

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

December 2, 2010

(REDACTED)  
(REDACTED)  
Holly, MI (REDACTED)

Service Request: 1-390569716  
Customer Relationship Manager: Tai Ethridge

Dear (REDACTED):

We are sorry you continue to be dissatisfied with the decision we made concerning your 2005 Chevrolet Malibu. We know you are sincere in the position you have taken, and we trust we have been able to explain our point of view.

In circumstances such as these, General Motors believes that our customers should have the opportunity to deal with unresolved matters in a fast, fair and free dispute resolution process. For that reason, we participate in the Better Business Bureau's BBB AUTO LINE program, an independent dispute resolution process administered by the Council of Better Business Bureaus. BBB AUTO LINE provides mediation and arbitration for eligible warranty-related disputes.

As a GM customer, BBB AUTO LINE is available to you at no cost. In certain circumstances, you may be required to use this program prior to participation in other resolution methods. The BBB AUTO LINE program is discussed in your vehicle's "Warranty and Owner Assistance Information Booklet."

To file your case with BBB AUTO LINE, or get more information about the program, call the BBB at 1-800-955-5100 (Monday through Friday during normal business hours). You may also access the BBB AUTO LINE website at any time (including evenings, weekends and holidays) by visiting <<http://www.dr.bbb.org/goauto>>

Whether you contact them by telephone or Internet, the BBB will provide you with full program details, current eligibility standards of the BBB AUTO LINE program and will assist you with any questions you have.

Thank you for the opportunity to review this matter.

Sincerely,

Chevrolet Division  
General Motors Corporation

December 2, 2010

(REDACTED)  
(REDACTED)  
Holly, MI (REDACTED)

Service Request: 1-390569716  
Customer Relationship Manager: Dawn Hart

Dear (REDACTED):

We are sorry you continue to be dissatisfied with the decision we made concerning your 2005 Chevrolet Malibu. We know you are sincere in the position you have taken, and we trust we have been able to explain our point of view.

In circumstances such as these, General Motors believes that our customers should have the opportunity to deal with unresolved matters in a fast, fair and free dispute resolution process. For that reason, we participate in the Better Business Bureau's BBB AUTO LINE program, an independent dispute resolution process administered by the Council of Better Business Bureaus. BBB AUTO LINE provides mediation and arbitration for eligible warranty-related disputes.

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Sincerely,

Chevrolet Division  
General Motors Corporation

**TC FEDERAL**  
**& CREDIT UNION**

P.O. Box 436034  
Pontiac, MI 48343-6034

MAR 08 2006

ROYAL OAK MI 480

07 MAR 2006 PM 3 L



CUSTOMER ASSISTANCE CENTER  
GM CORP-CHEVROLET DIVISION  
ATTENTION: MANAGEMENT  
P.O. BOX 33170  
DETROIT, MI 48232-5170

48232+5170 8030 

03/06/2006

[REDACTED]  
Holly, MI [REDACTED]

Re: Service Request 1-390569716

To Whom It May Concern:  
Chevrolet Customer Assistance Center,

I am sending this letter in regards to my 2005 Chevrolet Malibu. I have had the vehicle in service at the dealership numerous times over the course of the last year. Unfortunately many of the times they hear the problem but cannot diagnose nor fix the problem. I have reported Chevrolet to the BBB. I am very unhappy with this vehicle and also extremely unhappy with the way the situation has been handled. I have always been a loyal GM customer, however that will no longer be the case. The stance that Chevrolet has taken with this recurring problem is completely disgusting. I was told on the phone that Chevrolet backs the dealer 100%, however no research has been done with contacting the dealership or myself. In fact on the day regarding when this letter was sent I was put on hold so that she could contact the dealer, I was hung up on and the no return phone call was ever made back to me. After that I contacted the dealership and she never contacted them either. I find that extremely poor customer service. She did not address my concerns in ANY way. I find it funny that when Chevrolet says that they back the dealer 100% they only mean that if it is to their benefit. In the future I will be sure to steer clear of GM products, the discount isn't worth the hassle that is provided to it's customers. I may be only one person, but just remember that the worst advertising is word of mouth. I have quite a large family and many friends that won't be getting referrals to Chevrolet from me. Maybe foreign is the way to go. I also may be taking some legal action regarding this matter. If someone would like to contact me regarding this matter I can be reached at [REDACTED]

Sincerely,

[REDACTED]



**CHEVROLET**

Customer Assistance Center

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

February 2, 2006

[REDACTED]  
Holly, MI [REDACTED]

Service Request: 1-390569716  
Customer Relationship Manager: Tai Ethridge

Dear [REDACTED]

We are sorry you continue to be dissatisfied with the decision we made concerning your 2005 Chevrolet Malibu. We know you are sincere in the position you have taken, and we trust we have been able to explain our point of view.

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Thank you for the opportunity to review this matter.

Sincerely,

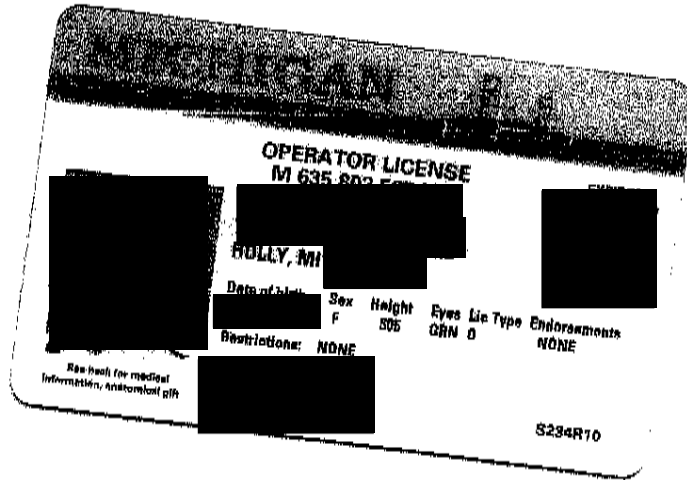
Chevrolet Division  
General Motors Corporation

Attn: Kathy Swingle

~~+877-494-3493~~

1-866-715-8514

Re: Documents requested for repurchase.



**MICHIGAN REGISTRATION**

**Terri Lynn Land  
Secretary of State**

Plate: **PLT208** Expires: **09/29/2006**

**2005 CHEVROLET 4 DOOR**

Vehicle No.: **1G1ZS52FX5F**

Fee Cat. or Wt.: **19**

County: **GENESEE**

**VAULT TRUST LSR**

License Fee: **106.00**

**09162005 S259 297 A09205 010600**



GMAC SmartLEASE Agreement - Monthly Payment

LESSEE (and CO-LESSEE) ("You") name and address, including county: MOLLY MY DENNISSE, 64167 S. SACINAW GRAND BLANC, LA 70449. Lessor (Company): AL SERRA CHEVROLET, INC. 64167 S. SACINAW GRAND BLANC, LA 70449. Phone: 504-9070-8020. Includes checkboxes for vehicle use and assignment.

THE VEHICLE YOU ARE LEASING

Vehicle details: Year 2005, Make & Model CHEVROLET MALIBU, Body Style 4DR, Mileage 108, Primary Use Personal, Family, or Household. Dealer Installed Options: N/A.

FEDERAL CONSUMER LEASING ACT DISCLOSURES

Financial disclosures including: 1. Amount Due at Lease Signing or Delivery: \$2974.71. 2. Monthly Payments: \$301.71. 3. Other Charges: \$2500.00. 4. Total of Payments: \$11116.28. 5. Amount Due at Lease Signing or Delivery: \$2974.71. 6. How the Amount Due at Lease Signing or Delivery will be paid: \$2974.71. 7. Your monthly payment is determined as shown below: \$301.71. 8. Excessive Wear and Tear: \$10248.85. 9. Purchase Option at End of Lease Term: \$17.00. 10. Other Important Terms: N/A.

11. ITEMIZATION OF GROSS CAPITALIZED COST: \$18029.58. Includes items like GMAC administrative fee, license/registration/title fees, sales tax, and other taxes. 12. THE VEHICLE YOU ARE TRADING: N/A.

13. OFFICIAL FEES AND TAXES: \$1083.02. Includes title/lien fees, registration, license, and other taxes. 14. MILEAGE: 25,000 miles/year. 15. CHARGE FOR FINES: N/A. 16. SCHEDULED LEASE END DATE: 12/31/2007. 17. LEASE END DAILY EXTENSION CHARGE: \$25.00/day. 18. REQUIRED VEHICLE INSURANCE INFORMATION: State Farm.

19. OPTIONAL LIFE AND DISABILITY INSURANCE: N/A. 20. WARRANTY AND EXCLUSION OF WARRANTY: N/A. 21. STANDARD MANUFACTURER'S WARRANTY: N/A. 22. OPTIONAL SERVICE AND MAINTENANCE CONTRACTS: N/A.

