

James Bloss 1-866-790-5600  
 Ext 10723

① L-PCV Hose  
 L-Intake Open TBI  
 or Take TBI Off  
 ② 2 Tablsp. Acetone  
 If Excess, Pull L-V-Cover  
 + Balliz Ret. PIPHOTH  
 If V-Cover Passes, -OK  
 Aggressive, Little  
 Light A.S. Hose for  
 Restriction.

② If PCV Hose, or Intake  
 OK, Replace Pist. + Rings.

③ Still Working on It

④ Test New V-Cover, if  
 Replace.

⑤ If Issues, Check Cup  
 Debris.

R.O. OR W.O. NO.	EMPL. NO.	MECH. PAY \$	FLAT RATE TIME	W. TIME	REPAIR ORDER TIME	OFF ON	5 13 6
29480	2		2.9	Dxs	2.9	ON	5 13 3 5 13 4
R.O. OR W.O. NO.	EMPL. NO.	MECH. PAY \$	FLAT RATE TIME	W. TIME	REPAIR ORDER TIME	OFF ON	6 13 10 5
29480			.9		.9	ON	6 13 5 6 13 6
R.O. OR W.O. NO.	EMPL. NO.	MECH. PAY \$	FLAT RATE TIME	W. TIME	REPAIR ORDER TIME	OFF ON	6 13 6 4
29480	2		1.4		1.4	ON	6 13 4 6 13 7

Disassembled engine found all  
 pistons with carboned oil.  
 control rings #1 Rod + main  
 bearings show some scoring  
 no visible damage to crank  
 shaft needs bearing order d parts

R.O. OR W.O. NO.	EMPL. NO.	MECH. PAY \$	FLAT RATE TIME	W-TIME	REPAIR ORDER TIME	OFF ON	6 10 8
29480	2		.4		.4	6 10 4	
R.O. OR W.O. NO.	EMPL. NO.	MECH. PAY \$	FLAT RATE TIME	W-TIME	REPAIR ORDER TIME	OFF ON	6 12 0
29480	2		2		.2	6 11 0	
R.O. OR W.O. NO.	EMPL. NO.	MECH. PAY \$	FLAT RATE TIME	W-TIME	REPAIR ORDER TIME	OFF ON	7 9 6
29480	2		1.8		1.8	7 7 0	

PARTS ON ORDER  
 DATED 12/10/10 @ 5:00 PM

R.O. OR W.O. NO.	EMPL. NO.	MECH. PAY \$	FLAT RATE TIME	W-TIME	REPAIR ORDER TIME	OFF ON	12 13 4
29480	2		.5		.5	12 12 6	
R.O. OR W.O. NO.	EMPL. NO.	MECH. PAY \$	FLAT RATE TIME	W-TIME	REPAIR ORDER TIME	OFF ON	12 8 1
29480	2		1.0		1.0	12 11 1	

Jan 14th Mike B. Parts on  
 Spac Pist 1 + Rings  
 Ross here Jan 25th/11

Jan 14th [REDACTED] @ 1234 [REDACTED]

Would like molding replace and paint while there

1-22 9:16 Jessica (Hertz)

① On Hold 5 Minutes.

② Has Had Since 9th, 30 Day

R.O. OR W.O. NO.	EMPL. NO.	MECH. PAY \$	FLAT RATE TIME	W-TIME	REPAIR ORDER TIME	OFF ON	5 15 3
29480	2		2.5		2.5	5 12 0	
R.O. OR W.O. NO.	EMPL. NO.	MECH. PAY \$	FLAT RATE TIME	W-TIME	REPAIR ORDER TIME	OFF ON	5 11 6
29480	2		3.8		3.8	5 7 0	

1-22 9:57 R. Tam Rental  
Up to 15 Days + Shim No  
Parts.

2-5-10 Brian No change except 80.00 sent with  
Bill to Him

Prison recalls 061624  
08048 program code 112LE

Install piston, rings & new  
bearings. Crank & connecting  
rods. Assemble & torque to spec  
as per SI. Prime ~~engine~~  
~~oil~~ oiling system. Start  
test for leaks NPF SES  
P0449 had code.

Prison  
drive

Vert. valve up to date. Clear code test  
10+ miles. Op as designed all fluid levels ok.

vert valve

test drive

B455

test drive

leak at  
as designed

vert. From Crister ~~to~~ reconnect test of

R.O. OR W.O. NO.	EMPL. NO.	MECH. PAY \$	FLAT RATE TIME	W-TIME	REPAIR ORDER TIME	OFF	ON
29872	2		1.0		1.0	11 09 20	11 13 00
29803	2		2.5		2.5	11 11 50	11 12 50
29873	2		1.6		1.6	11 11 00	11 10 30
29480	2		2.6		2.6	11 12 15	11 13 00
09480	2		.8		.8	11 13 30	11 12 50
29480	2		2.3		2.3	11 12 00	11 09 00
29480	2		2.4		2.4	11 10 15	11 10 00
29480	2		1.4		1.4	11 10 20	11 00 00
29480	2		.5		.5	11 22 13 45	11 22 13 00

R.O. OR W.O. NO.	EMPL. NO.	MECH. PAY \$	FLAT RATE TIME	W. TIME	REPAIR ORDER TIME	OFF ON	8 10 13 -3
2980	2		3.0		30		

CAR.S Ready

Total Time 38.0

① Field Engineer: James Bloss

4-15 9:27 Estan

② Agreed to 25 Total Time  
on Piston Job.



Document ID: 2370844

Page 1 of 4

2007 Chevrolet Chevy Suburban - 4WD | Avalanche, Escalade, Suburban, Tahoe, Yukon (VIN C/K) Service Manual |  
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 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 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.

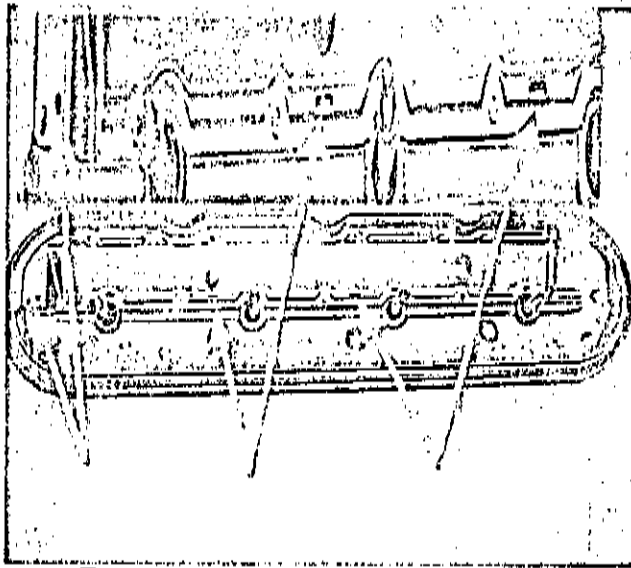
The cause of this is still under investigation. In the meantime, this PI has been updated with some new recommendations that may help while this is being investigated.

### Recommendation/Instructions:

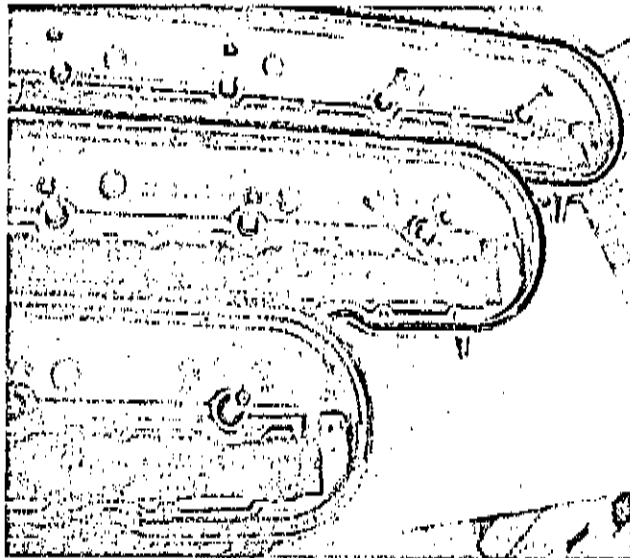
If this concern is encountered, follow the steps below:

- 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.

- 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.



- 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.

- 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 bulletins 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 bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.



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TECHNICIAN  
CERTIFICATION

## 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 :	1GNFK16357R
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### VEHICLE INFORMATION

Merchandising Model :	CK10906 -2007 SUBURBAN 4WD 1/2 TON LT			Warranty Start Date :	08/28/2006		
BARS Order Type :	60 - RETAIL - SOLD						
Delivering Dealer :	NORTHWOOD CHEVROLET 212 7TH ST EUREKA , CA 95501-1773 (707) 443-4861			Selling Source :	13 - CHEVROLET		
				Site Code :	06438		
				Business Associate Code :	112133		
Service Contract :	No	Branded Title :	No	Warranty Block :	No	PDI Status :	Paid

### REQUIRED FIELD ACTIONS

Type	Number	Description	Posted Date	Status
YT	06162	SERVICE UPDATE-INVENT/CUST VEHS E85 VFFS UPDATE REPGM ECM *EXPIRES 8YR/80K MI*	12/12/2006	Open
YT	07007	SERVICE UPDATE - REMOTE KEYLESS INOP/BATT LOW- GMT900 ONLY-*EXP W/BASE WARR*	02/06/2007	Open
RC	08048	HEATED WINDSHIELD WASHER MODULE SHORT CIRCUIT - ADD WIRE HARNESS	08/28/2008	Open

### SERVICE INFORMATIONAL ITEMS

Type	Number	Description	Posted Date	Status
EI	07036	WINDSHIELD GLASS STRESS CRACK/DISTORTION. REF. TSB 07-08-48-001.	02/09/2007	See Bulletin
EI	07140	SERVICE SUSPENSION MESSAGE (ECU) - REF. TSB 07-03-11-001	05/10/2007	See Bulletin

### ON STAR AND XM SATELLITE RADIO INFORMATION

OnStar Equipped	Yes	OnStar Status	Inactive	Refer to Help page for details or go to OnStar Online Enrollment (located on the "OnStar" tab in GM InfoNET) or (888)ONSTAR1 (888) 667-8271.			
XM Equipped	Yes	XM Radio ID	5BR7L0RK	XM Status	Inactive	Refer to Help page for details or: www.xmradio.gm.ca or Dealer Hotline 1.877.GET.XMST (1-877-438-9677).	

### APPLICABLE WARRANTIES

## 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	15 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	Type	Labor Operation	Odometer Reading
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	#	N0110 - 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)	13029 miles
08/08/2006	A46390	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0 miles

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12/28/2009

## SPAC Case Details

Page 1 of 1



SPAC Case Details

Print

View SPAC Case Details

Details of SPAC Case Number: G06548668

and G06548683

Customer Code : 506438

Order Number : 2418412

Backorder Quantity : 8

Shipped Date :

Tracking Number

Part Number: 12458338

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 SMGPO SPRINT Talk to  
Advea #507 He said to check Back 1-26-10  
for more update!

## SPAC Case Details

Page 1 of 1



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 NOTES 71-794170793

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

1/22/2010





**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
Mileage In	Mileage Out
35201	35201
Service Advisor / Tag #	
WILL MOBLEY	
Vehicle Identification Number	
1GNFK16357R	
Delivery Date	In-Service Date
8/28/06	8/28/06
Color	License Number
AMBER BRON	

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

DESCRIPTION OF SERVICE AND PARTS			AMOUNT
#1	MR WARR: WARRANTY REPAIR		
	CUSTOMER STATES THAT THE VEHICLE IS STILL USING OIL.		
	Caused by		
	POOR MACHING		
	Work performed by VICTOR RUELES (2 )		Warranty
	Work performed by VICTOR RUELES (2 )		Warranty
	Work performed by 10074 : 23084		Warranty
	Installed 89060486 : PISTON (00629-BPCT)	Qty: 8	Warranty
	Installed 19208677 : RING KIT (00643-BPCT)	Qty: 8	Warranty
	Installed 89017571 : BEARING K (00096-BPCKT)	Qty: 4	Warranty
	Installed 89017572 : BEARING K (00096-BPCKT)	Qty: 1	Warranty
	Installed 12493714 : BEARING K (00616-BPCKT)	Qty: 8	Warranty
	Installed 12574294 : GASKET (00207-BPCKT)	Qty: 1	Warranty
	Installed 12612350 : GASKET (01429-BPCKT)	Qty: 1	Warranty
	Installed 12589226 : GASKET (00289-BPCKT)	Qty: 2	Warranty
	Installed 12612045 : GASKET (00423-BPCKT)	Qty: 1	Warranty
	Installed 12612045 : 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 : SEAL (03336-CT)	Qty: 1	Warranty
	Installed 12346286 : SEALANT (08800-BOPCKT)	Qty: 1	Warranty
	Installed 12378556 : CLEANER (08800-BOPCKT)	Qty: 2	Warranty
	Installed 12346290 : COOLANT (08800-BOPCKT)	Qty: 2	Warranty
	Installed 12633578 : GASKET (00137-BPCKT)	Qty: 1	Warranty
	Installed 89060436 : SEAL KIT (00137-BPCKT)	Qty: 1	Warranty
	Installed 12585673 : SEAL (00207-BPCKT)	Qty: 1	Warranty
	Installed 12558840 : BOLT (00293-BPCKT)	Qty: 3	Warranty
	Installed 12558840 : BOLT (00293-BPCKT)	Qty: 7	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 the event of fire, theft or 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 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.**

**X**



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 #	
WILL MOBLEY	
Vehicle Identification Number	
1GNFK16357R	
Delivery Date	In-Service Date
8/28/06	8/28/06
Color	License Number
AMBER BRON	

EUREKA, CA			Work Phone	
			Home Phone	
Year	Make	Model	Body	
2007	CHEVROLET	SUBURBAN	UT	
141F				

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Installed 11571134 :BOLT (00293-BPCKT)	Qty: 3 Warranty
Installed 11571134 :BOLT (00293-BPCKT)	Qty: 17 Warranty
Installed 12556127 :BOLT (00056-BPCKT)	Qty: 10 Warranty
Installed 15077362 :SEAL (03611-CT)	Qty: 1 Warranty
Installed 15035747 :SEAL (03611-CT)	Qty: 1 Warranty
Installed 12617944 :GASKET (03270-BPCKT)	Qty: 2 Warranty
Installed 12570427 :COVER (00386-PCKT)	Qty: 1 Warranty
Installed 11570662 :BOLT (00623-BPCKT)	Qty: 16 Warranty
Installed 12560272 :BOLT (00056-BPCKT)	Qty: 10 Warranty
Installed 12560273 :STUD (00056-BPCKT)	Qty: 10 Warranty
Installed 12633904 :GASKET (00207-BPCKT)	Qty: 1 Warranty
Installed 89017524 :FILTER (01836-BOPCKT)	Qty: 1 Warranty
Installed 5W30 :OIL	Qty: 6 Warranty
Installed 12346290 :COOLANT (08800-BOPCKT)	Qty: 1 Warranty
THE ENGINE WAS OVER 3 QTS LOW ON OIL, WORKED WITH GM FIELD ENGINEER JAMES BLOSS CASE 11161199, DIAGNOISED, REPLACED ALL PISTONS, RINGS, MAIN AND ROD BEARINGS, ADJUST AND TORQUE TO SPEC, TEST DROVE TWICE, OPERATES AS DESIGNED. -----NEED TO DO ANOTHER OIL MONITOR TEST-----	
-----	
#2 - MR WARR: WARRANTY REPAIR CUSTOMER STATES THAT THE CHECK ENGINE LIGHT IS ON AND THE ENGINE IS MAKING NOISE. Caused by AS PER TECH BULLETIN Work performed by VICTOR RUELES (2 ) Installed 19208702 :SOLENOID (03130-C) Installed 25962086 :VALVE (03130-CT)	Qty: 1 Warranty Qty: 1 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 sold 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.

X



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

R/O Open Date	R/O Number
12/28/09	6029480/3
R/O Close Date	Status
4/15/10	Reprint
Mileage In	Mileage Out
35201	35201
Service Advisor / Tag #	
WILL MOBLEY	
Vehicle Identification Number	
1GNFK16357R	
Delivery Date	In-Service Date
8/28/06	8/28/06
Color	License Number
AMBER BRON	

EUREKA, CA		Work Phone		
		Home Phone		
Year	Make	Model	Body	
2007	CHEVROLET	SUBURBAN	UT	
141F				

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
DIAGNOIS CODE P0521, REPLACED THE VENT VALVE AS PER BULLETIN.	
#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) INSTALLED WASHER HARNESS. Qty: 1	Warranty Warranty
#8 * MR 004: RENTAL CAR	

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

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

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X



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

R/O Open Date	R/O Number
12/28/09	6029480/4
R/O Close Date	Status
4/15/10	Reprint
Mileage In	Mileage Out
35201	35201
Service Advisor / Tag #	
WILL MOBLEY	
Vehicle Identification Number	
1GNFK16357R	
Delivery Date	In-Service Date
8/28/06	8/28/06
Color	License Number
AMBER BRON	

EUREKA, CA				Work Phone	
				Home Phone	
Year	Make	Model	Body		
2007	CHEVROLET	SUBURBAN	UT		
141F					

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Caused by RENTAL Corrected by Z7907: COURTESY RENTAL-DUE TO PARTS DELAY Work performed by VICTOR RUELES (2 ) Work performed by 10202 : A30656673 Labor: Work performed by 10202 : Parts: 45 DAYS CAR RENTAL	Warranty Warranty Warranty
#9 * MR Z5001: FREIGHT Caused by FED EXPRESS Work performed by VICTOR RUELES (2 )  FED EXPRESS.	Warranty Warranty Warranty

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

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

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

EUREKA, CA			Home Phone	R/O Open Date	R/O Number
				1/22/10	6029902
				Time Received	Time Promised
				17:13	1/22 16:30
			Key Tag #	Current Mileage	Mileage Out
				35201	
Year	Make	Model	Body	Engine Code	Service Advisor
2007	CHEVROLET	SUBURBAN	HT		JEFF JEWELL
Vehicle Identification Number			License Number	Delivery Date	In-Service Date
1GNEK16357B				8/28/06	8/28/06
141E					

#1 - 117: MISC-REPAIR

CUSTOMER WOULD LIKE GOODWILL ASSISTANCE ON SIDE  
MOULDINGS ALL DISCOLORED CHECK AND ADVISE.C  
C  
C

R. REAR BTR 166

Original Estimate:

.00

24 10:30 P.M. → Renewal  
We should Goodwill

#2 BTR 76

Color Code

53U

WA317N

#3 BTR 76

WARRANTY

Date

2-11-10

Sign

RECEIVED

#4 BTR 76

#5 2500, WOOD

PARTS ON ORDER

2-25-10. Sign (G) Fed-EX

I hereby authorize the repair work shown to be done using the necessary material and agree that you are not responsible for loss or damage to vehicle or contents left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delay caused by unavailability of parts or delays in parts shipments by the supplier or manufacturer. 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 therein. Any warranty on vehicle and/or parts are those made by the manufacturer. The seller hereby expressly disavows all warranties, express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the dealer neither assumes nor endorses any other claim to or liability for a product in connection with the sale of any products. Any limitation contained herein does not apply where prohibited by law.

© 1998 ARIANA, Inc. - Chevrolet Association Group (May 1998)

Customer Signature

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



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

R/O Open Date	R/O Number
1/22/10	6029902/1
R/O Close Date	Status
4/15/10	Reprint
Mileage In	Mileage Out
35201	35203
Service Advisor / Tag #	
JEFF JEWELL	
Vehicle Identification Number	
1GNFK16357R	
Delivery Date	In-Service Date
8/28/06	8/28/06
Color	License Number
AMBER BRON	

EUREKA, CA			Work Phone	
			Home Phone	
Year	Make	Model	Body	
2007	CHEVROLET	SUBURBAN	UT	
141F				

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
<p>#1 - MR 117: MISC-REPAIR CUSTOMER WOULD LIKE GOODWILL ASSISTANCE ON SIDE MOULDINGS ALL DISCOLERED CHECK AND ADVISE. Caused by FADED Corrected by B7966: MOLDING, REAR DOOR RIGHT SIDE R&amp;R OR REPLACE Work performed by RICH YERTON (8 ) Work performed by 10225 : 12033 Installed 25991893 :MOLDING (17507-CT) Qty: 1 REPLACED MOLDING.</p>	<p>Warranty Warranty Warranty</p>
<p>#2 * MR B7976: MOLDING, REAR DOOR LEFT SIDE R&amp;R OR REPLACE Caused by FADED Corrected by B7976: MOLDING, REAR DOOR LEFT SIDE R&amp;R OR REPLACE Work performed by RICH YERTON (8 ) Installed 25991894 :MOLDING (17507-CT) Qty: 1 REPLACED DOOR MODLING.</p>	<p>Warranty Warranty</p>
<p>#3 * MR B7876: MOLDING, FRONT DOOR LEFT SIDE R&amp;R OR REPLACE Caused by FADED Corrected by B7876: MOLDING, FRONT DOOR LEFT SIDE R&amp;R OR REPLACE Work performed by RICH YERTON (8 ) Installed 25991768 :MOLDING (17507-CT) Qty: 1 REPLACED THE DOOR MOLDING.</p>	<p>Warranty Warranty</p>

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

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

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X



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

R/O Open Date	R/O Number
1/22/10	6029902/2
R/O Close Date	Status
4/15/10	Reprint
Mileage In	Mileage Out
35201	35203
Service Advisor / Tag #	
JEFF JEWELL	
Vehicle Identification Number	
1GNFK16357R	
Delivery Date	In-Service Date
8/28/06	8/28/06
Color	License Number
AMBER BRON	

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

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#4 * MR B7866: MOLDING, FRONT DOOR RIGHT SIDE R&R OR REPLACE Caused by FADED Corrected by B7866: MOLDING, FRONT DOOR RIGHT SIDE R&R OR REPLACE Work performed by RICH YERTON (8 ) Installed 25991767 :MOLDING (17507-C) Qty: 1 REPLACED THE DOOR MOLDING.	Warranty Warranty
#5 * MR Z5001: FREIGHT	Warranty

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

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

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X



EUREKA, CA			Home Phone	R/O Open Date	R/O Number
			Work Phone	2/05/10	6030162
			Key Tag #	17-13	2/05 16:30
			Current Mileage	35201	Mileage Out
Year	Make	Model	Body	Engine Code	Service Advisor
2007	CHEVROLET	SUBURBAN	UT		JEFF JEWELL
Vehicle Identification Number			License Number	Delivery Date	In-Service Date
1GNEK16357R				8/28/06	8/28/06
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  
PIECE WAS NOT IN THE PACKAGE.

W  
W  
W  
W

Original Estimate:

.00

51300

#2 25001 Will

6029480

1920 am

PARTS ORDERED  
Date 2-5-10  
Signature [Signature]  
Fed-ex

Customer Signature

FOREMAN'S SIG. '5



**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	Status
5/13/10	Reprint
Mileage In	Mileage Out
35201	35201
Service Advisor / Tag #	
JEFF JEWELL	
Vehicle Identification Number	
1GNFK16357R	
Delivery Date	In Service Date
8/28/06	8/28/06
Color	License Number
AMBER BRON	

EUREKA, CA			Work Phone	
			Home Phone	
Year	Make	Model	Body	
2007	CHEVROLET	SUBURBAN	UT	
141F				

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
<p>#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)          BROKEN OUT OF PACKAGE.</p>	<p>Warranty          Warranty</p>

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

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

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

#1 - 100C; LUBE, OIL, FILTER - CAR 5 QT  
CHECK ALL FLUID LEVELS AND CHECK TIRE PRESSURE

#2 - 115: 34-POINT FREE INSPECTION

#3 - 1.18: SET TIRE PRESSURES:

## FRONTS

REARS

#4 - 003: WASH THE VEHICLE

Original Estimate:

34.20

[illegible]

**LABOR**

[illegible]



CUSTOMER NAME \_\_\_\_\_ HOME PHONE \_\_\_\_\_  
 DATE \_\_\_\_/\_\_\_\_/\_\_\_\_ E-MAIL \_\_\_\_\_ BUSINESS PHONE \_\_\_\_\_  
 YEAR \_\_\_\_\_ MODEL \_\_\_\_\_ VIN \_\_\_\_\_  
 MILEAGE \_\_\_\_\_ R.O. # \_\_\_\_\_ SERVICE ADVISOR \_\_\_\_\_

# MULTI-POINT INSPECTION REPORT

☒ CHECKED & OKAY

☐ WILL REQUIRE FUTURE ATTENTION

☐ REQUIRES IMMEDIATE ATTENTION

## FLUID LEVELS

- ☒ Engine Oil  
☒ Transmission Fluid  
☒ Coolant  
☒ Brake Fluid  
☒ Power Steering Fluid  
☒ Clutch Fluid  
☒ Window Washer Fluid

## UNDER HOOD

- ☒ Engine Air Filter  
☒ Cooling System, A/C and Heating System  
☒ Radiator, Heater, A/C Hoses  
☒ Accessory Drive Belts

Recommend: \_\_\_\_\_

## UNDER VEHICLE

- ☒ Shocks, Struts, Suspension Components  
☒ Steering Linkage  
☒ Driveshaft, Transmission, U-joints, Shift Linkage  
☒ Springs  
☒ Exhaust System  
☒ CV Boots/Axle  
☒ Wheel Alignment

Recommend: \_\_\_\_\_

## GENERAL

- ☒ Head/Fog Lamps  
☒ Interior Lights  
☒ Signal Lights  
☒ Brake Lights  
☒ Tail Lights  
☒ Horn  
☒ Wiper Blades

Recommend: \_\_\_\_\_

## BATTERY

- ☒ Good Recharge  
☐ Bad  
☐ Factory Spec Cold Cranking Amps  
☐ Actual Cold Cranking Amps  
☒ Good  
☐ Bad Battery Terminals (Clean if necessary)

Comments: \_\_\_\_\_

## Your Next Service Appointment is:

DATE \_\_\_\_\_ TIME \_\_\_\_\_  
 ESTIMATE \_\_\_\_\_

DISTRIBUTION: PART 1 - CUSTOMER COPY PART 2 - DEALER COPY

## BRAKE INSPECTION

### MEASURE FRONT/REAR BRAKE LININGS

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Over 5mm or 3/32" (Disc) or Over 2mm or 3/32" (Drum)

3 to 5mm or 4/32" to 7/32" (Disc) or 1.01 to 2mm (Drum) or 2/32" to 3/32"

Less than 3mm or 4/32" (Disc) or 1mm or 2/32" or less (Drum)

☐ Brake Measurements Not Taken This Service Visit

Note Vehicle Damage: \_\_\_\_\_

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## TIRE INSPECTION

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Recommend: \_\_\_\_\_

 TIRE WEAR INDICATES: ☐ Alignment Check Needed ☐ Wheel Balance Needed

TIRE PRESSURE SET TO FACTORY RECOMMENDED PSI

FRONT 32 REAR 32



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

R/O Open Date	9/08/10	R/O Number	6033919/1
R/O Close Date	9/08/10	State	Pro-Invoice
Mileage In	40909	Mileage Out	40909
Service Advisor/Tag #	MARK CROSGROVE/*W*		
Vehicle Identification Number	1GNFK16357R		
Delivery Date	8/28/06	In-Service Date	8/28/06
Color	AMBER BRON	License Number	

Year	2007	Make	CHEVROLET	Model	SUBURBAN	Body	UT
141F							

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#1 - 100C: LUBE, OIL, FILTER - CAR 5 QTCHECK ALL FLUID LEVELS AND CHECK TIRE PRESSURE. Work performed by SCOTT BURKHART (1 ) Kit: Installed 89017524 :FILTER (01836-BOPCKT) Installed 5W30 :OIL Sub Total: 34.20	14.05 20.15 Included Included
#2 - 115: 34-POINT FREE INSPECTION Sub Total: .00	
#3 - 118: SET TIRE PRESSURES:FRONTS REARS Work performed by SCOTT BURKHART (1 ) SET ALL TIRE PRESSURES TO SPEC 32PSI Sub Total: .00	
#4 - 003: WASH THE VEHICLE Sub Total: .00 Sub Total: .00	
TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.	
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LABOR	14.05
PARTS	20.15
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	1.71
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	35.91

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

PAID  
VISA

**NORTHWOOD****SUPER  
STORE****CHEVROLET HYUNDAI USED CARS****7th & D, Eureka**

---

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

---

DATE:

3-8-11

TO:

Mary Beth Hollman

COMPANY:

GMA Business Resource Center

FAX NUMBER:

866 874 5882

NUMBER OF PAGES (INC. COVER):

50

FROM:

Will MobleyPer your Request



Dealer Number 11106 Contract Number \_\_\_\_\_ R.O.B. Number 16894070 Stock Number 141F

Buyer (and Co-Buyer) Name and Address (including County and Zip Code)

Creditor - Seller (Name and Address)

EUREKA, CA

 NORTHWOOD AUTO PLAZA  
 212 7TH STREET  
 EUREKA, CA 95501

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

New Used	Year	Make and Model	Odometer	Vehicle Identification Number	Primary Use For Which Purchased
NEW	2007	CHEVROLET SUBU	15	16NFK16357R	<input checked="" type="checkbox"/> personal, family or household <input type="checkbox"/> business or commercial

## FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE	FINANCE CHARGE	Amount Financed	Total of Payments	Total Sale Price
The cost of your credit as a yearly rate.	The dollar amount the credit will cost you.	The amount of credit provided to you or on your behalf.	The amount you will have paid after you have made all payments as scheduled.	The total cost of your purchase on credit, including your down payment of
<u>0.000</u> %	\$ <u>0.00(e)</u>	\$ <u>51,279.97</u>	\$ <u>51,279.97</u>	\$ <u>2,750.00</u> is
				\$ <u>54,029.97(e)</u>

(e) means an estimate

## YOUR PAYMENT SCHEDULE WILL BE:

Number of Payments:	Amount of Payments:	When Payments Are Due:
One Payment of	N/A	N/A
One Payment of	N/A	N/A
N/A Payments	N/A	Monthly, Beginning N/A
1 Payments	51,279.97	Monthly, Beginning 08/28/06
One Final Payment	N/A	N/A

**Late Charge.** If payment is not received in full within 10 days after it is due, you will pay a late charge of 8% of the part of the payment that is late.  
**Prepayment.** If you pay off all your debt early, you may be charged a minimum finance charge.  
**Security Interest.** You are giving a security interest in the vehicle being purchased.  
**Additional Information:** See this contract for more information including information about nonpayment, default, any required repayment in full before the scheduled date, minimum finance charges, and security interest.

## ITEMIZATION OF THE AMOUNT FINANCED

## 1. Total Cash Price

- A. Cash Price of Motor Vehicle and Accessories \$ 49,375.79 (A)
1. Cash Price Vehicle \$ 49,375.79
2. Cash Price Accessories \$ 599.00
3. Other (Nontaxable) \$ N/A
- Describe \_\_\_\_\_ \$ N/A
- B. Document Preparation Fee (not a governmental fee) \$ 45.00 (B)
- C. Smog Fee Paid to Seller \$ N/A (C)
- D. Theft Deterrent Device \$ N/A (D)
- E. Theft Deterrent Device \$ N/A (E)
- F. Surface Protection Product \$ 599.00 (F)
- G. Surface Protection Product \$ N/A (G)
- H. Sales Tax (on taxable items in A through G) \$ 3,626.43 (H)
- I. Optional DMV Electronic Filing Fee\* \$ N/A (I)
- J. (Optional) Service Contract (to whom paid)\* \$ N/A (J)
- K. (Optional) Service Contract (to whom paid)\* \$ N/A (K)
- L. Prior Credit or Lease Balance paid by Seller to \$ N/A (L)
- (see downpayment and trade-in calculation)
- M. (Optional) Gap Contract (to whom paid)\* \$ N/A (M)
- N. (Optional) Used Vehicle Contract Cancellation Option Agreement \$ N/A (N)
- O. Other (to whom paid)\* \$ N/A (O)
- For \_\_\_\_\_

Total Cash Price (A through O) \$ 53,646.22(1)

## 2. Amounts Paid to Public Officials

- A. License Fees \$ 375.00 (A)
- B. Registration/Transfer/Titling Fees \$ N/A (B)
- C. California Tire Fees\* \$ 8.75 (C)
- D. Other \$ N/A (D)
- E. Other \$ N/A (E)

Total Official Fees (A through E) \$ 383.75(2)

## 3. Amount Paid to Insurance Companies

(Total premiums from Statement of Insurance column a + b)\* \$ N/A(3)

## 4. Smog Certification or Exemption Fee Paid to State

\$ N/A(4)

## 5. Subtotal (1 through 4)

\$ 54,029.97(5)

## 6. Total Downpayment

- A. Agreed Trade-In Value Yr 1993 Make NISSAN \$ 750.00(A)
- Model QUEST Odor 108,635
- VIN 4N2DN11W9PD
- B. Less Prior Credit or Lease Balance \$ N/A (B)
- C. Net Trade-In (A less B) (indicate if a negative number) \$ 750.00(C)
- D. Deferred Downpayment \$ N/A(D)

## STATEMENT OF INSURANCE

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

## Vehicle Insurance

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

Total Vehicle Insurance Premiums \$ N/A(6)

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

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

Buyer XCo-Buyer XSeller X

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

## Application for Optional Credit Insurance

- ☐ Credit Life: ☐ Buyer ☐ Co-Buyer ☐ Both
- ☐ Credit Disability (Buyer Only)

	Term	Exp.	Premium
Credit Life	___ Mos.	___	\$ <u>N/A</u>
Credit Disability	___ Mos.	___	\$ <u>N/A</u>
Total Credit Insurance Premiums			\$ <u>N/A(7)</u>

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

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

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

You are applying for the credit insurance marked above. Your signature below means that you agree that: (1) You are not eligible for insurance if you have reached your 65th birthday. (2) You are eligible for disability insurance only if you are working for wages or profit 30 hours a week or more on the Effective Date. (3) Only the Primary Buyer is eligible for disability insurance. DISABILITY INSURANCE MAY NOT COVER CONDITIONS FOR WHICH YOU HAVE SEEN A DOCTOR OR CHIROPRACTOR IN THE LAST 6 MONTHS (Refer to "Total Disabilities Not Covered" in your policy for details). You want to buy the credit insurance.

X  
 Date Buyer Signature \_\_\_\_\_ Age \_\_\_\_\_

X  
 Date Co-Buyer Signature \_\_\_\_\_ Age \_\_\_\_\_

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

Term N/A Mos N/A  
 Name of Gap Contract \_\_\_\_\_

D. Other \_\_\_\_\_ \$ \_\_\_\_\_  
 E. Other \_\_\_\_\_ \$ \_\_\_\_\_  
**Total Official Fees (A through E)** \$ 383.75(2)  
**3. Amount Paid to Insurance Companies**  
 (Total premiums from Statement of Insurance column a + b)\* \$ \_\_\_\_\_  
**4. Smog Certification or Exemption Fee Paid to State** \$ \_\_\_\_\_  
**5. Subtotal (1 through 4)** \$ 54,029.97(8)  
**6. Total Downpayment**  
 A. Agreed Trade-in Value Yr 1993 Make NISSAN \$ 750.00(A)  
 Model QUEST Odem 108,635  
 VIN 4N2DN11W9P1  
 B. Less Prior Credit or Lease Balance \$ \_\_\_\_\_  
 C. Net Trade-in (A less B) (indicate if a negative number) \$ 750.00(C)  
 D. Deferred Downpayment \$ \_\_\_\_\_  
 E. Manufacturer's Rebate \$ 2,000.00(E)  
 F. Other \$ \_\_\_\_\_  
 G. Cash \$ \_\_\_\_\_  
**Total Downpayment (C through G)** \$ 2,750.00(8)  
 (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.

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

Proceeds of Loan From: \_\_\_\_\_  
 Amount \$ \_\_\_\_\_ Finance Charge \$ \_\_\_\_\_  
 Total \$ \_\_\_\_\_ Payable in \_\_\_\_\_  
 Installments of \$ \_\_\_\_\_ \$ \_\_\_\_\_  
 from this Loan is shown in item 6D.

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

☐ Name of autobroker receiving fee, if applicable:

**SELLER'S RIGHT TO CANCEL** If Buyer and Co-Buyer sign here, the provisions of the Seller's Right to Cancel section on the back giving the Seller the right to cancel if Seller is unable to assign this contract to a financial institution will apply.

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

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

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

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

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

THE BUYER \_\_\_\_\_ THAT HE/SHE UNDERSTANDS THESE PUBLIC LIABILITY TERMS AND CONDITIONS.

S/S X

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

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

After this contract is signed, no change 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 change.

Buyer Signature \_\_\_\_\_

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

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

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

**YOU AGREE TO THE TERMS OF THIS CONTRACT. YOU CONFIRM THAT BEFORE YOU SIGNED THIS CONTRACT, WE GAVE IT TO YOU, AND YOU WERE FREE TO TAKE IT AND REVIEW IT. YOU CONFIRM THAT YOU RECEIVED A COMPLETELY FILLED-IN COPY WHEN YOU SIGNED IT.**

Buyer Signature X \_\_\_\_\_ Date 08/28/06 Co-Buyer Signature X \_\_\_\_\_ Date 08/28/06

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

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

Address \_\_\_\_\_

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

Guarantor waives notice of acceptance of this Guaranty, notice of the Buyer's non-payment, non-performance, and default; and notices of the amount owing at any time, and of any demands upon the Buyer.

Guarantor X N/A

Date \_\_\_\_\_

Guarantor X N/A

Date \_\_\_\_\_

Address N/A

Address N/A

Seller Signs NORTHWOOD AUTO PLAZA

Date 08/28/06 By X \_\_\_\_\_

Title FIN. MAN

2007 SUBURBAN 4WD 1/2 TON LT  
53U AMBER BRONZE METALLIC  
193 EBONY

/V8G

ORDER NO. KGDC8X/SDC

STOCK NO. 141F

VIN 1GN FK16 35 7R

GENERAL MOTORS CORPORATION  
& SUBSIDIARIES

RENAISSANCE CENTER

DETROIT MI 48243-1114

VEHICLE INVOICE 1AD92208239

\*\*\*\*\*13\*06438S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	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	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 G1203 G1203
M30 4-SPD AUTOMATIC TRANSMISSION	N/C	N/C	WFP-S QTR OPT-1
UVB NAVIGATION RADIO W/CD/DVD/MP3	2250.00	1867.50	BANK: GMAC - 085
(REPLACES 6-DISC CD CHANGER)			CHG-TO 06-438
UVC REAR VIEW CAMERA SYSTEM	250.00	207.50	
U42 REAR SEAT ENTERTAINMENT SYSTEM	1295.00	1074.85	SHIP WT: 5844
V1K LUGGAGE RACK - CROSS BARS	45.00	37.35	HP: 45.7
YF5 50-STATE EMISSIONS	N/C	N/C	GVWR: 7400
1LZ 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			
* 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 \*\*

53U AMBER BRONZE METALLIC /V8G & SUBSIDIARIES  
193 EBONY RENAISSANCE CENTER  
ORDER NO. KGDC8X/SDC STOCK NO. 141F DETROIT MI 48243-1114  
VIN 1GN FK16 35 7R VEHICLE INVOICE 1AD92208239  
\*\*\*\*\*13\*06438S  
MODEL & FACTORY OPTIONS MSRP INV AMT RETAIL - SOLD  
\*\* CONTINUED FROM PAGE 1 \*\*

TOTAL MODEL & OPTIONS	52710.00	47137.40	ACT 237	46456.10
DESTINATION CHARGE	900.00	900.00	H/B 261	1581.30
DEALER CO-OP ADVERTISING		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		

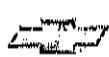
\*\*\*\*\*  
INVOICE DOES NOT REFLECT DEALER'S ULTIMATE COST BECAUSE OF MANUFACTURER  
REBATES, ALLOWANCES, INCENTIVES, HOLDBACK, FINANCE CREDIT AND RETURN TO  
DEALER OF ADVERTISING MONIES, ALL OF WHICH MAY APPLY TO VEHICLE.  
\*\*\*\*\*

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

NORTHWOOD CHEVROLET

REMIT TO GMAC NO. 085  
VIN 1GNEK16357R  
\$ 48564.50 INV 1AD92208239

## GM CUSTOMER INCENTIVE AND ONSTAR ACKNOWLEDGMENT



# GMC HUMMER



(excludes Saturn)

**CUSTOMER NAME:**

VIN: 1G1NFK116357R

### 1. Customer Incentive

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

### **Incentive Program Reference**

Amount

**GM Incentive Code**

\$ 2000

CLWF

Total Incentive Amount Received \$

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

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

**- CUSTOMER AND DEALER ACKNOWLEDGMENT FOR INCENTIVES AND ONSTAR SERVICE -**

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

Is vehicle equipped with OnStar? \_\_\_\_\_ Yes \_\_\_\_\_ No

- b. **OnStar Terms and Conditions Acknowledgment.** I acknowledge that I have received the Terms and Conditions under which the OnStar service in my vehicle is provided (copies are available in the vehicle glovebox, from the dealer, at [www.onstar.com](http://www.onstar.com), or by contacting OnStar as described below).

**I understand that in order to cancel the OnStar service in my vehicle, I must press the blue OnStar button in my vehicle or call 1.888.4OnStar (1.888.466.7827) or TTY 1.877.248.2080 and request that my Services be cancelled.**

Purchaser/Lessee Signature:

Date: 8/20/06

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

Authorized Dealer Signature:  
Dealership Name:

Northwood Auto Plaza

Date: 08/28/06

Dealer Code: 062-438

**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.



## 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

IDENTIFICATION NUMBER	YEAR MODEL	MAKE	LICENSE PLATE/CF #	MOTORCYCLE ENGINE #
1GNFK16357F [REDACTED]	2007	CHEVROLET		

## SECTION 2: Bill of Sale

I/We NORTHWOOD AUTO PLAZA sell, transfer, and deliver the above vehicle/vessel  
 (PRINT SELLER'S NAME(S))  
 on 8 28 2006 for the amount of \$ 49,974.79  
 (PRINT BUYER'S NAME(S)) MO DAY YR (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. Failure to complete or providing a false statement may result in fines and/or imprisonment.**

The odometer now reads 15 (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.)

## BUYER

**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.**

PRINT NAME	[REDACTED]	DATE	08/28/06	DL, ID OR DEALER #	[REDACTED]
PRINT NAME	[REDACTED]	DATE	08/28/06	DL, ID OR DEALER #	[REDACTED]
PRINT NAME	[REDACTED]	SIGNATURE	[REDACTED]	DATE	[REDACTED]
MAILING ADDRESS	[REDACTED]	CITY	EUREKA, CA	STATE	ZIP
				DAYTIME PHONE #	[REDACTED]

## 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	NORTHWOOD AUTO PLAZA	SIGNATURE	[REDACTED]	DATE	08/28/06	DL, ID OR DEALER #	11106
PRINT NAME	[REDACTED]	SIGNATURE	[REDACTED]	DATE		DL, ID OR DEALER #	
PRINT NAME	[REDACTED]	SIGNATURE	[REDACTED]	DATE		DL, ID OR DEALER #	
MAILING ADDRESS	212 7TH STREET EUREKA, CA 95501	CITY		STATE		ZIP	[REDACTED]

## SECTION 5: Power of Attorney

I/We [REDACTED] appoint NORTHWOOD AUTO PLAZA  
 (PRINT NAME(S)) (PRINT NAME(S))  
 as [REDACTED] agents, as needed, to transfer ownership as required by law.  
 (PRINT NAME(S))  
 X [REDACTED] DATE 08/28/06  
 X [REDACTED] ing Power of Attorney DATE 08/28/06



RECEIPT

CUSTOMER
[REDACTED] EUREKA, CA [REDACTED]

RECEIPT #
100001085
DATE
8/29/06 12:19
AMOUNT
51279.97

Payment Received:

Check [REDACTED]

Total Received:

51279.97  
51279.97

Payment Applied To: ONE PAY #141F-

22001 : 141F : 100001085

22001 : 141F : 100001085

Total Applied:

49335.29  
1944.68  
51279.97



AUTHORIZED SIGNATURE

*[Signature]*

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

Location: 13842

PURPOSE/REMITTER:

TO THE ORDER OF: NORTHWOOD CHEVROLET

\$ 49,335.29

PAY FORTY NINE THOUSAND THREE HUNDRED THIRTY FIVE DOLLARS AND 29 CENTS

DATE: AUGUST 28, 2006

16-4220  
1220

No.

OFFICIAL CHECK



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

		A5788761	4507
		Ex. 10/04/08 8/28/0	90-7224/3211
Pay TO THE ORDER OF	Northwood Chevrolet		DATE
One thousand nine hundred & 35/100		\$ 19,446.88	
COAST CENTRAL CREDIT UNION 3300 BROADWAY EUREKA, CA 95501			
FOR	443-5693		





7C105776

## 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 its 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™:** Siskin 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 Fiberguard, 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 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 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 hazards, vandalism, collision or similar accident; fire or other natural casualties; rusting of metal; modifications or alterations of the factory's original painted finish (i.e. repainted surfaces, aftermarket pin stripping, 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); chips 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 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 obligation 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, Siskin will pay only for the repair of the damaged portion of the vehicle.

**CLAIM PROCEDURE:** A claim 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 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 60 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 60 DAYS VOIDS THIS WARRANTY. ANY REPAIR UNDERTAKEN WITHOUT EXPRESS, WRITTEN AUTHORIZATION FROM SISKIN WILL NOT BE REIMBURSED.

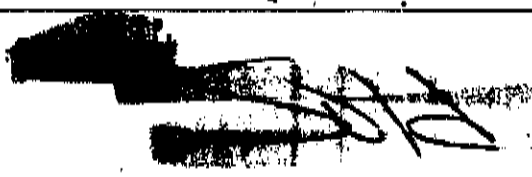
**TERMS AND CONDITIONS OF THIS WARRANTY ARE AS STATED ABOVE AND CANNOT BE ALTERED UNLESS IN WRITING BY SISKIN ENTERPRISES, INC.** This warranty specifically excludes Siskin from liability for incidental or consequential damages occasioned by use of the products. Some states do not allow the exclusion 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 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 Toll Free (800) 453-8470; or E-mail: siskin@perma-plate.com

Customer Name

In Service Date

Dealer Name

INVENTORY 			Home Phone	R/O Open Date	R/O Number
				8/28/06	6004088
			Work Phone	Time Received	Time Promised
				7:11	8/28 16:30
			Key Tag #	Current Mileage	Mileage Out
				3	
Year	Make	Model	Body	Engine Code	Service Advisor
2007	CHEVROLET	SUBURBAN	UT		WILL MOBLEY
Vehicle Identification Number			Color	License Number	Delivery Date
1GNFK16357R			AMBER BRON		In-Service Date

141F

#1 - Z7000: PRE DELIVERY INSPECTION GM BASE TIME

I

#2 - 1407: ADD 5 GALLONS OF FUEL IF NEEDED

I

#3 - 408: LICENSE PLATE FRAMES REPLACE

I

#4 - 117: MISC-REPAIR  
INSTALL FRONT GRILLE- SEE WILL.

I

I

Original Estimate:

.00

117  
6413

Customer Signature

I hereby authorize the repair work above to be done along with the necessary material and agree that you are not release the full cost of damage to vehicle or services 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 placement by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or other areas for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repair charges. Any violations or products you receive are those made by the manufacturer. The seller hereby expressly disclaims all warranties, express or implied including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume full liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

© 1998 ARACOM, Inc. \* Dealership Registration #0001000 028 1008

FOREMAN'S SIG. X

**GM**

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

Vehicle Identification Number





















Dealer/BAC Code







Stock #

141F

Repair Order #

For proper fluid levels, fuel usage, equipment operation, specifications and procedures, refer to the appropriate owner manual & service information. Remove wristwatches, jewelry, cell phones, etc., and cover belt buckles to prevent damage to the vehicle.

Deficiencies must be called to Service Management's attention. Inspect, perform, verify proper operation, assembly, fit and routing of the following.

## Initial Preparation:

- ☒ Adjust tires to pressures specified on the Certification Tire Pressure Label. Record results.

AFTER: LF 32 RF 32 LR 32 RR 32

- ☒ 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 and operation

## Road Test:

ODOMETER: Before 2 After 8

Before, during and after this test, check all standard equipment, options and accessories for proper operation, as applicable.

## During Road Test:

Drive on a legal roadway with road conditions permitting evaluation of the following:

- ☒ Engine Performance: Cold start, 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)
- ☒ Steering wheel - center position
- ☒ Steering for leads, pulls, vibration at idle, 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

- ☒ Unusual noises/vibrations
- ☒ Squeaks and rattles
- ☒ Transfer case or TAPshift 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 12.6 volts

VOLTAGE

DATE

- ☒ Remote hood release, latch and hood safety latch
- ☒ Hoses, lines, cables and wire attachments are free of kinks and clear of any moving/hot parts
- ☒ Hoses, pipes, fittings, seals, gaskets and plugs for seepage
- ☒ Fluid levels: Add as required

## Body/Chassis:

- ☒ Doors, locks, keys and keyless entry system
- ☒ Check child safety door/window locks are in normal (unlocked) position (if equipped)
- ☒ 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

- ☒ Seat belts: material, operation and latches
- ☒ Child Comfort Guide - elastic cord visible (if equipped)
- ☒ Removable 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:

- ☒ Underbody, drivetrain, suspension, skid plates, exhaust system, lines, linkages and hoses
- ☒ Brake/fuel lines secured in clips
- ☒ Check all fluid systems for leaks

## Final Inspection & Preparation:

Perform just prior to delivery.

- ☒ Interior: Remove protective coverings. Clean as required: seats, headliner, kick panels, carpets, console, instrument panel, moldings and hard trim
- ☒ Install floor mats (if equipped)
- ☒ Thorough exterior wash and dry; check for water leaks
- ☒ Exterior finish: Check paint finish for dents, dings, chips, scratches, or blemishes. Repair as necessary
- ☒ Erase all messages on voice recorder (if equipped)
- ☒ Reset fuel economy readings
- ☒ Set clock/calendar to local time
- ☒ Using a clean cloth, clean the wiper blades using GM OptiClean windshield washer solvent
- ☒ Thoroughly clean all glass surfaces

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

Technician (Print Name)

Service Manager (Signature)

Date

REPAIR ORDER - AUDIT COPY			Work Phone	R/O Open Date	R/O Number
INVENTORY: 141F				8/28/06	6004088/1
			Home Phone	R/O Close Date	Receipt No.
				8/28/06	
			Body	Mileage In	Mileage Out
			UT	3	
Year	Make	Model	License Number	Service Advisor	
2007	CHEVROLET	SUBURBAN		WILL MOBLEY	
Vehicle Identification Number			Account No.	Delivery Date	In-Service Date
1GNFK16357R					
141F					
#1 - Z7000: PRE DELIVERY INSPECTION GM BASE TIME Work performed by Tech 16/7046 1.40hrs @ 74.55				104.37	W
#2 - 1407: ADD 5 GALLONS OF FUEL IF NEEDED					W
#3 - 408: LICENSE PLATE FRAMES REPLACE					W
#4 - 117: MISC-REPAIR Work performed by Tech 16/7046 0.50hrs @ 81.00 INSTALLED FRONT GRILLE WHICH WAS SUPPLIED BY THE CUSTOMER, AS PER ERIC.				40.50	I
			INTERNAL	SERVICE CONT.	WARRANTY
LABOR			40.50		104.37
PARTS					
DEDUCTIBLE					
SUBLET					
SHOP SUPPLIES					
HAZARDOUS MATERIALS					
SALES TAX OR TAX I.D.					
SPECIAL ORDER DEPOSIT					
DISCOUNTS					
			40.50		104.37

<div style="background-color: black; width: 100px; height: 40px; margin-bottom: 5px;"></div> <div style="background-color: black; width: 100px; height: 40px; margin-bottom: 5px;"></div> <b>EUREKA, CA</b>			Home Phone	R/O Open Date	R/O Number
			707-443-5695	2/23/07	6008674
			Work Phone	Time Received	Time Promised
				14:42	2/23 16:30
			Key Tag #	Current Mileage	Mileage Out
				4548	
Year	Make	Model	Body	Engine Code	Service Advisor
2007	CHEVROLET	SUBURBAN	UT		JAMES RETTA
Vehicle Identification Number			License Number	Delivery Date	In-Service Date
1GNFK16357R				8/28/06	8/28/06
141F					

#4 WARR: WARRANTY REPAIR  
CUST STATES BATTERY KEEPS GOING DEAD.

W  
W

J6354 7 1.1 #2  
AN/3L 4E  
1.1

Original Estimate:

.00

I hereby authorize the repair work above to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or contents left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts for the purpose of testing and/or inspection. An express mechanic's bill is hereby acknowledged on above vehicle to cover the amount of repairs. There is no warranty on products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to do so. This is not a contract. It is a receipt only. It does not constitute an offer of any product. Any complaint contained herein does not apply where prohibited by law.

Customer Signature

# PARTS

# LABOR

21) Rest part passed in & out vehicle test.  
 12 min drive after 25 min. Park for 06-06-03-DHBS  
 After for BCM. Clear codes test drive to  
 verify TPM system.

R.O. OR W.O. NO.	EMPL NO.	MECH PAY \$	PLAT RATE TIME	W - TIME	REPAIR ORDER TIME	OFF ON
8674	2	1	1.1		1.1	ON

FOREMAN'S SIG. X



**SERVICE DEPARTMENT HOURS**  
 7:30 a.m. to 6:30 p.m.  
 Monday - Friday

R/O Open Date	R/O Number
2/23/07	6008674/1
R/O Close Date	Status
2/28/07	Final
Mileage In	Mileage Out
4548	
Service Advisor / Tag #	
JAMES RETTA/*W*	
Vehicle Identification Number	
1GNFK16357R	
Delivery Date	In-Service Date
8/28/06	8/28/06
Color	License Number
AMBER BRON	

EUREKA, CA			Work Phone	
			Home Phone	
Year	Make	Model	Body	
2007	CHEVROLET	SUBURBAN	UT	
141F				

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
<b>#1 - WARR: WARRANTY REPAIR</b> 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 ) DIAGNOIS, REPROGRAM THE BCM AS PER DOC 06-06-03-11 B.	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 law.

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

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X



[REDACTED]			Home Phone	R/O Open Date	R/O Number
EUREKA, CA			[REDACTED]	2/23/07	6008665
[REDACTED]			Work Phone	Time Received	Time Promised
[REDACTED]			[REDACTED]	12:52	Waiting
[REDACTED]			Key Tag #	Current Mileage	Mileage Out
[REDACTED]			[REDACTED]	4548	
Year	Make	Model	Body	Engine Code	Service Advisor
2007	CHEVROLET	SUBURBAN	UT		JAMES RETTA
Vehicle Identification Number			Color	License Number	Delivery Date
1GNFK16357R			AMBER BRON		8/28/06
141F					8/28/06

#1 - 100T: LUBE, OIL AND FILTER

C

#2 - 003: WASH THE VEHICLE

C

Original Estimate:

~~32.15~~  
 28.50

I hereby agree to the repair work to be done along with the necessary materials and agree that you are not responsible for any or damage to vehicle or contents while in the vehicle in care of this shop or any other damage beyond your control or for any repairs caused by unavailability of parts or delays in parts procurement by the supplier or transporter. The only grant you or your employees possess on to operate the vehicle herein described on (items, highway, or area) are for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repair charges. Any statements on products and parts are made by the manufacturer. The seller hereby expressly disclaims all warranties, express or implied, in fact or any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to act in this regard in connection with the sale of said product. Any limitation contained herein does not apply where prohibited by law.

Northwood Auto Plaza, Inc. - Customer Satisfaction Group (800) 666-1000

Customer Signature

FOREMAN'S SIG. X



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

R/O Open Date	2/23/07	R/O Number	6008665/1
R/O Close Date	2/23/07	Status	Pre-Invoice
Mileage In	4548	Mileage Out	
Service Advisor / Tag #		JAMES RETTA / *W*	
Vehicle Identification Number		1GNFK16357R	
Delivery Date	8/28/06	In-Service Date	8/28/06
Color	AMBER BRON	License Number	

EUREKA, CA		Work Phone	
		Home Phone	
Year	2007	Make	CHEVROLET
Model	SUBURBAN	UT	
141F			

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#1 - 100T: LUBE, OIL AND FILTER Work performed by SCOTT BURKHART (1 ) Installed 89017524 : FILTER (01836-BOPCKT) 1@5.00 Installed 5W30 : OIL 6@2.20 Sub Total: Labor: 10.30 Parts: 18.20 Total: 28.50	10.30 5.00 13.20
#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 hereafter 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 law.

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

LABOR	10.30
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	.00
TOTAL DUE	29.82

Cash

Date 10-3-07 Sign (S) A.E.C.

From: NORTHWOOD AUTO PLAZA, INC.

707 444 6688

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

R.O. OR N.O. NO.	EMPL. NO.	MECH. PAY \$	FLAT RATE TIME	W. TIME	REPAIR ORDER TIME	OFF
601 4001	3		.9		9	ON

Tested battery

12.5 volts 241 CCA

Test code 321K6-51

Tests Pass

no abnormal draw found on elect system  
charging at spec.

ordered new battery

ordered both inside door handles



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

R/O Open Date	R/O Number
10/01/07	6014061/1
R/O Close Date	Status
1/21/08	Final
Mileage In	Mileage Out
10772	
Service Advisor / Tag #	
WILL MOBLEY/*W*	
Vehicle Identification Number	
1GNFK16357R	
Delivery Date	In-Service Date
8/28/06	8/28/06
Color	License Number
AMBER BRON	

EUREKA, CA		Work Phone	
Year	Make	Model	Body
2007	CHEVROLET	SUBURBAN	UT
141F			

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
<p>#1 - WARR: WARRANTY REPAIR CUSTOMER STATES THAT WHEN YOU OPERATE SOMETHING FOR A SHORT TIME, THE BATTERY GOES DEAD. Caused by POOR MACH Corrected by N0110: (OJ) (321R6) BATTERY ONE REPLACE Work performed by JOHN DAVIS (3 ) Installed 89022168 (FP):BATTERY DIAGNOIS, TESTED FOR DRAW, AND ALTERNATOR, OK. INSTALLED A NEW BATTERY. Qty: 1</p>	Warranty Warranty
<p>#2 - WARR: WARRANTY REPAIR THE RIGHT FRONT INNER DOOR HANDLE IS PEELING. Caused by POOR MACH Corrected by B4280: (VV) (3N) HANDLE, FRONT DOOR INSIDE OPENING RIGHT R&amp;R OR REP LACE Work performed by JOHN JOHNSON (12 ) Installed 15935954 (FP):HANDLE (16345-CT) INSPECT, REPLACED THE R-FRONT INNER DOOR HANDLE. Qty: 1</p>	Warranty Warranty
<p>#3 - WARR: WARRANTY REPAIR CUST STATES THE THE LEFT FRONT INNER DOOR HANDLE IS PEELING. Caused by POOR MACH Corrected by B4281: (VV) (3N) HANDLE, FRONT DOOR INSIDE OPENING LEFT R&amp;R OR REPL ACE Work performed by JOHN JOHNSON (12 ) Installed 15935951 (FP):HANDLE (16345-CT) INSPECT, REPLACED THE LEFT FRONT INNER DOOR HANDLE. 1 Qty: 1</p>	Warranty 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 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

X



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

R/O Open Date	R/O Number
10/01/07	6014061/2
R/O Close Date	Status
1/21/08	Final
Mileage In	Mileage Out
10772	
Service Advisor / Tag #	
WILL MOBLEY/*W*	
Vehicle Identification Number	
1GNFK16357R	
Delivery Date	In Service Date
8/28/06	8/28/06
Color	License Number
AMBER BRON	

EUREKA, CA			Work Phone	
			Home Phone	
Year	Make	Model	Body	
2007	CHEVROLET	SUBURBAN	UT	
141F				

## DESCRIPTION OF SERVICE AND PARTS

Please Note: OCT 11, CALLED [REDACTED] 10:10AM, SOP HERE, TALKED TO [REDACTED] AND SHE WILL CALL BACK TO RESCHEDULE.  
JAN 18, CALLED 10:12AM, SOP HERE, TALKED TO RACHEL AND MADE HER AN APT FOR TODAY AT 2:30.

## AMOUNT

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 law.

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

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X



32.15[illegible]

## PARTS

## LABOR

PARTS				LABOR								
QTY	PART NO	DESCRIPTION	UNIT PRICE	DATE	TIME	DRYER CODE	HOURS	DESCRIPTION	FAVOR			
Rotate tires & Recare Positions				S.D. OR W.O. NO.		EMPL. NO.	MECH. PAY \$	FLAT RATE TIME	W-TIME	REPAIR ORDER TIME	OFF	3 1 33 3
				M0001		1	1	3		4	ON	3 1 5 4

FOREMAN'S SIG. X



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

R/O Open Date	R/O Number
10/01/07	6014060/1
R/O Close Date	Status
10/01/07	Pre-Invoice
Mileage In	Mileage Out
10772	
Service Advisor / Tag #	
JESSICA MCCARTY	
Vehicle Identification Number	
1GNFK16357R	
Delivery Date	In-Service Date
8/28/06	8/28/06
Color	License Number
AMBER BRON	

EUREKA, CA		Work Phone	
		Home Phone	
Year	Make	Model	Body
2007	CHEVROLET	SUBURBAN	UT
141F			

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#1 - 100T: LUBE, OIL AND FILTER Work performed by SCOTT BURKHART (1 ) Installed 89017524 :FILTER (01836-BOPCKT) 105.00 Installed 5W30 :OIL 602.20 Sub Total: Labor: 12.50 Parts: 18.20 Total: 30.70	12.50 5.00 13.20
#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 ) ALSO HAD TO RELEARN THE TIRE MONITORS. Sub Total: Labor: 19.90 Parts: .00 Total: 19.90	19.90

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 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	.00
TOTAL DUE	51.92

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

5018

EUREKA, CA			Home Phone	R/O Open Date	R/O Number
			Work Phone	3/14/08	6017565
			Key Tag #	Time Received	Time Promised
			9:27	3/14 16:30	
			Current Mileage	Mileage Out	
Year	Make	Model	Body	Engine Code	Service Advisor
2007	CHEVROLET	SUBURBAN	UT		JIM HIRSCH
Vehicle Identification Number			Color	License Number	Delivery Date
1GNFK16357R			AMBER BRON		8/28/06
141F					8/28/06

#1 - WARR: WARRANTY REPAIR

CUSTOMER STATES IT FEELS LIKE THE BRAKES ARE NOT R  
ELEASEING CHECK AND ADVISE. FEELS LIKE IT MAY BE IN

4 WHEEL

#9991.3

05-92

Original Estimate:

.00

I hereby authorize the repair work shown to be done using only the necessary material and labor that you are not responsible for loss or damage to parts or  
 or parts, all in the value of the parts, or any other items beyond your control, or for any damage caused by unauthorized use of parts or damage to parts  
 performed by the shop or by customer. Therefore, you are not responsible for damage to parts or for any damage caused by unauthorized use of parts or damage to parts  
 caused by the shop or by customer. An express mechanic's lien is hereby being assigned on above vehicle to secure the amount of repair charges.  
 Any warranties on products sold hereby are those made by the manufacturer. The shop hereby expressly disclaims all warranties, express or implied,  
 including any implied warranty of merchantability or fitness for a particular purpose, and that dealer's liability for such warranties and other claims is  
 limited to the extent of the amount of the purchase price of the goods sold. Any liability for such warranties and other claims is limited to the extent of the amount of the purchase price of the goods sold.  
 NORTHWOOD AUTO PLAZA, INC. 707 444 6688 FAX 707 444 6689

C

## PARTS

## LABOR

QTY	PART NO	DESCRIPTION	UNIT PRICE	QTY	WHEEL CODE	DESCRIPTION	HOURS	DESCRIPTION	REPAIR														
checked brake operation - working as designed																							
no ABS codes																							
no sign of excessive heat or wear																							
rust had transfer case in Auto 4x4 mode should have in 2 wheel drive mode when doing normal driving																							
<table border="1"> <thead> <tr> <th>R.D. OR NO.</th> <th>EMPL NO.</th> <th>MECH. PAY \$</th> <th>FLAT RATE TIME</th> <th>W. TIME</th> <th>REPAIR ORDER TIME</th> <th>OFF</th> </tr> </thead> <tbody> <tr> <td>6001</td> <td>7565</td> <td>1</td> <td>.5</td> <td></td> <td>.5</td> <td>ON</td> </tr> </tbody> </table>										R.D. OR NO.	EMPL NO.	MECH. PAY \$	FLAT RATE TIME	W. TIME	REPAIR ORDER TIME	OFF	6001	7565	1	.5		.5	ON
R.D. OR NO.	EMPL NO.	MECH. PAY \$	FLAT RATE TIME	W. TIME	REPAIR ORDER TIME	OFF																	
6001	7565	1	.5		.5	ON																	
FOREMAN'S SIG. X																							



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

R/O Open Date	R/O Number
3/14/08	6017565/1
R/O Close Date	Status
3/14/08	Final
Mileage In	Mileage Out
14718	
Service Advisor / Tag #	
JIM HIRSCH/*W*	
Vehicle Identification Number	
1GNFK16357F	
Delivery Date	In Service Date
8/28/06	8/28/06
Color	License Number
AMBER BRON	

EUREKA, CA		Work Phone	
		Home Phone	
Year	Make	Model	Body
2007	CHEVROLET	SUBURBAN	UT
141F			

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
<p>#1 - WARR: WARRANTY REPAIR</p> <p>CUSTOMER STATES IT FEELS LIKE THE BRAKES ARE NOT R ELEASEING CHECK AND ADVISE. FEELS LIKE IT MAY BE IN 4 WHEEL</p> <p>Caused by POOR MACH</p> <p>Corrected by H9991: (OJ) (3N) CUSTOMER CONCERN NOT DUPLICATED</p> <p>Work performed by JOHN DAVIS (3 )</p> <p>THE 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.</p>	Warranty

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

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.

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

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X



# PARTS

# LABOR

*Handwritten notes in the PARTS section:*  
 1774  
 2800  
 3400

FL. OR WEL. NO.	EMPL. NO.	MECH. PAY \$	FLAT RATE TIME	W. TIME	REPAIR ORDER TIME	OFF ON	7.7
17504	1		7		9		





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

R/O Open Date	R/O Number
3/14/08	6017564/1
R/O Close Date	Status
3/14/08	Pre-Invoice
Mileage In	Mileage Out
14718	
Service Advisor / Tag #	
JIM HIRSCH	
Vehicle Identification Number	
1GNFK16357R	
Delivery Date	In-Service Date
8/28/06	8/28/06
Color	License Number
AMBER BRON	

EUREKA, CA		Work Phone	
		Home Phone	
Year	Make	Model	Body
2007	CHEVROLET	SUBURBAN	UT
141F			

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#1 - 100C: LUBE, OIL, FILTER - CAR 5 QT Work performed by SCOTT BURKHART (1 ) Installed 89017524 :FILTER (01836-BOPCKT) 1@5.00 Installed 5W30 :OIL 6@2.20 Sub Total: Labor: 15.56 Parts:18.20 Total: 33.76	15.56 5.00 13.20
#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 repair work hereafter 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 law.

LABOR	26.56
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	.00
TOTAL DUE	46.08

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

**PAID**  
# 4724

[Redacted]			Home Phone	R/O Open Date	R/O Number
EUREKA, CA			Work Phone	6/13/08	6019506
[Redacted]			Key Tag #	Time Received	Time Promised
[Redacted]			1859501	14:18	6/13 16:00
Year	Make	Model	Body	Current Mileage	Mileage Out
2007	CHEVROLET	SUBURBAN	UT	16534	
Vehicle Identification Number		Color	Engine Code	Service Advisor	
1GNFK16357R		AMBER BRON	License Number	JEFF JEWELL	
141F			Delivery Date	In-Service Date	
			8/28/06	8/28/06	

#1 - 100C: LUBE, OIL, FILTER - CAR 5 QT

#2 - 115: 34-POINT FREE INSPECTION

#3 - 003: WASH THE VEHICLE

Original Estimate:

33.76

I hereby authorize the repair work shown to be done along with the necessary material and agree that you are not responsible for loss or damage to the car or its contents in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipment by the supplier or transporter. I hereby grant you or your employees permission to use the car for any purpose described or shown, highways or otherwise, for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of cash in advance. Any warranties or products sold hereby are those made by the manufacturer. The dealer hereby expressly disavows all warranty, express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller in no way assumes our responsibility for any other person or property by its use or in connection with the sale of said products. Any limitation concerning herein does not apply where prohibited by law.

5/2004 ARIZONA, Inc. - (Revised) Arizona Dealer (2004) 04/11/04

33.76





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

R/O Open Date	R/O Number
6/13/08	6019506/1
R/O Close Date	Status
6/13/08	Pre-Invoice
Mileage In	Mileage Out
16534	
Service Advisor / Tag #	
JEFF JEWELL	
Vehicle Identification Number	
1GNFK16357R	
Delivery Date	In-Service Date
8/28/06	8/28/06
Color	License Number
AMBER BRON	

Work Phone

Home Phone

City

EUREKA, CA

Year	Make	Model
2007	CHEVROLET	SUBURBAN
141F		

UT

## DESCRIPTION OF SERVICE AND PARTS

	AMOUNT
#1 - 100C: LUBE, OIL, FILTER - CAR 5 QT Work performed by SCOTT BURKHART (1 ) Installed 89017524 :FILTER (01836-BOPCKT) 1@5.00 Installed 5W30 :OIL 5@2.20 Sub Total: Labor: 17.76 Parts:16.00 Total: 33.76	17.76 5.00 11.00
#2 - 115: 34-POINT FREE INSPECTION Sub Total: Labor: .00 Parts:.00 Total: .00	
#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 hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

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LABOR	17.76
PARTS	16.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	1.16
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	34.92

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

**PAID**  
 1/25/11

#1 - 100T: LUBE, OIL AND FILTER

#2 - 115: 34-POINT FREE INSPECTION

#3 - 11.6: 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. 10. 1955

1. The above information was obtained from a confidential source who has provided reliable information in the past. The source has provided this information for your information only and is not to be used for any other purpose. The source has provided this information for your information only and is not to be used for any other purpose. The source has provided this information for your information only and is not to be used for any other purpose.

## PARTS

## LABOR

WIRE CODE	PLANT CODE	CITY	PART NO.	DESCRIPTION	UNIT PRICE	DATE CODE	SERVICE CODE	OPER. CODE	HOURS	DESCRIPTION	LABOR
-----------	------------	------	----------	-------------	------------	-----------	--------------	------------	-------	-------------	-------

checked for Bul's and PI's for oil consumption concern  
 found Doc # 2231805 for this concern  
 should do consumption test

R.O. OR W.O. NO.	EMPL. NO.	MECH. PAY \$	FLAT RATE TIME	W. TIME	REPAIR ORDER TIME	QTY	27	11	3
602 4300	3	1	.3		.3	OFF	27	10	.8

LOF

test oil life monitor

R.O. OR W.O. NO.	EMPL. NO.	MECH. PAY \$	FLAT RATE TIME	W. TIME	REPAIR ORDER TIME	QTY	27	16	2
602 4300	3	1	1.0		1.0	OFF	27	15	2

: IEL was on

: code 442 = EVAP small leak

~~need more~~ time fuel cap was loose  
 cleared code

11.3

1.5 C.P.  
 1.8 W.A.T.

Document ID: 2231805

Page 1 of 1

2007 Chevrolet Chevy Suburban - 4WD [1gnfk16357r] |  
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-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.



WE SUPPORT  
VOLUNTARY  
TECHNICIAN  
CERTIFICATION



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

R/O Open Date	R/O Number
2/27/09	6024300/1
R/O Close Date	Status
2/28/09	Final
Mileage In	Mileage Out
24393	
Service Advisor / Tag #	
RANDY SHEPARD/*W*	
Vehicle Identification Number	
1GNFK16357R	
Delivery Date	In-Service Date
8/28/06	8/28/06
Color	License Number
AMBER BRON	

Work Phone

Home Phone

EUREKA, CA

Year	Make	Model	Body
2007	CHEVROLET	SUBURBAN	UT
141F			

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#1 - 100T: LUBE, OIL AND FILTER Work performed by JOHN DAVIS (3 ) Installed 89017524 :FILTER (01836-BOPCKT) 1@5.23 Installed 5W30 :OIL 6@2.20 Sub Total: Labor: 15.33 Parts: 18.43 Total: 33.76	15.33 5.23 13.20
#2 - 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	
#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 (3 ) INSPECT, NEED TO DO A OIL MONITOR TEST, NEED TO CHECK THE OIL LEVEL ABOUT EVERY 500 MILES, AND KEE P A CHART.	Warranty

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

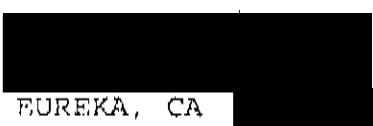
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LABOR	15.33
PARTS	18.43
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	1.34
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	35.10
Visa/Mastercard 012386	35.10

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS

X



 EUREKA, CA			Home Phone	R/O Open Date	R/O Number
			Work Phone	Time Received	Time Promised
			Key Tag #	Current Mileage	Mileage Out
			Body	Engine Code	Service Advisor
Year	Make	Model	Body	Engine Code	Service Advisor
2007	CHEVROLET	SUBURBAN	UT		JEFF JEWELL
Vehicle Identification Number			Color	License Number	In-Service Date
1CNEK16357E			AMBER BRON		
141F				8/28/06	8/28/06

#1 - WARR: WARRANTY REPAIR  
 DO OIL CONSUMPTION TEST CUSTOMER WILL NEED TO  
 BRING BACK EVERY 500MILE DO NOT ADD OIL.

Original Estimate:

1.00

7-7-09 @ 3:36 O.I. is at Full mark.

Customer Signature

PARTS				LABOR					
QTY	PART NO.	DESCRIPTION	UNIT PRICE	DATE	TIME	CHARGE	REPAIR	LABOR	
made sure oil level was correct.				RO OR WO NO.	EMPL NO.	MECH. PAY \$	FLAT RATE TIME	IN - TIME	
				602 6534	3	1	3		3
				REPAIR ORDER TIME			QTY	PRICE	
							6	15.3	
							6	15	



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

R/O Open Date	R/O Number
7/07/09	6006434
R/O Close Date	Status
8/26/09	Final
Mileage In	Mileage Out
28616	
Service Advisor / Tag #	
JEFF JEWELL/*W*	
Vehicle Identification Number	
1GNFK16357R	
Delivery Date	In-Service Date
8/28/06	8/28/06
Color	License Number
AMBER BRON	

EUREKA, CA

Work Phone

Home Phone

body

Year	Make	Model
2007	CHEVROLET	SUBURBAN
141F		

UT

AMBER BRON

## DESCRIPTION OF SERVICE AND PARTS

AMOUNT

#1 - WARR: WARRANTY REPAIR  
 DO OIL CONSUMPTION TEST CUSTOMER WILL NEED TO  
 BRING BACK EVERY 500MILE DO NOT ADD OIL.

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

WORK: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair work hereafter 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 warrants nor authorizes any other person to assume for it any liability in connection with the sale of used 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
SALES TAX OR TAX I.D.	00
SPECIAL ORDER DEPOSIT	00
DISCOUNTS	00
TOTAL DUE	00

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS

X

EUREKA, CA			Home Phone	R/O Open Date	R/O Number
			Work Phone	7/07/09	6026533
			Key Tag #	Time Received	Time Promised
			10:22	7/07 16:30	
			Current Mileage	Mileage Out	
			28616		
Year	Make	Model	Body	Engine Code	Service Advisor
2007	CHEVROLET	SUBURBAN	UT		JEFF JEWELL
Vehicle Identification Number			License Number	Delivery Date	In Service Date
1GNEK16357R				8/28/06	8/28/06
AMBER BRON					

#1 - 100C: LUBE, OIL, FILTER - CAR 5 QT

#2 - 115: 34-POINT FREE INSPECTION

#3 - 003: WASH THE VEHICLE

Original Estimate:

33.76

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 the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. Any warranties on products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to represent or act in connection with the sale of said products. Any litigation contained herein does not apply where prohibited by law.

