

KANSAS CITY 641-661

05 JUL 2006 PM. 2 T



Lenexa KS

JUL 07 2006

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

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

48232+5170



June 30, 2006

Dear General Motors Costumer Service or to whom it my concern:

The reason I am righting this letter to you is because you all know that I having problems with the 2005 Chevy Malibu win# 1G1ZS52F55F [REDACTED] There has been a noise in the front left side of my vehicle almost since I bought it and has been getting worse since, what I mean by getting worse is that there is develop a noticeable "gap" and some clinching in may steering which can be confirmed with Brian the Service Manager at Broom Chevrolet and alignment problems. At the beginning of the problem noise wasn't as bad but every day is been stronger and stronger and as I was telling you before it das makes me to think deep for safety of me and my family plus it is very annoying. You and dealer Superior Chevrolet have been telling me that is not safety issue bat I believe it is and more but let me tell you when I bring my Malibu first time to Superior Chevrolet for the problem I having they told me it is all fix no noise no more but as soon as I drive car out of dealer it make same noise so they didn't tell me the truth so I called them and then they told me the truth that is inter mediate shaft and that there is no fix for it at this time so that is when I start to worry. I have contacted you (Chevrolet Customer Service) many times on this matter with no resolution. One time when I call the man I talk to told me that may case is closed and that he can't talk to me about it or reopen the case he even told me that no repairs will be made to may vehicle so I hang up and call again and talk to lady named Windy I explain all to her and she told me that she will look in to the issue and cal me back but she newer called me back then I called again and talk to different lady but still no resolution all do she did tell me about the **BBAUTOLINE** and that is what I did I filed complaint and then wee agreed for extended warranty that is nice and that is what you should do for somebody that is been going thru this for so long , and I was ok with that but then I called Superior dealer to se if part is available and to tell them about the gap in the steering witch das affect alignment and the person at Superior Chevrolet got upsets telling me that he is not going to argue with me and that I like call every second day and asking hem to do something that he don't have part for and told me to go to another dealer for second opinion if I don't trust them but they all reedy lay to me once way not again and I did go to other dealer for second opinion and vehicle was diagnose with different but same issue. This time this dealer telling me that it can be fix and I am happy to hear that but he couldn't be 100% shore that it would solve the problem. All I wont vehicle to be fix so I have safe vehicle and Pease of mind in the vehicle but because all I have been going thru with dealer and you and neither of you has been honest with me about situation I am going to continue to work with BBAUTOLINE to try solve my problem (to fix my vehicle) or if cont be fix I need replacement or if that is not the option for you then I need money back in full.

Again what I really need you to do is to fix the problem on my vehicle. Thank you and if you would like to contact me on this mater you can call me:

[REDACTED]

THANKS [REDACTED] and [REDACTED] owners of the vehicle.

GMPP Request for Processing

SR# 1-407760605

New/Used: New Division: Chevrolet Vehicle Style: Car

Complete VIN 1G1ZS52F55F [REDACTED] Vehicle Year: 2005

Division -- Dealer Code: Chevrolet 13-32888

General Motors has agreed to: 1. Approve and pay for a new plan

1. Approve and pay for a new plan -- no GMPP Coverage Currently
2. Authorize a new plan or upgrade; customer will pay total cost
3. Approve and pay for an upgrade; apply original coverage refund to Division making request.

Special Instructions: Check if applicable☒ Transfer all claims to new policy ☐ Endorse selling dealer code to Division code

(Selling dealer to keep profit. Division is debited the dealer's profit)

Delivery Date: 12/14/2004

Odometer reading: 32,200

Plan Purchase Date: 6/1/2006 Customer Ownership: Owner

Business Name:

Customer Name - Title: Mr. (First - M.I. - Last): [REDACTED]

Address Line 1: [REDACTED]

Address Line 2:

City: Lenexa

State: KS

Zip: [REDACTED]

Plan Type: Value Guard

of Months: 48 Months

Mileage: 60,000

Plan Type:

of Months:

Mileage:

Deductible: 0

MSRP:

Plan Lien Holder (Select Division): Chevrolet

Division Address: P.O. Box 33170 Detroit, MI 48232-5170

CRM (Decision Maker): Veronica Lopez

Team Manager / Liaison: Chris Trafton

Team CARS Site: Austin

Date: 7/27/2006

☐ AVM Requested

8/1/06
18:05 est.



GMC

HUMMER®

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

May 10, 2006

Bernie Smith
Superior Chevrolet
8300 Shawnee Mission Pkwy
Shawnee Mission KS 66201

Re:

Siebel Request: 1-407760605
2005 Chevrolet Malibu
VIN # 1G1ZS52F55F [REDACTED]

Dear Mr. Smith:

This is a letter of notification regarding a {Better Business Bureau case/State 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. The specific documents needed are:

- All sales, purchase and finance agreements, including a conversion invoice (if applicable)
- The incentives acknowledgement form
- The Actual Cash Value statement of any trade
- All service and body shop repair orders including all internal, customer pay, 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,

Veronica Lopez
BRC Customer Relationship Manager
Ph# 800-231-1841, prompt 9, prompt 5, extension 21163
FAX# 866-480-3635

BROOME CHEVROLET OLDSMOBILE INC.

555 W. 103rd Street
Kansas City, MO 64114
(816)941-0555
(816)941-8135

To: Veronica Lopez From: Brian Franz
Attn: _____ Page: 9
Fax: _____ Date: 7-17-06
Re: 

☐ Urgent ☒ For Review ☐ Please Comment ☐ Please Reply ☐ Please Recycle

● Comments:

Chevrolet—Oldsmobile
555 W. 103rd St.
Kansas City, MO 64114
816.941.0555



Chevrolet ~ Oldsmobile ~ Cadillac
broomecars.com

CVCB388404
Oldsmobile—Cadillac
11911 E. 40 Highway
Independence, MO 64055
816.358.2500

CVCB388404

CUSTOMER NO.	14185	ADVISOR	Rick Creasman	TAB NO.	304 5782	INVOICE DATE	03/25/05	INVOICE NO.	CVCB388404
		LABOR RATE		LICENSE NO.		MILEAGE	3,670	COLOR	DARK BLUE/N
		YEAR / MAKE / MODEL	05/CHEVROLET/MALIBU/MALIBU BASE SEDA			DELIVERY DATE	12/14/04	STOCK NO.	50193
		VEHICLE I.D. NO.	1 G 1 Z S 5 2 F 5 5 F			SELLING DEALER NO.	1050	DELIVERY MILES	9
		F.T.E. NO.				R.O. DATE	02/09/05	PRODUCTION DATE	
COMMENTS									

