From: NORTHWOOD AUTO PLAZA, INC. 03/08/2011 15:31 #002 P.012 707 444 6688 James 5/25 1-8 Debrt, Chew Cy

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78-27 From 380

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4-15 9:22 Fet and 25 Total Ford

Document [D: 2370844

· Page 1 of 4

2007 Chevrolet Chevy Suburban - 4WD | Avalanche, Escalade, Suburban, Tahoe, Yukon (VIN C/K) Service Maqual | Engine | Preliminary Information | Document ID: 2370844

## #PIP4574F: Excessive Oil Consumption And/Or Blue Exhaust Smoke - Under Investigation - (Nov 27, 2009)

Subject:

Excessive Oil Consumption and/or Blue Exhaust Smoke -

Under Investigation

Models:

2007 Chevrolet Avalanche, Silverado, Suburban, Tahoe

2007 GMC Sierra, Yukon

with 5.3L Engine (RPO LC9 - VIN 3)



This PI was superseded to revise the recommendations to fit our latest findings and to make it match the recent recommendations that the TAC Liaison and BQM have been offering FOMs when they call for additional information. Please discard PIP4574E.

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

### Condition/Concern:

Some customers may complain that their vehicle has been using approximately 1 quart of oil every 500-1,000 miles. In most cases, the customer will advise that this did not start until the engine accumulated approximately 30,000 miles or more. In some cases, the customer may note that this is more apparent when driving at highway speed. In rare instances, a SES light and engine misfire may be encountered with a P0300 DTC.

Upon inspection, an oil fouled spark plug(s) may be noted. In most cases, static compression and cylinder leakage testing will appear normal. Excessive oil may or may not be found in the Intake manifold.

In most cases, this is the result of stuck oil control rings. It appears that the stuck piston rings may be the result of excessive oil on the cylinder walls, which eventually leads to stuck oil control rings.

The cause of this is still under investigation. In the meantime, this PI has been updated with some new recommendations that may help while this is being investigated.

## Recommendation/Instructions:

If this concern is encountered, follow the steps below:

- Visually inspect the entire engine and the underside of the vehicle for any evidence of oil leaks and repair them as necessary
- Inspect the fresh air hose/pipe that is attached to the RF (passenger side) valve cover and all related connections for restrictions, such as plastic casting flash or a pinched hose, and repair as necessary. A restriction in this area may cause excessive crankcase vacuum and oil consumption through the PCV vacuum tube.

Document ID: 2370844

· Page 2 of 4

 If the truck had an engine misfire and a spark plug that is obviously oil fouled, skip to step 4. If not, perform an oil consumption test as outlined in the latest version of oil consumption of 01-06-01-011 to verify the concern before proceeding to step 4. Allow the vehicle to sit on a level surface with the engine off for at least 10 minutes to allow the entire engine to drain back to the oil pan before checking the engine oil level and adding oil. Match the oil consumption test results to one of the outcomes below to determine further direction:

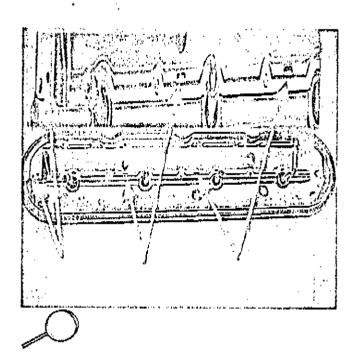
- If oil consumption is Less than 1 quart of oil every 2,000 miles and no low oil light has been experienced, no repairs should be performed as this should be considered acceptable oil consumption as outlined in the latest version of 01-06-01-011.
- If oil consumption is Less than 1 quart of oil every 2,000 miles but the customer has experienced a low oil light, refer to the latest version of PIP3959 for a potential low oil light sensor concern.
- If the dealership verifies that oil consumption is More than 1 quart every 2,000 miles, perform the steps below as necessary:
- Determine if the engine has been ingesting oil through the PCV system by removing the intake manifold and measuring how much oil can be poured out of the throttle body opening with the throttle body removed. It is normal to get a couple of teaspoons of oil out of the intake. If the engine has been ingesting oil through the PCV system, several ounces of oil will be measured, many times as much as a 1/4-1/2 quart. If the engine has NOT been ingesting oil through the PCV system, go to step 5. If the engine HAS been ingesting oil through the PCV system, go to step 6 to Inspect the PCV baffle.

If the engine has NOT been ingesting oil through the PCV system, the oil consumption is most likely the result of stuck oil control rings. The root cause of the stuck oil control rings is still under investigation. Until a permanent repair procedure is available, select one of the following options (5a or 5b) on a case by case basis. If necessary, review the following options with your FOM (Fixed Operations Manager - GM Rep.) If their feedback is needed for customer satisfaction, etc.:

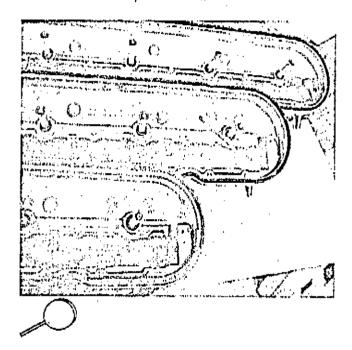
- 5a. If the customer has not experienced a SES light and engine misfire due to an oil fouled spark plug, explain that the cause of this oil consumption concern is under Investigation. As soon as a permanent repair procedure is developed, this PI will be updated accordingly. At this time, there is not an ETA for this update. If the customer has experienced a SES light and engine misfire due to an oil fouled spark plug, this option should not be used.
- 5b. If you decide to pursue repairs, inspect for stuck oil control rings. If stuck oil control rings are found, replace all 8 piston and ring sets. Due to the great variation between equipment, machine shops, and technicians performing these repairs, we DO NOT recommend honing or deglazing the cylinder walls though. This is just because it is generally unnecessary and can induce unnecessary cylinder wall and/or piston ring damage If it is done incorrectly or not cleaned thoroughly. The cylinder walls just need to be cleaned thoroughly with brake cleaner before the new piston and ring sets are installed. As mentioned above, the root cause of the stuck rings is still under investigation so this may not be a permanent repair.
- If the engine HAS been ingesting oil through the PCV system, inspect the PCV baffle as outlined below in step 6:
  - 6a. Remove the LH (driver's side) valve cover and inspect the PCV baffle drain holes shown below to see if they are plugged with hardened oil deposits. If they are plugged, replace the valve cover, ensure that the customer is changing their oil according to the maintenance schedule in their owner's manual, and re-evaluate the concern. Generally, this would not be a concern until several thousand miles have accumulated.

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• 6b. With the LH (driver's side) valve cover removed, inspect the PCV baffle to ensure that it is properly sealed to the valve cover by flipping it over and adding a little oil to the corner of the valve cover as shown below. The oil should stay in place as shown on the 2 outer valve covers below. If the oil drains into the PCV baffle as pointed out on the middle valve cover below, replace the valve cover. Generally, if this is the cause of the concern, it would have been present early in the life of the vehicle or shortly after valve cover replacement.



Important: If Step 6a or 6b led to valve cover replacement, perform Step 6b again on the replacement valve cover before installing it. If step 6 does not isolate a PCV baffle concern, go to step 7.

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Page 4 of 4

- If the engine HAS been ingesting oil through the PCV system but the valve cover passed the tests outlined above in steps 6a and 6b, the engine may have an over-aggressive lifter that is causing the oil ingestion through the PCV system. Sometimes the lifter may be doing this intermittently so it is not always possible to isolate one by inspecting the lifter flow with the driver's valve cover removed. Additionally, the oil control rings may be stuck and contributing to the overall oil consumption concern as well. As a result, select one of the following repair options (7a or 7b) on a case by case basis. If necessary, review the following repair options with your FOM (Fixed Operations Manager GM Rep.) to get their feedback for customer satisfaction, etc.:
  - 7a. Replace all of the lifters due to the oil in the intake and re-evaluate the oil consumption concern. If the vehicle returns with excessive oil consumption but is no longer ingesting oil through the PCV system, it most likely has stuck oil control rings and you would have to start at step 5 again.
  - 7b. Replace all of the lifters due to the oil in the Intake but also remove all 8 pistons to inspect for stuck oil control rings since the heads are going to be off anyhow. There is a good chance the engine could also have stuck oil control rings that are contributing to the oil consumption as well. If stuck oil control rings are found, also replace all 8 piston and ring sets at the same time as the lifters. Due to the great variation between equipment, machine shops, and technicians performing these repairs, we DO NOT recommend honing or deglazing the cylinder walls though. This is just because it is generally unnecessary and can induce unnecessary cylinder wall and/or piston ring damage if it is done incorrectly or not cleaned thoroughly. The cylinder walls just need to be cleaned thoroughly with brake cleaner before the new piston and ring sets are installed. As mentioned above, the root cause of the stuck rings is still under investigation so this may not be a permanent repair.

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 buildting are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform those 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 buildtin 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.



707 444 6688

GM Vehicle Inquiry System - Summary

Page 1 of 2

# GM Vehicle Inquiry System Summary

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

Help

VIN:			IGNE	C16357R					-			
					VEHIC	LE IN	ORMATIC	ON				
Merci Mode	handising I :		CK LT	10906 -20	007 SUBURBA	AN 4WI	1/2 TON	Warranty	/ Start	Date :	08/28/2	2006
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ΥT	06162	SE RE	RVICE PGM E	UPDAT CM *EX	E-INVENT/CU PIRES 8YR/8	JST VE OK MI*	HS E85 VFI	S UPDATE	3	12/12/2006		Open
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GM Vehicle Inquiry System - Summary

· Page 2 of 2

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER LIMITED WARRANTY	08/28/2006	15 miles	08/28/2009	36015 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH LIMITED WARRANTY	08/28/2006	15 miles	08/28/2012	100015 miles
60/100000 POWERTRAIN COVERAGE LIMITED WARRANTY	08/28/2006	15 miles	08/28/2011	100015 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	08/28/2006	I5 miles	08/28/2014	80015 miles
84/70000 CALIFORNIA SELECT COMPONENT	08/28/2006	15 miles	08/28/2013	70015 miles
36/50000 CALIFORNIA EMISSIONS	08/28/2006	15 miles	08/28/2009	50015 miles

### **CLAIM HISTORY**

R.O Date	R.O Number	Туре	Labor Operation	Odom Read	
02/27/2009	024300	#	J9991 - CUSTOMER CONCERN NOT DUPLICATED - ENGINE MECHANICAL	24393	miles
03/14/2008	017565	#	H9991 - CUSTOMER CONCERN NOT DUPLICATED - BRAKES	14718	miles
10/01/2007	014061	#	NOI 10 - BATTERY REPLACEMENT	10772	miles
10/01/2007	014061	##	B4281 - FRONT SIDE DOOR INSIDE HANDLE REPLACEMENT - LEFT SIDE	10772	miles
10/01/2007	014061	#	B4280 - FRONT SIDE DOOR INSIDE HANDLE REPLACEMENT - RIGHT SIDE	10772	miles
02/23/2007	008674	#	J6354 - POWERTRAIN CONTROL MODULE ENGINE REPROGRAMMING WITH SPS	4548	miles
09/29/2006	G63448	#	Z2083 - ROADSIDE SERVICE (BATTERY/JUMP START)	13029	miles
09/29/2006	G63449	#	Z2080 - ROADSIDE SERVICE (TOWING)		miles
08/08/2006	A46390	1	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME		miles

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03/08/2011 15:33 #002 P.022

SPAC Case Details

· Page 1 of 1



2到250 学程2000年底

Print

View SPAC Case Details

Details of SPAC Case Number: G06548668

Customer Codo: 506438

Order Number: 2418412

Backorder Quantity: 8

Shipped Date:

Tracking Humber

Part Number: 12456338

Cancelled Date:

Notes : C01 01/14/10 12:30 051DCH \*\* SENT TO SWAT UNDER SR# 71-794170797 FOR DAN

THE DEALERS FOM \*\*

C02 1/20/10 18:54 APB507\*\*\*DLR MIKE CALD FOR UPATES, ADVISED P-CASE NOTES,

SAME SR#\*\*\*

\*\*\*\*011810 HR 11 MIN 39 SEC 04

ATTN: DAN IN PARTS: PLEASE BE ADVISED

THAT I AM STILL WORKING ON YOUR SPAC CASE # G06548668

WILL HAVE MORE INFORMATION ON 1/20/10 AND WILL ADVISE

YOU THEN, THANK YOU FOR YOUR PATIENCE

\*\*\*\*011510 HR 09 MIN 46 SEC 59

ATTN DAN IN PARTS: THE SWAT INQUIRY TEAM

HAS RECEIVED YOUR INQUIRY FOR CASE # G06548668XXXXXXXXXX

YOU WILL RECEIVE AN ANSWERBACK WITHIN 24-48

BUSINESS HRS. WE APPRECIATE YOUR PATIENCE AND

UNDERSTANDING WHILE WE WORK TO RESOLVE CASE

01/11/2010 10:37 NO SPRINT RESPONSES RECEIVED

1-20.10 Called EMERO SPRINT Talle to Abrea #507 He soid to check Book 1.26.10 For more up date:

SPAC Case Details

Page 1 of 1



and the West appared to

Print

View SPAC Case Details

Details of SPAC Case Number: G03548683

Customer Code: 506438

Order Number: 2418413

Backorder Quantity: 8

Shipped Date :

Tracking Number

Part Number: 89060486

Cancelled Date:

Your SPAC case has been promised to ship on 02/04/2010

Notes : C01 01/14/10 12:30 051DCH \*\* SENT TO SWAT UNDER SR# 71-794170793 FOR DAN

THE DEALERS FOM \*\*

01/19/2010 12:08 RSA600\*\*\*FOM CALLED FOR UPDATE, ADV OF SR NOTES71-794170793 C02 1/20/10 18:53 APB507\*\*\*DLR MIKE CALD FOR UPDATES, ADVISED P-CASE NOTES.

SAME SR#\*\*\*

\*\*\*\*012110 HR 11 MIN 55 SEC 55

ATTN PARTS MGR: YOUR ORDER IS SCHEDULED TO SHIP DIRECTLY TO YOUR DEALERSHIP FROM OUR SUPPLIER.

THE ESTIMATED DATE OF ARRIVAL IS 02/04/2010

GMSPO APPRECIATES YOUR BUSINESS.

\*\*\*\*011810 HR 12 MIN 26 SEC 50

ATTN: DAN IN PARTS: PLEASE BE ADVISED

THAT I AM STILL WORKING ON YOUR SPAC CASE # G06548683

WILL HAVE MORE INFORMATION ON 1/20/10 AND WILL ADVISE

YOU THEN. THANK YOU FOR YOUR PATIENCE

\*\*\*\*011510 HR 09 MIN 03 SEC 36





SERVICE DEPARTMENT HOURS 7:30 a.m. to 5:30 p.m. Monday - Friday

R/O Open Date	R/O Number
12/28/09	6029480/1
R/O Close Date	Status
4/15/10	Reprint
Mileago In	Mileage Out
35201	35201
Service Ad-	visor / Tag #

WILL MOBLEY Vehicle Identification Number Work Phone 1GNFK16357R EUREKA, CA Home Phoee Delivery Date In-Service Date 8/28/06 8/28/06 Year Make Moriel Body Color License Number 2007 CHEVROLET SUBURBAN ŲΤ AMBER BRON 141F

DESCRIPTION OF SERVICE AND PART	· ·		AAAGANAT
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Work performed by 1	-DICTON (00500 DDCT)	0	Warranty
	:PISTON (00629-BPCT)	Qty: 8	Warranty
	:RING KIT (00643-BPCT)	Qty: 8	Warranty
	:BEARING K (00096-BPCKT)	Qty: 4	Warranty
	BEARING K (00096-BPCKT)	Qty: 1	Warranty
	:BEARING K (00616-BPCKT)	Qty: 8	Warranty
	:GASKET (00207-BPCKT)	Qty: 1	Warranty
	:GASKET (01429-BPCKT)	Qty: 1	Warranty
installed 12589226	:GASKET (00289-BPCKT)	Qty: 2	Warranty
	:GASKET (00423-BPCKT)	Qty: 1	Warranty
	:GASKET (00423-BPCKT)	Qty: 1	Warranty
Installed 12588372	:GASKET (01079-PCKT)	Qty: 2	Warranty
Installed 89060413	:GSKT KIT (03270-CT)	Qty: 1	Warranty
Installed 12589235		Qty: 1	Warranty
Installed 12346286	:SEALANT (08800-BOPCKT)	Qty: 1	Warranty
	:CLEANER (08800-BOPCKT)	Qty: 2	Warranty
	:COOLANT (08800-BOPCKT)	Qty: 2	Warranty
Installed 12633578	:GASKET (00137-BPCKT)	Qty: 1	Warranty
Installed 89060436	:SEAL KIT (00137-BPCKT)	Qty: 1	Warranty
	:SEAL (00207-BPCKT)	Qty: 1	Warranty
	:BOLT (00293-BPCKT)	Qty: 3	Warranty
Installed 12558840	:BOLT (00293-BPCKT)	Qty: 7	Warranty
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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-ible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or Inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES. Any warrenties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disciplins all verranties either express or implied, inclu-ing any implied warranty of merchantability or fitness for a perfecular purpose, and the seller neither assumes nor authorized any other person to assume for it any liability in connection with the sale of lastid products. Any limitation contained herein does not apply where prohibited by law.

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,	SUBLET
•	SHOP SUPPLIES
	HAZARDOUS MATERIALS
ud.	SALES TAX OR TAX I.D.
,	SPECIAL ORDER DEPOSIT
	DISCOUNTS
	TOTAL DUE

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

(C) \$005 ARKONA, Ing . Desertants Aportunitor Group (800)945-1028



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(C) 2003 ARKONA, Inc. - Departus Application Group (809)945-1028

SERVICE DEPARTMENT HOURS 7:30 a.m. to 5:30 p.m. Monday - Friday

R/O Open Date	R/O Number			
12/28/09	6029480/2			
R/O Close Date	Status			
4/15/10	Reprint			
Mileage In	Mileage Out			
35201	35201			
Service Advisor / Tag #				
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WILL MOBLEY Work Phone Vehicle Identification Number 1GNFK16357R EUREKA, CA Home Phone Delivery Date In-Service Date 8/28/06 8/28/06 License Numbor Body Color 2007 CHEVROLET SUBURBAN UT AMBER BRON 141F

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DISCOUNTS		
TOTAL DUE		
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(	Chevrolet NORTH 212 7th Street, Eureka, CA86501 - (	Auto Plaza, Inc.	•	SERVICE DEPARTMENT HOURS 7:30 a.m. to 5:30 p.m. Monday - Friday	R/O Open Date  12/28/09 R/O Close Date  4/15/10 Mileage In  35201 Service Adv	
				Work Phone	Vehicle Identifi	
					1GNFK1639	7R
	EUREKA, CA		4	Home Phane	Delivery Date	In-Service Date
					8/28/06	8/28/06
	Year Make	Model		Body	Calor	License Number
- 1		OTTOTION AT	T 700	•	I	1

141F AMBER BRON	10100-11
DESCRIPTION OF SERVICE AND PARTS DIAGNOIS CODE P0521, REPLACED THE VENT VALVE AS PE R BULLETIN.	AMOUNT
#3 - MR 117: MISC-REPAIR SHE WILL DROP OFF THIS AFTERNOON AND LEAVE OVERNIGHT.	
#5 - MR WARR: WARRANTY REPAIR CUSTOMER STATES THERE IS A OPEN RECALL CHECK AND ADVISE.	
#6 * MR WARR: WARRANTY REPAIR RECALL 07007. Caused by RECALL Corrected by Y0124: Work performed by VICTOR RUELES (2 ) PERFORMED RECALL 06162.	Warranty
#7 * MR WARR: WARRANTY REPAIR RECALL 08048. Caused by RECALL Corrected by V1993: Work performed by VICTOR RUELES (2 ) Installed 20773432 :HARNESS (02480-BCKT) Qty: 1 INSTALLED WASHER HARNESS.	Warranty Warranty
#8 * MR 004: RENTAL CAR	
ERMS; STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair cirk hereinefter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or erticles left in the vehicle in case of fire, theft, or any other auses beyond your control or for any delays caused by unavailability of parts or delays in parts by the supplier or transporter. I hereby grant you or your employees permission to perste the vehicle herein described on streets, highways, or elsewhere for the purpose of testing independent of repairs thereto."  BECLAIMER OF WARRANTIES. Any warenties on the products sold hereby are those made by a manufacturer. The seller hareby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or finess for a particular purpose, and the seller neither sturnes nor euthorizes any other person to assume for it any liability in connection with the sale of ald products. Any limitation contained herain does not apply where prohibited by law.  LABOR  PARTS  DEDUCTIBLE  SUBLET  SHOP SUPPLIES  HAZARDOUS MATERIALS  SALES TAX OR TAX LD.  SPECIAL ORDER DEPOSIT  DISCOUNTS  TOTAL DUE	
NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.	



SERVICE DEPARTMENT HOURS 7:30 a.m. to 5:30 p.m. Monday - Friday

R/O Open Date R/O Number 12/28/09 6029480/4 R/O Close Date 4/15/10 Reprint Mileage Out Mileage In 35201 35201 Service Advisor / Tag #

MILL MOBLEY Work Phone Vehicle Identification Number 1GNFK16357R EUREKA, CA Home Phone Delivery Date In-Service Date 8/28/06 8/28/06 Mako Year Model Бопа Color License Number 2007 CHEVROLET SUBURBAN UT AMBER BRON 141F

T T T T T T T T T T T T T T T T T T T		
DECOMPTION OF A THE STATE OF TH		
DESCRIPTION OF SERVICE AND PARTS  Caused by		AMOUNT
RENTAL		
Corrected by Z7907: COURTESY RE	ENTAL-DIE TO DARTS DELAY	
Work performed by VICTOR RUELES	6 (2 )	Warrant
Work performed by 10202 : A3065	6673 Labor:	Warrant
Work performed by 10202 :	Parts:	Warrant
45 DAYS CAR RENTAL		
		<b></b>
#9 * MR Z5001: FREIGHT Caused by		
FED EXPRESS		
Work performed by VICTOR RUELES	5 (2)	Warrant
	, ,	Warrant
		Warrant
FED EXPRESS.		
		1
	·	
chereinafter to be done along with the necessary meterial and agree that you are not respon	15.	
<ul> <li>hereinafter to be done along with the necessary material and agree that you are not respond for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other.</li> </ul>	PARTS	
t hereinafter to be done along with the necessary material and agree that you are not responder to loss or damage to vehicle or articles left in the vehicle in case of fire, thaft, or any other beyond your control or for any delays caused by unevallability of parts or delays in parametrs by the supplier or transporter. I hereby orant you or your employees permission	PARTS DEDUCTIBLE	
thereinafter to be done along with the necessary meterial and agree that you are not responder to be done and the service of t	PARTS  DEDUCTIBLE  SUBLET	
t hereinafter to be done along with the necessary meterial and agree that you are not responder loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other be beyond your control or for any other caused by unevallability of parts or delays in paraments by the supplier or transporter. I hereby grant you or your employees permission ate the vahicle herein described on cirelis, highways, or elsewhere for the purpose of teatill or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secular out or repairs thereto."	PARTS DEDUCTIBLE SUBLET SHOP SUPPLIES HAZARDOUS MATERIALS	
I hereinafter to be done along with the necessary meterial and agree that you are not responder loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other between your control or for any delays caused by unavailability or parts or delays in paraments by the supplier or transporter. I hereby grant you or your employees permission ate the vehicle herein described on streets, highways, or elsewhere for the purpose of testil or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secular mount of repairs thereto.*  CLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made naturators. The seller hereby expressly disclaims all warranties either express or implied, in	PARTS DEDUCTIBLE SUBLET SHOP SUPPLIES HAZARDOUS MATERIALS DAY COURT SALES TAX OR TAX I.D.	
c hereinafter to be done along with the necessary meterial and agree that you are not responder to loss or damage to vehicle or articles tett in the vehicle in case of fire, theft, or any olleys caused by unevilebility of parts or delays in paraments by the supplier or transporter. I hereby grant you or your employees permission rate the vehicle herein described on streets, highways, or elsewhere for the purpose of teatl for inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secular mount of repairs thereto."  CLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made menufacturer. The seller hereby expressly disclaims all warranties either express or implied, in any implied warranty of merchantability or fitness for a particular purpose, and the seller neith	PARTS DEDUCTIBLE SUBLET SHOP SUPPLIES HAZARDOUS MATERIALS BY SALES TAX OR TAX I.D.	
RMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby suthorize the repix hereinsiter to be done along with the necessary melerial and agree that you are not respect for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or eny other beyond your control or for any delays caused by unevaliability of parts or delays in paraments by the supplier or transporter. I hereby great you or your employees permission rated the vahicle herein described on altrests, highways, or elsewhere for the purpose of teatilizer inspection. An express machanic's lien is hereby acknowledged on above vehicle to seculamount of repairs thereto."  ICLAIMER OF WARRANTIES. Any warranties on the products cold hereby are those made manufacturer. The seller hereby expressly disclaims all warranties either express or implied, in any implied warranty of marchantability or fitness for a particular purpose, and the seller neith unless not authorizes any other person to assume for it any liability in connection with the sale of products. Any limitation contained herein does not apply where prohibited by law.	PARTS DEDUCTIBLE SUBLET SHOP SUPPLIES HAZARDOUS MATERIALS BY SALES TAX OR TAX I.D.	

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

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(C) 2003 ARKONA, Inc. - Designated Association Group (800)945-1076

, , ,	· , ·	Home Phone (a. g.	<sup>A</sup> ,⊱∝R/O Open Date	* R/O Number
	***	The YAMAN I HAND	1/22/10	6029902 Time Promised
EUREKA, CA	,	· ∴ ja kr. – Key Tag #⊰∽	17:13 5 * Current Mileago	1/22 16:30
Year Make	Model	" •	35201 Engine Code	
2.0.0.7 CHEVROLET Vehicle Identification Number	SUBURBAN	TIT		Service Advisor
Vehicle (dentification Number	Color AMBER BRON	License Number	8/28/06	TEFE TEWET
#1 - 117: MISC-REPAIR CUSTOMER WOULD LIF MOULDINGS ALL DISC	TE GOODWILL ASSI		771,141	.00
per 24.	F. SF CC	1, W Sa	Dean	مد
#28-	976	Color 530 WA31	1	
FAB FOD	Date	P/18	20	
±5 ZI	,602	Deti	M	
per yeary a companying is the regard ments, abserve to be above along their that naces easy restained and of the first owner than an account of the company is the property owner of the property of the company by the property of the company by the property of the propert		19/4/R 12/11-2		) Fed Ex

From:NORTHWOOD AUTO PLAZA, INC.

707 444 6688

03/08/2011 15:35 #002 P.029

Chevrolet HYUNDRI  NORTHWOOD  Auto Plaza, Inc. 212 7th Street, Eureka, CA95501 - (707) 443-4861 (800) 338-0761	SERVICE DEPARTMENT HOURS 7:30 a.m. to 5:30 p.m. Monday - Friday	R/O Open Date  1/22/10  R/O Close Date  4/15/10  Milesige In  35201  Service Adv.  JEFF JEWELL	
	Work Phone	Vehicle Identific	ation Number
		1GNFK1635	7R
EUREKA, CA	Home Phone	Delivery Date	In-Service Date
		8/28/06	8/28/06
Year Make Model	Воду	Color	License Number
2007 CHEVROLET SUBURBAN	UT	AMBER BRON	
141F			

141F				
	DESCRIPTION OF SERVICE AND DARKS			
	DESCRIPTION OF SERVICE AND PARTS MR 117: MISC-REPAIR	·		AMOUNT
#1	CUSTOMER WOULD LIKE GOODWILL ASSI MOULDINGS ALL DISCOLERED CHECK AN Caused by FADED			
	Corrected by B7966: MOLDING, REAL REPLACE	R DOOR RIGHT SIDE R&R C	OR	
	Work performed by RICH YERTON Work performed by 10225 : 12033 Installed 25991893 :MOLDING (1750	(8 ) 07-CT) Qty	r: 1	Warranty Warranty Warranty
	REPLACED MOLDING.			
#2 *	MR B7976: MOLDING, REAR DOOR LEFT Caused by FADED			
	Corrected by B7976: MOLDING, REAL REPLACE	R DOOR LEFT SIDE R&R OF	2	
	Work performed by RICH YERTON Installed 25991894 :MOLDING (1750 REPLACED DOOR MODLING.	(8 ) 07-CT) Qty	r: 1	Warranty Warranty
#3 *	MR B7876: MOLDING, FRONT DOOR LEN Caused by FADED	FT SIDE R&R OR REPLACE		
	Corrected by B7876: MOLDING, FROM REPLACE	NT DOOR LEFT SIDE R&R C	PR	
	Work performed by RICH YERTON Installed 25991768 :MOLDING (1750 REPLACED THE DOOR MOLDING.		r: 1.	Warranty Warranty
TERMS: STR	ICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair	LABOR		
work hereinaf	lier to be done along with the necessary material and agree that you are not respons-	PARTS		
cause beyond	or damage to vehicle or articles left in the vehicle in case of fire, thatt, or any other d your control or for any delays caused by unavailability of parts or delays in parts	DEDUCTIBLE		
shipments by the supplier or transporter. I hereby grant you or your employees permission to  operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing  jand/or inspection. An express mechanic's lien is hereby acknowledged on phove vehicle to secure  line emount of repairs thereto.*  DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by  the manufacturer. The selier hereby expressly disclaims all warranties either express or implied, includ- ing any implied warranty of merchantability or filness for a particular purpose, and the selier meither  assumes nor authorizes any other person to assume for it any liability in connection with the sale of  said products. Any limitation contained herein does not apply where prohibited by law.		SUBLET		
		5HOP SUPPLIES		
		HAZARDOUS MATERIALS		
		SPECIAL ORDER DEPOSIT		
		DISCOUNTS		
		TOTAL DUE		
			,	
}				
NO R	ETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.			
X				
(G) 2003 ARKO	NA, Inc Deplet this Arrest prior Circus (600) WS-1578			



NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

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(C) 2003 ARKONA, IN A Designating Application Group (800)945-1656

SERVICE DEPARTMENT HOURS 7:30 a.m. to 5:30 p.m. Monday - Friday

R/O Open Date R/O Number					
1/22/10	6029902/2				
R/O Close Date	Status				
4/15/10 Reprint					
Mileage In	Mileage Out				
35201	35203				
Servine Adv	risor / Tag #				

JEFF JEWELL Work Phone Vehicle Identification Number 1GNFK16357R EUREKA, CA Home Phone Delivery Date In-Service Date 8/28/06 Color 8/28/06 License Number Body 2007 141F CHEVROLET SUBURBAN UŢ AMBER BRON

DESCRIPTION OF SERVICE AND PARTS	10.00	AMOUNT
4 * MR B7866: MOLDING, FRONT DOOR RIC Caused by FADED Corrected by B7866: MOLDING, FROM OR REPLACE Work performed by RICH YERTON Installed 25991767 :MOLDING (1750 REPLACED THE DOOR MOLDING.	NT DOOR RIGHT SIDE R&R	Warrant; Warrant;
5 * MR Z5001: FREIGHT		· ····
		Warranty
MS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair	LABOR	
rork harelinafter to be done elong with the necessary material and agree that you are not respons- tile for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other abuse beyond your control or for any delays caused by unavailability of parts or delays in parts hipments by the supplier or transporter. I hereby grant you or your employees permission to	PARTS	
	DEDUCTIBLE	
tile the vehicle herein described on streets, highways, or elsewhere for the purpose of testing	SUBLET	
nd/or inspection. An express machanids then is hereby acknowledged on above vehicle to secure to amount of repairs thereto."	SHOP SUPPLIES	
	HAZARDOUS MATERIALS	
LAIMER OF WARRANTIES. Any warranties on the products acid hereby are those made by isnufacturer. The seller hereby expressly disclaims oil warranties either express or implied, includ		
ny implied warranty of marchanlability or fitness for a particular purpose, and the seller neither	SPECIAL ORDER DEPOSIT	
ssumes not authorizes any other person to assume for it any liability in connection with the sale of sid products. Any limitation contained herein does not apply where prohibited by law.		
products. Any limitation contained herein does not apply where prohibited by law,	DISCOUNTS	

EUREKA, CA  Key Tag #  Key Tag #  Current Mileage  Mileage  Mean  Mean	Work Phone 2/05/10 5030162 Time Received Time Promised &  Key Tag # Current Mileage Mileage Out to  Make Model Body Engine Code Service Advisors  CHEVROLET SHBURBAN UT Identification Number Cotor Licenso Number Delivery Date in-Service Date &  6357R AMRER BRON 8/28/06 8/28/06  F  R: WARRANTY REPATR  K A SET OF RINGS OUT OF THE SELAED PACKAGE AND ND THAT THE RING WAS BROKEN OFF, THE BROKEN						"
Work Phone Time Received Time Pro  EUREKA, CA  17.13 2/05 1  Key Tag # Current Mileage Mileage  35201  Service A  2007 CHEVROLET SHBURBAN HT Vehicle Identification Number Color Licenso Number Delivery Date in-Service  1GNEK16357R AMBER BRON 8/28/06 8/28  141F  1 - WARR: WARRANTY REPAIR TOOK A SET OF RINGS OUT OF THE SELAED PACKAGE AND FOUND THAT THE RING WAS BROKEN OFF, THE BROKEN	Work Phone Time Received Time Promised  17.13 2/05 16.3  Key Tag # Current Mileage Mileage Out to Mileage Out t				. Home Phone 🕖 .	R/O Open Date	R/O Number
KcyTag# Current Mileage Mileage  Year Make Model Body Engine Code Service A  2007 CHEVROLET SHBURBAN UT Vehicle Identification Number Color Licenso Number Delivery Date in-Service  1GNFK16357R AMBER BRON 8/28/06 8/28  141F  1 - WARR: WARRANTY REPAIR TOOK A SET OF RINGS OUT OF THE SELAED PACKAGE AND FOUND THAT THE RING WAS BROKEN OFF, THE BROKEN	KcyTag# Current Mileage Mileage Out to  Make Model Body Engine Code Service Advisor  CHEVROLET SUBURBAN UT Identification Number Color License Number Delivery Date in-Service Date  6357R AMBER BRON 8/28/06 8/28/06  F  R: WARRANTY REPAIR  K A SET OF RINGS OUT OF THE SELAED PACKAGE AND ND THAT THE RING WAS BROKEN OFF, THE BROKEN				Work Phone	2/05/10 <sup>1</sup> Time Received	6030162
Year Make Model Body Engine Code Service A  2007 CHEVROLET SUBURBAN UT Vehicle Identification Number Color Licenso Number Delivery Date in-Service  1GNFK16357R AMBER BRON 8/28/06 8/28  141F  1 - WARR: WARRANTY REPAIR TOOK A SET OF RINGS OUT OF THE SELAED PACKAGE AND FOUND THAT THE RING WAS BROKEN OFF, THE BROKEN	Make Model Body Engine Code Service Advisor  CHEVROLET SHBURBAN UT Identification Number Color License Number Delivery Date In-Service Date  63578 AMRER BRON 8/28/06 8/28/06  F  R: WARRANTY REPAIR  K A SET OF RINGS OUT OF THE SELAED PACKAGE AND ND THAT THE RING WAS BROKEN OFF, THE BROKEN	UREKA, CA	7		V = . T #		2/05 16:3
Year Make Model Body Engine Code Service A  2007 CHEVROLET SHBURBAN UT Vehicle Identification Number Color License Number Delivery Date in-Service  1GNFK16357R AMBER BRON 8/28/06 8/28  141F 1 - WARR: WARRANTY REPAIR TOOK A SET OF RINGS OUT OF THE SELAED PACKAGE AND FOUND THAT THE RING WAS BROKEN OFF, THE BROKEN	CHEVROLET SUBURBAN UT Identification Number Color Licenso Number Delivery Date in-Service Date  63578 AMRER BRON R/28/06 8/28/06  F  R: WARRANTY REPAIR  K A SET OF RINGS OUT OF THE SELAED PACKAGE AND ND THAT THE RING WAS BROKEN OFF, THE BROKEN				Key Tag #		Mileage Out **
Vehicle Identification Number Color Ligenso Number Delivery Date in-Service  1GNFK16357R AMBER BRON 8/28/06 8/28  141F  1 - WARR: WARRANTY REPAIR  TOOK A SET OF RINGS OUT OF THE SELAED PACKAGE AND FOUND THAT THE RING WAS BROKEN OFF, THE BROKEN	Identification Number Color Licenso Number Delivery Date in-Service Date 6357R AMRER BRON 8/28/06 8/28/06 F R: WARRANTY REPAIR K A SET OF RINGS OUT OF THE SELAED PACKAGE AND ND THAT THE RING WAS BROKEN OFF, THE BROKEN	Year	Make	Mode)	Body		Service Advisor
1GNFK16357R AMBER BRON 8/28/06 8/28  141F 1 - WARR: WARRANTY REPAIR TOOK A SET OF RINGS OUT OF THE SELAED PACKAGE AND FOUND THAT THE RING WAS BROKEN OFF, THE BROKEN	AMRER BRON 8/28/06 8/28/06  R: WARRANTY REPAIR K A SET OF RINGS OUT OF THE SELAED PACKAGE AND ND THAT THE RING WAS BROKEN OFF, THE BROKEN		CHEVROLET			Delivery Date	JEFF JEWF
141F 1 - WARR: WARRANTY REPAIR TOOK A SET OF RINGS OUT OF THE SELAED PACKAGE AND FOUND THAT THE RING WAS BROKEN OFF, THE BROKEN	F R: WARRANTY REPAIR K A SET OF RINGS OUT OF THE SELAED PACKAGE AND ND THAT THE RING WAS BROKEN OFF, THE BROKEN			············			1
TOOK A SET OF RINGS OUT OF THE SELAED PACKAGE AND FOUND THAT THE RING WAS BROKEN OFF, THE BROKEN	K A SET OF RINGS OUT OF THE SELAED PACKAGE AND ND THAT THE RING WAS BROKEN OFF, THE BROKEN			1-101H114-001-1-1-			
FOUND THAT THE RING WAS BROKEN OFF, THE BROKEN	ND THAT THE RING WAS BROKEN OFF, THE BROKEN						
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	CE WAS NOT IN THE PACKAGE.				F, THE BROKEN		
PIECE WAS NOT IN THE PACKAGE.	21.500	PIECE	; was not in	THE PACKAGE.		_	

Original Estimate:

.00

03/08/2011 15:36 #002 P.033

From:NORTHWOOD AUTO PLAZA, INC.

707 444 6688

FOREGIAN'S SIG. X



SERVICE DEPARTMENT HOURS 7:30 a.m. to 5:30 p.m. Monday - Friday

R/O Open Date R/O Number 2/05/10 6030162/1 R/O Close Date <u>5/13/10</u> Reprint Mileage In Mileage Out 35201 35201 Service Advisor / Tag #

JEFF JEWELL Work Phone Vehicle Identification Number 1GNFK16357R EUREKA, CA Home Phone Delivery Date In Service Date 8/28/06 8/28/06 Body Year Model Color License Number 2007 CHEVROLET SÜBURBAN UT AMBER BRON

141	F	
	DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#1	- MR WARR: WARRANTY REPAIR TOOK A SET OF RINGS OUT OF THE SELAED PACKAGE AND FOUND THAT THE RING WAS BROKEN OFF, THE BROKEN PIECE WAS NOT IN THE PACKAGE. Caused by BROKEN	
	Corrected by J1300: PISTON, ROD AND/OR RINGS ONE CYL RIGHT BANK REPLAC E	
	Work performed by VICTOR RUELES (2 ) Installed 19208677 :RING KIT (00643-BPCT) Qty: 1 BROKEN OUT OF PACKAGE.	Warranty Warranty

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. If hereby authorize the repair work hareinafter to be done slong with the necessary material and agree that you are not respons-ible for loss or damage to vehicle or articles left in the vehicle in case of fire, thaft, or any other cause beyond your control or for any deleys caused by unavailability of parts or delays in pant shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on atreets, highways, or observers for the purpose of testing and/or inspection. An express mechanic's iten is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

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

	LABOR	.00
	PARTS	.00
	DEDUCTIBLE	.00
	SUBLET	- 00
	SHOP SUPPLIES	.00
	HAZARDOUS MATERIALS	.00
ıa	SALES TAX OR TAX I.D.	.00
ł	SPECIAL ORDER DEPOSIT	.00
	DISCOUNTS	.00
i	TOTAL DUE	0.0

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

(C) 2003 ARX ONA, Inc. - Dynamical Application Orace (600) 845-1070.

		Antiberate Morris Discous aminom	ৰ দহতে R/O Open Date জন্ম	HIMIR/O Number
			9/08/10	6033919
JREKA, CA		æ	10:29	Wait, inq
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	Kolemati tetterti ili tik itsi ili istet Model ilimik.	more successive Body contravers	Targine Code Cardin	CorService Advisor
2007 CHEVROI		UT		MARK CROS
1GNFK16357R	AMBER BRON	ு செக்க License Number அளடிக்	8/28/06	8 / 2.8 / 0.6
141F				77.07.00
L - 100C: LUBE,	OIL, FILTER - CAR 5	QT	1	
CHECK ALL FI	UID LEVELS AND CHEC	K TIRE PRESSURE.	()	
		7 5 50		
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? - 115: 34-POIN	T FREE INSPECTION	/I) -		
	`	7		
8 - 1.18: SET TIP	E PRESSIBES.	<i>!</i>		
FRONTS	32/32			
REARS	-47   47 (/			•
- 003: WASH TH	IR VEHTCIR			
. 005, 11151, 1,			•	
		Original Es	timate:	34,20

From:NORTHWOOD AUTO PLAZA, INC

707 444 6688

03/08/2011 15:36 #002 P.036

Signal Lights  Brake Lights  Wiper Blades  Recommend:  Factory Spec Cold  Factory Recommend:  TiRE WEAR INDICATES:  Alignment Check Needed  Wheel Balance Needed  TIRE PRESSURE SET TO FACTORY RECOMMEDED PSI  FRONT  REAR  COMMENT:  STIMATE  INSPECTED BY  NUMBER			
MILLOR ROSE ROSE RECEIVED WILL REQUIRE FUTURE ATTENTION REQUIRESTRANGED FOR THE POPULATION OF THE POPU		CUSTOMER NAME	HOME SHOWE
MILL REQUIRE FUTURE ATTENTION   SUBSTRINGS   STATE	W.J.D	· 1	•
MULTICATION REQUIRES DISPLANTING  GIEGUES ACTION  GOOD ACTION  GIEGUES ACTION  GOOD ACTION  GIEGUES ACTION  GOOD ACTION  GIEGUES ACTION  GOOD ACTION  GOOD ACTION  GIEGUES ACTION  GOOD ACTION  GIEGUES ACTION  GOOD ACTION  GOOD ACTION  GIEGUES ACTION  GOOD AC	TENZEIDIEIK	9	VIN
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### WILL REQUIRE FUTURE ATTENTION    Content	MALULAN		MINSPECTION REPORT
Topins 01   Topi			
Engine All   Condent   Engine And Friend   E		,	
Innamission Floid   Control   Cont			
Grober Huld  Power Starting Huld  Cooling System, AV, and Prating System Bedieter, Nation, Marker, AV, Hoses  Recommend:  Starting Links  Star		id	'
Power Staring Fluid   Clark	* ZZZ	•	$-\frac{m}{2}$
Comments:  Clarke Field  Cooling System Cooling Sys	177		
Window Washer Hold  Engine Air filter Cooling System, AZ and Hirating System Radiator, Hester, AV. Holes Radiator,		luid	
Engine Air filter Cooling System AC and Horating System Accessory Drive Belts Recommend:  Shocks, Struts, Superation Components Steering Indiage  Officially, Transmission, U-joines, Shife Linkage Springs Contractly Springs Head-Fog Lamps Joined Lights Jo		Fluid	
Explication for the filter Cooling system. All And Heating System Baddator, Haster, All Chaves Accessory Orive Belts Facomand: Shocks, Strutt, Superaion Components Steering linkage Springs Streeting linkage Diverbalt, Transmission, U-joints, Shift Linkage Springs Frake Measurements Not Taken This Service Visit Springs More Wheel Alignment Recommend:  Head-Tog Lumps Jatedor Uights Jatedor Uights Signal Lights Signal Lig			
Cooling System. A/C and Heating System  Radiator, Heater, A/C Hoses  Baccommend:  Shocks, Strutt, Suspension Components Steering Unkage  Spring:  CV SocityAdd  Spring:  CV SocityAdd  Spring:  CV SocityAdd  Spring:  CV SocityAdd  Cooling System  Steering Unkage  Spring:  CV SocityAdd  Cooling System  Steering Unkage  Streeting Unkage  Wheel Alignment  Recommend:  LF  TREAD DEPTH  RF  Struction Ughts  Signal Lights  Signal Lights  Signal Lights  Signal Lights  Wiper Blades  Recommend:  Wiper Blades  Recommend:  Take Measurement. Not Taken This Service Visit  Note Vehicle Damage  TREAD DEPTH  RF  Struction Ughts  Signal Lights  Tread Depth  Recommend:  Tread Depth  Recommend:  Tread Depth  Recommend:  Tread Depth  RF  Struction Ughts  Signal Lights  Tread Depth  Recommend:  Tread Depth  RF  Struction Ughts  Signal Lights			
Badiator, Nettor, Alf Houses  Accessory Drive Belts  Baccamment:  Steering linkings  Streeting linkings  Springs  Springs  Springs  Exhaust System  Wheel Alignment  Recommend:  Headifing Lamps  Joseph System  Headifing Lamps  Joseph System  Wheel Alignment  Recommend:  Headifing Lamps  Joseph System  Joseph System  Headifing Lamps  Joseph System  Joseph	1///		
Accessory Drive Belts  Recommend:  Shecks, Sturts, Supension Components  Shecks, Sturts, Supension Components  Shecks, Sturts, Supension Components  Shecks, Sturts, Supension Components  Shecks, Sturts, Supension Comments  Shecks, Sturts, Sturts, Supension Comments  Shecks, Sturts, Sturts  Shecks, Sturts, Sturts  Shecks, Sturts			The second secon
Shocks, Strutt, Supersion Components  Steering Linkage  Driveshalt, Transmission, U-joints, Shift Linkage  Springs  Exhaust System  O'Recht/Ade  Wheel Alignment  Recommend:  Head/for Lamps  Joint Lights  Joint Lights  Joint Shift Linkage  Frick Measurements Not Taken This Service Visit  TREAD DEPTH  RF  Relative Lights  Joint Lights  Jo		Belts	
Shocks, Strutt, Suspension Components Steering Linkage  To Divershalt, Transmission, U-Joints, Shift Linkage Springs  Exhaust System  Wheel Alignment  Recommend:  Wheel Alignment  Recommend:  Wheel Alignment  Recommend:  Wheel Alignment  Recommend:  If TREAD DEPTH  RF  SERVERORIZED  Joint Lights  Joint Lights	of the property of the second		12 (Drift) 1 (Disc)   Over 2 (Disc)   Over 2 (Drift)   Over 3 (Drift)   Ov
Steering Linkage  Driveshalt, Transmission, U-Joints, Shift Linkage  Brake Measurements Not Taken This Service Visit  Wheel Alignment  Recommend:  Heading Links  Signal Lights  Signal Lights  Signal Lights  Tail Lights  Wiper Blades  Recommend:  Recommend:  Recommend:  To Joint Lights  Signal Lights  Signal Lights  Signal Lights  Signal Lights  Signal Lights  Tail Li			3 to 5mm or 4/32" to 7/32" (Disc) or 1,01 to 2mm (Drum) or 2/32" to 3/32"
Brake Injusting Signal Lights    Commonn:		isoension Components	[25] Less (this 23 min 'or A/124 (Disc) For Hamil'or (1/13) for Jest (Dinn)   1/2/2/2/2/2/2/2/2/2/2/2/2/2/2/2/2/2/2/2
Springs Exhaust System  CV Boots/Axile  Wheel Alignment  Recommend:  Head/fig Lamps J/32 to 5/32 Jaterior Lights Brake Lights Brake Lights Jial Lights Wiper Blades  Recommend:  Festory Spec Cald Crasking Angsi Crasking Angsi Crasking Angsi Comment:  Your Next Service Appointment is:  DATE  TIME  Note Vehicle Damage  Note Note Note Note Note Note Note Note		nission, U-fojats, Shift Linkage	Brake Measurements Not Taken This Service Visit
Wheel Alignment  Recommend:  Head/fog Lamps  Jay 10 5/32  Jinterior Lights  Signal Lights  Brake Lights  Jil Lights  Jil Lights  Wiper Blades  Recommend:  Recommend:  Recommend:  Jil Lights  Jil Lig			and the state of the contraction
Wheel Alignment Recommend:    If TREAD DEPTH RF	10 and 1		Note Vehicle Damage
Recommend:  Head/fog Lamps 3/32 to 5/32  Interior Lights			2.136 TIRE INSPECTION
Head/fog Lamps J/32 to 5/32 Janterior Lights Jignal Lights Jignal Lights Jignal Lights Jight Jights Horn Wiper Blades Recommend:  Wiper Blades Recommend:  LR Recommend:  Jig Good Recharge Cranking Amps Comments:  Your Next Service Appointment is:  DATE  LUSTOMER SIGNATURE  INSPECTED BY NUMBER			TOPAN REDTU
Head/fog Lamps  Jay 10 5/32  Jinterior Lights  Signal Lights  Brake Lights  Horn  Wiper Blades  Recommend:  Wiper Blades  Recommend:  Festiny Spec Cold Cranking Amps  Cranking Amps  Cranking Amps  Cranking Amps  Cranking Amps  Comments:  Time  Time  Customer Signature  Inspected By  NUMBER  NUMBER  NUMBER		ERAL SEADER PROPERTY SEASON	
Interior Lights  Signal Lights  Brake Lights  Horn  Wiper Blades  Recommend:  Factory Spec Cold  Cranking Amps  Comments:  Your Next Service Appointment is:  DATE  TIME  CUSTOMER SIGNATURE  LIGHTS  SIGNATURE  NUMBER		, , , , , , , , , , , , , , , , , , , ,	
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Recommend:    Wiper Blades			
Recommend:    Good   Factory Spac Cold   El Good   Recharge   Granking Amps   Bad   Battery Terminals   TIRE WEAR INDICATES:   Alignment Check Needed   Wheel Balance Needed   TIRE PRESSURE SET TO FACTORY RECOMMEDED PSI   FRONT   REAR      Comments:			90 00 00 00 00 00 00 00 00 00 00 00 00 0
Good   Factory Spec Cold   Z Good   Cranking Amps   Bad   Battery Terminals   TIRE WEAR INDICATES:   Alignment Check Needed   Wheel Balance Needed   TIRE WEAR INDICATES:   Alignment Check Needed   Wheel Balance Needed   TIRE PRESSURE SET TO FACTORY RECOMMEDED PSI   FRONT   REAR   TIRE PRESSURE SET TO FACTORY RECOMMEDED PSI   FRONT   REAR   TIRE PRESSURE SET TO FACTORY RECOMMEDED PSI   FRONT   REAR   TIRE PRESSURE SET TO FACTORY RECOMMEDED PSI   FRONT   REAR   TIRE PRESSURE SET TO FACTORY RECOMMEDED PSI   FRONT   REAR   TIRE PRESSURE SET TO FACTORY RECOMMEDED PSI   FRONT   REAR   TIRE PRESSURE SET TO FACTORY RECOMMEDED PSI   FRONT   REAR   TIRE PRESSURE SET TO FACTORY RECOMMEDED PSI   FRONT   REAR   TIRE PRESSURE SET TO FACTORY RECOMMEDED PSI   FRONT   REAR   TIRE PRESSURE SET TO FACTORY RECOMMEDED PSI   FRONT   REAR   TIRE PRESSURE SET TO FACTORY RECOMMEDED PSI   FRONT   REAR   TIRE PRESSURE SET TO FACTORY RECOMMEDED PSI   FRONT   REAR   TIRE PRESSURE SET TO FACTORY RECOMMEDED PSI   FRONT   REAR   TIRE PRESSURE SET TO FACTORY RECOMMEDED PSI   FRONT   REAR   TIRE PRESSURE SET TO FACTORY RECOMMEDED PSI   FRONT   REAR   TIRE PRESSURE SET TO FACTORY RECOMMEDED PSI   FRONT   REAR   TIRE PRESSURE SET TO FACTORY RECOMMEDED PSI   FRONT   REAR   TIRE PRESSURE SET TO FACTORY RECOMMEDED PSI   FRONT   REAR   TIRE PRESSURE SET TO FACTORY RECOMMEDED PSI   FRONT   REAR   TIRE PRESSURE SET TO FACTORY RECOMMEDED PSI   FRONT   TIRE PRESSURE SET TO FACTORY RECOMMED   TIRE PRESSURE	Recommend:		
Recharge Cranking Amps Bad Battery Terminals TIRE WEAR INDICATES: Alignment Check Needed Wheel Balance Needed  Cranking Amps (Clean if necessary)  TIRE PRESSURE SET TO FACTORY RECOMMEDED PSI FRONT  REAR  Comments:  Customer signature  ESTIMATE  INSPECTED BY  NUMBER			Recommend:
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	DISTRIBUTION: PART 1 - CUSTO	OMER COPY PART 2 - DEALER COPY	NP155-04000 6/06

	^.	Chev	rolet	HY	ипря	I
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SERVICE DEPARTMENT HOURS 7:30 a m. to 5:30 p.m. Monday - Friday

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9/08/10	6033919/1
R/O Close Date Make	Statist
9/08/10	Pro-Invoice
numera Mileage In Products	Mileage Out
40909	40909
www.mams/will# Service Advi	sor/arg#/
MARK CROSGR	
*********Vehicle Identific	ation Number
7 (2) NEW 1 6 2 6	*/ 12

HUREKA, CA

man Delivery Date was kin-Service Date 8/28/06 GRANDSCEN Color tests

8/28/06 mikticense Nümber

2007 141F

DESCRIPTION OF SERVICE AND PARTS And PARTS

SUBÜRBAN

100C: LUBE, OIL, FILTER - CAR 5 QTCHECK ALL FLUID LEVELS

AMBER BRON

AND CHECK TIRE PRESSURE. Work performed by SCOTT BURKHART

14.05 20.15

Installed 89017524 :FILTER (01836-BOPCKT)

included Included

Installed 5W30 :OIL Sub Total: 34.20

#2 - 115: 34-POINT FREE INSPECTION

Sub Total: .00

#3 - 118: SET TIRE PRESSURES: FRONTS

Work performed by SCOTT BURKHART SET ALL TIRE PRESSURES TO SPEC 32PSI

Sub Total: .00

#4 - 003: WASH THE VEHICLE

Sub Total: .00 Sub Total: .00

IT RMS. STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "Thereby authorize the repair work hereinafter to be done along with the necessary moteral and agree that you are not respons table for loss or damage to vehicle or adictos left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to experience the vehicle herein described on streets, highways, or disewhere for the purpose of testing sention inspection. An express mechanic's lien is hereby acknowledged on above vehicle to accure the rimount of ropairs thoroto."

DISCLAIMLR OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The sollar horeby expressly disclaims all warranties either express or implied, including my implied warranty of merchantability or fitness for a particular purpose, and the soller neither assumes nor authorizes any either person to assume for it any itability in connection with the sale of surd products. Any smitation contained herein does not apply where prohibited by law.

LABOR	1.4 . 0 5
PARTS	20.15
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
IN SALES TAX OR TAX LD.	1.71
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.60
TOTAL DUE	35.91

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS. (8)

C) 2001 A149 DNA, Inc. - Destinator Application Comp. (\$20) 5th 1026.



212 7TH ST EUREKA CA. 95501 PHONE (707) 443 - 4861 FAX (707) 444 - 6688

DATE:						
TO: MARY Both Hollman						
COMPANY: GIVA Business Resource Center						
FAX NUMBER: 866 874 5883						
NUMBER OF PAGES (INC. COVER):						
FROM: Will Mabley						
per your Request						

	From	n:NORTH₩	00D	AUTO	PLAZA	, IN	VC.	707	444	6688		03/08/20	)11 14 <b>:</b> 59
aler Nu	mber <u>11</u>	106	_ 0	ontraot Nu	mber			R.O.8.	Number	1689	4070	Stock Number	141F
uwar (ar	d Co-Buye	er) Name and A	doress	(Including	County an	d Zlo C	Code)	Credito	- Seller	(Name a	nd Address)		
		CA					,	2 N	ORTHW	•	ITO PLAZA ET		
				buy the v	vehicle belo u agree to	w for c	ash or on a Creditor -	redit. By Seller (s	signing	this cont	act, you choos	e to buy the vehicle tract) the Amount Fir sures below are part	on credit under the
narge aco New	paraing to t	ne payment sch Make	edule b	elow. We v	viii figure yo	ur finan	oce onarge o	n a cally	Dasis. I	ne irutn-ir	-Lending Disck	sures below are part	of this contract.
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ITEMIZ	ATION OF	THE AMOUNT FI	NANCE	,							Co-Buyer X		
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O.	Other (to wi	hom pald)*				_ 🌣	<u></u>	<b>□</b> (∨)			above. Your	signature below mea	ns that you agree
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Ü,	NOT (PAGE)	n (A less B) (indic	ate it a n	eñana unu	11297)	φ	/ <u></u>	100)			I STUTE VIEW	Name	of Gan Contract

Co-Buyers and Other Owners — A co-buyer is a person who is responsible for paying the entire debt. An other own does not have to pay the debt. The other owner agrees to the security interest in the vehicle given to us in this contract. Address \_ GUARANTY: To induce us to sell the vehicle to Buyer, each person who signs as a Guarantor individually purantees the payment of this contract. If Buyer falls to pay any money owing on this contract, each Guarantor must pay it when saked. Each Guarantor will be liable for the total amount owing even if other persons also sign as Guarantor, and even if Buyer has a complete defense to Guarantor's demand for reimbursement. Each Guarantor agrees to be liable even if we do one or more of the following: (1) give the Buyer more time to pay one or more payments; (2) give a full or partial release to any other Guarantor; (3) release any security; (4) accept less from the Buyer than the total amount owing; or (5) otherwise reach a settlement relating to this contract or extend the contract. Each Guarantor acknowledges receipt of a completed copy of this contract and guaranty at the time of signing. Guerantor walves notice of acceptance of this Guaranty, notice of the Buyer's non-payment, non-performance, and default; and notices of the amount owing at any time, and of any demands upon the Buyer. Quarantor X N/A Guarantor X N/A Address N/A N/A Address Seller Signs NORTHWOOD OUTO PLOZA Title FIN. Date **98/28/96** By X. MANE FORM NO, 859-CA (new 700) U.S. PATENT NO, DAMP 788 E2005 Reymolds and Reymolds 70 DRIVER were retrieved to the 2000 Reymolds and Reymolds 70 DRIVER were retrieved to the 2000 Reymolds and Reymolds 70 DRIVER Were retrieved to the 2000 Reymolds and Reymolds 70 DRIVER WERE RETRIEVED TO THE RESERVED TO TH 141 기 [[[[[] [] [] [] []

2007 SUBURBAN 4WD 1/2 TON LT 53U AMBER BRONZE METALLIC		GENERAL MO	TORS COR	PORATION
53U AMBER BRONZE METALLIC	/V8Ġ	& SUBSIDIA	ARIES	
TAR EBONI		RENAISSANC	E CENTER	
ORDER NO. KGDC8X/SDC STOCK NO	.141)-	DETROIT	MI 48	3243-1114
VIN 1GN FK16 35 7R	•	VEHICLE IN	VOICE 1A	092208239
*********				
MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL -	SOLD
CK10906 SUBURBAN 4WD 1/2 TON LT				
AS3 3-PASSENGER, 3RD ROW SEAT	100.00	83.00	SHIPPED (	08/08/06
CF5 POWER SLIDING SUNROOF	995.00	825.85	EXP I/T (	08/30/06
CF5 POWER SLIDING SUNROOF C6C GVW RATING-7400 LB GT4 REAR AXLE - 3.73 RATIO LC9 VORTEC 5300 V8 SFI FLEX-FUEL	N/C	N/C	INT COM (	08/30/06
GT4 REAR AXLE - 3.73 RATIO	N/C	N/C	PRC EFF (	08/08/06
LC9 VORTEC 5300 V8 SFI FLEX-FUEL	N/C	N/C	KEYS G120	)3 G1203
M30 4-SPD AUTOMATIC TRANSMISSION UVB NAVIGATION RADIO W/CD/DVD/MP3	N/C	N/C	WFP-S QT	
UVB NAVIGATION RADIO W/CD/DVD/MP3	2250.00		BANK: GM	
(REPLACES 6-DISC CD CHANGER) UVC REAR VIEW CAMERA SYSTEM	050 00		CHG-TO	06-438
UVC REAR VIEW CAMERA SYSTEM	250.00	207.50		
U42 REAR SEAT ENTERTAINMENT SYSTEM	1295.00	10/4.85	SHIP WT:	
V1K LUGGAGE RACK - CROSS BARS YF5 50-STATE EMISSIONS			HP:	
			GVWR:	
1LZ SUBURBAN LTZ EQUIPMENT GROUP:  * FRONT LEATHER APPOINTED	7915.00	6569.45	GAWR.FT:	
" PRONI DEATHER APPOINTED			GAWR.RR: GMS:	
* DOLADO GIDE GEVE M\10-MAA			GMS: SUPPLR:	46531.10
DOMER HEAT & MEMORY			MRM:	53610.00
* PASSENGER SIDE SEAT W/12-WAY			NTR: 1/2	53610.00
POWER & HEAT			DAN:	የለኛ ሃላ ነጥ የራስኤታ
* 2ND ROW LEATHER APPOINTED		•	MEMO	
SEATS			TIEMO	2500.50
* FRONT LEATHER APPOINTED BUCKET SEATS  * DRIVER SIDE SEAT W/12-WAY POWER, HEAT & MEMORY  * PASSENGER SIDE SEAT W/12-WAY POWER & HEAT  * 2ND ROW LEATHER APPOINTED SEATS  * 2ND ROW HEATED SEATS				
* 2ND ROW SEAT POWER RELEASE				
* POWER ADJUSTABLE PEDALS				
* REMOTE VEHICLE STARTER				

\* HEAD CURTAIN SIDE AIR BAGS, ALL SEATING ROWS

COMPATIBLE 6-DISC CD CHANGER

\* AM/FM STEREO WITH MP3

(REPLACES STD RADIO)

\* BOSE PREMIUM SPEAKER SYSTEM

- \* XM SATELLITE RADIO SERVICE FEE EXTRA. 1ST 3 MONTHS INCL.
- \* POWER LIFTGATE WITH LIFTGLASS
- \* LOCKING REAR DIFFERENTIAL
- \* AUTORIDE SUSPENSION PACKAGE
- \* 20" POLISHED ALUMINUM WHEELS
- \* HEATED WASHER FLUID SYSTEM
- \* RAIN SENSING WIPERS
- \* UNIVERSAL HOME REMOTE
- \* TRI-ZONE AUTOMATIC AIR COND
- \* REAR PARKING ASSIST
- \* OUTSIDE POWER FOLDING MIRRORS W/AUTO DIMMING & TURN SIGNALS

<sup>\*\*</sup> CONTINUED ON PAGE 2 \*\*

I USAU AN ULU

53U AMBER BRONZE METALLIC /V8G & SUBSIDIARIES RENAISSANCE CENTER STOCK NO. ACK DETROIT MI 48243-1114
VEHICLE INVOICE 1AD92208239 ORDER NO. KGDC8X/SDC VIN 1GN FK16 35 7R MODEL & FACTORY OFTIONS MSRP INV AMT RETAIL - SOLD

\*\* CONTINUED FROM PAGE 1 \*\*

TOTAL MODEL & OPTIONS DESTINATION CHARGE DEALER CO-OP ADVERTISING

52710.00 47137.40 ACT 237 46456.10 900.00 H/B 261 1581.30 900.00 527.10 ADV 261 527.10

TOTAL

53610.00 48564.50 PAY 310 48564.50

MEMO: TOTAL LESS HOLDBACK AND

APPROX WHOLESALE FINANCE CREDIT 46385.30

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

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

NORTHWOOD CHEVROLET

REMIT TO GMAC NO. 085 VIN 1GNFK16357R \$ 48564.50 INV 1AD92208239



## GM CUSTOMER INCENTIVE AND ONSTAR ACKNOWLEDGMENT







(a) (b) CIT CMC HUMMER







		(excludes Saturn	)
	TN: 1/G/λ)/F/K/1/6/3/	15171R1	
I a inc (B	entive(s) be applied: (a) 左 to the down pa	yment of this vehicle,	named below and request that the available customer (b) where permissible by law, as a price reduction inal price with incentive applied), or (c) a check be  GM Incentive Code
		\$ <del>3000</del> \$	\$
su	her Program Selection (Which may or may ported financing/leasing, etc)  Lelect to receive		omer incentive programs; for example, Division
Į	. I elect to receive		OR INCENTIVES AND ONSTAR SERVICE -
ε	identification number, which was sold/le- for personal/business use and not resale a	ased to me by the Dea and I took delivery on	purchaser or lessee of the vehicle bearing this vehicle aler, named below. This vehicle was purchased/leased// I acknowledge receipt of incentive(s) future claim or obligation for incentive(s) on this unit.
t	Terms and Conditions Acknow	wledgment. I acknow	YesNo wledge that I have received the Terms and Conditions bies are available in the vehicle glovebox, from the ed below).
	I understand that in order to cancel the my vehicle or call 1.888.4OnStar (1.888 cancelled.	e OnStar service in n 8.466.7827) or TTY 1	ny vehicle, I must press the blue OnStar button in 1.877.248.2080 and request that my Services be
<b>(7)</b> b	Purchaser/Lessee Signature:		Date; & & D
incent has tal	ve(s) described in Item and the OnStar	Terms and Condition	mation on this application is true and correct, and the is have been provided to the said purchaser/lessee who at properly completed accurate delivery data has been
	thorized Dealer Signature:  alership Name:  Northwood	Auto Plaza	Date: 08/28/06 Dealer Code: 06-438

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.



REG 262 (REV. 3/2003)

#### VEHICLE/VESSEL TRANSFER AND REASSIGNMENT FORM

This form is not the ownership certificate. It must accompany the titling document or application for a duplicate title. INSTRUCTIONS ON REVERSE SIDE ALL SIGNATURES MUST BE IN INK PHOTOCOPIES NOT ACCEPTED SECTION 1: Vehicle/Vessel Description **Vehicle/Vessel IDENTIFICATION NUMBER** YEAR MODEL MAKE LICENSE PLATE/CF # MOTORCYCLE ENGINE # 1GNFK163576 2007 CHEVROLET SECTION 2: Bill of Sale NORTHWOOD AUTO PLAZA I/We Bill of Sale sell, transfer, and deliver the above vehicle/vessel 8 28 2006 49, 974, 79 or the amount of (PRINT BUYER'S NAME(S)) MO DAY (SELLING PRICE) If this was a gift, indicate relationship: (e.g., parents, spouse, friend, etc.) (GIFT VALUE) SECTION 3: Odometer Disclosure Statement (Void if Mileage is Altered or Erased) Federal and State Law requires that you state the mileage upon transfer of ownership. Fallure to complete or providing a false statement may result in fines and/or imprisonment. The odometer now reads (no tenths) miles, and to the best of my knowledge reflects the actual mileage unless one of the following statements is checked. WARNING-ODOMETER DISCREPANCY Odometer reading is **NOT** the actual mileage Mileage exceeds the odometer mechanical limits Explain odometer discrepancy: SECTION 4: Buyer and Seller (MUST print his or her name, date and sign this section.) I acknowledge the odometer reading and the facts of the transfer. I certify under penalty of perjury under the laws of the State of California that the Information I have provided is true and correct. 8/28/06 PRINT NAME Ø8/28/Ø6 PAINT NAME SIGNATURE DATE DL, ID OR DEALER MAILING ADDRESS EUREKA, CA SELLER I certify under penalty of perjury under the laws of the State of California that the information I have provided is true and correct. PRINT NAME DATE DL, ID OR DEALER # NORTHWOOD AUTO PLAZA <u>08</u>/28/06 11106 PRINT NAME DATE DL. ID OR DEALER # X PRINT NAME SIGNATURE DATE DL. ID OR DEALER # X MAILING ADDRESS CITY 212 7TH STREET EUREKA. CA 95501 SECTION 5: Power of Attorney Power of Attorner NORTHWOOD AUTO PLAZA appoint (PRINT NAME[6]) (PRINT NAME[S]) its, as needed, to transfer ownership as required by law. as Sig DATE Х 08/28/06 Sig ing Power of Attorney DATE Ø8/28/Ø6



RECEIPT

CUSTOMER EUREKA, CA

100001085 8/29/06 12:19 AMOUNT 51279.97

Payment Received:

Check

51279.97 Total Received: 51279.97

Payment Applied To: ONE PAY #141F-

22001 : 141F : 100001085 22001 : 141F : 100001085

49335.29 1944.68

Total Applied: 51279.97 BRUTANDIE GENTUA

Issued By Travelers Express Company, Inc. P.O. Box 9476, Minnespolis, MN 55480 Drawee: Preferred Bank Los Angeles, C.A.

rocation: 13842

:RURPOSE/REMITTER:

NORTHWOOD CHEVROLET

TO THE OF:

62.255,64 \$

FORTY VINE THOUSAND THREE HUNDRED THIRTY FIVE DOLLARS AND 29 CENTS

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16-4220

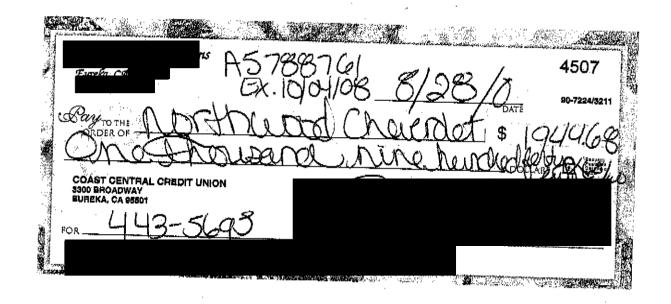
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OFFICIAL CHECK

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THIS DOCUMENT HAS AN ARTIFICIAL WATERMARK PRINTED ON THE BACK, THE FRONT OF THE DOCUMENT HAS A MICRO-PRINT BORDER. ABBENCE OF THESE FEATURES WILL INDICATE A COPY.





**7C** 105776

## **NEW VEHICLE** 7 YEAR LIMITED WARRANTY

#### RENEWABLE FOR LIFETIME COVERAGE

PERMA-PLATE PAINTGUARD™: Siskin Enterprises, Inc. hereby guarantees to the original new vehicle owner that the treated surface of their new vehicle will retain it's high luster and shine on the date of purchase and is enforceable for seven (7) full years from the date of purchase except where otherwise noted. Should the original painted finish be damaged by weather induced fading, oxidation or loss of gloss, Siskin will repair such condition completely free of charge. Siskin reserves the right to attempt to repair any such damage through professional detailing prior to repainting any surface. Damage resulting from water spotting, bird droppings, tree sap, acid rain or industrial fallout is limited to the cost of professional detailing.

PERMA-PLATE FIBERGUARD™: Slakin Enterprises, Inc. hereby guarantees to the original new vehicle owner that the treated fabric of their new vehicle will remain free of permanent stains from the date of application and is enforceable for seven (7) full years from the date of purchase except where otherwise noted. Should permanent staining occur to the interior fabric of the owner's new vehicle properly treated with Perma-Plate Fiborguard, the stained area will be replaced completely free of charge. Siskin reserves the right to attempt to remove any stain through professional cleaning prior to the replacement of any fabric.

PERMA-PLATE LEATHERGUARD\*\*: \$iskin Enterprises, inc. hereby guarantees to the original new vehicle owner that the treatment of Perma-Plate Leatherguard to the surface of the leather and vinyl interior and/or stationary vinyl roof will prevent damage caused by sun or temperature extremes and is enforceable for seven (7) full years from the date of purchase except where otherwise noted. Should leather and/or vinyl of the owner's new vehicle treated with Perma-Plate Leatherguard be damaged by environmental conditions causing fading, discoloring or cracking of the dash, Siskin will repair such condition completely free of charge. Siskin reserves the right to attempt to correct any such damage through professional reconditioning prior to the replacement of any surface.

ELIGIBILITY: Vehicles eligible for this warranty are current model year, new previously untitled vehicles with less than 7500 miles on the odometer at the time of application. Coverage will be extended to Factory Program vehicles and Demonstrator vehicles of the current model year with less than 20,000 miles on the odometer at the time of application for seven (7) years from the in service date or date of first use, or until the vehicle is seven (7) years old. A Factory Program vehicle is one that has previously been titled to a Car Rental Company prior to ownership by the first private party. Vehicles of the previous model year which otherwise meet the above criteria will be accepted through June 30th. R.V.'s, Motor Homes and Conversion Vans are not eligible for this warranty.

OWNER'S RIGHT TO RENEW: The original new vehicle owner may, at their option, renew warranty coverage by having the products professionally reapplied to the vehicle within 30 days of expiration of this warranty. A new warranty must be issued from the authorized Perma Plate dealer and the registration card must be forwarded to Slakin to activate coverage. See the Previously Owned Vehicle warranty for specific coverage details

OWNER'S RIGHT TO TRANSFER: The original new vehicle owner shall have the right to transfer this warranty to the first subsequent owner of the vehicle without charge of any kind. The subsequent owner must complete and sign the attached transfer card and submit it to Siskin within 30 days from the date of purchase by the first subsequent vehicle owner.

VEHICLE OWNER REQUIREMENTS: Vehicle owner should maintain the vehicle by washing regularly and vacuuming carpet and upholatery frequently. Siskin strongly recommends following the maintenance procedures for interior and exterior care as described on the attached sheet. SISKIN IS NOT OBLIGATED OR RESPONSIBLE FOR GENERAL CLEANING AND MAINTENANCE OF THE VEHICLE'S PAINT, FABRIC OR LEATHER SURFACES, REGULAR CLEANING AND CARE IS NECESSARY.

LIMITATIONS OF COVERAGE: This warranty does not cover damage existing prior to the application of the Perma-Plate products, or to surfaces not treatable with the Perma-Plate products such as semi-gloss or non-glossy paint, head liners, seat belts, steering wheels or as determined by the design of the vehicle; damage caused by road hazards, vandatism, collision or similar accident; fire or other natural casualities; rusting of metal; modifications or alterations of the factory's original painted finish (i.e. repainted surfaces, aftermarket on striping, etc.); defective paint (i.e. peeling or chipping of paint or factory clear coat, paint separating, cracking or flaking, or as determined by Independent Inspection or factory bulletins); ohips or scratches caused by every day use or other causes or damage caused by neglect or abuse; stains or damage caused by dye, ink, tar, gum or paint; bleach, acid or other caustic or corrosive substances; burns, rips, tears, shredding or other interior labric or leather damage resulting from vandatism or other causes; abnormal use or damage due to neglect or abuse; surface wear or natural creases in leather seate; modification or alteration of leather or vinyl surfaces; damage caused by rusting or poor adhesion to the surface to which the leather or vinyl has been attached or manufacturer's defects.

WARRANTY REGISTRATION: IN ORDER FOR THIS WARRANTY TO BE VALID THE ATTACHED. WARRANTY REGISTRATION CARD MUST BE COMPLETED AND MAILED TO SISKIN WITHIN 30 DAYS FROM THE APPLICATION OF THE PERMA-PLATE PRODUCTS.

REPAIR OBLIGATIONS: Siskin Enterprises, Inc. has sole discretion in determining and implementing repair procedures. Such service will be performed with reasonable promptness and quality. Siskin's obligation shall be limited to one repainting or replacement per affected area. Siskin has no obligation toward reimoursement of transportation or inconvenience costs during time of repair. Siskin's liability is limited to the lesser of the cost of repair or the trade in value of the vehicle. If warranty covered damage has occurred. Siskin will pay only for the repair of the damaged portion of the vehicle

CLAIM PROCEDURE: A daim may only be paid to the original new vehicle owner or first subsequent owner during the warranty period with a property registered and/or transferred warranty. Damage once begun, may greatly worsen unless repairs are promptly made. In order to reasonably minimize any damage which might occur, a claim must be filed within 60 days from the onset of damage by notifying Siskin at the phone number or address listed below. A COPY OF THIS WARRANTY CERTIFICATE MUST BE FORWARDED TO SISKIN WITHIN 50 DAYS FROM THE EARLIER OF: APPEARANCE OF DAMAGE COVERED BY THIS WARRANTY OR THE TIME WHEN THE DAMAGE COULD HAVE BEEN DISCOVERED UPON REASONABLE OBSERVATION OR INSPECTION, FAILURE TO FORWARD A PHOTO COPY OF THE WARRANTY WITHIN 50 DAYS VOIDS THIS WARRANTY. ANY REPAIR UNDERTAKEN WITHOUT EXPRESS, WRITTEN AUTHORIZATION FROM SISKIN WILL NOT BE

TERMS AND CONDITIONS OF THIS WARRANTY ARE AS STATED ABOVE AND CANNOT BE ALTERED UNLESS IN WRITING BY SISKIN ENTERPRISES, INC. This warranty specifically excludes Siskin from liability for incidental or consequential damages occasioned by use of the products. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exception may not apply to you. No express rights are given under the warranty except for those specifically described herein. This warranty gives you specific legal rights and you may also have other rights which vary from state to state.

> SISKIN ENTERPRISES, INC., P.O. Box 58, Salt Lake City, Utah 84110 Call Toil Free (800) 453-8470; or E-mail: siskin@perma-plate.com

Customer Name

In Service Date 8 /24 /04

Dealer Name \_ 1 [ A D. Td. Mwn

INVENTO	RY:			R/O Open Date 8/28/06 Time Received 7:11	R/O Number 6004088 Time Promised 8/28 16:30
		TANKS I	Key Tag#	Current Mileage 3	Mileage Out
Year 2007	Make CHEVROLET	Model SUBURBAN	Fixely UT	Engine Code	Service Advisor WILL MOBLEY
1GNFK1		Color AMBER BRON	License Number	Delivery Date	In-Service Date
141	F				
#1 - Z70	QO: PRE DELIVE	RY INSPECTION GM	BASE TIME		Ţ
#2 - 140 -	7: ADD 5 GALLO	NS OF FUEL IF NE	EDED		Ï
#3 - 408	: LICENSE PLAT	E FRAMES REPLACE			I
	: MISC-REPAIR TALL FRONT GRI	LLE- SEE WILL.			I
,	<u> </u>			······································	0.0

Original Estimate:

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117 6413

Customer Signature



# Pre-Delivery Inspection Procedure for Passenger Cars and Light Duty Trucks

	Dealer/BAC Code	
For proper fiuld levels, fuel usage, equimanual & service information. Removed damage to the vehicle.	ilpment operation, specifications and proc wristwatches, jewelry, cell phones, etc.,	edures, refer to the appropriate owner
Deficiencies must be called to Service M routing of the following.	lanagement's attention. Inspect, perform, ve	erify proper operation, assembly, fit and
Initial Preparation:  Adjust tires to pressures specified on the Certification Tire Pressure Label. Record results.  AFTER: LF ORF 37 LR 77 RR 77 Install loosely shipped parts, such as antenna, wheel covers, luggage rack, mirrors and cargo nets (torque as needed)  Leave door edge protection and other shipping/storage materials on until customer delivery  Accessories:  Verify RPO and RPA options  install all accessories; check fit, finish	Unusual noises/vibrations  Squeaks and rattles  Transfer case or TAPsnift function (if equipped)  Cruise/adaptive cruise (if equipped)  OnStar for connectivity (if equipped)  Transmission shifter, clutch, noise, shift smoothness  Engine performance: Hot start, idle quality  Check for MiL, SES, SVS, and warning lights  Under Hood:  Check battery state of charge, Record voltage below. Charge battery if below	Seat belts: material, operation and latches  i. Child Comfort Guide – elastic cord visible (if equipped)  ! Tremovable top/panel, convertible top  - Displays, gauges and lights (head, driving/fog tail, parking, turning, reverse, running, brake, and hazard)  Trunk safety release (if equipped)  Fit/function/retention of parts such as bumpers, molding, grille, emblems, doors, deck lid, hood, fuel door and locking cap, tailgate, tire carrier and hatches (if equipped)  Under Vehicle:
and operation  Road Test:  ODOMETER: Before Z After S	VOLTAGE 15 DATE 8-28 INITIAL JTZ	Underbody, drivetrain, suspension, skid plates, exhaust system, lines, linkages and hoses  Brake/fuel lines secured in clips
Before, during and after this test, check all standard equipment, options and accessories for proper operation, as applicable. <b>During Road Test:</b>	Remote hood release, latch and hood safety latch  Hoses, lines, cables and wire attachments are free of kinks and clear	Check all fluid systems for leaks  Final Inspection & Preparation:  Perform just prior to delivery.
Drive on a legal roadway with road conditions permitting evaluation of the following:  Engine Performance: Cold start,	of any moving/hot parts Hoses, pipes, fittings, seals, gaskets and plugs for seepage Fluid levels: Add as required	Interior: Remove protective coverings. Clean as required: seats, headliner, kick panels, carpets, console, instrument panel, moldings and hard trim Install floor mats (if equipped)
idle quality  HVAC system controls, blower(s), heater, A/C, front defroster and rear defogger  Radio, cassette and CD player (regular, steering wheel and rear controls)	Body/Chassis:  Doors, locks, keys and keyless entry system  Check child safety door/window locks are in normal (unlocked) position (if equipped)	<ul> <li>Thorough exterior wash and dry; check for water leaks.</li> <li>Exterior finish: Check paint finish for dents, dings, chips, scratches, or blemishes. Repair as necessary.</li> <li>Erase all messages on voice recorder.</li> </ul>
Steering wheel - center position  Steering for leads, pulls, woration at ide, vibration while driving  Wipers, delay and washers  (front and rear)  Brakes for noise, pulls, vibration or shudder at both high and low speeds  Unusual wind noise	Neutral start safety switch (if equipped) Power mirrors (if equipped) Horn Electronic compass/temperature for function. Set compass to correct zone (if equipped) Seats: Check operation and that removable seats are properly secured	(If equipped)  Reset fuel economy readings  Set clock/calendar to local time  Using a clean cloth, clean the wiper blades using GM Optimeen windshield washer solvent  Thoroughly clean all glass surfaces

Technician (Print Name)

Service Manager (Signature)

Date

Printed in USA

File With Repair Order

Certification: I certify that this Pre-Delivery Inspection has been completed by:

1/05

10288095

REPAIR ORDER - INVENTORY: 141F	AUDIT COPY	Work Phone Home Phone  Rody  UT	8	VO Open Date /28/06 VO Close Date /28/06 Mileage In 3	R/O Number 6004038/1 Receipt No. Mileage Out
Year Make	Model	License Number		Service	Advisor
2007 CHEVROLET  Vehicle Identification Number	SUBURBAN	Account No.		LL MOBLEY Delivery Date	In-Service Date
1GNFK16357R	AMBER BRON	ACCOUNT NO.		Denvery Dails	III-Service Date
141F	AND DECOM			,	
#1 - Z7000: PRE DELIVE Work performed by			55	104.37	₩
#2 - 1407: ADD 5 GALLO	NS OF FUEL IF NE	EDED			W
#3 - 408: LICENSE PLAT	E FRAMES REPLACE			<b></b>	-
	<b> </b>				-
#4 - 117: MISC-REPAIR Work performed by INSTALLED FRONT GI CUSTOMER, AS PER	RILLE WHICK WAS :	0.50hrs @ 81. SUPPLIED BY THE	00	40.50	I 
					1
		SERVICE CONT. WARRA		CUSTOMER PAY	COST
	INTERNAL \$	SERVICE CONT. WARRA		CUSTOMER PAY	COST
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ABOR ARTS EDUCTIBLE UBLET HOP SUPPLIES AZARDOUS MATERIALS ALES TAX OR TAX I.D. PECIAL ORDER DEPOSIT				CUSTOMER PAY	COST
ARTS EDUCTIBLE UBLET HOP SUPPLIES AZARDOUS MATERIALS ALES TAX OR TAX I.D.			.37	CUSTOMER PAY	COST

		, ,	Home Phone 707-443-5695 Work Phone	R/O Open Date 2/23/07 Time Received	R/O Number 6008674
EUREKA,	CA			14:42	Inte Promised 2/23 16:3
			Key Tag #	Current Milcage	Mileage Out
Year	Make	Model		4548	
2007	CHEVROLET	SUBURBAN	Body	Engino Code	Service Advisor
Vehicle Identification Number		Color	License Number		JAMES RET
1GNFK16357R		AMBER BRON	isena. mange	Delivery Date 8/28/06	In-Service Date
141	F		- Wall	0/20/00	8/28/06

AM/35 - 17E

Original Estimate:

.00

From: NORTHWOOD AUTO PLAZA,

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707 444 6688

03/08/2011

15:03 #001 P.016



R/O Open Date R/O Number 2/23/07 6008674/1 R/O Close Date 2/28/07 Final Mileage In 4548 Service Advisor / Tag #

r				JAMES RETTA	/*W*
			Work Phone	Vehicle (dentific	ation Number
EUDEWA	<b>~</b>	1		1GNFK1635	7R
EUREKA,	CA		Home Phone	Delivery Date	In-Service Date
Year	Make			8/28/06	8/28/06
		Modet	Rody	Color	License Number
2007	CHEVROLET	SUBURBAN	UT UT	AMBER BRON	
141F					

DESCRIPTION OF SURVICE AND PARTS	AMOUNT
#1 - WARR: WARRANTY REPAIR	Alvental
CUST STATES BATTERY KEEPS GOING DEAD.	
Caused by OUT OF CAL	•
Corrected by J6354: (PN) (3L) MODULE, POWERTRAIN CONTROL ENGINE REPROGRAMMING	
Work performed by VICTOR RUELES (2 )	Warranty
DIAGNOIS, REPROGRAM THE BCM AS PER DOC 06-06-03-11	
<b>D</b> •	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be cone along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of first, theft, or any other cause bayond your coritor or for any delays caused by unsvallability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on attracts, highways, or elsewhere for the purpose of teating and/or inspection. An express machanic's lien is hereby acknowledged on above vahicle to secure the emount of repairs thereto.

DISCLAIMER OF WARPANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The suiter hereby expressly disclaims all warranties either express or implied, incluing any implied warranty of merchantability or fitness for a particular purpose, and the selter neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limit ition contained herein does not apply where prohibited by taw.

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)•  T	PARTS	.00
<u>.</u>	DEDUCTIBLE	.00
Ö	SUBLET	.00
•	SHOP SUPPLIES	.00
	HAZARDOUS MATERIALS	. 00
, lud	SALES TAX OR TAX I.D.	.00
ſ	SPECIAL ORDER DEPOSIT	.00
	DISCOUNTS	.00
	TOTAL DUE	00

NO RETURN ON FLECTRICAL OR SAFETY LIEMS OR SPECIAL ORDERS.

(C) 2003 ARXONA, Ing . Deat (this Application Group (800)945-(038

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2007 CHEVROLET	SUBURBAN	UT		JAMES RET
Halense:Vehicle Identification Number ::: 2007 1GNFK16357R 141F	AMBER BRON	Listar≇ Licenso Number≖89765	8/28/06	sasuln-Servico Dato : 8/28/06
1 - 100T: LUBE,OIL A	ND FILTER	V ************************************		(
2 - 003: WASH THE VE	HICLE S			
	e ·	•		

Original Estimate:

03/08/2011 15:03 #001 P.019

444 6688

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From:NORTHWOOD AUTO PLAZA, INC

HYUNDAI RTHWOOD 212 7th Street, Eureka, CA 95501 - (707) 443-4861 (800) 338-0761

SERVICE DEPARTMENT HOURS 7:30 a.m. to 5:30 p.m. Monday - Friday

;அள்R/O Open Date ≌குக் கூகை R/O Number குறை 2/23/07 6008665/1 MikR/O.Close Date vest | Significal Status was reserved 2/23/07 Pre-Invoice こうためば Mileage In 海洋線海道 「北部線 Mileago Out Mana 4548 高星型配子型立時にi Service Advisor / Tag # Websets Faith

8/28/06

JAMES RETTA/\*W\* கோழுந்திக்-Vehicle Identification Number வக்கும் அத 1GNFK16357R

иминиветь Home Phone выпражение Pases Delivery Date twee sate In-Service Date Ma

8/28/06

编版Yeara来 [ ARRang Grove Make 中国的国际内部的 | Tarwalky Model Superior (新疆) | Tarwalky Make (Tarwalky Make) | Tarwalky Make (Tarwalky Make (Tarwalky Make) | Tarwalky Make (Tarwalky Make (Ta ಸಿಪ್ಕಳಾಗಿದ್ದ Color ಚಿಕ್ಕಾಪ್ರಾಸ್ಟ್ ಪಡ License Number ಡಿಚಿ 2007 CHEVROLET SUBURBAN UT AMBER BRON

141F

EUREKA, CA

LANGE DESCRIPTION OF SERVICE AND PARTS 计记忆系统设施设施设施。	家職時 概念形YAMOUNT 問題開業
#1 - 100T: LUBE, OIL AND FILTER	
Work performed by SCOTT BURKHART (1 )	10.30
Installed 89017524 :FILTER (01836-BOPCKT) 1@5.	1
Installed 5W30 :OIL 6@2.	
Sub Total: Labor: 10.30 Parts: 18.20 Total: 28.50	

#2 - 003: WASH THE VEHICLE Sub Total: Labor: .00 Parts: .00 Total: .00

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hare natter to be done along with the necessary material and agree that you are not respons-thle for loss or damage to vehicle or entities left in the vehicle in case of fire, theft, or any other cause buyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. It hereby grant you or your employees permission to top really the vehicle herein described on atreats, highways, or elsewhere for the purpose of testing undfor inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure line 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 of implied, including any implied variantly 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 said products. Any limitation contained herein does not apply where prohibited by law.

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NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS 指數

- Co 2503 afte (244 tog - Cop 615%) artisepton Group (800)345-1074

Cash

*	100	Home Phone	R/O Open Date	I/O Number
			10/01/07	601406
	\	Work Phone	Time Received	Time Premiser
UREKA, CA			7:40	10/01 16:3
		Key Ing#	Corrent Mileage	Miteage Out-
			10772	
Year Make	Modet 9	Body	Engino Code	Service Advisor
2007 CHEVROLET	SUBURBAN	UT		JUSSICA P
Vehicle Identification Number	Color	License Number	Delivery Date	io-Service Date
1GNFK16357R	AMBER BRON		8/28/06	8738400
141F				T-2-2-5-1

CUSTOMER STATES THAT WHEN YOU OPERATE SOMETHING FO R A SHORT TIME, THE BATTERY GOES DEAD.

#2 - WARR: WARRANTY REPAIR THE RIGHT FRONT INNER DOOR HANDLE IS PEELING.

#3 - WARR: WARRANTY REPAIR CUST STATES THE THE LEFT FRONT INNER DOOR HANDLE IS PEELING.

Original Estimate:

10-1-0 DIBAMUSDA5-DLMSSREEM

486 Y-R

PARTS ON ORDER 13mm 10-3-07 Sign (5)

From:NORTHWOOD AUTO PLAZA, INC.

707 444 6688

03/08/2011 15:04 #001 P.022

ALO OR BUPL MECH PAY PLAT RATE W-TSUE REPAIR ORDER COFF TIME

40. NO. NO. S. TIME

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Deprote 2016-51

Tests Bal

Jest Rod 321×6-51

no abnormal draw four on elect system charging at spec.

ordered now battery

ordered both inside door hardler





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Chevrolet	HYUNDAI
NORTI	HWOOD
212 7th Street, Eureka, CA95501	- (707) 443-4861 (800) 338-0761

RCO Open Date R/O Number 10/01/07 R/O Close Date 6014061/1 1/21/08 Milenge In Final Mileage Out 10772

					Service Adv	nsor / Tag #
					WILL MOBLEY	
			Work Phone		Vehicle Identifi	cation Number
מאס מוזמ	C.V.		Liver Film		1GNFK1639	57R
EUREKA	A, CA		Lizasca File		Delivery Date	In-Service Date
Year	Make	Model			8/28/06	8/28/06
			Body	<u>,                                    </u>	Color	License Number
2007	CHEVROLET	SUBURBAN	UT		AMBER BRON	
141F						<del></del>

DESCRIPTION OF SERVICE AND PARTS #1 - WARR: WARRANTY REPAIR		AMOUNT
CUSTOMER STATES THAT WHEN YOU OF R A SHORT TIME, THE BATTERY GOES Caused by POOR MACH	DEAD.	
Corrected by N0110: (OJ) (321R6) Work performed by JOHN DAVIS		
Installed 89022168 (FP):BATTERY DIAGNOIS, TESTED FOR DRAW, AND A INSTALLED A NEW BATTERY.	(3 ) Qty: 1 LTERNATOR, OK.	Warranty Warranty
#2 - WARR: WARRANTY REPAIR THE RIGHT FRONT INNER DOOR HANDL Caused by POOR MACH		
Corrected by B4280: (VV) (3N) HAY OPENING RIGHT R&R OR REP L	NDLE, FRONT DOOR INSIDE	
Work performed by JOHN JOHNSON	(12.)	Warranty
Installed 15935954 (FP):HANDLE ( INSPECT, REPLACED THE R-FRONT IN	16345-CT) Of v. 1	Warranty
#3 - WARR: WARRANTY REPAIR CUST STATES THE THE LEFT FRONT II IS PEELING. Caused by POOR MACH Corrected by B4281: (VV) (3N) HAI OPENING LEFT R&R OR REPL ACE WORK performed by JOHN JOHNSON Installed 15935951 (FP):HANDLE (INSPECT, REPLACED THE LEFT FRONT HANDLE.	NDLE, FRONT DOOR INSIDE CE (12 ) 16345-CT) 1 Oty, 1	Warranty Warranty
TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary metanal and agree that you are not respons-	LABOR	
itale for 1055 or damage to vehicle or entities left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by they reliable of reds or datage in case	PARTS	
shipments by the supplier or transporter. I heraby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's iten is hereby acknowledged on above vehicle to secure	DEDUCTIBLE SUBLET	
and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."	SHOP SUPPLIES	
DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by	HAZARDOUS MATERIALS	
the manufacturer. The seller nereby expressly discisims all warranties either express or implied, includ- ing any implied warranty of merchantability or filinass for a particular purpose, and the caller neither.		
assumes nor authorizes any other person to assume for it any liability in connection with the safe of said products. Any limitation contained herein does not apply where prohibited by law.	BPECIAL ORDER DEPOSIT	
The state of the s	DISCOUNTS TOTAL DUE	
NO RETURN ON FLECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS		
X		
(SU 2003 A RY 944, 104 - Omittratio Academian Oreas (800)1945-1029		



R/O Open Date R/O Number 10/01/07 6014061/2 R/O Close Date 1/21/08 Final Mileage in Mileage Out 10772 Service Advisor / Tag #

AMOUNT

			WILL MOBLEY/*W*
		Work Phone	Vehicle Identification Number
ELIPERA CA			1GNFK16357R
EUREKA, CA		Home Phone	Delivery Date In Service Date
Year Make			8/28/06 8/28/06
	Model	Body	Color License Number
2007 CHEVROLET	SUBURBAN	UT	AMBER BRON
141F			

DESCRIPTION O	F SERVICE AND PARTS		
Please Note:	OCT 11, CALLED AND RESCHEDULE.	10:10AM, SOP HERE D SHE WILLL CALL BACK T	i,
	JAN 18, CALLED 10:1: AND MADE HER AN AP	2AM, SOP HERE, TALKED T FOR TODAY AT 2:30.	O RACHEL

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair TRAMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "Thereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for lose or damage to vehicle or articles left in the vehicle in case of first, their, or any other cause beyond your control or for any delays caused by unavailability of perts or delays in parts shipments by the aupolier or trensporter. I hereby grant you or your employees permission to operate in a vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby scknowledged on above vehicle to sequire the amount of recains thereto." the amount of repairs thereto.

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The saller hereby expressly discialme att warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the saller neither assumes not authorized 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	. 00
	PARTS	
	DEDUCTIBLE	55
	SUBLET	- 58
	SHOP SUPPLIES	
	HAZARDOUS MATERIALS	.00
14	SALES TAX OR TAX I.D.	00
	SPECIAL ORDER DEPOSIT	. 00
	DISCOUNTS	- 00
	TOTAL DUE	

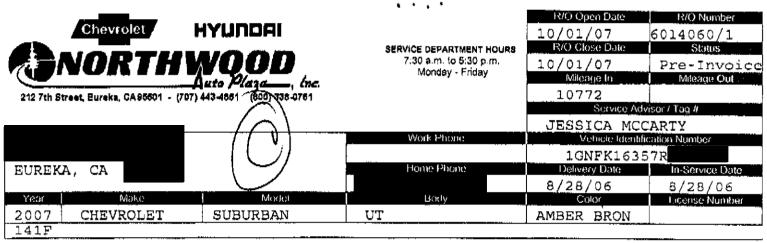
NO RETURN ON FLECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

2003 ARMONA, Inc. - Descriptio Ambordon Octobr (2003846-1078

From:NO	RTHWOOD AUTO PLAZ	A, INC. 707 444 6	688 03/08/	2011 15:05 #001	P.026
UREKA,			Work Phone Key Tag #	R/Q Open Date	R/O Number 6014060 Time Pr
Year 2007	Make CHEVROLET	Model SUBURBAN	UT	Engine Code	Service Advisor
Venicle 1GNFK1	G357P	Color AMBER BRON	License Number	Delivery Date 8 / 28 / 06	In-Service Date
141	F			0/28/06	
		5-70	0		(.
:2 <b>-</b> 115	; 34-POINT FRE	E INSPECTION			Ç
3 - 003	: WASH THE VEH	ICLE			Ç
			Original Es	timate:	32,15
			,		

A solution of the present and a become a ten print the presentation of the present the presentation of the presentation of the presentation of the

32.15



Installed 89017524 :FILTER (01836-BOPCKT) 1@5.00 5.00 Installed 5W30 :OIL 6@2.20 13.20 Sub Total: Labor: 12.50 Parts:18.20 Total: 30.70  #2 - 115: 34-POINT FREE INSPECTION Work performed by SCOTT BURKHART (1 ) NEEDS TIRE ROTATION. Sub Total: Labor: .00 Parts:.00 Total: .00  #3 - 003: WASH THE VEHICLE Sub Total: Labor: .00 Parts:.00 Total: .00  #4 - 102: ROTATE TIRES - 6 LUG		
Work performed by SCOTT BURKHART (1 ) NEEDS TIRE ROTATION. Sub Total: Labor: .00 Parts:.00 Total: .00  #3 - 003: WASH THE VEHICLE Sub Total: Labor: .00 Parts:.00 Total: .00  #4 - 102: ROTATE TIRES - 6 LUG Work performed by SCOTT BURKHART (1 ) ALSO HAD TO RELEARN THE TIRE MONITORS.	#1 - 100T: LUBE,OIL AND FILTER Work performed by SCOTT BURKHART (1 ) Installed 89017524 :FILTER (01836-BOPCKT) Installed 5W30 :OIL	AMOUNT 12.50 5.00 13.20
Sub Total: Labor: .00 Parts:.00 Total: .00  #4 - 102: ROTATE TIRES - 6 LUG  Work performed by SCOTT BURKHART (1 )  ALSO HAD TO RELEARN THE TIRE MONITORS.	Work performed by SCOTT BURKHART (1 ) NEEDS TIRE ROTATION.	}
Work performed by SCOTT BURKHART (1 ) 19.90 ALSO HAD TO RELEARN THE TIRE MONITORS.		
	Work performed by SCOTT BURKHART (1 ) ALSO HAD TO RELEARN THE TIRE MONITORS.	19.90

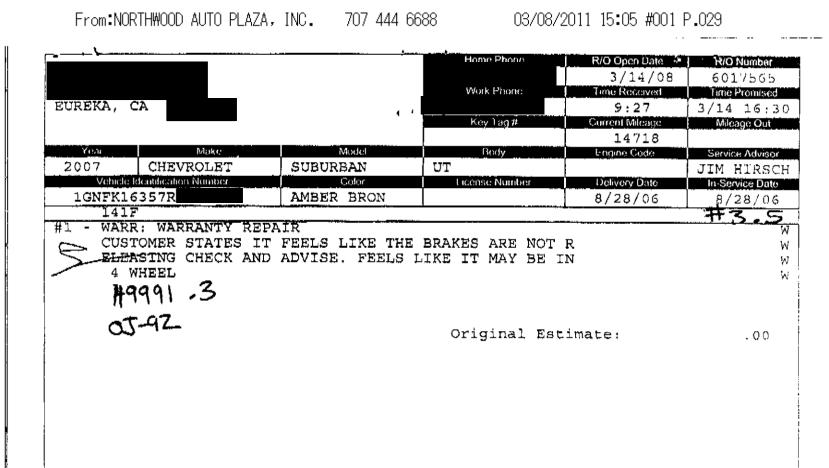
YERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hareinaffer to be done along with the necessary material and agree that you are not respons-tible for loss or damage to vehicle or erticles left in the vehicle in case of fire, their, or any other cause beyond your control or for any delays caused by unavailability of parts of delays in parts Shipments by the supplier or transporter. I hereby grant you or your employees parmission to opporate the vehicle herein described on streets, highways, or alsewhers for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure like amount of repairs thereto."

DISCLAIMER OF WARRANTIES. Any warrenties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warrantes either express or implied, including any implied warranty of marchantability or filness for a particular purpose, and the seller neither assumes nor authorized 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	32.40
PARTS	18.20
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	, 00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	1.32
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	100
TOTAL DUE	51.92
Z 5018	

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

(C) 2003 ARKCONA Inc. - Dysteratio Analication Group (800)945-1026



"In many production that proper and where to the determinant of the property o



R/O Open Date R/O Number 3/14/08 6017565/1 R/O Close Date 3/14/08 Final Mileage In 14718 Service Advisor / Tag #

					JIM HIRSCH/	′ *W*
			Mearle Februar	17	Vehicle Identification Number	
					1GNFK1635	57F
EUREK	EUREKA, CA		Home Phone	e	Delivery Date	In Service Date
		<u>'</u>			8/28/06	8/28/06
Year	Marke	Model	Body		Color	License Number
2007	CHEVROLET	SUBURBAN	UT		AMBER BRON	
1 A 3 t3						

	DESCRIPTION OF SERVICE AND PARTS	1100	
	WARR: WARRANTY REPAIR		YMOUNT
-1-	CUSTOMER STATES IT FEELS LIK	E THE BRAKES ARE NOT R	
	ELEASING CHECK AND ADVISE. F	EELS LIKE IT MAY BE IN	
	4 WHEEL	==-	<u> </u>
	Caused by POOR MACH		!
	Corrected by H9991; (OJ) (3N DUPLICATED		:
	Work performed by JOHN DAVIS		Warrant
	THE TECH TESTED THE BRAKES, O		į
	NO SIGNS OF EXCESSIVE HEAT O AT THIS TIME.THE TECH FOUND		i
	MODE.SHOULD BE IN 2 WHEEL MO	· · · · · · · · · · · · · · · · · · ·	
	MODE. SHOOLD BE IN 2 WARRE MO	DE.	
			İ
			ł
		the repair LABOR	

hole for loss or damage to vehicle or shicles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vahicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

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

	LABOR	.00
	PARTS	.00
	DEDUCTIBLE	.00
	SUBLET	.00
	SHOP SUPPLIES	.00
	HAZARDOUS MATERIALS	.00
ud.	SALES TAX OR TAX I.D.	, 00
	SPECIAL ORDER DEPOSIT	.00
	DISCOUNTS	.00
	TOTAL DUE	0.0

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

					•
			Home Phone	R/O Open Date	R/O Number
				3/14/08	6017564
			Work Phone	Time Received	Time Promised
EUREKA,	CA		<b>24</b>	9:27	3/14 16:30
			Key Tag#	Current Miteage	Mileage Out
				14718	
Year	Make	Model	Hody	Lingine Code	Service Advisor
2007	CHEVROLET	SUBURBAN	UT		JIM HIRSCH
Vehicl	e Identification Number	Color	Doense Number	Delivery Date	In-Service Date
1GNFK1	16357R	AMBER BRON		8/28/06	8/28/06
143	F				
#1 - 100	C: LUBE, OIL,	FILTER - CAR 5 (	OT CO		C
	1 1		· (1)		
	مسوشید کے اور ا		~		

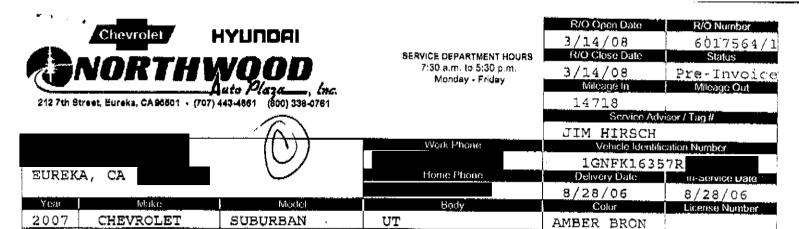
#2 - 102: ROTATE TIRES - 6 LUG

#3 - 115: 34-POINT FREE INSPECTION

Original Estimate:

44.76

#4 WASh



DESCRIPTION OF SURVICE AND PARTS		AMOUNT
#1 - 100C: LUBE, OIL, FILTER - CAR 5 QT Work performed by SCOTT BURKHART (1 ) Installed 89017524 :FILTER (01836-BOPCKT) Installed 5W30 :OIL Sub Total: Labor: 15.56 Parts:18.20 Total: 33.76	1@5.00 6@2.20	15,56 5.00
#2 - 102: ROTATE TIRES - 6 LUG Work performed by SCOTT BURKHART (1 ) ROTATED TIRES Sub Total: Labor: 11.00 Parts:.00 Total: 11.00		11.00
#3 - 115: 34-POINT FREE INSPECTION Sub Total: Labor: .00 Parts: .00 Total: .00		

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the report work haveningter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavoidability of parts or delays in parts shipments by the supplier or transponar. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or alsewhere for the process of testing and/or inspection. An express mechanic's lien is hereby ecknowledged on above vehicle to secure the amount of repairs thereto."

