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

7331 Alport Bird Mobile AL 3669 Phone 251-633-3321 Fox 251-5520692 To: Starcey From: Lerry Bmith Fox: Starcey From: Lerry Bmith Fox: Starcey From: Lerry Bmith Fox: Starcey From: Lerry Bmith Fox: Starcey Tober 5700 and H1032 Dote: 3-9-11 Re: 71-911989430 cc: / Comments: IC KFC 130173 Starcey If you need anything also places Acall lerry al 251-5744-4448. We also blood lerry al 251-5744-4448. We also blood lerry al 251-5744-4448. We also blood lerry al 251-5748 or one day. ' Thomas		U-J CHEVROLET
Fox 251-452-0692 FAX To: Starcay From: Ilorry Amith Fax: St6-357-5547 Pages: 3 Phone: 866-790-5700 orf 41022 Date: 3-9-11 Re: 71-911989430 cc: ' Comments: IGNFC 130175 Storcey If you need anything also places soll Storcey at 251-544-4448. We also had to give a routal for one day. ' Thambo		7581 Airport Blvd
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UJ PARTS DEPT

P.O. BOX 850189 • 7581 AIRPORT BLVD. CHEVY MOBILE, ALABAMA 36685

(251) 633-3321

**U-JCHE** 

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55433	PATRICK W		353 <sup>TAG</sup>	65	NVOICE DATE 03/09/11	CTWS318767
	LABOR RATE	UÇENSE NO.	MILEACE	84,191	COLOR	STOCK NO.
BILE, AL	YEAR / MAKE / MODEL	KON/			DELIVERY DATE	DELIVERY MILES
BILE, AL	1 G K F C	1301	נ י		SELUNG DEALER NO.	PRODUCTION DATE
	F. T. Ę, NQ,		P. O. NO.		A. O. DATE 03/03/11	
	COMMENTS			THINT	03/03/11	MO: 84193
						F WARRANTIES
1 W ZREG JOB COMPLETION DATE: 03/0: TECHNICIAN GMIN: 21073 LABOR OPERATION BASE HOURS Z1242 0.0 COMPLAINT CODE: 0090 COMPLAINT DESCRIPTION: CUST G CUST ALSO STATES HANDLE H/ E PEELING.CUST CALLED CUSTON 1989430 CAUSE CODE: 9090 CAUSE CODE: 9090 CAUSE CODE: 9090 CAUSE DESCRIPTION: THE INSIN ME SYMPTONS AS GM DOC 25252: IN NUMBER RANGE. CORRECTION DESCRIPTION: REP LES. REPLACEMENT WAS PERFOR OF CUSTOMER SATISFACTION AS SPECIAL POLICY. NET AMOUNT CODE INVOICE N 90.53 NIM	TEGORY ERA CL. 318767- 22011 0785 STATES BOTH FRO S CUT FINGERS I LER ASSISTANCE A DE DOOR HANDLES S SPECIAL POLIC ACE BOTH LEFT A LED AS A ONE TIM IF THE VEHICLE D. DISTANCE RE SP	1 00108 NT INNER DOOR N THE PAST DUE LLIGATIONS DEF WERE DELAMINAT Y BUT FALL OUT ND RIGHT INSII E GOODWILL IN WAS UNDER THE	R GMIN 8270 T AP TRAN.# 8396777 HANDLES ARE TO THE CHR T CASE #71. ING VEHICLE SIDE OF THE SIDE OF THE E CHROME DO THE INTERES TERMS OF TH	3/2011 20280 VER 0001 PEELIN OME PE 911989 HAS SA VIN N OR HAND T OF C E SPEC REASON	hereby are those in turer. The seller h claims all warranti implied, including of merchantability ular purpose, and s nor authorizes a assume for it any with the sale of si at the rate of 1½%	n the product sold hade by the manufac- hereby expressly dis- es, either express or any implied warranty or fitness for a partic- eller neither assumes ny other person to liability in connection ald products. Interest (18% APR) per month any unpaid balance.
TRANSACTION	90.53	0.00	90.53			
AGE 2 OF 2 WARRANTY COPY-W		[ END O	F INVOICE ]	03:03pm	FOR BUS	IK YOU YOUR INESS!

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

**U-JCHEVR** 

CHEVY

CTWS318767 Service (251) 544-4400 Body Shop (251) 544-4402

USTOMER NO.	55433		ADVISOR		353	ag No. 65	03/09/11	CTWS318767
			LABOR HATE	LICENSE NO.	MILE	AGE 84,191	COLOR	STOCK NO.
			VEAR / MAKE / MODEL				DELIVERY DATE	DELIVERY MILES
OBILE, A			VEHICLE I.D. NO.	13017	73		SELLING DEALER NO.	PRODUCTION DATE
А			F. T. E. NQ.		P. Q. NQ,		R. O. DATE 03/03/11	·····
	3	3 PHONE	COMMENTS	<b>**</b>			03/03/11	
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		-		JOB # 1 TOTA	L PARTS	10.57		any unpaid balanc
<b></b>	·····		JOB #	1 TOTAL LABOR	& PARTS	52.53		
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" -				TOTAL	- MISC	38.00		
				R/O T/ R/O T	AX DTALS	0.00 90.53		
ARRANTY CLA	AIM DETAIL TOTALS	• • • • • • • • • • • • • • • • • • • •					-	
LAIM#	TOTAL 90.53							
LAIM TOTALS						iE] 03:03pm	FOI	NK YOU YOUR INESS!

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<< 2690-251-422

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5011-0**2**-06 14:51

	F. T. E. NO.		P. O. NO.		R. Ó. DATE	
NA			P. O. NO.		03/11	
	COMMENTS					MO: 84191
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P.O. BOX 350189 • 7581 AIRPORT BLVI MOBILE, ALABAMA 36685 (251) 633-3321			<b>I</b> ,		CTWS3187 Service (251) Body Shop (2	544-4400
CUSTOMER NO. 55433		WTL SON	353	<sup>ig NO.</sup> 65	1NVOICE DATE 03/09/11	INVOICE NO. CTWS318767
	LABOR RATE	LICENSE NO.	MILEA	GE	COLOR	STOCK NO.
	YEAR / MAKE / M			84,191	DELIVERY DATE	DELIVERY MILES
MOBILE, AL	07/GMC/	· · · ·		-	SELLING DEALER NO.	PRODUCTION DATE
		C 1 3 0 1 3	7 Ĵ		A. Q. DATE	
			P. O. NO.		03/03/11	
	COMMENTS					MO: 84191
1 W ZREG JOB COMPLETION DATE: 03/03/ TECHNICIAN GMIN: 210780 LABOR OPERATION BASE HOURS Z1242 0.0 COMPLAINT CODE: 0090 COMPLAINT DESCRIPTION: CUST S G CUST ALSO STATES HANDLE HAS E PEELING.CUST CALLED CUSTOM 1989430 CAUSE CODE: 9090 CAUSE DESCRIPTION: THE INSID	TEGORY ERA 3187 /2011 0785 STATES BOTH S CUT FINGER ER ASSISTANC E DOOR HANDI	67-1 0010 FRONT INNER DOOR IS IN THE PAST DU E ALLIGATIONS DE	DATE 03. OR GMIN 82 ST SAP TRAN.# 88396777 HANDLES A E TO THE C PT CASE #7	VER 0001 RE PEELIN HROME PE 1-911989 LE HAS SA	Any warranties of hereby are those in turer. The seller his claims all warranti- implied, including of merchantability ular purpose, and s nor authorizes and assume for it any with the sale of st at the rate of 112%	DF WARRANTIES n the product sold hade by the manufac- lereby expressly dis- es, either express or any implied warranty or fitness for a partic- teller neither assumes my other person to liability in connection aid products. Interest (18% APR) per month any unpaid balance.
	E DOOR HANDI 3 SPECIAL PO	ES WERE DELAMINA DLICY BUT FALL OU	TING VEHIC	LE HAS SA HE VIN N		

CORRECTION DESCRIPTION: REPLACE BOTH LEFT AND RIGHT INSIDE CHROME DOOR HAND LES. REPLACEMENT WAS PERFORMED AS A ONE TIME GOODWILL IN THE INTEREST OF C OF CUSTOMER SATISFACTION AS IF THE VEHICLE WAS UNDER THE TERMS OF THE SPEC SPECIAL POLICY. NET AMOUNT CODE INVOICE NO. DISTANCE RENTAL VIN OR INFO DAYS REASON

PAGE 2 OF 2	WARRANTY	0.000		OF INVOICE 1 03:0	3pm
	TRANSACTION	90.53	0.00	90.53	
	PARTS HANDLING PARTS LABOR NET ITEMS PARTICIPATION AMOUNT	TOTAL W/O TAX 0.00 0.00 0.00 90.53	TAX 0.00 0.00 0.00 (	TOTAL 0.00 0.00 90.53 0.00)	
	90.53 NIM		SPEC POL		

THANK YOU FOR YOUR **BUSINESS!** Copyright @ 1998 The Reynolds and Reynolds Company TRAINTINVE SF602396 (06/01)

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<< 2690-257-152

UJ PARTS DEPT

#### - HENLAL AGHEEMENT

	2009 Cheve Malibu Gold CO2191A
	VEHICLE: 2009 Chevy Malibu Gold CO9191A YEAR MAKE MODEL STOCK NUMBER IGIZJ 57849F
TEL. # $(M \cap 0^2 + 0) = A$	VIN LICENSE PLATE N
PERMANENT NO. STREET CITY/TOWN STATE ZIP ADDRESS:	ODOMETER ODOMETER OUT OUT
SOCIAL SECURITY NO.	MILES DATE AND TIME OUT AM
DRIVER'S LICENSE NO	MILES DATE AND TIME IN AM 1/2 1
DATE ISSUED     EXPIRES     D//       IO- 22-07     IO-IO-II     How Long       EMPLOYER NAME     How Long	CHARGEABLE AM F MILES / / PM
ADDRESS TELEPHONE NO.	DAMAGE: FENDERSTIRES #
CREDIT CARD # EXPIRES	IN
ONLY THESE PERSONS ARE AUTHORIZED AS ADDITIONAL DRIVERS. IF NONE, PRINT "NONE" ACROSS THIS SECTION AND HAVE CUSTOMER SIGN.	OUT WHEELCOVERSLIGHTS INN INTERIOR: OUT UPHOLSTERYRADIOMATS IN
NAME AGE	OUT ACCESSORIES
DRIVER'S LICENSE # STATE	IN REMARKS:
NAME AGE	Miles @ \$
DRIVER'S LICENSE # STATE	Hours @ \$
CARRIED. In the event of an accident involving this	Days @ 3800 \$ 3800
vehicle your insurance coverage is primary.	<u>Weeks @\$</u> Months @\$
AGENCY: <u>Any portion of a claim unpaid by your</u> insurance will be subject to a \$500.00	Total Time and Mileage Charges \$
POLICY NO.:	Gas (Taxable) \$
EXPIRATION DATE:	Additional Driver Charge <u>\$</u>
Notice to customers renting in Hawaii:	Sub-Total \$
If we pay any parking citations that are related to your rental, we charge you the actual cost of the parking citations, plus ar	
administrative fee of \$20. We encourage you to pay any parking	Gas (Non-Taxable)
citations directly.	Other: \$
Notice to customers renting in New Jersey:	\$
New Jersey law makes every driver who transports a child under age to responsible for protecting the child by doing the following: If the child is under	r
18 months old the child must be in a child safety seat that complied with	Less Refund for:
federal motor vehicle safety standards when it was manufactured. If the child i 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 bac	
seat, a child safety seat must be used.	Net Due Renter \$
UNDER NO CIRCUMSTANCES SHALL ANYONE UNDER 21 YEARS OF AGE OPERATE THIS VEHICLE.	<ul> <li>You must read carefully all driving and use instructions on the reverse side.</li> <li>You are responsible for all traffic violations and must turn in summonses upon return of vehicle.</li> </ul>
YOU ARE LIABLE FOR ALL PARKING AND DRIVING VIOLATION AND MUST TURN IN ALL PARKING SUMMONSES WITH PAYMEN UPON VEHICLE RETURN. ALL DRIVERS MUST POSSESS A VALID OPERATOR'S LICENSE.	<ul> <li>You will report all accidents immediately.</li> <li>You have read both sides of this agreement and agree to its terms and conditions.</li> <li>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</li> </ul>
The rental of the vehicle to any person under 25 years of age is strictl prohibited, unless specifically authorized by Dealer.	
By your signature, you warrant that the information on vehicle use and oth- drive the second s	CUSTOMER SIGNATURE
und don this Agreement.	EXTEND TO ADDITIONAL CASH DEPOSIT DATE INITIAL
	- V EXTEND TO ADDITIONAL CASH DEPOSIT DATE INITIAL
DEALER SIGNATURE	-
DENER 4-5 CLARKER ODO to	
ADDRESS: 7581 AUNOLTBIVO	CITY STATE ZIP
ADDRESS: I COL TREAM COLLAR JALLA	

GMAC 379-DR-PL 8/2006 (3) Com/彼时 2006 您的ADD 31 预修过 Reserved. << 2690-257-152 SOII-03-12 12:50 SI-12

# Facsimile Transmittal

То:	Gerry Smith	Fax:	251-452-0066
From:	Stacy Amstutz	Date:	March 18, 2011
Customer Name & SR #	/ 71-911989430	Pages:	2

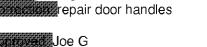
#### Notes:

Upon receipt of this pre-authorization for the above listed claim for payment, please verify that the information listed below is correct. If everything is correct please enter this claim in the GW system as a miscellaneous net line amount with the labor op Z1242 for \$90.53. The pre-authorization # is 109311800000. You do not need to H route this claim nor use any authorization codes, labor hours or costs. If this claim rejects, please contact the CRS handling this file. Below is the information that we have entered for the pre-authorization. Please use the Compliant, Cause & Correction provided for your entry into the Global Warranty system.

Also use only the correct Z op and remove the othe



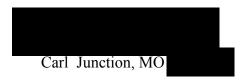
This would be during pasted from the SR.



Joe G Joe G Joe Frie ed 3/18/11

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

July 26, 2011



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

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. This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.

# **Report Vehicle GMPP: Summary**

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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		Customer Information	
Vehicle Category:	GM, Used	Plan Customer:	Individual
VIN:	3GNFK16337G	Customer Type:	Owner
Sales Information			
Dealer Code:	32888	Carl Junction , Missouri , United	
		States	
Action:	Add Protection Plan	Evening Phone:	
Odometer:	17104	Daytime Phone:	
Delivery Date:	03/07/2011	Ext:	
Reference number:		Primary Language:	English
		Secondary Language:	
Plan Lienholder			
Lienholder Type:	Other		
	Chevrolet		
	P.O. Box 33170		
	Detroit, Michigan 48232		
Protection Plans			
Plan Purchase Date:	03/07/2011		
In Service Date:	03/07/2011		
Schedule Type	GMPP Retail		
Promotion Code:			
Plan Type:	Smart Care Retail		
Plan Type: Term:	Smart Care Retail		
Term:	12		



# OrderWORKBENCH

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

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



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 J: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:

2007 Chevrolet Tahoe VIN: 1GNFK13047J

Dear Gentlemen:

Please be advised that this law firm has been retained by **contract of** 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.

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.) 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 the 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: <u>three (3) separate repair attempts</u> for DVD/cd/entertainment system defects, <u>two (2) separate repair attempts</u> for engine/engine oil defects, and <u>two (2) separate repair attempts</u> for molding/trim defects. Copies of the relevant repair orders in possession are enclosed for your review.

cannot continue to deal with this problematic vehicle and her commendable patience has expired. Accordingly, **Sector** is herein demanding her entitlement under the Song-Beverly Consumer Warranty Act (the "Lemon Law"), California Civil Code sections 1790 <u>et seq.</u>, 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 the solution of 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.

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, **Example 1** 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,

mm

Enclosures cc:

RE	TAIL INSTALLMENT SALE	CONTRAC	T - SIMPLE INTERE	ST FINANCE CHARGE
Dealer Number				781868 Stock Number 70060
Buyes (and O. D. D. D.	iress (Including County and	Zip Code)	Creditor - Seller (Name	and Address)
	SAGRAMENTO	•	FOLSON CHEVR 12655 AUTO M FOLSOM CA 95	ALL CIRCLE
You, the Buyer (and Co-Buyer, agreements on the front and ba	if any), may buy the vehicle below ack of this contract. You agree to pa	for cash or on av the Creditor -	credit. By signing this cor	ntract. you choose to here the vehicle on credit under it
		finance charge	on a daily basis. The Truth-	r "us" in this contract) the Amount Financed and Finan- In-Lending Disclosures below are part of this contract.
Used Year and	ake Model Odometer		Identification Number	Primary Use For Which Purchased
MEW 2007 CHEVRO	LET TRUCK 40	IGNFK1	3047.)	<ul> <li>personal, family or household</li> <li>business or commercial</li> </ul>
		• •		
ANNUAL FINA	AL TRUTH-IN-LENDING D		S	STATEMENT OF INSURANCE
PERCENTAGE CHA RATE The cost of amou your credit as cred a yearly rate. cost	it will to you or you, on your behalf.	Total of Payments The amount you vill have paid af you have made payments as scheduled.	ter vour nurchase on	NUTICE. 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 so 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></u>	(e) means an estimate	SH/A Ded. Comp., Fire & Theft Mos. S_H/A
YOUR PAYMENT SCHEDULE WIL Number of Payments:	Amount of Payments:			S <u>N/A</u> Ded. Collision Mos. S <u>N/A</u> Bodily Injury S <u>N/A</u> Limits Mos. S <u>N/A</u>
One Payment of	N/A	Whe N/A	n Payments Are Due:	Property Damage S N/A Limits Mos. S N/A
One Payment of	N/A			Medical Mos. s Mos
NJ Payments	567.92		eginning11/07/2006	Mos. S
N/A Payments One Final Payment	H/A		eginning N/A	Total Vehicle Insurance Premiums s N / //a
Late Charge. If payment is not received in fit Prepayment. If you pay off all your debt ea Security Interest You are phing a count	557.82 utl within 10 days after it is due, you will pay a la arly. you may be charged a minimum finance c y interest in the vehicle being purchased. tract for more information including inform e, minimum finance charges, and security inter	te charge of 5% of the harge.	·	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
ITEMIZATION OF THE AMOUNT 1. Total Cash Price	FINANCED	ti sine i ne	a	Buyer (
A. Cash Price of Motor Vehicl	le and Accessories	42100.73	(A)	Seller
<ol> <li>Cash Price Vehicle</li> <li>Cash Price Accessories</li> </ol>	s			If any insurance is checked below, policies or certificates from the named insurance companies will describe the terms and conditions.
<ol> <li>Other (Nontaxable) Describe N / A</li> </ol>	11/0			Application for Optional Credit Insurance Credit Life: Duyer Do-Buyer Doin
Describe N/A	\$ <u>N/A</u> \$ <u>H/A</u>			Credit Disability (Buyer Only)
B. Document Preparation Fee		45.00		Term Exp. Premium
C. Smog Fee Paid to Seller	S (nor a Governmentrar 166) 2	N/A	_(C)	Credit Life N/A Mos \$N/A
D. Theft Deterrent Device	· · \$	31 / A	_(D)	Credit Disability <sup>14</sup> / A Mos \$ N/A
E. Theft Deterrent Device	S	N/A	(E)	Total Credit Insurance Premiums \$1 / A(b)
F. Surface Protection Product		N/A	(F)	Insurance Company Name
G. Surface Protection Product		N/A	_(G)	Home Office Address
<ul> <li>H. Sales Tax (on taxable items</li> <li>I. Optional DMV Electronic Fil</li> </ul>	in A through G) \$	3266.29		
J. (Optional) Service Contract	(to whom poid), GMPP	1038 00	_(l)	Credit life insurance and credit disability insurance are not required to obtain credit. Your decision to buy or not buy credit
K. (Optional) Service Contract	(to whom paid) N/A s	N/A	(J) (K)	I US SOC CLECIT SISSONITY COSTRACE Will not be a famous a tax
L. Prior Credit or Lease Baland			- 19 - 9	credit approval process. They will not be provide unless yet sign and agree to pay the extra cost. Credit the insurance is
(see downpayment and trad		<u> </u>	(L) (L)	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
M. (Optional) Gap Contract (to	whom paid)*/	N/A	(14)	Payment of in the number of navments. Coversign for credit life
N. (Optional) Used Vehicle Con	Itract Cancellation Ontion Apremant S	31/*	(FA) (N)	Oue date for the last payment unless a different term for the
O. Other (to whom paid)* N/A For N/A		5170	(0)	insurance is shown above. You are applying for the credit insurance marked
Total Cash Price (A through O)			\$ 47046.02 (1)	above. Your signature below means that you agree that.(1) You are not eligible for insurance if you have treached your 65th bichder (0) You are not eligible for insurance if you have

Total Cash Price (A through O)	5 0 10	UV
2. Amounts Paid to Public Officials		reached your 65th birthday. (2) You are eligible disability insurance only if you are working for wa
A. License Fees	\$ <u>274.00</u> (A)	I or profit 30 hours a week or more on the Effect
B. Registration/Transfer/Titling Fees	\$ <u>63.00</u> (B)	Date. (3) Only the Primary Buyer is eligible
C. California Tire Fees	\$8.75_(c)	disability insurance. DISABILITY INSURANCE N
D. Other N/A E. Other N/A	\$ <u>H/A</u> (D)	NOT COVER CONDITIONS FOR WHICH YOU HA
E. Other N/A	\$ <u>N/A</u> (E)	LAST 6 MONTHS (Refer to "Total Disabilities
Total Official Fees (A through E)	s\$\$\$	(2) Covered" in your policy for details).
3. Amount Paid to Insurance Companies	Q	You want to buy the credit insurance
(Total premiums from Statement of Insurance column	sN/A	
4. Smog Certification or Exemption Fee Paid to State	5700+ 77	
5. Subtotal (1 through 4)	s_47391.77_(	(5) <u>xN/A</u>
A. Agreed Trade-In Value Yr Make	A 1.2 We set to a set of the set	Date Co-Buyer Signature A
A. Agreed Irade-in Value Yr Make	\$ <u>N/A_(</u> A)	
Model Odom		tion contract) is not required to obtain credit and will no provided unless you sign below and agree to pay the
VIN		Charge. If you choose to buy a gap contract, the charge is sh
B. Less Prior Credit or Lease Balance	\$ <u>N/A</u> (B)	in item 1M. See your gap contract for details on the protect it provides. It is a part of this contract.
C. Net Trade-In (A less B) (indicate if a negative numb		Term <u>N/A</u> Mos N/A
D. Deferred Downpayment	SN/A_(D)	Name of Gap Contract
E. Manufacturer's Rebate	S <u>2000,00</u> (E)	You w
F. Other N/A		Buye
G. Cash	\$ <u>8000.00</u> (G)	Duyei
Total Downpayment (C through G)	\$ <u>10000.00</u> (	OPTIONAL SERVICE CONTRACT(S) You want
(If negative, enter zero on line 6 and enter the amount less than		Op Durchase the service contract(s) written with the follow
7. Amount Financed (5 less 6)	2210 as a positive number on time 1L above)	company(ies) for the term(s) shown below for the charg shown in item 1J and/or 1K above.
. ,	\$ <u>37391.77</u> (	<i>/</i> ///////////////////////////////////
*Seller may keep part of these amounts.		1J Company GMPP
SELLER ASSISTED LOAN	AUTO BROKER FEE DISCLOSURE	Term 60 Mos. or 75000 M
BUYER MAY BE REQUIRED TO PLEDGE SECURITY FOR THE LOAN, AND YALL BE OBLIGATED FOR THE INSTALLMENT PAYMENTS ON BOTH THIS	If this contract reflects the retail sale of	
RETAIL INSTALLMENT SALE CONTRACT AND THE LOAN.	new motor vehicle, the sale is not subject	
H/A	to a fee received by an autobroker from u	
Proceeds of Loan From: <u>H/A</u>	unless the following box is checked:	
Amount SN/A_ Finance Charge \$N/A	Name of autobroker receiving fee,	HOW THIS CONTRACT CAN BE CHANGE
Total S N/A Payable in N/A	applicable:	if This contract contains the entire agreem between you and us relating to this contra
installments of S N/A S N/A	N/A	Any change to the contract must be
from this Loan is shown in item 6D.	N/H	writing and both you and we must sign it.
SELLER'S RIGHT TO CANCEL If Buyer and Co-Buyer sign he	the provisions of the Seller's Right to Cappel exertise	
th pht to cancel if Seller is unable t	provident of the control of an end of the control o	Buyer Signs X
X Buyer		Co-Buyer Signs >
Buyer	со-виуег	
OPTION: [] You pay no finance charge if the Amount Fin	anced item 7 is paid in full on or before N/A	
		, Year, SELLER'S INITIALS
THE MINIMUM PUBLIC LIABILITY INSURANCE LIMITS PR	OVIDED IN LAW MUST BE MET BY EVERY PERSON WHO	PURCHASES A VEHICLE. IF YOU ARE UNSURE WHETHER
NOT YOUR CURRENT INSURANCE POLICY WILL COVER YOUR WARNING:	NEWLY ACQUIRED VEHICLE IN THE EVENT OF AN ACCIDE	INT, YOU SHOULD CONTACT YOUR INSURANCE AGENT.
YOUR PRESENT POLICY MAY NOT COVER COLLISION F	AMAGE OR MAY NOT PROVIDE FOR FULL REPLACEME	NT COSTS FOR THE VEHICLE BEING PURCHASED. IF YOU
THE UNPAID BALANCE REMAINING AFTER THE VEHICLE HAS	REEN REPOSSESSED AND SOLD	IECIS ONLY THE DEALER, USUALLY UP TO THE AMOUNT
FOR ADVICE ON FULL COVERAGE (FR) WILL PROTECTYC	U IN THE EVENT OF LOSS OR DAMAGE TO YONG VEHICLE	YOU SHOULD CONTACT YOUR INSURANCE AGENT.
	BLIC LART TO TOPIC AND CO	
5/5 X 🤇	<u>6</u>	
Representations of Bliver: Seller bas relied on the truth		
Representations of Buyer: Seller has relied on the truth a given a true payofi amount on the vehicle traded in. If the Seller the exclose on demand if the payoff amount is lower.	no accuracy of the information provided by you in conn Davoif amount is more than the amount shown above	lection with the Trade-In Vehicle. You represent that you have
Saller the evoles on demand If the naveff amount is less	boye in item 6	will refund the difference to you
Buye		
	Co-Buyer	
Notice to buyer: (1) Do not sign this agreement befor in copy of this agreement. (3) You can prenay the ful	re you read it or if it contains any blank opcoce t	o be meetin. (2) rou are entitled to a completely fille
	and you may be subject to suit and flability for t	ne unpaid indebtedness evidenced by this agreemen
Complaints concerning unfair or decentive practices or me	a sea a hundh a	
of Motor Vehicles, or any combination thereof.	areas by the sener may be referred to the city attorney	y, the district attorney, or an investigator for the Department
After this contract is signed, the seller may not change the and it is an unfair or description.	financing or payment terms unless you agree in writi	ing to the change. You do not have to serve the any change
	a unilateral change.	ary annig
Buyer Signature	Co-Buyer Signature	
I The second sec	ov suyer orginamie	

# right to receive a part of the Finance Charge.

<b>3</b> .	
<b>)LING OFF PERIOD UNLESS YOU OBTAIN A CONTRACT CANCELL</b> provide for a "cooling off" or other cancellation period for vehicle sales. Therefore, you can you change your mind, decide the vehicle costs too much, or wish you had acquired a different cancel this contract with the agreement of the seller or for legal cause, such as fraud. oes require a seller to offer a 2-day contract cancellation option on used vehicles with a purchan statutory conditions. This contract cancellation option requirement does not apply to the sa- icle subject to identification under California law. See the vehicle contract cancellation option a	anot later cancel this ent vehicle. After you ase price of less than Intermediate CONTRACT, WE GAV FREE TO TAKE IT AF LEDGE THAT YOU HA CONTRACT, INCLUDIN
<u>3/06</u> Co-Buyer Sign	ature x
debt. The other owner agrees to the security interest in the vehicle given to us in this	other owner is a person whose name is on
agreed to the decurity interest in the vehicle given to us in this i	contract.
Address	
Lice us to sell the vehicle to Buyer, each person who signs as a Guarantor individually gua Guarantor must pay it when asked. Each Guarantor will be liable for the total amount ow larantor's demand for reimbursement. Each Guarantor agrees to be liable even if we do of it or partial release to any other Guarantor; (3) release any security; (4) accept less from or extend the contract. Each Guarantor acknowledges receipt of a completed copy of this of acceptance of this Guaranty, notice of the Buyer's non-payment, non-performance, and default;	the Buyer than the total amount owing; or (5)
Date 0/08/06 Guarantor X	
Address N/	<u>^</u>
Date 0/08/06 By X 44	4C
A-ARB (REV. 7/06) U.S. PATENT NO. D460,782 Revnolds TO ORDER: www.revsource.com: 1,800-344,0006; for 1,000-564,0055	ę

Reynolds TO ORDER: www.reysource.com; 1-800-344-0996; fax 1-800-531-9055 D WARRANTY, EXPRESS OR IMPLIED, AS TO CONTENT OR OF THIS FORM. CONSULT YOUR OWN LEGAL COUNSEL.

CUSTOMER / TRUTH IN LENDING





BAR # AF 167437

EPA # CAR 000043687

	ADVISOR STEVIE LINE (1995)	CARD NO.	INVOICE DATE	INVOICE NO.
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EPA # CAR 000043687

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BAR # AF 167437

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Abigail Blake/Austin/GM1

To leonard.deprez@gm.com

02/22/2011 03:37 PM

cc bcc

Subject 71-920566661, Auker

RE: Customer Last Name: Service Request: 71-920566661 2007 Chevrolet Tahoe Vehicle Identification Number: 1GNFK13047J 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 The customer's vehicle is a 2007 Chevrolet Tahoe with 38,832 miles. The VIN is 1GNFK13047J 1999. 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:

Service Request: 71-920566661 2007 Chevrolet Tahoe Vehicle Identification Number: 1GNFK13047J 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.



Copy of owner's current title and/or registration Release of Lien

$\boxtimes$	Finance, Buyer's agreement
$\boxtimes$	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**

Ι	,
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 #
	my loan account #(Account Number)
with	
(Lien holder Name)	
to General Motors Company, including but r loan payoff amount, and per diem information	not limited to a complete payment history of my account, a on.
Date	
VEHIC	CLE 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: Service Request: 71-920566661 2007 Chevrolet Tahoe Vehicle Identification Number: 1GNFK13047J 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

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

# <u>Help</u>

VIN :	1GNF	K13047J							
VEHICLE INFORMATION									
Merchandising Mode	el :	СК10706 -2007 ТАНОЕ	10706 -2007 TAHOE 4WD LT         Warranty Start Date :         10/08/2006				6		
BARS Order Type :		70 - RETAIL - STOCK							
Delivering Dealer :		FOLSOM CHEVROLET			Selling Source :			13 - CHEVROLET	
	12655 AUTO MALL CIR FOLSOM, CA 95630-8099				Site Code :			06001	
	1	(916) 985-5600			Business Associate Code :			112187	
Service Contract :	Yes	Branded Title :	No	War	ranty Block :	No	PDI	Status :	Paid

### **REQUIRED FIELD ACTIONS**

Туре	Number	Description	Posted Date	Status
ΥT	<u>06162</u>	SERVICE UPDATE-INVENT/CUST VEHS E85 VFFS UPDATE REPGM ECM *EXPIRES 8YR/80K MI*	12/12/2006	Open
ΥT	<u>07033</u>	SERVICE UPDATE - INVENTORY & CUST. VEHS-BATTERY RUNDOWN-*EXP W/BASE WARRANTY*	02/06/2007	Open

#### SERVICE INFORMATIONAL ITEMS

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

# ON STAR AND XM SATELLITE RADIO INFORMATION

OnStar Equipped	Yes	OnStar Statu	s Active	(located	Refer to Help page for details or:go to OnStar Online Enrollment (located on the "OnStar" tab in GM InfoNET) or (888)ONSTAR1 (888) 667-8271.				
XM Equipped	Yes	XM Radio ID	0KU8H0R4	XM Status	Inactive	Refer to Help page for details or: www.xmradio.gm.ca or Dealer Hotline 1.877.GET.XMST (1-877-438-9677).			

# APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER LIMITED WARRANTY	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	Туре	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	Ι	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0 miles

# CHECK HISTORY INFORMATION

Vehicle Has No Associated Check History Information.

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FOLSOM, CA 95630-8099

(916) 985-5600

# GM Vehicle Inquiry System Claim History

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

<u>Help</u>

VIN:			1GN	FK13047J										
				CLAIM H	П	STORY								
Repair Ord	ler Date	: 07.	/21/2009	Repair Order Number :	9	305680	Odom	eter Re	ad	ing :		25161 miles		
Serviced	0						rce :			13 - C	HEVROL	ET		
By:	12655 AUTO MALL CIR FOLSOM, CA 95630-8099					ite Code :				06001				
	(916) 98	35-5600	)		В	Business A	ssociate	• Code :		11218	112187			
Cycle Date	Cycle Nbr	Case	Туре	Labor Operation		l Part I I		erson Code	Line Total	Comments				
08/14/2009	31	01	#	R5554 - VIDEO DISPLAY REPLACEMENT	19156230 - DISPLAY		N/A	-	N/A	<b>\$ 53</b> 9.60	<u>Y</u>			
Repair Ord	ler Date	: 03	/12/2007	, Repair Order Number :	2	267220	Odom	eter Re	ad	ing :		4000 miles		
Serviced	FOLSO				S	Selling Source : 1				13 - C	3 - CHEVROLET			
By:	FOLSO	M, CA	TO MALL CIR CA 95630-8099			Site Code :				06001	06001			
	(916) 98	35-5600	)		В	Business A	ssociate	e Code :		112187				
Cycle Date	Cycle Nbr	Case	Туре	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		1593803 S/STR	2 -	N/A		N/A	\$ 66.47	<u>Y</u>		
									╈					

By: 12655 AUTO MALL CI			VIALL C.		64 G I			0.0001	0.6001		
Serviced			EVROLE		Selling Sou	irce :		13 - C	HEVROL	ET	
Repair Ore	der Date	: 11	/22/2006	Repair Order Number :	261188	Odome	eter Rea	ding :		1444 miles	
03/16/2007	778	02	#	C0331 - STRIP, REAR DOOR WINDOW OUTER SEALING - LEFT - R&R OR REPL	1593803 S/STR	33 -	N/A	N/A	\$ 66.47	<u>Y</u>	
03/16/2007	778	01	#	DOOR WINDOW OUTER SEALING - RIGHT - R&R OR REP	1593803 S/STR	32 -	N/A	N/A	\$ 66.47	<u>Y</u>	

Site Code :

				E	Business Associate	11218	112187		
Cycle Date	Cycle Nbr	Case	Туре	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	Ϋ́

Repair Oro	der Date	: 03/	/24/2006	Repair Order Number :	246530	Odometer Reading			5 mil		
Serviced	FOLSO				Selling So	urce :		13 - C	13 - CHEVROLET		
By :	12655 AUTO MALL CIR FOLSOM, CA 95630-8099				Site Code :			06001	06001		
	(916) 98	5-5600	)		Business Associate Code : 112187						
Cycle Date	Cycle Nbr	Case	Туре	Labor Operation	P	art	Auth Code	Person Code	Line Total	Comments	
04/04/2006	679	01	#	N1720 - FUSE REPLACEMENT	N/A		Е	N/A	\$ 88.60	<u>Y</u>	

Repair Ore	der Date	: 03/	/01/2006	Repair Order Number :	A24032	Odom	eter Re	adir	ng: 0 miles		0 miles	
Serviced	FOLSO				Selling Sou	irce :			13 - C	CHEVROLET		
By :	12655 AUTO MALL CIR FOLSOM, CA 95630-8099 (916) 985-5600				Site Code :		1	06001				
					Business A	Code :		112187				
Cycle Date	Cycle Nbr	Case	Туре	Labor Operation	Part				rson ode	Line Total	Comments	
03/07/2006	671	01	Ι	Z7000 - PRE- DELIVERY INSPECTION - BASE	N/A		N/A	N	[/A	\$ 124.04	Ν	

# CHECK HISTORY

Vehicle Has No Associated Check History.

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NTERFACE W	-	ent: Main >	Interface With	Customer > View Vehicle Sum	imary			
:usтомеr ïew Vehi	icle Sum	ımarv					Ô	
is screen allo	ws GMVIS us anties, Trans	sers to view action Histo	ry, Service Co	of Vehicle Information, Field Intract(s) if applicable, Warra			mation,	For this vehicle: → <u>View Vehicle Summ</u> Service
Vehicle In VIN: 1GNFK1				Madalı OK1070	2007 7		Ŧ	$\rightarrow \frac{\text{Contract}}{\text{Contract}}$ $\rightarrow \text{Branded Title}$
Service Contr		Branda	d Title: No	Model: CK1070 Warranty Block: No		PDI Status: N		ightarrow Warranty Blo
Order Type: 7				Wallality DIUCK. NO		FDI Status, N	0	$\rightarrow$ <u>View Vehicle Build</u>
Field Actions:		5.00K			tora	TADOTOET	40	→ <u>View Vehicle</u> <u>Component Summa</u> <u>View Vehicle</u>
Required	Field Acti	ons					actions are highlighted	→ <u>Transaction History</u> <u>Detail</u> → <u>View Vehicle Delive</u> <u>Information</u>
Туре	Number	Original Nbr	Descriptio	in		Release Date	Status	
Service Update Bulletins	N060162	06162		PDATE-INVENT/CUST VEH PDATE REPGM ECM *EXPIF 8YR/80K MI*		12/12/2006	Closed	
Service Update Bulletins	N070033	07033		UPDATE - INVENTORY & C TERY RUNDOWN-*EXP W/ WARRANTY*		02/06/2007	Closed	
	rmation conta l is to be use			on derived therefrom is the p varranty verification and shall				
Vehicle has	no current	record of b	randed titles					
Warranty	Block							
Vehicle has	no current	record of w	arranty bloc	ς.				

#### 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). On Star Status: Active

OnStar Equipped: Y		OnStar Status: Active
XM Equipped: Y	XM Radio ID: 0KU8H0R4	XM Status: Inactive
OnStar Vehicle Diagnostics: Y		DMN Enabled: N

Applic	cable 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

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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:

Description: GMPP 60/75 MAJOR GUARD Effective Date: 10/08/2006 Effective Odometer: 40 MI Daily Rental Limit: 35.00

### **Transaction History**

View Details

Owner:

Deductible Amount: 0.00

Expiration Date: 10/08/2011 Expiration Odometer: 75040 MI

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	ZPTIPart 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	ZPDIPre-Delivery Inspection		Z7000 - Pre-Delivery Inspection - Base Time	0 MI

Global Warranty Management: Site Map

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TERFACE WITH					
изтомек ew Vehicle Transac	tion History De	etail		Ø	
s screen allows GMVIS users to	-		dual transaction for the VIN sel		
Vehicle Information /IN: 1GNFK13047J			CK10706-2007 TAHOE 4WD I		For this vehicle: → <u>View Vehicle Summa</u> → <u>Service</u> <u>Contract</u>
Service Contract: <u>Yes</u> B Drder Type: 70 - RETAIL - STO( Field Actions: <u>0 Open</u>		Narranty Block:	No PDI Status: N		→ Branded Title → Warranty Bloc → <u>View Vehicle Build</u> → <u>View Vehicle</u> → <u>Component Summary</u>
Job Card Date: 02/14/2011		Job Card I	lumber: 327480		<u>View Vehicle</u> → <u>Transaction History</u> <u>Detail</u>
Repair Service Agent: 112187 FOLSOM CHEVROLET 12655 AUTO MALL CIR FOLSOM CA 95630-8099 9169855600			Odometer Reading: Authoriza	38,832 MI tion Code:	→ <u>View Vehicle Delivery</u> → <u>Information</u>
)2/17/2011 Fransaction Type:					
REGRegular Vehicle Transa Transaction Expense Category: Special Policy Customer Complaint Code: 1890-Interior - Other issues ob Card Line #: 2	Transaction Adjustment ace Front and Rear Door 00088880051-HANDLEF	Handle Levers	: 9090-Other - Field Action / Te Line Total: U		
REGRegular Vehicle Transa Transaction Expense Category: Special Policy Customer Complaint Code: 1890-Interior - Other issues Job Card Line #: 2 .abour Op T5753-09239 - Repla Causal Part Number 0000000	Transaction Adjustment ace Front and Rear Door 00088880051-HANDLEF	Handle Levers			
ZREGRegular Vehicle Transa Transaction Expense Category: Special Policy Customer Complaint Code: D890-Interior - Other issues Iob Card Line #: 2 .abour Op T5753-09239 - Repla Causal Part Number 00000000 →See other Parts and/or Net Job Card Date: 01/13/2011	Transaction Adjustment ace Front and Rear Door 00088880051-HANDLEF	Handle Levers (IT,FRTS/DI/S	Line Total: U Job Card Number: 326291	SD 114.93	
REGRegular Vehicle Transa ransaction Expense Category: Special Policy Customer Complaint Code: 1890-Interior - Other issues 10b Card Line #: 2 .abour Op T5753-09239 - Repla Causal Part Number 00000000 →See other Parts and/or Net Job Card Date: 01/13/2011 Repair Service Agent: 112187 COLSOM CHEVROLET 2655 AUTO MALL CIR COLSOM CA 95630-8099 1169855600	Transaction Adjustment ace Front and Rear Door 00088880051-HANDLEF <u>tems</u>	Handle Levers (IT,FRTS/DI/S	Line Total: U Job Card Number: 326291 Odometer Reading: Authorizatior	SD 114.93	
ZREG—-Regular Vehicle Transa Transaction Expense Category: Special Policy Customer Complaint Code: 1890-Interior - Other issues 10b Card Line #: 2 .abour Op T5753-09239 - Repla Causal Part Number 00000000 →See other Parts and/or Net Job Card Date: 01/13/2011 Repair Service Agent: 112187 FOLSOM CHEVROLET 2655 AUTO MALL CIR FOLSOM CA 95630-8099 1169855600 Process Date:	Transaction Adjustment ace Front and Rear Door 00088880051-HANDLEF <u>tems</u>	Handle Levers (IT,FRTS/DI/S	Line Total: U Job Card Number: 326291 Odometer Reading:	SD 114.93	
ZREGRegular Vehicle Transa Transaction Expense Category: Special Policy Customer Complaint Code: D890-Interior - Other issues Iob Card Line #: 2 .abour Op T5753-09239 - Repla Causal Part Number 00000000 →See other Parts and/or Net Job Card Date: 01/13/2011 Repair Service Agent: 112187 FOLSOM CHEVROLET 12655 AUTO MALL CIR FOLSOM CA 95630-8099 2169855600 Process Date: 12/21/2011 Transaction Type: ZREGRegular Vehicle Transa Fransaction Expense Category:	Transaction Adjustmen ace Front and Rear Door 00088880051-HANDLEH Items	Handle Levers (IT,FRTS/DI/S	Line Total: U Job Card Number: 326291 Odometer Reading: Authorizatior	SD 114.93	
ZREG—Regular Vehicle Transa Transaction Expense Category: Special Policy Customer Complaint Code: 1890-Interior - Other issues Iob Card Line #: 2 .abour Op T5753-09239 - Repla Causal Part Number 00000000 →See other Parts and/or Net  Job Card Date: 01/13/2011 Repair Service Agent: 112187 FOLSOM CHEVROLET 2655 AUTO MALL CIR FOLSOM CA 95630-8099 0169855600  Process Date: 12/21/2011 Transaction Type: ZREG—Regular Vehicle Transa	Transaction Adjustmen ace Front and Rear Door 00088880051-HANDLEH Items	Handle Levers (IT,FRTS/DI/S	Line Total: U Job Card Number: 326291 Odometer Reading: Authorizatior	SD 114.93	

Job Card Date: 01/13/2011

Repair Service Agent: 112187 FOLSOM CHEVROLET 12655 AUTO MALL CIR FOLSOM CA 95630-8099 9169855600 Job Card Number: 326291 Odometer Reading: 38,479 MI Authorization Code: PE

Process Date: 02/21/2011 Transaction Type: ZREGRegular Vehicle Transactio Transaction Expense Category: Warranty Customer Complaint Code: 0390-Engine/Fuel/Exhaust - Other issues Job Card Line #: 1	n Fransaction Adjustment: Full Debit	Cause Code: 9090-Other - Field Action / Tech Bulletin
Labour Op J1000-Pan And/Or Gask	•	
Causal Part Number 0000000000 → <u>See other Parts and/or Net Iter</u>	12639759-DEFLECTOR-OILPRES <u>ns</u>	SRLFVLV Line Total: USD 539.50
Job Card Date: 01/13/2011	Job	Card Number: 326291
Repair Service Agent: 112187		Odometer Reading: 38,479 MI
FOLSOM CHEVROLET 12655 AUTO MALL CIR FOLSOM CA 95630-8099 9169855600		Authorization Code: EP
Process Date: 01/24/2011		
Transaction Type: ZREGRegular Vehicle Transactio	'n	
Transaction Expense Category: Warranty		
Customer Complaint Code: 0390-Engine/Fuel/Exhaust - Other issues		
Job Card Line #: 1	Transaction Adjustment: Cau	se Code: 9090-Other - Field Action / Tech
Labour Op J1000-Pan And/Or Gask	et. Oil - Replace	Bulletin
	2639759-DEFLECTOR-OILPRES	SRLFVLV
→ <u>See other Parts and/or Net Iter</u>	<u>ns</u>	Line Total: USD 539.50
Job Card Date: 08/16/2010	ol	b Card Number: 320310

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

Process Date: 08/23/2010 Transaction Type: ZSCT---Service Contracts Transaction Expense Category: Service Contract Customer Complaint Code: 0221-Audio/Entertainment/Navigation -Audio Job Card Line #: 4 Tra Odometer Reading: 33,903 MI Authorization Code:

Transaction Adjustment:

Cause Code: 6063-Module/Component -Noise during operation Labour Op R0760-Radio, Remove and Replace Causal Part Number  $\rightarrow$  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 Authorization Code: 12655 AUTO MALL CIR FOLSOM CA 95630-8099 9169855600 Process Date: 08/23/2010 Transaction Type: ZSCT----Service Contracts Transaction Expense Category: Service Contract Customer Complaint Code: 0890-Interior - Öther 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 Authorization Code: 12655 AUTO MALL CIR FOLSOM CA 95630-8099 9169855600 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 FOLSOM CHEVROLET 12655 AUTO MALL CIR FOLSOM CA 95630-8099 9169855600

Process Date: 07/08/2010 Transaction Type: ZFAT---Field Action Recall Transaction Expense Category: Field Action Recall Customer Complaint Code:

Odometer Reading: 32,758 MI Authorization Code:

\_

Job Card Line #: 2 _abour Op Y0152-07033 - Service Upc	Transaction Adjustment: late - Reprogram BCM	Cause Code: -
Causal Part Number		Line Total: USD 40.67
Job Card Date: 07/06/2010		lob 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: ZPTI—Part Transaction - Service Age	nt Installed	
Transaction Expense Category: Service Agent Installed Parts Warranty		
Customer Complaint Code: 0222-Audio/Entertainment/Navigation - Video		
Labour Op R5554-Video Display Repla Causal Part Number 0000000000191		No/Incorrect Communication
Labour Op R5554-Video Display Repla	cement	No/Incorrect Communication
→ <u>See other Parts and/or Net Items</u>	icement 156230-DISPLAY&PLAYER,R	No/Incorrect Communication /SEATENTERT Line Total: USD 540.83 Job Card Number: 305680
Labour Op R5554-Video Display Repla Causal Part Number 0000000000191 → <u>See other Parts and/or Net Items</u> Job Card Date: 07/21/2009	cement	No/Incorrect Communication /SEATENTERT Line Total: USD 540.83 Job Card Number: 305680
Labour Op R5554-Video Display Repla Causal Part Number 0000000000191 → <u>See other Parts and/or Net Items</u> Job Card Date: 07/21/2009 Repair Service Agent: 112187 FOLSOM CHEVROLET 12655 AUTO MALL CIR FOLSOM CA 95630-8099 9169855600 Process Date:	icement 156230-DISPLAY&PLAYER,R	No/Incorrect Communication /SEATENTERT Line Total: USD 540.83 Job Card Number: 305680 Odometer Reading: 25,161 MI
Labour Op R5554-Video Display Repla Causal Part Number 0000000000191 →See other Parts and/or Net Items Job Card Date: 07/21/2009 Repair Service Agent: 112187 FOLSOM CHEVROLET 12655 AUTO MALL CIR FOLSOM CA 95630-8099	icement 156230-DISPLAY&PLAYER,R	No/Incorrect Communication /SEATENTERT Line Total: USD 540.83 Job Card Number: 305680 Odometer Reading: 25,161 MI
Labour Op R5554-Video Display Repla Causal Part Number 0000000000191 → <u>See other Parts and/or Net Items</u> Job Card Date: 07/21/2009 Repair Service Agent: 112187 FOLSOM CHEVROLET 12655 AUTO MALL CIR FOLSOM CA 95630-8099 9169855600 Process Date: 08/14/2009 Transaction Type: ZREGRegular Vehicle Transaction Transaction Expense Category: Warranty	icement 156230-DISPLAY&PLAYER,R	No/Incorrect Communication /SEATENTERT Line Total: USD 540.83 Job Card Number: 305680 Odometer Reading: 25,161 MI
Labour Op R5554-Video Display Repla Causal Part Number 000000000191 →See other Parts and/or Net Items Job Card Date: 07/21/2009 Repair Service Agent: 112187 FOLSOM CHEVROLET 12655 AUTO MALL CIR FOLSOM CA 95630-8099 9169855600 Process Date: 08/14/2009 Transaction Type: ZREGRegular Vehicle Transaction Transaction Expense Category: Warranty Customer Complaint Code: 0000-Converted Claim	iseement 156230-DISPLAY&PLAYER,R	No/Incorrect Communication /SEATENTERT Line Total: USD 540.83 Job Card Number: 305680 Odometer Reading: 25,161 MI
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Job Card Date: 03/12/2007

Repair Service Agent: 112187 FOLSOM CHEVROLET 12655 AUTO MALL CIR FOLSOM CA 95630-8099 9169855600 Job Card Number: 267220

Odometer Reading: 4,000 MI Authorization Code:

Process Date: 03/16/2007 Transaction Type:

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 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 Odometer Reading: 4,000 MI Repair Service Agent: 112187 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 Odometer Reading: 1,444 MI Repair Service Agent: 112187 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 Cause Code: 0000-Converted Claims Job Card Line #: 1 Transaction Adjustment: 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 Odometer Reading: 5 MI Repair Service Agent: 112187 FOLSOM CHEVROLET Authorization Code: E 12655 AUTO MALL CIR FOLSOM CA 95630-8099 9169855600 Process Date:

ZREGRegular Vehicle Transacti	on	
Transaction Expense Category:		
Customer Complaint Code: 0000-Converted Claim		
Job Card Line #: 1	Transaction Adjustment:	Cause Code: 0000-Converted Claims
Labour Op N1720-Fuse Replaceme	ent	
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:		
ZPDIPre-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 Insp	pection - Base Time	
Causal Part Number		
		Line Total: USD 124.04

Global Warranty Management: Site Map

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Abigail Blake/Austin/GM1

To vehicleinvoice@gmmediaarchive.com

02/22/2011 01:35 PM

cc bcc

Subject Invoice Request

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

To whom this may concern:

Please see attachment for invoice request. Thank You.

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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

# **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	<b>Requested:</b>					
$\boxtimes$	Invoice		Invoice Num	ber	Dealer Code	
	Emissions State		Invoice Date		Dealer Address	
	Key Codes	$\boxtimes$	Other <u>Need</u>	invoice to show MS	RP, Need R010 & R028 als	0
	VIN NUMBER	МАК	Æ	MODEL YEAR	OTHE	R
1GNF	FK13047J	Chevrolet		2007	Tahoe	
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			<u> </u>			
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<b>Deliverv Instructions:</b>	Additional Instructions:	Archive Only:
Fax to Requestor		Received:
🔀 Email		
Call Back		Delivered:
GM Mail		



leonard.deprez@chevrolet.c om To abigail\_blake@gmexpert.com

02/22/2011 04:07 PM

bcc

сс

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,

RE: Customer Last Name: Service Request: 71-920566661 2007 Chevrolet Tahoe Vehicle Identification Number: 1GNFK13047J 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 The customer's vehicle is a 2007 Chevrolet Tahoe with 38,832 miles. The VIN is 1GNFK13047J 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 193 EBONY ORDER NO. JVCW1W/TRE STOCK NO VIN 1GN FK13 04 7J	/V8G	CHEVROLET GENERAL MO 100 RENAIS DETROIT VEHICLE IN	MOTOR DIVISION DTORS CORPORATION SSANCE CENTER MI 48243-1114 NVOICE 1AD83557024
<ul> <li>MODEL &amp; FACTORY OPTIONS CK10706 TAHOE 4WD LT</li> <li>AS3 3-PASSENGER, 3RD ROW SEAT</li> <li>C6A GVW RATING - 7,300 LBS</li> <li>GT4 REAR AXLE - 3.73 RATIO</li> <li>G80 LOCKING REAR DIFFERENTIAL</li> <li>LMG VORTEC 5300 V8 SFI FLEX-FUEL</li> <li>M30 4-SPD AUTOMATIC TRANSMISSION</li> <li>YF5 50-STATE EMISSIONS</li> <li>3LT TAHOE LT3 EQUIPMENT GROUP:</li> <li>* FRONT LEATHER APPOINTED</li> <li>BUCKET SEATS</li> <li>* DRIVER SIDE SEAT W/12-WAY</li> <li>POWER, HEAT &amp; MEMORY</li> <li>* PASSENGER SIDE SEAT W/12-WAY</li> <li>POWER, HEAT &amp; MEMORY</li> <li>* PASSENGER SIDE SEAT W/12-WAY</li> <li>POWER &amp; HEAT</li> <li>* 2ND ROW LEATHER APPOINTED</li> <li>SEATS</li> <li>* POWER ADJUSTABLE PEDALS</li> <li>* REMOTE VEHICLE STARTER</li> <li>* AM/FM STEREO WITH MP3</li> <li>COMPATIBLE 6-DISC CD CHANGER</li> <li>(REPLACES STD RADIO)</li> <li>* HEAD CURTAIN SIDE AIR BAGS, ALL SEATING ROWS</li> <li>* BOSE PREMIUM SPEAKER SYSTEM</li> <li>* XM SATELLITE RADIO - SERVICE FEE EXTRA. 1ST 3 MONTHS INCL</li> <li>* REAR PARKING ASSIST</li> <li>* OUTSIDE POWER FOLDING MIRROR</li> <li>W/AUTO DIMMING &amp; TURN SIGNAL</li> <li>* UNIVERSAL HOME REMOTE</li> <li>* TRI-ZONE AUTOMATIC AIR CONDITIONING</li> </ul>	MSRP 37665.00 860.00 N/C 295.00 N/C 3650.00 3650.00	INV AMT 34463.48 713.80 N/C 244.85 N/C N/C 3029.50	RETAIL - STOCK INVOICE 03/01/06 SHIPPED 03/01/06 EXP I/T 03/16/06 INT COM 03/16/06 PRC EFF 03/01/06 WFP-S QTR OPT-1 BANK: GMAC - 085 CHG-TO 06-001 SHIP WT: 5605 HP: 45.7 GVWR: 7300 GAWR.FT: 3600 GAWR.FT: 3600 GAWR.RR: 4100 GMS: 38127.53 SUPPLR: 39839.89 MRM: 43345.00 NTR: 1/2 MEMO 2048.50
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VIN 1GNFK13047J \$ 40176.03 INV 1AD83557024 DUE 03/16/06 DEALER 06-001

# VEHICLE EVENT SELECTION PROCESSING SOURCE: CHEVROLET

PAGE: 1

11/10/07 14:10:18

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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 wrote:

RE: Customer Last Name: Service Request: 71-920566661 2007 Chevrolet Tahoe Vehicle Identification Number: 1GNFK13047J 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 &

www.gmphotostore.com R028-7J124032.pdf 7J124032.pdf R010-7J124032.pdf

CHEVROLET www.folsomchevy.com EPA # CAR 000043687 CHEVROLET BAR # AF 167437 CARD NO. INVOICE DATE CUSTOMER NO. ADVISOR INVOICE NO RONALD ROSSELIT 02/17/11 841 BS-30 CIWS322480 88132 MIL EAGS COLOR STOCK NO. 38832 SILVER/ DELIVERY DATE DELIVERY MILES YEAR / MAKE / MODEL 07/CHEVROLET TRUCK/TAMON/UT 10708708 40PRODUCTION DATE VEHICLE ID. NO. SELLING DEALER NO. 16NFK13047 1 F,T,E, NO. P.O. NO. R.O. DATE 02/14/11 FOLSOM, CA and and any star may have been seen to a real that the second second second second second second second second TRIM HOURS: 0.90 TECH(S):903 93.79 51AR1 15.70 7.69 DATE 02/14/11 02/15/11 FINISH ACT 1.LME DESCRIPTION TECHN 16.10 7.70 7.50 0 40 0 10 0.00 NON WORKING 903 903 0.00 HOLD OTHER 9.00 0.500.00 FINISHED 903 0.00 FINISHED 9**0**3 0.00 0.00 ENTERED IN INVOICING 0.00 0.00 0.90 0..00 903 02/15/11 TOTAL TECH TIME 1.00 0.90 CUSTOPHER STATES INSIDE DOOR HAHDLES ARE PEELING CHROME SPECIAL POLICY VERIFIED FRT. & REAR CHROME DOOR HAMDLES PEELING. PER 09239A, REPLACED FRT. & REAR CHROME INSIDE RELEASE DOOR HANDLES. PAR) S-----U/COST---E/COST----U/PRICE JOB # 2 2 88880051 HANDLE KI 16.346 7.55 15.10 10.57 JOB # 2 COST FOTAL 15.10 21.14 JOB # 2 TOTAL PARTS 21.14 JOB # 2 TOTAL LABOR & PARTS 114.93 R/O TAX R/O TOTALS 0.00 114.93 WARRANTY CLAIN DETAIL TOTALS -----STILL THE LARS HAVE THE AND AND AND THE 101AL 114.93 CLAID CLAIN TOTALS 114 93 ------APPROVED BY SIGNATURE

www.foisomchevy.com



BAR # AF 167437

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www.folsomchevy.com

BAR # AF 167437

CHEVROLE

EPA # CAR 000043687

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CHEVROLET	BAR # AF 167437	ь. (		EPA # CAR 00	0043687	
STOMER NO.	<u></u>	RONALU ROSSEL	17 841	CARD NO. 8370	INVOICE DATE 01/24/11	INVOICE NO. CTWS32629
CA.DA			DENSENO,	UILEAGE 38479	COLOR GILVER/	STOCK NO.
		YEAR7 MARE / MODEL 07 / CHEVROLET		1.1.1.1		
		VEHICLE ID. NO.		<u>, 9</u>	SELLING DEALER NO.	PRODUCTION DATE
OLSOM. CA		ET,E. NO.			R.O. DATE 01/13/11	
ABOR & PARTS	ENGINE DEPAR	THENT HOURS :	4.50 TECH(	S):977	. Las las em partes	468.9
TECHH	DATE STAC 01/18/11 12.	RT FINISH AC 40 12.40 0.0	CT TIME	- DESCRIPTIC - LUNCH/DING	) 	
977	01/18/11 13.	10 13.10 0.0 40 11.40 2.0	0.00	HOLD AUTHO	DRIZATION 4ER	
977	01/20/11 12.3 01/20/11 13.	30 12.70 Ö"2	20 0.00	HOLD AUTHO FINISHED	DRIZATION	
977	01/20/11 0.4 01/24/11 0.4	00 0.00 0.0 00 0.00 0.0	00 00 4,50	ETHISHED	4 INVOICING	
	TOTA	С ТЕСН ТІМЕ 3.1	10 4.50			
	ER STATES ENGLI ARYING ON #7 C	NE IS BURNING GI LY AS PER 10-06-( 6-01-008A REMOVEL ALVE REPLACED GAS GINE CLEANER IN A R PROPER DIL LEVE S OV AT THE THE	CHECK AND	REPORT		
TÊĈH 7 SHIFLD	77 AS PER 10-0	6-01-008A REMOVED ALVE REPLACED GAS	) OIL PAN AN Sket and Fil	ID INSTALLEI LED WITH	3	
OIL IN RAN EN	ISATLLED TOP EN	GINE CLEANER IN A R PROPER DIL LEVE	ALL CLY LET L AND OPERA	SIT AND TION		
AND VE AND VE	RIFIED NO LEAK	S OK AT THIS TIME	:  U/	COSTE/CO	)STU/PRIC	
AND VE ARTSQTY-FF-N DB # 1 1 1 DF # 1 1 1	2639759	DEFLECTOR 1 GASKET 1.42	L.609 29	22.20 22	2.00 2.8 2.20 31.0	0 2.0 8 31.0
	8861802 39017524	CLEANER 8.8 Filter 1.83	36	4.04	1.04 5.6	
		30L-	# 1 COST T	10TAL 37 1018 # 1	7.25 TOTAL PARTS	52.1
			JOB #		BOR & PARTS	521.1
.0.6. & SUPPLIES-	19 10 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1997 1991 1997 1997 1997 1997 1997 1997	. INC. INC. INC. AND			
08 # 1 5.0 12	2345610 GOODWRE	NCH 5-30 @	3.630 /6	MTT TO	IAL - 600	21.7 21.7
				<u>87</u>	D TAX	00
					) TOTALS	542.8
ARRANTY CLAIM DETA	IL TUTALS	1999 1999 1999 1999 1999 1999	19 May 1999 Top 1997 Top 200 May 200 Ma			1.55 - 1.5 5.55 710 125 - 128 848 719 757 7-7 - 7
CLAIMH	DTAL 542.88					
LAIM TOTALS	542.88					
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APPROVED BY S	BIGNATURE					
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RUNALD ROSSELIT

841

CARD NO B370 INVOICED #21/11 INVERTUS326291

		M98459	STLVER/	втоск но.	
	WWWWWWWELET TRUCKIT	AHOE/UT	DELIVERY POER / 06	DELIVERY MILES	40
	VEHICLE IN NOF K 1 3 0 4 7		SELLING DEALER NÓ,	PRODUCTION DATE	
FOLSOM, CA	F.T.E. NO.	P.O. NO.	8.0 DATE 1.3/1.1	REPRINT#	1
REPORT RUCKE					
TOTALS	×) TNDTCATES   ISSTING	 тйтаі	LABOR	٥	,00
PARTS DESIGNATED WITH AN ASTERISK ( GUARANTEE APPLIES FOR CUSTOMER PAY (	REPAIRS	ΤΩΤΑΙ	O A D T O	( O.	
ALL PARTS INSTALLED ARE NEW UNLESS	SPECIFIED OTHERWISE	TOTAL	GTOTG	0.	.00 .00
I ACKNOWLEDGE NOTICE AND ORAL APPRO	VAL OF <u>D ARICE</u>	TOTAL TOTAL	SUBLET::: G.O.G.CHO. MISC CHO. HISC DISC TAX	0,	00
			INVOICE \$		.00
		1			
CUSTOMER SIGNATURE					
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USTOMET NO.

