

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

December 3, 2010

[REDACTED]
Enterprise, AL [REDACTED]

Service Request: 71-465280848
Customer Relationship Specialist: Jason Jackson

Dear [REDACTED]

We sincerely regret that you experienced a concern with your 2005 Chevrolet Malibu, which resulted in an unexpected repair expense to you.

We value you as a Chevrolet owner and your satisfaction with our products is a high priority. As we discussed over the phone, we believe you are entitled to a reimbursement. We have enclosed a check in the amount of \$368.72. We hope this goodwill adjustment will offset, to some degree, the inconvenience that this repair may have caused you.

We look forward to keeping you in our Chevrolet family. If you have any future questions, please feel free to contact our Chevrolet Customer Assistance Center at 1-800-222-1020 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your service request number above and any of our Customer Relationship Specialists will be happy to assist you.

Sincerely,

Chevrolet Customer Assistance Center

For more information regarding the maintenance and care of your vehicle, please visit www.mygmilink.com. This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.

North American Operations.

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

GM

CHECK No. [REDACTED]

50-937
213DATE
04/02/07

*****6,500 DOLLARS

****00 CENTS

AMOUNT

*****6,500.00

PAY
TO THE
ORDER
OF

BEAUMONT TX [REDACTED]

North American Operations
General Motors Corporation
Disbursement AccountSIGNATURE
The Chase Manhattan Bank, N.A.
Syracuse, New York

AUDIT

North American Operations

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

DETACH BEFORE DEPOSITING CHECK

CHECK NO. [REDACTED]

PAYMENT
DATE

04/02/07

VENDOR
DUNS NO. BB 000000084

1

VENDOR NAME [REDACTED]

REGISTER NO.
DESCRIPTION

INVOICE DATE

DOC. REFERENCE NUMBER

% DISC.

INVOICE AMOUNT

DISC. AMOUNT

NET AMOUNT

1G1ZT54835F

03/30/07
71-458984VM 1-89552B
1-89552B

00.0000

6,500.00

.00

6,500.00

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

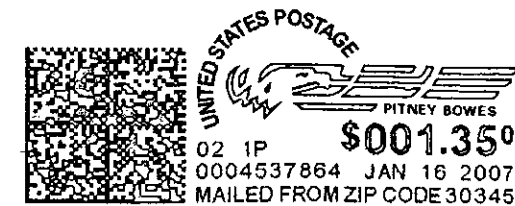
W3

TOTAL

6,500.00

.00

6,500.00



Alex Simanovsky & Associates, LLC
2300 Henderson Mill Rd. Suite 300
Atlanta, GA 30345

JAN 23 2007

General Motors Corporation
c/o MSX Int'l , ATTN: BRC LEGAL
1919 Concept Drive
Warren, MI 48091

ALEX SIMANOVSKY & ASSOCIATES, LLC

CONSUMER PROTECTION ATTORNEYS

DAVE LILLEY, ESQ., OF COUNSEL
LICENSED IN TEXAS

1912 LOOP 11
WICHITA FALLS, TX 76306
(940) 761-5900 FACSIMILE: (940) 855-4900

January 16, 2007

General Motors Corporation
c/o MSX Int'l, ATTN: BRC LEGAL
1919 Concept Drive
Warren, MI 48091

RE: [REDACTED] v. General Motors Corporation

NOTICE OF CONSUMER WARRANTY LAW VIOLATION

Our Client: [REDACTED]
Vehicle: 2005 Chevrolet Malibu
VIN: 1G1ZT54835F [REDACTED]
Date of purchase: 08/27/2004
Our File No.: TX07-10105

To Whom It May Concern:

Please be advised that this office represents the above-named individual regarding claims pursuant to the federal Magnuson-Moss Warranty Act and the Uniform Commercial Code ("U.C.C.") with regard to the above-listed vehicle. Please direct all future contacts and correspondence to the office listed above.

There were numerous non-conformities with my client's automobile for which relief is sought, and numerous attempts to repair the vehicle have been unsuccessful. There were also numerous violations of both federal and state law in connection with the delivery and/or repair of the aforementioned vehicle. The primary non-conformities and violations include, but are not limited to:

1. Engine;
2. Engine Hesitation;
3. Rough Idle;
4. Driveability;
5. Ignition;
6. Electrical;
7. Steering;

8. Exterior/Interior Trim;

9. A/C System;

10. Vehicle Noise.

The non-conformities listed above constitute a substantial impairment of the use, value and safety of the subject vehicle. Because of the inordinate amount of repairs my client has justifiably lost confidence in the vehicle.

My client's repair history clearly shows there was a breach of the written warranty and/or implied warranties of merchantability and fitness for a particular purpose, *see* U.C.C. §§ 2-314 and 2-315, based upon the generally accepted rule that an unsuccessful effort to remedy defects found to exist renders the warrantor liable; the buyer is not bound to allow him the opportunity or permit him to tinker with the article indefinitely in the hope that it may ultimately be made to comply with the warranty.

Therefore, you are hereby notified that my client is revoking acceptance of the vehicle, pursuant to the provisions of U.C.C. § 2-608. Our client has directed us to demand the return of all funds paid towards this vehicle, the cancellation of the contracts, and compensation for all damages and attorneys' fees.

Please be advised that under U.C.C. § 2-711(3) my client has a security interest in the car for return of the total purchase price, plus expenses in handling and inspecting the car. Until you pay this amount, my client will hold the car and use it to the extent necessary to preserve it, to protect its security interest, and to minimize your damages. Moreover, my client demands return of the purchase price before substitute goods can be acquired. In addition, any attempt by you or your agents to repossess the car will be wrongful and will subject you to liability for conversion and for wrongful repossession under U.C.C. §§ 9-503 and 9-507 as well as other applicable Consumer Fraud remedies.

If the seller [or, if applicable the assignee, or any creditor subject to the FTC Holder Rule] has filed a financing statement covering the goods, we demand, pursuant to U.C.C. § 9-404, that you file a termination statement within ten days to terminate your security interest and forward a copy to this office. Since my client has revoked acceptance, there is no outstanding secured obligation. If you do not file a termination statement within ten days and cooperate in removing the lien, you will be liable under U.C.C. § 9-404(1) in the amount of \$100.00 plus any loss caused my client by your failure.

HAVING BEEN FORMALLY NOTIFIED OF OUR REPRESENTATION, YOU ARE INSTRUCTED NOT TO CONTACT OUR CLIENT UNDER ANY CIRCUMSTANCES. DIRECT ALL INQUIRIES TO THIS OFFICE. IF YOU FAIL TO ACT IN CONFORMITY WITH THIS DIRECTIVE, INJUNCTIVE RELIEF WILL BE SOUGHT AGAINST YOU. IN ADDITION, YOU ARE HEREBY NOTIFIED OF OUR ATTORNEYS' LIEN.

To avoid any further litigation, my client merely requests a refund for the defective product and will waive any incidental and consequential damages at this point. Our attorneys' fees are minimal at this stage and we would prefer to resolve this matter without the need for any more needless effort and expense spent on our part and on the

part of your attorneys. Time, money and effort would be saved by both sides with a quick resolution of this claim.

Accordingly, if you wish to resolve this matter amicably, please feel free to contact my office within fourteen (14) days. If the matter has not been resolved within that time, a complaint will be filed.

Sincerely,

A handwritten signature in cursive script that reads "Dave Lilley".

Dave Lilley, Esq.
Attorney at Law

CC:





Classic

CHEVROLET

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(409) 892-5050 (409) 735-6146 Mid County

Goodwrench
Service

COPY

| | | | | | | | | | | |
|--------------|-------|---------------------|----------------------------|---------|---------|--------------------|--------------|-----------------|-------------|------------|
| CUSTOMER NO. | 71656 | ADVISOR | RONALD ROBINSON | 1633 | TAG NO. | | INVOICE DATE | 06/29/06 | INVOICE NO. | CVCS346816 |
| | | LICENSE NO. | | MILEAGE | 41,071 | COLOR | BROWN/ | STOCK NO. | | |
| BEAUMONT, TX | | YEAR / MAKE / MODEL | 05/CHEVROLET/MALIBU/LS SDN | | | DELIVERY DATE | 08/27/04 | DELIVERY MILES | | |
| | | VEHICLE ID NO. | 1 G 1 Z 7 5 4 8 3 5 F | | | SELLING DEALER NO. | | PRODUCTION DATE | | |
| | | P.O. NO. | | | | R.O. DATE | 06/28/06 | | | |

LABOR & PARTS

J# 1 25CVZ

*STEERING
CUSTOMER STATES GETTING KNOCKING NOISE WHEN TURNING
SOP IN:
LEFT FRONT UPPER STRUT BEARING & MOUNT WEAK
REPLACED LEFT FRONT STRUT MOUNT & BEARING
ALIGNED FRONT END

| PARTS | QTY | FP NUMBER | DESCRIPTION | UNIT PRICE |
|---------|-----|-----------|---------------|------------|
| JOB # 1 | 1 | 22716376 | MOUNT 7.395 | |
| JOB # 1 | 1 | 22716379 | SEAT 7.420 | |
| JOB # 1 | 1 | 22712116 | BEARING 7.389 | |

JOB # 1 TOTAL PARTS

WARRANTY
WARRANTY
WARRANTY

JOB # 1 TOTAL LABOR & PARTS

0.00

0.00

J# 2-01CVZ

*LUBE OIL FILTER
PLEASE CHECK ALL FLUID LEVELS AND TIRE PRESSURES. ALSO
ADVISE OF ANY NEEDED SERVICES.
CHANGE OIL AND FILTER, GREASE CHASSIS AND PERFORM CHECK
OF ALL FLUID LEVELS AND TIRE PRESSURES.

| PARTS | QTY | FP NUMBER | DESCRIPTION | UNIT PRICE |
|---------|-----|-----------|----------------|------------|
| JOB # 2 | 1 | 25010792 | OIL FLTR 1.836 | |

JOB # 2 TOTAL PARTS

WARRANTY
WARRANTY

JOB # 2 TOTAL LABOR & PARTS

0.00

0.00

G.O.G. & SUPPLIES

| JOB # | QTY | DESCRIPTION | UNIT PRICE |
|---------|-----|--------------|------------|
| JOB # 2 | 5.0 | LUBE SPECIAL | 0.00 |

TOTAL - GOG

WARRANTY
WARRANTY

0.00

COMMENTS

NOTE: GOODWILL REPAIR FOR CUSTOMER SATISFACTION

TOTALS

[] CASH [] CHK # [] CC [] AMX [] DIS [] A/R CHG
PARTS DESIGNATED WITH AN ASTERIK (*) INDICATE LIMITED
LIFETIME SERVICE GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS.

| | |
|------------------|------|
| 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

CUSTOMER SIGNATURE

Warranty disclaimer as is. The only warranties applying to this part(s) are those which may be offered by the manufacturer. The selling dealer, Classic Chevrolet, hereby expressly disclaims all warranties, either express or implied, including warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any person to assume for it any liability in connection with the sale of this part(s) and/or services. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profit, or income, or any other incidental damages.

**LABOR GUARANTEE 90 DAYS
OR 4000 MILES WHICHEVER
COMES FIRST.**

NOTICE PURSUANT TO § 70.001, Texas Property Code

I AM THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON, WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR AGREEMENT. I UNDERSTAND THAT THE VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH § 9.503, Texas Business and Commerce Code, IF PAYMENT FOR THE REPAIR OF THE MOTOR VEHICLE BY A CHECK, MONEY ORDER, OR A CREDIT CARD TRANSACTION IS STOPPED, DISHONORED BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS, OR BECAUSE THE MAKER OR DRAWER HAS NO ACCOUNT OR THE ACCOUNT UPON WHICH IT IS DRAWN OR THE CREDIT CARD ACCOUNT HAS BEEN CLOSED.

SIGNATURE OF PERSON RESPONSIBLE
OR AGENT FOR PERSON RESPONSIBLE

X

I hereby acknowledge, with my signature, my complete understanding of the repair work performed by Classic Chevrolet. All bills due and payable in Beaumont, Jefferson County, Texas

X



3855 Eastex Freeway • Beaumont, Texas 77706 • www.classicchevroletbmt.com
(409) 892-5050 (409) 735-6146 Mid County

RECORDED

| | | | | |
|------------------------------|--|----------------------------------|---------------------------------|----------------------------------|
| CUSTOMER NO. 71656 | ADVISOR JAMES WEST | TAB 1636 | INVOICE DATE 10/11/06 | INVOICE NO. CVCS352191 |
| BEAUMONT, TX | LICENSE NO. | MILEAGE 47,606 | COLOR BROWN | STOCK NO. |
| | YEAR / MAKE / MODEL 05/CHEVROLET/MALIBU/LS SDN | DELIVERY DATE 08/27/04 | DELIVERY MILES | |
| | VEHICLE I.D. NO. 1G1ZT54835F | SELLING DEALER NO. | PRODUCTION DATE | |
| | R.C. NO. | R.D. DATE 10/05/06 | | |
| COMMENTS | | | | |

LABOR & PARTS
J# 1 01CVZ *LUBE OIL FILTER TECH(S):1406 10.00
PLEASE CHECK ALL FLUID LEVELS AND TIRE PRESSURES. ALSO
ADVISE OF ANY NEEDED SERVICES.
OIL & Filter Change W/ Lube 3.5L 04/06

| PARTS | QTY | FP NUMBER | DESCRIPTION | UNIT PRICE |
|-----------------------------|-----|-----------|--------------|------------|
| JOB # 1 | 1 | 25010792 | FILTER 1.836 | 5.20 |
| JOB # 1 TOTAL PARTS | | | | 5.20 |
| JOB # 1 TOTAL LABOR & PARTS | | | | 15.20 |

J# 2 25CVZ *STEERING TECH(S):1540 WARRANTY
C/S THERE IS A KNOCKING NOISE WHEN TURNING.
TEST DROVE, TRACED TO STEERING GEAR
REPLACED STEERING GEAR & RESET TOE
NOTE: GOODWILL GESTURE FOR CUSTOMER SATISFACTION

| PARTS | QTY | FP NUMBER | DESCRIPTION | UNIT PRICE |
|-----------------------------|-----|-----------|-------------|------------|
| JOB # 2 | 1 | 15858368 | GEAR 6.508 | 0.00 |
| JOB # 2 TOTAL PARTS | | | | 0.00 |
| JOB # 2 TOTAL LABOR & PARTS | | | | 0.00 |

J# 3 34CVZ *DRIVEABILITY TECH(S):1558 WARRANTY
C/S VEH DOES NOT START THE FIRST TIME SOMETIMES.
PERFORMED DIAGNOSIS--PCM FAILURE
REPLACED PCM

| PARTS | QTY | FP NUMBER | DESCRIPTION | UNIT PRICE |
|-----------------------------|-----|-----------|-------------|------------|
| JOB # 3 | 1 | 12591279 | PCM 3.670 | 0.00 |
| JOB # 3 TOTAL PARTS | | | | 0.00 |
| JOB # 3 TOTAL LABOR & PARTS | | | | 0.00 |

| SUBLET | PO# | VEND INV# | INV DATE | DESCRIPTION | WARRANTY |
|----------------|-------|-----------|----------|-------------|----------|
| JOB # 2 | 48216 | | 10/11/06 | RENTAL | 0.00 |
| TOTAL - SUBLET | | | | | 0.00 |

| G.O.G. & SUPPLIES | QTY | UNIT PRICE | TOTAL |
|-------------------|------------------|-------------|-------|
| JOB # 1 | 4.0 LUBE SPECIAL | 1.950 /UNIT | 7.80 |
| TOTAL - GOG | | | 7.80 |

| MISC | CODE | DESCRIPTION | CONTROL NO. |
|--------------|------|--------------------------|-------------|
| JOB # A | SS | ENVIR FEES/SHOP SUPPLIES | 1.22 |
| JOB # 1 | SA | SERVICE ADVERTISING | -1.52 |
| JOB # 1 | PA | PARTS ADVERTISING | -1.53 |
| TOTAL - MISC | | | -1.83 |

Warranty disclaimer as is. The only warranties applying to this part(s) are those which may be offered by the manufacturer. The selling dealer, Classic Chevrolet, hereby expressly disclaims all warranties, either express or implied, including warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any person to assume for it any liability in connection with the sale of this part(s) and/or services. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profit, or income, or any other incidental damages.

LABOR GUARANTEE 90 DAYS OR 4000 MILES WHICHEVER COMES FIRST.

NOTICE PURSUANT TO § 70.001, Texas Property Code

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SIGNATURE OF PERSON RESPONSIBLE OR AGENT FOR PERSON RESPONSIBLE

X _____

I hereby acknowledge, with my signature, my complete understanding of the repair work performed by Classic Chevrolet. All bills due and payable to Beaumont, Jefferson County, Texas

X _____

DEC-19-2006 12:13

SCRIPT CARE

P. 03/21



Classic

CHEVROLET

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ECOPY

| | | | | |
|------------------------------|--|--------------------------|----------------------------------|---------------------------------|
| CUSTOMER NO. 71656 | ADVISOR JAMES WEST | TAG 1636 | INVOICE DATE 10/11/06 | INVOICE NO. CVCS35219 |
| BEAUMONT, TX | LICENSE NO. | MILEAGE 47,606 | COLOR BROWN | STOCK NO. |
| | YEAR / MAKE / MODEL 05 / CHEVROLET / MALIBU / LS SDN | | DELIVERY DATE 08/27/04 | DELIVERY MILES |
| | VEHICLE ID. NO. 1G1ZT54835F | | SELLING DEALER NO. | PRODUCTION DATE |
| | R.O. NO. | | R.O. DATE 10/05/06 | |
| COMMENTS | | | | |

TOTALS

[] CASH [] CHK # [] [] CC [] AMK [] DIS [] A/R CHG
 PARTS DESIGNATED WITH AN ASTERIK (*) INDICATE LIMITED
 LIFETIME SERVICE GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS.

TOTAL LABOR.... 10.00
 TOTAL PARTS.... 5.20
 TOTAL SUBLET.... 0.00
 TOTAL G.O.G.... 7.80
 TOTAL MISC CHG. 1.22
 TOTAL MISC DISC -3.05
 TOTAL TAX..... 1.17

TOTAL INVOICE \$ 22.34

CUSTOMER SIGNATURE

[Signature]

Warranty disclaimer as is. The only warranties applying to this part(s) are those which may be offered by the manufacturer. The selling dealer, Classic Chevrolet, hereby expressly disclaims all warranties, either express or implied, including warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any person to assume for it any liability in connection with the sale of this part(s) and/or services. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profit, or income, or any other incidental damages.

**LABOR GUARANTEE 90 DAYS
 OR 4000 MILES WHICHEVER
 COMES FIRST.**

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SIGNATURE OF PERSON RESPONSIBLE
 OR AGENT FOR PERSON RESPONSIBLE

X _____

I hereby acknowledge, with my signature, my complete understanding of the repair work performed by Classic Chevrolet.

All bills due and payable in
 Beaumont, Jefferson County, Texas

X _____

AID
Check # 1226

E2 OF 2

CUSTOMER COPY

[END OF INVOICE] 03:37pm



Classic

CHEVROLET

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ECOPY

| | | | | |
|--|------------------------------------|------------------------------|---------------------------------|----------------------------------|
| CUSTOMER NO. 71656 | ADVISOR BRIAN L KINDWALL | TAG 1627 | INVOICE DATE 04/18/06 | INVOICE NO. CVCS342856 |
| | LICENSE NO. | MILEAGE 35,588 | COLOR BROWN/ | STOCK NO. |
| YEAR / MAKE / MODEL 05/CHEVROLET/MALIBU/LS SDN | DELIVERY DATE 08/27/04 | | DELIVERY MILES | |
| VEHICLE ID NO. 1 G 1 Z T 5 4 8 3 5 F | SELLING DEALER NO. | | PRODUCTION DATE | |
| | P.O. NO. | R.O. DATE 04/18/06 | | |

| | |
|--------------|----------|
| BEAUMONT, TX | COMMENTS |
|--------------|----------|

| LABOR & PARTS | TECH(S) | WARRANTY |
|--|--------------|-------------|
| J# 1 35CVZ *ELECTRICAL CUSTOMER STATES CD PLAYER IS STILL GETTING STUCK AND WON'T PLAY AT TIMES INSPECTED & INSTALLED SEVERAL DIFFERENT CD'S--SYSTEM WORKING PROPERLY AT THIS TIME. UNABLE TO DUPLICATE. | TECH(S):1506 | WARRANTY |
| JOB # 1 TOTAL LABOR & PARTS | | 0.00 |
| J# 2 35CVZ01 *ELECTRICAL CUSTOMER STATES WON'T START SOMETIMES HAVE TO JUMP TO GET STARTED INSPECTED & STARTED VEHICLE SEVERAL TIMES--UNABLE TO DUPLICATE CONCERN | TECH(S):1506 | WARRANTY |
| JOB # 2 TOTAL LABOR & PARTS | | 0.00 |
| J# 3 35CVZ02 ELECTRICAL CUSTOMER STATES HORN ISN'T WORKING INSPECTED & FOUND RELAY OUT OF PLACE. RESECURED RELAY. | TECH(S):1506 | WARRANTY |
| JOB # 3 TOTAL LABOR & PARTS | | 0.00 |
| J# 4 13CVZ *LEAKS,SQUEAKS,RATTLE CUSTOMER STATES GETTING CLICKING NOISE WHEN TURNING IN LEFT FRONT AND SEEMS TO PULL LEFT WHEN DRIVING UNABLE TO DUPLICATE | TECH(S):1506 | WARRANTY |
| JOB # 4 TOTAL LABOR & PARTS | | 0.00 |
| SUBLET PO# VEND INV# INV DATE DESCRIPTION | | |
| JOB # 1 45218 04/18/06 RENTAL | | |
| TOTAL - SUBLET | | 0.00 |
| TOTALS | | |
| <input type="checkbox"/> CASH <input type="checkbox"/> CHK # <input type="checkbox"/> CC <input type="checkbox"/> AMX <input type="checkbox"/> DIS <input type="checkbox"/> A/R CHG PARTS DESIGNATED WITH AN ASTERIK (*) INDICATE LIMITED LIFETIME SERVICE GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS. | | |
| 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 |

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SIGNATURE OF PERSON RESPONSIBLE OR AGENT FOR PERSON RESPONSIBLE

X

I hereby acknowledge, with my signature, my complete understanding of the repair work performed by Classic Chevrolet. All bills due and payable in Beaumont, Jefferson County, Texas

X

CUSTOMER SIGNATURE



Classic

CHEVROLET

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(409) 892-8050 (409) 735-5146 Mid County

Goodwrench
Service

ACOPY

| | | | | | | | | | | |
|--------------|-------|---------------------|----------------------------|----------|----------|--------------------|--------------|-----------------|-------------|------------|
| CUSTOMER NO. | 71656 | ADVISOR | BRIAN L KINDWALL | 1627 | TAG NO. | 1256 | INVOICE DATE | 08/01/05 | INVOICE NO. | CVC5329377 |
| | | LICENSE NO. | | | MI LEAGE | 16,989 | COLOR | BROWN/ | STOCK NO. | |
| BEAUMONT, TX | | YEAR / MAKE / MODEL | 05/CHEVROLET/MALIBU/LS SDN | | | DELIVER DATE | 08/27/04 | DELIVERY MILES | | |
| | | VEHICLE ID. NO. | 1G1ZT54835F | | | SELLING DEALER NO. | | PRODUCTION DATE | | |
| | | | | P.O. NO. | | | 08/01/05 | | | |
| COMMENTS | | | | | | | | | | |

LABOR & PARTS

JOB # 1 34CVZ

*DRIVEABILITY

CUSTOMER STATES GETTING MISS AND SHACK AT IDLE IN PARK AND DRIVE
FOUND IDLE HAD A SLIGHT SURGE. CHECKED MISFIRE - NONE.
CHECKED & FOUND NEW CALIBRATION FOR PCM TO CORRECT THIS CONCERN.
RECALIBRATED PCM.

| PARTS | QTY | FP-NUMBER | DESCRIPTION | UNIT PRICE |
|-----------------------------|-----|-----------|-------------|------------|
| JOB # 1 TOTAL PARTS | | | | 0.00 |
| JOB # 1 TOTAL LABOR & PARTS | | | | 0.00 |

JOB # 2 15CVZ

*EXT. TRIM & WIPERS

CUSTOMER STATES WEATHER STRIP ON OUTSIDE OF SECOND LEFT DOOR
IS COMING UP BY HAND. ORDERED SEALING STRIP

| PARTS | QTY | FP-NUMBER | DESCRIPTION | UNIT PRICE |
|-------------------------------------|-----|-----------|------------------|------------|
| JOB # 2 | 0 | 15263161 | SEALING S-10.774 | |
| PART ON SPECIAL ORDER | | | | |
| ** QUANTITY 1 IS SPECIAL ORDERED ** | | | | |
| JOB # 2 TOTAL PARTS | | | | 0.00 |
| JOB # 2 TOTAL LABOR & PARTS | | | | 0.00 |

JOB # 3 10CVZ

*A/C & HEATING

CUSTOMER STATES CAPS FOR A/C LINES CAME OFF
ORDERED CAPS

| PARTS | QTY | FP-NUMBER | DESCRIPTION | UNIT PRICE |
|-------------------------------------|-----|-----------|-----------------|------------|
| JOB # 3 | 0 | 10245620 | CAP & SEA 9.177 | |
| PART ON SPECIAL ORDER | | | | |
| ** QUANTITY 2 IS SPECIAL ORDERED ** | | | | |
| JOB # 3 TOTAL PARTS | | | | 0.00 |
| JOB # 3 TOTAL LABOR & PARTS | | | | 0.00 |

TOTALS

[] CASH [] CHK # [] [] CC [] AMX [] DIS [] A/R CHG
PARTS DESIGNATED WITH AN ASTERIK (*) INDICATE LIMITED
LIFETIME SERVICE GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS.

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

TOTAL INVOICE \$ 0.00

CUSTOMER SIGNATURE

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LABOR GUARANTEE 90 DAYS
OR 4000 MILES WHICHEVER
COMES FIRST.

NOTICE PURSUANT TO § 70.001, Texas Property Code

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SIGNATURE OF PERSON RESPONSIBLE
OR AGENT FOR PERSON RESPONSIBLE

X _____

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All bills due and payable in
Beaumont, Jefferson County, Texas



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(409) 892-8050 (409) 735-5146 Mid County



RECOPY

| | | | | |
|--|------------------------------------|------------------------------|---------------------------------|----------------------------------|
| CUSTOMER NO. 71656 | ADVISOR BRIAN L KINDWALL | TAG NO. 1627 | INVOICE DATE 10/19/05 | INVOICE NO. CVCS332309 |
| | LICENSE NO. | MILEAGE 22,838 | COLOR BROWN/ | STOCK NO. |
| YEAR / MAKE / MODEL 05/CHEVROLET/MALIBU/LS SDN | DELIVERY DATE 08/27/04 | | DELIVERY MILES | |
| VEHICLE ID NO. 1G1ZT54835F | SELLING DEALER NO. | | PRODUCTION DATE | |
| | P.O. NO. | R.O. DATE 10/10/05 | | |
| COMMENTS | | | | |

LABOR & PARTS

JOB # 1 32CVZ

*LIGHT ENG & COOLING TECH(S) 1546
CUST STATES LEAKING FLUID OUT LEFT FRONT AND LOW COOLANT
LIGHT COMES ON
LOWER LEFT BOTTOM OF RADIATOR & FAN BUSTED.
REPLACED RADIATOR & FAN ASSEMBLY.
RECHARGED A/C SYSTEM. REPLACED CONNECTOR FOR HOOD ADJAR
LIGHT.

| PARTS | QTY | FP NUMBER | DESCRIPTION | UNIT PRICE | |
|---------------------|-----|-----------|-----------------|------------|--------|
| JOB # 1 | 1 | 88987973 | CONNECTOR 2.383 | 40.48 | 40.48 |
| JOB # 1 | 2 | 12346290 | COOLANT 8.800 | 18.79 | 37.58 |
| JOB # 1 | 1 | 52477087 | SEAL 9.222 | 6.65 | 6.65 |
| JOB # 1 | 1 | 2724955 | SEAL KIT 9.222 | 6.65 | 6.65 |
| JOB # 1 | 1 | 52494386 | RADIATOR 1.219 | 261.76 | 261.76 |
| JOB # 1 | 1 | 16254643 | FAN 1.055 | 254.74 | 254.74 |
| JOB # 1 | 1 | FREON | FREON | 24.95 | 24.95 |
| JOB # 1 TOTAL PARTS | | | | 632.81 | 632.81 |

JOB # 1 TOTAL LABOR & PARTS 1045.51

| SUBLET | PO# | VEND INV# | INV DATE | DESCRIPTION | |
|----------------|-------|-----------|----------|-------------|--------|
| JOB # 1 | 42431 | 13241 | 10/11/05 | WRECKER | 106.25 |
| TOTAL - SUBLET | | | | | 106.25 |

| G.O.G. & SUPPLIES | | | | |
|-------------------|-----------------|--|--|------|
| JOB # 1 | FREIGHT (PARTS) | | | 8.47 |
| TOTAL - GOG | | | | 8.47 |

| MISC | CODE | DESCRIPTION | CONTROL NO | |
|--------------|------|--------------------------|------------|-------|
| JOB # A | SS | ENVIR FEES/SHOP SUPPLIES | | 24.88 |
| TOTAL - MISC | | | | 24.88 |

COMMENTS
FARM BUREAU CLAIM - \$200.00 DEDUCT.

TOTALS

| | | |
|--|------------------|--------|
| [] CASH [] CHK # [] [] CC [] AMX [] DIS [] A/R CHG | TOTAL LABOR.... | 412.70 |
| PARTS DESIGNATED WITH AN ASTERIK (*) INDICATE LIMITED | TOTAL PARTS.... | 632.81 |
| LIFETIME SERVICE GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS. | TOTAL SUBLET.... | 106.25 |
| | TOTAL G.O.G.... | 8.47 |
| | TOTAL MISC CHG. | 24.88 |
| | TOTAL MISC DISC | 0.00 |
| | TOTAL TAX..... | 54.26 |

TOTAL INVOICE \$ 1239.37

CUSTOMER SIGNATURE

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LABOR GUARANTEE 90 DAYS
OR 4000 MILES WHICHEVER
COMES FIRST.