33.76

Customer Signature

# PARTS

# LABOR

LOF

34 Poin 1

R.O. OR INVOICE NO.	EMPL NO.	MECH. PAY \$	FLAT RATE TIME	W. TIME	REPAIR ORDER TIME	OFF HRS	MIN
607 6533	3	1	5		.5	6 15	0
						6 14	.5



**HYUNDAI**  
Drive your way™

CUSTOMER NAME \_\_\_\_\_ HOME PHONE \_\_\_\_\_  
DATE \_\_\_\_/\_\_\_\_/\_\_\_\_ E-MAIL \_\_\_\_\_ BUSINESS PHONE \_\_\_\_\_  
YEAR \_\_\_\_ MODEL \_\_\_\_ VIN \_\_\_\_  
MILEAGE \_\_\_\_ R.O. # \_\_\_\_ SERVICE ADVISOR \_\_\_\_\_

# MULTI-POINT INSPECTION REPORT

CHECKED &amp; OKAY

WILL REQUIRE FUTURE ATTENTION

REQUIRES IMMEDIATE ATTENTION

## FLUID LEVELS

- OK: ☒ ☒ ☒ ☒ ☒ ☒ ☒ ☒ ☒
- WHT: ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐
- ☒ Engine Oil
  - ☒ Transmission Fluid
  - ☒ Coolant
  - ☒ Brake Fluid
  - ☒ Power Steering Fluid
  - ☒ Clutch Fluid
  - ☒ Window Washer Fluid

## UNDER HOOD

- Recommend: ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐
- ☐ Engine Air Filter
  - ☐ Cooling System, A/C and Heating System
  - ☐ Radiator, Heater, A/C Hoses
  - ☐ Accessory Drive Belts

## UNDER VEHICLE

- Recommend: ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐
- ☐ Shocks, Struts, Suspension Components
  - ☐ Steering Linkage
  - ☐ Driveshaft, Transmission, U-joints, Shift Linkage
  - ☐ Springs
  - ☐ Exhaust System
  - ☐ CV Boots/Axle
  - ☐ Wheel Alignment

## GENERAL

- Recommend: ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐
- ☐ Head/Fog Lamps
  - ☐ Interior Lights
  - ☐ Signal Lights
  - ☐ Brake Lights
  - ☐ Tail Lights
  - ☐ Horn
  - ☐ Wiper Blades

## BATTERY

- Good: ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐
- Recharge: ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐
- Bad: ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐
- Factory Spec Cold Cranking Amps \_\_\_\_\_  
Actual Cold Cranking Amps \_\_\_\_\_  
Battery Terminals \_\_\_\_\_ (Clean if necessary)

Comments: \_\_\_\_\_

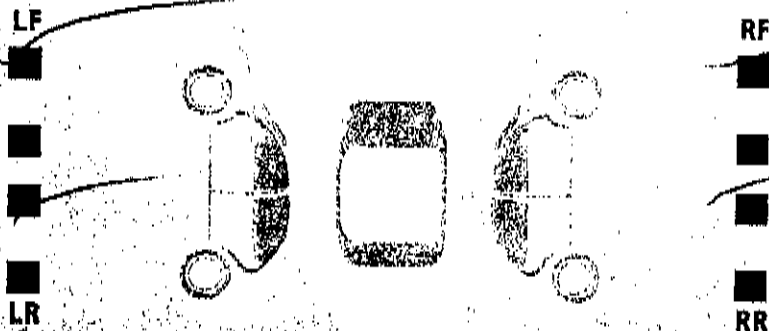
## Your Next Service Appointment Is:

DATE \_\_\_\_\_ TIME \_\_\_\_\_  
ESTIMATE \_\_\_\_\_

DISTRIBUTION: PART 1 - CUSTOMER COPY PART 2 - DEALER COPY

## BRAKE INSPECTION

### MEASURE FRONT/REAR BRAKE LININGS



Over 5mm or 1/32" (Disc) or Over 2mm or 3/32" (Drum)

3 to 5mm or 4/32" to 7/32" (Disc) or 1.01 to 2mm (Drum) or 2/32" to 3/32"

Less than 3mm or 3/32" (Disc) or 1mm or 2/32" or less (Drum)

☐ Brake Measurements Not Taken This Service Visit.

Note Vehicle Damage \_\_\_\_\_

## TIRE INSPECTION



6/32 or Greater

3/32 to 5/32

2/32 or Less

6/32 or Greater

3/32 to 5/32

2/32 or Less

6/32 or Greater

3/32 to 5/32

2/32 or Less

6/32 or Greater

3/32 to 5/32

2/32 or Less

Recommend: \_\_\_\_\_

TIRE WEAR INDICATES: \_\_\_\_\_

☐ Alignment Check Needed☐ Wheel Balance Needed

TIRE PRESSURE SET TO FACTORY RECOMMENDED PSI

FRONT \_\_\_\_\_

REAR \_\_\_\_\_

03/08/2011 15:09 #001 P.048



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

R/O Open Date	R/O Number
7/07/09	6026533/1
R/O Close Date	Status
7/07/09	Pre-Invoice
Mileage In	Mileage Out
28616	
Service Advisor / Tag #	
JEFF JEWELL	
Vehicle Identification Number	
1GNFK16357R	
Delivery Date	In-Service Date
8/28/06	8/28/06
Color	License Number
AMBER BRON	

[REDACTED]			Work Phone
EUREKA, CA [REDACTED]			Home Phone [REDACTED]
Year	Make	Model	Body
2007	CHEVROLET	SUBURBAN	UT
141E'			

DESCRIPTION OF SERVICE AND PARTS				AMOUNT
#1 -	100C: LUBE, OIL, FILTER - CAR 5 QT			
	Work performed by JOHN DAVIS	(3 )		15.08
	Installed 89017524 :FILTER (01836-BOPCKT)		105.48	5.48
	Installed 5W30 :OIL		602.20	12.20
	Sub Total: Labor: 15.08	Parts:18.68	Total: 33.76	
-----				
#2 -	115: 34-POINT FREE INSPECTION			
	Sub Total: Labor: .00	Parts:.00	Total: .00	
-----				
#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 shop hereinafter to use, along with the necessary material and agree that I will be responsible for any or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond my control; or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle here - described on streets, highways, or elsewhere for the purpose of taking vehicle 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 makes nor authorizes any other person to assume for it any liability in connection with the sale of these products. Any limitation contained herein does not apply where prohibited by law.

LABOR	15.00
PARTS	12.68
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	1.59
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	25.35

**NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.**

PAID  
INSA

X

EUREKA, CA		Home Phone		R/O Open Date		R/O Number	
				7/07/09		6026532	
		Work Phone		Time Received		Time Promised	
				10:22		Waiting	
		Key Tag #		Current Mileage		Mileage OIL	
				28616			
Year	Make	Model	Body	Engine Code	Service Advisor		
2007	CHEVROLET	SUBURBAN	UT		JEFF JEWELL		
Vehicle Identification Number		Color		License Number		Delivery Date	
1GNEK16357R		AMBER BRON				8/28/06	
141E						8/28/06	

#1 - 117: MISC-REPAIR  
CUSTOMER STATES THE OIL IS LOW. CHECK AND ADVISE

#2 - 117: MISC-REPAIR  
CUSTOMER STATES ALL FOUR DOORS THE MOLDINGS ARE  
CHANGING COLOR. CHECK AND ADVISE

Original Estimate: .00

#3 Customer states the mirrors are changing color as well.

PARTS ON ORDER  
Date 7-8-09 Sign

Customer Signature



PARTS					LABOR					
LINE NO.	QTY.	PART NO.	DESCRIPTION	UNIT PRICE	TIME CODE	SUPPLY CODE	OTHER CODE	HOURS	DESCRIPTION	LABOR
Moldings on left side are discolored										
ordered new moldings they are paint to match										
Right side molding look ok to me										
no disolor found on mirrors										
oil is about 1/2 quart over full										
					RO. OR WO. NO.	EMPL NO.	MECH. PAY \$	PLAT RATE TIME	W - TIME	REPAIR ORDER TIME
					605 6532	3		.6		.6
					OFF NO.	6	13	7.5		
					ON	6	12	.9		

FOREMAN'S SIG. X

Dealer Number 11105 Contract Number \_\_\_\_\_ R.O.B. Number 16894070 Stock Number 141F

Buyer (and Co-Buyer) Name and Address (Including County and Zip Code)	Creditor - Seller (Name and Address)
   EUREKA, CA	NORTHWOOD AUTO PLAZA 212 7TH STREET EUREKA, CA 95501

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

New Used	Year	Make and Model	Odometer	Vehicle Identification Number	Primary Use For Which Purchased
NEW	2007	CHEVROLET SUBU	15	1GNFK16357R	<input checked="" type="checkbox"/> personal, family or household <input type="checkbox"/> business or commercial

#### FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate.	FINANCE CHARGE The dollar amount the credit will cost you.	Amount Financed The amount of credit provided to you or on your behalf.	Total of Payments The amount you will have paid after you have made all payments as scheduled.	Total Sale Price The total cost of your purchase on credit, including your down payment of \$ <u>2,750.00</u> is \$ <u>54,029.97</u> (e)
<u>0.000</u> %	\$ <u>0.00</u> (e)	\$ <u>51,279.97</u>	\$ <u>51,279.97</u>	

(e) means an estimate

#### YOUR PAYMENT SCHEDULE WILL BE:

Number of Payments:	Amount of Payments:	When Payments Are Due:
One Payment of	N/A	N/A
One Payment of	N/A	N/A
N/A Payments	N/A	Monthly, Beginning N/A
1 Payments	51,279.97	Monthly, Beginning 08/28/06
One Final Payment	N/A	N/A

**Late Charge.** If payment is not received in full within 10 days after it is due, you will pay a late charge of 0% of the part of the payment that is late.  
**Prepayment.** If you pay off all your debt early, you may be charged a minimum finance charge.  
**Security interest.** You are giving a security interest in the vehicle being purchased.  
**Additional Information:** See this contract for more information including information about nonpayment, default, any required repayment in full before the scheduled date, minimum finance charges, and security interest.

#### ITEMIZATION OF THE AMOUNT FINANCED

- Total Cash Price**
  - Cash Price of Motor Vehicle and Accessories \$ 49,375.79 (A)
  - Cash Price Vehicle \$ 49,375.79
  - Cash Price Accessories \$ 599.00
  - Other (Nontaxable) \$ N/A  
Describe \_\_\_\_\_ \$ N/A  
Describe \_\_\_\_\_ \$ N/A
  - Document Preparation Fee (not a governmental fee) \$ 45.00 (B)
  - Smog Fee Paid to Seller \$ N/A (C)
  - Theft Deterrent Device \$ N/A (D)
  - Theft Deterrent Device \$ N/A (E)
  - Surface Protection Product \$ 599.00 (F)
  - Surface Protection Product \$ N/A (G)
  - Sales Tax (on taxable items in A through G) \$ 3,626.43 (H)
  - Optional DMV Electronic Filing Fee\* \$ N/A (I)
  - (Optional) Service Contract (to whom paid)\* \$ N/A (J)
  - (Optional) Service Contract (to whom paid)\* \$ N/A (K)
  - Prior Credit or Lease Balance paid by Seller to \$ N/A (L)  
(see downpayment and trade-in calculation)
  - (Optional) Gap Contract (to whom paid)\* \$ N/A (M)
  - (Optional) Used Vehicle Contract Cancellation Option Agreement \$ N/A (N)
  - Other (to whom paid)\* \$ N/A (O)  
For \_\_\_\_\_
- Total Cash Price (A through O)** \$ 53,646.22 (1)
- Amounts Paid to Public Officials**
  - License Fees \$ 375.00 (A)
  - Registration/Transfer/Titling Fees \$ N/A (B)
  - California Tire Fees\* \$ 8.75 (C)
  - Other \$ N/A (D)
  - Other \$ N/A (E)
- Total Official Fees (A through E)** \$ 383.75 (2)
- Amount Paid to Insurance Companies**  
(Total premiums from Statement of Insurance column a + b)\* \$ N/A (3)
- Smog Certification or Exemption Fee Paid to State** \$ N/A (4)
- Subtotal (1 through 4)** \$ 54,029.97 (5)
- Total Downpayment**
  - Agreed Trade-In Value Yr 1993 Make NISSAN \$ 750.00 (A)  
Model QUEST Odom 108,635  
VIN 4N2DN11W9PD
  - Less Prior Credit or Lease Balance \$ N/A (B)
  - Net Trade-In (A less B) (indicate if a negative number) \$ 750.00 (C)
  - Deferred Downpayment \$ N/A (D)

#### STATEMENT OF INSURANCE

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

#### Vehicle Insurance

	Term	Premium
\$ <u>N/A</u> Ded. Comp., Fire & Theft	N/A Mos.	\$ <u>N/A</u>
\$ <u>N/A</u> Ded. Collision	N/A Mos.	\$ <u>N/A</u>
Bodily Injury \$ <u>N/A</u> Limits	N/A Mos.	\$ <u>N/A</u>
Property Damage \$ <u>N/A</u> Limits	N/A Mos.	\$ <u>N/A</u>
Medical	N/A Mos.	\$ <u>N/A</u>
Total Vehicle Insurance Premiums		\$ <u>N/A</u> (a)

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

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

Buyer X  
Co-Buyer X  
Seller X

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

#### Application for Optional Credit Insurance

<input type="checkbox"/> Credit Life:	<input type="checkbox"/> Buyer	<input type="checkbox"/> Co-Buyer	<input type="checkbox"/> Both
<input type="checkbox"/> Credit Disability (Buyer Only)			
	Term	Exp.	Premium
Credit Life	___ Mos.	___	\$ <u>N/A</u>
Credit Disability	___ Mos.	___	\$ <u>N/A</u>
Total Credit Insurance Premiums			\$ <u>N/A</u>
Insurance Company Name _____			
Home Office Address _____			

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

You are applying for the credit insurance marked above. Your signature below means that you agree that: (1) You are not eligible for insurance if you have reached your 65th birthday. (2) You are eligible for disability insurance only if you are working for wages or profit 30 hours a week or more on the Effective Date. (3) Only the Primary Buyer is eligible for disability insurance. **DISABILITY INSURANCE MAY NOT COVER CONDITIONS FOR WHICH YOU HAVE SEEN A DOCTOR OR CHIROPRACTOR IN THE LAST 6 MONTHS (Refer to "Total Disabilities Not Covered" in your policy for details).** You want to buy the credit insurance.

Date	<u>X</u> Buyer Signature	Age
Date	<u>X</u> Co-Buyer Signature	Age

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

1. Other \_\_\_\_\_ \$ \_\_\_\_\_ N/A (1)  
 E. Other \_\_\_\_\_ \$ \_\_\_\_\_ N/A (E)  
 Total Official Fees (A through E) \$ 303.75(2)  
 3. Amount Paid to Insurance Companies  
 (Total premiums from Statement of Insurance column a + b)\* \$ \_\_\_\_\_ N/A (3)  
 4. Smog Certification or Exemption Fee Paid to State \$ \_\_\_\_\_ N/A (4)  
 5. Subtotal (1 through 4) \$ 54,029.97(5)  
 6. Total Downpayment  
 A. Agreed Trade-In Value Yr 1993 Make NISSAN \$ 750.00(A)  
 Model QUEST Odem 108,635  
 VIN 4N2DN11WSP1  
 B. Less Prior Credit or Lease Balance \$ \_\_\_\_\_ N/A (B)  
 C. Net Trade-In (A less B) (indicate if a negative number) \$ 750.00(C)  
 D. Deferred Downpayment \$ \_\_\_\_\_ N/A (D)  
 E. Manufacturer's Rebate \$ 2,000.00(E)  
 F. Other \$ \_\_\_\_\_ N/A (F)  
 G. Cash \$ \_\_\_\_\_ N/A (G)  
 Total Downpayment (C through G) \$ 2,750.00(6)  
 (If negative, enter zero on line 6 and enter the amount less than zero as a positive number on line 1L above)  
 7. Amount Financed (5 less 6) \$ 51,279.97(7)  
 \*Seller may keep part of these amounts.

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

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

**AUTO BROKER FEE DISCLOSURE**

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

☐ Name of autobroker receiving fee, if applicable:

**SELLER'S RIGHT TO CANCEL** If Buyer and Co-Buyer sign here, the provisions of the Seller's Right to Cancel section on the back giving the Seller the right to cancel if Seller is unable to assign this contract to a financial institution will apply.

X  
 Buyer

X  
 Co-Buyer

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

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

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

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

Buyer X

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 is signed, 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 unilateral change.

Buyer Signature X

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 UNLESS YOU OBTAIN A CONTRACT CANCELLATION OPTION**

California law does not provide for a "cooling off" or other cancellation period for vehicle sales. Therefore, you cannot later cancel this contract simply because you change your mind, decide the vehicle costs too much, or wish you had acquired a different vehicle. After you sign below, you may only cancel this contract with the agreement of the seller or for legal cause, such as fraud. However, California law does require a seller to offer a 2-day contract cancellation option on used vehicles with a purchase price of less than \$40,000, subject to certain statutory conditions. This contract cancellation option requirement does not apply to the sale of a motorcycle or an off-highway motor vehicle. See the vehicle contract cancellation option agreement for details.

**YOU AGREE TO THE TERMS OF THIS CONTRACT. YOU CONFIRM THAT BEFORE YOU SIGNED THIS CONTRACT, WE GAVE IT TO YOU, AND YOU WERE FREE TO TAKE IT AND REVIEW IT. YOU CONFIRM THAT YOU RECEIVED A COMPLETELY FILLED-IN COPY WHEN YOU SIGNED IT.**

Buyer Signature X

Date 08/28/06

Co-Buyer Signature X

Date 08/28/06

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

Other Owner Signature X

Address

**GUARANTY:** To induce us to sell the vehicle to Buyer, each person who signs as a Guarantor individually guarantees the payment of this contract. If Buyer fails to pay any money owing on this contract, each Guarantor must pay it when asked. Each Guarantor will be liable for the total amount owing even if other persons also sign as Guarantor, and even if Buyer has a complete defense to Guarantor's demand for reimbursement. Each Guarantor agrees to be liable even if we do one or more of the following: (1) give the Buyer more time to pay one or more payments; (2) give a full or partial release to any other Guarantor; (3) release any security; (4) accept less from the Buyer than the total amount owing; or (6) otherwise reach a settlement relating to this contract or extend the contract. Each Guarantor acknowledges receipt of a completed copy of this contract and guaranty at the time of signing. Guarantor waives notice of acceptance of this Guaranty, notice of the Buyer's non-payment, non-performance, and default; and notices of the amount owing at any time, and of any demands upon the Buyer.

Guarantor X N/A

Date

Guarantor X N/A

Date

Address N/A

Address

Seller Signs NORTHWOOD AUTO PLAZA

Date 08/28/06 By X

Title FIN. MAN

2007 SUBURBAN 4WD 1/2 TON LT  
 53U AMBER BRONZE METALLIC  
 193 EBONY

/V8G

ORDER NO. KGDC8X/SDC STOCK NO. 141F  
 VIN 1GN FK16 35 7R

GENERAL MOTORS CORPORATION  
 & SUBSIDIARIES  
 RENAISSANCE CENTER  
 DETROIT MI 48243-1114  
 VEHICLE INVOICE 1AD92208239

\*\*\*\*\*13\*06438S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	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	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 G1203 G1203
M30 4-SPD AUTOMATIC TRANSMISSION	N/C	N/C	WFP-S QTR OPT-1
UVB NAVIGATION RADIO W/CD/DVD/MP3 (REPLACES 6-DISC CD CHANGER)	2250.00	1867.50	BANK: GMAC - 085 CHG-TO 06-438
UVC REAR VIEW CAMERA SYSTEM	250.00	207.50	
U42 REAR SEAT ENTERTAINMENT SYSTEM	1295.00	1074.85	SHIP WT: 5844
V1K LUGGAGE RACK - CROSS BARS	45.00	37.35	HP: 45.7
YF5 50-STATE EMISSIONS	N/C	N/C	GVWR: 7400
1LZ SUBURBAN LTZ EQUIPMENT GROUP:	7915.00	6569.45	GAWR.FT: 3600 GAWR.RR: 4200 GMS: 46531.10 SUPPLR: 48621.62 MRM: 53610.00 NTR: 1/2 DAN: WATKN MEMO 2560.50
* 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			
* 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 \*\*

NORTHWOOD CHEVROLET

2007 SUBURB

2/10/2006

53U AMBER BRONZE METALLIC /V8G & SUBSIDIARIES  
193 EBONY RENAISSANCE CENTER  
ORDER NO. KGDC8X/SDC STOCK NO. 141F DETROIT MI 48243-1114  
VIN 1GN FK16 35 7R [REDACTED] VEHICLE INVOICE 1AD92208239  
\*\*\*\*\*13\*06438S  
MODEL & FACTORY OPTIONS MSRP INV AMT RETAIL - SOLD  
\*\* CONTINUED FROM PAGE 1 \*\*

TOTAL MODEL & OPTIONS	52710.00	47137.40	ACT 237	46456.10
DESTINATION CHARGE	900.00	900.00	H/B 261	1581.30
DEALER CO-OP ADVERTISING		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

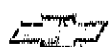
\*\*\*\*\*  
INVOICE DOES NOT REFLECT DEALER'S ULTIMATE COST BECAUSE OF MANUFACTURER  
REBATES, ALLOWANCES, INCENTIVES, HOLDBACK, FINANCE CREDIT AND RETURN TO  
DEALER OF ADVERTISING MONIES, ALL OF WHICH MAY APPLY TO VEHICLE.  
\*\*\*\*\*

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

NORTHWOOD CHEVROLET

REMIT TO GMAC NO. 085  
VIN 1GNFK16357F [REDACTED]  
\$ 48564.50 INV 1AD92208239

# GM CUSTOMER INCENTIVE AND ONSTAR ACKNOWLEDGMENT



**GMC HUMMER**



(excludes Saturn)

CUSTOMER NAME: [REDACTED]

VIN: 1G1N1F1K1161315171R1 [REDACTED]

## 1. Customer Incentive

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

<u>Incentive Program Reference</u>	<u>Amount</u>	<u>GM Incentive Code</u>
	\$ <u>2000</u>	<u>GLUE</u>
	\$ _____	_____
	\$ _____	_____
	\$ _____	_____
	\$ _____	_____
Total Incentive Amount Received		\$ _____


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

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

### - CUSTOMER AND DEALER ACKNOWLEDGMENT FOR INCENTIVES AND ONSTAR SERVICE -

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

Is vehicle equipped with OnStar? \_\_\_\_\_ Yes \_\_\_\_\_ No

- b.  Terms and Conditions Acknowledgment. I acknowledge that I have received the Terms and Conditions under which the OnStar service in my vehicle is provided (copies are available in the vehicle glovebox, from the dealer, at [www.onstar.com](http://www.onstar.com), or by contacting OnStar as described below).

I understand that in order to cancel the OnStar service in my vehicle, I must press the blue OnStar button in my vehicle or call 1.888.4OnStar (1.888.466.7827) or TTY 1.877.248.2080 and request that my Services be cancelled.

Purchaser/Lessee Signature: [REDACTED]

Date: 3/8/06

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

Authorized Dealer Signature: [Signature]

Date: 03/28/06

Dealership Name: \_\_\_\_\_

Northwood Auto Plaza

Dealer Code: 00-438

**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.



## 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

IDENTIFICATION NUMBER	YEAR MODEL	MAKE	LICENSE PLATE/CF #	MOTORCYCLE ENGINE #
1GNFK16357R	2007	CHEVROLET		

### SECTION 2: Bill of Sale

I/We NORTHWOOD AUTO PLAZA sell, transfer, and deliver the above vehicle/vessel  
on 8 28 2006 for the amount of \$ 49,974.79  
(PRINT BUYER'S NAME(S)) MO DAY YR (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. Failure to complete or providing a false statement may result in fines and/or imprisonment.

The odometer now reads 15 (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.)

#### BUYER

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.

PRINT NAME	SIGNATURE	DATE	DL, ID OR DEALER #
		08/28/06	
PRINT NAME	SIGNATURE	DATE	DL, ID OR DEALER #
		08/28/06	
PRINT NAME	SIGNATURE	DATE	DL, ID OR DEALER #
MAILING ADDRESS	CITY	STATE	ZIP
	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	SIGNATURE	DATE	DL, ID OR DEALER #
NORTHWOOD AUTO PLAZA		08/28/06	11106
PRINT NAME	SIGNATURE	DATE	DL, ID OR DEALER #
PRINT NAME	SIGNATURE	DATE	DL, ID OR DEALER #
MAILING ADDRESS	CITY	STATE	ZIP
212 7TH STREET EUREKA, CA 95501			
			DAYTIME PHONE #
			(707) 443-4861

### SECTION 5: Power of Attorney

I/We	appoint	NORTHWOOD AUTO PLAZA
(PRINT NAME(S))		(PRINT NAME(S))
as my attorney in fact, to complete all necessary documents, as needed, to transfer ownership as required by law.		
Sign	Attorney	DATE
X		08/28/06
Sign	Granting Power of Attorney	DATE
X		08/28/06



RECEIPT

CUSTOMER
[REDACTED] EUREKA, CA [REDACTED]

RECEIPT #
100001085
DATE
8/29/06 12:19
AMOUNT
51279.97

Payment Received:

Check [REDACTED]

Total Received:

51279.97

51279.97

Payment Applied To: ONE PAY #141F-- [REDACTED]

22001 : 141F : 100001085

49335.29

22001 : 141F : 100001085

1944.68

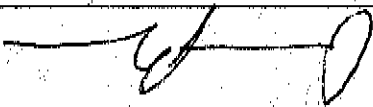
Total Applied:

51279.97



050915507711 220420500100010098282

AUTHORIZED SIGNATURE



Issued by: Preferred Bank Los Angeles, CA  
Drawee: Preferred Bank Los Angeles, CA P.O. Box 9476, Minneapolis, MN 55480

Location: 13842

PURPOSE/REMITTER:

ORDER OF: NORTHWOOD CHEVROLET

TO THE

\$ 49,335.29

FOR THE PAYEE'S ACCOUNT

PAY

DATE: AUGUST 28, 2006



16-4220  
1220

No.

OFFICIAL CHECK



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

Payable to:  A5788761  
Ex. 10/04/08 8/28/08 DATE 4507  
90-7224/3211  
Pay TO THE ORDER OF Northwood Chevrolet \$ 1944.68  
One thousand nine hundred & 44/100  
COAST CENTRAL CREDIT UNION  
3300 BROADWAY  
EUREKA, CA 95501  
FOR 

PERMA



PLATE®

7C105776

## 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 its 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™:** Siskin 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 FiberGuard, 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 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 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 hazards, vandalism, collision or similar accident; fire or other natural casualties; rusting of metal; modifications or alterations of the factory's original painted finish (i.e. repainted surfaces, aftermarket pin 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); chips 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 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 obligation 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, Siskin will pay only for the repair of the damaged portion of the vehicle.

**CLAIM PROCEDURE:** A claim 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 filed 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 legal rights and you may also have other rights which vary from state to state.

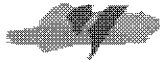
SISKIN ENTERPRISES, INC., P.O. Box 58, Salt Lake City, Utah 84110

Call Toll Free (800) 453-8470; or E-mail: siskin@perma-plate.com

Customer Name

In Service Date

Dealer Name



**MaryBeth  
Hollman/Austin/GM1**

03/08/2011 11:33 AM

To noelle.duckgeischel@gm.com

cc

bcc

Subject NISM 71-924813013 [REDACTED]

RE: Customer Last Name: [REDACTED]  
Service Request: 71-924813013  
2007 Chevrolet Suburban  
Vehicle Identification Number: 1GNFK16357R [REDACTED]  
Customer Relationship Specialist: Mary Beth Hollman  
Telephone: 866-790-5700 Ext 41499

Dear Noelle Duckgeischel,

Hi, my name is Mary Beth. This email is to follow up on my voicemail regarding Service Request 71-924813013 for customer [REDACTED]. The customer's vehicle is a 2007 Chevrolet Suburban with 46,580 miles. The VIN is 7R [REDACTED]. 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@gm.com**

03/08/2011 11:35 AM

To marybeth\_hollman@gmexpert.com

cc

bcc

Subject Re: NISM 71-924813013 [REDACTED]

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  
To: noelle.duckgeischel@gm.com  
Date: 03/08/2011 08:33 AM  
Subject: NISM 71-924813013 [REDACTED]

---

RE: Customer Last Name: [REDACTED]  
Service Request: 71-924813013  
2007 Chevrolet Suburban  
Vehicle Identification Number: 1GNFK16357R [REDACTED]  
Customer Relationship Specialist: Mary Beth Hollman  
Telephone: 866-790-5700 Ext 41499

Dear Noelle Duckgeischel,

Hi, my name is Mary Beth. This email is to follow up on my voicemail regarding Service Request 71-924813013 for customer [REDACTED]. The customer's vehicle is a 2007 Chevrolet Suburban with 46,580 miles. The VIN is 7R [REDACTED]. 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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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.



**noelle.duckgeischel@gm.com**

03/08/2011 12:28 PM

To: marybeth\_hollman@gmexpert.com

cc

bcc

Subject: Re: NISM 71-924813013 [REDACTED]

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 [REDACTED]

---

RE: Customer Last Name: [REDACTED]

Service Request: 71-924813013

2007 Chevrolet Suburban

Vehicle Identification Number: 1GNFK16357R [REDACTED]

Customer Relationship Specialist: Mary Beth Hollman

Telephone: 866-790-5700 Ext 41499

Dear Noelle Duckgeischel,

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

regarding Service Request 71-924813013 for customer [REDACTED]. 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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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.

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**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

By: Mary Beth Hollman, Legal ML

GM Legal File / BBB Case No.: N/A

Negotiator: Mary Beth Hollman, Legal ML

Customer Last Name: [REDACTED]

State: California

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

Vehicle ID No.:

1GNFK16357R [REDACTED]

In Service Date:

8/28/2006

Vehicle Purchased: BAC Code:

New

112133

Year, Make & Model: 2007 Chevrolet Suburban

Vehicle Purchased New

Current Mileage: 46,580

Sale Type: Purchase ☒ Lease ☐ Other ☐ : N/A

Dealer Name : Northwood Chevrolet

CAM Name: Mick Gonzalez

Phone Number: 805-373-8417

Lien holder: GMAC ☐ Other ☒ : 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

-- Jennifer Basola, PC

Phone Number : 323-988-2400 Ext 227

Fax Number : 866-431-5575

Service Manager Name: Will Mobley

Phone Number : 707-443-4861

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

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

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

☐ Brakes

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
3/14/08	601756	1	14,718	Northwood Auto Plaza C/S <input type="checkbox"/> It feels like the brakes are not releasing. Feels like it may be in 4 wheel / <b>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</b>

☒ Engine/Fuel/Exhaust

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
2/23/07	600867	1	4,548	Northwood Auto Plaza C/S <input type="checkbox"/> Battery keeps going dead / Out of calibration <input type="checkbox"/> Module, Powertrain control engine reprogramming. Diagnosis. Reprogram the BCM per <b>Doc 06-06-03-11</b>  Lube Oil and Filter  Will Mobley, SVM <input type="checkbox"/> 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 ☐ quart over full.
10/08/09	602823 2	1	31,637	Northwood Auto Plaza Lube Oil and Filter <b>Customer did not make it in for the first oil consumption tests, will start the test over.</b>  The check engine light is on see Will do simple diagnosis today / <b>Scanned the computer, has code P0449, needs deeper diagnosis, the customer will reschedule – Cust unresponsive – - Customer did not return for oil test -</b>  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.  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  
 7  
 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>	<u>Description of Complaint and Repair Performed:</u>
N/A	N/A	N/A	N/A	N/A

☐ Steering

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

☐ Transmission

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

☐ Axle

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

☒ Body/Trim

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
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10/01/07	601406 1	*	10,772	<p>Northwood Auto Plaza C/S <input type="checkbox"/>Right front inner door handle is peeling / Poor mach peeling - Installed 15935954 handle. Inspect, replaced the R-front inner door handle</p> <p>C/S <input type="checkbox"/>Left front inner door handle is peeling / Poor mach peeling <input type="checkbox"/> Corrected by B4281: Handle, front door inside opening left R&amp;R or replace</p> <p>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.</p>
7/07/09	602653 2	*	28,616	<p>Northwood Auto Plaza C/S <input type="checkbox"/>All four doors the moldings are changing color <input type="checkbox"/>Ordered new moldings they are paint to match.</p> <p>C/S <input type="checkbox"/>Mirrors are changing colors as well <input type="checkbox"/>No discolor found on mirrors</p> <p>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>.</p> <p>Will Mobley, SVM <input type="checkbox"/>Verified days out of service</p>
1/22/10	602990 2	N/A <input type="checkbox"/> occurred within RO 6026533	35,201	<p>Northwood Auto Plaza C/S <input type="checkbox"/>Would like Goodwill assistance on side moldings all discolored / Faded <input type="checkbox"/>Replaced door molding B7866 - Molding, Front Door - Right - Side - R&amp;R Or Replace B7876 - Molding, Front Door - Left - Side - R&amp;R Or Replace B7976 - Molding, Rear Door - Left - Side - R&amp;R Or Replace B7966 - Molding, Rear Door - Right - Side - R&amp;R Or Replace</p> <p>Will Mobley, SVM <input type="checkbox"/>Verified days out of service</p>
2/18/11	603676 7	*	46,580	<p>Northwood Auto Plaza C/S <input type="checkbox"/>Door exterior trim is peeling off / Coming loose <input type="checkbox"/>Inspect, parts are still on order.</p>

☐ Chassis

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

## ☒ Electrical

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

## ☐ Glass

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

☐ HVAC

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

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
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2/18/11	603676 7	*	46,580	Northwood Auto Plaza C/S <input type="checkbox"/> Paint is fading below mirrors / <b>Inspect, no problem found.</b>
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☐ Suspension

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

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

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
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12/28/09	602948 0	*	35,201	Northwood Auto Plaza <b>Recall 07007 / Recall – Performed recall 06162 - Y0124 - 06162 Product Enhancement - Engine Control Module Reprogram with SPS</b>
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**Recall 08048 / Recall – Installed washer harness - V1993 -  
08048A - Jumper Harness Installation**

2/18/11	603676 7	*	46,580	Northwood Auto Plaza <b>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</b>
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☐ Other

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
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N/A	N/A	N/A	N/A	N/A
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**Important: SES light is to be captured under affected component above.**



## ACCIDENT / INSURANCE INFORMATION:

Repeat as necessary

Has the vehicle ever been involved in an accident? (Y or N) N  
Did you confirm your answer with the dealer/Customer (if  
ADR)/attorney (if Legal)? (Y or N) Y - Dealer  
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) N/A  
Has the customer filed any insurances claims on this Vehicle? (Y or N) N/A  
If Yes obtain the following information below

Insurance Company: \_\_\_\_\_ N/A

Insurance Rep : \_\_\_\_\_ N/A  
(First and Last Name)

Phone ☐ \_\_\_\_\_ N/A

Claim Made? (Y or N): \_\_\_\_\_ N/A

Claim Status: \_\_\_\_\_ N/A  
Pending/Denied/NA

Claim ☐ \_\_\_\_\_ N/A

Did Insurance Company refer customer to GM? (Y or N) N/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.

N/A

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

## PERTINENT FACTS FROM ALL SRs 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 Dlr.

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/A

**Unique GM Program Summary Requirements for Repurchase/Replacement in Applicable State:**

N/A

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

N/A

## Customer/Plaintiff Seeks:

Repurchase ☐ 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:

<input type="checkbox"/> of Visits for a Non-Conformity?	4	<input type="checkbox"/> of Days out of Service?	30
<input type="checkbox"/> of visits for a Safety Complaint?	2	<input type="checkbox"/> of Visits Total?	N/A
Must Complaint Continue to Exist?	No	Final Repair/Arbitration Required?	Yes
Time Period for filing a Claim?	18 months / 18,000 miles <input type="checkbox"/> 4 years after last visit for defective non-conformity		

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

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

**Does History appear Presumptive: No**

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

<input type="checkbox"/> of Visits for a Non-Conformity?	2 <input type="checkbox"/> Oil Low 2 - Battery	<input type="checkbox"/> of Days out of Service?	6
<input type="checkbox"/> of visits for a Safety Complaint?	0	<input type="checkbox"/> of Visits Total?	5
Must Complaint Continue to Exist?	N/A	Final Repair or Arbitration Required?	N/A

### Related Repairs beyond NVLW:

Customer Pay?	No	If no, identify responsible party:	Powertrain & Dlr Goodwill
Additional Days out of Service?	70	Additional <input type="checkbox"/> 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 - Dlr GW ☒ 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 with 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.**

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

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

**\*Add additional lines for additional offers/counter offers.**

Add additional lines for additional energy counter offers:		
<b>Recommendation of CRS:</b> <b>Settlement Type:</b> N/A	<b>Arbitrate case:</b> <span style="border: 1px solid black; padding: 0 5px;">N/A</span>	<b>Settle case:</b> <span style="border: 1px solid black; padding: 0 5px;">N/A</span> <b>Attorney Fees (if applicable):</b> N/A
<b>Recommendation of Field:</b> <b>Settlement Type:</b> N/A	<b>Arbitrate case:</b> <span style="border: 1px solid black; padding: 0 5px;">N/A</span>	<b>Settle case:</b> <span style="border: 1px solid black; padding: 0 5px;">N/A</span> <b>Attorney Fees (if applicable):</b> N/A
<b>Final Decision:</b> <b>Settlement Type:</b> N/A	<b>Arbitrate case:</b> <span style="border: 1px solid black; padding: 0 5px;">N/A</span>	<b>Settle case:</b> <span style="border: 1px solid black; padding: 0 5px;">N/A</span> <b>Attorney Fees (if applicable):</b> N/A

**Date:** N/A



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

EUREKA, CA			Home Phone	Open Date	RC Number
				2/18/11	6036767
			Work Phone	Time Received	Time Promised
				9:47	2/18 16:30
			Key Tag #	Current Mileage	Mileage Out
				46580	mark
Year	Make	Model	Body	Engine Code	Service Advisor
2007	CHEVROLET	SUBURBAN	UT		WILL MOBLEY
Vehicle Identification Number		Color	License Number	Delivery Date	In-Service Date
1GNFK16357R		AMBER BRON		8/28/06	8/28/06
141F					

INTERMITTENTLY. CHECK AND ADVISE.

C

## #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.

C

C

C

C

## #10 - 117: MISC-REPAIR

CUSTOMER STATES 4-WHEEL DRIVE ENGAGES ON ITS OWN,  
EVEN GOING DOWN THE HIGHWAY AT 65MPH.

C

C

C

## #11 - 117: MISC-REPAIR

CRUISE CONTROL STOPS WORKING WHEN GOING DOWNHILL.  
THE VEHICLE SPEEDS UP AS OPPOSED TO SLOWING DOWN.  
CHECK AND ADVISE

C

C

C

C

## #12 - 117: MISC-REPAIR

CUSTOMER STATES DOOR EXTERIOR TRIM IS PEELING OFF.

C

C

#13 - V2281: REMOVE THE WINDOW WASHER SOLVENT HEATER, AND  
DISABLE THE SYSTEM, AND COMPENSATE THE CUSTOMER BY  
CHECK FOR \$100.00 FOR THE LOSS OF THE FEATURE.

W

W

W

#14 Cust states Engine is Loud noise, oil light  
comes on makes knocking noise when starts  
smells like burning oil  
2/21/11 me

Original Estimate:

610.20

610.20

Customer Signature

EUREKA, CA			Work Phone	2/18/11	6036767
			Key Tag #	Time Received	Time Promised
				9:47	2/18 16:30
				Current Mileage	Mileage Out
				46580	mark
Year	Make	Model	Body	Engine Code	Service Advisor
2007	CHEVROLET	SUBURBAN	UT		WILL MOBLEY
Vehicle Identification Number			License Number	Delivery Date	In-Service Date
1GNFK16357R				8/28/06	8/28/06
141F					

- #1 - 117: MISC-REPAIR  
CUSTOMER STATES IS HAVING ELECTRICAL PROBLEMS.  
BATTERY GOES DEAD AND HAS TO BE JUMP STARTED FOR  
NO APARENT REASON. *1.0*
- #2 - 100C: LUBE, OIL, FILTER - CAR 5 QT  
CHECK ALL FLUID LEVELS AND CHECK TIRE PRESSURE.  
\$10.00 OFF *1.5*
- #3 - 115: 27-POINT FREE INSPECTION. *✓*
- #4 - 117: MISC-REPAIR  
CUSTOMER STATES NEEDS LEFT FRONT HEADLAMP REPLACED  
. CHECK AND ADVISE  
*15950807 Lamp 311.15 5/6 (1.1)*  
*#416.75*
- #5 - 117: MISC-REPAIR  
CUSTOMER STATES SEAT WARMERS NOT WORKING. RANDOMLY  
THEY WILL COME ON, CHECK AND ADVISE.
- #6 - 117: MISC-REPAIR  
CUSTOMER STATES REMOTE START NOT WORKING AND KEY  
FOB IS INOP. CHECK AND ADVISE.
- #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

I hereby authorize the repair work above to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or contents left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. Thereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing under inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. Any warranties on products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

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Customer Signature



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
Time Received	Time Promised
9:47	2/18 16:30
Current Mileage	Mileage Out
46580	
Estimate of Repairs	Service Advisor / Key Tag #
1026.95	MARK CROSGROVE/

EUREKA, CA			Work Phone	Vehicle Identification Number	
				1GNFK16357R	
			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					

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

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
3.	27-POINT FREE INSPECTION	115 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

"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."

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X



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

R/O Open Date	R/O Number
2/18/11	6036767/2
Time Received	Time Promised
9:47	2/18 16:30
Current Mileage	Mileage Out
46580	
Estimate of Repairs	Service Advisor / Key Tag #
1026.95	MARK CROSGROVE/

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

Job Number	Description of Work	Code
2.6	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
4.9	MISC-REPAIR CUSTOMER STATES WINDSHIELD WIPERS COME ON EVEN WHEN ITS SUNNY OUTSIDE. HAVE TO RESTART THE CAR	117 Customer Pay

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

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X



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

R/O Open Date	R/O Number
2/18/11	6036767/3
Time Received	Time Promised
9:47	2/18 16:30
Current Mileage	Mileage Out
46580	
Estimate of Repairs	Service Advisor / Key Tag #
1026.95	MARK CROSGROVE/

EUREKA, CA			Work Phone	Vehicle Identification Number	
				1GNFK16357R	
			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					

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
3.12	MISC-REPAIR CUSTOMER STATES DOOR EXTERIOR TRIM IS PEELING OFF.	117 Customer Pay Customer Pay

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

*Retyped on 2/22/2011*

Job Number	Description of Work	Code
3.1		

#### 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."

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X



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

R/O Open Date	R/O Number
2/18/11	6036767/1
R/O Close Date	Status
2/28/11	Pre-Invoice
Mileage In	Mileage Out
46580	46685
Service Advisor / Tag #	
MARK CROSGROVE	
Vehicle Identification Number	
1GNFK16357R	
Delivery Date	In-Service Date
8/28/06	8/28/06
Color	License Number
AMBER BRON	

EUREKA, CA			Work Phone	
			Home Phone	
			Body	
Year	Make	Model		
2007	CHEVROLET	SUBURBAN	UT	
141F				

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
<b>#1 - 117: MISC-REPAIR</b> 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
<b>#2 - 100C: LUBE, OIL, FILTER - CAR 5 QT/CHECK ALL FLUID LEVELS            AND CHECK TIRE PRESSURE.</b> \$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	11.85 4.04 9.06
<b>#3 - 115: 27-POINT FREE INSPECTION</b> Sub Total: .00	
<b>#4 - 117: MISC-REPAIR</b> 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."

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

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

**PAID**  
2033



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	
Vehicle Identification Number	
1GNFK16357R	
Delivery Date	In-Service Date
8/28/06	8/28/06
Color	License Number
AMBER BRON	

EUREKA, CA			Work Phone	
			Home Phone	
Year	Make	Model	Body	
2007	CHEVROLET	SUBURBAN	UT	
141F				

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
<p>#5 - 117: MISC-REPAIR CUSTOMER STATES SEAT WARMERS NOT WORKING. RANDOMLY THEY WILL COME ON, CHECK AND ADVISE. Caused by POOR CONNECTION Work performed by VICTOR RUELES (2 ) Freight: FEDEX DIAGNOIS, HAS CODE B2508, DIAGNOIS, REMOVED THE RIGHT FRONT SEAT, THE WIRE HARNESS WAS OUT OF POSITION, INSULATE AND REPOSITION, TEST OPERATION, OPERATES AS DESIGNED. GM AUTHORIZED ONE GOODWILL ASSIST ON THIS CONCERN.</p>	Warranty Warranty
<p>#6 - 117: MISC-REPAIR CUSTOMER STATES REMOTE START NOT WORKING AND KEY FOB IS INOP. CHECK AND ADVISE. Caused by OUT OF CAL Work performed by VICTOR RUELES (2 ) WE COULD NOT DUPLICATE THE CONCERN. PERFORMED A SOFTWARE UPDATE, THAT MAY FIX THE CUSTOMERS CONCERN. GM AUTH A ONETIME GOODWILL ASSIST ON THIS CONCERN.</p>	Warranty
<p>#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</p>	

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

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

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X





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

R/O Open Date	R/O Number
2/18/11	6036767/3
R/O Close Date	Status
2/28/11	Pre-Invoice
Mileage In	Mileage Out
46580	46685
Service Advisor / Tag #	
MARK CROSGROVE	
Vehicle Identification Number	
1GNFK16357R	
Delivery Date	In-Service Date
8/28/06	8/28/06
Color	License Number
AMBER BRON	

EUREKA, CA			Work Phone	
			Home Phone	
Year	Make	Model	Body	
2007	CHEVROLET	SUBURBAN	UT	
141F				

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
<p>THEN BACK ON AGAIN. Caused by NO PROBLEM FOUND Work performed by VICTOR RUELES (2 ) WE COULD NOT DUPLICATE THE CUSTOMERS CONCERN. GM AUTH A ONETIME GOODWILL INSPECTION FOR THIS CONCERN.</p>	Warranty
<p>#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.</p>	Warranty
<p>#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.</p>	Warranty

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

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

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X



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	
Vehicle Identification Number	
1GNFK16357R	
Delivery Date	In-Service Date
8/28/06	8/28/06
Color	License Number
AMBER BRON	

EUREKA, CA			Work Phone	
			Home Phone	
			Body	
Year	Make	Model		
2007	CHEVROLET	SUBURBAN	UT	
141F				

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
<p>#10 -117: MISC-REPAIR CUSTOMER STATES 4-WHEEL DRIVE ENGAGES ON ITS OWN, EVEN GOING DOWN THE HIGHWAY AT 65MPH. Caused by COULD NHOT DUPLICATE THE CONCERN. Work performed by VICTOR RUELES (2 ) INSPECT, SCAN FOR CODES, NONE FOUND, REVIEWED WITH GM REP, NOELLE, SHE AUTHORIZED A ONETIME GOODWILL INSPECTION, SHE WANTED US TO DRIVE THE VEHICILE AND TRY TO DUPLICATE THE CONCERN, WE DROVE THE VEHICLE FOR A TOTAL OF 105 MILES, THE TRANSFER CASE DID NOT JUMP INTO 4X4 AT ANY SPEED. NEEDS TO BE MORE CONSISTANT TO DIAGNOIS.</p>	Warranty
<p>#11 -117: MISC-REPAIR CRUISE CONTROL STOPS WORKING WHEN GOING DOWNHILL. THE VEHICLE SPEEDS UP AS OPPOSED TO SLOWING DOWN. CHECK AND ADVISE Caused by OUT OF CALIBRATION Work performed by VICTOR RUELES (2 ) DID NOT DUPLICATE THE CUSTOMERS COCERN. WE DID FIND A SOFTWARE UPDATE THAT MIGHT ADDRESS THE CONCERN, PERFORMED THE LATEST SOFTWARE UPDATE. GM AUTHORIZED A ONETIME GOODWILL ASSIST FOR THIS CONCERN.</p>	Warranty
#12 -117: MISC-REPAIR	
<p>TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."</p> <p>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.</p>	<p>LABOR</p> <p>PARTS</p> <p>DEDUCTIBLE</p> <p>SUBLET</p> <p>SHOP SUPPLIES</p> <p>HAZARDOUS MATERIALS</p> <p>SALES TAX OR TAX I.D.</p> <p>SPECIAL ORDER DEPOSIT</p> <p>DISCOUNTS</p> <p>TOTAL DUE</p>
NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.	
X	



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

R/O Open Date	R/O Number
2/18/11	6036767/5
R/O Close Date	Status
2/28/11	Pre-Invoice
Mileage In	Mileage Out
46580	46685
Service Advisor / Tag #	
MARK CROSGROVE	
Vehicle Identification Number	
1GNFK16357R	
Delivery Date	In-Service Date
8/28/06	8/28/06
Color	License Number
AMBER BRON	

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

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
<p>CUSTOMER STATES DOOR EXTERIOR TRIM IS PEELING OFF. Caused by COMING LOOSE Work performed by VICTOR RUELES (2 ) INSPECT, PARTS ARE STILL ON ORDER.</p>	Warranty
<p>#13 -V2281: REMOVE THE WINDOW WASHER SOLVENT HEATER, ANDDISABLE THE SYSTEM, AND COMPENSATE THE CUSTOMER BYCHECK FOR \$100.00 FOR THE LOSS OF THE FEATURE. Caused by RECALL Work performed by VICTOR RUELES (2 ) Work performed by NORT006 : CK53548 REMOVED THE WASHER HEATER.</p>	Warranty Warranty
<p>#14 *117: MISC-REPAIR CUSTOMER STATES ENHINE MAKES LOUD NOISE, OIL LIGHT COMES ON AND MAKES KNOCKING SOUND WHEN STARTS. SMELLS BURNING OIL, CHECK AND ADVISE. Caused by NO PROBLEM FOUND Work performed by VICTOR RUELES (2 ) PERFORMED NUMEROUS AM START UPS AND TEST DRIVE, COULD NOT DUPLICATE THE CONCERN. ALSO INSPECT FOR BURNING SMELL, INSPECT FOR LEAKS, NONE FOUND, COULD NOT DUPLICATE THE CONCERN.</p>	Warranty
<p>#15 *117: MISC-REPAIR CUSTOMER STATES PAINT IS FADING BELOW MIRRORS.</p>	

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

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.

## LABOR

## PARTS

## DEDUCTIBLE

## SUBLET

## SHOP SUPPLIES

## HAZARDOUS MATERIALS

## SALES TAX OR TAX I.D.

## SPECIAL ORDER DEPOSIT

## DISCOUNTS

## TOTAL DUE

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X



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

R/O Open Date	R/O Number
2/18/11	6036767/6
R/O Close Date	Status
2/28/11	Pre-Invoice
Mileage In	Mileage Out
46580	46685
Service Advisor / Tag #	
MARK CROSGROVE	
Vehicle Identification Number	
1GNFK16357R	
Delivery Date	In-Service Date
8/28/06	8/28/06
Color	License Number
AMBER BRON	

EUREKA, CA			Work Phone	
			Home Phone	
Year	Make	Model	Body	
2007	CHEVROLET	SUBURBAN	UT	
141F				

DESCRIPTION OF SERVICE AND PARTS	AMOUNT																				
<p>Caused by NO PROBLEM FOUND Work performed by WILL MOBLEY (100) PAINT CARRIES A 3/36 WARRANTY. INSPECT, NO PROBLEM WAS FOUND.</p> <p>-----</p> <p>Please Note: AUTHORIZED ON THE HARD COPY FEB 23RD AT 202PM, TALKED TO [REDACTED] AT [REDACTED] AUTHORIZED INSTALLING A GM HEADLAMP, AND LOF, ESTIMATE \$470.50 PLUS TAX.</p>	Warranty																				
<p>TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."</p> <p>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.</p>	<table> <tr> <td>LABOR</td><td>146.25</td></tr> <tr> <td>PARTS</td><td>324.25</td></tr> <tr> <td>DEDUCTIBLE</td><td>.00</td></tr> <tr> <td>SUBLET</td><td>.00</td></tr> <tr> <td>SHOP SUPPLIES</td><td>.00</td></tr> <tr> <td>HAZARDOUS MATERIALS</td><td>.00</td></tr> <tr> <td>SALES TAX OR TAX I.D.</td><td>27.56</td></tr> <tr> <td>SPECIAL ORDER DEPOSIT</td><td>.00</td></tr> <tr> <td>DISCOUNTS</td><td>.00</td></tr> <tr> <td>TOTAL DUE</td><td>498.06</td></tr> </table>	LABOR	146.25	PARTS	324.25	DEDUCTIBLE	.00	SUBLET	.00	SHOP SUPPLIES	.00	HAZARDOUS MATERIALS	.00	SALES TAX OR TAX I.D.	27.56	SPECIAL ORDER DEPOSIT	.00	DISCOUNTS	.00	TOTAL DUE	498.06
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TOTAL DUE	498.06																				
NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.																					
X																					

2007 SUBURBAN 4WD 1/2 TON LT  
 53U AMBER BRONZE METALLIC /V8G  
 193 EBONY  
 ORDER NO. KGDC8X/SDC STOCK NO. 141F  
 VIN 1GN FK16 35 7R  
 GENERAL MOTORS CORPORATION  
 & SUBSIDIARIES  
 RENAISSANCE CENTER  
 DETROIT MI 48243-1114  
 VEHICLE INVOICE 1AD92208239  
 \*\*\*\*\*13\*06438S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	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	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 G1203 G1203
M30 4-SPD AUTOMATIC TRANSMISSION	N/C	N/C	WFP-S QTR OPT-1
UVB NAVIGATION RADIO W/CD/DVD/MP3 (REPLACES 6-DISC CD CHANGER)	2250.00	1867.50	BANK: GMAC - 085 CHG-TO 06-438
UVC REAR VIEW CAMERA SYSTEM	250.00	207.50	
U42 REAR SEAT ENTERTAINMENT SYSTEM	1295.00	1074.85	SHIP WT: 5844
V1K LUGGAGE RACK - CROSS BARS	45.00	37.35	HP: 45.7
YF5 50-STATE EMISSIONS	N/C	N/C	GVWR: 7400
1LZ SUBURBAN LTZ EQUIPMENT GROUP:	7915.00	6569.45	GAWR.FT: 3600 GAWR.RR: 4200 GMS: 46531.10 SUPPLR: 48621.62 MRM: 53610.00 NTR: 1/2 DAN: WATKN MEMO 2560.50
* 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			
* 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 \*\*

53U AMBER BRONZE METALLIC /V8G & SUBSIDIARIES  
193 EBONY RENAISSANCE CENTER  
ORDER NO. KGDC8X/SDC STOCK NO. 141F DETROIT MI 48243-1114  
VIN 1GN FK16 35 7R VEHICLE INVOICE 1AD92208239  
\*\*\*\*\*13\*06438S  
MODEL & FACTORY OPTIONS MSRP INV AMT RETAIL - SOLD  
\*\* CONTINUED FROM PAGE 1 \*\*

TOTAL MODEL & OPTIONS	52710.00	47137.40	ACT 237	46456.10
DESTINATION CHARGE	900.00	900.00	H/B 261	1581.30
DEALER CO-OP ADVERTISING		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 1GNFK16357F  
\$ 48564.50 INV 1AD92208239



**"Bopp, Cathy"**  
**<cbopp@consumerlawcenter.com>**

03/18/2011 12:41 AM

To <marybeth\_hollman@gmexpert.com>  
cc  
bcc  
Subject RE: [REDACTED] 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: [REDACTED] v GM / 2007 Chevrolet Suburban

RE: Customer Last Name: [REDACTED]  
Service Request: 71-924813013  
2007 Chevrolet Suburban  
Vehicle Identification Number: 1GNFK16357R [REDACTED]  
Customer Relationship Specialist: Mary Beth Hollman  
Telephone: 866-790-5700 Ext 41499

Dear Ms. Basola,

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

(See attached file: Acknowledgement Letter - [REDACTED].doc)

Thank You,

Mary Beth Hollman

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

Sincerely,

General Motors



2-18-11 RO.pdf



(rec'd 3-2-11).pdf



.pdf





March 25, 2011

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

RE: [REDACTED] v. General Motors  
Service Request: 71-924813013  
2007 Chevrolet Suburban  
Vehicle Identification Number: 1GNFK16357R [REDACTED]  
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 (this includes sales tax of \$ 3,626.43)	\$ Upon Proof *
Total down payment	\$ 2,750.00
<u>DMV Registration</u>	<u>\$ Upon Proof *</u>
Subtotal:	\$ As Calculated
Less Usage/Depreciation (based on the service event at 35,201 miles)	\$ Upon Proof *
Less Incentives	\$ 2,000.00
<u>Less Late Fees</u>	<u>\$ Upon Proof*</u>
Subtotal:	\$ As Calculated
<u>Attorney's Fees</u>	<u>\$ 2,750.00</u>

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](http://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.

Sincerely,

General Motors

Attach.

CURRENT VEHICLE MILEAGE: \_\_\_\_\_

\_\_\_\_\_  
Client's Signature

\_\_\_\_\_  
Client's Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date

cc: **FILE**  
L00115  
V10202009

**Release of Lien Information**

I \_\_\_\_\_, hereby authorize  
Customer(s)

\_\_\_\_\_  
Lien Holder Name

\_\_\_\_\_  
Address

\_\_\_\_\_  
Address

\_\_\_\_\_ to release any  
Phone Number

and all information regarding my loan account # \_\_\_\_\_  
Account Number

for \_\_\_\_\_ to General Motors Company,  
Vehicle Identification Number (VIN)

including but not limited to a complete payment history of my account, a loan  
payoff amount, interest paid to date, late charges, and per diem information.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature

\_\_\_\_\_  
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

By: Mary Beth Hollman, Legal ML

GM Legal File / BBB Case No.: N/A

Negotiator: Mary Beth Hollman, Legal ML

Customer Last Name: [REDACTED]

State: California

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

Vehicle ID No.:

1GNFK16357R [REDACTED]

In Service Date:

8/28/2006

Vehicle Purchased:

New

BAC Code:

112133

Year, Make & Model: 2007 Chevrolet Suburban

Vehicle Purchased New

Current Mileage: 46,890

Sale Type: Purchase ☒ Lease ☐ Other ☐ : N/A

Dealer Name : Northwood Chevrolet

CAM Name: Mick Gonzalez

Phone Number: 805-373-8417

Lien holder: GMAC ☐ Other ☒ : 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

-- Jennifer Basola, PC

Phone Number : 323-988-2400 Ext 227

Fax Number : 866-431-5575

Service Manager Name: Will Mobley

Phone Number : 707-443-4861

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.

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

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

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

☐ Brakes

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
3/14/08	601756	1	14,718	Northwood Auto Plaza C/S <input type="checkbox"/> It feels like the brakes are not releasing. Feels like it may be in 4 wheel / <b>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</b>

☒ Engine/Fuel/Exhaust

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
2/23/07	600867	1	4,548	Northwood Auto Plaza C/S <input type="checkbox"/> Battery keeps going dead / Out of calibration <input type="checkbox"/> Module, Powertrain control engine reprogramming. Diagnosis. Reprogram the BCM per <b>Doc 06-06-03-11</b>  Lube Oil and Filter  Will Mobley, SVM <input type="checkbox"/> 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 ☐ quart over full.
10/08/09	602823 2	1	31,637	Northwood Auto Plaza Lube Oil and Filter <b>Customer did not make it in for the first oil consumption tests, will start the test over.</b>  The check engine light is on see Will do simple diagnosis today / <b>Scanned the computer, has code P0449, needs deeper diagnosis, the customer will reschedule – Cust unresponsive – - Customer did not return for oil test -</b>  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.  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  
 7  
 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>	<u>Description of Complaint and Repair Performed:</u>
N/A	N/A	N/A	N/A	N/A

☐ Steering

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

☐ Transmission

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

☐ Axle

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

☒ Body/Trim

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
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10/01/07	601406 1	*	10,772	<p>Northwood Auto Plaza C/S <input type="checkbox"/>Right front inner door handle is peeling / Poor mach peeling - Installed 15935954 handle. Inspect, replaced the R-front inner door handle</p> <p>C/S <input type="checkbox"/>Left front inner door handle is peeling / Poor mach peeling <input type="checkbox"/> Corrected by B4281: Handle, front door inside opening left R&amp;R or replace</p> <p>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.</p>
7/07/09	602653 2	*	28,616	<p>Northwood Auto Plaza C/S <input type="checkbox"/>All four doors the moldings are changing color <input type="checkbox"/>Ordered new moldings they are paint to match.</p> <p>C/S <input type="checkbox"/>Mirrors are changing colors as well <input type="checkbox"/>No discolor found on mirrors</p> <p>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>.</p> <p>Will Mobley, SVM <input type="checkbox"/>Verified days out of service</p>
1/22/10	602990 2	N/A <input type="checkbox"/> occurred within RO 6026533	35,201	<p>Northwood Auto Plaza C/S <input type="checkbox"/>Would like Goodwill assistance on side moldings all discolored / Faded <input type="checkbox"/>Replaced door molding B7866 - Molding, Front Door - Right - Side - R&amp;R Or Replace B7876 - Molding, Front Door - Left - Side - R&amp;R Or Replace B7976 - Molding, Rear Door - Left - Side - R&amp;R Or Replace B7966 - Molding, Rear Door - Right - Side - R&amp;R Or Replace</p> <p>Will Mobley, SVM <input type="checkbox"/>Verified days out of service</p>
2/18/11	603676 7	*	46,580	<p>Northwood Auto Plaza C/S <input type="checkbox"/>Door exterior trim is peeling off / Coming loose <input type="checkbox"/>Inspect, parts are still on order.</p>
3/09/11	603710 1	1	46,890	<p>Northwood Auto Plaza SOP Driver <input type="checkbox"/>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 <input type="checkbox"/>Paint to match new molding and had installed <input type="checkbox"/>Goodwill promised on prior visit</p>

☐ Chassis

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

## ☒ Electrical

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
10/01/07	601406 1	1	10,772	<p>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</p> <p>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.</p> <p>Will Mobley, SVM ☐Verified days out of service</p>
2/18/11	603676 7	*	46,580	<p>Northwood Auto Plaza C/S ☐Having electrical problems. Battery goes dead and has to be jump started for no apparent reason / <b>No problem found. Tested electrical system, all systems passed. GM allowed inspection as a onetime Goodwill</b></p> <p>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.</p> <p>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.</p> <p>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.</p> <p>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 / <b>No problem found. We could not duplicate the customer's concern. GM authorized a onetime Goodwill inspection for this concern.</b></p> <p>C/S ☐Dash lights flicker on and off intermittently / <b>No problem found. We could not duplicate the customer's concern. GM authorized a onetime Goodwill inspection for this concern.</b></p> <p>C/S ☐Windshield wipers come on even when it is sunny outside. Have to restart the car for the wipers to shut off / <b>No problem found. We could not duplicate the customer's concern. GM authorized a onetime Goodwill inspection for this concern.</b></p>
3/04/11	603704 0	1	46,756	<p>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.</p> <p>RO closed due to special order parts or the customer needed to reschedule due to time.</p>
3/09/11	603710 1	*	46,890	<p>Northwood Auto Plaza C/S ☐Update radio, customer would like Goodwill assistance / Radio locks</p>

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

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

☐ HVAC

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

☐ Paint

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
2/18/11	603676 7	*	46,580	Northwood Auto Plaza C/S Paint is fading below mirrors / <b>Inspect, no problem found.</b>

☐ Suspension

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

☐ Wheel/Tires

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

☒ **Recalls / Campaigns**

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
12/28/09	602948 0	*	35,201	Northwood Auto Plaza <b>Recall 07007 / Recall – Performed recall 06162 - Y0124 - 06162 Product Enhancement - Engine Control Module Reprogram with SPS</b>
				<b>Recall 08048 / Recall – Installed washer harness - V1993 - 08048A - Jumper Harness Installation</b>
2/18/11	603676 7	*	46,580	Northwood Auto Plaza <b>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</b>

☐ Other

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

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

## ACCIDENT / INSURANCE INFORMATION:

Repeat as necessary

Has the vehicle ever been involved in an accident? (Y or N) N  
Did you confirm your answer with the dealer/Customer (if  
ADR)/attorney (if Legal)? (Y or N) Y - Dealer  
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) N/A  
Has the customer filed any insurances claims on this Vehicle? (Y or N) N/A  
If Yes obtain the following information below

Insurance Company: \_\_\_\_\_ N/A

Insurance Rep : \_\_\_\_\_ N/A  
(First and Last Name)

Phone ☐ \_\_\_\_\_ N/A

Claim Made? (Y or N): \_\_\_\_\_ N/A

Claim Status: \_\_\_\_\_ N/A  
Pending/Denied/NA

Claim ☐ \_\_\_\_\_ N/A

Did Insurance Company refer customer to GM? (Y or N) N/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.

N/A

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

## PERTINENT FACTS FROM ALL SRs 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 Dlr.

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/A

**Unique GM Program Summary Requirements for Repurchase/Replacement in Applicable State:**

N/A

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

N/A

## Customer/Plaintiff Seeks:

Repurchase ☐ 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:

<input type="checkbox"/> of Visits for a Non-Conformity?	4	<input type="checkbox"/> of Days out of Service?	30
<input type="checkbox"/> of visits for a Safety Complaint?	2	<input type="checkbox"/> of Visits Total?	N/A
Must Complaint Continue to Exist?	No	Final Repair/Arbitration Required?	Yes
Time Period for filing a Claim?	18 months / 18,000 miles <input type="checkbox"/> 4 years after last visit for defective non-conformity		

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

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

**Does History appear Presumptive: No**

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

<input type="checkbox"/> of Visits for a Non-Conformity?	2 <input type="checkbox"/> Oil Low 2 - Battery	<input type="checkbox"/> of Days out of Service?	6
<input type="checkbox"/> of visits for a Safety Complaint?	0	<input type="checkbox"/> of Visits Total?	5
Must Complaint Continue to Exist?	N/A	Final Repair or Arbitration Required?	N/A

### Related Repairs beyond NVLW:

Customer Pay?	No	If no, identify responsible party:	Powertrain & Dlr Goodwill
Additional Days out of Service?	71	Additional <input type="checkbox"/> 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 ☒ 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 with 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.**

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

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

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

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

**\*Add additional lines for additional offers/counter offers.**

Add additional lines for additional energy counter offers:		
<b>Recommendation of CRS:</b> <b>Settlement Type:</b> N/A	<b>Arbitrate case:</b> <span style="border: 1px solid black; padding: 0 5px;">N/A</span>	<b>Settle case:</b> <span style="border: 1px solid black; padding: 0 5px;">N/A</span> <b>Attorney Fees (if applicable):</b> N/A
<b>Recommendation of Field:</b> <b>Settlement Type:</b> N/A	<b>Arbitrate case:</b> <span style="border: 1px solid black; padding: 0 5px;">N/A</span>	<b>Settle case:</b> <span style="border: 1px solid black; padding: 0 5px;">N/A</span> <b>Attorney Fees (if applicable):</b> N/A
<b>Final Decision:</b> <b>Settlement Type:</b> N/A	<b>Arbitrate case:</b> <span style="border: 1px solid black; padding: 0 5px;">N/A</span>	<b>Settle case:</b> <span style="border: 1px solid black; padding: 0 5px;">N/A</span> <b>Attorney Fees (if applicable):</b> N/A

**TEAM LEAD APPROVING:**

N/A

**Date:** N/A

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

EUREKA, CA			Home Phone	R/O Open Date	R/O Number
			Work Phone	3/09/11	6037101
			Key Tag #	Time Received	Time Promised
				7:44	3/09 16:30
				Current Mileage	Mileage Out
				46890	
Year	Make	Model	Body	Engine Code	Service Advisor
2007	CHEVROLET	SUBURBAN	UT		MARK CROSGR
Vehicle Identification Number		Color	License Number	Delivery Date	In-Service Date
1GNFK16357R		AMBER BRON		8/28/06	8/28/06
141F					

- #1 - WARR: WARRANTY REPAIR  
SOP DRIVERS DOOR MLDG/PAINT TO MATCH.  
CUSTOMER WILL DROP OFF NIGHT BEFORE. ADVISED  
RACHEL MAY NEED VEHICLE OVERNIGHT IF BODY SHOP  
DOES NOT FINISH.  
(Lonic to Far Bill) 3/9/11 4:25
- #2 - 118D: I DECLINE TO HAVE MY TIRES CHECKED AND INFLATED  
BECAUSE MY TIRES WERE EITHER CHECKED AND INFLATED  
IN THE PAST 30 DAYS, OR I WILL CHECK AND INFLATE  
MY TIRES IN THE NEXT 7 DAYS.
- #3 - 117: MISC-REPAIR  
CUSTOMER STATES UPDATE RADIO, CUSTOMER WOULD LIKE  
GOOD WILL ASST.
- #4 - 117: MISC-REPAIR  
CUSTOMER STATES BATTERY WENT DEAD 2X THIS WEEK  
(NOTE)

Original Estimate: .00

WARRANTY DEPT  
3-9-11 (B) Molding

I hereby authorize the repair work shown to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or liability, 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. The key given you or your employee's permission to operate the vehicle herein described on streets, highways, or other roads 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 thereon. Any warranties on products sold hereby are those made by the manufacturer. The dealer hereby expressly disclaims all warranties, express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume liability on behalf of the seller or the seller's employee. This limitation of liability does not apply where prohibited by law.

Customer Signature

43503

FOREMAN'S SIG. 34

3/9/11, 845 AER 18003216970 Cheyenne  
Radio # 15882766 ① Available  
our price \$ 1,172.83

3/9/11 4:30 502-9862 Left message done  
with reh for today (body side mldg.)

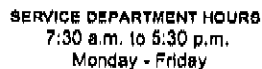
3/9/11 5:00 443-5695 - Rachel, her husband  
Craig is coming to pick-up reh.  
Told her we are waiting for a call back from  
G.M. Legal Dept whether or not to Proceed  
with Radio and or Electrical Issues  
Told Craig same thing when he  
picked up @ 5:15

3-9 North → No Authn Call  
Mary Beth

3-9 9:00 North  
DL. TAZSS 806-874-5992

3-15 North in Hands  
of Legal

3-15-11 1:22 502-9862, Left message no more work can be done  
until G.M. Legal advises us to do so.  
1:30 [redacted] called back ok with message @ 1:22-



[REDACTED]			Work Phone
EUREKA, CA [REDACTED]			Home Phone [REDACTED]
Year	Make	Model	Body
2007	CHEVROLET	SUBURBAN	UT
141F			

IF RIMS: 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 the vehicle or articles in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipment by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the payment 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.

**NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.**

X

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

R/O Open Date	R/O Number
3/09/11	6037101/2
R/O Close Date	Status
3/09/11	Reprint
Mileage In	Mileage Out
46890	46890
Service Advisor / Tag #	
MARK CROSGROVE	
Vehicle Identification Number	
1GNFK16357R	
Delivery Date	In-Service Date
8/28/06	8/28/06
Color	License Number
AMBER BRON	

EUREKA, CA			Work Phone	
			Home Phone	
Year	Make	Model	Body	
2007	CHEVROLET	SUBURBAN	UT	
141F				

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
CUSTOMER STATES BATTERY WENT DEAD 2X THIS WEEK (NOTE)	
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 law.	
LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00
NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.	
X	

(C) 2007 Northwood, Inc. - A Member of the Auto Plaza Group (800) 338-0781

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

**ROSEWOOD BODY SHOP**  
**REPAIR ORDER**  
844 WEST 14TH STREET  
EUREKA, CA 95501  
(707) 443-4902 FAX: (707) 443-2439

CHEVROLET, NORTHWOOD  
QUOTATION: 12524  
Repair Order: 12524

Customer Address <b>CHEVROLET, NORTHWOOD</b> Home: (707) 443-4861	Vehicle Chevr Tahoe 4D Ut YEAR: 2008 License: UNKNOWN Drivable: Unknown	Insurance Company <b>NORTHWOOD CHEVROLET</b> 212 7TH ST EUREKA, CA 95501 Claim Number: PO # [REDACTED] Phone: (707) 443-4861 Fax: (707) 444-8547
---	---	--

Written by: SHAWAN LUIE	Price	Estimate	Unit
1 ADDITIONAL LABOR REFINISH AND INSTALL LT FRT DOOR MLDG	108.57 *	108.57	U

<b>REPAIR ORDER SUMMARY</b>	
Sublet:	\$108.57
Total:	\$108.57
<b>NORTHWOOD CHEVROLET PAYABLE REPAIR TOTAL</b>	
<b>TOTAL</b>	
<b>\$108.57</b>	

**AUTHORIZED AND ACCEPTED:** You are hereby authorized to make the above specified repairs. 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 elsewhere for the purpose of testing and/or inspection. An express mechanic's lien 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 articles left in vehicle in case of fire, theft, accident or any other cause beyond your control.

Old parts removed from cars will be junked unless otherwise instructed.

Repair Order authorized by \_\_\_\_\_ Date \_\_\_\_\_

*Attm. Mark in  
Service*

*Copy to SVS  
3/10*

Thank you for choosing our shop. We appreciate your business.

Labor Dept Codes: B-Body D-Detail I-Diagnostic E-Electrical F-Frame G-Glass M-Mechanical P-Paint S-Structural  
ST - Price Types: G - New (OEM); A - New (Non-OEM); V - Used Parts; R - Reconditioned; Space - No Type  
L - Labor; M - Material; H - Hazardous; S - Storage; T - Towing; U - Sublet  
BT - Billing Types: No Code - Insurance Charge; CC - Customer Charge; BT - Betterment; AP - Appearance Allowance  
PD - Prior Damage; NC - No Charge

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

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

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

Copyright 1995 YADA Systems, Inc. All rights reserved. Printed by ROSEWOOD BODY SHOP

[REDACTED] - 2007 Sub.

- Replace molding, Radio Update
- Battery went dead 2x this week! (not)
- Contact - [REDACTED]

**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: [REDACTED] v. General Motors  
Service Request: 71-925820411  
2007 Chevrolet Suburban  
Vehicle Identification Number: 1GNFK16377J [REDACTED]  
Customer Relationship Specialist: Dan

Dear Mr. Taylor:

Enclosed please find a check in the amount of \$12,500.00 made payable to [REDACTED]  
[REDACTED] 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 62530  
Phoenix, AZ 85082-2530



CHECK No. [redacted]

50-93:  
213

DATE 04/20/11 \*\*\*\*\*12,500 DOLLARS \*\*\*\*\*00 CENTS AMOUNT \*\*\*\*\*12,500.00

PAY  
TO THE  
ORDER  
OF

[redacted]  
GLENDALE CA [redacted]

North American Operations  
General Motors Corporation  
Disbursement Account

*Ben D. Albee*  
SIGNATURE

The Chase Manhattan Bank, N.A.  
Syracuse, New York

AUDIT

[redacted]

ENDOR  
UNS NO BB 000000142

1

North American Operations  
General Motors Corporation  
Disbursements (2613)  
PO Box 62530  
Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK

CHECK NO. [redacted]

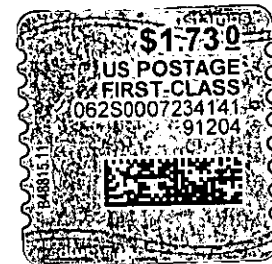
ENDOR NAME [redacted]

PAYMENT  
DATE 04/20/11

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1GNFK16377J [redacted]	04/19/11 71-925820411.1-FHTL32	VM 1-FHTL32	00.0000	12,500.00	.00	12,500.00
TOTAL				12,500.00	.00	12,500.00

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR  
REIMBURSEMENT OR QUESTIONS CALL 800-462-8782

H3



**NORMAN TAYLOR**  
PA PROFESSIONAL SERVICE CORPORATION

425 WEST BROADWAY SUITE 220 • GLENDALE, CA 91204

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

09-03-00P97924-PA IN

# NORMAN TAYLOR

A Professional Law Corporation & ASSOCIATES

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

## NOTICE OF LIEN

Re: [REDACTED] vs. General Motors LLC, 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 [REDACTED]. 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

By: 

Norman F. Taylor, Esq.

NFT/lf

# NORMAN TAYLOR

A Professional Law Corporation & ASSOCIATES

NORMAN F. TAYLOR  
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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:** [REDACTED] **vs. General Motors LLC, et al.**  
**Vehicle:** 2007 Chevrolet Suburban  
**VIN:** 7J [REDACTED]

Dear General Motors LLC:

Please be advised that **Norman Taylor & Associates** represent the interests of [REDACTED] 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 ██████████

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
<b>Actual Damages</b>	<b>\$44,500.47</b>

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, [REDACTED] 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

By: 

Norman F. Taylor, Esq.

NFT/lf

Enclosures: Purchase Agreement  
Dept. of Motor Vehicle Registration  
Repair Orders

cc: [REDACTED]



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 FEES. 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	YR MODEL	YR 1ST SOLD	VLP CLASS	*YR	TYPE VEH	TYPE LIC	LICENSE NUMBER
CHEV	2007	2006	HV	2009	12S	69	[REDACTED]

BODY TYPE MODEL	MP	MO	VEHICLE ID NUMBER
SW	G	RZ	1GNFK16377J [REDACTED]

TYPE VEHICLE USE	DATE ISSUED	CC/ALCO	DT FEE RECVD	PIC	STICKER ISSUED
AUTOMOBILE	12/30/10	19	12/30/10	8	B2722206

PR EXP DATE: 05/26/2011

REGISTERED OWNER

[REDACTED]

NORTHRIDGE  
CA

LIENHOLDER

GMAC  
PO BX 8128

COCKEYSVILLE  
MD

21030



CASH :  
CHCK :  
CRDT :

AMOUNT PAID  
\$NFEE

H00 637 C3 0000000 0001 CS H00 123010 69 1FORNOW 389

## SALE CONTRACT - SIMPLE FINANCE CHARGE

Dealer Number \_\_\_\_\_ Contract Number 95419 R.O.S. Number 30715540 Stock Number 22135X

Buyer Name and Address (Including County and Zip Code) <b>NORTHRIDGE CA LOS ANGELES</b>	Co-Buyer Name and Address (Including County and Zip Code) <b>NORTHRIDGE CA LOS ANGELES</b>	Creditor-Seller (Name and Address) <b>RYDELL AUTOMOTIVE GROUP 18500 DEVONSHIRE ST. NORTHRIDGE CA 91324 LOS ANGELES</b>
---	--	---

You, the Buyer (and Co-Buyer, if any), may buy the vehicle below for cash or on credit. By signing this contract, you choose to buy the vehicle on credit under the 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.