FOLS	<b>S</b> M	Chevrolet	, www.folsomchevy.com
BAR # AF 167437		EPA # CAR 00004	3687

YEAR MAKE /MODEL       38479       Galam         YEAR /MAKE /MODEL       38479       Galam         O7/CHEVROLET TRUCK/TAHDE/UT       10/C         YEAR /MAKE /MODEL       TRUCK/TAHDE/UT         O7/CHEVROLET TRUCK/TAHDE/UT       10/C         YEAR /MAKE /MODEL       TRUCK/TAHDE/UT         YEAR /MAKE /MODEL       TRUCK/TAHDE/UT         OF/CHEVROLET TRUCK/TAHDE/UT       SELMAGEA         YEAR /MAKE /MODEL       TRUCK/TAHDE/UT         YEAR /MOLEL       TRUCK/TAHDE/UT         YEAR /MOLEL       TRUCK/TAHDE/UT         YEAR /MOLEL       TRUCK/TAHDE/UT         YEAR /MOLEL       TRUCK/TAHDE	NTE DELIVERY MILES 08/06 ALER NO. PRODUCTION D 3/11 REPRINT WARR
<sup>67/CHEVROLET TRUCK/TAHDE/UT         <sup>10/C</sup> <sup>97/CHEVROLET         <sup>10/C</sup> <sup>97/CHEVROLET         <sup>10/C</sup> <sup>97/CHEVROLET         <sup>10/C</sup> <sup>97/CHEVROLET         <sup>10/C</sup> <sup>10/CHEVROLET         <sup>10/C</sup> <sup>10/CHEVROLET         <sup>10/CHEVROLET         <sup>10/CHEVROLET         <sup>10/C</sup> <sup>10/CHEVROLET         </sup></sup></sup></sup></sup></sup></sup></sup></sup></sup></sup></sup></sup></sup></sup></sup></sup></sup></sup></sup></sup></sup></sup></sup></sup></sup></sup></sup></sup></sup></sup></sup></sup></sup></sup></sup></sup></sup></sup></sup></sup></sup></sup></sup></sup></sup></sup></sup></sup></sup></sup></sup></sup></sup></sup></sup></sup></sup></sup></sup></sup></sup></sup></sup></sup></sup></sup></sup>	08/06 ALER NO. PRODUCTION DA 3/11 REPRINT WARR
POLSOM, GA       RENO.       RONG.	3/11 REPRINT
ABOR & PARTS	WARR -
I# 1 06CTZ       ENGINE DEPARTMENT       TECH(\$)#977         CUSTOMER STATES ENGINE IS BURNING OIL CHECK AND REPORT       OIL SPARYING ON #7 CLY AS PER 10-06-01-008A         OIL SPARYING ON #7 CLY AS PER 10-06-01-008A       FENDED OIL PARN AND INSTALLED         SHIELD OVER BYPASS VALVE REPLACED GASKET AND FILLED WITH       OIL INSATLLED TOP ENGINE CLEANER IN ALL CLY LET SIT AND         RAM ENGINE RECKED FOR PROPER OIL LEVEL AND OPERATION       AND VERIFIED NO LEAKS OK AT THIS TIME         PARTS	
J# 1 06CTZ       ENGINE DEPARTMENT       TECH(\$)#977         CUSTOMER STATES ENGINE IS BURNING OIL CHECK AND REPORT       DIL SPARYING ON #7 CLY AS PER 10-06-01-008A         J       TECH 977 AS PER 10-06-01-008A       REMOVED DIL PAN AND INSTALLED         SHIELD OVER #YPASS VALVE REFLACED GASKET AND FILLED WITH       DIL INSATLLED TOP ENGINE CLEANER IN ALL CLY LET SIT AND         RAM ENGINE RECKED FOR PROPER DIL LEVEL AND OPERATION       AND VERIFIED NO LEAKS OK AT THIS TIME         PARTSOTYFF-NUMBER	
J# 1 06CTZ       ENGINE DEPARTMENT       TECH(\$)#977         CUSTOMER STATES ENGINE IS BURNING OIL CHECK AND REPORT       DIL SPARYING ON #7 CLY AS FER 10-06-01-008A         J       TECH 977 AS PER 10-06-01-008A       REMOVED DIL PAN AND INSTALLED         SHIELD OVER BYPASS VALVE REFLACED GASKET AND FILLED WITH       DIL INSATLLED TOP ENGINE CLEANER IN ALL CLY LET SIT AND         RAM ENGINE RECKED FOR PROPER DIL LEVEL AND OPERATION       AND VERIFIED NO LEAKS OK AT THIS TIME         PARTS       OTY       FP-NUMBER	
3       DIL SPANTING ON #7 CL1 AS FER 10-06-01-008A REMOVED GL PAN AND INSTALLED         3       TECH 977 AS PER 10-06-01-008A REMOVED GASKET AND FILLED WITH         01L INSATLED 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	
DIL INSATLLED TOP ENGINE CLEANER IN ALL CLY LET SIT AND RAM ENGINE RECKED FOR PROPER OIL LEVEL AMD OPERATION AND VERIFIED NO LEAKS OK AT THIS TIME PARTS	
AND VERIFIED NO LEAKS OK AT THIS TIME PARTS	
The second se	
The second se	RICE-   WARR
J# 2 15CTZMULTINSPEC MULTIPNT INSPECTION MULTI-POINT INSPECTION TECH(S):977 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 PARTSOTYFP-NUMBERDESCRIPTION	
J# 2 15CTZMULTINSPEC MULTIPNT INSPECTION MULTI-POINT INSPECTION TECH(S):977 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 PARTSOTYFP-NUMBERDESCRIPTION	ÎNTE
J# 2 15CTZMULTINSPEC MULTIPNT INSPECTION 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 PARTSQTYFP-NUMBERDESCRIPTION	ARTS
IM 2 15CTZMULTINSPEC MULTIPNT INSPECTION 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 PARTSQTYFP-NUMBERDESCRIPTION	ARTS
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 PARTSQTYFP-NUMBERDESCRIPTIONDESCRIPTION	INTE
FRONT AND REAR TIRE PRESS TO 32 PSI AS PER GM PARTSQTYFP-NUMBERUNIT PF JOB # 2 TOTAL PF	
PARTSQTYFP-NUMBERUNIT PF JOB # 2 TOTAL PF	
JOB # 2 TOTAL PA	
JOB # 2 TOTAL LABOR & PA	AKIS
	ARTS
J# 3+14CTZ ELECTRICAL DEPT. TECH(S):878 CUSTOMER STATES AT TIME UNABLE TO USE CAR PHONE ALSO AT SAME	INTE.
TIME UNABLE TO CONTACT ON STAR 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 MAS ENOUGH MINUTES UNTILL NOVEMBER	
PERFORM OBD NO CODES STORED ONSTAR IS OPERATING AS DESIGNED FOUND RULLETIN RICABIOF CURRENT SID ISOB112_CAL MODE 4 AND	
SIGNAL STRENGTH IS 55 SYSTEM IS OR AT THIS T IME SYSTEM IS OPERATING AS DESIGNED	
PARTSHAMMMUTYWWWFFP-WUMBERWWWWWWWWWWWWWWWPTPECKIPTION	RICE-
JOB # 3 TOTAL PA	ARTS
JOR # 3 TOTAL LABOR & PA	ARTS
G.Q.G. & SUPPLIES	
GU - LATOT - GU	06 1

FGISGM CHEVROLET

. www.folsomchevy.com

BAR # AF 167437

GHEVROLET

EPA # CAR 000043687

STOMER NO. 38132	ROMALD ROSSELIT	CARD NO. 041 B558	10/04/10	CTCS320508
	YEAR / MAKE / MODEL	33926	SILVER/ DELIVERY PATE	DELIVERY MILES
		ZTAHOEZUT	10/08/06 SELLING DEALER NO.	PRODUCTION DATE
	1 G N F K 1 3 0 4 ETE, NO.	<u>7</u> J I PO.NO.	R.O. DATE	
FOLSON, CA	NTE.NO.	, PO: NO.	08/20/10	
				<b>.</b>
CUSTOMER STATES FOUND INSTALLED SEE TECH #9' SEE RO #320310 INSTALLED SOP CONSOLE	DEPT WWOD GRAIN CHIFED AF 92 TRIM PLATE	TECH(S):992 TER RADIO WAS		I,NTERNAI
ARTSQTYFP-NUMBER JOB # 1 1 15211886	DESCRIPTION		UNIT PRICE-	INTERNA
JOR # 1 1 10211880	μπαις το∙Λάτ	(JOB # 1 7	OTAL PARTS	0.0
	۱.	JOB # 1 TOTAL LAB	OR & PARTS	0.0
J# 2+04CTZ ENGINE DEPART OIL CONSUMPTION TEST INSPECTED VEH. FOR OIL FOUND OIL LEVEL AT FU	wint of the	TECHICOLADOD	Jan da yn dy tha ne ne na de yn dr dr	INTERNA
°ARTSOTYFP-NUMBER	DESCRIPTION	173 XX 44 XX	UNIT PRICE-	0.0
	** 	JDB # 2 TOTAL LAP	ОЛ & ГМКІЗ	
PARTS DESIGNATED WITH AN ASTERISK SUARANTEE APPLIES FOR CUSTOMER PAY	(*) INDICATES LIFETIN	IE TOTAL TOTAL	LABOR PARTS SUBLET	0.0
NLL PARTS INSTALLED ARE NEW UNLESS		TOTAL TOTAL	G.O.G HISC CHG.	0.0
LACKNOWLEDGE NOTICE AND ORAL APPR( NA INCREASE IN THE ORIGNAL ESTIMATE	OVAL OF ED PRICE	TOTAL	MISC DISC TAX	0.0
			INVOICE \$	0.0
аны чата чата или или				
CUSTOMER SIGNATURE				
				1

SC M CHEVROLET www.folsomchevy.com EPA # CAR 000043687 BAR # AF 167437 CHEVROLET NVOICE DATE INVOICE NO ADVISOR CARD NO. CUSTOMEB NO 08/23/10 CTRS320310 STOCK NO. 88132 RONALD ROSSELIT 841 R148 MILEAGE COLOB SILVER 33903 YEAR / MAKE / MODEL DELIVERY DATE DEUVERY MILER 07/CHEVROLET\_TRUCK/TAHOE/UT 10/08/06 PRODUCTION DATE SELLING DEALER NO. 1 GNFK1 3042 R.O. DATE FOLSOM. CA 08/16/10 LABOR & PARTS-J# 3 02CTZ GLASS & TRIM DEPT DATE START F 3/16/10 13-90 0.20 TECH(S):992 T TINE DESCR 20.33 HOURS : \_ACT DESCRIPTION DATE 08/16/10 FINISH тесн⊭ 14.10 13.50 0.00 0.20 0.00 992 992 HOLD OTHER 08/18/10 09/18/10 FINISHED 13.20 992 0.00 0.00 0.20 08/23/10 ENTERED IN INVOICING **79**2 0.00 0.00 0.00 TOTAL TECH TIME 0.50

CUSTOMER STATES REAR LIFT GATE SUPPORTS WILL NOT KEEP DECK LID UP ON HUT DAYS REAR HATCH STRUTS WEAK PARTS---47.94 JUB # 3 JOB # 3 48.85 48,85 JOB # 96.79 3 TOTAL PARTS JOB # 3 TOTAL LABOR & PARTS 117.12 -----101.67 J# 4 14CTZCKDI1 CHECK & DIAGNOS 1 HOURS: 1.00 TECH(S):992 ACT FINISH DESCRIPTION TECH# DATE START TIME 0.20 HOLD AUTHORIZATION 992 08/16/10 14.10 14.30 0.00 5 992 08/18/10 08/18/10 13.50 14.20 0.70 FINISHED 0.00 0.00 FINISHED 0.00 0.00 992 0.00 992 08/23/10 0.00 0.00 1.00 ENTERED IN INVOICING 1,0ŏ TOTAL TECH TIME CUSTOMER STATES CD FLAYER WHEN FLAYING IS MAKING HOWLING NOISE INTERNAL MISE FROM CD PALYER INSTALLED NEW RADIO AND PROGRAMMED CODE 8078E 101.67 JOB # 4 TOTAL LABOR & PARTS 
 SUBLET
 PO#
 VEND INV#-INV.DATE-DESCRIPTION

 JOF # 3
 67629
 195797043 08/23/10 RENTAL

 JOF # 4
 67500
 2446632
 08/18/10 EXC RADIO 15868809
 70.00 318.75 TOTAL - SUBLET COMMENTS-----DELETED OPERATION(S) -----SUBLET 29CTZ1 R/0 TAX R/0 TOTALS 8.47 616.01 WARRANIY CLAIM DETAIL TOTALS-----6 Y M U · ; ' .! 420.42 4 CLAIM TOTALS 616.01 APPROVED BY SIGNATURE

FGISCOM CHEVROLET

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					www.folson	nchevy,com
CHEVROLET	BAR # AF 167437	4		EPA # CAR 000	0043687	
TOMER NO. 18132		RONALD ROSSELIT	841	CARD NO. 0168	INVOICE DATE 08/18/10	CTCS3203
			h	MILEAGE 33903	COLOR SILVER/	STOCK NO.
		VEAH / MAKE / MODEL 07/CHEVROLET TRUC	KZTAHOE	ZUT	DELIVERY DATE 10/08/06	DELIVERY MILES
		LONFK1304	7 J		SELLING DEALER NO.	PRODUCTION DATE
OLSON, CA		RTE, NO.	P.O. NO		RO. DATE 08/16/10	
	OO BUONE					
	الله المراجع ال مراجع المراجع ال	י איז און איז				·** • • • • • • • • • • • • • • • • • •
N 1 06CTZ CUST	ENGINE DEPAR	STARTING ENDINE COLD	TECH( HAS KN	OCKING		INTERN
NOISI Stari	FED VEHCILE WHEN VILL RESTART IN	WARM AND FOUND NO NO	ISES.DI	D CHANGE OI	L	
5¥683	FED 美特 百姓 百时马 FC	NUND NORMAL PISTON RAT	TLE, NOR AUSE UE	MAL AR OR ANY		
ISSNE NO CO	E WITH ENGINE.	B.NORMAL OPERATION OF				
ARTSBTYF	P-NURBER			JOB # 1 T	UNIT PRICE-	0.
			IOR H	1 TOTAL LAB		0,,:
N 2 06CTZ1	ENGINE DEPAR					INTERN
CUSTO	MER STATES IN 1 ING OLLCONSUMTI	TNENT 500 MILES CUSTOMER 1 ON TEST CODES NO DECATHER SY	1/2 GTS	0 <i>ţ</i> Į.		
SYSTE	JED NO CEARD,NO JA FAULTS.ALL LO	OKS 8000.	BUENA OW	3 (9 F (91)) III		
BE CH	IECK BY TECH 428	N TEST, LEVEL IS CORREL ONLY NEED INFORMATION AND TRIPS TAKEN (cit	A BOUT	DRIVING		
811 PF 405 3. 1	byveniele usade	. MMD (KIPS TRAEM (CIT)	y or all	gnway)		
ARTS017F	P-NUMBER	DESCRIPTION		JOB # 2 7	UNIT PRICE-	0.
			103. #	2 TOTAL LAB		, Ö.
4 3 O2CTZ _	GLASS & TRIM	وجوح الروم المانية والمان المنافعة المنافعة المان المان المان المانية المانية المراجعة الروم المان الم		n al la Te title acta port since buch attai state cara :		WARRAN
	MER STÄTES REAR NP ON HOT DAYS	DEPT LIFT GATE SUPPORTS W	ILL NOT	KEEP DECK		
REAR	HATCH STRUTS WE	AK TE STRUTS, RECHEKCED (	ок .	٩		
ABTSQTYF				······································	UNIT PRICE-	
08 4 3 1 08 4 3 1	15827433 15854712	STRUT 17.202 STRUT 17.202	d'hand	ուս ու		WARRAN   WARRAN
0870 (	(06)	R5753 12	.147121 44		DTAL PARTS	0.
				3 TOTAL LAP Galder		-0 NARRAN
A 4 14CTZCKDI1 CUSTC		LAYER WHEN PLAYING IS	PARTNG	S) 1992 HOWLING		1017-1113
) INTER	NAL WISE FROM C	D PALYER AND PROGRAMMED CODE 8	098E	215-2I	200	
		THE DESCRIPTION			UNIT PRICE-	
n na			2		OTAL PARTS	0.
7 07-2-1,	6063 00	r an en as as as as no na contra actor a an a an an an an an aguai) fafail (a por	同時に	4 TOTAL LAB	DR 8 PARTS	0
1191.01 (F. 3	EC MULTIPHT INS -POINT INSPECTI	-ON		s)/**xe		INTERN
VIŠÚŽ	AL INSPECTION ON	RY-FURTHER DIAGNOSIS (	NAY DE I	REGUIRED		
				1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 -		

/CHEV/ROLET//	BAR # AF 167437			EPA # CAR 00	101143687	
		r.		EFA # UAN U	0043887	
/зтомея но, 981.32		RONALD ROSSEL		CARD NO. B168	INVOICE DATE 08/18/10	CTCS32031(
				LEAGE	SILVER/	STOCK ND,
		VEAB / MAKE / MODEL 07 / CHEVROLET	RUCK/TAHOE/	ິບກ	DELIVERY DATE 10708706	DELIVERY MILES
		VEHICLE ID, NO, 1 C M F K 1 3 FTE NO.			SELLING DEALER NO.	
FOLSOM, CA			F.Q. NO.		R.O. DATE 08/16/10	
			· · · ·			
COMPLET	ED MULTIPOINT I	NSPECTION				
PARTS	NU行取ER		)}/	1.574 No. 1971 No. 2.1 P. 101 No. 1. 114 No.	UNIT PRICE-	
					OTAL PARTS	0+00
J# 6+00CYZ	ייייייייייייייייייייייייייייייייייייי	Б. С.(1Г)	- JUB 計 で 	TOTAL LAB	OR & PARTS	0.00
011. LU 13P OFF 20001C	ALL FLUIDS AND	R SVC. Ervice, 18 Point Install Windsh:	TECH(S I INSPECTION IELD STICKER	)1428 -		11,78
COMPLEY TOPPED	ED DIL LUBE AM DFF FLUID LEVEL	D FILTER SERVICE S AND INSTALLED	. 18 POINT WINDOW STIC	INSPECTION KER	l	
PARTSQTYFP-1 JOB # 6 1	NUMBER	DESCRIPTIC FILTER 1.4	3≥6.		UMIT PRICE- 5,15	6.15
			•	JOB # 6 T	OTAL PARTS	6.15
			JOB # 4	TOTAL LAB	OR & PARTS	17.93
J# 7+29CTZ1 AVIS RE!	SUBLET NTAL ONPP INS C		TECH(S	)#405		VARRANTY
°AKTS			אן		UNIT PRICE-	
					OTAL PARTS	0.00
SUBLET		DATE-DESCRIPTIC	γ. γ: το		OR & PARTS	0.00
J08 # 4 67500	2446632 0873	18/10 EXC RADIO	15868809	TOTA	L - SUBLET	WARRANTY 0.00
3.0.6. % SUPPLIES JOB # 6 6.0 8001	DWRENCH S/30W	анананан алар алар алар алар алар алар а	2-760 /UN	1) 1)		16.56 16.56
119C	י איז גייני איז גיינ גיינ איז איז איז גער איז גער				AL - 600	16.56
103 % 6 EV	OIL DISPOSAL					1.29
гота, з			5 713 471 115 1 4 416 - 511 million - 4 - 100 - 100	er Canada Anglia	AL - MISC	2. 2. 7
ARTS DESIGNATED WITH				TITAL	LA808	11.78
MARANTEE APPLIES FOR	CUSTOMER FAY I	REPAIRS		TOTAL	PARTS	***** 6.15 0.00
ALL PARTS INSTALLED 4			IS SE	TUTAL	G.O.G. MISC CHG.	16 54
LACKNOWLEDGE NOTICE AN INCREASE IN THE OF	AND ORAL APPROV (TONAL ESTIMATE)	/AL OF <u>D Pr</u> ice		TOTAL	MISC DISC TAX	1,29 0,00 1,99
				TOTAL	INVOICE *	37.77
			line and a second seco		1. da 	
an a	• • • • • • • • • •		E AVE			
				and and the second s	<b>.</b>	

. www.folsomchevy.com



BAR # AF 167437

CHEVRO

EPA # CAR 000043687

 $j_{1} = j_{1}$ 

TOMER NO. 38132		RONALD RO		<u>841</u>	CARDING. 容包355 ILEAGE	INVOICE DATE 07708710 COLOR	CTUS318 CTUS318
		YEAR / MAKE / MODEL			32758		DELIVERY MILES
		07/CHEVRD	<u>LET TRUE</u>	<u>KZTAHO</u>	<u>20</u> 3	10/08/06	
		1 G N F K	1304			R.O. DATE	
OLSON, CA		F.T.E. NO.		P.O. INO.		07/06/10_	
		-					
LABUR & FARTS 1# 1 14CTZ 792 992 992 992 992 992	ELECTRICAL D DATE STA 07/06/10 11. 07/07/10 12. 07/07/10 0. 07/08/10 0.	EFT. HOUK RT FINISH 20 11-90 30 12-10 30 0.00 30 0.00 20 0.90 . TECH TIME	S≠ 0.3 ACT 0.70 0.10 0.00 0.00 0.00	50 TECH 11ME 0.00 0.00 0.50 0.50	HOLD PARTS FINISHED FINISHED	A THAOICING	50
HAS SEE PREF BUT	DWER STATES RIGH DVD IN PLAYER RO #305680 DATE DRMED INSPECTION WILL NOT TURN ON	/-21-09 AND FOUND PO ADVISED	WER TO I	ASS DVI			
REPA PARTSQTY-FP JOB # 1 1	EPEN DU TUN NYSRI	AV HNIT AND	RECHECKE	U.	/COS1E/C	ostU/FR1	
JOB # 1	19156230	DISPLAT	9.880 JOB # 1	COST	111146 303	U . U U	
				(		TOTAL PARTS	490
ana ang kana ang ang ang ang ang ang ang ang ang	, , , , ,					BOR & PORTS	540 
J# 2+62CTZRECALL1 TECH# 428 428 428 428 6AMP	101A AIGN 07033	L НЕСИ НІМЕ	0.40	V.40	CD/#428 DESCRIPTI FINISHED FINISHED ENTERED I	N INVOICING	40
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CHEVROLET www.folsomchevy.com BAR # AF 167437 CHEVROLET EPA # CAR 000043687 CARD NO. B835 NV010E DATE 7/10 RUNALD ROSSELIT NOTOMER NO. 88132 CTCS318560 841 LICENSE NO. STOCK NO. 32958 °SILVERZ YOUNCHEVRELET TRUCK/TAHDE/UT DELIVERY DATE 10/08/06 DELIVERY MILES 40 IGNFK13047J SELLING DEALER NO. PRODUCTION DATE ET.Ę. NO, EO. NO. <sup>ஈ.0</sup>.077506/10 FOLSOM, CA LABOR & PARTS-ELECTRICAL DEFT. TECH(S):792 CUSTOMER STATES RIGHT DVD FLAYER 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 J# 1 14CTZ WARRANTY 
 PARTS-----QTY---FP-NUMBER-----UNIT
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FOILSOM CHEVROLET

www.felsomchevy.com

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CUSTOMER _	<b>39</b>	DEAL #	86791
SALE #1 9	<b>NE\$</b> 2	STOCK #	70060
A.S.M.	99720	NEW-USEDG	M CERTDEMORB
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GM		PONTIAC-GMC, BUK	CK and CADILLAC
011077			
VIN:	DMER NAME: 	· · · · · · · · · · · · · · · · · · ·	(or see attached list*)
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н. с	Customer Incentive		
· c	assign the total amount of customer incer ustomer incentive(s) be applied: (a) s a price reduction (Bill of Sale indic neentive applied), or (c) a check be	to the down payment of this ve ates pre-incentive price, am	hicle, (b) where permissible by law, ount of incentive and final price with
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þ	. I elect to receive	1.7.1.1.1.1.1.1.1.1.1.1.1.1.1.1.1.1.1.1	· · · · · · · · · · · · · · · · · · ·
to me by delivery c	CUSTOMER AN <u>ultimate retail purchaser or lessee</u> of the way the Dealer named below. This vehicle way of this vehicle on <u>10/08</u> . Decknowledge rom any future claim or obligation for incer	purchased/leased for persona receipt of incentive(s) as des	ntification number which was sold/leased al/business use and not resale and I took
P	urchaser/Lessee Signature:		Date:
the incent	rsigned person, as Dealer representative, ive(s) described in item1have been pro gh this dealership and that properly compl	ovided to the said purchaser/les	see who has taken delivery of referenced
	RAD	ر.	1Ø 08 2006
A	uthorized Dealer Signature:	FOLSOM CHEVROLET	Date:05-001
D	ealership Name:		Dealer Code
	• •	· · · · · · · · · · · · · · · · · · ·	

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

Dealer Note: This document is required as supporting documentation for the payment of any consumer incentive and must be available in the Deal File Copy #1 - Dealer\_\_\_\_\_\_Copy #2 - Customer Copy #2 - Customer CHEVROLET, PONTIAC-GMC, BUICK and CADILLAC

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2/22/2011 3:27:09 PM PAGE

2/002 Fax Server

VIA FAX ONLY

500 1- 8-06

February 22, 2011

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

### RE:

Service Request: 71-920566661 2007 Chevrolet Tahoe Vehicle Identification Number: IGNFK13047J 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 beeded are:

- All sales purchase and finance agreements, including a conversion invoice (if any), the incentives
   acknowledgement form, and the Achial Cash Value Statement of any trade.
- Service and body shop repair orders of all internal, customer pay, and wattanty 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 of the documents exceed 50 pages, please split the fax and send two or more faxes as appropriate.

In addition, sticuld 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

# \_\_\_\_

Dealer Nt	ımber ,	RETAIL INSTAL				ST FINANCE CHARGE	/0060
		er) Name and Address (Inc 95530 SACRAMENT		Zip Code)	Creditor - Seller (Name FOLSOM CHEVR 12655 AUTO M FOLSOM CA 95	OLET ALL CIRCLE	· · · · · ·
arréemen	te on the '	front and back of this contra the payment schedule below	ct. You agree to pay	/ the Creditor -	<ul> <li>Seller (sometimes "we" c</li> </ul>	ntract, you choose to buy the vehic r "us" in this contract) the Amount In-Lending Disclosures below are pa	Financed and Finance
New Used	Year	Make and Model	Odometer	Vehicle	Identification Number	Primary Use For Which	n Purchased
NEW	2007	CHEVROLET TRUCK	40	1GNFK1	3047J	Main personal, family or househ business or commercial	pld
AN		FEDERAL TRUTH-1	N-LENDING DI	SCLOSURI Total of	ES Total Sale	STATEMENT OF IN NOTICE. No person is required as	

Payments

The amount you

will have paid after

you have made all

payments as

ÈΕ financing the purchase of a motor vehicle to purchase or negotiate any insurance through a particular insurance company, agent or The total cost of broker. You are not required to buy any other insurance to your purchase on obtain credit. Your decision to buy or not buy other insurance credit, including will not be a factor in the credit approval process.

	1		1		50	chequiea.	10000	00	Vehicle Insurance
·	10	toopt		93301 27		nn on c	<u>\$ 10000.</u>		Term Premium
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	mber of Pay	ments:		Amount of Payments:			yments Are Duo	0: ·	Property Damage \$ N/A Limits Mos. \$ N/A
Öne Payır				N/A		N/A			Medical Mee, \$ N/A
One Paym				N/A	<u> </u>	N/A		0000	
83	Payment			567.82			ning]1/07/	2005	Total Vehicle Insurance Premiums \$ N/Aa)
N/A	Payment	s		N/A		Monthly, Begin			UNLESS A CHARGE IS INCLUDED IN THIS AGREEMENT FOR
One Final				567.82		10/07			UNLESS A CHARGE IS INCLUDED IN THIS AGREEMENT FOR PUBLIC LIABILITY OF PROPERTY DAMAGE INSURANCE, PAYMENT FOR SUCH COVERAGE IS NOT PROVIDED BY THIS AGREEMENT.
Prepayment. Security Inte Additional	. If you pay off rest. You are Information	all your debt early, giving a security in Sea, this, contract	you may : lerest in th t_for_more	ys after it is due, you will pay be charged a minimum finar to vehicle being purchased, e information including in pance charges, and security	ice charge itermation	3,			You may buy the physical damage insurance this contract requires (see back) from anyone you choose who is acceptable to us. You are not Buyer
ITEMIZ/	ATION OF T	HE AMOUNT FI	NANCE	)					Со-Виуа
	I Cash Fric								Seller Kell C
		- Motor Vehicle a	and Acce	ssories	<u>\$_4</u> 2	<u>2100.73 (</u>	A)		If any insurance is checked below, policies or certificates from the
	I. Cash Pric			s 39110,1					named insurance companies will deacribe the terms and conditions.
		e Accessories		s 2990.	<u>90</u>				Application for Optional Credit Insurance
	3. Other (Ng			*					Credit Life: Buyer Co-Buyer Both
·	<b>N</b>	NVA –		s N.	/A 🔰				Credit Disability (Buyer Only)
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	Describe Describe	reparation Fee (	at a acu	Ψ	\$	45.00 (	<b>B</b> )		Credit Life N/A Mos \$N/A
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	,	n taxable items i		gh G)	ې÷	*1 / 7			Credit life Insurance and credit disability insurance are not
L (	Optional DM	V Electronic Filir	ng Fee*	GPPP	ф	1534.00	t)		required to obtain credit. Your decision to huy or not huy credit
J. (	(Optional) Se	ervice Contract (	to whom	paid)*	\$:				life and credit disability insurance will not be a factor in the credit approval process. They will not be provided unless you
К. (	(Optional) Si	ervice Contract (	to whom	paid)****	\$		K)	ł	sign and agree to pay the extra cost. Credit life insurance is
L. [	Prior Oredit ( N/A	or Lease Balanc	a paid by	Seller to	\$	N/A (	Ľ) .		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
(	(see downpa	ayment and trade	-in calcu	lation)		<b>X1</b> / B			b payment or in the number of payments. Coverage for credit life
M. (	(Optional) G	ap Contract (to v	vhom pai	d) <sup>AT / A</sup>	_ \$_	** / *	M)		nsurance and credit disability insurance ends on the original due date for the last payment unless a different term for the
N. (	(Ontional) U	sed Vehicle Con	ract Can	cellation Option Auroem	ont \$	<u> </u>	N)		insurance is shown above.
O. (	Other (to wh	om paid)* <u>N/A</u>			\$	<u> N/A (</u>	O)		You are applying for the credit insurance marked above. Your signature below means that you agree
1							- AZMAG (1	¢, … ∣	that: (1) You are not elicible for insurance if you have

Price

your down

CHARGE

The dollar

amount the

credit will

cost you.

Financed

The amount of

credit provided

to you or

on your behalf.

PERCENTAGE

RATE

The cost of

your credit as

a yearly rate.

	•	
T (c) A	State and the second	reached your 65th birthday. (2) You are eligible for
Total Cash Price (A through O) 2. Amounts Paid to Public Officials		disability insurance only if you are working for wages
	\$ <u>274.00</u> (A)	I or profit 30 hours a week or more on the Effective
A, License Fees	s 53.00 <sub>(B)</sub>	Date. (3) Only the Primary Buyer is eligible for
B. Registration/Transfer/Titling Fees	8,75 (c)	disability insurance, DISABILITY INSURANCE MAY NOT COVER CONDITIONS FOR WHICH YOU HAVE
C. California Tire Pees* D. Other N/A F. Other		SEEN A DOCTOR OR CHIROPRACTOR IN THE
D. Other N/P		LAST 6 MONTHS (Refer to "Total Disabilities Not
	<u>\$</u> 345.75 (2)	Covered" in your policy for details).
Total Official Fees (A through E)	φ <u></u> (2/	You want to buy the credit insurance.
3. Amount Paid to Insurance Companies	s W/A (3)	A State of M/A state of the state
(Total premiums from Statement of Insurance column a + b)*		Date X HYP Age
<ol><li>Smog Certification or Exemption Fee Paid to State</li></ol>	4 A. 47 TO A & 17 M	· · · · · · · · · · · · · · · · · · ·
5. Subtotal (1 lhrough 4)	\$ 47391.77 (5)	<u>×N/A</u>
6. Total Downpayment		Date Co-Buyer Signature Age
A. Agrood Trade-In Value Yr Make	N/A(A)	OPTIONAL GAP CONTRACT A gap contract (debt cancella-
Model Odom	· · · · · · · · · · · · · · · ·	tion contract) is not required to obtain credit and will not be provided unless you sign below and agree to pay the extra
VIN		charge if you choose to buy a pap contract, the charge is shown
		In item 1M. See your dap contract for details on the protection
B. Less Prior Credit or Lease Balance	· · · · · · · · · · · · · · · · · · ·	It provides, it is a part of this contract. Term <u>N/A</u> Mos <u>N/A</u>
C. Net Trade-In (A less B) (Indicate if a negative number)	+	Term <u>N7.0</u> Mos <u>N7.0</u> Name of Gap Contract
D. Deferred Downpayment	\$(D)	
E. Manufacturer's Rebate	\$ 2000.00 (E)	You want to buy a gap contract.
F. OtherN/A	\$\$	Buyer X N/A
G. Cash	\$ 8000.00 (G)	
	\$ 10000,00 (6)	OPTIONAL SERVICE CONTRACT(S) You want to
Total Downpayment (C through G)		purchase the service contract(s) written with the following company(ies) for the term(s) shown below for the charge(s)
(If negative, enter zero on line 6 and enter the amount less than zero a		shown in item 1J and/or 1K above.
7. Amount Financed (5 less 6)	\$ <u>37391.77</u> (7)	CMDD
*Seller may keep part of these amounts.		1J CompanyGMP P
SELLER ASSISTED LOAN		Term60 Mos. or75000 Miles
	AUTO BROKER FEE DISCLOSURE	1K Company N/A
WILL BE OBLIGATED FOR THE INSTALLMENT PAYMENTS ON BOTH THIS	is contract reflects the retail sale of a	Term <u>N/A</u> Mosh or <u>N/A</u> Miles
	motor vehicle, the sale is not subject	Buyer X
N/A [] to a	fee received by an autobroker from us	
Amount & N/A Electric Charge & N/A	ess the following box is checked:	HOW THIS CONTRACT CAN BE CHANGED.
Amount \$ Finance Charge, \$2	Name of autobroker receiving fee, if	This contract contains the entire agreement
WLT 13 84 / (5 1 1	Name of autobioker receiving ree, int	
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of Motor Vehicles, or any combination thereof. After this of		rms unless you agree in v	writing to the change. You do not t	nave to agree to any change,
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Buyer Sign The Annual Percentage Rate and retain its right to receive	e may be negotiable a part of the Finan	with the Seller ce Charge.		
THERE IS NO COOLING OFF PERIOD U California law does not provide for a "cooling off" or contract simply because you change your mind, decide sign below, you may only cancel this contract with the However, California law does require a seller to offer a 2	NLESS YOU OBTAIN A CONTF other cancellation period for vehicle sale e the vehicle costs too much, or wish you agreement of the seller or for legal cause,	ACT CANCELLATION s. Therefore, you cannot later had acquired a different vehic such as fraud. vehictes with a purchase price les not apply to the sale of a m	e of less than CONTRACT, INCLUDIN concel this CONTRACT, WE GAVE I.e. After you FREE TO TAKE IT AN LEDGE THAT YOU HAN cof less than CONTRACT, INCLUDIN CONTRACT, I	TERMS OF THIS CONTRACT. BEFORE YOU SIGNED THIS IT TO YOU, AND YOU WERE D REVIEW IT. YOU ACKNOW- /E READ BOTH SIDES OF THIS IG THE ARBITRATION CLAUSE DE, BEFORE SIGNING BELOW. YOU RECEIVED A COMPLETELY NEYOU SIGNED IT.
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Co-Buyers and Other Owners — A co-buyer is a does not have to pay the debt. The other owner agr	ees to the security interest in the vehic	ne ĝiven to do in ana consta.	ət.	
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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)

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

# **Condition**

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

# <u>Cause</u>

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

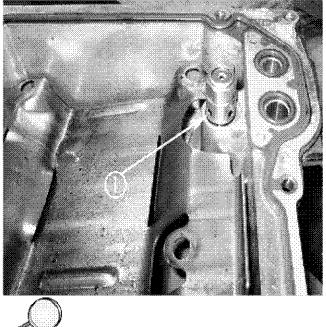
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# **Correction**

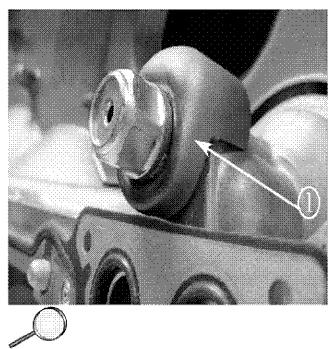
To correct this condition, perform the piston cleaning procedure as described in this document, and install a shield over the AFM pressure relief valve per the procedure outlined in this document. Monitor oil consumption after this repair to ensure oil consumption has improved to acceptable levels. If 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 value to the oil pan to 28 N·m (20 lb ft).

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

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

# **Parts Information**

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

# Warranty Information

For vehicles repaired under warranty, use:

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

	Install AFM Oil Deflector and Clean Carbon from Cylinder (G8 Only)	10.5 hrs
*This is a unique Time Guide.	labor operation for bulletin use only. It will not be published in	the Labor
these technicians of conditions	ise by professional technicians, NOT a "do-it-yourselfer". They are written to inform that may occur on some vehicles, or to provide information that could assist in the operly trained technicians have the equipment, tools, safety instructions, and know-how	WE SUPPORT VOLUNTARY

proper service or a venice. Property damed 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.



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

Customer Last Name: Only customer's last name to be recorded. Do not include first name. Vehicle ID No.: In Service Date: 1GNFK13047] 10/8/2006

Year, Make & Model: 2007 Chevrolet Tahoe

Current Mileage: 38,832

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

Purchase Price of Vehicle: \$ 42,100.73

Was TAC contacted for this vehicle (Y/N)? : 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 GM Legal File / BBB Case No.: NISM Negotiator: Abigail Blake / BRC ML

### State: California

Vehicle Purchased: BAC Code: New 112187

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

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

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

DDMA/RCCDMA requests involvement?: No

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 "X" in this box to verify that the following listing has been compared to GMVIS for accuracy.

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

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

□ Brakes	□ <u>Brakes</u>				
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:	
N/A	N/A	N/A	N/A	N/A	
🛛 <u>Engine</u>	e/Fuel/Ex	<u>khaust</u>			
Date:	<u>RO #:</u>	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. – <b>No corrections needed.</b> 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 ½ 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 <b>bulletin 10-06-01-008A</b> Technician 977, as per <b>bulletin 10-06-01-008A</b> , 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.
□ <u>Restra</u>	<u>ints</u>			
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
N/A	N/A	N/A	N/A	N/A
🗌 <u>Steeri</u> i	ng			
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
N/A	N/A	N/A	N/A	N/A
□ Transr	nission			
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
N/A	N/A	N/A	N/A	N/A
□ <u>Axle</u>				
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
N/A	N/A	N/A	N/A	N/A
	<del>.</del> .			
⊠ <u>Body/</u>	<u>l rim</u>			
Date:	<u>RO #:</u>	Days Out:	<u>Mileage:</u>	Description of Complaint and Repair Performed:
		<u>Days Out</u> : 1	<u>Mileage:</u> 1,444	Description of Complaint and Repair Performed: Folsom Chevrolet/Geo, Inc.
Date:	<u>RO #:</u>			
Date:	<u>RO #:</u> 261188			Folsom Chevrolet/Geo, Inc. C/S N/A / Molding tailgate, lift gate outer panel, one piece –
<u>Date:</u> 11/27/06	<u>RO #:</u> 261188	1	1,444	Folsom Chevrolet/Geo, Inc. C/S N/A / Molding tailgate, lift gate outer panel, one piece – remove and repair or replace
<u>Date:</u> 11/27/06	<u>RO #:</u> 261188	1	1,444	<ul> <li>Folsom Chevrolet/Geo, Inc.</li> <li>C/S N/A / Molding tailgate, lift gate outer panel, one piece – remove and repair or replace</li> <li>Folsom Chevrolet/Geo, Inc.</li> <li>C/S N/A / Strip rear door window outer sealing. – Right, remove</li> </ul>
Date: 11/27/06 03/12/07	<u>RO #:</u> 261188 267220	1	1,444	<ul> <li>Folsom Chevrolet/Geo, Inc.</li> <li>C/S N/A / Molding tailgate, lift gate outer panel, one piece – remove and repair or replace</li> <li>Folsom Chevrolet/Geo, Inc.</li> <li>C/S N/A / Strip rear door window outer sealing. – Right, remove and repair or replace.</li> </ul>
Date: 11/27/06 03/12/07	<u>RO #:</u> 261188 267220	1	1,444	<ul> <li>Folsom Chevrolet/Geo, Inc.</li> <li>C/S N/A / Molding tailgate, lift gate outer panel, one piece – remove and repair or replace</li> <li>Folsom Chevrolet/Geo, Inc.</li> <li>C/S N/A / Strip rear door window outer sealing. – Right, remove and repair or replace.</li> <li>Folsom Chevrolet/Geo, Inc.</li> <li>C/S N/A / Strip rear door window outer sealing. – Left, remove</li> </ul>
Date: 11/27/06 03/12/07	RO #:         261188         267220         267220	1 1 *	1,444 4,000 4,000	<ul> <li>Folsom Chevrolet/Geo, Inc.</li> <li>C/S N/A / Molding tailgate, lift gate outer panel, one piece – remove and repair or replace</li> <li>Folsom Chevrolet/Geo, Inc.</li> <li>C/S N/A / Strip rear door window outer sealing. – Right, remove and repair or replace.</li> <li>Folsom Chevrolet/Geo, Inc.</li> <li>C/S N/A / Strip rear door window outer sealing. – Left, remove and repair or replace.</li> </ul>
Date: 11/27/06 03/12/07	RO #:         261188         267220         267220	1 1 *	1,444 4,000 4,000	<ul> <li>Folsom Chevrolet/Geo, Inc.</li> <li>C/S N/A / Molding tailgate, lift gate outer panel, one piece – remove and repair or replace</li> <li>Folsom Chevrolet/Geo, Inc.</li> <li>C/S N/A / Strip rear door window outer sealing. – Right, remove and repair or replace.</li> <li>Folsom Chevrolet/Geo, Inc.</li> <li>C/S N/A / Strip rear door window outer sealing. – Left, remove and repair or replace.</li> <li>Folsom Chevrolet/Geo, Inc.</li> <li>C/S N/A / Strip rear door window outer sealing. – Left, remove and repair or replace.</li> <li>Folsom Chevrolet/Geo, Inc.</li> <li>C/S Rear lift gate supports will not keep lid up on hot days. / Rear hatch strut leak. – Replaced rear lift gate struts.</li> </ul>

Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
N/A	N/A	N/A	N/A	N/A
🛛 <u>Electri</u>	<u>cal</u>			
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
07/21/09	305680	1	25,161	Folsom Chevrolet/Geo, Inc.
				C/S Right rear head rest DVD picture keeps scrolling. Check an report. / Faulty DVD, head rest player. Verified the right side DVD screen is not clear. Determined faulty DVD player. – Replaced right side DVD module, screen assembly. Recheck operation, okay.
07/06/10	318560	2	32,758	Folsom Chevrolet/Geo, Inc.
				C/S Right DVD player is inoperative. Check and Report. Has DV 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. – Replaced RH DVD display unit. Rechecked, okay.
08/16/10	320310	*	33,903	Folsom Chevrolet/Geo, Inc.
				C/S CD player, when playing, is making a howling noise. / Internal noise from CD player. – Installed new radio and programmed code 809BE.
01/13/11	326291	*	38,479	Folsom Chevrolet/Geo, Inc.
				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 enou- 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. – System is <b>operating as</b> <b>designed</b> .
02/14/11	327480	2	38,832	Folsom Chevrolet/Geo, Inc.
				C/S When DVD player is on and vehicle is accelerating there is whistling squeal sound. / Road tested vehicle with customer an verified noise from speakers with DVD on. Researched bulletins and PI's. Number <b>PIC4739H</b> applies for headrest type DVD players. Per PI checked that DVD player were monitor "A" is in driver's head rest and monitor "B" is in the passenger's head rest. Checked. Okay. Ordered noise filter per PI number <b>PIC4739H</b> .
□ <u>Glass</u>				
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
N/A	N/A	N/A	N/A	N/A

□ <u>HVAC</u>				
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
N/A	N/A	N/A	N/A	N/A
□ <u>Paint</u>				
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
N/A	N/A	N/A	N/A	N/A
Suspe	<u>nsion</u>			
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
N/A	N/A	N/A	N/A	N/A
□ <u>Wheel</u>	<u>/Tires</u>			
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
N/A	N/A	N/A	N/A	N/A
🗌 Recall	s / Camp	paigns		
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
N/A	N/A	N/A	N/A	N/A
□ <u>Other</u>				
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
08/16/10	320310	*	33,903	Folsom Chevrolet/Geo, Inc.
				C/S Perform oil, lube, filter service. / <b>Maintenance.</b> – 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

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)?	PN/A
Are the RO's attached if the vehicle was in an accident? (Y or N) Has the customer filed any insurances claims on this Vehicle? (Y or	<u>No</u> N) No
If Yes obtain the following information below	N/A
Insurance Company:	N/A
Insurance Rep :	N/A
(First and Last Name)	N/A
Phone #	N/A
Claim Made? (Y or N):	No
Claim Status:	N/A
Pending/Denied/NA	N/A
Claim #	N/A
Did Insurance Company refer customer to GM? (Y or N)	No
If Yes. Did the insurance company deny the claim? (Y or N)	No
AFTERMARKET MODIFICATIONS:	
Are there any Aftermarket Modifications to the Vehicle? (Y or N)	No
If "Yes" to aftermarket, please list: Be sure to note retailer installed or third party installed as well as date and mileage known. Repeat as necessary. Include the name of the third party installer.	N/A if
Have you confirmed modification with the dealership? (Y or N)	Yes
PERTINENT FACTS FROM All SR's RELATED TO THIS VIN	:
Ν/Α	

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:  $\ensuremath{\mathsf{N}/\mathsf{A}}$ 

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

N/A

### **Customer/Plaintiff Seeks:**

Repurchase Attorney Fees

#### **Customer/Plaintiff Theory:**

Describe customer's theory of case from Demand and CAC notes (if applicable), include any specific allegations regarding # of repair visits, days out of service, or specific alleged violations.

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/Allege	d?:	Yes				
Under what State? California Does Purchase Qualify? Yes	3	Claimed Presumptive? Yes If not, why? N/A				
	State Dree	umption To.				
<ul><li># of Visits for a Non-Conformity?</li><li># of visits for a Safety Complaint?</li><li>Must Complaint Continue to Exist?</li><li>Time Period for filing a Claim?</li></ul>	<b>State Pres</b> 4 2 N/A 18 months / 1	<pre>umption Is: # of Days out of Service? # of Visits Total? Final Repair/Arbitration Required? 8,000 miles</pre>	30 N/A N/A			
Vehicle Service	History (Du	ring Presumptive Period) is				
# of Visits for a Non-Conformity?		# of Days out of Service?	2			
# of visits for a Safety Complaint?	0	# of Visits Total?	2			
Complaint appears to Continue?	Yes	Final Repair/Arbitration Complete?	No			
Does History appear Presu	mptive:	Νο				
Vehicle Service H	istory (Durir	ng Limited Warranty Period	) is:			
# of Visits for a Non-Conformity?	4	# of Days out of Service?	9			
# of visits for a Safety Complaint? Must Complaint Continue to Exist?	0 N/A	# of Visits Total? Final Repair or Arbitration Req'd?	7 N/A			
Related Repairs beyond N	LW:	Yes				
Customer Pay?	No	If no, identify responsible party:	Warranty Internal			
Additional Days out of Service?	5	Additional # of Repair Visits?	2			
Other Considerations: Outcome/Findings of Arb/Final Rep Prior Goodwill/reimbursement: Out of Pocket Expenses:	air: No No	No N/A N/A 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 with in 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 Center's information, if there is any. I do not think there was a Technical Assistance Center's information, if there is any. I do not think there was a Technical Assistance 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.

Plaintiff's Original Dema Amount to Plaintiff/Atty: Inclusive Offer:	nd: N/A N/A	Settlement Type: Repurchase Date: 02/16/11	N/A
<b>CRS Intial Offer:</b> Amount to Plaintiff/Atty: Inclusive Offer:	N/A N/A	Settlement Type: N/A Date: N/A	N/A
Plaintiff Counter:: Amount to Plaintiff/Atty: Inclusive Offer:	N/A N/A	Settlement Type: N/A Date: N/A	N/A
<b>CRS Counter:</b> Amount to Plaintiff/Atty: Inclusive Offer:	N/A N/A	Settlement Type: N/A Date: N/A	N/A
<b>PLAINTIFF Final Offer:</b> Amount to Plaintiff/Atty: Inclusive Offer:	N/A N/A	Settlement Type: N/A Date: N/A	N/A
<b>CRS Final Offer:</b> Amount to Plaintiff/Atty: Inclusive Offer:	N/A N/A	Settlement Type: N/A Date: N/A	N/A

### HISTORY OF SETTLEMENT DISCUSSIONS – Applicable for ADR Cases Only

Record all recommendation throughout the life of the case. Each offer or counter offer should be recorded in order to review case progression.

\*Trade Repurchase offers should specify Trade Retail, Trade Collateral, or Trade New Finance. \*Add additional lines for additional offers/counter offers.

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

TEAM LEAD APPROVING:

Debra Solimine

**Date:** 02/22/11

COMPONENT	DESCRIPTION
Axle	Includes all components related to the axle, differential, driveline, & rear end.
Body/ Trim	All body panels & associated mechanical hardware, including sunroof and T-tops (no Paint issues). All interior or exterior mirrors, moldings, cup holders, weather strips, cloth & leather fabric, seats & associated hardware components.
Brakes	All mechanical, electrical, or fluid related components of the Brake system.
Chassis	All frame, bumper and hitch components.
*Electrical	Specific electrical components of a vehicle. All indicators that provide the driver with operating characteristics of a vehicle. All Electrical lights that illuminate. All radio, CD/DVD, navigation, video, speakers, reception/antenna related components. All battery, spark plug/wire, glow plug, starting or charging system components.
Engine/Fuel & Exhaust	Internal and external mechanical components. Cooling system components including radiator, gaskets, thermostat, and water pump. All computers and sensors that affect or monitor engine operation. All air and fuel related components including tank, injectors, and lines. All exhaust related components, pipes, mufflers and cat converters.
Glass	All glass and window components.
HVAC	All components related to heating, air conditioning and temperature.
Paint	All paint specific issues (Not metal related).
Restraints	All SIR, airbags and seatbelt issues.
Steering	All steering related components including steering wheel & key, column, rack and pinion, pump assembly and Quadrasteer.
Suspension	All suspension related components including ball joints, shocks, struts, tie rods, wheel bearings and alignment issues.
Transmission	All automatic & manual transmission, transfer case and 4 wheel drive component issues.
Wheels/Tires	All wheel covers, rims, hub caps, lug nuts, tire jack, regular and spare tire.

# **#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) 2000-2011 BUICK: Allure (Canada only), Century, Enclave, Models: 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 © 2011 General Motors. All rights reserved.

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 W hite 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.



WE SUPPORT VOLUNTARY TECHNICIAN CERTIFICATION

# **#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
- 2011Chevrolet 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

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:

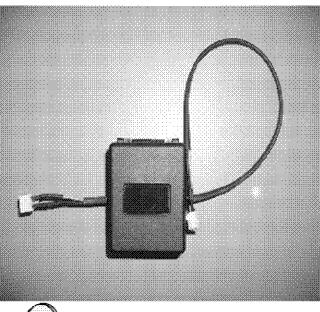
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Some customers may comment on a whine or hiss noise heard in the headphones or through the vehicle's audio speakers when playing a DVD in the GM Accessories Headrest DVD system. This noise may change with engine RPM and is often described as an alternator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

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

Customer Last Name: Only customer's last name to be recorded. Do not include first name. Vehicle ID No.: In Service Date: 1GNFK13047] 10/8/2006

Year, Make & Model: 2007 Chevrolet Tahoe

Current Mileage: 38,832

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

Purchase Price of Vehicle: \$ 42,100.73

Was TAC contacted for this vehicle (Y/N)? : 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 GM Legal File / BBB Case No.: NISM Negotiator: Abigail Blake / BRC ML

### State: California

Vehicle Purchased: BAC Code: New 112187

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

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

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

DDMA/RCCDMA requests involvement?: No

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 "X" in this box to verify that the following listing has been compared to GMVIS for accuracy.

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

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

□ Brakes	Brakes				
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:	
N/A	N/A	N/A	N/A	N/A	
🛛 <u>Engine</u>	e/Fuel/Ex	<u>khaust</u>			
Date:	<u>RO #:</u>	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. – <b>No corrections needed.</b> 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 ½ 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 <b>bulletin 10-06-01-008A</b> Technician 977, as per <b>bulletin 10-06-01-008A</b> , 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.
□ <u>Restra</u>	<u>ints</u>			
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
N/A	N/A	N/A	N/A	N/A
🗌 <u>Steerir</u>	ng			
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
N/A	N/A	N/A	N/A	N/A
□ Transr	nission			
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
N/A	N/A	N/A	N/A	N/A
□ <u>Axle</u>				
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
N/A	N/A	N/A	N/A	N/A
⊠ <u>Body/</u>	Tuina			
	<u>I FIM</u>			
Date:	<u>RO #:</u>	Days Out:	<u>Mileage:</u>	Description of Complaint and Repair Performed:
		<u>Days Out</u> : 1	<u>Mileage:</u> 1,444	Description of Complaint and Repair Performed: Folsom Chevrolet/Geo, Inc.
Date:	<u>RO #:</u>			
Date:	<u>RO #:</u> 261188			Folsom Chevrolet/Geo, Inc. C/S N/A / Molding tailgate, lift gate outer panel, one piece –
<u>Date:</u> 11/27/06	<u>RO #:</u> 261188	1	1,444	Folsom Chevrolet/Geo, Inc. C/S N/A / Molding tailgate, lift gate outer panel, one piece – remove and repair or replace
<u>Date:</u> 11/27/06	<u>RO #:</u> 261188	1	1,444	<ul> <li>Folsom Chevrolet/Geo, Inc.</li> <li>C/S N/A / Molding tailgate, lift gate outer panel, one piece – remove and repair or replace</li> <li>Folsom Chevrolet/Geo, Inc.</li> <li>C/S N/A / Strip rear door window outer sealing. – Right, remove</li> </ul>
Date: 11/27/06 03/12/07	<u>RO #:</u> 261188 267220	1	1,444	<ul> <li>Folsom Chevrolet/Geo, Inc.</li> <li>C/S N/A / Molding tailgate, lift gate outer panel, one piece – remove and repair or replace</li> <li>Folsom Chevrolet/Geo, Inc.</li> <li>C/S N/A / Strip rear door window outer sealing. – Right, remove and repair or replace.</li> </ul>
Date: 11/27/06 03/12/07	<u>RO #:</u> 261188 267220	1	1,444	<ul> <li>Folsom Chevrolet/Geo, Inc.</li> <li>C/S N/A / Molding tailgate, lift gate outer panel, one piece – remove and repair or replace</li> <li>Folsom Chevrolet/Geo, Inc.</li> <li>C/S N/A / Strip rear door window outer sealing. – Right, remove and repair or replace.</li> <li>Folsom Chevrolet/Geo, Inc.</li> <li>C/S N/A / Strip rear door window outer sealing. – Left, remove</li> </ul>
Date: 11/27/06 03/12/07	RO #:         261188         267220         267220	1 1 *	1,444 4,000 4,000	<ul> <li>Folsom Chevrolet/Geo, Inc.</li> <li>C/S N/A / Molding tailgate, lift gate outer panel, one piece – remove and repair or replace</li> <li>Folsom Chevrolet/Geo, Inc.</li> <li>C/S N/A / Strip rear door window outer sealing. – Right, remove and repair or replace.</li> <li>Folsom Chevrolet/Geo, Inc.</li> <li>C/S N/A / Strip rear door window outer sealing. – Left, remove and repair or replace.</li> </ul>
Date: 11/27/06 03/12/07	RO #:         261188         267220         267220	1 1 *	1,444 4,000 4,000	<ul> <li>Folsom Chevrolet/Geo, Inc.</li> <li>C/S N/A / Molding tailgate, lift gate outer panel, one piece – remove and repair or replace</li> <li>Folsom Chevrolet/Geo, Inc.</li> <li>C/S N/A / Strip rear door window outer sealing. – Right, remove and repair or replace.</li> <li>Folsom Chevrolet/Geo, Inc.</li> <li>C/S N/A / Strip rear door window outer sealing. – Left, remove and repair or replace.</li> <li>Folsom Chevrolet/Geo, Inc.</li> <li>C/S N/A / Strip rear door window outer sealing. – Left, remove and repair or replace.</li> <li>Folsom Chevrolet/Geo, Inc.</li> <li>C/S Rear lift gate supports will not keep lid up on hot days. / Rear hatch strut leak. – Replaced rear lift gate struts.</li> </ul>

<u>Date:</u>	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
N/A	N/A	N/A	N/A	N/A
🛛 <u>Electri</u>	<u>cal</u>			
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
07/21/09	305680	1	25,161	Folsom Chevrolet/Geo, Inc.
				C/S Right rear head rest DVD picture keeps scrolling. Check an report. / Faulty DVD, head rest player. Verified the right side DVD screen is not clear. Determined faulty DVD player. – Replaced right side DVD module, screen assembly. Recheck operation, okay.
07/06/10	318560	2	32,758	Folsom Chevrolet/Geo, Inc.
				C/S Right DVD player is inoperative. Check and Report. Has DV 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. – Replaced RH DVD display unit. Rechecked, okay.
08/16/10	320310	*	33,903	Folsom Chevrolet/Geo, Inc.
				C/S CD player, when playing, is making a howling noise. / Internal noise from CD player. – Installed new radio and programmed code 809BE.
01/13/11	326291	*	38,479	Folsom Chevrolet/Geo, Inc.
				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 enoug 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. – System is <b>operating as</b> <b>designed</b> .
02/14/11	327480	2	38,832	Folsom Chevrolet/Geo, Inc.
				C/S When DVD player is on and vehicle is accelerating there is whistling squeal sound. / Road tested vehicle with customer an verified noise from speakers with DVD on. Researched bulletins and PI's. Number <b>PIC4739H</b> applies for headrest type DVD players. Per PI checked that DVD player were monitor "A" is in driver's head rest and monitor "B" is in the passenger's head rest. Checked. Okay. Ordered noise filter per PI number <b>PIC4739H</b> .
□ <u>Glass</u>				
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
N/A	N/A	N/A	N/A	N/A

□ <u>HVAC</u>				
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
N/A	N/A	N/A	N/A	N/A
□ <u>Paint</u>				
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
N/A	N/A	N/A	N/A	N/A
□ <u>Suspe</u>	<u>nsion</u>			
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
N/A	N/A	N/A	N/A	N/A
□ <u>Wheel</u>	<u>/Tires</u>			
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
N/A	N/A	N/A	N/A	N/A
🗌 Recall	s / Camp	paigns		
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
N/A	N/A	N/A	N/A	N/A
□ <u>Other</u>				
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
08/16/10	320310	*	33,903	Folsom Chevrolet/Geo, Inc.
				C/S Perform oil, lube, filter service. / <b>Maintenance.</b> – 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

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) Has the customer filed any insurances claims on this Vehicle? (Y or	<u>No</u> N) No
If Yes obtain the following information below	N/A
Insurance Company:	N/A
Insurance Rep :	N/A
(First and Last Name)	N/A
Phone #	N/A
Claim Made? (Y or N):	No
Claim Status:	N/A
Pending/Denied/NA	N/A
Claim #	N/A
Did Insurance Company refer customer to GM? (Y or N)	No
If Yes. Did the insurance company deny the claim? (Y or N)	No
AFTERMARKET MODIFICATIONS:	
Are there any Aftermarket Modifications to the Vehicle? (Y or N)	No
If "Yes" to aftermarket, please list:	N/A
Be sure to note retailer installed or third party installed as well as date and mileage 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	

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:  $\ensuremath{\mathsf{N}/\mathsf{A}}$ 

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

N/A

### **Customer/Plaintiff Seeks:**

Repurchase Attorney Fees

#### **Customer/Plaintiff Theory:**

Describe customer's theory of case from Demand and CAC notes (if applicable), include any specific allegations regarding # of repair visits, days out of service, or specific alleged violations.

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/Allege	d?:	Yes			
Under what State? California Does Purchase Qualify? Yes	) 	Claimed Presumptive? Yes If not, why? N/A			
	State Dree	umption To.			
<ul><li># of Visits for a Non-Conformity?</li><li># of visits for a Safety Complaint?</li><li>Must Complaint Continue to Exist?</li><li>Time Period for filing a Claim?</li></ul>	State Pres 4 2 N/A 18 months / 14	<pre>umption Is: # of Days out of Service? # of Visits Total? Final Repair/Arbitration Required? 8,000 miles</pre>	30 N/A N/A		
Vehicle Service	History (Du	ring Presumptive Period) is			
# of Visits for a Non-Conformity?		# of Days out of Service?	2		
# of visits for a Safety Complaint?	0	# of Visits Total?	2		
Complaint appears to Continue?	Yes	Final Repair/Arbitration Complete?	No		
Does History appear Presu	mptive:	Νο			
Vehicle Service H	istory (Durir	ng Limited Warranty Period	) is:		
# of Visits for a Non-Conformity?	4	# of Days out of Service?	9		
# of visits for a Safety Complaint? Must Complaint Continue to Exist?	0 N/A	# of Visits Total? Final Repair or Arbitration Req'd?	7 N/A		
Related Repairs beyond N	LW:	Yes			
Customer Pay?	No	If no, identify responsible party:	Warranty Internal		
Additional Days out of Service?	5	Additional # of Repair Visits?	2		
Other Considerations: Outcome/Findings of Arb/Final Rep Prior Goodwill/reimbursement: Out of Pocket Expenses:	air: No No	No N/A N/A 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 with in 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 Center's information, if there is any. I do not think there was a Technical Assistance Center's information, if there is any. I do not think there was a Technical Assistance 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</b> 's <b>Original Dema</b> Amount to Plaintiff/Atty: Inclusive Offer:	nd: N/A N/A	Settlement Type: Repurchase Date: 02/16/11	Countered NISM
<b>CRS Intial Offer:</b> Amount to Plaintiff/Atty: Inclusive Offer:	N/A \$8,500.00	Settlement Type: Cash Settlement Date: 03/02/11	No Response NISM
<b>Plaintiff Counter::</b> Amount to Plaintiff/Atty: Inclusive Offer:	N/A N/A	Settlement Type: N/A Date: N/A	N/A
<b>CRS Counter:</b> Amount to Plaintiff/Atty: Inclusive Offer:	N/A N/A	Settlement Type: N/A Date: N/A	N/A
<b>PLAINTIFF Final Offer:</b> Amount to Plaintiff/Atty: Inclusive Offer:	N/A N/A	Settlement Type: N/A Date: N/A	N/A
<b>CRS Final Offer:</b> Amount to Plaintiff/Atty: Inclusive Offer:	N/A N/A	Settlement Type: N/A Date: N/A	N/A

### HISTORY OF SETTLEMENT DISCUSSIONS – Applicable for ADR Cases Only

Record all recommendation throughout the life of the case. Each offer or counter offer should be recorded in order to review case progression.

\*Trade Repurchase offers should specify Trade Retail, Trade Collateral, or Trade New Finance. \*Add additional lines for additional offers/counter offers.

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

TEAM LEAD APPROVING:

Debra Solimine

**Date:** 02/22/11

COMPONENT	DESCRIPTION
Axle	Includes all components related to the axle, differential, driveline, & rear end.
Body/ Trim	All body panels & associated mechanical hardware, including sunroof and T-tops (no Paint issues). All interior or exterior mirrors, moldings, cup holders, weather strips, cloth & leather fabric, seats & associated hardware components.
Brakes	All mechanical, electrical, or fluid related components of the Brake system.
Chassis	All frame, bumper and hitch components.
*Electrical	Specific electrical components of a vehicle. All indicators that provide the driver with operating characteristics of a vehicle. All Electrical lights that illuminate. All radio, CD/DVD, navigation, video, speakers, reception/antenna related components. All battery, spark plug/wire, glow plug, starting or charging system components.
Engine/Fuel & Exhaust	Internal and external mechanical components. Cooling system components including radiator, gaskets, thermostat, and water pump. All computers and sensors that affect or monitor engine operation. All air and fuel related components including tank, injectors, and lines. All exhaust related components, pipes, mufflers and cat converters.
Glass	All glass and window components.
HVAC	All components related to heating, air conditioning and temperature.
Paint	All paint specific issues (Not metal related).
Restraints	All SIR, airbags and seatbelt issues.
Steering	All steering related components including steering wheel & key, column, rack and pinion, pump assembly and Quadrasteer.
Suspension	All suspension related components including ball joints, shocks, struts, tie rods, wheel bearings and alignment issues.
Transmission	All automatic & manual transmission, transfer case and 4 wheel drive component issues.
Wheels/Tires	All wheel covers, rims, hub caps, lug nuts, tire jack, regular and spare tire.



### VIA FAX ONLY

March 2, 2011

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

### RE:

Service Request: 71-920566661 2007 Chevrolet Tahoe Vehicle Identification Number: 1GNFK13047J 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 <u>separately from all other settlement documents</u>. The W-9 form can be downloaded from the IRS website at www.irs.gov. In addition, the IRS website will provide instructions for completing the W-9.

Page 2

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

Sincerely,

General Motors

Odometer

Client's Signature

Client's Signature

Date

Date

## **RELEASE OF CLAIM**

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

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

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

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

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

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

Claimant's Signature

Claimant's Signature

Address

Address

City, State, Zip Code

City, State, Zip Code

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

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

S by	worn to (or affirm	ned) and subscribed before me this	day of	, 20
		Signature of Notary Public		
		Print, type or stamp Commissioned Na	ame of Notary Public	

Personally Known \_\_\_\_\_OR Produced identification \_\_\_\_\_

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

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



March 11, 2011

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

### RE:

Service Request: 71-920566661 2007 Chevrolet Tahoe Vehicle Identification Number: 1GNFK13047J 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.