23. LATE CHARGE: N/A. 24. SIGNATURES: LESSEE: MOLLY MY DENNISSE, CO-LESSEE: X, LESSOR: AL SERRA CHEVROLET, INC. Includes date: APR 13 2006.

### INSURANCE, USE, AND CARE OF THE VEHICLE

#### 22. REQUIRED VEHICLE INSURANCE

You remain liable for liability and physical damage policies applicable to us. The policies must not exclude or restrict coverage if you were to drive the vehicle, or when the driver is someone you allow to drive the vehicle or who is likely to drive the vehicle. The policies must show any additional insureds and loss payees that we require. If this lease is assigned to GMAC or Central Original Equipment Manufacturer (OEM), you must also show any additional insureds and loss payees as GMAC and the OEM, respectively, and assign, P.O. Box 650100, Hunt Valley, MD 21085-0100. You must give us proof of insurance when we ask. We require no other insurance.

Liability insurance must (a) cover at least \$50,000 for property damage, \$100,000 for bodily injuries to any one person, and \$300,000 for bodily injuries to any one accident, or (b) have a combined single limit of at least \$200,000 for bodily injuries and property damage for any one accident.

For trucks of 10,000 lbs. GVW or more and public conveyance vehicles, liability insurance must (a) provide primary coverage of at least \$50,000 for property damage, \$100,000 for bodily injuries to any one person, and \$300,000 for bodily injuries to any one accident, and umbrella coverage of at least \$1,000,000 or (b) have a combined single limit of at least \$1,000,000 for bodily injuries and property damage for any one accident.

Physical damage insurance must have deductibles of no more than \$1,000 for collision and upset loss and \$1,000 for comprehensive fire and theft loss.

If you move to a new state, we will require coverage amounts in keeping with our requirements for the new state. We now estimate that these amounts will be the same as those in this lease, but they may be higher.

#### 24. USE

- Use the vehicle legally, lawfully, and for hire.
  - Use the vehicle in a way that your insurance policy prohibits.
  - Remove the vehicle from the United States, except for trips to Canada of under 90 days.
  - Move the vehicle to another state for more than 90 days without telling us.
  - Change the vehicle without our written additional insured and loss payee as GMAC and the OEM, respectively, and assign, P.O. Box 650100, Hunt Valley, MD 21085-0100.
  - Register parts, accessories, or tires with retired or leased name.
  - Remove the vehicle as evidence, participation, or other instrument transfer.
- You will not let anyone else do any of these things.

**25. SCHEDULED END.** This lease is scheduled to end on the date shown on the front. If this lease ends on or after the last scheduled payment is due, we will treat the lease as if it ended as scheduled and not as if it ended early. However, if the vehicle is a total loss before the scheduled lease end date, the Gap Protection section applies.

**26. LEASE END DAILY EXTENSION.** At scheduled lease end, if you keep the vehicle and do not buy it, you extend to extend the lease and pay a daily extension charge beginning on the eighth day after the scheduled lease end date. This charge is shown on the front. We may limit the number of days you extend this lease. During the daily extension period, you agree to comply with the terms of this lease. We will bill you monthly payments as if you were on this lease. Total allowed mileage will not increase.

**28. EARLY END.** You may end this lease anytime. We may end this lease if you are in default or if the vehicle is a total loss.

#### 31. DEFAULT

- You will be in default if any of these things happen:
- You do not pay on time.
  - You make a material misrepresentation when you applied for this lease.
  - You start a bankruptcy, receivership, or insolvency proceeding or one is started against you or your property.
  - You lease or use the vehicle in this lease.
  - You do anything the law says is a default.

### WHEN THE LEASE CAN END

If you are in default, we may:

- End the lease and require you to pay the early end charge.
- Take the vehicle from you without demand. If the law permits, we may go on your property to take the vehicle. If the vehicle has an electronic tracking device, we may use the device to find the vehicle.
- Sue you for damages and to get the vehicle back.
- Pursue any other remedy the law gives us.

We will exercise our rights without notice of the lease, at reasonable times and places, in a reasonable way, as the law permits. We may use a repair manual, or any other book, we may dispose of them as the law allows. You make the vehicle as if you were on this lease. We may use any other condition that we think is reasonable. These conditions may include: (a) taking and storing the vehicle, attorney's fees, collection costs, and court costs.

**32. TRANSFER.** You may be able to transfer the lease instead of ending it early, if we approve. If you would like to transfer the lease, please ask us about the requirements and your responsibilities.

### AT LEASE END

**29. VEHICLE RETURN.** At lease end, you will return the vehicle (including any dealer installed options you do not buy) promptly to any reasonable place we tell you, unless you buy the vehicle. After you return the vehicle, you will call us promptly at 1-800-250-4822 and tell us when you left the vehicle.

**30. RETURN OF VEHICLE.** You will return the vehicle to us on the date shown on the front of this lease and tell us the front for the price. You must also pay any related official fees and taxes.

### WHAT YOU OWE AT LEASE END

**28. WHAT YOU OWE AT SCHEDULED END.** (a) If you buy the vehicle, if you have paid us and kept your agreements, you will owe us nothing more.

(b) If you do not buy the vehicle, if you have kept your agreements, you will owe us only any unpaid monthly payments, any lease end charge, and any extension or other charges. We will bill you for any unpaid monthly payments, any lease end charge, and any extension or other charges. We will bill you for any unpaid monthly payments, any lease end charge, and any extension or other charges. We will bill you for any unpaid monthly payments, any lease end charge, and any extension or other charges.

**27. WHAT YOU OWE AT EARLY END.** In general, unless gap protection applies, you will owe us any unpaid monthly payments. We will give you a credit for any unearned rent charge and a credit for any surplus (see definition in this item) on the vehicle when we bill you. We will bill you for any unpaid monthly payments, any lease end charge, and any extension or other charges. We will bill you for any unpaid monthly payments, any lease end charge, and any extension or other charges. We will bill you for any unpaid monthly payments, any lease end charge, and any extension or other charges.

If the vehicle is a total loss, see the Gap Protection section. Otherwise, you will owe us an early end charge as follows:

- The base monthly payment times the number of payments not yet due.
- Any unearned rent charge, figured by the actuarial method.
- Any surplus (see definition in this item) on the vehicle when we bill you.
- If there is no surplus, any Early End Charge and Wear Charge (see definition in this item), plus any tax.
- The Total. If the Total is more than zero, you will owe us the Total. If the Total is less than zero, we will not give you a refund or credit.

You will also owe us any unpaid fees and taxes and any amounts due because you broke agreements in this lease. We may cancel any optional insurance or optional service, agreements in this lease. We may cancel any optional insurance or optional service, agreements in this lease. We may cancel any optional insurance or optional service, agreements in this lease.

**Definition of Surplus.** Unless you get an appraisal or gap protection applies, we will bill the vehicle at wholesale. If we bill the vehicle for more than residual value, the excess will be the surplus. If we bill the vehicle for residual value or less, the surplus will be zero.

**Appraisal.** You may get a professional appraisal of the vehicle's wholesale value. If you do so within a reasonable time, we will use the appraised value as the lease price when we figure the surplus (if any). The appraisal must be an independent third party. You and we must agree on the appraisal. You must pay for any appraisal. The appraisal will be binding.

### ADDITIONAL TERMS

**40. ASSIGNMENT BY LESSOR.** If this lease is assigned, the assignee may describe Vehicle Asset Universal Leasing Trust, or trustee, as agent to hold title for the benefit of the assignee on the vehicle's certificate of title and/or registration.

Any title and assignment will not be considered to change materially your duties, burden, or risk under this lease. Neither the assignee nor Vehicle Asset Universal Leasing Trust will have to make any repairs to the vehicle, get any insurance, or perform any service. Lessor has agreed to perform under this lease. You will look only to Lessor for these services.

**Assignment.** GMAC will provide this lease, if GMAC is the assignee or if GMAC helped to arrange this lease. You must then make all payments to GMAC (to its or the assignee's account) or as otherwise directed. If we assign this lease, you will not receive notice of assignment.

**41. PROHIBITION OF TRANSFER OF YOUR INTEREST.** YOU WILL NOT SURRENDER OR OTHERWISE TRANSFER OR TO YOU OR TO ANY OTHER PARTY ANY RIGHT OR INTEREST YOU HAVE UNDER THIS LEASE OR IN THE VEHICLE WITHOUT OUR PRIOR WRITTEN CONSENT.

You may be able to transfer this lease instead of ending it early, if we approve. If you would like to transfer this lease, please ask us about the requirements and your responsibilities.

**42. INDEMNITY.** You will protect us from all losses, damages, injuries, claims, demands, and expenses arising out of the operation, maintenance, use, or operation of the vehicle. You agree to indemnify, defend, and hold harmless, us and our assigns from all such losses, damages, injuries, claims, demands, and expenses.

SEE OTHER SIDE FOR OTHER IMPORTANT AGREEMENTS.