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
	1		15139473	SEALING S 10.774	34.85	34.85
	1		22664145	MOLDING 12.112	57.15	57.15
	1		22730679	PLATE ASM 11.175	42.60	42.60
	1		10373008	SPEAKER 9.665	35.70	35.70
					TOTAL - PARTS	315.68

G.O.G. & SUPPLIES						82.23
FREIGHT (PARTS)					TOTAL - GOG	82.23

JOB# 3 TOTALS					PARTS	315.68
					G.O.G.	82.23

JOB# 3 JOURNAL PREFIX CVCB JOB# 3 TOTAL 397.91

COMMENTS
DELETED OPERATION(S)
95CVZ0002 PRICE UPDATE

TOTALS						
THANK YOU FOR YOUR BUSINESS!!					TOTAL LABOR...	2247.98
PARTS DESIGNATED WITH AND ASTERISK (*) INDICATE GOODWRENCH					TOTAL PARTS...	1997.49
LIMITED LIFETIME GUARANTEE FOR CUSTOMER PAY SERVICE REPAIRS					TOTAL SUBLET...	219.00
					TOTAL G.O.G....	82.23
					TOTAL MISC CHG.	400.00
					TOTAL MISC DISC	0.00
					TOTAL TAX.....	182.26

TOTAL INVOICE \$ 5128.96

DISCLAIMER OF WARRANTIES
ANY WARRANTIES ON THE PRODUCT SOLD
HEREBY ARE THOSE MADE BY THE MANU-
FACTURER. THE SELLER, BROOME
OLDSMOBILE- CADILLAC, INC., HEREBY
EXPRESSLY DISCLAIMS ALL WARRANTIES,
EITHER EXPRESS OR IMPLIED, INCLUDING
ANY IMPLIED WARRANTY OF MER-
CHANTABILITY OR FITNESS FOR A PARTICULAR
PURPOSE, AND BROOME OLDSMO-
BILE-CADILLAC, INC. NEITHER ASSUMES
NOR AUTHORIZES ANY OTHER PERSON TO
ASSUME FOR IT ANY LIABILITY IN CONNEC-
TION WITH THE SALE OF SAID PRODUCTS.



CUSTOMER SIGNATURE

Chevrolet—Oldsmobile
555 W. 103rd St.
Kansas City, MO 64114
816.941.0555



Chevrolet ~ Oldsmobile ~ Cadillac
broomecars.com

CVCB388404

Oldsmobile—Cadillac
11911 E. 40 Highway
Independence, MO 64055
816.358.2500

CVCB388404

CUSTOMER NO. 14185	ADVISOR Rick Creasman	TAG NO. 304	INVOICE DATE 03/25/05	INVOICE NO. CVCB388404
KANSAS CITY, KS	LABOR RATE	LICENSE NO.	MILEAGE 3,670	COLOR DARK BLUE/N
	YEAR / MAKE / MODEL 05/CHEVROLET/MALIBU/MALIBU BASE SEDA			STOCK NO. 50193
	VEHICLE ID. NO. 1 G 1 Z S 5 2 F 5 5 F			DELIVERY DATE 12/14/04
	F.T.E. NO.			DELIVERY MILES 9
		P.O. NO.	SELLING DEALER NO. 1050	PRODUCTION DATE
			R.O. DATE 02/09/05	
COMMENTS				

JOB# 1 CHARGES

LABOR		REPAIR PER ESTIMATE	UNITS:	TECH(S):14753 302	2247.98
J# 1 95CVZ		STATE FARM LEFT SIDE			
PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE
	1		12335940	FASCIA 7.831	287.67
	1		10377447	HOUSING 10.527	20.38
	1		22672194	LEVER 10.527	18.28
	1		22730255	MIRROR 10.185	102.92
	1		22724363	DOOR 10.351	549.19
	1		22724359	FRAME KIT 12.940	636.72
	1		15239021	FILLER 12.940	25.03
	1		15143603	DEFLECTOR 9.264	10.70
	1		15139471	SEALING S 10.710	30.92
TOTAL - PARTS					1681.81
MISC	CODE	DESCRIPTION	CONTROL NO		
	PM01	PAINT AND MATERIALS			400.00
TOTAL - MISC					400.00

JOB# 1 TOTALS

LABOR 2247.98
PARTS 1681.81
MISC 400.00

JOB# 1 JOURNAL PREFIX CVCB JOB# 1 TOTAL 4329.79

JOB# 2 CHARGES

LABOR		SUBLET		UNITS:	0.00	TECH(S):311	0.00
J# 2 95CVZ000001		SUBLET REPAIRS					
SUBLET	PO#	VEND	INV#	INV DATE	DESCRIPTION		
	38140			02/09/05	TOW IN		154.00
	38185			03/14/05	GLASS RE INSTALL		65.00
	38225	D277449		03/25/05	RENTAL POLICY		INTERNAL
TOTAL - SUBLET							219.00

JOB# 2 TOTALS

SUBLET 219.00

JOB# 2 JOURNAL PREFIX CVCB JOB# 2 TOTAL 219.00

JOB# 3 CHARGES

LABOR		SUPPLEMENTAL		UNITS:	0.00	TECH(S):311	0.00
J# 3 95CVZ0003							
SUPPLEMENTAL							
PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE		
	1		9594229	COVER WHL 5.858	41.08		41.08
	1		22737125	APPLIQUE 10.707	42.13		42.13
	1		22722775	BRACKET 7.831	14.07		14.07
	1		22664151	MOLDING 12.114	48.10		48.10

03/11/2005 at 10:15 AM File# 77335-00005426

Claim#

Appraiser: RICK CREASMAN

BROOME CHEVROLET, OLDSMOBILE
555 W. 103rd STREET
KANSAS CITY, MO 64114
Business: (816)941-0555

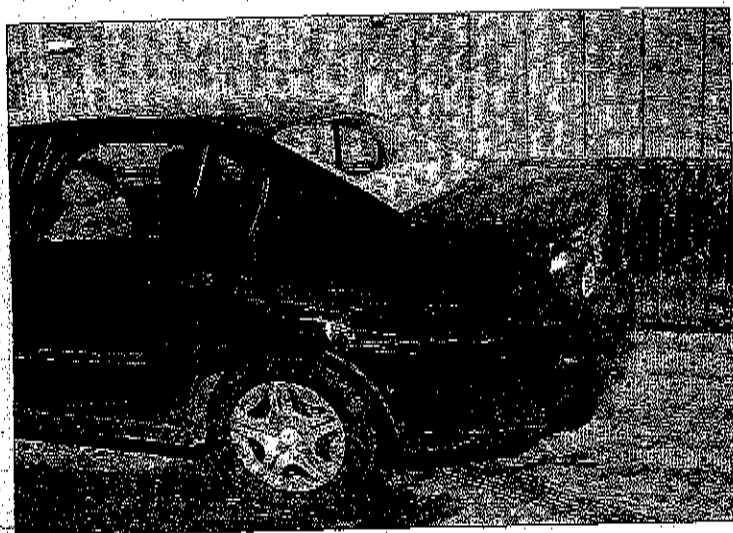
IMAGE REPORT



03/11/2005: EST01:



03/11/2005: EST01:



03/11/2005: EST01:



03/11/2005: EST01:

CCC Pathways - A product of CCC Information Services Inc.