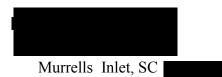
Please refer to the service request number above when contacting our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Sincerely,

General Motors

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

July 27, 2011



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

Dear

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,

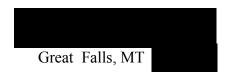
General Motors

cc: FILE

PA0011 V10202009

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

July 27, 2011



Dear

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 – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	

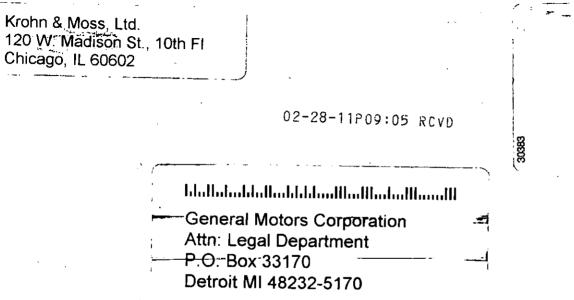
\* Utilizes Telecommunication Devices for the Deaf/Text Telephones (TDD/TTY)

## 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: <u>\$</u>					
THE FOLLOWING DOCUMENTATION MUST ACCOMPANY THIS CLAIM FORM.					
Original or clear copy of all receipts, invoices and/or repair orders that show:					
<ul> <li>The name and address of the person who paid for the repair.</li> <li>The Vehicle Identification Number (VIN) of the vehicle that was repaired.</li> <li>What problem occurred, what repair was done, when it was done and who did it.</li> <li>The total cost of the repair expense that is being claimed.</li> <li>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)</li> </ul>					
My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this recall.					
Claimant's Signature:					
Please mail this claim form and the required documents to: General Motors PO Box 33170					

Detroit, MI 48232-5170

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



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



Krohn & Moss, Ltd.

Califurnia, Florida, Illinois, Indiana, Kantuchy, Minnesota, Missouri, Norada, Ohio, Taxas, Washington DC, Wiscon

Main Office 120 West Madison, 10<sup>4</sup> Floor Chicago, Illinois 60602 www.krohnandmoss.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:	v. General Motors LLC					
	Vehicle:	2007 GMC Yukon				
	VIN:	1GKFK16307J				

Dear Sir or Madam:

. 2

1

Writer's Direct Number

(312) 578-9428 Ext.216

Writer's Direct Facsimile

Writer's Direct E-Mail gm ass@con sum erlsworn ter.com

(866) 309-9458

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.

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

<u>Pursuant to 15 U.S.C. 2310(d)</u>, 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 nonconformities 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. <u>Rester v. Morrow</u>, 491 So.2d 204.

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

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

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

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

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

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

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

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

Sincerely, Sun

Gregory H. Moss Attorney at Law

GHM/tm



2/28/11

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

RE:

Service Request: 71-922543446 2007 GMC Yukon Vehicle Identification Number: 1GKFK16307J 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 Reciepts

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



2/28/11

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

RE:

Service Request: 71-922543446 2007 GMC Yukon Vehicle Identification Number: 1GKFK16307 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



February 28, 2011

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

RE:

Service Request: 71-922543446 2007 GMC Yukon Vehicle Identification Number: 1GKFK16307J 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.



Copy of owner's current title and/or registration Other: Release of Lien

$\bowtie$	
$\boxtimes$	

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**

Ι	,
	(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 #
5	n regarding my loan account #(Account Number)
with	
(Lien holder Nan	ne)
to General Motors Company, incl loan payoff amount, and per diem	luding but not limited to a complete payment history of my account, a n information.
Date	
	VEHICLE INFORMATION
The current vehicle mileage is	Date mileage read:

Signature

Signature

Marcia Fisher/Austin/GM1	То	ken.feist@gm.com
02/28/2011 04:27 PM	сс	
	bcc	
	Subject	
Customer Last Name		

RE: Customer Last Name 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 **The customer's vehicle is a GMC Yukon 2007** with 84,616 miles. The VIN is**7J** 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	То	mary.sontag@gm.com
02/28/2011 06:31 PM	сс	
	bcc	
	Subject	

RE: Customer Last Name: 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 **1000** The customer's vehicle is a **GMC Yukon 2007** with 84,616 miles. The VIN is **7J1** 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.

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Sincerely,

**General Motors** 

## Fax Transmittal Form

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

3615 S. 108th Street Greenfield, WI 53228



То:	From:			
Name: Marsha Organization Name/Dept: GENERAL MOTORS Phone Number: Fax Number:866-393-8084	<b>Jarrod "Jay" Ges</b> Service & Body Sho jaygesell@johnpau Phone:			
<ul> <li>Urgent</li> <li>For your review</li> </ul>	Direct Number: Fax:	414 290-7183 414 290-7162		
For your review Please Reply As we discussed Please call me on this when you are available	Date sent: 28 Februa Time sent: 11:52 cst Number of pages inc			

# In regards to case:

# 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 V. General Motors LLC

# INDEMNIFICATION REQUEST

Dear Sir or Madam,

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

Regards,

Jarrod "Jay" Geseli Service & Body Shop Director 414-545-7000 x 7183 414-290-7162 fax jaygesell@johnpaulsautomotive.com

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

Home of Maximum Value & Maximum Savings

# Krohn & Moss, Ltd.

California, Florida, Illinoia, Indiana, Kantusky, Minnerota, Missouri, Norada, Ohio, Tearas, Washington DC, Wisconsin

Main Office 120 West Madison, 10<sup>4</sup> Floor Chicago, Illinois 60602 www.krobnandmoss.com

Writer's Direct Number (312) 578-9428 Bat 216 Writer's Direct Facimile (866) 509-9458 Writer's Direct B-Mail pross@consumerlawcenter.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: <u>Request for Documentation</u>

	<u>v. General Motors LLC</u>
Vehicle:	2007 GMC Yukon
VIN:	1GKFK16307J

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 hill.

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 besitate to contact me.

Gregory H. Moes Attorney at Law

GM/tm

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## PAGE 08 GCCS571253

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4 98PNZ GM TO C	CAR RENTAL PROPERTY OF THE PRO	Alter to HereTECH(S):234	al ang sanar 199 T	9		
I		JOB # 4 TOTAL	LABOR & PARTS	0.00		
SC	DESCRIPTION		ROL NO	-		
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### PAGE 09 GCCS571253

		TAG N	0.	INVOICE DATE	INVOICE No.
CUSTOMER No.	ADVISOR		0.657	01/12/11	GCCS571253
<u> </u>		MILEAGE		COLOR	STOCK No.
			<u>83,068</u>	PEWTER/	DELIVERY MILES
	YEAR / MAKE / MODEL			DELIVERY DATE 07/08/06	
	07/GMC/YUKON	XL/4DR 4WD 1500		SELLING DEALER NO.	PRODUCTION DATE
MILWAUKEE, WI		63071			
	<u>, 1 G K, F K 1</u> , F, T, E. No.	P.O. No.		R.O. DATE	
				01/10/11	REPRINT# 1
BUSINESS PHONE	COMMENTS	•			
	E# CERTIFIED				
TOTALS					
	ATES LIFETIME	TOTAL LABOR	0.00		
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PARTS DESIGNATED WITH AN ASTERISK (*) INDIC. GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS. IF YOU HAVE ANY QUESTIONS REGARDING G.M. GO PLUS PLEASE SEE YOUR SERVICE ADVISOR.	ODWRENCH SERVICE	TOTAL SUBLET	0.00		
PLUS PLEASE SEE YOUR SERVICE ADVISOR.		TOTAL G.D.G TOTAL MISC CHG.	0.00		
		TOTAL MISC DISC	0.00		
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PAGE 2 OF 2 SERVICE FILE CO	ופע	[ END OF INVOICE ]	04:30pm	1	
PAGE 2 OF 2 SERVICE FILE CO		, <u> </u>	•		

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B. CAUSE OF FAILURE: Dig - Defrest Aver eyeling ushess on deat	WARRANTY FARTS
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Cause of Failure: Dig : 0.6	
SERVICE CORRECTION:	INITIALS
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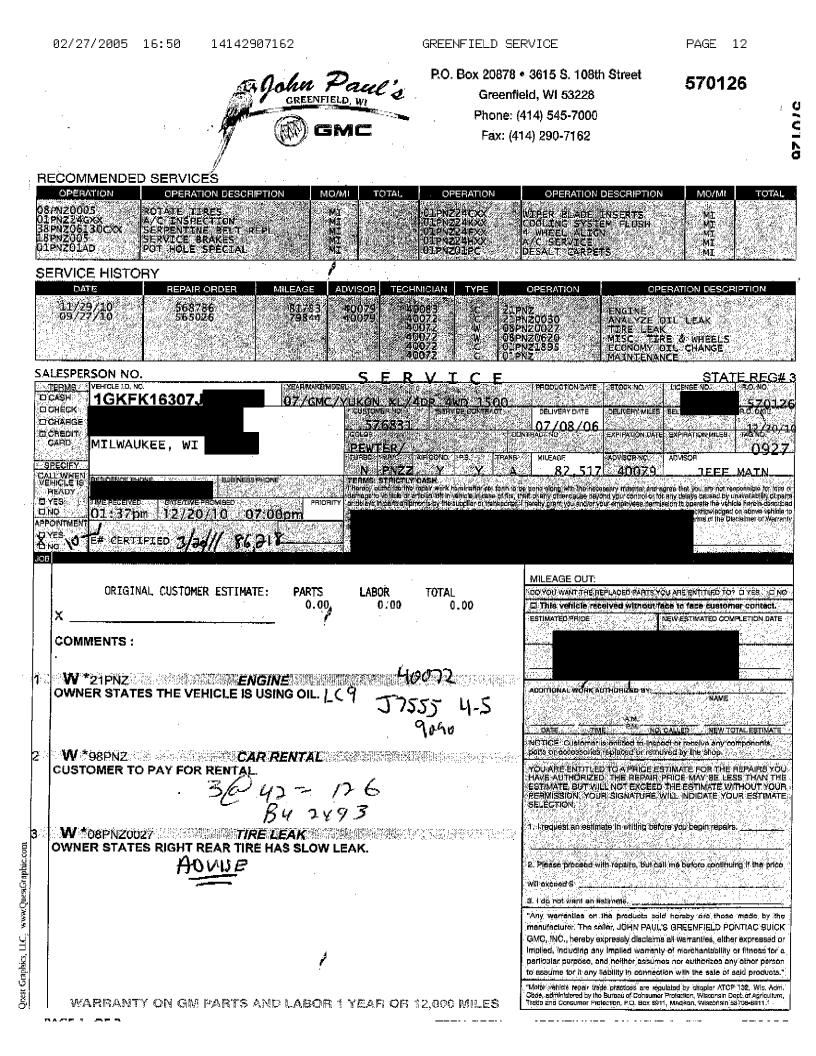
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SIDENCE PHONE BUSINESS PHONE	COMMENTS			01/06/11	
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TO GET THEM TO WORK.		TOTAL LABOR & PARTS	0.00		
2044 ONZER STRUM					
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ALSO AT LOW SPEEDS INSPECT AND DIAGNOSE. DEFROS	T DOOR CYCLING WHEN ON MATCH WHAT TIS SAYS SH	IHEAT. IOULD BE IN			
NONE OF THE PROGRAM IN HVAC REPROGRAM HVAC AND RECALIBRA UP, BUT CUSTOMER WAS UNABLE	TO WALL FOR FURIMER IN	TLL ACTING ISPECTION.			
CUSTOMER TO RESCHEDULE FOR L	ATER DATE.				
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		TOTAL LABOR & PARTS	0.00		
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ERVICE CORRECTION: 3)-Valvesten leaking - Decline repair	- Pribalsper
CAUSE OF FAILURE: NP.F - - - - - - - - - - - - -	RETURNED
ERVICE CORRECTION. <u>S)-rear button inup</u> - replaced inside rear hatch button	WITTALS PA
6) <u>replaced LF headlamp bulb</u>	MARRANTY PARTS DEFURNED
ERVICE CORRECTION: 7) - all inside door hondles peeling	INITIALS
- replaced all 4 inside door release handles	
ERVICE CORRECTION:	INITIALS

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CONTRACT NO. 3	2457 🔅 🕸	5	70126	M	OTOR VEHICL	E RENTAL	AGREEME
CUSTOMER ("YAN			AŬČ	· · ·	CREAR PRIMA (WE, UN)		
ANDRESS					3619	PAUL'S AUTOR 5 SIQUTH 108T	1 \$7.
on Milus	NEE	WI			1	ENFIELD, WI 5 (414) 546-7000	
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םאינטיים שלאלי			EXP. DATE	2/12	AENTED VEHICLE IDENT. NO.		
LOCAL CONTACT OF ADDRESS		· · · · · · · · · · · · · · · · · · ·	MICHE	<i>R.(</i>	VEADMARE	MODEL AND CO	
EMPLOYER'S NAME			· · · · · · · · · · · · · · · · · · ·		ODONETTER IN	, Encla DATE AND TIME	IN
· ·	· · · · · ·		PHONE			12 18311 DATE AUD TIME	<u>U M</u>
EMPLOYER'S ADDRESS					2148	12120	D AM 13 EXPIRATION OF CONTRACT
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Customer Copy When Vehicle Fleturned

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USTOMER NO. 576831	ADVISOR	40079	0927	12/22/10	GCCS570126
	LABOR RATE	ILICENSE No. MI	LEAGE	COLOR	STOCK No.
	YEAR / MAKE / MOO		82,517	PEWTER/	DELIVERY MILES
	07/GMC/YU	KON XL/4DR 4WD 1	500	07/08/06 SELLING DEALER NO.	PRODUCTION DATE
MILWAUKEE, WI	VEMICLE I.D. No.	163071		SELUNG DEALER NO.	PRODUCTION DATE
	F, T. E. No.	P.Q. No.		R.O. DATE	
BUGINESS F	PHONE			12/20/10	
Source of the second seco	E# CERTIF	TED			
ABOR & PARTS	E VEHICLE IS USING OIL.	\$0.40072	1		
INSPECT AND DIA	GNOSE. OIL SPRAY QUANTITY MAY BE	MORE THAN			Ŷ
DISTON DING GROU	G IN EXCESSIVE DEPOSIT FORMATION OVES, CAUSING INCREASED OIL CONSUL	MPTION.			
INSTALL AFM OIL	DEFLECTOR AND CLEAN CARBON FROM R BULLETIN 100601008A.				
PARTS QTY FP-NUMBER JDB # 1 1 12639759	DEFLECTOR 1.609		WARRANTY		
0B#1 3 88861802	CLEANER 8.800		WARRANTY		
08 # 1 1 12612350	GASKET 1.429	JOB # 1 TOTAL PARTS	0.00		
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				i	
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	JOB #	3 TOTAL LABOR & PARTS	0.00		
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AT HIGHER SPEED CHECK OPERATION	IS I OF HEATER SYSTEM, OPERATING AS D	DESIGNED.			
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		YEAR / MAKE / MODEL			DELIVERY DATE	DELIVERY MILES
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		F. T. E. No.	P.O. No.		R.O. DATE	
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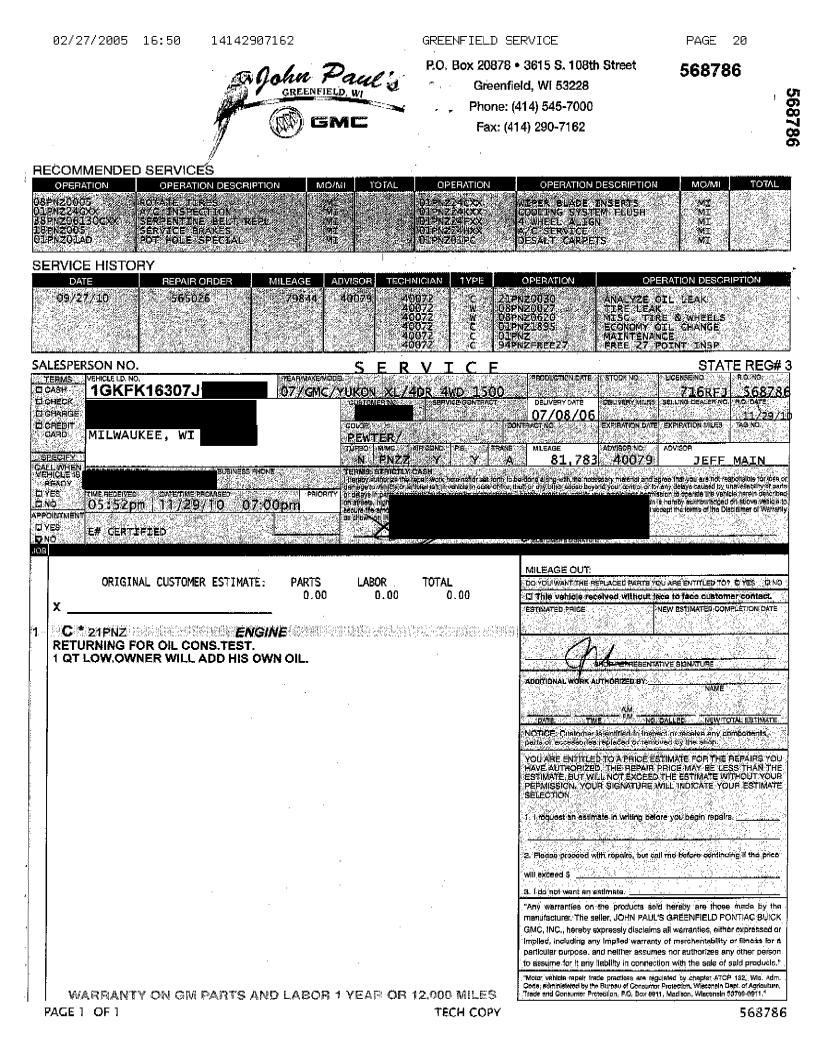
### GREENFIELD SERVICE

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TAG No. INVOICE DATE INVOICE No. CUSTOMER No. ADVISOR <u>9 | 0927</u> MILEAGE 576831 12/22/10 COLOR GCCS570126 JEFF MAIN 40079 LICENSE No. PEWTER, 82,517 DELIVERY DATE 07/08/06 SELLING DEALER NO. DELIVERY MILES YEAR / MAKE / MODEL 07/GMC/YUKON XL/4DR 4WD 1500 MILWAUKEE, WI PRODUCTION DATE <u>1 G K F K 1 6 3 0 7</u> F. T. E. No. п P.O. No R.O. DATE 12/20/10 RESIDENCE PHONE BUSINESS PHONE COMMENTS E# CERTIFIED TOTALS-----TOTAL LABOR.... TOTAL PARTS.... TOTAL SUBLET... TOTAL G.O.G.... TOTAL MISC CHG. TOTAL MISC DISC 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. 0.00 0.00 í 0.00 TOTAL TAX..... 0.00 **TOTAL INVOICE \$** 0.00  $\mathcal{T}_{\mathcal{T}}$ .  $\sum_{i=1}^{n} \lambda_i = \sum_{i=1}^{n} \lambda_i$ ۰. PAGE 3 OF 3 SERVICE FILE COPY [ END OF INVOICE ] 02:04pm



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INVOICE No.

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DELIVERY MILES PRODUCTION DATE

## GCCS568786

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CUSTOMER No. 576831	ADVISOR	40079	TAG No.	INVOICE DATE 11/29/10
	JEFF MAIN	LICENSE No.	EAGE 81.783	COLOR PEWTER/
	YEAR / MAKE / MODEL	N XL/4DR 4WD 1		DELIVERY DATE 07/08/06
MILWAUKEE, WI	VEHICLE I.D. No.			SELLING DEALER NO.
	<mark>.1 G K F K :</mark> F. T. E. №.	1.6.3.07.1 P.O. No.		R.O. DATE
BUSINESS PHONE	COMMENTS			11/29/10
	E# CERTIFIE			
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1 QT LOW OWNER WILL ADD HIS OWN OI	L.			
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ORIGINAL ESTIMATE OF \$0.00 (+TAX)				
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GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS.		TOTAL PARTS TOTAL SUBLET	0.00 0.00	
PLUS PLEASE SEE YOUR SERVICE ADVISOR.		TOTAL G.O.G TOTAL MISC CHG.	0.00 0.00	
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CUSTOMER SIGNATURE				
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PAGE 1 OF 1 SERVICE FILE COPY		END OF INVOICE	] 05:55pm	
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	CREENTED W	Greenfield, WI 53228 Phone: (414) 545-7000 Fax: (414) 290-7162	
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GREENFIELD SERVICE

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P.O. Box 20878 • 3615 S. 108th Street

Greenfield, WI 53228

Phone: (414) 545-7000 Fax: (414) 290-7162

P.O. Box 20878 + 3615 S. 108th Street

PAGE 23

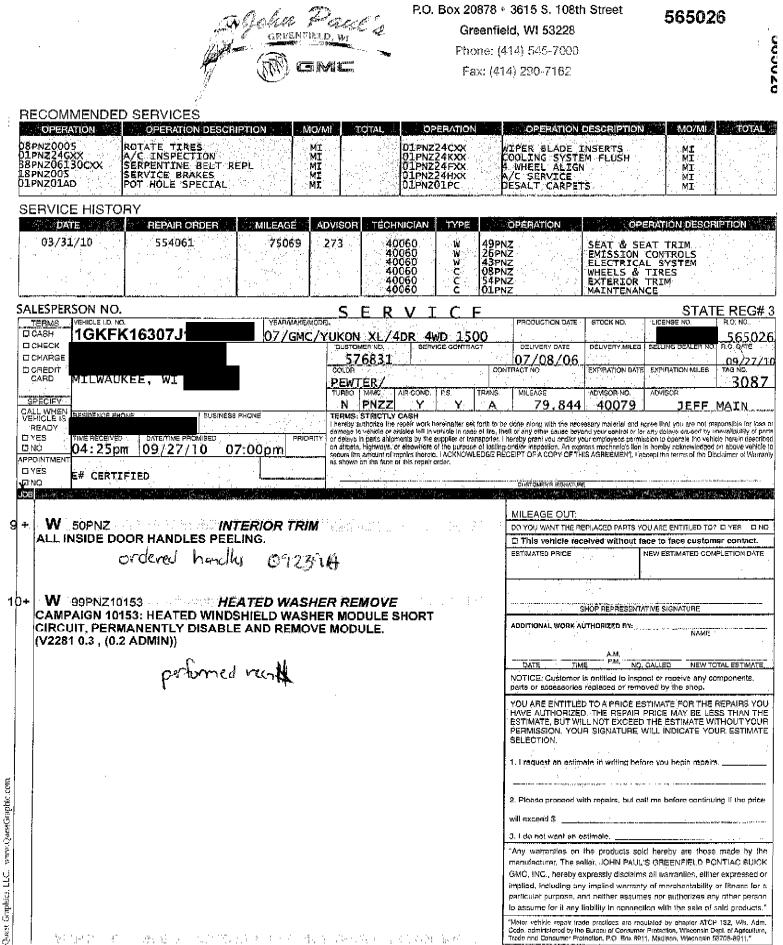
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### RECOMMENDED SERVICES

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ADAMM #12 (10/91)

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PAGE 1 OF 3	SERVICE FILE (	100) Y40	NTINUED ON NEXT	PAGE]	03:55pm		

# GCCS565026

CUSTOMER No.	·····	ADVISOR			TAG NO.	INVOICE DATE	INVOICE NO.
5768	331			<u>40079</u>	3087	09/28/10	<u>GCCS565026</u>
		LABOR RATE		100	79.844	PEWTER/	STOCK No.
		YEAR /MAKE / MC				DELIVERY DATE	DELIVERY MILES
MILWAUKEE, WI		VEHICLE I.D. No.	JKON XL/40	R_4WD	1500	07/08/06 SELLING DEALER NO.	PRODUCTION DATE
-		<u>1. G K F</u> F. T. E. No,	<u>K 1 6 3 0</u>			R.O. DATE	
				P.O. NO.		09/27/10	
	IUSINESS PHONE	COMMENTS E# CERTI	ETED			<u> </u>	
ARTS · · · · · QTY - · · FP -	NUMBER		<b></b> UN	NIT PRICE -	Ī		··· · · · · · · · · · · · · · · · · ·
			JOB # 5 TO	AL PARTS	0.00		
		JOB #	5 TOTAL LABOR	& PARTS	0.00		Ŋ
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FREE 27	POINT MAINTENANCE INSPEC VEHICLE PER 27 POINT FOR	TION					
MK15Q11+P-1	NUMBERDESCI	RIP!10N	JOB# 6 TOT	IIT PRICE-	0.00		
		.108 #	6 TOTAL LABOR	R DADTS	0.00		
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		JOB #	7 TOTAL LABOR	& PARTS	0.00		
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PART ON SPECI	AL ORDER ** QUANTITY 1 IS SPECIAL			_ <b></b>			
	AALAN MALL I IS SECOND	առանդրդերին ՝՝՝	JOB # 9 TOT.	al parts	0.00		
		JÓB #	9 TOTAL LABOR	& PARTS	0.00		
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# GCCS565026

		ADVISOR		TAG No.	INVOICE DATE	INVOICE NO.
576	831	JEEE MAIN	40079	3087	09/28/10	_GCC556502(
		LVROK KV I É		ALEAGE 79.844	PEWTER/	STOCK No.
		YEAR / MAKE / MOD			DELIVERY DATE	DELIVERY MILES
MILWAUKEE, WI			CON XL/4DR 4WD	1500	07/08/06 SELLING DEALER NO.	PRODUCTION DATE
		IGKEK	163071			THOUGOTION DATE
		F. T. E. No.	P.O. No		R.O. DATE	
ESIDENCE PHONE	BUSINESS PHONE	COMMENTS			09/27/10	
		E#_CERTIFI				
ISSUE	HELD WASHER SOLVENT HEA \$100.00 CHECK TO CUSTOM IGN 10153.	TER ASSEMBLY REMOVAL ER (VIA MAIL) AS PER	, AND			
ARTSQTYFI	-NUMBERD	ESCRIPTION	JOB # 10 TOTAL PARTS	. 0.00		Υ.
		JUB # 1U	TOTAL LABOR & PARTS	0.00		
JOB # A	W ENVIRONMENTAL COMPLIA	ANCE	CONTROL NO	. 1.00		
10B#3 F	RE RENTAL CAR		565026 TOTAL - MISC			
	NOWLEDGES RECEIVING	••••				
	STIMATE OF \$22.00 (+)	FAX)				
	TH AN ASTERISK (*) INDI		TOTAL LABOR	9.48		
WARANTEE APPLIES F	OR CUSTOMER PAY REPAIRS	_	TOTAL PARTS	9.47		
." You have any que Plus please see you	STIONS REGARDING G.M. G R SERVICE ADVISOR.	DOUWRENCH SERVICE	TOTAL SUBLET TOTAL G.O.G			
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02/27/2005 16:50 1414290		GREENFIELD SE	RVICE	PAGE 31
JOHN F	'AUA'		• 3615 S. 108th Street eld, WI 53228	554061
	U.S.A.	-	414) 545-7000 14) 290-7162	
OPERATION OPERATION DESCRIP	TION MO/MI TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI TOTAL
08PNZ00000     ROTATE TIRES       01PNZ24C     WIPER BLADE INSERT       01PNZ24K     COOLING SYSTEM FLL       01PNZ24F     4 WHEEL ALIGN       01PNZ24F     A/C SERVICE	TS MI ISH MI MI MI MI	01PNZ30KXX 01PNZ24GXX 38PNZ06130CXX 18PNZ005 01PNZ6K7XX	30K W/ ALIGNMENT A/C INSPECTION SERPT BELT V-6 SERVICE BRAKES 6-K SERVICE	
ERVICE HISTORY				
DATE REPAIR ORDER	MILEAGE ADVISOR TECH	NICIAN TYPE	OPERATION OP	ERATION DESCRIPTION
ALESPERSON NO.	SER	VICE		STATE REG#
TERMS ICASH ICHECK ICHARGE	VEAR/MARE/MODEL 07/GMC/YUKON_XL/ CUSTOMER NO. 576831		07/08/06	
CREDIT CARD MILWAUKEE, WI		COM	NTRACT NO EXPIRATION DATE	EXPIRATION MILES TAG NO.
				ADVISOR
ALL WHEN BUSINESS PHERICLE IS BUSINESS PHERICLE IS	ONE TERMS: STRICTLY	CASH		STEVEN BUCZAR
	I EDIVOVITI LOCOEIAVS IN DALIS SOIDT	nonis by the supplier of transporter. I	e done along with the necessary matarial and a left or any other cause beyond your control or lor I hereby grant you and/or your employees permis	ssion to coarate the vehicle herein describ
NO 03:53pm 04/01/10 02	ON streets, highways, o	r alsowhere of the purpose of testing	) and/or inspection. An express mechanic's lien i	is hereby acknowledged on above vehicle coopt the terms of the Disclaimer of Warran
			Refeetwent: ha	
(VES 5# CERTIFIED	λέ shown			
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NO				
		TOTAL 0.00	MILEAGE OUT: DO YOU WANT THE REPLACED PARTS YO	
	PARTS LABOR		MILEAGE OUT: DO YOU WANT THE REPLACED PARTS YO This vehicle received without fa	
	PARTS LABOR		MILEAGE OUT: DO YOU WANT THE REPLACED PARTS YO This vehicle received without fa	DU ARE ENTITLED TO? _ YES _ D NO ROP to face customer contact.
NO NO X _ COMMENTS : CERTIFIED	PARTS LABOR 0.00 0.00	0.00	MILEAGE OUT: DO YOU WANT THE REPLACED PARTS YO This vehicle received without fa	DU ARE ENTITLED TO? I YES I NO TOP TO face customer contact.
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02/27/2005	16:50 141429	07162	GREENFIELD S	ERVICE	PAGE 32
	JOHN F	PAUL'S	Greent Phone:	• 3615 S. 108th Street ield, WI 53228 (414) 545-7000 114) 290-7162	554061 34061
	D SERVICES	τιών Μο/ΜΙ τοτά		OPERATION DESCRIPTIO	
08PNZ0005 01PNZ24CXX 01PNZ24KXX 01PNZ24FXX 01PNZ24FXX 01PNZ24HXX	ROTATE TIRES WIPER BLADE INSERT COOLING SYSTEM FLU 4 WHEEL ALIGN A/C SERVICE		01PNZ30KXX 01PNZZ4GXX 38PNZ06130CXX 18PNZ005 01PNZ6K7XX	30K W/ ALIGNMENT A/C INSPECTION SERPT BELT V-6 SERVICE BRAKES 6-K SERVICE	DN MO/MI TOTAL MI MI MI MI MI MI
SERVICE HISTO		·····		TO R SERVICE	
DATE	REPAIR ORDER	MILEAGE ADVISOR TI	ECHNIÇIAN TYPE	OPERATION C	DPERATION DESCRIPTION
SALESPERSON NO				I	STATE REG#_3
	<b>K16307J</b> UKEE, WI		AIR COND. P.S. TRANS	PRODUCTION DATE         STOCK NO.           DELIVERY DATE         DELIVERY MILL           OT/08/06         EXPIRATION D.           ONTRACT NO         MILEAGE           MILEAGE         ADVISOR NO.           A         75,069         273	LICENSE NO. 1 R.O. NO. E3 SELLING DEALER NO. R.D. 554061 ATE RXPIRATION MILES TAG NO. 31/10 ADVISOR
	pm 04/01/10 07	t horeby outhorize demage to vehicle or delays in perio n streets, highwa necure the amount	TLY CASH The repair work hereinalter set forth to a or articles left in vohiolo in case of fire, shipments by the supplier or transporter the or alternation of the number of the transporter the conditionant of the number of the transporter the conditionant of the number of the number of the transporter the number of the number of	bn done along with the necessary material an that or any other cause beyond your control o , hereby grant you and/or your employees po	d signee that you are not responsible for loss or if or any delays baused by unavailability of parts mission to a parate the validate herein described on is hereby acknowledged on above vehicle to accept the terms of the Discistmer of Warranty
	PREESURE LIGHT CO	TEELS & TIRES DMES ON 19-11 THE PROST			
	BODYSIDE MOLDING		COAT BELOW	Abbittional work authorized by:	
DESCRIPTION	I: 1~M	ers truck Faill const		NOTICE: Customer is entitled to ins parts or Accessories replaced or rer YOU ARE ENTIT. ED TO A PRICE HAVE AUTHORIZED. THE REPAIL ESTIMATE, BUT WILL NOT EXCES	noved by the shop. ESTIMATE FOR THE REPAIRS YOU S PRICE MAY BE LESS THAN THE ED THE ESTIMATE WITHOUT YOUR
6 ADVISE ON W ADVISE ON W COMPL CODE DESCRIPTION	HEN TO CHANGE 4X	<b>INTENANCE</b> 4 FLUIDS AND COST F(41) CHAMBES		PERMISSION, YOUR SIGNATURE SELECTION.	WILL INDICATE YOU'A ESTIMATE
				<ol> <li>Please proceed with repairs, but will exceed \$</li></ol>	old hereby are those made by the L'S GREENFIELD PONTIAC BUICK ins all warranties, either expressed or by of mechanishility or fibrose for a mes nor authorizee any other person
PAGE 2 OF 3	y ny amin'ny amin'ny a	an finana a sebah da	、 、 、 、 、 、 、 、 、 、 、 、 、 、	Motor vohicle repair trade prostices are requi administered by the Buraeu of Goreymer Trade and Consumer Protection, P.O. Box B [CONTINUED ON NE	Protection, Wisconsin Depl. of Agriculture, Bif, Madison, Wisconsin 53700-0911."

Quest working, LC, www.QuestGraphic.com

02/2//2005 16:50 1414290/162	GREENFIELD SERVICE	PAGE 33
JOHN PAUL'S	P.O. Box 20878 • 3615 S. 108th S	
Jun 8	Greenfield, WI 53228	554061
	Phone: (414) 545-7000	
	Fax: (414) 290-7162	
MILWAUKEE U.S.A.	(	
	OPERATION OPERATION DES	CRIPTION MO/MI TOTAL
NZOOOS ROTATE TIRES MI NZZ4CXX WIPER BLADE INSERTS MI	01PNZ30KXX 30K W/ ALIGNMER 01PNZ24GXX A/C INSPECTION 38PNZ06130CXX SERPT BELT V-6	
NZ24CXX WIPER BLADE INSERTS MI NZ24KXX COOLING SYSTEM FLUSH MI NZ24FXX 4 WHEEL ALIGN MI NZ24HXX 4 A/C SERVICE MI	01PNZ24GXX A/C INSPECTION 38PNZ06130CXX SERPT BELT V-6 18PNZ005 SERVICE BRAKES	MI MI
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VICE HISTORY	·····	
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DEALER DEDUCTIBLE LIMIT APPLIES If this box is marked and patagraph 36 applie damage is the Rented Vehicle is limited is in \$fiths section is not a blank, there is no finit an your itability for vehi- <b>LIABILITY INSURANCE</b> Neither we nor our insurer will be liable for any must pay as domages biocaute of bodily injury of the Rented Vehicle, except as follows: The is computery or finandal responsibility for an- computery or finandal responsibility for an- collectible insurance, whether primary, excess <b>REMARKS:</b> ADDITIONAL AUTHORIZED DRIVERS Drivy you and, with your express consent, the ADDITIONAL AUTHORIZED DRIVERS ADDITIONAL AUTHORIZED ADDITIONAL ADDITIONAL AUTHORIZED ADDITIONAL ADDITIONAL AUTHORIZED ADDITIONAL ADDITIONAL AUTHORIZED ADDITIONAL ADDITIONAL AUTHORIZED ADDITIONAL ADDITIONAL AUTHORIZED ADDITIONAL ADDITIONAL ADDITIONAL ADDITIONAL ADDITIONAL ADDITIONAL ADDITIONAL ADDITIONAL ADDITIONAL ADDITIONAL ADDITIONAL ADDITIONAL ADDITIONAL ADDITIONAL ADDITIONAL ADDITIONAL ADDITIO	S es to you, you lo deductible marked or no icle damage, y eurre that y y or properly limit in four ine d the minim hd any such d the minim hd any such d the minim hd any such d the minim hd any such servers sull expressive to operate the	His Agreem un liability for under our in o amount is l ou or any dri- damago res supris liabilit rom limit res invorage is evorage i	ant. physical and mechanical aurance in the smouth of inserted in the proceeding wer of the Fiented Vehicle aufling from the operation by insurance coverage for attract by any epiloble as excess over any other	SUBTOTAL SALES TAX PUEL GALARDES TOTAL CHARGES LESS DEPOSIT EALANCE DUE CASH REFUND WARNING: - Rend campfully s Agroement. - You are reagong - Report all notife gummonase upo - Report all notife to any chargy passenger vehicle, or ce cusk manufactured or d damagt only if auth has been determine Rentil Agroement Preps	I provisions or lible for all tarifi e theok in. Inté thruediate gree lo all tarifi as ower to you baing ranted ( menthas ague to paing ranted ( menthas ague site of you baing ranted ( menthas ague site of you and the site of you baing ranted ( menthas ague site of you site of you	The Galdon     The Galdon     The Galdon     The roverse sid	s  s  s  s  s  s  s  s  s  a  s  c  s  c  s  s  c  s  s  c  s  s  s

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CUSTOMER No.		ADVISOR	TAG No.	INVOICE DATE	INVOICE No.
576	831	STEVEN BUCZAK	273 2045	04/02/10	GCC5554061
		LABOR RATE	MILEAGE	COLOR	STOCK No.
		YEAR / MAKE / MODEL	/5,06	PEWTER/	DELIVERY MILES
		07/GMC/YUKON_XL/4DI	R_4WD_1500	07/08/06	
MILWAUKEE, WI		VEHICLE I.D. No.		SELLING DEALER NO.	PRODUCTION DATE
		<u>1 G K F K 1 6 3 0</u> F. T. E. No.	P.O. No.	R.O. DATE	vn
	·			03/31/10	
RESIDENCE RHONE	BUŞINESS PHONE	COMMENTS E# CERTIFIED			
LABOR & PARTS	· · · · · · · · · · · · · · · · · · ·				
J# 1 49PNZ POWER INSPEC	SEAT & SEAT TRIM SEAT IS INOP, CENTER ROW F AND DIAGNOSE. SEAT SUP		WARRANTY		٨
PARTSDTYFP	NUMBERDE	SCRIPTIONUN	IT PRICE-		
		JOB # 1 TOT	AL PARTS 0.00		
		JOB # 1 TOTAL LABOR	& PARTS 0.00		
# 21260N274144138993	EMISSION CONTROLS	MALINE COLOR TECH (S): 40060			
CUSTOM	ER STATES THE CHECK ENGI	NE LIGHT STAYS ON			
INSPEC VALVE I	AND DIAGNOSE, CODE PO4/ HOSE, HOSE DAMAGED AND MI	42. EVAP LEAK AT TANK VENT ISROUTED, ALSO FOUND FUEL			
CAP LEA	KING. FUEL TANK PRESSURI	E SENSOR DAMAGED AND			
INSTALI (KEN 20	ED WRONG INTO TANK. VAL' DNE REP INSPECTED AND OKI	/E PORT ON TANK DISTORED.			
REPLACE	EVAP HOSE ASSEMBLY. TAI SENDING UNIT SEAL, AND FI	K PRESSURE SENSOR. FUEL			
TANK, S	SENDING UNIT SEAL, AND FU	JEL CAP. CLEAR CODE.			
PARTS QTY FP		SCRIPTIONUN			
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ĴÕB#ĮŽ į	22682111 GA	SKET 3.112	WARRANTY		
JOB # 2 1 JOB # 2 1		9 3.028 NSOR 3.107 140746	WARRANTY		
άφρ μ. σ. τ.	1224/409 JLI	JOB # 2 TOT			
		JOB # 2 TOTAL LABOR	& PARTS 0.00		
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PARTSQTYFP JOB # 3 1		CRIPTION ······UN			
ooo∦.ò <b>f</b>	19900129 2EL	JOB # 3 TOTA	WARRANTY AL PARTS 0.00		
		· · · · · · · · · · · · · · · · · · ·			
		JOB # 3 TOTAL LABOR			
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		JOB # 4 TOT/	AL PARTS 0.00		
		JOB # 4 TOTAL LABOR	& PARTS 0.00		
J# 5.54PNZ ™antia	EXTERIOR TRIM				
CUSTOME	R STATES THERE IS RUST L OOR BODYSIDE MOLDINGS	NDER THE CLEAR COAT BELOW	.0.00		
PAGE 1 OF 3	SERVICE FILE COP	( [CONTINUED ON	NEXT PAGE1 03:52pm		

# GCCS554061

576831					
	LABOR RATE		3 2045 MILEAGE	04/02/10	GCCS554061
	-		75.069		ATOGK NO.
	YEAR / MAKE / MODEL 07/GMC/YUKON XL/4			DELIVERY DATE	DELIVERY MILES
MILWAUKEE, WI	VEHICLE I.D. No.		<u></u>	07/08/06 SELLING DEALER NO.	PRODUCTION DATE
	<u>1 G K F K 1 6 3 С</u> Б.Т. Е. No.	<b>7]</b>   P.O. N		R.O. DATE	
BUSINESS PHONE				03/31/10	
BOBINESS #HONE	COMMENTS			·······	
INSPECTED. INDUSTRAIL FAIL OUT - WARRANTY.					
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	JOB # 5 TO				
	JOB # 5 TOTAL LABC				
# 6 01PNZ ADVISE ON WHEN TO CHANGE 4X4 FLU SEE SERVICE CONSULTANT	IDS AND COST		ł		
ARTSQTYFP-NUMBERDESC	RIPTIONU	NIT PRICE			
	JOB # 6 TQ				
	JOB # 6 TOTAL LABO				
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ARTS · · · · · QTY · · · FP · NUMBER · · · · · · · DESC	RIPTION	IT PRICE	-		
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	JOB # 7 TOTAL LABO				
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CUSTOMER No.	ADVISOR		TAG No,	INVOICE DATE	INVOICE No.
<u> </u>	STEVEN BUG	CZAK 21	73 2045	04/02/10	GCCS554061
	LABOR RATE		MILEAGE	COLOR	STOCK No.
	YEAR / MAKE / MOD	EL.	75,069	PEWTER/	
MILWAUKEE, WI	■ 07/GMC/YUk	KON XL/4DR 4WD	<u>1500</u>	07/08/06	DELIVERY MILES
MILWAUNCE, WI	VEHICLELD, No. 1 G.K. F.K	-		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. No.	<u>163071</u>  P.O.	No,	R.O. DATE	
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AGE 3 OF 3 SERV	ICE FILE COPY				
		END OF INVOICE	E ] 03:52pm		

Marcia Fisher/Austin/GM1	То	gmoss@consumerlawcenter.com
02/28/2011 03:52 PM	сс	
	bcc	
	Subject	
Customer Last Name:		

377

RE: Customer Last Name: 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 **exercises** 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

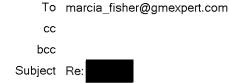
greatly appreciated, thanks. Attorney Acknowledgment.doc

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



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 form 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



From: marcia\_fisher@gmexpert.com To: ken.feist@gm.com Date: 02/28/2011 03:32 PM Subject:

RE: Customer Last Name: 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 The customer's vehicle is a GMC Yukon 2007 with 84,616 miles. The VIN is7J 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

bcc Subject Re:

сс

To marcia\_fisher@gmexpert.com

Apologies for the delayed responsem 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	

RE: Customer Last Name: 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 **Constant**. The customer's vehicle is a

GMC Yukon 2007 with 84,616 miles. The VIN is 75 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 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

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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.

# 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: V. General Motors Service Request: 71-922624590 2007 Chevrolet Tahoe Vehicle Identification Number: 1GNFK13057R Mediation Liaison: Billie

Dear Mr. Simanovsky:

Enclosed please find a check in the amount of \$6,000.00 made payable to Alex Simanovsky & Associates to settle the above-referenced case. and

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





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

,

3-29-11A12:07 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

 NOTICE OF CONSUMER WARRANTY LAW VIOLATION

 Our Client:

 Vehicle:
 07 Chevrolet Tahoe

 VIN:
 1GNFK13057R

 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

Alex Simanovsky, Esq. Attorney at Law



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NTERFACE W		NALYZE ARRANTY	MANAGEMENT PLANNING	PREPARE PA RETURN	RTS	USER OPTIONS	
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Vehicle Inf Vin: 1GNFK13 Service Contra Ordar Type: 70	Ormation Ormation 3057R	ormation (if	Model, Cl	K10706-2007 TA		т	→ <u>View Vehicle Summary</u> Service     Contract     → Branded Title     → Warranty Block
Field Actions		STOCK			ANOTHER		→ <u>View Vehicle Build</u> _, <u>View Vehicle</u> Component Summary
Field Actions Required F	<u>0 Open</u>	-WT-59(1)-96(1)-96(1)-96-97			ANOTHER		
- **-3 - \$4 47-2 474 (met ander Gin-fin 1, .	<u>0 Open</u>	-WT-59(1)-96(1)-96(1)-96-97	Description	REQUEST	ANOTHER	ections are	View Vehicle Component Summary View Vehicle Transaction History Detail View Vehicle Delivery
Required F	<u>0 Open</u> Field Actio	ons	Description SERVICE UPDATE-INVENT/CUS VFFS UPDATE REPGM ECM 8YR/80K MI*	REQUEST	ANOTHER Open field Reloase	A Nations are highlighted	View Vehicle Component Summary View Vehicle Transaction History Detail View Vehicle Delivery Information
Required F Type Service Update	0 Open Field Actio	DNS Original Nbr	SERVICE UPDATE INVENTICUS VFFS UPDATE REPGM ECM	REQUEST F ST VEHS E85 1 "EXPIRES RY & CUST. (C	Open field Release Date	A actions are highlighted	View Vehicle Component Summary View Vehicle - Transaction History Detail View Vehicle Delivery Information
Required F Type Service Update Bulletins Service Update	0 Open Field Action Number N060162	Originat Nbr 06162	SERVICE UPDATE-INVENT/CUS VFFS UPDATE REPGM ECM 8YR/80K MI SERVICE UPDATE - INVENTOI VEHS-BATTERY RUNDOWN- E	REQUEST REQUEST ST VEHS E85 1 EXPIRES RY & CUST. ( XP W/BASE RY MODULE (	ANOTHER Open field Release Date 12/12/2006	ections are highlighted Status Closed	View Vehicle Component Summary View Vehicle - Transaction History Detail View Vehicle Delivery Information

Vehicle has no current record of branded titles.

### Warranty Block

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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 OnStar Status: Active

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XM Equipped: Y	XM Radio ID: Y691J0HU	XM Status: Inactive
OnStar Vehicle Diagnostics: Y		DMN Enabled: N

11/1/2010

# Global Warranty Management

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.

Transactio	on Histor	у			View Details
Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
07/12/2010	203264	ZFATField Action Recalt		V2281 - 10153-Windsnield Washer Solvent Heater Asm Removal and Issue Check to Customer (Cust. Vehicles Only)	20,022 MI
04/15/2010	201468	ZREGRegular Vehicle Transaction		C3540 - Rear Side Door Trim Panel Replacement - Right Side	18,159 MI
07/28/2009	190849	ZREGRegular Vehicle Transaction		C3540 - Rear Side Door Trim Panel Replacement - Right Side	10,356 MI
05/07/2009	189105	ZREGRegular Vehicle Transaction		E0203 - Tire and Wheel Balancing - Four	7,272 MI
01/16/2009	186994	ZREG-—Regular Vehicle	· · · · · · · · · · · · · · · · · · ·	B1783 - Windshield Wiper Blade Replacement	3,036_MI_
01/16/2009	186994	ZREGRegular Vehicle Transaction		C3231 - Front Side Door Inside Handle Bezel Replacement - Left Side	3,036 MI
12/23/2008	186508	ZREGRegular Vehicle Transaction		R0760 - Radio, Remove and Replace	1,913 MI
12/23/2008	186508	ZREGRegular Vehicle Transaction		R0754 - RADIO RECEIVER- RETURN TO AC/DELCO ESC	1,913 MI
12/04/2008	186107	ZREGRegular Vehicle Transaction		L2300 - Converter, Oxidation Catalytic - Replace	218 MI
12/04/2008	186107	ZREGRegular Vehicle Transaction		A0110 - Finesse Sanding and Buffing	218 MI
12/04/2008	186107	ZREGRegular Vehicle Transaction		B7288 - Headlamp/Composite Assembly - Right - Replace	218 MI
12/04/2008	186107	ZREGRegular Vehicle Transaction		87289 - Heedlamp/Composite Assembly - Left - Replace	218 MI
12/04/2008	186107	ZFATField Action Recall		V1993 - 08048A - Jumper Harness Installation	218 MI
12/04/2008	186107	ZREGRegular Vehicle Transaction		Z5000 - DEALERRETAILER TRADE(PART OBTAINED LOCALLY)	218 MI
12/02/2008	172423	ZREGRegular Vehicle Transaction		J9992 - Customer Concern Not Duplicated - Engine Controls and Fuel	566 MI
11/28/2008	163143	ZREGRegular Vehicle Transaction		N6607 - Cooling System Wiring and/or Connector Repair or Replacement	383 MI
05/12/2008	181768	ZREGRegular Vehicle Transaction		J4226 - Spark Plug Replacement	105 MI
02/27/2008	180212	ZREGRegular		Y0124 - 06162 Product	3 MI

Page 2 of 3

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# Global Warranty Management

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		Vehicle Transaction		Елhancement - Engine Control Module Reprogram with SPS	
02/27/2008	180212	ZREGRegular Vehicle Transaction		Y0152 - 07033 - Service Update - Reprogram 8CM	3 MI
06/20/2006	130065	ZREGRegular Vehicle Transaction		A9119 - Panel, Fender - Repair	2 MI
06/16/2006	580014	ZREGRegular Vehicle Transaction		R0800 - Audio System Transcelver Module Replacement	29 MI
05/18/2006	A78652	ZPDIPre- Delivery Inspection	Full Debit	27000 - Pre-Delivery Inspection - Base Time	0 MI
05/18/2006	A78652	ZPDIPre- Delivery Inspection		Z7000 - Pre-Delivery Inspection - Base Time	0 MI

Global Warranty Management: Site Map

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ERIC GI	LOVER		Ę	CHEVROLET	PONTIAC - BUI Hwy. 27 North LAFAYETTE, G	CHEVROLET CK - GMC, INC * P.O. Box 587 EORGIA 30728 -638-4222	
DATE	YEAR MAI	KE M	*** REPRI	VIN	<u>C</u>	USTOMER COF MILES IN MI	Y PAGE 1
11/28/08	07 CHEVRO	<u> </u>	1		36476	383	383
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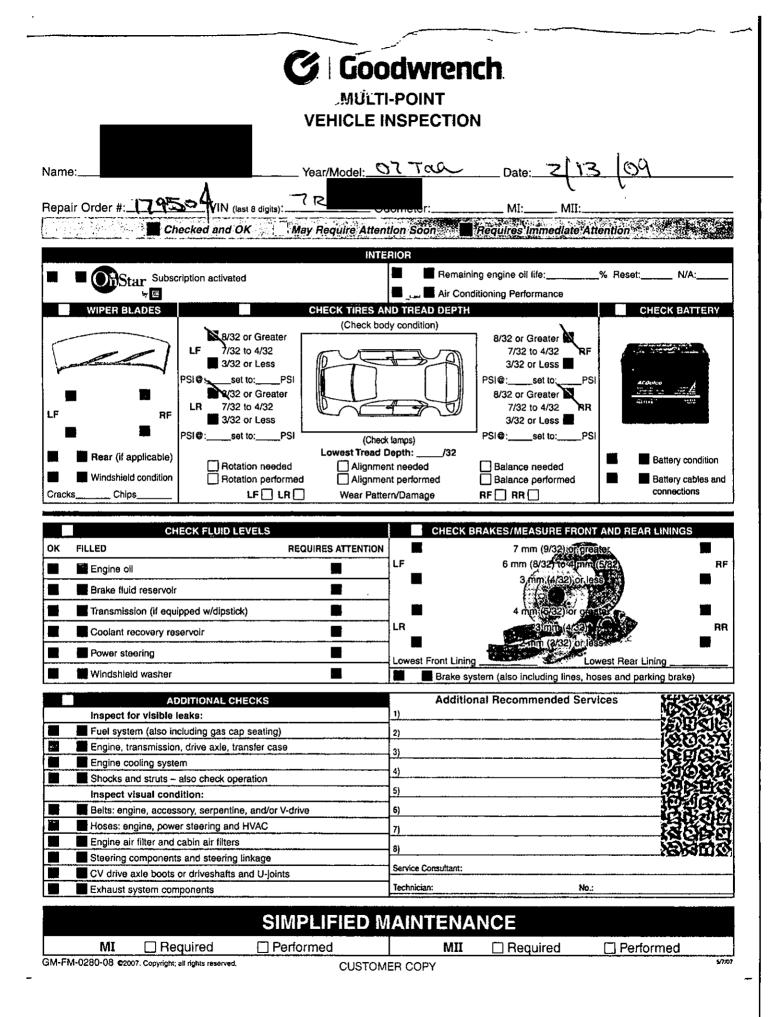
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DISCLAIMER OF WARRANTIES The seller hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty	LABOR AMOUNT PARTS AMOUNT
of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.	MISC SALES
I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that	MATERIALS TOTAL CHARGE
tou are not responsible for loss or demage 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 tranansporter. 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 merchanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.	DEDUCTIBLE
	SALES TAX
	CUSTOMER PAY

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hcky Jones **GM SUPERSTORE** Constant CHEVROLET-PONTIAC-BUICK-GMC Service 4226 U.S. 64 WEST · P.O. BOX 939 MURPHY, NC 28906 File NO. PHONE (828) 837-2322 86 CELL: ASM # HAT NO ATE OF INVOICE NVOICE SERVICE REPRESENTATIVE CUSTOMER NO. стсs186107 12/10/08 23689 JOHNNY PAUL BURREL 7941 COLOR OF VEHICLE TK NO. LABOR RATE PLATE NO. ст2887 SILV BIRCH 218 DATE DELIVERED AILES AT DELIVERY YEAR / MAKE / MODEL OF VEHICLE 07/CHEVROLET\_TRUCK/TAHOE/4DR\_4WD\_150 11/26/08 216 ROCK SPRINGS, GA DATE OF PRODUCTION DLR MFG. NO. 1GNFK 13057R MILEAGE OUT FED TAX EXEMPT NO. 12/04/08 j, din e NE NUMBER/NOTES ASSISTENC MO: 218 <u>\*::</u> The seller hereby expressly disclaims all T0TALS----warranties, either express or implied, includ-TOTAL LABOR.... TOTAL PARTS.... TOTAL SUBLET... TOTAL G.O.G... TOTAL MISC CHG. TOTAL MISC DISC 0.00 ing any implied warranty of merchantability []CASH []CHECK []A/R []H/CVISA []AMËX 0.00 or fitness for a particular purpose, and 0.00 neither assumes nor authorizes any other 0.00 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! person to assume for it any llability in con-0.00 0.00 nection with the sale. 0.00 TOTAL TAX ..... THANK YOU FOR THIS OPPORTUNITY TO, SERVE YOU, IT IS OUR AIM TO, PEREORNA ALL THE HEPAIRS' REQUESTED ON THIS **TOTAL INVOICE \$** 0.00 REPAIR ORDER TO YOUR COMPLETE SATA JACKY JONES CHEVROLET, PONTIAC, BUICK, GHC, INC. (828) 837-2322 PLEASE TELL US IMMEDIATELY. CUSTOMER SIGNATURE S and 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. 72 Hwy Florance Alp. Thank You. Jacky Jones **GM Superstore** ۰. م Ĩ Armeld-I END OF INVOICE ] 02:54pm PAGE 2 OF 2 CUSTOMER COPY 5F831530 Q (02.05



GM SUPERSTORE CHEVROLET-PONTIAC-BUICK-GMC 4226 U.S. 64 WEST • P.O. BOX 939 MURPHY, NC 28906 PHONE (828) 837-2322

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		LABOR RATE	PLATE NO.	CURRENT	MILEAGE 218	SILV BIRC	
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oen orn.		SERIAL NO. 1 G N F	к1305	7 R		DLR MFG. NO.	DATE OF PRODUCTION
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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

		l Note and Statement					Tennessee Valley 715 Market Street Chattanooga, Tennessee 37402 (423) 634-3500
	ER NAME(S) (Las S (street, citγ, sta	t - First - Middle Initial) Al te, zip code)	1D		S.S.N.	DATE	NOTE NUMBER
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Copyright 200	00 ConmarSystems, Inc	., Peachtree City, GA 30269 - EF	DRM 58626-1 Rev. 12/05		MEMBER	Сору	Page 1 of 4

Credit Union: Eric Glover Date NOTE AND SECURITY AGREEMENT CONTINUED ON THE FOLLOWING PAGES	11/26/2008
	2 m 1 m
The following notice applies only if this box is checked:	· · · · · · · · · · · · · · · · · · ·
Any holder of this same	

y 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

Promise to Pay: You promise to pay 49,542.33 to the credit union plus interest on the unpaid balance at you owe has been repaid. 6.7500 % per year until what

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 show

Security Offered:	MODEL	YEAR	I.D.NUMBER	MAKE			
	TAHOE REGENCY	2007	1GNFK13057R	CHEVROLET	59,320.00	LIEN A	MOUNT
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Other (Describe);							
You Pledge Shares an	d/or Funds of	in account num	iber - Kou	N1			
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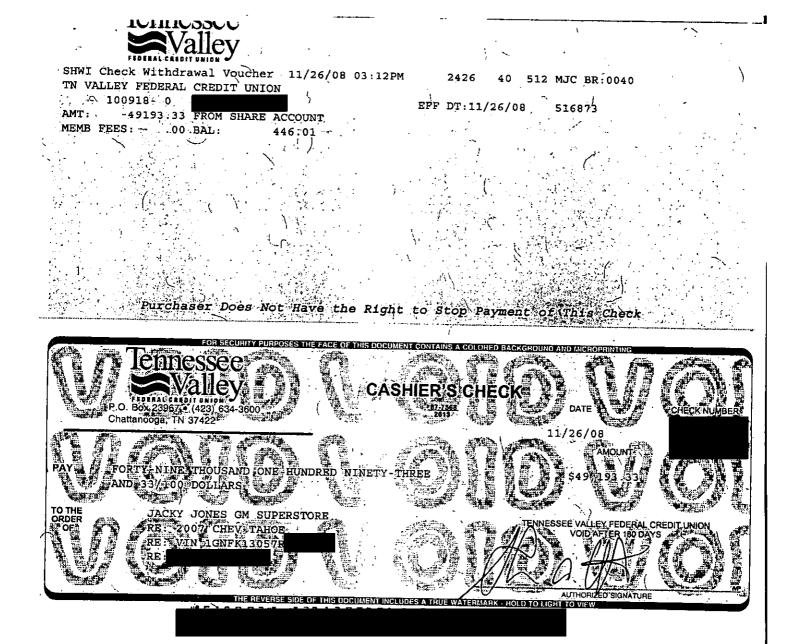
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# GAP INSTALLMENT SALE CONTRACT/LOAN/LEASE AGREEMENT ADDENDUM

Inception Date: <u>11/26/2008</u> Ad	Idendum# _0205053
Purchaser Name / Address	
	Chickamauga, GA
	Regency New: 🛛 Used:
VIN: <u>1GNFK13057R</u>	MSRP <u>593200</u> Mileage <u>216</u>
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 Un	ion P.O. Box 23967 Chattanooga, Tn 37422
Dealer Representative / (F & I) J Coulter	
X YES, I ELECT THE GA	AP WAIVER
I understand that the purchase of the GAP Waiver Addendum is voluntary and i understand that this GAP Waiver Addendum is not an offer of insurance coverage similar coverage may be obtained and at what cost. I understand that the GAP be not a substitute for collision or property damage insurance. I understand that by installment sales contract that the Seller/Lender/Lessor waives*, in the event of a contractual right to hold me liable for the GAP Amount, subject to provisions ar understand that should I decide I do not wish to retain this waiver, I can request inception date and that I will receive a full refund of the waiver cost. I understand pay a portion to a third party as a service fee, or for indemnification. I further un 84 months. I understand that I should carefully review all of the terms and condi The one-time cost is \$ 349.00 (full refund if ca	ge. Thing wish to consult an insurance agent to determine whether benefits may decrease over the term of this contract and that GAP is purchasing the GAP Waiver Addendum for my loan/lease or a Total Loss, Constructive Total Loss or Unrecovered Theft, its ind exclusions identified on the reverse side of this election form. I the cancellation at any time within 60 days from my loan/lease and that the Seller/Lender/Lessor may retain all of the one-time fee, or inderstand the maximum term for this Addendum shall not exceed itions of the debt cancellation agreement prior to signing the agreement
Signature	Date
* This Waiver Does Not in * Any refundable additions to amount financed.	
<ul> <li>Delinquent Payments &gt; 60 days past due.</li> <li>* Late charges or fees added after installment sales contract/loan/lease inception.</li> </ul>	<ol> <li>Reimbursement for your primary insurance carrier deductible is prohibited for installment sales contracts/loans/leases originating in Arkansas.</li> </ol>
<ul> <li>Primary Carrier's insurance deductible in excess of \$500 (*1)</li> <li>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.</li> </ul>	
□ NO, I DO NOT ELECT 1	THE GAP WAIVED
In the event my vehicle is stolen or a total loss and my insurance company pays I understand I will be fully responsible for any deficiency balance.	ess than the amount of my installment sales contract/loan/lease,
Signature	Date
Signature	Date
GAP Administrator: National Dealer Serv 5725 Ringgold Rd., Phone: 423-899-721	Chattanooga, TN 37412



#### VIA FAX ONLY

February 28, 2011

Alex Simanovsky, Esq. Simanovsky & Associates 2300 Henderson Mill Rd NE Ste 300 Atlanta, GA 30345

RE:

Service Request: 71-922624590 2007 Chevrolet Tahoe Vehicle Identification Number: 1GNFK13057R 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

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Finance agreement Buyer's agreement

General Motors ATTN: BRC Legal P.O. Box 33170 Detroit, MI 48232

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

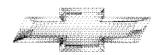
Sincerely,

General Motors

#### **RELEASE OF LIEN INFORMATION**

	,
	(Client's Name)
hereby authorize	
	(Lien holder Name)
(Lien holder Address)	(Lien holder Phone Number)
to release any and all information rega	arding my loan account # (Account Number)
	(Account Number)
with	
(Lien holder Name)	
to General Motors Company, includin loan payoff amount, and per diem info	ng but not limited to a complete payment history of my account, a permation.
Date	
	VEHICLE INFORMATION
The current vehicle mileage is	Date mileage read:
The current vehicle mileage is	Date mileage read:

LG0006 V08172010



#### VIA FAX ONLY

February 28, 2011

Mike Pope Jacky Jones Chevrolet, Buick, GMC 4226 US Hwy 64 W Murphy, NC 28906-8122

RE:

Service Request: 71-922624590 2007 Chevrolet Tahoe Vehicle Identification Number: 1GNFK13057R 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.

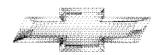
Please fax them to 866-842-9444. If there are any fax difficulties or the documents exceed 50 pages, please split the fax and send two or more faxes as appropriate.

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:

Service Request: 71-922624590 2007 Chevrolet Tahoe Vehicle Identification Number: 1GNFK13057R 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

#### <u>PAGES</u>: 5

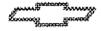
<u>NOTES</u>: These are the only two times the customer had work done at this dealership. If you need anything else please just call.

#### Thank You

#### DISCLAIMER:

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If you do not receive all pages, please call the sender at the above number.