Privileged and Confidential Information

CASE ASSESSMENT BY: Cathie Swingle  
Siebel/CARS Request No: 1-390569716

Customer Name: (REDACTED)

Year of Vehicle: 2005      Make: Chevrolet      Model: Maibu      Current Mileage:21000

Vehicle ID No.: 1G1ZS52FX5FXXXXXX      In Service Date: 12/4/2004      Leased: New

What is customer seeking: Repurchase

VEHICLE REPAIR HISTORY

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: Gauges go out

Date:	Mileage:	Days Out:	Description of Repair:
8-5-05	10649	2	gauges are inop at times, internal fault found replaced BCM

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: headlamps go out while driving at night

Date:	Mileage:	Days Out:	Description of Repair:
8-5-05	10649	2	headlamps go out when driving, related to the BCM repair.
7-13-05	9667	1	when driving the headlamps go out, diag ran and no codes Road tested and was unable to duplicate the concern.

OTHER SYMPTOM/CONCERN: Radio goes blank screen

Date:	Mileage:	Days Out:	Description of Repair:
7-13-05	9667	1	when driving the radio goes out, diag ran and there were no codes Road tested and was unable to duplicate the concern.

OTHER SYMPTOM/CONCERN: Clunk sound in front end

Date:	Mileage:	Days Out:	Description of Repair:
1-16-06	18030	10	clunk sound in front end when turning, Road tested Heard no abnormal sound, no problem found.
12-16-05	17024	2	click sound when turning, found steering gear binding Replaced steering gear.

OTHER SYMPTOM/CONCERN: Trim concern

Date:	Mileage:	Days Out:	Description of Repair:
12-16-05	17024	2	humming sound from blower motor, dry bearings replaced Blower motor.
7-13-05	9667	1	Air flow from vents seems restricted, normal air flow found. both sides rubber door trim is loose, inspected and compared To a like veh normal fit.

Total Days Out of Service: 15 (excluding days for customer pay reasons such as; Maintenance and Collision Repairs)

VEHICLE MEETS PRESUMPTION LEMON LAW?      YES:       NO:

What is customer eligible for (based upon the BBB Program Eligibility Guidelines and the States lemon law requirements for meeting presumption)? Prog summary only, GM not denying repairs and no LL

AVM and/or DEALER RECOMMENDATION(s):

No assistance concerns have been addressed at the dlr

Team Manager Approval:

Date:

Privileged and Confidential Information

**CRM RECOMMENDATION & RATIONALE (EXPLAIN):**

Leased veh so cust will never be out of coverage. Lease started 12-04-04 and in 15 months the veh has 21000 miles, no impairment to use or value. Crm will offer a veh payment, but the cust is claiming a safety concern and this is not covered in MI, and the veh having approx1400 miles a month being driven does not support the cust alleged concerns she is afraid to drive the veh.

Decision reached by CRM: Arbitrate case:  Settle case:

Team Manager Approval:

Date:

## electronic Preliminary Repurchase Authorization (ePRA)

(\*\*To go from field to field, use the **TAB KEY**)

- 1.Date (mm/dd/yyyy): 04/06/2006  
 2.Customer Name: [REDACTED]  
 3.Customer Address: [REDACTED]  
 4.Customer City, State, and Zip: Holly, MI [REDACTED]  
 5.Primary Customer Phone #: [REDACTED]  
 6.Additional Customer Phone #: [REDACTED]  
 7.Customer fax #: none  
 8. Cust Drivers Licenses #  
 9. State tax % rate 6.0

### Customer Vehicle Information

- 10.Year/Make/Model: 2005 Chevrolet Malibu  
 11.VIN (17 Digits): 1G1ZS52FX5F [REDACTED] 12.Current Mileage: 21,000  
 13.Purchased:

### **Detail your agreement with the Dealer and Customer on the following items:**

Dealership that will handle entire transaction:

- 14.Dealership Name: Al Serra  
 15.Dealership Phone #: 810 694 5440  
 16.Dealership Contact Name and TITLE: Greg Brown, Sls Mgr  
 17.Dealership Contact Phone # (if different than Dealership #): SAME  
 18.Dealership Contact Fax # (810) 694-1176  
 19.Dealership BAC: 132637 Region:

20.What **GOODWILL TOOLS** were offered?

Component Coverage Letter	Miscellaneous Reimbursement
Maintenance Letter	American Express Check
Owner Loyalty Certificate	Other
GM SmartCare	NOTHING OFFERED
GMPP	

21.Was a **TRADE** Repurchase offered?

22.If this will not be a Trade Repurchase, Please explain Why? Vehicle exceeds the miles for a lease trade

### **TAC case number is required and if not available, Please explain why not?**

- 23.CAC Case Number: 1-390569716 24.TAC Case Number: NONE  
 25.If no TAC number, Explain: Dlr did not involve TAC

**26.Reason for Repurchase (Include specific mechanical failure):** Lighting goes out when driving, clunk in front end

27.This case was resolved by:

28.Does this vehicle meet the presumption of Lemon Law in applicable state?

29.Recommended Disposition of Repurchased Vehicle: (If Rebill, please include 26 digit account # or 10 authorization code).

30.Type of TRANSACTION?

31.Vehicle Damage (explain what damage is present and who is responsible): None

**32.If a Trade Repurchase, New VIN (17 Digits) or Order Number (6 Digits) NOTE: ePRA CANNOT BE PROCESSED WITHOUT THIS INFORMATION: N/A**

33.New Vehicle Year/Make/Model: N/A

34..Upgrade Downgrade Difference Amount(PURCHASED NEW ONLY:Old MSRP to New MSRP):

### **35.Usage/Depreciation Amount:**

(Standard Usage Formula = Current mileage/100,000 *multiplied* by purchase price; \*\*NOTE: This may vary by individual State Lemon Laws) (If waived, please explain Why)

-Please show how you arrived at this usage amount: No useage charged, lease walkaway

36.Aftermarket Items:

-If GM will be responsible, please supply detail of the items and cost (transfer cost or other): n/a

37.Lease Termination Terms: n/a

-If GM will be responsible for Taxes and/or Fees, How much (All, % of them, \$ Amount, etc.)

Explain: All Lease walkaway, no money returned to customer, no money collected from customer

39. I have reviewed with the customer what is **Negative Equity/Overallowance** and if it was in their contract that it will negatively impact the numbers presented to them (BRC Repurchase will get detail):

*\*NO Rebates are to be applied to the replacement vehicle*

*\*GM Card points are only refunded back to the card; Current points may be applied to replacement vehicle*

Dealer must NOT DELIVER replacement unit until Final Transaction Documents are Completed

40. General Comments/Special Instructions: Lease walkaway

41. I personally reviewed all the above items with the Customer and Dealer on (mm/dd/yyyy): 04/06/2006

42. Authorizer Name: Bob Stipek prepared by Cathie Swingle adr 10165

43. GM Position: AVM

44. VoiceMail Node: 630092 Mailbox Number: 8395

45. Email Address: none

**Save this document using the customers last name plus the last 8 of the VIN as the Filename.**

**Attach this saved file to a Lotus Notes document and E-mail this ePRA to ePRA@GMExpert.com**

**Forward any supporting documentation to FAX- 866-827-1129**

**Any questions on lease repurchases or any other unusual circumstances, please contact the BRC Repurchase Group in Tampa at 1-800-231-1841 prompts 2,1,2 or by e-mail at the address listed above.**

Class - BRCSiebel Docs

RequestNum  
1-390569716

MSXDocNum

Last

First

Timestamp

Division

CorrType

CatCode

MSXSource

AttachNum

VIN

**MICHIGAN REGISTRATION**

**Terri Lynn Land  
Secretary of State**

Plate: [REDACTED] Expires: 09/29/2006

2005 CHEVROLET 4 DOOR

Vehicle No.: 1G1ZS52FX5F [REDACTED]

Fee Cat. or Wt.: 19

M- [REDACTED]

County: GENESEE

VAUL TRUST I SP

[REDACTED]

HOLLY MI 4 [REDACTED]

License Fee: 106.00

09162005 S259 297 A09205 010600



2005 MALIBU BASE SEDAN  
 12U GALAXY SILVER METALLIC /L4G  
 14D GRAY CLOTH  
 ORDER NO. HQWFDD/TRE STOCK NO.  
 VIN 1G1 ZS52 FX 5F

CHEVROLET MOTOR DIVISION  
 GENERAL MOTORS CORPORATION  
 100 RENAISSANCE CENTER  
 DETROIT MI 48243-1114  
 VEHICLE INVOICE 1AD53364401

\*\*\*\*\*13\*44007S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
1ZS69 MALIBU BASE SEDAN	19085.00	17462.78	INVOICE 11/08/04
B37 FLOOR MATS	80.00	72.00	SHIPPED 11/06/04
FE9 50-STATE EMISSIONS	N/C	N/C	EXP I/T 11/17/04
K34 CRUISE CONTROL & REMOTE KEYLESS ENTRY	425.00	382.50	INT COM 11/17/04 PRC EFF 11/06/04
L61 2.2L 4 CYL ENGINE	0.00	0.00	KEYS G3593 G3593
MX0 4-SPEED AUTO TRANSMISSION	0.00	0.00	WFP-F QTR OPT-1 BANK: GMAC - 045 CHG-TO 44-007

SHIP WT: 3024  
 HP: 18.4  
 GMS: 18029.58  
 SUPPLR: 18837.54  
 MRM: 20215.00  
 DAN: ZS69A  
 MEMO 904.50

TOTAL MODEL & OPTIONS	19590.00	17917.28	ACT 231	17954.58
DESTINATION CHARGE	625.00	625.00	H/B 261	587.70
DEALER CO-OP ADVERTISING		48.98	ADV 261	48.98

TOTAL	20215.00	18591.26	PAY 310	18591.26
MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT		17717.28		

\*\*\*\*\*  
 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.