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SIGNATURE OF PERSON RESPONSIBLE
OR AGENT FOR PERSON RESPONSIBLE

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| | | | | | |
|------------------------------|--|----------------------------------|--------------------------|---------------------------------|----------------------------------|
| CUSTOMER NO. 71656 | ADVISOR BRIAN L KINDWALL | 1627 | TAG NO. [REDACTED] | INVOICE DATE 04/07/06 | INVOICE NO. CVCS342276 |
| [REDACTED] | LICENSE NO. | | MILEAGE 35,296 | COLOR BROWN/ | STOCK NO. |
| BEAUMONT, TX | YEAR / MAKE / MODEL 05/CHEVROLET/MALIBU/LS SDN | DELIVERY DATE 08/27/04 | | DELIVERY MILES | |
| | VEHICLE ID. NO. 1 G 1 Z T 5 4 8 3 5 F | SELLING DEALER NO. | | PRODUCTION DATE | |
| | P.O. NO. | R.O. DATE 04/07/06 | | | |
| COMMENTS | | | | | |

LABOR & PARTS
J# 1 35CVZ *ELECTRICAL TECH(S):1506 WARRANTY
CUSTOMER STATES DOME LAMP SWITCH BY LAMP IS LOOSE AN DWILL
NOT TURN DOME LAMP ON;;;SOP IN;;;
REPLACED OVERHEAD DOME LAMP ASSEMBLY

| PARTS | QTY | FP-NUMBER | DESCRIPTION | UNIT PRICE | WARRANTY |
|-----------------------------|-----|-----------|----------------|------------|----------|
| JOB # 1 | 1 | 22691338 | BEZEL 11.928 | | |
| JOB # 1 | 1 | 22724305 | HOUSING 11.927 | | |
| JOB # 1 TOTAL PARTS | | | | 0.00 | |
| JOB # 1 TOTAL LABOR & PARTS | | | | 0.00 | |

J# 2 50CVZ MISC TECH(S):1506 WARRANTY
CUSTOMER STATES IGNITION KEY HARD TO GET IN SOMETIMES AND
HARD TO TURN SOMETIMES
ROTATED, REMOVED & REINSTALLED IGNITION CYLINDER.
ROTATED CYLINDER 25 TIMES--WORKING PROPERLY AT THIS TIME.

| PARTS | QTY | FP-NUMBER | DESCRIPTION | UNIT PRICE | WARRANTY |
|-----------------------------|-----|-----------|-------------|------------|----------|
| JOB # 2 TOTAL PARTS | | | | 0.00 | |
| JOB # 2 TOTAL LABOR & PARTS | | | | 0.00 | |

SUBLET PO# VEND INV# INV DATE DESCRIPTION
JOB # 1 45186 04/07/06 RENTAL

| TOTAL - SUBLET | WARRANTY |
|----------------|----------|
| 0.00 | |

TOTALS

| | | |
|--|------------------|-------------|
| [] CASH [] CHK # [] [] CC [] AMX [] DIS [] A/R CHG | TOTAL LABOR.... | 0.00 |
| PARTS DESIGNATED WITH AN ASTERIK (*) INDICATE LIMITED | TOTAL PARTS.... | 0.00 |
| LIFETIME SERVICE GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS. | 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 |

CUSTOMER SIGNATURE

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LABOR GUARANTEE 90 DAYS OR 4000 MILES WHICHEVER COMES FIRST.

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SIGNATURE OF PERSON RESPONSIBLE OR AGENT FOR PERSON RESPONSIBLE

X _____

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All bills due and payable in Beaumont, Jefferson County, Texas

X _____

CUSTOMER COPY

[END OF INVOICE] 02:34pm

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GM
Goodwrench
Service

COPY

| | | | | | | | | | | |
|--------------|-------|---------------------|----------------------------|------|---------|--------|--------------------|----------|-----------------|------------|
| CUSTOMER NO. | 71656 | ADVISOR | BRIAN L KINDWALL | 1627 | TAG NO. | | INVOICE DATE | 03/09/06 | INVOICE NO. | CVCS340411 |
| | | LICENSE NO. | | | MILEAGE | 33,031 | COLOR | BROWN/ | STOCK NO. | |
| | | YEAR / MAKE / MODEL | 05/CHEVROLET/MALIBU/LS SDN | | | | DELIVERY DATE | 08/27/04 | DELIVERY MILES | |
| | | VEHICLE I.D. NO. | 1 G 1 Z T 5 4 8 3 5 F | | | | SELLING DEALER NO. | | PRODUCTION DATE | |
| | | P.O. NO. | | | | | R.O. DATE | 03/07/06 | | |

LABOR & PARTS

J# 1 35CVZ

*ELECTRICAL TECH(S):1506
CUSTOMER STATES DOME LIGHT SWITCH BY LAMP IS LOOSE AND
CATCHES WHEN MOVES:::SOP IN::: HISTORY ATTACHED
REORDERED PARTS

WARRANTY

| PARTS | QTY | FP-NUMBER | DESCRIPTION | UNIT PRICE |
|---------|-----|-----------|----------------|------------|
| JOB # 1 | 0 | 10372246 | CAP 3.02B | |
| JOB # 1 | 0 | 22724312 | HOUSING 11.927 | |

PART ON SPECIAL ORDER
** QUANTITY 1 IS SPECIAL ORDERED **

WARRANTY
WARRANTY

JOB # 1 TOTAL PARTS

0.00

JOB # 1 TOTAL LABOR & PARTS

0.00

J# 2 25CVZ

*STEERING TECH(S):1506
CUSTOMER STATES GETTING KNOCKING NOISE WHEN TURNING
HISTORY ATTACHED
INSPECTED AND FOUND STEERING SHAFT NOISY.
ORDERED LUBE KIT FOR STEERING SHAFT.

WARRANTY

| PARTS | QTY | FP-NUMBER | DESCRIPTION | UNIT PRICE |
|---------|-----|-----------|-------------|------------|
| JOB # 2 | 0 | 15277886 | GEAR 6.508 | |

PART ON SPECIAL ORDER
** QUANTITY 1 IS SPECIAL ORDERED **

WARRANTY

JOB # 2 TOTAL PARTS

0.00

JOB # 2 TOTAL LABOR & PARTS

0.00

J# 3 13CVZ

*LEAKS, SQUEAKS, RATTLE TECH(S):1506
CUSTOMER STATES WHEN BACKING UP MAKING A ROARING NOISE
UNABLE TO DUPLICATE ANY ABNORMAL NOISE ON THIS VISIT.

WARRANTY

| PARTS | QTY | FP-NUMBER | DESCRIPTION | UNIT PRICE |
|---------|-----|-----------|-------------|------------|
| JOB # 3 | | | | |

JOB # 3 TOTAL PARTS 0.00
JOB # 3 TOTAL LABOR & PARTS 0.00

WARRANTY

J# 4 35CV202

ELECTRICAL TECH(S):1506
CUSTOMER STATES CD PLAYER HAS CD IN IT AND WON'T EJECT OR P
PLAY
INSPECTED AND FOUND CD PLAYER IS INOPERATIVE.
ORDERED RADIO.

WARRANTY

| PARTS | QTY | FP-NUMBER | DESCRIPTION | UNIT PRICE |
|---------|-----|-----------|-------------|------------|
| JOB # 4 | | | | |

JOB # 4 TOTAL PARTS 0.00
JOB # 4 TOTAL LABOR & PARTS 0.00

SIGNATURE OF PERSON RESPONSIBLE
OR AGENT FOR PERSON RESPONSIBLE

X

J# 5 01CVZ

*LUBE OIL FILTER TECH(S):1506
PLEASE CHECK ALL FLUID LEVELS AND TIRE PRESSURES, ALSO
ADVISE OF ANY NEEDED SERVICES.
Oil & Filter Change W/ Lube 3.5L 04/06

10.00

I hereby acknowledge, with my signature,
my complete understanding of the repair
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Beaumont, Jefferson County, Texas

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| | | | | |
|------------------------------|--|--------------------------|----------------------------------|----------------------------------|
| CUSTOMER NO. 71656 | ADVISOR BRIAN L KINDWALL | TAX NO. 1627 | INVOICE DATE 03/09/06 | INVOICE NO. CVCS340411 |
| | LICENSE NO. | MILEAGE 33,031 | COLOR BROWN/ | STOCK NO. |
| BEAUMONT, TX | YEAR / MAKE / MODEL 05/CHEVROLET/MALIBU/LS SDN | | DELIVERY DATE 08/27/04 | DELIVERY MILES |
| | VEHICLE ID NO. 1 G 1 Z T 5 4 8 3 5 F | | SELLING DEALER NO. | PRODUCTION DATE |
| | | P.O. NO. | R.O. DATE 03/07/06 | |
| COMMENTS | | | | |

| PARTS | QTY | FP NUMBER | DESCRIPTION | UNIT PRICE | |
|---------|-----|-----------|----------------|---------------------|------|
| JOB # 5 | 1 | 25010792 | OIL FLTR 1.836 | 5.20 | 5.20 |
| | | | | JOB # 5 TOTAL PARTS | 5.20 |

JOB # 5 TOTAL LABOR & PARTS 15.20

| SUBLET | PO# | VEND INV# | INV DATE | DESCRIPTION | |
|---------|-------|-----------|----------|-------------|----------------|
| JOB # 1 | 44275 | 381324 | 03/09/06 | RENTAL | |
| | | | | | TOTAL - SUBLET |

WARRANTY 0.00

| G.O.G. & SUPPLIES | | | | | |
|-------------------|-----|--------------|---|-------|-------------|
| JOB # 5 | 4.0 | LUBE SPECIAL | @ | 1.950 | /UNIT |
| | | | | | TOTAL - GOG |

7.80
7.80

| MISC | CODE | DESCRIPTION | CONTROL NO | |
|---------|------|--------------------------|------------|--------------|
| JOB # A | SS | ENVIR FEES/SHOP SUPPLIES | | 1.22 |
| JOB # 5 | SA | SERVICE ADVERTISING | | -2.50 |
| JOB # 5 | PA | PARTS ADVERTISING | | -2.50 |
| | | | | TOTAL - MISC |

1.22
-2.50
-2.50
-3.78

TOTALS

| [] CASH [] CHK # [] [] CC [] AMX [] DIS [] A/R CHG | TOTAL LABOR | |
|--|-----------------|-------|
| PARTS DESIGNATED WITH AN ASTERIK (*) INDICATE LIMITED | TOTAL PARTS | 10.00 |
| LIFETIME SERVICE GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS. | TOTAL SUBLET | 5.20 |
| | TOTAL G.O.G. | 0.00 |
| | TOTAL MISC CHG. | 7.80 |
| | TOTAL MISC DISC | 1.22 |
| | TOTAL TAX | -5.00 |
| | | 1.17 |

TOTAL INVOICE \$ 20.39

CUSTOMER SIGNATURE

PAID

check # 1060

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| | | | | |
|------------------------------|--|--------------------------------------|----------------------------------|----------------------------------|
| CUSTOMER NO. 71656 | ADVISOR BRIAN L KINDWALL | 1627 | INVOICE DATE 08/22/05 | INVOICE NO. CVCS330567 |
| BEAUMONT, TX | LICENSE NO. | MILEAGE 18,940 | DELIVERY DATE 08/27/04 | DELIVERY MILES |
| | YEAR / MAKE / MODEL 05/CHEVROLET/MALIBU/LS SDN | VEHICLE ID NO. 1G1ZT54835F | SELLING DEALER NO. | PRODUCTION DATE |
| | P.O. NO. | | DATE 08/22/05 | |
| COMMENTS | | | | |

LABOR & PARTS
J# 1 15CVZ **EXT. TRUNK LIPERS** **WARRANTY**
 CUSTOMER STATES WEATHER STRIP ON OUTSIDE OF SECOND LEFT DOOR IS COMING UP BY WINDOW :SOP IN::
 REPLACED LEFT REAR OUTER DOOR SEAL

| PARTS | QTY | FP-NUMBER | DESCRIPTION | UNIT PRICE | WARRANTY |
|-----------------------------|-----|-----------|-------------|------------|----------|
| JOB # 1 | 1 | 15263161 | SEALING S | 10.774 | 0.00 |
| JOB # 1 TOTAL PARTS | | | | | 0.00 |
| JOB # 1 TOTAL LABOR & PARTS | | | | | 0.00 |

J# 2 10CVZ ***A/C & HEATING** **WARRANTY**
 CUSTOMER STATES CAPS FOR AC LINES CAME OFF :SOP IN::
 CAPS MISSING
 INSTALLED A/C LINE CAPS

| PARTS | QTY | FP-NUMBER | DESCRIPTION | UNIT PRICE | WARRANTY |
|-----------------------------|-----|-----------|-------------|------------|----------|
| JOB # 2 | 2 | 10245520 | CAP & SEA | 9.177 | 0.00 |
| JOB # 2 TOTAL PARTS | | | | | 0.00 |
| JOB # 2 TOTAL LABOR & PARTS | | | | | 0.00 |

J# 3 17CVZ **INTERIOR TRIM** **WARRANTY**
 CUSTOMER STATES PASS SIDE VISOR COVER FOR MIRROR CAME OFF
 ORDERED PART

| PARTS | QTY | FP-NUMBER | DESCRIPTION | UNIT PRICE | WARRANTY |
|-------------------------------------|-----|-----------|-------------|------------|----------|
| JOB # 3 | 0 | 10381580 | SUNSHADE | 10.203 | 0.00 |
| PART ON SPECIAL ORDER | | | | | |
| ** QUANTITY 1 IS SPECIAL ORDERED ** | | | | | |
| JOB # 3 TOTAL PARTS | | | | | 0.00 |
| JOB # 3 TOTAL LABOR & PARTS | | | | | 0.00 |

J# 4 34CVZ ***DRIVEABILITY** **WARRANTY**
 CUSTOMER STATES SEEMS TO MISSING AND RUNNING ROUGH AT IDLE
 PERFORMED SYSTEM DIAGNOSIS--UNABLE TO DUPLICATE CUSTOMER CONCERN.

| PARTS | QTY | FP-NUMBER | DESCRIPTION | UNIT PRICE | WARRANTY |
|-----------------------------|-----|-----------|-------------|------------|----------|
| JOB # 4 | | | | | 0.00 |
| JOB # 4 TOTAL PARTS | | | | | 0.00 |
| JOB # 4 TOTAL LABOR & PARTS | | | | | 0.00 |

J# 5 36CVZ ***H/VY TRANS & CLUTCH** **WARRANTY**
 CUSTOMER STATES WHEN GOING AROUND A CORNER AND GO TO ACCEL
 SEEMS TO HIT HARD ADVISE
 CHECKED FLUID LEVEL--OK. REMOVED TRANSMISSION PAN--FOUND
 TRANS. FILTER SEAL NOT SEATED IN CASE. INSTALLED FILTER SEAL
 AND ADDED FLUID. TEST DRIVE--CHECKS OK.

| PARTS | QTY | FP-NUMBER | DESCRIPTION | UNIT PRICE | WARRANTY |
|---------|-----|-----------|-------------|------------|----------|
| JOB # 5 | 7 | 12378470 | FLUID | 8.800 | 0.00 |

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RECORDED

| | | | | | |
|------------------------------|--|----------------------------------|--------------------------|---------------------------------|----------------------------------|
| CUSTOMER NO. 71656 | ADVISOR BRIAN L KINDWALL | 1627 | TAG NO. [REDACTED] | INVOICE DATE 08/22/05 | INVOICE NO. CVCS330567 |
| [REDACTED] | LICENSE NO. | | MILEAGE 18,940 | COLOR BROWN/ | STOCK NO. |
| BEAUMONT, TX | YEAR / MAKE / MODEL 05/CHEVROLET/MALIBU/LS SDN | DELIVERY DATE 08/27/04 | | DELIVERY MILES | |
| | VEHICLE ID NO. 1 G 1 Z T 5 4 8 3 5 F | SELLING DEALER NO. | | PRODUCTION DATE | |
| | P.O. NO. | R.O. DATE 08/22/05 | | | |
| COMMENTS | | | | | |

JOB # 5 TOTAL PARTS 0.00

JOB # 5 TOTAL LABOR & PARTS 0.00

TOTALS

[] CASH [] CHK # [] [] CC [] AMX [] DIS [] A/R CHG
PARTS DESIGNATED WITH AN ASTERIK (*) INDICATE LIMITED
LIFETIME SERVICE GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS.

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

CUSTOMER SIGNATURE

[Handwritten Signature]

Warranty disclaimer as is. The only warranties applying to this part(s) are those which may be offered by the manufacturer. The selling dealer, Classic Chevrolet, hereby expressly disclaims all warranties, either express or implied, including warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any person to assume for it any liability in connection with the sale of this part(s) and/or services. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profit, or income, or any other incidental damages.

LABOR GUARANTEE 90 DAYS
OR 4000 MILES WHICHEVER
COMES FIRST.

NOTICE PURSUANT TO § 70.001, Texas Property Code

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SIGNATURE OF PERSON RESPONSIBLE
OR AGENT FOR PERSON RESPONSIBLE

X _____

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X _____



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| | | | | |
|---------------------------|---|-------------------------------|------------------------------|-------------------------------|
| CUSTOMER NO. 71656 | ADVISOR BRIAN L KINDWALL | 1627 | INVOICE DATE 03/23/06 | INVOICE NO. CVCS341309 |
| BEAUMONT, TX | LICENSE NO. | MILEAGE 34,154 | COLOR BROWN/ | STOCK NO. |
| | YEAR / MAKE / MODEL 05/CHEVROLET/MALIBU/LS SDN | DELIVERY DATE 08/27/04 | DELIVERY MILES | |
| | VEHICLE I.D. NO. 1G1ZTS4835F | SELLING DEALER NO. | PRODUCTION DATE | |
| | P.O. NO. | R. DATE 03/22/06 | | |
| COMMENTS | | | | |

LABOR & PARTS
J# 1 35CVZ *ELECTRICAL TECH(S):1506
CUSTOMER STATES DOME LIGHT SWITCH BY LAMP IS LOOSE AND
CATCHES WHEN MOVES...SOP IN...
REORDERED PARTS

WARRANTY

| PARTS | QTY | FP-NUMBER | DESCRIPTION | UNIT PRICE |
|-------------------------------------|-----|-----------|----------------|------------|
| JOB # 1 | 0 | 22691338 | BEZEL 11.928 | |
| PART ON SPECIAL ORDER | | | | |
| ** QUANTITY 1 IS SPECIAL ORDERED ** | | | | |
| JOB # 1 | 0 | 22724305 | HOUSING 11.927 | |
| PART ON SPECIAL ORDER | | | | |
| ** QUANTITY 1 IS SPECIAL ORDERED ** | | | | |

WARRANTY

WARRANTY

JOB # 1 TOTAL PARTS 0.00

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 25CVZ *STEERING TECH(S):1506 1540
CUSTOMER STATGETTING KNOCKING NOISE WHEN TURNING...SOP IN;;
NOISY STEERING GEAR
REPLACED STEERING GEAR
RESET TOE

WARRANTY

| PARTS | QTY | FP-NUMBER | DESCRIPTION | UNIT PRICE |
|---------|-----|-----------|-------------|------------|
| JOB # 2 | 1 | 15277886 | GEAR 6.508 | |

WARRANTY

JOB # 2 TOTAL PARTS 0.00

JOB # 2 TOTAL LABOR & PARTS 0.00

J# 3 13CVZ *LEAKS, SQUEAKS, RATTLE TECH(S):1506
CUSTOMER STATES WHEN BACKING UP OR FORWARD AND APPLIE BRAKES
GETTING LOUD ROARING NOISE
REPLACED REAR BRAKE PADS

WARRANTY

| PARTS | QTY | FP-NUMBER | DESCRIPTION | UNIT PRICE |
|---------|-----|-----------|---------------|------------|
| JOB # 3 | 1 | 15243254 | PAD KIT 5.017 | 95.00 |

WARRANTY

JOB # 3 TOTAL PARTS 95.00

JOB # 3 TOTAL LABOR & PARTS 200.00

J# 4 50CVZ MISC TECH(S):1506
CUSTOMER STATES WANTS TO KNOW WHY OIL LIFE WASN'T RESET AND
FLUIDS WERE NOT FILLED ON LAST OIL CHANGE IS VERY UPSET
ABOUT THE QUALITY OF SERVICE LATELY
RESET OIL LIGHT & FILLED FLUIDS

WARRANTY

| PARTS | QTY | FP-NUMBER | DESCRIPTION | UNIT PRICE |
|---------|-----|-----------|-------------|------------|
| JOB # 4 | | | | 0.00 |

WARRANTY

JOB # 4 TOTAL PARTS 0.00

JOB # 4 TOTAL LABOR & PARTS 0.00

J# 5+35CVZ04 ELECTRICAL TECH(S):1506
CUSTOMER STATES CD PLAYER HAS CD IN IT AND WON'T EJECT
OR PLAY...SOP IN...
REPLACED RADIO

WARRANTY

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LABOR GUARANTEE 90 DAYS OR 4000 MILES WHICHEVER COMES FIRST.

NOTICE PURSUANT TO § 70.001, Texas Property Code

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X _____

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|------------------------------|--|----------------------------------|---------------------------------|----------------------------------|
| CUSTOMER NO. 71656 | ADVISOR BRIAN L KINDWALL | TAG NO. 1627 | INVOICE DATE 03/23/06 | INVOICE NO. CVCS341309 |
| BEAUMONT, TX | LICENSE NO. | MILEAGE 34,154 | COLOR BROWN/ | STOCK NO. |
| | YEAR/MAKE/MODEL 05/CHEVROLET/MALIBU/LS SDN | DELIVERY DATE 08/27/04 | DELIVERY MILES | |
| | VEHICLE ID NO. 1 G 1 Z T 5 4 8 3 5 F | SELLING DEALER NO. | PRODUCTION DATE | |
| | P.O. NO. | R.O. DATE 03/22/06 | | |
| COMMENTS | | | | |

| | |
|---|---------------|
| PARTS.....QTY.....FP-NUMBER.....DESCRIPTION.....UNIT PRICE..... | |
| JOB # 5 TOTAL PARTS | 0.00 |
| JOB # 5 TOTAL LABOR & PARTS | 0.00 |
| SUBLET.....PO#.....VEND INV#.....INV.DATE.....DESCRIPTION..... | |
| JOB # 1 45137 03/23/06 RENTAL | |
| TOTAL - SUBLET | 0.00 |
| MISC.....CODE.....DESCRIPTION.....CONTROL NO..... | |
| JOB # A 55 ENVIR FEES/SHOP SUPPLIES | |
| TOTAL - MISC | 5.00 |
| TOTALS..... | |
| [] CASH [] CHK # [] [] CC [] AMX [] DIS [] A/R CHG | |
| PARTS DESIGNATED WITH AN ASTERIK (*) INDICATE LIMITED | |
| LIFETIME SERVICE GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS. | |
| TOTAL LABOR.... | 105.00 |
| TOTAL PARTS.... | 95.00 |
| TOTAL SUBLET.... | 0.00 |
| TOTAL G.O.G.... | 0.00 |
| TOTAL MISC CHG. | 5.00 |
| TOTAL MISC DISC | 0.00 |
| TOTAL TAX..... | 8.25 |
| TOTAL INVOICE \$ | 213.25 |

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X _____

CUSTOMER SIGNATURE



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ECOPY

| | | | | |
|------------------------------|--|----------------------------------|---------------------------------|----------------------------------|
| CUSTOMER NO. 71656 | ADVISOR BRIAN L KINDWALL | TAG NO. 1627 | INVOICE DATE 11/15/05 | INVOICE NO. CVCS334388 |
| | LICENSE NO. | RELEASE 24,501 | COLOR BROWN/ | STOCK NO. |
| BEAUMONT, TX | YEAR / MAKE / MODEL 05/CHEVROLET/MALIBU/LS SDN | DELIVERY DATE 08/27/04 | DELIVERY MILES | |
| | VEHICLE I.D. NO. 1 G 1 Z T 5 4 8 3 5 F | SELLING DEALER NO. | PRODUCTION DATE | |
| | P.O. NO. | R.D. DATE 11/15/05 | | |
| COMMENTS | | | | |

LABOR & PARTS
J# 1 17CVZ INTERIOR TRIM TECH(S): 1506 WARRANTY
 CUSTOMER STATES PASS SIDE VISOR COVER FOR MIRROR CAME OFF
 ORDERED SUNSHADE

| PARTS | QTY | FP-NUMBER | DESCRIPTION | UNIT PRICE | WARRANTY |
|-------------------------------------|-----|-----------|-----------------|------------|----------|
| JOB # 1 | 0 | 10381580 | SUNSHADE 10.203 | | |
| PART ON SPECIAL ORDER | | | | | |
| ** QUANTITY 1 IS SPECIAL ORDERED ** | | | | | |
| JOB # 1 TOTAL PARTS | | | | 0.00 | |
| JOB # 1 TOTAL LABOR & PARTS | | | | 0.00 | |

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J# 2 25CVZ *STEERING TECH(S): 1506 WARRANTY
 CUSTOMER STATES GETTING KNOCKING IN STEERING WHEN TURNING
 TRACED TO STEERING GEAR
 ORDERED STEERING GEAR

| PARTS | QTY | FP-NUMBER | DESCRIPTION | UNIT PRICE | WARRANTY |
|-------------------------------------|-----|-----------|-------------|------------|----------|
| JOB # 2 | 0 | 15216791 | GEAR 6.508 | | |
| PART ON SPECIAL ORDER | | | | | |
| ** QUANTITY 1 IS SPECIAL ORDERED ** | | | | | |
| JOB # 2 TOTAL PARTS | | | | 0.00 | |
| JOB # 2 TOTAL LABOR & PARTS | | | | 0.00 | |

LABOR GUARANTEE 90 DAYS OR 4000 MILES WHICHEVER COMES FIRST.

J# 3 10CVZ *A/C & HEATING TECH(S): 1506 WARRANTY
 CUSTOMER STATES WHEN TURN AC ON GETTING GROWLING NOISE UNDER HOOD
 INSPECTED - NO ABNORMAL NOISE HEARD AT THIS TIME

| PARTS | QTY | FP-NUMBER | DESCRIPTION | UNIT PRICE | WARRANTY |
|-----------------------------|-----|-----------|-------------|------------|----------|
| JOB # 3 TOTAL PARTS | | | | | 0.00 |
| JOB # 3 TOTAL LABOR & PARTS | | | | | 0.00 |

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[] CASH [] CHK # [] CC [] AMX [] DIS [] A/R CHG
 PARTS DESIGNATED WITH AN ASTERIK (*) INDICATE LIMITED
 LIFETIME SERVICE GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS.

| | |
|---------------------|------|
| 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

CUSTOMER SIGNATURE

SIGNATURE OF PERSON RESPONSIBLE OR AGENT FOR PERSON RESPONSIBLE

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|------------------------------|--|----------------------------------|---------------------------------|----------------------------------|
| CUSTOMER NO. 71656 | ADVISOR BRIAN L KINDWALL | TAG NO. 1627 | INVOICE DATE 12/01/05 | INVOICE NO. CVCS335143 |
| BEAUMONT, TX | LICENSE NO. | MILEAGE 26,033 | COLOR BROWN/ | STOCK NO. |
| | YEAR / MAKE / MODEL 05/CHEVROLET/MALIBU/LS SDN | DELIVERY DATE 08/27/04 | DELIVERY MILES | |
| | VEHICLE I.D. NO. 1G1ZT54835F | SELLING DEALER NO. | PRODUCTION DATE | |
| | P.O. NO. | R.O. DATE 11/30/05 | REPRINT# 1 | |
| COMMENTS | | | | |

LABOR & PARTS
J# 1 17CVZ INTERIOR TRIM TECH(S):1506 WARRANTY

CUSTOMER STATES PASS SIDE VISOR COVER FOR MIRROR CAME OFF
SOP IN:
SUNVISOR CAME APART
REPLACED SUN VISOR

| PARTS | QTY | FP-NUMBER | DESCRIPTION | UNIT PRICE |
|---------|-----|-----------|-----------------|------------|
| JOB # 1 | 1 | 10381580 | SUNSHADE 10.203 | |

JOB # 1 TOTAL PARTS

JOB # 1 TOTAL LABOR & PARTS

WARRANTY
0.00

WARRANTY
0.00

J# 2 25CVZ *STEERING TECH(S):1506 WARRANTY

CUSTOMER STATES GETTING KNOCKING NOISE WHEN TURNING
SOP IN:
NOISE COMING FROM STEERING GEAR
REPLACED STEERING GEAR

| PARTS | QTY | FP-NUMBER | DESCRIPTION | UNIT PRICE |
|---------|-----|-----------|-------------|------------|
| JOB # 2 | 1 | 15216791 | GEAR 6.508 | |
| JOB # 2 | 2 | 15216791 | CORE RETURN | |
| JOB # 2 | 1 | 57703 | BRKLEEN | |
| JOB # 2 | 1 | 89020661 | FLUID 8.800 | |

JOB # 2 TOTAL PARTS

JOB # 2 TOTAL LABOR & PARTS

WARRANTY
WARRANTY
WARRANTY
WARRANTY

0.00

0.00

J# 3 35CVZ *ELECTRICAL TECH(S):1506 WARRANTY

CUSTOMER STATES DOME LIGHT SWITCH BY LAMP IS LOOSE AND
CATCHES WHEN MOVES
NECC TO ORDER OVERHEAD LAMP

| PARTS | QTY | FP-NUMBER | DESCRIPTION | UNIT PRICE |
|---------|-----|-----------|-------------|------------|
| JOB # 3 | | | | |

JOB # 3 TOTAL PARTS

JOB # 3 TOTAL LABOR & PARTS

0.00

0.00

J# 4 13CVZ *LEAKS,SQUEAKS,RATTLE TECH(S):1506 WARRANTY

CUSTOMER STATES GETS ROARING NOISE FROM BLOWER WHEN TURN AC
ON
UNABLE TO DUPLICATE ANY ABNORMAL NOISE

| PARTS | QTY | FP-NUMBER | DESCRIPTION | UNIT PRICE |
|---------|-----|-----------|-------------|------------|
| JOB # 4 | | | | |

JOB # 4 TOTAL PARTS

JOB # 4 TOTAL LABOR & PARTS

0.00

0.00

J# 5 17CVZ01 INTERIOR TRIM TECH(S):1506 WARRANTY

CUSTOMER STATES DRIVERS SEAT PLASTIC COVER ON BACK OF SEAT,
IS NOT FITTING RIGHT ON TOP, HAS A GAP
CAME LOOSE
NECC TO RESECURE LF SEAT BACK TRIM

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COMES FIRST.

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SIGNATURE OF PERSON RESPONSIBLE
OR AGENT FOR PERSON RESPONSIBLE

x

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| | | | | |
|------------------------------|--|--------------------------|----------------------------------|----------------------------------|
| CUSTOMER NO. 71656 | ADVISOR BRIAN L KINDWALL | TAG NO. 1627 | INVOICE DATE 12/01/05 | INVOICE NO. CVCS335143 |
| BEAUMONT, TX | LICENSE NO. | MILEAGE 26,033 | COLOR BROWN | STOCK NO. |
| | YEAR / MAKE / MODEL 05/CHEVROLET/MALIBU/LS SDN | | DELIVERY DATE 08/27/04 | DELIVERY MILE |
| | VEHICLE I.D. NO. 1 G 1 Z T 5 4 8 3 5 F | | SELLING DEALER NO. | PRODUCTION DATE |
| | P.O. NO. | | R.O. DATE 11/30/05 | REPRINT# 1 |
| COMMENTS | | | | |

| | | |
|--|-------|--------|
| TOTAL - GOG | | 7.80 |
| MISC.....CODE.....DESCRIPTION.....CONTROL NO..... | | |
| JOB # A SS ENVIR FEES/SHOP SUPPLIES | | 9.50 |
| JOB # 7 SA SERVICE ADVERTISING | | -2.50 |
| JOB # 7 PA PARTS ADVERTISING | | -2.50 |
| TOTAL - MISC | | 4.50 |
| TOTALS..... | | |
| [] CASH [] CHK # [] [] CC [] AMX [] DIS [] A/R CHG | | |
| PARTS DESIGNATED WITH AN ASTERIK (*) INDICATE LIMITED | | |
| LIFETIME SERVICE GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS. | | |
| TOTAL LABOR.... | 51.50 | |
| TOTAL PARTS.... | 67.29 | |
| TOTAL SUBLET.... | 0.00 | |
| TOTAL G.O.G.... | 7.80 | |
| TOTAL MISC CHG. | 9.50 | |
| TOTAL MISC DISC | -5.00 | |
| TOTAL TAX..... | 6.98 | |
| TOTAL INVOICE \$ | | 138.07 |

CUSTOMER SIGNATURE

PAID

Check #
1013

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X _____

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X _____

MOTOR VEHICLE BUYER'S ORDER

Seller: **MIKE SMITH AUTO SALES**
 Buyer: **MIKE SMITH**
 Address: **875 DEWITT LANE**
 Expected date of delivery is **JUL 1**
 Buyer offers to purchase from Seller under the terms and conditions of this order.