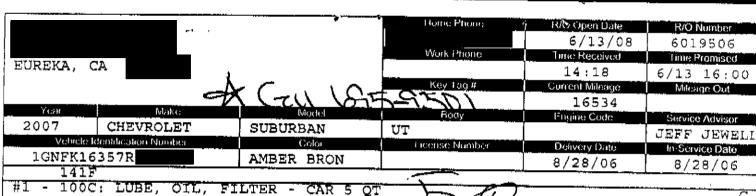
DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of marchantability or fitness for a particular purpose, and the seller neither assumes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

LABOR	26.56
PARTS	18,20
DEDUCTIBLE	.00
SUBLET	. 0 0
SHOP SUPPLIES	. 00
HAZARDOUS MATERIALS	. 0 0
SALES TAX OR TAX I.D.	1.32
SPECIAL ORDER DEPOSIT	. 0 0
DISCOUNTS	,00
TOTAL DUE	46,08

NO RETURN ON HI POTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

141F

(C) 2003 ARKOYA, mo - Destricto Appropriation Grove (8003046-1926



#2 - 115: 34-POINT FREE INSPECTION

#3 - 003: WASH THE VEHICLE

Original Estimate:

33.76

Ç

C

33.76

From:NORTHWOOD AUTO PLAZA, INC.

707 444 6688



R/O Open Date	R/O Number
6/13/08	6019506/1
R/O Close Date	Status
6/13/08	Pre-Invoice
Mileage In	Mleage Out
16534	

ervice Advisor / Tag # JEFF JEWELL Work Phone Vehicle Identification Number 1GNFK16357R EUREKA, CA Delivery Date In-Service Date 8/28/06 8/28/06 сниз License Number 2007 CHEVROLET SUBURBAN UT AMBER BRON 141F

DI SCRIPTION OF SERVICE AND PARTS		AMOUNT
#1 - 100C: LUBE, OIL, FILTER - CAR 5 QT Work performed by SCOTT BURKHART (1 ) Installed 89017524 :FILTER (01836-BOPCKT) Installed 5W30 :OIL Sub Total: Labor: 17.76 Parts:16.00 Total: 33.76	1@5,00 5@2,20	17.76 5.00 11.00
#2 - 115: 34-POINT FREE INSPECTION Sub Total: Labor: .00 Parts: .00 Total: .00		ļ
#3 - 003: WASH THE VEHICLE Sub Total: Labor: .00 Parts:.00 Total: .00		,

. ITERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinster to be done along with the necessary majerial and agree that you are not respons-tible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other foliate beyond your control or for any delays caused by unavailability of parts or delays in parts impments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on attests, highways, or elsewhere for the purpose of testing und/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 warrenties either express or implied, indu-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 liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law

		1
г	LABOR	17.76
,	PARTS	1.6.00
	DEDUCTIBLE	.00
í	SUBLET	.00
)	SHOP SUPPLIES	.00
	HAZARDOUS MATERIALS	.00
ůĠ	SALES TAX OR TAX I.D.	1.16
	SPECIAL ORDER DEPOSIT	.00
	DISCOUNTS	,00
	TOTAL DUE	34.92

NO RETURN ON ELECTRICAL OR SAFE 1Y ITEMS OR SPECIAL ORDERS.

			Home Phone	R/O Open Date	R/O Number
		•		2/27/09	6024300
			VVork Phone	Time Ruceived	Time Promised
EUREKA,	CA			8:33	2/27 16:00
			Key Tag #	Current Mileage	Mileage Out
				24393	
Year	Malce	Model	Body	Engine Code	Service Advisor
2007	CHEVROLET	SUBURBAN	UT'		WILLIAM MORELLE
Vehicle	o Ideoldication Number	Cotor	License Number	Delivery Date	In-Survice Date
1GNFK)	L6357R:	AMBER BRON		8/28/06	8/28 06
141	LF				<del>- La reconstitut de la colonia de la colonia</del>

#1 - 100T: LUBE, OIL AND FILTER

#2 - 125: 34-POINT FREE INSPECTION

- 116: RESET OIL LIFE LIGHT IF APPLICABLE.

#4 - 003: WASH THE VEHICLE

#5 - WARR: WARRANTY REPAIR

CUSTOMER STATES THAT THE ENGINE IS USING ABOUT TWO QUARTS OF OIL BETWEEN OIL CHANGES, SEE WILL

FIRST.

Original Estimate:

23.55

PART	rs		LABOR	
MART NO.		PICE COLE TO A COPERICOCE		1.800
charted for &	34/5 and PI's		sumption Covern	
	= 2231805 for			
stand do consum	Air fost	600 P. R.O. OR ES	MP. MECH PAY FLAT RATE W-TIME REPAIR ORDER OF 27 LL 27 ON ON	10 • 0
LOF	oil life moi	6020	BAPL MECH PAY PLAT PLATE W-TIME REPRIE ORDER OF THE TIME LL 27	7
: lEt mas	01		13	)
: (ode 10 4432 =	- EVAP soull 1	erk 12 Was 100	5e (5	TO STATE OF THE ST
Men Alt	wat cale			Wha
			: : : : : : : : : : : : : : : : : : :	
	:			
		CHERWYS RO		

Document ID: 2231805

Page 1-of 1.

2007 Chevrolet Chevy Suburban - 4WD [1gn/k16357r] Avalanche, Escalade, Suburban, Tahoe, Yukon (VIN C/K) Service Manual | Engine | Preliminary Information | Document ID: 2231805

# #PIP4574: Excessive Oil Consumption and/or Blue Exhaust Smoke - keywords BQMI BQMR - (Feb 5, 2009)

Subject:

Excessive Oil Consumption and/or Blue Exhaust Smoke

Models:

2007 Chevrolet Avalanche, Silverado, Suburban, Tahoe

2007 GMC Sierra, Yukon

with 5.3L Engine (RPO LC9 - VIN 3)



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

## Condition/Concern:

Some customers may complain that their vehicle has been using approximately 1 quart of oil every 500-1,000 miles. In most cases, the customer will advise that this did not start until it accumulated approximately 30,000 miles or more.

If the spark plugs have been inspected, the technician would have found signs of oil consumption on one or more spark plugs. If they went on to perform a cylinder leakage test, static compression test, or the lifter and PCV baffle inspection from the latest version of PIP4492, they would find that none of these tests identified the cause of this concern.

In many cases, the engine may have had the rocker cover, cylinder heads, and/or oil control rings replaced only to come back with the same concern.

# Recommendation/Instructions:

If this concern is experienced, no repairs should be performed at this time because the cause of this concern is under investigation. This PI will be updated as soon as a procedure is available to help diagnose/repair this concern, which should be available by the end of this month (February 2009).

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-yourseifer". 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 safety. If a condition is described, DO NOT assume that the buildin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit





R/O Open Date R/O Number 2/27/09 6024300/1 R/O Close Dale 2/28/09 Final Mileage In Mileage Ou 24393

RANDY SHEPARD/\*W\* Work Phone Vehicle Identification Number 1GNFK16357R EUREKA, CA Florio Phone In-Service Date Dehvery Date 8/28/06 8/28/06 Model Body License Number 2007 CHEVROLET SUBURBAN UT AMBER BRON 141F

			DISCRIPTION OF SERVICE AND PARTS	AMOUNT:
	#1	-	100T: LUBE,OIL AND FILTER  Work performed by JOHN DAVIS Installed 89017524 :FILTER (01836-BOPCKT) Installed 5W30 :OIL Sub Total: Labor: 15.33 Parts:18.43 Total: 33.76	15.33 5.23
	#2	<b>-</b>	115: 34-POINT FREE INSPECTION Sub Total: Labor: .00 Parts:.00 Total: .00	
	#3	-	116: RESET OIL LIFE LIGHT IF APPLICABLE. Sub Total: Labor: .00 Parts:.00 Total: .00	
	#4	_	003: WASH THE VEHICLE Sub Total: Labor: .00 Parts:.00 Total: .00	
ř	#5	-	WARR: WARRANTY REPAIR CUSTOMER STATES THAT THE ENGINE IS USING ABOUT TWO QUARTS OF OIL BETWEEN OIL CHANGES, SEE WILL FIRST. Work performed by JOHN DAVIS INSPECT, NEED TO DO A OIL MONITOR TEST, NEED TO CHECK THE OIL LEVEL ABOUT EVERY 500 MILES, AND KEE	Warranty
			P A CHART.	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair TERMS: STRICTLY CASH UNILESS ARKANDEMENT & ARK MADE. The egy sourcines into repair work hereinster to be done along with the necessary meterial and Agria that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of party or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of texting transfer increasion. As express mechanic's lien is hareby schooleded on above vehicle to security. and/or inspection. An express mechanic's tien is hereby acknowledged on above vehicle to semile 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 discialins all warranties either express or implied, include ing any implied warranty of merchaniability or fitness for a particular purpose, and the saller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	15.33
PARTS	18.43
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
d. SALES TAX OR TAX I.D.	1,34
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	35.10
Visa/Mastercard 012386	35.10

NO RETURN ON DI ECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS

703 АЙКОТ\А, Inc. - Destaratio App(+9994 Grove (#00))€(8-1076

V			d Home Phone:::::::::::	R/O Open Date	R/O Number Very
		,	Work Phone	7 / () 7 / () 9 Time Received	6 (2 (2 (5 3 d)
EUREKA,	CA	_	-5f Key Tag #	1. O + 2.2 Current Mileago	Miloago Out
Year				2861.6 Engina Code	
	Make	Model	Body	Engina Code	Service Advisor
2007 Vehicle	CHEVROLET Identification Number	SUBURBAN Color	License Number	-Delivery Oate	JEFT JEVE
CNFK1	6357R	AMBER BRON		8/28/06	8/28/06
141					
#1 - WAR	R: WARRANTY RE	PAIR N TEST CUSTOMER	WILL NEED TO		¥;

Original Estimate:

7-7-09 @ 3:36 O.l. & ATFull MARK.

BRING BACK EVERY 500MILE DO NOT ADD OIL.

Chevrolet HYUNDAI -, lnc 212 7th Street, Eureka, CA95501 - (707) 443-4881 (800) 338-0761

SERVICE DEPARTMENT HOURS 7:30 a.m. to 5:30 p.m. Monday - Friday

Home Phone

R/O Open Date R/O Number 😽 😽 7/07/09 6026534 R/O Close Date Status 8/26/09 Final Mileage In Mileago Out 28616

JEFF JEWELL/\*W\* Work Phone

Vehicle Identification Number 1GNFK16357R

EUREKA, CA

CHEVROLET

SUBURBAN

Body UT

8/28/06 Color AMBER BRON

Delivery Date

In-Service Date 8/28/06 License Number

2007 1411

DESCRIPTION OF SERVICE AND PARTS

WARR: WARRANTY REPAIR DO OIL CONCUMPTION TEST CUSTOMER WILL NEED TO BRING BACK EVERY 500MILE DO NOT ALL OIL.

Flease Note: TRANSFERRED TO A MORE CURRENT RO, CLOSED AUG 26TH.

TO MINS STRICTLY CASH UNCESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair were here natter to be done along with the necessary material and agree that you are not responsthe control of the co in their instruction. An express mechanic's ten is hereby acknowledged on above vehicle to seture in a amount of repairs thereto."

JERCLAIMER OF WARRANTIES. Any warranties on the products sold nereby are those made by \*\* - instructations\*. The seller hereby expressly disclains all warrantes either express or implier inequalities are appropriately another appropriately and the seller neither. and turnes not authorized any other person to assume for it any lieb inty in connection with the sale of listed products. Any firm tet on contained herein does not apply where prohibited by law

LABOR	. 11.11
PARTS	. 00
DEDUCTIBLE	.08
SUBLET	CO
SHOP SUPPLIES	. 60
HAZARDOUS MATERIALS	. 000
SALES TAX OR TAX I.D.	Tho!
SPECIAL ORDER DEPOSIT	. ನ್ರ
DISCOUNTS	. 0 0
TOTAL DUE	0.0

NO RETURN ON DEFOTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS

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From NUKIHWUUD AUTU	J PLAZA, ING.	/U/ 444 bbi		2011 15:08 #001 P	
				7/07/09 Fine Regived	NO Number 6026533 Ume Promised
EUREKA, CA	<u> </u>		Key Tag#	10:22 : Current Mileage : 28616	7/07 16:30 Milesec Out
Year Make 2007 CHEVROLES Vehicle Identification Number	r subu	Model RBAN Color	Body UT License Number	Engine Code  Delivery Date	Service Advisor JEFF JEWELI In Service Date
1GNFK16357R 141F 100C; LUBE, 01		R BRON CAR 5 QT		8/28/06	8/28/06
#2 - 115: 34-POINT	FREE INSPE	CTION		•	C
#3 - 003: WASH THE	VEHICLE				

Original Estimate:

33.76

CUSTOMER NAME	HOME PURIL
	-MAILBUSINESS PHONE
HYLIDDRI XEAR. MODEL	VIN.
Drive your way " MILEAGE	R.O. # SERVICE ADVISOR
	INSPECTION REPORT
	L REQUIRE FUTURE ATTENTION REQUIRES IMMEDIATE ATTENTION
OK SHI FLUID LEVELS	BRAKE INSPECTION MEASURE FRONT/REAR BRAKE LININGS
Transmission Fluid	LF RF
Coolant Brake fluid	
Power Steering Fluid	
Window Washer Fluid	
UNDER HOOD	
Engine Air Filter  Cooling System, A/C and Heating System	
Radiator, Heater, A/C Hoses	RR.
Reconficed:	One: Sum of 1/32" (Disc) or Oner Jimm or 3/32" (Drum)
UNDERVEHICLE	3 to 5mm or 4/32" to 7/32" (Disc) or 1.01 to 2mm (Drum) or 2/32" to 3/32"
Shocks, Struts, Suspension Components  Steering Linkage	Coss than 3more of 4/32" (Bise) of Junio of 2/32" of loss (Brinn)
Driveshaft, Transmission, U-joints, Shift Linkage	Brake Measurements Not Taken This Service Visit.
Springs Exhaust System	Note Vehicle Damage
CY Boots/Axle	TIRE INSPECTION
Recommend:	LF TREAD DEPTH RF
GENERAL	6/32 or Greater 6/32 or Greater
Head/fog Lamps  Interior Lights	3/32 to 5/32
Signal Lights Brake Lights	7/32 or less
Tail Lights	6/32 or Scenter 6/32 or Greener 3/32 to 5/32
Horn Wiper Blades	3/32 to 5/32  2/32 or cess 2/32 or tess
. Recommend, [7]	LA
BATTERY  Factory Spec Cold Good Congress	Recommend:
Recharges: Cranking Amps Bad	TIRE WEAR INDICATES: Alignment Chack Heeded Wheel Balance Needed
Rad Actual Cold Battery Terminals (Creaking Amps (Class If secasiary)	TIRE PRESSURE SET TO FACTORY RECOMMEDED PSI FRONT [ REAR
Comments:	
Your Next Service Appointment is:	
DATE TIME	CUSTOMER, SIGNATURE
DISTRIBUTION: PART I - CUSTOMER COPY PART 2 - DEALER COPY	INSPECTED BYNUMBERNPISS-04000 A/GG

R/O Open Date R/O Number Chevrolet HYUNDAI 7/07/09 6026533/L SERVICE DEPARTMENT HOURS R/O Close Date Status 7:30 a.m. to 5:30 p.m. 7/07/09 Pre-Invoice Monday - Friday Mileage In Mileago Out 212 7th Street, Eureka, CA 95501 - (707) 443-4861 (\$00) 338-0761 28616 Service Advisor / Tag # JEFF JEWELL Work Phone Vehicle Identification Number 1GNFK16357R EUREKA, CA Home Phone Delivery Date 8/28/os 8/28/06 Year фиоу License Number 2007 CHEVROLET SUBURBAN UT AMBER BRON

DESCRIPTION OF SERVICE AND PARTS		AMOUNT
#1 - 100C: LUBE, OIL, FILTER - CAR 5 QT		
Work performed by JOHN DAVIS (3 )	i	15.08
Installed 89017524 :FILTER (01836-BOPCKT)	1005.48	
Installed 5W30 :OIL	602.20	
Sub Total: Labor: 15.08 Parts: 18.68 Total: 33.76	, <b>-</b> ,	<b>a</b> 12 <b>1</b> 1 1 1 1 1 1
#2 - 115: 34-POINT FREE INSPECTION		
Sub Total: Labor: .00 Parts:.00 Total: .00	1	
		i
#3 - 003: WASH THE VEHICLE		
Sub Total: Labor: .00 Parts: .00 Total: .00	!	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinatter to be done along with the necessary material and agree that you are that responsible for loss or damage to vahicle or anticles left in the vanicle in case of tire, then, or any other cause payond your control or for any delays caused by unavailability of parts or delays at parts indiments by the supplier or transporter. I hereby grant you or your employees partitission to improve the supplier or transporter. I hereby grant you or your elements for the purpose of texting andren inspect on. An express mechanic's lien is hereby ricknewledged on above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES. Any warranties on the products so'd hereby ere those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, induc-ing any implied warranty of merchantability or fitness for a periodiar purpose, and the seller he liber also may not suthorized any other person to assume for it any liability in connection with the sale of this organization. Any limitation contained herein does not apply where prohibited by law

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	LABOR	15.08
İ	PARTS	18.68
	DEDUCTIBLE	0.0
	SUBLET	
	SHOP SUPPLIES	.00
ľ	HAZARDOUS MATERIALS	.00
ø.	SALES TAX OR TAX I.D.	1 50
i	SPECIAL ORDER DEPOSIT	1,00
1	DISCOUNTS	. 00
	TOTAL DUE	35.35

NO RETURN ON FLECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

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From:NORTHWOOD AUTO PLAZA, INC

707 444 6688

03/08/2011 15:09 #001 P.050

# Fax Server 3/11/2011 11:51:11 AM PAGE 74/122 Fax Server From:NORTHWOOD AUTO PLAZA, INC. 707 444 6688 03/08/2011 14:59 #001 P.002

	Fror	n:NORTHW0	JUD	AUTO PLAZA	, IN	NC.	/0/ 444	6688		03/08/2	.011 14	1:59
ealer Nu	mber <u> </u>	106	_ Co	ntract Number			nedmuN .B.O.Fl	1689	4070	Stock Number	14	1F
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							212 71		TO PLAZA FT			
F-1	JREKA,	CO					EUREKA					
						<u> </u>		·		to the second second		
ou, the E greemen harge ac	Buyer (and ta on the fr cording to t	Co-Buyer, if any ont and back of the payment sche	), may this cor dule be	buy the vehicle below ntract. You agree to pollow. We will figure you	w for c asy the ur finan	ash or on cre Creditor - Se ce charge on	edit. By signing eller (sometimes a dally basis. Th	this contri "we" or " he Truth-in-	act, you choose 'us" in this cont -Lending Disclos	o to buy the vehicle ract) the Amount F sures below are par	e on credit Financed and rt of this con	under the d Finance tract.
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Used	Year	and Mode	l	Odometer		Vaniole Id	entification Nun	nber	<u> </u>	ary Use For Which		
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NEW	2007	CHEVROLET	SUE	u 15		1GNFK16	357R		∐ buainess	or commercial		
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		FEDERAL T	RUTI	H-IN-LENDING I	DISC	OSURES			STAT	EMENT OF IN	SURANC	Έ
AN	NUAL	FINANCE		Àmount Financed		Total of	Total Sa		the purchase o	enson is required as if a motor vehicle to purify a motor vehicle to purify a particular insure to hot required to buy or decision to buy or ctor in the credit appropriate.	a condition of Irchase or neg	financing otiate any
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	rly rate.	cost you.	i	on your behalf.	pa	yments as	your dov	wn -	WILLIOU DE E IA			
					80	cheduled.	payment s 2,750	1012		Vehicle Insur	ance Term	Premium
Ø.	202 %	s	117(e)	\$51,279,97	\$ 51	. 279.9%			s N/A De	d, Comp., Fire & Theft		
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		HEDULE WILL BE	<u>:</u>	Amount of Payments:					Bodily Injury	\$ <u>N/A</u> Limita	N/Amos. \$	N/A
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One Pay				1/A 1/A			IN/ IN		Medical		NI/Qu. 6	N/A
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Lete Charg Prepaymer	e. If payment is nt. If you ony ฮ	i not received in full Wit iff all your debt early, y	nin 10 day Du may bi	/s after it is due, you will pay e charged a minimum fibens	a late on: se chards	arge of 8% of the p s.	art of the payment th	tat is late.	You may buy the	physical damage insure	ance this contre	ot requires
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ITEMI	ZATION OF	THE AMOUNT FIN	ANCED						Co-Buyer X			
1. To	tai Cash Pri	Ců							Seller X			
A.		of Motor Vehicle an	d Acces	soiles	_ <u>\$ 49</u>	3, 375, 79	_(A)		If any insurance	is checked below, polici companies will describe i	es or certificate	s from the
	1. Cash Pri			\$ <u>.49,375.</u> \$ <u>599.</u>	<u>/7</u> /				***************************************			
		ice Accessories iontaxable)		\$\$	(O)(2)					on for Optional C		
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Ē.	Document i	Preparation Fee (no	at a gove	rnmental fee)	\$	45, 00			Credit Life	Мов	6	N/A_
	•	Paid to Seller				N/A N/A			Credit Diseatili	y Mos	\$	NZ P
	Theft Deter	rent Device			\$	N/A			Potal Credit In:	surance Premiums	\$ <u>'</u>	47 F(9)
		otection Product			\$	599,00			Illiadiance obi	inparity intalline		
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н.	Sales Tax (	on taxable items in	A throug	jh G)		<u>, 626, 43</u>			- H. H. L.		. HI	
l.	Optional Df	MV Electronic Filing	F96*		\$	N/A	_(I)		required to obta	rance and credx disso iln credit. Your decision	olity insurance i to buy or not h	auy credit
ul.	(Optional) 8	Bervice Contract (to	whom p	paid)"	_ \$	N/O	_(4C) (4C)		life and credit of	disability Insurance will process. They will not	i not be a fact be provided ur	tor in the niese vou
		or Lease Balance			_ Ψ		-1.7		sign and agree	to pay the extra cost.	. Credit life inst	urance is
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	(see downp	ayment and trade-	n ¢alcula	ation)					payment or in the	rance and cradit disal in credit. Your decision disability insurance will process. They will not to pay the extra cost, to pay the extra cost, on this contract if y insurance does not co to number of exprents credit disability insurane extractions are provided as a possible of the cost of the	Coverage for	credit life
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	Agreed Tree	de-In Value - Yr	<u>199</u> 3)	Make <u>NISSAN</u>	\$_	750 <u>.</u> 0	ĽďA)		OPTIONAL GA	AP CONTRACT A gep	contract (debi	t cancella-
- "	Model	QUEST C	Odom	108.635				1	tion contract)     provided unles	s not required to obtains you sign below and	In credit and v Lagree to pay	will not be the extra
	VIN	<u>ANPON11W9</u>	2,0			N/	A		charge, if you c	hoose to buy a gap cont a your gap confract for	inact, the charge details on the	a la shovin grotection
		Credit or Lease Bal			\$	75 <b>0.</b> Ø			It provides, it is	AP CONTRACT A gap s not required to obta s you sign below and hoose to buy a gap cont s your gap contract for a part of this contract.  Mos N/A		F
		n (A less B) (indical ownosyment		galive number)	\$ \$	7 <u>30. v</u> N/			I diruge / Ex	Nam	e of Gap Con	itract

**75/122** Fax Server 03/08/2011 15:00 #001 P.003 Fax Server 3/11/2011 11:51:11 AM From:NORTHWOOD AUTO PLAZA, INC. 707 444 6688 PAGE SEEN A DOCTOR OR CHIROPRACTOR IN THE LAST 6 MONTHS (Refer to "Total Disabilities No Covered" in your policy for details). €. Other N/A (E) Total Official Fees (A through E) **383.** 75(2) You want to buy the credit insurance. 3. Amount Paid to Insurance Companies (Total premiums from Statement of Insurance column a+b)\* NZR3Buver Signature 4. Smog Certification or Exemption Fee Paid to State NZP(4) 5. Subtotel (1 through 4) .**029. 97**(8) Co-Buyer Signature 6. Total Downpayment OPTIONAL GAP CONTRACT A gap contract (debt cancelle tion contract) is not required to obtain credit and will not be provided unless you sign below and agree to pay the extra charge, if you choose to buy a gap contract, the charge is show in term IM. See your gap contract for details on the protectio it provides, it is a part of this contract.

Term Mos NA A. Agreed Trade-in Value Yr 1993 Make NISSAN <u>. 750. 00</u>A) Model .. QUEST 108, 635 .... Odem ANRON1 I MORD N/A<sub>(B)</sub> B. Less Prior Credit or Lease Balance C. Net Trade-In (A less B) (indicate if a negative number) Z50.000) Name of Gap Contract D. Deferred Downpayment <u>NZ</u>(0) You want to buy a gap contract. E. Manufacturer's Rebete <u>2, 000. 00</u>E) F. Other NZ(F) Buyer X N/A(a) G. Cash OPTIONAL SERVICE CONTRACT(3) You want to purchase the service contract(s) written with the following company(se) for the term(s) shown below for the charge(s shown in item 1.4 and/or 1K above. Total Downpayment (C through G) <u>2.750.0</u>0<sub>(6)</sub> \$ (if negative, enter zero on line 6 and enter the amount less than zero as a positive number on line 1L above) 7. Amount Financed (5 less 6) \$ 51, 279, 97(7) \*Seller may keep part of these amounts BUYER MAY RE REQUIRED TO PLEDGE SECURITY FOR THE LOAN, AND WILL BE OBLIGATED FOR THE INSTALLMENT PAYMENTS ON BOTH THIS RETAIL INSTALLMENT SALE CONTRACT AND THE LOAN. N/A Miles Term NZG Mos or **AUTO BROKER FEE DISCLOSURE** N/A 1K Company If this contract reflects the retail sale of a Tern new motor vehicle, the sale is not subject Виу to a fee received by an autobroker from us Proceeds of Loan From: \_\_\_ unless the following box is checked: HOW THIS CONTRACT CAN BE CHANGED NZA Finance Charge \$ \_ N/A This contract contains the entire agreemen Name of autobroker receiving fee, if N/A Payable in \_ N/A Total \$ \_\_ applicable: between you and us relating to this contract N/A..... \$ .... installments of \$ \_\_\_ Any change to the contract must be lifrom this Loan is shown in item 6D. writing and both you and we must sign it. No SELLER'S RIGHT TO CANCEL If Buyer and Co-Buyer sign here, the provisions of the Seller's Right to Cancel section on oral changes are binding. the back giving the Seller the right to cancel if Seller is unable to assign this contract to a financial institution will apply Buyer Signs X. Buyer Co-Buyer Signs X Ĉo-Buyer OPTION: 

You pay no finance charge if the Amount Financed, item 7, is paid in full on or before . SELLER'S INITIALS THE MINIMUM PUBLIC LIABILITY INSURANCE LIMITS PROVIDED IN LAW MUST BE MET BY EVERY PERSON WHO PURCHASES A VEHICLE. IF YOU ARE UNSURE WHETHER OR NOT YOUR CURRENT INSURANCE POLICY WILL COVER YOUR NEWLY ACQUIRED VEHICLE IN THE EVENT OF AN ACCIDENT, YOU SHOULD CONTACT YOUR INSURANCE AGENT. WARNING!
YOUR PRESENT POLICY MAY NOT COVER COLLISION DAMAGE OR MAY NOT PROVIDE FOR FULL REPLACEMENT COSTS FOR THE VEHICLE BEING PURCHASED, IF YOU DO NOT HAVE FULL COVERAGE, SUPPLEMENTAL COVERAGE FOR COLLISION DAMAGE MAY BE AVAILABLE TO YOU THROUGH YOUR INSURANCE AGENT OR THROUGH THE SELLING DEALER. HOWEVER, UNLESS OTHERWISE SPECIFIED, THE COVERAGE YOU OBTAIN THROUGH THE DEALER PROTECTS ONLY THE DEALER, USUALLY UP TO THE AMOUNT OF THE UNPAID BALANCE REMAINING AFTER THE VEHICLE HAS BEEN REPOSSESSED AND SOLD THE UNPAID BALANCE REMAINING AFTER THE VEHICLE HAS BEEN REPOSSESSED AND SOLD THE UNPAID BALANCE REMAINING AFTER THE VEHICLE HAS BEEN REPOSSESSED AND SOLD THE UNPAID BALANCE REMAINING AFTER THE VEHICLE HAS BEEN REPOSSESSED AND SOLD THE UNPAID BALANCE REMAINING AFTER THE VEHICLE HAS BEEN REPOSSESSED AND SOLD THE UNPAID BALANCE REMAINING AFTER THE VEHICLE HAS BEEN REPOSSESSED AND SOLD THE UNPAID BALANCE REMAINING AFTER THE VEHICLE HAS BEEN REPOSSESSED AND SOLD THE UNPAID BALANCE REMAINING AFTER THE VEHICLE HAS BEEN REPOSSESSED AND SOLD THE UNPAID BALANCE REMAINING AFTER THE VEHICLE HAS BEEN REPOSSESSED AND SOLD THE UNPAID BALANCE REMAINING AFTER THE VEHICLE HAS BEEN REPOSSESSED AND SOLD THE UNPAID BALANCE REMAINING AFTER THE VEHICLE HAS BEEN REPOSSESSED AND SOLD THE UNPAID BALANCE REMAINING AFTER THE VEHICLE HAS BEEN REPOSSESSED AND SOLD THE UNPAID BALANCE REMAINING AFTER THE VEHICLE HAS BEEN REPOSSESSED AND SOLD THE UNPAID BALANCE REMAINING AFTER THE VEHICLE HAS BEEN REPOSSED. Representations of Buyer: Seller has relied on the truth and accuracy of the information provided by you in connection with the Trade-In Vehicle. You represent that you have given a true payoff amount on the vehicle traded in. If the payoff amount is more than the amount shown above in Item 68 as "Prior Credit or Lease Balance," Seller will refund the difference to you.

Seller the excess on demand. If the payoff amount is less than the amount shown above in Item 68 as "Prior Credit or Lease Balance," Seller will refund the difference to you. Co-Buyer X Notice to buyer: (1) Do not sign this agreement before you read it or if it contains any blank spaces to be filled in. (2) You are entitled to a completely filled in copy of this agreement. (3) You can prepay the full amount due under this agreement at any time. (4) if you default in the performance of your obligations under this agreement, the vehicle may be repossessed and you may be subject to suit and liability for the unpaid indebtedness evidenced by this agreement. If you have a complaint concerning this sale, you should try to resolve it with the seller.
Complaints concerning unfair or deceptive practices or methods by the seller may be referred to the city attorney, the district attorney, or an investigator for the Department of Motor Vehicles, or any combination thereof After this contract i and it is an unfair or inancing or payment terms unless you agree in writing to the change. You do not have to agree to any change, unitateral change. Co-Buyer Signature X The Annual Percentage Rate may be negotiable with the Seller. The Seller may assign this contrac and retain its right to receive a part of the Finance Charge. THERE IS NO COOLING OFF PERIOD UNLESS YOU OBTAIN A CONTRACT CANCELLATION OPTION YOU AGREE TO THE TERMS OF THIS California law does not provide for a "cooling off" or other cancellation period for vehicle sales. Therefore, you cannot later cancel this CONTRACT. YOU CONFIRM THAT BEFORE California law goes not provide for a locking our lar other cancerisition period for venicle states. Interestre, you cannot later cancer une contract simply because you change your mind, decide the vehicle costs too much, or wish you had acquired a different vehicle. After you align below, you may only cancel this contract with the agreement of the seller of for iggal cause, such as fraud. However, California law does require a seller to offer a 2-day contract cancellation option on used vehicles with a purchase price of less than \$40,000, subject to certain statutory conditions. This contract bancellation option requirement does not apply to the sale of a motorcycle or an official purchase price of less than \$40,000, subject to certain statutory conditions. This contract bancellation option requirement does not apply to the sale of a motorcycle or YOU SIGNED THIS CONTRACT, WE GAVE IT TO YOU, AND YOU WERE FREE TO TAKE IT AND REVIEW IT. YOU CONFIRM THAT YOU RECEIVED A COMPLETELY FILLED-IN an off-highway motor vehic See the vehicle contract cancellation option agreement for details. SIGNED IT. Buyer Signature 🗶 ate 28/28/05\_Co-Buyer Signature X 08/28/06 Date\_ Co-Buyers and Other Owners — A co-buyer is a person who is responsible for paying the entire debt. An other own does not have to pay the debt. The other owner agrees to the security interest in the vehicle given to us in this contract.

Other Owner Signature X

2007 SUBURBAN 4WD 1/2 TON LT		GENERAL M	OTORS COR	PORATION
53U AMBER BRONZE METALLIC	/∀8Ġ	& SUBSIDI	ARIES	
193 EBONY		RENAISSAN	CE CENTER	
ORDER NO. KGDC8X/SDC STOCK NO	.1415-	DETROIT	MI 4	8243-1114
VIN 1GN FK16 35 7R	• • •	VEHICLE I	NVOICE 1A	D92208239
**************************************	****	****	****	13*064385
MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL -	SOLD
CK10906 SUBURBAN 4WD 1/2 TON LT				
AS3 3-PASSENGER, 3RD ROW SEAT	100.00	83.00	SHIPPED	08/08/06
CF5 POWER SLIDING SUNROOF	995.00	825.85	EXP I/T	08/30/06
COC GAM KWITING-1400 TR	N/C	N/Ç	INT COM	08/30/06
GT4 REAR AXLE - 3.73 RATIO	N/C	N/C	PRC EFF	08/08/06
LC9 VORTEC 5300 V8 SFI FLEX-FUEL			KEYS G12	03 G1203
M30 4-SPD AUTOMATIC TRANSMISSION				R OPT-1
UVB NAVIGATION RADIO W/CD/DVD/MP3	2250.00	1867.50	BANK: GM	AC - 085
(REPLACES 6-DISC CD CHANGER)			CHG-TO	06-438
UVC REAR VIEW CAMERA SYSTEM				
U42 REAR SEAT ENTERTAINMENT SYSTEM	1295.00	1074.85	SHIP WT:	5844
V1K LUGGAGE RACK - CROSS BARS			HP:	45.7
YF5 50-STATE EMISSIONS	И/C	N/C	GVWR;	7400
ILZ SUBURBAN LTZ EQUIPMENT GROUP:	7915.00	6569.45	GAWR.FT:	3600
* FRONT LEATHER APPOINTED			GAWR.RR:	4200
BUCKET SEATS			GMS:	46531.10
* DRIVER SIDE SEAT W/12-WAY			SUPPLR:	48621.62
POWER, HEAT & MEMORY			MRM:	53610.00
* PASSENGER SIDE SEAT W/12-WAY			NTR: 1/2	
POWER & HEAT			DAN:	WATKN
* 2ND ROW LEATHER APPOINTED			MEMO	2560,50
SEATS				
* 2ND ROW HEATED SEATS				
* 2ND ROW SEAT POWER RELEASE				
* POWER ADJUSTABLE PEDALS				

- \* POWER ADJUSTABLE PEDALS
- \* REMOTE VEHICLE STARTER
- \* AM/FM STEREO WITH MP3 COMPATIBLE 6-DISC CD CHANGER (REPLACES STD RADIO)
- \* HEAD CURTAIN SIDE AIR BAGS, ALL SEATING ROWS
- \* BOSE PREMIUM SPEAKER SYSTEM
- \* XM SATELLITE RADIO SERVICE FEE EXTRA. 1ST 3 MONTHS INCL.
- \* POWER LIFTGATE WITH LIFTGLASS
- \* LOCKING REAR DIFFERENTIAL
- \* AUTORIDE SUSPENSION PACKAGE
- \* 20" POLISHED ALUMINUM WHEELS
- \* HEATED WASHER FLUID SYSTEM
- \* RAIN SENSING WIPERS
- \* UNIVERSAL HOME REMOTE
- \* TRI-ZONE AUTOMATIC AIR COND
- \* REAR PARKING ASSIST
- \* OUTSIDE POWER FOLDING MIRRORS W/AUTO DIMMING & TURN SIGNALS

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

Fax Server 3/11/2011 11:51:11 AM PAGE 77/122 Fax Server From:NORTHWOOD AUTO PLAZA, INC. 707 444 6688 03/08/2011 15:00 #001 P.005

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\*\* CONTINUED FROM PAGE 1 \*\*

TOTAL MODEL & OPTIONS
DESTINATION CHARGE
DEALER CO-OP ADVERTISING

52710.00 47137.40 ACT 237 46456.10 900.00 900.00 H/B 261 1581.30 527.10 ADV 261 527.10

TOTAL

53610.00 48564.50 PAY 310 48564.50

MEMO: TOTAL LESS HOLDBACK AND

APPROX WHOLESALE FINANCE CREDIT 46385.30

\*

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

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

NORTHWOOD CHEVROLET

REMIT TO GMAC NO. 085 VIN 1GNFK16357R \$ 48564.50 INV 1AD92208239 Fax Server 3/11/2011 11:51:11 AM PAGE 78/122 Fax Server From:NORTHWOOD AUTO PLAZA, INC. 707 444 6688 03/08/2011 15:00 #001 P.006

## GM CUSTOMER INCENTIVE AND ONSTAR ACKNOWLEDGMENT

	ustomer name: _ n: <u>//G/W/F/K///</u> 6/	1315171R1			
Cus	tomer Incentive				
incer (Bill	sign the total amount of customer incernitive(s) be applied: (a) 🗹 to the dov I of Sale indicates pre-incentive price, ed in my name by Dealer named below	vn payment of this vehicle, amount of incentive, and fi	(b) where peri	missible by law, a	s a price reduction
	Incentive Program Refere	\$ 2000	GM Incen		• •
		S			_
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supp	er Program Selection (Which may or corted financing/leasing, etc)  I elect to receive	r may not be in lieu of custo	mer incentive pro	grams; for examp	le, Division
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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.

Authorized Dealer Signature:

Dealership Name:

Fax Server 3/11/2011 11:51:11 AM PAGE 79/122 Fax Server From:NORTHWOOD AUTO PLAZA, INC. 707 444 6688 03/08/2011 15:01 #001 P.007

REG 262 (REV. 3/2003)

#### VEHICLE/VESSEL TRANSFER AND REASSIGNMENT FORM A Public Service Agency VEHICLE/VESSEL TRANSFER AND REASSIC

	INSTRUCTIONS ON REVERSE SIDE A	<i>t must accc</i> LL SIGNAT								n for a duplicate : ES NOT ACCEPT	
Ģ Ģ	SECTION 1: Vehicle/Vessel Description									10 (10 (10 (10 (10 (10 (10 (10 (10 (10 (	357 F
š	IDENTIFICATION NUMBER	YEAR MODEL		MAKE	***************************************	LICENSE	PLAT	E/CF#	МОТО	RCYCLE ENGINE #	<u> 1909. (190.)</u>
Vehicle/Vessel ID	16NFK16357R	2007	CHE	VROL	ET.						
*	SECTION 2: Bill of Sale						19.759V				65.6
坐	I/We NORTHWOOD AUTO PLAZA					sell, tr	ansi	er, and	d deliver the	above vehicle/ve	9886
			on	8	28	2/2/2/6		for the	amount of	\$ 49, 974. 79	
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Udometer	The odometer now reads, reflects the actual mileage <i>unless one of the</i>	1 following	5 sta	teme	/10 159 Ints i	(no teni	ked.		and to the	best of my knowle	∍dg∈
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	true and correct.	SIGNATURE			$\leftarrow$	·			ATE	DL, ID OR DEALER #	
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	SECTION 5: Power of Attorney										81-8-5 95345
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5	as my attorney in fact, to complete all necessary c	locuments, a	s ne	eded,	to tra	insfer ov	vner	ship as	required by	T NAME[S])  RW.	
2		ttorney							DATE	8/28/06	
1	Sign ting Power of A	ttomey		***************************************		<u>.</u>			DATE		
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RECEIPT



 $\pi$  receiver y100001085 DATL. 8/29/06 12:19 AMOUNT 51279.97

Payment Received:

Check

Total Received:

51279.97 51279.97

Payment Applied To: ONE PAY #141F--22001 : 141F : 100001085 22001 : 141F : 100001085

49335.29 1944.68

Total Applied: 51279.97

(Q) 2009 ARKONA, Inc. - Devicehip Application Group (800)945-1028

Fax Server 3/11/2011 11:51:11 AM PAGE 81/122 Fax Server From:NORTHWOOD AUTO PLAZA, INC. 707 444 6688 03/08/2011 15:01 #001 P.009

BRUTANDIE GESIROHTUA

Issued By Travelers Express Company, Inc. P.O. Box 9476, Minnespolis, MN 55480 Orawes: Preferred Bank Los Angeles, CA

Focation: 13842

PURPOSE/REMITTER:

NORTHWOOD CHEVROLET

TO THE OF:

62.25£,64 \$

FORTY NINE THOUSAND THREE HUNDRED THIRTY FIVE DOLLARS AND 29 CENTS

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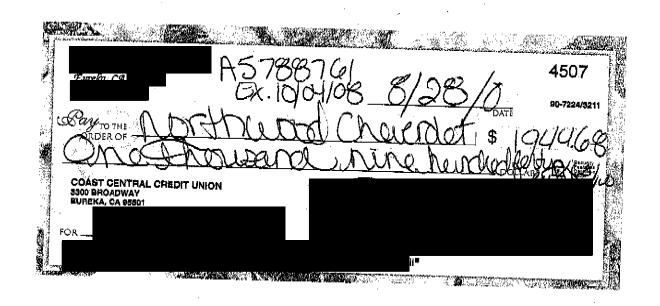
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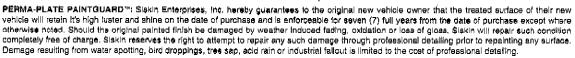


7C 105776



#### **NEW VEHICLE** 7 YEAR LIMITED WARRANTY

#### RENEWABLE FOR LIFETIME COVERAGE



PERMA-PLATE FIBERGUARD™: Slakin Enterprises, Inc. hereby guarantees to the original new vehicle owner that the treated labric of their new vehicle will remain free of permanent stains from the date of application and is enforceable for seven (7) full years from the date of purchase except where otherwise noted. Should permanent staining occur to the interior fabric of the owner's new vehicle properly treated with Perma-Plate Fiborguard, the stained area will be replaced completely free of charge. Siskin reserves the right to attempt to remove any stain through professional cleaning prior to the replacement of any fabric.

PERMA-PLATE LEATHERGUARD\*\*: Siskin Enterprises, Inc. hereby guarantees to the original new vehicle owner that the treatment of Perma-Plate Leatherguard to the surface of the leather and vinyl interior and/or stationary vinyl roof will prevent damage caused by sun or temperature extremes and is enforceable for seven (7) full years from the date of purchase except where otherwise noted. Should leather and/or vinyl of the owner's new vehicle treated with Perma-Plate Leatherguard be damaged by environmental conditions causing fading, discoloring or cracking of the dash, Siskin will repair such condition completely free of charge. Siskin reserves the right to attempt to correct any such damage through professional reconditioning prior to the replacement of any surface.

ELIGIBILITY: Vehicles eligible for this warranty are current model year, new previously untitled vehicles with less than 7500 miles on the odometer at the time of application. Coverage will be extended to Factory Program vehicles and Demonstrator vehicles of the current model year with less than 20,000 miles on the odometer at the time of application for seven (7) years from the in service date or date of first use, or until the vehicle is seven (7) years old. A Factory Program vehicle is one that has previously been titled to a Car Rental Company prior to ownership by the first private party. Vehicles of the previous model year which otherwise most the above criteria will be accepted through June 30th. R.V.'s, Motor Homes and Conversion Vans are not eligible for this warranty.

OWNER'S RIGHT TO RENEW: The original new vehicle owner may, at their option, renew warranty coverage by having the products professionally reapplied to the vehicle within 30 days of expiration of this warrenty. A new warranty must be issued from the authorized Perma-Plate dealer and the registration card must be forwarded to Siskin to activate coverage. See the Previously Owned Vehicle warranty for specific coverage details.

OWNER'S RIGHT TO TRANSFER: The original new vehicle owner shall have the right to transfer this warranty to the first subsequent owner of the vehicle without charge of any kind. The subsequent owner must complete and sign the attached transfer card and submit it to Siskin within 30 days from the date of purchase by the first subsequent vehicle owner.

VEHICLE OWNER REQUIREMENTS: Vehicle owner should maintain the vehicle by washing regularly and vacuuming carpet and upholstery frequently. Siskin strongly recommends following the maintenance procedures for interior and exterior care as described on the attached sheet. SISKIN IS NOT OBLIGATED OR RESPONSIBLE FOR GENERAL CLEANING AND MAINTENANCE OF THE VEHICLE'S PAINT, FABRIC OR LEATHER SURFACES, REGULAR CLEANING AND CARE IS NECESSARY,

LIMITATIONS OF COVERAGE: This warranty does not cover damage existing prior to the application of the Perma-Plate products, or to surfaces not treatable with the Perma-Plate products such as semi-gloss or non-glossy paint, head liners, seat belts, steering wheels or as determined by the design of the vehicle; damage caused by road hazarda, vancalism, collision or similar accident; fire or other natural casualities; rusting of metal; modifications or alterations of the factory's original painted finish (i.e. repainted surfaces, aftermarket pin striping, stc.); defective paint (i.e. peeling or chipping of paint or factory clear coat, paint separating, cracking or flaking, or as determined by Independent Inspection or factory bulletins); ohips or scratches caused by every day use or other causes or damage caused by neglect or abuse; stains or damage caused by dye, ink, tar, gum or paint; bleach, acid or other causel or corrosive substances; burns, rips, tears, shredding or other interior fabric or leather damage resulting from vandalism or other causes; abnormal use or damage due to neglect or abuse; surface wear or natural creases in leather seats; modification or alteration of leather or vinyl surfaces; damage caused by rusting or poor adhesion to the surface to which the leather or vinyl has been attached or manufacturer's defects.

WARRANTY REGISTRATION: IN ORDER FOR THIS WARRANTY TO BE VALID THE ATTACHED. WARRANTY REGISTRATION CARD MUST BE COMPLETED AND MAILED TO SISKIN WITHIN 30 DAYS FROM THE APPLICATION OF THE PERMA-PLATE PRODUCTS

REPAIR OBLIGATIONS: Siskin Enterprises, Inc. has sole discretion in determining and implementing repair procedures. Such service will be performed with reasonable promptness and quality. Siskin's obligation shall be limited to one repainting or replacement per affected area. Siskin has no colligation toward reimbursement of transportation or inconvenience costs during time of repair, Siskin's liability is limited to the lesser of the cost of repair or the trade in value of the vehicle. If warranty covered damage has occurred, Slakin will pay only for the repair of the damaged portion of the

CLAIM PROCEDURE: A daim may only be paid to the original new vehicle owner or first subsequent owner during the warranty period with a properly registered and/or transferred warranty. Damage once begun, may greatly worsen unless repairs are promptly made. In order to reasonably minimize any damage which might occur, a claim must be filled within 80 days from the onset of damage by notifying Siskin at the phone number or address listed below, A COPY OF THIS WARRANTY CERTIFICATE MUST BE FORWARDED TO SISKIN WITHIN 80 DAYS FROM THE EARLIER OF: APPEARANCE OF DAMAGE COVERED BY THIS WARRANTY OR THE TIME WHEN THE DAMAGE COULD HAVE BEEN DISCOVERED UPON REASONABLE OBSERVATION OR INSPECTION, FAILURE TO FORWARD A PHOTO COPY OF THE WARRANTY WITHIN 80 DAYS VOIDS THIS WARRANTY. ANY REPAIR UNDERTAKEN WITHOUT EXPRESS, WRITTEN AUTHORIZATION FROM SISKIN WILL NOT BE REIMBURSED.

TERMS AND CONDITIONS OF THIS WARRANTY ARE AS STATED ABOVE AND CANNOT BE ALTERED UNLESS IN WRITING BY SISKIN ENTERPRISES, INC. This warranty specifically excludes Siskin from liability for incidental or consequential damages occasioned by use of the products. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exception may not apply to you. No express rights are given under the warranty except for those specifically described herein. This warranty gives you specific (egai rights and you may also have other rights which vary from state to state.

> SISKIN ENTERPRISES, INC., P.O. Box 58, Salt Lake City, Utah 64110 Call Toll Free (800) 453-8470; or E-mail: siskin@perma-plate.com

In Service Date 3 /24/04

. Dealer Name 1/1014 how



03/08/2011 11:33 AM

To noelle.duckgeischel@gm.com

CC

bcc

Subject NISM 71-924813013

RE: Customer Last Name: Service Request: 71-924813013 2007 Chevrolet Suburban

Vehicle Identification Number: 1GNFK16357R Customer Relationship Specialist: Mary Beth Hollman

Telephone: 866-790-5700 Ext 41499

Dear Noelle Duckgeischel,

Hi, my name is Mary Beth. This email is to follow up on my voicemail regarding Service Request 71-924813013 for customer Leave. The customer's vehicle is a 2007 Chevrolet Suburban with 46,580 miles. The VIN is 7F The customer has been working with Northwood Chevrolet in Eureka, CA. Technical Assistance Center has been involved. TAC case numbers: SP-11161199 and 71-921735554. 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 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.

\*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** 



#### noelle.duckgeischel@g m.com

03/08/2011 11:35 AM

To marybeth\_hollman@gmexpert.com

CC bcc

Subject Re: NISM 71-924813013

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.

#### **Noelle Duckgeischel**

District Manager-Aftersales Aerotek Automotive - GM Western Regional Consulting Center

Phone: 805-373-6329 Fax: 805-373-6325

From: marybeth\_hollman@gmexpert.com

noelle.duckgeischel@gm.com To: 03/08/2011 08:33 AM Date:

NISM 71-924813013 Subject:

RE: Customer Last Name:

Service Request: 71-924813013

2007 Chevrolet Suburban

Vehicle Identification Number: 1GNFK16357R Customer Relationship Specialist: Mary Beth Hollman

Telephone: 866-790-5700 Ext 41499

Dear Noelle Duckgeischel,

Hi, my name is Mary Beth. This email is to follow up on my voicemail regarding Service Request 71-924813013 for customer The customer's vehicle is a 2007 Chevrolet Suburban with 46,580 miles. The VIN is . The customer has been working with Northwood Chevrolet in Eureka, CA. Technical Assistance Center has been involved. TAC case numbers: SP-11161199 and 71-921735554. 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 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.

\*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.



To marybeth\_hollman@gmexpert.com

cc bcc

Subject Re: NISM 71-924813013



Mary Beth,

I just got your voice mail after I replied to your email. Your email did not list the customer's concern and I have no specific information on this customer, but the service manager did mention a case to me within the last few weeks about a vehicle coming in with various electrical concerns that could not be duplicated. He did not specify the VIN or the customer name, but from what I remember, he did drive the vehicle for an extended amount of miles and performed several software updates, discussing the situation with TAC. Due to the fact that her main concerns could not be duplicated and she was out of warranty, there was a limit to what he could do. Again, he didn't specify the customer information and yours was vague as well, but this is the only information I have that seems to fit this case.

#### **Noelle Duckgeischel**

District Manager-Aftersales Aerotek Automotive - GM Western Regional Consulting Center

Phone: 805-373-6329 Fax: 805-373-6325

From: marybeth\_hollman@gmexpert.com

To: noelle.duckgeischel@gm.com Date: 03/08/2011 08:33 AM

Subject: NISM 71-924813013

RE: Customer Last Name: Service Request: 71-924813013 2007 Chevrolet Suburban

Vehicle Identification Number: 1GNFK16357R Customer Relationship Specialist: Mary Beth Hollman

Telephone: 866-790-5700 Ext 41499

Dear Noelle Duckgeischel,

Hi, my name is Mary Beth. This email is to follow up on my voicemail

regarding Service Request 71-924813013 for customer The customer's vehicle is a 2007 Chevrolet Suburban with 46,580 miles. The VIN is 7R246390. The customer has been working with Northwood Chevrolet in Eureka, CA. Technical Assistance Center has been involved. TAC case numbers: SP-11161199 and 71-921735554. Due to time constraints, your response to this e-mail is required within 48 hours.

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message in error, please contact the sender and delete it from your computer.

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

Latest Revision Date: 3/23/2011

#### All Fields Are Required

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

SR: 71-924813013 GM Legal File / BBB Case No.: N/A By: Mary Beth Hollman, Legal ML Negotiator: Mary Beth Hollman, Legal ML

State: California 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: 1GNFK16357R 8/28/2006 New 112133

Year, Make & Model: 2007 Chevrolet Suburban Vehicle Purchased New

Current Mileage: 46,580 Dealer Name: Northwood Chevrolet

Sale Type: Purchase X Lease Other : N/A CAM Name: Mick Gonzalez Phone Number: 805-373-8417

Lien holder: GMAC Other X: USBank DVM Name: Noelle Duckgeischel

Phone/Cell Number: 805-373-6329

Purchase Price of Vehicle: \$49,375.79

Was TAC contacted for this vehicle (Y/N)? : Yes DVM requests involvement?: No

Attorney Involvement: Krohn & Moss LTD Service Manager Name: Will Mobley Phone Number: 707-443-4861

-- Jennifer Basola, PC

Phone Number: 323-988-2400 Ext 227

Fax Number: 866-431-5575

Are there **additional** field personnel involved? If Yes, List the name, including role (DVM, DSM, etc.)

and phone number. Repeat as necessary.

None

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

None

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

#### **TAC SP-11161199 1/4/2010** – DDMA Request for FSE assistance

- -Customer concern Oil consumption, knock noise, SES lamp
- -Dealer comments/diagnosis Tech states the vehicle came to the dealer with dtc P0449 P0521 in history and the engine was 3 qts low on oil since the last oil change at 31637 miles and there was a knock noise heard from the engine, tech states after he topped of the engine oil the noise was gone he was calling to see how to proceed.
- -TAC Recommendations TAC advised the tech to inspect the intake and PCV hose for signs of excessive oil then continue with info on PIP4574F.
- (1/5/2011) Dealer states this is the first time the customer has done some type of oil consumption test and they now know that it is excessive.

Dealer has not performed any of the checks in PI PIP4574F.

Dealer states the customer is upset over this issue and has stopped keeping there oil level in the safe

level.

New Recommendations - I reviewed all the test and suggestions that are in PI PIP4574F and advised the dealer to perform those test and call me with the results.

- -Results of previous suggestions made by TAC (Any new details). Tech states the PCV baffle is leaking, but very little. Tech states the lifters are not over aggressive on the left bank. Tech states the fresh air intake is unrestricted.
- -New Recommendations- Advised tech to remove the intake manifold and drain the oil from it, if excessive, replaced the left valve cover, clean the intake manifold and retest for oil consumption, if the intake manifold does not have excessive oil in it, replace the pistons and rings.

#### TAC 71-921735554 - 2/24/2011 - Phantom shift to 4wd on the highway

Dealer comments/diagnosis - The dealer has not been able to duplicate. The dealer has reprogrammed the TCCM and sees no concern. The dealer wants to know if TAC has any information on this condition TAC Recommendations - Advised the dealer there are no bulletins. Advised the dealer replacing the transfer case mode switch or the encoder motor has repaired this concern in similar vehicles. Advised the dealer to drive with the tech2 and get a snap shot of the concern.

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

## **DVM/DSM Notified Regarding TAC Involvement?** Yes **VEHICLE REPAIR HISTORY:**

Throughout the entire form, use an asterisk (\*) if day(s) out of service are already counted in another category.

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

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
3/14/08	601756 5	1	14,718	Northwood Auto Plaza C/S – It feels like the brakes are not releasing. Feels like it may be in 4 wheel / Customer concern not duplicated. Tech tested the brakes, operating as designed. No signs of excessive heat or wear on the brakes at this time. The tech found the veh in auto 4x4 mode. Should be in 2 wheel mode

#### **<u>Engine/Fuel/Exhaust</u>**

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
2/23/07	600867	1	4,548	Northwood Auto Plaza C/S – Battery keeps going dead / Out of calibration – Module, Powertrain control engine reprogramming. Diagnosis. Reprogram the BCM per Doc 06-06-03-11
			Lube Oil and Filter	
				Will Mobley, SVM – Verified days out of service

10/01/07	601406 1	*	10,772	Northwood Auto Plaza Lube Oil and Filter
3/14/08	601756 5	*	14,718	Northwood Auto Plaza Lube Oil and Filter
6/13/08	601950 6	N/A	16,534	Northwood Auto Plaza Lube Oil and Filter
2/27/09	602430 0	2	24,393	Northwood Auto Plaza C/S – The engine is losing about two quarts of oil between oil changes, see Will first / No problem found. Customer concern not duplicated. Inspect, need to do a oil monitor test, need to check the oil level about every 500 miles and keep a chart. Tech Notes: Found doc #2231805 for this concern. Should do consumption test first.
				Lube Oil and Filter
7/07/09	602653 3	N/A	28,616	Northwood Auto Plaza Lube Oil and Filter
7/07/09	602653 2	1	28,616	Northwood Auto Plaza C/S – The Oil is low – Tech Notes: Do Oil consumption test customer will need to bring back every 500 miles. Do not add oil. Made sure oil level was correct. Oil is about ½ quart over full.
10/08/09	602823 2	1	31,637	Northwood Auto Plaza Lube Oil and Filter Customer did not make it in for the first oil consumption tests, will start the test over.
				The check engine light is on see Will do simple diagnosis today / Scanned the computer, has code P0449, needs deeper diagnosis, the customer will reschedule – Cust unresponsive – - Customer did not return for oil test -
				Will Mobley, SVM – Verified days out of service
12/28/09	602948 0	57	35,201	Northwood Auto Plaza C/S – The vehicle is still using oil / Engine was over 3 qts low on oil, worked with GM Field Engineer James Bloss Case 11161199 / Diagnosed, replaced all pistons, rings, main and rod bearings, adjust and torque to specs test drove twice, operates as designed.
				$\mbox{C/S}-The check engine light is on and the engine is making noise / Per Tech bulletin. Diagnosis code P0521 – Replaced the vent valve as per bulletin$
				Rental Provided due to Parts delay 45 Days car rental
				Will Mobley, SVM – Verified days out of service 12/28/09 – 2/22/10
9/08/10	603391 9	N/A	40,909	Northwood Auto Plaza Lube Oil and Filter

2/18/11 603676 11

46,580 Northwood Auto Plaza

> C/S – Engine makes loud noise, oil light comes on and makes knocking sound when starts. Smells burning oil / No problem found. Performed numerous AM start ups and test drive, could not duplicate the concern. Also inspect for burning smell, inspect for leaks, none found.

> C/S – 4-wheel drive engages on its own, even going down the highway at 65 mph / Could not duplicate the concern. Inspect, scan for codes, none found. Reviewed with GM Rep Noelle. She authorized a onetime Goodwill inspection she wanted us to drive the vehicle and try to duplicate the concern, we drove the vehicle for a total of 105 miles, the transfer case did not jump into 4x4 at any speed. Needs to be more consistent to diagnose.

> C/S – Cruise control stops working when going downhill. The vehicle speeds up as opposed to slowing down / Out of calibration - Did not duplicate the customer's concern. We did find a software update that might address the concern. Performed the latest software update. GM authorized a onetime Goodwill assist for this concern.

Lube Oil and Filter (6 qts)

Will Mobley, SVM – Verified days out of service

☐ Restraints

<u>Date:</u>	<u>RO #:</u>	<u>Days Out</u> :	<u>Mileage:</u>	Description of Complaint and Repair Performed:
N/A	N/A	N/A	N/A	N/A
☐ <u>Steeri</u>	<u>ng</u>			
Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
N/A	N/A	N/A	N/A	N/A
☐ <u>Trans</u>	<u>mission</u>			
Date:	RO #:	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
$\boxtimes$ Body	/Trim			
Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:

10/01	/07 6 1	01406	*	10,772	Northwood Auto Plaza C/S – Right front inner door handle is peeling / Poor mach peeling - Installed 15935954 handle. Inspect, replaced the R-front inner door handle
					C/S – Left front inner door handle is peeling / Poor mach peeling – Corrected by B4281: Handle, front door inside opening left R&R or replace
					Note: Oct 11, called 443-5695, 10:10 AM, SOP here, talked to [Customer] and she will call back to reschedule.  Jan 18, called 10:12 AM, SOP here, talked to [customer] and made her an appt for today at 2:30.
7/07/0	09 60 2	02653	*	28,616	Northwood Auto Plaza C/S – All four doors the moldings are changing color – Ordered new moldings they are paint to match.
					C/S – Mirrors are changing colors as well – No discolor found on mirrors
					Customer Unresponsive on SOP July 13, called 9:58 AM, SOP here Left message on machine. Aug 26, called 10:26 AM SOP here, left message on machine. Custoemr came in October 8 for other work, did not have tome to do door moldings, will schedule later. Nov 16, called 11:11 AM, SOP here, left message. Customer unresponsive Dec 1 <sup>st</sup> .
					Will Mobley, SVM – Verified days out of service
1/22/	10 6 2		N/A – occurred within RO 6026533	35,201	Northwood Auto Plaza C/S – Would like Goodwill assistance on side moldings all discolored / Faded – Replaced door molding B7866 - Molding, Front Door - Right - Side - R&R Or Replace B7876 - Molding, Front Door - Left - Side - R&R Or Replace B7976 - Molding, Rear Door - Left - Side - R&R Or Replace B7966 - Molding, Rear Door - Right - Side - R&R Or Replace
					Will Mobley, SVM – Verified days out of service
2/18/	11 6 7	03676	*	46,580	Northwood Auto Plaza C/S – Door exterior trim is peeling off / Coming loose – Inspect, parts are still on order.
☐ <u>C</u> ł	<u>nassis</u>				
Date:		<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
N/A	N	I/A	N/A	N/A	N/A

#### **⊠** Electrical

	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
10/01/07	601406 1	1	10,772	Northwood Auto Plaza C/S – When you operate something for a short time the battery goes dead / Poor machining – Diagnosis, tested for draw and alternator, ok – Installed a new battery
				Note: Oct 11, called 443-5695, 10:10 AM, SOP here, talked to [Customer] and she will call back to reschedule.  Jan 18, called 10:12 AM, SOP here, talked to [customer] and made her an appt for today at 2:30.
				Will Mobley, SVM – Verified days out of service
2/18/11	603676 7	*	46,580	Northwood Auto Plaza C/S – Having electrical problems. Battery goes dead and has to be jump started for no apparent reason / No problem found. Tested electrical system, all systems passed. GM allowed inspection as a onetime Goodwill
				C/S – Needs left front headlamp replaced / Customer Pay – Installed 20760578. Replaced the left front headlamp assembly, aimed to spec, inspect the hood alignment ok. \$470.50 plus tax.
				C/S – Seat warmers not working. Randomly they will come on / Poor connection – Diagnosis has code B2508. Removed the right front seat, the wire harness was out of position – Insulate and reposition, test operation. Operates as designed. GM authorized one Goodwill assist on this concern.
				C/S – Remote start not working and key fob is INOP / Out of calibration. We could not duplicate the concern – Performed a software update, that may fix the customer's concern. GM authorized one Goodwill assist on this concern.
				C/S – Radio will intermittently shut its self off when driving. Won't come back on until vehicle is turned off and then back on again / No problem found. We could not duplicate the customer's concern. GM authorized a onetime Goodwill inspection for this concern.
				C/S – Dash lights flicker on and off intermittently / <b>No problem found</b> . We could not duplicate the customer's concern. GM authorized a onetime Goodwill inspection for this concern.
				C/S – Windshield wipers come on even when it is sunny outside. Have to restart the car for the wipers to shut off / No problem found. We could not duplicate the customer's concern. GM authorized a onetime Goodwill inspection for this concern.
3/04/11	603704 0	1	46,756	Northwood Auto Plaza Customer drove vehicle in shop states radio has locked up / Duplicated concern. Possible program or internal concern. Need more time to diag. Onetime Goodwill inspection.
				RO closed due to special order parts or the customer needed to reschedule due to time.
☐ Glass				
Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:

N/A	N/A	N/A	N/A	N/A	
□ <u>HVAC</u>					
Date:	RO #:	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:	
2/18/11	603676 7	*	46,580	Northwood Auto Plaza C/S – Paint is fading below mirrors / Inspect, no problem found.	
☐ <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	
☐ Whee	/Tires				
Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:	
N/A	N/A	N/A	N/A	N/A	
⊠ Recalls / Campaigns					
M INCCAI	Is / Cam	paigns			
Date:	ls / Cam RO #:	paigns Days Out:	Mileage:	Description of Complaint and Repair Performed:	
			Mileage: 35,201	Description of Complaint and Repair Performed:  Northwood Auto Plaza  Recall 07007 / Recall – Performed recall 06162 - Y0124 - 06162  Product Enhancement - Engine Control Module Reprogram with SPS	
Date:	RO #: 602948	Days Out:	-	Northwood Auto Plaza  Recall 07007 / Recall – Performed recall 06162 - Y0124 - 06162  Product Enhancement - Engine Control Module Reprogram with	
Date:	RO #: 602948	Days Out:	-	Northwood Auto Plaza Recall 07007 / Recall – Performed recall 06162 - Y0124 - 06162 Product Enhancement - Engine Control Module Reprogram with SPS  Recall 08048 / Recall – Installed washer harness - V1993 -	
<u>Date:</u> 12/28/09	RO #: 602948 0 603676	Days Out:	35,201	Northwood Auto Plaza Recall 07007 / Recall – Performed recall 06162 - Y0124 - 06162 Product Enhancement - Engine Control Module Reprogram with SPS  Recall 08048 / Recall – Installed washer harness - V1993 - 08048A - Jumper Harness Installation  Northwood Auto Plaza Recall 10153 / Recall. Remove window washer solvent heater and disable the system and compensate customer by check	
<u>Date:</u> 12/28/09 2/18/11	RO #: 602948 0 603676	Days Out:	35,201	Northwood Auto Plaza Recall 07007 / Recall – Performed recall 06162 - Y0124 - 06162 Product Enhancement - Engine Control Module Reprogram with SPS  Recall 08048 / Recall – Installed washer harness - V1993 - 08048A - Jumper Harness Installation  Northwood Auto Plaza Recall 10153 / Recall. Remove window washer solvent heater and disable the system and compensate customer by check	

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	Y -	Dealer
ADR)/attorney (if Legal)? (Y or N) What type of damage was sustained (example: front end collision)? N/A	?	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 If Yes obtain the following information below	N)	N/A N/A
Insurance Company:		_ N/A
Insurance Rep : (First and Last Name)		_ N/A
Phone #		_ N/A
Claim Made? (Y or N):		_ N/A
Claim Status: Pending/Denied/NA		_ N/A
Claim #		_ N/A
Did Insurance Company refer customer to GM? (Y or N)		N/A
If Yes. Did the insurance company deny the claim? (Y or N)		N/A
AFTERMARKET MODIFICATIONS: Are there any Aftermarket Modifications to the Vehicle? (Y or N)		_N
If "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. $\ensuremath{\text{N/A}}$	if	
Have you confirmed modification with the dealership? (Y or N)		Y - Dealer
DEDITION OF STATE OF STATE TO THE VIN		

#### PERTINENT FACTS FROM All SR's RELATED TO THIS VIN:

**Concern:** SPAC Escalation 71-794170793 Part # 89060486

Date & Offer/Result: 1/14 - 1/21/2010 Case closed for Parts ETA 2/4/2010 at DIr.

**Concern:** SPAC Escalation 71-794170797 Part # 19208677

**Date** & **Offer/Result:** 1/14 – 1/26/2010

Concern: Oil Consumption

Date & Offer/Result: 1/4/2010 SEE TAC NOTES ABOVE TAC SP-11161199

**Concern:** Phantom shift into 4WD on the highway

Date & Offer/Result: 2/24/2011 SEE TAC NOTES ABOVE TAC 71-921735554

**Concern:** Multiple Repeat Veh Complaints – Cust sks assistance for out of NVLW concerns **Date** & **Offer/Result:** 71-922650187 CAC T2 2/28 – 3/7/2011 (Closed due to NISM Open)

#### **BBB PROGRAM SUMMARY ASSESSMENT:**

(Note: This section only applicable for ADR cases)

What State is BBB Case Filed In? N/A

What is the customer eligible for based on the BBB Program Eligibility Guidelines and the specific states lemon law requirements for meeting presumption? (Explain in Detail)  $N/\Delta$ 

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

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

N/A

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

Repurchase + 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.

- Electrical system battery keeps going dead, 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
- Engine required reprogramming and/or updating of the ECM, and the excessive oil consumption
- Body/Trim 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
- Transmission 4x4 engages by itself while driving;
- Engine/Electrical persistent illumination of the check engine light, and the replacement of the pistons, rods and 0-rings;
- Cruise control cruise control stops working when going downhill

Note: This section only applicable for Legal cases

Is Lemon Law Pled/Alleged?: Yes

Under what State? California Claimed Presumptive? Yes

Does Purchase Qualify? Yes If not, why? N/A

**State Presumption Is:** 

# of Visits for a Non-Conformity? 4 # of visits for a Safety Complaint? 2 # Must Complaint Continue to Exist? No Time Period for filing a Claim? 18 months / 18,

# of Days out of Service? 30
# of Visits Total? N/A
No Final Repair/Arbitration Required? Yes

18 months / 18,000 miles – 4 years after last visit for defective non-conformity

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

# of Visits for a Non-Conformity? 2 - Battery # of Days out of Service? 2
# of visits for a Safety Complaint? 0 # of Visits Total? 2
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? 2 – Oil Low # of Days out of Service? 6
2 - Battery
# of visits for a Safety Complaint? 0 # of Visits Total? 5
Must Complaint Continue to Exist? N/A Final Repair or Arbitration Reg'd? N/A

### Related Repairs beyond NVLW: Yes

Customer Pay?	No	If no, identify responsible party:	Powertrain & Dlr Goodwill
Additional Days out of Service?	70	Additional # of Repair Visits?	4

#### Other Considerations:

Outcome/Findings of Arb/Final Repair:

Prior Goodwill/reimbursement: Yes - GW

Out of Pocket Expenses: No

#### Yes

N/A

1/22/10 - DIr GW's all door side moldings RO 6029902 & 2/18/11 - DIr GW Diag and minor

repairs

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:

Noelle Duckgeischel, DDMA – I am not aware of this vehicle or customer's concerns. DDMA contacted CRS to request direction on whether to do a goodwill replacement of the radio.

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

In TAC Case Will Mobley, SVM sts to TAC - (1/5/2011) Dealer states this is the first time the customer has done some type of oil consumption test and they now know that it is excessive.

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

- 1. Customer made 4 complaints of excessive oil consumption concerns
- 2. The vehicle is still within the Powertrain Limited Warranty
- 3. Vehicle out of service 72 days for engine related concerns within Powertrain warranty.

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

1. Customer never returned for oil consumption testing as requested by the dealership on multiple occasions. First attempt was 12/28/2009

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

Yes – the vehicle may appear to be in breach of the Powertrain due to 72 days out of service for engine-related concerns.

#### **Recommendation:**

CRS recommends repurchase at 35,201 miles (first repair made for oil consumption concern and customer was provided 45 day rental during this repair and vehicle out of service 57 days due to part delay).

#### **Rationale:**

Customer made multiple complaints regarding oil consumption, but did not follow through will oil consumption testing as requested by dealership to diagnose (well documented in ROs). Dealer given an opportunity to thoroughly diagnose and repair on 12/28/2009 and the vehicle was 57 verified days out of service due to part delay for this repair. Appears that dealer was not given an opportunity to repair/diagnose oil consumption concern on prior occasions that customer complained of oil consumption concerns as evidenced by oil change visits where this was not addressed by the customer and the customer failed to bring the vehicle in every 500 miles as requested by the dealership.

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

Negotiate reasonable repurchase offer to resolve alleged breach of warranty claim.

# 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:	<b>nd:</b> Repurchase	Settlement Type: Repurchase Date: 3/7/2011	{Accepted / Countered}	
CRS Initial Offer: 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}	
CRS Counter: Amount to Plaintiff/Atty: Inclusive Offer:	\${Amount}/\${Amount} \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Countered}	
PLAINTIFF Final Offer: Amount to Plaintiff/Atty: Inclusive Offer:	\${Amount}/\${Amount} \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Declined}	
CRS Final Offer: 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.

N/A

**Settlement Type:** 

**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 a

Attorney Fees (if applicable):

N/A

Final Decision: Arbitrate case: N/A Settle case: N/A

Attorney Fees (if applicable):

N/A

TEAM LEAD APPROVING: N/A Date: N/A

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.

From:UPS STORE	To: <b>18664315575</b>	02/22/2011 12:11	#826 P. 002/006
EUREKA, CA		2/18/11 k Phone	6036767 Time Promised 2/18 16:30 Mileage Out
		46580	mak
Year Make 2007 CHEVROLET	Model E SUBURBAN UT	Body Engine Code	Service Advisor
Vehicle Identification Number		e Number Delivery Date	In-Service Date
1GNFK16357R	AMBER BRON	8/28/06	8/28/06
141F			
INTERMITTENTLY. C	HECK AND ADVISE.		С
	· · · · · · · · · · · · · · · · · · ·		
WHEN ITS SUNNY OU	INDSHIELD WIPERS COME ON TSIDE. HAVE TO RESTART T SHUT OFF:		C C C
	-WHEEL DRIVE ENGAGES ON HE HIGHWAY AT 65MPH.	ITS OWN,	C C
CRUISE CONTROL ST	OPS WORKING WHEN GOING D S UP AS OPPOSED TO SLOWI	OWNHILL.	C C C C
	OOR EXTERIOR TRIM IS PEE	LING OFF.	C C
DISABLE THE SYSTE	WINDOW WASHER SOLVENT H M, AND COMPENSATE THE CU FOR THE LOSS OF THE FEA	STOMER BY	W W W

#14 Cust states Engine is Lond noise oil light comes on makes knocking noise when starts smells like burning oil

610.20

610.20

#7 - 117: MISC-REPAIR
CUSTOMER STATES RADIO WILL INTERMITTENTLY SHUT ITS
SELF OFF WHEN DRIVING. CHECK AND ADVISE.
WON'T COME BACK ON UNTIL VEHICLE IS TURNED OFF AND
THEN BACK ON AGAIN.

#8 - 117: MISC-REPAIR CUSTOMER STATES DASH LIGHTS FLICKER ON AND OFF C

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C

C

From: UPS STORE To: 18664315575 02/22/2011 12:12 #826 P. 004/006



R/O Open Date R/O Number 2/18/11 6036767/1 Time Received SERVICE DEPARTMENT HOUR Time Promised 7:30 a.m. to 5:30 p.m. 9:47 2/18 16:30 Monday - Friday Current Mileage Mileage Out 46580 Estimate of Repairs Service Advisor / Key Tag # 1026.95 MARK CROSGROVE/

			Work Phone	Vehicle Identific	cation Number
		_		1GNFK1635	7R
EURE	KA, CA		Home Phone	Delivery Date	In-Service Date
				8/28/06	8/28/06
Year	Make	Model	Body	Color	License Number
2007	CHEVROLET	SUBURBAN	UT	AMBER BRON	
2007	141F	SOBORBAN	UT	AMBER BRON	

Job Number	Description of Work	Code
	MISC-REPAIR	117
	CUSTOMER STATES IS HAVING ELECTRICAL PROBLEMS.	Customer Pav
8 8	BATTERY GOES DEAD AND HAS TO BE JUMP STARTED FOR	

Job Number	Description of Work	Code
2.	LUBE, OIL, FILTER - CAR 5 QT CHECK ALL FLUID LEVELS AND CHECK TIRE PRESSURE. \$10.00 OFF	100C Customer Pay

Job Number	Description of Work	Code
2	27-POINT FREE INSPECTION	115
<b>~</b> *		Customer Pay

Job Number	Description of Work	Code
4.	MISC-REPAIR CUSTOMER STATES NEEDS LEFT FRONT HEADLAMP REPLACED . CHECK AND ADVISE	117 Customer Pay

Job Number	Description of Work	Code
5.	MISC-REPAIR CUSTOMER STATES SEAT WARMERS NOT WORKING. RANDOMLY THEY WILL COME ON, CHECK AND ADVISE.	117 Customer Pay

# TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

"t hereby authorize the repair work above to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

#### DISCLAIMER OF WARRANTIES.

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

X		



R/O Open Date R/O Number 2/18/11 6036767/2 Time Received SERVICE DEPARTMENT HOURS Time Promised 7:30 a.m. to 5:30 p.m. 9:47 2/18 16:30 Monday - Friday Current Mileage Mileage Out 46580 Estimate of Repairs Service Advisor / Key Tag # 1026.95 MARK CROSGROVE/

	•		Work Phone	Vehicle Identific	cation Number
		_		1GNFK1635	7R
EURE	KA, CA		Home Phone	Delivery Date	In-Service Date
		<del>-</del> 		8/28/06	8/28/06
Year	Make	Model	Body	Color	License Number
2007	CHEVROLET	SUBURBAN	UT	AMBER BRON	
	141F				·

Job Number	Description of Work	Code
26	MISC-REPAIR CUSTOMER STATES REMOTE START NOT WORKING AND KEY FOB IS INOP. CHECK AND ADVISE.	117 Customer Pay

Job Number	Description of Work	Code
2.7	MISC-REPAIR CUSTOMER STATES RADIO WILL INTERMITTENTLY SHUT ITS SELF OFF WHEN DRIVING. CHECK AND ADVISE.	117 Customer Pay

Job Number	Description of Work	Code
3.8	MISC-REPAIR CUSTOMER STATES DASH LIGHTS FLICKER ON AND OFF INTERMITTENTLY. CHECK AND ADVISE.	117 Customer Pay

Job Number	Description of Work	Code
A O	MISC-REPAIR	117
\$.9	CUSTOMER STATES WINDSHIELD WIPERS COME ON EVEN	Customer Pay
C * (	WHEN ITS SUNNY OUTSIDE. HAVE TO RESTART THE CAR	

Job Number	Description of Work	Code
5.10	MISC-REPAIR CUSTOMER STATES 4-WHEEL DRIVE ENGAGES ON ITS OWN, EVEN GOING DOWN THE HIGHWAY AT 65MPH.	117 Customer Pay

#### TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

"I hereby authorize the repair work above to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

#### DISCLAIMER OF WARRANTIES.

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



	R/O Open Date	R/O Number
	2/18/11	6036767/3
SERVICE DEPARTMENT HOURS	Time Received	Time Promised
7:30 a.m. to 5:30 p.m.	9:47	2/18 16:30
Monday - Friday	Current Mileage	Mileage Out
	46580	
Estimate of Repairs	Service Adviso	or / Key Tag #
1026.95	MARK CROSGROV	E/

			Work Phone	Vehicle Identifi	cation Number
				1GNFK1635	57R
EUREK	A, CA	•	Home Phone	Delivery Date	In-Service Date
DOLUM	41, 611			8/28/06	8/28/06
Year	Make	Model	Body	Color	License Number
2007	CHEVROLET	SUBURBAN	UT	AMBER BRON	
	141F				

Job Number	Description of Work	Code	
3.11	MISC-REPAIR CRUISE CONTROL STOPS WORKING WHEN GOING DOWNHILL. THE VEHICLE SPEEDS UP AS OPPOSED TO SLOWING DOWN.	117 Customer	Pay

Job Number	Description of Work			Code	
<i>2</i>	MISC-REPAIR			117	1
2.12	CUSTOMER STATES DOOR EXTER	OR TRIM IS PEELING (	OFF.	Customer	Pay
Shakara sa U				Customer	Pay

Job Number	Description of Work	Code
9 3	REMOVE THE WINDOW WASHER SOLVENT HEATER, AND	V2281 WARR-GENERAL
313	DISABLE THE SYSTEM, AND COMPENSATE THE CUSTOMER BY CHECK FOR \$100.00 FOR THE LOSS OF THE FEATURE.	WARR-GENERAL

Job Number	Description of Work	Code
4.14	MISC-REPAIR CUSTOMER STATES ENHINE MAKES LOUD NOISE, OIL LIGHT COMES ON AND MAKES KNOCKING SOUND WHEN STARTS.	117 Customer Pay
<u> </u>	(Rotadod on 2/22/2011	

		- 1 O O 1-		
Job Number	Description of Work		·	Code
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2009				
31			<b>.</b>	İ
3/3 L				!
<b>*</b> *				1

# TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

#### DISCLAIMER OF WARRANTIES.

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

X

It hereby authorize the repair work above to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. It hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

**AMOUNT** 

Chevrolet HYUNDAI

NORTHWOOD

Auto Plaza, Inc.
212 7th Street, Eureka, CA95501 - (707) 443-4861 (800) 338-0761

DESCRIPTION OF SERVICE AND PARTS

#1 - 117: MISC-REPAIR

SERVICE DEPARTMENT HOURS 7:30 a.m. to 5:30 p.m. Monday - Friday

R/O Open Date	R/O Number	
2/18/11	6036767/1	
R/O Close Date	Status	
2/28/11	Pre-Invoice	
Mileage In	Mileage Out	
46580	46685	
Service Advisor / Tag#		

MARK CROSGROVE Work Phone Vehicle Identification Number 1GNFK16357R EUREKA, CA Home Phone Delivery Date In-Service Date 8/28/06 8/28/06 Year Make Body Color License Number 2007 CHEVROLET SUBURBAN UT AMBER BRON 141F

CUSTOMER STATES IS HAVING ELECTRICAL PROBLEMS. BATTERY GOES DEAD AND HAS TO BE JUMP STARTED FOR NO APARENT REASON. Caused by NO PROBLEM FOUND Work performed by VICTOR RUELES (2) TESTED THE ELECTRICAL SYSTEM, ALL SYSTEMS PASSED. GM ALLOWED INSPECTION AS A ONETIME GOODWILL.	Warranty
#2 - 100C: LUBE, OIL, FILTER - CAR 5 QTCHECK ALL FLUID LEVELS AND CHECK TIRE PRESSURE. \$10.00 OFF Work performed by SCOTT BURKHART (1 ) Installed 89017524 :FILTER (01836-BOPCKT) 1@4.04 Installed 5W30 :OIL 6@1.51 Sub Total: 24.95	1
#3 - 115: 27-POINT FREE INSPECTION Sub Total: .00	-
#4 - 117: MISC-REPAIR CUSTOMER STATES NEEDS LEFT FRONT HEADLAMP REPLACED . CHECK AND ADVISE Work performed by VICTOR RUELES (2 ) Installed 20760578 :HEADLAMP (02725-C) 1@311.15 REPLACED THE LEFT FRONT LAMP ASSEMBLY, AIMED TO SPEC, INSPECT THE HOOD ALIGNMENT OK. Sub Total: 445.55	134.40 311.15
TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."  DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither essumes 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  DEDUCTIBLE  SUBLET  SHOP SUPPLIES  HAZARDOUS MATERIALS  SALES TAX OR TAX I.D.  SPECIAL ORDER DEPOSIT  DISCOUNTS  TOTAL DUE	
NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.	

(C) 2003 ARKONA, Inc. - Dealership Application Group (800)945-1028



SERVICE DEPARTMENT HOURS 7:30 a.m. to 5:30 p.m. Monday - Friday

R/O Open Date	R/O Number	
2/18/11	6036767/2	
R/O Close Date	Status	
2/28/11	Pre-Invoice	
Mileage In	Mileage Out	
46580	46685	
Service Advisor / Tag #		

MARK CROSGROVE Work Phone Vehicle Identification Number 1GNFK16357R EUREKA, CA Home Phone Delivery Date In-Service Date 8/28/06 8/28/06 License Number Year Make Body Color 2007 CHEVROLET SUBURBAN UT AMBER BRON 141F

DESCRIPTION OF SERVICE AND PARTS		AA40111177
		AMOUNT
#5 - 117: MISC-REPAIR CUSTOMER STATES SEAT WARMERS NOT THEY WILL COME ON, CHECK AND AD' Caused by POOR CONNECTION Work performed by VICTOR RUELES Freight: FEDEX DIAGNOIS, HAS CODE B2508, DIAGNOI RIGHT FRONT SEAT, THE WIRE HARNES POSITION, INSULATE AND REPOSITION OPERATES AS DESIGNED. GM AUTHORIZED ONE GOODWILL ASSIST	VISE.  (2 )  IS, REMOVED THE  SS WAS OUT OF  N, TEST OPERATION,	Warranty Warranty
		•
#6 - 117: MISC-REPAIR CUSTOMER STATES REMOTE START NOT FOB IS INOP. CHECK AND ADVISE. Caused by OUT OF CAL Work performed by VICTOR RUELES WE COULD NOT DUPLICATE THE CONCER	(2 ) RN.	Warranty
PERFOMED A SOFTWARE UPDATE, THAT	MAY FIX THE	
CUSTOMERS CONCERN. GM AUTH A ONETIME GOODWILL ASSIST	I ON THIS CONCERN.	
#7 - 117: MISC-REPAIR CUSTOMER STATES RADIO WILL INTERN SELF OFF WHEN DRIVING. CHECK AND WON'T COME BACK ON UNTIL VEHICLE	ADVISE.	
TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair	LABOR	
work hereinafter to be done along with the necessary material and agree that you are not respons-	PARTS	
ible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts	DEDUCTIBLE	
shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing	SUBLET	
and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."	SHOP SUPPLIES	
	HAZARDOUS MATERIALS	
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-	SALES TAX OR TAX I.D.	
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 liability in connection with the sale of	SPECIAL ORDER DEPOSIT	
said products. Any limitation contained herein does not apply where prohibited by law.	DISCOUNTS	
	TOTAL DUE	
NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.		
X		

To: 18662039227

03/01/2011 14:12

#840 P. 004/007

Chevrolet HYUNDRI

SNORTH WOOD

Auto Plaza, Inc.
212 7th Street, Eureka, CA95501 - (707) 443-4861 (800) 338-0761

SERVICE DEPARTMENT HOURS 7:30 a.m. to 5:30 p.m. Monday - Friday

R/O Open Date	R/O Number	
2/18/11	6036767/3	
R/O Close Date	Status	
2/28/11	Pre-Invoice	
Mileage In	Mileage Out	
46580	46685	
Service Advisor / Tag #		

MARK CROSGROVE Work Phone Vehicle Identification Number 1GNFK16357R EUREKA, CA Home Phone Delivery Date In-Service Date 8/28/06 8/28/06 Year Make Body Color License Number 2007 CHEVROLET SUBURBAN UT AMBER BRON 141F

DESCRIPTION OF SERVICE AND PARTS		AMOUNT
THEN BACK ON AGAIN.  Caused by  NO PROBLEM FOUND  Work performed by VICTOR RUELES  WE COULD NOT DUPLICATE THE CUSTON  GM AUTH A ONETIME GOODWILL INSPEC	MERS COCNERN.	Warranty
#8 - 117: MISC-REPAIR CUSTOMER STATES DASH LIGHTS FLICKER ON AND OFF INTERMITTENTLY. CHECK AND ADVISE. Caused by NO PROBLEM FOUND Work performed by VICTOR RUELES (2) COULD NOT DUPLICATE THE CUSTOMERS CONCERN. GM AUTH A ONETIME GOODWILL INSPECTION FOR THIS CONCERN.		Warranty
#9 - 117: MISC-REPAIR CUSTOMER STATES WINDSHIELD WIPERS COME ON EVEN WHEN ITS SUNNY OUTSIDE. HAVE TO RESTART THE CAR FOR THE WIPERS TO SHUT OFF. Caused by NO PROBLEM FOUND Work performed by VICTOR RUELES (2) INSPECT, WE COULD NOT DUPLICATE THE CUSTOMERS CONCERN. GM AUTH A ONETIME GOODWILL INSPECTION FOR THIS CONCERN.		Warranty
TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."  DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by taw.	LABOR PARTS  DEDUCTIBLE SUBLET SHOP SUPPLIES HAZARDOUS MATERIALS SALES TAX OR TAX I.D. SPECIAL ORDER DEPOSIT DISCOUNTS TOTAL DUE	
NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.		

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#840 P. 005/007

Chevrolet HYUNDAI

NORTHWOOD

Auto Plaza, Inc.
212 7th Street, Eureka, CA95501 - (707) 443-4861 (800) 338-0761

SERVICE DEPARTMENT HOURS 7:30 a.m. to 5:30 p.m. Monday - Friday

R/O Open Date	R/O Number	
2/18/11	6036767/4	
R/O Close Date	Status	
2/28/11	Pre-Invoice	
Mileage In	Mileage Out	
46580	46685	
Service Advisor / Tag #		

MARK CROSGROVE Work Phone Vehicle Identification Number 1GNFK16357R EUREKA, CA Home Phone Delivery Date In-Service Date 8/28/06 8/28/06 Year Make Model Body Color License Number 2007 CHEVROLET SUBURBAN UT AMBER BRON 141F

DESCRIPTION OF SERVICE AND PARTS		AMOUNT
#10 -117: MISC-REPAIR CUSTOMER STATES 4-WHEEL DRIVE ENGLISHED GOING DOWN THE HIGHWAY AT 6. Caused by COULD NHOT DUPLICATE THE CONCE. Work performed by VICTOR RUELES INSPECT, SCAN FOR CODES, NONE FOR GM REP, NOELLE, SHE AUTHORIZED A INSPECTION, SHE WANTED US TO DRIVAND TRY TO DUPLICATE THE CONCERN VEHICLE FOR A TOTAL OF 105 MILES CASE DID NOT JUMP INTO 4X4 AT ANDRE MORE CONSISTANT TO DIAGNOIS.	SMPH.  (2 )  UND, REVIEWED WITH  ONETIME GOODWILL  VE THE VEHCILE , WE DROVE THE , THE TRANSFER	Warranty
#11 -117: MISC-REPAIR CRUISE CONTROL STOPS WORKING WHEN THE VEHICLE SPEEDS UP AS OPPOSED CHECK AND ADVISE Caused by OUT OF CALIBRATION Work performed by VICTOR RUELES DID NOT DUPLICATE THE CUSTOMERS OF THE CONCERN, PERFORMED THE LATES OF GM AUTHORIZED A ONETIME GOODWILL CONCERN.	TO SLOWING DOWN.  (2 )  COCNERN.  AT MIGHT ADDRESS I SOFTWARE UPDATE.	Warranty
#12 -117: MISC-REPAIR	·	
TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair	LABOR	
work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other	PARTS	
cause beyond your control or for any delays caused by unavailability of parts or delays in parts	DEDUCTIBLE	
shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing	SUBLET	
and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."	SHOP SUPPLIES	
DISSIANCS OF IMADDANTIES As a second	HAZARDOUS MATERIALS	
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-	SALES TAX OR TAX I.D.	
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 liability in connection with the sale of	SPECIAL ORDER DEPOSIT	
said products. Any limitation contained herein does not apply where prohibited by law.	DISCOUNTS	
	TOTAL DUE	
NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.		

**AMOUNT** 

Chevrolet HYUNDAI

NORTHWOOD

Luto Plaza , Inc.

212 7th Street, Eureka, CA95501 - (707) 443-4861 (800) 338-0761

DESCRIPTION OF SERVICE AND PARTS

SERVICE DEPARTMENT HOURS 7:30 a.m. to 5:30 p.m. Monday - Friday

R/O Open Date	R/O Number	
2/18/11	6036767/5	
R/O Close Date	Status	
2/28/11	Pre-Invoice	
Mileage In	Mileage Out	
46580	46685	
Service Advisor / Tag #		

MARK CROSGROVE Work Phone Vehicle Identification Number 1GNFK16357R EUREKA, CA Home Phone Delivery Date In-Service Date 8/28/06 8/28/06 Make Body Color License Number 2007 CHEVROLET **SUBURBAN** UT AMBER BRON 141F

Warranty
Warranty Warranty
Warranty

From: UPS STORE To: 18662039227 03/01/2011 14:13 #840 P. 007/007

Chevrolet HYUNDAI

NORTHWOOD

Lato Plaza Inc.

212 7th Street, Eureka, CA95501 - (707) 443-4861 (600) 338-0761

SERVICE DEPARTMENT HOURS 7:30 a.m. to 5:30 p.m. Monday - Friday 

 R/O Open Date
 R/O Number

 2/18/11
 6036767/6

 R/O Close Date
 Status

 2/28/11
 Pre-Invoice

 Mileage In
 Mileage Out

 46580
 46685

 Service Advisor / Tag #

MARK CROSGROVE Work Phone Vehicle Identification Number 1GNFK16357R Home Phone EUREKA, CA Delivery Date In-Service Date 8/28/06 8/28/06 Color License Number Rody 2007 | CHEVROLET SUBURBAN UT AMBER BRON

2007 CHEVRO	LET SUBURBAN	UT	AMBER BRON	-
141F	·			
DESCRIPTION OF	SERVICE AND PARTS			AMOUNT
Caused				/ W. /
	BLEM FOUND	•		
	formed by WILL MOBLEY	(100)		7/7
		(100)		Warranty
	RRIES A 3/36 WARRANTY.			
INSPECT,	NO PROBLEM WAS FOUND.			
		<b></b>		
Please Note:	AUTHORIZED ON THE HARD	COPY FEB 23RD AT 2	02PM,	
	TALKED TO AT	AUTHORI	ZEĎ	
	INSTALLING A GM HEAD	LAMP, AND LOF, EST	TMATE	
	\$470.50 PLUS TAX.	,		
	V170.30 1HOD 11M1.			
				]
EDITO OTDIOTIVATORI IINI EAO	ADDANGEMENTS ADELINGE MILITARY	Linon		146 21
	ARRANGEMENTS ARE MADE. "I hereby authorize the repai th the necessary material and agree that you are not respons	_ 1		146.25
ble for loss or damage to vehicle o	r articles left in the vehicle in case of fire, theft, or any other	PARTS		324.25
	ny delays caused by unavailability of parts or delays in parts porter. I hereby grant you or your employees permission to			.00
pperate the vehicle herein described	on streets, highways, or elsewhere for the purpose of testing	SUBLET		.00
and/or inspection. An express mech he amount of repairs thereto."	anic's lien is hereby acknowledged on above vehicle to secun	SHOP SUPPLIES		.00
DISCLAIMED OF WARRANTIES A	ny vermonting on the products and beauty are there are to	HAZARDOUS MATERIALS		.00
he manufacturer. The seller hereby e	ny warranties on the products sold hereby are those made b expressly disclaims all warranties either express or implied, inc	lud SALES TAX OR TAX I.D.		27.56
ng any implied warranty of merchant	ability or fitness for a particular purpose, and the seller neitherson to assume for it any liability in connection with the sale of	PRECIAL ORDER DEDOCIT		.00
	erson to assume for it any liability in connection with the sale of ed herein does not apply where prohibited by law.	DISCOUNTS		.00
	-	TOTAL DUE		498.06
				1,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

Χ

(C) 2003 ARKONA, Inc. - Dealership Application Group (800)945-1028

2007 SUBURBAN 4WD 1/2 TON LT		GENERAL M		PORATION
53U AMBER BRONZE METALLIC	/∀8Ġ	& SUBSIDI	ARIES	
193 EBONY		RENAISSAN	CE CENTER	
ORDER NO. KGDC8X/SDC STOCK NO	1411-	DETROIT	MI 4	8243-1114
VIN 1GN FK16 35 7R	, ,	VEHICLE I	NVOICE 1A	D92208239
************* <del>*</del>	****	***	*****	13*064385
MODEL & FACTORY OPTIONS	MSRP	TMA VNI	RETAIL -	SOLD
CK10906 SUBURBAN 4WD 1/2 TON LT	39860.00	36471.90	INVOICE	08/08/06
AS3 3-PASSENGER, 3RD ROW SEAT	100.00	83.00	SHIPPED	08/08/06
CF5 POWER SLIDING SUNROOF	995.00	825.85	EXP I/T	08/30/06
C6C GVW RATING-7400 LB	N/C	и/¢	INT COM	08/30/06
GT4 REAR AXLE - 3.73 RATIO	N/C	N/C	PRC EFF	08/08/06
LC9 VORTEC 5300 V8 SFI FLEX-FUEL	N/C	N/C	KEYS G12	03 G1203
M30 4-SPD AUTOMATIC TRANSMISSION	N/C	N/C	WFP-S QT	R OPT-1
UVB NAVIGATION RADIO W/CD/DVD/MP3		1867.50	BANK: GM	AC - 085
(REPLACES 6-DISC CD CHANGER)			CHG-TO	06-438
UVC REAR VIEW CAMERA SYSTEM	250.00	207.50		
U42 REAR SEAT ENTERTAINMENT SYSTEM			SHIP WT:	5844
V1K LUGGAGE RACK - CROSS BARS	45.00	37.35	HP:	45.7
	И/C		GVWR:	7400
ILZ SUBURBAN LTZ EQUIPMENT GROUF:	7915.00	6569.45	GAWR.FT:	3600
* FRONT LEATHER APPOINTED			GAWR.RR:	4200
BUCKET SEATS			GMS:	46531.10
* DRIVER SIDE SEAT W/12-WAY			SUPPLR:	48621.62
POWER, HEAT & MEMORY			MRM:	53610.00
* PASSENGER SIDE SEAT W/12-WAY			NTR: 1/2	
POWER & HEAT			DAN:	WATKN
* 2ND ROW LEATHER APPOINTED		•	MEMO	2560.50
SEATS				
* 2ND ROW HEATED SEATS				•
* 2ND ROW SEAT POWER RELEASE				
* POWER ADJUSTABLE PEDALS				

- \* REMOTE VEHICLE STARTER
- \* AM/FM STEREO WITH MP3 COMPATIBLE 6-DISC CD CHANGER (REPLACES STD RADIO)
- \* HEAD CURTAIN SIDE AIR BAGS, ALL SEATING ROWS
- \* BOSE PREMIUM SPEAKER SYSTEM
- \* XM SATELLITE RADIO SERVICE FEE EXTRA. 1ST 3 MONTHS INCL.
- \* POWER LIFTGATE WITH LIFTGLASS
- \* LOCKING REAR DIFFERENTIAL
- \* AUTORIDE SUSPENSION PACKAGE
- \* 20" POLISHED ALUMINUM WHEELS
- \* HEATED WASHER FLUID SYSTEM
- \* RAIN SENSING WIPERS
- \* UNIVERSAL HOME REMOTE
- \* TRI-ZONE AUTOMATIC AIR COND
- \* REAR PARKING ASSIST
- \* OUTSIDE POWER FOLDING MIRRORS W/AUTO DIMMING & TURN SIGNALS

<sup>\*\*</sup> CONTINUED ON PAGE 2 \*\*

Fax Server 3/11/2011 11:51:11 AM PAGE 77/122 Fax Server From:NORTHWOOD AUTO PLAZA, INC. 707 444 6688 03/08/2011 15:00 #001 P.005

1 1150 m 01 J

\*\* CONTINUED FROM PAGE 1 \*\*

TOTAL MODEL & OPTIONS
DESTINATION CHARGE
DEALER CO-OP ADVERTISING

52710.00 47137.40 ACT 237 46456.10 900.00 900.00 H/B 261 1581.30 527.10 ADV 261 527.10

TOTAL

53610.00 48564.50 PAY 310 48564.50

MEMO: TOTAL LESS HOLDBACK AND

APPROX WHOLESALE FINANCE CREDIT 46385.30

\*

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

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

NORTHWOOD CHEVROLET

REMIT TO GMAC NO. 085 VIN 1GNFK16357R \$ 48564.50 INV 1AD92208239



# "Bopp, Cathy" <cbopp@consumerlawc enter.com>

03/18/2011 12:41 AM

To <marybeth\_hollman@gmexpert.com>

CC

bcc

Subject RE: v GM / 2007 Chevrolet Suburban

Attached please find all documents in our possession for the above named case, thank you.

Cathy Bopp Paralegal Krohn & Moss, Ltd. 10474 Santa Monica Blvd. Suite 401 Los Angeles, CA 90025 (323) 988-2400 x243 (866) 264-3755 fax

e-mail: cbopp@consumerlawcenter.com web: www.consumerlawcenter.com

----Original Message----

From: marybeth\_hollman@gmexpert.com [mailto:marybeth\_hollman@gmexpert.com]

Sent: Tuesday, March 08, 2011 8:53 AM

To: Basola, Jennifer Cc: Bopp, Cathy

Subject: v GM / 2007 Chevrolet Suburban

RE: Customer Last Name: Service Request: 71-924813013 2007 Chevrolet Suburban

Vehicle Identification Number: 1GNFK16357R Customer Relationship Specialist: Mary Beth Hollman

Telephone: 866-790-5700 Ext 41499

Dear Ms. Basola,

Please find attached my letter acknowledging receipt of the above-referenced case. I have requested from you copies of repair orders, current registration and sales documents. Feel free to contact with any questions or additional information.

(See attached file: 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,





March 25, 2011

Jennifer Basola, Esq. Krohn & Moss, Ltd 10474 Santa Monica Blvd Ste 401 Los Angeles, CA 90025

RE: v. General Motors

Service Request: 71-924813013 2007 Chevrolet Suburban

Vehicle Identification Number: IGNFK16357R

Customer Relationship Specialist: Mary Beth Hollman

#### Dear Ms. Basola:

Regarding the above case, General Motors would like to make the following repurchase offer on your client's 2007 Chevrolet Suburban for all defendants. This offer 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) his to show proof of ownership, lien release or payment history, and the signing of a release acceptable to General Motors.

General Motors requires a vehicle inspection be performed at a General Motors dealership prior to the issuance of any funds. The vehicle inspection will take place at the selling dealership. The vehicle must be without any undisclosed damage and/or damage beyond normal wear and tear for the year/mileage of the vehicle. Appropriate repurchase documents will be sent to the selling dealership who will then contact you to arrange an inspection at a mutually agreed date and time. If for some reason the selling dealership is unacceptable to your client, please let us know immediately. Once the inspection has been completed satisfactorily and the necessary documents have been returned, the following repurchase offer will be processed:

Total payments # Unknown @ \$ Unknown	\$ Upon Proof *
(this includes sales tax of \$ 3,626.43)	
Total down payment	\$ 2,750.00
DMV Registration	\$ Upon Proof *
Subtotal:	\$ As Calculated
Less Usage/Depreciation	\$ Upon Proof *
(based on the service event at 35,201 miles)	
Less Incentives	\$ 2,000.00
Less Late Fees	\$ Upon Proof*
Subtotal:	\$ As Calculated
Attorney's Fees	\$ 2,750.00

Subtotal: \$ As Calculated

\* Payoff to lien holder (good through Unknown Date) \$ Upon Proof\*

\* Check amounts are subject to change if this offer letter is not received in time for the current payoff amount to be processed.

Total Repurchase Offer \$\\$ As Calculated

Total due to attorney and client: \$ As Calculated

\* In spite of our good faith efforts, General Motors has been unable to obtain the needed financial information independently. We ask for the assistance of your firm in promptly providing a complete payment history from the lender, on their letterhead, from which the needed figures can be calculated. In addition to a complete payment history, we will also need a lien payoff and a per diem. As an alternative, we ask that the attached Authorization of Release of Lien Information be promptly completed by your client and forwarded to our attention, so that we may obtain the needed information directly from the lender.

The financial information, pre-repurchase inspection and receipt of release documents must all be completed within 30 calendar days from the date of your acceptance of our offer. All aftermarket items (if applicable) must be present on the vehicle at the point of inspection. Any damages beyond normal wear and tear that is noted during the inspection must be repaired and paid for by your client before proceeding.

Furthermore, this settlement offer is contingent upon General Motors receiving a completed W-9 containing your Federal Tax ID. Failure to return the W-9 will result in a delay of processing this offer. To assist in ensuring the security of this information, the W-9 form needs to be faxed back to GM separately from all other settlement documents. The W-9 form can be downloaded from the IRS website at www.irs.gov. In addition, the IRS website will provide instructions for completing the W-9.

General Motors requests you make this offer available to your client at the earliest possible opportunity. 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. Please refer to the service request number above when calling our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Date	
Client's Signature	Client's Signature
CURRENT VEHICLE MILEAGE:	
Attach.	
General Motors	
Sincerely,	

cc: FILE L00115 V10202009

# Release of Lien Information

I	, hereby authorize
Customer(s)	
Lien Holder Name	
Address	
Address	
	to release an <b>y</b>
Phone Number	
and all information regarding my	loan account #Account Number
	Account Number
for Vehicle Identification Number (VI	to General Motors Company,
·	plete payment history of my account, a loan
payoff amount, interest paid to d	ate, late charges, and per diem information.
Signature	Signature
Date.	Date

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

Latest Revision Date: 3/30/2011

## All Fields Are Required

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

SR: 71-924813013 GM Legal File / BBB Case No.: N/A By: Mary Beth Hollman, Legal ML Negotiator: Mary Beth Hollman, Legal ML

State: California 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: 1GNFK16357R 8/28/2006 New 112133

Year, Make & Model: 2007 Chevrolet Suburban Vehicle Purchased New

Current Mileage: 46,890 Dealer Name: Northwood Chevrolet

Sale Type: Purchase X Lease Other : N/A CAM Name: Mick Gonzalez Phone Number: 805-373-8417

Lien holder: GMAC Other X: USBank DVM Name: Noelle Duckgeischel

Phone/Cell Number: 805-373-6329

Purchase Price of Vehicle: \$49,375.79

Was TAC contacted for this vehicle (Y/N)? : Yes DVM requests involvement?: No

Attorney Involvement: Krohn & Moss LTD Service Manager Name: Will Mobley Phone Number: 707-443-4861

-- Jennifer Basola, PC

Phone Number: 323-988-2400 Ext 227

Fax Number: 866-431-5575

Are there **additional** field personnel involved? If Yes, List the name, including role (DVM, DSM, etc.)

and phone number. Repeat as necessary.

None

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

None

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

# **TAC SP-11161199 1/4/2010** – DDMA Request for FSE assistance

- -Customer concern Oil consumption, knock noise, SES lamp
- -Dealer comments/diagnosis Tech states the vehicle came to the dealer with dtc P0449 P0521 in history and the engine was 3 qts low on oil since the last oil change at 31637 miles and there was a knock noise heard from the engine, tech states after he topped of the engine oil the noise was gone he was calling to see how to proceed.
- -TAC Recommendations TAC advised the tech to inspect the intake and PCV hose for signs of excessive oil then continue with info on PIP4574F.
- (1/5/2011) Dealer states this is the first time the customer has done some type of oil consumption test and they now know that it is excessive.

Dealer has not performed any of the checks in PI PIP4574F.

Dealer states the customer is upset over this issue and has stopped keeping there oil level in the safe

level.