BROOME CHEVROLET, OLDSMOBILE
555 WEST 103RD ST.
KANSAS CITY, MISSOURI, 64114
OFFICE, 816 941 0555 FAX: 816 942 5452
TAX ID #431935850

CD LOG NO 4204-3 DATE 03/17/05

SHOP: BROOME CHEVROLET
ADDRESS: 555 W 103RD ST
CITY STATE: KANSAS CITY, MO
ZIP: 64114-

INSP DATE: 02/09/05
CONTACT: RICK CREASMAN
PHONE 1: (816) 941-0555
FAX: (816) 942-5452

OWNER: [REDACTED]
ADDRESS: [REDACTED]
CITY STATE: KANSAS CITY, KS
ZIP: [REDACTED]

CLAIM#: [REDACTED]
INSURED: INSURED, STATE FARM
LOSS DATE: 02/08/05
POINT OF IMPACT: 5

CLAIM REP: REP. TEAM 3 - EXT 5550
CLAIMANT: [REDACTED]
TYPE OF LOSS: LIABILITY/SERVICE
FIRST
SUPPLEMENT

INS. CO: STATE FARM

CONTACT: REP. TEAM 3 - EXT 5550

LIC#: [REDACTED] STATE: KS

VIN: 1G1ZS52F55F [REDACTED]
MILEAGE: 3,670

BODY COLOR: BLUE
CONDITION:

ACCTNG CTL#:

DRIVEABLE: YES

VEH. INSP#:

*=USER-ENTERED VALUE
EC=QUALITY REPLACEMENT PART
UM=REMAN/REBUILT PRT
PC=PXN RECONDITIONED
ET=LABOR/PARTIAL REPLACE
L=REFINISH
CG=CHIPGUARD
RI=R&I ASSEMBLY
RP=RELATED PRIOR DAMAGE

E=NEW PART
EU=QUALITY RECYCLED PART
PM=PXN REMAN/REBUILT
IT=LABOR/PARTIAL REPAIR
BR=BLEND REFINISH
SB=SUBLET
P=CHECK
UP=UNRELATED PRIOR DAMAGE

NG=REPLACE NAGS
UC=RECONDITIONED PRT
EP=SEE PX REPORT
TE=PART/PARTIAL REPLACE
I=REPAIR
TT=TWO-TONE
N=ADDITIONAL OPERATION
AA=APPEARANCE ALLOWANCE

FINAL BILL

2005 CHEVROLET MALIBU STD 4DOOR SEDAN 4CYL GASOLINE 2.2
CODE: U2643A/B OPTNS F/24

OPTIONS:
TWO-STAGE - EXTERIOR SURFACES

TWO-STAGE - INTERIOR SURFACES

OP	GDE	MC	DESCRIPTION	MFG. PART NO.	PRICE	AJ%	B%	HOURS	R
I	0103		FENDER, FRONT	LT REPAIR				4.0	1
L	0103	13	FENDER, FRONT	LT REFINISH				3.1	4

PAGE

03/17/05

2005 CHEVROLET MALIBU STD 4DOOR SEDAN
CD LOG NO 4204-3

			2.1 SURFACE				
			0.6 TWO STAGE SETUP				
			0.4 TWO STAGE				
E	0723	COVER, FRONT WHEEL	LT 9594229 GM PART	41.08		S2	0.1 1
E	0248	07 PANEL ASSY, BODY SID	LT 22724359 GM PART	636.72			14.0*1
		PARTIAL REPLACE					6.0 4
L	0248	PANEL ASSY, BODY SID	LT REFINISH				
			4.8 SURFACE				
			0.2 EDGE				
			1.0 TWO STAGE				2.0*1
I	0246	07 PANEL, BODYSIDE INNE	LT REPAIR			S2	INC 1
E	0193	PLATE, SILL	LT 22730679 GM PART	42.60			5.1 1
E	0207	DOOR SHELL, FRONT	LT 22724363 GM PART	549.19			3.5 4
L	0207	DOOR SHELL, FRONT	LT REFINISH				
			1.9 SURFACE				
			1.0 EDGE				
			0.6 TWO STAGE			S2	INC 1
E	0239	W/STRIP, BELT OUTER	LT 15139471 GM PART	30.92		S2	INC 1
E	0215	APPLIQUE, FRT DOOR F	LT 22737125 GM PART	42.13		S1	INC 1
E	0243	MLDG, FRONT DOOR SID	LT 22664145 GM PART	57.15			INC 1
E	0229	MIRROR, SPORT R/C	LT 22730255 GM PART	102.92			0.6 4
L	0229	MIRROR, SPORT R/C	LT REFINISH				
			0.5 SURFACE				
			0.1 TWO STAGE				INC 1
E	0227	HANDLE, FRONT DOOR O	LT 22672194 GM PART	18.28			0.4 4
L	0227	HANDLE, FRONT DOOR O	LT REFINISH				
			0.3 SURFACE				
			0.1 TWO STAGE				0.1 1
E	0217	COVER, FRT DOOR HAND	LT 10377447 GM PART	20.38			0.1 4
L	0217	COVER, FRT DOOR HAND	LT REFINISH				
			0.1 SURFACE				7.0*1
I	0289	PNL, REAR DOOR OUTER	LT REPAIR				1.8 4
L	0289	PNL, REAR DOOR OUTER	LT REFINISH				
			1.5 SURFACE				
			0.3 TWO STAGE				0.2 1
RI	0334	W/STRIP, BELT OUTER	LT R&I ASSEMBLY			S1	0.3 1
E	0260	MLDG, REAR DOOR SIDE	LT 22664151 GM PART	42.34			0.2 1
RI	0328	APPLIQUE ASSY, REAR	LT R&I ASSEMBLY				0.2 1
RI	0318	COVER, RR DOOR HANDL	LT R&I ASSEMBLY				INC 1
RI	0307	PNL, INNER DOOR TRIM	LT R&I ASSEMBLY				0.2 1
RI	0305	HANDLE, RR DOOR OUTE	LT R&I ASSEMBLY				0.5 1
E	0566	COVER, REAR BUMPER	12335940 GM PART	287.67			3.1 4
L	0566	COVER, REAR BUMPER	REFINISH				
			2.6 SURFACE				
			0.5 TWO STAGE			S2	INC 1
E	0571	BRKT, REAR BUMPER MT	LT 22722775 GM PART	14.07			0.2*4
L	M14	CORROSION PROTECTION	REFINISH				
SB		HAZARDOUS WASTE	SUBLET REPAIR	2.00*			1*