DESCRIPTION OF SALE UNIT:
☒ New ☐ Demo ☐ Executive/Official ☒ Used
 Make: **CHEVROLET** Model: **HAULTRUCK** Color: **TAN**
 Stock No: **R10090** License No: **15580**
 Year: **2005** VIN: **1G1ZT54835F** Body Style: **LS** Key No:

USED CAR TRADE-IN:
 Year: **2002** Make: **PONTIAC** Model: **GRAND AM**
 Cylinders: **N/A** Body Style: **SD** License No: **N/A**
 VIN: **1G2NF52F62C** Odometer Reading: **07927/05**
 Lienholder: **AMERICREDIT**
 Lienholder Address: **N/A**
 Drafting Instructions Received From: **07927/05**
 Child support Lien: ☐ Yes ☐ No Amount: \$ **N/A**
 Payable to: **N/A**
 Restitution Lien: ☐ Yes ☐ No Amount: \$ **N/A**
 Payable to: **N/A**
 Appraised Value of Trade-In: \$ **8500.00** Title: ☐ Yes ☐ No
 Trade-In Allowance: \$ **9872.27** Flood Damaged: ☐ Yes ☐ No
 Balance Owed on Trade-In: \$ **1372.27** Rebuilt Salvage: ☐ Yes ☐ No
 Net Allowance on Trade-In: \$ **104223** Nonrepairable: ☐ Yes ☐ No
 Odometer Reading on Vehicle: Present Reading: Last Reading:

PRICE OF UNIT: \$ **20940.00**
GAP INSURANCE: \$ **N/A**
HONDA CARE: \$ **1041.04**
 Sub-Total: \$ **22306.22**
 Rebate: \$ **N/A**
 Trade-In: \$ **8500.00**
 Sub-Total: \$ **13806.22**
 Dealer's Inventory Tax: \$ **51.18
 State Motor Vehicle Sales Tax: \$ **771.63**
 Other Taxes: \$ **N/A**
 Government License and/or Registration Fee: \$ **69.80**
 Government Certificate of Title Fee: \$ **34.00**
 Government Vehicle Inspection Fee: \$ **N/A**
 Government Emission Inspection Fee: \$ **N/A**
 Deputy Service Fee Paid to Dealer: \$ **N/A**
 *Documentary Fee (see panel at lower left): \$ **50.00**
 Sub-Total: \$ **14782.83**
 Less Cash With Order: \$ **1000.00**
 Add Balance Owed on Trade-In: \$ **9872.27**
 Unpaid Balance: \$ **23655.10**

*A DOCUMENTARY FEE IS NOT AN OFFICIAL FEE. A DOCUMENTARY FEE IS NOT REQUIRED BY LAW, BUT MAY BE CHARGED TO BUYERS FOR HANDLING DOCUMENTS AND PERFORMING SERVICES RELATING TO THE CLOSING OF A SALE. A DOCUMENTARY FEE MAY NOT EXCEED \$50 FOR A MOTOR VEHICLE CONTRACT OR A REASONABLE AMOUNT AGREED TO BY THE PARTIES FOR A HEAVY COMMERCIAL VEHICLE CONTRACT. THIS NOTICE IS REQUIRED BY LAW.

DISCLAIMER OF WARRANTIES

The above-described vehicle sold by Seller is sold as is, without either express or implied warranties of any kind by Seller, including warranties of merchantability or fitness, and Buyer will bear the entire expense of repairing or correcting any defects that presently exist or that may occur in the vehicle, unless a written warranty by, or service contract with Seller covering the described vehicle is delivered to Buyer in conjunction with or within 90 days following the time of the sale, but such vehicle or any of its component parts may be subject to warranty by the manufacturer thereof.

**The Dealer's Inventory Tax charge is intended to reimburse the dealer for ad valorem taxes on its motor vehicle inventory. The charge, which is paid by the dealer to the county tax assessor-collector, is not a tax imposed on a consumer by the government, and is not required to be charged by the dealer to the consumer.

The information you see on the window form for this vehicle is part of this contract. Information on the window form overrides any contrary provisions on the contract of sale. La información que aparece en la ventanilla de este vehículo forma parte de este contrato. La información contenida en el formulario de la ventanilla anula cualquier provision que establezca lo contrario y que aparezca en el contrato de venta.

If a credit purchase, this is an offer to purchase only. Buyer offers to purchase vehicle on credit on terms described herein and no contractual relationship is created. This order does not constitute an agreement for the extension of credit.

Manufacturer/Distributor reserves the right to change the price of new vehicles to Seller without notice. In the event that the price to Seller of the new vehicle ordered hereunder is changed prior to delivery to Buyer, Buyer agrees and accepts that the cash delivered price will be changed accordingly.

If the Buyer's used car trade-in is not delivered to the Seller until delivery of the new vehicle, the trade-in will be reappraised at that time and Buyer agrees that such reappraised value shall determine the allowance, if any, made for the trade-in.

Buyer agrees to deliver the original bill of sale and the title to any trade-in along with

the delivery of the trade-in and further agrees to execute any and all documents necessary or required to transfer legal title and ownership to Seller or its assigns. Buyer warrants the trade-in to be his property and free and clear of all liens and encumbrances except as otherwise noted herein. Buyer further warrants that the trade-in has not been declared rebuilt salvage, reconditioned, nonrepairable, or flood damaged and that the emission systems have not been tampered with and are in the condition as originally manufactured, except for ordinary wear, unless so disclosed.

Seller makes no representations concerning fuel economy of the sale unit and any information posted on the sale unit or contained in literature relating to the same reflect the results of tests performed, required or prescribed by government agency, upon which Seller has relied.

It is expressly agreed to and understood by Buyer and Seller that in the event of a non-credit transaction, Seller retains a security interest in the purchased vehicle until such time as Buyer has paid the Seller for the vehicle.

Buyer agrees to all the above listed charges.

Restitution Lien: ☐ Yes ☐ No Amount: ☐ N/A

Payable to:

Appraised Value of Trade-In: \$ 8500.00 Title: Reconditioned: ☐ Yes ☐ No
 Trade-In Allowance: \$ 3672.27 Flood Damaged: ☐ Yes ☐ No
 Balance Owed on Trade-In: \$ 1372.27 Rebuilt Salvage: ☐ Yes ☐ No
 Net Allowance on Trade-In: 4223 Nonrepairable: ☐ Yes ☐ No
 Odometer Reading on Vehicle: Present Reading: Last Reading:

***A DOCUMENTARY FEE IS NOT AN OFFICIAL FEE. A DOCUMENTARY FEE IS NOT REQUIRED BY LAW, BUT MAY BE CHARGED TO BUYERS FOR HANDLING DOCUMENTS AND PERFORMING SERVICES RELATING TO THE CLOSING OF A SALE. A DOCUMENTARY FEE MAY NOT EXCEED \$50 FOR A MOTOR VEHICLE CONTRACT OR A REASONABLE AMOUNT AGREED TO BY THE PARTIES FOR A HEAVY COMMERCIAL VEHICLE CONTRACT. THIS NOTICE IS REQUIRED BY LAW.**

Other Taxes \$ 69.80
 Government License and/or Registration Fee \$ 34.00
 Government Certificate of Title Fee \$ N/A
 Government Vehicle Inspection Fee \$ N/A
 Government Emission Inspection Fee \$ N/A
 Deputy Service Fee Paid to Dealer \$ 50.00
 *Documentary Fee (see panel at lower left) \$ 14782.83
 Sub-Total \$ 1000.00
 Less Cash With Order \$ 9872.27
 Add Balance Owed on Trade-In \$ 23555.10
 Unpaid Balance \$

DISCLAIMER OF WARRANTIES

The above-described vehicle sold by Seller is sold as is, without either express or implied warranties of any kind by Seller, including warranties of merchantability or fitness, and Buyer will bear the entire expense of repairing or correcting any defects that presently exist or that may occur in the vehicle, unless a written warranty by, or service contract with Seller covering the described vehicle is delivered to Buyer in conjunction with or within 90 days following the time of the sale, but such vehicle or any of its component parts may be subject to warranty by the manufacturer thereof.

****The Dealer's Inventory Tax charge is intended to reimburse the dealer for ad valorem taxes on its motor vehicle inventory. The charge, which is paid by the dealer to the county tax assessor-collector, is not a tax imposed on a consumer by the government, and is not required to be charged by the dealer to the consumer.**

The information you see on the window form for this vehicle is part of this contract. Information on the window form overrides any contrary provisions on the contract of sale. La informacion que aparece en la ventanilla de este vehiculo forma parte de este contrato. La informacion contenida en el formulario de la ventanilla anula cualquier provision que establezca lo contrario y que aparezca en el contrato de venta.

If a credit purchase, this is an offer to purchase only. Buyer offers to purchase vehicle on credit on terms described herein and no contractual relationship is created. This order does not constitute an agreement for the extension of credit.

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Buyer agrees to deliver the original bill of sale and the title to any trade-in along with

the delivery of the trade-in and further agrees to execute any and all documents necessary or required to transfer legal title and ownership to Seller or its assigns. Buyer warrants the trade-in to be his property and free and clear of all liens and encumbrances except as otherwise noted herein. Buyer further warrants that the trade-in has not been declared rebuilt salvage, reconditioned, nonrepairable, or flood damaged and that the emission systems have not been tampered with and are in the condition as originally manufactured, except for ordinary wear, unless so disclosed.

Seller makes no representations concerning fuel economy of the sale unit and any information posted on the sale unit or contained in literature relating to the same reflect the results of tests performed, required or prescribed by government agency, upon which Seller has relied.

It is expressly agreed to and understood by Buyer and Seller that in the event of a non-credit transaction, Seller retains a security interest in the purchased vehicle until such time as Buyer has paid the Seller for the vehicle.

Buyer agrees to all the above listed charges.

ARBITRATION PROVISION ARBITRATION OF DISPUTES

Arbitration is a method of resolving a claim, dispute, or controversy (collectively, a "Claim") without filing a lawsuit in court. Either Buyer or Seller may choose at any time, including after a lawsuit is filed, to have any Claim related to or arising out of the transaction identified in this Buyer's Order ("Order"), including the interpretation, scope, or validity of arbitration, decided by arbitration and not by a court action.

When a dispute is resolved by arbitration and not in a court, each party gives up the right to a trial by a court or a jury trial. Buyer gives up any right Buyer may have to bring a class-action lawsuit or class arbitration or to participate in either as a claimant. Buyer gives up any right Buyer may have to consolidate Buyer's arbitration with the arbitration of others. The information that can be obtained in discovery from either Party or from a third person in an arbitration is generally more limited than in a lawsuit. Generally, there is no right to appeal the decision of an arbitrator under the Federal Arbitration Act (9 U.S.C. § 1, et seq.) Other rights that Buyer or Seller would have in court may not be available in arbitration.

Either Buyer or Seller must contact one of the following associations to conduct the arbitration as well as the other Party in order to start an arbitration. Applicable rules may be obtained from one of the following associations: (1) American Arbitration Association at 1-800-778-7879; (2) I.A.M.S./Eodispute, at 1-800-448-1660; or, (3) National Arbitration Forum at 1-800-474-2371. If there is a conflict between

the association's rules and this Arbitration Provision, this Arbitration Provision will govern.

This Order evidences a transaction involving interstate commerce. Any arbitration under this Arbitration Provision is governed by the Federal Arbitration Act (9 U.S.C. § 1, et seq.). Judgment upon the award may be awarded in any court having jurisdiction.

The arbitration hearing will be conducted in the federal district in which Buyer resides. If Buyer demands arbitration first, Buyer agrees to pay the initial arbitration filing fee or case management fee required by the applicable rules up to \$125 and Seller will pay any additional initial filing fee or case management fee. Seller will pay the entire filing fee or case management fee if Seller demands arbitration first. Seller will pay the arbitration costs and fees for the first day of arbitration, up to a maximum of eight hours. The arbitrator shall decide who pays any additional costs and fees.

Notwithstanding this Arbitration Provision, Buyer and Seller and Seller's successors and assignees retain the right to exercise self-help remedies and to seek provisional remedies from a court pending final determination of the dispute by the arbitrator. Neither Buyer nor Seller waive the right to arbitrate by exercising self-help remedies, including repossession, filing suit, or seeking or obtaining provisional remedies from a court.

If any portion of this Arbitration Provision is unenforceable, it is severed and the remaining provisions shall be enforced.

Seller's Signature

Buyer's Signature

Date

07/27/2005

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ALEX SIMANOVSKY & ASSOCIATES, LLC

CONSUMER PROTECTION ATTORNEYS

2300 HENDERSON MILL ROAD, SUITE 300
ATLANTA, GA 30345
770-414-1002 1-866-865-3666
FACSIMILE: 770-414-9891 1-877-216-0365

FACSIMILE TRANSMITTAL SHEET

TO: Brion Stevens

FROM: Alex Simanovsky

COMPANY: General Motors Corporation

DATE: 3/27/2007

FAX NUMBER: (866)592-1369

TOTAL NO. OF PAGES: 5

RE: [REDACTED] v. General Motors Corporation

Our Client: [REDACTED]

Vehicle:

2005 Chevrolet Malibu

VIN:

1G1ZT54835F [REDACTED]

Date of purchase:

08/27/2004

Our File No.:

TX07-10105

Mr. Stevens,

Thank you for your call. We faxed the documents on 02/12/07, but they must not have gone through. Ms. Sinegal will be faxing the registration today, and I will forward it to you. Thank you.

Jennifer Morton

Paralegal for Alex Simanovsky

This facsimile message contains information from ALEX SIMANOVSKY & ASSOCIATES, LLC, that may be privileged and confidential attorney work product or attorney/client communication. This information is intended to be for the use of the addressee only. If you are not the addressee, note that any disclosure, copying, distribution or use of the contents of this message is prohibited. If you receive this message in error, please notify the sender immediately. The recipient may not use any communication herein for any reason not associated with the specific communication. All other uses are strictly prohibited.



General Motors Corporation
Business Resource Center
PO Box 33170
Detroit, MI 48232-5170

VIA FAX ONLY

February 7, 2007

Alex Simanovsky, Esq.
ABT & Simanovsky
2300 Henderson Mill Rd NE Ste 300
Atlanta, GA 30345-2704

RE: [REDACTED]
Service Request: 71-458984691
2005 Chevrolet Malibu
Vehicle Identification Number: 1G1ZT54835F [REDACTED]
Customer Relationship Specialist: Brion Stevens

Dear Mr. Simanovsky:

We regret that your client(s) is dissatisfied with her 2005 Chevrolet Malibu and that several attempts by the dealer to resolve the concerns have not met your client(s) expectations. General Motors takes great pride in the service we provide to our customers, and we apologize for any inconvenience and frustration experienced by your client(s).

After careful review of this case, Chevrolet Division of General Motors would like to make the following voluntary settlement offer for all defendants. This offer is being made in an effort to reach an early resolution that will be equitable to your client(s) and reinforce General Motors' commitment to its customers. General Motors requests you make this offer available to your client(s) at the earliest possible opportunity.

A cash settlement of \$ 6,500.00.

The above offer is inclusive of any and all costs, fees, expenses, and attorney's fees, known or unknown, that are associated with the above-referenced vehicle and is contingent upon receipt of a copy of the current registration (valid for at least 30 days beyond the date this letter is signed by your client) to show proof of ownership.

Your client(s) would retain the vehicle.

If this offer is acceptable to your client(s), please have your client(s) sign this offer letter as well as the attached release and return them to us at the fax number shown on the fax cover sheet. This offer is good for 10 calendar days from the date of this letter. If your client(s) do not agree with the terms of this offer, we ask that you contact us immediately to further discuss resolution of this matter.



February 7, 2007

Page 2

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

Sincerely,

General Motors Corporation

cc: FILE

LG0044
V07022006

Attach.

53766

Odometer

AS Attorney for [REDACTED]

Client's Signature

2/12/07

Date

Client's Signature

Date



RELEASE OF CLAIM

I, Sheronda Williams Sinegal, (hereinafter referred to as "Releasor(s)"), on behalf of myself/ourselves and my/our assigns, heirs and executors, in consideration of \$ 6,500.00 paid by General Motors Corporation, hereby release(s) and discharge(s) General Motors Corporation, its subsidiaries, its authorized independent dealers, any designers and suppliers of vehicles, parts and components that are distributed by General Motors Corporation, and their respective agents and employees from any and all claims, causes of action, demands, damages, and claims for attorney's fees and costs which directly or indirectly arise from, are related to, or are in any way associated with the purchase, repair, maintenance, operation, alteration, or use of Releasor(s) 2005 Chevrolet Malibu bearing Vehicle Identification Number 1G1ZT54835F142044 ("Subject Vehicle"), including but not limited to any claims based on any alleged defects in the subject vehicle. This Release of Claim shall not be construed to release any of the above named persons or entities from any liability regarding claims of personal injury or products liability arising out of the use or operation of the Subject Vehicle after the date of execution of this release. Notwithstanding the above, General Motors Corporation agrees to honor the remaining term of the manufacturer's express limited warranty and any applicable GM Protection Plans which accompanied the sale of the subject vehicle. If Releasor(s) has/have initiated any court, arbitration or other proceeding against General Motors Corporation, Releasor(s) immediately will dismiss the proceeding with prejudice.

*The subject vehicle's mileage is 537166 on the date of the signing of this release.

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

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

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

DATE SIGNED: 2-9-2007

Claimant's Signature

Address

Address

City, State, Zip Code

City, State, Zip Code

STATE OF Texas
COUNTY OF Jefferson



General Motors Corporation
Business Resource Center
PO Box 33170
Detroit, MI 48232-5170

VIA FAX ONLY

January 26, 2007

Brian Powell
Classic Chevrolet
P. O. Box 5547
Beaumont, TX 77726-5547

RE:

Service Request: 71-458984691
2005 Chevrolet Malibu
Vehicle Identification Number: 1G1ZT54835
Customer Relationship Specialist: Brion Stevens

Dear Mr. Powell:

This is a letter of notification regarding a not-in-suit-matter involving the above referenced customer. Please provide us with copies of all dealer sales and service documents regarding this vehicle. The specific documents needed are:

- All sales purchase and finance agreements, including a conversion invoice (if any), the incentives acknowledgement form, and the Actual Cash Value statement of any trade.
- Service and body shop repair orders of all internal, customer pay, and warranty repair orders, (to include front and back as well as technician notes). Also, include any receipts for aftermarket or dealer add-ons.

Please fax them to the number on the fax cover sheet. If there are any fax difficulties or the documents exceed 50 pages, please split the fax and send two or more faxes as appropriate.

In addition, should you be contacted by another party regarding this matter, you may want to consult your own attorney for further direction. Your cooperation is greatly appreciated. If you have further questions, please contact our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Sincerely,

General Motors Corporation

LG0040
V6302006



GMC



HUMMER



**GMC****HUMMER****General Motors Business Resource Center****FAX**

To: Mr. Brian Powell
Company:
Fax: 4098984164
Phone:

From: Brion Stevens, Legal CRM
Fax: 866-592-1369
Phone: 800-231-1841 ext.11279
E-mail:

CC:

ATTN:

NOTES:

*Return
of Super File
-THANKS
BVP*



CS357019



CS357019

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(409) 892-5050 (409) 735-5146 Mid County

| | | | | | | | | | | |
|--------------|-------|---------------------|----------------------------|-------------|---------|--------------------|--------------|----------|-------------|-----------------|
| CUSTOMER No. | 71656 | ADVISOR | JAMES WEST | 1636 | TAG No. | 7162 | INVOICE DATE | 01/08/07 | INVOICE No. | CVCS357019 |
| | | LABOR RATE | | LICENSE No. | | MILEAGE | 52,313 | COLOR | BROWN/ | STOCK No. |
| | | YEAR / MAKE / MODEL | 05/CHEVROLET/MALIBU/LS SDN | | | DELIVERY DATE | | 08/27/04 | | DELIVERY MILES |
| | | VEHICLE I.D. No. | 1 G 1 Z T 5 4 8 3 5 F 1 | | | SELLING DEALER NO. | | | | PRODUCTION DATE |
| | | F. T. E. No. | | | | P.O. No. | | | | |
| | | BUSINESS | ENTS | | | | | | | |

LABOR & PARTS
J# 1 25CVZ *STEERING TECH(S):1540 WARRANTY
C/S WHEN TURNING ANY SPEED THERE IS A POPPING IN THE STEERING. ONGOING PROBLEM SEE HIST. ORDERED STEERING GEAR

| PARTS | QTY | FP-NUMBER | DESCRIPTION | UNIT PRICE |
|-------------------------------------|-----|-----------|-------------|------------|
| JOB # 1 | 0 | 15858368 | GEAR 6.508 | |
| PART ON SPECIAL ORDER | | | | |
| ** QUANTITY 1 IS SPECIAL ORDERED ** | | | | |
| JOB # 1 TOTAL PARTS | | | | 0.00 |
| JOB # 1 TOTAL LABOR & PARTS | | | | 0.00 |

J# 2 35CVZ *ELECTRICAL TECH(S):1186 WARRANTY
C/S THE VEH DOES NOT WANT TO START INT. REPLACED BATT AND PROBLEM STILL HAPPENS. ONGOING PROBLEM SEE HIST. UNABLE TO DUPLICATE

| PARTS | QTY | FP-NUMBER | DESCRIPTION | UNIT PRICE |
|-----------------------------|-----|-----------|-------------|------------|
| JOB # 2 TOTAL PARTS | | | | 0.00 |
| JOB # 2 TOTAL LABOR & PARTS | | | | 0.00 |

TOTALS

| | | |
|--|------------------|------|
| [] CASH [] CHK # [] [] CC [] AMX [] DIS [] A/R CHG | TOTAL LABOR | 0.00 |
| PARTS DESIGNATED WITH AN ASTERIK (*) INDICATE LIMITED | TOTAL PARTS | 0.00 |
| LIFETIME SERVICE GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS. | 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 |

Warranty disclaimer as is. The only warranties applying to this part(s) are those which may be offered by the manufacturer. The selling dealer, Classic Chevrolet, hereby expressly disclaims all warranties, either express or implied, including warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any person to assume for it any liability in connection with the sale of this part(s) and/or services. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profit or income or any other incidental damages.

LABOR GUARANTEE 90 DAYS OR 4000 MILES WHICHEVER COMES FIRST.

NOTICE PURSUANT TO § 70.001, Texas Property Code
I AM THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON, WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR AGREEMENT. I UNDERSTAND THAT THE VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH §9.033, Texas Business and Commerce Code, IF PAYMENT FOR THE REPAIR OF THE MOTOR VEHICLE BY A CHECK, MONEY ORDER, OR A CREDIT CARD TRANSACTION IS STOPPED, DISHONORED BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS, OR BECAUSE THE MAKER OR DRAWER HAS NO ACCOUNT OR THE ACCOUNT UPON WHICH IT IS DRAWN OR THE CREDIT CARD ACCOUNT HAS BEEN CLOSED.

CUSTOMER SIGNATURE

DUPLICATE INVOICE

SIGNATURE OF PERSON RESPONSIBLE
OR AGENT FOR PERSON RESPONSIBLE

X



CS357540



CS357540

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| | | | | |
|------------------------------|--|------------------------|---------------------------------|----------------------------------|
| CUSTOMER No. 71656 | ADVISOR JAMES WEST | TAG No. 1636 | INVOICE DATE 01/18/07 | INVOICE No. CVCS357540 |
| BEAUMONT, TX 77701 | LABOR RATE | LICENSE No. | MILEAGE 52,818 | COLOR BROWN/ |
| | YEAR / MAKE / MODEL 05/CHEVROLET/MALIBU/LS SDN | | | DELIVERY DATE 08/27/04 |
| | VEHICLE I.D. No. 1 G 1 Z T 5 4 8 3 5 F | | | DELIVERY MILES |
| | F.T.E. No. | | | SELLING DEALER NO. |
| BUSINESS PHONE | P.O. No. | | | R.O. DATE 01/17/07 |
| COMMENTS | | | | |

LABOR & PARTS
J# 1 25CVZ *STEERING TECH(S):1540
C/S KNOCKING NOISE IN STEERING WHEN TURNING, SOP IS IN.
SLACK IN RACK & PINION ASSEMBLY
REPLACED STEERING GEAR
RESET TOE

| PARTS | QTY | FP-NUMBER | DESCRIPTION | UNIT PRICE |
|---------|-----|-----------|-------------|------------|
| JOB # 1 | 1 | 15858368 | GEAR 6.508 | |
| JOB # 1 | -1 | 15858368 | CORE RETURN | |

JOB # 1 TOTAL PARTS

JOB # 1 TOTAL LABOR & PARTS

J# 2 34CVZ *DRIVEABILITY TECH(S):1540
C/S INT VEH TURNS OVER SLOWLY AND DOES NOT WANT TO START.
SEE HIST.
UNABLE TO DUPLICATE

| PARTS | QTY | FP-NUMBER | DESCRIPTION | UNIT PRICE |
|-------|-----|-----------|-------------|------------|
|-------|-----|-----------|-------------|------------|

JOB # 2 TOTAL PARTS

JOB # 2 TOTAL LABOR & PARTS

| SUBLET | PO# | VEND INV# | INV DATE | DESCRIPTION |
|---------|-------|-----------|----------|-------------|
| JOB # 1 | 50158 | | 01/18/07 | RENTAL |

TOTAL - SUBLET

TOTALS

[] CASH [] CHK # [] CC [] AMX [] DIS [] A/R CHG
PARTS DESIGNATED WITH AN ASTERIK (*) INDICATE LIMITED
LIFETIME SERVICE GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS.

| | |
|-----------------|------|
| 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

WARRANTY

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WARRANTY

Warranty disclaimer as is. The only warranties applying to this part(s) are those which may be offered by the manufacturer. The selling dealer, Classic Chevrolet, hereby expressly disclaims all warranties, either express or implied, including warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any person to assume for it any liability in connection with the sale of this part(s) and/or services. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profit or income or any other incidental damages.

LABOR GUARANTEE 90 DAYS OR 4000 MILES WHICHEVER COMES FIRST.

NOTICE PURSUANT TO § 70.001, Texas Property Code
I AM THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON, WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR AGREEMENT. I UNDERSTAND THAT THE VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH §9.033, Texas Business and Commerce Code, IF PAYMENT FOR THE REPAIR OF THE MOTOR VEHICLE BY A CHECK, MONEY ORDER, OR A CREDIT CARD TRANSACTION IS STOPPED, DISHONORED BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS, OR BECAUSE THE MAKER OR DRAWER HAS NO ACCOUNT OR THE ACCOUNT UPON WHICH IT IS DRAWN OR THE CREDIT CARD ACCOUNT HAS BEEN CLOSED.

SIGNATURE OF PERSON RESPONSIBLE OR AGENT FOR PERSON RESPONSIBLE

X

CUSTOMER SIGNATURE

DUPLICATE INVOICE



ACURA



CS346816



Goodwrench
Service

Plus

The Plus means better.

CS346816

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(409) 892-5050 (409) 735-5146 Mid County

| CUSTOMER No. 71656 | | ADVISOR RONALD ROBINSON 1633 | | TAG No. 6762 | | INVOICE DATE 06/29/06 | | INVOICE No. CVCS346816 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|--|-----|--|----------------|----------------------------------|----------|---------------------------------|--|----------------------------------|--|-------|-----|-----------|-------------|------------|----------|---------|---|----------|----------------|--|--|---------|---|----------|------------|---------------------|------|---------|---|----------|---------------|-----------------------------|------|--|--|--|--|---------------------|------|--|--|--|--|-----------------------------|------|
| BEAUMONT, TX | | LABOR RATE | | LICENSE No. | | MILEAGE 41,071 | | COLOR BROWN/ | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | YEAR / MAKE / MODEL 05/CHEVROLET/MALIBU/LS SDN | | DELIVERY DATE 08/27/04 | | STOCK No. | | DELIVERY MILES | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | VEHICLE I.D. No. 1 G 1 Z T 5 4 8 3 5 F | | SELLING DEALER NO. | | PRODUCTION DATE | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | F. T. E. No. | | P.O. No. | | R.O. DATE 06/28/06 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| RESIDENCE PHONE | | BUSINESS PHONE | | COMMENTS | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| LABOR & PARTS | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| J# 1 25CVZ *STEERING TECH(S):1540 WARRANTY | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| CUSTOMER STATES GETTING KNOCKING NOISE WHEN TURNING | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| SOP IN: | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| LEFT FRONT UPPER STRUT BEARING & MOUNT WEAK | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| REPLACED LEFT FRONT STRUT MOUNT & BEARING | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| ALIGNED FRONT END | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <table border="1"><thead><tr><th>PARTS</th><th>QTY</th><th>FP-NUMBER</th><th>DESCRIPTION</th><th>UNIT PRICE</th><th>WARRANTY</th></tr></thead><tbody><tr><td>JOB # 1</td><td>1</td><td>22716376</td><td>MOUNT 7.395</td><td></td><td></td></tr><tr><td>JOB # 1</td><td>1</td><td>22716379</td><td>SEAT 7.420</td><td></td><td></td></tr><tr><td>JOB # 1</td><td>1</td><td>22712116</td><td>BEARING 7.389</td><td></td><td></td></tr><tr><td colspan="4"></td><td>JOB # 1 TOTAL PARTS</td><td>0.00</td></tr><tr><td colspan="4"></td><td>JOB # 1 TOTAL LABOR & PARTS</td><td>0.00</td></tr></tbody></table> | | | | | | | | | | PARTS | QTY | FP-NUMBER | DESCRIPTION | UNIT PRICE | WARRANTY | JOB # 1 | 1 | 22716376 | MOUNT 7.395 | | | JOB # 1 | 1 | 22716379 | SEAT 7.420 | | | JOB # 1 | 1 | 22712116 | BEARING 7.389 | | | | | | | JOB # 1 TOTAL PARTS | 0.00 | | | | | JOB # 1 TOTAL LABOR & PARTS | 0.00 |
| PARTS | QTY | FP-NUMBER | DESCRIPTION | UNIT PRICE | WARRANTY | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| JOB # 1 | 1 | 22716376 | MOUNT 7.395 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| JOB # 1 | 1 | 22716379 | SEAT 7.420 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| JOB # 1 | 1 | 22712116 | BEARING 7.389 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | | | JOB # 1 TOTAL PARTS | 0.00 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | | | JOB # 1 TOTAL LABOR & PARTS | 0.00 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| J# 2+01CVZ *LUBE OIL FILTER TECH(S):1540 WARRANTY | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| PLEASE CHECK ALL FLUID LEVELS AND TIRE PRESSURES, ALSO | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| ADVISE OF ANY NEEDED SERVICES. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| CHANGE OIL AND FILTER, GREASE CHASSIS AND PERFORM CHECK | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| OF ALL FLUID LEVELS AND TIRE PRESSURES. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <table border="1"><thead><tr><th>PARTS</th><th>QTY</th><th>FP-NUMBER</th><th>DESCRIPTION</th><th>UNIT PRICE</th><th>WARRANTY</th></tr></thead><tbody><tr><td>JOB # 2</td><td>1</td><td>25010792</td><td>OIL FLTR 1.836</td><td></td><td></td></tr><tr><td colspan="4"></td><td>JOB # 2 TOTAL PARTS</td><td>0.00</td></tr><tr><td colspan="4"></td><td>JOB # 2 TOTAL LABOR & PARTS</td><td>0.00</td></tr></tbody></table> | | | | | | | | | | PARTS | QTY | FP-NUMBER | DESCRIPTION | UNIT PRICE | WARRANTY | JOB # 2 | 1 | 25010792 | OIL FLTR 1.836 | | | | | | | JOB # 2 TOTAL PARTS | 0.00 | | | | | JOB # 2 TOTAL LABOR & PARTS | 0.00 | | | | | | | | | | | | |
| PARTS | QTY | FP-NUMBER | DESCRIPTION | UNIT PRICE | WARRANTY | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| JOB # 2 | 1 | 25010792 | OIL FLTR 1.836 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | | | JOB # 2 TOTAL PARTS | 0.00 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | | | JOB # 2 TOTAL LABOR & PARTS | 0.00 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| G.O.G. & SUPPLIES | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| JOB # 2 5.0 LUBE SPECIAL @ /UNIT TOTAL - GOG WARRANTY 0.00 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| COMMENTS | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| NOTE: GOODWILL REPAIR FOR CUSTOMER SATISFACTION | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| TOTALS | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| [] CASH [] CHK # [] [] CC [] AMX [] DIS [] A/R CHG | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| PARTS DESIGNATED WITH AN ASTERIK (*) INDICATE LIMITED | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| LIFETIME SERVICE GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 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 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| CUSTOMER SIGNATURE | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| ***** DUPLICATE INVOICE ***** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

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LABOR GUARANTEE 90 DAYS OR 4000 MILES WHICHEVER COMES FIRST.

