTOMER STATES RIGHT DVD PLAYER IS INOP CHECK AND REPORT HAS DVD IN PLAYER SEE RO #305480 DATE 7-21-09 PERFORMED INSPECTION AND FOUND POWER TO PASS DVD PLAYER BUT WILL NOT TURN ON ADVISED REPALCED RH DVD DISPLAY UNIT AND RECHECKED OK

| PARTS                       | QTY | FF NUMBER | DESCRIPTION   | U/COST | L/COST | U/PRICE | 490.0 |
|-----------------------------|-----|-----------|---------------|--------|--------|---------|-------|
| JOB # 1                     | 1   | 19156230  | DISPLAY 9.880 | 350.00 | 350.00 | 490.00  | 490.0 |
| JOB # 1 COST TOTAL          |     |           |               | 350.00 |        |         | 490.0 |
| JOB # 1 TOTAL PARTS         |     |           |               |        |        |         | 490.0 |
| JOB # 1 TOTAL LABOR & PARTS |     |           |               |        |        |         | 540.0 |

| TECH#           | DATE     | START | FINISH | ACT  | TIME | DESCRIPTION          | 40.0 |
|-----------------|----------|-------|--------|------|------|----------------------|------|
| 428             | 07/06/10 | 10.40 | 11.00  | 0.60 | 0.00 | FINISHED             |      |
| 428             | 07/06/10 | 0.00  | 0.00   | 0.00 | 0.00 | FINISHED             |      |
| 428             | 07/08/10 | 0.00  | 0.00   | 0.00 | 0.40 | ENTERED IN INVOICING |      |
| TOTAL TECH TIME |          |       |        |      |      | 0.60 0.40            |      |

CAMPAIGN 07033 REPROGRAMMED BCM PER CAMPAIGN CODE 40AB2

JOB # 2 TOTAL LABOR & PARTS 40.0

| TECH#           | DATE     | START | FINISH | ACT  | TIME | DESCRIPTION          | 40.0 |
|-----------------|----------|-------|--------|------|------|----------------------|------|
| 428             | 07/06/10 | 11.00 | 11.20  | 0.20 | 0.00 | FINISHED             |      |
| 428             | 07/06/10 | 0.00  | 0.00   | 0.00 | 0.00 | FINISHED             |      |
| 428             | 07/08/10 | 0.00  | 0.00   | 0.00 | 0.40 | ENTERED IN INVOICING |      |
| TOTAL TECH TIME |          |       |        |      |      | 0.20 0.40            |      |

CAMPAIGN 06162 REPROGRAMMED ECM PER CAMPAIGN CODE 114B8

JOB # 3 TOTAL LABOR & PARTS 40.0

R/O TAX 0.0  
R/O TOTALS 622.0

**WARRANTY CLAIM DETAIL TOTALS**

| CLAIM#              | TOTAL         |
|---------------------|---------------|
|                     | 540.84        |
|                     | 40.67         |
|                     | 40.67         |
| <b>CLAIM TOTALS</b> | <b>622.18</b> |

APPROVED BY SIGNATURE

# FOLSOM CHEVROLET

www.folsomchevy.com



BAR # AF 167497

EPA # CAR 000043687

|                       |  |                  |                           |                           |
|-----------------------|--|------------------|---------------------------|---------------------------|
| CUSTOMER NO.<br>88132 | ADVISOR<br>RONALD ROSSELIT 841                 | CARD NO.<br>B835 | INVOICE DATE<br>07/07/10  | INVOICE NO.<br>C7C5318560 |
|                       | LICENSE NO.                                    | MILEAGE<br>32758 | COLOR<br>SILVER/          | STOCK NO.                 |
|                       | YEAR/MAKE/MODEL<br>07/CHEVROLET TRUCK/TAHOE/UT |                  | DELIVERY DATE<br>10/08/06 | DELIVERY MILES<br>40      |
|                       | VEHICLE ID. NO.<br>1GNFK13047J                 |                  | SELLING DEALER NO.        | PRODUCTION DATE           |
| FOLSOM, CA            | F.T.E. NO.                                     | P.O. NO.         | R.O. DATE<br>07/06/10     |                           |

**LABOR & PARTS**

J# 1 14CTZ ELECTRICAL DEPT. TECH(S):992  
 CUSTOMER STATES RIGHT DVD PLAYER IS INOP CHECK AND REPORT  
 HAS DVD IN PLAYER  
 SEE RO #305680 DATE 7-21-09  
 PREFORMED INSPECTION AND FOUND POWER TO PASS DVD PLAYER  
 BUT WILL NOT TURN ON ADVISED  
 REPALCED RH DVD DISPLAY UNIT AND RECHECKED OK

WARRANTY

| PARTS   | QTY | FP-NUMBER | DESCRIPTION   | UNIT PRICE |
|---------|-----|-----------|---------------|------------|
| JOB # 1 | 1   | 19156230  | DISPLAY 9.680 |            |

WARRANTY  
0.00

*Born 673 R5554 2+3* JOB # 1 TOTAL PARTS 0.00  
 JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2+62CTZRECALL1 CAMPAIGN TECH(S):428  
 CAMPAIGN 07033  
 REPROGRAMMED BCM PER CAMPAIGN CODE 40AB2

WARRANTY

| PARTS | QTY | FP-NUMBER | DESCRIPTION | UNIT PRICE |
|-------|-----|-----------|-------------|------------|
|       |     |           |             |            |

JOB # 2 TOTAL PARTS 0.00

*40152 14*

JOB # 2 TOTAL LABOR & PARTS 0.00

J# 3+62CTZRECALL2 CAMPAIGN TECH(S):428  
 CAMPAIGN 06162  
 REPROGRAMMED ECM PER CAMPAIGN CODE 114B8

WARRANTY

| PARTS | QTY | FP-NUMBER | DESCRIPTION | UNIT PRICE |
|-------|-----|-----------|-------------|------------|
|       |     |           |             |            |

JOB # 3 TOTAL PARTS 0.00

*40124 14*

JOB # 3 TOTAL LABOR & PARTS 0.00

**TOTALS**

PARTS DESIGNATED WITH AN ASTERISK (\*) INDICATES LIFETIME  
 GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF  
 AN INCREASE IN THE ORIGINAL ESTIMATED PRICE

|                         |             |
|-------------------------|-------------|
| 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> |



# FOLSOM CHEVROLET

www.folsomchevy.com



BAR # AF 167437

EPA # CAR 000043687

|                       |  |     |                  |                           |                       |
|-----------------------|--|-----|------------------|---------------------------|-----------------------|
| CUSTOMER NO.<br>83152 | ADVISOR<br>RONALD RUSSELL                      | 841 | CARD NO.<br>B715 | INVOICE DATE<br>08/10/09  | INVOICE NO.<br>305680 |
|                       | LICENSE NO.                                    |     | MILEAGE<br>1     | CS-PEUER/<br>STOCK NO.    |                       |
|                       | YEAR/MAKE/MODEL<br>07/CHEVROLET TRUCK/TADDE/UT |     |                  | DELIVERY DATE<br>08/08/08 | DELIVERY MILES<br>40  |
|                       | VEHICLE ID. NO.<br>1GHPK13047J                 |     |                  | SELLING DEALER NO.        | PRODUCTION DATE       |
| FOLSOM, CA            | ETE. NO.                                       |     | RO. NO.          | R.O. DATE<br>07/21/09     |                       |

**LABOR & PARTS**

| J#   | TECH# | DATE     | ELECTRICAL REPT. | START           | FINISH | HOURS | ACT  | TIME | TECH(S) | DESCRIPTION          | 49.60 |
|------|-------|----------|------------------|-----------------|--------|-------|------|------|---------|----------------------|-------|
| J# 1 |       |          |                  |                 |        | 0.50  |      |      | 903     |                      |       |
|      | 903   | 07/21/09 |                  | 12.40           | 12.60  | 0.20  | 0.20 | 0.00 |         | LUNCH/DINNER         |       |
|      | 903   | 07/21/09 |                  | 13.10           | 13.30  | 0.20  | 0.20 | 0.00 |         | HOLD PARTS           |       |
|      | 903   | 08/07/09 |                  | 9.50            | 10.50  | 1.10  | 1.10 | 0.00 |         | FINISHED             |       |
|      | 903   | 08/07/09 |                  | 0.00            | 0.00   | 0.00  | 0.00 | 0.00 |         | FINISHED             |       |
|      | 903   | 08/10/09 |                  | 0.00            | 0.00   | 0.00  | 0.00 | 0.50 |         | ENTERED IN INVOICING |       |
|      |       |          |                  | TOTAL TECH TIME |        | 1.50  | 1.50 | 0.50 |         |                      |       |

CUSTOMER STATES RIGHT REAR HEAD REST DVD PICTURE KEEPS SCROLLING CHECK AND REPORT FAULTY DVD/HEADREST PLAYER. VERIFIED THE RIGHT SIDE DVD SCREEN IS NOT CLEAR. DETERMINED FAULTY DVD PLAYER. REPLACED RIGHT SIDE DVD MODULE. SCREEN ASSM. RECHECK OPERATION, OK.

| PARTS   | QTY | FF-NUMBER | DESCRIPTION                 | U/COST | L/COST | U/PRICE |        |
|---------|-----|-----------|-----------------------------|--------|--------|---------|--------|
| JOB # 1 | 1   | 19156230  | DISPLAY                     | 9.680  | 350.00 | 350.00  | 490.00 |
|         |     |           | JOB # 1 COST TOTAL          |        | 350.00 |         | 490.00 |
|         |     |           | JOB # 1 TOTAL PARTS         |        |        |         | 490.00 |
|         |     |           | JOB # 1 TOTAL LABOR & PARTS |        |        |         | 539.60 |

R/O TAX 0.00  
R/O TOTALS 539.60

**WARRANTY CLAIM DETAIL TOTALS**

|              |        |
|--------------|--------|
| CLAIM#       | TOTAL  |
|              | 539.60 |
| CLAIM TOTALS | 539.60 |

APPROVED BY SIGNATURE

**DCS AUDIT SLIP**

DCS DATA FILE: BFGMWF.347  
08/10/2009 WARRANTY NEW CLAIM  
1321  
RD NUMBER 305680 RD DATE 07/21/2009 VIN 1GHPK13047J DIV 3 DEALER 06001 ODOMETER 25161 SERVICE ADVISOR #

CUSTOMER NAME: FIRST: LAST: MIDDLE: PHONE: WORK: HOME:

| LN      | JOB | CT | CC | PC | PART-NO. | TOT-PTS   | FC | LABOR      | LHRS | OHRS | NET-AMT. | LAB-TOT. |
|---------|-----|----|----|----|----------|-----------|----|------------|------|------|----------|----------|
| 1       | 01  | 00 | 1  |    | 19156230 | 490.00    | 40 | R5554      | .5   |      |          | 49.60    |
| LN-TOT: |     |    |    |    | 539.60   | TECH SSN: |    | AUTH CODE: |      |      |          |          |

COMMENTS: CUSTOMER STATES RIGHT REAR HEAD REST DVD PICTURE KEEPS SCROLLING FAULTY DVD/HEADREST PLAYER. VERIFIED THE RIGHT SIDE DVD SCREEN IS NOT CLEAR. DETERMINED FAULTY DVD PLAYER. REPLACED RIGHT SIDE DVD MODULE. SCREEN ASSM. RECHECK OPERATION, OK.

R.O. TOTAL: 539.60

# FOLSOM CHEVROLET

www.folsomchevy.com



BAR # AF 167437

EPA # CAR 000043687

|                       |  |                  |                           |                           |
|-----------------------|--|------------------|---------------------------|---------------------------|
| CUSTOMER NO.<br>88132 | ADVISOR<br>RONALD ROSSELYT \$41                    | CARD NO.<br>B715 | INVOICE DATE<br>08/07/09  | INVOICE NO.<br>CTCS305680 |
|                       | LICENSE NO.  | MILEAGE<br>25161 | COLOR<br>SILVER/          | STOCK NO.                 |
|                       | YEAR / MAKE / MODEL<br>07/CHEVROLET TRUCK/TAHOE/UT |                  | DELIVERY DATE<br>10/08/06 | DELIVERY MILES<br>40      |
|                       | VEHICLE ID. NO.<br>1GNFK13047J                     |                  | SELLING DEALER NO.        | PRODUCTION DATE           |
| FOLSOM, CA            | FTE. NO.   | P.O. NO.         | R.O. DATE<br>07/21/09     |                           |

LABOR & PARTS  
JR 1 14CTZ

ELECTRICAL DEPT. TECH(S):903  
CUSTOMER STATES RIGHT REAR HEAD REST DVD PICTURE KEEPS  
SCROLLING CHECK AND REPORT  
FAULTY DVD/HEADREST PLAYER.  
VERIFIED THE RIGHT SIDE DVD SCREEN IS NOT CLEAR. DETERMINED  
FAULTY DVD PLAYER.  
REPLACED RIGHT SIDE DVD MODULE. SCREEN ASSM. RECHECK OPERA-  
TION, OK.

WARRANTY

| PARTS         | QTY | PP-NUMBER | DESCRIPTION   | UNIT PRICE                       |
|---------------|-----|-----------|---------------|----------------------------------|
| JOB # 1       | 1   | 19156230  | DISPLAY 9.680 |                                  |
|               |     |           |               | JOB # 1 TOTAL PARTS 0.00         |
| 056c 25554 .5 |     |           |               | JOB # 1 TOTAL LABOR & PARTS 0.00 |

WARRANTY  
0.00

TOTALS

PARTS DESIGNATED WITH AN ASTERISK (\*) INDICATES LIFETIME  
GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF  
AN INCREASE IN THE ORIGINAL ESTIMATED PRICE

|                         |             |
|-------------------------|-------------|
| TOTAL LABOR.....        | 0.00        |
| TOTAL PARTS.....        | 0.00        |
| TOTAL SUBLET...         | 0.00        |
| TOTAL G.D.G.....        | 0.00        |
| TOTAL MISC CHG.         | 0.00        |
| TOTAL MISC DISC         | 0.00        |
| TOTAL TAX.....          | 0.00        |
| <b>TOTAL INVOICE \$</b> | <b>0.00</b> |

|                  |                      |                                  |                 |
|------------------|----------------------|----------------------------------|-----------------|
| CUSTOMER         |                      | DEAL #                           | 86791           |
| SALE #1          | 99685 #2             | STOCK #                          | 70060           |
| A.S.M.           | 99720                | <u>NEW-USED-GM CERT-DEMO-RB-</u> |                 |
| SALE PRICE       | 39110. <sup>23</sup> | MODEL                            | TAHOE           |
| ACC              | 2990                 | GMAC                             |                 |
| TIRE FEE         | 8.75                 | C/U SIGN UP                      |                 |
| SALES TAX        | 3266. <sup>29</sup>  | RATE                             | 7.75 COUNTY SAC |
| LICENSE          |                      | DUE BILL                         | DVD Player Done |
| TRADE            | -                    |                                  |                 |
| PAYOFF           | -                    |                                  |                 |
| CASH DOWN        | 8000                 |                                  |                 |
| REBATE           | 2000                 | GM CARD                          | AUT #           |
| DOC              | \$45                 |                                  |                 |
| TERM             | 84                   | PYT                              | 559             |
|                  |                      | RATE                             | 7.75            |
| FINANCE BALANCE  | 35757. <sup>22</sup> |                                  |                 |
| A.C.V.           | -                    |                                  |                 |
| INVOICE/BK SHEET |                      | DESK APPROVAL                    |                 |



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

TRACTOR AUKER OR RANDALL-AUKER

CUSTOMER NAME: \_\_\_\_\_

VIN: 1GMEK13047J \_\_\_\_\_ (or see attached list\*)

**1. Customer Incentive**

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

| Incentive Program Reference            | Amount            | GM Incentive Code |
|--|-------------------|-------------------|
| CWE                                    | \$ 2000.00        |                   |
|  | \$ N/A            |                   |
|  | \$ N/A            |                   |
|  | \$ N/A            |                   |
|  | \$ N/A            |                   |
| <b>Total Incentive Amount Received</b> | <b>\$ 2000.00</b> |                   |

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

- a. I elect to receive \_\_\_\_\_  
in lieu of \_\_\_\_\_  
and/or \_\_\_\_\_
- b. I elect to receive \_\_\_\_\_

**— CUSTOMER AND DEALER ACKNOWLEDGMENT —**

I am the ultimate retail purchaser or lessee of the vehicle bearing this vehicle identification number which was sold/leased to me by the Dealer named below. This vehicle was purchased/leased for personal/business use and not resale and I took delivery of this vehicle on 10/08/06. I acknowledge receipt of incentive(s) as described in Item \_\_\_\_\_ and release the GM Division from any future claim or obligation for incentive(s) on this unit.

Purchaser/Lessee Signature: \_\_\_\_\_ Date: 10 08 2006

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

Authorized Dealer Signature: [Signature] Date: 10 08 2006  
Dealership Name: FOLSOM CHEVROLET Dealer Code: 06-001

\* List must include VIN, Delivery Date and Program Reference



VIA FAX ONLY

February 22, 2011

Joe Schafar  
Folsom Chevrolet/Geo, Inc.  
12655 Automall Circle  
Folsom, CA 95630-8099

SOLD  
10-8-06

RE: [REDACTED]  
Service Request: 71-92056661  
2007 Chevrolet Tahoe  
Vehicle Identification Number: 1GNFK13047J [REDACTED]  
Customer Relationship Specialist: Abigail

Dear Mr. Schafar:

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 acknowledgment 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

**RETAIL INSTALLMENT SALE CONTRACT – SIMPLE INTEREST FINANCE CHARGE**

Dealer Number \_\_\_\_\_ Contract Number \_\_\_\_\_ R.O.S. Number 15781868 Stock Number 70060

|  |  |
|--|--|
| Buyer (and Co-Buyer) Name and Address (Including County and Zip Code)<br><div style="background-color: black; width: 100px; height: 30px; margin-bottom: 5px;"></div> FOLSOM CA 95630 SACRAMENTO | Creditor - Seller (Name and Address)<br>FOLSOM CHEVROLET<br>12655 AUTO MALL CIRCLE<br>FOLSOM CA 95630-8099 |
|--|--|

You, the Buyer (and Co-Buyer, if any), may buy the vehicle below for cash or on credit. By signing this contract, you choose to buy the vehicle on credit under the agreements on the front and back of this contract. You agree to pay the Creditor - Seller (sometimes "we" or "us" in this contract) the Amount Financed and Finance Charge according to the payment schedule below. We will figure your finance charge on a daily basis. The Truth-in-Lending Disclosures below are part of this contract.

| New Used | Year | Make and Model        | Odometer | Vehicle Identification Number  | Primary Use For Which Purchased  |
|----------|------|-----------------------|----------|--|--|
| NEW      | 2007 | CHEVROLET TRUCK TAHOE | 40       | 1GNFK13047J <div style="background-color: black; width: 50px; height: 15px; display: inline-block;"></div> | <input checked="" type="checkbox"/> personal, family or household<br><input type="checkbox"/> business or commercial |

| FEDERAL TRUTH-IN-LENDING DISCLOSURES   |  |   |  |  |
|--|--|---|--|--|
| ANNUAL PERCENTAGE RATE<br><small>The cost of your credit as a yearly rate.</small> | FINANCE CHARGE<br><small>The dollar amount the credit will cost you.</small> | Amount Financed<br><small>The amount of credit provided to you or on your behalf.</small> | Total of Payments<br><small>The amount you will have paid after you have made all payments as scheduled.</small> | Total Sale Price<br><small>The total cost of your purchase on credit, including your down payment of</small> |
| 7.19 %   | \$ 10305.11 (e)  | \$ 37391.77   | \$ 47696.98 (e)  | \$ 57696.88 (e)<br><small>ie \$ 10000.00</small>   |
| <small>(e) means an estimate</small>   |  |   |  |  |

| YOUR PAYMENT SCHEDULE WILL BE: |                     |                               |
|--------------------------------|---------------------|-------------------------------|
| Number of Payments:            | Amount of Payments: | When Payments Are Due:        |
| One Payment of                 | N/A                 | N/A                           |
| One Payment of                 | N/A                 | N/A                           |
| 83 Payments                    | 567.82              | Monthly, Beginning 11/07/2006 |
| N/A Payments                   | N/A                 | Monthly, Beginning N/A        |
| One Final Payment              | 567.82              | 10/07/2013                    |

Late Charge. If payment is not received in full within 10 days after it is due, you will pay a late charge of 5% of the part of the payment that is late.  
 Prepayment. If you pay off all your debt early, you may be charged a minimum finance charge.  
 Security Interest. You are giving a security interest in the vehicle being purchased.  
 Additional Information: See this contract for more information including information about nonpayment, default, any required repayment in full before the scheduled date, minimum finance charges, and security interest.

| ITEMIZATION OF THE AMOUNT FINANCED                                    |                 |
|---|-----------------|
| 1. Total Cash Price   |                 |
| A. Cash Price of Motor Vehicle and Accessories                        | \$ 42100.73 (A) |
| 1. Cash Price Vehicle   | \$ 39110.73     |
| 2. Cash Price Accessories   | \$ 2990.00      |
| 3. Other (Nontaxable)   | \$ N/A          |
| Describe N/A  | \$ N/A          |
| Describe N/A  | \$ N/A          |
| B. Document Preparation Fee (not a governmental fee)                  | \$ 45.00 (B)    |
| C. Smog Fee Paid to Seller  | \$ N/A (C)      |
| D. Theft Deterrent Device   | \$ N/A (D)      |
| E. Theft Deterrent Device   | \$ N/A (E)      |
| F. Surface Protection Product   | \$ N/A (F)      |
| G. Surface Protection Product   | \$ N/A (G)      |
| H. Sales Tax (on taxable items in A through G)                        | \$ 3255.29 (H)  |
| I. Optional DMV Electronic Filing Fee*                                | \$ N/A (I)      |
| J. (Optional) Service Contract (to whom paid) <small>GMP</small>      | \$ 1534.00 (J)  |
| K. (Optional) Service Contract (to whom paid) <small>N/A</small>      | \$ N/A (K)      |
| L. Prior Credit or Lease Balance paid by Seller to <small>N/A</small> | \$ N/A (L)      |
| <small>(see downpayment and trade-in calculation)</small>             |                 |
| M. (Optional) Gap Contract (to whom paid) <small>N/A</small>          | \$ N/A (M)      |
| N. (Optional) Used Vehicle Contract Cancellation Option Agreement     | \$ N/A (N)      |
| O. Other (to whom paid) <small>N/A</small>                            | \$ N/A (O)      |
| For <small>N/A</small>  |                 |

| STATEMENT OF INSURANCE  |                     |                        |
|---|---------------------|------------------------|
| <small>NOTICE. No person is required as a condition of financing the purchase of a motor vehicle to purchase or negotiate any insurance through a particular insurance company, agent or broker. You are not required to buy any other insurance to obtain credit. Your decision to buy or not buy other insurance will not be a factor in the credit approval process.</small> |                     |                        |
| Vehicle Insurance   |                     |                        |
|   | <small>Term</small> | <small>Premium</small> |
| \$ N/A Ded. Comp., Fire & Theft   | ___ Mos.            | \$ N/A                 |
| \$ N/A Ded. Collision   | ___ Mos.            | \$ N/A                 |
| Bodily Injury \$ N/A Limits   | ___ Mos.            | \$ N/A                 |
| Property Damage \$ N/A Limits   | ___ Mos.            | \$ N/A                 |
| Medical   | ___ Mos.            | \$ N/A                 |
|   | ___ Mos.            | \$ N/A                 |
| Total Vehicle Insurance Premiums  |                     | \$ N/A (a)             |

UNLESS A CHARGE IS INCLUDED IN THIS AGREEMENT FOR PUBLIC LIABILITY OR PROPERTY DAMAGE INSURANCE, PAYMENT FOR SUCH COVERAGE IS NOT PROVIDED BY THIS AGREEMENT.

You may buy the physical damage insurance this contract requires (see back) from anyone you choose who is acceptable to us. You are not \_\_\_\_\_ credit.

Buyer

Co-Buyer

Seller *[Signature]*

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

| Application for Optional Credit Insurance               |                                |                                   |
|---|--------------------------------|-----------------------------------|
| <input type="checkbox"/> Credit Life:                   | <input type="checkbox"/> Buyer | <input type="checkbox"/> Co-Buyer |
| <input type="checkbox"/> Credit Disability (Buyer Only) |                                |                                   |
|   | <small>Term</small>            | <small>Exp.</small>               |
| Credit Life   | N/A Mos.                       | \$ N/A                            |
| Credit Disability                                       | N/A Mos.                       | \$ N/A                            |
| Total Credit Insurance Premiums                         |                                | \$ N/A (b)                        |
| Insurance Company Name                                  | _____                          |                                   |
| Home Office Address                                     | _____                          |                                   |

Credit life insurance and credit disability insurance are not required to obtain credit. Your decision to buy or not buy credit life and credit disability insurance will not be a factor in the credit approval process. They will not be provided unless you sign and agree to pay the extra cost. Credit life insurance is based on your original payment schedule. This insurance may not pay all you owe on this contract if you make late payments. Credit disability insurance does not cover any increase in your payment or in the number of payments. Coverage for credit life insurance and credit disability insurance ends on the original due date for the last payment unless a different term for the insurance is shown above.

You are applying for the credit insurance marked above. Your signature below means that you agree that: (1) You are not eligible for insurance if you have

Total Cash Price (A through D) \$ \_\_\_\_\_ (1)

2. Amounts Paid to Public Officials

A. License Fees \$ 274.00 (A)

B. Registration/Transfer/Titling Fees \$ 63.00 (B)

C. California Tire Fees\* \$ 8.75 (C)

D. Other \$ N/A (D)

E. Other \$ N/A (E)

Total Official Fees (A through E) \$ 345.75 (2)

3. Amount Paid to Insurance Companies (Total premiums from Statement of Insurance column a + b) \$ N/A (3)

4. Smog Certification or Exemption Fee Paid to State \$ N/A (4)

5. Subtotal (1 through 4) \$ 47391.77 (5)

6. Total Downpayment

A. Agreed Trade-In Value Yr \_\_\_\_\_ Make \_\_\_\_\_ \$ N/A (A)  
Model \_\_\_\_\_ Odom \_\_\_\_\_  
VIN \_\_\_\_\_

B. Less Prior Credit or Lease Balance \$ N/A (B)

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

D. Deferred Downpayment \$ N/A (D)

E. Manufacturer's Rebate \$ 2000.00 (E)

F. Other \$ N/A (F)

G. Cash \$ 8000.00 (G)

Total Downpayment (C through G) \$ 10000.00 (6)  
(If negative, enter zero on line 6 and enter the amount less than zero as a positive number on line 1L above)

7. Amount Financed (5 less 6) \$ 37391.77 (7)

\*Seller may keep part of those amounts.

reached your 65th birthday. (2) You are eligible for disability insurance only if you are working for wages or profit 30 hours a week or more on the Effective Date. (3) Only the Primary Buyer is eligible for disability insurance. **DISABILITY INSURANCE MAY NOT COVER CONDITIONS FOR WHICH YOU HAVE SEEN A DOCTOR OR CHIROPRACTOR IN THE LAST 6 MONTHS** (Refer to "Total Disabilities Not Covered" in your policy for details).  
You want to buy the credit insurance.

Date X Buyer Signature N/A Age \_\_\_\_\_

Date X Co-Buyer Signature N/A Age \_\_\_\_\_

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

You want to buy a gap contract.  
Buyer X N/A

**OPTIONAL SERVICE CONTRACT(S)** You want to purchase the service contract(s) written with the following company(ies) for the term(s) shown below for the charge(s) shown in item 1J and/or 1K above.

1J Company GMPP  
Term 60 Mos, or 75000 Miles

1K Company N/A  
Term N/A Mos, or N/A Miles

Buyer X \_\_\_\_\_

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

Buyer Signs X \_\_\_\_\_

Co-Buyer Signs \_\_\_\_\_

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

Proceeds of Loan From: N/A

Amount \$ N/A Finance Charge \$ N/A

Total \$ N/A Payable in N/A installments of \$ N/A \$ N/A

from this Loan is shown in item 8D.

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

Name of autobroker receiving fee, if applicable:  
N/A

**SELLER'S RIGHT TO CANCEL** If Buyer and Co-Buyer sign here, the provisions of the Seller's Right to Cancel section on the back of this contract shall apply to all parties.

Buyer X \_\_\_\_\_

Co-Buyer \_\_\_\_\_

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

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

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

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

THE \_\_\_\_\_ PUBLIC \_\_\_\_\_

S/S X \_\_\_\_\_

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

Buyer X \_\_\_\_\_ Co-Buyer \_\_\_\_\_

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

S/S

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

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

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

The Annual Percentage Rate may be negotiable with the Seller. The Seller may assign this contract and retain its right to receive a part of the Finance Charge.

THERE IS NO COOLING OFF PERIOD UNLESS YOU OBTAIN A CONTRACT CANCELLATION OPTION. California law does not provide for a "cooling off" or other cancellation period for vehicle sales. Therefore, you cannot later cancel this contract simply because you change your mind, decide the vehicle costs too much, or wish you had acquired a different vehicle. After you sign below, you may only cancel this contract with the agreement of the seller or for legal cause, such as fraud. However, California law does require a seller to offer a 2-day contract cancellation option on used vehicles with a purchase price of less than \$40,000, subject to certain statutory conditions. This contract cancellation option requirement does not apply to the sale of a motorcycle or an off-highway motor vehicle. See the vehicle contract cancellation option agreement for details.

YOU AGREE TO THE TERMS OF THIS CONTRACT. YOU CONFIRM THAT BEFORE YOU SIGNED THIS CONTRACT, WE GAVE IT TO YOU, AND YOU WERE FREE TO TAKE IT AND REVIEW IT. YOU ACKNOWLEDGE THAT YOU HAVE READ BOTH SIDES OF THIS CONTRACT, INCLUDING THE ARBITRATION CLAUSE ON THE REVERSE SIDE, BEFORE SIGNING BELOW. YOU CONFIRM THAT YOU RECEIVED A COMPLETELY FILLED IN COPY WHEN YOU SIGNED IT.

Buyer Signature [Redacted] Date 10/08/06 Co-Buyer Signature [Redacted] Date 10/08/06  
Co-Buyers and Other Owners — A co-buyer is a person who is responsible for paying the entire debt. An other owner is a person whose name is on the title to the vehicle but does not have to pay the debt. The other owner agrees to the security interest in the vehicle given to us in this contract.

Other Owner Signature X \_\_\_\_\_ Address \_\_\_\_\_

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

Guarantor X \_\_\_\_\_ Date 10/08/06 Guarantor X \_\_\_\_\_ Date 10/08/06  
Address N/A Address N/A

Seller Signs \_\_\_\_\_ Date 10/08/06 By X [Signature] Title \_\_\_\_\_



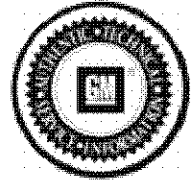
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Document ID: 2534528

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## **#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)

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**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).**

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### **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.

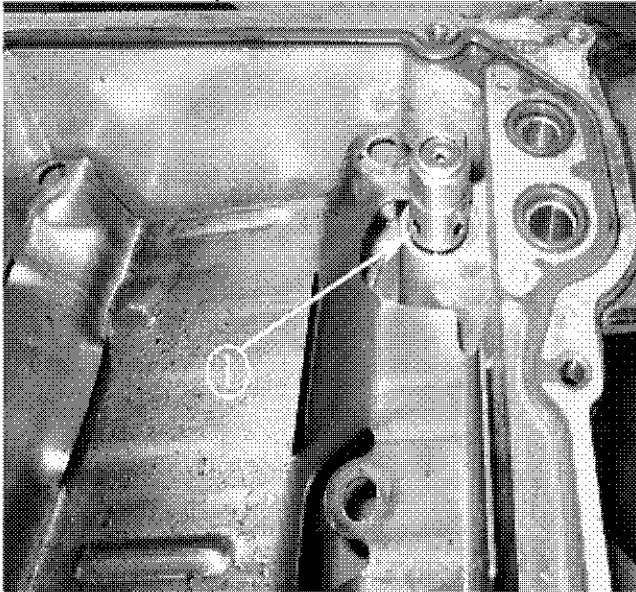
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## **Correction**

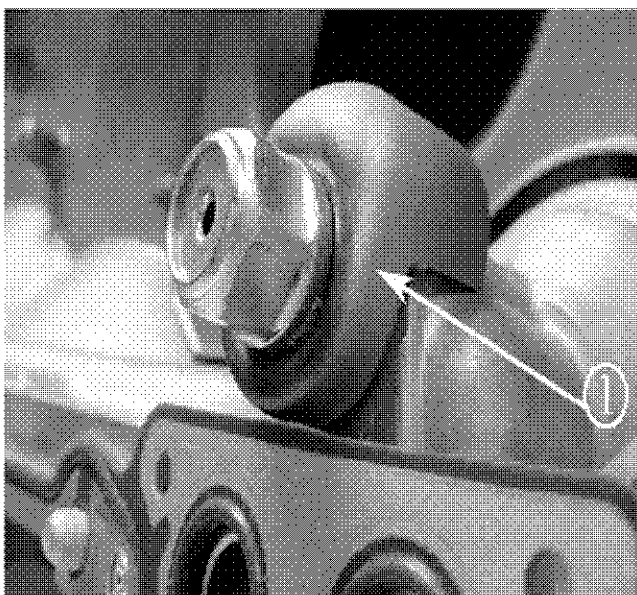
To correct this condition, perform the piston cleaning procedure as described in this document, and install a shield over the AFM pressure relief valve per the procedure outlined in this document. Monitor oil consumption after this repair to ensure oil consumption has improved to acceptable levels. If 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 |
| *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.



WE SUPPORT  
VOLUNTARY  
TECHNICIAN  
CERTIFICATION

**PRIVILEGED  CONFIDENTIAL - PREPARED FOR COUNSEL**  
**BRC CASE ASSESSMENT**

**Demand Letter: February 16, 2011**  
**Case Assessment Created: February 22, 2011**  
**Latest Revision Date: February 28, 2011**

**All Fields Are Required**

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

SR: 71-920566661  
By: Abigail Blake / BRC ML

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

Customer Last Name: XXXXXXXXXX

State: **California**

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

Vehicle ID No.: 1GNFK13047JXXXXXXXXXX  
In Service Date: 10/8/2006

Vehicle Purchased: New  
BAC Code: 112187

Year, Make & Model: 2007 Chevrolet Tahoe

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

Current Mileage: 38,832

Dealer Name:  
Folsom Chevrolet/Geo, Inc.  
CAM Name: Miklos Gonzalez  
Phone: (805) 373-8417  
Fax: (805) 373-9598  
Email: miklos.gonzalez@gm.com

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

Lien holder: GMAC X Other N/A

GMAC / Ally Financial  (800) 216-4622  
6716 Grade Lane Building 9, Suite 910  
Louisville, KY 40213-3117

DDMA Leonard Deprez  
Office: (916) 771-8905  
Cell: (916) 203-2262  
Email: leonard.deprez@gm.com

Purchase Price of Vehicle: \$ 42,100.73

Was TAC contacted for this vehicle (Y/N)? : No

DDMA/RCCDMA requests  
involvement?: No

Attorney: William R. McGee  
Firm: Law Offices of William R. McGee  
Phone: (858) 485-9140  
Fax: (858) 485-9961  
Email: LemonAtty@aol.com  
Address: 16855 West Bernardo Drive, Suite 380  
San Diego, CA 92127

Service Manager: Joe Schafer  
Phone: (916) 985-5600  
Fax: (916) 985-5616  
Address: 12655 Automall Circle  
Folsom, CA 95630-8099

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

No.

Are there **additional** dealerships involved? If Yes, List the dealership name, contact name, and phone number. Repeat as necessary.

No.

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

N/A

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

Technical Assistance Center contact was not needed.

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: |
|----------|--------|-----------|----------|--|
| 08/16/10 | 320310 | 3         | 33,903   | Folsom Chevrolet/Geo, Inc.                     |

C/S When starting engine cold, it has a knocking noise. / Started vehicle when warm and found no noises. Did change oil and will restart in AM. Started in AM and found normal piston rattle. Normal characteristic of this engine. Will not cause wear or any issue with engine.  **No corrections needed.** Normal operation of this design of engine. Normal piston noise.

**Rental Vehicle Provided.**

|          |        |   |        |                            |
|----------|--------|---|--------|----------------------------|
| 08/16/10 | 320310 | * | 33,903 | Folsom Chevrolet/Geo, Inc. |
|----------|--------|---|--------|----------------------------|

C/S In 1,500 miles vehicle uses 1  quarts of oil. / Verified. No leaks. No codes. No breather system or air intake faults. All looks good. - Starting oil consumption test. Level is correct and needs to be checked by technician 428 only. Need information about driving habits, vehicle usage and trips taken (city or highway).

|          |        |   |        |                            |
|----------|--------|---|--------|----------------------------|
| 08/20/10 | 320508 | 1 | 33,926 | Folsom Chevrolet/Geo, Inc. |
|----------|--------|---|--------|----------------------------|

C/S Continue oil consumption test. / Continued oil consumption test.  Check oil level and note in book. Inspected vehicle for oil leaks. None. Checked oil level and found oil level at full mark. Advised.

01/13/11 326291 3 38,479 Folsom Chevrolet/Geo, Inc.

C/S Engine is burning oil. Check and report. / Oil spraying on number seven cylinder, as per **bulletin 10-06-01-008A**. - Technician 977, as per **bulletin 10-06-01-008A**, removed oil pan and installed shield over bypass valve. Replaced gasket and filled with oil. Installed top engine cleaner in all cylinders. Let sit and ran engine. Rechecked for proper oil level and operation. Verified no leaks at this time.

Restraints

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

Steering

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

Transmission

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

Axle

| <u>Date:</u> | <u>RO #:</u> | <u>Days Out:</u> | <u>Mileage:</u> | <u>Description of Complaint and Repair Performed:</u> |
|--------------|--------------|------------------|-----------------|---|
| 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>  |
|--------------|--------------|------------------|-----------------|--|
| 11/27/06     | 261188       | 1                | 1,444           | Folsom Chevrolet/Geo, Inc.<br><br>C/S N/A / Molding tailgate, lift gate outer panel, one piece <input type="checkbox"/> remove and repair or replace   |
| 03/12/07     | 267220       | 1                | 4,000           | Folsom Chevrolet/Geo, Inc.<br><br>C/S N/A / Strip rear door window outer sealing. <input type="checkbox"/> Right, remove and repair or replace.  |
| 03/12/07     | 267220       | *                | 4,000           | Folsom Chevrolet/Geo, Inc.<br><br>C/S N/A / Strip rear door window outer sealing. <input type="checkbox"/> Left, remove and repair or replace.   |
| 08/16/10     | 320310       | *                | 33,903          | Folsom Chevrolet/Geo, Inc.<br><br>C/S Rear lift gate supports will not keep lid up on hot days. / Rear hatch strut leak. <input type="checkbox"/> Replaced rear lift gate struts. Rechecked. Okay.       |
| 08/20/10     | 320508       | *                | 33,926          | Folsom Chevrolet/Geo, Inc.<br><br>C/S Found WWOD grain chipped after radio was installed. / See repair order number 320310. <input type="checkbox"/> Installed special ordered part, console trim plate. |

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>   |
|--------------|--------------|------------------|-----------------|---|
| 07/21/09     | 305680       | 1                | 25,161          | Folsom Chevrolet/Geo, Inc.<br><br>C/S Right rear head rest DVD picture keeps scrolling. Check and report. / Faulty DVD, head rest player. Verified the right side DVD screen is not clear. Determined faulty DVD player. <input type="checkbox"/> Replaced right side DVD module, screen assembly. Recheck operation, okay.   |
| 07/06/10     | 318560       | 2                | 32,758          | Folsom Chevrolet/Geo, Inc.<br><br>C/S Right DVD player is inoperative. Check and Report. Has DVD in player. / See repair order number 305680. Date: 07/21/09. Performed inspection and found power to pass DVD player, but will not turn on. Advised. <input type="checkbox"/> Replaced RH DVD display unit. Rechecked, okay.   |
| 08/16/10     | 320310       | *                | 33,903          | Folsom Chevrolet/Geo, Inc.<br><br>C/S CD player, when playing, is making a howling noise. / Internal noise from CD player. <input type="checkbox"/> Installed new radio and programmed code 809BE.  |
| 01/13/11     | 326291       | *                | 38,479          | Folsom Chevrolet/Geo, Inc.<br><br>C/S At times is unable to use car phone. Also, at the same time, is unable to contact On-Star. / Test On-Star. Made two phone calls and both calls went through. Called On-Star they received call and had no problems with this vehicle. Customer has enough minutes until November. Performed OBD, no codes stored. On-Star is operating as designed. Found <b>bulletin PIC4310F</b> . Current SID IS00112, CAL mode four and signal strength is 55. System is okay at this time. <input type="checkbox"/> System is <b>operating as designed</b> .   |
| 02/14/11     | 327480       | 2                | 38,832          | Folsom Chevrolet/Geo, Inc.<br><br>C/S When DVD player is on and vehicle is accelerating there is a whistling squeal sound. / Road tested vehicle with customer and verified noise from speakers with DVD on. Researched bulletins and PI <input type="checkbox"/> . Number <b>PIC4739H</b> applies for headrest type DVD players. Per PI checked that DVD player were monitor "A" <input type="checkbox"/> is in driver <input type="checkbox"/> head rest and monitor "B" <input type="checkbox"/> is in the passenger <input type="checkbox"/> head rest. Checked. Okay. Ordered noise filter per PI number <b>PIC4739H</b> . |

Glass

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



HVAC

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

Paint

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

Suspension

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

Wheel/Tires

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

Recalls / Campaigns

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

Other

| <u>Date:</u> | <u>RO #:</u> | <u>Days Out:</u> | <u>Mileage:</u> | <u>Description of Complaint and Repair Performed:</u> |
|--------------|--------------|------------------|-----------------|---|
| 08/16/10     | 320310       | *                | 33,903          | Folsom Chevrolet/Geo, Inc.                            |

C/S Perform oil, lube, filter service. / **Maintenance.**   
Completed oil, lube and filter service, eighteen point inspection,  
topped off all fluid levels and installed window stickers.

**Rental Vehicle Provided.**

**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:**

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

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

**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?** California

**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.**

The subject vehicle has suffered from serious defects and nonconformities to warranty, including, but not limited to: three (3) separate repair attempts for DVD/CD/Entertainment system defects, two (2) separate repair attempts for engine/engine oil defects, and two (2) separate repair attempts for molding/trim defects.

**Note: This section only applicable for Legal cases**

**Is Lemon Law Pled/Alleged?: Yes**

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

**State Presumption Is:**

of Visits for a Non-Conformity? 4  of Days out of Service? 30  
 of visits for a Safety Complaint? 2  of Visits Total? N/A  
Must Complaint Continue to Exist? N/A Final Repair/Arbitration Required? N/A  
Time Period for filing a Claim? 18 months / 18,000 miles

**Vehicle Service History (During Presumptive Period) is:**

of Visits for a Non-Conformity? 1  of Days out of Service? 2  
 of visits for a Safety Complaint? 0  of Visits Total? 2  
Complaint appears to Continue? Yes Final Repair/Arbitration Complete? No

**Does History appear Presumptive: No**

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

of Visits for a Non-Conformity? 4  of Days out of Service? 9  
 of visits for a Safety Complaint? 0  of Visits Total? 7  
Must Complaint Continue to Exist? N/A Final Repair or Arbitration Required? N/A

**Related Repairs beyond NVLW: Yes**

Customer Pay? No If no, identify responsible party: Warranty Internal  
Additional Days out of Service? 5 Additional  of Repair Visits? 2

**Other Considerations: No**

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

Leonard Deprez:

Option B) I am not aware of this vehicle or customer's concerns. Please note: you will be notified of the final resolution once a settlement has been reached.

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

Joe Schafer - Folsom Chevrolet/Geo, Inc.:

This vehicle was purchased back in 2006. The repair orders go way back. I don't have some of the early repair orders. I am having some trouble finding them. They don't seem like they are pertinent to the situation they are having. There were a couple of trim items and a tire monitor issue early on. I cannot seem to find those repair orders; they were purged because the customer hadn't been in for quite some time. I don't know if those are going to be pertinent to your case or not. I will be sending the service documents, customer incentive acknowledgement form, worksheet and sales contract to you now. If you do not receive it within the next thirty minutes please give me a call. There was no trade in. The vehicle did not have any aftermarket items installed, though we did install a GM DVD player before sale. There were not any collisions or insurance claims that I am aware of. We haven't had any issues outside of the oil consumption that would need the Technical Assistance Centers involvement. I would have to look through the repair orders to get the Technical Assistance Center's information, if there is any. I do not think there was a Technical Assistance Center case though. The days out of service can be verified using the repair order date, invoice date and time stamps on the internal copies.

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

There have been four repairs toward an oil leak/oil consumption concern with in this consumer's ownership and the vehicle is still well with in the power train limited warranty. The oil leak/oil consumption concern is considered to be a "known" issue as indicated in bulletin 10-06-01-008A.

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

There has not been more than one repair attempt towards any non-conformity with in the presumption period.

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

Song Beverly Consumer Act

### **Recommendation:**

Cash Settlement to offset the customer's inconvenience.

\$7,000-\$9,000 Inclusive

If plaintiff counsel/consumer does not accept, repurchase vehicle.

### **Rationale:**

Though there has not been more than one repair attempt towards any non-conformity with in the presumption period, there have been four repairs toward an oil leak/oil consumption concern with in this consumer's ownership and the vehicle is still well with in the power train limited warranty. The oil leak/oil consumption concern is considered to be a "known" issue as indicated in bulletin 10-06-01-008A.

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

Cash Settlement \$7,000-\$9,000 Inclusive

If plaintiff counsel/consumer does not accept, repurchase vehicle.

Please see the rationale section above for Defense Strategy.

## 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><br>Amount to Plaintiff/Atty: N/A<br>Inclusive Offer: N/A | Settlement Type:<br>Repurchase<br>Date: 02/16/11 | N/A |
| <b>CRS Intial Offer:</b><br>Amount to Plaintiff/Atty: N/A<br>Inclusive Offer: N/A            | Settlement Type:<br>N/A<br>Date: N/A             | N/A |
| <b>Plaintiff Counter::</b><br>Amount to Plaintiff/Atty: N/A<br>Inclusive Offer: N/A          | Settlement Type:<br>N/A<br>Date: N/A             | N/A |
| <b>CRS Counter:</b><br>Amount to Plaintiff/Atty: N/A<br>Inclusive Offer: N/A                 | Settlement Type:<br>N/A<br>Date: N/A             | N/A |
| <b>PLAINTIFF Final Offer:</b><br>Amount to Plaintiff/Atty: N/A<br>Inclusive Offer: N/A       | Settlement Type:<br>N/A<br>Date: N/A             | N/A |
| <b>CRS Final Offer:</b><br>Amount to Plaintiff/Atty: N/A<br>Inclusive Offer: N/A             | Settlement Type:<br>N/A<br>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><br><b>Settlement Type: N/A</b>   | <b>Arbitrate case: N/A</b> | <b>Settle case: N/A</b><br><b>Attorney Fees (if applicable):</b><br><b>N/A</b> |
| <b>Recommendation of Field:</b><br><b>Settlement Type: N/A</b> | <b>Arbitrate case: N/A</b> | <b>Settle case: N/A</b><br><b>Attorney Fees (if applicable):</b><br><b>N/A</b> |
| <b>Final Decision:</b><br><b>Settlement Type: N/A</b>          | <b>Arbitrate case: N/A</b> | <b>Settle case: N/A</b><br><b>Attorney Fees (if applicable):</b><br><b>N/A</b> |

**TEAM LEAD APPROVING:**

Debra Solimine

**Date:** 02/22/11

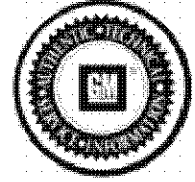
| COMPONENT                        | DESCRIPTION  |
|----------------------------------|--|
| <b>Axle</b>                      | Includes all components related to the axle, differential, driveline, & rear end.  |
| <b>Body/ Trim</b>                | All body panels & associated mechanical hardware, including sunroof and T-tops (no Paint issues).<br>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.<br>All indicators that provide the driver with operating characteristics of a vehicle.<br>All Electrical lights that illuminate.<br>All radio, CD/DVD, navigation, video, speakers, reception/antenna related components.<br>All battery, spark plug/wire, glow plug, starting or charging system components.   |
| <b>Engine/Fuel &amp; Exhaust</b> | Internal and external mechanical components.<br>Cooling system components including radiator, gaskets, thermostat, and water pump.<br>All computers and sensors that affect or monitor engine operation.<br>All air and fuel related components including tank, injectors, and lines.<br>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.   |



Document ID: 2550282

## #PIC4310F: Unable To Connect Or Use Hands Free Calling Or No Data On The Call (Failed To Voice) - (Dec 6, 2010)

**Subject:** Unable to connect or use hands free calling or no data on the call (failed to voice)



**Models:** 2000-2011 BUICK: Allure (Canada only), Century, Enclave, LaCrosse, Lesabre, Lucerne, Rainier, Regal, Rendezvous, Terraza  
2000-2011 CADILLAC: CTS, DTS, Escalade, SRX, STS, XLR  
2000-2011 CHEVROLET: Avalanche, Cobalt, Colorado, Camaro, Corvette, Cruze, Equinox, Express, HHR, Impala, Malibu, Monte Carlo, Silverado, SSR, Suburban, Tahoe, TrailBlazer, Traverse, Uplander, Venture, Volt  
2000-2011 GMC: Acadia, Canyon, Envoy, Sierra, Savana, Terrain, Yukon  
2000-2010 PONTIAC: Bonneville, G3, G5, G6, G8, Grand prix, Montana, Torrent, Solstice, Vibe  
2000-2011 SAAB: 9-7X  
2000-2010 SATURN: Astra, Aura, Ion, Outlook, Relay, Sky, Vue  
2000-2011 HUMMER: H2, H3  
With Onstar Gen6, Gen7, Gen8, and Gen9

This PI was superseded to update model list and add GDS info and admin details per cell team request. Please discard PIC4310E.

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

### **Condition/Concern:**

The OnStar Blue button, emergency -red button or/and HFC (call answer/end button) key press results in:

Cell messages, progression tones (1 every 6 seconds), dropped calls or no data on the call (failed to voice). A possible cause could be a lack/limited cellular coverage, outage in the area, Incorrect PRL or incorrect home SID may cause this concern.

### **Recommendation/Instructions:**

Dealers are to record information listed below using the TECH2 or GDS (for global A vehicles).

**Important:** When retrieving ALL of following information the vehicle must be parked outside in an

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open area to obtain optimum cellular signal.

For vehicles in which module information displays all asterisk's. Cancel RAP and then cycle power to the vcim. After power is cycled, attempt to retrieve module information.

From the Tech 2

ID Information - Module 2

8 Digit GM part number:

Electronic Serial Number:

VCI Module Station ID:

Module ID:

-Data Display-

Signal Strength:

Signal Type:

Trans ID:

-Cellular Information-

Call mode:

Current System ID:

Digital Home NID:

Digital Home SID:

PRL Outdated Status:

PRL Version Number:

Off Board Navigation (Gen 7 and above):

> Module Set Up > Program Phone Number

MIN:

MDN:

Perform an outbound OnStar personal call:

Results:

OnStar key press

Results:

Can the vehicle receive a call?

Results:

Test the Emergency Button:

(If answered tell the advisor you have no Emergency and you are testing the system.)

Please document if connection is made to the OnStar center with no data (failed to Voice) at anytime.

Using GDS

IDENTIFICATION INFORMATION:

end model part number

mobile equipment identifier

onstar customer identifier

module generation identifier

current transceiver identifier

off board navigation

network access identifier

call mode

mobile identification number

mobile directory number

SIGNAL STRENGTH DATA:

gsm signal strength

signal type

Perform an outbound OnStar personal call:

Results:

OnStar key press

Results:

Can the vehicle receive a call?

Results:

Test the Emergency Button:

(If answered tell the advisor you have no Emergency and you are testing the system.)

Please document if connection is made to the OnStar center with no data (failed to Voice) at anytime.

After retrieving the above information with the tech 2 or GDS and the vehicle outside, please look at the following information.

If Current SID reads 40000 or 03353, call mode 0, 13, 60, and signal strength of 0 or 106 the cell antenna and coax need to be checked. Use the OnStar test antenna EL-49903 and retest OnStar operation. Check the SID, Call Mode, and Signal Strength again and document any change.

**Note:** The Blue coax connector is always GPS. The Screw On, Violet or White Connector is Cellular.

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.



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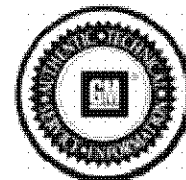
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Document ID: 2546509

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## #PIC4739H: (GM Accessory) Whine Noise From Headrest DVD System - (Nov 15, 2010)

**Subject:** (GM Accessory) Whine Noise From Headrest DVD System



**Models:** 2008-2011 Buick Enclave  
2010 Buick Lucerne  
2004-2007 Buick Rainier  
2005-2011 Cadillac CTS  
2005-2010 Cadillac STS  
2006-2010 Cadillac DTS  
2003-2011 Cadillac Escalade Models  
2005-2009 Cadillac SRX  
2003-2011 Chevrolet Avalanche, Silverado, Suburban, Tahoe  
2006-2010 Chevrolet Colorado  
2007-2009 Chevrolet Equinox  
2007-2010 Chevrolet HHR  
2010 Chevrolet Impala  
2011 Chevrolet Malibu  
2003-2009 Chevrolet TrailBlazer  
2009-2011 Chevrolet Traverse  
2007-2011 GMC Acadia  
2006-2010 GMC Canyon  
2003-2009 GMC Envoy Models  
2003-2011 GMC Sierra, Yukon Models  
2005-2009 HUMMER H2  
2006-2010 HUMMER H3  
2007-2009 Pontiac Torrent  
2005-2009 Saab 9-7X  
2010 Saturn Aura, Outlook

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**This PI was superseded to add a note to verify two like headrest monitors are not installed. Please discard PIC4739G.**

---

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

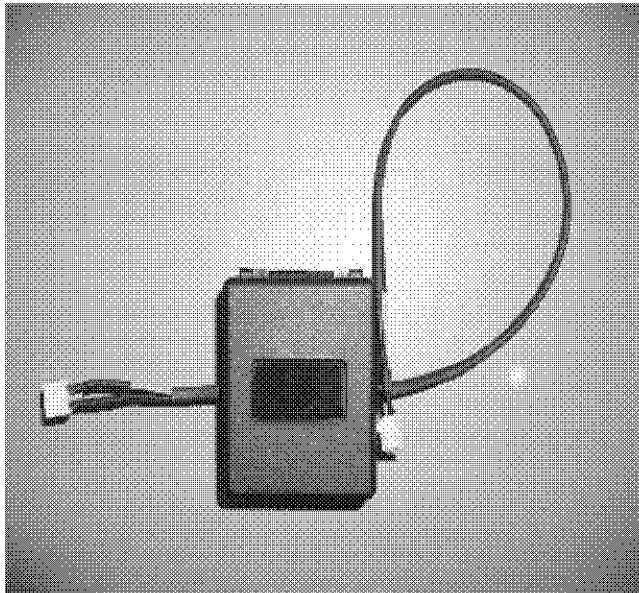
### **Condition/Concern:**

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Some customers may comment on a whine or hiss noise heard in the headphones or through the vehicle's audio speakers when playing a DVD in the GM Accessories Headrest DVD system. This noise may change with engine RPM and is often described as an alternator whine.

**Note:** Verify that Monitor "A" is in the driver's headrest and Monitor "B" is in the passenger's headrest. Having two of the same Monitors installed will cause static in the headphones with both Monitors on. Replace the incorrect monitor and evaluate before installing the filter kit below."

## **Recommendation/Instructions:**



Install P/N 19202701 noise filter kit to correct this concern. Installation instructions are included within this kit. The filter will look similar to the illustration above. If the filter does not have a connector at each end, reorder the same part number filter. Only use the filter shown above.

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.

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**PRIVILEGED  CONFIDENTIAL - PREPARED FOR COUNSEL**  
**BRC CASE ASSESSMENT**

**Demand Letter: February 16, 2011**  
**Case Assessment Created: February 22, 2011**  
**Latest Revision Date: February 28, 2011**

**All Fields Are Required**

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

SR: 71-920566661  
By: Abigail Blake / BRC ML

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

Customer Last Name: [REDACTED]

State: **California**

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

Vehicle ID No.: 1GNFK13047J [REDACTED]  
In Service Date: 10/8/2006

Vehicle Purchased: New  
BAC Code: 112187

Year, Make & Model: 2007 Chevrolet Tahoe

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

Current Mileage: 38,832

Dealer Name:  
Folsom Chevrolet/Geo, Inc.  
CAM Name: Miklos Gonzalez  
Phone: (805) 373-8417  
Fax: (805) 373-9598  
Email: miklos.gonzalez@gm.com

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

Lien holder: GMAC X Other N/A

GMAC / Ally Financial  (800) 216-4622  
6716 Grade Lane Building 9, Suite 910  
Louisville, KY 40213-3117

DDMA Leonard Deprez  
Office: (916) 771-8905  
Cell: (916) 203-2262  
Email: leonard.deprez@gm.com

Purchase Price of Vehicle: \$ 42,100.73

Was TAC contacted for this vehicle (Y/N)? : No

DDMA/RCCDMA requests  
involvement?: No

Attorney: William R. McGee  
Firm: Law Offices of William R. McGee  
Phone: (858) 485-9140  
Fax: (858) 485-9961  
Email: LemonAtty@aol.com  
Address: 16855 West Bernardo Drive, Suite 380  
San Diego, CA 92127

Service Manager: Joe Schafer  
Phone: (916) 985-5600  
Fax: (916) 985-5616  
Address: 12655 Automall Circle  
Folsom, CA 95630-8099

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

No.

Are there **additional** dealerships involved? If Yes, List the dealership name, contact name, and phone number. Repeat as necessary.

No.

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

N/A

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

Technical Assistance Center contact was not needed.

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: |
|----------|--------|-----------|----------|--|
| 08/16/10 | 320310 | 3         | 33,903   | Folsom Chevrolet/Geo, Inc.                     |

C/S When starting engine cold, it has a knocking noise. / Started vehicle when warm and found no noises. Did change oil and will restart in AM. Started in AM and found normal piston rattle. Normal characteristic of this engine. Will not cause wear or any issue with engine.  **No corrections needed.** Normal operation of this design of engine. Normal piston noise.

**Rental Vehicle Provided.**

|          |        |   |        |                            |
|----------|--------|---|--------|----------------------------|
| 08/16/10 | 320310 | * | 33,903 | Folsom Chevrolet/Geo, Inc. |
|----------|--------|---|--------|----------------------------|

C/S In 1,500 miles vehicle uses 1  quarts of oil. / Verified. No leaks. No codes. No breather system or air intake faults. All looks good. - Starting oil consumption test. Level is correct and needs to be checked by technician 428 only. Need information about driving habits, vehicle usage and trips taken (city or highway).

|          |        |   |        |                            |
|----------|--------|---|--------|----------------------------|
| 08/20/10 | 320508 | 1 | 33,926 | Folsom Chevrolet/Geo, Inc. |
|----------|--------|---|--------|----------------------------|

C/S Continue oil consumption test. / Continued oil consumption test.  Check oil level and note in book. Inspected vehicle for oil leaks. None. Checked oil level and found oil level at full mark. Advised.



01/13/11 326291 3 38,479 Folsom Chevrolet/Geo, Inc.

C/S Engine is burning oil. Check and report. / Oil spraying on number seven cylinder, as per **bulletin 10-06-01-008A**. - Technician 977, as per **bulletin 10-06-01-008A**, removed oil pan and installed shield over bypass valve. Replaced gasket and filled with oil. Installed top engine cleaner in all cylinders. Let sit and ran engine. Rechecked for proper oil level and operation. Verified no leaks at this time.

Restraints

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

Steering

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

Transmission

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

Axle

| <u>Date:</u> | <u>RO #:</u> | <u>Days Out:</u> | <u>Mileage:</u> | <u>Description of Complaint and Repair Performed:</u> |
|--------------|--------------|------------------|-----------------|---|
| 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>  |
|--------------|--------------|------------------|-----------------|--|
| 11/27/06     | 261188       | 1                | 1,444           | Folsom Chevrolet/Geo, Inc.<br><br>C/S N/A / Molding tailgate, lift gate outer panel, one piece <input type="checkbox"/> remove and repair or replace   |
| 03/12/07     | 267220       | 1                | 4,000           | Folsom Chevrolet/Geo, Inc.<br><br>C/S N/A / Strip rear door window outer sealing. <input type="checkbox"/> Right, remove and repair or replace.  |
| 03/12/07     | 267220       | *                | 4,000           | Folsom Chevrolet/Geo, Inc.<br><br>C/S N/A / Strip rear door window outer sealing. <input type="checkbox"/> Left, remove and repair or replace.   |
| 08/16/10     | 320310       | *                | 33,903          | Folsom Chevrolet/Geo, Inc.<br><br>C/S Rear lift gate supports will not keep lid up on hot days. / Rear hatch strut leak. <input type="checkbox"/> Replaced rear lift gate struts. Rechecked. Okay.       |
| 08/20/10     | 320508       | *                | 33,926          | Folsom Chevrolet/Geo, Inc.<br><br>C/S Found WWOD grain chipped after radio was installed. / See repair order number 320310. <input type="checkbox"/> Installed special ordered part, console trim plate. |

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>   |
|--------------|--------------|------------------|-----------------|---|
| 07/21/09     | 305680       | 1                | 25,161          | Folsom Chevrolet/Geo, Inc.<br><br>C/S Right rear head rest DVD picture keeps scrolling. Check and report. / Faulty DVD, head rest player. Verified the right side DVD screen is not clear. Determined faulty DVD player. <input type="checkbox"/> Replaced right side DVD module, screen assembly. Recheck operation, okay.   |
| 07/06/10     | 318560       | 2                | 32,758          | Folsom Chevrolet/Geo, Inc.<br><br>C/S Right DVD player is inoperative. Check and Report. Has DVD in player. / See repair order number 305680. Date: 07/21/09. Performed inspection and found power to pass DVD player, but will not turn on. Advised. <input type="checkbox"/> Replaced RH DVD display unit. Rechecked, okay.   |
| 08/16/10     | 320310       | *                | 33,903          | Folsom Chevrolet/Geo, Inc.<br><br>C/S CD player, when playing, is making a howling noise. / Internal noise from CD player. <input type="checkbox"/> Installed new radio and programmed code 809BE.  |
| 01/13/11     | 326291       | *                | 38,479          | Folsom Chevrolet/Geo, Inc.<br><br>C/S At times is unable to use car phone. Also, at the same time, is unable to contact On-Star. / Test On-Star. Made two phone calls and both calls went through. Called On-Star they received call and had no problems with this vehicle. Customer has enough minutes until November. Performed OBD, no codes stored. On-Star is operating as designed. Found <b>bulletin PIC4310F</b> . Current SID IS00112, CAL mode four and signal strength is 55. System is okay at this time. <input type="checkbox"/> System is <b>operating as designed</b> .   |
| 02/14/11     | 327480       | 2                | 38,832          | Folsom Chevrolet/Geo, Inc.<br><br>C/S When DVD player is on and vehicle is accelerating there is a whistling squeal sound. / Road tested vehicle with customer and verified noise from speakers with DVD on. Researched bulletins and PI <input type="checkbox"/> . Number <b>PIC4739H</b> applies for headrest type DVD players. Per PI checked that DVD player were monitor "A" <input type="checkbox"/> is in driver <input type="checkbox"/> head rest and monitor "B" <input type="checkbox"/> is in the passenger <input type="checkbox"/> head rest. Checked. Okay. Ordered noise filter per PI number <b>PIC4739H</b> . |

Glass

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

HVAC

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

Paint

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

Suspension

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

Wheel/Tires

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

Recalls / Campaigns

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

Other

| <u>Date:</u> | <u>RO #:</u> | <u>Days Out:</u> | <u>Mileage:</u> | <u>Description of Complaint and Repair Performed:</u> |
|--------------|--------------|------------------|-----------------|---|
| 08/16/10     | 320310       | *                | 33,903          | Folsom Chevrolet/Geo, Inc.                            |

C/S Perform oil, lube, filter service. / **Maintenance.**   
Completed oil, lube and filter service, eighteen point inspection,  
topped off all fluid levels and installed window stickers.

**Rental Vehicle Provided.**

**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:**

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

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

**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?** California

**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.**

The subject vehicle has suffered from serious defects and nonconformities to warranty, including, but not limited to: three (3) separate repair attempts for DVD/CD/Entertainment system defects, two (2) separate repair attempts for engine/engine oil defects, and two (2) separate repair attempts for molding/trim defects.

**Note: This section only applicable for Legal cases**

**Is Lemon Law Pled/Alleged?: Yes**

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

**State Presumption Is:**

of Visits for a Non-Conformity? 4  
 of visits for a Safety Complaint? 2  
Must Complaint Continue to Exist? N/A  
Time Period for filing a Claim? 18 months / 18,000 miles  
 of Days out of Service? 30  
 of Visits Total? N/A  
Final Repair/Arbitration Required? N/A

**Vehicle Service History (During Presumptive Period) is:**

of Visits for a Non-Conformity? 1  
 of visits for a Safety Complaint? 0  
Complaint appears to Continue? Yes  
 of Days out of Service? 2  
 of Visits Total? 2  
Final Repair/Arbitration Complete? No

**Does History appear Presumptive: No**

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

of Visits for a Non-Conformity? 4  
 of visits for a Safety Complaint? 0  
Must Complaint Continue to Exist? N/A  
 of Days out of Service? 9  
 of Visits Total? 7  
Final Repair or Arbitration Required? N/A

**Related Repairs beyond NVLW: Yes**

Customer Pay? No  
Additional Days out of Service? 5  
If no, identify responsible party: Warranty Internal  
Additional  of Repair Visits? 2

**Other Considerations: No**

Outcome/Findings of Arb/Final Repair: N/A  
Prior Goodwill/reimbursement: No  
Out of Pocket Expenses: No

## **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:**

Leonard Deprez:

Option B) I am not aware of this vehicle or customer's concerns. Please note: you will be notified of the final resolution once a settlement has been reached.

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

Joe Schafer - Folsom Chevrolet/Geo, Inc.:

This vehicle was purchased back in 2006. The repair orders go way back. I don't have some of the early repair orders. I am having some trouble finding them. They don't seem like they are pertinent to the situation they are having. There were a couple of trim items and a tire monitor issue early on. I cannot seem to find those repair orders; they were purged because the customer hadn't been in for quite some time. I don't know if those are going to be pertinent to your case or not. I will be sending the service documents, customer incentive acknowledgement form, worksheet and sales contract to you now. If you do not receive it within the next thirty minutes please give me a call. There was no trade in. The vehicle did not have any aftermarket items installed, though we did install a GM DVD player before sale. There were not any collisions or insurance claims that I am aware of. We haven't had any issues outside of the oil consumption that would need the Technical Assistance Centers involvement. I would have to look through the repair orders to get the Technical Assistance Center's information, if there is any. I do not think there was a Technical Assistance Center case though. The days out of service can be verified using the repair order date, invoice date and time stamps on the internal copies.

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

There have been four repairs toward an oil leak/oil consumption concern with in this consumer's ownership and the vehicle is still well with in the power train limited warranty. The oil leak/oil consumption concern is considered to be a "known" issue as indicated in bulletin 10-06-01-008A.

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

There has not been more than one repair attempt towards any non-conformity with in the presumption period.

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

Song Beverly Consumer Act

### **Recommendation:**

Cash Settlement to offset the customer's inconvenience.

\$8,500-\$12,000 Inclusive

If plaintiff counsel/consumer does not accept, repurchase vehicle.

### **Rationale:**

Though there has not been more than one repair attempt towards any non-conformity with in the presumption period, there have been four repairs toward an oil leak/oil consumption concern with in this consumer's ownership and the vehicle is still well with in the power train limited warranty. The oil leak/oil consumption concern is considered to be a "known" issue as indicated in bulletin 10-06-01-008A.

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

Cash Settlement \$8,500-\$12,000 Inclusive

If plaintiff counsel/consumer does not accept, repurchase vehicle.

Please see the rationale section above for Defense Strategy.

## 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><br>Amount to Plaintiff/Atty: N/A<br>Inclusive Offer: N/A | Settlement Type:<br>Repurchase<br>Date: 02/16/11      | Countered<br>NISM   |
| <b>CRS Intial Offer:</b><br>Amount to Plaintiff/Atty: N/A<br>Inclusive Offer: \$8,500.00     | Settlement Type:<br>Cash Settlement<br>Date: 03/02/11 | No Response<br>NISM |
| <b>Plaintiff Counter::</b><br>Amount to Plaintiff/Atty: N/A<br>Inclusive Offer: N/A          | Settlement Type:<br>N/A<br>Date: N/A                  | N/A                 |
| <b>CRS Counter:</b><br>Amount to Plaintiff/Atty: N/A<br>Inclusive Offer: N/A                 | Settlement Type:<br>N/A<br>Date: N/A                  | N/A                 |
| <b>PLAINTIFF Final Offer:</b><br>Amount to Plaintiff/Atty: N/A<br>Inclusive Offer: N/A       | Settlement Type:<br>N/A<br>Date: N/A                  | N/A                 |
| <b>CRS Final Offer:</b><br>Amount to Plaintiff/Atty: N/A<br>Inclusive Offer: N/A             | Settlement Type:<br>N/A<br>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><br><b>Settlement Type: N/A</b>   | <b>Arbitrate case: N/A</b> | <b>Settle case: N/A</b><br><b>Attorney Fees (if applicable):</b><br><b>N/A</b> |
| <b>Recommendation of Field:</b><br><b>Settlement Type: N/A</b> | <b>Arbitrate case: N/A</b> | <b>Settle case: N/A</b><br><b>Attorney Fees (if applicable):</b><br><b>N/A</b> |
| <b>Final Decision:</b><br><b>Settlement Type: N/A</b>          | <b>Arbitrate case: N/A</b> | <b>Settle case: N/A</b><br><b>Attorney Fees (if applicable):</b><br><b>N/A</b> |

**TEAM LEAD APPROVING:**

Debra Solimine

**Date:** 02/22/11

| 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).<br>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.<br>All indicators that provide the driver with operating characteristics of a vehicle.<br>All Electrical lights that illuminate.<br>All radio, CD/DVD, navigation, video, speakers, reception/antenna related components.<br>All battery, spark plug/wire, glow plug, starting or charging system components.   |
| <b>Engine/Fuel &amp; Exhaust</b> | Internal and external mechanical components.<br>Cooling system components including radiator, gaskets, thermostat, and water pump.<br>All computers and sensors that affect or monitor engine operation.<br>All air and fuel related components including tank, injectors, and lines.<br>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**

March 2, 2011

William R. McGee Esq.  
Law Offices of William R. McGee  
16855 West Bernardo Drive, Suite 380  
San Diego, CA 92127

RE: [REDACTED]  
Service Request: 71-920566661  
2007 Chevrolet Tahoe  
Vehicle Identification Number: 1GNFK13047J [REDACTED]  
Customer Relationship Specialist: Abigail

Dear Mr. McGee:

We regret that your client(s) is dissatisfied with her 2007 Chevrolet Tahoe and that several attempts by the dealer to resolve the concerns have not met your client(s) expectations. General Motors takes great pride in the service we provide to our customers, and we apologize for any inconvenience and frustration experienced by your client(s).

After careful review of this case, 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 \$ 8,500.

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 \$ 8,500 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 Tahoe bearing Vehicle Identification Number 1GNFK13047J [REDACTED] ("Subject Vehicle"), including but not limited to any claims based on any alleged defects in the subject vehicle. This Release of Claim shall not be construed to release any of the above named persons or entities from any liability regarding claims of personal injury or products liability arising out of the use or operation of the Subject Vehicle after the date of execution of this release. Notwithstanding the above, General Motors Company agrees to honor the remaining term of the manufacturer's express limited warranty and any applicable GM Protection Plans which accompanied the sale of the subject vehicle. If Releasor(s) has/have initiated any court, arbitration or other proceeding against Releasees, Releasor(s) immediately will dismiss the proceeding with prejudice.

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

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

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

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

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

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

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

\_\_\_\_\_  
Address

\_\_\_\_\_  
Address

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

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

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

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

Sworn to (or affirmed) and subscribed before me this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_,  
by [REDACTED].

\_\_\_\_\_  
Signature of Notary Public

\_\_\_\_\_  
Print, type or stamp Commissioned Name of Notary Public

Personally Known \_\_\_\_\_ OR Produced identification \_\_\_\_\_

Type of identification \_\_\_\_\_

My commission expires: \_\_\_\_\_



**VIA FAX ONLY**

March 11, 2011

William R. McGee Esq.  
Law Offices of William R. McGee  
16855 West Bernardo Drive, Suite 380  
San Diego, CA 92127

RE: [REDACTED]  
Service Request: 71-920566661  
2007 Chevrolet Tahoe  
Vehicle Identification Number: 1GNFK13047J [REDACTED]  
Customer Relationship Specialist: Abigail

Dear Mr. McGee:

On March 2, 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

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

July 27, 2011

[REDACTED]  
Murrells Inlet, SC [REDACTED]

RE: Service Request: 71-921625606  
2007 Yukon XL Denali  
Vehicle Identification Number: 1GKFK66887 [REDACTED]  
Customer Relationship Specialist: Dalia

Dear [REDACTED]

Thank you for taking the time to contact General Motors regarding your vehicle. I am aware of the concern you are having with your 2007 Yukon XL Denali; however, I have been unsuccessful in my attempts to reach you. At your earliest convenience, please contact the General Motors Product Allegation Resolution Assistance Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time and ask for Dalia.

Thank you for giving General Motors this opportunity to be of assistance. We hope to earn your trust and respect with every contact you have with General Motors Product Allegation Resolution Department.

Sincerely,

General Motors

cc: FILE

PA0011  
V10202009



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

July 27, 2011

[REDACTED]  
Great Falls, MT [REDACTED]

Dear [REDACTED]

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

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

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

At GMC, our commitment to customer satisfaction is a top priority. If you have future questions, please don't hesitate to email us using the Contact Us link at GMC.com or call us at 1-800-462-8782.

Sincerely,

GMC Customer Assistance Center  
Service Request: 71-921981019

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

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

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

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

**If your claim is:**

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

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

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

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

**Product Recall or Special Coverage Customer Reimbursement Claim Form**

**This section to be completed by Claimant**

Date Claim Submitted: \_\_\_\_\_

17-Digit Vehicle Identification Number (VIN): \_\_\_\_\_

Current Mileage of Vehicle: \_\_\_\_\_

Mileage at Time of Repair: \_\_\_\_\_ Date of Repair: \_\_\_\_\_

Claimant Name (please print): \_\_\_\_\_

Street Address or PO Box Number: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Daytime Telephone Number (include Area Code): \_\_\_\_\_

Evening Telephone Number (include Area Code): \_\_\_\_\_

Amount of Reimbursement Requested: \$ \_\_\_\_\_

**THE FOLLOWING DOCUMENTATION MUST ACCOMPANY THIS CLAIM FORM.**

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

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

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

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

Please mail this claim form and the required documents to:

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

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

Krohn & Moss, Ltd.  
120 W. Madison St., 10th Fl  
Chicago, IL 60602

02-28-11P09:05 RCVD



General Motors Corporation  
Attn: Legal Department  
P.O. Box 33170  
Detroit MI 48232-5170

\$0.610  
US POSTAGE  
FIRST-CLASS  
FROM 60602  
FEB 24 2011  
stamps.com



06250000704567

30383

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

# 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@consumerlawcenter.com

Writer licensed to practice only in:

Illinois

Wisconsin

February 24, 2011

General Motors Corporation

ATTN: Legal Department

PO Box 33170

Detroit, MI 48232-5170

RE: [REDACTED] v. General Motors LLC

Vehicle: 2007 GMC Yukon

VIN: 1GKFK16307J [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 body and trim as evidenced by rust on all four doors, all interior door handles peeling and washer fluid spraying out on its own;
2. Defective electrical system as evidenced by inoperable power seat, inoperable rear hatch button, windshield wipers turning on by themselves and heater motor pulsating;
3. Defective engine as evidenced by illumination of the check engine light, oil leaking from the engine and excessive oil consumption;
4. Defective brakes as evidenced by illumination of the stability traction light;

5. 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

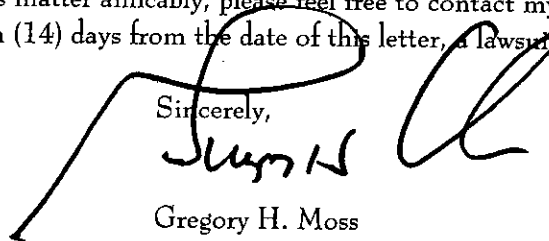
February 24, 2011

liable under Uniform Commercial Code § 9-404(1) in the amount of \$100.00, plus any loss caused to my client by your failure to do so.

To avoid any litigation, my client merely requests a refund for the defective vehicle, plus payment of our attorneys' fees pursuant to the fee-shifting provisions of the State Lemon Law and the Federal Magnuson-Moss Warranty Act. Our attorneys' fees are minimal at this stage and we would prefer to resolve this matter without the need for any more time spent on our part or on the part of your attorneys. A great deal of time, money and effort could be saved by all parties involved with a quick resolution of this claim.

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

Sincerely,



Gregory H. Moss  
Attorney at Law

GHM/tm

cc: 



VIA FAX ONLY

2/28/11

Jay Gesell  
JOHN PAUL'S AUTOMOTIVE  
3615 S 108TH ST  
GREENFIELD WI 53228

RE: [REDACTED]  
Service Request: 71-922543446  
2007 GMC Yukon  
Vehicle Identification Number: 1GKFK16307J [REDACTED]  
Customer Relationship Specialist: Marcia

Dear Jay Gesell:

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.
- Rental Receipts

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,

Buick/GMC





VIA FAX ONLY

2/28/11

Chuck Acres  
EWALD CHEVROLET BUICK, LLC  
36833 E WISCONSIN AVE  
OCONOMOWOC WI 53066

RE: [REDACTED]  
Service Request: 71-922543446  
2007 GMC Yukon  
Vehicle Identification Number: 1GKFK16307 [REDACTED]  
Customer Relationship Specialist: Marcia

Dear Chuck Acres:

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,

Buick/GMC



VIA FAX ONLY

February 28, 2011

Gregory Moss, Esq.  
KROHN & MOSS  
120 W Madison St 10th Fl  
Chicago, IL 60602

RE: [REDACTED]  
Service Request: 71-922543446  
2007 GMC Yukon  
Vehicle Identification Number: 1GKFK16307[REDACTED]  
Customer Relationship Specialist: Marcia

Dear Mr. Moss:

This is to advise that General Motors is in receipt of the above referenced case dated February 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

**Marcia Fisher/Austin/GM1**

02/28/2011 04:27 PM

To ken.feist@gm.com

cc

bcc

Subject [REDACTED]

RE: Customer Last Name [REDACTED]  
Service Request: 71-922543446  
GMC Yukon 2007  
Vehicle Identification Number: 7J189088  
Customer Relationship Specialist: Marcia Fisher  
Telephone: (866) 790-5600 x 31150

Hi, my name is Marcia. This email is to follow up on my voicemail regarding Service Request **71-922543446** for customer [REDACTED]. The customer's vehicle is a **GMC Yukon 2007** with 84,616 miles. The VIN is **7J[REDACTED]**. The customer has been working with John Paul in Greenfield, WI. Technical Assistance Center has been involved. TAC case number is SP-10017175. Due to time constraints, your response to this e-mail is required within **48** hours.

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

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

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

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

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

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

Please reply only by email with one of the above options within **48** hours. Your written feedback will be documented and e-mail attached to our case, and is an important step in our accurate and timely case resolution.

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

Sincerely,

**General Motors**

Marcia Fisher/Austin/GM1

02/28/2011 06:31 PM

To mary.sontag@gm.com

cc

bcc

Subject [REDACTED]

RE: Customer Last Name: [REDACTED]  
Service Request: 71-922543446  
GMC Yukon 2007  
Vehicle Identification Number: 7J189088  
Customer Relationship Specialist: Marcia Fisher  
Telephone: (866) 790-5600 x 31150

Dear Mary Sontag

Hi, my name is Marcia. This email is to follow up on my voicemail regarding Service Request **71-922543446** for customer [REDACTED]. The customer's vehicle is a **GMC Yukon 2007** with 84,616 miles. The VIN is **7J1** [REDACTED]. The customer has been working with Ewald in OCONOMOWOC WI. Technical Assistance Center has been involved. TAC case number is SP-10017175. Due to time constraints, your response to this e-mail is required within **48** hours.

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

- A) I have information on this case that may assist in your review (please provide in your reply). I will review any repurchase or replacement offer before it is made. I would also like to be notified of the BRC decision to offer cash or other goodwill settlement.
- B) I am not aware of this vehicle or customer's concerns. However, I will review any repurchase or replacement offer before it is made. I would also like to be notified of the BRC decision to offer cash or other goodwill settlement.
- C) I have information on this case that may assist in your review (please provide in your reply). However, I agree to cede the final decision on this case to the Early Resolution program (You will be notified of the resolution after the settlement has been reached).
- D) I am not aware of this vehicle or customer's concerns. I agree to cede the final decision on this case to the Early Resolution program (You will be notified of the resolution after the settlement has been reached).

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

Please reply only by email with one of the above options within **48** hours. Your written feedback will be documented and e-mail attached to our case, and is an important step in our accurate and timely case resolution.

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

Sincerely,

General Motors

### Fax Transmittal Form

Greenfield Pontiac Buick Inc dba John Pauls Automotive  
(414) 545-7000

3615 S. 108th Street  
Greenfield, WI 53228



|   |   |
|---|---|
| <b>To:</b><br>Name: Marsha<br>Organization Name/Dept: GENERAL MOTORS<br>Phone Number:<br>Fax Number:866-393-8084  | <b>From:</b><br><b>Jarrold "Jay" Gesell</b><br>Service & Body Shop Director<br>jaygesell@johnpaulsautomotive.com<br><br>Phone: 414 545-7000, ext 7183<br>Direct Number: 414 290-7183<br>Fax: 414 290-7162 |
| <ul style="list-style-type: none"> <li>◇ Urgent</li> <li>◇ For your review</li> <li>◇ Please Reply</li> <li>◇ As we discussed</li> <li>◇ Please call me on this when you are available</li> </ul> | Date sent: 28 February 2011<br>Time sent: 11:52 cst<br>Number of pages including cover page:39  |

In regards to case: [REDACTED] v. General Motors



February 28, 2011

Office of the General Counsel  
 General Motors  
 400 Renaissance Center  
 Mail Code #482-038-210  
 Detroit MI 48265

RE: INDEMNIFICATION REQUEST [REDACTED] v. General Motors LLC

**INDEMNIFICATION REQUEST**

Dear Sir or Madam,

Please consider this a request for indemnification in the matter of [REDACTED] v. General Motors LLC. Attached you will find the request for documentation from Krohn & Moss, Ltd. and [REDACTED] complete service history with Greenfield Pontiac Buick Inc. dba John Paul's Automotive.

Regards,

A handwritten signature in black ink that reads "Jarrod Gesell".

Jarrold "Jay" Gesell  
 Service & Body Shop Director  
 414-545-7000 x 7183  
 414-290-7162 fax  
[jaygesell@johnpaulsautomotive.com](mailto:jaygesell@johnpaulsautomotive.com)

P.O. Box 20878  
 3615 S. 108th St.  
 Greenfield, WI 53228  
 Ph. (414) 545-7000  
 Fax (414) 290-7174



# 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](http://www.krohnandmoss.com)

Writer's Direct Number

(312) 578-9428 Ext. 216

Writer's Direct Facsimile

(866) 509-9458

Writer's Direct E-Mail

[gmoss@consumerslawcenter.com](mailto:gmoss@consumerslawcenter.com)

Writer licensed to practice only in:

Illinois

Wisconsin

February 24, 2011

John Paul's Buick GMC in Greenfield  
Attn: Service Manager  
3615 S. 108th Street  
Milwaukee, WI 53228

RE: Request for Documentation  
[REDACTED] v. General Motors LLC  
Vehicle: 2007 GMC Yukon  
VIN: 1GKFK16307J [REDACTED]

Dear Sir or Madam:

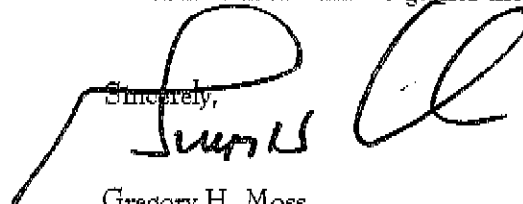
Please be advised that we represent the above-named individual in a matter pending against the above-mentioned company. Our client has filed no claims against your dealership. Our client simply requests that you provide copies of your entire file for the above referenced vehicle. This file should include all invoices, repair orders, mechanics' notes, recall notices and service bulletins pertaining to our client's vehicle. If you are the selling dealership, please also include a copy of the entire deal jacket.

Please provide us with a copy of these documents within the next ten (10) days. Our firm will be happy to pay your dealership \$.15 a page for all documents that you copied responding to my letter, as well as any costs associated with mailing or shipping the documents to us, provided you submit a bill.

We have sent you this letter in an effort to avoid having to issue a subpoena on your dealership. However, if we not receive the documents that we have requested, we will be forced to do such.

If you have any questions regarding any of the above or need more time to gather the documents requested, please do not hesitate to contact me.

Sincerely,



Gregory H. Moss  
Attorney at Law

GM/tm



P.O. Box 20878 • 3615 S. 108th Street

571253

Greenfield, WI 53228

Phone: (414) 545-7000

Fax: (414) 290-7362

571253

RECOMMENDED SERVICES

| OPERATION     | OPERATION DESCRIPTION | MO/MI | TOTAL | OPERATION  | OPERATION DESCRIPTION | MO/MI | TOTAL |
|---------------|-----------------------|-------|-------|------------|-----------------------|-------|-------|
| 08PNZ0005     | ROTATE TIRES          | MI    |       | 01PNZ24CXX | WIPER BLADE INSERTS   | MI    |       |
| 01PNZ24GXX    | A/C INSPECTION        | MI    |       | 01PNZ24KXX | COOLING SYSTEM FLUSH  | MI    |       |
| 38PNZ06130CXX | SERPENTINE BELT REPL  | MI    |       | 01PNZ24FXX | 4 WHEEL ALIGN         | MI    |       |
| 18PNZ005      | SERVICE BRAKES        | MI    |       | 01PNZ24HXX | A/C SERVICE           | MI    |       |
| 01PNZ01AD     | POT HOLE SPECIAL      | MI    |       | 01PNZ01PC  | DESALT CARPETS        | MI    |       |

SERVICE HISTORY

| DATE     | REPAIR ORDER | MILEAGE | ADVISOR | TECHNICIAN | TYPE | OPERATION | OPERATION DESCRIPTION |
|----------|--------------|---------|---------|------------|------|-----------|-----------------------|
| 01/06/11 | 571113       | 82889   | 40076   | 234        | C    | 43PNZ     | ELECTRICAL SYSTEM     |
| 12/20/10 | 570126       | 82517   | 40079   | 234        | W    | 44PNZ     | ELECTRONIC INSTRUMT   |
|          |              |         |         | 40072      | W    | 21PNZ     | ENGINE                |
|          |              |         |         | 40072      | C    | 98PNZ     | CAR RENTAL            |
|          |              |         |         | 40072      | C    | 08PNZ0027 | TIRE LEAK             |
|          |              |         |         | 40072      | C    | 39PNZ     | HEATING & AIR COND    |

SALESPERSON NO.

SERVICE

STATE REG# 3

|   |  |  |                                    |                          |                                 |                              |
|---|--|--|------------------------------------|--------------------------|---------------------------------|------------------------------|
| TERMS<br><input type="checkbox"/> CASH<br><input type="checkbox"/> CHECK<br><input type="checkbox"/> CHARGE<br><input type="checkbox"/> CREDIT CARD | VEHICLE I.D. NO.<br><b>1GKFK16307J</b> | YEAR/MAKE/MODEL<br><b>07/GMC/YUKON XL/4DR 4WD 1500</b> | PRODUCTION DATE<br><b>07/08/06</b> | STOCK NO.                | LICENSE NO.<br><b>571253</b>    | R.O. NO.                     |
| SPECIFY:  | MILWAUKEE, WI                          | CUSTOMER NO.<br><b>576831</b>                          | DELIVERY DATE<br><b>07/08/06</b>   | DELIVERY MILES           | SELLING DEALER NO.              | R.O. DATE<br><b>01/10/11</b> |
| CALL WHEN VEHICLE IS READY<br><input type="checkbox"/> YES<br><input type="checkbox"/> NO   | RESIDENCE PHONE                        | BUSINESS PHONE   | CONTRACT NO.                       | EXPIRATION DATE          | EXPIRATION MILES<br><b>0657</b> | TAG NO.<br><b>00123</b>      |
| APPOINTMENT<br><input type="checkbox"/> YES<br><input checked="" type="checkbox"/> NO   | TIME RECEIVED<br><b>11:19am</b>        | DATE/TIME PROMISED<br><b>01/06/11 07:00pm</b>          | TURBO<br><b>N</b>                  | M/MC<br><b>PNZZ</b>      | AIR COND.<br><b>Y</b>           | P.S.<br><b>Y</b>             |
|   | E# CERTIFIED                           |  | TRANS.<br><b>A</b>                 | MILEAGE<br><b>83,068</b> | ADVISOR NO.<br><b>40079</b>     | ADVISOR<br><b>JEFF MAIN</b>  |

*Repairs used*

ORIGINAL CUSTOMER ESTIMATE: PARTS / LABOR TOTAL

X

COMMENTS: WAIT

1. **W\*39PNZ HEATING & AIR COND** 234  
OWNER STATES THE BLOWER MOTOR PULSATES AT ANY SPEED.

2. **W\*43PNZ ELECTRICAL SYSTEM**  
WIPERS COME ON AT TIMES BY ITSELF..OWNER WAS UNABLE TO TURN OFF WIPERS BY SWITCH.

3. **W\*43PNZ0002 ELECTRICAL SYS CK**  
OWNER STATES THE WASHER FLUID SQUIRTS OUT ON ITS OWN AT RANDOM.

MILEAGE OUT:

DO YOU WANT THE REPLACED PARTS YOU ARE ENTITLED TO?  YES  NO

This vehicle received without face to face customer contact.

ESTIMATED PRICE NEW ESTIMATED COMPLETION DATE

SHOP REPRESENTATIVE SIGNATURE

ADDITIONAL WORK AUTHORIZED BY: NAME

DATE TIME NO. CALLED NEW TOTAL ESTIMATE

NOTICE: Customer is entitled to inspect or receive any components, parts or accessories replaced or removed by the shop.

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.

"Any warranties on the products sold hereby are those made by the manufacturer. The seller, JOHN PAUL'S GREENFIELD PONTIAC BUICK GMC, INC., hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither equipment nor authorizes any other person to assume for it any liability in connection with the sale of said products."

"Motor vehicle repair trade 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 8011, Madison, Wisconsin 53708-8311."

Quest Graphics, LLC. www.QuestGraphics.com



P.O. Box 20878 • 3615 S. 108th Street

Greenfield, WI 53228

Phone: (414) 545-7000

Fax: (414) 290-7162

571253

571253

RECOMMENDED SERVICES

| OPERATION     | OPERATION DESCRIPTION | MO/MI | TOTAL | OPERATION  | OPERATION DESCRIPTION | MO/MI | TOTAL |
|---------------|-----------------------|-------|-------|------------|-----------------------|-------|-------|
| 08PNZ0005     | ROTATE TIRES          | MI    |       | 01PNZ24CXX | WIPER BLADE INSERTS   | MI    |       |
| 01PNZ24GXX    | A/C INSPECTION        | MI    |       | 01PNZ24KXX | COOLING SYSTEM FLUSH  | MI    |       |
| 38PNZ06130CXX | SERPENTINE BELT REPL  | MI    |       | 01PNZ24FXX | 4 WHEEL ALIGN         | MI    |       |
| 18PNZ005      | SERVICE BRAKES        | MI    |       | 01PNZ24HXX | A/C SERVICE           | MI    |       |
| 01PNZ01AD     | POT HOLE SPECIAL      | MI    |       | 01PNZ01PC  | DESALT CARPETS        | MI    |       |

SERVICE HISTORY

| DATE     | REPAIR ORDER | MILEAGE | ADVISOR | TECHNICIAN | TYPE | OPERATION | OPERATION DESCRIPTION |
|----------|--------------|---------|---------|------------|------|-----------|-----------------------|
| 01/06/11 | 571113       | 82889   | 40076   | 234        | C    | 43PNZ     | ELECTRICAL SYSTEM     |
| 12/20/10 | 570126       | 82517   | 40079   | 234        | W    | 44PNZ     | ELECTRONIC INSTRUMT   |
|          |              |         |         | 40072      | W    | 21PNZ     | ENGINE                |
|          |              |         |         | 40072      | C    | 98PNZ     | CAR RENTAL            |
|          |              |         |         | 40072      | C    | 08PNZ0027 | TIRE LEAK             |
|          |              |         |         | 40072      | C    | 39PNZ     | HEATING & AIR COND    |

SALESPERSON NO.

S E R V I C E

STATE REG# 3

|   |  |  |  |                          |                              |                              |
|---|--|--|--|--------------------------|------------------------------|------------------------------|
| TERMS<br><input type="checkbox"/> CASH<br><input type="checkbox"/> CHECK<br><input type="checkbox"/> CHARGE<br><input type="checkbox"/> CREDIT CARD | VEHICLE I.D. NO.<br><b>1GKFK16307J</b> | YEAR/MAKE/MODEL<br><b>07/GMC/YUKON XL/4DR 4WD 1500</b> | PRODUCTION DATE  | STOCK NO.                | LICENSE NO.<br><b>571253</b> | R.O. NO.                     |
| <input type="checkbox"/> SPECIFY  | MILWAUKEE, WI                          | CUSTOMER NO.<br><b>576831</b>                          | DELIVERY DATE<br><b>07/08/06</b>   | DELIVERY MILES           | SECOND DEALER NO.            | R.O. DATE<br><b>01/10/11</b> |
| CALL WHEN VEHICLE IS READY<br><input type="checkbox"/> YES<br><input type="checkbox"/> NO   | RESIDENCE PHONE                        | BUSINESS PHONE   | COLOR<br><b>PEWTER/</b>  | CONTRACT NO.             | EXPIRATION DATE              | TAX NO.<br><b>0413</b>       |
| APPOINTMENT<br><input type="checkbox"/> YES<br><input checked="" type="checkbox"/> NO   | TIME RECEIVED<br><b>11:19am</b>        | DATE/TIME PROMISED<br><b>01/06/11 07:00pm</b>          | TURBO<br><b>N</b>  | M/M/C<br><b>PNZZ</b>     | AIR COND.<br><b>Y</b>        | P.S.<br><b>Y</b>             |
|   |  |  | TRANS<br><b>A</b>  | MILEAGE<br><b>83,068</b> | ADVISOR NO.<br><b>40079</b>  | ADVISOR<br><b>JEFF MATN</b>  |
|   |  |  | TERMS: STRICTLY CASH<br>I hereby authorize the repair work herein after set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. I ACKNOWLEDGE RECEIPT OF A COPY OF THIS AGREEMENT. I accept the terms of the Disclaimer of Warranty as shown on the face of this repair order. |                          |                              |                              |
|   |  |  | CUSTOMER'S SIGNATURE   |                          |                              |                              |

4 W \*98PNZ CAR RENTAL  
CUSTOMER TO PAY FOR RENTAL

MILEAGE OUT:

DO YOU WANT THE REPLACED PARTS YOU ARE ENTITLED TO?  YES  NO

This vehicle received without face to face customer contact.

ESTIMATED PRICE NEW ESTIMATED COMPLETION DATE

SHOP REPRESENTATIVE SIGNATURE

ADDITIONAL WORK AUTHORIZED BY: NAME

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

NOTICE: Customer is entitled to inspect or receive any components, parts or accessories replaced or removed by the shop.

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.

"Any warranties on the products sold hereby are those made by the manufacturer. The seller, JOHN PAUL'S GREENFIELD PONTIAC BUICK GMC, INC., hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products."

"Motor vehicle repair trade 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 18111, Madison, Wisconsin 53708-0811."

Quest Graphics, LLC, www.QuestGraphic.com

During series stored, long tested.

4. Time error. 18 min of Drive Time  
possible to Recast complaint.

Dir super Problem test keep sense

appears appearing as designed. ~~state~~

appears will turn on go up to high speed  
and then cycle down to off when in

this mode with out changing switch  
position depending on amount of water

on windshield.

see job 2

02/27/2005 16:50  
14142907162

GREENFIELD SERVICE

PAGE 06

|                      |                    |          |      |
|----------------------|--------------------|----------|------|
| STAIRS<br>TIME (HRS) | PLAT RATE<br>PRICE | R.O. NO. | TIME |
|                      | 46                 | 571253   | 234  |
|                      |                    | ON       | OFF  |
|                      |                    | LR-11    |      |

CONTRACT NO. 32401 *Ro # 571253* MOTOR VEHICLE RENTAL AGREEMENT

OR [REDACTED] ADDRESS **JOHN PAUL'S AUTOMOTIVE**  
 5815 SOUTH 108TH ST  
 GREENFIELD, WI 53228  
 (414) 345-7900

CITY *WI* STATE *WI* ZIP CODE [REDACTED]

DRIVERS LICENSE NO. [REDACTED] STATE [REDACTED] EXP. DATE [REDACTED]

LOCAL CONTACT OR ADDRESS [REDACTED] PHONE [REDACTED]

EMPLOYERS NAME [REDACTED]

EMPLOYERS ADDRESS [REDACTED] PHONE [REDACTED]

CITY [REDACTED] STATE [REDACTED] ZIP CODE [REDACTED]

RENTAL RATE \$ *163.775* / DAY  
 DATE AND TIME IN *1/19/11* AM *4:45*  
 DATE AND TIME OUT *1/20/11* AM *11:20*

**YOUR LIABILITY FOR DAMAGE TO RENTED VEHICLE**

**DAMAGE WAIVER OFFERED**  
 Read the separate Notice About Liability for Damage to the Rented Vehicle. It will be given to you before you sign this Agreement. When you indicate when or not you wish to purchase the damage waiver at the rate indicated above, you will be liable for physical damage to the Rented Vehicle as specified in paragraph 15 on the other side of this Agreement. If you purchase the damage waiver, you or any authorized driver will be liable for damage only under the circumstances stated in paragraph 15 on the other side of this Agreement.

**DAMAGE WAIVER NOT OFFERED**  
 You and any authorized driver will be liable for physical damage to the Rented Vehicle as specified in paragraph 15 on the other side of this Agreement.

**OPTIONAL EXCESS**  
 If this box is marked and excess applies to you, your liability for physical damage to the Rented Vehicle is limited to the deductible under our insurance in the amount of \$ [REDACTED]. If this section is not marked or no amount is shown, the preceding blank, there is no limit on your liability for vehicle damage, except as provided in paragraph 15.

| RENTAL RATES                     |           | CHARGES |
|----------------------------------|-----------|---------|
| HOURS                            | PER HOUR  |         |
| 2 DAYS @ 8.42                    | PER DAY   | 84      |
| WEEKS @ 1                        | PER WEEK  |         |
| MONTHS @ 3                       | PER MONTH |         |
| PER MILE                         | PER MILE  |         |
| TOTAL MILEAGE AND RENTAL CHARGES |           |         |
| TOTAL CHARGES                    |           |         |
| TAX DEPOSIT                      |           |         |
| BALANCE DUE                      |           |         |
| CASH REFUND                      |           |         |

**LIABILITY INSURANCE**  
 Neither you nor your insurer will be liable for any damage to or any loss of the Rented Vehicle, except as follows: The limit of our insurer's liability for the coverage you or an authorized driver will not exceed the minimum limit required by any applicable compulsory or financial responsibility law and any such coverage is excess over any other available insurance, whether primary, excess or contingent.

**REMARKS:** *American Family*

- I HAVE INSPECTED THIS RENTAL AND FOUND NO DAMAGE.
- NO PETS ALLOWED IN RENTAL OR YOU WILL BE CHARGED \$25.00 FOR CLEANING.
- YOU MUST RETURN RENTAL WHEN CALLED OR YOU WILL PAY THE RENTAL CHARGES.

**WARNING:**  
 Read carefully all provisions on the reverse side. They are part of this Agreement.  
 You are responsible for all traffic violations and must turn in all summonses upon check in.  
 Report all accidents immediately.

**ADDITIONAL AUTHORIZED DRIVERS**  
 Only you and, with your express consent, the persons listed below may operate the Rented Vehicle. By signing this Agreement, you are expressly representing that you and each person listed below are licensed as required by law to operate the Rented Vehicle and are 21 years of age or older.

Name \_\_\_\_\_ Age \_\_\_\_\_  
 Drivers License No. \_\_\_\_\_  
 Name \_\_\_\_\_ Age \_\_\_\_\_  
 Drivers License No. \_\_\_\_\_

CREDIT CARD CO. \_\_\_\_\_  
 CARD NO. \_\_\_\_\_  
 OTHER \_\_\_\_\_

THIS AGREEMENT SHOULD NOT EXCEED A 90 DAY PERIOD.

Customer Signature: *[Signature]* Date: *1/19/11*  
 Date: *1/20/11*

GCCS571253

GCCS571253

|                               |  |                          |                                  |                                  |
|-------------------------------|--|--------------------------|----------------------------------|----------------------------------|
| CUSTOMER No.<br><b>576831</b> | ADVISOR<br><b>JEFF MAIN</b>                                | TAG No.<br><b>40079</b>  | INVOICE DATE<br><b>01/12/11</b>  | INVOICE No.<br><b>GCCS571253</b> |
|                               | LABOR RATE   | MILEAGE<br><b>83,068</b> | COLOR<br><b>PEWTER/</b>          | STOCK No.                        |
|                               | YEAR / MAKE / MODEL<br><b>07/GMC/YUKON XL/4DR 4WD 1500</b> |                          | DELIVERY DATE<br><b>07/08/06</b> | DELIVERY MILES                   |
| MILWAUKEE, WI                 | VEHICLE I.D. No.<br><b>1GKEK16307J</b>                     |                          | SELLING DEALER NO.               | PRODUCTION DATE                  |
|                               | F. T. E. No.   | P.O. No.                 | R.O. DATE<br><b>01/10/11</b>     | REPRINT# <b>1</b>                |
| BUSINESS PHONE                | COMMENTS<br><b>E# CERTIFIED</b>                            |                          |                                  |                                  |

LABOR & PARTS  
**J# 1:39PNZ HEATING & AIR COND TECH(S):234 WARRANTY**  
 OWNER STATES THE BLOWER MOTOR PULSATES AT ANY SPEED.  
 INSPECT AND SCAN. NO CODES STORED IN CURRENT OR HISTORY.  
 CHECKED BLOWER MOTOR CONNECTIONS. OK. ROADTESTED 4 TIMES.  
 OVER 90 MINS OF DRIVING. VERIFIED ON DRIVE BY SOL AND  
 CONCERN STOPPED BEFORE DIAGNOSIS WAS COMPLETE.  
**JOB # 1 TOTAL LABOR & PARTS 0.00**

**J# 2:43PNZ ELECTRICAL SYSTEM TECH(S):234 WARRANTY**  
 WIPERS COME ON AT TIMES BY ITSELF. OWNER WAS UNABLE TO TURN  
 OFF WIPERS BY SWITCH.  
 TEST RAIN SENSE WIPERS. OPERATING AS DESIGNED. NOTE: WIPERS  
 WILL TURN ON. GO UP TO HIGH SPEED AND THEN CYCLE DOWN TO  
 OFF WHEN IN THIS MODE WITH OUT CHANGING SWITCH POSITION AND  
 DEPENDING ON AMOUT OF WATER ON WINDSIELD.  
**JOB # 2 TOTAL LABOR & PARTS 0.00**

**J# 3:43PNZ0002 ELECTRICAL SYS CK TECH(S):234 0.00**  
 OWNER STATES THE WASHER FLUID SQUIRTS OUT ON ITS OWN AT  
 RANDOM.  
 SEE JOB #2  
**JOB # 3 TOTAL LABOR & PARTS 0.00**

**J# 4:98PNZ CAR RENTAL TECH(S):234 0.00**  
 GM TO COVER RENTAL.  
**JOB # 4 TOTAL LABOR & PARTS 0.00**

|            |               |              |          |
|------------|---------------|--------------|----------|
| MISC. CODE | DESCRIPTION   | CONTROL NO.  | WARRANTY |
| JOB # 1    | RE RENTAL CAR | 571253       | 0.00     |
|            |               | TOTAL - MISC | 0.00     |

COMMENTS  
 WAIT

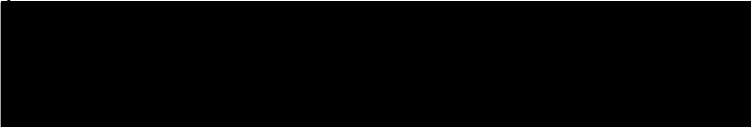
GCCS571253

GCCS571253

|                               |  |                          |                                  |                                  |
|-------------------------------|--|--------------------------|----------------------------------|----------------------------------|
| CUSTOMER No.<br><b>576831</b> | ADVISOR<br><b>JEFF MAIN</b>                                      | TAG No.<br><b>40079</b>  | INVOICE DATE<br><b>01/12/11</b>  | INVOICE No.<br><b>GCCS571253</b> |
|                               | LABOR RATE   | MILEAGE<br><b>83,068</b> | COLOR<br><b>PEWTER/</b>          | STOCK No.                        |
|                               | YEAR / MAKE / MODEL<br><b>07 / GMC / YUKON XL / 4DR 4WD 1500</b> |                          | DELIVERY DATE<br><b>07/08/06</b> | DELIVERY MILES                   |
| MILWAUKEE, WI                 | VEHICLE I.D. No.<br><b>1GKFK163071</b>                           |                          | SELLING DEALER NO.               | PRODUCTION DATE                  |
|                               | F.T.E. No.   | P.O. No.                 | R.O. DATE<br><b>01/10/11</b>     | REPRINT# <b>1</b>                |
| BUSINESS PHONE                | COMMENTS<br><b>E# CERTIFIED</b>                                  |                          |                                  |                                  |

TOTALS-----

|  |                         |             |
|--|-------------------------|-------------|
| PARTS DESIGNATED WITH AN ASTERISK (*) INDICATES LIFETIME GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS. IF YOU HAVE ANY QUESTIONS REGARDING G.M. GOODWRENCH SERVICE PLUS PLEASE SEE YOUR SERVICE ADVISOR. | TOTAL LABOR....         | 0.00        |
|  | TOTAL PARTS....         | 0.00        |
|  | TOTAL SUBLET....        | 0.00        |
|  | TOTAL G.D.G....         | 0.00        |
|  | TOTAL MISC CHG.         | 0.00        |
|  | TOTAL MISC DISC         | 0.00        |
|  | TOTAL TAX.....          | 0.00        |
|  | <b>TOTAL INVOICE \$</b> | <b>0.00</b> |



A. CAUSE OF FAILURE:  
 not working in service file that everything  
 now Reschedule

SERVICE CORRECTION:

WARRANTY PARTS  
 RETURNED

INITIALS

B. CAUSE OF FAILURE:  
 Dia - Defrost door cycling when on heat  
 above of the program in HVAC match what  
 TTS says should be in - Reprogram

SERVICE CORRECTION: HVAC and Recalibrate doors - condition still  
 Acted up - cust unable to leave for further dia

WARRANTY PARTS  
 RETURNED

INITIALS

C. CAUSE OF FAILURE:  
 Dia: 0.6

SERVICE CORRECTION:

WARRANTY PARTS  
 RETURNED

INITIALS

D. CAUSE OF FAILURE:

SERVICE CORRECTION:

WARRANTY PARTS  
 RETURNED

INITIALS

STRAIGHT TIME (HRS)  
 FLAT RATE PRICE  
 R.O. NO. 27113  
 SER. NO. 239  
 TIME OFF



GCCS571113

GCCS571113

|                               |  |  |                          |                                  |                                  |
|-------------------------------|--|--|--------------------------|----------------------------------|----------------------------------|
| CUSTOMER No.<br><b>576831</b> |  | ADVISOR<br><b>SOLOMON RUIN</b>                             | TAG No.<br><b>40076</b>  | INVOICE DATE<br><b>01/06/11</b>  | INVOICE No.<br><b>GCCS571113</b> |
| MILWAUKEE, WI                 |  | LABOR RATE   | LICENSE No.              | COLOR<br><b>PEWTER/</b>          | STOCK No.                        |
|                               |  | YEAR / MAKE / MODEL<br><b>07/GMC/YUKON XL/4DR 4WD 1500</b> | MILEAGE<br><b>82,889</b> | DELIVERY DATE<br><b>07/08/06</b> | DELIVERY MILES                   |
| RESIDENCE PHONE               |  | VEHICLE I.D. No.<br><b>1GKEK163071</b>                     |                          | SELLING DEALER NO.               | PRODUCTION DATE                  |
| BUSINESS PHONE                |  | F. T. E. No.   | P. O. No.                | R. O. DATE<br><b>01/06/11</b>    |                                  |
|                               |  | COMMENTS<br><b>E# CERTIFIED</b>                            |                          |                                  |                                  |

LABOR & PARTS

~~TECH(S): 234~~  
 CUSTOMER STATED WIPERS INOP AND WASHER SPRAYING ON GLASS  
 MIST CONTROL ALS INOP  
 VERIFIED NOT WORKING WHEN IN SERVICE ISLE, WHEN TAKEN DOWN  
 TO TECHNICIAN, WIPERS STARTED WORKING AND WAS UNABLE NOT  
 TO GET THEM TO WORK.

JOB # 1 TOTAL LABOR & PARTS 0.00

~~TECH(S): 234~~  
 CUSTOMER SATTED AFTER CAR HAS BEEN RUNNING FOR A WHILE  
 FAN MOTOR WHILE ON HIGH MAKE PULSING TYPE NOISE AND  
 ALSO AT LOW SPEEDS  
 INSPECT AND DIAGNOSE. DEFROST DOOR CYCLING WHEN ON HEAT.  
 NONE OF THE PROGRAM IN HVAC MATCH WHAT TIS SAYS SHOULD BE IN  
 REPROGRAM HVAC AND RECALIBRATE DOORS. CONDITION STILL ACTING  
 UP, BUT CUSTOMER WAS UNABLE TO WAIT FOR FURTHER INSPECTION.  
 CUSTOMER TO RESCHEDULE FOR LATER DATE.

JOB # 2 TOTAL LABOR & PARTS 0.00

ESTIMATE  
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING  
 ORIGINAL ESTIMATE OF \$0.00 (+TAX)

COMMENTS  
 WAIT

TOTALS

|   |                         |             |
|---|-------------------------|-------------|
| PARTS DESIGNATED WITH AN ASTERISK (*) INDICATES LIFETIME    | TOTAL LABOR....         | 0.00        |
| GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS.                 | TOTAL PARTS....         | 0.00        |
| IF YOU HAVE ANY QUESTIONS REGARDING G.M. GOODWRENCH SERVICE | TOTAL SUBLET...         | 0.00        |
| PLUS PLEASE SEE YOUR SERVICE ADVISOR.                       | 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> |

CUSTOMER SIGNATURE



P.O. Box 20878 • 3615 S. 108th Street

Greenfield, WI 53228

Phone: (414) 545-7000

Fax: (414) 290-7162

570126

0710103

RECOMMENDED SERVICES

| OPERATION     | OPERATION DESCRIPTION | MO/MI | TOTAL | OPERATION  | OPERATION DESCRIPTION | MO/MI | TOTAL |
|---------------|-----------------------|-------|-------|------------|-----------------------|-------|-------|
| 08PNZ0005     | ROTATE TIRES          | MI    |       | 01PNZ240XX | WIPER BLADE INSERTS   | MI    |       |
| 01PNZ240XX    | A/C INSPECTION        | MI    |       | 01PNZ240XX | COOLING SYSTEM FLUSH  | MI    |       |
| 38PNZ061300XX | SERPENTINE BELT REPL  | MI    |       | 01PNZ240XX | 4 WHEEL ALIGN         | MI    |       |
| 08PNZ0005     | SERVICE BRAKES        | MI    |       | 01PNZ240XX | A/C SERVICE           | MI    |       |
| 01PNZ01AD     | POT HOLE SPECIAL      | MI    |       | 01PNZ01PC  | DESALT CARPETS        | MI    |       |

SERVICE HISTORY

| DATE     | REPAIR ORDER | MILEAGE | ADVISOR | TECHNICIAN | TYPE | OPERATION | OPERATION DESCRIPTION |
|----------|--------------|---------|---------|------------|------|-----------|-----------------------|
| 11/29/10 | 568786       | 81783   | 40079   | 40083      | C    | 21PNZ     | ENGINE                |
| 09/27/10 | 565026       | 79844   | 40079   | 40072      | C    | 21PNZ0030 | ANALYZE OIL LEAK      |
|          |              |         |         | 40072      | W    | 08PNZ0027 | TIRE LEAK             |
|          |              |         |         | 40072      | W    | 08PNZ0620 | MISC. TIRE & WHEELS   |
|          |              |         |         | 40072      | C    | 01PNZ1895 | ECONOMY OIL CHANGE    |
|          |              |         |         | 40072      | C    | 01PNZ     | MAINTENANCE           |

SALESPERSON NO.

SERVICE

STATE REG# 3

|   |                                       |  |   |                          |                                  |                             |
|---|---------------------------------------|--|---|--------------------------|----------------------------------|-----------------------------|
| TERMS: <input type="checkbox"/> CASH<br><input type="checkbox"/> CHECK<br><input type="checkbox"/> CHARGE<br><input type="checkbox"/> CREDIT CARD | VEHICLE I.D. NO.<br><b>1GKFK16307</b> | YEAR/MAKE/MODEL<br><b>07/GMC/YUKON XL/4DR 4WD 1500</b> | PRODUCTION DATE<br><b>07/08/06</b>  | STOCK NO.                | LICENSE NO.                      | R.O. NO.<br><b>570126</b>   |
| SPECIFY:<br>CALL WHEN VEHICLE IS READY<br><input type="checkbox"/> YES<br><input checked="" type="checkbox"/> NO                                  | RESIDENCE PHONE                       | BUSINESS PHONE   | CUSTOMER NO.<br><b>576831</b>   | SERVICE CONTRACT         | DELIVERY DATE<br><b>07/08/06</b> | DELIVERY MILES              |
| TIME RECEIVED<br><b>01:37pm</b>   | DATE TIME PROMISED<br><b>12/20/10</b> | PRIORITY<br><b>07:00pm</b>                             | COLOR<br><b>PEWTER/</b>   | CONTRACT NO.             | EXPIRATION DATE                  | EXPIRATION MILES            |
| APPOINTMENT<br><input checked="" type="checkbox"/> YES<br><input type="checkbox"/> NO   | E# CERTIFIED <b>3/24/11 86218</b>     |  | TERMS: STRICTLY CASH<br>I hereby authorize the repair work hereon for both labor & parts along with the necessary material and agree that you are not responsible for loss of earnings or the risk of being 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 the cost of transportation by the dealer or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described and acknowledge on above vehicle to the Dealer of Warranty. | MILEAGE<br><b>82,517</b> | ADVISOR NO.<br><b>40079</b>      | ADVISOR<br><b>JEFF MATN</b> |

| ORIGINAL CUSTOMER ESTIMATE: | PARTS | LABOR | TOTAL |
|-----------------------------|-------|-------|-------|
| X                           | 0.00  | 0.00  | 0.00  |

MILEAGE OUT:

DO YOU WANT THE REPLACED PARTS YOU ARE ENTITLED TO?  YES  NO  
 This vehicle received without fee to face customer contact.

| ESTIMATED PRICE | NEW ESTIMATED COMPLETION DATE |
|-----------------|-------------------------------|
|                 |                               |

ADDITIONAL WORK AUTHORIZED BY: \_\_\_\_\_ NAME \_\_\_\_\_  
 DATE \_\_\_\_\_ TIME \_\_\_\_\_ NO. CALLED \_\_\_\_\_ NEW TOTAL ESTIMATE \_\_\_\_\_

NOTICE: Customer is entitled to inspect or receive any components, parts or accessories replaced or removed by the shop.