31 ITEMS

2005 CHEVROLET MALIBU STD 4DOOR SEDAN
CD LOG NO 4204-3

MC MESSAGE(S)
07 STRUCTURAL PART AS IDENTIFIED BY I-CAR
13 INCLUDES 0.6 HOURS FIRST PANEL TWO-STAGE ALLOWANCE

FINAL CALCULATIONS & ENTRIES

GROSS PARTS		1,885.45
PAINT MATERIAL		488.80
PARTS & MATERIAL TOTAL		2,374.25
TAX ON PARTS & MATERIAL @	7.350%	174.51

LABOR	RATE	REPLACE HRS	REPAIR HRS	
1-SHEET METAL	46.00	20.9	13.0	1,559.40
2-MECH/ELEC	75.00			
3-FRAME	55.00			
4-REFINISH	46.00	18.8		864.80
5-PAINT MATERIAL	26.00			
LABOR TOTAL				2,424.20
SUBLET REPAIRS				2.00
TOWING				154.00
STORAGE				

GROSS TOTAL

5,128.96

NONE

LESS: DEDUCTIBLE

NET TOTAL

5,128.96

4,941.00-

LESS: PREVIOUS NET TOTAL

187.96

NET SUPPLEMENT TOTAL (FINAL BILL)

ADP SHOPLINK UI014 S2 CD LOG 4204-3 DATE 03/17/05 04:46:06PM R6.35 CD 01/05
PXN: C/00/00/00/00/00 CUM 00/00/00/00/00 GEOCODE 64114

HOST LOG

(C) 1998 - 2004 ADP CLAIMS SOLUTIONS GROUP, INC.

3.6 HRS WERE ADDED TO THIS EST. BASED ON ADP TWO-STAGE REFINISH FORMULA.

THIS IS AN ADP "FAST START" ESTIMATE. PLEASE CALL YOUR LOCAL DEALER TO
CONFIRM PART NUMBERS AND PRICES.

"NOTICE - REPAIRS TO THIS VEHICLE MAY REQUIRE SPECIFIC
WELDING EQUIPMENT AS RECOMMENDED BY THE MANUFACTURER"
CAUTION FAILING TO PRESENT THIS ESTIMATE TO THE REPAIRER GARAGE BEFORE REPAIRS
MAY RESULT IN ADDITIONAL EXPENSE TO YOU.
THIS ESTIMATE MAY CONTAIN QUALITY REPLACEMENT PARTS NOT MADE BY THE ORIGINAL
EQUIPMENT MANUFACTURER. THIS IS NOT AN AUTHORIZATION TO REPAIR. ALL
SUPPLEMENTS REQUIRE PRIOR APPROVAL BY A STATE FARM CLAIM REPRESENTATIVE.

BROOME

General Motors Car and Truck Divisions CUSTOMER INCENTIVE ACKNOWLEDGMENT AND/OR ASSIGNMENT

CUSTOMER NAME: _____

VIN: _____

(or see attached list*)

CUSTOMER INCENTIVE(S)

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 on 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
_____	\$ <u>2000</u>	<u>CSK</u>
_____	\$ <u>2000</u>	<u>MAA</u>
_____	\$ _____	_____
_____	\$ _____	_____
_____	\$ _____	_____
Total Incentive Amount Received	\$ <u>4000</u>	_____

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 _____

OR

B. I elect to receive _____

CUSTOMER AND DEALER ACKNOWLEDGMENT

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

Purchaser/Lessee Signature: _____

Date: 12/14/04

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

Authorized Dealer Signature: [Signature]

Date: 12/14/04

Dealership Name: **BROOME CHEVROLET**

Dealer Code: **05449**

* List must include VIN, Delivery Date and Program Reference

Dealer Note: This document is required as supporting documentation for the payment of any consumer incentive and must be available in the Deal File.
Copy #1 - Dealer Copy Copy #2 - Customer Copy

VEHICLE INVOICE

BROOME

DEAL #

61900

Chevrolet-Oldsmobile
555 W. 103rd St.
Kansas City, MO 64114
816.941.0555

Chevrolet ~ Oldsmobile ~ Cadillac
broomecars.com

Oldsmobile-Cadillac
11911 E. 40 Highway
Independence, MO 64055
816.358.2500

SOLD TO:

DATE 12/14/2004

6889

SALESMAN JP OBERLECHNER

ADDRESS: KANSAS CITY KS

MAKE	MODEL	NEW OR USED	VIN	KEY NO.	ODOMETER READING	9
CHEVROLET	MALIBU	NEW	1G1ZS52F55F		PRICE OF VEHICLE	18469.00
2005					OPTIONAL EQUIP. & ACCESS.	N/A
					ADMINISTRATION FEE	N/A
STOCK#		TEMP TAG #				
50193		(913)281-2240 (913)780-1212				
OPTIONAL EQUIPMENT AND ACCESSORIES						
GROUP	DESCRIPTION				PRICE	
					LUXURY TAX	N/A
					SALES TAX	N/A
					LICENSE AND TITLE	11.50
					TOTAL CASH PRICE	18480.50
					FINANCING	2461.10
					INSURANCE	N/A
					SERVICE CONT.	N/A
					TOTAL TIME PRICE	20941.60
					SETTLEMENT:	4000.00
					DEPOSIT	N/A
					CASH ON DELIVERY	N/A
					TRADE-IN	N/A
					LESS LIEN	N/A
SALES MANAGER NAME: DONALD J GLENN						
TRADE STOCK#	YEAR	MAKE	DESCRIPTION	PAYOFF TO:		
					PAYMENTS	
					60¢	282.36
					APR:	6.25
					TOTAL	16941.60

P R O G R E S S C A R							S E T T L E M E N T S E C T I O N						
DESCRIPTION		ACCT	K	SALE	K	COST	DESCRIPTION		ACCT	K	AMOUNT		
CHEV		-	-	184960	:	1757650	CONTRACT IN TRANSIT		205	+	144790		
OLDS		-	-		:		DEPOSIT		220V	+			
CADILLAC		-	-		:		DEPOSIT		220V	-	250		
		-	-		:		LUX TAX		220L	-			
USED		-	-		:					-	13A		
RECON		-	-		:		REBATE CSR		261	+	750		
SERVICE CTR		-	-		:		REBATE MPA		261	-	2000		
GAP		-	-		:		REBATE Client		261	-	2000		
ETCH		-	-		:		WE OWE 7 Year Make		300J	-	8000		
CLAH		-	-		:					-			
		-	-		:					-			
		-	-		:		PACK		331P	-	1000		
		-	-		:		LIEN PAYOFF		300L	-			
		-	-		:		STOCK #		24	+			
		-	-		:		DESC						
		-	-		:		STOCK #		24	+			
		-	-		:		DESC						
		-	-		:								
		-	-		:								
		-	-		:		SALE #1 JP		321S	-	205.18		
		-	-		:		SALE #2		321S	-			