AL SERRA CHEVROLET, INC.

REMIT TO GMAC NO. 045  
 VIN 1G1ZS52FX5F193576  
 \$ 18591.26 INV 1AD53364401  
 DUE 11/17/04 DEALER 44-007



3372 W. HIGHLAND RD.  
HIGHLAND, MI 48357  
888.JAY.CHEV OR 248.889.3232  
FAX 248.889.7122  
www.jaychevrolet.com

**FAX COVER SHEET**

Office Fax: 248-889-2678

Date: 3/24/06

Number of Pages (including cover sheet): 8

To: Cathy Swingle

Department: \_\_\_\_\_ Fax Number: 866 715 8514  
Dealer Business Center

From: Scott Hall mgr

MEMO: Information  
as requested

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CVCS143705

CVCS143705

3372 W. HIGHLAND RD.  
HIGHLAND, MICHIGAN 48357  
PHONE (248) 889-3232 FAX NO. (248) 889-5351

**Goodwrench**  
Service  
Plus



0101CVCS143705

CUSTOMER NO. <b>48667</b>	ADVISOR <b>TY PIERCE</b>	2577	TAG NO. <b>599</b>	INVOICE DATE <b>01/16/06</b>	INVOICE NO. <b>CVCS143705</b>
	LABOR RATE	LICENSE NO.	MILEAGE <b>18,030</b>	COLOR <b>SILVER/</b>	STOCK NO.
	YEAR / MAKE / MODEL <b>05/CHEVROLET/MALIBU/MALIBU</b>			DELIVERY DATE <b>12/04/04</b>	DELIVERY MILES
HOLLY, MI	VEHICLE I.D. NO. <b>1 G 1 Z S 5 2 F X 5 F</b>			SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.	P. O. NO.		R. O. DATE <b>01/06/06</b>	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS			

**JOB# 1 CHARGES**

LABOR-----  
J# 1 08CVZ SUSPENSION/STEERING UNITS: TECH(S):2413 WARRANTY  
THUD TYPE NOISE IN FRONT END WHEN TURNING EITHER WAY.  
SOMETIMES HEAR IT WHEN MAKING SMALL TURNS. OTHER TIMES YOU  
HEAR IT WHEN MAKING LARGE TURNS. LEFT FRONT TIRE  
APPEARS TO BE POINTING OUT FARTHER THAN IT SHOULD BE.  
ROAD TEST-NO ABNORMAL NOISE HEARD. INSPECTED  
WHEEL ANGLE OK  
NO PROBLEM FOUND AT THIS TIME

**JOB# 1 TOTALS**

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 0.00

TECHNICIAN CERTIFICATION-----  
2413 MICHAEL J ZELEK M211521

**TOTALS**

THANK-YOU FOR DOING BUSINESS WITH JAY CHEVROLET,  
YOUR GOODWRENCH SERVICE PLUS DEALER.  
JAY CHEVROLET HONORS ALL REPAIRS FOR 12 MONTHS  
OR 12,000 MILES WHICH EVER COMES FIRST WHEN USING OEM PARTS

FREE CAR WASH WITH ANY SERVICE UPON REQUEST ONLY  
FREE TWO WAY SHUTTLE SERVICE

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>

REPAIRS PROPERLY COMPLETED AND CHECKED BY:

X.....  
AUTHORIZED REPRESENTATIVE

CUSTOMER SIGNATURE

DUPLICATE INVOICE



STATE REGISTRATION # F-132676

**"GM BRAND REPLACEMENT PARTS AND OUR LABOR" LIMITED WARRANTY**  
We guarantee our service work for 12 mos. or 12,000 miles, whichever comes first. If our repair or replacement fails in normal service within that period, we'll fix it free of charge during normal business hours - parts and labor unless specified otherwise. Some repairs qualify for GM's Lifetime Guarantee. See our service manager for details.

The Factory Warranty Constitutes All Of The Warranties With Respect To The Sale Of The Item/Items. The Seller Hereby Expressly Disclaims All Warranties, Either Express Or Implied, Including Any Implied Warranty Of Merchantability Or Fitness For A Particular Purpose, And The Seller Neither Assumes Nor Authorizes Any Other Person To Assume For It Any Liability In Connection With The Sale Of This Item/Items.

FLAT RATE HOURS ARE PREDICATED ON A TIME STUDY GUIDE AND MAY NOT REFLECT THE ACTUAL HOURS WORKED

\*SHOP SUPPLIES: A 10% CHARGE OF LABOR IS INCLUDED FOR SUPPLIES ON YOUR VEHICLE. APPLICABLE SUPPLY ITEMS ARE NUTS, BOLTS, WASHERS, TAPE, PINS, SHELLAC, SOLVENT, RAGS, CARBURETOR CLEANER, TOWELS, SOLDER, BATTERY CLEANER, WIRE, WINDOW CLEANER.  
HAZARDOUS WASTE: SOME REPAIRS MAY REQUIRE THE USE OF OILS, LUBRICANTS, SOLVENTS AND OTHER MATERIALS THAT PRODUCE HAZARDOUS WASTE BY-PRODUCTS. A \$2.00 ENVIRONMENTAL COMPLIANCE COST PER REPAIR WILL BE ASSESSED TO SAFELY DISPOSE OF THESE HAZARDOUS WASTES.

ALL PARTS NEW UNLESS SPECIFIED OTHERWISE

All repairs and parts listed were furnished in compliance with the Michigan Motor Vehicle Service and Repair Act. (P.A. 300)  
REPAIRS PROPERLY COMPLETED AND CHECKED BY

X

*Thank You*

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CVCS142606

CVCS142606

3372 W. HIGHLAND RD.  
 HIGHLAND, MICHIGAN 48357  
 PHONE (248) 889-3232 FAX NO. (248) 889-5351

**Goodwrench**  
 Service  
 Plus

0101CVCS142606

CUSTOMER NO. <b>48667</b>	ADVISOR <b>TY PIERCE</b>	2577	TAG NO. <b>34</b>	INVOICE DATE <b>12/16/05</b>	INVOICE NO. <b>CVCS142606</b>
HOLLY, MI	LABOR RATE	LICENSE NO.	MILEAGE <b>17,024</b>	COLOR <b>SILVER/</b>	STOCK NO.
	YEAR / MAKE / MODEL <b>05/CHEVROLET/MALIBU/MALIBU</b>			DELIVERY DATE <b>12/04/04</b>	DELIVERY MILES
	VEHICLE I.D. NO. <b>1G1ZS52FX5F</b>			SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.		P. O. NO.		R. O. DATE <b>12/14/05</b>
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS			

**JOB# 1 CHARGES**

LABOR  
 J# 1 08CVZ SUSPENSION/STEERING UNITS: 2.40 TECH(S):2413  
 CLICKING NOISE WHEN TURNING EITHER WAY, HEAR AND FEEL IT  
 IN STEERING AND FLOOR.  
 ROAD TEST. NECESSARY TO DIAGNOSE CLUNK IN COLUMN AND FLOOR  
 BOARD FOUND STEERING GEAR BINDING  
 REPLACED STEERING GEAR AND RETESTED, RESET TOE

WARRANTY

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
	1	15216791	GEAR 6.508	
	-1	15216791	CORE RETURN	
				TOTAL - PARTS

WARRANTY  
 WARRANTY  
 0.00

**JOB# 1 TOTALS**

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 0.00

**JOB# 2 CHARGES**

LABOR  
 J# 2 02CVZ TRIM & LIGHT REPAIR UNITS: 1.00 TECH(S):2590  
 LOUD HUMMING NOISE FROM BLOWER MOTOR, GETS LOUDER  
 ON HIGHER SETTINGS.  
 BEARING DRY  
 REPLACED BLOWER MOTOR

WARRANTY

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
	1	22695353	MOTOR 8.855	
				TOTAL - PARTS

WARRANTY  
 0.00

**JOB# 2 TOTALS**

JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 0.00

**JOB# 3 CHARGES**

LABOR  
 J# 3 02CVZ01 TRIM & LIGHT REPAIR UNITS: TECH(S):2590  
 AIR COMING OUT OF VENTS FEELS RESTRICTED, DOES NOT HAVE AS  
 MUCH FORCE AS IT USED TO.  
 NORMAL AIR FLOW VOLUME

WARRANTY

**JOB# 3 TOTALS**

JOB# 3 JOURNAL PREFIX CVCS JOB# 3 TOTAL 0.00

**JOB# 4 CHARGES**

LABOR  
 J# 4 07CVZ01 RENTAL CAR UNITS: TECH(S):2572

WARRANTY

SUBLET	PO#	VEND	INV#	INV.DATE	DESCRIPTION	TOTAL - SUBLET
	20044			12/16/05	RENTAL	
						TOTAL - SUBLET

WARRANTY  
 0.00



STATE REGISTRATION # F-132676

"GM BRAND REPLACEMENT PARTS AND OUR LABOR"  
 LIMITED WARRANTY  
 We guarantee our service work for 12 mos. or 12,000 miles, whichever comes first. If our repair or replacement fails in normal service within that period, we'll fix it free of charge during normal business hours - parts and labor unless specified otherwise. Some repairs qualify for GM's Lifetime Guarantee. See our service manager for details.