NOTICE PURSUANT TO § 70.001, Texas Property Code
I AM THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON, WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR AGREEMENT. I UNDERSTAND THAT THE VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH §9.053, Texas Business and Commerce Code, IF PAYMENT FOR THE REPAIR OF THE MOTOR VEHICLE BY A CHECK, MONEY ORDER, OR A CREDIT CARD TRANSACTION IS STOPPED, DISHONORED BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS, OR BECAUSE THE MAKER OR DRAWER HAS NO ACCOUNT OR THE ACCOUNT UPON WHICH IT IS DRAWN OR THE CREDIT CARD ACCOUNT HAS BEEN CLOSED.

SIGNATURE OF PERSON RESPONSIBLE OR AGENT FOR PERSON RESPONSIBLE

X



CS344927



CS344927

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| | | | | | | | | | |
|--|--|--|--|----------------------------------|--|---------------------------------|--|----------------------------------|--|
| CUSTOMER No. 71656 | | ADVISOR BRIAN L KINDWALL | | TAG No. 1627 | | INVOICE DATE 05/24/06 | | INVOICE No. CVCS344927 | |
| BEAUMONT, TX | | LABOR RATE | | LICENSE No. | | MILEAGE 39,141 | | COLOR BROWN/ | |
| | | YEAR / MAKE / MODEL 05/CHEVROLET/MALIBU/LS SDN | | DELIVERY DATE 08/27/04 | | DELIVERY MILES | | | |
| | | VEHICLE I.D. No. 1 G 1 Z T 5 4 8 3 5 F | | SELLING DEALER No. | | PRODUCTION DATE | | | |
| | | F. T. E. No. | | P.O. No. | | R.O. DATE 05/23/06 | | | |
| RESIDENCE PHONE | | BUSINESS PHONE | | COMMENTS | | | | | |
| LABOR & PARTS | | | | | | | | | |
| J# 1 25CVZ | | | | | | | | | |
| *STEERING | | | | | | | | | |
| TECH(S):1540 | | | | | | | | | |
| 0.00 | | | | | | | | | |
| CUSTOMER STATES GETTING KNOCKING NOISE WHEN TURNING | | | | | | | | | |
| WAS TOLD STRUT SPRINGS TURNING | | | | | | | | | |
| TRACED NOISE TO LF SPRING INSULATOR | | | | | | | | | |
| NECC TO ORDER PART | | | | | | | | | |
| PARTS | | | | | | | | | |
| -----QTY-----FP-NUMBER-----DESCRIPTION-----UNIT PRICE----- | | | | | | | | | |
| JOB # 1 0 22716376 MOUNT 7.395 60.53 0.00 | | | | | | | | | |
| PART ON SPECIAL ORDER | | | | | | | | | |
| ** QUANTITY 1 IS SPECIAL ORDERED ** | | | | | | | | | |
| JOB # 1 0 22716379 SEAT 7.420 6.68 0.00 | | | | | | | | | |
| PART ON SPECIAL ORDER | | | | | | | | | |
| ** QUANTITY 1 IS SPECIAL ORDERED ** | | | | | | | | | |
| JOB # 1 TOTAL PARTS 0.00 | | | | | | | | | |
| JOB # 1 TOTAL LABOR & PARTS 0.00 | | | | | | | | | |
| TOTALS | | | | | | | | | |
| [] CASH [] CHK # [] [] CC [] AMX [] DIS [] A/R CHG | | | | | | | | | |
| PARTS DESIGNATED WITH AN ASTERIK (*) INDICATE LIMITED | | | | | | | | | |
| LIFETIME SERVICE GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS. | | | | | | | | | |
| 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 | | | | | | | | | |
| CUSTOMER SIGNATURE | | | | | | | | | |
| ***** | | | | | | | | | |
| DUPLICATE INVOICE ***** | | | | | | | | | |
| LABOR GUARANTEE 90 DAYS OR 4000 MILES WHICHEVER COMES FIRST. | | | | | | | | | |
| NOTICE PURSUANT TO § 70.001, Texas Property Code | | | | | | | | | |
| I AM THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON, WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR AGREEMENT. I UNDERSTAND THAT THE VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH §9.053, Texas Business and Commerce Code. IF PAYMENT FOR THE REPAIR OF THE MOTOR VEHICLE BY A CHECK, MONEY ORDER, OR A CREDIT CARD TRANSACTION IS STOPPED, DISHONORED BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS, OR BECAUSE THE MAKER OR DRAWER HAS NO ACCOUNT OR THE ACCOUNT UPON WHICH IT IS DRAWN OR THE CREDIT CARD ACCOUNT HAS BEEN CLOSED. | | | | | | | | | |
| SIGNATURE OF PERSON RESPONSIBLE OR AGENT FOR PERSON RESPONSIBLE | | | | | | | | | |
| X | | | | | | | | | |



CS342856



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| | | | | | |
|---|---------------------------------------|--|------------------------|----------------------------------|----------------------------------|
| CUSTOMER No. 71656 | | ADVISOR BRIAN L KINDWALL | TAG No. 1627 | INVOICE DATE 04/18/06 | INVOICE No. CVCS342856 |
| SHERONDA WILLIAMS 875 DEVILLENUE BEAUMONT, TX 77701 | | LABOR RATE | LICENSE No. | MILEAGE 35,588 | COLOR BROWN/ |
| | | YEAR / MAKE / MODEL 05/CHEVROLET/MALIBU/LS SDN | | DELIVERY DATE 08/27/04 | DELIVERY MILES |
| | | VEHICLE I.D. No. 1 G 1 Z T 5 4 8 3 5 F 1 4 2 0 4 4 | | SELLING DEALER No. | PRODUCTION DATE |
| | | F.T.E. No. | | P.O. No. | R.O. DATE 04/18/06 |
| RESIDENCE PHONE 409-363-2433 | BUSINESS PHONE 409-832-3041 | COMMENTS | | | |

| | | | |
|--|---|-------------------------|----------------------|
| LABOR & PARTS J# 1 35CVZ | *ELECTRICAL CUSTOMER STATES CD PLAYER IS STILL GETTING STUCK AND WON'T PLAY AT TIMES INSPECTED & INSTALLED SEVERAL DIFFERENT CD'S--SYSTEM WORKING PROPERLY AT THIS TIME. UNABLE TO DUPLICATE. | TECH(S):1506 | WARRANTY |
| JOB # 1 TOTAL LABOR & PARTS | | 0.00 | |
| J# 2 35CVZ01 | *ELECTRICAL CUSTOMER STATES WON'T START SOMETIMES HAVE TO JUMP TO GET STARTED INSPECTED & STARTED VEHICLE SEVERAL TIMES--UNABLE TO DUPLICATE CONCERN | TECH(S):1506 | WARRANTY |
| JOB # 2 TOTAL LABOR & PARTS | | 0.00 | |
| J# 3 35CVZ02 | ELECTRICAL CUSTOMER STATES HORN ISN'T WORKING INSPECTED & FOUND RELAY OUT OF PLACE. RESECURED RELAY. | TECH(S):1506 | WARRANTY |
| JOB # 3 TOTAL LABOR & PARTS | | 0.00 | |
| J# 4 13CVZ | *LEAKS,SQUEAKS,RATTLE CUSTOMER STATES GETTING CLICKING NOISE WHEN TURNING IN LEFT FRONT AND SEEMS TO PULL LEFT WHEN DRIVING UNABLE TO DUPLICATE | TECH(S):1506 | WARRANTY |
| JOB # 4 TOTAL LABOR & PARTS | | 0.00 | |
| SUBLET | PO# | VEND INV# | INV.DATE-DESCRIPTION |
| JOB # 1 | 45218 | 382409 | 04/18/06 RENTAL |
| TOTAL - SUBLET | | 0.00 | WARRANTY |
| TOTALS | | | |
| [] CASH [] CHK # [] [] CC [] AMX [] DIS [] A/R CHG | | TOTAL LABOR.... | 0.00 |
| PARTS DESIGNATED WITH AN ASTERIK (*) INDICATE LIMITED | | TOTAL PARTS.... | 0.00 |
| LIFETIME SERVICE GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS. | | 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 |

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

Warranty disclaimer as is. The only warranties applying to this part(s) are those which may be offered by the manufacturer. The selling dealer, Classic Chevrolet, hereby expressly disclaims all warranties, either express or implied, including warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any person to assume for it any liability in connection with the sale of this part(s) and/or services. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profit or income or any other incidental damages.

LABOR GUARANTEE 90 DAYS OR 4000 MILES WHICHEVER COMES FIRST.

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SIGNATURE OF PERSON RESPONSIBLE OR AGENT FOR PERSON RESPONSIBLE
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Service
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The *Plus* means better.

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| | | | | | | | |
|---|---------------------------------------|--|-------------|--------------------------|---------------------------------|----------------------------------|------------------------------|
| CUSTOMER No. 71656 | | ADVISOR BRIAN L KINDWALL 1627 | | TAG No. 5334 | INVOICE DATE 04/07/06 | INVOICE No. CVCS342276 | |
| SHERONDA WILLIAMS 875 DEVILLENUE BEAUMONT, TX 77701 | | LABOR RATE | LICENSE No. | MILEAGE 35,296 | COLOR BROWN/ | STOCK No. | |
| | | YEAR / MAKE / MODEL 05/CHEVROLET/MALIBU/LS SDN | | | | DELIVERY DATE 08/27/04 | DELIVERY MILES |
| | | VEHICLE I.D. No. 1 G 1 Z T 5 4 8 3 5 F 1 4 2 0 4 4 | | | | SELLING DEALER NO. | PRODUCTION DATE |
| | | F. T. E. No. | | | | P.O. No. | R.O. DATE 04/07/06 |
| RESIDENCE PHONE 409-363-2433 | BUSINESS PHONE 409-832-3041 | COMMENTS | | | | | |

| LABOR & PARTS J# 1 35CVZ *ELECTRICAL TECH(S):1506 CUSTOMER STATES DOME LAMP SWITCH BY LAMP IS LOOSE AN DWILL NOT TURN DOME LAMP ON:::SOP IN::: REPLACED OVERHEAD DOME LAMP ASSEMBLY | | | | WARRANTY | | | | | | | | | | | | | | | | | | | | | | | | | |
|--|-----|-----------|----------------|------------|-----|-----------|-------------|------------|---------------------|---|----------|--------------|------|-----------------------------|---|----------|----------------|------|---------------------|--|--|--|------|-----------------------------|--|--|--|------|------------------------------|
| <table border="1"> <thead> <tr> <th>PARTS</th> <th>QTY</th> <th>FP-NUMBER</th> <th>DESCRIPTION</th> <th>UNIT PRICE</th> </tr> </thead> <tbody> <tr> <td>JOB # 1</td> <td>1</td> <td>22691338</td> <td>BEZEL 11.928</td> <td></td> </tr> <tr> <td>JOB # 1</td> <td>1</td> <td>22724305</td> <td>HOUSING 11.927</td> <td></td> </tr> <tr> <td colspan="4">JOB # 1 TOTAL PARTS</td> <td>0.00</td> </tr> <tr> <td colspan="4">JOB # 1 TOTAL LABOR & PARTS</td> <td>0.00</td> </tr> </tbody> </table> | | | | PARTS | QTY | FP-NUMBER | DESCRIPTION | UNIT PRICE | JOB # 1 | 1 | 22691338 | BEZEL 11.928 | | JOB # 1 | 1 | 22724305 | HOUSING 11.927 | | JOB # 1 TOTAL PARTS | | | | 0.00 | JOB # 1 TOTAL LABOR & PARTS | | | | 0.00 | WARRANTY WARRANTY 0.00 |
| PARTS | QTY | FP-NUMBER | DESCRIPTION | UNIT PRICE | | | | | | | | | | | | | | | | | | | | | | | | | |
| JOB # 1 | 1 | 22691338 | BEZEL 11.928 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| JOB # 1 | 1 | 22724305 | HOUSING 11.927 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| JOB # 1 TOTAL PARTS | | | | 0.00 | | | | | | | | | | | | | | | | | | | | | | | | | |
| JOB # 1 TOTAL LABOR & PARTS | | | | 0.00 | | | | | | | | | | | | | | | | | | | | | | | | | |
| J# 2 50CVZ MISC TECH(S):1506 CUSTOMER STATES IGNITION KEY HARD TO GET IN SOMETIMES AND HARD TO TURN SOMETIMES ROTATED, REMOVED & REINSTALLED IGNITION CYLINDER. ROTATED CYLINDER 25 TIMES---WORKING PROPERLY AT THIS TIME. | | | | WARRANTY | | | | | | | | | | | | | | | | | | | | | | | | | |
| <table border="1"> <thead> <tr> <th>PARTS</th> <th>QTY</th> <th>FP-NUMBER</th> <th>DESCRIPTION</th> <th>UNIT PRICE</th> </tr> </thead> <tbody> <tr> <td colspan="4">JOB # 2 TOTAL PARTS</td> <td>0.00</td> </tr> <tr> <td colspan="4">JOB # 2 TOTAL LABOR & PARTS</td> <td>0.00</td> </tr> </tbody> </table> | | | | PARTS | QTY | FP-NUMBER | DESCRIPTION | UNIT PRICE | JOB # 2 TOTAL PARTS | | | | 0.00 | JOB # 2 TOTAL LABOR & PARTS | | | | 0.00 | WARRANTY 0.00 | | | | | | | | | | |
| PARTS | QTY | FP-NUMBER | DESCRIPTION | UNIT PRICE | | | | | | | | | | | | | | | | | | | | | | | | | |
| JOB # 2 TOTAL PARTS | | | | 0.00 | | | | | | | | | | | | | | | | | | | | | | | | | |
| JOB # 2 TOTAL LABOR & PARTS | | | | 0.00 | | | | | | | | | | | | | | | | | | | | | | | | | |
| SUBLET---PO#---VEND INV#-INV.DATE-DESCRIPTION--- JOB # 1 45186 381730 04/07/06 RENTAL | | | | WARRANTY | | | | | | | | | | | | | | | | | | | | | | | | | |
| TOTALS | | | | 0.00 | | | | | | | | | | | | | | | | | | | | | | | | | |
| [] CASH [] CHK # [] [] CC [] AMX [] DIS [] A/R CHG PARTS DESIGNATED WITH AN ASTERIK (*) INDICATE LIMITED LIFETIME SERVICE GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS. | | | | 0.00 | | | | | | | | | | | | | | | | | | | | | | | | | |
| 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 | | | | | | | | | | | | | | | | | | | | | | | | | |

| | | |
|-----------------------------|-------------------|-------|
| CUSTOMER SIGNATURE ***** | DUPLICATE INVOICE | ***** |
|-----------------------------|-------------------|-------|

| | |
|--|--|
| LABOR GUARANTEE 90 DAYS OR 4000 MILES WHICHEVER COMES FIRST. | |
| NOTICE PURSUANT TO § 70.001, Texas Property Code I AM THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON, WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR AGREEMENT. I UNDERSTAND THAT THE VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH §9.053, Texas Business and Commerce Code, IF PAYMENT FOR THE REPAIR OF THE MOTOR VEHICLE BY A CHECK, MONEY ORDER, OR A CREDIT CARD TRANSACTION IS STOPPED, DISHONORED BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS, OR BECAUSE THE MAKER OR DRAWER HAS NO ACCOUNT OR THE ACCOUNT UPON WHICH IT IS DRAWN OR THE CREDIT CARD ACCOUNT HAS BEEN CLOSED. | |
| SIGNATURE OF PERSON RESPONSIBLE OR AGENT FOR PERSON RESPONSIBLE X | |



CS341309



CS341309

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| | | | | | |
|---|---------------------------------------|--|------------------------|----------------------------------|----------------------------------|
| CUSTOMER No. 71656 | | ADVISOR BRIAN L KINDWALL | TAG No. 1627 | INVOICE DATE 03/23/06 | INVOICE No. CVCS341309 |
| SHERONDA WILLIAMS 875 DEVILLENUE BEAUMONT, TX 77701 | | LABOR RATE | LICENSE No. | MILEAGE 34,154 | COLOR BROWN/ |
| | | YEAR / MAKE / MODEL 05/CHEVROLET/MALIBU/LS SDN | | DELIVERY DATE 08/27/04 | DELIVERY MILES |
| | | VEHICLE I.D. No. 1 G 1 Z T 5 4 8 3 5 F 1 4 2 0 4 4 | | SELLING DEALER NO. | PRODUCTION DATE |
| | | F. T. E. No. | | P.O. No. | R.O. DATE 03/22/06 |
| RESIDENCE PHONE 409-363-2433 | BUSINESS PHONE 409-832-3041 | COMMENTS | | | |

| | | | |
|---|---|-------------------|----------|
| LABOR & PARTS | | WARRANTY | |
| J# 1 35CVZ | *ELECTRICAL CUSTOMER STATES DOME LIGHT SWITCH BY LAMP IS LOOSE AND CATCHES WHEN MOVES...SOP IN... REORDERED PARTS | TECH(S):1506 | |
| PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----UNIT PRICE----- | | | |
| JOB # 1 | 0 22691338 PART ON SPECIAL ORDER | BEZEL 11.928 | WARRANTY |
| JOB # 1 | 0 22724305 PART ON SPECIAL ORDER | HOUSING 11.927 | WARRANTY |
| ** QUANTITY 1 IS SPECIAL ORDERED ** | | | |
| ** QUANTITY 1 IS SPECIAL ORDERED ** | | | |
| JOB # 1 TOTAL PARTS | | 0.00 | |
| JOB # 1 TOTAL LABOR & PARTS | | 0.00 | |
| J# 2 25CVZ | *STEERING CUSTOMER STATGETTING KNOCKING NOISE WHEN TURNING::::SOP IN;; NOISY STEERING GEAR REPLACED STEERING GEAR RESET TOE | TECH(S):1506 1540 | WARRANTY |
| PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----UNIT PRICE----- | | | |
| JOB # 2 | 1 15277886 | GEAR 6.508 | WARRANTY |
| JOB # 2 TOTAL PARTS | | 0.00 | |
| JOB # 2 TOTAL LABOR & PARTS | | 0.00 | |
| J# 3 13CVZ | *LEAKS,SQEAKS,RATTLE CUSTOMER STATES WHEN BACKING UP OR FORWARD AND APPLIE BRAKES GETTING LOUD ROARING NOISE REPLACED REAR BRAKE PADS | TECH(S):1506 | 105.00 |
| PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----UNIT PRICE----- | | | |
| JOB # 3 | 1 15243254 | PAD KIT 5.017 | 95.00 |
| JOB # 3 TOTAL PARTS | | 95.00 | |
| JOB # 3 TOTAL LABOR & PARTS | | 200.00 | |
| J# 4 50CVZ | MISC CUSTOMER STATES WANTS TO KNOW WHY OIL LIFE WASN'T RESET AND FLUIDS WHERE NOT FILLED ON LAST OIL CHANGE IS VERY UPSET ABOUT THE QUALITY OF SERVICE LATELY RESET OIL LIGHT & FILLED FLUIDS | TECH(S):1506 | WARRANTY |
| PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----UNIT PRICE----- | | | |
| JOB # 4 TOTAL PARTS | | 0.00 | |
| JOB # 4 TOTAL LABOR & PARTS | | 0.00 | |
| J# 5+35CVZ04 | ELECTRICAL CUSTOMER STATES CD PLAYER HAS CD IN IT AND WON'T EJECT OR PLAY...SOP IN... REPLACED RADIO | TECH(S):1506 | WARRANTY |



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| | | | | |
|--|--|------------------------|---------------------------------|----------------------------------|
| CUSTOMER No. 71656 | ADVISOR BRIAN L KINDWALL | TAG No. 1627 | INVOICE DATE 03/23/06 | INVOICE No. CVCS341309 |
| SHERONDA WILLIAMS 875 DEVILLENUE BEAUMONT, TX 77701 | LABOR RATE | LICENSE No. | MILEAGE 34,154 | COLOR BROWN/ |
| | YEAR / MAKE / MODEL 05/CHEVROLET/MALIBU/LS SDN | | | DELIVERY DATE 08/27/04 |
| | VEHICLE I.D. No. 1 G 1 Z T 5 4 8 3 5 F 1 4 2 0 4 4 | | | DELIVERY MILES |
| | F. T. E. No. | | | SELLING DEALER NO. |
| RESIDENCE PHONE 409-363-2433 | BUSINESS PHONE 409-832-3041 | P.O. No. | | R.O. DATE 03/22/06 |
| COMMENTS | | | | |

PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----
JOB # 5 TOTAL PARTS 0.00

JOB # 5 TOTAL LABOR & PARTS 0.00

SUBLET-----PO#-----VEND INV#-INV.DATE-DESCRIPTION-----
JOB # 1 45137 381730 03/23/06 RENTAL
TOTAL - SUBLET 0.00

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----
JOB # A SS ENVIR FEES/SHOP SUPPLIES
TOTAL - MISC 5.00

TOTALS-----

[] CASH [] CHK # [] [] CC [] AMX [] DIS [] A/R CHG
PARTS DESIGNATED WITH AN ASTERIK (*) INDICATE LIMITED
LIFETIME SERVICE GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS.
TOTAL LABOR.... 105.00
TOTAL PARTS.... 95.00
TOTAL SUBLET... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 5.00
TOTAL MISC DISC 0.00
TOTAL TAX..... 8.25
TOTAL INVOICE \$ 213.25

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LABOR GUARANTEE 90 DAYS OR 4000 MILES WHICHEVER COMES FIRST.

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SIGNATURE OF PERSON RESPONSIBLE OR AGENT FOR PERSON RESPONSIBLE

X

CUSTOMER SIGNATURE

***** DUPLICATE INVOICE *****



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| | | | | | |
|---|---------------------------------------|--|------------------------|----------------------------------|----------------------------------|
| CUSTOMER No. 71656 | | ADVISOR BRIAN L KINDWALL | TAG No. 1627 | INVOICE DATE 1095 | INVOICE No. CVCS340411 |
| SHERONDA WILLIAMS 875 DEVILLENUE BEAUMONT, TX 77701 | | LABOR RATE | LICENSE No. | MILEAGE 33,031 | COLOR BROWN/ |
| | | YEAR / MAKE / MODEL 05/CHEVROLET/MALIBU/LS SDN | | DELIVERY DATE 08/27/04 | DELIVERY MILES |
| | | VEHICLE I.D. No. 1 G 1 Z T 5 4 8 3 5 F 1 4 2 0 4 4 | | SELLING DEALER NO. | PRODUCTION DATE |
| | | F. T. E. No. | | P.O. No. | R.O. DATE 03/07/06 |
| RESIDENCE PHONE 409-363-2433 | BUSINESS PHONE 409-832-3041 | COMMENTS | | | |

| | | | | |
|--|--|-----------------------|--------------|----------|
| LABOR & PARTS J# 1 35CVZ | | *ELECTRICAL | TECH(S):1506 | WARRANTY |
| CUSTOMER STATES DOME LIGHT SWITCH BY LAMP IS LOOSE AND CATCHES WHEN MOVES:::SOP IN::: HISTORY ATTACHED REORDERED PARTS | | | | |
| PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----UNIT PRICE----- | | | | |
| JOB # 1 0 10372246 CAP 3.028 | | | | |
| JOB # 1 0 22724312 HOUSING 11.927 | | | | |
| PART ON SPECIAL ORDER | | | | |
| ** QUANTITY 1 IS SPECIAL ORDERED ** | | | | |
| JOB # 1 TOTAL PARTS | | | | 0.00 |
| JOB # 1 TOTAL LABOR & PARTS | | | | 0.00 |
| J# 2 25CVZ | | *STEERING | TECH(S):1506 | WARRANTY |
| CUSTOMER STATES GETTING KNOCKING NOISE WHEN TURNING HISTORY ATTACHED INSPECTED AND FOUND STEERING SHAFT NOISY. ORDERED LUBE KIT FOR STEERING SHAFT. | | | | |
| PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----UNIT PRICE----- | | | | |
| JOB # 2 0 15277886 GEAR 6.508 | | | | |
| PART ON SPECIAL ORDER | | | | |
| ** QUANTITY 1 IS SPECIAL ORDERED ** | | | | |
| JOB # 2 TOTAL PARTS | | | | 0.00 |
| JOB # 2 TOTAL LABOR & PARTS | | | | 0.00 |
| J# 3 13CVZ | | *LEAKS,SQUEAKS,RATTLE | TECH(S):1506 | WARRANTY |
| CUSTOMER STATES WHEN BACKING UP MAKING A ROOARING NOISE UNABLE TO DUPLICATE ANY ABNORMAL NOISE ON THIS VISIT. | | | | |
| PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----UNIT PRICE----- | | | | |
| JOB # 3 TOTAL PARTS | | | | 0.00 |
| JOB # 3 TOTAL LABOR & PARTS | | | | 0.00 |
| J# 4 35CVZ02 | | ELECTRICAL | TECH(S):1506 | WARRANTY |
| CUSTOMER STATES CD PLAYER HAS CD IN IT AND WON'T EJECT OR P PLAY INSPECTED AND FOUND CD PLAYER IS INOPERATIVE. ORDERED RADIO. | | | | |
| PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----UNIT PRICE----- | | | | |
| JOB # 4 TOTAL PARTS | | | | 0.00 |
| JOB # 4 TOTAL LABOR & PARTS | | | | 0.00 |
| J# 5 01CVZ | | *LUBE OIL FILTER | TECH(S):1506 | 10.00 |
| PLEASE CHECK ALL FLUID LEVELS AND TIRE PRESSURES, ALSO ADVISE OF ANY NEEDED SERVICES. Oil & Filter Change W/ Lube 3.5L 04/06 | | | | |

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|---|--|
| Warranty disclaimer as is. The only warranties applying to this part(s) are those which may be offered by the manufacturer. The selling dealer, Classic Chevrolet, hereby expressly disclaims all warranties, either express or implied, including warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any person to assume for it any liability in connection with the sale of this part(s) and/or services. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profit or income or any other incidental damages. | |
| LABOR GUARANTEE 90 DAYS OR 4000 MILES WHICHEVER COMES FIRST. | |
| NOTICE PURSUANT TO § 70.001, Texas Property Code I AM THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON, WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR AGREEMENT. I UNDERSTAND THAT THE VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH §9.053, Texas Business and Commerce Code, IF PAYMENT FOR THE REPAIR OF THE MOTOR VEHICLE BY A CHECK, MONEY ORDER, OR A CREDIT CARD TRANSACTION IS STOPPED, DISHONORED BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS, OR BECAUSE THE MAKER OR DRAWER HAS NO ACCOUNT OR THE ACCOUNT UPON WHICH IT IS DRAWN OR THE CREDIT CARD ACCOUNT HAS BEEN CLOSED. | |
| SIGNATURE OF PERSON RESPONSIBLE OR AGENT FOR PERSON RESPONSIBLE | |
| X _____ | |