89207

☐ Kansas City, MO

☐ Independence, MO
PURCHASE AGREEMENT

Customer # N/A
Del. Date - Time

BROOME

Date 12/14/2004
Salesperson JP OBERLECHNER

CHEVROLET - OLDSMOBILE

broomecars.com

OLDSMOBILE CADILLAC

555 W. 103rd • Kansas City, MO 64114
(816) 941-0555

11911 E. 40 Hwy • Independence, MO 64055
(816) 358-2500

Purchaser [REDACTED]
Title [REDACTED]
Address [REDACTED] City KANSAS CITY State KS Zip [REDACTED]
Phone [REDACTED] Wk. Phone [REDACTED] County WYANDOTTE

I hereby agree to purchase from you under the terms and conditions specified, the following:

Stock # 50193 Yr. 2005 Make CHEVROLET Body MALIBU BASE SEDAN Miles 9 Cyl. 4
Model # 1ZS69 Model MALIBU Color DARK BLUE Trim NEUTRAL CL New ☒ Used ☐
Vin # 1G1ZS52F55F Ign. Key # G2434 T.D. Key # G2434

Dealer Installed Options:	Selling Price	18469.00
	Trade Allowance	N/A
	Trade Difference	18469.00
		XXX XX
	Sub Total	18469.00
	Balance Owed on Trade	N/A
		4000.00
	Cash Deposit	N/A
	Cash Due on Delivery	N/A
	Total Cash Due	4000.00
	Balance Due	14469.00
	Extended Service Contract	N/A
	Luxury Tax	N/A
	Total Due	14469.00

THIS ORDER IS TO BE FINANCED. DISCLOSURE OF THE FINANCING CHARGES WILL BE CONTAINED IN THE RETAIL ORDER CONTRACT. AGREEMENT BETWEEN THE CUSTOMER AND THE FINANCING INSTITUTION. THE SELLER/DEALER MAY BE REQUIRED TO PROVIDE A FINANCING INSTITUTION AND ACCEPTANCE OF RETAIL INSTALLMENT CONTRACT BY THE FINANCING INSTITUTION. THE VEHICLE MUST BE RETURNED TO SELLER.

CUSTOMER GUARANTEES THE TRADE TITLE NOT TO BE A SALVAGE TITLE

☒ CUSTOMER GUARANTEES FREE & CLEAR TITLE TO TRADE IN OR
☒ CUSTOMER GUARANTEES TO PAY DIFFERENCE IF PAYOFF IS GREATER THAN ESTIMATED.

TRANSIT DAMAGE

1. Purchaser acknowledges that there may have been certain transit and/or storage damage to the vehicle sold by the Seller herein, and Purchaser hereby releases the Seller from any and all claims arising out of such transit and/or storage damage.

2. NOTICE: IF YOU ARE BUYING A USED VEHICLE, SEE THE REVERSE SIDE UNDER "PROVISIONS APPLICABLE ON SALE OF A USED VEHICLE" BECAUSE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE DISCLAIMED AND CERTAIN STATEMENTS ARE MADE CONCERNING THE ODOMETER READING.

IMPORTANT NOTICE TO BUYERS

3. PARAGRAPHS 6 AND 7 ON THE REVERSE SIDE OF THIS ORDER RELATE TO WARRANTY INFORMATION ON USED CARS. (THE BUYER/S MUST READ AND SIGN THE APPLICABLE PARAGRAPH.)

AGE 18 - READ FRONT & BACK

4. I certify that I am 18 years of age, or older, and that I have read the printed matter on the front and back hereof, and agree to it as a part of this order the same as if it were printed above my signature.

SIGNATURE OF TRANSFEROR & PURCHASER

Driver's Lic. No.

State

PURCHASER'S CERTIFICATION

5. I hereby certify that this order includes all of the terms and conditions on both the face and reverse side hereof, that this order cancels and supersedes any prior agreement and as of the date hereof comprises the complete and exclusive statement of the terms of the agreement relating to the subject matters covered hereby, and that THIS ORDER SHALL NOT BECOME BINDING UNTIL ACCEPTED BY DEALER OR HIS AUTHORIZED REPRESENTATIVE, AND

6. I have reviewed this order and fully understand that my new unit will be equipped only with the optional equipment specifically listed on the face of this order plus all standard equipment as designated by the manufacturer at time of delivery, AND

KNOWN DEFECTS

7. All equipment (including tires) as appraised on my trade in will remain, and the only existing material defects known to me on the motor vehicle that is being traded in to the dealer are:

IF NONE, SO STATE

AND

THIS ORDER IS NOT VALID UNLESS SIGNED AND ACCEPTED BY DEALER

OK

DISCLOSURE STATEMENT

Principal	Loan Date	Maturity	Loan No	Call / Coll	Account	Officer	Initials
\$12,036.50	02-14-2005	02-27-2010	2101030387	7200		078	

References in the shaded area are for Lender's use only and do not limit the applicability of this document to any particular loan or item.
Any item above containing "****" has been omitted due to text length limitations.

Borrower:

SSN: [REDACTED]
SSN: [REDACTED]
KANSAS CITY, KS [REDACTED]

Lender:

Bank Midwest N.A.
Lenexa Facility
15040 W. 87th St.
Lenexa, KS 66215

ANNUAL PERCENTAGE RATE	FINANCE CHARGE	Amount Financed	Total of Payments
The cost of my credit as a yearly rate.	The dollar amount the credit will cost me.	The amount of credit provided to me or on my behalf.	The amount I will have paid after I have made all payments as scheduled.
4.317%	\$1,552.10	\$12,011.50	\$13,563.60

PAYMENT SCHEDULE. Borrower's payment schedule will be 60 monthly payments of \$226.06 each, beginning March 27, 2005.

PROPERTY INSURANCE. I may obtain property insurance from anyone I want that is acceptable to Lender.

SECURITY. I am giving a security interest in a 2005 CHEVROLET MALIBU. In addition, Lender has also reserved a contractual right of setoff in my deposit accounts.

LATE CHARGE. If a payment is 15 days or more late, Borrower will be charged 5.000% of the regularly scheduled payment or \$25.00, whichever is less.