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. 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.

"Any warranties on the products sold hereby are those made by the manufacturer. The seller, JOHN PAUL'S GREENFIELD PONTIAC-BUICK GMC, INC., hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products."

"Motor vehicle repair trade 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."

COMMENTS :

1. **W\*21PNZ ENGINE** 40072  
OWNER STATES THE VEHICLE IS USING OIL LC9 J7555 4-5 9090
2. **W\*98PNZ CAR RENTAL**  
CUSTOMER TO PAY FOR RENTAL  
30 @ 42 = 126  
B4 2493
3. **W\*08PNZ0027 TIRE LEAK**  
OWNER STATES RIGHT REAR TIRE HAS SLOW LEAK.  
ADVICE

WARRANTY ON GM PARTS AND LABOR 1 YEAR OR 12,000 MILES



P.O. Box 20878 • 3615 S. 108th Street

570126

Greenfield, WI 53228

Phone: (414) 545-7000

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570126

RECOMMENDED SERVICES

| OPERATION    | OPERATION DESCRIPTION | MO/MI | TOTAL | OPERATION | OPERATION DESCRIPTION | MO/MI | TOTAL |
|--------------|-----------------------|-------|-------|-----------|-----------------------|-------|-------|
| 08PNZ005     | ROTATE TIRES          | MI    |       | 01PNZ24CX | WIPER BLADE INSERTS   | MI    |       |
| 01PNZ24GX    | A/C INSPECTION        | MI    |       | 01PNZ24RX | COOLING SYSTEM FLUSH  | MI    |       |
| 08PNZ061300X | SERPENTINE BELT REPL  | MI    |       | 01PNZ24FX | 4 WHEEL ALIGN         | MI    |       |
| 08PNZ005     | SERVICE BRAKES        | MI    |       | 01PNZ24HX | A/C SERVICE           | MI    |       |
| 01PNZ01AD    | POT HOLE SPECIAL      | MI    |       | 01PNZ01PC | DESALT CARPETS        | MI    |       |

SERVICE HISTORY

| DATE     | REPAIR ORDER | MILEAGE | ADVISOR | TECHNICIAN | TYPE | OPERATION | OPERATION DESCRIPTION |
|----------|--------------|---------|---------|------------|------|-----------|-----------------------|
| 11/29/10 | 568786       | 81783   | 40079   | 40083      | C    | 21PNZ     | ENGINE                |
| 09/27/10 | 565026       | 79844   | 40079   | 40072      | C    | 21PNZ0030 | ANALYZE OIL LEAK      |
|          |              |         |         | 40072      | W    | 08PNZ0027 | TIRE LEAK             |
|          |              |         |         | 40072      | W    | 08PNZ0620 | MISC TIRE & WHEELS    |
|          |              |         |         | 40072      | C    | 01PNZ1895 | ECONOMY OIL CHANGE    |
|          |              |         |         | 40072      | C    | 01PNZ     | MAINTENANCE           |

SALESPERSON NO.

SERVICE

STATE REG# 3

|   |                                       |  |                                    |                             |                              |                             |
|---|---------------------------------------|--|------------------------------------|-----------------------------|------------------------------|-----------------------------|
| TERMS<br><input type="checkbox"/> CASH<br><input type="checkbox"/> CHECK<br><input type="checkbox"/> CHARGE<br><input type="checkbox"/> CREDIT CARD | VEHICLE I.D. NO.<br><b>1GKFK16307</b> | YEAR/MAKE/MODEL<br><b>07/GMC/YUKON XL 4DR 4WD 1500</b>   | PRODUCTION DATE<br><b>07/08/06</b> | STOCK NO.                   | LICENSE NO.<br><b>570126</b> | R.O. NO.<br><b>12/20/10</b> |
| <input type="checkbox"/> SPECIFY  | MILWAUKEE, WI                         | CUSTOMER NO.<br><b>576831</b>  | DELIVERY DATE<br><b>07/08/06</b>   | DELIVERY MILES              | SELLING DEALER NO.           | R.O. DATE                   |
| CALL WHEN VEHICLE IS READY<br><input type="checkbox"/> YES<br><input type="checkbox"/> NO   | RESIDENCE PHONE                       | REPAIR CENTER<br><b>RENTIER</b>  | CONTRACT NO.                       | EXPIRATION DATE             | EXPIRATION MILES             | TAG NO.<br><b>0927</b>      |
| APPOINTMENT<br><input type="checkbox"/> YES<br><input type="checkbox"/> NO  | BUSINESS PHONE                        | VEHICLE TYPE<br><b>N PNZZ Y Y A</b>  | MILEAGE<br><b>82,517</b>           | ADVISOR NO.<br><b>40079</b> | ADVISOR<br><b>JEFF MATN</b>  |                             |
| JOH   | E# CERTIFIED                          | TERMS STRICTLY CASH<br>I hereby authorize my repair work to be done along with the necessary material and agree that you are not responsible for loss or damage to the vehicle or any other cause beyond your control or for any delays caused by unavailability of parts or delays in delivery of parts by the supplier. I hereby grant you and/or your employees permission to operate the vehicle herein described for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. I ACKNOWLEDGE RECEIPT OF A COPY OF THIS AGREEMENT. I accept the terms of the Disclaimer of Warranty as shown on the face of this repair order. |                                    |                             |                              |                             |

- 4. **W 39PNZ HEATING & AIR COND**  
OWNER STATES THE HEATER PULSATES ON ALL SPEEDS. MOSTLY AT HIGHER SPEEDS
  - 5. **W 43PNZ ELECTRICAL SYSTEM**  
OWNER STATES THE REAR HATCH BUTTON DOESN'T ALWAYS WORK WHEN USED TO CLOSE HATCH..MOSTLY WHEN COLD.  
*N2337 .4*  
*D10 .3*  
*0579*
  - 6. **W 43PNZ0400 RPL BULBS**  
OWNER STATES DRIVERS HEAD LIGHT INOP.  
*NOV11 .6*  
*6529*
  - 7. **C \* 08PNZ0620 MISC TIRE & WHEELS**  
EST ON NEW TIRES/SAME TYPE.
- W** INSIDE DOOR HANDLES PEELING / SOP  
Special Policy.  
12/20/10 1500  
09239A  
T5753 .9  
9090

MILEAGE OUT:

DO YOU WANT THE REPLACED PARTS YOU ARE ENTITLED TO?  YES  NO

This vehicle received without face to face customer contact.

ESTIMATED PRICE: \_\_\_\_\_ NEW ESTIMATED COMPLETION DATE: \_\_\_\_\_

SHOP REPRESENTATIVE SIGNATURE: \_\_\_\_\_

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

DATE: \_\_\_\_\_ TIME: \_\_\_\_\_ AM/PM: \_\_\_\_\_ NO. CALLED: \_\_\_\_\_ NEW TOTAL ESTIMATE: \_\_\_\_\_

NOTICE: Customer is entitled to inspect or receive any components, parts or accessories replaced or removed by the shop.

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.

"Any warranties on the products sold hereby are those made by the manufacturer. The seller, JOHN PAUL'S GREENFIELD PONTIAC BUICK GMC, INC., hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of sold products."

"Motor vehicle repair trade 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 53708-0911."

WARRANTY ON GM PARTS AND LABOR 1 YEAR OR 12,000 MILES

A. CAUSE OF FAILURE:

SERVICE CORRECTION:

B. CAUSE OF FAILURE:

SERVICE CORRECTION:

C. CAUSE OF FAILURE:

SERVICE CORRECTION:

D. CAUSE OF FAILURE:

SERVICE CORRECTION:

WARRANTY PARTS  
RETURNED

INITIALS

WARRANTY PARTS  
RETURNED

INITIALS

WARRANTY PARTS  
RETURNED

INITIALS

WARRANTY PARTS  
RETURNED

INITIALS

| STANDARD TIME (HRS.) | FLAT RATE PRICE | R.O. NO. | EMP. NO. | OPER. NO. | TIME | OFF. ON |
|----------------------|-----------------|----------|----------|-----------|------|---------|
|                      | 67              | 570236   | 48027    |           | 1722 | 8       |

*Handwritten:* HANDED SWITZ

A. CAUSE OF FAILURE:

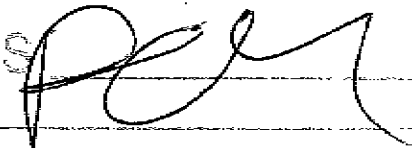
1) - found engine to be burping oil  
- performed bulletin of installing valve shield and cleaning combustion chambers with top engine cleaner

SERVICE CORRECTION:

3) - Valve stem leaking  
- Decline repair

WARRANTY PARTS  
RETURNED

Beib  
INITIALS



B. CAUSE OF FAILURE:

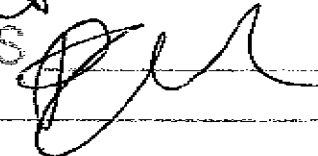
4) NPF

SERVICE CORRECTION:

5) - rear button map  
- replaced inside rear hatch button

WARRANTY PARTS  
RETURNED

gasket  
INITIALS



C. CAUSE OF FAILURE:

6) replaced LF headlamp bulb

SERVICE CORRECTION:

7) - all inside door handles peeling

- replaced all 4 inside door release handles

WARRANTY PARTS  
RETURNED

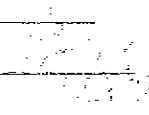
INITIALS \_\_\_\_\_

D. CAUSE OF FAILURE:

SERVICE CORRECTION:

WARRANTY PARTS  
RETURNED

INITIALS \_\_\_\_\_



| CONTRACT NO. 32457 * 57026  |               | MOTOR VEHICLE RENTAL AGREEMENT   |  |              |  |         |  |       |          |          |  |        |          |         |          |       |          |  |  |        |           |  |  |  |     |  |  |       |          |  |  |                                  |  |  |  |               |  |  |  |          |  |  |  |           |  |  |  |      |               |            |  |               |  |  |          |              |  |  |  |             |  |  |          |             |  |  |  |
|---|---------------|--|--|--------------|--|---------|--|-------|----------|----------|--|--------|----------|---------|----------|-------|----------|--|--|--------|-----------|--|--|--|-----|--|--|-------|----------|--|--|----------------------------------|--|--|--|---------------|--|--|--|----------|--|--|--|-----------|--|--|--|------|---------------|------------|--|---------------|--|--|----------|--------------|--|--|--|-------------|--|--|----------|-------------|--|--|--|
| CUSTOMER FIRM   | AGE           | DEALER NAME (PRINT)  |  |              |  |         |  |       |          |          |  |        |          |         |          |       |          |  |  |        |           |  |  |  |     |  |  |       |          |  |  |                                  |  |  |  |               |  |  |  |          |  |  |  |           |  |  |  |      |               |            |  |               |  |  |          |              |  |  |  |             |  |  |          |             |  |  |  |
| ADDRESS   |               | ADDRESS  | JOHN PAUL'S AUTOMOTIVE                       |              |  |         |  |       |          |          |  |        |          |         |          |       |          |  |  |        |           |  |  |  |     |  |  |       |          |  |  |                                  |  |  |  |               |  |  |  |          |  |  |  |           |  |  |  |      |               |            |  |               |  |  |          |              |  |  |  |             |  |  |          |             |  |  |  |
| CITY  | STATE         | CITY, STATE, ZIP   | 3615 SOUTH 106TH ST.<br>GREENFIELD, WI 53228 |              |  |         |  |       |          |          |  |        |          |         |          |       |          |  |  |        |           |  |  |  |     |  |  |       |          |  |  |                                  |  |  |  |               |  |  |  |          |  |  |  |           |  |  |  |      |               |            |  |               |  |  |          |              |  |  |  |             |  |  |          |             |  |  |  |
| RESIDENCE PHONE   | HOME          | TELEPHONE NO.  | (414) 646-7000                               |              |  |         |  |       |          |          |  |        |          |         |          |       |          |  |  |        |           |  |  |  |     |  |  |       |          |  |  |                                  |  |  |  |               |  |  |  |          |  |  |  |           |  |  |  |      |               |            |  |               |  |  |          |              |  |  |  |             |  |  |          |             |  |  |  |
| DRIVER'S LICENSE  | EXP. DATE     | RENTED VEHICLE IDENT. NO.  |  |              |  |         |  |       |          |          |  |        |          |         |          |       |          |  |  |        |           |  |  |  |     |  |  |       |          |  |  |                                  |  |  |  |               |  |  |  |          |  |  |  |           |  |  |  |      |               |            |  |               |  |  |          |              |  |  |  |             |  |  |          |             |  |  |  |
| LOCAL CONTACT OR ADDRESS  | PHONE         | YEAR/MAKE  | 2011 Buick                                   |              |  |         |  |       |          |          |  |        |          |         |          |       |          |  |  |        |           |  |  |  |     |  |  |       |          |  |  |                                  |  |  |  |               |  |  |  |          |  |  |  |           |  |  |  |      |               |            |  |               |  |  |          |              |  |  |  |             |  |  |          |             |  |  |  |
| EMPLOYER'S NAME   |               | MODEL AND COLOR  | ENCORE COCOA                                 |              |  |         |  |       |          |          |  |        |          |         |          |       |          |  |  |        |           |  |  |  |     |  |  |       |          |  |  |                                  |  |  |  |               |  |  |  |          |  |  |  |           |  |  |  |      |               |            |  |               |  |  |          |              |  |  |  |             |  |  |          |             |  |  |  |
| EMPLOYER ADDRESS  | PHONE         | DATE AND TIME IN   | 12/23/10 AM                                  |              |  |         |  |       |          |          |  |        |          |         |          |       |          |  |  |        |           |  |  |  |     |  |  |       |          |  |  |                                  |  |  |  |               |  |  |  |          |  |  |  |           |  |  |  |      |               |            |  |               |  |  |          |              |  |  |  |             |  |  |          |             |  |  |  |
| CITY  | STATE         | DATE AND TIME OUT  | 12/29/10 AM 1:35                             |              |  |         |  |       |          |          |  |        |          |         |          |       |          |  |  |        |           |  |  |  |     |  |  |       |          |  |  |                                  |  |  |  |               |  |  |  |          |  |  |  |           |  |  |  |      |               |            |  |               |  |  |          |              |  |  |  |             |  |  |          |             |  |  |  |
| YOUR LIABILITY FOR DAMAGE TO RENTED VEHICLE ON KO   |               | OTHER TERMS  | EXTEND TO                                    |              |  |         |  |       |          |          |  |        |          |         |          |       |          |  |  |        |           |  |  |  |     |  |  |       |          |  |  |                                  |  |  |  |               |  |  |  |          |  |  |  |           |  |  |  |      |               |            |  |               |  |  |          |              |  |  |  |             |  |  |          |             |  |  |  |
| <input type="checkbox"/> DAMAGE WAIVER OFFERED<br>RATES: \$ _____ Per Day \$ _____ Per Week<br>Read the separate 'Notice About Liability for Damage to the Rental Car' that will be given to you before you sign this Agreement. Then indicate whether or not you want to purchase the damage waiver at the rate stated above by initiating the appropriate box below. If you do not purchase the damage waiver, you and any authorized driver will be liable for physical and mechanical damage to the Rented Vehicle as specified in paragraph 2A on the other side of this Agreement. If you purchase the damage waiver, you or any authorized driver will be liable for damage only under the circumstances stated in paragraph 3B on the other side of this Agreement. |               | <table border="1"> <thead> <tr> <th colspan="2">RENTAL RATES</th> <th colspan="2">CHARGES</th> </tr> <tr> <th>HOURS</th> <th>PER HOUR</th> <th>PER HOUR</th> <th></th> </tr> </thead> <tbody> <tr> <td>3 DAYS</td> <td>\$126.00</td> <td>PER DAY</td> <td>\$126.00</td> </tr> <tr> <td>WORKS</td> <td>PER WEEK</td> <td></td> <td></td> </tr> <tr> <td>MONTHS</td> <td>PER MONTH</td> <td></td> <td></td> </tr> <tr> <td></td> <td>PER</td> <td></td> <td></td> </tr> <tr> <td>MILES</td> <td>PER MILE</td> <td></td> <td></td> </tr> <tr> <td colspan="2">TOTAL MILEAGE AND RENTAL CHARGES</td> <td></td> <td></td> </tr> <tr> <td colspan="2">DAMAGE WAIVER</td> <td></td> <td></td> </tr> <tr> <td colspan="2">SUBTOTAL</td> <td></td> <td></td> </tr> <tr> <td colspan="2">SALES TAX</td> <td></td> <td></td> </tr> <tr> <td>FUEL</td> <td>GALLONS, @ \$</td> <td>PER GALLON</td> <td></td> </tr> <tr> <td colspan="2">TOTAL CHARGES</td> <td></td> <td>\$126.00</td> </tr> <tr> <td colspan="2">LESS DEPOSIT</td> <td></td> <td></td> </tr> <tr> <td colspan="2">BALANCE DUE</td> <td></td> <td>\$126.00</td> </tr> <tr> <td colspan="2">CASH REFUND</td> <td></td> <td></td> </tr> </tbody> </table> |  | RENTAL RATES |  | CHARGES |  | HOURS | PER HOUR | PER HOUR |  | 3 DAYS | \$126.00 | PER DAY | \$126.00 | WORKS | PER WEEK |  |  | MONTHS | PER MONTH |  |  |  | PER |  |  | MILES | PER MILE |  |  | TOTAL MILEAGE AND RENTAL CHARGES |  |  |  | DAMAGE WAIVER |  |  |  | SUBTOTAL |  |  |  | SALES TAX |  |  |  | FUEL | GALLONS, @ \$ | PER GALLON |  | TOTAL CHARGES |  |  | \$126.00 | LESS DEPOSIT |  |  |  | BALANCE DUE |  |  | \$126.00 | CASH REFUND |  |  |  |
| RENTAL RATES  |               | CHARGES  |  |              |  |         |  |       |          |          |  |        |          |         |          |       |          |  |  |        |           |  |  |  |     |  |  |       |          |  |  |                                  |  |  |  |               |  |  |  |          |  |  |  |           |  |  |  |      |               |            |  |               |  |  |          |              |  |  |  |             |  |  |          |             |  |  |  |
| HOURS   | PER HOUR      | PER HOUR   |  |              |  |         |  |       |          |          |  |        |          |         |          |       |          |  |  |        |           |  |  |  |     |  |  |       |          |  |  |                                  |  |  |  |               |  |  |  |          |  |  |  |           |  |  |  |      |               |            |  |               |  |  |          |              |  |  |  |             |  |  |          |             |  |  |  |
| 3 DAYS  | \$126.00      | PER DAY  | \$126.00                                     |              |  |         |  |       |          |          |  |        |          |         |          |       |          |  |  |        |           |  |  |  |     |  |  |       |          |  |  |                                  |  |  |  |               |  |  |  |          |  |  |  |           |  |  |  |      |               |            |  |               |  |  |          |              |  |  |  |             |  |  |          |             |  |  |  |
| WORKS   | PER WEEK      |  |  |              |  |         |  |       |          |          |  |        |          |         |          |       |          |  |  |        |           |  |  |  |     |  |  |       |          |  |  |                                  |  |  |  |               |  |  |  |          |  |  |  |           |  |  |  |      |               |            |  |               |  |  |          |              |  |  |  |             |  |  |          |             |  |  |  |
| MONTHS  | PER MONTH     |  |  |              |  |         |  |       |          |          |  |        |          |         |          |       |          |  |  |        |           |  |  |  |     |  |  |       |          |  |  |                                  |  |  |  |               |  |  |  |          |  |  |  |           |  |  |  |      |               |            |  |               |  |  |          |              |  |  |  |             |  |  |          |             |  |  |  |
|   | PER           |  |  |              |  |         |  |       |          |          |  |        |          |         |          |       |          |  |  |        |           |  |  |  |     |  |  |       |          |  |  |                                  |  |  |  |               |  |  |  |          |  |  |  |           |  |  |  |      |               |            |  |               |  |  |          |              |  |  |  |             |  |  |          |             |  |  |  |
| MILES   | PER MILE      |  |  |              |  |         |  |       |          |          |  |        |          |         |          |       |          |  |  |        |           |  |  |  |     |  |  |       |          |  |  |                                  |  |  |  |               |  |  |  |          |  |  |  |           |  |  |  |      |               |            |  |               |  |  |          |              |  |  |  |             |  |  |          |             |  |  |  |
| TOTAL MILEAGE AND RENTAL CHARGES  |               |  |  |              |  |         |  |       |          |          |  |        |          |         |          |       |          |  |  |        |           |  |  |  |     |  |  |       |          |  |  |                                  |  |  |  |               |  |  |  |          |  |  |  |           |  |  |  |      |               |            |  |               |  |  |          |              |  |  |  |             |  |  |          |             |  |  |  |
| DAMAGE WAIVER   |               |  |  |              |  |         |  |       |          |          |  |        |          |         |          |       |          |  |  |        |           |  |  |  |     |  |  |       |          |  |  |                                  |  |  |  |               |  |  |  |          |  |  |  |           |  |  |  |      |               |            |  |               |  |  |          |              |  |  |  |             |  |  |          |             |  |  |  |
| SUBTOTAL  |               |  |  |              |  |         |  |       |          |          |  |        |          |         |          |       |          |  |  |        |           |  |  |  |     |  |  |       |          |  |  |                                  |  |  |  |               |  |  |  |          |  |  |  |           |  |  |  |      |               |            |  |               |  |  |          |              |  |  |  |             |  |  |          |             |  |  |  |
| SALES TAX   |               |  |  |              |  |         |  |       |          |          |  |        |          |         |          |       |          |  |  |        |           |  |  |  |     |  |  |       |          |  |  |                                  |  |  |  |               |  |  |  |          |  |  |  |           |  |  |  |      |               |            |  |               |  |  |          |              |  |  |  |             |  |  |          |             |  |  |  |
| FUEL  | GALLONS, @ \$ | PER GALLON   |  |              |  |         |  |       |          |          |  |        |          |         |          |       |          |  |  |        |           |  |  |  |     |  |  |       |          |  |  |                                  |  |  |  |               |  |  |  |          |  |  |  |           |  |  |  |      |               |            |  |               |  |  |          |              |  |  |  |             |  |  |          |             |  |  |  |
| TOTAL CHARGES   |               |  | \$126.00                                     |              |  |         |  |       |          |          |  |        |          |         |          |       |          |  |  |        |           |  |  |  |     |  |  |       |          |  |  |                                  |  |  |  |               |  |  |  |          |  |  |  |           |  |  |  |      |               |            |  |               |  |  |          |              |  |  |  |             |  |  |          |             |  |  |  |
| LESS DEPOSIT  |               |  |  |              |  |         |  |       |          |          |  |        |          |         |          |       |          |  |  |        |           |  |  |  |     |  |  |       |          |  |  |                                  |  |  |  |               |  |  |  |          |  |  |  |           |  |  |  |      |               |            |  |               |  |  |          |              |  |  |  |             |  |  |          |             |  |  |  |
| BALANCE DUE   |               |  | \$126.00                                     |              |  |         |  |       |          |          |  |        |          |         |          |       |          |  |  |        |           |  |  |  |     |  |  |       |          |  |  |                                  |  |  |  |               |  |  |  |          |  |  |  |           |  |  |  |      |               |            |  |               |  |  |          |              |  |  |  |             |  |  |          |             |  |  |  |
| CASH REFUND   |               |  |  |              |  |         |  |       |          |          |  |        |          |         |          |       |          |  |  |        |           |  |  |  |     |  |  |       |          |  |  |                                  |  |  |  |               |  |  |  |          |  |  |  |           |  |  |  |      |               |            |  |               |  |  |          |              |  |  |  |             |  |  |          |             |  |  |  |
| <input checked="" type="checkbox"/> DAMAGE WAIVER NOT OFFERED<br>You and any authorized driver will be liable for physical and mechanical damage to the Rented Vehicle as specified in paragraph 3A on the other side of this Agreement.  |               |  |  |              |  |         |  |       |          |          |  |        |          |         |          |       |          |  |  |        |           |  |  |  |     |  |  |       |          |  |  |                                  |  |  |  |               |  |  |  |          |  |  |  |           |  |  |  |      |               |            |  |               |  |  |          |              |  |  |  |             |  |  |          |             |  |  |  |
| <input checked="" type="checkbox"/> DEALER DEDUCTIBLE LIMIT APPLIES<br>If this box is marked and paragraph 3A applies to you, your liability for physical and mechanical damage to the Rented Vehicle is limited to the deductible under our insurance in the amount of \$ _____. If this section is not marked or no amount is inserted in the preceding blank, there is no limit on your liability for vehicle damage, except as provided in paragraph 3A.  |               |  |  |              |  |         |  |       |          |          |  |        |          |         |          |       |          |  |  |        |           |  |  |  |     |  |  |       |          |  |  |                                  |  |  |  |               |  |  |  |          |  |  |  |           |  |  |  |      |               |            |  |               |  |  |          |              |  |  |  |             |  |  |          |             |  |  |  |
| <b>LIABILITY INSURANCE</b><br>Neither we nor our insurer will be liable for any sums that you or any driver of the Rented Vehicle must pay as damages because of bodily injury or property damage resulting from the operation of the Rented Vehicle, except as follows: The limit of our insurer's liability insurance coverage for you or an authorized driver will not exceed the minimum limit required by any applicable compulsory or financial responsibility law and any such coverage is excess over any other collectible insurance, whether primary, excess or contingent.   |               |  |  |              |  |         |  |       |          |          |  |        |          |         |          |       |          |  |  |        |           |  |  |  |     |  |  |       |          |  |  |                                  |  |  |  |               |  |  |  |          |  |  |  |           |  |  |  |      |               |            |  |               |  |  |          |              |  |  |  |             |  |  |          |             |  |  |  |
| <b>REMARKS:</b><br>AMSUCIA Family<br>1. I HAVE INSPECTED THIS RENTAL AND FOUND NO DAMAGE.<br>2. NO PETS ALLOWED IN RENTAL OR YOU WILL BE CHARGED \$25.00 FOR CLEANING.<br>3. YOU MUST RETURN RENTAL WHEN CALLED OR YOU WILL PAY THE RENTAL CHARGES.   |               | <b>WARNING:</b><br>• Read carefully all provisions on the reverse side. They are part of this Agreement.<br>• You are responsible for all traffic violations and must turn in all summaries upon check in.<br>• Report all accidents immediately.  |  |              |  |         |  |       |          |          |  |        |          |         |          |       |          |  |  |        |           |  |  |  |     |  |  |       |          |  |  |                                  |  |  |  |               |  |  |  |          |  |  |  |           |  |  |  |      |               |            |  |               |  |  |          |              |  |  |  |             |  |  |          |             |  |  |  |
| <b>ADDITIONAL AUTHORIZED DRIVERS</b><br>Only you and, with your express consent, the persons listed below may operate the Rented Vehicle. By signing this Agreement, you are expressly representing that you and each person listed below are licensed as required by law to operate the Rented Vehicle and are 21 years of age or older.   |               | I have read and agree to all terms and conditions on both sides of this Agreement. I authorize you to process a credit card voucher, if any, in my name for any charges owed to you. (Note: If Agreement points to a private passenger vehicle being rented (other than for use while customer's own vehicle, or one customer has agreed to purchase, is being serviced, repaired, manufactured or delivered), a credit card may be used for payment for damage only if authorized by customer after the amount of customer's liability has been determined.)  |  |              |  |         |  |       |          |          |  |        |          |         |          |       |          |  |  |        |           |  |  |  |     |  |  |       |          |  |  |                                  |  |  |  |               |  |  |  |          |  |  |  |           |  |  |  |      |               |            |  |               |  |  |          |              |  |  |  |             |  |  |          |             |  |  |  |
| Name  | Age           |  |  |              |  |         |  |       |          |          |  |        |          |         |          |       |          |  |  |        |           |  |  |  |     |  |  |       |          |  |  |                                  |  |  |  |               |  |  |  |          |  |  |  |           |  |  |  |      |               |            |  |               |  |  |          |              |  |  |  |             |  |  |          |             |  |  |  |
| Drivers License No.   |               |  |  |              |  |         |  |       |          |          |  |        |          |         |          |       |          |  |  |        |           |  |  |  |     |  |  |       |          |  |  |                                  |  |  |  |               |  |  |  |          |  |  |  |           |  |  |  |      |               |            |  |               |  |  |          |              |  |  |  |             |  |  |          |             |  |  |  |
| Name  | Age           |  |  |              |  |         |  |       |          |          |  |        |          |         |          |       |          |  |  |        |           |  |  |  |     |  |  |       |          |  |  |                                  |  |  |  |               |  |  |  |          |  |  |  |           |  |  |  |      |               |            |  |               |  |  |          |              |  |  |  |             |  |  |          |             |  |  |  |
| Drivers License No.   |               |  |  |              |  |         |  |       |          |          |  |        |          |         |          |       |          |  |  |        |           |  |  |  |     |  |  |       |          |  |  |                                  |  |  |  |               |  |  |  |          |  |  |  |           |  |  |  |      |               |            |  |               |  |  |          |              |  |  |  |             |  |  |          |             |  |  |  |
| CREDIT REFERENCE  | SSN           |  |  |              |  |         |  |       |          |          |  |        |          |         |          |       |          |  |  |        |           |  |  |  |     |  |  |       |          |  |  |                                  |  |  |  |               |  |  |  |          |  |  |  |           |  |  |  |      |               |            |  |               |  |  |          |              |  |  |  |             |  |  |          |             |  |  |  |
| CREDIT CARD OR  |               |  |  |              |  |         |  |       |          |          |  |        |          |         |          |       |          |  |  |        |           |  |  |  |     |  |  |       |          |  |  |                                  |  |  |  |               |  |  |  |          |  |  |  |           |  |  |  |      |               |            |  |               |  |  |          |              |  |  |  |             |  |  |          |             |  |  |  |
| CARD NO.  |               |  |  |              |  |         |  |       |          |          |  |        |          |         |          |       |          |  |  |        |           |  |  |  |     |  |  |       |          |  |  |                                  |  |  |  |               |  |  |  |          |  |  |  |           |  |  |  |      |               |            |  |               |  |  |          |              |  |  |  |             |  |  |          |             |  |  |  |
| OTHER   |               |  |  |              |  |         |  |       |          |          |  |        |          |         |          |       |          |  |  |        |           |  |  |  |     |  |  |       |          |  |  |                                  |  |  |  |               |  |  |  |          |  |  |  |           |  |  |  |      |               |            |  |               |  |  |          |              |  |  |  |             |  |  |          |             |  |  |  |
|   |               | Rental Agreement Initialed By  | Date   |              |  |         |  |       |          |          |  |        |          |         |          |       |          |  |  |        |           |  |  |  |     |  |  |       |          |  |  |                                  |  |  |  |               |  |  |  |          |  |  |  |           |  |  |  |      |               |            |  |               |  |  |          |              |  |  |  |             |  |  |          |             |  |  |  |
|   |               | X [Signature]  | 12/20/10                                     |              |  |         |  |       |          |          |  |        |          |         |          |       |          |  |  |        |           |  |  |  |     |  |  |       |          |  |  |                                  |  |  |  |               |  |  |  |          |  |  |  |           |  |  |  |      |               |            |  |               |  |  |          |              |  |  |  |             |  |  |          |             |  |  |  |
|   |               | Customer Signature   | Date   |              |  |         |  |       |          |          |  |        |          |         |          |       |          |  |  |        |           |  |  |  |     |  |  |       |          |  |  |                                  |  |  |  |               |  |  |  |          |  |  |  |           |  |  |  |      |               |            |  |               |  |  |          |              |  |  |  |             |  |  |          |             |  |  |  |
|   |               | X [Signature]  | 12/20/10                                     |              |  |         |  |       |          |          |  |        |          |         |          |       |          |  |  |        |           |  |  |  |     |  |  |       |          |  |  |                                  |  |  |  |               |  |  |  |          |  |  |  |           |  |  |  |      |               |            |  |               |  |  |          |              |  |  |  |             |  |  |          |             |  |  |  |

ADAMM #17 (10/01)

Customer Copy When Vehicle Returned

GCCS570126

GCCS570126

|                               |  |                         |                                  |                                  |
|-------------------------------|--|-------------------------|----------------------------------|----------------------------------|
| CUSTOMER No.<br><b>576831</b> | ADVISOR<br><b>JEFF MAIN</b>                                      | TAG No.<br><b>40079</b> | INVOICE DATE<br><b>12/22/10</b>  | INVOICE No.<br><b>GCCS570126</b> |
|                               | LABOR RATE   | LICENSE No.             | MILEAGE<br><b>82,517</b>         | COLOR<br><b>PEWTER/</b>          |
|                               | YEAR / MAKE / MODEL<br><b>07 / GMC / YUKON XL / 4DR 4WD 1500</b> |                         | DELIVERY DATE<br><b>07/08/06</b> | DELIVERY MILES                   |
| MILWAUKEE, WI                 | VEHICLE I.D. No.<br><b>1 G K F K 1 6 3 0 7 1</b>                 |                         | SELLING DEALER NO.               | PRODUCTION DATE                  |
|                               | F. T. E. No.   | P.O. No.                | R.O. DATE<br><b>12/20/10</b>     |                                  |

BUSINESS PHONE: [REDACTED] COMMENTS: **E# CERTIFIED**

| LABOR & PARTS   | QTY | FP-NUMBER | DESCRIPTION     | UNIT PRICE                  | WARRANTY |
|---|-----|-----------|-----------------|-----------------------------|----------|
| <b>JOB # 1</b> ENGINE TECH(S) 40072   |     |           |                 |                             |          |
| OWNER STATES THE VEHICLE IS USING OIL. INSPECT AND DIAGNOSE. OIL SPRAY QUANTITY MAY BE MORE THAN USUAL. RESULTING IN EXCESSIVE DEPOSIT FORMATION IN THE PISTON RING GROOVES, CAUSING INCREASED OIL CONSUMPTION. INSTALL AFM OIL DEFLECTOR AND CLEAN CARBON FROM CYLINDERS AS PER BULLETIN 100601008A. |     |           |                 |                             |          |
| JOB # 1   | 1   | 12639759  | DEFLECTOR 1.609 |                             | WARRANTY |
| JOB # 1   | 3   | 88861802  | CLEANER 8.800   |                             | WARRANTY |
| JOB # 1   | 1   | 12612350  | GASKET 1.429    |                             | WARRANTY |
|   |     |           |                 | JOB # 1 TOTAL PARTS         | 0.00     |
|   |     |           |                 | JOB # 1 TOTAL LABOR & PARTS | 0.00     |
| <b>JOB # 2</b> CAR RENTAL TECH(S) 40072   |     |           |                 |                             |          |
| GM TO PAY FOR RENTAL  |     |           |                 |                             |          |
|   |     |           |                 | JOB # 2 TOTAL PARTS         | 0.00     |
|   |     |           |                 | JOB # 2 TOTAL LABOR & PARTS | 0.00     |
| <b>JOB # 3</b> TIRE LEAK TECH(S) 40072  |     |           |                 |                             |          |
| OWNER STATES RIGHT REAR TIRE HAS SLOW LEAK. INSPECT AND DIAGNOSE. VALVE STEM LEAKING. WOULD BE COVERED UNDER WARRANTY, BUT REPLACED WITH RUBBER STEM. CUSTOMER DECLINED REPLACEMENT.  |     |           |                 |                             |          |
|   |     |           |                 | JOB # 3 TOTAL PARTS         | 0.00     |
|   |     |           |                 | JOB # 3 TOTAL LABOR & PARTS | 0.00     |
| <b>JOB # 4</b> HEATING & AIR COND TECH(S) 40072   |     |           |                 |                             |          |
| OWNER STATES THE HEATER PULSATES ON ALL SPEEDS. MOSTLY AT HIGHER SPEEDS. CHECK OPERATION OF HEATER SYSTEM, OPERATING AS DESIGNED.   |     |           |                 |                             |          |
|   |     |           |                 | JOB # 4 TOTAL PARTS         | 0.00     |
|   |     |           |                 | JOB # 4 TOTAL LABOR & PARTS | 0.00     |
| <b>JOB # 5</b> ELECTRICAL SYSTEM TECH(S) 40072  |     |           |                 |                             |          |
| OWNER STATES THE REAR HATCH BUTTON DOESN'T ALWAYS WORK WHEN USED TO CLOSE HATCH. MOSTLY WHEN COLD. INSPECT AND DIAGNOSE. HATCH CLOSE SWITCH INTERNALLY SHORTED. REPLACE HATCH CLOSE SWITCH.   |     |           |                 |                             |          |
| JOB # 5   | 1   | 15211504  | SWITCH 16.263   |                             | WARRANTY |

GCCS570126

GCCS570126

|                                 |  |  |                              |                                 |                                  |
|---------------------------------|--|--|------------------------------|---------------------------------|----------------------------------|
| CUSTOMER No.<br><b>576831</b>   |  | ADVISOR<br><b>JEFF MAIN</b>                                | TAG No.<br><b>40079 0927</b> | INVOICE DATE<br><b>12/22/10</b> | INVOICE No.<br><b>GCC5570126</b> |
| RESIDENCE PHONE<br>[REDACTED]   |  | LABOR RATE   | LICENSE No.<br>[REDACTED]    | MILEAGE<br><b>82,517</b>        | COLOR<br><b>PEWTER/</b>          |
| BUSINESS PHONE<br>[REDACTED]    |  | YEAR / MAKE / MODEL<br><b>07/GMC/YUKON XL/4DR 4WD 1500</b> |                              |                                 | DELIVERY DATE<br><b>07/08/06</b> |
| MILWAUKEE, WI [REDACTED]        |  | VEHICLE I.D. No.<br><b>1GKEK163071 [REDACTED]</b>          |                              |                                 | DELIVERY MILES                   |
| [REDACTED]                      |  | F. T. E. No.   |                              |                                 | SELLING DEALER NO.               |
| [REDACTED]                      |  | P.O. No.   |                              |                                 | PRODUCTION DATE                  |
| [REDACTED]                      |  | R.O. DATE<br><b>12/20/10</b>                               |                              |                                 |                                  |
| COMMENTS<br><b>E# CERTIFIED</b> |  |  |                              |                                 |                                  |

|   |      |               |                   |            |          |
|---|------|---------------|-------------------|------------|----------|
| JOB # 5 TOTAL PARTS   |      |               |                   | 0.00       |          |
| JOB # 5 TOTAL LABOR & PARTS   |      |               |                   | 0.00       |          |
| <del>JOB # 5 43PNZ0006 HEADLAMP BULBS TECH(S): 40072 WARRANTY</del>   |      |               |                   |            |          |
| OWNER STATES DRIVERS HEAD LIGHT INOP.<br>HEADLAMP BULB BURNT OUT.<br>REPLACE HEADLAMP BULB.   |      |               |                   |            |          |
| PARTS   | QTY  | FP-NUMBER     | DESCRIPTION       | UNIT PRICE | WARRANTY |
| JOB # 6   | 1    | 15203303      | BULB 2.727 146381 |            |          |
| JOB # 6 TOTAL PARTS   |      |               |                   | 0.00       |          |
| JOB # 6 TOTAL LABOR & PARTS   |      |               |                   | 0.00       |          |
| <del>JOB # 7 08PNZ0020 INTERIOR TIRES/WHEELS TECH(S): 40072 WARRANTY</del>  |      |               |                   |            |          |
| EST ON NEW TIRES/SAME TYPE.   |      |               |                   |            |          |
| PARTS   | QTY  | FP-NUMBER     | DESCRIPTION       | UNIT PRICE | WARRANTY |
| JOB # 7 TOTAL PARTS   |      |               |                   | 0.00       |          |
| JOB # 7 TOTAL LABOR & PARTS   |      |               |                   | 0.00       |          |
| <del>JOB # 8 50PNZ0000 INTERIOR TRIM TECH(S): 40072 WARRANTY</del>  |      |               |                   |            |          |
| OWNER STATES THE INSIDE DOOR HANDLES PEELING<br>INSIDE DOOR HANDLES PEELING.<br>REPLACE FRONT AND REAR INSIDE DOOR HANDLES AS PER<br>SPEICAL POLICY 09239A. |      |               |                   |            |          |
| PARTS   | QTY  | FP-NUMBER     | DESCRIPTION       | UNIT PRICE | WARRANTY |
| JOB # 8   | 1    | 88880051      | HANDLE KI 16.346  |            |          |
| JOB # 8   | 1    | 88880051      | HANDLE KI 16.346  |            |          |
| JOB # 8 TOTAL PARTS   |      |               |                   | 0.00       |          |
| JOB # 8 TOTAL LABOR & PARTS   |      |               |                   | 0.00       |          |
| MISC  | CODE | DESCRIPTION   | CONTROL NO        |            | WARRANTY |
| JOB # 1   |      | RE RENTAL CAR | 570126            |            |          |
| TOTAL - MISC  |      |               |                   |            | 0.00     |
| ESTIMATE  |      |               |                   |            |          |
| CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.00 (+TAX)   |      |               |                   |            |          |
| COMMENTS  |      |               |                   |            |          |



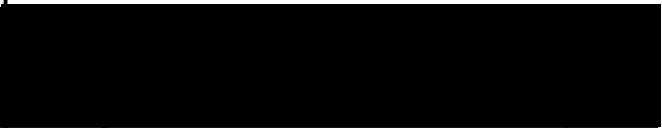
**GCCS570126**

**GCCS570126**

|                               |  |  |                              |                                 |                                  |
|-------------------------------|--|--|------------------------------|---------------------------------|----------------------------------|
| CUSTOMER No.<br><b>576831</b> |  | ADVISOR<br><b>JEFF MAIN</b>                                      | TAG No.<br><b>40079 0927</b> | INVOICE DATE<br><b>12/22/10</b> | INVOICE No.<br><b>GCCS570126</b> |
| [REDACTED]                    |  | LABOR RATE   | LICENSE No.<br>[REDACTED]    | MILEAGE<br><b>82,517</b>        | COLOR<br><b>PEWTER/</b>          |
| [REDACTED]                    |  | YEAR / MAKE / MODEL<br><b>07 / GMC / YUKON XL / 4DR 4WD 1500</b> |                              |                                 | DELIVERY DATE<br><b>07/08/06</b> |
| MILWAUKEE, WI                 |  | VEHICLE I.D. No.<br><b>1GKEK163071</b>                           |                              |                                 | DELIVERY MILES                   |
| [REDACTED]                    |  | F. T. E. No.   |                              |                                 | SELLING DEALER NO.               |
| [REDACTED]                    |  | P.O. No.   |                              |                                 | PRODUCTION DATE                  |
| RESIDENCE PHONE               |  | COMMENTS<br><b>E# CERTIFIED</b>                                  |                              |                                 | R.O. DATE<br><b>12/20/10</b>     |
| BUSINESS PHONE                |  |  |                              |                                 |                                  |

**TOTALS**

|  |                         |             |
|--|-------------------------|-------------|
| PARTS DESIGNATED WITH AN ASTERISK (*) INDICATES LIFETIME GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS. IF YOU HAVE ANY QUESTIONS REGARDING G.M. GOODWRENCH SERVICE PLUS PLEASE SEE YOUR SERVICE ADVISOR. | TOTAL LABOR....         | 0.00        |
|  | TOTAL PARTS....         | 0.00        |
|  | TOTAL SUBLET...         | 0.00        |
|  | TOTAL G.O.G....         | 0.00        |
|  | TOTAL MISC CHG.         | 0.00        |
|  | TOTAL MISC DISC         | 0.00        |
|  | TOTAL TAX.....          | 0.00        |
|  | <b>TOTAL INVOICE \$</b> | <b>0.00</b> |





P.O. Box 20878 • 3615 S. 108th Street

568786

Greenfield, WI 53228

Phone: (414) 545-7000

Fax: (414) 290-7162

568786

RECOMMENDED SERVICES

| OPERATION    | OPERATION DESCRIPTION | MO/MI | TOTAL | OPERATION  | OPERATION DESCRIPTION | MO/MI | TOTAL |
|--------------|-----------------------|-------|-------|------------|-----------------------|-------|-------|
| 08PNZ0005    | ROTATE TIRES          | MI    |       | 01PNZ24CX  | WIPER BLADE INSERTS   | MI    |       |
| 01PNZ24GX    | A/C INSPECTION        | MI    |       | 01PNZ24KXX | COOLING SYSTEM FLUSH  | MI    |       |
| 38PNZ06130GX | SERPENTINE BELT REPL  | MI    |       | 01PNZ24FX  | 4 WHEEL ALIGN         | MI    |       |
| 18PNZ005     | SERVICE BRAKES        | MI    |       | 01PNZ24HX  | A/C SERVICE           | MI    |       |
| 01PNZ01AD    | POT HOLE SPECIAL      | MI    |       | 01PNZ01PC  | DESALT CARPETS        | MI    |       |

SERVICE HISTORY

| DATE     | REPAIR ORDER | MILEAGE | ADVISOR | TECHNICIAN | TYPE | OPERATION   | OPERATION DESCRIPTION |
|----------|--------------|---------|---------|------------|------|-------------|-----------------------|
| 09/27/10 | 565026       | 79844   | 40079   | 40072      | C    | 21PNZ0030   | ANALYZE OIL LEAK      |
|          |              |         |         | 40072      | W    | 08PNZ0027   | TIRE LEAK             |
|          |              |         |         | 40072      | W    | 08PNZ0620   | MISC. TIRE & WHEELS   |
|          |              |         |         | 40072      | C    | 01PNZ1895   | ECONOMY OIL CHANGE    |
|          |              |         |         | 40072      | C    | 01PNZ       | MAINTENANCE           |
|          |              |         |         | 40072      | C    | 94PNZFREE27 | FREE 27 POINT INSP    |

SALESPERSON NO.

S E R V I C E

STATE REG# 3

|  |  |  |                            |                                  |                              |                             |
|--|--|--|----------------------------|----------------------------------|------------------------------|-----------------------------|
| TERMS:<br><input type="checkbox"/> CASH<br><input type="checkbox"/> CHECK<br><input type="checkbox"/> CHARGE<br><input type="checkbox"/> CREDIT CARD | VEHICLE I.D. NO.<br><b>1GKFK16307J</b> | YEAR/MAKE/MODEL<br><b>07/GMC/YUKON XL/4DR 4WD 1500</b> | PRODUCTION DATE            | STOCK NO.                        | LICENSE NO.<br><b>716RFJ</b> | R.O. NO.<br><b>568786</b>   |
| <input type="checkbox"/> SPECIFY:  | MILWAUKEE, WI                          | CUSTOMER NO.   | SERVICE CONTRACT           | DELIVERY DATE<br><b>07/08/06</b> | DELIVERY MILES               | SELLING DEALER NO.          |
| CALL WHEN VEHICLE IS READY   | BUSINESS PHONE                         | COLOUR<br><b>REWTER</b>                                | CONTRACT NO.               | EXPIRATION DATE                  | EXPIRATION MILES             | TAG NO.                     |
| <input type="checkbox"/> YES<br><input type="checkbox"/> NO  | TIME RECEIVED<br><b>05:52pm</b>        | DATE TIME PROMISED<br><b>11/29/10</b>                  | PRIORITY<br><b>07:00pm</b> | TURBO<br><b>N</b>                | M/MC<br><b>PNZZ</b>          | AIR COND<br><b>Y</b>        |
| APPOINTMENT<br><input type="checkbox"/> YES<br><input type="checkbox"/> NO   | E# CERTIFIED                           | TERMS: STRICTLY CASH                                   | PE<br><b>Y</b>             | FRAME<br><b>A</b>                | MILEAGE<br><b>81,783</b>     | ADVISOR NO.<br><b>40079</b> |
|  |  |  |                            |                                  |                              | ADVISOR<br><b>JEFF MAIN</b> |

|   |               |                               |               |
|---|---------------|-------------------------------|---------------|
| ORIGINAL CUSTOMER ESTIMATE:   | PARTS<br>0.00 | LABOR<br>0.00                 | TOTAL<br>0.00 |
| <p>1. <b>C * 21PNZ ENGINE</b><br/>RETURNING FOR OIL CONS.TEST.<br/>1 QT LOW.OWNER WILL ADD HIS OWN OIL.</p>   |               |                               |               |
| <p>MILEAGE OUT:<br/>DO YOU WANT THE REPLACES PARTS YOU ARE ENTITLED TO? <input type="checkbox"/> YES <input type="checkbox"/> NO<br/><input checked="" type="checkbox"/> This vehicle received without face to face customer contact.</p>   |               |                               |               |
| ESTIMATED PRICE   |               | NEW ESTIMATED COMPLETION DATE |               |
| <p>DATE: _____ TIME: _____ NO. CALLS: _____ NEW TOTAL ESTIMATE: _____</p>   |               |                               |               |
| <p>NOTICE: Customer is notified in the past or receives any components, parts or accessories replaced or removed by the shop.</p>   |               |                               |               |
| <p>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.</p>  |               |                               |               |
| <p>1. I request an estimate in writing before you begin repairs. _____</p>  |               |                               |               |
| <p>2. Please proceed with repairs, but call me before continuing if the price will exceed \$ _____</p>  |               |                               |               |
| <p>3. I do not want an estimate. _____</p>  |               |                               |               |
| <p>"Any warranties on the products sold hereby are those made by the manufacturer. The seller, JOHN PAUL'S GREENFIELD PONTIAC BUICK GMC, INC., hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of sold products."</p> |               |                               |               |
| <p>"Motor vehicle repair trade practices are regulated by chapter ATCP 182, Wis. Adm. Code; administered by the Bureau of Consumer Protection, Wisconsin Dept. of Agriculture, Trade and Consumer Protection, P.O. Box 8811, Madison, Wisconsin 53708-0811."</p>  |               |                               |               |

WARRANTY ON GM PARTS AND LABOR 1 YEAR OR 12,000 MILES

GCCS568786

GCCS568786

|                               |  |  |                                  |                                  |
|-------------------------------|--|--|----------------------------------|----------------------------------|
| CUSTOMER No.<br><b>576831</b> | ADVISOR<br><b>JEFF MAIN</b>                                | TAG No.<br><b>40079</b>                | INVOICE DATE<br><b>11/29/10</b>  | INVOICE No.<br><b>GCC5568786</b> |
| MILWAUKEE, WI                 | LABOR RATE   | LICENSE No.                            | MILEAGE<br><b>81,783</b>         | COLOR<br><b>PEWTER/</b>          |
|                               | YEAR / MAKE / MODEL<br><b>07/GMC/YUKON XL/4DR 4WD 1500</b> | VEHICLE I.D. No.<br><b>1GKEK163071</b> | DELIVERY DATE<br><b>07/08/06</b> | STOCK No.                        |
|                               | F. T. E. No.   | P.O. No.                               | SELLING DEALER NO.               | DELIVERY MILES                   |
| BUSINESS PHONE                | COMMENTS<br><b>E# CERTIFIED</b>                            |  | R.O. DATE<br><b>11/29/10</b>     | PRODUCTION DATE                  |

LABOR & PARTS

ENGINE TECH(S) 40083

RETURNING FOR OIL CONS. TEST.  
1 QT LOW.OWNER WILL ADD HIS OWN OIL.

JOB # 1 TOTAL LABOR & PARTS 0.00

ESTIMATE

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.00 (+TAX)

TOTALS

|                         |             |
|-------------------------|-------------|
| TOTAL LABOR....         | 0.00        |
| TOTAL PARTS....         | 0.00        |
| TOTAL SUBLET...         | 0.00        |
| TOTAL G.O.G....         | 0.00        |
| TOTAL MISC CHG.         | 0.00        |
| TOTAL MISC DISC         | 0.00        |
| TOTAL TAX.....          | 0.00        |
| <b>TOTAL INVOICE \$</b> | <b>0.00</b> |

CUSTOMER SIGNATURE



P.O. Box 20878 • 3615 S. 108th Street

565026

Greenfield, WI 53228

Phone: (414) 545-7000

Fax: (414) 290-7162

RECOMMENDED SERVICES

| OPERATION     | OPERATION DESCRIPTION | MO/MI | TOTAL | OPERATION  | OPERATION DESCRIPTION | MO/MI | TOTAL |
|---------------|-----------------------|-------|-------|------------|-----------------------|-------|-------|
| 08PNZ0005     | ROTATE TIRES          | MI    |       | 01PNZ24CXX | WIPER BLADE INSERTS   | MI    |       |
| 01PNZ24GXX    | A/C INSPECTION        | MI    |       | 01PNZ24KXX | COOLING SYSTEM FLUSH  | MI    |       |
| 38PNZ06130CXX | SERPENTINE BELT REPL  | MI    |       | 01PNZ24FXX | 4 WHEEL ALIGN         | MI    |       |
| 18PNZ005      | SERVICE BRAKES        | MI    |       | 01PNZ24HXX | A/C SERVICE           | MI    |       |
| 01PNZ01AD     | POT HOLE SPECIAL      | MI    |       | 01PNZ01PC  | DESALT CARPETS        | MI    |       |

SERVICE HISTORY

| DATE     | REPAIR ORDER | MILEAGE | ADVISOR | TECHNICIAN | TYPE | OPERATION | OPERATION DESCRIPTION |
|----------|--------------|---------|---------|------------|------|-----------|-----------------------|
| 03/31/10 | 554061       | 75069   | 273     | 40060      | W    | 49PNZ     | SEAT & SEAT TRIM      |
|          |              |         |         | 40060      | W    | 26PNZ     | EMISSION CONTROLS     |
|          |              |         |         | 40060      | W    | 43PNZ     | ELECTRICAL SYSTEM     |
|          |              |         |         | 40060      | C    | 08PNZ     | WHEELS & TIRES        |
|          |              |         |         | 40060      | C    | 54PNZ     | EXTERIOR TRIM         |
|          |              |         |         | 40060      | C    | 01PNZ     | MAINTENANCE           |

SALESPERSON NO.

SERVICE

STATE REG# 3

|   |   |  |                                    |                                  |                              |                             |
|---|---|--|------------------------------------|----------------------------------|------------------------------|-----------------------------|
| TERMS<br><input type="checkbox"/> CASH<br><input type="checkbox"/> CHECK<br><input type="checkbox"/> CHARGE<br><input type="checkbox"/> CREDIT CARD | VEHICLE I.D. NO.<br><b>1GKFK16307J</b>  | YEAR/MAKE/MODEL<br><b>07/GMC/YUKON XL/4DR 4WD 1500</b> | PRODUCTION DATE<br><b>07/08/06</b> | STOCK NO.                        | LICENSE NO.<br><b>565026</b> | R.O. NO.<br><b>565026</b>   |
|   |   | CUSTOMER NO.<br><b>576831</b>                          | SERVICE CONTRACT                   | DELIVERY DATE<br><b>07/08/06</b> | DELIVERY MILES               | SELLING DEALER NO.          |
|   |   | COLOR<br><b>PEWTER/</b>                                | CONTRACT NO.                       | EXPIRATION DATE                  | EXPIRATION MILES             | TAG NO.<br><b>3087</b>      |
| SPECIFY<br>CALL WHEN VEHICLE IS READY<br><input type="checkbox"/> YES<br><input type="checkbox"/> NO  | RESIDENCE PHONE   | BUSINESS PHONE   | TURBO<br><b>N</b>                  | M/MC<br><b>PNZZ</b>              | AIR COND.<br><b>Y</b>        | P.B.<br><b>Y</b>            |
| APPOINTMENT<br><input type="checkbox"/> YES<br><input type="checkbox"/> NO  | TIME RECEIVED<br><b>04:25pm</b>   | DATE/TIME PROMISED<br><b>09/27/10 07:00pm</b>          | TRANS<br><b>A</b>                  | MILEAGE<br><b>79,844</b>         | ADVISOR NO.<br><b>40079</b>  | ADVISOR<br><b>JEFF MAIN</b> |
|   | TERMS: STRICTLY CASH<br>I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or employees permission to operate the vehicle herein described and mechanic's lien is hereby acknowledged on above vehicle to S AGREEMENT. I accept the terms of the Disclaimer of Warranty |  |                                    |                                  |                              |                             |
|   | CUSTOMER'S SIGNATURE  |  |                                    |                                  |                              |                             |

|   |  |                               |                    |
|---|--|-------------------------------|--------------------|
| ORIGINAL CUSTOMER ESTIMATE:   | PARTS  | LABOR                         | TOTAL              |
| X   | 0.00   | 0.00                          | 0.00               |
| 1   | W 21PNZ0030  | ANALYZE OIL LEAK              | 400.72             |
|   | OWNER STATES THERES OIL LEAKING FROM UNDERSIDE OF ENGINE AREA. LEFT FRONT AREA.<br><i>No leaks found</i>   |                               |                    |
| 2   | W 08PNZ0027  | TIRE LEAK                     | 604.20             |
|   | LEFT REAR TIRE LOOSING AIR. NYTROGIN IN TIRE<br><i>- bead area leaking</i><br><i>- cleaned bead area and balanced tire</i><br><i>ARRIVE Repair 1 6061</i>                                    |                               |                    |
| 3   | W 08PNZ0620  | MISC. TIRE & WHEELS           | 607.22             |
|   | TIRE LEAKS RIGHT FRONT LOOSING AIR<br><i>- Found valve stem and bead area to be leaking</i><br><i>- replaced valve stem, cleaned bead area and balanced tire</i><br><i>ARRIVE DIA 3 6061</i> |                               |                    |
| 4   | C 01PNZ1895  | ECONOMY OIL CHANGE            |                    |
|   | ECONOMY LUBE, OIL & FILTER CHANGE<br>USE CUSTOMERS OIL   |                               |                    |
| MILEAGE OUT:<br><input type="checkbox"/> DO YOU WANT THE REPLACED PARTS YOU ARE ENTITLED TO? <input type="checkbox"/> YES <input type="checkbox"/> NO<br><input type="checkbox"/> This vehicle received without face to face customer contact   |  |                               |                    |
| ESTIMATED PRICE   |  | NEW ESTIMATED COMPLETION DATE |                    |
| SIGNATURE REPRESENTATIVE SIGNATURE  |  |                               |                    |
| ADDITIONAL WORK AUTHORIZED BY: _____ NAME _____   |  |                               |                    |
| DATE  | TIME   | NO. CALLED                    | NEW TOTAL ESTIMATE |
| NOTICE: Customer is entitled to inspect or receive any components, parts or accessories replaced or removed by the shop.  |  |                               |                    |
| 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.   |  |                               |                    |
| *Any warranties on the products sold hereby are those made by the manufacturer. The seller, JOHN PAUL'S GREENFIELD PONTIAC BUICK GMC, INC. hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.* |  |                               |                    |
| *Motor vehicle repair trade practices are regulated by chapter ATCP 132, Wis. Admin. Code, administered by the Bureau of Consumer Protection, Wisconsin Dept. of Agriculture, Trade and Consumer Protection, P.O. Box 8911, Madison, Wisconsin 53708-8911.*   |  |                               |                    |



P.O. Box 20878 + 3615 S. 108th Street

565026

Greenfield, WI 53228

Phone: (414) 545-7000

Fax: (414) 290-7162

565026

RECOMMENDED SERVICES

| OPERATION     | OPERATION DESCRIPTION | MO/MI | TOTAL | OPERATION  | OPERATION DESCRIPTION | MO/MI | TOTAL |
|---------------|-----------------------|-------|-------|------------|-----------------------|-------|-------|
| 08PNZ0005     | ROTATE TIRES          | MI    |       | 01PNZ24CXX | WIPER BLADE INSERTS   | MI    |       |
| 01PNZ24GXX    | A/C INSPECTION        | MI    |       | 01PNZ24KXX | COOLING SYSTEM FLUSH  | MI    |       |
| 38PNZ06130CXX | SERPENTINE BELT REPL  | MI    |       | 01PNZ24FXX | 4 WHEEL ALIGN         | MI    |       |
| 18PNZ005      | SERVICE BRAKES        | MI    |       | 01PNZ24HXX | A/C SERVICE           | MI    |       |
| 01PNZ01AD     | POT HOLE SPECIAL      | MI    |       | 01PNZ01PC  | DESALT CARPETS        | MI    |       |

SERVICE HISTORY

| DATE     | REPAIR ORDER | MILEAGE | ADVISOR | TECHNICIAN | TYPE | OPERATION | OPERATION DESCRIPTION |
|----------|--------------|---------|---------|------------|------|-----------|-----------------------|
| 03/31/10 | 554051       | 75069   | 273     | 40060      | W    | 49PNZ     | SEAT & SEAT TRIM      |
|          |              |         |         | 40060      | W    | 26PNZ     | EMISSION CONTROLS     |
|          |              |         |         | 40060      | W    | 43PNZ     | ELECTRICAL SYSTEM     |
|          |              |         |         | 40060      | C    | 08PNZ     | WHEELS & TIRES        |
|          |              |         |         | 40060      | C    | 54PNZ     | EXTERIOR TRIM         |
|          |              |         |         | 40060      | C    | 01PNZ     | MAINTENANCE           |

SALESPERSON NO.

S E R V I C E

STATE REG# 3

|   |   |  |                                  |                          |                             |                              |
|---|---|--|----------------------------------|--------------------------|-----------------------------|------------------------------|
| TERMS<br><input type="checkbox"/> CASH<br><input type="checkbox"/> CHECK<br><input type="checkbox"/> CHARGE<br><input type="checkbox"/> CREDIT CARD | VEHICLE I.D. NO.<br><b>1GKFK16307J</b>  | YEAR/MAKE/MODEL<br><b>07/GMC/YUKON XL/4DR 4WD 1500</b> | PRODUCTION DATE                  | STOCK NO.                | LICENSE NO.                 | R.O. NO.<br><b>565026</b>    |
| SPECIFY   | CUSTOMER NO.<br><b>576831</b>   | SERVICE CONTRACT                                       | DELIVERY DATE<br><b>07/08/06</b> | DELIVERY MILES           | SELLING DEALER NO.          | R.O. DATE<br><b>09/27/10</b> |
| CALL WHEN VEHICLE IS READY<br><input type="checkbox"/> YES<br><input type="checkbox"/> NO   | MILWAUKEE, WI   | COLOR<br><b>PEWTER/</b>                                | CONTRACT NO.                     | EXPIRATION DATE          | EXPIRATION MILES            | TAG NO.<br><b>3087</b>       |
| APPOINTMENT<br><input type="checkbox"/> YES<br><input type="checkbox"/> NO  | RESIDENCE PHONE<br><b>414-801-9985</b>  | BUSINESS PHONE   | TURBO<br><b>N</b>                | M/MC<br><b>PNZZ</b>      | AIR COND.<br><b>Y</b>       | P.S.<br><b>Y</b>             |
|   | TIME RECEIVED<br><b>04:25pm</b>   | DATE/TIME PROMISED<br><b>09/27/10 07:00pm</b>          | TRANS<br><b>A</b>                | MILEAGE<br><b>79,844</b> | ADVISOR NO.<br><b>40079</b> | ADVISOR<br><b>JEFF MAIN</b>  |
|   | TERMS: STRICTLY CASH<br>I hereby authorize the repair work hereinfor set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. I ACKNOWLEDGE RECEIPT OF A COPY OF THIS AGREEMENT. I accept the terms of the Disclaimer of Warranty as shown on the face of this repair order. |  |                                  |                          |                             |                              |
|   | E# CERTIFIED: _____   |  |                                  |                          |                             |                              |
|   | CUSTOMER'S SIGNATURE _____  |  |                                  |                          |                             |                              |

|    |   |   |
|----|---|---|
| 5  | <b>W</b> 01PNZ MAINTENANCE<br>START OIL CONSUMPTION TEST.<br><i>right at fill mark</i>                                | MILEAGE OUT:<br>DO YOU WANT THE REPLACED PARTS YOU ARE ENTITLED TO? <input type="checkbox"/> YES <input type="checkbox"/> NO<br><input type="checkbox"/> This vehicle received without face to face customer contact.   |
| 6  | <b>C</b> 94PNZFREE27 FREE 27 POINT INSP<br>FREE 27 POINT MAINTENANCE INSPECTION                                       | ESTIMATED PRICE _____ NEW ESTIMATED COMPLETION DATE _____<br>SHOP REPRESENTATIVE SIGNATURE _____  |
| 7  | <b>W</b> 98PNZ CAR RENTAL<br>CUSTOMER TO PAY FOR RENTAL.<br><i>1038--38<br/>603500</i>                                | ADDITIONAL WORK AUTHORIZED BY: _____ NAME _____<br>DATE _____ TIME _____ AM _____ PM _____ NO CALLED _____ NEW TOTAL ESTIMATE _____   |
| 8  | <b>W</b> 73PNZ SQUEAKS & RATTLES<br>OWNER STATES THERES A SQUEELING NOISE FROM ENGINE.CHECK AND ADVISE.<br><i>NDF</i> | NOTICE: Customer is entitled to inspect or receive any components, parts or accessories replaced or removed by the shop.<br>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.   |
| 9  | <b>W</b> OWNER STATES INTERIOR DOOR HANDLES HAVE SHARP EDGES check & ADVISE.<br><i>ordered handles</i>                | 1. I request an estimate in writing before you begin repairs. _____<br>2. Please proceed with repairs, but call me before continuing if the price will exceed \$ _____<br>3. I do not want an estimate. _____   |
| 10 | <b>W</b> Recall / washer heater.  | "Any warranties on the products sold hereby are those made by the manufacturer. The seller, JOHN PAUL'S GREENFIELD PONTIAC BUICK GMC, INC., hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products."<br>"Motor vehicle repair trade 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 9911, Madison, Wisconsin 53706-0911." |



P.O. Box 20878 \* 3615 S. 108th Street

565026

Greenfield, WI 53228

Phone: (414) 545-7800

Fax: (414) 290-7162

RECOMMENDED SERVICES

| OPERATION     | OPERATION DESCRIPTION | MO/MI | TOTAL | OPERATION  | OPERATION DESCRIPTION | MO/MI | TOTAL |
|---------------|-----------------------|-------|-------|------------|-----------------------|-------|-------|
| 08PNZ0005     | ROTATE TIRES          | MI    |       | 01PNZ24CXK | WIPER BLADE INSERTS   | MI    |       |
| 01PNZ24GXX    | A/C INSPECTION        | MI    |       | 01PNZ24KXX | COOLING SYSTEM FLUSH  | MI    |       |
| 88PNZ06130CXX | SERPENTINE BELT REPL  | MI    |       | 01PNZ24FXK | W WHEEL ALIGN         | MI    |       |
| 18PNZ005      | SERVICE BRAKES        | MI    |       | 01PNZ24HXX | A/C SERVICE           | MI    |       |
| 01PNZ01AD     | POT HOLE SPECIAL      | MI    |       | 01PNZ01PC  | DESALT CARPETS        | MI    |       |

SERVICE HISTORY

| DATE     | REPAIR ORDER | MILEAGE | ADVISOR | TECHNICIAN | TYPE | OPERATION | OPERATION DESCRIPTION |
|----------|--------------|---------|---------|------------|------|-----------|-----------------------|
| 03/31/10 | 554061       | 75069   | 273     | 40060      | W    | 49PNZ     | SEAT & SEAT TRIM      |
|          |              |         |         | 40060      | W    | 26PNZ     | EMISSION CONTROLS     |
|          |              |         |         | 40060      | W    | 43PNZ     | ELECTRICAL SYSTEM     |
|          |              |         |         | 40060      | C    | 08PNZ     | WHEELS & TIRES        |
|          |              |         |         | 40060      | C    | 54PNZ     | EXTERIOR TRIM         |
|          |              |         |         | 40060      | C    | 01PNZ     | MAINTENANCE           |

SALESPERSON NO.

SERVICE

STATE REG# 3

|   |   |  |                                  |                          |                             |                              |
|---|---|--|----------------------------------|--------------------------|-----------------------------|------------------------------|
| TERMS<br><input type="checkbox"/> CASH<br><input type="checkbox"/> CHECK<br><input type="checkbox"/> CHARGE<br><input type="checkbox"/> CREDIT CARD | VEHICLE I.D. NO.<br><b>1GKFK16307J</b>  | YEAR/MAKE/MODEL<br><b>07/GMC/YUKON XL/4DR 4WD 1500</b> | PRODUCTION DATE                  | STOCK NO.                | LICENSE NO.                 | R.O. NO.<br><b>565026</b>    |
|   |   | DISTRICT NO.<br><b>576831</b>                          | DELIVERY DATE<br><b>07/08/06</b> | DELIVERY MILES           | SELLING DEALER NO.          | R.O. DATE<br><b>09/27/10</b> |
|   | MILWAUKEE, WI   | COLOR<br><b>PEWTER/</b>                                | CONTRACT NO.                     | EXPIRATION DATE          | EXPIRATION MILES            | TAG NO.<br><b>3087</b>       |
| SPECIFY   | RESIDENCE PHONE   | BUSINESS PHONE   | TURBO<br><b>N</b>                | M/MC<br><b>PNZZ</b>      | AIR COND.<br><b>Y</b>       | P.S.<br><b>Y</b>             |
| CALL WHEN VEHICLE IS READY<br><input type="checkbox"/> YES<br><input checked="" type="checkbox"/> NO  | TIME RECEIVED<br><b>04:25pm</b>   | DATE/TIME PROMISED<br><b>09/27/10 07:00pm</b>          | TRANS<br><b>A</b>                | MILEAGE<br><b>79,844</b> | ADVISOR NO.<br><b>40079</b> | ADVISOR<br><b>JEFF MAIN</b>  |
| APPOINTMENT<br><input type="checkbox"/> YES<br><input checked="" type="checkbox"/> NO   | TERMS: STRICTLY CASH<br>I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle here-in described on streets, highways, or elsewhere of the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. I ACKNOWLEDGE RECEIPT OF A COPY OF THIS AGREEMENT, I accept the terms of the Disclaimer of Warranty as shown on the face of this repair order. |  |                                  |                          |                             |                              |
|   | E# CERTIFIED  |  |                                  |                          |                             |                              |
|   | CUSTOMER SIGNATURE  |  |                                  |                          |                             |                              |

9+ **W 50PNZ** INTERIOR TRIM  
ALL INSIDE DOOR HANDLES PEELING.  
*ordered handles 092310*

10+ **W 99PNZ10153** HEATED WASHER REMOVE  
CAMPAIGN 10153: HEATED WINDSHIELD WASHER MODULE SHORT  
CIRCUIT, PERMANENTLY DISABLE AND REMOVE MODULE.  
(V2281 0.3, (0.2 ADMIN))  
*performed repair*

MILEAGE OUT:

DO YOU WANT THE REPLACED PARTS YOU ARE ENTITLED TO?  YES  NO

This vehicle received without face to face customer contact.

ESTIMATED PRICE: \_\_\_\_\_ NEW ESTIMATED COMPLETION DATE: \_\_\_\_\_

SHOP REPRESENTATIVE SIGNATURE: \_\_\_\_\_

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

DATE: \_\_\_\_\_ TIME: \_\_\_\_\_ A.M. / P.M. NO. CALLED: \_\_\_\_\_ NEW TOTAL ESTIMATE: \_\_\_\_\_

NOTICE: Customer is entitled to inspect or receive any components, parts or accessories replaced or removed by the shop.

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. \_\_\_\_\_

"Any warranties on the products sold hereby are those made by the manufacturer. The seller, JOHN PAUL'S GREENFIELD PONTIAC BUICK GMC, INC., hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products."

"Motor vehicle repair trade practices are regulated by chapter ATCP 182, 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."

Quest Graphics, LLC. www.QuestGraphic.com

265/70R17

88926372

WHEELS / Factory

150.00 each  
4.00 each 2.0

616.00

60.00

676.00

(NEEDS PRICE ON TIRES)

TPS sensor front

Clean head area

1.0

Front pads

25910431

149.95

1.8

108.00

Front rotors

19241834

79.95 each

rear pads

25949454

149.95

1.8

108.00

rear rotors

19241843

79.95 each

02/27/2005 16:50 14142907162  
 GREENFIELD SERVICE  
 PAGE 26

TPS

*[Handwritten signature]*

Water heater & boiler

*[Handwritten signature]*



| CONTRACT NO. 12345678  |                | MOTOR VEHICLE RENTAL AGREEMENT  |                                       |              |  |         |  |       |          |  |  |       |       |         |       |       |    |          |    |        |    |           |    |  |    |     |    |       |    |          |    |
|--|----------------|---|---------------------------------------|--------------|--|---------|--|-------|----------|--|--|-------|-------|---------|-------|-------|----|----------|----|--------|----|-----------|----|--|----|-----|----|-------|----|----------|----|
| CUSTOMER NAME  | AGE            | DEALER NAME (FIRM, INC)   |                                       |              |  |         |  |       |          |  |  |       |       |         |       |       |    |          |    |        |    |           |    |  |    |     |    |       |    |          |    |
| ADDRESS  |                | ADDRESS   |                                       |              |  |         |  |       |          |  |  |       |       |         |       |       |    |          |    |        |    |           |    |  |    |     |    |       |    |          |    |
| CITY   | ZIP CODE       | CITY, STATE, ZIP  |                                       |              |  |         |  |       |          |  |  |       |       |         |       |       |    |          |    |        |    |           |    |  |    |     |    |       |    |          |    |
| RESIDENCE PHONE  | BUSINESS PHONE | TELEPHONE NO.   |                                       |              |  |         |  |       |          |  |  |       |       |         |       |       |    |          |    |        |    |           |    |  |    |     |    |       |    |          |    |
| DRIVER'S LICENSE NO.   | EXPIR. DATE    | RENTAL VEHICLE IDENT. NO.   | LICENSE NO.                           |              |  |         |  |       |          |  |  |       |       |         |       |       |    |          |    |        |    |           |    |  |    |     |    |       |    |          |    |
| LOCAL CONTACT OR ADDRESS   | PHONE          | YEAR-MARK   | MODEL AND COLOR                       |              |  |         |  |       |          |  |  |       |       |         |       |       |    |          |    |        |    |           |    |  |    |     |    |       |    |          |    |
| EMPLOYER'S NAME  |                | ODOMETER IN   | DATE AND TIME IN                      |              |  |         |  |       |          |  |  |       |       |         |       |       |    |          |    |        |    |           |    |  |    |     |    |       |    |          |    |
| EMPLOYER'S ADDRESS   | PHONE          | ODOMETER OUT  | DATE AND TIME OUT                     |              |  |         |  |       |          |  |  |       |       |         |       |       |    |          |    |        |    |           |    |  |    |     |    |       |    |          |    |
| CITY   | STATE ZIP CODE | MILES RENTED  | DATE, TIME AND EXPIRATION OF CONTRACT |              |  |         |  |       |          |  |  |       |       |         |       |       |    |          |    |        |    |           |    |  |    |     |    |       |    |          |    |
| <b>YOUR LIABILITY FOR DAMAGE TO RENTED VEHICLE</b>   |                | <b>OTHER TERMS</b>  |                                       |              |  |         |  |       |          |  |  |       |       |         |       |       |    |          |    |        |    |           |    |  |    |     |    |       |    |          |    |
| <input type="checkbox"/> <b>DAMAGE WAIVER OFFERED</b><br>RATES: \$ _____ Per Day \$ _____ Per Week<br>Read the separate "Notice About Liability for Damage to the Rental Car" that will be given to you before you sign this Agreement. Then indicate whether or not you want to purchase the damage waiver at the rate stated above by initialing the appropriate box below. If you do not purchase the damage waiver, you and any authorized driver will be liable for physical and mechanical damage to the Rented Vehicle as specified in paragraph 3A on the other side of this Agreement. If you purchase the damage waiver, you or any authorized driver will be liable for damage only under the circumstances stated in paragraph 3B on the other side of this Agreement. |                | EXTEND TO _____   |                                       |              |  |         |  |       |          |  |  |       |       |         |       |       |    |          |    |        |    |           |    |  |    |     |    |       |    |          |    |
| <input checked="" type="checkbox"/> <b>Will Purchase</b><br><input checked="" type="checkbox"/> <b>Will Not Purchase</b>   |                | <table border="1"> <thead> <tr> <th colspan="2">RENTAL RATES</th> <th colspan="2">CHARGES</th> </tr> <tr> <th>HOURS</th> <th>PER HOUR</th> <th></th> <th></th> </tr> </thead> <tbody> <tr> <td>1 DAY</td> <td>\$ 17</td> <td>PER DAY</td> <td>\$ 17</td> </tr> <tr> <td>WEEKS</td> <td>\$</td> <td>PER WEEK</td> <td>\$</td> </tr> <tr> <td>MONTHS</td> <td>\$</td> <td>PER MONTH</td> <td>\$</td> </tr> <tr> <td></td> <td>\$</td> <td>PER</td> <td>\$</td> </tr> <tr> <td>MILES</td> <td>\$</td> <td>PER MILE</td> <td>\$</td> </tr> </tbody> </table>        |                                       | RENTAL RATES |  | CHARGES |  | HOURS | PER HOUR |  |  | 1 DAY | \$ 17 | PER DAY | \$ 17 | WEEKS | \$ | PER WEEK | \$ | MONTHS | \$ | PER MONTH | \$ |  | \$ | PER | \$ | MILES | \$ | PER MILE | \$ |
| RENTAL RATES   |                | CHARGES   |                                       |              |  |         |  |       |          |  |  |       |       |         |       |       |    |          |    |        |    |           |    |  |    |     |    |       |    |          |    |
| HOURS  | PER HOUR       |   |                                       |              |  |         |  |       |          |  |  |       |       |         |       |       |    |          |    |        |    |           |    |  |    |     |    |       |    |          |    |
| 1 DAY  | \$ 17          | PER DAY   | \$ 17                                 |              |  |         |  |       |          |  |  |       |       |         |       |       |    |          |    |        |    |           |    |  |    |     |    |       |    |          |    |
| WEEKS  | \$             | PER WEEK  | \$                                    |              |  |         |  |       |          |  |  |       |       |         |       |       |    |          |    |        |    |           |    |  |    |     |    |       |    |          |    |
| MONTHS   | \$             | PER MONTH   | \$                                    |              |  |         |  |       |          |  |  |       |       |         |       |       |    |          |    |        |    |           |    |  |    |     |    |       |    |          |    |
|  | \$             | PER   | \$                                    |              |  |         |  |       |          |  |  |       |       |         |       |       |    |          |    |        |    |           |    |  |    |     |    |       |    |          |    |
| MILES  | \$             | PER MILE  | \$                                    |              |  |         |  |       |          |  |  |       |       |         |       |       |    |          |    |        |    |           |    |  |    |     |    |       |    |          |    |
| <input type="checkbox"/> <b>DAMAGE WAIVER NOT OFFERED</b><br>You and any authorized driver will be liable for physical and mechanical damage to the Rented Vehicle as specified in paragraph 3A on the other side of this Agreement.   |                | TOTAL MILEAGE AND RENTAL CHARGES \$ _____   |                                       |              |  |         |  |       |          |  |  |       |       |         |       |       |    |          |    |        |    |           |    |  |    |     |    |       |    |          |    |
| <input type="checkbox"/> <b>DEALER DEDUCTIBLE LIMIT APPLIES</b><br>If this box is marked and paragraph 3A applies to you, your liability for physical and mechanical damage to the Rented Vehicle is limited to the deductible under our insurance in the amount of \$ _____. If this section is not marked or no amount is inserted in the preceding blank, there is no limit on your liability for vehicle damage, except as provided in paragraph 3A.   |                | DAMAGE WAIVER \$ _____  |                                       |              |  |         |  |       |          |  |  |       |       |         |       |       |    |          |    |        |    |           |    |  |    |     |    |       |    |          |    |
| <b>LIABILITY INSURANCE</b>   |                | SUBTOTAL \$ _____   |                                       |              |  |         |  |       |          |  |  |       |       |         |       |       |    |          |    |        |    |           |    |  |    |     |    |       |    |          |    |
| Neither we nor our insurer will be liable for any sums that you or any driver of the Rented Vehicle must pay as damages because of bodily injury or property damage resulting from the operation of the Rented Vehicle, except as follows: The limit of our insurer's liability insurance coverage for you or an authorized driver will not exceed the minimum limit required by any applicable compulsory or financial responsibility law and any such coverage is in excess over any other collectible insurance, whether primary, excess or contingent.   |                | SALES TAX \$ _____  |                                       |              |  |         |  |       |          |  |  |       |       |         |       |       |    |          |    |        |    |           |    |  |    |     |    |       |    |          |    |
| <b>REMARKS:</b>  |                | FUEL GALLONS \$ _____ PER GALLON \$ _____   |                                       |              |  |         |  |       |          |  |  |       |       |         |       |       |    |          |    |        |    |           |    |  |    |     |    |       |    |          |    |
| 1. I hereby acknowledge that I have read and understand the terms and conditions of this Agreement.<br>2. I hereby acknowledge that I am not a resident of this state.<br>3. I hereby acknowledge that I am not a resident of this state.  |                | TOTAL CHARGES \$ _____  |                                       |              |  |         |  |       |          |  |  |       |       |         |       |       |    |          |    |        |    |           |    |  |    |     |    |       |    |          |    |
| <b>ADDITIONAL AUTHORIZED DRIVERS</b>   |                | LESS DEPOSIT \$ _____   |                                       |              |  |         |  |       |          |  |  |       |       |         |       |       |    |          |    |        |    |           |    |  |    |     |    |       |    |          |    |
| Only you and, with your express consent, the persons listed below may operate the Rented Vehicle. By signing this Agreement, you are expressly representing that you and each person listed below are licensed as required by law to operate the Rented Vehicle and are 21 years of age or older.  |                | BALANCE DUE \$ _____  |                                       |              |  |         |  |       |          |  |  |       |       |         |       |       |    |          |    |        |    |           |    |  |    |     |    |       |    |          |    |
| Name _____ Age _____   |                | CASH REFUND \$ _____  |                                       |              |  |         |  |       |          |  |  |       |       |         |       |       |    |          |    |        |    |           |    |  |    |     |    |       |    |          |    |
| Drivers License No. _____  |                | <b>WARNING:</b>   |                                       |              |  |         |  |       |          |  |  |       |       |         |       |       |    |          |    |        |    |           |    |  |    |     |    |       |    |          |    |
| Name _____ Age _____   |                | <ul style="list-style-type: none"> <li>Read carefully all provisions on the reverse side. They are part of this Agreement.</li> <li>You are responsible for all traffic violations and must turn in all summonses upon check in.</li> <li>Report all accidents immediately.</li> </ul>  |                                       |              |  |         |  |       |          |  |  |       |       |         |       |       |    |          |    |        |    |           |    |  |    |     |    |       |    |          |    |
| Drivers License No. _____  |                | I have read and agree to all terms and conditions on both sides of this Agreement. I authorize you to process a credit card voucher, if any, in my name for any charges owed to you. [Note: If Agreement pertains to a private passenger vehicle being rented (other than for use while customer's own vehicle, or one customer has agreed to purchase, is being serviced, repaired, manufactured or delivered), a credit card may be used for payment for damage only if authorized by customer after the amount of customer's liability has been determined.] |                                       |              |  |         |  |       |          |  |  |       |       |         |       |       |    |          |    |        |    |           |    |  |    |     |    |       |    |          |    |
| CREDIT REFERENCE \$ _____  |                | <b>THIS AGREEMENT SHOULD NOT EXCEED A 90 DAY PERIOD.</b>  |                                       |              |  |         |  |       |          |  |  |       |       |         |       |       |    |          |    |        |    |           |    |  |    |     |    |       |    |          |    |
| CREDIT CARD NO. _____  |                | Rental Agreement Prepared By _____ Date _____   |                                       |              |  |         |  |       |          |  |  |       |       |         |       |       |    |          |    |        |    |           |    |  |    |     |    |       |    |          |    |
| OTHER _____  |                | Customer Signature _____ Date _____   |                                       |              |  |         |  |       |          |  |  |       |       |         |       |       |    |          |    |        |    |           |    |  |    |     |    |       |    |          |    |

GCCS565026

GCCS565026

|                               |  |                                  |                                 |                                  |
|-------------------------------|--|----------------------------------|---------------------------------|----------------------------------|
| CUSTOMER No.<br><b>576831</b> | ADVISOR<br><b>JEFF MAIN</b>                                | TAG No.<br><b>40079</b>          | INVOICE DATE<br><b>09/28/10</b> | INVOICE No.<br><b>GCCS565026</b> |
|                               | LABOR RATE   | LICENSE No.                      | MILEAGE<br><b>79,844</b>        | COLOR<br><b>PEWTER/</b>          |
| MILWAUKEE, WI                 | YEAR / MAKE / MODEL<br><b>07/GMC/YUKON XL/4DR 4WD 1500</b> | DELIVERY DATE<br><b>07/08/06</b> | DELIVERY MILES                  |                                  |
|                               | VEHICLE I.D. No.<br><b>1GKEK16307J</b>                     | SELLING DEALER NO.               | PRODUCTION DATE                 |                                  |
|                               | F. T. E. No.   | P. O. No.                        | R. O. DATE<br><b>09/27/10</b>   |                                  |
| BUSINESS PHONE                | COMMENTS<br><b>E# CERTIFIED</b>                            |                                  |                                 |                                  |

| LABOR & PARTS   | QTY | FP-NUMBER | DESCRIPTION   | UNIT PRICE                  | WARRANTY |
|---|-----|-----------|---------------|-----------------------------|----------|
| J# 1 21PNZ0030 ANALYZE OIL LEAK<br>OWNER STATES THERES OIL LEAKING FROM UNDERSIDE OF ENGINE<br>AREA LEFT FRONT AREA.<br>NO LEAKS DETECTED.  |     |           | TECH(S):40072 | 0.00                        |          |
| PARTS-----  |     |           |               | JOB # 1 TOTAL PARTS         | 0.00     |
|   |     |           |               | JOB # 1 TOTAL LABOR & PARTS | 0.00     |
| J# 2 08PNZ0027 TIRE LEAK<br>LEFT REAR TIRE LOOSING AIR. NYTROGIN IN TIRE<br>TIRE LEAKING AT RIM SEAL<br>DISMOUNT WHEEL CLEAN RIM AND RESEAL   |     |           | TECH(S):40072 | 0.00                        | WARRANTY |
| PARTS-----  |     |           |               | JOB # 2 TOTAL PARTS         | 0.00     |
|   |     |           |               | JOB # 2 TOTAL LABOR & PARTS | 0.00     |
| J# 3 08PNZ0620 MISC. TIRE & WHEELS<br>TIRE LEAKS RIGHT FRONT LOOSING AIR<br>INSPECT AND DIAGNOSE. TIRE PRESSURE SENSOR LEAKING.<br>REPLACE TIRE PRESSURE SENSOR.                                  |     |           | TECH(S):40072 | 0.00                        | WARRANTY |
| PARTS-----  |     |           |               | JOB # 3 TOTAL PARTS         | 0.00     |
| JOB # 3 1 25920615  |     |           | SENSOR 5.890  | 0.00                        | WARRANTY |
|   |     |           |               | JOB # 3 TOTAL LABOR & PARTS | 0.00     |
| J# 4 01PNZ1895 ECONOMY OIL CHANGE<br>ECONOMY LUBE, OIL & FILTER CHANGE<br>USE CUSTOMERS OIL<br>MAINTENANCE<br>CHANGE OIL & FILTER, TOP OFF FLUIDS, PERFORM MULTI-POINT<br>INSPECTION.             |     |           | TECH(S):40072 | 9.47                        |          |
| PARTS-----  |     |           |               | JOB # 4 TOTAL PARTS         | 9.47     |
| JOB # 4 1 89017524  |     |           | FILTER 1.836  | 9.47                        |          |
|   |     |           |               | JOB # 4 TOTAL LABOR & PARTS | 18.95    |
| J# 5 01PNZ MAINTENANCE<br>START OIL CONSUMPTION TEST.<br>START OIL CONSUMPTION TEST. CUSTOMER TO RETURN EVERY 500<br>MILE FOR OIL LEVEL INSPECTION AND DOCUMENTATION. CUSTOMER<br>NOT TO ADD OIL. |     |           | TECH(S):40072 | 0.00                        |          |

> ECONOMY CHANGE DOES NOT INCLUDE BUY 4 GET 1 FREE PROGRAM <

GCCS565026

GCCS565026

|                               |  |                         |                                  |                                  |
|-------------------------------|--|-------------------------|----------------------------------|----------------------------------|
| CUSTOMER No.<br><b>576831</b> | ADVISOR<br><b>JEFF MAIN</b>                                | TAG No.<br><b>40079</b> | INVOICE DATE<br><b>09/28/10</b>  | INVOICE No.<br><b>GCCS565026</b> |
|                               | LABOR RATE   | LICENSE No.             | MILEAGE<br><b>79,844</b>         | COLOR<br><b>PEWTER/</b>          |
|                               | YEAR / MAKE / MODEL<br><b>07/GMC/YUKON XL/4DR 4WD 1500</b> |                         | DELIVERY DATE<br><b>07/08/06</b> | DELIVERY MILES                   |
| MILWAUKEE, WI                 | VEHICLE I.D. No.<br><b>1GKFK16307J</b>                     |                         | SELLING DEALER NO.               | PRODUCTION DATE                  |
|                               | F. T. E. No.   | P. O. No.               | R.O. DATE<br><b>09/27/10</b>     |                                  |
| BUSINESS PHONE                | COMMENTS<br><b>E# CERTIFIED</b>                            |                         |                                  |                                  |

| PARTS   | QTY    | FP-NUMBER         | DESCRIPTION   | UNIT PRICE |
|---------|--------|-------------------|---|------------|
|         |        |                   | JOB # 5 TOTAL PARTS   | 0.00       |
|         |        |                   | JOB # 5 TOTAL LABOR & PARTS   | 0.00       |
| J# 6    | 94PNZ  | FREE 27           | FREE 27 POINT INSP<br>FREE 27 POINT MAINTENANCE INSPECTION<br>INSPECT VEHICLE PER 27 POINT FORM AND ADVISE CUSTOMER   | 0.00       |
|         |        |                   | JOB # 6 TOTAL PARTS   | 0.00       |
|         |        |                   | JOB # 6 TOTAL LABOR & PARTS   | 0.00       |
| J# 7    | 98PNZ  | CAR RENTAL        | GM TO COVER RENTAL  | 0.00       |
|         |        |                   | JOB # 7 TOTAL PARTS   | 0.00       |
|         |        |                   | JOB # 7 TOTAL LABOR & PARTS   | 0.00       |
| J# 8    | 73PNZ  | SQUEAKS & RATTLES | OWNER STATES THERES A SQUEELING NOISE FROM ENGINE.CHECK AND ADVISE.<br>NO ABNORMAL NOISE HEARD FROM ENGINE AREA.<br>UNABLE TO VERIFY CUSTOMERS CONCERN.                       | 0.00       |
|         |        |                   | JOB # 8 TOTAL PARTS   | 0.00       |
|         |        |                   | JOB # 8 TOTAL LABOR & PARTS   | 0.00       |
| J# 9    | 450PNZ | INTERIOR TRIM     | ALL INSIDE DOOR HANDLES PEELING.<br>NESSEARY TO SPECIAL ORDER HANDLE KITS AS PER SPECIAL POLICY 09239A  | 0.00       |
| JOB # 9 | 0      | 88880051          | HANDLE KI 16.346  | 20.39      |
|         |        |                   | PART ON SPECIAL ORDER<br>** QUANTITY 1 IS SPECIAL ORDERED **  |            |
| JOB # 9 | 0      | 88880051          | HANDLE KI 16.346  | 20.39      |
|         |        |                   | PART ON SPECIAL ORDER<br>** QUANTITY 1 IS SPECIAL ORDERED **  |            |
|         |        |                   | JOB # 9 TOTAL PARTS   | 0.00       |
|         |        |                   | JOB # 9 TOTAL LABOR & PARTS   | 0.00       |
| J# 10   | 99PNZ  | 10153             | HEATED WASHER REMOVE<br>CAMPAIGN 10153: HEATED WINDSHIELD WASHER MODULE SHORT CIRCUIT, PERMANENTLY DISABLE AND REMOVE MODULE.<br>(V2281 0.3 (0.2 ADMIN))<br>FACTORY CAMPAIGN. | 0.00       |

**GCCS565026**

**GCCS565026**

|  |  |  |                         |                                  |                                  |
|--|--|--|-------------------------|----------------------------------|----------------------------------|
| CUSTOMER No. <b>576831</b>                           |  | ADVISOR<br><b>JEFF MAIN</b>                                      | TAG No.<br><b>40079</b> | INVOICE DATE<br><b>09/28/10</b>  | INVOICE No.<br><b>GCCS565026</b> |
| [REDACTED]   |  | LABOR RATE [REDACTED]  | MILEAGE<br><b>3087</b>  | COLOR<br><b>PEWTER/</b>          | STOCK No.                        |
| MILWAUKEE, WI [REDACTED]                             |  | YEAR / MAKE / MODEL<br><b>07 / GMC / YUKON XL / 4DR 4WD 1500</b> | <b>79,844</b>           | DELIVERY DATE<br><b>07/08/06</b> | DELIVERY MILES                   |
| RESIDENCE PHONE [REDACTED] BUSINESS PHONE [REDACTED] |  | VEHICLE I.D. No.<br><b>1 G K E K 1 6 3 0 7 1</b>                 | [REDACTED]              | SELLING DEALER NO.               | PRODUCTION DATE                  |
| [REDACTED]   |  | F. T. E. No.   | P.O. No.                | R.O. DATE<br><b>09/27/10</b>     |                                  |
| COMMENTS<br><b>E# CERTIFIED</b>                      |  |  |                         |                                  |                                  |

WINDSHIELD WASHER SOLVENT HEATER ASSEMBLY REMOVAL AND  
ISSUE \$100.00 CHECK TO CUSTOMER (VIA MAIL) AS PER  
CAMPAIGN 10153.

| PARTS | QTY | FP-NUMBER | DESCRIPTION                  | UNIT PRICE |
|-------|-----|-----------|------------------------------|------------|
|       |     |           | JOB # 10 TOTAL PARTS         | 0.00       |
|       |     |           | JOB # 10 TOTAL LABOR & PARTS | 0.00       |

| MISC    | CODE | DESCRIPTION              | CONTROL NO   |          |
|---------|------|--------------------------|--------------|----------|
| JOB # A | HW   | ENVIRONMENTAL COMPLIANCE |              | 1.00     |
| JOB # 3 | RE   | RENTAL CAR               |              | WARRANTY |
|         |      |                          | 565026       | 1.00     |
|         |      |                          | TOTAL - MISC | 1.00     |

ESTIMATE  
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING  
ORIGINAL ESTIMATE OF \$22.00 (+TAX)  
TOTALS

|   |                         |              |
|---|-------------------------|--------------|
| PARTS DESIGNATED WITH AN ASTERISK (*) INDICATES LIFETIME<br>GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS.<br>IF YOU HAVE ANY QUESTIONS REGARDING G.M. GOODWRENCH SERVICE<br>PLUS PLEASE SEE YOUR SERVICE ADVISOR. | TOTAL LABOR....         | 9.48         |
|   | TOTAL PARTS....         | 9.47         |
|   | TOTAL SUBLET...         | 0.00         |
|   | TOTAL G.O.G....         | 0.00         |
|   | TOTAL MISC CHG.         | 1.00         |
|   | TOTAL MISC DISC         | 0.00         |
|   | TOTAL TAX.....          | 1.12         |
|   | <b>TOTAL INVOICE \$</b> | <b>21.07</b> |

[REDACTED]  
CUSTOMER SIGNATURE



P.O. Box 20878 • 3615 S. 108th Street

Greenfield, WI 53228

Phone: (414) 545-7000

Fax: (414) 290-7162

554061

RECOMMENDED SERVICES

| OPERATION  | OPERATION DESCRIPTION   | MO/MI                      | TOTAL | OPERATION   | OPERATION DESCRIPTION   | MO/MI                      | TOTAL |
|--|---|----------------------------|-------|---|---|----------------------------|-------|
| 08PNZ000<br>01PNZ24CXX<br>01PNZ24KXX<br>01PNZ24RXX<br>01PNZ24HXX | ROTATE TIRES<br>WIPER BLADE INSERTS<br>COOLING SYSTEM FLUSH<br>4 WHEEL ALIGN<br>A/C SERVICE | MI<br>MI<br>MI<br>MI<br>MI |       | 01PNZ30KXX<br>01PNZ24GXX<br>38PNZ06130CXX<br>18PNZ005<br>01PNZ6K7XX | 30K W/ ALIGNMENT<br>A/C INSPECTION<br>SERPT BELT V-6<br>SERVICE BRAKES<br>6-K SERVICE | MI<br>MI<br>MI<br>MI<br>MI |       |

SERVICE HISTORY

| DATE | REPAIR ORDER | MILEAGE | ADVISOR | TECHNICIAN | TYPE | OPERATION | OPERATION DESCRIPTION |
|------|--------------|---------|---------|------------|------|-----------|-----------------------|
|      |              |         |         |            |      |           |                       |

SALESPERSON NO.

SERVICE

STATE REG# 3

|   |  |  |   |                                  |  |                        |
|---|--|--|---|----------------------------------|--|------------------------|
| TERMS<br><input type="checkbox"/> CASH<br><input type="checkbox"/> CHECK<br><input type="checkbox"/> CHARGE<br><input type="checkbox"/> CREDIT CARD | VEHICLE I.D. NO.<br><b>1GKFK16307J</b> | YEAR/MAKE/MODEL<br><b>07/GMC/YUKON XL/4DR 4WD 1500</b> | PRODUCTION DATE                               | STOCK NO.                        | LICENSE NO.<br><b>554061</b>   | R.O. NO.               |
|   |  | CUSTOMER NO.<br><b>576831</b>                          | SERVICE CONTRACT                              | DELIVERY DATE<br><b>07/08/06</b> | DELIVERY MILES   | SELLING DEALER NO.     |
|   | MILWAUKEE, WI                          | COLOR<br><b>PEWTER/</b>                                | CONTRACT NO.                                  | EXPIRATION DATE                  | EXPIRATION MILES   | TAG NO.<br><b>2045</b> |
| SPECIFY   |  | TURBO<br><b>N</b>                                      | MMR<br><b>PNZZ</b>                            | AIR COND<br><b>Y</b>             | P.S.<br><b>Y</b>   | TRANS<br><b>A</b>      |
| CALL WHEN VEHICLE IS READY<br><input type="checkbox"/> YES<br><input type="checkbox"/> NO   | BUSINESS PHONE                         | MILEAGE<br><b>75,069</b>                               | ADVISOR NO.<br><b>273</b>                     | ADVISOR<br><b>STEVEN BUCZAK</b>  | TERMS: STRICTLY CASH<br>I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of the repair bill as shown on invoice. |                        |
| APPOINTMENT<br><input checked="" type="checkbox"/> YES<br><input type="checkbox"/> NO   | # CERTIFIED                            | TIME RECEIVED<br><b>03:53pm</b>                        | DATE/TIME PROMISED<br><b>04/01/10 07:00pm</b> | PRIORITY                         | AGREEMENT. I accept the terms of the Disclaimer of Warranty  |                        |

| ORIGINAL CUSTOMER ESTIMATE | PARTS | LABOR | TOTAL |
|----------------------------|-------|-------|-------|
| X                          | 0.00  | 0.00  | 0.00  |

COMMENTS:  
CERTIFIED

**W 49PNZ SEAT & SEAT TRIM** *40060*  
POWER SEAT IS INOP, CENTER ROW LEFT  
COMPL CODE : 0590  
DESCRIPTION: Features/Controls/Displays - Other issues  
*Diag and repaired Binding seat support and adjusted  
quilted stitching, Re-test etc*

**W 26PNZ EMISSION CONTROLS** *41260 1-1*  
CUSTOMER STATES THE CHECK ENGINE LIGHT STAYS ON  
COMPL CODE : 0321  
DESCRIPTION: Engine/Fuel/Exhaust - "Check Engine" Light  
*Story on Brkly! Ken Zone Rep Oked.*

**W 43PNZ ELECTRICAL SYSTEM** *E 7691 (8)*  
STABILITY AND TRACTION LIGHT COME ON  
COMPL CODE : 0390  
DESCRIPTION: Engine/Fuel/Exhaust - Other issues  
*Scan test DTC C0455 stored Diag and Re-test  
steering wheel resistor sensor, clean DTC and Re-test  
etc*

MILEAGE OUT:

DO YOU WANT THE REPLACED PARTS YOU ARE ENTITLED TO?  YES  NO

This vehicle received without face to face customer contact.

ESTIMATED PRICE: \_\_\_\_\_ NEW ESTIMATED COMPLETION DATE: \_\_\_\_\_

SHOP REPRESENTATIVE SIGNATURE: \_\_\_\_\_

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

DATE: \_\_\_\_\_ TIME: \_\_\_\_\_ A.M. / P.M. NO. CALLED: \_\_\_\_\_ NEW TOTAL ESTIMATE: \_\_\_\_\_

NOTICE: Customer is entitled to inspect or receive any components, parts or accessories replaced or removed by the shop.

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 \$ \_\_\_\_\_

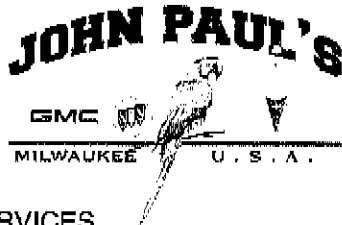
3. I do not want an estimate.

"Any warranties on the products sold hereby are those made by the manufacturer. The seller, JOHN PAUL'S GREENFIELD PONTIAC BUICK GMC, INC., hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products."

"Motor vehicle repair trade 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."

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 Greenfield, WI 53228  
 Phone: (414) 545-7000  
 Fax: (414) 290-7162

554061

024061

RECOMMENDED SERVICES

| OPERATION   | OPERATION DESCRIPTION   | MO/MI                      | TOTAL | OPERATION  | OPERATION DESCRIPTION   | MO/MI                      | TOTAL |
|---|---|----------------------------|-------|--|---|----------------------------|-------|
| 08PNZ0005<br>01PNZ24CXX<br>01PNZ24KXX<br>01PNZ24FXX<br>01PNZ24HXX | ROTATE TIRES<br>WIPER BLADE INSERTS<br>COOLING SYSTEM FLUSH<br>4 WHEEL ALIGN<br>A/C SERVICE | MI<br>MI<br>MI<br>MI<br>MI |       | 01PNZ30KXX<br>01PNZ24GXX<br>38PNZ06130CXX<br>18PNZ005<br>01PNZ26K7XX | 30K W/ ALIGNMENT<br>A/C INSPECTION<br>SERPT BELT V-6<br>SERVICE BRAKES<br>6-K SERVICE | MI<br>MI<br>MI<br>MI<br>MI |       |

SERVICE HISTORY

| DATE | REPAIR ORDER | MILEAGE | ADVISOR | TECHNICIAN | TYPE | OPERATION | OPERATION DESCRIPTION |
|------|--------------|---------|---------|------------|------|-----------|-----------------------|
|      |              |         |         |            |      |           |                       |

SALESPERSON NO.

**S E R V I C E**

STATE REG# 3: 554061

|   |  |  |                                    |                                  |                            |                                  |
|---|--|--|------------------------------------|----------------------------------|----------------------------|----------------------------------|
| TERMS<br><input type="checkbox"/> CASH<br><input type="checkbox"/> CHECK<br><input type="checkbox"/> CHARGE<br><input type="checkbox"/> CREDIT CARD | VEHICLE I.D. NO.<br><b>1GKFK16307J</b> | YEAR/MAKE/MODEL<br><b>07/GMC/YUKON XL/4DR 4WD 1500</b> | PRODUCTION DATE<br><b>07/08/06</b> | STOCK NO.                        | LICENSE NO.<br><b>2045</b> | R.O. NO.                         |
| MILWAUKEE, WI   |  | CUSTOMER NO.<br><b>576831</b>                          | SERVICE CONTRACT                   | DELIVERY DATE<br><b>07/08/06</b> | DELIVERY MILES             | SELLING DEALER NO.               |
| SPECIFY   |  | COLOR<br><b>PEWTER/</b>                                |                                    | CONTRACT NO.                     | EXPIRATION DATE            | EXPIRATION MILES                 |
| CALL WHEN VEHICLE IS READY<br><input type="checkbox"/> YES<br><input type="checkbox"/> NO   | REFERENCE PHONE                        | BUSINESS PHONE   | TURBO<br><b>N</b>                  | MMVC<br><b>Y</b>                 | AIR COND.<br><b>Y</b>      | P.S.<br><b>Y</b>                 |
| APPOINTMENT<br><input checked="" type="checkbox"/> YES<br><input type="checkbox"/> NO   | TIME RECEIVED<br><b>03:53pm</b>        | DATE/TIME PROMISED<br><b>04/01/10 07:00pm</b>          | TRANS<br><b>A</b>                  | MILEAGE<br><b>75,069</b>         | ADVISOR NO.<br><b>273</b>  | ADVISOR<br><b>STEVEN BIJCZAK</b> |
| APPOINTMENT   |  | # CERTIFIED  |                                    | TERMS: STRICTLY CASH             |                            |                                  |

I hereby authorize the repair work hereinafter set forth to be done along with the necessary materials and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. I ACKNOWLEDGE RECEIPT OF A COPY OF THIS AGREEMENT. I accept the terms of the Disclaimer of Warranty as shown on the face of this repair order.

CUSTOMER'S SIGNATURE: \_\_\_\_\_

|   |  |                           |   |
|---|--|---------------------------|---|
| 4 | <b>W</b> 08PNZ   | <b>WHEELS &amp; TIRES</b> | MILEAGE OUT:  |
|   | CHECK TIRE PRESSURE LIGHT COMES ON<br>COMPL CODE: <i>A-Adjusted All TIRE PRESSURES and Rebalanced</i><br>DESCRIPTION: <i>Sensors Re-test etc</i>   |                           | DO YOU WANT THE REPLACED PARTS YOU ARE ENTITLED TO? <input type="checkbox"/> YES <input type="checkbox"/> NO<br><input type="checkbox"/> This vehicle received without face to face customer contact. |
|   | 5  |                           | ESTIMATED PRICE   |
| 5 | <b>W</b> 54PNZ   | <b>EXTERIOR TRIM</b>      | NEW ESTIMATED COMPLETION DATE   |
|   | CUSTOMER STATES THERE IS RUST UNDER THE CLEAR COAT BELOW ALL 4 DOOR BODYSIDE MOLDINGS<br>COMPL CODE: <i>Industrial Field visit</i><br>DESCRIPTION: |                           | SHOP REPRESENTATIVE SIGNATURE   |
| 6 | <b>C</b> 01PMZ   | <b>MAINTENANCE</b>        | ADDITIONAL WORK AUTHORIZED BY: _____ NAME _____   |
|   | ADVISE ON WHEN TO CHANGE 4X4 FLUIDS AND COST<br>COMPL CODE: <i>ADVISED ON FLUID CHANGES!</i><br>DESCRIPTION:                                       |                           | DATE _____ TIME _____ P.M. NO. CALLED _____ NEW TOTAL ESTIMATE _____  |

NOTICE: Customer is entitled to inspect or receive any components, parts or accessories replaced or removed by the shop.

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. \_\_\_\_\_

"Any warranties on the products sold hereby are those made by the manufacturer. The seller, JOHN PAUL'S GREENFIELD PONTIAC BUICK GMC, INC., hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products."

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554061

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RECOMMENDED SERVICES

| OPERATION   | OPERATION DESCRIPTION   | MO/MI                      | TOTAL | OPERATION  | OPERATION DESCRIPTION   | MO/MI                      | TOTAL |
|---|---|----------------------------|-------|--|---|----------------------------|-------|
| 08PNZ0005<br>01PNZ24CXX<br>01PNZ24KXX<br>01PNZ24FXX<br>01PNZ24HXX | ROTATE TIRES<br>WIPER BLADE INSERTS<br>COOLING SYSTEM FLUSH<br>4 WHEEL ALIGN<br>A/C SERVICE | MI<br>MI<br>MI<br>MI<br>MI |       | 01PNZ30KXX<br>01PNZ24GXX<br>38PNZ06130CXX<br>18PNZ005<br>01PNZ26K7XX | 30K W/ ALIGNMENT<br>A/C INSPECTION<br>SERPT BELT V-6<br>SERVICE BRAKES<br>6-K SERVICE | MI<br>MI<br>MI<br>MI<br>MI |       |

SERVICE HISTORY

| DATE | REPAIR ORDER | MILEAGE | ADVISOR | TECHNICIAN | TYPE | OPERATION | OPERATION DESCRIPTION |
|------|--------------|---------|---------|------------|------|-----------|-----------------------|
|      |              |         |         |            |      |           |                       |

SALESPERSON NO.

**S E R V I C E**

STATE REG# 3

|   |  |  |                                    |                     |                              |                              |
|---|--|--|------------------------------------|---------------------|------------------------------|------------------------------|
| TERMS<br><input type="checkbox"/> CASH<br><input type="checkbox"/> CHECK<br><input type="checkbox"/> CHARGE<br><input type="checkbox"/> CREDIT CARD | VEHICLE I.D. NO.<br><b>1GKFK16307J</b> | YEAR/MAKE/MODEL<br><b>07/GMC/YUKON XL/4DR 4WD 1500</b> | PRODUCTION DATE<br><b>07/08/06</b> | STOCK NO.           | LICENSE NO.<br><b>554061</b> | R.O. NO.                     |
|   | CUSTOMER NO.<br><b>576831</b>          | SERVICE CONTRACT                                       | DELIVERY DATE<br><b>07/08/06</b>   | DELIVERY MILES      | SELLING DEALER NO.           | A.D. DATE<br><b>03/31/10</b> |
|   | MILWAUKEE, WI                          | COLOR<br><b>PEWTER/</b>                                | CONTRACT NO.                       | EXPIRATION DATE     | EXPIRATION MILES             | TAG NO.<br><b>2045</b>       |
| SPECIFY   | RESIDENCE PHONE                        | BUSINESS PHONE   | TURBO<br><b>N</b>                  | TRAC<br><b>PNZZ</b> | AIR COND.<br><b>Y</b>        | P.S.<br><b>Y</b>             |
| CALL WHEN VEHICLE IS READY<br><input type="checkbox"/> YES<br><input type="checkbox"/> NO   | TIME RECEIVED<br><b>03:53pm</b>        | DATE/TIME PROMISED<br><b>04/01/10 07:00pm</b>          | PRIORITY                           | TRANS<br><b>A</b>   | MILEAGE<br><b>75,069</b>     | ADVISOR NO.<br><b>273</b>    |
| APPOINTMENT<br><input checked="" type="checkbox"/> YES<br><input type="checkbox"/> NO   | E# CERTIFIED                           | ADVISOR<br><b>STEVEN BUCZAK</b>                        |                                    |                     |                              |                              |

I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. I ACKNOWLEDGE RECEIPT OF A COPY OF THIS AGREEMENT. I accept the terms of the Disclaimer of Warranty as shown on the face of this repair order.

CUSTOMER SIGNATURE

|  |             |                      |   |
|--|-------------|----------------------|---|
| 7  | W 54PNZ7886 | MOLDING, FRT DOOR-RE | MILEAGE OUT   |
| CUSTOMER STATES THE LEFT FRONT DOOR BODYSIDE MOLDING DOES NOT FIT WELL, SAGS IN THE CENTER<br>COMPL CODE : 0421<br>DESCRIPTION: Exterior - Fit/Finish  |             |                      | DO YOU WANT THE REPLACED PARTS YOU ARE ENTITLED TO? <input type="checkbox"/> YES <input type="checkbox"/> NO  |
| take off left molding, clean + retape + realign  |             |                      | <input type="checkbox"/> This vehicle resolved without face to face customer contact.   |
| B7876 .3   |             |                      | ESTIMATED PRICE   |
| 8 W 98PNZ CAR RENTAL   |             |                      | NEW ESTIMATED COMPLETION DATE   |
| WARRANTY RENTAL<br>COMPL CODE :<br>DESCRIPTION:  |             |                      | SHOP REPRESENTATIVE SIGNATURE   |
| 1025   |             |                      | ADDITIONAL WORK AUTHORIZED BY: NAME   |
| 2004-04-01   |             |                      | DATE TIME A.M. P.M. NO. CALLED NEW TOTAL ESTIMATE   |
| 9 C 80 EST TO REPAIR \$2000  |             |                      | NOTICE: Customer is entitled to inspect or receive any components, parts or accessories replaced or removed by the shop.  |
| A000   |             |                      | 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.   |
| *Any warranties on the products sold hereby are those made by the manufacturer. The seller, JOHN PAUL'S GREENFIELD PONTIAC BUICK GMC, INC., hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.* |             |                      |   |
| *Motor vehicle repair trade 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 8011, Madison, Wisconsin 53708-0911.*  |             |                      |   |

A. CAUSE OF FAILURE:  
 SCAN TEST DTC P0442 started Small  
 Evap Leaks Detected, Leak test Evap system, Found  
 Leak AT TANK VENT valve Hose and hose damaged and

SERVICE CORRECTION:  
 misrouted, Also Fuel cap Leaking and Fuel Tank pressure  
 sensor DAMAGED and In sending unit wrong and sending  
 unit seal Leaking, Replace Fuel tank because

B. CAUSE OF FAILURE:  
 vent valve part distorted, replace Evap Hose Assembly  
 clip would not seal to part, Tank pressure sensor  
 Leaking, Tank sending unit seal Leaking and Fuel cap Leaking

SERVICE CORRECTION:  
 Retest and performed Evap test again ok passed  
 test cleared DTC ok

C. CAUSE OF FAILURE:  
 (Blank)

SERVICE CORRECTION:  
 (Blank)

D. CAUSE OF FAILURE:  
 (Blank)

SERVICE CORRECTION:  
 (Blank)

WARRANTY PARTS  
 RETURNED

INITIALS

WARRANTY PARTS  
 RETURNED

INITIAL

WARRANTY PARTS  
 RETURNED

WARRANTY PARTS  
 RETURNED

INITIALS

|                     |                 |         |           |         |         |     |
|---------------------|-----------------|---------|-----------|---------|---------|-----|
| STRAIGHT TIME (HRS) | FLAT RATE PRICE | RO. NO. | OPER. NO. | TIME    | ON      | OFF |
|                     |                 | 211     | 17001     | 4-14-05 | 4-14-05 | 5   |
|                     |                 | 314     | 17001     | 4-7-10  | 4-7-10  | 4   |



CAUSE OF FAILURE:

SERVICE CORRECTION:

CAUSE OF FAILURE:

SERVICE CORRECTION:

Fail cap / Tank with Seal

CAUSE OF FAILURE:

SOP  
CHK

SERVICE CORRECTION:

15870139 - 366.19

Tank +  
Nose / ADC

CAUSE OF FAILURE:

25860204 - 156.54

SERVICE CORRECTION:

15886733 Re-Seal Sensor

WARRANTY PAGE

10 MAR 31 PM 4

Sensor

INITIALS

10 MAR 31 PM 5

WARRANTY PAGE

TURNED

10 APR 1 AM 7

10 APR 1 AM 8

INITIALS

00

10 APR 1 AM 11

WARRANTY PAGE

TURNED

10 APR 1 AM 11

10 APR 2 AM 11

10 APR 2 AM 11

INITIALS

412

10 APR 2 PM 1

WARRANTY PAGE

TURNED

10 APR 2 PM 1

Re-Seal Cap, Lines, Seal, Sensor

INITIALS

or



GCCS554061

GCCS554061

|                            |  |  |   |                                  |                                  |
|----------------------------|--|--|---|----------------------------------|----------------------------------|
| CUSTOMER No. <b>576831</b> |  | ADVISOR<br><b>STEVEN BUCZAK</b>                                  | TAG No. <b>273 2045</b>                           | INVOICE DATE<br><b>04/02/10</b>  | INVOICE No.<br><b>GCCS554061</b> |
| [REDACTED]                 |  | LABOR RATE   | LICENSE No. [REDACTED]                            | MILEAGE<br><b>75,069</b>         | COLOR<br><b>PEWTER/</b>          |
| MILWAUKEE, WI [REDACTED]   |  | YEAR / MAKE / MODEL<br><b>07 / GMC / YUKON XL / 4DR 4WD 1500</b> | VEHICLE I.D. No.<br><b>1GKFK16307J [REDACTED]</b> | DELIVERY DATE<br><b>07/08/06</b> | DELIVERY MILES                   |
| RESIDENCE PHONE [REDACTED] |  | F. T. E. No.   | P.O. No.  | SELLING DEALER NO.               | PRODUCTION DATE                  |
| BUSINESS PHONE [REDACTED]  |  | COMMENTS<br><b>E# CERTIFIED</b>                                  |   |                                  | R.O. DATE<br><b>03/31/10</b>     |

LABOR & PARTS-----

J# 1 49PNZ SEAT & SEAT TRIM TECH(S):40060 WARRANTY  
 POWER SEAT IS INOP,CENTER ROW LEFT  
 INSPECT AND DIAGNOSE. SEAT SUPPORT BINDING.  
 REPAIR BINDING SEAT SUPPORT AND ADJUSTED OUTER STRIKER.