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 HAZARDOUS WASTE: SOME REPAIRS MAY REQUIRE THE USE OF OILS, LUBRICANTS, SOLVENTS AND OTHER MATERIALS THAT PRODUCE HAZARDOUS WASTE BY-PRODUCTS. A \$2.00 ENVIRONMENTAL COMPLIANCE COST PER REPAIR WILL BE ASSESSED TO SAFELY DISPOSE OF THESE HAZARDOUS WASTES."

ALL PARTS NEW UNLESS SPECIFIED OTHERWISE

All repairs and parts listed were furnished in compliance with the Michigan Motor Vehicle Service and Repair Act (P.A. 300) REPAIRS PROPERLY COMPLETED AND CHECKED BY

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Thank You

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CVCS142606

CVCS142606

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HIGHLAND, MICHIGAN 48357  
PHONE (248) 889-3232 FAX NO. (248) 889-5351

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Service  
Plus

0101CVCS142606

CUSTOMER NO. <b>48667</b>	ADVISOR <b>TY PIERCE</b>	2577	TAG NO. <b>34</b>	INVOICE DATE <b>12/16/05</b>	INVOICE NO. <b>CVCS142606</b>
[REDACTED] HOLLY, MI	LABOR RATE	LICENSE NO.	MILEAGE <b>17,024</b>	COLOR <b>SILVER/</b>	STOCK NO.
	YEAR / MAKE / MODEL <b>05/CHEVROLET/MALIBU/MALIBU</b>			DELIVERY DATE <b>12/04/04</b>	DELIVERY MILES
	VEHICLE I.D. NO. <b>1 G 1 Z S 5 2 F X 5 F</b>			SELLING DEALER NO.	PRODUCTION DATE
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		R. O. DATE <b>12/14/05</b>	

JOB# 4 TOTALS-----  
JOB# 4 JOURNAL PREFIX CVCS JOB# 4 TOTAL 0.00

ESTIMATE-----  
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING  
ORIGINAL ESTIMATE OF \$0.00 (+TAX)

COMMENTS-----  
[REDACTED]

TECHNICIAN CERTIFICATION-----  
2413 MICHAEL J ZELEK M211521  
2590 ROBERT JOHN BREIT M156900

TOTALS-----

THANK-YOU FOR DOING BUSINESS WITH JAY CHEVROLET.	TOTAL LABOR....	0.00
YOUR GOODWRENCH SERVICE PLUS DEALER.	TOTAL PARTS....	0.00
JAY CHEVROLET HONORS ALL REPAIRS FOR 12 MONTHS	TOTAL SUBLET...	0.00
OR 12,000 MILES WHICH EVER COMES FIRST WHEN USING OEM PARTS	TOTAL G.O.G....	0.00
FREE CAR WASH WITH ANY SERVICE UPON REQUEST ONLY	TOTAL MISC CHG.	0.00
FREE TWO WAY SHUTTLE SERVICE	TOTAL MISC DISC	0.00
	TOTAL TAX.....	0.00
	<b>TOTAL INVOICE \$</b>	<b>0.00</b>

REPAIRS PROPERLY COMPLETED AND CHECKED BY:  
X. ....  
AUTHORIZED REPRESENTATIVE

CUSTOMER SIGNATURE \*\*\*\*\* DUPLICATE INVOICE \*\*\*\*\*

**Goodwrench**  
Service  
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STATE REGISTRATION # F-132676

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X  
*Thank You*



CVCS136790

CVCS136790

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 HIGHLAND, MICHIGAN 48357  
 PHONE (248) 889-3232 FAX NO. (248) 889-5351

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 Service  
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0101CVCS136790

CUSTOMER NO. <b>48667</b>	ADVISOR <b>RICK HARGRAVES</b>	TAG NO. <b>2790</b>	INVOICE DATE <b>08/05/05</b>	INVOICE NO. <b>CVCS136790</b>
	LABOR RATE	LICENSE NO.	MILEAGE <b>10,649</b>	COLOR <b>SILVER/</b>
	YEAR / MAKE / MODEL <b>05/CHEVROLET/MALIBU/MALIBU</b>		DELIVERY DATE <b>12/04/04</b>	DELIVERY MILES
HOLLY, MI	VEHICLE I.D. NO. <b>1G1ZS52FX5F</b>		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.	P. O. NO.	R. O. DATE <b>08/04/05</b>	
RESIDENCE PHONE	COMMENTS			

JOB# 1 CHARGES

LABOR-- J# 1 08CVZ SUSPENSION/STEERING UNITS: TECH(S):2572 WARRANTY  
 RATTLE IN RT REAR OVER BUMPS.  
 ROAD TESTED AND INSPECTED UNABLE TO DUPLICATE ANY ABNORMAL  
 RATTLES IN REAR. ROAD TESTED ON DIRT ROAD AS WELL.

JOB# 1 TOTALS-----  
 JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR-- J# 2 02CVZ TRIM & LIGHT REPAIR UNITS: 1.00 TECH(S):2590 WARRANTY  
 ALL INSTRUMENT GAUGES ARE INOP AT TIMES.  
 INTERNAL FAULT IN HISTORY NEED TO CHECK WIRING  
 REPLACED BMC

PARTS-----QTY--FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----WARRANTY  
 1 15234845 BCM 2.560 TOTAL - PARTS 0.00

SUBLET-----PO#-----VEND INV#-INV.DATE-DESCRIPTION-----WARRANTY  
 17880 H27647616 08/05/05 LOANER WARRANTY TOTAL - SUBLET 0.00

JOB# 2 TOTALS-----  
 JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR-- J# 3 02CVZ02 TRIM & LIGHT REPAIR UNITS: 0.00 TECH(S):2590 WARRANTY  
 HEADLAMPS GO OUT WHEN DRIVING SEE RICK Y.  
 SEE LINE #2

JOB# 3 TOTALS-----  
 JOB# 3 JOURNAL PREFIX CVCS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES

LABOR-- J# 4 07CVZ01 RENTAL CAR UNITS: TECH(S):2572 WARRANTY  
 RENTAL

JOB# 4 TOTALS-----  
 JOB# 4 JOURNAL PREFIX CVCS JOB# 4 TOTAL 0.00

TECHNICIAN CERTIFICATION-----  
 2590 ROBERT JOHN BREIT M156900



STATE REGISTRATION # F-132676

"GM BRAND REPLACEMENT PARTS AND OUR LABOR"  
 LIMITED WARRANTY  
 We guarantee our service work for 12 mos. or 12,000 miles, whichever comes first. If our repair or replacement fails in normal service within that period, we'll fix it free of charge during normal business hours - parts and labor unless specified otherwise. Some repairs qualify for GM's Lifetime Guarantee. See our service manager for details.

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 HAZARDOUS WASTE: SOME REPAIRS MAY REQUIRE THE USE OF HAZARDOUS WASTE BY-PRODUCTS. A \$2.00 ENVIRONMENTAL COMPLIANCE COST PER REPAIR WILL BE ASSESSED TO SAFELY DISPOSE OF THESE HAZARDOUS WASTES.