PREPAYMENT. If I pay off early, I will not be entitled to a refund of the prepaid finance charges, and I will not have to pay a penalty.

I will look at my contract documents for any additional information about nonpayment, default, any required repayment in full before the scheduled date, and prepayment refunds.

I read and was given a completed copy of this Disclosure Statement on February 14, 2005, prior to signing the Note.

BORROWER:

X [REDACTED]

Amount Financed Itemization

Amount paid to others on Borrower's behalf:	\$14,360.87
\$14,360.87 to GMAC	
Other Charges Financed:	\$11.50
\$11.50 Title Registration Fees	
Total Financed Prepaid Finance Charges:	\$25.00
Amount Contributed by me:	(\$2,360.87)
Note Principal:	\$12,036.50
Prepaid Finance Charges:	\$25.00
Financed:	\$25.00
\$25.00 ORIGINATION FEE	
Amount Financed:	\$12,011.50

RETAIL INSTALMENT SALE CONTRACT

GMAC FLEXIBLE FINANCE PLAN

Dealer Number

Contract Number

Address (include county and zip code)

Creditor (Seller name and address)

KANSAS CITY MO 64114

BROOME CHEVROLET OLDSMOBILE INC.
555 W. 103RD STREET
KANSAS CITY MO 64114

You, the Buyer (and Co-Buyer, if any), may buy the vehicle described 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 us, the Creditor, the Amount Financed and Finance Charge according to the payment schedule shown below. We will figure the Finance Charge on a daily basis.

New or Used	Year	Make and Model	Vehicle Identification No.	Primary Use for Which Purchased
NEW	2004	CHEVROLET MALIBU	1G1LS6EFS55	<input checked="" type="checkbox"/> personal, family, or household <input type="checkbox"/> business

Your trade-in is a: Year Make Model

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 downpayment of \$ 4000.00 is \$ 14469.00
6.25 %	\$ 2461.10	\$ 14480.50	\$ 15941.60	

Your Payment Schedule Will Be:

Number of Payments	Amount of Payments	When Payments Are Due	Or as Follows
60	\$ 282.36	Monthly beginning 01/29/2004	

Late Charge. If a 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. The charge will not exceed \$25 if you bought the vehicle primarily for personal, family, or household use.

Prepayment. If you pay off all your debt early, you will not have to pay a penalty.

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, and security interest.

ITEMIZATION OF AMOUNT FINANCED

- Cash price (including any accessories, services, and taxes) \$ 18469.00(1)
- Total downpayment = (If negative enter "0" and see line 4H below)
Gross trade-in \$ N/A -payoff by seller \$ N/A
= net trade-in \$ N/A + cash \$ N/A
+ other (describe) REBATE \$ 4000.00
\$ 4000.00(2)
\$ 14469.00(3)
- Unpaid balance of cash price (1 minus 2)
- Other charges including amounts paid to others on your behalf (Seller may keep part of these amounts):
 - Cost of optional credit insurance paid to the insurance company or companies
Life \$ N/A
Disability \$ N/A
 - Other insurance paid to the insurance company \$ N/A
 - Official fees paid to government agencies \$ N/A
 - Government taxes not included in cash price \$ N/A
 - Government license and/or registration fees \$ 11.50
LIC=\$7.50 FIL=\$4.00
 - Government certificate of title fees \$ N/A
 - Other charges (Seller must identify who is paid and describe purpose)
to N/A for N/A \$ N/A
to N/A for N/A \$ N/A
to N/A for N/A \$ N/A
to N/A for N/A \$ N/A
to N/A for N/A \$ N/A
to N/A for N/A \$ N/A
to N/A for N/A \$ N/A
 - Net trade-in payoff to N/A \$ 11.50(4)
Total other charges and amounts paid to others on your behalf \$ 14480.50(5)
- Amount financed (3 + 4)

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 we must sign it. No oral changes are binding.

Signs X

Co-Buyer Signs X

If this contract is not valid, all other parts stay valid. We may delay or refrain from enforcing any of our rights under this contract without losing them. If we may extend the time for making some payments without extending the time for making others.

or other important agreements.

CONSUMER. 1. Do not sign this agreement before you read it. 2. You are entitled to a copy of this agreement. 3. You may prepay the unpaid balance at any time without penalty. Percentage Rate may be negotiable with the Seller. The Seller may assign this contract and retain its right to the finance charge.

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 have a completely filled-in copy when you signed it.

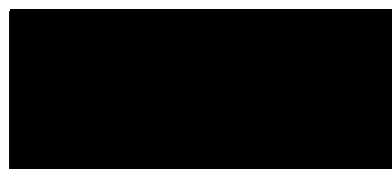
Other Owners - A co-buyer is a person who is responsible for paying the entire debt. An other owner is a person whose name is on the title to the vehicle but does not have to pay the debt. The other owner agrees to the security interest in the vehicle given to us in this contract.

By X Date 12/14/2004 Address Title

CONSUMER MO 2101030387

BANK MIDWEST N.A.

5/8/2006 9:39:13 AM

Note 2101030387 - MARIO PONJAVIC

LENEXA KS

Rel	Birthdate	Phone	Tax Identification
	Jul 18, 1978	[H] (913) 281-2240 [B] (913) 780-1212	
	Dec 06, 1979	[H] (913) 281-2240 [B] (913) 780-1212	

Tax Name: [1] MARIO PONJAVIC

Account Classification

Portfolio:	781620	Responsibility Code:	[78] MARLA JOHNSON
Product:	[30440] CONSUMER MO	Purpose Code:	[331] CONSUMER - NON-REVOLVING
Accounting Branch:	[21]	Collateral:	2005 CHEVROLET MALIBU

Summary

Principal Balance:	\$9,144.39	Interest Method:[1]	365/365 Payments P&I
Interest Balance:	\$14.25	Current Payment Due Date:	May 27, 2006
Net Payoff:	\$9,158.64	Current Payment Due Amount:	\$226.06
Current Late Charge Balance:	\$0.00	Date Last Payment:	Apr 26, 2006
Payments Scheduled:	60	Amount Last Payment:	\$250.00
Payments Billed:	14	Current Days Past Due:	
Payments Made:	14	Total Amount Past Due:	\$0.00
Payments Extended:		Payment Frequency:	Monthly
Times Renewed:	0	Regular Payment Amount:	\$226.06
Times Past Due 0-29 Days:		Current Rate Over:	4.7400%
Times Past Due 30-59 Days:		One Day's Interest:	\$1.1875
Times Past Due 60-89 Days:		Current Yield:	4.7400%
Times Past Due 90+ Days:		Original Note Amount:	\$12,036.50
		Original Note Date:	Feb 14, 2005
		Maturity Date:	Feb 27, 2010
		Months To Maturity:	45.7
		Date Accrued Through:	May 07, 2006
		Date Last Transaction Activity:	Apr 26, 2006
		Date Principal Paid To:	Apr 27, 2006
		Date Interest Paid To:	Apr 26, 2006
		Date Last Change:	May 06, 2005
		Date Last Updated:	May 05, 2006