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----

JOB # 1 TOTAL PARTS 0.00

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 26PNZ EMISSION CONTROLS TECH(S):40060 WARRANTY  
 CUSTOMER STATES THE CHECK ENGINE LIGHT STAYS ON  
 INSPECT AND DIAGNOSE. CODE P0442. EVAP LEAK AT TANK VENT  
 VALVE HOSE. HOSE DAMAGED AND MISROUTED. ALSO FOUND FUEL  
 CAP LEAKING. FUEL TANK PRESSURE SENSOR DAMAGED AND  
 INSTALLED WRONG INTO TANK. VALVE PORT ON TANK DISTORED.  
 (KEN ZONE REP INSPECTED AND OKED REPAIR)  
 REPLACE EVAP HOSE ASSEMBLY. TANK PRESSURE SENSOR. FUEL  
 TANK, SENDING UNIT SEAL, AND FUEL CAP. CLEAR CODE.

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----

JOB # 2 1 15870139 TANK 3.001 WARRANTY  
 JOB # 2 1 25860204 HOSE 3.130 WARRANTY  
 JOB # 2 1 22682111 GASKET 3.112 WARRANTY  
 JOB # 2 1 25827336 CAP 3.028 WARRANTY  
 JOB # 2 1 12247409 SENSOR 3.107 140746 WARRANTY

JOB # 2 TOTAL PARTS 0.00

JOB # 2 TOTAL LABOR & PARTS 0.00

J# 3 43PNZ ELECTRICAL SYSTEM TECH(S):40060 WARRANTY  
 STABILITY AND TRACTION LIGHT COME ON  
 INSPECT AND DIAGNOSE. CODE C0455  
 ERRATIC READINGS FROM STEERING WHEEL POSITION SENSOR.  
 REPLACE STEERING WHEEL POSITION SENSOR AND CLEAR CODE.

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----

JOB # 3 1 15886733 SENSOR 6.552 WARRANTY

JOB # 3 TOTAL PARTS 0.00

JOB # 3 TOTAL LABOR & PARTS 0.00

J# 4 08PNZ WHEELS & TIRES TECH(S):40060 0.00  
 CHECK TIRE PREESURE LIGHT COMES ON  
 SET TIRE PREESURES AND RESET TIRE MONITORING SYSTEM.

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----

JOB # 4 TOTAL PARTS 0.00

JOB # 4 TOTAL LABOR & PARTS 0.00

J# 5 54PNZ EXTERIOR TRIM TECH(S):40060 0.00  
 CUSTOMER STATES THERE IS RUST UNDER THE CLEAR COAT BELOW  
 ALL 4 DOOR BODYSIDE MOLDINGS

GCCS554061

GCCS554061

|                               |  |                                  |                                 |                                  |
|-------------------------------|--|----------------------------------|---------------------------------|----------------------------------|
| CUSTOMER No.<br><b>576831</b> | ADVISOR<br><b>STEVEN BUCZAK</b>                                  | TAG No.<br><b>273</b>            | INVOICE DATE<br><b>04/02/10</b> | INVOICE No.<br><b>GCCS554061</b> |
|                               | LABOR RATE   | LICENSE No.                      | MILEAGE<br><b>2045</b>          | COLOR<br><b>PEWTER/</b>          |
|                               |  |                                  | <b>75,069</b>                   | STOCK No.                        |
| MILWAUKEE, WI                 | YEAR / MAKE / MODEL<br><b>07 / GMC / YUKON XL / 4DR 4WD 1500</b> | DELIVERY DATE<br><b>07/08/06</b> |                                 | DELIVERY MILES                   |
|                               | VEHICLE I.D. No.<br><b>1GKEK16307J</b>                           | SELLING DEALER NO.               |                                 | PRODUCTION DATE                  |
|                               | F. T. E. No.   | P.O. No.                         | R. O. DATE<br><b>03/31/10</b>   |                                  |
| RESIDENCE PHONE               | BUSINESS PHONE   | COMMENTS<br><b>E# CERTIFIED</b>  |                                 |                                  |

INSPECTED. INDUSTRIL FAIL OUT - NOT COVERED UNDER FACTORY WARRANTY.

| PARTS      | QTY | FP-NUMBER | DESCRIPTION   | UNIT PRICE |
|------------|-----|-----------|---|------------|
|            |     |           | JOB # 5 TOTAL PARTS   | 0.00       |
|            |     |           | JOB # 5 TOTAL LABOR & PARTS   | 0.00       |
| J# 6:01PNZ |     |           | MAINTENANCE TECH(S):40060<br>ADVISE ON WHEN TO CHANGE 4X4 FLUIDS AND COST<br>SEE SERVICE CONSULTANT | 0.00       |

| PARTS          | QTY | FP-NUMBER | DESCRIPTION   | UNIT PRICE |
|----------------|-----|-----------|---|------------|
|                |     |           | JOB # 6 TOTAL PARTS   | 0.00       |
|                |     |           | JOB # 6 TOTAL LABOR & PARTS   | 0.00       |
| J# 7:54PNZ7066 |     |           | MOLDING, FRT DOOR-RE TECH(S):50027<br>CUSTOMER STATES THE LEFT FRONT DOOR BODYSIDE MOLDING DOES NOT FIT WELL,SAGS IN THE CENTER<br>POOR ADHESION<br>REMOVE MOLDING CLEAN AND RETAPE MOLDING AND REINSTALL | 0.00       |

| PARTS | QTY | FP-NUMBER | DESCRIPTION                 | UNIT PRICE |
|-------|-----|-----------|-----------------------------|------------|
|       |     |           | JOB # 7 TOTAL PARTS         | 0.00       |
|       |     |           | JOB # 7 TOTAL LABOR & PARTS | 0.00       |

|            |  |  |  |      |
|------------|--|--|--|------|
| J# 8:98PNZ |  |  | CAR RENTAL WARRANTY RENTAL TECH(S):40060 | 0.00 |
|------------|--|--|--|------|

| PARTS | QTY | FP-NUMBER | DESCRIPTION                 | UNIT PRICE |
|-------|-----|-----------|-----------------------------|------------|
|       |     |           | JOB # 8 TOTAL PARTS         | 0.00       |
|       |     |           | JOB # 8 TOTAL LABOR & PARTS | 0.00       |

| MISC    | CODE | DESCRIPTION  | CONTROL NO | WARRANTY |
|---------|------|--------------|------------|----------|
| JOB # 2 | RE   | RENTAL CAR   | 554061     | 0.00     |
|         |      | TOTAL - MISC |            | 0.00     |

ESTIMATE  
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.00 (+TAX)

COMMENTS  
CERTIFIED

**GCCS554061**

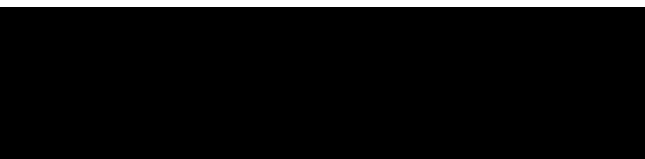
GCCS554061

|                                 |                              |  |                                  |                                 |                                  |
|---------------------------------|------------------------------|--|----------------------------------|---------------------------------|----------------------------------|
| CUSTOMER No.<br><b>576831</b>   |                              | ADVISOR<br><b>STEVEN BUCZAK</b>                            | TAG No.<br><b>2045</b>           | INVOICE DATE<br><b>04/02/10</b> | INVOICE No.<br><b>GCCS554061</b> |
| [REDACTED]                      |                              | LABOR RATE<br>[REDACTED]                                   | MILEAGE<br><b>75,069</b>         | COLOR<br><b>PEWTER/</b>         | STOCK No.                        |
| MILWAUKEE, WI                   |                              | YEAR / MAKE / MODEL<br><b>07/GMC/YUKON XL/4DR 4WD 1500</b> | DELIVERY DATE<br><b>07/08/06</b> |                                 | DELIVERY MILES                   |
| [REDACTED]                      |                              | VEHICLE I.D. No.<br><b>1GKEK163071</b>                     | SELLING DEALER NO.               |                                 | PRODUCTION DATE                  |
| RESIDENCE PHONE<br>[REDACTED]   | BUSINESS PHONE<br>[REDACTED] | F. T. E. No.   | P.O. No.                         | R.O. DATE<br><b>03/31/10</b>    |                                  |
| COMMENTS<br><b>E# CERTIFIED</b> |                              |  |                                  |                                 |                                  |

**TOTALS**

PARTS DESIGNATED WITH AN ASTERISK (\*) INDICATES LIFETIME GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS. IF YOU HAVE ANY QUESTIONS REGARDING G.M. GOODWRENCH SERVICE PLUS PLEASE SEE YOUR SERVICE ADVISOR.

|                         |             |
|-------------------------|-------------|
| TOTAL LABOR....         | 0.00        |
| TOTAL PARTS....         | 0.00        |
| TOTAL SUBLET....        | 0.00        |
| TOTAL G.O.G....         | 0.00        |
| TOTAL MISC CHG.         | 0.00        |
| TOTAL MISC DISC         | 0.00        |
| TOTAL TAX.....          | 0.00        |
| <b>TOTAL INVOICE \$</b> | <b>0.00</b> |



Marcia Fisher/Austin/GM1

02/28/2011 03:52 PM

To gmooss@consumerlawcenter.com

cc

bcc

Subject [REDACTED]

RE: Customer Last Name: [REDACTED]  
Service Request: 71-922543446  
GMC Yukon 2007  
Vehicle Identification Number: 7J189088  
Customer Relationship Specialist: Marcia Fisher  
Telephone: (866) 790-5600 x 31150

Dear Gregory Moss

We recieved a case for your client [REDACTED] I have attached our acknowledgment letter. I was also wondering ig you have any ROs or Sales Documents pertaining to your client, if you do they would be



greatly appreciated, thanks. Attorney Acknowledgment.doc

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

Sincerely,

General Motors



ken.feist@buickgmc.com

02/28/2011 05:28 PM

To: marcia\_fisher@gmexpert.com

cc

bcc

Subject: Re: [REDACTED]

I just spoke with the Service Manager at John Paul's Automotive and he informed me about the above mentioned customer. He also mentioned that they have received a letter from an attorney and I recommended that they seek indemnification from GM. My response would be B

Ken Feist

District Manager Aftersales

North Central Region

Cell: 608-345-3245

Fax: 608-836-0796

VME: 1-800-831-0055, Box 8071

[ken.feist@gm.com](mailto:ken.feist@gm.com)



**GMC**

From: marcia\_fisher@gmexpert.com

To: ken.feist@gm.com

Date: 02/28/2011 03:32 PM

Subject: [REDACTED]

RE: Customer Last Name: [REDACTED]

Service Request: 71-922543446

GMC Yukon 2007

Vehicle Identification Number: 7J189088

Customer Relationship Specialist: Marcia Fisher

Telephone: (866) 790-5600 x 31150

Hi, my name is Marcia. This email is to follow up on my voicemail regarding Service Request 71-922543446 for customer [REDACTED]. The customer's vehicle is a GMC Yukon 2007 with 84,616 miles. The VIN is 7J189088 [REDACTED]. The customer has been working with John Paul in Greenfield, WI. Technical Assistance Center has been involved. TAC case number is SP-10017175. Due to time constraints, your response to this e-mail is required within 48 hours.

This is a Not in Suit Matter. This means a demand letter has been sent to our office by the customer's attorney indicating that the customer may pursue a lawsuit unless GM can resolve the customer's vehicle concern. We are reviewing this case for possible settlement in our Early Resolution

program. The settlement offers can range from denial up to repurchase, depending on the severity of the concerns. Because of this, we would like you to review the following options:

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

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

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

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

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

Please reply only by email with one of the above options within 48 hours. Your written feedback will be documented and e-mail attached to our case, and is an important step in our accurate and timely case resolution.

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

Sincerely,

General Motors

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.





mary.sontag@chevrolet.co  
m  
03/01/2011 08:49 AM

To marcia\_fisher@gmexpert.com  
cc  
bcc  
Subject Re: [REDACTED]

Apologies for the delayed response was out ill yesterday.

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



From: marcia\_fisher@gmexpert.com  
To: mary.sontag@gm.com  
Date: 02/28/2011 05:35 PM  
Subject: [REDACTED]

---

RE: Customer Last Name: [REDACTED]  
Service Request: 71-922543446  
GMC Yukon 2007  
Vehicle Identification Number: 7J189088  
Customer Relationship Specialist: Marcia Fisher  
Telephone: (866) 790-5600 x 31150

Dear Mary Sontag

Hi, my name is Marcia. This email is to follow up on my voicemail regarding Service Request 71-922543446 for customer [REDACTED]. The customer's vehicle is a

GMC Yukon 2007 with 84,616 miles. The VIN is 7J [REDACTED]. The customer has been working with Ewald in OCONOMOWOC WI. Technical Assistance Center has been involved. TAC case number is SP-10017175. Due to time constraints, your response to this e-mail is required within 48 hours.

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

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

Sincerely,

General Motors

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contact the sender and delete it from your computer.

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

April 6, 2011

Alex Simanovsky, Esq.  
Simanovsky & Associates  
2300 Henderson Mill Rd NE Ste 300  
Atlanta, GA 30345

RE: [REDACTED] v. General Motors  
Service Request: 71-922624590  
2007 Chevrolet Tahoe  
Vehicle Identification Number: 1GNFK13057R [REDACTED]  
Mediation Liaison: Billie

Dear Mr. Simanovsky:

Enclosed please find a check in the amount of \$6,000.00 made payable to [REDACTED] and Alex Simanovsky & Associates to settle the above-referenced case.

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

Sincerely,

General Motors

LG0062  
V10132009

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



CHECK No. [REDACTED]

50-937  
213

DATE  
04/12/11

\*\*\*\*\*6,000 DOLLARS

AMOUNT  
\*\*\*\*\*6,000.00

[REDACTED]  
 ATLANTA GA [REDACTED]

North American Operations  
 General Motors Corporation  
 Disbursement Account

*Prin D. Albee*  
 SIGNATURE

PAY TO THE ORDER OF

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

AUDIT

[REDACTED]

**North American Operations**

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

DETACH BEFORE DEPOSITING CHECK

ENDOR JNS NO. BB 00000150

CHECK NO. [REDACTED]

ENDOR NAME [REDACTED]

PAYMENT DATE 04/12/11

| REGISTER NO. DESCRIPTION | INVOICE DATE               | DOC. REFERENCE NUMBER   | % DISC. | INVOICE AMOUNT  | DISC. AMOUNT | NET AMOUNT      |
|--------------------------|----------------------------|-------------------------|---------|-----------------|--------------|-----------------|
| IGNFK13057R [REDACTED]   | 04/11/11<br>71-922624590.1 | VH 1-FGVMQA<br>1-FGVMQA | 00.0000 | 6,000.00        | .00          | 6,000.00        |
| <b>TOTAL</b>             |                            |                         |         | <b>6,000.00</b> | <b>.00</b>   | <b>6,000.00</b> |

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

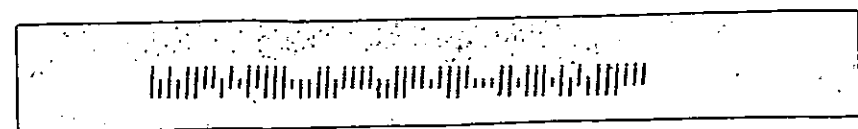
M3



Alex Simanovsky & Associates, LLC  
2300 Henderson Mill Road, Suite 300  
Atlanta, GA 30345

General Motors LLC  
Chevrolet Division  
P.O. Box 33170  
Detroit, MI 48232-5170

25-27-11A12:07 RCVD



# ALEX SIMANOVSKY & ASSOCIATES, LLC

CONSUMER PROTECTION ATTORNEYS

ALEX SIMANOVSKY, ESQ.  
EXTENSION: 1012  
DIRECT DIAL: 678-781-1012  
E-MAIL: ALEX@LEMONLAWINFO.COM

2300 HENDERSON MILL ROAD, SUITE 300  
ATLANTA, GA 30345  
770-414-1002 1-866-865-3666  
FACSIMILE: 770-414-9891 1-877-216-0365

February 22, 2011

General Motors LLC  
Chevrolet Division  
P.O. Box 33170  
Detroit, MI 48232-5170

RE: [REDACTED] v. General Motors LLC

## NOTICE OF CONSUMER WARRANTY LAW VIOLATION

Our Client: [REDACTED]  
Vehicle: 07 Chevrolet Tahoe  
VIN: 1GNFK13057R [REDACTED]  
Date of purchase: 11/26/08  
Our File No.: GA11-10109

To Whom It May Concern:

Please be advised that this office represents the above-named individual regarding claims pursuant to the federal Magnuson-Moss Warranty Act and the Uniform Commercial Code ("U.C.C.") with regard to the above-listed vehicle. Please direct all future contacts and correspondence to the office listed above.

There were numerous non-conformities with my client's automobile for which relief is sought, and numerous attempts to repair the vehicle have been unsuccessful. There were also numerous violations of both federal and state law in connection with the delivery and/or repair of the aforementioned vehicle. The primary non-conformities and violations include, but are not limited to:

1. **Engine;**
2. **Electrical;**
3. **Steering;**
4. **Suspension;**
5. **Body/trim.**

The non-conformities listed above constitute a substantial impairment of the use, value and safety of the subject vehicle. Because of the inordinate amount of repairs my client has justifiably lost confidence in the vehicle.

My client's repair history clearly shows there was a breach of the written warranty and/or implied warranties of merchantability and fitness for a particular purpose, *see* U.C.C. §§ 2-314 and 2-315, based upon the generally accepted rule that an unsuccessful effort to remedy defects found to exist renders the warrantor liable; the buyer is not bound to allow him the opportunity or permit him to tinker with the article indefinitely in the hope that it may ultimately be made to comply with the warranty.

Therefore, you are hereby notified that my client is revoking acceptance of the vehicle, pursuant to the provisions of U.C.C. § 2-608. Our client has directed us to demand the return of all funds paid towards this vehicle, the cancellation of the contracts, and compensation for all damages and attorneys' fees.

Please be advised that under U.C.C. § 2-711(3) my client has a security interest in the car for return of the total purchase price, plus expenses in handling and inspecting the car. Until you pay this amount, my client will hold the car and use it to the extent necessary to preserve it, to protect its security interest, and to minimize your damages. Moreover, my client demands return of the purchase price before substitute goods can be acquired. In addition, any attempt by you or your agents to repossess the car will be wrongful and will subject you to liability for conversion and for wrongful repossession under U.C.C. §§ 9-503 and 9-507 as well as other applicable Consumer Fraud remedies.

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

HAVING BEEN FORMALLY NOTIFIED OF OUR REPRESENTATION, YOU ARE INSTRUCTED NOT TO CONTACT OUR CLIENT UNDER ANY CIRCUMSTANCES. DIRECT ALL INQUIRIES TO THIS OFFICE. IF YOU FAIL TO ACT IN CONFORMITY WITH THIS DIRECTIVE, INJUNCTIVE RELIEF WILL BE SOUGHT AGAINST YOU. IN ADDITION, YOU ARE HEREBY NOTIFIED OF OUR ATTORNEYS' LIEN.

To avoid any further litigation, my client merely requests a refund for the defective product and will waive any incidental and consequential damages at this point. Our attorneys' fees are minimal at this stage and we would prefer to resolve this matter without the need for any more needless effort and expense spent on our part and on the part of your attorneys. Time, money and effort would be saved by both sides with a quick resolution of this claim.

You are hereby notified that if General Motors LLC wishes to exercise its opportunity to cure pursuant to the Magnusson-Moss Warranty Act and/or the Uniform Commercial Code, such arrangements must be made through the undersigned and this law firm within a reasonable time from your receipt of this letter. If such arrangements are not made, it will be assumed that General Motors LLC has waived their right to cure.



Sincerely,

ALEX SIMANOVSKY & ASSOCIATES, LLC



A handwritten signature in black ink, appearing to be 'AS' with a stylized flourish extending downwards.

Alex Simanovsky, Esq.  
Attorney at Law

AS/ld

CC:





Marty Huggins  
November 1, 2010

[Update My Profile](#)  
[Logout](#)

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

- INTERFACE WITH CUSTOMER
- ANALYZE WARRANTY
- MANAGEMENT PLANNING
- PREPARE PARTS RETURN
- USER OPTIONS

### 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).

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](#)
- [Investigate Major Assembly History](#)

#### Vehicle Information

VIN: 1GNFK13057R XXXXXXXXXX Model: CK10706-2007 TAHOE 4WD LT  
 Service Contract: No Branded Title: No Warranty Block: No PDI Status: No  
 Order Type: 70 - RETAIL - STOCK  
 Field Actions: [0 Open](#)

REQUEST ANOTHER VIN

#### 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 | N070033 | 07033        | SERVICE UPDATE - INVENTORY & CUST. VEHS-BATTERY RUNDOWN-*EXP W/BASE WARRANTY*  | 02/06/2007   | Closed |
| Product Safety Recall    | N100153 | 10153        | HEATED WINDSHIELD WASHER MODULE SHORT CIRCUIT - DISABLE AND REMOVE MODULE      | 06/08/2010   | 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: Active |
| XM Equipped: Y                | XM Radio ID: Y691J0HU | XM Status: Inactive   |
| OnStar Vehicle Diagnostics: Y |                       | DMN Enabled: N        |

**Applicable Warranties**

Valid warranties are highlighted

| Valid | Description                       | Start Date | Effective Odometer | End Date   | End Odometer |
|-------|-----------------------------------|------------|--------------------|------------|--------------|
|       | Emission Select Component Ltd Wty | 05/31/2008 | 76 MI              | 05/31/2016 | 80,076 MI    |
|       | Powertrain Limited Warranty       | 05/31/2008 | 76 MI              | 05/31/2013 | 100,076 MI   |
|       | Special Coverage 09239            | 05/31/2008 | 76 MI              | 05/31/2018 | 100,076 MI   |
|       | Bumper to Bumper Limited Warranty | 05/31/2008 | 76 MI              | 05/31/2011 | 36,076 MI    |
|       | Corrosion Limited Warranty        | 05/31/2008 | 76 MI              | 05/31/2014 | 100,076 MI   |

**Service Contract**

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 |
|---------------|-----------------|-------------------------------------|------------------------|--|------------------|
| 07/12/2010    | 203264          | ZFAT----Field Action Recall         |                        | V2281 - 10153-Windshield Washer Solvent Heater Asm Removal and Issue Check to Customer (Cust. Vehicles Only) | 20,022 MI        |
| 04/15/2010    | 201468          | ZREG----Regular Vehicle Transaction |                        | C3540 - Rear Side Door Trim Panel Replacement - Right Side   | 18,159 MI        |
| 07/28/2009    | 190849          | ZREG----Regular Vehicle Transaction |                        | C3540 - Rear Side Door Trim Panel Replacement - Right Side   | 10,356 MI        |
| 05/07/2009    | 189105          | ZREG----Regular Vehicle Transaction |                        | E0203 - Tire and Wheel Balancing - Four  | 7,272 MI         |
| 01/16/2009    | 186994          | ZREG----Regular Vehicle Transaction |                        | B1783 - Windshield Wiper Blade Replacement   | 3,036 MI         |
| 01/16/2009    | 186994          | ZREG----Regular Vehicle Transaction |                        | C3231 - Frnt Side Door Inside Handle Bezel Replacement - Left Side   | 3,036 MI         |
| 12/23/2008    | 186508          | ZREG----Regular Vehicle Transaction |                        | R0760 - Radio, Remove and Replace  | 1,913 MI         |
| 12/23/2008    | 186508          | ZREG----Regular Vehicle Transaction |                        | R0754 - RADIO RECEIVER-RETURN TO AC/DELCO ESC  | 1,913 MI         |
| 12/04/2008    | 186107          | ZREG----Regular Vehicle Transaction |                        | L2300 - Converter, Oxidation Catalytic - Replace   | 218 MI           |
| 12/04/2008    | 186107          | ZREG----Regular Vehicle Transaction |                        | A0110 - Finesse Sanding and Buffing  | 218 MI           |
| 12/04/2008    | 186107          | ZREG----Regular Vehicle Transaction |                        | B7288 - Headlamp/Composite Assembly - Right - Replace  | 218 MI           |
| 12/04/2008    | 186107          | ZREG----Regular Vehicle Transaction |                        | B7289 - Headlamp/Composite Assembly - Left - Replace   | 218 MI           |
| 12/04/2008    | 186107          | ZFAT----Field Action Recall         |                        | V1993 - 08043A - Jumper Harness Installation   | 218 MI           |
| 12/04/2008    | 186107          | ZREG----Regular Vehicle Transaction |                        | Z5000 - DEALER/RETAILER TRADE(PART OBTAINED LOCALLY)   | 218 MI           |
| 12/02/2008    | 172423          | ZREG----Regular Vehicle Transaction |                        | J9992 - Customer Concern Not Duplicated - Engine Controls and Fuel   | 566 MI           |
| 11/28/2008    | 163143          | ZREG----Regular Vehicle Transaction |                        | N6807 - Cooling System Wiring and/or Connector Repair or Replacement   | 383 MI           |
| 05/12/2008    | 181768          | ZREG----Regular Vehicle Transaction |                        | J4226 - Spark Plug Replacement   | 105 MI           |
| 02/27/2008    | 180212          | ZREG----Regular                     |                        | Y0124 - 06162 Product  | 3 MI             |

| Date       | Vehicle ID | Transaction                         | Notes   | Mileage |
|------------|------------|-------------------------------------|---|---------|
| 02/27/2008 | 180212     | ZREG----Regular Vehicle Transaction | Enhancement - Engine Control Module Reprogram with SPS Y0152 - 07033 - Service Update - Reprogram BCM | 3 MI    |
| 06/20/2006 | 130065     | ZREG----Regular Vehicle Transaction | A9119 - Panel, Fender - Repair  | 2 MI    |
| 06/16/2006 | 580014     | ZREG----Regular Vehicle Transaction | R0800 - Audio System Transceiver Module Replacement   | 29 MI   |
| 05/18/2006 | A78652     | ZPDI----Pre-Delivery Inspection     | Full Debit Z7000 - Pre-Delivery Inspection - Base Time  | 0 MI    |
| 05/18/2006 | A78652     | ZPDI----Pre-Delivery Inspection     | Z7000 - Pre-Delivery Inspection - Base Time   | 0 MI    |

Global Warranty Management: Site Map

ERIC GLOVER



JACKSON CHEVROLET  
PONTIAC - BUICK - GMC, INC.  
Hwy. 27 North \* P.O. Box 587  
LAFAYETTE, GEORGIA 30728  
Phone 706-638-4222



\*\*\* REPRINT \*\*\*

CUSTOMER COPY PAGE 1

| DATE         | YEAR     | MAKE       | MODEL              | VIN         | STK/CUS | MILES IN | MILES OUT | TAG |
|--------------|----------|------------|--------------------|-------------|---------|----------|-----------|-----|
| 11/28/08     | 07       | CHEVROLET  | TAHOE              | 1GNFK13057R | 36476   | 383      | 383       |     |
| SERVICE DATE | NOTIFIED | SVC ADV    | PROMISED DATE/TIME | LICENSE     | RATE    | PAYMENT  | INV. DATE |     |
|              | 12/02/08 | 13         | 00:00              |             |         | 00       | 12/02/08  |     |
| R.O. NUMBER  | TAX ID   | HOME PHONE | BUSINESS PHONE     |             |         |          |           |     |
| 163143       |          |            |                    | 1           |         |          |           |     |

Repair Type: NC

===== REPAIR LINE 001 =====

SERVICE ENGINE LIGHT ON  
CONNECTOR

REPAIRED CONNECTION AT ECT CONNECTOR RETESTED OK AT THIS TIME

Bill Code: - W4

Failure Code: 6F

Complaint Code: OJ

|       |                                     |        |             |       |
|-------|-------------------------------------|--------|-------------|-------|
| N6607 | WIRING AND/OR CONNECTOR - COOLING S | 65 M A | 50          | 32.74 |
|       |                                     |        | Total Labor | 32.74 |
|       |                                     |        | Total Line  | 32.74 |

**DISCLAIMER OF WARRANTIES**

The seller hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

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.

|              |  |
|--------------|--|
| LABOR AMOUNT |  |
| PARTS AMOUNT |  |
| MISC SALES   |  |
| MATERIALS    |  |
| TOTAL CHARGE |  |
| DEDUCTIBLE   |  |
| SALES TAX    |  |
| OTHER PAY    |  |
| CUSTOMER PAY |  |



# MULTI-POINT VEHICLE INSPECTION

Name: [REDACTED] Year/Model: 07 Taa Date: 2/13/09

Repair Order #: 179504 VIN (last 8 digits): 7R [REDACTED] Odometer: \_\_\_\_\_ MI: \_\_\_\_\_ MII: \_\_\_\_\_

Checked and OK  May Require Attention Soon  Requires Immediate Attention

## INTERIOR

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

| WIPER BLADES  | CHECK TIRES AND TREAD DEPTH  | CHECK BATTERY   |
|---|--|---|
| <br><input type="checkbox"/> LF <input type="checkbox"/> RF<br><input type="checkbox"/> Rear (if applicable)<br><input type="checkbox"/> Windshield condition<br>Cracks _____ Chips _____ | (Check body condition)<br><br>(Check lamps)<br>Lowest Tread Depth: _____/32<br><input type="checkbox"/> Rotation needed <input type="checkbox"/> Alignment needed<br><input type="checkbox"/> Rotation performed <input type="checkbox"/> Alignment performed<br>Wear Pattern/Damage | <br><input type="checkbox"/> Battery condition<br><input type="checkbox"/> Battery cables and connections |

## CHECK FLUID LEVELS

| OK                       | FILLED                   | REQUIRES ATTENTION       |
|--------------------------|--------------------------|--------------------------|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

## CHECK BRAKES/MEASURE FRONT AND REAR LININGS

|                          |   |                          |
|--------------------------|---|--------------------------|
| <input type="checkbox"/> | 7 mm (9/32) or greater  | <input type="checkbox"/> |
| <input type="checkbox"/> | 6 mm (8/32) to 4 mm (5/32)  | <input type="checkbox"/> |
| <input type="checkbox"/> | 3 mm (4/32) or less   | <input type="checkbox"/> |
| <input type="checkbox"/> | 4 mm (5/32) or greater  | <input type="checkbox"/> |
| <input type="checkbox"/> | 3 mm (4/32)   | <input type="checkbox"/> |
| <input type="checkbox"/> | 2 mm (3/32) or less   | <input type="checkbox"/> |
| <input type="checkbox"/> | Lowest Front Lining _____   | Lowest Rear Lining _____ |
| <input type="checkbox"/> | <input type="checkbox"/> Brake system (also including lines, hoses and parking brake) |                          |

## ADDITIONAL CHECKS

- Inspect for visible leaks:**
- Fuel system (also including gas cap seating)
  - Engine, transmission, drive axle, transfer case
  - Engine cooling system
  - Shocks and struts - also check operation
- Inspect visual condition:**
- Belts: engine, accessory, serpentine, and/or V-drive
  - Hoses: engine, power steering and HVAC
  - Engine air filter and cabin air filters
  - Steering components and steering linkage
  - CV drive axle boots or driveshafts and U-joints
  - Exhaust system components

## Additional Recommended Services

- \_\_\_\_\_
  - \_\_\_\_\_
  - \_\_\_\_\_
  - \_\_\_\_\_
  - \_\_\_\_\_
  - \_\_\_\_\_
  - \_\_\_\_\_
  - \_\_\_\_\_
- Service Consultant: \_\_\_\_\_  
 Technician: \_\_\_\_\_ No.: \_\_\_\_\_

## SIMPLIFIED MAINTENANCE

MI  Required  Performed MII  Required  Performed

# JACKY JONES

Constante

GM SUPERSTORE  
 CHEVROLET-PONTIAC-BUICK-GMC  
 4226 U.S. 64 WEST • P.O. BOX 939  
 MURPHY, NC 28906  
 PHONE (828) 837-2322

Service Request  
 File No.  
 71-885699108

CELL: [REDACTED]

|                              |   |                      |                               |                                       |                                 |
|------------------------------|---|----------------------|-------------------------------|---------------------------------------|---------------------------------|
| CUSTOMER NO.<br><b>23689</b> | SERVICE REPRESENTATIVE<br><b>JOHNNY PAUL BURREL</b>                           | ASM #<br><b>7941</b> | HAT NO.                       | DATE OF INVOICE<br><b>12/10/08</b>    | INVOICE #<br><b>CTCS186107</b>  |
| [REDACTED]                   | LABOR RATE  | PLATE NO.            | CURRENT MILEAGE<br><b>218</b> | COLOR OF VEHICLE<br><b>SILV BIRCH</b> | STK NO.<br><b>CT2887</b>        |
| <b>ROCK SPRINGS, GA</b>      | YEAR / MAKE / MODEL OF VEHICLE<br><b>07/CHEVROLET TRUCK/TAHOE/4DR 4WD 150</b> |                      |                               | DATE DELIVERED<br><b>11/26/08</b>     | MILES AT DELIVERY<br><b>216</b> |
|                              | SERIAL NO.<br><b>1GNFK13057R</b>  |                      |                               | DLR MFG. NO.                          | DATE OF PRODUCTION              |
|                              | FED TAX EXEMPT NO.  | PURCHASE ORDER NO.   |                               | WORK ORDER DATE<br><b>12/04/08</b>    | MILEAGE OUT                     |
|                              | CLASS/ENGINE NUMBER/NOTES   |                      |                               |                                       | <b>MO: 218</b>                  |

TOTALS  
 CASH  CHECK  A/R  M/C VISA  AMEX  
 !!!!!!!IMPORTANT!!!!!!  
 WE AT JACKY JONES APPRECIATE YOUR BUSINESS.  
 YOU MAY RECEIVE A CUSTOMER SATISFACTION SURVEY  
 FROM THE MANUFACTURER IN THE NEXT FEW WEEKS.  
 IF FOR ANY REASON YOU CANNOT GRADE US "COMPLETELY  
 SATISFIED" PLEASE CONTACT YOUR SERVICE ADVISOR  
 IMMEDIATELY. YOUR SATISFACTION IS OUR #1 CONCERN!  
 THANK YOU  
 JACKY JONES CHEVROLET, PONTIAC, BUICK, GMC, INC.  
 (828) 837-2322

|                         |             |
|-------------------------|-------------|
| 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> |

The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale.

THANK YOU FOR THIS OPPORTUNITY TO SERVE YOU. IT IS OUR AIM TO REPAIR ALL THE REPAIRS REQUESTED ON THIS REPAIR ORDER TO YOUR COMPLETE SATISFACTION. IF OUR SERVICE WAS NOT SATISFACTORY TELL YOUR FRIENDS, IF NOT, PLEASE TELL US IMMEDIATELY.

CUSTOMER SIGNATURE

72 Hwy

Flora n w Alp.



Revised and Updated 003823 0 (01/05)

# JACKY JONES

GM SUPERSTORE  
 CHEVROLET-PONTIAC-BUICK-GMC  
 4226 U.S. 64 WEST • P.O. BOX 939  
 MURPHY, NC 28906  
 PHONE (828) 837-2322

12453  
 Murphy  
 April

CELL: [REDACTED]

|                             |   |                      |                               |                                       |                                 |
|-----------------------------|---|----------------------|-------------------------------|---------------------------------------|---------------------------------|
| CUSTOMER NO<br><b>23689</b> | SERVICE REPRESENTATIVE<br><b>JOHNNY PAUL BURREL</b>                           | ASM #<br><b>7941</b> | HAT NO.                       | DATE OF INVOICE<br><b>12/10/08</b>    | INVOICE #<br><b>CTCS186107</b>  |
| [REDACTED]                  | LABOR RATE  | PLATE NO.            | CURRENT MILEAGE<br><b>218</b> | COLOR OF VEHICLE<br><b>SILV BIRCH</b> | STK NO.<br><b>CT2887</b>        |
| <b>ROCK SPRINGS, GA</b>     | YEAR / MAKE / MODEL OF VEHICLE<br><b>07/CHEVROLET TRUCK/TAHOE/4DR 4WD 150</b> |                      |                               | DATE DELIVERED<br><b>11/26/08</b>     | MILES AT DELIVERY<br><b>216</b> |
|                             | SERIAL NO.<br><b>1GNFK13057R</b>  |                      |                               | DLR MFG. NO.                          | DATE OF PRODUCTION              |
|                             | FED TAX EXEMPT NO.  | PURCHASE ORDER NO.   |                               | WORK ORDER DATE<br><b>12/04/08</b>    | MILEAGE OUT                     |
|                             | CHASSIS ENGINE NUMBER/NOTES   |                      |                               |                                       | <b>MO: 218</b>                  |

- LABOR**
- J# 1 01PNZ PAINT TECH(S): 7 WARRANTY  
 CUSTOMER SAYS SPOT ON HOOD FADED  
 PIECE OF TRASH IN CLEARCOAT.  
 SAND BUFF AND POLISH SPOT IN HOOD
  - J# 2 28PNZ ACCESSORIES TECH(S): 7 WARRANTY  
 CUSTOMER SAYS BOTH HEADLAMPS FOGGED OVER.  
 EXCESSIVE MOISTURE IN LAMP. WONT CLEAR OUT  
 REPLACED CAPSULES TO CORRECT.
  - J# 3 28PNZ1 ACCESSORIES TECH(S): 7 INTERNAL  
 REGENCY EMBLEM RIGHT SIDE  
 POLISHED BOTH EMBLEMS TO CORRECT
  - J# 4 08PNZR RECALL TECH(S): 7 WARRANTY  
 RECALL 08048  
 INSTALLED WIPER HARNESS
  - J# 5 28PNZ INSTALL ACCESSORIES TECH(S): 7 INTERNAL  
 NEEDS TWO REMOTES  
 REMOTES IN VEHICLE
  - J# 6 28PNZAC 28 ACCESSORIES TECH(S): 7 INTERNAL  
 TWO HEADSETS MISSING  
 HEADSETS IN VEHICLE
  - J# 7 21PNZ ENGINE EMISSION TECH(S): 7 WARRANTY  
 CUSTOMER SAYS CHECK ENGINE LIGHT ON AT TIMES  
 CODE P0420 CAT CONVERTOR DEFECTIVE  
 REPLACED CONVERTOR AND CLEAR CODES.

The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale.

THANK YOU FOR THIS OPPORTUNITY TO SERVE YOU. IT IS OUR AIM TO PERFORM ALL THE REPAIRS REQUESTED. ON THIS REPAIR ORDER TO YOUR COMPLETE SATISFACTION. IF OUR SERVICE WAS SATISFACTORY, TELL YOUR FRIENDS. IF NOT, PLEASE TELL US IMMEDIATELY.

**IMPORTANT**

You may receive a questionnaire from the manufacturer in the next few weeks. If for any reason you cannot grade us as "Completely Satisfied," please contact your Service Consultant.

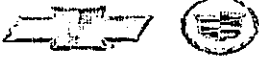
Thank You,  
 Jacky Jones  
 GM Superstore

|                              |                 |           |                 |                |            |
|------------------------------|-----------------|-----------|-----------------|----------------|------------|
|                              |                 |           |                 | TOTAL - LABOR  | 0.00       |
| PARTS                        | QTY             | FP NUMBER | DESCRIPTION     | LIST PRICE     | UNIT PRICE |
| JOB # 2                      | 1               | 15950807  | HEADLAMP 2.725  |                | WARRANTY   |
| JOB # 2                      | 1               | 15950808  | HEADLAMP 2.725  |                | WARRANTY   |
| JOB # 3                      | 1               | 05100     | POLISH          |                | INTERNAL   |
| JOB # 4                      | 1               | 20773432  | HARNESS 2.480   |                | WARRANTY   |
| JOB # 5                      | 1               | 15190411  | CONTROL 9.680   |                | INTERNAL   |
| JOB # 6                      | 1               | 19132012  | DUAL CHAN 9.680 |                | INTERNAL   |
| JOB # 7                      | 1               | 25904628  | CONVERTER 3.685 |                | WARRANTY   |
| JOB # 7                      | -1              | 25904628  | CORE RETURN     |                | WARRANTY   |
| JOB # 7                      | 1               | 15077362  | SEAL 3.611      |                | WARRANTY   |
| JOB # 7                      | 1               | 15035747  | SEAL 3.611      |                | WARRANTY   |
|                              |                 |           |                 | TOTAL - PARTS  | 0.00       |
| SUBLET                       | PO#             | VEND INV# | INV DATE        | DESCRIPTION    |            |
| JOB # 1                      | 65686           | 186107    | 12/09/08        | BUFF HOOD      | WARRANTY   |
|                              |                 |           |                 | TOTAL - SUBLET | 0.00       |
| <b>G.O.G. &amp; SUPPLIES</b> |                 |           |                 |                |            |
| JOB # 7                      | FREIGHT (PARTS) |           |                 |                | WARRANTY   |
|                              |                 |           |                 | TOTAL - GOG    | 0.00       |

Murphy, and Reynolds - CO28885 G (01/05)



# Bentley



Bentley Chevrolet Cadillac  
1950 Florence Blvd.  
Florence, AL 35030  
Phone: (256)764-1351  
www.bentleyauto.com

RO: 179504  
Cashier: 16:38-1  
Date Out: 02/13/2009

OPEN  
IN:1350OUT:1637

Customer: [REDACTED]  
[REDACTED]  
CHICKAMAUGA GA

VIN:1GNFK13057R [REDACTED]  
2007 CHEV K1500  
Miles-In: 4057 Out: 4057  
Delivered: 02/13/2009

Office: [REDACTED] Other: N/A  
Advisor: 000283-VICTOR MCAFEE  
Sold By: OUTSIDE SALE

Hat: 2428 Date In: 02/13/2009

| OP           | Acct  | Tech   | Hours | Complaint/Cause/Correction  | Per Unit | Extended Price        |
|--------------|-------|--------|-------|---|----------|-----------------------|
| [ WARRANTY ] |       |        |       |   |          |                       |
| A            | 1WT94 | 000104 |       | CUSTOMER STATES CEL IS ON AND TRANS HAS A HARSH SHIFT CODE #P0335 WAS STORED AS A HISTORY CODE IN THE PCM. CHECKED CONNECTION AT THE CRANK SENSOR. DID NOT FIND A PROBLEM. DID NOT RECREATE THE CONCERN.<br>PO: |          |                       |
|              |       |        |       |   |          | Operation Total: 0.00 |
| [ WARRANTY ] |       |        |       |   |          |                       |
| B            | 1WT94 | 000104 |       | CUSTOMER STATES SVC STABILITY LITE IS FLASHING CODE #C0561 WAS STORED AS A HISTORY CODE IN THE ESCM. COULD NOT RECREATE THE CONCERN.<br>PO:   |          |                       |
|              |       |        |       |   |          | Operation Total: 0.00 |
| [ WARRANTY ] |       |        |       |   |          |                       |
| C            | 1WT94 | 000104 |       | CUSTOMER STATES ALSO HAS A EXTENDED CRANK TIME DID NOT RECREATE THE CONCERN.<br>PO:   |          |                       |
|              |       |        |       |   |          | Operation Total: 0.00 |

### ALL CASH SALES FINAL

### NO PARTS SOLD ON A "TRIAL AND ERROR" BASIS

THE ABOVE ITEMS WERE DELIVERED IN ACCORDANCE WITH CUSTOMER'S REQUEST. SELLER ASSUMES NO FURTHER LIABILITY. NO REFUNDS OR EXCHANGES AFTER 10 DAYS FROM PURCHASE. ABSOLUTELY NO REFUNDS ON ELECTRICAL ITEMS OR ITEMS USED AND OR DAMAGED. ALL RETURNS SUBJECT TO A 15% RESTOCKING CHARGE.

**ALL NON-STOCK SPECIAL ORDER PARTS ARE NON-RETURNABLE**

Signature not on file

# Closed-End Note and Disclosure Statement



BORROWER NAME(S) (Last - First - Middle Initial) AND ADDRESS (street, city, state, zip code) S.S.N. DATE NOTE NUMBER

414-86-0460 11/26/2008  
MEMBER NUMBER MATURITY DATE

CHICKAMAUGA, GA  
In this agreement "you" and "your" mean each person who signs this agreement individually or collectively whether several, joint or joint and several or any of them. The "credit union" means the credit union whose name appears above and anyone to whom the credit union transfers its rights under this agreement. The terms on the following pages are part of this agreement. Boxes checked apply to this agreement.

## TRUTH IN LENDING DISCLOSURE

| ANNUAL PERCENTAGE RATE<br>The cost of your credit as a yearly rate. | FINANCE CHARGE<br>The dollar amount the credit will cost you. | Amount Financed<br>The amount of credit provided to you or on your behalf. | Total of Payments<br>The amount you will have paid when you have made all payments as scheduled. | Prepayment: If you pay off early you will not have to pay a penalty.<br>Required Deposit:<br>The Annual Percentage Rate does not take into account your required deposit, if any. |
|---|---|--|--|---|
| 6.7500 %  | 13,045.24   | 49,542.33  | 64,347.36  |   |

Variable Rate: The ANNUAL PERCENTAGE RATE may increase during the term of this transaction if: the Prime Rate as published in the Wall Street Journal increases (Index). When a range of rates is published, we will use the highest. The ANNUAL PERCENTAGE RATE will be subject to change twice each year on 000 20 and 000 20, except that the ANNUAL PERCENTAGE RATE will not change sooner than five months from the making of this transaction. The ANNUAL PERCENTAGE RATE shall not be adjusted lower than 0.0000 % or higher than 0.0000 % or the maximum ANNUAL PERCENTAGE RATE permissible under the Federal Credit Union Act, whichever is lower, over the lifetime of the loan, nor shall any adjustments of the ANNUAL PERCENTAGE RATE at any given change exceed 1 percentage point. We will add a margin of 0.0000 % to the Index. Any increase in the ANNUAL PERCENTAGE RATE will take the form of additional payments of the amount disclosed below unless negative amortization occurs, in which case the payment will be increased until what you owe has been repaid. Any decrease in the ANNUAL PERCENTAGE RATE will take the form of fewer payments of the amount disclosed below. EXAMPLE: If your loan was \$5,000.00 at 15% for a term of 48 months and the ANNUAL PERCENTAGE RATE increased to 16%, you would be required to make two (2) additional payments.

| Your Payment Schedule will be: | Number of Payments | Amount of Payments | When Payments Are Due   | Property Insurance: You may obtain property insurance from anyone you want that is acceptable to the credit union. If you get the insurance from the credit union, you will pay: |
|--------------------------------|--------------------|--------------------|-------------------------|--|
|                                | 84                 | 766.04             | MONTHLY BEG. 01/09/2009 |  |

Security: Collateral securing other loans with the credit union will also secure this loan. You are giving a security interest in your shares and/or funds in the credit union; and  the goods/property being purchased;  Other (Describe) Filing Fees Non-Filing Insurance

Late Charge: If you are more than 10 days late in making a payment, you will pay a late charge equal to 5% of the payment amount. The late charge will not be less than \$15.00 nor more than \$100.00.

See your contract documents for any additional information about nonpayment, default, and any required repayment in full before the scheduled date. "a" means an estimate.

## ITEMIZATION OF THE AMOUNT

The Credit Union or an entity affiliated with the Credit Union will retain a portion of the amount paid to others denoted by an asterisk. (\*)

| ITEMIZATION OF AMOUNT FINANCED OF    | AMOUNT GIVEN TO YOU DIRECTLY | AMOUNT PAID ON YOUR ACCOUNT | PREPAID FINANCE CHARGE |
|--------------------------------------|------------------------------|-----------------------------|------------------------|
| 49,542.33                            |                              |                             | 0                      |
| AMOUNT PAID TO OTHERS ON YOUR BEHALF | \$ 49,193.33 To JACKY JONES  | \$                          | To                     |
|                                      | \$ 349.00 To GAP INS         | \$                          | To                     |
|                                      | \$ To                        | \$                          | To                     |

TERMS: if checked, terms provided reflect an adjustment to the lowest Annual Percentage Rate available for this type of loan. This adjustment reflects a higher rate of interest or finance charge due to information contained in a consumer credit report.

NEGATIVE INFORMATION NOTICE: We may report information about your account to credit bureaus. Late payments, missed payments or other defaults on your account may reflect in your credit report.

SIGNATURE: If you agree to make and be bound by the terms of this Note and Security Agreement sign below. If you are not a borrower but an owner of the collateral for this loan, sign below and check the box for "Owner of Collateral". By doing so you agree only to the terms of the Security Agreement. You acknowledge that you have read this entire Agreement and received a copy.

CAUTION: IT IS IMPORTANT THAT YOU THOROUGHLY READ THIS CONTRACT BEFORE YOU SIGN IT.  
ARBITRATION: REFER TO PAGE 4 OF THIS AGREEMENT FOR FULL DETAILS.

Borrower \_\_\_\_\_ Date \_\_\_\_\_ Borrower  Owner of Collateral (other than a Borrower) \_\_\_\_\_ Date \_\_\_\_\_  
X \_\_\_\_\_ (Seal) \_\_\_\_\_ X \_\_\_\_\_ (Seal) \_\_\_\_\_  
Borrower  Owner of Collateral (other than a Borrower) \_\_\_\_\_ Date \_\_\_\_\_ Witness \_\_\_\_\_ Date \_\_\_\_\_  
X \_\_\_\_\_ (Seal) \_\_\_\_\_ X \_\_\_\_\_ (Seal) \_\_\_\_\_

Credit Union:

Borrower(s): Eric Glover

Date: 11/26/2008

NOTE AND SECURITY AGREEMENT

CONTINUED ON THE FOLLOWING PAGES

The following notice applies only if this box  is checked:

Any holder of this consumer credit contract is subject to all claims and defenses which the debtor could assert against the seller of goods or services obtained with the proceeds hereof. Recovery hereunder by the debtor shall not exceed amounts paid by the debtor hereunder.

Promise to Pay: You promise to pay 49,542.33 to the credit union plus interest on the unpaid balance at 6.7500 % per year until what you owe has been repaid.

Collection Costs: You promise to pay all costs of collecting the amount you owe under this agreement including expenses, court costs and reasonable attorney fees. If your loan has a variable interest rate, the rate is tied to the movement of the Index shown in the disclosure above.

| Security Offered: | MODEL         | YEAR | I.D. NUMBER | MAKE      | VALUE     | LIEN AMOUNT |
|-------------------|---------------|------|-------------|-----------|-----------|-------------|
|                   | TAHOE REGENCY | 2007 | 1GNFK13057R | CHEVROLET | 59,320.00 |             |

Other (Describe):

You Pledge Shares and/or Funds of in account number Key No. Governed by the laws of Tennessee

Insurance Company: Agent Name: STATE FARM/MIKE HERNDON/706-375-7970

Agent Phone Number:

CREDIT INSURANCE DISCLOSURE

You understand that credit insurance is voluntary and is not required as a condition of credit. You are applying for the credit insurance marked below and authorizing the Creditor to add the charges for insurance to your loan. If Coverage is selected and you are eligible, you will be charged a premium and given a Certificate of Insurance from Life Investors Insurance Company of America, which provides the important terms of this coverage. Read it carefully. If you do not check "Yes" below, no coverage will be added nor in force. Your signature below means you agree that:

- You are eligible for disability insurance only if you are working for wages or profit 25 hours a week or more on the date you sign for the loan.
- Your Co-Borrower is eligible for Joint Life Insurance only if he/she is a party to the loan.
- Your Co-Borrower is eligible for disability insurance only if he/she is a party to the loan.
- Neither you, nor your Co-Borrower are eligible for disability insurance after you have reached the age shown below.
- Neither you, nor your Co-Borrower are eligible for life insurance after you have reached the age shown below.

NOTE: THE LIFE AND DISABILITY INSURANCE CONTAINS CERTAIN BENEFIT EXCLUSIONS, INCLUDING A PRE-EXISTING CONDITION EXCLUSION. PLEASE REFER TO YOUR CERTIFICATE FOR DETAILS.

| YOU ELECT THE FOLLOWING INSURANCE COVERAGE(S) |  | YES | NO | ESTIMATED PREMIUM | INSURANCE MAXIMUMS         | MAX. ELIGIBLE AGE |
|---|--|-----|----|-------------------|----------------------------|-------------------|
| CREDIT DISABILITY                             | <input type="checkbox"/> Single <input type="checkbox"/> Joint |     | X  | e                 | MAXIMUM LIFE BENEFIT       | LIFE              |
| SINGLE CREDIT LIFE                            |  | X   |    | \$1,759.79e       | \$50,000                   | 69 Years          |
| JOINT CREDIT LIFE                             |  |     | X  | e                 | MAXIMUM DISABILITY BENEFIT |                   |
| ACTIVELY EMPLOYED                             | DISABILITY WAITING PERIOD                                      |     |    |                   | \$60,000                   | DISABILITY        |
| MINIMUM 25 HOURS WEEK                         | LIFE: 30 DAYS  |     |    |                   | MAXIMUM MONTHLY BENEFIT    | 65 Years          |
|   |  |     |    |                   | \$750.00                   |                   |
|   |  |     |    |                   | MAXIMUM TERM OF INSURANCE: | LIFE 120 MOS.     |
|   |  |     |    |                   | DISABILITY                 | 120 MOS.          |

\*LOANS WITH TERMS EXCEEDING 120 MONTHS ARE NOT ELIGIBLE FOR COVERAGE

INTEREST RATE OF THIS LOAN

SIGNATURE OF BORROWER ELIGIBLE TO BE INSURED (Be sure to check the boxes above) DATE DATE OF BIRTH MEMBER'S ACCOUNT NUMBER 6.7500 %

X SIGNATURE OF JOINT INSURED (CO-BORROWER) DATE 04/20/1950 DATE OF BIRTH 100918-3 SECONDARY BENEFICIARY (If you desire to name one)

Thank you for borrowing at your Credit Union

LODB Journal Voucher 11/26/08 03:11PM 2339 40 512 MJC BR:0040  
TN VALLEY FEDERAL CREDIT UNION

100918-3 [REDACTED] EFF DT:11/26/08 32562  
AMT: -49,542.33 FROM LOAN PRIN: -49,542.33 INT: .00  
LT CHG: .00 BAL: 49,542.33 DUE DATE: 01/09/09 INT DATE: 11/26/08  
APR:06.7500 SCHEDULED PMT: 766.04 STORED INT ADDED: .00  
DISB: .00 FEES ASSESSED: .00 SUSPENSE AMT: 49,542.33  
INTEREST CALC METHOD: 1 PREPAY. INT ASSESSED: .00

[REDACTED]  
CHICKAMAUGA GA [REDACTED]

SHDP Journal Voucher 11/26/08 03:11PM 2375 40 512 MJC BR:0040  
TN VALLEY FEDERAL CREDIT UNION  
100918-0 [REDACTED]  
AMT: 49542.33 TO SHARE ACCOUNT EFF DT:11/26/08 32563  
MEMB FEES: .00 BAL: 49,639.34  
DESCRIPTION: LN 03 PROCEEDS

[REDACTED]  
CHICKAMAUGA GA [REDACTED]



SHWI Check Withdrawal Voucher 11/26/08 03:12PM  
TN VALLEY FEDERAL CREDIT UNION

2426 40 512 MJC BR:0040

100918 0

EFF DT:11/26/08 516873

AMT: -49193.33 FROM SHARE ACCOUNT

MEMB FEES: .00 BAL: 446.01

Purchaser Does Not Have the Right to Stop Payment of This Check

FOR SECURITY PURPOSES THE FACE OF THIS DOCUMENT CONTAINS A COLORED BACKGROUND AND MICROPRINTING

**Tennessee Valley**  
FEDERAL CREDIT UNION  
P.O. Box 23967 • (423) 634-3600  
Chattanooga, TN 37422

**CASHIER'S CHECK**

DATE: 11/26/08  
CHECK NUMBER: [REDACTED]

AMOUNT: \$49,193.33

PAY TO THE ORDER OF: JACKY JONES GM SUPERSTORE  
RE: 2007 CHEV. TAHOE  
RE: VIN 1GNFK13057E  
RE: [REDACTED]

TENNESSEE VALLEY FEDERAL CREDIT UNION  
VOID AFTER 180 DAYS

AUTHORIZED SIGNATURE: [Signature]

THE REVERSE SIDE OF THIS DOCUMENT INCLUDES A TRUE WATERMARK - HOLD TO LIGHT TO VIEW

# GAP INSTALLMENT SALE CONTRACT/LOAN/LEASE AGREEMENT ADDENDUM

Inception Date: 11/26/2008 Addendum# 0205053

Purchaser Name / Address [REDACTED]  
[REDACTED] Chickamauga, GA [REDACTED]

Vehicle Year/Make/Model 2007 Chevrolet Tahoe Regency New:  Used:

VIN: 1GNFK13057R [REDACTED] MSRP 593200 Mileage 216

Dealer Name/Address Jacky Jones Gm 4226 W Us 64

Amount Financed: \$ 49,542.33 Term: 84 Months APR. 6.7500 %

Lender Name/Address: Tennessee Valley Federal Credit Union P.O. Box 23967 Chattanooga, Tn 37422

Dealer Representative / (F & I) J Coulter

**YES, I ELECT THE GAP WAIVER**

I understand that the purchase of the GAP Waiver Addendum is voluntary and is not required by the Seller/Lender/Lessor to obtain credit. I understand that this GAP Waiver Addendum is not an offer of insurance coverage. I may wish to consult an insurance agent to determine whether similar coverage may be obtained and at what cost. I understand that the GAP benefits may decrease over the term of this contract and that GAP is not a substitute for collision or property damage insurance. I understand that by purchasing the GAP Waiver Addendum for my loan/lease or installment sales contract that the Seller/Lender/Lessor waives\*, in the event of a Total Loss, Constructive Total Loss or Unrecovered Theft, its contractual right to hold me liable for the GAP Amount, subject to provisions and exclusions identified on the reverse side of this election form. I understand that should I decide I do not wish to retain this waiver, I can request the cancellation at any time within 60 days from my loan/lease inception date and that I will receive a full refund of the waiver cost. I understand that the Seller/Lender/Lessor may retain all of the one-time fee, or pay a portion to a third party as a service fee, or for indemnification. I further understand the maximum term for this Addendum shall not exceed 84 months. I understand that I should carefully review all of the terms and conditions of the debt cancellation agreement prior to signing the agreement.

The one-time cost is \$ 349.00 (full refund if cancelled within 60 days, nonrefundable after 60 days)

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

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

\* This Waiver Does Not include:

- \* Any refundable additions to amount financed.
- \* Delinquent Payments > 60 days past due.
- \* Late charges or fees added after installment sales contract/loan/lease inception.
- \* Primary Carrier's insurance deductible in excess of \$500 (\*1)
- \* Portion of installment sales contract/loan/lease that exceeds 150% (\*2) of MSRP (new cars) or 150% (\*2) of average retail book value (used cars). All other eligible collateral shall not exceed 125% (\*2) of MSRP or NADA.
- (1) Reimbursement for your primary insurance carrier deductible is prohibited for installment sales contracts/loans/leases originating in Arkansas.
- (2) 125% in Illinois.

**NO, I DO NOT ELECT THE GAP WAIVER**

In the event my vehicle is stolen or a total loss and my insurance company pays less than the amount of my installment sales contract/loan/lease, I understand I will be fully responsible for any deficiency balance.

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

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

GAP Administrator: National Dealer Services, Inc.  
 5725 Ringgold Rd., Chattanooga, TN 37412  
 Phone: 423-899-7212



VIA FAX ONLY

February 28, 2011

Alex Simanovsky, Esq.  
Simanovsky & Associates  
2300 Henderson Mill Rd NE Ste 300  
Atlanta, GA 30345

RE:

[REDACTED]  
Service Request: 71-922624590  
2007 Chevrolet Tahoe  
Vehicle Identification Number: 1GNFK13057R [REDACTED]  
Mediation Liaison: Billie

Dear Mr. Simanovsky:

This is to advise that General Motors is in receipt of the above referenced case dated February 22, 2011. This case file has been assigned to General Motors' Early Resolution program, and you will be contacted in the next 10-15 calendar days for review. The Early Resolution program is designed to facilitate early settlement of warranty matters within a 45-day timeframe.

In order to do a thorough review and assessment of this case, General Motors would appreciate your prompt assistance in having the attached Release of Lien Information form completed and faxed to the number on the fax coversheet within the next five (5) days.

In addition, if any of the items below are marked, please send the requested information either to the fax number on the fax cover sheet, or to the address below as soon as possible.

Copy of owner's current title and/or registration  
 Other: All available service documents

Finance agreement  
 Buyer's agreement

General Motors  
ATTN: BRC Legal  
P.O. Box 33170  
Detroit, MI 48232

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

Sincerely,

General Motors



**RELEASE OF LIEN INFORMATION**

I \_\_\_\_\_,  
(Client's Name)

hereby authorize \_\_\_\_\_  
(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.

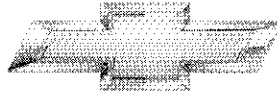
Date \_\_\_\_\_.

**VEHICLE INFORMATION**

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

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Signature



VIA FAX ONLY

February 28, 2011

Mike Pope  
Jacky Jones Chevrolet, Buick, GMC  
4226 US Hwy 64 W  
Murphy, NC 28906-8122

RE: [REDACTED]  
Service Request: 71-922624590  
2007 Chevrolet Tahoe  
Vehicle Identification Number: 1GNFK13057R [REDACTED]  
Mediation Liaison: Billie

Dear Mr. Pope:

This is a letter of notification regarding a not-in-suit-matter involving the above referenced customer. Please provide us with copies of all dealer sales and service documents regarding this vehicle. The specific documents needed are:

- All sales purchase and finance agreements, including a conversion invoice (if any), the incentives acknowledgement form, and the Actual Cash Value statement of any trade.
- Service and body shop repair orders of all internal, customer pay, and warranty repair orders, (to include front and back as well as technician notes). Also, include any receipts for aftermarket or dealer add-ons.

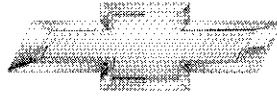
Please fax them to 866-842-9444. If there are any fax difficulties or the documents exceed 50 pages, please split the fax and send two or more faxes as appropriate.

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

LG0040\_CH  
V06302010



VIA FAX ONLY

February 28, 2011

Margaret Stone  
Jackson Chevrolet, Buick, GMC  
1975 Hwy 27 N  
La Fayette GA 30728-3710

RE: [REDACTED]

Service Request: 71-922624590  
2007 Chevrolet Tahoe  
Vehicle Identification Number: 1GNFK13057R [REDACTED]  
Mediation Liaison: Billie

Dear Ms. Stone:

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 866-842-9444. 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

LG0040\_CH  
V06302010

Jackson Chevrolet Buick GMC

1975 N MAIN STREET

LAFAYETTE, GEORGIA 30728

PHONE 706-638-4222

FAX 706-638-4927

FAX TO: ATTENTION BILLIE COMEAUX FAX 866-842-9444

FROM: MARGARET STONE

PAGES: 5

NOTES: These are the only two times the customer had work done at this dealership. If you need anything else please just call.

Thank You

**DISCLAIMER:**

The information contained in this facsimile message is intended for the sole confidential use of the designated recipients and may contain confidential information. If you have received this information in error, any review, dissemination, distribution or copying of this information is strictly prohibited. If you have received this communication in error, please notify us immediately by telephone and return the original message to us by mail or if electronic, reroute back to the sender. Thank you.

If you do not receive all pages, please call the sender at the above number.

**GMC****HUMMER****General Motors Business Resource Center****FAX****To: Margaret Stone**

Company: Jackson Chevrolet, Buick, GMC

Fax: 1-706-638-4927

Phone: 706-638-4222

**From: Billie Comeaux, [billie\\_comeaux@gmexpert.com](mailto:billie_comeaux@gmexpert.com)**

Fax: 866-842-9444

Phone: 866-790-5600, ext. 11098

E-mail:

**cc:**

---

**NOTES:**

ERIC GLOVER



JACKSON CHEVROLET BUICK - GMC, INC. 1975 N. Main Street \* P.O. Box 587 LAFAYETTE, GEORGIA 30728 Phone 706-638-4222 www.jacksongm.com



HARD COPY PAGE 1

| DATE         | YEAR     | MAKE       | MODEL              | VIN         | STK/CUS | MILES IN | MILES OUT | TAG |
|--------------|----------|------------|--------------------|-------------|---------|----------|-----------|-----|
| 01/03/11     | 07       | CHEVROLET  | TAHOE              | 1GNFK13057F | 36476   | 25437    |           |     |
| SERVICE DATE | NOTIFIED | SVC ADV    | PROMISED DATE/TIME | LICENSE     | RATE    | PAYMENT  | INV. DATE |     |
|              |          | 13         | 00:00              |             |         | 00       |           |     |
| R.O. NUMBER  | TAX ID   | HOME PHONE | BUSINESS PHONE     | COLOR       | PRINT # |          |           |     |
| 177687       |          |            |                    |             | 1       |          |           |     |

REPAIR LINE 001

CHECK DRIVERS MIRROR GOES DOWN WONT COME UP WHEN PUT IN DRIVE *wiring checked*  
Bill Code - c *Bad wire connection* *remove left door panel to repair way to mirror recheck ok at this time*

*No 644.5 01h.5 - der wiring repair*

REPAIR LINE 002

1 REMOTE NOT WORKING  
Bill Code - c *1-1598424 @ 48c* *1-20889057 @ 48c* *remote not transmit replace remote & reprogram remote*

*R4490 .3*

REPAIR LINE 003

LEFT FRONT AND RIGHT REAR TIRE SAYS LOW  
Bill Code - c *1-25920615 @ 1.10* *found right rear tire sensor bad not displaying correctly replace sensor & reprogram here sensor recheck ok at this time*

*E0722 .9*

*2.2*

*1/7 called*

**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 reasonable safety, etc.

PRELIMINARY ESTIMATE \$ 41m

AUTHORIZED BY X 41m

| REVISOR | DATE | TIME | BY |
|---------|------|------|----|
| OFF     |      |      |    |
| ON      |      |      |    |

I HEREBY AUTHORIZE THE UNDERSIGNED PURCHASER TO AUTHORIZE THE UNDERSIGNED MECHANIC TO REPAIR OR REPLACE THE PARTS AND ACCESSORIES LISTED ON THIS ESTIMATE (3) AND TO REPROGRAM THE REMOTE CONTROL SYSTEM. I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

X  
CUSTOMER SIGNATURE

# JACKSON



## SERVICE REQUEST FORM

Hwy 27 North • P.O. Box 587 • LaFayette, Georgia 30728

Ro# 177687

178652

TAG #

DATE

(Please Print or Type)

MR \_\_\_\_\_  
 MRS \_\_\_\_\_  
 MS \_\_\_\_\_

STREET \_\_\_\_\_

CITY \_\_\_\_\_

STATE \_\_\_\_\_

ZIP CODE \_\_\_\_\_

DATE \_\_\_\_\_

BUSINESS PHONE \_\_\_\_\_

HOME PHONE \_\_\_\_\_

| VEHICLE INFORMATION |           |           |              |
|---------------------|-----------|-----------|--------------|
| VIN NO.             |           |           |              |
| STOCK               | DEL. DATE | MFG. DATE | TIME PROMISE |
| COLOR               | LICENSE # | YEAR      | MILEAGE      |
| KEY #               |           |           |              |

| PRELIMINARY ESTIMATE  | AUTHORIZED ADDITIONS  | ADDITIONAL AUTHORIZATION |
|---|---|--------------------------|
| \$  | \$  | \$                       |
| Repair work done on this order will be based in part upon a flat rate manual computation at _____ per hour. |   |                          |
| <input type="checkbox"/> CUSTOMER WARRANTY  | TERMS: STRICTLY CASH. 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 diagnosis and repair. I hereby acknowledge on above in payment, I agree to pay cost of parts and labor. |                          |
| <input type="checkbox"/> INTERNAL WARRANTY  | CUSTOMER'S SIGNATURE _____  |                          |
| <input type="checkbox"/> CASH ONLY  |   |                          |

DIAGNOSTIC CHARGE \_\_\_\_\_

ESTIMATES ARE BASED UPON AN INSPECTION PRIOR TO TEARDOWN. OCCASIONALLY AFTER WORK HAS STARTED, WORN OR DAMAGED PARTS ARE DISCOVERED, WHICH ARE NOT EVIDENT ON FIRST INSPECTION. BECAUSE OF THIS, THE ESTIMATES ARE NOT GUARANTEED.

**DISCLAIMER OF WARRANTIES**

Any warranties on the item/items sold hereby those made by the manufacturer. The seller, W. Jackson Chevrolet, Inc., hereby expressly disclaims all warranties, either express or implied, regarding merchantability or fitness for a particular purpose and neither assumes nor authorizes any person to assume for it any liability in connection with the sale of this item/items.

|                      |           |                 |               |              |                 |             |
|----------------------|-----------|-----------------|---------------|--------------|-----------------|-------------|
| ___ Visa             | ___ Cash  | ___ Astro       | ___ Caprice   | ___ Corvette | ___ Metro       | ___ Tracker |
| ___ MasterCard       | ___ Check | ___ APV         | ___ Cavalier  | ___ C-1500   | ___ Monte Carlo | ___ Van     |
| ___ American Express | ___ Other | ___ Beretta     | ___ Celebrity | ___ C-2500   | ___ Prism       | ___ Other   |
| ___ Discover         |           | ___ Blazer S-10 | ___ Camaro    | ___ C-3500   | ___ Storm       |             |
|                      |           | ___ Blazer Full | ___ Corsica   | ___ Lumina   | ___ S-10 P/U    |             |

### PROBLEM / SYMPTOM DESCRIPTION

Drives Side Mirror Turn's Down  
 West 90° Bad  
 1- Remote not working →

Left Front Right Rear  
 Turn Low

ERIC GLOVER



JACKSON CHEVROLET  
PONTIAC - BUICK - GMC, INC.  
Hwy. 27 North \* P.O. Box 587  
LAFAYETTE, GEORGIA 30728  
Phone 706-638-4222



HARD COPY PAGE 1

| DATE         | YEAR     | MAKE       | MODEL              | VIN         | STK/CUS | MILES IN | MILES OUT | TAG |
|--------------|----------|------------|--------------------|-------------|---------|----------|-----------|-----|
| 11/28/08     | 07       | CHEVROLET  | TAHOE              | 1GNFK13057R |         | 36476    | 383       |     |
| SERVICE DATE | NOTIFIED | SVC ADV    | PROMISED DATE/TIME | LICENSE     | RATE    | PAYMENT  | INV. DATE |     |
|              |          | 13         | 00:00              |             |         | 00       |           |     |
| R.O. NUMBER  | TAX ID   | HOME PHONE | BUSINESS PHONE     | COLOR       | PRINT # |          |           |     |
| 163143       |          |            |                    |             | 1       |          |           |     |

REPAIR LINE 001

SERVICE ENGINE LIGHT ON  
Bill Code - C

*Scanned found code  
P0116 - Found bad connection  
at Ect connector,  
repaired connector  
retested all etc  
at this time.*

*N6607  
.5*

*#65*

| EXCLUSION OF WARRANTIES   |                 |                    |      | PRELIMINARY ESTIMATE \$ |         |      |     |
|---|-----------------|--------------------|------|-------------------------|---------|------|-----|
| Any warranties on the parts and accessories sold hereby are made by the manufacturer. The un-   |                 |                    |      |                         |         |      |     |
| informed purchaser understands and agrees that dealer makes no warranties of any kind, ex-  |                 |                    |      |                         |         |      |     |
| cluding all warranties, including warranties of merchantability or fitness of goods for use as accessories purchased; and that in no case arising out of  |                 |                    |      |                         |         |      |     |
| merchandise, reasonable safety, efficiency, or comfort.   |                 |                    |      |                         |         |      |     |
| STRAIGHT TIME (HRS.)  | FLAT RATE PRICE | R.O. NO.           | TIME | OFF                     | REVISED | DATE | BY  |
|   |                 | 163143             | .5   | ON                      | 6       |      | (1) |
|   |                 | EMP. NO. OPER. NO. |      |                         |         |      | (2) |
| AUTHORIZATION FOR REPAIRS   |                 |                    |      | REVISED ESTIMATE (3)    |         |      |     |
| 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. |                 |                    |      |                         |         |      |     |
| I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:   |                 |                    |      |                         |         |      |     |
| X CUSTOMER SIGNATURE  |                 |                    |      |                         |         |      |     |



# JACKSON



## SERVICE REQUEST FORM

Hwy 27 North • P.O. Box 587 • LaFayette, Georgia 30728

Ro# 163143

TAG # 1GNFK13057R [REDACTED]

(Please Print or Type)

MR \_\_\_\_\_  
 MRS \_\_\_\_\_  
 MS \_\_\_\_\_

STREET \_\_\_\_\_  
 CITY \_\_\_\_\_  
 STATE \_\_\_\_\_  
 ZIP CODE \_\_\_\_\_  
 DATE 3 8 3  
 BUSINESS PHONE \_\_\_\_\_  
 HOME PHONE \_\_\_\_\_

| VEHICLE INFORMATION |           |           |              |
|---------------------|-----------|-----------|--------------|
| VIN NO.             |           |           |              |
| STOCK               | DEL. DATE | MFG. DATE | TIME PROMISE |
| COLOR               | LICENSE # | YEAR      | MILEAGE      |
| KEY #               |           |           |              |

|                         |                         |                             |            |                          |
|-------------------------|-------------------------|-----------------------------|------------|--------------------------|
| PRELIMINARY ESTIMATE \$ | AUTHORIZED ADDITIONS \$ | ADDITIONAL AUTHORIZATION \$ | DIAGNOSTIC | DISCLAIMER OF WARRANTIES |
|-------------------------|-------------------------|-----------------------------|------------|--------------------------|

Repair work done on this order will be based in part upon a flat rate manual computation at \_\_\_\_\_ per hour.

CUSTOMER TERMS: STRICTLY CASH. 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 state highways or elsewhere for the purpose of completing the repair work. I have read and hereby acknowledge on above in payment, I agree to pay just cost of parts and labor.

CUSTOMER'S SIGNATURE: [Signature]

CHARGE \_\_\_\_\_

ESTIMATES ARE BASED UPON AN INSPECTION PRIOR TO TEARDOWN OCCASIONALLY AFTER WORK HAS STARTED. WORN OR DAMAGED PARTS ARE DISCOVERED, WHICH ARE NOT EVIDENT ON FIRST INSPECTION. BECAUSE OF THIS, THE ESTIMATES ARE NOT GUARANTEED.

Any warranties on the item/items sold hereon those made by the manufacturer. The seller, Jackson Chevrolet, Inc., hereby expressly disclaims all warranties, either express or implied, regarding merchantability or fitness for a particular purpose and neither assumes nor authorizes any person to assume for it any liability in connection with the sale of this item/items.

|   |                                |                                      |                                    |                                   |                                      |                              |
|---|--------------------------------|--------------------------------------|------------------------------------|-----------------------------------|--------------------------------------|------------------------------|
| <input type="checkbox"/> Visa             | <input type="checkbox"/> Cash  | <input type="checkbox"/> Astro       | <input type="checkbox"/> Caprice   | <input type="checkbox"/> Corvette | <input type="checkbox"/> Metro       | <input type="checkbox"/> Tra |
| <input type="checkbox"/> MasterCard       | <input type="checkbox"/> Check | <input type="checkbox"/> APV         | <input type="checkbox"/> Cavalier  | <input type="checkbox"/> C-1500   | <input type="checkbox"/> Monte Carlo | <input type="checkbox"/> Var |
| <input type="checkbox"/> American Express | <input type="checkbox"/> Other | <input type="checkbox"/> Beretta     | <input type="checkbox"/> Celebrity | <input type="checkbox"/> C-2500   | <input type="checkbox"/> Prism       | <input type="checkbox"/> Oth |
| <input type="checkbox"/> Discover         |                                | <input type="checkbox"/> Blazer S-10 | <input type="checkbox"/> Camaro    | <input type="checkbox"/> C-3500   | <input type="checkbox"/> Storm       |                              |
|   |                                | <input type="checkbox"/> Blazer Full | <input type="checkbox"/> Corsica   | <input type="checkbox"/> Lumina   | <input type="checkbox"/> S-10 P/U    |                              |

PROBLEM / SYMPTOM DESCRIPTION

ser eng. may be on

**Fax Transmittal**

**Jacky Jones GM Superstore  
Chevrolet-Buick- GMC  
P.O. Box 939 – 4226 US Hwy 64 West  
Murphy, NC 28906**

Phone Number: (828) 837-2322

Fax Number: (828) 837-6599

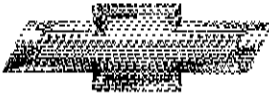
[www.jackyjonessuperstore.com](http://www.jackyjonessuperstore.com)

TO: 866-842-9444 Billie Comeaux

FROM: Mike Payne

TOTAL PAGES (Including cover) ~~56~~ 30

Notes: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_



VIA FAX ONLY

February 28, 2011

Mike Pope  
Jacky Jones Chevrolet, Buick, GMC  
4226 US Hwy 64 W  
Murphy, NC 28906-8122

RE: [REDACTED]  
Service Request: 71-922624590  
2007 Chevrolet Tahoe  
Vehicle Identification Number: 1GNFK13057R [REDACTED]  
Mediation Liaison: Billie

Dear Mr. Pope:

This is a letter of notification regarding a not-in-suit-matter involving the above referenced customer. Please provide us with copies of all dealer sales and service documents regarding this vehicle. The specific documents needed are:

- All sales purchase and finance agreements, including a conversion invoice (if any), the incentives acknowledgement form, and the Actual Cash Value statement of any trade.
- Service and body shop repair orders of all internal, customer pay, and warranty repair orders, (to include front and back as well as technician notes). Also, include any receipts for aftermarket or dealer add-ons.

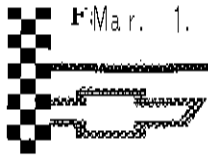
Please fax them to 866-842-9444. If there are any fax difficulties or the documents exceed 50 pages, please split the fax and send two or more faxes as appropriate.

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

LG0040\_CH  
V06302010



**GMC**

**HUMMER**

## General Motors Business Resource Center

# FAX

**To: Mike Pope**  
Company: Jacky Jones Chevrolet, Buick, GMC  
Fax: 1-828-837-6599  
Phone: 828-837-2322

**From: Billie Comeaux, [billie\\_comeaux@gmexpert.com](mailto:billie_comeaux@gmexpert.com)**  
Fax: 866-842-9444  
Phone: 866-790-5600, ext. 11098  
E-mail:

**CC:**

---

### NOTES:

Good afternoon Mr. Pope,

Please don't hesitate to contact me if you have any questions/concerns.

Thank you,  
Billie Comeaux  
General Motors Business Resource Center  
Mediation Liaison (L2)  
General Motors  
(866) 790-5600, ext. 11098 | [Billie\\_Comeaux@gmexpert.com](mailto:Billie_Comeaux@gmexpert.com)

STK NO. CT2887

11/26/08

ROCK SPRINGS GA

H#

04/20/50

MAX RAY LOUDERMILK

W#

49425.00

NEW 2007 CHEVROLET TRUCK TAHOE 4DR 4WD 1500 SILV BIRCH MET

SER# 1GNFK13057R

KEY NUMBERS: MILES: 216

2007 GMC SIERRA 1500 BROWN STK NO. CT2887A

SER# 1GTEK19J07Z

MILES: 20679 22000.00

### DELIVERY REPORTING WORKSHEET FOR NEW VEHICLES

FINANCED AT: TENNESSEE VALLEY FED CREDIT UNION

60 MONTHS AT \$ N/A

FORD EXT. SERV. PLAN NO

|                      |        |
|----------------------|--------|
| BACK END COMMISSION  | 500.00 |
| FRONT END COMMISSION | 21.80  |
| TOTAL COMMISSION     | 521.80 |

ESC \_\_\_\_\_ GMPP \_\_\_\_\_ FINANCE RATE \_\_\_\_\_

NO REBATES \_\_\_\_\_ DEALER TRANSFER - DEALER CODE \_\_\_\_\_

REBATE #1

Program Name \_\_\_\_\_ Amount \_\_\_\_\_

Edit Code \_\_\_\_\_ Ident Code \_\_\_\_\_ Procedure Code \_\_\_\_\_

Authorization # \_\_\_\_\_ Certificate # \_\_\_\_\_

REBATE #2

Program Name \_\_\_\_\_ Amount \_\_\_\_\_

Edit Code \_\_\_\_\_ Ident Code \_\_\_\_\_ Procedure Code \_\_\_\_\_

Authorization # \_\_\_\_\_ Certificate # \_\_\_\_\_

REBATE #3

Program Name \_\_\_\_\_ Amount \_\_\_\_\_

Edit Code \_\_\_\_\_ Ident Code \_\_\_\_\_ Procedure Code \_\_\_\_\_

Authorization # \_\_\_\_\_ Certificate # \_\_\_\_\_

TOBBI EXT 1857 BLVD  
CO NORTH ME  
LAWRENCE VT 05702  
TEL: 802-253-1234 FAX: 802-253-1234  
WWW.JACKYJONES.COM  
KIA MONDAYS 11:00-11:00  
BROOK PARK RD  
50930  
11:00-11:00

ONSTAR ACKNOWLEDGMENT



CUSTOMER NAME: [REDACTED]  
VIN: 1G1ME1K1131015174 [REDACTED]

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

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

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

I elect to receive the following in lieu of \_\_\_\_\_

I elect to receive \_\_\_\_\_ AND/OR \_\_\_\_\_

- CUSTOMER AND DEALER ACKNOWLEDGMENT FOR INCENTIVES AND ONSTAR SERVICE -

a. Vehicle Incentive Acknowledgment. I am the ultimate retail purchaser or lessee of the vehicle bearing this vehicle identification number, which was sold/leased to me by the Dealer, named below. This vehicle was purchased/leased for personal/business use and not resale and I took delivery on 11/26/08. I acknowledge receipt of incentive (s) as described in Item \_\_\_ and release GM Division from any future claim or obligation for incentive (s) on this unit

Is vehicle equipped with OnStar? Yes \_\_\_ No \_\_\_

b. Terms and Conditions Acknowledgment I acknowledge that I have received the Terms and Conditions under which the OnStar service in my vehicle is provided (copies are available in the vehicle glove box, from the dealer, at [www.onstar.com](http://www.onstar.com), or by contacting OnStar as described below).

I understand that in order to cancel the OnStar service in my vehicle, I must press the blue OnStar button in my vehicle or call 1.888.4OnStar (1.888.466.7827) or TTY 1.877.248.2080 and request that my Services be cancelled.

Purchaser/Lessee Signature: \_\_\_\_\_ Date: 11/26/08

The undersigned person, as Dealer representative, certifies that the information on this application is true and correct and the incentive (s) described in Item \_\_\_ and the OnStar Terms and Conditions have been provided to the said purchaser/lessee who has taken delivery of the referenced unit through this dealership and that properly completed accurate delivery data has been forwarded to General Motors, Saab Cars USA or Saturn

Authorized Dealer Signature: \_\_\_\_\_ Date: 11/26/08  
Dealership Name: \_\_\_\_\_ Dealer Code: 05288

Dealer Note: This is a required document and it must be completed, signed, and retained in EVERY DEAL FILE for new retail customers even if there are no incentives or rate support available. A copy of the completed form should be provided to the customer.

**JACKY JONES**

GM SUPERSTORE  
CHEVROLET-PONTIAC-BUICK-GMC  
4226 US 64 WEST • P.O. BOX 939  
MURPHY, NC 28906  
PHONE (828) 837-2322

UNITED COMMUNITY BANK  
MURPHY, NC 28906

687167  
687

CHECK#

PAY \*\*EIGHTEEN DOLLARS AND 00/100\*\*

TO THE  
ORDER  
OF

WALKER COUNTY TAX COMMISSIONER  
PO BOX 628  
LAFAYETTE GA 30728

DATE  
12/12/08

AMOUNT  
\$18.00

VOID AFTER 90 DAYS

 SECURITY  
FEATURES INCLUDED  
DATELINE ON BACK

MEMO

**NON - NEGOTIABLE**

NAME \_\_\_\_\_ NUMBER \_\_\_\_\_ DATE \_\_\_\_\_

WALKER COUNTY TAX COMMISSIONER

14731

12/12/08

TITLE ONLY FOR ERIC LAMAR GLOVER, VIN # 78652

12/12/08 905

18.00

REMITTANCE ADVICE  
DETACH AND RETAIN

**JACKY JONES**

GM SUPERSTORE  
CHEVROLET-PONTIAC-BUICK-GMC  
4226 US 64 WEST • P.O. BOX 939  
MURPHY, NC 28906

CHECK NO.  
49807

NET  
AMOUNT

**\$18.00**

SUMMARY PROFIT REPORT

STK NO. CT2887

DEAL 24393

DATE 11/26/08

CUSTOMER

ADDRESS

ROCK SPRINGS GA 2007 CHEVROLET TRUCK TAHOE 1GNFK13067R ADR 4WD 1500

UNIT SOLD

DAYS IN STOCK

FIRST PAYMENT DATE 01/10/09

60

PAYMENTS OF

N/A

PRICE

49425.00

DOC FEE

199.00

TRADE

31425.00

PAYOFF

34460.87

SALES TAX

1286.46

DEPOSIT

4950.00

INSPECTION

N/A

C.O.D.

49193.33

TITLE

18.00

INSURANCE

N/A

LICENSE

N/A

EXTENDED SERVICE

N/A

ADD ON RATE

APR

N/A

LIENHOLDER

TENNESSEE VALLEY FED CREDIT UNION

AMOUNT FINANCED

N/A

DISCOUNT RATE

N/A

FINANCE RESERVE

N/A

CREDIT LIFE PREMIUM

N/A

RATE

N/A

C.L. RESERVE

N/A

A & H PREMIUM

N/A

RATE

N/A

A & H RESERVE

N/A

AFTERSALES

179.00

COST

70.00

AFTSLS RESERVE

109.00

PHYSICAL DAMAGE

N/A

RATE

N/A

P.D.I. RESERVE

N/A

EXTENDED SERVICE

N/A

COST

N/A

SERVICE RESERVE

N/A

TRADE:

F & I RESERVE

109.00

YR. 2007/CT2887A MAKE GMC

MODEL SIERRA 1500

VIN: 1GTEK19J07Z

PRICE OF UNIT SOLD

49425.00

GROSS SALE PROFIT

N/A

COST OF UNIT SOLD

40000.00

TRADE PAY OFF

34460.87

LOT FEE

N/A

F & I COMM.

10.90

TOTAL COST

40000.00

TOTAL PROFIT

1456.50

A.C.V. OF TRADE

22000.00

TOTAL PROFIT

1565.50

OVER/UNDER ALLOWANCE

9425.00

GROSS ON UNIT

N/A

SALESMAN #1

MAX RAY LOUDERMILK

COMMISSION

500.00

BONUS

10.90

SALESMAN #2

COMMISSION

N/A

BONUS

N/A



CUSTOMER SERVICE RECEIPT

DAI VI

CUSTOMER'S LAST NAME: [REDACTED] FIRST [REDACTED] INITIAL L

ADDRESS: [REDACTED] CITY ROCK SPRINGS STATE GA ZIP [REDACTED]

VEHICLE DESCRIPTION: YEAR 2007 MAKE CHEVRO NEW  USED  MODEL TAHOE ODOMETER MILEAGE 216

SERIAL NUMBER: 1GNFK13057R [REDACTED] DEALER PURCHASED FROM JACKY JONES GM DATE OF PURCHASE 11/26/08

SALESMAN MAX RAY LOUDER MO FINANCED 60 EXTENDED WARRANTY YES  NO

Customer's Signature [REDACTED] Date 11/26/08 [REDACTED] Customer's Work Phone Number [REDACTED] Home Phone [REDACTED]

STOCK NUMBER CT2887 (OPTIONAL) BIRTH DATE: 04/20/1950

STATE LAW REQUIRES THAT SHOULD KNOW, THE INFORM

1. Has the vehicle been damaged by damages exceed 25% of its value If yes, list parts that were dama
2. Was this vehicle a salvage motor If yes, in what state was it titled
3. Is this vehicle a flood vehicle?\*
4. Is this vehicle a recovered theft If yes, list parts that were dama
5. Has this vehicle been reconstruc

I declare the above information i

CUSTOMER E-MAIL ADDRESS

ADVANTAGE PLUS PACKAGE RECEIPT

**A CUSTOMER FOR LIFE!**

Dealer # or Seller's Social Security I

NOTICE TO BUYER: RETAIN I INFORMATION WHEN YOU SELI

IMMEDIATE DELIVERY AGREEMENT

I, [REDACTED], am in the process of purchasing or leasing the following described vehicle from Jacky Jones Year 2007; Make CHEVROLET TRU, Serial No. 1GNFK13057R. In connection with this purchase, I have entered into an installment contract or lease agreement and understand that it will be disconnected with a financial institution upon Jacky Jones receiving approval of my credit on this transaction. I request that Jacky Jones grant me possession of the vehicle and to consider the sale finalized subject to my credit being approved, and my signature below do affirm that all credit data supplied by me is true and correct. I acknowledge receipt of subject vehicle and agree that if credit approval is not received within a time satisfactory to Jacky Jones it shall be considered default under the installment contract or lease as it is contemplated by Law. I will then return said vehicle to Jacky Jones in such condition as when it was accepted, within 24 hours of receiving notice that my credit has not been approved. Such notice shall be referred to as "return notice".

"Return notice" shall be considered to have been received upon the earlier of the following events: (1) my acknowledgment of receipt of the return notice; (2) 48 hours after posting to me a certified mailing setting forth the return notice; (3) 24 hours after I have received documentation setting forth the return notice, delivery of same to be by licensed messenger service taking part in such activity in the State of NC. It is also understood that I shall be deemed to have received such documentation if same is posted on the front door at the address set forth below.

In the event that I fail to return vehicle in the promised condition or at the time as promised, I hereby agree that Jacky Jones may repossess/recover such vehicle using any means whatsoever. I hereby waive any form of legal process for same, it being acknowledged that I will at that point not have provided an adequate means of payment of the consideration as promised for the vehicle. In such event, I agree that I shall be liable for all costs of such repossession/recovery, \$100.00 for each day I have had possession of such vehicle, any and all costs agreed to restore the vehicle to the promised condition, legal fees, court costs. I further waive any claim that I might have against Jacky Jones, its employees and any third parties with which Jacky Jones has contracted in connection with such recovery/repossession, and agree to hold such parties harmless against any claim for damages by other parties in the vehicle or by me at the time of recovery/repossession.

Customer Name [REDACTED] Customer Signature [REDACTED]

Address [REDACTED] Date 11/26/2008

ROCK SPRINGS GA 11/26/2008

JA 42 MU

Stock CT2887 200  
 Gu [REDACTED]  
 Ad [REDACTED]  
 City ROCK SPRINGS

| QTY. |  |
|------|--|
|      |  |
|      |  |
|      |  |

[REDACTED]

[REDACTED]

[REDACTED]

I hereby accept this "WE-OWE" with only 60 DAYS FROM DATE OF ISS ADVANCE APPOINTMENT WITH before the above work can be perfo

0001010801

# DAMAGE DISCLOSURE STATEMENT

VEHICLES FIVE (5) YEARS OLD AND NEWER

STATE LAW REQUIRES THAT EVERY SELLER DISCLOSE TO THE BUYER IF HE KNOWS OR REASONABLY SHOULD KNOW, THE INFORMATION LISTED BELOW. FAILURE TO DO SO WILL RESULT IN CIVIL LIABILITY.

L  
AL  
307390261  
216  
1/26/08  
XX  
NO  
1-4803  
hone  
50

1. Has the vehicle been damaged by collision or other occurrence to the extent that damages exceed 25% of its value at the time of the collision or other occurrence: YES  NO   
If yes, list parts that were damaged. \_\_\_\_\_
2. Was this vehicle a salvage motor vehicle?\* YES  NO   
If yes, in what state was it titled? \_\_\_\_\_
3. Is this vehicle a flood vehicle?\* YES  NO
4. Is this vehicle a recovered theft vehicle? YES  NO   
If yes, list parts that were damaged. \_\_\_\_\_
5. Has this vehicle been reconstructed? YES  NO

I declare the above information is true to the best of my knowledge. ACKNOWLEDGEMENT OF BUYER:  
[Redacted Signature] \_\_\_\_\_  
SIGNATURE OF BUYER

Dealer # or Seller's Social Security Number 20300

NOTICE TO BUYER: RETAIN THIS INFORMATION. STATE LAW REQUIRES YOU TO DISCLOSE SIMILAR DAMAGE INFORMATION WHEN YOU SELL OR TRANSFER TITLE TO THIS VEHICLE IF IT IS LESS THAN FIVE MODEL YEARS OLD.

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JACKY JONES CHV PONT BUICK GMC INC.  
4226 W. HWY 64  
MURPHY NC 28906

**WE OWE**

Transaction No.:

Stock # 2887 Year 2007 Make CHEVROLET TRUCK Model TAN061  
Gu [Redacted] [Redacted]  
A [Redacted] [Redacted]  
City ROCK SPRINGS State GA Zip [Redacted]

| QTY. | DESCRIPTION/PART NO. | ACCOUNT NO. | TOTAL |
|------|----------------------|-------------|-------|
|      |                      |             |       |
|      |                      |             |       |
|      |                      |             |       |
|      |                      |             |       |

**YOU OWE**

| NAME OF ITEM | DATE DUE |
|--------------|----------|
|              |          |
|              |          |
|              |          |

I hereby accept this "WE-OWE" with the understanding that it is valid for only 60 DAYS FROM DATE OF ISSUANCE, and that I must make an ADVANCE APPOINTMENT WITH THE SERVICE DEPARTMENT before the above work can be performed.

Date 1/26/2008  
Customer Signature \_\_\_\_\_  
Sales Manager Approval \_\_\_\_\_  
Sales Guide \_\_\_\_\_

JACKY JONES CHV PONT BUICK GMC INC.

P.O. BOX 939 \* 4226 US HWY 64 W \* MURPHY, NC 28906 \* 828-837-2322  
DEAL# 24393

SOLD TO: [REDACTED] ROCK SPRINGS GA [REDACTED] DATE: 11/26/2008  
ADDRESS: [REDACTED] COUNTY: WALKER TENNESSEE VA  
SALESMAN: MAX RAY LOUDERMILK LIEN:

|                        |              |                   |                            |                               |
|------------------------|--------------|-------------------|----------------------------|-------------------------------|
| STOCK NUMBER<br>CT2887 | YEAR<br>2007 | MAKE<br>CHEVROLET | BODY STYLE<br>4DR 4WD 1500 | VIN<br>1GNFK13057R [REDACTED] |
|------------------------|--------------|-------------------|----------------------------|-------------------------------|

ALL USED CARS SOLD AS IS - NO GUARANTEE

I hereby acknowledge and accept the terms of this agreement and further certify the car I am trading in is free and clear of all liens and encumbrances except as otherwise stated herein.  
Any warranties on the item/items sold hereby are those made by the manufacturer. The seller, Jackie Jones, expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and Jackie Jones neither assumes nor authorizes any person to assume for it any liability in connection with the sale of this item/items.

New \_\_\_\_\_  
Used \_\_\_\_\_  
Car XX  
Truck \_\_\_\_\_

NON-LEASED VEHICLES ODOMETER DISCLOSURE STATEMENT

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

JACKY JONES CHV PONT BUICK GMC INC.

I, \_\_\_\_\_, state that the (transferor's name) PRINT

odometer now reads \_\_\_\_\_ (no tenths) miles and to the best of my knowledge that it reflects the actual mileage of the vehicle described below, unless one of the following statements is checked.

- Check one box only
- (1) I hereby certify that to the best of my knowledge the odometer reading reflects the amount of mileage in excess of 12 mechanical limits.
  - (2) I hereby certify that the odometer reading is NOT the actual mileage. WARNING-ODOMETER DISCREPANCY

MAKE CHEVROLET TRUCK MODEL TAHOE BODY TYPE 4DR 4WD 1500  
V.I.N. 1GNFK13057R [REDACTED] YEAR 2007

Transferor's Signature \_\_\_\_\_

Printed Name JACKY JONES CHV PONT BUICK GMC INC.

Transferor's Street Address 4226 W. HWY 64

City MURPHY State NC Zip 28906

Date of Statement 11/26/2008

Transferee's Signature \_\_\_\_\_

Printed Name [REDACTED]

Transferee's Name [REDACTED]

Transferee's Street Address [REDACTED]

City ROCK SPRINGS State GA Zip [REDACTED]

Trade In Allowance \$ 31425.00  
Year & Make: 2007 GMC

VIN # 1GTEK19J07Z [REDACTED]  
Lien Holder On Trade In: [REDACTED]

AMOUNT OWING \$ 34460.87

Subscribed & Sworn to Before Me This  
26th Day of NOVEMBER, 20 08

NOTARY PUBLIC

|                        |             |
|------------------------|-------------|
| Price                  | \$ 49604.00 |
| Sales Tax              | \$ 1286.46  |
| State/County Disp. Fee | \$ N/A      |
| Title Fee              | \$ 18.00    |
| Doc Fee                | \$ 199.00   |
| Service Contract       | \$ N/A      |
| GAP Protection         | \$ N/A      |
| Credit Life            | \$ N/A      |
| Credit Dis.            | \$ N/A      |

|                  |             |
|------------------|-------------|
| Customer Deposit | \$ 4950.00  |
| COD              | \$ 49193.33 |
| Rebate           | \$ N/A      |
| Rebate           | \$ N/A      |
| Rebate           | \$ N/A      |

Net Equity \$ 3035.87

Amount Financed \$ N/A

Total \$ 51107.46

Presented To [REDACTED]  
Presented By: TRACY B  
Sales Person: RAY LOUDERMILK

# Jacky Jones Superstore

Vehicle Stock # - CT2887

Selling Price: \$49,425.00  
Trade Allowance: \$31,425.00  
Trade Pay Off: \$34,460.87  
Cash Down (includes rebates): \$4,950.00

## Selected Options

**Theft Guard**  
Silent Anti-Theft System On Vehicle Up to  
\$2500.00 Maximum Benefit

## Forfeited Options

**Mechanical Breakdown Protection**  
Mechanical Coverage, beyond the factory  
warranty, with additional benefits.  
60 months or 75,000 with \$100.00  
Deductible


**Tire And Wheel Protection**  
Tire and Wheel Road Hazard Protection.  
100% of repair and/or replacement. No  
Deductible. Not pro-rated.

**Paint Less Dent Repair**  
We Will Repair External Dents And Dings  
For 3 Years Unlimited Miles.

**\$49,193.33** \_\_\_\_\_

This is not a contract, nor an offer to purchase. You do not have to purchase any of these products to secure financing. Purchasing any of these products does not influence your interest rate or approval. Interest rates may be negotiable and the dealer may profit from handling the financing. You must qualify to secure financing, as these payments may vary depending on your credit as determined by the lender. All payments are estimates. Base payments without any of the above options are \$49,001.80 respectively. Finance charges, total of payments including down payment, and amount financed will be clearly disclosed on your actual contract. Discounts may not apply to insurance products Pursuant to state laws. By signing a copy of this disclosure you merely acknowledge that all the listed products were offered and explained to you and a copy of this disclosure statement was made available to you. Due to payment to income restrictions the lender may have disallowed any other advance for the purchase of these products. These products may be purchased at this time using alternative funds outside the lender agreement.

Customer: [REDACTED] Buyer: \_\_\_\_\_

Dealer Rep: 

11/26/2008 5:26 PM

No. 5896 P. 11  
MAY 1, 2011 2:28PM  
JACKY JONES SUPERSTORE

2007 TAHOE 4WD LT  
 59U SILVER BIRCH METALLIC /V8G  
 193 EBONY  
 ORDER NO. JWVBESH/TSR STOCK NO.  
 VIN 1GN FK13 05 7R [REDACTED] VEHICLE INVOICE 10D86708525

GENERAL MOTORS CORPORATION  
 & SUBSIDIARIES  
 RENAISSANCE CENTER  
 DETROIT MI 48243-1114  
 \*\*\*\*\*13\*08288S

| MODEL & FACTORY OPTIONS   | MSRP     | INV AMT  | RETAIL - STOCK   |
|---|----------|----------|------------------|
| CK10706 TAHOE 4WD LT  | 37665.00 | 34463.48 | INVOICE 09/14/06 |
| AL4 2ND ROW BUCKET SEATS  | 490.00   | 406.70   | SHIPPED 04/22/06 |
| ARS 2ND ROW SEAT POWER RELEASE  | 425.00   | 352.75   | EXP I/T 04/24/06 |
| AS3 3-PASSENGER, 3RD ROW SEAT   | 860.00   | 713.80   | INT COM 09/25/06 |
| CE1 RAIN SENSING WIPERS   | 95.00    | 78.85    | PRC EFF 04/22/06 |
| CF5 ELECTRIC SLIDING SUNROOF  | 995.00   | 825.85   | KEYS XXXXX XXXXX |
| C6A GVW RATING - 7,300 LBS  | N/C      | N/C      | WFP-S QTR OPT-1  |
| E61 POWER LIFTGATE WITH LIFTGLASS   | 350.00   | 290.50   | BANK; FORD MOTOR |
| FE9 FEDERAL EMISSIONS   | N/C      | N/C      | CHG-TO 08-288    |
| GT4 REAR AXLE - 3.73 RATIO  | N/C      | N/C      | SHIP-TO 59-660   |
| G80 LOCKING REAR DIFFERENTIAL   | 295.00   | 244.85   | REGENCY VANS     |
| KA6 2ND ROW HEATED SEATS  | 200.00   | 166.00   | FORT WORTH TX    |
| LMG VORTEC 5.3L V8 SFI FLEX FUEL  | N/C      | N/C      |                  |
| W/ ACTIVE FUEL MGT TECHNOLOGY   |          |          | SHIP WT: 5642    |
| M30 4-SPD AUTOMATIC TRANSMISSION  | N/C      | N/C      | HP: 45.7         |
| UVB NAVIGATION RADIO W/CD/DVD/MP3   | 2145.00  | 1780.35  | GVWR: 7300       |
| ** REPLACES STD 6-DISC CD **  |          |          | GAWR.FT: 3600    |
| U42 REAR SEAT ENTERTAINMENT SYSTEM  | 1295.00  | 1074.85  | GAWR.RR: 4100    |
| XA7 HEATED WASHER FLUID SYSTEM  | 85.00    | 70.55    | GMS: 43066.53    |
| 3LT TAHOE LT3 EQUIPMENT GROUP:  | 3650.00  | 3029.50  | SUPPLR: 44997.77 |
| * FRONT LEATHER APPOINTED BUCKET SEATS                                    |          |          | MRM: 49425.00    |
| * DRIVER SIDE SEAT W/12-WAY POWER, HEAT & MEMORY                          |          |          | NTR: 1/2         |
| * PASSENGER SIDE SEAT W/12-WAY POWER & HEAT                               |          |          | DAN: U42         |
| * 2ND ROW LEATHER APPOINTED SEATS   |          |          | MEMO 2277.50     |
| * POWER ADJUSTABLE PEDALS   |          |          |                  |
| * REMOTE VEHICLE STARTER  |          |          |                  |
| * AM/FM STEREO WITH MP3 COMPATIBLE 6-DISC CD CHANGER (REPLACES STD RADIO) |          |          |                  |
| * HEAD CURTAIN SIDE AIR BAGS, ALL SEATING ROWS                            |          |          |                  |
| * BOSE PREMIUM SPEAKER SYSTEM   |          |          |                  |
| * XM SATELLITE RADIO - SERVICE FEE EXTRA. 1ST 3 MONTHS INCL.              |          |          |                  |
| * REAR PARKING ASSIST   |          |          |                  |
| * OUTSIDE POWER FOLDING MIRRORS W/AUTO DIMMING & TURN SIGNALS             |          |          |                  |
| * UNIVERSAL HOME REMOTE   |          |          |                  |
| * TRI-ZONE AUTOMATIC AIR CONDITIONING                                     |          |          |                  |

REGENCY VANS

\*\* CONTINUED ON PAGE 2 \*\*

JACKY JONES CHEVROLET, PONTIAC, BUIC

2007 TAHOE 4WD LT  
 59U SILVER BIRCH METALLIC /V8G  
 193 EBONY  
 ORDER NO. JWVBH/TSR STOCK NO. DETROIT MI 48243-1114  
 VIN 1GN FK13 05 7R VEHICLE INVOICE 10D86708525  
 \*\*\*\*\*13\*08288S  
 MODEL & FACTORY OPTIONS MSRP INV AMT RETAIL - STOCK  
 \*\* CONTINUED FROM PAGE 1 \*\*

|                          |          |          |         |          |
|--------------------------|----------|----------|---------|----------|
| TOTAL MODEL & OPTIONS    | 48550.00 | 43498.03 | ACT 237 | 42916.53 |
| DESTINATION CHARGE       | 875.00   | 875.00   | H/B 261 | 1456.50  |
| DEALER CO-OP ADVERTISING |          | 485.00   | ADV 261 | 485.00   |

|       |          |          |         |          |
|-------|----------|----------|---------|----------|
| TOTAL | 59320.00 | 44373.03 | PAY 310 | 52753.53 |
|-------|----------|----------|---------|----------|

MEMO: TOTAL LESS HOLDBACK AND  
 APPROX WHOLESALE FINANCE CREDIT 42351.55

\*\*\*\*\*  
 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.  
 \*\*\*\*\*

JACKY JONES CHEVROLET, PONTIAC, BUIC

11/28/2008 BOBBIE  
09:58:28

JACKY JONES CHEVROLET PONT BUI  
(5) A/R REBATES 11/28/2008

| LINE | DATE  | REFERENCE     | DESCRIPTION  | JN | ACCT# | DETAIL   | 261C     |  |
|------|-------|---------------|--|----|-------|----------|----------|--|
|      |       | #R [REDACTED] | 07 CHEVROLET TRUCK TAHOE<br>(1GNFK13057R [REDACTED]) |    |       |          |          |  |
| 1    | 06/03 | 34484345      | CSE  | 09 | 261C  | -3750.00 |          |  |
| 2    | 06/05 | 34491901      | BOC  | 09 | 261C  | -1000.00 |          |  |
| 3    | 06/05 | 34491901      | BOE  | 09 | 261C  | -1500.00 |          |  |
|      |       |               |  |    | TOTAL | -6250.00 | -6250.00 |  |

(T#=DISPLAY TRANSACTION FOR LINE#) (J#=DISPLAY JOURNAL ENTRY FOR LINE#),  
(NC=NEXT CTL#) (PC=PRIOR CTL#) (C=CONTINUE) (E=END) (F=FWD) (B=BACK) (P#=PAGE#)

# GMAC Dealer

ray loudermilk  
JACKY JONES CHEVROLET, PONTIAC,  
BUICK GM  
PON 87825

- Edit Profile
- Support
- Log Out

11/26/2008 12:14 PM

SALES SUPPORT & CREDIT : AFTERMARKET : USED VEHICLE ACQUISITION : BUSINESS SUPPORT : EDUCATION & STATEMENTS : MY SHORTCUTS

## Quote Information

Quote Type: Retail: FFP  
 Quote Amount: \$34,460.87 (4 days of finance charge included)  
 Amount(s) Good Until: Nov 30, 2008  
 Daily Finance Charge After Nov 30, 2008: \$0.000

## Account Information

Account Number: [REDACTED]  
 Customer Name: [REDACTED]  
 Vehicle Description: N07 GMC SIERRA  
 VIN: 1GTEK19J07Z [REDACTED]  
 Account Type: Retail FFP

As described in the Joint Marketing Agreement between your dealership and GMAC, the information on this page should not be disclosed or used except as necessary to market, promote or endorse GMAC financing or leasing or as otherwise permitted by law.