New Recommendations - I reviewed all the test and suggestions that are in PI PIP4574F and advised the dealer to perform those test and call me with the results.

- -Results of previous suggestions made by TAC (Any new details). Tech states the PCV baffle is leaking, but very little. Tech states the lifters are not over aggressive on the left bank. Tech states the fresh air intake is unrestricted.
- -New Recommendations- Advised tech to remove the intake manifold and drain the oil from it, if excessive, replaced the left valve cover, clean the intake manifold and retest for oil consumption, if the intake manifold does not have excessive oil in it, replace the pistons and rings.

## TAC 71-921735554 - 2/24/2011 - Phantom shift to 4wd on the highway

Dealer comments/diagnosis - The dealer has not been able to duplicate. The dealer has reprogrammed the TCCM and sees no concern. The dealer wants to know if TAC has any information on this condition TAC Recommendations - Advised the dealer there are no bulletins. Advised the dealer replacing the transfer case mode switch or the encoder motor has repaired this concern in similar vehicles. Advised the dealer to drive with the tech2 and get a snap shot of the concern.

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

# **DVM/DSM Notified Regarding TAC Involvement?** Yes **VEHICLE REPAIR HISTORY:**

Throughout the entire form, use an asterisk (\*) if day(s) out of service are already counted in another category.

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

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
3/14/08	601756 5	1	14,718	Northwood Auto Plaza C/S – It feels like the brakes are not releasing. Feels like it may be in 4 wheel / Customer concern not duplicated. Tech tested the brakes, operating as designed. No signs of excessive heat or wear on the brakes at this time. The tech found the veh in auto 4x4 mode. Should be in 2 wheel mode

# **<u>Engine/Fuel/Exhaust</u>**

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
2/23/07	600867	1	4,548	Northwood Auto Plaza C/S – Battery keeps going dead / Out of calibration – Module, Powertrain control engine reprogramming. Diagnosis. Reprogram the BCM per Doc 06-06-03-11
				Lube Oil and Filter
				Will Mobley, SVM – Verified days out of service

10/01/07	601406 1	*	10,772	Northwood Auto Plaza Lube Oil and Filter
3/14/08	601756 5	*	14,718	Northwood Auto Plaza Lube Oil and Filter
6/13/08	601950 6	N/A	16,534	Northwood Auto Plaza Lube Oil and Filter
2/27/09	602430 0	2	24,393	Northwood Auto Plaza C/S – The engine is losing about two quarts of oil between oil changes, see Will first / No problem found. Customer concern not duplicated. Inspect, need to do a oil monitor test, need to check the oil level about every 500 miles and keep a chart. Tech Notes: Found doc #2231805 for this concern. Should do consumption test first.
				Lube Oil and Filter
7/07/09	602653 3	N/A	28,616	Northwood Auto Plaza Lube Oil and Filter
7/07/09	602653 2	1	28,616	Northwood Auto Plaza C/S – The Oil is low – Tech Notes: Do Oil consumption test customer will need to bring back every 500 miles. Do not add oil. Made sure oil level was correct. Oil is about ½ quart over full.
10/08/09	602823 2	1	31,637	Northwood Auto Plaza Lube Oil and Filter Customer did not make it in for the first oil consumption tests, will start the test over.
				The check engine light is on see Will do simple diagnosis today / Scanned the computer, has code P0449, needs deeper diagnosis, the customer will reschedule – Cust unresponsive – - Customer did not return for oil test -
				Will Mobley, SVM – Verified days out of service
12/28/09	602948 0	57	35,201	Northwood Auto Plaza C/S – The vehicle is still using oil / Engine was over 3 qts low on oil, worked with GM Field Engineer James Bloss Case 11161199 / Diagnosed, replaced all pistons, rings, main and rod bearings, adjust and torque to specs test drove twice, operates as designed.
				$\mbox{C/S}-The check engine light is on and the engine is making noise / Per Tech bulletin. Diagnosis code P0521 – Replaced the vent valve as per bulletin$
				Rental Provided due to Parts delay 45 Days car rental
				Will Mobley, SVM – Verified days out of service 12/28/09 – 2/22/10
9/08/10	603391 9	N/A	40,909	Northwood Auto Plaza Lube Oil and Filter

2/18/11 603676 11

46,580 Northwood Auto Plaza

> C/S – Engine makes loud noise, oil light comes on and makes knocking sound when starts. Smells burning oil / No problem found. Performed numerous AM start ups and test drive, could not duplicate the concern. Also inspect for burning smell, inspect for leaks, none found.

> C/S – 4-wheel drive engages on its own, even going down the highway at 65 mph / Could not duplicate the concern. Inspect, scan for codes, none found. Reviewed with GM Rep Noelle. She authorized a onetime Goodwill inspection she wanted us to drive the vehicle and try to duplicate the concern, we drove the vehicle for a total of 105 miles, the transfer case did not jump into 4x4 at any speed. Needs to be more consistent to diagnose.

> C/S – Cruise control stops working when going downhill. The vehicle speeds up as opposed to slowing down / Out of calibration - Did not duplicate the customer's concern. We did find a software update that might address the concern. Performed the latest software update. GM authorized a onetime Goodwill assist for this concern.

Lube Oil and Filter (6 qts)

Will Mobley, SVM – Verified days out of service

☐ Restraints

Date:	<u>RO #:</u>	Days Out:	<u>Mileage:</u>	Description of Complaint and Repair Performed:	
N/A	N/A	N/A	N/A	N/A	
☐ <u>Steering</u>					
Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:	
N/A	N/A	N/A	N/A	N/A	
☐ <u>Trans</u>	<u>mission</u>				
Date:	RO #:	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>	/Trim				
Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:	

10/01/07	601406	*	10,772	Northwood Auto Plaza C/S – Right front inner door handle is peeling / Poor mach peeling - Installed 15935954 handle. Inspect, replaced the R-front inner door handle  C/S – Left front inner door handle is peeling / Poor mach peeling – Corrected by B4281: Handle, front door inside opening left R&R or replace  Note: Oct 11, called 443-5695, 10:10 AM, SOP here, talked to [Customer] and she will call back to reschedule. Jan 18, called 10:12 AM, SOP here, talked to [customer] and made her an appt for today at 2:30.
7/07/09	602653 2	*	28,616	Northwood Auto Plaza C/S – All four doors the moldings are changing color – Ordered new moldings they are paint to match.
				C/S – Mirrors are changing colors as well – No discolor found on mirrors
				Customer Unresponsive on SOP July 13, called 9:58 AM, SOP here Left message on machine. Aug 26, called 10:26 AM SOP here, left message on machine. Custoemr came in October 8 for other work, did not have tome to do door moldings, will schedule later. Nov 16, called 11:11 AM, SOP here, left message. Customer unresponsive Dec 1 <sup>st</sup> .
				Will Mobley, SVM – Verified days out of service
1/22/10	602990 2	N/A – occurred within RO 6026533	35,201	Northwood Auto Plaza C/S — Would like Goodwill assistance on side moldings all discolored / Faded — Replaced door molding B7866 - Molding, Front Door - Right - Side - R&R Or Replace B7876 - Molding, Front Door - Left - Side - R&R Or Replace B7976 - Molding, Rear Door - Left - Side - R&R Or Replace B7966 - Molding, Rear Door - Right - Side - R&R Or Replace
				Will Mobley, SVM – Verified days out of service
2/18/11	603676 7	*	46,580	Northwood Auto Plaza C/S — Door exterior trim is peeling off / Coming loose — Inspect, parts are still on order.
3/09/11	603710 1	1	46,890	Northwood Auto Plaza SOP Driver's door molding/paint to match. Customer will drop off night before. Advised [Cust] may need vehicle overnight if body shop does not finish / Driver door exterior molding coming off — Paint to match new molding and had installed — Goodwill promised on prior visit
☐ Chass	<u>is</u>			
Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
N/A	N/A	N/A	N/A	N/A

# ⊠ <u>Electrical</u>

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
10/01/07	601406 1	1	10,772	Northwood Auto Plaza C/S – When you operate something for a short time the battery goes dead / Poor machining – Diagnosis, tested for draw and alternator, ok – Installed a new battery
				Note: Oct 11, called 443-5695, 10:10 AM, SOP here, talked to [Customer] and she will call back to reschedule.  Jan 18, called 10:12 AM, SOP here, talked to [customer] and made her an appt for today at 2:30.
				Will Mobley, SVM – Verified days out of service
2/18/11	603676 7	*	46,580	Northwood Auto Plaza C/S – Having electrical problems. Battery goes dead and has to be jump started for no apparent reason / No problem found. Tested electrical system, all systems passed. GM allowed inspection as a onetime Goodwill
				C/S – Needs left front headlamp replaced / Customer Pay – Installed 20760578. Replaced the left front headlamp assembly, aimed to spec, inspect the hood alignment ok. \$470.50 plus tax.
				C/S – Seat warmers not working. Randomly they will come on / Poor connection – Diagnosis has code B2508. Removed the right front seat, the wire harness was out of position – Insulate and reposition, test operation. Operates as designed. GM authorized one Goodwill assist on this concern.
				C/S – Remote start not working and key fob is INOP / Out of calibration. <b>We could not duplicate the concern</b> – Performed a software update, that may fix the customer's concern. GM authorized one Goodwill assist on this concern.
				C/S – Radio will intermittently shut its self off when driving. Won't come back on until vehicle is turned off and then back on again / No problem found. We could not duplicate the customer's concern. GM authorized a onetime Goodwill inspection for this concern.
				C/S – Dash lights flicker on and off intermittently / No problem found. We could not duplicate the customer's concern. GM authorized a onetime Goodwill inspection for this concern.
				C/S – Windshield wipers come on even when it is sunny outside. Have to restart the car for the wipers to shut off / No problem found. We could not duplicate the customer's concern. GM authorized a onetime Goodwill inspection for this concern.
3/04/11	603704 0	1	46,756	Northwood Auto Plaza Customer drove vehicle in shop states radio has locked up / Duplicated concern. Possible program or internal concern. Need more time to diag. Onetime Goodwill inspection.
				RO closed due to special order parts or the customer needed to reschedule due to time.
3/09/11	603710 1	*	46,890	Northwood Auto Plaza C/S – Update radio, customer would like Goodwill assistance / Radio locks

up, confirmed

Note: Pulled part #15882766. Waiting for authorization from GM Legal department. Noelle (DDMA) said to do no further Goodwill at this time.

C/S – Battery went dead twice this week

☐ 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:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
N/A	N/A	N/A	N/A	N/A
□ D=:+				
☐ <u>Paint</u>				
Date:	<u>RO #:</u>	Days Out:	<u>Mileage:</u>	Description of Complaint and Repair Performed:
2/18/11	603676	*	46,580	Northwood Auto Plaza
	7			C/S – Paint is fading below mirrors / Inspect, no problem found.
☐ <u>Suspe</u>	nsion			
Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
N/A	N/A	N/A	N/A	N/A
N/A	IV/A	N/A	МА	IV/A
☐ Wheel	<u> /Tires</u>			
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
<u>Date:</u> N/A	<u>RO #:</u> N/A	<u>Days Out</u> : N/A	Mileage: N/A	Description of Complaint and Repair Performed:  N/A
N/A	N/A	N/A		
N/A ⊠ Recal	N/A <b>Is / Cam</b>	N/A paigns	N/A	N/A
N/A  ⊠ Recal  Date:	N/A <b>Is / Cam</b> <u>RO #:</u>	N/A  paigns  Days Out:	N/A Mileage:	N/A  Description of Complaint and Repair Performed:
N/A ⊠ Recal	N/A <b>Is / Cam</b> <u>RO #:</u> 602948	N/A paigns	N/A	N/A  Description of Complaint and Repair Performed:  Northwood Auto Plaza
N/A  ⊠ Recal  Date:	N/A <b>Is / Cam</b> <u>RO #:</u>	N/A  paigns  Days Out:	N/A Mileage:	N/A  Description of Complaint and Repair Performed:
N/A  ⊠ Recal  Date:	N/A <b>Is / Cam</b> <u>RO #:</u> 602948	N/A  paigns  Days Out:	N/A Mileage:	N/A  Description of Complaint and Repair Performed:  Northwood Auto Plaza  Recall 07007 / Recall – Performed recall 06162 - Y0124 - 06162
N/A  ⊠ Recal  Date:	N/A <b>Is / Cam</b> <u>RO #:</u> 602948	N/A  paigns  Days Out:	N/A Mileage:	Description of Complaint and Repair Performed:  Northwood Auto Plaza Recall 07007 / Recall – Performed recall 06162 - Y0124 - 06162 Product Enhancement - Engine Control Module Reprogram with SPS
N/A  ⊠ Recal  Date:	N/A <b>Is / Cam</b> <u>RO #:</u> 602948	N/A  paigns  Days Out:	N/A Mileage:	N/A  Description of Complaint and Repair Performed:  Northwood Auto Plaza  Recall 07007 / Recall – Performed recall 06162 - Y0124 - 06162  Product Enhancement - Engine Control Module Reprogram with
N/A	N/A Is / Cam RO #: 602948 0	N/A  paigns  Days Out:	N/A  Mileage: 35,201	Description of Complaint and Repair Performed:  Northwood Auto Plaza  Recall 07007 / Recall – Performed recall 06162 - Y0124 - 06162  Product Enhancement - Engine Control Module Reprogram with SPS  Recall 08048 / Recall – Installed washer harness - V1993 - 08048A - Jumper Harness Installation
N/A  ⊠ Recal  Date:	N/A  Is / Cam RO #: 602948 0	N/A  paigns  Days Out:	N/A Mileage:	Description of Complaint and Repair Performed:  Northwood Auto Plaza Recall 07007 / Recall – Performed recall 06162 - Y0124 - 06162 Product Enhancement - Engine Control Module Reprogram with SPS  Recall 08048 / Recall – Installed washer harness - V1993 - 08048A - Jumper Harness Installation  Northwood Auto Plaza
N/A	N/A Is / Cam RO #: 602948 0	N/A  paigns  Days Out:	N/A  Mileage: 35,201	Description of Complaint and Repair Performed:  Northwood Auto Plaza Recall 07007 / Recall – Performed recall 06162 - Y0124 - 06162 Product Enhancement - Engine Control Module Reprogram with SPS  Recall 08048 / Recall – Installed washer harness - V1993 - 08048A - Jumper Harness Installation  Northwood Auto Plaza Recall 10153 / Recall. Remove window washer solvent heater
N/A	N/A  Is / Cam RO #: 602948 0	N/A  paigns  Days Out:	N/A  Mileage: 35,201	Description of Complaint and Repair Performed:  Northwood Auto Plaza Recall 07007 / Recall – Performed recall 06162 - Y0124 - 06162 Product Enhancement - Engine Control Module Reprogram with SPS  Recall 08048 / Recall – Installed washer harness - V1993 - 08048A - Jumper Harness Installation  Northwood Auto Plaza
N/A	N/A  Is / Cam RO #: 602948 0  603676 7	N/A  paigns  Days Out:	N/A  Mileage: 35,201	Description of Complaint and Repair Performed:  Northwood Auto Plaza Recall 07007 / Recall – Performed recall 06162 - Y0124 - 06162 Product Enhancement - Engine Control Module Reprogram with SPS  Recall 08048 / Recall – Installed washer harness - V1993 - 08048A - Jumper Harness Installation  Northwood Auto Plaza Recall 10153 / Recall. Remove window washer solvent heater and disable the system and compensate customer by check
N/A	N/A  Is / Cam RO #: 602948 0  603676 7	N/A  paigns Days Out:  *	N/A  Mileage: 35,201  46,580	Description of Complaint and Repair Performed:  Northwood Auto Plaza Recall 07007 / Recall – Performed recall 06162 - Y0124 - 06162 Product Enhancement - Engine Control Module Reprogram with SPS  Recall 08048 / Recall – Installed washer harness - V1993 - 08048A - Jumper Harness Installation  Northwood Auto Plaza Recall 10153 / Recall. Remove window washer solvent heater and disable the system and compensate customer by check \$100.00 for the loss of the feature - Removed the washer heater
N/A	N/A  Is / Cam RO #: 602948 0  603676 7	N/A  paigns  Days Out:	N/A  Mileage: 35,201	Description of Complaint and Repair Performed:  Northwood Auto Plaza Recall 07007 / Recall – Performed recall 06162 - Y0124 - 06162 Product Enhancement - Engine Control Module Reprogram with SPS  Recall 08048 / Recall – Installed washer harness - V1993 - 08048A - Jumper Harness Installation  Northwood Auto Plaza Recall 10153 / Recall. Remove window washer solvent heater and disable the system and compensate customer by check

Important: SES light is to be captured under affected component above.

# **ACCIDENT / INSURANCE INFORMATION:**

Repeat as necessary

Has the vehicle ever been involved in an accident? (Y or N)	N
Did you confirm your answer with the dealer/Customer (if	Y - Dealer
ADR)/attorney (if Legal)? (Y or N) What type of damage was sustained (example: front end collision)? N/A	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 If Yes obtain the following information below	N) N/A
Insurance Company:	N/A
Insurance Rep: (First and Last Name)	N/A
Phone #	N/A
Claim Made? (Y or N):	N/A
Claim Status: Pending/Denied/NA	N/A
Claim #	N/A
Did Insurance Company refer customer to GM? (Y or N)	N/A
If Yes. Did the insurance company deny the claim? (Y or N)	N/A
AFTERMARKET MODIFICATIONS: Are there any Aftermarket Modifications to the Vehicle? (Y or N)	N
If "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)	Y - Dealer
DEDITINENT FACTO FROM All OR: DELATER TO THIS VIN	

#### PERTINENT FACTS FROM All SR's RELATED TO THIS VIN:

**Concern:** SPAC Escalation 71-794170793 Part # 89060486

Date & Offer/Result: 1/14 - 1/21/2010 Case closed for Parts ETA 2/4/2010 at DIr.

**Concern:** SPAC Escalation 71-794170797 Part # 19208677

**Date** & **Offer/Result:** 1/14 – 1/26/2010

Concern: Oil Consumption

Date & Offer/Result: 1/4/2010 SEE TAC NOTES ABOVE TAC SP-11161199

**Concern:** Phantom shift into 4WD on the highway

Date & Offer/Result: 2/24/2011 SEE TAC NOTES ABOVE TAC 71-921735554

**Concern:** Multiple Repeat Veh Complaints – Cust sks assistance for out of NVLW concerns **Date** & **Offer/Result:** 71-922650187 CAC T2 2/28 – 3/7/2011 (Closed due to NISM Open)

**Concern:** BBB Written Case PGM1115527

Date & Offer/Result: 71-924813013 Opened 3/28/2011 – Request repurchase + Atty fees

# BBB PROGRAM SUMMARY ASSESSMENT:

(Note: This section only applicable for ADR cases)

What State is BBB Case Filed In? N/A

What is the customer eligible for based on the BBB Program Eligibility Guidelines and the specific states lemon law requirements for meeting presumption? (Explain in Detail)  $N/\Delta$ 

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

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

N/A

# **Customer/Plaintiff Seeks:**

Repurchase + 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.

- Electrical system battery keeps going dead, 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
- Engine required reprogramming and/or updating of the ECM, and the excessive oil consumption
- Body/Trim 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
- Transmission 4x4 engages by itself while driving;
- Engine/Electrical persistent illumination of the check engine light, and the replacement of the pistons, rods and 0-rings;
- Cruise control cruise control stops working when going downhill

Note: This section only applicable for Legal cases

Is Lemon Law Pled/Alleged?: Yes

Under what State? California Claimed Presumptive? Yes

Does Purchase Qualify? Yes If not, why? N/A

**State Presumption Is:** 

# of Visits for a Non-Conformity? 4

# of visits for a Safety Complaint? 2

Must Complaint Continue to Exist? No

Time Period for filing a Claim? 18 months / 18

# of Days out of Service? 30
# of Visits Total? N/A
No Final Repair/Arbitration Required? Yes

Final Repair or Arbitration Req'd?

N/A

18 months / 18,000 miles – 4 years after last visit for defective non-conformity

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

# of Visits for a Non-Conformity? 2 - Battery # of Days out of Service? 2
# of visits for a Safety Complaint? 0 # of Visits Total? 2
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? 2 – Oil Low # of Days out of Service? 6 2 - Battery # of Visits for a Safety Complaint? 0 # of Visits Total? 5

N/A

# Related Repairs beyond NVLW: Yes

Must Complaint Continue to Exist?

Customer Pay?

No

If no, identify responsible party:

Dir Goodwill

Additional Days out of Service?

71

Additional # of Repair Visits?

5

# Other Considerations:

Outcome/Findings of Arb/Final Repair:

Prior Goodwill/reimbursement: Yes - GW

Out of Pocket Expenses: No

# Yes

N/A

1/22/10 - Dlr GW's all door side moldings RO 6029902 & 2/18/11 – Dlr GW Diag and minor repairs

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:

Noelle Duckgeischel, DDMA – I am not aware of this vehicle or customer's concerns. DDMA contacted CRS to request direction on whether to do a goodwill replacement of the radio.

# Pertinent vehicle information provided by dealer Service Manager:

In TAC Case Will Mobley, SVM sts to TAC - (1/5/2011) Dealer states this is the first time the customer has done some type of oil consumption test and they now know that it is excessive.

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

- 1. Customer made 4 complaints of excessive oil consumption concerns
- 2. The vehicle is still within the Powertrain Limited Warranty
- 3. Vehicle out of service 72 days for engine related concerns within Powertrain warranty.

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

1. Customer never returned for oil consumption testing as requested by the dealership on multiple occasions. First attempt was 12/28/2009

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

Yes – the vehicle may appear to be in breach of the Powertrain due to 72 days out of service for engine-related concerns.

#### **Recommendation:**

CRS recommends repurchase at 35,201 miles (first repair made for oil consumption concern and customer was provided 45 day rental during this repair and vehicle out of service 57 days due to part delay).

# **Rationale:**

Customer made multiple complaints regarding oil consumption, but did not follow through will oil consumption testing as requested by dealership to diagnose (well documented in ROs). Dealer given an opportunity to thoroughly diagnose and repair on 12/28/2009 and the vehicle was 57 verified days out of service due to part delay for this repair. Appears that dealer was not given an opportunity to repair/diagnose oil consumption concern on prior occasions that customer complained of oil consumption concerns as evidenced by oil change visits where this was not addressed by the customer and the customer failed to bring the vehicle in every 500 miles as requested by the dealership.

# **Settlement/Defense Strategy:**

Negotiate reasonable repurchase offer to resolve alleged breach of warranty claim.

# 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:	<b>nd:</b> Repurchase	Settlement Type: Repurchase Date: 3/7/2011	Countered
CRS Initial Offer: Amount to Plaintiff/Atty: Inclusive Offer:	Repurchase /\$2,750.00	Settlement Type: Repurchase Date: 3/25/2011	{Accepted / Countered}
Plaintiff Counter:: Amount to Plaintiff/Atty: Inclusive Offer:	\${Amount}/\${Amount} \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Countered}
CRS Counter: Amount to Plaintiff/Atty: Inclusive Offer:	\${Amount}/\${Amount} \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Countered}
PLAINTIFF Final Offer: Amount to Plaintiff/Atty: Inclusive Offer:	\${Amount}/\${Amount} \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Declined}
CRS Final Offer: 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.

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 a

Attorney Fees (if applicable):

\_ N/*F* 

Final Decision: Arbitrate case: N/A Settle case: N/A

**Settlement Type:** N/A **Attorney Fees (if applicable):** 

N/A

TEAM LEAD APPROVING: N/A Date: N/A

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.

,		w 10 , 4	Harne Pholic to	R/O Open Date 3 / 0 9 / 1 1 Time Received	R/O Number 6037101 Time Promised
JREKA,	CA		Key Tag #	7 : 4 4 Current Mileage	3/09 16:3 Mileage Out
Year	Make	Model	Body	46890 Engine Code	Service Advisor
2007	CHEVROLET	SUBURBAN	ŲΤ	••	MARK CROS
	Identification Number	Color	License Number	Delivery Date	In-Service Date
1GNFK1		AMBER BRON		8/28/06	8/28/06
141: L - WAR!	R: WARRANTY RE	PAIR			
SOP	DRIVERS DOOR	MLDG/PAINT TO MA			
		P OFF NIGHT BEF			
		EHICLE OVERNIGHT	<b>\</b>		
DOB	L4	onie to Far B	3/9/11 4:25		
2 - 1181	D: T DECLINE T	O HAVE MY TIRES	CHECKED AND INFLA	ATED	
BEC	AUSE MY TIRES	WERE EITHER CHEC	CKED AND INFLATED		
	THE PAST 30 DATINE IN THE 1		HECK AND INFLATE		
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3 - 117	: MISC-REPAIR				
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G00	D WILL ASST.				
	MT00 DDD5				
	: MISC-REPAIR TOMER STATES I	BATTERY WENT DEAL	D 2X THIS WEEK		
(NO					
			Original Est:	imate·	.00
			At 12 41141 1100.		

3-9-11 (8) Molding

Customer Signature

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	1) Radio ## 1-15882766				
Rodio Part 7	2-15882766				
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FOREMAN'S SIG. X					

	3/9/11, 845 AER 18003216970 Chayanne
· · · · · · · · · · · · · · · · · · ·	Radio # 1588 2766 (1) Available
	our price \$ 1,172.83
	3/9/11 4:30 502-9862 Ceft massage done
	with reh Ro-today body sido mldg.)
	3/9/11 5.00 443-5695 - Rachel her husband
	crais is coming to pick-up veh
	Tolkher we are working for a call back from
	6. n. regal Dept weather or not to Procede
	with Radio and or Electrical Issues
. ,	Told craig same thing when he
	picked up @ 5:15
39	Marks all = Mark
	MariBetr
-32	6.08 W 20.5
	DC.74-235 Sale-814-5352
5-\5	5 HOSINS. IM Hange
	52-14gel
3-15-11	1:22 502-9862, Lest message no more work can be done
	1:30 Called book ok with message @ 1:22
A	



SERVICE DEPARTMENT HOURS 7:30 a.m. to 5:30 p.m. Monday - Friday

R/O Open Date	R/O Number
3/09/11	6037101/1
R/O Close Date	Status
3/09/11	Reprint
Mileage In	Mileage Out
46890	46890
Service Adv	isor / Tag #

MARK CROSGROVE Work Phone Vehicle Identification Number 1GNFK16357R Home Phone Delivory Date EUREKA, CA 8/28/06 8/28/06 полу Year 2007 141F CHEVROLET SUBURBAN UT AMBER BRON

DESCRIPTION OF SERVICE AND PARTS #1 - MR WARR: WARRANTY REPAIR SOP DRIVERS DOOR MLDG/PAINT TO MA CUSTOMER WILL DROP OFF NIGHT BEFO RACHEL MAY NEED VEHICLE OVERNIGHT DOES NOT FINISH. Caused by DRIVER DOOR EXTERIOR MOULDING OF WORK PERFORMED BY WILL MOBLEY (100) Work performed by WILL MOBLEY (100) Work performed by 10225 : 12524 Installed 25991768 : MOLDING (1750) PAINT TO MATCH NEW MLDG AND HAD	ORE. ADVISED I IF BODY SHOP  COMING OFF. () () () (7-CT) (SUBLET)	Warranty Warranty Warranty Warranty			
#2 - MR 118D: I DECLINE TO HAVE MY TIRES CHECKED AND INFLATED  BECAUSE MY TIRES WERE EITHER CHECKED AND INFLATED  IN THE PAST 30 DAYS, OR I WILL CHECK AND INFLATE  MY TIRES IN THE NEXT 7 DAYS.  #3 - MR 117: MISC-REPAIR  CUSTOMER STATES UPDATE RADIO, CUSTOMER WOULD LIKE  GOOD WILL ASST.  Caused by  RADIO LOCKS UP, CONFIRMED.  PULLED PART#15882766. WAITING FOR AUTH FROM GM  LEGAL DEPT.  Work performed by JOHN DAVIS(3)  ===================================					
##4 - MR 117: MISC-REPAIR  IFRMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereination to be done along with the necessary material and agree that you are not responsible for less or damage to vahicle or articles left in the vehicle in case of fire, lieft, or any other cause boyons your control or for any delays caused by unavailability of parts or detays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle horizer don streets, highways, or elsewhere for the purpose of testing another inspection. An express mechanic's iten is hereby acknowledged on above vehicle to secure the amount of repairs thereto."  DISCI AIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The soller hereby expressly disclaims all warranties either express or implied, including any implied warrantly of merchantaphility or finess 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 leading products. Any limitation contained herein does not apply where prohibited by law.  NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.	LABOR PARTS DEDUCTIBLE SUBLET SHOP BUPPLIES HAZARDOUS MATERIALS SALES TAX OR TAX I.D. SPECIAL ORDER DEPOSIT DISCOUNTS TOTAL DUE				
X					



BERVICE DEPARTMENT HOURS 7:30 a.m. to 5:30 p.m. Monday - Friday

ς R/O Open Date	R/O Number
3/09/11	6037101/2
R/O Close Date	Status
3/09/11	Reprint
Mileage In	Mileage Out
46890	46890
Service Adv	/lsor / Tag #
MARK CROSCE	OVE

MARK CROSGROVE

Vehicle Identification Number Work Phone lGNFK16357R EUREKA, CA Home Phone 8/28/06 8/28/06 Year Body License Number 2007 CHEVROLET SUBURBAN ŲΤ AMBER BRON 141F

DESCRIPTION OF SERVICE AND PARTS		TAUOMA
CUSTOMER STATES BATTERY WENT DEAL	2X THIS WEEK	
(NOTE)		
		-
II RMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE, "I hereby authorize the repair	LABOR	.00
work harminafler to be done along with the necessary material and agree that you are not respons- tible for loss or damage to vehicle or enticles left in the vehicle in case of fire, that, or any other	PARTS	.00
CHURO beyond your control or for any delays caused by unavailability of parts of delays in parts. It hereby grant you or your employees permission to	DEDUCTIBLE SUBLET	.00
operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure	SHOP SUPPLIES	.00
the amount of repairs thereis."	HAZARDOUS MATERIALS	. 0 0
INSCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The soller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller heither.		.00
isssumes nor authorizes any other person to essume for it any liability in connection with the sale of liability and with the sale of liability and with the sale of liability and with the sale of liability and any sale of the sale of liability in connection with the sale of l	SPECIAL ORDER DEPOSIT DISCOUNTS	.00
	TOTAL DUE	. 00
		}
NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.		
X		
[[1] 2003 AHACONA, Inc., Dawley A April (6) 03 Glossy (800) 843-1026		

#### ROSEWOOD BODY SHOP

Page 1 Printed 03/10/2011 7:41 AM Created03/10/2011

Repair Order authorized by

REPAIR ORDER 844 WEST 14TH STREET EUREKA, CA 95501 (707) 443-4902

FAX:(707) 443-2439

CHEVROLET, NORTHWOOD QUOTATION: 12524 Repair Order: 12524

CHEVROLET, NORTHWOOD Chevr Tahoe 4D Ut NORTHWOOD CHEVROLET Home: (707) 443-4861 YEAR: 2008 212 7TH ST License: UNKNOWN EUREKA, CA 95504 Drivable: Unknown Claim Number: PO # Phone: (707) 442-4861-Eax: (707) 444-8547 WITHOUT BY SHAMAR DELIE BY SHARE THE 1 ADDITIONAL LABOR REFINISH AND INSTALL LT 108,57 FRT DOOR MLDG THE PERSON OF THE PROPERTY OF \_Subjet \$108.57 \$108.57 TOTAL NORTHWOOD CHEVROLET PAYABLE REPAIR TOTAL \$108,57 AUTHORIZED AND ACCEPTED: You are hereby authorized to make the above specified topairs. I understand that payment in full will be due upon release of vehicle, including additional supplemental damage charges, and hereby grant you and/or your employees, permission to operate the car, truck or vehicle herein described on street, highways or elsowhere for the purpose of tosting und/or inspection. An express mechanic's liest is hereby acknowledged on above car, truck or vehicle to secure the amount of repairs thereto. You will not be held responsible for loss or damage to vehicle or anicles left in vehicle in case of fire, theft, socident or any other cause beyond your control. Old parts removed from cars will be junked unless otherwise instructed.

Firm. Mark in Service

[henk you for choosing our shop. We appreciate your business.

abor Dept Codes; B-Body D-Detail I-Diagnostic E-Electrical F-Frame G-Glasc M-Mechanical P-Paint S-Structural

2T - Price Types; O - New (OEM); A - New (Non-DEM); V - Used Parts; R - Reconditioned; Spece - No Type

L - Labor; M - Material; H - Hazardous; S - Storage; T - Towing; U - Subjet

3T - Billing Types; No Code - Insurance Charge; CC - Cuctomer Charge; BT - Betterment; AP - Appearance Allowance

PD - Prior Damage; NC - No Charge

Witchol Data, Copyright 1995 Mitchell International (\*) Indicates Estimator Judgement

The elements of data used to calculate this Estimate were obtained from a Mitchell Database,

The elements of the Estimate are performed by a computer program created by YADA Systems, Inc.

Calculations of the Estimate are performed by a computer program created by YADA Systems, Inc.

ورام المحل

-Replace molding, Radio Update -Battery went dead 2x-this week! (rwk)

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

April 12, 2011

Norman Taylor, Esq. Norman Taylor & Associates 425 West Broadway, Suite 220 Glendale, CA 91204

RE:

v. General Motors

Service Request: 71-925820411 2007 Chevrolet Suburban

Vehicle Identification Number: 1GNFK16377J

Customer Relationship Specialist: Dan

Dear Mr. Taylor:

Enclosed please find a check in the amount of \$12,500.00 made payable to and Norman Taylor & Associates to settle the above-referenced case.

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

Sincerely,

General Motors

LG0062 V10132009 North American Operations
General Motors Corporation
Disbursements (2613)
PO Box 6250
Physic A250
Physic Physic A250
Physic Ph снеск NO Phoenix, AZ 85082-2530 \*\*\* DATE 04/20/11 \*\*\*\*\*\*\*\*\*\*\*12,500 DOLLARS North American Operations General Motors Corporation Disbursement Account PAY TO THE ORDER OF E CA GLENDALE The Chase Manhattan Bank, N.A. Syracuse, New York AUDIT North American Operations DETACH BEFORE DEPOSITING CHECK General Motors Corporation Disbursements (2613) PO Box 62530 Phoenix, AZ 85082-2530 /ENDOR 1 CHECK NO. BB 000000142 PAYMENT DATE **ENDOR NAME** 04/20/11 DOC. REFERENCE NUMBER % DISC. INVOICE AMOUNT NET AMOUNT REGISTER NO INVOICE DATE DISC. AMOUNT DESCRIPTION 04/19/11 71-925820411.1-FHTL32 ...... 00.0000 12,500.00 12,500.00 1GNFK16377J 200 200 200 200 200 200 200 200 ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT\OR QUESTIONS CALL 800-462-8782 W3 12,500.00 12,500.0 .00 TOTAL



# NORMAN TAYLOR 425 WEST BROADWAY SUITE 220 • GLENDALE, CA 91204

General Motors LLC P.O. Box 33172 Detroit, MI 48232-5172

09-03-00P97924-PAIN

NORMAN F. TAYLOR RONALD S. HOUSMAN TAREK H. ZOHDY 425 WEST BROADWAY SUITE 220 GLENDALE, CA 91204 TEL (818) 244-8055 FAX (818) 244-6052 www.normantaylor.com

#### March 3, 2011

### **NOTICE OF LIEN**

Re:	vs. General	Motors	LLC.	et al.
IVE.	vs. General	MOTOTO	<u>LLU,</u>	et al.

TO ALL PARTIES AND THEIR ATTORNEYS OF RECORD:

PLEASE TAKE NOTICE that Norman Taylor & Associates gives notice of a contractual lien for attorney fees against ANY recovery in this action by plaintiffs Pursuant to California law, this lien is a priority lien.

This Notice of Lien is filed pursuant to *Hansen vs. Jacobsen*, (1986) 186 Cal. App. 3d 350, 356-357, which provides that filing a Notice of Lien in a pending action is a proper method to give notice of the lien to all parties and their attorneys.

Any party or attorney for that party who, with knowledge of the lien (whether filed or not), distributes any funds to Plaintiff without first satisfying this lien may be held personally liable under theories including common counts, conversion, breach of fiduciary duty, etc. for the amount due under the lien pursuant to *Siciliano vs. Fireman's Fund Insurance Co.*, (1976) 62 Cal. App. 3d 745, 750-751, *Kaiser Foundation Health Plan, Inc. vs. Aguiluz*, (1996) 47 Cal. App. 4<sup>th</sup> 302, and *Miller vs. Rau*, (1963) 216 Cal. App. 2d 68.

Very truly yours,

Norman Taylor & Associates A Professional Law Corporation

Bv:

Norman F. Aaylor, Esq.

NFT/If

NORMAN TAYLOR

NORMAN F. TAYLOR RONALD S. HOUSMAN TAREK H. ZOHDY 425 WEST BROADWAY SUITE 220 GLENDALE, CA 91204 TEL (818) 244-3905 FAX (818) 244-6052 www.normantaylor.com

March 3, 2011

General Motors LLC P.O. Box 33172 Detroit, MI 48232-5172

Re: vs. General Motors LLC, et al.

Vehicle:

2007 Chevrolet Suburban

VIN:

**7**J

**Dear General Motors LLC:** 

Please be advised that **Norman Taylor & Associates** represent the interests of concerning their 2007 Chevrolet Suburban. In accordance with the Magnuson-Moss Warranty Act, 15 U.S.C.2310, you are hereby notified that my clients are revoking acceptance of this vehicle. My clients have directed me to demand cancellation of all contracts related to or concerning the purchase of the subject vehicle and the return of all monies paid toward the subject vehicle, including any amounts paid or payable, down payment, trade in value, and incidental and consequential damages.

Pursuant to the Magnuson-Moss Warranty Act, 15 U.S.C. 2310 and in accordance with the Song-Beverly Consumer Warranty Act, California Civil Code Section 1790 et seq., and in accordance with Civ. Code § 1794(e), Michael and Sharon Gaglio hereby request that you comply with Civ. Code § 1793.2(d)(2), based on the following facts:

- 1. The vehicle was purchased used on December 19, 2009 from Rydell Automotive Group in the City of Northridge, California. The vehicle came with a warranty as defined in the Act.
- 2. The vehicle is not fit for the ordinary purposes for which it was sold, and has exhibited substantial nonconformities that have required repeated warranty repairs. The nonconformities include but are not necessarily limited to:

• **Defective Engine (Oil Consumption):** The vehicle consumes excessive oil, a common and well-documented problem among 2007 Suburbans. Consumption tests and dealer inspections have verified the existence and severity of the problem.

#### Summary of Repairs

- -The vehicle was brought in with the customer complaining that the vehicle had lost 2 quarts of oil from the last oil change less than 2,000 miles earlier. Although the two quarts of oil had been added roughly two days previously, it was still necessary to top up the oil.
- -The customer again complained of burning oil & in addition to doing an oil change a consumption test was started.
- -At the next visit, the customer again complained about using too much oil. Noted on the repair order, "Oil consumption test has been in process and oil checked multiple times and oil has been being topped off. Oil checked on this visit with odometer at 62,864 miles prior documents indicate at 61,736. Difference since last top off is 1128 miles. Amount of oil added this visit is 1 quart."
- -Less than two months and under 2,000 miles later the customer was in again noting that the engine is still consuming excess oil and the oil was again topped off.

There have been four (4) unsuccessful repairs for this defect.

- Other Serious Defects: The following defects have manifested themselves during the time the clients have owned the car:
  - Several suspension problems have manifested (leaking front struts, clunking noise from the front end, the service suspension message came on which was traced to a defective left front strut).
  - The front passenger inside door handle was found to be peeling
  - The second row heated seat bottoms were sticking
  - The rear HVAC control head had to be replaced
  - All four door moldings were discolored
  - There is a squeal noise from the engine compartment
  - The remote start will intermittently not function.

Note the car was sold with a 12-month, 12,000 mile warranty.

3. A reasonable opportunity to repair these non-conformities has taken place either directly or through agents. These nonconformities substantially impair the use, value and safety of this vehicle to

March 3, 2011 Page 3

Our clients are entitled to full restitution under California Civ. Code § 1793.2(d)(2) and Civ. Code § 1794 as well as under the Magnuson Moss Warranty Act 15 U.S.C. 2310 et seq., to date, as follows:

#### **Actual Damages to Date**

1.	Amount Paid & Payable	\$44,	500.47
2.	DMV Registration	\$	TBD
3.	Car Rental Expense	\$	TBD
4.	Towing Expense	\$	TBD
5.	Repair Expense	\$	TBD
6.	Add-on Expense	\$	TBD
Ac	tual Damages	\$44.	500.47

Our clients will seek a civil penalty of twice the amount of their actual damages.

Civil Penalty.....\$89,000.94.

Accordingly, at trial, the damages sought will be approximately \$133,501.41.

In addition, our clients are entitled to attorney fees, costs, and expenses as provided in the statute. However, in the spirit of compromise and in the interest of settlement, hereby make an offer to settle for \$44,500.47 in actual damages, plus \$3,000.00 in attorney's fees, costs, and expenses. The vehicle will be returned to Rydell Automotive Group or General Motors LLC.

Once you have made the opportunity to review this matter, please advise us as to whether you wish to discuss settlement or defend. Please respond to this settlement demand no later than 30 days from the above date. Please do not communicate directly with our clients with regard to this matter, and forward all communications to this office.

Very truly yours,

NORMAN TAYLOR & ASSOCIATES

A Professional Law Corporation

Bv:

Norman Jaylor, Esq.

NFT/If

Enclosures: Purchase Agreement

Dept. of Motor Vehicle Registration

Repair Orders

CC:



A Public Service Agency

THIS VALIDATED REGISTRATION CARD OR A FACSIMILE COPY IS TO BE KEPT WITH THE VEHICLE FOR WHICH IT IS ISSUED. THIS REQUIREMENT DOES NOT APPLY WHEN THE VEHICLE IS LEFT UNATTENDED. IT NEED NOT BE DISPLAYED. PRESENT IT TO ANY PEACE OFFICER UPON DEMAND. IF YOU DO NOT RECEIVE A RENEWAL NOTICE, USE THIS FORM TO PAY YOUR RENEWAL FEES OR NOTIFY THE DEPARTMENT OF MOTOR VEHICLES OF THE PLANNED NON-OPERATIONAL STATUS (PNO) OF A STORED VEHICLE. RENEWAL FEES MUST BE PAID ON OR BEFORE THE REGISTRATION EXPIRATION DATE OR PENALTIES WILL BE DUE PURSUANT TO CALIFORNIA VEHICLE CODE SECTIONS 9552 - 9554.

EVIDENCE OF LIABILITY INSURANCE FROM YOUR INSURANCE COMPANY MUST BE PROVIDED TO THE DEPARTMENT WITH THE PAYMENT OF RENEWAL REES. EVIDENCE OF LIABILITY INSURANCE IS NOT REQUIRED WITH REGISTRATION RENEWAL OF OFF-HIGHWAY VEHICLES. TRAILERS, VESSELS, OR IF YOU FILE A PNO ON THE VEHICLE.

WHEN WRITING TO DMV, ALWAYS GIVE YOUR FULL NAME! PRESENT ADDRESS, AND THE VEHICLE MAKE, LICENSE, AND IDENTIFICATION NUMBERS.

DO NOT DETACH - REGISTERED OWNER INFORMATION



A Public Service Agency

REGISTRATION CARD VALID FROM: 05/26/2010 TO: 05/26/2011

make CHEV	YR MODEL 2007		YR 1ST SOLD 2006	VLF CLASS HV	2009 1:	: ver 25	TYPE LIC 69	LICENSE NUMBER
BODY TYPE M SW	ODEL	MP G	мо RZ	:				E ID NUMBER
AUTOMO			DATE ISSUED 12/30/10	CC/ALCO	DT PEE RECVD 12/30/10	PIC R		CKER ISSUED

PR EXP DATE: 05/26/2011

AMOUNT PAID SNFEE

NORTHRIDGE CA

LIENHOLDER GMAC PO BX 8128

COCKEYSVILLE

· 21030



637 C3 0000000 0001 CS H00 123010 69

#### RYDELL FLEET

PAGE 02/04

		SALE CONTRACT -	- SIMPLE FIN	ANCE CHARGE	
ealer Number	Contract Number	95419 R.O.S.	Number <u>3971</u>	5940 Stock Number	<u> </u>
Buyer Name and Address (including County and Zio Code)	Co-Buye	ar Name and Address	<del></del>	Creditor-Seller (Name and Address)	
NORTHRIDGE CA		HNIPIGE EN		RYDELL AUTOMOTIVE GROUP 18500 DEVONSHIRE ST.	
LOS PNOELES		ANGELES		NORTHRIDGE CA 91324	

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

Naw Used	Year	Make and Model	Odometer	Vehicle Identification Number	Primary Use For Which Purchased
USED	2997	CHEVROLET THE SUBURBAN	<b>23</b> 51a	1GNFK163773	personal, family of household  business or commercial

PERCENTAGE RATE The coet of your credit as a yearly rate.	CHARGE The defar amount the credit will cost you.	Financed The emount of check provided to you or on your behalf.	The will ha you he pen	nyments amount you we paid after eve made ell yments as sheduled.	Price The total cost of your purchase on credit, including your down payment of \$ 1382.67.
YOUR PAYMENT SCH			7	<b>⟨e</b>	) means an estimate
Number of Pays	ments:	Amount of Payments:	**	When Pa	syments Are Due:
One Payment of N.	/A	N/A		M/A	<u> </u>

FEDERAL TRUTH-IN-LENDING DISCLOSURES

Number of Payments:	Amount of Payments:	When Payments Are Que:
One Payment of N/A	N/A	N/A
One Payment of N/A	N/A	N/A
59 Paymerita	718.63	Monthly, Beginning 92/92/201
Payments	N/A	Monthly, Beginning 1475
One Final Payment	718.63	DUE DN 81/92/2915

Late Charge. If payment is not received in full within 10 days after it is due, you will pay a late charge of 5% of the part of the payment that is late. Prepayment. If you pay off all your debt early, you may be charged a minimum finance charge.

Security interest. You are giving a security interest in the vehicle being purchased.

Additional information: See this contract for more information including information about nonpeyment, detault, any required applyment in full before the scheduled date, minimum finance charges, and security interest.

#### ITEMIZATION OF THE AMOUNT FINANCED (Seller may keep part of the amounts paid to others.) 1 Total Cash Price

1. IOSEI CRISTI PITCE	
A. Cash Price of Motor Vehicle and Accessories	\$ <u>23695,00</u> (A)
1. Cash Price Vehicle \$	29696.00
2. Cash Price Accessories \$_	<u> </u>
3. Other (Nontavable)	
Describe N/A \$	<u> </u>
Describe N/P \$	N/A
B. Document Preparation Fee (not a governmental fee)	\$ 35.00 (B)
C. Smog Fee Paid to Seller	S N/A(C)
D. (Optional) Theft Deterrent Device (to whom paid) N/A	\$ N/A(D)
E. (Optional) Theft Deterrent Device (to whom paid) N/A	\$NA(E)
F. (Optional) That Deterrent Device (to whom paid) 16/9	\$N/P(F)
G. (Optional) Surface Protection Product (to whom patd) N/R	\$ N/A(G)
H. (Optional) Surface Protection Product (to whom paid) N/9	S (N/A)
1. Sales Tax (on taxable illems in A through H)	s 2968.72(I)
J. Optional DMV Electronic Filing Fee	\$ 29.00(J)
K. (Optional) Service Contract (to whom peld) 58102	\$_1945.89(K)
L. (Optional) Service Contract (to whom paid) N/2	\$ H/R(L)
M. (Optional) Service Contract (to whom paid) N/A	S NZG(M)
N. (Optional) Service Contract (to whom paid) N/A	\$\$N/A(N)
O(Optional) Service Contract (to whom paid) N/B	\$N/Q(0)
P. Prior Credit or Lesse Balance paid by Seller to	
_N/A	\$ N/A(P)
(see downpayment and trade-in calculation)	
Q. (Optional) Cap Contract (to whom paid) RYDELL AUTOM	A THE MAIN
· · · · · · · · · · · · · · · · · · ·	

will not be a factor in the credit appr	oval process	<b>l.</b>
Vehicle Insur	апсе	
1	Term	Prantum
\$ N/A Ded Comp., Fire & Theft	N/A	<b>M/A</b>
\$ N/R Ded Collision	N/A	N/A
Bodfy Inkiny S N/P Limits	N/Flox	N/A
Property Demano S N/A limits	WAS A	, M/A
Madicel N/A	N/A	N/A
	HI/F	N/A
Total Vehicle Insurance Premjums		N/A
UNLESS, A CHARGE IS INCLUDED IN PUBLIC L'ABBRITY OR PROPERTY DAMAI FOR SUCHCOVERAGE IS NOT PROVIDE	THIS AGREE SE INSURANC D BY THIS AGE	EMENT FOR E, PAYMENT LEGMENT,
You may buy the physical damage insura (see back) from envione you choose wh are not required to buy any other insura	ence this contr o is acceptab	ract requires
Buyer X		
Co-Buyer X		

If any insurance is checked	holow colleges	or coefficient from the
named insurance companies	will develop the	tarres and confilms
Terribu atoutaloo curiparas	AM CONTINUE IN	TOTAL BUILD CONTINUES.
Application for 0		

Credit Life: Buyer Co-Buyer Both

Credit Disability (Buyer Onty)

Seller X

	Term	Exp.	Dec
			Premban
Credit Life	N/A <sub>Mos</sub>	\$	N/A
Credit Disabil			N/G
Total Credit to	• -		N/(A)
Insurance Co	mpany Name	N/A	
N/A			
Home Office	Address N	/A	
RI /II			
77/27			

Credit the traumence and credit disability insurance are not required to obtain credit. Your decision to buy or not buy credit life and credit disability insurance will not be a factor in the credit approval process. They will not be provided uniess you sign and agree to pay the extra cost. Credit life insurance may 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 inchesse in your payment or in the number of payments. Coverage for credit ties insurance and credit disability insurance ends to the original due date for the last payment unless a different term for the dust date for the last payment unless a different term for the insurance is shown above.

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

02/09/2011 15:02 81826714	82 RYDELL FLEET	PAGE 03/04
N. (Optional) Service Contract (to whom paid) N.		I havrance and credit disability insurance ends on the original
O. (Optional) Service Contract (to whom paid)		due data for the last payment unless a different term for the
P. Prior Gredit or Lease Balance paid by Setier to		insurance is shown above.
N/G	s N/A(P)	You are applying for the credit insurance marked
	\$\$NZR(P)	above. Your signature below means that you agree that: (1) You are not eligible for insurance if you have
(see downpayment and trade-in calculation)	the state	reached your 65th birthday. (2) You are eligible for
Q. (Optional) (tap Contract (to whom paid)RYD	1 9(TOH \$ 795.60(0)	disability insurance only if you are working for wages
R. (Optional) Used Vahicle Contract Cancellation Op		or profit 30 hours a week or more on the Effective
S. Other (to whom paid)N/Q	\$ N/P(S)	Date. (3) Only the Primary Buyer is eligible for
	- JV H (0)	disability insurance, DISABILITY INSURANCE MAY
For _ N/A	5 35A20.72 <sub>(1)</sub>	
Total Cash Price (A through S)	\$ 33450. FE (1)	SEEN A DOCTOR OR CHIROPRACTOR IN THE
2. Amounts Paid to Public Officials		LAST 6 MONTHS (Refer to "Total Disabilities Not
A. Licenze Fees	s342.80(A)	Covered in your policy for details).
B. Registration/Transfer/Tit/Ing Fees	g 191.99 <sub>(B)</sub>	You want to buy the credit insurance.
_	8.75 <sub>(C)</sub>	│
C. California Tire Foos	\$(C)	
D. Other N/A	\$ N/R(D)	Date Buyer Signature Age
Total Official Fees (A through D)	\$ 451.75(2)	xN/A
2. Amount Paid to Insurance Companies	<del></del>	Date Co-Buyer Signature Age
•	a+b) \$ NP (3)	OPTIONAL, GAP CONTRACT A gap contract (debt cancella-
(Total premiums from Statement of Insurance celumn		from contract) is not required to obtain credit and will not be
4. 🔲 Smog Certification or 🗆 Exemption Fee Paid to	9 State 5 (4)	provided unless you sign below and agree to pay the extra
5. Subtotal (1 through 4)	\$ 35889, 47 <sub>(5)</sub>	chargs, if you choose to buy at gap contract, the charge te shown in litera 10 of the hemization of Amount Financed, See your gap
6. Total Downpayment 2967 TC	· · · · · · · · · · · · · · · · · · ·	in item 10 of the hamization of Amount Financed, See your gap
6. Iour pointpayment Edwar 15	MERCEDES-RE : 21586. 88(A)	contract for details on the terms and conditions it provides, it is
A. Agreed Trade-In Value Yr 2001: Mal		a part of this contract.
Model C-CLASS Odom	<u>61916 45</u> 619	Term 59 Mos. CAP CARE
	SDE 177170	Name of Gep Contract
B. Less Prior Credit or Lesse Balance CHASE	FLIT/FORD MTR : 28117.33(B)	I want to buy a gap contract.
o, 2000 / 110 017 C C C C C C C C C C C C C C C C C C C	A things A - A	
C. Net Trade-In (A tess B) (Indicate if a negative num		Buyer Signs X _
D. Deferred Downpayment	\$N/R(D)	
E. Manufacturer's Rebate	SN/A(E)	OPTIONAL SERVICE CONTRACT(S) You want to
F. Other N/A	s N/A(F)	purchase the service contract(e) written with the following company(las) for the term(s) shown below for the charge(e)
F. Other		shown in item 1K,1L, 1M, 1N, and/or 1O.
G. Cash	\$N/P(G)	and the state of t
Total Downpayment (C through G)	\$ <u>1382.67</u> (8)	1K Company SMPP Term 35 Mos. or 35689 mas
(if negative, enter zero on line is and enter the amount less than a	- <del></del>	Term 35 Mos. or 35500 Miles
• • • • • • • • • • • • • • • • • • • •	\$ 34497. 20 (7)	I ) 41.50
7. Amount Financed (5 less 6)	\$ 3443/400 (/)	1L Company N. F.
SELER ASSISTED LOAN	4150 550450 55145	Term N/A Mos or H/A Miles
BLYER MAY BE REQUIRED TO PLEDGE SECURITY FOR THE LOAN, AND	AUTO BROKER FEE DISCLOSURE	1M Company N/A
WILL BE OBLIGATED FOR THE INSTALLMENT PAYMENTS ON BUTH THIS	If this contract reflects the retail sale of a	Term N/A Mos. or N/P Miles
RETAIL INSTALLMENT SALE CONTINACT AND THE LOAK	new motor vehicle, the sale is not subject	•• • • ·
Proceeds of Loan Prime N/A	to a fee received by an autobroker from us	
	unless the following box is checked:	Term N/R Mos. or M/A Miles
Amount S Pinence Charge S N/A		10 Company N/A
Amount 5 H/A-Inence Charge, 5 N/A Total \$ N/A Payeble in H/A	Name of autobroker receiving fee, if	Term #/A Mos. or N/A Miles
	applicable:	
installments of \$		Buyer X
from this Loan is shown in Item 6D.	N/A	HOW THIS CONTRACT CAN BE CHANGED. This
	1	contract contains the entire agreement between you
	The state of the s	and us relating to this contract. Any change to the
	here, the omystons of the Seller's Blobt to Central section on a to s	contract must be in writing and both you and we
he back giving the Seller the right to cencel # Seller is unable	am stobak	must sign it. No oral changes are binding.
<u> </u>	, , , , , , , , , , , , , , , , , , , ,	
Suyer		Buyer Signe X
	V /————	Co-Buyer Signs X.
The same of the sa	NO	Year NATA SELLER'S INITIALS
PTION: D You pay no finance charge if the Amount F	manced, nem 7, is paid in full on or perore	, TORY SELLENS INTO DATA
	The library to 1 494 10100 per 1100 per month absorber 11110	DIRECTOR A LONG E PROPERTY AND LONG TO SELECT THE AREA
THE NAMEDIA PUBLIC LIABILITY INSUMANCE LIMITS I	PROVIDED IN LAW MOST BE MET BY EVERY PERSON WHO IR NEWLY ACQUIRED VEKICLE IN THE EVERT OF AN ACCIDEN	PURCHASES A VEHICLE. IF YOU ARE UNSURE WHETHER OR
NUI TOUR COMMENT INSURANCE POLICY WILL COVER FOR WARNING:	NY MENATI MAGNIUSA AEDIOPE MILUS EAEUL DA WA WOATDEN	1, 100 SHOULD CON (ACT TOUR INSUMANCE MIENT.
VALUE ERFRENT POLICY MAY NOT COVER COLLISION	DAMAGE OR MAY NOT PROVIDE FOR FULL REPLACEMEN	T COSTS FOR THE VEHICLE BEING PURCHASED. IF YOU DO
NOT NAVE FULL COVERAGE SUPPLEMENTAL COVERAGE	FOR COLLISION DAMAGE MAY BE AVAILABLE TO YOU THIS	ough your insurance agent of through the selling.
Dealer. However, Unless Otherwise Specified. Th	IE COVERAGE YOU OBTAIN THROUGH THE DEALER PROTE	CTS ONLY THE DEALER, USUALLY UP TO THE AMOUNT OF
THE LINPAID BALANCE REMAINING AFTER THE VEHICLE H/	AS BEEN REPOSSESSED AND SOLD.	
	YOU IN THE EVENT OF LOSS OR DAMAGE TO YOUR VEHICLE, Y LE UNDERSTANDS THESE PUBLIC LANGE TO YOUR VEHICLE, Y	DU STUDILU CORTACT TOUR INSURANCE AGENT.
THE	E DIRECTOTATION THESE PUBLIC (	
9/9 X		
	44 44 34	atta colle the Tonda to Making Marine and Adult
Hepress metions of Buyer: Selier has relied on the trui		ciion with the Large-in Venicle. You recressof that you baye.
diven a true davosi amount on the vehicle traded in. If th	and accuracy of the Information provided by you in conne	Mars 60 as Il Dries Constituted as a serie Delicate Street Street
Roman de la companya	ie payoff amount is more than the amount <u>shown above ir</u>	item 68 as "Prior Credit or Lease Balance," you must pay
Seller the green or demand. If the next the least of the least	if and accuracy of the information provided by you in conne se payoff amount is more than the amount shown above in s than the amount shown above in Itam 6B	item 6B as "Prior Credit or Lease Balance," you must pay und the difference to you.
Seller the mission of demand. If the country of the	ne payoff amount is more than the amount shown above in Is than the amount shown above in Item 68	item 68 as "Prior Credit or Lease Balance," you must pay
Seller the mineral de demand. If the neverther his least Buyer X	ne payoff amount is more than the amount shown above in is than the amount shown above in Item 68  Co-Buyer )	ittem 6B as "Prior Credit or Lease Balance," you must pay und the difference to you.
Seller the mission of demand. If the new floor is less Buyer X Notice to buyer: (1) Do not sign this egreement be	ne payoff amount is more than the amount shown above in is than the amount shown above in Item 68  Co-Buyer )	item 68 as "Prior Credit or Lease Balance," you must pay und the difference to you.  Detining it. (2) you are untitled to a completely filled.

02/09/2011 15:02 818267148:	2	EET	PAGE 04/04
<u>X</u> Buyer	X	must sign it, i	No oral changes are binding.
	<u> </u>	Buyer Signe X	
· · · · · · · · · · · · · · · · · · ·		Co-Buyer Signa	
OPTION:  You pay no finance charge if the Amount Fir			NA SELLER'S MITALS
THE MINIMUM PUBLIC LIABILITY INSURANCE LIMITS PE NOTYOUR CURRENT INSURANCE POLICY WILL COVER YOUR WARNING: YOUR PRESENT POLICY MAY NOT COVER COLLISION I NOT HAVE BUIL COVERAGE SUPPLEMENTAL COVERAGE	KNYCE OB HAY NOT BECKED END EI	RY PERSON WHO PURCHASES A VEHI IT OF AN ACCIDENT, YOU SHOULD CON	CLE IF YOU ARE UNSURE WHETHER OR TACT YOUR INSURANCE AGENT.
NOT HAVE FULL COVERAGE, SUPPLEMENTAL COVERAGE I DEALER. HOWEVER, UNLESS OTHERWISE SPECIFIED, THE THE UNPAID BALANCE REMAINING AFTER THE VEHICLE HAS FOR ADVICE ON FULL COVERAGE THAT WILL PROTECT VE THE REVER SHALL SIGN TO ACKNOWLEDGE THAT MESSAGE	COVERAGE YOU OBTAIN THROUGH TH BEEN REPOSSESSED AND THROUGH TH		
S/S			and the second of the second
Representations of Buyer: Seller has relied on the truth a given a true payoff amount on the vehicle traded in. If the Seller the content on demand, if the content are the seller the content of the seller the content of the seller the content of the seller the sel	ind accuracy of the information provide payoff amount is more than the amount an the amount shown above in item (	11 WITTER 1 SUFFER IN TRANSPIRE SE "PARAFI	In Vehicle. You represent that you have credit or Lease Balance," you must pay in refund the difference to you.
Buyer X	Co-Buye	• • •	Andreas and the second
Notice to buyer: (1) Do not sign this agreement beto in copy of this agreement. (3) You can propey the fu under this agreement, the vehicle may be repossess	eq and hon way pe amplect to anit a a quickle and miner was ablesmen	t OT ONV TENA IAI IT SMILL AANGES IN IN H	But the state of t
If you have a compleint concerning this sale, you should try Compleints concerning unfelt or decentive practices or m	to resolve it with the seller		
of Motor Vehicles, or any combination fluract.  After this contract is			y, or an investigator for the Department
and it is an untair of	r payment terms unless y	ou.egree m	ty change,
Buyer Signature X		' Signature :	
The Annual Percentage Rate may	oe negotiable with the	e Seller. The Seller m	ay assign this contract
and retain its right to receive a pa	π of the Finance Chai	ge. '	•
THERE IS NO COOLING-OFF PERIOD UNLESS Y	OU OBTAIN A CONTRACT CAN	ELLATION OPTION YOU AG	RÉE TO THE TERMS OF THIS CT. YOU CONFIRM THAT BEFORE
California law does not provide for a "cooling-off" or other cance contract simply because you change your mind, decide the vehicle	costs too much, or wish you had accepted a	different vehicle. After you YOU SIG!	NED THIS CONTRACT, WE GAVE
aign below, you may only cancel this contract with the apprement of require a seller to offer a 2-day contract cancellation option on use	the selector for facel cause, such as freud. He	<b>Pursyur, California iuw does   IT TO YOU</b>	J, AND YOU WERE PRÉE TO TAKE
SERVICEN CONDITIONS. THE CONTINUE CONCERNION ARRIVE MAINTINGS	does not about to the sale of a recreational v	etick a pobrokie area. Volumen	EVIEW IT. YOU CONFIRM THAT EIVED A COMPLETELY FILLED-IN
aff-highway motor veh	how. See the wahicle contract cancellation op	ion agreement f	SIGNED IT.
Buyer Signature	Date 12/19/62 o-Buyer	Signature >	
Co-Buyers and Other Owners — A co-buyer is a person who does not have to pay the debt. The other owner agrees to the s	is responsible for pevino the entire data	An other burger is a person whose n	ame is on the title to the vehicle but
Other Owner Signature X	Address		
GUARANTY: To Induce us to sell the vehicle to Buyer, each on this contract, each Guarantor must pay it when asked. Each complete defence to Guarantor's demand for reimbursement. E payments; (2) give a full or partial release to any other Guarantor reading to the contract or extend the contract. Each Guarantor	person who signs as a Guarantor individual in Guarantor will be liable for the total amo ach Guarantor agrees to be liable even if w tor; (3) refeace any security; (4) accept less acturowiedges receipt of a completed copy	By guarantees the payment of this contra- unt owing even if other persons also sign e do one or more of the following: (1) give thom the Buyer than the lotal amount or of this contract and guarantly at the time	ct. If Buyer talle to pay any money cwing o as Gularantor, and even If Buyer has a the Buyer more time to pay one or more wing; or (5) otherwise reach a settlement of signific.
Guarantor waives notice of acceptance of this Guaranty, notice of the	Buyer's non-payment, non-performance, and o	efault, and notices of the amount owing at an	y time, and of any demands upon the Buyer.
Guarantor X	Date Guarar	ntor X	Date
Address	Address	\$	
Seller Signe RYDELL RUTCHOTTIVE GREEP	Dete12/19/9/9 <sub>By X</sub>		Title _MGR.
FORM NO. 553-CA mov. som u.s. Parcit no. precing sector The Reynolds and Reynolds Company to order unuspect	it.com; 1-826-344-000); faz 1-600-621-8055		<del></del> _

DEALER COPY

02/16/2011 HISTORY LISTING 3010

10:36:44 PAGE 7

COMMENTS : CUSTOMER AT 4:42PM WENT OVER REPAIRS

ADVISOR NO.: 4693

R.O NO. : 392291 R.O DATE : 12/11/2009 R.O TYPE : 5

JOB NUMBER : 1 OPERATION 72CVZ25 OP. DESC. DELCO BATTERY

NILEAGE : 52533

SALE TYPE : I TECHNICIAN NO(S). 9040

COMPLAINT : REPLACE BATTERY WITH DELCO BATTERY

CORRECTION : REPLACED BATTERY

JOB NUMBER : 2 OPERATION 01CVZM56 OP. DESC. MAINTERANCE

SALE TYPE : I TECHNICIAN NO(s). 9040

COMPLAINT : TIRE PRESSURE MONITOR LIGHT IS ON

CORRECTION : SET PSI TO 35 AND RESET TPM.

COMMENTS: AS PER KELLY AND DEAN CHARGE TO STOCK NUMBER

R.O NO. : 81290 R.O DATE : 09/23/2003 R.O TYPE : P

MILEAGE : 52341 ADVISOR NO. 1 4834

JOB NUMBER : 1 OPERATION 20CV2 OP. DESC. RECONDITIONING

SALE TYPE : I TECHNICIAN NO(S). 8413

COMPLAINT : SAFETY INSPECTION

CORRECTION : SAPETY 1.0, LOF AIR FILTER WIPERS .5, REMOVE TO ADJUSTE E-

SECHS SHOES

JDB NUMBER : 2 OFFRATION 03CVZ OP. DESC. SMOQ CERTIFICATION

SALE TYPE ; I TECHNICIAN NO(5). 2126

COMPLAINT : SMOG INSPECTION CORRECTION : PRETESTED

JOB NUMBER : 3 OPERATION 77CV2 OF. DESC. SUBLET

SALE TYPE : I TECHNICIAN NO(S). 9362 7720

COMPLAYNT : SUBLET

CORRECTION : DON DETAILED

TOUCH UP PAINT

JOB NUMBER : 4 OPERATION 72CVZ45 OP. DESC. TIRE REPLACEMENT

SALE TYPE : I TECHNICIAN NO(5). 2126

COMPLAINT : TIRE REPLACEMENT, MOUNTED AND BALANCED (4)

CAUSE : FLAT REPAI CORRECTION : REPAIR PLAT

MISTORY LISTING

3010

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PACE 6

SALE TYPE : W TECHNICIAN NO(S). 8274

COMPLAINT : 12/12000 GM CERTIFIED USED LIMITED WARRANTY

12/22/2010 64341 miles EXPRIES

CUSTOMER STATES FRONT PASSENGER INSIDE DOOR HANDLE IS

; RIGHT FRONT DOOR INSIDE HANDLE WAS DEELING CAUSE

CORRECTION : INSPECTED AND REPLACE RIGHT FRONT HANDLE CONTROL

OPERATION NO. CLAIM NO. OPERATION NO. WARRANTY ; CLAIM NO.

84280

JOB NUMBER : 4 OPERATION 01CVZH49

OP. DESC. MAINTENANCE

SALE TYPE ; I TECHNICIAN NO(5). 3999

COMPLAINT : PER DUE BILL REPAIR CHIP ON WINDSHIELD

CORRECTION : SAFELITE REPAIRED WINDSHIELD

JOB NUMBER : 5 OPERATION DICVZMS1 OP, DESC. MAINTENANCE

SALE TYPE : I TECHNICIAN NO (5) . 3999 COMPLAINT : PER DUE BILL INTERIOR DETAIL

CORRECTION : COMPLETED

OP. DESC. 15-A & ELECTRICAL JOB NUMBER : 6 OPERATION 15CV2307

SALE TYPE : W TECHNICIAN NO (9) . 8274

COMPLAINT : 12/12000 GM CERTIFIED USED LIMITED WARRANTY

12/22/2010 64341 miles EXPIRES

CUSTOMER STATES 2ND ROW HEATED SPAT BOTTOMS STICKING

: INTERNAL FAILURE IN CENTER CONSOLE REAR END CAUSE

CONTROL HEAD

CORRECTION : DIAGNOSE AND REPLACE REAR HVAC CONTROL HEAD

WARRANTY , CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.

D0368

OP. DESC. 15A JOB NUMBER : 7 OPERATION 15CV2D00

BALE TYPE : W TECHNICIAN NO(8) . 8274

COMPLAINT : 13/12000 GM CERTIFIED USED LIMITED WARRANTY

12/22/2010 64341 miles EXPIRES

OP. DESC. 15-A & ELECTRICAL JOS NUMBER : 8 OPERATION 15CVZE01

SALE TYPE : I TECHNICIAN NO (S) . \$274

COMPLAINT : PER DUE BILL ONE MORE KEY FOB AND PROGRAM

CORRECTION : PROVIDED ONE REMOTE AND PROGRAM.

OP. DESC. \*LUBE OIL AND FILTER JOB NUMBER : 9 OPERATION 72CVE01

SALE TYPE : I TECHNICIAN NO(8). 9041

COMPLAINT : FREE LOF INTERNET SPECIAL

: DRAIN OIL. CHANGE PILTER, LUBE ALL PITTINGS WHEN APPLICABLE, CAUSE

CHECK TIRE PRESSURE AND TOP OFF ALL FLUIDS.

CORRECTION : CHANGED OIL AND FILTER. LUBED CHASSIS, CHECKED ALL FLUID

LEVELS, SET AIR PRESSURE IN THE TIRES.

HISTORY LISTING

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PAGE 5

JOS NUMBER : 1 OPERATION 05CV2

OP. DESC. FE/SUSPENSION

SALE TYPE : W TECHNICIAN NO(5). 2169

COMPLAINT : CUSTOMER STATES MAKES A RALLING/CLUNKING MOISE FROM

PRONT END. HIT A BUMP OR ROUGH ROAD

CAUSE : ROAD TEST VEHICLE FOUND RIGHT FRONT STRUT LEAKING OK

BY KELLY REPLACE NEW STRUT

CORRECTION : REPLACED RIGHT FRONT STRUT ROAD TEST NO FOUND FURTHER PROBLE

MS AFTER REPAIRS -- 23800-1.0 HRS.

HARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.

E3#00

JOB NUMBER : 3 OPERATION CLCVZMAD

OP, DESC. \*30 POINT INSPECTION

SALE TYPE : I TECHNICIAN NO(S). 2168

COMPLAINT : PERFORM 30 POINT INSPECTION AS DESCRIBED IN ATTACHED

INSPECTION SHEET.

CAUSE : ROUTINE IMSPECTION

CORRECTION: PERFORMED 30 POINT INSPECTION, PLEASE SEE YOUR SERVICE

CONSULTANT FOR DETAILS.

COMMENTS : WAITING/CHECK HISTORY ..

PARTS WARRANTY DN REFER TO NO #397157

R.O NO. : 197157 R.O DATE : 01/06/2010 R.O TYPE : \$

MILEAGE : 54342 ADVISOR NO. : 9201

JOS NUMBER : 1 OPERATION OSCYZBOS OP. DESC. BRAKES

SALE TYPE : I TECHNICIAN MO(S). 2168

COMPLAINT : PER DUE BYLL CHECK FRONT AND REAR BRAKES IF NEEDED CUSTOMER

REQUEST OLD PARTS

CAUSE : CHECK BRAKES FRONT PADS AFTER MARKET MAKE MOISE REAR PADS

4MM, ROTOR'S RUN OUT, CAUSE POLICATOR-OR BY MANEGER USE CARS

JOSE. REPLACE FRONT AND REAR BRAKES, MACHINE ROTOR'S.

CORRECTION : REPLACED FRONT BRAKES PADS, RESURFACE BOTH PRONT ROTOR'S,

LUBED PIN CALIPERS, REPLACED REAR BRAKES PADS, RESURFACE BOTH

REAR ROTOR'S, LUBED PIN CALIPERS, ROAD TEST.

JOS NUMBER : 2 OPERATION OSCUZETO OP. DESC. BRAKES

SALE TYPE . W TECHNICIAN NO(S). 2168

COMPLAINT : 12/12000 GM CERTIFIED USED LIMITED WARRANTY

12/22/2010 64341 miles EXPIRES CUSTOMER STATES FRONT STRUTS LEAKING

CAUSE : VERIFY BY COMMY Y. FRONT STROT'S LEAKING.

CORRECTION : REPLACED BOTH FRONT STRUT'S, ROAD TEST-E-3800-1.0+E3801-1.0

TOTAL LABOR-2.0 HRS.

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.

E3907

JOB NUMBER : 3 OPERATION 15CVZ

OP. DESC. 15-A & ELECTRICAL

HISTORY LISTING

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PAGE 4

JOB WUNDER : 3 OPERATION 11CVZ

OP. DESC. HEAVY LINE

SALE TYPE : W TECHNICIAN NO(S). 9040

COMPLAINT : CUSTOMER STATES LOOSES ALMOST 2 QUORS OF OIL FROM

LAST OIL CHANGE, HAD TO ADD 2 QUORTS 2 DAYS AGO.

: FOUND NO OIL LEAK FROM UNDER OR ON TOP OF ENGINE. CAUSE

CORRECTION : FILLED OIL TO SPEC ON DIP STICK AND PERFORMED OIL

CONSUMPTION TEST ON VEHICLE. MILAGE IS \$5947 AND FOUND NO

FURTHER CONCERN AT THIS TIME.

CUSTOMER TO BRING IT BACK 900-1000MILES FOR INSPECTION ...

COMPGENTS : APP

Customer dropped the rental off here at Rydell 2/24/10 5:30

32DPJ8

R.O NO. : 398870

R.O DATE : 01/18/2010

R.O TYPE : S

MILEAGE : 54682

ADVISOR NO. : 7982

JOB NUMBER : 1 OPERATION 08CV2811

OP. DESC. BRAKES

SALE TYPE : W TECHNICIAN HO(5). 2168

COMPLAINT : CUSTOMER STATES SERVICE SUSPENSION NEGSAGE CAME ON WHILE

WAS DRIVING CHECK AND ADVISE

12/12000 OM CERTIFIED USED LINITED WARRANTY

: SCAN FOR CODE FOUND CODE COSTS SYMT. -04-LEFT FRONT ACTUATOR CAUSE

OR STRUT BAD CAUSE CONCER.

CORRECTION : REPLACED LEFT FRONT STRUT, ROAD TEST SCAN FOR CODE NO FOUND

PURTHER PROBLEMS AFTER REPAIRS NOTED.

HARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.

E3801

JOB NUMBER : 2 OPERATION 01CVZN40

OP, DESC. \*30 POINT INSPECTION

SALE TYPE : W TECHNICIAN NO (9) . 2168

COMPLAINT : PERFORM 30 POINT INSPECTION AS DESCRIBED IN ATTACHED

INSPECTION SHEET.

, ROUTINE INSPECTION

CORRECTION : PERFORMED 10 POINT INSPECTION, PLEASE SEE YOUR SERVICE

CONSULTANT FOR DETAILS.

COMMENTS : CHECK HISTORY ...

12/12000 GM CERTIFIED USED LIMITED WARRANTY

CALLED 618-428-0693,1-19-10 @ 7:08AM, LEFT A MESSAGE

VEHICLE IS READY, OPEN TILL 7:00PM.

R.O NO. : 398362

R.O DATE : 01/14/2010

R,O TYPE : 5

MILEAGE : 54492

ADVISOR NO. : 7982

WISTORY LISTING

3010

10:36:44

PAGE 3

SERP BELT WHINE HOISE , SERP BELT WARPED DAMADES

CORRECTION : REPOSITION POWER STEERING PUMP PULLEY AND REPLACED SERP

ROAD TEST OK NO MORE BELT WHINE NOISE £9360 .8

WARRANTY ; CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.

26360

JOB NUMBER : 9 OPERATION 16CVZE11

OP. DESC. 15-A & ELECTRICAL

SALE TYPE : N TECHNICIAN NO(6). 2085

COMPLAINT : ADD ON JOB - CUSTONER CALLED IN AND REPORTED THAT AT

TIMES, THE REMOTE START WILL NOT FUNCTION.

; TESTED REMOTE FOR FOR INOD REMOTE START, CONFIRMED -ÇAUSE

TESTED AND FOUND BAD REMOTE. CORRECTION : REPLACED REMOTE CONTROL FOR, REPROGRAMMED AND TESTED,

OPERATING AS DESIGNED. R4490 0.3

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.

R449D

COMMITTS : HOLD FOR SERV MGR TO REVIEW

ENTERPRISE RENTAL PURCHASE ORDERS/? 239528

Certified Used Limited Warranty 12/22/2009 62,341 MI 12/22/2010

64,341 MI.

REGARDING JOB 4, 5, 6, 7 & 8.

COSTOMER CALLED IN TO ADD ON THESE JOB LINES.

JOB# 1 COVERRED THROUGH POWERTRAIN WARRANTY (DOC 1D#10-86-01-908A) JOBS 4, 5, 6, 7 AND 8 COVERED THROUGH CERTIFIED USED CAR WARRANTY.

SPOKE WITH LISA ON 12/15, EXPLAINED ALL REPAIRS AND THAT VEHICLE IS

FINISHED & READY FOR PICK UP. WILL NEED TO RETURN RENTAL FIRST

THING ON THURSDAY MORNING. (12/15)

30CPCSEASBO

R.O NO. : 404453 R.O DATE : 02/23/2010

R.O TYPE : \$

OP. DESC. SUBLET

MILBAGE : 55947

ADVISOR NO. : 7992

JOB HUMBER : 1 OPERATION 18CVZS14 SALE TYPE : I TECHNICIAN NO(S). 3999

COMPLAINT : SUBLET

REPLACE WINDSHIEL PER USED CAR DEPT.

CAUSE . .

CORRECTION : SUBLET

JOB NUMBER : 2 OPERATION 18CVZSO6

OP. DESC. ENTERPRISE RENTAL CA

SALE TYPE : I TECHNICIAN NO(S). 3999

COMPLAINT : ENTERPRISE RESTAL CAR

CHARGE IT TO USED CAR SALES..

CAUSE

CORRECTION : .

HISTORY LISTING

•

10:35:44

PAGE 2

JOB NUMBER : 3 OPERATION 18CVZ506 OP. DESC. ENTERPRISE RENTAL CA

SALE TYPE : W TECHNICIAN NO (5) . 7057

COMPLAINT : ENTERPRISE RENTAL CAR

CAUSE : REFER TO JOB #1

CORRECTION : PO# 239528

JOB NUMBER : 4 OPERATION 18CVZS10 OP. DESC. SUBLET

SALE TYPE ; W TECHNICIAN NO(S). 1570

COMPLAINT : CUSTOMER CALLED IN TO ADD ON: DRIVERS DOOR MOLDING IS DIS-

COLORING.

CAUSE : CLEAR COAT FAILURE

CORRECTION : B7866 REPAIR AND PREP MIDG AND PAINT ON CAR

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.

B7866

JOB NUMBER: 5 OPERATION 12CVZS13 OF. DESC. SUBLET

SALE TYPE : W TECHNICIAN NO(S). 1570

COMPLAINT : ADD ON - RT/FRT DOOR MOLDING IS DISCOLORING

CAUSE : CLEAR COAT FAILURE

CORRECTION : B1876 REPAIR AND PREP AND PAINT SIDE MLDG ON CAR

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.

B7876

JOB NUMBER : 6 OPERATION 18CVZS14 OF. DESC. SUBLET

SALE TYPE : N TECHNICIAN NO(S). 1570

COMPLAINT : ADD ON LINE: LEFT REAR DOOR MOLDING IS DISCOLORING.

CAUSE : CLEAR COAT FAILURE

CORRECTION : 87966 REPAIR AND PREP AND PAINT MIDG ON CAR

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.

B7966

JOB NUMBER : 7 OPERATION 18CVZS15 OP. DESC. SUBLET

SALE TYPE : W TECHNICIAN NO(S). 1570

COMPLAINT : SUBLET

ADD ON - RIGHT REAR DOOR IS DISCOLORING.

CAUSE , CLEAR COAT FAILURE

CORRECTION : B7976 REPAIR AND PREP AND PAINT MLDG ON CAR

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.

87976

JOB NOMBER : # OPERATION 11CVZH01 OP. DESC. HEAVY LINE

SALE TYPE : W TECHNICIAN NO(S). 3053

COMPLAINT :

CUSTOMER ADDED ON - REPORTS A SQUEAL HOISE FROM ENG CMPRIMINT

CAUSE : POWER STEERING PUMP PULLEY OUT ALIGM CAUSING

02/16/2011 10:36:44

HISTORY LISTING

3030

CUSTOMER NAME : NICHAEL S GAGLIO

PAGE 1

SERIAL NO. : 1GNF#16377J162389

R.O NO. : 443750

R.O DATE : 12/14/2010

R.O TYPE : \$

MILEAGE : 62864

ADVISOR NO. : 4770

JOB NUMBER : 1 OPERATION 15CVZ

OP. DESC. 15-A & ELECTRICAL .

SALE TYPE : W

TECHNICIAN NO(S). 8274

COMPLAINT : CAMPAYON #10153 HEATED WINDSHIELD WASHER MODULE

: OPEN RECALL 10153

CORRECTION : PERFORMED RECALL 10153, DISABLED AND REMOVE WASHER

HEATER

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.

V2281

COMMENTS : HOLD FOR SERV MGR TO REVIEW

ENTERPRISE RENTAL PURCHASE ORDER#/7 239528

CK 209519 12/21/10

R.O NO. : 442865

R.O DATE : 12/04/2010

R.O TYPE : 9

MILEAGE ; 62864

ADVISOR NO. : 4770

JOB NUMBER : 1 OPERATION 11CV2

OP, DESC. HEAVY LINE

SALE TYPE : W TECHNICIAN NO(5). 1051

COMPLAINT : CUSTOMER REPORTS ENGINE IS USING EXCESSIVE AMOUNT OF OIL. OIL CONSUMPTION TEST HAS BEEN IN PROCESS AND OIL CHECKED

MULIPLE TIMES AND OIL HAS BEEN BEING TOPPED OFF.

OIL CHECKED ON THIS VISIT WITH ODMETER AT 62864 MILES

PRIOR DOCUMENTATION INDICATES @ 61716 MILES. DIFFERENCE SINCE LAST TOP OFF IS 1128 MILES. AMOUNT OF OIL ADDED THIS

VISIT IS 1 QUART.

CUSTOMER REQUESTING THIS TO BE REVIEWED BY SERVICE MANAGER

: FOR DOCUMENT #2534528 ENGINE OIL CONSUMPTION CAUSE

#10-08-01-008A INSTALL AFM OIL DEFLECTOR AND CLEAN CARBON

ALL CYLINDER

CORRECTION : REMOVE ALL SPARK PLOGS ADD INJECTOR CLEAN ALL CYLINDER

CLEAN CARBON AND REISTALL ALL SPARK PLOGS AND REMOVE OIL DAM INSTALL AFM OIL DEPLECTOR ROAD TEST 5 HILES RECHECK FOR LEAKS OK NO LEAKS

J7555 4.5

WARRANTY

: CLAIM NO.

OPERATION NO. CLAIM NO. OPERATION NO.

J7555

JOB NUMBER : 2 OPERATION GLCVZMA9

OF. DESC. MAINTENANCE

SALE TYPE : I TECRNICIAN NO(8). 3999

COMPLAINT : PER SALES & AS AGREED WITH KELLY. DUE TO NOT BEING PERFORMED

BEFORE SALE - DETAIL VEHICLE COMPLETE (IN HOUSE)

CORRECTION : COMPLETED DETAIL

# Rydell AUTOMOTIVE GROUP San Fernando Valley

#### Rydell Chevrolet Northridge

18600 Devonshire St. \* Northridge, CA-91324 (818) **832-1600** 

SERVICE (818) 832-1616

PARTS (818) 832-1660

Mailing Address P.O. Box 2189 Van Nuys, CA 91404

				CELL/PAGER	INVOICE DATE	INVOICE NO
26066	5	MIKE ARUSTAMYAN		7985 7985	01/19/10	T2CS398870
			ISE NO. MILI	54.682 v	COLOR	STOCK NO. 22135X
		YEAR / MAKE / MODEL	<u> </u>	•	DELIVERY DATE	DELIVERY MILES
DELIDEDCE CA		07/CHEVROLET TR	UCK/SUBURBA	N/4DR 4WD	12/28/09 SELLING DEALER NO.	53,219
RTHRIDGE, CA		GNFK16	3 7 7 3		<u> </u>	
		F.T.E. NO.	P.O. NO.		01/18/10	
SIDENCE PHONE	BUSINESS PHONE	COMMENTS			1 01/10/10	
				<del></del>		MO: 5468
12/12000   SCAN FOR   OR STRUT   REPLACED   FURTHER PLEASED   E3801=1.0   RTS	MBER DESCRI 810269 *ABSOR  JOB# 1	WARRANTY T04-LEFT FRONT ACTUA T SCAN FOR CODE NO FOL ED.  PTION BER 7.345  JOURNAL PREFIX T2CS	TOR IND UNIT PRICE- TOTAL - PARTS  JOB# 1 TOTAL	WARRANTY 0.00 0.00		
INSPECTIO ROUTINE I PERFORMED	30 POINT INSPECTION AS DES IN SHEET. INSPECTION 0 30 POINT INSPECTION, PLE IT FOR DETAILS.	ASE SEE YOUR SERVICE	*.	. !		
B# 2 TOTALS						
		JOURNAL PREFIX T2CS	JOB# 2 TOTAL	0.00		
MMENTS						
ECK HISTORY	USED LIMITED WARRANTY 19-10 @ 7:08AM,LEFT A MES TILL 7:00PM.	SSAGE				
PAGE 1 OF 2						
	CUSTOMER COPY	ICONTIN	NUED ON NEXT PAGE	El 07:18am		



**CUSTOMER COPY** 

#### Rydell Chevrolet Northridge

18600 Devonshire St. \* Northridge, CA 91324 (818) **832-1600** 

**SERVICE** (818) **832-1616** 

PARTS (818) 832-1660

Mailing Address P.O. Box 2189 Van Nuys, CA 91404

	ADVISOR			ELL/PAGER	LINVOICE DATE	LINVOICE NO.
260665	MIKE ARUST	AMYAN		7985	01/19/10	T2CS398870
	YEAR / MAKE / MODEL			54,682 v	DELIVERY DATE	22135X DELIVERY MILES 53,219
RTHRIDGE, CA	VEHICLE LD NO	ET TRUCK/S		N/4DR 4WD	12/28/09 SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	16377	P.O. NO.		01/18/10	_
	COMMENTS				1 02/ 20/ 20	MO: 5468
LS						
OME TO RYDELL SERVICE DEPARTMENT # CAL000236177 RE OPEN FROM 6:00AM TO 7:00 PM MONDAY 1 RDAYS WE ARE OPEN FROM 8:00AM TO 5:00 F	PM.CLOSED SUNDAYS	TOTAL LAB TOTAL PAR TOTAL SUB TOTAL MIS TOTAL MIS TOTAL TAS	RTS BLET D.G SC CHG. SC DISC	0.00 0.00 0.00 0.00 0.00 0.00		
COMPLETELY SATISFIED ??  Ou may receive a survey from General Motour service experience at RYDELL'S. If  t "COMPLETELY SATISFIED" please call out ent at (818) 832-1600, so we can assist ou. We appreciate your business.  CUSTOMER SIGNATURE	tors regarding * you cannot rate * r service depart.*	TOTAL IN	IVOICE 1	6 0.00		
		AU.	C.M.		Q.L.	Ér.
. :			49: TF	respective to	e William	

[ END OF INVOICE ] 07:18am



18600 Devonshire St. \* Northridge, CA 91324 (818) **832-1600** 

**SERVICE (818) 832-1616** 

PARTS (818) 832-1660

Mailing Address P.O. Box 2189 Van Nuys, CA 91404

				[CELL)	PAGER		
C							
CUSTOMER NO.	С	ADVISOR		A DAT		INVOICE DATE CEL	<u> </u>
<del>26066</del>	<del>)</del>	MIKE ARUST	ALICENSE NO.	7982 MILEAGE	7439	<del>∞.Q2/24/10</del>	<del>- [265404453</del> -
		VEAR INTANT			55,947	WHITE	
		YEAR / MAKE / MODEL		1	•	DELIVERY DATE	DECVERY MILES
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PAGE 1 OF 2	CUSTOMER COPY	Į	CONTINUED ON NE	EXT PAGE)	05:28pm		



PAGE 2 OF 2

**CUSTOMER COPY** 

## Rydell Chevrolet Northridge

18600 Devonshire St. \* Northridge, CA 91324 (818) 832-1600

SERVICE (818) 832-1616

PARTS (818) 832-1660

Mailing Address P.O. Box 2189 Van Nuys, CA 91404

•			CELLPAGER		
STOMER NO.	JADVISOR		TAG NO.	INVOICE DATE CELL	
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You may receive a survey from General Motors	regarding *				
your service experience at RYDELL'S. If you it "COMPLETELY SATISFIED" please call our se	rvice depart-*				
ment at (818) 832-1600, so`we can assist and you. We appreciate your business.	l better serve*				
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[ END OF INVOICE ] 05:28pm

6001 Van Nuys Blvd.

#### KEYES CHEVROLET

Van Nuys, CA 91401

(818) 933-3000

EPA #: CAL000349009

BAR #: ARD260656

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## 6001 Van Nuys Bivd.

# (818) 933-3000

Van Nuys, CA 91401

#### EDA-#+ CALINDO349009

BAR #: ARD260656

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DUMETER IN: 6173 DATES BEBIN: 10 DONCERN 24 CUSTO DORGENT RESE DOMENT RESE PART 000 FAUTORY TECH	HULES: YYNNN INVOICE  ACCORDED TONE: 10/2  MER STATES PERFORM  MER STATES PERFORM  MER LURE OIL AND FIL  OIL MONITUR LIFE  NUMBER  O19167894  O0000001L  1 205 - FEAM, YELLO  1 041 - SOLIS, JUAN  LINE FLAGS: HAZ  ES FOR INVOICE 1889	CLD: 10/3 22/10  LUBE BIL I LTER CHANG STSTEM POR	AND FILTE E NUTE GUG	9:27:40 IST: 1G1 K CHANDE  DESCRIP FILTER 5M-30 G	O7 CHEV  DATES  TION  WART	KOLEN SU	ETY IS 6S PARIS GAS-DIL- HAZARDOUL LABOR ME TOTAL CH	STOCK# 0 PROUBLE 10 PR	OGUZMAN I IN: 050300 IECH   205 041 SEI 6.3	TURS 4	188
JAX  DUMETER IN: 6179  DATES BEBIN: 10  DONCERN 24 CUSTO  DORCERN 26 CUSTO  PART  OOO  GOO  FAUTORY TECH  TYPE: 1  SUMMARY OF CHARGE  PARTS	HULES: YYNNN INVOICE  10/22/10 LONE: 10/2  MER STATES PERFORM  PRI LURE OIL AND FU  OIL MONITUR LIFE:  NUMBER,  01916/7894  00000001L  1205 - FEAM, YELLO  1041 - SOLIS, JUAN  LINE FLAGS: HAZ  ES FOR INVOICE 1889	CLD: 10/3 22/10  LUBE BIL I LTER CHANG STSTEIN POR	AND FILTE E NUTE GUG	9:27:40 IST: 1G1 K CHANDE  DESCRIP FILTER 5M-30 G	O7 CHEV  DATES  TION  WART	KOLEN SU	ETY SAS-OIL- HAZARDOUL LABOR ME TOTAL CH	STOCK# 0 PROUBLE 10 PR	OBUZNAN I IN: 650306 IECH I 205 041 SEI 3101AL	TURS 4	188
JAX JOUNETER IN: 5173 JAYES BEGIN: 10 CONCERN 24 CUSTO DERRECTION PERFO DOOR GOO AUTORY TECH JECH TYPE: 1 JUNNARY OF CHARGE	HULES: YYNNN INVOICE  10/22/10 LONE: 10/2  MER STATES PERFORM  PRI LURE OIL AND FU  OIL MONITUR LIFE:  NUMBER,  01916/7894  00000001L  1205 - FEAM, YELLO  1041 - SOLIS, JUAN  LINE FLAGS: HAZ  ES FOR INVOICE 1889	LUBE BIL I LUBE BIL I LTER CHANG STATEM POR	AND FILTE E NUTE GUG	9:27:40 IST: 1G1 K CHANDE  DESCRIP FILTER 5M-30 G	O7 CHEV  DATES  TION  WART	KOLEN SU	PAYMENT TOTAL CH	STOCK OF TOURIST TOUR STOCK OF THE STOCK OF	OBUZNAN I IN: 650306 IECH I 205 041 SEI 3101AL	TURS 4	# 12 # 12
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# KEYES CHEYROLET

Van Nuys, CA 91401

(818) 933-3000

EPA #: CAL000349009

BAR #: ARD260656

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**R	) 88329** *TAG 4745*   TC: CA	derstand that my ware reassembled within days of the date shall be considered to a services recommen	witche will be DISC/ UNIL OWN above if OTHE INSTR

K1500 4DR SUV LICENSE: CA WHITE SVC DLR: 63E001 SLM: SLS

CHEVROLET

IN-SVC: 121909 SOLD:122809 PROD:05030d ODOMETER: LAST: 54342 CURRENT: 61736

07 \*\*VIN: 16NFK1637 7J

WORK: CELL: EMAIL ADDRESS

4 WHEEL BALANCE

24\* PAY TYPE: C

ALIGN FRONT

7

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8

FAW BING. PACK RAW BING. PACK

MORTHRIDGE

LOS ANGELES

CA

2 3 4

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DIST CODE: 161

EXTENDED SVC PLAN: TYPE: GM CERT 36 HUMBER:818205708 IN FORCE: Y

SUBURBAN

DEDUCTIBLE: MILEAGE: 87918 EXPIRES: 121912

MODEL# T

10/22/10 08:38:09

\*\*\*\*PROMISED DATE: 10/22/10 TIME: 0915 \*\*\*

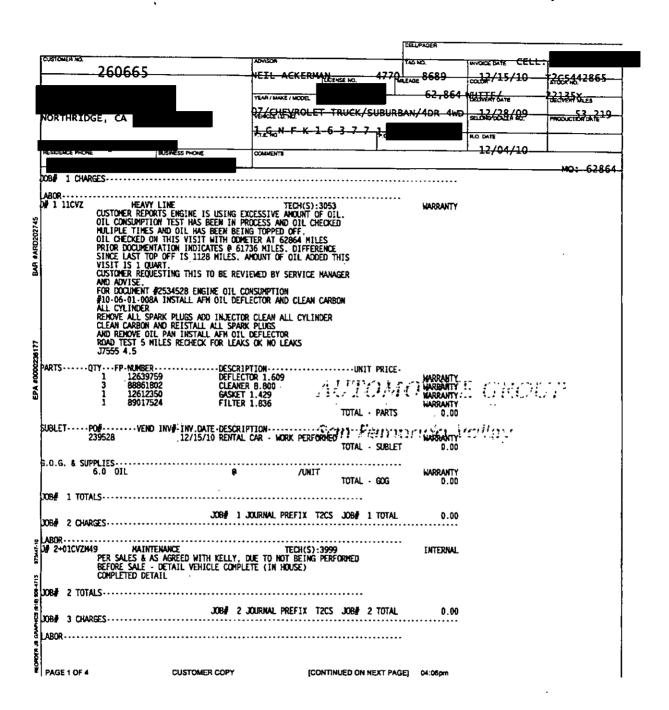
WTAR 47458 WADO DODDONE OUR AREA

18600 Devonshire St. \* Northridge, CA 91324

(818) 832-1600

SERVICE (818) 832-1616 PARTS (818) 832-1660

Mailing Address P.O. Box 2189 Van Nuys, CA 91404



18600 Devonshire St. \* Northridge, CA 91324 (818) 832-1600

SERVICE (818) 832-1616

PARTS (818) 832-1660

Mailing Address P.O. Box 2189 Van Nuys, CA 91404

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HOLD FOR SERV HGR TO REVIEW						
EENTERPRISE RENTAL PURCHASE ORD						
Certified Used Limited Warrant 64,341 MI.	y 12/22/2009 52,34	I MI 12/22/2010				
REGARDING JOB 4. 5. 6. 7 & 8.						
Customer called in to add on the	HESE JOB LINES.	10810 AC A1 000A1				
JOB# 1 COVERRED THROUGH POWERT JOBS 4, 5, 6, 7 AND 8 COVERRED						
SPOKE WITH LISA ON 12/15, EXPL FINISHED & READY FOR PICK UP. 1	AINED ALL REPAIRS /	ND THAT VEHICLE IS				i
THING ON THURSDAY HORNING. (12		TINGSTONG TANAT				
PAGE 3 OF 4						
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PAGE 3 OF 4	CUSTOMER COPY	[CONTINUED C	N NEXT PAGI	E) 04:08pm		i



18600 Devonshire St. \* Northridge, CA 91324 (818) 832-1600

SERVICE (818) 832-1616

PARTS (818) 832-1660

Mailing Address P.O. Box 2189 Van Nuys, CA 91404

changl -

CUSTOMER NO 260665 ACKERMAN. <del>∞12/15/10</del> <del>265842865</del> HELLER CATE 2125 Xics DZ/CHEXROLET TRUCK/SUBURBAN/4DR 4WD 5ELBAS/028/02 COLUCTION DE PE 19 NORTHRIDGE, CA 1,50 N F K 1 6 3 7 12/04/10 MO:-62864 WELCONE TO RYDELL SERVICE DEPARTMENT

EPA # CALOROZS6177

WE ARE OPEN FRON 6:00AN TO 7:00 PM MONDAY THROUGH FRIDAY
SATURDAYS WE ARE OPEN FRON 8:00AM TO 5:00 PM.CLOSED SUNDAYS TOTAL LABOR...
TOTAL PARTS...
TOTAL SUBLET...
TOTAL G.O.G...
TOTAL MISC CHG.
TOTAL MISC DISC
TOTAL TAX... 0.00 0.00 0.00 0.00 0.00 TYDELL AUTOMOTIVE GROUP IS A GM GOODMRENCH SERVICE PLUS BEALER. SEE YOUR SERVICE CONSULTANT FOR MORE INFORMATION **TOTAL INVOICE \$** 0.00 COMPLETELY SATISFIED ??
You may receive a survey from General Motors regarding \*
your service experience at RYDELL'S. If you cannot rate \*
it "COMPLETELY SATISFIED" please call our service depart.\*
ment at (818) 832-1600, so we can assist and better serve\*
you. Me appreciate your business. EPA #0000236177 CUSTOHER SIGNATURE AUTOMOTHE CEOUR Ser Fornerdo Malier CLIPTON IN IN SCHOOL OF A OF 4 CUSTOMER COPY [ END OF INVOICE ] 04:08pm



## Rydell Chevrolet Northridge 18600 Devonshire St. \* Northridge, CA 91324 (818) 832-1600

SERVICE (818) 832-1616

PARTS (818) 832-1660

Mailing Address P.O. Box 2189 Van Nuys, CA 91404

			CELLPAGER	<del></del>	
	CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE CELL.	
	<del>260665</del>	NEIL ACKERMANENO.	4770 8689	<del></del>	<del>5365443750</del>
I		YEAR / MAKE / MODEL	62,864	SLATE ATE	2135X
		OZ/SHEVROLET TRUCK/SU		<del>a.12/28/09</del>	PRODUCTION DATE 19
	NORTHRIDGE, CA	1-GoN F K 1 6-3 7 7			PRODUCTION DATE 43
		PHIEMON IN TOST	2.6	R.O. DATE	
		COMMENTS		<del>12/14/10 </del>	
	DOB# 1 CHARGES			<del></del>	<del>- MO+ 62864</del>
	[ ]	***************************************	••••••••		
#ARD202745	LABOR  # 1 15CVZ 15-A & ELECTRICAL  CAMPAIGN #10153 HEATED WINDSHIELD W  OPEN RECALL 10153  PERFORMED RECALL 10153.DISABLED AND  HEATER		WARRANTY		
*	208# 1 TOTALS				
BAR	J08# 1 J	OURNAL PREFIX T2CS JOS# 1 1	TOTAL 0.00		
	COMMENTS	-	•••••		
	TOTALS.				
EPA #0000236177	TOTALS  MELCOME TO RYDELL SERVICE DEPARTMENT  EPA # CALO0235177  ME ARE OPEN FROM 6:00AM TO 7:00 PM MONDAY THROUG SATURDAYS ME ARE OPEN FROM 8:00AM TO 5:00 PM.CLO  RYDELL AUTOMOTIVE GROUP IS A GM GOODMRENCH SERVI DEALER. SEE YOUR SERVICE CONSULTANT FOR MORE INF	ICE PLUS TOTAL MISC.	S 0.00 ET 0.00 S 0.00	: Comun	; ; .
	. :- :-	TOTAL INV	OICE \$ 0.00	,	ļ
	COMPLETELY SATISFIED ??  * You may receive a survey from General Motors r  * your service experience at RYDELL'S. If you c  * it "COMPLETELY SATISFIED" please call our serv  * ment at (818) 832-1600, so we can assist and t  * you. We appreciate your business.	vice depart-*	imarido V	diage	
	COSTONER STGNATURE	· <del></del>			[
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## Rydell Chevrolet Northridge

18600 Devonshire St. \* Northridge, CA 91324 (818) 832-1600

SERVICE(818) 832-1616

PARTS (818) 832-1660

### RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
			1.1	交通過 温度性			
		<u> </u>	]				
CUSTOMER NO.	ļ						_

SERVICE HIS	TORY										
DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OF	PERATION	OPER	IATION DE	SCRIPTIO	N
12/14/10 12/04/10	443750 442865	62864 62864	4770 4770	8274 3053 3999 9057 1570	W W W W	SCVZ 11CVZ 01CVZM4 18CVZS( 18CVZS 18CVZS	19 N 06 E 10 S	S-A & ELECTORY EAVY LINE AINTENANCI NTERPRISE UBLET UBLET	E		
SALESPERSON N				RVI	CE					# RM20	
CALL WHEN VEHICLE READY 1GN	FK16377J	07/CHEV	ROLET TR	UCK/SUBURB	AN/4DR	4WD	PRODUCTION DATE	22135X	LICENSE N	44	9171_
□YES □			260	R NO. SERV	CE CONTRA	CT	2/28/09	53,219	SELLING C	XEALER NO. 02	7.0 DATE /11/11
	HRIDGE, CA		WHITE	/		CONTR	ACT NO.	EXPIRATION DATE 12/19/12	E EXPIRATION 87	,918 8	825
PARTS FOR CUSTOME			TURBO		Y P.S	TRANS	MILEAGE 64,794	4770	ADVISOR	ACKER	
□ YES □ NO 05:5		7:00pm 6	ORITY admonited OCCASION INFORMAT SUBJECT 1	thorize the sepair widd te- inclinate or elevative for  y creepe will be made;  y creepe will be made;  ye receipt of this estantit  GED BY THEFT, FIRE OF  ON ON REVERSE SIDE. CO  CONDITIONS ON REV!  TOMER SIGNATURE	. Customen Vandalism v Justomer Ac	os hereby r Whale the Pr Knoledges p	IDITITIED THAT THE BAI TOPERTY REMAINS WIT LECEIPT OF A COPY HER	d phoperty is not in the dealer, not leof.	fore authorized a ce to be perfor r INSURED OR ICE TO CONSUM ID REVERSE S	ER. PLEASE RE	ed, a diagnosiic chiet work, and GARIST LOSS AD IMPORTANT
JOB				IONE ASSISTANCE							
						1	EMAIL	•	CELL/PAGER	1	
)   OR:	IGINAL CUSTOMER ESTIMAT	TE: TOTAL 0.00	ס				ORIGINAL STIMATE \$	HAZ WASTE HNLG. & DISP.		TOTAL ESTI	MATE
			354	中多种强制	op elas la.	į	REVISED ESTIMATE \$			ADDITIONAL COST \$	L
COMMENT	<b>s</b> :			i. A. issa, var ab≃tal	diagram.		REASON			CONTACTED	0
C * 11C	UI	EAVY LINE	ety Se to d		e di.		AUTHORIZED BY	PERSON		DATE	TIME
CUSTOME	R REPORTS SINCE REI	AIRS WERE	PERFOR	MED ON PRIC	OR .		2ND REVISED ESTIMATE \$	HAZ. WASTE HNLG. & DISP	··	ADDITIONAL COST \$	
THROUGH	OIL CONSUMPTION, THE EXCESSIVE AMOUNT	OF OIL.				İ	REASON	1013		CONTACTED	)
CONSUMP	R READING WHEN REP TION WAS 62,864 - NO	W AT 64,794	(1,930 MIL	LAST FOR ES)	OIL		AUTHORIZED BY	PERSON PHONE		DATE	TIME
CHECK, TO	OP OFF AND DOCUMEN	IT AMOUNT!	USED,	TIVE GR	<i>OUP</i>	<b>,</b>	IMPORTANT: REN FROM YOUR VEH LOSS OR DAMAG	ICLE. WE DO N	OT ASSUME	RESPONSI	BILITY FOR
1				do Valley			TEARDOWN ES sembled within _ not to authorize to	days o	of the date s	my vehicle w hown above	vill be reas- if I choose
	THE REPORT OF THE PARTY OF THE	· · ·		- <b>.</b>			"By law, you may perform any nee test indicates an	ided repairs or 8	er licensed adjustments	Smog Chec that the Sr	k facility to nog Check
							ALL PART	S INSTALLED ARE NEV			Ę.
5 (816) 909 4713					a Toler abler		WE MAKE A SEPA TOXIC WASTES. RATHER THAN RE RATES TO ALL OF ONLY ON THOSE THESE WASTES. THESE TARE UNIF	PATE CHARGE FO COVER THESE C OUR SERVICE C PARTICULAR REPA	OSTS BY I USTOMERS, V URS OR SEF	RAGE AND D INCREASING WE MAKE TH PVICES WHICH CALCULATES	OUR LABOR IEIS CHARGE H GENERATE

FOR YOUR CONVENIENCE
SERVICE HOURS: MONDAY THRU FRIDAY
6:00 A.M. TO 7:00 P.M.
SATURDAY 8:00 A.M. TO 5:00 P.M.
SUNDAY CLOSED

PARTS HOURS: MONDAY THRU FRIDAY 6:00 A.M. TO 7:00 P.M. SATURDAY 8:00 A.M. TO 5:00 P.M. SUNDAY CLOSED

**CUSTOMER COPY** 

PAGE 1 OF 1

BAR #ARD202745 EPA #CAL000236449171



#### VIA FAX ONLY

March 9, 2011

Service Manager Kelly Cashman Rydell Automotive

RE:

Service Request: 71-925820411 2007 Chevrolet Suburban

Vehicle Identification Number: IGNFK16377J

Customer Relationship Specialist: Dan

Dear Mr. Boyd:

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) 873-4549. 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 me at (866) 790-5700 ext 21043 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Sincerely,

Chevrolet

LG0040\_CH V06302010



### VIA FAX ONLY

March 9, 2011

Service Manager Jesse Boyd Chevrolet of Irvine

RE:

Service Request: 71-925820411 2007 Chevrolet Suburban

Vehicle Identification Number: 1GNFK16377J

Customer Relationship Specialist: Dan

Dear Mr. Boyd:

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) 873-4549. 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 me at (866) 790-5700 ext 21043 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Sincerely,

Chevrolet.