ALL PARTS NEW UNLESS SPECIFIED OTHERWISE

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Thank You

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0101CVCS136790

CUSTOMER NO. <b>48667</b>	ADVISOR <b>RICK HARGRAVES</b>	2790	TAG NO. <b>178</b>	INVOICE DATE <b>08/05/05</b>	INVOICE NO. <b>CVCS136790</b>
[REDACTED] <b>HOLLY, MI</b>	LABOR RATE	LICENSE NO.	MILEAGE <b>10,649</b>	COLOR <b>SILVER/</b>	STOCK NO.
	YEAR / MAKE / MODEL <b>05/CHEVROLET/MALIBU/MALIBU</b>			DELIVERY DATE <b>12/04/04</b>	DELIVERY MILES
	VEHICLE I.D. NO. <b>1G1ZS52FX5F [REDACTED]</b>			SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.	P. O. NO.		R. O. DATE <b>08/04/05</b>	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS			

TOTALS

THANK-YOU FOR DOING BUSINESS WITH JAY CHEVROLET.  
 YOUR GOODWRENCH SERVICE PLUS DEALER.  
 JAY CHEVROLET HONORS ALL REPAIRS FOR 12 MONTHS  
 OR 12,000 MILES WHICH EVER COMES FIRST WHEN USING OEM PARTS  
 FREE CAR WASH WITH ANY SERVICE UPON REQUEST ONLY  
 FREE TWO WAY SHUTTLE SERVICE

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**

REPAIRS PROPERLY COMPLETED AND CHECKED BY:

X.....  
 AUTHORIZED REPRESENTATIVE

CUSTOMER SIGNATURE

DUPLICATE INVOICE



STATE REGISTRATION # F-132676

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 LIMITED WARRANTY  
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01011CVCS135582

CUSTOMER NO. <b>48667</b>	ADVISOR <b>JEFFREY PEGG</b>	2662	TAG NO. <b>323</b>	INVOICE DATE <b>07/13/05</b>	INVOICE NO. <b>CVCS135582</b>
	LABOR RATE	LICENSE NO.	MILEAGE <b>9,667</b>	COLOR <b>SILVER/</b>	STOCK NO.
	YEAR / MAKE / MODEL <b>05/CHEVROLET/MALIBU/MALIBU</b>			DELIVERY DATE <b>12/04/04</b>	DELIVERY MILES
HOLLY, MI	VEHICLE I.D. NO. <b>1 G 1 Z S 5 2 F X 5 F</b>			SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.	P. O. NO.		R. O. DATE <b>07/13/05</b>	
COMMENTS					

**JOB# 1 CHARGES**

LABOR J# 1 08CVZ SUSPENSION/STEERING UNITS: TECH(S):2413  
CUSTOMER STATES THERE IS A FAINT RATTLE TYPE SOUND HEARD WHEN DRIVING, AND ALSO OVER BUMPS, VERIFIED ON ROAD TEST. ROAD TESTED AND INSPECTED UNABLE TO VERIFY NOISE AT THIS TIME. **WARRANTY**

**JOB# 1 TOTALS** JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 0.00

**JOB# 2 CHARGES**

LABOR J# 2 02CVZ TRIM & LIGHT REPAIR UNITS: TECH(S):2590  
DRIVERS SIDE REAR DOOR RUBBER TRIM THAT OUTLINES WINDOW ON INSIDE OF DOOR, IS LOOSE, CAUSING DOOR TO NOT SHUT ALL THE TIME. INSPECTED AND COMPARED WITH LIKE VEHICLE NORMAL FIT AND CLOSING EFFORT **WARRANTY**

**JOB# 2 TOTALS** JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 0.00

**JOB# 3 CHARGES**

LABOR J# 3 02CVZ01 TRIM & LIGHT REPAIR UNITS: 0.00 TECH(S):2590  
CUSTOMER STATES THE PASSENGER SIDE REAR DOOR INSIDE RUBBER TRIM THAT OUTLINES THE WINDOW IS LOOSE, NOT ALLOWING THE DOOR TO SHUT ALL THE TIME. INSPECTED AND COMPARED TO LIKE VEHICLE NORMAL FIT AND CLOSING EFFORT PER DESIGN. **WARRANTY**

**JOB# 3 TOTALS** JOB# 3 JOURNAL PREFIX CVCS JOB# 3 TOTAL 0.00

**JOB# 4 CHARGES**

LABOR J# 4 02CVZ02 TRIM & LIGHT REPAIR UNITS: 0.00 TECH(S):2590  
CUSTOMER STATES THE PASSENGER SIDE FRT DOOR RUBBER TRIM ON INSIDE OF DOOR THAT OUTLINES THE WINDOW IS LOOSE. COMPARED TO LIKE VEHICLE NORMAL FIT AND CLOSING EFFORT PER DESIGN. **WARRANTY**

**JOB# 4 TOTALS** JOB# 4 JOURNAL PREFIX CVCS JOB# 4 TOTAL 0.00

**JOB# 5 CHARGES**

LABOR J# 5 02CVZ03 TRIM & LIGHT REPAIR UNITS: 0.00 TECH(S):2590 **WARRANTY**



STATE REGISTRATION # F-132676

"GM BRAND REPLACEMENT PARTS AND OUR LABOR" LIMITED WARRANTY  
We guarantee our service work for 12 mos. or 12,000 miles, whichever comes first. If our repair or replacement fails in normal service within that period, we'll fix it free of charge during normal business hours - parts and labor unless specified otherwise. Some repairs qualify for GM's Lifetime Guarantee. See our service manager for details.

"The Factory Warranty Constitutes All Of The Warranties With Respect To The Sale Of The Item/Items. The Seller Hereby Expressly Disclaims All Warranties, Either Express Or Implied, Including Any Implied Warranty Of Merchantability Or Fitness For A Particular Purpose, And The Seller Neither Assumes Nor Authorizes Any Other Person To Assume For It Any Liability In Connection With The Sale Of This Item/Items."

FLAT RATE HOURS ARE PREDICATED ON A TIME STUDY GUIDE AND MAY NOT REFLECT THE ACTUAL HOURS WORKED

"SHOP SUPPLIES: A 10% CHARGE OF LABOR IS INCLUDED FOR SUPPLIES ON YOUR VEHICLE. APPLICABLE SUPPLY ITEMS ARE NUTS, BOLTS, WASHERS, TAPE, PINS, SHELLAC, SOLVENT, RAGS, CARBURETOR CLEANER, TOWELS, SOLDER, BATTERY CLEANER, WIRE, WINDOW CLEANER.  
HAZARDOUS WASTE: SOME REPAIRS MAY REQUIRE THE USE OF OILS, LUBRICANTS, SOLVENTS AND OTHER MATERIALS THAT PRODUCE HAZARDOUS WASTE BY-PRODUCTS. A \$2.00 ENVIRONMENTAL COMPLIANCE COST PER REPAIR WILL BE ASSESSED TO SAFELY DISPOSE OF THESE HAZARDOUS WASTES.

ALL PARTS NEW UNLESS SPECIFIED OTHERWISE

All repairs and parts listed were furnished in compliance with the Michigan Motor Vehicle Service and Repair Act. (P.A. 300) REPAIRS PROPERLY COMPLETED AND CHECKED BY

X

Thank You

Copyright © 1998 The Reynolds and Reynolds Company  
FRANITIVE SF009579 (12/02)





CVCS135582

CVCS135582

Goodwrench  
Service  
Plus

3372 W. HIGHLAND RD.  
HIGHLAND, MICHIGAN 48357  
PHONE (248) 889-3232 FAX NO. (248) 889-5351

0101CVCS135582

CUSTOMER NO. <b>48667</b>	ADVISOR <b>JEFFREY PEGG</b>	TAG NO. <b>2662</b>	323	INVOICE DATE <b>07/13/05</b>	INVOICE NO. <b>CVCS135582</b>
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE <b>9,667</b>	COLOR <b>SILVER/</b>	STOCK NO.
<b>HOLLY, MI</b>	YEAR / MAKE / MODEL <b>05/CHEVROLET/MALIBU/MALIBU</b>			DELIVERY DATE <b>12/04/04</b>	DELIVERY MILES
	VEHICLE I.D. NO. <b>1G1ZS52FX5F</b>			SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.	P. O. NO.		R. O. DATE <b>07/13/05</b>	
RESIDENCE PHONE	BUSINESS PHONE		COMMENTS		

CUSTOMER STATES WHEN DRIVING THE DASH, RADIO, AND HEADLIGHTS ALL WENT OUT WHEN DRIVING, ALSO OCCURED WHEN STARTING THE VEHICLE. CUSTOMER TURNED OFF CAR, RESTARTED LIGHTS SLOWLY CAME BACK ON.  
RAN DIAG NO CURRENT OR HISTORY CODES STORED  
ROAD TESTED AND CK'D UNABLE TO DUPLICATE CUSTOMER CONCERN AT THIS TIME.