ACCOUNT INFORMATION

Account Number: [REDACTED]  
 Customer Name: [REDACTED]  
 Vehicle Description: N07 GMC SIERRA  
 VIN: 1GTEK19J07Z [REDACTED]  
 Account Type: Retail

NEW ACCOUNT

PRINT PREVIEW

54,143.00





**INVOICE**

2800 Golden Triangle Blvd.  
Fort Worth, TX 76177-7016

Plant 817-847-7171  
Fax 817-847-1942

| INVOICE NO. | INVOICE DATE |
|-------------|--------------|
| 102376      | 08/24/2006   |

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JACKY JONES CHEV PONT GMC  
4226 US HWY 64 WEST  
C:00288 G:53-035  
MURPHY NC 28906  
PHONE: 828-837-2322 FAX: 828-837-6599

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JACKY JONES CHEV PONT GMC  
4226 US HWY 64 WEST  
C:00288 G:53-035  
MURPHY NC 28906

| ORDER #                             | ORDER DATE  | DEALER PO | SALESMAN | DEALER NO.                                       | SHIP DATE    | TERMS                   | REGION   |
|-------------------------------------|---|-----------|----------|--|--------------|-------------------------|----------|
| 073539                              | 04/24/2006  |           | P68      | 003714   |              | COD                     | 002      |
| SERIAL NO                           | VEHICLE IDENTIFICATION NO                                 |           |          | CHASSIS  | DEALER PRICE | SUGG. PRICE             |          |
| 130065<br>JWVBSH                    | 16NFK13057R   |           |          | 2007 CHEVY 1500 TAHOE 3LT 5.3L<br>V8 4WD CK10706 | .00          |                         |          |
| PRODUCT                             | PRODUCT DESCRIPTION                                       |           |          |  |              |                         |          |
| 07230AC                             | 2007 MODEL CHEVY TAHOE<br>(CHEVY ONLY)                    |           |          | EXT: 59/193<br>DASH: NAV                         | 7,495.00     |                         |          |
| LINE ITEM                           | LINE ITEM DESCRIPTION                                     |           |          | QTY.   | UNIT PRICE   |                         |          |
| D GREY                              | EBONY   |           |          | 1  | .00          |                         | .00      |
| 0 5-9106                            | FULL CUSTOM "COPIA" PAINT<br>(W/COLOR KEYED DOOR POCKETS) |           |          | 1  | 1,395.00     |                         | 1,395.00 |
| 0 7-9917                            | EXCHG STD 20" HEAT WHEELS TO<br>20" SPEEDSTERS            |           |          | 1  | .00          |                         | .00      |
| D DDS                               | DEALER DISCOUNT - SUV                                     |           |          |  | 995.00       |                         | 995.00   |
| <i>CT2006</i>                       |   |           |          |  |              |                         |          |
|                                     |   |           |          |  |              | <b>TOTAL AMOUNT DUE</b> | 7,895.00 |
| <i>We Appreciate Your Business!</i> |   |           |          |  |              |                         |          |

2007 TAHOE 4WD LT  
590 SILVER BIRCH METALLIC /086  
193 EBONY  
ORDER NO. JMVBSH/TSR STOCK NO. [REDACTED] CT 2881

GENERAL MOTORS CORPORATION  
& SUBSIDIARIES  
RENAISSANCE CENTER  
DETROIT MI 48243-1114  
VEHICLE INVOICE 10086708525

\*\*\*\*\*  
MODEL & FACTORY OPTIONS MSRP INV AMT RETAIL - STOCK  
\*\* CONTINUED FROM PAGE 1 \*\*

TOTAL MODEL & OPTIONS 48550.00 43498.03 ACT 237 42916.53  
DESTINATION CHARGE 875.00 875.00 H/B 261 1456.50

TOTAL 49425.00 44373.03 PAY 310 44373.03

MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT 42351.55

\*\*\*\*\*  
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.  
\*\*\*\*\*

2007 TAHOE 4WD LT  
59U SILVER BIRCH METALLIC /V8G  
193 EBONY

CHEVROLET MOTOR DIVISION  
GENERAL MOTORS CORPORATION  
100 RENAISSANCE CENTER  
DETROIT MI 48243-1114  
VEHICLE INVOICE 1AD87966981

ORDER NO. JWVBH/TSR STOCK NO.  
VIN 1GN FK13 05 7R [REDACTED] CT2807

\*\*\*\*\*13\*138168

| MODEL & FACTORY OPTIONS   | MSRP     | INV AMT  | RETAIL - STOCK   |
|---|----------|----------|------------------|
| CK10706 TAHOE 4WD LT  | 37665.00 | 34463.48 | INVOICE 05/18/06 |
| AL4 2ND ROW BUCKET SEATS`   | 490.00   | 406.70   | SHIPPED 04/22/06 |
| ARS 2ND ROW SEAT POWER RELEASE  | 425.00   | 352.75   | EXP I/T 04/24/06 |
| AS3 3-PASSENGER, 3RD ROW SEAT   | 860.00   | 713.80   | INT COM 05/30/06 |
| CE1 RAIN SENSING WIPERS   | 95.00    | 78.85    | PRC EFF 04/22/06 |
| CF5 POWER SLIDING SUNROOF   | 995.00   | 825.85   | KEYS XXXXX XXXXX |
| C6A GVW RATING ~ 7,300 LBS  | N/C      | N/C      | WFP-S QTR OPT-1  |
| E61 POWER LIFTGATE WITH LIFTGLASS   | 350.00   | 290.50   | FAN: 000858926   |
| FE9 FEDERAL EMISSIONS   | N/C      | N/C      | BANK: GMAC - 004 |
| GT4 REAR AXLE ~ 3.73 RATIO  | N/C      | N/C      | CHG-TO 13-816    |
| G80 LOCKING REAR DIFFERENTIAL   | 295.00   | 244.85   | SHIP-TO 59-660   |
| KA6 2ND ROW HEATED SEATS  | 200.00   | 166.00   | REGENCY VANS     |
| LMG VORTEC 5300 V8 SFI FLEX FUEL  | N/C      | N/C      | FORT WORTH TX    |
| M30 4-SPD AUTOMATIC TRANSMISSION  | N/C      | N/C      |                  |
| UVB NAVIGATION RADIO W/CD/DVD/MP3<br>(REPLACES STD/OPT RADIO)                   | 2145.00  | 1780.35  | SHIP WT: 5642    |
|   |          |          | HP: 45.7         |
| U42 REAR SEAT ENTERTAINMENT SYSTEM  | 1295.00  | 1074.85  | GVWR: 7300       |
| XA7 HEATED WASHER FLUID SYSTEM  | 85.00    | 70.55    | GAWR,FT: 3600    |
| 3LT TAHOE LT3 EQUIPMENT GROUP:  | 3650.00  | 3029.50  | GAWR,RR: 4100    |
| * FRONT LEATHER APPOINTED<br>BUCKET SEATS                                       |          |          | GMS: 42991.53    |
| * DRIVER SIDE SEAT W/12-WAY<br>POWER, HEAT & MEMORY                             |          |          | SUPPLR: 44922.77 |
| * PASSENGER SIDE SEAT W/12-WAY<br>POWER & HEAT                                  |          |          | MRM: 49425.00    |
| * 2ND ROW LEATHER APPOINTED<br>SEATS  |          |          | NTR: 1/2         |
| * POWER ADJUSTABLE PEDALS   |          |          | DAN: U42         |
| * REMOTE VEHICLE STARTER  |          |          | MEMO 2352.50     |
| * AM/FM STEREO WITH MP3<br>COMPATIBLE 6-DISC CD CHANGER<br>(REPLACES STD RADIO) |          |          |                  |
| * HEAD CURTAIN SIDE AIR BAGS,<br>ALL SEATING ROWS                               |          |          |                  |
| * BOSE PREMIUM SPEAKER SYSTEM   |          |          |                  |
| * XM SATELLITE RADIO - SERVICE<br>FEE EXTRA. 1ST 3 MONTHS INCL.                 |          |          |                  |
| * REAR PARKING ASSIST   |          |          |                  |
| * OUTSIDE POWER FOLDING MIRRORS<br>W/AUTO DIMMING & TURN SIGNALS                |          |          |                  |
| * UNIVERSAL HOME REMOTE   |          |          |                  |
| * TRI-ZONE AUTOMATIC<br>AIR CONDITIONING  |          |          |                  |

REGENCY VANS

\*\* CONTINUED ON PAGE 2 \*\*

SUN CHEVROLET  
59U SILVER BIRCH METALLIC /V8G  
193 EBONY  
ORDER NO. JWVBH/TSR STOCK NO.  
VIN 1GN FK13 05 7R [REDACTED]

GENERAL MOTORS CORPORATION  
100 RENAISSANCE CENTER  
DETROIT MI 48243-1114  
VEHICLE INVOICE 1AD87966981

2007 TAHOE 4WD LT

2007 TAHOE 4WD LT  
59U SILVER BIRCH METALLIC /V8G  
193 EBONY

CHEVROLET MOTOR DIVISION  
GENERAL MOTORS CORPORATION  
100 RENAISSANCE CENTER

ORDER NO. JWBVSH/TSR STOCK NO. CT288N  
VIN 1GN FK13 05 7R [REDACTED]

DETROIT MI 482431114  
VEHICLE INVOICE 1AD87966981

\*\*\*\*\*13\*1381S

| MODEL & FACTORY OPTIONS   | MSRP     | INV AMT  | RETAIL - STOCK   |
|---|----------|----------|------------------|
| CK10706 TAHOE 4WD LT  | 37665.00 | 34463.48 | INVOICE 05/18/06 |
| AL4 2ND ROW BUCKET SEATS  | 490.00   | 406.70   | SHIPPED 04/22/06 |
| ARS 2ND ROW SEAT POWER RELEASE  | 425.00   | 352.75   | EXP I/T 04/24/06 |
| AS3 3-PASSENGER, 3RD ROW SEAT   | 860.00   | 713.80   | INT COM 05/30/06 |
| CE1 RAIN SENSING WIPERS   | 95.00    | 78.85    | PRC EFF 04/22/06 |
| CF5 POWER SLIDING SUNROOF   | 995.00   | 825.85   | KEYS XXXXX XXXXX |
| C6A GVW RATING - 7,300 LBS  | N/C      | N/C      | WFP-S QTR OPT-1  |
| E61 POWER LIFTGATE WITH LIFTGLASS   | 350.00   | 290.50   | FAN: 000858926   |
| FE9 FEDERAL EMISSIONS   | N/C      | N/C      | BAK: GMAC - 004  |
| GT4 REAR AXLE - 3.73 RATIO  | N/C      | N/C      | CHG-TO 13-816    |
| G80 LOCKING REAR DIFFERENTIAL   | 295.00   | 244.85   | SHIP-TO 59-660   |
| KA6 2ND ROW HEATED SEATS  | 200.00   | 166.00   | REGENCY VANS     |
| LMG VORTEC 5300 V8 SEI FLEX FUEL  | N/C      | N/C      | FORT WORTH TX    |
| M30 4-SPD AUTOMATIC TRANSMISSION  | N/C      | N/C      |                  |
| UVB NAVIGATION RADIO W/CD/DVD/MP3<br>(REPLACES STD/OPT RADIO)                   | 2145.00  | 1780.35  | SHIP WT: 5642    |
|   |          |          | HP: 45.7         |
| U42 REAR SEAT ENTERTAINMENT SYSTEM  | 1295.00  | 1074.85  | GVWR: 7300       |
| XA7 HEATED WASHER FLUID SYSTEM  | 85.00    | 70.55    | GAWR.FT: 3600    |
| 3LT TAHOE LT3 EQUIPMENT GROUP:  | 3650.00  | 3029.50  | GAWR.RR: 4100    |
| * FRONT LEATHER APPOINTED<br>BUCKET SEATS                                       |          |          | GMS: 42991.53    |
| * DRIVER SIDE SEAT W/12-WAY<br>POWER, HEAT & MEMORY                             |          |          | SUPPLR: 44922.77 |
| * PASSENGER SIDE SEAT W/12-WAY<br>POWER & HEAT                                  |          |          | MRM: 49425.00    |
| * 2ND ROW LEATHER APPOINTED<br>SEATS  |          |          | NTR: 1/2         |
| * POWER ADJUSTABLE PEDALS   |          |          | DAN: U42         |
| * REMOTE VEHICLE STARTER  |          |          | MEMO 2352.50     |
| * AM/FM STEREO WITH MP3<br>COMPATIBLE 6-DISC CD CHANGER<br>(REPLACES STD RADIO) |          |          |                  |
| * HEAD CURTAIN SIDE AIR BAGS,<br>ALL SEATING ROWS                               |          |          |                  |
| * BOSE PREMIUM SPEAKER SYSTEM   |          |          |                  |
| * XM SATELLITE RADIO - SERVICE<br>FEE EXTRA. 1ST 3 MONTHS INCL.                 |          |          |                  |
| * REAR PARKING ASSIST   |          |          |                  |
| * OUTSIDE POWER FOLDING MIRRORS<br>W/AUTO DIMMING & TURN SIGNALS                |          |          |                  |
| * UNIVERSAL HOME REMOTE   |          |          |                  |
| * TRI-ZONE AUTOMATIC<br>AIR CONDITIONING  |          |          |                  |

REGENCY VANS

\*\* CONTINUED ON PAGE 2 \*\*

2007 TAHOE 4WD LT CHEVROLET MOTOR DIVISION  
 59U SILVER BIRCH METALLIC /V8G GENERAL MOTORS CORPORATION  
 193 EBONY 100 RENAISSANCE CENTER  
 ORDER NO. JWVBSH/TSR STOCK NO. DETROIT MI 482431114  
 VIN 1GNFK13057R [REDACTED] 072887 VEHICLE INVOICE 1AD87966981  
 \*\*\*\*\*13\*1381S  
 MODEL & FACTORY OPTIONS MSRP INV AMT RETAIL - STOCK  
 \*\* CONTINUED FROM PAGE 1 \*\*

|                          |          |          |         |          |
|--------------------------|----------|----------|---------|----------|
| TOTAL MODEL & OPTIONS    | 48550.00 | 43498.03 | ACT 237 | 42916.53 |
| DESTINATION CHARGE       | 875.00   | 875.00   | H/B 261 | 1456.50  |
| DEALER CO-OP ADVERTISING |          | 485.50   | ADV 261 | 485.50   |

|   |          |          |         |          |
|---|----------|----------|---------|----------|
| TOTAL   | 49425.00 | 44858.53 | PAY 310 | 44858.53 |
| MEMO: TOTAL LESS HOLDBACK AND<br>APPROX WHOLESAL FINANCE CREDIT |          | 42351.55 |         |          |

\*\*\*\*\*  
 INVOICE DOES NOT REFLECT DEALER'S ULTIMATE COST BECAUSE OF MANUFACTURER  
 REBATES, ALLOWANCES, INCENTIVES, HOLDBACK, FINANCE CREDIT AND RETURN TO  
 DEALER OF ADVERTISING MONIES, ALL OF WHICH MAY APPLY TO VEHICLE.  
 \*\*\*\*\*  
 THIS MOTOR VEHICLE IS SUBJECT TO A SECURITY INTEREST HELD BY GMAC.

|               |                             |
|---------------|-----------------------------|
| SUN CHEVROLET | REMIT TO GMAC NO. 004       |
|               | VIN 1GNFK13057R [REDACTED]  |
|               | \$ 44373.03 INV 1AD87966981 |
|               | DUE 05/30/06 DEALER 13-816  |

\*\*\*\*\*13\*13816S

MODEL & FACTORY OPTIONS MSRP INV AMT RETAIL - STOCK  
\*\* CONTINUED FROM PAGE 1 \*\*

CT2887

TOTAL MODEL & OPTIONS 48550.00 43498.03 ACT 237 42916.53  
DESTINATION CHARGE 875.00 875.00 H/B 261 1456.50

TOTAL 49425.00 44373.03 PAY 310 44373.03

MEMO: TOTAL LESS HOLDBACK AND  
APPROX WHOLESALE FINANCE CREDIT 42351.55

\*\*\*\*\*

INVOICE DOES NOT REFLECT DEALER'S ULTIMATE COST BECAUSE OF MANUFACTURER  
REBATES, ALLOWANCES, INCENTIVES, HOLDBACK, FINANCE CREDIT AND RETURN TO  
DEALER OF ADVERTISING MONIES, ALL OF WHICH MAY APPLY TO VEHICLE.

\*\*\*\*\*

THIS MOTOR VEHICLE IS SUBJECT TO A SECURITY INTEREST HELD BY GMAC.

SUN CHEVROLET REMIT TO GMAC NO. 004  
VIN 1GNFK13057R [REDACTED]  
\$ 44373.03 INV 1AD87966981  
DUE 05/30/06 DEALER 13-816

# JACKY JONES GM SUPERSTORE

4226 West US 64 • P.O. Box 939 • Murphy, NC 28906 • 828-837-2322

SALESMAN Ray 2  
 DATE 11-26-08  
 STOCK NO. CT 2887  
 PHONE: (H) \_\_\_\_\_  
 PHONE: (B) 706-861-4803  
 BIRTHDAY: \_\_\_\_\_  
 SS #: \_\_\_\_\_  
 MSRP: \_\_\_\_\_

PURCHASER (same as drivers license) [REDACTED]  
 ADDRESS [REDACTED] CITY Rock Springs STATE GA ZIP [REDACTED]

YR. 2007 MAKE Chrysler MODEL Tahoe COLOR Silver COUNTY Walker  
 MOTOR NO. 1GNFK13057R KEY NO. \_\_\_\_\_ MILEAGE 216

4, 6, 8, D,          CAB \_\_\_\_\_ TRANS AT TRIM 3LT.4X 4 TAG RECEIPT \_\_\_\_\_

|                                   |         |             |
|-----------------------------------|---------|-------------|
| CUSTOMER GMS #                    | REBATE: | CASH PRICE  |
| SALESMAN GMS #                    | AMT:    | ACCESSORIES |
| #1 DRIVERS LIC. #                 |         |             |
| #2 DRIVERS LIC. #                 |         |             |
| CURRENT PAY _____ EP _____        |         |             |
| THEFTGUARD CODE: <u>273454584</u> |         |             |
| GVWR:                             |         |             |
| WEIGHT CUSTOMER REQUESTS:         |         |             |

IT IS UNDERSTOOD THAT LEGAL TITLE TO THE HEREIN DESCRIBED AUTOMOBILE DOES NOT PASS TO SAID BUYER UNTIL HIS CHECK GIVEN AS PAYMENT CLEARS THE BANK ON WHICH IT IS DRAWN.

USED CAR ALLOWANCE 3/485 MILES 20679 I/EMY  
 YR. 2007 MAKE Gmc MODEL Savana TYPE SLT  
 COLOR Brow I.D. # 1GTEK19J072 CYL 8  
 COUNTY \_\_\_\_\_ TAG # \_\_\_\_\_ DECAL # \_\_\_\_\_

BALANCE OWED TO \_\_\_\_\_  
 STREET \_\_\_\_\_  
 CITY \_\_\_\_\_ STATE \_\_\_\_\_ ZIP \_\_\_\_\_  
 PHONE \_\_\_\_\_ ACCT. # \_\_\_\_\_  
 PAYOFF BY \_\_\_\_\_ GOOD TILL \_\_\_\_\_

#  
201

USED CAR ALLOWANCE \_\_\_\_\_ MILES \_\_\_\_\_  
 YR. \_\_\_\_\_ MAKE \_\_\_\_\_ MODEL \_\_\_\_\_ TYPE \_\_\_\_\_  
 COLOR \_\_\_\_\_ I.D. # \_\_\_\_\_ CYL \_\_\_\_\_  
 COUNTY \_\_\_\_\_ TAG # \_\_\_\_\_ DECAL # \_\_\_\_\_

BALANCE OWED TO \_\_\_\_\_  
 STREET \_\_\_\_\_  
 CITY \_\_\_\_\_ STATE \_\_\_\_\_ ZIP \_\_\_\_\_  
 PHONE \_\_\_\_\_ ACCT. # \_\_\_\_\_  
 PAYOFF BY \_\_\_\_\_ GOOD TILL \_\_\_\_\_

|                               |              |           |
|-------------------------------|--------------|-----------|
| TOTAL PRICE                   | <u>59320</u> | <u>00</u> |
| TRADE                         | <u>41320</u> | <u>00</u> |
| DIFFERENCE                    | <u>18000</u> | <u>00</u> |
| DOC. FEES                     | <u>\$199</u> | <u>00</u> |
| THEFT GUARD                   | <u>\$179</u> | <u>00</u> |
| SALES TAX                     | <u>1286</u>  | <u>40</u> |
| TITLE                         | <u>\$40</u>  | <u>00</u> |
| NORTH CAROLINA INSPECTION FEE | <u>\$9</u>   | <u>10</u> |
| NORTH CAROLINA TAG            | <u>18</u>    | <u>00</u> |
| SUB TOTAL                     | <u>19682</u> | <u>40</u> |
| PAYOFF                        | <u>34460</u> | <u>87</u> |
| EXT. WARRANTY                 |              |           |
| TOTAL DUE                     | <u>54143</u> | <u>33</u> |
| REBATE                        |              |           |
| DEPOSIT                       | <u>4950</u>  | <u>00</u> |
| COD                           |              |           |

|                        |                        |
|------------------------|------------------------|
| TOTAL OF DOWN PAYMENT  |                        |
| BALANCE TO BE FINANCED | <u>49193</u> <u>33</u> |
| TOTAL SETTLEMENT       |                        |

INSURANCE INFORMATION  
 INS. CO. Statefarm POLICY # [REDACTED]  
 EFFECTIVE DATES: FROM 7/08 TO 1-09  
 DEDUCTIBLES COLL 500 COMP 100  
 AGENT NAME Mike Herndon  
 STREET ADDRESS Po 219  
 CITY Rock Springs STATE GA ZIP 30739  
 PHONE 706-375-7970

ALL CARS SOLD "AS IS" UNLESS OTHERWISE SPECIFIED  
 ALL DELIVERIES SUBJECT TO FINANCE APPROVAL  
 No other agreement, promise, or understanding of any kind pertaining to this purchase will be recognized except a conditional sales contract in writing executed by the undersigned buyer, as purchaser hereunder.  
 This order is not valid unless signed and accepted by Dealer and credit approval by responsible Finance Company as I expressly ordered the accessor

LIEN HOLDER TN Valley Federal Credit Union  
 ADDRESS 200 Alamar ST  
 CITY Fort Oglethorpe STATE GA ZIP 30742  
 LIEN HOLDER CODE # \_\_\_\_\_

BUYER'S SIGNATURE: \_\_\_\_\_  
 By: \_\_\_\_\_  
 Title: \_\_\_\_\_

3062 Bnt-09/08

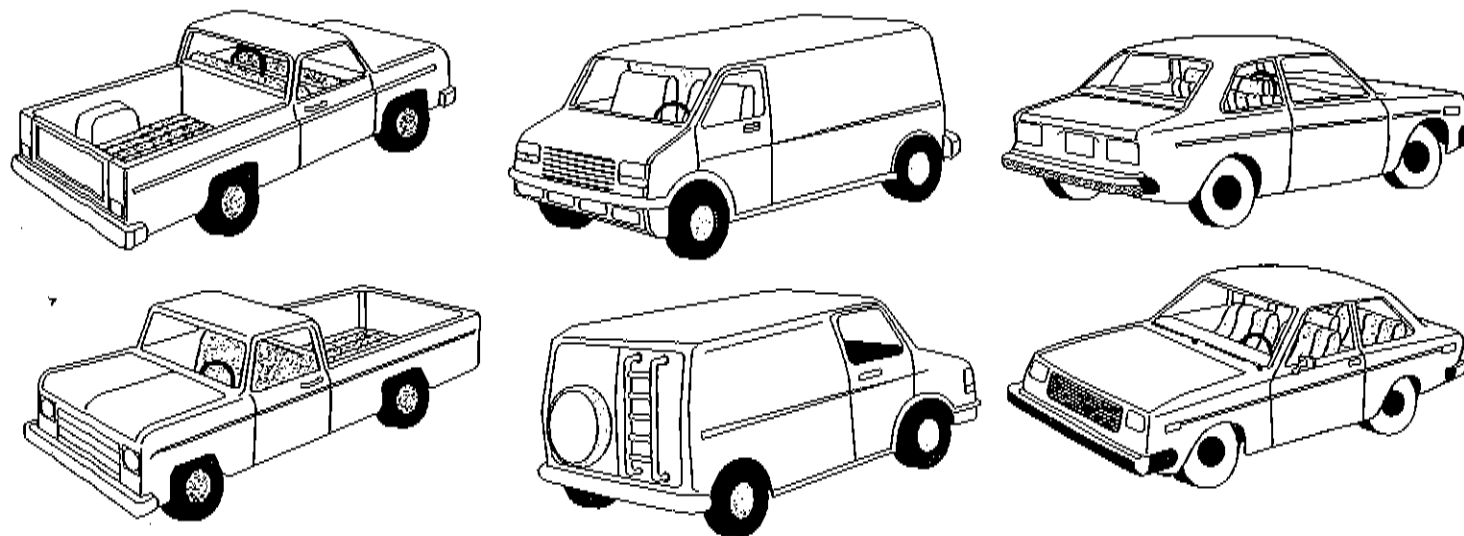


THE JONES MOTOR GROUP

### PICK-UP TRUCK, VAN, OR CAR INSPECTION REPORT

|                  |                     |                     |   |
|------------------|---------------------|---------------------|---|
| OWNER'S NAME     |                     |                     | CARRIER'S REFERENCE NUMBER  |
| ORIGIN ADDRESS   | CITY                | STATE               | PRO NUMBER  |
| DELIVERY ADDRESS | CITY                | STATE               | <b>EXCEPTION SYMBOLS</b><br>BE - BENT            M - MARRED<br>BR - BROKEN        P - PITTED<br>BU - BURNED        R - RUBBED<br>CH - CHIPPED        RU - RUSTED<br>CV - CAVED           SC - SCRATCHED<br>D - DENTED          SO - SOILED<br>F - FADED            T - TORN<br>G - GOUGED          W - BADLY WORN<br>L - LOOSE            Z - CRACKED |
| MAKE             | YEAR                | MODEL               |   |
| COLOR            | LICENSE NO. & STATE | VEHICLE I.D. NUMBER |   |

### CONDITION AT ORIGIN



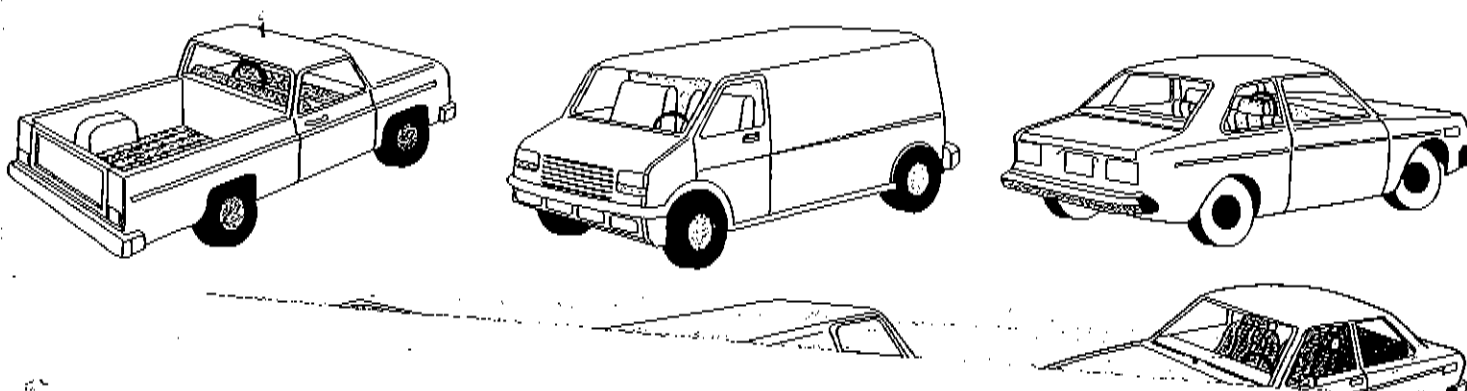
MILEAGE \_\_\_\_\_

REMARKS (interior, trunk, etc.) \_\_\_\_\_

The above is an accurate representation of the vehicle at the time of loading. NOTICE: the OWNER'S or AUTHORIZED AGENT'S signature at origin is also for the following RELEASE. This will authorize the CARRIER to drive my vehicle either at origin or destination between the point(s) of loading/unloading and the point(s) of pick-up/delivery.

|                                 |      |                                      |      |
|---------------------------------|------|--------------------------------------|------|
| CARRIER REPRESENTATIVE (DRIVER) |      | OWNER OR AUTHORIZED AGENT OF VEHICLE |      |
| Signature                       | Date | Signature                            | Date |

### CONDITION AT DESTINATION NOTE ONLY THOSE CHANGES THAT DIFFER FROM CONDITION AT ORIGIN





REGENCY  
2800 GOLDEN TRIANGLE BLVD.  
FORT WORTH, TX. 76131

817-847-7171  
FAX 817-847-1942

**OVERALL APPEARANCE:**

| <u>Exterior:</u>                                   | <u>Comments:</u> | <u>Interior:</u>                               | <u>Comments:</u> |
|--|------------------|--|------------------|
| <input checked="" type="checkbox"/> Tape/ Paint    | _____            | <input type="checkbox"/> Carpet/Walls          | _____            |
| <input checked="" type="checkbox"/> Roof           | _____            | <input type="checkbox"/> Wood                  | _____            |
| <input type="checkbox"/> Windows/Glass             | _____            | <input type="checkbox"/> Overheads             | _____            |
| <input checked="" type="checkbox"/> Radio Antenna  | _____            | <input type="checkbox"/> Radio                 | _____            |
| <input checked="" type="checkbox"/> Running Boards | _____            | <input type="checkbox"/> Tire Tools            | _____            |
| <input type="checkbox"/> Body Damage               | _____            | <input type="checkbox"/> Vacuum                | _____            |
| <input checked="" type="checkbox"/> Other          | _____            | <input type="checkbox"/> Flashlight            | _____            |
|  |                  | <input checked="" type="checkbox"/> Television | _____            |
|  |                  | <input type="checkbox"/> VCP                   | _____            |

| <u>Options:</u>                               | <u>Comments:</u> | <u>Options:</u>                                 | <u>Comments:</u> |
|---|------------------|---|------------------|
| <input type="checkbox"/> Power Seats          | _____            | <input type="checkbox"/> Fog Lights             | _____            |
| <input type="checkbox"/> Power Pass           | _____            | <input checked="" type="checkbox"/> Wheels      | _____            |
| <input checked="" type="checkbox"/> Shades    | _____            | <input type="checkbox"/> Headsets               | _____            |
| <input type="checkbox"/> Mats                 | _____            | <input type="checkbox"/> Radar Detector         | _____            |
| <input checked="" type="checkbox"/> Power Bed | _____            | <input checked="" type="checkbox"/> Bumper Step | _____            |

**COMMENTS/REMARKS:**  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

WARRANTY BOOK: \_\_\_\_\_ OWNERS MANUAL: \_\_\_\_\_ MSO: \_\_\_\_\_

DEALER: Jacky Jones Chev STOCK #: 1300205

INVOICE # 102376 DATE: 8/24/06 VIN #: 7R [REDACTED]

DEALER SIGNATURE: Johnny T. Burrell DATE RECEIVED: 8-28-06

DRIVER SIGNATURE: [Signature] DATE DELIVERED: 8 28 06

**SAFE-GUARD**  
Products International, LLC



# THEFT PROTECTION PROGRAM LIMITED GUARANTEE AGREEMENT

Registration Code 273454584

### WARRANTY HOLDER INFORMATION

Last Name [REDACTED] First Name [REDACTED] Middle Initial L  
Street Address [REDACTED] Apt # \_\_\_\_\_  
City ROCK SPRINGS State GA Zip Code [REDACTED]  
Home Phone # [REDACTED] Bus. Phone # [REDACTED]

### COVERED VEHICLE INFORMATION

Manufacturer CHEVROLET TRUCK Model TAHOE Year 2007  
Vehicle ID # 1GNFK13057R [REDACTED]  
Vehicle Purchase Price \$ 49425.00 Amount Financed \$ N/A  
Theft Protection Program Selling Price \$ N/A New Vehicle  Used Vehicle

### DEALER INFORMATION

Dealer # \_\_\_\_\_ Dealership JACKY JONES CHV PONT BUICK GMC INC.  
Street Address 4226 W. HWY 60  
City MURPHY State NC Zip Code 28906

I (Warranty Holder) whose signature appears below, acknowledge that the information contained above is, true and accurate. I have read the terms and conditions listed on the back of this agreement.

Warranty Holder Signature [REDACTED] Date 11/26/08  
Dealer Signature [Signature] Date 11/26/08

**THIS AGREEMENT IS A PRODUCT WARRANTY AND IS NOT INSURANCE. THE PURCHASE OF THE THEFT PROTECTION PROGRAM IS VOLUNTARY AND IS NOT A REQUIREMENT FOR THE PURCHASE, LEASE OR FINANCING OF A COVERED VEHICLE.**

### LIMITED GUARANTEE

The Theft Protection System guarantees to pay the Warranty Holder the Guarantee Benefit set forth below in accordance with the terms and conditions listed on the back if: (1) the Covered Vehicle is stolen; and (2) the Covered Vehicle is a Total Loss. A Covered Vehicle will be a Total Loss if the Warranty Holder's insurance company has declared the Covered Vehicle a Total Loss because the Covered Vehicle was either (i) stolen and unrecovered; or (ii) stolen, recovered and damaged beyond reasonable repair. If the Covered Vehicle was not insured, please see section 6. If the Covered Vehicle is a used vehicle, then the Guarantee Benefit is the lesser of the amount indicated below or the Actual Cash Value of the Covered Vehicle.

Guarantee Benefit:  \$2,500  \$5,000  
Guarantee Term:  2 Year  3 Year  4 Year  5 Year

**IF NO GUARANTEE BENEFIT AND/OR GUARANTEE TERM IS SELECTED ABOVE, THE COVERED VEHICLE WILL BE ENROLLED FOR THE MAXIMUM GUARANTEE BENEFIT AND/OR GUARANTEE TERM.**

**SEE IMPORTANT TERMS AND CONDITIONS ON THE BACK**

### DECLINATION OF THEFT PROTECTION SYSTEM

I do not choose to register my vehicle under the SAFE-GUARD Theft Protection System. I understand that, by not accepting the registration, and in the event my vehicle is stolen and not recovered or recovered and declared a total loss, I am not entitled to any of the limited guarantee protection provisions provided by SAFE-GUARD PRODUCTS INTERNATIONAL, LLC.

Date \_\_\_\_\_ Warranty Holder's Signature \_\_\_\_\_ Dealer Signature \_\_\_\_\_

# TEMPORARY AUTO IDENTIFICATION CARDS

## STATE FARM INSURANCE COMPANIES

**KEEP THIS COPY IN YOUR CAR**



GEORGIA INSURANCE POLICY INFORMATION CARD  
State Farm Mutual Automobile Insurance Company

POLICY NUMBER

ORIGINAL ISSUE DATE  
JUL-08-2004

EXPIRATION DATE  
JUL-08-2009

INSURED

CAR-YEAR/MAKE/VEHICLE IDENTIFICATION NUMBER  
2007 CHEVROLET TAHOE "LT" 4WD 4  
1GNFK13057R

COVERAGES (SEE REVERSE FOR COVERAGE NAMES)  
A, C, D100, G500, H, R1, U

Current status of liability insurance coverage for this vehicle is maintained by the Georgia Department of Motor Vehicle Safety. It is available to law enforcement agencies upon a registration check.

AGENT HERNDON, MICHAEL  
P.O. 719  
ROCK SPRING, GA 30739-0719

PHONE# 706-375-7970  
STATE FARM INSURANCE COMPANIES

**KEEP THIS COPY WITH YOU**



GEORGIA INSURANCE POLICY INFORMATION CARD  
State Farm Mutual Automobile Insurance Company

POLICY NUMBER

ORIGINAL ISSUE DATE  
JUL-08-2004

EXPIRATION DATE  
JUL-08-2009

INSURED

CAR-YEAR/MAKE/VEHICLE IDENTIFICATION NUMBER  
2007 CHEVROLET TAHOE "LT" 4WD 4  
1GNFK13057R

COVERAGES (SEE REVERSE FOR COVERAGE NAMES)  
A, C, D100, G500, H, R1, U

Current status of liability insurance coverage for this vehicle is maintained by the Georgia Department of Motor Vehicle Safety. It is available to law enforcement agencies upon a registration check.

AGENT HERNDON, MICHAEL  
P.O. 719  
ROCK SPRING, GA 30739-0719

PHONE# 706-375-7970  
STATE FARM INSURANCE COMPANIES

*Need duplicate MSU*

2007 ~~TAHOE~~ 4WD LT GENERAL MOTORS CORPORATION  
 59U SILVER BIRCH METALLIC /V8G & SUBSIDIARIES  
 193 EBONY RENAISSANCE CENTER  
 ORDER NO. JWVBSH/TSR STOCK NO. DETROIT MI 48243-1114  
 VIN 1GN FK13 05 7R [REDACTED] VEHICLE INVOICE 10D86708525  
 \*\*\*\*\*13\*082888

| MODEL & FACTORY OPTIONS   | MSRP     | INV AMT  | RETAIL - STOCK   |
|---|----------|----------|------------------|
| CK10706 TAHOE 4WD LT  | 37665.00 | 34463.48 | INVOICE 09/14/06 |
| AL4 2ND ROW BUCKET SEATS  | 490.00   | 406.70   | SHIPPED 04/22/06 |
| ARS 2ND ROW SEAT POWER RELEASE  | 425.00   | 352.75   | EXP 1/T 04/24/06 |
| AS3 3-PASSENGER, 3RD ROW SEAT   | 860.00   | 713.80   | INT COM 09/25/06 |
| CE1 RAIN SENSING WIPERS   | 95.00    | 78.85    | PRC EFF 04/22/06 |
| CF5 ELECTRIC SLIDING SUNROOF  | 995.00   | 825.85   | KEYS XXXXX XXXXX |
| C6A GVW RATING - 7,300 LBS  | N/C      | N/C      | WFP-S QTR OPT-1  |
| B61 POWER LIFTGATE WITH LIFTGLASS   | 350.00   | 290.50   | BANK: FORD MOTOR |
| FE9 FEDERAL EMISSIONS   | N/C      | N/C      | CHG-TO 08-288    |
| GT4 REAR AXLE - 3.73 RATIO  | N/C      | N/C      | SHIP-TO 59-660   |
| G80 LOCKING REAR DIFFERENTIAL   | 295.00   | 244.85   | REGENCY VANS     |
| KA6 2ND ROW HEATED SEATS  | 200.00   | 166.00   | FORT WORTH TX    |
| LMG VORTEC 5.3L V8 SPI FLEX FUEL  | N/C      | N/C      |                  |
| W/ ACTIVE FUEL MGT TECHNOLOGY   |          |          | SHIP WT: 5642    |
| M30 4-SPD AUTOMATIC TRANSMISSION  | N/C      | N/C      | HP: 45.7         |
| UVB NAVIGATION RADIO W/CD/DVD/MP3   | 2145.00  | 1780.35  | GVWR: 7300       |
| ** REPLACES STD 6-DISC CD **  |          |          | GAWR.FT: 3600    |
| U42 REAR SEAT ENTERTAINMENT SYSTEM  | 1295.00  | 1074.85  | GAWR.RR: 4100    |
| XA7 HEATED WASHER FLUID SYSTEM  | 85.00    | 70.55    | GMS: 43066.53    |
| 3LT TAHOE LT3 EQUIPMENT GROUP:  | 3650.00  | 3029.50  | SUPPLR: 44997.77 |
| * FRONT LEATHER APPOINTED BUCKET SEATS                                    |          |          | MRM: 49425.00    |
| * DRIVER SIDE SEAT W/12-WAY POWER, HEAT & MEMORY                          |          |          | NTR: 1/2         |
| * PASSENGER SIDE SEAT W/12-WAY POWER & HEAT                               |          |          | DAN: U42         |
| * 2ND ROW LEATHER APPOINTED SEATS   |          |          | MEMO 2277.50     |
| * POWER ADJUSTABLE PEDALS   |          |          |                  |
| * REMOTE VEHICLE STARTER  |          |          |                  |
| * AM/FM STEREO WITH MP3 COMPATIBLE 6-DISC CD CHANGER (REPLACES STD RADIO) |          |          |                  |
| * HEAD CURTAIN SIDE AIR BAGS, ALL SEATING ROWS                            |          |          |                  |
| * BOSE PREMIUM SPEAKER SYSTEM   |          |          |                  |
| * XM SATELLITE RADIO - SERVICE FEE EXTRA. 1ST 3 MONTHS INCL.              |          |          |                  |
| * REAR PARKING ASSIST   |          |          |                  |
| * OUTSIDE POWER FOLDING MIRRORS W/AUTO DIMMING & TURN SIGNALS             |          |          |                  |
| * UNIVERSAL HOME REMOTE   |          |          |                  |
| * TRI-ZONE AUTOMATIC AIR CONDITIONING                                     |          |          |                  |

REGENCY VANS

\*\* CONTINUED ON PAGE 2 \*\*

JACKY JONES CHEVROLET, PONTIAC, BUIC

# JACKY JONES

GM SUPERSTORE  
CHEVROLET-PONTIAC-BUICK-GMC  
4226 U.S. 64 WEST • P.O. BOX 939 • MURPHY, NC 28906  
PHONE (828) 837-2322

CASH RECEIVED FROM **23689**



ROCK SPRINGS, GEORGIA

**NUMBER 42914**

RECEIVED BY JODY ALLISON GUNTER

DATE 11/28/08

TIME 10:00

| ACCT. | AMOUNT   | CONTROL NUMBER |
|-------|----------|----------------|
| 210   | 49193.33 | 23689          |

| PAYMENT TYPE   | AMOUNT   |
|----------------|----------|
| BUSINESS CHECK | 49193.33 |

PYMT FOR CT2867



PAGE 1

RECEIPT  
RECEIPT

CASH RECEIVED FROM **23689**



ROCK SPRINGS, GEORGIA

**NUMBER 42914**

RECEIVED BY JODY ALLISON GUNTER

DATE 11/28/08

TIME 10:00

| ACCT. | AMOUNT   | CONTROL NUMBER |
|-------|----------|----------------|
| 210   | 49193.33 | 23689          |

| PAYMENT TYPE   | AMOUNT   |
|----------------|----------|
| BUSINESS CHECK | 49193.33 |

PYMT FOR CT2867



PAGE 1

# JACKY JONES

GM SUPERSTORE  
CHEVROLET-PONTIAC-BUICK-GMC  
4226 U.S. 64 WEST • P.O. BOX 939 • MURPHY, NC 28906  
PHONE (828) 837-2322

Reynolds and Reynolds • ENHANCED SECURITY • (11/06)

# JACKY JONES

GM SUPERSTORE  
CHEVROLET-PONTIAC-BUICK-GMC  
4226 U.S. 64 WEST • P.O. BOX 939 • MURPHY, NC 28906  
PHONE (828) 837-2322

CASH RECEIVED FROM

23689

NUMBER

42913

RECEIVED BY JODY ALLISON GUNTER

DATE 11/28/08

TIME 09:59

ROCK SPRINGS, GEORGIA

| ACCT. | AMOUNT  | CONTROL NUMBER |
|-------|---------|----------------|
| 210   | 4950.00 | 23689          |

| PAYMENT TYPE   | AMOUNT  |
|----------------|---------|
| PERSONAL CHECK | 4950.00 |

SIGNATURE

PYMT FOR CT2887



PAGE 1

RECEIPT  
RECEIPT

CASH RECEIVED FROM

23689

NUMBER

42913

RECEIVED BY JODY ALLISON GUNTER

DATE 11/28/08

TIME 09:59

ROCK SPRINGS, GEORGIA

| ACCT. | AMOUNT  | CONTROL NUMBER |
|-------|---------|----------------|
| 210   | 4950.00 | 23689          |

| PAYMENT TYPE   | AMOUNT  |
|----------------|---------|
| PERSONAL CHECK | 4950.00 |

SIGNATURE



PYMT FOR CT2887

PAGE 1

# JACKY JONES

GM SUPERSTORE  
CHEVROLET-PONTIAC-BUICK-GMC  
4226 U.S. 64 WEST • P.O. BOX 939 • MURPHY, NC 28906  
PHONE (828) 837-2322

MURPHY, NORTH CAROLINA

CT28874

**TRADE-IN PAY-OFF CONFIRMATION**

DATE: 11/26/08 CUSTOMER NAME: [REDACTED]

CUSTOMER SS #: 414 - 86 - 0460 ACCT. #: [REDACTED]

VEHICLE YEAR: 2007 MAKE: GMC MODEL: Sierra EXT

IDENTIFICATION NUMBER: 1GTEK195072 [REDACTED]

LENDER: GMAC PHONE #: - - -

P. O. BOX # (OR DRAWER #): POB 900193-1

STREET ADDRESS: Louisville

CITY: Louisville STATE: Ky ZIP: 40280

MAIL PAY-OFF TO ABOVE ADDRESS:  YES NO, MAIL PAY-OFF TO:

PAY-OFF AMOUNT: \$ 34,460.<sup>87</sup> AMT. GOOD THRU: 11/30/08

IF SIMPLE INTEREST ACCT., DAILY ACCRUAL AMT.: \$ 0 DAILY

AMOUNT QUOTED BY:

LAST PAID ON: 1 1

IS THERE A SECOND LIEN ON THIS VEHICLE: NO YES, WHERE?

ALL INFORMATION OBTAINED BY: [Signature]

**REMEMBER !! PAY-OFF AMOUNT MUST BE GOOD FOR 10 DAYS !!!!**

MV-1 (Revised 05-2006)

# DOR-MVD Title/Tag Application

Original Title Fee \$ 18.00  
 Replacement Title Fee \$ 8.00  
 Title Penalty Fee \$ 10.00  
 License Plate to Transfer (Attach copy of current registration)  
 GA Sales Tax  
 Expedited Title Fee? \$ 10.00  
 Expedited title processing is only available by mail or in person at State MVD.

County Ad Valorem Tax \$ \_\_\_\_\_ .00  
 License Tag Fee \$ \_\_\_\_\_ .00  
 Mfg. Fee Special Tag \$ \_\_\_\_\_ .00  
 Special Tag Annual Fee \$ \_\_\_\_\_ .00  
 Tag Transfer Fee \$ \_\_\_\_\_ .00  
 10% Tax Penalty (\$6 Min.) \$ \_\_\_\_\_ .00  
 25% Tag Penalty \$ \_\_\_\_\_ .00  
 Tag/Obcal Mail Fee \$ \_\_\_\_\_ .00

**Vehicle Section:** Except for the signature, this application must be typed electronically completed & printed or legibly hand printed in black or blue ink.

Vehicle Identification Number: [REDACTED] Year: [REDACTED] Make: CHEVROLET Body Style: [REDACTED] Model: [REDACTED] Color: [REDACTED] Cylinders: [REDACTED] New or Used: NEW

Date of Sale: 11/26/2008 # 2007 Current Title: CHEVROLET State of Issue: GA County of Residence: WALKER District #: NEW

Odometer Reading - No Tenths: 216  
 Exceeds Mechanical Limits of Odometer  EXEMPT  
 Not the Actual Mileage, Warning odometer discrepancy

Gross Vehicle Weight & Load: Complete For All Trucks Over 14,000 Gross Vehicle Weight  
 Straight Truck?  Yes  No Used For Hire?  Yes  No  
 Type of Trailer Pulled? Product Hauled? Is This A Farm Vehicle?  Yes  No

Number of Owners: 1  
 Owner Section Leased Vehicle?  No  Yes (Complete Lessee Section)

Owner # 1  
 Driver's License # (if individual): [REDACTED] State/Country of Issue: GA  
 Full Legal Name of Owner #1: ERIC LAMAR GOWER  
 Date of Birth: [REDACTED]  
 If you purchased this vehicle from an out-of-state dealer/business, did you pick-up the vehicle out-of-state?  Yes  No  
 Full Legal Name of Business/Leasing Company's Name: [REDACTED]  
 Purchaser's GA Sales Tax # (when applicable): [REDACTED]

Owner # 2  
 Driver's License # (if an individual): [REDACTED] State/Country of Issue: [REDACTED]  
 Full Legal Name of Owner #2: [REDACTED]  
 Date of Birth: [REDACTED]  
 Full Legal Name of Business/Leasing Company's Name: [REDACTED]

Address (Street address including city, state & zip): PO BOX 261, ROCK SPRINGS, GA 30751  
 Mailing Address (if different from street address including city, state & zip): [REDACTED]

GA Dealer's/Bank's 12 Digit Customer ID #: [REDACTED] Seller's GA Sales Tax #: [REDACTED]  
 Lessee Section Driver's License # & State/Country of Issue, if individual: [REDACTED]

Full Legal Name or Business Name & Address: JACKY JONES CHV PONT BUICK GMC INC., 4226 W. HWY 64, ROCK SPRINGS, GA 30751  
 Lessee's Full Legal Name & Address or Business Lessee's Full Name & Address: [REDACTED]  
 Lessee's GA County Location: [REDACTED]

Number of Security Interests or Liens: NONE  
 Security Interest Holder's/Lien Holder's 12 Digit Customer ID #: [REDACTED]  
 Security Interests or Liens Section Security Interest Holder's/Lien Holder's 12 digit Customer ID #: [REDACTED]

Name & Address of 1<sup>st</sup> Security Interest Holder/Lien Holder: TENNESSEE VALLEY FED CREDIT UNION, 200 ALAMAR ST, ROCK SPRINGS, GA 30751  
 Name & Address of 2<sup>nd</sup> Security Interest Holder/Lien Holder: [REDACTED]

Name & Address of 3<sup>rd</sup> Security Interest Holder/Lien Holder: [REDACTED]  
 Name & Mailing Address of Attorney-in-Fact - Attach original power of attorney if title is to be mailed to attorney-in-fact: [REDACTED]

I do solemnly swear or statement punishable by use of a false or fictitious name or address or for making a material false statement, or both, that the statements contained herein are true & accurate.

Owner #1 Signature: [REDACTED] Owner #2 Signature: [REDACTED]

\*If you have an out-of-state/country driver's license, attach a copy & submit proof of Georgia residency, e.g. copy of voter registration card, lease agreement, utility bill, etc.



**Fax Transmittal**

Jacky Jones GM Superstore  
Chevrolet-Buick- GMC  
P.O. Box 939 – 4226 US Hwy 64 West  
Murphy, NC 28906

Phone Number: (828) 837-2322

Fax Number: (828) 837-6599

[www.jackyjonessuperstore.com](http://www.jackyjonessuperstore.com)

TO: 866-842-9444 Billie Comeaux

FROM: Mike Pope

TOTAL PAGES (Including cover) ~~56~~ 30 27

Notes: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

CUSTOMER #: 23689

207347

# JACKY JONES CHEVROLET BUICK GMC

WORKORDER

4226 U.S. Highway 64 W. Murphy, NC 28906  
(828) 837-2322

PAGE 2

www.JackyJonesCBG.com

ROCK SPRINGS, GA

HOME: [REDACTED] CONT [REDACTED]  
BUS: [REDACTED] CELL [REDACTED]

SERVICE ADVISOR: 7941 BURRELL, JOHNNY PAUL

| COLOR      | YEAR      | MAKE/MODEL      | VIN                    | LICENSE | MI/AGE IN/OUT | TAG     |          |
|------------|-----------|-----------------|------------------------|---------|---------------|---------|----------|
| SILV-BIRCH | 07        | CHEVROLET TAHOE | 1GNFK13057R [REDACTED] |         | 28450         |         |          |
| DEL DATE   | PROD DATE | WAHR EXP        | PROMISED               | PO NO   | RATE          | PAYMENT | INV DATE |
| 26NOV08 IS |           |                 |                        |         |               |         |          |
| 26NOV08 DD |           |                 | 17:00 27JAN11          |         | 80.00         | CASH    |          |

HO OPENED [REDACTED] HEADY [REDACTED] OPTIONS:  
27JAN2011 11:38

| LINE | OP CODE | TECH... | TYPE | DESCRIPTIONS/INSTRUCTIONS  |
|------|---------|---------|------|--|
| # A  | 10      |         | W    | CUSTOMER SAYS TIRE SENSOR LIGHT ON/OFF BEEN GOING ON FOR LONG TIME |

Scan - TPM  
 out of pressure - E0766 .3 KR .3  
 low tire sensor 40 PSI  
 set all to 38 & used TPM sensor located

|     |    |  |   |   |
|-----|----|--|---|---|
| # B | 27 |  | W | DRIVER SIDE MIRROR WHEN IN REVERSE GOES DOWN AND WON'T COME BACK UP, WITH ELETRIC WON'T GO BACK UP. HAVE TO MANUALLY PUSH |
|-----|----|--|---|---|

Found with pin  
 on up divider on  
 divider mirror arm  
 No. do replace  
 mirror arm - 2.0  
 do change painted  
 shell do new mirror  
 due to agency order  
 Tahoe

34156 - .5  
 did - .3  
 swap  
 painted - .5  
 1.3

Nov 2 13:44  
 Nov 2 13:44

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**TERMS STRICTLY CASH UNLESS ARRANGEMENTS MADE**

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

PRELIMINARY ESTIMATE \$ \_\_\_\_\_

| AUTHORIZED BY        | DATE | TIME | BY |
|----------------------|------|------|----|
| X                    |      |      |    |
| REVISED ESTIMATE (1) |      |      |    |
| REVISED ESTIMATE (2) |      |      |    |
| REVISED ESTIMATE (3) |      |      |    |

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

X  
CUSTOMER SIGNATURE



JACKSON CHEVROLET  
BUICK - GMC, INC.  
1975 N. Main Street \* P.O. Box  
LAFAYETTE, GEORGIA 30728  
Phone 706-638-4222  
www.JacksonGM.com

CUSTOMER COPY PAGE 1

|              |          |            |                    |             |         |          |           |     |
|--------------|----------|------------|--------------------|-------------|---------|----------|-----------|-----|
| DATE         | YEAR     | MAKE       | MODEL              | VIN         | STR/CUR | MILES IN | MILES OBI | PAG |
| 01/03/11     | 07       | CHEVROLET  | TAHOE              | 1GNFK13057R | 36476   | 25437    | 25437     |     |
| SERVICE DATE | NOTIFIED | SVC ADV    | PROMISED DATE/TIME | LICENSE     | RADE    | PAYMENT  | INV DATE  |     |
| 01/03/11     | 13       |            | 00:00              |             |         | 00       | 01/03/11  |     |
| I.O. NUMBER  | PAY ID   | HOME PHONE | BUSINESS PHONE     |             |         |          |           | 2   |
| 177687       |          |            |                    |             |         |          |           |     |

CHECK DRIVERS MIRROR GOES DOWN WONT COME UP WHEN PUT IN DRIVE  
REMOVED LET DOOR PANEL AND REPAIRED WIRING TO MIRROR  
BILL CODE W4  
REPAIR LINE 001

1 REMOTE NOT WORKING  
REPLACED AND PROGRAMMED 1 REMOTE  
BILL CODE W4  
R4498  
RICK MORRISON  
REMOVE CONTROL DOOR LOCK TRANSMI  
036714910

TRANSMT  
Total Labor 30  
Total Parts 1  
Total Line 114.03

21.61  
21.61  
92.40  
92.40  
114.03

LEFT FRONT AND RIGHT REAR TIRE SAYS LOW  
RIGHT REAR TIRE SENSOR FAILED REPLACED AND PROGRAMMED  
BILL CODE W4  
E0722  
RICK MORRISON  
TIRE PRESSURE INDICATOR SENSOR REPL 15 M A  
036714910

SENSOR  
Total Labor 90  
Total Parts 1  
Total Line 114.79

64.84  
64.84  
49.95  
49.95  
114.79

**DISCLAIMER OF WARRANTIES**

The seller hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumed nor authorizes any other person to assume for it any liability in connection with the sale of said products.

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that I am not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond my control or for any delays caused by unavailability of parts or delays in parts shipments by the repair shop. I hereby grant you and/or your employees permission to operate the vehicle herein for the purpose of testing and/or inspection. An express warranty is hereby made to secure the amount of repairs thereto.

|              |
|--------------|
| LABOR AMOUNT |
| PARTS AMOUNT |
| MISC SALES   |
| MATERIALS    |
| TOTAL CHARGE |
| DEDUCTIBLE   |
| SALES TAX    |
| OTHER PAY    |
| CUSTOMER PAY |

# JACKY JONES

CUSTOMER #: 23689

207347

\*INVOICE\*



4226 U.S. Highway 64 W. • Murphy, NC 28906  
(828) 837-2322

www.JackyJonesCBG.com

PAGE 1

ROCK SPRINGS, GA

HOME: [REDACTED] CONT: [REDACTED]  
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 7941 JOHNNY PAUL BURRELL

| COLOR      | YEAR       | MAKE/MODEL      | VIN                    | LICENSE | MILEAGE IN / OUT | TAG     |           |
|------------|------------|-----------------|------------------------|---------|------------------|---------|-----------|
| SILV-BIRCH | 07         | CHEVROLET TAHOE | 1GNFK13057R [REDACTED] |         | 28457/28457      |         |           |
| DEL. DATE  | PROD. DATE | WARR. EXP.      | PROMISED               | PO NO.  | RATE             | PAYMENT | INV. DATE |
| 26NOV08 IS |            |                 | 17:00 27JAN11          |         | 80.00            | CASH    | 27JAN11   |

| R.O. OPENED   | READY         | OPTIONS: |
|---------------|---------------|----------|
| 11:38 27JAN11 | 14:28 27JAN11 |          |

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

A CUSTOMER SAYS TIRE SENSOR LIGHT ON/OFF, BEEN GOING ON FOR LONG TIME  
CAUSE: SCAN SYSTEM-OK, TIRE PRESSURES NOT SET TO CORRECT PRESSURES,  
PRESSURES AS LOW AS 26PSI.

E0716 SET TIRE PRESSURES TO 38PSI AND RESET  
MONITOR SYSTEM

7 W 0-30

(N/C)

B DRIVER SIDE MIRROR WHEN IN REVERSE GOES DOWN AND WONT COME BACK UP,  
WITH ELETRIC WONT GO BACK UP. HAVE TO MANUALLY PUSH

CAUSE: E

B4156 OUTSIDE REARVIEW MIRROR REPLACEMENT LEFT  
SIDE

7 W 1:30

(N/C)

1-25831236 MIRROR

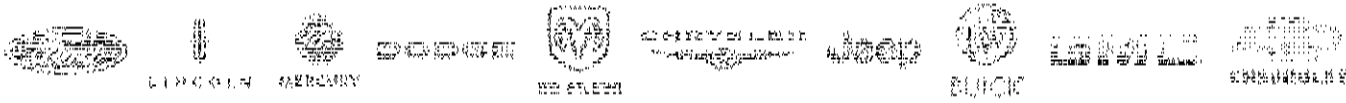
(N/C)

FC PART#: 25831236 COUNT: 1

CLAIM TYPE: [REDACTED]

AUTH CODE: [REDACTED]

Jacky Jones locations: Chevy Buick GMC, Chrysler Dodge Jeep, Lincoln Mercury, Chevrolet, Mountain View, NC, Hayesville, NC, Gainesville, FL, Franklin, NC



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

BE SURE TO PRESENT YOUR OWNER ADVANTAGE CARD AT TIME OF WRITE-UP BENEFIT FROM POINTS EARNED AT PREVIOUS VISITS. CUSTOMERS WITH E-MAIL ADDRESSES WILL RECEIVE NOTICE OF SPECIAL SERVICE OFFERS SPECIFIC TO ADVANTAGE CARD HOLDERS. BE SURE THAT YOURS IS ON FILE.

**THANK YOU,  
WE APPRECIATE  
YOUR BUSINESS!**

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

CUSTOMER #: 23689

203403

# JACKY JONES CHEVROLET BUICK GMC

WORKORDER

4226 U.S. Highway 64 W. Murphy, NC 28906

(828) 837-2322

PAGE 2

www.JackyJonesCBG.com

ROCK SPRINGS, GA

HOME  
BUS:

CONT  
CELL

SERVICE ADVISOR: 7941 BURRELL, JOHNNY PAUL

| COLOR      | YEAR      | MAKE/MODEL      | VIN           | LICENSE | MILEAGE IN/OUT | TAG     |          |
|------------|-----------|-----------------|---------------|---------|----------------|---------|----------|
| SILV-BIRCH | 07        | CHEVROLET TAHOE | 1GNFK13057R   |         | 20036/         |         |          |
| DEL DATE   | PHOB DATE | WARR EXP        | PROMISED      | PO NO   | RATE           | PAYMENT | INV DATE |
| 26NOV08 IS |           |                 | 17:00 16JUL10 |         | 0.00           | CASH    |          |
| 26NOV08 DD |           |                 |               |         |                |         |          |

| H.O. OPENED     | READY | OPTIONS: |
|-----------------|-------|----------|
| 16JUL2010 16:03 |       |          |

| LINE | OP CODE | TECH... | TYPE | DESCRIPTIONS/INSTRUCTIONS |
|------|---------|---------|------|---------------------------|
| #    | A       | 28      | CPT  | BALANCE TTRES             |

*KS 17*

*Blane MS*

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PRELIMINARY ESTIMATE \$ \_\_\_\_\_

AUTHORIZED BY X

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

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

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

# JACKY JONES

CUSTOMER #: 23689

203403

\*INVOICE\*



4226 U.S. Highway 64 W. · Murphy, NC 28906

(828) 837-2322

www.JackyJonesCBG.com

PAGE 1

ROCK SPRINGS, GA

HOME: [REDACTED] CONT  
BUS: [REDACTED] CELL

SERVICE ADVISOR: 7941 JOHNNY PAUL BURRELL

| COLOR      | YEAR       | MAKE/MODEL      | VIN           | LICENSE | MILEAGE IN / OUT | TAG     |           |
|------------|------------|-----------------|---------------|---------|------------------|---------|-----------|
| SILV-BIRCH | 07         | CHEVROLET TAHOE | 1GNFK13057R   |         | 20036/20036      |         |           |
| DEL. DATE  | PROD. DATE | WARR. EXP.      | PROMISED      | PO NO.  | RATE             | PAYMENT | INV. DATE |
| 26NOV08 IS |            |                 | 17:00 16JUL10 |         | 0.00             | CASH    | 16JUL10   |
| 26NOV08 DD |            |                 |               |         |                  |         |           |

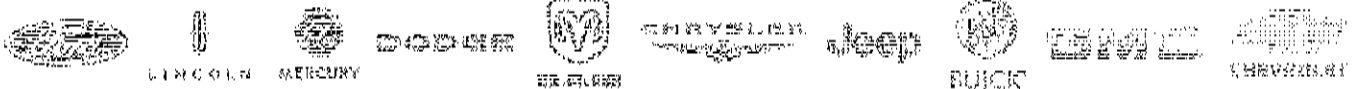
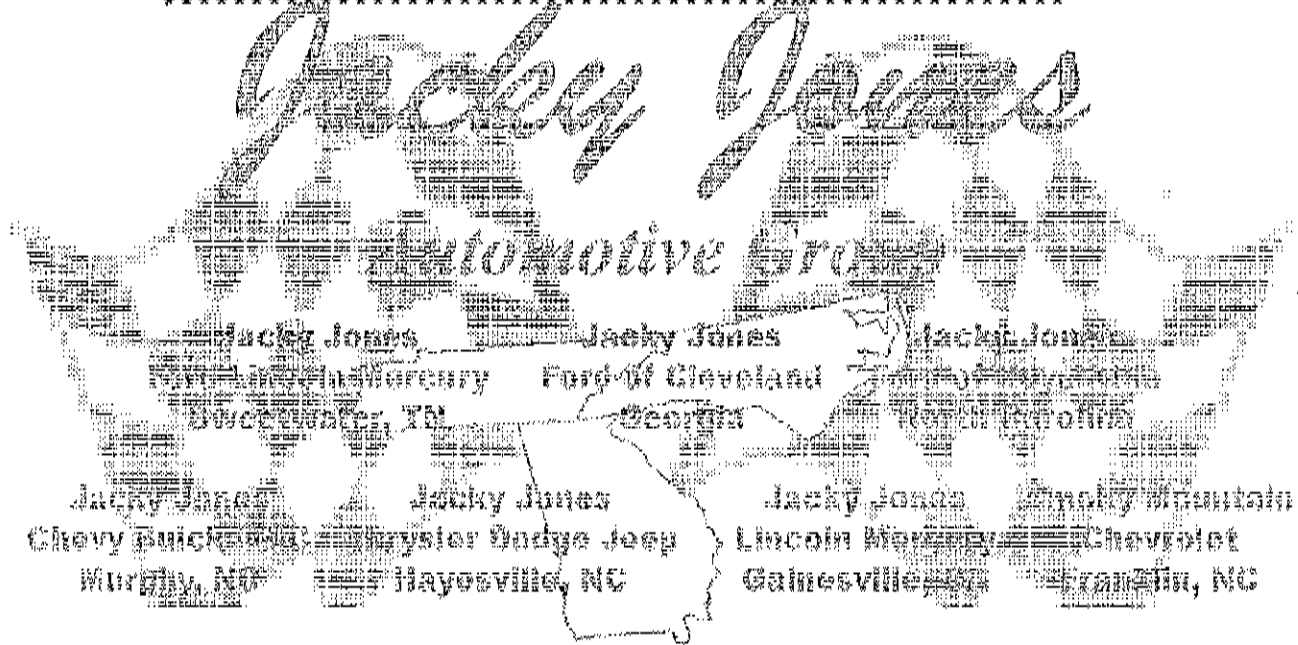
| R.O. OPENED   | READY         | OPTIONS: | LIST | NET   | TOTAL |
|---------------|---------------|----------|------|-------|-------|
| 16:03 16JUL10 | 16:58 16JUL10 |          |      |       |       |
| LINE          | OPCODE        | TECH     | TYPE | HOURS |       |

A BALANCE TIRES  
28 BALANCE

7 IPS 0.70

(N/C)

\*\*\*\*\*



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

BE SURE TO PRESENT YOUR OWNER ADVANTAGE CARD AT TIME OF WRITE-UP BENEFIT FROM POINTS EARNED AT PREVIOUS VISITS. CUSTOMERS WITH E-MAIL ADDRESSES WILL RECEIVE NOTICE OF SPECIAL SERVICE OFFERS SPECIFIC TO ADVANTAGE CARD HOLDERS. BE SURE THAT YOURS IS ON FILE.

**THANK YOU.  
WE APPRECIATE  
YOUR BUSINESS!**

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

CUSTOMER # 23689

203264

# JACKY JONES CHEVROLET BUICK GMC

WORKORDER

4226 U.S. Highway 64 W. - Murphy, NC 28906  
(828) 837-2322

PAGE 2

www.JackyJonesCBG.com

ROCK SPRINGS, GA

HOME: [REDACTED] CONT [REDACTED]  
BUS: [REDACTED] CELL [REDACTED]

SERVICE ADVISOR: 7941 BURRELL, JOHNNY PAUL

| COLOR           | YEAR      | MAKE      | MODEL         | VIN         | LICENSE | MILEAGE IN/OUT | TAG      |
|-----------------|-----------|-----------|---------------|-------------|---------|----------------|----------|
| SILV-BIRCH      | 07        | CHEVROLET | TAHOE         | 1GNFK13057R |         | 20022/         |          |
| DEL DATE        | PROD DATE | WARR EXP  | PROMISED      | PO NO       | RATE    | PAYMENT        | INV DATE |
| 26NOV08 IS      |           |           | 17:00 12JUL10 |             | 0.00    | CASH           |          |
| R.O. OPENED     |           | READY     | OPTIONS:      |             |         |                |          |
| 12JUL2010 09:09 |           |           |               |             |         |                |          |

LINE OF CODE TECH. TYPE DESCRIPTIONS/INSTRUCTIONS

# A 28 CPT Repair RR TIRE  
*Plugged tire 6/18/10*

# B FREE CPT FREE MULTI POINT INSPECTION  
*Super Flush 6/18/10*

# C ROTW CPT ROTATE TIRES AND RESET TIRE MONITORS  
*6/18/10*

# D LOF CPT LUBE OIL AND FILTER CHANGE  
*6/18/10*  
*\* Synthetic \**

*Over* →

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PRELIMINARY ESTIMATE \$ \_\_\_\_\_

TERMS STRICTLY CASH UNLESS ARRANGEMENTS MADE

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AUTHORIZED BY X

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

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

X

CUSTOMER SIGNATURE

# JACKY JONES CHEVROLET BUICK GMC

203264

WORKORDER

4226 U.S. Highway 64 W. · Murphy, NC 28906  
(828) 837-2322  
www.JackyJonesCBG.com

PAGE 3

PRINGS, GA

SERVICE ADVISOR: 7941 BURRELL, JOHNNY PAUL

|             |           |                 |               |         |                |         |
|-------------|-----------|-----------------|---------------|---------|----------------|---------|
| COLOR       | YEAR      | MAKE/MODEL      | VIN           | LICENSE | MILEAGE IN/OUT | TAG     |
| SILV-BIRCH  | 07        | CHEVROLET TAHOE | 1GNFK13057R   |         | 20022/         |         |
| DEL DATE    | PROD DATE | WARR EXP        | PROMISED      | PO NO   | RATE           | PAYMENT |
| 26NOV08 IS  |           |                 | 17:00 12JUL10 |         | 0.00           | CASH    |
| 26NOV08 DD  |           |                 |               |         |                |         |
| R.O. OPENED |           | READY           | OPTIONS:      |         |                |         |

12JUL2010 09:09

| LINE | OP | CODE | TECH. | TYPE | DESCRIPTIONS/INSTRUCTIONS |
|------|----|------|-------|------|---------------------------|
| #    | E  | 08   |       | W    | RECALL 10153              |

*Removal Heater 6187*

"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."

### TERMS STRICTLY CASH UNLESS ARRANGEMENTS MADE

"I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you 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 expressed mechanic's lien is hereby acknowledged on vehicle to secure the amount of repairs thereto."

PRELIMINARY ESTIMATE \$

AUTHORIZED BY X

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

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

X



NAME - CODES

54188

ISSUED BY: Jody\_Gunter JACKY JONES CHEVROLET BUICK GMC  
Murphy, NC 28908

PAGE 1C

| INVOICE DATE | PURCHASE ORDER NO.     | COMMENT/AMOUNT | AMOUNT          | DISCOUNT ACCOUNT NO. | NET AMOUNT                  |
|--------------|------------------------|----------------|-----------------|----------------------|-----------------------------|
| 071210       | PYMT FOR RECALL 203264 |                | 54188<br>203264 | 20200<br>26300       | 100.00<br>-100.00<br>100.00 |
|              |                        |                | TOTAL           | 20200                | 100.00                      |

REMITTANCE ADVICE

DETACH AT PERFORATION BEFORE DEPOSITING CHECK

**JACKY JONES**

4226 U.S. Highway 64 W.  
Murphy, NC 28906  
(828) 837-2322  
www.JackyJonesCBG.com

UNITED COMMUNITY BANK  
MURPHY, NC 28906

54188 33-1167/631

CHEVROLET BUICK GMC

DATE  
12JUL10

PAY THIS AMOUNT  
\*\*\*\*\*100 DOLLARS 00 CENTS\*

AMOUNT OF CHECK  
\*\*\*\*\*100.00

**NON-NEGOTIABLE**

23689

TWO SIGNATURES REQUIRED  
VOID AFTER 90 DAYS

TO THE ORDER OF

ROCK SPRINGS GA

BY \*\*\*\*\*  
\*\*\* NOT NEGOTIABLE \*\*\*  
BY \*\*\*\*\*  
AUTHORIZED SIGNATURE

# JACKY JONES

CUSTOMER #: 23689

203264

\*INVOICE\*



4226 U.S. Highway 64 W. · Murphy, NC 28906  
(828) 837-2322

www.JackyJonesCBG.com

PAGE 1

SERVICE ADVISOR: 7941 JOHNNY PAUL BURRELL

ROCK SPRINGS, GA  
HOME: [REDACTED]  
BUS: [REDACTED]

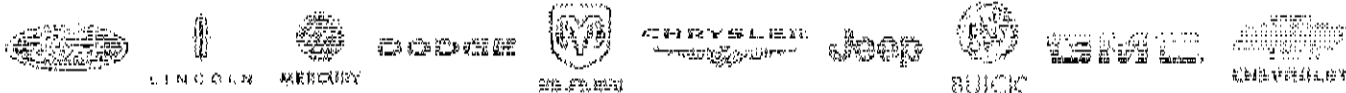
CONT  
CELL

| COLOR         | YEAR       | MAKE/MODEL      | VIN           | LICENSE  | MILEAGE IN / OUT | TAG     |           |
|---------------|------------|-----------------|---------------|----------|------------------|---------|-----------|
| SILV-BIRCH    | 07         | CHEVROLET TAHOE | 1GNFK13057R   |          | 20022/20022      |         |           |
| DEL. DATE     | PROD. DATE | WARR. EXP.      | PROMISED      | PO NO.   | RATE             | PAYMENT | INV. DATE |
| 26NOV08 IS    |            |                 | 17:00 12JUL10 |          | 0.00             | PN      | 12JUL10   |
| R.O. OPENED   |            | READY           |               | OPTIONS: |                  |         |           |
| 09:09 12JUL10 |            | 14:41 12JUL10   |               |          |                  |         |           |

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

|                                      |  |  |  |                   |  |       |       |
|--------------------------------------|--|--|--|-------------------|--|-------|-------|
| A                                    |  |  |  |                   |  |       |       |
| A repair RR TIRE                     |  |  |  |                   |  |       |       |
| 28 plugged tire                      |  |  |  |                   |  |       |       |
|                                      |  |  |  | 6187 CPT 0.30     |  | 12.00 | 12.00 |
| *****                                |  |  |  |                   |  |       |       |
| B                                    |  |  |  |                   |  |       |       |
| FREE FREE MULTI POINT INSPECTION     |  |  |  |                   |  |       |       |
|                                      |  |  |  | 6187 CPT 0.00     |  | 0.00  | 0.00  |
| *****                                |  |  |  |                   |  |       |       |
| C                                    |  |  |  |                   |  |       |       |
| ROTATE TIRES AND RESET TIRE MONITORS |  |  |  |                   |  |       |       |
|                                      |  |  |  | 6187 CPT 0.50     |  | 28.00 | 28.00 |
| *****                                |  |  |  |                   |  |       |       |
| D                                    |  |  |  |                   |  |       |       |
| LUBE OIL AND FILTER CHANGE           |  |  |  |                   |  |       |       |
|                                      |  |  |  | 6187 CPT 0.30     |  | 12.40 | 12.40 |
| EVC ENVIRONMENTAL FEES               |  |  |  |                   |  |       |       |
|                                      |  |  |  | 1 89047524 FILTER |  | 3.95  | 3.95  |
|                                      |  |  |  | 6 12345885 OIL    |  | 6.35  | 6.35  |
|                                      |  |  |  |                   |  | 9.18  | 55.08 |

E RECALL 10153  
CAUSE: E  
V2281 DISABLED HEATED WINDSHIELD MODULE.  
Chevy 6187 0150 Chrysler Dodge Jeep  
Lincoln Mercury Chevrolet (N/C)



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

TERMS STRICTLY CASH UNLESS ARRANGEMENTS MADE  
I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you 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 expressed mechanic's lien is hereby acknowledged on vehicle to secure the amount of repairs thereto.

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

BE SURE TO PRESENT YOUR OWNER ADVANTAGE CARD AT TIME OF WRITE-UP BENEFIT FROM POINTS EARNED AT PREVIOUS VISITS. CUSTOMERS WITH E-MAIL ADDRESSES WILL RECEIVE NOTICE OF SPECIAL SERVICE OFFERS SPECIFIC TO ADVANTAGE CARD HOLDERS. BE SURE THAT YOURS IS ON FILE.

THANK YOU,  
WE APPRECIATE  
YOUR BUSINESS!

| DESCRIPTION            | TOTALS |
|------------------------|--------|
| LABOR AMOUNT           | 52.40  |
| PARTS AMOUNT           | 61.43  |
| GAS, OIL, LUBE         | 0.00   |
| SUBLET AMOUNT          | 0.00   |
| MISC. CHARGES          | 3.95   |
| TOTAL CHARGES          | 117.78 |
| LESS INSURANCE         | 32.00  |
| SALES TAX              | 4.76   |
| PLEASE PAY THIS AMOUNT | 90.54  |

CUSTOMER #: 23689

201468

# JACKY JONES CHEVROLET BUICK GMC

WORKORDER

4226 U.S. Highway 64 W. · Murphy, NC 28906

(828) 837-2322

www.JackyJonesCBG.com

ROCK SPRINGS, GA

PAGE 2

HOME BUS: [REDACTED] CONT [REDACTED] SERVICE ADVISOR: 7007 LEDFORD, JENNIFER LYN

|            |           |           |               |             |            |                |          |
|------------|-----------|-----------|---------------|-------------|------------|----------------|----------|
| COLOR      | YEAR      | MAKE      | MODEL         | VIN         | LICENSE    | MILEAGE IN/OUT | TAG      |
| SILV-BIRCH | 07        | CHEVROLET | TAHOE         | 1GNFK13057R | [REDACTED] | 17204 / 1810-6 |          |
| DEL DATE   | PROD DATE | WARR EXP  | PROMISED      | PO NO       | RATE       | PAYMENT        | INV DATE |
| 26NOV08 IS |           |           | 17:00 15APR10 |             | 0.00       | CASH           |          |
| 26NOV08 DD |           |           |               |             |            |                |          |

|                 |       |          |
|-----------------|-------|----------|
| R/O OPENED      | READY | OPTIONS: |
| 15APR2010 14:13 |       |          |

| LINE | OP CODE | TECH... | TYPE | DESCRIPTIONS/INSTRUCTIONS                              |
|------|---------|---------|------|--|
| # A  | 28      |         | W    | CUSTOMER SAYS INTERIOR TRIM ABOVE LEFT GATE IS WARRIED |

*Replace Window / 7809*

*CH 804  
4*

*Train Rear Window*

*0821  
2019*

*Hatch*

"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."

### TERMS STRICTLY CASH UNLESS ARRANGEMENTS MADE

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

[REDACTED SIGNATURE]

CUSTOMER SIGNATURE

PRELIMINARY ESTIMATE \$ \_\_\_\_\_

AUTHORIZED BY X

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

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

X

CUSTOMER SIGNATURE

# JACKY JONES

192857

192857

## GM SUPERSTORE CHEVROLET-PONTIAC-BUICK-GMC

4226 U.S. 64 WEST • P.O. BOX 939 • MURPHY, NC 28906 • PHONE (828) 837-2322

### RECOMMENDED SERVICES

| OPERATION | OPERATION DESCRIPTION | MO/MI | TOTAL | OPERATION | OPERATION DESCRIPTION | MO/MI | TOTAL |
|-----------|-----------------------|-------|-------|-----------|-----------------------|-------|-------|
| 29PNZTR   | ROTATE TIRES          | MI    |       | 29PNZLOF  | LUBE/OIL/FILTER       | MI    |       |

### SERVICE HISTORY

| DATE     | REPAIR ORDER | MILEAGE | ADVISOR | TECHNICIAN | TYPE | OPERATION       | OPERATION DESCRIPTION |
|----------|--------------|---------|---------|------------|------|-----------------|-----------------------|
| 07/28/09 | 190849       | 10356   | 7941    | 16761      | W    | 06PNZ           | INTERIOR TRIM         |
| 07/20/09 | 190679       | 9929    | 7941    | 16761      | C    | 29PNZLOF        | LUBE/OIL/FILTER       |
| 05/07/09 | 189105       | 7272    | 7007    | 16761      | C    | 06PNZ           | INTERIOR TRIM         |
| 04/14/09 | 188660       | 6505    | 7007    | 7          | W    | 10PNZVIBDIAG    | VIBRATION DIAGNOSIS   |
|          |              |         |         | 17809      | C    | 29PNZLOF        | LUBE/OIL/FILTER       |
|          |              |         |         | 17809      | C    | 29PNZRTWSENSORS | ROTATE WITH SENSORS   |

SALESPERSON NO. 25187 MAX RAY LOUDERMILK SERVICE STATE REG# 4

|   |  |  |                           |   |                       |                                |
|---|--|--|---------------------------|---|-----------------------|--------------------------------|
| TERMS<br>CASH <input type="checkbox"/><br>CREDIT CARD <input type="checkbox"/><br>CHECK <input type="checkbox"/><br>PRIOR APPROVAL <input type="checkbox"/><br>OTHER <input type="checkbox"/> | VEHICLE I.D. NO.<br><b>1GNFK13057R</b> | YEAR/MAKE/MODEL<br>07/CHEVROLET TRUCK/TAHOE/4DR 4WD 15 | PRODUCTION DATE<br>CT2887 | STOCK NO.<br>CT2887                                     | LICENSE NO.<br>192857 | R. O. NO.<br>192857            |
| CALL WHEN READY<br><input type="checkbox"/> YES <input type="checkbox"/> NO   | ROCK SPRINGS, GA                       | CUSTOMER NO.<br>23689                                  | SERVICE CONTRACT          | DELIVERY DATE<br>11/26/08                               | DELIVERY MILES<br>216 | SELLING DEALER NO.<br>11/06/09 |
| SAVE REMOVED PARTS FOR CUSTOMER<br><input type="checkbox"/> YES <input type="checkbox"/> NO   | TIME RECEIVED<br>09:25am               | DATE/TIME PROMISED<br>11/06/09 07:50pm                 | PRIORITY                  | CONTRACT NO.<br>SILV BIRCH MET/EB                       | EXPIRATION DATE       | EXPIRATION MILES<br>TAG NO.    |
| APPOINTMENT<br><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No  | CELL:                                  | LABOR RATE   | TURBO<br>PNZZ             | MMC<br>AIR COND.<br>R. S.<br>TRANS<br>MILEAGE<br>13,361 | ADVISOR NO.<br>7941   | ADVISOR<br>JOHNNY PAUL BURRELL |

\*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 Merchandisability 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.

I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in excess of \$500.00 per item.

|   |          |                   |  |      |
|---|----------|-------------------|--|------|
| 1 | 29PNZBA  | ROTA TE & BALANCE | ROTA TE AND BALANCE ALL 4 TIRES<br>w/sensors   | 6187 |
| 2 | 29PNZLOF | LUBE/OIL/FILTER   | CUSTOMER REQUEST OIL CHANGE SERVICE, DRAIN AND FILL UP TO 5 QUARTS OF OIL, LUBRICATE FITTINGS WHERE AVAILABLE AND CHANGE OIL FILTER<br>XTRA OIL CHARGE OVER 5 QUARTS IF NEEDED | 6187 |

QC INITIALS \_\_\_\_\_

ODOMETER OUT \_\_\_\_\_

NOTES: INTERNAL USE ONLY

Stamp area

FLUID LEVELS CHECKED

TECH # \_\_\_\_\_

LEVELS OK Yes  No

NOTES



# JACKY JONES

190849

190849

GM SUPERSTORE  
CHEVROLET-PONTIAC-BUICK-GMC

4226 U.S. 64 WEST • P.O. BOX 939 • MURPHY, NC 28906 • PHONE (828) 837-2322

### RECOMMENDED SERVICES

| OPERATION | OPERATION DESCRIPTION | MO/MI | TOTAL | OPERATION | OPERATION DESCRIPTION | MO/MI | TOTAL |
|-----------|-----------------------|-------|-------|-----------|-----------------------|-------|-------|
| 29PNZTR   | ROTATE TIRES          | MI    |       |           |                       |       |       |

### SERVICE HISTORY

| DATE     | REPAIR ORDER | MILEAGE | ADVISOR | TECHNICIAN | TYPE | OPERATION      | OPERATION DESCRIPTION |
|----------|--------------|---------|---------|------------|------|----------------|-----------------------|
| 07/20/09 | 190679       | 9929    | 7941    | 16761      | C    | 29PNZLOF       | LUBE/OIL/FILTER       |
| 05/07/09 | 189105       | 7272    | 7007    | 16761      | C    | 06PNZ          | INTERIOR TRIM         |
| 04/14/09 | 188660       | 6505    | 7007    | 7          | W    | 10PNZVIBDIAG   | VIBRATION DIAGNOSIS   |
|          |              |         |         | 17809      | C    | 29PNZLOF       | LUBE/OIL/FILTER       |
| 01/16/09 | 186994       | 3036    | 7007    | 17809      | C    | 29PNZRTSENSORS | ROTATE WITH SENSORS   |
|          |              |         |         | 16761      | C    | 29PNLTA0DAC    | 1ST LOF FREE          |

SALESPERSON NO. 25187

MAX RAY LOUDERMILK

## S E R V I C E

STATE REG# 4

|   |                    |   |                 |                     |   |                  |
|---|--------------------|---|-----------------|---------------------|---|------------------|
| TERMS   | VEHICLE I.D. NO.   | YEAR/MAKE/MODEL   | PRODUCTION DATE | STOCK NO.           | LICENSE NO.   | R. O. NO.        |
| CASH <input type="checkbox"/>                                       | 1GNFK13057R        | 07/CHEVROLET TRUCK/TAHOE/4DR 4WD 15   |                 | CT2887              |   | 190849           |
| CREDIT CARD <input type="checkbox"/>                                |                    |   | DELIVERY DATE   | DELIVERY MILES      | SELLING DEALER NO.  | R. O. DATE       |
| CHECK <input type="checkbox"/>                                      |                    |   | 11/26/08        | 216                 |   | 07/28/09         |
| FROM APPROVAL <input type="checkbox"/>                              |                    |   | CUSTOMER NO.    | SERVICE CONTRACT    |   |                  |
| OTHER <input type="checkbox"/>                                      |                    |   | 23689           |                     |   |                  |
| CALL WHEN READY   | ROCK SPRINGS, GA   | COLOR   | CONTRACT NO.    |                     | EXPIRATION DATE   | EXPIRATION MILES |
| <input type="checkbox"/> YES <input type="checkbox"/> NO            |                    | SILV BIRCH MET/EB   | 1035            |                     |   |                  |
| SAVE REMOVED PARTS FOR CUSTOMER                                     |                    | TURBO   | MMG             | AIR COND.           | P.S.  | TRANS            |
| <input type="checkbox"/> YES <input type="checkbox"/> NO            |                    | PNZZ  |                 |                     |   | 1035             |
| TIME RECEIVED   | DATE/TIME PROMISED | PRIORITY  | ADVISOR NO.     | ADVISOR             | *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 Or Responsibility For This Item/Items.* |                  |
| 10:02am   | 07/28/09 07:50pm   |   | 7941            | JOHNNY PAUL BURRELL |   |                  |
| APPOINTMENT   | LABOR RATE         | I do not warrant that you are not responsible for loss or damage to the vehicle or any delays caused by unavailability of parts or labor. I do not warrant that you are not responsible for loss or damage to the vehicle or any delays caused by unavailability of parts or labor. I do not warrant that you are not responsible for loss or damage to the vehicle or any delays caused by unavailability of parts or labor. |                 |                     |   |                  |
| <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |                    |   |                 |                     |   |                  |
| CELL: 423-364-7632  |                    |   |                 |                     |   |                  |

|                          |                              |                             |               |  |
|--------------------------|------------------------------|-----------------------------|---------------|--|
| JOB                      | 1                            | W * 06PNZ                   | INTERIOR TRIM | CUSTOMER SAYS RIGHT REAR INTERIOR TRIM LOOSE BEHIND SEAT |
| QC INITIALS              |                              |                             |               |  |
| ODOMETER OUT             |                              |                             |               |  |
| NOTES: INTERNAL USE ONLY | 03540.3                      |                             |               |  |
| STAMP                    |                              |                             |               |  |
| FLUID LEVELS CHECKED     |                              |                             |               |  |
| TECH #                   |                              |                             |               |  |
| LEVELS OK                | Yes <input type="checkbox"/> | No <input type="checkbox"/> |               |  |
| NOTES                    | 190849                       |                             |               |  |



0501J190849

Job # 1 Condition Code \_\_\_\_\_ SCRAP PARTS

Tech # 16761 Comments \_\_\_\_\_ Basic Part # \_\_\_\_\_

Found Right Interior Quarter Panel  
Trim warped + loose. Rep Acet Right  
Quarter Panel Trim

Job # \_\_\_\_\_ Condition Code \_\_\_\_\_ SCRAP PARTS

Tech # \_\_\_\_\_ Comments \_\_\_\_\_ Basic Part # \_\_\_\_\_

Initials \_\_\_\_\_

Job # \_\_\_\_\_ Condition Code \_\_\_\_\_ SCRAP PARTS

Tech # \_\_\_\_\_ Comments \_\_\_\_\_ Basic Part # \_\_\_\_\_

Initials \_\_\_\_\_

Job # \_\_\_\_\_ Condition Code \_\_\_\_\_ SCRAP PARTS

Tech # \_\_\_\_\_ Comments \_\_\_\_\_ Basic Part # \_\_\_\_\_

Initials \_\_\_\_\_

# JACKY JONES

190679

190679

GM SUPERSTORE  
CHEVROLET-PONTIAC-BUICK-GMC

4226 U.S. 64 WEST • P.O. BOX 939 • MURPHY, NC 28906 • PHONE (828) 837-2322

RECOMMENDED SERVICES

| OPERATION | OPERATION DESCRIPTION | MO/MI | TOTAL | OPERATION | OPERATION DESCRIPTION | MO/MI | TOTAL |
|-----------|-----------------------|-------|-------|-----------|-----------------------|-------|-------|
| 29PNZTR   | ROTATE TIRES          | MI    |       | 29PNZLOF  | LUBE/OIL/FILTER       | MI    |       |

SERVICE HISTORY

| DATE     | REPAIR ORDER | MILEAGE | ADVISOR | TECHNICIAN | TYPE | OPERATION       | OPERATION DESCRIPTION |
|----------|--------------|---------|---------|------------|------|-----------------|-----------------------|
| 05/07/09 | 189105       | 7272    | 7007    | 7          | W    | 10PNZVIBDIAG    | VIBRATION DIAGNOSIS   |
| 04/14/09 | 188660       | 6505    | 7007    | 17809      | C    | 29PNZLOF        | LUBE/OIL/FILTER       |
|          |              |         |         | 17809      | C    | 29PNZRTWSENSORS | ROTATE WITH SENSORS   |
| 01/16/09 | 186994       | 3036    | 7007    | 16761      | C    | 29PNLTAODAC     | 1ST LOF FREE          |
|          |              |         |         | 16761      | W    | 28PNZ           | ACCESSORIES           |
|          |              |         |         | 16761      | W    | 03PNZD          | DOORS                 |

SALESPERSON NO. 25187 MAX RAY LOUDERMILK **S E R V I C E** STATE REG# 4

|   |                  |                                     |                 |  |                    |                     |
|---|------------------|-------------------------------------|-----------------|--|--------------------|---------------------|
| TERMS   | VEHICLE ID. NO.  | YEAR/MAKE/MODEL                     | PRODUCTION DATE | STOCK NO.  | LICENSE NO.        | R. O. NO.           |
| CASH <input type="checkbox"/>                                       | 1GNFK13057R      | 07/CHEVROLET TRUCK/TAHOE/4DR 4WD 15 |                 | CT2887   |                    | 190679              |
| CREDIT CARD <input type="checkbox"/>                                |                  |                                     | DELIVERY DATE   | DELIVERY MILES   | SELLING DEALER NO. | R. O. DATE          |
| CHECK <input type="checkbox"/>                                      |                  |                                     | 11/26/08        | 216  |                    | 07/20/09            |
| (PRIOR APPROVAL) <input type="checkbox"/>                           |                  |                                     | CUSTOMER NO.    | SERVICE CONTRACT   | CONTRACT NO.       | EXPIRATION DATE     |
| OTHER <input type="checkbox"/>                                      |                  |                                     | 23689           |  |                    |                     |
| CALL WHEN READY   | ROCK SPRINGS, GA |                                     | TURBO           | MXG  | AIR COND.          | P. S.               |
| <input type="checkbox"/> YES <input type="checkbox"/> NO            |                  |                                     |                 | PNZZ   |                    |                     |
| SAVE REMOVED PARTS FOR CUSTOMER                                     |                  |                                     | TRANS           | MILEAGE  | ADVISOR NO.        | ADVISOR             |
| <input type="checkbox"/> YES <input type="checkbox"/> NO            |                  |                                     |                 | 9479   | 7941               | JOHNNY PAUL BURRELL |
| APPOINTMENT   | TIME RECEIVED    | DATE/TIME PROMISED                  | LABOR RATE      | 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.<br>TERMS STRICTLY CASH UNLESS ARRANGEMENTS MADE |                    |                     |
| <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | 09:48am          | 07/20/09 07:50pm                    |                 | I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to parts described above.  |                    |                     |
| CELL:   |                  |                                     |                 |  |                    |                     |

| JOB  | DESCRIPTION   | GC INITIALS | ODOMETER OUT |
|--|---|-------------|--------------|
| 1  | <b>C * 29PNZLOF LUBE/OIL/FILTER</b><br>CUSTOMER REQUEST OIL CHANGE SERVICE, DRAIN AND FILL UP TO 5 QUARTS OF OIL, LUBRICATE FITTINGS WHERE AVAILABLE AND CHANGE OIL FILTER<br>XTRA OIL CHARGE OVER 5 QUARTS IF NEEDED |             |              |
| 2  | <b>C 06PNZ INTERIOR TRIM</b><br>CUSTOMER SAYS RIGHT REAR INTERIOR TRIM LOOSE BESIDE SEAT.   |             |              |
| NOTES: INTERNAL USE ONLY   |   |             |              |
| 15900743   |   |             |              |
| STAMP  |   |             |              |
| FLUID LEVELS CHECKED   |   |             |              |
| TECH # _____   |   |             |              |
| LEVELS OK Yes <input type="checkbox"/> No <input type="checkbox"/> |   |             |              |
| NOTES  |   |             |              |



The Reynolds and Reynolds Company, ERMHTYKZCE C050356.0 (09/04)

|                     |                      |                    |                 |
|---------------------|----------------------|--------------------|-----------------|
| Job # <u>1</u>      | Condition Code _____ | SCRAP PARTS        | ODOMETER        |
| Tech # <u>16761</u> | Comments             | Basic Part # _____ | Miles In _____  |
|                     | <u>LOF</u>           | Initials _____     | Miles Out _____ |

|                     |                                   |                    |                 |
|---------------------|-----------------------------------|--------------------|-----------------|
| Job # <u>2</u>      | Condition Code _____              | SCRAP PARTS        | ODOMETER        |
| Tech # <u>16761</u> | Comments                          | Basic Part # _____ | Miles In _____  |
|                     | <u>Found Right C Pillar Trim</u>  | Initials _____     | Miles Out _____ |
|                     | <u>Warp. order see Trim Piece</u> |                    |                 |

|              |                      |                    |                 |
|--------------|----------------------|--------------------|-----------------|
| Job # _____  | Condition Code _____ | SCRAP PARTS        | ODOMETER        |
| Tech # _____ | Comments             | Basic Part # _____ | Miles In _____  |
|              |                      | Initials _____     | Miles Out _____ |

|              |                      |                    |                 |
|--------------|----------------------|--------------------|-----------------|
| Job # _____  | Condition Code _____ | SCRAP PARTS        | ODOMETER        |
| Tech # _____ | Comments             | Basic Part # _____ | Miles in _____  |
|              |                      | Initials _____     | Miles Out _____ |

Mar. 1. 2011 2:39PM JACKY JONES SUPERSTORE

No. 5897 - P. 16/26



# JACKY JONES

188660

188660

GM SUPERSTORE  
CHEVROLET-PONTIAC-BUICK-GMC

4226 U.S. 64 WEST • P.O. BOX 939 • MURPHY, NC 28906 • PHONE (828) 837-2322

RECOMMENDED SERVICES

| OPERATION | OPERATION DESCRIPTION | MO/MI | TOTAL | OPERATION | OPERATION DESCRIPTION | MO/MI | TOTAL |
|-----------|-----------------------|-------|-------|-----------|-----------------------|-------|-------|
| 29PNZTR   | ROTATE TIRES          | MI    |       | 29PNZLOF  | LUBE/OIL/FILTER       | MI    |       |

SERVICE HISTORY

| DATE     | REPAIR ORDER | MILEAGE | ADVISOR | TECHNICIAN              | TYPE        | OPERATION                      | OPERATION DESCRIPTION                |
|----------|--------------|---------|---------|-------------------------|-------------|--------------------------------|--------------------------------------|
| 01/16/09 | 186994       | 3036    | 7007    | 16761<br>16761<br>16761 | C<br>W<br>W | 29PNLTA0DAC<br>28PNZ<br>03PNZD | 1ST LOF FREE<br>ACCESSORIES<br>DOORS |
| 12/23/08 | 186508       | 1913    | 7941    | 7                       | W           | 28PNZ                          | ACCESSORIES                          |
| 12/04/08 | 186107       | 218     | 7941    | 7                       | W           | 01PNZ                          | PAINT                                |
|          |              |         |         | 7                       | W           | 28PNZ                          | ACCESSORIES                          |

SALESPERSON NO. 25187 MAX RAY LOUDERMILK SERVICE STATE REG# 4

|   |  |  |                                  |                                  |                                      |   |
|---|--|--|----------------------------------|----------------------------------|--------------------------------------|---|
| TERMS<br>CASH <input type="checkbox"/><br>CREDIT CARD <input type="checkbox"/><br>CHECK <input type="checkbox"/><br>PRIOR APPROVAL <input type="checkbox"/><br>OTHER <input type="checkbox"/> | VEHICLE I.D. NO.<br><b>1GNFK13057R</b> | YEAR/MAKE/MODEL<br><b>07/CHEVROLET TRUCK/TAHOE/4DR 4WD 15</b>  | PRODUCTION DATE<br><b>CT2887</b> | STOCK NO.<br><b>216</b>          | LICENSE NO.<br><b>188660</b>         | R.O. NO.<br><b>188660</b>                       |
| CALL WHEN READY<br><input type="checkbox"/> YES <input type="checkbox"/> NO   | ROCK SPRINGS, GA                       | CUSTOMER NO.<br><b>23689</b>   | SERVICE CONTRACT                 | DELIVERY DATE<br><b>11/26/08</b> | DELIVERY MILES<br><b>216</b>         | SELLING DEALER NO. R.O. DATE<br><b>04/14/09</b> |
| SAVE REMOVED PARTS FOR CUSTOMER<br><input type="checkbox"/> YES <input type="checkbox"/> NO   |  | COLOR<br><b>SILV BIRCH MET/EB</b>  | CONTRACT NO.<br><b>6505</b>      | EXPIRATION DATE                  | EXPIRATION MILES                     | TAG NO.   |
| APPOINTMENT<br><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No  | CELL: [REDACTED]                       | TURBO <input type="checkbox"/> M/MC <input type="checkbox"/> AIR COND. <input type="checkbox"/> P.S. <input type="checkbox"/> TRANS <input type="checkbox"/> | MILEAGE<br><b>6,000</b>          | ADVISOR NO.<br><b>7007</b>       | ADVISOR<br><b>JENNIFER B LEDFORD</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.  
TERMS STRICTLY CASH UNLESS ARRANGEMENTS MADE  
I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or title to vehicle to be repaired.

**1 C\* 29PNZLOF LUBE/OIL/FILTER**  
CUSTOMER REQUEST OIL CHANGE SERVICE, DRAIN AND FILL UP TO 5 QUARTS OF OIL, LUBRICATE FITTINGS WHERE AVAILABLE AND CHANGE OIL FILTER  
XTRA OIL CHARGE OVER 5 QUARTS IF NEEDED

*Leaf*

*17809*

**2 C\* 29PNZRTWSSENSORS ROTATE WITH SENSORS**  
ROTATE TIRES WITH SENSORS AND RESET SENSORS

*Robert with sensors*

*17809*

QC INITIALS \_\_\_\_\_

ODOMETER OUT \_\_\_\_\_

NOTES: INTERNAL USE ONLY

STAMP

FLUID LEVELS CHECKED

TECH # \_\_\_\_\_

LEVELS OK Yes  No

NOTES 188660



0501J188660

# JACKY JONES

186994

186994

GM SUPERSTORE  
CHEVROLET-PONTIAC-BUICK-GMC

4226 U.S. 64 WEST • P.O. BOX 939 • MURPHY, NC 28906 • PHONE (828) 837-2322

### RECOMMENDED SERVICES

| OPERATION | OPERATION DESCRIPTION | MO/MI | TOTAL | OPERATION | OPERATION DESCRIPTION | MO/MI | TOTAL |
|-----------|-----------------------|-------|-------|-----------|-----------------------|-------|-------|
| 29PNZLOF  | LUBE/OIL/FILTER       | MI    |       |           |                       |       |       |

### SERVICE HISTORY

| DATE     | REPAIR ORDER | MILEAGE | ADVISOR | TECHNICIAN | TYPE | OPERATION    | OPERATION DESCRIPTION |
|----------|--------------|---------|---------|------------|------|--------------|-----------------------|
| 12/23/08 | 186508       | 1913    | 7941    | 7          | W    | 28PNZ        | ACCESSORIES           |
| 12/04/08 | 186107       | 218     | 7941    | 7          | W    | 01PNZ        | PAINT                 |
|          |              |         |         | 7          | W    | 28PNZ        | ACCESSORIES           |
|          |              |         |         | 7          | I    | 28PNZ1       | ACCESSORIES           |
|          |              |         |         | 7          | W    | 08PNZR       | RECALL                |
|          |              |         |         | 7          | I    | 28PNZINSTALL | INSTALL ACCESSORIES   |

SALESPERSON NO. 25187 MAX RAY LOUDERMILK **S E R V I C E** STATE REG# 4

|  |  |  |                           |                       |                       |                                |
|--|--|--|---------------------------|-----------------------|-----------------------|--------------------------------|
| TERMS<br>CASH <input type="checkbox"/><br>CREDIT CARD <input type="checkbox"/><br>CHECK <input type="checkbox"/><br>PROR APPROVAL <input type="checkbox"/><br>OTHER <input type="checkbox"/> | VEHICLE I.D. NO.<br><b>1GNFK13057R</b> | YEAR/MAKE/MODEL<br>07/CHEVROLET TRUCK/TAHOE/4DR 4WD 15 | PRODUCTION DATE<br>CT2887 | STOCK NO.<br>186994   | LICENSE NO.<br>186994 | R. O. NO.                      |
| CALL WHEN READY<br><input type="checkbox"/> YES <input type="checkbox"/> NO  | CUSTOMER NO.<br>23689                  | SERVICE CONTRACT                                       | DELIVERY DATE<br>11/26/08 | DELIVERY MILES<br>216 | SELLING DEALER NO.    | R. O. DATE<br>01/16/09         |
| SAVE REMOVED PARTS FOR CUSTOMER<br><input type="checkbox"/> YES <input type="checkbox"/> NO  | COLOR<br>SILV BIRCH MET/EB             | CONTRACT NO.<br>3036                                   | EXPIRATION DATE           | EXPIRATION MILES      | TAG NO.               |                                |
| APPOINTMENT<br><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No   | TURBO<br>PNZZ                          | M/MC<br>AIR COND. P. S.                                | TRANS                     | MILEAGE<br>218        | ADVISOR NO.<br>7941   | ADVISOR<br>JOHNNY PAUL BURRELL |

ROCK SPRINGS, GA

TIME RECEIVED: 10:36am DATE/TIME PROMISED: 12/02/08 07:50pm PRIORITY:

CELL: [REDACTED]

\*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.\*

TERMS STRICTLY CASH UNLESS ARRANGEMENTS MADE

You are not responsible for loss or delays caused by unavailability of parts or labor to operate the vehicle herein hereby acknowledged on vehicle

**JOB**

1 **C** 29PNLTA0DAC **1ST LOF FREE**  
FIRST OIL AND FILTER CHANGE FREE

2 **W** \* 28PNZ **ACCESSORIES**  
CUSTOMER SAYS RUBBER ON WINDOW ON BACK WIPER HAS COME OFF BLADE.  
*B1783.2*

3 **W** 03PNZD **DOORS**  
CUSTOMER SAYS DRIVERS INSIDE DOOR HANDLE IS PEELING.  
*03231.3*

QC INITIALS \_\_\_\_\_

ODOMETER OUT \_\_\_\_\_

NOTES: INTERNAL USE ONLY

STAMP

FLUID LEVELS CHECKED

TECH # \_\_\_\_\_

LEVELS OK Yes  No

NOTES 186994



0501J186994

The Reynolds and Reynolds Company ERM/TW/DGE 06/20/05 (R0604)

|        |       |                |              |           |
|--------|-------|----------------|--------------|-----------|
| Job #  | 1     | Condition Code | SCRAP PARTS  | ODOMETER  |
| Tech # | 16761 | Comments       | Basic Part # | Miles In  |
|        |       | LOF            | Initials     | Miles Out |

|        |       |                                  |              |           |
|--------|-------|----------------------------------|--------------|-----------|
| Job #  | 2     | Condition Code                   | SCRAP PARTS  | ODOMETER  |
| Tech # | 16761 | Comments                         | Basic Part # | Miles In  |
|        |       | Found Rear Wiper Blade Rubber    | Initials     | Miles Out |
|        |       | SPLIT. Replaced Rear wiper Blade |              |           |

|        |       |   |              |           |
|--------|-------|---|--------------|-----------|
| Job #  | 3     | Condition Code                              | SCRAP PARTS  | ODOMETER  |
| Tech # | 16761 | Comments                                    | Basic Part # | Miles In  |
|        |       | Found Drivers Inside Door                   | Initials     | Miles Out |
|        |       | Handle Chrome Peeling. Rep lace Door Handle |              |           |

|        |  |                |              |           |
|--------|--|----------------|--------------|-----------|
| Job #  |  | Condition Code | SCRAP PARTS  | ODOMETER  |
| Tech # |  | Comments       | Basic Part # | Miles In  |
|        |  |                | Initials     | Miles Out |

# JACKY JONES

186107

186107

GM SUPERSTORE  
CHEVROLET-PONTIAC-BUICK-GMC

4226 U.S. 64 WEST • P.O. BOX 939 • MURPHY, NC 28906 • PHONE (828) 837-2322

### RECOMMENDED SERVICES

| OPERATION | OPERATION DESCRIPTION | MO/MI | TOTAL | OPERATION | OPERATION DESCRIPTION | MO/MI | TOTAL |
|-----------|-----------------------|-------|-------|-----------|-----------------------|-------|-------|
| ✓         |                       |       |       |           |                       |       |       |

### SERVICE HISTORY

| DATE     | REPAIR ORDER | MILEAGE | ADVISOR | TECHNICIAN | TYPE | OPERATION | OPERATION DESCRIPTION |
|----------|--------------|---------|---------|------------|------|-----------|-----------------------|
| 11/26/08 | 185953       | 216     | 7007    | 7          | I    | 27PNZ     | ELECTRICAL            |
|          |              |         |         | 7          | I    | 25PNZ     | TRANSFER CASE         |
|          |              |         |         | 7          | I    | 19PNZ     | ENGINE ELECTRICAL     |
| 05/30/08 | 182139       | 128     | 33      | 17479      | I    | 19PNZ     | ENGINE ELECTRICAL     |
| 05/12/08 | 181768       | 105     | 7941    | 17479      | W    | 21PNZ     | ENGINE EMISSION       |
| 04/21/08 | 181351       | 101     | 7941    | 7          | I    | 27PNZ     | ELECTRICAL            |

SALESPERSON NO. 25187 MAX RAY LOUDERMILK **S E R V I C E** STATE REG# 4

|   |  |   |                                    |                                       |                              |                              |
|---|--|---|------------------------------------|---------------------------------------|------------------------------|------------------------------|
| TERMS<br>CASH <input type="checkbox"/><br>CREDIT CARD <input type="checkbox"/><br>CHECK <input type="checkbox"/><br>PRIOR APPROVAL <input type="checkbox"/><br>OTHER <input type="checkbox"/> | VEHICLE I.D. NO.<br><b>1GNFK13057R</b> | YEAR/MAKE/MODEL<br><b>07/CHEVROLET TRUCK/TAHOE/4DR 4WD 15</b> | PRODUCTION DATE<br><b>11/26/08</b> | STOCK NO.<br><b>CT2887</b>            | LICENSE NO.<br><b>186107</b> | R.O. NO.<br><b>186107</b>    |
| CALL WHEN READY<br><input type="checkbox"/> YES <input type="checkbox"/> NO   | CUSTOMER NO.<br><b>23689</b>           | SERVICE CONTRACT  | DELIVERY DATE<br><b>11/26/08</b>   | DELIVERY MILES<br><b>216</b>          | SELLING DEALER NO.           | R.O. DATE<br><b>12/04/08</b> |
| SAVE REMOVED PARTS FOR CUSTOMER<br><input type="checkbox"/> YES <input type="checkbox"/> NO   | COLOR<br><b>SILV BIRCH MET/EB</b>      | AIR COND. <input type="checkbox"/>                            | CONTRACT NO.                       | EXPIRATION DATE                       | EXPIRATION MILES             | TAG NO.                      |
| APPOINTMENT<br><input checked="" type="checkbox"/> YES <input type="checkbox"/> NO  | TURBO <input type="checkbox"/>         | M/MC <input type="checkbox"/>                                 | P.S. <input type="checkbox"/>      | TRANS                                 | MILEAGE<br><b>218</b>        | ADVISOR NO.<br><b>7941</b>   |
|   | TIME RECEIVED<br><b>02:33pm</b>        | DATE/TIME PROMISED<br><b>12/02/08 07:50pm</b>                 | PRIORITY                           | ADVISOR<br><b>JOHNNY PAUL BURRELL</b> |                              |                              |

Rock Springs, GA

1. The Factory Warranty Constitutes All Of The Warranties With Respect To The Sale Of This Item/Item. The Seller Hereby Expressly Disclaims All Warranties, Either Express Or Implied, Including Any Implied Warranty Of Merchantability Or Fitness For A Particular Purpose And The Seller Neither Assumes Nor Authorizes Any Other Person To Assume Any Liability In Connection With The Sale Of This Item/Item.

TERMS STRICTLY CASH UNLESS ARRANGEMENTS MADE

I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to parts described to me by delays caused by unavailability of parts or my failure to operate the vehicle herein as I hereby acknowledged on vehicle

- 1 W 01PNZ PAINT**  
CUSTOMER SAYS SPOT ON HOOD FADED  
Buff out & wax  
A0110
- 2 W 28PNZ ACCESSORIES**  
CUSTOMER SAYS BOTH HEADLAMPS FOGGED OVER.  
R = B7288 - .8  
L = B7289 - .8  
1.6
- 3 I 28PNZ1 ACCESSORIES**  
REGENCY EMBLEM RIGHT SIDE  
Polish both emblems
- 4 W\* 08PNZR RECALL**  
RECALL 08048  
U1993  
free  
1.2  
1.1  
1.3

QC INITIALS KK

ODOMETER OUT 219

NOTES: INTERNAL USE ONLY

Cat-25904628

Sen-15079362 ✓ 123

L-15035747 ✓ 123

STAMP

FLUID LEVELS CHECKED

TECH # 7

LEVELS OK Yes  No

NOTES [CONTINUED ON NEXT PAGE] 186107



0501J186107

TOTAL  
IN/OUT

Mar. 1, 2011 2:40PM  
JACKY JONES SUPERSTORE

|              |                      |                    |                 |
|--------------|----------------------|--------------------|-----------------|
| Job # _____  | Condition Code _____ | SCRAP PARTS        | ODOMETER        |
| Tech # _____ | Comments _____       | Basic Part # _____ | Miles In _____  |
|              |                      | Initials _____     | Miles Out _____ |

|                 |   |                    |                      |
|-----------------|---|--------------------|----------------------|
| Job # <u>2</u>  | Condition Code _____                        | SCRAP PARTS        | ODOMETER             |
| Tech # <u>7</u> | Comments <u>Both lamps</u>                  | Basic Part # _____ | Miles In <u>218</u>  |
|                 | <u>milky - Nesc to Pol</u>                  | Initials <u>KG</u> | Miles Out <u>219</u> |
|                 | <u>&amp; replace both L&amp;R lamp caps</u> |                    | <u>to correct</u>    |
|                 | <u>Ok.</u>                                  |                    |                      |

|                 |                                 |                    |                      |
|-----------------|---------------------------------|--------------------|----------------------|
| Job # <u>4</u>  | Condition Code _____            | SCRAP PARTS        | ODOMETER             |
| Tech # <u>7</u> | Comments <u>Replace harness</u> | Basic Part # _____ | Miles In <u>218</u>  |
|                 | <u>&amp; replace hose</u>       | Initials <u>MG</u> | Miles Out <u>219</u> |
|                 | <u>reconnect - Ok.</u>          |                    |                      |

|              |                      |                    |                 |
|--------------|----------------------|--------------------|-----------------|
| Job # _____  | Condition Code _____ | SCRAP PARTS        | ODOMETER        |
| Tech # _____ | Comments _____       | Basic Part # _____ | Miles In _____  |
|              |                      | Initials _____     | Miles Out _____ |

No. 5897 P. 21/26

# JACKY JONES

186508

186508

GM SUPERSTORE  
CHEVROLET-PONTIAC-BUICK-GMC

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### RECOMMENDED SERVICES

| OPERATION | OPERATION DESCRIPTION | MO/MI | TOTAL | OPERATION | OPERATION DESCRIPTION | MO/MI | TOTAL |
|-----------|-----------------------|-------|-------|-----------|-----------------------|-------|-------|
|           |                       |       |       |           |                       |       |       |

### SERVICE HISTORY

| DATE     | REPAIR ORDER | MILEAGE | ADVISOR | TECHNICIAN            | TYPE                  | OPERATION   | OPERATION DESCRIPTION  |
|----------|--------------|---------|---------|-----------------------|-----------------------|---|--|
| 12/04/08 | 186107       | 218     | 7941    | 7<br>7<br>7<br>7<br>7 | W<br>W<br>I<br>W<br>I | 01PNZ<br>28PNZ<br>28PNZ1<br>08PNZR<br>28PNZINSTALL<br>28PNZAC | PAINT<br>ACCESSORIES<br>ACCESSORIES<br>RECALL<br>INSTALL ACCESSORIES<br>28 ACCESSORIES |

SALESPERSON NO. 25187 MAX RAY LOUDERMILK SERVICE STATE REG# 4

|  |  |  |  |                       |                      |                      |
|--|--|--|--|-----------------------|----------------------|----------------------|
| TERMS<br>CASH <input type="checkbox"/><br>CREDIT CARD <input type="checkbox"/><br>CHECK <input type="checkbox"/><br>(PRIOR APPROVAL)<br>OTHER <input type="checkbox"/> | VEHICLE I.D. NO.<br><b>1GNFK13057R</b> | YEAR/MAKE/MODEL<br>07/CHEVROLET TRUCK/TAHOE/4DR 4WD 15 | PRODUCTION DATE<br>11/26/08  | STOCK NO.<br>CT2887   | LICENSE NO.<br>86508 | R.O. NO.<br>86508    |
| CALL WHEN READY<br><input type="checkbox"/> YES <input type="checkbox"/> NO  | CUSTOMER NO.<br>23689                  | SERVICE CONTRACT                                       | DELIVERY DATE<br>11/26/08  | DELIVERY MILES<br>216 | SELLING DEALER NO.   | R.O. DATE<br>2/23/08 |
| SAVE REMOVED PARTS FOR CUSTOMER<br><input type="checkbox"/> YES <input type="checkbox"/> NO  | COLOR<br>SILV BIRCH MET/EB             | CONTRACTY NO.  | EXPIRATION DATE  | EXPIRATION MILES      | TAG NO.              |                      |
| RESIDENCE PHONE  | TURBO                                  | M/MC   | AIR COND.  | P.S.                  | TRANS                | MILEAGE<br>1,913     |
| BUSINESS PHONE   | PNZZ                                   |  |  |                       |                      | ADVISOR NO.<br>7941  |
| TIME RECEIVED<br>10:13am   | DATE/TIME PROMISED<br>12/02/08 07:50pm | PRIORITY   | ADVISOR<br>JOHNNY PAUL BURRELL   |                       |                      |                      |
| APPOINTMENT<br><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No   | CELL:                                  | LABOR RATE   | <small>*The Factory Warranty Constitutes All Of The Warranties With Respect To The Sale Of This Item/Items. The Seller Heraby 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.*</small><br><small>I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to the vehicle or any other property of the customer caused by any cause beyond your control or for any delays caused by unavailability of parts or for any other reason. I grant you and/or your employees permission to operate the vehicle herein for inspection. An express mechanic's lien is hereby acknowledged on vehicle.</small> |                       |                      |                      |

|  |   |   |
|--|---|---|
| <b>JOB</b><br>1 W* 28PNZ ACCESSORIES<br>CUSTOMER SAYS NAVIGATION UNIT INOP<br><br><i>Case #</i><br><i>*25912408*</i><br><i>Disc #</i><br><br><i>* 1588 2766 (UVB)</i><br><i>pt. #</i><br><i>Nav.</i><br><br><i>Auth # 10645193</i><br><i>(ordered NAV)</i> | <i>410 2.5</i><br><i>20760-14</i><br><i>dia = .3</i><br><i>set - .3</i><br><i>up 1.0</i><br><i>OH - 1.5</i><br><i>2.5</i>                                   | QC INITIALS <i>UB</i><br>ODOMETER OUT <i>1914</i><br><br>NOTES: INTERNAL USE ONLY<br><i>PQC - 1-866-654-7654</i><br><i>Baltimore to Murphy</i><br><i>Balt. job #</i><br><br><i>(pt. # 20774148)</i><br><i>Dec # 2187614</i> |
|  | STAMP<br><i>(init)</i><br>FLUID LEVELS CHECKED<br>TECH # <i>7</i><br>LEVELS OK Yes <input checked="" type="checkbox"/> No <input type="checkbox"/><br>NOTES |   |



0501J186508

The Pontiac and Buick Company. BENTONVILLE, AR 72716-0001

No. 5897 P. 23/26

JACKY JONES SUPERSTORE

Mar. 1. 2011 2:40PM

508

Job # \_\_\_\_\_ Condition Code \_\_\_\_\_ SCRAP PARTS ODOMETER \_\_\_\_\_

Tech # \_\_\_\_\_ Comments \_\_\_\_\_ Basic Part # \_\_\_\_\_ Miles In \_\_\_\_\_

Initials \_\_\_\_\_ Miles Out \_\_\_\_\_

Job # 1 Condition Code \_\_\_\_\_ SCRAP PARTS ODOMETER \_\_\_\_\_

Tech # 7 Comments New Radio inst. Basic Part # \_\_\_\_\_ Miles In 19

Done scan & Follow show. Initials K.D Miles Out 19

Replaced Disc & retuned. Computered TAC & instructed to run several tests before refer

Job # Radio Condition Code \_\_\_\_\_ SCRAP PARTS ODOMETER \_\_\_\_\_

Tech # NAC Comments Radio. new for phase Basic Part # \_\_\_\_\_ Miles In \_\_\_\_\_

set up new NAC Radio. Ob (A)

to run

Old & J

W's

Job # \_\_\_\_\_ Condition Code \_\_\_\_\_ SCRAP PARTS ODOMETER \_\_\_\_\_

Tech # \_\_\_\_\_ Comments \_\_\_\_\_ Basic Part # \_\_\_\_\_ Miles \_\_\_\_\_

Initials \_\_\_\_\_ Miles \_\_\_\_\_

SERVICE HISTORY  
DATE 12/04/08

REPAIR ORDER  
186107

MILEAGE  
218

ADVISOR  
7941

TECHNICIAN  
7

OPERATION DESCRIPTION

PHONE (828) 837-2322

OPERATION DESCRIPTION

NO/M

TOTAL

PERSON NO. 25187 MAY  
VEHICLE ID NO. 1GNFK126

# JACKY JONES

GM SUPERSTORE  
CHEVROLET-PONTIAC-BUICK-GMC

4226 U.S. 64 WEST • P.O. BOX 939 • MURPHY, NC 28906 • PHONE (828) 837-2322

RECOMMENDED SERVICES

| OPERATION | OPERATION DESCRIPTION | MO/MI | TOTAL | OPERATION | OPERATION DESCRIPTION | MO/MI | TOTAL |
|-----------|-----------------------|-------|-------|-----------|-----------------------|-------|-------|
|           |                       |       |       |           |                       |       |       |

SERVICE HISTORY

| DATE     | REPAIR ORDER | MILEAGE | ADVISOR | TECHNICIAN | TYPE | OPERATION | OPERATION DESCRIPTION |
|----------|--------------|---------|---------|------------|------|-----------|-----------------------|
| 11/26/08 | 185953       | 216     | 7007    | 7          | I    | 27PNZ     | ELECTRICAL            |
| 05/30/08 | 182139       | 128     | 33      | 7          | I    | 25PNZ     | TRANSFER CASE         |
| 05/12/08 | 181768       | 105     | 7941    | 17479      | I    | 19PNZ     | ENGINE ELECTRICAL     |
| 04/21/08 | 181351       | 101     | 7941    | 17479      | W    | 19PNZ     | ENGINE ELECTRICAL     |
|          |              |         |         |            | I    | 21PNZ     | ENGINE EMISSION       |
|          |              |         |         |            | I    | 27PNZ     | ELECTRICAL            |

SALESPERSON NO. 25187 MAX RAY LOUDERMILK SERVICE STATE REG# 4

|   |                                      |  |                           |                           |                       |  |
|---|--------------------------------------|--|---------------------------|---------------------------|-----------------------|--|
| TERMS<br>CASH <input type="checkbox"/><br>CREDIT CARD <input type="checkbox"/><br>CHECK <input type="checkbox"/><br>(PRIOR APPROVAL)<br>OTHER <input type="checkbox"/>  | VEHICLE ID NO.<br><b>1GNFK13057R</b> | YEAR/MAKE/MODEL<br>07/CHEVROLET TRUCK/TAHOE/4DR 4WD 15 | PRODUCTION DATE<br>CT2887 | STOCK NO.                 | LICENSE NO.           | R.O. NO.<br>186107                         |
| CALL WHEN READY<br><input type="checkbox"/> YES <input type="checkbox"/> NO   | ROCK SPRINGS, GA                     | CUSTOMER NO.<br>23689                                  | SERVICE CONTRACT          | DELIVERY DATE<br>11/26/08 | DELIVERY MILES<br>216 | SELLING DEALER NO.<br>P.O. DATE<br>2/04/08 |
| SAVE REMOVED PARTS FOR CUSTOMER<br><input type="checkbox"/> YES <input type="checkbox"/> NO   | RESIDENCE PHONE                      | COLOR<br>SILV BIRCH MET/EB                             | CONTRACT NO.              | EXPIRATION DATE           | EXPIRATION MILES      | TAG NO.                                    |
| APPOINTMENT<br><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No  | TIME RECEIVED<br>02:33pm             | DATE/TIME PROMISED<br>12/02/08 07:50pm                 | PRIORITY                  | TURBO<br>M/MC<br>PNZZ     | AIR COND. P.S.        | TRANS MILEAGE<br>218                       |
| ADVISOR NO. 7941 ADVISOR JOHNNY PAUL BURRELL<br>I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on vehicle to secure the amount of repairs thereto. |                                      |  |                           |                           |                       |  |

**JOB**

5 | 28PNZINSTALL | **INSTALL ACCESSORIES**  
NEEDS TWO REMOTES  
*DVD in truck*

6 | 28PNZAC | **28 ACCESSORIES**  
TWO HEADSETS MISSING  
*in truck*

7 | *W added parts*  
*12/2/08*  
Check engine light on.  
*cup 1.8*  
*2300 1.3*  
*700420 dia 1.3*  
*SKid 1.2*  
*1.8*

QC INITIALS *KB*

ODOMETER OUT *217*

NOTES: INTERNAL USE ONLY  
~~Transmit # 15973007~~  
Head Phones - 19132012 x2

STAMP

FLUID LEVELS CHECKED

TECH # *7*

LEVELS OK Yes  No

NOTES



The Reynolds and Reynolds Company EQUIPMENT DEPARTMENT © 2008



No. 5897 P. 25/26

JACKY JONES SUPERSTORE

Mar. 1. 2011 2:41PM

|              |                      |                    |                 |
|--------------|----------------------|--------------------|-----------------|
| Job # _____  | Condition Code _____ | SCRAP PARTS        | ODG             |
| Tech # _____ | Comments _____       | Basic Part # _____ | Miles In _____  |
|              |                      | Initials _____     | Miles Out _____ |

|                 |   |                    |                      |
|-----------------|---|--------------------|----------------------|
| Job # <u>7</u>  | Condition Code _____                      | SCRAP PARTS        | ODOMETER             |
| Tech # <u>7</u> | Comments <u>Check engine light</u>        | Basic Part # _____ | Miles in <u>218</u>  |
|                 | <u>on. Act sun. P0420</u>                 | Initials <u>ES</u> | Miles Out <u>220</u> |
|                 | <u>solved. Found cut woul had. New so</u> |                    |                      |
|                 | <u>apler + -pin asur - OK</u>             |                    |                      |

|              |                      |                    |                 |
|--------------|----------------------|--------------------|-----------------|
| Job # _____  | Condition Code _____ | SCRAP PARTS        | ODOMETER        |
| Tech # _____ | Comments _____       | Basic Part # _____ | Miles In _____  |
|              |                      | Initials _____     | Miles Out _____ |

|              |                      |                    |                 |
|--------------|----------------------|--------------------|-----------------|
| Job # _____  | Condition Code _____ | SCRAP PARTS        | ODOMETER        |
| Tech # _____ | Comments _____       | Basic Part # _____ | Miles In _____  |
|              |                      | Initials _____     | Miles Out _____ |

TOTAL  
MILES  
NON

3322

# JACKY JONES

189105

189105

GM SUPERSTORE  
CHEVROLET-PONTIAC-BUICK-GMC

4226 U.S. 64 WEST • P.O. BOX 939 • MURPHY, NC 28906 • PHONE (828) 837-2322

### RECOMMENDED SERVICES

| OPERATION | OPERATION DESCRIPTION | MO/MI | TOTAL | OPERATION | OPERATION DESCRIPTION | MO/MI | TOTAL |
|-----------|-----------------------|-------|-------|-----------|-----------------------|-------|-------|
| 29PNZTR   | ROTATE TIRES          | MI    |       |           |                       |       |       |

### SERVICE HISTORY

| DATE     | REPAIR ORDER | MILEAGE | ADVISOR | TECHNICIAN | TYPE | OPERATION       | OPERATION DESCRIPTION |
|----------|--------------|---------|---------|------------|------|-----------------|-----------------------|
| 04/14/09 | 188660       | 6505    | 7007    | 17809      | C    | 29PNZLOF        | LUBE/OIL/FILTER       |
| 01/16/09 | 186994       | 3036    | 7007    | 17809      | C    | 29PNZRTWSENSORS | ROTATE WITH SENSORS   |
|          |              |         |         | 16761      | C    | 29PNLTAODAC     | 1ST LOF FREE          |
|          |              |         |         | 16761      | W    | 28PNZ           | ACCESSORIES           |
|          |              |         |         | 16761      | W    | 03PNZD          | DOORS                 |
| 12/23/08 | 186508       | 1913    | 7941    | 7          | W    | 28PNZ           | ACCESSORIES           |

SALESPERSON NO. 25187 MAX RAY LOUDERMILK SERVICE STATE REG# 4

|   |                                      |   |                                |                           |                       |                                |
|---|--------------------------------------|---|--------------------------------|---------------------------|-----------------------|--------------------------------|
| TERMS<br>CASH <input type="checkbox"/><br>CREDIT CARD <input type="checkbox"/><br>CHECK <input type="checkbox"/><br>(PRICED APPROVAL)<br>OTHER <input type="checkbox"/> | VEHICLE ID NO.<br><b>1GNFK13057R</b> | YEAR/MAKE/MODEL<br>07/CHEVROLET TRUCK/TAHOE/4DR 4WD 15  | PRODUCTION DATE<br>CT2887      | STOCK NO.<br>CT2887       | LICENSE NO.<br>189105 | R.O. NO.<br>189105             |
| CALL WHEN READY<br><input type="checkbox"/> YES <input type="checkbox"/> NO   | ROCK SPRINGS, GA                     | CUSTOMER NO.<br>23689   | SERVICE CONTRACT               | DELIVERY DATE<br>11/26/08 | DELIVERY MILES<br>216 | SELLING DEALER NO.<br>05/07/09 |
| SAVE REMOVED PARTS FOR CUSTOMER<br><input type="checkbox"/> YES <input type="checkbox"/> NO   |                                      | COLOUR<br>SILV BIRCH MET/EB   | CONTRACT NO.<br>7272           | EXPIRATION DATE           | EXPIRATION MILES      | TAG NO.                        |
| APPOINTMENT<br><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No  | CELL: [REDACTED]                     | TURBO <input type="checkbox"/> LINC <input type="checkbox"/> AIR COND. <input type="checkbox"/> P.S. <input type="checkbox"/> | TRANS <input type="checkbox"/> | MILEAGE<br>1              | ADVISOR NO.<br>7007   | ADVISOR<br>JENNIFER B LEDFORD  |

\*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.

|  |  |                          |
|--|--|--------------------------|
| JOB # 10PNZVIBDIAG VIBRATION DIAGNOSIS   |  | QC INITIALS <u>AS</u>    |
| CUSTOMER SAYS TERRIBLE VIBRATION 70-75MPH AFTER SERVICE  |  | ODOMETER OUT <u>7275</u> |
| <p><i>07039 ER 9</i></p> <p><i>Balanced the 20's</i></p> <p><i>&amp; reset TPM sensor.</i></p> |  | NOTES: INTERNAL USE ONLY |
|  |  | STAMP                    |
| FLUID LEVELS CHECKED   |  | TECH # <u>7</u>          |
| LEVELS OK Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>                  |  | NOTES 189105             |



0501J189105

SERVICE FILE COPY

Billie Comeaux/Austin/GM1

03/01/2011 11:18 AM

To dwellion.howard@chevrolet.com@SITELCWEB

cc

bcc

Subject Re: SR 71-922624590 - Glover

RE: Customer Last Name: [REDACTED]  
Service Request: 71-922624590  
Vehicle: 2007 Chevrolet Tahoe  
Vehicle Identification Number: 1GNFK13057R [REDACTED]  
Mediation Liaison: Billie  
Telephone: 866-790-5600, ext. 11098

Dear DDMA Howard,

At this point, since the customer has now retained counsel, please do not contact him. We must go through his attorney. I would not advise continuing to provide the OLC at this point, as anything provided to the customer outside of the Legal case would not be included in the settlement. I would suggest that you relay that information to Ariel as well.