LG0040\_CH V06302010

## PRIVILEGED & CONFIDENTIAL - PREPARED FOR COUNSEL BRC CASE ASSESSMENT

## Latest Revision Date: 3/30/11

## All Fields Are Required

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

SR: 71-925820411 GM Legal File / BBB Case No.: {Number}

By: Dan Lorett BRC LEGAL Negotiator: Dan Lorett

Customer Last Name: State: CA

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

Vehicle ID No.: In Service Date: Vehicle Purchased: BAC Code: 1GNFK16377J 5/25/2006 Used 164494

Year, Make & Model: 2007 Chevrolet Suburban Vehicle Purchased Used on: 12/19/09

at odometer 53219

Current Mileage: 62864 Dealer Name: Rydell Automotive

Sale Type: Purchase xx Lease Other: {Type} CAM Name: Mick Gonzalez Phone Number: 805 373 8417

Lien holder: GMACxx Other : {Name} DVM Name: Paul Wasko

Phone/Cell Number: 805-217-2835

Purchase Price of Vehicle: \$ 29696.00

Was TAC contacted for this vehicle (Y/N)? : Yes DVM requests involvement?: No

Attorney Involvement: Norman Taylor & Associates Service Manager Name: Kelly

Phone Number: 818-244-3905 Cashman

Fax Number: 818-244-6052 Phone Number: (818) 832-1600

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

NA

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

NA

NA

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

SP-9428850 - I had the dealer cycle the DSM fuse and the remote keyless entry system and tire pressure monitor functions returned to normal.

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

NA

**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.

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

**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.

B	ra	kes

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

∐ <u>Engine</u>	/Fuel/Ex	<u>haust</u>					
Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:			
2/23/10	404453	2	55947	Rydell Chevrolet			
				C/S loses almost 2 quarts of oil from last oil change, had to add 2 quarts 2 days ago. / Found no oil leak from under or on top of engine Filled oil to spec on dip stick and performed oil consumption test on vehicle. Mileage is 55947 and found no further concern at this time. Customer to bring it back 900-1000 miles for inspection.			
12/4/10	442865	4	62864	Rydell Chevrolet			
				C/S engine is using excessive amount of oil. / Oil consumption test has			

been in progress and oil checked multiple times and oil has been topped off. Oil check on this visit with odometer at 62864 miles prior documentation indicates @ 61736 miles. Difference since last top off is 1128. Amount of oil added this visit is 1 quart. Customer requesting this to be reviewed by service manager and advise. - For document # 2534528 engine oil consumption 10-06-01-008A install AFM oil deflector and clean carbon all cylinders. Remove all spark plugs add injector clean all cylinders clean carbon and reinstall all spark plugs and remove oil pan, install AFM oil deflector. Road test 5 miles recheck for leaks, OK, no leaks.

C/S squeal noise from engine compartment. / Power steering pump pulley out of alignment causing serpentine belt whine noise, serpentine belt warped, damaged. - Reposition power steering pump pulley and replaced serpentine belt. Road test OK, no more belt whine noise heard.

\*Svc mgr verified days out of service\*

2/11/11 449171 1 64794 Rydell Chevrolet

> C/S since repair were performed on prior visit for oil consumption, that the engine is still going through excessive amount of oil. / Odometer reading when repair was performed last for oil consumption was 62864 - now at 64794 (1930 miles). Check, top off and document amount of oil used. -On inspection, found engine oil level 1.0 quarts low. Add one quart as

needed, will continue to monitor on usage. As agreed with customer, will discuss with service mgr on any possible repairs based on oil used and mileage.

☐ <u>Restraints</u>								
Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:				
☐ <u>Steeri</u>	<u>ng</u>							
<u>Date:</u>	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:				
☐ <u>Transı</u>	mission							
Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:				
☐ <u>Axle</u>	50 "							
<u>Date:</u> ☐ <u>Body/</u>	<u>RO #:</u> <u>Trim</u>	<u>Days Out</u> :	<u>Mileage:</u>	Description of Complaint and Repair Performed:				
Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:				
1/6/10	397157	*	54342	Rydell Chevrolet  C/S front passenger inside door handle is peeling. / Right front door inside handle is peeling Right front door inside was peeling Inspected and replaced right front handle control.				
12/4/10	442865	*	62864	Rydell Chevrolet				
				C/S driver's door molding is discoloring. / Clear coat failure Repair and prep molding and paint on car.				
				C/S RT/front door molding is discoloring. / Clear coat failure Repair and prep and paint side molding on car.				
				C/S left rear door molding is discoloring. / Clear coat failure Repair and prep and paint side molding on car.				
				C/S right rear door molding is discoloring. / Clear coat failure Repair and prep and paint molding on car.				
☐ Chass	<u>s</u>							
Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:				

☐ <u>Electri</u>	<u>cal</u>			
Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
7/9/07	052897	*	21014	Foothill Ranch Chevrolet
				RCDLR reprogram and RKE transmitter replace.
				*Previous owner, per GWM*
1/6/10	397157	*	54342	Rydell Chevrolet
				C/S 2nd row heated seat bottoms sticking. / Internal failure in center console rear end control head Diagnose and replace rear HVAC control head.
12/4/10	442865	*	62864	Rydell Chevrolet
				C/S at times, remote start will not function. / Tested remote FOB for inop remote start, confirmed - tested and found bad remote Replace remote control fob, reprogrammed and tested, operating as designed.
☐ Glass				
Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
□ <u>HVAC</u>				
Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
☐ <u>Paint</u>				
Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
☐ <u>Suspe</u>	<u>nsion</u>			
Date:	RO #:	Days Out:	Mileage:	<u>Description of Complaint and Repair Performed:</u>
1/6/10	397157	2	54342	Rydell Chevrolet
				C/S front struts leaking. / Verified by Conny Y. Front struts leaking Replaced both front struts, road test.
1/14/10	398362	1	54492	Rydell Chevrolet
				C/S makes a ralling/clunking noise from front end, hit a bump or rough road. / Road test vehicle found right front strut leaking, OK by Kelly replace new strut Replaced right front strut road test, no further problem found after repairs.
1/18/10	398870	2	54682	Rydell Chevrolet
				C/S service suspension message came on while driving, check and advise. / Scan for code, found code C0575 Symt. Left front actuator or strut bad cause concern Replaced left front strut, road test scan for code no further problems found after repairs.

☐ Wheel	/Tires			
Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
12/1/06	045592	*	10890	Foothill Ranch Chevrolet
				Diagnostic system check, tire pressure monitoring.
				*Previous owner, per GWM*
□ Recall	s / Camp	oaigns		
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
1/23/07	04727 0	*	12953	Foothill Ranch Chevrolet
				Recall 06162 - Product enhancement - Engine control module reprogram with SPS.
				*Previous owner, per GWM*
2/21/07	04825 9	*	14642	Foothill Ranch Chevrolet
	_			Recall 07033 - Service update - Reprogram BCM.
				*Previous owner, per GWM*
5/18/09	07251 1	*	29666	Foothill Ranch Chevrolet
				Recall 08048 - Jumper harness installation.
				*Previous owner, per GWM*
12/14/1 0	44375 0	*	62864	Rydell Chevrolet
-				Recall 10153 - heated windshield washer module. / Open recall Performed recall 10153, disabled and remove washer heater.
☐ Other				
Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
12/11/09	392291	*	52533	Rydell Chevrolet
				Replace battery with Delco battery Replaced battery.
				*dlr internal, prior to sale*
1/6/10	397157	*	54342	Rydell Chevrolet
				Per due bill check front and rear brakes, if needed customer request old parts. / Check brakes front pads aftermarket, make noise, rear pads 4mm, rotor's run out. Cause pulsation, OK by Manager use cars Jose Replace front and rear brakes, machine rotors. Replaced front brake pads, resurface both front rotors, lubed pin calipers, replaced rear brakes pads, resurface both rear rotors. Lubed pin calipers, road test.
				Per due bill, repair chip on windshield Safelite repaired windshield.
				Per due bill, interior detail.
				Per due bill, one more key fob and program Provided one remote and

program.

LOF.

2/23/10 404453 \* 55947 Rydell Chevrolet

Replace windshield per used car dept. - Sublet.

\*Dlr internal\*

Important: SES light is to be captured under affected component above.

## **ACCIDENT / INSURANCE INFORMATION:**

Repeat as necessary

Has the vehicle ever been involved in an accident? (Y or N)	N	
Did you confirm your answer with the dealer/Customer (if	Y	
ADR)/attorney (if Legal)? (Y or N) What type of damage was sustained (example: front end collision)?	)	NA
NA		NA
Are the DO's attached if the vehicle was in an assident? (V or N)		NA
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)	N
If Yes obtain the following information below	'''	NA
I res obtain the following information below		NA
Insurance Company:		NA
• ,		NA
Insurance Rep:		NA
(First and Last Name)		NA
Phone #		NA
		NA
Claim Made? (Y or N):		N
		NA
Claim Status:		NA
Pending/Denied/NA		NA
Claim #		NA
Claim # NA		1171
Did Insurance Company refer customer to GM? (Y or N)		N
	-	NA
If Yes. Did the insurance company deny the claim? (Y or N)		NA
NA	_	
AFTERMARKET MODIFICATIONS:		
Are there any Aftermarket Modifications to the Vehicle? (Y or N)	_	N
	_	
If "Yes" to aftermarket, please list:		
Be sure to note retailer installed or third party installed as well as date and mileage known. Repeat as necessary. Include the name of the third party installer.	if	
NA		
Have you confirmed modification with the dealership? (Y or N)	_	Y

## PERTINENT FACTS FROM All SR's RELATED TO THIS VIN:

Concern: SP-9428850 TAC

Date & Offer/Result: Closed 1/23/07

Concern: NA

Date & Offer/Result: NA

Concern: NA

Date & Offer/Result: NA

## 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:**

In addition, our clients are entitled to attorney fees, costs, and expenses as provided in the statute. However, in the spirit of compromise and in the interest of settlement, hereby make an offer to settle for \$44,500.47 in actual damages, plus \$3,000.00 in attorney's fees, costs, and expenses. The vehicle will be returned to Rydell Automotive Group or General Motors LLC.

## **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 vehicle is not fit for the ordinary purposes for which it was sold, and has exhibited substantial nonconformities that have required repeated warranty repairs. The nonconformities include but are not necessarily limited to:

Defective Engine (Oil Consumption): The vehicle consumes excessive oil, a

common and well-documented problem among 2007 Suburbans. Consumption tests and dealer inspections have verified the existence and severity of the problem.

## Summary of Repairs

- -The vehicle was brought in with the customer complaining that the vehicle had lost 2 quarts of oil from the last oil change less than 2,000 miles earlier. Although the two quarts of oil had been added roughly two days previously, it was still necessary to top up the oil.
- -The customer again complained of burning oil & in addition to doing an oil change a consumption test was started.
- -At the next visit, the customer again complained about using too much oil. Noted on the repair order, "Oil consumption test has been in process and oil checked multiple times and oil has been being topped off. Oil checked on this visit with odometer at 62,864 miles prior documents indicate at 61,736. Difference since last top off is 1128 miles. Amount of oil added this visit is 1 quart."
- -Less than two months and under 2,000 miles later the customer was in again noting that the engine is still consuming excess oil and the oil was again topped off.

There have been four (4) unsuccessful repairs for this defect.

Other Serious Defects: The following defects have manifested themselves during the time the clients have owned the car:

- Several suspension problems have manifested (leaking front struts, clunking noise from the front end, the service suspension message came on which was traced to a defective left front strut).
- The front passenger inside door handle was found to be peeling
- The second row heated seat bottoms were sticking
- The rear HVAC control head had to be replaced
- All four door moldings were discolored
- There is a squeal noise from the engine compartment
- The remote start will intermittently not function

Note: This section only Is Lemon Law Pled		ises Yes	
Under what State?	CA	Claimed Presumptive?	Yes
Does Purchase Qualify?	Yes	If not, why?	NA

## **State Presumption Is:**

# of Visits for a Non-Conformity?# of visits for a Safety Complaint?Must Complaint Continue to Exist?Time Period for filing a Claim?

4 # of Days out of Service? 30
2 # of Visits Total? NA
No Final Repair/Arbitration Required? No/Yes

18/18k or 4 years from discovery

of defect

<pre># of Visits for a Non-Conformity?</pre>	0	# of Days out of Service?	0
<pre># of visits for a Safety Complaint?</pre>	0	# of Visits Total?	0
Complaint appears to Continue?	No	Final Repair/Arbitration Complete?	No

Does History appear Presumptive: No

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

<pre># of Visits for a Non-Conformity?</pre>	0	# of Days out of Service?	0
<pre># of visits for a Safety Complaint?</pre>	0	# of Visits Total?	0
Must Complaint Continue to Exist?	No	Final Repair or Arbitration Reg'd?	No/Yes

## Related Repairs beyond NVLW: Yes

Customer Pay?	No	If no, identify responsible party:	GM powertrain
Additional Days out of Service?	12	Additional # of Repair Visits?	6

## Other Considerations: No

Outcome/Findings of Arb/Final F	Repair:	NA
Prior Goodwill/reimbursement:	NA	NA
Out of Pocket Expenses:	NA	NA

## **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:

This is a case where the vehicle is operating as designed, we have a service bulletin explaining oil usage that using one quart in 2000 miles or more is normal operation. We should offer NOTHING as this request has absolutely NO merit for lemon law, NO attempted repairs, etc., vehicle is operating as designed and customer is just unwilling to accept this.

## Pertinent vehicle information provided by dealer Service Manager:

Svc mgr sts: Have performed all bulletins for oil consumption, last repair was 2/11 veh was borderline on oil consumption so we advised cust to return in 1k miles to continue the test. Cust has not been back in since.

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

- 3 presentations for oil consumption
- 3 presentations for suspension issues

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

Does not appear to meet presumption

All concerns under powertrain warranty, veh purchased used outside of NVLW

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

### Recommendation:

CRS recommends \$8000-11000 inclusive, will request informal inspection with cash offer to see if the vehicle is repaired

## **Rationale:**

- 3 presentations for oil consumption
- 3 presentations for suspension issues

## **Settlement/Defense Strategy:**

Offer cash to resolve alleged breach of warranty claims

# 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:	<b>nd:</b> \${Amount}/\${Amount} \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Countered}			
CRS Initial Offer: 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}			
CRS Counter: Amount to Plaintiff/Atty: Inclusive Offer:	\${Amount}/\${Amount} \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Countered}			
PLAINTIFF Final Offer: Amount to Plaintiff/Atty: Inclusive Offer:	\${Amount}/\${Amount} \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Declined}			
CRS Final Offer: 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.

**Recommendation of CRS: Arbitrate case:** Settle case: {GW/Repurchase/Repair} Attorney Fees (if applicable): **Settlement Type:** \${Amount} **Recommendation of Field:** Arbitrate case: Settle case: **Settlement Type:** {GW/Repurchase/Repair} Attorney Fees (if applicable): \${Amount} **Final Decision:** Arbitrate case: Settle case: **Settlement Type:** {GW/Repurchase Repair} Attorney Fees (if applicable): \${Amount}

**TEAM LEAD APPROVING:** {Name} **Date:**{mm/dd/yy}

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

Fax Server

3/9/2011 5:12:05 PM PAGE

2/002

rax berver



VIA FAX ONLY

March 9, 2011

School Manager Jesse Doyl (HWS UWW)

Chevrolet of Irvine

RE:

Service Request: 71-925820411 2007 Chevrolet Suburban

Vehicle Identification Number: 1GNFK16377J

Customer Relationship Specialist: Dan

Dear Mr. Boyd:

This is a letter of notification regarding a not-in-sult-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) 873-4549. 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 me at (866) 790-5700 ext 21043 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Sincerely,

Chevrolet

LG0040\_CH V06302010

ORIGINAL ESTIMATED PRICE"

AM - 225185

E.P.A. CAL000262614

**P CHEVROLET** 70 AUTO CENTRE DRIVE

FOOTHILL RANCH, CA 92610 (949) 457-2000

PARTS AND SERVICE DEPT. HOURS MONDAY THRU FRIDAY 7:00 A.M. TO 7:00 RM. 8:00 A.M. TO 5:00 P.M. SATURDAY

"By law you may choose another facility to perform any needed repairs or adjustments which the smog check test Indicates are necessary."

CUSTOMER ACKNOWLEDGES RECEIPT OF COPY HEREOF

"I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE

(SIGNATURE OR INITIALS)

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE. ALL NEW REPLACEMENT PARTS AND LABOR HAVE A LIMITED WARRANTY FOR 12 MONTHS REGARDLESS OF MILEAGE.

DRIVER/OWNER INFORMATION -- INVOICE: 139025

------ FOR OFFICE USE ------------TAG: 0389 ADV: 311 NGUYEN, V INVOICE: PRELIM INT I VP VIN 1GNFK16377J TAX RULES: NNNNY INVOICED: 05/20/2006 15:27:40

------ INVOICE TO -----

DIST: 1GC ODOMETER IN: 3

DATES BEGIN: 05/18/06 DONE: 05/20/06 

CONCERN 50 CORRECTION P.D.I. COMPLETED

TECH: 212 - LANE, DANIEL FACTORY

GRAND TOTALS -----SUMMARY OF CHARGES FOR INVOICE 139025

LAB-MÉCHANICAL

TYPE: PDI

00162389

115.09 115.09 TOTAL CHARGE

IF YOU HAVE ANY QUESTIONS - PLEASE SEE VO NGUYEN

----- VEHICLE INFORMATION ------

SIGNED AND RECEIPTED X\_

07 CHEVROLET SUBURBAN K1500

4DR SUV WHITE

212

5TOCK# 0D162389 INV ACCT 237A

----- SUBTOTAL -----

OPERATION TECH

PDI

135.09 LAB-MECHANICAL TOTAL CHARGE FOR CONCERN

PAYMENT DISTRIBUTION FOR INVOICE 139025

TOTAL CHARGE

115.09 INTERNAL

> PAGE 1 LAST PAGE

AMOUNT

115.09

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## FOOTHILL RANCH CT CHEVROLE

70 AUTO CENTRE DRIVE FOOTHILL RANCH, CA 92610 (949) 457-2000

PARTS AND SERVICE DEPT. HOURS MONDAY THRU FRIDAY 7:00 A.M., TQ 7:00 P.M. SATURDAY

8:00 A.M. TO 5:00 P.M.

B.A.R. #

AM - 225185

E.P.A.

CAL000262614

"I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE"  $\ensuremath{\mathsf{PRICE}}$ 

(SIGNATURE OR INITIALS)

"By law you may choose another facility to perform any needed repairs or adjustments which the smog check test indicates are necessary."

ORANGE WORK:	CELL:			SIEBERT, ROBI 3 SAN ANDRES DRANGE WORK:		R INFORMAT	CA	OICE: C4349
TAG: 1826 MFG: 67H001 ODOMETER IN:	IN: 09/28/06 DONE: 09/28/06	PRELIM CUS ( 09/28/2006	14:24:45 DIST: 1GC		SUBURBAN		SE NUMBER 4DR SUV	WHITE SOLD: 05250
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	PART NUMBER 000 089017524	PO# NOTE	DESCRIPT: FILTER	ION	QTY 1	L1ST 7.07	SELL 7.07	7.0
	000 0000000IL TECH: 270 - MOSS. DAVID	GOG	OIL		6	2.30	1.48	8.8
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FACTORY	TECH: 270 - 1033, DAVID					SUBT	JATC	PAGE

# FOOTHILL RANCH CHEVROLE

70 AUTO CENTRE DRIVE FOOTHILL RANCH, CA 92610 (949) 457-2000

PARTS AND SERVICE DEPT. HOURS MONDAY THRU FRIDAY 7:00 A.M. TO 7:00 PM. 8:00 A.M. TO 5:00 P.M. SATURDAY

B.A.R. #

E.P.A.

AM - 225185

CAL000262614

"I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE"  $% \left( 1,0\right) =0$ 

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"By law you may choose another facility to perform any needed repairs or adjustments which the smog check test Indicates are necessary."

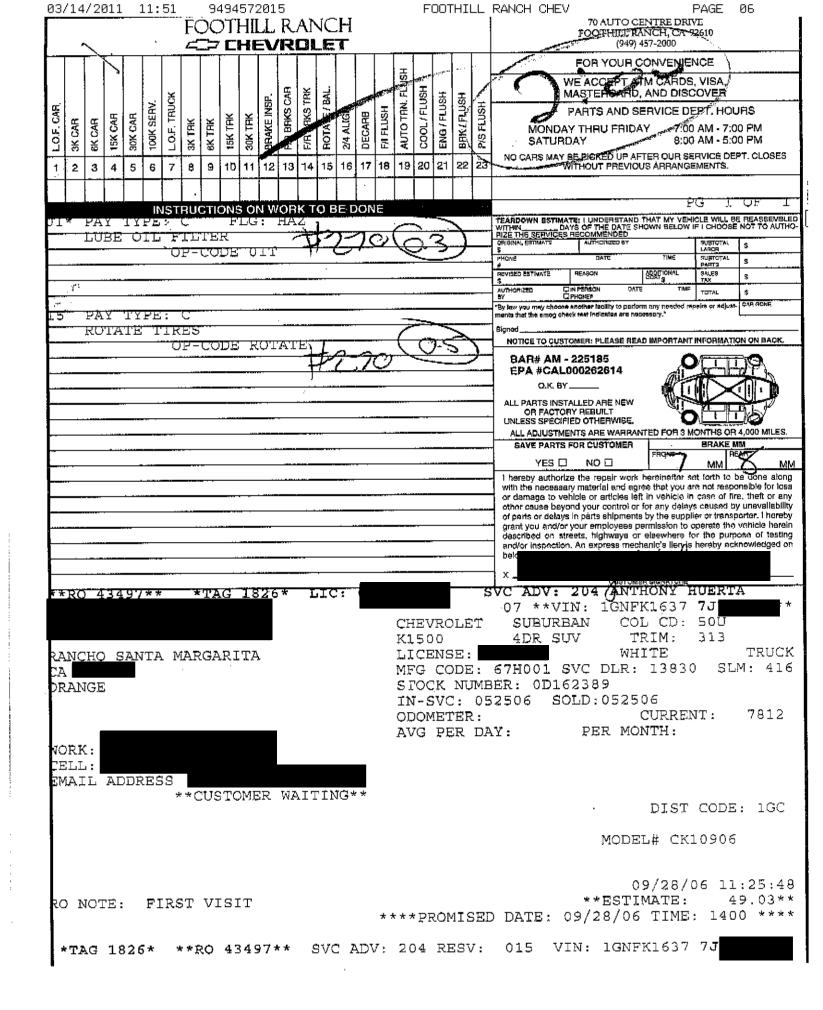
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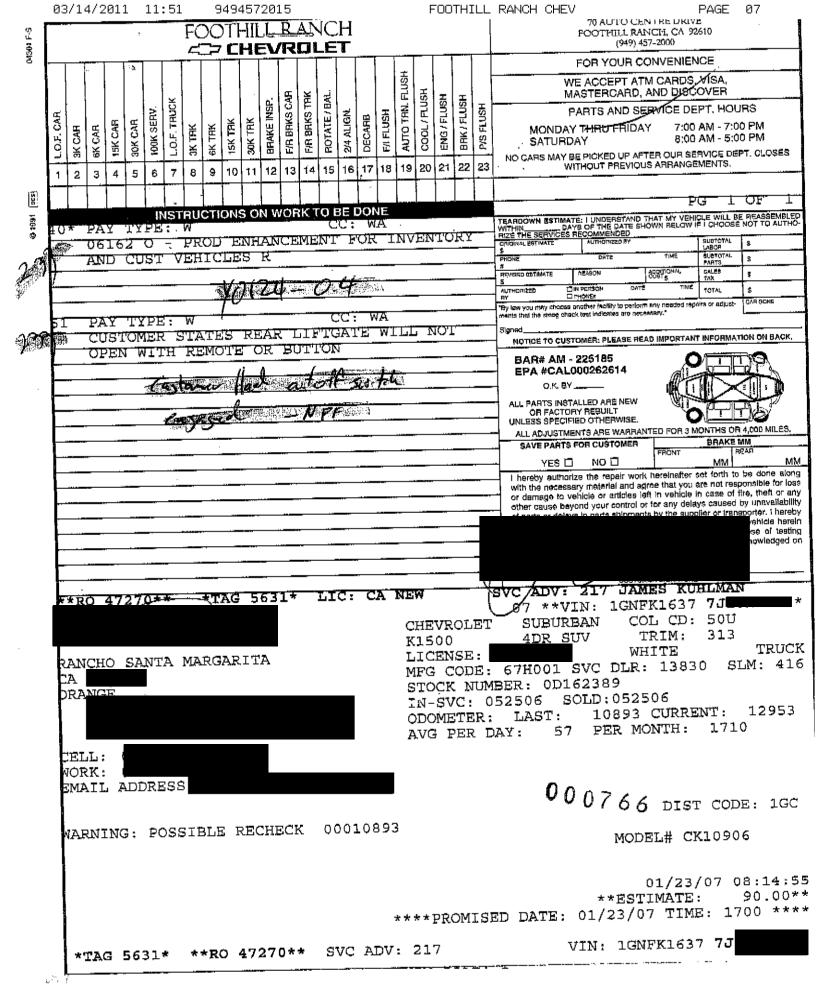
SUMMARY OF CHARGES FOR INVOICE C43497  PARTS  7.07  GAND TOTAL CHARGE  49.19  GAS-OIL-GREASE  B.88  HAZARDOUS WASTE CHG  2.00  CASH  49.19  LAB-MECHANICAL  30.00  SUB-TOTAL  47.95  TAX  1.24  TOTAL CHARGE  49.19  ** CUSTOMER WAITING **  ESTIMATE  ESTIMATE  ESTIMATE  \$49.03  IF YOU HAVE ANY QUESTIONS - PLEASE SEE ANTHONY HUERTA  "PARTS DESIGNATED WITH AN ASTERISK (*) INDICATE LIMITED LIFETIME  SERVICE GUARANTEE APPLIES ON ALL CUSTOMER PAY REPAIRS."	ALL PARTS INSTALLED ARE NEW REPLACEMENT PARTS AND LABOR H REGARDLESS OF MILEAGE.	UNLESS SPECIFIED OFMERWISE. ALL NEW HAVE A LIMITED WARRANTY FOR 12 MONTHS	SIGNED AND RECEIPTED >	<u> </u>	
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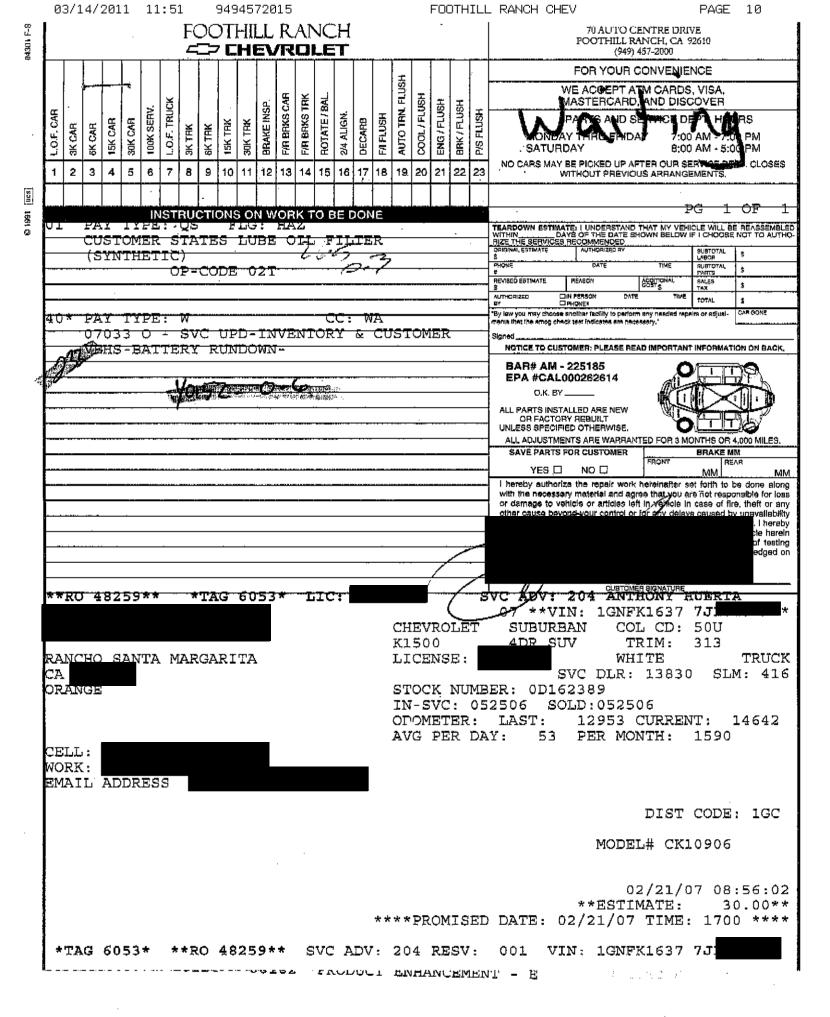




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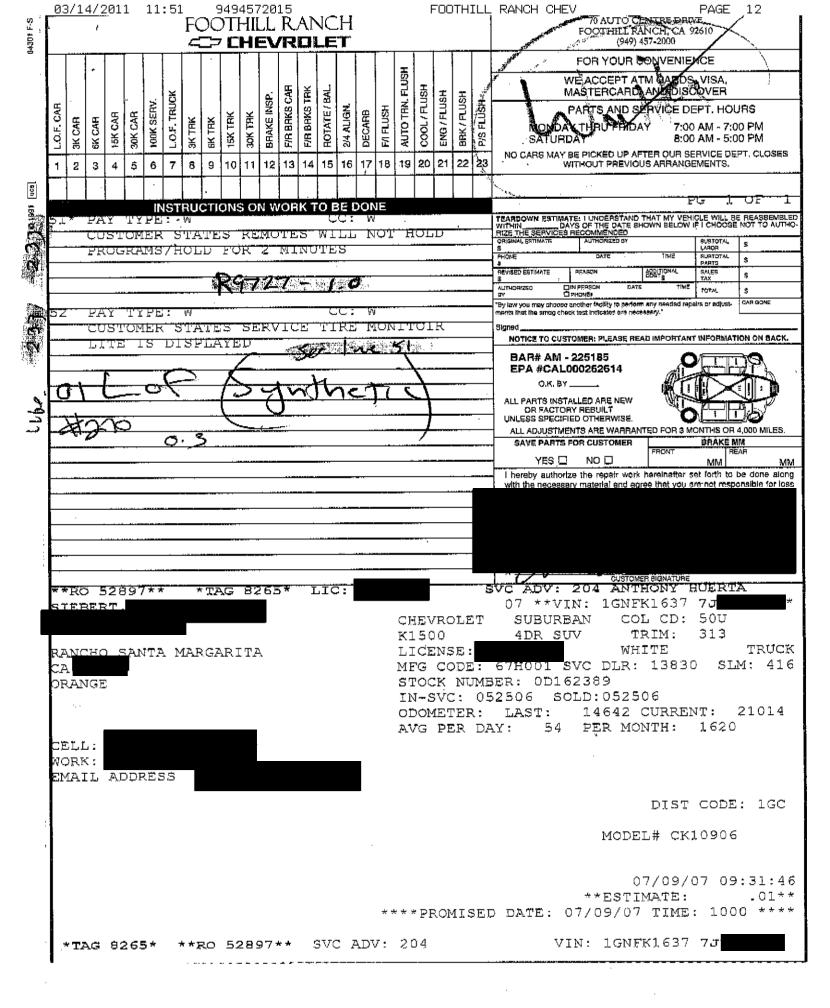
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	_																						with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, their or any
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		··																					grant you and/or your employees permission to operate the vehicle herein
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70 AUTO CENTRE DRIVE FOOTHILL RANCH, CA 92610 (949) 457-2000

PARTS AND SERVICE DEPT. HOURS
MONDAY THRU FRIDAY 7:00 A.M. TO 7:00 P.M.
SATURDAY 8:00 A.M. TO 5:00 P.M.

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE. ALL NEW REPLACEMENT PARTS AND LABOR HAVE A LIMITED WARRANTY FOR 12 MONTHS OR 12,000 MILES, WHICHEVER COMES FIRST.

B.A.R. #

E.P,A.

AM - 225185

CAL000262614

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

"By law you may choose another facility to perform any needed repairs or adjustments which the smog check test indicates are necessary."

SIGNED AND	
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RANCHO SANTA MARGARITA, CA			ľ	SANTA MARG	ARITA, CA			
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70 AUTO CENTRE DRIVE FOOTHILL RANCH, CA 92610 (949) 457-2000

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SIGNED AND	
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70 AUTO CENTRE DRIVE FOOTHILL RANCH, CA 92610 (949) 457-2000

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B.A.R. # AM - 225185 E.P.A.

CAL000252614

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(SIGNAT	URE	OR	INIT	IALS)

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SIGNED AND	
RECEIPTED X	 

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sumsty of Charges for Inc	Side distri	58					ce c57858
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\*TAG 3090\* \*\*RO 5785\$\*\* SVC ADV: 204 RESV: 009 VIN: 1GNFK1637 7J

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70 AUTO CENTRE DRIVE FOOTHILL RANCH, CA 92610 (949) 457-2000

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E.P.A.

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(SIGNATURE OR INITIALS)

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CUSTOMER ACKNOWLEDGES RECEIPT OF COPY HEREOF

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Adv: 279 JEFFREY DRENNON									
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ADDITIONAL INSTRUCTIONS	MECHANIC'S FINDINGS AND REMARKS	LABOR RECORD									
OR ESTIMATES	·	ELAPSED TIME	TIME								
	MECHANIC'S NAME & NUMBER		<u> </u>								
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A Public Service Agency

THIS VALIDATED REGISTRATION CARD OR A FACSIMILE COPY IS TO BE KEPT WITH THE VEHICLE FOR WHICH IT IS ISSUED. THIS REQUIREMENT DOES NOT APPLY WHEN THE VEHICLE IS LEFT UNATTENDED. IT NEED NOT BE DISPLAYED. PRESENT IT TO ANY PEACE OFFICER UPON DEMAND. IF YOU DO NOT RECEIVE A RENEWAL NOTICE, USE THIS FORM TO PAY YOUR RENEWAL FEES OR NOTIFY THE DEPARTMENT OF MOTOR VEHICLES OF THE PLANNED NON-OPERATIONAL STATUS (PNO) OF A STORED VEHICLE. RENEWAL FEES MUST BE PAID ON OR BEFORE THE REGISTRATION EXPIRATION DATE OR PENALTIES WILL BE DUE PURSUANT TO CALIFORNIA VEHICLE CODE SECTIONS 9552 - 9554.

EVIDENCE OF LIABILITY INSURANCE FROM YOUR INSURANCE COMPANY MUST BE PROVIDED TO THE DEPARTMENT WITH THE PAYMENT OF RENEWAL REES. EVIDENCE OF LIABILITY INSURANCE IS NOT REQUIRED WITH REGISTRATION RENEWAL OF OFF-HIGHWAY VEHICLES, TRAILERS, VESSELS, OR IF YOU FILE APPNOON THE VEHICLE.

WHEN WRITING TO DMV, ALWAYS GIVE YOUR FULL NAME! PRESENT ADDRESS, AND THE VEHICLE MAKE, LICENSE, AND IDENTIFICATION NUMBERS.

DO NOT DETACH - REGISTERED OWNER INFORMATION



A Public Service Agency

REGISTRATION CARD VALID FROM: 05/26/2010 TO: 05/26/2011

MAKE CHEV	YR MODEL 2007		YR 1ST SOLD 2006	VLF CLASS HV	2009 1:	: ver 2S	TYPE LIC 69	LICENSE NUMBER
BODY TYPE !	ODEL .	MP G	no RZ	:				з 10 NUMBER 16377J
AUTOMO			DATE ISSUED 12/30/10	CC/ALCO 19	DT PEE RECVD 12/30/10	PIC 8		CKER ISSUED 2722206

PR EXP DATE: 05/26/2011

AMOUNT PAID SNFEE

NORTHRIDGE CA

LIENHOLDER GMAC PO BX 8128

COCKEYSVILLE

· 21030



H00 123010 69 1FORNOW 389 637 C3 0000000 0001 CS

#### RYDELL CHEVROLET NORTHRIDGE

18600 Devonshire Street Northridge, CA 91324 Phone: (818) 832-1600

Fax: (818) 832-1691

#### **FAX COVERSHEET**

Date:

March 16, 2011

To:

866-873-4549

Fax#: VIN#:

1GNFK16377J

Service Request#:

71-925820411

Pages including this one:

22

Please find attached service repair order history for the above referenced vehicle as requested.

Please contact me if you require any additional information.

Thank you,

Shannon Risher

818-832-1604 direct line

818-832-1691 fax

Srisher@rydells.com

PAGE 1

CUSTOMER NAM	9	TOTAL					MA	KE CT	FK16377J
	1	MILES.	ADV/	TECH	#L	т	OPERATION	CODE.	DESCRIPTION
449171	02/11/2011	64794		<b>4</b> 770					
2 442750	70/74/0070				1	¢	11ÇVZ		HEAVY LINE
<b>→ 443750</b>	12/14/2010	62864		4770 8274	1	67	15CV2		15-A & ELECTRICA
<b>442865</b>	12/04/2010	62864		4770	-		+0000		TO A G DECIMEN
•			T	3053	1	W	11CVZ		HEAVY LINE
	1		T	3999	2	1	01CVZM49		MAINTENANCE
	2		${f r}$	9057	3	W	18CVZS06		ENTERPRISE RENTA
			T	1570	4	W	18CVZ\$10		SUBLET
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				1570	6	M	18CVZS14		SUBLET
							18CVZS15		SUBLET
				3053			11CAZH01		HEAVY LINE
. 404453	02/23/2010	EE047		2085 7982	9	W	15CVZE11		15-A & ELECTRICA
404453	02/23/2010	22947			1	<b>T</b>	18CVZS14		SUBLET
							18CV2S06		ENTERPRISE RENTA
	; !		-	9040			11CVZ		HEAVY LINE
<b>5</b> 398870	01/18/2010	54682	A	7982					
•			r	2168	1	W	08CV2B11		BRAKES
			T	2168	2	W	01CVZM40		*30 POINT INSPEC
<u> 398362</u>	01/14/2010	54492	A	7 <del>9</del> 82					
_			T	2168	1	W	06CVZ		FE/SUSPENSION
•	ľ		T	2168	2	I	01CVZM40		*30 POINT INSPEC
▼ 397157	01/06/2010	54342		9201	_	_			
	}			2168			OBCVZBO9		BRAKES
				2168			08CVZB10 15CV2		BRAKES
				3999			01CVZM49		15-A & ELECTRICA MAINTENANCE
				3999			01CVZM45		MAINTENANCE
							15CVZ307		15-A & ELECTRICA
			т	8274	7	w	15CVZD00		15A
	ļ		T	8274	8	I	15CVZE01		15-A & ELECTRICA
			T	9041	9	I	72CVZ01		*LUBE OIL AND FI
392291	12/11/2009	52533	A	4683					
			T	9040	1	I	72CVZ25		DELCO BATTERY
				9040	2	Ι	01CVZM56		MAINTENANCE
9 81290	09/23/2009	52341		4834					
							ZOCVZ		RECONDITIONING
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				9302	3	Ţ	77CV2		SUBLET
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#### T2C\$392291

#### Rydell Chevrolet Northridge

18600 Devonshire St. \* Northridge, CA 91324 (818) 832-1600

**SERVICE (818) 832-1616** 

PARTS (818) 832-1660

Mailing Address P.O. Box 2189 Van Nuys, CA 91404

CELL/PAGER CUSTOMER NO. INVOICE DATE 10 4683 2251 12/11/09 T2CS392291 GABRIEL GORDON 22135x COLOR 52,533 WHITE/ RYDELL AUTOMOTIVE GROUP DELIVERY DATE DELIVERY MILES YEAR / MAKE / MODEL 18600 DEVONSHIRE ST 07/CHEVROLET TRUCK/SUBURBAN/4DR 4WD 53,219 12/28/09 NORTHRIDGE, CA 91324 SELLING DEALER NO. PRODUCTION DATE VEHICLE LD, NO. 1 G N F K 1 6 3 7 7 J P O NO 12/11/09 SRAC974709937 RESIDENCE PHONE BUSINESS PHONE COMMENTS 818-817-4600 818-817-4666 MO: 52533 JOB# 1 CHARGES---LABOR - -DELCO BATTERY
REPLACE BATTERY WITH DELCO BATTERY INTERNAL J# 1 72CVZ25 TECH(5):9040 REPLACED BATTERY PARTS-----QTY---FP-NUMBER------DESCRIPTION--------UNIT PRICE-INTERNAL BATTERY 48-6YR 89022168 89022168 CORE RETURN INTERNAL 0.00 JOB# 1 TOTALS----JOB# 1 JOURNAL PREFIX T2CS JOB# 1 TOTAL JOB# 2 CHARGES---ABOR - - - - -J# 2 01CVZM56 MAINTENANCE TECH(5):9040 INTERNAL TIRE PRESSURE MONITOR LIGHT IS ON SET P\$I TO 35 AND RESET TPM. JOB# 2 TOTALS----COMMENTS - LE STOCK NUMBER وزورة القنابات أونوا إنيا أحفقتها JOB# 2 JOURNAL PREFIX: T2CS JOB# 2 TOTAL dillet WELCOME TO RYDELL SERVICE DEPARTMENT TOTAL LABOR.... TOTAL PARTS.... TOTAL SUBLET... TOTAL MISC CHG. 0.00 RYDELL AUTOMOTIVE GROUP IS A GM GOODWRENCH SERVICE PLUS DEALER. SEE YOUR SERVICE CONSULTANT FOR MORE INFORMATION TOTAL MISC DISC TOTAL TAX..... 0.00 **TOTAL INVOICE \$** 0.00 COMPLETELY SATISFIED ?? You may receive a survey from General Motors regarding your service experience at RYDELL'S. If you cannot rate \* it "COMPLETELY SATISFIED" please call our service depart-\* ment at (818) 832-1600. so we can assist and better serve\* you. We appreciate your business. CUSTOMER SIGNATURE \*\*\*\*\*\*\*\*\*\*\*\*\*\*\* DUPLICATE INVOICE [ END OF INVOICE ] 11:18am PAGE 1 OF 1 SERVICE FILE COPY The Reynolds and Reynolds Company ERAINTINVE GQ517094 O (11/02)

#### Rydell Chevrolet Northridge

18600 Devonshire St. \* Northridge, CA 91324 (818) 832-1600

SERVICE (818) 832-1616

PARTS (818) 832-1660

Mailing Address P.O. Box 2189 Van Nuys, CA 91404

0100m0cc207167

				CELL/PAGER	CELL	
	CUBTOMER NO. 260665	HERMAN ESTRAI	DA 9201	TAG NO. 5715	01/08/10	T2C\$397157
Ì			MI	54,342	COLOR WHITE/	22135X
		YEAR/MAKE/MODEL 07/CHEVROLET	TRUCK/SUBURE		DELIVERY DATE	DELIVERY MILES 53,219
	NORTHRIDGE, CA	VEHICLE I.D. NO.			SELLING DEALER NO.	PRODUCTION DATE
		KA & NO	P.O. NO.		A. O. DATE 01/06/10	REPRINT# 1
٦	RESIDENCE PHONE BUSINESS PHONE	COMMENTS				MO: 54342
	JOB# 1 CHARGES					MQ: 34342
	LABOR  J# 1 08CVZB09  PER DUE BILL CHECK FRONT AND RE REQUEST OLD PARTS CHECK BRAKES FRONT PADS AFTER N	AR BRAKES IF NEEDED CU	ISTOMER	INTERNAL		
BAR #AM202745	4MM,ROTOR'S RUN OUT. CAUSE PULS JOSE. REPLACE FRONT AND REAR BE REPLACED FRONT BRAKES PADS.RESL LUBED PIN CALIPERS,REPLACED REA REAR ROTOR'S. LUBED PIN CALIPER	SATON-OK BY MANEGER USE RAKES,MACHINE ROTOR'S. PRFACE BOTH FRONT ROTOR AR BRAKES PADS,RESURFAC	CARS		•	
	PARTSQTYFP-NUMBER	SCRIPTION O KIT 5.017 O KIT 5.017	TOTAL - PARTS	INTERNAL INTERNAL 0.00		
28	JOB# 1 TOTALS					
(33	JOB# 2 CHARGES			0.00		
D981	JOB# 2 CHARGES					
EPA #C₽	LABOR.  J# 2 08CVZB10  12/12000 GM CERTIFIED USED LIM  12/22/2010 64341 miles EXPIRES  CUSTOMER STATES FRONT STRUTS LE  VERTIFY BY CONNY Y FRONT STRUT  REPLACED BOTH FRONT STRUT'S ROY  TOTAL LABOR#2: 0 HRS.	TECH(S):21 LIED WARRANTY  AKING S LEAKING AD TEST E-3800-1.0+E380	168 grade a constitue de la co	WARRANTY		
	PARTSQTY FP - NUMBER	SCRIPTION SSORBER 7.345	TOTAL - PARTS	, WARRANTY 0.00		
	JOB# 2 TOTALS	•••••	••••			
	JOB# 3 CHARGESJOB#	2 JOURNAL PREFIX T20	CS JOB# 2 TOTAL	0.00		
	LABOR  J# 3 15CVZ  12/12000 GM CERTIFIED USED LIM  12/22/2010 64341 miles EXPRIES  CUSTOMER STATES FRONT PASSENGE  PEELING	R INSIDE DOOR HANDLE IS		WARRANTY		
	RIGHT FRONT DOOR INSIDE HANDLE INSPECTED AND REPLACE RIGHT FR	WAS PEELING ONT HANDLE CONTROL				
	PARTSDE		TOTAL - PARTS	WARRANII		
	PAGE 1 OF 4 SERVICE FILE COR	oγ [con	NTINUED ON NEXT PA	GE) 11:18am	The Reynolds a	nd Reynolds Company ERAINTINVE 60517084 Q (11/03)

# Rydell AUTOMOTIVE GROUP San Fernando Valley

# T2CS397157

#### Rydell Chevrolet Northridge

18600 Devonshire St. \* Northridge, CA 91324 (818) 832-1600

SERVICE (818) 832-1616

PARTS (818) 832-1660

Mailing Address P.O. Box 2189 Van Nuys, CA 91404

010077077777777

010	2TT2CS397157			CELL PAGED		
				CELL/PAGER	CEL	
26	0665	HERMAN ESTRADA	9201	5715	01/08/10	T2CS397157
		LICENS	E NO.	54,342	COLOR WHITE/	22135x
		YEAR/MAKE/MODEL TO TO THE TOTAL	RUCK/SUBURE	BAN/4DR 4WD	0ELIVERY DATE 12/28/09	DELIVERY MILËS 53,219
NORTHRIDGE,		VEHICLE I.D. NO. 1 G N F K 1 6			SELLING DEALER NO.	PRODUCTION DATE
		F, T. E. NO.	P. O. NO.		R. O. DATE 01/06/10	REPRINT# 1
		COMMENTS			02/00/20	MO: 5434
OB# 3 TOTALS					•	1.0. 3.3.
<b>,</b>	JOB# 3	JOURNAL PREFIX T2CS	JOB# 3 TOTAL	0.00		
SAFEI	MAINTENANCE DUE BILL REPAIR CHIP ON WINDSH LITE REPAIRED WINDSHIELD	tern				
UBLET·····PO# 226456 226456	VEND INV#-INV.DATE-DESCRY 190754933 01/08/10 WINDSH 190754933 01/08/10 INV 01	PTION EILD REPAIR 907 549338	TOTAL - SUBLET	INTERNAL INTERNAL 0.00		
0B# 4 TOTALS		•••••	·			
op# F GUADOSÉ	J0B# 4	JOURNAL PREFIX T2CS	JOB# 4 TOTAL	0.00		
PER I	MAINTENANCE DUE BILL INTERIOR DETAIL ETED				· · · · · · · · · · · · · · · · · · ·	
OB# 5 TOTALS		(1988) - 10 - 10 - 10 - 10 - 10 - 10 - 10 - 1				
OB# 6 CHARGES	15-A & ELECTRICAL SERVICES OF THE SERVICES OF	JOURNAL PREFIX TZCS	JOB# 5 TOTAL	**************************************	e e e e latibura e e e e e e e e e e e e e e e e e e e	
12/2 CUST INTE CONT	2/2010 64341 miles EXPIRES OMER STATES 2ND ROW HEATED SEA RNAL FAILURE IN CENTER CONSOLE ROL HEAD	T BOTTOMS STICKING REAR END		WARRANTY		
	NOSE AND REPLACE REAR HVAC CON		UNIT DOTCE			
1		. 2.560	TOTAL - PARTS	WARRANTY 0.00		
OB# 6 TOTALS						
Job# 7 Charges		JOURNAL PREFIX T2CS	JOB# 6 TOTAL	0.00		
12/1	15A 2000 GM CERTIFIED USED LIMITES 2/2010 64341 miles EXPIRES	TECH(S):8274 D WARRANTY		WARRANTY		
PAGE 2 OF 4	SERVICE FILE COPY	(CONT)	NUED ON NEXT PA	GE] 11:18am	The Revenids	, and Reynolds Company ERAIN

18188321691



Rydell Chevrolet Northridge

18600 Devonshire St. \* Northridge, CA 91324 (818) 832-1600

SERVICE (818) 832-1616

PARTS (818) 832-1660

Mailing Address P.O. Box 2189 Van Nuys, CA 91404



	010	12IT2CS397157 .			C	LL/PAGER	CELI	
	CUSTOMER NO. 260	0665	ADVISOR HERMAN ESTRA	ADA	9201	5715	1NVOICE DATE 01/08/10	T2CS397157
Г				TORNER NO.	MILEA	54,342	COLOR	22135X
L			YEAR/MAKE/MODEL 07/CHEVROLE	T TRUČK/ŠI	JBURBA		DELIVERY DATE	DELIVERY MILES 53,219
	NORTHRIDGE, (	CA	VEHICLE 1,0, NO. 1 G N F K 1			,	SELLING DEALER NO.	PRODUCTION DATE
			F.T. E. NO.		P. O. NO.		P. O. DATE 01/06/10	REPRINT# 1
			COMMENTS				• "	MO: 54342
	JOB# 7 TOTALS						•	
	JOB# 8 CHARGES	JQB# 7 J	OURNAL PREFIX T	2CS JOB# 7	TOTAL	0.00		
BAR #AM202745	LABOR ℋ 8+15CVZE01 PER C PROVI	15-A & ELECTRICAL UE BILL ONE MORE KEY FOB AND P DED ONE REMOTE AND PROGRAM.	TECH(S):	32 <b>7</b> 4		INTERNAL		
		P-NUMBERDESCRIP 15913427 XMTR 16		TOTAL -	PRICE- PARTS	INTERNAL 0.00		
		J0B# 8 3	OURNAL PREFIX T		TOTAL	0.00		
AD98138	FREE DRAIN	*LUBE OIL AND FILTER LOF INTERNET SPECIAL IOIL CHANGE FILTER, LUBE ALL ITIRE PRESSURE AND TOP OFF ALL	FITTINGS WHEN AP	PLICABLE,		INTERNAL		
EP	EVEL PARTSQTY	TIRE PRESSURE AND TOP OF ALL ED OIL AND FILTER. LUBED CHASS S SET AIR PRESSURE IN THE TIR PROUMBER DESCRIP 89017524 FILTER	TION		PRICE	INTERNAL		
	G.O.G. & SUPPLIES®	dies I Mas I del I Tilduter Ede	astet e tid a ent litter e en		PARTS	0.00		
	6.0	DIL (Aprilant) @	/UNIT	TOTAL -	GOG	0.00		
		DESCRIPTION		CONTROL NO TOTAL -		INTERNAL 0.00		
	JOB# 9 TOTALS	J0B# 9 3	OURNAL PREFIX T	2CS JOB# 9	TOTAL	0.00		
	COMMENTSCUSTOMER AT 4:42PM	WENT OVER REPAIRS	*************					
:								

PAGE 3 OF 4

SERVICE FILE COPY

[CONTINUED ON NEXT PAGE] 11:18am

The Reynolds and Reynolds Company ERAINTINVE GQ517084 Ct (11/03)

MO: 54342

Mailing Address P.O. Box 2189 Van Nuys, CA 91404



01021T2CS397157

CELL/PAGER CELL: INVOICE DATE CUSTOMER NO 260665 01/08/10 9201 5715 T2CS397157 HERMAN ESTRADA COLOR 8TOCK NO. 22135X 54,342 WHITE/ YEAR / MAKE / MODEL 12/28/09 07/CHEVROLET TRUCK/SUBURBAN/4DR 4WD 53,219 NORTHRIDGE, CA RODUCTION DATE VEHICLE LO. NO. 1 G N F K 1 6 3 7 7 J F. T. E. NO. 0.DATE 01/06/10 REPRINT# 1 COMMENTS

#CAD981384869

WELCOME TO RYDELL SERVICE DEPARTMENT RYDELL AUTOMOTIVE GROUP IS A GM GOODWRENCH SERVICE PLUS DEALER. SEE YOUR SERVICE CONSULTANT FOR MORE INFORMATION

COMPLETELY SATISFIED ??

You may receive a survey from General Motors regarding your service experience at RYDELL'S. If you cannot rate \* it "COMPLETELY SATISFIED" please call our service depart-\* ment at (818) 832-1600, so we can assist and better serve\* you. We appreciate your business.

TOTAL LABOR.... TOTAL PARTS.... 0.00 0.00 TOTAL G.O.G.... TOTAL MISC CHG. 0.00 0.00TOTAL TAX..... 0.00

**TOTAL INVOICE \$** 0.00

CUSTOMER SIGNATURE

INVOICE DUPLICATE



[ END OF INVOICE ] 11:18am

The Reynolds and Reynolds Company ERAINTINVE 60517084 O (11/03)

HAGE.



#### Rydell Chevrolet Northridge

18600 Devonshire St. \* Northridge, CA 91324 (818) **832-1600** 

SERVICE (818) 832-1616

PARTS (818) 832-1660

Mailing Address P.O. Box 2189 Van Nuys, CA 91404



0102IT2CS398362 CELL/PAGER CUSTOMER NO. 260665 7942 T2C5398362 MIKE ARUSTAMYAN 7982 01/14/10 54,492 WHITE/ 22135x 12/28/09 DELIVERY MILES 53,219 YEAR / MAKE / MODEL 07/CHEVROLET TRUCK/SUBURBAN/4DR 4WD NORTHRIDGE, CA ELLING DEALER NO. PRODUCTION DATE 1 G N F K 1 6 3 7 7 J F.T.E.NQ. 01/14/10 COMMENTS MO: 54492 JOB# 1 CHARGES.... LABOR · · · · WARRANTY J# 1 06CVZ FE/SUSPENSION TECH(S):2168 CUSTOMER STATES MAKES A RALLING/CLUNKING NOISE FROM FRONT END. HIT A BUMP OR ROUGH ROAD ROAD TEST VEHICLE FOUND RIGHT FRONT STRUT LEAKING OK BY KELLY REPLACE NEW STRUT REPLACED RIGHT FRONT STRUT ROAD TEST NO FOUND FURTHER PROBLE MS AFTER REPAIRS --E3800=1.0 HRS. PARTS-----QTY---FP-NUMBER------DESCRIPTION------UNIT PRICE-WARRANTY 25888677 ABSORBER 7.345 0.00 TOTAL - PARTS JOB# 1 TOTALS----+----0.00 JOB# 1 JOURNAL PREFIX T2CS JOB# 1 TOTAL ABOR -\*30 POINT INSPECTION TECH(S):2168 INTERNAL J# 2 01CVZM40 PERFORM 30 POINT INSPECTION AS DESCRIBED IN ATTACHED INSPECTION AS DESCRIBED IN ATTACHED ROUTINE INSPECTION PLEASE SEE YOUR SERVICE CONSULTANT FOR DETAILS. PERFORMED 30 PULL CONSULTANT FOR DETAILS JOB# 2 JOURNAL PREFIX T2CS JOB# 2 TOTAL 0.00 JOB# 2 TOTALS COMMENTS WAITING/CHECK HISTORY.. PARTS WARRANTY ON REFER TO RO #397157 [CONTINUED ON NEXT PAGE] 11:18am PAGE 1 OF 2 SERVICE FILE COPY

PAGE 08/22

KADETT SEBAICE CHEAA

The Reynolds and Reynolds Company ERAINTINVE GQ617084 Q (11/03)

81:91 1102/91/80



Rydell Chevrolet Northridge

18600 Devonshire St. \* Northridge, CA 91324 (818) 832-1600

SERVICE (818) 832-1616

PARTS (818) 832-1660

Mailing Address P.O. Box 2189 Van Nuys, CA 91404

0102TT2CS398362 CELL/PAGER CELL: CUSTOMER NO AGK/10/10 260665 TŽČS398362 7982 7942 01/14/10 MIKE ARUSTAMYAN 22135× 54,492 WHITE/ DELIVERY MICES 53,219 12/28/09 YEAR / MAKE / MODEL 07/CHEVROLET TRUCK/SUBURBAN/4DR 4WD NORTHRIDGE, CA SELLING DEALER NO. VEHICLE I.D. NO. 1 G N F K 1 6 3 7 7 J 01/14/10 RESIDENCE PHONE BUSINESS PHONE MO: 54492 TOTAL LABOR.... WELCOME TO RYDELL SERVICE DEPARTMENT EPA # CAL000236177
WE ARE OPEN FROM 6:00AM TO 7:00 PM MONDAY THROUGH FRIDAY
SATURDAYS WE ARE OPEN FROM 8:00AM TO 5:00 PM.CLOSED SUNDAYS 0.00 TOTAL SUBLET... TOTAL G.O.G.... TOTAL MISC CHG. TOTAL MISC DISC TOTAL TAX..... 0.00 0.00 0.00 **TOTAL INVOICE \$** 0.00 COMPLETELY SATISFIED ?? \* You may receive a survey from General Motors regarding \*
\* your service experience at RYDELL'S. If you cannot rate \*
\* it "COMPLETELY SATISFIED" please call our service depart.\* ment at (818) 832-1600, so we can assist and better serve\* you. We appreciate your business. CUSTOMER "SIGNATURE" \*\*\*\*\*\*\* DUPLICATE INVOICE 



SERVICE FILE COPY

[ END OF INVOICE ] 11:18am

The Reynolds and Reynolds Company &RANNINVE GQ617084 O (11/03)

PAGE 2 OF 2

#CAD981384969



#### Rydell Chevrolet Northridge

18600 Devonshire St. \* Northridge, CA 91324 (818) **832-1600** 

SERVICE (818) 832-1616

PARTS (818) 832-1660

Mailing Address P.O. Box 2189 Van Nuys, CA 91404

0102IT2CS398870 CELL/PAGER CELL: CUSTOMER NO 260665 01/19/10 7982 7985 T2CS398870 MIKE ARUSTAMYAN COLOR 22135x 54,682 WHITE/ YEAR / MAKE / MODEL DELIVERY DATE DELIVERY MILES 53,219 07/CHEVROLET TRUCK/SUBURBAN/4DR 4WD 12/28/09 NORTHRIDGE, CA SELLING DEALER NO. RODUCTION DATE VEHICLE LD, NO. 1 G N F K 1 6 3 7 7 J F. T. E. NQ. P. O. NO. 01/18/10 COMMENTS мо: 54682 LABOR - - -BRAKES **c** TECH(S):2168 WARRANTY J# 1 08CVZB11 CUSTOMER STATES SERVICE SUSPENSION MESSAGE CAME ON WHILE WAS DRIVING CHECK AND ADVISE 12/12000 GM CERTIFIED USED LIMITED WARRANTY SCAN FOR CODE FOUND CODE C0575 SYMT. 04-LEFT FRONT ACTUATOR OR STRUT BAD CAUSE CONCER.
REPLACED LEFT FRONT STRUT. ROAD TEST SCAN FOR CODE NO FOUND FURTHER PROBLEMS AFTER REPAIRS NOTED. E3801=1.0 PARTS-----QTY---FP-NUMBER-------DESCRIPTION-----------UNIT PRICE. \*ABSORBER 7.345 WARRANTY 20810269 1 0.00 JOB# 1 TOTALS-----JOB# 1 JOURNAL PREFIX T2CS JOB# 1 TOTAL 0.00 JOB# 2 CHARGES ------LABOR - - - -PERFORM 30 POINT INSPECTION

PERFORM 30 POINT INSPECTION AS DESCRIBED IN ATTACHED INSPECTION SHEET

ROUTINE INSPECTION

PERFORMED 30 POINT INSPECTION PLEASE SEE YOUR SERVICE

CONSULTANT FOR DETAILS WARRANTY J# 2 01CVZM40 JOB# .2 TOTALS---JOB# 2 JOURNAL PREFIX T2CS JOB# 2 TOTAL 0.00 CHECK HISTORY... 12/12000 GM CERTIFIED USED LIMITED WARRANTY CALLED 818-428-0693.1-19-10 @ 7:08AM,LEFT A MESSAGE VEHICLE IS READY, OPEN TILL 7:00PM.

PAGE 1 OF 2

1384969

SERVICE FILE COPY

[CONTINUED ON NEXT PAGE] 11:18am

The Reynolds and Reynolds Company ERAINTINVE GC517084 Q (11/03)



#### Rydell Chevrolet Northridge

18600 Devonshire St. \* Northridge, CA 91324 (818) **832-1600** 

SERVICE (818) 832-1616

PARTS (818) 832-1660

Mailing Address P.O. Box 2189 Van Nuys, CA 91404

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CELL/PAGER ÇUŞTOMER NO. INVOICE DATE 260665 7985 01/19/10 7982 T2CS398870 MIKE ARUSTAMYAN 22135X 54,682 WHITE/ YEAR / MAKE / MODEL DELIVERY MILES 07/CHEVROLET TRUCK/SUBURBAN/4DR 4WD 12/28/09 53,219 NORTHRIDGE, CA SELLING DEALER NO. PRODUCTION DATE VEHICLE I.D. NO. 1 G N F K 1 6 3 7 7 F. T. E. NO. 01/18/10 MO: 54682

TOTAL LABOR....

TOTAL PARTS....

TOTAL SUBLET...

TOTAL G.O.G.... TOTAL MISC CHG.

TOTAL MISC DISC

TOTAL TAX.....

TOTAL INVOICE \$

OTALS

#CAD981384969

COMPLETELY SATISFIED ??

\* You may receive a survey from General Motors regarding \* your service experience at RYDELL'S. If you cannot rate \* it "COMPLETELY SATISFIED" please call our service depart \* ment at (818) 832-1600, so we can assist and better serve\* you. We appreciate your business.

1

CUSTOMER SIGNATURE

DUPLICATE INVOICE

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SERVICE FILE COPY

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The Reynolds and Reynolds Company ERAINTINVE (11/03)

PAGE 11/22

PAGE 2 OF 2

KADELL SERVICE CHEVY

1818835191

#### Rydell Chevrolet Northridge

18600 Devonshire St. \* Northridge, CA 91324 (818) 832-1600

SERVICE (818) 832-1616

PARTS (818) 832-1660

Mailing Address P.O. Box 2189 Van Nuys, CA 91404

# A LORDIN DE LOTT COLLEGIO DE ROCKE DE RESPUENTA DE RESPUENTA DE RESPUENTA DE LOTT AND LE COLLEGIO DE LA COLLEGIO DEL COLLEGIO DE LA COLLEGIO DE LA COLLEGIO DEL COLLEGIO DE LA COLLEGIO DE LA COLLEGIO DE LA COLLEGIO DEL COLLEGIO DE LA COLLEGIO DE LA COLLEGIO DEL COLLEGIO DE LA COLLEGIO DEL COLLEGIO DE LA COLLEGIO DELICA DEL COLLEGIO DEL COLLEGIO DEL COLLEGIO DEL COLLEGIO DEL COLLEGIO DEL COLLEGIO DEL COLLEGIO DEL COLLEGIO DEL COLLEGIO DEL COLLEGIO DEL COLLEGIO DEL COLLEGIO DEL COLLEGIO DEL COLLEGIO DEL COLLEGIO DEL COLLEGIO DEL COLLEGIO DEL COLLEGIO DEL COLLEGIO DEL CO

					CELL	
26066	5	MIKE ARUSTAMYA		32 7439	02/24/10	T2C5404453
		1112-	NGE NO	MILEAGE 55,947	COLOR WHITE/	22135x
		VEAR/MAKE/MODEL 07/CHEVROLET	TRUCK/SUBU		DELIVERY DATE	DELIVERY MILES 53,21
NORTHRIDGE, CA		VEHICLE 1D, NO. 1 G N F K 1 6			BELLING DEALER NO.	PRODUCTION DATE
		RT. B. NO.	P.O.N	ο.	8. O. DATE 02/23/10	
PECIDENCE DRUME	I BUICINECC DHAME	COMMENTS		•	02/23/10	MO: 559
OB# 1 CHARGES						1.0. 535
ABOR # 1 18CVZS14 SUB SUBLET REPLACE WIN		TECH(S):3999	9	INTERNAL		
SUBLET	TOTALE TEN OUR OWN DE	•				
	ND INV#-INV.DATE-DESCRI	PTTON				
227964 00	02/23/10 INSTAL	L WINDSHIELD	TOTAL - SUBL	INTERNAL		
IOB# I TOTALS						
OB# 2 CHARGES	JOB# 1	JOURNAL PREFIX T2CS	JOB# 1 101A	AL 0.00		
ENTERPRISE CHARGE IT	RENTAL CAR TO USED CAR SALES	TECH(S):399	9	INTERNAL		
<b>1</b> 10€	ND INV# INVIDATE DESCRI 94801 02/24/10 INTERN	PTTON.	TOTAL - SUBL	INTERNAL ET 0.00	dan dan dan dan dan dan dan dan dan dan	energy Programmer
OB# 2 TOTALS						
OB# 3 CHARGES	JU8# 2	JOURNAL PREFIX T2CS	J0B# 2 101A	AL 0.00		
# 3 11CVZ HEZ CUSTOMER S LAST OIL CH FOUND NO O FILLED OIL CONSUMPTION	AVY LINE FATES LOOSES ALMOST 2 QUANCE, HAD TO ADD 2 QUORT LL LEAK FROM UNDER OR OF TO SPEC ON DIP STICK AN N TEST ON VEHICLE, MILAC	TECH(S):904 JORS OF OIL FROM IS 2 DAYS AGO. N TOP OF ENGINE. ND PERFORMED OIL		 Warranty		
CUSTOMER TO	BRING IT BACK 900-1000	OMILES FOR INSPECTION	• • •			
IOB# 3 TOTALS	.10R# 2	JOURNAL PREFIX T2CS	JOB# 3 TOTA	AL 0.00		
OMMENTS	JOD# 3	OCCUPANTAL FINE IX 1200				
PP	ntal off here at Rydell	2/24/10 5:30				
PAGE 1 OF 2	SERVICE FILE COPY	ICÓNTI	NUED ON NEXT F	PAGE] 11:18am		
		i – – · · · · ·		· · · · · · · · · · · · · · · · ·		nd Reynolds Company ERAIN

#### Rydell Chevrolet Northridge

18600 Devonshire St. \* Northridge, CA 91324 (818) 832-1600

SERVICE (818) 832-1616

PARTS (818) 832-1660

Mailing Address P.O. Box 2189 Van Nuys, CA 91404



0102112C9404493				
		ČÉLÎ/PAGER	CEL	L:
260665	MIKE ARUSTAMYAN	7982 7439	02/24/10	T2CS404453
	LICENSE NO	55,947	WHITE/	22135X
NORTHRIDGE, CA	97/CHEVROLET TRUCK	SUBURBAN/4DR 4WI	12/28/09	DELIVERY MILES 53,219
NOKTHIKEDGE, ÇA	1 G N F K 1 6 3 7	7 ]	SELLING DEALER NO,	PRODUCTION DATE
	F. T. E. NO.	P.O. NO.	02/23/10	
CENTENCE BUCKLE	COMMENTS			мо: 5594
OTALS	F			
ELCOME TO RYDELL SERVICE DEPARTMENT PA # CALOOO236177 E ARE OPEN FROM 6:00AM TO 7:00 PM MONDAY THR	TOTAL LA TOTAL PA TOTAL SI	RTS 0.00		

RYDELL AUTOMOTIVE GROUP IS A GM GOODWRENCH SERVICE PLUS DEALER. SEE YOUR SERVICE CONSULTANT FOR MORE INFORMATION

TOTAL SUBLET... 0.00 TOTAL MISC CHG. TOTAL MISC DISC 0.00 0.00 TOTAL TAX..... 0.00

TOTAL INVOICE \$

0.00

COMPLETELY SATISFIED ??

You may receive a survey from General Motors regarding \*
your service experience at RYDELL'S. If you cannot rate \*
it "COMPLETELY SATISFIED" please call our service depart-\*
ment at (818) 832-1600, so we can assist and better serve\*

you. We appreciate your business.

CUSTOMER SIGNATURE

BAR #AM202745

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The Reynolds and Reynolds Company ERAINTINVE 81:91 1102/91/80

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PAGE 2 OF 2

KADELL SERVICE CHEVY

18188321691

T2CS442865 Rydell Chevrolet Northridge

18600 Devonshire St. \* Northridge, CA 91324 (818) 832-1600

SERVICE (818) 832-1616

PARTS (818) 832-1660

Mailing Address P.O. Box 2189 Van Nuys, CA 91404

# Rydell AUTOMOTIVE GROUP San Fernando Valley

				GELL/PAGER	CEL	1 :
26066	5	NEIL ACKERMAN	477	O 8689	12/15/10	T2CS442865
· · · ·		1100	(MEG N)A	MILEAGE 62,864	COLOR WHITE/	8TOCK NO. 22135X
MODTURED CA		YEAR/MAKE/MODEL 07/CHEVROLET	TRUCK/SUBU		DELIVERY DATE	DELIVERY MILES 53, 219
NORTHRIDGE, CA		VEHICLE ID NO. 1 G N F K 1 6			SELLING DEALER NO.	PRODUCTION DATE
		F. Y. E. NO.	P. O. NO	).	12/04/10	
RESIDENCE PHONE	GLIGIMESO BLIAME	COMMENTS			1 22/01/10	_⊥ MQ: 6286
JOB# 1 CHARGES	***	**********				
CUSTOMER R OIL CONSUM MULIPLE TI OIL CHECKE PRIOR DOCU SINCE LAST VISIT IS 1 CUSTOMER R AND ADVISE FOR DOCUME #10-06-01- ALL CYLIND REMOVE ALL CLEAN CARB AND REMOVE ROAD TEST J7555 4.5 PARTS FP-NUM 1 126	EQUESTING THIS TO BE REVINT #2534528 ENGINE OIL CO OOBA INSTALL AFM OIL DEFI ER SPARK PLUGS ADD INJECTOO ON AND REISTALL ALL SPARE OIL PAN INSTALL AFM OIL 5 MILES RECHECK FOR LEAKS	XCESSIVE AMOUNT OF OR ROCESS AND OIL CHECK OR TOPPED OFF. ETER AT 62864 MILES 736 MILES. DIFFERENCE AMOUNT OF OIL ADDED SEWED BY SERVICE MANDONSUMPTION LECTOR AND CLEAN CAR CLEAN ALL CYLINDER CPLUGS DEFLECTOR SOK NO LEAKS	IL. ED THIS AGER BON	WARRANTY	4	
3,00000.888 126 1 1 890 46700 1 10	61802 CLEANER 12350 GASKET 17524 FILTER	₹ 8.800 1.429 1.836	TOTAL - PARTS	WARRANTY WARRANTY WARRANTY 0.00	e Tagan sa tagan sa asa	
233320 y 1 1/4.	END INV#-INV DATE-DESCRIF 02609   12/15/10 RENTAL	ON S WORK PERFORME	TOTAL - SUBLE	T 0.00		
G.O.G. & SUPPLIES 6.0 OIL	<u>(</u>	/UNIT	TOTAL - GOG	WARRANTY 0.00		
DOB# 1 TOTALS			••••		•	
IOB# 2 CHARGES	JOB# 1 3	DOURNAL PREFIX T2CS	JOB# 1 TOTAL	0.00		4
ABOR J# 2+01CVZM49 MA PER SALES	INTENANCE & AS AGREED WITH KELLY, D E - DETAIL VEHICLE COMPLE	DUE TO NOT BEING PER	9 FORMED	- INTERNAL	·	
00B# 2 TOTALS						
OB# 3 CHARGES	J0B# 2	OURNAL PREFIX T2CS	JOB# 2 TOTAL	0.00		
•		,,		-		
PAGE 1 OF 4	SERVICE FILE COPY	(CONTI	NUED ON NEXT PA	GE] 11:17am	The Reynolds ar	id Reynolds Company ERAINT! GG\$17084 Q (11



Rydell Chevrolet Northridge

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SERVICE (818) 832-1616

PARTS (818) 832-1660

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# 0102172C5442865

			ELL/PAGER		
260665	NEIL ACKERMAN	4770	8689	CELL INVOICE DATE 12/15/10	T2CS442865
	LICENSE NO.	MILEA	GE	COLOR	5TOCK NO. 22135X
	YEAR/MAKE/MODEL	/CUDUCE.	62,864	DELIVERY DATE	DELIVERY MILES 53,23
ORTHRIDGE, CA	07/CHEVROLET TRUCK		N/4DR 4WD	12/28/09 BELLING DEALER NO.	PRODUCTION DATE
	1 G N F K 1 6 3 7	P. O. NO.		R. O. DATE	
PIDENCE BUONE	COMMENTS			12/04/10	
	••••••				MO; 628
3+18CVZS06 ENTERPRISE RENTAL CA ENTERPRISE RENTAL CAR REFER TO JOB #1	TECH(S):9057		WARRANTY		
PO# 239528					
3 TOTALS					
B# 4 CHARGES JOB# 3 J	OURNAL PREFIX T2CS JOB#	3 TOTAL	0.00		
BOR	TECH(S):1570		WARRANTY		
CUSTOMER CALLED IN TO ADD ON: DRIVE COLORING. CLEAR COAT FAILURE B7866 REPAIR AND PREP MLDG AND PAIN					
D.G. & SUPPLIES	/UNIT		WARRANTY		
Esta Train & Williams		- GOG	0.00		
3# 4 TOTALS・・・・・・・・・・・・・・・・・・・・・・・・・・・・・・・・・・・・			•		
# 5 CHARGES JOB# 4 J	WRNAL PREFIX T2CS JOB#	4 TOTAL	<b>00.00</b>	erren erren erren erren erren erren erren erren erren erren erren erren erren erren erren erren erren erren er Erren erren	
JOB# 4 J  BOR			WARRANTY		
O.G. & SUPPLIES					
20.9 PAINT & MATERIALS @	/UNIT TOTAL	- GOG	WARRANTY 0.00		
# 5 TOTALS					
JOB# 5 J	OURNAL PREFIX T2CS JOB#	5 TOTAL	0.00		
OR					
6+18CVZS14 SUBLET ADD ON LYNE: LEFT REAR DOOR MOLDING CLEAR COAT FAILURE B7966 REPAIR AND PREP AND PAINT MLD			WARRANTY		,
.G. & SUPPLIES					
20.8 PAINT & MATERIALS @	/UNIT TOTAL	- GOG	WARRANTY 0.00		

#### Rydell Chevrolet Northridge

18600 Devonshire St. \* Northridge, CA 91324 (818) 832-1600

SERVICE (818) 832-1616

PARTS (818) 832-1660

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## T INTERNATION FOR THE STATE OF

0102TT2C\$442865		COEL PLOES		
		CELL/PAGER	CELI	_:
260665	NEIL ACKERMAN 47	770 TAG NO. 8689	12/15/10	T2CS442865
1904	LICENSE NO.	62,864	COLOR WHITE/	22135x
	YEAR/MAKE/MODEL O7/CHEVROLET TRUCK/SUB	<u> </u>	DELIVERY DATE	53,219
NORTHRIDGE, CA	VEHICLE ID. NO. 1 G N F K 1 6 3 7 7 3		SELLING DEALER NO.	PRODUCTION DATE
		. NO.	12/04/10	
RESIDENCE BRONE	COMMENTS		12/04/10	
JOB# 6 TOTALS	******			MO: 62864
JOR# 6	JOURNAL PREFIX T2CS JOB# 6 TO	TAL 0.00		
JOB# 7 CHARGES				
\$ LABOR ☑ J# 7+18CVZ\$15 SUBLET	TECH(S):1570	 WARRANTY		
절 SUBLET		RACCOUT I		
ADD ON - RIGHT REAR DOOR IS DISCOL				
	UG UN CAR			
G.O.G. & SUPPLIES		WARRANTY		
	TOTAL - GOX	i 0.00		
JOB# 7 TOTALS				
☐ JOB# 7 3 JOB# 8 CHARGES	JOURNAL PREFIX T2CS JOB# 7 TO	ΓAL 0.00		
22   E   LABOR • • • • • • • • • • • • • • • • • • •				
JOB# 7  JOB# 8 CHARGES  LABOR  J# 8+11CVZH01 HEAVY LINE  CUSTOMER ADDED ON - REPORTS A SQUE POWERISTEERING PUMP PULLEY OUT ALI SERP BELT WHIND NOISE , SERP BELT W	TECH(S):3053	WARRANTY		
POWERISTEERING PUMP PULLEY OUT ALT	CM CAUSING		•	
SERP BELT WHINE NOISE SERP BELT W REPOSITION POWER STEERING PUMP PUL ROAD TEST OK NO MORE BELT WHINE NO	LEY AND REPLACED SERP	and the second	•	
PARTSQTYFE-NUMBER		IOT.		
1 12626222 J BELT 1	.066 Ami	WARRANTY		
	so in controlatar in TOTAL - PAI	RTS 0.00		
JOB# 8 TOTALS				
JOB# 9 CHARGES	JOURNAL PREFIX T2CS JOB# 8 TOT	FAL 0.00		
LABOR				
3# 9+15CVZE11 15-A & ELECTRICAL ADD ON JOB - CUSTOMER CALLED IN AN	TECH(S):2085 D REPORTED THAT AT	WARRANTY		
TIMES, THE REMOTE START WILL NOT F TESTED REMOTE FOB FOR INOP REMOTE	UNCTION.			
. TESTED AND FOUND BAD REMOTE,				
REPLACED REMOTE CONTROL FOB, REPRO OPERATING AS DESIGNED, R4490 0.3	GRAMMED AND TESTED.			
PARTSDESCRI	PTIONUNIT PR	ICE-		
1 20869057 TRANSM	ITT 16.345 TOTAL - PAF	WARRANTY 0.00		
JOB# 9 TOTALS				
J0B# 9	JOURNAL PREFIX T2CS JOB# 9 TO	TAL 0,00		i
		- • • •		
PAGE 3 OF 4 SERVICE FILE COPY	(CONTINUED ON NEXT	PAGE1 44:47am		
1 7 7 SERVICE FILE COPT	[CONTINUED ON NEXT	rasej (1.178111	The Reynolds an	 d Reynolds Company ERAINTINVE (CO517084 Q (11703)

Rydell Chevrolet Northridge 18600 Devonshire St. \* Northridge, CA 91324

(818) 832-1600

SERVICE (818) 832-1616

PARTS (818) 832-1660

Mailing Address P.O. Box 2189 Van Nuys, CA 91404



0102IT2CS442865 CELL/PAGER CELL: CUSTOMER NO. 260665 4770 8689 12/15/10 NEIL ACKERMAN T2CS442865 атоск NO. 22135х 62,864 WHITE/ DELIVERY DAYE 12/28/09 YEAR / MAKE / MODE 53,219 07/CHEVROLET TRUCK/SUBURBAN/4DR 4WD NORTHRIDGE, CA VEHICLE LD NO ELLING DEALER NO. PRODUCTION DATE 1 G N F K 1 6 3 7 7 J F.T.F.NO P. O. NO. 12/04/10 RESIDENCE PACKE COMMENTS MO: 62864 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.00 (+TAX) COMMENTS HOLD FOR SERV MGR TO REVIEW ENTERPRISE RENTAL PURCHASE ORDER#/? 239528 Certified Used Limited Warranty 12/22/2009 52.341 MI 12/22/2010 64,341 MI. REGARDING JOB 4, 5, 6, 7 & 8. CUSTOMER CALLED IN TO ADD ON THESE JOB LINES. JOB# 1 COVERRED THROUGH POWERTRAIN WARRANTY (DOC ID#10-06-01-008A) JOBS 4, 5, 6, 7 AND 8 COVERRED THROUGH CERTIFIED USED CAR WARRANTY. SPOKE WITH LISA ON 12/15. EXPLAINED ALL REPAIRS AND THAT VEHICLE IS FINISHED & READY FOR PICK UP. WILL NEED TO RETURN RENTAL FIRST THING ON THURSDAY MORNING. (12/15) 3GCPCSEA5BG TOTAL LABOR.... WELCOME TO RYDELL SERVICE DEPARTMENT EPA # CAL000236177 0.00 WE ARE OPEN FROM 6:00AM TO 7:00 PM MONDAY THROUGH FRIDAY SATURDAYS WE ARE OPEN FROM 8:00AM TO 5:00 PM:CLOSED SUNDAYS TOTAL SUBLET... 0.00TOTAL G.O.G.... TOTAL MISC CHG. 0.00 0.00 RYDELL AUTOMOTIVE GROUP IS A GM GOODWRENCH SERVICE PLUS DEALER. SEE YOUR SERVICE CONSULTANT FOR MORE INFORMATION TOTAL MISC DISC 0.000.00 TOTAL INVOICE \$ 0.00 You may receive a survey from General Motors regarding your service experience at RYDELL'S. If you cannot rate \* it "COMPLETELY SATISFIED" please call our service depart-\* ment at (818) 832-1600, so we can assist and better serve\* you. We appreciate your business. CUSTOMER SIGNATURE DUPLICATE INVOICE \*\*\*\*\*\*\*\*\*\*

PAGE 4 OF 4

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[ END OF INVOICE ] 11:17am

The Reynolds and Reynolds Company ERAINTINVE GOS17084 Q (11/03)

Rydell Chevrolet Northridge 18600 Devonshire St. \* Northridge, CA 91324

(818) **832-1600** 

SERVICE (818) 832-1616

PARTS (818) 832-1660

Mailing Address P.O. Box 2189 Van Nuys, CA 91404



0102IT2CS443750 CELL/PAGER CELL: 260665 4770 8689 NEIL ACKERMAN 12/15/10 T2C5443750 LICENSÉ NO 22135X 62.864 WHITE/ YEAR / MAKE / MODEL DELIVERY DATE 12/28/09 07/CHEVROLET TRUCK/SUBURBAN/4DR 4WD 53,219 NORTHRIDGE, ÇA BELLING DEALER NO. 1 G N F K 1 6 3 7 7 12/14/10 F. T. E. NO. COMMENTA MO: 62864 1 CHARGES-----LABOR -J# 1 15CVZ 15-A & ELECTRICAL TECH(S):8274 WARRANTY CAMPAIGN #10153 HEATED WINDSHIELD WASHER MODULE OPEN RECALL 10153 BAR #AM202745 PERFORMED RECALL 10153, DISABLED AND REMOVE WASHER **HEATER** JOB# 1 JOURNAL PREFIX T2CS JOB# 1 TOTAL 0.00 COMMENTS - - - - - -HOLD FOR SERV MGR TO REVIEW ENTERPRISE RENTAL PURCHASE ORDER#/? 239528 CK 209519 12/21/10 TOTALS-----WELCOME TO RYDELL SERVICE DEPARTMENT EPA # CALOOD236177 TOTAL LABOR....
TOTAL PARTS.... WE ARE OPEN FROM 6:00AM TO 7:00 PM MONDAY THROUGH FRIDAY SATURDAYS WE ARE OPEN FROM 8:00AM TO 5:00 PM.CLOSED SUNDAYS TOTAL SUBLET... TOTAL G.O.G.... TOTAL MISC CHG. 0.00 0.00RYDELL AUTOMOTIVE GROUP IS A GM GOODWRENCH SERVICE PLUS DEALER. SEE YOUR SERVICE CONSULTANT FOR MORE INFORMATION TOTAL MISC DISC TOTAL TAX..... 0.00 **TOTAL INVOICE \$** 0.00 COMPLETELY SATISFIED ?? \* You may receive a survey from General Motors regarding \*
\* your service experience at RYDELL'S. If you cannot rate \*
\* it "COMPLETELY SATISFIED" please call our service depart.\* ment at (818) 832-1600, so we can assist and better serve\* you. We appreciate your business. CUSTOMER SIGNATURE DUPLICATE INVOICE \*\*\*\*\*\*\*\*\*

PAGE 1 OF 1

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[ END OF INVOICE ] 11:17am

The Reynolds and Reynolds Company ERANTINVE GQ517084 Q (11/03)



#### T2C\$449171

#### Rydell Chevrolet Northridge

18600 Devonshire St. \* Northridge, CA 91324 (818) **832-1600** 

SERVICE (818) 832-1616

PARTS (818) 832-1660

Mailing Address P.O. Box 2189 Van Nuys, CA 91404

CELL/PAGER CELL CUSTOMER NO. 260665 T2C5449171 NEIL ACKERMAN 4770 8825 02/11/11 COLOR STOCK NO. 64,794 WHITE/ 22135x DELIVERY MILES 53,219 07/CHEVROLET TRUCK/SUBURBAN/4DR 4WD 12/28/09 NORTHRIDGE, CA VEHICLE I.D. NO. SELLING DEALER NO. PRODUCTION DATE 1 G N F K 1 6 3 7 7 J F. T. E. NO. P. O. NO. 02/11/11 COMMENTS MO: 64794 1 CHARGES-----LABOR - - - - -J# 1 11CVZ HEAVY LINE TECH(S):2089 0.00 CUSTOMER REPORTS SINCE REPAIRS WERE PERFORMED ON PRIOR VISIT FOR OIL CONSUMPTION, THAT THE ENGINE IS STILL GOING THROUGH EXCESSIVE AMOUNT OF OIL. ODOMETER READING WHEN REPAIR WAS PERFORMED LAST FOR OIL CONSUMPTION WAS 62,864 - NOW AT 64,794 (1.930 MILES) CHECK. TOP OFF AND DOCUMENT AMOUNT USED. ON INSPECTION, FOUND ENGINE OIL LEVEL 1.0 QUARTS LOW. ADDED ONE QUART AS NEEDED - WILL CONTINUE TO MONITOR ON USAGE AS AGREED WITH CUSTOMER, WILL DISCUSS WITH SERVICE MGR ON ANY POSSIBLE REPAIRS BASED ON OIL USED & MILEAGE. JOB# 1 JOURNAL PREFIX T2CS JOB# 1 TOTAL 0.00 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF COMMENTS - -AND THE PROPERTY OF THE PROPER WAITER WELCOME TO RYDELL SERVICE DEPARTMENT TOTAL LABOR.... EPA # CALOO0236177 WE ARE OPEN FROM 6 00AM TO 7:00 PM MONDAY THROUGH FRIDAY SATURDAYS WE ARE OPEN FROM 8:00AM TO 5:00 PM.CLOSED SUNDAYS TOTAL PARTS.... 0.00TOTAL SUBLET... 0.00 TOTAL G.O.G.... \*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\* TOTAL MISC CHG. 0.00 RYDELL AUTOMOTIVE GROUP IS A GM GOODWRENCH SERVICE PLUS TOTAL MISC DISC 0.00 DEALER. SEE YOUR SERVICE CONSULTANT FOR MORE INFORMATION TOTAL TAX..... 0.00 **TOTAL INVOICE \$** 0.00 COMPLETELY SATISFIED ?? You may receive a survey from General Motors regarding \* your service experience at RYDELL'S. If you cannot rate \* it "COMPLETELY SATISFIED" please call our service depart-\* ment at (878-21600, so we can assist and better serve\* you. We appreciate your business. CUSTOMER SIGNATURE DUPLICATE INVOICE

PAGE 1 OF 1

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[ END OF INVOICE ] 11:17am

The Reynolds and Reynolds Company ERAINTINVE GOS17084 O (11/03)



# 700 San Fernando Road • San Fernando, CA 91340 (818) **838-1700**

#### SERVICE (818) 838-1717 - PARTS (818) 838-1770

Mailing Address P.O. Box 2189 Van Nuys, CA 91404

B.A.R. # AM202747

EPA # CAD982041048

2RNO 10		4834 CARONO 213		K4UP81290
RYDELL AUTOMOTIVE	LABOR RATE LIGHARE NO	51918	WHITE/	22135X
P.O. Box 2189	07/CHEVROLET TRUCK/S	UBURBAN/4DR 4	WD DELIVERY DATE	DELIVERY MILES 51918
	VEHICLE ID. NO. 1 G N F K 1 6 3 7 7		SELLING DEALER NO.	PRODUCTION DATE
<u>YAN NUYS, CALIFORNIA 91404</u>	F. T. E. NO. SRAC954709937	P. D. NO.	R.O.DATE 09/23/09	
EE PHONE 818-817-4666 818-817-4666	COMMENTS			MO: 52341
JOB# 1 CHARGES				.
J# 1 20CVZ RECONDITIONING SAPETY INSPECTION SAFETY 1.0,LOF AIR FILT BRAKE SHOES	HOURS: 2.30 T			218.50
PARTSQTYFP-NUMBER	DESCRIPTION		UNIT PRICE-	6.75
1 89017524 1 15908916	FILTER 3.410		6.75 36.91	6.75 36.91
1 15824471 2 2420	KEY 2.187 BRK_CLNR		48.97 4.00	48.97 8.00
1 B 2 12450108	BULB 2.679		0.30 4.09	0.30 8.18
85032	BRAKE FLU	T	23,50 DTAL - PARTS	23.50 132.61
G.O.G. & SUPPLIES				18.13
7.0 OIL 1.0 ATF	@ 2,590 @ 3.390	/unit	DER 1 000	3.39
uraa aann naantan			DTAL - GOG	21.52
MISCCODEDESCRIPTION HO HAZARDOUS OIL FC FLOOR COVERS	~~~~~~~~~	CONTRO	r MO	1.50
FC FLOOR COVERS		T	OTAL - MISC	10.00
JOB# 1 TOTALS				
		P	ABOR ARTS	218.50 132.61
		<u>.</u> М	.O.G. ISC	21.52 11.50
JOB# 2 CHARGES	JOB# 1 JOURNAL PR	EFIX K4UP J	DB# 1 TOTAL	384.13
LABOR	ION HOURS: T	ECH(S):2126		49.00
JOB# 2 TOTALS			ABOR	49.00
	JOB# 2 JOURNAL PR		•	
JOB# 3 CHARGES				
LABORJ# 3 77CVZ SUBLET	HOURS: T	ECH(S):7720 9	302	215.00
SUBLET DON DETAILED TOUCH UP PAINT	***************************************			
SUBLETPO#VEND INV#-INV. 492858 119806 09/3	DATE-DESCRIPTION			120.00
492858 119806 09/3	O\OB TIBROP KWA\KER K	EAR IINT T	OTAL - SUBLET	120:00
PAGE 1 OF 2		[CONTINUED ON	AVENUM DACIET	ll:5lam



# 700 San Fernando Road • San Fernando, CA 91340 (818) 838-1700

#### SERVICE (818) 838-1717 - PARTS (818) 838-1770

Mailing Address P.O. Box 2189 Van Nuys, CA 91404

B.A.R. # AM202747

EPA # CAD982041048

ER NO. 10	WALFUR	ADVISOR MIGUEL RAMOS LABOR RATE LABOR RATE LICENSE NO	4834 CARD NO. 213	5 09/30/09	K4UP81290
RYDELL AUTOMOT	IVE	)	MILEAGE IN 51918	WHITE/	STOCK NO. 22135X
P.O. Box 2189		07/CHEVROLET TRUC	K/SUBURBAN/4DR 4	WD DELIVERY DATE	DELIVERY MILES 51918
- · · -		VEHICLE 10. NO. 1 G N F K 1, 6 3 7	7 3	SELLING DEALER NO.	PRODUCTION DATE
VAN NIIVS. CALT	FORNIA 91404	F.T.E.NO. SRAC954709937	P. O. NO.	R.O. DATE 09/23/09	
818-817-4600	EUGINESS PHONE	CONTRIBUTE		1 03/23/03	MO: 52341
					100: 32341
JOB# 3 TOTALS				ADOD	215 00
			Si	ABOR JBLET	215.00 120.00
	S	JOB# 3 JOURNAL	PREFIX K4UP JO	OB# 3 TOTAL	335.00
	5				-
LABOR J# 4 72CVZ45	TIRE REPLACEM	ENT HOURS: 0,3	0 TECH(S):2126		28,50
T F	IRE REPLACEMENT, MOU LAT REPAI	NTED AND BALANCED (4	)		
R	EPAIR FLAT				
JOB# 4 TOTALS				ABOR	28.50
		TOR# 4 TOYPENAY	PREFIX K4UP JO		28.50
<u>ም</u> ለጥአነ ፎ	<b></b>				20,50
22135X	ACCOUNT NUMBER 241	AMOUNT 796.63	TOTA	AL LABOR	511.00
			TOTA	AL PARTS AL SUBLET	132.61 120.00
			TOTA	AL G.O.G AL MISC.CHG.	21.52 11.50
			TOTA	AL MISC.DISC	0,00
				AL TAX	0.00
			TOTA	AL INVOICE \$	796.63
	BY SIGNATURE				
		•			
					}
					I
PAGE 2 OF 2			[ END OF	INVOICE ]	11:5lam

RECOMMENDED SERVICES OPERATION DESCRIPTION | MO/MI | TOTAL | OPERATION OPERATION DESCRIPTION SERVICE HISTORY ADVISOR TECHNICIAN TYPE OPERATION DATE REPAIR ORDER OPERATION DESCRIPTION MILEAGE SALESPERSON NO. PDI PRODUCTION DATE STOCK NO. 22135X O7/CHSVROLET TRUCK/SUBURBAN/4DR 4WD color 10 WHITE/ 1<u>GNFK16377J</u> 81290 R. O. DAYE 09/23/09 RYDELL AUTOMOTIVE 51918 XPRATION DATE 10 SERVICE CONTRACT ЕХРІРАТІОН МІЦЕБ 4834 P.O. Box 2189 CALL DATE AUTHORIZATION NO AUTHORIZED BY 2135 51918 VAN NUYS, CALIFORNIA 91404 (RANS 818-817-4666 RESIDENCE PHONE 818-817-4600 Α AIR COND 09/23/09 08:44am Y 06:00pm APPOINTMENT LABOR RATE N ☐ Yes P. S. Y iXI № SOL ORIGINAL CUSTOMER ESTIMATE: RECONDITIONING SAFETY INSPECTION ı I 20CVZ SMOG CERTIFICATION SMOG INSPECTION I 03CVZ 2 I 77CV2 SUBLET 3 TIRE REPLACEMENT, MOUNTED AND BALANCED (4) I 72CVZ45 4 PAGE 1 OF 1 81290

82	/09/201	1 15:02	81	82671482			RYDELL FLEET		PAGE 02/04
					ÞΑ	LE CONTRA	act — Simple Fi	NANCE CHARGE .	•
Dealer Nu	ımber	_	c	ontract Number	<del></del>	95419	R.O.S. Number	715948 Stock Nur	22135x
· C 1		***		· · · · · · · · · · · · · · · · · · ·	\$10				
		odress and Zio Code)		Co-Buy	er Nerr	e and Address	etina.	Creditor-Seller (Name an	d Address)
				113.32.53	ica ica		,	RYDELL AUTOMOT	IVE GROUP
No.	10 V 04 V							18500 DEVONSHI	RE ST.
	MEDEE			LOS		GE CH		NORTHRIDGE CA	91324
_ <del></del> -									
agreement	soyer tand son the fi	On proback	y), may of this oc	outy the vehicle bek owned. You agree to	pay in	cash or on one B Creditor - Se	dit. By signing this con lier (sometimes "we" o	ntract, you choose to buy the r "us" in this contract) the Ar	reticle on credit under the mount Financed and Finance
Now	J.J. TUITUS A			SCREQUE DEIOW, YVB W	a Manue	your finance on	erge on a daily basis. Th	r "us" in this contract) the Ar e Truth-In-Lending Disclosures	below are part of this contrac
Used	Your	Make and Mo		Odometer	ı	Vahida Ida	ntification Number	Drimony Use Con	Which Purchased
			•	1 pr			11111001101111001		
		CHEVROL		1			•	personal, family or h	biorlesud
USED	2007	alburba	<b>Y</b>	23513		16 <b>N</b> FK16.	77.3	D business or commen	alai
	VEIAL			H-IN-LENDING				STATEMENT (	OF INSURANCE
	ENTAGE	FINANC		Amount		Total of Hyments	Total Sale	the purchase of a motor vehi	ired as a condition of financing de to purchase or negotiate any
R	ATE	The def		The emount of		amount you	Price The total cost of		REITE PROPER COMPANY CARACTER
The	cost of	arnount t		credit provided	will h	nafta biaq avs	your purchase on	broker. You are not required	to buy any other incurance to buy or not buy other insurance
	redit as	credit w		to you of on your behalf.		neve mede ell lyments es	credit, including	will not be a factor in the cre	di approvai process.
į	•	]				cheduled.	Opportunit of	Vahiria	Insurance
١ .	2 66		-	A 34107 00	۱	3//2 50	s 1382.67ie	1	Term Premium
	<u>. 99_</u> %	\$ 8528.	(449)	\$ 34497.88	\$ 4	3117.89(e)	\$ 44500,470)	\$ N/A Ded. Comp., Fire a	Then N/A S N/A
WOULD DA	WHELT CO	HEDULE WILL 8	ız.			(e	means an estimate	Le STATUS Bod Adulton	11/HL + 37/H
	Imber of Pay			Amount of Downson		100-0		Bodily Injury \$N/S	1 i i i i i i i i i i i i i i i i i i i
One Payi				Amount of Payments:	<u> </u>		nyments Are Due:	Property Demano S PL/ !	Timita 18/12 a 19/2
One Payr		VA		N/A		N/A		Medical N/A	WANT WANTE
55			<del>-</del> ,	N/A	Monthly, Beginning 92/92/291			N/A S N/A	
	Paymen		-	718.63 _N/A				Total Vehicle Insurance Premium	
One Fina	Payment			718.63		Monthly, Begin	61/92/29 i5	UNLESS A CHARGE IS INCLU	IDED IN THIS AGREEMENT FOR Y DAMAGE INSURANCE, PAYMENT POVIDED BY THIS AGREEMENT.
				710.00		IAGE 331	ecometents.	FOR SUCH COVERAGE IS NOT P	ROVIDED BY THIS AGREEMENT.
Late Charge	. Il payment is	not received to full w	ithin 10 day	s after it is due, you will pay	a date che	arge of 5% of the per	t of the payment that is late.	You may buy the physical dama:	ge insurance this contract requires
7900/TR07		er vour deck eerly.	YOU MAY be	e charged a minimum firms vehicle being ourchased.	ce charge	),		Site that required to buy any other	ar fineurance to obtain credit,
Additional	MONTHEROUS	See this contract	for more	versce cemp purchaseo. Information including in	formation	about monneyme	rit, default, any required	Biryer X	•
repayment to	full before the	schedulad data, m	rinaum fine	ince charges, and security	ribertes).			Co-Buyer X	
ITEMIZ	ATION OF T	HE AMOUNT FE	NANCED	(Seller may keep pert o	the ex	cuesta maid to ett	ere )	Sellor X	
	il Cash Pric			(arms, with their bears		outing pass as out	····	Come: pr	
		f Motor Vehicle a	nd Access	sories		\$ 236	95. 99 (A)	remed insurance is checked belo remed insurance companies will d	w, policies or certificates from the
	1. Cash Pric				<b>S</b> .	29696.			onal Credit Insurance
	-	e Accessories			\$	14	-	Credit Life: Buyer	
1	3. Other (No	ntexable)			*-		]	Credit Disability (Buyer C	
	Describe				8_	14/	<u>a</u>	Term	Exp. Premium
	Describe	N/P			\$_	N/	A	Credit Life N/AMas.	* N/A
B. 1	Document Pr	reparation Fee (n	ol a gover	ramental fee)		\$	55. <b>66</b> (B)	Credit Disability 14/ Pelos.	N/A
	Smog Fee Pr		-	•		\$	N/A(0)	Total Credit Insurance Premi	
D. (	Optional) Th	ofi Deterrent Dev	ice (to wh	om paid) N/A		\$	N/A(D)	Insurance Company Name	N/A
	-	eft Deterrent Dev	-			\$	N/R(E)	N/U	· · · · · · · · · · · · · · · · · · ·
		eft Deterrent Dev				\$	N/A(F)	Home Office Address _ M/	A
				hom patd) N/R		\$	N/A(G)	N/A	
н. (	Optional) Sur	face Protection Pri	oduci (10 w	nom pald) N/Q		S	<u>№/₽</u> (H)	Credit its insurance and cred	in disability insurance are not
1. 5	ales Tax (or	itaxablo ilama in	A through	) H)		\$ 29	<b>98.</b> 72 (1)	required to obtain credit. Your d	ocision to buy or not buy credit
		/ Electronic Filing		,			29. 60 (J)	Life and credit disability insured credit approval process. They want	Millinot be provided unless you.
		rvice Contract (to		(d) 5840E			45.89 (K)	sign and agree to pay the extra based on your original payment not pay all you owe on this contr	s cost. Credit Ple Insurance is
		rvice Contract (to				s	H/R(L)	not pay all you owe on this conti	rack il you make late pervente.
		rvice Contract (to				· · · · S	NZE(M)	Libori quaedhiny insulatice does	not cover any increase in your
		Moe Contract (to				\$	M/A(N)	payment or in the number of per insurance and credit disability	insumance ends ou the original
		rvice Contract (to				\$	N/A(0)	due date for the last payment insurance is shown above.	unless a different term for the
		Leasa Balance	-					You are applying for the	credit insurance marked
	N/A			<del></del>		\$	N/9(P)	above. Your signature belo	w means that you agree I
(5	ee downpay	ment and trade-i	n calculati	ion)				i that (1) You are not eligible	s for insurance if you have
				RYDELL AUTO	<b>345</b>	<b>\$</b> 7	and the same	reached your 65th birthda	y. (2) you are alloable for I

02/09/2011 15:02 81826714	82	RYDELL FLEET	PAGi	E 03/04
N. (Optional) Service Contract (to whom paid) No.	<u>/As_</u>	N/A(N)	Insurance and credit disability insurance a	nds on the original
O. (Optional) Service Contract (to whom paid)Pid			due data for the last payment unless a di insurance is shown above.	forest term for the
P. Prior Credit or Lease Balance paid by Seller to			. You are applying for the credit in	- 100 mars
N/9 ·	•	N/R(P)	above Your signature below meens	mismism entrem
, 111	7_	WER!	that: (1) You are not eligible for insur	RICE IT VOLI BAVE
(see downpayment and trade-in calculation)			reached your 65th birthday. (2) You	are elloible for
Q. (Optional) Gap Contract (to whom paid)RYD		795, 60 (0)	disability insurance only if you are w	orking for wages
R. (Optional) Used Vahicle Contract Cancellation Op	ition Agreement \$	N/Q(R)	or profif 30 hours a week or more	on the Effective
S. Other (to whom paid) NFO	\$	N/P(S)	Date. (3) Only the Primary Buye	is eligible for
For N/A	T - T -		disability insurance, DISABILITY (N	SURANICE MAY
		35420.72 <sub>(1)</sub>	NOT COVER CONDITIONS FOR WI	IICHYOU HAVE
Total Cash Price (A through S)	••	(1)	SEEN A DOCTOR OR CHIROPR	CTOR IN THE
2. Amounts Paid to Public Officials		212 90	LAST 6 MONTHS (Refer to Total	Disabilities Not
A. License Fees	\$_	342.88(A)	Covered in your policy for details). You want to buy the credit insurar	
B. Registration/Transfer/Th/Ing Fees	\$	1901. 988 (B)	•	
C. California Tre Foes	\$	8.75 <sub>(C)</sub>	X N/A	N/A
D. Other N/A	•	취/유(D)	Data Buyer Signature	Age
		\$ 451.75(2)	yN/A	•
Total Official Fees (A through D)		3(2)	Date Co-Buyer Signature	Age
2. Amount Paid to Insurance Companies		1 / 1 / 2 / 2 / 2 / 2 / 2 / 2 / 2 / 2 /		
(Total premiums from Statement of Insurance column	(a+b)/ :	\$ HUP (3)	OPTIONAL, GAP CONTRACT A GED CON	ract (debt cancella-
4. 🔲 Smog Cartification or 🖾 Examption Fee Paid to	o State	5 8.82(4)	tion contract) is not required to obtain or	KAR and will not be
5. Subtotal (1 through 4)		\$ 35889, 47 (5)	Charge, if you choose to buy a geo contract.	The charme is shown
6. Total Downpayment 2967 TC		(")	provided unless you sign below and age charge, if you choose to buy a gep contract, in item 10 of the hemization of Amount Fin	nced. See your gap
	MERCEDES-RE \$	21586 98.co	CONTROCT FOR CHIEFLIE ON THE IGHTS SING COINCE	ona it provides. It is
C C CC			a part of this contract.	e since
Model C-CLASS Odem	61916 4561	9	Term 69 Mos. CAP D	
	KE177170		Nume of	Gep Contract
B. Less Prior Cradit or Lease Balance CT-IASE	E FEIT/FORD HTRS	26117.33 <sub>(B)</sub>	I want to buy a gap contract.	7. ·
C. Net Trade-in (A tess B) (Indicate if a negative num	. S	1382.67(c)	Buyer Signs X	مموري
• • • • •	<b>100</b> 1)	H/R(D)	Buyer Signs X	
D. Deterred Cownpayment	<b>&gt;</b>		OPTIONAL SERVICE CONTRACT(	cot brew until to
E. Manufacturer's Rebate	\$	<u>H/A</u> (E)	purchase the service contract(s) writter company(las) for the term(s) shown belo	with the following
F. Other N/A	\$_	N/A(F)	company(las) for the term(s) shown belo	w for the charge(s)
	¢.	100 200		L
G. Cesh		N/P(G)	shown in item 1K,1L, 1M, 1N, and/or 10	
G. Cash Tatal Removement (C through G)	<b>∀</b>			•
Total Downpayment (C through G)	<b>↓</b>	s 1382.67 (8)		
	pero as a positive number on line 1P abo	\$ <u>1322.67</u> (6)	1K Company SMPP Term 35 Mos. or	35 <b>609</b> (lles
Total Downpayment (C through G)	gero as a positive number on time 1P abo	s 1382.67 (8)	1K Company SMPP Term 35 Mos. or 11 Company N/A	35 <b>68</b> R <sub>(lies</sub>
Total Downpayment (C through G) (If negative, enter zero on line 5 and enter the amount less than a 7. Amount Financed (5 less 6)		s 1322.67 (8) (8) (9) (9) (9) (9)	1K Company SMPP Term 35 Mos. or	35 <b>68</b> R <sub>(lies</sub>
Total Downpayment (C through G) (If negative, enter zero on line 5 and enter the amount less than z 7. Amount Financed (5 isse 6)  SELLER ASSISTED LOAK	AUTO BROKER FE	\$ 1322.67 (8) \$ 34497.80 (7)	1K Company SMPP Term 35 Mos. or 1L Company N/A Mos. or 1	
Total Downpayment (C through G) (it negative, enter zero on line 5 and enter the amount less than a 7. Amount Financed (5 less 6)  SELLER ASSISTED LOAN BUYER MAY BE RECIPIED TO PLENCE SECURITY FOR THE LOAN, AND		\$ 1322.67 (8) \$ 34497.80 (7)	1K Company SMPP  Term 35 Mos. or  1L Company N/A Mos. or  Term N/A Mos. or  1M Company N/A	35609 Miles
Total Downpayment (C through G) (If negative, enter zero on line 5 and enter the amount less than z 7. Amount Financed (5 isse 6)  SELLER ASSISTED LOAK	AUTO BROKER FE	\$ 1322.67 (8)  \$ 34497.60 (7)  E DISCLOSURE to the retail sale of a	1K Company SMPP  Term 35 Mos. or 1L Company N/A  Term N/A Mos. or 1M Company N/A  Term N/A Mos. or Mos	35 <b>68</b> R <sub>(lies</sub>
Total Downpayment (C through G) (If negative, enter zero on line 6 and enter the amount less than x  7. Amount Firsenced (5 less 6)  SELLER ASSISTED LOAN  BUYER MAY BE REQUIRED TO PLEDUE SECURITY FOR THE LOAN, AND WILL BE OBLIGATED FOR THE RESTABLIMENT FOR THE LOAN, ENTER SECURITY FOR THE LOAN, AND WILL BE OBLIGATED FOR THE RESTABLIMENT FOR DOWN THIS RETAIL INSTRUMENT SALE CONTRACT AND THE LOAN.	AUTO BROKER FE	\$ 1322.67 (8)  \$ 34497.60 (7)  E DISCLOSURE to the retail sale of a te sale is not subject	IK Company SMPP  Term 35 Mos. or 11 Company N/A Mos. or 11 Mos. or	3500 Miles N/P Miles
Total Downpayment (C through G)  (If negative, enter zero on line 5 and enter the amount less than a 7. Amount Financed (5 less 6)  SELLER ASSISTED LOAN BUYER MAY BE REQUIRED TO PLEDGE SECURITY FOR THE LOAN, AND WILL BE OBJECTED FOR THE METALLIMENT CONTRACT AND THE LOAN.  Proceeds of Loan From:  ***********************************	AUTO BROKER FE If this contract reflect new motor vehicle, the to a fee received by a	\$ 1322.67 (8)  \$ 34497.60 (7)  E DISCLOSURE to the retail sale of a te sale is not subject in autobroker from us	IK Company SMPP  Term 35 Mos. or	35609 Miles
Total Downpayment (C through G)  (If negative, enter zero on line 5 and enter the amount less than a 7. Amount Financed (5 less 6)  SELLER ASSISTED LOAN BUYER MAY BE REQUIRED TO PLEDGE SECURITY FOR THE LOAN, AND WILL BE OBJECTED FOR THE METALLIMENT CONTRACT AND THE LOAN.  Proceeds of Loan From:  ***********************************	AUTO BROKER FE If this contract reflect new motor vehicle, the	\$ 1322.67 (8)  \$ 34497.60 (7)  E DISCLOSURE to the retail sale of a te sale is not subject in autobroker from us	IK Company SMPP  Term 35 Mos. or 11 Company N/A Mos. or 11 Company N/A Mos. or 11 Company N/A Mos. or 11 Company N/A Mos. or 11 Company N/A Mos. or 11 Company N/A Mos. or 11 Company N/A Mos. or 11 Company N/A	3560 Rilles N/9 Miles N/P Miles M/A Miles
Total Downpayment (C through G) (If negative, enter zero on line 6 and enter the amount less than x  7. Amount Firsenced (5 less 6)  SELLER ASSISTED LOAN  BUTLER MAY BE REQUIRED TO PLEDOR SECURITY FOR THE LOAN, AND  WILL BE OBLIGHTED FOR THE RESTALLMENT RAYBENTS ON BOTH THIS  SETAL INSTALLMENT SALE CONTRACT AND THE LOAN.  Proceeds of Loan From:  Amount 6  ***PFInance Charge 6  ***CA	AUTO BROKER FE If this contract reflect new motor vehicle, the to a fee received by a unless the following but the second	\$ 1322.67 (8)  \$ 34497.60 (7)  E DISCLOSURE to the retail sale of a te sale is not subject in autobroker from us	IK Company SMPP  Term 35 Mos. or 1L Company N/A  Term N/A Mos. or 1M Company N/A  Term N/A Mos. or 1N Company N/A  Term N/A Mos. or 1N Company N/A  Term N/A Mos. or 10 Company N/A	3560 Rilles N/9 Miles N/P Miles M/A Miles
Total Downpayment (C through G)  (If negative, enter zero on line 6 and enter the amount less than a 7. Amount Financed (5 less 6)  SELLER ASSISTED LOAN  BUYER MAY BE REQUIRED TO PLEDE SECURITY FOR THE LOAN, AND WILL BE OBJECTED FOR THE RESTAULMENT PAYMENTS ON BOTH THES METAL INSTALLMENT SALE CONTRACT AND THE LOAN.  Proceeds of Loan From: ***  Amount \$ ***  ***  ***  ***  **  **  **  **  *	AUTO BROKER FE If this contract reflect new motor vehicle, the to a fee received by a unless the following but the second	\$ 1382.67 (8)  \$ 34497.86 (7)  E DISCLOSURE be the retail sale of a sale is not subject a sutobroker from us ox is checked:	IK Company SMPP  Term 35 Mos. or 1L Company N/A Mos. or 1M Company N/A Mos. or 1M Company N/A Mos. or 1N Company N/A Mos. or 10 Company N/A Mos. or 10 Company N/A Mos. or 10 Company N/A Mos. or 10 Company N/A Mos. or 10	3500 Miles N/P Miles
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If you have a complaint or	oncoming this se	e. you should try to n	stolve if with the seller	omity for the unp	INC INCROTEGUESS BAIGSI	iced by this agreement.
Complaints concerning u of Motor Vehicles, or any	mile or deceptly	e prectices or metho	solve it with the soller. Is by the seller may be referred to the ci	ity stiomey, the di	etrict attorney, or an inves	ligator for the Department
After this contract is sign	ned, the satier m	my not change the tie	nancing or payment terms unless you.egr	ee in writing		change,
Buyer Signature X		Date may b	Co-Buyer Signa	ture X		
and retain its r	rcenuage ight to re	riale may bi celve a part	negotiable with the Se of the Finance Charge.	eller. The S	ielięr may assig	iñ`this contract
			OBTAIN A CONTRACT CANCELLA	TION OPTION	YOU AGREE TO T	HE TERMS OF THIS
i California any does not pro	rride for a "cooling	-aff" at althur cancellatio	B period for vehicle sales. Therefore, you cam	ret later normal finle	CONTRACT, YOU CO	NFIRM THAT BEFORE
CONTINCT MEDDIY DECAUSE YO	i) chengo your min	i, decide the vehicle cost	à loc much, or wish you had acculred a differen	d vehicle. After your	YOU SIGNED THIS (	CONTRACT, WE GAVE
I POULTE & SOMET TO CITED & 2-4	ORY CONTINCT CONCE	istion action as used we	neller or for legal cause, such as fraud. However, nicles with a purchase price of less than \$40,000	l amblest in seriois	IT AND REVIEW IT	WERE FREE TO TAKE YOU CONFIRM THAT
Substitution of conditions. This co	ontaci cancallation	ent inemeriumen notice	s and straite in the cale of a represident weight .	a motorcunta er an	YOU RECEIVED A CO	MPLETELY FILLED-IN
All-military mount source a		3 83.	See the webticle contract cancellation option agre	sement fo <u>r details.</u>	CUBA MINER AUTI C	ENED IT.
Buyer Signature X _	_		ate 12/19/62 o-Buyer Signa	ature X		<sub>Date</sub> 12/19/ส9
Co-Buyers and Other Owr does not have to pay the de	ners — A co-buye ebt. The other own	if is a person who is :	esponsible for paying the entire data. An o	ther bwher is a pe	entino el emen econwinos	title to the vehicle but
Other Owner Signature X		waren m 114 0000		University.	in the second of	
	a ut to sell the vol	inis to Buser each nea	Address			
on this continue, each Gu	Brankor must pay	when asked. Each G	on who signs as a Guarantor individually gual surantor will be liable for the total amount own Guarantor agrees to be liable even II we do on S) refease any security; (4) accept less from towledges receipt of a completed copy of the	ng even if other pe	i of inis compaci ii suyay tak 1907,9 also sign as Guarantor,	to pay any money owing the base a
peyments; (2) give a full o	y perfet release to	any other Guaranton	3) release any security; (4) accept less from t	us or mous of the tot	owing: (1) give the Buyer mon pial amount owing; or (5) other	inte to pay one or more provide the settlement
Guerantor waives notice of a	acceptance of this G	usranty, notice of the Sum	a, a uou-beikweurir uou-beujoilustuosi ving getaniti e ana uou-beikweurir uou-beujoilustuosi ving getaniti e	contract and guarti one and in section for	'Ny ali ina <b>ama of algriri</b> g. Natronios at any fina, and ali as	W Shirtneydo sithin Ban Diana
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Seller Signs RYDEL	L AUTOMOT	IVE/GREEP	Date_12/19/998yX	·	<del></del>	TitleMGR.
FORM NO. 553-CA	ITCV SOR US PATERT NO Id Revnolds Compa	DESCRIPTION OF THE PROPERTY OF	1-805-564-0008- by Larrachi ANK			
THE PHINTER MAKES NO T	RESPECTIVE EXPENSE OF	MFCHED, AN TO CONTENT OF	1-826-944-0000; fax 1-800-621-8255		_ •	

DEALER COPY

# PRIVILEGED & CONFIDENTIAL - PREPARED FOR COUNSEL BRC CASE ASSESSMENT

# Latest Revision Date: 4/11/11

#### **All Fields Are Required**

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

SR: 71-925820411 GM Legal File / BBB Case No.: {Number}

By: Dan Lorett BRC LEGAL Negotiator: Dan Lorett

Customer Last Name: State: CA

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

Vehicle ID No.: In Service Date: Vehicle Purchased: BAC Code: 1GNFK16377J 5/25/2006 Used 164494

Year, Make & Model: 2007 Chevrolet Suburban Vehicle Purchased Used on: 12/19/09

at odometer 53219

Current Mileage: 66528 Dealer Name: Rydell Automotive

Sale Type: Purchase xx Lease Other: {Type} CAM Name: Mick Gonzalez Phone Number: 805 373 8417

Lien holder: GMACxx Other : {Name} DVM Name: Paul Wasko

Phone/Cell Number: 805-217-2835

Purchase Price of Vehicle: \$ 29696.00

Was TAC contacted for this vehicle (Y/N)? : Yes DVM requests involvement?: No

Attorney Involvement: Norman Taylor & Associates Service Manager Name: Kelly

Phone Number: 818-244-3905 Cashman

Fax Number: 818-244-6052 Phone Number: (818) 832-1600

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

NA

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

NA

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

SP-9428850 - I had the dealer cycle the DSM fuse and the remote keyless entry system and tire pressure monitor functions returned to normal.