Now Used	Year	Make and Model	Odometer	Vehicle Identification Number	Primary Use For Which Purchased
USED	2007	CHEVROLET TRUCK SUBURBAN	53219	1GNFK16377J	<input checked="" type="checkbox"/> personal, family or household <input type="checkbox"/> business or commercial

FEDERAL TRUTH-IN-LENDING DISCLOSURES				
ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate.	FINANCE CHARGE The dollar amount the credit will cost you.	Amount Financed The amount of credit provided to you or on your behalf.	Total of Payments The amount you will have paid after you have made all payments as scheduled.	Total Sale Price The total cost of your purchase on credit, including your down payment of
8.99 %	\$ 8628.00	\$ 34497.80	\$ 43117.82	\$ 44500.47

(e) means an estimate

## YOUR PAYMENT SCHEDULE WILL BE:

Number of Payments:	Amount of Payments:	When Payments Are Due:
One Payment of N/A	N/A	N/A
One Payment of N/A	N/A	N/A
59 Payments	718.63	Monthly, Beginning 02/02/2011
Payments	N/A	Monthly, Beginning N/A
One Final Payment	718.63	DUE ON 01/02/2015

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

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

## 1. Total Cash Price

A. Cash Price of Motor Vehicle and Accessories	\$ 23695.00 (A)
1. Cash Price Vehicle	\$ 23695.00
2. Cash Price Accessories	\$ N/A
3. Other (Nontaxable)	\$ N/A
Describe N/A	\$ N/A
Describe N/A	\$ N/A
B. Document Preparation Fee (not a governmental fee)	\$ 35.00 (B)
C. Smog Fee Paid to Seller	\$ 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	\$ N/A (E)
F. (Optional) Theft Deterrent Device (to whom paid) N/A	\$ N/A (F)
G. (Optional) Surface Protection Product (to whom paid) N/A	\$ N/A (G)
H. (Optional) Surface Protection Product (to whom paid) N/A	\$ N/A (H)
I. Sales Tax (on taxable items in A through H)	\$ 2369.72 (I)
J. Optional DMV Electronic Filing Fee	\$ 29.00 (J)
K. (Optional) Service Contract (to whom paid) GMCP	\$ 1945.00 (K)
L. (Optional) Service Contract (to whom paid) N/A	\$ N/A (L)
M. (Optional) Service Contract (to whom paid) N/A	\$ N/A (M)
N. (Optional) Service Contract (to whom paid) N/A	\$ N/A (N)
O. (Optional) Service Contract (to whom paid) N/A	\$ N/A (O)
P. Prior Credit or Lease Balance paid by Seller to N/A	\$ N/A (P)
(see downpayment and trade-in calculation)	
Q. (Optional) Gap Contract (to whom paid) RYDELL AUTOM	\$ 205.00 (Q)

## STATEMENT OF INSURANCE

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

## Vehicle Insurance

	Term	Premium
\$ N/A Ded. Comp., Fire & Theft	N/A Mos.	\$ N/A
\$ N/A Ded. Collision	N/A Mos.	\$ N/A
Bodily Injury \$ N/A Limits	N/A Mos.	\$ N/A
Property Damage \$ N/A Limits	N/A Mos.	\$ N/A
Medical N/A	N/A Mos.	\$ N/A
Total Vehicle Insurance Premiums		\$ N/A

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

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

Buyer X

Co-Buyer X

Seller X

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

## Application for Optional Credit Insurance

☐ Credit Life: ☐ Buyer ☐ Co-Buyer ☐ Both  
☐ Credit Disability (Buyer Only)

	Term	Exp.	Premium
Credit Life N/A Mos.			\$ N/A
Credit Disability N/A Mos.			\$ N/A
Total Credit Insurance Premiums			\$ N/A
Insurance Company Name	N/A		

Home Office Address N/A  
N/A

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

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

N. (Optional) Service Contract (to whom paid) N/A \$ N/A (N)  
 O. (Optional) Service Contract (to whom paid) N/A \$ N/A (O)  
 P. Prior Credit or Lease Balance paid by Seller to N/A \$ N/A (P)  
 (see downpayment and trade-in calculation)  
 Q. (Optional) Gap Contract (to whom paid) RYDELL AUTOM \$ 795.00 (Q)  
 R. (Optional) Used Vehicle Contract Cancellation Option Agreement \$ N/A (R)  
 S. Other (to whom paid) N/A \$ N/A (S)  
 For N/A  
 Total Cash Price (A through S) \$ 35420.72 (1)  
 2. Amounts Paid to Public Officials  
 A. License Fees \$ 342.00 (A)  
 B. Registration/Transfer/Titling Fees \$ 101.00 (B)  
 C. California Tire Fees \$ 8.75 (C)  
 D. Other N/A \$ N/A (D)  
 Total Official Fees (A through D) \$ 451.75 (2)  
 3. Amount Paid to Insurance Companies  
 (Total premiums from Statement of Insurance column a + b) \$ N/A (3)  
 4. ☐ Smog Certification or ☐ Exemption Fee Paid to State \$ 8.00 (4)  
 5. Subtotal (1 through 4) \$ 35882.47 (5)  
 6. Total Downpayment 2007 TC  
 A. Agreed Trade-In Value Yr 2007 Make MERCEDES-BE \$ 21500.00 (A)  
 Model C-CLASS Odor 61916 45619  
 VIN WDBRF51J840 JTKDE177170  
 B. Less Prior Credit or Lease Balance CHASE FJ/FORD MTR \$ 20117.33 (B)  
 C. Net Trade-In (A less B) (Indicate if a negative number) \$ 1382.67 (C)  
 D. Deferred Downpayment \$ N/A (D)  
 E. Manufacturer's Rebate \$ N/A (E)  
 F. Other N/A \$ N/A (F)  
 G. Cash \$ N/A (G)  
 Total Downpayment (C through G) \$ 1382.67 (6)  
 (If negative, enter zero on line 8 and enter the amount less than zero as a positive number on line 1P above)  
 7. Amount Financed (5 less 6) \$ 34497.00 (7)

## SELLER ASSISTED LOAN

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

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

## AUTO BROKER FEE DISCLOSURE

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

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

SELLER'S RIGHT TO CANCEL If Buyer and Co-Buyer sign here, the provisions of the Seller's Right to Cancel section on the back giving the Seller the right to cancel if Seller is unable to deliver the vehicle will apply.

X Buyer

Insurance and credit disability insurance ends on the original due date for the last payment unless a different term for the insurance is shown above.

You are applying for the credit insurance marked above. Your signature below means that you agree that: (1) You are not eligible for insurance if you have reached your 65th birthday. (2) You are eligible for disability insurance only if you are working for wages or profit 30 hours a week or more on the Effective Date. (3) Only the Primary Buyer is eligible for disability insurance. DISABILITY INSURANCE MAY NOT COVER CONDITIONS FOR WHICH YOU HAVE SEEN A DOCTOR OR CHIROPRACTOR IN THE LAST 6 MONTHS (Refer to "Total Disabilities Not Covered" in your policy for details).

You want to buy the credit insurance.

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

OPTIONAL GAP CONTRACT A gap contract (debt cancellation contract) is not required to obtain credit and will not be provided unless you sign below and agree to pay the extra charge. If you choose to buy a gap contract, the charge is shown in Item 1C of the Itemization of Amount Financed. See your gap contract for details on the terms and conditions it provides. It is a part of this contract.

Term 60 Mos. GAP CARE  
 Name of Gap Contract

I want to buy a gap contract.

Buyer Signs X

OPTIONAL SERVICE CONTRACT(S) You want to purchase the service contract(s) written with the following company(ies) for the term(s) shown below for the charge(s) shown in Item 1K, 1L, 1M, 1N, and/or 1O.

1K Company SWPP  
 Term 35 Mos. or 36000 Miles  
 1L Company N/A  
 Term N/A Mos. or N/A Miles  
 1M Company N/A  
 Term N/A Mos. or N/A Miles  
 1N Company N/A  
 Term N/A Mos. or N/A Miles  
 1O Company N/A  
 Term N/A Mos. or N/A Miles  
 Buyer X

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

Buyer Sign X  
 Co-Buyer Sign X

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

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

## WARNING:

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

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

THE BUYER UNDERSTANDS THESE PUBLIC LIABILITY LIMITS AND COVERAGE.

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

Buyer X 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,

X  
Buyer

must sign it. No oral changes are binding.

Buyer Signs X

Co-Buyer Signs

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

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

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

FOR ADVICE ON FULL COVERAGE THAT WILL PROTECT YOU IN THE EVENT OF LOSS OR DAMAGE, CONTACT YOUR INSURANCE AGENT. THE BUYER SHALL SIGN TO ACKNOWLEDGE THAT HE/SHE UNDERSTANDS THESE PUBLIC

S/S

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

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 payment terms unless you agree in writing to any change, and it is an unfair or deceptive practice or method.

Buyer Signature X

Co-Buyer Signature

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

### THERE IS NO COOLING-OFF PERIOD UNLESS YOU OBTAIN A CONTRACT CANCELLATION OPTION

California law does not provide for a "cooling-off" or other cancellation period for vehicle sales. Therefore, you cannot later cancel this contract simply because you change your mind, decide the vehicle costs too much, or wish you had acquired a different vehicle. After you sign below, you may only cancel this contract with the agreement of the seller or for legal cause, such as fraud. However, California law does require a seller to offer a 2-day contract cancellation option on used vehicles with a purchase price of less than \$40,000, subject to certain statutory conditions. This contract cancellation option requirement does not apply to the sale of a recreational vehicle, a motorcycle, or an off-highway motor vehicle. See the vehicle contract cancellation option agreement for more information.

YOU AGREE TO THE TERMS OF THIS CONTRACT. YOU CONFIRM THAT BEFORE YOU SIGNED THIS CONTRACT, WE GAVE IT TO YOU, AND YOU WERE FREE TO TAKE IT AND REVIEW IT. YOU CONFIRM THAT YOU RECEIVED A COMPLETELY FILLED-IN SIGNED IT.

Buyer Signature

Date 12/19/09

Co-Buyer Signature

Date 12/19/09

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

Other Owner Signature X

Address

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

Guarantor waives notice of acceptance of this Guaranty, notice of the Buyer's non-payment, non-performance, and default; and notices of the amount owing at any time, and of any demands upon the Buyer.

Guarantor X

Date

Guarantor X

Date

Address

Address

Seller Signs RYDELL AUTOMOTIVE GROUPDate 12/19/09 by XTitle NGR

AW FORM NO. 553-CA (REV. 2008) U.S. PATENT NO. 6,860,702  
©2008 The Reynolds and Reynolds Company. TO ORDER: [www.reynolds.com](http://www.reynolds.com); 1-800-344-0000; IN: 1-800-431-4005  
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FITNESS FOR PURPOSE OF THIS FORM. CONSULT YOUR OWN LEGAL COUNSEL.

DEALER COPY

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HISTORY LISTING

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COMMENTS : CUSTOMER AT 4:42PM WENT OVER REPAIRS

R.O NO. : 392291 R.O DATE : 12/11/2009 R.O TYPE : S  
MILEAGE : 52533 ADVISOR NO. : 4693

JOB NUMBER : 1 OPERATION 72CVZ25 OP. DESC. DELCO BATTERY  
SALE TYPE : I TECHNICIAN NO(S). 9040  
COMPLAINT : REPLACE BATTERY WITH DELCO BATTERY  
CORRECTION : REPLACED BATTERY

JOB NUMBER : 2 OPERATION 01CVZM56 OP. DESC. MAINTENANCE  
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 : 09/23/2009 R.O TYPE : P  
MILEAGE : 52341 ADVISOR NO. : 4834

JOB NUMBER : 1 OPERATION 20CVZ OP. DESC. RECONDITIONING  
SALE TYPE : I TECHNICIAN NO(S). 8413  
COMPLAINT : SAFETY INSPECTION  
CORRECTION : SAFETY 1.0,LOF AIR FILTER WIPERS .5,REMOVE TO ADJUST E-  
BRAKE SHOES

JOB NUMBER : 2 OPERATION 03CVZ OP. DESC. SMOG CERTIFICATION  
SALE TYPE : I TECHNICIAN NO(S). 2126  
COMPLAINT : SMOG INSPECTION  
CORRECTION : PRETESTED

JOB NUMBER : 3 OPERATION 77CVZ OP. DESC. SUBLET  
SALE TYPE : I TECHNICIAN NO(S). 9302 7720  
COMPLAINT : SUBLET  
CORRECTION : DON DETAXED  
TOUCH UP PAINT

JOB NUMBER : 4 OPERATION 72CVZ45 OP. DESC. TIRE REPLACEMENT  
SALE TYPE : I TECHNICIAN NO(S). 2126  
COMPLAINT : TIRE REPLACEMENT, MOUNTED AND BALANCED (4)  
CAUSE : FLAT REPAIR  
CORRECTION : REPAIR FLAT

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SALE TYPE : W TECHNICIAN NO(S). 8274

COMPLAINT : 12/12000 GM CERTIFIED USED LIMITED WARRANTY  
12/22/2010 64341 miles EXPIRES

CUSTOMER STATES FRONT PASSENGER INSIDE DOOR HANDLE IS  
PEELING

CAUSE : RIGHT FRONT DOOR INSIDE HANDLE WAS PEELING

CORRECTION : INSPECTED AND REPLACE RIGHT FRONT HANDLE CONTROL

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.  
[REDACTED] 84280

JOB NUMBER : 4 OPERATION 01CVZM49 OP. DESC. MAINTENANCE

SALE TYPE : I TECHNICIAN NO(S). 3999

COMPLAINT : PER DUE BILL REPAIR CHIP ON WINDSHIELD

CORRECTION : SAFELITE REPAIRED WINDSHIELD

JOB NUMBER : 5 OPERATION 01CVZMS1 OP. DESC. MAINTENANCE

SALE TYPE : I TECHNICIAN NO(S). 3999

COMPLAINT : PER DUE BILL INTERIOR DETAIL

CORRECTION : COMPLETED

JOB NUMBER : 6 OPERATION 15CVZ307 OP. DESC. 15-A & ELECTRICAL

SALE TYPE : W TECHNICIAN NO(S). 8274

COMPLAINT : 12/12000 GM CERTIFIED USED LIMITED WARRANTY  
12/22/2010 64341 miles EXPIRES

CUSTOMER STATES 2ND ROW HEATED SEAT BOTTOMS STICKING

CAUSE : INTERNAL FAILURE IN CENTER CONSOLE REAR END  
CONTROL HEAD

CORRECTION : DIAGNOSE AND REPLACE REAR HVAC CONTROL HEAD

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.  
[REDACTED] 00368

JOB NUMBER : 7 OPERATION 15CVZD00 OP. DESC. 15A

SALE TYPE : W TECHNICIAN NO(S). 8274

COMPLAINT : 12/12000 GM CERTIFIED USED LIMITED WARRANTY  
12/22/2010 64341 miles EXPIRES

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

SALE TYPE : I TECHNICIAN NO(S). 8274

COMPLAINT : PER DUE BILL ONE MORE KEY FOB AND PROGRAM

CORRECTION : PROVIDED ONE REMOTE AND PROGRAM.

JOB NUMBER : 9 OPERATION 72CVZE01 OP. DESC. \*LUBE OIL AND FILTER

SALE TYPE : I TECHNICIAN NO(S). 9041

COMPLAINT : FREE LOF INTERNET SPECIAL

CAUSE : DRAIN OIL. CHANGE FILTER, LUBE ALL FITTINGS WHEN APPLICABLE,  
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.



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JOB NUMBER : 1 OPERATION 06CVZ OP. DESC. FE/SUSPENSION  
SALE TYPE : W TECHNICIAN NO(S). 2168  
COMPLAINT : CUSTOMER STATES MAKES A RALLING/CLUNKING NOISE FROM  
FRONT 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 --E3800-1.0 HRS.

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.  
E3800

JOB NUMBER : 2 OPERATION 01CVZM40 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 INSPECTION  
CORRECTION : PERFORMED 30 POINT INSPECTION. PLEASE SEE YOUR SERVICE  
CONSULTANT FOR DETAILS.

COMMENTS : WAITING/CHECK HISTORY..  
PARTS WARRANTY ON,REFER TO MO #397157

R.O NO. : 397157 R.O DATE : 01/06/2010 R.O TYPE : S  
MILEAGE : 54342 ADVISOR NO. : 9201

JOB NUMBER : 1 OPERATION 08CVZB09 OP. DESC. BRAKES  
SALE TYPE : I TECHNICIAN NO(S). 2168  
COMPLAINT : PER DUE BILL CHECK FRONT AND REAR BRAKES IF NEEDED CUSTOMER  
REQUEST OLD PARTS  
CAUSE : CHECK BRAKES FRONT PADS AFTER MARKET MAKE NOISE,REAR PADS  
4MM,ROTOR'S RUN OUT, CAUSE PULSATION-OK BY MANEGER USE CARS  
JOSE. REPLACE FRONT AND REAR BRAKES,MACHINE ROTOR'S.  
CORRECTION : REPLACED FRONT BRAKES PADS,RESURFACE BOTH FRONT ROTOR'S,  
LUBED PIN CALIPERS,REPLACED REAR BRAKES PADS,RESURFACE BOTH  
REAR ROTOR'S, LUBED PIN CALIPERS, ROAD TEST.

JOB NUMBER : 2 OPERATION 08CVZB10 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 COMNY Y. FRONT STRUT'S LEAKING.  
CORRECTION : REPLACED BOTH FRONT STRUT'S,ROAD TEST-B-3800-1.0+E3801-1.0  
TOTAL LABOR-2.0 HRS.

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.  
E3807

JOB NUMBER : 3 OPERATION 15CVZ OP. DESC. 15-A & ELECTRICAL

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JOB NUMBER : 3 OPERATION 11CVZ OP. DESC. HEAVY LINE  
SALE TYPE : W TECHNICIAN NO(S). 9040  
COMPLAINT : CUSTOMER STATES LOOSES ALMOST 2 QUORTS OF OIL FROM  
LAST OIL CHANGE,HAD TO ADD 2 QUORTS 2 DAYS AGO.  
CAUSE : FOUND NO OIL LEAK FROM UNDER OR ON TOP OF ENGINE.  
CORRECTION : FILLED OIL TO SPEC ON DIP STICK AND PERFORMED OIL  
CONSUMPTION TEST ON VEHICLE. MILAGE IS 55947 AND FOUND NO  
FURTHER CONCERN AT THIS TIME.  
CUSTOMER TO BRING IT BACK 900-1000MILES FOR INSPECTION...

COMMENTS : 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 NO(S). 2168  
COMPLAINT : CUSTOMER STATES SERVICE SUSPENSION MESSAGE CAME ON WHILE  
WAS DRIVING.CHECK AND ADVISE  
12/12000 GM CERTIFIED USED LIMITED WARRANTY  
CAUSE : SCAN FOR CODE FOUND CODE C0575 SYMT.-04-LEFT FRONT ACTUATOR  
OR STRUT HAD CAUSE CONCER.  
CORRECTION : REPLACED LEFT FRONT STRUT,ROAD TEST SCAN FOR CODE NO FOUND  
FURTHER PROBLEMS AFTER REPAIRS NOTED.  
E3801=1.0

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.  
E3801

JOB NUMBER : 2 OPERATION 01CVZM40 OP. DESC. \*30 POINT INSPECTION  
SALE TYPE : W TECHNICIAN NO(S). 2168  
COMPLAINT : PERFORM 30 POINT INSPECTION AS DESCRIBED IN ATTACHED  
INSPECTION SHEET.  
CAUSE : ROUTINE INSPECTION  
CORRECTION : PERFORMED 30 POINT INSPECTION, PLEASE SEE YOUR SERVICE  
CONSULTANT FOR DETAILS.

COMMENTS : 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.

R.O NO. : 398362 R.O DATE : 01/14/2010 R.O TYPE : S  
MILEAGE : 54492 ADVISOR NO. : 7982

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SERP BELT WHINE NOISE ,SERP BELT WARPED DAMAGES

CORRECTION : REPOSITION POWER STEERING PUMP PULLEY AND REPLACED SERP  
ROAD TEST OK NO MORE BELT WHINE NOISE E8360 .8

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.  
E8360

JOB NUMBER : 9 OPERATION 16CVZEL1 OP. DESC. 15-A & ELECTRICAL

SALE TYPE : W TECHNICIAN NO(S). 2085

COMPLAINT : ADD ON JOB - CUSTOMER CALLED IN AND REPORTED THAT AT  
TIMES, THE REMOTE START WILL NOT FUNCTION.

CAUSE : TESTED REMOTE FOB FOR INOP REMOTE START. CONFIRMED -  
TESTED AND FOUND BAD REMOTE.

CORRECTION : REPLACED REMOTE CONTROL FOB, REPROGRAMMED AND TESTED,  
OPERATING AS DESIGNED. R4490 0.3

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.  
R4490

COMMENTS : HOLD FOR SERV MGR TO REVIEW  
ENTERPRISE RENTAL PURCHASE ORDER#/? 239528  
Certified Used Limited Warranty 12/22/2009 62,341 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 COVERED THROUGH POWERTRAIN WARRANTY (DOC ID#10-06-01-008A)  
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)  
30CPCSEASBG

R.O NO. : 404453 R.O DATE : 02/21/2010 R.O TYPE : S  
MILEAGE : 55947 ADVISOR NO. : 7922

JOB NUMBER : 1 OPERATION 18CVZS14 OP. DESC. SUBLET

SALE TYPE : I TECHNICIAN NO(S). 3999

COMPLAINT : SUBLET  
REPLACE WINDSHIELD PER USED CAR DEPT.

CAUSE : .

CORRECTION : SUBLET

JOB NUMBER : 2 OPERATION 18CVZS06 OP. DESC. ENTERPRISE RENTAL CA

SALE TYPE : I TECHNICIAN NO(S). 3999

COMPLAINT : ENTERPRISE RENTAL CAR  
CHARGE IT TO USED CAR SALES..

CAUSE : .

CORRECTION : .

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JOB NUMBER : 3 OPERATION 18CVZS06 OP. DESC. ENTERPRISE RENTAL CA  
SALE TYPE : W TECHNICIAN NO(S). 7057  
COMPLAINT : ENTERPRISE RENTAL CAR  
CAUSE : REFER TO JOB #1  
CORRECTION : PO# 219528

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 MLDG AND PAINT ON CAR

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.  
[REDACTED] B7866

JOB NUMBER : 5 OPERATION 18CVZS13 OP. DESC. SUBLET  
SALE TYPE : W TECHNICIAN NO(S). 1570  
COMPLAINT : ADD ON - RT/FRT DOOR MOLDING IS DISCOLORING  
CAUSE : CLEAR COAT FAILURE  
CORRECTION : B7876 REPAIR AND PREP AND PAINT SIDE MLDG ON CAR

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.  
[REDACTED] B7876

JOB NUMBER : 6 OPERATION 18CVZS14 OP. DESC. SUBLET  
SALE TYPE : W TECHNICIAN NO(S). 1570  
COMPLAINT : ADD ON LINE: LEFT REAR DOOR MOLDING IS DISCOLORING.  
CAUSE : CLEAR COAT FAILURE  
CORRECTION : B7966 REPAIR AND PREP AND PAINT MLDG ON CAR

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.  
[REDACTED] 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.  
[REDACTED] B7976

JOB NUMBER : 8 OPERATION 11CVZH01 OP. DESC. HEAVY LINE  
SALE TYPE : W TECHNICIAN NO(S). 3053  
COMPLAINT :  
CUSTOMER ADDED ON - REPORTS A SQUEAL NOISE FROM ENG CMPRIMENT  
CAUSE : POWER STEERING PUMP PULLEY OUT ALIGN CAUSING

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AT  
Lisa

CUSTOMER NAME : MICHAEL S GAGLIO

SERIAL NO. : 1GNFKL6377J162389

R.O NO. : 443750

R.O DATE : 12/14/2010

R.O TYPE : 8

MILEAGE : 62864

ADVISOR NO. : 4770

JOB NUMBER : 1 OPERATION 15CVZ OP. DESC. 15-A & ELECTRICAL  
SALE TYPE : W TECHNICIAN NO(S). 8274  
COMPLAINT : CAMPAIGN #10153 HEATED WINDSHIELD WASHER MODULE  
CAUSE : OPEN RECALL 10153  
CORRECTION : PERFORMED RECALL 10153, DISABLED AND REMOVE WASHER  
HEATER

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.  
[REDACTED] 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(S). 1053  
COMPLAINT : CUSTOMER REPORTS ENGINE IS USING EXCESSIVE AMOUNT OF OIL.  
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 ODMETER AT 62864 MILES  
PRIOR DOCUMENTATION INDICATES @ 61736 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  
AND ADVISE.  
CAUSE : FOR DOCUMENT #2534528 ENGINE OIL CONSUMPTION  
#10-06-01-008A INSTALL AFM OIL DEFLECTOR AND CLEAN CARBON  
ALL CYLINDER  
CORRECTION : REMOVE ALL SPARK PLUGS ADD INJECTOR CLEAN ALL CYLINDER  
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  
J7555 4.5

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.  
[REDACTED] J7555

JOB NUMBER : 2 OPERATION 01CV2M49 OP. DESC. MAINTENANCE  
SALE TYPE : I TECHNICIAN NO(S). 3999  
COMPLAINT : PER SALES & AS AGREED WITH KELLY. DUE TO NOT BEING PERFORMED  
BEFORE SALE - DETAIL VEHICLE COMPLETE (IN HOUSE)  
CORRECTION : COMPLETED DETAIL

CUSTOMER NO. <b>260665</b>		ADVISOR <b>MIKE ARUSTAMYAN</b>		CELL/PAGER
[REDACTED]		LICENSE NO. [REDACTED]	TAG NO. <b>7982</b>	INVOICE DATE <b>01/19/10</b>
NORTHridge, CA [REDACTED]		MILEAGE <b>54,682</b>	INVOICE NO. <b>T2CS398870</b>	STOCK NO. <b>22135X</b>
[REDACTED]		YEAR / MAKE / MODEL <b>07/CHEVROLET TRUCK/SUBURBAN/4DR 4WD</b>	DELIVERY DATE <b>12/28/09</b>	DELIVERY MILES <b>53,219</b>
[REDACTED]		VEHICLE I.D. NO. <b>GNFK16377J</b>	SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]		F.T.E. NO.	P.O. NO.	R.O. DATE <b>01/18/10</b>
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		
[REDACTED]		MO: 54682		

**JOB# 1 CHARGES**

LABOR  
JOB# 1 08CVZB11 BRAKES TECH(S):2168 WARRANTY  
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	WARRANTY
	1	20810269	*ABSORBER 7.345		
TOTAL - PARTS				0.00	

**JOB# 1 TOTALS**

JOB# 1 JOURNAL PREFIX T2CS JOB# 1 TOTAL 0.00

**JOB# 2 CHARGES**

LABOR  
JOB# 2 01CVZH40 \*30 POINT INSPECTION TECH(S):2168 WARRANTY  
PERFORM 30 POINT INSPECTION AS DESCRIBED IN ATTACHED  
INSPECTION SHEET.  
ROUTINE INSPECTION  
PERFORMED 30 POINT INSPECTION, PLEASE SEE YOUR SERVICE  
CONSULTANT FOR DETAILS.

**JOB# 2 TOTALS**

JOB# 2 JOURNAL PREFIX T2CS JOB# 2 TOTAL 0.00

COMMENTS  
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.

CUSTOMER NO. <b>260665</b>		ADVISOR <b>MIKE ARUSTAMYAN</b>	7982	TAG NO. <b>7985</b>	INVOICE DATE <b>01/19/10</b>	INVOICE NO. <b>T2CS398870</b>
[REDACTED]		[REDACTED]		MILEAGE <b>54,682</b>	COLOR <b>WHITE/</b>	STOCK NO. <b>22135X</b>
NORTHRIDGE, CA [REDACTED]		YEAR / MAKE / MODEL <b>07/CHEVROLET TRUCK/SUBURBAN/4DR 4WD</b>		DELIVERY DATE <b>12/28/09</b>		DELIVERY MILES <b>53,219</b>
[REDACTED]		VEHICLE I.D. NO. <b>1GNFK16377J</b>		SELLING DEALER NO.		PRODUCTION DATE
[REDACTED]		F.T.E. NO.		P.O. NO.	R.O. DATE <b>01/18/10</b>	
COMMENTS						MO: 54682

**TOTALS**

WELCOME TO RYDELL SERVICE DEPARTMENT	TOTAL LABOR....	0.00
EPA # CAL000236177	TOTAL PARTS....	0.00
WE ARE OPEN FROM 6:00AM TO 7:00 PM MONDAY THROUGH FRIDAY	TOTAL SUBLET....	0.00
SATURDAYS WE ARE OPEN FROM 8:00AM TO 5:00 PM.CLOSED SUNDAYS	TOTAL G.O.G....	0.00
*****	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
*****	<b>TOTAL INVOICE \$</b>	<b>0.00</b>

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 \_\_\_\_\_

*ALZAMAR 01-11*

*San Fernando Valley*

BAR #AR000236177  
 EPA #CAL000236177  
 REORDER JB GRAPHICS (818) 908-4713 972133-06

CUSTOMER NO. 260665		ADVISOR MIKE ARUSTAMYAN	TAG NO. 7982	INVOICE DATE 02/24/10	CELL: [REDACTED]
[REDACTED]		LICENSE NO. [REDACTED]	MILEAGE 7439	COLOR WHITE	STOCK NO. T2C5404453
NORTHIDGE, CA		YEAR / MAKE / MODEL 07/CHEVROLET TRUCK/SUBURBAN/4DR 4WD	55,947	DELIVERY DATE 12/28/09	DELIVERY MILES 52,219
[REDACTED]		VEHICLE I.D. NO. 1GNFK163773	P.O. [REDACTED]	SELLING DEALER NO.	PRODUCTION DATE
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE [REDACTED]	COMMENTS 02/23/10			
					MO: 55947

JOB# 1 CHARGES-----

LABOR  
J# 1 18CVZS14 SUBLET TECH(S):3999 INTERNAL

SUBLET  
REPLACE WINDSHIEL PER USED CAR DEPT.  
SUBLET

SUBLET-----PO#-----VEND INV#-INV.DATE-DESCRIPTION-----  
227964 005976 02/23/10 INSTALL WINDSHIELD INTERNAL  
TOTAL SUBLET 0.00

JOB# 1 TOTALS-----

JOB# 2 CHARGES-----

LABOR  
J# 2 18CVZS06 ENTERPRISE RENTAL CA TECH(S):3999 INTERNAL

ENTERPRISE RENTAL CAR  
CHARGE IT TO USED CAR SALES..

SUBLET-----PO#-----VEND INV#-INV.DATE-DESCRIPTION-----  
227939 02/24/10 INTERNAL INTERNAL  
TOTAL SUBLET 0.00

JOB# 2 TOTALS-----

JOB# 3 CHARGES-----

LABOR  
J# 3 11CVZ HEAVY LINE TECH(S):9040 WARRANTY

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.  
FILLED OIL TO SPEC ON DIP STICK AND PERFORMED OIL  
CONSUMPTION TEST ON VEHICLE. MILAGE IS 55947 AND FOUND NO  
FURTHER CONCERN AT THIS TIME.  
CUSTOMER TO BRING IT BACK 900-1000MILES FOR INSPECTION...

JOB# 3 TOTALS-----

JOB# 3 JOURNAL PREFIX T2CS JOB# 3 TOTAL 0.00

COMMENTS-----

APP  
Customer dropped the rental off here at Ryde11 2/24/10 5:30  
32DPJ8

AUTOMOTIVE GROUP  
San Fernando Valley



CUSTOMER NO. <b>260665</b>		ADVISOR <b>MIKE ARUSTAMYAN</b>	TAB NO. <b>7439</b>	INVOICE DATE <b>02/24/10</b>	CELL/PAGER <b>CELL [REDACTED]</b>
[REDACTED]		LICENSE NO. <b>[REDACTED]</b>	MILEAGE <b>55,947</b>	COLOR <b>WHITE/</b>	STOCK NO. <b>T2CS404453</b>
YEAR / MAKE / MODEL <b>07/CHEVROLET TRUCK/SUBURBAN/4DR 4WD</b>		VEHICLE I.D. NO. <b>1 G N E K 1 6 3 7 7 1</b>		DELIVERY DATE <b>12/28/09</b>	DELIVERY MILES <b>53,219</b>
NORTHRIDGE, CA		F.T.E. NO. <b>[REDACTED]</b>		SELLING DEALER NO. <b>[REDACTED]</b>	PRODUCTION DATE <b>[REDACTED]</b>
[REDACTED]		P.O. NO. <b>[REDACTED]</b>		R.O. DATE <b>02/23/10</b>	
[REDACTED]		COMMENTS		MO: 55947	

TOTALS.....

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  
 \*\*\*\*\*  
 RYDELL AUTOMOTIVE GROUP IS A GM GOODWRENCH SERVICE PLUS  
 DEALER. SEE YOUR SERVICE CONSULTANT FOR MORE INFORMATION  
 \*\*\*\*\*

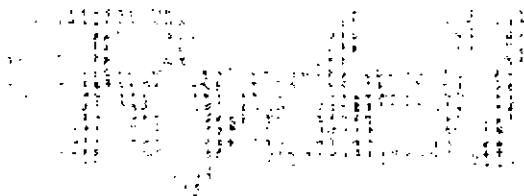
TOTAL LABOR.... 0.00  
 TOTAL PARTS.... 0.00  
 TOTAL SUBLET... 0.00  
 TOTAL G.O.G.... 0.00  
 TOTAL MISC CHG. 0.00  
 TOTAL MISC DISC 0.00  
 TOTAL TAX..... 0.00

**TOTAL INVOICE \$ 0.00**

COMPLETELY SATISFIED ??

\* 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



**AUTOMOTIVE GROUP**  
 San Fernando Valley

BAR #ARD202745

EPA #0000236177

872133-08

REDORDER JB GRAPHICS (818) 908-4713

6001 Van Nuys Blvd.

**KEYES CHEVROLET**

Van Nuys, CA 91401

(818) 933-3000

EPA #: CAL000349009

BAR #: ARD280658

**WARNING** - Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and paints and materials used to construct vehicles, including, but not limited to, fuel, oil, batteries, brakes, and wheel balancing weights. When you service, clean or maintain your car, you will be exposed to listed chemicals contained in used oil, waste and replacement fluids, fumes, grease, grime, touch-up paint, certain replacement parts, and particulates from component wear. When we service your car, we will return used components to you upon request. Used parts and components contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm.

To minimize your exposure when servicing, maintaining or cleaning your vehicle: 1) work in a well ventilated area; 2) do not smoke, drink or eat while working; 3) wash your hands when finished or when taking a break; and 4) follow all manufacturer instructions pertaining to proper use and maintenance of motor vehicles and vehicle components.

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ORIGINAL ESTIMATE #	REVISED ESTIMATE #	ADDITIONAL COST \$	ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE SPECIFIED.	
REASON	CONTACTED BY	APPROVAL OF TOTAL PRICE	[REDACTED]	
AUTHORIZED BY	<input type="checkbox"/> PERSON <input type="checkbox"/> PHONE #	DATE	TIME	CUSTOMER SIGNATURE

INVOICE ID

DRIVER/OWNER INFORMATION -- INVOICE: W88329

NORTHridge

CA

WORK:

CELL:

NORTHridge

CA

WORK:

CELL:

EMAIL:

**VEHICLE INFORMATION**

TAG: 4765 ADV: 475 ROXAS, JE INVOICE: PRELIM WAR C M 1 JR

VIN 1GNFK16377J LICENSE NUMBER: CA

INVOICED: 10/22/2010 09:27:40

07 CHEVROLET SUBURBAN K1500 4DR SUV WHITE

ODOMETER IN: 61736 OUT: 61736

STUCK# 00000000 INV ACCT 67C

DATES BEGIN: 10/22/10 DONE: 10/22/10

DATES INSERVICE: 121909 PRODUCTION: 050306 SOLD: 122809

CONCERN 50 CUSTOMER STATES VEHICLE BURNING OIL  
PLS START OIL CONSUMPTION TEST.

OPERATION	TECH	HOURS	AMOUNT
50	041	.0	.00

CAUSE

CORRECTION STARTED ON OIL CONSUMPTION TEST, CUST TO BRING VEHICLE BACK IN 2,000 MILES  
TO EVALUATE OIL  
CONSUMPTION TEST.

FACTORY TECH: 041 - SOLIS, JUAN  
CONT CODE: 9999

FAIL CODE: 9999

LINE AUTH: JR 102210 09126

TYPE: W

SUBTOTAL  
TOTAL CHARGE FOR CONCERN .00

**GRAND TOTALS**

SUMMARY OF CHARGES FOR INVOICE W88329

PAYMENT DISTRIBUTION FOR INVOICE W88329

TOTAL CHARGE .00

FAC WARRANTY .00  
TOTAL CHARGE .00

ATTENTION: THE FOLLOWING INVOICES ALSO EXIST  
CJS - CUSTOMERPAY INT - INTERNAL  
IF YOU HAVE ANY QUESTIONS - PLEASE SEE JEROME ROXAS

PAGE 1  
LAST PAGE

Thank You

033560

6001 Van Nuys Blvd.

**KEYES CHEVROLET**

Van Nuys, CA 91401

(818) 933-3000

EPA #: CAL000349008

BAR #: ARD260656

**WARNING:** Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts; vehicle fluids, and paints and materials used to maintain vehicles, including, but not limited to, fuel, oil, batteries, brake, and wheel balancing weights. When you service, clean or maintain your car, you will be exposed to these chemicals contained in used oil, waste and replacement fluids, tires, grease, grime, tools, sprays, certain replacement parts, and parts from component wear. When we service your car, we will return used components to you upon request. Used parts and components contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm.

To minimize your exposure when servicing, maintaining or cleaning your vehicle: 1) work in a well ventilated area; 2) do not inhale, drink or eat while working; 3) wash your hands when finished or when taking a break; and 4) follow all manufacturer instructions pertaining to proper use and maintenance of motor vehicles and vehicle components.

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ORIGINAL ESTIMATE \$	REVISED ESTIMATE \$	ADDITIONAL COST \$	ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE SPECIFIED	
REASON		CONTACTED BY	APPROVAL OF EST. PRICE	DATE
AUTHORIZED BY	<input type="checkbox"/> PERSON <input type="checkbox"/> PHONE #	DATE	TIME	
		CUSTOMER INITIALS		CUSTOMER PHONE

INVOICE TO

DRIVER/OWNER INFORMATION -- INVOICE: 188329

NORTHridge

CA

NORTHridge

CA

WORK:

CELL:

WORK:

CELL:

FOR OFFICE USE

VEHICLE INFORMATION

TAG: 4765

ADV: 475 ROXAS, JE INVOICE: PRELIM INT C N I JR

VIN 1GNFK16377

LICENSE NUMBER: CA

TAX RULES: YNNN INVOICED: 10/22/2010 09:27:40

07 CHEVROLET SUBURBAN K1500 4DR SUV WHITE

MIDMETER IN: 61736

DIST: 101

STOCK# 00002MAN INV ALCT 670

DATES BEGIN: 10/22/10 DONE: 10/22/10

DATES IN SERVICE: 121909 PRODUCTION: 050306 SOLD: 122807

CONCERN 24 CUSTOMER STATES PERFORM LUBE OIL AND FILTER CHANGE  
CORRELATION PERFORM LUBE OIL AND FILTER CHANGE

OPERATION	TECH	HOURS	AMOUNT
LUF	205	.4	13.70
	041		.00

COMMENT

RESET OIL MONITOR LIFE SYSTEM

PART NUMBER

PDR

NOTE

DESCRIPTION

BUY

SELL

000 019167894

FILTER

1S

6.75

6.75

000 00000001L

GUG

5W-30 GUARD

6S

3.00

18.00

FACTORY

TECH: 205 - TEAM, YELLOW

TECH: 041 - SOLIS, JUAN

SUBTOTAL

PARTS	6.75
GAS-OIL-GREASE	18.00
HAZARDOUS WASTE CHG	1.50
LABOR MECHANICAL	13.70
TOTAL CHARGE FOR CONCERN	39.95

TYPE: 1

LINE FLAGS: HAZ

GRAND TOTALS

SUMMARY OF CHARGES FOR INVOICE 188329

PARTS	6.75
GAS-OIL-GREASE	18.00
HAZARDOUS WASTE CHG	1.50
LABOR MECHANICAL	13.70
TOTAL CHARGE	39.95

PAYMENT DISTRIBUTION FOR INVOICE 188329	
TOTAL CHARGE	39.95
INTERNAL	39.95

ATTENTION: THE FOLLOWING INVOICES ALSO EXIST:

LUS - CUSTOMER PAY

WAR - WARRANTY

PAGE 1

Thank You

033561

LAST PAGE

6001 Van Nuys Blvd.

**KEYES CHEVROLET**

Van Nuys, CA 91401

(818) 933-3000

EPA #: CAL000349009

BAR #: ARD260656

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ORIGINAL ESTIMATE \$	REVISED ESTIMATE \$	ADDITIONAL COST \$	ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE SPECIFIED.	
REASON		CONTACTED BY	I recommend this work and price approval of an authorized person is required. Estimated price	
AUTHORIZED BY	<input type="checkbox"/> PERSON <input type="checkbox"/> PHONE #	DATE	TIME	X CUSTOMER INITIALS
			CUSTOMER SIGNATURE	

INVOICE TO

DRIVER/OWNER INFORMATION -- INVOICE: C88329

NORTHridge

CA

WORK:

CELL:

NORTHridge

CA

WORK:

CELL:

EMAIL:

EMAIL:

FOR OFFICE USE

VEHICLE INFORMATION

AG: 4765 ADV: 475 FOXAS, JE INVOICE: PRELIM CUS C W I JR  
TAX RULES: YNNIN INVOICED: 10/22/2010 09:27:40  
MILEAGE: 61736 DIST: 101  
DATES BEGIN: 10/22/10 DONE: 10/22/10

VIN 1GNFK16377J LICENSE NUMBER: CA  
07 CHEVROLET SUBURBAN K1500 4DR SUV WHITE  
STOLK# 00012MAN INV ACCT 67C  
DATES IN SERVICE: 12/19/09 PRODUCTION: 050306 SOLD: 12/28/09

CONCERN	60	CUSTOMER STATES ADJUST TIRE PRESSURE TO MANUFACTURER'S SPECIFICATIONS	OPERATION	TECH	AMOUNT
CORRECTION	ADJUSTED TIRE PSI TO FRT LT:34 FRT RT:34 REAR LT:34 REAR RT:34	PSI	205		.00
FACTORY	TECH: 205 - TEAM, YELLOW				

TYPE: C

SUBTOTAL  
TOTAL CHARGE FOR CONCERN .00

GRAND TOTALS

SUMMARY OF CHARGES FOR INVOICE C88329

PAYMENT DISTRIBUTION FOR INVOICE C88329

TOTAL CHARGE .00

CASH DUE .00  
TOTAL CHARGE .00

ATTENTION: THE FOLLOWING INVOICES ALSO EXIST  
WAR - WARRANTY INT - INTERNAL

PAGE 1  
LAST PAGE

Thank You

033559

ON LINE SERVICE UNDOING BY (818) 933-3000

1/1/10 1/1/10

TO REORDER FORMS OR SUPPLIES CALL 1-800-892-6998 EXT 1014

**(818) 933-3000**

\*TAG 4745\* \*END 00000\* CUB 4745 4745

CUSTOMER NO. <b>260665</b>		ADVISOR <b>NEIL ACKERMAN</b>	TAG NO. <b>4770</b>	INVOICE DATE <b>12/15/10</b>	CELL <b>8689</b>
RESIDENCE PHONE [REDACTED]		BUSINESS PHONE [REDACTED]	RELEASE <b>62,864</b>	COLOR <b>WHITE</b>	STOCK NO. <b>265442865</b>
NORTHIDGE, CA [REDACTED]		YEAR / MAKE / MODEL <b>07 / CHEVROLET TRUCK / SUBURBAN / 4DR 4WD</b>	DELIVERY DATE <b>12/28/09</b>	DELIVERY SALES <b>53,210</b>	PRODUCTION DATE <b>12/04/10</b>
[REDACTED]		VEHICLE ID NO. <b>1C N F K 1 6 3 7 7 1</b>	SELLING DEALER [REDACTED]	[REDACTED]	
[REDACTED]		COMMENTS [REDACTED]	R.O. DATE <b>12/04/10</b>		
MO: 62864					

JOB# 1 CHARGES

LABOR  
# 1 11CVZ  
HEAVY LINE TECH(S):3053  
CUSTOMER REPORTS ENGINE IS USING EXCESSIVE AMOUNT OF OIL.  
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 62864 MILES  
PRIOR DOCUMENTATION INDICATES @ 61736 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  
AND ADVISE.  
FOR DOCUMENT #2534528 ENGINE OIL CONSUMPTION  
#10-06-01-008A INSTALL AFM OIL DEFLECTOR AND CLEAN CARBON  
ALL CYLINDER  
REMOVE ALL SPARK PLUGS ADD INJECTOR CLEAN ALL CYLINDER  
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  
J7555 4.5

WARRANTY

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE
	1	12639759	DEFLECTOR 1.609	
	3	88861802	CLEANER 8.800	
	1	12612350	GASKET 1.429	
	1	89017524	FILTER 1.836	
TOTAL - PARTS				0.00

WARRANTY  
WARRANTY  
WARRANTY  
WARRANTY  
WARRANTY

SUBLET	PO#	VEND INV#	INV DATE	DESCRIPTION	TOTAL - SUBLET
	239528		12/15/10	RENTAL CAR - WORK PERFORMED	0.00

G.O.G. & SUPPLIES	QTY	UNIT	TOTAL - GOG	WARRANTY
6.0 OIL	@	/UNIT		0.00
TOTAL - GOG			0.00	

JOB# 1 TOTALS

JOB# 2 CHARGES

JOB# 1 JOURNAL PREFIX T2CS JOB# 1 TOTAL 0.00

LABOR  
# 2-01CVZM49  
MAINTENANCE TECH(S):3999  
PER SALES & AS AGREED WITH KELLY, DUE TO NOT BEING PERFORMED  
BEFORE SALE - DETAIL VEHICLE COMPLETE (IN HOUSE)  
COMPLETED DETAIL

INTERNAL

JOB# 2 TOTALS

JOB# 3 CHARGES

JOB# 2 JOURNAL PREFIX T2CS JOB# 2 TOTAL 0.00

LABOR

CUSTOMER NO. <b>260665</b>	ADVISOR <b>NEIL ACKERMAN</b>	TAG NO. <b>4770</b>	INVOICE DATE <b>12/15/10</b>	CELL <b>260665</b>
	MASS. LICENSE NO. <b>62,864</b>	RELEASE <b>62,864</b>	COUNTY <b>62,864</b>	DATE <b>12/15/10</b>
	YEAR / MAKE / MODEL <b>07 CHEVROLET TRUCK/SUBURBAN/4DR 4WD</b>	DELIVERY DATE <b>12/28/09</b>	DELIVERY MILEAGE <b>53,319</b>	PRODUCTION DATE <b>12/04/10</b>
NORTHridge, CA	REGISTRATION <b>16377</b>	R.O. DATE <b>12/04/10</b>		
	COMMENTS			

MO: 62864

JOB# 6 TOTALS.....

JOB# 7 CHARGES.....

LABOR.....  
# 7-18CVZS15 SUBLET TECH(S):1570 WARRANTY  
ADD ON - RIGHT REAR DOOR IS DISCOLORING.  
CLEAR COAT FAILURE  
B7976 REPAIR AND PREP AND PAINT MLDG ON CAR

S.O.G. & SUPPLIES.....  
20.8 PAINT & MATERIALS @ /UNIT TOTAL - GOG WARRANTY 0.00

JOB# 7 TOTALS.....

JOB# 8 CHARGES.....

LABOR.....  
# 8-11CVZH01 HEAVY LINE TECH(S):3053 WARRANTY  
CUSTOMER ADDED ON - REPORTS A SQUEAL NOISE FROM ENG CHRTMNT.  
POWER STEERING PUMP PULLEY OUT ALIGN CAUSING  
SERP BELT WHINE NOISE SERP BELT WARPED DAMAGES  
REPOSITION POWER STEERING PUMP PULLEY AND REPLACED SERP  
ROAD TEST OK NO MORE BELT WHINE NOISE E8360 .8

PARTS.....QTY.....FP NUMBER.....DESCRIPTION.....UNIT PRICE.....WARRANTY  
1 12626222 BELT 1.066 TOTAL - PARTS 0.00

JOB# 8 TOTALS.....

JOB# 8 JOURNAL PREFIX T2CS JOB# 8 TOTAL 0.00

ESTIMATE.....

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 COVERED THROUGH POWERTRAIN WARRANTY (DOC ID#10-06-01-00BA)  
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)

change -  
3600

CUSTOMER NO. <b>260665</b>	ADVISOR <b>NEIL ACKERMAN</b>	YAG NO. <b>8689</b>	INVOICE DATE <b>12/15/10</b>	CELL <b>265442865</b>
	LEASE NO. <b>4770</b>	SALEAGE <b>62,064</b>	COLLAR <b>12/15/10</b>	PRODUCTION NO. <b>22135X</b>
	YEAR / MAKE / MODEL <b>07/CHEVROLET TRUCK/SUBURBAN/4DR 4WD</b>	DELIVERY DATE <b>12/28/09</b>	SELECTION/DEALER NO.	PRODUCTION DATE <b>53-219</b>
	VEHICLE ID NO. <b>1GNFK163773</b>	R.O. DATE <b>12/04/10</b>		
COMMENTS				

TOTALS----- MO: 62864

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  
\*\*\*\*\*  
RYDELL AUTOMOTIVE GROUP IS A GM GOODWRENCH SERVICE PLUS  
DEALER. SEE YOUR SERVICE CONSULTANT FOR MORE INFORMATION  
\*\*\*\*\*

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

TOTAL INVOICE \$ 0.00

COMPLETELY SATISFIED ??  
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

**AUTOMOTIVE GROUP**  
San Fernando Valley

BAR PART020745

REORDER JB GRAPHICS B/LR 808-4713 97544710



CUSTOMER NO. <b>260665</b>	ADVISOR <b>NEIL ACKERMAN</b>	DELLPAGER
	LICENSE NO. <b>4770</b>	TAG NO. <b>8689</b>
	YEAR / MAKE / MODEL <b>07-CHEVROLET TRUCK/SUBURBAN/4DR 4WD</b>	INVOICE DATE <b>CELL.</b>
	VEHICLE ID NO. <b>1 G N F K 1 6 3 7 7 3</b>	RELEASE DATE <b>12/15/10</b>
		STOCK NO. <b>2365443750</b>
		DELIVERY DATE <b>12/28/09</b>
		DELIVERY MILE <b>53 319</b>
		PRODUCTION DATE
		R.O. DATE <b>12/14/10</b>
COMMENTS		MO: <b>62864</b>

JOB# 1 CHARGES-----

LABOR  
# 1 15CVZ 15-A & ELECTRICAL TECH(S):8274 WARRANTY  
CAMPAIGN #10153 HEATED WINDSHIELD WASHER MODULE  
OPEN RECALL 10153  
PERFORMED RECALL 10153.DISABLED AND REMOVE WASHER  
HEATER

JOB# 1 TOTALS-----

JOB# 1 JOURNAL PREFIX T2CS JOB# 1 TOTAL 0.00

COMMENTS-----  
HOLD FOR SERV MGR TO REVIEW  
ENTERPRISE RENTAL PURCHASE ORDER#/? 239528

TOTALS-----

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  
\*\*\*\*\*  
RYDELL AUTOMOTIVE GROUP IS A GM GOODWRENCH SERVICE PLUS  
DEALER. SEE YOUR SERVICE CONSULTANT FOR MORE INFORMATION  
\*\*\*\*\*

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

TOTAL INVOICE \$ 0.00

San Fernando Valley

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

REORDER JR GRAPHICS #1818 908-4713 873417-10

## RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
CUSTOMER NO.							

## SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
12/14/10	443750	62864	4770	8274	W	5CVZ	15-A & ELECTRICAL
12/04/10	442865	62864	4770	3053	W	1CVZ	HEAVY LINE
				3999	I	01CVZM49	MAINTENANCE
				9057	W	18CVZS06	ENTERPRISE RENTAL CA
				1570	W	18CVZS10	SUBLET
				1570	W	18CVZS13	SUBLET

SALESPERSON NO. 3131 ANTHONY E ESTON

**S E R V I C E**

STATE REG# RM202745

CALL WHEN READY	VEHICLE I.D. NO. <b>GNFK16377J</b>	YEAR/MAKE/MODEL <b>07/CHEVROLET TRUCK/SUBURBAN/4DR 4WD</b>	PRODUCTION DATE <b>22135X</b>	STOCK NO. <b>449171</b>	LICENSE NO. <b>449171</b>
<input type="checkbox"/> YES <input type="checkbox"/> NO	CUSTOMER NO. <b>260665</b>	SERVICE CONTRACT <b>12/28/09</b>	DELIVERY DATE <b>53,219</b>	DELIVERY MILES <b>02/11/11</b>	SELLING DEALER NO. / R.O. DATE <b>02/11/11</b>
SAVE REMOVED PARTS FOR CUSTOMER	COLOR <b>WHITE</b>	CONTRACT NO. <b>12/19/12</b>	EXPIRATION DATE <b>87,918</b>	EXPIRATION MILES <b>8825</b>	TAG NO.
<input type="checkbox"/> YES <input type="checkbox"/> NO	TURBO <b>N</b>	MMAC <b>CVZZ</b>	AIR COND. <b>Y</b>	P.S. <b>Y</b>	TRANS <b>A</b>
	MILEAGE <b>64,794</b>	ADVISOR NO. <b>4770</b>	ADVISOR <b>NEIL ACKERMAN</b>		

I hereby authorize the repair work to be done along with the necessary material, and hereby grant your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection; if automobile is returned to customer before authorized service is performed, a diagnostic and gauding charge will be made. I have read and understand the above estimate and terms. I authorize service to be performed, including sublet work, and acknowledge receipt of this estimate. 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 DEALER. NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE. CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF. SUBJECT TO CONDITIONS ON REVERSE SIDE OF THIS CONTRACT. PLEASE READ REVERSE SIDE.

CELL: **XXXXXX** X CUSTOMER SIGNATURE

ORIGINAL CUSTOMER ESTIMATE: TOTAL 0.00

COMMENTS:  
WAITER

C \* 11CVZ **HEAVY LINE**  
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,

**Rydell** **AUTOMOTIVE GROUP**  
San Fernando Valley

EMAIL	CELL/PAGER
ORIGINAL ESTIMATE \$	HAZ. WASTE HNLG. & DISP.
REVISED ESTIMATE \$	TOTAL ESTIMATE \$
REASON	ADDITIONAL COST \$
AUTHORIZED BY	CONTACTED BY
2ND REVISED ESTIMATE \$	DATE
HAZ. WASTE HNLG. & DISP.	TIME
REASON	ADDITIONAL COST \$
AUTHORIZED BY	CONTACTED BY
PERSON	DATE
PHONE #	TIME
IMPORTANT: REMOVE ALL PERSONAL PROPERTY AND VALUABLES FROM YOUR VEHICLE. WE DO NOT ASSUME RESPONSIBILITY FOR LOSS OR DAMAGE FOR ARTICLES LEFT IN YOUR VEHICLE.	
TEARDOWN ESTIMATE: I understand that my vehicle will be re-assembled within _____ days of the date shown above if I choose not to authorize the service recommended.	
*By law, you may choose another licensed Smog Check facility to perform any needed repairs or adjustments that the Smog Check test indicates are necessary.	
ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE.	
NOTICE TO CUSTOMERS WE MAKE A SEPARATE CHARGE FOR THE STORAGE AND DISPOSAL OF TOXIC WASTES. RATHER THAN RECOVER THESE COSTS BY INCREASING OUR LABOR RATES TO ALL OF OUR SERVICE CUSTOMERS, WE MAKE THIS CHARGE ONLY ON THOSE PARTICULAR REPAIRS OR SERVICES WHICH GENERATE THESE WASTES. THESE ARE UNIFORM CHARGES WHICH ARE CALCULATED ANNUALLY FOR EACH PARTICULAR SERVICE AND ARE AVAILABLE ON REQUEST.	
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 BAR #ARD202745 EPA #CAL0002361449171	



VIA FAX ONLY

March 9, 2011

Service Manager Kelly Cashman  
Rydell Automotive

RE:

[REDACTED]  
Service Request: 71-925820411  
2007 Chevrolet Suburban  
Vehicle Identification Number: 1GNFK16377J [REDACTED]  
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 [REDACTED]

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  
By: Dan Lorette BRC LEGAL

GM Legal File / BBB Case No.: {Number}  
Negotiator: Dan Lorette

Customer Last Name:

State: CA

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

Vehicle ID No.:  In Service Date:  
1GNFK16377J  5/25/2006

Vehicle Purchased: BAC Code:  
Used 164494

Year, Make & Model: 2007 Chevrolet Suburban

Vehicle Purchased Used on: 12/19/09  
at odometer 53219

Current Mileage: 62864  
Sale Type: Purchase ☒ Lease ☐ Other ☐ : {Type}

Dealer Name : Rydell Automotive  
CAM Name: Mick Gonzalez  
Phone Number: 805 373 8417

Lien holder: GMAC ☒ 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  
Phone Number : 818-244-3905  
Fax Number : 818-244-6052

Service Manager Name: Kelly  
Cashman  
Phone Number : (818) 832-1600

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

Are there **additional** 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.

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

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

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

☐ Brakes

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
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☐ Engine/Fuel/Exhaust

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
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2/23/10	404453	2	55947	Rydell Chevrolet
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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
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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.

☐ Restraints

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

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

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

☐ Axle

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

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

☐ Chassis

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

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

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

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

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

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<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

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
12/1/06	045592	*	10890	Foothill Ranch Chevrolet  Diagnostic system check, tire pressure monitoring.  *Previous owner, per GWM*

☐ Recalls / Campaigns

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

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
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 ADR)/attorney (if Legal)? (Y or N)	Y
What type of damage was sustained (example: front end collision)?	NA

NA

Are the RO's attached if the vehicle was in an accident? (Y or N)	NA
Has the customer filed any insurances claims on this Vehicle? (Y or N)	N

If Yes obtain the following information below

Insurance Company:	NA
--------------------	----

Insurance Rep :	NA
(First and Last Name)	NA

Phone <input type="checkbox"/>	NA
	NA

Claim Made? (Y or N):	N
	NA

Claim Status:	NA
Pending/Denied/NA	NA

Claim <input type="checkbox"/>	NA
NA	

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 if known. Repeat as necessary. Include the name of the third party installer.

NA

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

## PERTINENT FACTS FROM ALL SR<sup>®</sup> 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, [REDACTED] 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 applicable for Legal cases**

**Is Lemon Law Pled/Alleged?: 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? 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? No/Yes

Time Period for filing a Claim?

18/18k or 4 years from discovery of defect

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

<input type="checkbox"/> of Visits for a Non-Conformity?	0	<input type="checkbox"/> of Days out of Service?	0
<input type="checkbox"/> of visits for a Safety Complaint?	0	<input type="checkbox"/> 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:**

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

**Related Repairs beyond NVLW:**

Customer Pay?	No
Additional Days out of Service?	12

**Yes**

If no, identify responsible party:	GM powertrain
Additional <input type="checkbox"/> of Repair Visits?	6

**Other Considerations:**

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

**No**

NA
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.**

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



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

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

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

**\*Add additional lines for additional offers/counter offers.**

<b>Recommendation of CRS:</b>	<b>Arbitrate case:</b> <input type="text"/>	<b>Settle case:</b> <input type="text"/>
<b>Settlement Type:</b> {GW/Repurchase/Repair}		<b>Attorney Fees (if applicable):</b> <input type="checkbox"/> {Amount}
<b>Recommendation of Field:</b>	<b>Arbitrate case:</b> <input type="text"/>	<b>Settle case:</b> <input type="text"/>
<b>Settlement Type:</b> {GW/Repurchase/Repair}		<b>Attorney Fees (if applicable):</b> <input type="checkbox"/> {Amount}
<b>Final Decision:</b>	<b>Arbitrate case:</b> <input type="text"/>	<b>Settle case:</b> <input type="text"/>
<b>Settlement Type:</b> {GW/Repurchase Repair}		<b>Attorney Fees (if applicable):</b> <input type="checkbox"/> {Amount}

**TEAM LEAD APPROVING:**

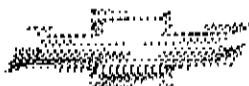
{Name}

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

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

Fax Server

3/9/2011 5:12:05 PM PAGE 2/002 Fax Server



VIA FAX ONLY

March 9, 2011

Service Manager Jesse Boyd  
Chevrolet of Irvine

*CHNS UAWO*

RE: [REDACTED]

Service Request: 71-925820411

2007 Chevrolet Suburban

Vehicle Identification Number: 1GNFK16377J [REDACTED]

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

# FOOTHILL RANCH



## 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 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  
REGARDLESS OF MILEAGE.

B.A.R. #

AM - 225185

E.P.A.

CAL000262614

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

CUSTOMER ACKNOWLEDGES RECEIPT OF COPY HEREOF

SIGNED AND  
RECEIVED X

----- INVOICE TO -----  
0D162389  
----- FOR OFFICE USE -----  
TAG: 0389 ADV: 311 NGUYEN, V INVOICE: PRELIM INT I VP  
TAX RULES: NNNY INVOICED: 05/20/2006 15:27:40  
ODOMETER IN: 3 DIST: 1GC  
DATES BEGIN: 05/18/06 DONE: 05/20/06

CONCERN 50  
CORRECTION P.D.I. COMPLETED  
FACTORY TECH: 212 - LANE, DANIEL

TYPE: PDI

----- GRAND TOTALS -----  
SUMMARY OF CHARGES FOR INVOICE I39025  
LAB-MECHANICAL 115.09  
TOTAL CHARGE 115.09

IF YOU HAVE ANY QUESTIONS - PLEASE SEE VO NGUYEN

----- DRIVER/OWNER INFORMATION -- INVOICE: I39025  
0D162389

----- VEHICLE INFORMATION -----  
VIN 1GNFK16377J  
07 CHEVROLET SUBURBAN K1500 4DR SUV WHITE  
STOCK# 0D162389 INV ACCT 237A

OPERATION	TECH	AMOUNT
PDI	212	115.09

----- SUBTOTAL -----  
LAB-MECHANICAL 115.09  
TOTAL CHARGE FOR CONCERN 115.09

PAYMENT DISTRIBUTION FOR INVOICE I39025  
TOTAL CHARGE 115.09  
INTERNAL 115.09

PAGE 1  
LAST PAGE

B0167

ON LINE SERVICE INVOICING BY UCS © 1998

ADDITIONAL INSTRUCTIONS OR ESTIMATES	MECHANIC'S FINDINGS AND REMARKS	LABOR RECORD	
		ELAPSED TIME	TIME CLOCK
	MECHANIC'S NAME & NUMBER		
	PDI	212	OFF
		6.4	ON
	A		OFF
			ON
	MECHANIC'S NAME & NUMBER		
			OFF
			ON
	B		OFF
			ON
ADDITIONAL FLAGS	MECHANIC'S NAME & NUMBER		
FLAG			OFF
			ON
	C		OFF
FLAG			ON
	MECHANIC'S NAME & NUMBER		
FLAG			OFF
			ON
	D		OFF
FLAG			ON

# FOOTHILL RANCH

## 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 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 REGARDLESS OF MILEAGE.

B.A.R. #  
AM - 225185

E.P.A.  
CAL000262614

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(SIGNATURE OR INITIALS)

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CUSTOMER ACKNOWLEDGES RECEIPT OF COPY HEREOF

SIGNED AND  
RECEIVED X

INVOICE TO

DRIVER/OWNER INFORMATION -- INVOICE: C43497

SIEBERT, ROBERT/WENDY  
3 SAN ANDRES

CA

CA

ORANGE

ORANGE

WORK: CELL:

WORK:

FOR OFFICE USE

VEHICLE INFORMATION

TAG: 1826 ADV: 204 HUERTA, A INVOICE: PRELIM CUS C VP  
MFG: 67H001 TAX RULES: NNNNY INVOICED: 09/28/2006 14:24:45  
ODOMETER IN: 7812 DIST: 1GC  
DATES BEGIN: 09/28/06 DONE: 09/28/06

VIN 1GNFK16377J LICENSE NUMBER  
07 CHEVROLET SUBURBAN K1500 4DR SUV WHITE  
STOCK# 0D162389  
DATES INSERVICE: 052506 SOLD: 052506

CONCERN 01 LUBE OIL FILTER

OPERATION

TECH

AMOUNT

CAUSE LOF

01T

270

10.00

CORRECTION COMPLETED

CHANGE ENGINE OIL

CHANGE ENGINE OIL FILTER

LUBE AS NEEDED

INSPECT:

BELTS

HOSES

FLUID LEVELS (ADD AS NEEDED)

PART NUMBER

PO#

NOTE

DESCRIPTION

QTY

LIST

SELL

000 089017524

FILTER

1

7.07

7.07

7.07

000 000000OIL

GOG

OIL

6

2.30

1.48

8.88

FACTORY TECH: 270 - MOSS, DAVID

SUBTOTAL

PARTS

7.07

GAS-OIL-GREASE

8.88

LAB-MECHANICAL

10.00

TOTAL CHARGE FOR CONCERN

25.95

TYPE: C

LINE FLAGS: HAZ

CONCERN 15 ROTATE TIRES

OPERATION

TECH

AMOUNT

CAUSE ROTATE

ROTATE

270

20.00

CORRECTION COMPLETED/FRT BRAKES AT 7MM/REAR BRAKES AT 8MM

FACTORY TECH: 270 - MOSS, DAVID

SUBTOTAL

PAGE 1

28187

© 1979

UCS

ON LINE SERVICE INVOICING BY

# FOOTHILL RANCH



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

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REGARDLESS OF MILEAGE.

B.A.R. #  
AM - 225185

E.P.A.  
CAL000262614

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

CUSTOMER ACKNOWLEDGES RECEIPT OF COPY HEREOF

SIGNED AND  
RECEIPTED X

----- INVOICE TO -----  
[REDACTED]  
----- FOR OFFICE USE -----  
TAG: 1826 ADV: 204 HUERTA, INVOICED: 09/28/2006 14:24:45 VP

----- DRIVER/OWNER INFORMATION -- INVOICE: C43497

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

07 SUBURBAN WHITE LICENSE NUMBER: [REDACTED]

TYPE: C

LAB-MECHANICAL 20.00  
TOTAL CHARGE FOR CONCERN 20.00

----- GRAND TOTALS -----

### SUMMARY OF CHARGES FOR INVOICE C43497

PARTS	7.07
GAS-OIL-GREASE	8.88
HAZARDOUS WASTE CHG	2.00
LAB-MECHANICAL	30.00
SUB-TOTAL	47.95
TAX	1.24
TOTAL CHARGE	49.19

PAYMENT DISTRIBUTION FOR INVOICE C43497  
TOTAL CHARGE 49.19  
CASH 49.19

\*\* CUSTOMER WAITING \*\*

### 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."

PAGE 2  
LAST PAGE

# FOOTHILL RANCH

## CHEVROLET

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

FOR YOUR CONVENIENCE

WE ACCEPT ATM CARDS, VISA,  
MASTERCARD, AND DISCOVER

PARTS AND SERVICE DEPT. HOURS

MONDAY THRU FRIDAY 7:00 AM - 7:00 PM  
SATURDAY 8:00 AM - 5:00 PM

NO CARS MAY BE PICKED UP AFTER OUR SERVICE DEPT. CLOSES  
WITHOUT PREVIOUS ARRANGEMENTS.

LOF. CAR	3K CAR	6K CAR	15K CAR	30K CAR	100K SERV.	LOF. TRUCK	3K TRK	6K TRK	15K TRK	30K TRK	BRAKE INSP.	FR BRKS CAR	FR BRKS TRK	ROTATE / BAL.	2/4 ALIGN	DECARB	F/I FLUSH	AUTO TRN. FLUSH	COOL / FLUSH	ENG / FLUSH	BRK / FLUSH	P/S FLUSH
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23

### INSTRUCTIONS ON WORK TO BE DONE

01\* PAY TYPE: C FLG: HAZ

LUBE OIL FILTER

OP-CODE OIT

#270 (03)

15 PAY TYPE: C

ROTATE TIRES

OP-CODE ROTATE

#270 (05)

PG 1 OF 1

TEARDOWN ESTIMATE: I UNDERSTAND THAT MY VEHICLE WILL BE REASSEMBLED  
WITHIN \_\_\_\_\_ DAYS OF THE DATE SHOWN BELOW IF I CHOOSE NOT TO AUTHO-  
RIZE THE SERVICES RECOMMENDED

ORIGINAL ESTIMATE	AUTHORIZED BY	SUBTOTAL	LARGE	\$
PHONE #	DATE	TIME	SUBTOTAL	\$
REVISED ESTIMATE	REASON	ADDITIONAL COST \$	SALES TAX	\$
AUTHORIZED BY	DATE	TIME	TOTAL	\$
<input type="checkbox"/> IN PERSON	<input type="checkbox"/> PHONE			

\*By law you may choose another facility to perform any needed repairs or adjustments that the smog check may indicate are necessary.\*

Signed \_\_\_\_\_

NOTICE TO CUSTOMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

BAR# AM - 225185  
EPA #CAL000262614

O.K. BY \_\_\_\_\_

ALL PARTS INSTALLED ARE NEW  
OR FACTORY REBUILT  
UNLESS SPECIFIED OTHERWISE.

ALL ADJUSTMENTS ARE WARRANTED FOR 3 MONTHS OR 4,000 MILES.

SAVE PARTS FOR CUSTOMER

YES ☐ NO ☐

BRAKE MM  
FRONT 7 MM REAR 8 MM

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

X. \_\_\_\_\_  
SVC ADV: 204 ANTHONY HUERTA

07 \*\*VIN: 1GNFK1637 7J \_\_\_\_\_ \*

CHEVROLET SUBURBAN COL CD: 50U  
K1500 4DR SUV TRIM: 313  
LICENSE: \_\_\_\_\_ WHITE TRUCK  
MFG CODE: 67H001 SVC DLR: 13830 SLM: 416  
STOCK NUMBER: 0D162389  
IN-SVC: 052506 SOLD: 052506  
ODOMETER: \_\_\_\_\_ CURRENT: 7812  
AVG PER DAY: \_\_\_\_\_ PER MONTH: \_\_\_\_\_

RANCHO SANTA MARGARITA  
CA \_\_\_\_\_  
ORANGE

WORK: \_\_\_\_\_  
CELL: \_\_\_\_\_  
EMAIL ADDRESS \_\_\_\_\_

\*\*CUSTOMER WAITING\*\*

DIST CODE: 1GC

MODEL# CK10906

RO NOTE: FIRST VISIT

09/28/06 11:25:48  
\*\*ESTIMATE: 49.03\*\*

\*\*\*\*PROMISED DATE: 09/28/06 TIME: 1400 \*\*\*\*

\*TAG 1826\* \*\*RO 43497\*\* SVC ADV: 204 RESV: 015 VIN: 1GNFK1637 7J \_\_\_\_\_



# FOOTHILL RANCH

## CHEVROLET

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

FOR YOUR CONVENIENCE

WE ACCEPT ATM CARDS, VISA,  
MASTERCARD, AND DISCOVER

PARTS AND SERVICE DEPT. HOURS

MONDAY THRU FRIDAY 7:00 AM - 7:00 PM  
SATURDAY 8:00 AM - 5:00 PM

NO CARS MAY BE PICKED UP AFTER OUR SERVICE DEPT. CLOSSES  
WITHOUT PREVIOUS ARRANGEMENTS.

PG 1 OF 1

### INSTRUCTIONS ON WORK TO BE DONE

10\* PAY TYPE: W CC: WA  
061620 - PROD ENHANCEMENT FOR INVENTORY  
AND CUST VEHICLES R

51 PAY TYPE: W CC: WA  
CUSTOMER STATES REAR LIFTGATE WILL NOT  
OPEN WITH REMOTE OR BUTTON

TEARDOWN ESTIMATE: I UNDERSTAND THAT MY VEHICLE WILL BE REASSEMBLED  
WITHIN \_\_\_\_\_ DAYS OF THE DATE SHOWN BELOW IF I CHOOSE NOT TO AUTHO-  
RIZE THE SERVICES RECOMMENDED

ORIGINAL ESTIMATE \$	AUTHORIZED BY	SUBTOTAL LABOR	\$
PHONE #	DATE	TIME	
REMOVED ESTIMATE \$	REASON	ADDITIONAL COST \$	SUBTOTAL PARTS
AUTHORIZED BY	<input type="checkbox"/> IN PERSON <input type="checkbox"/> PHONE	DATE	SALES TAX
		TIME	TOTAL
			\$

\*By law you may choose another facility to perform any needed repairs or adjust-  
ments that the shop check test indicates are necessary.\*

Signed \_\_\_\_\_

NOTICE TO CUSTOMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

BAR# AM - 225185  
EPA #CAL000262614

O.K. BY \_\_\_\_\_

ALL PARTS INSTALLED ARE NEW  
OR FACTORY REBUILT  
UNLESS SPECIFIED OTHERWISE.

ALL ADJUSTMENTS ARE WARRANTED FOR 3 MONTHS OR 4,000 MILES.

SAVE PARTS FOR CUSTOMER

YES ☐ NO ☐

BRAKE MM

FRONT MM REAR MM

I hereby authorize the repair work hereinafter set forth to be done along  
with the necessary material and agree that you are not responsible for loss  
or damage to vehicle or articles left in vehicle in case of fire, theft or any  
other cause beyond your control or for any delays caused by unavailability  
of parts or delays in parts shipments by the supplier or transporter. I hereby  
acknowledge the vehicle herein  
is of testing  
and is acknowledged on

\*\*RO 47270\*\* \*TAG 5631\* LIC: CA NEW

SVC ADV: 217 JAMES KUHLMAN  
07 \*\*VIN: 1GNFK1637 7J

RANCHO SANTA MARGARITA  
CA  
ORANGE

CHEVROLET SUBURBAN COL CD: 50U  
K1500 4DR SUV TRIM: 313  
LICENSE: WHITE TRUCK  
MFG CODE: 67H001 SVC DLR: 13830 SLM: 416  
STOCK NUMBER: 0D162389  
IN-SVC: 052506 SOLD: 052506  
ODOMETER: LAST: 10893 CURRENT: 12953  
AVG PER DAY: 57 PER MONTH: 1710

CELL: \_\_\_\_\_  
WORK: \_\_\_\_\_  
EMAIL ADDRESS \_\_\_\_\_

000766 DIST CODE: 1GC

WARNING: POSSIBLE RECHECK 00010893

MODEL# CK10906

01/23/07 08:14:55

\*\*ESTIMATE: 90.00\*\*

\*\*\*\*PROMISED DATE: 01/23/07 TIME: 1700 \*\*\*\*

\*TAG 5631\* \*\*RO 47270\*\* SVC ADV: 217

VIN: 1GNFK1637 7J

ADDITIONAL INSTRUCTIONS OR ESTIMATES	MECHANIC'S FINDINGS AND REMARKS	LABOR RECORD	
		ELAPSED TIME	TIME CLOCK
	MECHANIC'S NAME & NUMBER		
	#270 PUT AIR IN TIRES	0.3	OFF
	REGROUPEMENT WHEEL SENSOR		ON
	LIGHT IS OFF		
			OFF
			ON
	MECHANIC'S NAME & NUMBER		
			OFF
			ON
			OFF
			ON
ADDITIONAL FLAGS	MECHANIC'S NAME & NUMBER		
FLAG			OFF
			ON
FLAG			OFF
			ON
FLAG	MECHANIC'S NAME & NUMBER		
			OFF
			ON
FLAG			OFF
			ON

# FOOTHILL RANCH

## CHEVROLET

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

## FOR YOUR CONVENIENCE

WE ACCEPT AMERICAN EXPRESS CARDS, VISA,  
MASTERCARD, AND DISCOVER

## PARTS AND SERVICE DEPT. HOURS

MONDAY THRU FRIDAY 7:00 AM - 7:00 PM  
SATURDAY 8:00 AM - 5:00 PM

NO CARS MAY BE PICKED UP AFTER OUR SERVICE DEPT. CLOSES  
WITHOUT PREVIOUS ARRANGEMENTS.

L.O.F. CAR	3K CAR	6K CAR	15K CAR	30K CAR	100K SERV.	L.O.F. TRUCK	3K TRK	6K TRK	15K TRK	30K TRK	BRAKE INSP.	F/R BRKS CAR	F/R BRKS TRK	ROTATE / BAL.	2/4 ALIGN.	DECARB	F/I FLUSH	AUTO TRN. FLUSH	COOL / FLUSH	ENG / FLUSH	BRK / FLUSH	P/S FLUSH
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23

## INSTRUCTIONS ON WORK TO BE DONE

51\* PAY TYPE: W CC: WA  
CUSTOMER STATES THE LOW TIRE PRESSRE  
LIGHT IS COMMING ON

#270

E0716

0.3

PG 1 OF 1

TEARDOWN ESTIMATE: I UNDERSTAND THAT MY VEHICLE WILL BE REASSEMBLED  
WITHIN \_\_\_\_\_ DAYS OF THE DATE SHOWN BELOW IF I CHOOSE NOT TO AUTHO-  
RIZE THE SERVICES RECOMMENDED

ORIGINAL ESTIMATE	AUTHORIZED BY	SUBTOTAL	LARGE
\$		\$	
PHONE	DATE	TIME	SUBTOTAL
\$			\$
REVISED ESTIMATE	REASON	ADDITIONAL	SALES
\$		COSTS	TAX
			\$
AUTHORIZED	IN PERSON	DATE	TIME
BY	<input type="checkbox"/> PHONE		
			\$

"By law you may choose another facility to perform any needed repairs or adjust-  
ments that the amog check list indicates are necessary."

CAR GONE

Signed \_\_\_\_\_

NOTICE TO CUSTOMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

BAR# AM - 225185  
EPA #CAL000262614

O.K. BY \_\_\_\_\_

ALL PARTS (INSTALLED ARE NEW  
OR FACTORY REBUILT  
UNLESS SPECIFIED OTHERWISE.

ALL ADJUSTMENTS ARE WARRANTED FOR 3 MONTHS OR 4,000 MILES.