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

dwellion.howard@chevrolet.com



dwellion.howard@chevrolet.com

03/01/2011 08:49 AM

To Billie\_Comeaux@gmexpert.com

cc

Subject Re: SR 71-922624590 - [REDACTED]

Billie,

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

I have personally spoken with this customer as a result of case **71-885699108**. Related communications to follow. After a review of this customer's file the CAC District Specialist and I did not find grounds for a repurchase or replacement of this customer's vehicle. However, after personally discussing this matter with the customer, I offered to provide an Owner Loyalty Certificate once the vehicle is beyond the Bumper to Bumper Warranty on May 31, 2011. This OLC would have been approximately \$4,900. The owner was very pleased and I have not heard from him since that time.

Dwellion

### Dwellion Howard

District Manager - Aftersales  
General Motors - Southeast Region  
Customer Care and Aftersales  
cell: 770-880-7276  
fax: 770-708-2380  
dwellion.howard@gm.com

From: Billie\_Comeaux@gmexpert.com  
To: dwellion.howard@gm.com  
Date: 02/28/2011 05:07 PM  
Subject: SR 71-922624590 [REDACTED]

---

RE: Customer Last Name: [REDACTED]  
Service Request: 71-922624590  
Vehicle: 2007 Chevrolet Tahoe  
Vehicle Identification Number: 1GNFK13057R [REDACTED]  
Mediation Liaison: Billie  
Telephone: 866-790-5600, ext. 11098

Dear DDMA Howard,

Hi, my name is Billie. This email is to follow up on my voicemail regarding Service Request 71-922624590 for customer Glover. The customer's vehicle is a 2007 Chevrolet Tahoe with 25,000 miles. The customer has been working with Jacky Jones Chevrolet, Buick, GMC in Murphy, NC. Technical Assistance Center has not been involved. 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.

Billie Comeaux/Austin/GM1

To dwellion.howard@gm.com

02/28/2011 04:56 PM

cc

bcc

Subject SR 71-922624590 - [REDACTED]

RE: Customer Last Name: [REDACTED]  
Service Request: 71-922624590  
Vehicle: 2007 Chevrolet Tahoe  
Vehicle Identification Number: 1GNFK13057R [REDACTED]  
Mediation Liaison: Billie  
Telephone: 866-790-5600, ext. 11098

Dear DDMA Howard,

Hi, my name is Billie. This email is to follow up on my voicemail regarding Service Request 71-922624590 for customer [REDACTED]. The customer's vehicle is a 2007 Chevrolet Tahoe with 25,000 miles. The customer has been working with Jacky Jones Chevrolet, Buick, GMC in Murphy, NC. Technical Assistance Center has not been involved. Due to time constraints, your response to this e-mail is required within **48** hours.

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Sincerely,

General Motors



Billie Comeaux/Austin/GM1

02/28/2011 05:00 PM

To jeffery.b.sullivan@gm.com

cc

bcc

Subject SR 71-922624590 - [REDACTED]

RE: Customer Last Name: [REDACTED]  
Service Request: 71-922624590  
Vehicle: 2007 Chevrolet Tahoe  
Vehicle Identification Number: 1GNFK13057R [REDACTED]  
Mediation Liaison: Billie  
Telephone: 866-790-5600, ext. 11098

Dear DDMA Sullivan,

Hi, my name is Billie. This email is to follow up on my voicemail regarding Service Request 71-922624590 for customer [REDACTED]. The customer's vehicle is a 2007 Chevrolet Tahoe with 25,000 miles. The customer has been working with Jackson Chevrolet, Buick, GMC in La Fayette, GA. Technical Assistance Center has not been involved. Due to time constraints, your response to this e-mail is required within **48** hours.

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Sincerely,

General Motors



jeffery.b.sullivan@chevrolet.com

03/01/2011 11:54 AM

To: Billie\_Comeaux@gmexpert.com

cc

bcc

Subject: Re: SR 71-922624590 - [REDACTED]

Hi;

Option B. jeff

From: Billie\_Comeaux@gmexpert.com

To: jeffery.b.sullivan@gm.com

Date: 02/28/2011 05:07 PM

Subject: SR 71-922624590 - [REDACTED]

---

RE: Customer Last Name: [REDACTED]  
Service Request: 71-922624590  
Vehicle: 2007 Chevrolet Tahoe  
Vehicle Identification Number: 1GNFK13057R [REDACTED]  
Mediation Liaison: Billie  
Telephone: 866-790-5600, ext. 11098

Dear DDMA Sullivan,

Hi, my name is Billie. This email is to follow up on my voicemail regarding Service Request 71-922624590 for customer [REDACTED]. The customer's vehicle is a 2007 Chevrolet Tahoe with 25,000 miles. The customer has been working with Jackson Chevrolet, Buick, GMC in La Fayette, GA. Technical Assistance Center has not been involved. Due to time constraints, your response to this e-mail is required within **48** hours.

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Sincerely,

General Motors

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# ALEX SIMANOVSKY & ASSOCIATES, LLC

CONSUMER PROTECTION ATTORNEYS

2300 HENDERSON MILL ROAD, SUITE 300  
ATLANTA, GA 30345  
770-414-1002 1-866-865-3666  
FACSIMILE: 770-414-9891 1-877-216-0365

---

## FACSIMILE TRANSMITTAL SHEET

---

TO: Billie Comeaux

FROM: Kimberly Frazier

COMPANY: General Motors LLC

DATE: 3/2/2011

FAX NUMBER: (866)842-9444

TOTAL NO. OF PAGES: 11

---

RE: [REDACTED] v. General Motors LLC

Our Client: [REDACTED]  
Vehicle: 07 Chevrolet Tahoe  
VIN: 1GNFK13057R[REDACTED]  
Date of purchase: 11/26/08  
Our File No.: GA11-10109

This facsimile message contains information from ALEX SIMANOVSKY & ASSOCIATES, LLC, that may be privileged and confidential attorney work product or attorney/client communication. This information is intended to be for the use of the addressee only. If you are not the addressee, note that any disclosure, copying, distribution or use of the contents of this message is prohibited. If you receive this message in error, please notify the sender immediately. The recipient may not use any communication herein for any reason not associated with the specific communication. All other uses are strictly prohibited.

# Closed-End Note and Disclosure Statement



BORROWER NAME(S) (Last - First - Middle Initial) AND ADDRESS (street, city, state, zip code)

S.S.N. DATE NOTE NUMBER

414-86-0460 11/26/2008  
MEMBER NUMBER MATURITY DATE

FIXED  
 VARIABLE 100918-3 100918-03

CHICKAMAUGA, GA

In this agreement "you" and "your" mean each person who signs this agreement individually or collectively whether several, joint or joint and several or any of them. The "credit union" means the credit union whose name appears above and anyone to whom the credit union transfers its rights under this agreement. The terms on the following pages are part of this agreement. Boxes checked apply to this agreement.

## TRUTH IN LENDING DISCLOSURE

| ANNUAL PERCENTAGE RATE<br>The cost of your credit as a yearly rate. | FINANCE CHARGE<br>The dollar amount the credit will cost you. | Amount Financed<br>The amount of credit provided to you or on your behalf. | Total of Payments<br>The amount you will have paid when you have made all payments as scheduled. | Prepayment: If you pay off early you will not have to pay a penalty.<br>Required Deposit:<br>The Annual Percentage Rate does not take into account your required deposit, if any. |
|---|---|--|--|---|
| 6.7500 %  | 13,045.24   | 49,542.33  | 64,347.36  |   |

Variable Rate: The ANNUAL PERCENTAGE RATE may increase during the term of this transaction if: the Prime Rate as published in the Wall Street Journal increases (Index). When a range of rates is published, we will use the highest. The ANNUAL PERCENTAGE RATE will be subject to change twice each year on 000 20 and 000 20, except that the ANNUAL PERCENTAGE RATE will not change sooner than five months from the making of this transaction. The ANNUAL PERCENTAGE RATE shall not be adjusted lower than 0.0000 % or higher than 0.0000 % or the maximum ANNUAL PERCENTAGE RATE permissible under the Federal Credit Union Act, whichever is lower, over the lifetime of the loan, nor shall any adjustments of the ANNUAL PERCENTAGE RATE at any given change exceed 1 percentage point. We will add a margin of 0.0000 % to the Index. Any increase in the ANNUAL PERCENTAGE RATE will take the form of additional payments of the amount disclosed below unless negative amortization occurs, in which case the payment will be increased until what you owe has been repaid. Any decrease in the ANNUAL PERCENTAGE RATE will take the form of fewer payments of the amount disclosed below. EXAMPLE: if your loan was \$5,000.00 at 16% for a term of 48 months and the ANNUAL PERCENTAGE RATE increased to 16%, you would be required to make two (2) additional payments.

| Your Payment Schedule will be: | Number of Payments | Amount of Payments | When Payments Are Due   | Property Insurance: You may obtain property insurance from anyone you want that is acceptable to the credit union. If you get the insurance from the credit union, you will pay: |
|--------------------------------|--------------------|--------------------|-------------------------|--|
|                                | 84                 | 766.04             | MONTHLY BEG. 01/09/2009 |  |

Security: Collateral securing other loans with the credit union will also secure this loan. You are giving a security interest in your shares and/or funds in the credit union; and  the goods/property being purchased;  Other (Describe)

Late Charge: If you are more than 10 days late in making a payment, you will pay a late charge equal to 5% of the payment amount. The late charge will not be less than \$15.00 nor more than \$100.00.

See your contract documents for any additional information about nonpayment, default, and any required repayment in full before the scheduled date. "a" means an estimate.

### ITEMIZATION OF THE AMOUNT

| ITEMIZATION OF AMOUNT FINANCED OF    | AMOUNT GIVEN TO YOU DIRECTLY | AMOUNT PAID ON YOUR ACCOUNT | PREPAID FINANCE CHARGE |
|--------------------------------------|------------------------------|-----------------------------|------------------------|
| 49,542.33                            |                              |                             | 0                      |
| AMOUNT PAID TO OTHERS ON YOUR BEHALF | \$ 49,193.22 To JERRY JONES  | \$                          | To                     |
|                                      | \$ 349.11 To GAP INS         | \$                          | To                     |
|                                      | \$ To                        | \$                          | To                     |

TERMS: if checked, terms provided reflect an adjustment to the lowest Annual Percentage Rate available for this type of loan. This adjustment reflects a higher rate of interest or finance charge due to information contained in a consumer credit report.

NEGATIVE INFORMATION NOTICE: We may report information about your account to credit bureaus. Late payments, missed payments or other defaults on your account may reflect in your credit report.

SIGNATURE: If you agree to make and be bound by the terms of this Note and Security Agreement sign below. If you are not a borrower but an owner of the collateral for this loan, sign below and check the box for "Owner of Collateral". By doing so you agree only to the terms of the Security Agreement. You acknowledge that you have read this entire Agreement and received a copy.

CAUTION: IT IS IMPORTANT THAT YOU THOROUGHLY READ THIS CONTRACT BEFORE YOU SIGN IT.  
ARBITRATION: REFER TO PAGE 4 OF THIS AGREEMENT FOR FULL DETAILS.

Borrower \_\_\_\_\_ Date \_\_\_\_\_ Borrower  Owner of Collateral (other than a Borrower) \_\_\_\_\_ Date \_\_\_\_\_  
 Borrower \_\_\_\_\_ (Seal) \_\_\_\_\_ Date \_\_\_\_\_  Witness \_\_\_\_\_ (Seal) \_\_\_\_\_ Date \_\_\_\_\_  
 Borrower \_\_\_\_\_ (Seal) \_\_\_\_\_ Date \_\_\_\_\_  Witness \_\_\_\_\_ (Seal) \_\_\_\_\_ Date \_\_\_\_\_

Credit Union:

Borrower(s): Eric Glover

Date: 11/26/2008

NOTE AND SECURITY AGREEMENT CONTINUED ON THE FOLLOWING PAGES

The following notice applies only if this box  is checked:

Any holder of this consumer credit contract is subject to all claims and defenses which the debtor could assert against the seller of goods or services obtained with the proceeds hereof. Recovery hereunder by the debtor shall not exceed amounts paid by the debtor hereunder.

Promise to Pay: You promise to pay 49,542.33 to the credit union plus interest on the unpaid balance at 6.7500 % per year until what you owe has been repaid.

Collection Costs: You promise to pay all costs of collecting the amount you owe under this agreement including expenses, court costs and reasonable attorney fees. If your loan has a variable interest rate, the rate is tied to the movement of the Index shown in the disclosure above.

| Security Offered: | MODEL         | YEAR | I.D. NUMBER            | MAKE      | VALUE     | LIEN AMOUNT |
|-------------------|---------------|------|------------------------|-----------|-----------|-------------|
|                   | TAHOE REGENCY | 2007 | 1GNFK13057R [REDACTED] | CHEVROLET | 59,320.00 |             |

Other (Describe):

You Pledge Shares and/or Funds of [REDACTED] In account number [REDACTED] Key No. [REDACTED] Governed by the laws of Tennessee

Insurance Company: Agent Name: STATE FARM/MIKE HERNDON/706-375-7970

Agent Phone Number:

CREDIT INSURANCE DISCLOSURE

You understand that credit insurance is voluntary and is not required as a condition of credit. You are applying for the credit insurance marked below and authorizing the Creditor to add the charges for insurance to your loan. If Coverage is selected and you are eligible, you will be charged a premium and given a Certificate of Insurance from Life Investors Insurance Company of America, which provides the important terms of this coverage. Read it carefully. If you do not check "Yes" below, no coverage will be added nor in force. Your signature below means you agree that:

- You are eligible for disability insurance only if you are working for wages or profit 28 hours a week or more on the date you sign for the loan.
- Your Co-Borrower is eligible for Joint Life Insurance only if he/she is a party to the loan.
- Your Co-Borrower is eligible for disability insurance only if he/she is a party to the loan.
- Neither you, nor your Co-Borrower are eligible for disability insurance after you have reached the age shown below.
- Neither you, nor your Co-Borrower are eligible for life insurance after you have reached the age shown below.

NOTE: THE LIFE AND DISABILITY INSURANCE CONTAINS CERTAIN BENEFIT EXCLUSIONS, INCLUDING A PRE-EXISTING CONDITION EXCLUSION. PLEASE REFER TO YOUR CERTIFICATE FOR DETAILS.

| YOU ELECT THE FOLLOWING INSURANCE COVERAGES: |  | YES                           | NO | ESTIMATED PREMIUM | INSURANCE MAXIMUMS                     | MAX. ELIGIBLE AGE                    |
|--|--|-------------------------------|----|-------------------|--|--------------------------------------|
| CREDIT DISABILITY                            | <input type="checkbox"/> Single <input type="checkbox"/> Joint |                               | X  | \$                | MAXIMUM LIFE BENEFIT                   | LIFE                                 |
| SINGLE CREDIT LIFE                           |  | X                             |    | \$1,759.79a       | \$50,000<br>MAXIMUM DISABILITY BENEFIT | 69 Years                             |
| JOINT CREDIT LIFE                            |  |                               | X  | \$                | \$50,000<br>MAXIMUM MONTHLY BENEFIT    | DISABILITY                           |
| ACTIVELY EMPLOYED                            | DISABILITY WAITING PERIOD                                      | DISABILITY ELIMINATION PERIOD |    |                   | \$750.00                               | 85 Years                             |
| MINIMUM 25 HOURS WEEK                        | LIFE: 30 DAYS  | 0 DAYS                        |    |                   | MAXIMUM TERM OF INSURANCE:             | LIFE 120 MOS.<br>DISABILITY 120 MOS. |

\*LOANS WITH TERMS EXCEEDING 120 MONTHS ARE NOT ELIGIBLE FOR COVERAGE

MEMBER'S NAME MEMBER'S ADDRESS INTEREST RATE OF THIS LOAN

SIGNATURE OF BORROWER ELIGIBLE TO BE INSURED (Be sure to check the boxes above) [REDACTED] CHICKAMAUGA, GA [REDACTED] DATE DATE OF BIRTH MEMBER'S ACCOUNT NUMBER 6.7500 %

X SIGNATURE OF JOINT INSURED (CO-BORROWER) [REDACTED] DATE 04/20/1950 100918-3 SECONDARY BENEFICIARY (If you desire to name one)

X

Thank you for borrowing at your Credit Union



**Connect** Marty Huggins [Update My Profile](#)  
[Logout](#)  
 November 1, 2010

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

- INTERFACE WITH CUSTOMER
- ANALYZE WARRANTY
- MANAGEMENT PLANNING
- PREPARE PARTS RETURN
- USER OPTIONS

### View Vehicle Summary Ⓢ

This screen allows GMVMS 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).

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 Information

VIN: 1GNFK13057F [REDACTED] Model: CK10706-2007 TAHOE 4WD LT  
 Service Contract: No Branded Title: No Warranty Block: No PDI Status: No  
 Order Type: 70 - RETAIL - STOCK  
 Field Actions: [Open](#) [REQUEST ANOTHER VIN](#)

#### 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 6YR/80K MI* | 12/12/2006   | Closed |
| Service Update Bulletins | N070033 | 07033        | SERVICE UPDATE - INVENTORY & CUST. VEHs-BATTERY RUNDOWN*EXP W/BASE WARRANTY*   | 02/06/2007   | Closed |
| Product Safety Recall    | N100153 | 10153        | HEATED WINDSHIELD WASHER MODULE SHORT CIRCUIT - DISABLE AND REMOVE MODULE      | 06/08/2010   | Closed |
| Product Safety Recall    | N080048 | 08048        | HEATED WINDSHIELD WASHER MODULE SHORT CIRCUIT - ADD WIRE HARNESS               | 08/28/2008   | Closed |

- [Investigate Major Assembly History](#)

#### 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 (888.567.8271) and for XM Radio contact 877.GET.XMST (877.438.9677).

|                               |                       |                       |
|-------------------------------|-----------------------|-----------------------|
| OnStar Equipped: Y            | XM Radio ID: Y691J0HU | OnStar Status: Active |
| XM Equipped: Y                |                       | XM Status: Inactive   |
| OnStar Vehicle Diagnostics: Y |                       | DMN Enabled: N        |

**Applicable Warranties** Valid warranties are highlighted

| Valid | Description                       | Start Date | Effective Odometer | End Date   | End Odometer |
|-------|-----------------------------------|------------|--------------------|------------|--------------|
|       | Emission Select Component Ltd Wty | 05/31/2008 | 76 MI              | 05/31/2015 | 80,078 MI    |
|       | Powertrain Limited Warranty       | 05/31/2008 | 76 MI              | 05/31/2013 | 100,078 MI   |
|       | Special Coverage 09239            | 05/31/2008 | 76 MI              | 05/31/2018 | 100,078 MI   |
|       | Bumper to Bumper Limited Warranty | 05/31/2008 | 75 MI              | 05/31/2011 | 36,078 MI    |
|       | Corrosion Limited Warranty        | 05/31/2008 | 75 MI              | 05/31/2014 | 100,075 MI   |

**Service Contract**

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 |
|---------------|-----------------|------------------------------------|------------------------|--|------------------|
| 07/12/2010    | 203264          | ZFAT---Field Action Recall         |                        | V2281 - 10153-Windshield Washer Solvent Heater Asm Removal and Issue Check to Customer (Cust. Vehicles Only) | 20,022 MI        |
| 04/15/2010    | 201466          | ZREG---Regular Vehicle Transaction |                        | C3540 - Rear Side Door Trim Panel Replacement - Right Side   | 18,159 MI        |
| 07/28/2009    | 190849          | ZREG---Regular Vehicle Transaction |                        | C3540 - Rear Side Door Trim Panel Replacement - Right Side   | 10,356 MI        |
| 05/07/2009    | 189105          | ZREG---Regular Vehicle Transaction |                        | E0203 - Tire and Wheel Balancing - Four  | 7,272 MI         |
| 01/16/2009    | 186994          | ZREG---Regular Vehicle Transaction |                        | B1783 - Windshield Wiper Blade Replacement   | 3,036 MI         |
| 01/16/2009    | 186994          | ZREG---Regular Vehicle Transaction |                        | C3231 - Front Side Door Inside Handle Bezel Replacement - Left Side  | 3,036 MI         |
| 12/23/2008    | 186508          | ZREG---Regular Vehicle Transaction |                        | R0760 - Radio, Remove and Replace  | 1,913 MI         |
| 12/23/2008    | 186508          | ZREG---Regular Vehicle Transaction |                        | R0784 - RADIO RECEIVER-RETURN TO AC/DELCO ESC  | 1,913 MI         |
| 12/04/2008    | 186107          | ZREG---Regular Vehicle Transaction |                        | L2300 - Converter, Oxidation Catalytic - Replace   | 218 MI           |
| 12/04/2008    | 186107          | ZREG---Regular Vehicle Transaction |                        | A0110 - Finasse Sanding and Buffing  | 218 MI           |
| 12/04/2008    | 186107          | ZREG---Regular Vehicle Transaction |                        | B7288 - Headlamp/Composite Assembly - Right - Replace  | 218 MI           |
| 12/04/2008    | 186107          | ZREG---Regular Vehicle Transaction |                        | B7269 - Headlamp/Composite Assembly - Left - Replace   | 218 MI           |
| 12/04/2008    | 186107          | ZFAT---Field Action Recall         |                        | V1993 - 08049A - Jumper Harness Installation   | 218 MI           |
| 12/04/2008    | 186107          | ZREG---Regular Vehicle Transaction |                        | Z5000 - DEALER/RETAILER TRADE(PART OBTAINED LOCALLY)   | 218 MI           |
| 12/02/2008    | 172423          | ZREG---Regular Vehicle Transaction |                        | J9992 - Customer Concern Not Duplicated - Engine Controls and Fuel   | 566 MI           |
| 11/28/2008    | 163143          | ZREG---Regular Vehicle Transaction |                        | N6607 - Cooling System Wiring and/or Connector Repair or Replacement   | 383 MI           |
| 05/12/2008    | 181766          | ZREG---Regular Vehicle Transaction |                        | J4225 - Spark Plug Replacement   | 105 MI           |
| 02/27/2008    | 180212          | ZREG---Regular                     |                        | Y0124 - 06182 Product  | 3 MI             |

|            |        |  |            |  |       |
|------------|--------|--|------------|--|-------|
| 02/27/2008 | 180212 | Vehicle<br>Transaction<br>ZREG---Regular<br>Vehicle<br>Transaction |            | Enhancement - Engine Control<br>Module Reprogram with SPS<br>Y0152 - 07033 - Service Update -<br>Reprogram BCM | 3 MI  |
| 06/20/2006 | 130065 | ZREG---Regular<br>Vehicle<br>Transaction                           |            | A9119 - Panel, Fender - Repair   | 2 MI  |
| 06/16/2006 | 580014 | ZREG---Regular<br>Vehicle<br>Transaction                           |            | R0800 - Audio System Transceiver<br>Module Replacement   | 29 MI |
| 05/18/2006 | A78652 | ZPDI---Pre-<br>Delivery<br>Inspection                              | Full Debit | Z7000 - Pre-Delivery Inspection -<br>Base Time   | 0 MI  |
| 05/18/2006 | A78652 | ZPDI---Pre-<br>Delivery<br>Inspection                              |            | Z7000 - Pre-Delivery Inspection -<br>Base Time   | 0 MI  |

Global Warranty Management Site Map

ERIC GLOVER



JACKSON CHEVROLET  
PONTIAC - BUICK - GMC, INC.  
Hwy. 27 North \* P.O. Box 587  
LAFAYETTE, GEORGIA 30728  
Phone 706-638-4222



\*\*\* REPRINT \*\*\*

CUSTOMER COPY PAGE 1

| DATE         | YEAR     | MAKE       | MODEL              | VIN         | STK/CUS | MILES IN | MILES OUT | TAG |
|--------------|----------|------------|--------------------|-------------|---------|----------|-----------|-----|
| 11/28/08     | 07       | CHEVROLET  | TAHOE              | 1GNFK13057R | 36476   | 383      | 383       |     |
| SERVICE DATE | NOTIFIED | SVC ADY    | PROMISED DATE/TIME | LICENSE     | RATE    | PAYMENT  | INV. DATE |     |
|              | 12/02/08 | 13         | 00:00              |             |         | 00       | 12/02/08  |     |
| R.O. NUMBER  | TAX ID   | HOME PHONE | BUSINESS PHONE     |             |         |          |           |     |
| 163143       |          |            |                    | 1           |         |          |           |     |

Repair Type: NC

===== REPAIR LINE 001 =====

SERVICE ENGINE LIGHT ON

CONNECTOR

REPAIRED CONNECTION AT ECT CONNECTOR RETESTED OK AT THIS TIME

Bill Code - W4

Failure Code: 6F

Complaint Code: OJ

|       |                                     |        |             |       |
|-------|-------------------------------------|--------|-------------|-------|
| N6607 | WIRING AND/OR CONNECTOR - COOLING S | 65 M A | .50         | 32.74 |
|       |                                     |        | Total Labor | 32.74 |
|       |                                     |        | Total Line  | 32.74 |

**DISCLAIMER OF WARRANTIES**

The seller hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

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.

|              |  |
|--------------|--|
| LABOR AMOUNT |  |
| PARTS AMOUNT |  |
| MISC SALES   |  |
| MATERIALS    |  |
| TOTAL CHARGE |  |
| DEDUCTIBLE   |  |
| SALES TAX    |  |
| OTHER PAY    |  |
| CUSTOMER PAY |  |



# MULTI-POINT VEHICLE INSPECTION

Name: [REDACTED] Year/Model: 07 Taa Date: 2/13/09

Repair Order #: 179504 VIN (last 8 digits): 7R [REDACTED] MI:          MII:         

Checked and OK     May Require Attention Soon     Requires Immediate Attention

### INTERIOR

OnStar Subscription activated

Remaining engine oil life: \_\_\_\_\_ % Reset: \_\_\_\_\_ N/A: \_\_\_\_\_

Air Conditioning Performance

#### WIPER BLADES

#### CHECK TIRES AND TREAD DEPTH

#### CHECK BATTERY

LF  RF

Rear (if applicable)

Windshield condition

Cracks \_\_\_\_\_ Chips \_\_\_\_\_

8/32 or Greater  
7/32 to 4/32  
 3/32 or Less

PSI @ \_\_\_\_\_ set to: \_\_\_\_\_ PSI

8/32 or Greater  
7/32 to 4/32  
 3/32 or Less

PSI @ \_\_\_\_\_ set to: \_\_\_\_\_ PSI

Rotation needed  
 Rotation performed

LF  LR

(Check body condition)

(Check lamps)

Lowest Tread Depth: \_\_\_\_\_ /32

Alignment needed  
 Alignment performed

Wear Pattern/Damage

8/32 or Greater  
7/32 to 4/32  
 3/32 or Less

PSI @ \_\_\_\_\_ set to: \_\_\_\_\_ PSI

8/32 or Greater  
7/32 to 4/32  
 3/32 or Less

PSI @ \_\_\_\_\_ set to: \_\_\_\_\_ PSI

Balance needed  
 Balance performed

RF  RR

Battery condition

Battery cables and connections

#### CHECK FLUID LEVELS

#### CHECK BRAKES/MEASURE FRONT AND REAR LININGS

| 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"/> |

7 mm (9/32) or greater  
6 mm (8/32) to 5 mm (5/16)

3 mm (1/8) or less

4 mm (5/16) or greater  
3 mm (1/8) or less

Lowest Front Lining \_\_\_\_\_ Lowest Rear Lining \_\_\_\_\_

Brake system (also including lines, hoses and parking brake)

#### ADDITIONAL CHECKS

#### Additional Recommended Services

**Inspect for visible leaks:**

Fuel system (also including gas cap seating)

Engine, transmission, drive axle, transfer case

Engine cooling system

Shocks and struts - also check operation

**Inspect visual condition:**

Belts: engine, accessory, serpentine, and/or V-drive

Hoses: engine, power steering and HVAC

Engine air filter and cabin air filters

Steering components and steering linkage

CV drive axle boots or driveshafts and U-joints

Exhaust system components

1) \_\_\_\_\_

2) \_\_\_\_\_

3) \_\_\_\_\_

4) \_\_\_\_\_

5) \_\_\_\_\_

6) \_\_\_\_\_

7) \_\_\_\_\_

8) \_\_\_\_\_

Service Consultant: \_\_\_\_\_

Technician: \_\_\_\_\_ No.: \_\_\_\_\_

### SIMPLIFIED MAINTENANCE

MI  Required  Performed

MII  Required  Performed

# JACKY JONES

Constable

GM SUPERSTORE  
 CHEVROLET-PONTIAC-BUICK-GMC  
 4226 U.S. 64 WEST • P.O. BOX 939  
 MURPHY, NC 28906  
 PHONE (828) 837-2322

Service Request  
 File No.  
 71-885699108  
 CELL: [REDACTED]

|                              |   |                      |                               |                                       |                                 |
|------------------------------|---|----------------------|-------------------------------|---------------------------------------|---------------------------------|
| CUSTOMER NO.<br><b>23689</b> | SERVICE REPRESENTATIVE<br><b>JOHNNY PAUL BURREL</b>                           | ABM #<br><b>7941</b> | PLAT NO.                      | DATE OF INVOICE<br><b>12/10/08</b>    | INVOICE #<br><b>CTCS186107</b>  |
| [REDACTED]                   | LABOR RATE  | PLATE NO.            | CURRENT MILEAGE<br><b>218</b> | COLOR OF VEHICLE<br><b>SILV BIRCH</b> | BTR NO.<br><b>CT2887</b>        |
| <b>ROCK SPRINGS, GA</b>      | YEAR / MAKE / MODEL OF VEHICLE<br><b>07/CHEVROLET TRUCK/TAHOE/4DR 4WD 150</b> |                      |                               | DATE DELIVERED<br><b>11/26/08</b>     | MILES AT DELIVERY<br><b>216</b> |
| [REDACTED]                   | SERIAL NO.<br><b>1GNFK13057R</b>  |                      |                               | DLR MFG. NO.                          | DATE OF PRODUCTION              |
| [REDACTED]                   | FED TAX EXEMPT NO.  | PURCHASE ORDER NO.   |                               | WORK ORDER DATE<br><b>12/04/08</b>    | MILEAGE OUT                     |
| [REDACTED]                   | CHASSIS ENGINE NUMBER/NOTES   |                      |                               |                                       | <b>MO: 218</b>                  |

TOTALS:  
 CASH  CHECK  A/R  M/C VISA  AMEX  
 !!!!!!!IMPORTANT!!!!!!  
 WE AT JACKY JONES APPRECIATE YOUR BUSINESS.  
 YOU MAY RECEIVE A CUSTOMER SATISFACTION SURVEY  
 FROM THE MANUFACTURER IN THE NEXT FEW WEEKS.  
 IF FOR ANY REASON YOU CANNOT GRADE US "COMPLETELY  
 SATISFIED" PLEASE CONTACT YOUR SERVICE ADVISOR  
 IMMEDIATELY. YOUR SATISFACTION IS OUR #1 CONCERN!  
 THANK YOU  
 JACKY JONES CHEVROLET, PONTIAC, BUICK, GMC, INC.  
 (828) 837-2322

|                         |             |
|-------------------------|-------------|
| 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> |

The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale.

THANK YOU FOR THIS OPPORTUNITY TO SERVE YOU. IT IS OUR AIM TO REPAIR ALL THE REPAIRS REQUESTED ON THIS REPAIR ORDER TO YOUR COMPLETE SATISFACTION. IF OUR SERVICE WAS SATISFACTORY, TELL YOUR FRIENDS. IF NOT, PLEASE TELL US IMMEDIATELY.

CUSTOMER SIGNATURE

72 Hwy  
 Florence Ala.

**IMPORTANT**  
 You may receive a questionnaire from the manufacturer in the next few weeks. If for any reason you cannot grade us as "Completely Satisfied," please contact your Service Consultant.  
 Thank You,  
 Jacky Jones  
 GM Superstore

Buyback and Trade-in: C0882510 (01/04)

# JACKY JONES

GM SUPERSTORE  
 CHEVROLET-PONTIAC-BUICK-GMC  
 4226 U.S. 64 WEST • P.O. BOX 939  
 MURPHY, NC 28906  
 PHONE (828) 837-2322

12453  
 mur April

CELL: [REDACTED]

|                    |   |                    |                          |                            |                       |
|--------------------|---|--------------------|--------------------------|----------------------------|-----------------------|
| CUSTOMER NO. 23689 | SERVICE REPRESENTATIVE JOHNNY PAUL BURREL                           | ASM # 7941         | PLAT NO.                 | DATE OF INVOICE 12/10/08   | INVOICE # CTCS186107  |
| [REDACTED]         | LABOR RATE  | PLATE NO.          | CURRENT MILEAGE 218      | COLOR OF VEHICLE SILV BIRC | STK NO. CT2887        |
| ROCK SPRINGS, GA   | YEAR / MAKE / MODEL OF VEHICLE 07/CHEVROLET TRUCK/TAHOE/4DR 4WD 150 |                    |                          | DATE DELIVERED 11/26/08    | MILES AT DELIVERY 216 |
|                    | SERIAL NO. 1GNFK13057R  |                    |                          | PLR MFG. NO.               | DATE OF PRODUCTION    |
|                    | FED TAX EXEMPT NO.  | PURCHASE ORDER NO. | WORK ORDER DATE 12/04/08 | MILEAGE OUT MO: 218        |                       |
|                    | CHASSIS/ENGINE NUMBER/NOTES   |                    |                          |                            |                       |

- LABOR
- J# 1 01PNZ PAINT TECH(S):7 WARRANTY  
 CUSTOMER SAYS SPOT ON HOOD FADED  
 PIECE OF TRASH IN CLEARCOAT.  
 SAND BUFF AND POLISH SPOT IN HOOD
  - J# 2 28PNZ ACCESSORIES TECH(S):7 WARRANTY  
 CUSTOMER SAYS BOTH HEADLAMPS FOGGED OVER.  
 EXCESSIVE MOISTURE IN LAMP. WONT CLEAR OUT  
 REPLACED CAPSULES TO CORRECT.
  - J# 3 28PNZ1 ACCESSORIES TECH(S):7 INTERNAL  
 REGENCY EMBLEM RIGHT SIDE  
 POLISHED BOTH EMBLEMS TO CORRECT
  - J# 4 08PNZR RECALL TECH(S):7 WARRANTY  
 RECALL 08048  
 INSTALLED WIPER HARNESS
  - J# 5 28PNZ INSTALL ACCESSORIES TECH(S):7 INTERNAL  
 NEEDS TWO REMOTES  
 REMOTES IN VEHICLE
  - J# 6 28PNZAC 28 ACCESSORIES TECH(S):7 INTERNAL  
 TWO HEADSETS MISSING  
 HEADSETS IN VEHICLE
  - J# 7 21PNZ ENGINE EMISSION TECH(S):7 WARRANTY  
 CUSTOMER SAYS CHECK ENGINE LIGHT ON AT TIMES  
 CODE P0420 CAT CONVERTOR DEFECTIVE  
 REPLACED CONVERTOR AND CLEAR CODES.

The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale.

THANK YOU FOR THIS OPPORTUNITY TO SERVE YOU. IT IS OUR AIM TO PERFORM ALL THE REPAIRS REQUESTED. ON THIS REPAIR ORDER TO YOUR COMPLETE SATISFACTION. IF OUR SERVICE WAS SATISFACTORY TELL YOUR FRIENDS. IF NOT PLEASE TELL US IMMEDIATELY.

**IMPORTANT**

You may receive a questionnaire from the manufacturer in the next few weeks. If for any reason you cannot grade us as "Completely Satisfied," please contact your Service Consultant.

Thank You,  
 Jacky Jones  
 GM Superstore

| PARTS             | QTY             | FP     | NUMBER   | DESCRIPTION | LIST PRICE  | UNIT PRICE |          |
|-------------------|-----------------|--------|----------|-------------|-------------|------------|----------|
| JOB # 2           | 1               |        | 15950807 | HEADLAMP    | 2.725       |            | WARRANTY |
| JOB # 2           | 1               |        | 15950808 | HEADLAMP    | 2.725       |            | WARRANTY |
| JOB # 3           | 1               |        | 06100    | POLISH      |             |            | INTERNAL |
| JOB # 4           | 1               |        | 20773432 | HARNESS     | 2.480       |            | WARRANTY |
| JOB # 5           | 1               |        | 15190411 | CONTROL     | 9.680       |            | INTERNAL |
| JOB # 6           | 1               |        | 19132012 | DUAL CHAN   | 9.680       |            | INTERNAL |
| JOB # 7           | 1               |        | 25904628 | CONVERTER   | 3.685       |            | WARRANTY |
| JOB # 7           | 1               |        | 25904628 | CORE RETURN |             |            | WARRANTY |
| JOB # 7           | 1               |        | 15077362 | SEAL        | 3.611       |            | WARRANTY |
| JOB # 7           | 1               |        | 15035747 | SEAL        | 3.611       |            | WARRANTY |
| TOTAL - PARTS     |                 |        |          |             |             | 0.00       |          |
| SUBLET            | PO#             | VEND   | INV#     | INV. DATE   | DESCRIPTION |            |          |
| JOB # 1           | 65686           | 186107 | 12/09/08 |             | BUFF HOOD   |            | WARRANTY |
| TOTAL - SUBLET    |                 |        |          |             |             | 0.00       |          |
| G.O.G. & SUPPLIES |                 |        |          |             |             |            |          |
| JOB # 7           | FREIGHT (PARTS) |        |          |             |             |            | WARRANTY |
| TOTAL - GOG       |                 |        |          |             |             | 0.00       |          |

Revised and Reprints: 0038850 (1/10)

# Bentley

Bentley Chevrolet Cadillac  
1950 Florence Blvd.  
Florence, AL 35030  
Phone: (256)794-3551  
www.bentleyauto.com

RO: 179504  
Cashier: 16:38-1  
Date Out: 02/13/2009

OPEN  
IN:1350OUT:1637

Customer: N/A

VIN:1GNFK13057E  
2007 CHEV K1500  
Miles-In: 4057 Out: 4057  
Delivered: 02/13/2009

Office: CHICKAMAUGA GA Other: N/A  
Advisor: 000283-VICTOR MCAFEE  
Sold By: OUTSIDE SALE

Hat: 2428 Date In: 02/13/2009

| OP           | Acct  | Tech   | Hours | Complaint/Cause/Correction  | Per Unit | Extended Price   |      |
|--------------|-------|--------|-------|---|----------|------------------|------|
| [ WARRANTY ] |       |        |       |   |          |                  |      |
| A            | 1WT94 | 000104 |       | CUSTOMER STATES CEL IS ON AND TRANS HAS A HARSH SHIFT CODE #P0335 WAS STORED AS A HISTORY CODE IN THE PCM. CHECKED CONNECTION AT THE CRANK SENSOR. DID NOT FIND A PROBLEM. DID NOT RECREATE THE CONCERN.<br>PO: |          |                  |      |
|              |       |        |       |   |          | Operation Total: | 0.00 |
| [ WARRANTY ] |       |        |       |   |          |                  |      |
| B            | 1WT94 | 000104 |       | CUSTOMER STATES SVC STABILITY LITE IS FLASHING CODE #C0561 WAS STORED AS A HISTORY CODE IN THE ESCM. COULD NOT RECREATE THE CONCERN.<br>PO:   |          |                  |      |
|              |       |        |       |   |          | Operation Total: | 0.00 |
| [ WARRANTY ] |       |        |       |   |          |                  |      |
| C            | 1WT94 | 000104 |       | CUSTOMER STATES ALSO HAS A EXTENDED CRANK TIME DID NOT RECREATE THE CONCERN.<br>PO:   |          |                  |      |
|              |       |        |       |   |          | Operation Total: | 0.00 |

### ALL CASH SALES FINAL

### NO PARTS SOLD ON A "TRIAL AND ERROR" BASIS

THE ABOVE ITEMS WERE DELIVERED IN ACCORDANCE WITH CUSTOMER'S REQUEST. SELLER ASSUMES NO FURTHER LIABILITY. NO REFUNDS OR EXCHANGES AFTER 10 DAYS FROM PURCHASE. ABSOLUTELY NO REFUNDS ON ELECTRICAL ITEMS OR ITEMS USED AND OR DAMAGED. ALL RETURNS SUBJECT TO A 15% RESTOCKING CHARGE.

**ALL NON-STOCK SPECIAL ORDER PARTS ARE NON-RETURNABLE**

signature not on file



2007 TAHOE 4WD LT GENERAL MOTORS CORPORATION  
 59U SILVER BIRCH METALLIC /V8G & SUBSIDIARIES  
 193 EBONY RENAISSANCE CENTER  
 ORDER NO. JWVBH/TSR STOCK NO. DETROIT MI 48243-1114  
 VIN 1GN FK13 05 7R [REDACTED] VEHICLE INVOICE 10D86708525  
 \*\*\*\*\*13\*082888

| MODEL & FACTORY OPTIONS            | MSRP     | INV AMT  | RETAIL - STOCK   |
|------------------------------------|----------|----------|------------------|
| CK10706 TAHOE 4WD LT               | 37665.00 | 34463.48 | INVOICE 09/14/06 |
| AL4 2ND ROW BUCKET SEATS           | 490.00   | 406.70   | SHIPPED 04/22/06 |
| ARS 2ND ROW SEAT POWER RELEASE     | 425.00   | 352.75   | EXP I/T 04/24/06 |
| AS3 3-PASSENGER, 3RD ROW SEAT      | 860.00   | 713.80   | INT COM 09/25/06 |
| CE1 RAIN SENSING WIPERS            | 95.00    | 78.85    | PRC EFF 04/22/06 |
| CF5 ELECTRIC SLIDING SUNROOF       | 995.00   | 825.85   | KEYS G3132 G3132 |
| C6A GVW RATING - 7,300 LBS         | N/C      | N/C      | WFP-S QTR OPT-1  |
| E61 POWER LIFTGATE WITH LIFTGLASS  | 350.00   | 290.50   | BANK: FORD MOTOR |
| FE9 FEDERAL EMISSIONS              | N/C      | N/C      | CHG-TO 08-288    |
| GT4 REAR AXLE - 3.73 RATIO         | N/C      | N/C      | SHIP-TO 59-660   |
| G80 LOCKING REAR DIFFERENTIAL      | 295.00   | 244.85   | REGENCY VANS     |
| KA6 2ND ROW HEATED SEATS           | 200.00   | 166.00   | FORT WORTH TX    |
| LMG VORTEC 5.3L V8 SFI FLEX FUEL   | N/C      | N/C      |                  |
| W/ ACTIVE FUEL MGT TECHNOLOGY      |          |          | SHIP WT: 5642    |
| M30 4-SPD AUTOMATIC TRANSMISSION   | N/C      | N/C      | HP: 45.7         |
| UVB NAVIGATION RADIO W/CD/DVD/MP3  | 2145.00  | 1780.35  | GVWR: 7300       |
| ** REPLACES STD 6-DISC CD **       |          |          | GAWR.FT: 3600    |
| U42 REAR SEAT ENTERTAINMENT SYSTEM | 1295.00  | 1074.85  | GAWR.RR: 4100    |
| XA7 HEATED WASHER FLUID SYSTEM     | 85.00    | 70.55    | GMS: 43066.53    |
| 3LT TAHOE LT3 EQUIPMENT GROUP:     | 3650.00  | 3029.50  | SUPPLR: 44997.77 |
| * FRONT LEATHER APPOINTED          |          |          | MRM: 49425.00    |
| BUCKET SEATS                       |          |          | NTR: 1/2         |
| * DRIVER SIDE SEAT W/12-WAY        |          |          | DAN: U42         |
| POWER, HEAT & MEMORY               |          |          | MEMO 2277.50     |
| * PASSENGER SIDE SEAT W/12-WAY     |          |          |                  |
| POWER & HEAT                       |          |          |                  |
| * 2ND ROW LEATHER APPOINTED        |          |          |                  |
| SEATS                              |          |          |                  |
| * POWER ADJUSTABLE PEDALS          |          |          |                  |
| * REMOTE VEHICLE STARTER           |          |          |                  |
| * AM/FM STEREO WITH MP3            |          |          |                  |
| COMPATIBLE 6-DISC CD CHANGER       |          |          |                  |
| (REPLACES STD RADIO)               |          |          |                  |
| * HEAD CURTAIN SIDE AIR BAGS,      |          |          |                  |
| ALL SEATING ROWS                   |          |          |                  |
| * BOSE PREMIUM SPEAKER SYSTEM      |          |          |                  |
| * XM SATELLITE RADIO - SERVICE     |          |          |                  |
| FEE EXTRA. 1ST 3 MONTHS INCL.      |          |          |                  |
| * REAR PARKING ASSIST              |          |          |                  |
| * OUTSIDE POWER FOLDING MIRRORS    |          |          |                  |
| W/AUTO DIMMING & TURN SIGNALS      |          |          |                  |
| * UNIVERSAL HOME REMOTE            |          |          |                  |
| * TRI-ZONE AUTOMATIC               |          |          |                  |
| AIR CONDITIONING                   |          |          |                  |

REGENCY VANS

\*\* CONTINUED ON PAGE 2 \*\*

JACKY JONES CHEVROLET, PONTIAC, BUIC 2007 TAHOE 4WD LT GENERAL MOTORS CORPORA  
 59U SILVER BIRCH METALLIC /V8G & SUBSIDIARIES  
 193 EBONY RENAISSANCE CENTER  
 ORDER NO. JWVBH/TSR STOCK NO. DETROIT MI 48243-1114  
 VIN 1GN FK13 05 7R [REDACTED] VEHICLE INVOICE 10D86708525  
 \*\*\*\*\*13\*082888

| MODEL & FACTORY OPTIONS     | MSRP | INV AMT | RETAIL - STOCK |
|-----------------------------|------|---------|----------------|
| ** CONTINUED FROM PAGE 1 ** |      |         |                |

|                       |          |          |         |          |
|-----------------------|----------|----------|---------|----------|
| TOTAL MODEL & OPTIONS | 48550.00 | 43498.03 | ACT 237 | 42916.53 |
| DESTINATION CHARGE    | 875.00   | 875.00   | H/B 261 | 1456.50  |

TOTAL 49425.00 44373.03 PAY 310 44373.03

MEMO: TOTAL LESS HOLDBACK AND

APPROX WHOLESALE FINANCE CREDIT 42351.55

\*\*\*\*\*  
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.  
\*\*\*\*\*

JACKY JONES CHEVROLET, PONTIAC, BUIC

**PRIVILEGED  CONFIDENTIAL - PREPARED FOR COUNSEL**  
**BRC CASE ASSESSMENT**

Latest Revision Date: 7/27/2011

**All Fields Are Required**

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

SR: 71-922624590  
By: Billie Comeaux/BRC/ML

GM Legal File / BBB Case No.: N/A  
Negotiator: Billie Comeaux/BRC/ML

Customer Last Name:

State: GA

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

Vehicle ID No.: 1GNFK13057R   
In Service Date: 05/31/08

Vehicle Purchased: New  
BAC Code: 132966

Year, Make & Model: 2007 Chevrolet Tahoe

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

Current Mileage: 28,457  
Sale Type: Purchase  Lease  Other  :

Dealer Name : Jacky Jones Chevrolet  
CAM Name: Wes Preece  
Phone Number: 678-240-9832

Lien holder: GMAC  Other  : Tennessee Valley  
Federal Credit Union

DVM Name: Dwellion Howard  
Phone/Cell Number: 770-880-7276

Purchase Price of Vehicle: \$ 49,604.00

Was TAC contacted for this vehicle (Y/N)? : No

DVM requests involvement?: Yes

Attorney Involvement: Alex Simanovsky & Associates, LLC  
Alex Simanovsky  
Phone Number : 770-414-1002  
Fax Number : 770-414-9891

Service Manager Name: Mike Pope  
Phone Number : 828-837-2322

Are there **additional** field personnel involved? If Yes, List the name, including role (DVM, DSM, etc.)  
and phone number. Repeat as necessary.  
DDMA Jeff Sullivan, 423-802-1687

Are there **additional** dealerships involved? If Yes, List the dealership name, contact name, and phone  
number. Repeat as necessary.  
BAC - 112530  
JACKSON CHEVROLET BUICK GMC, INC.  
706-638-4222  
Svc Mgr Margaret Stone

**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.  
{Explanation}

**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.**

**XX 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:   |
|----------|--------|-----------|----------|--|
| 02/02/08 | 172423 | 1         | 566      | (Walter Jackson) Customer states SES light on./Failure code 9Z, complaint code WG. <input type="checkbox"/> J9992, customer concern not duplicated.  |
| 05/12/08 | 181768 | 1         | 105      | (Jacky Jones) Customer states engine running rough./Found <input type="checkbox"/> spark plug dead. <input type="checkbox"/> Replaced <input type="checkbox"/> 7 spark plug, cleared codes and test drove. |
| 12/04/08 | 186107 | 1*        | 218      | (Jacky Jones) Customer states SES Light on./ TDC C2300, found Catalytic Cconverter bad (stopped up). - Catalytic Converter replaced.<br>* Verified with svc mgr  |

Restraints

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

Steering

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

Transmission

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

Axle

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

Body/Trim

| Date:    | RO #:  | Days Out: | Mileage: | Description of Complaint and Repair Performed:                  |
|----------|--------|-----------|----------|---|
| 01/16/09 | 186994 | 1         | 3036     | (Jacky Jones) Customer states rubber on back wiper has come off |

blade./Found rear wiper blade rubber split. Replaced rear wiper blade.

Customer states drivers inside door handle is peeling./Found driver inside door handle chrome peeling. Replace door handle.

|          |        |    |       |  |
|----------|--------|----|-------|--|
| 07/20/09 | 190679 | 1  | 9427  | (Jacky Jones) Customer states right rear interior trim loose behind seat./Found right C pillar trim warped. <input type="checkbox"/> Ordered trim piece.   |
| 07/28/09 | 190849 | 1  | 10356 | (Jacky Jones) Customer states right rear interior trim loose behind seat./Found right interior quarter panel trim warped and loose. <input type="checkbox"/> Replaced right quarter panel trim.  |
| 04/15/10 | 201468 | 1  | 17204 | (Jacky Jones) Customer states interior trim above liftgate is warped./Warped <input type="checkbox"/> Replaced warped trim rear upper hatch.   |
| 01/03/11 | 177687 | 1* | 25437 | (Jackson) Customer states check drivers mirror goes down, won't come up when put in drive./Bad wire connection. <input type="checkbox"/> Remove left door panel and repair wire to mirror, recheck, OK at this time.<br>(*Verified with svc mgr) |
| 02/21/11 | 207772 | 1  | 28458 | (Jacky Jones) Customer states Drivers door trim came off./Found handle pocket loose. - Need to access panel to repair door trim panel and reattach pocket and handle assembly with attached screws; OK.  |

#### 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>  |
|--------------|--------------|------------------|-----------------|--|
| 06/16/06     | 580014       | N/A              | 29              | (Classic) PRIOR TO DELIVERY - Factory radio has no audio./Checked data, no codes, checked power and grounds and all speakers for shorts or opens, none. Check amplifier control circuit, circuit OK. Replaced amplifier retest, still no audio; swap radio from stock unit and program retest, 81287, current trace wiring found white circuit 7066 shorted to ground, trace wiring found video module screw shorting out no audio. <input type="checkbox"/> replaced amplifier and repaired short in harness to video module, repaired wiring and retest, OK, cleared code. |
| 11/28/08     | 163143       | 1                | 383             | (Jackson) Customer states service engine light on./Scanned, found code P0116, found bad connection at ECT connector. <input type="checkbox"/> Repaired connector, retested all, codes cleared at this time.  |

|          |        |    |       |  |
|----------|--------|----|-------|--|
| 12/04/08 | 186107 | *  | 218   | (Jacky Jones) Customer states both headlamps fogged over./Both lamps milky, lamp capsules cracked. - Necessary to R&R both left and right lamps.<br><br>Customer states needs two remotes (DVD in truck)./ Missing. <input type="checkbox"/> Replaced, handled internally as part of conversion package.<br><br>Customer states two headsets missing./ )./ Missing. <input type="checkbox"/> Replaced, handled internally as part of conversion package. |
| 12/23/08 | 186508 | 1* | 1913  | (Jacky Jones) Customer states navigation unit inop./Data scan and follow slow. Replaced disc and restarted, connected Tech 2 TAC Case <input type="checkbox"/> 25912408. - Nav Radio replaced.<br>*Verified with svc mgr   |
| 01/27/11 | 207347 | 1  | 28457 | (Jacky Jones) Customer states driver side mirror when in reverse goes down and won't go back up with electric, have to manually push./ Gear inside mirror was stripped <input type="checkbox"/> Outside rear view mirror replacement left side.<br>*Verified with svc mgr  |
| 01/03/11 | 177687 | *  | 25437 | (Jackson) Customer states remote not working./Remote not transmitting.- Replace remote and reprogram remotes.  |

Glass

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

HVAC

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

Paint

| Date:    | RO #:  | Days Out: | Mileage: | Description of Complaint and Repair Performed:  |
|----------|--------|-----------|----------|---|
| 12/04/08 | 186107 | *         | 218      | (Jacky Jones) Customer states spot on hood faded./ Faded paint.* <input type="checkbox"/> buffed out.<br>*verified by svc mgr |

Suspension

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

Wheel/Tires

| Date:    | RO #:  | Days Out: | Mileage: | Description of Complaint and Repair Performed:  |
|----------|--------|-----------|----------|---|
| 05/07/09 | 189105 | 1         | 7272     | (Jacky Jones) Customer states terrible vibration 70-75 MPH after service./Wheels out of balance* – Balanced two 20's and reset TPM system.<br>*Verified svc mgr   |
| 01/27/11 | 207347 | *         | 28457    | (Jacky Jones) Customer states tire sensor light on/off, been going on for long time./Scan system-OK, tire pressures not set to correct pressures, pressures as low as 26 PSI. <input type="checkbox"/> Set tire pressures to 38 PSI and reset monitor system. |

01/03/11 177687 \* 25437 (Jackson) Customer states left front and rear tire says low./Found right rear tire sensor bad, not displaying correctly. Replace sensor and reprogram tire sensor, recheck; Ok at this time.

Recalls / Campaigns

| <u>Date:</u> | <u>RO #:</u> | <u>Days Out:</u> | <u>Mileage:</u> | <u>Description of Complaint and Repair Performed:</u>  |
|--------------|--------------|------------------|-----------------|--|
| 02/27/08     | 180212       | 1                | 3               | (Jacky Jones) Recall 06162./Incorrect calibration. <input type="checkbox"/> Reflash ECM.<br>Recall 07033./Incorrect calibration. <input type="checkbox"/> Reflash BCM. |
| 12/04/08     | 186107       | *                | 218             | (Jacky Jones) Recall 08048./Install harness and replace fuse.  |
| 07/12/10     | 203264       | 1                | 20022           | (Jacky Jones) Recall 10153, V2281 Disable heated windshield module.  |

Other

| <u>Date:</u> | <u>RO #:</u> | <u>Days Out:</u> | <u>Mileage:</u> | <u>Description of Complaint and Repair Performed:</u>   |
|--------------|--------------|------------------|-----------------|---|
| 02/21/11     | 207772       | *                | 28458           | (Jacky Jones) Customer states vibration above 70 MPH, steering wheel shake and back seat vibrates; Balanced all 4 wheels and tires. |

**Important: SES light is to be captured under affected component above.**

**ACCIDENT / INSURANCE INFORMATION:**

Repeat as necessary

**Has the vehicle ever been involved in an accident? (Y or N)** No

**Did you confirm your answer with the dealer/Customer (if ADR)/attorney (if Legal)? (Y or N)** Yes

**What type of damage was sustained (example: front end collision)?**  
N/A

**Are the RO's attached if the vehicle was in an accident? (Y or N)** N/A

**Has the customer filed any insurances claims on this Vehicle? (Y or N)** N/A

If Yes obtain the following information below

**Insurance Company:** N/A

**Insurance Rep :** \_\_\_\_\_

N/A

**Phone**  N/A

**Claim Made? (Y or N):** N/A

**Claim Status:** \_\_\_\_\_

N/A

**Claim**  N/A

**Did Insurance Company refer customer to GM? (Y or N)** N/A

**If Yes. Did the insurance company deny the claim? (Y or N)** N/A

**AFTERMARKET MODIFICATIONS:**

**Are there any Aftermarket Modifications to the Vehicle? (Y or N)** Yes

Regency Conversion

**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.

Wheels, tires, and paint

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

**PERTINENT FACTS FROM ALL SRs RELATED TO THIS VIN:**

**Concern:** SP-10645193 PQC - NAV RADIO UVB REPLACE

**Date**  **Offer/Result:** No resolution, case still open.

**Concern:** 71-885699108 - CAC - Multiple Concerns - no resolution, DDMA to work directly with customer.

**Date**  **Offer/Result:** No resolution, DDMA to work directly with customer - closed 01/11/11.

**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?** {State}

**What is the customer eligible for based on the BBB Program Eligibility Guidelines and the specific states lemon law requirements for meeting presumption? (Explain in Detail)**

**Unique GM Program Summary Requirements for Repurchase/Replacement in Applicable State:**  
{Eligibility Detail}

**Unique GM Program Summary Requirements for Repairs/Reimbursement for Past Repairs in Applicable State:**  
{Eligibility Detail}

**Customer/Plaintiff Seeks:**

Repurchase plus 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.

Violations of U.C.C., Magnuson - Moss

**Note: This section only applicable for Legal cases**

**Is Lemon Law Pled/Alleged?: No**

Under what State? GA Claimed Presumptive? Yes

Does Purchase Qualify? Yes If not, why? N/A

**State Presumption Is: 24/24K**

# of Visits for a Non-Conformity? 3 # of Days out of Service? 30
# of visits for a Safety Complaint? N/A # of Visits Total? 4
Must Complaint Continue to Exist? Yes Final Repair/Arbitration Required? Yes
Time Period for filing a Claim? Three years following the date of original delivery of the motor vehicle to the consumer.

**Vehicle Service History (During Presumptive Period) is:**

# of Visits for a Non-Conformity? 3 Engine # of Days out of Service? 10
4 Trim
3 Electrical
1 Wheel
# of visits for a Safety Complaint? N/A # of Visits Total? 11
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? 3 Engine # of Days out of Service? 13
7 Trim
5 Electrical
3 Wheel
# of visits for a Safety Complaint? N/A # of Visits Total? 15
Must Complaint Continue to Exist? Yes Final Repair or Arbitration Required? Yes

**Related Repairs beyond NVLW: No**

Customer Pay? No If no, identify responsible party: N/A
Additional Days out of Service? N/A Additional # of Repair Visits? N/A

**Other Considerations: Yes**

Outcome/Findings of Arb/Final Repair: Scheduled for 03/15/11
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:

jeffery.b.sullivan@chevrolet.com

Hi;

Option B. jeff

Billie,

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

I have personally spoken with this customer as a result of case **71-885699108**. Related communications to follow. After a review of this customer's file the CAC District Specialist and I did not find grounds for a repurchase or replacement of this customer's vehicle. However, after personally discussing this matter with the customer, I offered to provide an Owner Loyalty Certificate once the vehicle is beyond the Bumper to Bumper Warranty on May 31, 2011. This OLC would have been approximately \$4,900. The owner was very pleased and I have not heard from him since that time.

Dwellion

### Dwellion Howard

District Manager - Aftersales  
General Motors - Southeast Region  
Customer Care and Aftersales  
cell: 770-880-7276  
fax: 770-708-2380  
dwellion.howard@gm.com

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

Service Manager Mike Pope does not recall anything in particular with this customer or vehicle.

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

Customer is within filing period for LL.

Customer may meet presumption (if previous complaint is verified during FRA).

Customer is within NVLW.

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

Most of customer's complaints are single repair trim and electrical concerns (not repeat repairs).

One of customer's engine complaints was never duplicated.

Customer had accepted offer for an OLC (\$4900.00 value) prior to sending in demand letter.

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

None

### Recommendation:

Depending on outcome of FRA, crs recommends cash settlement of \$4,000.00 to \$6,500.00, inclusive.

MSRP - \$49,425.00

### Rationale:

Most complaints were minor trim issues or one time electrical concerns, one engine concern was never duplicated, customer had already accepted an OLC to be provided once vehicle was out of NVLW by DDMA Dwellion Howard. Tires and wheels were part of conversion package, not warrantable items.

**Settlement/Defense Strategy:**

Most complaints were minor trim issues or one time electrical concerns, one engine concern was never duplicated, customer had already accepted an OLC to be provided once vehicle was out of NVLW by DDMA Dwellion Howard. Tires and wheels were part of conversion package, not warrantable items.

## 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><br>Amount to Plaintiff/Atty: \$Repurchase/\$Fees<br>Inclusive Offer: \$N/A  | Settlement Type:<br>Repurchase<br>Date: 02/22/11           | Countered              |
| <b>CRS Initial Offer:</b><br>Amount to Plaintiff/Atty: \${Amount}/\${Amount}<br>Inclusive Offer: \${Amount}     | Settlement Type:<br>{Goodwill Type}<br>Date:<br>{mm/dd/yy} | {Accepted / Countered} |
| <b>Plaintiff Counter::</b><br>Amount to Plaintiff/Atty: \${Amount}/\${Amount}<br>Inclusive Offer: \${Amount}    | Settlement Type:<br>{Goodwill Type}<br>Date:<br>{mm/dd/yy} | {Accepted / Countered} |
| <b>CRS Counter:</b><br>Amount to Plaintiff/Atty: \${Amount}/\${Amount}<br>Inclusive Offer: \${Amount}           | Settlement Type:<br>{Goodwill Type}<br>Date:<br>{mm/dd/yy} | {Accepted / Countered} |
| <b>PLAINTIFF Final Offer:</b><br>Amount to Plaintiff/Atty: \${Amount}/\${Amount}<br>Inclusive Offer: \${Amount} | Settlement Type:<br>{Goodwill Type}<br>Date:<br>{mm/dd/yy} | {Accepted / Declined}  |
| <b>CRS Final Offer:</b><br>Amount to Plaintiff/Atty: \${Amount}/\${Amount}<br>Inclusive Offer: \${Amount}       | Settlement Type:<br>{Goodwill Type}<br>Date:<br>{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><br><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><br><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><br><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).<br>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.<br>All indicators that provide the driver with operating characteristics of a vehicle.<br>All Electrical lights that illuminate.<br>All radio, CD/DVD, navigation, video, speakers, reception/antenna related components.<br>All battery, spark plug/wire, glow plug, starting or charging system components.   |
| <b>Engine/Fuel &amp; Exhaust</b> | Internal and external mechanical components.<br>Cooling system components including radiator, gaskets, thermostat, and water pump.<br>All computers and sensors that affect or monitor engine operation.<br>All air and fuel related components including tank, injectors, and lines.<br>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.   |



CLASSIC CHEVROLET  
 1101 SH 114  
 GRAPEVINE, TX 76051  
 CHEVROLET DEALER # 07-566  
 GMAC BRANCH - DALLAS 005

FACSIMILE TRANSMITTAL SHEET

TO:

*Billie*

FROM:

COMPANY:

DATE:

*3-8-11*

FAX NUMBER:

TOTAL # OF PAGES

PHONE NUMBER:

PHONE NUMBER:

*817-427-1200*

RE:

DIRECT FAX:

*817-421-7251*

URGENT

FOR REVIEW

PLEASE REPLY

SERVICE INVOICE

CLASSIC CHEVROLET

1101 SH 114 - Box 1717  
GRAPEVINE, TX 76099

(817) 421-1200 Metro (817) 481-0200  
(800) 259-1200

CUSTOMER NAME AND ADDRESS

REGENCY CONVERSIONS

EML:

| JOB # | WARRANT IN | MILEAGE OUT | CUST # | HOME TELEPHONE | PHONE WHEN READY | DELIVERY DATE | LABOR RATE | ADVISOR | R.O. NUMBER |
|-------|------------|-------------|--------|----------------|------------------|---------------|------------|---------|-------------|
| 4362  | 29         |             | CASH   |                |                  | 00/00/0000    | 115.00     | VANDERG | 580014      |

| VEHICLE IDENTIFICATION | STOCK NO. | YR. | MAKE & MODEL     | LICENSE NO. | CROSS REF R.O.# | R.O. DATE  | PAGE |
|------------------------|-----------|-----|------------------|-------------|-----------------|------------|------|
| 1GNFK13057R            |           | 07  | RED/SILVER TAHOE | DLR         |                 | 06/16/2006 | 1    |

| SALESMAN | POLICY | DEDUCTIBLE | PRINT DATE & TIME | P.O. # | "This dealership utilizes the hours published in the GM Labor Time Guide, which reflects an average time requirement for the performance of specific vehicle repairs, and which may therefore be either more or less than the actual clock time in any given instance." |
|----------|--------|------------|-------------------|--------|---|
| SHOP     |        |            | 0308111521-3      |        |   |

| LINE | TECH NAME & ID | DESCRIPTION | QTY | NET AMOUNT |
|------|----------------|-------------|-----|------------|
|------|----------------|-------------|-----|------------|

1 ALLISON, R-38 FACTORY RADIO HAS NO AUDIO  
 REPLACED AMPLIFIER & REPAIRED SHORT IN HARNES  
 TO VIDEO MODULE  
 CK DATA NO CODES CK POWER & GNDS & ALL SPEAKE  
 RS FOR SHORTS OR OPENS NONE CK AFLIFIER CONTR  
 OL CIRCUIT OK REPLACED AMPLIFIER RETEST STILL  
 NO AUDIO SWAP RADIO FROM STOCK UNIT & PROGRA  
 M RETEST B1287 CURRENT TRACE WIRING FOUND WHI  
 TE CIRCUIT7066 SHORTED TO GND TRACE WIRING FO  
 UND VIDEO MODULE SCREW SHORTING OUT HARNESS C  
 AUSING NO AUDIO REPAIRED WIRING & RETEST OK C  
 LEAR CODE

SK:01 MW OPER/CODE: R0800 DESC: ADIO TRNS MOD 240.30  
 TY:N ST: CC:OJ FP:15186661 FC:6C OT:  
 AU:E PE:  
 15186661 AMPLIFIER 273.25 191.28 1 191.28  
 A:00136.63 N:00191.28 T:00431.58

\* 2 CUST PAY POSTED -----CUSTOMER----

SK:01 MC OPER/CODE: DESC:

TOT WRT: 431.58

**TERMS STRICTLY CASH; UNLESS ARRANGEMENTS MADE**  
 I hereby authorize the repair work necessary 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. Payment to be received by cash, check, or money order. Any variations 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 or fitness for a particular purpose, and seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said product.

**NOTICE PURSUANT TO §70.001, TEXAS PROPERTY CODE**  
 I AM THE PERSON OR AN AGENT ACTING ON BEHALF OF THE PERSON WHO IS OBLIGATED TO PAY YOU THE BALANCE OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR CONTRACT. I UNDERSTAND THE WORK ORDER IS SUBJECT TO UNREPRODUCTION IN ACCORDANCE WITH §§ 503, TEXAS BUSINESS AND COMMERCE CODE. IF A WRITTEN ORDER FOR PAYMENT FOR REPAIR OF THE VEHICLE IS DENIED, OBLIGOR'S BROADER OF INDEMNITY FUNDS, NO FUNDS, OR BECAUSE THE FINANCER OR MAJOR OF THE ACCOUNT ON WHICH IT IS DRAWN HAS BEEN CLOSED.  
 Supplier: A labor charge equivalent to 10% of the total labor charges is included for supplies used on your vehicle. Maximum charge is \$25.00. Applicable supply items are auto. body, wipers, tape, pins, bodywork, shells, oilwell, rags, upholstery cleaner, wax, polish, hubcap cleaner, wire, window cleaner, etc.

|                 |  |
|-----------------|--|
| LABOR AMOUNT    |  |
| PARTS AMOUNT    |  |
| OTHER TAXABLE   |  |
| OTH NON TAXABLE |  |
| MSC. CHARGES    |  |
| SALES TAX       |  |
| DEDUCTIBLE      |  |

Customer Copy

CASH

TOTAL:

.00

Signature of Person Responsible

SERVICE INVOICE



CLASSIC CHEVROLET

1101 SH 114 - Box 1717  
GRAPEVINE, TX 76099

(817) 421-1200 Metro (817) 481-0200  
(800) 259-1200

CUSTOMER NAME AND ADDRESS  
REGENCY CONVERSIONS  
EML:

| JOB # | MESSAGE IN | MESSAGE OUT | CUST # | HOME TELEPHONE | PHONE WHEN READY | DELIVERY DATE | LABOR RATE | ADVISOR | R.O. NUMBER |
|-------|------------|-------------|--------|----------------|------------------|---------------|------------|---------|-------------|
| 4362  |            | 29          | CASH   |                |                  | 00/00/0000    | 115.00     | VANDERG | 580014      |

| VEHICLE IDENTIFICATION | STOCK NO. | YR. | MAKE & MODEL     | LICENSE NO. | CROSS REF R.O. # | R.O. DATE  | PAGE |
|------------------------|-----------|-----|------------------|-------------|------------------|------------|------|
| 1GNFK13057R            |           | 07  | RED/SILVER TAHOE | DLR         |                  | 06/16/2006 | 1    |

| SALESMAN | POLICY | DEDUCTIBLE | PRINT DATE & TIME | P.O. # | "This dealership utilizes the hours published in the GM Labor Time Guide, which reflects an average time requirement for the performance of specific vehicle repairs, and which may therefore be either more or less than the actual clock time in any given instance." |
|----------|--------|------------|-------------------|--------|---|
| SHOP     |        |            | 0308111521-3      |        |   |

| LINE | TECH NAME & ID | DESCRIPTION | QTY | NET AMOUNT |
|------|----------------|-------------|-----|------------|
|------|----------------|-------------|-----|------------|

|        |               |   |                     |                        |
|--------|---------------|---|---------------------|------------------------|
| 1      | ALLISON, R-38 | FACTORY RADIO HAS NO AUDIO REPLACED AMPLIFIER & REPAIRED SHORT IN HARNES TO VIDEO MODULE CK DATA NO CODES CK POWER & GNDS & ALL SPEAKE RS FOR SHORTS OR OPENS NONE CK APLIFIER CONTR OL CIRCUIT OK REPLACED AMPLIFIER RETEST STILL NO AUDIO SWAP RADIO FROM STOCK UNIT & PROGRA M RETEST B1287 CURRENT TRACE WIRING FOUND WHI TE CIRCUIT7066 SHORTED TO GND TRACE WIRING FO UND VIDEO MODULE SCREW SHORTING OUT HARNESS C AUSING NO AUDIO REPAIRED WIRING & RETEST OK C LEAR CODE |                     | ----WARRANTY----       |
| 006750 | SK:01 MW      | OPER/CODE: R0800  | DESC: ADIO TRNS MOD | 1.5 240.30             |
|        | TY:N ST:      | CC:0J FP:15186661   | FC:6C               | OT: 1.5                |
|        | AU:E          | PE:   |                     |                        |
| 013663 |               | 15186661  | AMPLIFIER           | 273.25 191.28 1 191.28 |
|        |               | A:00136.63  | N:00191.28          | T:00431.58             |

\* 2 CUST PAY POSTED ----CUSTOMER----

|        |          |            |       |     |
|--------|----------|------------|-------|-----|
| 000000 | SK:01 MC | OPER/CODE: | DESC: | 0.0 |
|--------|----------|------------|-------|-----|

TOT WRT: 431.58

**TERMS STRICTLY CASH: UNLESS ARRANGEMENTS MADE**  
I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and upon 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 agree that 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, payable to CLASSIC SERVICE, GRAPEVINE, TEXAS.  
**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 or fitness for a particular purpose, and seller neither warrants nor authorized any other person to assume for in any liability in connection with the sale of said product.

**NOTICE PURSUANT TO 570.0001, TEXAS PROPERTY CODE**  
I AM THE PERSON OR AN AGENT ACTING ON BEHALF OF THE PERSON, WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE ABOVE VEHICLE, I HEREBY AGREE TO THE TERMS OF THE REPAIR CONTRACT I UNDERSTAND THAT THIS VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH 57.005, TEXAS FINANCIAL AND CHECKBOOK CODE, IF A WRITTEN ORDER FOR REPOSSESSION DOES NOT APPEAR ON THE VEHICLE TO STOPPER, REPOSSESSION WRITING OR INTERESTER'S HAND, NO PERSON OR PERSONS THE DEBIOR OR MAKE OF THE VEHICLE OR WHICH IT IS BEING SOLD FROM CANNOT  
TAXES: A labor charge equivalent to 10% of the total labor charge is included for supplies used on your vehicle. Maximum charge is \$25.00. Applicable supply items are: bulbs, fuses, wipers, caps, pins, accessories, fluids, solvents, rear, radiator cleaner, towels, oiler, battery cleaner, wire, window cleaner, etc.

|                 |  |
|-----------------|--|
| LABOR AMOUNT    |  |
| PARTS AMOUNT    |  |
| OTHER TAXABLE   |  |
| OTH NON TAXABLE |  |
| MISC. CHARGES   |  |
| SALES TAX       |  |
| DEDUCTIBLE      |  |

Office Copy

Signature of Person Responsible

CASH

TOTAL:

.00

SERVICE INVOICE

CLASSIC CHEVROLET

1101 SH 114 - Box 1717
GRAPEVINE, TX 76099
(817) 421-1200 Metro (817) 481-0200
(800) 259-1200

CUSTOMER NAME AND ADDRESS
REGENCY CONVERSIONS
EML:

Table with columns: JOB #, MILEAGE IN, MILEAGE OUT, CASH #, HOME TELEPHONE, PHONE WHEN READY, DELIVERY DATE, LABOR RATE, ADVISOR, R.O. NUMBER. Values: 4362, 29, CASH, 817-692-0212, 00/00/0000, 115.00, VANDERG, 580014

Table with columns: VEHICLE IDENTIFICATION, STOCK NO, YR, MAKE & MODEL, LICENSE NO, GROSS REP R.O. #, R.O. DATE, PAGE. Values: 1GNFK13057R, 07, RED/SILVER TAHOE, DLR, 06/16/2006, 1

Table with columns: SALESMAN, POLICY, DEDUCTIBLE, PRINT DATE & TIME, P.O. #, Note: This dealership utilizes the hours published in the GM Labor Time Guide...

Table with columns: LINE, TECH NAME & ID, DESCRIPTION, QTY, NET AMOUNT

1 ALLISON, R-38 FACTORY RADIO HAS NO AUDIO
REPLACED AMPLIFIER & REPAIRED SHORT IN HARNES
TO VIDEO MODULE
CK DATA NO CODES CK POWER & GNDS & ALL SPEAKE
RS FOR SHORTS OR OPENS NONE CK APLIFIER CONTR
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AUSING NO AUDIO REPAIRED WIRING & RETEST OK C
LEAR CODE

006750 SK:01 MW OPER/CODE: R0800 DESC: ADIO TRNS MOD 1.5 240.30
TY:N ST: CC:OJ FP:15186661 FC:6C OT: 1.5

013663 15186661 AMPLIFIER 273.25 191.28 1 191.28
A:00136.63 N:00191.28 T:00431.58

\* 2 CUST PAY POSTED

000000 SK:01 MC OPER/CODE: DESC: 0.0

TOT WRT: 431.58

TERMS STRICTLY CASH: UNLESS ARRANGEMENTS MADE
NOTICE PURSUANT TO §70.0001, TEXAS PROPERTY CODE
LABOR AMOUNT
PARTS AMOUNT
OTHER TAXABLE
QTH NON TAXABLE
MISC. CHARGES
SALES TAX
DEDUCTIBLE
CASH TOTAL: .00

Office Copy

Signature of Person Responsible

**ERIC GLOVER**

**WALTER JACKSON CHEVROLET, Inc.**  
 5340 ALABAMA HWY. · P.O. BOX 670  
 TELEPHONE (706) 935-2381  
 RINGGOLD, GEORGIA 30736



HARD COPY PAGE 1

| DATE         | YEAR     | MAKE       | MODEL              | VIN         | STK/CUS | MILES IN | MILES OUT | TAG  |
|--------------|----------|------------|--------------------|-------------|---------|----------|-----------|------|
| 12/02/08     | 07       | CHEVROLET  | TAHOE              | 1GNFK13057R | 51027   | 566      | 566       | 1774 |
| SERVICE DATE | NOTIFIED | SVC ADV    | PROMISED DATE/TIME | LICENSE     | RATE    | PAYMENT  | INV. DATE |      |
|              | 12/02/08 | 30         | 00:00              |             | 70.00   | 00       | 12/02/08  |      |
| R.O. NUMBER  | TAX ID   | HOME PHONE | BUSINESS PHONE     | COLOR       | PRINT # |          |           |      |
| 172423       |          |            |                    |             | 1       |          |           |      |

===== WAITER =====  
 Repair Type: NC  
 ===== REPAIR LINE 001 =====  
 SES LIGHT ON  
 Bill Code - W  
 Failure Code: 9Z  
 Complaint Code: WG  
 J9992 CUSTOMER CONCERN N 65 M A

===== WARRANTY VEHICLE INFORMATION =====  
 DESC MONTHS MILES EXP DATE DEDUCTIBLE SERVICE CONTRACT NO  
 00/00/00

| <b>EXCLUSION OF WARRANTIES</b>  |      |      |    | PRELIMINARY ESTIMATE \$ _____   |  |  |  |                      |      |      |    |  |  |  |  |                      |  |  |  |                      |  |  |  |
|---|------|------|----|---|--|--|--|----------------------|------|------|----|--|--|--|--|----------------------|--|--|--|----------------------|--|--|--|
| 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. |      |      |    |   |  |  |  |                      |      |      |    |  |  |  |  |                      |  |  |  |                      |  |  |  |
| <b>AUTHORIZATION FOR REPAIRS</b>  |      |      |    | AUTHORIZED BY <input checked="" type="checkbox"/> X   |  |  |  |                      |      |      |    |  |  |  |  |                      |  |  |  |                      |  |  |  |
| 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.   |      |      |    | <table border="1"> <thead> <tr> <th>REVISED ESTIMATE (1)</th> <th>DATE</th> <th>TIME</th> <th>BY</th> </tr> </thead> <tbody> <tr> <td> </td> <td> </td> <td> </td> <td> </td> </tr> <tr> <td>REVISED ESTIMATE (2)</td> <td> </td> <td> </td> <td> </td> </tr> <tr> <td>REVISED ESTIMATE (3)</td> <td> </td> <td> </td> <td> </td> </tr> </tbody> </table> |  |  |  | REVISED ESTIMATE (1) | DATE | TIME | BY |  |  |  |  | REVISED ESTIMATE (2) |  |  |  | REVISED ESTIMATE (3) |  |  |  |
| REVISED ESTIMATE (1)  | DATE | TIME | BY |   |  |  |  |                      |      |      |    |  |  |  |  |                      |  |  |  |                      |  |  |  |
|   |      |      |    |   |  |  |  |                      |      |      |    |  |  |  |  |                      |  |  |  |                      |  |  |  |
| REVISED ESTIMATE (2)  |      |      |    |   |  |  |  |                      |      |      |    |  |  |  |  |                      |  |  |  |                      |  |  |  |
| REVISED ESTIMATE (3)  |      |      |    |   |  |  |  |                      |      |      |    |  |  |  |  |                      |  |  |  |                      |  |  |  |
| I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:   |      |      |    |   |  |  |  |                      |      |      |    |  |  |  |  |                      |  |  |  |                      |  |  |  |
| X<br>CUSTOMER SIGNATURE _____   |      |      |    | _____   |  |  |  |                      |      |      |    |  |  |  |  |                      |  |  |  |                      |  |  |  |

Jackson Chevrolet Buick GMC

1975 N MAIN STREET

LAFAYETTE, GEORGIA 30728

PHONE 706-638-4222

FAX 706-638-4927

FAX TO: ATTENTION BILLIE COMEAUX FAX 866-842-9444

FROM: MARGARET STONE

PAGES: 5

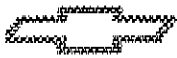
NOTES: These are the only two times the customer had work done at this dealership. If you need anything else please just call.

Thank You

**DISCLAIMER:**

The information contained in this facsimile message is intended for the sole confidential use of the designated recipients and may contain confidential information. If you have received this information in error, any review, dissemination, distribution or copying of this information is strictly prohibited. If you have received this communication in error, please notify us immediately by telephone and return the original message to us by mail or if electronic, reroute back to the sender. Thank you.

If you do not receive all pages, please call the sender at the above number.



**GMC**

**HUMMER**

**General Motors Business Resource Center**

**FAX**

**To: Margaret Stone**

Company: Jackson Chevrolet, Buick, GMC

Fax: 1-706-638-4927

Phone: 706-638-4222

**From: Billie Comeaux, [billie\\_comeaux@gmexpert.com](mailto:billie_comeaux@gmexpert.com)**

Fax: 866-842-9444

Phone: 866-790-5600, ext. 11098

E-mail:

**CC:**

---

**NOTES:**

ERIC GLOVER



JACKSON CHEVROLET  
BUICK - GMC, INC.  
1975 N. Main Street \* P.O. Box 587  
LAFAYETTE, GEORGIA 30728  
Phone 706-638-4222  
www.jacksongm.com



HARD COPY PAGE 1

| DATE         | YEAR     | MAKE       | MODEL              | VIN         | STK/CUS | MILES IN | MILES OUT | TAG |
|--------------|----------|------------|--------------------|-------------|---------|----------|-----------|-----|
| 01/03/11     | 07       | CHEVROLET  | TAHOE              | 1GNFK13057R |         | 36476    | 25437     |     |
| SERVICE DATE | NOTIFIED | SYC ADV    | PROMISED DATE/TIME | LICENSE     | RATE    | PAYMENT  | INV. DATE |     |
|              |          | 13         | 00:00              |             |         | 00       |           |     |
| R.O. NUMBER  | TAX ID   | HOME PHONE | BUSINESS PHONE     | COLOR       | PRINT # |          |           |     |
| 177687       |          |            |                    |             | 1       |          |           |     |

REPAIR LINE 001

CHECK DRIVERS MIRROR GOES DOWN WONT COME UP WHEN PUT IN DRIVE *wiring checked*  
Bill Code - c *Bad wire* *remove left door panel to*  
*connect repair wire to mirror recheck ok*  
*at this time*

REPAIR LINE 002

1 REMOTE NOT WORKING  
Bill Code - c  
*1-1503404*  
*1-2-0869057*  
*48c*  
*remote not transmitt*  
*reprogram remote*  
*reprogram remote*

REPAIR LINE 003

LEFT FRONT AND RIGHT REAR TIRE SAYS LOW  
Bill Code - c  
*2-25920615*  
*found right rear*  
*tire sensor bad*  
*not displaying correctly*  
*replace sensor*  
*reprogram here*  
*sensor recheck*  
*ok at this time*

*2.2*

*1/7 called*  
*4/m*

| EXCLUSION OF WARRANTIES   |                 |          |      | PRELIMINARY ESTIMATE \$   |      |    |  |
|---|-----------------|----------|------|---|------|----|--|
| 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 reasonable safety, fit |                 |          |      |   |      |    |  |
| STRAIGHT TIME (HRS.)  | FLAT RATE PRICE | R.O. NO. | TIME | DATE  | TIME | BY |  |
|   |                 | 177687   | 2.2  |   |      |    |  |
| I hereby authorize th   |                 |          |      | I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES: |      |    |  |
| 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.  |                 |          |      | X<br>CUSTOMER SIGNATURE   |      |    |  |



# JACKSON



## SERVICE REQUEST FORM

Hwy 27 North • P.O. Box 587 • LaFayette, Georgia 30728

Ro# 177687

17865 2

TAG #

DATE

(Please Print or Type)

MR \_\_\_\_\_  
 MRS \_\_\_\_\_  
 MS \_\_\_\_\_

STREET \_\_\_\_\_  
 CITY \_\_\_\_\_  
 STATE \_\_\_\_\_  
 ZIP CODE \_\_\_\_\_  
 DATE \_\_\_\_\_  
 BUSINESS PHONE \_\_\_\_\_  
 HOME PHONE \_\_\_\_\_

| VEHICLE INFORMATION |           |           |              |
|---------------------|-----------|-----------|--------------|
| VIN NO.             |           |           |              |
| STOCK               | DEL. DATE | MFG. DATE | TIME PROMISE |
| COLOR               | LICENSE # | YEAR      | MILEAGE      |
| KEY #               |           |           |              |

|  |                         |                             |  |  |
|--|-------------------------|-----------------------------|--|--|
| PRELIMINARY ESTIMATE \$  | AUTHORIZED ADDITIONS \$ | ADDITIONAL AUTHORIZATION \$ | DIAGNOSTIC CHARGE  | DISCLAIMER OF WARRANTIES   |
| Repair work done on this order will be based in part upon a flat rate manual computation at _____ per hour.  |                         |                             | ESTIMATES ARE BASED UPON AN INSPECTION PRIOR TO TEARDOWN. OCCASIONALLY AFTER WORK HAS STARTED, WORN OR DAMAGED PARTS ARE DISCOVERED, WHICH ARE NOT EVIDENT ON FIRST INSPECTION. BECAUSE OF THIS, THE ESTIMATES ARE NOT GUARANTEED. | Any warranties on the item/items sold hereby those made by the manufacturer. The seller, Jackson Chevrolet, Inc., hereby expressly disclaims all warranties, either express or implied, merchantability or fitness for a particular purpose and neither assumes nor authorizes any person to assume for it any liability in connection with the sale of this item/items. |
| <input type="checkbox"/> CUSTOMER<br><input type="checkbox"/> INTERNAL WARRANTY<br><input type="checkbox"/> CASH ONLY<br>TERMS: STRICTLY CASH. 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 inspection. An express merchant's lien is hereby acknowledged on this vehicle. In payment, I agree to pay _____<br>CUSTOMER'S SIGNATURE _____ |                         |                             |  |  |

|  |   |  |  |   |   |  |
|--|---|--|--|---|---|--|
| <input type="checkbox"/> Visa<br><input type="checkbox"/> MasterCard<br><input type="checkbox"/> American Express<br><input type="checkbox"/> Discover | <input type="checkbox"/> Cash<br><input type="checkbox"/> Check<br><input type="checkbox"/> Other | <input type="checkbox"/> Astro<br><input type="checkbox"/> APV<br><input type="checkbox"/> Beretta<br><input type="checkbox"/> Blazer S-10<br><input type="checkbox"/> Blazer Full | <input type="checkbox"/> Caprice<br><input type="checkbox"/> Cavalier<br><input type="checkbox"/> Celebrity<br><input type="checkbox"/> Camaro<br><input type="checkbox"/> Corsica | <input type="checkbox"/> Corvette<br><input type="checkbox"/> C-1500<br><input type="checkbox"/> C-2500<br><input type="checkbox"/> C-3500<br><input type="checkbox"/> Lumina | <input type="checkbox"/> Metro<br><input type="checkbox"/> Monte Carlo<br><input type="checkbox"/> Prism<br><input type="checkbox"/> Storm<br><input type="checkbox"/> S-10 P/U | <input type="checkbox"/> Truck<br><input type="checkbox"/> Van<br><input type="checkbox"/> Other |
|--|---|--|--|---|---|--|

**PROBLEM / SYMPTOM DESCRIPTION**

Drives Side Mirror Turn's Down  
 West 90' Bad: AP  
 1- Remote not Working →

Left Front Right Rear  
 Turn Low

ERIC GLOVER



JACKSON CHEVROLET PONTIAC - BUICK - GMC, INC. Hwy. 27 North \* P.O. Box 587 LAFAYETTE, GEORGIA 30728 Phone 706-638-4222



HARD COPY PAGE 1

| DATE         | YEAR     | MAKE       | MODEL              | VIN         | STK/CUS | MILES IN | MILES OUT | TAG |
|--------------|----------|------------|--------------------|-------------|---------|----------|-----------|-----|
| 11/28/08     | 07       | CHEVROLET  | TAHOE              | 1GNFK13057R |         | 36476    | 383       |     |
| SERVICE DATE | NOTIFIED | SVC ADV    | PROMISED DATE/TIME | LICENSE     | RATE    | PAYMENT  | INV. DATE |     |
|              |          | 13         | 00:00              |             |         | 00       |           |     |
| R.O. NUMBER  | TAX ID   | HOME PHONE | BUSINESS PHONE     | COLOR       | PRINT # |          |           |     |
| 163143       |          |            |                    |             | 1       |          |           |     |

REPAIR LINE 001

SERVICE ENGINE LIGHT ON

Bill Code - C

*Scanned found code  
P0116 - Found bad connection  
at Ect connector,  
repaired connector  
retested all ok  
at this time.*

*N6607*

*.5*

*#65*

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The purchaser understands and agrees that dealer makes no warranties of any kind, expressed or implied, including warranties of merchantability or fitness for any particular purpose, on the parts and accessories purchased; and that in no event shall the dealer be liable for damages arising out of the use of the parts and accessories.

PRELIMINARY ESTIMATE \$

| STRAIGHT TIME (HRS.) | FLAT RATE PRICE | R.O. NO. | TIME | OFF | REVISOR | DATE | TIME | BY |
|----------------------|-----------------|----------|------|-----|---------|------|------|----|
|                      |                 | 163143   | .5   | ON  | B (1)   |      |      |    |
|                      |                 |          |      |     | B (2)   |      |      |    |

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.

REVISOR ESTIMATE (3)

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

X CUSTOMER SIGNATURE

# JACKSON



## SERVICE REQUEST FORM

Ro# 163143

Hwy 27 North • P.O. Box 587 • LaFayette, Georgia 30728

TAG # 1GNFK13057R [REDACTED]

(Please Print or Type)

MR \_\_\_\_\_  
 MRS \_\_\_\_\_  
 MS \_\_\_\_\_

STREET \_\_\_\_\_  
 CITY \_\_\_\_\_  
 STATE \_\_\_\_\_  
 ZIP CODE \_\_\_\_\_  
 DATE 3 8 3  
 BUSINESS PHONE \_\_\_\_\_  
 HOME PHONE \_\_\_\_\_

| VEHICLE INFORMATION |           |           |              |
|---------------------|-----------|-----------|--------------|
| VIN NO.             |           |           |              |
| STOCK               | DEL. DATE | MFG. DATE | TIME PROMISE |
| COLOR               | LICENSE # | YEAR      | MILEAGE      |
| KEY #               |           |           |              |

| PRELIMINARY ESTIMATE  | AUTHORIZED ADDITIONS | ADDITIONAL AUTHORIZATION | DIAGNOSTIC   | DISCLAIMER OF WARRANTIES  |
|---|----------------------|--------------------------|--|---|
| \$  | \$                   | \$                       | CHARGE   | Any warranties on the item/items sold hereo   |
| Repair work done on this order will be based in part upon a flat rate manual computation at _____ per hour.   |                      |                          | ESTIMATES ARE BASED UPON AN INSPECTION PRIOR TO TEARDOWN. OCCASIONALLY AFTER WORK HAS STARTED, WORN OR DAMAGED PARTS ARE DISCOVERED, WHICH ARE NOT EVIDENT ON FIRST INSPECTION. BECAUSE OF THIS, THE ESTIMATES ARE NOT GUARANTEED. | those made by the manufacturer. The seller, Jackson Chevrolet, Inc., hereby expressly disc all warranties, either express or implied warra merchantability or fitness for a particular purp and neither assumes nor authorizes any person to assume for it any liability in conne with the sale of this item/items. |
| <input type="checkbox"/> CUSTOMER TERMS STRICTLY CASH 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 any highways or elsewhere for the purpose of the repair work herein set forth. I hereby acknowledge on this payment, I agree to pay for the repair work herein set forth. |                      |                          |  |   |
| <input type="checkbox"/> INTERNAL<br><input type="checkbox"/> WARRANTY<br><input type="checkbox"/> CASH ONLY  |                      |                          |  |   |
| CUSTOMER'S SIGNATURE _____  |                      |                          |  |   |

|                      |           |                 |               |              |                 |         |
|----------------------|-----------|-----------------|---------------|--------------|-----------------|---------|
| ___ Visa             | ___ Cash  | ___ Astro       | ___ Caprice   | ___ Corvette | ___ Metro       | ___ Tra |
| ___ MasterCard       | ___ Check | ___ APV         | ___ Cavalier  | ___ C-1500   | ___ Monte Carlo | ___ Var |
| ___ American Express | ___ Other | ___ Beretta     | ___ Celebrity | ___ C-2500   | ___ Prism       | ___ Oth |
| ___ Discover         |           | ___ Blazer S-10 | ___ Camaro    | ___ C-3500   | ___ Storm       |         |
|                      |           | ___ Blazer Full | ___ Corsica   | ___ Lumina   | ___ S-10 P/U    |         |

PROBLEM / SYMPTOM DESCRIPTION

Get eng. right on

**Fax Transmittal**

**Jacky Jones GM Superstore  
Chevrolet-Buick- GMC  
P.O. Box 939 – 4226 US Hwy 64 West  
Murphy, NC 28906**

Phone Number: (828) 837-2322

Fax Number: (828) 837-6599

[www.jackyjonessuperstore.com](http://www.jackyjonessuperstore.com)

TO: 866-842-9444 Billie Comlauf

FROM: Mike Poze

TOTAL PAGES (Including cover) ~~56~~ 30 27

Notes: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

CUSTOMER #: 23689

207347

JACKY JONES CHEVROLET BUICK GMC

WORKORDER

4226 U.S. Highway 64 W. · Murphy, NC 28906 (828) 837-2322

PAGE 2

www.JackyJonesCBG.com

ROCK SPRINGS, GA

HOME: BUS:

CONT CELL:

SERVICE ADVISOR: 7941 BURRELL, JOHNNY PAUL

| COLOR      | YEAR      | MAKE/MODEL      | VIN           | LICENSE | MILEAGE IN/OUT | TAG        |          |
|------------|-----------|-----------------|---------------|---------|----------------|------------|----------|
| SILV-BIRCH | 07        | CHEVROLET TAHOE | 1GNFK13057R   |         | 78450          |            |          |
| DEL DATE   | PROD DATE | WARR EXP        | PROMISED      | PO NO   | DATE           | PAYMENT    | INV DATE |
| 26NOV08 IS |           |                 | 17:00 27JAN11 |         |                | 80.00 CASH |          |
| 26NOV08 DD |           |                 |               |         |                |            |          |

| NO. OPENED      | READY | OPTIONS |
|-----------------|-------|---------|
| 27JAN2011 11:38 |       |         |

LINE OP CODE TECH... TYPE DESCRIPTIONS/INSTRUCTIONS  
 # A 10 W CUSTOMER SAYS TIRE SENSOR LIGHT ON/OFF, BEEN GOING ON FOR LONG TIME

Scan TPR  
 out ok pressure E0766 .3

low TPR sensor 40 PSI  
 set all to 38 & used TPR sensor located

# B 27 W DRIVER SIDE MIRROR WHEN IN REVERSE GOES DOWN AND WONT COME BACK UP, WITH ELETRIC WONT GO BACK UP, HAVE TO MANUALLY PUSH

Faint with open  
 on up driver or

driver mirror arm  
 Nos. do replace

mirror arm - 2.0  
 do change printed

shell do new mirror  
 due to Agency order

Tahoe

39156-.5  
 did -.3  
 Nov 2 13:41

Nov 2 13:41  
 printed -.5  
 1.3

Nov 2 13:41

"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."

PRELIMINARY ESTIMATE \$

TERMS STRICTLY CASH UNLESS ARRANGEMENTS MADE

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

| AUTHORIZED BY       | DATE | TIME | BY |
|---------------------|------|------|----|
| REVISD ESTIMATE (1) |      |      |    |
| REVISD ESTIMATE (2) |      |      |    |
| REVISD ESTIMATE (3) |      |      |    |

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

CUSTOMER SIGNATURE

CUSTOMER SIGNATURE



JACKSON CHEVROLET  
BUICK - GMC, INC.  
1976 N. Main Street \* P.O. Box  
LAFAYETTE, GEORGIA 30728  
Phone 706-838-4222  
www.JacksonGM.com

CUSTOMER COPY PAGE 1

LC GLOVER

|              |          |            |                    |                |       |         |          |      |
|--------------|----------|------------|--------------------|----------------|-------|---------|----------|------|
| DATE         | YEAR     | MAKE       | MODEL              | VIN            | STRUC | MILE    | ODI      | PAGE |
| 01/03/11     | 07       | CHEVROLET  | TAHOE              | 1GNFK13057R    | 36476 | 25437   | 25437    |      |
| SERVICE DATE | NOTIFIED | SVC ADV    | PROMISED DATE TIME | LICENSE        | RATE  | PAYMENT | REV DATE |      |
| 01/03/11     | 13       |            | 00:00              |                |       | 00      | 01/03/11 |      |
| I/O NUMBER   | PAGE ID  | HOME PHONE |                    | BUSINESS PHONE |       |         |          |      |
| 177687       |          |            |                    |                |       | 2       |          |      |

CHECK DRIVERS MIRROR GOES DOWN (WONT COME UP WHEN PUT IN DRIVE)  
REMOVED BET DOOR PANEL AND REPAIRED DURING TO MIRROR  
REPAIR LINE 001

REMOTE NOT WORKING  
REPLACED AND PROGRAMMED (C) REMOTE  
REPAIR LINE 002

LEFT FRONT AND RIGHT REAR TIRE SAYS LOW  
RIGHT REAR TIRE SENSOR FAILED REPLACED AND PROGRAMMED  
REPAIR LINE 003

|             |        |    |        |
|-------------|--------|----|--------|
| TRANSMI     | 15 M A | 30 | 21.61  |
| Total Labor |        | 1  | 21.61  |
| Total Parts |        | 1  | 92.40  |
| Total Line  |        |    | 92.40  |
|             |        |    | 114.01 |
|             |        |    |        |
| SENSOR      | 15 M A | 90 | 64.84  |
| Total Labor |        | 1  | 64.84  |
| Total Parts |        | 1  | 49.95  |
| Total Line  |        |    | 49.95  |
|             |        |    | 114.79 |

**DISCLAIMER OF WARRANTIES**

The seller hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that I am not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other control or for any delays caused by unavailability of parts or delays in parts shipments by the purpose of testing and/or inspection. An express grant you and/or your employees permission to operate the vehicle herein to ensure the amount of repairs thereto.

|              |
|--------------|
| LABOR AMOUNT |
| PARTS AMOUNT |
| MISC SALES   |
| MATERIALS    |
| TOTAL CHARGE |
| DEDUCTIBLE   |
| CASH PAID    |
| OTHER PAY    |
| CUSTOMER PAY |

CUSTOMER #: 23689

207347

# JACKY JONES

\*INVOICE\*



4226 U.S. Highway 64 W. · Murphy, NC 28906  
(828) 837-2322

www.JackyJonesCBG.com

ROCK SPRINGS, GA

PAGE 1

HOME:  
BUS:

CONT:  
CELL:

SERVICE ADVISOR: 7941 JOHNNY PAUL BURRELL

|               |               |                 |               |         |                  |         |           |
|---------------|---------------|-----------------|---------------|---------|------------------|---------|-----------|
| COLOR         | YEAR          | MAKE/MODEL      | VIN           | LICENSE | MILEAGE IN / OUT | TAG     |           |
| SILV-BIRCH    | 07            | CHEVROLET TAHOE | 1GNFK13057R   |         | 28457/28457      |         |           |
| DEL. DATE     | PROD. DATE    | WARR. EXP.      | PROMISED      | PONO.   | RATE             | PAYMENT | INV. DATE |
| 26NOV08 IS    |               |                 | 17:00 27JAN11 |         | 80.00            | CASH    | 27JAN11   |
| R.O. OPENED   | READY         | OPTIONS:        |               |         |                  |         |           |
| 11:38 27JAN11 | 14:28 27JAN11 |                 |               |         |                  |         |           |

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

A CUSTOMER SAYS TIRE SENSOR LIGHT ON/OFF, BEEN GOING ON FOR LONG TIME  
 CAUSE: SCAN SYSTEM-OK, TIRE PRESSURES NOT SET TO CORRECT PRESSURES,  
 PRESSURES AS LOW AS 26PSI.

E0716 SET TIRE PRESSURES TO 38PSI AND RESET  
 MONITOR SYSTEM

7 W 0-30

(N/C)

B DRIVER SIDE MIRROR WHEN IN REVERSE GOES DOWN AND WONT COME BACK UP,  
 WITH ELETRIC WONT GO BACK UP. HAVE TO MANUALLY PUSH  
 CAUSE: E

B4156 OUTSIDE REARVIEW MIRROR REPLACEMENT LEFT  
 SIDE

7 W 1:30

(N/C)

1-25831296 MIRROR

(N/C)

FC PART#: 25831236 COUNT: 1

CLAIM TYPE:

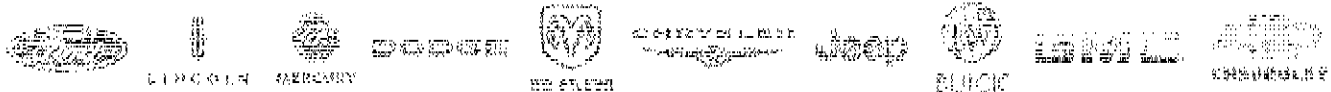
AUTH CODE:

Jacky Jones  
 Chevy Buick GMC  
 Haywood, NC

Jacky Jones  
 Chrysler Dodge Jeep  
 Hayesville, NC

Jacky Jones  
 Lincoln Mercury  
 Gainesville, NC

Jacky Jones  
 Ramby Mountain  
 Chevrolet  
 Fraxton, NC



"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."

**TERMS STRICTLY CASH UNLESS ARRANGEMENTS MADE**

"I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you 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 expressed mechanic's lien is hereby acknowledged on vehicle to secure the amount of repairs hereto."

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

BE SURE TO PRESENT YOUR  
 OWNER ADVANTAGE CARD  
 AT TIME OF WRITE-UP/BENEFIT  
 FROM POINTS EARNED AT  
 PREVIOUS VISITS.  
 CUSTOMERS WITH E-MAIL  
 ADDRESSES WILL RECEIVE  
 NOTICE OF SPECIAL SERVICE  
 OFFERS SPECIFIC TO  
 ADVANTAGE CARD HOLDERS.  
 BE SURE THAT YOURS IS ON  
 FILE.

**THANK YOU,  
 WE APPRECIATE  
 YOUR BUSINESS!**

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

CUSTOMER #: 23689

203403

# JACKY JONES CHEVROLET BUICK GMC

WORKORDER

4226 U.S. Highway 64 W. · Murphy, NC 28906  
(828) 837-2322

ROCK SPRINGS, GA

PAGE 2

www.JackyJonesCBG.com

HOME: [REDACTED] CONT: [REDACTED]  
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 7941 BURRELL, JOHNNY PAUL

| COLOR      | YEAR      | MAKE/MODEL      | VIN                    | LICENSE | MILEAGE IN/OUT | TAG     |          |
|------------|-----------|-----------------|------------------------|---------|----------------|---------|----------|
| SILV-BIRCH | 07        | CHEVROLET TAHOE | 1GNFK13057R [REDACTED] |         | 700361         |         |          |
| DEL DATE   | PROD DATE | WARR EXP        | PROMISED               | PO NO   | RATE           | PAYMENT | INV DATE |
| 26NOV08 IS |           |                 | 17:00 16JUL10          |         | 0.00           | CASH    |          |
| 26NOV08 DD |           |                 |                        |         |                |         |          |

| R/O GREENED     | READY | OPTIONS: |
|-----------------|-------|----------|
| 16JUL2010 16:03 |       |          |

| LINE | OP | CODE | TECH... | TYPE | DESCRIPTIONS/INSTRUCTIONS |
|------|----|------|---------|------|---------------------------|
| #    | A  | 28   |         | CPT  | BALANCE TRES              |

*Handwritten initials/signature*

*Blane [Signature]*

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PRELIMINARY ESTIMATE \$ \_\_\_\_\_

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| AUTHORIZED BY X      |      |      |    |
|----------------------|------|------|----|
| REVISED ESTIMATE (1) | DATE | TIME | BY |
| REVISED ESTIMATE (2) |      |      |    |
| REVISED ESTIMATE (3) |      |      |    |

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

CUSTOMER SIGNATURE



# JACKY JONES

CUSTOMER #: 23689

203403

\*INVOICE\*



4226 U.S. Highway 64 W. · Murphy, NC 28906  
(828) 837-2322

www.JackyJonesCBG.com

PAGE 1

ROCK SPRINGS GA  
HOME: [REDACTED]  
BUS: [REDACTED]

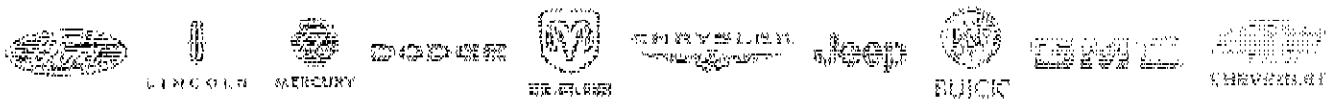
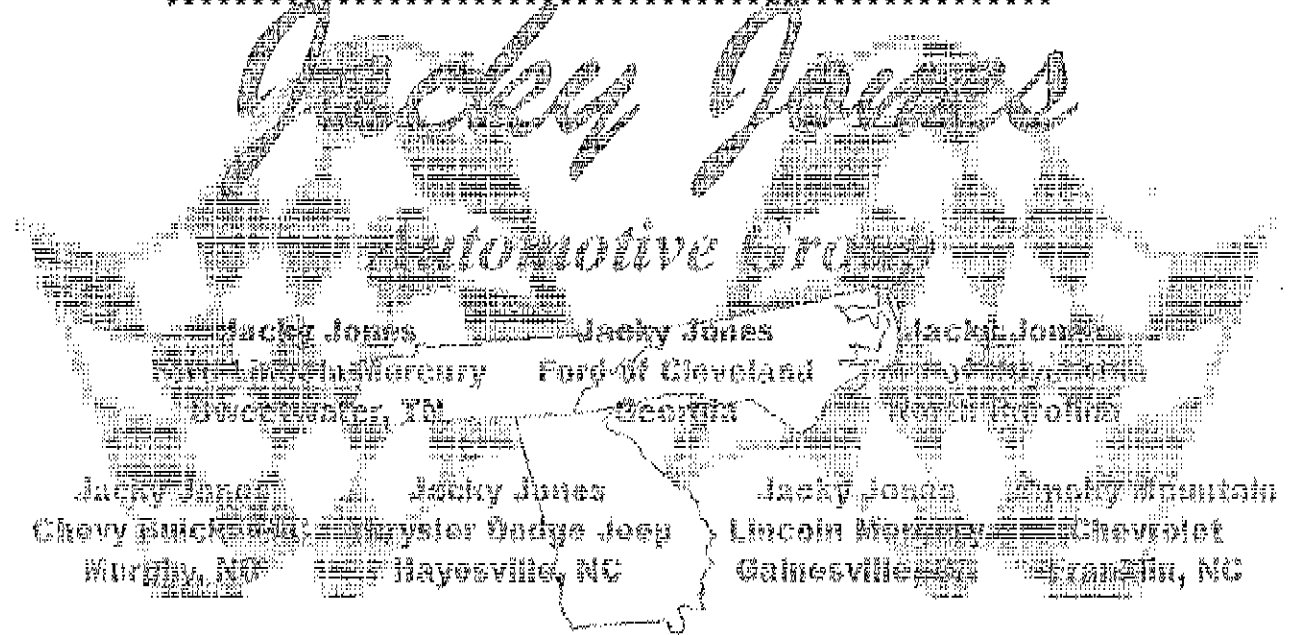
CONT: [REDACTED]  
CELL: [REDACTED]

SERVICE ADVISOR: 7941 JOHNNY PAUL BURRELL

|            |            |                 |                        |         |                  |         |           |
|------------|------------|-----------------|------------------------|---------|------------------|---------|-----------|
| COLOR      | YEAR       | MAKE/MODEL      | VIN                    | LICENSE | MILEAGE IN / OUT | TAG     |           |
| SILV-BIRCH | 07         | CHEVROLET TAHOE | 1GNFK13057R [REDACTED] |         | 20036/20036      |         |           |
| DEL. DATE  | PROD. DATE | WARR. EXP.      | PROMISED               | PONO.   | RATE             | PAYMENT | INV. DATE |
| 26NOV08 IS |            |                 | 17:00 16JUL10          |         | 0.00             | CASH    | 16JUL10   |
| 26NOV08 DE |            |                 |                        |         |                  |         |           |

|               |               |          |      |       |      |     |       |
|---------------|---------------|----------|------|-------|------|-----|-------|
| R.O. OPENED   | READY         | OPTIONS: |      |       |      |     |       |
| 16:03 16JUL10 | 16:58 16JUL10 |          |      |       |      |     |       |
| LINE          | OPCODE        | TECH     | TYPE | HOURS | LIST | NET | TOTAL |
| A             | BALANCE       | TIRES    |      |       |      |     |       |
|               | 28            | BALANCE  |      |       |      |     |       |
|               | 7             | IPS      | 0.70 |       |      |     | (N/C) |

\*\*\*\*\*



The factory warranty constitutes all of the warranties with respect to the sale of this item/tems. 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/tems.