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

NA

**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.

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

**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.

B	ra	kes

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

□ <u>Engine/Fuel/Exhaust</u>									
Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:					
2/23/10	404453	2	55947	Rydell Chevrolet					
				C/S loses almost 2 quarts of oil from last oil change, had to add 2 quarts 2 days ago. / Found no oil leak from under or on top of engine Filled oil to spec on dip stick and performed oil consumption test on vehicle. Mileage is 55947 and found no further concern at this time. Customer to bring it back 900-1000 miles for inspection.					
12/4/10	442865	4	62864	Rydell Chevrolet					
				C/S engine is using excessive amount of oil. / Oil consumption test has					

been in progress and oil checked multiple times and oil has been topped off. Oil check on this visit with odometer at 62864 miles prior documentation indicates @ 61736 miles. Difference since last top off is 1128. Amount of oil added this visit is 1 quart. Customer requesting this to be reviewed by service manager and advise. - For document # 2534528 engine oil consumption 10-06-01-008A install AFM oil deflector and clean carbon all cylinders. Remove all spark plugs add injector clean all cylinders clean carbon and reinstall all spark plugs and remove oil pan, install AFM oil deflector. Road test 5 miles recheck for leaks, OK, no leaks.

C/S squeal noise from engine compartment. / Power steering pump pulley out of alignment causing serpentine belt whine noise, serpentine belt warped, damaged. - Reposition power steering pump pulley and replaced serpentine belt. Road test OK, no more belt whine noise heard.

\*Svc mgr verified days out of service\*

2/11/11 449171 1 64794 Rydell Chevrolet

> C/S since repair were performed on prior visit for oil consumption, that the engine is still going through excessive amount of oil. / Odometer reading when repair was performed last for oil consumption was 62864 - now at 64794 (1930 miles). Check, top off and document amount of oil used. -On inspection, found engine oil level 1.0 quarts low. Add one quart as

needed, will continue to monitor on usage. As agreed with customer, will discuss with service mgr on any possible repairs based on oil used and mileage.

☐ Restra	<u>ints</u>			
Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
☐ <u>Steeri</u>	<u>ng</u>			
<u>Date:</u>	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
☐ <u>Transı</u>	mission			
Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
☐ <u>Axle</u>	50 "			
<u>Date:</u> ☐ <u>Body/</u>	<u>RO #:</u> <u>Trim</u>	<u>Days Out</u> :	<u>Mileage:</u>	Description of Complaint and Repair Performed:
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
1/6/10	397157	*	54342	Rydell Chevrolet  C/S front passenger inside door handle is peeling. / Right front door inside handle is peeling Right front door inside was peeling Inspected and replaced right front handle control.
12/4/10	442865	*	62864	Rydell Chevrolet
				C/S driver's door molding is discoloring. / Clear coat failure Repair and prep molding and paint on car.
				C/S RT/front door molding is discoloring. / Clear coat failure Repair and prep and paint side molding on car.
				C/S left rear door molding is discoloring. / Clear coat failure Repair and prep and paint side molding on car.
				C/S right rear door molding is discoloring. / Clear coat failure Repair and prep and paint molding on car.
☐ Chass	<u>s</u>			
Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:

☐ <u>Electri</u>	<u>cal</u>			
Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
7/9/07	052897	*	21014	Foothill Ranch Chevrolet
				RCDLR reprogram and RKE transmitter replace.
				*Previous owner, per GWM*
1/6/10	397157	*	54342	Rydell Chevrolet
				C/S 2nd row heated seat bottoms sticking. / Internal failure in center console rear end control head Diagnose and replace rear HVAC control head.
12/4/10	442865	*	62864	Rydell Chevrolet
				C/S at times, remote start will not function. / Tested remote FOB for inop remote start, confirmed - tested and found bad remote Replace remote control fob, reprogrammed and tested, operating as designed.
☐ Glass				
Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
□ <u>HVAC</u>				
Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
☐ <u>Paint</u>				
Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
☐ <u>Suspe</u>	<u>nsion</u>			
Date:	RO #:	Days Out:	Mileage:	<u>Description of Complaint and Repair Performed:</u>
1/6/10	397157	2	54342	Rydell Chevrolet
				C/S front struts leaking. / Verified by Conny Y. Front struts leaking Replaced both front struts, road test.
1/14/10	398362	1	54492	Rydell Chevrolet
				C/S makes a ralling/clunking noise from front end, hit a bump or rough road. / Road test vehicle found right front strut leaking, OK by Kelly replace new strut Replaced right front strut road test, no further problem found after repairs.
1/18/10	398870	2	54682	Rydell Chevrolet
				C/S service suspension message came on while driving, check and advise. / Scan for code, found code C0575 Symt. Left front actuator or strut bad cause concern Replaced left front strut, road test scan for code no further problems found after repairs.

☐ Wheel/Tires						
Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:		
12/1/06	045592	*	10890	Foothill Ranch Chevrolet		
				Diagnostic system check, tire pressure monitoring.		
				*Previous owner, per GWM*		
☐ Recalls / Campaigns						
Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:		
1/23/07	04727 0	*	12953	Foothill Ranch Chevrolet		
				Recall 06162 - Product enhancement - Engine control module reprogram with SPS.		
				*Previous owner, per GWM*		
2/21/07	04825 9	*	14642	Foothill Ranch Chevrolet		
				Recall 07033 - Service update - Reprogram BCM.		
				*Previous owner, per GWM*		
5/18/09	07251 1	*	29666	Foothill Ranch Chevrolet		
				Recall 08048 - Jumper harness installation.		
				*Previous owner, per GWM*		
12/14/1 0	44375 0	*	62864	Rydell Chevrolet		
-				Recall 10153 - heated windshield washer module. / Open recall Performed recall 10153, disabled and remove washer heater.		
☐ Other						
Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:		
12/11/09	392291	*	52533	Rydell Chevrolet		
				Replace battery with Delco battery Replaced battery.		
				*dlr internal, prior to sale*		
1/6/10	397157	*	54342	Rydell Chevrolet		
				Per due bill check front and rear brakes, if needed customer request old parts. / Check brakes front pads aftermarket, make noise, rear pads 4mm, rotor's run out. Cause pulsation, OK by Manager use cars Jose Replace front and rear brakes, machine rotors. Replaced front brake pads, resurface both front rotors, lubed pin calipers, replaced rear brakes pads, resurface both rear rotors. Lubed pin calipers, road test.		
				Per due bill, repair chip on windshield Safelite repaired windshield.		
				Per due bill, interior detail.		
				Per due bill, one more key fob and program Provided one remote and		

program.

LOF.

2/23/10 404453 \* 55947 Rydell Chevrolet

Replace windshield per used car dept. - Sublet.

\*Dlr internal\*

Important: SES light is to be captured under affected component above.

## **ACCIDENT / INSURANCE INFORMATION:**

Repeat as necessary

Has the vehicle ever been involved in an accident? (Y or N)	N	
Did you confirm your answer with the dealer/Customer (if	Y	
ADR)/attorney (if Legal)? (Y or N) What type of damage was sustained (example: front end collision)?	)	NA
NA		NA
Are the DO's attached if the vehicle was in an assident? (V or N)		NA
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) -	N
If Yes obtain the following information below	''', _	NA
I res obtain the following information below		NA
Insurance Company:		NA
• ,		NA
Insurance Rep:		NA
(First and Last Name)		NA
Phone #		NA
		NA
Claim Made? (Y or N):		N
		NA
Claim Status:		NA
Pending/Denied/NA		NA
Claim #		NA
Claim # NA		1471
Did Insurance Company refer customer to GM? (Y or N)		N
	-	NA
If Yes. Did the insurance company deny the claim? (Y or N)		NA
NA	_	
AFTERMARKET MODIFICATIONS:		
Are there any Aftermarket Modifications to the Vehicle? (Y or N)		N
	_	_
If "Yes" to aftermarket, please list:		
Be sure to note retailer installed or third party installed as well as date and mileage known. Repeat as necessary. Include the name of the third party installer.	if	
NA		
Have you confirmed modification with the dealership? (Y or N)	_	Y

#### PERTINENT FACTS FROM All SR's RELATED TO THIS VIN:

Concern: SP-9428850 TAC

Date & Offer/Result: Closed 1/23/07

Concern: NA

Date & Offer/Result: NA

Concern: NA

Date & Offer/Result: NA

#### 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:**

In addition, our clients are entitled to attorney fees, costs, and expenses as provided in the statute. However, in the spirit of compromise and in the interest of settlement, hereby make an offer to settle for \$44,500.47 in actual damages, plus \$3,000.00 in attorney's fees, costs, and expenses. The vehicle will be returned to Rydell Automotive Group or General Motors LLC.

#### **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 vehicle is not fit for the ordinary purposes for which it was sold, and has exhibited substantial nonconformities that have required repeated warranty repairs. The nonconformities include but are not necessarily limited to:

Defective Engine (Oil Consumption): The vehicle consumes excessive oil, a

common and well-documented problem among 2007 Suburbans. Consumption tests and dealer inspections have verified the existence and severity of the problem.

#### Summary of Repairs

- -The vehicle was brought in with the customer complaining that the vehicle had lost 2 quarts of oil from the last oil change less than 2,000 miles earlier. Although the two quarts of oil had been added roughly two days previously, it was still necessary to top up the oil.
- -The customer again complained of burning oil & in addition to doing an oil change a consumption test was started.
- -At the next visit, the customer again complained about using too much oil. Noted on the repair order, "Oil consumption test has been in process and oil checked multiple times and oil has been being topped off. Oil checked on this visit with odometer at 62,864 miles prior documents indicate at 61,736. Difference since last top off is 1128 miles. Amount of oil added this visit is 1 quart."
- -Less than two months and under 2,000 miles later the customer was in again noting that the engine is still consuming excess oil and the oil was again topped off.

There have been four (4) unsuccessful repairs for this defect.

Other Serious Defects: The following defects have manifested themselves during the time the clients have owned the car:

- Several suspension problems have manifested (leaking front struts, clunking noise from the front end, the service suspension message came on which was traced to a defective left front strut).
- The front passenger inside door handle was found to be peeling
- The second row heated seat bottoms were sticking
- The rear HVAC control head had to be replaced
- All four door moldings were discolored
- There is a squeal noise from the engine compartment
- The remote start will intermittently not function

Note: This section only Is Lemon Law Pled		ises Yes	
Under what State?	CA	Claimed Presumptive?	Yes
Does Purchase Qualify?	Yes	If not, why?	NA

### **State Presumption Is:**

# of Visits for a Non-Conformity?# of visits for a Safety Complaint?Must Complaint Continue to Exist?Time Period for filing a Claim?

4 # of Days out of Service? 30
2 # of Visits Total? NA
No Final Repair/Arbitration Required? No/Yes

18/18k or 4 years from discovery

of defect

<pre># of Visits for a Non-Conformity?</pre>	0	# of Days out of Service?	0
<pre># of visits for a Safety Complaint?</pre>	0	# of Visits Total?	0
Complaint appears to Continue?	No	Final Repair/Arbitration Complete?	No

Does History appear Presumptive: No

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

<pre># of Visits for a Non-Conformity?</pre>	0	# of Days out of Service?	0
<pre># of visits for a Safety Complaint?</pre>	0	# of Visits Total?	0
Must Complaint Continue to Exist?	No	Final Repair or Arbitration Reg'd?	No/Yes

## Related Repairs beyond NVLW: Yes

Customer Pay?	No	If no, identify responsible party:	GM powertrain
Additional Days out of Service?	12	Additional # of Repair Visits?	6

## Other Considerations: No

Outcome/Findings of Arb/Final F	Repair:	NA
Prior Goodwill/reimbursement:	NA	NA
Out of Pocket Expenses:	NA	NA

#### **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:

This is a case where the vehicle is operating as designed, we have a service bulletin explaining oil usage that using one quart in 2000 miles or more is normal operation. We should offer NOTHING as this request has absolutely NO merit for lemon law, NO attempted repairs, etc., vehicle is operating as designed and customer is just unwilling to accept this.

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

Svc mgr sts: Have performed all bulletins for oil consumption, last repair was 2/11 veh was borderline on oil consumption so we advised cust to return in 1k miles to continue the test. Cust has not been back in since.

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

- 3 presentations for oil consumption
- 3 presentations for suspension issues

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

Does not appear to meet presumption

All concerns under powertrain warranty, veh purchased used outside of NVLW

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

#### Recommendation:

CRS recommends \$8000-11000 inclusive, will request informal inspection with cash offer to see if the vehicle is repaired

#### **Rationale:**

- 3 presentations for oil consumption
- 3 presentations for suspension issues

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

Offer cash to resolve alleged breach of warranty claims

# 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:	<b>nd:</b> \$Repurchase/\$Fees \${Amount}	Settlement Type: Repurchase Date: 3/3/11	Countered
CRS Initial Offer: Amount to Plaintiff/Atty: Inclusive Offer:	\${Amount}/\${Amount} \$8000 + inspection	Settlement Type: Cash Date: 4/6/11	Countered
Plaintiff Counter:: Amount to Plaintiff/Atty: Inclusive Offer:	\${Amount}/\${Amount} \$14000	Settlement Type: Cash Date: 4/7/11	Countered
CRS Counter: Amount to Plaintiff/Atty: Inclusive Offer:	\${Amount}/\${Amount} \$12500	Settlement Type: Cash Date: 4/7/11	Accepted
PLAINTIFF Final Offer: Amount to Plaintiff/Atty: Inclusive Offer:	\${Amount}/\${Amount} \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Declined}
CRS Final Offer: 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. **Recommendation of CRS: Arbitrate case:** Settle case: {GW/Repurchase/Repair} Attorney Fees (if applicable): **Settlement Type:** \${Amount} **Recommendation of Field:** Arbitrate case: Settle case: **Settlement Type:** {GW/Repurchase/Repair} Attorney Fees (if applicable): \${Amount} **Final Decision:** Arbitrate case: Settle case: **Settlement Type:** {GW/Repurchase Repair} Attorney Fees (if applicable): \${Amount}

**TEAM LEAD APPROVING:** {Name} **Date:**{mm/dd/yy}

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



#### VIA FAX ONLY

April 7, 2011

Norman Taylor, Esq. Norman Taylor & Associates 425 West Broadway, Suite 220 Glendale, CA 91204

RE:

Service Request: 71-925820411 2007 Chevrolet Suburban

Vehicle Identification Number: 1GNFK16377J

Customer Relationship Specialist: Dan

Dear Mr. Taylor:

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

After careful review of this case, General Motors would like to make the following voluntary settlement offer for all defendants. This offer is being made in an effort to reach an early resolution that will be equitable to your client(s) and reinforce General Motors' commitment to its customers. General Motors requests you make this offer available to your client(s) at the earliest possible opportunity.

A cash settlement of \$12,500.00

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

Your client(s) would retain the vehicle.

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

Furthermore, this settlement offer is contingent upon General Motors receiving a completed W-9 containing your Federal Tax ID. Failure to return the W-9 will result in a delay of processing this offer. To assist in ensuring the security of this information, the W-9 form needs to be faxed back to GM separately from all other settlement documents. The W-9 form can be downloaded from the IRS website at www.irs.gov. In addition, the IRS website will provide instructions for completing the W-9.

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

Sincerely,

General Motors

cc: FILE

LG0044 V10142009

Attach.

UU,528 /		İ
Client's Signature	Client's Signature	ı
4-8-11	74-8-11	
Data	Date	

#### **RELEASE OF ALL CLAIMS**

#### Recitals

This Release of All Claims (hereinafter the "Release") is made as of April 8, 2011, and is effective between I as releasor(s) ("Releasor") and General Motors as releasee(s) ("Releasee"). This Release is made and entered into with reference to the following:

- 1.1 On or about December 19, 2009, Releasor purchased/leased a 2007 Chevrolet Suburban, VIN 1GNFK16377. (hereinafter "the subject vehicle"). Releasor now contends that he/she/it has various disputes, claims and/or actions against Release arising out of or relating to the purchase, sale, lease, repair, manufacture, maintenance and/or operation of the subject vehicle, including claims for breach of contract, breach of warranty and/or violation of state and federal warranty and consumer laws.
- 1.2 Without admitting any liability or wrongdoing whatsoever, Releasee has offered to settle all disputes, claims and/or actions arising out of or relating to the purchase, sale, lease, repair, manufacture, maintenance and/or operation of the subject vehicle, including, but not limited to, any and all claims, past, present or future, for breach of contract, breach of warranty and/or violation of state and federal warranty and consumer laws.

#### Payment and Release

- 2.1 In consideration for Releasor's agreements herein, Releasee shall deliver to Releasor and/or Releasor's attorney a check in the amount of \$12,500.00, made payable to Releasor and Releasor's attorney.
  - 2.2 In consideration for Releasee's agreements herein, Releasor shall do the following:
- 2.2.1 Releasor shall fully and forever remise, release and discharge Releasee, as well as Releasee's predecessors, successors, parent corporations, subsidiaries, affiliates, dealers, directors, officers, partners, heirs, executors, administrators, attorneys, agents, employees and assigns, and each of them, from any and all claims, demands, rights and causes of action of whatsoever kind and nature, whether known or unknown, accrued and not yet accrued, that Releasor may now have, or may ever obtain, arising out of or in any way related to Releasor's purchase, sale, lease, repair, maintenance or operation of the subject vehicle, and/or the actions, conduct, omissions, or events forming the basis for Releasor's claims.
- 2.2.2 Releasor is aware of and specifically waives any rights under California Civil Code Section 1542 which provides as follows:

#### Section 1542. General Release-Claims Extinguished.

- "A general release does not extend to claims which the creditor does not know or suspect to exist in his or her favor at the time of executing the release, which if known by him or her must have materially affected his or her settlement with the debtor."
- 2.2.3. Releasor covenants and agrees on Releasor's own behalf and on behalf of Releasor's successors, assigns, representatives, heirs, administrators and executors that they will not, at any time hereafter, commence, maintain or prosecute any action or serve any claim against Releasee, or Releasee's agents, dealers, representatives, affiliates, directors, officers, partners, attorneys, administrators, executors, successors, servants, employees, parent corporations or subsidiaries for damages or losses of any kind or amount arising out of or in any way related to Releasor's purchase, sale, lease, repair, manufacture, maintenance, or operation of the subject vehicle, including, but not limited to, any claims for recovery of any portion of the purchase price or lease payments made for the subject vehicle.
- 2.2.4. Notwithstanding Sections 2.2.1 through 2.2.3, Releasor does not intend this Release to apply to personal injuries claimed to have been sustained as a result of alleged defects in the subject vehicle.

#### Additional Terms of Release

- 3.1. Releasor acknowledges that this Release reflects a settlement of doubtful and disputed claims, and that neither the payment of the sums specified above, nor the negotiation of this Release, shall be considered an admission of liability whatsoever by Releasee. Releasor acknowledges that Releasee has denied, and presently denies, the claims and allegations of Releasor and that no past or present wrongdoing on the part of Releasee shall be implied from any payments, negotiations, or entry into this Release.
- 3.2 Releasor represents that, in entering into this Release, Releasor has relied upon the legal advice of his/her/its attorneys, and that Releasor shall not hereafter deny the validity, enforceability or scope of this Release on the ground that Releasor did not have advice of counsel.
- 3.3 Releasor agrees that he/she/it will not seek to alter, modify or otherwise refute the terms of this Release on the basis that its terms are vague, ambiguous or subject to alternative interpretations, and that Releasor assumes the risk that facts, circumstances or information exist which, if known, would have materially affected Releasor's decision to enter into this Release.
- 3.4 Releasor agrees that this Release contains the entire agreement related to Releasor's settlement with Releasee.
- 3.5 This Release shall be binding upon and inure to the benefit of the executors, administrators, heirs, assigns and successors of Releasor and Releasee.

Dated: 1-10-11

Print Name

Current Vehicle Mileage: UU, 50-8

APPROVED AS TO FORM AND CONTENT:

Dated: April 11, 2011

By Norman Taylor, ESQ. Attorney for Releasor

2007	SUBURBAN 4WD 1/2 TON LT SUMMIT WHITE EBONY/LIGHT CASHMERE	/110 ~	CHEVROLET	MOTOR DIVISION
500	SUMMIT WHITE	/ V8G	GENERAL M	OTORS CORPORATION
313	EBONY/LIGHT CASHMERE R NO. JWHP8W/TRE STOCK NO		100 RENAI	SSANCE CENTER
		).	DETROIT	MI 48243-1114
VIN	1GN FK16 37 7J		VEHICLE I	NVOICE 1AD87116181
* * * *			TATT 7 ANGE	^ ^ ^ ^ ^ ^ 13 ^ 13 8 3 U S
MODE	L & FACTORY OPTIONS 906 SUBURBAN 4WD 1/2 TON LT	MSRP	INV AMI	RETAIL - STOCK
$CK \pm 0$	SUBURBAN 4WD 1/2 ION LI	39665.00	30293.48	INVOICE 05/03/06
АЬ4 7 С 2	2 DAGGENGED 2DD DOW GEAR	490.00	406.70	SHIPPED 05/03/06
AS3	2ND ROW BUCKET SEATS 3-PASSENGER, 3RD ROW SEAT POWER SLIDING SUNROOF GVW RATING-7400 LB REAR AXLE - 3.73 RATIO VORTEC 5300 V8 SFI FLEX-FUEL	100.00	83.00	EXP 1/1 U5/16/U6
CFS	COM DATING 7400 ID	995.00 N / C	043.03 M/C	INI COM 05/16/06
CUT 4	DEAD AVIE 2 72 DATE	N/C	N/C	PRC EFF 05/05/00
7 CO	MODURA FOR THE TOTAL PROPERTY PRINT	N/C	N/C	MED C OTD ODT 1
MOU	A CDD MITCHART TO ANALTOTOM	N/C	N/C N/C	BANK: GMAC - 061
1112D	4-SPD AUTOMATIC TRANSMISSION NAVIGATION RADIO W/CD/DVD/MP3	2145 00	1700 2E	CHG-TO 13-830
ОИБ	(REPLACES STD/OPT RADIO)	2145.00	1700.33	CHG-10 13-830
TTVC	(REPLACES STD/OPT RADIO) REAR VIEW CAMERA SYSTEM REAR SEAT ENTERTAINMENT SYSTEM	195 00	161 85	SHIP WT: 5785
TT4 2	DEAD CEAT FATERA SISIEM  DEAD CEAT FATERATIMENT CVCTFM	1 1 2 9 5 . 0 0	101.05	HP: 45.7
U±∠ 1/11⁄2	TICCACE DACK _ CDOCC DADC	45 00	37.35	GVWR: 7400
V I K V F S	LUGGAGE RACK - CROSS BARS 50-STATE EMISSIONS	N/C	N/C	GAWR.FT: 3600
				a 1000
	* FRONT LEATHER APPOINTED	7213.00	0307.13	GMS: 46597.53
	RIICKET SEATS			SUPPLR: 48691.04
	* DRIVER SIDE SEAT W/12-WAY			MRM: 53720.00
	POWER HEAT & MEMORY			NTR: 1/2
	* PASSENGER SIDE SEAT W/12-WAY	<del>-</del>		DAN: KTZBK
	POWER & HEAT	•		MEMO 2567.25
	* 2ND ROW LEATHER APPOINTED			2307.23
	SEATS			
	* FRONT LEATHER APPOINTED BUCKET SEATS  * DRIVER SIDE SEAT W/12-WAY POWER, HEAT & MEMORY  * PASSENGER SIDE SEAT W/12-WAY POWER & HEAT  * 2ND ROW LEATHER APPOINTED SEATS  * 2ND ROW HEATED SEATS  * 2ND ROW SEAT POWER RELEASE			
	* 2ND ROW SEAT POWER RELEASE			
	* 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	i i		
	FEE EXTRA. 1ST 3 MONTHS INCL			
	* POWER LIFTGATE WITH LIFTGLAS	SS		
	* LOCKING REAR DIFFERENTIAL			
	* AUTORIDE SUSPENSION PACKAGE			
	* 20" POLISHED ALUMINUM WHEELS	5		
	* HEATED WASHER FLUID SYSTEM			
	* RAIN SENSING WIPERS			
	* UNIVERSAL HOME REMOTE			
	* TRI-ZONE AUTOMATIC AIR COND			
	* REAR PARKING ASSIST			

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

\* OUTSIDE POWER FOLDING MIRRORS W/AUTO DIMMING & TURN SIGNALS

2007 SUBURBAN 4WD 1/2 TON LT 50U SUMMIT WHITE 313 EBONY/LIGHT CASHMERE

ORDER NO. JWHP8W/TRE STOCK NO.

/V8G

CHEVROLET MOTOR DIVISION GENERAL MOTORS CORPORATION 100 RENAISSANCE CENTER DETROIT VEHICLE INVOICE 1AD87116181

MODEL & FACTORY OPTIONS \*\* CONTINUED FROM PAGE 1 \*\*

VIN 1GN FK16 37 7J

MSRP INV AMT RETAIL - STOCK

TOTAL MODEL & OPTIONS	52845.00	47232.88	ACT 237	46522.53
DESTINATION CHARGE	875.00	875.00	H/B 261	1585.35
LAM DEALER CONTRIBUTION		528.45	ADV 261	528.45
LAM GROUP CONTRIBUTION		264.23	EXP 65A	264.23

TOTAL 53720.00 48900.56 PAY 310 48900.56

MEMO: TOTAL LESS HOLDBACK AND

APPROX WHOLESALE FINANCE CREDIT 46720.23

\*

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

\*

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

REMIT TO GMAC NO. 061 VIN 1GNFK16377J \$ 48900.56 INV 1AD87116181 DUE 05/16/06 DEALER 13-830

## PRIVILEGED & CONFIDENTIAL - PREPARED FOR COUNSEL BRC CASE ASSESSMENT

## Latest Revision Date: 4/12/11

#### **All Fields Are Required**

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

SR: 71-925820411 GM Legal File / BBB Case No.: {Number}

By: Dan Lorett BRC LEGAL Negotiator: Dan Lorett

Customer Last Name: State: CA

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

Vehicle ID No.: In Service Date: Vehicle Purchased: BAC Code: 1GNFK16377J162389 5/25/2006 Used 164494

Year, Make & Model: 2007 Chevrolet Suburban Vehicle Purchased Used on: 12/19/09

at odometer 53219

Current Mileage: 66528 Dealer Name: Rydell Automotive

Sale Type: Purchase xx Lease Other: {Type} CAM Name: Mick Gonzalez Phone Number: 805 373 8417

Lien holder: GMACxx Other : {Name} DVM Name: Paul Wasko

Phone/Cell Number: 805-217-2835

Purchase Price of Vehicle: \$ 29696.00

Was TAC contacted for this vehicle (Y/N)? : Yes DVM requests involvement?: No

Attorney Involvement: Norman Taylor & Associates Service Manager Name: Kelly

Phone Number: 818-244-3905 Cashman

Fax Number: 818-244-6052 Phone Number: (818) 832-1600

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

NA

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

NA

NA

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

SP-9428850 - I had the dealer cycle the DSM fuse and the remote keyless entry system and tire pressure monitor functions returned to normal.

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

NA

**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.

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

**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.

B	ra	kes

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

∐ <u>Engine</u>	<u> Engine/Fuel/Exhaust</u>					
Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:		
2/23/10	404453	2	55947	Rydell Chevrolet		
				C/S loses almost 2 quarts of oil from last oil change, had to add 2 quarts 2 days ago. / Found no oil leak from under or on top of engine Filled oil to spec on dip stick and performed oil consumption test on vehicle. Mileage is 55947 and found no further concern at this time. Customer to bring it back 900-1000 miles for inspection.		
12/4/10	442865	4	62864	Rydell Chevrolet		
				C/S engine is using excessive amount of oil. / Oil consumption test has		

been in progress and oil checked multiple times and oil has been topped off. Oil check on this visit with odometer at 62864 miles prior documentation indicates @ 61736 miles. Difference since last top off is 1128. Amount of oil added this visit is 1 quart. Customer requesting this to be reviewed by service manager and advise. - For document # 2534528 engine oil consumption 10-06-01-008A install AFM oil deflector and clean carbon all cylinders. Remove all spark plugs add injector clean all cylinders clean carbon and reinstall all spark plugs and remove oil pan, install AFM oil deflector. Road test 5 miles recheck for leaks, OK, no leaks.

C/S squeal noise from engine compartment. / Power steering pump pulley out of alignment causing serpentine belt whine noise, serpentine belt warped, damaged. - Reposition power steering pump pulley and replaced serpentine belt. Road test OK, no more belt whine noise heard.

\*Svc mgr verified days out of service\*

2/11/11 449171 1 64794 Rydell Chevrolet

> C/S since repair were performed on prior visit for oil consumption, that the engine is still going through excessive amount of oil. / Odometer reading when repair was performed last for oil consumption was 62864 - now at 64794 (1930 miles). Check, top off and document amount of oil used. -On inspection, found engine oil level 1.0 quarts low. Add one quart as

needed, will continue to monitor on usage. As agreed with customer, will discuss with service mgr on any possible repairs based on oil used and mileage.

☐ Restra	☐ <u>Restraints</u>						
Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:			
☐ <u>Steeri</u>	☐ <u>Steering</u>						
<u>Date:</u>	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:			
☐ <u>Transı</u>	mission						
Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:			
☐ <u>Axle</u>	50 "						
<u>Date:</u> ☐ <u>Body/</u>	<u>RO #:</u> <u>Trim</u>	<u>Days Out</u> :	<u>Mileage:</u>	Description of Complaint and Repair Performed:			
Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:			
1/6/10	397157	*	54342	Rydell Chevrolet  C/S front passenger inside door handle is peeling. / Right front door inside handle is peeling Right front door inside was peeling Inspected and replaced right front handle control.			
12/4/10	442865	*	62864	Rydell Chevrolet			
				C/S driver's door molding is discoloring. / Clear coat failure Repair and prep molding and paint on car.			
				C/S RT/front door molding is discoloring. / Clear coat failure Repair and prep and paint side molding on car.			
				C/S left rear door molding is discoloring. / Clear coat failure Repair and prep and paint side molding on car.			
				C/S right rear door molding is discoloring. / Clear coat failure Repair and prep and paint molding on car.			
☐ Chass	<u>s</u>						
Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:			

☐ <u>Electrical</u>				
Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
7/9/07	052897	*	21014	Foothill Ranch Chevrolet
				RCDLR reprogram and RKE transmitter replace.
				*Previous owner, per GWM*
1/6/10	397157	*	54342	Rydell Chevrolet
				C/S 2nd row heated seat bottoms sticking. / Internal failure in center console rear end control head Diagnose and replace rear HVAC control head.
12/4/10	442865	*	62864	Rydell Chevrolet
				C/S at times, remote start will not function. / Tested remote FOB for inop remote start, confirmed - tested and found bad remote Replace remote control fob, reprogrammed and tested, operating as designed.
☐ Glass				
Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
□ <u>HVAC</u>				
Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
☐ <u>Paint</u>				
Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
☐ <u>Suspe</u>	<u>nsion</u>			
Date:	RO #:	Days Out:	Mileage:	<u>Description of Complaint and Repair Performed:</u>
1/6/10	397157	2	54342	Rydell Chevrolet
				C/S front struts leaking. / Verified by Conny Y. Front struts leaking Replaced both front struts, road test.
1/14/10	398362	1	54492	Rydell Chevrolet
				C/S makes a ralling/clunking noise from front end, hit a bump or rough road. / Road test vehicle found right front strut leaking, OK by Kelly replace new strut Replaced right front strut road test, no further problem found after repairs.
1/18/10	398870	2	54682	Rydell Chevrolet
				C/S service suspension message came on while driving, check and advise. / Scan for code, found code C0575 Symt. Left front actuator or strut bad cause concern Replaced left front strut, road test scan for code no further problems found after repairs.

☐ Wheel	/Tires			
Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
12/1/06	045592	*	10890	Foothill Ranch Chevrolet
				Diagnostic system check, tire pressure monitoring.
				*Previous owner, per GWM*
□ Recall	s / Camp	oaigns		
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
1/23/07	04727 0	*	12953	Foothill Ranch Chevrolet
				Recall 06162 - Product enhancement - Engine control module reprogram with SPS.
				*Previous owner, per GWM*
2/21/07	04825 9	*	14642	Foothill Ranch Chevrolet
	_			Recall 07033 - Service update - Reprogram BCM.
				*Previous owner, per GWM*
5/18/09	07251 1	*	29666	Foothill Ranch Chevrolet
				Recall 08048 - Jumper harness installation.
				*Previous owner, per GWM*
12/14/1 0	44375 0	*	62864	Rydell Chevrolet
-				Recall 10153 - heated windshield washer module. / Open recall Performed recall 10153, disabled and remove washer heater.
☐ Other				
Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
12/11/09	392291	*	52533	Rydell Chevrolet
				Replace battery with Delco battery Replaced battery.
				*dlr internal, prior to sale*
1/6/10	397157	*	54342	Rydell Chevrolet
				Per due bill check front and rear brakes, if needed customer request old parts. / Check brakes front pads aftermarket, make noise, rear pads 4mm, rotor's run out. Cause pulsation, OK by Manager use cars Jose Replace front and rear brakes, machine rotors. Replaced front brake pads, resurface both front rotors, lubed pin calipers, replaced rear brakes pads, resurface both rear rotors. Lubed pin calipers, road test.
				Per due bill, repair chip on windshield Safelite repaired windshield.
				Per due bill, interior detail.
				Per due bill, one more key fob and program Provided one remote and

program.

LOF.

2/23/10 404453 \* 55947 Rydell Chevrolet

Replace windshield per used car dept. - Sublet.

\*Dlr internal\*

Important: SES light is to be captured under affected component above.

### **ACCIDENT / INSURANCE INFORMATION:**

Repeat as necessary

Has the vehicle ever been involved in an accident? (Y or N)	N	
Did you confirm your answer with the dealer/Customer (if	Y	
ADR)/attorney (if Legal)? (Y or N) What type of damage was sustained (example: front end collision)?	)	NA
NA		NA
Are the DO's attached if the vehicle was in an assident? (V or N)		NA
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)	N
If Yes obtain the following information below	'''	NA
I res obtain the following information below		NA
Insurance Company:		NA
• ,		NA
Insurance Rep:		NA
(First and Last Name)		NA
Phone #		NA
		NA
Claim Made? (Y or N):		N
		NA
Claim Status:		NA
Pending/Denied/NA		NA
Claim #		NA
Claim # NA		1171
Did Insurance Company refer customer to GM? (Y or N)		N
	-	NA
If Yes. Did the insurance company deny the claim? (Y or N)		NA
NA	_	
AFTERMARKET MODIFICATIONS:		
Are there any Aftermarket Modifications to the Vehicle? (Y or N)	_	N
	_	
If "Yes" to aftermarket, please list:		
Be sure to note retailer installed or third party installed as well as date and mileage known. Repeat as necessary. Include the name of the third party installer.	if	
NA		
Have you confirmed modification with the dealership? (Y or N)	_	Y

#### PERTINENT FACTS FROM All SR's RELATED TO THIS VIN:

Concern: SP-9428850 TAC

Date & Offer/Result: Closed 1/23/07

Concern: NA

Date & Offer/Result: NA

Concern: NA

Date & Offer/Result: NA

#### 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:**

In addition, our clients are entitled to attorney fees, costs, and expenses as provided in the statute. However, in the spirit of compromise and in the interest of settlement, hereby make an offer to settle for \$44,500.47 in actual damages, plus \$3,000.00 in attorney's fees, costs, and expenses. The vehicle will be returned to Rydell Automotive Group or General Motors LLC.

#### **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 vehicle is not fit for the ordinary purposes for which it was sold, and has exhibited substantial nonconformities that have required repeated warranty repairs. The nonconformities include but are not necessarily limited to:

Defective Engine (Oil Consumption): The vehicle consumes excessive oil, a

common and well-documented problem among 2007 Suburbans. Consumption tests and dealer inspections have verified the existence and severity of the problem.

#### Summary of Repairs

- -The vehicle was brought in with the customer complaining that the vehicle had lost 2 quarts of oil from the last oil change less than 2,000 miles earlier. Although the two quarts of oil had been added roughly two days previously, it was still necessary to top up the oil.
- -The customer again complained of burning oil & in addition to doing an oil change a consumption test was started.
- -At the next visit, the customer again complained about using too much oil. Noted on the repair order, "Oil consumption test has been in process and oil checked multiple times and oil has been being topped off. Oil checked on this visit with odometer at 62,864 miles prior documents indicate at 61,736. Difference since last top off is 1128 miles. Amount of oil added this visit is 1 quart."
- -Less than two months and under 2,000 miles later the customer was in again noting that the engine is still consuming excess oil and the oil was again topped off.

There have been four (4) unsuccessful repairs for this defect.

Other Serious Defects: The following defects have manifested themselves during the time the clients have owned the car:

- Several suspension problems have manifested (leaking front struts, clunking noise from the front end, the service suspension message came on which was traced to a defective left front strut).
- The front passenger inside door handle was found to be peeling
- The second row heated seat bottoms were sticking
- The rear HVAC control head had to be replaced
- All four door moldings were discolored
- There is a squeal noise from the engine compartment
- The remote start will intermittently not function

Note: This section only Is Lemon Law Pled		ises Yes	
Under what State?	CA	Claimed Presumptive?	Yes
Does Purchase Qualify?	Yes	If not, why?	NA

### **State Presumption Is:**

# of Visits for a Non-Conformity?# of visits for a Safety Complaint?Must Complaint Continue to Exist?Time Period for filing a Claim?

4 # of Days out of Service? 30
2 # of Visits Total? NA
No Final Repair/Arbitration Required? No/Yes

18/18k or 4 years from discovery

of defect

<pre># of Visits for a Non-Conformity?</pre>	0	# of Days out of Service?	0
<pre># of visits for a Safety Complaint?</pre>	0	# of Visits Total?	0
Complaint appears to Continue?	No	Final Repair/Arbitration Complete?	No

Does History appear Presumptive: No

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

<pre># of Visits for a Non-Conformity?</pre>	0	# of Days out of Service?	0
<pre># of visits for a Safety Complaint?</pre>	0	# of Visits Total?	0
Must Complaint Continue to Exist?	No	Final Repair or Arbitration Reg'd?	No/Yes

## Related Repairs beyond NVLW: Yes

Customer Pay?	No	If no, identify responsible party:	GM powertrain
Additional Days out of Service?	12	Additional # of Repair Visits?	6

## Other Considerations: No

Outcome/Findings of Arb/Final F	Repair:	NA
Prior Goodwill/reimbursement:	NA	NA
Out of Pocket Expenses:	NA	NA

#### **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:

This is a case where the vehicle is operating as designed, we have a service bulletin explaining oil usage that using one quart in 2000 miles or more is normal operation. We should offer NOTHING as this request has absolutely NO merit for lemon law, NO attempted repairs, etc., vehicle is operating as designed and customer is just unwilling to accept this.

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

Svc mgr sts: Have performed all bulletins for oil consumption, last repair was 2/11 veh was borderline on oil consumption so we advised cust to return in 1k miles to continue the test. Cust has not been back in since.

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

- 3 presentations for oil consumption
- 3 presentations for suspension issues

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

Does not appear to meet presumption

All concerns under powertrain warranty, veh purchased used outside of NVLW

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

#### Recommendation:

CRS recommends \$8000-14000 inclusive, will request informal inspection with cash offer to see if the vehicle is repaired

#### **Rationale:**

- 3 presentations for oil consumption
- 3 presentations for suspension issues

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

Offer cash to resolve alleged breach of warranty claims

# 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:	<b>nd:</b> \$Repurchase/\$Fees \${Amount}	Settlement Type: Repurchase Date: 3/3/11	Countered
CRS Initial Offer: Amount to Plaintiff/Atty: Inclusive Offer:	\${Amount}/\${Amount} \$8000 + inspection	Settlement Type: Cash Date: 4/6/11	Countered
Plaintiff Counter:: Amount to Plaintiff/Atty: Inclusive Offer:	\${Amount}/\${Amount} \$14000	Settlement Type: Cash Date: 4/7/11	Countered
CRS Counter: Amount to Plaintiff/Atty: Inclusive Offer:	\${Amount}/\${Amount} \$12500	Settlement Type: Cash Date: 4/7/11	Accepted
PLAINTIFF Final Offer: Amount to Plaintiff/Atty: Inclusive Offer:	\${Amount}/\${Amount} \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Declined}
CRS Final Offer: 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. **Recommendation of CRS: Arbitrate case:** Settle case: {GW/Repurchase/Repair} Attorney Fees (if applicable): **Settlement Type:** \${Amount} **Recommendation of Field:** Arbitrate case: Settle case: **Settlement Type:** {GW/Repurchase/Repair} Attorney Fees (if applicable): \${Amount} **Final Decision:** Arbitrate case: Settle case: **Settlement Type:** {GW/Repurchase Repair} Attorney Fees (if applicable): \${Amount}

**TEAM LEAD APPROVING:** {Name} **Date:**{mm/dd/yy}

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



Dan Lorett/Austin/GM1 03/09/2011 05:21 PM To paul.wasko@gm.com

CC

bcc

Subject 71-925820411 BRC LEGAL

RE: Customer Last Name Service Request: 71-925820411 Vehicle: 2007 Chevrolet Suburban

Vehicle Identification Number: 1GNFK16377J

Customer Relationship Specialist: Dan Telephone: 866 790 5700 ext 21043

Dear Mr. Wasko,

Hi, my name is Dan. This email is regarding Service Request 71-925820411 for customer the customer's vehicle is a 2007 Chevrolet Suburban with 62864 miles. The customer has been working with Rydell Automotive in Northridge, CA. Technical Assistance Center has been involved. TAC case #SP-9428850. 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 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.

\*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 Mediation Liaison at (866) 790-5700 ext 21043 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** 



## paul.wasko@chevrolet.com

03/10/2011 10:00 AM

To dan\_lorett@gmexpert.com

CC

bcc

Subject Fw: 71-925820411 BRC LEGAL

This is a case where the vehicle is operating as designed, we have a service bulletin explaining oil usage that using one quart in 2000 miles or more is normal operation.

We should offer NOTHING as this request has absolutely NO merit for lemon law, NO attempted repairs, etc., vehicle is operating as designed and customer is just unwilling to accept this.

Paul Wasko District Manager Aftersales 805-217-2835

Success is simple - Do the Basics Brilliantly!



---- Forwarded by Paul Wasko/US/GM/GMC on 03/10/2011 06:55 AM -----

From: kcashman@rydells.com To: paul.wasko@chevrolet.com Date: 03/09/2011 05:19 PM

Subject: RE: Fw: 71-925820411 BRC LEGAL

Paul customer concerned about oil consumption. vehicle passes oil usage as per gm specs but customer is not happy with gm's position on oil consumption. we advised customer of acceptable usage at customer request restarted oil consumptin test. but vehicle passed last test. kelly

----Original Message-----

From: paul.wasko@chevrolet.com

Sent: Wednesday, March 9, 2011 7:52pm

To: kcashman@rydells.com

Subject: Fw: 71-925820411 BRC LEGAL

Kelly, in looking at this it is a certified used bought at 50K miles......you know anything about this? looks like moldings and shocks replaced in VISS.......

Paul Wasko District Manager Aftersales 805-217-2835

Success is simple - Do the Basics Brilliantly!

---- Forwarded by Paul Wasko/US/GM/GMC on 03/09/2011 04:51 PM -----

From: dan\_lorett@gmexpert.com
To: paul.wasko@gm.com
Date: 03/09/2011 02:22 PM

Subject: 71-925820411 BRC LEGAL

RE: Customer Last Name:

Service Request: 71-925820411 Vehicle: 2007 Chevrolet Suburban

Vehicle Identification Number: 1GNFK16377J

Customer Relationship Specialist: Dan Telephone: 866 790 5700 ext 21043

Dear Mr. Wasko,

Hi, my name is Dan. This email is regarding Service Request 71-925820411 for customer the customer's vehicle is a 2007 Chevrolet Suburban with 62864 miles. The customer has been working with Rydell Automotive in Northridge, CA. Technical Assistance Center has been involved. TAC case #SP-9428850. 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 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.

\*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 Mediation Liaison at (866) 790-5700 ext 21043 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.

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**Dan Lorett/Austin/GM1** 04/12/2011 11:32 AM

To paul.wasko@gm.com

CC

bcc

Subject 71-925820411 BRC LEGAL

RE: Customer Last Name:
Service Request: 71-925820411
Vehicle: 2007 Chevrolet Suburban

Vehicle Identification Number: 1GNFK16377J

Customer Relationship Specialist: Dan Telephone: 866 790 5600 ext 31066

Dear Mr. Wasko,

This email is to follow up on Service Request 71-925820411 for customer The customer's vehicle is a 2007 Chevrolet Suburban with 66528 miles. The customer has been working with Rydell Chevrolet in Van Nuys, CA.

After negotiations with the plaintiff's counsel, the final offer of CASH in the amount of \$12,500.00 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 Mediation Liaison at (866) 790-5600 ext 31066 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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### Request for Taxpayer Identification Number and Certification

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5. Tam 8 U.S. person (indicating a U.S. resident state).

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An individual who is a pilizen or resident of the United

### Purpose of Form

A person wito is required to the antistronneties retime with the RS, must obtain your connect tempoyer Markinosium market 17% to report for example, income pare to year, and unlate management, marking persons you maid, acquilition of aboutdonment of accuracy property, canocalition of debt, or contributions you made to an 48%.

U.S. person. Use Form W-S only if you are a U.S. person-jing using a resident exem), to provide your correct TIM is the person requesting it (the requester) and, when anotherable, to

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Fur fedural rax purposes, you are considering persons a year

- A partnership, corporation, company, or especial on created or organized in the United States or ender the laws of the United States, or
- Any estate (other than a foreign estate) or trust. See Regulations sections 301.77(b1-8]q) and 7(a) for additional information

Special rules for partnerships. Partnerships that conduct a trade or business in the United States are generally required to day a withholding tax on any foreign personal share of income from such business. Further, in conduct scheme in Form W-9 has not been received, a component to required to presume that a partner or a foreign (sures), and severthe withholding tax. Therefore, if you are a U.S. person that is a partner or a restriction of the foreign or trade or its choice. partner in a performing nonducting a trade of business if the feutod States, provide Form W-0 to the ponnership to relinch key year U.S. bishes and every withhording on you searc of partnership income.

The person who gives form W.S.to the pagnership for purposes as according to U.S. Interus and avoiding withholding on its attention of inch months from the participation conducting a rand or business in the United States is in the following pages:

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

## TAX COVER SHEFT

COURTESY
POINTIAC BUICK GMC
1857 EDWARDS LAKE RD.
BIRMINGHAM, AL. 35235
PHONE: 205-836-2000
FAX: 205-228-8105

DATE: 3-9-1/

TO: Stacy FAX#:

FROM: Vernor Coope

SUBJECT: Chrome Door hordle pealing

# 71-925864323

NUMBER OF PAGES: 3 INCLUDING COVERSHEET

03/09/2011 17:33 2052288067 PAGE:



1857 Edwards Lake Rd Birmingham, AL 35235

(205) 836-2000

RO: 135088

Cashier: 000108 16:25-2 Date Returned: 03/09/2011

OPEN

IN:1516OUT:1624

VIN:3GNFC16007G

2007 CHEV C1500 SUBU Miles-In: 64244 Out: 64244

Delivered: 06/30/2010

BIRMINGHAM AL Home:

Work: N/A

Customer: 57073

Advisor: 001014-WILLIAM RITTENHOUSE

Hat:

Date In: 03/09/2011

QΡ Acct Tech

Complaint/Cause/Correction

Per Unit Extended Price

Hours

000106

SFW CUSTOMER STATES CHROME ON INSIDE DOOR HANDLES PEELING GM GOODWILL OK PER STACY 71-925864323

REPLACED ALL 4 INSIDE DOOR HANDLES

PO:

2

89880051

**HANDLE KI 16.346** 

[ WARRANTY ]

Operation Total:

0.00

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not reaponsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees

permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on the vehicle to secure the amount of repairs thereto.

ALL REPAIRS SUBJECT TO A MINIMUM OF ,5 HOUR DIAGNOSTIC TIME.

Signature; \_

DISCLAIMER OF WARRANTIES: All warranties on this product are the manufacturer's. Courtesy Buick GMC hereby expressly discisline all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose and Courtesy Buick GMC neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the product. This discisliner by Courtesy Buick GMC in no way affects the terms of the manufacturer's warranty.

"All parts installed are new/salvaged or reconditioned parts."

TERMS: STRICTLY CASH unless arrangements made.

ALL RETURNS MUST BE MADE WITHIN 10 DAYS AND SUBJECT TO 35% HANDLING CHARGE.

NO REFUNDS ON ELECTRICAL PARTS OR SPECIAL ORDER PARTS. ALL RETURNED PARTS MUST BE IN ORIGINAL SALEABLE PACKAGING.

1

ACSS PS

03/09/2011 16:26

COURTESY BUICK GMC TRUCK INC

WARRANTY REPAIR RECAP for 2007 CHEV C1500 SUBU Page:

VIN: 3GNFC16007G

RO #: 135088 OP: A

DELIVERY DATE: 06/30/2010

MILEAGE: 64244

HAT #:

PROMISE DATE: 03/09/2011 Stock#

CUSTOMER:

BIRMINGHAM AL

Home:

Work:

COMPLAINT> CUSTOMER STATES CHROME ON INSIDE DOOR HANDLES PEELING

CAUSES> GM GOODWILL OK PER STACY 71-925864323

AND/OR> REPLACED ALL 4 INSIDE DOOR HANDLES

CORRECTION>

REPAIR DATE: 03/09/2011

ACCOUNT CODE: SFW

OP CODE:

ADVISOR: RITTENHOUSE, WILLIAM

CAUDLE, CHARLES

TECHNICIAN: 4221 LABOR HOURS: 0.9

LABOR CHARGE: 77.23

PO #/CLAIM #: LABOR HOURS: WARRANTY CODE: FAIL CODE:

CLAIM TYPE:

COMPLAINT CODE: COMMENT ROUTING CODE:

AUTHORIZATION CODE:

AUTHORIZED BY:

OTHER LABOR HOURS:

LINE PART NUMBER DESCRIPTION

QTY COST

PRICE

1 88880051

HANDLE KI 16.346

2 15.10 21.14

WARRANTY TOTAL: 98.37 TAX TOTAL: 0.00

### . Facsimile Transmittal

То:	Rosemary Campesi	Fax:	205-228-8065
From:	Stacy Amstutz	Date:	March 12
Customer Name & SR #	e Sally Bussman / 71-925864323	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 \$98.37. The pre-authorization # is 108668400000. You do not need to H route this claim nor use any authorization codes, labor hours or costs. If this claim rejects, please contact the CRS handling this file. Below is the information that we have entered for the pre-authorization. Please use the Complaint. Cause & Correction provided for your entry into the Global Warranty system.