## **General Motors Business Resource Center**



#### To: Margaret Stone

Company: Jackson Chevrolet, Buick, GMC Fax: 1-706-638-4927 Phone: 706-638-4222

#### From: Billie Comeaux, billie\_comeaux@gmexpert.com

Fax: 866-842-9444 Phone: 866-790-5600, ext. 11098 E-mail:

cc:

NOTES:

FEB-28-2011	16:57
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JACKSON CHEV PONT BUI GMC

ERIC GLC	VER			JACKSON CH BUICK - GN 75 N. Main Stree LAFAYETTE, GE( Phone 706-6 www.jackso	<b>AC, INC.</b> t * P.O. Box 587 DRGIA 30728	
DATE VE	AR MAKE	MODEL	VIN		MILES IN MILES	000000000000000000000000000000000000000
01/03/11 0	7 CHEVROLET	TAHOE 1G	NFKL3057F	36476	25437	
SERVICE DATE	NOTIFIED SVC /	.DV PROMISED DAT	E/TIME LICEN	SE RATE	PAYMENT	INV. DATE
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event shall dealer be liable out of such purchase. The i dealer, include, but are not merchantable quality — reasonable safety, eff: I hereby authorize th and agree that you shall not case of fire, theft or any unavailability of parts or de you and/or your employee highways or elsewhere for 1 hereby acknowledged on at	for incidental or consequent indersigned purchaser furthe limited to any warranties t TIME (HRS.) PRICE response for toss or damu other cause beyond you lays in parts shipments by t as permission to operate t the purpose of testing and/or	B.O. NO. OPER. NO. GR TO Vehicle or articles left in v control or for any delays da he supplier or transporter. I here the supplier or transporter. I here the supplier or transporter. I here the supplier or transporter. The da	REVISED Uded by streets streets Stilen is Streets Stilen is Streets	8 DATE	I WAS NOTIFIED &	BY GAVE ORAL



FEB-28-2011 16:58

## SERVICE REQUEST FORM

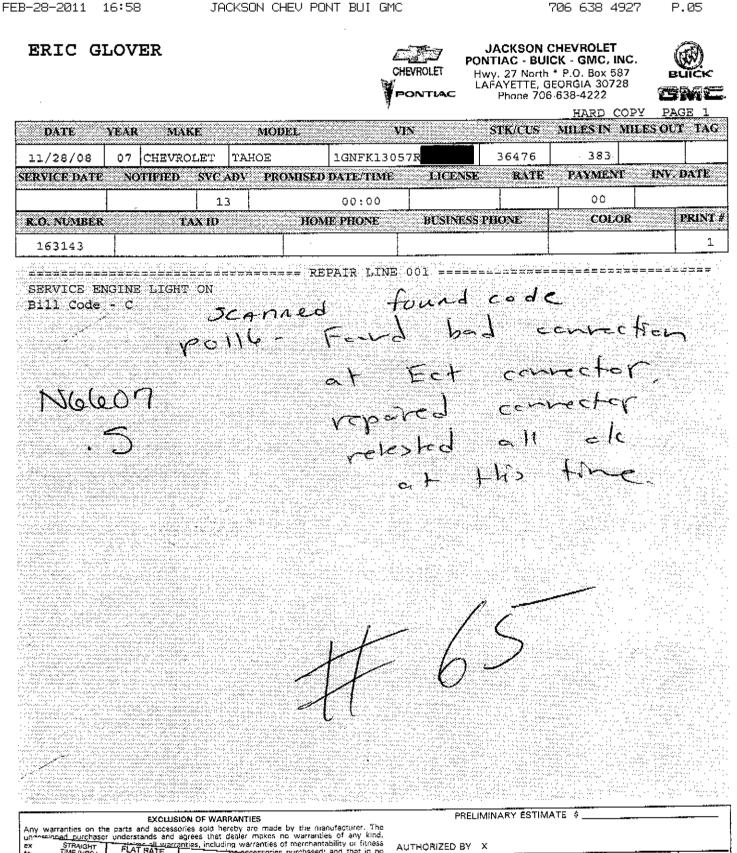
Hwy 27 North • P.O. Box 587 • LaFayette, Georgia 30728

Ro# 177687

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TAG #

	(Please Pr	rint or Type)			
MR			VEHICLE !	NFORMATION	
MS		VIN			
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CUSTOMER TERMS STRICTLY CASH Thereby authorize the with the necessary material and agree that you are n	1. A second state of a seco	TEARDOWN, OC	CASIONALLY Jackson	Chevrolet, Inc., herek nties, either express	by expressly discla
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i hereby authorize the repsir work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damsge to vehicle or articles left in vahicle in case of fire, thet or any other cause herond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby great you and/or your employees permission to operate the vehicle heroin desuribed on streets, hereby sknowledged on above vehicle to secure the empound of repairs thereto. The dealership is			ON ON
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not responsible for damages from freezing due to lack of antifreeze.

Y 27 North • P.O. Box 587	• LaFayette, Georg	ia 30728		Λ	REQU FOR # 16314
				K-0	# 16314
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TOTAL P.06

## JACKY JONES SUPERSTORE ✓Mar. 1. 2011 2:27 PM

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## 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.jackvlonessuperstore.com

то: <u>866-842-9444</u> Billie Comeand
FROM: Mike Pople
TOTAL PAGES (including cover) 57 30
Notes:
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Chevrolet 08-288

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▶\*Mar. 1. 2011 2:27PM



VIA FAX ONLY

February 28, 2011

Mike Pope Jacky Jones Chevrolet, Buick, GMC 4226 US Hwy 64 W Murphy, NC 28906-8122

RE:

Service Request: 71-922624590 2007 Chevrolet Tahoe Vehicle Identification Number: 1GNFK13057R 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









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## **General Motors Business Resource Center**



#### 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

- Fax: 866-842-9444
- Phone: 866-790-5600, ext. 11098
- E-mail:

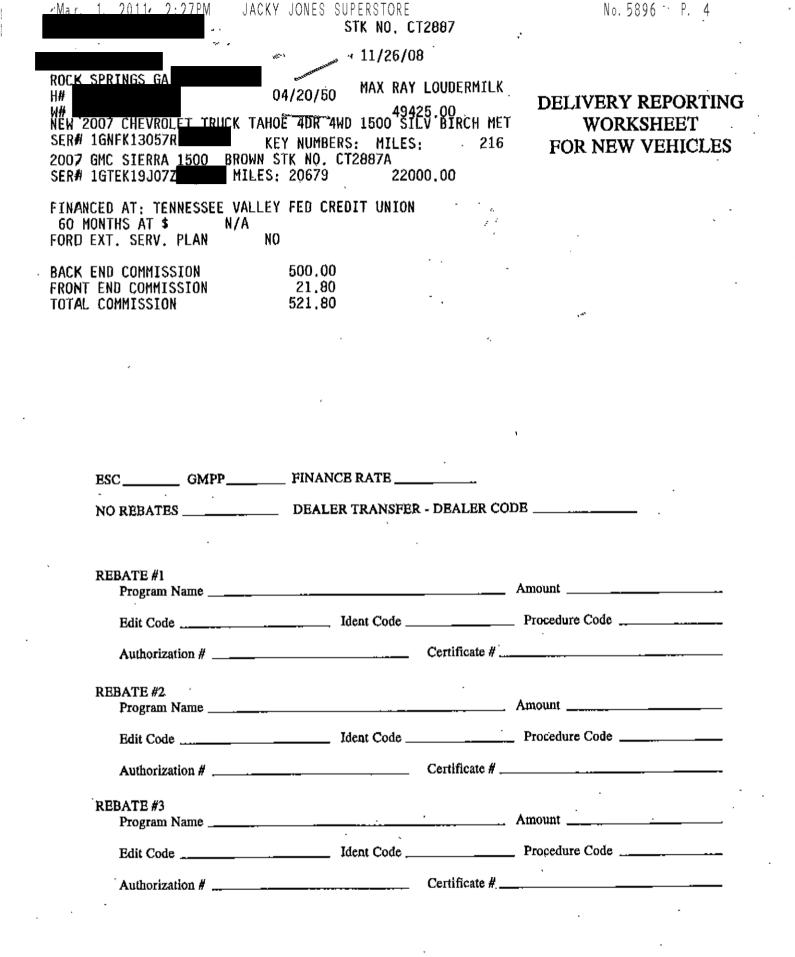
#### cc:

### 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



CP-4458

BMar. 1. 2011; 2:27PM BV(x + M) (1000); 2:27PM JACKY JONES SUPERSTORE No. 5896 Ρ. LORD (X1, ABY, PLAN (hi + 000, m)1100 HHTY19J0776 15296 HHTS: 20679 TORY ONCE STERRA 1500 BRODER STERRA LIZABLA 14. 01115. AND WSTAR ACKNOWLEDGMENT ()))Star HUMMER: CUSTOMER NAME: IbINIFIKI/1310151 VIN 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 Inceptive Program Reference Amount GM Incentive Code Total Incentive Amount Received \$ Other Program Selection (Which may or may not be in lieu of customer allowance programs; for example, Division 2. supported financing/leasing, etc..) I elect to receive the following in lieu of AND/OR . . . . I elect to receive CUSTOMER AND DEALER ACKNOWLEDGMENT FOR INCENTIVES AND ONSTAR SERVICE -<u>Vehicle Incentive Acknowledgment</u>. I am the <u>ultimate retail purchaser or lessec</u> 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 <u>114128</u> 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 Π. Is vehicle equipped with OnStar? ()]]Elar Yes \_\_\_\_ OnStar service in my vehicle is provided (copies are available in the vehicle glove box, from the dealer, at <u>www.onsthr.com</u>, or by contacting OnStar as described below). **b**, . 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 1.888.40nStar (1.888.466.7827) or TTY 1.877.248.2080 and request that my Services be cancelled. Purchaser/Lessee Signature: Date: 11 126 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 Authorized Dealer Signature: Date: 11 124 08 Dealer Code: 08288 Dealership Name: 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.

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Ma <u>r. 1. 2011 2:28PM</u> JACKY JC	ONES SUPERSTORE	ED BACKGROUND ON WHITE PAPER	<u>         No. 5896       </u> P.	6
GM SUPERSTORE GM SUPERSTORE CHEVROLET-PONTIAC-BUICK-GMC J226 US 64 WEST - PO. BOX 939 MURPHY. NC 28906 PIIONE (825) 837-2322			60017167 CI	ieck#
PAY **EIGHTEEN DOLLARS AND 00	/100**	A B	DATE //12/08	AMOUNT \$18.00
TO THEWALKER COUNTY TAX COWORDERPO BOX 628LAFAYETTE GA 30728			VOID AFTER 90 DAYS	
	• • •	·······		Mr
NAME	NUMBER		DATE	
WALKER COUNTY TAX COMMIS	SIONER	14731	12	2/12/08

TITLE ONLY FOR ERIC LAMAR GLOVER, VIN # 78652

12/12/08 905 18.00

> REMITTANCE ADVICE DETACH AND RETAIN



GM SUPERSTORE CHEVROLET-PONTIAC-BUICK-GMC 4226 US 64 WEST - P.O. BOX 939 MURPHY, NC 25906

CHECK NO.	
49807	

∞Mar. 1. 20114 2:28PM	I JACKY JO	ONES SUPERSTORE		Ν	o. 5896	P. 7
· · · ·	• ** 341 - W		ROFIT REPORT	STK NO	. CT2887	
CUSTOMER				DEAL	24393 Date	11/26/08
ADDRESS	ROCK SPRIN	GS GA				
UNIT SOLD	OLET TRUCK	TAHOE 1GNFK130	57R 4DR	4WD 1500 Days in	I STOCK	
	1/10/09				ENTS OF	N/A
PRIÇE	49425.00		DOC FEE	199,00		
TRADE	31425.00		<b>P</b> AYOFF			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 SEF			N/A
ADD ON RATE	APR	N/A LIENHO	LDERTENNE	SSEE VALLEY	FED CREDI	TUNION
AMOUNT FINANCED	N/A	<b>B</b> 10000111/m =	N/A	FINANCE RE		N/A
	N/A				3EHVE	N/A
	N/A	RATE		ESERVE		N/A
A & H PREMIUM AFTERSALES PHYSICAL DAMAGE	179.00 N/A		70,00 AFTSL	RESERVE S RESERVE RESERVE	10	9,00 N/A
EXTENDED SERVICE	N/A	 		CE RESERVE		N/A
				ESERVE		109,00
2007/CT2887A GMC YR MAKE		MODEL SIERRA	1500 VIN:	1GTEK19J072	7	
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&íC	DMM.	1(	0.90
TOTAL COST	40000.00		TOTAL	PROFIT	1450	5.50
A.C.V. OF TRADE	22000.00		TOTAL F	ROFIT	156	5,50
OVER/UNDER ALLOWANCE	9425.00					
GROSS ON UNIT	N/A					
SALESMAN #1MAX_RAY	LOUDERMILK	COMMISSION	500.0	)0	Bonus	3 10.90
SALESMAN #2		COMMISSION	N/	A		S N/A

Mar.	1.	2011	2:28PM
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Ct	STOMER SERVICE RECEIPT	
		STATE LAW REQUIRES TH
ADDRESS:	CITY ROCK SPRINGS STATE GA	HOULD KNOW, THE INFOR
VEHICLE DESCRIPTION: YEAR 2007	AAKE CHEVRONEW CX NUSED D MODEL TAHOE ODOMETER 216	damages exceed 25% of its values of the second s
SERIAL 1GNFK13057R	PURCHASED JACKY JONES GM DATE OF 11/26/0	$\theta$ 2. Was this vehicle a salvage mot
BALESMAN MAX RAY LOU		If yes, in what state was it title 3. Is this vehicle a flood vehicle?* 4. Is this vehicle a recovered thef
Customer's Signature	Date Customer's Work Phone Number Home Phone	If yes, list parts that were dam 5. Has this vehicle been reconstru-
тоск СТ2887	(OPTIONAL) BIRTH DATE:04/20/1950	I declare the above information kr
CUSTOMER E-MAIL ADDRESS	Advantage Plus Package Receipt	
		Dealer # or Seller's Social Security
	STOMER FOR LIFE!	NOTICE TO BUYER: RETAIN INFORMATION WHEN YOU SE
I, <u>the following</u> Make <u>CHEVROLET TRI</u> his purchase, I have entered e disconnected with a finan ransaction. I request that Ja	MEDIATE DELIVERY AGREEMENT described vehicle, from Jacky Lange Vear, am in the property of purchasing (serial No	
I,	, am in the property of purchasing described vehicle from Jacky Lener Year . In connection with into an installment contract or lease agreement and understand that it will cial institution upon Jacky Jones receiving approval of my credit on this cky Jones grant me possession of the vehicle and to consider the sale t being approved, and my signature below do affirm that all credit data orrect. I acknowledge receipt of subject vehicle and agree that if credit a time satisfactory to Jacky Jones it shall be considered default under the s it is contemplated by Law. I will then return said vehicle to Jacky Jones	
I,	, am in the property of purchasing described vehicle from Jacky Lease Area . In connection with into an installment contract or lease agreement and understand that it will cial institution upon Jacky Jones receiving approval of my credit on this cky Jones grant me possession of the vehicle and to consider the sale t being approved, and my signature below do affirm that all credit data orrect. I acknowledge receipt of subject vehicle and agree that if credit a time satisfactory to Jacky Jones it shall be considered default under the s it is contemplated by Law. I will then return said vehicle to Jacky Jones was accepted, within 24 hours of receiving notice that my credit has not nall be referred to as "return notice".	SIOCTY2887 20
I, or leasing the following Make <u>CHEVROLET IRI</u> his purchase, I have entered e disconnected with a finan cansaction. I request that Ja inalized subject to my credi upplied by me is true and c pproval is not received within stallment contract or lease a n such condition as when it cen approved. Such notice s "Return notice" shall vents: (1) my acknowledgm ertified mailing setting forth	, am in the property of purchasing described vehicle from Jacky Longy Vear, in connection with into an installment contract or lease agreement and understand that it will cial institution upon Jacky Jones receiving approval of my credit on this cky Jones grant me possession of the vehicle and to consider the sale t being approved, and my signature below do affirm that all credit data orrect. I acknowledge receipt of subject vehicle and agree that if credit a time satisfactory to Jacky Jones it shall be considered default under the s it is contemplated by Law. I will then return said vehicle to Jacky Jones was accepted, within 24 hours of receiving notice that my credit has not hall be referred to as "return notice". be considered to have been received upon the earlier of the following ent of receipt of the return notice; (2) 48 hours after posting to me a the return notice; (3) 24 hours after I have received documentation setting	Sto <b>@T%2087</b> 20
I, r leasing the following Make <u>CHEVROLET INI</u> his purchase, I have entered e disconnected with a finan cansaction. I request that Ja inalized subject to my credit upplied by me is true and co pproval is not received within nstallment contract or lease a n such condition as when it cen approved. Such notice s "Return notice" shall vents: (1) my acknowledgm ertified mailing setting forth both the return notice, deliver n the State of excived such documentation	, am in the process of purchasing described vehicle from Jacky Land Year In connection with into an installment contract or lease agreement and understand that it will cial institution upon Jacky Jones receiving approval of my credit on this cky Jones grant me possession of the vehicle and to consider the sale t being approved, and my signature below do affirm that all credit data orrect. I acknowledge receipt of subject vehicle and agree that if credit a time satisfactory to Jacky Jones it shall be considered default under the s it is contemplated by Law. I will then return said vehicle to Jacky Jones was accepted, within 24 hours of receiving notice that my credit has not nall be referred to as "return notice". be considered to have been received upon the earlier of the following ent. of receipt of the return notice; (2) 48 hours after posting to me a the return notice; (3) 24 hours after I have received documentation setting y of same to be by licensed messenger service taking part in such activity It is also understood that I shall be deemed to have if same is posted on the front door at the address set forth below.	Stoct 12087 21
I,	, am in the process of purchasing described vehicle from Jacky Jones Year In connection with into an installment contract or lease agreement and understand that it will cial institution upon Jacky Jones receiving approval of my credit on this cky Jones grant me possession of the vehicle and to consider the sale t being approved, and my signature below do affirm that all credit data orrect. I acknowledge receipt of subject vehicle and agree that if credit a time satisfactory to Jacky Jones it shall be considered default under the s it is contemplated by Law. I will then return said vehicle to Jacky Jones was accepted, within 24 hours of receiving notice that my credit has not nall be referred to as "return notice". be considered to have been received upon the earlier of the following ent, of receipt of the return notice; (2) 48 hours after posting to me a the return notice; (3) 24 hours after I have received documentation setting y of same to be by licensed messenger service taking part in such activity It is also understood that I shall be deemed to have if same is posted on the front door at the address set forth below. to return vehicle in the promised condition or at the time as promised, I may repossess/recover such vehicle using any means whatsoever. I hereby	Sto@T%2087 20 Gu Ad CfbgROCK SPRINGS
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	r. mas are venicle been	damaged by collision or of its value at the time of				YES 🗆	NO ,
<b>5</b>	If yes, list parts that	were damaged		v			
26/08	2. Was this vehicle a sa			······		YES 🖸	NO .
vv :	If yes, in what state v 3. Is this vehicle a flood	was it titled?				YES 🗆	NO
XX	4. Is this vehicle a recov	vered theft vehicle?				YES 🗔	NO
1803	If yes, list parts that 5. Has this vehicle been			· · · · · · · · · · · · · · · · · · ·		YES 🗆	NO
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	Dealer # or Seller's Socia	1 Security Number	300				
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. 1. 2011 2:28PM JACKY JO	NES SUPERSTORE		_	No. 5896	P. 10
P.O. BOX 939 DEAL# 24393	* 4226 US HWY		<del>BUICK GMC-</del> Murphy, NC	<u>INC.</u> 28906 *	828-837-23
	PRINGS GA			, DAT	11/26/2
ADDRESS: SALESMAN: MAX RAY LOUDERMIL	ĸ	COUNTY:	WALKER	LIE	TENNESS
CT2887 2007	CHEVROLET	4DR 4WD	Tšođ	1gnfk130877	
ALL USE I hereby acknowledge and accept the terms of incumbrances except as otherwise stated herein. Any warranties on the item/items sold hereby warranties, either express or implied, including any neither assumes nor authorizes any person to ass	are those made by the many	ertify the car I am t ufacturer. The self- tability or fitness fi	rading in is free and ar, Jackie Jones, ex or a particular puroc	pressly disclaims all se, and Jacky Jones	New Used CarXX_ Truck
NON-LEASED VEHICLES OD Federal law and State law require that you state the providing a false statement may result in fines and	e mileage upon transfer of ow /or imprisonment.			Price	49604 \$1280
JACKY JONES CHV PONT BU I,	16 <sup>PRIND</sup>	(no tenihs) mile	late that the Stat	es Tax le/County Disp. Fee ) Fee	\$18 \$18 \$199
following statements is checked. Check one box only (1) I hereby certify that to the best of my know in excess of it mechanical limits.			L of mileage	Fee více Contract	\$ \$ 13;
(2) I hereby certify that the odometer read DISCREPANCY  MAKE CHEVROLET TRUCK MODEL			GA.	Protection dit Life	\$ \$
V.I.N. 1GNFK13057R	B	YEAR 20	07 Cre	dit Dia.	\$
	I <del>WY 64</del>				\$
City	StateNC	– <sup>Zíp</sup> – <del>2890</del>	6 Reb Reb		\$ \$
Transferee's Signature			2 Ret	อได	\$
Transferee's Name					
Transferee's Street Addres	State <b>GA</b>	_ Zip			
Trade in Allowance \$ 31425,00		<del>.</del> 34460.87		Net Equity	\$ <del>~ -303</del>
2007 GMC	Subscribed & Sworn to	e Before Me Thia	1	Amount Financed	\$
VIN #:			<sup>20</sup> - 08	Total	<sup>\$</sup> <del>5110</del>

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#### Presented To 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

#### 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.

Selected Options

Theft Gaurd Silent Anti-Theft System On Vehicle Up to \$2500.00 Maximum Benefit

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### \$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 are youry 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 dearly disclosed on your actual contract. Discounts may not apply to insurance products Pursuant to state taws. By signing a copy of this disclosure you merely acknowledge that all the listed products were offered and evolutions the lender may have disallowed any other advance for the purchase of these to you and a copy of this time of the disclosure to you. Due to payment to income restrictions the lender may have disallowed any other advance for the purchase of these to you and a copy of the disclosure at this time using alternative funds outside the lender agreement.

Customer:

S-Buyer:

Dealer Rep:

11/26/2008 5:26 PM

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'Mar. 1. 2011' 2:29PM JACKY JONES SUPERSTORE Α -

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2007 TAHOE 4WD LT GENERAL MOTORS CORPORATION 590 SILVER BIRCH METALLIC /V8G & SUBSIDIARIES 193 EBONY RENAISSANCE CENTER ORDER NO. JWVBSH/TSR STOCK NO. DETROIT . MI 48243-1114 VIN 1GN FK13 05 7R VEHICLE INVOICE 10D86708525 MODEL & FACTORY OPTIONS MSRP INV AMT RETAIL - STOCK CK10706 TAHOE 4WD LT 34463.48 INVOICE 09/14/06 37665.00 AL4 2ND ROW BUCKET SEATS 490.00 406.70 SHIPPED 04/22/06 
 425.00
 352.75
 EXP I/T 04/24/06

 860.00
 713.80
 INT COM 09/25/06

 95.00
 78.85
 PRC EFF 04/22/06

 995.00
 825.85
 KEYS XXXXX XXXXX

 N/C
 N/C
 WFP-S QTR OPT-1

 350.00
 290.50
 BANK; FORD MOTOR
 ARS 2ND ROW SEAT POWER RELEASE AS3 3-PASSENGER, 3RD ROW SEAT CE1 RAIN SENSING WIPERS CF5 ELECTRIC SLIDING SUNROOF C6A GVW RATING - 7,300 LBS E61 POWER LIFTGATE WITH LIFTGLASS FE9 FEDERAL EMISSIONS N/CN/C СНG-ТО 08-288 GT4 REAR AXLE - 3.73 RATIO N/C N/C SHIP-TO 59-660 G80 LOCKING REAR DIFFERENTIAL 244.85 REGENCY VANS 295,00 KA6 2ND ROW HEATED SEATS 166.00 FORT WORTH TX 200.00 LMG VORTEC 5.3L V8 SFI FLEX FUEL N/CN/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 7300 2145.00 1780.35 GVWR: \*\* 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 EOUIPMENT 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 2277.50 POWER, HEAT & MEMORY MEMO \* 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

-Mar. 1. 2011-2:29PM JACKY JONES SUPERSTORE

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2007 TAHOE 4WD L/T GENERAL MOTORS CORPORATION 59U SILVER BIRCH METALLIC /V8G & SUBSIDIARIES 193 EBONY RENAISSANCE CENTER ORDER NO. JWVBSH/TSR MX 48243-1114 STOCK NO. DETROIT VIN 1GN FK13 05 7R VEHICLE INVOICE 10D86708525 INV AMT RETAIL - STOCK MODEL & FACTORY OPTIONS MSRP \*\* CONTINUED FROM PAGE 1 \*\*

-3

TOTAL MODEL & OPTIONS	48550.00	43498.03	ACT 237	42916.53
DESTINATION CHARGE	875.00	875.00	н/в 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

42351.55

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APPROX WHOLESALE FINANCE CREDIT

JACKY JONES CHEVROLET, PONTIAC, BUIC

-Mar. 1. 2011 2:29PM JACKY JONES SUPERSTORE

No.5896 P. 14

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JACKY JONES CHEVROLET PONT BUI (5) A/R REBATES 11/28/2008

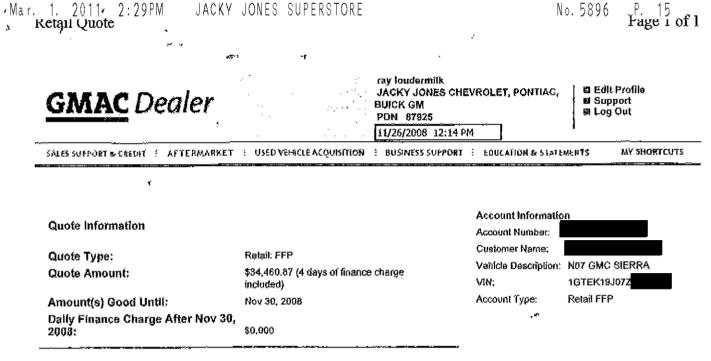
LINE DATE REFERENCE DESCR	19710N  JN	ACCT#	DETAIL	261C	===========   	
	EVROLET TRUCK TAHOE	261C 261C 261C 70TAL	-3750.00 -1000.00 -1500.00 -6250.00	-6250.00		

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(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#)



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.

ассобнт Чесема чон		$\frac{1}{4} \frac{1}{4} \frac{1}$
Account Number:		
Customer Name:		
Vehicle Description	it i	N07 GMC SIERRA
VIN:		1GTEK19J07Z
Account Type:		Retail

NEW ACCOUNT

PRINT PREVIEW

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Ma <u>r. 1. 2</u> 011	2:29PM JACKY JONES SU	JPERSTORE			No. 5896	P. 16 ~
Kee	ENCY		· ·		INVO	DICE
2800 Golden Triangle Bive Fort Worth, TX 76177-701					INVOICE NO. 102376	INVOICE DATE 08/24/2006
JACKY JONES T 4226 US HWY C;08288 G; MURPHY PHONE: 828-	CHEV PONT GMC 64 WEST 53~035 NC 28906 837-2322 FAX: 828-6		4226 US C;08288 MURPHY		ST	
0RDER # 0RDER DATI 073539 04/24/2		DEALER NO. 003714	SHIP DATE	TEAMS COD	•	HEGION
SERIAL NO		CHASSIS	•		DEALER PRI	CE SUGG. PRICE
130065 JWVBSH PRODUCT	1GNFK13057R	. 2007 CHEVY V8 4WD	1500 TAHC	E 3LT 5.3 CK1070		. 00
07230AC	2007 MODEL CHEVY TA (CHEVY ONLY)		EXT: 59/ DASH: NAV	1	. 7,495	- 00
D GREY D 5-9106 D 7-9917	LINE ITEM DESCRIPTION EBONY FULL CUSTOM "COPIA" F (W/COLOR KEYED DOOR F EXCHG STD 20" HEAT WH 20" SPEEDSTERS	POCKETS)	QTY 1 1	1,395.	_	. 00 . 00 . 00
D DDS	DEALER DISCOUNT - SUV			995.	00 <del>-</del> 995	. 00-
	Att	D2C				
	We Appreciate Yöur	Business!		TOTAL AMOUNT DUE	7,895	. 0Ø

-Mar. 1. 2011¥ 2:29	€PM JACKY JONES SUPER	RSTORE No. 58	896 P. 17
Mar. L. 2011 2:29 2007 TAHDE 4WD LT 59U SILVER BIRCH 0 193 EBONY ORDER NO. JWVBSH/T VIN 16N FK13 05 7R ************************************	METALLIC	GENERAL MOTORS CORPO GENERAL MOTORS CORPO VSO & SUBSIDIARIES RENAISSANCE CENTER DETROIF MI 482 VEHICLE INVOICE 1008 ***********************************	243-11114 243-11114 26708525 28%%%%8
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TOTAL MODEL & OPTIONS	48550.00	43498.03	ACT 237	42916.53
DESTINATION CHARGE	875.00	875.00	HZB - 261	1456.50

Mar. 1. 2011 2:29PM JACKY JOI BARS Document Display	NES SUPERS	TORE	No.
2007 TAHOE 4WD LT 59U SILVER BIRCH METALLIC 193 EBONY ORDER NO. JWVBSH/TSR VIN 1GN FK13 05 7R	XXII	GENERAL M 100 RENAI DETROIT VEHICLE I	MOTOR DIVISION MOTORS CORPORATION SSANCE CENTER MI 48243-1114 INVOICE 1AD87966981
MODEL & FACTORY OPTIONS CK10706 TAHOE 4WD LT	MSRP 37665.00	TNV AMT	RETAIL - STOCK INVOICE 05/18/06
AL4 2ND ROW BUCKET SEATS	490,00	406.70	SHIPPED 04/22/06
ARS 2ND ROW SEAT POWER RELEASE			
AS3 3-PASSENGER, 3RD ROW SEAT		713.80	
CR1 RAIN SENSING WIDEDS	95.00		
CF5 POWER SLIDING SUNROOF	995.00		
C6A GVW RATING ~ 7,300 LBS	N/C	N/C	
C6A GVW RATING ~ 7,300 LES E61 POWER LIFTGATE WITH LIFTGLASS	350.00		FAN: 000858926
FE9 FEDERAL EMISSIONS	N/C	N/C	BANK: GMAC - 004
GT4 REAR AXLE ~ 3,73 RATIO	N/C	N/C	СНG-ТО 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			
UVB NAVIGATION RADIO W/CD/DVD/MP3	2145.00	1780,35	SHIP WT: 5642
(REPLACES STD/OPT RADIO)			HP: 45.7
U42 REAR SEAT ENTERTAINMENT SYSTEM	1295.00	1074.85	
XA7 HEATED WASHER FLUID SYSTEM 3LT TAHOE LT3 EQUIPMENT GROUP:	85.00	70.55	
	3650.00	3029.50	GAWR.RR; 4100
* FRONT LEATHER APPOINTED			GMS: 42991.53
BUCKET SEATS * DRIVER SIDE SEAT W/12-WAY			SUPPLR: 44922.77
POWER, HEAT & MEMORY			MRM: 49425.00 NTR: 1/2
* PASSENGER SIDE SEAT W/12-WAY			DAN: $U42$
POWER & NEAT			MEMO 2352.50
* 2ND ROW LEATHER APPOINTED			READ 2002.00
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	5		
* TRI-ZONE AUTOMATIC			
AIR CONDITIONING			
REGENCY VANS			
** CONTINUED ON PAGE 2 **			
			'

SUN CHEVROLET 590 SILVER BIRCH METALLIC /V8G 193 EBONY ORDER NO. JWVBSH/TSR STOCK NO, VIN 1GN FK13 05 7R

2007 TAHOE 4WD LT

GENERAL MOTORS CORPORATION 100 RENAISSANCE CENTER DETROIT MI 48243-1114 VEHICLE INVOICE 1AD87966981

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Vo. 5896 P. 18 Page 1 of 2

Mar. 1. 2011 2:30PM JACKY JONES SUPERSTORE 8 1

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2007 TAHOE 4WD LT		CHEVROLET	MOTOR DIVISION
59U SILVER BIRCH METALLIC /	V8G	GENERAL MC	TORS CORPORATION
193 EBONY		100 RENAIS	SANCE CENTER
ORDER NO. JWVBSH/TSR	1/ 1	DETROIT	MI 482431114
VIN 1GN FK13 05 7R			VOICE1AD87966981
********************* <del>*****</del> **********	***		
MODEL & FACTORY OPTIONS	MSRP		RETAIL - STOCK
			INVOICE 05/18/06
	90.00		SHIPPED 04/22/06
	25.00		EXP I/T 04/24/06
,	60,00		INT COM 05/30/06
	95,00		PRC EFF 04/22/06
CF5 POWER SLIDING SUNROOF 9 C6A GVW RATING - 7,300 LBS			KEYS XXXXX XXXXX
COA GVW RATING - 7,300 LBS	N/C		WFP-S QTR OPT-1
E61 POWER LIFTGATE WITH LIFTGLASS 3 FE9 FEDERAL EMISSIONS			FAN: 000858926 BANK: GMAC - 004
GT4 REAR AXLE - 3,73 RATIO	N/C N/C		CHG-TO 13-816
	-	244,85	SHIP-TO 59-660
	00.00		REGENCY VANS
LMG VORTEC 5300 V8 SFI FLEX FUEL	N/C	100.00 N/C	FORT WORTH TX
M30 4-SPD AUTOMATIC TRANSMISSION	N/C	N/C	FORI WORTH IX
	45.00	-	SHIP WT: 5642
(REPLACES STD/OPT RADIO)	10.00		HP: 45.7
U42 REAR SEAT ENTERTAINMENT SYSTEM 12.	95.00		GVWR: 7300
	85.00		GAWR.FT: 3600
3LT TAHOE LT3 EQUIPMENT GROUP: 36			GAWR, RR: 4100
* FRONT LEATHER APPOINTED			GMS: 42991.53
BUCKET SEATS			SUPPLR: 44922.77
* DRIVER SIDE SEAT W/12-WAY			MRM: 49425.00
POWER, HEAT & MEMORY			NTR: 1/2
* PASSENGER SIDE SEAT W/12-WAY			DAN: U42
POWER & HEAT			MEMO 2352.50
* 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			
		'n	

\*\* CONTINUED ON PAGE 2 \*\*

2007 TAHOE 4WD LT 59U SILVER BIRCH METALLIC	/V8G	CHEVROLET MOTOR DIVISION GENERAL MOTORS CORPORATION
193 EBONY	7 409	100 RENALSSANCE CENTER
4 200011		
ORDER NO. JWVBSH/TSR STOCK	ᢂᡐᡊᡡᡔ	DETROIT MI 482431114
VIN 1GN FK13 05 7R	リズムノー	VEHICLE INVOICE1AD87966981
*******	`***********	***********************13*13815
MODEL & FACTORY OPTIONS	MSRP	INV AMT RETAIL - STOCK
** CONTINUED FROM PAGE 1 **		

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TOTAL MODEL & OPTIONS	48550,00	43498.03	ACT 237	42916.53
DESTINATION CHARGE	875.00	875.00	Н/В 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

42351.55

APPROX WHOLESALE FINANCE CREDIT

> REMIT TO GMAC NO. 004 VIN 1GNFK13057R \$ 44373.03 INV 1AD87966981 DUE 05/30/06 DEALER 13~816

SUN CHEVROLET

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Mar. 1. 2011 2:30PM BAKS Document Display	JACKY JONES	SUPERSTORE	No. 589	96 P. 21 Page 2 of 2
**************************************	45° '	•	*********13*13816S RÉTAIL – STOCK	-

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TOTAL MODEL	& OPTIONS	48550.00	43498.03	ACT 237	42916.53
DESTINATION	CHARGE	875.00	875.00	H/B 261	1456.50

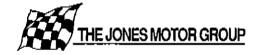
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SUN CHEVROLET

REMIT TO GMAC NO. 004 VIN 1GNFK13057R \$ 44373.03 INV 1AD87966981 DUE 05/30/06 DEALER 13-816

Μ	ar. 1. 2011 2:30PM JACKY JONES SUPERSTORE		No.	5896 P. 2	22
			·	David	
		•	SALESMAN	THYL	
	JACKY JONES GM SUPERSTO		DATE	CT- 98	<u>6-0 a</u> 87
	4226 West US 64 • P.O. Box 939 • Murphy, NC 28906	5 • 828-837-23	22 PHONE: (H)_		
	· .		PHONE: (B)_	<u>706-361</u>	-4803
	1		BIRTHDAY: _	····	,
	· · · · · · · · · · · · · · · · · · ·		SS #;   _ MSRP:		,
	PURCHASER (same as drivers license)				
			<u> </u>		
	ADDRESS	CITYKOCKS	DATE GA	Zip	
	YR. 2007 MAKE Chas MODEL Tahor	- `col	OR <u>Stree</u> col	INTY Wall	Ker
			( NO MIL	· ~	
	MOTOR NO. 1G-N FK1305-7K				
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•.	CUSTOMER GMS # REBATE;		CASH PRICE		
	SALESMAN GMS # AMT:	CODE:	ACCESSORIES		
	#1 DRIVERS LIC. #				ļ
	#2 DRIVERS LIC. #	<u>``</u>		· · · ·	
	CURRENT PAY EP		·		,
	THEFTGUARD CODE: 273454584			· .	
	GWR:				
	WEIGHT CUSTOMER REQUESTS:			· · · · ·	
۲			TOTAL PRICE	59320	<u>90</u>
	IT IS UNDERSTOOD THAT LEGAL TITLE TO THE HEREIN DESCRIBED	AUTOMOBILE	TRADE	41 320	₽ <u>e</u>
,	DOES NOT PASS TO SAID BUYER UNTIL HIS CHECK GIVEN AS PAYMENT BANK ON WHICH IT IS DRAWN.	CLEARS THE	DIFFERENCE	18000	e j
ĩ			DOC. FEES	\$199	00
Υ.	USED CAR ALLOWANCE 3/425 MILES 206 79 / E		THEFT GUARD	<u>\$179</u>	
	NR. 2057 MAKE GMC MODEL SIMME TYPE _ COLOR Div I.D.# 10-TEKIG 507 Z		SALES TAX	1286	46
ž	COUNTY TAG # DECAL		TITLE	\$40	00
			NORTH CAROLINA	· <del>\$9</del>	-10-
		<b>4</b>	NORTH CAROLINA TAG	18-	<u>oe</u>
	STREETSTATE ZIP	201	SUB TOTAL	19682	46
	PHONE ACGT. #		PAYOFF	34460	87
	PAYOFF BY GOOD TILL		EXT. WARRANTY		
	USED CAR ALLOWANCE MILES		TOTAL DUE	54143	33
~	USED CAR ALLOWANCE MILES MILES YR MAKE MODEL TYPE		REBATE		
			DEPOSIT	4950	6
a a t	COLORI.D. #TAG #DECAL	.#	COD		
-	BALANCE OWED TO	TOTAL OF DO			
	STREET				
		BALANCE TO	BE FINANCED	49193	33
	PHONE ACCT, #	TOTAL SET	TLEMENT		•
	PAYOFF BY GOOD TILL		· ,		L
	INS. CO. State Farm Insurance Information Policy #	ALL CARS SOL	D "AS IS" UNLES	S OTHERWISE :	
λ.	EFFECTIVE DATES: FROM 70 TO 70 9	ALL DELI	VERIES SUBJECT TO	FINANCE APPR	OVAL
240	AGENT NAME MARKE MARKA	No other agreement	, promise, or understanding of	any kind pertaining to it	ils purchase will
ŏ	STREETADDRESS $Po > 19$	buyer, as purchaser the	a conditional sales contract in maunder.		-
<u> </u>	STREET ADDRESS PO 719 CITY Real C Strargs STATE CA-ZIP 30735 PHONE 706-375-7970	responsible Finance Ca		oted by Desler and cre	ooit approval by
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1	LIEN HOLDER Try Valley Federal Chedry andal	BUYER'S SIGNA	TURE: .		
Jope Ent	ADDRESS 200 Alamar ST CITY For T Ogle Hoope STATEGA ZIP 30.26/2		Ву:		
<u>'</u> 22-	CITY <u>1047 () 13 17 1-1000/25</u> STATE 527 ZIP 30.25/24		าเแอ:		

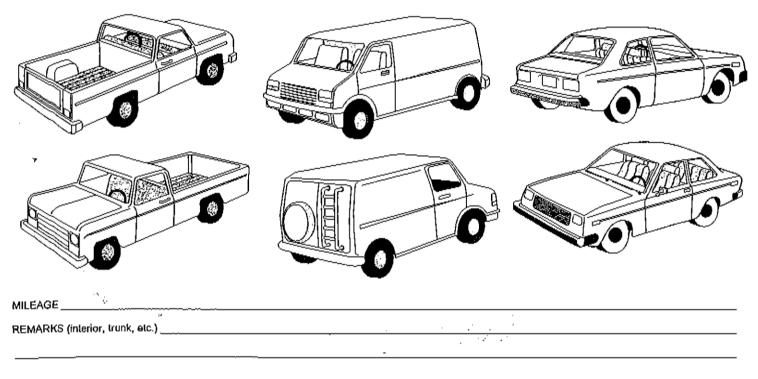
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### PICK-UP TRUCK, VAN, OR CAR INSPECTION REPORT

OWNER'S NAME	~		CARRIER'S REFERENCE NUMBER
the second	· · · · <u>·</u>	1	· · · · · · · · · · · · · · · · · · ·
ORIGIN ADDRESS	CITY	STATE	PRO NUMBER
and the second	the market of the		110 C 2 2 3
DELIVERY ADDRESS	CITY	STATE	EXCEPTION SYMBOLS BE - BENT M - MARRED
and the second s	a the state of the		BR - BROKEN P - PITTED
MAKE	YEAR	MODEL	BU+BURNED R - RUBBED   CH-CHIPPED RU-RUSTED
and the second	\	1	CV - CAVED SC - SCRATCHED D - DENTED SO - SOILED
COLOR	LICENSE NO. & STATE	VEHICLE I.D. NUMBER	F - FADED T - TORN
			G - GOUGED W - BADLY WORN L - LOOSE Z - CRACKED

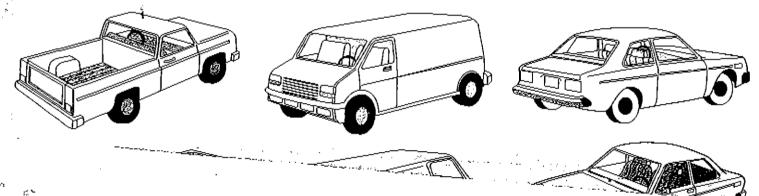
### **CONDITION AT ORIGIN**



The above is an accurate representation of the vehicle at the time of loading. NOTICE: the OWNER'S or AUTMORIZED 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



Mar. 1. 2011 2:30PM JACKY JONES SUPERSTORE

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No. 5896 P. 24

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## REGENCY 2800 GOLDEN TRIANGLE BLVD. FORT WORTH, TX. 76131

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817-847-7171 FAX 817-847-1942

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### **OVERALL APPEARANCE:**

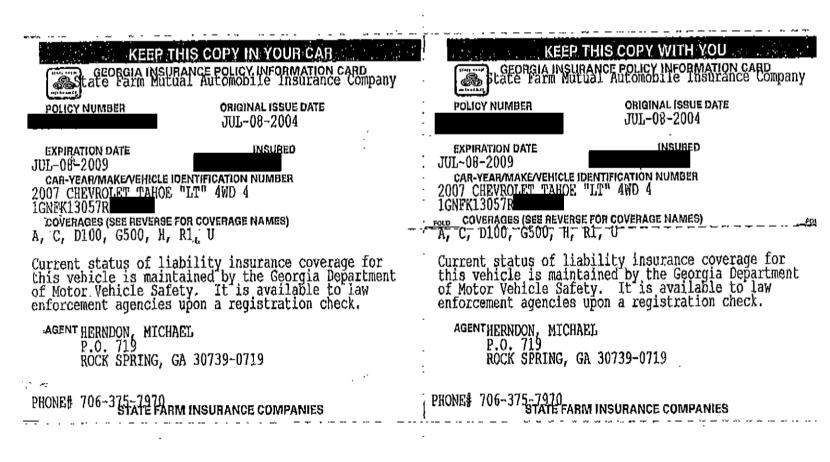
Exterior:	Comments:	Interior:	Comments:
Tape/ Paint		Carpet/Walls	,
Roof	· · · · · · · · · · · · · · · · · · ·	Wood	
Windows/Glass		Overheads	
Radio Antenna	, 	Radio	
<u></u>	š	Tire Tools	
Body Damage		Vacuum	
Other		Flashlight	
	· · ·	VCP -	
			······································
Options:	Comments:	<b>Options:</b>	Comments:
<b>Power Seats</b>		Fog Lights	
Power Pass		Wheels	
Shades	2 - J S	Headsets	-
Mats		Radar Detector	
.» Power Bed			
•	/		
COMMENTS/REMA	ARKS:		
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,		,	
WARRANTY BOOK	K:OWNER	S MANUAL:	_MSO:
DEALER:	VCI NONOS	UNAL STOCK #:	13(1)05
$\overline{\sqrt{2}}$	$\frac{1}{2}$		
<b>INVOICE</b> <sup>*</sup> # $\underline{1}(\underline{)}$	<u> </u>	$\frac{1}{\sqrt{\alpha}}$ / $\frac{1}{\sqrt{\kappa}}$	
DEALER SIGNATU	RE: Ashmet J. Burgo	DATE RECEIV	ED: 8-25-06
			0.04
DRIVER SIGNATUR	E:	<u>(</u> DATE DELIVER	<b>RED</b> :
	Ovintuals Dealer's Copy	Duplicate: Regency Copy	

FE-GUARD					
	taga katan sa Katan Katan sa				PROGRAM GREEMEN1
		Registration Code _	273454	584	
				Middle Initia	
ast Name treet Address	<u>۱</u>			Middle Indd	
ityROCK_SPRINGS	· · · · · · · · · · · · · · · · · · ·				
ome Phone #					
OVERED VEHICLE INFORMATIO	N				
lanufacturer <u>CHEVROLET</u> TR		TAHOE		Year	2007
ehicle ID #1GNFK130	057R				
ehicle Purchase Price \$		Amount Fina	inced \$	N/A	
heft Protection Program Selling Price \$	S New V	Vehicle 🔤 🕮	Us	ed Vehicle	
EALER INFORMATION					
ealer#	Dealership <u>]ACKY</u>	JONES CHV POI	<del>ni brick g</del>	MC INC.	
ireet Address <u>4226 W_HWY</u>	. 6.0				
ity <u>MURPHY</u>					
· · · · · · · · · · · · · · · · · · ·		State <u>Nr</u>		Zip Code <u>289</u>	<u>0</u> ¢
Warranty Holder) whose signature app			-		
Warranty Holder) whose signature app nd conditions listed on the back a			alned above is, '	true and accurate. I h	ave read the terms
Warranty Holder) whose signature app nd conditions listed on the back a Arranty Holder Signature	ears below, acknowledge that t	the Information cont	alned above is, ·	true and accurate. I h	have read the terms $\frac{1}{2}$
Warranty Holder) whose signature app nd conditions listed on the back a arranty Holder Signature ealer Signature THIS AGREEMENT IS A PROP	ears below, acknowledge that t	the Information contr OT INSURANCE. T	alned above is,	true and accurate. I h	nave read the terms
(Warranty Holder) whose signature app nd conditions listed on the back a /arranty Holder Signature III/25/2008 ealer Signature	ears below, acknowledge that the series below, acknowledge that the series of the amount of the covered vehicle a Total and reasonable repair. If the Covered the covered vehicle a the covered vehicl	the Information contr OT INSURANCE. T THE PURCHASE, Guarantee Benefit se ad Vehicle is a Total L Loss because the C overed Vehicle was n	HE PURCHAS LEASE OR FIN t forth below in a oss. A Covered ' overed Vehicle v ot Insured, plea	true and accurate. If Date // Date // Zono // Date // Date // Zono // Date //	ROTECTION VERED VEHICLE.
(Warranty Holder) whose signature app nd conditions listed on the back a arranty Holder Signature ealer Signature THIS AGREEMENT IS A PROP PROGRAM IS VOLUNTARY AND IS IMITED GUARANTEE he Theft Protection System guarantees to sted on the back if: (1) the Covered Vehil older's insurance company has declar ) stolen, recovered and damaged beyon a used vehicle, then the Guarantee B	ears below, acknowledge that the series below, acknowledge that the series of the amount of the covered vehicle a Total and reasonable repair. If the Covered the Covered Vehicle a Total and reasonable repair. If the Covered the covered vehicle a total and reasonable repair. If the Covered the Covered Vehicle a total and reasonable repair. If the Covered the Covered Vehicle a total and reasonable repair. If the Covered the Covered Vehicle a total and reasonable repair. If the Covered the Covered Vehicle a total and reasonable repair. If the Covered Vehicle a total and reasonable repair. If the Covered Vehicle a total and reasonable repair. If the Covered Vehicle a total and reasonable repair. If the Covered Vehicle a total and the covered Vehicle a total an	the Information contr of INSURANCE. T THE PURCHASE, Guarantee Benefit se ed Vehicle is a Total L Loss because the C overed Vehicle was n unt indicated below o	HE PURCHAS LEASE OR FIN t forth below in a oss. A Covered ' overed Vehicle v ot Insured, plea	true and accurate. If Date // Date // Zono // Date // Date // Zono // Date //	ROTECTION VERED VEHICLE.
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Warranty Holder) whose signature app and conditions listed on the back a varranty Holder Signature ealer Signature THIS AGREEMENT IS A PROP ROGRAM IS VOLUNTARY AND IS IMITED GUARANTEE The Theft Protection System guarantees to sted on the back if: (1) the Covered Vehil older's insurance company has declar ) stolen, recovered and damaged beyond a used vehicle, then the Guarantee Benefit Guarantee Benefit ENRO GUARANTEE BENEFIT ENROLLED FO	ears below, acknowledge that the series below, acknowledge that the series of the covered vehicle a Total ond reasonable repair. If the Covered vehicle a Total ond reasonable repair. If the Covered the Covered Vehicle a Total ond reasonable repair. If the Covered the covered vehicle a Total ond reasonable repair. If the Covered the Covered Vehicle a Total ond reasonable repair. If the Covered the Covered Vehicle a Total ond reasonable repair. If the Covered the Covered Vehicle a Total ond reasonable repair. If the Covered the Covered Vehicle a Total ond reasonable repair. If the Covered the Covered Vehicle a Total ond reasonable repair. If the Covered the Covered Vehicle a Total ond reasonable repair. If the Covered the Covered Vehicle a Total ond reasonable repair. If the Covered the Covered Vehicle a Total ond reasonable repair. If the Covered the Covered Vehicle a Total ond reasonable repair. If the Covered the Covered Vehicle a Total ond reasonable repair. If the Covered Vehicle a Total ond reasonable	the Information contr ot INSURANCE. T THE PURCHASE, Guarantee Benefit se ed Vehicle is a Total L Loss because the C byvered Vehicle was n unt indicated below of \$5,000 3 Year RM IS SELECTED INTEE BENEFIT A	Alned above is, HE PURCHAS LEASE OR FIN t forth below in a oss. A Covered V overed Vehicle v ot Insured, plea or the Actual Cas 4 Year ABOVE, THE ND/OR GUAR	true and accurate. If Date	ROTECTION VERED VEHICLE.
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Warranty Holder) whose signature app and conditions listed on the back a varranty Holder Signature ealer Signature THIS AGREEMENT IS A PROP ROGRAM IS VOLUNTARY AND IS IMITED GUARANTEE The Theft Protection System guarantees to sted on the back if: (1) the Covered Vehil older's insurance company has declar ) stolen, recovered and damaged beyond a used vehicle, then the Guarantee Benefit Guarantee Benefit ENRO GUARANTEE BENEFIT ENROLLED FO	ears below, acknowledge that the series below, acknowledge that the series of the amount of the covered vehicle a Total or the covered Vehicle a Total or the accord vehicle a Total or the accord the covered Vehicle a Total or the accord to the covered Vehicle a Total or the accord to the covered Vehicle a Total or the accord to the covered Vehicle a Total or the accord to the covered Vehicle a Total or the accord to the covered Vehicle a Total or the accord to the covered Vehicle a Total or the accord to the covered Vehicle a Total or the accord to the covered Vehicle a Total or the accord to the covered Vehicle to the accord to the covered or recovered o	the Information contr ot INSURANCE. T THE PURCHASE, Guarantee Benefit se ad Vehicle is a Total L Loss because the C overed Vehicle was n unt indicated below of \$5,000 3 Year RM IS SELECTED INTEE BENEFIT A IND CONDITIONS Theft Protection Syst overed and declared	HE PURCHAS LEASE OR FIN t forth below in a oss. A Covered ' overed Vehicle v ot Insured, plea or the Actual Car 4 Year ABOVE, THE ND/OR GUAR ON THE BAC	true and accurate. If Date // Date // Date // E OF THE THEFT PI VANCING OF A CO' accordance with the te Vehicle will be a Total was either (i) stolen a use see section 6. If sh Value of the Cover 5 Year COVERED VEHIC RANTEE TERM. K	ROTECTION VERED VEHICLE. erms and conditions Loss If the Warranty and unrecovered; or the Covered Vehicle red Vehicle.

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# TEMPORARY AUTO IDENTIFICATION CARDS

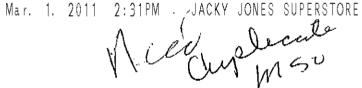
# STATE FARM INSURANCE COMPANIES



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No. 5896 P. 27



2007 SANGE 4WD LT SUU SILVER BIRCH METALLIC	/V8G	GENERAL M & SUBSIDI	OTORS CORPORATION ARIES
93 EBONY			CE CENTER
RDER NO. JWVBSH/TSR STOCK N	o.	DETROIT	
/IN 1GN FK13 05 7r		VEHICLE I	
/IN 1GN FK13 05 7R	******	*****	********13*082888
NODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
CK10706 TAHOE 4WD LT	37665,00	34463.48	RETAIL - STOCK INVOICE 09/14/06
AL4 2ND ROW BUCKET SEATS	490.00	406.70	SHIPPED 04/22/06
CK10706 TAHOE 4WD LT AL4 2ND ROW BUCKET SEATS ARS 2ND ROW SEAT FOWER RELEASE	425,00	352.75	SHIPPED 04/22/06 EXP 1/T 04/24/06 INT COM 09/25/06 PRC EFF 04/22/06
AS3 3-PASSENGER, 3RD ROW SEAT	860.00	713.80	INT COM 09/25/06
E1 RAIN SENSING WIPERS	95.00	78.85	PRC EFF 04/22/06
F5 ELECTRIC SLIDING SUNROOF	995.00	825,85	
AS ZND ROW SEAT FOWER RELEASE AS3 3-PASSENGER, 3RD ROW SEAT CE1 RAIN SENSING WIPERS CF5 ELECTRIC SLIDING SUNROOF C6A GVW RATING - 7,300 LBS 261 FOWER LIFTGATE WITH LIFTGLASS	N/C	N/C	-
161 POWER LIFTGATE WITH LIFTGLASS	350.00		BANK: FORD MOTOR
YEM REDERAL EMISSIONS	N/C	N/C	
XT4 REAR AXLE - 3.73 RATIO	N/C	N/C	
380 LOCKING REAR DIFFERENTIAL	295.00	244.85	
A6 2ND ROW HEATED SEATS		166.00	FORT WORTH TY
MG VORTEC 5.3L V8 SFI FLEX FUEL	N/C	N/C	
W/ ACTIVE FUEL MGT TECHNOLO			SHIP WT: 5642
	N/C		HP: 45.7
JVB NAVIGATION RADIO W/CD/DVD/MP3	2145.00	1780.35	
** REPLACES STD 6-DISC CD **		4454 65	GAWR.FT: 3600
J42 REAR SEAT ENTERTAINMENT SYSTE			GAWR, RR; 4100
KA7 HEATED WASHER FLUID SYSTEM BLT TAHOE LT3 EQUIPMENT GROUP:			
* FRONT LEATHER APPOINTED	3650.00	3029.50	
BUCKET SEATS			MRM: 49425.00 NTR: 1/2
* DRIVER SIDE SEAT W/12-WAY	Y		DAN: $U42$
POWER, HEAT & MEMORY			MEMO 2277.50
* PASSENGER SIDE SEAT W/12-WA	Ý		MBRO 22,7.50
POWER & HEAT	1		
* 2ND ROW LEATHER APPOINTED			
SEATS			
* POWER ADJUSTABLE PEDALS			
* REMOTE VEHICLE STARTER			
* AM/FM STEREO WITH MP3			
COMPATIBLE 6-DISC CD CHANGE	R		
(REPLACES STD RADIO)			
* HEAD CURTAIN SIDE AIR BAGS,			
ALL SEATING ROWS			
* BOSE PREMIUM SPEAKER SYSTEM			
* XM SATELLITE RADIO - SERVIC	E		
FEE EXTRA. 1ST 3 MONTHS INC	ь.		
* REAR PARKING ASSIST			· .
* OUTSIDE POWER FOLDING MIRRO	RS		
W/AUTO DIMMING & TURN SIGNA	LS		v v
* UNIVERSAL HOME REMOTE			
* TRI-ZONE AUTOMATIC			
AIR CONDITIONING			
REGENCY VANS			
** CONTINUED ON PAGE 2 **			

JACKY JONES CHEVROLET, PONTIAC, BUIC

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Mar. 1. 2011 2:31	IPM JACKY J	JONES SUPERSTORE		No. 5896 P.	28
		JACKY JC			
		GM SUPERSTORE CHEVROLET PONTIAC-BU			
		4226 U.S. 64 WEST - P.O. BOX 939 - MU PHONE (826) 837-232	RPHY, NC 28906 2		42044
CASH RECEIVED FROM	23689		NUMBER	JODY ALLISON GUNT	42914
			RECEIVED BY DATE	11/28/08	ER
ROCK SPRINGS, GI	EORGIA		TIME	10:00	
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ACCT.	AMOUNT	CONTROL NUMBER	PAYMENT TY	PE	AMOUNT
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PAGE 1		JACKY JO			
•		GM SUPERSTORE CHEVROLET-PONTIAC-BU	ICK-GMC		
	v	4226 U.S. 64 WEST + P.O. BOX 939 - MU PHONE (826) 837-2322	RPHY NC 28905		

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Mar. 1. 2011 2:31PM JACKY JONES SUPERSTORE S GIVI SUPERSTORE P. 30 MURPHY, NORTH CAROLINA

# **TRADE-IN PAY-OFF CONFIRMATION**

CUSTOMER SS #: 414 - 86 - 0460 AC		
VEHICLE YEAR: 2001 MAKE: 6-00	MODEL: Sterra	ExT
IDENTIFICATION NUMBER: 16-TEK 1950	7 2	
LENDER: GMAC	PHONE #:	
P. O. BOX # (OR DRAWER #); POB 900/93-1	· · .	
STREET ADDRESS: Louis wilk	· · · ·	
CITY: Louisuelle	<u> STATE: Ky</u> ZIP	: 40290
MAIL PAY-OFF TO ABOVE ADDRESS:	-	
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LAST PAID ON: / /	a de la companya de l	<u> </u>
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ALL INFORMATION OBTAINED BY; 7	······································	· · · · · · · · · · · · · · · · · · ·
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. 1. 2011 2:31PM JACKY JO	IES SUPERSTORE	·	No.5896 P. 31
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Voh I-I- O V	mail of in derson at State MVD	10% Tax Penalty (\$ 25% Tag Penalty Tág/Discal Mail Fee	
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Vehicle Section: Except for the signature, this Vehicle Identification Number Year	Make   Body Style	Model Color	od printed in black or blue ink.
			Cylinders New or Use
	This THICHEVROLET - COADA	TIM STEX	Bunty of Residence District
Cooneler Resolution - No tenting Odometer res	diperta pattert and a final fi		1101 1/100
216 Exceeds N	ding la actual miles unless you check one echanical Linkis of Odometar Dinki to to For All Trucks Over 14,000 Groo	of the following boxes: DEXEN	
Gross Vehicle Weight & Load Straight Truck?	le For All Trucks Over 14 000 Gtor	le Aciual Mileage, Warning odor	meter discrepancy
Gloss Venicle Weight & Load Straight Truck?	Used For Hire? Type of Trail	er Pulled?	0A
Number of Owners			
Owner # 1	Owner Seotion Leas	ad Vahicle7 [] No. [] Ye	Yes No
Drivers License # (If State/Country of Etra			Date of Birth
Individual)	Midale,	Last Suffix	Pate Of BILLO
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If you purchased this vehicle from an out- of-state dealer/business, did you pick-up	BIG NUMABUSE QUEBSing Co	nbenv's Nama	
une venicle out-of-state?		me - ny o manna,	Peronasers GA Seles Tex # (when applicable)
Yes No			
Owner # 2	Legal Name of Owner #2		· ·
Driver's License # (If an State/Country of First Individual) Issue*	Middle	-ast Sulay	Date of Birth
	egal Name of Business/Leasing Con	npany's Name	
address (Street address including city, state & zip)	Melling Attingen (14 di	<u> </u>	• • • •
		l lerent from street address Includ	ling city, state & zip)
PO BOX 261 RUCK SPRINGENEE307890261			<i>•</i> ) ·
A Dealers/Daptie (2 Dish Control of Control		Laron P	i
A Dealer's/Bank's 12 Digit Customer ID# Seller's GA	ales Tax # Driver's License # & S	Lesses Section tete/Country of Issue, if Individua	······································
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JACKY JONES CHV PONT BUICK	GMC TNC	•	
Gendrathy CN Courters 06	<u> </u>	· ·	
	Lessee's GA County Loo	cation	· · · · · · · · · · · · · · · · · · ·
umber of Security Interests or Liens:	Security Interests or L		
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me & Address of 1"Security Interest Holder/Lien Holder:.		er's/Lien Holder's 12 digit Custon	ner ID #
6	Name & Address of 2 <sup>rd</sup>	<sup>d</sup> Security Interest Holder/Lian H	older:
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ne & Address of 3 <sup>rd</sup> Security Interest Holder/Lien Holderr		to attornay-in-fact.	and hower of scotney
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Owner #1 Signature\_\_\_\_\_\_ \*If you have an out-on-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.