SAVE PARTS FOR CUSTOMER

BRAKE MM

YES ☐ NO ☐

FRONT

REAR

MM

MM

I hereby authorize the repair work hereinafter set forth to be done along  
with the necessary material and agree that you are not responsible for loss  
or damage to vehicle or articles left in vehicle in case of fire, theft or any  
other cause beyond your control or for any delays caused by unavailability  
of parts or delays in parts shipments by the supplier or transporter. I hereby  
grant you and/or your employees permission to operate the vehicle herein  
described on streets, highways or elsewhere for the purpose of testing  
on

\*\*RO 45592\*\* \*TAG 2149\* LIC: [REDACTED]

SVC ADV: 256 ANTHONY ALICEA  
07 \*\*VIN: 1GNFK1637 7J [REDACTED] \*

CHEVROLET SUBURBAN COL CD: 50U  
K1500 4DR SUV TRIM: 313  
LICENSE: [REDACTED] WHITE TRUCK  
MFG CODE: 67H001 SVC DLR: 13830 SLM: 416  
STOCK NUMBER: 0D162389  
IN-SVC: 052506 SOLD: 052506  
ODOMETER: LAST: 7812 CURRENT: 10890  
AVG PER DAY: 62 PER MONTH: 1860

RANCHO SANTA MARGARITA  
CA [REDACTED]  
ORANGE

CELL: [REDACTED]  
WORK: [REDACTED]  
EMAIL ADDRESS: [REDACTED]

000750

DIST CODE: 1GC

MODEL# CK10906

12/01/06 15:39:36

\*\*\*\*PROMISED DATE: 12/01/06 TIME: 1700 \*\*\*\*

\*TAG 2149\* \*\*RO 45592\*\* SVC ADV: 256

VIN: 1GNFK1637 7J [REDACTED]

# FOOTHILL RANCH

## CHEVROLET

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

## FOR YOUR CONVENIENCE

WE ACCEPT ATM CARDS, VISA,  
MASTERCARD, AND DISCOVER

PARTS AND SERVICE DEPT. HOURS

MONDAY THROUGH FRIDAY 7:00 AM - 7:00 PM  
SATURDAY 8:00 AM - 5:00 PM

NO CARS MAY BE PICKED UP AFTER OUR SERVICE DEPT. CLOSES  
WITHOUT PREVIOUS ARRANGEMENTS.

PG 1 OF 1

## INSTRUCTIONS ON WORK TO BE DONE

01 PAY TYPE: QS FLG: HAZ

CUSTOMER STATES LUBE OIL FILTER  
(SYNTHETIC)

OP-CODE 02T

TEARDOWN ESTIMATE: I UNDERSTAND THAT MY VEHICLE WILL BE REASSEMBLED  
WITHIN \_\_\_\_\_ DAYS OF THE DATE SHOWN BELOW IF I CHOOSE NOT TO AUTHO-  
RIZE THE SERVICES RECOMMENDED

ORIGINAL ESTIMATE \$	AUTHORIZED BY	SUBTOTAL LABOR	\$
PHONE	DATE	TIME	SUBTOTAL PARTS
REVISED ESTIMATE \$	REASON	ADDITIONAL COST \$	SALES TAX
AUTHORIZED BY	<input type="checkbox"/> IN PERSON <input type="checkbox"/> PHONE	DATE	TIME
TOTAL			\$

"By law you may choose another facility to perform any needed repairs or adjust-  
ments that the above check test indicates are necessary."

Signed

NOTICE TO CUSTOMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

BAR# AM - 225185  
EPA #CAL000262614

O.K. BY \_\_\_\_\_

ALL PARTS INSTALLED ARE NEW  
OR FACTORY REBUILT  
UNLESS SPECIFIED OTHERWISE.

ALL ADJUSTMENTS ARE WARRANTED FOR 3 MONTHS OR 4,000 MILES.

SAVE PARTS FOR CUSTOMER

YES ☐ NO ☐

BRAKE MM

FRONT

REAR

MM

MM

I hereby authorize the repair work hereinafter set forth to be done along  
with the necessary material and agree that you are not responsible for loss  
or damage to vehicle or articles left in vehicle in case of fire, theft or any  
other cause beyond your control or for any delays caused by unavailability

I hereby  
agree herein  
of testing  
warranted on

\*\*RO 48259\*\* \*TAG 6053\* LIC: [REDACTED]

SVC ADV: 204 ANTHONY HUERTA

07 \*\*VIN: 1GNFK1637 7J [REDACTED] \*

CHEVROLET SUBURBAN COL CD: 50U

K1500 4DR SUV TRIM: 313

LICENSE: [REDACTED] WHITE TRUCK

SVC DLR: 13830 SLM: 416

STOCK NUMBER: 0D162389

IN-SVC: 052506 SOLD: 052506

ODOMETER: LAST: 12953 CURRENT: 14642

AVG PER DAY: 53 PER MONTH: 1590

RANCHO SANTA MARGARITA  
CA [REDACTED]  
ORANGE

CELL: [REDACTED]  
WORK: [REDACTED]  
EMAIL ADDRESS [REDACTED]

DIST CODE: 1GC

MODEL# CK10906

02/21/07 08:56:02

\*\*ESTIMATE: 30.00\*\*

\*\*\*\*PROMISED DATE: 02/21/07 TIME: 1700 \*\*\*\*

\*TAG 6053\* \*\*RO 48259\*\* SVC ADV: 204 RESV: 001 VIN: 1GNFK1637 7J [REDACTED]

PRODUCT ENHANCEMENT - E

ADDITIONAL INSTRUCTIONS OR ESTIMATES	MECHANIC'S FINDINGS AND REMARKS	LABOR RECORD	
		ELAPSED TIME	TIME CLOCK
	MECHANIC'S NAME & NUMBER		
	266 VOR SYMPHONIC	0:3	OFF
			ON
			OFF
			ON
	MECHANIC'S NAME & NUMBER		
	40 - Reprogrammed BCM, Tested	2:39	OFF
	& changed Battery per Recall	D. G.	ON
			OFF
		1/0152	ON
ADDITIONAL FLAGS	MECHANIC'S NAME & NUMBER		
FLAG			OFF
			ON
FLAG			OFF
			ON
FLAG	MECHANIC'S NAME & NUMBER		
			OFF
			ON
FLAG			OFF
			ON

# FOOTHILL RANCH

## CHEVROLET

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

FOR YOUR CONVENIENCE

WE ACCEPT ATM CARDS, VISA,  
MASTERCARD, AND DISCOVER

PARTS AND SERVICE DEPT. HOURS

MONDAY THRU FRIDAY 7:00 AM - 7:00 PM  
SATURDAY 8:00 AM - 5:00 PM

NO CARS MAY BE PICKED UP AFTER OUR SERVICE DEPT. CLOSSES  
WITHOUT PREVIOUS ARRANGEMENTS.

L.O.F. CAR	3K CAR	6K CAR	15K CAR	30K CAR	100K SERV.	L.O.F. TRUCK	3K TRK	6K TRK	15K TRK	30K TRK	BRAKE INSP.	F/R BRKS CAR	F/R BRKS TRK	ROTATE / BAL.	24 ALIGN.	DECARB	F/I FLUSH	AUTO TRN. FLUSH	COOL / FLUSH	ENG / FLUSH	BRK / FLUSH	P/S FLUSH
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23

## INSTRUCTIONS ON WORK TO BE DONE

51 PAY TYPE: W CC: W  
CUSTOMER STATES REMOTES WILL NOT HOLD  
PROGRAMS/HOLD FOR 2 MINUTES

R9727-10

52 PAY TYPE: W CC: W  
CUSTOMER STATES SERVICE TIRE MONITOR  
LITE IS DISPLAYED

oil L.O.F.  
#270  
0.3

Synthetic

TEARDOWN ESTIMATE: I UNDERSTAND THAT MY VEHICLE WILL BE REASSEMBLED  
WITHIN \_\_\_\_\_ DAYS OF THE DATE SHOWN BELOW IF I CHOOSE NOT TO AUTHO-  
RIZE THE SERVICES RECOMMENDED

ORIGINAL ESTIMATE \$	AUTHORIZED BY	SURTOTAL LABOR	\$
PHONE	DATE	TIME	\$
REVISED ESTIMATE \$	REASON	ADDITIONAL PARTS	SALES TAX
AUTHORIZED BY	DATE	TIME	TOTAL
<input type="checkbox"/> IN PERSON <input type="checkbox"/> PHONE			
			CAR GONE

"By law you may choose another facility to perform any needed repairs or adjust-  
ments that the smog check test indicates are necessary."

Signed

NOTICE TO CUSTOMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

BAR# AM - 225185  
EPA #CAL000262614

O.K. BY \_\_\_\_\_

ALL PARTS INSTALLED ARE NEW  
OR FACTORY REBUILT  
UNLESS SPECIFIED OTHERWISE.

ALL ADJUSTMENTS ARE WARRANTED FOR 3 MONTHS OR 4,000 MILES.

SAVE PARTS FOR CUSTOMER

YES ☐ NO ☐

BRAKE MM

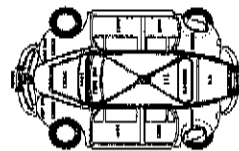
FRONT

REAR

MM

MM

I hereby authorize the repair work hereinafter set forth to be done along  
with the necessary material and agree that you are not responsible for loss



\*\*RO 52897\*\* \*TAG 8265\* LIC: [REDACTED]  
STIEBERT [REDACTED]

RANCHO SANTA MARGARITA  
CA [REDACTED]  
ORANGE

CELL: [REDACTED]  
WORK: [REDACTED]  
EMAIL ADDRESS [REDACTED]

CHEVROLET SUBURBAN COL CD: 50U  
K1500 4DR SUV TRIM: 313  
LICENSE: [REDACTED] WHITE TRUCK  
MFG CODE: 67H001 SVC DLR: 13830 SLM: 416  
STOCK NUMBER: 0D162389  
IN-SVC: 052506 SOLD: 052506  
ODOMETER: LAST: 14642 CURRENT: 21014  
AVG PER DAY: 54 PER MONTH: 1620

DIST CODE: 1GC

MODEL# CK10906

07/09/07 09:31:46

\*\*ESTIMATE: .01\*\*

\*\*\*\*PROMISED DATE: 07/09/07 TIME: 1000 \*\*\*\*

\*TAG 8265\* \*\*RO 52897\*\* SVC ADV: 204

VIN: 1GNFK1637 7J [REDACTED]

# FOOTHILL RANCH

## CHEVROLET

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

## FOR YOUR CONVENIENCE

WE ACCEPT ATM CARDS, VISA,  
MASTERCARD AND DISCOVER

## PARTS AND SERVICE DEPT. HOURS

MONDAY THRU FRIDAY 7:00 AM - 7:00 PM  
SATURDAY 8:00 AM - 5:00 PM

NO CARS MAY BE PICKED UP AFTER OUR SERVICE DEPT. CLOSSES  
WITHOUT PREVIOUS ARRANGEMENTS.

L.O.F. CAR	3K CAR	8K CAR	15K CAR	30K CAR	100K SERV.	L.O.F. TRUCK	3K TRK	6K TRK	15K TRK	30K TRK	BRAKE INSP.	F/R BRKS CAR	F/R BRKS TRK	ROTATE / BAL	2/4 ALIGN.	DECARB	F/I FLUSH	AUTO TRN. FLUSH	COOL / FLUSH	ENG / FLUSH	BRK / FLUSH	P/S FLUSH
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23

## INSTRUCTIONS ON WORK TO BE DONE

51\* PAY TYPE: W CC: W  
CUSTOMER STATES REMOTES WILL NOT HOLD  
PROGRAMS/HOLD FOR 2 MINUTES

R9727-1.0

52 PAY TYPE: W CC: W  
CUSTOMER STATES SERVICE FIRE MONITOR  
LITE IS DISPLAYED

oil of (Synthetic)  
#210 0.3

TEARDOWN ESTIMATE: I UNDERSTAND THAT MY VEHICLE WILL BE REASSEMBLED  
WITHIN \_\_\_\_\_ DAYS OF THE DATE SHOWN BELOW IF I CHOOSE NOT TO AUTHO-  
RIZE THE SERVICES RECOMMENDED

ORIGINAL ESTIMATE	AUTHORIZED BY	SUBTOTAL	LABOR
\$		\$	
PHONE	DATE	TIME	SUBTOTAL
\$			\$
REVISED ESTIMATE	REASON	ADDITIONAL	SALES
\$		\$	\$
AUTHORIZED	IN PERSON	DATE	TIME
BY	<input type="checkbox"/> PHONE		
TOTAL	CAR GONE		
\$			

\*By law you may choose another facility to perform any needed repairs or adjust-  
ments that the smog check test indicates are necessary.\*

Signed \_\_\_\_\_

NOTICE TO CUSTOMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

BAR# AM - 225185  
EPA #CAL000262614

O.K. BY \_\_\_\_\_

ALL PARTS INSTALLED ARE NEW  
OR FACTORY REBUILT  
UNLESS SPECIFIED OTHERWISE.

ALL ADJUSTMENTS ARE WARRANTED FOR 3 MONTHS OR 4,000 MILES.

SAVE PARTS FOR CUSTOMER

YES ☐ NO ☐

FRONT BRAKE MM

REAR

MM

MM

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

X

CUSTOMER SIGNATURE

\*\*RO 52897\*\* \*TAG 8265\* LIC: [REDACTED]

SVC ADV: 204 ANTHONY HUERTA

07 \*\*VIN: 1GNFK1637 7J [REDACTED]

CHEVROLET

SUBURBAN COL CD: 50U

# FOOTHILL RANCH



## 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 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. #  
AM - 225185

E.P.A.  
CAL000262614

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

CUSTOMER ACKNOWLEDGES RECEIPT OF COPY HEREOF

SIGNED AND  
RECEIVED X \_\_\_\_\_

Adv: 204 ANTHONY HUERTA		Tag: 3090	License: [REDACTED]	1GNFK1637 7J [REDACTED]	Page: 1	Invoice: W57858
Invoice to			Driver/Owner Information			
[REDACTED] RANCHO SANTA MARGARITA, CA [REDACTED] ORANGE Work: [REDACTED] Home: [REDACTED]			[REDACTED] RANCHO SANTA MARGARITA, CA [REDACTED] ORANGE Work: [REDACTED] Home: [REDACTED]			
For Office Use			Vehicle Information			
Odometer in: 26864 Out: 26864		Dist: 1GC WAR C W Prelim		07 CHEVROLET SUBURBAN K1500 4DR SUV WHITE		
MFG: 67H001				Stock#: 0D162389		
Begin: 12/05/07 Done: 12/05/07		Invoiced: 12/05/07 10:30 EC		Inservice: 05/25/06		Sold: 05/25/06
***Customer Waiting***						
Concern 51	CUSTOMER STATES ENGINE HAS OIL LEAK			Operation	Tech	Amount
Cause	FOUND OIL LEAK AT FILTER			NC	270	0.00
Correction	REPLACED OIL FILTER					
	Tech 270 MOSS, DAVID					
	EP- 000000000					
Type: w				Subtotal		
				TOTAL CHARGE FOR CONCERN 0.00		
Summary of Charges for Invoice W57858				Payment Distribution for Invoice W57858		
TOTAL CHARGE 0.00				WARRANTY 0.00		
				TOTAL CHARGE 0.00		
***Customer Waiting***						
Attention: The following Invoices also exist CUS - CUSTOMER Estimate 0.01 If you have any questions - please see ANTHONY HUERTA						

Last Page

X



# FOOTHILL RANCH



## 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 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. #  
AM - 225185

E.P.A.  
CAL000262614

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

CUSTOMER ACKNOWLEDGES RECEIPT OF COPY HEREOF

SIGNED AND  
RECEIVED X \_\_\_\_\_

Adv: 204 ANTHONY HUERTA		Tag: 3090	License: NEW	1GNEK1637 7J [REDACTED]	Page: 1	Invoice: C57858	
Invoice To				Driver/Owner Information			
[REDACTED] RANCHO SANTA MARGARITA, CA [REDACTED] ORANGE Work: [REDACTED] Home: [REDACTED]				[REDACTED] RANCHO SANTA MARGARITA, CA [REDACTED] ORANGE Work: [REDACTED] Home: [REDACTED]			
For Office Use				Vehicle Information			
Odometer in: 26864		Out:	Dist: 160 CUS C W	Prelim	07 CHEVROLET SUBURBAN K1500 4DR SUV WHITE		
MFG: 67H001				Stock#:	0D162389		
Begin: 12/05/07	Done: 12/05/07	Invoiced: 12/05/07 10:30 EC		Inservice: 05/25/06	Sold: 05/25/06		
***Customer Waiting***							
Concern 01 Correction	COMPLETED CHANGE ENGINE OIL CHANGE ENGINE OIL FILTER LUBE AS NEEDED INSPECT: BELTS HOSES FLUID LEVELS (ADD AS NEEDED)			Operation 02	Tech 270	Amount 10.00	
Parts	Part Number	PO#	Note	Description	Qty	List	Sell
	000 089017524			FILTER	1	6.40	5.59
	000 000MOBIL1			SYNTHETIC OIL	6	7.95	7.95
	Tech 270 MOSS, DAVID						
Type: QS	Line Flags: HA2			Subtotal			
				PARTS			53.29
				LAB-MECHANICAL			10.00
				TOTAL CHARGE FOR CONCERN			63.29
Concern 15 Cause Correction	CUSTOMER STATES ROTATE TIRES ROTATE/PER COUPON PRICE COMPLETED/FRT BRAKES AT 8MM/REAR BRAKES AT 7MM Tech 270 MOSS, DAVID			Operation ROTATE	Tech 270	Amount 9.95	
				Subtotal			
				LAB-MECHANICAL			9.95

X

# FOOTHILL RANCH



## 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 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. #  
AM - 225185

E.P.A.  
CAL000262614

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

CUSTOMER ACKNOWLEDGES RECEIPT OF COPY HEREOF

SIGNED AND  
RECEIVED X \_\_\_\_\_

Adv: 204 ANTHONY HUERTA	Tag: 3080	License: [REDACTED]	IGNFK1637 7J [REDACTED]	Page: 2	Invoice: C57858
Invoice to: SIEBERT ROBERT			Driver/Owner: SIEBERT ROBERT		
Invoiced: 12/05/07 10:30:30 EC			07 CHEVROLET SUBURBAN K1500 4DR SUV WHITE		
Type: C	TOTAL CHARGE FOR CONCERN				9.95
Summary of Charges for Invoice C57858			Payment Distribution for Invoice C57858		
PARTS	53.29	TOTAL CHARGE		79.37	
HAZARDOUS WASTE CHG	2.00	CASH		79.37	
LAB-MECHANICAL	19.95				
SUB-TOTAL	75.24				
TAX	4.13				
TOTAL CHARGE	79.37				
***Customer Waiting***					
<p>Attention: The following Invoices also exist</p> <p>WAR - WARRANTY</p> <p>Estimate 75.00</p> <p>If you have any questions - please see ANTHONY HUERTA</p> <p>"PARTS DESIGNATED WITH AN ASTERISK (*) INDICATE LIMITED LIFETIME SERVICE GUARANTEE APPLIES ON ALL CUSTOMER PAY REPAIRS."</p>					

Last Page

X

# FOOTHILL RANCH

## CHEVROLET

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

FOR YOUR CONVENIENCE.

WE ACCEPT ATM CARDS, VISA,  
MASTERCARD, AND DISCOVER

PARTS AND SERVICE DEPT. HOURS

MONDAY THRU FRIDAY 7:00 AM - 7:00 PM  
SATURDAY 8:00 AM - 5:00 PM

NO CARS MAY BE PICKED UP AFTER OUR SERVICE DEPT. CLOSES  
WITHOUT PREVIOUS ARRANGEMENTS.

### INSTRUCTIONS ON WORK TO BE DONE

PG 1 OF 1

01 PAY TYPE: QS FLG: HAZ  
CUSTOMER STATES LUBE OIL FILTER  
(SYNTHETIC)

OP-CODE 02

15 PAY TYPE: C  
CUSTOMER STATES ROTATE TIRES  
OP-CODE ROTATE

51\* PAY TYPE: W CC: W  
CUSTOMER STATES ENGINE HAS OIL LEAK

TEARDOWN ESTIMATE: I UNDERSTAND THAT MY VEHICLE WILL BE REASSEMBLED  
WITHIN \_\_\_\_\_ DAYS OF THE DATE SHOWN BELOW IF I CHOOSE NOT TO AUTHO-  
RIZE THE SERVICES RECOMMENDED

ORIGINAL ESTIMATE \$	DATE	TIME	SUBTOTAL LABOR	\$
REVISIO #	REASON	ADDITIONAL COST \$	SUBTOTAL PARTS	\$
AUTHORIZED BY	<input type="checkbox"/> IN PERSON <input type="checkbox"/> PHONE	DATE	TIME	TOTAL \$

\*By law you may choose another facility to perform any needed repairs or adjust-  
ments that the above check list indicates are necessary.\*

Signed

NOTICE TO CUSTOMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

BAR# AM - 225185  
EPA #CAL000262514

O.K. BY \_\_\_\_\_

ALL PARTS INSTALLED ARE NEW  
OR FACTORY REBUILT  
UNLESS SPECIFIED OTHERWISE.

ALL ADJUSTMENTS ARE WARRANTED FOR 3 MONTHS OR 4,000 MILES.

SAVE PARTS FOR CUSTOMER

YES ☐ NO ☐

FRONT BRAKE MM  
REAR MM

I hereby authorize the repair work hereinafter set forth to be done along  
with the necessary material and agree that you are not responsible for loss  
or damage to vehicle or articles left in vehicle in case of fire, theft or any  
other cause beyond your control or for any delays caused by unavailability  
of parts or delays in parts shipments by the supplier or transporter. I hereby  
acknowledge the vehicle herein is for the purpose of testing  
and I acknowledge on

\*\*RO 57858\*\* \*TAG 3090\* LIC: [REDACTED]

SVC ADV: 204 ANTHONY HUERTA  
07 \*\*VIN: 1GNFK1637 7J [REDACTED] \*

CHEVROLET SUBURBAN COL CD: 50V  
K1500 4DR SUV TRIM: 313  
LICENSE: [REDACTED] WHITE TRUCK  
MFG CODE: 67H001 SVC DLR: 13830 SLM: 416  
STOCK NUMBER: 0D162389  
IN-SVC: 052506 SOLD: 052506  
ODOMETER: LAST: 21014 CURRENT: 26864  
AVG PER DAY: 51 PER MONTH: 1530

RANCHO SANTA MARGARITA  
CA [REDACTED]  
ORANGE

WORK: [REDACTED]  
HOME: [REDACTED]  
EMAIL ADDRESS [REDACTED]

\*\*CUSTOMER WAITING\*\*

DIST CODE: 1GC

MODEL# CK10906

12/05/07 09:37:08

\*\*ESTIMATE: .01\*\*

\*\*\*\*PROMISED DATE: 12/05/07 TIME: 1700 \*\*\*\*

\*TAG 3090\* \*\*RO 57858\*\* SVC ADV: 204 RESV: 009 VIN: 1GNFK1637 7J [REDACTED]

# FOOTHILL RANCH

## 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 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. #  
AM - 225185

E.P.A.  
CAL000262614

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

CUSTOMER ACKNOWLEDGES RECEIPT OF COPY HEREOF

SIGNED AND  
RECEIVED X \_\_\_\_\_

Adv: 279 JEFFREY DRENNON		Tag: 5771	License: NEW	IGNFK1637 7J	Page: 1	Invoice: W72511
Invoice to				Driver/owner information		
RANCHO SANTA MARGARITA, CA ORANGE Cell: Work:				RANCHO SANTA MARGARITA, CA ORANGE Cell: Work:		
For Office Use				Vehicle Information		
Odometer In: 29666 Out: 29666		Dist: 1GC WAR W Prelim		07 CHEVROLET SUBURBAN K1500 4DR SUV WHITE		
MFG: 67H001				Stock#: 0D162389		
Begin: 05/18/09	Done: 05/18/09	Invoiced: 05/18/09 09:33 RW		Inservice: 05/25/06		Sold: 05/25/06
***Customer Waiting***						
Concern 40	08048 O - HEATED WINDSHIELD WASHER MODULE SHORT CIRCUIT - AD			Operation	Tech	Amount
Cause	RECALL			V1993	209	18.41
Correction	INSTALLED WIRE HARNESS AS PER RECALL					
Parts	Part Number	PO#	Note	Description	Qty	List
	000 020773432			HARNESS	1	21.90
	Tech 209 HOWARD, WILLIAM				Sell	
	FF- 020773432				17.49	17.49
Type: W				Subtotal		
				PARTS 17.49		
				LAB-MECHANICAL 18.41		
				TOTAL CHARGE FOR CONCERN 35.90		
Summary of Charges for Invoice W72511				Payment Distribution for Invoice W72511		
PARTS 17.49		TOTAL CHARGE 35.90				
LAB-MECHANICAL 18.41		WARRANTY 35.90				
TOTAL CHARGE 35.90				***Customer Waiting***		
Estimate 0.01						
If you have any questions - please see JEFFREY DRENNON						
Last Page						

X

# FOOTHILL RANCH

## CHEVROLET

WALTON DRIVE  
FOOTHILL RANCH, CA 92610  
(949) 457-2000

FOR YOUR CONVENIENCE

WE ACCEPT ATM CARDS, VISA,  
MASTERCARD, AND DISCOVER

PARTS AND SERVICE DEPT. HOURS

MONDAY THRU FRIDAY 7:00 AM - 6:00 PM  
SATURDAY 8:00 AM - 5:00 PM

NO CARS MAY BE PICKED UP AFTER OUR SERVICE DEPT. CLOSSES  
WITHOUT PREVIOUS ARRANGEMENTS.

PG 1 OF 1

## INSTRUCTIONS ON WORK TO BE DONE

40\* PAY TYPE: W

CC: WA

08048 O - HEATED WINDSHIELD WASHER

MODULE SHORT CIRCUIT - AD

2009 ✓ 1993 02

TEARDOWN ESTIMATE: I UNDERSTAND THAT MY VEHICLE WILL BE REASSEMBLED  
WITHIN \_\_\_\_\_ DAYS OF THE DATE SHOWN BELOW IF I CHOOSE NOT TO AUTHO-  
RIZE THE SERVICES RECOMMENDED

ORIGINAL ESTIMATE	AUTHORIZED BY	SUBTOTAL LABOR	\$
PHONE	DATE	SUBTOTAL PARTS	\$
REVISED ESTIMATE	REASON	ADDITIONAL COST	\$
AUTHORIZED BY	IN PERSON	DATE	TIME
PHONE		TOTAL	\$
*By law you may choose another facility to perform any needed repairs or adjustments that the smog check test indicates are necessary.*			CASH ONLY

Signed NOTICE TO CUSTOMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

BAR# ARD - 225185  
EPA #CAL000262614

O.K. BY \_\_\_\_\_

ALL PARTS INSTALLED ARE NEW  
OR FACTORY REBUILT  
UNLESS SPECIFIED OTHERWISE.

ALL ADJUSTMENTS ARE WARRANTED FOR 3 MONTHS OR 4,000 MILES.

SAVE PARTS FOR CUSTOMER

YES ☐ NO ☐

FRONT BRAKE MM  
REAR MM

I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and 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 below vehicle to secure the amount of repair thereto.

X CUSTOMER SIGNATURE

\*\*RO 72511\*\* \*TAG 5771\* LIC: [REDACTED]

SVC ADV: 279 JEFFREY DRENNON

07 \*\*VIN: 1GNFK1637 7J [REDACTED]

RANCHO SANTA MARGARITA  
CA [REDACTED]  
ORANGE

CHEVROLET SUBURBAN COL CD: 500  
K1500 4DR SUV TRIM: 313  
LICENSE: [REDACTED] WHITE TRUCK  
MFG CODE: 67H001 SVC DLR: 13830 SLM: 416  
STOCK NUMBER: 0D162389  
IN-SVC: 052506 SOLD: 052506  
ODOMETER: LAST: 26864 CURRENT: 29666  
AVG PER DAY: 48 PER MONTH: 1440

CELL: [REDACTED]  
WORK: [REDACTED]  
EMAIL ADDRESS [REDACTED]

\*\*CUSTOMER WAITING\*\*

DIST CODE: 1GC

WARNING: POSSIBLE RECHECK 00026864

MODEL# CK10906

05/18/09 08:56:1

\*\*ESTIMATE: .01\*

\*\*\*\*PROMISED DATE: 05/18/09 TIME: 0945 \*\*\*\*

\*TAG 5771\* \*\*RO 72511\*\* SVC ADV: 279

VIN: 1GNFK1637 7J [REDACTED]

5/18/2009

ADDITIONAL INSTRUCTIONS  
OR ESTIMATES

MECHANIC'S FINDINGS AND REMARKS

LABOR RECORD

ELAPSED  
TIME

TIME  
CLOCK

MECHANIC'S NAME & NUMBER

install harness & inspect  
fuse check for proper operation  
"passed"

A

V1999

02

OFF

ON

OFF

ON

MECHANIC'S NAME & NUMBER

B

OFF

ON

OFF

ON

ADDITIONAL FLAGS

MECHANIC'S NAME & NUMBER

FLAG

C

OFF

ON

FLAG

OFF

ON

MECHANIC'S NAME & NUMBER

FLAG

D

OFF

ON

FLAG

OFF

ON

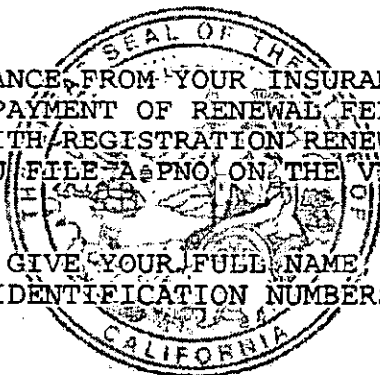


A Public Service Agency

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 FEES. 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	YR MODEL	YR 1ST SOLD	VLF CLASS	*YR	TYPE VEH	TYPE LIC	LICENSE NUMBER
CHEV	2007	2006	HV	2009	12S	69	[REDACTED]
BODY TYPE MODEL	MP	MO					VEHICLE ID NUMBER
SW	G	RZ					1GNFK16377J [REDACTED]
TYPE VEHICLE USE	DATE ISSUED	CC/ALCO	DT FEE RECVD	PIC		STICKER ISSUED	
AUTOMOBILE	12/30/10	19	12/30/10	8		B2722206	
						PR EXP DATE: 05/26/2011	
REGISTERED OWNER						AMOUNT PAID	
[REDACTED]						\$NFEE	

NORTHRIDGE  
CA

LIENHOLDER  
GMAC  
PO BX 8128

COCKEYSVILLE  
MD 21030



AMOUNT DUE : CASH :  
AMOUNT RECVD : CHCK :  
CRDT :

H00 637 C3 0000000 0001 CS H00 123010 69 1FORNOW 389

**RYDELL CHEVROLET NORTHRIDGE**

18600 Devonshire Street

Northridge, CA 91324

Phone: (818) 832-1600

Fax: (818) 832-1691

**FAX COVERSHEET**

Date: March 16, 2011

To:

Fax#: 866-873-4549

VIN#: 1GNEK16377J [REDACTED]

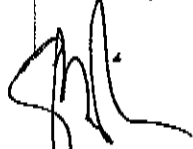
Service Request#: 71-925820411

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



03/16/2011  
10:13:14

SUMMARY HISTORY DISPLAY

3100

PAGE 1

CUSTOMER NAME [REDACTED] SERIAL NO. 1GNFK16377J [REDACTED]  
TOTAL R/O'S 9 TOTAL SERV. DAYS 29 MAKE CT CHEVROLET TRUCK

LN#	RO.NO.	RO. DATE	MILES.	ADV/TECH J#	T	OPERATION CODE	DESCRIPTION
449171	02/11/2011	64794	A	4770			
			T	2089	1 C	11CVZ	HEAVY LINE
443750	12/14/2010	62864	A	4770			
			T	8274	1 W	15CVZ	15-A & ELECTRICA
442865	12/04/2010	62864	A	4770			
			T	3053	1 W	11CVZ	HEAVY LINE
			T	3999	2 I	01CVZM49	MAINTENANCE
			T	9057	3 W	18CVZS06	ENTERPRISE RENTA
			T	1570	4 W	18CVZS10	SUBLET
			T	1570	5 W	18CVZS13	SUBLET
			T	1570	6 W	18CVZS14	SUBLET
			T	1570	7 W	18CVZS15	SUBLET
			T	3053	8 W	11CVZH01	HEAVY LINE
			T	2085	9 W	15CVZE11	15-A & ELECTRICA
404453	02/23/2010	55947	A	7982			
			T	3999	1 I	18CVZS14	SUBLET
			T	3999	2 I	18CVZS06	ENTERPRISE RENTA
			T	9040	3 W	11CVZ	HEAVY LINE
398870	01/18/2010	54682	A	7982			
			T	2168	1 W	08CVZB11	BRAKES
			T	2168	2 W	01CVZM40	*30 POINT INSPEC
398362	01/14/2010	54492	A	7982			
			T	2168	1 W	06CVZ	FE/SUSPENSION
			T	2168	2 I	01CVZM40	*30 POINT INSPEC
397157	01/06/2010	54342	A	9201			
			T	2168	1 I	08CVZB09	BRAKES
			T	2168	2 W	08CVZB10	BRAKES
			T	8274	3 W	15CVZ	15-A & ELECTRICA
			T	3999	4 I	01CVZM49	MAINTENANCE
			T	3999	5 I	01CVZM51	MAINTENANCE
			T	8274	6 W	15CVZ307	15-A & ELECTRICA
			T	8274	7 W	15CVZD00	15A
			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
			T	9040	2 I	01CVZM56	MAINTENANCE
81290	09/23/2009	52341	A	4834			
			T	8413	1 I	20CVZ	RECONDITIONING
			T	2126	2 I	03CVZ	SMOG CERTIFICATI
			T	9302	3 I	77CVZ	SUBLET
			T	7720			
			T	2126	4 I	72CVZ45	TIRE REPLACEMENT

# Rydell

## AUTOMOTIVE GROUP

### San Fernando Valley

**T2CS392291**  
**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



01021T2CS392291

CUSTOMER NO. <b>10</b>		ADVISOR <b>GABRIEL GORDON</b>	4683	TAG NO. <b>2251</b>	INVOICE DATE <b>12/11/09</b>	INVOICE NO. <b>T2CS392291</b>	
<b>RYDELL AUTOMOTIVE GROUP</b> 18600 DEVONSHIRE ST NORTHRIDGE, CA 91324		MILEAGE <b>52,533</b>		COLOR <b>WHITE/</b>	STOCK NO. <b>22135X</b>		
		YEAR / MAKE / MODEL <b>07/CHEVROLET TRUCK/SUBURBAN/4DR 4WD</b>		DELIVERY DATE <b>12/28/09</b>	DELIVERY MILES <b>53,219</b>		
		VEHICLE I.D. NO. <b>1 G N F K 1 6 3 7 7 J</b>		SELLING DEALER NO.	PRODUCTION DATE		
		R.Y.E. NO. <b>SRAC974709937</b>		P.O. NO.	R.O. DATE <b>12/11/09</b>		
RESIDENCE PHONE <b>818-817-4600</b>	BUSINESS PHONE <b>818-817-4666</b>	COMMENTS					MO: 52533

JOB# 1 CHARGES-----

LABOR-----  
 J# 1 72CVZ25 DELCO BATTERY TECH(S):9040 INTERNAL  
 REPLACE BATTERY WITH DELCO BATTERY  
 REPLACED BATTERY

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
	1		89022168	BATTERY 48-6YR		INTERNAL
	-1		89022168	CORE RETURN		INTERNAL
					TOTAL - PARTS	0.00

JOB# 1 TOTALS-----

JOB# 1 JOURNAL PREFIX T2CS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES-----

LABOR-----  
 J# 2 01CVZM56 MAINTENANCE TECH(S):9040 INTERNAL  
 TIRE PRESSURE MONITOR LIGHT IS ON  
 SET PSI TO 35 AND RESET TPM.

JOB# 2 TOTALS-----

JOB# 2 JOURNAL PREFIX T2CS JOB# 2 TOTAL 0.00

COMMENTS-----  
 AS PER KELLY AND DEAN  
 CHARGE TO STOCK NUMBER

TOTALS-----

WELCOME TO RYDELL SERVICE DEPARTMENT	TOTAL LABOR....	0.00
EPA # CAL000236177	TOTAL PARTS....	0.00
WE ARE OPEN FROM 6:00AM TO 7:00 PM MONDAY THROUGH FRIDAY	TOTAL SUBLET....	0.00
SATURDAYS WE ARE OPEN FROM 8:00AM TO 5:00 PM. CLOSED SUNDAYS	TOTAL G.O.G....	0.00
*****	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 (818) 832-1600, so we can assist and better serve\*  
 \* you. We appreciate your business.

CUSTOMER SIGNATURE  
 \*\*\*\*\* DUPLICATE INVOICE \*\*\*\*\*

# 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



0102IT2CS397157

CUSTOMER NO. <b>260665</b>		ADVISOR <b>HERMAN ESTRADA</b>	9201	CELL/PAGER	CELL: [REDACTED]
[REDACTED]		TAG NO. <b>5715</b>	INVOICE DATE <b>01/08/10</b>	INVOICE NO. <b>T2CS397157</b>	
[REDACTED]		MILEAGE <b>54,342</b>	COLOR <b>WHITE/</b>	STOCK NO. <b>22135X</b>	
NORTHRIDGE, CA [REDACTED]		YEAR / MAKE / MODEL <b>07/CHEVROLET TRUCK/SUBURBAN/4DR 4WD</b>	DELIVERY DATE <b>12/28/09</b>	DELIVERY MILES <b>53,219</b>	
[REDACTED]		VEHICLE I.D. NO. <b>1 G N F K 1 6 3 7 7 J</b>	SELLING DEALER NO.	PRODUCTION DATE	
[REDACTED]		R.Y. # NO.	P.O. NO.	R.O. DATE <b>01/06/10</b>	REPRINT# <b>1</b>
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS			
[REDACTED]		MO: 54342			

#### JOB# 1 CHARGES

LABOR  
 J# 1 08CVZB09 **BRAKES** TECH(S):2168 INTERNAL  
 PER DUE BILL CHECK FRONT AND REAR BRAKES IF NEEDED CUSTOMER REQUEST OLD PARTS  
 CHECK BRAKES FRONT PADS AFTER MARKET MAKE NOISE, REAR PADS 4MM, ROTOR'S RUN OUT, CAUSE PULSATON-OK BY MANEGER USE CARS JOSE, REPLACE FRONT AND REAR BRAKES, MACHINE ROTOR'S, REPLACED FRONT BRAKES PADS, RESURFACE BOTH FRONT ROTOR'S, LUBED PIN CALIPERS, REPLACED REAR BRAKES PADS, RESURFACE BOTH REAR ROTOR'S, LUBED PIN CALIPERS, ROAD TEST.

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
	1		25910431	PAD KIT 5.017		INTERNAL
	1		15945636	PAD KIT 5.017		INTERNAL
					TOTAL - PARTS	0.00

#### JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX T2CS JOB# 1 TOTAL 0.00

#### JOB# 2 CHARGES

LABOR  
 J# 2 08CVZB10 **BRAKES** TECH(S):2168 WARRANTY  
 12/12000 GM CERTIFIED USED LIMITED WARRANTY  
 12/22/2010 64341 miles EXPIRES  
 CUSTOMER STATES FRONT STRUTS LEAKING  
 VERIFY BY CONNY Y. FRONT STRUT'S LEAKING  
 REPLACED BOTH FRONT STRUT'S, ROAD TEST-E-3800=1.0+E3801=1.0  
 TOTAL LABOR=2.0 HRS.

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
	2		20810269	*ABSORBER 7.345		WARRANTY
					TOTAL - PARTS	0.00

#### JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX T2CS JOB# 2 TOTAL 0.00

#### JOB# 3 CHARGES

LABOR  
 J# 3 15CVZ **15-A & ELECTRICAL** TECH(S):8274 WARRANTY  
 12/12000 GM CERTIFIED USED LIMITED WARRANTY  
 12/22/2010 64341 miles EXPIRES  
 CUSTOMER STATES FRONT PASSENGER INSIDE DOOR HANDLE IS PEELING  
 RIGHT FRONT DOOR INSIDE HANDLE WAS PEELING  
 INSPECTED AND REPLACE RIGHT FRONT HANDLE CONTROL

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
	1		15935954	HANDLE 16.345		WARRANTY
					TOTAL - PARTS	0.00

T2CS397157

# 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) 832-1680**  
 Mailing Address P.O. Box 2189 Van Nuys, CA 91404



0102IT2CS397157

CUSTOMER NO. <b>260665</b>		ADVISOR <b>HERMAN ESTRADA</b>	9201	CELL/PAGER	CELL: [REDACTED]
[REDACTED]		LICENSE NO.	[REDACTED]	TAG NO. <b>5715</b>	INVOICE DATE <b>01/08/10</b>
[REDACTED]		YEAR / MAKE / MODEL <b>07/CHEVROLET TRUCK/SUBURBAN/4DR 4WD</b>	MILEAGE <b>54,342</b>	COLOR <b>WHITE/</b>	INVOICE NO. <b>T2CS397157</b>
[REDACTED]		VEHICLE I.D. NO. <b>1 G N F K 1 6 3 7 7 J</b>		DELIVERY DATE <b>12/28/09</b>	STOCK NO. <b>22135X</b>
[REDACTED]		R.T.E. NO.	R.O. NO.	SELLING DEALER NO.	DELIVERY MILES <b>53,219</b>
[REDACTED]		COMMENTS		R.O. DATE <b>01/06/10</b>	REPRINT# <b>1</b>
					MO: 54342

JOB# 3 TOTALS-----

JOB# 3 JOURNAL PREFIX T2CS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES-----

LABOR-----  
 J# 4 01CVZM49 MAINTENANCE TECH(S):3999 INTERNAL  
 PER DUE BILL REPAIR CHIP ON WINDSHIELD  
 SAFELITE REPAIRED WINDSHIELD

SUBLET-----PO#-----VEND INV#-INV.DATE-DESCRIPTION-----  
 226456 190754933 01/08/10 WINDSHIELD REPAIR INTERNAL  
 226456 190754933 01/08/10 INV 01907 549338 INTERNAL  
 TOTAL - SUBLET 0.00

JOB# 4 TOTALS-----

JOB# 4 JOURNAL PREFIX T2CS JOB# 4 TOTAL 0.00

JOB# 5 CHARGES-----

LABOR-----  
 J# 5 01CVZM51 MAINTENANCE TECH(S):3999 INTERNAL  
 PER DUE BILL INTERIOR DETAIL  
 COMPLETED

JOB# 5 TOTALS-----

JOB# 5 JOURNAL PREFIX T2CS JOB# 5 TOTAL 0.00

JOB# 6 CHARGES-----

LABOR-----  
 J# 6+15CVZ307 15-A 8 ELECTRICAL TECH(S):8274 WARRANTY  
 12/12000 GM CERTIFIED USED LIMITED WARRANTY  
 12/22/2010 64341 miles EXPIRES  
 CUSTOMER STATES 2ND ROW HEATED SEAT BOTTOMS STICKING  
 INTERNAL FAILURE IN CENTER CONSOLE REAR END  
 CONTROL HEAD  
 DIAGNOSE AND REPLACE REAR HVAC CONTROL HEAD

PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----  
 1 15886277 MODULE 2.560 WARRANTY  
 TOTAL - PARTS 0.00

JOB# 6 TOTALS-----

JOB# 6 JOURNAL PREFIX T2CS JOB# 6 TOTAL 0.00

JOB# 7 CHARGES-----

LABOR-----  
 J# 7+15CVZD00 15A TECH(S):8274 WARRANTY  
 12/12000 GM CERTIFIED USED LIMITED WARRANTY  
 12/22/2010 64341 miles EXPIRES

T2CS397157

BAR #AM202745

EPA #CAD6613B4969



0102IT2CS397157

CUSTOMER NO. <b>260665</b>		ADVISOR <b>HERMAN ESTRADA</b>	9201	CELL/PAGER	CELL: [REDACTED]
[REDACTED]		INVOICE NO.	<b>5715</b>	INVOICE DATE	<b>01/08/10</b>
[REDACTED]		STOCK NO.	<b>54,342</b>	COLOR	<b>WHITE/</b>
[REDACTED]		DELIVERY DATE	<b>12/28/09</b>	DELIVERY MILES	<b>53,219</b>
[REDACTED]		VEHICLE ID NO.	<b>1 G N F K 1 6 3 7 7 J</b>	SELLING DEALER NO.	
[REDACTED]		F.T.E. NO.		P.O. NO.	
[REDACTED]		COMMENTS	<b>MO: 54342</b>		

JOB# 7 TOTALS-----

JOB# 7 JOURNAL PREFIX T2CS JOB# 7 TOTAL 0.00

JOB# 8 CHARGES-----

LABOR-----  
J# 8-15CVZE01 15-A & ELECTRICAL TECH(S):8274 INTERNAL  
PER DUE BILL ONE MORE KEY FOB AND PROGRAM  
PROVIDED ONE REMOTE AND PROGRAM.

PARTS-----	QTY-----	FP-NUMBER-----	DESCRIPTION-----	UNIT PRICE-----	
	1	15913427	XMTR 16.345		INTERNAL
				TOTAL - PARTS	0.00

JOB# 8 TOTALS-----

JOB# 8 JOURNAL PREFIX T2CS JOB# 8 TOTAL 0.00

JOB# 9 CHARGES-----

LABOR-----  
J# 9-72CVZ01 \*LUBE OIL AND FILTER TECH(S):9041 INTERNAL  
FREE LOF INTERNET SPECIAL  
DRAIN OIL, CHANGE FILTER, LUBE ALL FITTINGS WHEN APPLICABLE,  
CHECK TIRE PRESSURE AND TOP OFF ALL FLUIDS.  
CHANGED OIL AND FILTER, LUBED CHASSIS, CHECKED ALL FLUID  
LEVELS, SET AIR PRESSURE IN THE TIRES.

PARTS-----	QTY-----	FP-NUMBER-----	DESCRIPTION-----	UNIT PRICE-----	
	1	89017524	FILTER 1.836		INTERNAL
				TOTAL - PARTS	0.00

G.O.G. & SUPPLIES-----

6.0 OIL	@	/UNIT		INTERNAL
			TOTAL - GOG	0.00

MISC-----

CODE-----	DESCRIPTION-----	CONTROL NO-----	
NO	HAZARDOUS OIL		INTERNAL
			TOTAL - MISC
			0.00

JOB# 9 TOTALS-----

JOB# 9 JOURNAL PREFIX T2CS JOB# 9 TOTAL 0.00

COMMENTS-----

CUSTOMER AT 4:42PM WENT OVER REPAIRS

# 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

T2CS397157



0102IT2CS397157

CUSTOMER NO. <b>260665</b>		ADVISOR <b>HERMAN ESTRADA</b>	9201	CELL/PAGER	CELL: [REDACTED]
[REDACTED]		YEAR / MAKE / MODEL	07/CHEVROLET TRUCK/SUBURBAN/4DR 4WD	TAG NO. <b>5715</b>	INVOICE DATE <b>01/08/10</b>
NORTHridge, CA [REDACTED]		VEHICLE I.D. NO.	<b>1 G N F K 1 6 3 7 7 J</b>	MILEAGE <b>54,342</b>	COLOR <b>WHITE/</b>
[REDACTED]		F.T.E. NO.			STOCK NO. <b>22135X</b>
[REDACTED]		COMMENTS			DELIVERY DATE <b>12/28/09</b>
					DELIVERY MILES <b>53,219</b>
					SELLING DEALER NO.
					PRODUCTION DATE
					R. O. DATE <b>01/06/10</b>
					REPRINT# <b>1</b>
					MO: <b>54342</b>

#### TOTALS

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  
 \*\*\*\*\*  
 RYDELL AUTOMOTIVE GROUP IS A GM GOODWRENCH SERVICE PLUS  
 DEALER. SEE YOUR SERVICE CONSULTANT FOR MORE INFORMATION  
 \*\*\*\*\*

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

**TOTAL INVOICE \$ 0.00**

COMPLETELY SATISFIED ??

\* 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

\*\*\*\*\*



RYDELL  
 18600 DEVONSHIRE ST.  
 NORTHIDGE, CA 91324  
 (818) 832-1600  
 FAX (818) 832-1660  
 WWW.RYDELLCHEVROLET.COM



01021T2CS398362

CUSTOMER NO. <b>260665</b>		ADVISOR <b>MIKE ARUSTAMYAN</b>	7982	CELL/PAGER <b>CELL: [REDACTED]</b>
[REDACTED]		TAG NO. <b>7942</b>	INVOICE DATE <b>01/14/10</b>	INVOICE NO. <b>T2CS398362</b>
[REDACTED]		MILEAGE <b>54,492</b>	COLOR <b>WHITE/</b>	STOCK NO. <b>22135X</b>
YEAR / MAKE / MODEL <b>07/CHEVROLET TRUCK/SUBURBAN/4DR 4WD</b>		DELIVERY DATE <b>12/28/09</b>	DELIVERY MILES <b>53,219</b>	
VEHICLE I.D. NO. <b>1GNFK16377J</b>		SELLING DEALER NO.	PRODUCTION DATE	
F.T.E. NO.		P.O. NO.	R.O. DATE <b>01/14/10</b>	
COMMENTS				MO: 54492

**JOB# 1 CHARGES**

LABOR  
**J# 1 06CVZ** FE/SUSPENSION TECH(S):2168 WARRANTY  
 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-----  
**1 25888677 ABSORBER 7.345** WARRANTY  
 TOTAL - PARTS **0.00**

**JOB# 1 TOTALS**

**JOB# 1 JOURNAL PREFIX T2CS JOB# 1 TOTAL 0.00**

**JOB# 2 CHARGES**

LABOR  
**J# 2 01CVZM40** \*30 POINT INSPECTION TECH(S):2168 INTERNAL  
 PERFORM 30 POINT INSPECTION AS DESCRIBED IN ATTACHED  
 INSPECTION SHEET.  
 ROUTINE INSPECTION  
 PERFORMED 30 POINT INSPECTION, PLEASE SEE YOUR SERVICE  
 CONSULTANT FOR DETAILS.

**JOB# 2 TOTALS**

**JOB# 2 JOURNAL PREFIX T2CS JOB# 2 TOTAL 0.00**

**COMMENTS**

WAITING/CHECK HISTORY..  
 PARTS WARRANTY ON,REFER TO RO #397157

BAR #AM202745

EPA #CAD981384968

# Rydell

## AUTOMOTIVE GROUP

San Fernando Valley

**T2CS398362**  
**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

T2CS398362



0102IT2CS398362

CUSTOMER NO. <b>260665</b>		ADVISOR <b>MIKE ARUSTAMYAN</b>	7982	CELL/PAGER	CELL: [REDACTED]
[REDACTED]		MILEAGE <b>54,492</b>		TAG NO. <b>7942</b>	INVOICE DATE <b>01/14/10</b>
[REDACTED]		YEAR / MAKE / MODEL <b>07/CHEVROLET TRUCK/SUBURBAN/4DR 4WD</b>		COLOR <b>WHITE/</b>	INVOICE NO. <b>T2CS398362</b>
[REDACTED]		VEHICLE I.D. NO. <b>1 G N F K 1 6 3 7 7 J</b>		DELIVERY DATE <b>12/28/09</b>	STOCK NO. <b>22135X</b>
[REDACTED]		R.T.R. NO.		SELLING DEALER NO.	DELIVERY MILES <b>53,219</b>
[REDACTED]		P.O. NO.		R.O. DATE <b>01/14/10</b>	PRODUCTION DATE
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS			
[REDACTED]		MO: 54492			

**TOTALS**

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  
 \*\*\*\*\*  
 RYDELL AUTOMOTIVE GROUP IS A GM GOODWRENCH SERVICE PLUS  
 DEALER. SEE YOUR SERVICE CONSULTANT FOR MORE INFORMATION  
 \*\*\*\*\*

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

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 \*\*\*\*\*







0102IT2CS398870

CUSTOMER NO. <b>260665</b>		ADVISOR <b>MIKE ARUSTAMYAN</b>	7982	CELL/PAGER	CELL: [REDACTED]
[REDACTED]		TAG NO. <b>7985</b>		INVOICE DATE <b>01/19/10</b>	INVOICE NO. <b>T2CS398870</b>
[REDACTED]		MILEAGE <b>54,682</b>		COLOR <b>WHITE/</b>	STOCK NO. <b>22135X</b>
NORTHRIDGE, CA [REDACTED]		YEAR/MAKE/MODEL <b>07/CHEVROLET TRUCK/SUBURBAN/4DR 4WD</b>		DELIVERY DATE <b>12/28/09</b>	DELIVERY MILES <b>53,219</b>
[REDACTED]		VEHICLE I.D. NO. <b>1 G N F K 1 6 3 7 7 J</b>		SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]		F.T.E. NO.		P.O. NO.	R.O. DATE <b>01/18/10</b>
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS			
[REDACTED]		MO: 54682			

**JOB# 1 CHARGES**

LABOR  
J# 1 08CVZB11 **BRAKES** TECH(S):2168 **WARRANTY**  
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	WARRANTY
	1	20810269	*ABSORBER 7.345		0.00
<b>TOTAL - PARTS</b>					<b>0.00</b>

**JOB# 1 TOTALS**

JOB# 1 JOURNAL PREFIX T2CS JOB# 1 TOTAL 0.00

**JOB# 2 CHARGES**

LABOR  
J# 2 01CVZM40 **\*30 POINT INSPECTION** TECH(S):2168 **WARRANTY**  
PERFORM 30 POINT INSPECTION AS DESCRIBED IN ATTACHED  
INSPECTION SHEET  
ROUTINE INSPECTION  
PERFORMED 30 POINT INSPECTION. PLEASE SEE YOUR SERVICE  
CONSULTANT FOR DETAILS.

**JOB# 2 TOTALS**

JOB# 2 JOURNAL PREFIX T2CS JOB# 2 TOTAL 0.00

**COMMENTS**

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.

BAR #AM202745

EPA #CAD98T1384969

# Rydell

## AUTOMOTIVE GROUP

### San Fernando Valley

**T2CS398870**  
**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

T2CS398870



0102IT2CS398870

CUSTOMER NO. <b>260665</b>		ADVISOR <b>MIKE ARUSTAMYAN</b>	7982	CELL/PAGER	CELL: [REDACTED]
[REDACTED]		TAG NO. <b>7985</b>		INVOICE DATE <b>01/19/10</b>	INVOICE NO. <b>T2CS398870</b>
[REDACTED]		MILEAGE <b>54,682</b>		COLOR <b>WHITE/</b>	STOCK NO. <b>22135X</b>
NORTHRIDGE, CA [REDACTED]		YEAR / MAKE / MODEL <b>07/CHEVROLET TRUCK/SUBURBAN/4DR 4WD</b>		DELIVERY DATE <b>12/28/09</b>	DELIVERY MILES <b>53,219</b>
[REDACTED]		VEHICLE I.D. NO. <b>1GNFK16377J</b>		SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]		R.T.E. NO.		P.O. NO.	R.O. DATE <b>01/18/10</b>
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE [REDACTED]	COMMENTS			
					MO: 54682

#### TOTALS

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  
 \*\*\*\*\*  
 RYDELL AUTOMOTIVE GROUP IS A GM GOODWRENCH SERVICE PLUS  
 DEALER. SEE YOUR SERVICE CONSULTANT FOR MORE INFORMATION  
 \*\*\*\*\*

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

**TOTAL INVOICE \$ 0.00**

COMPLETELY SATISFIED ??

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 \* 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

\*\*\*\*\*



# Rydell

## AUTOMOTIVE GROUP

### San Fernando Valley

**T2CS404453**  
**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

T2CS404453



0102IT2CS404453

CUSTOMER NO. <b>260665</b>		ADVISOR <b>MIKE ARUSTAMYAN</b>	7982	CELL/PAGER	CELL: [REDACTED]
[REDACTED]		YAG NO. <b>7439</b>	INVOICE DATE <b>02/24/10</b>	INVOICE NO. <b>T2CS404453</b>	
[REDACTED]		MILEAGE <b>55,947</b>	COLOR <b>WHITE/</b>	STOCK NO. <b>22135X</b>	
NORTHBRIDGE, CA [REDACTED]		YEAR / MAKE / MODEL <b>07/CHEVROLET TRUCK/SUBURBAN/4DR 4WD</b>	DELIVERY DATE <b>12/28/09</b>	DELIVERY MILES <b>53,219</b>	
[REDACTED]		VEHICLE ID. NO. <b>1GNFK16377J</b>	SELLING DEALER NO.	PRODUCTION DATE	
RESIDENCE PHONE [REDACTED] BUSINESS PHONE [REDACTED]		R.T.R. NO.	P.O. NO.	R.O. DATE <b>02/23/10</b>	
COMMENTS		MO: 55947			

JOB# 1 CHARGES-----  
 LABOR-----  
 J# 1 18CVZ514 SUBLET TECH(S):3999 INTERNAL  
 SUBLET  
 REPLACE WINDSHIEL PER USED CAR DEPT.  
 SUBLET  
 SUBLET-----PO#-----VEND INV#-INV.DATE-DESCRIPTION-----  
 227964 005976 02/23/10 INSTALL WINDSHIELD INTERNAL  
 TOTAL - SUBLET 0.00

JOB# 1 TOTALS-----  
 JOB# 1 JOURNAL PREFIX T2CS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES-----  
 LABOR-----  
 J# 2 18CVZ506 ENTERPRISE RENTAL CA TECH(S):3999 INTERNAL  
 ENTERPRISE RENTAL CAR  
 CHARGE IT TO USED CAR SALES..  
 SUBLET-----PO#-----VEND INV#-INV.DATE-DESCRIPTION-----  
 227939 0194801 02/24/10 INTERNAL INTERNAL  
 TOTAL - SUBLET 0.00

JOB# 2 TOTALS-----  
 JOB# 2 JOURNAL PREFIX T2CS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES-----  
 LABOR-----  
 J# 3 11CVZ HEAVY LINE TECH(S):9040 WARRANTY  
 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.  
 FILLED OIL TO SPEC ON DIP STICK AND PERFORMED OIL  
 CONSUMPTION TEST ON VEHICLE. MILAGE IS 55947 AND FOUND NO  
 FURTHER CONCERN AT THIS TIME.  
 CUSTOMER TO BRING IT BACK 900-1000MILES FOR INSPECTION...

JOB# 3 TOTALS-----  
 JOB# 3 JOURNAL PREFIX T2CS JOB# 3 TOTAL 0.00

COMMENTS-----  
 APP  
 Customer dropped the rental off here at Rydell 2/24/10 5:30  
 32DPJ8

# Rydell

## AUTOMOTIVE GROUP

San Fernando Valley

**T2CS404453**  
**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



0102IT2CS404453

CUSTOMER NO. <b>260665</b>		ADV/SON <b>MIKE ARUSTAMYAN</b> <b>7982</b>		CELL/PAGER	CELL: [REDACTED]
[REDACTED]		LICENSE NO. [REDACTED]	MILEAGE <b>55,947</b>	TAG NO. <b>7439</b>	INVOICE DATE <b>02/24/10</b>
YEAR / MAKE / MODEL <b>07/CHEVROLET TRUCK/SUBURBAN/4DR 4WD</b>		COLOR <b>WHITE/</b>		INVOICE NO. <b>T2CS404453</b>	
VEHICLE I.D. NO. <b>1GNFK16377J</b>		DELIVERY DATE <b>12/28/09</b>		STOCK NO. <b>22135X</b>	
F.T.E. NO. [REDACTED]		P.O. NO. [REDACTED]		DELIVERY MILES <b>53,219</b>	
RESIDENCE PHONE [REDACTED]		BUSINESS PHONE [REDACTED]		SELLING DEALER NO. [REDACTED]	
COMMENTS		R.O. DATE <b>02/23/10</b>		PRODUCTION DATE [REDACTED]	
				MO: 55947	

TOTALS

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  
 \*\*\*\*\*  
 RYDELL AUTOMOTIVE GROUP IS A GM GOODWRENCH SERVICE PLUS  
 DEALER. SEE YOUR SERVICE CONSULTANT FOR MORE INFORMATION  
 \*\*\*\*\*

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

**TOTAL INVOICE \$ 0.00**

COMPLETELY SATISFIED ??

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 \* 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 \*\*\*\*\*



RYDELL  
 18600 DEVONSHIRE ST.  
 NORTH RIDGE, CA 91324  
 (818) 832-1600

# Rydell

## AUTOMOTIVE GROUP

### San Fernando Valley

**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



0102IT2CS442865

CUSTOMER NO. <b>260665</b>		ADVISOR <b>NEIL ACKERMAN 4770</b>	CELL/PAGER <b>CELL: [REDACTED]</b>
[REDACTED]		TAG NO. <b>8689</b>	INVOICE DATE <b>12/15/10</b>
[REDACTED]		INVOICE NO. <b>T2CS442865</b>	
[REDACTED]		STOCK NO. <b>22135X</b>	
[REDACTED]		DELIVERY DATE <b>12/28/09</b>	DELIVERY MILES <b>53,219</b>
[REDACTED]		SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]		R.O. DATE <b>12/04/10</b>	
RESIDENCE PHONE [REDACTED]		COMMENTS	
BUSINESS PHONE [REDACTED]		MO: <b>62864</b>	

JOB# 1 CHARGES

LABOR  
 J# 1 110VZ HEAVY LINE TECH(S):3053 WARRANTY

CUSTOMER REPORTS ENGINE IS USING EXCESSIVE AMOUNT OF OIL.  
 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 ODMETER AT 62864 MILES  
 PRIOR DOCUMENTATION INDICATES @ 61736 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  
 AND ADVISE.  
 FOR DOCUMENT #2534528 ENGINE OIL CONSUMPTION  
 #10-06-01-008A INSTALL AFM OIL DEFLECTOR AND CLEAN CARBON  
 ALL CYLINDER  
 REMOVE ALL SPARK PLUGS ADD INJECTOR CLEAN ALL CYLINDER  
 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  
 J7555 4.5

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	12639759	DEFLECTOR 1.609		WARRANTY
	3	88861802	CLEANER 8.800		WARRANTY
	1	12612350	GASKET 1.429		WARRANTY
	1	89017524	FILTER 1.836		WARRANTY
TOTAL - PARTS				0.00	

SUBLET	PO#	VEND INV#	INV DATE	DESCRIPTION	TOTAL - SUBLET	WARRANTY
	239528	202609	12/15/10	RENTAL CAR - WORK PERFORMED	0.00	

G.O.G. & SUPPLIES	QTY	UNIT	TOTAL - GOG	WARRANTY
6.0 OIL	@	/UNIT	0.00	

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX T2CS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR  
 J# 2+01CVZM49 MAINTENANCE TECH(S):3999 INTERNAL  
 PER SALES & AS AGREED WITH KELLY. DUE TO NOT BEING PERFORMED  
 BEFORE SALE - DETAIL VEHICLE COMPLETE (IN HOUSE)  
 COMPLETED DETAIL

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX T2CS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR

# Rydell

## AUTOMOTIVE GROUP

San Fernando Valley

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**Rydell Chevrolet Northridge**  
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**SERVICE (818) 832-1616 PARTS (818) 832-1660**  
 Mailing Address P.O. Box 2189 Van Nuys, CA 91404



0102IT2CS442865

CUSTOMER NO. <b>260665</b>		ADVISOR <b>NEIL ACKERMAN</b>		4770	CELL/PAGER	CELL: [REDACTED]
[REDACTED]		LICENSE NO.	[REDACTED]	MILEAGE <b>62,864</b>	INVOICE DATE <b>12/15/10</b>	INVOICE NO. <b>T2CS442865</b>
NORTHRIDGE, CA [REDACTED]		YEAR / MAKE / MODEL <b>07/CHEVROLET TRUCK/SUBURBAN/4DR 4WD</b>		COLOR <b>WHITE/</b>	STOCK NO. <b>22135X</b>	
[REDACTED]		VEHICLE I.D. NO. <b>1GNFK16377J</b>		DELIVERY DATE <b>12/28/09</b>	DELIVERY MILES <b>53,219</b>	
[REDACTED]		F.T.E. NO.		P.O. NO.	SELLING DEALER NO.	
[REDACTED]		[REDACTED]		R.O. DATE <b>12/04/10</b>		PRODUCTION DATE
[REDACTED]		COMMENTS		MO: 62864		

LABOR  
 J# 3+18CVZS06 ENTERPRISE RENTAL CA TECH(S):9057 WARRANTY  
 ENTERPRISE RENTAL CAR  
 REFER TO JOB #1  
 PO# 239528

JOB# 3 TOTALS-----  
 JOB# 3 JOURNAL PREFIX T2CS JOB# 3 TOTAL 0.00

LABOR  
 J# 4+18CVZS10 SUBLET TECH(S):1570 WARRANTY  
 CUSTOMER CALLED IN TO ADD ON: DRIVERS DOOR MOLDING IS DIS-  
 COLORING.  
 CLEAR COAT FAILURE  
 B7866 REPAIR AND PREP MLDG AND PAINT ON CAR

G.O.G. & SUPPLIES-----  
 20.9 PAINT & MATERIALS @ /UNIT TOTAL - GOG WARRANTY 0.00

JOB# 4 TOTALS-----  
 JOB# 4 JOURNAL PREFIX T2CS JOB# 4 TOTAL 0.00

LABOR  
 J# 5+18CVZS13 SUBLET TECH(S):1570 WARRANTY  
 ADD ON RT/FRT DOOR MOLDING IS DISCOLORING  
 CLEAR COAT FAILURE  
 B7876 REPAIR AND PREP AND PAINT SIDE MLDG ON CAR

G.O.G. & SUPPLIES-----  
 20.9 PAINT & MATERIALS @ /UNIT TOTAL - GOG WARRANTY 0.00

JOB# 5 TOTALS-----  
 JOB# 5 JOURNAL PREFIX T2CS JOB# 5 TOTAL 0.00

LABOR  
 J# 6+18CVZS14 SUBLET TECH(S):1570 WARRANTY  
 ADD ON LINE: LEFT REAR DOOR MOLDING IS DISCOLORING.  
 CLEAR COAT FAILURE  
 B7966 REPAIR AND PREP AND PAINT MLDG ON CAR

G.O.G. & SUPPLIES-----  
 20.8 PAINT & MATERIALS @ /UNIT TOTAL - GOG WARRANTY 0.00



01021T2CS442865

CUSTOMER NO. <b>260665</b>		ADVISOR <b>NEIL ACKERMAN</b>	4770	CELL/PAGER	CELL: [REDACTED]
[REDACTED]		LICENSE NO. [REDACTED]	MILEAGE <b>62,864</b>	TAG NO. <b>8689</b>	INVOICE DATE <b>12/15/10</b>
NORTHBRIDGE, CA [REDACTED]		YEAR/MAKE/MODEL <b>07/CHEVROLET TRUCK/SUBURBAN/4DR 4WD</b>	COLOR <b>WHITE/</b>	INVOICE NO. <b>T2CS442865</b>	STOCK NO. <b>22135X</b>
[REDACTED]		VEHICLE I.D. NO. <b>1GNFK16377J</b>	DELIVERY DATE <b>12/28/09</b>	DELIVERY MILES <b>53,219</b>	PRODUCTION DATE
RESIDENCE PHONE [REDACTED] BUSINESS PHONE [REDACTED]		F.T.E. NO.	P.O. NO.	R.O. DATE <b>12/04/10</b>	
COMMENTS					

MO: 62864

JOB# 6 TOTALS-----  
 JOB# 6 JOURNAL PREFIX T2CS JOB# 6 TOTAL 0.00

JOB# 7 CHARGES-----  
 LABOR-----  
 J# 7+18CVZS15 SUBLET TECH(S):1570 WARRANTY  
 SUBLET  
 ADD ON - RIGHT REAR DOOR IS DISCOLORING.  
 CLEAR COAT FAILURE  
 B7976 REPAIR AND PREP AND PAINT MLDG ON CAR

G.O.G. & SUPPLIES-----  
 20.8 PAINT & MATERIALS @ /UNIT  
 TOTAL - GOG WARRANTY 0.00

JOB# 7 TOTALS-----  
 JOB# 7 JOURNAL PREFIX T2CS JOB# 7 TOTAL 0.00

JOB# 8 CHARGES-----  
 LABOR-----  
 J# 8+11CVZH01 HEAVY LINE TECH(S):3053 WARRANTY  
 CUSTOMER ADDED ON - REPORTS A SQUEAL NOISE FROM ENG CMPRTMNT  
 POWER STEERING PUMP PULLEY OUT ALIGN CAUSING  
 SERP BELT WHINE NOISE, SERP BELT WARPED DAMAGED  
 REPOSITION POWER STEERING PUMP PULLEY AND REPLACED SERP  
 ROAD TEST OK NO MORE BELT WHINE NOISE E8360 .8

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----  
 1 12626222 BELT 1.066  
 TOTAL - PARTS WARRANTY 0.00

JOB# 8 TOTALS-----  
 JOB# 8 JOURNAL PREFIX T2CS JOB# 8 TOTAL 0.00

JOB# 9 CHARGES-----  
 LABOR-----  
 J# 9+15CVZE11 15-A & ELECTRICAL TECH(S):2085 WARRANTY  
 ADD ON JOB - CUSTOMER CALLED IN AND REPORTED THAT AT  
 TIMES, THE REMOTE START WILL NOT FUNCTION.  
 TESTED REMOTE FOB FOR INOP REMOTE START, CONFIRMED -  
 TESTED AND FOUND BAD REMOTE.  
 REPLACED REMOTE CONTROL FOB, REPROGRAMMED AND TESTED.  
 OPERATING AS DESIGNED. R4490 0.3

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----  
 1 20869057 TRANSMITT 16.345  
 TOTAL - PARTS WARRANTY 0.00

JOB# 9 TOTALS-----  
 JOB# 9 JOURNAL PREFIX T2CS JOB# 9 TOTAL 0.00

# Rydell

## AUTOMOTIVE GROUP

### San Fernando Valley

**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

T2CS442865



0102IT2CS442865

CUSTOMER NO. <b>260665</b>		ADVISOR <b>NEIL ACKERMAN 4770</b>	CELL/PAGER <b>CELL: [REDACTED]</b>
[REDACTED]		TAG NO. <b>8689</b>	INVOICE DATE <b>12/15/10</b>
[REDACTED]		INVOICE NO. <b>T2CS442865</b>	
[REDACTED]		STOCK NO. <b>22135X</b>	
[REDACTED]		DELIVERY DATE <b>12/28/09</b>	DELIVERY MILES <b>53,219</b>
[REDACTED]		SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]		R.O. DATE <b>12/04/10</b>	
RESIDENCE PHONE [REDACTED] BUSINESS PHONE [REDACTED]		COMMENTS	
		<b>MO: 62864</b>	

ESTIMATE.....  
 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 COVERED THROUGH POWERTRAIN WARRANTY (DOC ID#10-06-01-008A)  
 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)  
 3GCPCEA5B8 [REDACTED]

TOTALS.....  
 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  
 \*\*\*\*\*  
 RYDELL AUTOMOTIVE GROUP IS A GM GOODWRENCH SERVICE PLUS  
 DEALER. SEE YOUR SERVICE CONSULTANT FOR MORE INFORMATION  
 \*\*\*\*\*  
 TOTAL LABOR.... 0.00  
 TOTAL PARTS.... 0.00  
 TOTAL SUBLET... 0.00  
 TOTAL G.O.G.... 0.00  
 TOTAL MISC CHG. 0.00  
 TOTAL MISC DISC 0.00  
 TOTAL TAX..... 0.00  
**TOTAL INVOICE \$ 0.00**

COMPLETELY SATISFIED ??  
 \* 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 \*\*\*\*\*



# Rydell

**AUTOMOTIVE GROUP**  
San Fernando Valley

**T2CS443750**  
**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

CUSTOMER NO. <b>260665</b>		ADVISOR <b>NEIL ACKERMAN 4770</b>		CELL/PAGER	CELL: [REDACTED]
[REDACTED]		LICENSE NO. [REDACTED]	MILEAGE <b>62,864</b>	INVOICE DATE <b>12/15/10</b>	<b>T2CS443750</b>
NORTHBRIDGE, CA [REDACTED]		YEAR / MAKE / MODEL <b>07/CHEVROLET TRUCK/SUBURBAN/4DR 4WD</b>		COLOR <b>WHITE/</b>	STOCK NO. <b>22135X</b>
[REDACTED]		VEHICLE I.D. NO. <b>1GNFK16377J [REDACTED]</b>		DELIVERY DATE <b>12/28/09</b>	DELIVERY MILES <b>53,219</b>
[REDACTED]		F.T.E. NO. [REDACTED] P.O. NO. [REDACTED]		SELLING DEALER NO. [REDACTED]	PRODUCTION DATE [REDACTED]
RESIDENCE PHONE [REDACTED] BUSINESS PHONE [REDACTED]		COMMENTS		MO: 62864	

JOB# 1 CHARGES-----  
LABOR-----  
J# 1 15CVZ 15-A & ELECTRICAL TECH(S):8274 WARRANTY  
CAMPAIGN #10153 HEATED WINDSHIELD WASHER MODULE  
OPEN RECALL 10153  
PERFORMED RECALL 10153, DISABLED AND REMOVE WASHER  
HEATER  
JOB# 1 TOTALS-----  
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 # 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  
\*\*\*\*\*  
RYDELL AUTOMOTIVE GROUP IS A GM GOODWRENCH SERVICE PLUS  
DEALER. SEE YOUR SERVICE CONSULTANT FOR MORE INFORMATION  
\*\*\*\*\*  
TOTAL LABOR.... 0.00  
TOTAL PARTS.... 0.00  
TOTAL SUBLET... 0.00  
TOTAL G.O.G.... 0.00  
TOTAL MISC CHG. 0.00  
TOTAL MISC DISC 0.00  
TOTAL TAX..... 0.00  
**TOTAL INVOICE \$ 0.00**

COMPLETELY SATISFIED ??  
\* 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 \*\*\*\*\*

# Rydell

## AUTOMOTIVE GROUP

### San Fernando Valley

**T2CS449171**  
**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



0102IT2CS449171

CUSTOMER NO. <b>260665</b>		ADVISOR <b>NEIL ACKERMAN</b>	4770	CELL/PAGER	CELL: [REDACTED]
[REDACTED]		TAG NO. <b>8825</b>		INVOICE DATE <b>02/11/11</b>	INVOICE NO. <b>T2CS449171</b>
[REDACTED]		MILEAGE <b>64,794</b>		COLOR <b>WHITE/</b>	STOCK NO. <b>22135X</b>
NORTHRIDGE, CA [REDACTED]		YEAR / MAKE / MODEL <b>07/CHEVROLET TRUCK/SUBURBAN/4DR 4WD</b>		DELIVERY DATE <b>12/28/09</b>	DELIVERY MILES <b>53,219</b>
[REDACTED]		VEHICLE I.D. NO. <b>1 G N F K 1 6 3 7 7 J</b>		SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]		F.T.E. NO.		P.O. NO.	R.O. DATE <b>02/11/11</b>
RESIDENCE PHONE [REDACTED] BUSINESS PHONE [REDACTED]		COMMENTS			
MO: 64794					

JOB# 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 TOTALS-----

JOB# 1 JOURNAL PREFIX T2CS JOB# 1 TOTAL      0.00

ESTIMATE-----

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.00 (+TAX)

COMMENTS-----

WAITER

TOTALS-----

WELCOME TO RYDELL SERVICE DEPARTMENT	TOTAL LABOR....	0.00
EPA # CAL000236177	TOTAL PARTS....	0.00
WE ARE OPEN FROM 8:00AM TO 7:00 PM MONDAY THROUGH FRIDAY	TOTAL SUBLET...	0.00
SATURDAYS WE ARE OPEN FROM 8:00AM TO 5:00 PM.CLOSED SUNDAYS	TOTAL G.O.G....	0.00
*****	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 (818) 832-1600, so we can assist and better serve\*  
 \* you. We appreciate your business.