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

```
Ager Prone (205) 836

Later Back (205) 836

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Approved Joe G Interest By Joe G Date Extered 3/12/11

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

July 29, 2011



Dear

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

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

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

Sincerely,

Chevrolet Customer Assistance Center Service Request Number: 71-927378995



GENERAL MOTORS BUSINESS RESOURCE CENTER

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

March 17, 2011

114543 ALLEN GWYNN CHEVROLET 1400 S BRAND BLVD GLENDALE, CA 91204-2810 818-240-5720

Re:

Siebel Request: 71-927389809 2007 Chevrolet Suburban VIN # 1GNFK16317J

Dear Mr. Mark Toohey:

This is a letter of notification regarding a Better Business Bureau case involving the above referenced customer.

In order to perform a case assessment, please provide me with copies of all dealer sales and service documents regarding this vehicle within 24 hours. The specific documents needed are:

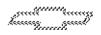
- All sales, purchase and finance agreements, including a conversion invoice (if applicable)
- The incentives acknowledgement form
- Copy of the Title and Registration
- The Actual Cash Value statement of any trade
- All service and body shop repair orders including all internal, customer pay, days vehicle out of service and warranty repair orders. (Please include front and backs of the shop copies).

Please fax them to the number found below. If there are any fax difficulties or the documents exceed 50 pages, please contact me as soon as possible.

Your cooperation is greatly appreciated. If you have any questions, feel free to contact me directly at the number below.

Sincerely,

Jay Labraski BRC Customer Relationship Specialist Ph# 866-790-5700, prompt 1, extension 41433 FAX# 866-213-9923













#### GENERAL MOTORS BUSINESS RESOURCE CENTER

March 24, 2011

Lithia Chevrolet of Redding 200 E Cypress Ave 96002 (530) 223-1132

Re:

Siebel Request: 71-927389809 2007 Chevrolet Suburban VIN # 1GNFK16317J

#### Dear Kurt:

This is a letter of notification regarding a Better Business Bureau case involving the above referenced customer.

In order to perform a case assessment, please provide me with copies of all dealer sales and service documents regarding this vehicle within 24 hours. The specific documents needed are:

- All sales, purchase and finance agreements, including a conversion invoice (if applicable)
- The incentives acknowledgement form.
- · Copy of the Title and Registration
- The Actual Cash Value statement of any trade

Please fax them to the number found below. If there are any fax difficulties or the documents exceed 50 pages, please contact me as soon as possible.

Your cooperation is greatly appreciated. If you have any questions, feel free to contact me directly at the number below.

Sincerely,

Jay Labraski BRC Customer Relationship Specialist-Legal Liaison Ph# 866-790-5700, prompt 1, extension 41433 FAX# 866-213-9923

### BBB AUTO LINE Customer Claim Form

Case number: CHV1114771 Contact date: 03/13/11 Start date: 03/14/11

Please make any necessary corrections to the information below, <u>print</u> or verify your VIN number and lienholder/leasing company information at the bottom of this page, and complete the missing information in Section 4 on the next page (attach additional sheets as needed).

SECTION 1: CUSTOMER INFO	RMATION				
Titled owner:					
Mailing address:					
City: LA CANADA		Sta	te: CA	Zip code:	
Day phone:	Evening pl	ione:		Cell phone:	
Fax:	E-mail addr	ess:			
SECTION 2: VEHICLE INFORM	MATION				
Make: Chevrolet	Model: Subui	-ban Y	ear: 200	7 Current mileage:	89906
Name(s) that appears on the vehic	cle title:				
   <b>Selling</b> dealer/city/state: LITHIA	A CHEVROLET OF	REDDING, RE	ODING, C	CA	
Primary Servicing dealer/city/sta	ate: ALLEN GW	YNN CHEVROLE	ΞT,		
Acquired as ☑ new ☐ used ☐	demo leased	Is the vehic	le in your	possession? 🛛 yes 🔲 n	0
Purchase/lease date: 07/26/06		Mileage at <sub>l</sub>	ourchase/l	lease:	
First repair attempt date: 09/06/	06	First repair	attempt n	nileage: 2457	
How often is the vehicle used for business purposes (percentage	re	umber of vehicles gistered in Califor vehicle owner/le		Transmission type: ☑ Automatic ☐ N	
Has the vehicle been in an accider	nt/had body damage	e? 🗌 yes 🛛 no	)	Date of accident:	
Description of damage:					
SECTION 3: DESIRED OUTCO	ME (Describe w	hat you want	done to	resolve vour concern)	
Would like refund or replacem		ilat you wallt	uone to	resolve your concern)	
				_	
Please complete the missing	; information in	the box below	and on	page 2.	
VEHICLE INDENTIFICATIO	N NUMBER 1GN	FK16317J			
Lienholder/Leasing Compa	ny		Pho	one Number	

Case Number: CHV1114771 **SECTION 4: VEHICLE PROBLEMS (List primary problem first)** Does the # of problem repair List the date, mileage, and days out of exist Problem Servicing dealer(s) attempts service for each repair attempt now? **Example:** 4/23/06 3,500 miles 5 days A/C won't cool properly 2 6/10/07 12,700 miles 1 day Any Dealer, Inc. yes 6 Engine oil consumption engine yes oil leak Engine idles rough 1 no 2 DVD player goes on and off no Chrome peeling on inside door 2 no handles

lotal days out of service for all problems:	
Signature of Titled Owner(s)	Date
I am submitting this dispute for resolution in the BBB AUTO under the BBB AUTO LINE Arbitration Rules.	O LINE program, and I agree to arbitrate the dispute

Please mail or fax this completed form with <u>copies</u> of all available repair orders, your vehicle registration, your sales agreement or lease agreement, and any other relevant documents (e.g., written correspondence with the manufacturer, etc.) to:

BBB AUTO LINE 4200 Wilson Blvd., Suite 800 Arlington VA, 22203-1838 Fax: 703-247-9700

### PRIVILEGED & CONFIDENTIAL - PREPARED FOR COUNSEL BRC CASE ASSESSMENT

#### **Latest Revision Date:**

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

SR: 71-927389809 GM Legal File / BBB Case No.: CHV1114771

By: BRC ADR Negotiator: Jay Labrado

Customer Last Name: Kilaghbian State: CA

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

Vehicle ID No.: In Service Date: Vehicle Purchased: BAC Code:

114543

Year, Make & Model: Vehicle Purchased Used on: NA

1GNFK16317J

Current Mileage: 8996 Dealer Name: Allen Gwynn Chevrolet,

Inc.

Sale Type: Purchase Lease Other: {Type} CAM Name: Miklos (Mick) Gonzalez

Phone Number: 805-373-8417

Lien holder: GMAC Other : {Name} DVM Name:

Paul Wasko paul.wasko@gm.com 805-217-2835

Purchase Price of Vehicle: \$ {Number}

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

Attorney Involvement: NA Service Manager Name: mark Toohey

Phone Number : Na Phone Number : Fax Number : NA DIr fax? 8182402878

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

NA

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

NA

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

SP-11173277 TAC

1/12/2010

Callers name - Raymoudo Serrato Tech

Customer concern - Oil consumption 2 quarts in 2500 miles

Dealer comments/diagnosis -

Tech states another tech replaced lifters on drivers side bank for aggressive oiling on previous visit, tecd has reviewed PIP4574F and has removed cylinder head for oil fouled spark plug on # 7 because he

saw a bulletin for valve stem mark damage. No misfires on graph or rough run complaint and no dtc's.

#### TAC Recommendations -

Advised valve stem marks were for machining assembly concerns and would only be applicable to new build units at that time, not applicable to this application. Oil economy and spark plug fouling result of stuck rings due to concern currently under investigation, no repair recommendations until engineering provides further feedback unless the spark plugs are oil fouled to a point of misfire.

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

NA

### **DVM/DSM Notified Regarding TAC Involvement?** NA **VEHICLE REPAIR HISTORY:**

Throughout the entire form, use an asterisk (\*) if day(s) out of service are already counted in another category.

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

<u>listing has been compared to GWM for accuracy.</u>

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:

### ☐ Engine/Fuel/Exhaust

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
05.15.08	306567	1	35344	C/S that at idle in gear at a stop. Engine idles rough/Misfire on #5 cylinderReplace coil and spark plug. Clear codes and test drive.
06.11.09	323154	1	56225	C/S engine burns internally or leaking externally, added total 4 quarts since last LOF/ Checked for oil leak, non found Checked oil level and topped off to last bar.
				Advised customer to return at 57225 miles.
06.29.09	323852	1	57207	Perform oil consumption check as per recommend.
07.15.09	324545	3	58245	During oil consumption test-lost total of 3 quarts since last 2000 miles/Found consumption caused by lifters causing oil shooting to PCV causing oil consumptionremoved left cylinder head replaced all left bank on 22222753.

10.20.09	328697	1	63818	Check engine oil-low-start oil consumption test. Top off fluid, document mark filter and dip stick/ Oil level lowtopped off oil, marked dip stick, filter and tube. Customer to return in 1000 miles.
11.09.09	329469	9	64949	Check oil consumption, using 1 qt per 1000 miles/ per tech line-need to replace valve covers with updates valve coverson back order. Will notify customer when parts arrive.
12.02.09	330430	1	66999	C/S engine using oil, oil consumption test/per tech line install updated valve coversinstalled updated valve covers, topped off oilCustomer to return in 1000 miles to check oil consumption.
01.04.10	331627	25?	68513	Perform Oil consumption test/repaired left bank for over aggressive lifters, Replaced left bank lifters. Second repair installed updated valve covers for PVC baffle problem. After repairs found engine consuming 2.5 qts for every 1,000 miles. Tear down started. Removed all spark plugs and inspected for oil deposit #5 & #7 cylinder plugs and found oil. Removed upper intake and inspected for cracks-none found. Removed left cylinder head and disassembled. Inspected valve seal guides cylinder head for cracks-found no problem. Called and started case on 1-12-10 with Jim shock case number 11173277 referred to doc number 2370844-oil consumption under investigation. Was told possible oil ring problems. Repair of oil rings may not fix condition. Inspected cylinder bore for scoring and pistons for looseness. Called to get approval for engine replacement. Ordered engine on 1-14-10 and received engine on 1-18-10./ Removed complete engine assembly and installed crate motor. Transferred all parts and changed oil pan due to 4 by 4 pan design. Installed plugs, oil, filter and coolant, road tested and found vehicle is working as designed.
01.10.11	2749	2	86246	C/S was told by outside shop that vehicle has oil leak///Rear main seal areaadded oil dye black lite for fluid leaks leak found at oil pan gasket rear of engine block remove oil pan reseal and rt valve cover leaking also reseal rt valve.  2 day rental
☐ Restra	<u>ints</u>			
Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
☐ <u>Steeri</u> ı	<u>ng</u>			
Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
☐ <u>Transr</u>	<u>nission</u>			
Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
2.3.2010	332828	2	69348	C/S there is a ticking noise coming from the engine area./ found noise coming from cracked flywheelReplaced the flywheel, rechecked and is working as design.
☐ <u>Axle</u>				
Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:

☐ Body/	<u>Trim</u>			
Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
05.15.08	306567	1	35344	C/S that driver's door interior handle is peeling leaving sharp edges/Interior door handle peelingreplace interior drivers door handle
☐ Chassi	i <u>s</u>			
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
☐ <u>Electri</u>	<u>cal</u>			
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
09.06.06	278273	1	2457	C/S reports read DVD is not working well goes on/off while driving
10.13.06	280013	1	4047	Special order part, DVD unit C/S read dvd is not working well, goes on/off while driving PIN #15294214///due to internal failurereplace dvd screen tested working as design.
09.18.09	327344	1	61941	C/S after doors are open or on accessory mode, battery dies and vehicle has to be jumpstart./ Found battery has a bad cell after performing midtronics test with code 651RL-56-BCReplaced battery.
02.01.10	332699	1	69253	C/S there is a ticking noise coming from the engine area/found noise coming from starter shieldrealigned the shield to correct noise.
☐ Glass				
Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
☐ <u>HVAC</u>				
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
☐ <u>Paint</u>				
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
☐ <u>Suspe</u>	<u>nsion</u>			
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
□ \Wheel	/Times			
☐ Wheel		Davis Ocit	N/11	Description of Completed and Densir Denferment
<u>Date:</u>	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
☐ Recall	s / Camp	aigns		
Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
01.24.08	301606	1	31095	Service update, invent/cust vehs e85 VFFS update REPGM ECM*Expires

				8yr/80 k MI campaign open—performed software update per recall.
11.17.08	314126	1	43567	Job 2 Service update. Remote keyless inop/batt low-GMT900 Only*EXP w/Base war*-Performed software update per recall Heated windshield washer module short circuit-add wire harnessreplace wiring harness as per recall
☐ Other				
Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
10.25.06	280547	1	4566	Installed customer supplied mirrorinstall customer supplied mirrors. Paid 47.50

Replace both belts/replaced serpentine and ac belt

Important: SES light is to be captured under affected component above.

70429

03.02.10

33906

#### **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)  What type of damage was sustained (example: front end collision)?  {Description of Damage}	
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	
Insurance Company:	
Insurance Rep: (First and Last Name)	
Phone #	
Claim Made? (Y or N):	
Claim Status: Pending/Denied/NA	
Claim #	
Did Insurance Company refer customer to GM? (Y or N)	
If Yes. Did the insurance company deny the claim? (Y or N)	
AFTERMARKET MODIFICATIONS:  Are there any Aftermarket Modifications to the Vehicle? (Y or N)	
If "Yes" to aftermarket, please list:  Be sure to note retailer installed or third party installed as well as date and mileage if known. Repeat as necessary. Include the name of the third party installer.  {List Aftermarket Modification}	
Have you confirmed modification with the dealership? (Y or N)	

#### PERTINENT FACTS FROM All SR's RELATED TO THIS VIN:

Concern: 71-794209512 PQC

1/14/2010

Date & Offer/Result: ATTN Paul Wasko

Were other similar (K or J - applicable) labor ops paid on this VIN in the last 6 months or a parts warranty? yes

Name of Component: engine

V8 or Diesel Calibration Verified: Not done prior to replacement.

Replacement Cost: \$ 6165.21

Dealer states that FFOM has authorized replacement or dealer has authorized goodwill for this unit. Calibrations were not submitted prior to replacing this unit. Please respond if you approve processing of this claim.

Concern: {TEXT}
Date & Offer/Result: {TEXT}

Concern: {TEXT}
Date & Offer/Result: {TEXT}

#### BBB PROGRAM SUMMARY ASSESSMENT:

(Note: This section only applicable for ADR cases)

What State is BBB Case Filed In? CA

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:** A claim seeking **repurchase** or **replacement** must be received by BBB AUTO LINE within one year or 12,000 miles – whichever comes first – from the date the vehicle was first put into use.

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

A claim seeking **repairs** or **reimbursement** for past repairs must be received by BBB AUTO LINE before the expiration of the General Motors Bumper-to-Bumper new vehicle warranty

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

{Remedy Sought – include offset if noted}

#### **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. {Text}

Note: This section only applicable for Legal cases

Is Lemon Law Pled/Alleged?: {Yes or No}

Under what State? {State} Claimed Presumptive? {Yes or No}

Does Purchase Qualify? {Yes or No} If not, why? {Used/Lease/GVWR/Etc}

**State Presumption Is:** 

# of Visits for a Non-Conformity? 4 # of Days out of Service? 30 # of visits for a Safety Complaint? 2 # of Visits Total? NA Must Complaint Continue to Exist? No Final Repair/Arbitration Required? NA

Time Period for filing a Claim? Any applicable warranty plus 6

months after expiration

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

# of Visits for a Non-Conformity? {Number} # of Days out of Service? {Number} # of visits for a Safety Complaint? {Number} # of Visits Total? {Number} Complaint appears to Continue? {Yes or No} Final Repair/Arbitration Complete? {Yes or No}

Does History appear Presumptive: {Yes or No}

Vehicle Service History (During Limited Warranty Period) is:

# of Visits for a Non-Conformity? {Number} # of Days out of Service? {Number} # of visits for a Safety Complaint? {Number} # of Visits Total? {Number} Must Complaint Continue to Exist? {Yes or No} Final Repair or Arbitration Reg'd? {Yes or No}

Related Repairs beyond NVLW: {Yes or No}

Customer Pay? {Yes or No} If no, identify responsible party: {Payee} Additional Days out of Service? {Number} Additional # of Repair Visits? {Number}

Other Considerations: {Yes or No}

Outcome/Findings of Arb/Final Repair: {Date and Summary} Prior Goodwill/reimbursement: {Yes or No} {Date and Summary} Out of Pocket Expenses: {Yes or No} {Date and Summary}

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: {TEXT}
Pertinent vehicle information provided by dealer Service Manager: $\{\mbox{TEXT}\}$
Identify at least three main strengths of the customer's case? $\{\text{TEXT}\}$
Identify at least three main weaknesses of the customer's case? $\{ \text{TEXT} \}$
Are there any considerations to be made under other applicable laws? (Explain in detail) $\{\mbox{TEXT}\}$
Recommendation: {TEXT}
Rationale:
{TEXT}

**RECOMMENDATION AND RATIONALE:** 

**Settlement/Defense Strategy:** 

{TEXT}

### 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: \${Amount}/\${Amount} \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Countered}
CRS Initial Offer: 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}
CRS Counter: Amount to Plaintiff/Atty: Inclusive Offer:	\${Amount}/\${Amount} \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Countered}
PLAINTIFF Final Offer: Amount to Plaintiff/Atty: Inclusive Offer:	\${Amount}/\${Amount} \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Declined}
CRS Final Offer: 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.

**Recommendation of CRS: Arbitrate case:** Settle case: {GW/Repurchase/Repair} Attorney Fees (if applicable): **Settlement Type:** \${Amount} **Recommendation of Field:** Arbitrate case: Settle case: **Settlement Type:** {GW/Repurchase/Repair} Attorney Fees (if applicable): \${Amount} **Final Decision:** Arbitrate case: Settle case: **Settlement Type:** {GW/Repurchase Repair} Attorney Fees (if applicable): \${Amount}

**TEAM LEAD APPROVING:** {Name} **Date:**{mm/dd/yy}

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



GENERAL MOTORS BUSINESS RESOURCE CENTER

March 24, 2011

Lithia Chevrolet of Redding 200 E Cypress Ave 96002 (530) 223-1132

Re:

Siebel Request: 71-927389809 2007 Chevrolet Suburban VIN # 1GNFK163171

#### Dear Kurt:

This is a letter of notification regarding a Better Business Bureau case involving the above referenced customer.

In order to perform a case assessment, please provide me with copies of all dealer sales and service documents regarding this vehicle within 24 hours. The specific documents needed are:

- All sales, purchase and finance agreements, including a conversion invoice (if applicable)
- The meenives acknowledgement form.
- Copy of the Title and Registration
- The Actual Cash Value statement of any trade

Please fax them to the number found below. If there are any fax difficulties or the documents exceed 50 pages, please contact me as soon as possible.

Your cooperation is greatly appreciated. If you have any questions, feel free to contact me directly at the number below.

Sincardy,

Jay Labraski BRC Customer Relationship Specialist-Legal Liaison Ph# 866-790-5700, prompt 1, extension 41433 FAX# 866-213-9923

CREDIT APPLICATION IMPORTANT: READ THESE DIRECTIONS BEFORE COMPLETING THE APPLICATION Check If you are applying for individual credit in your own name, and are relying on your own income or assets and not the income or assets or Appropriate another person as the basis for repayment of the credit requested, complete Sections 1 and 3. ь. If you are married and live in a community property state, complete all Sections including Section 2 providing information about your spouse, Box If this is an application for joint credit with another person, complete all Sections providing information in Section 2 about the co-applicant. NOTE: APPLICANT, IF MARRIED, MAY APPLY FOR A SEPARATE ACCOUNT. DEALERSHIP NAME Section 1. Information regarding Applicant: Lithia Chevrolet of Redding INITIA DRIVER'S LIC. N **SECÜRITY**  $\mathbf{M}$ ZIP HOW LONG La Canada Flintridge CA 6 YRE **6** мов. LEASE BILLING ADDRESS (IF CIFFERENT) COUNTY EMAIL PREVIOUS ADDRESS COUNT 2TATE ZIP IOW LCINES OCCUPATION OR RANK EMPLOYER YRS MO8. OW LONG? Office Manager Los Angeles Orthepedic Center 6 YRS. (213) 482-2992 **6** Mos. LIATE 1245 Wilshire Blvd. Suite 200 Los Angeles CA 90017 AUDRE33 ZJF OW LONG NEAREST RELATIVE NOT LIVING WITH ME YR8. Mos. STATE ZIF RELATIONSHIP Fisher Lane Shingletown CA Mother Graduate/Professional urge(s) of other income; elimony, child support or separate interace income acod not be revented if I do not wish to Source(s) 4166 Applicant's gross monthly income from employment Maintehance income need not be revenied if I do not ve it considered as a basis for repaying this obligation Amount of additional monthly income Section 2. Information regarding Spouse or Co-Applicant (Use separate sheet if necessary): TOTAL GROSS MONTHLY INCOME \$ 4166 RIVER'S LIC NO. IN BECLIPITY La Canada Flintridge CA 6 YRS **б** мов. REVIOUS ADDRESS IOW LONG? OCCUPATION OR RANK YRS. MOE. HOW LONG? Orthopedic Surgeon Los Angeles Orthopedic Center 6 YRS **б** мов, (213) 482-2992 1245 Wilshire Blvd. Suite 200 Los Angeles 90017 CA PREVIOUS EMPLOYER ADDRESS. HOW LONG: мфв. ADDRES: RELATIONSHIP Lacrescenta  $\mathbf{C}\mathbf{A}$ Father Source(a) of other innome: allmony, child support or separate maintenance income need not be revealed if i do not wish to Joint Applicant or other party's gree monthly income from employment Source(s) \$ 50000 have it considered as a basis for repaying this obligation 5 Amount of additional monthly income Section 3. Asset and Debt Information: TOTAL GROSS MONTHLY INCOME If Section 2 has been completed, this Section should be completed giving information about this Applicant and Joint Applicant or Other Person, Please mark Applicant related infrometion with an "A" if Section 2 was not completed; \$ 50000 RENT/MORTGAGE PYMT. Wells Fargo \$ 8000 PHONE 2ND RENIM GAGE PYMT. \$ 6000 NAME OF COMPANY NAME IN WHICH ACCOUNT IS CARRIED MO PYMNTS OR BALANCE HIGH DATE CLOSED \$ \$ \$

Only giv+ information Own

INCOME

INCOME:

Pience provide any additional oradit information not listed on your credit report you would like considered as a part of this Credit Application. TYPE OF CREDIT \$ \$ \$

LAST VEHICLE PURCHASED (MAKE, MODEL, YEAR) INANCED BY \$ BANK REFERENCE BRANCH AUDRESS Wells Fargo ZIP LaCanada CA 91011 Checking HAVE YOU EVER HAD ANY PROPERTY REPOSSESSED? DO YOU HAVE ANY SUITS PENDING AGAINST YOU? HAVE YOU FILED BANKRUPTCY no no

MINIMUM PHYBICAL DAMAGE INSURANCE IS REQUIRED FOR THE FULL TERM OF THE INSTALLMENT CONTRACT TO PROTECT ALL INTERESTS THERE UNDER AGAINST COLLISION, FIRE/THEFT, AND THE ADDITIONAL HAZARDS COVERED BY COMBINED ADDITIONAL COVERAGE. YOU MAY CHOOSE THE PERSON THROUGH WHICH ANY OF THIS INSURANCE IS OBTAINED.

NOTICE: I, THE UNDERSIGNED, HEREBY AUTHORIZE THE DEALER AND/OR 

I AUTHORIZE PROBPECTIVE CREDITORS TO OBTAIN A CONSUMER CREDIT REPORT ABOUT ME FROM ONE OR MORE CREDIT REPORTING AGENCY OR AGENCIES, TO ASK MY PAST AND CURRENT CREDITORS ("CREDIT REFERENCES") INCLUDING CREDITORS LISTED ABOVE OR ON MY CONSUMER (CREDIT) REPORT ABOUT MY CREDIT PERFORMANCE WITH THEM. PROVISION BY PROSPECTIVE CREDITORS OF A COPY OF THIS AUTHORIZATION SHALL SERVE AS MY DIRECTION THAT MY CREDIT REFERENCES PROVIDE MY CREDIT PERFORMANCE INFORMATION.

EVERYTHING I HAVE STATED IN THIS APPLICATION IS CORRECT TO THE BEST OF MY KNOWLEDGE. I FURTHER CERTIFY THAT I HAVE ATTAINED THE AGE OF MAJORITY. I UNDERSTAND THAT PROSPECTIVE CREDITORS WILL RETAIN THIS APPLICATION WHETHER OR NOT IT IS APPROVED. I WILL NOTIFY PROSPECTIVE CREDITORS, IF APPLICABLE, WITHIN A REASONABLE TIME OF ANY CHANGE IN MY NAME, ADDRESS, OR EMPLOYMENT, I HAVE RECEIVED A COPY OF THIS CREDIT APPLICATION.

AGEL ATTOMATICAL TO A STATE OF THE AGE ATTOMATICAL ATT				
I INTEND TO APPLY FOR JOINT CREDIT	7/26/2006 DATE	CO-APPLICANT SIGNATURE  CO-APPLICANT S SIGNATU	RE MEANS APPLICANT INTENDS TO AP	7/26/2006  DATE PLY FOR JOINT CREDIT 2006 1:05:40PM

By Dealership Representative

Seller

<u>GM</u>	G	M CUSTO	MER	INC	ENTIV	E AND	ONSTA	R AC	KNOWLEDGME	NT Odastar_
		<i>524 752</i> <b>93</b> 3	<b>(M)</b> 152 51	YARA	<b></b>	ŒMŒ (excludes	<b>HUMMI</b> Saturn)	ER		ODStar
		R NAME:								
1.	Custon	ner Incentive			<del></del> -				<u> </u>	
	I assign incentiv	the total amou	nt of cus	stomer i	incentive(	s) listed to	the dealer n	amed bo	elow and request that the a	vailable customer
	(Bm of 9	sale indicates p	re-incen	dive pric	ce, amoun	t of incenti	ve, and final	price wi	where permissible by law, as ith incentive applied), or (c	a price reduction  a check be
	mber <b>35</b> %	RETAIL II	NSTALL	MENT	SALE CO	NTRACT	- SIMPLE IN	NTERES	ST FINANCE CHARGE Stock Number?	J2 <b>9</b> 3552
		er) Name and Add					Créditor - Selle	r (Name a		
							200 E	AST CY	PRESS AVENUE	
		CO-Buyer, if any),	may buy	the vehic	le below for	cash or on o		NG, CA	treat you should be buy the yell	cle on credit under the
eemeni arge ac	s on the f cording to	ront and back of tr the payment sched	nis contrac Jule below.	ct. You ag We will fig	ree to pay th gure your fina	ne Creditor - ance charge o	n a daily basis. T	es we or The Truth-l	r "us" in this contract) the Amount In-Lending Disclosures below are p	part of this contract.
Jsed 	Year	Make and Model		Odoir	neter		dentification Nu	ımber	Primary Use For White personal, family or housel	
ŒW	2007	SUBURBON		165		1GNFK18	3173		business or commercial	
AN	NUAL	FEDERAL T		Amour	nt	Total of	Total		STATEMENT OF I NOTICE. No person is required a the purchase of a motor vehicle to	as a condition of financing ' purchase or negotiate any
PERC R The	ENTAGE ATE cost of	CHARGE The dollar amount the	_   ⊤	Finance the amount redit prov	nt of Thi	Payments ne amount yo have paid af nave made	ter your purch	cost of hase on	insurance through a particular ins broker. You are not required to b obtain credit. Your decision to buy will not be a factor in the credit ap	urance company, agent or uy any other insurance to or not buy other insurance
	credit as irly rate.	credit will cost you.	o	to you c n your be		payments as scheduled.	your d	lown ant of 3-76	Vehicle Inst	
7	. <b>00</b> 9	6 <b>843.8</b> 3	(e) \$	35776.	57 \$4	2620.40	(e) \$ 68566 (e) means an	5- 16 <sub>(e)</sub>	\$ N/A Ded. Comp., Fire & Theif \$ Ded. Collision Bodily Injury \$ NACLimit	N/A MA N/A
N	lumber of P	CHEDULE WILL BE: ayments:		ount of Pay	ments:	Whe	n Payments Are D	Due:	Property Damage \$Limi	ts Mos. \$
	ment of ment of Payme	ents		710	N/A 3. 34	N/A	leginning <b>69/1</b> 2	2/2 <b>66</b> 5	Medical  Total Vehicle Insurance Premiums	Mos. \$ 7A N/A(a)
	Payment	ents			N/A 5. 34	Monthly, E	leginning 72 <b>9</b> 11		UNLESS A CHARGE IS INCLUDED PUBLIC LIABILITY OR PROPERTY DA FOR SUCH COVERAGE IS NOT PROV	IN THIS AGREEMENT FOR MAGE INSURANCE, PAYMENT IDED BY THIS AGREEMENT.
repayme	nt. If you pay	is not received in full with off all your debt early, you are giving a security inter	ou may be ch rest in the veh	arged a mini hicle belna o	mum finance cha urchased.	arge.			You may buy the physical damage in (see back) from anyone you choose are not required to have one other in	who is acceptable to us. You
payment	in full before	n: See this contract the scheduled date, min	mum finance	charges, an	id security intere	st.	ayment, deladit, ar	ny required	Buyer X Co-Buyer X	and the second second
1. To	otal Cash P			ies	\$	49243. 3	<b>a</b> _(A)		Seller X LITHIA CHEVI	policies or certificates from the
	2. Cash F	Price Vehicle Price Accessories		Ψ	128.30 115.00				Application for Options  Credit Life: Buyer	d Credit Insurance
		(Nontexable) be N/A		\$	N/A N/A			•	☐ Credit Disability (Buyer Only Term Ex	)
B	Documen	t Preparation Fee (no e Paid to Seller	t a governn	nental fee)	\$ \$	45. 0 N/	<b>A</b> (C)		Credit Life N/A Mos. // Credit Disability N/A Mos. //	S N/A N/A
D E	Theft Det	errent Device errent Device			\$ \$	N/ N/	A (E)		Total Credit Insurance Premium Insurance Company Name	s s N/A (b)
F. G	. Surface P	Protection Product Protection Product	.,,	٠.	\$	N/ 4866. 2	<b>F</b> (G)		Home Office Address N/A	THE MICHIGAN
H I.	Optional I	: (on taxable items In . DMV Electronic Filing ) Service Contract (to	Fee*	N/D	\$ \$ \$	N/	<b>A</b> (1)'		Credit life insurance and credit of required to obtain credit. Your decilife and credit disability insurance	sion to buy or not buy credit
K L	(Optional	) Service Contract (to dit or Lease Balance )	whom paid	)"_ <b>N/</b> #	\$	N/	(K)		credit approval process. They will sign and agree to pay the extra of based on your original payment so	not be provided unless you cost. Credit life insurance is chedule. This insurance may
		npayment and trade-i			\$	N/	(=)		not pay all you owe on this contrac Credit disability Insurance does no payment or In the number of paym insurance and credit disability insu	t cover any increase in your ents. Coverage for credit life
N	. (Optional)	) Gap Contract (to wh ) Used Vehicle Contra whom paid)*	ict Cancella	ttion Option	n Agreement \$	- N/	A (M) R (N) A (O)	٠,٠	due date for the last payment und insurance is shown above.  You are applying for the cr	ess a different term for the
	For		1,144441			rumanu-uk-		<b>- 58</b> (1)	above. Your signature below	means that you agree or insurance if you have
2. A		id to Public Officials	3	•	\$	379. Ø			disability insurance only if you or profit 30 hours a week or	u are working for wages r more on the Effective
C	. California	ion/Transfer/Titling Fe Tire Fees*	29		\$	8. 7 N/	<b>5</b> -(C)		Date. (3) Only the Primary disability insurance. DISABIL NOT COVER CONDITIONS	FOR WHICH YOU HAVE
	. Other	/(4)	,		* *	N/	A (E) 387	. <b>75</b> (2)	SEEN A DOCTOR OR CHI LAST 6 MONTHS (Refer to Covered" in your policy for de	"Total Disabilities Not stails).
З, А	mount Pak	d to Insurance Comp ims from Statement or		column a -	+ b)*		\$	N/# (3)	You want to buy the credit	
5. 5	ubtotal (1 t		n Fee Pald	to State			\$ \$ 53742	N/A (4)	Date Buyer Signature  N/A  Date Co-Buyer Signatur	
	otal Downp . Agreed ⊉ Model	ade in Value Yr	<b>900</b> Maj	CHEV ਹਵਾਸ਼ <b>ਾ</b>	\$	9000.0	<b>?</b> _(A)		OPTIONAL GAP CONTRACT A tion contract) is not required to c	gap contract (debt cancella- obtain credit and will not be
В		SEMFK15T5Y6	ance			N/	\U,		provided unless you sign below charge. If you choose to buy a gap in item 1M. See your gap contract it provides It is a part of this contra	contract, the charge is shown to details on the protection
Ċ D		⊱In (A less B) (indicat Downpayment	e if a negat	tive number	r) \$ \$	9000.0 N/ 3965.7	A (D)			lame of Gap Contract
E f:	Other	urer's Rebate			\$ \$		<b>A</b> (F)		You want to buy a gap cont	ract.
T	. Cash otal Downp negative ent	payment (C through G ter zero on line 6 and ent	3) er the amoun	t less than z	⊄ avitison as a nositivo		\$ 17965	(6)	OPTIONAL SERVICE CONT purchase the service contract(s company(ies) for the term(s) sho	) written with the following
7. A	mount Fina	anced (5 less 6) part of these amoun		1. 1645 (116) 1 2	aro as a positive	hardbet old likte dr	\$_35776	<b>57</b> (7)	<ul> <li>I shown in item 1J and/or 1K abo</li> </ul>	ve,
BUYER MA	IY BE REQUIRI	SELLER ASSISTED LOAN ED TO PLEDGE SECURITY R THE INSTALLMENT PAYM	FOR THE LOAD	N, AND			E DISCLOSU		1K Company N/R Mos. o	
RETAIL IN:	STALLMENT SA	LE CONTRACT AND THE LO	DAN.	r	new motor o a fee rec	vehicle, the	e sale is not n autobroker	subject from us	l lerm N/R Mos. o	r Miles
Amount	s of Loan F	Finance Charge	A	<b>'A-</b>   [		of autobro	ox is checked ker receiving		HOW THIS CONTRACT ( This contract contains the between you and us related to the between you and us related to the between you are the second you are the second you are the second you are the second you are the second you are the second you are the second you are the second you are the second you are the second you are the second you are the second you are the second you are the second you are the second you are the	ne entire agreement
installme from this	ents of \$ Loan is sh	own in item 6D.		N	IZB		11104		Any change to the co	intract must be in I we must sign it. No
ELLER	S RIGHT T	O CANCEL if Buyer a	and Co-Buy el if Seller is	er sign her s unable to	assign this cor	ns of the Seller ntract to a finan	s Right to Cancel cial institution will a	section on apply.	oral changes are binding Buyer Signs X_	1. 
Buyer					X Co-Buyer				Co-Buyer Signs X	
	<u>.                                 </u>	ay no finance charge					on or before	SON WED	, Year SELLER'S	
VOT YOU WARI YOUF	H CURREN IING: I PRESENT	TINSURANCE POLICY POLICY MAY NOT O	YWILL COV	'ERYOUR N LISION DA	IEWLY ACQUIF MAGE OR MA	RED VEHICLE IN NY NOT PROVIE	ITHE EVENT OF A DE FOR FULL REF	N ACCIDEN PLACEMEN	IT, YOU SHOULD CONTACT YOUR INSUI IT COSTS FOR THE VEHICLE BEING I	RANCE AGENT.
NOT HAN DEALER THE UNF	HOWEVEF AID BALAN	JVERAGE, SUPPLEME R, UNLESS OTHERWI CE REMAINING AFTE	ENTAL COV SE SPECIF RTHE VEHI	'ERAGE FO 'IED, THE C ICLE HAS B	PR COLLISION COVERAGE YO BEEN REPOSSI	DAMAGE MAY OU OBTAIN THE ESSED AND SO	BE AVAILABLE TO ROUGH THE DEAL LD.	O YOU THR LER PROTE	OUGH YOUR INSURANCE AGENT OR ECTS ONLY THE DEALER, USUALLY I	THROUGH THE SELLING JP TO THE AMOUNT OF
THE <u>E</u> 5/5 X	UYER SHA	LL'SIGN TO ACKNOW	LEDGE THA	T HE/SHE	UNDERSTANDS	STHESE PUBLI	C LIABILITY TERM  X	IS AND CON	YOU SHOULD CONTACT YOUR INSURAI NDITIONS.	VUE AGENT.
	entations	of Buyer: Seller has	relied on t	the truth ar	nd accuracy o	f the informati		ou in conne	ection with the Trade-In Vehicle. You	represent that you have

given a true payoff amount on the vehicle traded in. If the payoff amount is more than the amount shown above in item 6B as "Prior Credit or Lease Balance," you must pay Seller the excess on demand. If the payoff amount is less than the amount shown above in item 6B as "Prior Credit or Lease Balance," Seller will refund the difference to you.

Buyer X

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

Guarantor X

LITHIH CHEVICKET OF REDDING

Address

Seller Signs

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

Complaints concerning unfair or deceptive practices or methods by the seller may be referred to the city attorney, the district attorney, or an investigator for the Department of Motor Vehicles, or any combination thereof.

After this contract is signed, the seller may not change the financing or payment terms unless you agree in writing to the change. You do not have to agree to any change, and it is an unfair or deceptive practice for the seller to make a unilateral change.

Co-Buyer Signature X

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

THERE IS NO COOLING OFF PERIOD LINI FSS VOIL OFTEN.

THERE IS NO COOLING OFF PERIOD UNLESS YOU OBTAIN A CONTRACT CANCELLATION OPTION California law does not provide for a "cooling off" or other cancellation period for vehicle sales. Therefore, you cannot later cancel this contract simply because you change your mind, decide the vehicle costs too much, or wish you had acquired a different vehicle. After you sign below, you may only cancel this contract with the agreement of the seller or for legal cause, such as fraud.

However, California law does require a seller to offer a 2-day contract cancellation option on used vehicles with a purchase price of less than \$40,000, subject to certain statutory conditions. This contract cancellation option requirement does not apply to the sale of a motorcycle or an off-highway motor vehicle subject to identification under California law. See the vehicle contract cancellation option agreement for details.

Guarantor X

YOU SIGNED THIS CONTRACT, WE GAVE IT TO YOU, AND YOU WERE FREE TO TAKE IT AND REVIEW IT. YOU CONFIRM THAT YOU RECEIVED A COMPLETELY FILLED-IN COPY WHEN YOU SIGNED IT. 07/29/2006

Date.

PIER.

Title \_

CONTRACT. YOU CONFIRM THAT BEFORE

buyer bignature /	Date	co-poyer Signature X 🗀		Date	
Co-Buyers and Other Owners — A co-buyer is a person			is a person whose name	is on the title to the vehicle	but
does not have to pay the debt. The other owner agrees to	the security interest in the vehicle	given to us in this contract.			
Other Owner Signature X		Address			
<b>GUARANTY:</b> To induce us to sell the vehicle to Buyer, on this contract, each Guarantor must pay it when asked complete defense to Guarantor's demand for reimbursem payments; (2) give a full or partial release to any other G relating to this contract or extend the contract. Each Guar	d. Each Guarantor will be liable for i ent. Each Guarantor agrees to be lla uarantor; (3) release any security; ( rantor acknowledges receipt of a co	the total amount owing even if a able even if we do one or more of 4) accept less from the Buyer th mpleted copy of this contract and	ither persons also sign as ( f the following: (1) give the E an the total amount owing; a d guaranty at the time of sig	Buàrantor, and éven if Buyer Buyer more time to pay one or or (5) otherwise reach a seule Ming.	has ă more ement
Guarantor waives notice of acceptance of this Guaranty, notice	of the Buyer's non-payment, non-perfo	rmance, and default; and notices, of	I'the amount owing at any time	, and of any demands upon the I	Buyer.

07729706

₽ate



### VIN/Incentive Lookup System

Eligible Incentive Programs for Vin 1GNFK16317J

delivered on 7-26-2006

Vehicle Description: 2007 Chevrolet Suburban 4WD 1/2 TON MMC: CK10906

Inventory Status; NEW

INDIVIDUAL

Consumer Cash Vehicle Financing INDIVIDUAL

Smart Lease

INDIVIDUAL

**Delivery Destination** 

Region: WESTERN State: CA

Zip: 91011 Smart Buy INDIVIDUÁL

County: LOS ANGELES

Combo INDIVIDUAL

DMA: LOS ANGELES, CA

A List of Potentially Eligible Programs for Consumer Cash. Exception requests will not be allowed based on this report.

Report Generated on: 7/26/2006 2:51:51 E.T.

	Program Name	Start Date	End Date	Option Condition	Program #	Cash	Inc. Code
<u> </u>	GM WESTERN REGION 2007/2006 RETAIL CONSUMER CASH/APR/DEALER CASH INCENTIVES	7/19/2006	9/5/2006		06-31A-34	0	CWE
r	GM WESTERN REGION 2007/2006 RETAIL CONSUMER CASH/APR/DEALER CASH INCENTIVES	7/19/2006	9/5/2006	THE STATE OF THE S	06-31A-34	1000	DWE
-	GENERAL MOTORS BONUS CASH PROGRAM	7/21/2006	9/5/2006		06-31ADB	2000	BDV
	GM TEXAS & SOUTHWESTERN CATTLE RAISERS ASSOCIATION PRIVATE OFFER	6/6/2006	1/3/2007		06-31CV		PDT
Γ	GM PLUMBING, HEATING & COOLING CONTRACTORS ASSOCIATION PRIVATE OFFER	6/6/2006	1/3/2007		06-31CT	500	PME
Γ	GM SERVICE ROUNDTABLE ASSOCIATION PRIVATE OFFER	6/6/2006	1/3/2007		06-31C\$	500	PMD
Γ	GM NATIONAL ASSOCIATION OF HOME BUILDERS PRIVATE OFFER	4/17/2006	1/3/2007		06-31CH-1	500	PNJ
$\Gamma$	GM MILITARY PURCHASE PROGRAM	4/17/2006	9/30/2006		06-31C-3	500	MPP
ŗ	CORPORATE PROGRAM: 2006 MY GM CARDS WITH REDEMPTION LIMITS COPPER/PLATINUM, CHECK CARD AND FLEXIBLE EARNINGS PROGRAMS	7/16/2006	9/30/2006		06-05A-4		UDP
<b></b>	CORPORATE PROGRAM: 2006 MY GM IN THE DRIVEWAY PROGRAM	4/17/2006	9/30/2006	(	06-13-1		GID
	CORPORATE PROGRAM: 2006 MY GM EXTENDED FAMILY CARD PROGRAM	4/17/2006	9/30/2006	(	06-05C-1		UDF
	CORPORATE PROGRAM: 2006 MY GM BUSINESS CARD PROGRAM	4/17/2006	9/30/2006	Ć	06-05B <b>-</b> 1	ı	UDB
<b>!</b>	Q3 COMPETITIVE LEASE DIRECT MAIL PROGRAM	7/6/2006	9/5/2006	ď	06-31CW		DAQ
Γ.	CORPORATE PROGRAM: 2006 MY GM CARD (BLUE/GOLD) PROGRAM	10/1/2005	9/30/2006	c	6-05		JDE
Γ.	CORPORATE PROGRAM: 2006 GM CUSTOMER APPRECIATION CERTIFICATE PROGRAM	5/2/2006	9/30/2006	a	06-14-1		/HC
_	CORPORATE PROCESSA 2000 AND CARREST THE CONTRACTOR OF THE CONTRACT	4/17/2006	9/30/2006	o	6-07-2	N	MOB/MOC
_	CORPORATE PROGRAM: 2006 MY GM CUSTOMER ASSISTANCE CENTER GOODWILL CERTIFICATE PROCESS	10/1/2005	9/30/2006	o	6-03	L	.CP
					Total >> [2	2000	_

Total >> |2000

Programs in red and with italic print indicate a VIN Exception Condition - you must refer to program for specific eligibility/compatibility guidelines

Dealer responsible for determining consumer eligibility for each program.

Questions?? Contact GM Dealer Business Center (888-414-6322)

Close Window

#### Cards For Redemption

√

**GM World Card** 

Cardmember Name

Cardmember Name

Authorization

Authorization Number

T178752 UDE

Incentive Code

UDE \$4065.76

Authorization Amount

\$1965.76

Authorization Date

07/28/2006

**Authorization Time** 

01:45:48PM

Vehicle Information

Vehicle Identification Number (VIN)

1GNFK16317J

13

Vehicle Division Code Make

\*\* . .

CHEVROLET

Model

SUBURBAN

Year

2007

Dealer Information

Dealership Name

LITHIA CHEVROLET OF REDDING

Dealer Representative

BILL DAWSON

Dealer Code

06475

After August 1, 2003, Cardmembers who carry the original GM Card (blue) or the GM Gold Card can no longer use their Earnings in conjunction with GM employee or dealership employee purchase programs, or the GM New Vehicle Purchase Program (NVPP).

Cardmembers who carry the GM Card, GM World Card, the GM Check Card or the GM Flexible Earnings Card may not use their Earnings in conjunction with GM employee or dealership employee purchase programs or the GM New Vehicle Purchase Program (NVPP).

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200/ SUBURBAN 4WD 1/2 TON LT CLEVROLET MOTOR DIVISION 16U GFAYSTONI METALLIC /V8G GINERAL MOTORS CORPORATION
 2007 SUBURBAN 4WD 1/2 TON LT
193 ERONY
ORDER NO. KDZ: H2/TDC STOCK NO.
DETROIT MI 48243-1114
VIN 1GN FK16 : 1 7J VEHICLE INVOICE 1AD90576834
193 ELONY
 MODEL ( FACTO Y OPTIONS MSRP .NV AMT RETAIL - STOCK
CK10906 SUBUR AN 4WD 1/2 TON LT 39860.00 36471.90 INVOICE 06/27/(6
CK10906 SUBUR AN 4WD 1/2 TON LT 39860.00 36471.90 INVOICE 06/27/(6 AS3 3-PASSENGER, 3RD ROW SEAT 100.00 83.00 SHIPPED 06/27/(6 CF5 POWER SLIFING SUNROOF 995.00 825.85 EXP I/T 07/12/(6 CF5 REAR AXLE - 4.10 RATIO 100.00 83.00 PRC EFF 06/27/(6 KNP HD AUX TR NS. COOLING SYSTEM 95.00 78.85 KEYS XXXXX XXXX X LC9 VORTEC 53:00 V8 SFI FLEX-FUEL N/C N/C WFF-S QTR OPT-1 M30 4-SPD AUT MATIC TRANSMISSION N/C N/C BANK: GMAC - 0:1 UVB NAVIGATIO | RADIO W/CD/DVD/MP3 2250.00 REPLAC S 6-DISC CD CHANGER)
          REPLAC 'S 6-DISC CD CHANGER)
UVC REAR VIEW CAMERA SYSTEM 250.00 207.50 SHIP WT: 5869
U42 REAR SEAT ENTERTAINMENT SYSTEM 1295.00 .074.85 HP: 45.7
V1K LUGGAGE RACK - CROSS BARS 45.00 37.35 GVWR: 7400
YF5 50-STATE MISSIONS N/C N/C GAWR.FT: 3600
1LZ SUBURBAN TZ EQUIPMENT GROUP: 7915.00 5569.45 GAWR.RR: 4200
      * FRONT L ATHER APPOINTED
                                                                             GMS: 46687 10
        BUCKET SEATS
                                                                              SUPPLR: 48784 64
      * DRIVER GIDE SEAT W/12-WAY
                                                                              MRM: 53805 00
        POWER, MEAT & MEMORY
                                                                             NTR: 1/2
     * PASSENGER SIDE SEAT W/12-WAY
                                                                            DAN:
                                                                                          LINU
        POWER & HEAT
                                                                            MEMO
                                                                                        2570.:5
     * AND ROW LEATHER APPOINTED
        SEATS
     * NND ROW HEATED SEATS
     * NND ROW SEAT POWER RELEASE
     * POWER ADJUSTABLE PEDALS
     * REMOTE 'EHICLE STARTER
     * AM/FM S'EREO WITH MP3
       COMPATIBLE 6-DISC CD CHANGER
        REPLAC S STD RADIO)
     * HEAD CURTAIN SIDE AIR BAGS,
       ALL SEA ING ROWS
     * BOSE PREMIUM SPEAKER SYSTEM
     * XM SATE LITE RADIO - SERVICE
       PEE EXT (A. 1ST 3 MONTHS INCL.
     * POWER L FTGATE WITH LIFTGLASS
     * LOCKING REAR DIFFERENTIAL
     * NUTORID: SUSPENSION FACKAGE
    * 20" POL SHED ALUMINUM WHEELS
    * HEATED MASHER FLUID SYSTEM
    * PAIN SE SING WIPERS
    * UNIVERS L HOME REMOTE
    * ['RI-ZON: AUTOMATIC AIR COND
    * REAR PARKING ASSIST
    * OUTSIDE POWER FOLDING MIRRORS
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V/AUTO DIMMING & TURN SIGNALS

<sup>\*\*</sup> CONTINUED ON PAGE 2 \*\*

OPIE'S CHEVRO ET AND BUICK

TOTAL MODEL & OPTIONS

DESTINATION C WARGE

DEALER CO-OP ADVERTISING

52905.00 47299.25 ACT 237 46612.0

900.00 900.00 H/B 261 1587.5

529.05 ADV 261 529.75

TOTAL

TOTAL

S3805.00 43728.30 PAY 310 48728.0

MEMO: MOTAL LISS HOLDBACK AND

APPROX HOLESALE FINANCE CREDIT

APPROX HOLESALE FINANCE CREDIT

WAS ARREST OF ADVIANCES, INCENTIVES, HOLDBACK, FINANCE CREDIT AND RETURN OF ADVIANCES, INCENTIVES, HOLDBACK, FINANCE CREDIT AND RETURN OF ADVIANCES, INCENTIVES, HOLDBACK, FINANCE CREDIT AND RETURN OF ADVIANCES, INCENTIVES, HOLDBACK, FINANCE CREDIT AND RETURN OF ADVIANCES OF ADVIANCES, ALL OF WHICH MAY APPLY TO VEHICLE.

REMIT TO GMAC NO. 021

\$ 48728.30 INV 1AD90576884

VIN I 3NFK16317J

VEHICLE INSPECTION REPORT Sales Rep: Morton, Cynthia \_\_\_\_ Customer: Date: 7/26/2006 Yr: 2000 Make: Chevrolet Suburban Model: Model Package: Body: 5CALL 10-1000 (04)75 Over Mech. Limits \_\_\_\_\_ Miles: \_\_\_Color: DRGVAGENVET Miles Unknown: VIN#: 3 G N F K 1 6 T 5 Y G Registration Match: \ \_St: \_\_\_\_\_\_ Tags Expiration: Month: \_\_\_\_\_ | \_\_\_\_\_ Year: \_\_\_\_\_ Canadian Vehicle\_\_\_\_ License: 4 Title/Reg. Info: (if applicable) Salvage: \_\_\_\_Rcconstructed: \_\_\_\_Lemon Law: \_\_\_\_Collision Damage: \_\_\_\_Flood Damage: \_\_\_\_Flood Damage: \_\_\_\_ Book Type Used: \_\_\_\_\_Nada; \_\_\_\_\_Other: \_\_\_\_\_Book Month \_\_\_\_\_Manheim \_\_\_\_\_VIN Check (Y or N) \_\_ Kelly: Vehicle Description Estimated Recon Equipment Minium Prep & Detail Circle all applicable equipment Engine 4 6 8 10 Mechanical SunRoof Lorse steering Diesel or Gas Trans 4 5 6 (Auto Moon Roof Roof Rack 4x2 (4x4\_)AWD Privacy Glas Reg -Cab X -Cab Crew-Cab Rear Slider Short-Bed Long-Bed Stepside 2 8 12 15 Passenger ( Body Running Boards Air Conditioning Shell/Cap Rear A/C Hard Tonneau 2nd Sliding Door Bedliner Power Statemen Custom Rear Bumper Power Windows Grill Guard Power Locks Winch Interior Power Lift Gate Dual Tanks Tow Hitch / Receiver Speed Control Two Tone Paint AM/FM Cassette Alloy Wheels CD Player Premium Wheels CD Changer Wide Tires Premium Sound Off Road Tires Duel Air Bace Oversized Wheels Side Art Book Dual Rear Wheels 4-Wheels ABS Anti Theft Device Leather Extra Keys ☐ Yes ☐ No Spoiler Extra Fobs ☐ Yes ☐ No Power Seat Tires Navigation System Dual Power Scat-DVD/Video System LR% RR% Conversion Package Other Sparc Tire Yes □ No Matching set of 4 Yes Quad Seats (Srd Seat □ No Wear Notations: Other Jack & Tools Included: 🔲 Yes □ No Base Wholesale Book Windshield Back Glass Side Glass Miles Add/Deduct Total Wholesale Book Total Estimated Reconditioning Cost CarFax Report \* 225 TYes Vehicle Buying: Stock#\_\_\_\_\_\_Make\_\_\_\_\_ \_\_\_\_\_Model : BuyBid (Y/N): Who From: Phone: Amount: Good until: Wholesale Book Recon Retail Book Retail Price / Promo Price Equipment / Milcs / Registration Verified by: (Name & Signature) Appraised by: (Name & Signature) Dean Wodenini -LIT- 33 Inspection Report Revised May 2004 BG 7/26/2006 10:55:11AM

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Buyer (al	nd Co+Buy	er) Name and Address	s (including County and Zi	999 - 425 427 437	Creditor Seller (Na LITHIA C 200 EAST REDDING,	merand A HEVROL CYPRI CA 964	ddress) ET OF REDDING ESIS AVENUE MO2
ou, the E greemen Charge ac	Buyer, (and its on the fi cording to	Co-Buyer, if any), may ont and back of this c he payment schedule t	y buy the vehicle below for contract. You agree to pay below. We will figure your fire	or cash or on o the Creditor - nance charge o	redit. By signing this Seller (sometimes w n a daily basis. The Tr	contract e" or "us" uth-in-Lei	you choose to buy the vehicle on credit under in this contract) the Amount Financed and Fina nding Disclosures below are part of this contract.
New Used	Year	Make and Model	Odometer	Vehicle	dentification Number	t et e	Primary Use For Which Purchased
NEW	2007	HEVROLET Huburdan	3 1 <b>65</b>	16NFK16	3171		personal, family or household
2 × 188		FEDERAL TRU	TH-IN-LENDING DIS	CLOSURE		ir n	STATEMENT OF INSURANCE
PERC R The your a yea		FINANCE CHARGE The dollar amount the credit will cost you  \$ 6843.03 (e)	credit provided Wyon to you or to you or to your behalf.	Total of Payments The amount you have made payments as scheduled.	your purchase credit, including your down payment of \$ 600000000000000000000000000000000000	of on ig is is *(e)	NOTICE. No person is required as a condition of finance the purchase of a motor vehicle to purchase or negotiate insurance through a particular insurance company, ager proker. You are not required to buy any other insurance obtain credit. Your decision to buy or not buy other insurance will not be a factor in the credit approval process.  Vehicle Insurance  Term  Prem  Prem  Ded. Comp., Fire & Theft  Ded. Collision  Limits  Mos  NATH  Mos  Mos  Mos  NATH  Mos  NATH  Mos  Mos  Mos  Mos  Mos  Mos  Mos  Mo
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1. To	tal Cash Pri Cash Price 1. Cash Pr 2. Cash Pr 3. Other (N		essories \$ 49128.39 \$ 113.99	<u> 49243. 3</u>	B (A)		Co-Buyer X Seller X  If any insurance is checked below, policies or certificates from named insurance companies will describe the terms and condition  Application for Optional Credit Insurance  Credit Life: Buyer Co-Buyer Both  Credit Disability (Buyer Only)
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L <sub>V</sub>	Prior Credit	ervice Contract (to whom or Lease Balance paid b	v Seller to	folfig Little de outsie <b>n X</b>	N as		sign and agree to pay the extra cost, credit the insurance based on your original payment schedule. This insurance in
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		payment or in the number of payments. Coverage to close insurance and credit disability insurance ends on the original insurance and credit disability insurance ends on the original
(see downpayment and trade-in calculation)	N/A.(M)	
- O June 1 (40 July 00 DBIO)	W/A (N)	insurance is shown above.
M. (Optional) Gap Contract (to whom Adaption Option Action (Optional) Used Vehicle Contract Cancellation Option Action (Optional)	A (O)	
O. Other (to whom paid)*	□ 10. 1 (2.5) (2.5) (2.5) (2.5)	
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B. Registration/Transfer/Titting Fees	エ のは11 (12) 整備者 予り開き 11 (1) ここように、これがおも、のうかも	
C. California Tire Fees*	(D)	T I SEEL A DOCTOBLISHED REPRESENTATIONS
C. Camorria 10		LAST 6 MONTHS (Refer to "Total Disabilities Not Covered" in your policy for details).
D. Other N/A	\$	(2) Covered in your pointy for additional You want to him the credit insurance.
E. Other Total Official Fees (A through E)	Ψ	TOUTWANTE
A La La Incurance COMDBILLES	s postal MP	(3) Date Buyer Signature Age
3. Amount Paid to Insurance Companies  (Total premiums from Statement of Insurance column a +	b)*	S Date: Duyer Olymon.
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5. Subtotal (1 through 4)	14000.00 (A)	OPTIONAL GAP CONTRACT A gap contract (debt cancella-
6. Total Downpayment 2010 Make CHEV		tion contract) is not required to obtain credit and may the extra
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Model 30NFK1615Y6	radio de la companya del companya de la companya della companya de	charge. It you choose to buy a gery in item 1M. See your gap contract for details on the protection
VIN	**************************************	in item 1M. See your gap contact of visuals system to be a lit provides it is a part of this contact.  Term Mos Name of Gap Contract
B. Less Prior Credit or Lease Balance	\$ 9000.00 (c)	1.5 Participation (March 1997)
B. Less Photograms of Business (Indicate if a negative number	N/A (D)	You wan the bury a nan contract 1999
D. Deferred Downpayment	3963. 76 (E)	- 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1
r Manufacturer's Rebate	N/A_(F)	Buyer X
F. Other N/f)	\$ 500 <b>50.00</b> (G)	76 OPTIONAL SERVICE CONTRACT(S) You want to
G. Cash	\$ 17965.	76 (6) OPTIONAL SERVICE contract(s) written with the following purchase the service contract(s) written with the following company(ies) for the term (s) shown below for the charge(s)
	South to the the shove	company(les) for the country above.
Total Downpayment (C through G) (If negative, enter zero on line 6 and enter the amount less than	zero as a positive number on line 1L above)	N/A: 15 (7)
7. Amount Financed (5 less 6)	<b>V</b>	1J Company Mos. of N/A Miles
*Seller may keep part of these amounts.	19 19 19 19 19 19 19 19 19 19 19 19 19 1	Term N/A Mos or Willes
	AUTO BROKER FEE DISCLOSUR	1E 1K Company.
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from this Loan is shown in item 6D.	Dight to Cancel S	section on
from this Loan is shown in item 6D.  SELLER'S RIGHT TO CANCEL If Buyer and Col Buyer sign Over the right to cancel if Seller is unable	here, the provisions of the Seller's high to be to assign this contract to a linancial institution will be	apply. Co-Buyer Signs'X
the	X CACA	CO-Buyer Organization As ARREST K. 1
X	Co-Buyer	THE RESIDENCE OF THE PARTY OF T
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OPTION: You pay no finance charge if the Amount.	Financed, its 1775	RSON WHO PURCHASES A VEHICLE, IF YOU ARE UNSURE WHETHER OF AN ACCIDENT, YOU SHOULD CONTACT YOUR INSURANCE AGENT, AN ACCIDENT, COSTS FOR THE VEHICLE, BEING, PURCHASED, IF YOU DO
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FOR ADVICE ON FULL COVERAGE THAT HE	JSHE UNDERSTANDS THESE PUBLIC LIMBIL	
THE BUYEN SHALE SIGN TO XX	X	you in connection with the Trade-In Vehicle. You represent that you have nown above in item 6B as "Prior Credit or Lease Balance," you must properly a series as "Prior Credit or Lease Balance," Saller will refund the difference to you
S/S X	the information provided by	you in connection with the Trade-III vehicle, Tou reproced you must be
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given a true payoff amount on the vehicle traded in	less than the amount shown above in item 6B a	you in connection with the Trade-In Vehicle, You represent that you have nown above in item 6B as "Prior Credit or Lease Balance," you must be sometiment or Lease Balance, Seller will refund the difference to you prior Credit or Lease Balance, Seller will refund the difference to you
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Buier X	haling any blat	nk spaces to be filled in. (2) you are entitled to a composition
10 Policy (1) Do not sign this agreemen	t before you read it or if it contains any blai	ink spaces to be filled in. (2) You are entitled to a completely fill tany time, (4) If you default in the performance of your obligation tany time, (4) If you default in the performance of your obligation tany time unpaid indebtedness evidenced by this agreement.
Notice to buyer: (1) Do not sign uncan prepay t	he full amount due under this agreement at	liability for the unpaid indebtedness evidenced by this agreement
in copy of this agreement the vehicle may be repor	THE SUDJECT TO SUPPLY AND THE SUBJECT TO SAIL ALL	- 1 <del>2 2 2 2 2 2 2 </del>
15 UNNOLIDIGATION OF A STATE OF A	ssesseu and you may be the	an Investment of the Departm
If you have a complaint concerning this sale, you should be concerning unfair or deceptive practices	uld try to resolve it with the seller.	t any time. (4) If you default in the performance of your congains any time. (4) If you default in the performance of your congainst and indebtedness evidenced by this agreement is city attorney, the district attorney, or an investigator for the Department of the change. You do not have to agree to any change.

Complaints concerning unfair or deceptive practices or methods by the seller may be referred to the change of the change. You do not have to agree to any change, of Motor Vehicles, or any combination thereof.

After this contract is signed, the seller may not change the financing or payment terms unless you agree in writing to the change. You do not have to agree to any change, and it is an unfair or decentive practice for the seller to make a unliateral change.

#### **Overallowance/Negative Equity/Incentives Form (Non-Florida)**

	Customer:	<b>SR #:</b> 71-927389809	BBB#: CHV1114771
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This form may be used to identify possible Overallowance or Negative Equity and to determine any customer incentives which were paid but may not be easily identifiable on a Bill of Sale.

You must determine the TRUE purchase price of a vehicle and identify any Overallowance, Negative Equity, and/or Incentives prior to arbitration or voluntary repurchase.

#### Section 1

Purchase Price	49128.30
(from Bill of Sale, before tax, tag, title, etc.)	
MSRP	-
(from BARS Invoice screen)	
Subtract the MSRP from the Purchase Price	=
(If positive, look for Overallowance)	

If the Purchase Price is greater than the MSRP but there was no trade-in, have the Dealer explain why the customer paid more than MSRP.

#### Section 2

Trade Allowance	9000.00
(from Bill of Sale)	
Actual Cash Value (ACV)	- 9000.00
(from ACV Statement)	
Subtract the ACV from the Trade Allowance	= 0.00
If positive, the Trade Allowance is higher than the ACV of the trade-in. This is Overallowance.	

#### Section 3

Trade Allowance	9000.00
(from Bill of Sale)	
Payoff on Trade	- 9000.00
(from Bill of Sale)	
Subtract the Payoff on Trade from the Trade Allowance	= 0.00
If negative, the Payoff on the Trade is higher that the Trade Allowance. This is Negative Equity.	

#### Section 4

Purchase Price	49128.30
(from Bill of Sale, before tax, tag, title, etc.)	
Incentives not included in the Purchase Price	- 3965.76
(from BARS and Incentive Acknowledgement sheet)	
Do not include fuel-fill credit or Dealer incentives. GM Card points must be included.	
Overallowance/Negative Equity	- 0.00
(use the Overallowance from Section 2 or the Negative Equity from Section 3, whichever is larger)	
Subtract the Incentives and the Overallowance/Negative Equity from the Purchase	= 45162.54
Price. This is the Actual price of the vehicle that should be presented to the BBB on	
the Agreement to Arbitrate (ATA).	

If Overallowance/Negative Equity and/or Incentives (not included in Purchase Price) are found, verify with Team Lead before submitting information to BBB.

Invoice Number: 351175

Tag Number:



Date and Time In: 9/22/2010 - 11:19 AM

Date and Time Out: 9/22/2010-12:38 PM
Promised Date Time: 9/22/2010-11/19 AM

Cashed Out Date: 9/22/2010 - 12:39 PM

Date Appointment Initiated: 9/22/2010

Service Advisor: (552) MICHAEL LEFFLER

LA CANADA CA
Home:
Cell:

57254 Meh Info: 07 CHEYROLET SUBURBAN

Serial Numbers: 1GNFK163171

In-Srv: Miles/Hrs In: 80368 Out:

Plate #:

Repair	VIN	Requested Repair Description	Mech#	Туре	Labor	Discount	Total
1	73 <b>8888888</b>	[RC (0101) LUBE/OIL/FILTER] CAUSE: Thank you for your business! CORRECTION: PERFORM LUBE OIL AND FILTER CHANGE,	288	Policy Charg	INC	INC	INC
2	7	(RC (0100) PERFORM GENERAL MOTORS MULTITI POINT INSPECTION] CAUSE RECOMMENDATIONS CORRECTION: Suggest front brake pads-4 lires-fluids appeared.	288 u	Policy Gharg	ΝĊ	NC.	ine
3	73	Product Safety Recall N100153 10153 HEATED WINDSHIELD WASHER MODULE SHORT CIRCUIT - DISABLE AND REMOVE MODULE 06/08/2010 Open CORRECTION: DISABLE WIPER MODULE AS PER RECALL	288	Warranty .	İNC	INC	INC
4	71	[RC(0 101) COURTIESY TRANSPORTATION (dropost & pickup)]  CORRECTION: ITRANSPORTATION (pickup & dropost)	ooo	Folley Gharg	ΙΛG	ΝĊ	ЮĠ

Repair	Part#	Description	Qty	Retail Price	Savings	Selling Price	Extended Discount	Extended Price
1	12345621	OIL10W30B	6.00				1	INC
1 .	0	WASTE RECOVERY FEE	1.00					INC
1	COUPON	SERVICE COUPON	1.00					INC
1	89017524	FILTER	1.00					INC
4.5	Shuttle2	TWO WAY SHUTTLE	0.00					Inc

Pay Type CC # Amount CASH \$0.00  Signature:  I AGREE TO PAY THE ABOVE TOTAL AMOUNT Cashed Out By: Cash Out Date: 9/22/2010 Cash Drawer: Drawer1	Parts Total: \$0.00  Core Total: \$0.00  Freight Total: \$0.00  Sublet Total: \$0.00  Labor Total: \$0.00  Cother Charges: \$0.00  Shop Supplies: \$0.00  Sub Total: \$0.00  Parts Discount: \$0.00  Parts Discount: \$0.00	Ext Price: \$0.00  Sales Tax: \$0.00  Total: \$0.00  - Deductible: \$0.00  Amount Due: \$0.00  Amt Tendered: \$0.00  Chg Returned: \$0.00
--	---	---

Fax Server

3/17/2011 10:45:01 AM PAGE

2/002

Fax Server



GENERAL MOTORS BUSINESS RESOURCE CENTER

March 17, 2011

114543 ALLEN GWYNN CHEVROLET 1400 S BRAND BLVD GLENDALE, CA 91204-2810 818-240-5720

Re:

Siebel Request: 71-927389809 2007 Chevrolet Suburban VIN # 10NFK16317J

Dear Mr. Mark Toohey:

This is a letter of notification regarding a Better Business Bureau case involving the above referenced customer.

In order to perform a case assessment, please provide me with copies of all dealer sales and service documents regarding this vehicle within 24 hours. The specific documents needed are:

All sales, purchase and finance agreements, including a conversion invoice (if applicable)

The incentives acknowledgement form.

Copy of the Title and Registration

- The Actual Cash Value statement of any trade
- All service and body shop repair orders including all internal, customer pay, days vehicle out of service and warranty repair orders. (Please include front and backs of the shop copies).

Please fax them to the number found below. If there are any fax difficulties or the documents exceed 50 pages, please contact me as soon as possible.

Your cooperation is greatly appreciated. If you have any questions, feel free to contact me directly at the number below.

Sincerely,

Jay Labraski
BRC Customer Relationship Specialist
Ph# 866-790-5700, prompt 1, extension 41433
FAX# 866-213-9923

lo sales

RO Number: 333906 Service Advisor: 519

Status:

Tag Number: 2096 Ticket Date: 3/2/2010

Cash Out Date: 3/2/2010

Veh Sold Date: Warranty Cash Out Date:

Date appointment initiated:

3/2/2010

Contact: KATHY

Proposed Date - Time Completed:

\$0.00

3:

3/2/2010 5:00 PM

Customer Information Number: 57254

LA CANADA CA

Home

Stock Number:

Yr: 07 Make: CHEVROLET Serial Numbers

Model SUBURBAN

VIN: 1GNFK16317J

Mileage In 70429 Mileage Out

Plate#

Color: SILVER

Type:

Т

Cell

Mech. Rpr Number Nbr	Requested Repair Description	Custon	ner Pay	· · · · · · · · · · · · · · · · · · ·		Item Type	Labor
543 1	- REPLACE BOTH BELTS	CORRECTION:	REPLACED SERPENTIN	E AND A		I I	\$0.00
Repair Part Number	Description		P/U S/O	B/O R	ec   Total	Selling Price	Ext Pric
1 12626222	BELT		1 0	0	0. Ī	\$58.94	\$58.95
1 12576447	BELT		0 1	0	0 1		\$3 <i>5</i> .72
		Customer 1	Pay Totals				
Discount Amount:	\$0.00 Freight Total:	\$0.00	Sales Tax:	\$9.23	Total	al Deduct:	\$0,00
	, and the state of	\$0.00	Second Sales Tax:		1		Ψο,ιις
Labor Total:	\$0.00   ** Other Charges:	\$0.00	Deposit:	\$0.00	11	Total:	\$103.90
Parts Total; Labor Total; 1: MC \$103.90 2: \$0.00	\$0.00 ** Other Charges:	\$0.00	Second Sales Tax:	\$0.00			

I hereby authorize the repair work to be done along with the necessary material, and herby grant you and/or your employees permission to operate the car or truck herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. In the event of a teardown for inspection, I understand that my vehicle will be reassembled within \_\_\_\_\_\_\_ days of the date shown above, unforeseen complications not withstanding. If the automobile is returned to the customer before authorized service is performed, a diagnostic and handling charge will be made. If I choose not to authorize the services recommended, YOU WILL BE ALLOWED TO COMPLETE ANY FACTORY AUTHORIZED WARRANTY REPAIRS OR SERVICES THAT ARE AT NO COST TO ME. I also authorize any sublet repairs that you deem necessary\_CUSTOMER.IS.HEREBY.NOTIFIED.THAT-THE-SAID PROPERTY IS NOTINSURED.OR PROTECTED AGAINST LOSS OCCASIONED BY THEFT, FIRE OR VANDALISM WHILE THE PROPERTY REMAINS WITH THE REPAIR GARAGE. NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON THE REVERSE SIDE. CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF. SUBJECT TO CONDITIONS ON REVERSE SIDE OF THIS CONTRACT PLEASE READ REVERSE SIDE.

Emp# Parts 519 \$0.00 Approved:

Estimate Labor \$0.00

<u>Total</u> \$104.00

3/2/2010 1:07:28

epair Order Printed on: 3/17/2011 9:30:38 AM \*\* Repa

<sup>\*</sup> Repair added after the customer copy printed. \*\* Oil & Grease included in Other Charges.

RO Number: 332828

Service Advisor: 519

Status:

Tag Number: 2851 Ticket Date: 2/3/2010 Cash Out Date: 2/4/2010

Veh Sold Date:

Warranty Cash Out Date: 2/23/2010

Date appointment initiated:

2/3/2010

Contact: KATHY

Proposed Date - Time Completed:

2/3/2010 5:00 PM

Customer Information Nu

LA CANADA CA

Flome

Cell

Number: 57254 Stock Number:

Yr: 07 Make: CHEVROLET Serial Numbers

Model SUBURBAN

Plate#

Color: SILVER

VIN: 1GNFK16317J

Mileage Out

Mileage In

69348

Type: T

	Mech. R umber N		Requested Repair Description	/arranty	Ite	en Type
	212	1	Warranty Company: 000006 : FACTORY W LABOR OP: J1400 - TIC CODE: ND CU COMING FROM THE ENGINE AREA C from cracked flywheel CORRECTION: RI AND IS WORKING AS DESIGNED Aut 0090	JST STATES THERE IS A TICKIN AUSE: checked and verified, Found EPLACED THE FLYWHEEL, REC	328-1 IG NOISE I noise coming HECKED	M
	000	2	Warranty Company: 000006 : FACTORY W LABOR OP: Z7901 - TIC CODE: MJ RE CORRECTION: 1 DAY RENTAL Autho	ENTAL PO Number: 49789 Receive	328-2 cd.	М
; <b>j</b> e	000	3	Warranty Company: 000006 ; FACTORY W LABOR OP: Z5000 - TIC CODE: MD S DIFF Authorization Number 2: 90	ARRANTY Claim Number: 3328 UBLET CORRECTION: PARTS	228-3 PRICE	М
Repair	Part Nu	mber	Description	P/U   S/O   I	B/O Rec Total	
1	1 <b>2</b> 606620		PLATE	1:0	1 0 0	
2	SUBLET		RENTAL	1: 0:	0 0 1	
3	REFUND		PARTS DIFF THORSON	1: 0:	0 0 1	-

MAR-17-2011(THU) 10:07

Service Advisor: 519

Status:

Tag Number: 2851 Ticket Date: 2/3/2010 Cash Out Date: 2/4/2010

Veh Sold Date:

Warranty Cash Out Date: 2/23/2010

T

Date appointment initiated:

2/3/2010

Contact: KATHY

Proposed Date - Time Completed:

2/3/2010

5:00 PM

**Customer Information** Number: 57254 LA CANADA CA Home Cel

Stock Number:

Make: CHEVROLET Serial Numbers

Model SUBURBAN

VIN: 1GNFK16317

Mileage In 69348

Plate#

Color: SILVER

Type:

Mileage Out

Customer Pay Totals

Discount Amount: Parts Total: \$0.00 \$0.00 Freight Total: Sublet Total:

\$0.00 \$0.00 \$0.00

Sales Tax: Second Sales Tax: \$0.00 \$0.00 Total Deduct:

\$0.00

Labor Total:

\$0.00

\*\* Other Charges:

Deposit:

\$0.00

Total: \$0.00

1: Cash

3:

\$0.00 YZ 2: \$0.00 \$0.00

I hereby authorize the repair work to be done along with the necessary material, and herby grant you and/or your employees permission to operate the car or truck herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. In the event of a teardown for inspection, I understand that my vehicle will be reassembled within days of the date shown above, unforeseen complications not withstanding. If the automobile is returned to the customer before authorized service is performed, a diagnostic and handling charge will be made. If I choose not to authorize the services recommended, YOU WILL BE ALLOWED TO COMPLÉTE ANY FACTORY AUTHORIZED WARRANTY REPAIRS OR SERVICES THAT ARE AT NO COST TO ME. I also authorize any sublet repairs that you deem necessary. CUSTOMER IS HEREBY NOTIFIED THAT THE SAID PROPERTY IS NOT INSURED OR PROTECTED AGAINST LOSS OCCASIONED BY THEFT, FIRE OR VANDALISM WHILE THE PROPERTY REMAINS WITH THE REPAIR GARAGE. NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON THE REVERSE SIDE, CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF, SUBJECT TO CONDITIONS ON REVERSE SIDE OF THIS CONTRACT PLEASE READ REVERSE SIDE.

CUST, SIGN.

**RO Number: 332699** 

Service Advisor; 519

Status:

Tag Number: 2817 Ticket Date: 2/1/2010 Cash Out Date: 2/1/2010

Veh Sold Date: 2/1/2

Date appointment initiated:

2/1/2010

Contact: KATHY

Proposed Date - Time Completed:

2/1/2010 5:00 PM

Warranty Cash Out Date:

Customer Information Number: 57254

LA CANADA CA
Home

Cell

Stock Number:

Yr: 07 Make: CHEVROLET Serial Numbers

Model SUBURBAN

VIN: IGNFK 16317J

Mileage In 69253 Mileage Out

Plate #

Color: SILVER

Type:

.

Mech. Rpr	Internal	
Number Nbr	Requested Repair Description	Item Type
543 1	- CUST STATES THERE IS A TICKING NOISE COMING FROM THE ENGINE AREA CAUSE: CHECKED AND VERIFIED. FOUND NOISE COMING FROM STARTER SHIELD CORRECTION: REALIGNED THE SHIELD TO CORRECT NOISE.	0

·			Customer	Pay Totals			
Discount Amount:	\$0.00	Freight Total:	\$0.00	Sales Tax:	\$0.00	Total Deduct:	\$0.00
Parts Total:	\$0.00	Sublet Total:	\$0.00	Second Sales Tax:	\$0.00		
Labor Total:	\$0.00	** Other Charges:	\$0.00	Deposit:	\$0.00	Total:	\$0.00

1: Cash \$0.00 yz 2: \$0.00 3: \$0.00

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CUST. SIGN.

RO Number: 331627

Service Advisor: 519

Status:

Tag Number: 2559 Ticket Date: 1/4/2010

Cash Out Date: 1/28/2010

Vch Sold Date:

Warranty Cash Out Date: 2/23/2010

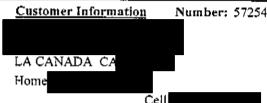
Proposed Date - Time Completed:

Date appointment initiated:

1/4/2010 1/4/2010

Contact: KATHY 5:00 PM

1/4/2010 5:00 PN



DESIGNED,

Repair Order Printed on: 3/17/2011 10:00:11 AM

Stock Number:

Yr: 07 Make: CHEVROLET Serial Numbers

Model SUBURBAN

Plate#

Color: SILVER

VIN: 1GNFK16317J

68513 Mileage Out

Mileage In

Type:

Т

Number Nbr	Internal Requested Repair Description	Item Type
* 000 3	- RENTAL, PO Number: 49645 Received. CORRECTION: RI	ENTAL O
epair Part Number	Description	P/U S/O B/O Rec Total
3 SUBLET	RENTAL	1 O O 1:
Mech. Rpr Number Nbr	Requested Repair Description	Item Type
543 1	Warranty Company: 000006: FACTORY WARRANTY Claim? LABOR OP: J1840, - TIC CODE: OP PERFORM OIL CONS CAUSE: CHECKED AND VERIFIED. REPAIRED LEFT BANK AGGRESSIVE LIFTERS. REPLACED LEFT BANK LIFTERS. INSTALLED UPDATED VALVE COVERS FOR PVC BAFFLE REPAIRS FOUND ENGINE CONSUMING 2.5 QTS FOR EVER DOWN STARTED. REMOVED ALL SPARK PLUGS AND INS DEPOSIT #5 & #7 CYLINDER PLUGS AND FOUND OIL. REM AND INSPECTED FOR CRACKS-NONE FOUND. REMOVED AND DISASSEMBELD. INSPECTED VALVE SEAL GUIDES OF CRACKS-FOUND NO PROBLEM. CALLED AND STARTED OF JIM SHOCK CASE NUMBER 11173277 REFERED TO DOC N	SUMPTION TEST K FOR OVER SECOND REPAIR E PROBLEM. AFTER RY 1,000 MILES. TEAR SPECTED FOR OIL MOVED UPPER INTAKE D LEFT CYLINDER HEAD CYLINDER HEAD CASE ON 1-12-10 WITH

CONSUMPTION UNDER INVESTIGATION. WAS TOLD POSSIBLE OIL RING PROBLEMS. REPAIR OF OIL RINGS MAY NOT FIX CONDITION, INSPECTED.

CYLINDER BORE FOR SCORING AND PISTONS FOR LOOSENESS. CALLED TO GET APPROVAL FOR ENGINE REPLACEMENT. ORDERED ENGINE ON 1-14-10 AND RECEIVED ENGINE ON 1-18-10 CORRECTION: REMOVED COMPLETE ENGINE ASSEMBLY AND INSTALLED CRATE MOTOR. TRANSFERRED ALL PARTS AND CHANGED OIL PAN DUE TO 4 BY 4 PAN DESIGN. INSTALLED PLUGS, OIL, FILTER

AND COOLANT. ROAD TESTED AND FOUND VEHICLE IS WORKING AS

543	2	Warranty Company: 000006 ; FACTORY WARRANTY Claim Number : 331627-2
		LABOR OP: Z7906 - TIC CODE: MJ RENTAL PO Number: 49644 Received.
		CORRECTION: 10 DAY RENTAL Authorization Number 2: 90

P/U B/O Repair Part Number S/O Rec Total Description 1 12574386 TUBE 1. 0 0 0 1 1 12621258 SPARK PLU 8 0. 0 Ü 8 1 12346290 COOLANT 2 0. 0 0 2 1 12630223 GASKET 2 0. Ū 0 2 1 12345621 OIL IOW30B 6.5 0 : 0 0 6.5 I 89017524 FILTER 1. 0 () 0. 1. 1 89060413 GASKET KI ı 0 0 O٠ 1. 1 89018188 ENG 0. Ö 1

M

<sup>\*</sup> Repair added after the customer copy printed.

Date appointment initiated:

RO Number: 331627

Service Advisor: 519

Status:

Tag Number: 2559 Ticket Date: 1/4/2010

Cash Out Date: 1/28/2010

Veh Sold Date:

Warranty Cash Out Date: 2/23/2010

Ţ

Proposed Date - Time Completed: 1/4/2010 5:00 PM Customer Information Number: 57254 LA CANADA CA Home Çel

Stock Number:

Yr: 07 Make: CHEVROLET Serial Numbers Model SUBURBAN

VIN: 1GNFK16317J

Mileage In 68513

Plate#

Contact: KATHY

Color: SILVER

**Customer Pay Totals** 

Type:

0 :

Mileage Out

RENTAL 2 SUBLET

\$0.00

\$0.00

\$0.00

\*\* Other Charges:

1/4/2010

Freight Total:

\$0.00 Sublet Total: \$0.00

\$0.00

Sales Tax: Second Sales Tax: Deposit: \$0.00 \$0.00 \$0.00 Total Deduct:

Total:

\$0.00

\$0.00

Labor Total:

Cash

Discount Amount:

Parts Total:

\$0.00 YZ

2: \$0.00 3: \$0.00

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CUST, SIGN.

B:A:R: # ARDAB004535

E.P.A. # CAD028246569



RO Number:

Service Advisor: 546

Status:

Tag Number:

Ticket Date: 12/2/2009 Cash Out Date: 12/2/2009

Veh Sold Date:

Warranty Cash Out Date: 12/21/2009

Customer Information Number

LA CANADA CA

Home

Proposed Date - Time Completed:

Date appointment initiated: 12/2/2009

Cell

12/2/2009

Number: 57254 Stock Number: Yr: 07 Make: CHEVROLET

Contact: KATHY

5:00 PM

Make: CHEVROLET | Serial Numbers

Mileage In 66999

Model SUBURBAN

VIN: IGNFK16317.

Mileage Out

Plate #

Color: SILVER

Type:

T

Mech. Rpr <u>Number</u> Nbr	Requested Repair Description	Warranty			Item Type		
543 1	Warranty Company: 000006: FAC LABOR OP: J0307 - TIC CODE: CONSUMPTION TEST - SOP HI UPDATED VALVE COVERS - C COVERS, TOPPED OFF OIL, CU CONSUMPTION - Authorization	: PO CUSTOMER S ERE- see history CA CORRECTION: INSTA	TATES ENGIN USE: PER TEC ALLED UPDAT RN IN 1000 MII	E USING OIL- C H LINE INSTAL ED VALVE LES TO CHECK	DIL- OIL STALL E		
Repair Part Number	Description		P/U	S/O B/O Rec	Total	<del></del> -	
I 12582224	COVER		1	0: 0: 0			
1 12570427	COVER		1		1	-	
		Customer Pay Tot	tals				
Discount Amount:	\$0.00 Freight Total:	\$0.00	Sales Tax:	\$0.00	Total Deduct:	\$0.00	
T- 12 4-0 (1212 2 2211 14 44) (4)	***					400000	
Parts Total:	\$0.00 Subjet Total:	\$0.00 Secon	d Sales Tax:	\$0.00   —			

CUST. SIGN.

Cash

2:

3:

\$0.00 yz

\$0.00

B.A.R. # ARDAB004535 E.P.A. # CAD028246569

\*\* Oil & Grease included in Other Charges.

<sup>\*</sup> Repair added after the customer copy printed.



RO Number: 329469

Service Advisor: 546

Status:

Tag Number: 1946 Ticket Date: 11/9/2009

Cash Out Date: 11/17/2009

Veh Sold Date: Warranty Cash Out Date:

Т

Date appointment initiated: Proposed Date - Time Completed:

11/9/2009 11/9/2009

Other Charges:

Contact: KATHY 5:00 PM

3:00 P(V)

Customer Information Number: 57254

LA CANADA CA
Home
Cell

Stock Number:

Yr: 07 Make: CHEVROLET Serial Numbers

Deposit:

Model SUBURBAN VIN: IGNEK

VIN: 1GNFK16317J

\$0.00

Mileage In 64949

Mileage Out

Plate #

Color: SILVER

Type:

Total:

\$0.00

Mech. Rpr Number Nbr	Internal Requested Repair Description	Item Type
543	- CHECK OIL CONSUMPTION- USING 1 QT PER 1,000 MILES CAUSE: PER TECH LINE - NEED TO REPLACE VALVE COVERS WITH UPDATES VALVE COVERS CORRECTION: ORDERED VALVE COVERS - ON BACK ORDER- WILL NOTIFY CUSTOMER WHEN PARTS ARRIVE	0
* 2	- RENTAL START 11/16 PO Number: 48253 Received.	<u> </u>
epair Part Number	Description P/U S/O B/O Rec Total	
2 SUBLET	RENTAL START   1/16 1 0 0 0 0	I.i.
	Customer Pay Totals	·
Discount Amount: Parts Total:	\$0.00 Freight Total: \$0.00 Sales Tax: \$0.00 To \$0.00 Sublet Total: \$0.00 Second Sales Tax: \$0.00	otal Deduct: \$0

1: Cash \$0.00 CB 2: \$0.00 3: \$0.00

\$0.00

\$0.00

CUST, SIGN.

B.A.R. # ARDAB004535 E.P.A. # CAD028246569

Labor Total:

<sup>\*</sup> Repair added after the customer copy printed. \*\* Oil & Grease included in Other Charges.

Customer Information

RO Number: 328691

Service Advisor: 546

Status:

Tag Number: 1798

Ticket Date: 10/20/2009

Cash Out Date: 10/20/2009

Veh Sold Date:

Warranty Cash Out Date:

Date appointment initiated: 10/20/2009

Proposed Date - Time Completed: 10/20/2009

5:00 PM

Number: 57254

Contact: KATHY

Stock Number: Yr: 07 Make: CHEVROLET

Scrial Numbers

\$0.00

Mileage In 63818

Model SUBURBAN LA CANADA CA

CUSTOMER TO RETURN IN 1000 MILES

VIN: 1GNFK16317J

Mileage Out

Plate #

Color: SILVER

Deposit:

Type: T

Cell Mech. Rpr Internal Number Nbr Requested Repair Description Item Type 543 - CHECK ENGINE OIL - LOW - START OIL CONSUPTION TEST - TOP OFF FLUID, O. DOCUMENT MARK FILTER AND DIP STCK CAUSE: OIL LEVEL LOW

CORRECTION: TOPPED OFF OIL, MARKED DIP STICK, FILTER AND TUBE -

Customer Pay Totals Discount Amount: \$0.00 Freight Total: \$0.00 Sales Tax: \$0.00 Total Deduct: \$0.00 Parts Total: \$0.00 Sublet Total: \$0.00 Second Sales Tax: \$0.00 Labor Total: \$0.00 \*\* Other Charges: \$0.00 Total: \$0.00

Cash \$0.00 yz 2: \$0.00 3: \$0.00

Home

I hereby authorize the repair work to be done along with the necessary material, and herby grant you and/or your employees permission to operate the car or truck herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. In the event of a teardown for inspection, I understand that my vehicle will be reassembled within days of the date shown above, unforeseen complications not withstanding. If the automobile is returned to the customer before authorized service is performed, a diagnostic and handling charge will be made. If I choose not to authorize the services recommended, YOU WILL BE ALLOWED TO COMPLETE ANY FACTORY AUTHORIZED WARRANTY REPAIRS OR SERVICES THAT ARE AT NO COST TO ME. I also authorize any sublet repairs that you deem necessary. CUSTOMER IS HEREBY NOTIFIED THAT THE SAID PROPERTY IS NOT INSURED OR PROTECTED AGAINST LOSS OCCASIONED BY THEFT, FIRE OR VANDALISM WHILE THE PROPERTY REMAINS WITH THE REPAIR GARAGE.-NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON THE REVERSE SIDE. CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF, SUBJECT TO CONDITIONS ON REVERSE SIDE OF THIS CONTRACT PLEASE READ REVERSE SIDE.

CUST, SIGN,

B.A.R. # ARDAB004535 E.P.A. # CAD028246569

'epair Order Printed on : 3/17/2011 10:06:02 AM

Repair added after the customer copy printed.

RO Number: 327344

Service Advisor: 550

Status:

Tag Number: 3489 Ticket Date: 9/18/2009

Cash Out Date: 9/18/2009

Veh Sold Date: Warranty Cash Out Date:

Date appointment initiated: 9/18/2009

Contact: KATHY

Proposed Date - Time Completed: 9/18/2009 **Customer Information** 

Number: 57254

5:00 PM

Stock Number:

Yr: 07 Make: CHEVROLET Serial Numbers

Model SUBURBAN Plate#

VIN: 1GNFK16317J

61941 Mileage Out

Mileage In

LA CANADA CA Home

Cel

Color: SILVER

Type:

Т

Mech. Rpr Number Nbr	Custon Requested Repair Description	ner Pay						Item Type	Labor
402 2	- LUBE/OIL/FILTER CAUSE: Thank you for your business! CORRECTION: PERFORM LUBE OIL AND FILTER CHANGE.								\$11.00
402 3	- PERFORM GENERAL MOTORS MULTI- F RECOMMENDATIONS: TRANSMISSON SERVICE.	OINT INSPECT VICE, REAR DI	TION FFERI	CAU ENTL	ISE: AL SE	RVICE	£,	I	\$0.00
Repair Part Number	Description		P/U	S/O	B/Q	Rec	Total	Selling Price	Ext Price
2 89017524	FILTER		1	0.	0.	0	1.	\$4.7 <i>5</i>	\$4.75
2 12345621	OIL10W30B		6 :	0.	0:	0.	6		\$14.82
2 230390	WASHER TABLET	1	1;	0	ő	0:	1		\$0.95
2 GREASE		:	1	0	0.	0	1	\$0.45	\$0.45
Mech. Rpr	Tnte	rnal							
Number Nbr	Requested Repair Description						Г	tem Type	
092 1	<ul> <li>CUSTOMER STATES AFTER DOORS ARE BATTERY DIES AND VEHICLE HAS TO BE CAUSE: VERIFIED CUSTOMERS FOUND B. PERFORMING MIDTRONICS TEST WITH C REPLACED BATTERY.</li> </ul>	JUMPSTART.C ATTERY HAS A	CHECK A BAD	CANI CEL	DADV LAFT	ISE. ER		0	
Repair Part Number	Description		P/U	S/O;	 В/О	Rec	Total'''		
1 88901152	48-6YR BATTERY		1.	0	0	0.	111	•	

Service Advisor: 550

Status:

Tag Number: 3489 Ticket Date: 9/18/2009

Cash Out Date: 9/18/2009

Veh Sold Date:

Warranty Cash Out Date:

Date appointment initiated: 9/18/2009

Contact: KATHY

Proposed Date - Time Completed:

9/18/2009

5:00 PM

Customer Information Number: 57254 LA CANADA CA Home Cell

Stock Number:

Yr: 07 Make: CHEVROLET Serial Numbers

Model SUBURBAN

Plate #

Color: SILVER

VIN: 1GNFK [63] 7.

61941

Mileage Out

Mileage In

Т Type:

Customer Pay Totals

Discount Amount: Parts Total:

Labor Total;

\$0.00 \$5.70 \$11.00

Freight Total: Sublet Total: \*\* Other Charges:

\$0.00 \$0.00 \$15.27

Saics Tax: Second Sales Tax:

Deposit:

\$2.05 \$0.00

\$0.00

Total Deduct:

Total:

\$0.00

\$34.02

MC

\$34.02 YZ \$0.00

2: 3:

\$0.00

i hereby authorize the repair work to be done along with the necessary material, and herby grant you and/or your employees permission to operate the car or truck herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. In the event of a teardown for inspection, I understand days of the date shown above, unforeseen complications not withstanding. If the automobile is returned that my vehicle will be reassembled within to the customer before authorized service is performed, a diagnostic and handling charge will be made. If I choose not to authorize the services recommended, YOU WILL BE ALLOWED TO COMPLETE ANY FACTORY AUTHORIZED WARRANTY REPAIRS OR SERVICES THAT ARE AT NO COST TO ME. I also authorize any sublet repairs that you deem necessary. CUSTOMER IS HEREBY NOTIFIED THAT THE SAID PROPERTY IS NOT INSURED OR PROTECTED AGAINST LOSS OCCASIONED BY THEFT, FIRE OR VANDALISM WHILE THE PROPERTY REMAINS WITH THE REPAIR GARAGE, NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON THE REVERSE SIDE. CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF, SUBJECT TO CONDITIONS ON REVERSE SIDE OF THIS CONTRACT PLEASE READ REVERSE SIDE.

CUST, SIGN,

B.A.R. # ARDAB004535

E.P.A. # CAD028246569

Mileage In

RO Number: 324545 Service Advisor: 545

Status:

Tag Number: 1297 Ticket Date: 7/15/2009

Cash Out Date: 7/17/2009

Veh Sold Date:

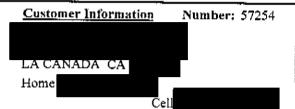
Warranty Cash Out Date: 9/8/2009

Date appointment initiated: 7/15/2009

Contact: KATHY

Proposed Date - Time Completed: 7/15/2009

5:00 PM



Stock Number:

Yr: 07 Make: CHEVROLET Scrial Numbers

Model SUBURBAN

VIN: 1GNFK16317J

58245 Mileage Out

Plate#

Color: SILVER

Type:

T

Mech. Rpr Number Nbr	Requested Repair Description	ner Pay				Item Type	Labor
466 2	- BRAKE INSPECTION -CHECK AND ADV LOW 2 TO 3MM CORRECTION: REPLACE SPECIAL W/\$25.00 REBATE PROGRAM, MA REAR BRAKE PADS, MACHINED ROTORS A 2: 90	D FRONT PADS GOODS CHINED FRONT ROTO	VRENCE RS. REP	I BRAI	ζE	1	\$165.00
Repair Part Number	Description	P/U S/	O B/O	Rec	Total	Selling Price	Ext Price
2 409	BRAKE CLEANER	: 1,	0: 0		1:		\$4.00
2 25949454	PAD KIT		0 0:	0.	1		\$124.56
2 19235756	PAD KIT	1	0, 0	0;	1		\$69.95
Mech. Rpr	War	ranty					
Number Nbr	Requested Repair Description	· · · · · · · · · · · · · · · · · · ·			11	tem Type	
	LABOR OP: J0621 - TIC CODE: PO DURIN	7 50 50 50 50 50 50 50 50 50 50 50 50 50	1 4547   -	OBI			
-0003	TOTAL OF 3 QUARTS SINCE LAST 2,000MI CONSUMPTION CAUSED BY LIFTERS CAI OIL CONSUMPTION CORRECTION: REM REPLACED ALL LEFT BANK ON 2222753 Number 2: 0090	LES. CAUSE: FOPUNI JSING OIL SHOOTING TOVED LEFT CYLINDER Authorization Number: I RANTY Claim Number AL PO Number: 45644 R	OOIL OPCV HEAD Auth	CAUSII orizatio		MI	
	TOTAL OF 3 QUARTS SINCE LAST 2,000MI CONSUMPTION CAUSED BY LIFTERS CAUDIL CONSUMPTION CORRECTION: REM REPLACED ALL LEFT BANK ON 2222753 Number 2: 0090  Warranty Company: 000006: FACTORY WAR LABOR OP: Z7903 - TIC CODE: MJ RENT	LES. CAUSE: FOPUNI JSING OIL SHOOTING TOVED LEFT CYLINDER Authorization Number: I RANTY Claim Number AL PO Number: 45644 R ber 2: 0090	OOIL OPCV HEAD Auth	CAUSII orizatio			
	TOTAL OF 3 QUARTS SINCE LAST 2,000MI CONSUMPTION CAUSED BY LIFTERS CAUGIL CONSUMPTION CORRECTION: REM REPLACED ALL LEFT BANK ON 2222753 Number 2: 0090  Warranty Company: 000006 : FACTORY WAR LABOR OP: Z7903 - TIC CODE: MJ REN'T Authorization Number: G Authorization Number:	LES. CAUSE; FOPUNI JSING OIL SHOOTING TOVED LEFT CYLINDER Authorization Number: I RANTY Claim Number AL PO Number: 45644 R ber 2: 0090	OOIL O PCV ( HEAD Auth 324545 eccived.	OAUSII orizatic 3	Total		
tepair Part Number	TOTAL OF 3 QUARTS SINCE LAST 2,000MI CONSUMPTION CAUSED BY LIFTERS CAUDIL CONSUMPTION CORRECTION: REM REPLACED ALL LEFT BANK ON 2222753 Number 2: 0090  Warranty Company: 000006 : FACTORY WAR LABOR OP: Z7903 - TIC CODE: MJ REN'T Authorization Number: G Authorization Number: G Authorization Number:	LES. CAUSE; FOPUNI JSING OIL SHOOTING TOVED LEFT CYLINDER Authorization Number: I RANTY Claim Number AL PO Number: 45644 R ber 2: 0090	OOIL OPCV HEAD Auth 324545 eccived.	OAUSII orizatio	Total 4		
Repair Part Number I 11518860	TOTAL OF 3 QUARTS SINCE LAST 2,000MI CONSUMPTION CAUSED BY LIFTERS CAUDIL CONSUMPTION CORRECTION: REM REPLACED ALL LEFT BANK ON 2222753 Number 2: 0090  Warranty Company: 000006: FACTORY WAR LABOR OP: Z7903 - TIC CODE: MJ RENT Authorization Number: G Authorization Num  Description  BOLT	LES. CAUSE: FOPUNI JSING OIL SHOOTING TOVED LEFT CYLINDER Authorization Number: I RANTY Claim Number AL PO Number: 45644 R ber 2: 0090  P/U   8	OOIL O PCV HEAD Auth 324545 eccived.	Rec 0	Total 4		
Repair Part Number 1 11518860 1 12346290	TOTAL OF 3 QUARTS SINCE LAST 2,000MI CONSUMPTION CAUSED BY LIFTERS CAUDIL CONSUMPTION CORRECTION: REM REPLACED ALL LEFT BANK ON 2222753 Number 2: 0090  Warranty Company: 000006: FACTORY WAR LABOR OP: Z7903 - TIC CODE: MJ RENT Authorization Number: G Authorization Num  Description  BOLT  COOLANT	LES. CAUSE; FOPUNI JSING OIL SHOOTING TOVED LEFT CYLINDER Authorization Number: I RANTY Claim Number AL PO Number: 45644 R ber 2: 0090  P/U   8	OOIL O PCV HEAD Auth 324545 eccived.  O B/O 0 0 0 0	Rec 0	Total 1 5		
Repair Part Number  1 11518860 1 12346290 1 12558840	TOTAL OF 3 QUARTS SINCE LAST 2,000MI CONSUMPTION CAUSED BY LIFTERS CAUDIL CONSUMPTION CORRECTION: REM REPLACED ALL LEFT BANK ON 2222753 Number 2: 0090  Warranty Company: 000006 : FACTORY WAR LABOR OP: Z7903 - TIC CODE: MJ RENT Authorization Number: G Authorization Num  Description  BOLT  COOLANT  BOLT	LES. CAUSE; FOPUNI JSING OIL SHOOTING TOVED LEFT CYLINDER Authorization Number: I RANTY Claim Number AL PO Number: 45644 R ber 2: 0090  P/U   5  10	OOIL O PCV HEAD Auth 324545 eccived.	Rec 0	Total  4 1 5		
Repair Part Number 1 11518860 1 12346290 1 12558840 1 11571134	TOTAL OF 3 QUARTS SINCE LAST 2,000MI CONSUMPTION CAUSED BY LIFTERS CAU OIL CONSUMPTION CORRECTION: REM REPLACED ALL LEFT BANK ON 2222753 Number 2: 0090  Warranty Company: 000006 : FACTORY WAR LABOR OP: Z7903 - TIC CODE: MJ REN'I Authorization Number: G Authorization Num  Description BOLT COOLANT BOLT BOLT	LES. CAUSE; FOPUNI JSING OIL SHOOTING TOVED LEFT CYLINDER Authorization Number: I RANTY Claim Number AL PO Number: 45644 R ber 2: 0090  P/U   5	OOIL O PCV HEAD Auth 324545 cecived.  O B/O 0 0 0 0 0 0 0 0 0 0	Rec   0   0   0   0	Total 1 5		
Repair Part Number  1 11518860 1 12346290 1 12558840 1 11571134 1 17122490	TOTAL OF 3 QUARTS SINCE LAST 2,000MI CONSUMPTION CAUSED BY LIFTERS CAUDIL CONSUMPTION CORRECTION: REM REPLACED ALL LEFT BANK ON 2222753 Number 2: 0090  Warranty Company: 000006: FACTORY WAR LABOR OP: Z7903 - TIC CODE: MJ RENT Authorization Number: G Authorization Num  Description  BOLT  COOLANT  BOLT  LIFTER	LES. CAUSE: FOPUNI JSING OIL SHOOTING TOVED LEFT CYLINDER Authorization Number: I RANTY Claim Number AL PO Number: 45644 R ber 2: 0090  P/U   8  1   5   10   4	OOIL O PCV HEAD Auth  324545 ceceived.  0 0 0 0 0 0 0 0 0 0 0 0 0 0 0		Total  4 1 5		
Repair Part Number  1 11518860 1 12346290 1 12558840 1 11571134 1 17122490 1 12617944	TOTAL OF 3 QUARTS SINCE LAST 2,000MI CONSUMPTION CAUSED BY LIFTERS CAUDIL CONSUMPTION CORRECTION: REM REPLACED ALL LEFT BANK ON 2222753 Number 2: 0090  Warranty Company: 000006: FACTORY WAR LABOR OP: Z7903 - TIC CODE: MJ RENT Authorization Number: G Authorization Num  Description  BOLT  COOLANT  BOLT  LIFTER  GASKET	LES. CAUSE: FOPUNI JSING OIL SHOOTING TOVED LEFT CYLINDER Authorization Number: I RANTY Claim Number AL PO Number: 45644 R ber 2: 0090  P/U   8  1   5   10   4	OOIL O PCV HEAD Auth  324545 eccived.  0 0 0 0 0 0 0 0 0 0 0 0 0 0	Rec	Total  4 1 5		
Repair Part Number  1 11518860 1 12346290 1 12558840 1 11571134 1 17122490 1 12617944 1 12589226	TOTAL OF 3 QUARTS SINCE LAST 2,000MI CONSUMPTION CAUSED BY LIFTERS CAU OIL CONSUMPTION CORRECTION: REM REPLACED ALL LEFT BANK ON 2222753 Number 2: 0090  Warranty Company: 000006 : FACTORY WAR LABOR OP: Z7903 - TIC CODE: MJ RENT Authorization Number: G Authorization Num  Description BOLT COOLANT BOLT LIFTER GASKET GASKET	LES. CAUSE; FOPUNI JSING OIL SHOOTING TOVED LEFT CYLINDER Authorization Number: I RANTY Claim Number AL PO Number: 45644 R ber 2: 0090  P/U   5  10 4 1 1 1	OOIL O PCV HEAD Auth  324545 cecived.  0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Rec   0   0   0   0   0   0   0   0   0	Total  4 1 5		
Repair Part Number  1 11518860 1 12346290 1 12558840 1 11571134 1 17122490 1 12617944 1 12589226 1 12612045	TOTAL OF 3 QUARTS SINCE LAST 2,000MI CONSUMPTION CAUSED BY LIFTERS CAU OIL CONSUMPTION CORRECTION: REM REPLACED ALL LEFT BANK ON 2222753 Number 2: 0090  Warranty Company: 000006 : FACTORY WAR LABOR OP: Z7903 - TIC CODE: MJ REN'I Authorization Number: G Authorization Num  Description BOLT COOLANT BOLT LIFTER GASKET GASKET GASKET	LES. CAUSE; FOPUNI JSING OIL SHOOTING TOVED LEFT CYLINDER Authorization Number: I RANTY Claim Number AL PO Number: 45644 R ber 2: 0090  P/U   5  10  4  1  1  1	OOIL O PCV HEAD Auth 324545 cecived.  O 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Rec   0   0   0   0   0   0   0   0   0	Total  4 1 5 10 4 1 1 1 4 4 4 4 4 4 4 4 4 4 4 4 4 4		
Repair Part Number  1 11518860 1 12346290 1 12558840 1 11571134 1 17122490 1 12617944 1 12589226 1 12612045 1 12571595	TOTAL OF 3 QUARTS SINCE LAST 2,000MI CONSUMPTION CAUSED BY LIFTERS CAU OIL CONSUMPTION CORRECTION: REM REPLACED ALL LEFT BANK ON 2222753 Number 2: 0090  Warranty Company: 000006: FACTORY WAR LABOR OP: Z7903 - TIC CODE: MJ RENT Authorization Number: G Authorization Num  Description BOLT COOLANT BOLT LIFTER GASKET GASKET GASKET LIFTER	LES. CAUSE; FOPUNI JSING OIL SHOOTING TOVED LEFT CYLINDER Authorization Number: I RANTY Claim Number AL PO Number: 45644 R ber 2: 0090  P/U   8  1   1   5   10  4   1   1   1   1   1   1   1   1   1	OOIL O PCV HEAD Auth 324545 cecived.  O 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0		Total  4 1 5 10 4 1 1 1 1		

<sup>&#</sup>x27;epair Order Printed on : 3/17/2011 10:10:58 AM

<sup>\*</sup> Repair added after the customer copy printed.

<sup>\*\*</sup> Oil & Grease included in Other Charges.

Service Advisor: 545

Status:

Tag Number: 1297 Ticket Date: 7/15/2009 Cash Out Date: 7/17/2009

Veh Sold Date:

Warranty Cash Out Date: 9/8/2009

Date appointment initiated: 7/15/2009

Proposed Date - Time Completed:

Contact: KATHY

7/15/2009

5:00 PM

**Customer Information** Number: 57254 LA CANADA CA

Stock Number:

Make: CHEVROLET Serial Numbers

Model SUBURBAN

Plate#

Color: SILVER

Type:

VIN: 1GNFK16317J

\$19.36

Т

Mileage In

58245

Mileage Out

**Customer Pay Totals** 

AR

Discount Amount: Parts Total: Labor Total:

Home

\$0,00 \$198.51 \$165.00

Cell

Freight Total: Sublet Total: \*\* Other Charges: \$0.00 \$0.00 \$0.00

Sales Tax: Second Sales Tax: Deposit:

\$0.00 \$0.00 Total Deduct:

\$0.00

Total: \$382.87

MC 1: \$382.87 2:

3:

\$0.00

\$0.00

I hereby authorize the repair work to be done along with the necessary material, and herby grant you and/or your employees permission to operate the car or truck herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. In the event of a teardown for inspection, I understand that my vehicle will be reassembled within days of the date shown above, unforeseen complications not withstanding. If the automobile is returned that my vehicle will be reassembled within \_\_\_\_\_\_ days or the date shown above, unlocated complete to the customer before authorized service is performed, a diagnostic and handling charge will be made. If I choose not to authorize the services recommended, YOU WILL BE ALLOWED TO COMPLETE ANY FACTORY AUTHORIZED WARRANTY REPAIRS OR SERVICES THAT ARE AT NO COST TO ME. I also authorize any sublet repairs that you deem necessary. CUSTOMER IS HEREBY NOTIFIED THAT THE SAID PROPERTY IS NOT INSURED OR PROTECTED AGAINST LOSS OCCASIONED BY THEFT, FIRE OR VANDALISM WHILE THE PROPERTY REMAINS WITH THE REPAIR GARAGE. NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON THE REVERSE SIDE. CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF, SUBJECT TO CONDITIONS ON REVERSE SIDE OF THIS CONTRACT PLEASE READ REVERSE SIDE.

CUST, SIGN,

B.A.R. # ARDAB004535 E.P.A. # CAD028246569

\* Repair added after the customer copy printed.

\*\* Oil & Grease included in Other Charges.

Mileage In

58245

Mileage Out

Labor

\$165.00

Status:

Service Advisor: 545 Tag Number: 1297 Ticket Date: 7/15/2009 Cash Out Date: 7/17/2009

Veh Sold Date:

Warranty Cash Out Date: 9/8/2009

Date appointment initiated: 7/15/2009

2:90

Contact: KATHY

Proposed Date - Time Completed: 7/15/2009

LA CANADA CA

Home

5:00 PM

Customer Information Number: 57254

Stock Number:

Make: CHEVROLET Serial Numbers VIN: 1GNFK16317J

Model SUBURBAN

Plate #

Color: SILVER

Type:

Cell Mech. Rpr Customer Pay Requested Repair Description Number Nbr Item Type 466 - BRAKE INSPECTION -CHECK AND ADVISE CAUSE: FRONT AND REAR PADS 1 LOW 2 TO 3MM | CORRECTION; REPLACED FRONT PADS GOODWRENCH BRAKE SPECIAL W/\$25.00 REBATE PROGRAM, MACHINED FRONT ROTORS, REPLACED

Repair Part Number	Description	P/U S	87 <b>O</b> <sup>1</sup>	B/O	Rec -	Total:	Selling Price	Ext Price
2 409	BRAKE CLEANER	 1,	0,	0 :	0.	1	\$4.00	\$4.00
2 25949454	PAD KIT	1	0.	0 ;	0;	1	\$124.56	\$124.56
2 19235756	PAD KIT	 1	0;	0	0.		\$69.95	\$69.95

REAR BRAKE PADS, MACHINED ROTORS AND ROADTESTED Authorization Number

Mech, Rpr Number Nbr	Warranty Requested Repair Description	Item Type
544 I	Warranty Company: 000006: FACTORY WARRANTY Claim Number: 324545-1 LABOR OP: J0621 - TIC CODE: PO DURING OIL CONSUMPTION TEST-LOST TOTAL OF 3 QUARTS SINCE LAST 2,000MILES. CAUSE: FOPUND OIL CONSUMPTION CAUSED BY LIFTERS CAUSING OIL SHOOTING TO PCV CAUSING OIL CONSUMPTION CORRECTION: REMOVED LEFT CYLINDER HEAD REPLACED ALL LEFT BANK ON 2222753 Authorization Number: P Authorization Number 2: 0090	М
3	Warranty Company: 000006 TFACTORY WARRANTY Claim Number: 324545-3  LABOR OP: Z7903 - TIC CODE: MJ RENTAL PO Number: 45644 Received.  Authorization Number: G Authorization Number 2: 0090	M

Repair	Part Number	Description	 	P/U	S/C	B/C	Rec	Total		
ī	11518860	BOLT		1 4	l - (	i, 0	0.	4		
1	12346290	COOLANT	 	·		0	. 0	1		 
1	12558840	BOLT	 		5. (	0	. 0	5		 
1	11571134	BOLT	 	. 10	), (	0	. 0	10		 
1	17122490	LIFTER			i i	. 0	0	4	<del></del> -	 
1	12617944	GASKET		1		0	0	1		 
1	12589226	GASKET			1 0	, 0	0,	1		
1	12612045	GASKET		- :		. 0	0;	1		
1	12571595	LIFTER		- 4		. 0	0.	4		
1	12602541	SEAL	 		. 0	. 0	0	2		 
1	89060413	GASKET KI			· · · · · · · · · · · · · · · · · · ·	0	0	1		 
3	SUBLET	RENTAL			. 0	0	0	· · · · · · · · · · · · · · · · · · ·		

<sup>\*</sup> Repair added after the customer copy printed.

<sup>\*\*</sup> Oil & Grease included in Other Charges,

RO Number: 324545

Service Advisor: 545

Status:

Tag Number: 1297 Ticket Date: 7/15/2009 Cash Out Date: 7/17/2009

Veh Sold Date:

Warranty Cash Out Date: 9/8/2009

Т

Date appointment initiated: 7/15/2009 Proposed Date - Time Completed: 7/15/2009

5:00 PM

Contact: KATHY

Customer Information Number: 57254 LA CANADA CA Home Cell

Stock Number:

Make: CHEVROLET Serial Numbers

Model SUBURBAN

Plate #

Color: SILVER

VIN: IGNFK16317J

Type:

Mileage In 58245

Mileage Out

Discount Amount: Parts Total: Labor Total:

\$0.00 \$198.51 \$165.00

Freight Total: Sublet Total: \*\* Other Charges:

AR

**Customer Pay Totals** \$0.00 \$0.00 \$0.00

Sales Tax: Second Sales Tax: Deposit: \$19,36 \$0.00 \$0.00

Total Deduct:

\$0.00

S382.87

Total:

MC l:

\$382.87 2; \$0.00

3: \$0.00

I hereby authorize the repair work to be done along with the necessary material, and herby grant you and/or your employees permission to operate the car or truck herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. In the event of a teardown for inspection, I understand that my vehicle will be reassembled within days of the date shown above, unforeseen complications not withstanding. If the automobile is returned that my vehicle will be reassembled within \_\_\_\_\_\_ days of the date shown above, unit-basely complications not validating, in the services to the customer before authorized service is performed, a diagnostic and handling charge will be made. If I choose not to authorize the services recommended, YOU WILL BE ALLOWED TO COMPLETE ANY FACTORY AUTHORIZED WARRANTY REPAIRS OR SERVICES THAT ARE AT NO COST TO ME. I also authorize any sublet repairs that you deem necessary. CUSTOMER IS HEREBY NOTIFIED THAT THE SAID PROPERTY IS NOT INSURED OR PROTECTED AGAINST LOSS OCCASIONED BY THEFT, FIRE OR VANDALISM WHILE THE PROPERTY REMAINS WITH THE REPAIR GARAGE. NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON THE REVERSE SIDE, CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF, SUBJECT TO CONDITIONS ON REVERSE SIDE OF THIS CONTRACT PLEASE READ REVERSE SIDE.

CUST, SIGN.

B.A.R. # ARDAB004535 E.P.A. # CAD028246569

!cpair Order Printed on ; 3/17/2011 10:16:42 AM

Service Advisor: 545

Status:

Tag Number: 3946 Ticket Date: 6/29/2009

Cash Out Date: 6/29/2009

Vch Sold Date:

Warranty Cash Out Date:

Date appointment initiated: 6/29/2009

Contact: KATHY

Proposed Date - Time Completed:

6/29/2009

5:00 PM

Customer Information Number: 57254 LA CANADA CA Home Cell

Stock Number:

Make: CHEVROLET Yr: 07 Serial Numbers

Model SUBURBAN

Plate #

Color: SILVER

VIN: 1GNFK16317J Type:

Т

Internal Mech. Rpr Number Nbr Requested Repair Description Item Type 402 - PERFORM OIL CONSUMPTION CHECK AS PER RECOMMENDATION Ö LOW ONE BAR-981,4MILES CORRECTION: ADDED ONE QUART

Customer Pay Totals Discount Amount: \$0.00 Freight Total:

Parts Total: \$0.00 Labor Total: \$0.00

Sublet Total: \*\* Other Charges:

ĊВ

\$0.00 \$0.00 \$0.00

Sales Tax: Second Sales Tax:

Deposit:

\$0.00 \$0.00 \$0.00 Total Deduct:

\$0.00 \$0.00

Mileage In

57207

Mileage Out

Total:

1: Cash

2:

3:

\$0.00

\$0.00

\$0.00

I hereby authorize the repair work to be done along with the necessary material, and herby grant you and/or your employees permission to operate the car or truck herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. In the event of a teardown for inspection, I understand that my vehicle will be reassembled within \_\_\_\_\_\_ days of the date shown above, unforeseen complications not withstanding. If the automobile is returned to the customer before authorized service is performed, a diagnostic and handling charge will be made. If I choose not to authorize the services recommended. YOU WILL BE ALLOWED TO COMPLETE ANY FACTORY AUTHORIZED WARRANTY REPAIRS OR SERVICES THAT ARE AT NO COST TO ME. I also authorize any sublet repairs that you deem necessary. CUSTOMER IS HEREBY NOTIFIED THAT THE SAID PROPERTY IS NOT INSURED OR PROTECTED AGAINST LOSS OCCASIONED BY THEFT, FIRE OR VANDALISM WHILE THE PROPERTY REMAINS WITH THE REPAIR GARAGE, NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON THE REVERSE SIDE, CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF, SUBJECT TO CONDITIONS ON REVERSE SIDE OF THIS CONTRACT PLEASE READ REVERSE SIDE.

CUST, SIGN,

Service Advisor: 545

Status:

Tag Number: 3946 Ticket Date: 6/11/2009 Cash Out Date: 6/11/2009

Veh Sold Date:

Warranty Cash Out Date:

Date appointment initiated: 6/11/2009

Contact: KATHY

Proposed Date - Time Completed: 6/11/2009

5:00 PM

**Customer Information** Number: 57254 LA CANADA CA Home Cell

Stock Number:

Make: CHEVROLET Serial Numbers

Model SUBURBAN

Plate#

Color: SILVER

VIN: IGNFK16317.

Type:

Mileage In 56225 Mileage Out

Internal Mech. Rpr Number Nbr Requested Repair Description Item Type 288 - CUSTOMER STATES ENGINE BURNS INTERNALLY OR LEAKING EXTERNALLY -Ò ADDED TOTAL 4 QUARTS SINCE LAST LOF. CAUSE: CHECKED FOR OIL LEAK, NON FOUND, CHECKED OIL LEVEL AND TOPPED OFF TO LAST BAR. VERIFIED WITH ADVISOR AND ADVISED CUSTOMER RETURN AT 57,225 MILES

	· · ·		Customer Pay	y Totals			
Discount Amount:	\$0.00	Freight Total:	\$0.00	Sales Tax;	\$0.00	Total Deduct:	\$0.00
Parts Total:	\$0.00	Sublet Total:	\$0.00   Se	econd Sales Tax:	\$0.00 -		<u>_</u>
Labor Total:	\$0.00	** Other Charges:	\$0.00	Deposit:	\$0.00	Total:	\$0.00

\$0.00 YZ Cash 2: \$0.00 3: \$0.00

I hereby authorize the repair work to be done along with the necessary material, and herby grant you and/or your employees permission to operate the car or truck herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. In the event of a teardown for inspection, I understand that my vehicle will be reassembled within \_ days of the date shown above, unforeseen complications not withstanding. If the automobile is returned to the customer before authorized service is performed, a diagnostic and handling charge will be made. If I choose not to authorize the services recommended, YOU WILL BE ALLOWED TO COMPLETE ANY FACTORY AUTHORIZED WARRANTY REPAIRS OR SERVICES THAT ARE AT NO COST TO ME. I also authorize any sublet repairs that you deem necessary. CUSTOMER IS HEREBY NOTIFIED THAT THE SAID PROPERTY IS NOT INSURED OR PROTECTED AGAINST LOSS OCCASIONED BY THEFT, FIRE OR VANDALISM WHILE THE PROPERTY REMAINS WITH THE REPAIR GARAGE, NOTICE-TO CONSUMER: PLEASE-READ-IMPORTANT-INFORMATION ON THE REVERSE SIDE: CUSTOMER-ACKNOWLEDGES RECEIPT OF A COPY HEREOF. SUBJECT TO CONDITIONS ON REVERSE SIDE OF THIS CONTRACT PLEASE READ REVERSE SIDE.

CUST. SIGN.

Mileage In

43567

Mileage Out

Service Advisor: 530

Status:

Tag Number: 3192

Ticket Date: 11/17/2008 Cash Out Date: 11/17/2008

Veh Sold Date:

Warranty Cash Out Date: 11/29/2008

Date appointment initiated: 11/17/2008

Contact: KATHY

Proposed Date - Time Completed: 11/17/2008

5:00 PM

Stock Number:

Make: CHEVROLET Serial Numbers VIN: IGNFK16317J

Model SUBURBAN

Plate#

Color: SILVER

Type:

T

Customer Information Number: 57254 LA CANADA CA Home

Mech. Rpr Number Nbr	Requested Repair Description	Customer Pay				"			ltem Type	Labor
221 1	- LUBE/OIL/FILTER CORRECT	ION: PERFORM LUE	BE OIL	ANE	FIL'I	ER Ç	HANC	E.	1	\$11.00
Repair Part Number	Description		P	ווי	s/o	B/O	Rec	Total	Selling Price	Ext Price
1 GREASE		, <u>,                                   </u>		1	0.	0	0	1	\$0.4 <i>5</i>	\$0.45
1 230390	WASHER TABLET			1 :	0.	0	0.	1	\$0.95	\$0.95
1 12345621	OIL10W30B			6.5	0;	Ω	0	6.5	\$3.43	\$22,30
1 89017524	FILTER			1	0	0	0.	1 ,	\$4.95	\$4.95
.Mech. Rpr Number Nbr	Requested Repair Description	Warranty		_				,	tan Tana	
221 2	Warranty Company: 000006 : FACT LABOR OP: V1993 - TIC CODE: MODULE SHORT CIRCUIT - ADD CAMPAIGN OPEN CORRECTIO	MA - 08048: HEATEI WIRE HARNESS	OWINE	oshi	ELD.			**	M	
Repair Part Number	Description			P/U	S/O	B/O	Rec	Total	   :	
2 20773432	HARNESS		· ·	1	. 0	. 0	0		·	

Date appointment initiated: 11/17/2008

Contact: KATHY

RO Number: 314126 Service Advisor: 530

Status:

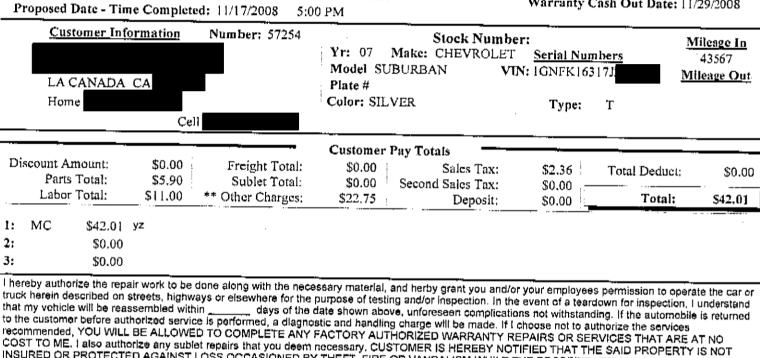
Tag Number:

Ticket Date: 11/17/2008

Cash Out Date: 11/17/2008

Veh Sold Date:

Warranty Cash Out Date: 11/29/2008



INSURED OR PROTECTED AGAINST LOSS OCCASIONED BY THEFT, FIRE OR VANDALISM WHILE THE PROPERTY REMAINS WITH THE REPAIR GARAGE, NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON THE REVERSE SIDE, CUSTOMER ACKNOWLEDGES RECEIPT

OF A COPY HEREOF, SUBJECT TO CONDITIONS ON REVERSE SIDE OF THIS CONTRACT PLEASE READ REVERSE SIDE.

CUST. SIGN.

2:

3:

B.A.R. # ARDAB004535

Service Advisor: 530

Tag Number:

Ticket Date: 5/15/2008 Cash Out Date: 5/15/2008

Veh Sold Date:

Warranty Cash Out Date: 5/29/2008

Status:

Date appointment initiated: 5/15/2008

Contact: KATHY

Plate# Color:

Proposed Date - Time Completed:

5/15/2008

5:00 PM

Customer Information Number: 57254 LA CANADA CA Home Cell

Stock Number:

Yr: 07 Make: CHEVROLET Serial Numbers

Model SUBURBAN

VIN: 1GNFK 16317J

Mileage In 35344 Mileage Out

Type: Т

Mech. R Number N		Customer Pay Requested Repair Description	Item Type	Labor
169	2	- LUBE/OIL/FILTER CORRECTION: PERFORM LUBE OIL AND FILTER CHANGE. Authorization Number 2: 90	I	\$11.00
000	3	- PERFORM GENERAL MOTORS MULTI-POINT INSPECTION CAUSE: RECOMMENDATIONS: CORRECTION: FRONT BRAKE LOWEST MEASUREMENT_5_MM REAR BRAKE LOWEST MEASUREMENT5_MM TREAD DEPTH IN 32NDS LEFT FRONT_5_RIGHT FRONT_5LEFT REAR0_RIGHT REAR0	ľ	\$0.00

Repair Part Number	Description	 :	P/U	S/O	B/O	Rec	Total	Selling Price	Ext Price
2 230390	WASHER TABLET	-	1	. 0.	0 :	0:	1,	\$0.95	\$0.95
2 GREASE			1	0	0,	0:	1	\$0,45	\$0.45
2 12345621	OIL10W30B		6	0	0,	0	6:	\$2,00	\$12.00
2 89017524	FILTER	 	1	0;	0;	0;	1	\$4.95	\$4.95

Mech. Rpr	Warranty	
Number Nbr	Requested Repair Description	Item Type
169 1	Warranty Company: 000006: FACTORY WARRANTY Claim Number: LABOR OP: J4340 - TIC CODE: PQ TUNE DEPT.,,CUST STATES THAT / IN GEAR AT A STOPENGINE IDLES ROUGH CAUSE: MISFIRE ON & CYLINDER CORRECTION: REPLACE COIL AND SPARK PLUG. CLEAN AND TEST DRIVE	#5
527 4	Warranty Company: 000006: FACTORY WARRANTY Claim Number: LABOR OP: C3231 - TIC CODE: VV 15A, CUST STATES THAT DRIVER: INTERIOR HANDLE IS PEELING LEAVING SHARP EDGES, CAUSE: INDOOR HANDLE PEELING CORRECTION: REPLACE INTERIOR DRIVER HANDLE	TERIOR
Repair Part Number	Description P/U S/O B	/O Rec Total

Repair Part Number	Description	P/U S/O B/O Rec Total
1 12621258	SPARK PLU	1 0 0 1
1 12573190	COIL	1, 0, 0, 0, 1
4 15935951	HANDLE	1, $0$ , $0$ , $0$ , $1$ .

<sup>\*</sup> Repair added after the customer copy printed.

<sup>\*\*</sup> Oil & Grease included in Other Charges.

RO Number: |306567

Service Advisor: 530

Status:

Tag Number:

Ticket Date: 5/15/2008

Cash Out Date: 5/15/2008

Veh Sold Date:

Warranty Cash Out Date; 5/29/2008

Proposed Date - Time Completed: 5/15/2008 5:00 PM Customer Information Number: 57254 Yr: 07 Model SUBURBAN LA CANADA CA Plate # Home Color: Cell

Stock Number: Make: CHEVROLET Serial Numbers

VIN: 1GNFK16317.

35344 Mileage Out

Т Type:

Labor Total:

Discount Amount:

\$0.00 \$5,90 \$11.00

Date appointment initiated: 5/15/2008

Freight Total: Sublet Total: \*\* Other Charges:

\$0.00 \$0.00 \$12.45

Contact: KATHY

Sales Tax:

Customer Pay Totals

Second Sales Tax: Deposit:

\$1.51 \$0.00 \$0.00

Total Deduct:

Total:

\$0.00

\$30.86

Mileage In

1: MC

2:

\$30.86 yz \$0.00

Parts Total:

3: \$0.00