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## 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

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Chevrolet 08-288

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GMC 53-035

Mar. 1. 2011 2:32PM	JACKY JONES SU	PERSTORE	No. 5897 -	P. 2/26 /
COSTOMER #: 23689		207347 workorder	<b>JACKY JC</b> CHEVROLET BU 4226 U.S. Highway 64 W. (828) 837-23	ICK GMC Murphy, NC 28906
ROCK SPRINGS, GA		PAGE 2	www.JackyJones(	
HOME : CON BUS : CEL: GULUR MAN			R: 7941 BURRELL, JOHN	NY PAUL
DELDATE FROD DATE WAS 26NOV08 IS 26NOV08 DD	LET TAHOE IN EXP PROMIS 17:00 27 IFABY OPTION	JAN11	RATE PAYMENT	INV. DATE
27JAN2011 11:38 LINE OP CODE TECH		TIONS/INSTRUCTIONS SAYS TIRE SENSOR TIME	LIGHT ON/OFF, BEEN	COENG ON
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"The factory warranty constitutes all of the warranties with respect to the sele of this Item/Items. Tha 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 insterial 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 process of thi to ezoquuq el tea Võ nowledged on

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PRELIMINARY ESTIMATE \$\_\_

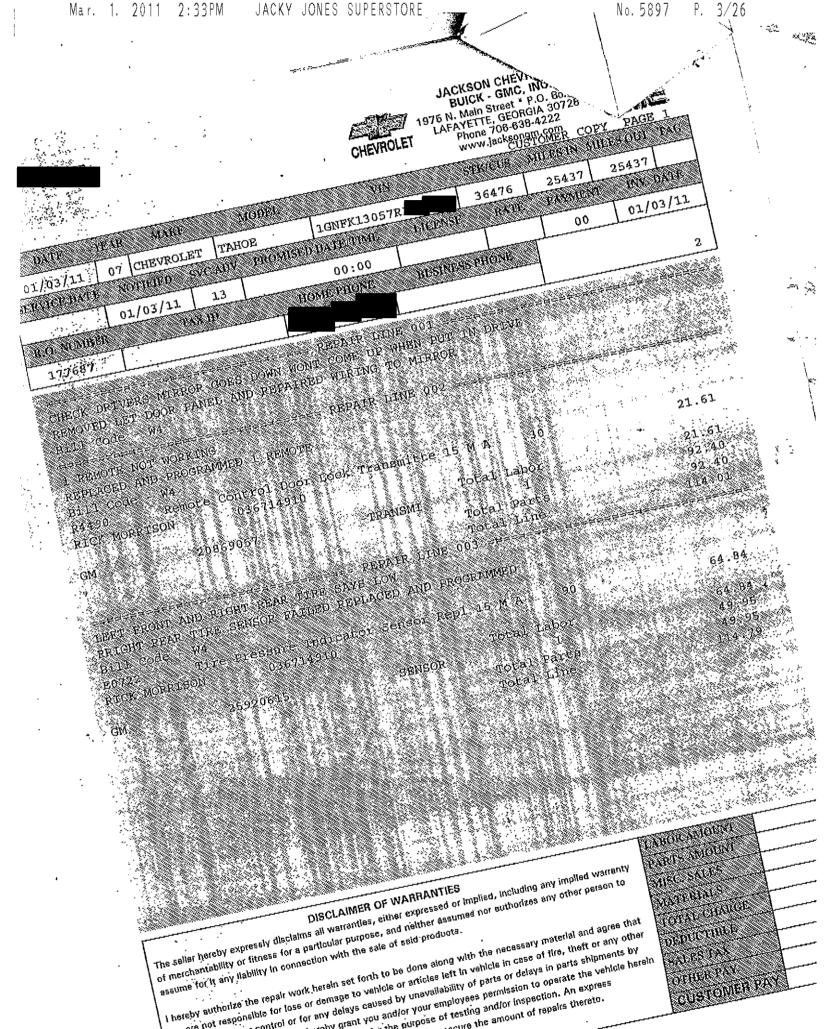
AUTHORIZED BY X

REVISED ESTIMATE (1)	DATE		BY
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			
I HEREBY ACKNOWLEDGE THA	T I WAS NOTIFIEI	D & GAVE ORAL	APPROVAL

OF THE ABOVE REVISED ESTIMATES:

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CUSTOMER SKINATURE



Mar. 1. 2011 2:34PM JACKY JONES SUP	ERSTORE		No. 5897	P. 4/26
CUSTOMER #: 23689	207347	JAC	ky J	ones
	*INVOICE*	⊿∰⊐⁄ снб∨	ROLET 🛞 BI	uick tomat
ROCK SPRINGS, GA HOME = CONT: BUS: _ CELL:	PAGE 1 SERVICE ADVISOR		(828) 837-23: w.JackyJonesC HNNY FAUL	BG.com
COLOR YEAR MAKE/MODEL	VIN	LICENSE	MILEAGE	IN/OUT TAG
SILV-BIRCH 07 CHEVROLET TAHOE	1GNFK13057R		28457/	
DEL, DATE PROD. DATE WARR. EXP. PROMISE 26NOV08 IS	D PO NO.	RATE	PAYMENT	INV. DATE
26NOV08 DD 17:00 270		80.00	CASH	27JAN11
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CAUSE; SCAN SYSTEM-OK, TIRE PRESSURES				
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B DRIVER SIDE MIRROB WHEN IN REVERSE	GOES DOWN AND WON	VT COME-E	ACK UP,	
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Jacay-Jones Jacky Jon	<ul> <li>Shand State</li> </ul>	i.		pur Aregenticaige
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The factory warranty constitutes all of the warranties with respect to the sale of this itembients. The Seller hereby expressly disclaims all warranties either express or	BE SURE TO PRESENT YOUR	DESCRIPTION	TOTALS
implied, including any implied warranty of merchantability or fitness for a particular	OWNER ADVANTAGE CARD	LABOR AMOUNT	Q,00
purpose. And the Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this iteru/items."	AT TIME OF WRITE-UP BENEFIT	PARTS AMOUNT	0.00
TERMS STRICTLY CASH UNLESSARRANGEMENTSMADE	PREVIOUS VISITS.	GAS, OÌL, LUBE	0.00
I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and egree that you are not responsible for loss or damage to vehicle.	CUSTOMERS WITH E-MAIL ADDRESSES WILL RECEIVE	SUBLET AMOUNT	0.00
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 shipmants by the	NOTICE OF SPECIAL SERVICE	MISC. CHARGES	0.00
suppliar or transporter. I hereby grant you and/or your employees permission to operate the vahicle herein described on streets, highways or elsewhere for the purpose of	OFFERS SPECIFIC TO ADVANTAGE CARD HOLDERS.	TOTAL CHARGES	0.00
testing and/or inspection. An expressed mechanic's lien is hereby acknowledged on	BE SURE THAT YOURS IS ON	LESS INSURANCE	0.00
vehicle to secure the amount of repairs therefo."	FILE. THANK YOU,	SALES TAX	0.00
X CUSTOMER SIGNATURE	WE APPRECIATE YOUR BUSINESS!	PLEASE PAY THIS AMOUNT	0.00
	room boom toob.		0.00

### CUSTOMER COPY

Mar.	1.	2011	2:35PM	JACKY	JON
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ES SUPERSTORE

No. 5897 - P. 5/26

CUSTOMER #: 23689	203403	JACKY JONES CHEVROLET BUICK GMC	2
	WORKORDER	4226 U.S. Highway 64 W. Murphy, NC (828) 837-2322	
ROCK SPRINGS, GA	PAGE 2	www,JackyJonesCBG.com	
HOME CONT BUS: CELL CELL	SERVICE ADVISOR	: 7941 BURRELL, JOHNNY PAUL	<u>, TAG .</u>
SILV-BIRCH 07 CHEVROLET TAHOE	1GNFK13057R	700361	£
26NOV08 IS 26NOV08 DD 17:00 16 RO OPENEO READY OPTION	5JUL10	0,00 CASH	
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"The factory warranty constitutes all of the warranties with respect to the sale of this Item\ltems. 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 lire, 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 fransporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, hiphways or elsewhere for the purpose of

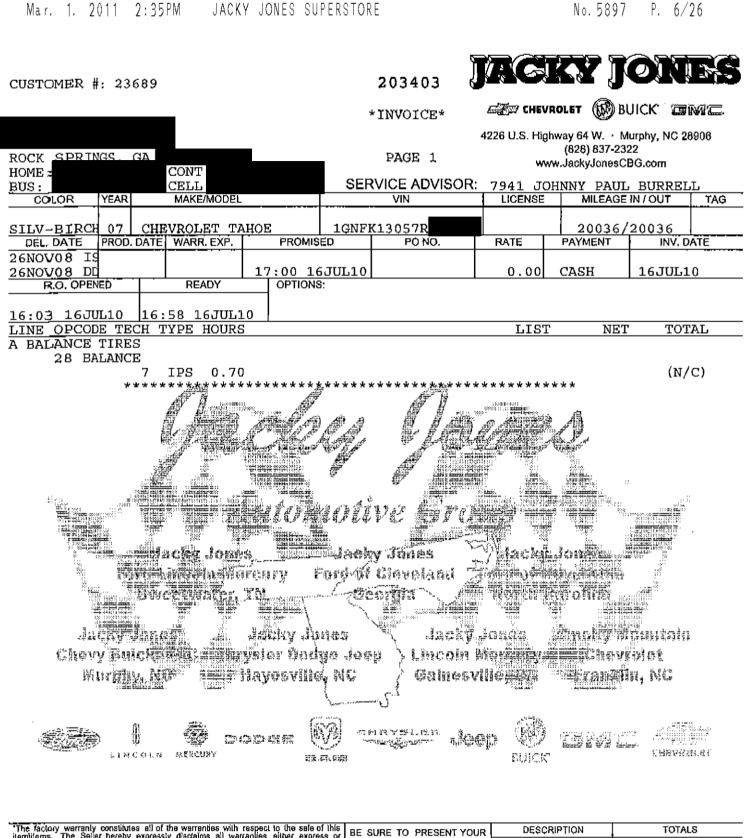
PRELIMINARY ESTIMATE \$\_\_\_\_\_

AUTHORIZED BY X

REVISED ESTIMATE (1)	DATE	τίλε	θY
REVISED ESTIMATE (2)			,
REVISED ESTIMATE (3)			

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

CUSTOMER BIONATURE



The factory warranty constitutes all of the warranties with respect to the sale of this itemutens. The Seller hereby expressly diactaims all warranties either express or	BE SURE TO PRESENT YOUR	DESCRIPTION	TOTALS
implied, including any implied warranty of merchanlability or fitness for a particular	OWNER ADVANTAGE CARD	LABOR AMOUNT	0,00
<ul> <li>purpose. And the Seller neither assumes nor authorizes any other person to assume for it any itability in connection with the sale of this item/items."</li> </ul>	AT TIME OF WRITE-UP BENEFIT	PARTS AMOUNT	0.00
TERMS STRICTLY CASH UNLESSARRANGEMENTSMADE	PREVIOUS VISITS.	GAS, OIL, LUBE	0.00
"I hereby authorize the repair work hereinefter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle	ADDRESSES WILL RECEIVE	SUBLET AMOUNT	0.00
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aupplier 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		TOTAL CHARGES	0,00
testing and/or inspection. An expressed mechanic's iten is hereby acknowledged or	BE SURE THAT YOURS IS ON	LESS INSURANCE	0,00
vehicle to secure the amount of repairs thereto."	FILE. THANK YOU.	SALES TAX	0,00
X	WE APPRECIATE	PLEASE PAY	
CUSTOMER SIGNATURE	YOUR BUSINESS?	THIS AMOUNT	0.00

#### CUSTOMER COPY

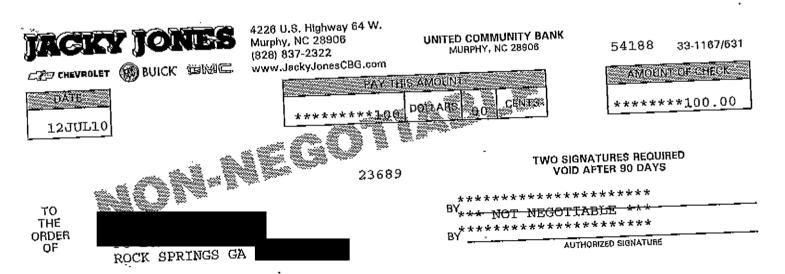
Mar. 1. 2011 2:36PM JACKY JONES SUPERSTORE	No. 5897 - P. 7/26
CUSTOMER #, 23689 203	JACKY JONES
	KORDER 4226 U.S. Highway 64 W. · Murphy, NC 28906
ROCK SPRINGS, GA	(828) 837-2322 Е 2 www.JackyJonesCBG.com
HOME: CONT	
BUS: SERVIC	CE ADVISOR: 7941 BURRELL, JOHNNY PAUL
SILV-BIRCH 07 CHEVROLET TAHOE 1 1GNFK13	
26NOVOB IS	057R 20022/ PONG BATE PAYMENT INVADATE
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Implied, including any implied warranty of merchantability or litness 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."	AUTHORIZED BY X
TERMS STRICTLY CASH UNLESS ARRANGEMENTS MADE	REVISED DATE TIME BY
necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, that or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the	REVISED ESTIMATE (2)
supplier or transporter. I hereby grant you and/or your employees permission to operate of 	REVISED SSTIMATE (3)
	I HERERY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

Mar. 1. 2011 2:36PM <u>JACKY</u> JONES SUPE	R S T O R E	·	No. 5897 -	P. 8/26	
A3689 PRINGS, GA CONT: CELL: CELL: COLOR YEAR MAKEMODEL SILV-BIRCH 07 CHEVROLET TAHOE 1 SILV-BIRCH 07 CHEVROLET TAHOE 1 DELOATE PRODOMIC WARF EXP PROMISED 26NOV08 IS 17:00 12JU 26NOV08 DD 17:00 12JU COPTIONS:	GNFK13057R	CHEV R 4226 U.S. Hig ww VISOR: 7941 BUE UICENSE	CKY JC ROLET BUI hway 64 W. (828) 837-23 (W.JackyJonesC RELL, JOHNI 20022/ 20022/ CASH	CK GMC Murphy, NC 2 22 CBG.com NY PAUL	28906 TAG
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"The factory warranty constitutes all of the warranties with respect to itemutems. The Seller hereby expressly disclaims all warranties ch implied, including any implied warranty of merchantability or fitness purpose. And the Seller neither assumes nor authorizes any other perso purpose.	the sale of this ther express or for a particular on to assume for		Y ESTIMATE \$		BY
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Mar. 1. 2011_2:37PM	- JACKY JONES SUPERSTORE		No. 5897 –	
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REMITTANCE ADVICE



Mar. 1. 2011 2:	:37PM JACKY	JONES SUP	ERSTOR	RE			N∘. 5897	P. 10	/26
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			,	*INVOICE*		🕬 CHEV	ROLET 🛞 B	UICK 🗃	NC.
ROCK SPRINGS, GA	CONT			PAGE 1			hway 64 W. → M (828) 837-23 /w.JackyJonesC	22	8906
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"The factory warranty constitutes all of the warranties with respect to the sale of this terrulitams. The Selier hereby expressly disclaims all warranties either express or	BE SURE TO PRESENT YOUR	DESCRIPTION	TOTALS
implied, including any implied warranty of merchantability or fitness for a particular	OWNER ADVANTAGE CARD	LABOR AMOUNT	52.40
purpose. And the Selfer neither assumes nor authorizes any other person to assume for it any liability in connection with the sele of this item/items."	AT TIME OF WRITE-UP BENEFIT FROM POINTS EARNED AT	PARTS AMOUNT	61.43
TERMS STRICTLY CASH UNLESSARRANGEMENTSMADE	PREVIOUS VISITS.	GAS, OIL, LUBE	0.00
I hereby authorize the repair work hereinafter ast forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle.	CUSTOMERS WITH E-MAIL ADDRESSES WILL RECEIVE	SUBLET AMOUNT	0.00
or anticles left in vehicle in case of fire, that or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the	NOTICE OF SPECIAL SERVICE	MISC, CHARGES	3.95
supplier or transporter. I hereby grant you and/or your employees permission to operate the yehicle herein described on streets, highways or elsewhere for the purpose of	OFFERS SPECIFIC TO ADVANTAGE CARD HOLDERS.	TOTAL CHARGES	117.78
testing and/or inspection. An expressed mechanic's lien is hereby acknowledged on	BE SURE THAT YOURS IS ON	LESS INSURANCE	32.00
vehicle to secure the amount of repairs thereto."	FILE. THANK YOU,	SALES TAX	4.76
CUSTOMER SIGNATURE	WE APPRECIATE YOUR BUSINESS!	PLEASE PAY THIS AMOUNT	. 90.54

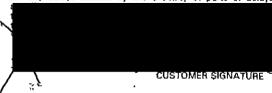
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Mar. 1. 2011 2:38PM J	ACKY JONES SUPERS	TORE		No. 5897	P. 11/26
CUSTOMER #: 23689 ROCK SPRINGS, GA	v UP	201468 WORKORDER PAGE 2	<b>CHE</b> 4226 U.S. Hi	ACKY J( /ROLET BU ghway 64 W. (828) 837-2 ww.JackyJones	<b>JICK GMC</b> Murphy, NC 28906 322
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"The factory warranty constitutes all of the warranties with respect to the sale of this Item\ltems. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or filness 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

TERMS STRICTLY CASH UNLESS ARMANGEMENTS 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, their 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



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PRELIMINARY ESTIMATE \$\_\_\_\_

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Mar. 1. 2011 2:38PM

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The Reynolds

JACKY JONES SUPERSTORE

No. 5897 - P. 12/26

192857



**GM SUPERSTORE** 

192857

CHEVROLET-PONTIAC-BUICK-GMC 4226 U.S. 64 WEST • PO. BOX 939 • MURPHY, NC 28906 • PHONE (828) 837-2322 RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	ON MO	D/MI	TOTAL	OPERATIO	N	OPERATION	DESCRIPTION	MO/MI	TOTAL
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PAGE 1 OF 1				SERV	/ICE FILE COI	γ	NOTES			192857

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JACKY JONES SUPERSTORE

No. 5897 P. 13/26----

190849



GM SUPERSTORE

190849

CHEVROLET-PONTIAC-BUICK-GMC RECOMMENDED SERVICES 4226 U.S. 64 WEST • P.O. BOX 939 • MURPHY, NC 28906 • PHONE (828) 837-2322 OPERATION **OPERATION DESCRIPTION** MO/MI TOTAL OPERATION **OPERATION DESCRIPTION** MO/Mr TOTAL 29PNZTR **ROTATE TIRES** MI SERVICE HISTORY DATE REPAIR ORDER MILEAGE ADVISOR TECHNICIAN TYPE OPERATION **OPERATION DESCRIPTION** 07/20/09 190679 9929 7941 16761 29PNZLOF C C W C LUBE/OIL/FILTER 16761 ÖĞPNZ 05/07/09 04/14/09 INTERIOR TRIM 189105 7272 7007 TOPNZVIBDIAG 29PNZLOF 29PNZRTWSENSORS VIBRATION DIAGNOSIS 188660 6505 7007 17809 LUBE/OIL/FILTER ROTATE WITH SENSORS 1ST LOF FREE č 17809 <u>01/16/09</u> 186994 3036 7007 16761 29PNLTA0DAC SALESPERSON NO. 25187 MAX RAY LOUDERMILK S R\_V\_ F Т CE STATE REG# 4 VEHICLE J.D. NO TERMS EAR MAKE/MODEL PRODUCTION DATE STOCK NO. LICENSE NO. CASIT 1GNFK13057R R. O. NO. 07/CHEVROLET TRUCK/TAHOE/4DR 4WD 15 CREDIT CARD T2887 90849 CHECK DELIVERY DATE -SELLING DEALER P. O. DATE 23689 (PAIOR API 216 EXPIRATION DATE 11/26/08 **\$7/28/09** COLÔB OTHER É CONTRACT NO EXPIRATION MILES TAG NO. SILV BIRCH MET/EB CALL WHEN READY ROCK SPRINGS, GA <del>/23</del>3 TUPBO I MMC AIR COND. R.S. TRANS Q YES ONO ADVISOR NO. ADVISOR PNZZ 0 7941 SAVE REMOVED PARTS FOR CUSTOMER DHNNY PAUL BURRELL The Fac ny Warranty Constitutes All Of The Warrantisa With Respect To The Sate Of This Remittens. The Sater Hereby Excreasity Disclaims All Neither Express Or Implied, Including Any Implied Warranty Of Marchaniability Or Finness For A Particular Purpose And The Seller Neither Warrantie Ú YES s flom/items. 10:02am 07/28/09 07:50pm E) NO e that you are not responsible for loss on / any delays caused by unavailability of emilasion to operate the vehicle herein a lien is haraby acknowledged on vehicle APPOINTMENT LABOA RATE Yes CELL: 423-364-7632 JOB W \* 06PNZ INTERIOR TRIM CUSTOMER SAYS RIGHT REAR INTERIOR TRIM LOOSE BEHIND SEAT QC INITIALS ODOMETER OUT 03540.3 NOTES: INTERNAL USE ONLY STAMP FLUID LEVELS CHECKED TECH # . LEVELS OK Yes 🗖 No 🛄 PACE 1 OF 1 SERVICE FILE COPY NOTES 190849

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Mar. 1. 2011 2:39PM

JACKY JONES SUPERSTORE

No. 5897 · P. 15/26

190679



190679

GM SUPERSTORE CHEVROLET-PONTIAC-BUICK-GMC

DO DOV 020 - MIDDHY NO 22006 - PHONE (222) 237-2322 ----

OPERATION	D SERVICES OPERATION DESCRI		II TOTAL	OPE	RATION	OPERATION	DESCRIPTION	MO/MI	TOTAL
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аласк 🛛			230	5 <b>8</b> 9	20041100	11/26/08	216	EXPIRATION MILES	07/20/0
	SPRINGS, GA		SILV BI	RCH MET	/EB	1 0,00	_		, IAG NO.
CALLWHEN ROCK			TURBO MMC PNZ		P. S.	TRANS CLEASE 0	7941	OHNNY PAU	JL BURRE
AVE REMOVED PARIS FOR CUSTOMER	Bulleting				a Of The Wa d. Including A	Intenties With Respect To The Sa my Implied Warranty Of Merchant sume For It Any Liability In Conne & STRICTLY CASH UNLESS AR	a Of This Item/Items. T ability Or Filness For A f	he Seller Hereby Exp Particular Purpose An	ressly Disclaim d The Seller Ne
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PAGE 1 OF 1		501.1190679	VICE FILE C			NOTES			<del>- 19067</del>

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Mar. 1. 2011 2:39PM JACKY JONES SUPERSTORE

No. 5897 · P. 17/26

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188660

**GM SUPERSTORE** CHEVROLET-PONTIAC-BUICK-GMC

4226 U.S. 64 WEST • P.O. BOX 939 • MURPHY, NC 28906 • PHONE (828) 837-2322

29PNZTR     ROTATE TIRES     MI     29PNZLOF     LUBE/OIL/FILTER     MI       00/16 (70)     86994     3956     7007     16761     C     29PNZTA     OPERATION     OPERATION     DESCRIPTION       12/63/09     186994     3956     7017     16761     C     29PNZTA     STLOP FREE       12/63/09     186994     3956     7017     16761     C     29PNZTA     STLOP FREE       12/63/09     1865107     218     7991     Y     W     3PNZ     ACCESSORIES       12/63/06     1865107     1865107     07/10/07/11     STLOP FREE     ACCESSORIES       ALESPERSON NO. 25167     MAX RAY LOUDERMILK     S E R V I C E     EmonStandord Control of Cont		OPERATION DESCH		MO/MI	TOTAL	ÓР	ERATION		OPERATION	DESCRIPTION	Мо/МІ	TOTAL
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DATE       REPARL ORDER       MEAGE       AVIENCE       TECHNICAL       TYPE       OPERATION       COPERATION       COPERATION         01/16/09       186994       3036       7007       16761       C       28PHU TADOAC       ACCESSORES         12/23/08       186506       1913       7941       7       W       28PHU TADOAC       ACCESSORES         12/23/08       186506       1913       7941       7       W       28PHU TADOAC       ACCESSORES         ALESPERSON NO. 25187       MAX RAY LOUDERMILK       S E R V I C E       STATE REG# 4       ACCESSORES         ALESPERSON NO. 25187       MAX RAY LOUDERMILK       S E R V I C E       STATE REG# 4       ACCESSORES         ALESPERSON NO. 25187       MAX RAY LOUDERMILK       S E R V I C E       STATE REG# 4       ACCESSORES         ALESPERSON NO. 25187       MAX RAY LOUDERMILK       S E R V I C E       STATE REG# 4       ACCESSORES         ALESPERSON NO. 25187       MAX RAY LOUDERMILK       S E R V I C E       STATE REG# 4       ACCESSORES         ALESPERSON NO. 25187       MAX RAY LOUDERMILK       S E R V I LOE       TEUER RAY RAY RAY RAY RAY RAY RAY RAY RAY RA									,,,			
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1       C* 29PNZLOF       LUBE/OIL/FILTER         CUSTOMER REQUEST OIL CHANGE SERVICE, DRAIN AND FILL UP TO       OC INITIALS         SQUARTS OF OIL, LUBRICATE FITTINGS WHERE AVAILABLE AND       ODOMETER OUT         CHANGE OIL FILTER       ODOMETER OUT         VTRA OIL CHARGE OVER 5 QUARTS IF NEEDED       NOTES: INTERNAL USE ONLY         Image: C * 29PNZRTWSENSORS       ROTATE WITH SENSORS         ROTATE TIRES WITH SENSORS AND RESET SENSORS       MMM         MADDA       MADDA         Image: C * 29PNZRTWSENSORS       ROTATE WITH SENSORS         ROTATE TIRES WITH SENSORS AND RESET SENSORS       MMM         Image: C * 29PNZRTWSENSORS       MADDA         Image: C * 29PNZRTWSENSORS       ROTATE WITH SENSORS         ROTATE TIRES WITH SENSORS AND RESET SENSORS       MADDA         Image: C * 29PNZRTWSENSORS       MADDA         Image: C * 29PNZRTWSENSORS       ROTATE WITH SENSORS         ROTATE TIRES WITH SENSORS       MADDA         Image: C * 29PNZRTWSENSORS       STAMP         Image: C * 29PNZRTWSENSORS       Image: C * 29PNZRTWSENSORS         Image: C * 29P			L									
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JACKY JONES SUPERSTORE

No. 5897 P. 18/26

186994



### **GM SUPERSTORE** CHEVROLET-PONTIAC-BUICK-GMC

186994

4226 U.S. 64 WEST • P.O. BOX 939 • MURPHY, NC 28906 • PHONE (828) 837-2322 RECOMMENDED SERVICES

OPERATION	OPERATION DESCR	IPTION M	ю/мі	TOTAL	0PE	RATION	ļ	ΟΡΕΠΑΤΙΟΝ Ι	DESCRIPTION	MO/MI	TOTAL
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TERMS VEHICLE I.D.	NQ.	YEAR/MAKE/	MODEL				•	PRODUCTION DATE	STOCK NO.	ICENSE NO.	
CREDIT CARD D	K13057R	07/CH		T TRUCK/	SERVIC	4DK 4M	nd Is fr	DELIVERY DATE		ELLING DEALER N	
CHECK			cou	2368	9		-120	11/26/08	216 EXPLIBATION DATE	XPIRATION MILES	01/16/09 TAG NO.
	SPRINGS, GA		S	ILV BIRC				<u>- 203 (</u>			
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YES TIME RECEIV	ED DATE/TIME PROMISED		Assur	mes Nor Authoriz	es Any Other	Person To Às TERM	sume Fo a struc	With Respect To The Sale ied Warranty Of Merchaniat or It Any Liability in Connect CTLY CASH UNLESS ARR/	on With The Sale Of Thi INGEMENTS MADE	e Item/Items."	ponsible for lose or
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PAGE 1 OF 1	05	01.J186994		FILE COF				NOTES			186994
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16 #		ODOMETER
ech # 1676/ Comments	Basic Part #	Miles In
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Found Reav Wiped: Blade SPLit, Replaced Rea	= Kubber Initials IN Wiper Blacke	_ Miles Out
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Mar. 1. 2011 2:40PM JACKY JONES SUPERSTORE

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No. 5897 P. 19/26

Mar. 1. 2011 2:40PM

JACKY JONES SUPERSTORE

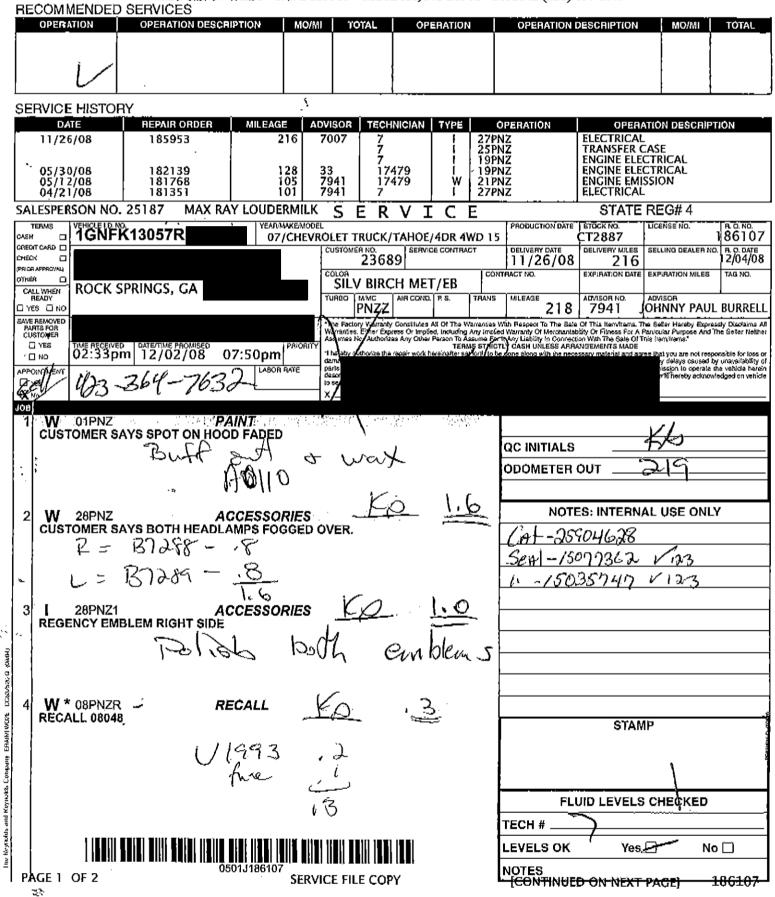
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186107

## CHEVROLET-PONTIAC-BUICK-GMC

4226 U.S. 64 WEST • P.O. BOX 939 • MURPHY, NC 28906 • PHONE (828) 837-2322



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JACKY JONES SUPERSTORE

No. 5897 P. 22/26

186508



186508 ×.

GM SUPERSTORE CHEVROLET-PONTIAC-BUICK-GMC

4226 U.S. 64 WEST • PO BOX 939 • MIRPHY NC 28906 • PHONE (828) 837-2322

<u> </u>	ECOMMENDED	SERVICES			_				
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				CUSTOMER NO.	SERVICE CONTRAC	DELIVERY DATE	DELIVERY MILES SEL	LUNG DEALER N	
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	PARTS FOR DUSTOMER			-The Factory Warrant Warranties, Exher Exp Assumes Nor Authoriz	y Constitutes All Of The Wa wess Or Implied, Including / tes Any Other Person To As	arranties With Respect To The Sal Any Implied Warranty Of Merchanta suma For II Any Llabitry In Connec IS STRICTLY CASH UNLESS ARA Thirth to be done along with the neo Er cause in cause	e Of This item/liems. The So Wity Of Filness For A Partic ison With The Sale Of This Iu	eller Hersby Expre Ular Purpose And em/itema.	ssly Disclaims All The Seller Neither
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-50<u>8</u> Job # \_\_\_\_\_ Condition Code . \_\_\_\_\_ SCRAP PASTS COOMETER 23/26 4.5 Tech # Comments ------- Basic Part # \_\_\_\_\_\_ Miles In \_\_\_\_\_ Initials \_\_\_\_\_ Miles Out job # SCRAP PARTS OPERATION DESCRI Relix Tech # Comments \_ Basic Part # \_\_\_\_\_ Miles In \_ 1000 FA Initials Miles Out ٨od Jab # SCRAP Tech # Comments / iestin Of Argeou 100 Alis L ACKY \_\_\_\_\_ Condition Code \_\_\_\_\_ FRETS S 30 h # SCRA Tech # Comments Basic Part # \_\_\_\_\_ Miles. Initials \_\_\_\_\_ Miller 20, VICE HISTORY Mar. 2/04/08 A . . .

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SUPERSTORE JONES 2:40PM

Mar. 1. 2011 2:41PM

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The Reycosits and Reynolds Company. ERVINETING COSSISSE 0 (1800)

JACKY JONES SUPERSTORE

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GM SUPERSTORE CHEVROLET-PONTIAC-BUICK-GMC

4226 US 64	CHEVROLET-PONTIAC-B WEST • P.O. BOX 939 • MURPHY, NC	UICK-GMC
RECOMMENDED SERVICES		
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Mar. 1. 2011 2:41PM JACKY JONES SUPERSTORE

No. 5897 P. 26/26

189105



189105

**GM SUPERSTORE** 

CHEVROLET-PONTIAC-BUICK-GMC

4226 U.S. 64 WEST • PO. BOX 939 • MURPHY, NC 28906 • PHONE (828) 837-2322 RECOMMENDED SERVICES

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PAGE 1 OF 1		SERVICE	FILE COP	Ŷ	NOTES			189105

#### 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: Service Request: 71-922624590 Vehicle: 2007 Chevrolet Tahoe Vehicle Identification Number: 1GNFK13057R 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 -

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 customers 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

RE: Customer Last Name: Service Request: 71-922624590 Vehicle: 2007 Chevrolet Tahoe Vehicle Identification Number: 1GNFK13057R 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.

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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	То	dwellion.howard@gm.com
02/28/2011 04:56 PM	сс	
	bcc	
	Subject	SR 71-922624590 -

RE: Customer Last Name: Service Request: 71-922624590 Vehicle: 2007 Chevrolet Tahoe Vehicle Identification Number: 1GNFK13057R Mediation Liaison: Billie Telephone: 866-790-5600, ext. 11098

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Sincerely,

General Motors

Billie Comeaux/Austin/GM1	То	jeffery.b.sullivan@gm.com
02/28/2011 05:00 PM	сс	
	bcc	
	Subject	SR 71-922624590 -

RE: Customer Last Name: Service Request: 71-922624590 Vehicle: 2007 Chevrolet Tahoe Vehicle Identification Number: 1GNFK13057R 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 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

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 -

RE: Customer Last Name: Service Request: 71-922624590 Vehicle: 2007 Chevrolet Tahoe Vehicle Identification Number: 1GNFK13057R Mediation Liaison: Billie Telephone: 866-790-5600, ext. 11098

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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

COMPANY: General Motors LLC

DATE: 3/2/2011

FAX NUMBER: (866)842-9444

TOTAL NO. OF PAGES: 11

FROM: Kimberly Frazier

RE:

#### v. General Motors LLC

07 Chevrolet Tahoe
1GNFK13057R
11/26/08
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.

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Copyright 2000 ConnerSystems, Inc., Pee	¢ixree City, GA 30269 - EFO	RM 56625-1 Hev. 12	/05	MEMBER	COPY			Page 1 of

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Eric Glover Borrower(s);

Date; 11/26/2008

NOTE AND SECURITY AGREEMENT		ate: 1 <u>1/26/2008</u>
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

Promise to Pay: You promise to pay 49,642.33 to the credit union plus interest on the unpaid belance at you owe has been repaid. 6.7500 % per year until what

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 tiad to the movement of the index shown in the disclosure above.

Security Offered:	MODEL	YEAR 2007	I.D.NUMBER 1 GNFK 1 3057R	VALUE 59,320.00	LIEN AMOUNT
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#### Other (Describe):

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Agent Name:	STATE FARM/MIKE HERNDON									
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Copyright 2000 CommerSystems, Inc., Peachtrae City, GA 30269 - EFORM 56826-1 Rev. 12/05

#### Gobal Warranty Management

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Required F	ield Actio	DNS		Opon field a	sclions are nghlighted
Турс	Number	Original Nbr	Description	Rolozso Date	Status
Service Update Bulletins	ND60162	06162	SERVICE UPDATE-INVENT/CUSY 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	MEATED WINDSHIELD WASHER MODULE SHORY CIRCUIT - DISABLE AND REMOVE MODULE	06/08/2010	Closed
Product Safety Recall	NQ80048	08048	HEATED WINDSHIELD WASHER MODULE SHORT CIRCUIT - ADD WIRE HARNESS	. 08/28/2006	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.

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Vehicle has no current record of branded titles.

#### Warranty Block

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Vehicle has no current record of warranty block.

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#### 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 688.ON.STAR1 (888.567.8271) and for XM Radio contact 877.GET.XMST (877.438.9677). OnStar Status: Active - Oter Contended M

OnStar Equipped: Y		
XM Equipped: Y	XM Radio ID; Y691J0HU	XM Status: Inactive
		DMN Enabled: N
OnStar Vehicle Diagnostics: Y		
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- Detail View Vehicle Delivery
- Information
- Investigate Major Assembly History

Page 1 of 3

#### Global Warranty Management

#### Valid warranties are highlighted **Applicable Warranties** Start Date Effective Odometer End Date End Odometor Valid Description 80,076 MI Emission Select Component Ltd Wty 05/31/2008 76 MI 05/31/2015 100,076 MI 05/31/2013 05/31/2008 76 Mi Powertrain Limited Warranty 100,076 Mi 05/31/2018 Special Coverage 09239 05/31/2008 76 MI 05/31/2011 36.076 MI 75 MI Bumper to Bumper Limited Warranty 05/31/2008 100.075 Mi 05/31/2008 76 MI 05/31/2014 Corrosion Limited Warranty -----.....

Service Contract

Vehicle has no current record of service contracts.

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Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odomete Reading
07/12/2010	203264	ZFATFleid Action Recail		V2281 - 10153-Windsnield Washer Solvent Haeter Asm Removal and Issue Check to Customer (Cust. Vehicles Only)	20,022 M
04/15/2010	201468	ZREGRegular Vehicle Transaction		C3540 - Rear Side Door Trim Panel Replacement - Right Side	18,159 N
07/28/2009	190849	ZREGRegular Vehicle Transaction		C3540 - Rear Side Door Trim Panel Replacement - Right Side	10,356 M
05/07/2009	189105	ZREGRegular Vehicle Transaction		E0203 - Tire and Wheel Balancing - Four	7,272 M
01/16/2009	186994	ZREGRegular Vehicle :		B1783 - Windshield Wiper Blade	3,036 M
01/16/2009	186994	ZREG-—Regular Vehicle Transaction		C3231 - Front Side Door Inside Handle Bezel Replacement - Left Side	3,036 M
12/23/2008	186508	ZREGRegular Vehicle Transaction		Rú760 - Radio, Remove und Replace	1,913 M
12/23/2008	186508	ZREGRegular Vehicle Transaction		R0754 - RADIO RECEIVER- RETURN TO AC/DELCO ESC	1,913 N
12/04/2008	186107	ZREGRegular Vehicle Transaction		L2300 - Converter, Oxidation Catalytic - Replace	218 M
12/04/2005	186107	ZREGRegular Vehicle Transaction		A0110 - Finasse Sanding and Buffing	218 M
12/04/2008	186107	ZREGRegular Vehicle Transaction		B7268 - Headlamp/Composite Assembly • Right - Replace	218 M
12/04/2008	166107	ZREGRegular Vehicle Transaction		87269 - Haadlamp/Composite Assambly - Left - Replace	218 M
12/04/2008	186107	ZFATField Action Recall		V1993 - 08048A - Jumper Hamess Installation	218 M
12/04/2008	186107	ZREĞRogular Vehicle Transaction		25000 - DEALER/RETAILER TRADE(PART OBTAINED LOCALLY)	218 N
12/02/2008	172423	ZREGRegular Vehicle Transaction		J9992 - Customer Concern Not Duplicated - Engline Controis and Fuel	566 N
11/28/2008	163143	ZRÉGRegular Vehicle Transaction		N6607 - Cooling System Widng and/or Connector Repair or Replacement	383 M
05/12/2008	181768	ZREGRegular Vehicle Transaction		J4225 - Spark Plug Replacement	105 /
02/27/2008	180212		r	Y0124 - 06162 Product	3 M

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## Page 2 of 3

## Global Warranty Management

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		Vehicle Transaction		Enhancement - Engine Control Modula Reprogram with SPS	
02/27/2008	180212	ZREGRegular Vehicle Transaction		Y0152 - 07033 - Service Update - Reprogram BCM	3 MI
06/20/2006	13006 <del>5</del>	ZREGRegular Vehicle Transaction		A9119 - Panel, Fender - Repair	2 MI
06/16/2008	580014	ZREGRegular Vehicle Transaction		R0800 - Audio System Transcelver Module Replacement	29 MJ
05/18/2006	A78652	ZPDIPre- Delivery Inspection	Full Debit	Z7000 - Pre-Delivery inspection - Base Time	0 MJ
05/18/2006	A78652	ZPDIPre- Delivery Inspection		Z7000 - Pre-Delivery Inspection - Base Time	0 MI
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#### DISCLAIMER OF WARRANTIES

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The seller hereby expressly discialms 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 tou are not responsible for loss or demage 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 shipmonts 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 merchanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

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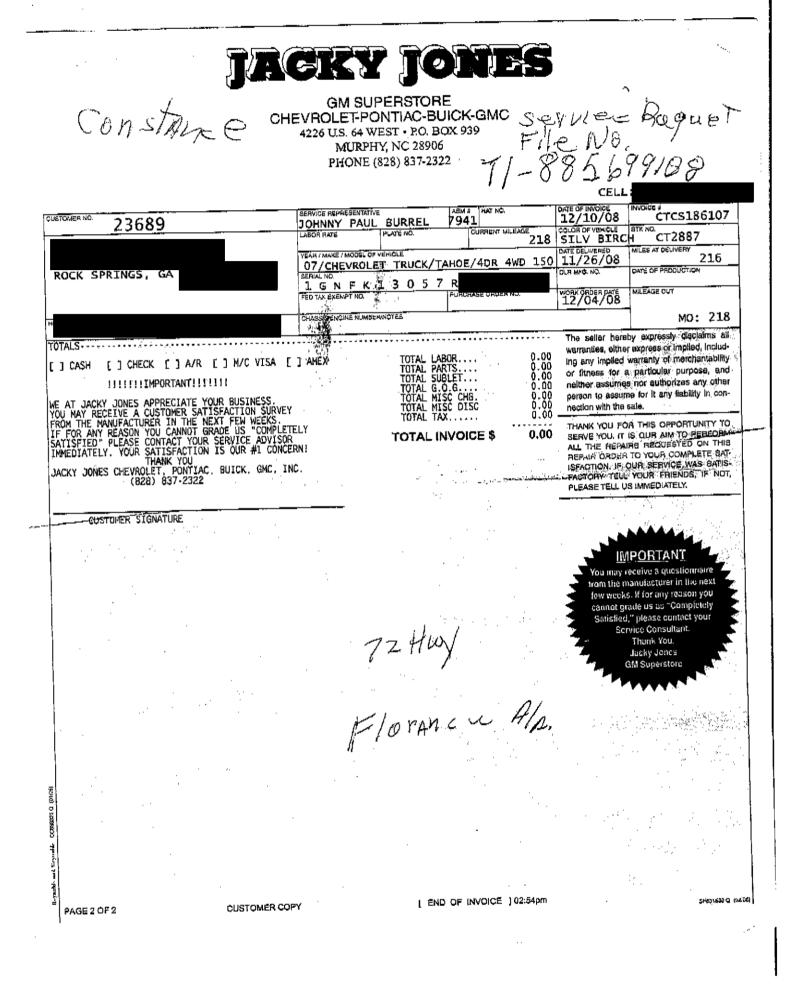
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Jacky Jones

GM SUPERSTORE CHEVROLET-PONTIAC-BUICK-GMC 4226 U.S. 64 WEST • PO. BOX 939 MURPHY, NC 28906 PHONE (828) 837-2322

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-6-28PNZAC 28 ACCESSURIES TWO HEADSETS MISSING HEADSETS IN VEHICLE			· · · ·	You may re from the m	eceive a questionnaire
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7+21PNZ CUSTOMER SAYS CHECK ENGIN CODE PO420 CAT CONVERTOR REPLACED CONVERTOR AND CL	E LIGHT ON AT TIMES DEFECTIVE	a ala mangalan a	WARRANTY	cannot gra Satisfied, Ser	s. If for any reason you ade us as "Completely " please contact your vice Consultant.
CODE PO420 CAT CONVERTOR	E LIGHT ON AT TIMES DEFECTIVE	TOTAL - LABOR	WARRANTY	cannot gra Satisfied, Serr	ade us as "Completely " please contact your vice Consultant. Thank You.
CODE P0420 CAT CONVERTOR REPLACED CONVERTOR AND CL WRTSQTYFP-NUMBER	IE LIGHT ON AT TIMES DEFECTIVE EAR CODES. HEADLAMP 2.725 HEADLAMP 2.725 POLISH HARNESS 2.480 CONTROL 9.680 DUAL CHAN 9.680 CONVERTER 3.685 CORE RETURN SEAL 3.611	TOTAL - LABOR RICE-UNIT PRICE-	0.00 WARRANTY INTERNAL WARRANTY INTERNAL INTERNAL WARRANTY WARRANTY	cannot gra Satisfied, Serr	ade us as "Completely " please contact your vice Consultant.
CODE P0420 CAT CONVERTOR REPLACED CONVERTOR AND CL RTSQTYFP-NUMBER	IE LIGHT ON AT TIMES DEFECTIVE EAR CODES. DESCRIPTIONLIST P HEADLAMP 2.725 HEADLAMP 2.725 POLISH HARNESS 2.480 CONTROL 9.680 DUAL CHAN 9.680 CONVERTER 3.685 CORE RETURN	total - Labor	0.00 WARRANTY INTERNAL WARRANTY INTERNAL WARRANTY WARRANTY WARRANTY	cannot gra Satisfied, Serr	ade us as "Completely " please contact your vice Consultant. Thank You. Jacky Jones
CODE P0420 CAT CONVERTOR REPLACED CONVERTOR AND CL WRYSQTYFP-NUMBER	IE LIGHT ON AT TIMES DEFECTIVE EAR CODES. DESCRIPTIONLIST P HEADLAMP 2.725 POLISH HARDESS 2.480 CONTROL 9.680 DUAL CHAN 9.680 DUAL CHAN 9.680 CONVERTER 3.685 CORE RETURN SEAL 3.611 SEAL 3.611	TOTAL - LABOR RICE-UNIT PRICE-	0.00 WARRANTY WARRANTY INTERNAL INTERNAL INTERNAL WARRANTY WARRANTY WARRANTY WARRANTY	cannot gra Satisfied, Ser	ade us as "Completely " please contact your vice Consultant. Thank You. Jacky Jones
CODE P0420 CAT CONVERTOR REPLACED CONVERTOR AND CL WRYSQTYFP-NUMBER	IE LIGHT ON AT TIMES DEFECTIVE EAR CODES. HEADLAMP 2.725 HEADLAMP 2.725 POLISH HARNESS 2.480 CONTROL 9.680 DUAL CHAN 9.680 CONVERTER 3.685 CORE RETURN SEAL 3.611 SEAL 3.611 ATE-DESCRIPTION	TOTAL - LABOR RICE-UNIT PRICE- TOTAL - PARTS	0.00 WARRANTY WARRANTY INTERNAL WARRANTY WARRANTY WARRANTY WARRANTY 0.00	cannot gra Satisfied, Ser	ade us as "Completely " please contact your vice Consultant. Thank You. Jacky Jones

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							Miles-1	(n: 405 Deliv	7 Out ered:	: 4057 02/13/2009		
Ad	ffice: 📕 visor: 0	HICKAMAU 00283-VI DUTSIDÉ S	CTOR MC		Other: N/	А Нат	; 2428			02/13/2009		
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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 59U SILVER BIRCH METALLIC /V8G	GENERAL MOTORS CORPORATION
59U SILVER BIRCH METALLIC /V8G	& SUBSIDIARIES
193 EBONY ORDER NO. JWVBSH/TSR STOCK NO. VIN 1GN FK13 05 7R	RENAISSANCE CENTER
ORDER NO. JWVBSH/T <u>SR</u> TOCK NO.	DETROIT MI 48243-1114
VIN 1GN FK13 05 7R	VEHICLE INVOICE 10D86708525
*****	********************************
MODEL & FACTORY OPTIONS MSI	RP INV AMT RETAIL - STOCK
CK10706 TAHOE 4WD LT 37665.0	0 34463.48 INVOICE 09/14/06
MODEL & FACTORY OPTIONS MSI CK10706 TAHOE 4WD LT 37665. AL4 2ND ROW BUCKET SEATS 490.	00 406.70 SHIPPED 04/22/06
ARS 2ND ROW SEAT POWER RELEASE 425.	0 352.75 EXP I/T 04/24/06
AS3 3-PASSENGER, 3RD ROW SEAT 860.1	0 713.80 INT COM 09/25/06
CE1 RAIN SENSING WIPERS 95.1	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
AL4 2ND ROW BOCKET SEATS 495. AR5 2ND ROW SEAT POWER RELEASE 425.1 AS3 3-PASSENGER, 3RD ROW SEAT 860.1 CE1 RAIN SENSING WIPERS 95.1 CF5 ELECTRIC SLIDING SUNROOF 995.1 C6A GYW RATING - 7,300 LBS N. E61 POWER LIFTGATE WITH LIFTGLASS 350.	0 290.50 BANK: FORD MOTOR
EDI POWER LIFTGATE WITH LIFTGLASS     350.1       FE9 FEDERAL EMISSIONS     N.       G74 REAR AXLE - 3.73 RATIO     N.       G80 LOCKING REAR DIFFERENTIAL     295.1       KA6 ZND ROW HEATED SEATS     200.1       LMG VORTEC 5.3L V8 SFI FLEX FUEL     N.       W/ ACTIVE FUEL MGT TECHNOLOGY     M30 4-SPD AUTOMATIC TRANSMISSION     N.       UVB NAVIGATION RADIO W/CD/DVD/M83     2145.1       *** DEPENSE STD 6-DISC CD     **	/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.	0 244.85 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
** REPLACES STD 6-DISC CD ** U42 REAR SEAT ENTERTAINMENT SYSTEM 1295. XA7 HEATED WASHER FLUID SYSTEM 85.1 21m MDMCF LW2 EXULTMENT CDOUD. 2650.1	0 1074.85 GAWR.RR: 4100
XA7 HEATED WASHER FLUID SYSTEM 85.1	00 70.55 GMS: 43066.53
	0 3029.50 SUPPLR: 44997.77
<ul> <li>FRONT LEATHER APPOINTED BUCKET SEATS</li> <li>DRIVER SIDE SEAT W/12-WAY POWER, HEAT &amp; MEMORY</li> <li>PASSENGER SIDE SEAT W/12-WAY</li> </ul>	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	

- \* 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	& SUBSIDIARIES	
193 EBONY	RENAISSANCE CENTER	
ORDER NO. JWVBSH/TSR STOCK NO.	DETROIT MI 48243-1114	
VIN 1GN FK13 05 7R	VEHICLE INVOICE 10D86708525	
*****	***********************13*082888	
MODEL & FACTORY OPTIONS MSRP	INV AMT RETAIL - STOCK	
** CONTINUED FROM PAGE 1 **		

GENERAL MOTORS CORPORA

TOTAL MODEL & OPTIONS	48550.00	43498.03	ACT 237	42916.53
DESTINATION CHARGE	875.00	875.00	H/B 261	1456.50

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 GM Legal File / BBB Case No.: N/A Negotiator: Billie Comeaux/BRC/ML By: Billie Comeaux/BRC/ML State: GA Customer Last Name: Only customer's last name to be recorded. Do not include first name. Vehicle ID No.: In Service Date: Vehicle Purchased: BAC Code: 132966 1GNFK13057R 05/31/08 New Year, Make & Model: 2007 Chevrolet Tahoe Vehicle Purchased Used on: N/A at odometer N/A Current Mileage: 28,457 Dealer Name : Jacky Jones Chevrolet Sale Type: Purchase XX Lease Other CAM Name: Wes Preece : Phone Number: 678-240-9832 Other XX : Tennessee Valley DVM Name: Dwellion Howard Lien holder: GMAC Phone/Cell Number: 770-880-7276 Federal Credit Union 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 Service Manager Name: Mike Pope Alex Simanovsky Phone Number : 828-837-2322 Phone Number : 770-414-1002 Fax Number : 770-414-9891

Are there **<u>additional</u>** 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 **<u>additional</u>** 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 #)  $\ensuremath{\mathsf{N/A}}$ 

**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 "X" in this box to verify that the following listing has been compared to GMVIS for accuracy.

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

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

□ Brakes	<u>5</u>					
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:		
N/A	N/A	N/A	N/A	N/A		
🗌 <u>Engine</u>	e/Fuel/Ex	<u>chaust</u>				
Date:	<u>RO #:</u>	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. – J9992, customer concern not duplicated.		
05/12/08	181768	1	105	(Jacky Jones) Customer states engine running rough./Found #7 spark plug dead. – Replaced # 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. * Verified with svc mgr		
□ <u>Restra</u>	<u>ints</u>					
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:		
N/A	N/A	N/A	N/A	N/A		
🗌 <u>Steerii</u>	ng					
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:		
N/A	N/A	N/A	N/A	N/A		
□ <u>Transr</u>	<u>nission</u>					
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:		
N/A	N/A	N/A	N/A	N/A		
□ <u>Axle</u>						
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:		
N/A	N/A	N/A	N/A	N/A		
Body/	Body/Trim					
Date:	<u>RO #:</u>	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. – 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. – Replaced right quarter panel trim.
04/15/10	201468	1	17204	(Jacky Jones) Customer states interior trim above liftgate is warped./Warped – 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.
Chass	<u>is</u>			
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
N/A	N/A	N/A	N/A	N/A
□ <u>Electri</u>	cal			
Date:	<u>RO #:</u>	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. – replaced amplifier and repaired short in harness to video module, repaired wiring and retest, OK, cleared code.
11/28/08				

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.
				Customer states needs two remotes (DVD in truck)./ Missing. – Replaced, handled internally as part of conversion package.
				Customer states two headsets missing./ )./ Missing. – 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 # 25912408 Nav Radio replaced. *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 – 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.
□ <u>Glass</u>				
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
N/A	N/A	N/A	N/A	N/A
□ <u>HVAC</u>				
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
N/A	N/A	N/A	N/A	N/A
□ <u>Paint</u>				
Date:	<u>RO #:</u>	Dave Out	Mileage:	Description of Complaint and Repair Performed:
	<u>KO // .</u>	Days Out:		
12/04/08	<u>186107</u>	<u>Days Out</u> . *	218	(Jacky Jones) Customer states spot on hood faded./ Faded paint.* – buffed out. *verified by svc mgr
12/04/08	186107			(Jacky Jones) Customer states spot on hood faded./ Faded paint.* – buffed out.
	186107			(Jacky Jones) Customer states spot on hood faded./ Faded paint.* – buffed out.
Susper	186107 nsion	*	218	(Jacky Jones) Customer states spot on hood faded./ Faded paint.* – buffed out. *verified by svc mgr
Susper	186107 nsion <u>RO #:</u> N/A	* Days Out:	218 Mileage:	(Jacky Jones) Customer states spot on hood faded./ Faded paint.* – buffed out. *verified by svc mgr Description of Complaint and Repair Performed:
□ <u>Susper</u> Date: N/A	186107 nsion <u>RO #:</u> N/A	* Days Out:	218 Mileage:	(Jacky Jones) Customer states spot on hood faded./ Faded paint.* – buffed out. *verified by svc mgr Description of Complaint and Repair Performed:
□ <u>Susper</u> Date: N/A □ <u>Wheel</u>	186107 <u>nsion</u> <u>RO #:</u> N/A /Tires	* Days Out: N/A	218 <u>Mileage:</u> N/A	(Jacky Jones) Customer states spot on hood faded./ Faded paint.* – buffed out. *verified by svc mgr Description of Complaint and Repair Performed: N/A

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.
🗌 Recall	s / Camp	baigns		
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
02/27/08	180212	1	3	(Jacky Jones) Recall 06162./Incorrect calibration. – Reflash ECM.
				Recall 07033./Incorrect calibration. – 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.
□ <u>Other</u>				
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
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)		
Did you confirm your answer with the dealer/Customer (if ADR)/attorney (if Legal)? (Y or N)	es	
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) Has the customer filed any insurances claims on this Vehicle? (Y or N) If Yes obtain the following information below	N/A N/A	
Insurance Company: <u>N/A</u>		
Insurance Rep :		
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	
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	Regency Conversion	
Have you confirmed modification with the dealership? (Y or N)	Yes	
PERTINENT FACTS FROM All SR's RELATED TO THIS VIN: Concern: SP-10645193 PQC - NAV RADIO UVB REPLACE Date & Offer/Result: No resolution, case still open.		
<b>Concern:</b> 71-885699108 - CAC - Multiple Concerns - no resolution, DDMA to customer. <b>Date &amp; Offer/Result:</b> No resolution, DDMA to work directly with customer -	·	
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?:	Νο			
Under what State?	GA	Claimed Presumptive?	Yes		
Does Purchase Qualify?	Yes	If not, why?	N/A		

#### State Presumption Is: 24/24K

<pre># of Visits for a Non-Conformity?</pre>	3	# of Days out of Service?	30
<pre># of visits for a Safety Complaint?</pre>	N/A	<pre># of Visits Total?</pre>	4
Must Complaint Continue to Exist?	Yes	Final Repair/Arbitration Required?	Yes
Time Period for filing a Claim?	Three years fo	llowing the date of	
	original delivery of		
	the motor vehi	cle to the consumer.	
	the motor vehi	cie to the consumer.	

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

# of Visits for a Non-Conformity?	3 Engine 4 Trim 3 Electrical 1 Wheel	# of Days out of Service?	10
# of visits for a Safety Complaint? Complaint appears to Continue?	N/A No	# of Visits Total? Final Repair/Arbitration Complete?	11 No

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

Vehicle Service Hi	story (Durir	ng Limited Warranty Period	) is:
# of Visits for a Non-Conformity?	3 Engine 7 Trim 5 Electrical 3 Wheel	# of Days out of Service?	13
<pre># of visits for a Safety Complaint?</pre>	N/A	<pre># of Visits Total?</pre>	15
Must Complaint Continue to Exist?	Yes	Final Repair or Arbitration Req'd?	Yes
Related Repairs beyond N	/LW:	No	

#### R

Customer Pay?	No
Additional Days out of Service?	N/A

### **Other Considerations:**

Outcome/Findings of Arb/Final Rep	air:
Prior Goodwill/reimbursement:	No
Out of Pocket Expenses:	No

### UN

If no, identify	y responsible party:	N/A
Additional #	of Repair Visits?	N/A

### Yes

Scheduled for 03/15/11 N/A 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 customers 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 customers 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.

*Add additional lines for additional offers/counter offers.				
Plaintiff's Original Demand:         Amount to Plaintiff/Atty:       \$Repurchase/\$Fees         Inclusive Offer:       \$N/A		Settlement Type: Repurchase Date: 02/22/11	Countered	
<b>CRS Initial Offer:</b> Amount to Plaintiff/Atty: Inclusive Offer:	\${Amount}/\${Amount} \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Countered}	
Plaintiff Counter:: Amount to Plaintiff/Atty: Inclusive Offer:	\${Amount}/\${Amount} \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Countered}	
<b>CRS Counter:</b> Amount to Plaintiff/Atty: Inclusive Offer:	\${Amount}/\${Amount} \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Countered}	
<b>PLAINTIFF Final Offer:</b> Amount to Plaintiff/Atty: Inclusive Offer:	\${Amount}/\${Amount} \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Declined}	
<b>CRS Final Offer:</b> Amount to Plaintiff/Atty: Inclusive Offer:	\${Amount}/\${Amount} \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Declined}	

\*Trade Repurchase offers should specify Trade Retail, Trade Collateral, or Trade New Finance. \*Add additional lines for additional offers/counter offers.

# HISTORY OF SETTLEMENT DISCUSSIONS – Applicable for ADR Cases Only Record all recommendation throughout the life of the case. Each offer or counter offer should be recorded in order to review case

progression.

\*Trade Repurchase offers should specify Trade Retail, Trade Collateral, or Trade New Finance. \*Add additional lines for additional offers/counter offers.

<b>Recommendation of</b>	CRS:	Arbitrate case:	Se	ettle case:		
Settlement Type:	{GW/Repurchase/F	Repair}		torney Fees Amount}	(if applicable)	:
<b>Recommendation of</b>	Field:	Arbitrate case:	Se	ettle case:		
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Settlement Type:	{GW/Repurchase R	lepair}		torney Fees Amount}	(if applicable)	:

**TEAM LEAD APPROVING:** 

{Name}

**Date:**{mm/dd/yy}

COMPONENT	DESCRIPTION
Axle	Includes all components related to the axle, differential, driveline, & rear end.
Body/ Trim	All body panels & associated mechanical hardware, including sunroof and T-tops (no Paint issues). All interior or exterior mirrors, moldings, cup holders, weather strips, cloth & leather fabric, seats & associated hardware components.
Brakes	All mechanical, electrical, or fluid related components of the Brake system.
Chassis	All frame, bumper and hitch components.
*Electrical	Specific electrical components of a vehicle. All indicators that provide the driver with operating characteristics of a vehicle. All Electrical lights that illuminate. All radio, CD/DVD, navigation, video, speakers, reception/antenna related components. All battery, spark plug/wire, glow plug, starting or charging system components.
Engine/Fuel & Exhaust	Internal and external mechanical components. Cooling system components including radiator, gaskets, thermostat, and water pump. All computers and sensors that affect or monitor engine operation. All air and fuel related components including tank, injectors, and lines. All exhaust related components, pipes, mufflers and cat converters.
Glass	All glass and window components.
HVAC	All components related to heating, air conditioning and temperature.
Paint	All paint specific issues (Not metal related).
Restraints	All SIR, airbags and seatbelt issues.
Steering	All steering related components including steering wheel & key, column, rack and pinion, pump assembly and Quadrasteer.
Suspension	All suspension related components including ball joints, shocks, struts, tie rods, wheel bearings and alignment issues.
Transmission	All automatic & manual transmission, transfer case and 4 wheel drive component issues.
Wheels/Tires	All wheel covers, rims, hub caps, lug nuts, tire jack, regular and spare tire.

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RE:	DIRECT FAX: 817-421-7251
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#### SERVICE INVOICE

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#### ERIC GLOVER

WA	LTER JACKSON CHEVROLET, 5340 ALABAMA HWY. P.O. BOX 67
<b>S</b> I	TELEPHONE (706) 935-2381 RINGGOLD, GEORGIA 30736



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#### EXCLUSION OF WARRANTIES

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 marchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

#### AUTHORIZATION FOR REPAIRS

I hereby authorize the repair work herein set forth to be done along with the nacessary 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 streats, 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 smount of repairs thereto. The dealership is not responsible for damages from freezing due to lack of antifreeze.

REVISED ESTIMATE (1)	DATE	TIME	BY
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I HEREBY ACKNOW	LEDGE THAT I WA	AS NOTIFIED &	& GAVE ORAL

PRELIMINARY ESTIMATE \$

#### 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

### <u>PAGES</u>: 5

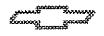
<u>NOTES</u>: These are the only two times the customer had work done at this dealership. If you need anything else please just call.