**TERMS STRICTLY CASH UNLESS ARRANGEMENTS MADE**

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

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

BE SURE TO PRESENT YOUR OWNER ADVANTAGE CARD AT TIME OF WRITE-UP BENEFIT FROM POINTS EARNED AT PREVIOUS VISITS. CUSTOMERS WITH E-MAIL ADDRESSES WILL RECEIVE NOTICE OF SPECIAL SERVICE OFFERS SPECIFIC TO ADVANTAGE CARD HOLDERS, BE SURE THAT YOURS IS ON FILE.

**THANK YOU,  
WE APPRECIATE  
YOUR BUSINESS!**

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

CUSTOMER # 23689

203264

JACKY JONES  
CHEVROLET BUICK GMC

WORKORDER

4226 U.S. Highway 64 W. - Murphy, NC 28906  
(828) 837-2322

PAGE 2

www.JackyJonesCBG.com

HOME: [REDACTED] CONT: [REDACTED]  
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 7941 BURRELL, JOHNNY PAUL

| COCH            | YEAR      | MAKE            | VIN           | LICENSE | MILEAGE IN/OUT | TAG     |          |
|-----------------|-----------|-----------------|---------------|---------|----------------|---------|----------|
| SILV-BIRCH      | 07        | CHEVROLET TAHOE | 1GNFK13057R   |         | 20022/         |         |          |
| DEL DATE        | PROD DATE | WARR EXP        | PROMISED      | PO NO   | RATE           | PAYMENT | INV DATE |
| 26NOV08 IS      |           |                 | 17:00 12JUL10 |         | 0.00           | CASH    |          |
| R.O. OPENED     | READY     | OPTIONS:        |               |         |                |         |          |
| 12JUL2010 09:09 |           |                 |               |         |                |         |          |

LINE OF CODE TECH. TYPE DESCRIPTIONS/INSTRUCTIONS

# A 28 CPT Repair RR TIRE  
*Plugs & tire*  
*6/18/11*

# B FREE CPT FREE MULTI POINT INSPECTION

*SuperAlign*  
*6/18/11*

# C ROTW CPT ROTATE TIRES AND RESET TIRE MONITORS

*6/18/11*

# D LOF CPT LUBE OIL AND FILTER CHANGE

*6/18/11*  
*\* Synthetic \**  
*Over* →

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PRELIMINARY ESTIMATE \$ \_\_\_\_\_

TERMS STRICTLY CASH UNLESS ARRANGEMENTS MADE

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

AUTHORIZED BY X

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

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

X

[REDACTED] CUSTOMER SIGNATURE

CUSTOMER SIGNATURE

3689

203264

# JACKY JONES CHEVROLET BUICK GMC

WORKORDER

4226 U.S. Highway 84 W. · Murphy, NC 28906  
(828) 837-2322

PAGE 3

www.JackyJonesCRG.com

SPRINGS, GA

SERVICE ADVISOR: 7941 BURRELL, JOHNNY PAUL

|                               |                  |            |                        |         |                |         |          |
|-------------------------------|------------------|------------|------------------------|---------|----------------|---------|----------|
| CONT: [REDACTED]              | CELL: [REDACTED] | MAKE/MODEL | VIN                    | LICENSE | MILEAGE IN/OUT | TAG     |          |
| SILV-BIRCH 07 CHEVROLET TAHOE |                  |            | 1GNFK13057R [REDACTED] |         | 20022/         |         |          |
| DEL DATE                      | PROD DATE        | WARR EXP   | PROMISED               | ED NO   | RATE           | PAYMENT | INV DATE |
| 26NOV08 IS                    |                  |            | 17:00 12JUL10          |         | 0.00           | CASH    |          |
| 26NOV08 DD                    |                  |            |                        |         |                |         |          |
| R.O. OPENED                   | READY            | OPTIONS:   |                        |         |                |         |          |

12JUL2010 09:09

| LINE | OP | CODE | TECH. | TYPE | DESCRIPTIONS/INSTRUCTIONS |
|------|----|------|-------|------|---------------------------|
| #    | E  | 08   |       | W    | RECALL 10153              |

*Removed Heater 6187*

PRELIMINARY ESTIMATE \$

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### TERMS STRICTLY CASH UNLESS ARRANGEMENTS MADE

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AUTHORIZED BY X

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

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

X

TABLE - 0015

54188

ISSUED BY: Jody\_Gunter JACKY JONES CHEVROLET BUICK GMC  
Murphy, NC 28906

PAGE 1C

| INVOICE DATE | PURCHASE ORDER NO | COMMENT/RY RN | AMOUNT | DISCOUNT ACCOUNT NO | NET AMOUNT |
|--------------|-------------------|---------------|--------|---------------------|------------|
| 071210       | PYMT FOR RECALL   | 203264        |        |                     | 100.00     |
|              |                   |               | 54188  | 20200               | -100.00    |
|              |                   |               | 203264 | 26300               | 100.00     |
|              |                   |               | TOTAL  | 20200               | 100.00     |

REMITTANCE ADVICE

DETACH AT PERFORATION BEFORE DEPOSITING CHECK

**JACKY JONES**

4226 U.S. Highway 64 W.  
Murphy, NC 28906  
(828) 837-2322  
www.JackyJonesCBG.com

UNITED COMMUNITY BANK  
MURPHY, NC 28906

54188 33-1167/631



DATE  
12JUL10

PAY THIS AMOUNT  
\*\*\*\*\*100 DOLLARS 00 CENTS

AMOUNT OF CHECK  
\*\*\*\*\*100.00

**NON-NEGOTIABLE**

23689

TWO SIGNATURES REQUIRED  
VOID AFTER 90 DAYS

TO THE ORDER OF

[Redacted Name]  
ROCK SPRINGS GA [Redacted Address]

BY \*\*\*\*\*  
BY NOT NEGOTIABLE  
BY \_\_\_\_\_  
AUTHORIZED SIGNATURE

# JACKY JONES

CUSTOMER #: 23689

203264

\*INVOICE\*



4226 U.S. Highway 64 W. - Murphy, NC 28906  
(828) 837-2322

www.JackyJonesCBG.com

PAGE 1

ROCK SPRINGS, GA

HOME:

CONT:

BUS:

CELL:

SERVICE ADVISOR: 7941 JOHNNY PAUL BURRELL

| COLOR         | YEAR       | MAKE/MODEL      | VIN           | LICENSE | MILEAGE IN/OUT | TAG     |           |
|---------------|------------|-----------------|---------------|---------|----------------|---------|-----------|
| SILV-BIRCH    | 07         | CHEVROLET TAHOE | 1GNFK13057R   |         | 20022/20022    |         |           |
| DEL. DATE     | PROD. DATE | WARR. EXP.      | PROMISED      | PO NO.  | RATE           | PAYMENT | INV. DATE |
| 26NOV08 IS    |            |                 | 17:00 12JUL10 |         | 0.00           | PN      | 12JUL10   |
| R.O. OPENED   |            | READY           | OPTIONS:      |         |                |         |           |
| 09:09 12JUL10 |            | 14:41 12JUL10   |               |         |                |         |           |

| LINE  | OPCODE           | TECH                | TYPE | HOURS | LIST  | NET   | TOTAL |
|-------|------------------|---------------------|------|-------|---|-------|-------|
| A     | repair RR        | TIRE                |      |       |   |       |       |
|       |                  |                     |      | 28    | plugged tire                                      |       |       |
|       |                  |                     |      | 6187  | CPT 0.30  | 12.00 | 12.00 |
| ***** |                  |                     |      |       |   |       |       |
| B     | FREE MULTI POINT | INSPECTION          |      |       |   |       |       |
|       |                  |                     |      |       | FREE FREE MULTI POINT INSPECTION                  |       |       |
|       |                  |                     |      | 6187  | CPT 0.00  | 0.00  | 0.00  |
| ***** |                  |                     |      |       |   |       |       |
| C     | ROTATE TIRES AND | RESET TIRE MONITORS |      |       |   |       |       |
|       |                  |                     |      |       | ROTW ROTATE TIRES AND RESET TIRE MONITORS         |       |       |
|       |                  |                     |      | 6187  | CPT 0.50  | 28.00 | 28.00 |
| ***** |                  |                     |      |       |   |       |       |
| D     | LUBE OIL AND     | FILTER CHANGE       |      |       |   |       |       |
|       |                  |                     |      |       | LUB LUBE OIL AND FILTER CHANGE                    |       |       |
|       |                  |                     |      | 6187  | CPT 0.30  | 12.40 | 12.40 |
|       |                  |                     |      |       | EVC ENVIRONMENTAL FEES                            |       |       |
|       |                  |                     |      |       | 1 89047524 Mercury                                | 3.95  | 3.95  |
|       |                  |                     |      |       | 6 12345885 OIL                                    | 6.35  | 6.35  |
|       |                  |                     |      |       |   | 9.18  | 55.08 |
| ***** |                  |                     |      |       |   |       |       |
| E     | RECALL           | 10152               |      |       |   |       |       |
|       |                  |                     |      |       | CAUSE: E: V2281 DISABLE HEATED WINDSHIELD MODULE. |       |       |
|       |                  |                     |      |       | Lincoln Mercury Dodge Jeep                        |       |       |
|       |                  |                     |      |       | MURPHY, NC  |       |       |
|       |                  |                     |      |       | Lincoln Mercury Chevrolet (N/C)                   |       |       |
|       |                  |                     |      |       | MURPHY, NC  |       |       |



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

BE SURE TO PRESENT YOUR OWNER ADVANTAGE CARD AT TIME OF WRITE-UP BENEFIT FROM POINTS EARNED AT PREVIOUS VISITS. CUSTOMERS WITH E-MAIL ADDRESSES WILL RECEIVE NOTICE OF SPECIAL SERVICE OFFERS SPECIFIC TO ADVANTAGE CARD HOLDERS. BE SURE THAT YOURS IS ON FILE.

**THANK YOU, WE APPRECIATE YOUR BUSINESS!**

| DESCRIPTION            | TOTALS |
|------------------------|--------|
| LABOR AMOUNT           | 52.40  |
| PARTS AMOUNT           | 61.43  |
| GAS, OIL, LUBE         | 0.00   |
| SUBLET AMOUNT          | 0.00   |
| MISC. CHARGES          | 3.95   |
| TOTAL CHARGES          | 117.78 |
| LESS INSURANCE         | 32.00  |
| SALES TAX              | 4.76   |
| PLEASE PAY THIS AMOUNT | 90.54  |

CUSTOMER #: 23689

201468

# JACKY JONES CHEVROLET BUICK GMC

WORKORDER

4226 U.S. Highway 64 W. - Murphy, NC 28906  
(828) 837-2322

www.JackyJonesCBG.com

*L Val AC*

PAGE 2

[Redacted]

ROCK SPRINGS, GA

[Redacted]

HOME: [Redacted]  
BUS: [Redacted]

CONT: [Redacted]  
CELL: [Redacted]

SERVICE ADVISOR: 7007 LEDFORD, JENNIFER LYN

| COLOR           | YEAR      | MAKE      | MODEL         | VIN                    | LICENSE | MILEAGE IN/OUT | TAG      |
|-----------------|-----------|-----------|---------------|------------------------|---------|----------------|----------|
| SILV-BIRCH      | 07        | CHEVROLET | TAHOE         | 1GNFK13057R [Redacted] |         | 17204 / 1813-9 |          |
| DEL DATE        | PROD DATE | WARR EXP  | PROMISED      | PO NO                  | RATE    | PAYMENT        | INV DATE |
| 26NOV08 IS      |           |           | 17:00 15APR10 |                        | 0.00    | CASH           |          |
| PO OPENED       | READY     | OPTIONS:  |               |                        |         |                |          |
| 15APR2010 14:13 |           |           |               |                        |         |                |          |

| LINE | OP CODE | TECH... | TYPE | DESCRIPTIONS/INSTRUCTIONS                             |
|------|---------|---------|------|---|
| # A  | 28      |         | W    | CUSTOMER SAYS INTERIOR TRIM ABOVE LEFT GATE IS WANTED |

*Remove wood 1/28/09*

*Call 4*

*Trim Rear wood Hatch*

*0821 2009*

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PRELIMINARY ESTIMATE \$ \_\_\_\_\_

### TERMS STRICTLY CASH UNLESS ARRANGEMENTS MADE

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AUTHORIZED BY X

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

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

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

# JACKY JONES

192857

192857

GM SUPERSTORE  
CHEVROLET-PONTIAC-BUICK-GMC

4226 U.S. 64 WEST • P.O. BOX 939 • MURPHY, NC 28906 • PHONE (828) 837-2322

### RECOMMENDED SERVICES

| OPERATION | OPERATION DESCRIPTION | MO/MI | TOTAL | OPERATION | OPERATION DESCRIPTION | MO/MI | TOTAL |
|-----------|-----------------------|-------|-------|-----------|-----------------------|-------|-------|
| 29PNZTR   | ROTATE TIRES          | MI    |       | 29PNZLOF  | LUBE/OIL/FILTER       | MI    |       |

### SERVICE HISTORY

| DATE     | REPAIR ORDER | MILEAGE | ADVISOR | TECHNICIAN | TYPE | OPERATION       | OPERATION DESCRIPTION |
|----------|--------------|---------|---------|------------|------|-----------------|-----------------------|
| 07/28/09 | 190849       | 10356   | 7941    | 16761      | W    | 06PNZ           | INTERIOR TRIM         |
| 07/20/09 | 190679       | 9929    | 7941    | 16761      | C    | 29PNZLOF        | LUBE/OIL/FILTER       |
| 05/07/09 | 189105       | 7272    | 7007    | 16761      | C    | 06PNZ           | INTERIOR TRIM         |
| 04/14/09 | 188660       | 6505    | 7007    | 7          | W    | 10PNZVIBDIAG    | VIBRATION DIAGNOSIS   |
|          |              |         |         | 17809      | C    | 29PNZLOF        | LUBE/OIL/FILTER       |
|          |              |         |         | 17809      | C    | 29PNZRTWSENSORS | ROTATE WITH SENSORS   |

SALESPERSON NO. 25187 MAX RAY LOUDERMILK **S E R V I C E** STATE REG# 4

|   |  |   |                                  |                                       |  |                                       |
|---|--|---|----------------------------------|---------------------------------------|--|---------------------------------------|
| TERMS<br>CASH <input type="checkbox"/><br>CREDIT CARD <input type="checkbox"/><br>CHECK <input type="checkbox"/><br>PRIOR APPROVAL <input type="checkbox"/><br>OTHER <input type="checkbox"/> | VEHICLE I.D. NO.<br><b>1GNFK13057F</b> | YEAR/MAKE/MODEL<br><b>07/CHEVROLET TRUCK/TAHOE/4DR 4WD 15</b> | PRODUCTION DATE<br><b>CT2887</b> | STOCK NO.<br><b>192857</b>            | LICENSE NO.<br><b>192857</b>   | R.O. NO.<br><b>192857</b>             |
| CALL WHEN READY<br><input type="checkbox"/> YES <input type="checkbox"/> NO   | ROCK SPRINGS, GA                       | CUSTOMER NO.<br><b>23689</b>                                  | SERVICE CONTRACT                 | DELIVERY DATE<br><b>11/26/08</b>      | DELIVERY MILES<br><b>216</b>   | SELLING DEALER NO.<br><b>11/06/09</b> |
| SAVE REMOVED PARTS FOR CUSTOMER<br><input type="checkbox"/> YES <input type="checkbox"/> NO   | RESIDENCE PHONE                        | COLOUR<br><b>SILV BIRCH MET/EB</b>                            | CONTRACT NO.                     | EXPIRATION DATE                       | EXPIRATION MILES   | TAG NO.                               |
| APPOINTMENT<br><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No  | CELL: 423-364-7632                     | TURBO<br><b>PNZZ</b>  | MMIC                             | AIR COND.                             | R.S.   | TRANS                                 |
|   |  | MILEAGE<br><b>13,361</b>                                      | ADVISOR NO.<br><b>7941</b>       | ADVISOR<br><b>JOHNNY PAUL BURRELL</b> | <small>*The Factory Warranty Constitutes All Of The Warranties With Respect To The Sale Of This Item/Item. The Seller Hereby Expressly Disclaims All Warranties, Either Express Or Implied, Including Any Implied Warranty Of Merchantability Or Fitness For A Particular Purpose And The Seller Neither Assumes Nor Authorizes Any Other Person To Assume For It Any Liability In Connection With The Sale Of This Item/Item.<br/>TERMS STRICTLY CASH UNLESS ARRANGEMENTS MADE<br/>I hereby authorize the repair work hereinafter set forth to be done using only 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 left in shipment by the supplier.</small> |                                       |

|  |  |
|--|--|
| <p><b>1. 29PNZBA ROTATE &amp; BALANCE</b><br/>         ROTATE AND BALANCE ALL 4 TIRES<br/> <i>w/sensors</i> <i>6187</i></p>  | QC INITIALS _____<br>ODOMETER OUT _____<br>NOTES: INTERNAL USE ONLY<br><i>00</i><br><i>7/1</i><br><i>61-57</i>                                 |
| <p><b>2. 29PNZLOF LUBE/OIL/FILTER</b><br/>         CUSTOMER REQUEST OIL CHANGE SERVICE, DRAIN AND FILL UP TO 5 QUARTS OF OIL, LUBRICATE FITTINGS WHERE AVAILABLE AND CHANGE OIL FILTER<br/>         XTRA OIL CHARGE OVER 5 QUARTS IF NEEDED<br/> <i>6187</i></p> | STAMP _____<br>FLUID LEVELS CHECKED _____<br>TECH # _____<br>LEVELS OK Yes <input type="checkbox"/> No <input type="checkbox"/><br>NOTES _____ |



0501J192857

# JACKY JONES

190849

190849

GM SUPERSTORE

CHEVROLET-PONTIAC-BUICK-GMC

4226 U.S. 64 WEST • P.O. BOX 939 • MURPHY, NC 28906 • PHONE (828) 837-2322

### RECOMMENDED SERVICES

| OPERATION | OPERATION DESCRIPTION | MO/MI | TOTAL | OPERATION | OPERATION DESCRIPTION | MO/MI | TOTAL |
|-----------|-----------------------|-------|-------|-----------|-----------------------|-------|-------|
| 29PNZTR   | ROTATE TIRES          | MI    |       |           |                       |       |       |

### SERVICE HISTORY

| DATE     | REPAIR ORDER | MILEAGE | ADVISOR | TECHNICIAN | TYPE | OPERATION       | OPERATION DESCRIPTION |
|----------|--------------|---------|---------|------------|------|-----------------|-----------------------|
| 07/20/09 | 190679       | 9929    | 7941    | 16761      | C    | 29PNZLOF        | LUBE/OIL/FILTER       |
| 05/07/09 | 189105       | 7272    | 7007    | 16761      | C    | 06PNZ           | INTERIOR TRIM         |
| 04/14/09 | 188660       | 6505    | 7007    | 7          | W    | 10PNZVIBDIAG    | VIBRATION DIAGNOSIS   |
|          |              |         |         | 17809      | C    | 29PNZLOF        | LUBE/OIL/FILTER       |
| 01/16/09 | 186994       | 3036    | 7007    | 17809      | C    | 29PNZRTWSENSORS | ROTATE WITH SENSORS   |
|          |              |         |         | 16761      | C    | 29PNLTA0DAC     | 1ST LOF FREE          |

SALESPERSON NO. 25187

MAX RAY LOUDERMILK

## S E R V I C E

STATE REG# 4

|   |   |                                     |                   |                  |                    |                     |
|---|---|-------------------------------------|-------------------|------------------|--------------------|---------------------|
| TERMS   | VEHICLE I.D. NO.  | YEAR/MAKE/MODEL                     | PRODUCTION DATE   | STOCK NO.        | LICENSE NO.        | R. O. NO.           |
| CASH <input type="checkbox"/>                                       | 1GNFK13057R   | 07/CHEVROLET TRUCK/TAHOE/4DR 4WD 15 |                   | CT2887           |                    | 190849              |
| CREDIT CARD <input type="checkbox"/>                                |   |                                     | DELIVERY DATE     | DELIVERY MILES   | SELLING DEALER NO. | R. O. DATE          |
| CHECK <input type="checkbox"/>                                      |   |                                     | 11/26/08          | 216              |                    | 07/28/09            |
| (PRIOR APPROVAL)  |   |                                     | CUSTOMER NO.      | SERVICE CONTRACT | CONTRACT NO.       | EXPIRATION DATE     |
| OTHER <input type="checkbox"/>                                      |   |                                     | 23689             |                  |                    |                     |
| CALL WHEN READY   | ROCK SPRINGS, GA  |                                     | COLOR             | AIR COND.        | R. S.              | TRANS.              |
| <input type="checkbox"/> YES <input type="checkbox"/> NO            |   |                                     | SILV BIRCH MET/EB |                  |                    |                     |
| SAVE REMOVED PARTS FOR CUSTOMER                                     | RESIDENCE PHONE   | BUSINESS PHONE                      | TURBO             | MMG              | MILEAGE            | ADVISOR NO.         |
| <input type="checkbox"/> YES <input type="checkbox"/> NO            |   |                                     |                   |                  | 10350              | 7941                |
|   | TIME RECEIVED   | DATE/TIME PROMISED                  | PRIORITY          | LABOR RATE       |                    | ADVISOR             |
|   | 10:02am   | 07/28/09 07:50pm                    |                   |                  |                    | JOHNNY PAUL BURRELL |
| APPOINTMENT   | *The Factory Warranty Conditions All Of The Warranties With Respect To The Sale Of This Item/Items. The Seller Herby 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. |                                     |                   |                  |                    |                     |
| <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No | TERMS STRICTLY CASH UNLESS ARRANGEMENTS MADE  |                                     |                   |                  |                    |                     |
|   | I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to parts or described to secure   |                                     |                   |                  |                    |                     |
|   | X   |                                     |                   |                  |                    |                     |

|      |   |  |  |
|------|---|--|--|
| JOB# | 1 | W * 06PNZ  | INTERIOR TRIM  |
|      |   | CUSTOMER SAYS RIGHT REAR INTERIOR TRIM LOOSE BEHIND SEAT |  |
|      |   | 03540.3  |  |
|      |   | QC INITIALS  |  |
|      |   | ODOMETER OUT   |  |
|      |   | NOTES: INTERNAL USE ONLY                                 |  |
|      |   | STAMP  |  |
|      |   | FLUID LEVELS CHECKED                                     |  |
|      |   | TECH #   |  |
|      |   | LEVELS OK  | Yes <input type="checkbox"/> No <input type="checkbox"/> |
|      |   | NOTES  | 190849   |



0501J190849



|        |       |                                      |  |              |
|--------|-------|--------------------------------------|--|--------------|
| Job #  | 1     | Condition Code                       |  | SCRAP PARTS  |
| Tech # | 16761 | Comments                             |  | Basic Part # |
|        |       | FOUND Right INTERIOR QUARTER Panel   |  | Initials     |
|        |       | TRIM WASPED + LOOSE. Rep ACCEL Right |  |              |
|        |       | QUARTER Panel TRIM                   |  |              |

|        |  |                |  |              |
|--------|--|----------------|--|--------------|
| Job #  |  | Condition Code |  | SCRAP PARTS  |
| Tech # |  | Comments       |  | Basic Part # |
|        |  |                |  | Initials     |
|        |  |                |  |              |

|        |  |                |  |              |
|--------|--|----------------|--|--------------|
| Job #  |  | Condition Code |  | SCRAP PARTS  |
| Tech # |  | Comments       |  | Basic Part # |
|        |  |                |  | Initials     |
|        |  |                |  |              |

|        |  |                |  |              |
|--------|--|----------------|--|--------------|
| Job #  |  | Condition Code |  | SCRAP PARTS  |
| Tech # |  | Comments       |  | Basic Part # |
|        |  |                |  | Initials     |
|        |  |                |  |              |

# JACKY JONES

GM SUPERSTORE  
CHEVROLET-PONTIAC-BUICK-GMC

4226 U.S. 64 WEST • P.O. BOX 939 • MURPHY, NC 28906 • PHONE (828) 837-2322

190679

### RECOMMENDED SERVICES

| OPERATION | OPERATION DESCRIPTION | MO/MI | TOTAL | OPERATION | OPERATION DESCRIPTION | MO/MI | TOTAL |
|-----------|-----------------------|-------|-------|-----------|-----------------------|-------|-------|
| 29PNZTR   | ROTATE TIRES          | MI    |       | 29PNZLOF  | LUBE/OIL/FILTER       | MI    |       |

### SERVICE HISTORY

| DATE     | REPAIR ORDER | MILEAGE | ADVISOR | TECHNICIAN | TYPE | OPERATION       | OPERATION DESCRIPTION |
|----------|--------------|---------|---------|------------|------|-----------------|-----------------------|
| 05/07/09 | 189105       | 7272    | 7007    | 7          | W    | 10PNZVIBDIAG    | VIBRATION DIAGNOSIS   |
| 04/14/09 | 188660       | 6505    | 7007    | 17809      | C    | 29PNZLOF        | LUBE/OIL/FILTER       |
|          |              |         |         | 17809      | C    | 29PNZRTWSENSORS | ROTATE WITH SENSORS   |
| 01/16/09 | 186994       | 3036    | 7007    | 16761      | C    | 29PNLTA0DAC     | 1ST LOF FREE          |
|          |              |         |         | 16761      | W    | 28PNZ           | ACCESSORIES           |
|          |              |         |         | 16761      | W    | 03PNZD          | DOORS                 |

SALESPERSON NO. 25187 MAX RAY LOUDERMILK SERVICE STATE REG# 4

|   |   |  |                                  |                              |                                       |
|---|---|--|----------------------------------|------------------------------|---------------------------------------|
| TERMS<br>CASH <input type="checkbox"/><br>CREDIT CARD <input type="checkbox"/><br>CHECK <input type="checkbox"/><br>(FROM APPROX)<br>OTHER <input type="checkbox"/> | VEHICLE ID NO.<br><b>1GNFK13057R</b>          | YEAR/MAKE/MODEL<br><b>07/CHEVROLET TRUCK/TAHOE/4DR 4WD 15</b>  | PRODUCTION DATE<br><b>CT2887</b> | STOCK NO.<br><b>216</b>      | LICENSE NO.<br><b>190679</b>          |
| CALL WHEN READY<br><input type="checkbox"/> YES <input type="checkbox"/> NO   | CUSTOMER NO.<br><b>23689</b>                  | SERVICE CONTRACT   | DELIVERY DATE<br><b>11/26/08</b> | DELIVERY MILES<br><b>216</b> | SELLING DEALER NO.<br><b>07/20/09</b> |
| SAVE REMOVED PARTS FOR CUSTOMER<br><input type="checkbox"/> YES <input type="checkbox"/> NO   | COLOR<br><b>SILV BIRCH MET/EB</b>             | CONTRACT NO.   | EXPIRATION DATE                  | EXPIRATION MILES             | TAG NO.                               |
| RESIDENCE PHONE   | BUSINESS PHONE                                | TURBO  | M/MG<br><b>PNZZ</b>              | AIR COND.                    | P.S.                                  |
| TIME RECEIVED<br><b>09:48am</b>   | DATE/TIME PROMISED<br><b>07/20/09 07:50pm</b> | PRIORITY   | TRANS                            | MILEAGE<br><b>9979</b>       | ADVISOR NO.<br><b>7941</b>            |
| APPOINTMENT<br><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No  | LABOR RATE                                    | *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 Merchandisability 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.<br>TERMS STRICTLY CASH UNLESS ARRANGEMENTS MADE<br>I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage by unavailability of the vehicle herein acknowledged on vehicle |                                  |                              |                                       |
| CELL:   |   |  |                                  |                              |                                       |

|     |   |   |  |
|-----|---|---|--|
| JOB | 1 | <b>C * 29PNZLOF LUBE/OIL/FILTER</b><br>CUSTOMER REQUEST OIL CHANGE SERVICE, DRAIN AND FILL UP TO 5 QUARTS OF OIL, LUBRICATE FITTINGS WHERE AVAILABLE AND CHANGE OIL FILTER<br>XTRA OIL CHARGE OVER 5 QUARTS IF NEEDED | GC INITIALS _____  |
|     | 2 | <b>C 06PNZ INTERIOR TRIM</b><br>CUSTOMER SAYS RIGHT REAR INTERIOR TRIM LOOSE BESIDE SEAT.   | ODOMETER OUT _____   |
|     |   |   | NOTES: INTERNAL USE ONLY<br><b>15900743</b>                        |
|     |   |   | STAMP  |
|     |   |   | FLUID LEVELS CHECKED   |
|     |   |   | TECH # _____   |
|     |   |   | LEVELS OK Yes <input type="checkbox"/> No <input type="checkbox"/> |
|     |   |   | NOTES  |



0501J190679

|                     |                      |                    |                 |
|---------------------|----------------------|--------------------|-----------------|
| Job # <u>1</u>      | Condition Code _____ | SCRAP PARTS        | ODOMETER        |
| Tech # <u>16761</u> | Comments             | Basic Part # _____ | Miles In _____  |
|                     | <u>LOF</u>           | Initials _____     | Miles Out _____ |

|                     |                                  |                    |                 |
|---------------------|----------------------------------|--------------------|-----------------|
| Job # <u>2</u>      | Condition Code _____             | SCRAP PARTS        | ODOMETER        |
| Tech # <u>16761</u> | Comments                         | Basic Part # _____ | Miles In _____  |
|                     | <u>Found Right C Pillar Trim</u> | Initials _____     | Miles Out _____ |
|                     | <u>warp. ordered Trim Piece</u>  |                    |                 |

|              |                      |                    |                 |
|--------------|----------------------|--------------------|-----------------|
| Job # _____  | Condition Code _____ | SCRAP PARTS        | ODOMETER        |
| Tech # _____ | Comments             | Basic Part # _____ | Miles In _____  |
|              |                      | Initials _____     | Miles Out _____ |

|              |                      |                    |                 |
|--------------|----------------------|--------------------|-----------------|
| Job # _____  | Condition Code _____ | SCRAP PARTS        | ODOMETER        |
| Tech # _____ | Comments             | Basic Part # _____ | Miles In _____  |
|              |                      | Initials _____     | Miles Out _____ |

Mar. 1. 2011 2:39PM JACKY JONES SUPERSTORE

No. 5897 - P. 16/26

# JACKY JONES

188660

188660

GM SUPERSTORE  
CHEVROLET-PONTIAC-BUICK-GMC

4226 U.S. 64 WEST • P.O. BOX 939 • MURPHY, NC 28906 • PHONE (828) 837-2322

### RECOMMENDED SERVICES

| OPERATION | OPERATION DESCRIPTION | MO/MI | TOTAL | OPERATION | OPERATION DESCRIPTION | MO/MI | TOTAL |
|-----------|-----------------------|-------|-------|-----------|-----------------------|-------|-------|
| 29PNZTR   | ROTATE TIRES          | MI    |       | 29PNZLOF  | LUBE/OIL/FILTER       | MI    |       |

### SERVICE HISTORY

| DATE                 | REPAIR ORDER     | MILEAGE     | ADVISOR      | TECHNICIAN     | TYPE        | OPERATION                         | OPERATION DESCRIPTION               |
|----------------------|------------------|-------------|--------------|----------------|-------------|-----------------------------------|-------------------------------------|
| 01/16/09             | 186994           | 3036        | 7007         | 16761<br>16761 | C<br>W      | 29PNLTAODAC                       | 1ST LOF FREE ACCESSORIES            |
| 12/23/08<br>12/04/08 | 186508<br>186107 | 1913<br>218 | 7941<br>7941 | 7<br>7<br>7    | W<br>W<br>W | 03PNZD<br>28PNZ<br>01PNZ<br>28PNZ | DOORS ACCESSORIES PAINT ACCESSORIES |

SALESPERSON NO. 25187 MAX RAY LOUDERMILK SERVICE STATE REG# 4

|  |  |   |                                  |                              |   |                             |
|--|--|---|----------------------------------|------------------------------|---|-----------------------------|
| TERMS<br>CASH <input type="checkbox"/><br>CREDIT CARD <input type="checkbox"/><br>CHECK <input type="checkbox"/><br>(PRIOR APPROVAL)<br>OTHER <input type="checkbox"/> | VEHICLE I.D. NO.<br><b>1GNFK13057R</b> | YEAR/MAKE/MODEL<br><b>07/CHEVROLET TRUCK/TAHOE/4DR 4WD 1S</b> | PRODUCTION DATE<br><b>CT2887</b> | STOCK NO.<br><b>216</b>      | LICENSE NO.<br><b>188660</b>  | R.O. NO.<br><b>04/14/09</b> |
| CALL WHEN READY<br><input type="checkbox"/> YES <input type="checkbox"/> NO  | CUSTOMER NO.<br><b>23689</b>           | SERVICE CONTRACT  | DELIVERY DATE<br><b>11/26/08</b> | DELIVERY MILES<br><b>216</b> | SELLING DEALER NO.  | R.O. DATE                   |
| ROCK SPRINGS, GA   | COLOR<br><b>SILV BIRCH MET/EB</b>      | CONTRACT NO.<br><b>6505</b>                                   | EXPIRATION DATE                  | EXPIRATION MILES             | TAG NO.   |                             |
| SAVE REMOVED PARTS FOR CUSTOMER<br><input type="checkbox"/> YES <input type="checkbox"/> NO  | TURBO<br><b>PNZZ</b>                   | AIR COND.   | P.S.                             | TRANS                        | MILEAGE<br><b>6,000</b>   | ADVISOR NO.<br><b>7007</b>  |
| APPOINTMENT<br><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No   | TIME RECEIVED<br><b>01:20pm</b>        | DATE/TIME PROMISED<br><b>04/14/09 07:50pm</b>                 | PRIORITY                         | LABOR RATE                   | *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.<br>TERMS STRICTLY CASH UNLESS ARRANGEMENTS MADE<br>*I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or by unavailability of the vehicle herein w/dagad on vehicle |                             |

1 C\* 29PNZLOF LUBE/OIL/FILTER  
CUSTOMER REQUEST OIL CHANGE SERVICE, DRAIN AND FILL UP TO 5 QUARTS OF OIL, LUBRICATE FITTINGS WHERE AVAILABLE AND CHANGE OIL FILTER  
XTRA OIL CHARGE OVER 5 QUARTS IF NEEDED

*Def*

2 C\* 29PNZRTWSENSORS ROTATE WITH SENSORS  
ROTATE TIRES WITH SENSORS AND RESET SENSORS

*with sensors*

GC INITIALS \_\_\_\_\_

ODOMETER OUT \_\_\_\_\_

NOTES: INTERNAL USE ONLY

STAMP

FLUID LEVELS CHECKED

TECH # \_\_\_\_\_

LEVELS OK Yes  No

NOTES 188660



0501J188660

The Reynolds and Reynolds Company EPARTM23E C0301261 0 08/04

# JACKY JONES

186994

186994

GM SUPERSTORE  
CHEVROLET-PONTIAC-BUICK-GMC

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### RECOMMENDED SERVICES

| OPERATION | OPERATION DESCRIPTION | MO/MI | TOTAL | OPERATION | OPERATION DESCRIPTION | MO/MI | TOTAL |
|-----------|-----------------------|-------|-------|-----------|-----------------------|-------|-------|
| 29PNZLOF  | LUBE/OIL/FILTER       | MI    |       |           |                       |       |       |

### SERVICE HISTORY

| DATE     | REPAIR ORDER | MILEAGE | ADVISOR | TECHNICIAN | TYPE | OPERATION    | OPERATION DESCRIPTION |
|----------|--------------|---------|---------|------------|------|--------------|-----------------------|
| 12/23/08 | 186508       | 1913    | 7941    | 7          | W    | 28PNZ        | ACCESSORIES           |
| 12/04/08 | 186107       | 218     | 7941    | 7          | W    | 01PNZ        | PAINT                 |
|          |              |         |         | 7          | W    | 28PNZ        | ACCESSORIES           |
|          |              |         |         | 7          | I    | 28PNZ1       | ACCESSORIES           |
|          |              |         |         | 7          | W    | 08PNZR       | RECALL                |
|          |              |         |         | 7          | I    | 28PNZINSTALL | INSTALL ACCESSORIES   |

SALESPERSON NO. 25187 MAX RAY LOUDERMILK S E R V I C E STATE REG# 4

|  |  |   |                                       |   |                                       |
|--|--|---|---------------------------------------|---|---------------------------------------|
| TERMS<br>CASH <input type="checkbox"/><br>CREDIT CARD <input type="checkbox"/><br>CHECK <input type="checkbox"/><br>PROM APPROVAL <input type="checkbox"/><br>OTHER <input type="checkbox"/> | VEHICLE I.D. NO.<br><b>1GNFK13057R</b> | YEAR/MAKE/MODEL<br><b>07/CHEVROLET TRUCK/TAHOE/4DR 4WD 15</b> | PRODUCTION DATE<br><b>CT2887</b>      | LICENSE NO.<br><b>186994</b>  | R. O. NO.<br><b>186994</b>            |
| CALL WHEN READY<br><input type="checkbox"/> YES <input type="checkbox"/> NO  | CUSTOMER NO.<br><b>23689</b>           | SERVICE CONTRACT  | DELIVERY DATE<br><b>11/26/08</b>      | DELIVERY MILES<br><b>216</b>  | SELLING DEALER NO.<br><b>01/16/09</b> |
| SAVE REMOVED PARTS FOR CUSTOMER<br><input type="checkbox"/> YES <input type="checkbox"/> NO  | COLOR<br><b>SILV BIRCH MET/EB</b>      | CONTRACT NO.<br><b>3036</b>                                   | EXPIRATION DATE                       | EXPIRATION MILES  | TAG NO.                               |
| APPOINTMENT<br><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No   | TURBO<br><b>PNZZ</b>                   | M/MC<br><b>PNZZ</b>   | AIR COND.<br><b>PNZZ</b>              | P. S.<br><b>PNZZ</b>  | TRANS<br><b>PNZZ</b>                  |
| CELL: [REDACTED]   | MILEAGE<br><b>218</b>                  | ADVISOR NO.<br><b>7941</b>                                    | ADVISOR<br><b>JOHNNY PAUL BURRELL</b> | <small>The Factory Warranty Constitutes All Of The Warranties With Respect To The Sale Of This Item/Item. The Seller Hereby Expressly Disclaims All Warranties, Either Express Or Implied, Including Any Implied Warranty Of Merchantability Or Fitness For A Particular Purpose And The Seller Neither Assumes Nor Authorizes Any Other Person To Assume For It Any Liability In Connection With The Sale Of This Item/Item.</small><br><small>TERMS STRICTLY CASH UNLESS ARRANGEMENTS MADE</small><br><small>that you are not responsible for loss or any delays caused by unavailability of permission to operate the vehicle herein. This is hereby acknowledged on vehicle</small> |                                       |

JOD

1 **C** 29PNLTA0DAC **1ST LOF FREE**  
FIRST OIL AND FILTER CHANGE FREE

2 **W\*** 28PNZ **ACCESSORIES**  
CUSTOMER SAYS RUBBER ON WINDOW ON BACK WIPER HAS COME OFF BLADE.  
*B1783.2*

3 **W** 03PNZD **DOORS**  
CUSTOMER SAYS DRIVERS INSIDE DOOR HANDLE IS PEELING.  
*03231.3*

QC INITIALS \_\_\_\_\_

ODOMETER OUT \_\_\_\_\_

NOTES: INTERNAL USE ONLY

STAMP

FLUID LEVELS CHECKED

TECH # \_\_\_\_\_

LEVELS OK Yes  No

NOTES 186994



0501J186994

|                     |                      |                    |                 |
|---------------------|----------------------|--------------------|-----------------|
| Job # <u>1</u>      | Condition Code _____ | SCRAP PARTS        | ODOMETER        |
| Tech # <u>16761</u> | Comments _____       | Basic Part # _____ | Miles In _____  |
|                     | <u>LOF</u>           | Initials _____     | Miles Out _____ |

|                     |   |                    |                 |
|---------------------|---|--------------------|-----------------|
| Job # <u>2</u>      | Condition Code _____                    | SCRAP PARTS        | ODOMETER        |
| Tech # <u>16761</u> | Comments _____                          | Basic Part # _____ | Miles In _____  |
|                     | <u>Found Rear Wiper Blade Rubber</u>    | Initials _____     | Miles Out _____ |
|                     | <u>SPLIT. Replaced Rear wiper Blade</u> |                    |                 |

|                     |  |                    |                 |
|---------------------|--|--------------------|-----------------|
| Job # <u>3</u>      | Condition Code _____                               | SCRAP PARTS        | ODOMETER        |
| Tech # <u>16761</u> | Comments _____                                     | Basic Part # _____ | Miles In _____  |
|                     | <u>Found Drivers Inside Door</u>                   | Initials _____     | Miles Out _____ |
|                     | <u>Handle Chrome Peeling. Repl Ace Door Handle</u> |                    |                 |

|              |                      |                    |                 |
|--------------|----------------------|--------------------|-----------------|
| Job # _____  | Condition Code _____ | SCRAP PARTS        | ODOMETER        |
| Tech # _____ | Comments _____       | Basic Part # _____ | Miles In _____  |
|              |                      | Initials _____     | Miles Out _____ |

# JACKY JONES

GM SUPERSTORE  
CHEVROLET-PONTIAC-BUICK-GMC

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186107

### RECOMMENDED SERVICES

| OPERATION | OPERATION DESCRIPTION | MO/MI | TOTAL | OPERATION | OPERATION DESCRIPTION | MO/MI | TOTAL |
|-----------|-----------------------|-------|-------|-----------|-----------------------|-------|-------|
| ✓         |                       |       |       |           |                       |       |       |

### SERVICE HISTORY

| DATE     | REPAIR ORDER | MILEAGE | ADVISOR | TECHNICIAN | TYPE | OPERATION | OPERATION DESCRIPTION |
|----------|--------------|---------|---------|------------|------|-----------|-----------------------|
| 11/26/08 | 185953       | 216     | 7007    | 7          | I    | 27PNZ     | ELECTRICAL            |
|          |              |         |         | 7          | I    | 25PNZ     | TRANSFER CASE         |
|          |              |         |         | 7          | I    | 19PNZ     | ENGINE ELECTRICAL     |
| 05/30/08 | 182139       | 128     | 33      | 17479      | I    | 19PNZ     | ENGINE ELECTRICAL     |
| 05/12/08 | 181768       | 105     | 7941    | 17479      | W    | 21PNZ     | ENGINE EMISSION       |
| 04/21/08 | 181351       | 101     | 7941    | 7          | I    | 27PNZ     | ELECTRICAL            |

SALESPERSON NO. 25187 MAX RAY LOUDERMILK S E R V I C E STATE REG# 4

|  |                                      |   |   |                              |                                       |
|--|--------------------------------------|---|---|------------------------------|---------------------------------------|
| TERMS<br>CASH <input type="checkbox"/><br>CREDIT CARD <input type="checkbox"/><br>CHECK <input type="checkbox"/><br>(PRIOR APPROVAL)<br>OTHER <input type="checkbox"/> | VEHICLE ID NO.<br><b>1GNFK13057R</b> | YEAR/MAKE/MODEL<br><b>07/CHEVROLET TRUCK/TAHOE/4DR 4WD 15</b> | PRODUCTION DATE<br><b>CT2887</b>  | LICENSE NO.<br><b>186107</b> | R.O. NO.<br><b>186107</b>             |
| CALL WHEN READY<br><input type="checkbox"/> YES <input type="checkbox"/> NO  | CUSTOMER NO.<br><b>23689</b>         | SERVICE CONTRACT  | DELIVERY DATE<br><b>11/26/08</b>  | DELIVERY MILES<br><b>216</b> | SELLING DEALER NO.<br><b>12/04/08</b> |
| SAVE REMOVED PARTS FOR CUSTOMER<br><input type="checkbox"/> YES <input type="checkbox"/> NO  | COLOR<br><b>SILV BIRCH MET/EB</b>    | CONTRACT NO.  | EXPIRATION DATE   | EXPIRATION MILES             | TAG NO.                               |
| APPOINTMENT<br><input checked="" type="checkbox"/> YES <input type="checkbox"/> NO   | TURBO<br><b>PNZZ</b>                 | AIR COND.   | R.S.  | TRANS                        | MILEAGE<br><b>218</b>                 |
|  | ADVISOR NO.<br><b>7941</b>           | ADVISOR<br><b>JOHNNY PAUL BURRELL</b>                         | <small>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 Any Liability In Connection With The Sale Of This Item/Items.</small><br><b>TERMS STRICTLY CASH UNLESS ARRANGEMENTS MADE</b><br><small>I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage caused by unavailability of parts or delay in operation of the vehicle herein thereby acknowledged on vehicle</small> |                              |                                       |
|  | TIME RECEIVED<br><b>02:33pm</b>      | DATE/TIME PROMISED<br><b>12/02/08 07:50pm</b>                 | PRIORITY  |                              |                                       |

- 1. **W 01PNZ PAINT**  
CUSTOMER SAYS SPOT ON HOOD FADED  
*Buff out & wax*  
*HO110*
- 2. **W 28PNZ ACCESSORIES**  
CUSTOMER SAYS BOTH HEADLAMPS FOGGED OVER.  
*R = B7288 - .8*  
*L = B7289 - .8*  
*1.6*
- 3. **I 28PNZ1 ACCESSORIES**  
REGENCY EMBLEM RIGHT SIDE  
*Polish both emblems*
- 4. **W\* 08PNZR RECALL**  
RECALL 08048  
*V1993*  
*free*  
*1.3*  
*1.3*

|  |   |
|--|---|
| QC INITIALS                              | <i>Ko</i>   |
| ODOMETER OUT                             | <i>219</i>  |
| NOTES: INTERNAL USE ONLY                 |   |
| <i>Cat-25904628</i>                      |   |
| <i>Seat-15079362 ✓123</i>                |   |
| <i>1-15035747 ✓123</i>                   |   |
| STAMP                                    |   |
| FLUID LEVELS CHECKED                     |   |
| TECH #                                   | <i>7</i>  |
| LEVELS OK                                | Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> |
| NOTES<br>[CONTINUED ON NEXT PAGE] 186107 |   |



The Reynolds and Reynolds Company, ERM110KCR, DCAS020.0, RAN01

TOTAL  
MILES

Mar. 1, 2011 2:40PM  
JACKY JONES SUPERSTORE

|              |                      |                    |                 |
|--------------|----------------------|--------------------|-----------------|
| Job # _____  | Condition Code _____ | SCRAP PARTS        | ODOME           |
| Tech # _____ | Comments _____       | Basic Part # _____ | Miles In _____  |
|              |                      | Initials _____     | Miles Out _____ |

|                 |   |                    |                      |
|-----------------|---|--------------------|----------------------|
| Job # <u>2</u>  | Condition Code _____  | SCRAP PARTS        | ODOMETER             |
| Tech # <u>7</u> | Comments <u>Both lamps</u>                                  | Basic Part # _____ | Miles In <u>215</u>  |
|                 | <u>mixing - Wesc to PA</u>                                  | Initials <u>WJ</u> | Miles Out <u>219</u> |
|                 | <u>+ replace both L &amp; R lamp capacitors to correct.</u> |                    |                      |
|                 | <u>Ok.</u>  |                    |                      |

|                 |                                |                    |                      |
|-----------------|--------------------------------|--------------------|----------------------|
| Job # <u>4</u>  | Condition Code _____           | SCRAP PARTS        | ODOMETER             |
| Tech # <u>7</u> | Comments <u>Instll harness</u> | Basic Part # _____ | Miles In <u>218</u>  |
|                 | <u>+ replace bus power</u>     | Initials <u>WJ</u> | Miles Out <u>219</u> |
|                 | <u>reconnect</u>               |                    |                      |
|                 | <u>Ok.</u>                     |                    |                      |

|              |                      |                    |                 |
|--------------|----------------------|--------------------|-----------------|
| Job # _____  | Condition Code _____ | SCRAP PARTS        | ODOMETER        |
| Tech # _____ | Comments _____       | Basic Part # _____ | Miles In _____  |
|              |                      | Initials _____     | Miles Out _____ |

No. 5897 P. 21/26



# JACKY JONES

GM SUPERSTORE  
CHEVROLET-PONTIAC-BUICK-GMC

4226 U.S. 64 WEST • P.O. BOX 939 • MURPHY, NC 28906 • PHONE (828) 837-2322

186508

### RECOMMENDED SERVICES

| OPERATION | OPERATION DESCRIPTION | MO/MI | TOTAL | OPERATION | OPERATION DESCRIPTION | MO/MI | TOTAL |
|-----------|-----------------------|-------|-------|-----------|-----------------------|-------|-------|
|           |                       |       |       |           |                       |       |       |

### SERVICE HISTORY

| DATE     | REPAIR ORDER | MILEAGE | ADVISOR | TECHNICIAN | TYPE | OPERATION    | OPERATION DESCRIPTION |
|----------|--------------|---------|---------|------------|------|--------------|-----------------------|
| 12/04/08 | 186107       | 218     | 7941    | 7          | W    | 01PNZ        | PAINT                 |
|          |              |         |         | 7          | W    | 28PNZ        | ACCESSORIES           |
|          |              |         |         | 7          | I    | 28PNZ1       | ACCESSORIES           |
|          |              |         |         | 7          | W    | 08PNZR       | RECALL                |
|          |              |         |         | 7          | I    | 28PNZINSTALL | INSTALL ACCESSORIES   |
|          |              |         |         | 7          | I    | 28PNZAC      | 28 ACCESSORIES        |

SALESPERSON NO. 25187 MAX RAY LOUDERMILK **S E R V I C E** STATE REG# 4

|  |  |   |                                  |                                   |                                       |                                       |
|--|--|---|----------------------------------|-----------------------------------|---------------------------------------|---------------------------------------|
| TERMS<br>CASH <input type="checkbox"/><br>CREDIT CARD <input type="checkbox"/><br>CHECK <input type="checkbox"/><br>(PRIOR APPROVAL)<br>OTHER <input type="checkbox"/> | VEHICLE I.D. NO.<br><b>1GNFK13057R</b> | YEAR/MAKE/MODEL<br><b>07/CHEVROLET TRUCK/TAHOE/4DR 4WD 15</b> | PRODUCTION DATE<br><b>CT2887</b> | STOCK NO.<br><b>186508</b>        | LICENSE NO.                           | R.O. NO.<br><b>186508</b>             |
| CALL WHEN READY<br><input type="checkbox"/> YES <input type="checkbox"/> NO  | ROCK SPRINGS, GA                       | CUSTOMER NO.<br><b>23689</b>                                  | SERVICE CONTRACT                 | DELIVERY DATE<br><b>11/26/08</b>  | DELIVERY MILES<br><b>216</b>          | SELLING DEALER NO.<br><b>12/23/08</b> |
| SAVE REMOVED PARTS FOR CUSTOMER<br><input type="checkbox"/> YES <input type="checkbox"/> NO  |  | COLOR<br><b>SILV BIRCH MET/EB</b>                             | CONTRACT NO.                     | EXPIRATION DATE                   | EXPIRATION MILES                      | TAG NO.                               |
| APPOINTMENT<br><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No   | TIME RECEIVED<br><b>10:13am</b>        | DATE/TIME PROMISED<br><b>12/02/08 07:50pm</b>                 | PRIORITY                         | TURBO<br><input type="checkbox"/> | MMG<br><b>PNZZ</b>                    | AIR COND. <input type="checkbox"/>    |
|  | LABOR RATE                             |   |                                  | P.S. <input type="checkbox"/>     | TRANS                                 | MILEAGE<br><b>1,913</b>               |
|  | CELL: [REDACTED]                       |   |                                  | ADVISOR NO.<br><b>7941</b>        | ADVISOR<br><b>JOHNNY PAUL BURRELL</b> |                                       |

|   |  |             |          |          |   |
|---|--|-------------|----------|----------|---|
| 1 | W* 28PNZ<br>CUSTOMER SAYS NAVIGATION UNIT INOP | ACCESSORIES | 4.0      | 2.5      | QC INITIALS <b>UB</b>   |
|   | Case #   |             | 20760-14 | dia = 13 | ODOMETER OUT <b>1914</b>  |
|   | *25912408*                                     |             | set - .3 | up 1.0   | NOTES: INTERNAL USE ONLY  |
|   | Disc #   |             | OH - 1.5 | 2.5      | PQC - 1-866-654-7654  |
|   | *1588 2766 (UVB)                               |             |          |          | Ball Jern #   |
|   | Nav. pt. #                                     |             |          |          | (pt. # 20774148)  |
|   | Auth # 10645193                                |             |          |          | Dec # 2187614   |
|   | (Ordered NAV unit)                             |             |          |          | STAMP   |
|   |  |             |          |          | FLUID LEVELS CHECKED  |
|   |  |             |          |          | TECH # <b>7</b>   |
|   |  |             |          |          | LEVELS OK Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> |
|   |  |             |          |          | NOTES   |



0501J186508

The Reynolds and Reynolds Company ERMNTWK02E CD0609265.0 08/04

No. 5897 P. 23/26

JACKY JONES SUPERSTORE

Mar. 1. 2011 2:40PM

Job # \_\_\_\_\_ Condition Code \_\_\_\_\_ SCRAP PARTS ODOMETER

Tech # \_\_\_\_\_ Comments \_\_\_\_\_ Basic Part # \_\_\_\_\_ Miles In \_\_\_\_\_

Initials \_\_\_\_\_ Miles Out \_\_\_\_\_

Job # 1 Condition Code \_\_\_\_\_ SCRAP PARTS ODOMETER

Tech # 7 Comments New Radio Insp. Basic Part # \_\_\_\_\_ Miles In 19

Don Scan & Follow Flow. Initials K.D Miles Out 19

Replaced Disc & retuned. Conducted TAC &

instructed to run several tests before refer

Job # Radio Condition Code Follow call of Found problem SCRAP PARTS ODOMETER

Tech # NAC Comments Radio. New for phase Basic Part # \_\_\_\_\_ Miles In \_\_\_\_\_

set up new NAC Radio. On the Initials \_\_\_\_\_ Miles Out \_\_\_\_\_

to run

old of

Job # \_\_\_\_\_ Condition Code \_\_\_\_\_ SCRAP PARTS ODOMETER

Tech # \_\_\_\_\_ Comments \_\_\_\_\_ Basic Part # \_\_\_\_\_ Miles \_\_\_\_\_

Initials \_\_\_\_\_ Miles \_\_\_\_\_

SERVICE HISTORY  
DATE 12/04/08  
REPAIR ORDER 186107  
MILEAGE 218  
ADVISOR 7941  
TECHNICIAN 7  
PERSON NO. 25187  
VEHICLE ID NO. 1GNFK12  
MAY 2011

508

TOTAL  
MOMM

PHONE (828) 837-2322  
OPERATION DESCRIPTION

TOTAL

TECHNICIAN TYPE

# JACKY JONES

GM SUPERSTORE  
CHEVROLET-PONTIAC-BUICK-GMC

4226 U.S. 64 WEST • P.O. BOX 939 • MURPHY, NC 28906 • PHONE (828) 837-2322

RECOMMENDED SERVICES

| OPERATION | OPERATION DESCRIPTION | MO/MI | TOTAL | OPERATION | OPERATION DESCRIPTION | MO/MI | TOTAL |
|-----------|-----------------------|-------|-------|-----------|-----------------------|-------|-------|
|           |                       |       |       |           |                       |       |       |

SERVICE HISTORY

| DATE     | REPAIR ORDER | MILEAGE | ADVISOR | TECHNICIAN | TYPE | OPERATION | OPERATION DESCRIPTION |
|----------|--------------|---------|---------|------------|------|-----------|-----------------------|
| 11/26/08 | 185953       | 216     | 7007    | 7          | I    | 27PNZ     | ELECTRICAL            |
| 05/30/08 | 182139       | 128     | 33      | 7          | I    | 25PNZ     | TRANSFER CASE         |
| 05/12/08 | 181768       | 105     | 7941    | 7          | I    | 19PNZ     | ENGINE ELECTRICAL     |
| 04/21/08 | 181351       | 101     | 7941    | 7          | W    | 19PNZ     | ENGINE ELECTRICAL     |
|          |              |         |         |            | I    | 21PNZ     | ENGINE EMISSION       |
|          |              |         |         |            | I    | 27PNZ     | ELECTRICAL            |

SALESPERSON NO. 25187 MAX RAY LOUDERMILK SERVICE STATE REG# 4

|   |  |   |                                   |                              |                                       |
|---|--|---|-----------------------------------|------------------------------|---------------------------------------|
| TERMS<br>CASH <input type="checkbox"/><br>CREDIT CARD <input type="checkbox"/><br>CHECK <input type="checkbox"/><br>PRIOR APPROVAL <input type="checkbox"/><br>OTHER <input type="checkbox"/> | VEHICLE I.D. NO.<br><b>1GNFK13057R</b> | YEAR/MAKE/MODEL<br><b>07/CHEVROLET TRUCK/YAHOE/4DR 4WD 15</b> | PRODUCTION DATE<br><b>CT2887</b>  | STOCK NO.<br><b>CT2887</b>   | LICENSE NO.<br><b>186107</b>          |
| CALL WHEN READY<br><input type="checkbox"/> YES <input type="checkbox"/> NO   | CUSTOMER NO.<br><b>23689</b>           | SERVICE CONTRACT  | DELIVERY DATE<br><b>11/26/08</b>  | DELIVERY MILES<br><b>216</b> | SELLING DEALER NO.<br><b>2/04/08</b>  |
| SAVE REMOVED PARTS FOR CUSTOMER<br><input type="checkbox"/> YES <input type="checkbox"/> NO   | RESIDENCE PHONE                        | ADDRESS<br><b>ROCK SPRINGS, GA</b>                            | COLOR<br><b>SILV BIRCH MET/EB</b> | CONTRACT NO.                 | EXPIRATION DATE                       |
| APPOINTMENT<br><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No  | TIME RECEIVED<br><b>02:33pm</b>        | DATE/TIME PROMISED<br><b>12/02/08 07:50pm</b>                 | PRIORITY                          | TURBO<br><b>PNZZ</b>         | M/MC<br><b>PNZZ</b>                   |
|   |  | LABOR RATE  |                                   | AIR COND.                    | P.S.                                  |
|   |  |   |                                   | TRANS                        | MILEAGE<br><b>218</b>                 |
|   |  |   |                                   | ADVISOR NO.<br><b>7941</b>   | ADVISOR<br><b>JOHNNY PAUL BURRELL</b> |

\*The Factory Warranty Constitutes All Of The Warranties With Respect To The Sale Of This Item/Item. The Seller Hereby Expressly Disclaims All Warranties, Either Express Or Implied, Including Any Implied Warranty Of Merchantability Or Fitness For A Particular Purpose And The Seller Neither Assumes Nor Authorizes Any Other Person To Assume For It Any Liability In Connection With The Sale Of This Item/Item.

I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on vehicle to secure the amount of repairs thereto.

**5** | 28PNZINSTALL | **INSTALL ACCESSORIES:**  
NEEDS TWO REMOTES  
*DVD in truck*

**6** | 28PNZAC | **28 ACCESSORIES:**  
TWO HEADSETS MISSING  
*in truck*

*W called back 12/2/08*  
*Check engine light on.*  
*2300 1.3*  
*700 420 dia .3*  
*skid .2*  
*1.8*

|  |
|--|
| QC INITIALS<br><i>KB</i>   |
| ODOMETER OUT<br><i>217</i>   |
| NOTES: INTERNAL USE ONLY<br><del>James H. # 15973005</del><br><i>Head Phones - 19132012 x2</i> |
| STAMP  |
| FLUID LEVELS CHECKED   |
| TECH # <i>7</i>  |
| LEVELS OK Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>                  |
| NOTES  |



0501J186107

SERVICE FILE COPY

186107

The Reynolds and Reynolds Company EPA/RV03E 00000000 0 10004

No. 5897 P. 25/26

JACKY JONES SUPERSTORE

Mar. 1. 2011 2:41PM

Job # \_\_\_\_\_ Condition Code \_\_\_\_\_ SCRAP PARTS ODOMETER

Tech # \_\_\_\_\_ Comments \_\_\_\_\_ Basic Part # \_\_\_\_\_ Miles In \_\_\_\_\_

Initials \_\_\_\_\_ Miles Out \_\_\_\_\_

Job # 7 Condition Code \_\_\_\_\_ SCRAP PARTS ODOMETER

Tech # 7 ~~7~~ Comments Check engine light Basic Part # \_\_\_\_\_ Miles In 218

on. Add sensor P0420 Initials ES Miles Out 220

scored. Fuel cut would had. New so

after + -pin arm - OK.

Job # \_\_\_\_\_ Condition Code \_\_\_\_\_ SCRAP PARTS ODOMETER

Tech # \_\_\_\_\_ Comments \_\_\_\_\_ Basic Part # \_\_\_\_\_ Miles In \_\_\_\_\_

Initials \_\_\_\_\_ Miles Out \_\_\_\_\_

Job # \_\_\_\_\_ Condition Code \_\_\_\_\_ SCRAP PARTS ODOMETER

Tech # \_\_\_\_\_ Comments \_\_\_\_\_ Basic Part # \_\_\_\_\_ Miles In \_\_\_\_\_

Initials \_\_\_\_\_ Miles Out \_\_\_\_\_

TOTAL  
MILES  
NON

3322

# JACKY JONES

189105

189105

GM SUPERSTORE  
CHEVROLET-PONTIAC-BUICK-GMC

4226 U.S. 64 WEST • P.O. BOX 939 • MURPHY, NC 28906 • PHONE (828) 837-2322

### RECOMMENDED SERVICES

| OPERATION | OPERATION DESCRIPTION | MO/MI | TOTAL | OPERATION | OPERATION DESCRIPTION | MO/MI | TOTAL |
|-----------|-----------------------|-------|-------|-----------|-----------------------|-------|-------|
| 29PNZTR   | ROTATE TIRES          | MI    |       |           |                       |       |       |

### SERVICE HISTORY

| DATE     | REPAIR ORDER | MILEAGE | ADVISOR | TECHNICIAN | TYPE | OPERATION       | OPERATION DESCRIPTION |
|----------|--------------|---------|---------|------------|------|-----------------|-----------------------|
| 04/14/09 | 188660       | 6505    | 7007    | 17809      | C    | 29PNZLOF        | LUBE/OIL/FILTER       |
| 01/16/09 | 186994       | 3036    | 7007    | 17809      | C    | 29PNZRTWSENSORS | ROTATE WITH SENSORS   |
|          |              |         |         | 16761      | C    | 29PNLTA0DAC     | 1ST LOF FREE          |
|          |              |         |         | 16761      | W    | 28PNZ           | ACCESSORIES           |
| 12/23/08 | 186508       | 1913    | 7941    | 16761      | W    | 03PNZD          | DOORS                 |
|          |              |         |         | 7          | W    | 28PNZ           | ACCESSORIES           |

SALESPERSON NO. 25187 MAX RAY LOUDERMILK S E R V I C E STATE REG# 4

|   |                                      |   |                                      |   |                              |                              |
|---|--------------------------------------|---|--------------------------------------|---|------------------------------|------------------------------|
| TERMS<br>CASH <input type="checkbox"/><br>CREDIT CARD <input type="checkbox"/><br>CHECK <input type="checkbox"/><br>PRIOR APPROVAL <input type="checkbox"/><br>OTHER <input type="checkbox"/> | VEHICLE ID NO.<br><b>1GNFK13057R</b> | YEAR/MAKE/MODEL<br><b>07/CHEVROLET TRUCK/TAHOE/4DR 4WD 15</b> | PRODUCTION DATE<br><b>072887</b>     | STOCK NO.<br><b>189105</b>  | LICENSE NO.<br><b>189105</b> | R.O. NO.<br><b>189105</b>    |
| CALL WHEN READY<br><input type="checkbox"/> YES <input type="checkbox"/> NO   | CUSTOMER NO.<br><b>23689</b>         | SERVICE CONTRACT  | DELIVERY DATE<br><b>11/26/08</b>     | DELIVERY MILES<br><b>216</b>  | SELLING DEALER NO.           | B.O. DATE<br><b>05/07/09</b> |
| SAVE REMOVED PARTS FOR CUSTOMER<br><input type="checkbox"/> YES <input type="checkbox"/> NO   | ROCK SPRINGS, GA                     | COLOR<br><b>SILV BIRCH MET/EB</b>                             | COPIES OF NO.<br><b>7272</b>         | EXPIRATION DATE   | EXPIRATION MILES             | TAG NO.                      |
| APPOINTMENT<br><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No  | TIME RECEIVED<br><b>09:28am</b>      | DATE/TIME PROMISED<br><b>05/07/09 07:50pm</b>                 | PRIORITY                             | TURBO <input type="checkbox"/> AIR COND. <input type="checkbox"/> P. S. <input type="checkbox"/> TRANS <input type="checkbox"/> | MILEAGE<br><b>1</b>          | ADVISOR NO.<br><b>7007</b>   |
|   | CELL: [REDACTED]                     | LABOR RATE  | ADVISOR<br><b>JENNIFER B LEDFORD</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.

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

**TERMS STRICTLY CASH UNLESS ARRANGEMENTS MADE**

**JOB 1**

**C\* 10PNZVIBDIAG VIBRATION DIAGNOSIS**

**CUSTOMER SAYS TERRIBLE VIBRATION 70-75MPH AFTER SERVICE**

*07039 ER 9*

*Balance the 20s & reset RPM sensor.*

QC INITIALS *AB*

ODOMETER OUT *7275*

NOTES: INTERNAL USE ONLY

STAMP

FLUID LEVELS CHECKED

TECH # *7*

LEVELS OK Yes  No

NOTES 189105



0501J189105

The Reynolds and Reynolds Company REYNOLDS COMPANY 0501J189105

**Fax Transmittal**

**Jacky Jones GM Superstore  
Chevrolet-Buick- GMC  
P.O. Box 939 – 4226 US Hwy 64 West  
Murphy, NC 28906**

Phone Number: (828) 837-2322

Fax Number: (828) 837-6599

[www.jackyjonessuperstore.com](http://www.jackyjonessuperstore.com)

TO: 866-842-9444 Billie Comlauf

FROM: Mike Poyle

TOTAL PAGES (Including cover) 56 30

Notes: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
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\_\_\_\_\_  
\_\_\_\_\_



VIA FAX ONLY

February 28, 2011

Mike Pope  
Jacky Jones Chevrolet, Buick, GMC  
4226 US Hwy 64 W  
Murphy, NC 28906-8122

RE: [REDACTED]  
Service Request: 71-922624590  
2007 Chevrolet Tahoe  
Vehicle Identification Number: 1GNFK13057R [REDACTED]  
Mediation Liaison: Billie

Dear Mr. Pope:

This is a letter of notification regarding a not-in-suit-matter involving the above referenced customer. Please provide us with copies of all dealer sales and service documents regarding this vehicle. The specific documents needed are:

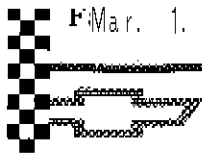
- All sales purchase and finance agreements, including a conversion invoice (if any), the incentives acknowledgement form, and the Actual Cash Value statement of any trade.
- Service and body shop repair orders of all internal, customer pay, and warranty repair orders, (to include front and back as well as technician notes). Also, include any receipts for aftermarket or dealer add-ons.

Please fax them to 866-842-9444. 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

LG0040\_CH  
V06302010



**GMC**

**HUMMER**

## General Motors Business Resource Center

# FAX

**To: Mike Pope**

Company: Jacky Jones Chevrolet, Buick, GMC

Fax: 1-828-837-6599

Phone: 828-837-2322

**From: Billie Comeaux, [billie\\_comeaux@gmexpert.com](mailto:billie_comeaux@gmexpert.com)**

Fax: 866-842-9444

Phone: 866-790-5600, ext. 11098

E-mail:

**cc:**

---

### NOTES:

Good afternoon Mr. Pope,

Please don't hesitate to contact me if you have any questions/concerns.

Thank you,

Billie Comeaux

General Motors Business Resource Center

Mediation Liaison (L2)

General Motors

(866) 790-5600, ext. 11098 | [Billie\\_Comeaux@gmexpert.com](mailto:Billie_Comeaux@gmexpert.com)



11/26/08

ROCK SPRINGS GA

04/20/50

MAX RAY LOUDERMILK

H#

W#

49425.00

NEW 2007 CHEVROLET TRUCK TAHOE 4DR 4WD 1500 SILV BIRCH MET

SER# 1GNFK13057R KEY NUMBERS: MILES: 216

2007 GMC SIERRA 1500 BROWN STK NO. CT2887A

SER# 1GTEK19J07Z MILES: 20679 22000.00

### DELIVERY REPORTING WORKSHEET FOR NEW VEHICLES

FINANCED AT: TENNESSEE VALLEY FED CREDIT UNION

60 MONTHS AT \$ N/A

FORD EXT. SERV. PLAN NO

BACK END COMMISSION 500.00

FRONT END COMMISSION 21.80

TOTAL COMMISSION 521.80

ESC \_\_\_\_\_ GMPP \_\_\_\_\_ FINANCE RATE \_\_\_\_\_

NO REBATES \_\_\_\_\_ DEALER TRANSFER - DEALER CODE \_\_\_\_\_

REBATE #1

Program Name \_\_\_\_\_ Amount \_\_\_\_\_

Edit Code \_\_\_\_\_ Ident Code \_\_\_\_\_ Procedure Code \_\_\_\_\_

Authorization # \_\_\_\_\_ Certificate # \_\_\_\_\_

REBATE #2

Program Name \_\_\_\_\_ Amount \_\_\_\_\_

Edit Code \_\_\_\_\_ Ident Code \_\_\_\_\_ Procedure Code \_\_\_\_\_

Authorization # \_\_\_\_\_ Certificate # \_\_\_\_\_

REBATE #3

Program Name \_\_\_\_\_ Amount \_\_\_\_\_

Edit Code \_\_\_\_\_ Ident Code \_\_\_\_\_ Procedure Code \_\_\_\_\_

Authorization # \_\_\_\_\_ Certificate # \_\_\_\_\_



**JACKY JONES**

GM SUPERSTORE  
CHEVROLET-PONTIAC-BUICK-GMC  
4226 US 64 WEST • P.O. BOX 939  
MURPHY, NC 28906  
PHONE (828) 837-2122

UNITED COMMUNITY BANK  
MURPHY, NC 28906

6881167

CHECK#

PAY **\*\*EIGHTEEN DOLLARS AND 00/100\*\***

TO THE  
ORDER  
OF

WALKER COUNTY TAX COMMISSIONER  
PO BOX 628  
LAFAYETTE GA 30728

DATE  
12/12/08

AMOUNT  
\$18.00

VOID AFTER 90 DAYS



**NON - NEGOTIABLE**

MEMO

NAME NUMBER DATE

WALKER COUNTY TAX COMMISSIONER

14731

12/12/08

TITLE ONLY FOR

VIN #

12/12/08 905

18.00

REMITTANCE ADVICE  
DETACH AND RETAIN

**JACKY JONES**

GM SUPERSTORE  
CHEVROLET-PONTIAC-BUICK-GMC  
4226 US 64 WEST • P.O. BOX 939  
MURPHY, NC 28906

CHECK NO.  
49807

NET  
AMOUNT

\$18.00

SUMMARY PROFIT REPORT

STK NO. CT2887

DEAL 24393

DATE 11/26/08

CUSTOMER

[REDACTED]

ADDRESS

[REDACTED] ROCK SPRINGS GA [REDACTED]

UNIT SOLD

2007 CHEVROLET TRUCK TAHOE 1GNFK13067R178652 4DR 4WD 1500

DAYS IN STOCK

FIRST PAYMENT DATE

01/10/09

60

PAYMENTS OF

N/A

PRICE

49425.00

DOC FEE

199.00

TRADE

31425.00

PAYOFF

34460.87

SALES TAX

1286.46

DEPOSIT

4950.00

INSPECTION

N/A

C.O.D.

49193.33

TITLE

18.00

INSURANCE

N/A

LICENSE

N/A

EXTENDED SERVICE

N/A

ADD ON RATE

APR

N/A

LIENHOLDER

TENNESSEE VALLEY FED CREDIT UNION

AMOUNT FINANCED

N/A

DISCOUNT RATE

N/A

FINANCE RESERVE

N/A

CREDIT LIFE PREMIUM

N/A

RATE

N/A

C.L. RESERVE

N/A

A & H PREMIUM

N/A

RATE

N/A

A & H RESERVE

N/A

AFTERSALES

179.00

COST

70.00

AFTSLS RESERVE

109.00

PHYSICAL DAMAGE

N/A

RATE

N/A

P.D.I. RESERVE

N/A

EXTENDED SERVICE

N/A

COST

N/A

SERVICE RESERVE

N/A

TRADE:

F & I RESERVE

109.00

YR.

2007/CT2887A MAKE

GMC

MODEL

SIERRA 1500

VIN:

1GTEK19J072 [REDACTED]

PRICE OF UNIT SOLD

49425.00

GROSS SALE PROFIT

N/A

COST OF UNIT SOLD

40000.00

TRADE PAY OFF

34460.87

LOT FEE

N/A

F & I COMM.

10.90

TOTAL COST

40000.00

TOTAL PROFIT

1456.50

A.C.V. OF TRADE

22000.00

TOTAL PROFIT

1565.50

OVER/UNDER ALLOWANCE

9425.00

GROSS ON UNIT

N/A

SALESMAN #1

MAX RAY LOUDERMILK

COMMISSION

500.00

BONUS

10.90

SALESMAN #2

COMMISSION

N/A

BONUS

N/A

# CUSTOMER SERVICE RECEIPT

DAI  
VI

CUSTOMER'S LAST NAME: [REDACTED] FIRST [REDACTED] INITIAL **L**

ADDRESS: [REDACTED] CITY **ROCK SPRINGS** STATE **GA** ZIP [REDACTED]

VEHICLE DESCRIPTION: YEAR **2007** MAKE **CHEVRO** NEW  USED  MODEL **TAHOE** ODOMETER MILEAGE **216**

SERIAL NUMBER: **1GNFK13057R** [REDACTED] DEALER PURCHASED FROM **JACKY JONES GM** DATE OF PURCHASE **11/26/08**

SALESMAN **MAX RAY LOUDER** MO FINANCED **60** EXTENDED WARRANTY YES  NO

Customer's Signature **11/26/08** [REDACTED] Date Customer's Work Phone Number [REDACTED] Home Phone [REDACTED]

STOCK NUMBER **CT2887** (OPTIONAL) BIRTH DATE: **04/20/1950**

### STATE LAW REQUIRES THAT YOU SHOULD KNOW, THE INFORMATION

- 1. Has the vehicle been damaged by damages exceed 25% of its value? If yes, list parts that were damaged.
- 2. Was this vehicle a salvage motor? If yes, in what state was it titled?
- 3. Is this vehicle a flood vehicle?\*
- 4. Is this vehicle a recovered theft? If yes, list parts that were damaged.
- 5. Has this vehicle been reconstructed?

I declare the above information is true and correct.

[REDACTED SIGNATURE]

SIGNATURE OF

Dealer # or Seller's Social Security #

CUSTOMER E-MAIL ADDRESS

### ADVANTAGE PLUS PACKAGE RECEIPT

# A CUSTOMER FOR LIFE!

NOTICE TO BUYER: RETAIN THIS INFORMATION WHEN YOU SELL

### IMMEDIATE DELIVERY AGREEMENT

I, [REDACTED], am in the process of purchasing or leasing the following described vehicle from Jacky Jones Superstore, Inc. Year **2007**; Make **CHEVROLET TRU**, Serial No. **1GNFK13057R**. In connection with this purchase, I have entered into an installment contract or lease agreement and understand that it will be disconnected with a financial institution upon Jacky Jones receiving approval of my credit on this transaction. I request that Jacky Jones grant me possession of the vehicle and to consider the sale finalized subject to my credit being approved, and my signature below do affirm that all credit data supplied by me is true and correct. I acknowledge receipt of subject vehicle and agree that if credit approval is not received within a time satisfactory to Jacky Jones it shall be considered default under the installment contract or lease as it is contemplated by Law. I will then return said vehicle to Jacky Jones in such condition as when it was accepted, within 24 hours of receiving notice that my credit has not been approved. Such notice shall be referred to as "return notice".

"Return notice" shall be considered to have been received upon the earlier of the following events: (1) my acknowledgment of receipt of the return notice; (2) 48 hours after posting to me a certified mailing setting forth the return notice; (3) 24 hours after I have received documentation setting forth the return notice, delivery of same to be by licensed messenger service taking part in such activity in the State of **NC**. It is also understood that I shall be deemed to have received such documentation if same is posted on the front door at the address set forth below.

In the event that I fail to return vehicle in the promised condition or at the time as promised, I hereby agree that Jacky Jones may repossess/recover such vehicle using any means whatsoever. I hereby waive any form of legal process for same, it being acknowledged that I will at that point not have provided an adequate means of payment of the consideration as promised for the vehicle. In such event, I agree that I shall be liable for all costs of such repossession/recovery, \$100.00 for each day I have had possession of such vehicle, any and all costs agreed to restore the vehicle to the promised condition, legal fees, court costs. I further waive any claim that I might have against Jacky Jones, its employees and any third parties with which Jacky Jones has contracted in connection with such recovery/repossession, and agree to hold such parties harmless against any claim for damages by other parties in the vehicle or by me at the time of recovery/repossession.

Customer Name [REDACTED]  
Address [REDACTED] **ROCK SPRINGS GA** [REDACTED]

Customer Signature [REDACTED]  
Date **11/26/2008**

11/26/2008

JA  
42  
MU

Stock # **CT2887** 2008  
Guest Name **ERIC LAMAR GLOVER**  
Address **PO BOX 261**  
City **ROCK SPRINGS**

| QTY. |  |
|------|--|
|      |  |
|      |  |
|      |  |
|      |  |

[REDACTED]

I hereby accept this "WE-OWE" with only 60 DAYS FROM DATE OF ISS ADVANCE APPOINTMENT WITH before the above work can be performed.

# DAMAGE DISCLOSURE STATEMENT

## VEHICLES FIVE (5) YEARS OLD AND NEWER

STATE LAW REQUIRES THAT EVERY SELLER DISCLOSE TO THE BUYER IF HE KNOWS OR REASONABLY SHOULD KNOW, THE INFORMATION LISTED BELOW. FAILURE TO DO SO WILL RESULT IN CIVIL LIABILITY.

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216  
1/26/08  
NO XX  
1-4903  
none  
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- Has the vehicle been damaged by collision or other occurrence to the extent that damages exceed 25% of its value at the time of the collision or other occurrence?  
If yes, list parts that were damaged. \_\_\_\_\_  
YES  NO
- Was this vehicle a salvage motor vehicle? \*  
If yes, in what state was it titled? \_\_\_\_\_  
YES  NO
- Is this vehicle a flood vehicle? \*  
YES  NO
- Is this vehicle a recovered theft vehicle?  
If yes, list parts that were damaged. \_\_\_\_\_  
YES  NO
- Has this vehicle been reconstructed? \*  
YES  NO

I declare the above information is true to the best of my knowledge.

ACKNOWLEDGEMENT OF BUYER:

[Redacted Signature]

SIGNATURE OF BUYER

Dealer # or Seller's Social Security Number 26368

NOTICE TO BUYER; RETAIN THIS INFORMATION. STATE LAW REQUIRES YOU TO DISCLOSE SIMILAR DAMAGE INFORMATION WHEN YOU SELL OR TRANSFER TITLE TO THIS VEHICLE IF IT IS LESS THAN FIVE MODEL YEARS OLD.

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5/2008

JACKY JONES CHV PONT BUICK GMC INC.  
4226 W. HWY 64  
MURPHY NC 28906

[Redacted Box]  
**WE OWE**

Transaction No.:

Stock # 2887      2007      CHEVROLET TRUCK      TAN  
A [Redacted]  
City ROCK SPRINGS      GA

| QTY. | DESCRIPTION/PART NO. | ACCOUNT NO. | TOTAL |
|------|----------------------|-------------|-------|
|      |                      |             |       |
|      |                      |             |       |
|      |                      |             |       |

**YOU OWE**

| NAME OF ITEM | DATE DUE |
|--------------|----------|
|              |          |
|              |          |

I hereby accept this "WE-OWE" with the understanding that it is valid for only 60 DAYS FROM DATE OF ISSUANCE, and that I must make an ADVANCE APPOINTMENT WITH THE SERVICE DEPARTMENT before the above work can be performed.

Date 1/26/2008  
Customer Signature \_\_\_\_\_  
Sales Manager Approval \_\_\_\_\_  
Sales Guide \_\_\_\_\_

JACKY JONES CHV PONT BUICK GMC INC.

P.O. BOX 939 \* 4226 US HWY 64 W \* MURPHY, NC 28906 \* 828-837-2322  
DEAL# 24393

SOLD TO: [REDACTED] ROCK SPRINGS GA [REDACTED] DATE: 11/26/2009  
ADDRESS: [REDACTED] COUNTY: WALKER  
SALESMAN: MAX RAY LOUDERMILK LIEN: TENNESSEE VA

|                        |              |                   |                            |                                    |
|------------------------|--------------|-------------------|----------------------------|------------------------------------|
| STOCK NUMBER<br>CT2887 | YEAR<br>2007 | MAKE<br>CHEVROLET | BODY STYLE<br>4DR 4WD 1500 | NOTOR<br>1GNFK13057R [REDACTED] XX |
|------------------------|--------------|-------------------|----------------------------|------------------------------------|

**ALL USED CARS SOLD AS IS - NO GUARANTEE**

I hereby acknowledge and accept the terms of this agreement and further certify the car I am trading in is free and clear of all liens and encumbrances except as otherwise stated herein.

Any warranties on the item/items sold hereby are those made by the manufacturer. The seller, Jackie Jones, expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and Jackie Jones neither assumes nor authorizes any person to assume for it any liability in connection with the sale of this item/items.

**NON-LEASED VEHICLES ODOMETER DISCLOSURE STATEMENT**

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

**JACKY JONES CHV PONT BUICK GMC INC.**

I, (transferor's name) PRINT, state that the odometer new reads 216 (no tenths) miles and to the best of my knowledge that it reflects the actual mileage of the vehicle described below, unless one of the following statements is checked.

Check one box only

(1) I hereby certify that to the best of my knowledge the odometer reading reflects the amount of mileage in excess of 11 mechanical limits.

(2) I hereby certify that the odometer reading is NOT the actual mileage. WARNING-ODOMETER DISCREPANCY

MAKE **CHEVROLET TRUCK** MODEL **TAHOE** BODY TYPE **4DR 4WD 1500**  
 V.I.N. **1GNFK13057R [REDACTED]** YEAR **2007**

Transferor's Signature [Signature]  
 Printed Name **JACKY JONES CHV PONT BUICK GMC INC.**  
 Transferor's Street Address **4226 W. HWY 64**  
 City **MURPHY** State **NC** Zip **28906**  
 Date of Statement **11/26/2008**

Transferee's Signature [Signature]  
 Printed Name [REDACTED]  
 Transferee's Name [REDACTED]  
 Transferee's Street Address [REDACTED]  
 City **ROCK SPRINGS** State **GA** Zip [REDACTED]

|                        |             |
|------------------------|-------------|
| Sale Price             | \$ 49604.00 |
| Sales Tax              | \$ 1286.46  |
| State/County Disp. Fee | \$ N/A      |
| Title Fee              | \$ 18.00    |
| Doc Fee                | \$ 199.00   |
| Service Contract       | \$ N/A      |
| GAP Protection         | \$ N/A      |
| Credit Life            | \$ N/A      |
| Credit Dis.            | \$ N/A      |

|                  |             |
|------------------|-------------|
| Customer Deposit | \$ 4950.00  |
| COD              | \$ 49193.33 |
| Rebate           | \$ N/A      |
| Rebate           | \$ N/A      |
| Rebate           | \$ N/A      |

|  |   |                               |
|--|---|-------------------------------|
| Trade In Allowance \$ Year & Make: <b>2007 GMC</b> | AMOUNT OWING \$ <b>34460.87</b>                   | Net Equity \$ <b>-3035.87</b> |
| VIN # <b>1GTEK19J07Z [REDACTED]</b>                | Subscribed & Sworn to Before Me This              | Amount Financed \$ <b>N/A</b> |
| Lien Holder On Trade In:                           | <b>26th</b> Day of <b>NOVEMBER</b> , 20 <b>08</b> | Total \$ <b>51107.46</b>      |
|  | NOTARY PUBLIC                                     |                               |

Presented To [REDACTED]  
Presented By: TRACY B  
Sales Person: RAY LOUDERMILK

# Jacky Jones Superstore

Vehicle Stock # - CT2887

Selling Price: \$49,425.00  
Trade Allowance: \$31,425.00  
Trade Pay Off: \$34,460.87  
Cash Down (includes rebates): \$4,950.00

## Selected Options

**Theft Guard**  
Silent Anti-Theft System On Vehicle Up to  
\$2500.00 Maximum Benefit

## Forfeited Options

**Mechanical Breakdown Protection**  
Mechanical Coverage, beyond the factory  
warranty, with additional benefits.  
60 months or 75,000 with \$100.00  
Deductible

**Tire And Wheel Protection**  
Tire and Wheel Road Hazard Protection.  
100% of repair and/or replacement. No  
Deductible. Not pro-rated.

**Paint Less Dent Repair**  
We Will Repair External Dents And Dings  
For 3 Years Unlimited Miles.

\$49,193.33 \_\_\_\_\_

This is not a contract, nor an offer to purchase. You do not have to purchase any of these products to secure financing. Purchasing any of these products does not influence your interest rate or approval. Interest rates may be negotiable and the dealer may profit from handling the financing. You must qualify to secure financing, as these payments may vary depending on your credit as determined by the lender. All payments are estimates. Base payments without any of the above options are \$49,001.80 respectively. Finance charges, total of payments including down payment, and amount financed will be clearly disclosed on your actual contract. Discounts may not apply to insurance products Pursuant to state laws. By signing a copy of this disclosure you merely acknowledge that all the listed products were offered and a statement was made available to you. Due to payment to income restrictions the lender may have disallowed any other advance for the purchase of these products. These products may be purchased at this time using alternative funds outside the lender agreement.

Customer: [REDACTED]

Buyer: \_\_\_\_\_

Dealer Rep: 

11/26/2008 5:26 PM



2007 TAHOE 4WD LT  
 59U SILVER BIRCH METALLIC /V8G  
 193 EBONY  
 ORDER NO. JWVB5H/TSR STOCK NO.  
 VIN 1GN FK13 05 7R

GENERAL MOTORS CORPORATION  
 & SUBSIDIARIES  
 RENAISSANCE CENTER  
 DETROIT MI 48243-1114  
 VEHICLE INVOICE 10D86708525

\*\*\*\*\*13\*08288S

| MODEL & FACTORY OPTIONS   | MSRP     | INV AMT  | RETAIL - STOCK   |
|---|----------|----------|------------------|
| CK10706 TAHOE 4WD LT  | 37665.00 | 34463.48 | INVOICE 09/14/06 |
| AL4 2ND ROW BUCKET SEATS  | 490.00   | 406.70   | SHIPPED 04/22/06 |
| ARS 2ND ROW SEAT POWER RELEASE  | 425.00   | 352.75   | EXP I/T 04/24/06 |
| AS3 3-PASSENGER, 3RD ROW SEAT   | 860.00   | 713.80   | INT COM 09/25/06 |
| CE1 RAIN SENSING WIPERS   | 95.00    | 78.85    | PRC EFF 04/22/06 |
| CF5 ELECTRIC SLIDING SUNROOF  | 995.00   | 825.85   | KEYS XXXXX XXXXX |
| C6A GVW RATING - 7,300 LBS  | N/C      | N/C      | WFP-S QTR OPT-1  |
| E61 POWER LIFTGATE WITH LIFTGLASS   | 350.00   | 290.50   | BANK: FORD MOTOR |
| FE9 FEDERAL EMISSIONS   | N/C      | N/C      | CHG-TO 08-288    |
| GT4 REAR AXLE - 3.73 RATIO  | N/C      | N/C      | SHIP-TO 59-660   |
| G80 LOCKING REAR DIFFERENTIAL   | 295.00   | 244.85   | REGENCY VANS     |
| KA6 2ND ROW HEATED SEATS  | 200.00   | 166.00   | FORT WORTH TX    |
| LMG VORTEC 5.3L V8 SFI FLEX FUEL  | N/C      | N/C      |                  |
| W/ ACTIVE FUEL MGT TECHNOLOGY   |          |          | SHIP WT: 5642    |
| M30 4-SPD AUTOMATIC TRANSMISSION  | N/C      | N/C      | HP: 45.7         |
| UVB NAVIGATION RADIO W/CD/DVD/MP3   | 2145.00  | 1780.35  | GVWR: 7300       |
| ** REPLACES STD 6-DISC CD **  |          |          | GAWR.FT: 3600    |
| U42 REAR SEAT ENTERTAINMENT SYSTEM  | 1295.00  | 1074.85  | GAWR.RR: 4100    |
| XA7 HEATED WASHER FLUID SYSTEM  | 85.00    | 70.55    | GMS: 43066.53    |
| 3LT TAHOE LT3 EQUIPMENT GROUP:  | 3650.00  | 3029.50  | SUPPLR: 44997.77 |
| * FRONT LEATHER APPOINTED BUCKET SEATS                                    |          |          | MRM: 49425.00    |
| * DRIVER SIDE SEAT W/12-WAY POWER, HEAT & MEMORY                          |          |          | NTR: 1/2         |
| * PASSENGER SIDE SEAT W/12-WAY POWER & HEAT                               |          |          | DAN: U42         |
| * 2ND ROW LEATHER APPOINTED SEATS   |          |          | MEMO 2277.50     |
| * POWER ADJUSTABLE PEDALS   |          |          |                  |
| * REMOTE VEHICLE STARTER  |          |          |                  |
| * AM/FM STEREO WITH MP3 COMPATIBLE 6-DISC CD CHANGER (REPLACES STD RADIO) |          |          |                  |
| * HEAD CURTAIN SIDE AIR BAGS, ALL SEATING ROWS                            |          |          |                  |
| * BOSE PREMIUM SPEAKER SYSTEM   |          |          |                  |
| * XM SATELLITE RADIO - SERVICE FEE EXTRA. 1ST 3 MONTHS INCL.              |          |          |                  |
| * REAR PARKING ASSIST   |          |          |                  |
| * OUTSIDE POWER FOLDING MIRRORS W/AUTO DIMMING & TURN SIGNALS             |          |          |                  |
| * UNIVERSAL HOME REMOTE   |          |          |                  |
| * TRI-ZONE AUTOMATIC AIR CONDITIONING                                     |          |          |                  |

REGENCY VANS

\*\* CONTINUED ON PAGE 2 \*\*

JACKY JONES CHEVROLET, PONTIAC, BUIC

2007 TAHOE 4WD LT  
 59U SILVER BIRCH METALLIC /V8G  
 193 EBONY  
 ORDER NO. JWVBH/TSP STOCK NO.  
 VIN 1GN FK13 05 7R [REDACTED] VEHICLE INVOICE 10D86708525  
 \*\*\*\*\*13\*08288S  
 MODEL & FACTORY OPTIONS MSRP INV AMT RETAIL - STOCK  
 \*\* CONTINUED FROM PAGE 1 \*\*

|                          |          |          |         |          |
|--------------------------|----------|----------|---------|----------|
| TOTAL MODEL & OPTIONS    | 48550.00 | 43498.03 | ACT 237 | 42916.53 |
| DESTINATION CHARGE       | 875.00   | 875.00   | H/B 261 | 1456.50  |
| DEALER CO-OP ADVERTISING |          | 485.00   | ADV 261 | 485.00   |

|       |          |          |         |          |
|-------|----------|----------|---------|----------|
| TOTAL | 59320.00 | 44373.03 | PAY 310 | 52753.53 |
|-------|----------|----------|---------|----------|

MEMO: TOTAL LESS HOLDBACK AND  
 APPROX WHOLESALE FINANCE CREDIT 42351.55

\*\*\*\*\*  
 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.  
 \*\*\*\*\*

JACKY JONES CHEVROLET, PONTIAC, BUIC

11/28/2008 BOBBIE  
09:58:28

JACKY JONES CHEVROLET PONT BUI  
(5) A/R REBATES 11/28/2008

| LINE | DATE  | REFERENCE | DESCRIPTION  | JN | ACCT# | DETAIL   | 261C     |
|------|-------|-----------|--|----|-------|----------|----------|
|      |       | #R178652  | 07 CHEVROLET TRUCK TAHOE<br>(1GNFK13057R [REDACTED]) |    |       |          |          |
| 1    | 06/03 | 34484345  | CSE  | 09 | 261C  | -3750.00 |          |
| 2    | 06/05 | 34491901  | BOC  | 09 | 261C  | -1000.00 |          |
| 3    | 06/05 | 34491901  | BOE  | 09 | 261C  | -1500.00 |          |
|      |       |           | TOTAL  |    |       | -6250.00 | -6250.00 |

(T#=DISPLAY TRANSACTION FOR LINE#) (J#=DISPLAY JOURNAL ENTRY FOR LINE#)  
(NC=NEXT CTL#) (PC=PRIOR CTL#) (C=CONTINUE) (E=END) (F=FWD) (B=BACK) (P#=PAGE#)

# GMAC Dealer

ray loudermilk  
JACKY JONES CHEVROLET, PONTIAC,  
BUICK GM  
PDM 87925

- Edit Profile
- Support
- Log Out

11/26/2008 12:14 PM

SALES SUPPORT & CREDIT | AFTERMARKET | USED VEHICLE ACQUISITION | BUSINESS SUPPORT | EDUCATION & STATEMENTS | MY SHORTCUTS

## Quote Information

Quote Type: Retail: FFP  
 Quote Amount: \$84,460.87 (4 days of finance charge included)  
 Amount(s) Good Until: Nov 30, 2008  
 Daily Finance Charge After Nov 30, 2008: \$0.000

## Account Information

Account Number: [REDACTED]  
 Customer Name: [REDACTED]  
 Vehicle Description: N07 GMC SIERRA  
 VIN: 1GTEK19J07Z [REDACTED]  
 Account Type: Retail FFP

As described in the Joint Marketing Agreement between your dealership and GMAC, the information on this page should not be disclosed or used except as necessary to market, promote or endorse GMAC financing or leasing or as otherwise permitted by law.

ACCOUNT INFORMATION

Account Number: [REDACTED]  
 Customer Name: [REDACTED]  
 Vehicle Description: N07 GMC SIERRA  
 VIN: 1GTEK19J07Z [REDACTED]  
 Account Type: Retail

NEW ACCOUNT

PRINT PREVIEW

54,143.82



**INVOICE**

2800 Golden Triangle Blvd.  
Fort Worth, TX 76177-7016

Plant 817-847-7171  
Fax 817-847-1942

| INVOICE NO. | INVOICE DATE |
|-------------|--------------|
| 102376      | 08/24/2006   |

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JACKY JONES CHEV PONT GMC  
4226 US HWY 64 WEST  
C:00288 6:53-035  
MURPHY NC 28906  
PHONE: 828-837-2322 FAX: 828-837-6599

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JACKY JONES CHEV PONT GMC  
4226 US HWY 64 WEST  
C:00288 6:53-035  
MURPHY NC 28906

| ORDER #          | ORDER DATE  | DEALER PO | SALESMAN   | DEALER NO.               | SHIP DATE  | TERMS                   | REGION          |
|------------------|---|-----------|--|--------------------------|------------|-------------------------|-----------------|
| 073539           | 04/24/2006  |           | P68  | 003714                   |            | COD                     | 002             |
| SERIAL NO        | VEHICLE IDENTIFICATION NO                                 |           | CHASSIS  |                          |            | DEALER PRICE            | SUGG. PRICE     |
| 130065<br>JWVBSH | 1GNFK13057R   |           | 2007 CHEVY 1500 TAHOE 3LT 5.3L<br>V8 4WD CK10706 |                          |            | .00                     |                 |
| PRODUCT          | PRODUCT DESCRIPTION                                       |           |  |                          |            |                         |                 |
| 07230AC          | 2007 MODEL CHEVY TAHOE<br>(CHEVY ONLY)                    |           |  | EXT: 59/193<br>DASH: NAV |            | 7,495.00                |                 |
| LINE ITEM        | LINE ITEM DESCRIPTION                                     |           |  | QTY                      | UNIT PRICE |                         |                 |
| D GREY           | EBONY   |           |  | 1                        | .00        |                         | .00             |
| O 5-9106         | FULL CUSTOM "COPIA" PAINT<br>(W/COLOR KEYED DOOR POCKETS) |           |  | 1                        | 1,395.00   |                         | 1,395.00        |
| O 7-9917         | EXCHG STD 20" HEAT WHEELS TO<br>20" SPEEDSTERS            |           |  | 1                        | .00        |                         | .00             |
| D DDS            | DEALER DISCOUNT - SUV                                     |           |  |                          | 995.00     |                         | 995.00          |
| <i>Chasen</i>    |   |           |  |                          |            |                         |                 |
|                  |   |           |  |                          |            | <b>TOTAL AMOUNT DUE</b> | <b>7,895.00</b> |

*We Appreciate Your Business!*

2007 TAHOE 4WD LT  
590 SILVER BIRCH METALLIC /086  
193 EBONY

GENERAL MOTORS CORPORATION  
& SUBSIDIARIES  
RENAISSANCE CENTER  
DETROIT MI 48249-1114  
VEHICLE INVOICE 10886708525

ORDER NO. JUVBSH/TSR STOCK NO. **CT 2881**  
VIN 1GNFK19057E

\*\*\*\*\*  
MODEL & FACTORY OPTIONS MSRP INV AMT RETAIL - STOCK  
\*\* CONTINUED FROM PAGE 1 \*\*

TOTAL MODEL & OPTIONS 48550.00 43498.03 ACT 237 42916.53  
DESTINATION CHARGE 875.00 875.00 H/B 261 1456.50

TOTAL 49425.00 44373.03 PAY 310 44373.03  
MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT 42351.55

\*\*\*\*\*  
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.  
\*\*\*\*\*

2007 TAHOE 4WD LT  
59U SILVER BIRCH METALLIC /V8G  
193 EBONY  
ORDER NO. JWVBH/TSR STOCK NO. [REDACTED]  
VIN 1GN FK13 05 7R [REDACTED] CT2887

CHEVROLET MOTOR DIVISION  
GENERAL MOTORS CORPORATION  
100 RENAISSANCE CENTER  
DETROIT MI 48243-1114  
VEHICLE INVOICE 1AD87966981  
\*\*\*\*\*13\*138168

| MODEL & FACTORY OPTIONS   | MSRP     | INV AMT  | RETAIL - STOCK   |
|---|----------|----------|------------------|
| CK10706 TAHOE 4WD LT  | 37665.00 | 34463.48 | INVOICE 05/18/06 |
| AL4 2ND ROW BUCKET SEATS  | 490.00   | 406.70   | SHIPPED 04/22/06 |
| ARS 2ND ROW SEAT POWER RELEASE  | 425.00   | 352.75   | EXP I/T 04/24/06 |
| AS3 3-PASSENGER, 3RD ROW SEAT   | 860.00   | 713.80   | INT COM 05/30/06 |
| CE1 RAIN SENSING WIPERS   | 95.00    | 78.85    | PRC EFF 04/22/06 |
| CF5 POWER SLIDING SUNROOF   | 995.00   | 825.85   | KEYS XXXXX XXXXX |
| C6A GVW RATING - 7,300 LBS  | N/C      | N/C      | WFP-S QTR OPT-1  |
| E61 POWER LIFTGATE WITH LIFTGLASS   | 350.00   | 290.50   | FAN: 000858926   |
| FE9 FEDERAL EMISSIONS   | N/C      | N/C      | BANK: GMAC - 004 |
| GT4 REAR AXLE - 3.73 RATIO  | N/C      | N/C      | CHG-TO 13-816    |
| G80 LOCKING REAR DIFFERENTIAL   | 295.00   | 244.85   | SHIP-TO 59-660   |
| KA6 2ND ROW HEATED SEATS  | 200.00   | 166.00   | REGENCY VANS     |
| LMG VORTEC 5300 V8 SFI FLEX FUEL  | N/C      | N/C      | FORT WORTH TX    |
| M30 4-SPD AUTOMATIC TRANSMISSION  | N/C      | N/C      |                  |
| UVB NAVIGATION RADIO W/CD/DVD/MP3<br>(REPLACES STD/OPT RADIO)                   | 2145.00  | 1780.35  | SHIP WT: 5642    |
| U42 REAR SEAT ENTERTAINMENT SYSTEM  | 1295.00  | 1074.85  | HP: 45.7         |
| XA7 HEATED WASHER FLUID SYSTEM  | 85.00    | 70.55    | GVWR: 7300       |
| 3LT TAHOE LT3 EQUIPMENT GROUP:  | 3650.00  | 3029.50  | GAWR.FT: 3600    |
| * FRONT LEATHER APPOINTED<br>BUCKET SEATS                                       |          |          | GAWR.RR: 4100    |
| * DRIVER SIDE SEAT W/12-WAY<br>POWER, HEAT & MEMORY                             |          |          | GMS: 42991.53    |
| * PASSENGER SIDE SEAT W/12-WAY<br>POWER & HEAT                                  |          |          | SUPPLR: 44922.77 |
| * 2ND ROW LEATHER APPOINTED<br>SEATS  |          |          | MRM: 49425.00    |
| * POWER ADJUSTABLE PEDALS   |          |          | NTR: 1/2         |
| * REMOTE VEHICLE STARTER  |          |          | DAN: U42         |
| * AM/FM STEREO WITH MP3<br>COMPATIBLE 6-DISC CD CHANGER<br>(REPLACES STD RADIO) |          |          | MEMO 2352.50     |
| * HEAD CURTAIN SIDE AIR BAGS,<br>ALL SEATING ROWS                               |          |          |                  |
| * BOSE PREMIUM SPEAKER SYSTEM   |          |          |                  |
| * XM SATELLITE RADIO - SERVICE<br>FEE EXTRA. 1ST 3 MONTHS INCL.                 |          |          |                  |
| * REAR PARKING ASSIST   |          |          |                  |
| * OUTSIDE POWER FOLDING MIRRORS<br>W/AUTO DIMMING & TURN SIGNALS                |          |          |                  |
| * UNIVERSAL HOME REMOTE   |          |          |                  |
| * TRI-ZONE AUTOMATIC<br>AIR CONDITIONING  |          |          |                  |

REGENCY VANS

\*\* CONTINUED ON PAGE 2 \*\*

SUN CHEVROLET  
59U SILVER BIRCH METALLIC /V8G  
193 EBONY  
ORDER NO. JWVBH/TSR STOCK NO.  
VIN 1GN FK13 05 7R [REDACTED]

GENERAL MOTORS CORPORATION  
100 RENAISSANCE CENTER  
DETROIT MI 48243-1114  
VEHICLE INVOICE 1AD87966981

2007 TAHOE 4WD LT

2007 TAHOE 4WD LT  
59U SILVER BIRCH METALLIC /V8G  
193 EBONY

CHEVROLET MOTOR DIVISION  
GENERAL MOTORS CORPORATION  
100 RENAISSANCE CENTER  
DETROIT MI 482431114  
VEHICLE INVOICE#LAD87966981

ORDER NO. JWVBH/TSR STOCK NO. [REDACTED] 01288n  
VIN 1GN FK13 05 7R [REDACTED]

\*\*\*\*\*13\*1381S

| MODEL & FACTORY OPTIONS   | MSRP     | INV AMT  | RETAIL - STOCK   |
|---|----------|----------|------------------|
| CKL0706 TAHOE 4WD LT  | 37665.00 | 34463.48 | INVOICE 05/18/06 |
| AL4 2ND ROW BUCKET SEATS  | 490.00   | 406.70   | SHIPPED 04/22/06 |
| ARS 2ND ROW SEAT POWER RELEASE  | 425.00   | 352.75   | EXP I/T 04/24/06 |
| AS3 3-PASSENGER, 3RD ROW SEAT   | 860.00   | 713.80   | INT COM 05/30/06 |
| CE1 RAIN SENSING WIPERS   | 95.00    | 78.85    | PRC EFF 04/22/06 |
| CF5 POWER SLIDING SUNROOF   | 995.00   | 825.85   | KEYS XXXXX XXXXX |
| C6A GVW RATING - 7,300 LBS  | N/C      | N/C      | WFP-S QTR OPT-1  |
| E61 POWER LIFTGATE WITH LIFTGLASS   | 350.00   | 290.50   | FAN: 000858926   |
| FE9 FEDERAL EMISSIONS   | N/C      | N/C      | BANK: GMAC - 004 |
| GT4 REAR AXLE - 3.73 RATIO  | N/C      | N/C      | CHG-TO 13-816    |
| G80 LOCKING REAR DIFFERENTIAL   | 295.00   | 244.85   | SHIP-TO 59-660   |
| KA6 2ND ROW HEATED SEATS  | 200.00   | 166.00   | REGENCY VANS     |
| LMG VORTEC 5300 V8 SFI FLEX FUEL  | N/C      | N/C      | FORT WORTH TX    |
| M30 4-SPD AUTOMATIC TRANSMISSION  | N/C      | N/C      |                  |
| UVB NAVIGATION RADIO W/CD/DVD/MP3<br>(REPLACES STD/OPT RADIO)                   | 2145.00  | 1790.35  | SHIP WT: 5642    |
| U42 REAR SEAT ENTERTAINMENT SYSTEM  | 1295.00  | 1074.85  | HP: 45.7         |
| XA7 HEATED WASHER FLUID SYSTEM  | 85.00    | 70.55    | GVWR: 7300       |
| 3LT TAHOE LT3 EQUIPMENT GROUP:  | 3650.00  | 3029.50  | GAWR.FT: 3600    |
| * FRONT LEATHER APPOINTED<br>BUCKET SEATS                                       |          |          | GAWR.RR: 4100    |
| * DRIVER SIDE SEAT W/12-WAY<br>POWER, HEAT & MEMORY                             |          |          | GMS: 42991.53    |
| * PASSENGER SIDE SEAT W/12-WAY<br>POWER & HEAT                                  |          |          | SUPPLR: 44922.77 |
| * 2ND ROW LEATHER APPOINTED<br>SEATS  |          |          | MRM: 49425.00    |
| * POWER ADJUSTABLE PEDALS   |          |          | NTR: 1/2         |
| * REMOTE VEHICLE STARTER  |          |          | DAN: 042         |
| * AM/FM STEREO WITH MP3<br>COMPATIBLE 6-DISC CD CHANGER<br>(REPLACES STD RADIO) |          |          | MEMO 2352.50     |
| * HEAD CURTAIN SIDE AIR BAGS,<br>ALL SEATING ROWS                               |          |          |                  |
| * BOSE PREMIUM SPEAKER SYSTEM   |          |          |                  |
| * XM SATELLITE RADIO - SERVICE<br>FEE EXTRA. 1ST 3 MONTHS INCL.                 |          |          |                  |
| * REAR PARKING ASSIST   |          |          |                  |
| * OUTSIDE POWER FOLDING MIRRORS<br>W/AUTO DIMMING & TURN SIGNALS                |          |          |                  |
| * UNIVERSAL HOME REMOTE   |          |          |                  |
| * TRI-ZONE AUTOMATIC<br>AIR CONDITIONING  |          |          |                  |

REGENCY VANS

\*\* CONTINUED ON PAGE 2 \*\*



2007 TAHOE 4WD LT CHEVROLET MOTOR DIVISION  
 59U SILVER BIRCH METALLIC /V8G GENERAL MOTORS CORPORATION  
 193 EBONY 100 RENAISSANCE CENTER  
 ORDER NO. JWVBSH/TSR STOCK NO. DETROIT MI 482431114  
 VIN 1GNFK13 05 7R [REDACTED] 02887 VEHICLE INVOICE 1AD87966981  
 \*\*\*\*\*13\*13813  
 MODEL & FACTORY OPTIONS MSRP INV AMT RETAIL - STOCK  
 \*\* CONTINUED FROM PAGE 1 \*\*

|                          |          |          |         |          |
|--------------------------|----------|----------|---------|----------|
| TOTAL MODEL & OPTIONS    | 48550.00 | 43498.03 | ACT 237 | 42916.53 |
| DESTINATION CHARGE       | 875.00   | 875.00   | H/B 261 | 1456.50  |
| DEALER CO-OP ADVERTISING |          | 485.50   | ADV 261 | 485.50   |

TOTAL 49425.00 44858.53 PAY 310 44858.53

MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT 42351.55

\*\*\*\*\*  
 INVOICE DOES NOT REFLECT DEALER'S ULTIMATE COST BECAUSE OF MANUFACTURER REBATES, ALLOWANCES, INCENTIVES, HOLDBACK, FINANCE CREDIT AND RETURN TO DEALER OF ADVERTISING MONIES, ALL OF WHICH MAY APPLY TO VEHICLE.  
 \*\*\*\*\*  
 THIS MOTOR VEHICLE IS SUBJECT TO A SECURITY INTEREST HELD BY GMAC.

|               |                             |
|---------------|-----------------------------|
| SUN CHEVROLET | REMIT TO GMAC NO. 004       |
|               | VIN 1GNFK13057R [REDACTED]  |
|               | \$ 44373.03 INV 1AD87966981 |
|               | DUE 05/30/06 DEALER 13-816  |

\*\*\*\*\*13\*13816S

MODEL & FACTORY OPTIONS MSRP INV AMT RETAIL - STOCK

\*\* CONTINUED FROM PAGE 1 \*\*

CT2887

|                       |          |          |         |          |
|-----------------------|----------|----------|---------|----------|
| TOTAL MODEL & OPTIONS | 48550.00 | 43498.03 | ACT 237 | 42916.53 |
| DESTINATION CHARGE    | 875.00   | 875.00   | H/B 261 | 1456.50  |

|       |          |          |         |          |
|-------|----------|----------|---------|----------|
| TOTAL | 49425.00 | 44373.03 | PAY 310 | 44373.03 |
|-------|----------|----------|---------|----------|

MEMO: TOTAL LESS HOLDBACK AND  
APPROX WHOLESAL FINANCE CREDIT 42351.55

\*\*\*\*\*

INVOICE DOES NOT REFLECT DEALER'S ULTIMATE COST BECAUSE OF MANUFACTURER REBATES, ALLOWANCES, INCENTIVES, HOLDBACK, FINANCE CREDIT AND RETURN TO DEALER OF ADVERTISING MONIES, ALL OF WHICH MAY APPLY TO VEHICLE.

\*\*\*\*\*

THIS MOTOR VEHICLE IS SUBJECT TO A SECURITY INTEREST HELD BY GMAC.