I hereby authorize the repair work to be done along with the necessary material, and herby grant you and/or your employees permission to operate the car or truck herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. In the event of a teardown for inspection, I understand that my vehicle will be reassembled within days of the date shown above, unforeseen complications not withstanding. If the automobile is returned that my venice will be reassembled within \_\_\_\_\_\_\_ days of the date shown above, unforescent complications not withistanding, if the automobile is rete to the customer before authorized service is performed, a diagnostic and handling charge will be made. If I choose not to authorize the services recommended, YOU WILL BE ALLOWED TO COMPLETE ANY FACTORY AUTHORIZED WARRANTY REPAIRS OR SERVICES THAT ARE AT NO COST TO ME. I also authorize any sublet repairs that you deem necessary. CUSTOMER IS HEREBY NOTIFIED THAT THE SAID PROPERTY IS NOT INSURED OR PROTECTED AGAINST LOSS OCCASIONED BY THEFT, FIRE OR VANDALISM WHILE THE PROPERTY REMAINS WITH THE REPAIR GARAGE, NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON THE REVERSE SIDE, CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF, SUBJECT TO CONDITIONS ON REVERSE SIDE OF THIS CONTRACT PLEASE READ REVERSE SIDE.

CUST, SIGN,

B.A.R. # ARDAB004535 E.P.A. # CAD028246569

epair Order Printed on : 3/17/2011 10:30:00 AM

Mileage In

Labor \$39.00

\$49.95

\$0.00

Service Advisor: 455

Status:

Tag Number:

Ticket Date: 1/24/2008 Cash Out Date: 1/24/2008

Veh Sold Date:

Warranty Cash Out Date: 2/1/2008

Date appointment initiated: 1/24/2008

Contact: KATHY

Proposed Date - Time Completed: Customer Information

1/24/2008

5:00 PM

Number: 57254

Stock Number:

Make: CHEVROLET Serial Numbers Model SUBURBAN

VIN: 1GNFK16317J

31095 Mileage Out

	LA C	'ANADA	Plate # Color: Type:	T
1	Mech. Number		Customer Pay Requested Repair Description	Item Type
	402		- BASIC MAINTENANCE PACKAGE I PERFORM CHASSIS LUBE, O AND FILTER CHANGE, TIRE WEAR AND BRAKE INSPECTION, TIRE PRESSURI CHECK, 4 TIRE ROTATION, REFILL WINDSHIELD WASHER FLUID, AND INSPECT ANY VISUAL LEAKS. ALSO INSPECT AND FILL FLUIDS. CAUSE; BASIC MAINTENANCE PACKAGE/RECOMMENDATIONS HERE: RECOMMEND REPLACE 2 TIRES ( WORN) ALIGN FRONT END. CORRECTION: FRONT BRAIL LOWEST MEASUREMENT 5 MM REAR BRAKE LOWEST MEASUREMENT 6 MM TREAD DEPTH IN 32NDS LEFT FRONT 5 RIGHT FRONT 5 LEFT REAR 5 RIGHT REAR 5	IL I E BCT KE
	221	4	- SERVICE THROTTLE BODY PER RECOMMENDATION	Ţ
	221	5	- REPLACE AIR FILTER CORRECTION: REPLACED AIR FILTER	

Repair Part Number	Description	 į	P/U	S/O	B/O	Rec	Total	Selling Price	Ext Price
1 230390	WASHER TABLET		1	. 0	0	0:	1	\$0.95	\$0.95
1 GREASE		 - 1	1	. 0.	o :	0.	i i	\$0.45	\$0.45
1 12345621	OIL10W30B	 	. 6	0	0.	. 0	- 6	\$1.90	\$11.40
1 89017524	FILTER		1	0	0	o.	1	\$4.95	\$4.95
4 4068	T B CLEAN		1	0	0 :	0	1	\$9.95	\$9.95
5 19166110	FILTER	 :	ī	0	0 ;	0.	1	\$33.77	\$33.77

Mech. Rpr Number Nbr		Warranty Requested Repair Description	Item Type
092 2	!	Warranty Company: 000006: FACTORY WARRANTY Claim Number: 301606-2 LABOR OP: Y0124 - TIC CODE: MK 06162: SERVICE UPDATE-INVENT/CUST VEHS E85 VFFS UPDATE REPGM ECM *EXPIRES 8YR/80K MI* CAMPAIGN OPEN CORRECTION: PERFORMED SOFTWARE UPDATE PER RECALL	M
092 3		Warranty Company: 000006: FACTORY WARRANTY Claim Number: 301606-3 LABOR OP: Y0151 - TIC CODE: MK 07007; SERVICE UPDATE - REMOTE KEYLESS INOP/BATT LOW-GMT900 ONLY-*EXP W/BASE WARR* CORRECTION: PERFORMED SOFTWARE UPDATE PER RECALL Authorization Number 2: 90	М

<sup>\*</sup> Repair added after the customer copy printed. \*\* Oil & Grease included in Other Charges,

Date appointment initiated: 1/24/2008

Contact: KATHY



RO Number: 301606

Service Advisor: 455

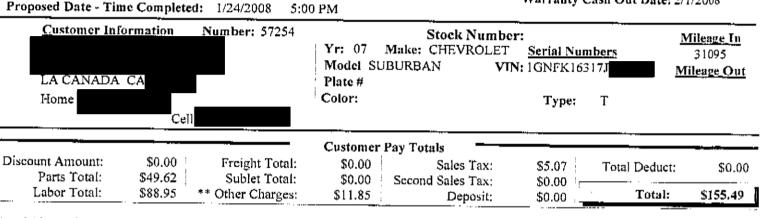
Status:

Tag Number: 4774 Ticket Date: 1/24/2008

Cash Out Date: 1/24/2008

Veh Sold Date:

Warranty Cash Out Date: 2/1/2008



1: MC \$155.49 2: \$0.00 3: \$0.00

I hereby authorize the repair work to be done along with the necessary material, and herby grant you and/or your employees permission to operate the car or truck herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. In the event of a teardown for inspection, I understand that my vehicle will be reassembled within \_\_\_\_\_\_\_ days of the date shown above, unforeseen complications not withstanding. If the automobile is returned to the customer before authorized service is performed, a diagnostic and handling charge will be made. If I choose not to authorize the services recommended, YOU WILL BE ALLOWED TO COMPLETE ANY FACTORY AUTHORIZED WARRANTY REPAIRS OR SERVICES THAT ARE AT NO COST TO ME. I also authorize any sublet repairs that you deem necessary. CUSTOMER IS HEREBY NOTIFIED THAT THE SAID PROPERTY IS NOT INSURED OR PROTECTED AGAINST LOSS OCCASIONED BY THEFT, FIRE OR VANDALISM WHILE THE PROPERTY REMAINS WITH THE REPAIR GARAGE. NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON THE REVERSE SIDE. CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF. SUBJECT TO CONDITIONS ON REVERSE SIDE OF THIS CONTRACT PLEASE READ REVERSE SIDE.

RO Number: 280547 Service Advisor: 455

Status:

Tag Number: 4566 Ticket Date: 10/25/2006

Cash Out Date: 10/25/2006

Veh Sold Date:

Warranty Cash Out Date:

Date appointment initiated: 10/25/2006

Contact: KATHY

Proposed Date - Time Completed: 10/25/2006

5:00 PM

Customer Information Number: 57254 LA CANADA CA Home

Stock Number:

Yr: 07Make: CHEVROLET Serial Numbers

Model SUBURBAN

Plate# Color:

VIN: 1GNFK16317J

4552 Mileage Out

Mileage In

Type:

Mech. R	)r	Custor	ner Pay		
Number Ni	ır	Requested Repair Description		Item Type	Labor
479	l	- INSTALL CUSTOMER SUPPLIED MIRRO	R CORRECTION: INSTALL CUSTOMER	Ţ	\$47.50

			Customer	Pay Totals			
Discount Amount:	\$0.00	Freight Total:	\$0.00	Sales Tax:	\$0.00	Total Deduct:	\$0.00
Parts Total:	\$0.00	Sublet Total:	\$0.00	Second Sales Tax:	\$0.00		
Labor Total:	\$47.50	** Other Charges:	\$0.00	Deposit:	\$0.00	Total:	\$47.50

ΑE 1: \$47.50 2: \$0.00

3: \$0.00

I hereby authorize the repair work to be done along with the necessary material, and herby grant you and/or your employees permission to operate the car or truck herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. In the event of a teardown for inspection, I understand that my vehicle will be reassembled within \_\_\_\_\_\_ days of the date shown above, unforeseen complications not withstanding. If the automobile is returned to the customer before authorized service is performed, a diagnostic and handling charge will be made. If I choose not to authorize the services recommended, YOU WILL BE ALLOWED TO COMPLETE ANY FACTORY AUTHORIZED WARRANTY REPAIRS OR SERVICES THAT ARE AT NO COST TO ME. I also authorize any sublet repairs that you deem necessary. CUSTOMER IS HEREBY NOTIFIED THAT THE SAID PROPERTY IS NOT INSURED OR PROTECTED AGAINST LOSS OCCASIONED BY THEFT, FIRE OR VANDALISM WHILE THE PROPERTY REMAINS WITH THE REPAIR GARAGE, NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON THE REVERSE SIDE, CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF, SUBJECT TO CONDITIONS ON REVERSE SIDE OF THIS CONTRACT PLEASE READ REVERSE SIDE.

CUST, SIGN,

LA CANADA CA

Home

Service Advisor: 455

Status:

Tag Number:

Ticket Date: 10/13/2006 Cash Out Date: 10/12/2006

Veh Sold Date:

Warranty Cash Out Date: 10/24/2006

Date appointment initiated: 10/12/2006 Contact: KATHY

Proposed Date - Time Completed: 10/12/2006 5:00 PM

Customer Information Number: 57254

Cell

Stock Number:

: 07 Make: CHEVROLET Serial Numbers

Model SUBURBAN

VIN: 1GNFK16317J2

Mileage In 4047 Mileage Out

Plate #

Color:

Type:

Γ

Mech.	Rpr	Warranty	
Number	Nbr	Requested Repair Description	Item Type
092	1	Warranty Company: 000006: FACTORY WARRANTY Claim Number: 280013-1 LABOR OP: R5554 - TIC CODE: OJ CUST REPORTS READ DVD IS NOT WORKING WELL, GOES ON/ OFF WHILE DRIVING. Pin#15294214 CAUSE: DUE TO INTERNAL FAILURE CORRECTION: REPLACE DVD SCREEN TESTED WORKING AS DESIGNED	М

	_		Customer	Pay Totals			
	Discount Amount:	\$0.00 Freight Total:	\$0.00	Sales Tax:	\$0.00	Total Deduct:	\$0.00
The Takes Subject Totals \$0.00 Second Sales 14A. \$0.00	Parts Total:	\$0.00 Sublet Total:	\$0.00	Second Sales Tax:	\$0.00		
	Labor Total:	\$0.00 ** Other Charges:	\$0.00	_		+-++	\$0.00

1: Cash \$0.00 2: \$0.00 3: \$0.00

E.P.A. # CAD028246569

<sup>\*</sup> Repair added after the customer copy printed.

\*\* Oil & Greuse included in Other Charges.



Service Advisor: 455

Status:

Tag Number: Ticket Date: 9/6/2006

Cash Out Date: 9/6/2006

Veh Sold Date:

Warranty Cash Out Date:

Date appointment initiated:

9/6/2006

Contact: KATHY

Proposed Date - Time Completed:

9/6/2006

5:00 PM

Customer Information Number: 57254 LA CANADA CA Home

Cell

Stock Number:

Yr: 07 Make: CHEVROLET Serial Numbers

Model SUBURBAN

Plate #

Color:

Type:

VIN: 1GNFK16317J

Т

2457 Mileage Out

Mileage In

Internal Mech. Rpr Number Nbr Requested Repair Description Item Type 092 - CUST REPORTS READ DVD IS NOT WORKING WELL, GOES ON/ OFF WHILE O DRIVING, CORRECTION: SPECIAL ORDER PART, DVD UNIT

**Customer Pay Totals** Discount Amount: \$0.00 Freight Total: \$0.00 Sales Tax: \$0.00 Total Deduct: \$0.00 Parts Total: \$0.00 Sublet Total: \$0.00 Second Sales Tax: \$0.00 Total: Labor Total: \$0.00 \*\* Other Charges: \$0.00\$0.00 Deposit: \$0.00

1: Cash \$0.00 2: \$0.00 3: \$0.00

E.P.A. # CAD028246569

I hereby authorize the repair work to be done along with the necessary material, and herby grant you and/or your employees permission to operate the car or truck herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. In the event of a teardown for inspection, I understand that my vehicle will be reassembled within days of the date shown above, unforeseen complications not withstanding. If the automobile is returned to the customer before authorized service is performed, a diagnostic and handling charge will be made. If I choose not to authorize the services recommended, YOU WILL BE ALLOWED TO COMPLETE ANY FACTORY AUTHORIZED WARRANTY REPAIRS OR SERVICES THAT ARE AT NO COST TO ME. I also authorize any sublet repairs that you deem necessary. CUSTOMER IS HEREBY NOTIFIED THAT THE SAID PROPERTY IS NOT INSURED OR PROTECTED AGAINST LOSS OCCASIONED BY THEFT, FIRE OR VANDALISM WHILE THE PROPERTY REMAINS WITH THE REPAIR GARAGE. NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON THE REVERSE SIDE, CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF, SUBJECT TO CONDITIONS ON REVERSE SIDE OF THIS CONTRACT PLEASE READ REVERSE SIDE,

CUST, SIGN, B.A.R. # ARDAB004535

Invoice Number: 351175
Tag Number:



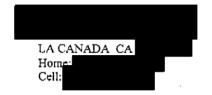
Date and Time In: 9/22/2010 - 11:19 AM Date and Time Out: 9/22/2010 - 12:38 PM

Promised Date - Time: 9/22/2010 - 14:19 AM

Cashed Out Date: 9/22/2010 - 12:39 PM

Date Appointment Initiated: 9/22/2010

Service Advisor: (552) MICHAEL LEFFLER



57254

Vch Info: 07 CHEVROLET SUBURBAN T

Scrial Numbers: IGNFK16317J

in-Srv: Miles/Hrs In: 80368 Out:

Plate #:

Repair	VIN	Requested Repair Description	Mech #	Туре	Labor	Discount	Total
1	7.J203552	[RC (0101) LUBE/OIL/FILTER] CAUSE: Thank you for your business! CORRECTION: PERFORM LUBE OIL AND FILTER CHANGE.	288	Policy Charg	INC	INC	INC
2	7J203550	FRC (0100) PERFORM GENERAL MOTORS MULTIL- POINT INSPECTION] CAUSE: RECOMMENDATIONS CORRECTION: suggest from brake pails- 4 tires-fluids appedant		Policy Charg	INC	INC	INC
3	7J203552	Product Safety Recall N100153 10153 HEATED WINDSHIELD WASHER MODULE SHORT CIRCUIT - DISABLE AND REMOVE MODULE 06/08/2010 Open CORRECTION: DISABLE WIPER MODULE AS PER RECALL	288	Warranty	INC	INC	INC
<b>3</b>	71203552	[RC(1101) COURTESY TRANSPORTATION (drepoil & pickup)] CORRECTION: TRANSPORTATION (pickup & dropoff)		Palicy Charg	INC	inc	INC

Repair	Part #	Description	Qty	Retail Price	Savings	Selling Price	Extended Discount	Extended Price
1	12345621	OIL10W30B	6.00					INC
1	0	WASTE RECOVERY FEE	1.00					INC
1	COUPON	SERVICE COUPON	1.00					INC
1	89017524	FILTER	1,00					INC
4	Shuttle2	TWO WAY STUTFILE	0,00					INC

Pay Type CASH Signature:	<u>cc#</u>	<u>Amount</u> \$0.00	Parts Total: Core Total: Freight Total: Sublet Total: Labor Total:	\$0.00 \$0.00 \$0.00 \$0.00 \$0.00	Ext Price: Sales Tax: Total: - Deductible: - Deposits:	\$0.00 \$0.00 \$0.00 \$0.00
		TAL AMOUNT	- Labor Discount: Other Charges: Shop Supplies: Sub Total: - Parts Discount:	\$0.00	Amount Due: Amt Tendered: Chg Returned:	\$0.00 \$0.00 \$0.00

hereby authorize the repair work to be done along with the necessary material, and berthy grant you and/or wan employees permissia to operate the ear or truck herein described on streets, highway or elsewhere for the purpose of testing and/or inspection. In the event of a residuent for inspection, I understand that my vehice with the resonantial within along of the date shown along, and/or street complications not within an inspection. If the automobile instrumed to the customer before authorized services recommended, YOU WILL DE ALLOWETTO COMPLETE ANY FACTORY AUTHORIZED WARRANTY REPAIRS OR SERVICES THAT ARE AT NO OST TO ME I also authorize the services recommended, YOU WILL DE ALLOWETTO COMPLETE ANY FACTORY AUTHORIZED WARRANTY REPAIRS OR SERVICES THAT ARE AT NO OST TO ME I also authorize any subtle repairs that you deem measures CUSTOMER IS INTERNATED FROPERTY IS NOT INSURED OR PROTECTED AGAINST LOSS OCCASIONED BY THEFT, FIRE OR ANDALISM WHILE THE PROPERTY REMAINS WITH THE REPAIR GARAGE. NOTICE TO CONSUMER; PLEASE READ IMPORTANT INFORMATION ON THE REVERSE SIDE, CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEADER. SUBJECT TO CONDITIONS ON REVERSE SIDE, OF THIS CONTRACT PLEASE READ REVERSE SIDE.

Invoice Number: 343913
Tag Number:

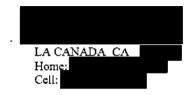


Date and Time In: 6/15/2010 - 11:12 AM
Date and Time Out: 6/15/2010 - 11:42 AM
Promised Date - Time: 6/15/2010 - 11:12 AM

Cashed Out Date: 6/15/2010 - 11:44 AM

Date Appointment Initiated: 6/15/2010

Service Advisor: (519) CAMILO OCAMPO



57254

Veh Info: 07 CHEVROLET SUBURBAN T

Scrial Numbers: IGNEK 163 17J

n-Srv: Miles/Hrs In: 75111 Out:

Plate #2

Repair	VIN	Requested Repair Description	Mech #	Type	Labor	Discount	latoT
1	7J203 <i>55</i> 2	[RC (01B) BASIC MAINTENANCE PACKAGE 1 PERFORM CHASSIS LUBE, OIL AND FILTER CHANGE, CHECK TIRE WEAR AND BRAKE INSPECTION, TIRE PRESSURE CHECK, 4 TIRE ROTATION, REFILL WINDSHIELD WASHER FLUID, AND INSPECT FOR ANY VISUAL LEAKS. ALSO INSPECT AND FILL FLUIDS.] CAUSE: BASIC MAINTENANCE PACKAGE/RECOMMENDATIONS HERE:	402	Retail	\$19.95	\$0.00	\$19.95
2	71203552	RC (0100) PERFORM GENERAL MOTORS MULTI- POINT INSPECTION  CAUSE: RECOMMENDATIONS:	402	Remil	\$0.00	\$0.00	\$0.00

Repair	Part #	Description	Qty	Retail Price	Savings	Selling Price	Extended Discount	Extended Price
1	12345621	OIL10W30B	6.00	\$2.47	\$0.00	\$2.47	\$0.00	\$14.82
1	230390	WASHER TABLET	1.00	\$0.95	\$0.00	\$0.95	\$0.00	\$0.95
1	GREASE		1.00	\$0.45	\$0.00	\$0.45	\$0.00	\$0.45
1	O	WASTE RECOVERY FEE	1.00	\$2,78	\$0.00	\$2.78	\$0.00	\$2.78
I	89017524	FILTER	1.00	\$8.08	\$3.33	\$4.75	\$0.00	\$4.75

Pay Type	<u>CC.#</u>	<u>Amount</u>	Parts Total;	\$5.70	Ext Price:	\$43.70
AMEX		\$45.74	Core Total:	\$0.00	Sales Tax:	\$2.04
			Freight Total:	\$0.00	Total:	\$45,74
			Sublet Total:	\$0.00	- Deductible:	\$0.00
Signature:			Labor Total:	\$19.95	- Deposits:	\$0.00
LAGREE TO PAY	Y THE ABOVE TOT	AL AMOUNT	- Labor Discount:	\$0.00	Amount Due:	\$45.74
	: (520) CAMILO (		Other Charges:	\$18.05	Amt Tendered:	\$45.74
Cash Out Date:		<b>,</b>	Shop Supplies:	\$0.00	Chg Returned:	\$0.00
Cash Drawer:	drawer2		Sub Total: - Parts Discount:	\$43.70 \$0.00	As our customer, you just saved:	\$3.33

barehy authorize the repair work to be done along with the necessary material, and berby grant you and/or your employees permissio to operate the car or truck herein described on streets, highway or elsewhere for the purpose of testing and/or inspection. In a second of the transform for inspection, I understood that my weblie will be reassembled within days of the date shown abox unforeseen complications not withylanding. If the automobile incumed to the customer before authorized services recommended, YOU WILL BE ALLOWETTO COMPLETE ANY PACTORY AUTHORIZED WARRANTY REPAIRS OR SERVICES THAT ARE AT NO COST TO ALL 1826 authorize any subtlet repairs that you deem necessary. CUSTOMILE IS HEREBY NOTIFIED THAT THE SALD PROPERTY IS NOT INSURED OR PROFECTED AGAINST LOSS OCCASIONED BY THEFT, FIRE OR ANDALISM WHILD THE PROPERTY REMAINS WITH THE REPAIR GARAGE NOTICE TO CONSUMER; PLEASE READ IMPORTANT INFORMATION ON THE REVERSE SIDE. CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY URLEOF. SUBJECT TO CONDITIONS ON REVERSE SIDE OF THIS CONTRACT PLEASE READ REVERSE SIDE.



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1400 South Brand Blvd. at Los Feliz Glendale, CA 91204

Main Phone: (818) 240 - 0000 Service Direct: (818) 551 - 7266 Service Fax: (818) 240 - 4238 Parts Direct: (818) 240 - 5736 Parts Fax: (818) 240 - 5130 INVOICE ORIGINAL
Work Order
#2749
January 10, 2011
Svc.Adv Mucci, Damian
Cust.Ph. (818) 957-7647
Tag#

Page 1 of 2 03/17/2011 10:47:57

La Canada CA

 Year: 2007 Veh Id: 24280
 Unit #:

 Make: Chevrolet
 License #:

 Model: K1500 Suburban
 Odo. In: 86,246

 Color: Unknown
 Odo. Out:

 V.I.N.#: 1GNFK16317J
 Next Service:

 Date In: 01/10/2011
 In Service Date:

 Out: 01/11/2011
 Cases: 3

Ext. War: - - ( mo/ ) - D: \$0.00

Promised Time: 00/00/0000 00:00:00 AM Call When Ready: No

Case: 1 Customer States was told by outside shop that vehicle has an oil leak advise.

	jų 4	W. W. W.	A Company of the Comp	XV ZZZZ	. (					AMALY T
	Quanti	ity Desci	iption/Correcti	ion			Retail		Price	Total
	1.	00 1261:	2350 - GASKET	-OIL PAN	- Warrar	nty (FP)	\$45.17	•	\$0.00	\$0.00
	1.	00 8886	1206 - Dye <b>-</b> Wa	arranty			\$12.58	3	\$0.00	\$0.00
	1.	00 8901	7524 - Filter - W	/arranty			\$8.08	1	\$0.00	\$0.00
	6.	00 1234	5621 - Bulk 5W	30 - Warra	nty		\$2.49	)	\$0.00	\$0.00
	1.	00 1263	7683 - GASKET	- Warrant	у		\$26.78	i	\$0.00	\$0.00
***************************************		vehic Caus Comr FLUII GASH OIL F COVI COVI	omer States was le has an oil lea e: rear main sea ments: ADED O D LEAKS LEAK KET REAR OF I PAN RESEAL A ER LEAKING AI ER - Warranty oleted-by-Techn - 2 day rental - 1	kadvise. al area *** IL DYE BL. FOUND A ENGINE BI IND AND R LSO RESE ician-numb	*** - Tech - Tech ACK LIT T OIL PA LOCK RI RT VALV AL RT V	E FOR AN EMOVE E			\$0.00 -\$0-00 \$0.00	\$0.00 \$0:00 \$0.00
Misc	\$0.00	Labor	\$0.00	Parts	\$0.00	Prepaid Parts Amt:	\$0.00	Case	Total:	\$0.00
Case:	2 Custon	ner State		erdoorhan	dle is pe	elling and sharp hadvise.	Wilson   Supersystem   Super		A-70-1-1-1	
			'iption/Correcti				Retail		Price	Total
	2.6	00 8888	0051 - HANDLE	KI - Warra	anty (FP)		\$15.90		\$0.00	\$0.00
		peelir verifie door l Comr levers	omer States right of and sharpa ed concern-inspi evers beginning nents: replace f s per special pol bleted by Techni	dvise. *** - ected and to to peel *** ront and re licy T5753	Tech Ca found all ' - Tech ar door l 3 - Warra	ause: inside nandle anty			\$0.00 \$0.00	\$0.00 \$0.00
Misc	\$0.00	Labor	\$0.00	Parts	\$0.00	Prepaid Parts Amt:	\$0.00	Case	Total:	\$0.00



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Main Phone: (818) 240 - 0000 Service Direct (818) 551 - 7266 Service Fax: (818) 240 - 4238 Parts Direct (818) 240 - 5736 Parts Fax: (818) 240 - 5130 INVOICE ORIGINAL
Work Order
#2749
January 10, 2011
Svc.Adv Mucci, Damian
Cust.Ph. (818) 957-7647
Tag# 3410

Page 2 of 2 03/17/2011 10:47:58

			_	-, , , ,	-
Case:	3	Added Operation: 2 Day Warranty Rental (1 Day Warranty Rental):	:		X.

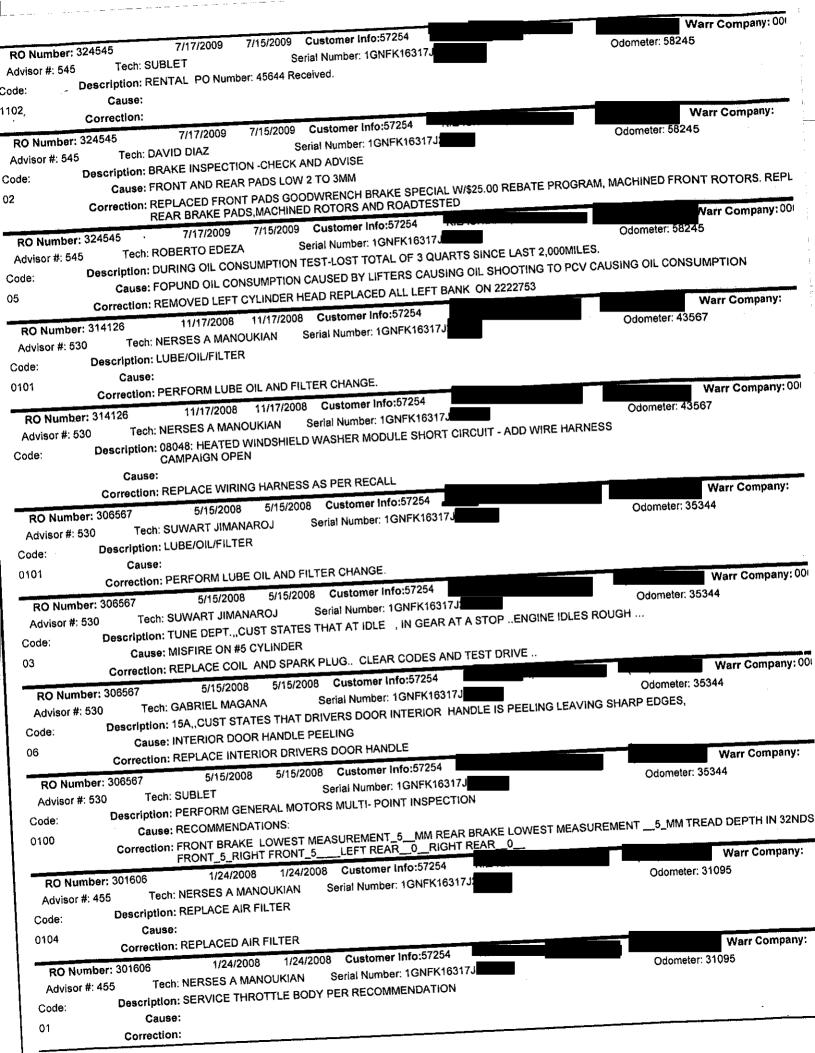
	Quan		ription/Corre					Price	Total
		Warr	anty Rental) -		•	(1 Day		\$0.00	\$0.00
		Com	pleted by Tec	hnician numb	er: 0092			\$0.00	\$0.00
Misc	\$0.00	Labor	\$0.00	Parts	\$0.00	Prepald Parts Amt:	\$0.00	Case Total:	\$0.00
						•			\$0.00
indebte balance	dness is heret	oy acknowledge irs, parts & acco	d for the "Total Char	rges" being all or the		Силепсу:		Labor:	,
balance	dness is heret owing to repai	oy acknowledge irs, parts & acco	d for the "Total Char spories described in th	rges" being all or the his work order,		Силепсу:		Labor: Parts:	\$0.00
Indebte balance	dness is heret owing to repai	oy acknowledge irs, parts & acco	d for the "Total Char secries described in th	rges" being all or the his work order,	Рауп	ситепсу: nent Ref:			\$0.00 \$0.00 \$0.00 \$0.00
balance	dness is heret owing to repai	oy acknowledge rs, parts & spco	d for the "Total Char essories described in th	rges" being all or the Nis work order,	_	·	Si	Parts:	\$0.00 \$0.00
Dalance	dness is heret e owing to repsi	oy acknowledge irs, parts & acco	d for the "Total Char ssories described in th	rges" being all or th <b>o</b> Nis work order,	_	nent Ref: iry Date:	Si	Parts: Misc:	\$0.00 \$0.00 \$0.00

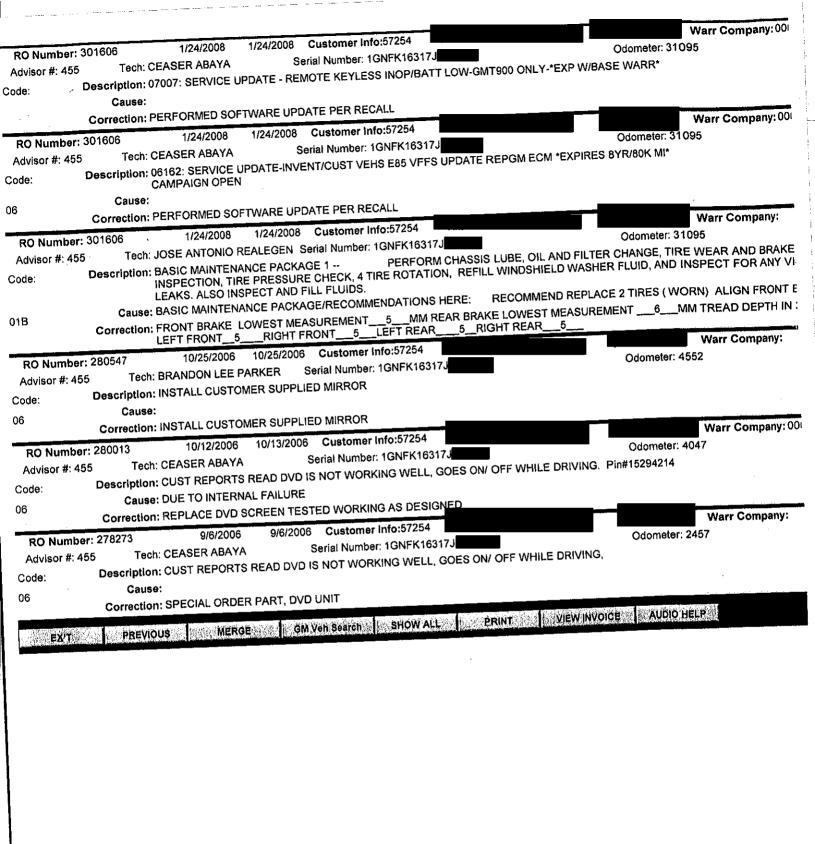
## Vacielli Neplyage

05

NOTE: This Screen is only showing repair orders that have been cashed out.
An RO will not show if the end of day has not been run since it was cashed out or
selection list until yourclick the SHOW ALL button at the portorn of the screen.

ူ Softe Decsending by: Cash Out Date//j icket Date Warr Company: Customer Info:57254 3/2/2010 RQ Number: 333906 3/2/2010 Odometer: 70429 Serial Number: 1GNFK16317 Tech: RONALD SILVA Advisor #: 519 Description: REPLACE BOTH BELTS Code: helt Correction: REPLACED SERPENTINE AND AC BELT Warr Company: 00 2/3/2010 Customer Info:57254 2/4/2010 **RO Number: 332828** Odometer: 69348 Serial Number: 1GNFK16317 Tech: SUBLET Advisor #: 519 Description: RENTAL PO Number: 49789 Received. Code: Cause: 1102 Correction: 1 DAY RENTAL Warr Company: 00 2/3/2010 Customer Info:57254 2/4/2010 RO Number: 332828 Odometer: 69348 Serial Number: 1GNFK16317J Tech: RICHARD W KIM Advisor #: 519 Description: CUST STATES THERE IS A TICKING NOISE COMING FROM THE ENGINE AREA Code: Cause: checked and verified. Found noise coming from cracked flywheel Correction: REPLACED THE FLYWHEEL. RECHECKED AND IS WORKING AS DESIGNED 05 Warr Company: 000 Customer Info:57254 2/3/2010 2/4/2010 **RO Number: 332828** Odometer: 69348 Serial Number: 1GNFK16317J Tech: SUBLET Advisor #: 519 Description: SUBLET Code: Cause: 14 Correction: PARTS PRICE DIFF Warr Company: 00 Customer Info:57254 1/4/2010 1/28/2010 **RO Number: 331627** Odometer: 68513 Serial Number: 1GNFK16317 Tech: RONALD SILVA Advisor #: 519 Description: RENTAL PO Number: 49644 Received. Code: Cause: 1102 Correction: 10 DAY RENTAL Warr Company: Customer Info:57254 1/4/2010 1/28/2010 **RO Number: 331627** Odometer: 68513 Serial Number: 1GNFK16317 Tech: SUBLET Advisor #: 519 Description: RENTAL PO Number: 49645 Received. Code: Cause: 1102 Correction: RENTAL Warr Company: 00 Customer Info:57254 1/28/2010 1/4/2010 **RO Number: 331627** Odometer: 68513 Serial Number: 1GNFK16317 Tech: RONALD SILVA Advisor #: 519 **Description: PERFORM OIL CONSUMPTION TEST** Cause: CHECKED AND VERIFIED. REPAIRED LEFT BANK FOR OVER AGGRESSIVE LIFTERS. REPLACED LEFT BANK LIFTERS. SECC Code: REPAIR INSTALLED UPDATED VALVE COVERS FOR PVC BAFFLE PROBLEM. AFTER REPAIRS FOUND ENGINE CONSUMING FOR EVERY 1,000 MILES. TEAR DOWN STARTED. REMOVED ALL SPARK PLUGS AND INSPECTED FOR OIL DEPOSIT #5 & #7 05 CYLINDER PLUGS AND FOUND OIL. REMOVED UPPER INTAKE AND INSPECTED FOR CRACKS-NONE FOUND. REMOVED LEI CYLINDER HEAD AND DISASSEMBELD. INSPECTED VALVE SEAL GUIDES CYLINDER HEAD FOR CRACKS-FOUND NO PROBL CALLED AND STARTED CASE ON 1-12-10 WITH JIM SHOCK CASE NUMBER 11173277 REFERED TO DOC NUMBER 2370844-O CONSUMPTION UNDER INVESTIGATION. WAS TOLD POSSIBLE OIL RING PROBLEMS. REPAIR OF OIL RINGS MAY NOT FIX CONDITION. INSPECTED CYLINDER BORE FOR SCORING AND PISTONS FOR LOOSENESS. CALLED TO GET APPROVAL FOR REPLACEMENT, ORDERED ENGINE ON 1-14-10 AND RECEIVED ENGINE ON 1-18-10 Correction: REMOVED COMPLETE ENGINE ASSEMBLY AND INSTALLED CRATE MOTOR. TRANSFERRED ALL PARTS AND CHANGED OIL TO 4 BY 4 PAN DESIGN. INSTALLED PLUGS, OIL, FILTER AND COOLANT. ROAD TESTED AND FOUND VEHICLE IS WORKING DESIGNED. Warr Company: 00 Customer Info:57254 12/2/2009 12/2/2009 **RO Number: 330430** Odometer: 66999 Serial Number: 1GNFK16317J Tech: RONALD SILVA Description: CUSTOMER STATES ENGINE USING OIL- OIL CONSUMPTION TEST - SOP HERE- see history Advisor #: 546 Code: Cause: PER TECH LINE INSTALL UPDATED VALVE COVERS Correction: INSTALLED UPDATED VALVE COVERS, TOPPED OFF OIL, CUSTOMER TO RETURN IN 1000 MILES TO CHECK OIL CONSUMP 05 Warr Company: 10/20/2009 Customer info:57254 10/20/2009 RO Number: 328697 Odometer: 63818 Serial Number: 1GNFK16317J Description: CHECK ENGINE OIL - LOW - START OIL CONSUPTION TEST - TOP OFF FLUID, DOCUMENT MARK FILTER AND DIP STCK Advisor #: 546 Code: Correction: TOPPED OFF OIL, MARKED DIP STICK, FILTER AND TUBE - CUSTOMER TO RETURN IN 1000 MILES Cause: OIL LEVEL LOW





1400 S\_BRAND BOULEVARD, GLENDON Sout Con and BOOM at Los Feliz

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Service Direct (818) 551 - 7266 Service Fax: (818) 240 - 4238

Parts Direct: (818) 240 - 5736 Parts Fax: (818) 240 - 5130

INVOICE ORIGINAL **Work Order** #2749 January 10, 2011 Svc.Adv Mucci, Damian (818) 957-7647 Cust.Ph. Tag# 3410

Page 1 of 2 01/12/2011 10:41:09

Τo CA La Canada

Year: 2007 Veh Id: 24280 Unit #:

Model: K1500 Suburban

Color: Unknown

V.I.N.#: 1GNFK16317J Date In: 01/10/2011

Out: 01/11/2011

Ext. War: - - ( mo/ ) - D; \$0.00

Make: Chevrolet

License #: Odo. In: 86,246 Odo. Out:

**Next Service:** In Service Date: Cases: 3

Promised Time: 00/00/0000 00:00:00 AM Call When Ready: No

Case: 1 Customer States was told by outside shop that vehicle has an oil leak...advise.

Case:			cription/Corre		•		<b>Reta</b> \$15.9	** **	<b>Total</b> \$0.00
Misc	\$0.00	Labor	\$0.00 es right front in	Parts nner door han	idle is pe	eling and sharpadvise.			
		Com	pleted by Tech	nnician numb	er: 0543 \$0.00	Prepaid Parts Amt:	\$0.00	Case Total:	\$0.00
	1.00 1.0 1.0	0 126123 0 888612 0 89017! 0 123450 0 12637 Custor vehick Cause Comn FLUIE GASK OIL P	otion/Correction/Corre	arranty Varranty de shop ** - Tech Tech CK LITE TOIL PAN OCK REN TVALVE AL RT VA	FOR I MOVE	Retail \$45.17 \$12.58 \$8.08 \$2,49 \$26.78	Price \$0.00 \$0.00 \$0.00 \$0.00 \$0.00	\$0.00 \$0.00 \$0.00 \$0.00 \$0.00 \$0.00	
Case: 1	Custome	r States \	was told by ou	tside snop un	at vernois	**************************************		<b>-</b> 1	Total

Misc	\$0.00	Labor	\$0.00	Parts	\$0.00	Prepaid Parts Amt:			
		Com	pleted by Tech	nician numbe	1. 000-		\$0.00	Case Total:	\$0.00
		door I Comr	evers beginnii nents: replace	front and rea	r door ha - Warran	indle		\$0.00	\$0.00
		peelin	mer States rig g and sharpi d concern-ins	advise.	und all in				
	Quant 2	~~~	ption/Correct 051 - HANDLE	- 1/1 - 44011011	iy door han	dle is	\$15.90	\$0.00 \$0.00	\$0.00 \$0.00
Case:	2 Gustoi	ilei Statoo	right homemic				Retail	Price	Total



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Parts Direct: (818) 240 - 5736 Parts Fax: (818) 240 - 5130

INVOICE ORIGINAL Work Order #2749 January 10, 2011 Svc.Adv Mucci, Damian (818) 957-7647 Cust.Ph. Tag# 3410

Page 2 of 2 01/12/2011 10:41:10

Case: 3 Added Operation: 2 Day Warranty Rental (1 Day Warranty Rental)

		- A						Price	Total
	Quan	Adde	ription/Corrected Operation:	2 Day Warraı	nty Renta	(1 Day		\$0.00	\$0.00
		Warr	anty Rental) -	Warranty	~~ 0000			\$0.00	\$0.00
			pleted by Tech		er. 0092			\$0.00	\$0.00
	<b>#</b> 0.00	2479 <b>Labor</b>	<ul><li>- 2 day rental</li><li>\$0.00</li></ul>	- vvarranty Parts	\$0.00	Prepaid Parts Amt:	\$0.00	Case Total:	\$0.00
Misc	\$0.00	Labor	Ψ0.00						\$0.00
indeblo	edness is here	by acknowledge	ed for the "Total Chargessories described in the	ges" being all or the his work order.		Currency:	<del> </del>	Labor: Parts:	\$0.00 \$0.00
O	g Official to sobe	.,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,			Pay	ment Ref:		Misc:	\$0.00
									** **
					Ex	piry Date:	,	Sub Total:	\$0.00
U					Ex	piry Date: P/O#:	•	Tax:	\$0.00 \$0.00
U					Ex				

### 1400 S.BRAND BOULEVARD GLENDALE, CA 91204

Phone (818) 240-0000 • Fax (818) 240-1625

Status:

Service Advisor: 546 Tag Number: 1051

Ticket Date: 12/2/2009 Cash Out Date: 12/2/2009

Veh Sold Date:

Date appointment initiated:

12/2/2009

5:00 PM 12/2/2009

Warranty Cash Out Date:

Proposed Date - Time Completed: <u>Customer Information</u>

Number: 57254

Yr: 07

Stock Number: Make: CHEVROLET

Serial Numbers

Mileage In 66999

Model SUBURBAN

VIN: 1GNFK16317J

Mileage Out

LA CANADA CA

Contact: KATHLEEN

Home

Plate # Color: SILVER

Type:

Mech. Rpr Number Nbr	Requested Repair Description	Warranty				Item Type	
543 l	Warranty Company: 000006: FACTOL CUSTOMER STATES ENGINE USIN see history CAUSE: PER TECH LIN CORRECTION: INSTALLED UPDATOUSTOMER TO RETURN IN 1000 M	E INSTALL UPDATED VALVI E INSTALL UPDATED VALVI ED VALVE COVERS, TOPPE	E COV D OFF	ERS OIL,	HERE-	М	
epair Part Number	Description	P/U	S/O	B/O	Rec	Total	
1 12570427	COVER	1	1 0	0,	0,	<u>lj</u>	
1 12582224	COVER	<u> </u>	1 0	U	· · · · ·		

1 12582224	COVER						
			Customer	Pay Totals	40.00	Total Doducti	\$0.00
Discount Amount:	\$0.00	Freight Total:	\$0.00	Sales Tax:	\$0.00	Total Deduct:	<b>\$0.00</b>
Parts Total:	\$0.00	Sublet Total:	7.7.7.	Second Sales Tax:	\$0.00 \$0.00	Total:	\$0.00
Labor Total	\$0.00	* Other Charges:	\$0.00	Deposit:	<b>Φ</b> 0,00 1€		

\$0.00 yz 1: Cash \$0.00 2: \$0.00

Labor Total:

3: I hereby authorize the repair work to be done along with the necessary material, and herby grant you and/or your employees permission to operate the car or truck herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. In the event of a teardown for inspection, I understand that my vehicle will be reassembled within \_\_\_\_\_\_ days of the date shown above, unforeseen complications not withstanding. If the automobile is returned to the customer before authorized service is performed, a diagnostic and handling charge will be made. If I choose not to authorize the services

recommended, YOU WILL BE ALLOWED TO COMPLETE ANY FACTORY AUTHORIZED WARRANTY REPAIRS OR SERVICES THAT ARE AT NO COST TO ME. I also authorize any sublet repairs that you deem necessary. CUSTOMER IS HEREBY NOTIFIED THAT THE SAID PROPERTY IS NOT INSURED OR PROTECTED AGAINST LOSS OCCASIONED BY THEFT, FIRE OR VANDALISM WHILE THE PROPERTY REMAINS WITH THE REPAIR GARAGE. NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON THE REVERSE SIDE. CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF, SUBJECT TO CONDITIONS ON REVERSE SIDE OF THIS CONTRACT PLEASE READ REVERSE SIDE.

CUST, SIGN.

## 1400 S.BRAND BOULEVARD GLENDALE, CA 91204

Phone (818) 240-0000 • Fax (818) 240-1625

**RO Number: 329469** 

Service Advisor: 546

Tag Number:

Ticket Date: 11/9/2009 Cash Out Date: 11/17/2009

Veh Sold Date:

Date appointment initiated:

11/9/2009

11/9/2009

5:00 PM

Plate #

Warranty Cash Out Date:

Proposed Date - Time Completed: Customer Information

Number: 57254

Stock Number:

Status:

Mileage In 64949

Make: CHEVROLET Model SUBURBAN

Serial Numbers VIN: 1GNFK16317J

Mileage Out

LA CANADA CA

Contact: KATHLEEN

Color: SILVER

Type:

T

Home (818) 957-7647

Cell (818) 618-6722

			Warr	anty		<u>_</u>	•
	ch. Rpr ber <u>Nbr</u>	Requested Repair Description				Item Type	
	543 l	Warranty Company: 000006: FACCHECK OIL CONSUMPTION-LINE - NEED TO REPLACE VACORRECTION: ORDERED VALCUSTOMER WHEN PARTS AR	LVE COVERS VE COVERS	WITH UPDATES VALV		М	
k	2	Warranty Company: 000006 : FAI RENTAL START 11/16 PO Nu	CTORY WAR	RANTY Claim Number : eceived.		M 	
					O B/O Rec	Total	<del> </del>
	art Number JBLET	Description RENTAL START 11/16		1,	0, 0, 0	0, 1	
			Customer	Pay Totals		- 15	ቀሳ ሳሳ
Discount Amount: Parts Total: Labor Total:	-4 Amount	\$0.00 Freight Total:	\$0.00	Sales Tax:	\$0.00	Total Deduct:	\$0.00
	\$0.00 Sublet Total: \$0.00 ** Other Charges:	\$0.00   Second \$0.00	Second Sales Tax: Deposit:	\$0.00 \$0.00	Total:	\$0.00	
1: Cash		СВ					
2:	\$0.00						
3:	\$0.00	the part with the part				as permission to opers	te the car o

I hereby authorize the repair work to be done along with the necessary material, and herby grant you and truck herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. In the event of a teardown for inspection, I understand that my vehicle will be reassembled within \_\_\_\_\_ days of the date shown above, unforeseen complications not withstanding. If the automobile is returned to the customer before authorized service is performed, a diagnostic and handling charge will be made. If I choose not to authorize the services recommended, YOU WILL BE ALLOWED TO COMPLETE ANY FACTORY AUTHORIZED WARRANTY REPAIRS OR SERVICES THAT ARE AT NO COST TO ME. I also authorize any sublet repairs that you deem necessary. CUSTOMER IS HEREBY NOTIFIED THAT THE SAID PROPERTY IS NOT INSURED OR PROTECTED AGAINST LOSS OCCASIONED BY THEFT, FIRE OR VANDALISM WHILE THE PROPERTY REMAINS WITH THE REPAIR GARAGE. NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON THE REVERSE SIDE. CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF, SUBJECT TO CONDITIONS ON REVERSE SIDE OF THIS CONTRACT PLEASE READ REVERSE SIDE.

CUST, SIGN.

<sup>\*</sup> Repair added after the customer copy printed.

#### 1400 S.BRAND BOULEVARD GLENDALE. CA 91204

Phone (818) 240-0000 • Fax (818) 240-1625

Status:

Service Advisor: 546

Tag Number: Ticket Date: 10/20/2009

Cash Out Date: 10/20/2009

Veh Sold Date:

Warranty Cash Out Date:

Date appointment initiated: Proposed Date - Time Completed: 10/20/2009

5:00 PM 10/20/2009

**Customer Information** 

Number: 57254

Requested Repair Description

Serial Numbers

Mileage In

Make: CHEVROLET Yr: 07 VIN: 1GNFK16317J Model SUBURBAN

Stock Number:

63818 Mileage Out

LA CANADA CA

Contact: KATHLEEN

Color: SILVER

Plate #

Type:

Home

Cell

Internal

Item Type

O

Mech. Rpr Number Nbr 543

- CHECK ENGINE OIL - LOW - START OIL CONSUPTION TEST - TOP OFF FLUID. DOCUMENT MARK FILTER AND DIP STCK CAUSE: OIL LEVEL LOW

CORRECTION: TOPPED OFF OIL, MARKED DIP STICK, FILTER AND TUBE -

CUSTOMER TO RETURN IN 1000 MILES

**Customer Pay Totals** 

Discount Amount:

\$0.00 \$0.00

Freight Total: Sublet Total: \$0.00

Sales Tax: Second Sales Tax: \$0.00 \$0.00 Total Deduct:

\$0.00

Parts Total: Labor Total: \$0.00

\*\* Other Charges:

\$0.00 \$0.00

Deposit:

\$0.00

Total:

\$0.00

1: Cash

\$0.00 yz

2: 3: \$0.00 \$0.00

I hereby authorize the repair work to be done along with the necessary material, and herby grant you and/or your employees permission to operate the car or truck herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. In the event of a teardown for inspection, I understand days of the date shown above, unforeseen complications not withstanding. If the automobile is returned that my vehicle will be reassembled within to the customer before authorized service is performed, a diagnostic and handling charge will be made. If I choose not to authorize the services recommended, YOU WILL BE ALLOWED TO COMPLETE ANY FACTORY AUTHORIZED WARRANTY REPAIRS OR SERVICES THAT ARE AT NO COST TO ME. I also authorize any sublet repairs that you deem necessary. CUSTOMER IS HEREBY NOTIFIED THAT THE SAID PROPERTY IS NOT INSURED OR PROTECTED AGAINST LOSS OCCASIONED BY THEFT, FIRE OR VANDALISM WHILE THE PROPERTY REMAINS WITH THE REPAIR GARAGE. NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON THE REVERSE SIDE, CUSTOMER ACKNOWLEDGES RECEIPT

OF A COPY HEREOF. SUBJECT TO CONDITIONS ON REVERSE SIDE OF THIS CONTRACT PLEASE READ REVERSE SIDE.

CUST, SIGN,

B.A.R. # ARDAB004535

E.P.A. # CAD028246569

### WYNN CHEVROLET

# ULEVARD GLENDALE, CA 91204

240-0000 • Fax (818) 240-1625

Status:

Stock Number:

Make: CHEVROLET

RO Number: 324545

Service Advisor: 545 Tag Number: 1297

Ticket Date: 7/15/2009 Cash Out Date: 7/17/2009

Veh Sold Date:

Date appointment initiated:

7/15/2009

7/15/2009 5:00 PM Warranty Cash Out Date:

Proposed Date - Time Completed: Customer Information

Number: 57254

Model SUBURBAN

Serial Numbers

Mileage In 58245 Mileage Out

Page 1

LA CANADA CA

Contact: KATHLEEN

Home

Plate #

Color: SILVER

Type:

VIN: 1GNFK16317J

T

Mech. Rpr	Customer Pay Requested Repair Description	Item Type	Labor
Number Nbr 466 2	- BRAKE INSPECTION -CHECK AND ADVISE CAUSE: FRONT AND REAR PADS LOW 2 TO 3MM CORRECTION: REPLACED FRONT PADS GOODWRENCH BRAKE SPECIAL W/\$25.00 REBATE PROGRAM, MACHINED FRONT ROTORS. REPLACED REAR BRAKE PADS, MACHINED ROTORS AND ROADTESTED Authorization Number 2: 90		\$165.00
	P/II S/O B/O Rec Tot	al   Selling Price	Ext Price

		Y P/U	5/0	D/U	Nec	10141	Stilling I live	DATA I I I I
Repair Part Number	<b>Description</b>	 	Λ.	0.	0.	1	\$69.95	\$69.95
2 19235756	PAD KIT	 <u> </u>	1 0	<u>0</u>	0.	; 1	\$124.56	\$124.56
2 15945636	PAD KIT			- 01			\$4.00	\$4.00
2 409	BRAKE CLEANER	11	<u> </u>		<u> </u>		<u>Ψ+.00</u>	ψη,σσ
4 107		 						

Mech. Rpr										
Number Nbr 544	ì	Requested Repair Description  Warranty Company: 000006: FACTORY V DURING OIL CONSUMPTION TEST-LO 2,000MILES. CAUSE: FOPUND OIL CO CAUSING OIL SHOOTING TO PCV CAU REMOVED LEFT CYLINDER HEAD RE	ONSUMPTION CAUS	ED BY PTION	LIFT CC	TERS ORREC	TION	:	M	 
000	3	Warranty Company: 000006 : FACTORY NENTAL PO Number: 45644 Received.	WARRANTY Claim	Numbe	r : 324	1545-3	-		M	 
Repair Part Num	her	Description		P/U	S/O	B/O	Rec	Total		 
1 89060413		GASKET KI			0	01	01	1	<u> </u> 	 
1 12602541	· ·- · <del>-</del>	SEAL		2.	1 0	0,	0,	4	<u> </u>	 
1 12571595		LIFTER		4	<u> </u>	01	0,		<u> </u>	 <b></b>
		CASVET	1	1	, 0,	U į	V <sub>I</sub>		1	 

Repair Part Number	Description	
1 89060413	GASKET KI	
1 12602541	SEAL	$\begin{array}{c ccccccccccccccccccccccccccccccccccc$
1 12571595	LIFTER	4 0 0 0 4
1 12612045	GASKET	1, 0, 0, 1
1 12589226	GASKET	1, 0, 0, 0, 1
1 12617944	GASKET	
1 17122490	LIFTER	$\begin{array}{c ccccccccccccccccccccccccccccccccccc$
1 11571134	BOLT	10, 0, 0, 10,
1 12558840	BOLT	3  0  0  0  3
1 12346290	COOLANT	$\begin{array}{c ccccccccccccccccccccccccccccccccccc$
1 11518860	BOLT	4, 0, 0
3 SUBLET	RENTAL	$\begin{array}{c ccccccccccccccccccccccccccccccccccc$

<sup>\*</sup> Repair added after the customer copy printed.

# 1400 S.BRAND BOULEVARD GLENDALE, CA 91204

Phone (818) 240-0000 • Fax (818) 240-1625

Status:

RO Number: 324545

Service Advisor: 545 Tag Number: 1297

Ticket Date: 7/15/2009 Cash Out Date: 7/17/2009

Veh Sold Date:

Date appointment initiated:

7/15/2009

5:00 PM 7/15/2009

Warranty Cash Out Date:

Proposed Date - Time Completed:

Number: 57254

Stock Number:

Serial Numbers Make: CHEVROLET

58245

Mileage In

Customer Information

LA CANADA CA Contact: KATHLEEN

Home

Yr: 07

Model SUBURBAN

VIN: 1GNFK 16317J

Mileage Out

Plate#

Color: SILVER

Type:

Home	Cell	
Discount Amount:	\$0.00	Freight Total: Sublet Total:

\$198.51 Parts Total: \$165.00 Lahor Total

\*\* Other Charges:

AR

\$0.00 \$0.00 \$0.00

Customer Pay Totals Sales Tax: Second Sales Tax: Deposit:

Total Deduct: \$19.36 \$0.00 Total: \$0.00

\$0.00 \$382.87

	Labo	r Total:	\$165.00
1:	мС	\$382.87	
2:	_	\$0.00	)
4		00	

I hereby authorize the repair work to be done along with the necessary material, and herby grant you and/or your employees permission to operate the car or I nereby authorize the repair work to be done along with the necessary material, and herby grant you and/or judge employees permission to operate the car of truck herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. In the event of a teardown for inspection, I understand days of the date shown above, unforeseen complications not withstanding. If the automobile is returned that my vehicle will be reassembled within \_\_\_\_\_\_ days of the date shown above, unforeseen complications not withstanding. If the automobile to the customer before authorized service is performed, a diagnostic and handling charge will be made. If I choose not to authorize the services to the customer before authorized service is performed, a diagnostic and handling charge will be made. If I choose not to authorize the services to the customer before authorized service is performed, a diagnostic and handling charge will be made. If I choose not to authorize the services to the customer before authorized service is performed, a diagnostic and handling charge will be made. If I oncose not to authorize the services recommended, YOU WILL BE ALLOWED TO COMPLETE ANY FACTORY AUTHORIZED WARRANTY REPAIRS OR SERVICES THAT ARE AT NO TECOINTIERIOSO, TOO WILL BE ALLOWED TO CONFLETE AINT PACTORY AUTHORIZED WARRANTY REPAIRS OR SERVICES THAT ARE AT NO COST TO ME. I also authorize any sublet repairs that you deem necessary. CUSTOMER IS HEREBY NOTIFIED THAT THE SAID PROPERTY IS NOT INCLUDED OR PROTECTED ACAINST LOSS COCASIONED BY THEFT. CUST TO ME. I also authorize any subject repairs that you deem necessary. CUST OMER IS HEREBY NOTIFIED THAT THE SAID PROPERTY IS NOT SINSURED OR PROTECTED AGAINST LOSS OCCASIONED BY THEFT, FIRE OR VANDALISM WHILE THE PROPERTY REMAINS WITH THE REPAIR ON THE DEVELOP OF STATE OF SAID PROPERTY REMAINS WITH THE REPAIR OF SAID PROPERTY REMAINS WITH THE SAID PROPER INSURED OR PROTECTED AGAINST LOSS OCCASIONED BY THEFT, FIRE OR VANUALISM WHILE THE PROPERTY REWAINS WITH THE REPAIR GARAGE. NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON THE REVERSE SIDE. CUSTOMER ACKNOWLEDGES RECEIPT OAKAGE, NOTICE TO CONSUMER, PLEASE READ INFORTANT INFORMATION ON THE REVERSE SIDE, COSTONIER ACKNOOR OF A COPY HEREOF, SUBJECT TO CONDITIONS ON REVERSE SIDE OF THIS CONTRACT PLEASE READ REVERSE SIDE.

CUST. SIGN.

B.A.R. # ARDAB004535

E.P.A. # CAD028246569

\*\* Oil & Grease included in Other Charges.

# 1400 S.BRAND BOULEVARD GLENDALE, CA 91204

Phone (818) 240-0000 • Fax (818) 240-1625

RO Number: 323154

Service Advisor: 545

Tag Number:

Ticket Date: 6/11/2009 Cash Out Date: 6/11/2009

Veh Sold Date: Warranty Cash Out Date:

Date appointment initiated:

6/11/2009

Proposed Date - Time Completed: Customer Information

6/11/2009

5:00 PM

Stock Number: Serial Numbers Make: CHEVROLET

Status:

Yr: 07 Model SUBURBAN VIN: 1GNFK16317J

Mileage In 56225

LA CANADA CA

Contact: KATHLEEN

Home

Number: 57254

Plate #

Color: SILVER

Type:

Mileage Out

Warranty Item Type Requested Repair Description Mech. Rpr M Warranty Company: 000006 : FACTORY WARRANTY Claim Number : Number Nbr CUSTOMER STATES ENGINE BURNS INTERNALLY OR LEAKING EXTERNALLY -ADDED TOTAL 4 QUARTS SINCE LAST LOF. CAUSE: CHECKED FOR OIL 288 LEAK, NON FOUND. CHECKED OIL LEVEL AND TOPPED OFF TO LAST BAR. VERIFIED WITH ADVISOR AND ADVISED CUSTOMER RETURN AT 57,225 MILES

		D MILH YDAISOKT					
			Customer	Pay Totals	\$0.00	Total Deduct:	\$0.00
Discount Amount: Parts Total: Labor Total:	Ψ0.00	Freight Total: Sublet Total: ** Other Charges:	20.00	Sales Tax: Second Sales Tax: Deposit:	\$0.00 \$0.00	Total:	\$0.00

\$0.00 YZ Cash \$0.00

I hereby authorize the repair work to be done along with the necessary material, and herby grant you and/or your employees permission to operate the car or truck herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. In the event of a teardown for inspection, I understand track neterin described on streets, nighways or eisewhere for the purpose of testing and/or inspection. In the event of a teargown for inspection, I understand that my vehicle will be reassembled within \_\_\_\_\_\_ days of the date shown above, unforeseen complications not withstanding. If the automobile is returned to the customer before authorized service is performed, a diagnostic and handling charge will be made. If I choose not to authorize the services to the customer before authorized service is performed, a diagnostic and narioning orlarge will be made. It is choose not to authorize the services recommended, YOU WILL BE ALLOWED TO COMPLETE ANY FACTORY AUTHORIZED WARRANTY REPAIRS OR SERVICES THAT ARE AT NO recommended, YOU WILL BE ALLOWED TO COMPLETE ANY PACTORY AUTHORIZED WARRANTY REPAIRS OR SERVICES THAT ARE AT NO COST TO ME. I also authorize any sublet repairs that you deem necessary. CUSTOMER IS HEREBY NOTIFIED THAT THE SAID PROPERTY IS NOT INSURED OR PROTECTED AGAINST LOSS OCCASIONED BY THEFT, FIRE OR VANDALISM WHILE THE PROPERTY REMAINS WITH THE REPAIR CANDAL STATE OF THE PROPERTY REMAINS WITH THE REPAIR CANDAL STATE OF THE PROPERTY REMAINS WITH THE REPAIR CANDAL STATE OF THE PROPERTY REMAINS WITH THE REPAIR CANDAL STATE OF THE PROPERTY REMAINS WITH THE REPAIR CANDAL STATE OF THE PROPERTY REMAINS WITH THE REPAIR CANDAL STATE OF THE PROPERTY REMAINS WITH THE REPAIR CANDAL STATE OF THE PROPERTY REMAINS WITH THE REPAIR CANDAL STATE OF THE PROPERTY REMAINS WITH THE REPAIR CANDAL STATE OF THE PROPERTY REMAINS WITH THE REPAIR CANDAL STATE OF THE PROPERTY REMAINS WITH THE REPAIR CANDAL STATE OF THE PROPERTY REMAINS WITH THE REPAIR CANDAL STATE OF THE PROPERTY REMAINS WITH THE REPAIR CANDAL STATE OF THE PROPERTY REMAINS WITH THE REPAIR CANDAL STATE OF THE PROPERTY REMAINS WITH THE REPAIR CANDAL STATE OF THE PROPERTY REMAINS WITH THE REPAIR CANDAL STATE OF THE PROPERTY REMAINS WITH THE PROPERTY REMAINS WITH THE REPAIR CANDAL STATE OF THE PROPERTY REMAINS WITH THE PROPERTY REMA GARAGE. NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON THE REVERSE SIDE. CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF, SUBJECT TO CONDITIONS ON REVERSE SIDE OF THIS CONTRACT PLEASE READ REVERSE SIDE.

CUST. SIGN.

B.A.R. # ARDAB004535 E.P.A. # CAD028246569



# 1400 S.BRAND BOULEVARD GLENDALE, CA 91204

Phone (818) 240-0000 • Fax (818) 240-1625

Status:

Service Advisor: 530

Tag Number: Ticket Date: 5/15/2008 Cash Out Date: 5/15/2008

Veh Sold Date:

Date appointment initiated:

5/15/2008

5/15/2008

Warranty Cash Out Date:

Proposed Date - Time Completed: Customer Information

Number: 57254

Make: CHEVROLET Yr: 07

Model SUBURBAN

Stock Number: Serial Numbers VIN: 1GNFK16317J

Mileage In 35344 Mileage Out

LA CANADA CA

Plate # Color:

5:00 PM

Type:

Contact: KATHLEEN	·
Home	Wk
	Cell

	Customer Pay	<del></del>			Item Type	Labor
Mech. Rpr Number Nbr	Requested Repair Description	F OIL AND FILT	ER C	IANGE.	1	\$11.00
000 3	- LUBE/OIL/FILTER CORRECTION: PERFORM LUB Authorization Number 2: 90 - PERFORM GENERAL MOTORS MULTI- POINT INS RECOMMENDATIONS: CORRECTION: FRONT BRAIM MEASUREMENT_5_MM REAR BRAKE LOWEST ME. DEPTH IN 32NDS LEFT FRONT_5_RIGHT FRONT_5_	PECTION CAU CE LOWEST	SE:	TREAD	l	\$0.00
	REAR_0_	, P/U S/O		Rec To	otal Selling Price	Ext Pric
Repair Part Number	Description	1 0		0,	1 \$4.95	\$4.95
2 89017524	FILTER	6 0		0,	6 \$2.00	\$12.00
2 12345621	OIL10W30B	1 0	<u> </u>	0,	1: \$0.45	\$0.43
2 GREASE	WASHED TARLET	1, 0		0 i	\$0.95	\$0.9
2 230390	WASHER TABLET					
	Warranty				Item Type	
Mech. Rpr Number Nbr	Requested Repair Description	Claim Number			М	
169 1	Warranty Company: 000006: FACTORY WARRANTY	EAR AT A STOP	ENG	INE IDLE	S	

	Warranty					Item Typ	je <u></u>
Mech. Rpr Number Nbr	Requested Repair Description	Yaim Numb	er			М	· · · · · · · · · · · · · · · · · · ·
169 1	Warranty Company: 000006: FACTORY WARRANTY COTUNE DEPT.,,CUST STATES THAT AT IDLE, IN GEAROUGH CAUSE: MISFIRE ON #5 CYLINDER COAND SPARK PLUG CLEAR CODES AND TEST DRIV	RRECTION	N: REP	NGINE LACE	IDLE:	S 	
527 4	Warranty Company: 000006: FACTORY WARRANTY OF 15A, CUST STATES THAT DRIVERS DOOR INTERIOR LEAVING SHARP EDGES, CAUSE: INTERIOR DOOR CORRECTION: REPLACE INTERIOR DRIVERS DOOR	RHANDLE	PEEL!		 Rec	Total	
Repair Part Number	Description	170	1. 0	0	0:	1	
4 15935951	HANDLE	<u></u>	1 0	0	0	1	
1 12573190	COIL SPARK PLU		1, 0	0	0	1	

1400 S. BRAND BOULEVARD, GLENDALE, CA 91204 PHONE (818) 240-0000 • FAX (818) 240-1625



RO Number: 333906

Service Advisor: 519

Status:

Tag Number: Ticket Date: 3/2/2010

Cash Out Date: 3/2/2010

Veh Sold Date:

Date appointment initiated:

Proposed Date - Time Completed:

\$0.00

\$0.00

2:

3:

3/2/2010

5:00 PM 3/2/2010

Warranty Cash Out Date:

**Customer Information** LA CANADA CA Contact: KATHY Home

Number: 57254

Yr: 07

Stock Number: Make: CHEVROLET

Serial Numbers

Mileage In 70429

Model SUBURBAN

VIN: 1GNFK16317J

Mileage Out

Plate #

Color: SILVER

Type:

	Cell			$\sim 2N^{1/2}$	Dist State						
Mech. Rpr Number Nbr	Requested Repai	r Description	Custom	er Pay	Emp. #	9-1: 				Item Type	Labor
543 1	- REPLACE BO	TH BELTS	CORRECTION	REPLACE	D SERPEN	NTINE	AND.	AC BI	ELT	I	\$0,00
Repair Part Number	Description				P/U	S/O	В/О	Rec	Total	Selling Price	Ext Price
1 12576447	BELT				1	, 0 <sub>1</sub>	01	01	1	\$35.72	\$35.72
1 12626222	BELT		A. B. A. L.		1	, 0,	01	0,	1	\$58.94	\$58.95
			Customer	Pay Tota	s						
Discount Amount:	\$0.00 F	reight Total:	\$0.00		Sales Tax:		\$9.2		Tot	al Deduct:	\$0.00
Parts Total:	\$94.67	Sublet Total;	\$0.00	Second	Şales Tax		\$0.0	- 11		Total;	\$103.90
Labor Total:	\$0.00   ** Ot	her Charges:	\$0.00		Deposit	:	\$0.0	00 11		I Otal,	\$105.70
1: MC \$103.90		СВ	The second second second second second second second second second second second second second second second se	and a track							

I hereby authorize the repair work to be done along with the necessary material, and herby grant you and/or your employees permission to operate the car or truck herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. In the event of a teardown for inspection, I understand days of the date shown above, unforeseen complications not withstanding. If the automobile is returned that my vehicle will be reassembled within \_ to the customer before authorized service is performed, a diagnostic and handling charge will be made. If I choose not to authorize the services recommended, YOU WILL BE ALLOWED TO COMPLETE ANY FACTORY AUTHORIZED WARRANTY REPAIRS OR SERVICES THAT ARE AT NO COST TO ME. I also authorize any sublet repairs that you deem necessary. CUSTOMER IS HEREBY NOTIFIED THAT THE SAID PROPERTY IS NOT INSURED OR PROTECTED AGAINST LOSS OCCASIONED BY THEFT, FIRE OR VANDALISM WHILE THE PROPERTY REMAINS WITH THE REPAIR GARAGE. NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON THE REVERSE SIDE. CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF, SUBJECT TO CONDITIONS ON REVERSE SIDE OF THIS CONTRACT PLEASE READ REVERSE SIDE.

CUST. SIGN. Approved: B.A.R. # ARDAB004535 E.P.A. # CAD028246569

Estimate

**Parts** <u>Emp #</u> 519 \$0.00

Labor **Total** \$0.00 \$104.00

3/2/2010 1:07:28

11.13 Schoone a \$0,63 1.00

\* Repair added after the customer copy printed.

\*\* Oil & Grease included in Other Charges \* ISTOMER IS HEREBY NOT

#### 1400 S.BRAND BOULEVARD GLENDALE, CA 91204

Phone (818) 240-0000 • Direct (818) 240-5736 • Fax (818) 240-5130 St

RO Number: 332699

Service Advisor: 519

Tag Number:

Ticket Date: 2/1/2010

Cash Out Date: 2/1/2010 Veh Sold Date:

ven som Date

Date appointment initiated:

2/1/2010

Proposed Date - Time Completed:

2/1/2010 5:00 PM

....

Warranty Cash Out Date:

Customer Information Num

Number: 57254

Stock Number:

Make: CHEVROLET Serial Numbers

<u>Mileage In</u> 69253

Model SUBURBAN
Plate #

VIN: 1GNFK16317J

69253
Mileage Out

LA CANADA CA Contact: KATHY

Home

اام

Color: SILVER

Type:

Т

Mech.	Rpr	Warranty		
Number	Nbr	Requested Repair Description	Item Type	
543	1	Warranty Company: 000006: FACTORY WARRANTY Claim Number: CUST STATES THERE IS A TICKING NOISE COMING FROM THE ENGINE AREA CAUSE: CHECKED AND VERIFIED. FOUND NOISE COMING FROM STARTER SHIELD CORRECTION: REALIGNED THE SHIELD TO CORRECT NOISE.	М	

			Customer	Pay Totals			
Discount Amount:	\$0.00	Freight Total:	\$0.00	Sales Tax:	\$0.00	Total Deduct:	\$0.00
Parts Total:	\$0.00	Sublet Total:	\$0.00	Second Sales Tax:	\$0.00		
Labor Total:	\$0.00	** Other Charges:	\$0.00	Deposit:	\$0.00	Total:	\$0.00

1: Cash \$0.00 yz 2: \$0.00 3: \$0.00

I hereby authorize the repair work to be done along with the necessary material, and herby grant you and/or your employees permission to operate the car or truck herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. In the event of a teardown for inspection, I understand that my vehicle will be reassembled within \_\_\_\_\_\_ days of the date shown above, unforeseen complications not withstanding. If the automobile is returned to the customer before authorized service is performed, a diagnostic and handling charge will be made. If I choose not to authorize the services recommended, YOU WILL BE ALLOWED TO COMPLETE ANY FACTORY AUTHORIZED WARRANTY REPAIRS OR SERVICES THAT ARE AT NO COST TO ME. I also authorize any sublet repairs that you deem necessary. CUSTOMER IS HEREBY NOTIFIED THAT THE SAID PROPERTY IS NOT INSURED OR PROTECTED AGAINST LOSS OCCASIONED BY THEFT, FIRE OR VANDALISM WHILE THE PROPERTY REMAINS WITH THE REPAIR GARAGE. NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON THE REVERSE SIDE. CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF. SUBJECT TO CONDITIONS ON REVERSE SIDE OF THIS CONTRACT PLEASE READ REVERSE SIDE.

A DON ON THE DEVE

#### 1400 S.BRAND BOULEVARD GLENDALE, CA 91204

Phone (818) 240-0000 ● Direct (818) 240-5736 ● Fax (818) 240-5130 Status:



RO Number: 332828

Service Advisor: 519

Tag Number:

Ticket Date: 2/3/2010 Cash Out Date: 2/4/2010

Veh Sold Date:

ven Soid Date

Date appointment initiated: Proposed Date - Time Completed:

2/3/2010 2/3/2010

Y

Warranty Cash Out Date:

Customer Information Number

LA CANADA CA

Contact: KATHY

Number: 57254

water a design oppose the property of the control o

Stock Number:
Make: CHEVROLET Se

Serial Numbers

Mileage In 69348

Model SUBURBAN VIN: 1GNFK16317J

09348

Plate #

5:00 PM

Yr: 07

Color: SILVER

Type:

Mileage Out

Home Call

Mech. Number	-	Warranty on the Requested Repair Description . A transference description is specified to the control of the co	Item Type	
212	1	Warranty Company: 000006: FACTORY WARRANTY Claim Number CUST STATES THERE IS A TICKING NOISE COMING FROM THE ENGINE AREA CAUSE: checked and verified. Found noise coming from cracked flywheel CORRECTION: REPLACED THE FLYWHEEL, RECHECKED AND IS WORKING AS DESIGNED	M	
000	2	Warranty Company: 000006: FACTORY WARRANTY Claim Number: RENTAL PO Number: 49789 Received. CORRECTION: 1 DAY RENTAL Authorization Number 2: 90	М	

Repair	Part Number	Description		 P/U	S/O	В/О	Rec	Total	1 TO STREET
1	12606620	PLATE		1,	0,	01	0.	1	
1	REFUND	PARTS DIFF THORSON	 	 1 1	0,	0,	0,	1	
2	SUBLET	RENTAL		 1,	0,	0,	0,	1	
			 						and the second second second second

			Customer :	Pay Totals	· · · · · ·	****	
Discount Amount:	\$0.00	Freight Total:	\$0.00	Sales Tax:	\$0.00	Total Deduct:	\$0.00
Parts Total:	\$0.00	Sublet Total:	\$0.00	Second Sales Tax:	\$0.00		
Labor Total:	\$0.00	** Other Charges:	\$0.00	Deposit:	\$0.00	Total:	\$0.00

1:	Cash	\$0.00	ΥZ
2:		\$0.00	
3:		\$0.00	

ald throy grant you are

I hereby authorize the repair work to be done along with the necessary material, and herby grant you and/or your employees permission to operate the car or truck herein described on streets, highways or elsewhere for the purpose of testing and herby grant you and/or your employees permission to operate the car or truck herein described on streets, highways or elsewhere for the purpose of testing and herby grant you and/or your employees permission to operate the car or truck herein described on streets, highways or elsewhere for the purpose of testing and herby grant you and/or your employees permission to operate the car or truck herein described on streets, highways or elsewhere for the purpose of testing and herby grant you and/or your employees permission to operate the car or truck herein described and herby grant your employees permission to operate the car or truck herein described in the properties. I understand that my vehicle with the event of a teardown for inspection, I understand that my vehicle with the event of a teardown for inspection, I understand that my vehicle will be reasonable on the event of a teardown for inspection, I understand that my vehicle will be reasonabled within \_\_\_\_\_\_\_ days of the date shown above; unforeseen complications not withstanding. If the automobile is returned to the customer before authorize the sutmombile is returned to the customer before authorize the sutmombile is returned to the customer before authorize the sutmombile is returned to the customer before authorize the sutmombile is returned to the customer before authorize and without my vehicle will have a teach of a teardown for inspection. In the event of a teardown for inspection, I understand that my vehicle will have a teach of a teardown for inspection. In the event of a teardown for inspection. In the event of a teardown for inspection. In the event of a teardown for inspection. It is the properties of a teardown for inspection. It is the teach of a teardown for inspection. It is the event of a teardown

CUST. SIGN.	
×	<u> </u>
B.A.R. # ARDAB004535	A . * #
Ę.P.A. # CAD028246569	

Opie's Chevrolet and Buick 1900 Central Ave P.O. Box 2777 McKinleyville, Ca 95519 (707)839-5454 Fax (707)839-1159

### FAX COVER SHEET

Date: 3-23-2011 # Pages Z

To: General Motors

Attn: Jay

Fax #: 866-213-9923

From: Greg

Regarding: 16NFK16317J

Leader tradect this vehicle to Lither in Redding

NEW C	AR INVEN	TORY EX	CHANGE INVOICE		
RECIPIENT DEALER LITH	IA CHEUROL	ET OF KED	<u> PDidG                                    </u>	7.06	
ADDRESS _ 200	E. CYPRE	SS AVE			
	7/NG CA.			R TRADE:	-
		<u>.</u>		_	1
DESTINATION (Place of Deliv	ery)		OU	R TRADE: [	_
	VEHIC	CLE DELI	VERED		Tit.
Wholesale Note No.			Stock No. W	76-047	W. 7.
			ACCOUNT	AMOUNT	ि
Make Model CKIQ906	· Gay	2007	-Car Options (Inc. D & H)	<b>\$</b>	1
VIN.	- C-29		Oppors (inc. 5.4.n)	4	1
VIN/GNFK/63/70	1/2 		Freight and Factory D & H		10.00
Accessories and/or	Cost	D&H			
Options (Itemize)			Accessories		1 4
	n eran er tropp og benæme også. Nære er for flysket frederingen				
ta in the larger of the larger than	74 / 34/49 (44/4)				
			Installation Charges		
			TOTAL VEHICLE DELIVERED	s48728.	20
	Serios Services				1.13
	VEHI	CLE REC	EIVED Stock No. 1076-	<i>0</i> 62	
			ACCOUNT	AMOUNT	Free Fre
Make Model  CHEVROLET CKICTOL	Color	1 Yr	Car Options (Inc: D & H)	5 5 5 0 0 0 0 2 4 0 15 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1000
VIN A PARTY OF THE PROPERTY OF THE PARTY OF			Optois (inc. 1) & 44)		
3GNFK16347G		ANTHER WATER THE PROPERTY OF T	Freight and Factory D & H		
Accessories and/or	Cost	D&H			
Options (Itemize)			Accessories		1.5
하는 이번에 있는 사람들이 되었다고 있습니다. 그는 것이 되는 사람들이 되었다. 대한민국의 대한민국의 전환 전기를 하였다.			하는 것이 되었다. 그 사람이 되었다. 보통하는 경우 전에 되었다. 그 사람들이 되었다. 1985년 - 1985년 1985년 1987년 1985년 1985년 1985년 1987년 1987년 1987년 1987년 1987년 1987년 1987년 1987년 1987년 1987년 1987년		2.3
	augu (Bray III) (gale - Gar		Installation Charges		1000
			TOTAL VEHICLE RECEIVED	\$40023.	23
GMAC Flooring EX		- 1	FERENCE (Due Us) (Due You)	\$	
CONTRACTOR CO	1-/1/WY L-E	on the state of the state of		为所谓李伶兰 著"药"	

By signing this form in the space provided below, we acknowledge that we have delivered the Vehicle Delivered to Recipient Dealer in exchange for which we received the Vehicle Received which (is) (is not) covered by Recipient Dealer's Trust Receipt.

Dealer X PIES CHEVROLET BUICK

FORM 502 Reynolds and Reynolds once You, FREE 160034

# MANUFACTURER RESPONSE FORM (CALIFORNIA)

Case Number: CHV1114771	Vehicle: 2007 Chevrolet Suburban
Customer Name:	VIN: 1GNFK16317J
Manufacturer's Position: General Motors regrets that with her 2008 GMC Sierra. General Motors' continued succustomers receive from their vehicles which is why we stristaction with our products.	
General Motors makes every effort to meet the highest question Vehicle Limited Warranty for 3 years or 36,000 miles, which covers the cost of repairs to correct any vehicle defect relaction occurring during the warranty period. We have and will conterms of the warranty.	chever comes first, General Motors ated to materials or workmanship
All of the concerns that 2007 Chevrolet Suburban for an oil leak concern have been was in a General Motors dealer on January 10, 2011 at 86 able to verify the existence of the leak through the use of The rear oil pan gasket was found to be leaking as well as resealed back in place and the customer has not been to made at no expense to the customer by Allen Gwynn Chedealership, it was operating to General Motors specification current concerns on the vehicle we request that repairs per the terms of the manufacturer's written warrant use, value or safety of her vehicle.	6,246 miles. Allen Gwynn Chevrolet was oil dye and a black light for diagnosis. It is the right valve; both were removed and the dealership since. The repair was evrolet and when the vehicle left the cons and continues to now. If there are any make the vehicle available for
replacement. We respectfully ask that	e parameters for a repurchase or equest for repurchase of her 2002007 ontinue to work with General Motors per
Documentation Provided (please check):	
<ul> <li>☐ Technical Service Bulletin(s)</li> <li>☐ Recall Notice(s)</li> <li>☐ Vehicle Repair Records</li> <li>☐ Purchase/Lease documentation</li> <li>☐ Other:</li> </ul>	

The manufacturer's position and documentation will be furnished to the customer and the arbitrator prior to a hearing in this case.

I will participate in a hearing	oxtimes By phone $oxtimes$ In person $oxtimes$	☐ In writing
i wiii participato iii a ricarrig		] wwwc

Form completed by: Juan Labrado Date: March 30, 2011

Future Contact: Juan Labrado

Phone: 866-790-5700 ext. 41433 Fax: (866) 2139-923

Please return this form as soon as possible to: BBB AUTO LINE

Fax: 703.247.9700

#### **BBB AUTO LINE**



April 1, 2011

ANDRE LADD CHEVROLET P O BOX 33170 DETROIT MI 48232-5170

Re: CHV1114771 vs Chevrolet Motor Division 1GNFK16317J

Dear Madam/Sir:

#### Enclosed are:

- \* Arbitrator Listing Sheet(s)
- \* A map to the hearing site
- \* Hearing Format Outline
- \* Notice of Hearing

The *Notice of Hearing* lists the date, time and location of your arbitration hearing. The manner in which each party will participate in the hearing is indicated on the *Notice of Hearing*.

We are enclosing supporting documentation, if any, submitted by the consumer and not previously sent to you.

If you have any questions, please contact me at 800.334.2406. Thank you for your continued cooperation and participation in the BBB AUTO LINE program.

Sincerely,

Rosa Tinoco at Extension 211

#### **BBB AUTO LINE**



#### NOTICE OF HEARING/INSPECTION

Date:	04/01/11
Case Number: Customer:	CHV1114771
	Chevrolet 1716 CA 1GNFK16317J
Arbitrators:	Mr. Arthur C. Devine
Hearing Date, Time, Place:	04/18/11 10:00am PST BBB of the Southland 6125 Washington Blvd., Ste. 306 Culver City, CA902320000
Hearing Site Phone: AUTOLINE Director Phone:	(310) 945-3150 (310) 945-3150 Fax: (310) 945-3160
Customer Will Participate:	☑ in person ☐ by phone ☐ in writing

Manufacturer Will Participate: □ in person ☒ by phone □ in writing

Customer Represented By: ☐ Self ☐ Attorney

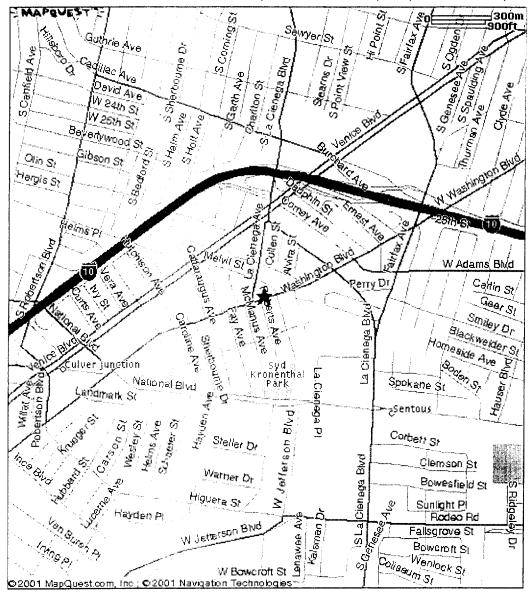
#### **INSTRUCTIONS**

- 1. We make every effort to assist persons with disabilities. If you need special assistance to participate in the arbitration hearing, please notify the BBB.
- 2. Bring all witnesses you want to testify.
- 3. Bring the original of any documents you have previously submitted to BBB AUTO LINE. If you bring any documents that you did not previously provide, please bring extra copies for the arbitrator and the other party.
- 4. We strongly recommend that you bring your vehicle to the hearing in case the arbitrator would like to inspect or test drive it.
- 5. NOTIFY THE BBB AT LEAST 5 DAYS PRIOR TO THE HEARING IF YOU DECIDE TO HAVE A LAWYER REPRESENT YOU AT THE HEARING OR THE INSPECTION.
- 6. Notify the BBB at once if you cannot be present at the hearing. The hearing will be conducted in your absence should you fail to participate in person or by phone.
- 7. Refer to How BBB AUTO LINE Works for more detailed information on the arbitration process.
- 8. Current vehicle registration and insurance are required for all test drives.



# BETTER BUSINESS BUREAU—CULVER CITY

6125 WASHINGTON BLVD 3RD FL, CULVER CITY, CA, 90232-7473, US



From the 10 (Santa Monica) Freeway, going West, exit at Washington Blvd. and go South. Washington Blvd. will run through 2 La Cienega Avenues. Go to the 2<sup>nd</sup> La Cienega Avenue and the building will be on the Right hand corner of La Cienega Avenue and Washington Blvd. If going East on the 10 Freeway, exit at La Cienega Avenue and go South. Stay Right on La Cienega and go about 1 mile to Washington Blvd. It will be a grey, 3 story building. There is underground parking off La Cienega Blvd. and additional parking on the street. Office is on the 3<sup>rd</sup> Floor.

12/4/0

#### **BBB AUTO LINE**



#### **Arbitration Hearing Format**

#### **Arbitrator's Opening Statement**

#### Parties' Presentations

- A. Presentation of consumer's testimony, evidence and witness(es) [20 minutes]
- B. Presentation of business' testimony, evidence and witness(es) [20 minutes]

#### Questioning

- A. Questions, comments and rebuttals by consumer [5 minutes]
- B. Questions, comments and rebuttals by business [5 minutes]
- C. Questions by arbitrator

#### Inspection (If requested by arbitrator)

- A. Arbitrator instructs parties about inspection/test drive procedures
- B. Inspection (and test drive, if necessary)
- C. Questions or comments about inspection (and test drive) by consumer [5 minutes]
- D. Questions or comments about inspection (and test drive) by business [5 minutes]
- E. Questions about inspection (and test drive) by arbitrator

Recess – Arbitrator will take a recess to assess whether more information or evidence may be needed. If a party is participating by telephone, BBB AUTO LINE staff will check to make sure that any faxes from that party have been shared with the other party.

#### Closing the Hearing

- A. Final questions, testimony or evidence by either party [10 minutes]
- B. Final questions by arbitrator
- C. Closing statement by business [5 minutes]
- D. Closing statement by consumer [5 minutes]



Greg Garguilo Legal Coordinator Phone: (512) 386-0772 Fax: (248) 267-4501 Email: GENERAL MOTORS LLC LEGAL STAFF Mail Code: 482-028-205 P.O. Box 400 Detroit, MI 48265-4000

March 24, 2011

Attorney Work Product Privileged and Confidential

Amy Sjolander Ruben & Sjolander 1875 Century Park East Suite 1050 Los Angeles, CA 90067

Re:

GM File No.: 726072

v. General Motors LLC

Dear Ms. Sjolander:

This will acknowledge your agreement to represent General Motors in this case.

This case is part of the Early Resolution Program. A representative of the Business Resource Center (BRC) will evaluate this case to determine if it merits settlement. No evaluation is required on your part at this point. Rather, it is requested that you file an answer and do anything else necessary to comply with the court. Contact me if additional information is needed to complete the answer; however, I do not need a copy of the answer to the complaint.

If this case is removed from the Early Resolution Program, the BRC will promptly advise you.

It is also important that you advise us of the names of any of your firm's **new** timekeepers who will be working on this case. On all written communication, please be sure to include the GM Case Name and Case Number. Feel free to contact me with any questions.

Sincerely, Greg Garguilo

4/13/11

#### Service of Process **Transmittal**

03/23/2011

CT Log Number 518238436

Rosemarie Williams TO:

General Motors Legal Staff

400 Renaissance Center, Mail Code 482-038-210

Detroit, MI 48265-4000

Process Served in California RE:

FOR: General Motors LLC (Domestic State: DE) 726072

ENCLOSED ARE COPIES OF LEGAL PROCESS RECEIVED BY THE STATUTORY AGENT OF THE ABOVE COMPANY AS FOLLOWS:

TITLE OF ACTION:

vs. General Motors, ELC, et al., Dfts.

Name discrepancy noted.

DOCUMENT(S) SERVED:

Summons, Cover Sheet, Certification and Notice, Complaint, Notice(s),

Attachment(s)

COURT/AGENCY:

United States District Court Central District of California, CA

Case # GV11023750DWPLAX

NATURE OF ACTION:

Product Liability Litigation - Breach of Warranty - Manufacturing Defect - 2007 Chevrolet Tahoe, VIN: 1GNFG13117R Defects relating to recurrent "howling", "grinding", and/or "clunking" noises seeming to originate from the rear of the car and/or underneath the car - Failure to replace vehicle or make restitution

ON WHOM PROCESS WAS SERVED:

C T Corporation System, Los Angeles, CA

DATE AND HOUR OF SERVICE:

By Process Server on 03/23/2011 at 14:55

JURISDICTION SERVED :

California

APPEARANCE OR ANSWER DUE:

Within 21 days after service (not counting the day you received it)

ATTORNEY(S) / SENDER(S):

Brian K. Cline

The Bickel Law Firm, Inc. 750 B Street

Suite 1950 San Diego, CA 92101 619-374-4100

ACTION ITEMS

CT has retained the current log, Retain Date: 03/23/2011, Expected Purge Date:

Image SOP

SOP Papers with Transmittal, via Fax, Rosemarie Williams 313-665-7572

Email Notification, SOP Recipient gm\_sop@gm.com
Email Notification, GM Verification GMVerification@wolterskluwer.com

Fax Transmittal, Rosemarie Williams 313-665-7572

on 3/24/11 at 9:37 a.m. est - bjs/md

SIGNED:

PER: ADDRESS: C T Corporation System

Nancy Flores

818 West Seventh Street

TELEPHONE:

Los Angeles, CA 90017 213-337-4615

Mmy Siblander Juben L Siplander of 17th CT: 3/84/11 Page 1 of 1 / CH

Information displayed on this transmittal is for CT Corporation's record keeping purposes only and is recorded to the quick reference. This information does not constitute a legal opinion as to the nature of action, the amount of damages, the answer date, or any information contained in the documents' themselves. Recipient is responsible for interpreting said documents and for taking appropriate action. Signatures on certified mail receipts confirm receipt of package only, not

ER165



March 25, 2011

Brian Cline, Esq. The Bickel Law Firm 750 B St Ste 1950 San Diego, CA 92101

RE:

Service Request: 71-931416720

2007 Chevrolet Tahoe

Vehicle Identification Number: 1GNFC13J17R Customer Relationship Specialist: Mary Beth Hollman

Dear Mr. Cline:

This is to advise that General Motors is in receipt of the above referenced case dated March 23, 2011. This case file has been assigned to General Motors' Early Resolution program, and you will be contacted in the next 10-15 calendar days for review. The Early Resolution program is designed to facilitate early settlement of warranty matters within a 45-day timeframe.

In order to do a thorough review and assessment of this case, General Motors would appreciate your prompt assistance in having the attached Release of Lien Information form completed and faxed to the number on the fax coversheet within the next five (5) days.

In addition, if any of the items below are marked, please send the requested information either to the fax number on the fax cover sheet, or to the address below as soon as possible.

Copy of owner's current title and/or registration
Other: Repair Orders

Finance agreement
Buyer's agreement

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

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

Sincerely,

General Motors

cc: Amy Sjolander, Ruben and Sjolander

### RELEASE OF LIEN INFORMATION

	(Lien holder Phone Number)
(Lien holder Address) to release any and all information regarding my loar	(Lien holder Phone Number)  1 account #(Account Number)
to release any and all information regarding my loar	(Account Number)
to release any and all information regarding my loar	
with(Lien holder Name)	
(Lien holder Name)	
loan payoff amount, and per diem information.  Date	
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VEHICLE IN	IFORMATION
The current vehicle mileage is	Date mileage read:
Signature Sig	nature
3-9	

L00006 V08172010



March 25, 2011

Brian Cline, Esq. The Bickel Law Firm 750 B St Ste 1950 San Diego, CA 92101

RE:

Service Request: 71-931416720

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Sincerely,

General Motors

cc: Amy Sjolander, Ruben and Sjolander

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(Lien holder Address) to release any and all information regarding my loar	(Lien holder Phone Number)  1 account #(Account Number)
to release any and all information regarding my loar	(Account Number)
to release any and all information regarding my loar	
with(Lien holder Name)	
(Lien holder Name)	
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VEHICLE IN	IFORMATION
The current vehicle mileage is	Date mileage read:
Signature Sig	nature
3-9	

L00006 V08172010



#### Service of Process Transmittal

03/23/2011

CT Log Number 518238436

TO: Rosemarie Williams

General Motors Legal Staff

400 Renaissance Center, Mail Code 482-038-210

Detroit, MI 48265-4000

RE: **Process Served in California** 

FOR: General Motors LLC (Domestic State: DE)

#### ENCLOSED ARE COPIES OF LEGAL PROCESS RECEIVED BY THE STATUTORY AGENT OF THE ABOVE COMPANY AS FOLLOWS:

TITLE OF ACTION: Pltf. vs. General Motors, LLC, et al., Dfts.

Name asscrepancy noted.

DOCUMENT(S) SERVED: Summons, Cover Sheet, Certification and Notice, Complaint, Notice(s),

Attachment(s)

COURT/AGENCY: United States District Court - Central District of California, CA

Case # CV11023750DWPLAx

NATURE OF ACTION:

Product Liability Litigation - Breach of Warranty - Manufacturing Defect - 2007 Chevrolet Tahoe, VIN: 1GNFC13J17R - Defects relating to recurrent "howling", "grinding", and/or "clunking" noises seeming to originate from the rear of the car and/or underneath the car - Failure to replace vehicle or make restitution

ON WHOM PROCESS WAS SERVED: C T Corporation System, Los Angeles, CA

DATE AND HOUR OF SERVICE: By Process Server on 03/23/2011 at 14:55

**JURISDICTION SERVED:** California

APPEARANCE OR ANSWER DUE: Within 21 days after service (not counting the day you received it)

ATTORNEY(S) / SENDER(S): Brian K. Cline

The Bickel Law Firm, Inc.

750 B Street Suite 1950

San Diego, CA 92101 619-374-4100

**ACTION ITEMS:** CT has retained the current log, Retain Date: 03/23/2011, Expected Purge Date:

03/28/2011 Image SOP

SOP Papers with Transmittal, via Fax, Rosemarie Williams 313-665-7572 Email Notification, GM Verification GMVerification@wolterskluwer.com

SIGNED: C T Corporation System PER: Nancy Flores

ADDRESS: 818 West Seventh Street

Los Angeles, CA 90017 213-337-4615

TELEPHONE:

information displayed on this transmittal is for CT Corporation's record keeping purposes only and is provided to the recipient for quick reference. This information does not constitute a legal opinion as to the nature of action, the amount of damages, the answer date, or any information contained in the documents themselves. Recipient is responsible for interpreting said documents and for taking appropriate action. Signatures on certified mail receipts confirm receipt of package only, not contents.

Brian J. Bickel (SBN 205646)
Brian K. Cline (SBN 246747)
THE BICKEL LAW FIRM, INC.
750 B Street, Suite 1950
San Diego, CA 92101
Tel. (619) 374-4100 Fax. (619) 231-9040

CV-01A (12/07)

		DISTRICT COURT T OF CALIFORNIA	
		CASE NUMBER	
٧.	PLAINTIFF(S)	CV11	02375 ODW PL
GENERAL MOTORS, LLC, and E 10 inclusive	OE 1 through DOE	s	SUMMONS
	DEFENDANT(S).		
TO: DEFENDANT(S): GENER	AL MOTORS, LLC		
Within 21 days after se must serve on the plaintiff an answer or motion must be served on the pla 750 B Street, Suite 1950, San Diegi judgment by default will be entered your answer or motion with the cour	er to the attached M c motion under Rule 12 Intiff's attorney, Bri o, CA 92101 against you for the r	omplaint □ 2 of the Federal Rules an C. Kline	of Civil Procedure. The answer whose address is . If you fail to do so,
		Clerk, U.S. District	l Court
Dated: MAR 2 1	203	Ву:	UTY CIG
	•	(Seal of	f the Court 1181
[Use 60 days if the defendant is the United 60 days by Rule 12(a)(3)].	States or a United States	agency, or is an officer or	employee of the United States. Allowed

SUMMONS

# UNITED STATES DISTRICT COURT, CENTRAL DISTRICT OF CALIFORNIA CIVIL COVER SHEET

I (a) PLAINTIFFS (Check box if you are representing yourself □)				DEFENDANTS GENERAL MOTORS, LLC, and DOE 1 through DOE 10 inclusive							
(b) Attorneys (Firm Name, Adyourself, provide same.)	ldness an	nd Telephone Number, if )	ou are	representing	Atlomeys (	If Known)	<del>-</del>	. <u></u> .		<del></del>	
THE BICKEL LAW FIRE 750 B STREET, SUITE 1 SAN DIEGO, CA 92101		T· (619) 374-4100		·				•			
II. BASIS OF JURISDICTIO	N (Place	an X in one box only.)				RINCIPAL PA		- For Diversity Ca r defendant.)	ses Only	·	
ப் 1 U.S. Government Plaintiff	<b>3</b> 3	Federal Question (U.S. Government Not a Party)	)	Citizen of This	State	F D	OF DE	Incorporated of Business in		PTT Tace ☐4	DEP D 4
🖺 2 U.S. Government Defendan	t <b>5</b> €4	Diversity (Indicate Citize of Parties in Item III)	enship	Citizen of Anot	ther State		J2 👨	2 Incorporated a of Business in			<b>d</b> 3
				Citizen or Subj	ect of a Fore	nga Country L	3 (3)	3 Foreign Natio	en	□ 6	<b>0</b> 6
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CLASS ACTION under F.R.C	.P. 23:	∐ Yes BENo		rd.	MONEY D	emanded i	COMP	LAINY: \$ 327,94	12.20		
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	wan Y	In one har oats )									
VII. NATURE OF SUIT (Place	AR MAN 14 .	14 (41¢ 0/4 00/3:)									
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AFTER COMPLETING THE FRONT SIDE OF FORM CV-7L COMPLETE THE INFORMATION REQUESTED BELOW.

# UNITED STATES DISTRICT COURT, CENTRAL DISTRICT OF CALIFORNIA CIVIL COVER SHEET

VIII(a). IDENTICAL CASES: Has if yes, list case number(s):	this action been pre	viously filed in this court and	d dismissed, remanded or closed? ♥No □ Yes	_			
VIII(b). RELATED CASES: Have If yes, list case number(s):	any cases been prov	viously filed in this court that	t are related to the present case? ♥No □ Yes	_			
□ C. 1	Arise from the same Call for determination For other reasons we involve the same particular particu	or closely related transaction on of the same or substantially ould entail substantial duplica- tent, trademark or copyright,	ly related or similar questions of law and fact, or ation of labor if heard by different judges; or and one of the factors identified above in a, b or c also is present.				
(a) List the County in this District; (Check here if the government, it	California County or agencies or emplo	utside of this District; State if yees is a named plaintiff. If t	f other than California; or Foreign Country, in which EACH named plaintiff resides. this box is checked, go to item (b).				
County in this District:*			California County outside of this District; State, if other than California; or Foreign Country	- 1			
LOS ANGELES COUNTY							
(b) List the County in this District; Check here if the government, it	California County or s agencies or emplo	utside of this District; State if	f other than California; or Foreign Country, in which EACH named defendant resides.  If this box is checked, go to item (c).	_			
County in this District:*			California County outside of this District; State, if other than California; or Foreign Country				
			DELAWARE, MICHIGAN				
(c) List the County in this District, on Note: In land condemnation concerns in this District.  County in this District.  LOS ANGELES COUNTY	California County of ases, use the location	utside of this District, State it on of the tract of land Involv	f other than California; or Foreign Country, in which EACH claim arose, ved.  California County outside of this District; State, if other than California; or Foreign Country				
* Los Angeles, Orange, San Bernar Note: In land condemnation cases, us X. SIGNATURE OF ATTORNEY (	e the location of the	trapt of legd involved	Date 3 16 11				
or other papers as required by lay	v. This form, approv	ed by the Judicial Conference	rmation contained herein neither replace nor supplement the filing and service of pleadings to fithe United States in September 1974, is required pursuant to Local Rule 3-1 is not filed ting the civil docket sheet. (For more detailed instructions, see separate instructions sheet.)				
Key to Statistical codes relating to So	cial Security Cases:						
Nature of Suit Code	Abbreviation	Substantive Statement of	f Cause of Action				
861	НІА	All claims for health insurance benefits (Medicare) under Title 18, Part A, of the Social Security Act, as amended. Also, include claims by hospitals, skilled nursing facilities, etc., for certification as providers of services under the program. (42 U.S.C. 1935FF(b))					
862 ·	BL	All claims for "Black Lung" benefits under Title 4, Part B, of the Federal Coal Mine Health and Safety Act of 1969. (30 U.S.C. 923)					
. 863	DIWC		d workers for disability insurance benefits under Title 2 of the Social Security Act, as filed for child's insurance benefits based on disability. (42 U.S.C. 405(g))				
863	All claims filed for widows or widowers insurance benefits based on disability under Title 2 of the Social Secur Act, as amended. (42 U.S.C. 405(g))						
864	SSID	All claims for supplement Act, as amended.	tal security income payments based upon disability filed under Title 16 of the Social Security	ty			
RSI All claims for retirement (old age) and survivors benefits under Title 2 of the Social Security Act, as amended. U.S.C. (g))							

### FILED

name, address a telephone number of atturney(3) for OR, Plaintiff or desimpant if plaintiff or dependant is profes

Brian J. Bickel (SBN 205646) Brian K. Cline (SBN 246747) THE BICKEL LAW FIRM, INC. 750 B Street, Suite 1950 San Diego, CA 92101

Tel. (619) 374-4100 Fax. (619) 231-9040 11 MAR 21 PM 3: 05

CLERK U.S. DISTRICT COURT CENTRAL DIST. OF GALIF, LOS ANGELES

8 Y :\_\_\_\_

ATTORNUYS FOR: Plaintiff

# UNITED STATES DISTRICT COURT CENTRAL DISTRICT OF CALIFORNIA

Plainaff(s).

CV11 02375 0DW PLAX

GENERAL MOTORS, LLC, and DOE 1 through DOE 10 inclusive

Defendant(s)

CERTIFICATION AND NOTICE OF INTERESTED PARTIES (Local Rule 7.1-1)

TO: THE COURT AND ALL PARTIES APPEARING OF RECORD:

The undersigned, counsel of record for Plaint

(or party appearing in pro per), certifies that the following listed party (or parties) may have a direct, pecuniary interest in the outcome of this case. These representations are made to enable the Court to evaluate possible disqualification or recusal. (Use additional sheet if necessary.)

#### **PARTY**

#### CONNECTION

(List the names of all such parties and identify their connection and interest.)

•

Sign

Brian K. Cline

Attorney of record for or party appearing in pro per

COMPLAINT FOR VIOLATION OF THE SONG-BEVERLY CONSUMER WARRANTY ACT

- 4. This court has original jurisdiction under 28 U.S.C. §1332. The amount in controversy exceeds \$75,000.00, exclusive of interest and costs.
  - 5. Plaintiff resides in this district.

#### II.

### VIOLATION OF THE SONG-BEVERLY CONSUMER WARRANTY ACT

- 6. Defendants DOE 1 through DOE 10 inclusive are sued herein. DOE 1 through DOE 10 are each independently, or as a representative of another defendant in this suit, responsible in some manner for the causes of action set forth herein and the damages sustained by Plaintiffs.
- 7. Plaintiff purchased the subject 2007 Chevrolet Tahoe, VIN: 1GNFC13J17F ("the subject vehicle") on or about May 1, 2006 from Maurice J. Sopp & Son Chevrolet Dealers in Bell, California. The subject vehicle is a new motor vehicle that was bought primarily for personal, family, or household purposes or it is a new motor vehicle with a gross vehicle weight under 10,000 pounds that was bought or used primarily for business purposes by an entity to which not more than five motor vehicles are registered in this state. The subject vehicle is a "new motor vehicle" under the Song-Beverly Consumer Warranty Act, Civil Code §§1790 et seq ("the Act").
- 8. Maurice J. Sopp & Son Chevrolet Dealers is engaged in the business of distributing or selling consumer goods at retail. Plaintiff is a "buyer" under the Act.
- 9. GENERAL MOTORS, LLC manufactures, assembles, or produces consumer goods. GENERAL MOTORS, LLC is a "manufacturer" under the Act.
- 10. GENERAL MOTORS, LLC issued an "express warranty" to Plaintiff in which, *inter alia*, GENERAL MOTORS, LLC undertook to preserve or maintain the utility or performance of the subject vehicle. Said warranty was an integral factor in Plaintiff's decision to purchase the subject vehicle.
- 11. The subject vehicle has suffered from nonconformity(s) to warranty, including, but not limited to, defect(s) manifesting in recurrent "howling", "grinding",

and/or "clunking" noises seeming to originate from the rear of the car and/or underneath the car. Said nonconformity(s) have substantially impaired the vehicle's use, value, or safety to Plaintiff.

- 12. Plaintiff has delivered the subject vehicle to GENERAL MOTORS, LLC or its authorized repair facility(s) for repair of said nonconformity(s). GENERAL MOTORS, LLC or its authorized repair facility(s) have failed to service or repair the subject vehicle to warranty after a reasonable number of attempts.
- 13. The subject vehicle was not fit for the ordinary purposes for which such goods are used and was not of the same quality as those generally acceptable in the trade. GENERAL MOTORS, LLC breached the implied warranty of merchantability and implied warranty of fitness. Plaintiff is entitled to revoke acceptance of the subject vehicle under the Act.
- 14. GENERAL MOTORS, LLC has not replaced the vehicle or otherwise made restitution to Plaintiff pursuant to its obligations under the Act.
- 15. Plaintiff is informed and believes and thereupon alleges that GENERAL MOTORS, LLC's refusal to replace the vehicle or make restitution to Plaintiff was wilful and not the result of a good faith and reasonable belief that the facts imposing said statutory obligation were absent.
- 16. Pursuant to the Act, Plaintiff is entitled to restitution in an amount equal to the actual price paid or payable by Plaintiff and collateral charges such as sales tax, license fees, registration fees, and other official fees less an amount directly attributable to use by Plaintiff prior to the time Plaintiff first delivered the vehicle for repair.
- 17. Plaintiff is entitled to recover incidental, consequential, and general damages, including, but not limited to, reasonable repair, towing, and rental car costs actually incurred by Plaintiff.
  - 18. Plaintiff is entitled to recover a civil penalty up to two times the amount

of actual damages for GENERAL MOTORS, LLC's wilful refusal to comply with its statutory obligations under the Act.

19. Plaintiff is entitled to recover a sum equal to the aggregate amount of costs and expenses including attorney's fees based on actual time expended and reasonably incurred in connection with the commencement and prosecution of this action.

WHEREFORE, Plaintiff prays judgment against GENERAL MOTORS, LLC as follows:

- 1. For actual damages, including collateral charges, and incidental, consequential, and general damages. To date, such damages include, but are not limited to Plaintiff's cash payment (\$42,647.40), and, in amounts according to proof, vehicle registration expenses, expenses inadvertently omitted herein, and other future expenses reasonably incurred by Plaintiff in connection with this action; and
- 2. For a civil penalty up to two times the amount of actual damages (\$85,294.80); and
  - 3. For rescission of the contract and restitution of consideration; and
- 4. For interest on said sum from date of rescission to date of judgment herein; and
- 5. For attorney's fees based on actual time expended and reasonably incurred in connection with the commencement and prosecution of this action; and
- 6. For costs of suit incurred in connection with the commencement and prosecution of this action; and

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1 2		as the court deems proper.						
3	WHEREFORE, Plaintiff demands trial by jury.							
4	<b>II</b>							
5	5 DATED: March 1/2, 2011	THE BICKEL LAW FIRM, INC. Attorneys for Plaintiff						
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7	7   E	By: BRIAN K. CLINE						
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28	COMPLAINT FOR VIOLATION OF THE SONG-BE	VERLY CONSUMER WARRANTY ACT						

### UNITED STATES DISTRICT COURT CENTRAL DISTRICT OF CALIFORNIA

#### NOTICE OF ASSIGNMENT TO UNITED STATES MAGISTRATE JUDGE FOR DISCOVERY

This case has been assigned to District Judge Otis D. Wright II and the assigned discovery Magistrate Judge is Paul Abrams.

The case number on all documents filed with the Court should read as follows:

CV11- 2375 ODW (PLAx)

Pursuant to General Order 05-07 of the United States District Court for the Central District of California, the Magistrate Judge has been designated to hear discovery related motions.

All discovery related	l motions should	be noticed on	the calendar of	the Magistrate Judge

#### NOTICE TO COUNSEL

A copy of this notice must be served with the summons and complaint on all defendants (if a removal action is filled, a copy of this notice must be served on all plaintiffs).

Subsequent documents must be filed at the following location:

[X]	Western Division 312 N. Spring St., Rm. G-8 Los Angeles, CA 90012	L	Southern Division 411 West Fourth St., Rm. 1-053 Santa Ana, CA 92701-4516	 Eastern Division 3470 Twelfth St., Rm. 134 Riverside, CA 92501

Failure to file at the proper location will result in your documents being returned to you.

### UNITED STATE DISTRICT COURT CENTRAL DISTRICT OF CALIFORNIA

#### NOTICE TO COUNSEL

The court has directed that the following rules be specifically called to your attention.

- L Continuing Obligation to Report Related Cases (Local Rule 81-1.3.3)
- IL Service of Papers and Process (Local Rule 4)

#### I. CONTINUING OBLIGATION TO REPORT RELATED CASES

Parties are under the continuing obligation to promptly advise the Court whenever one or more civil actions or proceedings previously commenced and one or more currently filed appear to be related.

Local Rule 83-13.3 states. "It shall be the continuing duty of the attorney in any case promptly to bring to the attention of the Court, by the filing of a Notice of Related Case(s) pursuant to Local Rule 83-1.3, all facts which in the opinion of the attorney or party appear relevant to a determination whether such action and one or more pending actions should, under the criteria and procedures set forth in Local Rule 83-1.3, be heard by the same judge."

Local Rule 83-1.2.1, states: "It is not permissible to distruss and thereafter refile an action for the purpose of obtaining a different judge."

Local Rule 83-1-2.2 provides. Whenever an action is dismissed by a party or by the Court before pudgment and thereafter the same or essentially the same claims, involving the same or essentially the same parties, are alleged in another action, the later-filled action shall be assigned to the judge to whom the first-filed action was assigned. It shall be the duty of every attorney in any such later-filled action to bring those facts to the attention of the Court in the Civil Cover Sheet and by the filling of a Notice of Related Case(s) pursuant to L.R. 83-1.3.

#### IL SERVICE OF PAPERS AND PROCESS

Local Rule 4-2 states: "Except as otherwise provided by order of Court, or when required by the treaties of statutes of the United States, process shall not be presented to a United States Marshal for Service." Service of process must be accomplished in accordance with Rule 4 of the Federal Rules of Civil Procedure or in any manner provided by State Law, when applicable. Service upon the United States, an officer or agency thereof, shall be served pursuant to the provisions of FRCP 4(i). Service should be promptly made, unreasonable delay may result in dismissal of the action under Local Rule 41 and Rule 4(m) of the Federal Rules of Civil Procedure. Proof of service or a waiver of service of summons and complaint must be filed with the court.

This notice shall be given by the Clerk to the plaintiff at the time an action is filed (or to the defendant at the time a notice of removal is filed), and by the plaintiff to other parties as attachments to copies of the complaint and summonses, or by the defendant to other parties as attachments to copies of the notice to plaintiffs of removal to federal court, when served

#### Court Reporters Office

#### Ordering Transcripts

District court civil and criminal transcripts may be ordered by making financial arrangements with the individual court reporters. To identify which reporter to contact for a specific in-court matter before April 2002, please refer to the appropriate docket entry on the civil or criminal docket sheet which is now electronically available on PACER. For specific in-court matters after April 2002, the court reporter assignment schedule is on the website. Go to Court Reporter Schedule, then view all and select the date you need. to check. Transcript orders from magistrate judge courts should be placed with the Court Recording Section of the Records Department. Please refer to the website for the necessary telephone numbers, applicable fees, and identification of court reporter assignments. For more information, you can call the court reporter scheduler's office at 213-894-0658.

#### Ordering Realtime Connection

Realtime reporting connection should be requested in advance of the trial. Please contact the court reporter scheduler's office to request the realtime connection. There is a separate charge for the realtime connection. Please refer to the transcript rates to determine the cost. The only court reporters who may connect to realtime and charge for it are federally certified realtime court reporters. Many reporters will provide the realtime connection if a daily transcript is being ordered. The attorney must bring his or her own laptop computer.

#### Ordering Dailies

A request for a daily transcript should be made as soon as possible before the trial begins. Please notify the court reporter scheduler's office at least a week in advance of the trial start date in order to request a daily. The daily will not commence until financial arrangements have been made. Please do not walk into court on the first day of trial and request a daily transcript as reporters need time to prepare.

#### Touch Screens

A touch screen is available in the lobby of each division. This device provides court addresses, hours, telephone numbers, a daily master calendar, and the weekly Post Indicament Arraignment calendar.

# UNITED STATES DISTRICT COURT

CENTRAL DISTRICT

WESTERN DIVISION
U.S. Courthouse
Clerk's Office, Room G-8
312 North Spring Street
Los Angeles, California 90012
213-894-1565

SOUTHERN DIVISION
Ronald Reagan Federal Building and
Courthouse
Clerk's Office, Room 1-053
441 West 4th Street
Santa Aria, California 92701-4516

EASTERN DINISTON

LEGILE Office President

Spran wellth Street

Riverside California 1254

1511-328-4550 - 510

www.eucifiescoresis

UNITED STATES
DISTRICT COURT

CENTRAL DISTRICT OF CALIFORNIA



Services for Attorneys
and the
General Public

March 2009

the United States Distinct Council Courts in the nation.

e clerk's office has put this brochure together to provide a ck reference for attorneys and the general public regarding services that are currently available. Feedback and gestions as to how we might improve our service are rays appreciated.

#### Website

Information about the district court may be obtained one. Users can gather information about attorney admissions
d filing procedures; review master and daily calendars,
purements for court appearances, Local Rules, General
tders, and recently issued and published opinions; obtain
tensive attorney assistance information and available court
rvices; download court forms, and keep apprised of recent
avaitons in the clerk's office. Visit the court's website at
www.cacd.uscourts.gov.

#### Office Hours

The clerk's office hours are 10:00 a.m. - 4:00 p.m., Monday 3riday, excluding court observed holidays. The drop-off ox service has been discontinued. For emergency filings erween 4:00 p.m. - 5:00 p.m., call Western Division: 213-4-2127; Southern Division: 714-338-4764/4760; Eastern ivision: 951-328-4470. After 5:00 p.m., call 213-894-2485.

#### WebPACER

The "Public Access to Court Electronic Records" (PACER) a browser based electronic retrieval system that provides initial and civil summaries and docket information using a amputer terminal. PACER also provides access to images of tectronically filed court documents. The PACER service is vailable 24 hours a day, including weekends. To establish a ACER account, contact the PACER Service Center 600-76-6856.

#### Records

All pending criminal, civil, magistrate, and multi-district tigation (MDL) cases may be reviewed, at no charge, at the leak's office. Case files and dockets may be viewed on the ame day as requested unless the requested material is navailable. Certain closed cases are located at the court's torage facility and may be ordered, viewed and copies brained directly from National Archives and Records administration (NARA) at 951-956-2000. You will need to rovide the accession, location and box numbers to NARA or file retrieval. This information may be obtained from the ourt's website at <a href="https://www.cacduscourts.gov/nara">www.cacduscourts.gov/nara</a>. If there are

338-4785; Eastern Division: 951-328-4450. To identify which clerk's office maintains the case file you wish to view, please refer to the prefix of the case number (two digits after the letters represent the filing year; for example, 09 is year 2009) as follows:

Western Division (Los Angeles)

CV 09-0000 -- civil

CR 09-0000 - criminal

Southern Division (Santa Ana)

SACV 09-0000 - civil

SACR 09-0000 - criminal

Eastern Division (Riverside)

EDCV 09-0000 - civil

EDCR 09-0000 - criminal

There is a charge for copies, certifications, and exemplifications. For more information on closed or archived court records, visit the court's website at <a href="https://ecords.com/rec

#### Photocopy Service

Photocopy services are available from outside copy services. Please note that exemplifications and certifications must still be obtained from the clerk's office. For payment options, contact the appropriate vendors: Western Division: 213-253-9413; Southern Division: 714-543-8123; Eastern Division: 951-328-4470.

#### Interpreter Services

The interpreter services section of the clerk's office provides interpreters for all court proceedings instituted by the United States that require the use of a language other than English. The section also makes interpreter referrals in response to inquiries from law forms and the general public in cases where court-appointed interpreters are not indicated. For further information, please call 213-894-4370 or visit the court's website at www.cacd.uscourts.cov/interpreters.

#### Jury Section

The coun's website offers valuable information to prospective jurors. You may see responses to frequently asked questions, read the General Order 07-10 regarding the selection of Grand and Penti jurors; download the jury handbook; review jury information for all three divisions; and verify your status/instructions utilizing the Automated Juror Information System (AJIS). Submit questions or comments to the jury section at jury@cacd.uscourts.gov. Wired and wireless Internet access is available in jury assembly rooms.

#### Attorney Work Room

For attorneys, a work room is located on the second floor of the Spring Street Courthouse, on the first floor of the

third floor of the Riverside Counthouse. The workrooms have Pentium personal computers with access to Westlaw, WordPerfect, and PACER; laser printers; wired and wireless Internet access; storage lockers; copy machines; and individual conference rooms.

#### Evidence Presenters

The clerk's office has evidence presenters available for attorneys to use in court proceedings. This technology connects an overhead projector to monitors which display pictures for the judge, attorneys and the jury. There is no charge for using the equipment; however, due to the high demand for its use, the equipment is reserved on a first-come, first-served basis. For more information or to reserve the equipment, visit the court's website or contact the appropriate divisions: Western Division at 213-894-1400; Southern Division at 714-338-4785; and Eastern Division at 951-328-4450 or 951-328-4451.

#### Videoconferencing

Videoconferencing allows parties at off-site locations to appear at court hearings by way of two-way audio and visual menitors. The appropriate courtroom deputy clerk should be contacted as to whether use of this equipment in the courtroom is permitted for the specific hearing or trial. These are minimal telephone charges but no equipment charges for use of the unit. For more information or to reserve the equipment, visit the court's website or contact the court's Space and Facilities Help Desk at 213-894-1400.

#### B-Filing

With limited exceptions, all cases are subject to e-filing as governed by General Order 08-02, as amended by General Order 08-11. Please visit the CM/ECF web page at <a href="https://www.cacd.uscourts.gov/cmecf">www.cacd.uscourts.gov/cmecf</a> or call the CM/ECF Help Desk at 213-894-0242.

#### Pro Se

The Pederal Pro Se (Self-Represented Lingant) Clinic is located on the fifth floor, Room 525 in the Federal Counthouse at 312 North Spring Street, Los Angeles, California. The Pro Se Clinic, which is staffed by a lawyer, offers on-site information and guidance to individuals who are representing themselves (without an attorney) in civil actions in the United States District Court For more information, call 213-385-2977, Ext. 270 or visit the court's website at www.cacd.uscourts.gov/prose.

# UNITED STATES DISTRICT COURT CENTRAL DISTRICT OF CALIFORNIA CIVILITY AND PROFESSIONALISM GUIDELINES

#### Preamble:

In its purest form, law is simply a societal mechanism for achieving justice. As officers of the court, judges and lawyers have a duty to use the law for this purpose, for the good of the people. Even though "justice" is a lofty goal, one which is not always reached, when an individual becomes a member of the legal profession, he or she is bound to strive towards this end.

gation costs and fails to advance the client's lawful interests. Perhaps just as importantly, this type of behavior causes the public to lose faith in the legal profession and its ability to benefit society. For these reasons, we find that civility and professionalism among advocates, between lawyer and client, and between bench and bar are essential to the administration of justice.

The following guidelines are de-

## ...there is a growing sense that lawyers regard their livelihood as a business, rather than a profession.

Unfortunately, many do not perceive that achieving justice is the function of law in society-today. Among members of the public and lawyers themselves, there is a growing sense that lawyers regard their livelshood as a business, rather than a profession. Viewed in this mannor, the lawyer may define his or her ultimate goal as" winning" any given case, by whatever means possible, at any cost, with little sense of whether justice is being served. This attitude manifests itself in an array of obstinate discovery tactics, refusals to accommodate the reasonable requests of opposing counsel re: dates, times, and places; and other needless, time-consuming conflicts between and among adversaries. This type of behavior tends to increase costs of litigation and often leads to the denial of justice.

The Central District recognizes that, while the majority of lawyers do not behave in the above-described manner, in recent years there has been a discernible erosion of civility and professionalism in our courts. This disturbing trend may have severe consequences if we do not act to reverse its course. Incivil behavior does not constitute effective advocacy; rather, it serves to increase liti-

signed to encourage us, the members of the bench and har, to act towards each other, our clients, and the public with the dignity and civility that our profession demands. In formulating these guidelines, we have borrowed heavily from the efforts of others who have written similar codes for this same purpose. The Los Angeles County Bar Association Litigation Guidelines, guidelines issued by other county bar associations within the Central District, the Standards for Professional Conduct within the Seventh Federal Judicial Circuit, and the Texas Lawyer's Creed all provide excellent models for professional behavior in the law.

We expect that judges and lawyers will voluntarily adhere to these standards as part of a mutual commitment to the elevation of the level of practice in our courts. These guidelines shall not be used as a basis for litigation or for sanctions or penalties.

Nothing in these guidelines supersedes or modifies the existing Local Rules of the Central District, nor do they alter existing standards of conduct wherein lawyer negligence may be determined and/or examined.

#### 1. Guidelines

#### A. Lawyers' Duties to Their Clients

- We will practice our profession with a continuing awareness that our role is to advance the legitimate interests of our clients. We will endeavor to achieve our clients' lawful objectives in legal transactions and in litigation as quickly and economically as possible.
- We will be loyal and committed to our clients' lawful objectives, but we will not permit that loyalty and commitment to interfere with our duty to provide objective and independent advice.
- We will advise our clients that civility and courtesy are expected and are not a sign of weakness.
- We will treat adverse parties and witnesses with fairness and due consideration. A client has no right to demand that we act in an abusive manner or indulge in any offensive conduct.
- We will advise our clients that we will not pursue conduct that is intended primarily to harass or drain the financial resources of the opposing party.
- 6. We will advise our clients that we reserve the right to determine whether to grant accommodations to opposing counsel in all matters that do not adversely affect our clients' lawful objectives. Clients have no right to instruct us to refuse reasonable requests made by other counsel.
- We will advise our clients regarding availability of mediation, arbitration, and other alternative meth-

- ods of resolving and settling disputes.
- We will advise our clients of the contents of this creed when undertaking representation.

### B. Lawyers' Duties to Other Counsel

### Communications with Adversaries

- a. We will adhere to all express promises and to agreements with other counsel, whether oral or in writing, and will adhere in good faith to all agreements implied by the circumstances or local customs.
- b: When we reach an oral understanding on a proposed agreement or a stipulation and decide to commit it to writing, the drafter will endeavor in good faith to state the oral understanding accurately and completely. The drafter will provide the other counsel with the opportunity to review the writing. As drafts are exchanged between or among counsel, changes from prior drafts will be identified in the draft or otherwise explicitly brought to the attention of other counsel. We will not include in a draft matters to which there has been no agreement without explicitly advising other counsel in writing of the addition.