CUSTOMER SIGNATURE

DUPLICATE INVOICE

# Rydel AUTOMOTIVE GROUP

San Fernando

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

CUSTOMER NO 10	ADVISOR MIGUEL RAMOS	4834	CARD NO. 2135	INVOICE DATE 09/30/09	INVOICE NO. K4UP81290
RYDELL AUTOMOTIVE P.O. Box 2189	LABOR RATE		MILEAGE IN 51918	COLOR WHITE/	STOCK NO 22135X
	YEAR / MAKE / MODEL 07/CHEVROLET TRUCK/SUBURBAN/4DR 4WD		DELIVERY DATE	DELIVERY MILES 51918	
	VEHICLE ID. NO. 1 G N F K 1 6 3 7 7 J		SELLING DEALER NO.	PRODUCTION DATE	
	P.T.E. NO. SRAC954709937		P.O. NO.	R.O. DATE 09/23/09	
RESIDENCE PHONE 818-817-4600	BUSINESS PHONE 818-817-4666	COMMENTS			
					MO: 52341

JOB# 1 CHARGES-----  
LABOR-----  
J# 1 20CVZ RECONDITIONING HOURS: 2.30 TECH(S):8413 218.50  
SAFETY INSPECTION  
SAFETY 1.0,LOF AIR FILTER WIPERS .5,REMOVE TO ADJUST E-  
BRAKE SHOES

PARTS-----	QTY----	FP-----	NUMBER--	DESCRIPTION-----	UNIT PRICE-	
	1		89017524	FILTER 1.836	6.75	
	1		15908916	FILTER 3.410	36.91	36.91
	1		15824471	KEY 2.187	48.97	48.97
	2		2420	BRK CLNR	4.00	8.00
	1		B	BOLT	0.30	0.30
	2		12450108	BULB 2.679	4.09	8.18
	1		85032	BRAKE FLU	23.50	23.50
TOTAL - PARTS						132.61

G.O.G. & SUPPLIES-----  
7.0 OIL @ 2.590 /UNIT 18.13  
1.0 ATF @ 3.390 /UNIT 3.39  
TOTAL - GOG 21.52

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----  
HO HAZARDOUS OIL 1.50  
FC FLOOR COVERS 10.00  
TOTAL - MISC 11.50

JOB# 1 TOTALS-----  
LABOR 218.50  
PARTS 132.61  
G.O.G. 21.52  
MISC 11.50

JOB# 2 CHARGES----- JOB# 1 JOURNAL PREFIX K4UP JOB# 1 TOTAL 384.13

LABOR-----  
J# 2 03CVZ SMOG CERTIFICATION HOURS: TECH(S):2126 49.00  
SMOG INSPECTION  
PRETESTED

JOB# 2 TOTALS-----  
LABOR 49.00

JOB# 3 CHARGES----- JOB# 2 JOURNAL PREFIX K4UP JOB# 2 TOTAL 49.00

LABOR-----  
J# 3 77CVZ SUBLET HOURS: TECH(S):7720 9302 215.00  
SUBLET  
DON DETAILED  
TOUCH UP PAINT

SUBLET-----PO#-----VEND INV#-INV.DATE-DESCRIPTION-----  
492858 119806 09/30/09 119806 RMV/REP REAR TINT 120.00  
TOTAL - SUBLET 120.00

# Rydel AUTOMOTIVE GROUP

San Fernando

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

CUSTOMER NO. 10	ADVISOR MIGUEL RAMOS	4834	CARD NO. 2135	INVOICE DATE 09/30/09	INVOICE NO. K4UP81290
RYDELL AUTOMOTIVE	LABOR RATE	LICENSE NO.	MILEAGE IN 51918	COLOR WHITE/	STOCK NO. 22135X
P.O. Box 2189	YEAR / MAKE / MODEL 07/CHEVROLET TRUCK/SUBURBAN/4DR 4WD		DELIVERY DATE		DELIVERY MILES 51918
VAN NUYS, CALIFORNIA 91404	VEHICLE ID. NO. 1 G N F K 1 6 3 7 7 J		SELLING DEALER NO.		PRODUCTION DATE
RESIDENCE PHONE 818-817-4600	P.T.E. NO. SRAC954709937	P.O. NO.	R.O. DATE 09/23/09		
BUSINESS PHONE 818-817-4666	COMMENTS				MO: 52341

JOB# 3 TOTALS-----	LABOR	215.00
	SUBLET	120.00
JOB# 4 CHARGES-----	JOB# 3 JOURNAL PREFIX K4UP JOB# 3 TOTAL	335.00
LABOR-----		
J# 4 72CVZ45	TIRE REPLACEMENT HOURS: 0.30 TECH(S):2126	28.50
	TIRE REPLACEMENT, MOUNTED AND BALANCED (4)	
	FLAT REPAIR	
	REPAIR FLAT	
JOB# 4 TOTALS-----	LABOR	28.50
	JOB# 4 JOURNAL PREFIX K4UP JOB# 4 TOTAL	28.50
TOTALS-----		
CONTROL# 22135X	ACCOUNT NUMBER 241	AMOUNT 796.63
	TOTAL LABOR....	511.00
	TOTAL PARTS....	132.61
	TOTAL SUBLET...	120.00
	TOTAL G.O.G....	21.52
	TOTAL MISC.CHG.	11.50
	TOTAL MISC.DISC	0.00
	TOTAL TAX.....	0.00
	TOTAL INVOICE \$	796.63

APPROVED BY SIGNATURE

## RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

## SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION

SALESPERSON NO.

P D I

VEHICLE ID NO. 1 G N F K 1 6 3 7 7 J		YEAR/MAKE/MODEL 07/CHEVROLET TRUCK/SUBURBAN/4DR 4WD		PRODUCTION DATE 22135X	STOCK NO. 22135X	LICENSE NO. [REDACTED]	R. O. NO. 81290
RYDELL AUTOMOTIVE P.O. Box 2189 VAN NUYS, CALIFORNIA 91404		CUSTOMER NO. 10	COLOR WHITE/	DELIVERY DATE	DELIVERY MILES 51918	SELLING DEALER NO.	R. O. DATE 09/23/09
		SERVICE CONTRACT	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	ADVISOR	4834
		AUTHORIZATION NO.	AUTHORIZED BY	CALL DATE		CARD NO.	2135
							MILEAGE 51918
							TRANS A
							AIR COND Y
							TURBO N
							P.S. Y

APPOINTMENT

☐ Yes☒ No

JOB

ORIGINAL CUSTOMER ESTIMATE: TOTAL

X-----

- |   |           |  |
|---|-----------|--|
| 1 | I 20CVZ   | RECONDITIONING<br>SAFETY INSPECTION                            |
| 2 | I 03CVZ   | SMOG CERTIFICATION<br>SMOG INSPECTION                          |
| 3 | I 77CVZ   | SUBLET<br>SUBLET   |
| 4 | I 72CVZ45 | TIRE REPLACEMENT<br>TIRE REPLACEMENT, MOUNTED AND BALANCED (4) |

## SALE CONTRACT - SIMPLE FINANCE CHARGE

Dealer Number \_\_\_\_\_ Contract Number 95419 R.O.S. Number 38715540 Stock Number 22135X

Buyer Name and Address (Including County and Zip Code) <b>NORTHIDGE CA LOS ANGELES</b>	Co-Buyer Name and Address (Including County and Zip Code) <b>NORTHIDGE CA LOS ANGELES</b>	Creditor-Seller (Name and Address) <b>RYDELL AUTOMOTIVE GROUP 18600 DEVONSHIRE ST. NORTHIDGE CA 91324 LOS ANGELES</b>
--	---	--

You, the Buyer (and Co-Buyer, if any), may buy the vehicle below for cash or on credit. By signing this contract, you choose to buy the vehicle on credit under the 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.

New Used	Year	Make and Model	Odometer	Vehicle Identification Number	Primary Use For Which Purchased
USED	2007	CHEVROLET TRUCK SILVERADO	53219	1GNFK16377J	<input checked="" type="checkbox"/> personal, family or household <input type="checkbox"/> business or commercial

FEDERAL TRUTH-IN-LENDING DISCLOSURES				
ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate.	FINANCE CHARGE The dollar amount the credit will cost you.	Amount Financed The amount of credit provided to you or on your behalf.	Total of Payments The amount you will have paid after you have made all payments as scheduled.	Total Sale Price The total cost of your purchase on credit, including your down payment of
8.99 %	\$ 8528.00	\$ 34497.00	\$ 43117.00	\$ 44500.47

(e) means an estimate

## YOUR PAYMENT SCHEDULE WILL BE:

Number of Payments:	Amount of Payments:	When Payments Are Due:
One Payment of N/A	N/A	N/A
One Payment of N/A	N/A	N/A
59 Payments	718.63	Monthly, Beginning 02/02/2010
Payments	N/A	Monthly, Beginning N/A
One Final Payment	718.63	DUE ON 01/02/2015

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

Additional Information: See this contract for more information including information about nonpayment, default, any required repayment in full before the scheduled date, minimum finance charges, and security interest.

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

## 1. Total Cash Price

A. Cash Price of Motor Vehicle and Accessories	\$ 23636.00 (A)
1. Cash Price Vehicle	\$ 23636.00
2. Cash Price Accessories	\$ N/A
3. Other (Nontaxable)	
Describe N/A	\$ N/A
Describe N/A	\$ N/A
B. Document Preparation Fee (not a governmental fee)	\$ 55.00 (B)
C. Smog Fee Paid to Seller	\$ 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	\$ N/A (E)
F. (Optional) Theft Deterrent Device (to whom paid) N/A	\$ N/A (F)
G. (Optional) Surface Protection Product (to whom paid) N/A	\$ N/A (G)
H. (Optional) Surface Protection Product (to whom paid) N/A	\$ N/A (H)
I. Sales Tax (on taxable items in A through H)	\$ 2308.72 (I)
J. Optional DMV Electronic Filing Fee	\$ 29.00 (J)
K. (Optional) Service Contract (to whom paid) GMCP	\$ 1945.00 (K)
L. (Optional) Service Contract (to whom paid) N/A	\$ N/A (L)
M. (Optional) Service Contract (to whom paid) N/A	\$ N/A (M)
N. (Optional) Service Contract (to whom paid) N/A	\$ N/A (N)
O. (Optional) Service Contract (to whom paid) N/A	\$ N/A (O)
P. Prior Credit or Lease Balance paid by Seller to N/A	\$ N/A (P)
(see downpayment and trade-in calculation)	
Q. (Optional) Gap Contract (to whom paid) RYDELL AUTOM	\$ 205.00 (Q)

## STATEMENT OF INSURANCE

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

## Vehicle Insurance

	Term	Premium
\$ N/A Ded. Comp., Fire & Theft	N/A	\$ N/A
\$ N/A Ded. Collision	N/A	\$ N/A
Bodily Injury \$ N/A Limits	N/A	\$ N/A
Property Damage \$ N/A Limits	N/A	\$ N/A
Medical N/A	N/A	\$ N/A
Total Vehicle Insurance Premiums		\$ N/A

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

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

Buyer X

Co-Buyer X

Seller X

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

## Application for Optional Credit Insurance

☐ Credit Life: ☐ Buyer ☐ Co-Buyer ☐ Both  
☐ Credit Disability (Buyer Only)

	Term	Exp.	Premium
Credit Life N/A	Mos.		\$ N/A
Credit Disability N/A	Mos.		\$ N/A
Total Credit Insurance Premiums			\$ N/A
Insurance Company Name	N/A		

Home Office Address N/A  
N/A

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

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

N. (Optional) Service Contract (to whom paid) N/A \$ N/A (N)  
 O. (Optional) Service Contract (to whom paid) N/A \$ N/A (O)  
 P. Prior Credit or Lease Balance paid by Seller to N/A \$ N/A (P)  
 (see downpayment and trade-in calculation)  
 Q. (Optional) Gap Contract (to whom paid) RYDELL AUTOM \$ 795.00 (Q)  
 R. (Optional) Used Vehicle Contract Cancellation Option Agreement \$ N/A (R)  
 S. Other (to whom paid) N/A \$ N/A (S)  
 For N/A  
 Total Cash Price (A through S) \$ 35420.72 (1)  
 2. Amounts Paid to Public Officials  
 A. License Fees \$ 342.00 (A)  
 B. Registration/Transfer/Titling Fees \$ 181.00 (B)  
 C. California Tire Fees \$ 8.75 (C)  
 D. Other N/A \$ N/A (D)  
 Total Official Fees (A through D) \$ 451.75 (2)  
 3. Amount Paid to Insurance Companies  
 (Total premiums from Statement of Insurance column a + b) \$ N/A (3)  
 4. ☐ Smog Certification or ☐ Exemption Fee Paid to State \$ 8.00 (4)  
 5. Subtotal (1 through 4) \$ 35882.47 (5)  
 6. Total Downpayment 2007 TC  
 A. Agreed Trade-In Value Yr. 2004 Make MERCEDES-BE \$ 21500.00 (A)  
 Model C-CLASS Odor 61916 45619  
 VIN WDBRF51J84P JTKDE177170  
 B. Less Prior Credit or Lease Balance CHASE AUT/FORD MTR \$ 28117.33 (B)  
 C. Net Trade-In (A less B) (Indicate if a negative number) \$ 1382.67 (C)  
 D. Deferred Downpayment \$ N/A (D)  
 E. Manufacturer's Rebate \$ N/A (E)  
 F. Other N/A \$ N/A (F)  
 G. Cash \$ N/A (G)  
 Total Downpayment (C through G) \$ 1382.67 (6)  
 (If negative, enter zero on line 5 and enter the amount less than zero as a positive number on line 1P above)  
 7. Amount Financed (5 less 6) \$ 34497.00 (7)

## SELLER ASSISTED LOAN

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

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

## AUTO BROKER FEE DISCLOSURE

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

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

SELLER'S RIGHT TO CANCEL If Buyer and Co-Buyer sign here, the provisions of the Seller's Right to Cancel section on the back giving the Seller the right to cancel if Seller is unable to assign apply.

X Buyer X Co-Buyer

Insurance and credit disability insurance ends on the original due date for the last payment unless a different term for the insurance is shown above.

You are applying for the credit insurance marked above. Your signature below means that you agree that: (1) You are not eligible for insurance if you have reached your 65th birthday. (2) You are eligible for disability insurance only if you are working for wages or profit 30 hours a week or more on the Effective Date. (3) Only the Primary Buyer is eligible for disability insurance. DISABILITY INSURANCE MAY NOT COVER CONDITIONS FOR WHICH YOU HAVE SEEN A DOCTOR OR CHIROPRACTOR IN THE LAST 6 MONTHS (Refer to "Total Disabilities Not Covered" in your policy for details). You want to buy the credit insurance.

x N/A N/A  
 Date Buyer Signature Age  
 x N/A  
 Date Co-Buyer Signature Age

OPTIONAL GAP CONTRACT A gap contract (debt cancellation contract) is not required to obtain credit and will not be provided unless you sign below and agree to pay the extra charge. If you choose to buy a gap contract, the charge is shown in Item 1Q of the Itemization of Amount Financed. See your gap contract for details on the terms and conditions it provides. It is a part of this contract.

Term 60 Mos. GAP CARE  
 Name of Gap Contract

I want to buy a gap contract.

Buyer Signs X

OPTIONAL SERVICE CONTRACT(S) You want to purchase the service contract(s) written with the following company(ies) for the term(s) shown below for the charge(s) shown in Item 1K, 1L, 1M, 1N, and/or 1O.

1K Company SMPP  
 Term 35 Mos. or 36000 Miles  
 1L Company N/A  
 Term N/A Mos. or N/A Miles  
 1M Company N/A  
 Term N/A Mos. or N/A Miles  
 1N Company N/A  
 Term N/A Mos. or N/A Miles  
 1O Company N/A  
 Term N/A Mos. or N/A Miles  
 Buyer X

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

Buyer Signs X  
 Co-Buyer Signs X

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

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

## WARNING:

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

FOR THE YOU IN THE EVENT OF LOSS OR DAMAGE TO YOUR VEHICLE, YOU SHOULD CONTACT YOUR INSURANCE AGENT. HE UNDERSTANDS THESE PUBLIC

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

Buyer X 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

**I must sign it. No oral changes are binding.**

**Co-Buyer Store X**

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

**WARNING:**

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

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

SS X

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

**Buyer X**

**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 is signed, the seller may not change the financing or payment terms unless you agree in writing. It is an unfair or deceptive practice for the seller to make an interest rate change.

**Buyer Signature X**

**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 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 recreational vehicle, a motorcycle, or an off-highway motor vehicle subject to identification under California law. See the vehicle contract cancellation option agreement for details.

**YOU AGREE TO THE TERMS OF THIS CONTRACT. YOU CONFIRM THAT BEFORE YOU SIGNED THIS CONTRACT, WE GAVE IT TO YOU, AND YOU WERE FREE TO TAKE IT AND REVIEW IT. YOU CONFIRM THAT YOU RECEIVED A COMPLETELY FILLED-IN COPY WHEN YOU SIGNED IT.**

**Buyer Signature X**

Date 12/19/89

on-River Signature X

Date 12/18/99

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

Other Owner Signature X

**Address**

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

Guarantor waives notice of acceptance of this Guaranty, notice of the Buyer's non-payment, non-performance, and default; and notices of the amount owing at any time, and of any demands upon the Buyer.

**Guarantor X**

Date:

Guarantee Y

Net

**Address**

### Address

Seller Signs RYDELL AUTOMOTIVE GROUP Date 12/19/99 By X Time NGR

**AW** FORM NO. 553-CA (REV. 2008) U.S. PATENT NO. 6,980,762  
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**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  
By: Dan Lorette BRC LEGAL

GM Legal File / BBB Case No.: {Number}  
Negotiator: Dan Lorette

Customer Last Name:

State: CA

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

Vehicle ID No.:  
1GNFK16377J

In Service Date:  
5/25/2006

Vehicle Purchased: BAC Code:  
Used 164494

Year, Make & Model: 2007 Chevrolet Suburban

Vehicle Purchased Used on: 12/19/09  
at odometer 53219

Current Mileage: 66528

Sale Type: Purchase ☒ Lease ☐ Other ☐ : {Type}

Dealer Name : Rydell Automotive  
CAM Name: Mick Gonzalez  
Phone Number: 805 373 8417

Lien holder: GMAC ☒ 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  
Phone Number : 818-244-3905  
Fax Number : 818-244-6052

Service Manager Name: Kelly  
Cashman  
Phone Number : (818) 832-1600

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

Are there **additional** 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.

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

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

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

### ☐ Brakes

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
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### ☐ Engine/Fuel/Exhaust

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
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2/23/10	404453	2	55947	Rydell Chevrolet
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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.

☐ Restraints

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

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

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

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

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

☐ Chassis

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

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

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

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

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

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<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

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
12/1/06	045592	*	10890	Foothill Ranch Chevrolet  Diagnostic system check, tire pressure monitoring.  *Previous owner, per GWM*

☐ Recalls / Campaigns

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

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
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 ADR)/attorney (if Legal)? (Y or N)	Y
What type of damage was sustained (example: front end collision)?	NA

NA

Are the RO's attached if the vehicle was in an accident? (Y or N)	NA
Has the customer filed any insurances claims on this Vehicle? (Y or N)	N

If Yes obtain the following information below

Insurance Company:	NA
--------------------	----

Insurance Rep :	NA
(First and Last Name)	NA

Phone <input type="checkbox"/>	NA
	NA

Claim Made? (Y or N):	N
	NA

Claim Status:	NA
Pending/Denied/NA	NA

Claim <input type="checkbox"/>	NA
NA	

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 if known. Repeat as necessary. Include the name of the third party installer.

NA

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

## PERTINENT FACTS FROM ALL SR<sup>®</sup> 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, [REDACTED] 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 applicable for Legal cases**

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

Under what State? CA Claimed Presumptive? Yes

Does Purchase Qualify? Yes If not, why? NA

## State Presumption Is:

<input type="checkbox"/> of Visits for a Non-Conformity?	4	<input type="checkbox"/> of Days out of Service?	30
<input type="checkbox"/> of visits for a Safety Complaint?	2	<input type="checkbox"/> of Visits Total?	NA
Must Complaint Continue to Exist?	No	Final Repair/Arbitration Required?	No/Yes
Time Period for filing a Claim?	18/18k or 4 years from discovery of defect		

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

<input type="checkbox"/> of Visits for a Non-Conformity?	0	<input type="checkbox"/> of Days out of Service?	0
<input type="checkbox"/> of visits for a Safety Complaint?	0	<input type="checkbox"/> 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:**

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

**Related Repairs beyond NVLW:**

Customer Pay?	No
Additional Days out of Service?	12

**Yes**

If no, identify responsible party:	GM powertrain
Additional <input type="checkbox"/> of Repair Visits?	6

**Other Considerations:**

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

**No**

NA
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.**

<b>Plaintiff's Original Demand:</b> Amount to Plaintiff/Atty: \$Repurchase/\$Fees Inclusive Offer: \${Amount}	Settlement Type: Repurchase Date: 3/3/11	Countered
<b>CRS Initial Offer:</b> Amount to Plaintiff/Atty: \${Amount}/\${Amount} Inclusive Offer: \$8000 <input type="checkbox"/> inspection	Settlement Type: Cash Date: 4/6/11	Countered
<b>Plaintiff Counter::</b> Amount to Plaintiff/Atty: \${Amount}/\${Amount} Inclusive Offer: \$14000	Settlement Type: Cash Date: 4/7/11	Countered
<b>CRS Counter:</b> Amount to Plaintiff/Atty: \${Amount}/\${Amount} Inclusive Offer: \$12500	Settlement Type: Cash Date: 4/7/11	Accepted
<b>PLAINTIFF Final Offer:</b> Amount to Plaintiff/Atty: \${Amount}/\${Amount} Inclusive Offer: \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Declined}
<b>CRS Final Offer:</b> Amount to Plaintiff/Atty: \${Amount}/\${Amount} Inclusive Offer: \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Declined}

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

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

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

**\*Add additional lines for additional offers/counter offers.**

<b>Recommendation of CRS:</b>	<b>Arbitrate case:</b> <input type="text"/>	<b>Settle case:</b> <input type="text"/>
<b>Settlement Type:</b> {GW/Repurchase/Repair}		<b>Attorney Fees (if applicable):</b> <input type="checkbox"/> {Amount}
<b>Recommendation of Field:</b>	<b>Arbitrate case:</b> <input type="text"/>	<b>Settle case:</b> <input type="text"/>
<b>Settlement Type:</b> {GW/Repurchase/Repair}		<b>Attorney Fees (if applicable):</b> <input type="checkbox"/> {Amount}
<b>Final Decision:</b>	<b>Arbitrate case:</b> <input type="text"/>	<b>Settle case:</b> <input type="text"/>
<b>Settlement Type:</b> {GW/Repurchase Repair}		<b>Attorney Fees (if applicable):</b> <input type="checkbox"/> {Amount}

**TEAM LEAD APPROVING:**

{Name}

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

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



VIA FAX ONLY

April 7, 2011

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

RE: [REDACTED]  
Service Request: 71-925820411  
2007 Chevrolet Suburban  
Vehicle Identification Number: 1GNFK16377J [REDACTED]  
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](http://www.irs.gov). In addition, the IRS website will provide instructions for completing the W-9.

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

Sincerely,

General Motors

cc: FILE

LG0044  
V10142009

Attach.

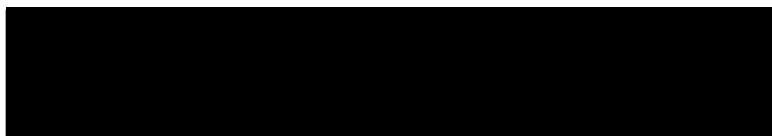
44,528



Client's Signature

4-8-11

Date



Client's Signature

4-8-11

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 [REDACTED] 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 [REDACTED] (hereinafter "the subject vehicle"). Releasor now contends that he/she/it has various disputes, claims and/or actions against Releasee 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.

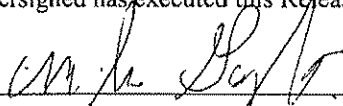
3.3 Releasor agrees that he/she/it will not seek to alter, modify or otherwise refute the terms of this Release on the basis that its terms are vague, ambiguous or subject to alternative interpretations, and that Releasor assumes the risk that facts, circumstances or information exist which, if known, 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.

IN WITNESS THEREOF, each of the undersigned has executed this Release of All Claims.

Dated: 4-10-11



Print Name



Dated: 4-10-11


Print Name



Current Vehicle Mileage: 166,528

APPROVED AS TO FORM AND CONTENT:

Dated: April 11, 2011

By   
Norman Taylor, ESQ.  
Attorney for Releasor

Michael



2007 SUBURBAN 4WD 1/2 TON LT		CHEVROLET MOTOR DIVISION
50U SUMMIT WHITE	/V8G	GENERAL MOTORS CORPORATION
313 EBONY/LIGHT CASHMERE		100 RENAISSANCE CENTER
ORDER NO. JWHP8W/TRE	STOCK NO.	DETROIT MI 48243-1114
VIN 1GN FK16 37 7J		VEHICLE INVOICE 1AD87116181
*****		*****13*13830S
MODEL & FACTORY OPTIONS	MSRP	INV AMT RETAIL - STOCK
CK10906 SUBURBAN 4WD 1/2 TON LT	39665.00	36293.48 INVOICE 05/03/06
AL4 2ND ROW BUCKET SEATS	490.00	406.70 SHIPPED 05/03/06
AS3 3-PASSENGER, 3RD ROW SEAT	100.00	83.00 EXP I/T 05/16/06
CF5 POWER SLIDING SUNROOF	995.00	825.85 INT COM 05/16/06
C6C GVW RATING-7400 LB	N/C	N/C PRC EFF 05/03/06
GT4 REAR AXLE - 3.73 RATIO	N/C	N/C KEYS G1932 G1932
LC9 VORTEC 5300 V8 SFI FLEX-FUEL	N/C	N/C WFP-S QTR OPT-1
M30 4-SPD AUTOMATIC TRANSMISSION	N/C	N/C BANK: GMAC - 061
UVB NAVIGATION RADIO W/CD/DVD/MP3	2145.00	1780.35 CHG-TO 13-830
(REPLACES STD/OPT RADIO)		
UVC REAR VIEW CAMERA SYSTEM	195.00	161.85 SHIP WT: 5785
U42 REAR SEAT ENTERTAINMENT SYSTEM	1295.00	1074.85 HP: 45.7
V1K LUGGAGE RACK - CROSS BARS	45.00	37.35 GVWR: 7400
YF5 50-STATE EMISSIONS	N/C	N/C GAWR.FT: 3600
1LZ SUBURBAN LTZ EQUIPMENT GROUP:	7915.00	6569.45 GAWR.RR: 4200
* FRONT LEATHER APPOINTED		GMS: 46597.53
BUCKET 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		DAN: KTZBK
POWER & HEAT		MEMO 2567.25
* 2ND ROW LEATHER APPOINTED		
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		

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

FOOTHILL RANCH CHEVROLET

2007 SUBURBAN 4WD 1/2 TON LT  
50U SUMMIT WHITE /V8G  
313 EBONY/LIGHT CASHMERE  
ORDER NO. JWHP8W/TRE STOCK NO.  
VIN 1GN FK16 37 7J  
\*\*\*\*\*  
MODEL & FACTORY OPTIONS MSRP INV AMT RETAIL - STOCK  
\*\* CONTINUED FROM PAGE 1 \*\*

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
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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.

FOOTHILL RANCH CHEVROLET	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  
By: Dan Lorette BRC LEGAL

GM Legal File / BBB Case No.: {Number}  
Negotiator: Dan Lorette

Customer Last Name: XXXXXXXXXX

State: CA

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

Vehicle ID No.:  
1GNFK16377J162389

In Service Date:  
5/25/2006

Vehicle Purchased: BAC Code:  
Used 164494

Year, Make & Model: 2007 Chevrolet Suburban

Vehicle Purchased Used on: 12/19/09  
at odometer 53219

Current Mileage: 66528

Sale Type: Purchase ☒ Lease ☐ Other ☐ : {Type}

Dealer Name : Rydell Automotive  
CAM Name: Mick Gonzalez  
Phone Number: 805 373 8417

Lien holder: GMAC ☒ 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  
Phone Number : 818-244-3905  
Fax Number : 818-244-6052

Service Manager Name: Kelly  
Cashman  
Phone Number : (818) 832-1600

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

Are there **additional** 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.

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

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

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

☐ Brakes

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
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☐ Engine/Fuel/Exhaust

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
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2/23/10	404453	2	55947	Rydell Chevrolet
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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
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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
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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.

☐ Restraints

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

☐ Steering

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

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

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

☐ Body/Trim

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

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.

☐ Chassis

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

☐ Electrical

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

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

☐ HVAC

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

☐ Paint

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

☐ Suspension

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<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

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
12/1/06	045592	*	10890	Foothill Ranch Chevrolet  Diagnostic system check, tire pressure monitoring.  *Previous owner, per GWM*

☐ Recalls / Campaigns

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

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
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 ADR)/attorney (if Legal)? (Y or N)	Y
What type of damage was sustained (example: front end collision)?	NA

NA

Are the RO's attached if the vehicle was in an accident? (Y or N)	NA
Has the customer filed any insurances claims on this Vehicle? (Y or N)	N

If Yes obtain the following information below

Insurance Company:	NA
--------------------	----

Insurance Rep :	NA
(First and Last Name)	NA

Phone <input type="checkbox"/>	NA
	NA

Claim Made? (Y or N):	N
	NA

Claim Status:	NA
Pending/Denied/NA	NA

Claim <input type="checkbox"/>	NA
NA	

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 if known. Repeat as necessary. Include the name of the third party installer.

NA

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

## PERTINENT FACTS FROM ALL SR<sup>®</sup> 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, [REDACTED] 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 applicable for Legal cases**

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

Under what State? CA Claimed Presumptive? Yes

Does Purchase Qualify? Yes If not, why? NA

## State Presumption Is:

<input type="checkbox"/> of Visits for a Non-Conformity?	4	<input type="checkbox"/> of Days out of Service?	30
<input type="checkbox"/> of visits for a Safety Complaint?	2	<input type="checkbox"/> of Visits Total?	NA
Must Complaint Continue to Exist?	No	Final Repair/Arbitration Required?	No/Yes
Time Period for filing a Claim?	18/18k or 4 years from discovery of defect		

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

<input type="checkbox"/> of Visits for a Non-Conformity?	0	<input type="checkbox"/> of Days out of Service?	0
<input type="checkbox"/> of visits for a Safety Complaint?	0	<input type="checkbox"/> 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:**

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

**Related Repairs beyond NVLW:**

Customer Pay?	No
Additional Days out of Service?	12

**Yes**

If no, identify responsible party:	GM powertrain
Additional <input type="checkbox"/> of Repair Visits?	6

**Other Considerations:**

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

**No**

NA
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.**

<b>Plaintiff's Original Demand:</b> Amount to Plaintiff/Atty: \$Repurchase/\$Fees Inclusive Offer: \${Amount}	Settlement Type: Repurchase Date: 3/3/11	Countered
<b>CRS Initial Offer:</b> Amount to Plaintiff/Atty: \${Amount}/\${Amount} Inclusive Offer: \$8000 <input type="checkbox"/> inspection	Settlement Type: Cash Date: 4/6/11	Countered
<b>Plaintiff Counter::</b> Amount to Plaintiff/Atty: \${Amount}/\${Amount} Inclusive Offer: \$14000	Settlement Type: Cash Date: 4/7/11	Countered
<b>CRS Counter:</b> Amount to Plaintiff/Atty: \${Amount}/\${Amount} Inclusive Offer: \$12500	Settlement Type: Cash Date: 4/7/11	Accepted
<b>PLAINTIFF Final Offer:</b> Amount to Plaintiff/Atty: \${Amount}/\${Amount} Inclusive Offer: \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Declined}
<b>CRS Final Offer:</b> Amount to Plaintiff/Atty: \${Amount}/\${Amount} Inclusive Offer: \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Declined}



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

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

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

**\*Add additional lines for additional offers/counter offers.**

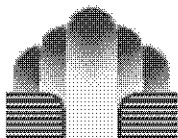
<b>Recommendation of CRS:</b>	<b>Arbitrate case:</b> <input type="text"/>	<b>Settle case:</b> <input type="text"/>
<b>Settlement Type:</b> {GW/Repurchase/Repair}		<b>Attorney Fees (if applicable):</b> <input type="checkbox"/> {Amount}
<b>Recommendation of Field:</b>	<b>Arbitrate case:</b> <input type="text"/>	<b>Settle case:</b> <input type="text"/>
<b>Settlement Type:</b> {GW/Repurchase/Repair}		<b>Attorney Fees (if applicable):</b> <input type="checkbox"/> {Amount}
<b>Final Decision:</b>	<b>Arbitrate case:</b> <input type="text"/>	<b>Settle case:</b> <input type="text"/>
<b>Settlement Type:</b> {GW/Repurchase Repair}		<b>Attorney Fees (if applicable):</b> <input type="checkbox"/> {Amount}

**TEAM LEAD APPROVING:**

{Name}

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

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



Dan Loretz/Austin/GM1

03/09/2011 05:21 PM

To paul.wasko@gm.com

cc

bcc

Subject 71-925820411 BRC LEGAL

RE: Customer Last Name [REDACTED]  
Service Request: 71-925820411  
Vehicle: 2007 Chevrolet Suburban  
Vehicle Identification Number: 1GNFK16377J [REDACTED]  
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 [REDACTED]. 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

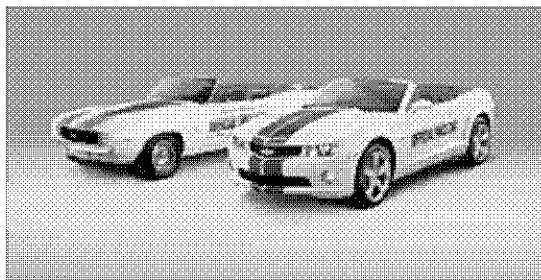
To: dan\_lorett@gmexpert.com  
cc  
bcc  
Subject: Fw: 71-925820411 BRC LEGAL

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 consumption 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: [REDACTED]  
Service Request: 71-925820411  
Vehicle: 2007 Chevrolet Suburban  
Vehicle Identification Number: 1GNFK16377J [REDACTED]  
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 [REDACTED]. 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.
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\*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,

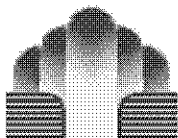
**General Motors**

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 Loret/Austin/GM1

04/12/2011 11:32 AM

To paul.wasko@gm.com

cc

bcc

Subject 71-925820411 BRC LEGAL

RE: Customer Last Name: [REDACTED]  
Service Request: 71-925820411  
Vehicle: 2007 Chevrolet Suburban  
Vehicle Identification Number: 1GNFK16377J [REDACTED]  
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 [REDACTED]. 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

**Request for Taxpayer  
Identification Number and Certification**

Give form to the  
requester. Do not  
send to the IRS.

Print or type  
See Specific Instructions on  
page 3.

Name (as shown on your income tax return)  
**Norman Taylor and Associates**  
Business name, if different from above

Check appropriate box: ☐ Individual Sole proprietor ☒ Corporation ☐ Partnership ☐ Other

☐ Exempt from backup withholding

Address (number, street, apt. no., or suite no.)  
**425 W. Broadway, Suite 220**  
City, state, and ZIP code  
**Glendale, CA 91204**  
List account number(s) here (optional)

Requester's name and address (optional)

**Part I Taxpayer Identification Number (TIN)**

Enter your TIN in the appropriate box. The TIN provided must match the name given on Line 1 to avoid backup withholding. For individuals, this is your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the Part I instructions on page 3. For other entities, it is your employer identification number (EIN). If you do not have a number, see how to get a TIN on page 3. Note: If the account is of more than one owner, use the EIN on page 3 to be provided as an alternate number or enter:

Individual's social security number  
or

**Part II Certification**

Under penalties of perjury, I certify that:

- The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me), and
- I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding, and
- I am a U.S. person (including a U.S. resident alien).

**Certification instructions.** You must check out Box 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For less estate tax purposes, less 2 days not required. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments (other than interest and dividends), you are not required to sign the Certification, but you must provide your correct TIN. (See the instructions on page 4.)

Sign  
Here

Signature of  
U.S. person

*[Signature]*

Date **02/18/2007**

**Purpose of Form**

A person who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) to report, for example, income paid to you, real estate transactions, mortgage interest you paid, acquisition or abandonment of secured property, cancellation of debt, or contributions you made to an IRA.

**U.S. person.** Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN to the person requesting it (the requester) and, when applicable, to:

- Certify that the TIN you are giving is correct (or you are waiting for a number to be issued).
  - Certify that you are not subject to backup withholding, or
  - Claim exemption from backup withholding if you are a U.S. exempt payee.
- In 3 above, if applicable, you are also certifying that as a U.S. person, your allocable share of any partnership income from a U.S. trade or business is not subject to the withholding tax on foreign partners' share of effectively connected income.

**Note.** If a requester gives you a form other than Form W-9 to request your TIN, you must use the requester's form if it is substantially similar to this Form W-9.

For federal tax purposes, you are considered a partner if you are:

- An individual who is a citizen or resident of the United States,
- A partnership, corporation, company, or association created or organized in the United States or under the laws of the United States, or
- Any estate (other than a foreign estate) or trust. See Regulations sections 301.7701-6(a) and 7701-6(c) for additional information.

**Special rules for partnerships.** Partnerships that conduct a trade or business in the United States are generally required to pay a withholding tax on any foreign partner's share of income from such business. Further, in certain cases where a Form W-9 has not been received, a partnership is required to presume that a partner is a foreign person, and pay the withholding tax. Therefore, if you are a U.S. person that is a partner in a partnership conducting a trade or business in the United States, provide Form W-9 to the partnership to establish your U.S. status and avoid withholding on your share of partnership income.

The person who gives Form W-9 to the partnership for purposes of establishing its U.S. status and avoiding withholding on its allocable share of net income from the partnership conducting a trade or business in the United States is in the following cases:

- The partnership is a disregarded entity and not the entity,

Form W-9 (Rev. 1/01)



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

**FAX COVER SHEET**

**COURTESY  
POINTIAC BUICK GMC  
1857 EDWARDS LAKE RD.  
BIRMINGHAM, AL. 35235  
PHONE: 205-836-2000  
FAX: 205-228-8105**

**DATE:** 3-9-11

**TO:** Stacy **FAX #:** \_\_\_\_\_

**FROM:** Vernon Coops

**SUBJECT:** Chrome Door Handle peeling  
file # 71-925864323

**NUMBER OF PAGES:** 3 **INCLUDING COVERSHEET**



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

Customer: 57073

VIN:3GNFC16007G

2007 CHEV C1500 SUBU

Miles-In: 64244 Out: 64244

Delivered: 06/30/2010

BIRMINGHAM AL

Home: [REDACTED] Work: N/A  
Advisor: 001014-WILLIAM RITTENHOUSE

Hat: Date In: 03/09/2011

OP	Acct	Tech	Hours	Complaint/Cause/Correction	Per Unit	Extended Price
[ WARRANTY ]						
A	SFW	000106		CUSTOMER STATES CHROME ON INSIDE DOOR HANDLES PEELING GM GOODWILL OK PER STACY 71-925864323 REPLACED ALL 4 INSIDE DOOR HANDLES PO:		
		2	88880051	HANDLE KI 16.346		
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 responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees

permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on 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 disclaims 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 disclaimer 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.

03/09/2011  
16:26COURTESY BUICK GMC TRUCK INC  
WARRANTY REPAIR RECAP for 2007 CHEV C1500 SUBUACSS\_PS  
Page: 1VIN: 3GNFC16007G [REDACTED] RO #: 135088 OP: A  
DELIVERY DATE: 06/30/2010 MILEAGE: 64244HAT #: PROMISE DATE: 03/09/2011 Stock#  
CUSTOMER: [REDACTED]BIRMINGHAM AL [REDACTED]  
Home: [REDACTED] 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  
TECHNICIAN: 4221 CAUDLE, CHARLES  
LABOR HOURS: 0.9 LABOR CHARGE: 77.23PO #/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

**To:** Rosemary Campesi **Fax:** 205-228-8065

**From:** Stacy Amstutz **Date:** March 12

**Customer Name** Sally Bussman / 71-925864323 **Pages:** 2  
**& SR #**

## 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 on.

VIN: 3gnfc16007g

64 244

Dealer Name: Courtesy Pontiac

Dealer Contact: Rosemary Campesi  
-2000 x146

Dealer Phone: (205) 836

228-8065

Dealer BAC: 130684

Dealer Fax: 205 135088

Dealer E-Mail Address: 3/9/2011

Job Card Number: 242

Job Card Close Date: 3/9/2011

Labor Op. Code:

PS105-6111 Peeling chrome on door handles cut customer's fingers

Cause: peeling chrome on interior door handles

Correction: replace door handles

Approved: Joe G

Entered By: Joe G

Date Entered: 3/12/11

.....

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

July 29, 2011

[REDACTED]  
Florissant, MO [REDACTED]

Dear [REDACTED]

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

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

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

Sincerely,

Chevrolet Customer Assistance Center  
Service Request Number: 71-927378995



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:

[REDACTED]  
Siebel Request: 71-927389809  
2007 Chevrolet Suburban  
VIN # 1GNFK163173 [REDACTED]

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: [REDACTED]  
Siebel Request: 71-927389809  
2007 Chevrolet Suburban  
VIN # 1GNFK16317J [REDACTED]

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, print 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 INFORMATION**

Titled owner: [REDACTED]		
Mailing address: [REDACTED]		
City: LA CANADA	State: CA	Zip code: [REDACTED]
Day phone: [REDACTED]	Evening phone: [REDACTED]	Cell phone:
Fax:	E-mail address: [REDACTED]	

**SECTION 2: VEHICLE INFORMATION**

Make: Chevrolet	Model: Suburban	Year: 2007	Current mileage: 89906
Name(s) that appears on the vehicle title: [REDACTED]			
<b>Selling</b> dealer/city/state: LITHIA CHEVROLET OF REDDING, REDDING, CA			
<b>Primary Servicing</b> dealer/city/state: ALLEN GWYNN CHEVROLET,			
Acquired as <input checked="" type="checkbox"/> new <input type="checkbox"/> used <input type="checkbox"/> demo <input type="checkbox"/> leased		Is the vehicle in your possession? <input checked="" type="checkbox"/> yes <input type="checkbox"/> no	
Purchase/lease date: 07/26/06		Mileage at purchase/lease:	
First repair attempt date: 09/06/06		First repair attempt mileage: 2457	
How often is the vehicle used for business purposes (percentage): 0 %		Number of vehicles registered in California by vehicle owner/lessee:	Transmission type: <input checked="" type="checkbox"/> Automatic <input type="checkbox"/> Manual
Has the vehicle been in an accident/had body damage? <input type="checkbox"/> yes <input checked="" type="checkbox"/> no			Date of accident:
Description of damage:			

**SECTION 3: DESIRED OUTCOME (Describe what you want done to resolve your concern)**

Would like refund or replacement of vehicle
---

Please complete the missing information in the box below and on page 2.

<b>VEHICLE IDENTIFICATION NUMBER</b> 1GNFK16317J [REDACTED]	
<b>Lienholder/Leasing Company</b> _____	<b>Phone Number</b> _____



**SECTION 4: VEHICLE PROBLEMS (List primary problem first)**

Problem	Servicing dealer(s)	# of repair attempts	List the date, mileage, and days out of service for each repair attempt	Does the problem exist now?
<b>Example:</b>				
<b>A/C won't cool properly</b>	<b>Any Dealer, Inc.</b>	<b>2</b>	<b>4/23/06 3,500 miles 5 days 6/10/07 12,700 miles 1 day</b>	<b>yes</b>
Engine oil consumption engine oil leak		6		yes
Engine idles rough		1		no
DVD player goes on and off		2		no
Chrome peeling on inside door handles		2		no

**Total days out of service for all problems:** \_\_\_\_\_

Signature of Titled Owner(s) \_\_\_\_\_ Date \_\_\_\_\_

I am submitting this dispute for resolution in the BBB AUTO LINE program, and I agree to arbitrate the dispute under the BBB AUTO LINE Arbitration Rules.

**Please mail or fax this completed form with copies 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:

**All Fields Are Required**

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

SR: 71-927389809

By: BRC ADR

GM Legal File / BBB Case No.: CHV1114771

Negotiator: Jay Labrado

Customer Last Name: Kilagbhan

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

Vehicle ID No.:

In Service Date:

State: CA

Vehicle Purchased: BAC Code:  
114543

Vehicle Purchased Used on: NA

Year, Make & Model:

1GNFK16317J [REDACTED]

Current Mileage: 8996

Dealer Name : Allen Gwynn Chevrolet,  
Inc.

CAM Name: Miklos (Mick) Gonzalez

Phone Number: 805-373-8417

Sale Type: Purchase   Lease ☐   Other ☐ : {Type}

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

Phone Number : Na

Fax Number : NA

Service Manager Name: mark Toohey

Phone Number :

Dlr fax? 8182402878

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

NA

Are there **additional** 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, tech 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 ☒ in this box to verify that the following listing has been compared to GMVIS for accuracy.**

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

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

#### ☐ Brakes

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
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#### ☐ Engine/Fuel/Exhaust

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
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05.15.08	306567	1	35344	C/S that at idle in gear at a stop. Engine idles rough/Misfire on <input type="checkbox"/> 5 cylinder---Replace 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 consumption---removed 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 low---topped 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 covers---on 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 covers---installed updated valve covers, topped off oil---Customer to return in 1000 miles to check oil consumption.
01.04.10	331627	25?	68513	Perform Oil consumption test/repared 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 <input type="checkbox"/> 5 & <input type="checkbox"/> 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 area---added 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

#### ☐ Restraints

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

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

#### ☐ Transmission

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 flywheel.---Replaced the flywheel, rechecked and is working as design.
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#### ☐ Axle

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
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☐ Body/Trim

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
05.15.08	306567	1	35344	C/S that driver's door interior handle is peeling leaving sharp edges/Interior door handle peeling---replace interior drivers door handle

☐ Chassis

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

☐ Electrical

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
09.06.06	278273	1	2457	C/S reports read DVD is not working well goes on/off while driving--- Special order part, DVD unit
10.13.06	280013	1	4047	C/S read dvd is not working well, goes on/off while driving PIN □15294214///due to internal failure.---replace 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-BC---Replaced battery.
02.01.10	332699	1	69253	C/S there is a ticking noise coming from the engine area/found noise coming from starter shield---realigned the shield to correct noise.

☐ Glass

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

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

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

☐ Suspension

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

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

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

Job 2

Service update. Remote keyless inop/batt low-GMT900 Only\*EXP w/Base war\*-Performed software update per recall

11.17.08 314126 1 43567

Heated windshield washer module short circuit-add wire harness---replace wiring harness as per recall

☐ Other

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
10.25.06	280547	1	4566	Installed customer supplied mirror.---install customer supplied mirrors. Paid 47.50
03.02.10	33906	1	70429	Replace both belts/replaced serpentine and ac belt

**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)?

{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 SRs 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 Required?

{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}

## **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:**

{TEXT}

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

{TEXT}

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

{TEXT}

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

{TEXT}

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

{TEXT}

### **Recommendation:**

{TEXT}

### **Rationale:**

{TEXT}

### **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.**

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

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

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

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

**\*Add additional lines for additional offers/counter offers.**

<b>Recommendation of CRS:</b>	<b>Arbitrate case:</b> <input type="text"/>	<b>Settle case:</b> <input type="text"/>
<b>Settlement Type:</b> {GW/Repurchase/Repair}		<b>Attorney Fees (if applicable):</b> <input type="checkbox"/> {Amount}
<b>Recommendation of Field:</b>	<b>Arbitrate case:</b> <input type="text"/>	<b>Settle case:</b> <input type="text"/>
<b>Settlement Type:</b> {GW/Repurchase/Repair}		<b>Attorney Fees (if applicable):</b> <input type="checkbox"/> {Amount}
<b>Final Decision:</b>	<b>Arbitrate case:</b> <input type="text"/>	<b>Settle case:</b> <input type="text"/>
<b>Settlement Type:</b> {GW/Repurchase Repair}		<b>Attorney Fees (if applicable):</b> <input type="checkbox"/> {Amount}

**TEAM LEAD APPROVING:**

{Name}

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

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



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

# IMPORTANT: READ THESE DIRECTIONS BEFORE COMPLETING THE APPLICATION

Check  
Appropriate  
Box

- a. ☐ 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 of another person as the basis for repayment of the credit requested, complete Sections 1 and 3.
- b. ☐ If you are married and live in a community property state, complete all Sections including Section 2 providing information about your spouse.
- c. ☐ 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.

## Section 1. Information regarding Applicant:

LENDER NAME		DEALERSHIP NAME	
Lithia Chevrolet of Redding			
LAST NAME (PRINT)	INITIAL	BIRTH	DRIVER'S LIC. NO.
	M		
ADDRESS	CITY	STATE	ZIP
	La Canada Flintridge	CA	
LEASE BILLING ADDRESS (IF DIFFERENT)	CITY	COUNTY	STATE
			ZIP
PREVIOUS ADDRESS	CITY	COUNTY	STATE
			ZIP
OCCUPATION OR RANK	EMPLOYER	HOW LONG?	PHONE
Office Manager	Los Angeles Orthopedic Center	6 YRS. 6 MOS.	(213) 482-2992
EMPLOYER'S ADDRESS	CITY	STATE	ZIP
1245 Wilshire Blvd. Suite 200	Los Angeles	CA	90017
PREVIOUS EMPLOYER	ADDRESS	CITY	STATE
			ZIP
NEAREST RELATIVE NOT LIVING WITH ME	ADDRESS	CITY	STATE
	Fisher Lane	Shingletown	CA
			RELATIONSHIP
			Mother

## Graduate/Professional

Source(s) of other income: alimony, child support or separate maintenance income need not be revealed if I do not wish to have it considered as a basis for repaying this obligation.	Source(s)	Applicant's gross monthly income from employment	\$ 4166
		Amount of additional monthly income	\$
		TOTAL GROSS MONTHLY INCOME	\$ 4166

## Section 2. Information regarding Spouse or Co-Applicant (Use separate sheet if necessary):

LAST NAME (PRINT)	INITIAL	BIRTH	DRIVER'S LIC. NO.
ADDRESS	CITY	STATE	ZIP
	La Canada Flintridge	CA	
PREVIOUS ADDRESS	CITY	STATE	ZIP
OCCUPATION OR RANK	EMPLOYER	HOW LONG?	PHONE
Orthopedic Surgeon	Los Angeles Orthopedic Center	6 YRS. 6 MOS.	(213) 482-2992
EMPLOYER'S ADDRESS	CITY	STATE	ZIP
1245 Wilshire Blvd. Suite 200	Los Angeles	CA	90017
PREVIOUS EMPLOYER	ADDRESS	CITY	STATE
			ZIP
NEAREST RELATIVE NOT LIVING WITH ME	ADDRESS	CITY	STATE
		Lacrescenta	CA
			RELATIONSHIP
			Father

Source(s) of other income: alimony, child support or separate maintenance income need not be revealed if I do not wish to have it considered as a basis for repaying this obligation.	Source(s)	Joint Applicant or other party's gross monthly income from employment	\$ 50000
		Amount of additional monthly income	\$
		TOTAL GROSS MONTHLY INCOME	\$ 50000

## Section 3. Asset and Debt Information:

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 information with an "A" if Section 2 was not completed; (Only give information about the Applicant in this Section).

OWN/RENT/OTHER	LANDLORD OR MORTGAGE HOLDER
Own	Wells Fargo
	CITY
	STATE
	ZIP
	PHONE
	RENT/MORTGAGE PYMT.
	\$ 8000
	2ND RENT/MORTGAGE PYMT.
	\$ 6000

Please provide any additional credit information not listed on your credit report you would like considered as a part of this Credit Application.

TYPE OF CREDIT	NAME OF COMPANY	NAME IN WHICH ACCOUNT IS CARRIED	BALANCE	HIGH	MO. PYMTS. OR DATE CLOSED
			\$	\$	\$
			\$	\$	\$

LAST VEHICLE PURCHASED (MAKE, MODEL, YEAR)

FINANCED BY

BANK REFERENCE	BRANCH ADDRESS	CITY	STATE	ZIP	CHECKING / SAVINGS
Wells Fargo		LaCanada	CA	91011	Checking
HAVE YOU EVER HAD ANY PROPERTY REPOSSESSED?	DO YOU HAVE ANY SUITS PENDING AGAINST YOU?	HAVE YOU FILED BANKRUPTCY IN THE LAST 10 YEARS?			
no	no	no			

MINIMUM PHYSICAL 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 TO VERIFY CREDIT AND EMPLOYMENT HISTORY AS STATED ABOVE AND TO ANSWER QUESTIONS ABOUT CREDIT EXPERIENCE WITH ME. IF THIS APPLICATION IS MADE PURSUANT TO ANY CREDIT PROGRAM FOR ATTENDEES AND/OR GRADUATES OF SCHOOLS OR EDUCATIONAL INSTITUTIONS, THEN PROSPECTIVE CREDITORS MAY VERIFY MY ELIGIBILITY FOR SUCH PROGRAMS, INCLUDING BY INQUIRY TO MY SCHOOL(S) OR EDUCATIONAL INSTITUTION(S). INSURANCE RELATED TO THE CREDIT FOR WHICH I AM APPLYING MAY BE PURCHASED FROM AN INSURER OR AGENT OF MY CHOICE WHO MEETS PROSPECTIVE CREDITOR STANDARDS. IN CONNECTION WITH THIS APPLICATION FOR CREDIT, PROSPECTIVE CREDITORS MAY REQUEST A CONSUMER (CREDIT) REPORT. ON MY REQUEST, PROSPECTIVE CREDITORS WILL ADVISE ME IF THE REPORT WAS ACTUALLY ORDERED AND IF SO, THE NAME AND ADDRESS OF THE AGENCY THAT FURNISHED THE REPORT. PROSPECTIVE CREDITORS MAY ORDER SUBSEQUENT CONSUMER (CREDIT) REPORTS.

I AUTHORIZE PROSPECTIVE 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.

APPLICANT SIGNATURE

X

7/26/2006

DATE

I INTEND TO APPLY FOR JOINT CREDIT

INITIALS

CO-APPLICANT SIGNATURE

X

7/26/2006

DATE

CO-APPLICANT'S SIGNATURE MEANS APPLICANT INTENDS TO APPLY FOR JOINT CREDIT

7/26/2006 1:05:40PM



Buyer: [REDACTED] Phone: [REDACTED] Deal # 28824  
 Address: [REDACTED] City: LA CANADA St: CA Zip: [REDACTED]

I agree that there were no verbal or implied promises made to me other than those which I have received in writing as part of this transaction. I understand that there is no "Right of Rescission" on the purchase or lease of this automobile.

Buyer Co-Buyer

Initials Initials

This transaction includes estimated tax amounts of \$ 2066.24 figured at 8.25000% and estimated DMV Fees of \$ 379.00. Should the actual tax amounts or DMV Fees be more than represented in this transaction, I agree to pay the difference within five (5) days of notification of the additional amount due. If the actual tax and/or DMV amounts are lower than represented, a credit will be issued.

Initials Initials

I hereby represent and warrant that the vehicle(s) which I am trading in as part of my transaction is: Year 2000, Make CHEVROLET, Model SUBURBAN, and the vehicle(s) has not had major collision damage; it is not a rebuilt, reconstructed, salvage, flood damage, emission or safety altered vehicle. In the event it is determined that this vehicle(s) is a different year, make, model or different in any way other than represented herein, I agree to pay an amount of money equal to the difference in value of the vehicle(s) as listed herein, including reasonable legal fees and reconditioning costs.

Initials Initials

In this transaction the payoff(s) on my trade-in(s) was figured at \$ N/A. Should the actual payoff(s) be more than represented in this transaction, I agree to pay the difference within five (5) days of notification of the additional amount due. If the actual payoff(s) is lower than represented in this transaction, a credit will be issued. I will also provide all necessary documents to remove any other registered owners. If I have represented my trade-in(s) to be free and clear, I agree to provide clear title to same immediately. In the event I cannot provide a clear title, I agree to replace the trade-in allowance with cash within five (5) days from the transaction date.

Initials Initials

I agree to furnish seller any documentation necessary to verify information contained in the credit application of buyer(s). I acknowledge that it may take a few days for seller to verify the credit of buyer(s) and assign the retail installment contract / lease agreement. In consideration of seller agreeing to deliver the vehicle, buyer agrees that if seller is unable to assign the retail installment contract / lease agreement to any one of the financial institutions with whom seller regularly does business pursuant to terms of assignment acceptable to seller, seller may elect to rescind the retail installment contract / lease agreement. In the event seller elects to rescind the retail installment contract / lease agreement, I will return the vehicle to seller immediately upon their request.

Initials Initials

I have been informed of the benefits of credit life and disability insurance. I understand that eligibility of the benefit for credit insurance and disability insurance is at the time of indebtedness only. In addition, the seller has presented and explained the benefits of the service contract programs, gap programs and accessory products for which I may be eligible. I understand these programs are provided as a customer service and are not required by the seller or the lender.

Initials Initials

I understand that I may obtain my own financing. I also understand the annual percentage rate or lease money factor (APR/LMF) may be negotiated with the seller and that the seller may retain a portion of the finance charge or receive other compensation for arranging my financing.

Initials Initials

COMPRENDO QUE EL VENDEDOR ME PROVEERÁ, SI YO LO SOLICITO DOCUMENTOS ESCRITOS EN ESPAÑOL CONTENIENDO LOS TÉRMINOS Y CONDICIONES DE ÉSTA VENTA.

I understand the seller, at my request, will provide me with documents written in Spanish containing the terms and conditions of this sale and that I have received a copy of this document.

26 JUL 2006

26 JUL 2006

Buyer (FIRMA DEL COMPRADOR)

Date

Co-Buyer (FIRMA DEL COMPRADOR), CURT

Date

Seller

By Dealership Representative

## GM CUSTOMER INCENTIVE AND ONSTAR ACKNOWLEDGMENT



28024 73203552 GMAR3

(excludes Saturn)

CUSTOMER NAME: KATHLEEN MARIE KILGORE

VIN: 1 / G / N / F / K / 1 / 5 / J / 1 / 7 / J /

## 1. Customer Incentive

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

## RETAIL INSTALLMENT SALE CONTRACT - SIMPLE INTEREST FINANCE CHARGE

Dealer Number **35077** Contract Number \_\_\_\_\_ R.O.S. Number \_\_\_\_\_ Stock Number **73203552**

Buyer (and Co-Buyer) Name and Address (Including County and Zip Code)	Creditor - Seller (Name and Address)
<b>LA CANADA, CA</b>	<b>LITHIA CHEVROLET OF REDDING</b>
	<b>200 EAST CYPRESS AVENUE</b>
	<b>REDDING, CA 96002</b>

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

New Used	Year	Make and Model	Odometer	Vehicle Identification Number	Primary Use For Which Purchased
NEW	2007	CHEVROLET SUBURBAN	165	16NFK15317J	<input checked="" type="checkbox"/> personal, family or household <input type="checkbox"/> business or commercial

## FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE	FINANCE CHARGE	Amount Financed	Total of Payments	Total Sale Price
The cost of your credit as a yearly rate.	The dollar amount the credit will cost you.	The amount of credit provided to you or on your behalf.	The amount you will have paid after you have made all payments as scheduled.	The total cost of your purchase on credit, including your down payment of
7.00 %	\$ 6843.83 (e)	\$ 35776.57	\$ 42620.40 (e)	\$ 17965.76 (e)
(e) means an estimate				

## YOUR PAYMENT SCHEDULE WILL BE:

Number of Payments:	Amount of Payments:	When Payments Are Due:
One Payment of	N/A	N/A
One Payment of	N/A	N/A
59 Payments	710.34	Monthly, Beginning 07/12/2006
N/A Payments	N/A	Monthly, Beginning
One Final Payment	710.34	08/12/2011

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

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

Additional Information: See this contract for more information including information about nonpayment, default, any required repayment in full before the scheduled date, minimum finance charges, and security interest.

## ITEMIZATION OF THE AMOUNT FINANCED

## 1. Total Cash Price

- A. Cash Price of Motor Vehicle and Accessories \$ **49243.30** (A)
1. Cash Price Vehicle \$ **49128.30**
2. Cash Price Accessories \$ **115.00**
3. Other (Nontaxable) \$ **N/A**
- Describe **N/A** \$ **N/A**
- Describe **N/A** \$ **N/A**
- B. Document Preparation Fee (not a governmental fee) \$ **45.00** (B)
- C. Smog Fee Paid to Seller \$ **N/A** (C)
- D. Theft Deterrent Device \$ **N/A** (D)
- E. Theft Deterrent Device \$ **N/A** (E)
- F. Surface Protection Product \$ **N/A** (F)
- G. Surface Protection Product \$ **N/A** (G)
- H. Sales Tax (on taxable items in A through G) \$ **4866.28** (H)
- I. Optional DMV Electronic Filing Fee\* \$ **N/A** (I)
- J. (Optional) Service Contract (to whom paid)\* \$ **N/A** (J)
- K. (Optional) Service Contract (to whom paid)\* \$ **N/A** (K)
- L. Prior Credit or Lease Balance paid by Seller to \$ **N/A** (L)
- (see downpayment and trade-in calculation)
- M. (Optional) Gap Contract (to whom paid)\* \$ **N/A** (M)
- N. (Optional) Used Vehicle Contract Cancellation Option Agreement \$ **N/A** (N)
- O. Other (to whom paid)\* \$ **N/A** (O)
- For \$ **53354.58** (1)

## 2. Amounts Paid to Public Officials

- A. License Fees \$ **379.00** (A)
- B. Registration/Transfer/Titling Fees \$ **N/A** (B)
- C. California Tire Fees\* \$ **8.75** (C)
- D. Other \$ **N/A** (D)
- E. Other \$ **N/A** (E)
- Total Official Fees (A through E) \$ **387.75** (2)

## 3. Amount Paid to Insurance Companies

(Total premiums from Statement of Insurance column a + b)\* \$ **N/A** (3)

## 4. Smog Certification or Exemption Fee Paid to State

\$ **N/A** (4)

## 5. Subtotal (1 through 4)

\$ **53742.33** (5)

## 6. Total Downpayment

- A. Agreed Trade-In Value Yr **2006** Make **CHEV** \$ **9000.00** (A)
- Model **SUBU** Odome **104175**
- VIN **3GNFK16T5Y6**
- B. Less Prior Credit or Lease Balance \$ **N/A** (B)
- C. Net Trade-In (A less B) (indicate if a negative number) \$ **9000.00** (C)
- D. Deferred Downpayment \$ **N/A** (D)
- E. Manufacturer's Rebate \$ **3965.76** (E)
- F. Other \$ **N/A** (F)
- G. Cash \$ **5000.00** (G)
- Total Downpayment (C through G) \$ **17965.76** (6)
- (If negative, enter zero on line 6 and enter the amount less than zero as a positive number on line 1L above) \$ **35776.57** (7)

## 7. Amount Financed (5 less 6)

\$ **35776.57** (7)

\*Seller may keep part of these amounts.

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

Proceeds of Loan From: **N/A**

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

Total \$ **N/A** Payable in **N/A**

Installments of \$ **N/A** \$ **N/A**

from this Loan is shown in item 6D.

SELLER'S RIGHT TO CANCEL. If Buyer and Co-Buyer sign here, the provisions of the Seller's Right to Cancel section on the back of this contract shall apply. If Seller is unable to assign this contract to a financial institution will apply.

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

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

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

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

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

THE BUYER SHALL SIGN TO ACKNOWLEDGE THAT HE/SHE UNDERSTANDS THESE PUBLIC LIABILITY TERMS AND CONDITIONS.

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

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

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

Buyer Signature X \_\_\_\_\_ 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 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.

YOU AGREE TO THE TERMS OF THIS CONTRACT. YOU CONFIRM THAT BEFORE YOU SIGNED THIS CONTRACT, WE GAVE IT TO YOU, AND YOU WERE FREE TO TAKE IT AND REVIEW IT. YOU CONFIRM THAT YOU RECEIVED A COMPLETELY FILLED-IN COPY WHEN YOU SIGNED IT.

Buyer Signature \_\_\_\_\_ Date **07/29/2006** Co-Buyer Signature X \_\_\_\_\_ Date **07/29/2006**

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

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

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

Guarantor waives notice of acceptance of this Guaranty, notice of the Buyer's non-payment, non-performance, and default; and notices of the amount owing at any time, and of any demands upon the Buyer.

Guarantor X \_\_\_\_\_ Date \_\_\_\_\_ Guarantor X \_\_\_\_\_ Date \_\_\_\_\_

Address \_\_\_\_\_ Address \_\_\_\_\_

Seller Signs **LITHIA CHEVROLET OF REDDING** Date **07/29/06** By X \_\_\_\_\_ Title **MSR.**



## 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

Consumer Cash  
INDIVIDUAL

Vehicle Financing  
INDIVIDUAL

Smart Lease  
INDIVIDUAL

Smart Buy  
INDIVIDUAL

Combo  
INDIVIDUAL

## Delivery Destination

Region: WESTERN  
State: CA  
Zip: 91011

DMA: LOS ANGELES, CA  
County: LOS ANGELES

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
<input checked="" type="checkbox"/> GM WESTERN REGION 2007/2006 RETAIL CONSUMER CASH/APR/DEALER CASH INCENTIVES	7/19/2006	9/5/2006		06-31A-34	0	CWE
<input type="checkbox"/> GM WESTERN REGION 2007/2006 RETAIL CONSUMER CASH/APR/DEALER CASH INCENTIVES	7/19/2006	9/5/2006		06-31A-34	1000	DWE
<input checked="" type="checkbox"/> GENERAL MOTORS BONUS CASH PROGRAM	7/21/2006	9/5/2006		06-31ADB	2000	BDV
<input type="checkbox"/> GM TEXAS & SOUTHWESTERN CATTLE RAISERS ASSOCIATION PRIVATE OFFER	6/6/2006	1/3/2007		06-31CV	500	PDT
<input type="checkbox"/> GM PLUMBING, HEATING & COOLING CONTRACTORS ASSOCIATION PRIVATE OFFER	6/6/2006	1/3/2007		06-31CT	500	PME
<input type="checkbox"/> GM SERVICE ROUNDTABLE ASSOCIATION PRIVATE OFFER	6/6/2006	1/3/2007		06-31CS	500	PMD
<input type="checkbox"/> GM NATIONAL ASSOCIATION OF HOME BUILDERS PRIVATE OFFER	4/17/2006	1/3/2007		06-31CH-1	500	PNJ
<input type="checkbox"/> GM MILITARY PURCHASE PROGRAM	4/17/2006	9/30/2006		06-31C-3	500	MPP
<input type="checkbox"/> 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
<input type="checkbox"/> CORPORATE PROGRAM: 2006 MY GM IN THE DRIVEWAY PROGRAM	4/17/2006	9/30/2006		06-13-1		GID
<input type="checkbox"/> CORPORATE PROGRAM: 2006 MY GM EXTENDED FAMILY CARD PROGRAM	4/17/2006	9/30/2006		06-05C-1		UDF
<input type="checkbox"/> CORPORATE PROGRAM: 2006 MY GM BUSINESS CARD PROGRAM	4/17/2006	9/30/2006		06-05B-1		UDB
<input type="checkbox"/> Q3 COMPETITIVE LEASE DIRECT MAIL PROGRAM	7/6/2006	9/5/2006		06-31CW		DAQ
<input type="checkbox"/> CORPORATE PROGRAM: 2006 MY GM CARD (BLUE/GOLD) PROGRAM	10/1/2005	9/30/2006		06-05		UDE
<input type="checkbox"/> CORPORATE PROGRAM: 2006 GM CUSTOMER APPRECIATION CERTIFICATE PROGRAM	5/2/2006	9/30/2006		06-14-1		VHC
<input type="checkbox"/> CORPORATE PROGRAM 2006 MY GM MOBILITY ADAPTIVE EQUIPMENT PROGRAM	4/17/2006	9/30/2006		06-07-2		MOB/MOC
<input type="checkbox"/> CORPORATE PROGRAM: 2006 MY GM CUSTOMER ASSISTANCE CENTER GOODWILL CERTIFICATE PROCESS	10/1/2005	9/30/2006		06-03		LCP

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
② Incentive Code	UDE
Authorization Amount	\$1965.76
Authorization Date	07/28/2006
Authorization Time	01:45:48PM

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**Vehicle Information**

Vehicle Identification Number (VIN)	1GNFK16317J
Vehicle Division Code	13
Make	CHEVROLET
Model	SUBURBAN
Year	2007

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**Dealer Information**

Dealership Name	LITHIA CHEVROLET OF REDDING
Dealer Representative	BILL DAWSON
Dealer Code	06475

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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).

2007 SUBURBAN 4WD 1/2 TON LT  
 16U GRAYSTONE METALLIC /V8G  
 193 E80NY  
 ORDER NO: KDZ/H2/TDC STOCK NO.  
 VIN 1GNFK16117J  
 CHEVROLET MOTOR DIVISION  
 GENERAL MOTORS CORPORATION  
 100 RENAISSANCE CENTER  
 DETROIT MI 48243-1114  
 VEHICLE INVOICE 1AD90576834  
 \*\*\*\*\*13\*06514S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
CK10906 SUBURBAN 4WD 1/2 TON LT	39860.00	36471.90	INVOICE 06/27/06
AS3 3-PASSENGER, 3RD ROW SEAT	100.00	83.00	SHIPPED 06/27/06
CF5 POWER SLIDING SUNROOF	995.00	825.85	EXP I/T 07/12/06
C6C GVW RATING-7400 LB	N/C	N/C	INT COM 07/12/06
GT5 REAR AXLE - 4.10 RATIO	100.00	83.00	PRC EFF 06/27/06
KNP HD AUX TRANS. COOLING SYSTEM	95.00	78.85	KEYS XXXXX XXXXX
LC9 VORTEC 5300 V8 SFI FLEX-FUEL	N/C	N/C	WFF-3 QTR OPT 1
M30 4-SPD AUTOMATIC TRANSMISSION	N/C	N/C	BANK: GMAC - 0.1
UVB NAVIGATION RADIO W/CD/DVD/MP3	2250.00	867.50	CHG-TO 06-5/4
REPLACES 6-DISC CD CHANGER)			
UVC REAR VIEW CAMERA SYSTEM	250.00	207.50	SHIP WT: 5869
U42 REAR SEAT ENTERTAINMENT SYSTEM	1295.00	1074.85	HP: 45.7
V1K LUGGAGE RACK - CROSS BARS	45.00	37.35	GVWR: 7400
YF5 50-STATE EMISSIONS	N/C	N/C	GAWR.FT: 3600
1LZ SUBURBAN LTZ EQUIPMENT GROUP:	7915.00	5569.45	GAWR.RR: 4200
* FRONT LEATHER APPOINTED SEATS			GMS: 46687 10
* DRIVER SIDE SEAT W/12-WAY POWER, HEAT & MEMORY			SUPPLR: 48784 64
* PASSENGER SIDE SEAT W/12-WAY POWER & HEAT			MRM: 53805 00
* 2ND ROW LEATHER APPOINTED SEATS			NTR: 1/2
* 2ND ROW HEATED SEATS			DAN: LINU
* 2ND ROW SEAT POWER RELEASE			MEMO 2570.15
* 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 \*\*

OPIE'S CHEVROLET AND BUICK

2007 SUBURB

7/26/2006

16U GRAYSTONE METALLIC /V8G GENERAL MOTORS CORPORATIO  
193 EBONY 100 RENAISSANCE CENTER  
ORDER NO. KDZZ42/TDC STOCK NO. DETROIT MI 48243-11 4  
VIN 1GNFK16317J VEHICLE INVOICE 1AD905768 4  
\*\*\*\*\*13\*0652 S  
MODEL & FACTORY OPTIONS MSRP INV AMT RETAIL - STOCK  
\*\* CONTINUED FROM PAGE 1 \*\*

TOTAL MODEL & OPTIONS	52905.00	47299.25	ACT 237	46612.0
DESTINATION CHARGE	900.00	900.00	H/B 261	1587.5
DEALER CO-OP ADVERTISING		529.05	ADV 261	529.15

TOTAL	53805.00	48728.30	PAY 310	48728.0
MEMO: TOTAL LESS HOLDBACK AND				
APPROX WHOLESALE FINANCE CREDIT		45543.25		

\*\*\*\*\*  
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.

OPRE'S CHEVROLET AND BUICK

REMIT TO GMAC NO. 021  
VIN 1GNFK16317J  
\$ 48728.30 INV 1AD90576884

# VEHICLE INSPECTION REPORT

Sales Rep: **Morton, Cynthia** Customer: [REDACTED] Date: **7/26/2006**  
 Yr: **2000** Make: **Chevrolet** Model: **Suburban** Model Package: **LT** Body: **SW**  
 Miles: **184000** (04175) Over Mech. Limits \_\_\_\_\_ Miles Unknown: \_\_\_\_\_ Color: **DR Gray Silver**  
 VIN#: **3 G N F K 1 6 T 5 Y G** [REDACTED] Registration Match: **1**  
 License: **4** [REDACTED] St: **CA** Tags Expiration: Month: **1** Year: **07** Canadian Vehicle \_\_\_\_\_

Title/Reg. Info: (if applicable) Salvage: \_\_\_\_\_ Reconstructed: \_\_\_\_\_ Lemon Law: \_\_\_\_\_ Collision Damage: \_\_\_\_\_ Flood Damage: \_\_\_\_\_  
 Book Type Used: Kelly: \_\_\_\_\_ Nada: \_\_\_\_\_ Other: \_\_\_\_\_ Book Month \_\_\_\_\_ Manheim \_\_\_\_\_ VIN Check (Y or N) \_\_\_\_\_

## Vehicle Description

## Estimated Recon

## Equipment

### Minium Prep & Detail

\$ **750**

### Mechanical

\$ **500**

*OK very unsafe brakes  
Loose steering*

### Body

\$ **300**

*door ding in drivers side  
Front pass 1/4 panel scraped  
pass back door scraped  
Scratched pass. Dent back pass*

### Interior

\$ **200**

*Driver seat worn  
passenger seat worn*

### Comments

*very cloudy turn lights  
Drivers door sags*

\$ **200**

Extra Keys ☐ Yes ☐ No Extra Fobs ☐ Yes ☐ No

### Tires

LF% **25%** LR% **25%** RR% **25%** SP% **25%**  
 Spare Tire ☐ Yes ☐ No Matching set of 4 ☐ Yes ☐ No  
 Wear Notations: \_\_\_\_\_ Jack & Tools Included: ☐ Yes ☐ No

### Windshield

### Back Glass

### Side Glass

\$ **300**

### Total Estimated Reconditioning Cost

\$ **2250**

Circle all applicable equipment

- Engine 4 6 8 10 ☒ 8
- Diesel or Gas ☒ Gas
- Trans 4 5 6 ☒ 4
- 4x2 4x4 AWD ☒ 4x4
- Reg -Cab X-Cab Crew-Cab ☒ X-Cab
- Short-Bed Long-Bed ☒ Long-Bed
- 7 8 12 15 Passenger ☒ 12
- Air Conditioning ☒ Rear A/C
- 2nd Sliding Door ☒ 1st Sliding Door
- Power Steering ☒ Power Windows
- Power Locks ☒ Power Lift Gate
- Tilt ☒ Speed Control
- AM/FM Cassette ☒ CD Player
- CD Changer ☒ Premium Sound
- Dual Air Bags ☒ Side Air Bags
- 4 Wheels ABS ☒ Leather
- Power Seat ☒ Dual Power Seat
- Conversion Package ☒ Quad Seats
- 3rd Seat ☒ Base Wholesale Book
- Miles Add/Deduct ☒ Total Wholesale Book
- CarFax Report ☐ Yes ☐ No

- SunRoof ☒ Moon Roof
- Roof Rack ☒ Privacy Glass
- Rear Slider ☒ Stepside
- Running Boards ☒ Shell/Cap
- Hard Tonneau ☒ Bedliner
- Custom Rear Bumper ☒ Grill Guard
- Winch ☒ Dual Tanks
- Tow Hitch / Receiver ☒ Two Tone Paint
- Alloy Wheels ☒ Premium Wheels
- Wide Tires ☒ Off Road Tires
- Oversized Wheels ☒ Dual Rear Wheels
- Anti Theft Device ☒ Spoiler
- Navigation System ☒ DVD/Video System
- Other \_\_\_\_\_

Vehicle Buying: Stock# \_\_\_\_\_ Year \_\_\_\_\_ Make \_\_\_\_\_ Model \_\_\_\_\_

BuyBid (Y/N): \_\_\_\_\_ Who From: \_\_\_\_\_ Phone: \_\_\_\_\_ Amount: \_\_\_\_\_ Good until: \_\_\_\_\_

### Wholesale Book

### Recon

### ACV

### Retail Book

### Retail Price / Promo Price

**13250**

**2250**

**8500**

**18135**

**1**

Equipment / Miles / Registration Verified by: (Name & Signature) \_\_\_\_\_

Appraised by: (Name & Signature) **Dean Naderini**

Date: \_\_\_\_\_



A Public Service Agency

28824 1J2035520301

# APPLICATION FOR REGISTRATION OF NEW VEHICLE

DEF 2L 4

379  
383

16265525

DATE FIRST SOLD AS A NEW VEHICLE (MO./DAY/YR.) 07/26/2006		DATE FIRST OPERATED (MO./DAY/YR.) 7/26/06		NAME/IND	
MAKE CHEVROLET	YEAR MODEL 2007	BODY TYPE UT	MOTIVE POWER 6	NUMBER OF AXLES 2	UNLADEN WEIGHT
VEHICLE IDENTIFICATION NUMBER 1GNFK1631J			M/C ENGINE NUMBER OR ADDITIONAL IDENTIFICATION NUMBER		
FOR CAMP TRAILERS AND TRAILER COACHES LENGTH IN INCHES			WIDTH IN INCHES		COUNTY OF RESIDENCE LOS ANGELES
SOLD TO: PRINT TRUE FULL NAME AS IT APPEARS ON THE DRIVER LICENSE OR ID CARD IN THE ORDER SHOWN BELOW (1) [REDACTED]				EQUIPMENT NUMBER	DRIVER LICENSE/ID CARD NO. [REDACTED]
<input type="checkbox"/> AND <input checked="" type="checkbox"/> OR (2) [REDACTED]				[REDACTED]	
BUSINESS OR RESIDENCE ADDRESS [REDACTED]			APT. NUMBER	CITY LA CANADA	STATE CA
MAILING ADDRESS—IF DIFFERENT FROM ABOVE OR LOCATION (FOR TRAILER COACH/VESSEL) [REDACTED]			APT. NUMBER	CITY	STATE CA
LIENHOLDER OR LEGAL OWNER—PRINT TRUE FULL NAME SCOTT VALLEY BANK					ELECTRONIC LIENHOLDER ID.#
BUSINESS OR RESIDENCE ADDRESS PO. Box 69			APT. NUMBER	CITY YREKA	ELT# CA
LESSEE ADDRESS—REQUIRED WHEN DIFFERENT FROM REGISTERED OWNER ABOVE			APT. NUMBER	CITY	STATE CA

If a passenger vehicle, will it be used for hire or to provide a service of transporting passengers in conjunction with a business?  
☐ Yes ☒ No

APPLICANT'S CERTIFICATION: I certify under penalty of perjury under the laws of the State of California that the foregoing information is true and correct.  
DATE 07/26/2006

CERTIFICATE OF COST—The dealer signing the certification certifies under penalty of perjury under the laws of the State of California that the cost of the vehicle entered in the Certificate of Cost includes the cost of any equipment that is physically attached to the vehicle, plus any trade-in allowances (exclude state or local taxes, insurance and finance charges).