Collateral Addenda 1

Description:	2005 CHEVROLET MALIBU	Collateral Code:	[7200] Vehicles
Address:	(0) 11921 W 92ND TER LENEXA KS 66215-3823	Responsibility Code:	[78] MARLA JOHNSON
Collateral Status:	1G1ZS52F55F165782	Miscellaneous Code:	[0]
		Security Agreement Date:	Feb 14, 2005

KANSAS DEPARTMENT OF REVENUE

DIVISION OF TAXATION

TOPEKA, KANSAS 66625

To: Director of Taxation

The undersigned certifies that on the date indicated below purchase was made of the following described motor vehicle and that the Kansas state and local retail sales tax has not been paid on said vehicle. Said tax is hereby reported.

County Name: WYANDOTTE

County Treasurer: CHARLES A HENRY

Vehicle Year: 2005 Make: CHEV I.D. No. 1G1ZS52F55F Body Style: 4D

Purchased From: BROOME

Address:

City: KC

State: MO Zip: 64111-

Tax Type: COMPENSATING USE

Purchase Date: 12/14/2004

Registration Date: 12/17/2004

Gross Purchase Price	\$18,469.00
Less Trade-In	\$.00
Cash Difference	\$18,469.00
Add Transportation Cost	\$.00
Net Purchase Price	\$18,469.00
State Sales Tax Amount	\$978.85
State Tax Already Paid	\$.00
State Sales Tax Due	\$978.85
County Sales Tax Amount	\$184.69
County Tax Already Paid	\$.00
County Sales Tax Due	\$184.69
City Sales Tax Amount	\$230.86
City Tax Already Paid	\$.00
City Sales Tax Due	\$230.86
Total Sales Tax Due	\$1,394.40
County Collection Fee	\$.50
Total Amount Due	\$1,394.90

Purchasers'

Signature

Purchaser:

Address:

City: KANSAS CITY State: KS Zip:

Transaction No. 105100200412170237 Prepared By: KML

Receipt No. 1051TX200412170066

1-913-324-1151

05/03/2006
08:21:48

HISTORY LISTING

PAGE 1

CUSTOMER NAME : [REDACTED]

SERIAL NO. : 1G1ES55F55F [REDACTED]

R.O NO. : 799689

R.O DATE : 04/25/2006
MILEAGE : 31195R.O TYPE : S
ADVISOR NO. : 7800

JOB NUMBER : 1 OPERATION 160V202 OP. DESC. TURN SIGNAL INOP
 SALE TYPE : W TECHNICIAN NO(S) : 6910
 COMPLAINT : CUSTOMER STATES THAT THE DRIVERS SIDE TURN SIGNAL FLASHES FAST
 CAUSE : FOUND LEFT FRONT BULB SHORTED.
 CORRECTION : REPLACED BULB.

WARRANTY : CLAIM NO. [REDACTED] OPERATION NO. [REDACTED] CLAIM NO. [REDACTED] OPERATION NO. [REDACTED]
 N0681

COMMENTS : WAITER

R.O NO. : 796703

R.O DATE : 03/30/2006
MILEAGE : 29727R.O TYPE : S
ADVISOR NO. : 7800

JOB NUMBER : 1 OPERATION 030VZ OP. DESC. FRONT SUSPENSION
 SALE TYPE : W TECHNICIAN NO(S) : 7328
 COMPLAINT : THERE IS A KNOCKING NOISE FROM THE RIGHT FRONT SUSPENSION AREA WHEN DRIVING AND OVER BUMPS. NO VERIFIED ON TEST DRIVE.
 CAUSE : FOUND VARIOUS NOISES IN THE FRONT OF THE VEHICLE. THE FIRST NOISE WAS THE INSTRUMENT PAD FRAME THAT WAS RUBBING ON THE HVAC CASE NEAR THE RADIO AND WAS CAUSING A RATTLE. INSTALLED FOAM CUSHION TO ELIMINATE THE NOISE. THE SECOND NOISE WAS THE FRONT STABILIZER BAR LINKS VERY LOOSE AND WOULD CAUSE A KNOCKING NOISE WHEN DRIVING OVER BUMPS. REPLACED THE LOOSE STABILIZER BAR LINKS. THE THIRD NOISE WAS COMING FROM THE LE LOWER BALL JOINT WHEN TURNING WHEEL WHILE VEHICLE IS MOVING AT SLOW SPEEDS OR AT AN IDLE. THERE ARE NO AVAILABLE PARTS AT THIS TIME FROM GM, BUT AN DELAINE PART SOON TO BE RELEASED HAS PUT ON ORDER. THE FOURTH NOISE WAS THE STEERING INTERMEDIATE SHAFT RATTLING VERY BADLY. COMPARED WITH OTHER VEHICLES WITH SIMILAR ISSUE BUT THE NOISE IS 10 TIMES LOUDER BUT PARTS WERE NOT AVAILABLE. CALLED TAC AND WAS TOLD TO CALL PCM TO SEE IF THEY WOULD ALLOW A PART FOR THIS CASE. PARTS WILL NOTIFY US IF HE CAN GET A NEW INTERMEDIATE SHAFT. THE PART REQUEST FOR THE INTERMEDIATE SHAFT HAS BEEN DENIED. WE WILL HAVE TO WAIT FOR THE FIX OR EITHER THE STEERING SEAL OR THE INTERMEDIATE SHAFT TO BE RELEASED BY GM. THE LOWER CONTROL ARM ASSEMBLY HAS BEEN INSTALLED AND ALIGNED TO SPEC. THE BALL JOINT NOISE IS NO LONGER PRESENT.