  - c. We will not write letters for the purpose of ascribing to opposing counsel a position he or she has not taken, or to create "a record" of events that have not occurred. Letters intended only to make a record should be used sparingly and only when thought to be necessary under all of the circumstances. Unless specifically permitted or invited by the court, letters between counsel should not be sent to judges.

### 2. Scheduling Issues

- We will not use any form of discovery or discovery scheduling as a means of harassment.
- We will consult other counsel regarding scheduling matters in a good faith effort to avoid scheduling conflicts.
- c. We will endeavor to accommodate previously scheduled dates for hearings, depositions, meetings, conferences, vacations, seminars, or other functions that produce good faith calendar conflicts on the part of other counsel, where it is possible to do so without prejudicing the client's rights. If we have been given an accommodation because of a calendar conflict, we will notify those who have accommodated us as soon as the conflict has been removed.
- d. We will notify other counsel and, if appropriate, the court or other persons, at the earliest possible time when hearings, depositions, meetings, or conferences are to be canceled or postponed. Early notice avoids unnecessary travel and expense of counsel and may enable the court to use the previously reserved time for other matters.
- e. Unless time is of the essence, as a matter of courtesy we will grant first requests for reasonable extensions of time to respond to litigation deadlines. After a first extension, any additional requests for time will be considered by balancing the need for expedition against the deference one should ordinarily give to an opponent's schedule of personal and professional engagements, the reasonableness of the length of extension requested, the opponent's willingness to grant reciprocal extensions, the time actually needed for the task, and whether it is likely a court would grant the extension if asked to do so.

- f. We will not request an extension of time solely for the purpose of unjustified delay or to obtain a tactical advantage.
- g. We will not attach to extensions unfair and extraneous conditions. We may impose conditions for the purpose of preserving rights that an extension might jeopardize, or for seeking reciprocal scheduling concessions. We will not, by granting extensions, seek to preclude an opponent's substantive rights, such as his or her right to move against a complaint.

### 3. Service of Papers

- a. We will not time the filing or service of motions or pleadings in any way that unfairly fimits another party's opportunity to respond.
- b. We will not serve papers sufficiently close to a court appearance so as to inhibit the shillty of opposing counsel to prepare for that appearance or, where permitted by law, to respond to the papers.
- c. We will not serve papers in order to take advantage of an opponent's known absence from the office or at a time or in a manner designed to inconvenience an adversary, such as late on a Friday afternoon or the day preceding a secular or religious holiday.
- d. When it is likely that service by mail, even when allowed, will prejudice the opposing party, we will effect service personally or by facsimile transmission.

#### 4. Depositions

a. We will take depositions only when actually needed to ascertain facts or information or to perpetuate testimony. We will not take depositions.

- for the purpose of harassment or to increase litigation expense.
- b. We will not engage in any conduct during a deposition that would be inappropriate in the presence of a judge.
- c. During depositions we will ask only those questions we reasonably believe are necessary for the prosecution or defense of an action. We will not inquire into a deponent's personal affairs or question a deponent's integrity where such inquiry is irrelevant to the subject matter of the deposition. We will refrain from repetitive or argumentative questions or those asked solely for purposes of harassment.
- d. When defending a deposition, we will limit objections to those that are well founded and necessary to protect our client's interests. We recognize that most objections are preserved and need be interposed only when the form of a question is defective or privileged information is sought.
- e. When a question is pending, we will not, through objections or otherwise, coach the deponent or suggest answers.
- f. We will not direct a deponent to refuse to answer questions unless they seek privileged information or are manifestly irrelevant or calculated to harass.
- g. When we obtain documents pursuant to a deposition subpoena, we will make copies of the documents available to opposing counsel at his or her expense, even if the deposition is canceled or adjourned.

### 5. Document Demands

 We will carefully craft document production requests so they are limited to those documents we reason-

- ably believe are necessary for the prosecution or defense of an action. We will not design production requests to harass or embarrass a party or witness or to impose an undue burden or expense in responding.
- b. We will respond to document requests in a timely and reasonable manner and not strain to interpret the request in an artificially restrictive manner to avoid disclosure of relevant and non-privileged documents
- We will withhold documents on the grounds of privilege only where it is appropriate to do so,
- d. We will not produce documents in a disorganized or unintelligible manner, or in a way designed to hide or obscure the existence of particular documents.
- e. We will not delay document production to prevent opposing counsel from inspecting documents prior to scheduled depositions or for any other tactical reason.

### 6. Interrogatories

- a. We will carefully craft interrogatories so that they are limited to those matters we reasonably believe are necessary for the prosecution or defense of an action, and we will not design them to harass or place an undue burden or expense on a party.
- b. We will respond to interrogatories win a timely and reasonable manner and will not strain to interpret them in an artificially restrictive manner to avoid disclosure of relevant and non-privileged information.
- c. We will base our interrogatory objections on a good faith belief in their merit and not for the purpose of withholding or delaying the disclosure of relevant information. If

an interrogatory is objectionable in part, we will answer the unobjectionable part.

### 7. Settlement and Alternative Dispute Resolution

- a. Except where there are strong and overriding issues of principle, we will raise and explore the issue of settlement in every case as soon as enough is known about the case to make settlement discussion meaningful.
- We will not falsely hold out the possibility of settlement as a means for adjourning discovery or delaying trial.
- c. In every case, we will consider whether the client's interest could be adequately served and the controversy more expeditiously and economically disposed of by arbitration, mediation, or other forms of alternative dispute resolution.
- Written Submissions to a Court, Including Briefs, Memoranda, Affidavits, Declarations, and Proposed Orders.
  - a. Before filing a motion with the court, we will engage in more than a mere pro formu discussion of its purpose in an effort to resolve the issue with opposing counsel.
  - b. We will not force our adversary to make a motion and then not oppose it
- c. In submitting briefs or memoranda of points and authorities to the court, we will not rely on facts that are not properly part of the record. We may present historical, economic, or sociological data, if such data appears in or, is derived from generally available sources.

- d. In civil actions, we will stipulate to relevant matters if they are undisputed and if no good faith advocacy basis exists for not stipulating.
- e. Unless directly and necessarily in issue, we will not disparage the intelligence, morals, integrity, or personal behavior of our adversaries before the coart, either in written submissions or oral presentations.
- We will not, absent good cause, attribute had motives or improper conduct to other counsel or bring the profession into disrepute by unfounded accusations of impropriety.
- g. We will not move for court sanctions against opposing counsel without first conducting a reasonable investigation and unless fully justified by the circumstances and necessary to protect our client's lawful interests.
- We will not cause any default or dismissal to be entered without first, notifying opposing counsel; when we know his or her identity.
- i. When a draft order is to be prepared by counsel to reflect a court ruling, we will draft an order that accurately and completely reflects the court's ruting. We will promptly prepare and submit a proposed order to other counsel and attempt to reconcile any differences before the draft order is presented to the court.

# 9: Ex Parte Communications With the Court

- a. We will avoid ex parre communication on the substance of a pending case with a judge (or his or her law clerk) before whom such case is pending.
- b. Even where applicable laws or rules permit an ex parte application or communication to the court, before making such an application or com-

- munication we will make diligent efforts to notify the opposing party or his or her attorney. We will make reasonable efforts to accommodate the schedule of such attorney, so that the opposing party may be represented on the application.
- c. Where the rules permit an ex parte application or communication to the court in an emergency situation, we will make such an application or communication only where there is a bona fide emergency such that the lawyer's client will be seriously prejudiced by a failure to make the application or communication on regular notice.

# C. Lawyers' Duties to the Court

- We will speak and write civilly and respectfully in all communications with the court.
- We will be punctual and prepared for all court appearances so that all hearings, conferences, and trials may commence on time; if delayed, we will notify the court and counsel, if possible.
- We will be considerate of the time constraints and pressures on the court and court staff inherent in their efforts to administer justice.
- 4. We will not engage in any conduct that brings disorder or disruption to the courtroom. We will advise our clients and witnesses appearing in court of the proper conduct expected and required there and, to the best of our ability, prevent our clients and witnesses from creating disorder or disruption.
- We will not write letters to the court in connection with a pending action, unless invited or permitted by the court.

- 6. Before dates for hearing or trials are set, or if that is not feasible, immediately after such date has been set, we will attempt to verify the availability of necessary participants and witnesses so we can promptly notify the court of any likely problems.
- We will act and speak civilly to court marshals, court clerks, court reporters, secretaries, and law clerks with an awareness that they, too, are an integral part of the judicial system.

### D. Judges' Duties to Others

- We will be courteous, respectful, and civil to the attorneys, parties, and witnesses who appear before us. Furthermore, we will use our authority to ensure that all of the attorneys, parties, and witnesses appearing in our courtrooms conduct themselves in a civil manner.
- We will do our best to ensure that court personnel act civilly toward attorneys, parties and witnesses.
- We will not employ abusive, demeaning, or humiliating language in opinions or in written or oral communications with attorneys, parties, or witnesses.
- We will be punctual in convening all hearings, meetings, and conferences.
- We will make reasonable efforts to decide promptly all matters presented to us for decision.
- 6. While endeavoring to resolve disputes efficiently, we will be aware of the time constraints and pressures imposed on attorneys by the exigencies of litigation practice.
- Above all, we will remember that the court is the servant of the people, and we will approach our duties in this fashion.

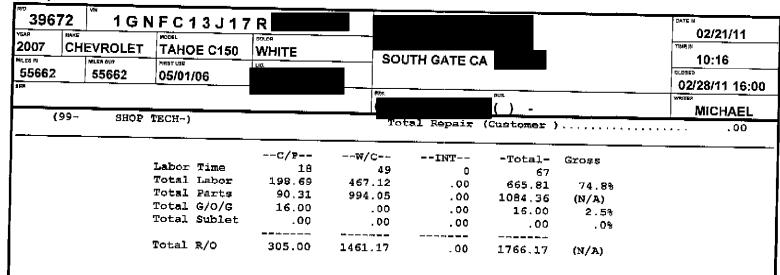
# **Camino Real Chevrolet**

Monterey Park, CA 91754 (323) 264-3050

EAR	672 1GNFC13J17R		02/21/11
007 25 M	CHEVROLET TAHOE C150 WHITE	SOUTH GATE CA	10:16
566	2 55662 05/01/06		02/28/11 16:
		105.	MICHAEL
(1)	CUSTOMER STATES THERES A GRINDING NOIS		THI OT IALL
	IN DIFFERENTIAL WHILE DRIVING. VERIFIED CONCERN, CHECKED AND FOUND NO.	F2383 3051 0126 [21] 49 122.	50 467,12
	COMING FROM REAR DIFF INTERNALLY, DISS	, , , , , , , , , , , , , , , , , , ,	676.79
	D AND FOUND OUTER PINION BEARING PITTER		84.00
	METAL CONTAMINATION, RING PINION WORN.		7.90
	INCORRECT GEAR PATTERN, REPLACED RING	15286375 (BEARING) 1	57.91
	PINION, PINION BEARINGS, CARRIER BEARING	·——	18.61
	TEST DROVE VEHICLE AND VERIFIED	1======================================	124.52
	REPAIRS.		24.32
		Total Parts	50 467.12
	(21-2547 RUBEN-)	Total Repair (Warranty )	994.05
			1461.17
Z }	LOF: PERORM OIL AND FILTER AS PER CUSTOMER REQUEST. CHECK ALL FLUIDS.		
	PERFORMED CIL CHANGE.	Labor [21] 3 7.	50 16.64
		89017524 (FILTER) 1	7.00
		Mobil 5w30 Oil 6 Qts 1 15.	60 16.00
		Total Labor 7.	50 16.64
		Total Parts	7.00
	(21-2547 RUBEN-)	Total Lubricants	60 16.00
			39.64
3) !	PERFORM 21 POINT INSPECTION PER CUSTOME		
	PERFORM TIRE INSP AND PRESSURE CHECK	Labor [21]	.00
	FRONT AND REAR TIRE PRESSURES AT 36 PSI (21-2547 RUBEN-)		
	(22 234) NODBIA ()	Total Repair (Customer )	00
4) (	CUSTOMER REQUESTS A COMPLETE FUEL SYSTE	SERV	
1	PERFORMED A COMPLETE FUEL SYSTEM SERVICE		50 182.05
		01611 (DECARB KIT) 1	43,25
		10431 (T/B CLEANER) 1	13.48
		01121 (F/I FLUSH) 1	26.58
		Total Labor	0 182.05
	21 2542 proper .	Total Parts	. 83.31
'	(21-2547 RUBEN-)	Total Repair (Customer )	. 265.36
j) *	**************************************	****	<del></del> .
2	UTH. BY RONNIE FLORES ON 2.21.11 @ 5:00	PM Labor [99]	.00
Æ	UTH. AMOUNT \$305.00	[664	.00
A	COMPLETE FUEL SYSTEM SERVICE		
*	**************************************	****	
{	99- SHOP TECH-)	Total Repair (Customer )	00
;) *	**************************************	****	
R	EAR BRAKES	Labor [99]	.00
		WK: INT	GUSTOMER
_			
Paç	ge 1 of 2 Printed 1 time (	,	
39	672 ும் 2040		
	V	EW R/O	
-	· · · · · · · · · · · · · · · · · · ·		

# **Camino Real Chevrolet**

Monterey Park, CA 91754 (323) 264-3050



		Wic	INT	· · · · · · · · · · · · · · · · · · ·	
•			_		GUSTOMER
		467.12	.00	Labor	198,69
		994.05	.00	Parts	90.31
		.00	.00	Sublet	.00
				Warr Deduct	. 00
		.00	.00	Waste Disposal	.00
		.00	.00	Oil/Grease	16.00
		.00	.00	Less Disc.	.00
		1461.17	.00	Total	305.00
Page 2 of 2	Printed 1 time(s)	.00	.00	Tax	, 00
_	trinced i cime(s)	.00	. 00	Tax2	. 00
39672 лоъ 2040		.00		Tire Tax	.00
	VIEW R/O	1461.17	.00	TOTAL (CASH)	315.36



03/26/2011 11:08 AM

To paul.byrne@gm.com

CC

bcc

Subject Lawsuit 71-931416720 Flores

RE: Customer Last Name:

Service Request: 71-931416720

2007 Chevrolet Tahoe

Vehicle Identification Number: 1GNFC13J17R Customer Relationship Specialist: Mary Beth Hollman

Telephone: 866-790-5700 Ext 41499

Dear Mr. Byrne,

This email is to inform you that a lawsuit has been filed on behalf of customer Flores by The Bickel Law Firm for the customer's 2007 Chevrolet Tahoe with 55,662 miles. The customer has been working with Camino real Chevrolet in Monterey Park, CA and Maurice J. Sopp & Son in Bell, CA. Technical Assistance Center has not been involved.

\*\* Maurice J. Sopp & Son in Bell, CA is now closed and I would appreciate any assistance obtaining repair orders and sales documents, as they are the selling and primary servicing dealership.

This matter has been referred to the Early Resolution program for settlement review.

Your response is needed to continue review of the case. Please reply only by email by selecting one of the following options:

- A) I am unaware of this case and have no information to provide you. However, I am interested in the outcome and would like to be contacted about the settlement offers.
- B) I am unaware of this case and have no information to provide you. Please notify me after a decision has been reached between the Early Resolution Program and the attorney.
- C) I am aware of this case and have information that may be useful to your review. (If selecting this option, please provide the information in your email reply.)

Due to time constraints, your response to this e-mail is required within 24 hours. Your feedback will be documented and your e-mail attached to our case, as it is an important step in our accurate and timely case resolution.

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

Sincerely,

### **General Motors**



### paul.byrne@chevrolet.c om

03/26/2011 09:20 PM

To marybeth\_hollman@gmexpert.com

cc bcc

Subject Re: Lawsuit 71-931416720 Flores

### Not aware of this customer

From: marybeth\_hollman@gmexpert.com

To: paul.byrne@gm.com Date: 03/26/2011 08:09 AM

Subject: Lawsuit 71-931416720

RE: Customer Last Name:

Service Request: 71-931416720

2007 Chevrolet Tahoe

Vehicle Identification Number: 1GNFC13J17R Customer Relationship Specialist: Mary Beth Hollman

Telephone: 866-790-5700 Ext 41499

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Sincerely,

#### **General Motors**

Nothing in this message is intended to constitute an electronic signature unless a specific statement to the contrary is included in this message.

Confidentiality Note: This message is intended only for the person or entity to which it is addressed. It may contain confidential and/or privileged material. Any review, transmission, dissemination or other use, or taking of any action in reliance upon this message by persons or entities other than the intended recipient is prohibited and may be unlawful. If you received this message in error, please contact the sender and delete it from your computer.

RCMPR028 VEHICLE EVENT SELECTION
PROCESSING SOURCE: SATURN 12/13/08 12:28:16 PAGE:

VIN: 5GZEV337X 7J SELLG SCE: 22 MDL YR: 07 ORD NO: KWRRTH VIN: 5GZEV337X 7J
VIN TYPE: N

SS/
EVENT DESC
SITE CD
NUMBER
S EVENT DT CD
AMOUNT
INCENTIVE MEMO
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INCTV PAYMENT 22 11276 149724 11/23/07 XMJ 5,218.16
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COUNTIVE MEMO 22 11276 ZAD02399061 06/14/07 0.00
SETTLEMENT DATE 22 11276 ZAD02399061 06/14/07 36,928.80
COV/NVIS DATE 22 11276 ZAD02399061 06/14/07 36,928.80
COV/NVIS DATE 22 11276 ZAD02399061 05/29/07 0.00
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GM ORDER ACCEPT 22 11276 04/03/09/07 0.00

RCMPR010 VEHICLE DELIVERY/INCENTIVE HISTORY
PROCESSING SOURCE: SATURN
PAGE 12/13/08

PAGE: 12:29:27

VIN: 5GZEV337X 7J SELLG SCE: 22 MDL YR: 07 ORD NO: KWRRTH

ODATE: 03/29/07 ORDER FAN: OTYPE: 070 DLVY SS/SITE CD: 22 11276 DDATE: 11/17/07 DLVY FAN: DTYPE: 010 SRVC TYPE: MILEAGE:

DLVY DOE: 11/19/07 ORDER BY:

CANC: CANC DOE:

CA 90660

CANC DOE:
TRADE: DLVY TO: D ARBIZO
TRD DOE: 9307 CALL ST
SRVC IN: PICO RIVERA
SRVC OUT: CANC SRVC IN:
BFSO ORD DT: BFSO CUST:
PRICE ASSUR DT: PRICE ASSUR RT:

--INCENTIVES--

 CODE
 PAY
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 INV/INC NO
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PROCESS TYPE: 001 CHECK NO: SSN:

DATA SCE: BARS INC MEMO NO: 00033491709 AUTH PUR CD: MISC DATE: MISC: 0000085973 A1

POLICY PYMT CMNT: #190- INCOMPATIBLE WITH XMJ -ACTV TYPE: 1

 CODE
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PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: DLR INC MEMO NO: 00033469176 AUTH PUR CD:

MISC DATE: 11/17/07 MISC: 08-31AN S CALIFORNIA RECOVERY BC

ACTV TYPE: 6 POLICY PYMT CMNT:

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PROCESS TYPE: 001 CHECK NO: SSN:

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POLICY PYMT CMNT: ACTV TYPE: 6

CODE PAY SS/SITE INV/INC NO DATE AMOUNT MTHD DLR SHR STAT JBG 01 22 11276 00033469176 11/20/07 200.00 OA 0.00 9

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: DLR INC MEMO NO: 00033469176 AUTH PUR CD:

MISC DATE: 11/17/07 MISC: DEALER RETAILER ALLOWANCE

POLICY PYMT CMNT: ACTV TYPE: 6 RCMPR010

VEHICLE DELIVERY/INCENTIVE HISTORY

PROCESSING SOURCE: SATURN

12:29:27

12/13/08

PAGE:

VIN: 5GZEV337X 7J SELLG SCE: 22 MDL YR: 07 ORD NO: KWRRTH

 
 CODE
 PAY
 SS/SITE
 INV/INC NO
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 149724
 11/23/07
 5,218.16
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 OP 0.00

PROCESS TYPE: 004 CHECK NO: SSN:

DATA SCE: GMAC INC MEMO NO: 149724 AUTH PUR CD:

MISC DATE: 11/17/07 MISC: 0000085973 A1

POLICY PYMT CMNT: ACTV TYPE: 6

	OOIHOOR TWD M			ODINDICID IN	OTORD COR.	COLUMN
78U	OCEAN MIST		/V6G	& SUBSIDI	ARIES	
192	BLACK			RENAISSAN	CE CENTER	
ORDE:	R NO. KWRRTH/TRE	STOCK	NO.	DETROIT	MI 4	8243-1114
VIN	5GZ EV33 7X 7J			VEHICLE I	NVOICE ZA	D02399061
****	* * * * * * * * * * * * * * <del>* * * * * </del>	****	******	* * * * * * * * * *	*****	22*11276S
MODE:	L & FACTORY OPTIONS 526 OUTLOOK AWD XR		MSRP	INV AMT	RETAIL -	STOCK
ZV14	526 OUTLOOK AWD XR		31555.00	29819.48	INVOICE	05/29/07
C3U :	DUAL SKYSCAPE SUNROOF		1300.00	1209.00	SHIPPED	05/29/07
LY7	ENGINE, 3.6L VVT V6		N/C	N/C	EXP I/T	06/14/07
мн6 '	DUAL SKYSCAPE SUNROOF ENGINE, 3.6L VVT V6 TRANSMISSION, 6 SPEED PREMIUM TRIM PACKAGE:	AUTO	N/C	N/C	INT COM	06/14/07
PCQ :	PREMIUM TRIM PACKAGE:		1275.00	1185.75	PRC EFF	05/29/07
	* LEATHER APPOINTED SE	ATS,			KEYS G06	73 G0673
	FIRST AND SECOND ROW	IS			WFP-S MT	H OPT-2
	* HEATED FRONT SEATS				BANK: GM	
PCU I	ADVANCED AUDIO PACKAGE	<b>:</b>	510.00	474.30	CHG-TO	11-276
	* AUDIO CONTROLS, REAR	SEAT				
	W/ EARPHONE JACKS				SHIP WT:	
	* AUDIO SYSTEM, SPEAKE	R PREM	MUIN		HP:	
	SOUND				GVWR:	6400
PCZ '	TOURING PACKAGE:		895.00	832.35	GAWR.FT:	3196
	* 19" POLISHED ALUMINU				GAWR.RR:	
	* 19" ALL SEASON TIRES	}			GMS:	35517.43
	* DUAL EXHAUST W/ CHRO	ME TIE	PS		SUPPLR:	37108.96
	SDS CHARGE		PS 0.00	51.00	MRM:	38614.00
R6K (	ONSTAR TURN-BY-TURN NA	VIG AV	AIL N/C	N/C	NTR: 1/2	
R7Y	COMMUNICATIONS PLUS		0.00	17.00	DAN:	STOCK
U2K :	XM SATELLITE RADIO - S			185.07	MEMO	1743.95
	FEE EXTRA. 1ST 3 MONT					
	TOUCH SCREEN NAVIGATIO		TEM 2145.00	1994.85		
	(REPLACES STD/OPT RAD	OIO)				
YF5	50-STATE EMISSIONS		N/C	N/C		

TOTAL MODEL & OPTIONS	37879.00	35768.80	ACT 237	35367.43
DESTINATION CHARGE	735.00	735.00	H/B 261	1136.37
MARKETING SERVICE CHARGE		425.00	ACT 237	425.00

TOTAL 38614.00 36928.80 PAY 310 36928.80

MEMO: TOTAL LESS HOLDBACK AND

APPROX WHOLESALE FINANCE CREDIT 35319.10

\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

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

\*

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

REMIT TO GMAC NO. 061 VIN 5GZEV337X7J ZAD02399061 \$ 36928.80 INV ZAD02399061 DUE 06/14/07 DEALER 11-276

GENERAL MOTORS CORPORATION

2007 OUTLOOK AWD XR



03/29/2011 03:42 PM

To briancline@bickellawfirm.com
cc
bcc
Subject v GM / 2007 Chevrolet Tahoe

RE: Customer Last Name: Service Request: 71-931416720

2007 Chevrolet Tahoe Vehicle Identification Number: 1GNFC13J17R

Customer Relationship Specialist: Mary Beth Hollman

Telephone: 866-790-5700 Ext 41499

Dear Mr. Cline,

We are unable to obtain repair orders or sales documents for your above-referenced client's vehicle from Maurice J. Sopp & Son, as they are now closed. Could you please provide these documents as well as a copy of the current registration so that we can expedite the review of this case? Please advise.

Thank you!

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

Sincerely,

**General Motors** 





# TRUCK CENTER

Specializing in Commercial Vehicles

6400 S. Atlantic Avenue Bell, California 90201-2520

(323) 562-8600



2552 East 58th Street Huntington Park, California 90255-2659

(323) 326-1354

BAR # AA001496 ORIGINAL ESTIMATE \$ PERSON CONTACTED DATE REVISED ESTIMATE BY TIME PERSON CONTACTED ZNO REVISED ESTIMATE

FPA # CAD027895952

BAR # AA001496 EPA # CAO000018287 TERMS: STRICTLY CASH (UNLESS ARRANGEMENTS MADE) SUBJECT TO THE CONDITIONS ON THE REVERSE SIDE I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.

RECEIVED BY . a lukkilki fili viliki ingala kariba lukua jakuk jeusa kalika kiji inga INGESTE ANTE CONTENTA CONTENTAL BANCO EN ANTE DE CONTENTAL DE CONTENTA Tag: 1429 License: 50CT779 1GNEC13J1 7R Invoice: W79110 Travol der to \*\*\*NEEDNEWADDRESS\*\* \*\*\*NEEDNEWADDRESS\*\* LOS ANGELES, CA LOS ANGELÉS, CA Ce11: Home ( THE OFFICE USE **新疆**一个漫 Dist: ORC 07 CHEVACLET TANCE Odometer in: 33525 Outs Stock#: 00741336 05/01/05 Done: 01/21/09/ Inservice: 05/01/06 Begin: 01/19/09 sold: Customer Concern Customer States veh will not 50 into Forward Gears Operation Tech Units Concorn Amount FORWARD SPRAG BŘOKE DAMAGING OVER RUN CLUTCHES K7253 112 5.8 CAUGO REPLACED FORWARD SPRAG OVERUM CLUTCHES ROAD TESTED VEH Correction RUNNING TO FACTOR SPECS Part Number Description Se11 Parts Nota Qtу 000 024243750 CLUTCE COD 024210766 INSF PLATE ASM 2 012337931 000 GASKET 1 024208576 000 FLTR KIT 1 030 ATF OILS 39861003 DEXTRON VI ፓቀሪክ 112 CABRALES, ALBER SS6: 5428 COND CODE : X FAIL CODE 1 X א : אדעה TOTAL CHARGE FOR CONCERN 0.00 Concern 52 VEH TOWED IN M&J TOWING Operation Tech Units Amount. CAUSO T2020 299 0.0 B Contraction TOMESTIC Part Number Parts PO# Not e Description 000 MJTOWIN B65945 CHECK D VISA D 0.00 Tech 299 TECH, HOUSE COND CODE : X FAIL CODE : X TOTAL CH

LABOR GUARANTEED 12,000 MILES OR 12 MONTHS WHICHEVER OCCURS FIRST, GUARANTS-FALID IF VEHICLE IS RETURNED TO OUR SERVICE DEPARTMENT FOR ADJUSTMENTS DURING NORMAL BUSINESS HOURS.





# TRUCK CENTER

Specializing in Commercial Vehicles

6400 S. Atlantic Avenue Bell, California 90201-2520

6192318697

2552 East 58th Street Huntington Park, California 90255-2659

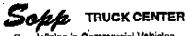
(323) 326-1354

EPA # CAO000016287

BAR # AA001496	EPA # CAD0276	206002				TECME- STOR	TIY CASH .	NLESS ARRANGEMENTS MACE
ORIGINAL ESTIMATE \$								ON THE REVERSE SIDE
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SIAC MEASON CANADA	PERSON CONTACTED	DATE	TIME	BY		RECEIVED BY		
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J JAKTINIA MIDIK ITALI ATA EMIY INKADI INI				1.00	NECLSJ.		Page: 2	Invoice: w79110
AGV: 618 GRISELDA CAMACNO	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	. 1429 L	主中教皇皇(· 宋代 - 1777年第46年)				·	
Involue to Times , Times			- Parks - 186		1	A STATE OF THE PARTY OF THE PAR		
Invoiced: 01/21/09 16:41:15			U'	CHEVRODET	TAMOE	ADR SUV	i de la companya de l	CONTRACTOR OF THE CONTRACTOR O
Summary of Char	NE POLITIVOIE	e w79110		Pinner		Service of the	invers	
Estimate Q.(	01	<del></del>	<u>.</u>					
I CALLED SPOKE SPOKE TO CUSTOMER OK OFFERED A RE	NTAL SHE WILL C	ALL ME		e might be	DONE :	TILL THRURSD	AY	
If you have any question	s - please see	GRISELDA	CAMACHO					
ALL THE STAFF AT SOUP CH US FOR YOUR SERVICE NEED	EVROLEŤ WOULD I. De your "Compil"	IKE TO TH TE SATISF	ANK YOU F ACTION IS	OR CHOOSIN OUR SOAL	NG			
VOLUMBY SOON RECIEVE A S	JURVEY FROM CHEV	rolet ask	TNG YOU T	o gr <u>ade</u> ou	JR.			•
PERFORMANCE. IF FOR ANY. SATISFIED" PLEASE CONTAC	PEASON YOU ARE	UNABLE TO	answer *	completely	K*			Last Page
SATISFIED" PLEASE CONTAC	T TOOK SERVICE	Whater w	71 (257) O			•		
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LABOR GUARANTEED 12,000 MILES OR 12 MONTHS WHICHEVER OCCURS FIRST, GUARANTY VALID IF VEHICLE IS RETURNED TO OUR SERVICE DEPARTMENT FOR ADJUSTMENTS DURING NORMAL BUSINESS HOURS.





Specializing in Commercial Vehicles

6400 S. Atlantic Avenue Bell, California 90201-2579

(323) 562-8600 (800)716-0412 reastronment

2552 East 58th Street Huntington Park, California 90255

(323) 326-1354

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EPA # CADO27885952

BAR # AA001496

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ADVISOR





# **TRUCK CENTER**

Specializing in Commercial Vehicles

6400 S. Atlantic Avenue Bell, California 90201-2520

6192318697

(323) 562-8600



2552 East 58th Street Huntington Park, California 90255-2659

(323) 326-1354

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# TRUCK CENTER

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6400 S. Atlantic Avenue Bell, California 90201-2520

6192318697

562-8600

2552 East 58th Street Huntington Park, California 90255-2659

326-1354

BAR # AA001495 EPA # CAD027895852 BAR # AA001495 EPA # ÇAQ000015287

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6400 S. Atlantic Avenue Beil, California 90201-2520

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2552 East 58th Street Huntington Park, California 90255-2659

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6192318697

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2552 East 58th Street Huntington Park, California 90255-2659

(323) 326-1354

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6192318697

Sopp TRUCK CENTER

Specializing in Commercial Vehicles

6400 S. Atlantic Avenue Bell, California 90201-2579

2662 East 58th Street Huntington Park, California 90255

(323) 562-8600 (800)716-0412 POR APPROXIMENT

(323) 326-1354

BAR # AA001496

EPA # CAD027895952

BAR # AA001496

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WE RECOMMEND THE FOLLOWING REPAIRS

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SUBJECT TO THE CONDITIONS ON THE REVERSE SIDE CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF.

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BY INDEPENDENT RESEARCH COMPANIES, THE MANUFACTURER AND
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### CHEVROLET



# TRUCK CENTER

Specializing in Commercial Vehicles

6400 St Atlantic Avenue Beil, California 90201-2520

(323) 562-8600



2552 East 58th Street Huntington Park, California 90255-2659

(323) 326-1354

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05/08/2010 TO 05/08/2011 11

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15/2010 120 G \$320

SOUTH GATE CA

BK AMER NA PO BX 2759 JACKSONVILLE

R0056 L0234

32203 RI4041Z20105003

STATE OF CALIFORNIA
DEPARTMENT OF MOTOR VEHICLES
VALIDATED REGISTRATION CARD
READ REVERSE SIDE - IMPORTANT INSTRUCTIONS

A5418861

### RELEASE OF LIEN INFORMATION

(Client's Name)
hereby authorize Bank of America
(Lien holder Name)
P.O. BOX 45 204, Jackson VIII + 1. 32232 215-4195  (Lien holder Phone Number)
to release any and all information regarding my loan account #
Bank of America
(Lien holder Name)
to General Motors Company, including but not limited to a complete payment history of my account, a loan payoff amount, and per diem information.
Daic 3-29-11.
VEHICLE INFORMATION
The current vehicle mileage is 50,781 Date mileage read: 3-39-11.

L-CDC06 A081A5010

# THE BICKEL LAW FIRM

AN AUTOMOBILE LEMON LAW FIRM OF CALIFORNIA 1950 SYMPHONY TOWERS, 750 B STREET SAN DIEGO, CALIFORNIA 92101 TELEPHONE 619.374.4100 FACSIMILE 619.231.8697 GALYNHOLMES@BICKELLAWFIRM.COM WWW.BICKELLAWFIRM.COM

#### FACSIMILE COVER PAGE

March 30, 2011

To:

Mary Beth Hollman,

Fax No. 866.874.5882

FROM:

Galyn Holmes

Fax No. 619.231.8697

REGARDING:

<u>Service Request 71-931416720</u>

MESSAGE: Per your letter request dated March 25, 2011, attached are the completed Release of Lien form, current registration, purchase contract and repair orders for the above referenced matter.

17 PAGES INCLUDING COVER

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

Latest Revision Date: 4/1/2011

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

SR: 71-931416720 GM Legal File / BBB Case No.: 726072 By: Mary Beth Hollman, Legal ML Negotiator: Mary Beth Hollman, Legal ML

State: California 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: 1GNFC13J17R 5/1/2006 New 114547

Year, Make & Model: 2007 Chevrolet Tahoe Vehicle Purchased New

Current Mileage: 56,781 Dealer Name: Maurice J. Sopp & Son

(CLOSED)

Sale Type: Purchase X Lease Other : N/A CAM Name: Mick Gonzalez Phone Number: 805-373-8417

Lien holder: GMAC Other X: Bank of America DVM Name: Paul Byrne

Phone/ Cell Number: 805-279-8324

paul.byrne@gm.com

Purchase Price of Vehicle: \$ 37,534.00 \*\*MSRP Sales unclear

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

Attorney Involvement: The Bickel Law Firm – Brian Cline, PC Service Manager Name: CLOSED

Phone Number: 619-374-4100 Fax Number: 619-231-9040

Phone Number: CLOSED

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

None

Are there additional dealerships involved? If Yes, List the dealership name, contact name, and phone

number. Repeat as necessary. Camino Real Chevrolet - 114549 2401 S Atlantic Blvd Monterey Park, CA 91754 323-264-3050 - Gary Takamine, SVM

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.

Not known – Primary selling dealership is now closed

**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.

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>5</u>			
Date:	RO #:	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>thaust</u>		
Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
N/A	N/A	N/A	N/A	N/A
☐ <u>Restra</u>	<u>ints</u>			
Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
N/A	N/A	N/A	N/A	N/A
☐ Steerir	าต			
Date:	<u>.9</u> RO #:	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:	<u>Description of Complaint and Repair Performed:</u>
<u>Date:</u> 1/19/09	RO #: 079110	Days Out:	Mileage: 33,526	Maurice J. Sopp & Son (CLOSED) C/S – Vehicle will not go into forward gears / Forward sprag broke, damaging over run clutches / Replaced forward sprag, over run clutches. Road tested. Vehicle running to factory specs.
				Maurice J. Sopp & Son (CLOSED)  C/S – Vehicle will not go into forward gears / Forward sprag broke, damaging over run clutches / Replaced forward sprag, over run clutches.
1/19/09				Maurice J. Sopp & Son (CLOSED) C/S – Vehicle will not go into forward gears / Forward sprag broke, damaging over run clutches / Replaced forward sprag, over run clutches. Road tested. Vehicle running to factory specs.  Vehicle towed in M&J Towing
1/19/09  ☑ <u>Axle</u>	079110	3	33,526	Maurice J. Sopp & Son (CLOSED) C/S – Vehicle will not go into forward gears / Forward sprag broke, damaging over run clutches / Replaced forward sprag, over run clutches. Road tested. Vehicle running to factory specs.  Vehicle towed in M&J Towing (Cust offered a rental , no indication whether or not accepted)
1/19/09			33,526 Mileage:	Maurice J. Sopp & Son (CLOSED) C/S – Vehicle will not go into forward gears / Forward sprag broke, damaging over run clutches / Replaced forward sprag, over run clutches. Road tested. Vehicle running to factory specs.  Vehicle towed in M&J Towing (Cust offered a rental , no indication whether or not accepted)  Description of Complaint and Repair Performed:
1/19/09  ☑ <u>Axle</u>	079110	3	33,526	Maurice J. Sopp & Son (CLOSED) C/S – Vehicle will not go into forward gears / Forward sprag broke, damaging over run clutches / Replaced forward sprag, over run clutches. Road tested. Vehicle running to factory specs.  Vehicle towed in M&J Towing (Cust offered a rental , no indication whether or not accepted)
1/19/09	079110 RO #:	3  Days Out:	33,526 Mileage:	Maurice J. Sopp & Son (CLOSED) C/S – Vehicle will not go into forward gears / Forward sprag broke, damaging over run clutches / Replaced forward sprag, over run clutches. Road tested. Vehicle running to factory specs.  Vehicle towed in M&J Towing (Cust offered a rental , no indication whether or not accepted)  Description of Complaint and Repair Performed:  Maurice J. Sopp & Son (CLOSED) C/S – While driving at any speeds rear differential makes a howling noise / Pinion bearings got pitted, damaging side bearings and pinion gears washers – Replace pinion bearings and side bearings with pinion gear

				got pitted causing concern. Necessary to replace – Installed new front and rear pinion bearings. Adjusted preload. Road tested vehicle, noise is no longer hears ** Semi floating differential	
2/21/11	39672	8	55,662	Camino Real Chevrolet C/S – There is a grinding noise heard in differential while driving / Verified concern, checked and found noise coming from rear differential internally. Disassembled and found outer pinion bearing pitted, metal contamination, ring pinion worn, incorrect gear pattern – Replaced ring and pinion, pinion bearings, carrier bearings. Test drove vehicle and verified repairs.	
☐ Body/	<u>Trim</u>				
Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:	
4/14/08	065598	2 (Estimate – Unknown)	27,245	Maurice J. Sopp & Son (CLOSED) – Per GWM – PC Unable to Provide C0331 - Strip, Rear Door Window Outer Sealing - Left - R&R Or Replace C0330 - Strip, Rear Door Window Outer Sealing - Right - R&R Or Replace B1785 - Rear Window Wiper Arm Replacement	
1/26/09	079455	*	33,567	Maurice J. Sopp & Son (CLOSED) C/S — Left front inside chrome handle peeling / Driver handle chrome peeling, necessary to replace — Front side door inside handle replacement — Left side.	
☐ 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:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:	
4/14/08	065598	*	27,245	Maurice J. Sopp & Son (CLOSED) – Per GWM – PC Unable to Provide R4490 - Remote Control Door Lock Transmitter Replacement	
☐ Glass	DO #.	Davis Out	Milaama	Description of Complaint and Dencis Desfermed	
<u>Date:</u>	RO #: 065598	Days Out:	Mileage:	Description of Complaint and Repair Performed:  Maurice 1, Son 9, Son (CLOSED) - Por CWM - PC Unable to Provide	
4/14/08	005598	*	27,245	Maurice J. Sopp & Son (CLOSED) – Per GWM – PC Unable to Provide C0034 - Windshield Replacement	
☐ <u>HVAC</u>					
Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:	
N/A	N/A	N/A	N/A	N/A	
☐ <u>Paint</u>					
Date:	RO #:	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	
☐ Wheel	☐ <u>Wheel/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	
☐ Recalls / Campaigns					
Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:	
4/14/08	065598	*	27,245	Maurice J. Sopp & Son (CLOSED) – Per GWM – PC Unable to Provide Y0152 - 07033 - Service Update - Reprogram BCM (Service Update for Battery Rundown)	
☐ <u>Other</u>					
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:	
2/21/11	39672	*	55,662	Camino Real Chevrolet Lube Oil and Filter Customer requests a complete fuel system service - \$315.00	

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)	- Dealer
What type of damage was sustained (example: front end collision)?	
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	N/A N/A
If Yes obtain the following information below	
Insurance Company:	N/A
Insurance Rep: (First and Last Name)	N/A
Phone #	N/A
Claim Made? (Y or N):	N/A
Claim Status: Pending/ Denied/ NA	N/A
Claim #	N/A
Did Insurance Company refer customer to GM? (Y or N)	N/A
If Yes. Did the insurance company deny the claim? (Y or N)	N/A
AFTERMARKET MODIFICATIONS: Are there any Aftermarket Modifications to the Vehicle? (Y or N)	_N
If "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. $\ensuremath{\text{N/A}}$	
Have you confirmed modification with the dealership? (Y or N)	Y - Dealer
PERTINENT FACTS FROM All SR's RELATED TO THIS VIN:	

Concern: N/A

Date & Offer/Result: N/A

Concern: N/A

Date & Offer/Result: N/A

Concern: N/A

Date & Offer/Result: N/A

### BBB PROGRAM SUMMARY ASSESSMENT:

(Note: This section only applicable for ADR cases)

What State is BBB Case Filed In? N/A

What is the customer eligible for based on the BBB Program Eligibility Guidelines and the specific states lemon law requirements for meeting presumption? (Explain in Detail)  $_{\text{N}/\Delta}$ 

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

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

N/A

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

Repurchase + Attorney Fees + Civil Penalty

### **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.

Violation of the Song-Beverly Warranty Act - Recurrent "howling", "grinding", and/or "clunking" noises seeming to originate from the rear of the car and/or underneath the car - Failure to replace vehicle or make restitution

Motor	Thic c	ootion	anhi ai	oplicable	forl		2000
wole:	11115 5	ecuon	Ulliv at	JUIICADIE	: IOI L	euai ca	1565

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

Under what State? California Claimed Presumptive? Yes

Does Purchase Qualify? Yes If not, why? N/A

### **State Presumption Is:**

# of Visits for a Non-Conformity? # of visits for a Safety Complaint? Must Complaint Continue to Exist? Time Period for filing a Claim?

4 # of Days out of Service? 30
2 # of Visits Total? N/A
No Final Repair/Arbitration Required? Yes

18 months / 18,000 miles – 4 years after last visit for defective non-conformity

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

<pre># of Visits for a Non-Conformity?</pre>	0	# of Days out of Service?	0
<pre># of visits for a Safety Complaint?</pre>	0	# of Visits Total?	0
Complaint appears to Continue?	No	Final Repair/Arbitration Complete?	No

# Does History appear Presumptive: No

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

# of Visits for a Non-Conformity? 1 – Transm # of Days out of Service? 8

1 - Axle

# of visits for a Safety Complaint? 0 # of Visits Total? 3
Must Complaint Continue to Exist? N/A Final Repair or Arbitration Req'd? N/A

# Related Repairs beyond NVLW: Yes

Customer Pay? No If no, identify responsible party: Powertrain Additional Days out of Service? 10 Additional # of Repair Visits? 2

# Other Considerations: No

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

### **RECOMMENDATION AND RATIONALE:**

Reminder: This section must reflect the data and evaluations above. Take into consideration Field and Service Manager information and recommendations.

#### Pertinent vehicle information provided by DVM/DSM/CAM:

Paul Byrne, DDMA – I am not aware of this vehicle or customer's concerns

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

Gary Takamine, SVM Camino Real – Has only seen the vehicle one time and is not familiar with vehicle/customer. Does not know who may have retained documents for Maurice Sopp & Sons.

Mike Ferafin, SVA Camino Real – No new visits as of 4/1/2011

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

- 1. There are 3 repairs and 13 days out of service for pitted pinion bearings within beginning in the NVLW and continuing into the Powertrain Limited Warranty.
- 2. The vehicle is still within the Powertrain Limited Warranty

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

- 1. There were no repairs to the vehicle within the presumptive period of 18 mo/18,000 miles.
- 2. There have not been 4 or more repairs to any one concern, no safety related repairs or 30 or more days out of service during ownership.

Are there any considerations to be made under other applicable laws? (Explain in detail) No

### **Recommendation:**

CRS recommends \$9,000 - \$12,000 inclusive

#### Rationale:

There have been 3 visits and 13 days out of service related to pitted pinion bearings (1 in NVLW and 2 in PLW). There have not been 4 or more repairs to any one concern, no safety related repairs or 30 or more days out of service during ownership. Only complaint listed in complaint is differential noise. CRS recommends cash offer due to unknown potential for vehicle to have an additional differential repair within the PLW. CRS found no additional research that indicated that this particular make and model has any history of differential concerns that relate to customer's concerns..

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

Negotiate reasonable cash offer to resolve alleged breach of Powertrain Limited Warranty claim.

# 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.

		1	
Plaintiff's Original Dema Amount to Plaintiff/Atty: Inclusive Offer:	<b>nd:</b> Repurchase	Settlement Type: Repurchase Date: 3/25/2011	{Accepted / Countered}
CRS Initial Offer: 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}
CRS Counter: Amount to Plaintiff/Atty: Inclusive Offer:	\${Amount}/\${Amount} \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Countered}
PLAINTIFF Final Offer: Amount to Plaintiff/Atty: Inclusive Offer:	\${Amount}/\${Amount} \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Declined}
CRS Final Offer: 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.

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: N/A Date: N/A

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.



04/01/2011 12:27 PM

To "Claude M. Manookian, Esq." <claude@manookianlaw.com>@SITELCWEB

cc bcc

Subject RE: / GM / 2010 Cadillac Escalade ESV

RE: Customer Last Name: Service Request: 71-922624438 2010 Cadillac Escalade ESV

Vehicle Identification Number: 1GYUKJEF6AR Customer Relationship Specialist: Mary Beth Hollman

Telephone: 866-790-5700 Ext 41499

Good Morning Mr. Manookian,

In review of the payment history the latest payment record is on November 11, 2010, however the lease agreement began July 1, 2010. I will need the remaining prior payment history from July to November 2010.

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,

N/A

G. Cash

Total Downpayment (C through G)

(G)

S

0

(6)

You want to buy a gap contract.

(A77)

Name of Gao Contract

(Total premiums from Statement of Insurance column	_		
4. Smog Certification or Exemption Fee Paid to Sta	5 <u>- 41</u>	N/A (4) 1920.19 (5)	LAST 6 MONTHS (Refer to "Total Disabilities N Covered" in your policy for details).
S. Subtolei (1 through 4)	\$	(5)	You want
Total Downpayment     A Agreed Tratie-In Value Yr 2004 Make CR	EVENTET . 21000.00 (A)		
	666	1	Date
MN 3GNEC12T34G			x O
B. Less Prior Credit or Lease Balance	\$, 26841,28 (B)	i	Date Co-Buyer Signature Ag
C. Net Trade-in (A less B) (indicate if a regative nut	\$ 5841.28-(C)		DIFTIONAL GAP CONTRACT A gap contract (debt cancer
D. Deferred Downplayment	\$ N/A (D)	i	oon contract) is not requested to dotain credit and will not provided unless you sign below and agree to pay the ex
E. Manufacture's Rebate	\$ 1500,00 (E)	1	charge. If you choose to buy a gap contract, the charge is sho in blant 11. See your gap contract for desirts on the protect
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G. Cash	4	0 (6)	Name of Gap Contract
Total Downpayment (Citivough G)  [ii negative, unior zero on free 5 and erder the amount less the	\$	- (A)	You wa
7. Amount Financed (5 less 6)	s 41	930.19 (7)	Buyer:
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To <marybeth\_hollman@gmexpert.com>
cc
bcc
Subject

V. GM / 2007 Chevrolet Tahoe

Dear Mary Beth,

Per your request, please find, attached, a scanned copy of the purchase agreement in the matter. Hope this is a little cleaner than the faxed copy.

If you need anything else, please feel free to contact me as I will be taking over the Mr. Cline.

Thank you.

Sincerely,

Larry Chae, Esq.
THE BICKEL LAW FIRM, INC.
1950 Symphony Towers, 750 B Street
San Diego, California 92101
Telephone: 619.374.4100
Facsimile: 619.231.9040
www.bickellawfirm.com



Purchase Agreemetn.pdf

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

Latest Revision Date: 4/5/2011

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

SR: 71-931416720 GM Legal File / BBB Case No.: 726072 By: Mary Beth Hollman, Legal ML Negotiator: Mary Beth Hollman, Legal ML

State: California 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: 1GNFC13J17R 5/1/2006 New 114547

Year, Make & Model: 2007 Chevrolet Tahoe Vehicle Purchased New

Current Mileage: 56,781 Dealer Name: Maurice J. Sopp & Son

(CLOSED)

Sale Type: Purchase X Lease Other : N/A CAM Name: Mick Gonzalez Phone Number: 805-373-8417

Lien holder: GMAC Other X: Bank of America DVM Name: Paul Byrne

Phone/ Cell Number: 805-279-8324

paul.byrne@gm.com

Purchase Price of Vehicle: \$ 33,860.00

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

Attorney Involvement: The Bickel Law Firm – Brian Cline, PC Service Manager Name: CLOSED

Phone Number: 619-374-4100 Fax Number: 619-231-9040

Phone Number: CLOSED

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

None

Are there additional dealerships involved? If Yes, List the dealership name, contact name, and phone

number. Repeat as necessary. Camino Real Chevrolet - 114549 2401 S Atlantic Blvd Monterey Park, CA 91754 323-264-3050 - Gary Takamine, SVM

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.

Not known – Primary selling dealership is now closed

**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.

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.

☐ <u>Brakes</u>	<u>5</u>			
Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
N/A	N/A	N/A	N/A	N/A
☐ Engine	e/Fuel/Ex	<u>chaust</u>		
Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
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Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
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Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
N/A	N/A	N/A	N/A	N/A
☐ <u>Transı</u>	<u>mission</u>			
Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
1/19/09	079110	3	33,526	Maurice J. Sopp & Son (CLOSED) C/S – Vehicle will not go into forward gears / Forward sprag broke, damaging over run clutches / Replaced forward sprag, over run clutches. Road tested. Vehicle running to factory specs.
				Vehicle towed in M&J Towing
				(Cust offered a rental, no indication whether or not accepted)
⊠ <u>Axle</u>				
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
1/26/09	079455	3	33,567	Maurice J. Sopp & Son (CLOSED) C/S – While driving at any speeds rear differential makes a howling noise / Pinion bearings got pitted, damaging side bearings and pinion gears washers – Replace pinion bearings and side bearings with pinion gear washers. Road tested. Vehicle noise no longer there.
				Vehicle towed in M&J Towing
6/02/10	98941	2	48,875	Maurice J. Sopp & Son (CLOSED) C/S – Rear differential is grinding, clunking / Pinion bearings front and rear

				got pitted causing concern. Necessary to replace – Installed new front and rear pinion bearings. Adjusted preload. Road tested vehicle, noise is no longer hears ** Semi floating differential
2/21/11	39672	8	55,662	Camino Real Chevrolet C/S – There is a grinding noise heard in differential while driving / Verified concern, checked and found noise coming from rear differential internally. Disassembled and found outer pinion bearing pitted, metal contamination, ring pinion worn, incorrect gear pattern – Replaced ring and pinion, pinion bearings, carrier bearings. Test drove vehicle and verified repairs.
☐ Body/	<u>Trim</u>			
Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
4/14/08	065598	2 (Estimate – Unknown)	27,245	Maurice J. Sopp & Son (CLOSED) – Per GWM – PC Unable to Provide C0331 - Strip, Rear Door Window Outer Sealing - Left - R&R Or Replace C0330 - Strip, Rear Door Window Outer Sealing - Right - R&R Or Replace B1785 - Rear Window Wiper Arm Replacement
1/26/09	079455	*	33,567	Maurice J. Sopp & Son (CLOSED) C/S – Left front inside chrome handle peeling / Driver handle chrome peeling, necessary to replace – Front side door inside handle replacement – Left side.
☐ Chass	<u>is</u>			
Date:	RO #:	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:
4/14/08	065598	*	27,245	Maurice J. Sopp & Son (CLOSED) – Per GWM – PC Unable to Provide R4490 - Remote Control Door Lock Transmitter Replacement
☐ Glass	DO #.	Davis Out	Milaama	Description of Complaint and Dencis Desfermed
<u>Date:</u>	RO #: 065598	Days Out:	Mileage:	Description of Complaint and Repair Performed:  Maurice 1, Son 9, Son (CLOSED) - Por CWM - PC Unable to Provide
4/14/08	005596		27,245	Maurice J. Sopp & Son (CLOSED) – Per GWM – PC Unable to Provide C0034 - Windshield Replacement
☐ <u>HVAC</u>				
Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
N/A	N/A	N/A	N/A	N/A
☐ <u>Paint</u>				
Date:	RO #:	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
☐ Wheel	/Tires			
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:

N/A	N/A	N/A	N/A	N/A		
□ Recall	☐ Recalls / Campaigns					
Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:		
4/14/08	065598	*	27,245	Maurice J. Sopp & Son (CLOSED) – Per GWM – PC Unable to Provide Y0152 - 07033 - Service Update - Reprogram BCM (Service Update for Battery Rundown)		
☐ Other						
Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:		
2/21/11	39672	*	55,662	Camino Real Chevrolet Lube Oil and Filter Customer requests a complete fuel system service - \$315.00		

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)  What type of damage was sustained (example: front end collision)?  N/A	- Dealer
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:	N/A
Insurance Rep:  (First and Last Name)	N/A
Phone #	N/A
Claim Made? (Y or N):	N/A
Claim Status: Pending/ Denied/ NA	N/A
Claim #	N/A
Did Insurance Company refer customer to GM? (Y or N)	N/A
If Yes. Did the insurance company deny the claim? (Y or N)	N/A
AFTERMARKET MODIFICATIONS: Are there any Aftermarket Modifications to the Vehicle? (Y or N)	N
If "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. $\ensuremath{\text{N/A}}$	
Have you confirmed modification with the dealership? (Y or N)	Y - Dealer
PERTINENT FACTS FROM All SR's RELATED TO THIS VIN:	

Concern: N/A

Date & Offer/Result: N/A

Concern: N/A

Date & Offer/Result: N/A

Concern: N/A

Date & Offer/Result: N/A

### BBB PROGRAM SUMMARY ASSESSMENT:

(Note: This section only applicable for ADR cases)

What State is BBB Case Filed In? N/A

What is the customer eligible for based on the BBB Program Eligibility Guidelines and the specific states lemon law requirements for meeting presumption? (Explain in Detail)  $_{\text{N}/\Delta}$ 

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

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

N/A

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

Repurchase + Attorney Fees + Civil Penalty

### **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.

Violation of the Song-Beverly Warranty Act - Recurrent "howling", "grinding", and/or "clunking" noises seeming to originate from the rear of the car and/or underneath the car - Failure to replace vehicle or make restitution

Note: This section only applicable	a for I again
Note: This section only applicabl	e ior i egai cases

Is Lemon Law Pled/Alleged?: Yes

Under what State? California Claimed Presumptive? Yes

Does Purchase Qualify? Yes If not, why? N/A

## **State Presumption Is:**

# of Visits for a Non-Conformity?
# of visits for a Safety Complaint?
Must Complaint Continue to Exist?
Time Period for filing a Claim?

4 # of Days out of Service? 30
2 # of Visits Total? N/A
No Final Repair/Arbitration Required? Yes

18 months / 18,000 miles – 4 years after last visit for defective non-conformity

# Vehicle Service History (During Presumptive Period) is:

<pre># of Visits for a Non-Conformity?</pre>	0	# of Days out of Service?	0
<pre># of visits for a Safety Complaint?</pre>	0	# of Visits Total?	0
Complaint appears to Continue?	No	Final Repair/Arbitration Complete?	No

# Does History appear Presumptive: No

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

# of Visits for a Non-Conformity? 1 – Transm # of Days out of Service? 8

1 - Axle

# of visits for a Safety Complaint? 0 # of Visits Total? 3
Must Complaint Continue to Exist? N/A Final Repair or Arbitration Req'd? N/A

# Related Repairs beyond NVLW: Yes

Customer Pay? No If no, identify responsible party: Powertrain Additional Days out of Service? 10 Additional # of Repair Visits? 2

# Other Considerations: No

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

### **RECOMMENDATION AND RATIONALE:**

Reminder: This section must reflect the data and evaluations above. Take into consideration Field and Service Manager information and recommendations.

#### Pertinent vehicle information provided by DVM/DSM/CAM:

Paul Byrne, DDMA – I am not aware of this vehicle or customer's concerns

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

Gary Takamine, SVM Camino Real – Has only seen the vehicle one time and is not familiar with vehicle/customer. Does not know who may have retained documents for Maurice Sopp & Sons.

Mike Ferafin, SVA Camino Real – No new visits as of 4/1/2011

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

- 1. There are 3 repairs and 13 days out of service for pitted pinion bearings within beginning in the NVLW and continuing into the Powertrain Limited Warranty.
- 2. The vehicle is still within the Powertrain Limited Warranty

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

- 1. There were no repairs to the vehicle within the presumptive period of 18 mo/18,000 miles.
- 2. There have not been 4 or more repairs to any one concern, no safety related repairs or 30 or more days out of service during ownership.

Are there any considerations to be made under other applicable laws? (Explain in detail) No

### **Recommendation:**

CRS recommends \$9,000 - \$12,000 inclusive

#### Rationale:

There have been 3 visits and 13 days out of service related to pitted pinion bearings (1 in NVLW and 2 in PLW). There have not been 4 or more repairs to any one concern, no safety related repairs or 30 or more days out of service during ownership. Only complaint listed in complaint is differential noise. CRS recommends cash offer due to unknown potential for vehicle to have an additional differential repair within the PLW. CRS found no additional research that indicated that this particular make and model has any history of differential concerns that relate to customer's concerns..

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

Negotiate reasonable cash offer to resolve alleged breach of Powertrain Limited Warranty claim.

# 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:	<b>nd:</b> Repurchase	Settlement Type: Repurchase Date: 3/25/2011	Countered
CRS Initial Offer: Amount to Plaintiff/Atty: Inclusive Offer:	\$9,000.00	Settlement Type: Cash Date: 4/5/2011	{Accepted / Countered}
Plaintiff Counter:: Amount to Plaintiff/Atty: Inclusive Offer:	\${Amount}/\${Amount} \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Countered}
CRS Counter: Amount to Plaintiff/Atty: Inclusive Offer:	\${Amount}/\${Amount} \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Countered}
PLAINTIFF Final Offer: Amount to Plaintiff/Atty: Inclusive Offer:	\${Amount}/\${Amount} \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Declined}
CRS Final Offer: 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.

**Recommendation of CRS: Arbitrate case:** N/A Settle case: N/A

**Settlement Type:** Attorney Fees (if applicable):

N/A

**Recommendation of Field: Arbitrate case:** N/A Settle case: N/A

Attorney Fees (if applicable): **Settlement Type:** N/A

Final Decision: **Arbitrate case:** N/A Settle case: N/A

Attorney Fees (if applicable): **Settlement Type:** N/A

**TEAM LEAD APPROVING:** N/ADate: N/A

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.



04/05/2011 02:53 PM

To briancline@bickellawfirm.com
cc
bcc
Subject v GM / 2007 Chevrolet Tahoe

RE: Customer Last Name: Service Request: 71-931416720

2007 Chevrolet Tahoe

Vehicle Identification Number: 1GNFC13J17R Customer Relationship Specialist: Mary Beth Hollman

Telephone: 866-790-5700 Ext 41499

Dear Mr. Cline,

I have attached General Motors' offer of \$9,000.00 inclusive of all costs and fees. Please advise when you have had an opportunity to review the offer with your client.



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,



April 5, 2011

Brian Cline, Esq. The Bickel Law Firm 750 B St Ste 1950 San Diego, CA 92101

RE: v. General Motors

Service Request: 71-931416720

2007 Chevrolet Tahoe

Vehicle Identification Number: 1GNFC13J17R

Customer Relationship Specialist: Mary Beth Hollman

Dear Mr. Cline:

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 \$ 9,000.00.

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 and signing of a release prepared by General Motors' counsel.

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 and return it 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.

Please refer to the service request number above when calling 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,

August 1, 2011 Page 2	
cc: FILE	
LG0043 V10132009	
Odometer	-
Client's Signature	Client's Signature
Date	Date

# THE BICKEL LAW FIRM, INC.

An Automobil e Lemon Law Firm of California
1950 SYMPHONY TOWERS, 750 B STREET
SAN DIEGO, CALIFORNIA 92101-8107
TELEPHONE 619.374.4100 FACSIMILE 619.231.9040
LARRYCHAE@BICKELLAWFIRM.COM
WWW.BICKELLAWFIRM.COM

April 5, 2011

### Via Email

Mary Beth Hollman GM BCR Legal marybeth\_hollman@gmexpert.com

Re: v. General Motors, LLC

2007 Chevrolet Tahoe, VIN: 1GNFC13J17R

SETTLEMENT CORRESPONDENCE PROTECTED FROM USE PURSUANT TO CALIFORNIA EVID. CODE §1115-19; 1152-54, ET SEQ.

Dear Ms. Hollman,

This is in response to General Motors, LLC's offer for a "cash and keep" settlement regarding my client, "vehicle. Unfortunately, the offer is not in compliance with Cal. Civ. Code §1790 et seq. (commonly known as the "Song-Beverly Consumer Warranty Act"). Under California Civil Code §1793.2(d)(2), GM's obligation was to promptly make restitution to my client, which includes an amount equal to the actual price paid or payable by the buyer, including charges for transportation and manufacturer-installed options, collateral charges such as sales tax, license fees, registration fees, any other official fees, plus incidental damages, consequential damages, attorney's fees and costs, and civil penalty damages.

To date, GM's obligation pursuant to the Song-Beverly Consumer Warranty Act is as follows:

\$ -5,841.28	Negative Equity
\$ 42,647.40	60 Payments of \$710.79 (thru 5/15/11)
\$ ATP	Payments after 5/15/11 (if applicable)
\$ ATP	Current Registration
\$ 83,860.38	Civil Penalty Damages
\$ 4,847.00	Attorney's Fees/Costs
\$ -9,046.24	Less Mileage Offset at 33,546 miles
	-

\$ 116,467.26 plus loan payoff Total Restitution

Notwithstanding the foregoing, I have received authorization to settle this matter as follows:

\$ -5,841.28	Negative Equity
\$ 42,647.40	60 Payments of \$710.79 (thru 5/15/11)
\$ ATP	Payments after 5/15/11 (if applicable)
\$ ATP	Current Registration
\$ 8,386.03	Civil Penalty Damages
\$ 4,847.00	Attorney's Fees/Costs
\$ <u>-9,046.24</u>	Less Mileage Offset at 33,546 miles
\$ 40,992.91 plus loan payoff	Total Restitution

This offer will remain open through April 13, 2011, at which time an Answer from GM is due. Thank you for your time and attention to this matter.

Very truly yours,

/s/

LARRY W. CHAE, ESQ.

# THE BICKEL LAW FIRM, INC.

An Automobil e Lemon Law Firm of California
1950 SYMPHONY TOWERS, 750 B STREET
SAN DIEGO, CALIFORNIA 92101-8107
TELEPHONE 619.374.4100 FACSIMILE 619.231.9040
LARRYCHAE@BICKELLAWFIRM.COM
WWW.BICKELLAWFIRM.COM

April 6, 2011

### Via Email

Mary Beth Hollman GM BCR Legal marybeth\_hollman@gmexpert.com

Re: v. General Motors, LLC

2007 Chevrolet Tahoe, VIN: 1GNFC13J17R

SETTLEMENT CORRESPONDENCE PROTECTED FROM USE PURSUANT TO CALIFORNIA EVID. CODE §1115-19; 1152-54, ET SEQ.

Dear Ms. Hollman,

This is in response to General Motors, LLC's offer for a "cash and keep" settlement regarding my client, "vehicle. Unfortunately, the offer is not in compliance with Cal. Civ. Code \$1790 et seq. (commonly known as the "Song-Beverly Consumer Warranty Act"). Under California Civil Code \$1793.2(d)(2), GM's obligation was to promptly make restitution to my client, which includes an amount equal to the actual price paid or payable by the buyer, including charges for transportation and manufacturer-installed options, collateral charges such as sales tax, license fees, registration fees, any other official fees, plus incidental damages, consequential damages, attorney's fees and costs, and civil penalty damages.

To date, GM's obligation pursuant to the Song-Beverly Consumer Warranty Act is as follows:

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\$ 42,647.40	60 Payments of \$710.79 (thru 5/15/11)
\$ ATP	Payments after 5/15/11 (if applicable)
\$ ATP	Current Registration
\$ 83,860.38	Civil Penalty Damages
\$ 4,847.00	Attorney's Fees/Costs
\$ <u>-9,046.24</u>	Less Mileage Offset at 33,546 miles

\$ 116,467.26 plus loan payoff Total Restitution

Notwithstanding the foregoing, I have received authorization to settle this matter as follows:

\$ -5,841.28	Negative Equity
\$ 42,647.40	60 Payments of \$710.79 (thru 5/15/11)
\$ ATP	Payments after 5/15/11 (if applicable)
\$ ATP	Current Registration
\$ 5,000.00	Civil Penalty Damages
\$ 4,847.00	Attorney's Fees/Costs
\$ -9,046.24	Less Mileage Offset at 33,546 miles
\$ 37,606.88 plus loan payoff	Total Restitution

This offer will remain open through April 13, 2011, at which time an Answer from GM is due. Thank you for your time and attention to this matter.

Very truly yours,

/s/

LARRY W. CHAE, ESQ.



### "Larry Chae" <LarryChae@bickellawfi rm.com>

04/05/2011 08:14 PM

To <marybeth\_hollman@gmexpert.com>
cc
bcc
Subject

v. GM / 2007 Chevrolet Tahoe

Ms. Hollman,

Please find our counter offer attached.

Sincerely,

Larry Chae, Esq.
THE BICKEL LAW FIRM, INC.
1950 Symphony Towers, 750 B Street
San Diego, California 92101
Telephone: 619.374.4100
Facsimile: 619.231.9040

www.bickellawfirm.com



Hollman.MaryBeth.GM.LC.040511.CounterOffertoGM.pdf



To <marybeth\_hollman@gmexpert.com> CC bcc

Subject RE: GM / 2007 Chevrolet Tahoe

04/06/2011 01:20 PM

Dear Mary Beth,

Unfortunately, my clients have indicated to me that they have lost all faith in the vehicle's safety and ability of GM to fully repair the vehicle. As such, they are not interested in a cash & keep offer, but request a full repurchase.

In an attempt to settle this matter before additional costs are incurred by either side, I am attaching a new offer for repurchase. Please review the offer and advise.

Thank you.

Larry Chae

PS. Yes, please address future correspondence concerning the matter to my attention. I will be taking over the case from Brian Cline in our office.

----Original Message----

From: marybeth\_hollman@gmexpert.com [mailto:marybeth\_hollman@gmexpert.com]

Sent: Wednesday, April 06, 2011 8:07 AM

To: Larry Chae

v GM / 2007 Chevrolet Tahoe Subject:

RE: Customer Last Name: Service Request: 71-931416720 2007 Chevrolet Tahoe

Vehicle Identification Number: 1GNFC13J17R Customer Relationship Specialist:

Mary Beth Hollman

Telephone: 866-790-5700 Ext 41499

Dear Mr. Chae,

I have attached General Motors' offer of \$11,000.00 inclusive of all costs and fees. Our records indicate that there have been no more than 3 repairs to your client's concerns and less than 20 days out of service within your client's entire vehicle ownership. The last time your client has been into a GM dealer for any concern was February 21, 2011. If there are any new repairs or additional information your firm is able to provide I will be happy to re-evaluate that information. Until such time as any additional information is provided I will continue to value this as a cash case.

Please advise when you have had an opportunity to review the offer with your client.

As a side note, I have been addressing all correspondence to Mr. Cline. Would you prefer that any future correspondence goes to your attention?

(See attached file: Offer 4-6-2011 Flores.doc)

Regards,

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** 



Hollman.MaryBeth.GM.LC.040611.CounterOffertoGM.pdf



04/06/2011 11:07 AM

To "Larry Chae" <LarryChae@bickellawfirm.com>
cc
bcc
Subject v GM / 2007 Chevrolet Tahoe

RE: Customer Last Name: Service Request: 71-931416720

2007 Chevrolet Tahoe

Vehicle Identification Number: 1GNFC13J17R Customer Relationship Specialist: Mary Beth Hollman

Telephone: 866-790-5700 Ext 41499

Dear Mr. Chae,

I have attached General Motors' offer of \$11,000.00 inclusive of all costs and fees. Our records indicate that there have been no more than 3 repairs to your client's concerns and less than 20 days out of service within your client's entire vehicle ownership. The last time your client has been into a GM dealer for any concern was February 21, 2011. If there are any new repairs or additional information your firm is able to provide I will be happy to re-evaluate that information. Until such time as any additional information is provided I will continue to value this as a cash case.

Please advise when you have had an opportunity to review the offer with your client.

As a side note, I have been addressing all correspondence to Mr. Cline. Would you prefer that any future correspondence goes to your attention?



Offer 4-6-2011 Flores.doc

Regards,

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,



April 6, 2011

Brian Cline, Esq. The Bickel Law Firm 750 B St Ste 1950 San Diego, CA 92101

RE:

v. General Motors

Service Request: 71-931416720

2007 Chevrolet Tahoe

Vehicle Identification Number: 1GNFC13J17R

Customer Relationship Specialist: Mary Beth Hollman

Dear Mr. Cline:

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 \$11,000.00.

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 and signing of a release prepared by General Motors' counsel.

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 and return it 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.

Please refer to the service request number above when calling 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,

August 1, 2011 Page 2	
cc: FILE	
LG0043 V10132009	
Odometer	-
Client's Signature	Client's Signature
Date	Date



04/06/2011 11:07 AM

To "Larry Chae" <LarryChae@bickellawfirm.com>
cc
bcc

Subject v GM / 2007 Chevrolet Tahoe

RE: Customer Last Name: Service Request: 71-931416720

2007 Chevrolet Tahoe

Vehicle Identification Number: 1GNFC13J17R

Customer Relationship Specialist: Mary Beth Hollman

Telephone: 866-790-5700 Ext 41499

Dear Mr. Chae,

I have attached General Motors' offer of \$11,000.00 inclusive of all costs and fees. Our records indicate that there have been no more than 3 repairs to your client's concerns and less than 20 days out of service within your client's entire vehicle ownership. The last time your client has been into a GM dealer for any concern was February 21, 2011. If there are any new repairs or additional information your firm is able to provide I will be happy to re-evaluate that information. Until such time as any additional information is provided I will continue to value this as a cash case.

Please advise when you have had an opportunity to review the offer with your client.

As a side note, I have been addressing all correspondence to Mr. Cline. Would you prefer that any future correspondence goes to your attention?



Offer 4-6-2011 Flores.doc

Regards,

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,



April 7, 2011

Brian Cline, Esq. The Bickel Law Firm 750 B St Ste 1950 San Diego, CA 92101

RE:

v. General Motors Service Request: 71-931416720

2007 Chevrolet Tahoe

Vehicle Identification Number: 1GNFC13J17R

Customer Relationship Specialist: Mary Beth Hollman

Dear Mr. Cline:

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 \$12,000.00.

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 and signing of a release prepared by General Motors' counsel.

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 and return it 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.

Please refer to the service request number above when calling 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,

August 1, 2011 Page 2	
cc: FILE	
LG0043 V10132009	
Odometer	-
Client's Signature	Client's Signature
Date	Date



04/08/2011 10:08 AM

To "Larry Chae" <LarryChae@bickellawfirm.com>@SITELCWEB cc

bcc

Subject RE: v GM / 2007 Chevrolet Tahoe

RE: Customer Last Name: Service Request: 71-931416720

2007 Chevrolet Tahoe

Vehicle Identification Number: 1GNFC13J17R Customer Relationship Specialist: Mary Beth Hollman

Telephone: 866-790-5600 Ext 31064

Dear Mr. Chae,

I suggest that you re-review the facts of your client's case. You client has had no more than 3 visits for any one concern. Noise complaints did not arise until 33,567 miles of use and there have been less than 20 days out of service (only 8 of which occurred within the General Motors New Vehicle Limited Warranty).

We are familiar with the theory of "shaken faith". Krohn & Moss and their ilk quote the Zabriski case all the time in their implied warranty claims. This case does not appear to have any presentations during the implied warranty theory on which such a claim might be premised. Nor does this service history come even vaguely close to that in the Zabriski case. Even Isip had a far more storied history than this unit, on a far more expensive vehicle, yet resulted (we understand) in an award of just \$10,000.

That said, the best I can do on this case is \$12,000.00 inclusive of all costs and fees. Again, if you have any new or additional information to prove that would support a repurchase settlement it will be considered and the case revaluated at that time. Please present General Motor's attached offer to your client and advise whether your client is willing to discuss a cash settlement.

I tried to get back to you yesterday morning and afternoon on this, but it seems my email has not been cooperating!



Regards,

Mary Beth Hollman

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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

"Larry Chae" <LarryChae@bickellawfirm.com>



"Larry Chae" <LarryChae@bickellawf irm.com>

04/06/2011 01:20 PM

To <marybeth\_hollman@gmexpert.com>

CC

Subject RE: v GM / 2007 Chevrolet Tahoe

Dear Mary Beth,

Unfortunately, my clients have indicated to me that they have lost all faith in the vehicle's safety and ability of GM to fully repair the vehicle. As such, they are not interested in a cash & keep offer, but request a full repurchase.

In an attempt to settle this matter before additional costs are incurred by either side, I am attaching a new offer for repurchase. Please review the offer and advise.

Thank you.

Larry Chae

PS. Yes, please address future correspondence concerning the matter to my attention. I will be taking over the case from Brian Cline in our office.

----Original Message-----

From: marybeth\_hollman@gmexpert.com [mailto:marybeth\_hollman@gmexpert.com]

Sent: Wednesday, April 06, 2011 8:07 AM

To: Larry Chae

Subject: v GM / 2007 Chevrolet Tahoe

RE: Customer Last Name: Service Request: 71-931416720

2007 Chevrolet Tahoe

Vehicle Identification Number: 1GNFC13J17R Customer Relationship Specialist:

Mary Beth Hollman

Telephone: 866-790-5700 Ext 41499

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As a side note, I have been addressing all correspondence to Mr. Cline. Would you prefer that any future correspondence goes to your attention?

(See attached file: Offer 4-6-2011 Flores.doc)

Regards,

Mary Beth Hollman

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Sincerely,

General Motors



Hollman.MaryBeth.GM.LC.040611.CounterOffertoGM.pdf



April 8, 2011

Brian Cline, Esq. The Bickel Law Firm 750 B St Ste 1950 San Diego, CA 92101

RE:

v. General Motors

Service Request: 71-931416720

2007 Chevrolet Tahoe

Vehicle Identification Number: 1GNFC13J17R

Customer Relationship Specialist: Mary Beth Hollman

Dear Mr. Cline:

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).

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A cash settlement of \$12,000.00.

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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 and return it 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.

Please refer to the service request number above when calling 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

August 1, 2011 Page 2	
cc: FILE	
LG0043 V10132009	
Odometer	-
Client's Signature	Client's Signature
Date	Date

# THE BICKEL LAW FIRM, INC.

An Automobil e Lemon Law Firm of California
1950 SYMPHONY TOWERS, 750 B STREET
SAN DIEGO, CALIFORNIA 92101-8107
TELEPHONE 619.374.4100 FACSIMILE 619.231.9040
LARRYCHAE@BICKELLAWFIRM.COM
WWW.BICKELLAWFIRM.COM

April 8, 2011

# Via Email

Mary Beth Hollman GM BCR Legal marybeth\_hollman@gmexpert.com

Re: v. General Motors, LLC

2007 Chevrolet Tahoe, VIN: 1GNFC13J17R

SETTLEMENT CORRESPONDENCE PROTECTED FROM USE PURSUANT TO CALIFORNIA EVID. CODE §1115-19; 1152-54, ET SEQ.

Dear Ms. Hollman,

This is in response to General Motors, LLC's offer for a "cash and keep" settlement regarding my client, "vehicle. Unfortunately, the offer is not in compliance with Cal. Civ. Code §1790 et seq. (commonly known as the "Song-Beverly Consumer Warranty Act"). Under California Civil Code §1793.2(d)(2), GM's obligation was to promptly make restitution to my client, which includes an amount equal to the actual price paid or payable by the buyer, including charges for transportation and manufacturer-installed options, collateral charges such as sales tax, license fees, registration fees, any other official fees, plus incidental damages, consequential damages, attorney's fees and costs, and civil penalty damages.

To date, GM's obligation pursuant to the Song-Beverly Consumer Warranty Act is as follows:

\$ -5,841.28	Negative Equity
\$ 42,647.40	60 Payments of \$710.79 (thru 5/15/11)
\$ ATP	Payments after 5/15/11 (if applicable)
\$ ATP	Current Registration
\$ 83,860.38	Civil Penalty Damages
\$ 5,142.00	Attorney's Fees/Costs (to date)
\$ <u>-9,046.24</u>	Less Mileage Offset at 33,546 miles

)

\$ 116,762.26 plus loan payoff Total Restitution

Notwithstanding the foregoing, I have received a one-time authorization to settle the matter for \$25,000.00, inclusive of all fees and costs. This offer is made in an effort to preempt further litigation and associated costs and will remain open through April 13, 2011 only, at which time an Answer from GM will be due and my client will seek a full repurchase for her vehicle.

Thank you for your time and attention to this matter.

Very truly yours,

/s/

LARRY W. CHAE, ESQ.



<LarryChae@bickellawfi

04/08/2011 04:34 PM

To <marybeth\_hollman@gmexpert.com> CC bcc v GM / 2007 Chevrolet Tahoe Subject RE:

Dear Mary Beth,

Please note that in each of the three repair visits (to date), my client made the same complaint, which was attempted to be repaired in one manner or another. However, as each successive visit reveals, the defects were not repaired to warranty-standards. The fact that the last visit took place only 2 months ago does not suggest that the defects have been completely repaired to warranty standards, especially in light of the timing of each successive visit. I have spoken with my client, and, although the concerns are ongoing, my client has lost faith with the ability of GM to fully repair the vehicle (which is the reason for the current lawsuit seeking repurchase).

Pursuant to California's Song-Beverly Consumer Warranty Law, if a substantially impairing defect is unable to be repaired to warranty-standards within a reasonable number of attempts, the manufacturer is obligated to offer a repurchase or replacement, at the consumer's election. As set forth in our Complaint and as further discovery will reveal, my client has presented the vehicle to GM's authorized repair facilities, a reasonable number of times, to repair the same defect. On each of those occasions, GM's authorized repair technicians performed, ultimately unsuccessful, repairs. The vehicle is currently still exhibiting the same concerns and has NOT been brought to warranty-standards. Consequently, my clients are entitled to, and desire, a full repurchase.

However, in an effort to keep costs on all sides to a minimum, my client has authorized me to make a one time cash and keep offer, per the attached letter. Please review the letter and advise whether GM will be amendable to the settlement.

Sincerely,

Larry Chae

----Original Message----

From: marybeth\_hollman@gmexpert.com [mailto:marybeth\_hollman@gmexpert.com]

Sent: Friday, April 08, 2011 7:09 AM

To: Larry Chae

Subject: RE: v GM / 2007 Chevrolet Tahoe

RE: Customer Last Name: Service Request: 71-931416720

2007 Chevrolet Tahoe

Vehicle Identification Number: 1GNFC13J17R Customer Relationship Specialist:

Mary Beth Hollman

Telephone: 866-790-5600 Ext 31064

Dear Mr. Chae,

I suggest that you re-review the facts of your client's case. You client has had no more than 3 visits for any one concern. Noise complaints did not arise until 33,567 miles of use and there have been less than 20 days out of service (only 8 of which occurred within the General Motors New Vehicle Limited Warranty).

We are familiar with the theory of "shaken faith". Krohn & Moss and their ilk quote the Zabriski case all the time in their implied warranty claims.

This case does not appear to have any presentations during the implied warranty theory on which such a claim might be premised. Nor does this service history come even vaguely close to that in the Zabriski case. Even Isip had a far more storied history than this unit, on a far more expensive vehicle, yet resulted (we understand) in an award of just \$10,000.

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I tried to get back to you yesterday morning and afternoon on this, but it seems my email has not been cooperating!

(See attached file: Offer 4-8-2011 doc)

Regards,

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** 

"Larry Chae" <LarryChae@bickel lawfirm.com>

To

<marybeth\_hollman@gmexpert.com>

04/06/2011 01:20

CC

PΜ

Subject RE: v GM / 2007 Chevrolet

Tahoe

Dear Mary Beth,

Unfortunately, my clients have indicated to me that they have lost all faith in the vehicle's safety and ability of GM to fully repair the vehicle. As such, they are not interested in a cash & keep offer, but request a full repurchase.

In an attempt to settle this matter before additional costs are incurred by either side, I am attaching a new offer for repurchase. Please review the offer and advise.

Thank you.

Larry Chae

PS. Yes, please address future correspondence concerning the matter to my attention. I will be taking over the case from Brian Cline in our office.

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Sent: Wednesday, April 06, 2011 8:07 AM

To: Larry Chae

Subject: v GM / 2007 Chevrolet Tahoe

RE: Customer Last Name: Service Request: 71-931416720

2007 Chevrolet Tahoe

Vehicle Identification Number: 1GNFC13J17R Customer Relationship

Specialist: Mary Beth Hollman

Telephone: 866-790-5700 Ext 41499

Dear Mr. Chae,

I have attached General Motors' offer of \$11,000.00 inclusive of all costs and fees. Our records indicate that there have been no more than 3 repairs to your client's concerns and less than 20 days out of service within your client's entire vehicle ownership. The last time your client has been into a GM dealer for any concern was February 21, 2011. If there are any new repairs or additional information your firm is able to provide I will be happy to re-evaluate that information. Until such time as any additional information is provided I will continue to value this as a cash case.

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Sincerely,

**General Motors** 

(See attached file: Hollman.MaryBeth.GM.LC.040611.CounterOffertoGM.pdf)

353

Hollman.MaryBeth.GM.LC.040811.CounterOffertoGM.pdf



To marybeth\_hollman@gmexpert.com

CC

bcc

Subject Re: Fw: v GM / 2007 Chevrolet Tahoe

Attach this, and remove it.

Gregory Garguilo (gregory.garguilo@gm.com) Legal Coordinator Western and South Central Regions General Motors Legal Staff (512) 386-0772 (Ph) (248) 267-4501 (Fax)

From: marybeth\_hollman@gmexpert.com

To: gregory.garguilo@gm.com Date: 04/11/2011 03:01 PM

Subject: Fw: Flores v GM / 2007 Chevrolet Tahoe

Greg,

See the below email and attachment (demanding \$25k) I received from Bickel. I already sent my max at \$12,000 inclusive. NFA? Removal? There are only 3 repairs and we are still getting the shaken faith defense.

Regards,

Mary Beth Hollman

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Sincerely,

Tahoe

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Vehicle Identification Number: 1GNFC13J17R Customer Relationship

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Telephone: 866-790-5600 Ext 31064

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Sincerely,

**General Motors** 

> Subject RE: Flores v GM / 2007 Chevrolet Tahoe

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Vehicle Identification Number: 1GNFC13J17R Customer Relationship

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Sincerely,

## General Motors

(See attached file: Hollman.MaryBeth.GM.LC.040611.CounterOffertoGM.pdf) (See attached file: Hollman.MaryBeth.GM.LC.040811.CounterOffertoGM.pdf)[attachment "Hollman.MaryBeth.GM.LC.040811.CounterOffertoGM.pdf" deleted by Gregory J Garguilo/C/US/GM/GMC]

Nothing in this message is intended to constitute an electronic signature unless a specific statement to the contrary is included in this message.

Confidentiality Note: This message is intended only for the person or entity to which it is addressed. It may contain confidential and/or privileged material. Any review, transmission, dissemination or other use, or taking of any action in reliance upon this message by persons or entities other than the intended recipient is prohibited and may be unlawful. If you received this message in error, please contact the sender and delete it from your computer.

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

Latest Revision Date: 4/13/2011

# **All Fields Are Required**

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

SR: 71-931416720 GM Legal File / BBB Case No.: 726072 By: Mary Beth Hollman, Legal ML Negotiator: Mary Beth Hollman, Legal ML

State: California 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: 1GNFC13J17R110242 5/1/2006 New 114547

Year, Make & Model: 2007 Chevrolet Tahoe Vehicle Purchased New

Current Mileage: 56,781 Dealer Name: Maurice J. Sopp & Son

(CLOSED)

Sale Type: Purchase X Lease Other : N/A CAM Name: Mick Gonzalez Phone Number: 805-373-8417

Lien holder: GMAC Other X: Bank of America DVM Name: Paul Byrne

Phone/ Cell Number: 805-279-8324

paul.byrne@gm.com

Purchase Price of Vehicle: \$ 33,860.00

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

Attorney Involvement: The Bickel Law Firm – Brian Cline, PC Service Manager Name: CLOSED

Fax Number: 619-231-9040

Phone Number: 619-374-4100 Phone Number: CLOSED

Are there <u>additional</u> field personnel involved? If Yes, List the name, including role (DVM, DSM, etc.)

and phone number. Repeat as necessary.

None

Are there additional dealerships involved? If Yes, List the dealership name, contact name, and phone

number. Repeat as necessary. Camino Real Chevrolet - 114549 2401 S Atlantic Blvd Monterey Park, CA 91754 323-264-3050 - Gary Takamine, SVM

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.

Not known – Primary selling dealership is now closed

**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.

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>5</u>			
Date:	RO #:	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:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
N/A	N/A	N/A	N/A	N/A
☐ Restra	<u>iints</u>			
Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
N/A	N/A	N/A	N/A	N/A
☐ Steerir	<u>ng</u>			
Date:	RO #:	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:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
<u>Date:</u> 1/19/09	RO #: 079110	Days Out:	Mileage: 33,526	Description of Complaint and Repair Performed:  Maurice J. Sopp & Son (CLOSED)  C/S – Vehicle will not go into forward gears / Forward sprag broke, damaging over run clutches / Replaced forward sprag, over run clutches. Road tested. Vehicle running to factory specs.  Vehicle towed in M&J Towing (Cust offered a rental , no indication whether or not accepted)
				Maurice J. Sopp & Son (CLOSED) C/S – Vehicle will not go into forward gears / Forward sprag broke, damaging over run clutches / Replaced forward sprag, over run clutches. Road tested. Vehicle running to factory specs.  Vehicle towed in M&J Towing
1/19/09				Maurice J. Sopp & Son (CLOSED) C/S – Vehicle will not go into forward gears / Forward sprag broke, damaging over run clutches / Replaced forward sprag, over run clutches. Road tested. Vehicle running to factory specs.  Vehicle towed in M&J Towing
1/19/09 <b>⊠ Axle</b>	079110	3	33,526	Maurice J. Sopp & Son (CLOSED)  C/S – Vehicle will not go into forward gears / Forward sprag broke, damaging over run clutches / Replaced forward sprag, over run clutches. Road tested. Vehicle running to factory specs.  Vehicle towed in M&J Towing (Cust offered a rental , no indication whether or not accepted)  Description of Complaint and Repair Performed:  Maurice J. Sopp & Son (CLOSED)  C/S – While driving at any speeds rear differential makes a howling noise / Pinion bearings got pitted, damaging side bearings and pinion gears washers – Replace pinion bearings and side bearings with pinion gear washers. Road tested. Vehicle noise no longer there.
1/19/09	079110 RO #:	3  Days Out:	33,526  Mileage:	Maurice J. Sopp & Son (CLOSED) C/S – Vehicle will not go into forward gears / Forward sprag broke, damaging over run clutches / Replaced forward sprag, over run clutches. Road tested. Vehicle running to factory specs.  Vehicle towed in M&J Towing (Cust offered a rental , no indication whether or not accepted)  Description of Complaint and Repair Performed:  Maurice J. Sopp & Son (CLOSED) C/S – While driving at any speeds rear differential makes a howling noise / Pinion bearings got pitted, damaging side bearings and pinion gears washers – Replace pinion bearings and side bearings with pinion gear

				got pitted causing concern. Necessary to replace – Installed new front and rear pinion bearings. Adjusted preload. Road tested vehicle, noise is no longer hears ** Semi floating differential
2/21/11	39672	8	55,662	Camino Real Chevrolet C/S – There is a grinding noise heard in differential while driving / Verified concern, checked and found noise coming from rear differential internally. Disassembled and found outer pinion bearing pitted, metal contamination, ring pinion worn, incorrect gear pattern – Replaced ring and pinion, pinion bearings, carrier bearings. Test drove vehicle and verified repairs.
☐ Body/	Trim			
Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
4/14/08	065598	2 (Estimate – Unknown)	27,245	Maurice J. Sopp & Son (CLOSED) – Per GWM – PC Unable to Provide C0331 - Strip, Rear Door Window Outer Sealing - Left - R&R Or Replace C0330 - Strip, Rear Door Window Outer Sealing - Right - R&R Or Replace B1785 - Rear Window Wiper Arm Replacement
1/26/09	079455	*	33,567	Maurice J. Sopp & Son (CLOSED) C/S — Left front inside chrome handle peeling / Driver handle chrome peeling, necessary to replace — Front side door inside handle replacement — Left side.
☐ 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:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
4/14/08	065598	*	27,245	Maurice J. Sopp & Son (CLOSED) – Per GWM – PC Unable to Provide R4490 - Remote Control Door Lock Transmitter Replacement
☐ Glass	DO #.	Davis Out	Milaama	Description of Complaint and Dencis Denformed
<u>Date:</u>	RO #: 065598	Days Out:	Mileage:	Description of Complaint and Repair Performed:  Maurice 1, Son 9, Son (CLOSED) - Por CWM - PC Unable to Provide
4/14/08	005598	*	27,245	Maurice J. Sopp & Son (CLOSED) – Per GWM – PC Unable to Provide C0034 - Windshield Replacement
☐ <u>HVAC</u>				
Date:	RO #:	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
☐ Wheel	<u>/Tires</u>			
Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:

N/A	N/A	N/A	N/A	N/A
□ Recall	s / Camp	aigns		
Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
4/14/08	065598	*	27,245	Maurice J. Sopp & Son (CLOSED) – Per GWM – PC Unable to Provide Y0152 - 07033 - Service Update - Reprogram BCM (Service Update for Battery Rundown)
☐ Other				
Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
2/21/11	39672	*	55,662	Camino Real Chevrolet Lube Oil and Filter Customer requests a complete fuel system service - \$315.00

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)	Dealer
What type of damage was sustained (example: front end collision)?	
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)	N/A N/A
If Yes obtain the following information below	
Insurance Company:	N/A
Insurance Rep: (First and Last Name)	N/A
Phone #	N/A
Claim Made? (Y or N):	N/A
Claim Status: Pending/ Denied/ NA	N/A
Claim #	N/A
Did Insurance Company refer customer to GM? (Y or N)	N/A
If Yes. Did the insurance company deny the claim? (Y or N)	N/A
AFTERMARKET MODIFICATIONS: Are there any Aftermarket Modifications to the Vehicle? (Y or N)	_N
If "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. $\ensuremath{\text{N/A}}$	
Have you confirmed modification with the dealership? (Y or N)	Y - Dealer
PERTINENT FACTS FROM All SR's RELATED TO THIS VIN:	

Concern: N/A

Date & Offer/Result: N/A

Concern: N/A

Date & Offer/Result: N/A

Concern: N/A

Date & Offer/Result: N/A

# BBB PROGRAM SUMMARY ASSESSMENT:

(Note: This section only applicable for ADR cases)

What State is BBB Case Filed In? N/A

What is the customer eligible for based on the BBB Program Eligibility Guidelines and the specific states lemon law requirements for meeting presumption? (Explain in Detail)  $N/\Lambda$ 

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

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

N/A

# **Customer/Plaintiff Seeks:**

Repurchase + Attorney Fees + Civil Penalty

# **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.

Violation of the Song-Beverly Warranty Act - Recurrent "howling", "grinding", and/or "clunking" noises seeming to originate from the rear of the car and/or underneath the car - Failure to replace vehicle or make restitution

Note: This section only applicable	a for I again
Note: This section only applicabl	e ior regal cases

Is Lemon Law Pled/Alleged?: Yes

Under what State? California Claimed Presumptive? Yes

Does Purchase Qualify? Yes If not, why? N/A

# **State Presumption Is:**

# of Visits for a Non-Conformity? # of visits for a Safety Complaint? Must Complaint Continue to Exist? Time Period for filing a Claim?

4 # of Days out of Service? 30
2 # of Visits Total? N/A
No Final Repair/Arbitration Required? Yes

18 months / 18,000 miles – 4 years after last visit for defective non-conformity

# Vehicle Service History (During Presumptive Period) is:

<pre># of Visits for a Non-Conformity?</pre>	0	# of Days out of Service?	0
<pre># of visits for a Safety Complaint?</pre>	0	# of Visits Total?	0
Complaint appears to Continue?	No	Final Repair/Arbitration Complete?	No

# Does History appear Presumptive: No

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

# of Visits for a Non-Conformity? 1 – Transm # of Days out of Service? 8

1 - Axle

# of visits for a Safety Complaint? 0 # of Visits Total? 3
Must Complaint Continue to Exist? N/A Final Repair or Arbitration Req'd? N/A

# Related Repairs beyond NVLW: Yes

Customer Pay? No If no, identify responsible party: Powertrain Additional Days out of Service? 10 Additional # of Repair Visits? 2

# Other Considerations: No

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

# **RECOMMENDATION AND RATIONALE:**

Reminder: This section must reflect the data and evaluations above. Take into consideration Field and Service Manager information and recommendations.

## Pertinent vehicle information provided by DVM/DSM/CAM:

Paul Byrne, DDMA - I am not aware of this vehicle or customer's concerns

## Pertinent vehicle information provided by dealer Service Manager:

Gary Takamine, SVM Camino Real – Has only seen the vehicle one time and is not familiar with vehicle/customer. Does not know who may have retained documents for Maurice Sopp & Sons.

Mike Ferafin, SVA Camino Real – No new visits as of 4/1/2011

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

- 1. There are 3 repairs and 13 days out of service for pitted pinion bearings within beginning in the NVLW and continuing into the Powertrain Limited Warranty.
- 2. The vehicle is still within the Powertrain Limited Warranty

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

- 1. There were no repairs to the vehicle within the presumptive period of 18 mo/18,000 miles.
- 2. There have not been 4 or more repairs to any one concern, no safety related repairs or 30 or more days out of service during ownership.

Are there any considerations to be made under other applicable laws? (Explain in detail) No

# **Recommendation:**

CRS recommends \$9,000 - \$12,000 inclusive – Negotiations to end at \$12k unless PC will reconsider cash discussion or new information is received.

## Rationale:

There have been 3 visits and 13 days out of service related to pitted pinion bearings (1 in NVLW and 2 in PLW). There have not been 4 or more repairs to any one concern, no safety related repairs or 30 or more days out of service during ownership. Only complaint listed in complaint is differential noise. CRS recommends cash offer due to unknown potential for vehicle to have an additional differential repair within the PLW. CRS found no additional research that indicated that this particular make and model has any history of differential concerns that relate to customer's concerns.

# **Settlement/Defense Strategy:**

Negotiate reasonable cash offer to resolve alleged breach of Powertrain Limited Warranty claim.

# 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: Repurchase	Settlement Type: Repurchase Date: 3/25/2011	Countered
CRS Initial Offer: Amount to Plaintiff/Atty: Inclusive Offer:	\$9,000.00	Settlement Type: Cash Date: 4/5/2011	Countered
Plaintiff Counter:: Amount to Plaintiff/Atty: Inclusive Offer:	Repurchase \$40,992.91 + Loan Payoff	Settlement Type: Repurchase Date: 4/5/2011	Countered
CRS Counter: Amount to Plaintiff/Atty: Inclusive Offer:	\$11,000.00	Settlement Type: Cash Date: 4/6/2011	Countered
Plaintiff Counter:: Amount to Plaintiff/Atty: Inclusive Offer:	\$ 37,606.88 + Loan Payoff	Settlement Type: Repurchase Date: 4/6/2011	Countered
CRS Counter: Amount to Plaintiff/ Atty: Inclusive Offer:	\$12,000.00	Settlement Type: Cash Date: 4/7/2011	Countered
Plaintiff Counter:: Amount to Plaintiff/ Atty: Inclusive Offer:	\$25,000.00	Settlement Type: Cash Date: 4/8/2011	Removed 4/13/2011
CRS Counter: Amount to Plaintiff/Atty: Inclusive Offer:	\${Amount}/\${Amount} \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Countered}
PLAINTIFF Final Offer: Amount to Plaintiff/Atty: Inclusive Offer:	\${Amount}/\${Amount} \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Declined}
CRS Final Offer: 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.

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: N/A Date: N/A

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.



04/13/2011 05:02 PM

To miklos.gonzalez@gm.com@SITELCWEB

cc Cortney.DeAngelo@gm.com, gregory.garguilo@gm.com

bcc

Subject Lawsuit Removal Notification

RE: Customer Last Name: Service Request: 71-931416720

2007 Chevrolet Tahoe

Vehicle Identification Number: 1GNFC13J17R
Customer Relationship Specialist: Mary Beth Hollman

Telephone: 866-790-5600 Ext 31064

Dear Mr. Gonzalez,

The above-referenced case is being removed to local counsel. Please find attached: my letter of removal, case assessment and all offers made to date.







1. Case Assessment - Flores.doc Removal Letter to CAM.doc Offer 4-5-2011 Flores.doc





Offer 4-6-2011 Flores.doc Offer 4-8-2011 Flores.doc

Regards,

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** 

Logout



April 11, 2011

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

**CUSTOMER** 

## View Vehicle Build

(3)

This screen allows GMVIS users to view the initial build information on the selected VIN including option codes with descriptions (where available).

### Vehicle Information

VIN: 1GNFC13J17R Model: CC10706-2007 TAHOE 4X2 LT Service Contract: No Branded Title: No Warranty Block: No PDI Status: No

Order Type: 70 - RETAIL - STOCK

Field Actions: 0 Open

### Vehicle Build

Model: CC10706-2007 TAHOE 4X2 LT Order Number: JQPC37 Build Date: 01/05/2006

Build Plant: R-

Gross Vehicle Weight: 3,223

# **Option Codes**

\*IVH is not the definitive source of GM Vehicle RPO information and is intended for service reference only. Should there be any questions about the vehicle's original build or RPO information please refer to the original vehicle invoice or window sticker.

19D - EBONY 19I - EBONY

1LT - TAHOE LT1 EQUIPMENT GROUP 1SZ - OPTION PKG DISCOUNT

50U - SUMMIT WHITE **6RM - SUSPENSION** 7RM - SUSPENSION A31 - POWER WINDOWS A95 - FRONT HIGH BACK BUCKET SEATS AG1 - POWER DRIVER SEAT

AJ1 - DEEP TINTED GLASS ALO - SENSOR INDICATOR INFLATABLE RESTRAINT FRT

PASS

AM8 - REAR BENCH SEAT AP8 - REMOTE VEHICLE STARTER PREP PKG

ARL - PLANT CODE-ARLINGTON, TX AS3 - 3-PASSENGER, 3RD ROW SEAT AU3 - POWER DOOR LOCK SYSTEM AXP - MPV VIN IDENT POSITION

B30 - CARPETING, COLOR-KEYED B58 - COLOR-KEYED FLOOR MATS, CARPETED

**B85 - BODY SIDE MOLDING BVE - ASSIST STEPS** C25 - REAR WINDOW WIPER & WASHER C36 - REAR HEATER

C49 - ELECTRIC REAR WINDOW DEFOGGER C5Y - GVW RATING-7100 LB

C69 - AIR CONDITIONING -FRONT & REAR CJ2 - DUAL-ZONE AUTO AIR CONDITIONING D07 - CUSTOM FRONT FLOOR CONSOLE DF5 - ISRV MIRROR W/COMPASS & TEMP

DH6 - LIGHTED VISOR/VANITY MIRRORS DK8 - DELUXE OVERHEAD CONSOLE DL8 - DUAL PWR HEATED OSRV MIRRORS E52 - LIFTGATE/LIFTGLASS **EVA - EVAP EMISSION REQUIREMENT** GT4 - REAR AXLE - 3.73 RATIO

JD9 - BRAKES, 17" DISC/DISC K34 - CRUISE CONTROL

KUP - THROTTLE CONTROL ELECTRONIC KW1 - 160 AMP ALTERNATOR LY5 - VORTEC 5.3L V8 GAS ENGINE W/ M30 - 4-SPD AUTOMATIC TRANSMISSION

ACTIVE FUEL MGT TECHNOLOGY NP5 - LEATHER WRAPPED STEERING NU5 - EMISSION CALIFORNIA BIN 4

NZ4 - FULL SIZE SPARE WHEEL P46 - 17" ALUMINUM WHEEL QAN - P265/70R17 ALS BW TIRES **R5C - TIRE BRAND BRIDGESTONE** 

R9N - PROCESSING OPTION ONLY LEATHER SEAT TRIM R6P - PREMIUM PAINT

SAF - SPARE TIRE LOCK SLM - STOCK ORDERS T74 - HEADLAMPS SLT - EQUIP CHEV 'LT' SALES PKG T96 - FOG LAMPS TL1 - GRILLE U2K - XM SATELLITE RADIO - SERVICE FEE U84 - ANTENNA

EXTRA. 1ST 3 MONTHS INCL.

WHEEL

UE1 - ONSTAR SERVICE: INCLUDES 1 YEAR UJ6 - TIRE PRESSURE MONITOR

### For this vehicle:

→ View Vehicle Summary

Service

Contract

→ Branded Title

→ Warranty Block

View Vehicle Build

View Vehicle Component Summary

View Vehicle

Transaction History <u>Detail</u>

View Vehicle Delivery

Information

SAFE & SOUND PLAN

UK3 - STEERING WHEEL RADIO CONTROLS UK6 - REAR SEAT AUDIO CONTROLS

UQA - BOSE PREMIUM SPEAKER SYSTEM US9 - AM/FM STEREO W/MP3 COMPATIBLE 6-DISC CD

V1K - LUGGAGE RACK - CROSS BARS V73 - STATEMENT OF VEHICLE CERT.-

U.S. /CANADA

VGE - BODY COLOR REAR FACIA

VR4 - WEIGHT DISTRIB. PLATFORM HITCH

X88 - CHEVROLET CONVERSION

YD5 - BASE FRONT SPRING YE9 - LS TRIM

ZVL - SPARE TIRE, P265/70R17 ALS BW

ZY1 - SOLID PAINT

CHANGER (REPLACES STD/OPT RADIO)

V54 - LUGGAGE RACK - SIDE RAILS VGD - BODY COLOR FRONT FACIA

VK3 - FRONT LICENSE PLATE MOUNT VXS - COMPLETE VEHICLE LABEL

YD3 - BASE AXLE

YD6 - BASE REAR SPRING YF5 - 50-STATE EMISSIONS

ZW7 - PREMIUM RIDE SUSPENSION

## **Added Option Codes**

~BB-

Global Warranty Management: Site Map

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■ Logout



April 11, 2011

Global Warranty Management: Main > Interface With Customer > View Vehicle Delivery Information

CUSTOMER

# View Vehicle Delivery Information

(8)

This screen allows GMVIS users to view the available information for the selected VIN delivered to the Service Agent and the ultimate customer. Not all sections will be populated for all VINs.

### Vehicle Information

VIN: 1GNFC13J17R Service Contract: No

Branded Title: No

Model: CC10706-2007 TAHOE 4X2 LT Warranty Block: No

PDI Status: No

Order Type: 70 - RETAIL - STOCK

Field Actions: 0 Open

### **Invoice Information**

Invoicing Service Agent: 114547 MAURICE J. SOPP & SON 6400 S ATLANTIC BLVD BELL CA 90201-2597 3235628600

Ship to Information

Invoicing Service Agent: 114547 MAURICE J. SOPP & SON 6400 S ATLANTIC BLVD BELL CA 90201-2597 3235628600 Ship to Date: N/A

Invoice Date: 01/11/2006

## **Delivery Information**

Delivery Service Agent: 114547 MAURICE J. SOPP & SON 6400 S ATLANTIC BLVD BELL CA 90201-2597 3235628600

. Delivery Date: 05/01/2006 Delivery Type: 010—INDIVIDUAL Delivery Odometer: 21

## In Service Information

Invoicing Service Agent:

In Service Date: N/A In Service Type: 0000 In Service Odometer: 0

Global Warranty Management: Site Map

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For this vehicle:

→ View Vehicle Summary

Service

→ Contract

 $\rightarrow$  Branded Title

→ Warranty Block

→ View Vehicle Build

View Vehicle Component Summary

View Vehicle

Transaction History View Vehicle Delivery

Information

■ Logout

Warranty

April 11, 2011

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

CUSTOMER

# View Vehicle Summary

(B)

This screen allows GMVIS users to view the Summary of Vehicle Information, Field Actions, Service Information, Applicable Warranties, Transaction History, Service Contract(s) if applicable, Warranty Block, Branded Title information and OnStar and XM Radio information (if applicable).

## Vehicle Information

VIN: 1GNFC13J17R Model: CC10706-2007 TAHOE 4X2 LT Service Contract: No Branded Title: No Warranty Block: No PDI Status: No

Order Type: 70 - RETAIL - STOCK

Field Actions: 0 Open

## Required Field Actions

Open field actions are highlighted

Туре	Number	Original Nbr	Description	Release Date	Status
Service Update Bulletins	N060024	06024	SERVICE UPDATE - HVAC MODULE REPROGRAM - "EXPIRES SEPTEMBER 30, 2006"	03/23/2006	Closed
Service Update Bulletins	N070033	07033	SERVICE UPDATE - INVENTORY & CUST. VEHS-BATTERY RUNDOWN-*EXP W/BASE WARRANTY*	02/06/2007	Closed

### **Branded Title**

\*The VIN information contained herein and information derived therefrom is the proprietary property of The Polk Company and is to be used only for the purpose of warranty verification and shall not be used for any other purpose whatsoever.

Vehicle has no current record of branded titles.

### Warranty Block

Vehicle has no current record of warranty block.

# Service Information

Vehicle has no current record of outstanding service information.

### OnStar and XM Satellite Radio Information

Refer to Help page for details. For OnStar contact 888.ON.STAR1 (888.667.8271) and for XM Radio contact 877.GET.XMST (877.438.9677).

OnStar Equipped: Y XM Equipped: Y

XM Radio ID: RKHJG0W1

OnStar Status: Inactive XM Status: Inactive

Valid warranties are highlighted

OnStar Vehicle Diagnostics: N

DMN Enabled: N

### Applicable Warranties

Valid	Description	Warranty Add Date	Start Date	Effective Odometer	End Date	End Odometer	
	Special Coverage 09239	07/16/2010	05/01/2006	21 MI	05/01/2016	100.021 MI	

### For this vehicle:

- → View Vehicle Summary
  - Service
  - Contract
  - → Branded Title
  - → Warranty Block
- View Vehicle Build
- View Vehicle
- Component Summary
- <u>View Vehicle</u> <u>Transaction History</u> <u>Detail</u>
- View Vehicle Delivery <u>Information</u>