SUN CHEVROLET

REMIT TO GMAC NO. 004  
 VIN 1GNEK13057R [REDACTED]  
 \$ 44373.03 INV 1AD87966981  
 DUE 05/30/06 DEALER 13-816

# JACKY JONES GM SUPERSTORE

4226 West US 64 • P.O. Box 939 • Murphy, NC 28906 • 828-837-2322

SALESMAN Ray 2  
 DATE 11-26-08  
 STOCK NO. CT 0887  
 PHONE: (H) \_\_\_\_\_  
 PHONE: (B) 706-861-4803  
 BIRTHDAY: \_\_\_\_\_  
 SS #: \_\_\_\_\_  
 MSRP: \_\_\_\_\_

PURCHASER (same as drivers license) \_\_\_\_\_  
 ADDRESS \_\_\_\_\_ CITY Rock Springs STATE GA ZIP \_\_\_\_\_

YR. 2007 MAKE Chev MODEL Tahoe COLOR Silver COUNTY Walker

MOTOR NO. 1GNFK13057R KEY NO. \_\_\_\_\_ MILEAGE 216

4, 6, @, D,             CAB \_\_\_\_\_ TRANS AT TRIM 3LT 4X 4 TAG RECEIPT \_\_\_\_\_

|                                   |         |             |  |
|-----------------------------------|---------|-------------|--|
| CUSTOMER GMS #                    | REBATE: | CASH PRICE  |  |
| SALESMAN GMS #                    | AMT:    | ACCESSORIES |  |
|                                   | CODE:   |             |  |
| #1 DRIVERS LIC. #                 |         |             |  |
| #2 DRIVERS LIC. #                 |         |             |  |
| CURRENT PAY _____ EP _____        |         |             |  |
| THEFTGUARD CODE: <u>273454584</u> |         |             |  |
| GVWR:                             |         |             |  |
| WEIGHT CUSTOMER REQUESTS:         |         |             |  |

|   |             |              |           |
|---|-------------|--------------|-----------|
| IT IS UNDERSTOOD THAT LEGAL TITLE TO THE HEREIN DESCRIBED AUTOMOBILE DOES NOT PASS TO SAID BUYER UNTIL HIS CHECK GIVEN AS PAYMENT CLEARS THE BANK ON WHICH IT IS DRAWN. | TOTAL PRICE | <u>59320</u> | <u>00</u> |
|   | TRADE       | <u>41320</u> | <u>00</u> |
|   | DIFFERENCE  | <u>18000</u> | <u>00</u> |

|   |             |              |           |
|---|-------------|--------------|-----------|
| USED CAR ALLOWANCE <u>31485</u> MILES <u>20679</u> IEMY             | DOC. FEES   | <u>\$199</u> | <u>00</u> |
| YR. <u>2007</u> MAKE <u>Chev</u> MODEL <u>Tahoe</u> TYPE <u>SLT</u> | THEFT GUARD | <u>\$179</u> | <u>00</u> |
| COLOR <u>Bru</u> I.D. # <u>1GTEK19J072</u> CYL <u>8</u>             | SALES TAX   | <u>1286</u>  | <u>46</u> |
| COUNTY _____ TAG # _____ DECAL # _____                              | TITLE       | <u>\$40</u>  | <u>00</u> |

|                                  |            |  |
|----------------------------------|------------|--|
| BALANCE OWED TO _____            | #          |  |
| STREET _____                     | <u>201</u> |  |
| CITY _____ STATE _____ ZIP _____ |            |  |
| PHONE _____ ACCT. # _____        |            |  |
| PAYOFF BY _____ GOOD TILL _____  |            |  |

|   |           |              |           |
|---|-----------|--------------|-----------|
| USED CAR ALLOWANCE _____ MILES _____        | TOTAL DUE | <u>54143</u> | <u>33</u> |
| YR. _____ MAKE _____ MODEL _____ TYPE _____ | REBATE    |              |           |
| COLOR _____ I.D. # _____ CYL _____          | DEPOSIT   | <u>4950</u>  | <u>00</u> |
| COUNTY _____ TAG # _____ DECAL # _____      | COD       |              |           |

|                                  |                        |              |
|----------------------------------|------------------------|--------------|
| BALANCE OWED TO _____            | TOTAL OF DOWN PAYMENT  |              |
| STREET _____                     | BALANCE TO BE FINANCED | <u>49193</u> |
| CITY _____ STATE _____ ZIP _____ | TOTAL SETTLEMENT       | <u>33</u>    |
| PHONE _____ ACCT. # _____        |                        |              |
| PAYOFF BY _____ GOOD TILL _____  |                        |              |

|   |   |  |
|---|---|--|
| INSURANCE INFORMATION                       |   | ALL CARS SOLD "AS IS" UNLESS OTHERWISE SPECIFIED   |
| INS. CO. <u>Statefarm</u> POLICY # _____    | EFFECTIVE DATES: FROM <u>7/08</u> TO <u>1-09</u>          | ALL DELIVERIES SUBJECT TO FINANCE APPROVAL   |
| DEDUCTIBLES COLL <u>500</u> COMP <u>100</u> | AGENT NAME <u>Mike Hendon</u>                             | No other agreement, promise, or understanding of any kind pertaining to this purchase will be recognized except a conditional sales contract in writing executed by the undersigned buyer, as purchaser hereunder. |
| STREET ADDRESS <u>Po 719</u>                | CITY <u>Rock Springs</u> STATE <u>GA</u> ZIP <u>30735</u> | This order is not valid unless signed by the responsible Finance Company as to I expressly ordered the accessories   |
| PHONE <u>706-375-7970</u>                   |   |  |

LIEN HOLDER TN Valley Federal Credit Union BUYER'S SIGNATURE: \_\_\_\_\_  
 ADDRESS 200 Alamar ST By: \_\_\_\_\_  
 CITY Fort Oglethorpe STATE GA ZIP 30742 Title: \_\_\_\_\_  
 LIEN HOLDER CODE # \_\_\_\_\_

30742 Fort Oglethorpe

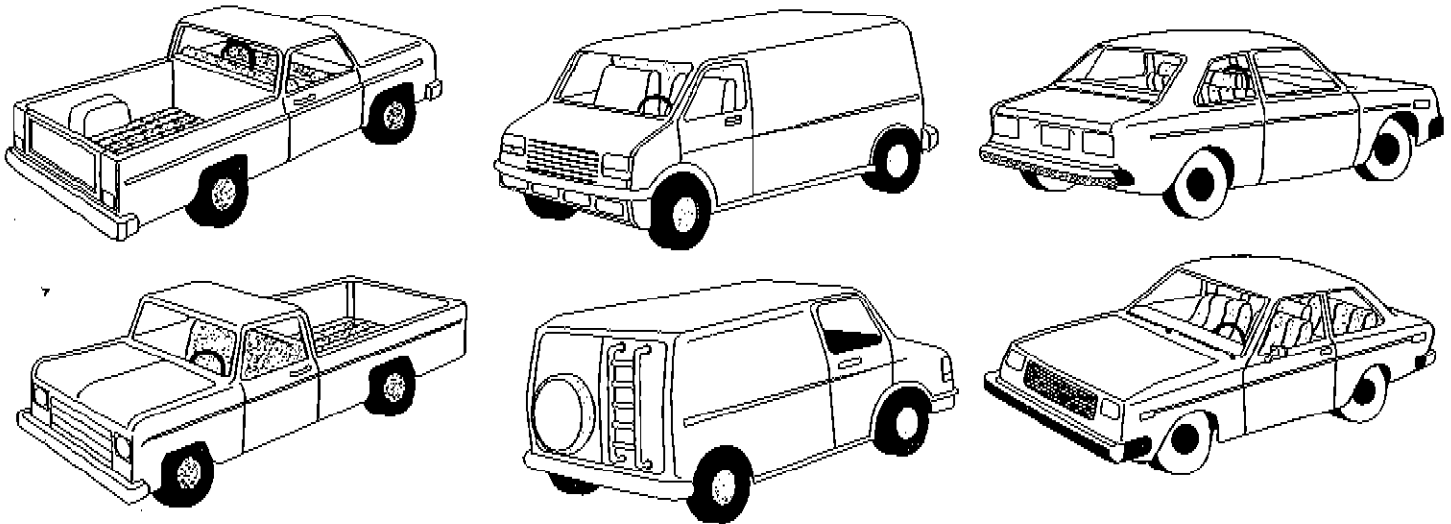


THE JONES MOTOR GROUP

PICK-UP TRUCK, VAN, OR CAR INSPECTION REPORT

|                  |                     |                     |  |
|------------------|---------------------|---------------------|--|
| OWNER'S NAME     |                     |                     | CARRIER'S REFERENCE NUMBER   |
| ORIGIN ADDRESS   | CITY                | STATE               | PRO NUMBER   |
| DELIVERY ADDRESS | CITY                | STATE               | <b>EXCEPTION SYMBOLS</b><br>BE - BENT            M - MARRED<br>BR - BROKEN        P - PITTED<br>BU - BURNED        R - RUBBED<br>CH - CHIPPED        RU - RUSTED<br>CV - CAVED           SC - SCRATCHED<br>D - DENTED           SO - SOILED<br>F - FADED            T - TORN<br>G - GOUGED          W - BADLY WORN<br>L - LOOSE            Z - CRACKED |
| MAKE             | YEAR                | MODEL               |  |
| COLOR            | LICENSE NO. & STATE | VEHICLE I.D. NUMBER |  |

CONDITION AT ORIGIN



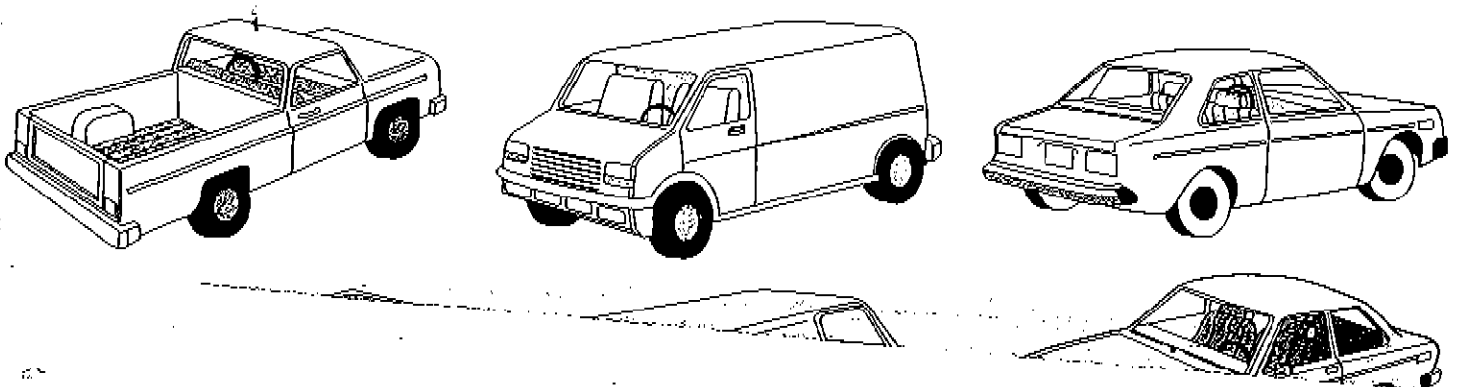
MILEAGE \_\_\_\_\_

REMARKS (interior, trunk, etc.) \_\_\_\_\_

The above is an accurate representation of the vehicle at the time of loading. NOTICE: the OWNER'S or AUTHORIZED AGENT'S signature at origin is also for the following RELEASE. This will authorize the CARRIER to drive my vehicle either at origin or destination between the point(s) of loading/unloading and the point(s) of pick-up/delivery.

|                                 |      |                                      |      |
|---------------------------------|------|--------------------------------------|------|
| CARRIER REPRESENTATIVE (DRIVER) |      | OWNER OR AUTHORIZED AGENT OF VEHICLE |      |
| Signature                       | Date | Signature                            | Date |

CONDITION AT DESTINATION NOTE ONLY THOSE CHANGES THAT DIFFER FROM CONDITION AT ORIGIN



REGENCY  
2800 GOLDEN TRIANGLE BLVD.  
FORT WORTH, TX. 76131

817-847-7171  
FAX 817-847-1942

OVERALL APPEARANCE:

| <u>Exterior:</u>                                   | <u>Comments:</u> | <u>Interior:</u>                               | <u>Comments:</u> |
|--|------------------|--|------------------|
| <input checked="" type="checkbox"/> Tape/ Paint    | _____            | <input type="checkbox"/> Carpet/Walls          | _____            |
| <input checked="" type="checkbox"/> Roof           | _____            | <input type="checkbox"/> Wood                  | _____            |
| <input type="checkbox"/> Windows/Glass             | _____            | <input type="checkbox"/> Overheads             | _____            |
| <input checked="" type="checkbox"/> Radio Antenna  | _____            | <input type="checkbox"/> Radio                 | _____            |
| <input checked="" type="checkbox"/> Running Boards | _____            | <input type="checkbox"/> Tire Tools            | _____            |
| <input type="checkbox"/> Body Damage               | _____            | <input checked="" type="checkbox"/> Vacuum     | _____            |
| <input checked="" type="checkbox"/> Other          | _____            | <input type="checkbox"/> Flashlight            | _____            |
|  |                  | <input checked="" type="checkbox"/> Television | _____            |
|  |                  | <input type="checkbox"/> VCP                   | _____            |

| <u>Options:</u>                            | <u>Comments:</u> | <u>Options:</u>                                 | <u>Comments:</u> |
|--|------------------|---|------------------|
| <input type="checkbox"/> Power Seats       | _____            | <input type="checkbox"/> Fog Lights             | _____            |
| <input type="checkbox"/> Power Pass        | _____            | <input type="checkbox"/> Wheels                 | _____            |
| <input checked="" type="checkbox"/> Shades | _____            | <input type="checkbox"/> Headsets               | _____            |
| <input type="checkbox"/> Mats              | _____            | <input type="checkbox"/> Radar Detector         | _____            |
| <input type="checkbox"/> Power Bed         | _____            | <input checked="" type="checkbox"/> Bumper Step | _____            |

COMMENTS/REMARKS:

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

WARRANTY BOOK: \_\_\_\_\_ OWNERS MANUAL: \_\_\_\_\_ MSO: \_\_\_\_\_

DEALER: Jacky Jones Chev. STOCK #: 1300005

INVOICE # 102376 DATE: 8/24/06 VIN #: 7R [REDACTED]

DEALER SIGNATURE: [Signature] DATE RECEIVED: 8-25-06

DRIVER SIGNATURE: [REDACTED] DATE DELIVERED: 8 28 06

SAFE-GUARD  
Products International, LLC



# THEFT PROTECTION PROGRAM LIMITED GUARANTEE AGREEMENT

### WARRANTY HOLDER INFORMATION

Registration Code 273454584

Last Name [REDACTED] First Name [REDACTED] Middle Initial L

Street Address [REDACTED] Apt # [REDACTED]

City ROCK SPRINGS State GA Zip Code [REDACTED]

Home Phone # [REDACTED] Bus. Phone # [REDACTED]

### COVERED VEHICLE INFORMATION

Manufacturer CHEVROLET TRUCK Model TAHOE Year 2007

Vehicle ID # 1GNFK13057F [REDACTED]

Vehicle Purchase Price \$ 49425.00 Amount Financed \$ N/A

Theft Protection Program Selling Price \$ N/A New Vehicle  Used Vehicle

### DEALER INFORMATION

Dealer # [REDACTED] Dealership JACKY JONES CHV PONT BUICK GMC INC.

Street Address 4226 W HWY 60

City MURPHY State NC Zip Code 28906

I (Warranty Holder) whose signature appears below, acknowledge that the information contained above is, true and accurate. I have read the terms and conditions listed on the back and I understand and agree to all of the provisions herein.

Warranty Holder Signature [REDACTED] Date 11/26/08

Dealer Signature [Signature] Date 11/26/08

**THIS AGREEMENT IS A PRODUCT WARRANTY AND IS NOT INSURANCE. THE PURCHASE OF THE THEFT PROTECTION PROGRAM IS VOLUNTARY AND IS NOT A REQUIREMENT FOR THE PURCHASE, LEASE OR FINANCING OF A COVERED VEHICLE.**

### LIMITED GUARANTEE

The Theft Protection System guarantees to pay the Warranty Holder the Guarantee Benefit set forth below in accordance with the terms and conditions listed on the back if: (1) the Covered Vehicle is stolen; and (2) the Covered Vehicle is a Total Loss. A Covered Vehicle will be a Total Loss if the Warranty Holder's insurance company has declared the Covered Vehicle a Total Loss because the Covered Vehicle was either (i) stolen and unrecovered; or (ii) stolen, recovered and damaged beyond reasonable repair. If the Covered Vehicle was not insured, please see section 6. If the Covered Vehicle is a used vehicle, then the Guarantee Benefit is the lesser of the amount indicated below or the Actual Cash Value of the Covered Vehicle.

Guarantee Benefit:  \$2,500  \$5,000  
Guarantee Term:  2 Year  3 Year  4 Year  5 Year

**IF NO GUARANTEE BENEFIT AND/OR GUARANTEE TERM IS SELECTED ABOVE, THE COVERED VEHICLE WILL BE ENROLLED FOR THE MAXIMUM GUARANTEE BENEFIT AND/OR GUARANTEE TERM.**

**SEE IMPORTANT TERMS AND CONDITIONS ON THE BACK**

### DECLINATION OF THEFT PROTECTION SYSTEM

I do not choose to register my vehicle under the SAFE-GUARD Theft Protection System. I understand that, by not accepting the registration, and in the event my vehicle is stolen and not recovered or recovered and declared a total loss, I am not entitled to any of the limited guarantee protection provisions provided by SAFE-GUARD PRODUCTS INTERNATIONAL, LLC.

Date \_\_\_\_\_ Warranty Holder's Signature \_\_\_\_\_ Dealer Signature \_\_\_\_\_

# TEMPORARY AUTO IDENTIFICATION CARDS

## STATE FARM INSURANCE COMPANIES

**KEEP THIS COPY IN YOUR CAR**



GEORGIA INSURANCE POLICY INFORMATION CARD  
State Farm Mutual Automobile Insurance Company

POLICY NUMBER

ORIGINAL ISSUE DATE  
JUL-08-2004

EXPIRATION DATE

JUL-08-2009

INSURED

CAR-YEAR/MAKE/VEHICLE IDENTIFICATION NUMBER

2007 CHEVROLET TAHOE "LT" 4WD 4

1GNFK13057R

COVERAGES (SEE REVERSE FOR COVERAGE NAMES)

A, C, D100, G500, H, R1, U

Current status of liability insurance coverage for this vehicle is maintained by the Georgia Department of Motor Vehicle Safety. It is available to law enforcement agencies upon a registration check.

AGENT HERNDON, MICHAEL

P.O. 719

ROCK SPRING, GA 30739-0719

PHONE# 706-375-7970

STATE FARM INSURANCE COMPANIES

**KEEP THIS COPY WITH YOU**



GEORGIA INSURANCE POLICY INFORMATION CARD  
State Farm Mutual Automobile Insurance Company

POLICY NUMBER

ORIGINAL ISSUE DATE  
JUL-08-2004

EXPIRATION DATE

JUL-08-2009

INSURED

CAR-YEAR/MAKE/VEHICLE IDENTIFICATION NUMBER

2007 CHEVROLET TAHOE "LT" 4WD 4

1GNFK13057R

COVERAGES (SEE REVERSE FOR COVERAGE NAMES)

A, C, D100, G500, H, R1, U

Current status of liability insurance coverage for this vehicle is maintained by the Georgia Department of Motor Vehicle Safety. It is available to law enforcement agencies upon a registration check.

AGENT HERNDON, MICHAEL

P.O. 719

ROCK SPRING, GA 30739-0719

PHONE# 706-375-7970

STATE FARM INSURANCE COMPANIES

*Need duplicate MSU*

2007 ~~TAHOE~~ 4WD LT  
59U SILVER BIRCH METALLIC /V8G  
193 EBONY  
ORDER NO. JWBVSH/TSR STOCK NO.  
VIN 1GN FK13 05 7R

GENERAL MOTORS CORPORATION  
& SUBSIDIARIES  
RENAISSANCE CENTER  
DETROIT MI 48243-1114  
VEHICLE INVOICE 10D86708525

\*\*\*\*\*13\*08288S

| MODEL & FACTORY OPTIONS   | MSRP     | INV AMT  | RETAIL - STOCK   |
|---|----------|----------|------------------|
| CK10706 TAHOE 4WD LT  | 37665.00 | 34463.48 | INVOICE 09/14/06 |
| AL4 2ND ROW BUCKET SEATS  | 490.00   | 406.70   | SHIPPED 04/22/06 |
| ARS 2ND ROW SEAT POWER RELEASE  | 425.00   | 352.75   | EXP I/T 04/24/06 |
| AS3 3-PASSENGER, 3RD ROW SEAT   | 860.00   | 713.80   | INT COM 09/25/06 |
| CE1 RAIN SENSING WIPERS   | 95.00    | 78.85    | PRC EFF 04/22/06 |
| CF5 ELECTRIC SLIDING SUNROOF  | 995.00   | 825.85   | KEYS XXXXX XXXXX |
| C6A GVW RATING - 7,300 LBS  | N/C      | N/C      | WFP-S QTR OPT-1  |
| E61 POWER LIFTGATE WITH LIFTGLASS   | 350.00   | 290.50   | BANK: FORD MOTOR |
| FE9 FEDERAL EMISSIONS   | N/C      | N/C      | CHG-TO 08-288    |
| GT4 REAR AXLE - 3.73 RATIO  | N/C      | N/C      | SHIP-TO 59-660   |
| G80 LOCKING REAR DIFFERENTIAL   | 295.00   | 244.85   | REGENCY VANS     |
| KA6 2ND ROW HEATED SEATS  | 200.00   | 166.00   | FORT WORTH TX    |
| LMG VORTEC 5.3L V8 SFI FLEX FUEL  | N/C      | N/C      |                  |
| W/ ACTIVE FUEL MGT TECHNOLOGY   |          |          | SHIP WT: 5642    |
| M30 4-SPD AUTOMATIC TRANSMISSION  | N/C      | N/C      | HP: 45.7         |
| UVB NAVIGATION RADIO W/CD/DVD/MP3   | 2145.00  | 1780.35  | GVWR: 7300       |
| ** REPLACES STD 6-DISC CD **  |          |          | GAWR.FT: 3600    |
| U42 REAR SEAT ENTERTAINMENT SYSTEM  | 1295.00  | 1074.85  | GAWR.RR: 4100    |
| XA7 HEATED WASHER FLUID SYSTEM  | 85.00    | 70.55    | GMS: 43066.53    |
| 3LT TAHOE LT3 EQUIPMENT GROUP:  | 3650.00  | 3029.50  | SUPPLR: 44997.77 |
| * FRONT LEATHER APPOINTED BUCKET SEATS                                    |          |          | MRM: 49425.00    |
| * DRIVER SIDE SEAT W/12-WAY POWER, HEAT & MEMORY                          |          |          | NTR: 1/2         |
| * PASSENGER SIDE SEAT W/12-WAY POWER & HEAT                               |          |          | DAN: U42         |
| * 2ND ROW LEATHER APPOINTED SEATS   |          |          | MEMO 2277.50     |
| * POWER ADJUSTABLE PEDALS   |          |          |                  |
| * REMOTE VEHICLE STARTER  |          |          |                  |
| * AM/FM STEREO WITH MP3 COMPATIBLE 6-DISC CD CHANGER (REPLACES STD RADIO) |          |          |                  |
| * HEAD CURTAIN SIDE AIR BAGS, ALL SEATING ROWS                            |          |          |                  |
| * BOSE PREMIUM SPEAKER SYSTEM   |          |          |                  |
| * XM SATELLITE RADIO - SERVICE FEE EXTRA. 1ST 3 MONTHS INCL.              |          |          |                  |
| * REAR PARKING ASSIST   |          |          |                  |
| * OUTSIDE POWER FOLDING MIRRORS W/AUTO DIMMING & TURN SIGNALS             |          |          |                  |
| * UNIVERSAL HOME REMOTE   |          |          |                  |
| * TRI-ZONE AUTOMATIC AIR CONDITIONING                                     |          |          |                  |

REGENCY VANS

\*\* CONTINUED ON PAGE 2 \*\*

JACKY JONES CHEVROLET, PONTIAC, BUIC



# JACKY JONES

GM SUPERSTORE  
CHEVROLET-PONTIAC-BUICK-GMC  
4226 U.S. 64 WEST • P.O. BOX 939 • MURPHY, NC 28906  
PHONE (828) 837-2322

CASH RECEIVED FROM [REDACTED] 23689

NUMBER 42914

RECEIVED BY JODY ALLISON GUNTER  
DATE 11/28/08  
TIME 10:00

ROCK SPRINGS, GEORGIA [REDACTED]

| ACCT. | AMOUNT   | CONTROL NUMBER |
|-------|----------|----------------|
| 210   | 49193.33 | 23689          |

| PAYMENT TYPE   | AMOUNT   |
|----------------|----------|
| BUSINESS CHECK | 49193.33 |

PYMT FOR CT2887

\_\_\_\_\_  
SIGNATURE  
  
0501A0611280

PAGE 1

RECEIPT  
RECEIPT

CASH RECEIVED FROM [REDACTED] 23689

NUMBER 42914

RECEIVED BY JODY ALLISON GUNTER  
DATE 11/28/08  
TIME 10:00

ROCK SPRINGS, GEORGIA [REDACTED]

| ACCT. | AMOUNT   | CONTROL NUMBER |
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|----------------|----------|
| BUSINESS CHECK | 49193.33 |

PYMT FOR CT2887

\_\_\_\_\_  
SIGNATURE  
  
0501A0611280

PAGE 1

# JACKY JONES

GM SUPERSTORE  
CHEVROLET-PONTIAC-BUICK-GMC  
4226 U.S. 64 WEST • P.O. BOX 939 • MURPHY, NC 28906  
PHONE (828) 837-2322

# JACKY JONES

GM SUPERSTORE  
CHEVROLET-PONTIAC-BUICK-GMC  
4226 U.S. 64 WEST • P.O. BOX 939 • MURPHY, NC 28906  
PHONE (828) 837-2322

CASH RECEIVED FROM [REDACTED] 23689

NUMBER 42913

RECEIVED BY JODY ALLISON GUNTER

DATE 11/28/08

TIME 09:59

ROCK SPRINGS, GEORGIA [REDACTED]

| ACCT. | AMOUNT  | CONTROL NUMBER |
|-------|---------|----------------|
| 210   | 4950.00 | 23689          |

| PAYMENT TYPE   | AMOUNT  |
|----------------|---------|
| PERSONAL CHECK | 4950.00 |

SIGNATURE

PYMT FOR CT2887



0501A0511280

PAGE 1

RECEIPT  
RECEIPT

CASH RECEIVED FROM [REDACTED] 23689

NUMBER 42913

RECEIVED BY JODY ALLISON GUNTER

DATE 11/28/08

TIME 09:59

ROCK SPRINGS, GEORGIA [REDACTED]

| ACCT. | AMOUNT  | CONTROL NUMBER |
|-------|---------|----------------|
| 210   | 4950.00 | 23689          |

| PAYMENT TYPE   | AMOUNT  |
|----------------|---------|
| PERSONAL CHECK | 4950.00 |

SIGNATURE

PYMT FOR CT2887



0501A0511280

PAGE 1

# JACKY JONES

GM SUPERSTORE  
CHEVROLET-PONTIAC-BUICK-GMC  
4226 U.S. 64 WEST • P.O. BOX 939 • MURPHY, NC 28906  
PHONE (828) 837-2322

G.M. SUPERSTORE  
MURPHY, NORTH CAROLINA

**TRADE-IN PAY-OFF CONFIRMATION**

CT28874

DATE: 11/26/08 CUSTOMER NAME: [REDACTED]

CUSTOMER SS #: 414 - 86 - 0460 ACCT. #: [REDACTED]

VEHICLE YEAR: 2007 MAKE: GMC MODEL: Sierra EXT

IDENTIFICATION NUMBER: 1GTEK195072 [REDACTED]

LENDER: GMAC PHONE #: - - -

P. O. BOX # (OR DRAWER #): POB 9001931

STREET ADDRESS: Louisville

CITY: Louisville STATE: Ky ZIP: 40290

MAIL PAY-OFF TO ABOVE ADDRESS:  YES NO, MAIL PAY-OFF TO:

PAY-OFF AMOUNT: \$ 34,460.<sup>87</sup> AMT. GOOD THRU: 11/30/08

IF SIMPLE INTEREST ACCT., DAILY ACCRUAL AMT.: \$ 2 DAILY

AMOUNT QUOTED BY:

LAST PAID ON: 1 1

IS THERE A SECOND LIEN ON THIS VEHICLE: NO YES, WHERE?

ALL INFORMATION OBTAINED BY: [Signature]

**REMEMBER !! PAY-OFF AMOUNT MUST BE GOOD FOR 10 DAYS !!!!**

MV-1 (Revised 05-2006)

### DOR-MVD Title/Tag Application

Original Title Fee \$ 18.00  
 Replacement Title Fee \$ 8.00  
 Title Penalty Fee 10.00  
 License Plate to Transfer (Attach copy of current registration)  
 GA Sales Tax  
 Expedited Title Fee \$ 10.00  
 Expedited Title processing is only available by mail or in person at State MVD.

County Ad Valorem Tax \$ \_\_\_\_\_ .00  
 License Tag Fee \$ \_\_\_\_\_ .00  
 Mfg. Fee Special Tag \$ \_\_\_\_\_ .00  
 Special Tag Annual Fee \$ \_\_\_\_\_ .00  
 Tag Transfer Fee \$ \_\_\_\_\_ .00  
 10% Tax Penalty (\$6 Min.) \$ \_\_\_\_\_ .00  
 25% Tag Penalty \$ \_\_\_\_\_ .00  
 Tag/Decal Mail Fee \$ \_\_\_\_\_ .00

**Vehicle Section:** Except for the signature, this application must be typed electronically completed & printed or legibly hand printed in black or blue ink.

Vehicle Identification Number: 1GNEK130578 Year: 2007 Make: CHEVROLET Body Style: 4DR AND TAGO Model: STLV Color: BLK Cylinders: 8 New or Used: NEW

Date of Issue: 11/26/2008 Current Title # 2007 Current Title State of Issue: GA County of Residence: WALKER District # NEW

Odometer Reading - No tenths: 216 Odometer reading is actual miles unless you check one of the following boxes:  Exceeds Mechanical Limits of Odometer  Not the Actual Mileage, Warning odometer discrepancy Fuel: GAS

Gross Vehicle Weight & Load: Complete For All Trucks Over 14,000 Gross Vehicle Weight Type of Trailer Pulled? Product Hauled? Is This A Farm Vehicle?  Yes  No

Number of Owners: 1 Owner Section Leased Vehicle?  No  Yes (Complete Lessee Section)

Owner # 1  
 Driver's License # (if individual): GA State/Country of Issue: GA Full Legal Name of Owner #1: [REDACTED] Date of Birth: 04/20/1960  
 If you purchased this vehicle from an out-of-state dealer/business, did you pick-up the vehicle out-of-state?  Yes  No

Owner # 2  
 Driver's License # (if an individual): GA State/Country of Issue: GA Full Legal Name of Owner #2: [REDACTED] Date of Birth: [REDACTED]  
 Full Legal Name of Business/Leasing Company's Name: [REDACTED]

Address (Street address including city, state & zip): PO BOX 261 ROCK SPRING GA 307390261 Mailing Address (if different from street address including city, state & zip): [REDACTED]

GA Dealer's/Bank's 12 Digit Customer ID #: 307390261 Seller's GA Sales Tax #: [REDACTED] Lessee Section Driver's License # & State/Country of Issue, if individual: [REDACTED]

Full Legal Name or Business Name & Address: JACKY JONES CHV PONT BUICK GMC INC: 4226 W. HWY 54 ROCK SPRING GA 30739 Lessee's Full Legal Name & Address or Business Lessee's Full Name & Address: [REDACTED]  
 Lessee's GA County Location: [REDACTED]

Number of Security Interests or Liens: None Security Interests or Liens Section Security Interest Holder's/Lien Holder's 12 Digit Customer ID #: [REDACTED]

Name & Address of 1<sup>st</sup> Security Interest Holder/Lien Holder: TENNESSEE VALLEY FED CREDIT UNION 200 ALAMAR ST ROCK SPRING GA 30739 Name & Address of 2<sup>nd</sup> Security Interest Holder/Lien Holder: [REDACTED]

Name & Address of 3<sup>rd</sup> Security Interest Holder/Lien Holder: [REDACTED] Name & Mailing Address of Attorney-in-Fact - Attach original power of attorney if title is to be mailed to attorney-in-fact: [REDACTED]

I do solemnly swear or affirm that the information provided is true and correct. If I am providing a false or fictitious name or address or for making a material false statement punishable by law, or both, that the statements contained herein are true & accurate.

Owner #1 Signature: [REDACTED] Owner #2 Signature: [REDACTED]

\*If you have an out-of-state/country driver's license, attach a copy & submit proof of Georgia residency, e.g. copy of voter registration card, lease agreement, utility bill, etc.

**PRIVILEGED  CONFIDENTIAL - PREPARED FOR COUNSEL**  
**BRC CASE ASSESSMENT**

Latest Revision Date: 7/27/2011

**All Fields Are Required**

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

SR: 71-922624590  
By: Billie Comeaux/BRC/ML

GM Legal File / BBB Case No.: N/A  
Negotiator: Billie Comeaux/BRC/ML

Customer Last Name:

State: GA

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

Vehicle ID No.:  
1GNFK13057R

In Service Date:  
05/31/08

Vehicle Purchased: BAC Code:  
New 132966

Year, Make & Model: 2007 Chevrolet Tahoe

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

Current Mileage: 28,458

Sale Type: Purchase  Lease  Other  :

Dealer Name : Jacky Jones Chevrolet  
CAM Name: Wes Preece  
Phone Number: 678-240-9832

Lien holder: GMAC  Other  : Tennessee Valley  
Federal Credit Union

DVM Name: Dwellion Howard  
Phone/Cell Number: 770-880-7276

Purchase Price of Vehicle: \$ 49,604.00

Was TAC contacted for this vehicle (Y/N)? : No

DVM requests involvement?: Yes

Attorney Involvement: Alex Simanovsky & Associates, LLC  
Alex Simanovsky  
Phone Number : 770-414-1002  
Fax Number : 770-414-9891

Service Manager Name: Mike Pope  
Phone Number : 828-837-2322

Are there **additional** field personnel involved? If Yes, List the name, including role (DVM, DSM, etc.)  
and phone number. Repeat as necessary.  
DDMA Jeff Sullivan, 423-802-1687

Are there **additional** dealerships involved? If Yes, List the dealership name, contact name, and phone number. Repeat as necessary.

BAC - 112530  
JACKSON CHEVROLET BUICK GMC, INC.  
706-638-4222  
Svc Mgr Margaret Stone

BAC - 112543  
WALTER JACKSON CHEVROLET, INC.  
7069352381

BAC 112295  
CLASSIC CHEVROLET, LTD.  
8174211200

BAC 132250  
REGENCY VANS  
8174687171

BAC - 216254  
Bentley Chevrolet Cadillac  
2567644551

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.  
{Explanation}

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.**

**XX 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: |
|-------|-------|-----------|----------|--|
|-------|-------|-----------|----------|--|

|          |        |    |     |  |
|----------|--------|----|-----|--|
| 02/02/08 | 172423 | 1  | 566 | (Walter Jackson) Customer states SES light on./Failure code 9Z, complaint code WG. <input type="checkbox"/> J9992, customer concern not duplicated.  |
| 05/12/08 | 181768 | 1  | 105 | (Jacky Jones) Customer states engine running rough./Found <input type="checkbox"/> 7 spark plug dead. <input type="checkbox"/> Replaced <input type="checkbox"/> 7 spark plug, cleared codes and test drove. |
| 12/04/08 | 186107 | 1* | 218 | (Jacky Jones) Customer states SES Light on./ TDC C2300, found Catalytic Converter bad (stopped up). - Catalytic Converter replaced.<br>* Verified with svc mgr   |

Restraints

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

Steering

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

Transmission

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

Axle

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

Body/Trim

| Date:    | RO #:  | Days Out: | Mileage: | Description of Complaint and Repair Performed:  |
|----------|--------|-----------|----------|---|
| 01/16/09 | 186994 | 1         | 3036     | (Jacky Jones) Customer states rubber on back wiper has come off blade./Found rear wiper blade rubber split. <input type="checkbox"/> Replaced rear wiper blade.<br><br>Customer states drivers inside door handle is peeling./Found driver inside door handle chrome peeling. <input type="checkbox"/> Replace door handle. |
| 07/20/09 | 190679 | 1         | 9427     | (Jacky Jones) Customer states right rear interior trim loose behind seat./Found right C pillar trim warped. <input type="checkbox"/> Ordered trim piece.  |
| 07/28/09 | 190849 | 1         | 10356    | (Jacky Jones) Customer states right rear interior trim loose behind seat./Found right interior quarter panel trim warped and loose. <input type="checkbox"/> Replaced right quarter panel trim.   |
| 04/15/10 | 201468 | 1         | 17204    | (Jacky Jones) Customer states interior trim above liftgate is warped./Warped <input type="checkbox"/> Replaced warped trim rear upper hatch.  |
| 01/03/11 | 177687 | 1*        | 25437    | (Jackson) Customer states check drivers mirror goes down, won't come up when put in drive./Bad wire connection. <input type="checkbox"/> Remove left door panel and repair wire to mirror, recheck, OK at this time.<br>(*Verified with svc mgr)  |
| 02/21/11 | 207772 | 1         | 28458    | (Jacky Jones) Customer states Drivers door trim came off./Found handle pocket loose. - Need to access panel to repair door trim panel and reattach pocket and handle assembly with attached screws; OK.   |

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>   |
|--------------|--------------|------------------|-----------------|---|
| 06/16/06     | 580014       | N/A              | 29              | (Classic) <b>PRIOR TO DELIVERY</b> - Factory radio has no audio./Checked data, no codes, checked power and grounds and all speakers for shorts or opens, none. Check amplifier control circuit, circuit OK. Replaced amplifier retest, still no audio; swap radio from stock unit and program retest, 81287, current trace wiring found white circuit 7066 shorted to ground, trace wiring found video module screw shorting out no audio. <input type="checkbox"/> replaced amplifier and repaired short in harness to video module, repaired wiring and retest, OK, cleared code. |
| 11/28/08     | 163143       | 1                | 383             | (Jackson) Customer states service engine light on./Scanned, found code P0116, found bad connection at ECT connector. <input type="checkbox"/> Repaired connector, retested all, codes cleared at this time.   |
| 12/04/08     | 186107       | *                | 218             | (Jacky Jones) Customer states both headlamps fogged over./Both lamps milky, lamp capsules cracked. - Necessary to R&R both left and right lamps.<br><br>Customer states needs two remotes (DVD in truck)./ Missing. <input type="checkbox"/> Replaced, handled internally as part of conversion package.<br><br>Customer states two headsets missing./ )./ Missing. <input type="checkbox"/> Replaced, handled internally as part of conversion package.  |
| 12/23/08     | 186508       | 1*               | 1913            | (Jacky Jones) Customer states navigation unit inop./Data scan and follow slow. Replaced disc and restarted, connected Tech 2 TAC Case <input type="checkbox"/> 25912408. - Nav Radio replaced.<br>*Verified with svc mgr  |
| 01/27/11     | 207347       | 1                | 28457           | (Jacky Jones) Customer states driver side mirror when in reverse goes down and won't go back up with electric, have to manually push./ Gear inside mirror was stripped <input type="checkbox"/> Outside rear view mirror replacement left side.<br>*Verified with svc mgr   |
| 01/03/11     | 177687       | *                | 25437           | (Jackson) Customer states remote not working./Remote not transmitting.- Replace remote and reprogram remotes.   |

Glass

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

HVAC

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



Paint

| <u>Date:</u> | <u>RO #:</u> | <u>Days Out:</u> | <u>Mileage:</u> | <u>Description of Complaint and Repair Performed:</u>  |
|--------------|--------------|------------------|-----------------|--|
| 12/04/08     | 186107       | *                | 218             | (Jacky Jones) Customer states spot on hood faded./ Faded paint.* <input type="checkbox"/><br>buffed out.<br>*verified by svc mgr |

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>   |
|--------------|--------------|------------------|-----------------|---|
| 05/07/09     | 189105       | 1                | 7272            | (Jacky Jones) Customer states terrible vibration 70-75 MPH after service./Wheels out of balance* – Balanced two 20" and reset TPM system.<br>*Verified svc mgr  |
| 01/27/11     | 207347       | *                | 28457           | (Jacky Jones) Customer states tire sensor light on/off, been going on for long time./Scan system-OK, tire pressures not set to correct pressures, pressures as low as 26 PSI. <input type="checkbox"/> Set tire pressures to 38 PSI and reset monitor system. |
| 01/03/11     | 177687       | *                | 25437           | (Jackson) Customer states left front and rear tire says low./Found right rear tire sensor bad, not displaying correctly. <input type="checkbox"/> Replace sensor and reprogram tire sensor, recheck; Ok at this time.   |

Recalls / Campaigns

| <u>Date:</u> | <u>RO #:</u> | <u>Days Out:</u> | <u>Mileage:</u> | <u>Description of Complaint and Repair Performed:</u>  |
|--------------|--------------|------------------|-----------------|--|
| 02/27/08     | 180212       | 1                | 3               | (Jacky Jones) Recall 06162./Incorrect calibration. <input type="checkbox"/> Reflash ECM.<br><br>Recall 07033./Incorrect calibration. <input type="checkbox"/> Reflash BCM. |
| 12/04/08     | 186107       | *                | 218             | (Jacky Jones) Recall 08048./Install harness and replace fuse.  |
| 07/12/10     | 203264       | 1                | 20022           | (Jacky Jones) Recall 10153, V2281 Disable heated windshield module.  |

Other

| <u>Date:</u> | <u>RO #:</u> | <u>Days Out:</u> | <u>Mileage:</u> | <u>Description of Complaint and Repair Performed:</u>   |
|--------------|--------------|------------------|-----------------|---|
| 02/21/11     | 207772       | *                | 28458           | (Jacky Jones) Customer states vibration above 70 MPH, steering wheel shake and back seat vibrates; Balanced all 4 wheels and tires. |

**Important: SES light is to be captured under affected component above.**

**ACCIDENT / INSURANCE INFORMATION:**

Repeat as necessary

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

Are the RO's attached if the vehicle was in an accident? (Y or N) N/A  
Has the customer filed any insurances claims on this Vehicle? (Y or N) N/A

If Yes obtain the following information below

Insurance Company: N/A

Insurance Rep : \_\_\_\_\_

N/A

Phone  N/A

Claim Made? (Y or N): N/A

Claim Status: \_\_\_\_\_

N/A

Claim  N/A

Did Insurance Company refer customer to GM? (Y or N) N/A

If Yes. Did the insurance company deny the claim? (Y or N) N/A

**AFTERMARKET MODIFICATIONS:**

Are there any Aftermarket Modifications to the Vehicle? (Y or N) Yes

Regency Conversion

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.

Wheels, tires, and paint

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

**PERTINENT FACTS FROM ALL SRs RELATED TO THIS VIN:**

Concern: SP-10645193 PQC - NAV RADIO UVB REPLACE

Date  Offer/Result: No resolution, case still open.

Concern: 71-885699108 - CAC - Multiple Concerns - no resolution, DDMA to work directly with customer.

Date  Offer/Result: No resolution, DDMA to work directly with customer - closed 01/11/11.

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?** {State}

**What is the customer eligible for based on the BBB Program Eligibility Guidelines and the specific states lemon law requirements for meeting presumption? (Explain in Detail)**

**Unique GM Program Summary Requirements for Repurchase/Replacement in Applicable State:**  
{Eligibility Detail}

**Unique GM Program Summary Requirements for Repairs/Reimbursement for Past Repairs in Applicable State:**  
{Eligibility Detail}

**Customer/Plaintiff Seeks:**

Repurchase plus 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.

Violations of U.C.C., Magnuson - Moss

**Note: This section only applicable for Legal cases**

**Is Lemon Law Pled/Alleged?: No**

Under what State? GA Claimed Presumptive? Yes

Does Purchase Qualify? Yes If not, why? N/A

**State Presumption Is: 24/24K**

# of Visits for a Non-Conformity? 3 # of Days out of Service? 30
# of visits for a Safety Complaint? N/A # of Visits Total? 4
Must Complaint Continue to Exist? Yes Final Repair/Arbitration Required? Yes
Time Period for filing a Claim? Three years following the date of original delivery of the motor vehicle to the consumer.

**Vehicle Service History (During Presumptive Period) is:**

# of Visits for a Non-Conformity? 3 Engine # of Days out of Service? 10
4 Trim
3 Electrical
1 Wheel
# of visits for a Safety Complaint? N/A # of Visits Total? 11
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? 3 Engine # of Days out of Service? 13
7 Trim
5 Electrical
3 Wheel
# of visits for a Safety Complaint? N/A # of Visits Total? 15
Must Complaint Continue to Exist? Yes Final Repair or Arbitration Required? Yes

**Related Repairs beyond NVLW: No**

Customer Pay? No If no, identify responsible party: N/A
Additional Days out of Service? N/A Additional # of Repair Visits? N/A

**Other Considerations: Yes**

Outcome/Findings of Arb/Final Repair: Scheduled for 03/15/11
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:

jeffery.b.sullivan@chevrolet.com

Hi;

Option B. jeff

Billie,

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

I have personally spoken with this customer as a result of case **71-885699108**. Related communications to follow. After a review of this customer's file the CAC District Specialist and I did not find grounds for a repurchase or replacement of this customer's vehicle. However, after personally discussing this matter with the customer, I offered to provide an Owner Loyalty Certificate once the vehicle is beyond the Bumper to Bumper Warranty on May 31, 2011. This OLC would have been approximately \$4,900. The owner was very pleased and I have not heard from him since that time.

Dwellion

### Dwellion Howard

District Manager - Aftersales  
General Motors - Southeast Region  
Customer Care and Aftersales  
cell: 770-880-7276  
fax: 770-708-2380  
dwellion.howard@gm.com

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

Service Manager Mike Pope does not recall anything in particular with this customer or vehicle.

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

Customer is within filing period for LL.

Customer may meet presumption (if previous complaint is verified during FRA).

Customer is within NVLW.

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

Most of customer's complaints are single repair trim and electrical concerns (not repeat repairs).

One of customer's engine complaints was never duplicated.

Customer had accepted offer for an OLC (\$4900.00 value) prior to sending in demand letter.

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

None

### Recommendation:

Depending on outcome of FRA, crs recommends cash settlement of \$4,000.00 to \$6,500.00, inclusive.

MSRP - \$49,425.00

### Rationale:

Most complaints were minor trim issues or one time electrical concerns, one engine concern was never duplicated, customer had already accepted an OLC to be provided once vehicle was out of NVLW by DDMA Dwellion Howard. Tires and wheels were part of conversion package, not warrantable items.

**Settlement/Defense Strategy:**

Most complaints were minor trim issues or one time electrical concerns, one engine concern was never duplicated, customer had already accepted an OLC to be provided once vehicle was out of NVLW by DDMA Dwellion Howard. Tires and wheels were part of conversion package, not warrantable items.

## 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><br>Amount to Plaintiff/Atty: \$Repurchase/\$Fees<br>Inclusive Offer: \$N/A  | Settlement Type:<br>Repurchase<br>Date: 02/22/11           | Countered              |
| <b>CRS Initial Offer:</b><br>Amount to Plaintiff/Atty: \${Amount}/\${Amount}<br>Inclusive Offer: \${Amount}     | Settlement Type:<br>{Goodwill Type}<br>Date:<br>{mm/dd/yy} | {Accepted / Countered} |
| <b>Plaintiff Counter::</b><br>Amount to Plaintiff/Atty: \${Amount}/\${Amount}<br>Inclusive Offer: \${Amount}    | Settlement Type:<br>{Goodwill Type}<br>Date:<br>{mm/dd/yy} | {Accepted / Countered} |
| <b>CRS Counter:</b><br>Amount to Plaintiff/Atty: \${Amount}/\${Amount}<br>Inclusive Offer: \${Amount}           | Settlement Type:<br>{Goodwill Type}<br>Date:<br>{mm/dd/yy} | {Accepted / Countered} |
| <b>PLAINTIFF Final Offer:</b><br>Amount to Plaintiff/Atty: \${Amount}/\${Amount}<br>Inclusive Offer: \${Amount} | Settlement Type:<br>{Goodwill Type}<br>Date:<br>{mm/dd/yy} | {Accepted / Declined}  |
| <b>CRS Final Offer:</b><br>Amount to Plaintiff/Atty: \${Amount}/\${Amount}<br>Inclusive Offer: \${Amount}       | Settlement Type:<br>{Goodwill Type}<br>Date:<br>{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><br><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><br><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><br><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).<br>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.<br>All indicators that provide the driver with operating characteristics of a vehicle.<br>All Electrical lights that illuminate.<br>All radio, CD/DVD, navigation, video, speakers, reception/antenna related components.<br>All battery, spark plug/wire, glow plug, starting or charging system components.   |
| <b>Engine/Fuel &amp; Exhaust</b> | Internal and external mechanical components.<br>Cooling system components including radiator, gaskets, thermostat, and water pump.<br>All computers and sensors that affect or monitor engine operation.<br>All air and fuel related components including tank, injectors, and lines.<br>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: 7/27/2011

**All Fields Are Required**

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

SR: 71-922624590  
By: Billie Comeaux/BRC/ML

GM Legal File / BBB Case No.: N/A  
Negotiator: Billie Comeaux/BRC/ML

Customer Last Name:

State: GA

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

Vehicle ID No.:  
1GNFK13057R

In Service Date:  
05/31/08

Vehicle Purchased: BAC Code:  
New 132966

Year, Make & Model: 2007 Chevrolet Tahoe

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

Current Mileage: 28,458

Sale Type: Purchase  Lease  Other  :

Dealer Name : Jacky Jones Chevrolet  
CAM Name: Wes Preece  
Phone Number: 678-240-9832

Lien holder: GMAC  Other  : Tennessee Valley  
Federal Credit Union

DVM Name: Dwellion Howard  
Phone/Cell Number: 770-880-7276

Purchase Price of Vehicle: \$ 49,604.00

Was TAC contacted for this vehicle (Y/N)? : No

DVM requests involvement?: Yes

Attorney Involvement: Alex Simanovsky & Associates, LLC  
Alex Simanovsky  
Phone Number : 770-414-1002  
Fax Number : 770-414-9891

Service Manager Name: Mike Pope  
Phone Number : 828-837-2322

Are there **additional** field personnel involved? If Yes, List the name, including role (DVM, DSM, etc.)  
and phone number. Repeat as necessary.

DDMA Jeff Sullivan, 423-802-1687

Are there **additional** dealerships involved? If Yes, List the dealership name, contact name, and phone number. Repeat as necessary.

BAC - 112530  
JACKSON CHEVROLET BUICK GMC, INC.  
706-638-4222  
Svc Mgr Margaret Stone

BAC - 112543  
WALTER JACKSON CHEVROLET, INC.  
706-935-2381

BAC 112295  
CLASSIC CHEVROLET, LTD.  
817-421-1200

BAC 132250  
REGENCY VANS  
817-468-7171

BAC - 216254  
Bentley Chevrolet Cadillac  
256-764-4551

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.  
{Explanation}

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.**

**XX 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: |
|-------|-------|-----------|----------|--|
|-------|-------|-----------|----------|--|

|          |        |    |      |  |
|----------|--------|----|------|--|
| 02/02/08 | 172423 | 1  | 566  | (Walter Jackson) Customer states SES light on./Failure code 9Z, complaint code WG. <input type="checkbox"/> J9992, customer concern not duplicated.  |
| 05/12/08 | 181768 | 1  | 105  | (Jacky Jones) Customer states engine running rough./Found <input type="checkbox"/> spark plug dead. <input type="checkbox"/> Replaced <input type="checkbox"/> 7 spark plug, cleared codes and test drove. |
| 12/04/08 | 186107 | 1* | 218  | (Jacky Jones) Customer states SES Light on./ TDC C2300, found Catalytic Converter bad (stopped up). - Catalytic Converter replaced.<br>* Verified with svc mgr   |
| 02/13/09 | 179504 | 1  | 4057 | (Bentley) Customer states also has an extended crank time./Did not recreate concern. <input type="checkbox"/> Did not recreate concern.  |

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>   |
|--------------|--------------|------------------|-----------------|---|
| 02/13/09     | 179504       | *                | 4057            | (Bentley) Customer states cel is on and transmission has a harsh shift./Code <input type="checkbox"/> P0335 was stored as a history code in the PCM. Checked connection at the crank sensor, did not recreate the concern. <input type="checkbox"/> Did not find a problem. |

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>   |
|--------------|--------------|------------------|-----------------|---|
| 06/20/06     | 130065       | N/A              | 2               | (Regency Vans) A9119-Panel, Fender <input type="checkbox"/> Repair <b>(PRIOR TO CUSTOMER DELIVERY, per GWM)</b> .   |
| 01/16/09     | 186994       | 1                | 3036            | (Jacky Jones) Customer states rubber on back wiper has come off blade./Found rear wiper blade rubber split. <input type="checkbox"/> Replaced rear wiper blade.<br><br>Customer states drivers inside door handle is peeling./Found driver inside door handle chrome peeling. <input type="checkbox"/> Replace door handle. |
| 07/20/09     | 190679       | 1                | 9427            | (Jacky Jones) Customer states right rear interior trim loose behind seat./Found right C pillar trim warped. <input type="checkbox"/> Ordered trim piece.  |
| 07/28/09     | 190849       | 1                | 10356           | (Jacky Jones) Customer states right rear interior trim loose behind seat./Found right interior quarter panel trim warped and loose. <input type="checkbox"/> Replaced right quarter panel trim.   |
| 04/15/10     | 201468       | 1                | 17204           | (Jacky Jones) Customer states interior trim above liftgate is warped./Warped <input type="checkbox"/> Replaced warped trim rear upper hatch.  |
| 01/03/11     | 177687       | 1*               | 25437           | (Jackson) Customer states check drivers mirror goes down, won't come  |

up when put in drive./Bad wire connection. Remove left door panel and repair wore to mirror, recheck, OK at this time.  
(\*Verified with svc mgr)

02/21/11 207772 1 28458 (Jacky Jones) Customer states Drivers door trim came off./Found handle pocket loose. - Need to access panel to repair door trim panel and reattach pocket and handle assembly with attached screws; OK.

Chassis

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

Electrical

| Date:    | RO #:  | Days Out: | Mileage: | Description of Complaint and Repair Performed:   |
|----------|--------|-----------|----------|--|
| 06/16/06 | 580014 | N/A       | 29       | (Classic) PRIOR TO DELIVERY - Factory radio has no audio./Checked data, no codes, checked power and grounds and all speakers for shorts or opens, none. Check amplifier control circuit, circuit OK. Replaced amplifier retest, still no audio; swap radio from stock unit and program retest, 81287, current trace wiring found white circuit 7066 shorted to ground, trace wiring found video module screw shorting out no audio. <input type="checkbox"/> replaced amplifier and repaired short in harness to video module, repaired wiring and retest, OK, cleared code. |
| 11/28/08 | 163143 | 1         | 383      | (Jackson) Customer states service engine light on./Scanned, found code P0116, found bad connection at ECT connector. <input type="checkbox"/> Repaired connector, retested all, codes cleared at this time.  |
| 12/04/08 | 186107 | *         | 218      | (Jacky Jones) Customer states both headlamps fogged over./Both lamps milky, lamp capsules cracked. - Necessary to R&R both left and right lamps.<br><br>Customer states needs two remotes (DVD in truck)./ Missing. <input type="checkbox"/> Replaced, handled internally as part of conversion package.<br><br>Customer states two headsets missing./ ) / Missing. <input type="checkbox"/> Replaced, handled internally as part of conversion package.   |
| 12/23/08 | 186508 | 1*        | 1913     | (Jacky Jones) Customer states navigation unit inop./Data scan and follow slow. Replaced disc and restarted, connected Tech 2 TAC Case <input type="checkbox"/> 25912408. - Nav Radio replaced.<br>*Verified with svc mgr   |
| 02/13/09 | 179504 | *         | 4057     | (Bentley) Customer states service stability light is flashing./Code <input type="checkbox"/> C0561 was stored as a history code in the ESCM. <input type="checkbox"/> Could not recreate concern.  |
| 01/27/11 | 207347 | 1         | 28457    | (Jacky Jones) Customer states driver side mirror when in reverse goes down and won't go back up with electric, have to manually push./ Gear inside mirror was stripped <input type="checkbox"/> Outside rear view mirror replacement left side.<br>*Verified with svc mgr  |
| 01/03/11 | 177687 | *         | 25437    | (Jackson) Customer states remote not working./Remote not transmitting.- Replace remote and reprogram remotes.  |

Glass

| Date: | RO #: | Days Out: | Mileage: | Description of Complaint and Repair Performed: |
|-------|-------|-----------|----------|--|
|-------|-------|-----------|----------|--|

N/A N/A N/A N/A N/A

HVAC

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

Paint

| <u>Date:</u> | <u>RO #:</u> | <u>Days Out:</u> | <u>Mileage:</u> | <u>Description of Complaint and Repair Performed:</u>  |
|--------------|--------------|------------------|-----------------|--|
| 12/04/08     | 186107       | *                | 218             | (Jacky Jones) Customer states spot on hood faded./ Faded paint.* <input type="checkbox"/><br>buffed out.<br>*verified by svc mgr |

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>   |
|--------------|--------------|------------------|-----------------|---|
| 05/07/09     | 189105       | 1                | 7272            | (Jacky Jones) Customer states terrible vibration 70-75 MPH after service./Wheels out of balance* – Balanced two 20" and reset TPM system.<br>*Verified svc mgr  |
| 01/27/11     | 207347       | *                | 28457           | (Jacky Jones) Customer states tire sensor light on/off, been going on for long time./Scan system-OK, tire pressures not set to correct pressures, pressures as low as 26 PSI. <input type="checkbox"/> Set tire pressures to 38 PSI and reset monitor system. |
| 01/03/11     | 177687       | *                | 25437           | (Jackson) Customer states left front and rear tire says low./Found right rear tire sensor bad, not displaying correctly. <input type="checkbox"/> Replace sensor and reprogram tire sensor, recheck; Ok at this time.   |

Recalls / Campaigns

| <u>Date:</u> | <u>RO #:</u> | <u>Days Out:</u> | <u>Mileage:</u> | <u>Description of Complaint and Repair Performed:</u>  |
|--------------|--------------|------------------|-----------------|--|
| 02/27/08     | 180212       | 1                | 3               | (Jacky Jones) Recall 06162./Incorrect calibration. <input type="checkbox"/> Reflash ECM.<br>Recall 07033./Incorrect calibration. <input type="checkbox"/> Reflash BCM. |
| 12/04/08     | 186107       | *                | 218             | (Jacky Jones) Recall 08048./Install harness and replace fuse.  |
| 07/12/10     | 203264       | 1                | 20022           | (Jacky Jones) Recall 10153, V2281 Disable heated windshield module.  |

Other

| <u>Date:</u> | <u>RO #:</u> | <u>Days Out:</u> | <u>Mileage:</u> | <u>Description of Complaint and Repair Performed:</u>   |
|--------------|--------------|------------------|-----------------|---|
| 02/21/11     | 207772       | *                | 28458           | (Jacky Jones) Customer states vibration above 70 MPH, steering wheel shake and back seat vibrates; Balanced all 4 wheels and tires. |

**Important: SES light is to be captured under affected component above.**

**ACCIDENT / INSURANCE INFORMATION:**

Repeat as necessary

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

**Are the RO's attached if the vehicle was in an accident? (Y or N)** N/A  
**Has the customer filed any insurances claims on this Vehicle? (Y or N)** N/A

If Yes obtain the following information below

**Insurance Company:** N/A

**Insurance Rep :** \_\_\_\_\_

N/A

**Phone**  N/A

**Claim Made? (Y or N):** N/A

**Claim Status:** \_\_\_\_\_

N/A

**Claim**  N/A

**Did Insurance Company refer customer to GM? (Y or N)** N/A

**If Yes. Did the insurance company deny the claim? (Y or N)** N/A

**AFTERMARKET MODIFICATIONS:**

**Are there any Aftermarket Modifications to the Vehicle? (Y or N)** Yes

Regency Conversion

**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.**

Wheels, tires, and paint

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

**PERTINENT FACTS FROM ALL SRs RELATED TO THIS VIN:**

**Concern:** SP-10645193 PQC - NAV RADIO UVB REPLACE

**Date**  **Offer/Result:** No resolution, case still open.

**Concern:** 71-885699108 - CAC - Multiple Concerns - no resolution, DDMA to work directly with customer.

**Date**  **Offer/Result:** No resolution, DDMA to work directly with customer - closed 01/11/11.

**Concern:** 71-922888143 - Legal Corr. - FRA - ongoing.

**Date**  **Offer/Result:** No offer pending FRA.



**BBB PROGRAM SUMMARY ASSESSMENT:**

*(Note: This section only applicable for ADR cases)*

**What State is BBB Case Filed In?** {State}

**What is the customer eligible for based on the BBB Program Eligibility Guidelines and the specific states lemon law requirements for meeting presumption? (Explain in Detail)**

**Unique GM Program Summary Requirements for Repurchase/Replacement in Applicable State:**  
{Eligibility Detail}

**Unique GM Program Summary Requirements for Repairs/Reimbursement for Past Repairs in Applicable State:**  
{Eligibility Detail}

**Customer/Plaintiff Seeks:**

Repurchase plus 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.

Violations of U.C.C., Magnuson - Moss

**Note: This section only applicable for Legal cases**

**Is Lemon Law Pled/Alleged?: No**

Under what State? GA Claimed Presumptive? Yes

Does Purchase Qualify? Yes If not, why? N/A

**State Presumption Is: 24/24K**

# of Visits for a Non-Conformity? 3 # of Days out of Service? 30
# of visits for a Safety Complaint? N/A # of Visits Total? 4
Must Complaint Continue to Exist? Yes Final Repair/Arbitration Required? Yes
Time Period for filing a Claim? Three years following the date of original delivery of the motor vehicle to the consumer.

**Vehicle Service History (During Presumptive Period) is:**

# of Visits for a Non-Conformity? 4 Engine # of Days out of Service? 11
1 Trans.
4 Trim
4 Electrical
1 Wheel
# of visits for a Safety Complaint? N/A # of Visits Total? 12
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? 4 Engine # of Days out of Service? 14
1 Trans.
7 Trim
6 Electrical
3 Wheel
# of visits for a Safety Complaint? N/A # of Visits Total? 16
Must Complaint Continue to Exist? Yes Final Repair or Arbitration Required? Yes

**Related Repairs beyond NVLW: No**

Customer Pay? No If no, identify responsible party: N/A
Additional Days out of Service? N/A Additional # of Repair Visits? N/A

**Other Considerations: Yes**

Outcome/Findings of Arb/Final Repair: Scheduled for 03/15/11

|                               |    |     |
|-------------------------------|----|-----|
| 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:

jeffery.b.sullivan@chevrolet.com

Hi;

Option B. jeff

Billie,

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

I have personally spoken with this customer as a result of case **71-885699108**. Related communications to follow. After a review of this customer's file the CAC District Specialist and I did not find grounds for a repurchase or replacement of this customer's vehicle. However, after personally discussing this matter with the customer, I offered to provide an Owner Loyalty Certificate once the vehicle is beyond the Bumper to Bumper Warranty on May 31, 2011. This OLC would have been approximately \$4,900. The owner was very pleased and I have not heard from him since that time.

Dwellion

### Dwellion Howard

District Manager - Aftersales  
General Motors - Southeast Region  
Customer Care and Aftersales  
cell: 770-880-7276  
fax: 770-708-2380  
dwellion.howard@gm.com

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

Service Manager Mike Pope does not recall anything in particular with this customer or vehicle.

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

Customer is within filing period for LL.

Customer may meet presumption (if previous complaint is verified during FRA).

Customer is within NVLW.

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

Most of customer's complaints are single repair trim and electrical concerns (not repeat repairs).

One of customer's engine complaints was never duplicated.

Customer had accepted offer for an OLC (\$4900.00 value) prior to sending in demand letter.

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

None

### Recommendation:

Depending on outcome of FRA, crs recommends cash settlement of \$4,000.00 to \$6,500.00, inclusive.

MSRP - \$49,425.00

### Rationale:

Most complaints were minor trim issues or one time electrical concerns, one engine concern was never duplicated, customer had already accepted an OLC to be provided once vehicle was out of NVLW by DDMA Dwellion Howard. Tires and wheels were part of conversion package, not warrantable items.

**Settlement/Defense Strategy:**

Most complaints were minor trim issues or one time electrical concerns, one engine concern was never duplicated, customer had already accepted an OLC to be provided once vehicle was out of NVLW by DDMA Dwellion Howard. Tires and wheels were part of conversion package, not warrantable items.

## 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><br>Amount to Plaintiff/Atty: \$Repurchase/\$Fees<br>Inclusive Offer: \$N/A  | Settlement Type:<br>Repurchase<br>Date: 02/22/11           | Countered              |
| <b>CRS Initial Offer:</b><br>Amount to Plaintiff/Atty: \${Amount}/\${Amount}<br>Inclusive Offer: \${Amount}     | Settlement Type:<br>{Goodwill Type}<br>Date:<br>{mm/dd/yy} | {Accepted / Countered} |
| <b>Plaintiff Counter::</b><br>Amount to Plaintiff/Atty: \${Amount}/\${Amount}<br>Inclusive Offer: \${Amount}    | Settlement Type:<br>{Goodwill Type}<br>Date:<br>{mm/dd/yy} | {Accepted / Countered} |
| <b>CRS Counter:</b><br>Amount to Plaintiff/Atty: \${Amount}/\${Amount}<br>Inclusive Offer: \${Amount}           | Settlement Type:<br>{Goodwill Type}<br>Date:<br>{mm/dd/yy} | {Accepted / Countered} |
| <b>PLAINTIFF Final Offer:</b><br>Amount to Plaintiff/Atty: \${Amount}/\${Amount}<br>Inclusive Offer: \${Amount} | Settlement Type:<br>{Goodwill Type}<br>Date:<br>{mm/dd/yy} | {Accepted / Declined}  |
| <b>CRS Final Offer:</b><br>Amount to Plaintiff/Atty: \${Amount}/\${Amount}<br>Inclusive Offer: \${Amount}       | Settlement Type:<br>{Goodwill Type}<br>Date:<br>{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><br><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><br><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><br><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).<br>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.<br>All indicators that provide the driver with operating characteristics of a vehicle.<br>All Electrical lights that illuminate.<br>All radio, CD/DVD, navigation, video, speakers, reception/antenna related components.<br>All battery, spark plug/wire, glow plug, starting or charging system components.   |
| <b>Engine/Fuel &amp; Exhaust</b> | Internal and external mechanical components.<br>Cooling system components including radiator, gaskets, thermostat, and water pump.<br>All computers and sensors that affect or monitor engine operation.<br>All air and fuel related components including tank, injectors, and lines.<br>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

March 15, 2011

Alex Simanovsky, Esq.  
Simanovsky & Associates  
2300 Henderson Mill Rd NE Ste 300  
Atlanta, GA 30345

RE: [REDACTED]

Service Request: 71-922624590  
2007 Chevrolet Tahoe  
Vehicle Identification Number: 1GNFK13057R [REDACTED]  
Mediation Liaison: Billie

Dear Mr. Simanovsky:

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 \$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

cc: FILE

LG0044  
V10142009

Attach.

\_\_\_\_\_

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 Tahoe bearing Vehicle Identification Number 1GNFK13057R [REDACTED] ("Subject Vehicle"), including but not limited to any claims based on any alleged defects in the subject vehicle. This Release of Claim shall not be construed to release any of the above named persons or entities from any liability regarding claims of personal injury or products liability arising out of the use or operation of the Subject Vehicle after the date of execution of this release. Notwithstanding the above, General Motors Company agrees to honor the remaining term of the manufacturer's express limited warranty and any applicable GM Protection Plans which accompanied the sale of the subject vehicle. If Releasor(s) has/have initiated any court, arbitration or other proceeding against Releasees, Releasor(s) immediately will dismiss the proceeding with prejudice.

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

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

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

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

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

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

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

\_\_\_\_\_  
Address

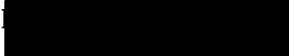
\_\_\_\_\_  
Address

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

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

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

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

Sworn to (or affirmed) and subscribed before me this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_,  
by 

\_\_\_\_\_  
Signature of Notary Public

\_\_\_\_\_  
Print, type or stamp Commissioned Name of Notary Public

Personally Known \_\_\_\_\_ OR Produced identification \_\_\_\_\_

Type of identification \_\_\_\_\_

My commission expires: \_\_\_\_\_

CC: File

LG0024  
V6302006

**PRIVILEGED  CONFIDENTIAL - PREPARED FOR COUNSEL**  
**BRC CASE ASSESSMENT**

Latest Revision Date: 7/27/2011

**All Fields Are Required**

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

SR: 71-922624590  
By: Billie Comeaux/BRC/ML

GM Legal File / BBB Case No.: N/A  
Negotiator: Billie Comeaux/BRC/ML

Customer Last Name:

State: GA

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

Vehicle ID No.:  
1GNFK13057R

In Service Date:  
05/31/08

Vehicle Purchased: BAC Code:  
New 132966

Year, Make & Model: 2007 Chevrolet Tahoe

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

Current Mileage: 28,458

Sale Type: Purchase  Lease  Other  :

Dealer Name : Jacky Jones Chevrolet  
CAM Name: Wes Preece  
Phone Number: 678-240-9832

Lien holder: GMAC  Other  : Tennessee Valley  
Federal Credit Union

DVM Name: Dwellion Howard  
Phone/Cell Number: 770-880-7276

Purchase Price of Vehicle: \$ 49,604.00

Was TAC contacted for this vehicle (Y/N)? : No

DVM requests involvement?: Yes

Attorney Involvement: Alex Simanovsky & Associates, LLC  
Alex Simanovsky  
Phone Number : 770-414-1002  
Fax Number : 770-414-9891

Service Manager Name: Mike Pope  
Phone Number : 828-837-2322

Are there **additional** field personnel involved? If Yes, List the name, including role (DVM, DSM, etc.)  
and phone number. Repeat as necessary.  
DDMA Jeff Sullivan, 423-802-1687

Are there **additional** dealerships involved? If Yes, List the dealership name, contact name, and phone number. Repeat as necessary.

BAC - 112530  
JACKSON CHEVROLET BUICK GMC, INC.  
706-638-4222  
Svc Mgr Margaret Stone

BAC - 112543  
WALTER JACKSON CHEVROLET, INC.  
706-935-2381

BAC 112295  
CLASSIC CHEVROLET, LTD.  
817-421-1200

BAC 132250  
REGENCY VANS  
817-468-7171

BAC - 216254  
Bentley Chevrolet Cadillac  
256-764-4551

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.  
{Explanation}

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.**

**XX 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: |
|-------|-------|-----------|----------|--|
|-------|-------|-----------|----------|--|

|          |               |    |       |   |
|----------|---------------|----|-------|---|
| 02/02/08 | 172423        | 1  | 566   | (Walter Jackson) Customer states SES light on./Failure code 9Z, complaint code WG. <input type="checkbox"/> J9992, customer concern not duplicated.   |
| 05/12/08 | 181768        | 1  | 105   | (Jacky Jones) Customer states engine running rough./Found <input type="checkbox"/> spark plug dead. <input type="checkbox"/> Replaced <input type="checkbox"/> 7 spark plug, cleared codes and test drove.  |
| 12/04/08 | 186107        | 1* | 218   | (Jacky Jones) Customer states SES Light on./ TDC C2300, found Catalytic Converter bad (stopped up). - Catalytic Converter replaced.<br>* Verified with svc mgr  |
| 02/13/09 | 179504        | 1  | 4057  | (Bentley) Customer states also has an extended crank time./Did not recreate concern. <input type="checkbox"/> Did not recreate concern.   |
| 03/15/11 | 208251<br>FRA | 1  | 28405 | (Jacky Jones) Per Brittany at GM, final repair check, check engine problem? Ask customer to demonstrate./None. <input type="checkbox"/> No problems or issues found or repaired at this time. No issues at this moment, problem is all of the past issues, no problems with the vehicle at this time, all problems have been resolved at this time. GM Representative met with customer Glover to discuss previous issues with his vehicle, owner advised that all problems have been resolved and no road test required. No repairs were required or performed at this time. |

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:  |
|----------|--------|-----------|----------|---|
| 02/13/09 | 179504 | *         | 4057     | (Bentley) Customer states cel is on and transmission has a harsh shift./Code <input type="checkbox"/> P0335 was stored as a history code in the PCM. Checked connection at the crank sensor, did not recreate the concern. <input type="checkbox"/> Did not find a problem. |

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:  |
|----------|--------|-----------|----------|---|
| 06/20/06 | 130065 | N/A       | 2        | (Regency Vans) A9119-Panel, Fender <input type="checkbox"/> Repair <b>(PRIOR TO CUSTOMER DELIVERY, per GWM)</b> .   |
| 01/16/09 | 186994 | 1         | 3036     | (Jacky Jones) Customer states rubber on back wiper has come off blade./Found rear wiper blade rubber split. <input type="checkbox"/> Replaced rear wiper blade.<br><br>Customer states drivers inside door handle is peeling./Found driver inside door handle chrome peeling. <input type="checkbox"/> Replace door handle. |
| 07/20/09 | 190679 | 1         | 9427     | (Jacky Jones) Customer states right rear interior trim loose behind seat./Found right C pillar trim warped. <input type="checkbox"/> Ordered trim piece.  |

|          |        |    |       |  |
|----------|--------|----|-------|--|
| 07/28/09 | 190849 | 1  | 10356 | (Jacky Jones) Customer states right rear interior trim loose behind seat./Found right interior quarter panel trim warped and loose. <input type="checkbox"/> Replaced right quarter panel trim.  |
| 04/15/10 | 201468 | 1  | 17204 | (Jacky Jones) Customer states interior trim above liftgate is warped./Warped <input type="checkbox"/> Replaced warped trim rear upper hatch.   |
| 01/03/11 | 177687 | 1* | 25437 | (Jackson) Customer states check drivers mirror goes down, won't come up when put in drive./Bad wire connection. <input type="checkbox"/> Remove left door panel and repair wire to mirror, recheck, OK at this time.<br>(*Verified with svc mgr) |
| 02/21/11 | 207772 | 1  | 28458 | (Jacky Jones) Customer states Drivers door trim came off./Found handle pocket loose. - Need to access panel to repair door trim panel and reattach pocket and handle assembly with attached screws; OK.  |

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>  |
|--------------|--------------|------------------|-----------------|--|
| 06/16/06     | 580014       | N/A              | 29              | (Classic) PRIOR TO DELIVERY - Factory radio has no audio./Checked data, no codes, checked power and grounds and all speakers for shorts or opens, none. Check amplifier control circuit, circuit OK. Replaced amplifier retest, still no audio; swap radio from stock unit and program retest, 81287, current trace wiring found white circuit 7066 shorted to ground, trace wiring found video module screw shorting out no audio. <input type="checkbox"/> replaced amplifier and repaired short in harness to video module, repaired wiring and retest, OK, cleared code. |
| 11/28/08     | 163143       | 1                | 383             | (Jackson) Customer states service engine light on./Scanned, found code P0116, found bad connection at ECT connector. <input type="checkbox"/> Repaired connector, retested all, codes cleared at this time.  |
| 12/04/08     | 186107       | *                | 218             | (Jacky Jones) Customer states both headlamps fogged over./Both lamps milky, lamp capsules cracked. - Necessary to R&R both left and right lamps.<br><br>Customer states needs two remotes (DVD in truck)./ Missing. <input type="checkbox"/> Replaced, handled internally as part of conversion package.<br><br>Customer states two headsets missing./ )./ Missing. <input type="checkbox"/> Replaced, handled internally as part of conversion package.   |
| 12/23/08     | 186508       | 1*               | 1913            | (Jacky Jones) Customer states navigation unit inop./Data scan and follow slow. Replaced disc and restarted, connected Tech 2 TAC Case <input type="checkbox"/> 25912408. - Nav Radio replaced.<br>*Verified with svc mgr   |
| 02/13/09     | 179504       | *                | 4057            | (Bentley) Customer states service stability light is flashing./Code <input type="checkbox"/> C0561 was stored as a history code in the ESCM. <input type="checkbox"/> Could not recreate concern.  |
| 01/27/11     | 207347       | 1                | 28457           | (Jacky Jones) Customer states driver side mirror when in reverse goes down and won't go back up with electric, have to manually push./ Gear inside mirror was stripped <input type="checkbox"/> Outside rear view mirror replacement left  |



side.  
\*Verified with svc mgr

01/03/11 177687 \* 25437 (Jackson) Customer states remote not working./Remote not transmitting.-  
Replace remote and reprogram remotes.

Glass

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

HVAC

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

Paint

| <u>Date:</u> | <u>RO #:</u> | <u>Days Out:</u> | <u>Mileage:</u> | <u>Description of Complaint and Repair Performed:</u>  |
|--------------|--------------|------------------|-----------------|--|
| 12/04/08     | 186107       | *                | 218             | (Jacky Jones) Customer states spot on hood faded./ Faded paint.* <input type="checkbox"/><br>buffed out.<br>*verified by svc mgr |

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>  |
|--------------|--------------|------------------|-----------------|--|
| 05/07/09     | 189105       | 1                | 7272            | (Jacky Jones) Customer states terrible vibration 70-75 MPH after<br>service./Wheels out of balance* – Balanced two 20 and reset TPM<br>system.<br>*Verified svc mgr  |
| 01/27/11     | 207347       | *                | 28457           | (Jacky Jones) Customer states tire sensor light on/off, been going on for<br>long time./Scan system-OK, tire pressures not set to correct pressures,<br>pressures as low as 26 PSI. <input type="checkbox"/> Set tire pressures to 38 PSI and reset<br>monitor system. |
| 01/03/11     | 177687       | *                | 25437           | (Jackson) Customer states left front and rear tire says low./Found right<br>rear tire sensor bad, not displaying correctly. <input type="checkbox"/> Replace sensor and<br>reprogram tire sensor, recheck; Ok at this time.  |

Recalls / Campaigns

| <u>Date:</u> | <u>RO #:</u> | <u>Days Out:</u> | <u>Mileage:</u> | <u>Description of Complaint and Repair Performed:</u>  |
|--------------|--------------|------------------|-----------------|--|
| 02/27/08     | 180212       | 1                | 3               | (Jacky Jones) Recall 06162./Incorrect calibration. <input type="checkbox"/> Reflash ECM.<br><br>Recall 07033./Incorrect calibration. <input type="checkbox"/> Reflash BCM. |
| 12/04/08     | 186107       | *                | 218             | (Jacky Jones) Recall 08048./Install harness and replace fuse.  |
| 07/12/10     | 203264       | 1                | 20022           | (Jacky Jones) Recall 10153, V2281 Disable heated windshield module.  |

Other

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

02/21/11 207772 \*

28458

(Jacky Jones) Customer states vibration above 70 MPH, steering wheel shake and back seat vibrates; Balanced all 4 wheels and tires.

**Important: SES light is to be captured under affected component above.**

**ACCIDENT / INSURANCE INFORMATION:**

Repeat as necessary

**Has the vehicle ever been involved in an accident? (Y or N)** No

**Did you confirm your answer with the dealer/Customer (if ADR)/attorney (if Legal)? (Y or N)** Yes

**What type of damage was sustained (example: front end collision)?**  
N/A

**Are the RO's attached if the vehicle was in an accident? (Y or N)** N/A

**Has the customer filed any insurances claims on this Vehicle? (Y or N)** N/A

If Yes obtain the following information below

**Insurance Company:** N/A

**Insurance Rep :** \_\_\_\_\_

N/A

**Phone**  N/A

**Claim Made? (Y or N):** N/A

**Claim Status:** \_\_\_\_\_

N/A

**Claim**  N/A

**Did Insurance Company refer customer to GM? (Y or N)** N/A

**If Yes. Did the insurance company deny the claim? (Y or N)** N/A

**AFTERMARKET MODIFICATIONS:**

**Are there any Aftermarket Modifications to the Vehicle? (Y or N)** Yes

Regency Conversion

**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.

Wheels, tires, and paint

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

**PERTINENT FACTS FROM ALL SRs RELATED TO THIS VIN:**

**Concern:** SP-10645193 PQC - NAV RADIO UVB REPLACE

**Date**  **Offer/Result:** No resolution, case still open.

**Concern:** 71-885699108 - CAC - Multiple Concerns - no resolution, DDMA to work directly with customer.

**Date**  **Offer/Result:** No resolution, DDMA to work directly with customer - closed 01/11/11.

**Concern:** 71-922888143 - Legal Corr. - FRA - ongoing.

**Date**  **Offer/Result:** No offer pending FRA.

**BBB PROGRAM SUMMARY ASSESSMENT:**

*(Note: This section only applicable for ADR cases)*

**What State is BBB Case Filed In?** {State}

**What is the customer eligible for based on the BBB Program Eligibility Guidelines and the specific states lemon law requirements for meeting presumption? (Explain in Detail)**

**Unique GM Program Summary Requirements for Repurchase/Replacement in Applicable State:**  
{Eligibility Detail}

**Unique GM Program Summary Requirements for Repairs/Reimbursement for Past Repairs in Applicable State:**  
{Eligibility Detail}

**Customer/Plaintiff Seeks:**

Repurchase plus 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.

Violations of U.C.C., Magnuson - Moss

**Note: This section only applicable for Legal cases**

**Is Lemon Law Pled/Alleged?: No**

Under what State? GA Claimed Presumptive? Yes

Does Purchase Qualify? Yes If not, why? N/A

**State Presumption Is: 24/24K**

# of Visits for a Non-Conformity? 3 # of Days out of Service? 30
# of visits for a Safety Complaint? N/A # of Visits Total? 4
Must Complaint Continue to Exist? Yes Final Repair/Arbitration Required? Yes
Time Period for filing a Claim? Three years following the date of original delivery of the motor vehicle to the consumer.

**Vehicle Service History (During Presumptive Period) is:**

# of Visits for a Non-Conformity? 4 Engine # of Days out of Service? 11
1 Trans.
4 Trim
4 Electrical
1 Wheel
# of visits for a Safety Complaint? N/A # of Visits Total? 12
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? 5 Engine # of Days out of Service? 15
1 Trans.
7 Trim
6 Electrical
3 Wheel
# of visits for a Safety Complaint? N/A # of Visits Total? 17
Must Complaint Continue to Exist? Yes Final Repair or Arbitration Required? Yes

**Related Repairs beyond NVLW: No**

Customer Pay? No If no, identify responsible party: N/A
Additional Days out of Service? N/A Additional # of Repair Visits? N/A

**Other Considerations: Yes**

Outcome/Findings of Arb/Final Repair: FRA RO 208251 (3/15/11), no problems found.

|                               |    |     |
|-------------------------------|----|-----|
| 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:

jeffery.b.sullivan@chevrolet.com

Hi;

Option B. jeff

Billie,

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

I have personally spoken with this customer as a result of case **71-885699108**. Related communications to follow. After a review of this customer's file the CAC District Specialist and I did not find grounds for a repurchase or replacement of this customer's vehicle. However, after personally discussing this matter with the customer, I offered to provide an Owner Loyalty Certificate once the vehicle is beyond the Bumper to Bumper Warranty on May 31, 2011. This OLC would have been approximately \$4,900. The owner was very pleased and I have not heard from him since that time.

Dwellion

### Dwellion Howard

District Manager - Aftersales  
General Motors - Southeast Region  
Customer Care and Aftersales  
cell: 770-880-7276  
fax: 770-708-2380  
dwellion.howard@gm.com

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

Service Manager Mike Pope does not recall anything in particular with this customer or vehicle.

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

Customer is within filing period for LL.

Customer may meet presumption (if previous complaint is verified during FRA).

Customer is within NVLW.

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

Most of customer's complaints are single repair trim and electrical concerns (not repeat repairs).

One of customer's engine complaints was never duplicated.

Customer had accepted offer for an OLC (\$4900.00 value) prior to sending in demand letter.

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

None

### Recommendation:

Depending on outcome of FRA, crs recommends cash settlement of \$4,000.00 to \$6,500.00, inclusive.

MSRP - \$49,425.00

### Rationale:

Most complaints were minor trim issues or one time electrical concerns, one engine concern was never duplicated, customer had already accepted an OLC to be provided once vehicle was out of NVLW by DDMA Dwellion Howard. Tires and wheels were part of conversion package, not warrantable items.

**Settlement/Defense Strategy:**

Most complaints were minor trim issues or one time electrical concerns, one engine concern was never duplicated, customer had already accepted an OLC to be provided once vehicle was out of NVLW by DDMA Dwellion Howard. Tires and wheels were part of conversion package, not warrantable items.



## 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><br>Amount to Plaintiff/Atty: \$Repurchase/\$Fees<br>Inclusive Offer: \$N/A  | Settlement Type:<br>Repurchase<br>Date: 02/22/11           | Countered              |
| <b>CRS Initial Offer:</b><br>Amount to Plaintiff/Atty: \$N/A/\$N/A<br>Inclusive Offer: \$4,000.00               | Settlement Type:<br>Cash<br>Date: 03/15/11                 | {Accepted / Countered} |
| <b>Plaintiff Counter::</b><br>Amount to Plaintiff/Atty: \${Amount}/\${Amount}<br>Inclusive Offer: \${Amount}    | Settlement Type:<br>{Goodwill Type}<br>Date:<br>{mm/dd/yy} | {Accepted / Countered} |
| <b>CRS Counter:</b><br>Amount to Plaintiff/Atty: \${Amount}/\${Amount}<br>Inclusive Offer: \${Amount}           | Settlement Type:<br>{Goodwill Type}<br>Date:<br>{mm/dd/yy} | {Accepted / Countered} |
| <b>PLAINTIFF Final Offer:</b><br>Amount to Plaintiff/Atty: \${Amount}/\${Amount}<br>Inclusive Offer: \${Amount} | Settlement Type:<br>{Goodwill Type}<br>Date:<br>{mm/dd/yy} | {Accepted / Declined}  |
| <b>CRS Final Offer:</b><br>Amount to Plaintiff/Atty: \${Amount}/\${Amount}<br>Inclusive Offer: \${Amount}       | Settlement Type:<br>{Goodwill Type}<br>Date:<br>{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><br><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><br><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><br><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).<br>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.<br>All indicators that provide the driver with operating characteristics of a vehicle.<br>All Electrical lights that illuminate.<br>All radio, CD/DVD, navigation, video, speakers, reception/antenna related components.<br>All battery, spark plug/wire, glow plug, starting or charging system components.   |
| <b>Engine/Fuel &amp; Exhaust</b> | Internal and external mechanical components.<br>Cooling system components including radiator, gaskets, thermostat, and water pump.<br>All computers and sensors that affect or monitor engine operation.<br>All air and fuel related components including tank, injectors, and lines.<br>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.   |



**GMC**

**HUMMER**

## General Motors Business Resource Center

# FAX

**To: Mike Pope**

Company: Jacky Jones Chevrolet, Buick, GMC

Fax: 1-828-837-6599

Phone: 828-837-2322

**From: Billie Comeaux, [billie\\_comeaux@gmexpert.com](mailto:billie_comeaux@gmexpert.com)**

Fax: 866-842-9444

Phone: 866-790-5600, ext. 11098

E-mail:

**CC:**

---

### NOTES:

Good afternoon Mr. Pope,

Please don't hesitate to contact me if you have any questions/concerns.

Thank you,

Billie Comeaux

General Motors Business Resource Center

Mediation Liaison (L2)

General Motors

(866) 790-5600, ext. 11098 | [Billie\\_Comeaux@gmexpert.com](mailto:Billie_Comeaux@gmexpert.com)

CUSTOMER #: 23689

208251

# JACKY JONES CHEVROLET BUICK GMC

WARRANTY

4226 U.S. Highway 64 W. · Murphy, NC 28906  
(828) 837-2322

www.JackyJonesCBG.com

ROCK SPRINGS, GA

PAGE 1

HOME:

CONT:

BUS:

CELL:

SERVICE ADVISOR: 33 MICHAEL P POPE

| COLOR      | YEAR      | MAKE/MODEL      | VIN           | LICENSE | MILEAGE IN/OUT | TAG     |          |
|------------|-----------|-----------------|---------------|---------|----------------|---------|----------|
| SILV-BIRCH | 07        | CHEVROLET TAHOE | 1GNFK13057R   |         | 28405/28405    |         |          |
| DEL DATE   | PROD DATE | WARR EXP        | PROMISED      | RD NO   | RATE           | PAYMENT | INV DATE |
| 26NOV08 IS |           |                 | 17:00 15MAR11 |         | 80.00          | CASH    | 15MAR11  |

| R.O. OPENED   | READY         | OPTIONS |
|---------------|---------------|---------|
| 10:06 15MAR11 | 12:23 15MAR11 |         |

| LINE   | OPCODE | TECH | TYPE | HOURS | LIST | NET   | TOTAL  |
|--|--------|------|------|-------|------|-------|--------|
| A  | PER    | BRI  | PANY | AT    | GM   | FENAL | REPAIR |
| CHECK ENGINE PROBLEM?? CUSTOMER NEEDS TO DEMONSTRATE |        |      |      |       |      |       |        |

|   |   |      |  |  |  |      |      |
|---|---|------|--|--|--|------|------|
| CAUSE: NONE   |   |      |  |  |  |      |      |
| 17 NO PROBLEMS OR ISSUES FOUND OR REPAIRED AT THIS TIME |   |      |  |  |  |      |      |
| 17479   | W | 0.00 |  |  |  | 0.00 | 0.00 |

|   |   |   |   |   |   |   |   |
|---|---|---|---|---|---|---|---|
| 0   | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| TECH: 17479 ACTUAL HRS.: 0.00 SOLD HRS.: 0.00 |   |   |   |   |   |   |   |

C1 NO ISSUES AT THIS MOMENT, PROBLEM IS ALL OF THE PAST ISSUESC2 NO PROBLEMS WITH VEHICLE AT THIS TIME, ALL PROBLEMS HAVE BEEN RESOLVED AT THIS TIMEC3 GM REPRESENTATIVE MET WITH CUSTOMER GLOVER TO DISCUSS PREVIOUS ISSUES WITH HIS VEHICLE OWNER ADVISED THAT ALL PROBLEMS HAVE BEEN RESOLVED AND NO ROAD TEST WAS REQUIRED, NO REPAIRS WERE REQUIRED OR PERFORMED AT THIS TIME

|  |  |  |  |  |  |  |  |
|--|--|--|--|--|--|--|--|
| *****                                      |  |  |  |  |  |  |  |
| TECH: 17479 ACTUAL HRS.: 0.00 SOLD HRS.: 0 |  |  |  |  |  |  |  |

| ACCOUNT | SALE | COST | CONTROL | ACCOUNT | SALE | COST  | CONTROL |
|---------|------|------|---------|---------|------|-------|---------|
| 46200   | 0    | 0    |         | 26300   | 0    | ***** |         |

|                           |  |  |  |   |   |   |
|---------------------------|--|--|--|---|---|---|
| COST, SALE, & COMP TOTALS |  |  |  | 0 | 0 | 0 |
|---------------------------|--|--|--|---|---|---|

"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."

**TERMS STRICTLY CASH UNLESS ARRANGEMENTS MADE**  
 "I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you 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 expressed mechanic's lien is hereby acknowledged on vehicle to secure the amount of repairs thereto."

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

BE SURE TO PRESENT YOUR OWNER ADVANTAGE CARD AT TIME OF WRITE-UP BENEFIT FROM POINTS EARNED AT PREVIOUS VISITS. CUSTOMERS WITH E-MAIL ADDRESSES WILL RECEIVE NOTICE OF SPECIAL SERVICE OFFERS SPECIFIC TO ADVANTAGE CARD HOLDERS, BE SURE THAT YOURS IS ON FILE.

**THANK YOU.  
 WE APPRECIATE  
 YOUR BUSINESS!**

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

CUSTOMER #: 23689

208251

# JACKY JONES CHEVROLET BUICK GMC

WORKORDER

4226 U.S. Highway 64 W. · Murphy, NC 28906  
(828) 837-2322

ROCK SPRINGS, GA

PAGE 2

www.JackyJonesCBG.com

HOME: [REDACTED] CONT: [REDACTED]  
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 33 POPE, MICHAEL P

| MODEL      | YEAR      | MAKE/MODEL      | VIN                    | LICENSE | MILEAGE IN/OUT | TAG     |          |
|------------|-----------|-----------------|------------------------|---------|----------------|---------|----------|
| SILV-BIRCH | 07        | CHEVROLET TAHOE | 1GNFK13057R [REDACTED] |         | 78405          |         |          |
| DEL DATE   | PROD DATE | WARR EXP        | PROMISED               | PO NO   | RATE           | PAYMENT | INV DATE |
| 26NOV08 IS |           |                 | 17:00 15MAR11          |         | 80.00          | CASH    |          |

| REQ OPENED      | READY | OPTIONS |
|-----------------|-------|---------|
| 15MAR2011 10:06 |       |         |

LINE OP CODE TECH... TYPE DESCRIPTIONS/INSTRUCTIONS

# A 17 PER BRITTANY AT GM FINAL REPAIR CHECK ENGINE PROBLEM?  
CUSTOMER NEEDS TO DEMONSTRATE

*mm*

C1 No Issues at this moment, problem is all the past Issues

C2 no problems with vehicle at this time, all problems have been resolved at this time

C3 <sup>Dwellion Howard</sup> GM representative met with customer to discuss previous issues with his vehicle. Dwellion advised that all problems have been resolved and no road test was required. No repairs were required or performed at this time.

*Dwellion*

"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."

TERMS STRICTLY CASH UNLESS ARRANGEMENTS MADE  
"I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the test [REDACTED] purpose of [REDACTED] acknowledged on [REDACTED]"

X [REDACTED] CUSTOMER SIGNATURE

PRELIMINARY ESTIMATE \$ \_\_\_\_\_

|                      |      |      |    |
|----------------------|------|------|----|
| AUTHORIZED BY X      |      |      |    |
| REVISED ESTIMATE (1) | DATE | TIME | BY |
| REVISED ESTIMATE (2) |      |      |    |
| REVISED ESTIMATE (3) |      |      |    |

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

X [REDACTED] CUSTOMER SIGNATURE

Billie Comeaux/Austin/GM1

03/16/2011 11:16 AM

To <alex@lemonlawinfo.com>

cc

bcc

Subject Re: Glover, Eric

RE: Customer Last Name [REDACTED]  
Service Request: 71-922624590  
2007 Chevrolet Tahoe  
Vehicle Identification Number: 1GNFK13057R [REDACTED]  
Mediation Liaison: Billie Comeaux  
Telephone: 866-790-5600, ext. 11098

Dear Mr. Simanovsky:

Please present this offer to your client and let me know his decision.



2nd Offer Letter MAR 17.doc



2nd Release Letter MAR 17.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

"Alex Simanovsky" <alex@lemonlawinfo.com>



"Alex Simanovsky"  
<alex@lemonlawinfo.com>

03/16/2011 11:16 AM

Please respond to  
<alex@lemonlawinfo.com>

To <Billie\_comeaux@gmexpert.com>

cc

Subject [REDACTED]

Billie,  
Counter-demand is \$10,000 inclusive. Please let me know.  
Thanks,  
Alex

Alex Simanovsky, Esq.

---

Alex Simanovsky & Associates, LLC  
Consumer Protection Attorneys

Direct Phone: 678-781-1012  
Toll-Free: 1-866-865-3666 Ext 1012  
Toll-Free Fax: 1-877-570-5413  
Web: [www.autolemonlaws.com](http://www.autolemonlaws.com)  
Email: [alex@lemonlawinfo.com](mailto:alex@lemonlawinfo.com)

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"Alex Simanovsky"  
<alex@lemonlawinfo.com>

03/16/2011 11:16 AM

Please respond to  
<alex@lemonlawinfo.com>

To <Billie\_comeaux@gmexpert.com>

cc

bcc

Subject [REDACTED]

Billie,  
Counter-demand is \$10,000 inclusive. Please let me know.  
Thanks,  
Alex

Alex Simanovsky, Esq.

---

Alex Simanovsky & Associates, LLC  
Consumer Protection Attorneys

Direct Phone: 678-781-1012  
Toll-Free: 1-866-865-3666 Ext 1012  
Toll-Free Fax: 1-877-570-5413  
Web: [www.autolemonlaws.com](http://www.autolemonlaws.com)  
Email: [alex@lemonlawinfo.com](mailto:alex@lemonlawinfo.com)

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"Alex Simanovsky"  
<[alex@lemonlawinfo.com](mailto:alex@lemonlawinfo.com)>

03/25/2011 12:32 PM

Please respond to  
<[alex@lemonlawinfo.com](mailto:alex@lemonlawinfo.com)>

To <[Billie\\_comeaux@gmexpert.com](mailto:Billie_comeaux@gmexpert.com)>

cc

bcc

Subject [REDACTED]

Billie,  
Counter-demand is \$7500 inclusive. Please advise.  
Thanks,  
Alex

Alex Simanovsky, Esq.

---

Alex Simanovsky & Associates, LLC  
Consumer Protection Attorneys

Direct Phone: 678-781-1012  
Toll-Free: 1-866-865-3666 Ext 1012  
Toll-Free Fax: 1-877-570-5413  
Web: [www.autolemonlaws.com](http://www.autolemonlaws.com)  
Email: [alex@lemonlawinfo.com](mailto:alex@lemonlawinfo.com)

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**VIA FAX ONLY**

March 28, 2011

Alex Simanovsky, Esq.  
Simanovsky & Associates  
2300 Henderson Mill Rd NE Ste 300  
Atlanta, GA 30345

RE: [REDACTED]

Service Request: 71-922624590

2007 Chevrolet Tahoe

Vehicle Identification Number: 1GNFK13057R [REDACTED]

Mediation Liaison: Billie

Dear Mr. Simanovsky:

We have received your rejection of our settlement offer, dated March 25, 2011. After further review, we do not believe that additional adjustment of our settlement offer, dated March 25, 2011 is appropriate in this matter. At this time, General Motors is again extending its previous offer. This offer will remain available for ten (10) calendar days. If your client has not accepted our offer within that timeframe, we will assume that this matter is unable to be resolved and will close our file.

If you have further questions, please contact our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Sincerely,

General Motors

cc: FILE

LG0103  
V10162009



VIA FAX ONLY

March 25, 2011

Alex Simanovsky, Esq.  
Simanovsky & Associates  
2300 Henderson Mill Rd NE Ste 300  
Atlanta, GA 30345

RE:

[REDACTED]  
Service Request: 71-922624590  
2007 Chevrolet Tahoe  
Vehicle Identification Number: 1GNFK13057R [REDACTED]  
Mediation Liaison: Billie

Dear Mr. Simanovsky:

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 \$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

cc: FILE

LG0044  
V10142009

Attach.

\_\_\_\_\_

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 Tahoe bearing Vehicle Identification Number 1GNFK13057R [REDACTED] ("Subject Vehicle"), including but not limited to any claims based on any alleged defects in the subject vehicle. This Release of Claim shall not be construed to release any of the above named persons or entities from any liability regarding claims of personal injury or products liability arising out of the use or operation of the Subject Vehicle after the date of execution of this release. Notwithstanding the above, General Motors Company agrees to honor the remaining term of the manufacturer's express limited warranty and any applicable GM Protection Plans which accompanied the sale of the subject vehicle. If Releasor(s) has/have initiated any court, arbitration or other proceeding against Releasees, Releasor(s) immediately will dismiss the proceeding with prejudice.

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

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

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

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

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

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

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

\_\_\_\_\_  
Address

\_\_\_\_\_  
Address

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

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

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

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

Sworn to (or affirmed) and subscribed before me this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_,  
by [REDACTED]

\_\_\_\_\_  
Signature of Notary Public

\_\_\_\_\_  
Print, type or stamp Commissioned Name of Notary Public

Personally Known \_\_\_\_\_ OR Produced identification \_\_\_\_\_

Type of identification \_\_\_\_\_

My commission expires: \_\_\_\_\_

CC: File

LG0024  
V6302006



"Sally Delorm"  
<sally@lemonlawinfo.com>

04/05/2011 11:18 AM

To <Billie\_comeaux@gmexpert.com>

cc

bcc

Subject Signed docs for Eric Glover

**RE:** [REDACTED] v. General Motors LLC

Our Client: Eric Glover

Vehicle: 07 Chevrolet Tahoe

VIN: 1GNFK13057R [REDACTED]

Date of purchase: 11/26/08

Our File No.: GA11-10109

Dear Ms. Comeaux:

Attached please find the signed offer letter, current registration and the executed Release to conclude the above-referenced claim. I have faxed you our W/9. Please forward the settlement check to our accounting department in the Atlanta office: 2300 Henderson Mill Road, Suite 300, Atlanta, Georgia 30345.

Sincerely yours,

Sally Delorm  
Legal Assistant

---

Alex Simanovsky & Associates, LLC  
Consumer Protection Attorneys

Toll-Free Phone: 1-866-865-3666 EXT 1023

Toll-Free Fax: 1-877-216-0365

Web: [www.autolemonlaws.com](http://www.autolemonlaws.com)

Email: [sally@lemonlawinfo.com](mailto:sally@lemonlawinfo.com)

THIS MESSAGE IS INTENDED ONLY FOR THE USE OF THE INDIVIDUAL OR ENTITY TO WHICH IT IS ADDRESSED AND MAY CONTAIN INFORMATION THAT IS PRIVILEGED, CONFIDENTIAL AND EXEMPT FROM DISCLOSURE UNDER APPLICABLE LAW. If the reader of this message is not the intended recipient or agent responsible for delivering the message to the intended recipient, you are hereby notified that any dissemination or copying of this communication is strictly prohibited. If you have received this electronic transmission in error, please delete it from your system without copying it, and notify the sender by reply e-mail or by calling 770-414-1002 so that our address record can be corrected. Thank you.

DISCLAIMER: This email correspondence does not create an attorney-client relationship between the sender and receiver. This is merely a request for information. No attorney-client relationship is formed without a written terms of representation.



[REDACTED] signed docs & reg..pdf



CAROLYN W. WALKER  
WALKER COUNTY TAX COMMISSIONER  
101 FARRIS STREET P. O. BOX 628  
LAFAYETTE GA. 30728-0628  
(706) 638-2061

STATE OF GEORGIA  
MOTOR VEHICLE REGISTRATION

[REDACTED]  
[REDACTED]  
430 047042011 TSB

PURCH DT: 11/26/2008

19691358

STANDARD TAG FEE 20.00  
2011 AD VALOREM TAX 188.02  
TOTAL FEES PAID 208.02

IGNFK1305TR [REDACTED] 2007 CHEV TAHOE K1500 MP  
Tag Number: [REDACTED] Expires: 04/20/2012  
Valuation 140017 \$8130 Tag Fee: 20.00  
Title Number: [REDACTED] Equip. No:  
County: 015 District: 01 Mill Rate: 22.5720 Fuel: F  
Farm Vehicle? N GVW: Color: SIL  
Classification: PASSENGER CAR/LIGHT TRUCKS  
Insurance Status: VALID INSURANCE COVERAGE  
Customer 1 No: 000007164768 Customer 2 No:

[REDACTED]  
ROCK SPRING GA [REDACTED]



BANK  
THIS IS NOT A BILL  
THIS IS YOUR RECEIPT  
\*\*\* RETAIN FOR TAX PURPOSES \*\*\*

Signature: \_\_\_\_\_



VIA FAX ONLY

March 25, 2011

Alex Simanovsky, Esq.  
Simanovsky & Associates  
2300 Henderson Mill Rd NE Ste 300  
Atlanta, GA 30345

RE: [REDACTED]  
Service Request: 71-922624590  
2007 Chevrolet Tahoe  
Vehicle Identification Number: 1GNFK13057R [REDACTED]  
Mediation Liaison: Billie

Dear Mr. Simanovsky:

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 \$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

cc: FILE

LG0044  
V10142009

Attach.



Client's Signature

Client's Signature

4/5/11

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 \$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 Tahoe bearing Vehicle Identification Number 1GNPK13057R [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 29,260 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: April 4, 2011

[REDACTED]  
Claimant's Signature

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

[REDACTED]  
Address

\_\_\_\_\_  
Address

Rock Spring, GA  
City, State, Zip Code

[REDACTED]

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

STATE OF Georgia  
COUNTY OF Walker

Sworn to (or affirmed) and subscribed before me this 4th day of April, 20 11

by [Redacted]

Kathy Williams  
Signature of Notary Public



Kathy Williams  
Print, type or stamp Commissioned Name of Notary Public

Personally Known \_\_\_\_\_ OR Produced identification

Type of identification GA DRIVERS LICENSE

My commission expires Feb 23, 2014

CC: File

LG0024  
V6302906

CAROLYN W. WALKER  
WALKER COUNTY TAX COMMISSIONER  
101 FARRIS STREET P. O. BOX 628  
LAFAYETTE GA. 30728-0628  
(706) 638-2061

STATE OF GEORGIA  
MOTOR VEHICLE REGISTRATION

IGNFK1305TR [REDACTED] 2007 CHEV TAHOE K1500 MP  
Tag Number: [REDACTED] Expires: 04/20/2012  
Valuation 140017 \$8130 Tag Fee: 20.00  
Title Number: [REDACTED] Equip. No:  
County: 015 District: 01 Mill Rate: 22.5720 Fuel: F  
Farm Vehicle? N GVW: Color: SIL  
Classification: PASSENGER CAR/LIGHT TRUCKS  
Insurance Status: VALID INSURANCE COVERAGE  
Customer 1 No: 000007164768 Customer 2 No:

STANDARD TAG FEE 20.00  
2011 AD VALOREM TAX 188.02  
TOTAL FEES PAID 208.02

[REDACTED]  
[REDACTED]  
430 09/04/2011 TSB

PURCH DT: 11/26/2008

19691358

[REDACTED]  
ROCK SPRING GA [REDACTED]



BANK

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

Signature: \_\_\_\_\_

Billie Comeaux/Austin/GM1

04/06/2011 12:04 PM

To dwellion.howard@chevrolet.com

cc

bcc

Subject SR 71-922624590 [REDACTED]

RE: Customer Last Name: [REDACTED]

Service Request: 71-922624590

2007 Chevrolet Tahoe

Vehicle Identification Number: 1GNFK13057R [REDACTED]

Mediation Liaison: Billie Comeaux

Telephone: 866-790-5600, ext. 11098

Dear DDMA Howard,

This email is to follow up on Service Request 71-922624590 for customer [REDACTED]. The customer's vehicle is a 2007 Chevrolet Tahoe with 29,260 miles. The customer has been working with Jacky Jones Chevrolet in Murphy, NC.

After negotiations with the plaintiff's counsel, the final offer of <CASH in the amount of \$6,000.00 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

**PRIVILEGED  CONFIDENTIAL - PREPARED FOR COUNSEL**  
**BRC CASE ASSESSMENT**

Latest Revision Date: 7/27/2011

**All Fields Are Required**

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

SR: 71-922624590

By: Billie Comeaux/BRC/ML

GM Legal File / BBB Case No.: N/A

Negotiator: Billie Comeaux/BRC/ML

Customer Last Name:

State: GA

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

Vehicle ID No.:

In Service Date:

Vehicle Purchased: BAC Code:

1GNFK13057R

05/31/08

New

132966

Year, Make & Model: 2007 Chevrolet Tahoe

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

Current Mileage: 28,458

Sale Type: Purchase  Lease  Other  :

Dealer Name : Jacky Jones Chevrolet

CAM Name: Wes Preece

Phone Number: 678-240-9832

Lien holder: GMAC  Other  : Tennessee Valley  
Federal Credit Union

DVM Name: Dwellion Howard

Phone/Cell Number: 770-880-7276

Purchase Price of Vehicle: \$ 49,604.00

Was TAC contacted for this vehicle (Y/N)? : No

DVM requests involvement?: Yes

Attorney Involvement: Alex Simanovsky & Associates, LLC  
Alex Simanovsky

Service Manager Name: Mike Pope

Phone Number : 828-837-2322

Phone Number : 770-414-1002

Fax Number : 770-414-9891

Are there **additional** field personnel involved? If Yes, List the name, including role (DVM, DSM, etc.)  
and phone number. Repeat as necessary.

DDMA Jeff Sullivan, 423-802-1687



Are there **additional** dealerships involved? If Yes, List the dealership name, contact name, and phone number. Repeat as necessary.

BAC - 112530  
JACKSON CHEVROLET BUICK GMC, INC.  
706-638-4222  
Svc Mgr Margaret Stone

BAC - 112543  
WALTER JACKSON CHEVROLET, INC.  
706-935-2381

BAC 112295  
CLASSIC CHEVROLET, LTD.  
817-421-1200

BAC 132250  
REGENCY VANS  
817-468-7171

BAC - 216254  
Bentley Chevrolet Cadillac  
256-764-4551

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.  
Svc Mgr Mike Pope Advised that repairs always resolved concerns, no need to involve TAC.

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.**

**XX 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: |
|-------|-------|-----------|----------|--|
|-------|-------|-----------|----------|--|

|          |               |    |       |   |
|----------|---------------|----|-------|---|
| 02/02/08 | 172423        | 1  | 566   | (Walter Jackson) Customer states SES light on./Failure code 9Z, complaint code WG. <input type="checkbox"/> 9992, customer concern not duplicated.  |
| 05/12/08 | 181768        | 1  | 105   | (Jacky Jones) Customer states engine running rough./Found <input type="checkbox"/> spark plug dead. <input type="checkbox"/> Replaced <input type="checkbox"/> 7 spark plug, cleared codes and test drove.  |
| 12/04/08 | 186107        | 1* | 218   | (Jacky Jones) Customer states SES Light on./ TDC C2300, found Catalytic Converter bad (stopped up). - Catalytic Converter replaced.<br>* Verified with svc mgr  |
| 02/13/09 | 179504        | 1  | 4057  | (Bentley) Customer states also has an extended crank time./Did not recreate concern. <input type="checkbox"/> Did not recreate concern.   |
| 03/15/11 | 208251<br>FRA | 1  | 28405 | (Jacky Jones) Per Brittany at GM, final repair check, check engine problem? Ask customer to demonstrate./None. <input type="checkbox"/> No problems or issues found or repaired at this time. No issues at this moment, problem is all of the past issues, no problems with the vehicle at this time, all problems have been resolved at this time. GM Representative met with customer Glover to discuss previous issues with his vehicle, owner advised that all problems have been resolved and no road test required. No repairs were required or performed at this time. |

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:  |
|----------|--------|-----------|----------|---|
| 02/13/09 | 179504 | *         | 4057     | (Bentley) Customer states cel is on and transmission has a harsh shift./Code <input type="checkbox"/> P0335 was stored as a history code in the PCM. Checked connection at the crank sensor, did not recreate the concern. <input type="checkbox"/> Did not find a problem. |

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:  |
|----------|--------|-----------|----------|---|
| 06/20/06 | 130065 | N/A       | 2        | (Regency Vans) A9119-Panel, Fender <input type="checkbox"/> Repair <b>(PRIOR TO CUSTOMER DELIVERY, per GWM)</b> .   |
| 01/16/09 | 186994 | 1         | 3036     | (Jacky Jones) Customer states rubber on back wiper has come off blade./Found rear wiper blade rubber split. <input type="checkbox"/> Replaced rear wiper blade.<br><br>Customer states drivers inside door handle is peeling./Found driver inside door handle chrome peeling. <input type="checkbox"/> Replace door handle. |
| 07/20/09 | 190679 | 1         | 9427     | (Jacky Jones) Customer states right rear interior trim loose behind seat./Found right C pillar trim warped. <input type="checkbox"/> Ordered trim piece.  |

|          |        |    |       |  |
|----------|--------|----|-------|--|
| 07/28/09 | 190849 | 1  | 10356 | (Jacky Jones) Customer states right rear interior trim loose behind seat./Found right interior quarter panel trim warped and loose. <input type="checkbox"/> Replaced right quarter panel trim.  |
| 04/15/10 | 201468 | 1  | 17204 | (Jacky Jones) Customer states interior trim above liftgate is warped./Warped <input type="checkbox"/> Replaced warped trim rear upper hatch.   |
| 01/03/11 | 177687 | 1* | 25437 | (Jackson) Customer states check drivers mirror goes down, won't come up when put in drive./Bad wire connection. <input type="checkbox"/> Remove left door panel and repair wire to mirror, recheck, OK at this time.<br>(*Verified with svc mgr) |
| 02/21/11 | 207772 | 1  | 28458 | (Jacky Jones) Customer states Drivers door trim came off./Found handle pocket loose. - Need to access panel to repair door trim panel and reattach pocket and handle assembly with attached screws; OK.  |

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>  |
|--------------|--------------|------------------|-----------------|--|
| 06/16/06     | 580014       | N/A              | 29              | (Classic) PRIOR TO DELIVERY - Factory radio has no audio./Checked data, no codes, checked power and grounds and all speakers for shorts or opens, none. Check amplifier control circuit, circuit OK. Replaced amplifier retest, still no audio; swap radio from stock unit and program retest, 81287, current trace wiring found white circuit 7066 shorted to ground, trace wiring found video module screw shorting out no audio. <input type="checkbox"/> replaced amplifier and repaired short in harness to video module, repaired wiring and retest, OK, cleared code. |
| 11/28/08     | 163143       | 1                | 383             | (Jackson) Customer states service engine light on./Scanned, found code P0116, found bad connection at ECT connector. <input type="checkbox"/> Repaired connector, retested all, codes cleared at this time.  |
| 12/04/08     | 186107       | *                | 218             | (Jacky Jones) Customer states both headlamps fogged over./Both lamps milky, lamp capsules cracked. - Necessary to R&R both left and right lamps.<br><br>Customer states needs two remotes (DVD in truck)./ Missing. <input type="checkbox"/> Replaced, handled internally as part of conversion package.<br><br>Customer states two headsets missing./ )./ Missing. <input type="checkbox"/> Replaced, handled internally as part of conversion package.   |
| 12/23/08     | 186508       | 1*               | 1913            | (Jacky Jones) Customer states navigation unit inop./Data scan and follow slow. Replaced disc and restarted, connected Tech 2 TAC Case <input type="checkbox"/> 25912408. - Nav Radio replaced.<br>*Verified with svc mgr   |
| 02/13/09     | 179504       | *                | 4057            | (Bentley) Customer states service stability light is flashing./Code <input type="checkbox"/> C0561 was stored as a history code in the ESCM. <input type="checkbox"/> Could not recreate concern.  |
| 01/27/11     | 207347       | 1                | 28457           | (Jacky Jones) Customer states driver side mirror when in reverse goes down and won't go back up with electric, have to manually push./ Gear inside mirror was stripped <input type="checkbox"/> Outside rear view mirror replacement left  |

side.  
\*Verified with svc mgr

01/03/11 177687 \* 25437 (Jackson) Customer states remote not working./Remote not transmitting.-  
Replace remote and reprogram remotes.

Glass

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

HVAC

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

Paint

| <u>Date:</u> | <u>RO #:</u> | <u>Days Out:</u> | <u>Mileage:</u> | <u>Description of Complaint and Repair Performed:</u>  |
|--------------|--------------|------------------|-----------------|--|
| 12/04/08     | 186107       | *                | 218             | (Jacky Jones) Customer states spot on hood faded./ Faded paint.* <input type="checkbox"/><br>buffed out.<br>*verified by svc mgr |

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>  |
|--------------|--------------|------------------|-----------------|--|
| 05/07/09     | 189105       | 1                | 7272            | (Jacky Jones) Customer states terrible vibration 70-75 MPH after<br>service./Wheels out of balance* – Balanced two 20 and reset TPM<br>system.<br>*Verified svc mgr  |
| 01/27/11     | 207347       | *                | 28457           | (Jacky Jones) Customer states tire sensor light on/off, been going on for<br>long time./Scan system-OK, tire pressures not set to correct pressures,<br>pressures as low as 26 PSI. <input type="checkbox"/> Set tire pressures to 38 PSI and reset<br>monitor system. |
| 01/03/11     | 177687       | *                | 25437           | (Jackson) Customer states left front and rear tire says low./Found right<br>rear tire sensor bad, not displaying correctly. <input type="checkbox"/> Replace sensor and<br>reprogram tire sensor, recheck; Ok at this time.  |

Recalls / Campaigns

| <u>Date:</u> | <u>RO #:</u> | <u>Days Out:</u> | <u>Mileage:</u> | <u>Description of Complaint and Repair Performed:</u>  |
|--------------|--------------|------------------|-----------------|--|
| 02/27/08     | 180212       | 1                | 3               | (Jacky Jones) Recall 06162./Incorrect calibration. <input type="checkbox"/> Reflash ECM.<br><br>Recall 07033./Incorrect calibration. <input type="checkbox"/> Reflash BCM. |
| 12/04/08     | 186107       | *                | 218             | (Jacky Jones) Recall 08048./Install harness and replace fuse.  |
| 07/12/10     | 203264       | 1                | 20022           | (Jacky Jones) Recall 10153, V2281 Disable heated windshield module.  |

Other

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

02/21/11 207772 \*

28458

(Jacky Jones) Customer states vibration above 70 MPH, steering wheel shake and back seat vibrates; Balanced all 4 wheels and tires.

**Important: SES light is to be captured under affected component above.**

**ACCIDENT / INSURANCE INFORMATION:**

Repeat as necessary

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

**Are the RO's attached if the vehicle was in an accident? (Y or N)** N/A  
**Has the customer filed any insurances claims on this Vehicle? (Y or N)** N/A

If Yes obtain the following information below

**Insurance Company:** N/A

**Insurance Rep :** \_\_\_\_\_

N/A

**Phone**  N/A

**Claim Made? (Y or N):** N/A

**Claim Status:** \_\_\_\_\_

N/A

**Claim**  N/A

**Did Insurance Company refer customer to GM? (Y or N)** N/A

**If Yes. Did the insurance company deny the claim? (Y or N)** N/A

**AFTERMARKET MODIFICATIONS:**

**Are there any Aftermarket Modifications to the Vehicle? (Y or N)** Yes

Regency Conversion

**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.

Wheels, tires, and paint

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

**PERTINENT FACTS FROM ALL SRs RELATED TO THIS VIN:**

**Concern:** SP-10645193 PQC - NAV RADIO UVB REPLACE

**Date**  **Offer/Result:** No resolution, case still open.

**Concern:** 71-885699108 - CAC - Multiple Concerns - no resolution, DDMA to work directly with customer.

**Date**  **Offer/Result:** No resolution, DDMA to work directly with customer - closed 01/11/11.

**Concern:** 71-922888143 - Legal Corr. - FRA - ongoing.

**Date**  **Offer/Result:** No offer pending FRA.

**BBB PROGRAM SUMMARY ASSESSMENT:**

*(Note: This section only applicable for ADR cases)*

**What State is BBB Case Filed In?** {State}

**What is the customer eligible for based on the BBB Program Eligibility Guidelines and the specific states lemon law requirements for meeting presumption? (Explain in Detail)**

**Unique GM Program Summary Requirements for Repurchase/Replacement in Applicable State:**  
{Eligibility Detail}

**Unique GM Program Summary Requirements for Repairs/Reimbursement for Past Repairs in Applicable State:**  
{Eligibility Detail}

**Customer/Plaintiff Seeks:**

Repurchase plus 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.

Violations of U.C.C., Magnuson - Moss

**Note: This section only applicable for Legal cases**

**Is Lemon Law Pled/Alleged?: No**

Under what State? GA Claimed Presumptive? Yes

Does Purchase Qualify? Yes If not, why? N/A

**State Presumption Is: 24/24K**

# of Visits for a Non-Conformity? 3 # of Days out of Service? 30
# of visits for a Safety Complaint? N/A # of Visits Total? 4
Must Complaint Continue to Exist? Yes Final Repair/Arbitration Required? Yes
Time Period for filing a Claim? Three years following the date of original delivery of the motor vehicle to the consumer.