JOB# 5 TOTALS-----  
JOB# 5 JOURNAL PREFIX CVCS JOB# 5 TOTAL 0.00

COMMENTS-----  
TECHNICIAN CERTIFICATION-----  
2413 MICHAEL J ZELEK M211521  
2590 ROBERT JOHN BREIT M156900

TOTALS-----  
THANK-YOU FOR DOING BUSINESS WITH JAY CHEVROLET. TOTAL LABOR.... 0.00  
YOUR GOODWRENCH SERVICE PLUS DEALER. TOTAL PARTS.... 0.00  
JAY CHEVROLET HONORS ALL REPAIRS FOR 12 MONTHS TOTAL SUBLET... 0.00  
OR 12,000 MILES WHICH EVER COMES FIRST WHEN USING OEM PARTS TOTAL G.O.G.... 0.00  
FREE CAR WASH WITH ANY SERVICE UPON REQUEST ONLY TOTAL MISC CHG. 0.00  
FREE TWO WAY SHUTTLE SERVICE TOTAL MISC DISC 0.00  
TOTAL TAX..... 0.00  
**TOTAL INVOICE \$ 0.00**

REPAIRS PROPERLY COMPLETED AND CHECKED BY:  
X.....  
AUTHORIZED REPRESENTATIVE

CUSTOMER SIGNATURE \*\*\*\*\* DUPLICATE INVOICE \*\*\*\*\*



STATE REGISTRATION # F-132676

"GM BRAND REPLACEMENT PARTS AND OUR LABOR" LIMITED WARRANTY  
We guarantee our service work for 12 mos. or 12,000 miles, whichever comes first. If our repair or replacement fails in normal service within that period, we'll fix it free of charge during normal business hours - parts and labor unless specified otherwise. Some repairs qualify for GM's Lifetime Guarantee. See our service manager for details.

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ALL PARTS NEW UNLESS SPECIFIED OTHERWISE

All repairs and parts listed were furnished in compliance with the Michigan Motor Vehicle Service and Repair Act. (P.A. 300)  
REPAIRS PROPERLY COMPLETED AND CHECKED BY

X

Thank You

Copyright © 1998 The Reynolds and Reynolds Company  
ERANTINE SF609579 (12/02)

APR-12-2006 08:27 FROM:



CHEVROLET PONTIAC BUICK ~~Cadillac~~ GMC Oldsmobile SATURN ~~HUMMER~~

Tuesday, April 11, 2006

[Redacted]  
Holly, MI [Redacted]

**BBB Arbitration Decision - Straight**

Subject: **Repurchase of 2005 Chevrolet Malibu**  
VIN: 1G1ZS52FX5F [Redacted]  
REF SR: 1-390569716 V-16111

Dear [Redacted]:

We regret that you are dissatisfied with your 2005 Chevrolet Malibu, VIN 1G1ZS52FX5F [Redacted] and that our attempts to resolve your concerns have not met your expectations. General Motors will repurchase this vehicle in exchange for the release of liability stemming from warranties, express or implied, covering this vehicle.

Per the Better Business Bureau's decision, General Motors will repurchase your vehicle for **\$15,774.90**. Your responsibilities are outlined below. This offer was calculated by using the following figures.

Total Repurchase Amount	<b>\$15,774.90</b>
Less Payoff of Original Vehicle-Good until 5/3/06	<b>\$15,774.90</b>
<b>Total Amount to Customer/Customer Owes</b>	<b>\$00</b>

**\*\*TOTAL CUSTOMER RESPONSIBILITY IS SUBJECT TO CHANGE IF SIGNED PAPERWORK IS NOT RECEIVED BY DATE OUTLINED BELOW\*\***

If you owe money to General Motors, please send certified check or money order made payable to General Motors.

*The requirements of the straight repurchase are as follows:*

- ⇒ **Vehicle Damage** - vehicle is free from any abnormal damage or alterations, which impair its resale value. Vehicle must be inspected by a General Motors dealership at time of closing.
- ⇒ **A "Power of Attorney" form** - supplied by General Motors must be signed and notarized at the time of repurchase (*used only for titling purposes*).
- ⇒ **An "Odometer Disclosure Statement" form** - supplied by General Motors must be signed at the time of the repurchase
- ⇒ **Factory installed equipment** - needs to be intact and functional.
- ⇒ **Title** - if no lien on this vehicle, a free and clear title must be provided at time of repurchase.
- ⇒ **Cash backs rebates or incentives** - no cash backs rebates or incentives of any kind are applicable towards this transaction.

If all above requirements are met, the dealership will proceed with the repurchase and transfer of funds.



APR-12-2006 08:27 FROM:

TO: 2488876415

PAGE: 03



CHEVROLET PONTIAC BUICK *Cadillac* GMC Oldsmobile SATURN HUMMER  
If this offer is acceptable, please sign the bottom of this letter and return it to my attention via the fax number or address listed below. I will contact you to set up a signing date, at which time you will be required to complete the transaction.. I can be reached at 866-802-6625 if you have any questions or concerns.

Please return this signed document to fax number 866-802-6668 by Thursday April 13, 2006

Sincerely,

General Motors RVDC  
2717 Schust  
Saginaw, MI 48603  
Case 16111



04/12/06

Customer's and Co-Customer's Signature(s) and Date

Customer's and Co-Customer's Printed Name(s)



### electronic Preliminary Repurchase Authorization (ePRA)

(\*\*To go from field to field, use the TAB KEY)

- 1.Date (mm/dd/yyyy): 04/06/2006
- 2.Customer Name: [REDACTED]
- 3.Customer Address: [REDACTED]
- 4.Customer City, State, and Zip: Holly, MI [REDACTED]
- 5.Primary Customer Phone #: [REDACTED]
- 6.Additional Customer Phone #: [REDACTED]
- 7.Customer fax #: none
- 8. Cust Drivers Licenses #
- 9. State tax % rate 6.0

#### Customer Vehicle Information

- 10.Year/Make/Model: 2005 Chevrolet Malibu
- 11.VIN (17 Digits): 1G1ZS52FX5F [REDACTED]
- 12.Current Mileage: 21,000
- 13.Purchased:

#### Detail your agreement with the Dealer and Customer on the following items:

Dealership that will handle entire transaction:

- 14.Dealership Name: Al Serra
- 15.Dealership Phone #: 810 694 5440
- 16.Dealership Contact Name and TITLE: Greg Brown, Sls Mgr
- 17.Dealership Contact Phone # (if different than Dealership #): SAME
- 18.Dealership Contact Fax # (810) 694-1176
- 19.Dealership BAC: 132637 Region:

20.What **GOODWILL TOOLS** were offered?

- |                           |                             |
|---------------------------|-----------------------------|
| Component Coverage Letter | Miscellaneous Reimbursement |
| Maintenance Letter        | American Express Check      |
| Owner Loyalty Certificate | Other                       |
| GM SmartCare              | NOTHING OFFERED             |
| GMPP                      |                             |

21.Was a **TRADE** Repurchase offered?

22.If this will not be a Trade Repurchase, Please explain Why? Vehicle exceeds the miles for a lease trade

#### **TAC case number is required and if not available, Please explain why not?**

- 23.CAC Case Number: 1-390569716
- 24.TAC Case Number: NONE
- 25.If no TAC number, Explain: Dlr did not involve TAC

**26.Reason for Repurchase (Include specific mechanical failure):** Lighting goes out when driving, clunk in front end

27.This case was resolved by:

28.Does this vehicle meet the presumption of Lemon Law in applicable state?

29.Recommended Disposition of Repurchased Vehicle: (If Rebill, please include 26 digit account # or 10 authorization code).

30.Type of TRANSACTION?

31.Vehicle Damage (explain what damage is present and who is responsible): None

#### **32.If a Trade Repurchase, New VIN (17 Digits) or Order Number (6 Digits) NOTE: ePRA CANNOT BE PROCESSED WITHOUT THIS INFORMATION: N/A**

33.New Vehicle Year/Make/Model: N/A

34..Upgrade Downgrade Difference Amount(PURCHASED NEW ONLY:Old MSRP to New MSRP):

#### **35.Usage/Depreciation Amount:**

(Standard Usage Formula = Current mileage/100,000 multiplied by purchase price; \*\*NOTE: This may vary by individual State Lemon Laws) (If waived, please explain Why)

-Please show how you arrived at this usage amount: No useage charged, lease walkaway

36.Aftermarket Items:

-If GM will be responsible, please supply detail of the items and cost (transfer cost or other): n/a

37.Lease Termination Terms: n/a

-If GM will be responsible for Taxes and/or Fees, How much (All, % of them, \$ Amount, etc.)