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| | | | | | | | |
|---|--------------------|--|-----------------|---------------------------------|---------------------------|--------------------------------|-----------------------------|
| CUSTOMER NO. 71656 | | SHERONDA WILLIAMS 875 DEVILLEUE BEAUMONT, TX 77701 | | RESIDENCE PHONE 409-363-2433 | | BUSINESS PHONE 409-832-3041 | |
| ADVISOR BRIAN L KINDWALL | LABOR RATE 1627 | MILEAGE 1095 | COLOR BROWN/ | STOCK NO. CVC3340411 | DELIVERY DATE 08/27/04 | SELLING DEALER NO. 03/07/06 | PRODUCTION DATE 03/07/06 |
| YEAR / MAKE / MODEL 05/CHEVROLET/MALIBU/LS SDN | | VEHICLE ID. NO. 1G1ZT54835F142044 | | F.T.E. NO. P.O. No. | | COMMENTS | |

| | | | | | |
|---|-------|--------------------|----------------------------|-----------------|--------------------------|
| PARTS # 5 | QTY 1 | FP NUMBER 25010792 | DESCRIPTION OIL FLTR 1.836 | UNIT PRICE 5.20 | JOB # 5 TOTAL PARTS 5.20 |
| SUBLET # 1 PO# 44275 VEND INV# 381324 INV DATE 03/09/06 RENTAL | | | | | |
| TOTAL - SUBLET 0.00 | | | | | |
| WARRANTY | | | | | |
| JOB # 5 TOTAL LABOR & PARTS 15.20 | | | | | |
| JOB # 5 TOTAL PARTS 5.20 | | | | | |
| JOB # 5 TOTAL LABOR & PARTS 15.20 | | | | | |
| TOTAL - SUBLET 0.00 | | | | | |
| TOTAL - GOG 7.80 | | | | | |
| TOTAL - MISC -3.78 | | | | | |
| LABOR GUARANTEE 90 DAYS OR 4000 MILES WHICHEVER COMES FIRST | | | | | |
| NOTICE PURSUANT TO § 70.001, Texas Property Code | | | | | |
| I AM THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON, WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR AGREEMENT. I UNDERSTAND THAT THE VEHICLE IS SUBJECT TO REPOSESSION IN ACCORDANCE WITH §9.053, Texas Business and Commerce Code, IF PAYMENT FOR THE REPAIR OF THE MOTOR VEHICLE BY A CHECK, MONEY ORDER, OR A CREDIT CARD TRANSACTION IS STOPPED, DISHONORED BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS, OR BECAUSE THE MAKER OR DRAWER HAS NO ACCOUNT OR THE ACCOUNT UPON WHICH IT IS DRAWN OR THE CREDIT CARD ACCOUNT HAS BEEN CLOSED. | | | | | |
| SIGNATURE OF PERSON RESPONSIBLE OR AGENT FOR PERSON RESPONSIBLE | | | | | |

| | | | | | | | |
|------------------------|--|---|--|---|--|--|--|
| TOTALS | | JOB # 5 | | SA SERVICE ADVERTISING | | PA PARTS ADVERTISING | |
| MISC - CODE | | JOB # 5 | | SS ENVIR FEES/SHOP SUPPLIES | | SA SERVICE ADVERTISING | |
| JOB # 5 | | 4.0 LUBE SPECIAL | | @ 1.950 /UNIT | | TOTAL - GOG 7.80 | |
| SUBLET # 1 | | PO# 44275 | | VEND INV# 381324 | | INV DATE 03/09/06 RENTAL | |
| TOTAL - SUBLET | | 0.00 | | TOTAL - GOG | | 7.80 | |
| TOTAL - MISC | | -3.78 | | LABOR GUARANTEE 90 DAYS OR 4000 MILES WHICHEVER COMES FIRST | | NOTICE PURSUANT TO § 70.001, Texas Property Code | |
| TOTAL INVOICE \$ 20.39 | | SIGNATURE OF PERSON RESPONSIBLE OR AGENT FOR PERSON RESPONSIBLE | | X | | [END OF INVOICE] 10:30am | |

| | | | | | | | |
|--|--|---|--|----------------------|--|----------------------------|--|
| CUSTOMER SIGNATURE | | DUPLICATE INVOICE | | ACCOUNTING COPY | | PAGE 2 OF 2 | |
| LIFETIME SERVICE GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS. | | TOTAL LABOR 0.00 | | TOTAL PARTS 0.00 | | TOTAL G.O.G. 7.80 | |
| TOTAL SUBLET 0.00 | | TOTAL MISC CHG. 1.22 | | TOTAL MISC DISC 5.00 | | TOTAL TAX 1.17 | |
| TOTAL INVOICE \$ 20.39 | | SIGNATURE OF PERSON RESPONSIBLE OR AGENT FOR PERSON RESPONSIBLE | | X | | [END OF INVOICE] 10:30am | |

| | | | | | | | | | |
|---|--|-----------------------------------|--|--------------------|--|-----------------|--|-------------|--|
| CUSTOMER NO. | | ADVISOR | | TAG NO. | | INVOICE DATE | | INVOICE NO. | |
| 71656 | | BRIAN L KINDWALL | | 1627 | | 11/15/05 | | CVCS334388 | |
| SHERONDA WILLIAMS | | YEAR / MAKE / MODEL | | MILEAGE | | COLOR | | STOCK NO. | |
| 875 DEVILLEUE | | 05/CHEVROLET/MALIBU/LS SDN | | 24,501 | | BROWN/ | | | |
| BEAUMONT, TX 77701 | | VEHICLE I.D. NO. | | SELLING DEALER NO. | | PRODUCTION DATE | | | |
| | | 1 G 1 Z T 5 4 8 3 5 F 1 4 2 0 4 4 | | | | 08/27/04 | | | |
| RESIDENCE PHONE | | F.T.E. No. | | P.O. No. | | R.O. DATE | | | |
| 409-363-2433 | | | | | | 11/15/05 | | | |
| BUSINESS PHONE | | COMMENTS | | | | | | | |
| 409-832-3041 | | | | | | | | | |
| LABOR & PARTS | | | | | | | | | |
| # 1 17CVZ INTERIOR TRIM | | | | | | | | | |
| CUSTOMER STATES PASS SIDE VIRROR COVER FOR MIRROR CAME OFF | | | | | | | | | |
| TECH(S):1506 | | | | | | | | | |
| ORDERED SUNSHADE | | | | | | | | | |
| SOP IN | | | | | | | | | |
| PARTS # 1 | | | | | | | | | |
| QTY--FP--NUMBER--DESCRIPTION--UNIT PRICE-- | | | | | | | | | |
| 0 10381580 SUNSHADE 10.203 | | | | | | | | | |
| PART ON SPECIAL ORDER | | | | | | | | | |
| ** QUANTITY 1 IS SPECIAL ORDERED ** | | | | | | | | | |
| JOB # 1 TOTAL PARTS | | | | | | | | | |
| JOB # 1 TOTAL LABOR & PARTS | | | | | | | | | |
| 0.00 | | | | | | | | | |
| WARRANTY | | | | | | | | | |
| Warranty disclaimer as is. The only warranties applying to this part(s) are those which may be offered by the manufacturer. The selling dealer, Classic Chevrolet, hereby expressly disclaims all warranties, either express or implied, including warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any person to assume for it any liability in connection with the sale of this part(s) and/or services. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profit or income or any other incidental damages. | | | | | | | | | |
| LABOR GUARANTEE 90 DAYS OR 4000 MILES WHICHEVER COMES FIRST. | | | | | | | | | |
| WARRANTY | | | | | | | | | |
| NOTICE PURSUANT TO § 70.001, Texas Property Code | | | | | | | | | |
| I AM THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON, WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR AGREEMENT. I UNDERSTAND THAT THE VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH §§93.053, Texas Business and Commerce Code, IF PAYMENT FOR THE REPAIR OF THE MOTOR VEHICLE BY A CHECK, MONEY ORDER, OR A CREDIT CARD TRANSACTION IS STOPPED, DISHONORED BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS, OR BECAUSE THE MAKER OR DRAWER HAS NO ACCOUNT OR THE ACCOUNT UPON WHICH IT IS DRAWN OR THE CREDIT CARD ACCOUNT HAS BEEN CLOSED. | | | | | | | | | |
| SIGNATURE OF PERSON RESPONSIBLE | | | | | | | | | |
| OR AGENT FOR PERSON RESPONSIBLE | | | | | | | | | |
| X | | | | | | | | | |
| TOTAL INVOICE \$ 0.00 | | | | | | | | | |
| TOTAL TAX 0.00 | | | | | | | | | |
| TOTAL MISC DISC 0.00 | | | | | | | | | |
| TOTAL MISC CHG 0.00 | | | | | | | | | |
| TOTAL G.O.G. 0.00 | | | | | | | | | |
| TOTAL SUBLET 0.00 | | | | | | | | | |
| TOTAL PARTS 0.00 | | | | | | | | | |
| TOTAL LABOR 0.00 | | | | | | | | | |
| LIFETIME SERVICE GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS. | | | | | | | | | |
| PARTS DESIGNATED WITH AN ASTERISK (*) INDICATE LIMITED | | | | | | | | | |
| [] CASH [] CHK # [] CC [] AMX [] DIS [] A/R CHG | | | | | | | | | |
| CUSTOMER SIGNATURE | | | | | | | | | |
| ***** | | | | | | | | | |
| DUPLICATE INVOICE | | | | | | | | | |
| ***** | | | | | | | | | |
| PAGE 1 OF 1 | | | | | | | | | |
| ACCOUNTING COPY | | | | | | | | | |
| [END OF INVOICE] 10:31am | | | | | | | | | |

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CS332309

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| | | | | | |
|------------------------------|--|--|--|------------------------|------------------------|
| CUSTOMER NO. 71656 | | ADVISOR BRIAN L KINDWALL | | INVOICE DATE 10/19/05 | INVOICE NO. CVCS332309 |
| SHERONDA WILLIAMS | | YEAR / MAKE / MODEL 05/CHEVROLET/MALIBU/LS SDN | | DELIVERY DATE 08/27/04 | DELIVERY MILES |
| 875 DEVILLEUE | | VEHICLE I.D. NO. 1G1ZT54835F142044 | | SELLING DEALER NO. | PRODUCTION DATE |
| BEAUMONT, TX 77701 | | F.T.E. NO. 1G1ZT54835F142044 | | R.O. DATE 10/10/05 | COMMENTS |
| RESIDENCE PHONE 409-363-2433 | | BUSINESS PHONE 409-832-3041 | | | |
| LABOR & PARTS | | | | | |

J# 1.32CVZ

*LIGHT ENG & COOLING TECH(S):1546

CUST STATES LEAKING FLUID OUT LEFT FRONT AND LOW COOLANT

LOWER LEFT BOTTOM OF RADIATOR & FAN BUSTED.

REPLACED RADIATOR & FAN ASSEMBLY.

RECHARGED A/C SYSTEM. REPLACED CONNECTOR FOR HOOD ADJAR

LIGHT.

DESCRIPTION

CONNECTOR 2.383

COOLANT 8.800

SEAL 9.222

SEAL KIT 9.222

RADIATOR 1.219

FAN 1.055

FREON

JOB # 1 TOTAL PARTS

JOB # 1 TOTAL LABOR & PARTS

1045.51

FIRST.

LABOR GUARANTEE 90 DAYS OR

4000 MILES WHICHEVER COMES

NOTICE PURSUANT TO § 70.001, Texas Property

Code

I AM THE PERSON OR AGENT ACTING ON

BEHALF OF THE PERSON, WHO IS OBLIGATED

TO PAY FOR THE REPAIR OF THE MOTOR

VEHICLE SUBJECT TO THE REPAIR

AGREEMENT. I UNDERSTAND THAT THE

VEHICLE IS SUBJECT TO REPOSSESSION IN

ACCORDANCE WITH §9.053, Texas Business and

Commerce Code, IF PAYMENT FOR THE REPAIR

OF THE MOTOR VEHICLE BY A CHECK, MONEY

ORDER, OR A CREDIT CARD TRANSACTION IS

STOPPED, DISHONORED, OR BECAUSE OF

INSUFFICIENT FUNDS, NO FUNDS, OR

BECAUSE THE MAKER OR DRAWER HAS NO

ACCOUNT OR THE ACCOUNT UPON WHICH IT

IS DRAWN OR THE CREDIT CARD ACCOUNT

HAS BEEN CLOSED.

SIGNATURE OF PERSON RESPONSIBLE

OR AGENT FOR PERSON RESPONSIBLE

412.70

632.81

106.25

8.47

24.88

54.26

1239.37

TOTAL INVOICE \$

CUSTOMER SIGNATURE

DUPLICATE INVOICE

ACCOUNTING COPY

END OF INVOICE] 10:31am

PAGE 1 OF 1

CLASSIC CHEVROLET SE

PAGE 19

10:25

10/31/2007

CS332309

[illegible]

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CS330567

CS330567

PAGE 2 OF 2

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[END OF INVOICE] 10:32am

CUSTOMER SIGNATURE

DUPLICATE INVOICE

LABOR GUARANTEE 90 DAYS OR
4000 MILES WHICHEVER COMES
FIRST.SIGNATURE OF PERSON RESPONSIBLE
OR AGENT FOR PERSON RESPONSIBLE

NOTICE PURSUANT TO § 70.001, Texas Property
Code
I AM THE PERSON OR AGENT ACTING ON
BEHALF OF THE PERSON WHO IS OBLIGATED
TO PAY FOR THE REPAIR OF THE MOTOR
VEHICLE SUBJECT TO THE REPAIR
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INSUFFICIENT FUNDS, NO FUNDS, OR
BECAUSE THE MAKER OR DRAWER HAS NO
ACCOUNT OR THE ACCOUNT UPON WHICH IT
IS DRAWN OR THE CREDIT CARD ACCOUNT
HAS BEEN CLOSED.

X

[] CASH [] CHK # [] CC [] AMX [] DIS [] A/R CHG
PARTS DESIGNATED WITH AN ASTERISK (*) INDICATE LIMITED
LIFETIME SERVICE GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS.

TOTAL INVOICE \$

0.00

Warranty disclaimer as is. The only warranties
applying to this part(s) are those which may be
offered by the manufacturer. The selling
dealer, Classic Chevrolet, hereby expressly
disclaims all warranties, either express or
implied, including warranties of merchantability
or fitness for a particular purpose, and neither
assumes nor authorizes any person to assume
for it any liability in connection with the sale of
this part(s) and/or services. Buyer shall not be
entitled to recover from the selling dealer any
consequential damages, damages to property,
damages for loss of use, loss of time, loss of
profit or income or any other incidental
damages.

JOB # 5 TOTAL LABOR & PARTS

0.00

JOB # 5 TOTAL PARTS

0.00

CUSTOMER NO.

71656

SHERONDA WILLIAMS
875 DEVILLENE
BEAUMONT, TX 77701

RESIDENCE PHONE
409-363-2433BUSINESS PHONE
409-832-3041

| | | | | | | | |
|---------------------|-----------------------------------|-------------|------|--------------------|--------------|-----------------|------------|
| ADVISOR | BRIAN L KINDWALL | 1627 | 9089 | 08/22/05 | INVOICE DATE | INVOICE NO. | CVC3330567 |
| LABOR RATE | | LICENSE NO. | | COLOR | STOCK NO. | | |
| YEAR / MAKE / MODEL | 05/CHEVROLET/MALIBU/LS SDN | | | DELIVERY DATE | 08/27/04 | DELIVERY MILES | |
| VEHICLE ID. NO. | 1 G 1 Z T 5 4 8 3 5 F 1 4 2 0 4 4 | P.O. No. | | SELLING DEALER NO. | 08/22/05 | PRODUCTION DATE | |
| F.T.E. No. | | | | R.O. DATE | 08/22/05 | | |
| COMMENTS | | | | | | | |

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CS3330567

CS3330567



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| | | | | | |
|------------------------------|--|-----------------------------------|--|------------------------|------------------------|
| CUSTOMER No. 71656 | | ADVISOR BRIAN L KINDWALL | | INVOICE DATE 08/01/05 | INVOICE NO. CVCS329377 |
| SHERONDA WILLIAMS | | LABOR RATE | | COLOR BROWN/ | STOCK NO. |
| 875 DEVILLEUE | | YEAR / MAKE / MODEL | | DELIVERY DATE 08/27/04 | DELIVERY MILES |
| BEAUMONT, TX 77701 | | VEHICLE ID. NO. 1G1ZT54835F142044 | | SELLING DEALER NO. | PRODUCTION DATE |
| RESIDENCE PHONE 409-363-2433 | | F.T.E. No. | | R.O. DATE 08/01/05 | |
| BUSINESS PHONE 409-832-3041 | | P.O. No. | | COMMENTS | |

LABOR & PARTS

J# 1 34CVZ *DRIVEABILITY TECH(S):1568
CUSTOMER STATES GETTING MISS AND SHACK AT IDLE IN PARK AND
FOUND IDLE HAD A SLIGHT SURGE, CHECKED MISFIRE -NONE
CHECKED & FOUND NEW CALIBRATION FOR PCM TO CORRECT THIS
CONCERN.
RECALIBRATED PCM.

J# 2 15CVZ EXT. TRIM & WIPERS TECH(S):1506
CUSTOMER STATES WEATHER STRIP ON OUTSIDE OF SECOND LEFT DOOR
IS COMING UP BY WINDOW.
ORDERED SEALING STRIP

J# 3 10CVZ *A/C & HEATING TECH(S):1506
CUSTOMER STATES CAPS FOR AC LINES CAME OFF
ORDERED CAPS

PARTS -QTY- -FP-NUMBER- -DESCRIPTION- -UNIT PRICE-
JOB # 2 0 15263161 SEALING S 10.774
PART ON SPECIAL ORDER
** QUANTITY 1 IS SPECIAL ORDERED **
JOB # 2 TOTAL PARTS 0.00
JOB # 2 TOTAL LABOR & PARTS 0.00

WARRANTY

NOTICE PURSUANT TO § 70.001, Texas Property Code
I AM THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON, WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR AGREEMENT. I UNDERSTAND THAT THE VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH §9.053, Texas Business and Commerce Code, IF PAYMENT FOR THE REPAIR OF THE MOTOR VEHICLE BY A CHECK, MONEY ORDER, OR A CREDIT CARD TRANSACTION IS STOPPED, DISHONORED BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS, OR BECAUSE THE MAKER OR DRAWER HAS NO ACCOUNT OR THE ACCOUNT UPON WHICH IT IS DRAWN OR THE CREDIT CARD ACCOUNT HAS BEEN CLOSED.

LABOR GUARANTEE 90 DAYS OR 4000 MILES WHICHEVER COMES FIRST.

WARRANTY

LABOR & PARTS 0.00
TOTAL LABOR & PARTS 0.00

TOTALS

JOB # 3 TOTAL PARTS 0.00
JOB # 3 TOTAL LABOR & PARTS 0.00

WARRANTY

SIGNATURE OF PERSON RESPONSIBLE
OR AGENT FOR PERSON RESPONSIBLE

WARRANTY

NOTICE PURSUANT TO § 70.001, Texas Property Code
I AM THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON, WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR AGREEMENT. I UNDERSTAND THAT THE VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH §9.053, Texas Business and Commerce Code, IF PAYMENT FOR THE REPAIR OF THE MOTOR VEHICLE BY A CHECK, MONEY ORDER, OR A CREDIT CARD TRANSACTION IS STOPPED, DISHONORED BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS, OR BECAUSE THE MAKER OR DRAWER HAS NO ACCOUNT OR THE ACCOUNT UPON WHICH IT IS DRAWN OR THE CREDIT CARD ACCOUNT HAS BEEN CLOSED.

CUSTOMER SIGNATURE

DUPLICATE INVOICE

TOTAL INVOICE \$ 0.00

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

END OF INVOICE] 10:32am

PAGE 1 OF 1

ACCOUNTING COPY



General Motors Corporation
Business Resource Center
PO Box 33170
Detroit, MI 48232-5170

January 26, 2007

VIA FAX ONLY

Alex Simanovsky, Esq.
Alex Simanovsky & Associates, LLC
6 W Druid Hills Dr NE Ste 120
Atlanta, GA 30329-2138

RE: Sheronda Williams
Service Request: 71-458984691
2005 Chevrolet Malibu
Vehicle Identification Number: 1G1ZT54835F142044
Customer Relationship Specialist: Brion Stevens

Dear Mr. Simanovsky:

This is to advise that General Motors is in receipt of the above referenced case dated January 16, 2006. This case file has been assigned to General Motors' Early Resolution program, and you will be contacted in the next 10-15 calendar days for review. The Early Resolution program is designed to facilitate early settlement of warranty matters within a 45-day timeframe.

In order to do a thorough review and assessment of this case, General Motors would appreciate your prompt assistance in having the attached Release of Lien Information form completed and faxed to the number on the fax coversheet within the next five (5) days.

In addition, if any of the items below are marked, please send the requested information either to the fax number on the fax cover sheet, or to the address below as soon as possible.

☒ Copy of owner's current title and/or registration
☐ Other:

☒ Finance agreement
☐ Buyer's agreement

General Motors Corporation
c/o MSX International, ATTN: BRC Legal
1919 Concept Drive
Warren, MI 48091

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

Sincerely,

General Motors Corporation
cc:



RELEASE OF LIEN INFORMATION

I _____,
(Client's Name) (Client's Social Security Number)

hereby authorize _____
(Lien holder Name)

(Lien holder Address) (Lien holder Phone Number)

to release any and all information regarding my loan account # _____
(Account Number)

with _____
(Lien holder Name)

to General Motors Corporation, including but not limited to a complete payment history of my account, a loan payoff amount, and per diem information.

Date _____.

VEHICLE INFORMATION

The current vehicle mileage is _____ Date mileage read: _____.

Signature

Signature

LG0006
V6302006



RELEASE OF CLAIM

I, Sheronda Williams Sinegal, (hereinafter referred to as "Releasor(s)"), on behalf of myself/ourselves and my/our assigns, heirs and executors, in consideration of \$ 6,500.00 paid by General Motors Corporation, hereby release(s) and discharge(s) General Motors Corporation, its subsidiaries, its authorized independent dealers, any designers and suppliers of vehicles, parts and components that are distributed by General Motors Corporation, and their respective agents and employees from any and all claims, causes of action, demands, damages, and claims for attorney's fees and costs which directly or indirectly arise from, are related to, or are in any way associated with the purchase, repair, maintenance, operation, alteration, or use of Releasor(s) 2005 Chevrolet Malibu bearing Vehicle Identification Number 1G1ZT54835F142044 ("Subject Vehicle"), including but not limited to any claims based on any alleged defects in the subject vehicle. This Release of Claim shall not be construed to release any of the above named persons or entities from any liability regarding claims of personal injury or products liability arising out of the use or operation of the Subject Vehicle after the date of execution of this release. Notwithstanding the above, General Motors Corporation agrees to honor the remaining term of the manufacturer's express limited warranty and any applicable GM Protection Plans which accompanied the sale of the subject vehicle. If Releasor(s) has/have initiated any court, arbitration or other proceeding against General Motors Corporation, Releasor(s) immediately will dismiss the proceeding with prejudice.

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

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

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

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

DATE SIGNED: _____

Claimant's Signature

Claimant's Signature

Address

Address

City, State, Zip Code

City, State, Zip Code

STATE OF _____

COUNTY OF _____

Sworn to (or affirmed) and subscribed before me this _____ day of _____, 20____,
by Sheronda Williams Sinegal.

Signature of Notary Public

Print, type or stamp Commissioned Name of Notary Public

Personally Known _____ OR Produced identification _____

Type of identification _____

My commission expires: _____

CC: File

LG0024
V6302006



General Motors Corporation
Business Resource Center
PO Box 33170
Detroit, MI 48232-5170

VIA FAX ONLY

February 7, 2007

Alex Simanovsky, Esq.
ABT & Simanovsky
2300 Henderson Mill Rd NE Ste 300
Atlanta, GA 30345-2704

RE: Sheronda Williams
Service Request: 71-458984691
2005 Chevrolet Malibu
Vehicle Identification Number: 1G1ZT54835F142044
Customer Relationship Specialist: Brion Stevens

Dear Mr. Simanovsky:

We regret that your client(s) is dissatisfied with her 2005 Chevrolet Malibu and that several attempts by the dealer to resolve the concerns have not met your client(s) expectations. General Motors takes great pride in the service we provide to our customers, and we apologize for any inconvenience and frustration experienced by your client(s).

After careful review of this case, Chevrolet Division of General Motors would like to make the following voluntary settlement offer for all defendants. This offer is being made in an effort to reach an early resolution that will be equitable to your client(s) and reinforce General Motors' commitment to its customers. General Motors requests you make this offer available to your client(s) at the earliest possible opportunity.

A cash settlement of \$ 6,500.00.

The above offer is inclusive of any and all costs, fees, expenses, and attorney's fees, known or unknown, that are associated with the above-referenced vehicle and is contingent upon receipt of a copy of the current registration (valid for at least 30 days beyond the date this letter is signed by your client) to show proof of ownership.

Your client(s) would retain the vehicle.

If this offer is acceptable to your client(s), please have your client(s) sign this offer letter as well as the attached release and return them to us at the fax number shown on the fax cover sheet. This offer is good for 10 calendar days from the date of this letter. If your client(s) do not agree with the terms of this offer, we ask that you contact us immediately to further discuss resolution of this matter.



February 7, 2007
Page 2

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

Sincerely,

General Motors Corporation

cc: FILE

LG0044
V07022006

Attach.

Odometer

Client's Signature

Client's Signature

Date

Date



ALEX SIMANOVSKY & ASSOCIATES, LLC

CONSUMER PROTECTION ATTORNEYS

2300 HENDERSON MILL ROAD, SUITE 300
ATLANTA, GA 30345
770-414-1002 1-866-865-3666
FACSIMILE: 770-414-9891 1-877-216-0365

FACSIMILE TRANSMITTAL SHEET

TO: Brion Stevens

FROM: Alex Simanovsky

COMPANY: General Motors Corporation

DATE: 1/31/2007

FAX NUMBER: (866)592-1369

TOTAL NO. OF PAGES: 8

RE: Sheronda Sinegal v. General Motors Corporation

Our Client: Sheronda Sinegal
Vehicle: 2005 Chevrolet Malibu
VIN: 1G1ZT54835F142044
Date of purchase: 08/27/2004
Our File No.: TX07-10105

This facsimile message contains information from ALEX SIMANOVSKY & ASSOCIATES, LLC, that may be privileged and confidential attorney work product or attorney/client communication. This information is intended to be for the use of the addressee only. If you are not the addressee, note that any disclosure, copying, distribution or use of the contents of this message is prohibited. If you receive this message in error, please notify the sender immediately. The recipient may not use any communication herein for any reason not associated with the specific communication. All other uses are strictly prohibited.

RELEASE OF LIEN INFORMATION

1. Sheronda Williams Sinegal 459-55-3074
(Client's Name) (Client's Social Security Number)

hereby authorize Wells Fargo Financial
(Lien holder Name)

2501 Seaport Drive Suite BH300 888-346-4357
(Lien holder Address) (Lien holder Phone Number)

to release any and all information regarding my loan account # 50237591841849001
(Account Number)

with Wells Fargo Financial
(Lien holder Name)

to General Motors Corporation, including but not limited to a complete payment history of my account, a loan payoff amount, and per diem information.

Date 1/30/07

VEHICLE INFORMATION

The current vehicle mileage is 52,000 Date mileage read: 1/30/07

Sheronda Williams Sinegal Sheronda W. Sinegal
Signature Signature

LG000a
V6302006



Seller: **MIKE SMITH AUTOPLAZA, INC.** Salesperson: **DAWSON, DERRICK** Date: **07/27/2006**
 Buyer: **SHERONDA E WILLIAMS** (409)838-4321 Bux. Phone: (409)832-3041 E-mail: **TX**
 Address: **875 DEVILLEUE** Residence Phone: City: **BEAUMONT** State: **TX** Zip: **77701**
 Address: **JULY** City: State: Zip: 77701
 Expected date of delivery is **JULY** of as soon thereafter as possible. It is agreed that neither the Seller nor the Manufacturer/Distributor is liable for failure to effect delivery.

Buyer agrees to purchase from Seller under the terms and conditions specified, the following described motor vehicle:

| DESCRIPTION OF SALE UNIT: | | PRICE OF UNIT: | |
|---|--|--|----------|
| <input type="checkbox"/> New | Make: CHEVROLET | Color: TAN | 20040.01 |
| <input type="checkbox"/> Demo | Model: MALIBU | Stock No.: R10090 | N/A |
| <input type="checkbox"/> Executive/Official | Cyl.: LS | Upholstery: | N/A |
| <input checked="" type="checkbox"/> Used | Body Style: 15580 | License No.: | N/A |
| Year: 2005 | VIN: 1G1Z154835F142044 | Key No.: | N/A |
| USED CAR TRADE-IN: | | Sub-Total: 22306.22 | |
| Year: 2002 | Make: PONTIAC | Model: GRAND AM | N/A |
| Cylinders: N/A | Body Style: SB | License No.: N/A | N/A |
| VIN: 1G2NF52F62G104372 | Odometer Readings: | | N/A |
| Lienholder: AMERICREDIT | | | N/A |
| Lienholder Address: N/A | | | N/A |
| Drafting Instructions: 07/27/05 | | | N/A |
| Child support Lien: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | Amount: \$ N/A | | N/A |
| Payable to: | | | N/A |
| Restitution Lien: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | Amount: \$ N/A | | N/A |
| Payable to: | | | N/A |
| Appraised Value of Trade-In: \$ 8500.00 | Title: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | | N/A |
| Trade-In Allowance: \$ 9872.27 | Flood Damaged: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | | N/A |
| Balance Owed on Trade-In: \$ 1372.27 | Rebuilt Salvage: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | | N/A |
| Net Allowance on Trade-In: 104223 | Nonrepairable: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | | N/A |
| Odometer Reading on Vehicle: Present Reading: Last Reading: | | | N/A |
| <p>*A DOCUMENTARY FEE IS NOT AN OFFICIAL FEE. A DOCUMENTARY FEE IS NOT REQUIRED BY LAW, BUT MAY BE CHARGED TO BUYERS FOR HANDLING DOCUMENTS AND PERFORMING SERVICES RELATING TO THE CLOSING OF A SALE. A DOCUMENTARY FEE MAY NOT EXCEED \$50 FOR A MOTOR VEHICLE CONTRACT OR A REASONABLE AMOUNT AGREED TO BY THE PARTIES FOR A HEAVY COMMERCIAL VEHICLE CONTRACT. THIS NOTICE IS REQUIRED BY LAW.</p> | | <p>*Documentary Fee (see panel at lower left) \$ 14782.83</p> | |
| <p>DISCLAIMER OF WARRANTIES</p> <p>The above-described vehicle sold by Seller is sold as is, without either express or implied warranties of any kind by Seller, including warranties of merchantability or fitness, and Buyer will bear the entire expense of repairing or correcting any defects that presently exist or that may occur in the vehicle, unless a written warranty by, or service contract with Seller covering the described vehicle is delivered to Buyer in conjunction with or within 90 days following the time of the sale, but such vehicle or any of its component parts may be subject to warranty by the manufacturer thereof.</p> | | <p>**The Dealer's Inventory Tax charge is intended to reimburse the dealer for ad valorem taxes on its motor vehicle inventory. The charge, which is paid by the dealer to the county tax assessor-collector, is not a tax imposed on a consumer by the government, and is not required to be charged by the dealer to the consumer.</p> | |
| <p>This information you see on the window form for this vehicle is part of this contract. Information on the window form overrides any contrary provisions on the contract of sale. La información que aparece en la ventanilla de este vehículo forma parte de este contrato. La información contenida en el formulario de la ventanilla anula cualquier provisión que establezca lo contrario y que aparezca en el contrato de venta.</p> <p>If a credit purchase, this is an offer to purchase only. Buyer agrees to purchase vehicle on credit on terms described herein and no contractual relationship is created. This order does not constitute an agreement for the extension of credit.</p> <p>Manufacturer/Distributor reserves the right to change the price of new vehicles to Seller without notice. In the event that the price to Seller of the new vehicle ordered hereunder is changed prior to delivery to Buyer, Buyer agrees and accepts that the cash delivered price will be changed accordingly.</p> <p>If the Buyer's used car trade-in is not delivered to the Seller until delivery of the new vehicle, the trade-in will be reappraised at that time and Buyer agrees that such reappraised value shall determine the allowance, if any, made for the trade-in.</p> <p>Buyer agrees to deliver the original bill of sale and the title to any trade-in along with</p> | | <p>the delivery of the trade-in and further agrees to execute any and all documents necessary or required to transfer legal title and ownership to Seller or its assigns. Buyer warrants the trade-in to be his property and free and clear of all liens and encumbrances except as otherwise noted herein. Buyer further warrants that the trade-in has not been declared rebuilt salvage, reconstructed, nonrepairable, or flood damaged and that the emission systems have not been tampered with and are in the condition as originally manufactured, except for ordinary wear, unless so disclosed.</p> <p>Seller makes no representations concerning fuel economy of the sale unit and any information posted on the sale unit or contained in literature relating to the same reflect the results of tests performed, required or prescribed by government agency, upon which Seller has relied.</p> <p>It is expressly agreed to and understood by Buyer and Seller that in the event of a non-credit transaction, Seller retains a security interest in the purchased vehicle until such time as Buyer has paid the Seller for the vehicle.</p> <p>Buyer agrees to all the above listed charges.</p> | |
| <p>ARBITRATION PROVISION</p> <p>ARBITRATION OF DISPUTES</p> <p>Arbitration is a method of resolving a claim, dispute, or controversy (collectively, a "Claim") without filing a lawsuit in court. Either Buyer or Seller may choose at any time, including after a lawsuit is filed, to have any Claim related to or arising out of the transaction identified in this Buyer's Order ("Order"). Including the interpretation, scope, or validity of arbitration, decided by arbitration and not by a court action.</p> <p>When a dispute is resolved by arbitration and not in a court, each party gives up the right to a trial by a court or a jury trial. Buyer gives up any right Buyer may have to bring a class-action lawsuit or class arbitration or to participate in either as a claimant. Buyer gives up any right Buyer may have to consolidate Buyer's arbitration with the arbitration of others. The information that can be obtained in discovery from either Party or from a third person in an arbitration is generally more limited than in a lawsuit. Generally, there is no right to appeal the decision of an arbitrator under the Federal Arbitration Act (9 U.S.C. § 1, et seq.) Other rights that Buyer or Seller would have in court may not be available in arbitration.</p> <p>Either Buyer or Seller must contact one of the following associations to conduct the arbitration as well as the other party in order to start an arbitration. Applicable rules may be obtained from one of the following associations: (1) American Arbitration Association at 1-800-272-7879; (2) J.A.M.S./Dispute, at 1-800-433-1660; or, (3) National Arbitration Forum at 1-800-474-2371. If there is a conflict between</p> | | <p>the association's rules and this Arbitration Provision, this Arbitration Provision will govern.</p> <p>This Order evidences a transaction involving interstate commerce. Any arbitration under this Arbitration Provision is governed by the Federal Arbitration Act (9 U.S.C. § 1, et seq.). Judgment upon the award may be awarded in any court having jurisdiction.</p> <p>The arbitration hearing will be conducted in the federal district in which Buyer resides. If Buyer demands arbitration first, Buyer agrees to pay the initial arbitration filing fee or case management fee required by the applicable rules up to \$125 and Seller will pay any additional initial filing fee or case management fee. Seller will pay the entire filing fee or case management fee if Seller demands arbitration first. Seller will pay the arbitration costs and fees for the first day of arbitration, up to a maximum of eight hours. The arbitrator shall decide who pays any additional costs and fees.</p> <p>Notwithstanding this Arbitration Provision, Buyer and Seller and Seller's successors and assigns retain the right to exercise self-help remedies and to seek provisional remedies from a court pending final determination of the dispute by the arbitrator. Neither Buyer nor Seller waive the right to arbitrate by exercising self-help remedies, including repossession, filing suit, or seeking or obtaining provisional remedies from a court.</p> <p>If any portion of this Arbitration Provision is unenforceable, it is severed and the remaining provisions shall be enforced.</p> | |

Seller's Signature

Buyer's Signature

JAN 25, 2007 RECEPTION

Store 01 SERVC01 PORT 62 2030

| | | | |
|------------------|-------------------|----------------------|-------------------|
| CUSTOMER NO | 71656 | SERIAL NO | 1G1ZT54835P142044 |
| NAME | SHERONDA WILLIAMS | MAKE | CV CHEVROLET |
| BUS. PHONE NO | 409-832-3041 | YEAR | 05 |
| RES. PHONE NO | 409-363-2433 | MODEL | MALIBU |
| DEPT (S,B,P) | | LICENSE NO | |
| ADVISOR NO | | STOCK NO | |
| MILEAGE | | LAST MILEAGE | 52818 |
| APPT./FROM. DATE | | LAST RO DATE | 01/17/2007 |
| APPT./FROM. TIME | | TAG NO. | |
| ESTIMATE (P/L/T) | | | |
| COMMENT | PICKUP | TEAM CODE: | |
| JOB OPERATION | DESCRIPTION | CWI PR EST.TIME TECH | SQUOTE |

1=CUST. 2=VEH 3=HIST 4=REC. SVC. 5=COMP 6=APPT. SCHED. 7=SHOP CAP 8=RTE SHEET
9=SVC.OP.DISP 10=PROMISE TIME 11=EST.