DATE PURCHASED/ACQUIRED

COST

A — Cost of vehicle purchased as a ☒ Complete vehicle ☐ Chassis only ☐ Cab and chassis

B — Cost of trailer coach including all permanently attached items (wall to wall carpeting, factory air conditioning, built-in appliances, etc.).

07/26/2006

49243.30

## ODOMETER DISCLOSURE STATEMENT

Federal and state law requires that you state the mileage upon transfer of ownership. Failure to complete or making a false statement may result in fines and/or imprisonment. The odometer reading is [ ] [ ] [ ] [ ] [ ] [ ] (no tenths) miles and to the best of my knowledge reflects the actual mileage unless one of the following statements is checked.

WARNING — ☐ Is not the actual mileage. ☐ Mileage exceeds the odometer mechanical limits.

I/we certify under penalty of perjury under the laws of the State of California that the information entered on this form is true and correct.

DATE 07/26/2006	PRINT SELLER'S TRUE FULL NAME/COMPANY AGENT LOCHIA CHEVROLET OF REDDI	ADDRESS 200 EAST CYPRESS AVENUE REDDING, CA 96002
DATE 07/26/2006	PRINT BUYER'S TRUE FULL NAME/COMPANY AGENT [REDACTED]	ADDRESS LA CANADA, CA

REG 387 (REV. 7/2005)

— DMV copy —



# RETAIL INSTALLMENT SALE CONTRACT – SIMPLE INTEREST FINANCE CHARGE

Dealer Number **35077** Contract Number \_\_\_\_\_ R.O.S. Number \_\_\_\_\_ Stock Number **7J203552**

Buyer (and Co-Buyer) Name and Address (Including County and Zip Code) <b>LA CANADA CA</b>	Creditor - Seller (Name and Address) <b>LITHIA CHEVROLET OF REDDING</b> <b>200 EAST CYPRESS AVENUE</b> <b>REDDING, CA 96002</b>
--	--

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

New Used	Year	Make and Model	Odometer	Vehicle Identification Number	Primary Use For Which Purchased
NEW	2007	CHEVROLET SUBURBAN	165	1GNFK16317J	<input checked="" type="checkbox"/> personal, family or household <input type="checkbox"/> business or commercial

FEDERAL TRUTH-IN-LENDING DISCLOSURES				
ANNUAL PERCENTAGE RATE	FINANCE CHARGE	Amount Financed	Total of Payments	Total Sale Price
The cost of your credit as a yearly rate	The dollar amount the credit will cost you	The amount of credit provided to you or on your behalf	The amount you will have paid after you have made all payments as scheduled	The total cost of your purchase on credit, including your down payment of
7.00 %	\$ 6043.03 (e)	\$ 35776.57	\$ 42620.40 (e)	\$ 17965.76 is \$ 60586.16 (e)

(e) means an estimate

YOUR PAYMENT SCHEDULE WILL BE:		
Number of Payments	Amount of Payments	When Payments Are Due
One Payment of	N/A	N/A
One Payment of	N/A	N/A
12 Payments	349.34	Monthly, Beginning 09/12/2006
N/A Payments	N/A	Monthly, Beginning
One Final Payment	710.34	08/12/2011

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

ITEMIZATION OF THE AMOUNT FINANCED			
1. Total Cash Price			
A. Cash Price of Motor Vehicle and Accessories		\$ 49243.30	(A)
1. Cash Price Vehicle	\$ 49120.30		
2. Cash Price Accessories	\$ 115.00		
3. Other (Nontaxable)	N/A		
Describe	\$	N/A	
Describe	\$	N/A	
B. Document Preparation Fee (not a governmental fee)	\$ 45.00		(B)
C. Smog Fee Paid to Seller	\$ N/A		(C)
D. Theft Deterrent Device	\$ N/A		(D)
E. Theft Deterrent Device	\$ N/A		(E)
F. Surface Protection Product	\$ N/A		(F)
G. Surface Protection Product	\$ N/A		(G)
H. Sales Tax (on taxable items in A through G)	\$ 4066.28		(H)
I. Optional DMV Electronic Filing Fee	\$ N/A		(I)
J. (Optional) Service Contract (to whom paid)	\$ N/A		(J)
K. (Optional) Service Contract (to whom paid)	\$ N/A		(K)
L. Prior Credit or Lease Balance paid by Seller to	\$ N/A		(L)
(see downpayment and trade-in calculation)			
M. (Optional) Gap Contract (to whom paid)	\$ N/A		(M)
N. (Optional) Used Vehicle Contract Cancellation Option Agreement	\$ N/A		(N)
O. Other (to whom paid)	\$ N/A		(O)
For			
Total Cash Price (A through O)		\$ 53354.58	(1)

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

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

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

Buyer \_\_\_\_\_  
 Co-Buyer \_\_\_\_\_  
 Seller **X LITHIA CHEVROLET OF REDDING**

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

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

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

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

(see downpayment and trade-in calculation)

M. (Optional) Gap Contract (to whom paid)\* \$ N/A (M)

N. (Optional) Used Vehicle Contract Cancellation Option Agreement \$ N/A (N)

O. Other (to whom paid)\* \$ N/A (O)

For \$ 53354.58 (1)

**Total Cash Price (A through O)**

**2. Amounts Paid to Public Officials**

A. License Fees \$ 573.00 (A)

B. Registration/Transfer/Titling Fees \$ N/A (B)

C. California Tire Fees \$ 0.75 (C)

D. Other \$ N/A (D)

E. Other \$ N/A (E)

**Total Official Fees (A through E)** \$ 573.75 (2)

**3. Amount Paid to Insurance Companies** \$ N/A (3)

(Total premiums from Statement of Insurance column a + b)\*

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

**5. Subtotal (1 through 4)** \$ 53742.33 (5)

**6. Total Downpayment** \$ 14000.00 (A)

A. Agreed Trade-In Value Yr 2000 Make CHEV

Model SUBU Odor 106175

VIN 3GNFK1615V6

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

C. Net Trade-In (A less B) (indicate if a negative number) \$ 9000.00 (C)

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

E. Manufacturer's Rebate \$ 3965.76 (E)

F. Other \$ N/A (F)

G. Cash \$ 5060.00 (G)

**Total Downpayment (C through G)** \$ 17965.76 (6)

(If negative, enter zero on line 6 and enter the amount less than zero as a positive number on line 1L above) \$ 35776.57 (7)

**7. Amount Financed (5 less 6)**

\*Seller may keep part of these amounts.

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

Proceeds of Loan From: N/A

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

Total \$ N/A Payable in N/A

Installments of \$ N/A

from this Loan is shown in item 6D.

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

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

**SELLER'S RIGHT TO CANCEL** If Buyer and Co-Buyer sign here, the provisions of the Seller's Right to Cancel section on the [redacted] Seller the right to cancel if Seller is unable to assign this contract to a financial institution will apply.

X [redacted] Co-Buyer

Buyer

payment or in the number of payments. Coverage for credit life insurance and credit disability insurance ends on the original due date for the last payment unless a different term for the insurance is shown above.

You are applying for the credit insurance marked above. Your signature below means that you agree that: (1) You are not eligible for insurance if you have reached your 65th birthday. (2) You are eligible for disability insurance only if you are working for wages or profit 30 hours a week or more on the Effective Date. (3) Only the Primary Buyer is eligible for disability insurance. **DISABILITY INSURANCE MAY NOT COVER CONDITIONS FOR WHICH YOU HAVE SEEN A DOCTOR OR CHIROPRACTOR IN THE LAST 6 MONTHS (Refer to "Total Disabilities Not Covered" in your policy for details).** You want to buy the credit insurance.

Date [redacted] Buyer Signature [redacted] Age [redacted]

Date [redacted] Co-Buyer Signature [redacted] Age [redacted]

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

Term N/A Mos N/A Name of Gap Contract [redacted]

You want to buy a gap contract: [redacted]

Buyer X [redacted]

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

1J Company N/A Term N/A Mos. or N/A Miles

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

Buyer X [redacted]

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

Buyer Signs X [redacted]

Co-Buyer Signs X [redacted]

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

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

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

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

THE BUYER SHALL SIGN TO ACKNOWLEDGE THAT HE/SHE UNDERSTANDS THESE PUBLIC LIABILITY TERMS AND CONDITIONS.

S/S X [redacted]

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

Buyer X [redacted] Co-Buyer X [redacted]

**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.

## Overallowance/Negative Equity/Incentives Form (Non-Florida)

<b>Customer:</b> [REDACTED]	<b>SR #:</b> 71-927389809	<b>BBB#:</b> CHV1114771
-----------------------------	---------------------------	-------------------------

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

<b>Purchase Price</b> (from Bill of Sale, before tax, tag, title, etc.)	49128.30
<b>MSRP</b> (from BARS Invoice screen)	-
<b>Subtract the MSRP from the Purchase Price</b> (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

<b>Trade Allowance</b> (from Bill of Sale)	9000.00
<b>Actual Cash Value (ACV)</b> (from ACV Statement)	- 9000.00
<b>Subtract the ACV from the Trade Allowance</b> If positive, the Trade Allowance is higher than the ACV of the trade-in. This is Overallowance.	= 0.00

### Section 3

<b>Trade Allowance</b> (from Bill of Sale)	9000.00
<b>Payoff on Trade</b> (from Bill of Sale)	- 9000.00
<b>Subtract the Payoff on Trade from the Trade Allowance</b> If negative, the Payoff on the Trade is higher than the Trade Allowance. This is Negative Equity.	= 0.00

### Section 4

<b>Purchase Price</b> (from Bill of Sale, before tax, tag, title, etc.)	49128.30
<b>Incentives not included in the Purchase Price</b> (from BARS and Incentive Acknowledgement sheet) Do not include fuel-fill credit or Dealer incentives. GM Card points must be included.	- 3965.76
<b>Overallowance/Negative Equity</b> (use the Overallowance from Section 2 or the Negative Equity from Section 3, whichever is larger)	- 0.00
<b>Subtract the Incentives and the Overallowance/Negative Equity from the Purchase Price.</b> This is the Actual price of the vehicle that should be presented to the BBB on the Agreement to Arbitrate (ATA).	= 45162.54

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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: [REDACTED]

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

Cash Out Date: 9/22/2010 - 12:39 PM

Date Appointment Initiated: 9/22/2010

Service Advisor: (552) MICHAEL LEFFLER



57254

Veh Info: 07 CHEVROLET SUBURBAN T

Serial Numbers: 1GNFK16317J [REDACTED]

In-Srv:

Miles/Hrs In: 80368 Out:

Plate #:

LA CANADA CA

Home:

Cell:

Repair	VIN	Requested Repair Description	Mech #	Type	Labor	Discount	Total
1	7J [REDACTED]	[RC (0101) LUBE/OIL/FILTER] CAUSE: Thank you for your business! CORRECTION: PERFORM LUBE OIL AND FILTER CHANGE.	288	Policy Chrg	INC	INC	INC
2	7J [REDACTED]	[RC (0100) PERFORM GENERAL MOTORS MULTI-POINT INSPECTION] CAUSE: RECOMMENDATIONS: CORRECTION: suggest front brake pads- 4 tires-fluids appear dark	288	Policy Chrg	INC	INC	INC
3	7J [REDACTED]	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
4	7J [REDACTED]	[RC (1101) COURTESY TRANSPORTATION (dropoff & pickup)] CORRECTION: TRANSPORTATION (pickup & dropoff)	000	Policy Chrg	INC	INC	INC

Repair	Part #	Description	Qty	Retail Price	Savings	Selling Price	Extended Discount	Extended Price
1	12345621	OIL10W30B	6.00					INC
1	O	WASTE RECOVERY FEE	1.00					INC
1	COUPON	SERVICE COUPON	1.00					INC
1	89017524	FILTER	1.00					INC
4	Shuttle2	TWO WAY SHUTTLE	0.00					INC

Pay Type	CC #	Amount
CASH		\$0.00

Signature: \_\_\_\_\_

I AGREE TO PAY THE ABOVE TOTAL AMOUNT

Cash Out By:

Cash Out Date: 9/22/2010

Cash Drawer: Drawer1

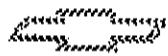
Parts Total:	\$0.00
Core Total:	\$0.00
Freight Total:	\$0.00
Sublet Total:	\$0.00
Labor Total:	\$0.00
- Labor Discount:	\$0.00
Other Charges:	\$0.00
Shop Supplies:	\$0.00
Sub Total:	\$0.00
- Parts Discount:	\$0.00

Ext Price:	\$0.00
Sales Tax:	\$0.00
Total:	\$0.00
- Deductible:	\$0.00
- Deposits:	\$0.00
Amount Due:	\$0.00
Amt Tendered:	\$0.00
Chg Returned:	\$0.00

I hereby authorize the repair work to be done along with the necessary material, and hereby 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.

Fax Server

3/17/2011 10:45:01 AM PAGE 2/002 Fax Server



GMC

**HUMMER**

GENERAL MOTORS BUSINESS RESOURCE CENTER

March 17, 2011

114543

ALLEN GWYNN CHEVROLET

1400 S BRAND BLVD

GLENDALE, CA 91204-2810

818-240-5720

Re:

Sibel Request: 71-927389809

2007 Chevrolet Suburban

VIN # 1GNFK16317J

Dear Mr. Mark Toohay:

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:

- 10 sales  
docs. →
- 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



RO Number: 333906

Service Advisor: 519

Tag Number: 2096

Ticket Date: 3/2/2010

Cash Out Date: 3/2/2010

Veh Sold Date:

Warranty Cash Out Date:

Status:

Date appointment initiated: 3/2/2010 Contact: KATHY

Proposed Date - Time Completed: 3/2/2010 5:00 PM

Customer Information Number: 57254

Stock Number:

Mileage In

Yr: 07 Make: CHEVROLET Serial Numbers

70429

Model SUBURBAN

VIN: 1GNFK16317J

Mileage Out

Plate #

LA CANADA CA

Home

Color: SILVER

Type: T

Cell

Mech. Rpr  
Number Nbr

Requested Repair Description

Customer Pay

Item Type

Labor

543 1 - REPLACE BOTH BELTS CORRECTION: REPLACED SERPENTINE AND AC BELT I \$0.00

Repair	Part Number	Description	P/U	S/O	B/O	Rec	Total	Selling Price	Ext Price
1	12626222	BELT	1	0	0	0	1	\$58.94	\$58.95
1	12576447	BELT	1	0	0	0	1	\$35.72	\$35.72

## Customer Pay Totals

Discount Amount:	\$0.00	Freight Total:	\$0.00	Sales Tax:	\$9.23	Total Deduct:	\$0.00
Parts Total:	\$94.67	Sublet Total:	\$0.00	Second Sales Tax:	\$0.00		
Labor Total:	\$0.00	** Other Charges:	\$0.00	Deposit:	\$0.00	Total:	\$103.90

1: MC \$103.90  
2: \$0.00  
3: \$0.00

CB

I hereby authorize the repair work to be done along with the necessary material, and hereby 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.

X

Emp #	Parts	Estimate Labor	Total
519	\$0.00	\$0.00	\$104.00
Approved:		3/2/2010 1:07:28	

B.A.R. # ARDAB004535

E.P.A. # CAD028246569



RO Number: 332828  
 Service Advisor: 519  
 Tag Number: 2851  
 Ticket Date: 2/3/2010  
 Cash Out Date: 2/4/2010  
 Veh Sold Date:

**Status:**

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 Number: 57254

Stock Number:

Mileage In

Yr: 07 Make: CHEVROLET Serial Numbers

69348

Model SUBURBAN

VIN: 1GNFK16317J

Mileage Out

Plate #

Color: SILVER

Type: T

LA CANADA CA

Home

Cell

Mech. Rpr  
 Number Nbr

**Warranty**

Requested Repair Description

Item Type

212 1

Warranty Company: 000006 : FACTORY WARRANTY Claim Number : 332828-1  
 LABOR OP: J1400 - TIC CODE: ND 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) Authorization Number: B Authorization Number 2:  
 0090

M

000 2

Warranty Company: 000006 : FACTORY WARRANTY Claim Number : 332828-2  
 LABOR OP: Z7901 - TIC CODE: MJ RENTAL PO Number: 49789 Received.  
 CORRECTION: 1 DAY RENTAL Authorization Number 2: 90

M

\* 000 3

Warranty Company: 000006 : FACTORY WARRANTY Claim Number : 332828-3  
 LABOR OP: Z5000 - TIC CODE: MD SUBLET CORRECTION: PARTS PRICE  
 DIFF Authorization Number 2: 90

M

Repair Part Number

Description

P/U

S/O

B/O

Rec

Total

1 12606620

PLATE

1

0

0

0

1

2 SUBLET

RENTAL

1

0

0

0

1

3 REFUND

PARTS DIFF THORSON

1

0

0

0

1





RO Number: 332828

Service Advisor: 519

Status:

Tag Number: 2851

Ticket Date: 2/3/2010

Cash Out Date: 2/4/2010

Vch 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 Number: 57254Stock Number:Mileage InYr: 07 Make: CHEVROLET Serial Numbers

69348

Model SUBURBAN

VIN: 1GNFK16317

Mileage Out

Plate #

Color: SILVER

Type: T

LA CANADA CA

Home

Cel

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	<b>Total:</b>	<b>\$0.00</b>
Labor Total:	\$0.00	** Other Charges:	\$0.00	Deposit:	\$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 hereby 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.  
 X \_\_\_\_\_

B.A.R. # ARDAB004535  
 E.P.A. # CAD028246569



RO Number: 332699

Service Advisor: 519

Tag Number: 2817

Ticket Date: 2/1/2010

Cash Out Date: 2/1/2010

Veh Sold Date:

Warranty Cash Out Date:

Status:

Date appointment initiated: 2/1/2010 Contact: KATHY  
 Proposed Date - Time Completed: 2/1/2010 5:00 PM

Customer Information Number: 57254

Stock Number:

Mileage In

Yr: 07 Make: CHEVROLET Serial Numbers

69253

Model SUBURBAN

VIN: 1GNFK16317J

Mileage Out

LA CANADA CA

Plate #

Home

Color: SILVER

Type: T

Cell

Mech. Rpr Number Nbr	Requested Repair Description	Internal	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.		O

## 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	<b>Total:</b>	<b>\$0.00</b>

1: Cash \$0.00 yz  
 2: \$0.00  
 3: \$0.00

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CUST. SIGN.

X

B.A.R. # ARDAB004535  
 E.P.A. # CAD028246569



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

Date appointment initiated: 1/4/2010 Contact: KATHY

Proposed Date - Time Completed: 1/4/2010 5:00 PM

Customer Information Number: 57254Stock Number:Mileage InYr: 07 Make: CHEVROLET Serial Numbers

68513

Model SUBURBAN

VIN: 1GNFK16317

Mileage Out

Plate #

Color: SILVER

Type: T

LA CANADA CA

Home

Cell

**Internal**Mech. Rpr  
Number Nbr

Requested Repair Description

Item Type

# 000 3 - RENTAL PO Number: 49645 Received. CORRECTION: RENTAL

O

Repair Part Number

Description

P/U S/O B/O Rec Total

3 SUBLET

RENTAL

1 0 0 0 1

**Warranty**Mech. Rpr  
Number Nbr

Requested Repair Description

Item Type

543 1

Warranty Company: 000006 : FACTORY WARRANTY Claim Number: [REDACTED]  
 LABOR OP: J1840, - TIC CODE: OP PERFORM OIL CONSUMPTION TEST  
 CAUSE: CHECKED AND VERIFIED. 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 REFERED 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 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  
 DESIGNED.

M

# 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

M

Repair Part Number

Description

P/U S/O B/O Rec Total

1 12574386

TUBE

1 0 0 0 1

1 12621258

SPARK PLU

8 0 0 0 8

1 12346290

COOLANT

2 0 0 0 2

1 12630223

GASKET

2 0 0 0 2

1 12345621

OIL10W30B

6.5 0 0 0 6.5

1 89017524

FILTER

1 0 0 0 1

1 89060413

GASKET KI

1 0 0 0 1

1 89018188

ENG

1 0 0 0 1



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

Date appointment initiated: 1/4/2010 Contact: KATHY

Proposed Date - Time Completed: 1/4/2010 5:00 PM

Customer Information Number: 57254

Stock Number:

Mileage In

Yr: 07 Make: CHEVROLET Serial Numbers

68513

Model SUBURBAN

VIN: 1GNFK16317J

Mileage Out

Plate #

Color: SILVER

Type: T

LA CANADA CA

Home

Cell

2 SUBLET

RENTAL

1 0 0 0 1

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	<b>Total:</b>	<b>\$0.00</b>

1: Cash \$0.00 YZ

2: \$0.00

3: \$0.00

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CUST. SIGN.

X

B.A.R. # ARDAB004535

E.P.A. # CAD028246569



RO Number: [REDACTED]

Service Advisor: 546

Status:

Tag Number: [REDACTED]

Ticket Date: 12/2/2009

Cash Out Date: 12/2/2009

Veh Sold Date:

Warranty Cash Out Date: 12/21/2009

Date appointment initiated: 12/2/2009 Contact: KATHY

Proposed Date - Time Completed: 12/2/2009 5:00 PM

Customer Information Number: 57254

Stock Number:

Mileage In

Yr: 07 Make: CHEVROLET Serial Numbers

66999

Model SUBURBAN

VIN: 1GNFK16317 [REDACTED]

Mileage Out

LA CANADA CA [REDACTED]

Plate #

Home [REDACTED]

Color: SILVER

Type: T

Cell [REDACTED]

**Warranty**Mech. Rpr  
Number Nbr

Requested Repair Description

Item Type

543 1

Warranty Company: 000006 : FACTORY WARRANTY Claim Number : 330430-1  
 LABOR OP: J0307 - TIC CODE: PO CUSTOMER STATES ENGINE USING OIL- OIL  
 CONSUMPTION TEST - SOP HERE- see history 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  
 CONSUMPTION Authorization Number: B Authorization Number 2: 0090

M

Repair	Part Number	Description	P/U	S/O	B/O	Rec	Total
I	12582224	COVER	1	0	0	0	1
I	12570427	COVER	1	0	0	0	1

**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	<b>Total:</b>	<b>\$0.00</b>

1: Cash \$0.00 yz  
 2: \$0.00  
 3: \$0.00

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CUST. SIGN.

X

B.A.R. # ARDAB004535

E.P.A. # CAD028246569



RO Number: 329469

Service Advisor: 546

Tag Number: 1946

Ticket Date: 11/9/2009

Cash Out Date: 11/17/2009

Veh Sold Date:

Warranty Cash Out Date:

Status:

Date appointment initiated: 11/9/2009 Contact: KATHY

Proposed Date - Time Completed: 11/9/2009 5:00 PM

Customer Information Number: 57254

Stock Number:

Mileage In

Yr: 07 Make: CHEVROLET Serial Numbers

64949

Model SUBURBAN VIN: 1GNFK16317J

Mileage Out

LA CANADA CA

Plate #

Home

Color: SILVER

Type: T

Cell

## Internal

Mech. Rpr  
Number Nbr

Requested Repair Description

Item Type

543 1

- 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

O

\* 2

- RENTAL START 11/16 PO Number: 48253 Received.

O

Repair Part Number

Description

P/U S/O B/O Rec Total

2 SUBLET

RENTAL START 11/16

1 0 0 0 1

## 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

CB

2: \$0.00

3: \$0.00

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CUST. SIGN.

X

B.A.R. # ARDAB004535

E.P.A. # CAD028246569



RO Number: 328697

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

Contact: KATHY

Proposed Date - Time Completed: 10/20/2009

5:00 PM

Customer Information Number: 57254

Stock Number:

Mileage InYr: 07 Make: CHEVROLET Serial Numbers

63818

Model SUBURBAN

VIN: 1GNFK16317J

Mileage Out

Plate #

LA CANADA CA

Home

Color: SILVER

Type: T

Cell

Mech. Rpr  
Number Nbr

Internal

Requested Repair Description

Item Type

543 1

- CHECK ENGINE OIL - LOW - START OIL CONSUMPTION TEST - TOP OFF FLUID,  
DOCUMENT MARK FILTER AND DIP STICK CAUSE: OIL LEVEL LOW  
CORRECTION: TOPPED OFF OIL, MARKED DIP STICK, FILTER AND TUBE -  
CUSTOMER TO RETURN IN 1000 MILES

O

## 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	<b>Total:</b>	<b>\$0.00</b>

1: Cash \$0.00 yz

2: \$0.00

3: \$0.00

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CUST. SIGN.

X

B.A.R. # ARDAB004535

E.P.A. # CAD028246569



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 5:00 PM

Customer Information Number: 57254

Stock Number:

Mileage In

Yr: 07 Make: CHEVROLET Serial Numbers

61941

Model SUBURBAN

VIN: 1GNFK16317

Mileage Out

Plate #

Color: SILVER

Type: T

LA CANADA, CA

Home

Cel

**Customer Pay**Mech. Rpr  
Number Nbr

Requested Repair Description

Item Type

Labor

402 2

- LUBE/OIL/FILTER CAUSE: Thank you for your business! CORRECTION: PERFORM  
LUBE OIL AND FILTER CHANGE.

I

\$11.00

402 3

- PERFORM GENERAL MOTORS MULTI- POINT INSPECTION CAUSE:  
RECOMMENDATIONS: TRANSMISSION SERVICE, REAR DIFFERENTIAL SERVICE,  
FUEL INDUCTION SERVICE.

I

\$0.00

Repair	Part Number	Description	P/U	S/O	B/O	Rec	Total	Selling Price	Ext Price
2	89017524	FILTER	1	0	0	0	1	\$4.75	\$4.75
2	12345621	OIL10W30B	6	0	0	0	6	\$2.47	\$14.82
2	230390	WASHER TABLET	1	0	0	0	1	\$0.95	\$0.95
2	GREASE		1	0	0	0	1	\$0.45	\$0.45

**Internal**Mech. Rpr  
Number Nbr

Requested Repair Description

Item Type

092 1

- CUSTOMER STATES AFTER DOORS ARE OPEN OR ON ACCESSORY MODE,  
BATTERY DIES AND VEHICLE HAS TO BE JUMPSTART. CHECK AND ADVISE.  
CAUSE: VERIFIED CUSTOMERS FOUND BATTERY HAS A BAD CELL AFTER  
PERFORMING MIDTRONICS TEST WITH CODE 651RL-56-BC CORRECTION:  
REPLACED BATTERY.

O

Repair	Part Number	Description	P/U	S/O	B/O	Rec	Total
1	88901152	48-6YR BATTERY	1	0	0	0	1





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 5:00 PM

Customer Information Number: 57254Stock Number:Mileage InYr: 07 Make: CHEVROLET Serial Numbers

61941

Model SUBURBAN

VIN: 1GNFK16317

Mileage Out

Plate #

Color: SILVER

Type: T

LA CANADA CA

Home

Cell

Customer Pay Totals

Discount Amount:	\$0.00	Freight Total:	\$0.00	Sales Tax:	\$2.05	Total Deduct:	\$0.00
Parts Total:	\$5.70	Sublet Total:	\$0.00	Second Sales Tax:	\$0.00		
Labor Total:	\$11.00	** Other Charges:	\$15.27	Deposit:	\$0.00	<b>Total:</b>	<b>\$34.02</b>

1: MC \$34.02 YZ  
 2: \$0.00  
 3: \$0.00

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CUST. SIGN.  
 X \_\_\_\_\_

B.A.R. # ARDAB004535  
 E.P.A. # CAD028246569



RO Number: 324545  
 Service Advisor: 545  
 Tag Number: 1297  
 Ticket Date: 7/15/2009  
 Cash Out Date: 7/17/2009  
 Veh Sold Date:

**Status:**

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

**Customer Information** Number: 57254**Stock Number:****Mileage In**

Yr: 07 Make: CHEVROLET Serial Numbers

58245

Model SUBURBAN

VIN: 1GNFK16317J

**Mileage Out**

Plate #

Color: SILVER

Type: T

LA CANADA CA

Home

Cell

**Customer Pay**Mech. Rpr  
Number Nbr**Requested Repair Description****Item Type****Labor**

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

I

\$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	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	1	\$69.95	\$69.95

**Warranty**Mech. Rpr  
Number Nbr**Requested Repair Description****Item Type**

544 1

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

M

-000-3

Warranty Company: 000006 : FACTORY 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/O	B/O	Rec	Total
1	11518860	BOLT	4	0	0	0	4
1	12346290	COOLANT	1	0	0	0	1
1	12558840	BOLT	5	0	0	0	5
1	11571134	BOLT	10	0	0	0	10
1	17122490	LIFTER	4	0	0	0	4
1	12617944	GASKET	1	0	0	0	1
1	12589226	GASKET	1	0	0	0	1
1	12612045	GASKET	1	0	0	0	1
1	12571595	LIFTER	4	0	0	0	4
1	12602541	SEAL	2	0	0	0	2
1	89060413	GASKET KI	1	0	0	0	1
3	SUBLET	RENTAL	1	0	0	0	1



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

Customer Information Number: 57254

Stock Number:

Mileage In

Yr: 07 Make: CHEVROLET Serial Numbers

58245

Model SUBURBAN

VIN: 1GNFK16317J

Mileage Out

Plate #

Color: SILVER

Type: T

LA CANADA CA

Home

Cell

Customer Pay Totals

Discount Amount:	\$0.00	Freight Total:	\$0.00	Sales Tax:	\$19.36	Total Deduct:	\$0.00
Parts Total:	\$198.51	Sublet Total:	\$0.00	Second Sales Tax:	\$0.00		
Labor Total:	\$165.00	** Other Charges:	\$0.00	Deposit:	\$0.00	<b>Total:</b>	<b>\$382.87</b>

1: MC \$382.87  
 2: \$0.00  
 3: \$0.00

AR

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CUST. SIGN.

X

B.A.R. # ARDAB004535

E.P.A. # CAD028246569



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

Customer Information Number: 57254

Stock Number:

Mileage In

Yr: 07 Make: CHEVROLET Serial Numbers

58245

Model SUBURBAN

VIN: 1GNFK16317J

Mileage Out

Plate #

Color: SILVER

Type: T

LA CANADA CA

Home

Cell

Mech. Rpr Number Nbr	Requested Repair Description	Item Type	Labor
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	1	\$165.00

## Customer Pay

Repair Part Number	Description	P/U	S/O	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	1	\$69.95	\$69.95

Mech. Rpr Number Nbr	Requested Repair Description	Item Type
544 1	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	M

## Warranty

000 3	Warranty Company: 000006 : FACTORY 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/O	B/O	Rec	Total
1 11518860	BOLT	4	0	0	0	4
1 12346290	COOLANT	1	0	0	0	1
1 12558840	BOLT	5	0	0	0	5
1 11571134	BOLT	10	0	0	0	10
1 17122490	LIFTER	4	0	0	0	4
1 12617944	GASKET	1	0	0	0	1
1 12589226	GASKET	1	0	0	0	1
1 12612045	GASKET	1	0	0	0	1
1 12571595	LIFTER	4	0	0	0	4
1 12602541	SEAL	2	0	0	0	2
1 89060413	GASKET KI	1	0	0	0	1
3 SUBLET	RENTAL	1	0	0	0	1



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

Customer Information Number: 57254

Stock Number:

Mileage In

Yr: 07 Make: CHEVROLET Serial Numbers

58245

Model SUBURBAN

VIN: 1GNFK16317J

Mileage Out

Plate #

Color: SILVER

Type: T

LA CANADA CA

Home

Cell

Customer Pay Totals					
Discount Amount:	\$0.00	Freight Total:	\$0.00	Sales Tax:	\$19.36
Parts Total:	\$198.51	Sublet Total:	\$0.00	Second Sales Tax:	\$0.00
Labor Total:	\$165.00	** Other Charges:	\$0.00	Deposit:	\$0.00
				Total:	\$382.87

1: MC \$382.87

AR

2: \$0.00

3: \$0.00

I hereby authorize the repair work to be done along with the necessary material, and hereby 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 notwithstanding. 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.

X

B.A.R. # ARDAB004535

E.P.A. # CAD028246569



RO Number: 323852

Service Advisor: 545

Status:

Tag Number: 3946

Ticket Date: 6/29/2009

Cash Out Date: 6/29/2009

Veh 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

Stock Number:

Mileage In

Yr: 07 Make: CHEVROLET Serial Numbers

57207

Model SUBURBAN

VIN: 1GNFK16317J

Mileage Out

Plate #

Color: SILVER

Type: T

LA CANADA CA

Home

Cell

Mech. Rpr  
Number Nbr

Internal

Requested Repair Description

Item Type

402 1

- PERFORM OIL CONSUMPTION CHECK AS PER RECOMMENDATION CAUSE:  
LOW ONE BAR-981.4MILES CORRECTION: ADDED ONE QUART

O

## 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	<b>Total:</b>	<b>\$0.00</b>

1: Cash \$0.00  
2: \$0.00  
3: \$0.00

CB

I hereby authorize the repair work to be done along with the necessary material, and hereby 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.

X

B.A.R. # ARDAB004535

E.P.A. # CAD028246569



RO Number: 323154

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

Stock Number:

Mileage In

Yr: 07 Make: CHEVROLET Serial Numbers

56225

Model SUBURBAN

VIN: 1GNFK16317

Mileage Out

Plate #

Color: SILVER

Type: T

LA CANADA CA

Home

Cell

Mech. Rpr  
Number Nbr

Internal

Requested Repair Description

Item Type

288 1

- CUSTOMER STATES ENGINE BURNS INTERNALLY OR LEAKING EXTERNALLY -  
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

O

## 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	<b>Total:</b>	<b>\$0.00</b>

1: Cash \$0.00 YZ  
2: \$0.00  
3: \$0.00

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CUST. SIGN.

X

B.A.R. # ARDAB004535  
E.P.A. # CAD028246569



RO Number: 314126

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

Customer Information Number: 57254

Stock Number:

Mileage In

Yr: 07 Make: CHEVROLET Serial Numbers

43567

Model SUBURBAN

VIN: 1GNFK16317J

Mileage Out

Plate #

Color: SILVER

Type: T

LA CANADA CA

Home

Cell

## Customer Pay

Mech. Rpr Number Nbr	Requested Repair Description	Item Type	Labor
221 1	- LUBE/OIL/FILTER CORRECTION: PERFORM LUBE OIL AND FILTER CHANGE.	1	\$11.00

Repair Part Number	Description	P/U	S/O	B/O	Rec	Total	Selling Price	Ext Price
1 GREASE		1	0	0	0	1	\$0.45	\$0.45
1 230390	WASHER TABLET	1	0	0	0	1	\$0.95	\$0.95
1 12345621	OIL10W30B	6.5	0	0	0	6.5	\$3.43	\$22.30
1 89017524	FILTER	1	0	0	0	1	\$4.95	\$4.95

## Warranty

Mech. Rpr Number Nbr	Requested Repair Description	Item Type
221 2	Warranty Company: 000006 : FACTORY WARRANTY Claim Number : LABOR OP: V1993 - TIC CODE: MA 08048: HEATED WINDSHIELD WASHER MODULE SHORT CIRCUIT - ADD WIRE HARNESS CAMPAIGN OPEN CORRECTION: REPLACE WIRING HARNESS AS PER RECALL	M

Repair Part Number	Description	P/U	S/O	B/O	Rec	Total
2 20773432	HARNESS	1	0	0	0	1





RO Number: 314126

Service Advisor: 530

Status:

Tag Number: [REDACTED]

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

Customer Information

Number: 57254

Stock Number:Mileage InYr: 07 Make: CHEVROLET Serial Numbers

43567

Model SUBURBAN

VIN: 1GNFK16317J [REDACTED]

Mileage Out

LA CANADA CA

Plate #

Home [REDACTED]

Color: SILVER

Type: T

Cell [REDACTED]

Customer Pay Totals

Discount Amount:	\$0.00	Freight Total:	\$0.00	Sales Tax:	\$2.36	Total Deduct:	\$0.00
Parts Total:	\$5.90	Sublet Total:	\$0.00	Second Sales Tax:	\$0.00		
Labor Total:	\$11.00	** Other Charges:	\$22.75	Deposit:	\$0.00	<b>Total:</b>	<b>\$42.01</b>

1: MC \$42.01 yz

2: \$0.00

3: \$0.00

I hereby authorize the repair work to be done along with the necessary material, and hereby 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.

X \_\_\_\_\_

B.A.R. # ARDAB004535

E.P.A. # CAD028246569



RO Number: 306567

Service Advisor: 530

Status:

Tag Number: [REDACTED]

Ticket Date: 5/15/2008

Cash Out Date: 5/15/2008

Veh Sold Date:

Warranty Cash Out Date: 5/29/2008

Date appointment initiated: 5/15/2008 Contact: KATHY

Proposed Date - Time Completed: 5/15/2008 5:00 PM

Customer Information Number: 57254

Stock Number:

Mileage InYr: 07 Make: CHEVROLET Serial Numbers

35344

Model SUBURBAN

VIN: 1GNFK16317J [REDACTED]

Mileage Out

LA CANADA CA

Plate #

Home [REDACTED]

Color:

Type: T

Cell [REDACTED]

**Customer Pay**

Mech. Rpr Number Nbr	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 MEASUREMENT_5_MM TREAD DEPTH IN 32NDS LEFT FRONT_5_RIGHT FRONT_5 LEFT REAR_0_RIGHT REAR_0	I	\$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

**Warranty**

Mech. Rpr Number Nbr	Requested Repair Description	Item Type
169 1	Warranty Company: 000006 : FACTORY WARRANTY Claim Number [REDACTED] LABOR OP: J4340 - TIC CODE: PQ TUNE DEPT.,CUST STATES THAT AT IDLE , IN GEAR AT A STOP ,ENGINE IDLES ROUGH ... CAUSE: MISFIRE ON #5 CYLINDER CORRECTION: REPLACE COIL AND SPARK PLUG.. CLEAR CODES AND TEST DRIVE ..	M
527 4	Warranty Company: 000006 : FACTORY WARRANTY Claim Number : [REDACTED] LABOR OP: C3231 - TIC CODE: VV 15A.,CUST STATES THAT DRIVERS DOOR INTERIOR HANDLE IS PEELING LEAVING SHARP EDGES, CAUSE: INTERIOR DOOR HANDLE PEELING CORRECTION: REPLACE INTERIOR DRIVERS DOOR HANDLE	M

Repair Part Number	Description	P/U	S/O	B/O	Rec	Total
1 12621258	SPARK PLU	1	0	0	0	1
1 12573190	COIL	1	0	0	0	1
4 15935951	HANDLE	1	0	0	0	1



RO Number: 306567

Service Advisor: 530

Status:

Tag Number: [REDACTED]

Ticket Date: 5/15/2008

Cash Out Date: 5/15/2008

Veh Sold Date:

Warranty Cash Out Date: 5/29/2008

Date appointment initiated: 5/15/2008 Contact: KATHY

Proposed Date - Time Completed: 5/15/2008 5:00 PM

Customer Information Number: 57254

Stock Number:

Yr: 07 Make: CHEVROLET Serial Numbers

Model SUBURBAN

VIN: 1GNFK16317J [REDACTED]

Mileage In

35344

Mileage Out

LA CANADA CA

Plate #

Home [REDACTED]

Color:

Type: T

Cell [REDACTED]

Customer Pay Totals

Discount Amount:	\$0.00	Freight Total:	\$0.00	Sales Tax:	\$1.51	Total Deduct:	\$0.00
Parts Total:	\$5.90	Sublet Total:	\$0.00	Second Sales Tax:	\$0.00		
Labor Total:	\$11.00	** Other Charges:	\$12.45	Deposit:	\$0.00	<b>Total:</b>	<b>\$30.86</b>

1: MC \$30.86 yz

2: \$0.00

3: \$0.00

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CUST. SIGN.

X

B.A.R. # ARDAB004535

E.P.A. # CAD028246569



RO Number: 301606  
 Service Advisor: 455  
 Tag Number: [REDACTED]  
 Ticket Date: 1/24/2008  
 Cash Out Date: 1/24/2008  
 Veh Sold Date:  
 Warranty Cash Out Date: 2/1/2008

Status:

Date appointment initiated: 1/24/2008 Contact: KATHY  
 Proposed Date - Time Completed: 1/24/2008 5:00 PM

Customer Information Number: 57254

Stock Number:

Mileage In

Yr: 07 Make: CHEVROLET Serial Numbers

31095

Model SUBURBAN

VIN: 1GNFK16317J [REDACTED]

Mileage Out

LA CANADA CA

Plate #

Home [REDACTED]

Color:

Type: T

Cell [REDACTED]

**Customer Pay**

Mech. Rpr Number Nbr	Requested Repair Description	Item Type	Labor
402 1	- BASIC MAINTENANCE PACKAGE 1 -- PERFORM CHASSIS LUBE, OIL AND FILTER CHANGE, 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: RECOMMEND REPLACE 2 TIRES ( WORN) ALIGN FRONT END. CORRECTION: FRONT BRAKE 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	I	\$39.00
* 221 4	- SERVICE THROTTLE BODY PER RECOMMENDATION	I	\$49.95
* 221 5	- REPLACE AIR FILTER CORRECTION: REPLACED AIR FILTER	I	\$0.00

Repair Part Number	Description	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	0	0	0	1	\$0.45	\$0.45
1 12345621	OIL 10W30B	6	0	0	0	6	\$1.90	\$11.40
1 89017524	FILTER	1	0	0	0	1	\$4.95	\$4.95
4 4068	T B CLEAN	1	0	0	0	1	\$9.95	\$9.95
5 19166110	FILTER	1	0	0	0	1	\$33.77	\$33.77

**Warranty**

Mech. Rpr Number Nbr	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/BAIT LOW-GMT900 ONLY-*EXP W/BASE WARR* CORRECTION: PERFORMED SOFTWARE UPDATE PER RECALL Authorization Number 2: 90	M



RO Number: 301606  
 Service Advisor: 455  
 Tag Number: 4774  
 Ticket Date: 1/24/2008  
 Cash Out Date: 1/24/2008  
 Vch Sold Date:  
 Warranty Cash Out Date: 2/1/2008

Status:

Date appointment initiated: 1/24/2008 Contact: KATHY  
 Proposed Date - Time Completed: 1/24/2008 5:00 PM

Customer Information Number: 57254

Stock Number:

Mileage In

Yr: 07 Make: CHEVROLET Serial Numbers

31095

Model SUBURBAN

VIN: 1GNFK16317J

Mileage Out

Plate #

Color:

Type: T

LA CANADA CA

Home

Cell

Customer Pay Totals

Discount Amount:	\$0.00	Freight Total:	\$0.00	Sales Tax:	\$5.07	Total Deduct:	\$0.00
Parts Total:	\$49.62	Sublet Total:	\$0.00	Second Sales Tax:	\$0.00		
Labor Total:	\$88.95	** Other Charges:	\$11.85	Deposit:	\$0.00	<b>Total:</b>	<b>\$155.49</b>

1: MC \$155.49

2: \$0.00

3: \$0.00

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CUST. SIGN.

X

B.A.R. # ARDAB004535

E.P.A. # CAD028246569



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

Stock Number:Mileage InYr: 07 Make: CHEVROLET Serial Numbers

4552

Model SUBURBAN

VIN: 1GNFK16317J

Mileage Out

Plate #

LA CANADA CA

Home

Color:

Type: T

Cell

Mech. Rpr  
Number Nbr

Requested Repair Description

Customer Pay

Item Type

Labor

479 1

- INSTALL CUSTOMER SUPPLIED MIRROR CORRECTION: INSTALL CUSTOMER  
SUPPLIED MIRROR

I

\$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**

1: AE \$47.50

2: \$0.00

3: \$0.00

I hereby authorize the repair work to be done along with the necessary material, and hereby 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.

X

B.A.R. # ARDAB004535

E.P.A. # CAD028246569



RO Number: 280013

Service Advisor: 455

Status:

Tag Number: [REDACTED]

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

Stock Number:

Mileage InYr: 07 Make: CHEVROLET Serial Numbers

4047

Model SUBURBAN

VIN: 1GNFK16317J2 [REDACTED]

Mileage Out

Plate #

Color:

Type: T

LA CANADA CA [REDACTED]

Home [REDACTED]

Cell [REDACTED]

**Warranty**Mech. Rpr  
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

M

**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	<b>Total:</b>	<b>\$0.00</b>

1: Cash \$0.00

2: \$0.00

3: \$0.00

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CUST. SIGN.

X

B.A.R. # ARDAB004535

E.P.A. # CAD028246569



RO Number: 278273

Service Advisor: 455

Status:

Tag Number: [REDACTED]

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

Stock Number:

Mileage In

Yr: 07 Make: CHEVROLET Serial Numbers

2457

Model SUBURBAN

VIN: 1GNFK16317J [REDACTED]

Mileage Out

LA CANADA CA

Plate #

Home [REDACTED]

Color:

Type: T

Cell [REDACTED]

Mech. Rpr Number Nbr	Requested Repair Description	Internal	Item Type
092 1	- CUST REPORTS READ DVD IS NOT WORKING WELL, GOES ON/ OFF WHILE DRIVING, CORRECTION: SPECIAL ORDER PART, DVD UNIT		O

Customer Pay Totals					
Discount Amount:	\$0.00	Freight Total:	\$0.00	Sales Tax:	\$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 Deduct:	\$0.00
				<b>Total:</b>	<b>\$0.00</b>

1: Cash \$0.00

2: \$0.00

3: \$0.00

I hereby authorize the repair work to be done along with the necessary material, and hereby 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.

X

B.A.R. # ARDAB004535

E.P.A. # CAD028246569



Invoice Number: 351175

Tag Number: [REDACTED]



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

57254

Ych Info: 07 CHEVROLET SUBURBAN T

Serial Numbers: 1GNFK163171 [REDACTED]

In-Srv:

Miles/Hrs In: 80368 Out:

Plate #:

LA CANADA CA

Home:

Cell:

Repair	VIN	Requested Repair Description	Mech #	Type	Labor	Discount	Total
1	7J203552	[RC (0101) LUBE/OIL/FILTER] CAUSE: Thank you for your business! CORRECTION: PERFORM LUBE OIL AND FILTER CHANGE.	288	Policy Chrg	INC	INC	INC
2	7J203552	[RC (0100) PERFORM GENERAL MOTORS MULTI- POINT INSPECTION] CAUSE: RECOMMENDATIONS CORRECTION: suggest front brake pads- 4 tires-fluids appear dark	288	Policy Chrg	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
4	7J203552	[RC (1101) COURTESY TRANSPORTATION (dropoff & pickup)] CORRECTION: TRANSPORTATION (pickup & dropoff)	000	Policy Chrg	INC	INC	INC

Repair	Part #	Description	Qty	Retail Price	Savings	Selling Price	Extended Discount	Extended Price
1	12345621	OIL 10W30B	6.00					INC
1	O	WASTE RECOVERY FEE	1.00					INC
1	COUPON	SERVICE COUPON	1.00					INC
1	89017524	FILTER	1.00					INC
4	Shuttle2	TWO WAY SHUTTLE	0.00					INC

Pay Type	CC #	Amount	Parts Total:	Core Total:	Freight Total:	Sublet Total:	Labor Total:	- Labor Discount:	Other Charges:	Shop Supplies:	Sub Total:	- Parts Discount:	Ext Price:	Sales Tax:	Total:	- Deductible:	- Deposits:	Amount Due:	Amt Tendered:	Chg Returned:
CASH		\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00

Signature: \_\_\_\_\_

I AGREE TO PAY THE ABOVE TOTAL AMOUNT

Cashed Out By: \_\_\_\_\_

Cash Out Date: 9/22/2010

Cash Drawer: Drawer1

I hereby authorize the repair work to be done along with the necessary material, and hereby grant you and/or your employees permission to operate the car or truck herein described on streets, highway or elsewhere for the purpose of testing and/or inspection. In the event of a towdown 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.

Invoice Number: 343913

Tag Number: [REDACTED]



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

LA CANADA, CA

Home: [REDACTED]

Cell: [REDACTED]

Veh Info: 07 CHEVROLET SUBURBAN T

Serial Numbers: 1GNFK16317J [REDACTED]

In-Srv: Miles/Hrs In: 75111 Out: [REDACTED]

Plate #: [REDACTED]

Repair	VIN	Requested Repair Description	Mech #	Type	Labor	Discount	Total
1	7J203552	[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	7J203552	[RC (0100) PERFORM GENERAL MOTORS MULTI- POINT INSPECTION] CAUSE: RECOMMENDATIONS:	402	Retail	\$0.00	\$0.00	\$0.00

Repair	Part #	Description	Qty	Retail Price	Savings	Selling Price	Extended Discount	Extended Price
1	12345621	OIL 10W30B	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
1	89017524	FILTER	1.00	\$8.08	\$3.33	\$4.75	\$0.00	\$4.75

Pay Type	CC.#	Amount	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
			Labor Total:	\$19.95	- Deposits:	\$0.00
			- Labor Discount:	\$0.00	Amount Due:	\$45.74
			Other Charges:	\$18.05	Amt Tendered:	\$45.74
			Shop Supplies:	\$0.00	Chg Returned:	\$0.00
			Sub Total:	\$43.70		
			- Parts Discount:	\$0.00	As our customer, you just saved:	\$3.33

Signature: \_\_\_\_\_

I AGREE TO PAY THE ABOVE TOTAL AMOUNT

Cashed Out By: (520) CAMILO OC

Cash Out Date: 6/15/2010

Cash Drawer: drawer2

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www.lovemychevy.com

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

To

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.

## Quantity Description/Correction

1.00 12612350 - GASKET-OIL PAN - Warranty (FP)

Retail

Price

Total

\$45.17

\$0.00

\$0.00

1.00 88861206 - Dye - Warranty

\$12.58

\$0.00

\$0.00

1.00 89017524 - Filter - Warranty

\$8.08

\$0.00

\$0.00

6.00 12345621 - Bulk 5W30 - Warranty

\$2.49

\$0.00

\$0.00

1.00 12637683 - GASKET - Warranty

\$26.78

\$0.00

\$0.00

Customer States was told by outside shop that  
vehicle has an oil leak...advise. \*\*\* - Tech

\$0.00

\$0.00

Cause: rear main seal area \*\*\* - Tech

Comments: ADED OIL DYE BLACK LITE FOR  
FLUID LEAKS LEAK FOUND AT OIL PAN

GASKET REAR OF ENGINE BLOCK REMOVE

OIL PAN RESEAL AND AND RT VALVE

COVER LEAKING ALSO RESEAL RT VALVE

COVER - Warranty

Completed by Technician number: 0543

\$0.00

\$0.00

2479 - 2 day rental - Warranty

\$0.00

\$0.00

Misc \$0.00 Labor \$0.00 Parts \$0.00 Prepaid Parts Amt: \$0.00 Case Total: \$0.00

Case: 2 Customer States right front inner door handle is peeling and sharp...advise.

## Quantity Description/Correction

2.00 88880051 - HANDLE KI - Warranty (FP)

Retail

Price

Total

\$15.90

\$0.00

\$0.00

Customer States right front inner door handle is  
peeling and sharp...advise. \*\*\* - Tech Cause:

\$0.00

\$0.00

verified concern-inspected and found all inside

door levers beginning to peel \*\*\* - Tech

Comments: replace front and rear door handle

levers per special policy T5753 - Warranty

Completed by Technician number: 0092

\$0.00

\$0.00

Misc \$0.00 Labor \$0.00 Parts \$0.00 Prepaid Parts Amt: \$0.00 Case Total: \$0.00



www.lovemyc Chevy.com

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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

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)

## Quantity Description/Correction

Added Operation: 2 Day Warranty Rental (1 Day  
Warranty Rental) - Internal

Completed by Technician number: 0092

Price Total

\$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

\$0.00

Indebtedness is hereby acknowledged for the "Total Charges" being all or the  
balance owing to repairs, parts & accessories described in this work order.

Currency:

Labor: \$0.00

Parts: \$0.00

Misc: \$0.00

Sub Total: \$0.00

Tax: \$0.00

Payment Ref:

Expiry Date:

P/O#:

01/11/2011

Date

Signature

Payment Type Cash

Total: \$0.00

O  
U  
T

# Service History

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 if it is still in the Wa selection list until you click the SHOW ALL button at the bottom of the screen.

Sort: Descending by Cash Out Date / Ticket Date

RO Number: 333906	3/2/2010	3/2/2010	Customer Info: 57254	[REDACTED]	Warr Company: [REDACTED]
Advisor #: 519	Tech: RONALD SILVA	Serial Number: 1GNFK16317J	[REDACTED]	Odometer: 70429	
Code:	Description: REPLACE BOTH BELTS				
belt	Cause:				
	Correction: REPLACED SERPENTINE AND AC BELT				
RO Number: 332828	2/4/2010	2/3/2010	Customer Info: 57254	[REDACTED]	Warr Company: 001
Advisor #: 519	Tech: SUBLET	Serial Number: 1GNFK16317J	[REDACTED]	Odometer: 69348	
Code:	Description: RENTAL PO Number: 49789 Received.				
1102	Cause:				
	Correction: 1 DAY RENTAL				
RO Number: 332828	2/4/2010	2/3/2010	Customer Info: 57254	[REDACTED]	Warr Company: 001
Advisor #: 519	Tech: RICHARD W KIM	Serial Number: 1GNFK16317J	[REDACTED]	Odometer: 69348	
Code:	Description: CUST STATES THERE IS A TICKING NOISE COMING FROM THE ENGINE AREA				
05	Cause: checked and verified. Found noise coming from cracked flywheel				
	Correction: REPLACED THE FLYWHEEL. RECHECKED AND IS WORKING AS DESIGNED				
RO Number: 332828	2/4/2010	2/3/2010	Customer Info: 57254	[REDACTED]	Warr Company: 001
Advisor #: 519	Tech: SUBLET	Serial Number: 1GNFK16317J	[REDACTED]	Odometer: 69348	
Code:	Description: SUBLET				
14	Cause:				
	Correction: PARTS PRICE DIFF				
RO Number: 331627	1/28/2010	1/4/2010	Customer Info: 57254	[REDACTED]	Warr Company: 001
Advisor #: 519	Tech: RONALD SILVA	Serial Number: 1GNFK16317J	[REDACTED]	Odometer: 68513	
Code:	Description: RENTAL PO Number: 49644 Received.				
1102	Cause:				
	Correction: 10 DAY RENTAL				
RO Number: 331627	1/28/2010	1/4/2010	Customer Info: 57254	[REDACTED]	Warr Company: [REDACTED]
Advisor #: 519	Tech: SUBLET	Serial Number: 1GNFK16317J	[REDACTED]	Odometer: 68513	
Code:	Description: RENTAL PO Number: 49645 Received.				
1102	Cause:				
	Correction: RENTAL				
RO Number: 331627	1/28/2010	1/4/2010	Customer Info: 57254	[REDACTED]	Warr Company: 001
Advisor #: 519	Tech: RONALD SILVA	Serial Number: 1GNFK16317J	[REDACTED]	Odometer: 68513	
Code:	Description: PERFORM OIL CONSUMPTION TEST				
05	Cause: CHECKED AND VERIFIED. REPAIRED LEFT BANK FOR OVER AGGRESSIVE LIFTERS. REPLACED LEFT BANK LIFTERS. SECC 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 CYLINDER PLUGS AND FOUND OIL. REMOVED UPPER INTAKE AND INSPECTED FOR CRACKS-NONE FOUND. REMOVED LEI CYLINDER HEAD AND DISASSEMBLED. 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.				
RO Number: 330430	12/2/2009	12/2/2009	Customer Info: 57254	[REDACTED]	Warr Company: 001
Advisor #: 546	Tech: RONALD SILVA	Serial Number: 1GNFK16317J	[REDACTED]	Odometer: 66999	
Code:	Description: CUSTOMER STATES ENGINE USING OIL- OIL CONSUMPTION TEST - SOP HERE- see history				
05	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				
RO Number: 328697	10/20/2009	10/20/2009	Customer Info: 57254	[REDACTED]	Warr Company: [REDACTED]
Advisor #: 546	Tech: RONALD SILVA	Serial Number: 1GNFK16317J	[REDACTED]	Odometer: 63818	
Code:	Description: CHECK ENGINE OIL - LOW - START OIL CONSUMPTION TEST - TOP OFF FLUID, DOCUMENT MARK FILTER AND DIP STCK				
05	Cause: OIL LEVEL LOW				
	Correction: TOPPED OFF OIL, MARKED DIP STICK, FILTER AND TUBE - CUSTOMER TO RETURN IN 1000 MILES				

RO Number: 324545	7/17/2009	7/15/2009	Customer Info: 57254	Warr Company: 001
Advisor #: 545	Tech: SUBLET	Serial Number: 1GNFK16317J	Odometer: 58245	
Code: 1102	Description: RENTAL PO Number: 45644 Received.	Cause:	Correction:	
RO Number: 324545	7/17/2009	7/15/2009	Customer Info: 57254	Warr Company: 001
Advisor #: 545	Tech: DAVID DIAZ	Serial Number: 1GNFK16317J	Odometer: 58245	
Code: 02	Description: 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. REPL	
RO Number: 324545	7/17/2009	7/15/2009	Customer Info: 57254	Warr Company: 001
Advisor #: 545	Tech: ROBERTO EDEZA	Serial Number: 1GNFK16317J	Odometer: 58245	
Code: 05	Description: 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	
RO Number: 314126	11/17/2008	11/17/2008	Customer Info: 57254	Warr Company: 001
Advisor #: 530	Tech: NERSES A MANOUKIAN	Serial Number: 1GNFK16317J	Odometer: 43567	
Code: 0101	Description: LUBE/OIL/FILTER	Cause:	Correction: PERFORM LUBE OIL AND FILTER CHANGE.	
RO Number: 314126	11/17/2008	11/17/2008	Customer Info: 57254	Warr Company: 001
Advisor #: 530	Tech: NERSES A MANOUKIAN	Serial Number: 1GNFK16317J	Odometer: 43567	
Code:	Description: 08048: HEATED WINDSHIELD WASHER MODULE SHORT CIRCUIT - ADD WIRE HARNESS	Cause: CAMPAIGN OPEN	Correction: REPLACE WIRING HARNESS AS PER RECALL	
RO Number: 306567	5/15/2008	5/15/2008	Customer Info: 57254	Warr Company: 001
Advisor #: 530	Tech: SUWART JIMANAROJ	Serial Number: 1GNFK16317J	Odometer: 35344	
Code: 0101	Description: LUBE/OIL/FILTER	Cause:	Correction: PERFORM LUBE OIL AND FILTER CHANGE.	
RO Number: 306567	5/15/2008	5/15/2008	Customer Info: 57254	Warr Company: 001
Advisor #: 530	Tech: SUWART JIMANAROJ	Serial Number: 1GNFK16317J	Odometer: 35344	
Code: 03	Description: TUNE DEPT.,CUST STATES THAT AT IDLE , IN GEAR AT A STOP ..ENGINE IDLES ROUGH ...	Cause: MISFIRE ON #5 CYLINDER	Correction: REPLACE COIL AND SPARK PLUG.. CLEAR CODES AND TEST DRIVE ..	
RO Number: 306567	5/15/2008	5/15/2008	Customer Info: 57254	Warr Company: 001
Advisor #: 530	Tech: GABRIEL MAGANA	Serial Number: 1GNFK16317J	Odometer: 35344	
Code: 06	Description: 15A.,CUST STATES THAT DRIVERS DOOR INTERIOR HANDLE IS PEELING LEAVING SHARP EDGES,	Cause: INTERIOR DOOR HANDLE PEELING	Correction: REPLACE INTERIOR DRIVERS DOOR HANDLE	
RO Number: 306567	5/15/2008	5/15/2008	Customer Info: 57254	Warr Company: 001
Advisor #: 530	Tech: SUBLET	Serial Number: 1GNFK16317J	Odometer: 35344	
Code: 0100	Description: PERFORM GENERAL MOTORS MULTI- POINT INSPECTION	Cause: RECOMMENDATIONS:	Correction: FRONT BRAKE LOWEST MEASUREMENT _5_ MM REAR BRAKE LOWEST MEASUREMENT _5_ MM TREAD DEPTH IN 32NDS	
RO Number: 301606	1/24/2008	1/24/2008	Customer Info: 57254	Warr Company: 001
Advisor #: 455	Tech: NERSES A MANOUKIAN	Serial Number: 1GNFK16317J	Odometer: 31095	
Code: 0104	Description: REPLACE AIR FILTER	Cause:	Correction: REPLACED AIR FILTER	
RO Number: 301606	1/24/2008	1/24/2008	Customer Info: 57254	Warr Company: 001
Advisor #: 455	Tech: NERSES A MANOUKIAN	Serial Number: 1GNFK16317J	Odometer: 31095	
Code: 01	Description: SERVICE THROTTLE BODY PER RECOMMENDATION	Cause:	Correction:	

RO Number: 301606 1/24/2008 1/24/2008 Customer Info:57254 [REDACTED] Warr Company:001  
Advisor #: 455 Tech: CEASER ABAYA Serial Number: 1GNFK16317J [REDACTED] Odometer: 31095  
Code: Description: 07007: SERVICE UPDATE - REMOTE KEYLESS INOP/BATT LOW-GMT900 ONLY-\*EXP W/BASE WARR\*  
Cause:  
Correction: PERFORMED SOFTWARE UPDATE PER RECALL

RO Number: 301606 1/24/2008 1/24/2008 Customer Info:57254 [REDACTED] Warr Company:001  
Advisor #: 455 Tech: CEASER ABAYA Serial Number: 1GNFK16317J [REDACTED] Odometer: 31095  
Code: Description: 08162: SERVICE UPDATE-INVENT/CUST VEHS E85 VFFS UPDATE REPGM ECM \*EXPIRES 8YR/80K MI\*  
CAMPAIGN OPEN  
Cause:

06 Correction: PERFORMED SOFTWARE UPDATE PER RECALL  
[REDACTED] Warr Company:

RO Number: 301606 1/24/2008 1/24/2008 Customer Info:57254 [REDACTED] Odometer: 31095  
Advisor #: 455 Tech: JOSE ANTONIO REALEGEN Serial Number: 1GNFK16317J [REDACTED]  
Code: Description: BASIC MAINTENANCE PACKAGE 1 -- PERFORM CHASSIS LUBE, OIL AND FILTER CHANGE, TIRE WEAR AND BRAKE  
INSPECTION, TIRE PRESSURE CHECK, 4 TIRE ROTATION, REFILL WINDSHIELD WASHER FLUID, AND INSPECT FOR ANY VI  
LEAKS. ALSO INSPECT AND FILL FLUIDS.  
Cause: BASIC MAINTENANCE PACKAGE/RECOMMENDATIONS HERE: RECOMMEND REPLACE 2 TIRES (WORN) ALIGN FRONT E  
Correction: FRONT BRAKE LOWEST MEASUREMENT 5 MM REAR BRAKE LOWEST MEASUREMENT 6 MM TREAD DEPTH IN :  
LEFT FRONT 5 RIGHT FRONT 5 LEFT REAR 5 RIGHT REAR 5

01B [REDACTED] Warr Company:  
RO Number: 280547 10/25/2006 10/25/2006 Customer Info:57254 [REDACTED] Odometer: 4552  
Advisor #: 455 Tech: BRANDON LEE PARKER Serial Number: 1GNFK16317J [REDACTED]  
Code: Description: INSTALL CUSTOMER SUPPLIED MIRROR  
Cause:

06 Correction: INSTALL CUSTOMER SUPPLIED MIRROR  
[REDACTED] Warr Company:001

RO Number: 280013 10/12/2006 10/13/2006 Customer Info:57254 [REDACTED] Odometer: 4047  
Advisor #: 455 Tech: CEASER ABAYA Serial Number: 1GNFK16317J [REDACTED] Pin#15294214  
Code: Description: CUST REPORTS READ DVD IS NOT WORKING WELL, GOES ON/ OFF WHILE DRIVING.  
Cause: DUE TO INTERNAL FAILURE  
Correction: REPLACE DVD SCREEN TESTED WORKING AS DESIGNED

06 [REDACTED] Warr Company:  
RO Number: 278273 9/6/2006 9/6/2006 Customer Info:57254 [REDACTED] Odometer: 2457  
Advisor #: 455 Tech: CEASER ABAYA Serial Number: 1GNFK16317J [REDACTED]  
Code: Description: CUST REPORTS READ DVD IS NOT WORKING WELL, GOES ON/ OFF WHILE DRIVING,  
Cause:  
Correction: SPECIAL ORDER PART, DVD UNIT

EX/T	PREVIOUS	MERGE	GM Veh Search	SHOW ALL	PRINT	VIEW INVOICE	AUDIO HELP
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# ALLEN GWYNN CHEVROLET

1400 S. BRAND BOULEVARD, GLENDALE, CA 91204  
1400 South Brand Blvd. at Los Feliz  
GLENDALE, CA 91204 • FAX (818) 240-1625



www.lovenmychevy.com

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 1 of 2

01/12/2011 10:41:09

To [REDACTED]  La Canada CA [REDACTED]	Year: 2007 Veh Id: 24280 Unit #: Make: Chevrolet License #: Model: K1500 Suburban Odo. In: 86,246 Color: Unknown Odo. Out: V.I.N.#: 1GNFK16317J [REDACTED] 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.

## Quantity Description/Correction

- 1.00 12612350 - Gasket - Warranty
- 1.00 88861206 - Dye - Warranty
- 1.00 89017524 - Filter - Warranty
- 6.00 12345621 - Bulk 5W30 - Warranty
- 1.00 12637683 - GASKET - Warranty

Retail	Price	Total
\$45.17	\$0.00	\$0.00
\$12.58	\$0.00	\$0.00
\$8.08	\$0.00	\$0.00
\$2.49	\$0.00	\$0.00
\$26.78	\$0.00	\$0.00
	\$0.00	\$0.00

Customer States was told by outside shop that vehicle has an oil leak...advise. \*\*\* - Tech  
Cause: rear main seal area \*\*\* - Tech  
Comments: ADED OIL DYE BLACK LITE FOR FLUID LEAKS LEAK FOUND AT OIL PAN GASKET REAR OF ENGINE BLOCK REMOVE OIL PAN RESEAL AND AND RT VALVE COVER LEAKING ALSO RESEAL RT VALVE COVER - Warranty

Completed by Technician number: 0543

Misc \$0.00

Labor \$0.00

Parts \$0.00

Prepaid Parts Amt: \$0.00

Case Total: \$0.00

Case: 2 Customer States right front inner door handle is peeling and sharp...advise.

## Quantity Description/Correction

- 2.00 88880051 - HANDLE KI - Warranty
- Customer States right front inner door handle is peeling and sharp...advise. \*\*\* - Tech Cause: verified concern-inspected and found all inside door levers beginning to peel \*\*\* - Tech  
Comments: replace front and rear door handle levers per special policy T5753 - Warranty  
Completed by Technician number: 0092

Retail	Price	Total
\$15.90	\$0.00	\$0.00
	\$0.00	\$0.00

Misc \$0.00

Labor \$0.00

Parts \$0.00

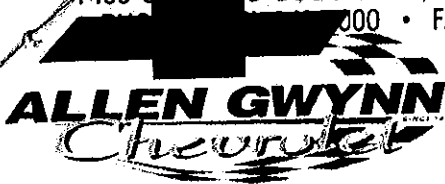
Prepaid Parts Amt: \$0.00

Case Total: \$0.00



# ALLEN GWYNN CHEVROLET

1400 S. BRAND BOULEVARD, GLENDALE, CA 91204  
1400 South Brand Blvd. at Los Feliz  
000 • FAX (818) 240-1625



www.lovemyc Chevy.com

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

01/12/2011 10:41:10

Case: 3 Added Operation: 2 Day Warranty Rental (1 Day Warranty Rental)

## Quantity Description/Correction

Price	Total
\$0.00	\$0.00
\$0.00	\$0.00
\$0.00	\$0.00
<b>Case Total:</b> \$0.00	

Added Operation: 2 Day Warranty Rental (1 Day  
Warranty Rental) - Warranty

Completed by Technician number: 0092

2479 - 2 day rental - Warranty

Misc \$0.00 Labor \$0.00 Parts \$0.00 Prepaid Parts Amt: \$0.00 Case Total: \$0.00

Indebtedness is hereby acknowledged for the "Total Charges" being all or the  
balance owing to repairs, parts & accessories described in this work order.

Currency:

Payment Ref:

Expiry Date:

P/O#:

Labor: \$0.00

Parts: \$0.00

Misc: \$0.00

Sub Total: \$0.00

Tax: \$0.00

01/11/2011

Date

Signature

Payment Type Cash

Total: \$0.00

# ALLEN GWYNN CHEVROLET

1400 S.BRAND BOULEVARD GLENDALE, CA 91204

Phone (818) 240-0000 • Fax (818) 240-1625



RO Number: 330430

Service Advisor: 546

Tag Number: 1051

Ticket Date: 12/2/2009

Cash Out Date: 12/2/2009

Veh Sold Date:

Warranty Cash Out Date:

Status:

Date appointment initiated: 12/2/2009  
Proposed Date - Time Completed: 12/2/2009 5:00 PM

Customer Information Number: 57254

Stock Number:

Mileage In

Yr: 07 Make: CHEVROLET Serial Numbers

66999

Model SUBURBAN

VIN: 1GNFK16317J

Mileage Out

Plate #

Color: SILVER

Type: T

LA CANADA CA

Contact: KATHLEEN

Home

## Warranty

Mech. Rpr Number Nbr	Requested Repair Description	Item Type
543 1	Warranty Company: 000006 : FACTORY WARRANTY Claim Number : 330430-1 - CUSTOMER STATES ENGINE USING OIL- OIL CONSUMPTION TEST - SOP HERE- see history 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 CONSUMPTION	M

Repair Part Number	Description	P/U	S/O	B/O	Rec	Total
1 12570427	COVER	1	0	0	0	1
1 12582224	COVER	1	0	0	0	1

## 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:	\$0.00
Labor Total:	\$0.00	** Other Charges:	\$0.00	Deposit:	\$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 hereby 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 notwithstanding. 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.

X

B.A.R. # ARDAB004535  
E.P.A. # CAD028246569

# ALLEN GWYNN CHEVROLET

1400 S.BRAND BOULEVARD GLENDALE, CA 91204

Phone (818) 240-0000 • Fax (818) 240-1625



RO Number: 329469

Service Advisor: 546

Tag Number: [REDACTED]

Ticket Date: 11/9/2009

Cash Out Date: 11/17/2009

Veh Sold Date:

Warranty Cash Out Date:

Date appointment initiated: 11/9/2009

Proposed Date - Time Completed: 11/9/2009 5:00 PM

Customer Information Number: 57254

Stock Number:

Mileage In

Yr: 07 Make: CHEVROLET Serial Numbers

64949

Model SUBURBAN

VIN: 1GNFK16317J [REDACTED]

Mileage Out

Plate #

Color: SILVER

Type: T

LA CANADA CA [REDACTED]

Contact: KATHLEEN

Home (818) 957-7647

Cell (818) 618-6777

## Warranty

Mech. Rpr Number Nbr	Requested Repair Description	Item Type
543 1	Warranty Company: 000006 : FACTORY WARRANTY Claim Number: [REDACTED] 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	M
* 2	Warranty Company: 000006 : FACTORY WARRANTY Claim Number: [REDACTED] RENTAL START 11/16 PO Number: 48253 Received.	M

Repair Part Number	Description	P/U	S/O	B/O	Rec	Total
2 SUBLET	RENTAL START 11/16	1	0	0	0	1

## 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:	\$0.00
Labor Total:	\$0.00	** Other Charges:	\$0.00	Deposit:	\$0.00		

1: Cash \$0.00  
2: \$0.00  
3: \$0.00

CB

I hereby authorize the repair work to be done along with the necessary material, and hereby 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 notwithstanding. 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.

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B.A.R. # ARDAB004535

E.P.A. # CAD028246569

\* Repair added after the customer copy printed.  
\*\* Oil & Grease included in Other Charges.

Repair Order Printed on : 11/17/2009 5:43:39 PM

# ALLEN GWYNN CHEVROLET

1400 S.BRAND BOULEVARD GLENDALE, CA 91204

Phone (818) 240-0000 • Fax (818) 240-1625



RO Number: 328697

Service Advisor: 546

Status:

Tag Number:

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

Customer Information Number: 57254

Stock Number:

Mileage In

Yr: 07 Make: CHEVROLET Serial Numbers

63818

Model SUBURBAN

VIN: 1GNFK16317J

Mileage Out

Plate #

Color: SILVER

Type: T

LA CANADA CA

Contact: KATHLEEN

Home

Cell

Mech. Rpr Number Nbr	Requested Repair Description	Internal	Item Type
543 1	- CHECK ENGINE OIL - LOW - START OIL CONSUMPTION 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		O

Customer Pay Totals					
Discount Amount:	\$0.00	Freight Total:	\$0.00	Sales Tax:	\$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 Deduct:	\$0.00
				<b>Total:</b>	<b>\$0.00</b>

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 hereby 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 notwithstanding. 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.

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B.A.R. # ARDAB004535

E.P.A. # CAD028246569

# WYNN CHEVROLET

ULEVARD GLENDALE, CA 91204

240-0000 • Fax (818) 240-1625



RO Number: 324545

Service Advisor: 545

Tag Number: 1297

Ticket Date: 7/15/2009

Cash Out Date: 7/17/2009

Veh Sold Date:

Warranty Cash Out Date:

Date appointment initiated: 7/15/2009

Proposed Date - Time Completed: 7/15/2009 5:00 PM

Customer Information Number: 57254

Stock Number:

Mileage In

Yr: 07 Make: CHEVROLET Serial Numbers

58245

Model SUBURBAN

VIN: 1GNFK16317

Mileage Out

Plate #

Color: SILVER

Type: T

LA CANADA CA

Contact: KATHLEEN

Home

Cell

## Customer Pay

Mech. Rpr Number Nbr	Requested Repair Description	Item Type	Labor
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	I	\$165.00

Repair	Part Number	Description	P/U	S/O	B/O	Rec	Total	Selling Price	Ext Price
2	19235756	PAD KIT	1	0	0	0	1	\$69.95	\$69.95
2	15945636	PAD KIT	1	0	0	0	1	\$124.56	\$124.56
2	409	BRAKE CLEANER	1	0	0	0	1	\$4.00	\$4.00

## Warranty

Mech. Rpr Number Nbr	Requested Repair Description	Item Type
544 1	Warranty Company: 000006 : FACTORY WARRANTY Claim Number : 324545-1 - 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	M
000 3	Warranty Company: 000006 : FACTORY WARRANTY Claim Number : 324545-3 - RENTAL PO Number: 45644 Received.	M

Repair	Part Number	Description	P/U	S/O	B/O	Rec	Total
1	89060413	GASKET KI	1	0	0	0	1
1	12602541	SEAL	2	0	0	0	2
1	12571595	LIFTER	4	0	0	0	4
1	12612045	GASKET	1	0	0	0	1
1	12589226	GASKET	1	0	0	0	1
1	12617944	GASKET	4	0	0	0	4
1	17122490	LIFTER	10	0	0	0	10
1	11571134	BOLT	5	0	0	0	5
1	12558840	BOLT	1	0	0	0	1
1	12346290	COOLANT	4	0	0	0	4
1	11518860	BOLT	1	0	0	0	1
3	SUBLET	RENTAL					

# ALLEN GWYNN CHEVROLET

1400 S.BRAND BOULEVARD GLENDALE, CA 91204  
Phone (818) 240-0000 • Fax (818) 240-1625



RO Number: 324545  
Service Advisor: 545  
Tag Number: 1297  
Ticket Date: 7/15/2009  
Cash Out Date: 7/17/2009  
Veh Sold Date:  
Warranty Cash Out Date:

Date appointment initiated: 7/15/2009  
Proposed Date - Time Completed: 7/15/2009 5:00 PM

**Customer Information**  
Number: 57254  
LA CANADA CA  
Contact: KATHLEEN  
Home: [REDACTED] Cell: [REDACTED]

**Stock Number:**  
Yr: 07 Make: CHEVROLET  
Model SUBURBAN  
Plate #  
Color: SILVER  
**Serial Numbers**  
VIN: 1GNFK16317J [REDACTED]  
Type: T

**Mileage In**  
58245  
**Mileage Out**

<b>Customer Pay Totals</b>		<b>Total Deduct:</b> \$0.00	
Discount Amount:	\$0.00	Sales Tax:	\$19.36
Parts Total:	\$198.51	Second Sales Tax:	\$0.00
Labor Total:	\$165.00	Deposit:	\$0.00
Freight Total:	\$0.00	<b>Total: \$382.87</b>	
Sublet Total:	\$0.00		
** Other Charges:	\$0.00		

AR

- 1: MC \$382.87
- 2: \$0.00
- 3: \$0.00

I hereby authorize the repair work to be done along with the necessary material, and hereby 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 notwithstanding. 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.