#### 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.









# **General Motors Business Resource Center**



## To: Margaret Stone

Company: Jackson Chevrolet, Buick, GMC Fax: 1-706-638-4927 Phone: 706-638-4222

## From: Billie Comeaux, billie\_comeaux@gmexpert.com

Fax: 866-842-9444

Phone: 866-790-5600, ext. 11098

E-mail:

cc:

NOTES:

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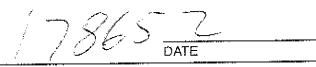
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*			CHEVROLET	Phone 706-6 www.jackso	538-4222 ingm.com HARD_COPY	PAGE 1
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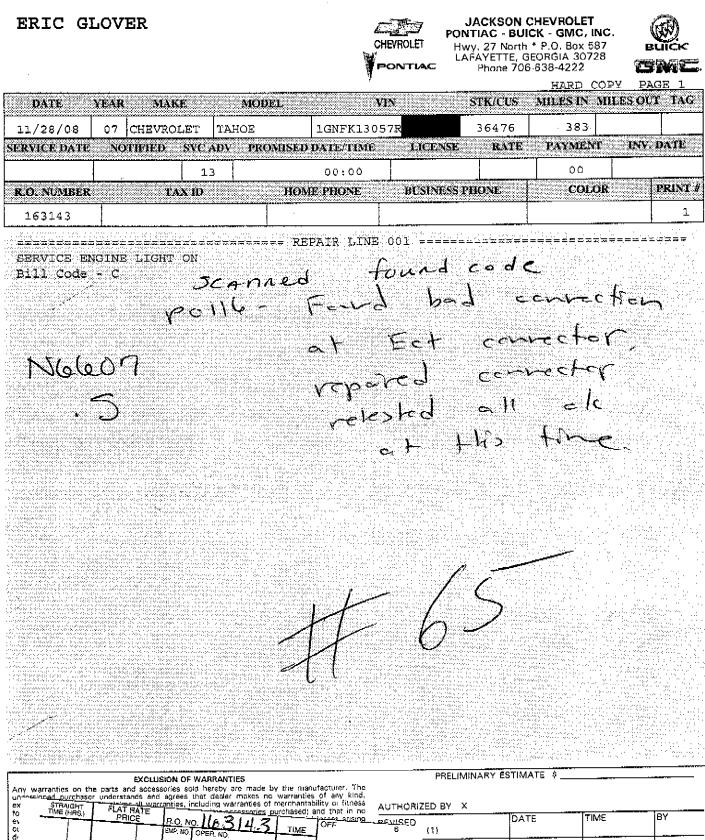
Hwy 27 North · P.O. Box 587 · LaFayette, Georgia 30728

Ro# 177687 TAG #



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AUTHORIZATION FOR REPAIRS
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# Fax Transmittal

JACKY JONES SUPERSTORE

\_Mar. 1. 2011 2:32PM

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# 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

то: <u>866-842-9444</u> Billie. Comeand
FROM:
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Chevrolet 08-288

Mar. 1. 2011 2:32PM	JACKY JONES SUPI	ERSTORE	No.5897 - P. 2/26
CESTOMER #: 23689		207347	
		WORKORDER	4226 U.S. Highway 64 W. • Murphy, NC 28906
ROCK SPRINGS, GA		PAGE 2	(828) 837-2322 www.JackyJonesCBG.com
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"The factory warranty constitutes all of the warranties with respect to the sele of this ltem\ltems. 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 hereinalter set forth to be dona 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 of d on d on d on d on d

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AUTHORIZED BY X

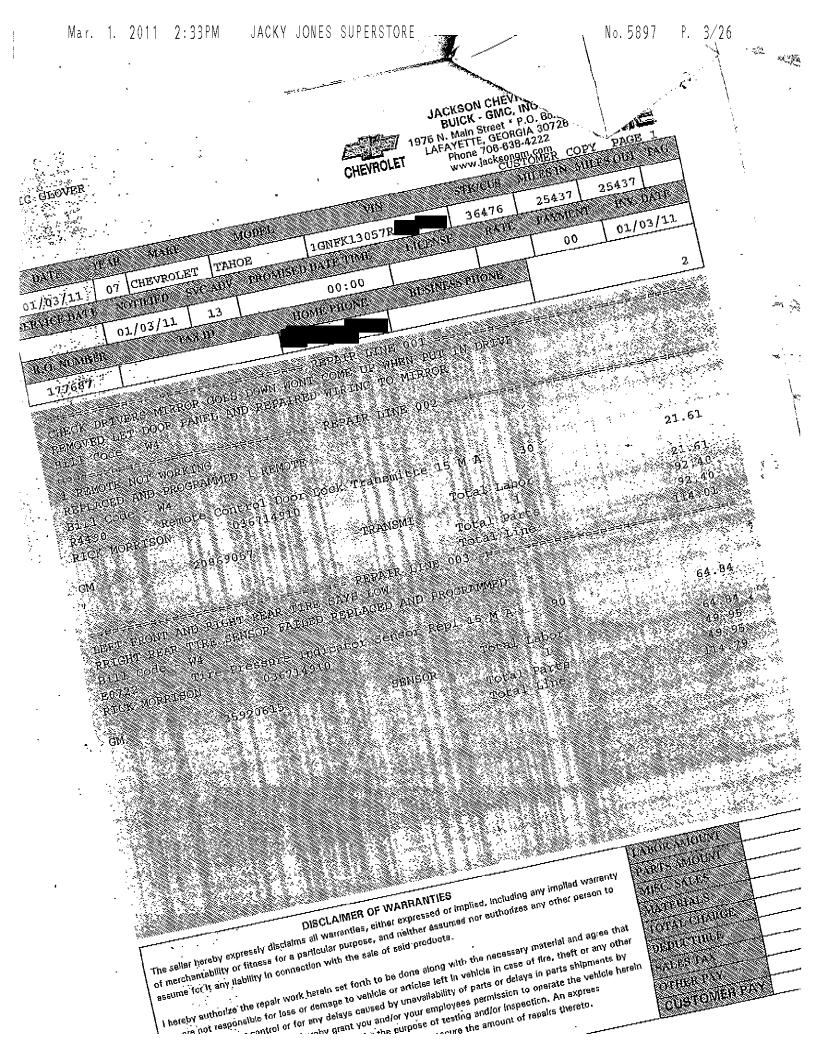
CUSTOMER SKINATURE

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:

CUSTOMER SIGNATURE

25/



No. 5897 P. 4/26

CUSTOMER #: 23689 207347	<b>PS</b>
* INVOICE* CHEVROLET 🔞 BUICK 🖅	MC.
4226 U.S. Highway 64 W. • Murphy, NG 3	8906
ROCK SPRINGS, GA (828) 837-2322 www.JackyJonesCBG.com	•
HOME = CONT: BUS: CELL: SERVICE ADVISOR: 7941 JOHNNY PAUL BURRE	Г. <b>Т.</b>
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Mar. 1. 2011 2:35PM JACKY JONES SUPERSTORE

No. 5897 - P. 5/26

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	WORKORDER	4226 U.S. Highway 64 W. 🕚 Murphy, NC 28906
ROCK SPRINGS, GA	PAGE 2	(828) 837-2322 www.JackyJonesCBG.com
HOME: CONT: BUS: CELL: COLOR: YEAR MAKEMODEC	SERVICE ADVISOR	7941 BURRELL, JOHNNY PAUL
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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 let in vehicle in case of firs, theft or any other cause bayand 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

#### PRELIMINARY ESTIMATE \$\_\_\_\_\_

#### AUTHORIZED BY X

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

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No. 5897 P. 6/26

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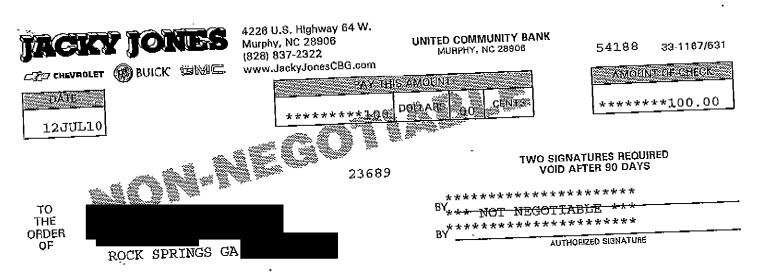
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CUSTOMER # 23689	203264 JACKY JONES CHEVROLET BUICK GMC
ROCK SPRINGS, GA	WORKORDER         4226 U.S. Highway 64 W. · Murphy, NC 28906 (828) 837-2322           PAGE 2         www.JackyJonesCBG.com
HOME CONT: BUS: CELL:	SERVICE ADVISOR: 7941 BURRELL, JOHNNY PAUL
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	of ESTIMATE (3) I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:
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Mar. 1. 2011 2:36PMJACKY JONES SUP	ERSTORE	<u></u>	No. 5897	- P. 8/26	
/3689 /RINGS, GA /S: CONT: CELL: MAKEMODE	203264 WORKORD PAGE 3 SERVICE AI	ע ER 4226 U	JACKY JO HEVROLET BU S. Highway 64 W. (828) 837-2 www.JackyJones BURRELL, JOHN	Morphy, NC 322 CBG.com	28906
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REMITTANCE ADVICE



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No. 5897 P. 10/26

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CUSTOMER #: 23689	201468 WORKORDER PAGE 2	JACKY JONES CHEVROLET BUICK GMC 4226 U.S. Highway 64 W. • Murphy, NC 28906 (828) 837-2322 www.JackyJonesCBG.com
HOME: CONT BUS: CELL COLL COLOR MAKEMODEL	SERVICE ADVISOF	Constant of the second
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"The factory warranty constitutes all of the warranties with respect to the sale of this Item\items. The Seller hereby expressly diacialms all warranties either express or implied, including any implied warranty of merchantability or filness 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

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#### PRELIMINARY ESTIMATE \$\_\_\_\_

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

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Mar. 1. 2011 2:38PM

No. 5897 - P. 12/26

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The Reynolds and Reynodds Company ERAINTWORE CONTRINO (2844)

- Mar. 1. 2011 2:39PM JACKY JONES SUPERSTORE

No. 5897 P. 13/26---

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Mar. 1. 2011 2:39PM JACKY JONES SUPERSTORE

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No. 5897 · P. 15/26

190679

Jacky Jones

## GM SUPERSTORE

CHEVROLET-PONTIAC-BUICK-GMC

4226 U.S. 64 WEST • P.O. BOX 939 • MURPHY, NC 28906 • PHONE (828) 837-2322

RECOMMENDE	D SERVICES						
OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	, мо/мі	TOTAL
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## **GM SUPERSTORE**

Cky Jones

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
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SERVICE HISTORY

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SALESPERSON NO. 25187 MAX RAY LOUDERMILK SERVICE								STATE		_			
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			CUSTOME	R NO. SERVIO	CONTRAC		DELIVERY DATE	DELIVERY MILES	SELLING DEALER I	NO. A. O. DATE			
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					P. S.	TRANS	MILEAGE 6,000	ADVISORINO. 7007 J	ADVISOR ENNIFER B L	EDFORD			
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PAGE 1 OF 1	000	SEF	RVIÇE FILE	СОРҮ		0	NOTES			188660			

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No. 5897 P. 18/26

186994



86994

GM SUPERSTORE CHEVROLET-PONTIAC-BUICK-GMC RECOMMENDED SERVICES 4226 U.S. 64 WEST • P.O. BOX 939 • MURPHY, NC 28906 • PHONE (828) 837-2322 OPERATION **OPERATION DESCRIPTION** MO/MI TOTAL OPERATION **OPERATION DESCRIPTION** MO/MI TOTAL 29PNZLOF LUBE/OIL/FILTER MI V Ŋ SERVICE HISTORY ADVISOR TECHNICIAN TYPE **OPERATION DESCRIPTION** DATE REPAIR ORDER MILEAGE **OPERATION** 28PNZ 01PNZ 28PNZ 28PNZ1 08PNZR 28PNZINSTALL 1913 218 7941 7 W ACCESSORIES 12/23/08 186508 PAINT ACCESSORIES ACCESSORIES W 12/04/08 186107 7941 7 7 W 7 ſ Ŵ RECALL INSTALL ACCESSORIES L ·· STATE REG# 4 SALESPERSON NO. 25187 MAX RAY LOUDERMILK S R Τ C Ε E V STOCK NO. VENICL'E I.D. NO, YEAR/MAKE/MODEL LICENSE NO. R, D, NO TEBMS 186994 CASH 1GNFK13057R 07/CHEVROLET TRUCK/TAHOE/4DR 4WD 15 LT2887 CREDIT CARD SERVICE CONTRACT DELIVERY MILES CUSTOMER NO. SELLING DEALER R. O. DATE DELIVERY DATE CHECK 23689 11/26/08 216 Q1/16/09 (28/08 APP80/24.) COLOR CONTRACT NO. EXPIRATION DATE EXPIRATION MILES TAG NO. OTHER C **SILV BIRCH MET/EB** ZD3 ROCK SPRINGS, GA CALL WHEN READY MILEAGE TURBO M/MC AIR COND. P.S. TRANS ADVISOR NO. **ADVISOR** PNZZ 7941 JOHNNY PAUL BURRELL 218 SAVE REMOVED PARTS FOR CUSTOMER ies With Respect To The Sale Of This herminens. The Seller Hereby Expressly Disclaims All ngbed Warmshy Of Merchaniability Of Finess For A Pariscular Purpose And The Seller Neither For It Any Lisbility in Commercian With The Sale Of This International. The Factory Warranty Constitutes All Of The Warranties Narranties, Either Express Or Implied, Including Any Impl Issumes Nor Authorizes Any Other Person To Assume To TIME RECEIVED DATE/TIME PROMISED □ Y∈S I PRIORITY TEBMA STOV S ABBANDEMENTS MAI that you are not responsible for loss or any delays caused by unavailability of emission to operate the vehicle herein ten is hereby adknowledged on vehicle <sup>5</sup> П ю 07:50pm 10:36am | 12/02/08 | LABOR RATE APPOINTMENT ÎX Yes D No CELL: JOD 1ST LOF FREE 1997 B 29PNLTA0DAC 1 чC FIRST OIL AND FILTER CHANGE FREE QC INITIALS ODOMETER OUT NOTES: INTERNAL USE ONLY W \* 28PNZ ACCESSORIES 2 CUSTOMER SAYS RUBBER ON WINDOW ON BACK WIPER HAS COME OFF BLADE. H3.7 . . DOORS 3 W. 03PNZD - • -CUSTOMER SAYS DRIVERS INSIDE DOOR HANDLE IS PEELING. (3,3/13 00687526.0 EP4INTW025 STAMP Company 1 Reynolds FLUID LEVELS CHECKED š TECH # Reynolds LEVELS OK Yes No 🗌 Æ 0501J186994 NOTES 186994 SERVICE FILE COPY PÁGE 1 OF 1

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Mar. 1. 2011 2:40PM JACKY JONES SUPERSTORE

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Mar. 1. 2011 2:40 PM

JACKY JONES SUPERSTORE

No. 5897 P. 20/26

186107



186107

GM SUPERSTORE CHEVROLET-PONTIAC-BUICK-GMC

4226 U.S. 64 WEST • P.O. BOX 939 • MURPHY, NC 28906 • PHONE (828) 837-2322

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PAGE 1 OF 2		01J186107	E FILE		•				<u></u>	<u>n</u>	86107
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Mar. 1. 2011 2:40 PM

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JACKY JONES SUPERSTORE

No. 5897 P. 22/26

186508



186508

188508

GM SUPERSTORE CHEVROLET-PONTIAC-BUICK-GMC 4226 U.S. 64 WEST • P.O. BOX 939 • MURPHY, NC 28906 • PHONE (828) 837-2322 RECOMMENDED SERVICES OPERIATION **OPERATION DESCRIPTION** MO/M TOTAL OPERATION **OPERATION DESCRIPTION** MO/MI TOTA <u>`</u> SERVICE HISTORY DATE REPAIR ORDER MILEAGE ADVISOR TECHNICIAN TYPE OPERATION **OPERATION DESCRIPTION** 12/04/08 186107 218 7941 w 01PNZ PAINT ACCESSORIES ACCESSORIES W 28PNZ 777 289NZ1 RECALL INSTALL ACCESSORIES 28 ACCESSORIES Ŵ **OSPNZR** 7 28PNZINSTALL 28PNZAC SALESPERSON NO. 25187 MAX RAY LOUDERMILK STATE REG# 4 S RV C Ε Т F YEAT MAKE/MODEL PRODUCTION DATE STOCK NO. LICENSE NO. TEAMS A. O. NO 1GNFK13057R Саби 07/CHEVROLET TRUCK/TAHOE/4DR 4WD 15 186508 CT2887 сязой саяр 🗇 DELIVERY DATE OUSTOMER NO. SERVICE CONTRACT DELIYERY MILES SELUNG DEALER A. O. DATE 2/23/08 CHECK Ð 23689 216 11/26/08 PRICE APPROVAL) CONTRACT NO. **EXPIRATION DATE** EXPIRATION MILE TAG NO отнея SILV BIRCH MET/EB ROCK SPRINGS, GA CALL WHEN READY AIR COND. P.S. ADVIŠOĤ NO. TRANS MILÉAGÉ □ YES □ NO 1,913 7941 IOHNNY PAUL BURRELL SAVE REMOVED PARTS FOR CUSTOMER The Factory Warsony Constitutes All Of The Warranties With Respect to The Sale Df This Item/Items. The Sater Hereby Expression Sale Df The Sale Df This Item/Items. The Sater Hereby Expression Sale Constraints All Warrantes, Ether Express for A Particular Purpose And The Saler Neither Assumes Nor Authorizes Any Other Person to Assume For It any Labelty In Connection Wath The Sale Of This Item/Items. O YES PRIORIT MADE 10:13am | 12/02/08 07:50pm that you are not reade I NO natrol o dar pai der to s delays caused by unavailability of sion to operate the vehicle here! APPOINTMENT LABOR RATE ₩ № JOE CELL: W \* 28PNZ 1 ACCESSORIES CUSTOMER SAYS NAVIGATION UNIT INOP QC INITIALS ROGO- HODOMETER OUT dia : 1 CED. NOTES: INTERNAL USE ONLY Cuset -3 60 0LHmpla #25912408+ a.स 1588 2766 (UVB)堆 STAMP Aut # 10645193 MAR NAV FLUID LEVELS CHECKED TECH # LEVELS OK Yes 🛃 No 🗌 0501J186508 NOTES PAGE 1 OF 1 SERVICE FILE COPY

\_\_\_\_ . ..... ~508 Job # \_\_\_\_\_ Condition Code . \_\_\_\_\_ SCRAP PARTS CDOMETER . Tech # 4 5 1 Comments \_\_\_\_\_ Basic Part # \_\_\_\_\_ Miles In \_ \_\_\_\_ Initials Miles Out \_ ODOMETI SER Νο. job # Condition Code SCRAP PARTS Tech # Comments Basic Part # \_ Miles (n . Initials Miles Out Ë Jab. SCRAP 000 SUPERSTORE Tech # Commenta iestii 5 a itinto -<del>O</del>u' JONES . JACKY RAPTS 'S F 🗟 🚉 # \_\_\_\_\_ Condition Code \_\_\_\_\_ SCR Tech # 2:40PM Comments Basic Part # \_\_\_\_\_ Miles. Initials \_\_\_ Mieł 186107 хым 2011 HVICE HISTORY Mar. 2/04/08 .... • •

23/26 <u>م</u> 5897 Mar. 1. 2011 2:41PM JACKY JONES SUPERSTORE

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### GM SUPERSTORE

CHEVROLET-PONTIAC-BUICK-GMC

	4226 U.S. 64 V	UHEVE VEST • PO BO	(OLE I-PON I DX 939 • MURP	HX NC 280	K-GM		027 1201	· .	NVVO
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			CUSTOMER NO. 23689	SERVICE CONTRAC		ELIVERY DATE 1/26/08		SELLING DEALER NO	
	PRINGS, GA		SILV BIRCH		CONTRAC		EXPINATION DATE	EXPIRATION MILES	YAG NO.
DYES DINO			PNZZ	R COND. P.S.		218	лочізов NO. 7941 J	OHNNY PAUL	BURRELL
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PAGE 2 OF 2	0501J	186107		•	NOT	TES .			

PAGE 2 OF 2

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The Reynolds and Reynolds Company, ERAINTMOSE, DOSTASS 0, 18804)

SERVICE FILE COPY

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P. 25/26

No. 5897

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JACKY JONES SUPERSTORE

Mar. 1. 2011 2:41PM

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No. 5897 P. 26/26

ACCESSORIES

ACCESSORIES

STATE REG# 4

STAMP

FLUID LEVELS CHECKED

Yes 🗗

No 🗋

189105

TECH #

NOTES

LEVELS OK

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189105

DOORS

PRODUCTION DATE STOCK NO. CT2887

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 DESCRIPTION** OPERATION MO/M( TOTAL OPERATION MO/MI TOTAL **OPERATION DESCRIPTION** 29PNZ **ROTATE TIRES** МΙ Ą, SERVICE HISTORY ADVISOR DATE REPAIR ORDER MILEAGE TECHNICIAN TYPE OPERATION **OPERATION DESCRIPTION** 29PNZLOF 29PNZRTWSENSORS 29PNLTA0DAC LUBE/OIL/FILTER ROTATE WITH SENSORS 1ST LOF FREE 17809 17809 6505 7007 04/14/09 188660 CCCW 7007 16761 186994 3036 . 01/16/09

16761

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16761 186508 1913 7941 Ŵ 28PNZ 12/23/08 MAX RAY LOUDERMILK SALESPERSON NO. 25187 S RVT Ç Ε Ε VEARMAKEMODEL 07/CHEVROLET TRUCK/TAHOE/4DR 4WD 15 \_1GNFK13057R САЗН

онвск 🗀		23689	SERVICE CONTRACT	DELIVERY DATE 11/26/08	DELIVERY MILES	SELLING DEALER NO.	\$/87/69
(PRORAPPROVAL) OTHER	ROCK SPRINGS, GA	SILV BIRCH	MET/EB	12-72-	-	EXPIRATION MILES	TAG NO.
		PNZZ	TCOND. P. S. TRANS		<b>^ቻ687°</b> .	ENNIFER B LED	FORD
SAVE REMOVED PARTS FOR CUSTOMER U YES U NO	09.282m 05707709 07:50pm	Warranties, Either Express Assumes Nor Authorizes Au Thereby authorize the repa Bandue to vehicle of artists	stitutes Al Of The Warranties Or ImpSed, including Any Impi Ny Other Person To Assume Fr TERMS STAIN I'r work heneinafter sei forth to os leit in vehicle in caso of fire	ied Warranty Of Merchantab x It Any Lizbility In Connect CTLY CASH UNLESS APPA be done along with the seco	Rity Or Fitness For A f &n With The Sale Of T INGEMENTS MADE every meterial and ear	Particular Purpose And Yhe his Item/tems." "ee that you are not reapon for any delays caused by (	i Soter Noither ອີເປີອ for fass ດາ ທະນາກັນລັກງາງ ດ
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0501J189105 PAGE 1 OF 1 SERVICE FILE COPY

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The Reymolds and Reymolds Company, ERANTWORE

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JACKY JONES SUPERSTORE

\*Mar. 1. 2011 2:27PM

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# 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.jackylonessuperstore.com

то: <u>     866 - 84<i>ә -</i> 9444</u>	Billie.	Comeand
FROM: Mike Pople		/
TOTAL PAGES (Including cover)	30	• •
Notes:	,	,
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Chevrolet 08-288

FMar. 1. 2011 2:27PM JACKY JONES SUPERSTOREPM PAGE 27002 FNo. 5896 P. 2



#### VIA FAX ONLY

February 28, 2011

Mike Pope Jacky Jones Chevrolet, Buick, GMC 4226 US Hwy 64 W Murphy, NC 28906-8122

RE:

Service Request: 71-922624590 2007 Chevrolet Tahoe Vehicle Identification Number: 1GNFK13057R Mediation Lisison: 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









# **General Motors Business Resource Center**



### 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

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

	JACKY JONES SUPERSTORE STK NO, CT288	No.5896 P. 4 7
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SER# 1GNFK13057R	04/20/50 MAX RAY LOU TAHOE 4DR 4WD 1500 SILV B KEY NUMBERS: MILES:	DELIVERY REPORTING IRCH MET WORKSHEET 216 FOR NEW VEHICLES
FINANCED AT: TENNESSEE VA 60 MONTHS AT \$ N/A FORD EXT. SERV. PLAN		
BACK END COMMISSION FRONT END COMMISSION TOTAL COMMISSION	500.00 21.90 521.80	-
		л.
<u> </u>	FINANCE RATE DEALER TRANSFER - DE	
NO REBATES		
NO REBATES REBATE #1 Program Name	DEALER TRANSFER - DE	BALER CODE
NO REBATES REBATE #1 Program Name Edit Code	DEALER TRANSFER - DE	BALER CODE
NO REBATES REBATE #1 Program Name Edit Code Authorization #	DEALER TRANSFER - DE	BALER CODE Amount Procedure Code
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CP-4458

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и<mark>Mar. 1. 2011):</mark> 2:27РМ вускатив сонист, 2:27РМ No. 5896 ΡĘ JACKY JONES SUPERSTORE THAMELD AL. HUMES BY VALLY IN TRUE ON OD LORD FX1. JR2. PLAN  $\sim 000^{-10}$ 1160 HULLAD 10/00 12:00 HILLS - 509/0 1.1589.V M. TOPY ON DITERA 1500 REDAK SOF NO 91113 KTY ADMITRS - WWW WATAR ACKNOWLEDGMENT ()))Star GMC HUMMER ٢Z 5/IVIN CUSTOMER NAME: MEIKILIBIOISI VIN:+ 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 4 (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 Incentive Program Reference Amount GM Incentive Code Total Incentive Amount Received 1 . Other Program Selection (Which may or may not be in lieu of customer allowance programs; for example, Division 2. I elect to receive the following in lieu of . . . . AND/OR I elect to receive – CUSTOMER AND DEALER ACKNOWLEDGMENT FOR INCENTIVES AND ONSTAR SERVICE -<u>Vehicle Incentive</u> Acknowledgment. I am the <u>ultimate retail purchaser or lessec</u> 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 // 12/22 I acknowledge receipt of incentive (s) as described in Item \_\_\_\_\_ end release GM Division from any future claim or obligation for incentive (s) on this unit Π. Is vehicle equipped with OnStar? (Miliar Yes No usa and Conditions Acknowledgement I acknowledge that I have received the Terms and Conditions under which the **b**, OnStar service in my vehicle is provided (copies are available in the vehicle glove box, from the dealer, at <u>wysy.onstitu.cont</u>, 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 1.888.40nStar (1.888.466.7827) or TTY 1.877.248.2080 and request that my Services be cancelled. Purchaser/Lessee Signature: \_\_\_\_\_ Date: // No 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 Authorized Dealer Signature: Dealership Name; Date: 11 124 08 Devier Code: 08788 Dealer Note: This is a required document and it must be completed, signed, and relained 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.

Mar. 1. 2011 2:28PM JACKY JONES SUPE	RSTORE	No. 5896P6	
JACKY JONES	UNITED COMMUNITY BANK MURPHY, NC 28906	694167 CHECK#	
CHEVROLET-PONTIAC-BUICK-GMC 4226 US 44 WEST - PO, BOX 939 MURPHY, NC 28906 PHONE (\$23) 837-2022 2325551 DOL 1 ADS. AND. OO (1000*/	94		
PAY **EIGHTEEN DOLLARS AND 00/100**	ATIM	DATE AMOUNT	
TO THE		12/12/08 \$18.00	ļ
ORDER PO BOX 628 LAFAYETTE GA 30728			
		<u>M</u> P	
мемо		<u></u>	
left or .			
NAME	NUMBER	DATE	_
WALKER COUNTY TAX COMMISSIONER	14731	12/12/08	
TITLE ONLY FOR	VIN #		
12/12/08 905 18.00			

REMITTA	NCE	ADVICE
DETACH	AND	RETAIN

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JACKY JONES GM SUPERSTORE CHEVROLET-PONTIAC-BUICK-GMC 1226 US 64 WEST - PO. BOX 939 MURPHY. NC 25906

CHECK NO.	
49807	

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\$18.00

NET AMOUNT

Mar. 1. 2011 2:28PM	JACKY J(	DNES SUPERSTORE SUMMARY PI	ROFIT REP	ORT	No.5 <b>STK NO.C</b>	896 P. 7 : <b>T2887</b>	
CUSTOMER		·			DEAL 243	193 DATE11/2	6/08
ADDRESS	ROCK SPRIN	GS GA					
UNIT SOLD	OLET TRUCK	TAHOE 1GNFK130	57R178652	4DR 4WD	1500 DAYS IN ST	ОСК	
FIRST PAYMENT DATE; 0	1/10/09			60	PAYMENT	S OF	N/A
PRIÇE	49425.00		DOC FEE		199.00		
TRADE	31425.00		<b>P</b> AYOFF			3446	0.87
SALES TAX	1286.46		DEPOSIT			495	0.00
INSPECTION	N/A		C.O.D.		••	4919	3,33
TITLE	18.00		INSURANC	E			N/A
LICENSE	N/A		EXTENDED	SERVICE			N/A
ADD ON RATE	APR	N/A LIENHO		ENNESSEE	VALLEY FED	CREDIT UN	ION
	N/A	DISCOUNT RATE	N/A	Fi	NANCE RESER		N/A
CREDIT LIFE PREMIUM	N/A	RATE	<u>N/A</u>	).L. RESEAV	/E	N/A	
A & H PREMIUM	N/A	RATE		& H RESE	RVE	N/A	
AFTERSALES PHYSICAL DAMAGE	179,00 N/A	COST RATE		TSLS RES D.I. RESER		109_00 N/A	
Extended service	N/A	ços <b>t</b>	N/A s	ERVICE RE	SERVE	N/A	
TRADE:			F	& I RESER	/E	10	9,00
2007/CT2887A GMC	<u> </u>		1500 v	16T	EK19J07Z		<u></u>
PRICE OF UNIT SOLD	49425.00		GI	ROSS SALE	PROFIT	N/A	
COST OF UNIT SOLD	40000,00		TF	rade pay c	)FF _	34460,87	
.OT FEE	N/A		, F	& I COMM.	_	10.90	
TOTAL COST	40000.00		тс	DTAL PROFI	т –	1456,50	
A.C.V. OF TRADE	22000.00		тот	AL PROFI	т_	1565,50	
OVER/UNDER ALLOWANCE	9425,00						
GROSS ON UNIT	N/A						
SALESMAN #1 MAX RAY	LOUDERMILK	COMMISSION	5	00.00	·····		10,90
SALESMAN #2				N/A	The F	_ BONUS	N/A

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MER SERVIC	E RECEIPT		
FIRST			STATE LAW REQUIRES THA
011	SPRINGS STATE		Has the vehicle been damaged damages exceed 25% of its value
		DOMETER 216	If yes, list parts that were dam
	ACKY JONES GM PL		<ul> <li>8 2. Was this vehicle a salvage mot</li> <li>If yes, in what state was it title</li> <li>3. Is this vehicle a flood vehicle?*</li> </ul>
11/26/08	_EXTENDED WARRANTY Y		<ol> <li>Is this vehicle a recovered thef If yes, list parts that were dam</li> <li>Has this vehicle been reconstru-</li> </ol>
	Fre Work Phone Number	Home Phone /20/1950	I declare the above information
			- EIONATZIRE
TAGE PLUS PACKA			SUGERIJERES
IAGE I LUS I ACKA	GE RECEIPT		Dealer # or Seller's Social Security
TOMER I MATE DELIVERY A red vehicle, from Ja No. ISNEKI305 installment contract or titution upon Jacky Jo nes grant me possessi approved, and my sig I acknowledge receipt satisfactory to Jacky J	GREEMENT , am in the proof , am of the vehicle and to on a subject vehicle and ag ones it shall be considered	by of purchasing in connection with erstand that it will my credit on this consider the sale hat all credit data gree that if credit default under the	Dealer # or Seller's Social Security NOTICE TO BUYER: RETAIN INFORMATION WHEN YOU SEL STOCT 12087 20 Gueen 14 Content of
TOMER I NATE DELIVERY A red vehicle, from Jac No. <u>IGNERISON</u> installment contract or titution upon Jacky Jon mes grant me possessiva approved, and my sig I acknowledge receipt e satisfactory to Jacky Jon mes grant me possessiva approved, and my sig I acknowledge receipt e satisfactory to Jacky Jon mes de by Law. I repeted, within 24 hours referred to as "return n insidered to have been receipt of the return r me to be by licensed m It is also u It is also u It is also u It is also u It being ackno- cent of the consideration	GREEMENT , am in the prese amount of the vehicle and to mature below do affirm the of subject vehicle and to mature below do affirm the other is a specific to the vehicle subject to the the mature below do affirm the the hole using any means when whedged that I will at the mature below do affirm the vehicle as promised for the vehicle subject to the vehicle the vehicle subject to the vehicle subject to the vehicle as promised for the vehicle subject to the vehicle subject to the vehicle subject to the vehicle s	or purchasing in connection with erstand that it will my credit on this consider the sale hat all credit data gree that if credit default under the ele to Jacky Jones my credit has not of the following posting to me a umentation setting urt in such activity deemed to have th below. me as promised, I latsoever. I hereby at point not have cle. In such event,	NOTICE TO BUYER: RETAIN INFORMATION WHEN YOU SET
<b>COMER</b> I <b>COMER</b> I <b>EVALUATE DELIVERY</b> A red vehicle, from Ja No. <b>INFAT305</b> installment contract or titution upon Jacky Jo nees grant me possessiv approved, and my sig I acknowledge receipt satisfactory to Jacky J ontemplated by Law. I cepted, within 24 hours referred to as "return n isidered to have been receipt of the return r im notice; (3) 24 hours me to be by licensed m . It is also u is posted on the front rn vehicle in the promp possess/recover such ve same, it being acknown et of the consideration all costs agreed to resi c any claim that I mig ch Jacky Jones has iold such parties harml time of recovery/repos	GREEMENT GREEMENT , am in the profile , am of the vehicle and to nature below do affirm the of subject vehicle and to mature below do affirm the of subject vehicle and to as promised for the vehicle as promised for the vehicle for the vehicle to the pro- the vehicle to the pro- the have against Jacky Jon contracted in connect	<b>By</b> of purchasing in connection with crstand that it will my credit on this consider the sale hat all credit data gree that if credit l default under the cle to Jacky Jones my credit has not of the following posting to me a umentation setting it in such activity deemed to have the below. me as promised, I atsoever. I hereby at point not have cle. In such event, ch day I have had omised condition, tes, its employees thousand an	NOTICE TO BUYER: RETAIN INFORMATION WHEN YOU SET STOCT 2087 20 CHUERTE® LAMAR GLOVER Adopte BOX 261 ChBROCK SPRINGS

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rMar. ki	1. 2011 2:28PM	JACKY JONES SUPERSTORE DAMAGE DISCL	OSURE STATE	No.5896 P. 9 E <b>MENT</b>	
;	STATE LAW REQUIRE	VEHICLES FIVE (5) S THAT EVERY SELLER DIS	) <i>YEARS OLD AND N</i> SCLOSE TO THE BUYER		ASONABIY
30739020 216	SHOULD KNOW, THE 1. Has the vehicle been dz damages exceed 25% of	INFORMATION LISTED BELC maged by collision or other occurre its value at the time of the collisio are damaged.	DW. FAILURE TO DO SO ence to the extent that n or other occurrence:	WILL RESULT IN CIVIL YES D	NO ,
1/26/08	2. Was this vehicle a salva			YES O	NO 🗗
	<ol> <li>If yes, in what state wa</li> <li>Is this vehicle a flood vehicle a recover</li> <li>Is this vehicle a recover</li> </ol>			 YES □ YES □	NO D
1-4803	If yes, list parts that we 5. Has this vehicle been re			YES 🗆	עם סא
50	I declare the above info knowledge.	rmation is true to the best of my	ACKNOWLEDGEMEN	T OF BUYER:	· ·
i				, ^ NATURE OF BUYER	
	Dealer # or Seller's Social E	Security Number		_	
	NOTICE TO BUYER; RI INFORMATION WHEN Y	ETAIN THIS INFORMATION, S OU SELL OR TRANSFER TITLE	TATE LAW REQUIRES YO TO THIS VEHICLE IF IT IS	DU TO DISCLOSE SIMILA LESS THAN FIVE MODEL	R DAMAGE YEARS OLD.
!					·
rchasing ion with at it will t on this the sale	$\int$	JACKY JONES CHV PON 4226 W. Hwy 64 Murphy NC 28906	IT BUICK GMC INC.	WE OWE	
edit data	<sup></sup> ምምጽ	2007 WHEVRO	ILET TRUCK	Transaction No.: TAHGE	
nder the cy Jones : has not	A				
ollowing <sup>!</sup> to me a	<sup>C#</sup> ∕ROCK SPRINGS	sGA			,
n setting activity to have	QTY.	DESCRIPTION/PART NO	D.		
mised, I I hereby 10t have	· · · · · · · · · · · · · · · · · · ·		<u>-</u> .		
the ovent, have had andition,		NAME OF ITEM		DATE DU	
iployees the such by other					
	only 60 DAYS FROM DAT	WE" with the understanding that it is val E OF ISSUANCE, and that I must mat IT WITH THE SERVICE DEPARTM be performed.	Ke an Customer Signature KENT Customer Signature Sales Manager Approval	I	
5/2008			Sales Guide	· · · · · · · · · · · · · · · · · · ·	

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P.O. BOX 939 Deal# 24393	) * 4226 US HWY 64	<del>IV PONT BUIGK (</del> 4 W * Murphy,	NC 28906 *	828-937-2
SOLD TO: ADDRESS: SALESMAN: MAX RAY LOUDERM	SPRINGS GA	COUNTY: WALKER	, DA LIE	TENNES
CT2987 2007	CHEVROLET 4	dr äwd st <u>yd</u>	1GNFK13057	X
ALL US I hereby acknowledge and accept the terms incumbrances except as otherwise stated herei Any warranties on the item/items sold herei warranties, either express or implied, including a neither assumes nor authorizes any person to a	h. by are those made by the manufact any implied warranty of merchantabili	the car I am trading in is fre urer. The seller, Jackie Jon ilv or filoess for a particular	es, expressly disclaims all ouroose, and Jacky Jones	New Used
Federal law and State law require that you state providing a false statement may result in fines a JACKY JONES CHV PONT I	BUICK GMC INC.		Sale Price Sales Tax	496 \$12 \$
odometer new reads bast of my knowledge that it reflects the actua following statements is checked. Check one box only	al milleage of the vehicle described		State/County Disp. Fee Title Fee Doc Fee	\$ \$ \$
in excess of II'mechanical IImits. (2) I hereby certify that the odometer re DISCREPANCY MAKE CHEVROLET TRUCK MODE	ading is NOT the actual mileage.	WARNING-ODOMETER	Şervice Contract GAP Protection Gredit Life	\$ \$ \$
VI.N. 1GNFK13057R	B	YEAR 2007	Credit Dis.	\$ \$49
Transferor's Street Address	•		COD Rebate	\$
Clfy <u>HURPHY</u> Date of Slatement <u>11/26/2008</u>			Rebale	\$
Transferee's Signature Printed Name Transferee's Name			)	ð
Transferee's Síreel Address				
Tiade In Allowance \$31425,00		4460,87	Net_Equity	\$ <del>~~30</del>
2007 GMC	Subscribed & Sworn to Bef <b>26th</b> Dey of <b>NO</b>	ore Me Thia VEMBER - <sup>20</sup> 08	Amount Financed Total	\$
				° <b>──</b> 511

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## **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

### **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

e statement was made available to you. Due to payment to income restrictions the lender may have disallowed any other advance for the ay be purchased at this time using alternative funds outside the lender agreement.

Customer:

purchase of these

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5896 No.

#### Presented To Presented By: TRACY B Sales Person: RAY LOUDERMILK

**Selected** Options

Theft Gaurd

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Silent Anti-Theft System On Vehicle Up to

\$2500.00 Maximum Benefit

Buyer:

Dealer Rep:

11/26/2008 5:26 PM

-Mar. 1. 2011- 2:29PM JACKY JONES SUPERSTORE

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2007 TAHOE 4WD LT GENERAL MOTORS CORPORATION 59U SILVER BIRCH METALLIC /V8G & SUBSIDIARIES 193 EBONYRENAISSANCE CENTERORDER NO. JWVBSH/TSRSTOCK NO.DETROITVIN 1GN FK13 05 7RVEHICLE INVOICE 10D86708525 W/ ACTIVE FUEL MGT TECHNOLOGYSHIP WT:5642M30 4-SPD AUTOMATIC TRANSMISSIONN/CN/CHP:45.7UVB NAVIGATION RADIO W/CD/DVD/MP32145.001780.35GVWR:7300 SHIP WT: 5642 \*\* 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 3650.00 3029.50 SUPPLR: 44997,77 3LT TAHOE LT3 EQUIPMENT GROUP: \* FRONT LEATHER APPOINTED MRM; 49425.00 BUCKET SEATS NTR: 1/2 \* DRIVER SIDE SEAT W/12-WAY DAN: U42 2277.50 POWER, HEAT & MEMORY MEMO \* 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

Mar. 1. 2011-2:29PM JACKY JONES SUPERSTORE

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2007 TAHOE 4WD L/T GENERAL MOTORS CORPORATION 59U SILVER BIRCH METALLIC /V8G & SUBSIDIARIES 193 EBONY RENAISSANCE CENTER ORDER NO. JWVBSH/TCP MI 48243-1114 STOCK NO. DETROIT VIN 1GN FK13 05 7R VEHICLE INVOICE 10D86708525 MODEL & FACTORY OPTIONS MSRP INV AMT RETAIL - STOCK \*\* CONTINUED FROM PAGE 1 \*\*

-3

TOTAL MODEL & OPTIONS	48550.00	43498.03	ACT 237	42916.53
DESTINATION CHARGE	875.00	875.00	н/в 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

JACKY JONES CHEVROLET, PONTIAC, BUIC

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11/28/2008'BOBBIE 09:58:28

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#### JACKY JONES CHEVROLET PONT BUI (5) A/R REBATES 11/28/2008

LINE DATE REFERENCE DESCRIPTION	JN   ACCT#	DETAIL	261C	
1         06/03         34484345         CSE           2         06/05         34491901         BOC           3         06/05         34491901         BOE	09 261C 09 261C 09 261C TOTAL	-3750.00 -1000.00 -1500.00 -6250.00	-6250.00	

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(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#)

1. 2011* 2:29PM etail Quote	- 		JPERSTORE		2	o.5896	Fage
<u>GMAC</u> De	ealer	<b>t</b>	- <b>r</b> <b>r</b> 	ray loudermilk JACKY JONES CHE BUICK GM PDN 87925 11/26/2008 12:14 Pi		) EDEditi (EDSupp (BRLog(	ort
SALES SUPPORT & CREDIT	AFTERMARKET	: USED Vê∺a	CLE ACQUISITION	BUSINESS SUPPORT	EOULATION & STATE	MENTS	MY SHORT
۲							
Quote Information					Account Information	'n	
Quote Type: Quote Amount:		Retail: FFP \$34,460.87 ( included)	4 days of finance	echarge	Customer Name; Vahicle Description: VIN:	N07 GMC 5 1GTEK19J0	_

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.

Nov 30, 2008

\$0,000

40.0008T 1068244108		$\frac{1}{4} \frac{1}{2} \frac{1}$
Account Number	r:	
<b>Customer Name</b>	:	
Vehicle Descript	lion:	N07 GMC SIERRA
VIN:		1GTEK19,07Z
Account Type:		Retail

Amount(s) Good Until:

2008:

Daily Finance Charge After Nov 30,

NEW ACCOUNT PLINT PREVIEW

54143.2

Retail FFP

Account Type:

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.Mar. 1. 2011	2:29PM JACKY JONES S	UPERSTORE			No. 5896	P. 16 ~
KEC	ENCY	-47		t.	INV	OICE
2800 Golden Trlangle Br Fort Worth, TX 76177-70					INVOICE NO. 102376	INVOICE DATE 08/24/2006
Т 4226 US HW C;Ø8288 G MURPHY PHONE; 828	;53-035 NC 28906 -837-2322 FAX: 828-6		4226 U C;08/ MURPHY		EST	
ORDER # ORDER DA 073539 04/24/	2006 P68	DEALER NO. 003714	SHIP DATE	TEAMS		HEGION ØØ2
SERIAL NO 130065 JWVBSH	1GNFK13057R	CHASSIS 2007 CHEVY V8 4WD	' 1500 TA	HDE 3LT 5. CK1070	3L	ICE SUGG, PRICE 。 ⑦必
PRODUCT Ø7230AC	2007 MODEL CHEVY TA (CHEVY ONLY)	HOE	EXT: S DASH: N	NAV	. 7,495	5.00
D GREY 0 5-9105	EBONY FULL CUSTOM "COPIA" F (W/COLOR KEYED DOOR F				.00 .00 1,395	.00 5.00
0 7-9917	EXCHG STD 20" HEAT WH 20" SPEEDSTERS		1	· ·	. 00	.00
D DDS	DEALER DISCOUNT - SUV			995.	.00 <del> </del> 995	5. 00-
	Ati	D2(			-	
		,				
	We Appreciate Your	•Business!		TOTAL AMOUNT DVE	7,895	5. 00

-1	lar.	1.	2011*	2:29PM	¶ J,	ACKY	JONES	SUPE	ERSTORE					No.	5896	P.	17
193 ORDEN VIN : ****	3 [ E B R N € G N € G N	LVE1 ONY O FK: ***	3 ВТ ЈШУВ9 13 09 Хахар	RCH ME BHZT <u>SR</u>	( {*****	ST T		ж ХХГ	/V96 / ******	***	8910 1986 017 018 018 018	TARI MCE IMVO	ES CENI MI DICE	ER 4{ 1() ***	3243 0867) ****	-111 0852 ****	4
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10 ( )) c c c c c c	0.00 43498.03 5.00 875.00		42916.53 1456.50
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BARS Document Display	JPERSTORE	No.
193 EBONY ORDER NO, JWVBSH/TSR VIN 1GN FK13 05 7R	VEHICLE INVOICE	CORPORATION CENTER 48243-1114 1AD87966981
	***************************************	
	ISRP INV AMT RETAIL	
AL4 2ND ROW BUCKET SEATS' 490	00 34463.48 INVOIC	25 03/16/06
ARS 2ND ROW SEAT POWER RELEASE 425	0.00 34463.48 INVOIC 0.00 406.70 SHIPPE 0.00 352.75 EXP I/	/T 04/24/06
AS3 3-PASSENGER, 3RD ROW SEAT 860	7.00 713.80 INT CC	M 05/30/06
CE1 RAIN SENSING WIPERS 95		F 04/22/06
CF5 POWER SLIDING SUNROOF 995	.00 825,85 KEYS X	XXXXX XXXXX
C6A GVW RATING ~ 7,300 LES E61 POWER LIFTGATE WITH LIFTGLASS 350	N/C N/C WFP-S	QTR OPT-1
E61 POWER LIFTGATE WITH LIFTGLASS 350	.00 290.50 FAN:	
FE9 FEDERAL EMISSIONS	N/C N/C BANK:	
GT4 REAR AXLE ~ 3.73 RATIO	N/C N/C CHG-TC	) 13-816
G80 LOCKING REAR DIFFERENTIAL 295		
KA6 2ND ROW HEATED SEATS 200 LMG VORTEC 5300 V8 SFI FLEX FUEL	.00 166.00 REGENC	Y VANS '."
LMG VORTEC 5300 V8 SFI FLEX FUEL	N/C N/C FORT W	ORTH TX
M30 4-SPD AUTOMATIC TRANSMISSION UVB NAVIGATION RADIO W/CD/DVD/MP3 2145	-	T: 5642
(REPLACES STD/OFT RADIO)	.00 1780.35 SHIP W HP:	
U42 REAR SEAT ENTERTAINMENT SYSTEM 1295		
XA7 HEATED WASHER FLUID SYSTEM 85		'T: 3600
3LT TAHOE LT3 EQUIPMENT GROUP: 3650		R; 4100
* FRONT LEATHER APPOINTED		42991.53
BUCKET SEATS		: 44922.77
* DRIVER SIDE SEAT W/12-WAY		49425.00
POWER, HEAT & MEMORY	NTR: 1	
* PASSENGER SIDE SEAT W/12-WAY	DAN :	
POWER & HEAT	MEMO	2352.50
* 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 **		

> GENERAL MOTORS CORFORATION 100 RENAISSANCE CENTER DETROIT MI 48243-1114 VEHICLE INVOICE 1AD87966981

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2007 TAHOE 4WD LT

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2007 TAHOE 4WD LT 590 SILVER BIRCH METALLIC	/vag		MOTOR DIVISION OTORS CORPORATION
193 EBONY	• • • •		SSANCE CENTER
ORDER NO. JWVBSH/TSR STOCK-NO	~~~ -	DETROIT	MI 482431114
VIN 1GN FK13 05 7R	らなれ		NVOICE1AD87966981
******	*****	·*********	********13*13815
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		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-5 QTR OPT-1
E61 POWER LIFTGATE WITH LIFTGLASS			FAN: 000858926
FE9 FEDERAL EMISSIONS	N/C	N/C	BANK: GMAC - 004
GT4 REAR AXLE - 3.73 RATIO	N/C		СНС-ТО 13-816
			SHIP-TO 59-660
	200,00		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 (REPLACES STD/OPT RADIO)		1700.35	SHIP WT: 5642 HP: 45.7
U42 REAR SEAT ENTERTAINMENT SYSTEM	1295.00	1074.85	GVWR: 7300
XA7 HEATED WASHER FLUID SYSTEM		70.55	GAWR.FT: 3600
3LT TAHOE LT3 EQUIPMENT GROUP:		3029.50	GAWR, RR: 4100
* FRONT LEATHER APPOINTED	+		GMS: 42991.53
BUCKET SEATS			SUPPLR: 44922.77
* DRIVER SIDE SEAT W/12-WAY			MRM: 49425.00
POWER, HEAT & MEMORY			NTR: 1/2
* PASSENGER SIDE SEAT W/12-WAY			DAN: U42
POWER & HEAT			MEMO 2352.50
* 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 MIRROR	5		
W/AUTO DIMMING & TURN SIGNALS			
* UNIVERSAL HOME REMOTE			
* TRI-ZONE AUTOMATIC	-		
AIR CONDITIONING			
REGENCY VANS			
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Mar. 1. 2011\* 2:30PM JACKY JONES SUPERSTORE

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#### No. 5896 P. 20

2007 TAHOE 4WD LT CHEVROLET MOTOR DIVISION 59U SILVER BIRCH METALLIC /78G GENERAL MOTORS CORPORATION 193 EBONY 100 RENAISSANCE CENTER ORDER NO. JWVBSH/TSR DETROIT MI 482431114 VIN 1GN FK13 05 7R VEHICLE INVOICE1AD87966981 \*\*\*\*\*\* \*13\*13815 MODEL & FACTORY OPTIONS MSRP INV AMT RETAIL - STOCK \*\* CONTINUED FROM PAGE 1 \*\*

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 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 494 MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT

49425.00 44858.53 PAX 310 44858.53 REDIT 42351.55

> REMIT TO GMAC NO. 004 VIN 1GNFK13057R \$ 44373.03 INV 1AD87966981 DUE 05/30/06 DEALER 13~816

SUN CHEVROLET

Mar. 1. 2011 2:30PM BAKS Document Display		,	No. 5896	P. 21 Page 2 of 2
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TOTAL MODEL & OPTIONS48550.0043498.03ACT 237 42916.53DESTINATION CHARGE875.00875.00H/B 261 1456.50

TOTAL 49425.00 44373.03 PAY 310 44373.03 MEMO: TOTAL LESS HOLDBACK AND

SUN CHEVROLET

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REMIT TO GMAC NO. 004 VIN 1GNFK13057R \$ 44373.03 INV 1AD87966981 DUE 05/30/06 DEALER 13-816

V	1ar. 1. 2011 2:30PM	JACKY JONE	S SUPERSTORE		No.	5896 P. 2	22
					- ~	Ď. , ,	
					SALESMAN	<u> </u>	
	JAĊI	KY JONES C	SM SUPERST	DRE 👘	DATE	<u> </u>	<u>6-08</u>
	4226 West US 64	• P.O. Box 939 •	Murphy, NC 2890	6 • 828-837-23	22 PHONE: (H)_	<u> </u>	<u> </u>
	,		-		PHONE: (B)_	206-361	-4803
			,		BIRTHDAY:	·····	<u>_</u>
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	PURCHASER (same as drivers I	loonno)			mora .		
	PORCHASER (Ballio Ballio Balli						
	ADDRESS		· · · · · · · · · · · · · · · · · · ·		PARS STATE GA	Zī	
	YR. 2007 MAKE	hai ·	MODEL Taho	col	OR <u>Stree</u> COL	INTY Wall	her
	-				YNO. MILI	EAGE 210	1.
	MOTOR NO. 16-NFI	MRG2 VU	-			-	<u> </u>
		<u>es ma ma</u>	CD L(HR,) CAB	, TRANS <u></u> ,	TRIM <u>347</u> ,4X <u>4</u>	_, TAG RECEIP	<u></u>
	CUSTOMER GMS #	<u></u>	REBATE;		CASH PRICE		
	SALESMAN GMS #	· · · ·	AMT:	CODE:	ACCESSORIES		
			<u>.</u>	<b></b>			
	#1 DRIVERS LIC. #	·	·	<u> </u>			
	#2 DRIVERS LIC. #	<del></del>		<u></u>	·		<u> </u>
		P			· · · · · · · · · · · · · · · · · · ·		<u></u>
	THEFTGUARD CODE: 27	3454584	<u> </u>			··	
	_GVWR:						
	WEIGHT CUSTOMER REQUE	STS:				· · · · · · · · · · · · · · · · · · ·	<u>66</u>
. '	·····	· · · ·	•		TOTAL PRICE	59320	· · · · · · · · · · · · · · · · · · ·
-	IT IS UNDERSTOOD THAT I DOES NOT PASS TO SAID B	LEGAL TITLE TO TH	E HEREIN DESCRIBED		TRADE	<u>41 390</u>	\$ <u>\$</u>
,	BANKON WHICH IT IS DRAW	N.	CA GIVEN AS PATIMEN	I CLEARS THE	DIFFERENCE	18000	<u>e</u>
į	USED CAR ALLOWANCE 3	1425-	MILES <u>20679 //</u>	- MY	DOC. FEES	<u>\$199</u>	
-	YR. 2007 MAKE 6			SL1	THEFT GUARD	<u>\$179</u>	
	COLOR Drw I.D.# 16	TEKIG 507		n <u>8</u>	SALES TAX	1286	46
- }		TAG #	DECA	L#		<u>\$40</u>	
	BALANCE OWED TO	····			NORTH CAROLINA	.22	10
	STREET	<b></b>		#	NORTH CAROLINA TAG	18-	00
	CITY	\$TA	TE ZIP	20,	SUB TOTÁL	19682	46
	PHONE	ACCT. #	<u>·</u> .		PAYOFF	34460	87
	PAYOFF BY				EXT. WARRANTY		
~	USED CAR ALLOWANCE YR MAKE		MILES		TOTAL DUE	54143	33
	YR MAKE	MODEL	TYPE	<u></u>	REBATE		
	COLOR1.D.#	TAG #	C	rL	DEPOSIT	4950	<u></u>
`					COD		<u>.</u>
			·	TOTAL OF DO	WN PAYMENT		
	STREET	TATE		BALANCE TO	BE FINANCED		33
	PHONE,	ACCT, #	····			49193	·
-	PAYOFF BY			TOTAL SET	TLEMENT		
		RANCE INFORMATION	١	ALL CARS SOL	D "AS IS" UNLES		
	INS. CO. State Farm			- ·	VERIES SUBJECT TO		~
5 A	DEDUCTIVE DATES: FROM	<u>//(0);</u> ,TQ COMP.			,		
60	AGENTNAME MORKE (	Hernicont.	· · · ·	be recognized except beyor, as purchaser the	l, promise, or understanding of : a conditional sales contract in eneuroder	i Milling executed by D may know becaused on D	es paranese will he undersigned
Ť	STREET ADDRESS $Po$	<u>19</u>	TE CA. 710 20035	This order is not	Vēlīd Uniess <b>pieceries</b> i		
ය්	STREET ADDRESS <u>Po</u> CITY <u>Rent C Silve Augs</u> PHONE 706-375-5	<u>7970</u>		responsible Finance C - Lexpressly ordered t			
ر بر				BUYER'S SIGN/			
Jopre Ent	ADDRESS 200 Alor	$m_{gr} ST$	······································				
۲ <u>۱</u>	ADDRESS 200 Ala.	ος. β <u>.</u> \$T/	ATE G.A. ZIP3074/7	<u></u> _	-		•
чу <sup></sup>	LIEN HOLDER CODE #	•			Tille:		

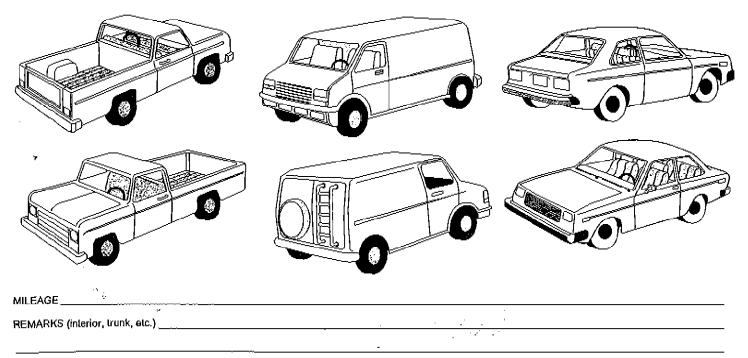
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### PICK-UP TRUCK, VAN, OR CAR INSPECTION REPORT

OWNER'S NAME			CARRIER'S REFERENCE NUMBER
in a	· · · · · · · · · · · · · · · · · · ·	<u>.</u>	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
ORIGIN ADDRESS	CITY	STATE	
	CITY	STATE:	EXCEPTION SYMBOLS BE - BENT M - MARRED BR - BROKEN P - PITTED
MAKE	YEAR	MODEL	BU+BURNED R - RUBBED CH-CHIPPED RU-RUSTED CV-CAVED SC-SCRATCHED D DENTED SO-SOILED
COLOR	LICENSE NO. & STATE	VEHICLE I.D. NUMBER	F - FADED T - TORN G - GOUGED W - BADLY WORN L - LOOSE Z - CRACKED

### **CONDITION AT ORIGIN**

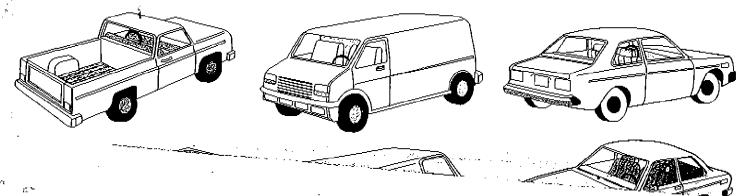


The above is an accurate representation of the vehicle at the time of loading. NOTICE: the OWNER'S or AUTMORIZED AGENT'S signature at origin is also or the following RELEASE. This will authorize the CARRIER to drive my vehicle either at origin or destination between the point(s) of loading/unloading and the point(s) of pick-up/delivery.

 CARRIER REPRESENTATIVE (DRIVER)
 OWNER OR AUTHORIZED AGENT OF VEHICLE

 Signature
 Date

## CONDITION AT DESTINATION NOTE ONLY THOSE CHANGES THAT DIFFER FROM CONDITION AT ORIGIN



Mar. 1. 2011 2:30PM JACKY JONES SUPERSTORE

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**REGENCY** 2800 GOLDEN TRIANGLE BLVD. FORT WORTH, TX. 76131

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### 817-847-7171 FAX 817-847-1942

### **OVERALL APPEARANCE:**

Exterior:	Comments:	Interior:	Comments:
Tape/ Paint	· · · · · · · · · · · · · · · · · · ·	Carpet/Walls	·
Roof	<u></u>	Wood	
Windows/Glass	· · · ·	Overheads	<u> </u>
Radio Antenna	, 	Radio	
<u></u>			
Body Damage	<u>.</u>	Vacuum	
Other		Flashlight	
			,
	<b>^</b>	VCP	**. باین با میں
<u>Options:</u>	Comments:	Options:	<u>Comments:</u>
Power Seats		Fog Lights	
Power Pass		Wheels	
Shades	та <u>р</u> и страниција 	Headsets	-
Mats		Radar Detector_	
Power Bed		Bumper Step	
· / / / / / / / / / / / / / / / / / / /	· · · · · · · · · · · · · · · · · · ·		
COMMENTS/REMAR	KS:		
,			·····
WARRANTY BOOK:	OWNER	RS MANUAL:	MSO:
<b>DEALER:</b> $\Delta C \overline{L}$	<u>C(JON)</u>	Chev. stock #:	130105
INVOICE # $107$	<u> </u>	<u> 14 / A</u> vin #: <u>/ K</u>	
DEALER SIGNATURE	: Ashmet J. Bern	de date receiv	ED: <u>8-23-06</u>
DRIVER SIGNATURE:		DATE DELIVE	RED: <u>28.0</u> 6
<b>.</b>			

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Duplicate: Regency Copy

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No. 5896 P. 24

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, <u>Mar. 1. 2011 2:30PM</u> , JAC					<u> </u>
	ng tang tang tang tang tang tang tang ta	TH	EFT PRO	TECTION	PROGRAN
WARRANTY HOLDER INFORMATION	•.	Registration Code	273454	584	
Last Name		_ First Name		Middle Initia Apt <u>#</u>	
cityROCK SPRINGS		State			
Home Phone #	-	Bus. Phone	#	-	
COVERED VEHICLE INFORMATION Manufacturer CHEVROLET TRUCK Vehicle ID # 1GNFK13057F	Model	ТАНОЕ		Year	2007
Vehicle Purchase Price \$ 494		Amount Fin	anced \$	N/A	
Theft Protection Program Selling Price \$	N/A Nev	v Vehicle 🛛 🖾 X	Us	ed Vehicle	
DEALER INFORMATION					
Dealer#C	ealership <u>]ACK</u> )	C.JONES CHV PC	NT BUICK 6	MC INC.	
Street Address <u>4226 W_HWY_60</u>					
City MURPHY		State <u>N</u>	ç	Zip Code <u>289</u> (	<u>D6</u>
I (Warranty Holder) whose signature appears b and conditions listed on the back and Lunder Warranty Holder Signature	pelow, acknowledge that rstand and agrée to all	at the Information con of the provisions her	talned above is, <sup>.</sup> ein.	true and accurate. I h	
Warranty Holder Signature	$2, \beta \rightarrow$				36.07
THIS AGREEMENT IS A PRODUCT PROGRAM IS VOLUNTARY AND IS NOT LIMITED GUARANTEE The Theft Protection System guarantees to pay listed on the back if: (1) the Covered Vehicle is Holder's insurance company has declared the (II) stolen, recovered and damaged beyond re is a used vehicle, then the Guarantee Benefit Guarantee Benefit:	A REQUIREMENT FO the Warranty Holder the stolen; and (2) the Cove covered Vehicle a Tot asonable repair. If the (	e Guarantee Benefit se ered Vehicle is a Total al Loss because the Covered Vehicle was	, <b>LEASE OR FIN</b> et forth below in a Loss. A Covered 1 Covered Vehicle w not Insured, plea	ANCING OF A CON accordance with the te /ehicle will be a Total I vas either (i) stolen a se see section 6. If t	FIRED VEHICLE.
Guarantee Term:	🗌 2 Year	🗋 3 Year	🗌 4 Year	🗌 5 Year	
IF NO GUARANTEE BENEFIT AND, ENROLLED FOR TH	/OR GUARANTEE T IE MAXIMUM GUAR				LE WILL BE
	MPORTANT TERMS				
DECLINATION OF THEFT PROTECTION	evetem				<u> </u>
I do not choose to register my vehicle is stolen     guarantee protection provisions p	de under the SAFE-GUAF and not recovered or re	ecovered and declare	d a total loss, I a		
Date Warranty Holder's Sig	gnature	D	ealer Signature		
· · ·		strator/Warrantor DUCTS INTERNATION/	1L, LLC		

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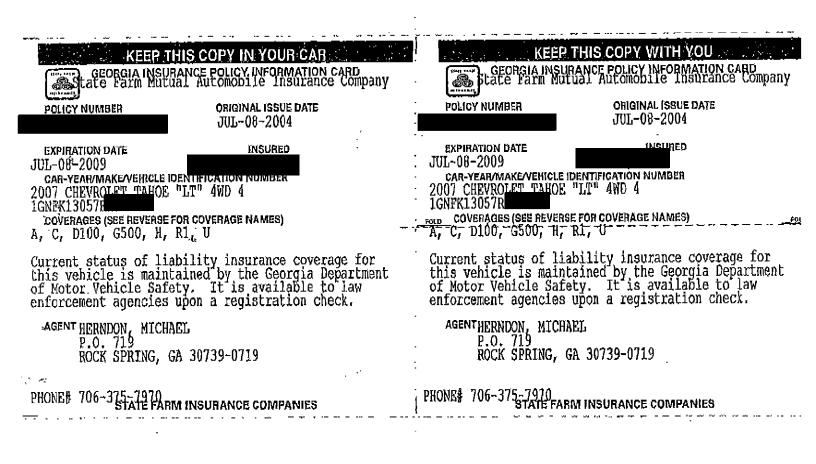
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10. No.

# TEMPORARY AUTO IDENTIFICATION CARDS

# STATE FARM INSURANCE COMPANIES



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Mar. 1. 2011 2:31PM JACKY JONES SUPERSTORE

2007 SARÔE 4WD LT 590 SILVER BIRCH METALLIC 193 EBONY		& SUBSIDIA RENAISSAN(	E CENTER
ORDER NO. JWVBSH/TSR STOCK NO.		DETROIT	MI 48243-1114
VIN 1GN FK13 05 7R		VEHICLE IN	NOICE 10D86708525
******			
MODEL & FACTORY OPTIONS CK10706 TANGE 4WD LT 3	MSRP	INV AMT	RETAIL - STOCK
CK10706 TAHOE 4WD LT 3	7665,00	34463.48	INVOICE 09/14/06
AL4 2ND ROW BUCKET SEATS ARS 2ND ROW SEAT POWER RELEASE	490.00	406.70	SHIPPED 04/22/06
ARS 2ND ROW SEAT POWER RELEASE	425,00	352.75	EXP 1/T 04/24/06
A55 3-PASSENGER, JRD ROW SEAT	860.00	713.80	INT COM 09/25/06
CEI 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
NGO REDEDAL ENTOCTONO	N/C		СНG-ТО 08-288
	N/C	N/C	SHTP-TO 59-660
GT4 REAR AXLE - 3.73 RATIO 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			
W/ ACTIVE FUEL MGT TECHNOLOGY	M7 C	M7 G	SHIP WT: 5642
M30 4-SPD AUTOMATIC TRANSMISSION		MIC	HP: 45.7
	2145.00		11F. 4J./
** REPLACES STD 6-DISC CD **	974J.00	1700.35	GVWR: 7300 GAWR.FT: 3600
U42 REAR SEAT ENTERTAINMENT SYSTEM	1205 00	107/ 05	GAWR, RR; 4100
XA7 HEATED WASHER FLUID SYSTEM	95 00	70 55	GAWR, RR; 4100
3LT TAHOE LT3 EQUIPMENT GROUP:	2680 00	2020 60	SUPPLR: 44997.77
* FRONT LEATHER APPOINTED	3030.00	2029.20	MRM: 49425.00
BUCKER CRAMC			NTR: 1/2
BUCKET SEATS * DRIVER SIDE SEAT W/12-WAY FOWER, HEAT & MEMORY * PASSENGER SIDE SEAT W/12-WAY			
DRIVER SIDE SEAT W/12-WAY			
FOWER, HEAT & MEMORY			MEMO 2277.50
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	I		
W/AUTO DIMMING & TURN SIGNALS			v
* UNIVERSAL HOME REMOTE			
* TRI-ZONE AUTOMATIC			
AIR CONDITIONING			
REGENCY VANS			
** CONTINUED ON PAGE 2 **			
	'n		
JACKY JONES CHEVROLET, PONTIAC, BUI	.u.		

No. 5896 P. 27

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CASH RECEIVED FROM	23689	4226 U.S. 64 WEST - PO, BOX 939 - Mi PHONB (828) 837-232			42914
ROCK SPRINGS, G			RECEIVED BY DATE TIME	JODY ALLISON GUNTE 11/28/08 10:00	IR
ACCT.	AMOUNT	CONTROL NUMBER	PAYMENT TY	PE	AMOUNT
210	49193.33	23689	BUSINESS CF	IECK ·	49193.33
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РҮМТ FOR СТ2867 Ү				0501A061	
PAGE 1		DECENT			
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ASH RECEIVED FROM	23689 SEORGIA		RECEIVED BY DATE TIME	JODY ALLISON GUNT 11/28/08 10:00	ER
ASH RECEIVED FROM	,	CONTROL NUMBER	RECEIVED BY DATE	11/28/08 10:00	
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V <u><b>TRADE-I</b></u>	VPAY-OFF CONFIRMATION
· · · · · · · · · · · · · · · · · · ·	
DATE: // 126108 CUSTOMER NA	ME;
CUSTOMER SS #; 414 - 86 - 04	<u>60</u> <u>ACCT, #:</u>
VEHICLE YEAR: 2001 MAKE:	Gmc MODEL: Sierra Ex
IDENTIFICATION NUMBER: 16-72	
LENDER: GMAC	PHONE #:
P. O. BOX # (OR DRAWER #); Po B	
STREET ADDRESS: Louis with	· · · ·
CITY: Louisville	STATE; Ky ZIP; 403
MAIL PAY-OFF TO ABOVE ADDRESS:	

PAY-OFF AMOUNT: \$ 34, 460, 57 IF SIMPLE INTEREST ACCT., DAILY ACCRUAL AMT.: \$ AMOUNT QUOTED BY:

LAST PAID ON; / /

IS THERE A SECOND LIEN ON THIS VEHICLE: NO YES, WHERE?