JAN 25, 2007 SUMMARY HISTORY DISPLAY

Store 01 SERVC01

PORT 56 3100

CUSTOMER NAME SHERONDA WILLIAMS

SERIAL NO. 1G12T5483SF142044

TOTAL R/O'S 14

TOTAL SERV. DAYS 27

MAKE CV CHEVROLET

| LN# | RO.NO. | RO. DATE.. | MILES. | ADV/TECH | J# | T | OPERATION CODE. | DESCRIPTION..... |
|-----|--------|------------|--------|----------|------|---|-----------------|------------------|
| 1 | 357540 | 01/17/2007 | 52818 | A | 1636 | | | |
| | | | | T | 1540 | 1 | W 25CVZ | *STEERING |
| | | | | T | 1540 | 2 | C 34CVZ | *DRIVEABILITY |
| 2 | 357019 | 01/08/2007 | 52313 | A | 1636 | | | |
| | | | | T | 1540 | 1 | W 25CVZ | *STEERING |
| | | | | T | 1186 | 2 | C 35CVZ | *ELECTRICAL |
| 3 | 352190 | 10/05/2006 | 47606 | A | 1636 | | | |
| | | | | T | 1406 | 1 | C 01CVZ | *LUBE OIL FILTER |
| | | | | T | 1540 | 2 | W 25CVZ | *STEERING |
| | | | | T | 1558 | 3 | W 34CVZ | *DRIVEABILITY |
| 4 | 346816 | 06/28/2006 | 41071 | A | 1633 | | | |
| | | | | T | 1540 | 1 | W 25CVZ | *STEERING |
| | | | | T | 1540 | 2 | W 01CVZ | *LUBE OIL FILTER |
| 5 | 344927 | 05/23/2006 | 39141 | A | 1627 | | | |
| | | | | T | 1540 | 1 | C 25CVZ | *STEERING |

(E=ENTER) (F=FORWARD) (P=PAGE) (LINE#) (S=SUMMARY PRINT) (TAB)

JAN 25, 2007 SUMMARY HISTORY DISPLAY

Store 01 SERVC01

PORT 56 3100

| CUSTOMER NAME | | SHERONDA WILLIAMS | | SERIAL NO. 1G1ZT54835F142044 | | |
|---------------|--------|---------------------|--------|------------------------------|------|----------------------------------|
| TOTAL R/O'S | | 14 | | MAKE CV CHEVROLET | | |
| | | TOTAL SERV. DAYS 27 | | | | |
| LN# | RO.NO. | RO. DATE.. | MILES. | ADV/TECH | J# T | OPERATION CODE, DESCRIPTION..... |
| 6 | 342856 | 04/18/2006 | 35588 | A | 1627 | |
| | | | | T | 1506 | 1 W 35CVZ |
| | | | | T | 1506 | 2 W 35CVZ01 |
| | | | | T | 1506 | 3 W 35CVZ02 |
| | | | | T | 1506 | 4 W 13CVZ |
| 7 | 342276 | 04/07/2006 | 35296 | A | 1627 | |
| | | | | T | 1506 | 1 W 35CVZ |
| | | | | T | 1506 | 2 W 50CVZ |
| 8 | 341309 | 03/22/2006 | 34154 | A | 1627 | |
| | | | | T | 1506 | 1 W 35CVZ |
| | | | | T | 1506 | 2 W 25CVZ |
| | | | | T | 1540 | |
| | | | | T | 1506 | 3 C 13CVZ |
| | | | | T | 1506 | 4 W 50CVZ |
| | | | | T | 1506 | 5 W 35CVZ04 |

(E=ENTER) (F=FORWARD) (P=PAGE) (LINE#) (S=SUMMARY PRINT) (TAB)

JAN 25, 2007 SUMMARY HISTORY DISPLAY

Store 01 SERVC01

PORT 56 3100

CUSTOMER NAME SHERONDA WILLIAMS

TOTAL R/O'S 14

TOTAL SERV. DAYS 27

SERIAL NO. 1G12TS4835F142044

MAKE CV CHEVROLET

| LN# | RO.NO. | RO. DATE.. | MILES. | ADV/TECH | J# | T | OPERATION | CODE. | DESCRIPTION..... |
|-----|--------|------------|--------|----------|------|---|-----------|---------|---------------------|
| 9 | 340411 | 03/07/2006 | 33031 | A | 1627 | | | | |
| | | | | T | 1506 | 1 | W | 35CVZ | *ELECTRICAL |
| | | | | T | 1506 | 2 | W | 25CVZ | *STEERING |
| | | | | T | 1506 | 3 | W | 13CVZ | *LEAKS, SQUEAKS, RA |
| | | | | T | 1506 | 4 | W | 35CVZ02 | ELECTRICAL |
| | | | | T | 1506 | 5 | C | 01CVZ | *LUBE OIL FILTER |
| 10 | 335143 | 11/30/2005 | 26033 | A | 1627 | | | | |
| | | | | T | 1506 | 1 | W | 17CVZ | INTERIOR TRIM |
| | | | | T | 1506 | 2 | W | 25CVZ | *STEERING |
| | | | | T | 1506 | 3 | W | 35CVZ | *ELECTRICAL |
| | | | | T | 1506 | 4 | W | 13CVZ | *LEAKS, SQUEAKS, RA |
| | | | | T | 1506 | 5 | W | 17CVZ01 | INTERIOR TRIM |
| | | | | T | 1506 | 6 | C | 35CVZ01 | *ELECTRICAL |
| | | | | T | 1473 | 7 | C | 01CVZ | *LUBE OIL FILTER |
| | | | | T | 1506 | 8 | W | 13CVZ02 | LEAKS, SQUEAKS, RAT |

(S=ENTER) (F=FORWARD) (P=PAGE) (LINE#) (S=SUMMARY PRINT) (TAB)

CHEVROLET**ACURA****Classic**
CHEVROLET

CS357540

**Goodwrench**
Service
Plus
The 3rd means better.

CS357540

3855 Eastex Freeway • Beaumont, Texas 77704 • www.classicchevroletbmt.com
(409) 892-5050 (409) 735-5146 Mid County

| | | | | | | |
|---|--|--|-------------|----------------------------------|---------------------------------|----------------------------------|
| CUSTOMER NO. 71656 | | ADVISOR JAMES WEST | | TAG NO. 1636 | INVOICE DATE 01/18/07 | INVOICE NO. CVCS357540 |
| SHERONDA WILLIAMS 875 DEVILLENUE BEAUMONT, TX 77701 | | LABOR RATE | LICENSE NO. | MILEAGE 52,818 | COLOR BROWN/ | STOCK NO. |
| | | YEAR/MAKE/MODEL 05/CHEVROLET/MALIBU/LS SDN | | DELIVERY DATE 08/27/04 | DELIVERY MILES | |
| | | VEHICLE I.D. NO. 1G1ZT54835F142044 | | SELLING DEALER NO. | PRODUCTION DATE | |
| RESIDENCE PHONE 409-363-2433 | | BUSINESS PHONE 409-832-3041 | | P.O. NO. | R.O. DATE 01/17/07 | |
| COMMENTS | | | | | | |

| | | | | | |
|--|-------|-----------|----------------------|---|----------|
| LABOR & PARTS | | | | WARRANTY | |
| J# 1 25CVZ *STEERING C/S KNOCKING NOISE IN STEERING WHEN TURNING. SOP IS IN. SLACK IN RACK & PINTON ASSEMBLY REPLACED STEERING GEAR RESET TOE TECH(S):1540 | | | | Warranty disclaimer as is. The only warranties applying to this part(s) are those which may be offered by the manufacturer. The selling dealer, Classic Chevrolet, hereby expressly disclaims all warranties, either express or implied, including warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any person to assume for it any liability in connection with the sale of this part(s) and/or services. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profit or income or any other incidental damages. | |
| PARTS | QTY | FP-NUMBER | DESCRIPTION | UNIT PRICE | WARRANTY |
| JOB # 1 | 1 | 15858368 | GEAR 6.50R | | 0.00 |
| JOB # 1 | -1 | 15858368 | CORE RETURN | | 0.00 |
| JOB # 1 TOTAL PARTS | | | | | 0.00 |
| JOB # 1 TOTAL LABOR & PARTS | | | | | 0.00 |
| J# 2 34CVZ *DRIVEABILITY C/S INT VEH TURNS OVER SLOWLY AND DOES NOT WANT TO START. SEE HIST. UNABLE TO DUPLICATE TECH(S):1540 | | | | LABOR GUARANTEE 90 DAYS OR 4000 MILES WHICHEVER COMES FIRST. 0.00 | |
| PARTS | QTY | FP-NUMBER | DESCRIPTION | UNIT PRICE | WARRANTY |
| JOB # 2 TOTAL PARTS | | | | | 0.00 |
| JOB # 2 TOTAL LABOR & PARTS | | | | | 0.00 |
| SUBLET | PO# | VEND INVA | INV DATE-DESCRIPTION | | WARRANTY |
| JOB # 1 | 50158 | | 01/18/07 RENTAL | | 0.00 |
| TOTAL - SUBLET | | | | | 0.00 |
| TOTALS | | | | | 0.00 |
| <input type="checkbox"/> CASH <input type="checkbox"/> CHK # <input type="checkbox"/> CC <input type="checkbox"/> AMX <input type="checkbox"/> DIS <input type="checkbox"/> A/R CHG PARTS DESIGNATED WITH AN ASTERIK (*) INDICATE LIMITED LIFETIME SERVICE GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS. | | | | 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 | |
| CUSTOMER SIGNATURE | | | | SIGNATURE OF PERSON RESPONSIBLE OR AGENT FOR PERSON RESPONSIBLE | |
| ***** | | | | X | |

DUPLICATE INVOICE

ALEX SIMANOVSKY & ASSOCIATES, LLC

CONSUMER PROTECTION ATTORNEYS

2300 HENDERSON MILL ROAD, SUITE 300
ATLANTA, GA 30345
770-414-1002 1-866-865-3666
FACSIMILE: 770-414-9891 1-877-216-0365

FACSIMILE TRANSMITTAL SHEET

TO: Brion Stevens

FROM: Alex Simanovsky

COMPANY: General Motors Corporation

DATE: 3/27/2007

FAX NUMBER: (866)592-1369

TOTAL NO. OF PAGES: 2

RE: Sheronda Sinegal v. General Motors Corporation
Our Client: Sheronda Sinegal
Vehicle: 2005 Chevrolet Malibu
VIN: 1G1ZT54835F142044
Date of purchase: 08/27/2004
Our File No.: TX07-10105

This facsimile message contains information from ALEX SIMANOVSKY & ASSOCIATES, LLC, that may be privileged and confidential attorney work product or attorney/client communication. This information is intended to be for the use of the addressee only. If you are not the addressee, note that any disclosure, copying, distribution or use of the contents of this message is prohibited. If you receive this message in error, please notify the sender immediately. The recipient may not use any communication herein for any reason not associated with the specific communication. All other uses are strictly prohibited.

MAR-27-2007 12:47

SCRIPT CARE

P.02/02

Texas Department of Transportation

REGISTRATION RENEWAL RECEIPT

COUNTY: JEFFERSON
PLATE NO: 7724UT
DOCUMENT NO: 13330938602105559

TAG NAME: MIRIAM K. JOHNSON
DATE: 03/27/2007
TIME: 12:51PM
EMPLOYEE ID: BNTLFE1
EFFECTIVE DATE: 03/27/2007
EXPIRATION DATE: 3/2008
TRANSACTION ID: 13330539166123731

OWNER NAME AND ADDRESS
SHERCONDA E WILLIAMS
875 DEVILLE AVE
BEAUMONT, TX 77701

REGISTRATION CLASS: PASSENGER-LESS/BOU 6000
PLATE TYPE: PASSENGER PLT
STICKER TYPE: WS

PREVIOUS PLATE NO:
VEHICLE IDENTIFICATION NO: 1G1ZT54838F142044
YR/MAKE: 2005/CHEV MODEL: NC BODY STYLE: 4D UNIT NO:
EMPTY WT: 4000 CARRYING CAPACITY: 0 GROSS WT: 4000 TONGER: 0 00
BODY VEHICLE IDENTIFICATION NO: TRAVEL TRK LENGTH: 0

INVENTORY ITEM(S)
WINDSHIELD STICKER

FEES ASSESSED
WINDSHIELD STICKER \$5.50
REG FEE \$1.00
VEHICLE IDENTIFICATION FEE \$1.00
UNIT FEE \$1.00
AUTOMATION FEE (LARGE UNIT) \$1.00

VEHICLE RECORD NOTATIONS
RELEASE OF PERSONAL INFO RESTRICTED
ACTUAL MILEAGE

TOTAL \$70.90
METHOD OF PAYMENT AND PAYMENT AMOUNT:
CASH \$100.00

TOTAL AMOUNT PAID \$100.00
CHANGE DUE \$29.10

THIS RECEIPT TO BE CARRIED IN ALL COMMERCIAL VEHICLES.
CURRENT TAG requires an additional \$1.00 fee for already
included in transactions with an.000 of more vehicles.

TOTAL P.02

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

December 6, 2010

Sergei Lemberg, Esq.
Lemberg & Associates
30 Oak St Ste 401
Stamford, CT 06905-5310

RE: [REDACTED] v. General Motors Corporation
Service Request: 71-465393895
2006 Pontiac G6 [REDACTED]
Vehicle Identification Number: 1G2ZG558564 [REDACTED]
Customer Relationship Specialist: Lita Sanchez

Dear Mr. Lemberg:

Enclosed please find a check in the amount of \$5,750.00 made payable to [REDACTED]
and Lemberg & Associates to settle the above-referenced case.

A 60 month/ 60,000 mile (whichever comes first) Brake Component Letter will be sent directly to
Samantha Thibeault after processing.

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

Sincerely,

General Motors Corporation

LG0008
V10192006

December 6, 2010

[REDACTED]
[REDACTED]
Franklin, MA [REDACTED]

Service Request: 71-465393895
Customer Relationship Specialist: Jenny Morrison

Dear [REDACTED]

We would like to discuss your request for assistance regarding your 2006 Pontiac G6, but we have been unsuccessful in our attempts to contact you.

If you have outstanding issues, please feel free to contact us at our Pontiac Customer Assistance Center at 1-800-762-2737 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your service request number above and any of our Customer Relationship Specialists will be happy to assist you. You will have the option to speak with me directly if I am available. If you have already contacted the Customer Assistance Center, please disregard this letter.

Pontiac and your dealer's mutual goal is your total satisfaction with Pontiac products and services. We look forward to talking with you soon.

Sincerely,

Pontiac Customer Assistance Center

Lien Holder Information Request Form

Customer Name: _____ SSN: _____

VIN: _ 1G2ZG558564 _____ MAKE _____

Lending Institution Information:

Account #: _____

Institution Name: _____

Institution Address: _____

City: _____ State: _____ Zip Code: _____

Contact Person: _Gene_____

Telephone #: _____

Payoff: \$ _24,590.80_____

Good Until: _3/18/07_____ NEXT DATE DUE _____

Per Diem: \$ _0_____ (OR) % _____

LATE CHARGES PAID: \$ _____ LATE CHARGES DUE: \$ _____

No. Payments Made: _____ at \$ _____/month

Total Amount of Payments Made : \$ _____

Total Interest Paid to Date: \$ _0_____ as of _____

2000 \$ _____ 2002 \$ _____ 2004 \$ _____ 2006 \$ _____

2001 \$ _____ 2003 \$ _____ 2005 \$ _____ 2007 \$ _____

Revised Payoff: \$ _____

Good Until: _____ NEXT DATE DUE _____

Per Diem: \$ _____ (OR) % _____

LATE CHARGES PAID: \$ _____ LATE CHARGES DUE: \$ _____

No. Payments Made: _____ at \$ _____/month

Total Amount of Payments Made : \$ _____

Total Interest Paid to Date: \$ _____ as of _____

2000 \$ _____ 2002 \$ _____ 2004 \$ _____ 2006 \$ _____

2001 \$ _____ 2003 \$ _____ 2005 \$ _____ 2007 \$ _____

Privileged and Confidential Information**CASE ASSESSMENT – LEGAL (NON SMALL CLAIMS)**

By: State: Massachusetts

Customer Name: [REDACTED] Service Request: 71-465393895 GM Legal File No.: {Number}

Vehicle ID No.: 1G2ZG558564 [REDACTED] In Service Date: 07/03/2006 Vehicle is: BAC Code: 117931
 {New/Used}

Year, Make & Model: 2006 G6 - 6CYL SEDAN Vehicle Purchased Used on: {n/a or
 mm/dd/yy} at odometer {odometer}

Lien holder: GMAC ☐ Other ☐: {Name}

VEHICLE REPAIR HISTORY

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

☐ **Brakes**

| <u>Date:</u> | <u>RO #:</u> | <u>Days Out:</u> | <u>Mileage:</u> | <u>Description of Complaint and Repair Performed:</u> |
|---------------------|---------------------|-------------------------|------------------------|---|
| 8/1/06 | 162604 | 3 | 2021 | C/S the brakes squeak bad – Necessary to replace front brake pads & resurface front rotors |
| 09/13/06 | 164130 | 1 | 4398 | C/S inspect for brake pulsation – Necessary to resurface front & rear rotors |
| 10/05/06 | 164898 | 1 | 5217 | C/S inspect for brake noise – Necessary to clean & lubricate caliber brackets |
| 12/1/06 | 166605 | 2 | 8871 | C/S brakes are making noise – Cleaned brake pads & lubed hubs & axle shafts |
| 1/2/07 | 167495 | 2 | 10160 | C/S brake inspection – Necessary to replace all 4 rotors & caliper brackets |

☐ **Steering**

| <u>Date:</u> | <u>RO #:</u> | <u>Days Out:</u> | <u>Mileage:</u> | <u>Description of Complaint and Repair Performed:</u> |
|---------------------|---------------------|-------------------------|------------------------|--|
| 12/6/06 | 166756 | 1 | 8900 | C/S in steering is stiff – Customer will make another appointment |
| 1/2/07 | 167495 | * | 10160 | C/S there is a SOP due to the steering being stiff – Necessary to replace steering rack |

☐ **Body/Trim**

| <u>Date:</u> | <u>RO #:</u> | <u>Days Out:</u> | <u>Mileage:</u> | <u>Description of Complaint and Repair Performed:</u> |
|---------------------|---------------------|-------------------------|------------------------|---|
| 8/1/06 | 162604 | * | 2021 | C/S the sun roof rattles – Necessary to install 14 mylar washers, also found 8 loose screws, tightened & road tested, OK |
| 8/7/06 | 162819 | 2 | 2228 | C/S sun roof is in-op – Necessary to replace sun roof module |
| 01/10/07 | 167799 | 2 | 10160 | IN GMVIS - SUNSHADE, SUNROOF SLIDING GLASS PANEL - R&R OR REPLACE |

THE STATE LEMON LAW READS:

Days out of service: 15
Repairs 3
Time period 12 / 15000

Does Lemon Law state nonconformity must continue to exist? {Y or N}

If applicable, safety-related repairs {# of repair attempts}

Safety-related time period {# of months} / {# of miles}

Number of repair attempts in the presumption period: 8

Total days out of service during the presumption period: 14

Total days out of service during customer's ownership: 14

PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

Concern: {TEXT}

Date & Offer/Result: {TEXT}

Concern: {TEXT}

Date & Offer/Result: {TEXT}

Concern: {TEXT}

Date & Offer/Result: {TEXT}

RECOMMENDATION AND RATIONALE

Reminder: Take into consideration 1) if there are any unrepaired defects, and 2) are the problems alone or cumulatively a "substantial impairment" of the vehicle's use, value or safety.

{TEXT}

REASON FOR REMOVAL

{TEXT}

CRM FINAL OFFER: {CASH/REP/TRADE}: **DATE:** {Date}

| |
|---|
| OFFER TO CUST: \${Amount} ATTORNEY FEES: \${Amount} OR INCLUSIVE OFFER: \${Amount} |
|---|

PLAINTIFF'S FINAL DEMAND: {CASH/REP/TRADE}: **DATE:** {Date}

| |
|--|
| AMOUNT TO CUST: \${Amount} ATTORNEY FEES: \${Amount} OR INCLUSIVE OFFER: \${Amount} |
|--|

TEAM MANAGER APPROVING: {Name}

Date: {Date}

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

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

| | | | |
|------------------------------------|-----------|----------|-----------------------------|
| 2006 G6 - 6CYL SEDAN | | | PONTIAC/GMC DIVISION |
| 40U IVORY WHITE | /V6G | | GENERAL MOTORS CORPORATION |
| 19B EBONY | | | 100 RENAISSANCE CENTER |
| ORDER NO. JHHKXJ/SRE | STOCK NO. | | DETROIT MI 48243-1114 |
| VIN 1G2 ZG55 85 64 | | | VEHICLE INVOICE 2AD52016209 |
| ***** | | | *****16*12187S |
| MODEL & FACTORY OPTIONS | MSRP | INV AMT | RETAIL - SOLD |
| 2ZG69 G6 - 6CYL SEDAN | 20030.00 | 18527.75 | INVOICE 08/08/05 |
| AP3 REMOTE VEHICLE STARTER SYSTEM | 150.00 | 124.50 | SHIPPED 08/08/05 |
| F83 AXLE RATIO 3.05 | N/C | N/C | EXP I/T 08/28/05 |
| JL9 BRAKES, 4-WHEEL DISC | 400.00 | 332.00 | INT COM 08/29/05 |
| W/TRACTION CONTROL | | | PRC EFF 08/08/05 |
| LX9 ENGINE, 3.5L V6 SFI | N/C | N/C | KEYS G2111 G2111 |
| MX0 AUTOMATIC TRANSMISSION | 0.00 | 0.00 | WFP-S QTR OPT-1 |
| NE1 50-STATE EMISSIONS | N/C | N/C | BANK: GMAC - 103 |
| PCH PREMIUM VALUE PACKAGE INCLUDES | 2275.00 | 1888.25 | CHG-TO 12-187 |
| * (4) 16" PAINTED ALLOY WHEELS | | | |
| * AM/FM STEREO 6 DISC CD PLAYER | | | SHIP WT: 3418 |
| (REPLACES STD/OPT/PKG RADIO) | | | HP: 32.9 |
| * PANORAMIC ROOF, POWER | | | GMS: 20703.35 |
| | | | SUPPLR: 21631.63 |
| PDD CONVENIENCE PACKAGE INCLUDES: | 250.00 | 207.50 | MRM: 23730.00 |
| * POWER ADJ BRAKES & ACCEL. | | | DAN: BRAWL |
| PEDALS | | | MEMO 1055.25 |
| * FLOOR MATS, CARPET | | | |
| * CARGO NET | | | |
| R6J CUSTOMER DIALOG NETWORK | 0.00 | 16.50 | |
| VK3 LICENSE PLATE BRACKET, FRONT | N/C | N/C | |
| 1SZ PREMIUM PACKAGE DISCOUNT | 500.00- | 415.00- | |

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

| | | | | |
|-------------------------|----------|----------|---------|----------|
| TOTAL MODEL & OPTIONS | 22605.00 | 20681.50 | ACT 231 | 20628.35 |
| DESTINATION CHARGE | 625.00 | 625.00 | H/B 261 | 678.15 |
| LAM DEALER CONTRIBUTION | | 226.05 | ADV 261 | 226.05 |
| LAM GROUP CONTRIBUTION | | 226.05 | EXP 65A | 226.05 |

| | | | | |
|---------------------------------|----------|----------|---------|----------|
| TOTAL | 23230.00 | 21758.60 | PAY 310 | 21758.60 |
| MEMO: TOTAL LESS HOLDBACK AND | | | | |
| APPROX WHOLESALE FINANCE CREDIT | | 20780.00 | | |

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.

| | |
|-----------------------|-----------------------------|
| VENDETTI MOTORS, INC. | REMIT TO GMAC NO. 103 |
| | VIN 1G2ZG558564 |
| | \$ 21758.60 INV 2AD52016209 |
| | DUE 08/29/05 DEALER 12-187 |

RELEASE OF CLAIM

I, [REDACTED] (hereinafter referred to as "Releasor(s)"), on behalf of myself and my assigns, heirs and executors, in consideration of \$ 5,750.00 AND a 60 month/ 60,000 mile (whichever comes first) Brake Component Letter, from the warranty start date and original in-service miles paid by General Motors Corporation, hereby releases and discharges General Motors Corporation, its subsidiaries, its authorized independent dealers, any designers and suppliers of vehicles, parts and components that are distributed by General Motors Corporation, and their respective agents and employees from any and all claims, causes of action, demands, damages, and claims for attorney's fees and costs which directly or indirectly arise from, are related to, or are in any way associated with the purchase, repair, maintenance, operation, alteration, or use of Releasor(s) 2006 Pontiac G6 bearing Vehicle Identification Number 1G2ZG558564 [REDACTED] ("Subject Vehicle"), including but not limited to any claims based on any alleged defects in the subject vehicle. This Release of Claim shall not be construed to release any of the above named persons or entities from any liability regarding claims of personal injury or products liability arising out of the use or operation of the Subject Vehicle after the date of execution of this release. Notwithstanding the above, General Motors Corporation agrees to honor the remaining term of the manufacturer's express limited warranty and any applicable GM Protection Plans which accompanied the sale of the subject vehicle. If Releasor has initiated any court, arbitration or other proceeding against General Motors Corporation, Releasor immediately will dismiss the proceeding with prejudice.

The subject vehicle's mileage is 14,909 on the date of the signing of this release.

Releasor has carefully read and understands this release. Releasor agrees and acknowledges that this Release constitutes the entire agreement between Releasor and General Motors Corporation, and Releasor is not relying on any representations, promises or inducements other than those stated in this release.

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

I agree to the terms of this Release of All Claims

DATE SIGNED: 4-18-07

Claimant's Signature

Claimant's Signature

Address

Address

City, State, Zip Code

City, State, Zip Code

STATE OF MA
COUNTY OF Norfolk

If this offer is acceptable to your client, please have your client sign this offer letter as well as the attached release and return them to us at the fax number shown on the fax cover sheet. This offer is good for 10 calendar days from the date of this letter. If your client does not agree with the terms of this offer, we ask that you contact us immediately to further discuss resolution of this matter.

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

Sincerely,

General Motors Corporation

cc: FILE

LG0044
V07022006

Attach.

14909

Odometer

Client's Signature

Date

4-18-07

Client's Signature

Date

4-18-07

Sworn to (or affirmed) and subscribed before me this 19th day of April, 2007,
by Samantha A. Thibeault.

Carol Bent
Signature of Notary Public

CAROL BENT
Print, type or stamp Commissioned Name of Notary Public

Personally Known _____ OR Produced identification ☒

Type of identification MA Drivers license

My commission expires: 10-30-09

CC: File

LG0024
V6302006






General Motors Corporation
Business Resource Center
PO Box 33170
Detroit, MI 48232-5170

VIA FAX ONLY

April 12, 2007

Sergei Lemberg, Esq.
Lemberg & Associates
30 Oak St Ste 401
Stamford, CT 06905-5310

RE: 

Service Request: 71-465393895
2006 Pontiac G6
Vehicle Identification Number: 1G2ZG558564 
Customer Relationship Specialist: Lita Sanchez

Dear Mr. Lemberg:

We regret that your client is dissatisfied with her 2006 Pontiac G6 and that several attempts by the dealer to resolve the concerns have not met your client's expectations. General Motors takes great pride in the service we provide to our customers, and we apologize for any inconvenience and frustration experienced by your client.

After careful review of this case, Pontiac Division of General Motors would like to make the following voluntary settlement offer for all defendants. This offer is being made in an effort to reach an early resolution that will be equitable to your client and reinforce General Motors' commitment to its customers. General Motors requests you make this offer available to your client at the earliest possible opportunity.

A cash settlement of \$ 5,750.00.

A 60 month/ 60,000 mile (whichever comes first) Brake Component Letter, from the warranty start date and original in-service miles. Coverage includes: Master cylinder; vacuum or hydraulic booster; wheel cylinders; combination valve; hydraulic lines and fittings; disc calipers; seals and gaskets; brake rotors and brake drums with the exception of brake pads and brake shoes.

The above offer is inclusive of any and all costs, fees, expenses, and attorney's fees, known or unknown, that are associated with the above-referenced vehicle and is contingent upon receipt of a copy of the current registration (valid for at least 30 days beyond the date this letter is signed by your client) to show proof of ownership.

Your client would retain the vehicle.



GMC



BUICK



April 18, 2007
Page 2

If this offer is acceptable to your client, please have your client sign this offer letter as well as the attached release and return them to us at the fax number shown on the fax cover sheet. This offer is good for 10 calendar days from the date of this letter. If your client does not agree with the terms of this offer, we ask that you contact us immediately to further discuss resolution of this matter.

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

Sincerely,

General Motors Corporation

cc: FILE

LQ0044
V07022006

Attach.

14909

Odometer

[Redacted]

Client's Signature

4-18-07

Date

[Redacted]

Client's Signature

4-18-07

Date

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

December 2, 2010

Alex Simanovsky, Esq.
ABT & Simanovsky
2300 Henderson Mill Rd NE Ste 300
Atlanta, GA 30345-2704

RE: [REDACTED] v. General Motors Corporation
Service Request: 71-458984691
2005 Chevrolet Malibu
Vehicle Identification Number: 1G1ZT54835F [REDACTED]
Customer Relationship Specialist: Brion Stevens

Dear Mr. Simanovsky:

Enclosed please find a check in the amount of \$6,500.00 made payable to [REDACTED]
Sinegal and Alex Simanovsky & Assoc. LLC. to settle the above-referenced case.