Explain: All Lease walkaway, no money returned to customer, no money collected from customer

39. I have reviewed with the customer what is **Negative Equity/Overallowance** and if it was in their contract that it will negatively impact the numbers presented to them (BRC Repurchase will get detail):

*\*NO Rebates are to be applied to the replacement vehicle*

*\*GM Card points are only refunded back to the card; Current points may be applied to replacement vehicle*

Dealer must NOT DELIVER replacement unit until Final Transaction Documents are Completed

40. General Comments/Special Instructions: Lease walkaway

41. I personally reviewed all the above items with the Customer and Dealer on (mm/dd/yyyy): 04/06/2006

42. Authorizer Name: Bob Stipek prepared by Cathie Swingle adr 10165

43. GM Position: AVM

44. VoiceMail Node: 630092 Mailbox Number: 8395

45. Email Address: none

**Save this document using the customers last name plus the last 8 of the VIN as the Filename.**

**Attach this saved file to a Lotus Notes document and E-mail this ePRA to ePRA@GMExpert.com**

**Forward any supporting documentation to FAX- 866-827-1129**

**Any questions on lease repurchases or any other unusual circumstances, please contact the BRC Repurchase Group in Tampa at 1-800-231-1841 prompts 2,1,2 or by e-mail at the address listed above.**

Class - BRCSiebel Docs

RequestNum  
1-390569716

MSXDocNum

Last

First

Timestamp

Division

CorrType

CatCode

MSXSource

AttachNum

VIN

## electronic Preliminary Repurchase Authorization (ePRA)

(\*\*To go from field to field, use the **TAB KEY**)

- 1.Date (mm/dd/yyyy): 04/06/2006
- 2.Customer Name: (Redacted)
- 3.Customer Address: (REDACTED)
- 4.Customer City, State, and Zip: Holly, Mi (Redacted)
- 5.Primary Customer Phone #: REDACTED Home
- 6.Additional Customer Phone #: (REDACTED) Work
- 7.Customer fax #: none
- 8. Cust Drivers Licenses #
- 9. State tax % rate 6.0

### **Customer Vehicle Information**

- 10.Year/Make/Model: 2005 Chevrolet Malibu
- 11.VIN (17 Digits): 1G1ZS52FX5FXXXXXX 12.Current Mileage: 21,000
- 13.Purchased: NEW

### **Detail your agreement with the Dealer and Customer on the following items:**

Dealership that will handle entire transaction:

- 14.Dealership Name: Al Serra
- 15.Dealership Phone #: 810 694 5440
- 16.Dealership Contact Name and **TITLE**:Greg Brown, Sls Mgr
- 17.Dealership Contact Phone # (if different than Dealership #): SAME
- 18.Dealership Contact Fax # (810) 694-1176
- 19.Dealership BAC: 132637 Region: North Central

20.What **GOODWILL TOOLS** were offered?

- |  |  |
|--|--|
| <input type="checkbox"/> Component Coverage Letter | <input type="checkbox"/> Miscellaneous Reimbursement |
| <input type="checkbox"/> Maintenance Letter        | <input type="checkbox"/> American Express Check      |
| <input type="checkbox"/> Owner Loyalty Certificate | <input type="checkbox"/> Other                       |
| <input type="checkbox"/> GM SmartCare              | <input checked="" type="checkbox"/> NOTHING OFFERED  |
| <input type="checkbox"/> GMPP                      |  |

- 21.Was a **TRADE** Repurchase offered? No
- 22.If this will not be a Trade Repurchase, Please explain Why? Vehicle exceeds the miles for a lease trade

### **TAC case number is required and if not available, Please explain why not?**

- 23.CAC Case Number: 1-390569716 24.TAC Case Number: NONE
- 25.If no TAC number, Explain: Dlr did not involve TAC

**26.Reason for Repurchase (Include specific mechanical failure):** Lighting goes out when driving, clunk in front end

- 27.This case was resolved by: Field Decision working with open case in Tampa ADR
- 28.Does this vehicle meet the presumption of Lemon Law in applicable state? YES
- 29.Recommended Disposition of Repurchased Vehicle: AUCTION (ready for sale) (If Rebill, please include 26 digit account # or 10 authorization code).
- 30.Type of TRANSACTION? LEASE (STRAIGHT) REPURCHASE
- 31.Vehicle Damage (explain what damage is present and who is responsible): None

### **32.If a Trade Repurchase, New VIN (17 Digits) or Order Number (6 Digits) NOTE: ePRA CANNOT BE PROCESSED WITHOUT THIS INFORMATION: N/A**

- 33.New Vehicle Year/Make/Model: N/A
- 34..Upgrade  Downgrade  Difference Amount(PURCHASED NEW ONLY:Old MSRP to New MSRP):

### **35. Usage/Depreciation Amount:**

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-Please show how you arrived at this usage amount: No usage charged, lease walkaway

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-If GM will be responsible, please supply detail of the items and cost (transfer cost or other): n/a

37. Lease Termination Terms: n/a

38. Who will be responsible for the **Taxes and/or Fees**? General Motors

-If GM will be responsible for Taxes and/or Fees, How much (All, % of them, \$ Amount, etc.)

Explain: All Lease walkaway, no money returned to customer, no money collected from customer

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43. GM Position: AVM

44. VoiceMail Node: 630092 Mailbox Number: 8395

45. Email Address: none

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**Attach this saved file to a Lotus Notes document and E-mail this ePRA to [ePRA@GMExpert.com](mailto:ePRA@GMExpert.com)**

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APR-12-2006 08:27 FROM:



CHEVROLET PONTIAC BUICK ~~Cadillac~~ GMC Oldsmobile SATURN ~~HUMMER~~

Tuesday, April 11, 2006

[Redacted]

Holly, MI [Redacted]

**BBB Arbitration Decision - Straight**

Subject: **Repurchase of 2005 Chevrolet Malibu**  
VIN: 1G1ZS52FX5F [Redacted]  
REF SR: 1-390569716 V-16111

Dear [Redacted]:

We regret that you are dissatisfied with your 2005 Chevrolet Malibu, VIN 1G1ZS52FX5F [Redacted] and that our attempts to resolve your concerns have not met your expectations. General Motors will repurchase this vehicle in exchange for the release of liability stemming from warranties, express or implied, covering this vehicle.

Per the Better Business Bureau's decision, General Motors will repurchase your vehicle for **\$15,774.90**. Your responsibilities are outlined below. This offer was calculated by using the following figures.

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If you owe money to General Motors, please send certified check or money order made payable to General Motors.

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- ⇒ **A "Power of Attorney" form** - supplied by General Motors must be signed and notarized at the time of repurchase (*used only for titling purposes*).
- ⇒ **An "Odometer Disclosure Statement" form** - supplied by General Motors must be signed at the time of the repurchase
- ⇒ **Factory installed equipment** - needs to be intact and functional.
- ⇒ **Title** - if no lien on this vehicle, a free and clear title must be provided at time of repurchase.
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APR-12-2006 08:27 FROM:

TO: 2488876415

PAGE: 03



CHEVROLET PONTIAC BUICK *Cadillac* GMC Oldsmobile SATURN HUMMER  
If this offer is acceptable, please sign the bottom of this letter and return it to my attention via the fax number or address listed below. I will contact you to set up a signing date, at which time you will be required to complete the transaction.. I can be reached at 866-802-6625 if you have any questions or concerns.

Please return this signed document to fax number 866-802-6668 by Thursday April 13, 2006

Sincerely,

General Motors RVDC  
2717 Schust  
Saginaw, MI 48603  
Case 16111



04/12/06

Customer's and Co-Customer's Signature(s) and Date

Customer's and Co-Customer's Printed Name(s)



2005 MALIBU BASE SEDAN  
 12U GALAXY SILVER METALLIC /L4G  
 14D GRAY CLOTH  
 ORDER NO. HQWFDD/TRE STOCK NO.  
 VIN 1G1 ZS52 FX 5F [REDACTED]

CHEVROLET MOTOR DIVISION  
 GENERAL MOTORS CORPORATION  
 100 RENAISSANCE CENTER  
 DETROIT MI 48243-1114  
 VEHICLE INVOICE 1AD53364401

\*\*\*\*\*13\*44007S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
1ZS69 MALIBU BASE SEDAN	19085.00	17462.78	INVOICE 11/08/04
B37 FLOOR MATS	80.00	72.00	SHIPPED 11/06/04
FE9 50-STATE EMISSIONS	N/C	N/C	EXP I/T 11/17/04
K34 CRUISE CONTROL & REMOTE KEYLESS ENTRY	425.00	382.50	INT COM 11/17/04 PRC EFF 11/06/04
L61 2.2L 4 CYL ENGINE	0.00	0.00	KEYS G3593 G3593
MX0 4-SPEED AUTO TRANSMISSION	0.00	0.00	WFP-F QTR OPT-1 BANK: GMAC - 045 CHG-TO 44-007

SHIP WT: 3024  
 HP: 18.4  
 GMS: 18029.58  
 SUPPLR: 18837.54  
 MRM: 20215.00  
 DAN: ZS69A  
 MEMO 904.50

TOTAL MODEL & OPTIONS	19590.00	17917.28	ACT 231	17954.58
DESTINATION CHARGE	625.00	625.00	H/B 261	587.70
DEALER CO-OP ADVERTISING		48.98	ADV 261	48.98

TOTAL	20215.00	18591.26	PAY 310	18591.26
MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT		17717.28		

\*\*\*\*\*  
 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.

AL SERRA CHEVROLET, INC.  
 REMIT TO GMAC NO. 045  
 VIN 1G1ZS52FX5F [REDACTED]  
 \$ 18591.26 INV 1AD53364401  
 DUE 11/17/04 DEALER 44-007

Class - BRCSiebel Docs

RequestNum  
1-390569716

MSXDocNum  
FIS443504E

Last

First

Timestamp  
2006-04-06-15.01.31.000000

Division  
CH

CorrType  
B

CatCode  
01

MSXSource  
F

AttachNum

VIN