ALL INFORMATION OBTAINED BY: 27-

REMEMBER II PAY-OFF AMOUNT MUST BE GOOD FOR 10 DAYS IIIII

# Mar. 1. 2011 2:31PM JACKY JONES SUPERSTORE No. 5896 P. 31

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	If you purchased this ver	licle from out-	1-1				· · ·	
	of-state dealer/business, the vehicle out-of-state?	did you pick-up				Name	Purchaser's GA Selet	950
		-					applicable)	a rev a fixueti
•	Owner # 2		l Firll Logist March		· · · ·			
· •	Driver's License # (if an individual)	State/Country of	Full Legal Name First, Middle,	of Owner			Date of Birth	
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	r	•	Full Legal Name of	Business/Lea	ieing Company's	Namo		
	Address (Street address Inclu	ding city, state & zip)		Melling Ast			v	
ý	-		• •		ress (IC dillerent fr	om street address Inclu	ding city, state & zip)	
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		Sene Sene	r's GA Sales Tax #	Driver's Lice	nse # & Støte/Cou	ntry of Issue, if Individu	ialik	
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	Full Legal Name or Business N	ame & Address:		Lessee's Ful	Legal Name & Add	Itess or Buckges )	e's Full Name & Address	
·	ΙΔΟΚΥ ΙΟΝΟΟ Α		:	l i		i esa or bosinasa Lesse	e's Full Name & Address	
•	4226 W. HWY	AV PONT BU	ICK GMC INC:		· .			•.
	JACKY JONES ( 4226 W HWY ( W Genurany CNGuarder	66		Lessan's (14)	County Location			
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### **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 GM Legal File / BBB Case No.: N/A Negotiator: Billie Comeaux/BRC/ML By: Billie Comeaux/BRC/ML State: GA Customer Last Name: Only customer's last name to be recorded. Do not include first name. Vehicle ID No.: In Service Date: Vehicle Purchased: BAC Code: 132966 1GNFK13057R 05/31/08 New Year, Make & Model: 2007 Chevrolet Tahoe Vehicle Purchased Used on: N/A at odometer N/A Dealer Name : Jacky Jones Chevrolet Current Mileage: 28,458 Sale Type: Purchase XX Lease Other CAM Name: Wes Preece : Phone Number: 678-240-9832 Other XX : Tennessee Valley DVM Name: Dwellion Howard Lien holder: GMAC Phone/Cell Number: 770-880-7276 Federal Credit Union 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 Service Manager Name: Mike Pope Alex Simanovsky Phone Number : 828-837-2322 Phone Number : 770-414-1002 Fax Number : 770-414-9891

Are there **<u>additional</u>** 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 **<u>additional</u>** 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<mark>\_Verified:</mark> Once completed, please enter an "X" in this box to verify that the following listing has been compared to GMVIS for accuracy.

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

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

Brakes

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

Engine/Fuel/Exhaust

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

02/02/08	172423	1	566	(Walter Jackson) Customer states SES light on./Failure code 9Z, complaint code WG. – J9992, customer concern not duplicated.
05/12/08	181768	1	105	(Jacky Jones) Customer states engine running rough./Found #7 spark plug dead. – Replaced # 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. * Verified with svc mgr
🗌 <u>Restra</u>	<u>ints</u>			
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
N/A	N/A	N/A	N/A	N/A
C Steerii	ng			
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
N/A	N/A	N/A	N/A	N/A
Trans	<u>mission</u>			
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
N/A	N/A	N/A	N/A	N/A
□ <u>Axle</u>				
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
N/A	N/A	N/A	N/A	N/A
Body/	<u>Trim</u>			
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
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. – 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. – Replaced right quarter panel trim.
04/15/10	201468	1	17204	(Jacky Jones) Customer states interior trim above liftgate is warped./Warped – 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.

Chassi	S			
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
N/A	N/A	N/A	N/A	N/A
□ <u>Electri</u>	<u>cal</u>			
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
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. – 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. – 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.
				Customer states needs two remotes (DVD in truck)./ Missing. – Replaced, handled internally as part of conversion package.
				Customer states two headsets missing./ )./ Missing. – 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 # 25912408 Nav Radio replaced. *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 – 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				
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
N/A	N/A	N/A	N/A	N/A
□ <u>HVAC</u>				
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
N/A	N/A	N/A	N/A	N/A

□ <u>Paint</u>				
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
12/04/08	186107	*	218	(Jacky Jones) Customer states spot on hood faded./ Faded paint.* – buffed out. *verified by svc mgr
□ <u>Suspe</u>	<u>nsion</u>			
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
N/A	N/A	N/A	N/A	N/A
□ <u>Wheel</u>	/Tires			
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
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. *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. – 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.
	•	-		
Date:	<u>RO #:</u>	Days Out:	<u>Mileage:</u>	Description of Complaint and Repair Performed:
02/27/08	180212	1	3	(Jacky Jones) Recall 06162./Incorrect calibration. – Reflash ECM.
				Recall 07033./Incorrect calibration. – 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.
□ <u>Other</u>				
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
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

	0
Did you confirm your answer with the dealer/Customer (if ADR)/attorney (if Legal)? (Y or N)	es
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) Has the customer filed any insurances claims on this Vehicle? (Y or N If Yes obtain the following information below	<u>N/A</u> ) <u>N/A</u>
Insurance Company: N/A	
Insurance Rep :	
Claim Made? (Y or N): N/A	
Claim Status:	
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
<b>AFTERMARKET MODIFICATIONS:</b> 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	Regency Conversion
Have you confirmed modification with the dealership? (Y or N)	Yes
PERTINENT FACTS FROM All SR's RELATED TO THIS VIN: Concern: SP-10645193 PQC - NAV RADIO UVB REPLACE Date & Offer/Result: No resolution, case still open.	
<b>Concern:</b> 71-885699108 - CAC - Multiple Concerns - no resolution, DDMA to customer. <b>Date &amp; Offer/Result:</b> No resolution, DDMA to work directly with customer -	
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?:	Νο					
Under what State?	GA	Claimed Presumptive?	Yes				
Does Purchase Qualify?	Yes	If not, why?	N/A				

### State Presumption Is: 24/24K

<pre># of Visits for a Non-Conformity?</pre>	3	# of Days out of Service?	30
# of visits for a Safety Complaint?	N/A	<pre># of Visits Total?</pre>	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 deliver	y of	
	the motor vehi	cle to the consumer.	

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

# of Visits for a Non-Conformity?	3 Engine 4 Trim 3 Electrical 1 Wheel	# of Days out of Service?	10
# 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 Hi	story (Durir	ng Limited Warranty Period	) is:
# of Visits for a Non-Conformity?	3 Engine 7 Trim 5 Electrical 3 Wheel	# of Days out of Service?	13
<pre># of visits for a Safety Complaint?</pre>	N/A	<pre># of Visits Total?</pre>	15
Must Complaint Continue to Exist?	Yes	Final Repair or Arbitration Req'd?	Yes
Related Repairs beyond N	/LW:	No	

### R

Customer Pay?	No
Additional Days out of Service?	N/A

### **Other Considerations:**

Outcome/Findings of Arb/Final Re	pair:
Prior Goodwill/reimbursement:	No
Out of Pocket Expenses:	No

### ON

If no, identif	y responsible party:	N/A
Additional #	of Repair Visits?	N/A

### Yes

Scheduled for 03/15/11 N/A 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 customers 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 customers 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.

Progression. *Trade Repurchase offers s *Add additional lines for addit	should specify Trade Retail, T ional offers/counter offers.	rade Collateral, or Tra	de New Finance.
<b>Plaintiff</b> 's <b>Original Dema</b> Amount to Plaintiff/Atty: Inclusive Offer:	n <b>d:</b> \$Repurchase/\$Fees \$N/A	Settlement Type: Repurchase Date: 02/22/11	Countered
<b>CRS Initial Offer:</b> Amount to Plaintiff/Atty: Inclusive Offer:	\${Amount}/\${Amount} \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Countered}
Plaintiff Counter:: Amount to Plaintiff/Atty: Inclusive Offer:	\${Amount}/\${Amount} \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Countered}
<b>CRS Counter:</b> Amount to Plaintiff/Atty: Inclusive Offer:	\${Amount}/\${Amount} \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Countered}
<b>PLAINTIFF Final Offer:</b> Amount to Plaintiff/Atty: Inclusive Offer:	\${Amount}/\${Amount} \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Declined}
<b>CRS Final Offer:</b> Amount to Plaintiff/Atty: Inclusive Offer:	\${Amount}/\${Amount} \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Declined}

# HISTORY OF SETTLEMENT DISCUSSIONS – Applicable for ADR Cases Only Record all recommendation throughout the life of the case. Each offer or counter offer should be recorded in order to review case

progression.

\*Trade Repurchase offers should specify Trade Retail, Trade Collateral, or Trade New Finance. \*Add additional lines for additional offers/counter offers.

<b>Recommendation of</b>	CRS:	Arbitrate case:	Se	ettle case:	
Settlement Type:	{GW/Repurchase/F	Repair}		ttorney Fees {Amount}	(if applicable):
<b>Recommendation of</b>	Field:	Arbitrate case:	Se	ettle case:	
Settlement Type:	{GW/Repurchase/F	Repair}		t <b>torney Fees</b> {Amount}	(if applicable):
Final Decision:		Arbitrate case:	Se	ettle case:	
Settlement Type:	{GW/Repurchase R	Repair}		ttorney Fees {Amount}	(if applicable):

**TEAM LEAD APPROVING:** 

{Name}

**Date:**{mm/dd/yy}

COMPONENT	DESCRIPTION
Axle	Includes all components related to the axle, differential, driveline, & rear end.
Body/ Trim	All body panels & associated mechanical hardware, including sunroof and T-tops (no Paint issues). All interior or exterior mirrors, moldings, cup holders, weather strips, cloth & leather fabric, seats & associated hardware components.
Brakes	All mechanical, electrical, or fluid related components of the Brake system.
Chassis	All frame, bumper and hitch components.
*Electrical	Specific electrical components of a vehicle. All indicators that provide the driver with operating characteristics of a vehicle. All Electrical lights that illuminate. All radio, CD/DVD, navigation, video, speakers, reception/antenna related components. All battery, spark plug/wire, glow plug, starting or charging system components.
Engine/Fuel & Exhaust	Internal and external mechanical components. Cooling system components including radiator, gaskets, thermostat, and water pump. All computers and sensors that affect or monitor engine operation. All air and fuel related components including tank, injectors, and lines. All exhaust related components, pipes, mufflers and cat converters.
Glass	All glass and window components.
HVAC	All components related to heating, air conditioning and temperature.
Paint	All paint specific issues (Not metal related).
Restraints	All SIR, airbags and seatbelt issues.
Steering	All steering related components including steering wheel & key, column, rack and pinion, pump assembly and Quadrasteer.
Suspension	All suspension related components including ball joints, shocks, struts, tie rods, wheel bearings and alignment issues.
Transmission	All automatic & manual transmission, transfer case and 4 wheel drive component issues.
Wheels/Tires	All wheel covers, rims, hub caps, lug nuts, tire jack, regular and spare tire.

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

#### **BRC CASE ASSESSMENT**

Latest Revision Date: 7/27/2011

#### All Fields Are Required

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

SR: 71-922624590 GM Legal File / BBB Case No.: N/A Negotiator: Billie Comeaux/BRC/ML By: Billie Comeaux/BRC/ML State: GA Customer Last Name: Only customer's last name to be recorded. Do not include first name. Vehicle ID No.: In Service Date: Vehicle Purchased: BAC Code: 132966 1GNFK13057R 05/31/08 New Year, Make & Model: 2007 Chevrolet Tahoe Vehicle Purchased Used on: N/A at odometer N/A Dealer Name : Jacky Jones Chevrolet Current Mileage: 28,458 Sale Type: Purchase XX Lease Other CAM Name: Wes Preece : Phone Number: 678-240-9832 Other XX : Tennessee Valley DVM Name: Dwellion Howard Lien holder: GMAC Phone/Cell Number: 770-880-7276 Federal Credit Union 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 Service Manager Name: Mike Pope Alex Simanovsky Phone Number : 828-837-2322 Phone Number : 770-414-1002 Fax Number : 770-414-9891

Are there **<u>additional</u>** 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 **<u>additional</u>** 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 #)  $\ensuremath{\mathsf{N/A}}$ 

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

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

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

Brakes

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

Engine/Fuel/Exhaust

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

02/02/08	172423	1	566	(Walter Jackson) Customer states SES light on./Failure code 9Z, complaint code WG. – J9992, customer concern not duplicated.
05/12/08	181768	1	105	(Jacky Jones) Customer states engine running rough./Found #7 spark plug dead. – Replaced # 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. * Verified with svc mgr
02/13/09	179504	1	4057	(Bentley) Customer states also has an extended crank time./Did not recreate concern. – Did not recreate concern.
Restra	ints			
Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
N/A	N/A	N/A	N/A	N/A
Steerii	ng			
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
N/A	N/A	N/A	N/A	N/A
C Transr	<u>mission</u>			
Date:	<u>RO #:</u>	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 #P0335 was stored as a history code in the PCM. Checked connection at the crank sensor, did not recreate the concern. – Did not
				find a problem.
□ <u>Axle</u>				find a problem.
□ <u>Axle</u> Date:	<u>R0 #:</u>	Days Out:	<u>Mileage:</u>	find a problem.           Description of Complaint and Repair Performed:
Date:	<u>RO #:</u> N/A	<u>Days Out</u> : N/A	<u>Mileage:</u> N/A	
	N/A	-		Description of Complaint and Repair Performed:
<u>Date:</u> N/A	N/A	-		Description of Complaint and Repair Performed:
Date: N/A Date:	N/A Trim	N/A	N/A	Description of Complaint and Repair Performed: N/A
Date: N/A □ Body/ Date: 06/20/06	N/A Trim RO #:	N/A Days Out:	N/A Mileage:	Description of Complaint and Repair Performed:         N/A         Description of Complaint and Repair Performed:         (Regency Vans) A9119-Panel, Fender – Repair (PRIOR TO CUSTOMER)
Date: N/A □ Body/ Date: 06/20/06	N/A <u>Trim</u> <u>RO #:</u> 130065	N/A <u>Days Out</u> : N/A	N/A <u>Mileage:</u> 2	Description of Complaint and Repair Performed:         N/A         Description of Complaint and Repair Performed:         (Regency Vans) A9119-Panel, Fender – Repair (PRIOR TO CUSTOMER DELIVERY, per GWM).         (Jacky Jones) Customer states rubber on back wiper has come off
Date: N/A □ Body/ Date: 06/20/06 01/16/09	N/A <u>Trim</u> <u>RO #:</u> 130065	N/A <u>Days Out</u> : N/A	N/A <u>Mileage:</u> 2	Description of Complaint and Repair Performed:         N/A         Description of Complaint and Repair Performed:         (Regency Vans) A9119-Panel, Fender – Repair (PRIOR TO CUSTOMER DELIVERY, per GWM).         (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
Date: N/A Date:	N/A <u>Trim</u> <u>RO #:</u> 130065 186994	N/A Days Out: N/A 1	N/A <u>Mileage:</u> 2 3036	Description of Complaint and Repair Performed:         N/A         Description of Complaint and Repair Performed:         (Regency Vans) A9119-Panel, Fender – Repair (PRIOR TO CUSTOMER DELIVERY, per GWM).         (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.         (Jacky Jones) Customer states right rear interior trim loose behind
Date: N/A □ Body/ Date: 06/20/06 01/16/09 07/20/09 07/28/09	N/A <u>Trim</u> <u>RO #:</u> 130065 186994 190679	N/A <u>Days Out</u> : N/A 1	N/A <u>Mileage:</u> 2 3036 9427	<ul> <li>Description of Complaint and Repair Performed: N/A</li> <li>Description of Complaint and Repair Performed: (Regency Vans) A9119-Panel, Fender – Repair (PRIOR TO CUSTOMER DELIVERY, per GWM).</li> <li>(Jacky Jones) Customer states rubber on back wiper has come off blade./Found rear wiper blade rubber split. – Replaced rear wiper blade.</li> <li>Customer states drivers inside door handle is peeling./Found driver inside door handle chrome peeling. – Replace door handle.</li> <li>(Jacky Jones) Customer states right rear interior trim loose behind seat./Found right C pillar trim warped. – Ordered trim piece.</li> <li>(Jacky Jones) Customer states right rear interior trim loose behind seat./Found right interior quarter panel trim warped and loose. –</li> </ul>
Date: N/A Date: 06/20/06 01/16/09 07/20/09	N/A         Trim         RO #:         130065         186994         190679         190849	N/A Days Out: N/A 1 1 1	N/A <u>Mileage:</u> 2 3036 9427 10356	Description of Complaint and Repair Performed:         N/A         Description of Complaint and Repair Performed:         (Regency Vans) A9119-Panel, Fender – Repair (PRIOR TO CUSTOMER DELIVERY, per GWM).         (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.         (Jacky Jones) Customer states right rear interior trim loose behind seat./Found right C pillar trim warped. – Ordered trim piece.         (Jacky Jones) Customer states right rear interior trim loose behind seat./Found right interior quarter panel trim warped and loose. – Replaced right quarter panel trim.         (Jacky Jones) Customer states interior trim above liftgate is

				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.
Chassi	<u>S</u>			
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
N/A	N/A	N/A	N/A	N/A
Electric	<u>cal</u>			
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
06/16/06	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. – 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. – 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.
				Customer states needs two remotes (DVD in truck)./ Missing. – Replaced, handled internally as part of conversion package.
				Customer states two headsets missing./ )./ Missing. – 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 # 25912408 Nav Radio replaced. *Verified with svc mgr
02/13/09	179504	*	4057	(Bentley) Customer states service stability light is flashing./Code #C0561 was stored as a history code in the ESCM. – 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 – 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.
□ <u>Glass</u>				
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:

N/A	N/A	N/A	N/A	N/A
□ <u>HVAC</u>				
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
N/A	N/A	N/A	N/A	N/A
□ <u>Paint</u>				
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
12/04/08	186107	*	218	(Jacky Jones) Customer states spot on hood faded./ Faded paint.* – buffed out. *verified by svc mgr
□ <u>Suspe</u>	nsion			
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
N/A	N/A	N/A	N/A	N/A
	/Tiroc			
Wheel		<b>D</b> 0 1		
Date:	<u>RO #:</u>	Days Out:	<u>Mileage:</u>	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. *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. – 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.
Recall	s / Camp	aigns		
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
02/27/08	180212	1	3	(Jacky Jones) Recall 06162./Incorrect calibration. – Reflash ECM.
				Recall 07033./Incorrect calibration. – 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.
□ <u>Other</u>				
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
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)	<u>N/A</u>
Has the customer filed any insurances claims on this Vehicle? (Y or N If Yes obtain the following information below	N) <u>N/A</u>
Insurance Company: N/A	
Insurance Rep :	
N/A	
Phone # N/A	
Claim Made? (Y or N): N/A	
Claim Status:	
N/A	
Claim # <u>N/A</u>	
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
If "Yes" to aftermarket, please list:	Regency Conversion
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 SR's RELATED TO THIS VIN: Concern: SP-10645193 PQC - NAV RADIO UVB REPLACE Date & Offer/Result: No resolution, case still open.	
<b>Concern:</b> 71-885699108 - CAC - Multiple Concerns - no resolution, DDMA to	work directly with
customer. Date & Offer/Result: No resolution, DDMA to work directly with customer	
Date & Oner, Result no resolution, DDink to work directly with customer	
<b>Concern:</b> 71-922888143 - Legal Corr FRA - ongoing. <b>Date</b> & <b>Offer/Result:</b> 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?:	Νο				
Under what State?	GA	Claimed Presumptive?	Yes			
Does Purchase Qualify?	Yes	If not, why?	N/A			

### State Presumption Is: 24/24K

<pre># of Visits for a Non-Conformity?</pre>	3	# of Days out of Service?	30
<pre># of visits for a Safety Complaint?</pre>	N/A	<pre># of Visits Total?</pre>	4
Must Complaint Continue to Exist?	Yes	Final Repair/Arbitration Required?	Yes
Time Period for filing a Claim?	original delive	llowing the date of γ of icle to the consumer.	

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

# of Visits for a Non-Conformity?	4 Engine 1 Trans. 4 Trim 4 Electrical 1 Wheel	# of Days out of Service?	11
# 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:

4 Engine 1 Trans. 7 Trim 6 Electrical 3 Wheel	# of Days out of Service?	14
N/A Yes	# of Visits Total? Final Repair or Arbitration Req'd?	16 Yes
	1 Trans. 7 Trim 6 Electrical 3 Wheel N/A	1 Trans. 7 Trim 6 Electrical 3 Wheel N/A # of Visits Total?

### **Related Repairs beyond NVLW:**

Customer Pay?	No
Additional Days out of Service?	N/A

### **Other Considerations:**

Outcome/Findings of Arb/Final Repair:

### No

If no, identify	<pre>/ responsible party:</pre>	N/A
Additional #	of Repair Visits?	N/A

### Yes

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 customers 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 customers 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.

*Add additional lines for additional offers/counter offers.				
<b>Plaintiff's Original Dema</b> Amount to Plaintiff/Atty: Inclusive Offer:	n <b>d:</b> \$Repurchase/\$Fees \$N/A	Settlement Type: Repurchase Date: 02/22/11	Countered	
<b>CRS Initial Offer:</b> Amount to Plaintiff/Atty: Inclusive Offer:	\${Amount}/\${Amount} \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Countered}	
Plaintiff Counter:: Amount to Plaintiff/Atty: Inclusive Offer:	\${Amount}/\${Amount} \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Countered}	
<b>CRS Counter:</b> Amount to Plaintiff/Atty: Inclusive Offer:	\${Amount}/\${Amount} \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Countered}	
<b>PLAINTIFF Final Offer:</b> Amount to Plaintiff/Atty: Inclusive Offer:	\${Amount}/\${Amount} \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Declined}	
<b>CRS Final Offer:</b> Amount to Plaintiff/Atty: Inclusive Offer:	\${Amount}/\${Amount} \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Declined}	

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Settlement Type:	{GW/Repurchase/F	Repair}		torney Fees [Amount}	(if applicabl	le):
<b>Recommendation of</b>	Field:	Arbitrate case:	Se	ettle case:		
Settlement Type:	{GW/Repurchase/F	Repair}		torney Fees [Amount}	(if applicabl	le):
Final Decision:		Arbitrate case:	Se	ettle case:		
Settlement Type:	{GW/Repurchase R	lepair}		torney Fees [Amount}	(if applicabl	le):

**TEAM LEAD APPROVING:** 

{Name}

**Date:**{mm/dd/yy}

COMPONENT	DESCRIPTION		
Axle	Includes all components related to the axle, differential, driveline, & rear end.		
Body/ Trim	All body panels & associated mechanical hardware, including sunroof and T-tops (no Paint issues). All interior or exterior mirrors, moldings, cup holders, weather strips, cloth & leather fabric, seats & associated hardware components.		
Brakes	All mechanical, electrical, or fluid related components of the Brake system.		
Chassis	All frame, bumper and hitch components.		
*Electrical	Specific electrical components of a vehicle. All indicators that provide the driver with operating characteristics of a vehicle. All Electrical lights that illuminate. All radio, CD/DVD, navigation, video, speakers, reception/antenna related components. All battery, spark plug/wire, glow plug, starting or charging system components.		
Engine/Fuel & Exhaust	Internal and external mechanical components. Cooling system components including radiator, gaskets, thermostat, and water pump. All computers and sensors that affect or monitor engine operation. All air and fuel related components including tank, injectors, and lines. All exhaust related components, pipes, mufflers and cat converters.		
Glass	All glass and window components.		
HVAC	All components related to heating, air conditioning and temperature.		
Paint	All paint specific issues (Not metal related).		
Restraints	All SIR, airbags and seatbelt issues.		
Steering	All steering related components including steering wheel & key, column, rack and pinion, pump assembly and Quadrasteer.		
Suspension	All suspension related components including ball joints, shocks, struts, tie rods, wheel bearings and alignment issues.		
Transmission	All automatic & manual transmission, transfer case and 4 wheel drive component issues.		
Wheels/Tires	All wheel covers, rims, hub caps, lug nuts, tire jack, regular and spare tire.		



#### VIA FAX ONLY

March 15, 2011

Alex Simanovsky, Esq. Simanovsky & Associates 2300 Henderson Mill Rd NE Ste 300 Atlanta, GA 30345

RE:

Service Request: 71-922624590 2007 Chevrolet Tahoe Vehicle Identification Number: 1GNFK13057R 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 <u>separately from all other settlement documents</u>. The W-9 form can be downloaded from the IRS website at www.irs.gov. In addition, the IRS website will provide instructions for completing the W-9.

Page 2

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

Sincerely,

**General Motors** 

cc: FILE

LG0044 V10142009

Attach.

Odometer

Client's Signature

Client's Signature

Date

Date

#### **RELEASE OF CLAIM**

I, (hereinafter referred to as "Releasor(s)"), on behalf of myself/ourselves and my/our assigns, heirs and executors, in consideration of \$4,000.00 paid by General Motors Company, hereby release(s) and discharge(s) General Motors Corporation, Motors Liquidation Company, General Motors Company, their subsidiaries, their authorized independent dealers, any designers and suppliers of vehicles, parts and components that are distributed by them, and their respective agents and employees (hereinafter referred to as "Releasees") from any and all claims, causes of action, demands, damages, and claims for attorney's fees and costs which directly or indirectly arise from, are related to, or are in any way associated with the purchase, repair, maintenance, operation, alteration, or use of Releasor(s) 2007 Chevrolet Tahoe bearing Vehicle Identification Number 1GNFK13057R ("Subject Vehicle"), including but not limited to any claims based on any alleged defects in the subject vehicle. This Release of Claim shall not be construed to release any of the above named persons or entities from any liability regarding claims of personal injury or products liability arising out of the use or operation of the Subject Vehicle after the date of execution of this release. Notwithstanding the above, General Motors Company agrees to honor the remaining term of the manufacturer's express limited warranty and any applicable GM Protection Plans which accompanied the sale of the subject vehicle. If Releasor(s) has/have initiated any court, arbitration or other proceeding against Releasees, Releasor(s) immediately will dismiss the proceeding with prejudice.

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

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

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

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

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

Claimant's Signature

Claimant's Signature

Address

Address

City, State, Zip Code

City, State, Zip Code

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

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

	Sworn to (or affir	med) and subscribed before me	this day of	, 20,
by I				
		•		
		Signature of Notary Publi	с	
		Print, type or stamp Commiss	ioned Name of Notary Public	
		Personally Known	OR Produced identification	
		Type of identification		_
		My commission expires:		
CC: Fi	le			

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 GM Legal File / BBB Case No.: N/A Negotiator: Billie Comeaux/BRC/ML By: Billie Comeaux/BRC/ML State: GA Customer Last Name: Only customer's last name to be recorded. Do not include first name. Vehicle ID No.: In Service Date: Vehicle Purchased: BAC Code: 132966 1GNFK13057R 05/31/08 New Year, Make & Model: 2007 Chevrolet Tahoe Vehicle Purchased Used on: N/A at odometer N/A Dealer Name : Jacky Jones Chevrolet Current Mileage: 28,458 Sale Type: Purchase XX Lease Other CAM Name: Wes Preece : Phone Number: 678-240-9832 Other XX : Tennessee Valley DVM Name: Dwellion Howard Lien holder: GMAC Phone/Cell Number: 770-880-7276 Federal Credit Union 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 Service Manager Name: Mike Pope Alex Simanovsky Phone Number : 828-837-2322 Phone Number : 770-414-1002 Fax Number : 770-414-9891

Are there **<u>additional</u>** 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 **<u>additional</u>** 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 #)  $\ensuremath{\mathsf{N/A}}$ 

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

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

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

Brakes

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

Engine/Fuel/Exhaust

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

02/02/08	172423	1	566	(Walter Jackson) Customer states SES light on./Failure code 9Z, complaint	
02/02/08	172423	I	500	code WG. – J9992, customer concern not duplicated.	
05/12/08	181768	1	105	(Jacky Jones) Customer states engine running rough./Found #7 spark plug dead. – Replaced # 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. * Verified with svc mgr	
02/13/09	179504	1	4057	(Bentley) Customer states also has an extended crank time./Did not recreate concern. – Did not recreate concern.	
03/15/11	208251 FRA	1	28405	(Jacky Jones) Per Brittany at GM, final repair check, check engine problem? Ask customer to demonstrate./None. – 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.	
🗌 Restra	ints				
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:	
N/A	N/A	N/A	N/A	N/A	
Steerii	ng				
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:	
N/A	N/A	N/A	N/A	N/A	
Transr	<u>mission</u>				
Date:	<u>RO #:</u>	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 #P0335 was stored as a history code in the PCM. Checked connection at the crank sensor, did not recreate the concern. – Did not find a problem.	
□ <u>Axle</u>					
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:	
N/A	N/A	N/A	N/A	N/A	
Body/	<u>Trim</u>				
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:	
06/20/06	130065	N/A	2	(Regency Vans) A9119-Panel, Fender – Repair (PRIOR TO CUSTOMER DELIVERY, per GWM).	
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.	

07/28/09	190849	1	10356	(Jacky Jones) Customer states right rear interior trim loose behind seat./Found right interior quarter panel trim warped and loose. – Replaced right quarter panel trim.
04/15/10	201468	1	17204	(Jacky Jones) Customer states interior trim above liftgate is warped./Warped – 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.
🗌 <u>Chassi</u>	<u>S</u>			
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
N/A	N/A	N/A	N/A	N/A
🗌 <u>Electri</u>	<u>cal</u>			
Date:	<u>RO #:</u>	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. – 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. – 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.
				Customer states needs two remotes (DVD in truck)./ Missing. – Replaced, handled internally as part of conversion package.
				Customer states two headsets missing./ )./ Missing. – 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 # 25912408 Nav Radio replaced. *Verified with svc mgr
02/13/09	179504	*	4057	(Bentley) Customer states service stability light is flashing./Code #C0561 was stored as a history code in the ESCM. – 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 – Outside rear view mirror replacement left

Accors       Replace remote and reprogram remotes.         Qate:       R0#:       Davs Out:       Mileage:       Description of Complaint and Repair Performed;         N/A       N/A       N/A       N/A       N/A         HVAC       Date:       R0 #:       Days Out:       Mileage:       Description of Complaint and Repair Performed;         N/A       N/A       N/A       N/A       N/A       N/A         Paint:       R0 #:       Davs Out:       Mileage:       Description of Complaint and Repair Performed;         12/04/08       N/A       N/A       N/A       N/A       Mileage:         Susperior:       Image:       Cascription of Complaint and Repair Performed;       Cascription of Complaint and Repair Performed;         12/04/08       N/A       N/A       N/A       N/A       N/A         N/A       N/A       N/A       N/A       N/A         Susperior:       Image:       Description of Complaint and Repair Performed;         N/A       N/A       N/A       N/A       N/A         N/A       N/A       N/A       N/A       N/A         Susperior:       Image:       Cascription of Complaint and Repair Performed;         N/A       N/A       N/A       N/A					side. *Verified with svc mgr
Date:         RO #:         Days Out:         Mileage:         Description of Complaint and Repair Performed:           N/A         N/A         N/A         N/A         N/A           I HUAC         I         Days Out:         Mileage:         Description of Complaint and Repair Performed:           Date:         RO #:         Days Out:         Mileage:         Description of Complaint and Repair Performed:           Date:         RO #:         Days Out:         Mileage:         Description of Complaint and Repair Performed:           Date:         RO #:         Days Out:         Mileage:         Description of Complaint and Repair Performed:           12/04/08         186107         *         218         Clacky Jones) Customer states spot on hood faded./ Faded paint.* *verified by svc mgr           Date:         RO #:         Days Out:         Mileage:         Description of Complaint and Repair Performed:           N/A         N/A         N/A         N/A         N/A         N/A           Wheel/Tires          Dass Out:         Mileage:         Description of Complaint and Repair Performed:           05/07/09         189105         1         7272         Clacky Jones) Customer states terrible vibration 70-75 MPH after service.//Weels out of balance' = Balanced two 20's and reset monitor system. *verified system. *verif	01/03/11	177687	*	25437	(Jackson) Customer states remote not working./Remote not transmitting. Replace remote and reprogram remotes.
N/A         N/A         N/A         N/A         N/A           HVAC         HVAC         Av/A         N/A         N/A         Av/A           Date:         RO #:         Days Out:         Mileage:         Description of Complaint and Repair Performed:           N/A         N/A         N/A         N/A         N/A           Paint:         RO #:         Days Out:         Mileage:         Description of Complaint and Repair Performed:           12/04/08         186107         *         Days Out:         Mileage:         Description of Complaint and Repair Performed:           12/04/08         186107         *         Days Out:         Mileage:         Description of Complaint and Repair Performed:           12/04/08         N/A         N/A         N/A         N/A         N/A           Date:         RO #:         Daty Out:         Mileage:         Description of Complaint and Repair Performed:           D1/07/09         189105         1         7272         Dakoky Jones) Customer states terrible vibration 70-75 M	□ <u>Glass</u>				
HUAC       Date:       RO #:       Days Out:       Mileage:       Description of Complaint and Repair Performed:         N/A       N/A       N/A       N/A       N/A         Pate:       RO #:       Days Out:       Mileage:       Description of Complaint and Repair Performed:         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.*         buffed out.       *verified by svc mgr       Days Out:       Mileage:       Description of Complaint and Repair Performed:         Date:       RO #:       Days Out:       Mileage:       Description of Complaint and Repair Performed:         Date:       RO #:       Days Out:       Mileage:       Description of Complaint and Repair Performed:         OS/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.         01/27/11       207347       *       28457       (Jacky Jones) Customer states terrible vibration of correct pressures as low as 26 PS1 Set tire pressures to 38 PS1 and reset monitor system.         01/03/11       177687       *       25437       (Jacky Jones) Recall 06162./Incorrect calibr	Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
Date:         RO #:         Days Out:         Mileage:         Description of Complaint and Repair Performed:           N/A         N/A         N/A         N/A         N/A         N/A           Paint:         Paint:         Days Out:         Mileage:         Description of Complaint and Repair Performed:           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.* buffed out. *verified by svc mgr           Date:         RO #:         Days Out:         Mileage:         Description of Complaint and Repair Performed:           N/A         N/A         N/A         N/A         N/A           Whee//Tires         Date:         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 monitor system.           01/27/11         207347         *         28457         (Jacky Jones) Customer states tire pressure not set to correct pressu pressures as low as 26 PSI. – Set tire pressures to 38 PSI and reset monitor system.           01/03/11         177687         *	N/A	N/A	N/A	N/A	N/A
N/A       N/A       N/A       N/A         Pait:       Pays Out:       Mileage:       Description of Complaint and Repair Performed:         12/04/08       186107       *       218       (Jacky Jones) Customer states spot on hood faded./ Faded paint.*         buffed out.       *verified by svc mgr       *       Description of Complaint and Repair Performed:         Date:       RO#:       Days Out:       Mileage:       Description of Complaint and Repair Performed:         N/A       N/A       N/A       N/A       N/A       N/A         Wheel/Tires       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. *Verified svc mgr         01/27/11       207347       *       28457       (Jacky Jones) Customer states tire sensor light on/off, been going long time./Scan system-OK, tire pressures to set to correct pressure sa low as 26 PSI. – Set tire pressures to 38 PSI and reset monitor system.         01/03/11       17687       *       25437       (Jacky Jones) Recall 06162./Incorrect alibration. – Reflash ECM. Recall 07033./Incorrect calibration. – Reflash ECM. Re	□ <u>HVAC</u>				
Paint       Paint       Days Out:       Mileage:       Description of Complaint and Repair Performed:         12/04/08       186107       *       218       (Jacky Jones) Customer states spot on hood faded./ Faded paint.* buffed out. *verified by svc mgr         Date:       RO#:       Days Out:       Mileage:       Description of Complaint and Repair Performed:         N/A       N/A       N/A       N/A       N/A         Wheel/Tires       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. *Verified svc mgr         01/27/11       207347       *       28457       (Jacky Jones) Customer states tire sensor light on/off, been going long time./Scan system-OK, tire pressures not set to correct pressu pressures as low as 26 PSI. – Set tire pressures to 38 PSI and reset monitor system.         01/03/11       177687       *       25437       (Jacky Jones) Recall 06162/Incorrect, Ok at this time.         Date:       RO#:       Days Out:       Mileage:       Description of Complaint and Repair Performed:         02/27/08       180107       *       25437       (Jacky Jones) Recall 06162/Incorrect calibration. – Reflash ECM. Recall 07033/Incorrect calibration. – Reflash ECM. Recall 0703	Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
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.* buffed out. *verified by svc mgr           Date:         RO #:         Days Out:         Mileage:         Description of Complaint and Repair Performed:           N/A         N/A         N/A         N/A         N/A           Wheel/Tires          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. *Verified svc mgr           01/27/11         207347         *         28457         (Jacky Jones) Customer states tire sensor light on/off, been going long time./Scan system.OK, 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 rear tire sensor bad, not displaying correctly. – Replace sensor and reprogram tire sensor, recheck; Ok at this time.           02/27/08         180107         *         218         (Jacky Jones) Recall 06162./Incorrect calibration. – Reflash ECM. Recall 07033./Incorrect calibration. – Reflash BCM.           12/04/08		N/A	N/A	N/A	N/A
12/04/08       186107       *       218       (Jacky Jones) Customer states spot on hood faded./ Faded paint.*         Suspension	<u>Paint</u>				
Suspension         Date:       RO #:       Days Out:       Mileage:       Description of Complaint and Repair Performed:         N/A       N/A       N/A       N/A       N/A         Wheel/Tires       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. *Verified svc mgr         01/27/11       207347       *       28457       (Jacky Jones) Customer states tire sensor light on/off, been going long time./Scan system-OK, tire pressures not set to correct pressu pressures as low as 26 PSI. – Set tire pressures to 38 PSI and reset monitor system.         01/03/11       177687       *       25437       (Jacky Jones) Recall of 162./Incorrect calibration. – Reflash ECM. Recall 0703./Incorrect calibration. – Reflash ECM.         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 mod			Days Out:		
Date:         RO #:         Days Out:         Mileage:         Description of Complaint and Repair Performed:           N/A         N/A         N/A         N/A         N/A         N/A           Wheel/Tires         Days Out:         Mileage:         Description of Complaint and Repair Performed:           Date:         RO #:         Days Out:         Mileage:         Description of Complaint and Repair Performed:           D5/07/09         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. *Verified svc mgr           01/27/11         207347         *         28457         (Jacky Jones) Customer states tire sensor light on/off, been going long time./Scan system-OK, tire pressures not set to correct pressu pressures as low as 26 PSI. – 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 rear tire sensor bad, not displaying correctly. – Replace sensor and reprogram tire sensor bad, not displaying correctly. – Replace sensor and reprogram tire sensor bad, not displaying correctly. – Replace sensor and reprogram tire sensor bad, not displaying correctly. – Replace sensor and reprogram tire sensor bad, not displaying correctly. – Replace sensor and reprogram tire sensor bad, not displaying correctly. – Replace sensor and reprogram tire sensor bad, not displaying correctly. – Replace sensor and reprogram tire sensor bad, not displaying	12/04/08	186107	*	218	
N/A       N/A       N/A       N/A       N/A         Wheel/Tires       Bate:       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.         01/27/11       207347       *       28457       (Jacky Jones) Customer states tire sensor light on/off, been going long time./Scan system.OK, tire pressures not set to correct pressu pressures as low as 26 PS1. – Set tire pressures to 38 PS1 and reset monitor system.         01/03/11       177687       *       25437       (Jackson) Customer states left front and rear tire says low./Found rear tire sensor bad, not displaying correctly. – Replace sensor and reprogram tire sensor, recheck; Ok at this time.         Date:       RO #:       Days Out:       Mileage:       Description of Complaint and Repair Performed:         02/27/08       180212       1       3       Description of Complaint and Repair Performed:         02/27/08       186107       *       218       (Jacky Jones) Recall 06162./Incorrect calibration. – Reflash ECM.         12/04/08       186107       *       218       (Jacky Jones) Recall 10153, V2281 Disable heated windshield mod         D/12/10       203264       1       20022       (Jacky Jones) Recall 10153,	□ <u>Susper</u>	<u>nsion</u>			
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	07/12/10	203264	1	20022	(Jacky Jones) Recall 10153, V2281 Disable heated windshield module.
	□ <u>Other</u>				
Date: RO #: Days Out: Mileage: Description of Complaint and Repair Performed:	Date:	<u>RO #:</u>	Days Out:	<u>Mileage:</u>	Description of Complaint and Repair Performed:

(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 If Yes obtain the following information below	
Insurance Company: <u>N/A</u>	
Insurance Rep :	
N/A Phone # N/A	
Claim Made? (Y or N): N/A	
Claim Status:	
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 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 SR's RELATED TO THIS VIN Concern: SP-10645193 PQC - NAV RADIO UVB REPLACE Date & Offer/Result: No resolution, case still open.	:
<b>Concern:</b> 71-885699108 - CAC - Multiple Concerns - no resolution, DDMA customer.	
Date & Offer/Result: No resolution, DDMA to work directly with customer	- CIUSEU UI/II/II.
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

Noto: This sostion only	capplicable for Logal as		
<b>Note: This section only applicable for Legal of</b> 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

<pre># of Visits for a Non-Conformity?</pre>	3	# of Days out of Service?	30
<pre># of visits for a Safety Complaint?</pre>	N/A	<pre># of Visits Total?</pre>	4
Must Complaint Continue to Exist?	Yes	Final Repair/Arbitration Required?	Yes
Time Period for filing a Claim?	original delive	llowing the date of ry of icle to the consumer.	

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

# of Visits for a Non-Conformity?	4 Engine 1 Trans. 4 Trim 4 Electrical 1 Wheel	# of Days out of Service?	11
<pre># of visits for a Safety Complaint?</pre>	N/A	<pre># of Visits Total?</pre>	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 1 Trans. 7 Trim 6 Electrical 3 Wheel	# of Days out of Service?	15
<pre># of visits for a Safety Complaint?</pre>	N/A	<pre># of Visits Total?</pre>	17
Must Complaint Continue to Exist?	Yes	Final Repair or Arbitration Req'd?	Yes

#### **Related Repairs beyond NVLW:**

Customer Pay?	No
Additional Days out of Service?	N/A

#### **Other Considerations:**

Outcome/Findings of Arb/Final Repair:

#### No

If no, identify responsible party:	N/A
Additional # of Repair Visits?	N/A

#### Yes

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 customers 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 customers 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.

*Add additional lines for additional offers/counter offers.					
<b>Plaintiff</b> 's <b>Original Dema</b> Amount to Plaintiff/Atty: Inclusive Offer:	n <b>d:</b> \$Repurchase/\$Fees \$N/A	Settlement Type: Repurchase Date: 02/22/11	Countered		
<b>CRS Initial Offer:</b> Amount to Plaintiff/Atty: Inclusive Offer:	\$N/A/\$N/A \$4,000.00	Settlement Type: Cash Date: 03/15/11	{Accepted / Countered}		
<b>Plaintiff Counter::</b> Amount to Plaintiff/Atty: Inclusive Offer:	\${Amount}/\${Amount} \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Countered}		
<b>CRS Counter:</b> Amount to Plaintiff/Atty: Inclusive Offer:	\${Amount}/\${Amount} \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Countered}		
<b>PLAINTIFF Final Offer:</b> Amount to Plaintiff/Atty: Inclusive Offer:	\${Amount}/\${Amount} \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Declined}		
<b>CRS Final Offer:</b> Amount to Plaintiff/Atty: Inclusive Offer:	\${Amount}/\${Amount} \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Declined}		

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

## HISTORY OF SETTLEMENT DISCUSSIONS – Applicable for ADR Cases Only Record all recommendation throughout the life of the case. Each offer or counter offer should be recorded in order to review case

progression.

\*Trade Repurchase offers should specify Trade Retail, Trade Collateral, or Trade New Finance. \*Add additional lines for additional offers/counter offers.

<b>Recommendation of</b>	CRS:	Arbitrate case:	Se	ettle case:		
Settlement Type:	{GW/Repurchase/F	Repair}		torney Fees Amount}	(if applicable)	:
<b>Recommendation of</b>	Field:	Arbitrate case:	Se	ettle case:		
Settlement Type:	{GW/Repurchase/F	Repair}		torney Fees Amount}	(if applicable)	:
Final Decision:		Arbitrate case:	Se	ettle case:		
Settlement Type:	{GW/Repurchase R	lepair}		torney Fees Amount}	(if applicable)	:

**TEAM LEAD APPROVING:** 

{Name}

**Date:**{mm/dd/yy}

COMPONENT	DESCRIPTION
Axle	Includes all components related to the axle, differential, driveline, & rear end.
Body/ Trim	All body panels & associated mechanical hardware, including sunroof and T-tops (no Paint issues). All interior or exterior mirrors, moldings, cup holders, weather strips, cloth & leather fabric, seats & associated hardware components.
Brakes	All mechanical, electrical, or fluid related components of the Brake system.
Chassis	All frame, bumper and hitch components.
*Electrical	Specific electrical components of a vehicle. All indicators that provide the driver with operating characteristics of a vehicle. All Electrical lights that illuminate. All radio, CD/DVD, navigation, video, speakers, reception/antenna related components. All battery, spark plug/wire, glow plug, starting or charging system components.
Engine/Fuel & Exhaust	Internal and external mechanical components. Cooling system components including radiator, gaskets, thermostat, and water pump. All computers and sensors that affect or monitor engine operation. All air and fuel related components including tank, injectors, and lines. All exhaust related components, pipes, mufflers and cat converters.
Glass	All glass and window components.
HVAC	All components related to heating, air conditioning and temperature.
Paint	All paint specific issues (Not metal related).
Restraints	All SIR, airbags and seatbelt issues.
Steering	All steering related components including steering wheel & key, column, rack and pinion, pump assembly and Quadrasteer.
Suspension	All suspension related components including ball joints, shocks, struts, tie rods, wheel bearings and alignment issues.
Transmission	All automatic & manual transmission, transfer case and 4 wheel drive component issues.
Wheels/Tires	All wheel covers, rims, hub caps, lug nuts, tire jack, regular and spare tire.









#### **General Motors Business Resource Center**



#### To: Mike Pope

Company: Jacky Jones Chevrolet, Buick, GMC Fax: 1-828-837-6599 Phone: 828-837-2322

#### From:

### n: Billie Comeaux, 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

### Mar. 15. 2011 12:21PM JACKY JONES SUPERSTORE

No.6187 P. 2

CUSTOMER #: 23689	208251		CKY J		C
	WARRANTY	4226 U.S. Hlg	(828) 837-2	322	C 28906
ROCK SPRINGS, GA HOME: CONT:	PAGE 1		w.JackyJones		
BUS: CELL: COLOR: MEAN MAKE/MODEL	SERVICE ADVISOR:		AEL P POP		TAG
				,	
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BEEN RESOLVED AND NO ROAD TEST WAS RI					
OR DERRORMED AT THIS TIME					
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TECH: 17479 ACTUAL HRS.: 0.00 S	OLD HRS,: 0				
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The Seller hereby expressly disclaims all warranties either express of implied, including any implied warranty of merchanteibility of fitness for a perilcule purpose, And the Seller neither assumes nor authorizes any other person to assume for it any ilability in connection with the sale of this item/items."	0 0 0 <sup>is</sup> <sup>is</sup> <sup>is</sup> <sup>is</sup> <sup>is</sup> <sup>is</sup> <sup>is</sup> <sup>is</sup> <sup>is</sup> <sup>is</sup> <sup>is</sup> <sup>is</sup> <sup>is</sup> <sup>is</sup> <sup>is</sup> <sup>is</sup> <sup>is</sup> <sup>is</sup> <sup>is</sup> <sup>is</sup> <sup>is</sup> <sup>is</sup> <sup>is</sup> <sup>is</sup> <sup>is</sup> <sup>is</sup> <sup>is</sup> <sup>is</sup> <sup>is</sup> <sup>is</sup> <sup>is</sup> <sup>is</sup> <sup>is</sup> <sup>is</sup> <sup>is</sup> <sup>is</sup> <sup>is</sup> <sup>is</sup> <sup>is</sup> <sup>is</sup> <sup>is</sup> <sup>is</sup> <sup>is</sup> <sup>is</sup> <sup>is</sup> <sup>is</sup> <sup>is</sup> <sup>is</sup> 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	WORKORDER	4226 U.S. Highway 64 W. · Murphy, NC 2890	06
ROCK SPRINGS, GA	PAGE 2	(828) 837-2322 www.JackyJonesCBG.com	
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Item\items. The Seller hereby expressiv disclaims all warranties either express or implied, including any implied warranty of marchantability 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 ARAANGEMENTS MADE TERMS STRICTLY CASH UNLESS ARAANGEMENTS MADE I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and egree that you are not responsible for loas 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

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AUTHORIZED BY X

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

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

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GUSTOMER SIGNATURE

X

Billie Comeaux/Austin/GM1

To <alex@lemonlawinfo.com>

03/16/2011 11:16 AM

cc bcc

Subject Re: Glover, Eric

RE: Customer Last Name Service Request: 71-922624590 2007 Chevrolet Tahoe Vehicle Identification Number: 1GNFK13057R 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>
 To
 <Billie\_comeaux@gmexpert.com>

 03/16/2011 11:16 AM
 cc

 Please respond to
 Subject
 Subject

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: <u>www.autolemonlaws.com</u> Email: <u>alex@lemonlawinfo.com</u>

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"Alex Simanovsky" <alex@lemonlawinfo.com> To <Billie\_comeaux@gmexpert.com>

03/16/2011 11:16 AM Please respond to <alex@lemonlawinfo.com>

DCC	
Subject	

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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: <u>www.autolemonlaws.com</u> Email: <u>alex@lemonlawinfo.com</u>

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"Alex Simanovsky" <alex@lemonlawinfo.com> To <Billie\_comeaux@gmexpert.com>

03/25/2011 12:32 PM Please respond to <alex@lemonlawinfo.com>

Subject

сс

bcc

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: <u>www.autolemonlaws.com</u> Email: <u>alex@lemonlawinfo.com</u>

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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:

Service Request: 71-922624590 2007 Chevrolet Tahoe Vehicle Identification Number: 1GNFK13057R 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:

Service Request: 71-922624590 2007 Chevrolet Tahoe Vehicle Identification Number: 1GNFK13057R 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 <u>separately from all other settlement documents</u>. The W-9 form can be downloaded from the IRS website at www.irs.gov. In addition, the IRS website will provide instructions for completing the W-9.

Page 2

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

Sincerely,

**General Motors** 

cc: FILE

LG0044 V10142009

Attach.

Odometer

Client's Signature

Client's Signature

Date

Date

#### **RELEASE OF CLAIM**

I, , (hereinafter referred to as "Releasor(s)"), on behalf of myself/ourselves and my/our assigns, heirs and executors, in consideration of \$6,000.00 paid by General Motors Company, hereby release(s) and discharge(s) General Motors Corporation, Motors Liquidation Company, General Motors Company, their subsidiaries, their authorized independent dealers, any designers and suppliers of vehicles, parts and components that are distributed by them, and their respective agents and employees (hereinafter referred to as "Releasees") from any and all claims, causes of action, demands, damages, and claims for attorney's fees and costs which directly or indirectly arise from, are related to, or are in any way associated with the purchase, repair, maintenance, operation, alteration, or use of Releasor(s) 2007 Chevrolet Tahoe bearing Vehicle Identification Number 1GNFK13057R ("Subject Vehicle"), including but not limited to any claims based on any alleged defects in the subject vehicle. This Release of Claim shall not be construed to release any of the above named persons or entities from any liability regarding claims of personal injury or products liability arising out of the use or operation of the Subject Vehicle after the date of execution of this release. Notwithstanding the above, General Motors Company agrees to honor the remaining term of the manufacturer's express limited warranty and any applicable GM Protection Plans which accompanied the sale of the subject vehicle. If Releasor(s) has/have initiated any court, arbitration or other proceeding against Releasees, Releasor(s) immediately will dismiss the proceeding with prejudice.

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

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

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

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

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

Claimant's Signature

Claimant's Signature

Address

Address

City, State, Zip Code

City, State, Zip Code

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

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

	firmed) and subscribed before me t	this day of	, 20,
by			
	Signature of Notary Public	2	
	Print, type or stamp Commissi	oned 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: v. General Motors LLC

	Our Client:	Eric Glover
Vehicle:	07 Chevrolet Tahoe	
VIN:	1GNFK13057R	
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: <u>www.autolemonlaws.com</u> Email: <u>sally@lemonlawinfo.com</u>

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signed docs & reg..pdf

# CAROL YN W. WALKER WALKER COUNTY TAX COMMISSIONER 101 FARRIS STREET P. O. BOX 628 LAFAYETTE GA. 30728-0628 (700) 638-2064

4,50 04/04/2011 TSB

PURCH DT: 11/26/2008

19691358

BOX 628		F GEORGIA	!
STANDARD TAG FER 2011 AD VALOREM TAX TOTAL FEES PAID	Tag Number:       Valuation       140017       \$8330         20.00       Tide Number:       140017       \$8330         188.02       County:       015       District:       01       Mill Rate:       20         208.02       Farm Vehicle?       N       GVW:       Classification:       PASSENGER CARVLIGHT To Insurance Status:       VALUD INSURANCE COVE:         Customer 1 No:       00005164760       00005164760       00005164760	E K1500 MP Expires: 04/20/2012 Tag Fee: 20.00 Equip. No: 2.5720 Fuel: F Color: S11.	 £

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BAIK

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

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Signature:



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#### VIA FAX ONLY

March 25, 2011

Alex Simanovsky, Esq. Simanovsky & Associates 2300 Henderson Mill Rd NE Ste 300 Atlanta, GA 30345

RE:

Service Request: 71-922624590 2007 Chevrolet Tahoe Vehicle Identification Number: 1GNFK13057R 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 <u>separately from all other settlement documents</u>. The W-9 form can be downloaded from the IRS website at www.irs.gov. In addition, the IRS website will provide instructions for completing the W-9.

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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.

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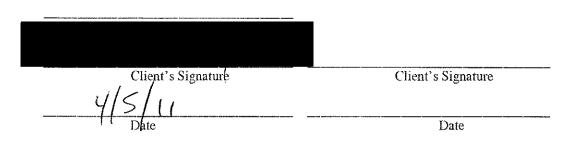
Sincerely,

General Motors

cc: FILE

LG0044 V10142009

Attach.



#### RELEASE OF CLAIM

(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 IGNPK13057R ("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.

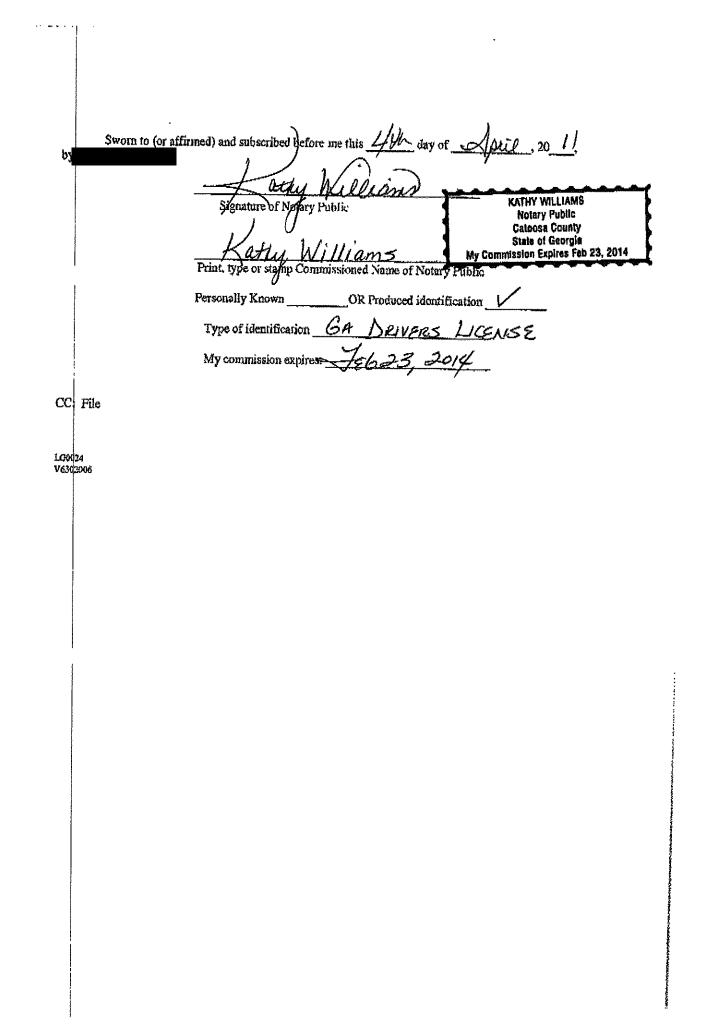
The subject vehicle's mileage is 29,260 on the date of the signing of this release.

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 A	All Claims
DA1	TE SIGNED: Apr. 14,2011	
	Claimant's Signature	Claimant's Signature
	Address	Address
R	City, State, Zip Co	
		City, State, Zip Code
STA	TEOF Georgia	
COL	TEOF <u>Georgia</u> NTY OF <u>Walker</u>	
;		

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# CAROL YN W. WALKER WALKER COUNTY TAX COMMISSIONER 101 FARRIS STREET P. O. BOX 628 LAFAYETTE GA. 30728-0628 (700) 638-2064

A FILTER COMPLETENCE BY

TSB

PURCH DT: 11/26/2008

19691358

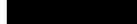
COMMISSIONER . BOX 628 628	STATE OF GEORGIA MOTOR VEHICLE REGISTRATION	
STAMARD TAG FER 20. 2011 AD VALOREM TAX 148. TOTAL FEES PAID 208.	Tag Number: Valuation 140017 \$8330 Expires: 04/20/2012 Title Number: Country, 015 Expires: 04/20/2012	 _

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RUCK SPRING GA

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BAIK

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

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Signature:

Billie Comeaux/Austin/GM1	То	dwellion.howard@chevrolet.com
04/06/2011 12:04 PM	сс	
	bcc	
	Subject	SR 71-922624590
Customer Last Name:		

RE: Customer Last Name: Service Request: 71-922624590 2007 Chevrolet Tahoe Vehicle Identification Number: 1GNFK13057R 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 **Control** 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 GM Legal File / BBB Case No.: N/A Negotiator: Billie Comeaux/BRC/ML By: Billie Comeaux/BRC/ML State: GA Customer Last Name: Only customer's last name to be recorded. Do not include first name. Vehicle ID No.: In Service Date: Vehicle Purchased: BAC Code: 132966 1GNFK13057R 05/31/08 New Year, Make & Model: 2007 Chevrolet Tahoe Vehicle Purchased Used on: N/A at odometer N/A Dealer Name : Jacky Jones Chevrolet Current Mileage: 28,458 Sale Type: Purchase XX Lease Other CAM Name: Wes Preece : Phone Number: 678-240-9832 Other XX : Tennessee Valley DVM Name: Dwellion Howard Lien holder: GMAC Phone/Cell Number: 770-880-7276 Federal Credit Union 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 Service Manager Name: Mike Pope Alex Simanovsky Phone Number : 828-837-2322 Phone Number : 770-414-1002 Fax Number : 770-414-9891

Are there **<u>additional</u>** 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 **<u>additional</u>** 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 #)  $\ensuremath{\mathsf{N/A}}$ 

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

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

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

Brakes

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

Engine/Fuel/Exhaust

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

~~ ~~ ~~	4 70 400		566	
02/02/08	172423	1	566	(Walter Jackson) Customer states SES light on./Failure code 9Z, complaint code WG. – J9992, customer concern not duplicated.
05/12/08	181768	1	105	(Jacky Jones) Customer states engine running rough./Found #7 spark plug dead. – Replaced # 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. * Verified with svc mgr
02/13/09	179504	1	4057	(Bentley) Customer states also has an extended crank time./Did not recreate concern. – Did not recreate concern.
03/15/11	208251 FRA	1	28405	(Jacky Jones) Per Brittany at GM, final repair check, check engine problem? Ask customer to demonstrate./None. – 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.
🗌 Restra	ints			
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
N/A	N/A	N/A	N/A	N/A
🗌 <u>Steerii</u>	ng			
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
N/A	N/A	N/A	N/A	N/A
□ <u>Transr</u>	<u>mission</u>			
Date:	<u>RO #:</u>	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 #P0335 was stored as a history code in the PCM. Checked connection at the crank sensor, did not recreate the concern. – Did not find a problem.
□ <u>Axle</u>				
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
N/A	N/A	N/A	N/A	N/A
Body/	<u>Trim</u>			
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
06/20/06	130065	N/A	2	(Regency Vans) A9119-Panel, Fender – Repair (PRIOR TO CUSTOMER DELIVERY, per GWM).
01/10/00			3036	(Jacky Jones) Customer states rubber on back wiper has come off
01/16/09	186994	1	2020	blade./Found rear wiper blade rubber split. – Replaced rear wiper blade.
01/16/09	186994	I	0000	
)7/20/09	186994 190679	1	9427	blade./Found rear wiper blade rubber split. – Replaced rear wiper blade. Customer states drivers inside door handle is peeling./Found driver inside

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. – Replaced right quarter panel trim.
04/15/10	201468	1	17204	(Jacky Jones) Customer states interior trim above liftgate is warped./Warped – 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.
🗌 <u>Chassi</u>	<u>S</u>			
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
N/A	N/A	N/A	N/A	N/A
🗌 <u>Electri</u>	<u>cal</u>			
Date:	<u>RO #:</u>	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. – 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. – 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.
				Customer states needs two remotes (DVD in truck)./ Missing. – Replaced, handled internally as part of conversion package.
				Customer states two headsets missing./ )./ Missing. – 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 # 25912408 Nav Radio replaced. *Verified with svc mgr
02/13/09	179504	*	4057	(Bentley) Customer states service stability light is flashing./Code #C0561 was stored as a history code in the ESCM. – 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 – 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.
□ <u>Glass</u>				
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
N/A	N/A	N/A	N/A	N/A
□ <u>HVAC</u>				
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
N/A	N/A	N/A	N/A	N/A
□ <u>Paint</u>				
<u>Date:</u>	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
12/04/08	186107	*	218	(Jacky Jones) Customer states spot on hood faded./ Faded paint.* – buffed out. *verified by svc mgr
Susper	<u>nsion</u>			
<u>Date:</u>	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
N/A	N/A	N/A	N/A	N/A
U Wheel	/Tires			
Date:	<u>RO #:</u>	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. *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. – 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.
		•		
Date:	<u>RO #:</u>	Days Out:	<u>Mileage:</u>	Description of Complaint and Repair Performed:
02/27/08	180212	1	3	(Jacky Jones) Recall 06162./Incorrect calibration. – Reflash ECM.
				Recall 07033./Incorrect calibration. – 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.
□ <u>Other</u>				

(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 If Yes obtain the following information below	
Insurance Company: N/A	
Insurance Rep :	
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 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 SR's RELATED TO THIS VIN Concern: SP-10645193 PQC - NAV RADIO UVB REPLACE Date & Offer/Result: No resolution, case still open.	:
<b>Concern:</b> 71-885699108 - CAC - Multiple Concerns - no resolution, DDMA customer.	to work directly with
Date & Offer/Result: No resolution, DDMA to work directly with custome	r - closed 01/11/11.
<b>Concern:</b> 71-922888143 - Legal Corr FRA - ongoing. <b>Date</b> & <b>Offer/Result:</b> 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	· · · · ·	No				
Under what State?	GA	Claimed Presumptive?	Yes			
Does Purchase Qualify?	Yes	If not, why?	N/A			

#### State Presumption Is: 24/24K

<pre># of Visits for a Non-Conformity?</pre>	3	# of Days out of Service?	30
<pre># of visits for a Safety Complaint?</pre>	N/A	<pre># of Visits Total?</pre>	4
Must Complaint Continue to Exist?	Yes	Final Repair/Arbitration Required?	Yes
Time Period for filing a Claim?	original delive	llowing the date of ry of icle to the consumer.	

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

# of Visits for a Non-Conformity?	4 Engine 1 Trans. 4 Trim 4 Electrical 1 Wheel	# of Days out of Service?	11
# 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 1 Trans. 7 Trim 6 Electrical 3 Wheel	# of Days out of Service?	15
# of visits for a Safety Complaint?	N/A	<pre># of Visits Total?</pre>	17
Must Complaint Continue to Exist?	Yes	Final Repair or Arbitration Req'd?	Yes

#### **Related Repairs beyond NVLW:**

Customer Pay?	No
Additional Days out of Service?	N/A

## **Other Considerations:**

Outcome/Findings of Arb/Final Repair:

## No

If no, identify responsible party:	N/A
Additional # of Repair Visits?	N/A

#### Yes

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 customers 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 customers 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.

*Add additional lines for additional offers/counter offers.					
Plaintiff's Original Dema Amount to Plaintiff/Atty: Inclusive Offer:	n <b>d:</b> \$Repurchase/\$Fees \$N/A	Settlement Type: Repurchase Date: 02/22/11	Countered		
<b>CRS Initial Offer:</b> Amount to Plaintiff/Atty: Inclusive Offer:	\$N/A/\$N/A \$4,000.00	Settlement Type: Cash Date: 03/15/11	Countered		
Plaintiff Counter:: Amount to Plaintiff/Atty: Inclusive Offer:	\$N/A/\$N/A \$10,000.00	Settlement Type: Cash Date: 03/16/11	Countered		
<b>CRS Counter:</b> Amount to Plaintiff/Atty: Inclusive Offer:	\$N/A/\$N/A \$4,750.00	Settlement Type: Cash Date: 03/17/11	Countered		
Plaintiff Counter:: Amount to Plaintiff/Atty: Inclusive Offer:	\$N/A/\$N/A \$9,000.00	Settlement Type: Cash Date: 03/21/11	Countered		
<b>CRS Counter:</b> Amount to Plaintiff/Atty: Inclusive Offer:	\$N/A/\$N/A \$5,500.00	Settlement Type: Cash Date: 03/22/11	Countered		
Plaintiff Counter:: Amount to Plaintiff/Atty: Inclusive Offer:	\$N/A/\$N/A \$8,000.00	Settlement Type: Cash Date: 03/24/11	Countered		
<b>CRS Counter:</b> Amount to Plaintiff/Atty: Inclusive Offer:	\$N/A/\$N/A \$6,000.00	Settlement Type: Cash Date: 03/25/11	Countered		
Plaintiff Counter:: Amount to Plaintiff/Atty: Inclusive Offer:	\$N/A/\$N/A \$7,500.00	Settlement Type: Cash Date: 03/25/11	Countered		
<b>CRS Final Offer:</b> Amount to Plaintiff/Atty: Inclusive Offer:	\$N/A/\$N/A \$6,000.00	Settlement Type: Cash Date: 03/25/11	Accepted		

\*Trade Repurchase offers should specify Trade Retail, Trade Collateral, or Trade New Finance. \*Add additional lines for additional offers/counter offers.