**Vehicle Service History (During Presumptive Period) is:**

# of Visits for a Non-Conformity? 4 Engine # of Days out of Service? 11
1 Trans.
4 Trim
4 Electrical
1 Wheel
# of visits for a Safety Complaint? N/A # of Visits Total? 12
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? 5 Engine # of Days out of Service? 15
1 Trans.
7 Trim
6 Electrical
3 Wheel
# of visits for a Safety Complaint? N/A # of Visits Total? 17
Must Complaint Continue to Exist? Yes Final Repair or Arbitration Required? Yes

**Related Repairs beyond NVLW: No**

Customer Pay? No If no, identify responsible party: N/A
Additional Days out of Service? N/A Additional # of Repair Visits? N/A

**Other Considerations: Yes**

Outcome/Findings of Arb/Final Repair: FRA RO 208251 (3/15/11), no problems found.



|                               |    |     |
|-------------------------------|----|-----|
| 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:**

jeffery.b.sullivan@chevrolet.com

Hi;

Option B. jeff

Billie,

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

I have personally spoken with this customer as a result of case **71-885699108**. Related communications to follow. After a review of this customer's file the CAC District Specialist and I did not find grounds for a repurchase or replacement of this customer's vehicle. However, after personally discussing this matter with the customer, I offered to provide an Owner Loyalty Certificate once the vehicle is beyond the Bumper to Bumper Warranty on May 31, 2011. This OLC would have been approximately \$4,900. The owner was very pleased and I have not heard from him since that time.

Dwellion

### **Dwellion Howard**

District Manager - Aftersales  
General Motors - Southeast Region  
Customer Care and Aftersales  
cell: 770-880-7276  
fax: 770-708-2380  
dwellion.howard@gm.com

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

Service Manager Mike Pope does not recall anything in particular with this customer or vehicle.

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

Customer is within filing period for LL.

Customer may meet presumption (if previous complaint is verified during FRA).

Customer is within NVLW.

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

Most of customer's complaints are single repair trim and electrical concerns (not repeat repairs).

One of customer's engine complaints was never duplicated.

Customer had accepted offer for an OLC (\$4900.00 value) prior to sending in demand letter.

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

None

## **Recommendation:**

Depending on outcome of FRA, crs recommends cash settlement of \$4,000.00 to \$6,000.00, inclusive.

MSRP - \$49,425.00

## **Rationale:**

Most complaints were minor trim issues or one time electrical concerns, one engine concern was never duplicated, customer had already accepted an OLC to be provided once vehicle was out of NVLW by DDMA Dwellion Howard. Tires and wheels were part of conversion package, not warrantable items.

**Settlement/Defense Strategy:**

Crs recommends cash settlement of \$4,000.00 to \$6,000.00, inclusive. Most complaints were minor trim issues or one time electrical concerns, one engine concern was never duplicated, customer had already accepted an OLC to be provided once vehicle was out of NVLW by DDMA Dwellion Howard. Tires and wheels were part of conversion package, not warrantable items.

## 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><br>Amount to Plaintiff/Atty: \$Repurchase/\$Fees<br>Inclusive Offer: \$N/A | Settlement Type:<br>Repurchase<br>Date: 02/22/11 | Countered |
| <b>CRS Initial Offer:</b><br>Amount to Plaintiff/Atty: \$N/A/\$N/A<br>Inclusive Offer: \$4,000.00              | Settlement Type:<br>Cash<br>Date: 03/15/11       | Countered |
| <b>Plaintiff Counter::</b><br>Amount to Plaintiff/Atty: \$N/A/\$N/A<br>Inclusive Offer: \$10,000.00            | Settlement Type:<br>Cash<br>Date: 03/16/11       | Countered |
| <b>CRS Counter:</b><br>Amount to Plaintiff/Atty: \$N/A/\$N/A<br>Inclusive Offer: \$4,750.00                    | Settlement Type:<br>Cash<br>Date: 03/17/11       | Countered |
| <b>Plaintiff Counter::</b><br>Amount to Plaintiff/Atty: \$N/A/\$N/A<br>Inclusive Offer: \$9,000.00             | Settlement Type:<br>Cash<br>Date: 03/21/11       | Countered |
| <b>CRS Counter:</b><br>Amount to Plaintiff/Atty: \$N/A/\$N/A<br>Inclusive Offer: \$5,500.00                    | Settlement Type:<br>Cash<br>Date: 03/22/11       | Countered |
| <b>Plaintiff Counter::</b><br>Amount to Plaintiff/Atty: \$N/A/\$N/A<br>Inclusive Offer: \$8,000.00             | Settlement Type:<br>Cash<br>Date: 03/24/11       | Countered |
| <b>CRS Counter:</b><br>Amount to Plaintiff/Atty: \$N/A/\$N/A<br>Inclusive Offer: \$6,000.00                    | Settlement Type:<br>Cash<br>Date: 03/25/11       | Countered |
| <b>Plaintiff Counter::</b><br>Amount to Plaintiff/Atty: \$N/A/\$N/A<br>Inclusive Offer: \$7,500.00             | Settlement Type:<br>Cash<br>Date: 03/25/11       | Countered |
| <b>CRS Final Offer:</b><br>Amount to Plaintiff/Atty: \$N/A/\$N/A<br>Inclusive Offer: \$6,000.00                | Settlement Type:<br>Cash<br>Date: 03/25/11       | Accepted  |

## 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><br><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><br><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><br><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).<br>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.<br>All indicators that provide the driver with operating characteristics of a vehicle.<br>All Electrical lights that illuminate.<br>All radio, CD/DVD, navigation, video, speakers, reception/antenna related components.<br>All battery, spark plug/wire, glow plug, starting or charging system components.   |
| <b>Engine/Fuel &amp; Exhaust</b> | Internal and external mechanical components.<br>Cooling system components including radiator, gaskets, thermostat, and water pump.<br>All computers and sensors that affect or monitor engine operation.<br>All air and fuel related components including tank, injectors, and lines.<br>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.   |

# ALEX SIMANOVSKY & ASSOCIATES, LLC

CONSUMER PROTECTION ATTORNEYS

2300 HENDERSON MILL ROAD, SUITE 300

ATLANTA, GA 30345

770-414-1002 1-866-865-3666

FACSIMILE: 770-414-9891 1-877-216-0365

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## FACSIMILE TRANSMITTAL SHEET

---

TO: Billie Comeaux

FROM: Sally Delorm

COMPANY: General Motors LLC

DATE: 4/5/2011

FAX NUMBER: (866)842-9444

TOTAL NO. OF PAGES: 2

---

RE: [REDACTED] v. General Motors LLC

Our Client: [REDACTED]

Vehicle: 07 Chevrolet Tahoe

VIN: 1GNFK13057R [REDACTED]

Date of purchase: 11/26/08

Our File No.: GA11-10109

Here is our W/9

This facsimile message contains information from ALEX SIMANOVSKY & ASSOCIATES, LLC, that may be privileged and confidential attorney work product or attorney/client communication. This information is intended to be for the use of the addressee only. If you are not the addressee, note that any disclosure, copying, distribution or use of the contents of this message is prohibited. If you receive this message in error, please notify the sender immediately. The recipient may not use any communication herein for any reason not associated with the specific communication. All other uses are strictly prohibited.

# Request for Taxpayer Identification Number and Certification

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

Print or type See Specific Instructions on page 2.

Name (as shown on your income tax return) \_\_\_\_\_

Business name, if different from above  
**ALEX SIMANOVSKY & ASSOCIATES, LLC**

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

Address (number, street, and apt. or suite no.) \_\_\_\_\_  Exempt payee  
**2300 HENDERSON MILL ROAD, SUITE 300**

City, state, and ZIP code \_\_\_\_\_  
**ATLANTA, GA 30345**

List account number(s) here (optional) \_\_\_\_\_

Requester's name and address (optional) \_\_\_\_\_

## Part I Taxpayer Identification Number (TIN)

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

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

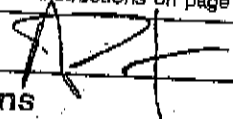
Social security number \_\_\_\_\_  
 or  
 Employer identification number  
**26** \_\_\_\_\_

## 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  Date **4/5/11**

## 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,





**KROHN & MOSS**  
CONSUMER LAW CENTER

10474 SANTA MONICA BLVD., SUITE 401  
LOS ANGELES, CA 90025

11-03-07A08:16 RCVD



General Motors LLC  
PO Box 23170  
Detroit, MI 48232-5170



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

# Krohn & Moss, I.td.

California, Florida, Illinois, Kansas, Kentucky, Indiana, Minnesota, Missouri, Ohio, Washington DC, Wisconsin  
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Licensed to practice in: California

February 24, 2011

General Motors LLC  
P.O. Box 33170  
Detroit, Michigan 48232-5170

RE: [REDACTED] v. General Motors LLC  
Vehicle: 2007 Chevrolet Suburban  
VIN: 1GNFK16357R [REDACTED]  
Our File No.: L110043JBA

Dear Sir or Madam:

Pursuant to California Civil Code 1793.22(b)(3), please be advised that this office represents the above-named individual regarding claims against your company pursuant to the Song-Beverly Warranty Consumer Warranty Act ("Lemon Law") and/or the Federal Magnuson-Moss Warranty Act with regard to the above-listed vehicle. Please direct all future contacts and correspondence to our office as such.

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

**Pursuant to California Civil Code 1794 (d) and/or 15 U.S.C. 2310(d), you are hereby notified that any settlement made with our client requires payment of our attorneys' fees. If you settle directly with our client and do not make arrangements for payment of our attorneys' fees, we will file suit against you. In addition, you are hereby notified of our attorneys' lien.**

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

1. Defective electrical system as evidenced by the battery keeps going dead, the heated windshield washer module short circuited, the inoperative seat warmers, the inoperative remote start, the inoperative key FOB, the radio shuts off while driving, the dash lights flicker on and off intermittently, and the windshield wipers come on by themselves;
2. Defective engine as evidenced by the required reprogramming and/or updating of the ECM, and the excessive oil consumption;
3. Defective body/trim as evidenced by the left and right front inner door handles are peeling, the moldings on all four doors are changing colors, the mirrors are changing

- colors, the replacement of the left front headlamp, and the exterior door trim is peeling off;
4. Defective transmission as evidenced by the 4x4 engages by itself while driving;
  5. Defective engine/electrical as evidenced by the persistent illumination of the check engine light, and the replacement of the pistons, rods and O-rings;
  6. Defective cruise control system as evidenced by the cruise control stops working when going downhill; and,
  7. Any additional complaints made by our client, whether or not they are contained in your company's records or on any repair orders.

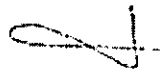
The defects and non-conformities listed above constitute a substantial impairment of the use, value and/or safety of the vehicle. Because of these defects and non-conformities, my client has justifiably lost confidence in the vehicle.

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

To avoid any litigation, my client merely requests a refund for the defective vehicle, plus payment of our attorneys' fees pursuant to the fee-shifting provisions of the Lemon Law and/or Federal Magnuson-Moss Warranty Act. Our attorneys' fees are minimal at this stage and we would prefer to resolve this matter without the need for any more time spent on our part or on the part of your attorneys. A great deal of time, money and effort could be saved by all parties involved with a quick resolution of this claim.

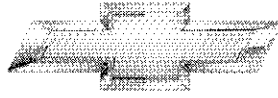
Accordingly, if you wish to resolve this matter amicably, please feel free to contact my office. If the matter has not been resolved within fourteen (14) days from the date of this letter, a lawsuit will be filed.

Sincerely,



Jennifer Basola  
Attorney at Law

JB/cb



March 8, 2011

Will Mobley, Service Manager  
Northwood Chevrolet  
212 7th Street  
Eureka, CA 95501

RE: [REDACTED]  
Service Request: 71-924813013  
2007 Chevrolet Suburban  
Vehicle Identification Number: 1GNFK16357R [REDACTED]  
Customer Relationship Specialist: Mary Beth Hollman

Dear Mr. Mobley:

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



March 8, 2011

Jennifer Basola, Esq.  
Krohn & Moss, LTD  
10474 Santa Monica Blvd Ste 401  
Los Angeles, CA 90025

RE: [REDACTED]  
Service Request: 71-924813013  
2007 Chevrolet Suburban  
Vehicle Identification Number: 1GNFK16357R [REDACTED]  
Customer Relationship Specialist: Mary Beth Hollman

Dear Ms. Basola:

This is to advise that General Motors is in receipt of the above referenced case dated February 24, 2011. This case file has been assigned to General Motors' Early Resolution program, and you will be contacted in the next 10-15 calendar days for review. The Early Resolution program is designed to facilitate early settlement of warranty matters within a 45-day timeframe.

In order to do a thorough review and assessment of this case, General Motors would appreciate your prompt assistance in having the attached Release of Lien Information form completed and faxed to the number on the fax coversheet within the next five (5) days.

In addition, if any of the items below are marked, please send the requested information either to the fax number on the fax cover sheet, or to the address below as soon as possible.

Copy of owner's current title and/or registration  
 Other: Repair Orders

Finance agreement  
 Buyer's agreement

General Motors  
ATTN: BRC Legal  
P.O. Box 33170  
Detroit, MI 48232

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

Sincerely,

General Motors

**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



**MaryBeth  
Hollman/Austin/GM1**

03/08/2011 10:52 AM

To jbasola@consumerlawcenter.com

cc cbopp@consumerlawcenter.com

bcc

Subject [REDACTED] v GM / 2007 Chevrolet Suburban

RE: Customer Last Name: [REDACTED]  
Service Request: 71-924813013  
2007 Chevrolet Suburban  
Vehicle Identification Number: 1GNFK16357R [REDACTED]  
Customer Relationship Specialist: Mary Beth Hollman  
Telephone: 866-790-5700 Ext 41499

Dear Ms. Basola,

Please find attached my letter acknowledging receipt of the above-referenced case. I have requested from you copies of repair orders, current registration and sales documents. Feel free to contact with any questions or additional information.



Acknowledgement Letter [REDACTED].doc

Thank You,

Mary Beth Hollman

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



# NORTHWOOD SUPER STORE

CHEVROLET HYUNDAI USED CARS 7th & D, Eureka

212 7TH ST EUREKA CA. 95501 PHONE (707) 443 - 4861 FAX (707) 444 - 6688

DATE: 3-8-11



TO: Mary Beth Hollman

COMPANY: GM Business Resource Center

FAX NUMBER: 866 874 5882

NUMBER OF PAGES (INC. COVER): 34

FROM: Will Mobley

Per your Request

RE



VIN# 1GNFK16357R

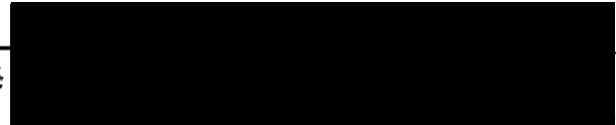




|                               |           |            |                 |                 |                 |
|-------------------------------|-----------|------------|-----------------|-----------------|-----------------|
| [Redacted]                    |           |            | Home Phone      | 532/0 Open Date | R/O Number      |
| EUREKA, CA                    |           |            | Work Phone      | 2/18/11         | 6036767         |
| [Redacted]                    |           |            | Key Tag #       | Time Received   | Time Promised   |
| [Redacted]                    |           |            | Body            | 9:47            | 2/18 16:30      |
| Year                          | Make      | Model      | Current Mileage | Engine Code     | Mileage Out     |
| 2007                          | CHEVROLET | SUBURBAN   | 46580           |                 | mark            |
| Vehicle Identification Number |           | Color      | License Number  | Delivery Date   | In-Service Date |
| 1GNFK16357R                   |           | AMBER BRON |                 | 8/28/06         | 8/28/06         |
| 141F                          |           |            |                 |                 |                 |

- #1 - 117: MISC-REPAIR  
CUSTOMER STATES IS HAVING ELECTRICAL PROBLEMS. BATTERY GOES DEAD AND HAS TO BE JUMP STARTED FOR NO APARENT REASON.  
*Had to Chg Discharged 1.0*
- #2 - 100C: LUBE, OIL, FILTER - CAR 5 QT  
CHECK ALL FLUID LEVELS AND CHECK TIRE PRESSURE.  
\$10.00 OFF  
*6 of 5-30 32 32 150*
- #3 - 115: 27-POINT FREE INSPECTION
- #4 - 117: MISC-REPAIR  
CUSTOMER STATES NEEDS LEFT FRONT HEADLAMP REPLACED . CHECK AND ADVISE  
*15950807 Lamp 311.15 5/0 (1.1) + L Head 280*
- #5 - 117: MISC-REPAIR  
CUSTOMER STATES SEAT WARMERS NOT WORKING. RANDOMLY THEY WILL COME ON, CHECK AND ADVISE.  
*Pass Does not work update Faxed?*
- #6 - 117: MISC-REPAIR  
CUSTOMER STATES REMOTE START NOT WORKING AND KEY FOB IS INOP. CHECK AND ADVISE.  
*Do ECM update miss fix! work*
- #7 - 117: MISC-REPAIR  
CUSTOMER STATES RADIO WILL INTERMITTENTLY SHUT ITS SELF OFF WHEN DRIVING. CHECK AND ADVISE. WON'T COME BACK ON UNTIL VEHICLE IS TURNED OFF AND THEN BACK ON AGAIN.  
*NPE*
- #8 - 117: MISC-REPAIR  
CUSTOMER STATES DASH LIGHTS FLICKER ON AND OFF  
*NPE*

PARTS ON ORDER  
Order 2-29-11 Fed-EX



We warrant that the vehicle is free from defects in workmanship and materials at the time of sale. We do not warrant for any damage to the vehicle or for any loss of use of the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts. We warrant for the performance of the vehicle as described in the advertisement. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repair charges. All warranties are hereby sold hereby as those made by the manufacturer. The seller hereby expressly disclaims all warranties, express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to make any statement in connection with the sale of a used vehicle. Any limitation on liability herein shall not apply where prohibited by law. ©2007 THE AMERICA, INC. All rights reserved. Printed in the USA. 03/08/2011 15:44

|                               |           |            |                |               |                   |
|-------------------------------|-----------|------------|----------------|---------------|-------------------|
| EUREKA, CA                    |           |            | Home Phone     | R/O Open Date | R/O Number        |
|                               |           |            | Work Phone     | 2/18/11       | 6036767           |
|                               |           |            | Key Tag #      | Time Received | Time Promised     |
|                               |           |            |                | 9:47          | 2/18 16:30        |
| Year                          | Make      | Model      | Body           | Engine Code   | Service Advisor # |
| 2007                          | CHEVROLET | SUBURBAN   | UT             |               | WILL MOBLEY       |
| Vehicle Identification Number |           | Color      | License Number | Delivery Date | In-Service Date   |
| 1GNFK16357R                   |           | AMBER BRON |                | 8/28/06       | 8/28/06           |

141F

INTERMITTENTLY. CHECK AND ADVISE.

#9 - 117: MISC-REPAIR  
 CUSTOMER STATES WINDSHIELD WIPERS COME ON EVEN WHEN ITS SUNNY OUTSIDE. HAVE TO RESTART THE CAR FOR THE WIPERS TO SHUT OFF. *NPF*

#10 - 117: MISC-REPAIR  
 CUSTOMER STATES 4-WHEEL DRIVE ENGAGES ON ITS OWN, EVEN GOING DOWN THE HIGHWAY AT 65MPH. *NPF, D24 update*

#11 - 117: MISC-REPAIR  
 CRUISE CONTROL STOPS WORKING WHEN GOING DOWNHILL. THE VEHICLE SPEEDS UP AS OPPOSED TO SLOWING DOWN. CHECK AND ADVISE. *D24 update, fix*

#12 - 117: MISC-REPAIR  
 CUSTOMER STATES DOOR EXTERIOR TRIM IS PEELING OFF.

#13 - V2281: REMOVE THE WINDOW WASHER SOLVENT HEATER, AND DISABLE THE SYSTEM, AND COMPENSATE THE CUSTOMER BY CHECK FOR \$100.00 FOR THE LOSS OF THE FEATURE. *5*

#14 Cust states engine is loud noise, oil light comes on makes knocking noise when starts smells like burning oil  
 Original Estimate: 610.20  
*Added 2/21/11 me*

#15 Cust states paint is fading below mirrors  
 Added 2/25/11 me  
 PARTS ON ORDER  
 Date 3-1-11 600 MB LG mod

Northwood Auto Plaza, Inc. warrants the material work shown to be done along with the necessary material and labor that you are not responsible for loss or damage to vehicle or contents in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts delivery by the supplier or transporter. This warranty does not cover any damage to the vehicle or its contents caused by misuse, abuse, or neglect of the vehicle or its contents. This warranty is void if the vehicle is used for any purpose other than that for which it was designed. Any customer who has had any work done on this vehicle at any time must have the work done by a Northwood Auto Plaza, Inc. technician. Any customer who has had any work done on this vehicle at any time must have the work done by a Northwood Auto Plaza, Inc. technician. Any customer who has had any work done on this vehicle at any time must have the work done by a Northwood Auto Plaza, Inc. technician.

610.20  
 Customer Signature

| PARTS  |           |              |                |             | LABOR   |         |            |       |             |       |                  |           |              |                |        |                   |        |           |       |   |  |     |  |     |         |          |
|--|-----------|--------------|----------------|-------------|---|---------|------------|-------|-------------|-------|------------------|-----------|--------------|----------------|--------|-------------------|--------|-----------|-------|---|--|-----|--|-----|---------|----------|
| QTY  | CODE      | QTY          | PART NO        | DESCRIPTION | UNIT PRICE  | QTY     | OPER. CODE | HOURS | DESCRIPTION | LABOR |                  |           |              |                |        |                   |        |           |       |   |  |     |  |     |         |          |
| <p><i>Top Reg</i><br/> <i>27 PD</i><br/> <i>Tires &amp; M/D</i></p>  |           |              |                |             | <table border="1"> <tr> <td>R.O. OR W.O. NO.</td> <td>EMPL. NO.</td> <td>MECH. PAY \$</td> <td>FLAT RATE TIME</td> <td>W-TIME</td> <td>REPAIR ORDER TIME</td> <td>OFF F.</td> <td>21 15 3.7</td> </tr> <tr> <td>96161</td> <td>1</td> <td></td> <td>5</td> <td></td> <td>6</td> <td>OFF E.</td> <td>21 15 .1</td> </tr> </table>      |         |            |       |             |       | R.O. OR W.O. NO. | EMPL. NO. | MECH. PAY \$ | FLAT RATE TIME | W-TIME | REPAIR ORDER TIME | OFF F. | 21 15 3.7 | 96161 | 1 |  | 5   |  | 6   | OFF E.  | 21 15 .1 |
| R.O. OR W.O. NO.   | EMPL. NO. | MECH. PAY \$ | FLAT RATE TIME | W-TIME      | REPAIR ORDER TIME   | OFF F.  | 21 15 3.7  |       |             |       |                  |           |              |                |        |                   |        |           |       |   |  |     |  |     |         |          |
| 96161  | 1         |              | 5              |             | 6   | OFF E.  | 21 15 .1   |       |             |       |                  |           |              |                |        |                   |        |           |       |   |  |     |  |     |         |          |
| <p>MISC - up</p> <p>BCM - Reverse skat instimata update - 408A5</p> <p>DDS - Reverse tilt update - Timed out could not get code</p> <p>EPG -</p> <p>ESUM - 28770</p> <p>ESUM - no update</p> <p>FCM - up date to address C/C drop out - 112CE</p> <p>HAVE - 995F1</p> <p>IPL - no update</p> <p>PDM - A17EA</p> <p>Raido - no update</p> <p>RHSM - not supported</p> <p>TCCM - 2A754</p> |           |              |                |             |   |         |            |       |             |       |                  |           |              |                |        |                   |        |           |       |   |  |     |  |     |         |          |
| <p>Change of test ball set up modules. Test drive record extended<br/>                 test drives, &amp; set on right</p>   |           |              |                |             | <table border="1"> <tr> <td>R.O. OR W.O. NO.</td> <td>EMPL. NO.</td> <td>MECH. PAY \$</td> <td>FLAT RATE TIME</td> <td>W-TIME</td> <td>REPAIR ORDER TIME</td> <td>OFF LL</td> <td>22 10 2.3</td> </tr> <tr> <td>96716</td> <td>2</td> <td></td> <td>1.8</td> <td></td> <td>1.8</td> <td>OFF ONL</td> <td>22 01 .5</td> </tr> </table> |         |            |       |             |       | R.O. OR W.O. NO. | EMPL. NO. | MECH. PAY \$ | FLAT RATE TIME | W-TIME | REPAIR ORDER TIME | OFF LL | 22 10 2.3 | 96716 | 2 |  | 1.8 |  | 1.8 | OFF ONL | 22 01 .5 |
| R.O. OR W.O. NO.   | EMPL. NO. | MECH. PAY \$ | FLAT RATE TIME | W-TIME      | REPAIR ORDER TIME   | OFF LL  | 22 10 2.3  |       |             |       |                  |           |              |                |        |                   |        |           |       |   |  |     |  |     |         |          |
| 96716  | 2         |              | 1.8            |             | 1.8   | OFF ONL | 22 01 .5   |       |             |       |                  |           |              |                |        |                   |        |           |       |   |  |     |  |     |         |          |
| <p>Now DO Extended<br/>                 Test Drive</p>   |           |              |                |             | <p>FOREMAN'S SIG. <i>[Signature]</i></p>  |         |            |       |             |       |                  |           |              |                |        |                   |        |           |       |   |  |     |  |     |         |          |



2/21/11, 9:40, 443-5695, [REDACTED]

Est to Replace L&F front Headlight

\$416.<sup>75</sup> total Est \$1026.<sup>95</sup>

She's not happy with having to pay for  
diag she will come in to pick up  
some things out of vehicle & talk to  
Will Mobley

2/21/11 11:15 [REDACTED] called, does not want anything  
done to vehicle until she talks to Service  
Manager.

2-21-11 11:13 Noelle Anthe  
Mrs of P. [REDACTED] Diag  
them Report to Her & She  
Will Decide on Rest, One Time  
Good w. 11

Northwood Chevrolet



At Your Service Offer

\$10.00 OFF

Choose any service available in our Service Department. This  
exclusive offer not valid for insurance work, warranty, other offers  
or service specials. Plus tax, if applicable. Present offer at time of  
service. Includes parts and materials. Plus waste fees.

Expires 3/13/11.

7R246390

©2011 GM Corp. All rights reserved. This offer is subject to the terms and conditions of the offer. See dealer for details. Offer good while supplies last. Offer ends 3/13/11.

DATA

2-21 4:17 500#

① [REDACTED] GM Auth 2 hrs  
of Goodwill Inspect + Diag  
No Guarantee After that.  
② Shc - is working w/ H.S  
Insur.

2-23 2:00

[REDACTED]  
Callc. Auth Hadlamp  
Replace + - Hood.  
\$445.55 Plus Tax  
W/ Rep. on More Auth

2-23 T.D 15 MINS.

① Electrical OK, Seats OK,  
Remote Start OK, Radio OK,  
Dash lights OK, Wipers + Cruise  
OK, L.A. OK, NO PROBLEMS  
NOISE.

CHARGE REQUIRED

2/22/2011  
11:27 AM

DISCHARGED  
BATTERY

THIS BATTERY IS DISCHARGED  
AND REQUIRES CHARGING  
BEFORE WARRANTY  
ADJUSTMENT.

MAX TIME: 43 MIN



Test Report

NORTHWOOD AUTO  
212 7TH ST  
EUREKA, CA  
95501  
USA  
800-778-1995  
WEBSITE.COM

BAC CODE

No com with MSM. Disconnect batt  
 reconnect to unlock MSM. Use by proper  
 program in MSM. Current code of B2508 or  
 pf. remove driver seat to perform  
 diag as per doc 1741030. Isolated  
 short to ground at pass seat. Remove  
 pass seat. Front First aid kit jammed  
 in rear seat harness causing contact with  
 rear vertical mechanism. Removed 1st aid kit  
 & isolate seat heater circuit re route  
 harness test as clear code. Perform recall  
 remove washer heater

| R.O. OR<br>WO. NO. | EMPL.<br>NO. | MECH. PAY<br>\$ | PLAT RATE<br>TIME | W-TIME | REPAIR ORDER<br>TIME | OFF               |
|--------------------|--------------|-----------------|-------------------|--------|----------------------|-------------------|
| 36767              | 2            |                 | 3.6               |        | 3.6                  | 24 11:6<br>24 8:0 |

Order for head lamp

2-24 2:05 502#

- ① No. 1 Box still
- ② Car 443#
- ③ Says she will sue GM  
if in accident, if 4x4 engages
- ④ WZ will Review w/ Noelle.

2-24 2:46 Noelle

- ① OK to fix Seat Heater
- ② Call TAN on 4x4 + T.D  
A.H. H. More
- ③ May have cust call cust assist

2-25 3:12 Tech Assist

- ① T-Case Self Engagement
- ② Kevin, Working Place
- ③ Case 71-921235554
- ④ Tom (T-Case)
- ⑤ Reviewed Cust Concern
- ⑥ Check Cars, Dash & Complz  
Includes Motor for Throttle  
Switch.
- ⑦ Put Scanner on Wheel  
Tire Driving.

2-25 TD J19

- ① Bat. OK, Seats OK, Remitz OK, Red. OK,
- Dash OK, Wipers OK, Lx4 OK, Gms OK,
- Engine No Noise, No Smell

2-25 10:55 Noz 12

- ① 2 Cases Naturally Do Not  
Warrant Throwing Parts.  
Thy + Duplicate ✓
- ② Do Not Throw Parts At  
Customer (Lx4)



RR at head lamp Adjust head lamp

Verify no ~~at~~ fluid leaks.

| R.O. OR W.O. NO. | EMPL. NO. | MECH. PAY \$ | FLAT RATE TIME | W-TIME | REPAIR ORDER TIME | OFF      | ON       |
|------------------|-----------|--------------|----------------|--------|-------------------|----------|----------|
| 36767            | 2         |              | .6             |        | .6                | 25 13 .1 | 25 13 .5 |

6.0 #2  
1.0 CA  
5.0 CA

2-25 3:00 TO 3:45  
Will operate as designed



2-25 3:55 5:02 #  
① OK to take up over weekend.  
② Test Drive Highway 50 miles  
I will call her on Monday

2-28 T.D. to Lunch, Fender  
Up Drawing A Tta, 105 Miles  
4x4 Cruise Seats, Radio, Dash, Wipers  
and Engine operate as  
designed.

2-28 1:10 CAC  
① 846-7905600 11332  
② 71-922650 187

2-28 1:09 Ex 11322

① L. Miss Records

2-28 1:54 Rachel

① Reached Sam - is working with Cust Assist

② Sam will DMV + Account.

02/01/2011 at 10:40 AM  
21311

1017852574-1-1  
Ogfs05ay

**MID-CENTURY INSURANCE COMPANY**  
**Martinez Service Center**  
**HELPPPOINT CLAIM SERVICES**  
FOR SUPPLEMENT CALL 800 282-7033

**ESTIMATE OF RECORD**

Written By: erik toumi 02/01/2011 10:40 AM  
Adjuster: erik toumi (707)280-4941

Insured: [REDACTED]  
Owner: [REDACTED]  
Address: [REDACTED]  
EUREKA, CA  
Evening: [REDACTED]  
Other: [REDACTED]

Claim # [REDACTED]  
Policy # [REDACTED]  
Date of Loss: 01/30/2011 at 10:00 AM  
Type of Loss: Comprehensive  
Point of Impact: 12. Front

Inspect 1307 GROSS ST  
Location: EUREKA, CA 95503

Evening: [REDACTED]  
HOME

Repair Facility:

1 Days to Repair  
License #

2007 CHEV K1500 4X4 SUBURBAN LTZ 8-5 3L-FI 4D UTV gold Int:black  
VIN: 1GNFK16357R [REDACTED] Lic: [REDACTED] CA Prod Date: 08/2006 Odometer: 46121  
Air Conditioning Rear Defogger Tilt Wheel  
Cruise Control Intermittent Wipers Keyless Entry  
Dual Air Condition Rear Window Wiper Steering Wheel Controls  
Remote Starter Message Center Body Side Moldings  
Privacy Glass Overhead Console Luggage/Roof Rack  
Fog Lamps Signal Integrated Mirrors Clear Coat Paint  
Metallic Paint Power Steering Power Brakes  
Power Windows Power Locks Power Driver Seat  
Power Passenger Seat Power Mirrors Heated Mirrors  
AM Radio FM Radio Stereo  
Search/Seek CD Player Premium Radio  
Anti-Lock Brakes (4) Driver Air Bag Passenger Air Bag  
Front Side Impact Air Bag 4 Wheel Disc Brakes Communications System  
Leather Seats Heated Seats 3rd Row Seat  
Running Boards/Side Steps Trailering Package Automatic Transmission  
Overdrive 20" Or Larger Wheels

| NO.           | OP.  | DESCRIPTION             | QTY | EXT.   | PRICE | LABOR | PAINT |
|---------------|------|-------------------------|-----|--------|-------|-------|-------|
| 1             |      | FRONT LAMPS             |     |        |       |       |       |
| 2**           | Repl | Qual Repl Parts CAPA LT | 1   | 199.00 | 0.5   | 0.0   |       |
|               |      | Headlamp assy           |     |        |       |       |       |
| 3             |      | Aim headlamps           | 0   | 0.00   | 0.5   | 0.0   |       |
| 4             |      | HOOD                    |     |        |       |       |       |
| 5*            | Algn | Hood                    | 0   | 0.00   | 0.3   | 0.0   |       |
| Subtotals ==> |      |                         |     | 199.00 | 1.3   | 0.0   |       |

Fax # 444-6688  
Attention: Jessica

02/01/2011 at 10:40 AM  
21311

1017852574-5-1  
0gfz05ay

**ESTIMATE OF RECORD**

2007 CHEV K1500 4X4 SUBURBAN LTZ 8-5.3L-FI 4D UTV gold Int:black

|                       |                       |           |
|-----------------------|-----------------------|-----------|
| Parts                 |                       | 199.00    |
| Body Labor            | 1.3 hrs @ \$ 70.00/hr | 91.00     |
| -----                 |                       |           |
| SUBTOTAL              |                       | \$ 290.00 |
| Sales Tax             | \$ 199.00 @ 8.5000%   | 16.92     |
| -----                 |                       |           |
| TOTAL COST OF REPAIRS |                       | \$ 306.92 |
| ADJUSTMENTS:          |                       |           |
| Deductible            |                       | 250.00    |
| -----                 |                       |           |
| TOTAL ADJUSTMENTS     |                       | \$ 250.00 |
| NET COST OF REPAIRS   |                       | \$ 56.92  |

**QUALITY REPLACEMENT PARTS WARRANTY**

OUR REPAIR ESTIMATE MAY SPECIFY THE USE OF QUALITY REPLACEMENT PARTS. QUALITY REPLACEMENT PARTS ARE PARTS NOT MANUFACTURED BY OR FOR THE ORIGINAL EQUIPMENT MANUFACTURER. WE WILL STAND BEHIND THE QUALITY REPLACEMENT PARTS THAT ARE SPECIFIED ON THIS ESTIMATE AND USED IN THE REPAIR OF YOUR VEHICLE, FOR AS LONG AS YOU OWN/LEASE THE VEHICLE. WE WARRANT THESE PARTS ARE OF LIKE KIND, QUALITY, SAFETY, FIT AND PERFORMANCE TO PARTS MANUFACTURED BY OR FOR THE ORIGINAL EQUIPMENT MANUFACTURER.

THIS WARRANTY EXCLUSIVELY COVERS LOSS OR DAMAGE THAT IS RELATED TO DEFECTS IN THE QUALITY REPLACEMENT PART. THIS WARRANTY DOES NOT COVER DAMAGE OR PART FAILURE DUE TO IMPROPER INSTALLATION, MISUSE, NEGLIGENCE, ABUSE, IMPROPER MAINTENANCE, ABNORMAL OPERATION, OR NORMAL WEAR & TEAR.

SHOULD A SUPPLIER OF A PART SPECIFIED IN OUR REPAIR ESTIMATE, OR THE REPAIR FACILITY THAT PERFORMS THE REPAIR ON YOUR VEHICLE, BE UNABLE TO RESOLVE A LEGITIMATE COMPLAINT ABOUT THE QUALITY REPLACEMENT PART USED IN THE REPAIR, WE WILL MAKE EVERY EFFORT TO SEE THAT THE PROBLEM IS CORRECTED.

THIS WARRANTY AND ANY REPRESENTATIONS MADE HEREIN ARE NON-TRANSFERABLE AND EXTEND ONLY TO THE PARTY OWNING/LEASING THE VEHICLE AT THE TIME OF THE REPAIR.

FOR ASSISTANCE, PLEASE CONTACT THE NEAREST HELPPPOINT CLAIM SERVICES OFFICE.

**DISCLAIMER:**

ANY PERSON WHO KNOWINGLY PRESENTS A FALSE OR FRAUDULENT INSURANCE CLAIM FOR THE PAYMENT OF A LOSS MAY BE GUILTY OF A CRIME AND MAY BE SUBJECT TO FINES AND CONFINEMENT IN STATE PRISON.

THIS WARRANTY AND ANY REPRESENTATIONS MADE HEREIN ARE NON-TRANSFERABLE AND ITS

02/01/2011 at 10:40 AM  
21311

1017852574-1-1  
0gfz05ay

**ESTIMATE OF RECORD**

2007 CHEV K1500 4X4 SUBURBAN LTZ' 8-5.3L-FI 4D UTV gold Int:black

BENEFITS EXTEND ONLY TO THE PARTY OWNING THE VEHICLE AT THE TIME OF THE REPAIR. IT IS NOT PART OF YOUR INSURANCE POLICY AND DOES NOT CONSTITUTE AN EXTENSION OF COVERAGE THEREUNDER.

TO EXPEDITE THE HANDLING OF ANY SUPPLEMENTAL DAMAGES CLAIM, PLEASE HAVE THE APPROXIMATE AMOUNT OF ADDITIONAL DAMAGES AVAILABLE WHEN YOU CALL 1 (800) 282-7033. POTENTIALLY, A REINSPECTION MAY BE CONDUCTED WITHIN HOURS OF YOUR CALL. ALL SUPPLEMENTS MUST BE APPROVED BY A CLAIMS REPRESENTATIVE BEFORE REPAIRS ARE COMPLETED. WE MUST BE NOTIFIED BY THE REPAIR FACILITY, AND PHYSICALLY INSPECT, ALL REQUESTS FOR SUPPLEMENTAL DAMAGE. FAILURE TO PROVIDE ADEQUATE NOTICE MAY RESULT IN NONPAYMENT OF ADDITIONAL CHARGES NOT CONTAINED IN THIS APPRAISAL.

IF YOU HAVE COVERAGE FOR DAMAGE TO YOUR VEHICLE UNDER THIS POLICY IT IS OUR OBLIGATION TO INFORM YOU THAT UNDER CALIFORNIA CODE OF REGULATIONS, TITLE 10, CHAPTER 5, SECTION 2695.8(E) YOU HAVE THE RIGHT TO SELECT THE VEHICLE REPAIR FACILITY OF YOUR CHOICE.

WE ARE PROHIBITED BY LAW FROM REQUIRING THAT REPAIRS BE DONE AT A SPECIFIC AUTOMOTIVE REPAIR DEALER. YOU ARE ENTITLED TO SELECT THE AUTO BODY REPAIR SHOP TO REPAIR DAMAGE COVERED BY US. WE HAVE RECOMMENDED AN AUTOMOTIVE REPAIR DEALER THAT WILL REPAIR YOUR DAMAGED VEHICLE. IF YOU AGREE TO USE OUR RECOMMENDED AUTOMOTIVE REPAIR DEALER, WE WILL CAUSE THE DAMAGED VEHICLE TO BE RESTORED TO ITS CONDITION PRIOR TO THE LOSS AT NO ADDITIONAL COST TO YOU OTHER THAN AS STATED IN THE INSURANCE POLICY OR AS OTHERWISE ALLOWED BY LAW. IF YOU EXPERIENCE A PROBLEM WITH THE REPAIR OF YOUR VEHICLE, PLEASE CONTACT US IMMEDIATELY FOR ASSISTANCE.

**AUTO BODY REPAIR CONSUMER BILL OF RIGHTS**

A CONSUMER IS ENTITLED TO:

1. SELECT THE AUTO BODY REPAIR SHOP TO REPAIR AUTO BODY DAMAGE COVERED BY THE INSURANCE COMPANY. AN INSURANCE COMPANY SHALL NOT REQUIRE THE REPAIRS TO BE DONE AT A SPECIFIC AUTO BODY REPAIR SHOP.
2. AN ITEMIZED WRITTEN ESTIMATE FOR AUTO BODY REPAIRS AND, UPON COMPLETION OF REPAIRS, A DETAILED INVOICE. THE ESTIMATE AND THE INVOICE MUST INCLUDE AN ITEMIZED LIST OF PARTS AND LABOR ALONG WITH THE TOTAL PRICE FOR THE WORK PERFORMED. THE ESTIMATE AND INVOICE MUST ALSO IDENTIFY ALL PARTS AS NEW, USED, AFTERMARKET, RECONDITIONED, OR REBUILT.
3. BE INFORMED ABOUT COVERAGE FOR TOWING AND STORAGE SERVICES.
4. BE INFORMED ABOUT THE EXTENT OF COVERAGE, IF ANY, FOR A REPLACEMENT RENTAL VEHICLE WHILE A DAMAGED VEHICLE IS BEING REPAIRED.
5. BE INFORMED OF WHERE TO REPORT SUSPECTED FRAUD OR OTHER COMPLAINTS AND CONCERNS ABOUT AUTO BODY REPAIRS.
6. SEEK AND OBTAIN AN INDEPENDENT REPAIR ESTIMATE DIRECTLY FROM A REGISTERED AUTO BODY REPAIR SHOP FOR REPAIR OF A DAMAGED VEHICLE, EVEN WHEN PURSUING AN INSURANCE CLAIM FOR REPAIR OF THE VEHICLE.

COMPLAINTS WITHIN THE JURISDICTION OF THE BUREAU OF AUTOMOTIVE REPAIR

02/01/2011 at 10:40 AM  
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**ESTIMATE OF RECORD**

2007 CHEV K1500 4X4 SUBURBAN LTZ 8-5.3L-FI 4D UTV gold Int:black

COMPLAINTS CONCERNING THE REPAIR OF A VEHICLE BY AN AUTO BODY REPAIR SHOP SHOULD BE DIRECTED TO:

TOLL FREE (866) 799-3811

CALIFORNIA DEPARTMENT OF CONSUMER AFFAIRS  
BUREAU OF AUTOMOTIVE REPAIR  
10240 SYSTEMS PARKWAY  
SACRAMENTO, CA 95827

THE BUREAU OF AUTOMOTIVE REPAIR CAN ALSO ACCEPT COMPLAINTS OVER ITS WEB SITE AT: [WWW.AUTOREPAIR.CA.GOV](http://WWW.AUTOREPAIR.CA.GOV)

COMPLAINTS WITHIN THE JURISDICTION OF THE CALIFORNIA INSURANCE COMMISSIONER ANY CONCERNS REGARDING HOW AN AUTO INSURANCE CLAIM IS BEING HANDLED SHOULD BE SUBMITTED TO THE CALIFORNIA DEPARTMENT OF INSURANCE AT:

(800) 927-HELP OR (213) 897-8921

CALIFORNIA DEPARTMENT OF INSURANCE  
CONSUMER SERVICES DIVISION  
300 SOUTH SPRING STREET, SOUTH TOWER  
LOS ANGELES, CA 90013

THE CALIFORNIA DEPARTMENT OF INSURANCE CAN ALSO ACCEPT COMPLAINTS OVER ITS WEB SITE AT: [WWW.INSURANCE.CA.GOV](http://WWW.INSURANCE.CA.GOV)

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02/01/2011 at 10:40 AM  
213111017852574-1-1  
0gfz05ay**ESTIMATE OF RECORD**

2007 CHEV K1500 4X4 SUBURBAN LTZ 8-5.3L-FI 4D UTV gold Int:black

FOR YOUR PROTECTION CALIFORNIA LAW REQUIRES THE FOLLOWING TO APPEAR ON THIS FORM:

ANY PERSON WHO KNOWINGLY PRESENTS FALSE OR FRAUDULENT CLAIM FOR THE PAYMENT OF A LOSS IS GUILTY OF A CRIME AND MAY BE SUBJECT TO FINES AND CONFINEMENT IN STATE PRISON.

THE FOLLOWING IS A LIST OF ABBREVIATIONS OR SYMBOLS THAT MAY BE USED TO DESCRIBE WORK TO BE DONE OR PARTS TO BE REPAIRED OR REPLACED: MOTOR ABBREVIATIONS/SYMBOLS: D=DISCONTINUED PART A=APPROXIMATE PRICE LABOR TYPES: B=BODY LABOR D=DIAGNOSTIC E=ELECTRICAL F=FRAME G=GLASS M=MECHANICAL P=PAINT LABOR S=STRUCTURAL T=TAXED MISCELLANEOUS X=NON TAXED MISCELLANEOUS PATHWAYS: ADJ=ADJACENT ALGN=ALIGN A/M=AFTERMARKET BLND=BLEND CAPA=CERTIFIED AUTOMOTIVE PARTS ASSOCIATION D&R=DISCONNECT AND RECONNECT DS PART=DIAMOND STANDARD PART DS ASSY=DIAMOND STANDARD ASSEMBLY EST=ESTIMATE EXT. PRICE=UNIT PRICE MULTIPLIED BY THE QUANTITY INCL=INCLUDED MISC=MISCELLANEOUS NAGS=NATIONAL AUTO GLASS SPECIFICATIONS NON-ADJ=NON ADJACENT O/H=OVERHAUL OP=OPERATION NO=LINE NUMBER QTY=QUANTITY QUAL RECY=QUALITY RECYCLED PART QUAL REPL=QUALITY REPLACEMENT PART COMP REPL PARTS=COMPETITIVE REPLACEMENT PARTS RECOND=RECONDITION REFN=REFINISH REPL=REPLACE R&I=REMOVE AND INSTALL R&R=REMOVE AND REPLACE RPR=REPAIR RT=RIGHT SECT=SECTION SUBL=SUBLET LT=LEFT W/O=WITHOUT W/\_=WITH/\_ SYMBOLS: #=MANUAL LINE ENTRY \*=OTHER [IE..MOTORS DATABASE INFORMATION WAS CHANGED] \*\*=DATABASE LINE WITH AFTERMARKET N=NOTES ATTACHED TO LINE. OPT OEM=ORIGINAL EQUIPMENT MANUFACTURER PARTS EITHER OPTIONALLY SOURCED OR OTHERWISE PROVIDED WITH SOME UNIQUE PRICING OR DISCOUNT. NWCPP=NATIONWIDE CRASH PARTS PROGRAM.

THIS ESTIMATE HAS BEEN PREPARED BASED ON THE USE OF CRASH PARTS SUPPLIED BY A SOURCE OTHER THAN THE MANUFACTURER OF YOUR MOTOR VEHICLE. ANY WARRANTIES APPLICABLE TO THESE REPLACEMENT PARTS ARE PROVIDED BY THE MANUFACTURER OR DISTRIBUTOR OF THE PARTS, RATHER THAN BY THE ORIGINAL MANUFACTURER OF YOUR VEHICLE.

"If the above estimate includes a NAPA part price, the repair facility must complete a one time set up with their local NAPA retailer in order to receive the special "Farmers Preferred Parts Program" pricing. To accomplish set up, contact your local NAPA retailer and ask them to insert billing code number 9066 into your customer billing profile. The 9066 code will enable your repair facility to receive special pricing on all NAPA parts and/or supplies purchased. If you do not already have a local NAPA retailer account, please call 1-800 LET-NAPA for your nearest NAPA location."

02/01/2011 at 10:40 AM  
213111017852574-1-1  
0gfz03ay**ESTIMATE OF RECORD**

2007 CHEV K1500 4X4 SUBURBAN LTZ 8-5.3L-FI 4D UTV gold Int:black

Estimate based on MOTOR CRASH ESTIMATING GUIDE. Unless otherwise noted all items are derived from the Guide DR1GA07, CCC Data Date 12/01/2010, and the parts selected are OEM-parts manufactured by the vehicles Original Equipment Manufacturer. OEM parts are available at OE/Vehicle dealerships. OPT OEM (Optional OEM) or ALT OEM (Alternative OEM) parts are OEM parts that may be provided by or through alternate sources other than the OEM vehicle dealerships. OPT OEM or ALT OEM parts may reflect some specific, special, or unique pricing or discount. OPT OEM or ALT OEM parts may include "Blemished" parts provided by OEM's through OEM vehicle dealerships. Asterisk (\*) or Double Asterisk (\*\*) indicates that the parts and/or labor information provided by MOTOR may have been modified or may have come from an alternate data source. Tilde sign (~) items indicate MOTOR Not-Included Labor operations. Non-Original Equipment Manufacturer aftermarket parts are described as AM, Qual Repl Parts or Comp Repl Parts which stands for Competitive Replacement Parts. Used parts are described as LKQ, Qual Recy Parts, RCY, or USED. Reconditioned parts are described as Recond. Recored parts are described as Recore. NAGS Part Numbers and Benchmark Prices are provided by National Auto Glass Specifications. Labor operation times listed on the line with the NAGS information are MOTOR suggested labor operation times. NAGS labor operation times are not included. Pound sign (#) items indicate manual entries. Some 2010 vehicles contain minor changes from the previous year. For those vehicles, prior to receiving updated data from the vehicle manufacturer, labor and parts data from the previous year may be used. The Pathways estimator has a complete list of applicable vehicles. Parts numbers and prices should be confirmed with the local dealership.

CCC Pathways - A product of CCC Information Services Inc.



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**ESTIMATE OF RECORD**

2007 CHEV K1500 4X4 SUBURBAN LT2 8-5.3L-FI 4D UTV gold Int:black

**ALTERNATE PARTS SUPPLIERS**

2 Qual Repl Parts CAPA LT Hea Part No. GM2502263C Price \$199.00

Keystone - FPPP - CAPA Lighting (800)263-9727  
1627 ARMY COURT UNIT 7 (209)948-1101  
STOCKTON, CA 95206

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**ESTIMATE OF RECORD**

2007 CHEV K1500 4X4 SUBURBAN LTZ 8-5.3L-FI 4D UTV gold Int:black

**ALTERNATE PARTS USAGE**

**AFTERMARKET PARTS**

Aftermarket Selection Method: Automatically List

No. of times user was notified that an Aftermarket part was available: 4

No. of Aftermarket parts that appear in the final estimate: 1

**OPTIONAL OEM PARTS**

Optional OEM Selection Method: Automatically List

No. of times user was notified that an Optional OEM part was available: 0

No. of Optional OEM parts that appear in the final estimate: 0

**RECONDITIONED PARTS**

Reconditioned Selection Method: Automatically List

No. of times user was notified that a Reconditioned part was available: 2

No. of Reconditioned parts that appear in the final estimate: 0

**RECYCLED PARTS**

No. of times user was notified that a Recycled part was available: 0

No. of Recycled parts that appear in the final estimate: 0



**Connect**

mark.crosgrove

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[Logout](#)

February 18, 2011

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

INTERFACE WITH CUSTOMER    ANALYZE WARRANTY    MANAGEMENT PLANNING    PREPARE PARTS RETURN    USER OPTIONS

**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).

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](#)
- [Investigate Major Assembly History](#)

**Vehicle Information**

VIN: 1GNFK15357R [REDACTED]      Model: CK10906-2007 SUBURBAN 4WD 1/2 TON  
 Service Contract: No    Branded Title: No    Warranty Block: No    PDI Status: No  
 Order Type: 60 - RETAIL - SOLD  
 Field Actions: [2 Open](#)

**PLEASE REQUEST ANOTHER VIN TO VIEW**

**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*    | 02/08/2007   | Open   |
| Product Safety Recall    | N100153 | 10153        | HEATED WINDSHIELD WASHER MODULE SHORT CIRCUIT - DISABLE AND REMOVE MODULE      | 08/08/2010   | Open   |
| 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: 5BR7L0RK      XM Status: Inactive  
 OnStar Vehicle Diagnostics: N      DMN Enabled: N

Global Warranty Management

**Applicable Warranties**

Valid warranties are highlighted

| Valid | Description                             | Start Date | Effective Odometer | End Date   | End Odometer |
|-------|---|------------|--------------------|------------|--------------|
|       | Emission Select Component Ltd Wty       | 08/28/2008 | 15 MI              | 08/28/2014 | 80,015 MI    |
|       | Emission Select State Component Lty Wty | 08/28/2008 | 15 MI              | 08/28/2013 | 70,015 MI    |
|       | Powertrain Limited Warranty             | 08/28/2008 | 15 MI              | 08/28/2011 | 100,015 MI   |
|       | Bumper to Bumper Limited Warranty       | 08/28/2008 | 15 MI              | 08/28/2009 | 35,015 MI    |
|       | Special Coverage 09239                  | 08/28/2008 | 15 MI              | 08/28/2016 | 100,015 MI   |
|       | Emission Limited Warranty               | 08/28/2008 | 15 MI              | 08/28/2009 | 50,015 MI    |
|       | Corrosion Limited Warranty              | 08/28/2008 | 15 MI              | 08/28/2012 | 100,015 MI   |

**Service Contract**

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 |
|---------------|-----------------|---|------------------------|--|------------------|
| 02/05/2010    | 6030182         | ZPTC----Part Transaction - Over the Counter |                        | J1300 - Piston, Rod And/Or Rings - One Cyl - Right Bank - Replace            | 35,202 MI        |
| 01/22/2010    | 6029902         | ZREG----Regular Vehicle Transaction         |                        | B7866 - Molding, Front Door - Right - Side - R&R Or Replace                  | 35,201 MI        |
| 01/22/2010    | 6029902         | ZREG----Regular Vehicle Transaction         |                        | B7876 - Molding, Front Door - Left - Side - R&R Or Replace                   | 35,201 MI        |
| 01/22/2010    | 6029902         | ZREG----Regular Vehicle Transaction         |                        | B7976 - Molding, Rear Door - Left - Side - R&R Or Replace                    | 35,201 MI        |
| 01/22/2010    | 6029902         | ZREG----Regular Vehicle Transaction         | Full Debit - Reversal  | B7976 - Molding, Rear Door - Left - Side - R&R Or Replace                    | 35,201 MI        |
| 01/22/2010    | 6029902         | ZREG----Regular Vehicle Transaction         |                        | B7976 - Molding, Rear Door - Left - Side - R&R Or Replace                    | 35,201 MI        |
| 01/22/2010    | 6029902         | ZREG----Regular Vehicle Transaction         |                        | B7966 - Rear Side Door Molding Replacement                                   | 35,201 MI        |
| 12/28/2009    | 6029480         | ZFAT----Field Action Recall                 |                        | V1993 - 06048A - Jumper Harness Installation                                 | 35,201 MI        |
| 12/28/2009    | 6029480         | ZFAT----Field Action Recall                 |                        | Y0124 - 06162 Product Enhancement - Engine Control Module Reprogram with SPS | 35,201 MI        |
| 12/28/2009    | 6029480         | ZREG----Regular Vehicle Transaction         |                        | J7928 - CVS Valve - Remove and Repair - Install Upgraded CVS Valve Filter    | 35,201 MI        |
| 12/28/2009    | 6029480         | ZREG----Regular Vehicle Transaction         |                        | J1307 - Piston, Rod And/Or Rings - One Cyl - Both Banks - Replace            | 35,201 MI        |
| 12/23/2009    | 707567          | ZREG----Regular Vehicle Transaction         |                        | Z2081 - ROADSIDE SERVICE (LOCKOUT)   | 30,000 MI        |
| 02/27/2009    | 024300          | ZREG----Regular Vehicle Transaction         |                        | J9991 - Customer Concern Not Duplicated - Engine Mechanical                  | 24,393 MI        |
| 03/14/2008    | 017565          | ZREG----Regular Vehicle Transaction         |                        | H9991 - Customer Concern Not Duplicated - Brakes                             | 14,718 MI        |
| 10/01/2007    | 014061          | ZREG----Regular Vehicle Transaction         |                        | N0110 - Battery Replacement  | 10,772 MI        |
| 10/01/2007    | 014061          | ZREG----Regular Vehicle Transaction         |                        | B4280 - Front Side Door Inside Handle Replacement - Right Side               | 10,772 MI        |
| 10/01/2007    | 014061          | ZREG----Regular Vehicle Transaction         |                        | B4281 - Front Side Door Inside Handle Replacement - Left Side                | 10,772 MI        |
| 02/23/2007    | 008674          | ZREG----Regular Vehicle Transaction         |                        | J6354 - Powertrain Control Module Engine Reprogramming with SPS              | 4,548 MI         |
| 09/29/2006    | G63449          | ZREG----Regular Vehicle Transaction         |                        | Z2080 - ROADSIDE SERVICE (TOWING)  | 13,029 MI        |
| 09/29/2006    | G63448          | ZREG----Regular                             |                        | Z2083 - ROADSIDE SERVICE   | 13,029 MI        |

Global Warranty Management

|            |        |   |  |      |
|------------|--------|---|--|------|
| 08/08/2008 | A46390 | Vehicle Transaction<br>ZPDI----Pre-Delivery<br>Inspection | (BATTERY/JUMP START)<br>Z7000 - Pre-Delivery<br>Inspection - Base Time | 0 MI |
|------------|--------|---|--|------|

Global Warranty Management: Site Map

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[Redacted]

Eureka Ca  
[Redacted]

Northwood Chevrolet  
212 7<sup>th</sup> Street  
Eureka CA 95501  
707-443-4861

2007 Suburban  
To Northwood Chevrolet,

February 18<sup>th</sup> 2011

Engine: Loud noise in the engine (same noise it made before the engine blew up last time), Oil light comes on and off, makes a knocking sound when it starts. And the engine sounds rough not smooth as it should! Smells like burning oil!

The battery goes dead and requires a jump for no apparent reason.

Electrical: seat warmers not working, remote start not working, cannot unlock the car from keypad. Radio randomly goes off won't come back on until restart the car. Dash light flicker off then back on.

Windshield wipers come on (even when it's sunny outside). We have to restart the car for them to turn off.

The car switches into 4-wheel drive. Even going down the highway at 65 mph!

The cruise control stops working when going downhill. The vehicle speeds up as opposed to slowing down!

These are our concerns and have been ongoing,

Craig and Rachel Watkins

- paint fading below front mirrors - Discussed with customer on service drive. No problem found  
- side rail peeling  
- recall windshield

# Goodwrench

## MULTI-POINT VEHICLE INSPECTION

Name: \_\_\_\_\_ Year/Model: \_\_\_\_\_ Date: \_\_\_\_\_

Repair Order #: \_\_\_\_\_ VIN (last 8 digits): \_\_\_\_\_ Odometer: \_\_\_\_\_ Tag#: \_\_\_\_\_ License#: \_\_\_\_\_

**Checked and OK**     **May Require Attention Soon**     **Requires Immediate Attention**

|  |  |  |
|--|--|--|
|  | <input type="checkbox"/> OnStar active<br><input type="checkbox"/> Enrolled in OVD<br><input type="checkbox"/> Enrolled in DMN | <input type="checkbox"/> Service History Check<br><input type="checkbox"/> Remaining engine oil life: _____ % Reset: _____ N/A: _____<br><input type="checkbox"/> Air Conditioning Performance |
|--|--|--|

| WIPEE BLADES  | CHECK TIRES AND TREAD DEPTH   | CHECK BATTERY  |
|---|---|--|
| <p><input type="checkbox"/> Front (if applicable)</p> <p><input type="checkbox"/> Rear (if applicable)</p> <p><input type="checkbox"/> Windshield condition</p> <p>Cracks _____ Chips _____</p>   | <p>(Check body condition)</p> <p>(Check lamps)</p> <p>Lowest Tread Depth: _____/32</p> <p>Wear Pattern/Damage</p>   | <p>Battery condition</p> <p>Battery cables and connections</p> |
| <p>LF: <input type="checkbox"/> 8/32 or Greater<br/>                 7/32 to 4/32<br/> <input type="checkbox"/> 3/32 or Less</p> <p>PSI@: _____ set to: <u>32</u> PSI</p> <p>LR: <input type="checkbox"/> 8/32 or Greater<br/>                 7/32 to 4/32<br/> <input type="checkbox"/> 3/32 or Less</p> <p>PSI@: _____ set to: <u>32</u> PSI</p> <p><input type="checkbox"/> Rotation needed<br/> <input type="checkbox"/> Rotation performed</p> <p>LF <input type="checkbox"/> LR <input type="checkbox"/></p> | <p>RF: <input type="checkbox"/> 8/32 or Greater<br/>                 7/32 to 4/32<br/> <input type="checkbox"/> 3/32 or Less</p> <p>PSI@: _____ set to: <u>32</u> PSI</p> <p>RR: <input type="checkbox"/> 8/32 or Greater<br/>                 7/32 to 4/32<br/> <input type="checkbox"/> 3/32 or Less</p> <p>PSI@: _____ set to: <u>32</u> PSI</p> <p><input type="checkbox"/> Balance needed<br/> <input type="checkbox"/> Balance performed</p> <p>RF <input type="checkbox"/> RR <input type="checkbox"/></p> |  |

| CHANGE ENGINE OIL & FILTER   | CHECK BRAKES/MEASURE FRONT AND REAR LININGS |                    |  |                          |   |                          |   |                          |  |                          |  |                          |   |                          |  |
|--|---|--------------------|--|--------------------------|---|--------------------------|---|--------------------------|--|--------------------------|--|--------------------------|---|--------------------------|--|
| <p><input type="checkbox"/> N/A</p> <p><input checked="" type="checkbox"/> CHECK FLUID LEVELS</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>OK - FILLED</th> <th>REQUIRES ATTENTION</th> </tr> </thead> <tbody> <tr><td><input checked="" type="checkbox"/> Engine oil</td><td><input type="checkbox"/></td></tr> <tr><td><input checked="" type="checkbox"/> Brake fluid reservoir</td><td><input type="checkbox"/></td></tr> <tr><td><input checked="" type="checkbox"/> Transmission (if equipped w/dlpstick)</td><td><input type="checkbox"/></td></tr> <tr><td><input checked="" type="checkbox"/> Coolant recovery reservoir</td><td><input type="checkbox"/></td></tr> <tr><td><input checked="" type="checkbox"/> Power steering</td><td><input type="checkbox"/></td></tr> <tr><td><input checked="" type="checkbox"/> Windshield washer</td><td><input type="checkbox"/></td></tr> </tbody> </table> | OK - FILLED                                 | REQUIRES ATTENTION | <input checked="" type="checkbox"/> Engine oil | <input type="checkbox"/> | <input checked="" type="checkbox"/> Brake fluid reservoir | <input type="checkbox"/> | <input checked="" type="checkbox"/> Transmission (if equipped w/dlpstick) | <input type="checkbox"/> | <input checked="" type="checkbox"/> Coolant recovery reservoir | <input type="checkbox"/> | <input checked="" type="checkbox"/> Power steering | <input type="checkbox"/> | <input checked="" type="checkbox"/> Windshield washer | <input type="checkbox"/> | <p>LF: <input type="checkbox"/> 7 mm (8/32) or greater<br/>                 6 mm (8/32) to 4 mm (5/32)<br/> <input type="checkbox"/> 3 mm (4/32) or less</p> <p>LR: <input type="checkbox"/> 4 mm (5/32) or greater<br/>                 3 mm (4/32)<br/> <input type="checkbox"/> 2 mm (3/32) or less</p> <p>Lowest Front Lining _____      Lowest Rear Lining _____</p> <p><input type="checkbox"/> Brake system (also including lines, hoses and parking brake)</p> |
| OK - FILLED  | REQUIRES ATTENTION                          |                    |  |                          |   |                          |   |                          |  |                          |  |                          |   |                          |  |
| <input checked="" type="checkbox"/> Engine oil   | <input type="checkbox"/>                    |                    |  |                          |   |                          |   |                          |  |                          |  |                          |   |                          |  |
| <input checked="" type="checkbox"/> Brake fluid reservoir  | <input type="checkbox"/>                    |                    |  |                          |   |                          |   |                          |  |                          |  |                          |   |                          |  |
| <input checked="" type="checkbox"/> Transmission (if equipped w/dlpstick)  | <input type="checkbox"/>                    |                    |  |                          |   |                          |   |                          |  |                          |  |                          |   |                          |  |
| <input checked="" type="checkbox"/> Coolant recovery reservoir   | <input type="checkbox"/>                    |                    |  |                          |   |                          |   |                          |  |                          |  |                          |   |                          |  |
| <input checked="" type="checkbox"/> Power steering   | <input type="checkbox"/>                    |                    |  |                          |   |                          |   |                          |  |                          |  |                          |   |                          |  |
| <input checked="" type="checkbox"/> Windshield washer  | <input type="checkbox"/>                    |                    |  |                          |   |                          |   |                          |  |                          |  |                          |   |                          |  |

| 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> <p><input checked="" type="checkbox"/> Body components lubrication</p> <p><input checked="" type="checkbox"/> Restraint system component check</p> <p><input checked="" type="checkbox"/> Chassis components lubrication</p> <p><input type="checkbox"/> Evaporative control system</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: _____</p> <p>Technician: _____      No.: _____</p> |

**ADDITIONAL INFORMATION IF APPLICABLE**

RECALL REIMBURSEMENT FOR 2007 CHEV SUBURBAN VIN [REDACTED] RO [REDACTED]

| CHECK #    | VENDOR #     | VENDOR NAME  | CHECK DATE |           |                              |
|------------|--------------|--------------|------------|-----------|------------------------------|
| 53548      | [REDACTED]   | [REDACTED]   | 2/25/2011  |           |                              |
| ACCOUNT    | CONTROL #    | REFERENCE #  | AMOUNT     | INVOICE # | DESCRIPTION                  |
| [REDACTED] | 53548        | 53548        | 100.00CR   |           | [REDACTED]                   |
| [REDACTED] | 6 [REDACTED] | 6 [REDACTED] | 100.00     |           | RECALL REIMBURSEMENT 6036767 |

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00201 01 MC A7

NORTHWOOD AUTO PLAZA  
212 7th Street  
EUREKA, CA 95501



**NORTHWOOD**  
Auto Plaza, Inc.  
212 7th Street, Eureka, CA 95501 - (707) 443-4801 (800) 338-0781

US BANK OF CALIFORNIA (MAIN)  
00101-0371  
90-988/1811

| DATE      | CHECK # |
|-----------|---------|
| 2/25/2011 | 53548   |
| AMOUNT    |         |
| 100.00    |         |

*Pay One Hundred Dollars and no/Cents*

TO THE ORDER OF [REDACTED] EUREKA, CA [REDACTED]

*\* Accounting Copy \**  
**NON-NEGOTIABLE**  
Issued By: TAMMY STEMWEDEL  
Issue Date: 2/25/11





SERVICE DEPARTMENT HOURS  
7:30 a.m. to 5:30 p.m.  
Monday - Friday

|                               |                 |
|-------------------------------|-----------------|
| R/O Open Date                 | R/O Number      |
| 2/18/11                       | 6036767/1       |
| R/O Close Date                | Status          |
| 2/28/11                       | Reprint         |
| Mileage In                    | Mileage Out     |
| 46580                         | 46685           |
| Service Advisor / Tag #       |                 |
| MARK CROSGROVE                |                 |
| Vehicle Identification Number |                 |
| 1GNFK16357R                   |                 |
| Delivery Date                 | In-Service Date |
| 8/28/06                       | 8/28/06         |
| Color                         | License Number  |
| AMBER BRON                    |                 |

|            |           |          |            |               |                 |
|------------|-----------|----------|------------|---------------|-----------------|
| EUREKA, CA |           |          | Work Phone |               |                 |
| Year       |           |          | Home Phone |               |                 |
| 2007       | Make      | Model    | Body       | Delivery Date | In-Service Date |
| 141F       | CHEVROLET | SUBURBAN | UT         | 8/28/06       | 8/28/06         |
|            |           |          |            | Color         | License Number  |
|            |           |          |            | AMBER BRON    |                 |

| DESCRIPTION OF SERVICE AND PARTS  | AMOUNT   |
|---|----------|
| #1 - MR 117: MISC-REPAIR<br>CUSTOMER STATES IS HAVING ELECTRICAL PROBLEMS.<br>BATTERY GOES DEAD AND HAS TO BE JUMP STARTED FOR<br>NO APARENT REASON.<br>Caused by<br>NO PROBLEM FOUND<br>Work performed by VICTOR RUELES(2)<br>TESTED THE ELECTRICAL SYSTEM, ALL SYSTEMS PASSED.<br>GM ALLOWED INSPECTION AS A ONETIME GOODWILL.                        | Warranty |
| #2 - MR 100C: LUBE, OIL, FILTER - CAR 5 QT CHECK ALL FLUID<br>LEVELS AND CHECK TIRE PRESSURE.<br>\$10.00 OFF<br>Work performed by SCOTT BURKHART(1)<br>Installed 89017524 :FILTER (01836-BOPCKT) 1@4.04 4.04<br>Installed 5W30 :OIL 6@1.51 9.06<br>Sub Total: Labor: 11.85 Parts: 13.10 Total: 24.95  | 11.85    |
| #3 - MR 115: 27-POINT FREE INSPECTION<br>Sub Total: Labor: .00 Parts: .00 Total: .00  |          |
| #4 - MR 117: MISC-REPAIR<br>CUSTOMER STATES NEEDS LEFT FRONT HEADLAMP REPLACED<br>. CHECK AND ADVISE<br>Work performed by VICTOR RUELES(2)<br>Installed 20760578 :HEADLAMP (02725-C) 1@311.15 311.15<br>Sub Total: Labor: 134.40 Parts: 311.15 Total: 445.55<br>REPLACED THE LEFT FRONT LAMP ASSEMBLY, AIMED TO<br>SPEC, INSPECT THE HOOD ALIGNMENT OK. | 134.40   |

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

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|                       |  |
|-----------------------|--|
| LABOR                 |  |
| PARTS                 |  |
| DEDUCTIBLE            |  |
| SUBLET                |  |
| SHOP SUPPLIES         |  |
| HAZARDOUS MATERIALS   |  |
| SALES TAX OR TAX I.D. |  |
| SPECIAL ORDER DEPOSIT |  |
| DISCOUNTS             |  |
| TOTAL DUE             |  |

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X



**SERVICE DEPARTMENT HOURS**  
7:30 a.m. to 5:30 p.m.  
Monday - Friday

|                               |                 |
|-------------------------------|-----------------|
| R/O Open Date                 | R/O Number      |
| 2/18/11                       | 6036767/2       |
| R/O Close Date                | Status          |
| 2/28/11                       | Reprint         |
| Mileage In                    | Mileage Out     |
| 46580                         | 46685           |
| Service Advisor / Tag #       |                 |
| MARK CROSGROVE.               |                 |
| Vehicle Identification Number |                 |
| 1GNFK16357R                   |                 |
| Delivery Date                 | In-Service Date |
| 8/28/06                       | 8/28/06         |
| Color                         | License Number  |
| AMBER BRON                    |                 |

|            |           |          |            |               |                 |
|------------|-----------|----------|------------|---------------|-----------------|
| EUREKA, CA |           |          | Work Phone |               |                 |
| Year       |           |          | Home Phone |               |                 |
| 2007       | Make      | Model    | Body       | Delivery Date | In-Service Date |
| 141F       | CHEVROLET | SUBURBAN | UT         | 8/28/06       | 8/28/06         |
|            |           |          |            | Color         | License Number  |
|            |           |          |            | AMBER BRON    |                 |

| DESCRIPTION OF SERVICE AND PARTS  | AMOUNT               |
|---|----------------------|
| #5 - MR 117: MISC-REPAIR<br>CUSTOMER STATES SEAT WARMERS NOT WORKING. RANDOMLY THEY WILL COME ON, CHECK AND ADVISE.<br>Caused by<br>POOR CONNECTION<br>Work performed by VICTOR RUELES(2)<br>Freight: FEDEX<br>DIAGNOIS, HAS CODE B2508, DIAGNOIS, REMOVED THE RIGHT FRONT SEAT, THE WIRE HARNESS WAS OUT OF POSITION, INSULATE AND REPOSITION, TEST OPERATION, OPERATES AS DESIGNED.<br>GM AUTHORIZED ONE GOODWILL ASSIST ON THIS CONCERN. | Warranty<br>Warranty |
| #6 - MR 117: MISC-REPAIR<br>CUSTOMER STATES REMOTE START NOT WORKING AND KEY FOB IS INOP. CHECK AND ADVISE.<br>Caused by<br>OUT OF CAL<br>Work performed by VICTOR RUELES(2)<br>WE COULD NOT DUPLICATE THE CONCERN.<br>PERFORMED A SOFTWARE UPDATE, THAT MAY FIX THE CUSTOMERS CONCERN.<br>GM AUTH A ONETIME GOODWILL ASSIST ON THIS CONCERN.   | Warranty             |
| #7 - MR 117: MISC-REPAIR<br>CUSTOMER STATES RADIO WILL INTERMITTENTLY SHUT ITS SELF OFF WHEN DRIVING. CHECK AND ADVISE.<br>WON'T COME BACK ON UNTIL VEHICLE IS TURNED OFF AND   |                      |

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

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|                       |  |
|-----------------------|--|
| LABOR                 |  |
| PARTS                 |  |
| DEDUCTIBLE            |  |
| SUBLET                |  |
| SHOP SUPPLIES         |  |
| HAZARDOUS MATERIALS   |  |
| SALES TAX OR TAX I.D. |  |
| SPECIAL ORDER DEPOSIT |  |
| DISCOUNTS             |  |
| TOTAL DUE             |  |

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X



SERVICE DEPARTMENT HOURS  
7:30 a.m. to 5:30 p.m.  
Monday - Friday

|                               |                 |
|-------------------------------|-----------------|
| R/O Open Date                 | R/O Number      |
| 2/18/11                       | 6036767/3       |
| R/O Close Date                | Status          |
| 2/28/11                       | Reprint         |
| Mileage In                    | Mileage Out     |
| 46580                         | 46685           |
| Service Advisor / Tag #       |                 |
| MARK CROSGROVE                |                 |
| Vehicle Identification Number |                 |
| 1GNFK16357R                   |                 |
| Delivery Date                 | In-Service Date |
| 8/28/06                       | 8/28/06         |
| Color                         | License Number  |
| AMBER BRON                    |                 |

|            |           |          |            |                               |                 |
|------------|-----------|----------|------------|-------------------------------|-----------------|
| EUREKA, CA |           |          | Work Phone | MARK CROSGROVE                |                 |
| Year       |           |          | Home Phone | Vehicle Identification Number |                 |
| 2007       | Make      | Model    |            | 1GNFK16357R                   |                 |
| 141F       | CHEVROLET | SUBURBAN | Body       | Delivery Date                 | In-Service Date |
|            |           |          | UT         | 8/28/06                       | 8/28/06         |
|            |           |          |            | Color                         | License Number  |
|            |           |          |            | AMBER BRON                    |                 |

| DESCRIPTION OF SERVICE AND PARTS  | AMOUNT   |
|---|----------|
| <p>THEN BACK ON AGAIN.<br/>Caused by<br/>NO PROBLEM FOUND<br/>Work performed by VICTOR RUELES(2)<br/>WE COULD NOT DUPLICATE THE CUSTOMERS CONCERN.<br/>GM AUTH A ONETIME GOODWILL INSPECTION FOR THIS CONCERN.</p>  | Warranty |
| <p>#8 - MR 117: MISC-REPAIR<br/>CUSTOMER STATES DASH LIGHTS FLICKER ON AND OFF INTERMITTENTLY. CHECK AND ADVISE.<br/>Caused by<br/>NO PROBLEM FOUND<br/>Work performed by VICTOR RUELES(2)<br/>COULD NOT DUPLICATE THE CUSTOMERS CONCERN.<br/>GM AUTH A ONETIME GOODWILL INSPECTION FOR THIS CONCERN.</p>   | Warranty |
| <p>#9 - MR 117: MISC-REPAIR<br/>CUSTOMER STATES WINDSHIELD WIPERS COME ON EVEN WHEN ITS SUNNY OUTSIDE. HAVE TO RESTART THE CAR FOR THE WIPERS TO SHUT OFF.<br/>Caused by<br/>NO PROBLEM FOUND<br/>Work performed by VICTOR RUELES(2)<br/>INSPECT, WE COULD NOT DUPLICATE THE CUSTOMERS CONCERN.<br/>GM AUTH A ONETIME GOODWILL INSPECTION FOR THIS CONCERN.</p> | Warranty |

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

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|                       |  |
|-----------------------|--|
| LABOR                 |  |
| PARTS                 |  |
| DEDUCTIBLE            |  |
| SUBLET                |  |
| SHOP SUPPLIES         |  |
| HAZARDOUS MATERIALS   |  |
| SALES TAX OR TAX I.D. |  |
| SPECIAL ORDER DEPOSIT |  |
| DISCOUNTS             |  |
| TOTAL DUE             |  |

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.  
X  
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SERVICE DEPARTMENT HOURS  
7:30 a.m. to 5:30 p.m.  
Monday - Friday

|                               |                 |
|-------------------------------|-----------------|
| R/O Open Date                 | R/O Number      |
| 2/18/11                       | 6036767/4       |
| R/O Close Date                | Status          |
| 2/28/11                       | Reprint         |
| Mileage In                    | Mileage Out     |
| 46580                         | 46685           |
| Service Advisor / Tag #       |                 |
| MARK CROSGROVE                |                 |
| Vehicle Identification Number |                 |
| 1GNFK16357R                   |                 |
| Delivery Date                 | In-Service Date |
| 8/28/06                       | 8/28/06         |
| Color                         | License Number  |
| AMBER BRON                    |                 |

|            |           |          |            |                |                 |
|------------|-----------|----------|------------|----------------|-----------------|
| EUREKA, CA |           |          | Work Phone | MARK CROSGROVE |                 |
| EUREKA, CA |           |          | Home Phone | 1GNFK16357R    |                 |
| Year       | Make      | Model    | Body       | Delivery Date  | In-Service Date |
| 2007       | CHEVROLET | SUBURBAN | UT         | 8/28/06        | 8/28/06         |
| 141F       |           |          |            | Color          | License Number  |
|            |           |          |            | AMBER BRON     |                 |

| DESCRIPTION OF SERVICE AND PARTS   | AMOUNT   |
|--|----------|
| <p>#10 -MR 117: MISC-REPAIR<br/>CUSTOMER STATES 4-WHEEL DRIVE ENGAGES ON ITS OWN, EVEN GOING DOWN THE HIGHWAY AT 65MPH.<br/>Caused by<br/>COULD NOT DUPLICATE THE CONCERN.<br/>Work performed by VICTOR RUELES (2)<br/>INSPECT, SCAN FOR CODES, NONE FOUND, REVIEWED WITH GM REP, NOELLE, SHE AUTHORIZED A ONETIME GOODWILL INSPECTION, SHE WANTED US TO DRIVE THE VEHICLE AND TRY TO DUPLICATE THE CONCERN, WE DROVE THE VEHICLE FOR A TOTAL OF 105 MILES, THE TRANSFER CASE DID NOT JUMP INTO 4X4 AT ANY SPEED. NEEDS TO BE MORE CONSISTANT TO DIAGNOIS.</p> | Warranty |
| <p>#11 -MR 117: MISC-REPAIR<br/>CRUISE CONTROL STOPS WORKING WHEN GOING DOWNHILL. THE VEHICLE SPEEDS UP AS OPPOSED TO SLOWING DOWN. CHECK AND ADVISE<br/>Caused by<br/>OUT OF CALIBRATION<br/>Work performed by VICTOR RUELES (2)<br/>DID NOT DUPLICATE THE CUSTOMERS CONCERN.<br/>WE DID FIND A SOFTWARE UPDATE THAT MIGHT ADDRESS THE CONCERN, PERFORMED THE LATEST SOFTWARE UPDATE. GM AUTHORIZED A ONETIME GOODWILL ASSIST FOR THIS CONCERN.</p>   | Warranty |
| <p>#12 -MR 117: MISC-REPAIR</p>  |          |

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

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**NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.**

X

|                       |  |
|-----------------------|--|
| LABOR                 |  |
| PARTS                 |  |
| DEDUCTIBLE            |  |
| SUBLET                |  |
| SHOP SUPPLIES         |  |
| HAZARDOUS MATERIALS   |  |
| SALES TAX OR TAX I.D. |  |
| SPECIAL ORDER DEPOSIT |  |
| DISCOUNTS             |  |
| TOTAL DUE             |  |



**SERVICE DEPARTMENT HOURS**  
7:30 a.m. to 6:30 p.m.  
Monday - Friday

|                               |                 |
|-------------------------------|-----------------|
| R/O Open Date                 | R/O Number      |
| 2/18/11                       | 6036767/5       |
| R/O Close Date                | Status          |
| 2/28/11                       | Reprint         |
| Mileage In                    | Mileage Out     |
| 46580                         | 46685           |
| Service Advisor / Tag #       |                 |
| MARK CROSGROVE                |                 |
| Vehicle Identification Number |                 |
| 1GNFK16357R                   |                 |
| Delivery Date                 | In-Service Date |
| 8/28/06                       | 8/28/06         |
| Color                         | License Number  |
| AMBER BRON                    |                 |

|            |           |          |            |  |  |
|------------|-----------|----------|------------|--|--|
| EUREKA, CA |           |          | Work Phone |  |  |
|            |           |          | Home Phone |  |  |
| Year       | Make      | Model    | Body       |  |  |
| 2007       | CHEVROLET | SUBURBAN | UT         |  |  |
| 141F       |           |          |            |  |  |

| DESCRIPTION OF SERVICE AND PARTS  | AMOUNT               |
|---|----------------------|
| <p>CUSTOMER STATES DOOR EXTERIOR TRIM IS PEELING OFF.<br/>Caused by<br/>COMING LOOSE<br/>Work performed by VICTOR RUELES (2)<br/>Ordered 25991768 :MOLDING (17507-CT)<br/>INSPECT, PARTS ARE STILL ON ORDER. Qty: 1</p>   | Warranty<br>Warranty |
| <p>#13 -MR V2281: REMOVE THE WINDOW WASHER SOLVENT HEATER, AND<br/>DISABLE THE SYSTEM, AND COMPENSATE THE CUSTOMER BY<br/>Caused by<br/>RECALL<br/>Work performed by VICTOR RUELES (2)<br/>Work performed by NORT006 : CK53548 ()<br/>REMOVED THE WASHER HEATER.</p>  | Warranty<br>Warranty |
| <p>#14 *MR 117: MISC-REPAIR<br/>CUSTOMER STATES ENHINE MAKES LOUD NOISE, OIL LIGHT<br/>COMES ON AND MAKES KNOCKING SOUND WHEN STARTS.<br/>SMELLS BURNING OIL, CHECK AND ADVISE.<br/>Caused by<br/>NO PROBLEM FOUND<br/>Work performed by VICTOR RUELES (2)<br/>PERFORMED NUMEROUS AM START UPS AND TEST DRIVE,<br/>COULD NOT DUPLICATE THE CONCERN.<br/>ALSO INSPECT FOR BURNING SMELL, INSPECT FOR LEAKS,<br/>NONE FOUND, COULD NOT DUPLICATE THE CONCERN.</p> | Warranty             |
| <p>#15 *MR 117: MISC-REPAIR<br/>CUSTOMER STATES PAINT IS FADING BELOW MIRRORS.</p>  |                      |

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. \*I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.\*

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|                       |  |
|-----------------------|--|
| LABOR                 |  |
| PARTS                 |  |
| DEDUCTIBLE            |  |
| SUBLET                |  |
| SHOP SUPPLIES         |  |
| HAZARDOUS MATERIALS   |  |
| SALES TAX OR TAX I.D. |  |
| SPECIAL ORDER DEPOSIT |  |
| DISCOUNTS             |  |
| TOTAL DUE             |  |

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X



**SERVICE DEPARTMENT HOURS**  
 7:30 a.m. to 5:30 p.m.  
 Monday - Friday

|                               |                 |
|-------------------------------|-----------------|
| R/O Open Date                 | R/O Number      |
| 2/18/11                       | 6036767/6       |
| R/O Close Date                | Status          |
| 2/28/11                       | Reprint         |
| Mileage In                    | Mileage Out     |
| 46580                         | 46685           |
| Service Advisor / Tag #       |                 |
| MARK CROSGROVE                |                 |
| Vehicle Identification Number |                 |
| 1GNFK16357R                   |                 |
| Delivery Date                 | In-Service Date |
| 8/28/06                       | 8/28/06         |
| Color                         | License Number  |
| AMBER BRON                    |                 |

|            |           |            |
|------------|-----------|------------|
| EUREKA, CA |           | Work Phone |
|            |           | Home Phone |
| Year       | Make      | Model      |
| 2007       | CHEVROLET | SUBURBAN   |
| 141F       |           | UT         |

| DESCRIPTION OF SERVICE AND PARTS   | AMOUNT   |
|--|----------|
| Caused by<br>NO PROBLEM FOUND<br>Work performed by WILL MOBLEY(100)<br>PAINT CARRIES A 3/36 WARRANTY.<br>INSPECT, NO PROBLEM WAS FOUND.  | Warranty |
| -----<br>Please Note: AUTHORIZED ON THE HARD COPY FEB 23RD AT 202PM,<br>TALKED TO [REDACTED] AT [REDACTED] AUTHORIZED<br>INSTALLING A GM HEADLAMP, AND LOF, ESTIMATE<br>\$470.50 PLUS TAX. |          |

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

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|                       |        |
|-----------------------|--------|
| LABOR                 | 146.25 |
| PARTS                 | 324.25 |
| DEDUCTIBLE            | .00    |
| SUBLET                | .00    |
| SHOP SUPPLIES         | .00    |
| HAZARDOUS MATERIALS   | .00    |
| SALES TAX OR TAX I.D. | 27.56  |
| SPECIAL ORDER DEPOSIT | .00    |
| DISCOUNTS             | .00    |
| TOTAL DUE             | 498.06 |
| Check 2033            | 498.06 |

*[Handwritten signature]*

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.  
 X  
(C) 2007 ARRONA, Inc. - Dealership Application Group (800) 446-1028

[Redacted]  
EUREKA, CA [Redacted]

|                               |                 |                 |
|-------------------------------|-----------------|-----------------|
| Home Phone                    | R/O Open Date   | R/O Number      |
| [Redacted]                    | 3/04/11         | 6037040         |
| Work Phone                    | Time Received   | Time Promised   |
| [Redacted]                    | 11:23           | Waiting         |
| Key Tag #                     | Current Mileage | Mileage Out     |
| [Redacted]                    | 46756           | [Redacted]      |
| Year                          | Make            | Model           |
| 2007                          | CHEVROLET       | SUBURBAN        |
| Body                          | Engine Code     | Service Advisor |
| UT                            | [Redacted]      | MARK CROSGR     |
| Vehicle Identification Number | Color           | License Number  |
| 1GNFK16357R [Redacted]        | AMBER BRON      | [Redacted]      |
| 141F                          | Delivery Date   | In-Service Date |
| [Redacted]                    | 8/28/06         | 8/28/06         |

#1 - 117: MISC-REPAIR  
CUSTOMER DROVE VEHICLE IN SHOP, STATES RADIO HAS  
LOCKED UP, CHECK AND ADVISE.

H  
H  
H

#2 - 118D: I DECLINE TO HAVE MY TIRES CHECKED AND INFLATED  
BECAUSE MY TIRES WERE EITHER CHECKED AND INFLATED  
IN THE PAST 30 DAYS, OR I WILL CHECK AND INFLATE  
MY TIRES IN THE NEXT 7 DAYS.

H  
H  
H

Original Estimate: 96.00

I hereby authorize the repair work above to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or contents left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. Any warranties on products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.  
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96.00







SERVICE DEPARTMENT HOURS  
7:30 a.m. to 5:30 p.m.  
Monday - Friday

|                               |                 |
|-------------------------------|-----------------|
| R/O Open Date                 | R/O Number      |
| 3/04/11                       | 6037040/1       |
| R/O Close Date                | Status          |
| 3/04/11                       | Reprint         |
| Mileage In                    | Mileage Out     |
| 46756                         | 46756           |
| Service Advisor / Tag #       |                 |
| MARK CROSGROVE                |                 |
| Vehicle Identification Number |                 |
| 1GNFK16357R                   |                 |
| Delivery Date                 | In-Service Date |
| 8/28/06                       | 8/28/06         |
| Color                         | License Number  |
| AMBER BRON                    |                 |

|            |           |            |
|------------|-----------|------------|
| EUREKA, CA |           | Work Phone |
|            |           | Home Phone |
| Year       | Make      | Model      |
| 2007       | CHEVROLET | SUBURBAN   |
| 141F       |           | UT         |

| DESCRIPTION OF SERVICE AND PARTS  | AMOUNT   |
|---|----------|
| #1 - MR 117: MISC-REPAIR<br>CUSTOMER DROVE VEHICLE IN SHOP, STATES RADIO HAS LOCKED UP, CHECK AND ADVISE.<br>Caused by<br>DUPLICATED CONCERN.<br>POSSIBLE PROGRAM OR INTERNAL CONCERN.<br>NEED MORE TIME TO DIAG.<br>Work performed by JOHN DAVIS(3)<br>=====ONETIME GOODWILL INSPECTION===== | Warranty |
| #2 - MR 118D: I DECLINE TO HAVE MY TIRES CHECKED AND INFLATED BECAUSE MY TIRES WERE EITHER CHECKED AND INFLATED IN THE PAST 30 DAYS, OR I WILL CHECK AND INFLATE MY TIRES IN THE NEXT 7 DAYS.   |          |
| #3 * MR WARR1: RO CLOSED DUE TO SPECIAL ORDER PARTS OR THE CUSTOMER NEEDED TO RESCHEDULE DUE TO TIME  |          |

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

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|                       |     |
|-----------------------|-----|
| LABOR                 | .00 |
| PARTS                 | .00 |
| DEDUCTIBLE            | .00 |
| SUBLET                | .00 |
| SHOP SUPPLIES         | .00 |
| HAZARDOUS MATERIALS   | .00 |
| SALES TAX OR TAX I.D. | .00 |
| SPECIAL ORDER DEPOSIT | .00 |
| DISCOUNTS             | .00 |
| TOTAL DUE             | .00 |

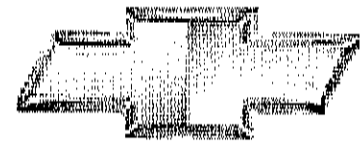
NO RETURN ON ELECTRICAL, OR SAFETY ITEMS OR SPECIAL ORDERS.

X



212 7TH ST EUREKA CA. 95501 PHONE (707) 443 - 4861 FAX (707) 444 - 6688

DATE: 3-8-11



TO: Mary Beth Hollman

COMPANY: GM Business Resource Center

FAX NUMBER: 866 874 5882

NUMBER OF PAGES (INC. COVER): 38

FROM: Will Mobley

Per your request

RE. [REDACTED]

VIN# 1GNFK16357R [REDACTED]



**SERVICE DEPARTMENT HOURS**  
7:30 a.m. to 5:30 p.m.  
Monday - Friday

|                               |                  |
|-------------------------------|------------------|
| R/O Open Date                 | R/O Number       |
| 7/07/09                       | 6026532/1        |
| R/O Close Date                | Status           |
| 11/30/09                      | Reprint          |
| Mileage In                    | Mileage Out      |
| 28616                         | 28616            |
| Service Advisor / Tag #       |                  |
| JEFF JEWELL                   |                  |
| Vehicle Identification Number |                  |
| 1GNFK16357R                   |                  |
| Delivery Date                 | In-Service Date  |
| 8/28/06                       | 8/28/06          |
| Color                         | License Number & |
| AMBER BRON                    |                  |

|            |           |          |            |
|------------|-----------|----------|------------|
| EUREKA, CA |           |          | Work Phone |
| Year       |           |          | Home Phone |
| 2007       | Make      | Model    | Body       |
| 141F       | CHEVROLET | SUBURBAN | UT         |

| DESCRIPTION OF SERVICE AND PARTS   | AMOUNT   |
|--|----------|
| #1 - MR 117: MISC-REPAIR<br>CUSTOMER STATES THE OIL IS LOW. CHECK AND ADVISE   |          |
| #2 - MR 117: MISC-REPAIR<br>CUSTOMER STATES ALL FOUR DOORS THE MOLDINGS ARE CHANGING COLOR. CHECK AND ADVISE   |          |
| #3 - MR 117: MISC-REPAIR<br>CUSTOMER STATES THE MIRRORS ARE CHEANGING COLORS AS WELL.  |          |
| #4 - MR 002: SHOP-GOODWILL<br>CUSTOMER UNRESPONSIVE ON SOP.<br>Work performed by JOHN DAVIS (3 )   | Internal |
| Please Note: JULY 13, CALLED 9:58AM, SOP HERE, L MESS ON MACH.<br>AUG 26, CALLED 10:26AM SOP HERE, L MESS ON MACH.<br>CUST CAME IN OCT 8TH FOR OTHER WORK, DID NOT HAVE TIME TO DO DOOR MOLDINGS, WILL SCHEDULE LATER.<br>NOV 16, CALLED 11:11AM, SOP HERE, L MESS.<br>-----CUST UNRESPONSIVE DEC 1ST----- |          |

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

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|                       |     |
|-----------------------|-----|
| LABOR                 | .00 |
| PARTS                 | .00 |
| DEDUCTIBLE            | .00 |
| SUBLET                | .00 |
| SHOP SUPPLIES         | .00 |
| HAZARDOUS MATERIALS   | .00 |
| SALES TAX OR TAX I.D. | .00 |
| SPECIAL ORDER DEPOSIT | .00 |
| DISCOUNTS             | .00 |
| TOTAL DUE             | .00 |

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.  
X

|                               |           |            |                |                 |                 |
|-------------------------------|-----------|------------|----------------|-----------------|-----------------|
| EUREKA, CA                    |           |            | Home Phone     | R/O Open Date   | R/O Number      |
|                               |           |            | Work Phone     | 10/08/09        | 6028232         |
|                               |           |            | Key Tag #      | Time Received   | Time Promised   |
|                               |           |            |                | 9:06            | 10/08 16:30     |
|                               |           |            | Body           | Current Mileage | Mileage Out     |
|                               |           |            | UT             | 31637           |                 |
| Year                          | Make      | Model      | License Number | Engine Code     | Service Advisor |
| 2007                          | CHEVROLET | SUBURBAN   |                |                 | WILL MOBLEY     |
| Vehicle Identification Number |           | Color      | Delivery Date  | In-Service Date |                 |
| 1GNFK16357R                   |           | AMBER BRON | 8/28/06        | 8/28/06         |                 |
| 141F                          |           |            |                |                 |                 |

- #1 - 100T: LUBE, OIL AND FILTER C
- #2 - 115: 34-POINT FREE INSPECTION C
- #3 - 116: RESET OIL LIFE LIGHT IF APPLICABLE. C
- #4 - 003: WASH THE VEHICLE C
- #5 - 117: MISC-REPAIR  
THE CUSTOMER DID NOT MAKE IT IN FOR THE FIRST OIL CONSUMPTION TESTS, WILL WILL START THE TEST OVER. W  
W  
W  
W
- #6 - WARR: WARRANTY REPAIR  
THE CHECK ENGINE LIGHT IS ON, SEE WILL DO SIMPLE DIAGNOIS TODAY. W  
W  
W
- #7 - LOOK: WE WILL LOOK TRY AND DO SIMPLE DIAGNOIS ON THE CUSTOMERS CONCERN. C  
C

Original Estimate: 33.75

10 8 445 443-5695  
 Or 11 Redwood, At Later Date.

I hereby authorize the repair work above to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipment by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. Any warranties on products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller further disclaims nor authorizes any other person to assume any liability in connection with the sale of said goods. Any limitation contained herein does not apply where prohibited by law.

Customer Signature 33.75

**PARTS** **LABOR**

| LINE NO.  | QTY       | PART NO.       | DESCRIPTION    | UNIT PRICE | AMOUNT            | BOOK | ORDER CODE | HOURS | DESCRIPTION | LABOR |                  |           |                |                |        |                   |     |       |   |  |   |  |   |      |
|---|-----------|----------------|----------------|------------|-------------------|------|------------|-------|-------------|-------|------------------|-----------|----------------|----------------|--------|-------------------|-----|-------|---|--|---|--|---|------|
| <div style="display: flex; justify-content: space-between;"> <div style="font-size: 2em; font-weight: bold;"> <p><del>Left</del> <b>Right</b></p> <p><b>348V</b></p> </div> <div style="border: 1px solid black; padding: 5px;"> <table border="1" style="font-size: 0.8em;"> <tr> <th>R.O. OR W.O. NO.</th> <th>EMPL. NO.</th> <th>MEDICAL PAY \$</th> <th>FLAT RATE TIME</th> <th>W-TIME</th> <th>REPAIR ORDER TIME</th> <th>OFF</th> </tr> <tr> <td>28034</td> <td>1</td> <td></td> <td>5</td> <td></td> <td>5</td> <td>0.00</td> </tr> </table> </div> </div> |           |                |                |            |                   |      |            |       |             |       | R.O. OR W.O. NO. | EMPL. NO. | MEDICAL PAY \$ | FLAT RATE TIME | W-TIME | REPAIR ORDER TIME | OFF | 28034 | 1 |  | 5 |  | 5 | 0.00 |
| R.O. OR W.O. NO.  | EMPL. NO. | MEDICAL PAY \$ | FLAT RATE TIME | W-TIME     | REPAIR ORDER TIME | OFF  |            |       |             |       |                  |           |                |                |        |                   |     |       |   |  |   |  |   |      |
| 28034   | 1         |                | 5              |            | 5                 | 0.00 |            |       |             |       |                  |           |                |                |        |                   |     |       |   |  |   |  |   |      |

*DTC P0449 Evap Vent. Solenoid control circuit system would not build pressure. Fuel cap loose. Tighten cap, builds pressure but does not hold - likely vent is not sealing - more diagnosis could confirm.*

| R.O. OR W.O. NO. | EMPL. NO. | MEDICAL PAY \$ | FLAT RATE TIME | W-TIME | REPAIR ORDER TIME | OFF  |
|------------------|-----------|----------------|----------------|--------|-------------------|------|
| 602              | 8         |                | 3              |        | M                 | 0.00 |



**HYUNDAI**  
Drive your way™

CUSTOMER NAME \_\_\_\_\_ HOME PHONE \_\_\_\_\_  
 DATE \_\_\_\_/\_\_\_\_/\_\_\_\_ E-MAIL \_\_\_\_\_ BUSINESS PHONE \_\_\_\_\_  
 YEAR \_\_\_\_\_ MODEL \_\_\_\_\_ VIN \_\_\_\_\_  
 MILEAGE \_\_\_\_\_ R.O. # \_\_\_\_\_ SERVICE ADVISOR \_\_\_\_\_

# MULTI-POINT INSPECTION REPORT

**CHECKED & OKAY**      **WILL REQUIRE FUTURE ATTENTION**      **REQUIRES IMMEDIATE ATTENTION**

## FLUID LEVELS

| OK                                  | FILL                                | FLUID LEVELS                |
|-------------------------------------|-------------------------------------|-----------------------------|
| <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | Engine Oil <i>OFF STOCK</i> |
| <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | Transmission Fluid          |
| <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | Coolant                     |
| <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | Brake Fluid                 |
| <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | Power Steering Fluid        |
| <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | Clutch Fluid                |
| <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | Window Washer Fluid         |

## UNDER HOOD

|                                     |  |
|-------------------------------------|--|
| <input checked="" type="checkbox"/> | Engine Air Filter                      |
| <input checked="" type="checkbox"/> | Cooling System, A/C and Heating System |
| <input checked="" type="checkbox"/> | Radiator, Heater, A/C Hoses            |
| <input checked="" type="checkbox"/> | Accessory Drive Belts                  |

Recommend: \_\_\_\_\_

## UNDER VEHICLE

|                                     |   |
|-------------------------------------|---|
| <input checked="" type="checkbox"/> | Shocks, Struts, Suspension Components             |
| <input checked="" type="checkbox"/> | Steering Linkage                                  |
| <input checked="" type="checkbox"/> | Driveshaft, Transmission, U-Joints, Shift Linkage |
| <input checked="" type="checkbox"/> | Springs   |
| <input checked="" type="checkbox"/> | Exhaust System                                    |
| <input checked="" type="checkbox"/> | CV Boots/Axle                                     |
| <input checked="" type="checkbox"/> | Wheel Alignment <i>Tire wear</i>                  |

Recommend: \_\_\_\_\_

## GENERAL

|                                     |                 |
|-------------------------------------|-----------------|
| <input checked="" type="checkbox"/> | Head/Fog Lamps  |
| <input checked="" type="checkbox"/> | Interior Lights |
| <input checked="" type="checkbox"/> | Signal Lights   |
| <input checked="" type="checkbox"/> | Brake Lights    |
| <input checked="" type="checkbox"/> | Tail Lights     |
| <input checked="" type="checkbox"/> | Horn            |
| <input checked="" type="checkbox"/> | Wiper Blades    |

Recommend: \_\_\_\_\_

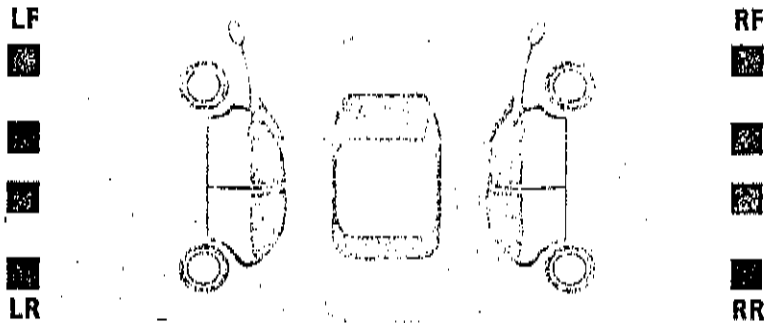
## BATTERY

|  |  |  |
|--|--|--|
| <input checked="" type="checkbox"/> Good     | <input type="checkbox"/> Factory Spec Cold Cranking Amps | <input checked="" type="checkbox"/> Good |
| <input checked="" type="checkbox"/> Recharge | <input type="checkbox"/> Actual Cold Cranking Amps       | <input checked="" type="checkbox"/> Bad  |
| <input checked="" type="checkbox"/> Bad      |  | Battery Terminals (clean if necessary)   |

Comments: \_\_\_\_\_

## BRAKE INSPECTION

### MEASURE FRONT/REAR BRAKE LININGS



Over 5mm or 7/32" (Disc) or Over 2mm or 3/32" (Drum)  
 3 to 5mm or 4/32" to 7/32" (Disc) or 1.01 to 2mm (Drum) or 2/32" to 3/32"  
 Less than 3mm or 4/32" (Disc) or 1mm or 2/32" or less (Drum)

Brake Measurements Not Taken This Service Visit

Note Vehicle Damage \_\_\_\_\_

## TIRE INSPECTION

| LF   | TREAD DEPTH        | RF   |
|--|--------------------|--|
| <input checked="" type="checkbox"/> 6/32" or Greater | <i>FRINGE EDGE</i> | <input checked="" type="checkbox"/> 6/32" or Greater |
| <input checked="" type="checkbox"/> 3/32 to 5/32     |                    | <input checked="" type="checkbox"/> 3/32 to 5/32     |
| <input checked="" type="checkbox"/> 2/32 or Less     |                    | <input checked="" type="checkbox"/> 2/32 or Less     |
| <input checked="" type="checkbox"/> 6/32" or Greater |                    | <input checked="" type="checkbox"/> 6/32" or Greater |
| <input checked="" type="checkbox"/> 3/32 to 5/32     |                    | <input checked="" type="checkbox"/> 3/32 to 5/32     |
| <input checked="" type="checkbox"/> 2/32 or Less     |                    | <input checked="" type="checkbox"/> 2/32 or Less     |

Recommend: *275-55R20*

TIRE WEAR INDICATES:  Alignment Check Needed  Wheel Balance Needed

TIRE PRESSURE SET TO FACTORY RECOMMENDED PSI FRONT  REAR

**Your Next Service Appointment Is:**  
 DATE \_\_\_\_\_ TIME \_\_\_\_\_  
 ESTIMATE \_\_\_\_\_

CUSTOMER SIGNATURE \_\_\_\_\_  
 INSPECTED BY \_\_\_\_\_ NUMBER \_\_\_\_\_



SERVICE DEPARTMENT HOURS  
7:30 a.m. to 5:30 p.m.  
Monday - Friday

|                               |                 |
|-------------------------------|-----------------|
| R/O: Open Date                | R/O: Number     |
| 10/08/09                      | 6028232/1       |
| R/O: Close Date               | Status          |
| 10/13/09                      | Reprint         |
| Mileage In                    | Mileage Out     |
| 31637                         | 31637           |
| Service Advisor / Tech / Dept |                 |
| WILL MOBLEY                   |                 |
| Vehicle Identification Number |                 |
| 1GNFK16357R                   |                 |
| Delivery Date                 | In Service Date |
| 8/28/06                       | 8/28/06         |
| Color                         | License Number  |
| AMBER BRON                    |                 |

|            |           |            |      |
|------------|-----------|------------|------|
| EUREKA, CA |           | Work Phone |      |
|            |           | Home Phone |      |
| Year       | Make      | Model      | Body |
| 2007       | CHEVROLET | SUBURBAN   | UT   |
| 141F       |           |            |      |

| DESCRIPTION OF SERVICE AND PARTS   | AMOUNT                 |
|--|------------------------|
| #1 - MR 100T: LUBE, OIL AND FILTER<br>Work performed by SCOTT BURKHART (1 )<br>Installed 89017524 : FILTER (01836-BOPCKT) 105.48<br>Installed 5W30 : OIL 502.20<br>Sub Total: Labor: 15.08 Parts: 18.68 Total: 33.76 | 15.08<br>5.48<br>13.20 |
| #2 - MR 115: 34-POINT FREE INSPECTION<br>Sub Total: Labor: .00 Parts: .00 Total: .00   |                        |
| #3 - MR 116: RESET OIL LIFE LIGHT IF APPLICABLE.<br>Work performed by SCOTT BURKHART (1 )<br>Sub Total: Labor: .00 Parts: .00 Total: .00<br>NEED FRONT TIRES AND ALIGNMENT IN THE NEAR FUTURE.                       |                        |
| #4 - MR 003: WASH THE VEHICLE<br>Sub Total: Labor: .00 Parts: .00 Total: .00   |                        |
| #5 - MR 117: MISC-REPAIR<br>THE CUSTOMER DID NOT MAKE IT IN FOR THE FIRST OIL CONSUMPTION TESTS, WILL WILL START THE TEST OVER.<br>Work performed by SCOTT BURKHART (1 )<br>WILL DO OIL MONITOR TEST.                | Warranty               |
| #6 - MR WARR: WARRANTY REPAIR<br>THE CHECK ENGINE LIGHT IS ON, SEE WILL DO SIMPLE DIAGNOIS TODAY.<br>Work performed by RICH YERTON (8 )<br>SCANNER THE COMPUTER, HAS CODE P0449, NEEDS DEEPER                        | Warranty               |

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

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|                       |  |
|-----------------------|--|
| LABOR                 |  |
| PARTS                 |  |
| DEDUCTIBLE            |  |
| SUBLET                |  |
| SHOP SUPPLIES         |  |
| HAZARDOUS MATERIALS   |  |
| SALES TAX OR TAX I.D. |  |
| SPECIAL ORDER DEPOSIT |  |
| DISCOUNTS             |  |
| TOTAL DUE             |  |

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X



SERVICE DEPARTMENT HOURS  
7:30 a.m. to 5:30 p.m.  
Monday - Friday

|                               |                 |          |      |            |                |
|-------------------------------|-----------------|----------|------|------------|----------------|
| R/O Open Date                 | R/O Number      |          |      |            |                |
| 10/08/09                      | 6028232/2       |          |      |            |                |
| R/O Close Date                | Status          |          |      |            |                |
| 10/13/09                      | Reprint         |          |      |            |                |
| Mileage In                    | Mileage Out     |          |      |            |                |
| 31637                         | 31637           |          |      |            |                |
| Service Advisor Tag #         |                 |          |      |            |                |
| WILL MOBLEY                   |                 |          |      |            |                |
| Vehicle Identification Number |                 |          |      |            |                |
| 1GNFK16357R                   |                 |          |      |            |                |
| Delivery Date                 | In Service Date |          |      |            |                |
| 8/28/06                       | 8/28/06         |          |      |            |                |
| Year                          | Make            | Model    | Body | Color      | License Number |
| 2007                          | CHEVROLET       | SUBURBAN | UT   | AMBER BRON |                |
| 141F                          |                 |          |      |            |                |

|            |           |               |                               |            |                |
|------------|-----------|---------------|-------------------------------|------------|----------------|
| EUREKA, CA |           | Work Phone    | Vehicle Identification Number |            |                |
|            |           | Home Phone    | 1GNFK16357R                   |            |                |
|            |           | Delivery Date | In Service Date               |            |                |
|            |           | 8/28/06       | 8/28/06                       |            |                |
| Year       | Make      | Model         | Body                          | Color      | License Number |
| 2007       | CHEVROLET | SUBURBAN      | UT                            | AMBER BRON |                |
| 141F       |           |               |                               |            |                |

| DESCRIPTION OF SERVICE AND PARTS  | AMOUNT |
|---|--------|
| DIAGNOIS, THE CUSTOMER WILL RESCHEDULE.   |        |
| #7 - MR LOOK: WE WILL LOOK TRY AND DO SIMPLE DIAGNOIS ON THE CUSTOMERS CONCERN. |        |
| Sub Total: Labor: .00 Parts: .00 Total: .00                                     |        |

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

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|                       |       |
|-----------------------|-------|
| LABOR                 | 15.08 |
| PARTS                 | 18.68 |
| DEDUCTIBLE            | .00   |
| SUBLET                | .00   |
| SHOP SUPPLIES         | .00   |
| HAZARDOUS MATERIALS   | .00   |
| SALES TAX OR TAX I.D. | 1.59  |
| SPECIAL ORDER DEPOSIT | .00   |
| DISCOUNTS             | .00   |
| TOTAL DUE             | 35.35 |
| Cash                  | 35.35 |

*[Signature]* 10/14

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

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|                               |           |            |                 |               |                 |
|-------------------------------|-----------|------------|-----------------|---------------|-----------------|
| EUREKA, CA                    |           |            | Home Phone      | 5/28/09       | 5/28/09         |
| [Redacted]                    |           |            | Work Phone      | Time Received | Time Promised   |
| [Redacted]                    |           |            | Key/Tag #       | 17-13         |                 |
| [Redacted]                    |           |            | Current Mileage | 35201         | Mileage Out     |
| Year                          | Make      | Model      | Body            | Engine Code   | Service Advisor |
| 2007                          | CHEVROLET | SUBURBAN   | UT              | 1C9           | TREE JEWELL     |
| Vehicle Identification Number |           | Color      | License Number  | Delivery Date | In-Service Date |
| 1GNEK16357R                   |           | AMBER BRON |                 | 8/28/06       | 8/28/06         |
| 141F                          |           |            |                 |               |                 |

#1 - WARR: WARRANTY REPAIR  
 CUSTOMER STATES THAT THE VEHICLE IS STILL  
 USING OIL.

*Subwillist*

#2 - WARR: WARRANTY REPAIR  
 CUSTOMER STATES THAT THE CHECK ENGINE LIGHT IS  
 ON AND THE ENGINE IS MAKING NOISE.

*2-28/11 Wed 3 17928.6*  
*Subwillist*

#3 - 117: MISC-REPAIR  
 SHE WILL DROP OFF THIS AFTERNOON AND LEAVE  
 OVERNIGHT.

#4 - 117: MISC-REPAIR  
 CUSTOMER STATES THEY NEED A KEY FOB

#5 - WARR: WARRANTY REPAIR  
 CUSTOMER STATES THERE IS A OPEN RECALL CHECK AND  
 ADVISE.

*06162 10124.4*

Original Estimate: 1100.00

~~#6 RECALL 01001 Out War~~

Rob

~~#7 RECALL 08048~~

#8 Rental 1-5-10 Wheel

PARTS ON ORDER

Date 1-7-10. 5:00 PM Rush

1) Key Fob 15913427 114.03

#9 Front Wheel

110.00

I hereby authorize the repair work above to be done along with the necessary material and parts that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delay caused by unavailability of parts or delays in parts shipments by the supplier or transporter. Thereby grant you or your authorized permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing under inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. Any warranties on products sold hereby are those issued by the manufacturer. The seller hereby expressly disclaims all warranties, express or implied including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor attributes any other purpose or liability for it liability in connection with the sale of said products. Any litigation contained herein does not apply where prohibited by law.

PARTS

LABOR

| LINE  | QTY | DESCRIPTION | PRICE | TOTAL | LABOR |
|-------|-----|-------------|-------|-------|-------|
| P0449 | 1   | B3779-05    | 10140 | 10140 | B3D60 |
| P0521 | 1   |             |       |       | B3D31 |

Duplicated noise at pressure fluctuating. Check oil level at max register on dip stick. add 3qt to fill top of dipstick. record problem oil consumption test & doc 2370844.

Check for excessive oil in PCV MFF  
 did not remove intake. suspect oil ring cause of oil consumption. Test drive after fill oil  
 no noise heard good oil pressure as per vehical pressure gauge.

| R.O. OR W.O. NO. | EMPL. NO. | MECH. PAY \$ | FLAT RATE TIME | W. TIME | REPAIR ORDER TIME | OFF   | ON    | TD |
|------------------|-----------|--------------|----------------|---------|-------------------|-------|-------|----|
| 21480            | 2         |              | .9             | Dr      | .9                | 31 07 | 31 09 | .3 |
| 21480            | 2         |              | .8             | Dr      | .8                | 31 07 | 31 09 | .5 |

FOREMAN'S SIG. X

5029862 @ 3:43pm CAR was 30k  
 Good on oil. Some one should have added oil when  
 light came on, you are out of base warranty on 3 years  
 30k. Do to time we do the a call w to gm. She  
 said she has been copying of the problem in a  
 while I understand, IT is up to GM. If she don't  
 get the answer she wants she will take it to GM them  
 selves.

Call TAC Rob Halls Case # 11161199

Advised PIP 4574 for let most up to  
 date info. @ Problem bulletin & contact  
 manager for advised repair, because oil consumption  
 between last oil change & now over spec. ~~was~~  
 3gt at approx 3500 miles. ~~Being may be damaged~~  
 but not making noise.

| R.O. OR<br>W.O. NO. | EMPL.<br>NO. | MECH. PAY<br>\$ | PLAT RATE<br>TIME | W-TIME | PAIR ORDIN<br>TIME | OFF<br>ON       |
|---------------------|--------------|-----------------|-------------------|--------|--------------------|-----------------|
| 27480               | 2            |                 | .8                | A      | .8                 | 1 0 16<br>4 7 0 |

Jan 4th 2010 Britan 9:05 AM  
 ① LMISS

1-4 9:17 Britan  
 ① Reviewed Case 11161199  
 ② He will escalate to  
 a higher level.

[Redacted] @ 9:40 am 1/4/10  
Would Like A Rental. if possible. - Sts 6

Dec 15 9:15 2 Item  
① Custom Rental

[Redacted] @ 9:20 am 1/5/10  
yes on Rental. Left message on cell phone.

Problem steps ~~under~~ desired by Jones Bloss.  
removed throttle body no oil in inlet tube  
of intake call Jones for further info about  
where to check for oil pooling. advised remove  
V.C test baffles & check for over oiling 1.fts  
small leak found approx 2" from PCV vent pipe.  
no over oiling 1.fts. Contact Jones 2nd time.  
advised remove intake check for excessive oil  
& replace V.C. If no excessive oil found  
inspect piston & rings replace if necessary.

1<sup>st</sup> call 1-5-10 10:13 AM  
2<sup>nd</sup> call 1-5-10 10:37 AM

| R.O. OR W.O. NO. | EMPL. NO. | MECH. PAY \$ | FLAT RATE TIME | W-TIME | REPAIR ORDER TIME | OFF |
|------------------|-----------|--------------|----------------|--------|-------------------|-----|
| 29490            | 2         |              | 2.0            | 1.0    | 2.0               | ON  |