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

Sincerely,

General Motors Corporation

LG0062
V6302006

Privileged and Confidential Information**CASE ASSESSMENT – LEGAL (NON SMALL CLAIMS)**

By: Brion Stevens State: TX

Customer Name: [REDACTED] Service Request: 71-458984691 GM Legal File No.:

Vehicle ID No.: 1G1ZT54835F [REDACTED] In Service Date: 08/27/04 Vehicle is: Used BAC Code: 163042
 Year, Make & Model: 05 Malibu LS Vehicle Purchased Used on: 07-27-05 at
 odometer 15580

Lien holder: GMAC ☐ Other ☐.**VEHICLE REPAIR HISTORY**☐ **Brakes**

| <u>Date:</u> | <u>RO #:</u> | <u>Days Out:</u> | <u>Mileage:</u> | <u>Description of Complaint and Repair Performed:</u> |
|--------------|--------------|------------------|-----------------|---|
| 03/22/06 | 341309 | * | 34154 | C/S when brakes applied getting loud roaring noise./ Replaced rear brake pads. |

☐ **Engine/Fuel/Exhaust**

| <u>Date:</u> | <u>RO #:</u> | <u>Days Out:</u> | <u>Mileage:</u> | <u>Description of Complaint and Repair Performed:</u> |
|--------------|--------------|------------------|-----------------|--|
| 08/01/05 | 329377 | 1 | 16989 | C/S getting miss and shack at idle, in park and while driving./ Found idle has slight surge, found new calibration for PCM for this concern./ Recalibrated PCM. |
| 08/22/05 | 330567 | * | 18940 | C/S vehicle seems to miss and run rough at idle./ CND |
| 10/10/05 | 332309 | 9 | 22838 | C/S vehicle leaking fluid from left front and low coolant light comes on./ Lower left bottom of radiator and fan busted./ Replaced radiator and fan assembly, re-charged A/C system and replaced connector for hood ajar light. |
| 11/30/05 | 335143 | * | 26033 | C/S rattling noise from under vehicle when first started./ CND, No abnormal noises. C/S vehicle doesn't start right away and hesitates./ No DTC, No history. CND |
| 04/18/06 | 342856 | * | 35588 | C/S has to jump vehicle to get started./ Inspected and started vehicle several times, CND. |
| 10/05/06 | 352190 | * | 47606 | C/S vehicle does not start first try sometimes./ PCM failure./ Replaced PCM |
| 01/08/07 | 357019 | * | 52313 | c/S vehicle does not start intermittently./ Replaced battery and problem still happens, ongoing problem./ CND. |

☐ **Steering**

| <u>Date:</u> | <u>RO #:</u> | <u>Days Out:</u> | <u>Mileage:</u> | <u>Description of Complaint and Repair Performed:</u> |
|--------------|--------------|------------------|-----------------|---|
| 11/15/05 | 334388 | * | 24501 | C/S getting knocking in steering when turning./ Traced to steering gear./ Ordered steering gear. |
| 11/30/05 | 335143 | * | 26033 | C/S getting knocking in steering when turning./ Replaced steering gear. |
| 03/07/06 | 340411 | * | 33031 | C/S knocking noise when turning./ Steering shaft noisy./ Ordered lube kit for steering shaft. |
| 03/22/06 | 341309 | * | 34154 | C/S knocking noise when turning./ Steering shaft noisy./ Replaced steering gear, reset toe. |
| 04/07/06 | 342276 | * | 35296 | C/S key hard to get in sometimes and hard to turn./ Removed and re-installed ignition cylinder, rotated cylinder 25 times, working properly. |

| | | | | |
|----------|--------|---|-------|---|
| 04/18/06 | 342856 | * | 35588 | C/S clicking noise when turning and vehicle seems to pull left./ CND |
| 05/23/06 | 344927 | 2 | 39141 | C/S knocking noise when turning./ traced noise to left front spring insulator./ Ordered part. |
| 06/28/06 | 346816 | 2 | 41071 | C/S knocking noise when turning./ LF upper strut bearing and mount weak./ Replaced left front strut mount & bearing and aligned front end. |
| 10/05/06 | 352190 | 6 | 47606 | C/S there is a knocking noise when turning./ Traced to steering gear./ Replaced steering gear and reset toe. |
| 01/08/07 | 357019 | 1 | 52313 | C/S popping when turning./ Ordered steering gear. |
| 01/17/07 | 357540 | 2 | 52818 | C/S popping when turning./ Slack in rack and pinion assembly./ Replaced steering and reset toe. |

☐ Transmission

| <u>Date:</u> | <u>RO #:</u> | <u>Days Out:</u> | <u>Mileage:</u> | <u>Description of Complaint and Repair Performed:</u> |
|--------------|--------------|------------------|-----------------|--|
| 08/22/05 | 330567 | * | 18940 | C/S when going around a corner and accel. Vehicle seems to hard shift./ Found trans filter seal not seated in case./ Installed filter seal and added fluid. |

☐ Body/Trim

| <u>Date:</u> | <u>RO #:</u> | <u>Days Out:</u> | <u>Mileage:</u> | <u>Description of Complaint and Repair Performed:</u> |
|--------------|--------------|------------------|-----------------|---|
| 08/01/05 | 329377 | * | 16989 | C/S weather strip on outside of second left door is coming apart./ Ordered sealing strip. |
| 08/22/05 | 330567 | 1 | 18940 | C/S weather strip on outside of second left door is coming apart./ Replaced left rear outer door seal. |
| 11-15-05 | 334388 | 1 | 24501 | C/S passenger side visor cover for mirror came off./ Ordered part. |
| 11/30/05 | 335143 | 2 | 26033 | C/S passenger visor cover for mirror came off./ Ordered sunshade. |
| | | | | C/S passenger visor cover for mirror came off./ Replaced sunvisor. |
| | | | | C/S dome light switch by lamp is loose./ Ordered overhead lamp. |
| | | | | C/S driver seat plastic cover does not fit right on the top./ Re-secure seat back trim. |
| 03/07/06 | 340411 | 3 | 33031 | C/S dome light switch lamp is loose./ Re-ordered parts. |
| 03/22/06 | 341309 | 2 | 34154 | C/S dome light switch lamp is loose./ Re-ordered parts. |
| 04/07/06 | 342276 | 1 | 35296 | C/S dome light switch lamp is loose./ Replaced overhead dome lamp assembly. |

☐ Electrical

| <u>Date:</u> | <u>RO #:</u> | <u>Days Out:</u> | <u>Mileage:</u> | <u>Description of Complaint and Repair Performed:</u> |
|--------------|--------------|------------------|-----------------|--|
| 03/07/06 | 340411 | * | 33031 | C/S CD player has CD in it and won't eject./ Ordered radio. |
| 03/22/06 | 341309 | * | 34154 | C/S CD player has CD in it and won't eject./ Replaced radio. |
| 04/18/06 | 342856 | 1 | 35588 | C/S CD player is still getting stuck./ CND, input and ejected several CD. System working properly at this time. |
| | | | | C/S horn is not working./ Relay out of place./ Re-secured relay. |

☐ HVAC

| <u>Date:</u> | <u>RO #:</u> | <u>Days Out:</u> | <u>Mileage:</u> | <u>Description of Complaint and Repair Performed:</u> |
|--------------|--------------|------------------|-----------------|--|
| 08/01/05 | 329377 | * | 16989 | C/S caps for A/C lines came off./ Ordered caps. |
| 08/22/05 | 330567 | * | 18940 | C/S caps for A/C lines came off./ Installed A/C line caps. |
| 11/15/05 | 334388 | * | 24501 | C/S when turning A/C on has growling noise./ Inspected, no abnormal noise at this time. |
| 11/30/05 | 335143 | * | 26033 | C/S getting roar noise from blower when A/C is on./ CND |

THE STATE LEMON LAW READS:

Days out of service: 30

Repairs 4

Time period 12 / 12k

Does Lemon Law state nonconformity must continue to exist? Y

If applicable, safety-related repairs 2

Safety-related time period 12 / 12

Number of repair attempts in the presumption period: 2

Total days out of service during the presumption period: 2

Total days out of service during customer's ownership: 34

PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

Concern: Steering/suspension concern

Date & Offer/Result: 2 LOF's

RECOMMENDATION AND RATIONALE

Customer has extensive repair history. Vehicle purchased used. Vehicle does not meet LL, however vehicle certainly would qualify for breach of warranty for steering, engine and body and trim.

REASON FOR REMOVAL

CRM FINAL OFFER: :

DATE:

OFFER TO CUST: \$
ATTORNEY FEES: \$
OR INCLUSIVE OFFER: \$

PLAINTIFF'S FINAL DEMAND: :

DATE:

AMOUNT TO CUST: \$
ATTORNEY FEES: \$
OR INCLUSIVE OFFER: \$

TEAM MANAGER APPROVING:

Date:

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

Revised 3/17/05

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

ADR REPURCHASE CHECKLIST

Effective date: 08/26/2004

- ☒ Cover sheet denoting a **Request #** and whether the case is a Voluntary or Mandatory Repurchase with information completed (on front of file)
- ☒ PRA FORM (Voluntary Repurchase only)
- ☐ Both VINS on Trade Repurchase Or vehicle order number. Need order # or VIN on all cases except Mandates
- ☒ Invoice on original vehicle Socrates (Max Retriever)-old VIN & new VIN if a trade
- ☒ Incentive Acknowledgement Form
- ☒ Signed Bill of Sale on original vehicle
- ☒ Copy of the title or registration, if unobtainable, then copy of Title Need current registration in CA
- ☐ Agreement to Arbitrate
- ☐ Repair Orders (**KY and FL only**)
- ☐ Invoice for any conversion package (**if applicable**)
- ☐ Receipts for any after-market items (**if applicable**)
- ☒ BBB ruling/lemon law ruling and/or BBB settlement letter (**if applicable**)
- ☐ Signed customer acceptance of decision for Mandatory Repurchases
- ☒ Financial Institution information including: account #, phone # & Institution name
- ☒ Overallowance/Incentives/Negative Equity Form
- ☒ ACV on trade-in documented
- ☒ Copy of the Customer Claim Form (**CCF**) only on Mandates
- ☐ Applicable Attorney Information: Firm Name, Contact Person, Federal Tax I.D., Phone #

Overallowance/Incentives/Negative Equity Form (non-Florida)**Customer:** [REDACTED]**Request #:** 71-464124867**BBB#:** CHV0730539

This form may be used to identify possible overallowance or negative equity and to determine any customer incentives which were paid, but may not be easily identifiable on a Bill of Sale.

You must determine the TRUE purchase price of a vehicle and identify any over allowance and/or incentives prior to arbitration or voluntary repurchase.

*** PLEASE NOTE: IF BALANCE OWED / LOAN CLOSEOUT AMOUNT IS HIGHER THAN ACV, THIS IS CONSIDERED NEGATIVE EQUITY!**

| | |
|---|-------------|
| Purchase Price (from dealer Bill of Sale before tax, tag, etc) | \$20,881.00 |
| MSRP (from BARS Invoice) <i>Note: If GMS price, use in place of MSRP price</i> | \$23,455.00 |
| Difference (If positive, look for Over Allowance) If no Trade in, have Dealer explain why customer paid more than MSRP. | \$-2,574.00 |

| | |
|---|------------|
| Trade Allowance (from dealer Bill of Sale) | \$6,000.00 |
| Actual Cash Value Statement | \$6,000.00 |
| Difference (if positive, this is the overallowance) | \$ |

| | |
|--|------------|
| Payoff or Lien amount from Bill of Sale <i>(If dealer added negative equity into contract, do not subtract)</i> | \$6,134.43 |
| Actual Cash Value Statement | \$6,000.00 |
| Difference (if positive, this is the negative equity) | \$134.43 |

If Over Allowance/Negative Equity and/or Incentives (not included in Purchase Price) are found, verify with Team Manager before submitting information to BBB

| | |
|---|-------------|
| Purchase Price (from dealer Bill of Sale before tax, tag, etc.) | \$20,881.00 |
| Incentives not included in Purchase Price (from BARS) minus <i>(Do not include fuel fill credit or dealer incentives. GM Card Points must be included)</i> | \$1,000.00 |

| | |
|---|-------------|
| Overallowance and/or Negative Equity minus | \$134.43 |
| Actual price of Vehicle that should be presented to BBB for ATA | \$19,746.57 |
| | |

Privileged and Confidential Information

| | | | |
|--|----------------------------|-------------------------------------|-------------------------|
| Case Assessment By: Henry Starling | | Siebel/CARS Request #: 71-464124867 | |
| Customer Name: [REDACTED] | | | |
| Veh year: 2005 | Make: Chevrolet | Model: Malibu MAXX | Current mileage: 20,400 |
| Veh ID #: 1G1ZT64855F [REDACTED] | In Service Date: 9/30/2005 | Purchased: New | If used: |
| What is the customer seeking? Repurchase | | | |

VEHICLE REPAIR HISTORY

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: steering

Date: RO#: Mileage: Days Out: Description of Repair:

| | | | | |
|------------|--------|--------|---|--|
| 05/27/2006 | 158603 | 8,677 | 1 | Replaced steering column. |
| 05/30/2006 | 158687 | 8,714 | 3 | R/R electronic power steering column, replaced motor and reassembled. |
| 10/19/2006 | 165891 | 16,083 | 6 | Powersteering gear replaced |
| 12/30/2006 | 169584 | 20,448 | * | Per tac #060232007. Remove shaft, position and exercise as needed. Per dvm Joel Gorski locate shaft and replace. |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: battery

Date: RO#: Mileage: Days Out: Description of Repair:

| | | | | |
|------------|--------|-----|---|---|
| 10/07/2005 | 146170 | 231 | 1 | Tested battery only 9 cca available from 525cca. Installed new battery. |
| | | | | |
| | | | | |
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| | | | | |
| | | | | |
| | | | | |

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: remote starter

Date: RO#: Mileage: Days Out: Description of Repair:

| | | | | |
|------------|--------|-----|---|----------------------|
| 10/07/2005 | 146170 | 231 | * | Could not duplicate. |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
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| | | | | |
| | | | | |
| | | | | |

Team Manager Approval:

Date:

Privileged and Confidential Information

| | | | | |
|--|--|--|--|--|
| | | | | |
| | | | | |

OTHER SYMPTOM/CONCERN:

Date: RO#: Mileage: Days Out: Description of Repair:

| | | | | |
|------------|--------|--------|----|--|
| 10/03/2005 | 145842 | 98 | 1 | Paint – Buff out per Steve Lemos |
| 10/03/2005 | 145842 | 98 | * | Headlamp scratches – Ordered both front headlamps. |
| 10/03/2005 | 145842 | 98 | * | Cd player inop – unable to duplicate. |
| 10/03/2005 | 145842 | 98 | * | Headliner – Reinstalled seal. |
| 10/07/2005 | 146170 | 231 | * | Headlamp scratches – sop in. |
| 10/07/2005 | 146170 | 231 | * | Hvac – Normal operating condition. |
| 02/16/2006 | 153305 | 4,418 | 1 | Cd player inop – Ordered cd player. |
| 03/06/2006 | 154237 | 5,242 | 1 | Cd player inop – Sop here. |
| 05/30/2006 | 158687 | 8,714 | * | Pedals – reconnected adjustable pedals. |
| 12/30/2006 | 169584 | 20,448 | 12 | Hvac – Normal operating condition. |
| 12/30/2006 | 169584 | 20,448 | * | Turn signal – Replaced left socket and bulb. |
| 12/30/2006 | 169584 | 20,448 | * | Brake lights – no problem found |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |

Total Days Out of Service: 26____(excluding days for customer pay reasons such as; Maintenance and Collision Repairs)

VEHICLE MEETS PRESUMPTION LEMON LAW? YES:X NO:

What is customer eligible for (based upon the BBB Program Eligibility Guidelines and the States lemon law requirements for meeting presumption)? Repair/repurchase under program eligibility guidelines.

AVM and/or DEALER RECOMMENDATION(s):

CRM RECOMMENDATION & RATIONALE (EXPLAIN):Crs adv that it does appear that the cust does meet presumption and that gm should be looking into a trade repurchase for the customer but the crs will look into reimbursing the customer's 6075 gmpp major and replace it with a newer contract.

Team Manager Approval:

Date:

Privileged and Confidential Information

Decision reached by CRM: Arbitrate case: ☐ Settle case: ☐

Team Manager Approval:

Date:

Overallowance/Incentives/Negative Equity Form (non-Florida)**Customer:** [REDACTED]**Request #:** 71-464124867**BBB#:** CHV0730539

This form may be used to identify possible overallowance or negative equity and to determine any customer incentives which were paid, but may not be easily identifiable on a Bill of Sale.

You must determine the TRUE purchase price of a vehicle and identify any over allowance and/or incentives prior to arbitration or voluntary repurchase.

*** PLEASE NOTE: IF BALANCE OWED / LOAN CLOSEOUT AMOUNT IS HIGHER THAN ACV, THIS IS CONSIDERED NEGATIVE EQUITY!**

| | |
|---|-------------|
| Purchase Price (from dealer Bill of Sale before tax, tag, etc) | \$20,881.00 |
| MSRP (from BARS Invoice) <i>Note: If GMS price, use in place of MSRP price</i> | \$23,455.00 |
| Difference (If positive, look for Over Allowance) If no Trade in, have Dealer explain why customer paid more than MSRP. | \$-2,574.00 |

| | |
|---|------------|
| Trade Allowance (from dealer Bill of Sale) | \$6,000.00 |
| Actual Cash Value Statement | \$6,000.00 |
| Difference (if positive, this is the overallowance) | \$0 |

| | |
|--|------------|
| Payoff or Lien amount from Bill of Sale <i>(If dealer added negative equity into contract, do not subtract)</i> | \$6,134.43 |
| Actual Cash Value Statement | \$6,000.00 |
| Difference (if positive, this is the negative equity) | \$134.43 |

If Over Allowance/Negative Equity and/or Incentives (not included in Purchase Price) are found, verify with Team Manager before submitting information to BBB

| | |
|---|-------------|
| Purchase Price (from dealer Bill of Sale before tax, tag, etc.) | \$20,881.00 |
| Incentives not included in Purchase Price (from BARS) minus <i>(Do not include fuel fill credit or dealer incentives. GM Card Points must be included)</i> | \$1,000.00 |

| | |
|---|-------------|
| Overallowance and/or Negative Equity minus | \$134.43 |
| Actual price of Vehicle that should be presented to BBB for ATA | \$19,746.57 |
| | |

Voluntary Repurchase

BBB Case

Straight

COMPLIANCE DATE 03/18/07

ADR REQUEST NUMBER 71-464124867

CUSTOMER NAME [REDACTED]

LAST SIX OF VIN [REDACTED]

ADR CRM Henry Starling EXT. 21220

AVM Joel Gorski PHONE 80509/58733

DATE ACCEPTANCE RECEIVED 01/18/2007

NUMBER OF DAYS FOR COMPLIANCE 59

TEAM MANAGERS SIGNATURE _____

ADR Exceptions that need to be paid i.e. over allowance and negative equity.

COMMENTS/REASON FOR EXCEPTION:

File will be returned without all information above completed.



GMC

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

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

01/05/2006

Brian Pfaff
M. K. SMITH CHEVROLET
12845 CENTRAL AVE
CHINO, CA 91710-4120

Re:

Siebel Request: 71-464124867
2005 Chevrolet Malibu MAXX
VIN # 1G1ZT64855F

Dear Mr. Pfaff:

This is a letter of notification regarding a Better Business Bureau case involving the above referenced customer.

In order to perform a case assessment, please provide me with copies of all dealer sales and service documents regarding this vehicle. 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,

Henry Starling
BRC Customer Relationship Manager
Ph# 800-231-1841, prompt # 9, prompt # 5, extension # 21220
FAX# 866-432-1686

Date 9-30-05 Salesman Eric Customer [REDACTED]
 F&I Mgr. EQ Called in to EMAL Stock 15125
 Rate 0 Months 600 Other _____ Phone _____
 Buy Rate 2 Pts. _____ Approval # 132091970

Purchase Order _____
 Credit Ap. Compl. ☒
 Down Paymt in ☒
 Insurance Ver. ☒
 Odometer Stmt. ☒
 9_Pack or P/A ☒
 Registration ☒
 Title ☒
 Sec. P.O.A. ☒
 Survey ☒
 Buyer's Guide ☒
 Follow Up ☒

Stips _____

Pay-Off To: Arrowhead Central C.U.
 Address: P.O. Box 735 San Bernardino CA 92402
 Pay-Off 6134 1/2 Good Till _____ Verif. By _____
 Acct. # ~~3258733~~ 7566314301

Trade-ACV 6,000
 Trade Stock # 5283

Security System _____
 Reserve 100
 Warranty 735
 Other _____
 Total 835

Notes

Send to
gumac

Time: _____ Date: _____

F&I IN _____
 OUT _____
 SALES MGR. IN _____
 OUT _____
 GSM IN _____
 OUT _____
 DMV/CONTRACT IN _____
 OUT _____

SALES DESK CHECK SHEET

MICHAEL S ✓

STEVE T ✓

PURCHASE

LEASE

CHECK OUT

DELIVER

DATE

PRICE 20881RATE 0TERM 60LIC. 197DOWN 865.57TRADE EQUITY (134.43)CASH 0REBATE 1000TRADE ALLOWANCE 6000PAYMENT 388.04MAGIC WARRANTY 1395PAYOFF 6134.43 PER ✓PAYOFF TO ARROWHEADTRADE ACV 6000TRADE OA/UA —TRADE MILES 87874APPRAISAL SHEET ✓YR MAKE MODEL 99 TOYOTA
VAN

CAP COST _____

MONEY FACTOR _____

TERM _____

LIC. _____

RES. _____

RES. % _____

START UP FEES _____

CAP RED. _____

DOWN _____

PAYMENT _____

MAGIC WARRANTY _____

TRADE ALLOWANCE _____

TRADE EQUITY _____

CASH _____

REBATE _____

PAYOFF _____ PER _____

PAYOFF TO _____

TRADE ACV _____

TRADE OA/UA _____

TRADE MILES _____

APPRAISAL SHEET _____

YR MAKE MODEL _____

SALESPERSON ERICCUSTOMER [REDACTED]STOCK # 15125UNIT 05 MAR, BUDEAL # 77745DUE BILL NOWORK SHEET ✓CREDIT APP. ✓TRW ✓INS. INFO ✓REG. TITLE ✓DRIVER'S LIC. ✓NEW UNIT MILES 68ID# VERF. ✓TIRE CHAIN DIS. —PROGRAM CAR —AFTER MARKET FORM —LOWERED TRUCK FORM —SPANISH —INCENTIVE CODE GFP/OGVMANAGER'S SIGNATURE [Signature]

NOTES

COLLECT DOWN
PAYMENT

Contract Registration

GMPP XX MRP

Medium
Duty

GM Cert

MRP Cert

MRP LW

Vehicle Information

VEHICLE IDENTIFICATION NUMBER (must be 17 characters)

AGREEMENT PURCHASE DATE

1 6 1 7 T 6 4 8 5 5 F

0 9 / 3 0 / 0 5

YEAR

MAKE

MODEL

CURRENT ODOMETER

4 WHEEL DRIVE

2 0 0 5

CHEVROLET

MALIBU

6 8

Customer

FIRST NAME

M.I.

LAST NAME

FLEET

GM EMPLOYEE

NAME OF BUSINESS OR MUNICIPALITY

AREA CODE & PHONE NUMBER

MAILING ADDRESS (must include apt. or suite #, if applicable)

CITY

STATE

ZIP CODE

CHINO

CA

Dealer

The Agreement provider is authorized to charge my account for the cost of the Agreement(s) and my share of any subsequent cancellation(s).

DEALER NAME

DEALER CODE (Required)

PROMOTION CODE

H K SMITH CHEVROLET

ADDRESS

CITY

STATE

ZIP CODE

12845 CENTRAL

CHINO

CA

91710

Lienholder

GMAC

SPP

NAME

OR

OR

ADDRESS

CITY

STATE

ZIP CODE

LEASE

RETAIL

MAJOR GUARD

VALUE GUARD

BASIC GUARD

SMART PROTECTION

MD-PT +

MD-E&T

MD-BASIC

XX

XX

Plan Coverage and Price

MECHANICAL TERM

THE TERM OF THIS AGREEMENT MAY INCLUDE ALL OR PART OF THE TERM OF THE NEW VEHICLE LIMITED WARRANTY IF STILL IN EFFECT.

NEW XX

The term of your Agreement will begin on the Agreement purchase date and odometer mileage at the Agreement purchase date. The term of your Agreement will end at the earlier of the time and mileage option you have selected. Your deductible is referenced below.

USED

The term of your Agreement will begin on the Agreement purchase date and odometer mileage at the Agreement purchase date. The term of your Agreement will end at the earlier of the time and mileage option you have selected. Your deductible is referenced below.

VEHICLE IN SERVICE DATE (In-Warranty vehicles) TERM-MO./MI. (IN 000'S)

DEDUCTIBLE (Required)

PRICE

0 9 / 3 0 / 0 5

6 0 / 7 5

\$0

\$50

\$100

XX \$200

1, 3 9 5. 0 0

MAINTENANCE TERM The term of your Smart Care will begin on the Agreement purchase date and odometer mileage at the Agreement purchase date. The term of your Smart Care will end at the earlier of the time and mileage option you have selected. The term of your Goodwrench Care will be based on the specified number of services listed herein and performed within 4 years of the Agreement purchase date.

SMART CARE

TERM-MO./MI.
(IN 000'S)

GOODWRENCH CARE

OF SERVICES

, . 0 0

SURCHARGES &

BUSINESS

HUMMER

EMERGENCY

SNOWPLOW

TIRE ROAD HAZARD

OPTIONAL COVERAGE

(Select all that apply)

\$

0 0, 0 0 0. 0 0

By signing this, I agree to all the terms and conditions on this form. I acknowledge that purchase of this Agreement is not required in order to purchase or obtain financing for a motor vehicle. I understand that, upon acceptance of this registration, an Agreement will be mailed to the address indicated above.

SUBTOTAL \$ 1, 3 9 5. 0 0

CUSTOMER SIGNATURE

DATE

TAX \$, .

TOTAL \$ 1, 3 9 5. 0 0

09/30/2005



VIN: 1 G 1 7 T 6 4 8 5 5 F [REDACTED] (or see attached list*)

Reynolds and Reynolds TO ORDER: www.reynsource.com; 1-800-344-0996; fax 1-800-531-9055

DATE 9/30/05

SOURCE Priv Owner

NAME

SALESPERSON Eric Mcley

MGR.

ADDRESS

Chino CA

PHONE W ()

MILEAGE

V.I.N.

1G1ZT64855F

LIC. NO.

STOCK NO.

NEW ☒

YEAR

MAKE

BODY STYLE

TAB. NO.

USED ☐DEMO. ☐

06

Cherry

Malibu LS max

YR. EXP.

TRADE-IN INFORMATION

YEAR

MAKE

CYL.

BODY STYLE

SALE PRICE

msrp

23,455

w

99

Toyota

4

Sienna

am

20,881

w

MILEAGE

LIC. NO.

ADDITIONAL ACCESSORIES

2000.

w

PAYMENTS OF \$

NUMBER

\$ 350

18,881.00

20881. -

+ FEES

6000 TRADE ACV

6150 P.O.

CASH

MONTHLY PAYMENTS

1/3 CASH DOWN

\$ 0

\$

Rebate

20881

250.75

1621.77

22753.52

48 x

60 x 387.72

415.72

403.30 WITH EXT SERVICE CONTRACT

Salesmen cannot accept this offer or obligate seller in any manner whatsoever. OFFER IS NOT BINDING UNTIL ACCEPTED IN WRITING BY OFFICER OR SALES MANAGER OF SELLER.

X

Please enter my offer, subject to your acceptance

BUYER'S

SIGNATURE X

SEP 30, 2005 DEAL REVIEW

Store 01 FANDI01 PORT 5021 4770

M K SMITH CHEVROLET

F&I MGR: EDWIN W VANSLOGTEREN

BUYER: [REDACTED] DEAL #: 77745

STOCK #: 15125 2005 CHEVROLET MALIBU 1G1ZT64855F [REDACTED]

| | | | | |
|---------------|----------|---------------|------------|-------------------------|
| TOTAL PRICE | 20881.00 | TOTAL TRADE | 6000.00 | TRUTH IN LENDING |
| WARR PREMIUM | 1395.00 | TOTAL PAYOFF | 6134.43 | ----- |
| AFTMKT PREM | 0.00 | TOT NET TRADE | -134.43 | APR 0.00 % |
| TOTAL FEES | 250.75 | TOTAL CASH | 0.00 | AMT FINANCED 23282.95 |
| TOTAL TAXES | 1621.77 | TOTAL REBATES | 1000.00 | FINANCE CHARGE 0.00 |
| | | ----- | | TOTAL OF PYMTS 23282.95 |
| GROSS PRICE | 24148.52 | TOTAL DOWN | 865.57 | TOTAL DOWN 865.57 |
| TOTAL DOWN | 865.57 | | | DEF PYMT PRICE 24148.52 |
| | | DEAL DATE | 09/30/2005 | ----- |
| DEC LIFE PREM | 0.00 | 1ST PYMT DATE | 10/30/2005 | |
| LEV LIFE PREM | 0.00 | LST PYMT DATE | 09/30/2010 | DEFERRED PAYMENT |
| A&H PREMIUM | 0.00 | TERM | 60 | DUE |
| TUT PREMIUM | 0.00 | PAYMENT | 388.04 | DUE |
| ----- | | IRREG PMTS | | DUE |
| AMOUNT FIN | 23282.95 | FINAL PAYMENT | 388.59 | |

CASH DEAL.

PRINTER OUTPUT (Y/N) Y

21833

23605

2005 MALIBU LS MAXX
 12U GALAXY SILVER METALLIC /V6G
 14E GRAY CUSTOM CLOTH
 ORDER NO. HJWVGN/TRE STOCK NO. 15125
 VIN 1G1 ZT64 85 5F

 MODEL & FACTORY OPTIONS MSRP INV AMT RETAIL - STOCK
 1ZT68 MALIBU LS MAXX 21260.00 19452.90 INVOICE 08/18/04
 LX9 3.5L V6 ENGINE 0.00 0.00 SHIPPED 08/18/04
 MX0 4-SPEED AUTO TRANSMISSION 0.00 0.00 EXP I/T 09/03/04
 T43 REAR WIPER AND SPOILER 300.00 270.00 INT COM 09/03/04
 VK3 FRONT LICENSE PLATE BRACKET 0.00 0.00 PRC EFF 08/18/04
 YF5 50-STATE EMISSIONS N/C N/C KEYS G0851 G0851
 1SB MALIBU PREFERRED EQUIP GRP 1SB 1270.00 1143.00 WFP-F QTR OPT-1
 * FRONT SIDE IMPACT AIR BAGS &
 HEAD-CURTAIN SIDE AIR BAGS BANK: GMAC - 061
 * RR AUDIO CNTRLS W/ HEADPHONES CHG-TO 20-485
 * DRIVER SEAT 6-WAY POWER SHIP WT: 3407
 * FLOOR MATS HP: 32.9
 * REMOTE VEHICLE STARTER SYSTEM GMS: 20881.00
 SUPPLR: 21820.65
 MRM: 23455.00
 DAN: LSMAX
 MEMO 1066.50

| | | | | |
|-------------------------|----------|----------|---------|----------|
| TOTAL MODEL & OPTIONS | 22830.00 | 20865.90 | ACT 231 | 20806.00 |
| DESTINATION CHARGE | 625.00 | 625.00 | H/B 261 | 684.90 |
| LAM DEALER CONTRIBUTION | | 228.30 | ADV 261 | 228.30 |
| LAM GROUP CONTRIBUTION | | 114.15 | EXP 65A | 114.15 |

| | | | | |
|---------------------------------|----------|----------|---------|----------|
| TOTAL | 23455.00 | 21833.35 | PAY 310 | 21833.35 |
| MEMO: TOTAL LESS HOLDBACK AND | | | | |
| APPROX WHOLESALE FINANCE CREDIT | | 20829.55 | | |

 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.

| | |
|-----------------------|-----------------------------|
| M. K. SMITH CHEVROLET | REMIT TO GMAC NO. 061 |
| | VIN 1G1ZT64855F |
| | \$ 21833.35 INV 1AD47523450 |
| | DUE 09/03/04 DEALER 20-485 |

CERTIFICATE OF ORIGIN FOR A VEHICLE

0650



RBLPD019

INVOICE NO.

1AD47523450

DATE
08/18/04VEHICLE IDENTIFICATION NO.
1G1ZT64855FYEAR
2005MAKE
CHEVROLETBODY TYPE
MALIBU LS MAXXSHIPPING WEIGHT
3407H.P. (S.A.E.)
32.9G.V.W.R.
4442NO. CYLS.
06SERIES OR MODEL
1ZT68

I, the undersigned authorized representative of the company, firm or corporation named below, hereby certify that the new vehicle described above is the property of the said company, firm or corporation and is transferred on the above date and under the Invoice Number indicated to the following distributor or dealer.

NAME OF DISTRIBUTOR, DEALER, ETC.