# HISTORY OF SETTLEMENT DISCUSSIONS – Applicable for ADR Cases Only Record all recommendation throughout the life of the case. Each offer or counter offer should be recorded in order to review case

progression.

\*Trade Repurchase offers should specify Trade Retail, Trade Collateral, or Trade New Finance. \*Add additional lines for additional offers/counter offers.

<b>Recommendation of</b>	CRS:	Arbitrate case:	Settle case:	
Settlement Type:	{GW/Repurchase/F	Repair}	Attorney Fees (if a \${Amount}	applicable):
<b>Recommendation of</b>	Field:	Arbitrate case:	Settle case:	
Settlement Type:	{GW/Repurchase/F	Repair}	Attorney Fees (if a \${Amount}	applicable):
Final Decision:		Arbitrate case:	Settle case:	
Settlement Type:	{GW/Repurchase R	epair}	Attorney Fees (if a \${Amount}	applicable):

**TEAM LEAD APPROVING:** 

{Name}

**Date:**{mm/dd/yy}

COMPONENT	DESCRIPTION
Axle	Includes all components related to the axle, differential, driveline, & rear end.
Body/ Trim	All body panels & associated mechanical hardware, including sunroof and T-tops (no Paint issues). All interior or exterior mirrors, moldings, cup holders, weather strips, cloth & leather fabric, seats & associated hardware components.
Brakes	All mechanical, electrical, or fluid related components of the Brake system.
Chassis	All frame, bumper and hitch components.
*Electrical	Specific electrical components of a vehicle. All indicators that provide the driver with operating characteristics of a vehicle. All Electrical lights that illuminate. All radio, CD/DVD, navigation, video, speakers, reception/antenna related components. All battery, spark plug/wire, glow plug, starting or charging system components.
Engine/Fuel & Exhaust	Internal and external mechanical components. Cooling system components including radiator, gaskets, thermostat, and water pump. All computers and sensors that affect or monitor engine operation. All air and fuel related components including tank, injectors, and lines. All exhaust related components, pipes, mufflers and cat converters.
Glass	All glass and window components.
HVAC	All components related to heating, air conditioning and temperature.
Paint	All paint specific issues (Not metal related).
Restraints	All SIR, airbags and seatbelt issues.
Steering	All steering related components including steering wheel & key, column, rack and pinion, pump assembly and Quadrasteer.
Suspension	All suspension related components including ball joints, shocks, struts, tie rods, wheel bearings and alignment issues.
Transmission	All automatic & manual transmission, transfer case and 4 wheel drive component issues.
Wheels/Tires	All wheel covers, rims, hub caps, lug nuts, tire jack, regular and spare tire.

# 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

RE:

COMPANY: General Motors LLC

FROM: Sally Delorm DATE: 4/5/2011

FAX NUMBER: (866)842-9444

TOTAL NO. OF PAGES: 2

#### v. General Motors LLC

Our Client:	
Vehicle:	07 Chevrolet Tahoe
VIN:	1GNFK13057R
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.

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## KN KROHN& MOSS CONSUMER LAW CENTER

10474 SANTA MONICA BLVD., SUITE 401 LOS ANGELES, CA 90025

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



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Main Office 10474 Santa Monica Blvd., Suite 401 Los Angeles, CA 90025 www.krohnandmoss.com

Writer's Direct Number (323) 988-2400 Ext.227 Writer's Direct Facsimile (866) 431-5575 Writer's Direct E-Mail jbasola@consumerlawcenter.com www.krohnandmoss.com

Licensed to practice in: California

February 24, 2011

General Motors LLC P.O. Box 33170 Detroit, Michigan 48232-5170

RE:		v. General Motors LLC
	Vehicle:	2007 Chevrolet Suburban
	VIN:	1GNFK16357R
	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

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March 8, 2011

Will Mobley, Service Manager Northwood Chevrolet 212 7th Street Eureka, CA 95501

RE:

Service Request: 71-924813013 2007 Chevrolet Suburban Vehicle Identification Number: 1GNFK16357R 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:

Service Request: 71-924813013 2007 Chevrolet Suburban Vehicle Identification Number: 1GNFK16357R 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

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Finance agreement Buyer's agreement

General Motors ATTN: BRC Legal P.O. Box 33170 Detroit, MI 48232

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

Sincerely,

General Motors

## **RELEASE OF LIEN INFORMATION**

Ι	,
	(Client's Name)
hereby authorize	
· · · · · · · · · · · · · · · · · · ·	(Lien holder Name)
(Lien holder Address)	(Lien holder Phone Number)
to release any and all information r	regarding my loan account #(Account Number)
	(Account Number)
with	?)
(Lien holder Name	
to General Motors Company, inclu- loan payoff amount, and per diem i	ding but not limited to a complete payment history of my account, a information.
Date	
	VEHICLE INFORMATION
The current vehicle mileage is	Date mileage read:
Signature	Signature

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- Aller	MaryBeth Hollman/Austin/GM1 03/08/2011 10:52 AM		jbasola@consumerlawcenter.com cbopp@consumerlawcenter.com v GM / 2007 Chevrolet Suburban
Service R 2007 Che Vehicle Id Customer	mer Last Name: equest: 71-924813013 vrolet Suburban entification Number: 1G Relationship Specialist: e: 866-790-5700 Ext 414	Mary Bet	

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	.doc

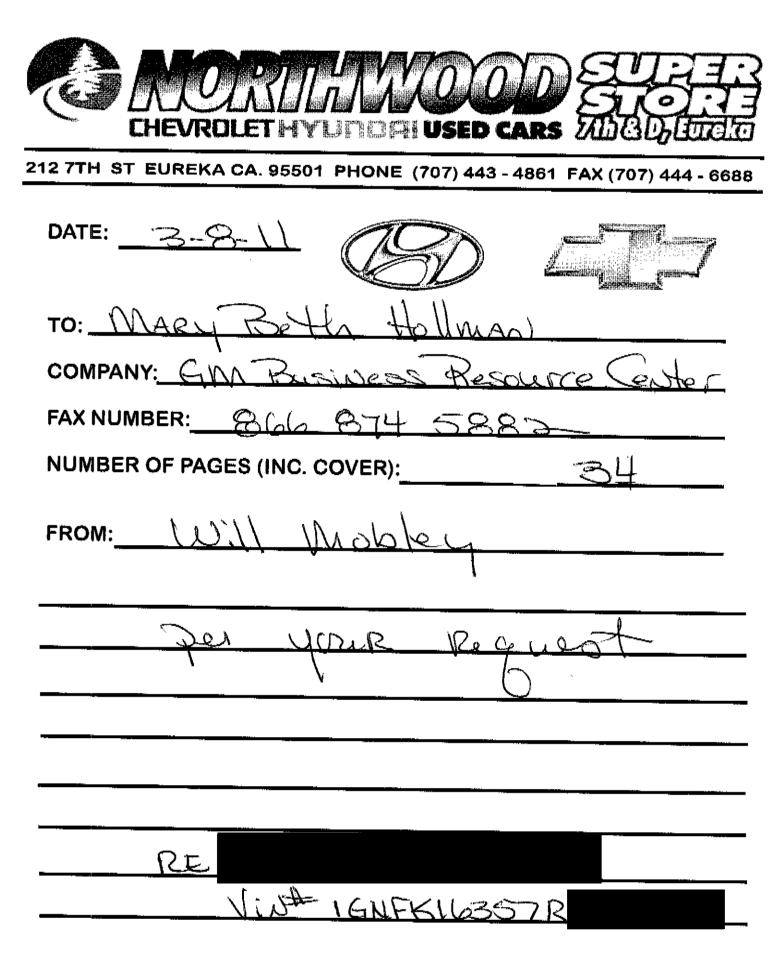
Thank You,

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** 



From:NORTHWOOD AUTO PLAZA, INC. 707 444 6688

03/08/2011 15:44 #003 P.002

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From:NORTHWOOD AUTO PLAZA, INC. 707 444 6688

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)3/08/2011 15:44 #003 P.004

From:NORTHWOOD AUTO PLAZA, INC. 707 444 6688

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03/08/2011 15:45 #003 P.005

From:NORTHWOOD AUTO PLAZA, INC. 707 444 6688

From:NORTHWOOD AUTO PLAZA, INC. 707 444 6688 03/08/2011 15:45 #003 P.006 2/21/11,9:40, 443-5695, Est to Replace Left Front Hendlight. #4/16,75 total Est \$1026,95 She's not happy with having to pay for diag she will come in to pick up Some things out if vehicle & talk to Will Mobley done to vehicle until she talks to Service 2/21/11 11:15 <u>Munager</u> 172120 S . Northwood Chevrolet Coodwrench 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 талісні в упоставля в Кластья пост. На пара на правиталист Пара упоста развої с с служ сві в 4 работа вої наистопіся її талі ча в от потобалі, 1 пара на завити дана до розов з до талі с то пост. Пост. Пара на вай вайтопара на робор світит 44.

From:NORTHWOOD AUTO PLAZA, INC. 707 444 6688 03/08/2011 15:45 #003 P.007 · '· . '. ۰. . • 1207 Sac CHARGE REQUIRED 2/22/2011 11:27 AM Accolano DISCHARGED BATTERY ------Ð THIS BATTERY IS DISCHARGED AND REQUIRES CHARGING BEFORE VARRANTY ADJUSTMENT. MAX TIME: 43 MIN N.M.S ..... Ś Marca D 227 DK. DX 6.8 5-4 2110 Zrag 17-2 Test Report NORTHWOO AUTO 212 7TH ST EUREKA, CA 95501 USA 800-778-1995 VEBSITE COM BAC CODE

. . . . . . No con with MSM. Disconcet batt recorrect to unlock MSM Her. By proper progen\_in asa\_ current and code af 32508 02 pt\_ nonsue drives seal to proson diag as por dec 1741030 Brolated short to grand at pres seat. Renne pass seat Found Erst and Kit jumbed the anon short seat have carsing intact with new vertical asectionis no Removed est and hit \* nidate seat heater circuit re rate penny test op dia code Pation recall remove washing heating the median pay play have write Repairing Property 24 11 6 36767 2 3.6 3.6 12 21 8 0 Orden 12 head laps Boz. 5mll N.a.X  $\overline{\mathbb{D}}$ @ Says She Will Suz GM AT DUS DE MAN DE MAN DE MARCES 150M dyl OV TO Fix Stat Haches DCULTAN WHATTD AV Have Cust Carl Croft

From:NORTHWOOD AUTO PLAZA, INC. 707 444 6688 03/08/2011 15:46 #003 P.009 . . . · · · · asz Sar - Engagement àc-Lasi & COMOBRAL surver Cur 2 Migh Care Dagn 12 Coupter 20, tch Yet Scanne Dr. Khr.12 Dr my ng OBAT, DE SZASDE ZENTE DE RED. DOK, Das DE W. 305 DE, 444 DE GRISZDE, Zajque No More No Small 10:55 North Cuses Mathanany ID Hot arrand TADWing Ports H start ward +ak (Doucion (44)

From:NORTHWOOD AUTO PLAZA, INC. 707 444 6688 03/08/2011 15:46 #003 P.010 . • . • • RR. 24 head lap adjust head laps Veridy no of fluid looks. NECH PAY FLAT HATE W - TIME 25 |3<sup>°</sup>•| --36761 2011 + etsmol, bust ibre <u>- -</u> June' 1-notinet f DANS 1 To al 1 Call Hor on Non Zavi -lench,  $\overline{\mathbf{x}}$ us Sal 105 MILZS rs Redin, Dash, Lorgers Engru Operate AS 22551 0000-1090-0100 71-922-02018

From:NORTH	-WOOD AUTO PLAZA, INC. 707 444 6688 03/08/2011 15:46 #003 P.011
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From:NORTHWOOD AUTO PLAZA, INC. 707 444 6688

03/08/2011 15:46 #003 P.012

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02/01/2011 at 10:40 AM 21311

1017852574-1-1 Ogfz05ay

#### MID-CENTURY INSURANCE COMPANY Martinez Service Center HELPPOINT 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: Owner: Address: EUREKA, CA Evening: Other: Inspect 1307 GROSS ST Location: EUREKA, CA 9550: Repair Facility:	Po Da Ty Point	pe of Lo : of Impa Eveni HOME	act: 12.	rehensiv Front	t 10:00 AM e
Cruise Control Dual Air Condition Remote Starter Privacy Glass Fog Lamps Metallic Paint Power Windows Power Passenger Seat AM Radio Search/Seek Anti-Lock Brakes (4) Front Side Impact Air Bag	CA Pr Rear Defogger Intermittent Wipers Rear Window Wiper Message Center Overhead Console Signal Integrated N Power Steering Power Locks Power Locks Power Mirrors FM Radio CD Player Driver Air Bag 4 Wheel Disc Brakes Heated Seats Trailering Package	UTV gol <b>od Date</b> : Mirrors	d Int:bla 08/2006 Tilt Whe Keyless Steering Body Sid Luggage/ Clear Co Power Br Power Dr Heated M Stereo Premium Passenge	Odometa Entry Wheel ( e Moldir Roof Rad at Paint akes iver Sea irrors Radio r Air Ba ations S Seat	Controls ngs ck t nt System
			XT. PRICE	LABOR	PAINT
1 FRONT 2** Repl Qual Repl Headlamp 3 Aim headl 4 HOOD 5* Algn Hood	Parts CAPA LT assy	0 0	199.00 0.00 0.00		
	Subtotals ==>		199.00		

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Fax #= 444-6688 Attention: Jessica From:NORTHWOOD AUTO PLAZA, INC. 707 444 6688

02/01/2011 at 10:40 AM 21311	•	1017852574-1-1 025-05-0
2007 CHEV K1500 4X4	ESTIMATE OF RECORD SUBURBAN LTZ 8-5.3L-FI	Ogfzűbay 4D UTV gold Int:black
	Parts Body Labor	199.00

Body Labor	1.3	hrs @ \$ 70.00/hr	91.00
SUBTOTAL Sales Tax	\$	\$ 199.00 @ 8,5000%	290.00 16.32
TOTAL COST OF REPAIRS		\$	306.92
ADJUSTMENTS: Deductible			250.00
TOTAL ADJUSTMENTS NET COST OF REPAIRS	,	\$ \$ \$	250.00 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, NEGLECT, 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 HELPPOINT 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

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#### 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

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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

h

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

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

02/01/2011 at 10:40 AM 21311

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#### 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."

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02/01/2011 at 10:40 AM 21311

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#### 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. OFT 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 Record, 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. Found 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 LTZ 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

03/08/2011 15:48 #003 P.019

02/01/2011 at 10:40 AM 21311

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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

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#### **Global Warranty Management** Page 1 of 3 CHURCH CHURCH STOP a billing a straight the second states where the second states and the second states and the second states and the second states and the second states are second states and the second states are se -----mark crosgrove Dustate My Profile and **Connect** 🖬 Logout Status (18) **C** الموسليكينية سيالجه المتكرية February 18, 2011 la deservation de la construcción d Global Warranty Management: Main + Interface With Customer + View Vehicle Summary INTERFACE WITH ANALYZE MANAGEMENT PREPARE PARTS CUSTOMER USER OPTIONS WARRANTY PLANNING RETURN 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 Vebicle Summary Service Contract Vehicle Information Branded Title. VIN: 10NFK16357R Model: CK10905-2007 SUBURBAN 4WD 1/2 TON Warranty Black Service Contract: No Branded Title: No Warranty Block: No. PDI Status, No Order Type: 60 - RETAIL - SOLD View Vehicle Build Field Actions: 2 Open <u>View Vehicle</u> E.S. MREQUEST ANOTHER VIN Component Summary <u>View Vehicle</u> A horizon and a local state of the second Transaction History Detail **Required Field Actions** Open field actions are View Vehicle Delivery Information highlighted Original Release Туре Number Description Status Nbr Date Investigate Major SERVICE UPDATE-INVENT/CUST VEHS E85 VFFS UPDATE REPGM ECM \*EXPIRES 8YR/80K MI\* Assembly History N060162 06162 Service 12/12/2006 Closed Update Bulletins SERVICE UPDATE - REMOTE KEYLESS INOP/BATT LOW-GMT900 ONLY-"EXP Service N070007 07007 02/06/2007 Open Update Bulletins W/BASE WARR' Product HEATED WINDSHIELD WASHER MODULE N100153 10153 06/08/2010 Open Safety Recall SHORT CIRCUIT - DISABLE AND REMOVE MODULE HEATED WINDSHIELD WASHER MODULE SHORT CIRCUIT - ADD WIRE HARNESS Product N080048 08048 08/28/2008 Closed Safety Recall 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 whatscaver.\_\_\_\_\_\_

Vehicle has no current record of branded titles.

#### Warranty Block

Vehicle has no current record of warranty block,

#### Service Information

Volicie has no current record of outstanding service information.

THE REPORT OF A DESCRIPTION OF A

#### **OnStar and XM Satellite Radio Information**

 Refer to Help page for detatls, 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 Equipped: Y
 XM Radio ID: 5BR7LORK
 XM Status: Inactive Inactine Inactine Inactive Inactive Inactine Inactive Inactiv

2/18/2011

# Global Warranty Management

03/08/2011 15:48 #003 P.021

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Velid	Description	Start Date	Effective Odometer	End Date	End Odometer
	Emission Select Component Ltd Wty	08/28/2006	15 MI	06/26/2014	80,015 MI
	Emission Select State Component Lty Wty	08/28/2006	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	08/28/2006	15 MI	08/28/2009	35,01 <u>5 MI</u>
	Special Coverage 09239	08/28/2006	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	100,016 MI

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#### Service Contract

Vehicle has no current record of service contracts.

#### **Transaction History**

View Details

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Halloavo	on matery				
Joh Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
02/0 <del>5</del> /2010	6030162	ZPTCPart Transaction - Over the Counter		J1300 - Piston, Rod And/Or Rings - One Cyl - Right Bank - Replace	35,202 MI
01/22/2010	6029902	ZREGRegular Vehicle Transaction		B7866 - Molding, Front Door - Right - Side - R&R Or Repiece	35,201 MI
01/22/2010	6029902	ZREGRegular Vehicle Transaction		87876 - Molding, Front Door - Left - Side - R&R Or Replace	35,201 MI
01/22/2010	6029902	ZREGRegular Vehicle Transaction		B7976 - Molding, Rear Door - Left - Side - R&R Or Replace	35,201 MI
01/22/2010	6029902	ZREGRegular Vehicle Transaction	Full Debit - Reversal	B7876 - Molding, Rear Door - Left - Side - R&R Or Replace	35,201 MI
01/22/2010	6029902	ZREGRegular Vehicle Transaction		B7975 - Molding, Rear Door - Left - Side - R&R Or Replace	35,201 MÌ
01/22/2010	6029902	ZREGRegular Vehicle Transaction		B7966 - Rear Side Door Molding Replacement	35,201 MI
12/28/2009	6029480	ZFATField Action Recall		V1993 - 08048A - Jumper Herness Installation	35,201 MI
12/28/2009	6029480	ZFATField Action Recall		Y0124 - 06162 Product Enhancement - Engine Control Module Reprogram with SPS	35,201 Mi
12/28/2009	6029480	ZREGRegular Vehicle Transaction		J7928 - CVS Valve - Remove and Repeir - Install Upgraded CVS Valve Filter	35,201 Mi
12/28/2009	6029480	ZREGRegular Vehicle Transaction		J1307 - Piston, Rod And/Or Rings - One Cyl - Both Banks - Replace	35,201 MI
12/23/2009	707567	ZREGRegular Vehicle Transaction		Z2081 - ROADSIDE SERVICE (LOCKOUT)	30,000 MI
02/27/2009	024300	ZREGRegular Vehicle Transaction		J9991 - Customer Concern Not Dupticated - Engine Mechanical	24,393 MI
03/14/2008	017565	ZREGRegular Vehicle Transaction		H9991 - Customer Concern Not Duplicated - Brakes	14,718 Mi
10/01/2007	014061	ZREGRegular Vehicle Transaction		N0110 - Battery Replacement	10,772 Mf
10/01/2007	014081	ZREGRegular Vehicle Transaction		84280 - Front Side Door inside Handle Replacement - Right Side	10,772 MI
10/01/2007	014081	ZREGRegular Vehicle Transaction		B4281 - Front Side Door Inside Handle Replacement - Left Side	10,772 MI
02/23/2007	008674	ZREGRegular Vehicle Transaction		J6354 - Powertrain Control Module Engine Reprogramming with SPS	4,548 MI
09/29/2006	G63449	ZREGRegular Vehicle Transaction		Z2080 - ROADSIDE SERVICE (TOWING)	13,029 MI
09/29/2006	G83448	ZREGRegular		Z2083 - ROADSIDE SERVICE	13,029 MI

1. A. 1. A. 1.

## 03/08/2011 15:49 #003 P.022

Global Warranty Management Page 3 of 3

08/08/2008	A46390	Vehicle Transaction ZPDIPre-Delivery Inspection	•	(BATTERY/JUMP START) Z7000 - Pre-Delivery Inspection - Base Time	ОМІ
Global Warranty		it: Site Map			2 119 17 1 AUTOMOTIVE (1 / 2 / 1 / 1)
Privacy Policy					© 2005 General Molors. All rights reserved
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03/08/2011 15:49 #003 P.023

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Eureka Ca

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! Smeils 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 facting below front mirrors - Discussed with customer on service drive. No Problem faind - recall windstick

From:NORTHWOOD AU	JTO PLAZA, INC.	707 444 66	88	03/08/2011 15:49;	#003 P.024	
· •			POINT		• • • • • •	3
Name:	Y	ear/Model:	•	Date:	· · · · · · · · · · · · · · · · · · ·	
	•	· · · · ·				
Repair Order #:	VIN (last 8 digits);		ometer:	Requires Immediate At	Heatlan	
	ckea and UK (Ma)	/ neguna Allani				
<b>O</b> hStar'	OnStar active     OnStar active     Denote on OVD     Denote on OVN     Denote on DMN			naining engine oli life:		
WINDER BLADES	······································	CHECK TIRES AN (Check bod	y condition)	9119	CHECKBAT	
RF RF	LF 7/32 to 4/32 3/32 or Less SI@:		lamps)	8/32 or Greater           7/32 to 4/32         RF           3/32 or Less         1           PSI@:		
Rear (If applicable)	-	Lowest Tread E	Depth:/32	2 Delance needed	Battery co	Indition
Windshield condition	Rotation needed Rotation performed	🔄 Alignmei	nt performed	Balance performed	Battery ca	
Cracks Chips		Wear Patte		RF 🛄 RR 🛄		
	ILTER NA			7 mm (9/32) or gre 6 mm (8/32) to 4 mm	ater	
El Engine oil			] מ	3, mm (4/32) or lo		
Brake fluid reservoir	·	G		4 mm (5/32) or gre		
ET 🗖 Transmission (if equip	ped w/dipstick)			4 mm (5/32) or gre 3 mm (4/32)	Sator ( "	
Coolant recovery rest	arvoir	<u> </u>		1- 2 mm (3/32) or 1		
Power steering			Lowest Front I	Lining <u> </u>	owest Roar Lining	
Windshield washer			🛄 🛄 Brai	ke system (also including lines, h	oses and parking brake	»)
	er an de la constant fransis de la constant	in shi në M		litional Recommended Ser	vices	<i>762</i> 1
inspect for visible is			1) 2)	••••••••••••••••••••••••••••••••••••••		DECTRE
	drive axle, transfer case		(3)			治語
Engine cooling system			4)		247	de la
Shocks and struts - a inspect visual cond			5		<u>P</u>	洞察
	ory, serpentine, and/or V-driv	e	5)	-		经份
Hoses: engine, powe				· · · · · · · · · · · · · · · · · · ·	K	विद्य
Engine air filter and c			- 8)		233	smæ
	or driveshafts and U-joints		Service Consul			
Exhaust system com	ponents		Technician:	No		
Body components lut	and the second se	ψ <b>τ</b>				
Restraint system con		·····	1			
Evaporative control a						
						AL 414 (P. P. ) -

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CUSTOMER COPY

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03/08/2011 15:49 #003 P.025

ADDITIONAL INFORMATION 21F APPLICABLE				
RECALL REIMBURSEMENT FOR 2	2007 CHEV SUBU	RBAN VIN	RO	
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2 NORTHWOOD	שש	, 00101-0374 90-72#//1211	2/25/:	
Auto Plaz 212 7th Street, Eureka, CA95501 - (707) 443-4801 (8	00) 338-0761			AMODIST
				<u>.88/400.000</u>
Pay One Hundred Dollars and	no/Cents			
то		* A	ccounting (	Copy *
ORDER			N-NEGO7	
OF EUREKA, CA				
		Issue	1 By: TAMMY S1 Date: 2/25/11	

03/08/2011 15:49 #003 P.026

		HYUNDAI WOOD Auto Plaza, Inc.	SERVICE DEPARTMENT HOURS 7:30 a.m. to 5:30 p.m. Monday - Friday	R/O Open Date 2/18/11 R/O Close Date 2/28/11 Mileage In	R/O Number 6036767/: Status Reprint Mileage Out
	itreet, Eurekz, CA95501 • (7)	97) 443-4861 (800) 338-9761	Work Phone	46580 Service Advis MARK CROSGRO Vehicle Identifica 1GNFK1635 Dolivery Date	DVE ation Number
				8/28/06	8/28/06
Year 2007	Make CHEVROLET	Model SUBURBAN	Body UT	Color AMBER BRON	License Number
141F		SUBURDAW	01	AMBER BRON	· · · · · · · · · · · · · · · · ·
	BATTERY GOES : NO APARENT RE Caused by NO PROBLEM : Work performe TESTED THE EL	REPAIR ES IS HAVING ELECTH DEAD AND HAS TO BE ASON.	JUMP STARTED FOR (2) LL SYSTEMS PASSED		AMOUNT and Warranty
#2 -	LEVELS . \$10.00 OFF Work performed Installed 890 Installed 5W3	, OIL, FILTER - CAP AND CHECK TIRE PRES d by SCOTT BURKHART 17524 :FILTER (0183 0 :OIL abor: 11.85 Parts	SSURE. F(l) 36-BOPCKT)	1@4.04 6@1.51	11.8 4.0 9.0
	Sub Total: L	REPAIR ES NEEDS LEFT FRONT	,00 Total: ,00	ED	
	Work performe Installed 207 Sub Total: L REPLACED THE	d by VICTOR RUELES 60578 :HEADLAMP (02 abor: 134.40 Part LEFT FRONT LAMP ASS THE HOOD ALIGNMENT	2725-C) 5s: 311.15 Tota SEMBLY, AIMED TO	1@311.15 l: 445.55	134.4 311,1
ork hereinaft	er to be done along with the necess r damage to vehicle or articles left	INTS ARE MADE. "I hereby authorize the repair ary material and agree that you are not respond- in the vehicle in case of fire, that, or any other and by unavailability of parts or delays in parts	PARTS		
hipmonis by borais the ve	the supplier or transporter. I have hicle have n described on streets, h	by grant you or your employees permission to ighways, or elsewhere for the purpose of testing	SUBLET		
inspecti a amount of a	on. An express mechanic's lien is t repairs thereto."	araby acknowledged on above vehicle to secure	SHOP SUPPLIES		
SCLAIMER	OF WARRANTIES. Any warranties	on the products sold hereby are those made by alms all warranties either express or implied, incl	HAZARDOUS MATERIALS		
ig any implisé	i warranty of merchantability or fitne	gims an warrantics either express or implied, incl as for a particular purpose, and the seller neither ne for it any fiability in connection with the sale of	SPECIAL ORDER DEPOSIT		· · · · · · · · · · · · · · · · · · ·
		s not apply where prohibited by law.	DISCOUNTS		·····
	TURN ON ELECTRICAL OR S	SAFETY ITEMS OR SPECIAL ORDERS.			
X (C) 2003 ABX (D)	ia, ing. ; Deviating Application <u>, Group (800)048-1078</u> ,				

03/08/2011 15:50 #003 P.027

Chevrolet SNORTHY 212 7th Street, Eureka, CA95501 - (707)	ЧИПОЛІ VOOD uto Услука, Спя. 443-4881 (800) 338-0781	SERVICE DEPARTMENT HOURS 7:30 a.m. to 5:30 p.m. Monday - Friday	R/O Open Date 2/18/11 R/O Close Date 2/28/11 Mileage In 46580 Service Advi	R/O Number 6036767/2 Status Reprint Mileage Out 46685 sor/Tag #
			MARK CROSGR	
		Work Phone	Vehicle Identific	ation Number
			1GNFK1635	
EUREKA, CA		Home Phone	Delivery Date	In-Service Date
			8/28/06	8/28/06
Year Make	Model	Body	Color	License Number 36
2007 CHEVROLET	SUBURBAN	/T	AMBER BRON	
141F				······································
DESCRIPTION OF SERVICE AN	ID DADTE			AMOUNT
DESCRIPTION OF SERVICE AN	ID FARTS			AWOONT
THEY WILL COME Caused by FOOR CONNECTI Work performed Freight: FEDE? DIAGNOIS, HAS C RIGHT FRONT SEA FOSITION, INSUI OPERATES AS DES GM AUTHORIZED C #6 - MR 117: MISC-RE CUSTOMER STATES FOB IS INOP. CH Caused by OUT OF CAL Work performed WE COULD NOT DU PERFOMED A SOF	by VICTOR RUELES (2 CODE B2508, DIAGNON AT, THE WIRE HARNES LATE AND REPOSITION SIGNED. DNE GOODWILL ASSIST EPAIR S REMOTE START NOT HECK AND ADVISE. by VICTOR RUELES (2 JPLICATE THE CONCENT WARE UPDATE, THAT	VISE. 2) 25, REMOVED THE 25 WAS OUT OF 4, TEST OPERATION 5 ON THIS CONCERN WORKING AND KEY 2) RN.	Γ,	Warranty Warranty Warranty
CUSTOMERS CONCE GM AUTH A ONET	IME GOODWILL ASSIS	r on THIS CONCERN	٦.	
#7 - MR 117: MISC-RI CUSTOMER STATES SELF OFF WHEN I WON'T COME BAC	EPAIR 5 RADIO WILL INTERN DRIVING. CHECK AND K ON UNTIL VEHICLE	AITTENTLY SHUT IS ADVISE.	rs	
TURMS: STRICTLY CASH UNLESS ARRANGEMENT	IS ARE MADE. "I hereby authorize the repair	LABOR		
work hereinalter to be done along with the necessary table for loss or damage to vehicle or enicles left in	the vehicle in case of fire, theit, or any other	PARTS		
cause beyond your control or for any delays causes	by unavailability of parts or delays in parts orant you or your employees permission to			<u> </u>
operate the vehicle herein described on streets, high and/or inepection. An express mechanic's tien is here	ways, or disawhere for the Durcose of testing			
the amount of repairs thereto."		SHOP SUPPLIES HAZARDOUS MATERIALS		
DISCLAIMER OF WARRANTIES. Any warrantias on	the products sold hereby are those made by			A BUT STOLEN.
the manufacturer. The seller hereby expressly discision	ns all warranties either express or implied, inclus for a particular pumpse, and the selier paither	SPECIAL ORDER DEPOSIT		
assumes nor authorizes any other person to assume said products. Any limitation contained herein does n	for it any liability in connection with the sale of	DISCOUNTS		······
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NO RETURN ON ELECTRICAL OR SA	FETY ITEMS OR SPECIAL ORDERS.			
(C) 2003 ARKONA, Inc Desimining Application Group (\$20)945-1025				

From:NORTHWOOD AUTO PLAZA, INC. 707 444 6688 03/08/2011 15:50 #003 P.028

<u> </u>	Нушпрян <b>Нарадино</b> Истан, Inc. 501 · (707) 443-4861 (800) 338-4761	SERVICE DEPARTMENT HOURS 7:30 a.m. to 5:30 p.m. Monday - Friday	R/O Open Date 2/18/11 R/O Close Date 2/28/11 Mileage In 46580 Service Ad	R/O Number 6036767 Status Reprint Mileage Out 46685
			MARK CROSGI	ROVE
		Work Phone	1 Conficte Identif	ication Number
UREKA, CA		Home Phone	Delivery Date	In-Service Date
Year Make	Model	Body	8/28/06 Color	8/28/06
007 CHEVROL		UT	AMBER BRON	License Number
GM AUTH A	YOT DIDITOT TATE THE C	LES(2) USTOMERS COCNERN		Warrant
CONCERN.	NOT DUPLICATE THE C ONETIME GOODWILL I	USTOMERS COCNERN.		Warrant
8 - MR 117: M CUSTOMER INTERMITT Caused NO PROB Work perf COULD NOT	ONETIME GOODWILL I ISC-REPAIR STATES DASH LIGHTS ENTLY. CHECK AND AD	USTOMERS COCNERN. NSPECTION FOR THIS FLICKER ON AND OFF VISE. LES(2) OMERS CONCERN.		Warrant 

CONCERN. GM AUTH A ONETIME GOODWILL INSPEC CONCERN.	CTION FOR THIS
TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. ") hereby authorize the repair work hereinatier to be done slong with the necessary material and agree that you are not respons- tible for loss or damage to vehicle or stridles left in the vehicle in case of firs, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipmonts by the supplier or transporter. I hereby grant you or your employees permission to oporate the vehicle herein described on streets, highways, or elsowhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby ecknowledged on above vehicle to secure the amount of repairs thereto." DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by tho manufacturer. The seliar hereby expressly disclaims all warranties either express or implied, includ ing any implied warrenty of merchantability or filness for a particular purpose, and the selier neither sysums nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.	LABOR PARTS PARTS DEDUCTIBLE SUBLET SHOP SUPPLIES HAZARDOUS MATERIALS SALES TAX OR TAX I.D. SPECIAL ORDER DEPOSIT DISCOUNTS TOTAL DVE
NO RETURN ON FLECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.	

C) 2003 ARKONA IN Conference Anniesmen Group (600)845-1028

03/08/2011 15:50 #003 P.029

Chevrolet Chevrolet Chevrolet 212 7th Street, Eureka, CA95501 - (707) EUREKA, CA Year Year 2007 CHEVROLET 141F	NOOD 443-4861 (800) 338-0781 Мосе	SERVICE DEPARTMENT HOURS 7:30 a.m. to 5:30 p.m. Monday - Friday Work Phone Home Phone Body	R/O Open Date 2/18/11 R/O Close Date 2/28/11 Mileage In 46580 Service: Advi MARK CROSGR Vehicle Identific 1GNFK1635 Delivery Date 8/28/06 Color AMBER BRON	OVE ation Number
DESCRIPTION OF SERVICE A	ND PARIS			AMOUNT 🗠 🏤
EVEN GOING DOW Caused by COULD NHOT D Work performed INSPECT, SCAN GM REP, NOELLE INSPECTION, SH AND TRY TO DUP VEHICLE FOR A CASE DID NOT J BE MORE CONSIS #11 -MR 117: MISC-R CRUISE CONTROL THE VEHICLE SP CHECK AND ADVI Caused by OUT OF CALIB Work performed DID NOT DUPLIC WE DID FIND A THE CONCERN, P	S 4-WHEEL DRIVE ENO N THE HIGHWAY AT 65 DPLICATE THE CONCEN by VICTOR RUELES(2 FOR CODES, NONE FOU , SHE AUTHORIZED A E WANTED US TO DRIV LICATE THE CONCERN, TOTAL OF 105 MILES, UMP INTO 4X4 AT ANY TANT TO DIAGNOIS. EPAIR STOPS WORKING WHEN EEDS UP AS OPPOSED SE	MPH. MPH. ND, REVIEWED WIT ONETIME GOODWILL VE THE VEHCILE WE DROVE THE THE TRANSFER SPEED. NEEDS TO GOING DOWNHILL. TO SLOWING DOWN. COCNERN. AT MIGHT ADDRESS F SOFTWARE UPDATE	, , ,	Warranty Warranty
#12 -MR 117: MISC-R	EPAIR			
TERMS: STRICTLY CASH UNLESS ARRANGEMEN work hereinefter to be done along with the necessar	v material and soree that you are not respons.	LABOR		· · · · · · · · · · · · · · · · · · ·
ble for toss or damage to vehicle or articles left in cause beyond your control or for any delays cause anomones by the stipplier or transporter. I hereby	the vehicle in case of fire, theft, or any other to by unavailability of parts or delays in parts a crant you or your employees permission to			
operate the vehicle herein described on streats, hig and/or inspection. An express mechanic's ilen is he the amount of repairs therato."	hwave, of elsewhere for the purpose of lesting	SHOP SUPPLIES		
OLD CLARKED OF WADDANTIES Any warranties o	n the products sold hereby are those made by	HAZARDOUS MATERIALS		
jing manufacturer. The seller hereby expressly disclation any implied warranty of merchaniability or fitness	ms all warranties either express or implied, includ for a particular purpose, and the seller neither	SALES TAX OR TAX I.D. SPECIAL ORDER DEPOSIT		······································
assumes nor authorizes any other person to assume said products. Any ilmitation contained herein does	I for it any liability in connection with the sale of	DISCOUNTS		
		TOTAL DUE		<u> </u>
	AFETY ITEMS OR SPECIAL ORDERS.			
C 1 2003 ARKONA, trg Data sho Application Others (1000)949-1024		[	· · · · · ·	

03/08/2011 15:51 #003 P.030

Chevrolet HYLINDRI NORTHWOOD Auto Plaza, Inc. 212 7th Street, Eureka, CAB6601 - (707) 443-4881 (800) 338-0761	SERVICE DEPARTMENT HOURS 7:30 a.m. to 5:30 p.m. Monday - Friday		R/O Number 6036767/ Status Reprint Mileage Out 46685 Visor/Tag#
	Work Phone		ication Number
EUREKA, CA	Home: Phone	1GNFK163 Delivery Date	5 7 R. In-Service Date 4 .
Year Make Modol		8/28/06	8/28/06
2007 CHEVROLET SUBURBAN	Body UT	Color AMBER BRON	License Number
141F			
DESCRIPTION OF SERVICE AND PARTS			AMOUNT
CUSTOMER STATES DOOR EXTERIOR T Caused by COMING LOOSE Work performed by VICTOR RUELES Ordered 25991768 :MOLDING (1750 INSPECT, PARTS ARE STILL ON ORD	(2) 7-CT)	Qty: 1	Warranty Warranty
#13 -MR V2281: REMOVE THE WINDOW WAS DISABLE THE SYSTEM, AND C Caused by RECALL Work performed by VICTOR RUELES Work performed by NORT006 : CK5 REMOVED THE WASHER HEATER.	(2)	, AND OMER BY	Warranty Warranty
#14 *MR 117: MISC-REPAIR CUSTOMER STATES ENHINE MAKES LO COMES ON AND MAKES KNOCKING SO SMELLS BURNING OIL, CHECK AND A Caused by NO PROBLEM FOUND Work performed by VICTOR RUELES PERFORMED NUMEROUS AM START UPS COULD NOT DUPLICATE THE CONCERN ALSO INSPECT FOR BURNING SMELL, NONE FOUND, COULD NOT DUPLICATE	UND WHEN STARTS. DVISE. (2) AND TEST DRIVE, INSPECT FOR LEAKS		Warranty
#15 *MR 117: MISC-REPAIR CUSTOMER STATES PAINT IS FADING	BELOW MIRRORS.		
RMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repa is hereinafter to be done along with the necessary meteorial and genes that you are not response			
t for loss of damage to vehicle or articles left in the vehicle in case of fire, theft, or any other the boyond your control or for any delays caused by unavailability of cents or delays in cent			· · · · · · · · · · · · · · · · · · ·
pments by the supplier or transporter. I hereby grant you or your employees permission t trate the vehicle herein described on streets, highways, or elsewhere for the purpose of testin	0		
Vor inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secur smount of repairs thereto."			· · · · · · · · · · · · · · · · · · ·
	HAZARDOUS MATERIALS		
SCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made b manufacturer. The solier hereby expressly disclaims all warranties either express or implied, inc	iud SALES TAX OR TAX I.D.		
any implied warranty of marchantability or fitness for a panicular purpose, and the salier neithe sumes, nor authorizes any other person to assume for it any liability in connection with the sale of	, SPECIAL ORDER DEPOSIT		
o products. Any limitation contained herain does not apply where prohibited by law.	DISCOUNTS	N.I. IMINI I	
	TOTAL DUE	nn , <b>k</b> , <sub>n m</sub> , , , , , , , , , , , , , , , , , , ,	l

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03/08/2011 15:51 #003 P.031

		·•		R/O Open Date	F/O Number
	Chevrolet	<u>ĤYUNDAI</u>	r i	2/18/11	6036767/6
	North	Auto Plaza, Inc.	SERVICE DEPARTMENT HOURS 7:30 a.m. to 5:30 p.m.	R/O Close Date 2/28/11	Status
		Auto Plaza Inc.	Monday - Friday	Mileage In	Reprint Mileage Out
212 7th 5	Street, Eureka, CA95501 - (7	707) 443-4861 (800) 336-0761	· •	46580	46685
		-			lvisor / Tag # 👘 🕬
			Work Phone	MARK CROSG	ROVE lication Number
שספווס	A, CA			lGNFK163	57R
LUKEN	A, CA	F	Home Phone	Delivery Date	
Yoar	Make	Model	Body	8/28/06 Color	8/28/06 License Number
2007	CHEVROLET	SUBURBAN	UT	AMBER BRON	
141F					
D	SCRIPTION OF SERVICE	AND PARTS			AMOUNT
	Caused by				ANNOON
	NO PROBLÊM	FOUND d by WILL MOBLEY(	200)		
	PAINT CARRIES	A 3/36 WARRANTY.	100)		Warranty
	INSPECT, NO P	ROBLEM WAS FOUND.			
Pleas					-
Freas	e Noce: Autho Ta	LKED TO	COPY FEB 23RD AT 2 T AUTHORI	O2PM,	
			DLAMP, AND LOF, EST	ZED TMATE	
	\$4	70.50 PLUS TAX.			
•					
work hereinafte	r to be done along with the naceas.	INTS ARE MADE. "I heroby authorize the re ary material and agree that you are not respo	ons- biograp		146.25
cause beyond y	your control or for any delays cause	In the vehicle in case of fire, theft, or any o sed by unavailability of parts or delays in p			324.25
operate the veh	icie herein described on streets, hi	by grant you or your employees permission ghways, or elsewhere for the purpose of tea	n to tiling SUBLET		.00
and/or inspection the amount of re-	n. An express mechanic's lien is h	ereby acknowledged on above vehicle to see	SHOP SUPPLIES		.00
DISCLAIMER O	F WARRANTIES. Any warranties	on the products sold hereby are those made	by HAZARDOUS MATERIALS		. 00
ing any implied	r. The seller hereby expressly disci- warranty of merchantebility or fitnes	aims all warranties either express or implied, se for a particular purpose, and the seller net	ther SALES TAX OR TAX I.D.		27.56
eassumes nor au said producta. A	Inorizes any other person to assum Any limitation contained hermin does	a for it any liability in connection with the set a not apply where prohibited by law.	e of SPECIAL ORDER DEPOSIT		.00
			TOTAL DUE		<u>) 498.06</u>
			Check 2033	At S	498.06
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NO RE1	URN ON ELECTRICAL OR S	AFETY ITEMS OR SPECIAL ORDERS			
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From:NORTHWOOD AUTO PLAZA,	INC. 707 444 66	88 03/08/20	011 15:52 #003 P.	032
	٥	Home Phono	R/O Open Date 3 / 04 / 11	R/O Number 6037040
EUREKA, CA			Time Received	Time Promised Waiting
		Key Tag #	Current Mileage	Mileage Out
Year Make 2007 CHEVROLET	Model	Body	4 6 7 5 6 Engine Code	Service Advisor
Vehicle Identification Number	SUBURBAN Color	UT License Number	Delivery Date	MARK CROSGR
1GNFK16357R 141F	AMBER BRON		8/28/06	8/28/06
<ul> <li>#1 - 117: MISC-REPAIR CUSTOMER DROVE VEHI LOCKED UP, CHECK AN</li> <li>#2 - 118D: I DECLINE TO BECAUSE MY TIRES WE</li> </ul>	D ADVISE. HAVE MY TIRES C RE EITHER CHECK	HECKED AND INFL ED AND INFLATED	ATED	н н
IN THE PAST 30 DAYS MY TIRES IN THE NEX	, OR I WILL CHE	CK AND INFLATE		I I I
		Original Est	imate:	96.00
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ALTERNATIVE SOURCE, INC. (600) 344-4255

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From:NORTHWOOD AUTO PLAZA, INC. 707 444	6688 03/08/2	011 15 <b>:</b> 52 #003 P	.034
Chevrolet HYLINDAI NORTHWOOD Auto Plaza, Inc. 212 7th Street, Eureka, CA95601 + (707) 443-4861 (800) 338-0761	SERVICE DEPARTMENT HOURS 7:30 a.m. to 5:30 p.m. Monday - Friday	R/O Open Date 3/04/11 R/O Close Date 3/04/11 Mileage In 46756 Service Ady MARK CROSGR	
	Work Phone	Vehicle Identitie IGNFK1635	ation Number
EUREKA, CA	Home Phone	Delivery Date	In-Service Date
Year Make Model	Body	8/28/06 Color	8 / 2 8 / 0 6 License Number
	UT	AMBER BRON	
141F		• • • • • • • • • • • • • • • • • • • •	
<pre>DESCRIPTION OF SERVICE AND PARTS #1 - MR 117: MISC-REPAIR CUSTOMER DROVE VEHICLE IN SHOP, LOCKED UP, CHECK AND ADVISE. Caused by DUPLICATED CONCERN. POSSIBLE PROGRAM OR INTERNAL C NEED MORE TIME TO DIAG. Work performed by JOHN DAVIS(3) ====================================</pre>	ONCERN. NSPECTION====== RES CHECKED AND I ER CHECKED AND IN WILL CHECK AND IN S. AL ORDER PARTS OR	FLATED FLATE	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 respons- tible for loss or damage to vehicle or articles list in the vehicle in case of fire, that, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the suppiler or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highwest, or alsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto." DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, includ- ing 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 lisbility in connection with the selle of said products. Any limitation contained herein does not apply where prohibited by law.	LABOR PARTS DEDUCTIBLE SUBLET SHOP SUPPLIES HAZARDOUS MATERIALS SALES TAX OR TAX I.D. SPECIAL ORDER DEPOSIT DISCOUNTS TOTAL DUE		.00 .00 .00 .00 .00 .00 .00 .00 .00
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212 7TH ST EUREKA CA. 95501 PHONE (707) 443 - 4861 FAX (707) 444 - 6688

DATE: TO: MARY AD) COMPANY: GIAN BUSINESS RESOLUTE CON FAX NUMBER: 866 874 5883 NUMBER OF PAGES (INC. COVER): Miab FROM: NZO CO I UR RE INA IGNEKILOSE

03/08/2011 15:29 #002 P.002

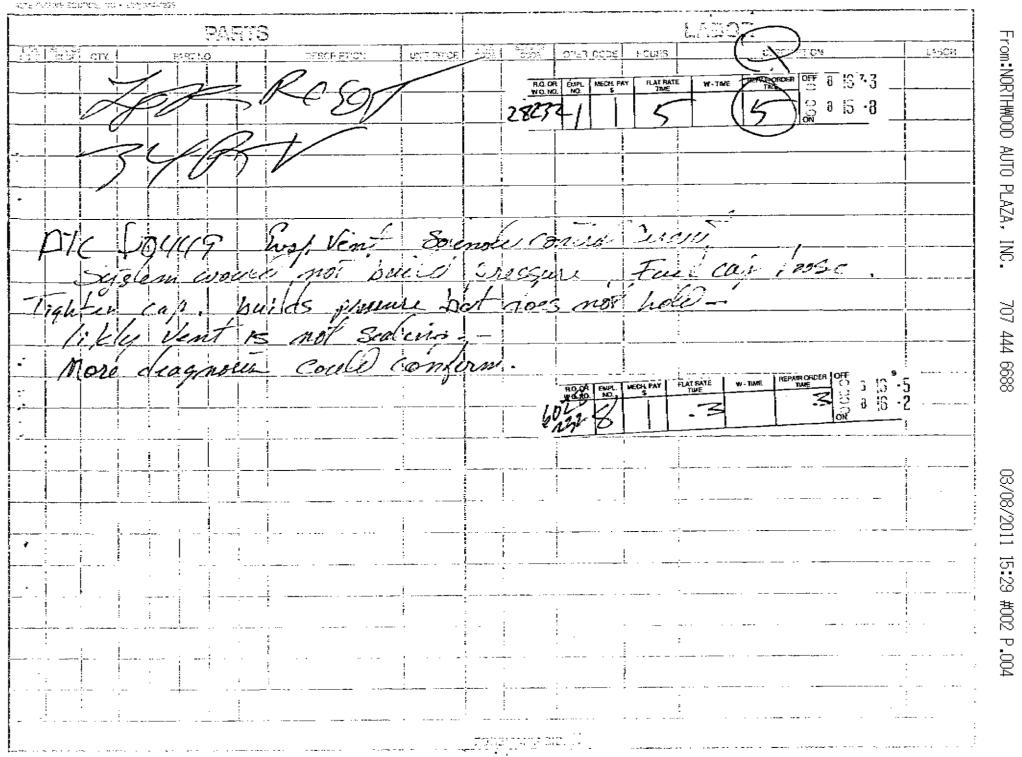
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	Chevrolet			R/O Open Date	R/O Number
	Gilleviolet	HYUNDAI		7/07/09	6026532/1
			SERVICE DEPARTMENT HOURS	R/O Close Date	Status
12	NORTH		7:30 a.m. to 5:30 p.m.	11/30/09	Reprint
		Auto Plaza, Inc.	Monday - Friday	Mileage In	Mileage Out
212.7th	Street, Eureks, CA95501 - (70)	A43-4881 (800) 338-0784		28616	28616
		(000/000-070		Service Adv	
				JEFF JEWELL	
			Work Phone	Vehicle Identili	
יסמוש	KA, CA		Home Phone	1GNFK1635	
LUKE	KA, CA		HOHRS PIRHR;	Delivery Date	In-Service Date
Vaar	NANL O	D.4 website		8/28/06	8/28/06
Year	Make	Model	Body	Color	License Numberan
2007	CHEVROLET	SUBURBAN	UT	AMBER BRON	
141F					
	DESCRIPTION OF SERVICE #			· · · · · · · · · · · · · · · · · · ·	AMOUNT
#1 -	MR 117: MISC-R	EPAIR			
		S THE OIL IS LOW.	CHECK AND ADVISE		
#2 -	MR 117: MISC-R	EDATR			
#* -					
		S ALL FOUR DOORS 7			
	CHANGING COLOR	. CHECK AND ADVISE	Ē		
#3 -	MR 117: MISC-R	EPAIR			
	CUSTOMER STATE	S THE MIRRORS ARE	CHEANGING COLORS		
	AS WELL.			,	
<i>44</i> Λ	MR 002: SHOP-G				
H+4 -					
		PONSIVE ON SOP.			
	Work performed	by JOHN DAVIS	(3)		Internal
	<b></b>				
Pleas	se Note: JULY 1	3, CALLED 9:58AM,	SOP HERE, L MESS	ON MACH.	
	AUG 26	, CALLED 10:26AM S	SOP HERE, L MESS C	N MACH	
	CUST C	AME IN OCT 8TH FOR	OTHER WORK DID	NOT HAVE	
		ME TO DO DOOR MOLI			
		ME TO DO DOOR MODI	TNGS, WILL SCHEDU	LE LATER.	l
4	NOA 19	, CALLED 11:11AM,	SOP HERE, L MESS.		}
		CUST UNRESPONSIV	/E DEC 1ST	·	
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TERMS STR	CTLY CASH UNLESS ARRANGEMEN	TS ARE MADE. "I hereby authorize the repair	LABOR		.00
ble for loss o	n damage to vehicle or articles left in	y material and zoree that you are not respons- the vehicle in case of fire, theft, or any other	PARTS		.00
cause beyond	your control or for any delays cause	d by unavailability of parts or delays in parts	DEDUCTION		.00
operate the ve	chicle herein described on streets, high	grant you or your employees permission to ways, or elsewhere for the purpose of lesting	SUBLET		
and/or inspect	ion. An express mechanic's lien is her	eby acknowledged on above vehicle to secure	SHOP SUPPLIES		.00
	repairs thereto,"		WATARROUG MARROUAL R		00
DISCLAIMER	OF WARRANTIES. Any warranties or	the products sold hereby are those made by	HAZARDOUS MATERIALS		.00
the manufactu	irer. The seller hereby expressly diacial	ins all warranties either express or implied, inclu for a particular purpose, and the seller neither	ALES TAX OR TAX I.D.		.00
assumes nor s	puthorizes any other person to assume	for it any liability in connection with the sale of	SPECIAL ORDER DEPOSIT		.00
aalo producia.	Any limitation contained herein does n	ioi apply where prohibited by law,	DISCOUNTS		.00
			TOTAL DUE		.00
NO RE	ETURN ON ELECTRICAL OR SA	FETY ITEMS OR SPECIAL ORDERS.			
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03/08/2011 15:29 #002 P.003

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2007 CHEVROLET	SUBURBAN Color	UT	· · · · · · · · · · · · · · · · · · ·	WILL MOBLE
LCNFK16357R	AMBER BRON	License Number	B/28/06	8/28/06
141F #1 - 100T: LUBE,OIL AND F	ILTER	- <u>(n</u>	· · · · · · · · · · · · · · · · · · ·	
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-2 - 119, 34-FOINI FREE I.	NSPECTION -			C
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4 - 003: WASH THE VEHICL	9. <u> </u>			C
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5 - 117: MISC-REPAIR	1	۰.		W
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7 - LOOK: WE WILL LOOK TH CUSTOMERS CONCERN.	KI AND DO SIMPL	E DIAGNOIS ON '	ГНЕ 	c c
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control a on product a sold hereby are those mile by the manufacture. The sole product hereby are those of the sole of any product hereby product of the sole of any product hereby product of the sole of any product hereby product of the sole of any product hereby product of the sole of any product hereby product of the sole of any product hereby product of the sole of any product hereby product of the sole of any product hereby product of the sole of any product hereby product of the sole of any product hereby product of the sole of any product hereby product of the sole of any product hereby product of the sole of any product of the sole of the sole of any product of the sole of t	y olocialma ali warrontiau, axprese or implical. disumas nor subovizes any ober person to di spyly where prohibited by taw.	Customer Signature		



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	DATE/ E	-MAIL BUSINESS PHONE
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Coolant		
Brake Fluid		
Power Steering Flui	d	
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Engine Air Filter	and Manshing former	
Cooling System, A/C		
Accessory Drive Bel		
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🖌 🔳 Steering Linkage	· · ·	Brake Measurements Not Taken This Service Visit
Driveshaft, Transmis	sion, U-Joints, Shift Linkage	Brake measurements not raken sols service visit
Exhaust System		Note Vehicle Damage
CV Boots/Axle	malia	
Wheel Alignment	I Energy	LF TREAD DEPTH RE
GENE	RAL TERMINER	(1) (1) ton Granter (1)
Head/fog Lamps		3/32 to 5/32 5 1/32
Interior Lights		2/11 or less.
Brake Lights		6/32 or Greaters
Tail Lights	. 1	3/32 to 5/32
Wiper Blades	$S_{i}^{\pm}$	2/32. or Less
ecommend:		LR
BATT		Recommend: 2005 Sac 200
Recharge Cr	ctory Spec Cold IXII Good anking Amps IXII Bad	TIRE WEAR INDICATES: Alignment Check Needed Wheel Balance Needed
Had . A	tual Cold Battery Terminals anking Amps (Class if necessary)	
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	MER COPY PART 2 DEALER COP	V INSPECTED BY NUMBER NUMBER
		NP155-04000-6/06

EUREKA, CA	SERVICE DEPARTMENT HOURS 7:30 a.m. to 5:30 p.m. Monday - Friday Woltannore HomerFitonos	8/28/06	avoninnaber
2007 CHEVROLET SUBURBAN		AMBER BRON	
<pre>#1 - MR 100T: LUBE,OIL AND FILTER Work performed by SCOTT BURKH Installed 89017524 :FILTER (C Installed 5W30 :OIL Sub Total: Labor: 15.08 Pa #2 - MR 115: 34-POINT FREE INSPECT</pre>	)1836-BOPCKT) arts: 18.68 Total: CION	1@5.48 6@2.20 33.76	
NEED FRONT TIRES AND ALIGNMEN #4 - MR 003: WASH THE VEHICLE Sub Total: Labor: .00 Part	IF APPLICABLE. ART (1) IS: .00 Total: .00 NT IN THE NEAR FUTURE		
#5 - MR 117: MISC-REPAIR THE CUSTOMER DID NOT MAKE IT OIL CONSUMPTION TESTS, WILL V ER. Work performed by SCOTT BURKH WILL DO OIL MONITOR TEST.	WILL START THE TEST O	)V	Warranty
#6 - MR WARR: WARRANTY REPAIR THE CHECK ENGINE LIGHT IS ON, DIAGNOIS TODAY. Work performed by RICH YERTON SCANNER THE COMPUTER, HAS CON	N (8)	ŝR	Warranty
TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. If hereby authoras it work hereins/ter to be done along with the necessary material and syres that you are not it here for tass or damage to verticle or unicles left in the verticle in case of fire, theft, or a super-beyond your control or for any delays caused by unavailability of parts or delays altipments by the supplier or transporter. If hereby grant you or your employees permi- oprate the vehicle herein described on streets, highways, or elsewhere for the purpose of and/or inspection. An express mechanic's lied is hereby acknowledged on above vehicle to the amount of repairs thereto." DISCLAIMER OF WARRANTES. Any warranties on the products sold hereby are those i the manufacturer. The seller hereby expressly discisims all warranties either express or imp ing any implied warranty of mechanistability or fitness for a particular purpose, and the selle assumes nor authorizes any other person to assume for it any liability in connection with the said products. Any ilmitation contained herein does not apply where prohibited by law.	respons- sny other in pans DEDUCTIBLE DEDUCTIBLE SUBLET SUBLET SUBLET SHOP SUPPLIES HAZARDOUS MATERIALS SALES TAX OR TAX I.D. SALES TAX OR TAX I.D. SPECIAL ORDER DEPOSIT DISCOUNTS TOTAL DUE		
INDERETURNEDINGER FRETRIGALE ORBANISET MUTEMSKORSENEGALE ORBANIS X			

From:NORTHWOOD AUTO PLAZA, INC. 707 444 6688 03/08/2011 15:30 #002 P.007

Security Constructs for a game of the security of t			HIR/O.Open:Dates	R/O:Numbet
The STUDIE WARD ALL STREAM AND ADDRESS OF THE ALL STREAM AND ADDRESS AD			10/08/09	
Modely Friday     Modely Friday     21/200/2001/10/10/10/2001       EUREKA, CA     30/2001/2001/2001/2001/2001/2001/2001/20				
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WILL MOREEY       EUREKA, CA     UMMARDED       INSTITUTE     UMMARDED       2001     CHEVROLET       SUBJURGS     UT       AMBER     SUBJURGS       141F     AMBER       DIAGNOIS, THE CUSTOMER WILL RESCHEDULE.       DIAGNOIS, THE CUSTOMER WILL RESCHEDULE.       DIAGNOIS, THE CUSTOMER WILL COC TRY AND DO SIMPLE DIAGNOIS ON THE CUSTOMER CONCERN.       Sub Total:     Labor:	212 7th Street, Eureka, CA 95501 - (707) 443-4851 (800) 338-0761			3103/ Rownsorg
EUREKA, CA     UNDERFECT     UNDERFECT     UNDERFECT     UNDERFECT     STATUS       MARKELL     MARKELL     UNDERFECT     STATUS     STATUS       2007     Chevrolet     SUBJECT     STATUS     STATUS       141F     AMBER DECN     UT     AMBER DECN     STATUS       141F     AMBER DECN     INTERFECT     STATUS     STATUS       INDEGREGATION STATUS     SUBJECT     SUBJECT     SUBJECT     STATUS       SUBJECT     SUBJECT     SUBJECT     SUBJECT     SUBJECT     SUBJECT       INTERSECT     SUBJECT     SUBJECT     SUBJECT     SUBJECT     SUBJECT       SUBJECT     SUBJECT     SUBJECT     SUBJECT     SUBJECT <th></th> <th></th> <th></th> <th></th>				
EUREKA, CA     Understand     Understand <th></th> <th>Worktrhone</th> <th></th> <th></th>		Worktrhone		
Construction       MARKIN       INCOMP.       ALL Construction       A/26/06       B/26/06       B/26/06         2007       CHEVROLET       SUBUREAN       UT       AMBER BRON         141F       Integrational State			1GNFK1635	7R
Texts       Image:	EUREKA, CA	HomotPhone		
2007     CHEVROLET     SUBURBAN     UT     AMBER BRON       141P				
141F       HERRICHT CASE UNDER UNDER UNDER WILL RESCHEDULE.       AVENUE         #7 - MR LOOKIS, THE CUSTOMER WILL COCK TRY AND DO SIMPLE DIAGNOIS ON THE CUSTOMERS CONCERN.       Sub Total: Labor: .00 Parts: .00 Total: .00         Sub Total: Labor: .00 Parts: .00 Total: .00       Total: .00         ************************************				<u>ET-LICENSERVUINOBC (A)</u>
HENSELEVICASI LAKES ARRANGEMENTS ARE MADE.       AXEDUNT         #7 - NR LOOK: WE WILL LOOK TRY AND DO SIMPLE DIAGNOIS ON THE CUSTOMERS CONCERN.       SUD TOTAL: .00         SUD TOTAL: LABOR: .00 Parts: .00 Total: .00       SUD TOTAL: .00         SUD TOTAL: LABOR: .00 Parts: .00 Total: .00       SUD TOTAL: .00         MORE STRUCTURES CONCERN.       SUD TOTAL: .00         SUD TOTAL: LABOR: .00 Parts: .00 Total: .00       SUD TOTAL: .00         SUD TOTAL: .00       SUD TOTAL: .00         SUD TOTAL: .00       SUD TOTAL: .00         SUD TOTAL: .00       SUD TOTAL: .00         SUD TOTAL: .00       SUD TOTAL: .00         SUD TOTAL: .00       SUD TOTAL: .00         SUD TOTAL: .00       SUD TOTAL: .00         SUD TOTAL: .00       SUD TOTAL: .00         SUD TOTAL: .00       SUD TOTAL: .00         SUD TOTAL: .00       SUD TOTAL: .00         SUD TOTAL: .00       SUD TOTAL: .00         SUD TOTAL: .00       SUD TOTAL: .00         SUD TOTAL: .00       .00         SUD TOTAL: .00       .00         SUD TOTAL: .00       .00         SUD TOTAL: .00       .00         SUD TOTAL: .00       .00         SUD TOTAL: .00       .00         SUD TOTAL: .00       .00         SUD TOTAL: .0		<u>U.T.</u>	AMBER BRON	l
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H7 - MR LOOK: WE WILL LOOK TRY AND DO SIMPLE DIAGNOIS ON THE CUSTOMERS CONCERN. Sub Total: Labor: .00 Parts: .00 Total: .00       Sub Total: Labor: .00 Parts: .00 Total: .00	DIAGNOIS. THE CUSTOMER WILL RESC	HEDULE .		
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03/08/2011 15:30 #002 P.008

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03/08/2011 15:31 #002 P.010

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From:NORTHWOOD AUTO PLAZA, INC. 707 444 6688 03/08/2011 15:31 #002 P.011 Would Like A Routal. A possible. - Sta 5- 6! 1 Custin Restor C 7.20 mm 1/5/10 Yes on Bental Left message on cell phone Preson steps and desired by Jones Bloss. renoved the the body to oit in inlat the of intake call James for fortun , 15 gloss where to check for 07 popling advised remare V.c. tist Battles & check for over 5, ling 1. Fts Shall leak found aprox 2" For PEU vert pipe -10 over oiling lifters. Contact Jones 2nd tra. advisid remove in take check for excession of + replace V. C. IF to non excession of found inspect piston of nings replace it ressary 19-call 1-3=10 10:13Am 2 [1- call 1-5-10 10:37AM R.O. OR EMPL. 29490