X

B.A.R. # ARDAB004535  
E.P.A. # CAD028246569

# ALLEN GWYNN CHEVROLET

1400 S.BRAND BOULEVARD GLENDALE, CA 91204  
Phone (818) 240-0000 • Fax (818) 240-1625



RO Number: 323154  
Service Advisor: 545  
Tag Number: [REDACTED]  
Ticket Date: 6/11/2009  
Cash Out Date: 6/11/2009  
Veh Sold Date:  
Warranty Cash Out Date:

Status:

Date appointment initiated: 6/11/2009  
Proposed Date - Time Completed: 6/11/2009 5:00 PM

Customer Information Number: 57254

2041 [REDACTED]  
LA CANADA CA [REDACTED]  
Contact: KATHLEEN  
Home [REDACTED]  
Cell [REDACTED]

Stock Number:  
Yr: 07 Make: CHEVROLET Serial Numbers  
Model SUBURBAN VIN: 1GNFK16317J [REDACTED]  
Plate #  
Color: SILVER Type: T

Mileage In  
56225  
Mileage Out

## Warranty

Mech. Rpr  
Number Nbr

288 1

Requested Repair Description

Warranty Company: 000006 : FACTORY WARRANTY Claim Number: [REDACTED]  
CUSTOMER STATES ENGINE BURNS INTERNALLY OR LEAKING EXTERNALLY -  
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

Item Type

M

Customer Pay Totals				Total Deduct:	\$0.00
Discount Amount:	\$0.00	Freight Total:	\$0.00	Sales Tax:	\$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
				<b>Total:</b>	<b>\$0.00</b>

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 hereby 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 notwithstanding. 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.  
X \_\_\_\_\_

B.A.R. # ARDAB004535  
E.P.A. # CAD028246569

# ALLEN GWYNN CHEVROLET

1400 S.BRAND BOULEVARD GLENDALE, CA 91204

Phone (818) 240-0000 • Fax (818) 240-1625



RO Number: 306567

Service Advisor: 530

Tag Number: [REDACTED]

Ticket Date: 5/15/2008

Cash Out Date: 5/15/2008

Veh Sold Date:

Warranty Cash Out Date:

Date appointment initiated: 5/15/2008

Proposed Date - Time Completed: 5/15/2008 5:00 PM

## Customer Information

Number: 57254

Stock Number:

Mileage In

35344

Yr: 07 Make: CHEVROLET Serial Numbers

Model SUBURBAN

VIN: 1GNFK16317J [REDACTED]

Mileage Out

Plate #

Type: T

Color:

LA CANADA CA

Contact: KATHLEEN

Home [REDACTED]

Wk [REDACTED]

Cell [REDACTED]

## Customer Pay

Mech. Rpr Number Nbr	Requested Repair Description	Item Type	Labor
169 2	- LUBE/OIL/FILTER CORRECTION: PERFORM LUBE OIL AND FILTER CHANGE. Authorization Number 2: 90	1	\$11.00
000 3	- PERFORM GENERAL MOTORS MULTI- POINT INSPECTION CAUSE: RECOMMENDATIONS: CORRECTION: FRONT BRAKE LOWEST MEASUREMENT 5 MM REAR BRAKE LOWEST MEASUREMENT 5 MM TREAD DEPTH IN 32NDS LEFT FRONT 5 RIGHT FRONT 5 LEFT REAR 0 RIGHT REAR 0	1	\$0.00

Repair Part Number	Description	P/U	S/O	B/O	Rec	Total	Selling Price	Ext Price
2 89017524	FILTER	1	0	0	0	1	\$4.95	\$4.95
2 12345621	OIL10W30B	6	0	0	0	6	\$2.00	\$12.00
2 GREASE		1	0	0	0	1	\$0.45	\$0.45
2 230390	WASHER TABLET	1	0	0	0	1	\$0.95	\$0.95

## Warranty

Mech. Rpr Number Nbr	Requested Repair Description	Item Type
169 1	Warranty Company: 000006 : FACTORY WARRANTY Claim Number [REDACTED] TUNE DEPT., CUST STATES THAT AT IDLE , IN GEAR AT A STOP ..ENGINE IDLES ROUGH ... CAUSE: MISFIRE ON #5 CYLINDER CORRECTION: REPLACE COIL AND SPARK PLUG.. CLEAR CODES AND TEST DRIVE ..	M
527 4	Warranty Company: 000006 : FACTORY WARRANTY Claim Number [REDACTED] 15A., CUST STATES THAT DRIVERS DOOR INTERIOR HANDLE IS PEELING LEAVING SHARP EDGES, CAUSE: INTERIOR DOOR HANDLE PEELING CORRECTION: REPLACE INTERIOR DRIVERS DOOR HANDLE	M

Repair Part Number	Description	P/U	S/O	B/O	Rec	Total
4 15935951	HANDLE	1	0	0	0	1
1 12573190	COIL	1	0	0	0	1
1 12571164	SPARK PLU	1	0	0	0	1



# ALLEN GWYNN CHEVROLET

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:

Warranty Cash Out Date:

Date appointment initiated: 3/2/2010  
Proposed Date - Time Completed: 3/2/2010 5:00 PM

Customer Information Number: 57254

Stock Number:

Mileage In

Yr: 07 Make: CHEVROLET Serial Numbers

70429

Model SUBURBAN

VIN: 1GNFK16317J

Mileage Out

Plate #

Color: SILVER

Type: T

LA CANADA CA

Contact: KATHY

Home

Cell

Mech. Rpr Number Nbr	Requested Repair Description	Customer Pay	Emp #	Item Type	Labor
543 1	- REPLACE BOTH BELTS	CORRECTION: REPLACED SERPENTINE AND AC BELT		I	\$0.00

Repair	Part Number	Description	P/U	S/O	B/O	Rec	Total	Selling Price	Ext Price
1	12576447	BELT	1	0	0	0	1	\$35.72	\$35.72
1	12626222	BELT	1	0	0	0	1	\$58.94	\$58.95

## Customer Pay Totals

Discount Amount:	\$0.00	Freight Total:	\$0.00	Sales Tax:	\$9.23	Total Deduct:	\$0.00
Parts Total:	\$94.67	Sublet Total:	\$0.00	Second Sales Tax:	\$0.00		
Labor Total:	\$0.00	** Other Charges:	\$0.00	Deposit:	\$0.00	<b>Total:</b>	<b>\$103.90</b>

1: MC \$103.90  
2: \$0.00  
3: \$0.00

CB

I hereby authorize the repair work to be done along with the necessary material, and hereby 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.

X

B.A.R. # ARDAB004535  
E.P.A. # CAD028246569

Emp #	Parts	Labor	Total
519	\$0.00	\$0.00	\$104.00
Approved:		3/2/2010 1:07:28	

# ALLEN GWYNN CHEVROLET

1400 S.BRAND BOULEVARD GLENDALE, CA 91204

Phone (818) 240-0000 • Direct (818) 240-5736 • Fax (818) 240-5130 Status:



RO Number: 332699

Service Advisor: 519

Tag Number: [REDACTED]

Ticket Date: 2/1/2010

Cash Out Date: 2/1/2010

Veh Sold Date:

Warranty Cash Out Date:

Date appointment initiated: 2/1/2010

Proposed Date - Time Completed: 2/1/2010 5:00 PM

Customer Information Number: 57254

Stock Number:

Mileage In

Yr: 07 Make: CHEVROLET Serial Numbers

69253

Model SUBURBAN

VIN: 1GNFK16317J [REDACTED]

Mileage Out

Plate #

Color: SILVER

Type: T

LA CANADA CA [REDACTED]

Contact: KATHY

Home [REDACTED]

Cell [REDACTED]

## Warranty

Mech. Rpr  
Number Nbr

Requested Repair Description

Item Type

543 1

Warranty Company: 000006 : FACTORY WARRANTY Claim Number: [REDACTED]  
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.

M

## 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	<b>Total:</b>	<b>\$0.00</b>

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 hereby 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 notwithstanding. 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.

X \_\_\_\_\_

B.A.R. # ARDAB004535  
E.P.A. # CAD028246569

# ALLEN GWYNN CHEVROLET

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: [REDACTED]

Ticket Date: 2/3/2010

Cash Out Date: 2/4/2010

Veh Sold Date:

Warranty Cash Out Date:

Date appointment initiated: 2/3/2010

Proposed Date - Time Completed: 2/3/2010 5:00 PM

Customer Information Number: 57254

Stock Number:

Mileage In

Yr: 07 Make: CHEVROLET Serial Numbers

69348

Model SUBURBAN

VIN: 1GNFK16317J [REDACTED]

Mileage Out

Plate #

Color: SILVER

Type: T

LA CANADA CA [REDACTED]

Contact: KATHY

Home [REDACTED]

Cell [REDACTED]

Mech. Rpr Number Nbr	Requested Repair Description	Warranty	Item Type
212 1	Warranty Company: 000006 : FACTORY WARRANTY Claim Number [REDACTED] 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 [REDACTED] RENTAL PO Number: 49789 Received. CORRECTION: 1 DAY RENTAL Authorization Number 2: 90		M

Repair Part Number	Description	P/U	S/O	B/O	Rec	Total
1 12606620	PLATE	1	0	0	0	1
1 REFUND	PARTS DIFF THORSON	1	0	0	0	1
2 SUBLET	RENTAL	1	0	0	0	1

## 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	<b>Total:</b>	<b>\$0.00</b>

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 hereby 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.

X \_\_\_\_\_

B.A.R. # ARDAB004535

E.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 2

To: General Motors

Attn: Jay

Fax #: 866-213-9923

From: Greg

Regarding: 16NFK16317J [REDACTED] - we  
dealer traded this vehicle to Lithia in Redding

## NEW CAR INVENTORY EXCHANGE INVOICE

RECIPIENT DEALER LITHIA CHEVROLET OF REDDINGDate 7-25-06ADDRESS 200 E. CYPRESS AVECITY REDDING CA. 96002YOUR TRADE: ☒

DESTINATION (Place of Delivery) \_\_\_\_\_

OUR TRADE: ☐

## VEHICLE DELIVERED

Wholesale Note No. \_\_\_\_\_

Stock No. NT6-047

Make	Model	Color	Yr	ACCOUNT	AMOUNT
CHEVROLET	CK10906	GRAY	2007	Car	\$
VIN <u>1GNFK163175</u>				Options (Inc. D & H)	
				Freight and Factory D & H	
Accessories and/or Options (Itemize)		Cost	D & H	Accessories	
				Installation Charges	
				TOTAL VEHICLE DELIVERED	\$ <u>48728.39</u>

## VEHICLE RECEIVED

Stock No. NT6-062

Make	Model	Color	Yr	ACCOUNT	AMOUNT
CHEVROLET	CK10906	RED	2007	Car	\$
VIN <u>3GNFK163476</u>				Options (Inc. D & H)	
				Freight and Factory D & H	
Accessories and/or Options (Itemize)		Cost	D & H	Accessories	
				Installation Charges	
				TOTAL VEHICLE RECEIVED	\$ <u>40023.03</u>

GMAC FLOORING EXCHANGE

DIFFERENCE (Due Us) (Due You)

\$

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 ☒ OPIE'S CHEVROLET BUICKBy ☒ \_\_\_\_\_

FORM 502

Reynolds and Reynolds ORDER TOLL FREE 1-800-344-0292

**MANUFACTURER RESPONSE FORM  
(CALIFORNIA)**

Case Number: CHV1114771

Vehicle: 2007 Chevrolet Suburban

Customer Name: [REDACTED]

VIN: 1GNFK16317J [REDACTED]

**Manufacturer's Position:** General Motors regrets that [REDACTED] is dissatisfied with her 2008 GMC Sierra. General Motors' continued success depends upon the satisfaction our customers receive from their vehicles which is why we strive daily to maintain the highest levels of satisfaction with our products.

General Motors makes every effort to meet the highest quality standards. By providing the New Vehicle Limited Warranty for 3 years or 36,000 miles, whichever comes first, General Motors covers the cost of repairs to correct any vehicle defect related to materials or workmanship occurring during the warranty period. We have and will continue to address all concerns per the terms of the warranty.

All of the concerns that [REDACTED] has brought to the attention of the dealer in regards to her 2007 Chevrolet Suburban for an oil leak concern have been corrected. The last time the vehicle was in a General Motors dealer on January 10, 2011 at 86,246 miles. Allen Gwynn Chevrolet was able to verify the existence of the leak through the use of oil dye and a black light for diagnosis. The rear oil pan gasket was found to be leaking as well as the right valve; both were removed and resealed back in place and the customer has not been to the dealership since. The repair was made at no expense to the customer by Allen Gwynn Chevrolet and when the vehicle left the dealership, it was operating to General Motors specifications and continues to now. If there are any current concerns on the vehicle we request that [REDACTED] make the vehicle available for repairs per the terms of the manufacturer's written warranty. There has been no significant loss of use, value or safety of her vehicle.

At this time we do not believe [REDACTED] satisfies the parameters for a repurchase or replacement. We respectfully ask that [REDACTED] request for repurchase of her 2002007 Chevrolet Suburban be denied and that [REDACTED] continue to work with General Motors per the terms of our written warranty coverage.

**Documentation Provided (please check):**

- ☐ Technical Service Bulletin(s)
- ☐ Recall Notice(s)
- ☐ Vehicle Repair Records
- ☐ Purchase/Lease documentation
- ☐ Other:

The manufacturer's position and documentation will be furnished to the customer and the arbitrator prior to a hearing in this case.

08/01/11

I will participate in a hearing

☒ By phone ☐ In person ☐ In writing

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 [REDACTED] vs Chevrolet Motor Division  
1GNFK16317J [REDACTED]

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: CHV1114771

Customer: [REDACTED]

Business: Chevrolet

Mfr Info: 1716 CA 1GNFK16317J [REDACTED]

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: (310) 945-3150

AUTOLINE Director Phone: (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

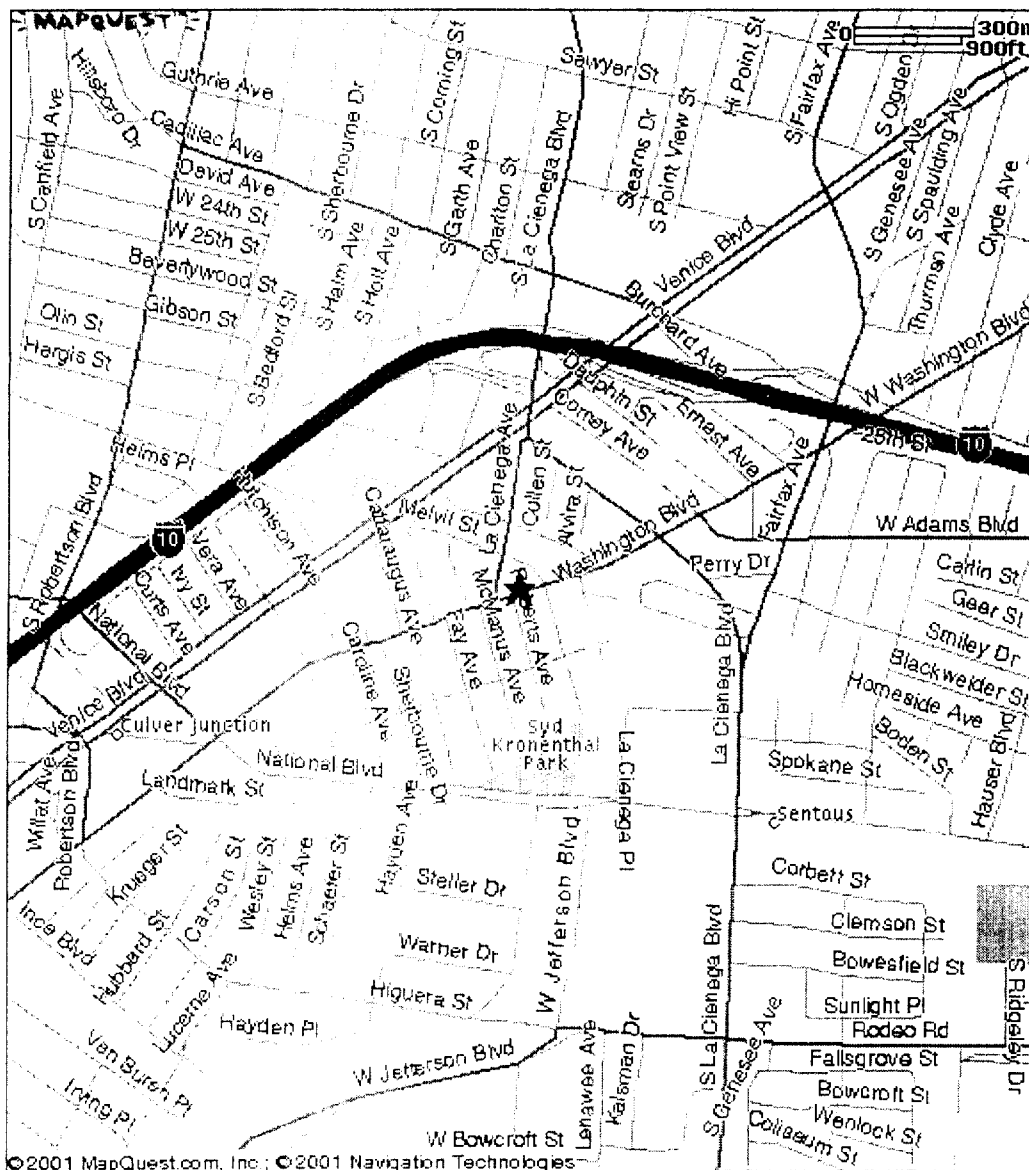
1. We make every effort to assist persons with disabilities. If you need special assistance to participate in the arbitration hearing, please notify the BBB.
2. Bring all witnesses you want to testify.
3. Bring the original of any documents you have previously submitted to BBB AUTO LINE. If you bring 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.

**Council of Better Business Bureaus, Inc.**

4200 Wilson Boulevard, Suite 800 · Arlington, VA · 22203-1838 · Phone 800.955.5100 · Fax: 703.247.9700

# 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.



## 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**  
[REDACTED] 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

**TO:** Rosemarie Williams  
General Motors Legal Staff  
400 Renaissance Center, Mail Code 482-038-210  
Detroit, MI 48265-4000

726072

**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:** [REDACTED] vs. General Motors, LLC, 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 #: CV11023750DWPLAx

**NATURE OF ACTION:** Product Liability Litigation - Breach of Warranty - Manufacturing Defect - 2007 Chevrolet Tahoe, VIN: 1GNFG13J17R [REDACTED] 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 Bicket 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, 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:** C T Corporation System  
**PER:** Nancy Flores  
**ADDRESS:** 818 West Seventh Street  
Los Angeles, CA 90017  
**TELEPHONE:** 213-337-4615

Amy Siglander

Ruben + Siglander  
CT: 3/24/11

Page 1 of 1 / CH

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.

ER/GS

10:41



March 25, 2011

Brian Cline, Esq.  
The Bickel Law Firm  
750 B St Ste 1950  
San Diego, CA 92101

RE: [REDACTED]  
Service Request: 71-931416720  
2007 Chevrolet Tahoe  
Vehicle Identification Number: 1GNFC13J17R [REDACTED]  
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

I \_\_\_\_\_,  
(Client's Name)

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

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

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

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

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

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

## VEHICLE INFORMATION

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

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Signature



March 25, 2011

Brian Cline, Esq.  
The Bickel Law Firm  
750 B St Ste 1950  
San Diego, CA 92101

RE: [REDACTED]  
Service Request: 71-931416720  
2007 Chevrolet Tahoe  
Vehicle Identification Number: 1GNFC13J17R [REDACTED]  
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(Lien holder Name)

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

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

## VEHICLE INFORMATION

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

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Signature

**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:** [REDACTED], Pltf. vs. General Motors, LLC, 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 # CV11023750DWPLAX

**NATURE OF ACTION:** Product Liability Litigation - Breach of Warranty - Manufacturing Defect - 2007 Chevrolet Tahoe, VIN: 1GNFC13J17R [REDACTED] - 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  
**TELEPHONE:** 213-337-4615

3/23@2 '88P

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

UNITED STATES DISTRICT COURT  
 CENTRAL DISTRICT OF CALIFORNIA

[REDACTED]	CASE NUMBER
PLAINTIFF(S)  v.	CV11 02375 ODW PLA
GENERAL MOTORS, LLC, and DOE 1 through DOE 10 inclusive	SUMMONS
DEFENDANT(S).	

TO: DEFENDANT(S): GENERAL MOTORS, LLC

A lawsuit has been filed against you.

Within 21 days after service of this summons on you (not counting the day you received it), you must serve on the plaintiff an answer to the attached ☒ complaint ☐ amended complaint ☐ counterclaim ☐ cross-claim or a motion under Rule 12 of the Federal Rules of Civil Procedure. The answer or motion must be served on the plaintiff's attorney, Brian C. Kline, whose address is 750 B Street, Suite 1950, San Diego, CA 92101. If you fail to do so, judgment by default will be entered against you for the relief demanded in the complaint. You also must file your answer or motion with the court.

Clerk, U.S. District Court

Dated: MAR 21 2011

By: CHRISTOPHER POWERS  
 Deputy Clerk  
 (Seal of the Court)

1181

[Use 60 days if the defendant is the United States or a United States agency, or is an officer or employee of the United States. Allowed 60 days by Rule 12(a)(3)].

**UNITED STATES DISTRICT COURT, CENTRAL DISTRICT OF CALIFORNIA  
CIVIL COVER SHEET**

<b>I (a) PLAINTIFFS</b> (Check box if you are representing yourself <input type="checkbox"/> <div style="background-color: black; width: 100px; height: 20px; margin-top: 5px;"></div>	<b>DEFENDANTS</b> GENERAL MOTORS, LLC, and DOE 1 through DOE 10 inclusive
<b>(b) Attorneys</b> (Firm Name, Address and Telephone Number, if you are representing yourself, provide same.)  THE BICKEL LAW FIRM, INC. 750 B STREET, SUITE 1950 SAN DIEGO, CA 92101      T: (619) 374-4100	Attorneys (If Known)

<b>II. BASIS OF JURISDICTION</b> (Place an X in one box only.)  <input type="checkbox"/> 1 U.S. Government Plaintiff <input type="checkbox"/> 3 Federal Question (U.S. Government Not a Party)  <input type="checkbox"/> 2 U.S. Government Defendant <input checked="" type="checkbox"/> 4 Diversity (Indicate Citizenship of Parties in Item III)	<b>III. CITIZENSHIP OF PRINCIPAL PARTIES</b> - For Diversity Cases Only (Place an X in one box for plaintiff and one for defendant.) <table style="width:100%; border: none;"> <tr> <td style="width:33%;">Citizen of This State</td> <td style="width:10%; text-align: center;">PTF</td> <td style="width:10%; text-align: center;">DEF</td> <td style="width:33%;">Incorporated or Principal Place of Business in this State</td> <td style="width:10%; text-align: center;">PTF</td> <td style="width:10%; text-align: center;">DEF</td> </tr> <tr> <td><input checked="" type="checkbox"/> 1</td> <td><input type="checkbox"/> 1</td> <td><input type="checkbox"/> 1</td> <td><input type="checkbox"/> 4</td> <td><input type="checkbox"/> 4</td> <td><input type="checkbox"/> 4</td> </tr> <tr> <td>Citizen of Another State</td> <td><input type="checkbox"/> 2</td> <td><input type="checkbox"/> 2</td> <td>Incorporated and Principal Place of Business in Another State</td> <td><input type="checkbox"/> 5</td> <td><input checked="" type="checkbox"/> 5</td> </tr> <tr> <td>Citizen or Subject of a Foreign Country</td> <td><input type="checkbox"/> 3</td> <td><input type="checkbox"/> 3</td> <td>Foreign Nation</td> <td><input type="checkbox"/> 6</td> <td><input type="checkbox"/> 6</td> </tr> </table>	Citizen of This State	PTF	DEF	Incorporated or Principal Place of Business in this State	PTF	DEF	<input checked="" type="checkbox"/> 1	<input type="checkbox"/> 1	<input type="checkbox"/> 1	<input type="checkbox"/> 4	<input type="checkbox"/> 4	<input type="checkbox"/> 4	Citizen of Another State	<input type="checkbox"/> 2	<input type="checkbox"/> 2	Incorporated and Principal Place of Business in Another State	<input type="checkbox"/> 5	<input checked="" type="checkbox"/> 5	Citizen or Subject of a Foreign Country	<input type="checkbox"/> 3	<input type="checkbox"/> 3	Foreign Nation	<input type="checkbox"/> 6	<input type="checkbox"/> 6
Citizen of This State	PTF	DEF	Incorporated or Principal Place of Business in this State	PTF	DEF																				
<input checked="" type="checkbox"/> 1	<input type="checkbox"/> 1	<input type="checkbox"/> 1	<input type="checkbox"/> 4	<input type="checkbox"/> 4	<input type="checkbox"/> 4																				
Citizen of Another State	<input type="checkbox"/> 2	<input type="checkbox"/> 2	Incorporated and Principal Place of Business in Another State	<input type="checkbox"/> 5	<input checked="" type="checkbox"/> 5																				
Citizen or Subject of a Foreign Country	<input type="checkbox"/> 3	<input type="checkbox"/> 3	Foreign Nation	<input type="checkbox"/> 6	<input type="checkbox"/> 6																				

**IV. ORIGIN** (Place an X in one box only.)

<input checked="" type="checkbox"/> 1 Original Proceeding	<input type="checkbox"/> 2 Removed from State Court	<input type="checkbox"/> 3 Remanded from Appellate Court	<input type="checkbox"/> 4 Reinstated or Reopened	<input type="checkbox"/> 5 Transferred from another district (specify):	<input type="checkbox"/> 6 Multi-District Litigation	<input type="checkbox"/> 7 Appeal to District Judge from Magistrate Judge
---	---	--	---	---	--	---

**V. REQUESTED IN COMPLAINT:** JURY DEMAND: ☒ Yes ☐ No (Check 'Yes' only if demanded in complaint)

**CLASS ACTION** under F.R.C.P. 23: ☐ Yes ☒ No      **MONEY DEMANDED IN COMPLAINT:** \$ 327,942.20

**VI. CAUSE OF ACTION** (Cite the U.S. Civil Statute under which you are filing and write a brief statement of cause. Do not cite jurisdictional statutes unless diversity.)

**BREACH OF CALIFORNIA'S SONG-BEVERLY CONSUMER PROTECTION ACT**

**VII. NATURE OF SUIT** (Place an X in one box only.)

<b>OTHER STATUTES</b> <input type="checkbox"/> 400 State Reapportionment <input type="checkbox"/> 410 Antitrust <input type="checkbox"/> 430 Banks and Banking <input type="checkbox"/> 450 Commerce/CC Rates/etc. <input type="checkbox"/> 460 Deportation <input type="checkbox"/> 470 Racketeer Influenced and Corrupt Organizations <input type="checkbox"/> 480 Consumer Credit <input type="checkbox"/> 490 Cable/Sat TV <input type="checkbox"/> 810 Selective Service <input type="checkbox"/> 850 Securities/Commodities/Exchange <input type="checkbox"/> 875 Customer Challenge 12 USC 3410 <input checked="" type="checkbox"/> 890 Other Statutory Actions <input type="checkbox"/> 891 Agricultural Act <input type="checkbox"/> 892 Economic Stabilization Act <input type="checkbox"/> 893 Environmental Matters <input type="checkbox"/> 894 Energy Allocation Act <input type="checkbox"/> 895 Freedom of Info. Act <input type="checkbox"/> 900 Appeal of Fee Determination Under Equal Access to Justice <input type="checkbox"/> 950 Constitutionality of State Statutes	<b>CONTRACTS</b> <input type="checkbox"/> 110 Insurance <input type="checkbox"/> 120 Marine <input type="checkbox"/> 130 Miller Act <input type="checkbox"/> 140 Negotiable Instrument <input type="checkbox"/> 150 Recovery of Overpayment & Enforcement of Judgment <input type="checkbox"/> 151 Medicare Act <input type="checkbox"/> 152 Recovery of Defaulted Student Loan (Excl. Veterans) <input type="checkbox"/> 153 Recovery of Overpayment of Veteran's Benefits <input type="checkbox"/> 160 Stockholders' Suits <input type="checkbox"/> 190 Other Contract <input type="checkbox"/> 195 Contract Product Liability <input type="checkbox"/> 196 Franchise <input type="checkbox"/> 210 Land Condemnation <input type="checkbox"/> 220 Foreclosure <input type="checkbox"/> 230 Rent/Lease & Ejectment <input type="checkbox"/> 240 Torts to Land <input type="checkbox"/> 245 Tort Product Liability <input type="checkbox"/> 290 All Other Real Property	<b>TORTS</b> <b>PERSONAL INJURY</b> <input type="checkbox"/> 310 Airplane <input type="checkbox"/> 315 Airplane Product Liability <input type="checkbox"/> 320 Assault, Libel & Slander <input type="checkbox"/> 330 Fed. Employers' Liability <input type="checkbox"/> 340 Marine <input type="checkbox"/> 345 Marine Product Liability <input type="checkbox"/> 350 Motor Vehicle <input type="checkbox"/> 355 Motor Vehicle Product Liability <input type="checkbox"/> 360 Other Personal Injury <input type="checkbox"/> 362 Personal Injury-Med Malpractice <input type="checkbox"/> 365 Personal Injury-Product Liability <input type="checkbox"/> 368 Asbestos Personal Injury Product Liability <input type="checkbox"/> 462 Naturalization Application <input type="checkbox"/> 463 Habeas Corpus-Allen Denimco <input type="checkbox"/> 465 Other Immigration Actions	<b>TORTS</b> <b>PERSONAL PROPERTY</b> <input type="checkbox"/> 370 Other Fraud <input type="checkbox"/> 371 Truth in Lending <input type="checkbox"/> 380 Other Personal Property Damage <input type="checkbox"/> 385 Property Damage Product Liability <input type="checkbox"/> 422 Appeal 28 USC 158 <input type="checkbox"/> 423 Withdrawal 28 USC 157 <input type="checkbox"/> 441 Voting <input type="checkbox"/> 442 Employment <input type="checkbox"/> 443 Housing/Accommodations <input type="checkbox"/> 444 Welfare <input type="checkbox"/> 445 American with Disabilities - Employment <input type="checkbox"/> 446 American with Disabilities - Other <input type="checkbox"/> 440 Other Civil Rights	<b>PRISONER PETITIONS</b> <input type="checkbox"/> 510 Motions to Vacate Sentence <input type="checkbox"/> 530 General Habeas Corpus <input type="checkbox"/> 535 Death Penalty <input type="checkbox"/> 540 Mandamus/Other <input type="checkbox"/> 550 Civil Rights <input type="checkbox"/> 555 Prison Condition <input type="checkbox"/> 610 Agriculture <input type="checkbox"/> 620 Other Food & Drug <input type="checkbox"/> 625 Drug Related Seizure of Property 21 USC 881 <input type="checkbox"/> 630 Liquor Laws <input type="checkbox"/> 640 R.R. & Truck <input type="checkbox"/> 650 Airline Regs <input type="checkbox"/> 660 Occupational Safety/Health <input type="checkbox"/> 690 Other	<b>LABOR</b> <input type="checkbox"/> 710 Fair Labor Standards Act <input type="checkbox"/> 720 Labor/Mgmt Relations <input type="checkbox"/> 730 Labor/Mgmt Reporting & Disclosure Act <input type="checkbox"/> 740 Railway Labor Act <input type="checkbox"/> 790 Other Labor Litigation <input type="checkbox"/> 791 Empl. Ret. Inc. Security Act <b>PROPERTY RIGHTS</b> <input type="checkbox"/> 820 Copyrights <input type="checkbox"/> 830 Patent <input type="checkbox"/> 840 Trademark <input type="checkbox"/> 861 HIA (1395ff) <input type="checkbox"/> 862 Black Lung (923) <input type="checkbox"/> 863 DIWC/DIWW (405(g)) <input type="checkbox"/> 864 SSID Title XVI <input type="checkbox"/> 865 RSI (405(g)) <b>REVENUE TAX SUITS</b> <input type="checkbox"/> 870 Taxes (U.S. Plaintiff or Defendant) <input type="checkbox"/> 871 IRS-Third Party 26 USC 7609
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**FOR OFFICE USE ONLY:** Case Number: CV11 02375

**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 this action been previously filed in this court and dismissed, remanded or closed? ☒ No ☐ Yes  
If yes, list case number(s): \_\_\_\_\_

**VIII(b). RELATED CASES:** Have any cases been previously filed in this court that are related to the present case? ☒ No ☐ Yes  
If yes, list case number(s): \_\_\_\_\_

**Civil cases are deemed related if a previously filed case and the present case:**

- (Check all boxes that apply) ☐ A. Arise from the same or closely related transactions, happenings, or events; or  
☐ B. Call for determination of the same or substantially related or similar questions of law and fact; or  
☐ C. For other reasons would entail substantial duplication of labor if heard by different judges; or  
☐ D. Involve the same patent, trademark or copyright, and one of the factors identified above in a, b or c also is present.

**IX. VENUE:** (When completing the following information, use an additional sheet if necessary.)

- (a) List the County in this District; California County outside of this District; State if other than California; or Foreign Country, in which **EACH** named plaintiff resides.  
☐ Check here if the government, its agencies or employees is a named plaintiff. If 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
LOS ANGELES COUNTY	

- (b) List the County in this District; California County outside of this District; State if other than California; or Foreign Country, in which **EACH** named defendant resides.  
☐ Check here if the government, its agencies or employees is a named defendant. If this box is checked, go to item (c).

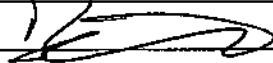
County in this District:*	California County outside of this District; State, if other than California; or Foreign Country
	DELAWARE, MICHIGAN

- (c) List the County in this District; California County outside of this District; State if other than California; or Foreign Country, in which **EACH** claim arose.  
**Note: In land condemnation cases, use the location of the tract of land involved.**

County in this District:*	California County outside of this District; State, if other than California; or Foreign Country
LOS ANGELES COUNTY	

\* Los Angeles, Orange, San Bernardino, Riverside, Ventura, Santa Barbara, or San Luis Obispo Counties  
**Note:** In land condemnation cases, use the location of the tract of land involved

**X. SIGNATURE OF ATTORNEY (OR PRO PER):**



Date

3/16/11

**Notice to Counsel/Parties:** The CV-71 (JS-44) Civil Cover Sheet and the information contained herein neither replace nor supplement the filing and service of pleadings or other papers as required by law. This form, approved by the Judicial Conference of the United States in September 1974, is required pursuant to Local Rule 3-1 is not filed but is used by the Clerk of the Court for the purpose of statistics, venue and initiating the civil docket sheet. (For more detailed instructions, see separate instructions sheet.)

**Key to Statistical codes relating to Social Security Cases:**

Nature of Suit Code	Abbreviation	Substantive Statement of Cause of Action
861	HIA	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	All claims filed by insured workers for disability insurance benefits under Title 2 of the Social Security Act, as amended; plus all claims filed for child's insurance benefits based on disability. (42 U.S.C. 405(g))
863	DIWW	All claims filed for widows or widowers insurance benefits based on disability under Title 2 of the Social Security Act, as amended. (42 U.S.C. 405(g))
864	SSID	All claims for supplemental security income payments based upon disability filed under Title 16 of the Social Security Act, as amended.
865	RSI	All claims for retirement (old age) and survivors benefits under Title 2 of the Social Security Act, as amended. (42 U.S.C. (g))

FILED

NAME, ADDRESS & TELEPHONE NUMBER OF ATTORNEY(S) FOR, OR, PLAINTIFF OR  
DEFENDANT IF PLAINTIFF OR DEFENDANT IS PRO PER

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 CALIF.  
LOS ANGELES

BY: \_\_\_\_\_

ATTORNEYS FOR: Plaintiff [REDACTED]

UNITED STATES DISTRICT COURT  
CENTRAL DISTRICT OF CALIFORNIA

[REDACTED]		CASE NUMBER:
Plaintiff(s),		CV11 02375 ODW PLA
v.		
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 Plaintiff [REDACTED]  
(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.)

BY FAX

PARTY

CONNECTION

(List the names of all such parties and identify their connection and interest.)

[REDACTED]	Plaintiff/Buyer
GENERAL MOTORS, LLC.....	Defendant/Manufacturer
MAURICE J SOPP & SONS CHEVROLET DEALERS.....	Defendant's Authorized Seller
MIKE HERNANDEZ CAMINO REAL CHEVROLET.....	Defendant's Authorized Repair Facilities
DEFENDANT'S AUTHORIZED REPAIR FACILITIES.....	Defendant's Authorized Repair Facilities

3/16/11  
Date

Sign

Brian K. Cline

Attorney of record for or party appearing in pro per

1 THE BICKEL LAW FIRM, INC.  
2 Brian J. Bickel, State Bar No. 205646  
3 Brian K. Cline, State Bar No. 246747  
4 briancline@bickellawfirm.com  
5 750 B Street, Suite 1950  
6 San Diego, California 92101  
7 Telephone: (619) 374-4100  
8 Facsimile: (619) 231-9040

9 Attorneys for Plaintiff [REDACTED]

FILED  
11 MAR 21 PM 3:05  
CLERK U.S. DISTRICT COURT  
CENTRAL DIST. OF CALIF.  
LOS ANGELES

10 UNITED STATES DISTRICT COURT  
11 CENTRAL DISTRICT OF CALIFORNIA

CV11 02375 ODW PLA  
Case No.

12 [REDACTED],  
13 Plaintiff,

14 vs.

15 GENERAL MOTORS, LLC, and DOE  
16 1 through DOE 10 inclusive,  
17 Defendants,

COMPLAINT FOR VIOLATION OF  
THE SONG-BEVERLY CONSUMER  
WARRANTY ACT

PLAINTIFF DEMANDS TRIAL BY  
JURY

BY FAX

18 Plaintiff alleges:

19 I.

20 JURISDICTION

21 1. Plaintiff [REDACTED] (hereinafter "Plaintiff") is, and at all times  
22 mentioned herein was, a competent adult.

23 2. Plaintiff is and was at all times mentioned herein a citizen of the State  
24 of California.

25 3. Defendant GENERAL MOTORS, LLC is a limited liability company  
26 organized under the laws of Delaware and having its principal place of business in  
27 Michigan, and is licensed to do business in California, and having all its members  
28 as citizens of another state.

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: 1GNFC13J17R [REDACTED] ("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",



1 and/or "clunking" noises seeming to originate from the rear of the car and/or  
2 underneath the car. Said nonconformity(s) have substantially impaired the vehicle's  
3 use, value, or safety to Plaintiff.

4 12. Plaintiff has delivered the subject vehicle to GENERAL MOTORS, LLC  
5 or its authorized repair facility(s) for repair of said nonconformity(s). GENERAL  
6 MOTORS, LLC or its authorized repair facility(s) have failed to service or repair the  
7 subject vehicle to warranty after a reasonable number of attempts.

8 13. The subject vehicle was not fit for the ordinary purposes for which such  
9 goods are used and was not of the same quality as those generally acceptable in the  
10 trade. GENERAL MOTORS, LLC breached the implied warranty of merchantability  
11 and implied warranty of fitness. Plaintiff is entitled to revoke acceptance of the  
12 subject vehicle under the Act.

13 14. GENERAL MOTORS, LLC has not replaced the vehicle or otherwise  
14 made restitution to Plaintiff pursuant to its obligations under the Act.

15 15. Plaintiff is informed and believes and thereupon alleges that GENERAL  
16 MOTORS, LLC's refusal to replace the vehicle or make restitution to Plaintiff was  
17 wilful and not the result of a good faith and reasonable belief that the facts imposing  
18 said statutory obligation were absent.

19 16. Pursuant to the Act, Plaintiff is entitled to restitution in an amount equal  
20 to the actual price paid or payable by Plaintiff and collateral charges such as sales tax,  
21 license fees, registration fees, and other official fees less an amount directly  
22 attributable to use by Plaintiff prior to the time Plaintiff first delivered the vehicle for  
23 repair.

24 17. Plaintiff is entitled to recover incidental, consequential, and general  
25 damages, including, but not limited to, reasonable repair, towing, and rental car costs  
26 actually incurred by Plaintiff.

27 18. Plaintiff is entitled to recover a civil penalty up to two times the amount  
28

1 of actual damages for GENERAL MOTORS, LLC's wilful refusal to comply with its  
2 statutory obligations under the Act.

3 19. Plaintiff is entitled to recover a sum equal to the aggregate amount of  
4 costs and expenses including attorney's fees based on actual time expended and  
5 reasonably incurred in connection with the commencement and prosecution of this  
6 action.

7 WHEREFORE, Plaintiff prays judgment against GENERAL MOTORS, LLC  
8 as follows:

9 1. For actual damages, including collateral charges, and incidental,  
10 consequential, and general damages. To date, such damages include, but are not  
11 limited to Plaintiff's cash payment (\$42,647.40), and, in amounts according to proof,  
12 vehicle registration expenses, expenses inadvertently omitted herein, and other future  
13 expenses reasonably incurred by Plaintiff in connection with this action; and

14 2. For a civil penalty up to two times the amount of actual damages  
15 (\$85,294.80); and

16 3. For rescission of the contract and restitution of consideration; and

17 4. For interest on said sum from date of rescission to date of judgment  
18 herein; and

19 5. For attorney's fees based on actual time expended and reasonably  
20 incurred in connection with the commencement and prosecution of this action; and

21 6. For costs of suit incurred in connection with the commencement and  
22 prosecution of this action; and

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7. For such other and further relief as the court deems proper.

WHEREFORE, Plaintiff demands trial by jury.

DATED: March 14, 2011

THE BICKEL LAW FIRM, INC.  
Attorneys for Plaintiff

By:



BRIAN K. CLINE

**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 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 filed, a copy of this notice must be served on all plaintiffs).*

Subsequent documents must be filed at the following location:

☒ **Western Division**  
312 N. Spring St., Rm. G-8  
Los Angeles, CA 90012

☐ **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.*

- I. Continuing Obligation to Report Related Cases (Local Rule 83-1.3.3)
- II. 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 83-1.3.3 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 dismiss 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 judgment and thereafter the same or essentially the same claims, involving the same or essentially the same parties, are alleged in another action, the later-filed 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-filed action to bring those facts to the attention of the Court in the Civil Cover Sheet and by the filing of a Notice of Related Case(s) pursuant to L.R. 83-1.3."

**II. SERVICE OF PAPERS AND PROCESS**

Local Rule 4-2 states: "Except as otherwise provided by order of Court, or when required by the treaties or 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 Indictment Arraignment calendar.

## UNITED STATES DISTRICT COURT

### CENTRAL DISTRICT OF CALIFORNIA

#### 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  
411 West 4<sup>th</sup> Street  
Santa Ana, California 92701-4516  
714-338-4750

#### EASTERN DIVISION

U.S. Courthouse  
Clerk's Office, Room 134  
3470 7<sup>th</sup> Street  
Riverside, California 92503  
951-338-3450

[www.uscourts.gov](http://www.uscourts.gov)

## UNITED STATES DISTRICT COURT CENTRAL DISTRICT OF CALIFORNIA



**Clerk's Office**  
Services for Attorneys  
and the  
General Public

March 2009

The United States District Court, Central District of California is one of the largest federal courts in the nation. The clerk's office has put this brochure together to provide a quick reference for attorneys and the general public regarding services that are currently available. Feedback and suggestions as to how we might improve our service are always appreciated.

#### Website

Information about the district court may be obtained online. Users can gather information about attorney admissions and filing procedures; review master and daily calendars, payments for court appearances, Local Rules, General Orders, and recently issued and published opinions; obtain extensive attorney assistance information and available court services; download court forms, and keep apprised of recent innovations in the clerk's office. Visit the court's website at [www.cacd.uscourts.gov](http://www.cacd.uscourts.gov).

#### Office Hours

The clerk's office hours are 10:00 a.m. - 4:00 p.m., Monday through Friday, excluding court observed holidays. The drop-off service has been discontinued. For emergency filings between 4:00 p.m. - 5:00 p.m., call Western Division: 213-894-2127; Southern Division: 714-338-4764/4760; Eastern Division: 951-328-4470. After 5:00 p.m., call 213-894-2485.

#### WebPACER

The "Public Access to Court Electronic Records" (PACER) is a browser based electronic retrieval system that provides criminal and civil summaries and docket information using a computer terminal. PACER also provides access to images of electronically filed court documents. The PACER service is available 24 hours a day, including weekends. To establish a PACER account, contact the PACER Service Center: 800-76-6856.

#### Records

All pending criminal, civil, magistrate, and multi-district litigation (MDL) cases may be reviewed, at no charge, at the clerk's office. Case files and dockets may be viewed on the same day as requested unless the requested material is unavailable. Certain closed cases are located at the court's storage facility and may be ordered, viewed and copies obtained directly from National Archives and Records Administration (NARA) at 951-956-2000. You will need to provide the accession, location and box numbers to NARA for file retrieval. This information may be obtained from the court's website at [www.cacd.uscourts.gov/nara](http://www.cacd.uscourts.gov/nara). 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 [www.cacd.uscourts.gov/records](http://www.cacd.uscourts.gov/records).

#### 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 firms 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.gov/interpreters](http://www.cacd.uscourts.gov/interpreters).

#### Jury Section

The court'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 Petit 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@acd.uscourts.gov](mailto:jury@acd.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

newsgate building, and on the third floor of the Riverside Courthouse. 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 monitors. 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. There 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 213-894-1403.

#### E-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 [www.cacd.uscourts.gov/cmecf](http://www.cacd.uscourts.gov/cmecf) or call the CM/ECF Help Desk at 213-894-0242.

#### Pro Se

The Federal Pro Se (Self-Represented Litigant) Clinic is located on the fifth floor, Room 525 in the Federal Courthouse 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](http://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 livelihood as a business, rather than a profession. Viewed in this manner, 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 bar, 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.

## I. Guidelines

### A. Lawyers' Duties to Their Clients

1. 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.
2. 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.
3. We will advise our clients that civility and courtesy are expected and are not a sign of weakness.
4. 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.
5. 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.
7. We will advise our clients regarding availability of mediation, arbitration, and other alternative meth-



ods of resolving and settling disputes.

8. We will advise our clients of the contents of this creed when undertaking representation.

## **B. Lawyers' Duties to Other Counsel**

### **1. 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**

- a. We will not use any form of discovery or discovery scheduling as a means of harassment.
- b. 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 limits another party's opportunity to respond.
- b. We will not serve papers sufficiently close to a court appearance so as to inhibit the ability 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

- a. 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.
- c. 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 in 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.
- b. 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.

#### 8. 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 *pra forma* 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 court, either in written submissions or oral presentations.

f. We will not, absent good cause, attribute bad 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.

h. 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 ruling. 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 parte* 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

1. We will speak and write civilly and respectfully in all communications with the court.

2. 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.

3. 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.

5. 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.

7. 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

1. 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.

2. We will do our best to ensure that court personnel act civilly toward attorneys, parties and witnesses.

3. We will not employ abusive, demeaning, or humiliating language in opinions or in written or oral communications with attorneys, parties, or witnesses.

4. We will be punctual in convening all hearings, meetings, and conferences.

5. 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.

7. 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

VIN <b>39672</b>		1GNFC13J17R		DATE IN <b>02/21/11</b>	
YEAR <b>2007</b>	MAKE <b>CHEVROLET</b>	MODEL <b>TAHOE C150</b>	COLOR <b>WHITE</b>	TIME IN <b>10:16</b>	
MILES IN <b>55662</b>	MILES OUT <b>55662</b>	FIRST USE <b>05/01/06</b>	CLOCKED <b>02/28/11 16:00</b>		
APR			WRITER <b>MICHAEL</b>		

(1) CUSTOMER STATES THERES A GRINDING NOISE HEARD IN DIFFERENTIAL WHILE DRIVING. VERIFIED CONCERN, CHECKED AND FOUND NOISE COMING FROM REAR DIFF INTERNALLY, DISSASSEMBLE D 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.

(21-2547 RUBEN-)

F2383	3051 0126 [21]	49	122.50	467.12
(F)19180885	(GEAR KIT)	1		676.79
89021677	(GEAR LUB)	3		84.00
15807693	(GASKET)	1		7.90
15286375	(BEARING)	1		57.91
15286376	(BEARING)	1		18.61
25824250	(BEARING)	2		124.52
1394895	(SHIM)	1		24.32
Total Labor			122.50	467.12
Total Parts				994.05
Total Repair (Warranty)				1461.17

(2) LOF: PERFORM OIL AND FILTER AS PER CUSTOMER REQUEST. CHECK ALL FLUIDS. PERFORMED OIL CHANGE.

(21-2547 RUBEN-)

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
Total Lubricants			15.60	16.00
Total Repair (Customer)				39.64

(3) PERFORM 21 POINT INSPECTION PER CUSTOMER REQU PERFORM TIRE INSP AND PRESSURE CHECK FRONT AND REAR TIRE PRESSURES AT 36 PSI (21-2547 RUBEN-)

Labor	[21]			.00
Total Repair (Customer)				.00

(4) CUSTOMER REQUESTS A COMPLETE FUEL SYSTEM SERV PERFORMED A COMPLETE FUEL SYSTEM SERVICE.

(21-2547 RUBEN-)

Labor	[21]	15	37.50	182.05
01611	(DECARB KIT)	1		43.25
10431	(T/B CLEANER)	1		13.48
01121	(F/I FLUSH)	1		26.58
Total Labor			37.50	182.05
Total Parts				83.31
Total Repair (Customer)				265.36

(5) \*\*\*\*\*REVISED ESTIMATE\*\*\*\*\*  
AUTH. BY RONNIE FLORES ON 2.21.11 @ 5:00 PM  
AUTH. AMOUNT \$305.00  
A COMPLETE FUEL SYSTEM SERVICE  
\*\*\*\*\*  
(99- SHOP TECH-)

Labor	[99]			.00
Total Repair (Customer)				.00

(6) \*\*\*\*\*RECOMMENDATIONS\*\*\*\*\*  
REAR BRAKES

Labor	[99]			.00
-------	------	--	--	-----

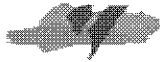
# Camino Real Chevrolet

Monterey Park, CA 91754  
(323) 264-3050

VIN <b>39672</b>		VIN <b>1GNFC13J17R</b>		DATE IN <b>02/21/11</b>	
YEAR <b>2007</b>	MAKE <b>CHEVROLET</b>	MODEL <b>TAHOE C150</b>	COLOR <b>WHITE</b>	TIME IN <b>10:16</b>	
MILES IN <b>55662</b>	MILES OUT <b>55662</b>	FIRST USE <b>05/01/06</b>	LOC <b>SOUTH GATE CA</b>	CLOSED <b>02/28/11 16:00</b>	
SPR <b>(99- SHOP TECH-)</b>			PRK <b>( ) -</b>	WRITER <b>MICHAEL</b>	
Total Repair (Customer )				<b>.00</b>	

	--C/P--	--W/C--	--INT--	-Total-	Gross
Labor Time	18	49	0	67	
Total Labor	198.69	467.12	.00	665.81	74.8%
Total Parts	90.31	994.05	.00	1084.36	(N/A)
Total G/O/G	16.00	.00	.00	16.00	2.5%
Total Sublet	.00	.00	.00	.00	.0%
Total R/O	305.00	1461.17	.00	1766.17	(N/A)

W/C	INT	CUSTOMER
467.12	.00	Labor 198.69
994.05	.00	Parts 90.31
.00	.00	Sublet .00
.00	.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
.00	.00	Tax .00
.00	.00	Tax2 .00
.00	.00	Tire Tax .00
1461.17	.00	TOTAL (CASH) 315.36



**MaryBeth  
Hollman/Austin/GM1**

03/26/2011 11:08 AM

To paul.byrne@gm.com

cc

bcc

Subject Lawsuit 71-931416720 Flores

RE: Customer Last Name [REDACTED]  
Service Request: 71-931416720  
2007 Chevrolet Tahoe  
Vehicle Identification Number: 1GNFC13J17R [REDACTED]  
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.com**

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 [REDACTED]

---

RE: Customer Last Name: [REDACTED]  
Service Request: 71-931416720  
2007 Chevrolet Tahoe  
Vehicle Identification Number: 1GNFC13J17R [REDACTED]  
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 [REDACTED] 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.

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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.

VIN: 5GZEV337X 7J [REDACTED] SELLG SCE: 22 MDL YR: 07 ORD NO: KWRRTH  
VIN TYPE: N

EVENT DESC	SS/ SITE CD	DOCUMENT NUMBER	I S	EVENT DT	INC CD	AMOUNT	
INCENTIVE MEMO	22 11276	149724		11/23/07	XMJ	5,218.16	
INCTV PAYMENT	22 11276	149724		11/23/07	XMJ	5,218.16	
INCTV APPLICATN	22 11276	149724		11/23/07	XMJ	5,218.16	
INCENTIVE CHARG	22 11276	00033491709		11/23/07	BQA	500.00	DR
INCENTIVE MEMO	22 11276	00033491709		11/23/07	BQA	500.00	DR
INCTV APPLICATN	22 11276	00033491709		11/23/07	BQA	500.00	DR
INCENTIVE MEMO	22 11276	00033469176		11/20/07	JBG	200.00	
INCTV PAYMENT	22 11276	00033469176		11/20/07	JBG	200.00	
INCTV APPLICATN	22 11276	00033469176		11/20/07	JBG	200.00	
INCENTIVE MEMO	22 11276	00033469176		11/20/07	FFC	56.43	
INCTV PAYMENT	22 11276	00033469176		11/20/07	FFC	56.43	
INCTV APPLICATN	22 11276	00033469176		11/20/07	FFC	56.43	
INCENTIVE MEMO	22 11276	00033469176		11/20/07	BQA	500.00	
INCTV PAYMENT	22 11276	00033469176		11/20/07	BQA	500.00	
INCTV APPLICATN	22 11276	00033469176		11/20/07	BQA	500.00	
DELIVERY D.O.E.	22 11276			11/19/07		0.00	
DELIVERY TO CUS	22 11276			11/17/07		0.00	
EXPIRATION TRAN	22 11276	ZAD02399061		06/14/07		0.00	
SETTLEMENT DATE	22 11276	ZAD02399061		06/14/07		36,928.80	CR
ORIGINAL INVOIC	22 11276	ZAD02399061		05/29/07		36,928.80	
COV/NVIS DATE	22 11276	ZAD02399061		05/29/07		0.00	
SHIPMENT DATE	22 11276			05/29/07		0.00	
PRODUCTION (BUI	22 11276			05/29/07		0.00	
PREFERENCE TO P	22 11276			04/03/07		0.00	
GM ORDER ACCEPT	22 11276			03/29/07		0.00	
GM ORDER ACCEPT				03/29/07		0.00	

RCMPR010 VEHICLE DELIVERY/INCENTIVE HISTORY 12/13/08  
PROCESSING SOURCE: SATURN 12:29:27  
PAGE: 1

VIN: 5GZEV337X 7J SELLG SCE: 22 MDL YR: 07 ORD NO: KWRRTN

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:  
TRADE: DLVY TO: D ARBIZO  
TRD DOE: 9307 CALL ST  
SRVC IN: PICO RIVERA CA 90660  
SRVC OUT: CANC SRVC IN:  
BFSO ORD DT: BFSO CUST:  
PRICE ASSUR DT: PRICE ASSUR RT:

--INCENTIVES--

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR	SHR	STAT
BQA	01	22 11276	00033491709	11/23/07	500.00 DR	OA		0.00	0

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	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR	SHR	STAT
BQA	01	22 11276	00033469176	11/20/07	500.00	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: 08-31AN S CALIFORNIA RECOVERY BC  
POLICY PYMT CMNT: ACTV TYPE: 6

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR	SHR	STAT
FFC	01	22 11276	00033469176	11/20/07	56.43	OA		0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:  
DATA SCE: DLVY INC MEMO NO: 00033469176 AUTH PUR CD:  
MISC DATE: MISC:  
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

VIN: 5GZEV337X 7J [REDACTED] SELLG SCE: 22 MDL YR: 07 ORD NO: KWRRTH

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR	SHR	STAT
XMJ	01	22 11276	149724	11/23/07	5,218.16	OP		0.00	9

PROCESS TYPE: 004 CHECK NO:  
DATA SCE: GMAC INC MEMO NO: 149724  
MISC DATE: 11/17/07 MISC: 0000085973 A1  
POLICY PYMT CMNT:SSN:  
AUTH PUR CD:

ACTV TYPE: 6

2007 OUTLOOK AWD XR			GENERAL MOTORS CORPORATION
78U OCEAN MIST	/V6G		& SUBSIDIARIES
192 BLACK			RENAISSANCE CENTER
ORDER NO. KWRTH/TRE	STOCK NO.		DETROIT MI 48243-1114
VIN 5GZ EV33 7X 7J			VEHICLE INVOICE ZAD02399061
*****			22*11276S
MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
ZV14526 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
MH6 TRANSMISSION, 6 SPEED 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 SEATS,			KEYS G0673 G0673
FIRST AND SECOND ROWS			WFP-S MTH OPT-2
* HEATED FRONT SEATS			BANK: GMAC - 061
PCU ADVANCED AUDIO PACKAGE:	510.00	474.30	CHG-TO 11-276
* AUDIO CONTROLS, REAR SEAT			
W/ EARPHONE JACKS			SHIP WT: 4918
* AUDIO SYSTEM, SPEAKER PREMIUM			HP: 32.9
SOUND			GVWR: 6400
PCZ TOURING PACKAGE:	895.00	832.35	GAWR.FT: 3196
* 19" POLISHED ALUMINUM WHEELS			GAWR.RR: 3527
* 19" ALL SEASON TIRES			GMS: 35517.43
* DUAL EXHAUST W/ CHROME TIPS			SUPPLR: 37108.96
R6H SDS CHARGE	0.00	51.00	MRM: 38614.00
R6K ONSTAR TURN-BY-TURN NAVIG AVAIL	N/C	N/C	NTR: 1/2
R7Y COMMUNICATIONS PLUS	0.00	17.00	DAN: STOCK
U2K XM SATELLITE RADIO - SERVICE	199.00	185.07	MEMO 1743.95
FEE EXTRA. 1ST 3 MONTHS INCL.			
U3R TOUCH SCREEN NAVIGATION SYSTEM	2145.00	1994.85	
(REPLACES STD/OPT RADIO)			
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		

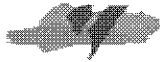
\*\*\*\*\*

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.

SATURN OF CERRITOS	REMIT TO GMAC NO. 061
	VIN 5GZEV337X7J
	\$ 36928.80 INV ZAD02399061
	DUE 06/14/07 DEALER 11-276



**MaryBeth  
Hollman/Austin/GM1**

03/29/2011 03:42 PM

To briancline@bickellawfirm.com

cc

bcc

Subject [REDACTED] v GM / 2007 Chevrolet Tahoe

RE: Customer Last Name: [REDACTED]  
Service Request: 71-931416720  
2007 Chevrolet Tahoe  
Vehicle Identification Number: 1GNFC13J17R [REDACTED]  
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

**Sopp****CHEVROLET****Sopp****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

EPA # CA102789552

BAR # AA001496

EPA # CA0000016287

**ORIGINAL ESTIMATE \$**

REVISED ESTIMATE	PERSON CONTACTED	DATE	TIME	BY
\$				
2ND REVISED ESTIMATE	PERSON CONTACTED	DATE	TIME	BY
\$				

**TERMS: STRICTLY CASH (UNLESS ARRANGEMENTS MADE)**  
SUBJECT TO THE CONDITIONS ON THE REVERSE SIDEI ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF  
AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.

RECEIVED BY \_\_\_\_\_

I HEREBY CERTIFY THAT THE ABOVE INFORMATION IS TRUE AND CORRECT TO THE BEST OF MY KNOWLEDGE AND BELIEF.

I HEREBY CERTIFY THAT THE ABOVE INFORMATION IS TRUE AND CORRECT TO THE BEST OF MY KNOWLEDGE AND BELIEF.

Add: 618 GRISelda CAMACHO Tag: 1429 License: 5UCR779 1GNFC13J1 7R Page: 1 Invoice: W79110

Customer Name: [REDACTED] Address: [REDACTED] City: [REDACTED] State: [REDACTED] Zip: [REDACTED]

Phone: [REDACTED] Fax: [REDACTED] Email: [REDACTED]

\*\*\*NEEDNEWADDRESS\*\*\* [REDACTED] \*\*\*NEEDNEWADDRESS\*\*\* [REDACTED]

Home: [REDACTED] Cell: [REDACTED] Home: [REDACTED] Cell: [REDACTED]

Business: [REDACTED] Business: [REDACTED]

Odometer in: 33526 Out: [REDACTED] Dist: GWT WAR C W Prelim 07 CHEVROLET TAHOE 4DR SUV

Stock#: 00741336

Begin: 01/19/09 Done: 01/21/09 Inservice: 05/01/06 Sold: 05/01/06

Customer Concern: [REDACTED]

Customer Name: [REDACTED] Address: [REDACTED] City: [REDACTED] State: [REDACTED] Zip: [REDACTED]

Phone: [REDACTED] Fax: [REDACTED] Email: [REDACTED]

Concern 51 CUSTOMER STATES VEH WILL NOT GO INTO FORWARD GEARS

Cause FORWARD SPRAG BROKE DAMAGING OVER RUN CLUTCHES

Correction REPLACED FORWARD SPRAG OVERUN CLUTCHES ROAD TESTED VEH

Running to FACTOR SPECS

Parts Part Number PO# Note Description Qty Sell

000 024243750 CLUTCH 1

000 024210766 INSP PLATE ARM 2

000 012337931 GASKET 1

000 024208576 FLTR KIT 1

030 ATF OILS 88861003 DEXRON VI 12

Tech 112 CASBALES, ALBER SS#: 5428

COND CODE : X

AUTH : X

TOTAL CHARGE FOR CONCERN 0.00

Operation Tech Units Amount

K7253 112 5.5

Concern 52 VEH TOWED IN M&amp;J TOWING

Cause X

Correction TOWING

Parts Part Number PO# Note Description Qty Sell

000 MJTOWIN B65945 \*\*\*\*\* 1

Tech 299 TECH, HOUR

COND CODE : X

TOTAL CHARGE FOR CONCERN 0.00

Operation Tech Units Amount

T2020 299 0.0 B

CASH ☐ CHECK ☐ VISA ☐

TOTAL CHARGE FOR CONCERN 0.00

By: [Signature]

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.

**Sopp****CHEVROLET****Sopp****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

EPA # CAD027895952

BAR # AA001496

EPA # CAD000016287

<b>ORIGINAL ESTIMATE \$</b>				
REVISED ESTIMATE	PERSON CONTACTED	DATE	TIME	BY
\$				
2ND REVISED ESTIMATE	PERSON CONTACTED	DATE	TIME	BY
\$				

**TERMS: STRICTLY CASH** (UNLESS ARRANGEMENTS MADE  
SUBJECT TO THE CONDITIONS ON THE REVERSE SIDEI ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF  
AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.

RECEIVED BY \_\_\_\_\_

Adv: 618 GRISelda CAMACHO	Tag: 1429	License: [REDACTED]	IGNFC1301 78	Page: 2	Invoice: W79110
Invoice to: [REDACTED]			Invoice to: [REDACTED]		
Invoiced: 01/21/05 16:41:15 JC			U7 CHEVROLET TARGE 4DR SUV		
Summary of Charges for Invoice W79110			Payment for Invoice W79110		

Estimate 0.01

I CALLED SOKKE SPOKE TO JENNY STILL WORKING ON VEH POSSIBLE MIGHT BE DONE TILL THURSDAY  
CUSTOMER OK OFFERED A RENTAL SHE WILL CALL ME

If you have any questions - please see GRISelda CAMACHO

ALL THE STAFF AT SOPP CHEVROLET WOULD LIKE TO THANK YOU FOR CHOOSING  
US FOR YOUR SERVICE NEEDS. YOUR "COMPLETE SATISFACTION IS OUR GOAL.  
YOU MAY SOON RECIEVE A SURVEY FROM CHEVROLET ASKING YOU TO GRADE OUR  
PERFORMANCE. IF FOR ANY REASON YOU ARE UNABLE TO ANSWER "COMPLETELY  
SATISFIED" PLEASE CONTACT YOUR SERVICE ADVISER AT (323) 562-8600

Last Page

X

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.




<b>Sopp</b> CHEVROLET <b>Sopp</b> TRUCK CENTER Specializing in Commercial Vehicles 6400 S. Atlantic Avenue Bell, California 90201-2579 (323) 562-8600 (800) 716-0412	2552 East 58th Street Huntington Park, California 90255 (323) 326-1354	I acknowledge notice and oral approval of an increase in the original estimated price. X I hereby authorize the repair work to be done along with the necessary material and hereby 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. I also authorize any sublet repairs that you deem necessary. SUBJECT TO THE CONDITIONS ON THE REVERSE SIDE CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF. Customer's Signature X OUR CHARGES FOR SERVICE WORK ARE BASED ON TIME STUDIES DONE BY INDEPENDENT RESEARCH COMPANIES, THE MANUFACTURER AND OUR JUDGMENT. THESE TIME GUIDES REFLECT WORK DIFFICULTY AND REASONABLE TIME FOR THE JOB PERFORMED. YOU WILL BE CHARGED FOR WHAT THE JOB IS WORTH NOT THE SPEED OF THE MECHANIC. CUSTOMER GRANTS PERMISSION TO MOVE THE VEHICLE TO A REMOTE LOCATION TO EXPEDITE REPAIRS IF NECESSARY.																				
BAR # AA001496 EPA # CADD0728930E2 BAR # AA001496 EPA # CAC000016287																						
<b>Limited Warranty</b> Genuine GM Parts and Labor are guaranteed for 12 months or 10,000 miles, whichever occurs first, from date of installation. Subsequent replacements under this warranty will require a new 12 month or 10,000 mile warranty from time date of installation. Parts replaced under new vehicle warranty will be covered for balance of new vehicle warranty, but is as good as new. This warranty is void if this or any GM dealer.		<b>WE RECOMMEND THE FOLLOWING REPAIRS</b> 1. 2.																				
HAZARDOUS WASTE: A HAZARDOUS WASTE DISPOSAL CHARGE WILL BE ADDED WHEN FLUIDS REMOVED FROM YOUR VEHICLE MUST BE DISPOSED OF IN COMPLIANCE WITH FEDERAL STATE AND LOCAL GOVERNMENT HAZARDOUS WASTE REGULATIONS. THE FLUIDS ARE ENGINE OIL, TRANSMISSION FLUID, GEAR OILS, ANTIFREEZE & AIR CONDITIONING COOLANT, PARTS, CLEANING FLUIDS & BRAKE FLUID, ETC.		PERSONAL CONTACTS <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <th>REVISED ESTIMATE</th> <th>PERSON CONTACTED</th> <th>DATE</th> <th>TIME</th> <th>BY</th> </tr> <tr> <td>\$</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <th>ONE REVISED ESTIMATE</th> <th>PERSON CONTACTED</th> <th>DATE</th> <th>TIME</th> <th>BY</th> </tr> <tr> <td>\$</td> <td></td> <td></td> <td></td> <td></td> </tr> </table>	REVISED ESTIMATE	PERSON CONTACTED	DATE	TIME	BY	\$					ONE REVISED ESTIMATE	PERSON CONTACTED	DATE	TIME	BY	\$				
REVISED ESTIMATE	PERSON CONTACTED	DATE	TIME	BY																		
\$																						
ONE REVISED ESTIMATE	PERSON CONTACTED	DATE	TIME	BY																		
\$																						

1. THE INFORMATION CONTAINED HEREIN IS FOR YOUR INFORMATION ONLY. IT IS NOT TO BE USED FOR ANY OTHER PURPOSE.

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RO	Tag	Address	Customer	VIN	Page
79455	1584	618 GRISELDA CAMACHO	FLORES, JENNY	1GNFC13J1 7R	2
Vehicle: 07 CHEVROLET TAHOE 4DR SUV WHITE			License: CA 5UC779		
Possible recheck. last Serviced 01/26/09					
Estimate: WAR 0.01 CUS 40.00					
Method of Payment					
WAR WARRANTY-PAY WA - WARRANTY-CHEVROLET					
CUS CUSTOMER-PAY CA - CASH					
Service Performed					
RO	Date	Odor	Qty	Rate	Description
W79110	01/19/09	33526	618 112	K7253	REPLACED FORWARD SPRAG OVERUN CLUTCHES ROA
			299	T2020	TOWING
C79110	01/19/09	33526	618 112	27	PERFORM FREE 27 POINT VISUAL VEHICLE INSPE

<b>ATTENTION</b> PLEASE READ IMPORTANT WARRANTY INFORMATION ON REVERSE SIDE. By law, you may choose another Licensed Smog Check facility to perform any needed repairs or adjustments within the Smog Check test (if necessary and necessary). All parts are new unless otherwise specified. All parts removed will be discarded unless otherwise indicated. Date: _____ Closed: _____	Dealer not responsible for mechanical failure unrelated to work performed. Not responsible for any electrical/mechanical parts damaged during testing. X This Repair is subject to a testdown fee not to exceed _____ hours and or _____ dollars.	<div style="text-align: center;">  <b>Thank You</b>          For your patronage       </div> CUSTOMER WISHES TO INSPECT OR RETAIN REPLACED PARTS. <input type="checkbox"/> YES
--	---	---

**Sopp****CHEVROLET****Sopp****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

EPA # CAD027965252

BAR # AA001496

EPA # CA0000016267

<b>ORIGINAL ESTIMATE \$</b>				
REVISED ESTIMATE	PERSON CONTACTED	DATE	TIME	BY
\$				
2ND REVISED ESTIMATE	PERSON CONTACTED	DATE	TIME	BY
\$				

<b>TERMS: STRICTLY CASH</b> (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 _____	

1. I HEREBY CERTIFY THAT THE ABOVE INFORMATION IS TRUE AND CORRECT TO THE BEST OF MY KNOWLEDGE AND BELIEF.

1. I HEREBY CERTIFY THAT THE ABOVE INFORMATION IS TRUE AND CORRECT TO THE BEST OF MY KNOWLEDGE AND BELIEF.

Adv: 619 GRISELDA CANACHO	Tag: 1584	License: [REDACTED]	IGNFC13J1 7R [REDACTED]	Page: 1	Invoice: C79455
---------------------------	-----------	---------------------	-------------------------	---------	-----------------

[REDACTED]		[REDACTED]	
------------	--	------------	--

SOUTH GATE, CA		SOUTH GATE, CA	
Cell: [REDACTED]	Work: [REDACTED]	Cell: [REDACTED]	Work: [REDACTED]

[REDACTED]		[REDACTED]	
------------	--	------------	--

Odometer in: 33567	Out: [REDACTED]	Dist: GME CUS C W	Final	07 CHEVROLET TAHOE 4DR SUV
--------------------	-----------------	-------------------	-------	----------------------------

[REDACTED]		Stock#: 00741336	[REDACTED]
------------	--	------------------	------------

begin: 01/28/09	Done: 01/28/09	invoiced: 01/28/09 16:13 JO	Invoice: 05/01/06	Sold: 05/01/06
-----------------	----------------	-----------------------------	-------------------	----------------

Customer Concern	
------------------	--

Concern 01	OIL & FILTER CHANGE W/ LUBE	Operation	Tech	Amount
Correction	OIL & FILTER CHANGE W/ LUBE	OFS	627	11.61
Parts	Part Number: 000 089017524	Qty	Sell	
	030 OIL	1	6.75	6.75
		6	3.06	18.36
		Subtotal		
		PARTS		6.75
		GAS-OIL-GREASE		18.36
		HAZARDOUS WASTE CNG		1.50
		LAB-MECHANICAL		11.61
		TOTAL CHARGE FOR CONCERN		38.22

Summary of Charges for Invoice C79455		Summary of Charges for Invoice C79455	
---------------------------------------	--	---------------------------------------	--

PARTS	6.75	TOTAL CHARGE	40.29
GAS-OIL-GREASE	18.36	CASH	40.29
HAZARDOUS WASTE CNG	1.50		
LAB-MECHANICAL	11.61		
SUB-TOTAL	38.22		
SALES TAX 3.25%	2.07		
TOTAL CHARGE	40.29		

Attention: The following invoices also exist	
WAR - WARRANTY PAY	
Estimate	40.00
I CALLED SPOKE TO JENNY VEH SHOULD BE DONE LATER TODAY.	
I CALLED LEFT MESSAGE IN CELL NEED VEH OVERNIGHT	

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.

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6400 S. Atlantic Avenue  
Bell, California 90201-2520**(323) 562-8600**2552 East 58th Street  
Huntington Park, California 90255-2659**(323) 326-1354**

BAR # AA001495

EPA # CAD027895352

BAR # AA001495

EPA # CAD000016287

<b>ORIGINAL ESTIMATE \$</b>				
REVISED ESTIMATE	PERSON CONTACTED	DATE	TIME	BY
\$				
2ND REVISED ESTIMATE	PERSON CONTACTED	DATE	TIME	BY
\$				

**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 \_\_\_\_\_

I HEREBY CERTIFY THAT THE ABOVE INFORMATION IS TRUE AND CORRECT TO THE BEST OF MY KNOWLEDGE AND BELIEF.

I HEREBY CERTIFY THAT THE ABOVE INFORMATION IS TRUE AND CORRECT TO THE BEST OF MY KNOWLEDGE AND BELIEF.

Adv: SAO GRISELDA CAMACHO Tag: 1584 License: 1GNFC1301 7R Page: 2 Invoice: C79455

Invoice: 01/29/09 16:12:25 JP 07 CHEVROLET TAHOE 4DR SUV

If you have any questions - please see GRISELDA CAMACHO

Last Page

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.

**Sopp****CHEVROLET****Sopp****TRUCK CENTER**

Specializing in Commercial Vehicles

8400 S. Atlantic Avenue  
Bell, California 90201-2520**(323) 562-8600**2552 East 58th Street  
Huntington Park, California 90255-2659**(323) 326-1354**

BAR # AA001496

EPA # CAD0027895952

BAR # AA001496

EPA # CA0000016287

ORIGINAL ESTIMATE \$				
REVISED ESTIMATE	PERSON CONTACTED	DATE	TIME	BY
\$				
2ND REVISED ESTIMATE	PERSON CONTACTED	DATE	TIME	BY
\$				

TERMS: STRICTLY CASH (UNLESS ARRANGEMENTS MADE)  
SUBJECT TO THE CONDITIONS ON THE REVERSE SIDEI ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF  
AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.

RECEIVED BY \_\_\_\_\_

I HEREBY AUTHORIZE THE WORK DESCRIBED HEREON TO BE PERFORMED ON THE VEHICLE IDENTIFIED BELOW.

I HEREBY AUTHORIZE THE WORK DESCRIBED HEREON TO BE PERFORMED ON THE VEHICLE IDENTIFIED BELOW.

Adv: 616 GRISELDA CAMACHO	Tac: 1584	License: [REDACTED]	IGNFC13J1 7R [REDACTED]	Page: 1	Invoice: W79455
SOUTH GATE, CA [REDACTED] Call: [REDACTED] Work: [REDACTED]			SOUTH GATE, CA [REDACTED] Call: [REDACTED] Work: [REDACTED]		
Odometer In: 33367 Out:		Dist: GMT WAR C W	Prallm	07 CHEVROLET TANCE 4DR SUV	
		Stock#: 00741335			
Begin: 01/26/09	Done: 01/28/09	Invoiced: 01/28/09 16:13 JD	Inservice: 05/01/06	Sold: 05/01/06	
<b>Customer Concern</b>					
Concern 51	CUSTOMER STATES WHILE DRIVING AT ANY SPEEDS REAR DIFFERENTIAL MAKES A HOWLING NOISE			Operation	Tech Units Amount
Cause	PINTON BEARINGS GOT PITED DAMAGING SIDE BEARINGS AND PINTON GEARS WASHERS			P2293	112 3.6
Correction	BEARING, PINTON (FRONT AND/OR REAR) - REAR DIFFERENTIAL - REPLACE PINTON BEARINGS AND SIDE BEARINGS WITH PINTON GEAR WASHERS (2) ROAD TESTED VEH NOISE NO LONGER THERE				
PARTS	Part Number	PC#	Note	Description	Qty Sell
	000 085891768			NUT	1
	000 026064020			SEAL	1
	000 009413427			BRO ASM-R	1
	000 013286375			BEARING	1
	000 005418390			BEARING	2
	000 012479162			SPACER	1
	000 085021677			GEAR LUBER	3
	000 019807699		INST	GASKET	1
	SFO 003884813			WASHER	2
	Tech 112 CABRALES, ALBER SS#: 5426				
	COND CODE : X				
	RUTH : X				
	FAIL CODE : XX				
				TOTAL CHARGE FOR CONCERN	0.00
Concern 52	CUSTOMER STATES LEFT FRONT INSIDE CHROME HANDLE PEELING			Operation	Tech Units Amount
Cause	DRIVER HANDLE CHROME PEELING NESARY TO REPLACE			B4281	627 0.4
Correction	FRONT SIDE DOOR INSIDE HANDLE REPLACEMENT - LEFT SIDE				

X

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IS RETURNED TO OUR SERVICE DEPARTMENT FOR ADJUSTMENTS DURING NORMAL BUSINESS HOURS.

**Sopp****CHEVROLET****Sopp****TRUCK CENTER**

Specializing in Commercial Vehicles

6400 S. Atlantic Avenue  
Bell, California 90201-25202552 East 58th Street  
Huntington Park, California 90255-2659**(323) 562-8600****(323) 326-1354**

BAR # AA001496

EPA # CAD027895962

BAR # AA001498

EPA # CA0000016287

<b>ORIGINAL ESTIMATE \$</b>				
REVISED ESTIMATE	PERSON CONTACTED	DATE	TIME	BY
\$				
2ND REVISED ESTIMATE	PERSON CONTACTED	DATE	TIME	BY
\$				

**TERMS: STRICTLY CASH** (UNLESS ARRANGEMENTS MADE)  
SUBJECT TO THE CONDITIONS ON THE REVERSE SIDEI ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF  
AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.