WARRANTY : CLAIM NO. [REDACTED] OPERATION NO. [REDACTED] CLAIM NO. [REDACTED] OPERATION NO. [REDACTED]
 E2147 E3531

JOB NUMBER : 2 OPERATION 30CVZ OP. DESC. RENTAL CAR
 SALE TYPE : W TECHNICIAN NO(S) : 7328
 COMPLAINT : 1G1AK52F857617120

Still Have
this noise

This is may
problem
and GM is
not doing
anything to help me.

waiting one year
that is not
soon

CHV0647989

05/03/2006
08:21:43

HISTORY LISTING

3010
PAGE 2

RENTAL ISSUED
CAUSE : COMPLETED
CORRECTION : COMPLETED

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
 [REDACTED] Z7901

JOB NUMBER : 3 OPERATION 00CVZ100 OP. DESC. GM INSPECTION FORM
SALE TYPE : C TECHNICIAN NO(S) : 7328
COMPLAINT : COMPLETE COMPLIMENTARY GM VEHICLE INSPECTION REPORT
 FREE OF CHARGE
CAUSE : COMPLETED
CORRECTION : COMPLETED

JOB NUMBER : 4 OPERATION 15CVZ02 OP. DESC. TURN SIGNAL INOP
SALE TYPE : W TECHNICIAN NO(S) : 7326
COMPLAINT : THE TURN SIGNALS ARE FLASHING FAST MOST OF THE TIME WHEN
 IT WILL FLASH NORMAL
CORRECTION : COULD NOT DUPLICATE THE CONCERN AT THIS TIME. ALL OF THE
 BULBS WERE PHYSICALLY CHECKED BUT NO PROBLEMS SEEN AT THIS
 TIME.

JOB NUMBER : 5 OPERATION 20CVZ04 OP. DESC. DASH
SALE TYPE : W TECHNICIAN NO(S) : 7329
COMPLAINT : THERE IS A RATTLE FROM DASH AREA BY WINDSHIELD AREA THIS
 HAPPENS WHEN OVER SMALL BUMPS

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
 [REDACTED] C2540

R.O. NO. : 786784 R.O. DATE : 01/03/2005 R.O. TYPE : 5
MILEAGE : 23860 ADVISOR NO. : 7780

JOB NUMBER : 1 OPERATION 20CVZ08 OP. DESC. SUNVISOR
SALE TYPE : C TECHNICIAN NO(S) : 6310
COMPLAINT : CUSTOMER STATES THAT THE MIRROR COVER HAVE FALLEN OFF OF
 THE SUNVISORS, RH MIRROR TAN NOT LIGHT LH MIRROR NOT LIGHTED
 ORDER PARTS
CAUSE : DEFECTIVE VISOR COVERS, ORDERED PARTS
CORRECTION : WILL SCHEDULE CUSTOMER IN WHEN THE PARTS ARRIVE

R.O. NO. : 779082 R.O. DATE : 10/31/2005 R.O. TYPE : 8
MILEAGE : 20855 ADVISOR NO. : 7780

JOB NUMBER : 1 OPERATION 04CVZ01 OP. DESC. STEERING NOISEY
SALE TYPE : W TECHNICIAN NO(S) : 7328
COMPLAINT : CUSTOMER STATES WHILE DRIVING AND TURNING TO THE

05/03/2005
08:21:48

HISTORY LISTING

3010
PAGE 3

LEFT OF THE RIGHT THERE IS A CLICKING NOISE FROM INSIDE THE CAR, SEE FRANCIS WITH ANY QUESTIONS

CAUSE : TEST DROVE VEHICLE WITH SHOP FOREMAN DRIVING TO LISTEN FOR NOISE. SOUND LIKE COMING FROM BEHIND INSTRUMENT CLUSTER. REMOVE INSTRUMENT CLUSTER AND TEST DROVE AND NOISE COMING FROM LEFT OF DASH AREA FEELS LIKE DASH SUPPORT LOOSE. REMOVE INSTRUMENT PANEL PAD ASSEMBLY AND FOUND BOLTS LOOSE IN DASH FRAME.

CORRECTION : RER DASH PAD ASSEMBLY AND INSTRUMENT CLUSTER TO FIND NOISE REPAIR DASH FRAME ASSEMBLY AND TIGHTEN BOLTS. REINSTALL ALL PREVIOUSLY REMOVED PARTS.

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
[REDACTED] C2540

JOB NUMBER : 2 OPERATION 04CVZ OP. DESC. STEERING / RACK
SALE TYPE : W TECHNICIAN NO(S). 6909
COMPLAINT : CUSTOMER STATES WHILE DRIVING AND TURNING OR HITTING BUMPS THERE IS A KNOCK FROM THE FRONT OF THE VEHICLE, SEE FRANCIS WITH ANY QUESTIONS

CAUSE : HOOKED UP CHASSIS EARS TO FRONT END TO LISTEN FOR KNOCK MOVED AROUND TO DIFFERENT AREAS FOUND THAT KNOCK IS COMING FROM STEERING GEAR.

CORRECTION : REPLACE STEERING GEAR AND ALIGN FRONT END SET TOE AND RECALIBRATE POWER STEERING WITH TECH 2.

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
[REDACTED] E9740

JOB NUMBER : 5 OPERATION 27CVH02 OP. DESC. DIFFERENTIAL NOISEY
SALE TYPE : C TECHNICIAN NO(S). 6909
COMPLAINT : CUSTOMER STATE WHILE DRIVING AT SLOWER SPEEDS OR HWY SPEEDS THERE IS A HOWLING SOUND, NOT SURE IF IT IS FROM THE FRONT OR THE REAR
SEE FRANCIS

CAUSE : NEEDS TIRES ROTATED AND BALANCED.

CORRECTION : NEEDS ROTATE AND BALANCE.

JOB NUMBER : 4 OPERATION 20CV7 OP. DESC. INTERIOR BODY
SALE TYPE : C TECHNICIAN NO(S). 6909
COMPLAINT : CUSTOMER STATES THAT THE LH SUNVISOR MIRROR COVER FELL OFF CK AND ADVISE

CAUSE : BULLETIN 05-03-110-005B HAS PARTS AND REPAIR INFORMATION.

CORRECTION : HAD TO ORDER PART FOR SUNVISOR.

JOB NUMBER : 5 OPERATION 00CVH00 OP. DESC. GM INSPECTION FORM
SALE TYPE : C TECHNICIAN NO(S). 6909
COMPLAINT : COMPLETE COMPLIMENTARY GM VEHICLE INSPECTION REPORT FREE OF CHARGE

CAUSE : COMPLETED

CORRECTION : COMPLETED
REC FUEL SYSTEM SERVICE 129.95, REC ROTATE AND BALANCE



GMC

HUMMER®

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

May 10, 2006

B.J. Latas
Broome Chevrolet
555 W 103rd St
Kansas City MO 64114

Re:

Siebel Request: 1-407760605
2005 Chevrolet Malibu
VIN # 1G1ZS52F55F

Dear Mr. Latas:

This is a letter of notification regarding a {Better Business Bureau case/State 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. The specific documents needed are:

- All sales, purchase and finance agreements, including a conversion invoice (if applicable)
- The incentives acknowledgement form
- The Actual Cash Value statement of any trade
- All service and body shop repair orders including all internal, customer pay, 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,

Veronica Lopez
BRC Customer Relationship Manager
Ph# 800-231-1841, prompt 9, prompt 5, extension 21163
FAX# 866-480-3635