RECEIVED BY \_\_\_\_\_

1. I HEREBY CERTIFY THAT THE ABOVE INFORMATION IS TRUE AND CORRECT TO THE BEST OF MY KNOWLEDGE.

1. I HEREBY CERTIFY THAT THE ABOVE INFORMATION IS TRUE AND CORRECT TO THE BEST OF MY KNOWLEDGE.

Adv: C10 GRISELDA CAMACHO	Tag: 1584	License: [REDACTED]	1GNEC13717B [REDACTED]	Page: 2	Invoice: W79455	
Invoice to: FLORES, GAVINO			07 CHEVROLET TAHOE 4DR SUV			
Invoice date: 01/28/09 16:13:36 JO			07 CHEVROLET TAHOE 4DR SUV			
Parts	Part Number	PO#	Note	Description	Qty	Sell
	000 015920696			HANDLE	1	
	Tech 627 FLORES, GAVINO		SS#: 1597			
	COND CODE : X			FAIL CODE : X		
	AUTH : X					
TOTAL CHARGE FOR CONCERN					0.00	
Concern Cause Correction Parts	VEH TOWED IN MAJ TOWING X TOWING			Operation	Tech Units	Amount
	Part Number	PO#	Note	Description	Qty	Sell
	000 MOTOWING	865981		*****	1 C	
	Tech 299 TECH, HOUSE					
	COND CODE : X			FAIL CODE : X		
	Line Auth: GR	01/28/09 13:22				
TOTAL CHARGE FOR CONCERN					0.00	
Summary of Charges for Invoice W79455			Payment Due to Station 05/ Invoice W79455			
Estimate 0.01						
<p>If you have any questions - please see GRISELDA CAMACHO</p> <p>ALL THE STAFF AT SOPP CHEVROLET WOULD LIKE TO THANK YOU FOR CHOOSING US FOR YOUR SERVICE NEEDS. YOUR "COMPLETE SATISFACTION IS OUR GOAL. YOU MAY SOON RECEIVE A SURVEY FROM CHEVROLET ASKING YOU TO GRADE OUR PERFORMANCE. IF FOR ANY REASON YOU ARE UNABLE TO ANSWER "COMPLETELY SATISFIED" PLEASE CONTACT YOUR SERVICE ADVISER AT (323) 562-8600</p>						

Last Page

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.

# Sopp CHEVROLET 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 FOR APPOINTMENT

(323) 326-1354

BAR # AA001496 EPA # CAD027895952 BAR # AA001496 EPA # CAC000016287

## Limited Warranty

Genuine GM Parts and Labor are guaranteed for 12 months or 100,000 miles, whichever occurs first, from date of installation. Subsequent replacement under this warranty will receive a new 12 month or 100,000 mile warranty from date of installation. Parts replaced under new vehicle warranty will be covered for balance of new vehicle warranty, but in no event less than 12 months/100,000 miles. This warranty is void if any GM dealer.

## WE RECOMMEND THE FOLLOWING REPAIRS

1.   
2.   
HAZARDOUS WASTE: A HAZARDOUS WASTE DISPOSAL CHARGE WILL BE ADDED WHEN FLUIDS REMOVED FROM YOUR VEHICLE MUST BE DISPOSED OF IN COMPLIANCE WITH FEDERAL, STATE AND LOCAL GOVERNMENT HAZARDOUS WASTE REGULATIONS. THE FLUIDS ARE ENGINE OIL, TRANSMISSION FLUID, GEAR OILS, ANTIFREEZE & AIR CONDITIONING COOLANT, PARTS, CLEANING FLUIDS & BRAKE FLUID, ETC.

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

X

I hereby authorize the repair work to be done along with the necessary material, and hereby 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. I also authorize any outlet repairs that you deem necessary.

SUBJECT TO THE CONDITIONS ON THE REVERSE SIDE  
CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF.

Customer's Signature X

OUR CHARGES FOR SERVICE WORK ARE BASED ON TIME STUDIES DONE BY INDEPENDENT RESEARCH COMPANIES, THE MANUFACTURER AND OUR JUDGEMENT. THESE TIME GUIDES REFLECT WORK DIFFICULTY AND REASONABLE TIME FOR THE JOB PERFORMED. YOU WILL BE CHARGED FOR WHAT THE JOB IS WORTH NOT THE SPEED OF THE MECHANIC. CUSTOMER GRANTS PERMISSION TO MOVE THE VEHICLE TO A REMOTE LOCATION TO EXPEDITE REPAIRS IF NECESSARY.

## ORIGINAL ESTIMATE \$

## REVISED ESTIMATE \$

PERSON CONTACTED	DATE	TIME	BY

1. INFORMATION CONTAINED HEREIN IS UNCLASSIFIED EXCEPT WHERE SHOWN OTHERWISE

1. INFORMATION CONTAINED HEREIN IS UNCLASSIFIED EXCEPT WHERE SHOWN OTHERWISE

RO	Tag	Advisor	Make	Model	VIN
98941	2308	909 EDWARD SANCHEZ	06/02/10	10:04	CA SUCT779 1GNFC13J1 7R

## Customer Information

SOUTH GATE, CA  
LOS ANGELES  
Email:

Cell:  
Home:

## Vehicle Information

07 CHEVROLET TACOE 4DR SUV WHITE Model#: CC10706 Odometer: 48875  
VORTEC 5300 V8 GAS ENGINE Stock No: 00741326  
Location: BELL  
Dates: Production: 01/05/06 Inservice: 05/01/06 Sold: 05/01/06 SLSP: 707  
Last 3vc: Client: 67C001 Date: 06/16/09 Adv: 618 Odom: 36911 Daily Avg: 32 Month Avg: 960

In	Type	Operation	Customer Concern	Re. Qty
24+	W	CUS	CUSTOMER STATES THAT THE REAR DIFFERENTIAL IS GRINDING / CLUNKING ADVISE SPG Sk/Hr/Tech: 09-1.0	

## Additional Information

MFG: 67C001 Dist: GMT Fuel: GAS Estimated Completion: 06/16/10 18:00  
Name Verify: Color Code: 50U Trim: 1SD

## RO Information

Estimate: WAR 0.01

## Method of Payment

WAR WARRANTYPAY WA -WARRANTY-CHEVROLET

## ATTENTION

### PLEASE READ IMPORTANT WARRANTY INFORMATION ON REVERSE SIDE

By law, you may choose another Licensed Smog Check facility to perform any needed repairs or adjustments which the Smog Check test indicates are necessary.

All parts are new unless otherwise specified. All parts removed will be discarded unless otherwise indicated.

Save Discard

Dealer not responsible for mechanical failure unrelated to work performed. Not responsible for any electrical/mechanical parts damaged during testing.

X

This Repair is subject to a tear-down fee not to exceed \_\_\_\_\_ hours and or \_\_\_\_\_ dollars.



Thank You  
For your patronage

CUSTOMER WISHES TO INSPECT OR RETAIN REPLACED PARTS.

☐ YES

**Sopp****CHEVROLET****Sopp****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

EPA # CAD027885952

BAR # AA001496

EPA # CAC0000016287

**ORIGINAL ESTIMATE \$**

REVISED ESTIMATE	PERSON CONTACTED	DATE	TIME	BY
1				
2ND REVISED ESTIMATE	PERSON CONTACTED	DATE	TIME	BY
2				

**TERMS: STRICTLY CASH** UNLESS ARRANGEMENTS MADE  
SUBJECT TO THE CONDITIONS ON THE REVERSE SIDEI ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF  
AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.

RECEIVED BY \_\_\_\_\_

I HEREBY AUTHORIZE THE SALE OF THIS VEHICLE TO THE PURCHASER AND THE PURCHASER'S ASSIGNED DRIVER.

I HEREBY AUTHORIZE THE SALE OF THIS VEHICLE TO THE PURCHASER AND THE PURCHASER'S ASSIGNED DRIVER.

Adv: 903 EDWARD SANCHEZ Tag: 2308 License: 500E779 LGNFC1301 7R Page: 1 Invoice: W98941

Invoice to: \_\_\_\_\_

\_\_\_\_\_

SOUTH GATE, CA \_\_\_\_\_  
Cell: \_\_\_\_\_ Home: \_\_\_\_\_SOUTH GATE, CA \_\_\_\_\_  
Cell: \_\_\_\_\_ Home: \_\_\_\_\_

Odometer in: 48875 Out: \_\_\_\_\_ Dist: GMT WAR W Realism 07 CHEVROLET TRUCK 4DR SUV

Stock#: 00741336

Begin: 06/02/10 Done: 06/03/10 Invoiced: 06/03/10 16:45 TV Inservice: 05/01/06 Production: 01/05/06 Sold: 05/01/06

Customer Concern: \_\_\_\_\_

Concern	24	CUSTOMER STATES THAT THE REAR DIFFERENTIAL IS GRINDING / CLUNKING ADVISE PINION BEARINGS FRONT AND REAR GOT PITTED CAUSING CONCERN NEC TO REPLACE INSTALLED NEW FRONT AND REAR PINION BEARINGS. ADJUSTED PRELOAD ROAD TESTED VEHICLE NOISE IS NO LONGER HEARD. ** SEMI FLOATING DIFF	Operation	Tech	Units	Amount
Cause			F2263	112	3.8	
Correction						
Parts	Part Number	Qty	Note	Description	Qty	Sell
	000 068891763	1		NUT	1	
	000 026064028	1		SEAL	1	
	000 015286376	1		BEARING	1	
	000 015286375	1		BEARING	1	
	000 015807693	1		GASKET	1	
	000 089021677	3		GEAR LUBER	3	
	000 012479162	1		SPACER	1	
Tech	112 CARRALES, ALBER	SS6: 5426				
		COND CODE : X				
		FAIL CODE : X				
Line Auth:	ES	06/03/10 14:43				
TOTAL CHARGE FOR CONCERN						0.00

Summary of Charges for Invoice: W98941

\_\_\_\_\_

Estimate 0.01

If you have any questions - please see EDWARD SANCHEZ

ALL THE STAFF AT SOPP CHEVROLET WOULD LIKE TO THANK YOU FOR CHOOSING

SOPP CHEVROLET  
CASH CHECK

JUN 2 2010

BY: \_\_\_\_\_

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.





# RETAIL INSTALLMENT SALE CONTRACT SIMPLE INTEREST FINANCE CHARGE

Dealer Number

Contract Number

R.P.S. Number

Stock Number

741336

Buyer (and Co-Buyer) Name and Address (including County and Zip Code)

SOUTH GATE LOS ANGELES CA

BELL

B222

B222

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

New Used	Year	Make and Model	Options	Vehicle Identification Number	Primary Use For Which Purchased
NEW	2007	CHEVROLET TACOMA	21	1GNFC13J17R	<input checked="" type="checkbox"/> personal, family or household <input type="checkbox"/> business or commercial

FEDERAL TRUTH-IN-LENDING DISCLOSURES				
<b>ANNUAL PERCENTAGE RATE</b> The cost of your credit as a yearly rate.	<b>FINANCE CHARGE</b> The dollar amount the credit will cost you.	<b>Amount Financed</b> The amount of credit provided to you or on your behalf.	<b>Total of Payments</b> The amount you will have paid after you have made all payments as scheduled.	<b>Total Sale Price</b> The total cost of your purchase on credit, including your down payment of \$0.00.
5.70 %	\$ 9,246.00	\$ 41,930.19	\$ 51,176.09	\$ 51,176.09
(c) These are estimates				
YOUR PAYMENT SCHEDULE WILL BE:				
Number of Payments:	Amount of Payments:	When Payments Are Due:		
One Payment of	N/A			
One Payment of	N/A			
71 Payments	710.79	Monthly Beginning 08/15/2008		
Payments	N/A	Monthly Beginning		
One Final Payment	710.79	05/15/2012		
Late Charge, if payment is not received in 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 non-refundable finance charge (early pay interest). We do not currently provide in the vehicle being financed.				
Additional Information: See this contract for other information including information about repossession, default, and recovery.				

## ITEMIZATION OF THE AMOUNT FINANCED

## 1. Total Cash Price

- Cash Price of Motor Vehicle and Accessories \$ 33,850.00 (A)
- Cash Price Vehicle \$ 33,850.00
- Cash Price Accessories \$ N/A
- Other (Non-refundable) \$ N/A
- Describe \$ N/A
- Document Preparation Fee (not a governmental fee) \$ 99.00 (B)
- Smog Fee Paid to Seller \$ N/A (C)
- Sales Tax (on taxable items in A+B+C) \$ 2,797.16 (D)
- Optional DMV Electronic Filing Fee \$ N/A (E)
- Optional Service Contract \$ N/A (F)
- Optional Service Contract \$ N/A (G)

- Prior Credit or Lease Balance paid by Seller to CREDIT \$ 4,341.28 (H)

(see downpayment and trade-in calculation)

- Optional Gap Contract (to whom paid) EXPRESS AUTO GAP \$ 595.00 (I)
- Other (to whom paid) \$ N/A (J)

Total Cash Price (A through J) \$ 41,930.19 (1)

## 2. Amounts Paid to Public Officials

- License Fee ESTIMATED \$ 282.00 (A)
- Registration/Transfer/Titling Fee \$ N/A (B)
- California Title Fee \$ 8.75 (C)
- Other \$ N/A (D)
- Other \$ N/A (E)

Total Official Fees (A through E) \$ 291.75 (2)

## 3. Amount Paid to Insurance Companies

- Total premiums from Statement of Insurance column 3 - 3F \$ N/A (3)
- Smog Certification or Exemption Fee Paid to State \$ N/A (4)
- Subtotal (1 through 4) \$ 41,930.19 (5)

## 4. Total Downpayment

- Agreed Trade-In Value 2006 Make CHEVROLET \$ 21,000.00 (A)
- Model AVALANCHE Color 24688 VIN 3GNFC12T240
- Less Prior Credit or Lease Balance \$ 2,841.28 (B)
- Net Trade-In (A less B) (indicate if a negative number) \$ 18,158.72 (C)
- Deferred Downpayment \$ N/A (D)
- Manufacturer's Rebate \$ 1,500.00 (E)
- Other \$ N/A (F)
- Cash \$ N/A (G)

Total Downpayment (C through G) \$ 0 (4)

(If negative, enter zero on line 5 and enter the amount less than zero on line 6 below)

Amount Paid to Insurance Companies

Total Downpayment (C through G) \$ 0 (4)

(If negative, enter zero on line 5 and enter the amount less than zero on line 6 below)

Amount Paid to Insurance Companies

Total Downpayment (C through G) \$ 0 (4)

(If negative, enter zero on line 5 and enter the amount less than zero on line 6 below)

Amount Paid to Insurance Companies

Total Downpayment (C through G) \$ 0 (4)

(If negative, enter zero on line 5 and enter the amount less than zero on line 6 below)

Amount Paid to Insurance Companies

Total Downpayment (C through G) \$ 0 (4)

(If negative, enter zero on line 5 and enter the amount less than zero on line 6 below)

## STATEMENT OF INSURANCE

Insurance is required as a condition of financing the purchase of a motor vehicle to purchase or require any existing through a particular insurance company, agent or broker. You are not required to buy any other insurance to obtain credit. Your decision to buy or not buy other insurance will not be a factor in the credit approval process.

## Vehicle Insurance

Term	Premium
\$ N/A One Year, First Year	\$ N/A
\$ N/A One Year, Second Year	\$ N/A
\$ N/A One Year, Third Year	\$ N/A
\$ N/A One Year, Fourth Year	\$ N/A
\$ N/A One Year, Fifth Year	\$ N/A
\$ N/A One Year, Sixth Year	\$ N/A
\$ N/A One Year, Seventh Year	\$ N/A
\$ N/A One Year, Eighth Year	\$ N/A
\$ N/A One Year, Ninth Year	\$ N/A
\$ N/A One Year, Tenth Year	\$ N/A

Total Vehicle Insurance Premium \$ N/A

UNLESS A CHARGE IS ADDED TO THIS AGREEMENT FOR PUBLIC LIABILITY OR PROPERTY DAMAGE INSURANCE, INSURANCE FOR SUCH COVERAGE IS NOT REQUIRED BY THIS AGREEMENT.

You may buy the physical damage insurance but do not require you (see back) from whom you choose who is acceptable to us. You may not.

Buyer's Signature

Co-Buyer's Signature

Seller's Signature

If any insurance is required, please see the back of this contract for the terms and conditions.

Application for Optional Credit Insurance

☐ Credit Life ☐ Buyer ☐ Co-Buyer ☐ Both☐ Credit Disability (Buyer Only)

Credit Life \$ N/A Term \$ N/A Premium \$ N/A

Credit Disability \$ N/A Term \$ N/A Premium \$ N/A

Total Credit Insurance Premiums \$ N/A (3)

Insurance Company Name

Home Office Address

N/A

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

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

You will

Date

Buyer's Signature

Co-Buyer's Signature

Seller's Signature

If any insurance is required, please see the back of this contract for the terms and conditions.

Application for Optional Credit Insurance

☐ Credit Life ☐ Buyer ☐ Co-Buyer ☐ Both☐ Credit Disability (Buyer Only)

Credit Life \$ N/A Term \$ N/A Premium \$ N/A

Credit Disability \$ N/A Term \$ N/A Premium \$ N/A

Total Credit Insurance Premiums \$ N/A (3)

Insurance Company Name

Home Office Address

N/A

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

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

You will

Date

Buyer's Signature

Co-Buyer's Signature

Seller's Signature

If any insurance is required, please see the back of this contract for the terms and conditions.

Application for Optional Credit Insurance

☐ Credit Life ☐ Buyer ☐ Co-Buyer ☐ Both☐ Credit Disability (Buyer Only)

Credit Life \$ N/A Term \$ N/A Premium \$ N/A

Credit Disability \$ N/A Term \$ N/A Premium \$ N/A

Total Credit Insurance Premiums \$ N/A (3)

Insurance Company Name

Home Office Address

N/A

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

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

You will

Date

Buyer's Signature

Co-Buyer's Signature

Seller's Signature

(Total premiums from Statement of Insurance exhibit A + B)

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

5. Subtotal (1 through 4) \$ 41930.19 (5)

6. Total Downpayment

A. Agreed Trade-In Value: 2004 Make: CHEVROLET \$ 21000.00 (A)  
Model: AVALANCHE, Color: 24666  
VIN: 3GNRC12134M

B. Less Prior Credit or Lease Balance \$ 26841.28 (B)

C. Net Trade-In (A less B) (indicate if a negative number) \$ 5841.28 (C)

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

E. Manufacturer's Rebate \$ 1500.00 (E)

F. Other \$ N/A (F)

G. Cash \$ N/A (G)

Total Downpayment (C through G) \$ 0 (H)

(If negative, enter zero on line 6+G) enter the amount less than zero as a positive number on line 10 (10)

7. Amount Financed (5 less H) \$ 41930.19 (7)

\*Seller may keep part of these amounts.

**SELLER RESCISON RISK**  
BUYER MAY BE REQUIRED TO PROVIDE SECURITY FOR THE LOAN, AND WILL BE OBLIGATED FOR THE MONTHLY PAYMENTS ON THIS FINANCIAL CONTRACT AND THE LOAN.

Proceeds of Loan First: N/A  
Amount \$ N/A Finance Charge \$ N/A  
Total \$ N/A Payable in N/A  
Installments of \$ N/A \$ N/A  
from this Loan is shown in Item 6D.

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

**NOTICE OF RESCISON RIGHTS**  
If Buyer and Co-Buyer sign here, the provisions of the Rescison Rights section on the back giving the Seller the right to rescind if Seller is unable to assign this contract to a financing institution will apply.

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

**OPTION: ☐ You pay no finance charge if the Amount Financed, Item 7, is paid in full on or before \_\_\_\_\_.**  
Yes \_\_\_\_\_ 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 SUCH COVERAGE, COLLISION DAMAGE MAY BE NEARLY TO YOU THROUGH YOUR INSURANCE AGENT OR THROUGH THE SELLING DEALER, HOWEVER, UNLESS OTHERWISE SPECIFIED, THE COVERAGE YOU OBTAIN THROUGH THE DEALER PROTECTS ONLY THE DEALER, USUALLY UP TO THE AMOUNT OF THE UNPAID BALANCE REMAINING AFTER THE VEHICLE HAS BEEN REPOSSESSED AND SOLD.

**FOR A MORE DETAILED EXPLANATION OF YOUR INSURANCE COVERAGE IN THE EVENT OF LOSS OR DAMAGE TO YOUR VEHICLE, YOU SHOULD CONTACT YOUR INSURANCE AGENT. THEY WILL EXPLAIN THESE PUBLIC LIABILITY TERMS AND CONDITIONS.**

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

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

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

**Notice:**  
(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 agrees to the following terms unless you agree in writing to the change. You do not have to agree to any change, which is not valid or enforceable.**

Buyer Signature: X \_\_\_\_\_ 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**  
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, such as fraud.

Buyer Signature: X \_\_\_\_\_ 05/01/2006 Co-Buyer Signature: X \_\_\_\_\_ Date: \_\_\_\_\_

Co-Buyers and Other Owners: A Co-Buyer is a person who is jointly responsible for paying the above debt. An other owner is a person whose name is on the title to the vehicle but does not have to pay the debt. The other owner agrees to the security interest in the vehicle given to us in this contract.

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

**GUARANTEE**  
To induce us to sell the vehicle to Buyer, each person who signs as a Guarantor will voluntarily guarantee the payment of the contract. If Buyer fails to pay the monthly charge on this contract, each Guarantor must pay when asked. Each Guarantor will be liable for the full amount owed even if other persons also sign as Guarantors, and even if Buyer has a complete defense to Guarantor's demand for reimbursement. Each Guarantor agrees to be liable even if we go one or more of the following: (1) give the Buyer more time to pay the debt or make payments; (2) give a full or partial release of any other Guarantor; (3) release any security; (4) accept less than the full amount owed; or (5) otherwise discharge a liability or obligation to the lender or creditor. Each Guarantor acknowledges receipt of a completed copy of this contract and guaranty at the time of signing. Guarantor's release of acceptance of the Guaranty, release of the Buyer's non-payment, non-performance, and default, and release of the amount owing at any time, and of any defenses when the Buyer.

Guarantor: X \_\_\_\_\_ Date: \_\_\_\_\_ Address: \_\_\_\_\_

Seller Sign: MAURICE J BOFF AND SON Date: 05/01/2006

**ORIGINAL LENDER**

05/08/2010 TO 05/08/2011 11

LE IDENTIFICATION NUMBER

INFC13J17R

TYPE MODEL

ISSUED

/15/2010

MAKE

CHEV

Yr. Model

2007

DATE FIRST SOLD

00/00/2006

CLASS

JT

TYPE VEH.

120

MP

G

AX

WC

UNLADEN/GCW.

TOTAL FEES PAID

\$320

1900

SOUTH GATE CA

BK AMER NA  
PO BX 2759  
JACKSONVILLER0056  
L0234

FL

32203

RI4041220105003

STATE OF CALIFORNIA

DEPARTMENT OF MOTOR VEHICLES

VALIDATED REGISTRATION CARD

READ REVERSE SIDE - IMPORTANT INSTRUCTIONS

A5418861

## RELEASE OF LIEN INFORMATION

I

(Client's Name)

hereby authorize

Bank of America

(Lien holder Name)

P.O. Box 45224, Jacksonville Fl. 32232

(Lien holder Address)

(Lien holder Phone Number)

(800)  
215-6195

to release any and all information regarding my loan account #

with

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.

Date

3-29-11

## VEHICLE INFORMATION

The current vehicle mileage is 56,781 Date mileage read: 3-29-11

**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:** [REDACTED] Service Request 71-931416720

**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

**All Fields Are Required**

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

SR: 71-931416720

By: Mary Beth Hollman, Legal ML

GM Legal File ☐ BBB Case No.: 726072

Negotiator: Mary Beth Hollman, Legal ML

Customer Last Name: [REDACTED]

State: California

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

Vehicle ID No.:

1GNFC13J17R[REDACTED]

In Service Date:

5 ☐ 1 ☐ 2006

Vehicle Purchased: BAC Code:

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 ☒ Lease ☐ Other ☐ : N ☒

CAM Name: Mick Gonzalez

Phone Number: 805-373-8417

Lien holder: GMAC ☐ Other ☒ : 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

Phone Number : 619-374-4100

Fax Number : 619-231-9040

Service Manager Name: CLOSED

Phone Number : CLOSED

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.

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 ☒

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

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

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

### ☐ Brakes

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

### ☐ Engine/Fuel/Exhaust

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

### ☐ Restraints

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

### ☐ Steering

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

### ☐ Transmission

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
1/19/09	079110	3	33,526	Maurice J. Sopp & Son (CLOSED) C/S <input type="checkbox"/> Vehicle will not go into forward gears <input type="checkbox"/> Forward sprag broke, damaging over run clutches <input type="checkbox"/> 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)

### ☒ Axle

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
1/26/09	079455	3	33,567	Maurice J. Sopp & Son (CLOSED) C/S <input type="checkbox"/> While driving at any speeds rear differential makes a howling noise <input type="checkbox"/> Pinion bearings got pitted, damaging side bearings and pinion gear washers <input type="checkbox"/> 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 <input type="checkbox"/> Rear differential is grinding, clunking <input type="checkbox"/> 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
---	----	----	-------	---	--------	-----------------------

☐ 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:
4-4-08	065598	2 (Estimate Unknown)	27,245	Maurice J. Sopp & Son (CLOSED) <input type="checkbox"/> Per GWM <input type="checkbox"/> 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) CIS <input type="checkbox"/> Left front inside chrome handle peeling <input type="checkbox"/> Driver handle chrome peeling, necessary to replace <input type="checkbox"/> Front side door inside handle replacement <input type="checkbox"/> Left side.

#### ☐ Chassis

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

#### ☐ Electrical

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
4/4/08	065598	*	27,245	Maurice J. Sopp & Son (CLOSED) <input type="checkbox"/> Per GWM <input type="checkbox"/> PC Unable to Provide R4490 - Remote Control Door Lock Transmitter Replacement

#### ☐ Glass

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
4/4/08	065598	*	27,245	Maurice J. Sopp & Son (CLOSED) <input type="checkbox"/> Per GWM <input type="checkbox"/> PC Unable to Provide C0034 - Windshield Replacement

#### ☐ HVAC

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

#### ☐ Paint

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

#### ☐ Suspension

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

#### ☐ Wheel ☐ Tires

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



N/A      N/A      N/A      N/A      N/A

☐ Recalls / Campaigns

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
4/14/08	065598	*	27,245	Maurice J. Sopp & Son (CLOSED) <input type="checkbox"/> Per GWM <input type="checkbox"/> PC Unable to Provide <b>Y0152 - 07033 - Service Update - Reprogram BCM</b> <b>(Service Update for Battery Rundown)</b>

☐ Other

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
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) N  
Did you confirm your answer with the dealer/Customer (if  
ADR)/attorney (if Legal)? (Y or N) Y - Dealer  
What type of damage was sustained (example: front end collision)?  
N/A

Are the RO's attached if the vehicle was in an accident? (Y or N) N/A  
Has the customer filed any insurances claims on this Vehicle? (Y or N) N/A  
If Yes obtain the following information below

Insurance Company: \_\_\_\_\_ N/A

Insurance Rep : \_\_\_\_\_ N/A  
(First and Last Name)

Phone ☐ \_\_\_\_\_ N/A

Claim Made? (Y or N): \_\_\_\_\_ N/A

Claim Status: \_\_\_\_\_ N/A  
Pending ☐ Denied ☐ 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.

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/A

**Unique GM Program Summary Requirements for Repurchase/Replacement in Applicable State:**

N/A

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

N/A

**Customer/Plaintiff Seeks:**Repurchase ☐ Attorney Fees ☐ 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 for Legal cases****Is Lemon Law Pled/Alleged?: Yes**

Under what State? California Claimed Presumptive? Yes

Does Purchase Qualify? Yes If not, why? No

**State Presumption Is:**

<input type="checkbox"/> of Visits for a Non-Conformity?	4	<input type="checkbox"/> of Days out of Service?	30
<input type="checkbox"/> of visits for a Safety Complaint?	2	<input type="checkbox"/> of Visits Total?	No
Must Complaint Continue to Exist?	No	Final Repair/Arbitration Required?	Yes
Time Period for filing a Claim?	18 months <input type="checkbox"/> 18,000 miles <input type="checkbox"/> 4 years after last visit for defective non-conformity		

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

<input type="checkbox"/> of Visits for a Non-Conformity?	0	<input type="checkbox"/> of Days out of Service?	0
<input type="checkbox"/> of visits for a Safety Complaint?	0	<input type="checkbox"/> 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:**

<input type="checkbox"/> of Visits for a Non-Conformity?	1 <input type="checkbox"/> Transm 1 - Axle	<input type="checkbox"/> of Days out of Service?	8
<input type="checkbox"/> of visits for a Safety Complaint?	0	<input type="checkbox"/> of Visits Total?	3
Must Complaint Continue to Exist?	No	Final Repair or Arbitration Required?	No

**Related Repairs beyond NVLW:**Customer Pay? No  
Additional Days out of Service? 10**Yes**If no, identify responsible party: Powertrain  
Additional ☐ of Repair Visits? 2**Other Considerations:**Outcome/Findings of Arb/Final Repair:  
Prior Goodwill/Reimbursement: No  
Out of Pocket Expenses: No**No**No  
No  
No

## **RECOMMENDATION AND RATIONALE:**

Reminder: This section must reflect the data and evaluations above. Take into consideration Field and Service Manager information and recommendations.

### **Pertinent vehicle information provided by 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's 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.**

<b>Plaintiff's Original Demand:</b> Amount to Plaintiff <input type="checkbox"/> Atty:    Repurchase Inclusive Offer:	Settlement Type: Repurchase Date: 3/25/2011	{Accepted <input type="checkbox"/> Countered}
<b>CRS Initial Offer:</b> Amount to Plaintiff <input type="checkbox"/> Atty:    \${Amount} <input type="checkbox"/> \${Amount} Inclusive Offer:                    \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted <input type="checkbox"/> Countered}
<b>Plaintiff Counter::</b> Amount to Plaintiff <input type="checkbox"/> Atty:    \${Amount} <input type="checkbox"/> \${Amount} Inclusive Offer:                    \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted <input type="checkbox"/> Countered}
<b>CRS Counter:</b> Amount to Plaintiff <input type="checkbox"/> Atty:    \${Amount} <input type="checkbox"/> \${Amount} Inclusive Offer:                    \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted <input type="checkbox"/> Countered}
<b>PLAINTIFF Final Offer:</b> Amount to Plaintiff <input type="checkbox"/> Atty:    \${Amount} <input type="checkbox"/> \${Amount} Inclusive Offer:                    \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted <input type="checkbox"/> Declined}
<b>CRS Final Offer:</b> Amount to Plaintiff <input type="checkbox"/> Atty:    \${Amount} <input type="checkbox"/> \${Amount} Inclusive Offer:                    \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted <input type="checkbox"/> Declined}

**HISTORY OF SETTLEMENT DISCUSSIONS** ☐ **Applicable for ADR Cases Only**

Record all recommendation throughout the life of the case. Each offer or counter offer should be recorded in order to review case progression.  
\*Trade Repurchase offers should specify Trade Retail, Trade Collateral, or Trade New Finance.  
\*Add additional lines for additional offers/counter offers.

<b>Recommendation of CRS:</b> <b>Settlement Type:</b> <input type="checkbox"/> <input checked="" type="checkbox"/>	<b>Arbitrate case:</b> <input type="checkbox"/> <input checked="" type="checkbox"/>	<b>Settle case:</b> <input type="checkbox"/> <input checked="" type="checkbox"/> <b>Attorney Fees (if applicable):</b> <input type="checkbox"/> <input checked="" type="checkbox"/>
<b>Recommendation of Field:</b> <b>Settlement Type:</b> <input type="checkbox"/> <input checked="" type="checkbox"/>	<b>Arbitrate case:</b> <input type="checkbox"/> <input checked="" type="checkbox"/>	<b>Settle case:</b> <input type="checkbox"/> <input checked="" type="checkbox"/> <b>Attorney Fees (if applicable):</b> <input type="checkbox"/> <input checked="" type="checkbox"/>
<b>Final Decision:</b> <b>Settlement Type:</b> <input type="checkbox"/> <input checked="" type="checkbox"/>	<b>Arbitrate case:</b> <input type="checkbox"/> <input checked="" type="checkbox"/>	<b>Settle case:</b> <input type="checkbox"/> <input checked="" type="checkbox"/> <b>Attorney Fees (if applicable):</b> <input type="checkbox"/> <input checked="" type="checkbox"/>

**TEAM LEAD APPROVING:**                      ☐ ☒                      **Date:** ☐ ☒

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






**MaryBeth  
Hollman/Austin/GM1**

04/01/2011 12:27 PM

To "Claude M. Manookian, Esq."  
<claude@manookianlaw.com>@SITEWCWEB

cc

bcc

Subject RE: [REDACTED] GM / 2010 Cadillac Escalade ESV 

RE: Customer Last Name: [REDACTED]  
Service Request: 71-922624438  
2010 Cadillac Escalade ESV  
Vehicle Identification Number: 1GYUKJEF6AR [REDACTED]  
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,

General Motors

# RETAIL INSTALLMENT SALE CONTRACT SIMPLE INTEREST FINANCE CHARGE

Dealer Number \_\_\_\_\_ Contract Number \_\_\_\_\_ R.P.S. Number \_\_\_\_\_ Stock Number **741336**

Buyer (and Co-Buyer, Name and Address (including County and Zip Code))  
**SOUTH GATE LOS ANGELES CA**

Creditor - Seller (Name and Address)  
**BELL**

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

New Used	Year	Make and Model	Odometer	Vehicle Identification Number	Primary Use For Which Purchased
NEW	2007	CHEVROLET TAHOE	21	1GNFC13J17	<input checked="" type="checkbox"/> personal, family or household <input type="checkbox"/> business or commercial

## FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate.	FINANCE CHARGE The dollar amount the credit will cost you.	Amount Financed The amount of credit provided to you or on your behalf.	Total of Payments The amount you will have paid after you have made all payments as scheduled.	Total Sale Price The total cost of your purchase on credit, including your down payment of \$0.
6.70 %	\$ 9,248.69(c)	\$ 41,930.19	\$ 51,178.88(c)	\$ 51,178.88(c)

(c) means an estimate

## YOUR PAYMENT SCHEDULE WILL BE:

Number of Payments:	Amount of Payments:	When Payments Are Due:
One Payment of	N/A	
One Payment of	N/A	
71 Payments	710.79	Monthly, Beginning 06/15/2006
Payments	N/A	Monthly, Beginning
One Final Payment	710.79	05/15/2012

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

## ITEMIZATION OF THE AMOUNT FINANCED

### 1. Total Cash Price

- Cash Price of Motor Vehicle and Accessories \$ 33860.00 (A)
- Cash Price Vehicle \$ 33860.00
- Cash Price Accessories \$ N/A
- Other (Non-taxable) \$ N/A
- Document Preparation Fee (not a governmental fee) \$ 45.00 (B)
- Smog Fee Paid to Seller \$ N/A (C)
- Sales Tax (on taxable items in A+B+C) \$ 2797.16 (D)
- Optional DMV Electronic Filing Fee \$ N/A (E)
- (Optional) Service Contract \$ N/A (F)
- (Optional) Service Contract \$ N/A (G)
- Prior Credit or Lease Balance paid by Seller to GMAC \$ 4,341.28 (H)
- (see downpayment and trade-in calculation)
- (Optional) Gap Contract (to whom paid) EXPRESS AUTO GAP 595.00 (I)
- Other (to whom paid) \$ N/A (J)

Total Cash Price (A through J) \$ 41638.54 (1)

### 2. Amounts Paid to Public Officials

- License Fees ESTIMATED \$ 283.00 (A)
- Registration/Transfer/Titling Fees \$ N/A (B)
- California Tire Fees \$ 8.75 (C)
- Other \$ N/A (D)
- Other \$ N/A (E)

Total Official Fees (A through E) \$ 291.75 (2)

### 3. Amount Paid to Insurance Companies

- Total premiums from Statement of Insurance column a + b) \$ N/A (3)
- Smog Certification or Exemption Fee Paid to State \$ N/A (4)
- Subtotal (1 through 4) \$ 41930.19 (5)

### 4. Total Downpayment

- Agreed Trade-In Value \$ 2004 Make CHEVROLET \$ 21000.00 (A)
- Model AVALANCHE Odom 24666
- VIN 3GNEC12T34G
- Less Prior Credit or Lease Balance \$ 26841.28 (B)
- Net Trade-In (A less B) (indicate if a negative number) \$ 5841.28 (C)
- Deferred Downpayment \$ N/A (D)
- Manufacturer's Rebate \$ 1500.00 (E)
- Other \$ N/A (F)
- Cash \$ N/A (G)

Total Downpayment (C through G) \$ 0 (6)

(If negative, enter zero on line 5 and enter the amount less than zero as a positive number on line 1H above)

Amount Financed (5 less 6) \$ 41930.19

## STATEMENT OF INSURANCE

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

### Vehicle Insurance

	Term	Premium
\$ N/A Ded. Comp., Fire & Theft	N/A Mos	\$ N/A
\$ N/A Ded. Collision	N/A Mos	\$ N/A
Body Injury \$ N/A Limits	N/A Mos	\$ N/A
Property Damage \$ N/A Limits	N/A Mos	\$ N/A
Medical \$ N/A	N/A Mos	\$ N/A
Total Vehicle Insurance Premiums		\$ N/A

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

Your way to the physical damage insurance this contract requires (see back) from anyone you choose who is acceptable to us. You are not

Buyer  
Co-Buyer X  
Seller X

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

### Application for Optional Credit Insurance

- ☐ Credit Life: ☐ Buyer ☐ Co-Buyer ☐ Both  
☐ Credit Disability (Buyer Only)

	Term	Exp.	Premium
Credit Life \$ N/A Mos			\$ N/A
Credit Disability \$ N/A Mos			\$ N/A
Total Credit Insurance Premiums			\$ N/A (D)

Insurance Company Name N/A

Home Office Address N/A

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

You are applying for the credit insurance marked above. Your signature below means that you agree that: (1) You are not eligible for insurance if you have reached your 65th birthday. (2) You are eligible for disability insurance only if you are working for wages or profit 30 hours a week or more on the Effective Date. (3) Only the Primary Buyer is eligible for disability insurance. DISABILITY INSURANCE MAY NOT COVER CONDITIONS FOR WHICH YOU HAVE SEEN A DOCTOR OR CHIROPRACTOR IN THE LAST 6 MONTHS (Refer to "Total Disabilities Not Covered").

Date \_\_\_\_\_  
Co-Buyer Signature \_\_\_\_\_ Age \_\_\_\_\_

OPTIONAL GAP CONTRACT A gap contract (debit cancellation contract) is not required to obtain credit and will not be provided unless you sign below and agree to pay the extra charge. If you choose to buy a gap contract, the charge is shown in item 1I. See your gap contract for details on the protection it provides. It is a part of this contract.  
Term 72 Mos  
EXPRESS AUTOGAP  
Name of Gap Contract

You want to buy a gap contract.

(Total premiums from Statement of Insurance column a + b) \$ N/A (3)

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

5. Subtotal (1 through 4) \$ 41930.19 (5)

6. Total Downpayment

A. Agreed Trade-In Value Yr 2004 Make CHEVROLET \$ 21000.00 (A)

Model AVALANCHE Odor 24666

VIN 3GNEC12T34G

B. Less Prior Credit or Lease Balance \$ 26841.28 (B)

C. Net Trade-In (A less B) (indicate if a negative number) \$ 5841.28 (C)

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

E. Manufacturer's Rebate \$ 1500.00 (E)

F. Other \$ N/A (F)

G. Cash \$ N/A (G)

Total Downpayment (C through G) \$ 0 (6)

(If negative, enter zero on line 5 and enter the amount less than zero as a positive number on line 1H above)

7. Amount Financed (5 less 6) \$ 41930.19 (7)

\*Seller may keep part of these amounts.

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

Proceeds of Loan From: N/A

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

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

from the Loan is shown in item 6D.

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

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

**NOTICE OF RESCISSION RIGHTS**  
If Buyer and Co-Buyer sign here, the provisions of the Rescission Rights section on the back giving the Seller the right to rescind if Seller is unable to assign this contract to a financial institution will apply.

Buyer [Signature] Co-Buyer X

OPTION: ☐ You pay no finance charge if the Amount Financed, item 7, is paid in full on or before Year. SELLER'S INITIALS [Initials]

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

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

FOR ADVICE ON FULL COVERAGE THAT WILL PROTECT YOU IN THE EVENT OF LOSS OR DAMAGE TO YOUR VEHICLE, YOU SHOULD CONTACT YOUR INSURANCE AGENT. THE BUYER SHALL SIGN TO A COPIED ENDORSEMENT WHICH UNDERSTANDS THESE PUBLIC LIABILITY TERMS AND CONDITIONS.

S/S [Signature] X [Signature]

Rep. [Signature] 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 6.B 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 6.B as "Prior Credit or Lease Balance," Seller will refund the difference to you.

Buyer X Co-Buyer X

Notice [Signature] 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 [Signature]

Buyer Signature [Signature] 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**  
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.

Buyer Signature [Signature] Co-Buyer Signature X Date 05/01/2006

Co-Buyers and Other [Signature] responsible for paying the entire debt. An other owner is a person whose name is on the title to the vehicle but does not have to pay [Signature] interest in the vehicle given to us in this contract.

Other Owner Signature X Address [Address]

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

Guarantor X Date [Date] Guarantor X Date [Date]

Address [Address] Address [Address]

Seller Signs MAURICE J SOPP AND SON Date 05/01/2006 By [Signature] Title [Title]

**ORIGINAL LIENHOLDER**

NOT SIGNED CONDITIONS FULLY ATTACH YOU HAVE  
SEEN A DOCTOR OR CHIROPRACTOR IN THE  
LAST 6 MONTHS (Refer to "Total Disabilities Not  
Covered" in your policy for details).  
You want [Signature]

Date [Date]

Date [Date] Co-Buyer Signature [Signature] Age [Age]

**OPTIONAL GAP CONTRACT** A gap contract (debt cancellation contract) is not required to obtain credit and will not be provided unless you sign below and agree to pay the extra charge. If you choose to buy a gap contract, the charge is shown in item 11. See your gap contract for details on the protection it provides. It is a part of this contract.

Term 12 Mos **EXPRESS AUTOGAP**

Name of Gap Contract [Name]

You want [Signature]

Buyer [Signature]

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

1.F Company N/A

Term [Term] Mos. or [Term] Miles

1.G Company N/A

Term [Term] Miles

Buyer [Signature]

**HOW** This contract contains the entire agreement between you and us relating to this contract. Any change to the contract must be in writing and both you and we must sign it. No oral [Signature]

Co-Buyer Signature X



**"Larry Chae"**  
**<LarryChae@bickellawfirm.com>**

04/01/2011 05:00 PM

To <marybeth\_hollman@gmexpert.com>  
cc  
bcc  
Subject [REDACTED] v. GM / 2007 Chevrolet Tahoe

Dear Mary Beth,

Per your request, please find, attached, a scanned copy of the purchase agreement in the [REDACTED] 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 [REDACTED] matter from 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](http://www.bickellawfirm.com)



[REDACTED] Purchase Agreementn.pdf

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

Latest Revision Date: 4/5/2011

**All Fields Are Required**

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

SR: 71-931416720

By: Mary Beth Hollman, Legal ML

GM Legal File ☐ BBB Case No.: 726072

Negotiator: Mary Beth Hollman, Legal ML

Customer Last Name: XXXXXXXXXX

State: California

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

Vehicle ID No.:

1GNFC13J17RXXXXXXXXXX

In Service Date:

5 ☐ 1 ☐ 2006

Vehicle Purchased: BAC Code:

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 ☒ Lease ☐ Other ☐ : N ☒

CAM Name: Mick Gonzalez

Phone Number: 805-373-8417

Lien holder: GMAC ☐ Other ☒ : 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

Phone Number : 619-374-4100

Fax Number : 619-231-9040

Service Manager Name: CLOSED

Phone Number : CLOSED

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.

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 ☒

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

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

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

### ☐ Brakes

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

### ☐ Engine/Fuel/Exhaust

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

### ☐ Restraints

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

### ☐ Steering

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

### ☐ Transmission

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
1/19/09	079110	3	33,526	Maurice J. Sopp & Son (CLOSED) C/S <input type="checkbox"/> Vehicle will not go into forward gears <input type="checkbox"/> Forward sprag broke, damaging over run clutches <input type="checkbox"/> 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)

### ☒ Axle

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
1/26/09	079455	3	33,567	Maurice J. Sopp & Son (CLOSED) C/S <input type="checkbox"/> While driving at any speeds rear differential makes a howling noise <input type="checkbox"/> Pinion bearings got pitted, damaging side bearings and pinion gear washers <input type="checkbox"/> 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 <input type="checkbox"/> Rear differential is grinding, clunking <input type="checkbox"/> 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
---	----	----	-------	---	--------	-----------------------

☐ 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:
4-4-08	065598	2 (Estimate Unknown)	27,245	Maurice J. Sopp & Son (CLOSED) <input type="checkbox"/> Per GWM <input type="checkbox"/> 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) CIS <input type="checkbox"/> Left front inside chrome handle peeling <input type="checkbox"/> Driver handle chrome peeling, necessary to replace <input type="checkbox"/> Front side door inside handle replacement <input type="checkbox"/> Left side.

#### ☐ Chassis

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

#### ☐ Electrical

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
4/4/08	065598	*	27,245	Maurice J. Sopp & Son (CLOSED) <input type="checkbox"/> Per GWM <input type="checkbox"/> PC Unable to Provide R4490 - Remote Control Door Lock Transmitter Replacement

#### ☐ Glass

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
4/4/08	065598	*	27,245	Maurice J. Sopp & Son (CLOSED) <input type="checkbox"/> Per GWM <input type="checkbox"/> PC Unable to Provide C0034 - Windshield Replacement

#### ☐ HVAC

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

#### ☐ Paint

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

#### ☐ Suspension

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

#### ☐ Wheel ☐ Tires

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

N/A      N/A      N/A      N/A      N/A

☐ Recalls / Campaigns

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
4/14/08	065598	*	27,245	Maurice J. Sopp & Son (CLOSED) <input type="checkbox"/> Per GWM <input type="checkbox"/> PC Unable to Provide <b>Y0152 - 07033 - Service Update - Reprogram BCM</b> <b>(Service Update for Battery Rundown)</b>

☐ Other

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
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) N  
Did you confirm your answer with the dealer/Customer (if  
ADR)/attorney (if Legal)? (Y or N) Y - Dealer  
What type of damage was sustained (example: front end collision)?  
N/A

Are the RO's attached if the vehicle was in an accident? (Y or N) N/A  
Has the customer filed any insurances claims on this Vehicle? (Y or N) N/A  
If Yes obtain the following information below

Insurance Company: \_\_\_\_\_ N/A

Insurance Rep : \_\_\_\_\_ N/A  
(First and Last Name)

Phone ☐ \_\_\_\_\_ N/A

Claim Made? (Y or N): \_\_\_\_\_ N/A

Claim Status: \_\_\_\_\_ N/A  
Pending ☐ Denied ☐ 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.

N/A

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

## PERTINENT FACTS FROM ALL SRs 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/A

**Unique GM Program Summary Requirements for Repurchase/Replacement in Applicable State:**

N/A

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

N/A

**Customer/Plaintiff Seeks:**Repurchase ☐ Attorney Fees ☐ 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 for Legal cases****Is Lemon Law Pled/Alleged?: Yes**

Under what State? California Claimed Presumptive? Yes

Does Purchase Qualify? Yes If not, why? No

**State Presumption Is:**

<input type="checkbox"/> of Visits for a Non-Conformity?	4	<input type="checkbox"/> of Days out of Service?	30
<input type="checkbox"/> of visits for a Safety Complaint?	2	<input type="checkbox"/> of Visits Total?	No
Must Complaint Continue to Exist?	No	Final Repair/Arbitration Required?	Yes
Time Period for filing a Claim?	18 months <input type="checkbox"/> 18,000 miles <input type="checkbox"/> 4 years after last visit for defective non-conformity		

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

<input type="checkbox"/> of Visits for a Non-Conformity?	0	<input type="checkbox"/> of Days out of Service?	0
<input type="checkbox"/> of visits for a Safety Complaint?	0	<input type="checkbox"/> 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:**

<input type="checkbox"/> of Visits for a Non-Conformity?	1 <input type="checkbox"/> Transm 1 - Axle	<input type="checkbox"/> of Days out of Service?	8
<input type="checkbox"/> of visits for a Safety Complaint?	0	<input type="checkbox"/> of Visits Total?	3
Must Complaint Continue to Exist?	No	Final Repair or Arbitration Required?	No

**Related Repairs beyond NVLW:**Customer Pay? No  
Additional Days out of Service? 10**Yes**If no, identify responsible party: Powertrain  
Additional ☐ of Repair Visits? 2**Other Considerations:**Outcome/Findings of Arb/Final Repair:  
Prior Goodwill/Reimbursement: No  
Out of Pocket Expenses: No**No**No  
No  
No

## **RECOMMENDATION AND RATIONALE:**

Reminder: This section must reflect the data and evaluations above. Take into consideration Field and Service Manager information and recommendations.

### **Pertinent vehicle information provided by 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's 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.**

<b>Plaintiff's Original Demand:</b> Amount to Plaintiff <input type="checkbox"/> Atty: Repurchase Inclusive Offer:	Settlement Type: Repurchase Date: 3/25/2011	Countered
<b>CRS Initial Offer:</b> Amount to Plaintiff <input type="checkbox"/> Atty: Inclusive Offer: \$9,000.00	Settlement Type: Cash Date: 4/3/2011	{Accepted <input type="checkbox"/> Countered}
<b>Plaintiff Counter::</b> Amount to Plaintiff <input type="checkbox"/> Atty: \${Amount} <input type="checkbox"/> \${Amount} Inclusive Offer: \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted <input type="checkbox"/> Countered}
<b>CRS Counter:</b> Amount to Plaintiff <input type="checkbox"/> Atty: \${Amount} <input type="checkbox"/> \${Amount} Inclusive Offer: \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted <input type="checkbox"/> Countered}
<b>PLAINTIFF Final Offer:</b> Amount to Plaintiff <input type="checkbox"/> Atty: \${Amount} <input type="checkbox"/> \${Amount} Inclusive Offer: \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted <input type="checkbox"/> Declined}
<b>CRS Final Offer:</b> Amount to Plaintiff <input type="checkbox"/> Atty: \${Amount} <input type="checkbox"/> \${Amount} Inclusive Offer: \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted <input type="checkbox"/> 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.**

Add additional lines for additional energy counter offers:		
<b>Recommendation of CRS:</b> <b>Settlement Type:</b> N <input type="checkbox"/> A	<b>Arbitrate case:</b> N <input type="checkbox"/> A	<b>Settle case:</b> N <input type="checkbox"/> A <b>Attorney Fees (if applicable):</b> N <input type="checkbox"/> A
<b>Recommendation of Field:</b> <b>Settlement Type:</b> N <input type="checkbox"/> A	<b>Arbitrate case:</b> N <input type="checkbox"/> A	<b>Settle case:</b> N <input type="checkbox"/> A <b>Attorney Fees (if applicable):</b> N <input type="checkbox"/> A
<b>Final Decision:</b> <b>Settlement Type:</b> N <input type="checkbox"/> A	<b>Arbitrate case:</b> N <input type="checkbox"/> A	<b>Settle case:</b> N <input type="checkbox"/> A <b>Attorney Fees (if applicable):</b> N <input type="checkbox"/> A

**TEAM LEAD APPROVING:**

N/A

**Date:** N ☐ A ☒

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



**MaryBeth  
Hollman/Austin/GM1**

04/05/2011 02:53 PM

To briancline@bickellawfirm.com

cc

bcc

Subject [REDACTED] v GM / 2007 Chevrolet Tahoe

RE: Customer Last Name: [REDACTED]  
Service Request: 71-931416720  
2007 Chevrolet Tahoe  
Vehicle Identification Number: 1GNFC13J17R [REDACTED]  
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.



Offer 4-5-2011 [REDACTED].doc

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

Sincerely,

General Motors





April 5, 2011

Brian Cline, Esq.  
The Bickel Law Firm  
750 B St Ste 1950  
San Diego, CA 92101

RE: [REDACTED] v. General Motors  
Service Request: 71-931416720  
2007 Chevrolet Tahoe  
Vehicle Identification Number: 1GNFC13J17R [REDACTED]  
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,

General Motors

August 1, 2011  
Page 2

cc: FILE

LG0043  
V10132009

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Odometer

---

Client's Signature

---

Date

---

Client's Signature

---

Date

THE BICKEL LAW FIRM, INC.  
An Automobile 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](mailto:marybeth_hollman@gmexpert.com)

Re: [REDACTED] v. General Motors, LLC  
2007 Chevrolet Tahoe, VIN: 1GNFC13J17R [REDACTED]

**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, [REDACTED]' 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
\$	<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
\$	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 Automobile 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](mailto:marybeth_hollman@gmexpert.com)

Re: [REDACTED] v. General Motors, LLC  
2007 Chevrolet Tahoe, VIN: 1GNFC13J17R [REDACTED]

**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, [REDACTED]' 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
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\$	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
\$	<u>-9,046.24</u>	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@bickellawfirm.com>**

04/05/2011 08:14 PM

To <marybeth\_hollman@gmexpert.com>  
cc  
bcc  
Subject [REDACTED] 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](http://www.bickellawfirm.com)



Hollman.MaryBeth.GM.LC.040511.CounterOffertoGM.pdf



**"Larry Chae"**  
**<LarryChae@bickellawfirm.com>**

04/06/2011 01:20 PM

To <marybeth\_hollman@gmexpert.com>  
cc  
bcc  
Subject RE: [REDACTED] / 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 [REDACTED] 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: [REDACTED] v GM / 2007 Chevrolet Tahoe

RE: Customer Last Name: [REDACTED]  
Service Request: 71-931416720  
2007 Chevrolet Tahoe  
Vehicle Identification Number: 1GNFC13J17R[REDACTED] 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



**MaryBeth  
Hollman/Austin/GM1**

04/06/2011 11:07 AM

To "Larry Chae" <LarryChae@bickellawfirm.com>

cc

bcc

Subject [REDACTED] v GM / 2007 Chevrolet Tahoe

RE: Customer Last Name: [REDACTED]  
Service Request: 71-931416720  
2007 Chevrolet Tahoe  
Vehicle Identification Number: 1GNFC13J17R [REDACTED]  
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.

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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



April 6, 2011

Brian Cline, Esq.  
The Bickel Law Firm  
750 B St Ste 1950  
San Diego, CA 92101

RE: [REDACTED] v. General Motors  
Service Request: 71-931416720  
2007 Chevrolet Tahoe  
Vehicle Identification Number: 1GNFC13J17R [REDACTED]  
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,

General Motors

August 1, 2011  
Page 2

cc: FILE

LG0043  
V10132009

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Odometer

---

Client's Signature

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Date

---

Client's Signature

---

Date



**MaryBeth  
Hollman/Austin/GM1**

04/06/2011 11:07 AM

To "Larry Chae" <LarryChae@bickellawfirm.com>

cc

bcc

Subject [REDACTED] v GM / 2007 Chevrolet Tahoe

RE: Customer Last Name: [REDACTED]  
Service Request: 71-931416720  
2007 Chevrolet Tahoe  
Vehicle Identification Number: 1GNFC13J17R [REDACTED]  
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,

General Motors



April 7, 2011

Brian Cline, Esq.  
The Bickel Law Firm  
750 B St Ste 1950  
San Diego, CA 92101

RE: [REDACTED] v. General Motors  
Service Request: 71-931416720  
2007 Chevrolet Tahoe  
Vehicle Identification Number: 1GNFC13J17R [REDACTED]  
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,

General Motors

August 1, 2011  
Page 2

cc: FILE

LG0043  
V10132009

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Odometer

---

Client's Signature

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Date

---

Client's Signature

---

Date



**MaryBeth  
Hollman/Austin/GM1**

04/08/2011 10:08 AM

To "Larry Chae"  
<LarryChae@bickellawfirm.com>@SITEWCWEB

cc

bcc

Subject RE: [REDACTED] v GM / 2007 Chevrolet Tahoe 

RE: Customer Last Name: [REDACTED]  
Service Request: 71-931416720  
2007 Chevrolet Tahoe  
Vehicle Identification Number: 1GNFC13J17R [REDACTED]  
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. Your 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!



Offer 4-8-2011 [REDACTED].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@bickellawfirm.com>



**"Larry Chae"**  
**<LarryChae@bickellawfirm.com>**

04/06/2011 01:20 PM

To <marybeth\_hollman@gmexpert.com>

cc

Subject RE: [REDACTED] 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 [REDACTED] 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: [REDACTED] v GM / 2007 Chevrolet Tahoe

RE: Customer Last Name: [REDACTED]

Service Request: 71-931416720

2007 Chevrolet Tahoe

Vehicle Identification Number: 1GNFC13J17R [REDACTED] Customer Relationship Specialist:

Mary Beth Hollman

Telephone: 866-790-5700 Ext 41499

Dear Mr. Chae,

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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

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



April 8, 2011

Brian Cline, Esq.  
The Bickel Law Firm  
750 B St Ste 1950  
San Diego, CA 92101

RE: [REDACTED] v. General Motors  
Service Request: 71-931416720  
2007 Chevrolet Tahoe  
Vehicle Identification Number: 1GNFC13J17R [REDACTED]  
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.

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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

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Odometer

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Client's Signature

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Date

---

Client's Signature

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Date

THE BICKEL LAW FIRM, INC.  
An Automobile 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](mailto:marybeth_hollman@gmexpert.com)

Re: [REDACTED] v. General Motors, LLC  
2007 Chevrolet Tahoe, VIN: 1GNFC13J17R [REDACTED]

**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, [REDACTED]' 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.



**"Larry Chae"**  
**<LarryChae@bickellawfirm.com>**

04/08/2011 04:34 PM

To <marybeth\_hollman@gmexpert.com>  
cc  
bcc  
Subject RE: [REDACTED] v GM / 2007 Chevrolet Tahoe

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 amenable 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: [REDACTED] v GM / 2007 Chevrolet Tahoe

RE: Customer Last Name: [REDACTED]  
Service Request: 71-931416720  
2007 Chevrolet Tahoe  
Vehicle Identification Number: 1GNFC13J17R[REDACTED] 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. Your 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 [REDACTED].doc)

Regards,

Mary Beth Hollman

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Sincerely,

General Motors



"Larry Chae"  
<LarryChae@bickel  
lawfirm.com>

To

<marybeth\_hollman@gmexpert.com>

04/06/2011 01:20  
PM

cc

Subject

RE: [REDACTED] 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 [REDACTED] 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: [REDACTED] v GM / 2007 Chevrolet Tahoe

RE: Customer Last Name: [REDACTED]

Service Request: 71-931416720

2007 Chevrolet Tahoe

Vehicle Identification Number: 1GNFC13J17R [REDACTED] Customer Relationship

Specialist: Mary Beth Hollman

Telephone: 866-790-5700 Ext 41499

Dear Mr. Chae,

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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

(See attached file: Hollman.MaryBeth.GM.LC.040611.CounterOffertoGM.pdf)



Hollman.MaryBeth.GM.LC.040811.CounterOffertoGM.pdf



**gregory.garguilo@gm.com**

04/11/2011 03:05 PM

To marybeth\_hollman@gmexpert.com

cc

bcc

Subject Re: Fw: [REDACTED] 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

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

----- Forwarded by MaryBeth Hollman/Austin/GM1 on 04/11/2011 02:58 PM -----

"Larry Chae"  
<LarryChae@bickel  
lawfirm.com>  
04/08/2011 04:34  
PM  
To  
<marybeth\_hollman@gmexpert.com>  
cc  
Subject  
RE: [REDACTED] / GM / 2007 Chevrolet  
Tahoe

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.

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Sincerely,

Larry Chae

-----Original Message-----

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

Sent: Friday, April 08, 2011 7:09 AM

To: Larry Chae

Subject: RE: [REDACTED] v GM / 2007 Chevrolet Tahoe

RE: Customer Last Name: [REDACTED]

Service Request: 71-931416720

2007 Chevrolet Tahoe

Vehicle Identification Number: 1GNFC13J17R [REDACTED] 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. Your 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!

(See attached file: Offer 4-8-2011 [REDACTED].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>  
04/06/2011 01:20  
PM  
To  
<marybeth\_hollman@gmexpert.com>  
cc  
Subject  
RE: Flores 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 [REDACTED] 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](mailto:marybeth_hollman@gmexpert.com)]

Sent: Wednesday, April 06, 2011 8:07 AM

To: Larry Chae

Subject: [REDACTED] v GM / 2007 Chevrolet Tahoe

RE: Customer Last Name: [REDACTED]

Service Request: 71-931416720

2007 Chevrolet Tahoe

Vehicle Identification Number: 1GNFC13J17R[REDACTED] 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

(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

By: Mary Beth Hollman, Legal ML

GM Legal File ☐ BBB Case No.: 726072

Negotiator: Mary Beth Hollman, Legal ML

Customer Last Name: XXXXXXXXXX

State: California

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

Vehicle ID No.:

1GNFC13J17R110242

In Service Date:

5 ☐ 1 ☐ 2006

Vehicle Purchased: BAC Code:

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 ☒ Lease ☐ Other ☐ : N ☒

CAM Name: Mick Gonzalez  
Phone Number: 805-373-8417

Lien holder: GMAC ☐ Other ☒ : 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

Phone Number : 619-374-4100

Fax Number : 619-231-9040

Service Manager Name: CLOSED

Phone Number : CLOSED

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.

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 ☒

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

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

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

### ☐ Brakes

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

N/A	N/A	N/A	N/A	N/A
-----	-----	-----	-----	-----

### ☐ Engine/Fuel/Exhaust

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

N/A	N/A	N/A	N/A	N/A
-----	-----	-----	-----	-----

### ☐ Restraints

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

N/A	N/A	N/A	N/A	N/A
-----	-----	-----	-----	-----

### ☐ Steering

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

N/A	N/A	N/A	N/A	N/A
-----	-----	-----	-----	-----

### ☐ Transmission

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

1/19/09	079110	3	33,526	Maurice J. Sopp & Son (CLOSED) C/S <input type="checkbox"/> Vehicle will not go into forward gears <input type="checkbox"/> Forward sprag broke, damaging over run clutches <input type="checkbox"/> 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)

### ☒ Axle

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

1/26/09	079455	3	33,567	Maurice J. Sopp & Son (CLOSED) C/S <input type="checkbox"/> While driving at any speeds rear differential makes a howling noise <input type="checkbox"/> Pinion bearings got pitted, damaging side bearings and pinion gears washers <input type="checkbox"/> 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 <input type="checkbox"/> Rear differential is grinding, clunking <input type="checkbox"/> 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
---	----	----	-------	---	--------	-----------------------

☐ 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:
4-4-08	065598	2 (Estimate Unknown)	27,245	Maurice J. Sopp & Son (CLOSED) <input type="checkbox"/> Per GWM <input type="checkbox"/> 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) CIS <input type="checkbox"/> Left front inside chrome handle peeling <input type="checkbox"/> Driver handle chrome peeling, necessary to replace <input type="checkbox"/> Front side door inside handle replacement <input type="checkbox"/> Left side.

#### ☐ Chassis

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

#### ☐ Electrical

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
4/4/08	065598	*	27,245	Maurice J. Sopp & Son (CLOSED) <input type="checkbox"/> Per GWM <input type="checkbox"/> PC Unable to Provide R4490 - Remote Control Door Lock Transmitter Replacement

#### ☐ Glass

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
4/4/08	065598	*	27,245	Maurice J. Sopp & Son (CLOSED) <input type="checkbox"/> Per GWM <input type="checkbox"/> PC Unable to Provide C0034 - Windshield Replacement

#### ☐ HVAC

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

#### ☐ Paint

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

#### ☐ Suspension

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

#### ☐ Wheel ☐ Tires

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

N/A      N/A      N/A      N/A      N/A

☐ Recalls / Campaigns

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
4/14/08	065598	*	27,245	Maurice J. Sopp & Son (CLOSED) <input type="checkbox"/> Per GWM <input type="checkbox"/> PC Unable to Provide <b>Y0152 - 07033 - Service Update - Reprogram BCM</b> <b>(Service Update for Battery Rundown)</b>

☐ Other

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
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) N  
Did you confirm your answer with the dealer/Customer (if  
ADR)/attorney (if Legal)? (Y or N) Y - Dealer  
What type of damage was sustained (example: front end collision)?  
N/A

Are the RO's attached if the vehicle was in an accident? (Y or N) N/A  
Has the customer filed any insurances claims on this Vehicle? (Y or N) N/A  
If Yes obtain the following information below

Insurance Company: \_\_\_\_\_ N/A

Insurance Rep : \_\_\_\_\_ N/A  
(First and Last Name)

Phone ☐ \_\_\_\_\_ N/A

Claim Made? (Y or N): \_\_\_\_\_ N/A

Claim Status: \_\_\_\_\_ N/A  
Pending ☐ Denied ☐ 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.

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/A

**Unique GM Program Summary Requirements for Repurchase/Replacement in Applicable State:**

N/A

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

N/A

**Customer/Plaintiff Seeks:**Repurchase ☐ Attorney Fees ☐ 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 for Legal cases****Is Lemon Law Pled/Alleged?: Yes**

Under what State? California Claimed Presumptive? Yes

Does Purchase Qualify? Yes If not, why? No

**State Presumption Is:**

<input type="checkbox"/> of Visits for a Non-Conformity?	4	<input type="checkbox"/> of Days out of Service?	30
<input type="checkbox"/> of visits for a Safety Complaint?	2	<input type="checkbox"/> of Visits Total?	No
Must Complaint Continue to Exist?	No	Final Repair/Arbitration Required?	Yes
Time Period for filing a Claim?	18 months <input type="checkbox"/> 18,000 miles <input type="checkbox"/> 4 years after last visit for defective non-conformity		

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

<input type="checkbox"/> of Visits for a Non-Conformity?	0	<input type="checkbox"/> of Days out of Service?	0
<input type="checkbox"/> of visits for a Safety Complaint?	0	<input type="checkbox"/> 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:**

<input type="checkbox"/> of Visits for a Non-Conformity?	1 <input type="checkbox"/> Transm 1 - Axle	<input type="checkbox"/> of Days out of Service?	8
<input type="checkbox"/> of visits for a Safety Complaint?	0	<input type="checkbox"/> of Visits Total?	3
Must Complaint Continue to Exist?	No	Final Repair or Arbitration Required?	No

**Related Repairs beyond NVLW:**Customer Pay? No  
Additional Days out of Service? 10**Yes**If no, identify responsible party: Powertrain  
Additional ☐ of Repair Visits? 2**Other Considerations:**Outcome/Findings of Arb/Final Repair:  
Prior Goodwill/Reimbursement: No  
Out of Pocket Expenses: No**No**No  
No  
No

## **RECOMMENDATION AND RATIONALE:**

Reminder: This section must reflect the data and evaluations above. Take into consideration Field and Service Manager information and recommendations.

### **Pertinent vehicle information provided by 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's 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.**

<b>Plaintiff's Original Demand:</b> Amount to Plaintiff <input type="checkbox"/> Atty: Repurchase Inclusive Offer:	Settlement Type: Repurchase Date: 3/25/2011	Countered
<b>CRS Initial Offer:</b> Amount to Plaintiff <input type="checkbox"/> Atty: Inclusive Offer: \$9,000.00	Settlement Type: Cash Date: 4/3/2011	Countered
<b>Plaintiff Counter::</b> Amount to Plaintiff <input type="checkbox"/> Atty: Inclusive Offer: Repurchase \$40,992.91 <input type="checkbox"/> Loan Payoff	Settlement Type: Repurchase Date: 4/3/2011	Countered
<b>CRS Counter:</b> Amount to Plaintiff <input type="checkbox"/> Atty: Inclusive Offer: \$11,000.00	Settlement Type: Cash Date: 4/6/2011	Countered
<b>Plaintiff Counter::</b> Amount to Plaintiff <input type="checkbox"/> Atty: Inclusive Offer: \$ 37,606.88 <input type="checkbox"/> Loan Payoff	Settlement Type: Repurchase Date: 4/6/2011	Countered
<b>CRS Counter:</b> Amount to Plaintiff <input type="checkbox"/> Atty: Inclusive Offer: \$12,000.00	Settlement Type: Cash Date: 4/7/2011	Countered
<b>Plaintiff Counter::</b> Amount to Plaintiff <input type="checkbox"/> Atty: Inclusive Offer: \$25,000.00	Settlement Type: Cash Date: 4/8/2011	Removed 4/13/2011
<b>CRS Counter:</b> Amount to Plaintiff <input type="checkbox"/> Atty: \${Amount} <input type="checkbox"/> \${Amount} Inclusive Offer: \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted <input type="checkbox"/> Countered}
<b>PLAINTIFF Final Offer:</b> Amount to Plaintiff <input type="checkbox"/> Atty: \${Amount} <input type="checkbox"/> \${Amount} Inclusive Offer: \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted <input type="checkbox"/> Declined}
<b>CRS Final Offer:</b> Amount to Plaintiff <input type="checkbox"/> Atty: \${Amount} <input type="checkbox"/> \${Amount} Inclusive Offer: \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted <input type="checkbox"/> Declined}

**HISTORY OF SETTLEMENT DISCUSSIONS** ☐ **Applicable for ADR Cases Only**

Record all recommendation throughout the life of the case. Each offer or counter offer should be recorded in order to review case progression.  
\*Trade Repurchase offers should specify Trade Retail, Trade Collateral, or Trade New Finance.  
\*Add additional lines for additional offers/counter offers.

<b>Recommendation of CRS:</b> <b>Settlement Type:</b> <input type="checkbox"/> <input type="checkbox"/>	<b>Arbitrate case:</b> <input type="checkbox"/> <input type="checkbox"/>	<b>Settle case:</b> <input type="checkbox"/> <input type="checkbox"/> <b>Attorney Fees (if applicable):</b> <input type="checkbox"/> <input type="checkbox"/>
<b>Recommendation of Field:</b> <b>Settlement Type:</b> <input type="checkbox"/> <input type="checkbox"/>	<b>Arbitrate case:</b> <input type="checkbox"/> <input type="checkbox"/>	<b>Settle case:</b> <input type="checkbox"/> <input type="checkbox"/> <b>Attorney Fees (if applicable):</b> <input type="checkbox"/> <input type="checkbox"/>
<b>Final Decision:</b> <b>Settlement Type:</b> <input type="checkbox"/> <input type="checkbox"/>	<b>Arbitrate case:</b> <input type="checkbox"/> <input type="checkbox"/>	<b>Settle case:</b> <input type="checkbox"/> <input type="checkbox"/> <b>Attorney Fees (if applicable):</b> <input type="checkbox"/> <input type="checkbox"/>

**TEAM LEAD APPROVING:**                      ☐ ☐                      **Date:** ☐ ☐

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



**MaryBeth  
Hollman/Austin/GM1**

04/13/2011 05:02 PM

To miklos.gonzalez@gm.com@SITELCWEB

cc Cortney.DeAngelo@gm.com,  
gregory.garguilo@gm.com

bcc

Subject [REDACTED] Lawsuit Removal Notification

RE: Customer Last Name: [REDACTED]  
Service Request: 71-931416720  
2007 Chevrolet Tahoe  
Vehicle Identification Number: 1GNFC13J17R [REDACTED]  
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 &gt; Interface With Customer &gt; View Vehicle Build

INTERFACE WITH  
CUSTOMER

## View Vehicle Build

This screen allows GMVIS users to view the initial build information on the selected VIN including option codes with descriptions (where available).

## Vehicle Information

VIN: 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](#)

REQUEST ANOTHER VIN

## For this vehicle:

→ [View Vehicle Summary](#)→ Service  
Contract

→ Branded Title

→ Warranty Block

→ [View Vehicle Build](#)→ [View Vehicle  
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## Vehicle Build

Model: CC10706-2007 TAHOE 4X2 LT

Gross Vehicle Weight: 3,223

Order Number: JQPC37

Build Date: 01/05/2006

Build Plant: R-

## Option Codes

\*IVH is not the definitive source of GM Vehicle RPO information and is intended for service reference only. Should there be any questions about the vehicle's original build or RPO information please refer to the original vehicle invoice or window sticker.

19D - EBONY

1LT - TAHOE LT1 EQUIPMENT GROUP

50U - SUMMIT WHITE

7RM - SUSPENSION

A95 - FRONT HIGH BACK BUCKET SEATS

AJ1 - DEEP TINTED GLASS

AM8 - REAR BENCH SEAT

ARL - PLANT CODE-ARLINGTON, TX

AU3 - POWER DOOR LOCK SYSTEM

B30 - CARPETING, COLOR-KEYED

B85 - BODY SIDE MOLDING

C25 - REAR WINDOW WIPER &amp; WASHER

C49 - ELECTRIC REAR WINDOW DEFOGGER

C69 - AIR CONDITIONING -FRONT &amp; REAR

D07 - CUSTOM FRONT FLOOR CONSOLE

DH6 - LIGHTED VISOR/VANITY MIRRORS

DL8 - DUAL PWR HEATED OSRV MIRRORS

EVA - EVAP EMISSION REQUIREMENT

JD9 - BRAKES, 17" DISC/DISC

KUP - THROTTLE CONTROL ELECTRONIC

LY5 - VORTEC 5.3L V8 GAS ENGINE W/  
ACTIVE FUEL MGT TECHNOLOGYNP5 - LEATHER WRAPPED STEERING  
WHEEL

NZ4 - FULL SIZE SPARE WHEEL

QAN - P265/70R17 ALS BW TIRES

R6P - PREMIUM PAINT

SAF - SPARE TIRE LOCK

SLT - EQUIP CHEV 'LT' SALES PKG

T96 - FOG LAMPS

U2K - XM SATELLITE RADIO - SERVICE FEE  
EXTRA. 1ST 3 MONTHS INCL.

UE1 - ONSTAR SERVICE: INCLUDES 1 YEAR

19I - EBONY

1SZ - OPTION PKG DISCOUNT

6RM - SUSPENSION

A31 - POWER WINDOWS

AG1 - POWER DRIVER SEAT

AL0 - SENSOR INDICATOR INFLATABLE RESTRAINT FRT  
PASS

AP8 - REMOTE VEHICLE STARTER PREP PKG

AS3 - 3-PASSENGER, 3RD ROW SEAT

AXP - MPV VIN IDENT POSITION

B58 - COLOR-KEYED FLOOR MATS, CARPETED

BVE - ASSIST STEPS

C36 - REAR HEATER

C5Y - GWW RATING-7100 LB

CJ2 - DUAL-ZONE AUTO AIR CONDITIONING

DF5 - ISRV MIRROR W/COMPASS &amp; TEMP

DK8 - DELUXE OVERHEAD CONSOLE

E52 - LIFTGATE/LIFTGLASS

GT4 - REAR AXLE - 3.73 RATIO

K34 - CRUISE CONTROL

KW1 - 160 AMP ALTERNATOR

M30 - 4-SPD AUTOMATIC TRANSMISSION

NU5 - EMISSION CALIFORNIA BIN 4

P46 - 17" ALUMINUM WHEEL

R5C - TIRE BRAND BRIDGESTONE

R9N - PROCESSING OPTION ONLY LEATHER SEAT TRIM

SLM - STOCK ORDERS

T74 - HEADLAMPS

TL1 - GRILLE

U84 - ANTENNA

UJ6 - TIRE PRESSURE MONITOR

## SAFE &amp; SOUND PLAN

UK3 - STEERING WHEEL RADIO CONTROLS

UQA - BOSE PREMIUM SPEAKER SYSTEM

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

UK6 - REAR SEAT AUDIO CONTROLS

US9 - AM/FM STEREO W/MP3 COMPATIBLE 6-DISC CD  
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

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**Added Option Codes**

~BB -

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April 11, 2011

Global Warranty Management: Main &gt; Interface With Customer &gt; View Vehicle Delivery Information

**INTERFACE WITH  
CUSTOMER****View Vehicle Delivery Information**

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 [REDACTED]

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](#)[REQUEST ANOTHER VIN](#)**For this vehicle:**[→ View Vehicle Summary](#)[→ Service  
Contract](#)[→ Branded Title](#)[→ Warranty Block](#)[→ View Vehicle Build](#)[→ View Vehicle](#)[→ Component Summary](#)[View Vehicle](#)[→ Transaction History  
Detail](#)[→ View Vehicle Delivery  
Information](#)**Invoice Information**

Invoicing Service Agent: 114547

MAURICE J. SOPP &amp; SON

6400 S ATLANTIC BLVD

BELL CA 90201-2597 3235628600

Invoice Date: 01/11/2006

**Ship to Information**

Invoicing Service Agent: 114547

MAURICE J. SOPP &amp; SON

6400 S ATLANTIC BLVD

BELL CA 90201-2597 3235628600

Ship to Date: N/A

**Delivery Information**

Delivery Service Agent: 114547

MAURICE J. SOPP &amp; 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

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April 11, 2011

Global Warranty Management: Main &gt; Interface With Customer &gt; View Vehicle Summary

**INTERFACE WITH  
CUSTOMER**

## View Vehicle Summary

This screen allows GMVIS users to view the Summary of Vehicle Information, Field Actions, Service Information, Applicable Warranties, Transaction History, Service Contract(s) if applicable, Warranty Block, Branded Title information and OnStar and XM Radio information (if applicable).

**Vehicle Information**

VIN: 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](#)[REQUEST ANOTHER VIN](#)**For this vehicle:**[→ View Vehicle Summary](#)[→ Service  
Contract](#)[→ Branded Title](#)[→ Warranty Block](#)[→ View Vehicle Build](#)[→ View Vehicle  
Component Summary](#)[View Vehicle  
Transaction History  
Detail](#)[→ View Vehicle Delivery  
Information](#)**Required Field Actions**Open field actions are  
highlighted

Type	Number	Original Nbr	Description	Release Date	Status
Service Update Bulletins	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

OnStar Status: Inactive

XM Equipped: Y

XM Radio ID: RKHJG0W1

XM Status: Inactive

OnStar Vehicle Diagnostics: N

DMN Enabled: N

**Applicable Warranties**

Valid warranties are highlighted

Valid	Description	Warranty Add Date	Start Date	Effective Odometer	End Date	End Odometer
	Special Coverage 09239	07/16/2010	05/01/2006	21 MI	05/01/2016	100,021 MI