20485 HJWVGN

M. K. SMITH CHEVROLET
PO BOX 455
CHINO

CA 91708-0455

It is further certified that this was the first transfer of such new vehicle in ordinary trade and commerce.

* THIS VEHICLE *
* HAS A *
* 50-STATE *
* EMISSION *
* SYSTEM *

G38165621

CHEVROLET MOTOR DIVISION
GENERAL MOTORS CORPORATION

BY:



(SIGNATURE OF AUTHORIZED REPRESENTATIVE)

(AGENT)

DETROIT

MI 48243-1114

CITY - STATE

GM 521 REV. 7-95

SIMPLE INTEREST FINANCE CHARGE

Dealer Number **1047**

Contract Number

R.O.S. Number **15332064**Stock Number **10125**

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

Creditor - Seller (Name and Address)

CHINO CA SAN BERNARDINO**M K SMITH CHEVROLET
12845 CENTRAL
CHINO CA 91710**

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

| New Used | Year | Make and Model | Odometer | Vehicle Identification Number | Primary Use For Which Purchased |
|----------|------|------------------|----------|-------------------------------|---|
| NEW | 2005 | CHEVROLET MALIBU | 68 | 1G1ZT64855F | <input type="checkbox"/> personal, family or household <input type="checkbox"/> business or commercial |

FEDERAL TRUTH-IN-LENDING DISCLOSURES

| ANNUAL PERCENTAGE RATE | FINANCE CHARGE | Amount Financed | Total of Payments | Total Sale Price |
|---|---|---|--|---|
| The cost of your credit as a yearly rate. | The dollar amount the credit will cost you. | The amount of credit provided to you or on your behalf. | The amount you will have paid after you have made all payments as scheduled. | The total cost of your purchase on credit, including your down payment of |
| 0.00 % | \$ 0.00(e) | \$ 23282.95 | \$ 23282.95(e) | \$ 865.57 is \$ 24148.52(e) |

(e) means an estimate

YOUR PAYMENT SCHEDULE WILL BE:

| Number of Payments: | Amount of Payments: | When Payments Are Due: |
|---------------------|---------------------|--------------------------------------|
| One Payment of | N/A | N/A |
| One Payment of | N/A | N/A |
| 59 Payments | 388.04 | Monthly, Beginning 10/30/2005 |
| Payments | N/A | Monthly, Beginning |
| One Final Payment | 388.59 | DUE ON 09/30/2010 |

Late Charge. If payment is not received in full within 10 days after it is due, you will pay a late charge of 5% of the part of the payment that is late.

Prepayment. If you pay off all your debt early, you may be charged a minimum finance charge.

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

Additional Information: See this contract for more information including information about nonpayment, default, any required repayment in full before the scheduled date, minimum finance charges, and security interest.

ITEMIZATION OF THE AMOUNT FINANCED

1. Total Cash Price

A. Cash Price of Motor Vehicle and Accessories **\$ 20881.00 (A)**1. Cash Price Vehicle **\$ 20881.00**2. Cash Price Accessories **\$ N/A**

3. Other (Nontaxable)

Describe **N/A** **\$ N/A**Describe **N/A** **\$ N/A**B. Document Preparation Fee (not a governmental fee) **\$ 45.00 (B)**C. Smog Fee Paid to Seller **\$ N/A (C)**D. Sales Tax (on taxable items in A+B+C) **\$ 1621.77 (D)**E. Optional DMV Electronic Filing Fee* **\$ N/A (E)**F. (Optional) Service Contract* **\$ 1395.00 (F)**G. (Optional) Service Contract* **\$ N/A (G)**H. Prior Credit or Lease Balance paid by Seller to **\$ N/A (H)**

(see downpayment and trade-in calculation)

I. (Optional) Gap Contract (to whom paid)* **\$ N/A (I)**J. Other (to whom paid)* **\$ N/A (J)**For **N/A**Total Cash Price (A through J) **\$ 23942.77 (1)**

2. Amounts Paid to Public Officials

A. License Fees **\$ 197.00 (A)**B. Registration/Transfer/Titling Fees **\$ N/A (B)**C. California Tire Fees* **\$ 8.75 (C)**D. Other **\$ N/A (D)**E. Other **\$ N/A (E)**

STATEMENT OF INSURANCE

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

Vehicle Insurance

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

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

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

Buyer **X**Co-Buyer **X**Seller **X**

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

Application for Optional Credit Insurance

☐ Credit Life: ☒ Buyer ☐ Co-Buyer ☐ Both

☐ Credit Disability (Buyer Only)

| | Term | Exp. | Premium |
|--|------|------|---------|
|--|------|------|---------|

Credit Life **N/A** Mos. **\$ N/A**Credit Disability **N/A** Mos. **\$ N/A**Total Credit Insurance Premiums **\$ N/A(b)**Insurance Company Name **N/A****N/A**Home Office Address **N/A****N/A**

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

You are applying for the credit insurance marked above. Your signature below means that you agree that: (1) You are not eligible for insurance if you have reached your 65th birthday. (2) You are eligible for disability insurance only if you are working for wages or profit 30 hours a week or more on the Effective

Total Cash Price (A through J) \$ 25,542.77 (1)

2. Amounts Paid to Public Officials

- Total Official Fees (A through E)** \$ 205.75 (2)

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

5. Subtotal (1 through 4) \$ 24148.52 (5)

| | | | | |
|----------------------|-------|-------|-------|-------|
| 6. Total Downpayment | 00000 | 00000 | 00000 | 00000 |
|----------------------|-------|-------|-------|-------|

- B. Less Prior Credit or Lease Balance \$ 6134.43 (B)

- | | | | | |
|----------------------------------|--|----|---------------|-----|
| G. Cash | | \$ | <u>865.57</u> | (E) |
| Total Disbursement (C through G) | | \$ | | |

(If negative, enter zero on line 6 and enter the amount less than zero as a positive number on line 1H above) 00000000

*Seller may keep part of these amounts.

*Seller may keep part of these amounts.

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

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

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

☐ Name of autobroker receiving fee, if applicable:

N/A

If Buyer and Co-Buyer sign here, the provisions of the Rescission Rights section on the back giving the Seller the right to rescind if Seller is unable to assign this contract to a financial institution will apply.

Buyer X _____ Co-Buyer X _____

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

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

WARNING:
YOUR PRESENT POLICY MAY NOT COVER COLLISION DAMAGE OR MAY NOT PROVIDE FOR FULL REPLACEMENT COSTS FOR THE VEHICLE BEING PURCHASED. IF YOU DO NOT HAVE FULL COVERAGE, SUPPLEMENTAL COVERAGE FOR COLLISION DAMAGE MAY BE AVAILABLE TO YOU THROUGH YOUR INSURANCE AGENT OR THROUGH THE SELLING DEALER. HOWEVER, UNLESS OTHERWISE SPECIFIED, THE COVERAGE YOU OBTAIN THROUGH THE DEALER PROTECTS ONLY THE DEALER, USUALLY UP TO THE AMOUNT OF THE UNPAID BALANCE REMAINING AFTER THE VEHICLE HAS BEEN REPOSSESSED AND SOLD.
FOR ADVICE ON FULL COVERAGE THAT WILL PROTECT YOU IN THE EVENT OF LOSS OR DAMAGE TO YOUR VEHICLE, YOU SHOULD CONTACT YOUR INSURANCE AGENT.
THE BUYER SHALL SIGN TO ACKNOWLEDGE THAT HE/SHE UNDERSTANDS THESE PUBLIC LIABILITY TERMS AND CONDITIONS.

S/S X _____ X _____

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

| | | | |
|---------|--|------------|-----|
| Buyer X | | Co-Buyer X | N/A |
|---------|--|------------|-----|

Notice to buyer:

Notice to buyer:
 (1) Do not sign this agreement before you read it or if it contains any blank spaces to be filled in. (2) You are entitled to a completely filled in copy of this agreement. (3) You can prepay the full amount due under this agreement at any time. (4) If you default in the performance of your obligations under this agreement, the vehicle may be repossessed and you may be subject to suit and liability for the unpaid indebtedness evidenced by this agreement.

If you have a complaint concerning this sale, you should try to resolve it with the seller.

based on your original payment schedule. This insurance may not pay all you owe on this contract if you make late payments. Credit disability insurance does not cover any increase in your payment or in the number of payments. Coverage for credit life insurance and credit disability insurance ends on the original due date for the last payment unless a different term for the insurance is shown above.

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

| | | |
|------|-----------------------------|-----|
| Date | x N/A Buyer Signature | Age |
| Date | x N/A Co-Buyer Signature | Age |

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

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

You want to buy a gap contract.

Buyer X N/A

OPTIONAL SERVICE CONTRACT(S) You want to purchase the service contract(s) written with the following company(ies) for the term(s) shown below for the charge(s) shown in item 1.F and/or 1.G above.

1.F Company GMPP
Term 60 Mos. or 75000 Miles
1.G Company N/A
Term N/A Mos. or N/A Miles
Buyer X [REDACTED]

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

X  Buyer Signs

X Co-Buyer Signs

If you have a complaint concerning this sale, you should try to resolve it with the seller.

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

Buyer Signs

X

Co-Buyer Signs

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

WARNING:

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

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

S/S X

X

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

Buyer X

Co-Buyer X N/A

Notice to Buyer:

(1) Do not sign this agreement before you read it or if it contains any blank spaces to be filled in. (2) You are entitled to a completely filled in copy of this agreement. (3) You can prepay the full amount due under this agreement at any time. (4) If you default in the performance of your obligations under this agreement, the vehicle may be repossessed and you may be subject to suit and liability for the unpaid indebtedness evidenced by this agreement.

If you have a complaint concerning this sale, you should try to resolve it with the seller.

Complaints concerning unfair or deceptive practices or methods by the seller may be referred to the city attorney, the district attorney, or an investigator for the Department of Motor Vehicles, or any combination thereof.

After this contract is signed, the seller may not change the financing or payment terms unless you agree in writing to the change. You do not have to agree to any change, and it is an unfair or deceptive practice for the seller to make a unilateral change.

Buyer Signature X

Co-Buyer Signature X

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

THERE IS NO COOLING OFF PERIOD

California law does not provide for a "cooling off" or other cancellation period for vehicle sales. Therefore, you cannot later cancel this contract simply because you change your mind, decide the vehicle costs too much, or wish you had acquired a different vehicle. After you sign below, you may only cancel this contract with the agreement of the seller or for legal cause, such as fraud.

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

Buyer Signature X Date 09/30/05 Co-Buyer Signature X Date

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

Other Owner Signature X Address

GUARANTY

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

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

Guarantor X Date

Guarantor X Date

Address

Address

Seller Signs M K SMITH CHEVROLET

Date 04/20/05 By X

Title FIN MGR



M.K. SMITH CHEVROLET

12845 CENTRAL AVE. • CHINO, CALIFORNIA 91710

(909) 628-8961

MONDAY - FRIDAY 7:00 AM TO 6:00 PM

SATURDAY 8:00 AM TO 2:00 PM



CVWS169584

BAR # AA003876N
CAD # 981984586

CVWS169584

| | | | | | | | |
|---------------------------|--|--|-------------|--------------------------|---------------------------------|----------------------------------|-----------------------------|
| CUSTOMER NO. 77021 | | ADVISOR GILBERT L GONZALES 131 | | TAG NO. 5335 | INVOICE DATE 01/10/07 | INVOICE NO. CVWS169584 | |
| CHINO, CA | | LABOR RATE | LICENSE NO. | MILEAGE 20,448 | COLOR GLXY SILVER | STOCK NO. 15125 | |
| | | YEAR / MAKE / MODEL 05/CHEVROLET/MALIBU/SD LS MAXX | | | | DELIVERY DATE 09/30/05 | DELIVERY MILES 68 |
| | | VEHICLE I.D. NO. 1 G 1 Z T 6 4 8 5 5 F | | | | SELLING DEALER NO. | PRODUCTION DATE |
| | | P.T.E. NO. | | P.O. NO. | | R.O. DATE 12/30/06 | |
| | | COMMENTS | | | | | |

| | | | | | | | |
|--|-------------------|-----------|----------------------|--|--|--|---------|
| LABOR & PARTS | | | | I acknowledge notice and oral approval of an increase in the original estimated price. SUBJECT TO THE CONDITIONS ON THE REVERSE SIDE OF THIS CONTRACT. PLEASE READ REVERSE SIDE. | | | |
| J# 1 02CVZ | TUNE DEPT | HOURS: | TECH(S):144 | 0.00 | (Signature or initials) | | |
| CHECK WHEN A/C OR HEATER ON AND TURNING OFF AIR STILL COMES OUT OF VENTS AS IF THOUGH STILL ON. CHECK A/C SYSTEM, NORMAL CONDITION OF VEHICLE IF CUSTOMER DOESN'T WANT AIR TO COME THROUGH VENTS YOU HAVE TO PUSH RECIRC EVERT TIME. | | | | | | | |
| JOB # 1 TOTAL LABOR & PARTS | | | | 0.00 | | | |
| J# 2 04CVZ | 15-A | HOURS: | 0.30 TECH(S):481 | 23.89 | BY LAW YOU MAY CHOOSE ANOTHER LICENSED SMOG CHECK FACILITY TO PERFORM ANY NEEDED REPAIRS OR ADJUSTMENTS WHICH THE SMOG CHECK TEST INDICATES ARE NECESSARY. | | |
| CHECK TURN SIGNAL LEFT SIDE INOP TURN SIGNAL SOCKET BURNED REPLACED LEFT SOCKET AND BULB. WORKING PROPERLY | | | | | | | |
| PARTS | QTY | FP-NUMBER | DESCRIPTION | U/COST | | E/COST | U/PRICE |
| JOB # 2 | 1 | 12450108 | BULB 2.679 BU | 1.67 | | 1.67 | 2.34 |
| JOB # 2 | 1 | 15945363 | SOCKET 2.727 SO | 5.61 | 5.61 | 7.85 | |
| JOB # 2 COST TOTAL | | | | 7.28 | | | |
| JOB # 2 TOTAL PARTS | | | | 10.19 | | | |
| JOB # 2 TOTAL LABOR & PARTS | | | | 34.08 | | THIS FORM IS AN ITEMIZED LIST OF REPAIRS AND IS PART OF A REPAIR ORDER. THIS REPAIR ORDER CONTINUATION IS SUBJECT TO ALL THE CONDITIONS OF THE ORIGINAL REPAIR ORDER. | |
| J# 3 04CVZ01 | ELECTRICAL | HOURS: | TECH(S):481 | 0.00 | | | |
| CHECK BRAKE LITES INOP. NO PROBLEM FOUND UNABLE TO DUPLICATE - BRAKE LAMPS WORKING PROPERLY. | | | | | | | |
| JOB # 3 TOTAL LABOR & PARTS | | | | 0.00 | | | |
| J# 4 03CVZ | BRAKE/FT END | HOURS: | 0.70 TECH(S):110 487 | 55.74 | "The Factory Warranty Constitutes All Of The Warranties With Respect To The Sale Of This 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." | | |
| CHECK WHEN DRIVING AND TURNING STEERING WHEEL HAS A GRINDING NOISE 3RD TIME IN SEE HISTORY. INTERMEDIATE SHAFT BIND AND DRY PER TAC USE BULLETIN 060232007. CHECK COMPONENTS AND REMOVE SHAFT, POSISTION AND EXCEREISE AS NEEDED TIME RUN (SOME ROAD NOISE NORMAL OVER BUMPS) PER JOE GORSKI LOCATE SHAFT AND REPLACE | | | | | | | |
| PARTS | QTY | FP-NUMBER | DESCRIPTION | U/COST | | E/COST | U/PRICE |
| JOB # 4 | 1 | 22687711 | SHAFT KIT 6.526 SH | 94.03 | | 94.03 | 131.64 |
| JOB # 4 COST TOTAL | | | | 94.03 | | | |
| JOB # 4 TOTAL PARTS | | | | 131.64 | | | |
| JOB # 4 TOTAL LABOR & PARTS | | | | 187.38 | | WARNING ALL AREAS OF THIS DEALERSHIP CONTAIN CHEMICALS KNOWN TO THE STATE OF CALIFORNIA TO CAUSE CANCER AND BIRTH DEFECTS OR OTHER REPRODUCTIVE HARM. THESE CHEMICALS ARE CONTAINED IN VEHICLES AND PARTS AND ACCESSORIES OFFERED FOR SALE AND IN SOME OF THE PRODUCTS AND MATERIALS USED TO MAINTAIN THE PROPERTY, AND IN EMISSIONS, FUMES, AND SMOKE FROM BUSINESS OPERATIONS, EMPLOYEE AND GUEST ACTIVITIES, INCLUDING, BUT NOT LIMITED TO, THE OPERATION AND SERVICING OF MOTOR VEHICLES, AND THE USE OF TOBACCO PRODUCTS. <small>(POSTED IN ACCORDANCE WITH PROPOSITION 65, CALIFORNIA HEALTH AND SAFETY CODE §25240.5 ET SEQ.)</small> | |
| J# 5 07CVZ | WAR PARTS PROGRAM | HOURS: | TECH(S):131 | 0.00 | | | |
| +++++ WARRANTY PARTS EXPEDITING PROGRAM OUTSIDE PARTS +++++ OBTAINED FROM DEALER: INVOICE NO. | | | | | | | |
| JOB # 5 TOTAL LABOR & PARTS | | | | 0.00 | | | |
| J# 6 10CVZ06 | WARR COURT RENTAL | HOURS: | TECH(S):131 | 0.00 | | | |
| +++++ COURTESY TRANSPORTATION +++++ REQUIRES SERVICE MANAGERS APPROVAL.....DATE.....TIME REASON: HOW MANY DAYS REQUIRED | | | | | | | |



M.K. SMITH CHEVROLET

12845 CENTRAL AVE. • CHINO, CALIFORNIA 91710

(909) 628-8961

MONDAY - FRIDAY 7:00 AM TO 6:00 PM

SATURDAY 8:00 AM TO 2:00 PM



CVWS169584

BAR # AA003976N
CAD # 981984586

CVWS169584

| | | | | |
|------------------------------------|--|----------------------------|----------------------------------|----------------------------------|
| CUSTOMER NO. 77021 | ADVISOR GILBERT L GONZALES | TAG NO. 131 5335 | INVOICE DATE 01/10/07 | INVOICE NO. CVWS169584 |
| [REDACTED] CHINO, CA [REDACTED] | LABOR RATE | LICENSE NO. | COLOR GLXY SILVER | STOCK NO. 15125 |
| | YEAR / MAKE / MODEL 05/CHEVROLET/MALIBU/SD LS MAXX | MILEAGE 20,448 | DELIVERY DATE 09/30/05 | DELIVERY MILES 68 |
| | VEHICLE I.D. NO. 1 G 1 Z T 6 4 8 5 5 F | SELLING DEALER NO. | PRODUCTION DATE | |
| | F.T.E. NO. | P.O. NO. | R.O. DATE 12/30/06 | |
| COMMENTS | | | | |

JOB # 6 TOTAL LABOR & PARTS 0.00

SUBLET-----PO#-----VEND INV#-INV.DATE-DESCRIPTION-----

JOB # 6 6166 01/06/07 FACT WARR RENTAL 299.01

TOTAL - SUBLET 299.01

COMMENTS-----

BM

WARRANTY CLAIM DETAIL TOTALS-----

CLAIM#..... TOTAL....

169584 520.46

CLAIM TOTALS 520.46

R/O TAX 0.00

R/O TOTALS 520.47

I acknowledge notice and oral approval of an increase in the original estimated price.

SUBJECT TO THE CONDITIONS ON THE REVERSE SIDE OF THIS CONTRACT. PLEASE READ REVERSE SIDE.

(Signature or Initials)

BY LAW YOU MAY CHOOSE ANOTHER LICENSED SMOG CHECK FACILITY TO PERFORM ANY NEEDED REPAIRS OR ADJUSTMENTS WHICH THE SMOG CHECK TEST INDICATES ARE NECESSARY.

THIS FORM IS AN ITEMIZED LIST OF REPAIRS AND IS PART OF A REPAIR ORDER. THIS REPAIR ORDER CONTINUATION IS SUBJECT TO ALL THE CONDITIONS OF THE ORIGINAL REPAIR ORDER.

"The Factory Warranty Constitutes All Of The Warranties With Respect To The Sale Of This 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."

WARNING

ALL AREAS OF THIS DEALERSHIP CONTAIN CHEMICALS KNOWN TO THE STATE OF CALIFORNIA TO CAUSE CANCER AND BIRTH DEFECTS OR OTHER REPRODUCTIVE HARM. THESE CHEMICALS ARE CONTAINED IN VEHICLES AND PARTS AND ACCESSORIES OFFERED FOR SALE AND IN SOME OF THE PRODUCTS AND MATERIALS USED TO MAINTAIN THE PROPERTY, AND IN EMISSIONS, FUMES, AND SMOKE FROM BUSINESS OPERATIONS, EMPLOYEE AND GUEST ACTIVITIES, INCLUDING, BUT NOT LIMITED TO, THE OPERATION AND SERVICING OF MOTOR VEHICLES, AND THE USE OF TOBACCO PRODUCTS.

(POSTED IN ACCORDANCE WITH PROPOSITION 65, CALIFORNIA HEALTH AND SAFETY CODE §25249.5 ET SEQ.)

APPROVED BY SIGNATURE



M.K. SMITH CHEVROLET

12845 CENTRAL AVE. • CHINO, CALIFORNIA 91710

(909) 628-8961

MONDAY - FRIDAY 7:00 AM TO 6:00 PM

SATURDAY 8:00 AM TO 2:00 PM



CVWS169584

BAR # AA003976N
CAD # 981984588

CVWS169584

| | | | | |
|------------------------------|--|----------------------------------|---------------------------------|----------------------------------|
| CUSTOMER NO. 77021 | ADVISOR GILBERT L GONZALES | TAG NO. 131 5335 | INVOICE DATE 01/10/07 | INVOICE NO. CVWS169584 |
| [REDACTED] CHINO, CA | LABOR RATE | LICENSE NO. | MILEAGE 20,448 | COLOR GLXY SILVER |
| | YEAR / MAKE / MODEL 05/CHEVROLET/MALIBU/SD LS MAXX | DELIVERY DATE 09/30/05 | DELIVERY MILES 68 | STOCK NO. 15125 |
| | VEHICLE I.D. NO. 1 G 1 Z T 6 4 8 5 5 F | SELLING DEALER NO. | PRODUCTION DATE | |
| | F.T.E. NO. | R.O. NO. | R.O. DATE 12/30/06 | |
| RESIDENCE PHONE | BUSINESS PHONE | COMMENTS | | |

DCS AUDIT SLIP

DCS DATA FILE: MGGMWF.700

01/10/2007

WARRANTY NEW CLAIM

1451

RO NUMBER RO DATE VIN DIV DEALER ODOMETER SERVICE ADVISOR #
169584 12/30/2006 1G1ZT64855F 3 20485 20448CUSTOMER NAME: FIRST: [REDACTED] MIDDLE: M.
LAST: [REDACTED] PHONE: WORK: HOME:

| LN | JOB | CT | CC | PC | PART-NO. | TOT-PTS | FC | LABOP | LHRS | OHRS | NET-AMT. | LAB-TOT. |
|--|-----|----|----|----|----------|---------|----|-------|------|------|----------|----------|
| 1 | 02 | | | | 15945363 | 10.19 | 6C | N0912 | .3 | | | 23.89 |
| LN-TOT: 34.08 TECH SSN: [REDACTED] AUTH CODE: AUTH. AUTHOR.: | | | | | | | | | | | | |
| MEMO PART NUMBERS: 12450108 | | | | | | | | | | | | |

| LN | JOB | CT | CC | PC | PART-NO. | TOT-PTS | FC | LABOP | LHRS | OHRS | NET-AMT. | LAB-TOT. |
|---|-----|----|----|----|----------|---------|----|-------|------|------|----------|----------|
| 2 | 04 | | | | 22687711 | 131.64 | 93 | E7700 | .2 | .5 | | 55.74 |
| LN-TOT: 187.38 TECH SSN: [REDACTED] AUTH CODE: EP AUTH. AUTHOR.: 0090 | | | | | | | | | | | | |

COMMENTS: JOEL, GRIND WHEN TURNING STEERING WHEEL. PER TAC CASE# 9389499 EXERCISE SHAFT. BRYAN SPOKE TO YOU AND YOU ADVISED TO LOCATE A SHAFT REPLACE AND GET RENTAL BACK. OLN FOR REPLACING SHAFT. PLEASE REVIEW.. THANK YOU...

COMMENT ROUTING CODE: H

| LN | JOB | CT | CC | PC | PART-NO. | TOT-PTS | FC | LABOP | LHRS | OHRS | NET-AMT. | LAB-TOT. |
|---|-----|----|----|----|----------|---------|----|-------|------|------|----------|----------|
| 3 | 06 | | | | MJ | | 98 | Z7907 | | | 299.00 | |
| LN-TOT: 299.00 TECH SSN: [REDACTED] AUTH CODE: AUTH. AUTHOR.: | | | | | | | | | | | | |

COMMENTS: 1GND5135072 [REDACTED] JOEL, CUST IN 12-30-06 TAC CASE 9389499 GRIND WHEN TURNING STEERING WHEEL. 3RD TIME IN. PER TAC EXERCISE SHAFT. BRYAN CALLED YOU AND ADVISED US TO LOCATE A SHAFT AND REPLACE AND GET RENTAL BACK. HIT 2 WEEKENDS GI L REQ 7 DAY RENTAL. PLZ RE

COMMENT ROUTING CODE: E

R.O. TOTAL: 520.46

***** DUPLICATE INVOICE *****

I acknowledge notice and oral approval of an increase in the original estimated price.

SUBJECT TO THE CONDITIONS ON THE REVERSE SIDE OF THIS CONTRACT. PLEASE READ REVERSE SIDE.

(Signature or Initials)

BY LAW YOU MAY CHOOSE ANOTHER LICENSED SMOG CHECK FACILITY TO PERFORM ANY NEEDED REPAIRS OR ADJUSTMENTS WHICH THE SMOG CHECK TEST INDICATES ARE NECESSARY.

THIS FORM IS AN ITEMIZED LIST OF REPAIRS AND IS PART OF A REPAIR ORDER. THIS REPAIR ORDER CONTINUATION IS SUBJECT TO ALL THE CONDITIONS OF THE ORIGINAL REPAIR ORDER.

"The Factory Warranty Constitutes All Of The Warranties With Respect To The Sale Of This 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."

WARNING

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(POSTED IN ACCORDANCE WITH PROPOSITION 65, CALIFORNIA HEALTH AND SAFETY CODE §25249.5 ET SEQ.)

| | | | | |
|--------------|--|-----------|--------|--|
| ON | | TECH NO. | 1.2 | |
| OFF | | R.O. NO. | 165891 | |
| ELAPSED TIME | | FLAT RATE | | |
| LABOR SALES | | | | |
| 10.27 | | | | |
| 9 | | | | |

John

Carl

① CLUNK LOOSE
NOISE AT FRT
END AREA

REAR & PINION
BEARING CLEARANCE
EXCESSIVE

REMOVE & REPLACE
REAR & PINION
AS PER BULLITIN
0602 32007
DOC # 1837885
ALIGN SUSPENSION



M.K. SMITH CHEVROLET

12845 CENTRAL AVE. • CHINO, CALIFORNIA 91710

(909) 628-8961

90 DAYS SAME AS CASH

GM GOODWRENCH CREDIT CARDS AVAILABLE
ASK YOUR SERVICE ADVISOR FOR DETAILSBAR # AA003975N
CAD # 981984566

RECOMMENDED SERVICES

| OPERATION | OPERATION DESCRIPTION | MO/MI | TOTAL | OPERATION | OPERATION DESCRIPTION | MO/MI | TOTAL |
|--------------------|--|----------|------------------|-----------|-----------------------|-------|--------|
| 06CVZ01 05CVZ28 | SERVICE TRANSMISSION DIFFERENTIAL SERVICE | MI MI | 175.00 125.00 | 05CVZ27 | MANUAL TRANS FLUSH | MO | 100.00 |

SERVICE HISTORY

| DATE | REPAIR ORDER | MILEAGE | ADVISOR | TECHNICIAN | TYPE | OPERATION | OPERATION DESCRIPTION |
|----------|--------------|---------|---------|------------|------|-----------|-----------------------|
| 08/28/06 | 163260 | 12443 | 150 | 295 | C | 15CVZ | LUBE, OIL & FILTER |
| 05/30/06 | 158687 | 8714 | 242 | 60 | W | 04CVZ | 15-A |
| | | | | 131 | W | 07CVZ | WAR PARTS PROGRAM |
| | | | | 131 | W | 10CVZ06 | WARR COURT RENTAL |
| | | | | 60 | W | 04CVZ011 | 15-A MISC |
| 05/27/06 | 158603 | 8677 | 242 | 60 | W | 09CVZ | 15A/ C/P |

SALESPERSON NO. 306

SERVICE

STATE REG# 0

| | | | | | |
|--|---|--|------------------------------------|---|---|
| TERMS CASH <input type="checkbox"/> CREDIT CARD <input type="checkbox"/> CHECK <input type="checkbox"/> (PRIOR APPROVAL) OTHER <input type="checkbox"/> | VEHICLE I.D. NO. 1G1ZT64855F | YEAR/MAKE/MODEL 05/CHEVROLET/MALIBU/SD LS MAXX | PRODUCTION DATE 15125 | STOCK NO. 165892 | R. O. NO. 165892 |
| CALL WHEN READY <input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> | CUSTOMER NO. 77021 | SERVICE CONTRACT GMPP | DELIVERY DATE 09/30/05 | DELIVERY MILES 68 | R. O. DATE 10/19/06 |
| SAVE REMOVED PARTS FOR CUSTOMER <input type="checkbox"/> YES <input type="checkbox"/> NO | COLOR GLXY SILVER/ | CONTRACT NO. | EXPIRATION DATE 09/30/10 | EXPIRATION MILES 75,068 | TAG NO. 2139 |
| APPOINTMENT <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | TURBO <input type="checkbox"/> M/MC <input type="checkbox"/> AIR COND. <input type="checkbox"/> P. S. <input type="checkbox"/> TRANS <input type="checkbox"/> MILEAGE CVZZ 16,083 | ADVISOR NO. 32 | ADVISOR DAN LUCHY | PHONE <input type="checkbox"/> IN PERSON <input type="checkbox"/> | PHONE <input type="checkbox"/> IN PERSON <input type="checkbox"/> |
| | ORIGINAL ESTIMATE \$ | REVISED EST. \$ | DATE | TIME | PHONE |
| | HAZARDOUS WASTE FEE \$ | REVISED EST. \$ | DATE | TIME | PHONE |
| | TOTAL ESTIMATE \$ | REVISED REASON | DRIVER'S LICENSE | | |
| | TIME RECEIVED 07:54am | DATE/TIME PROMISED 10/19/06 06:00pm | PRIORITY 4 | | |

THIS ESTIMATE IS BASED ON OUR INSPECTION AND DOES NOT COVER ANY ADDITIONAL PARTS AND LABOR WHICH MAY BE REQUIRED AFTER THE WORK HAS BEEN TORN DOWN. OUR LABOR RATE IS BASED ON A FLAT RATE HOUR. CUST. SIG. X

ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED X = *REBUILT PARTS
SEE LAST DIGIT OF PARTS NUMBER FOR X

YEAR/DOWN ESTIMATE: Understand that my vehicle will be reassembled within _____ days of the date shown above if I choose not to authorize the service recommended.
AUTHORIZED BY _____

DATE _____ TIME _____ PHONE # _____

DEDUC. \$ _____ FAC. \$ _____ INS. \$ _____

INSURANCE CLAIM REPORT
COMPANY _____
ADDRESS _____
CITY STATE _____
ZIP CODE _____
PHONE _____
CLAIM # _____
AUTHORIZATION # _____
AUTHORIZED BY _____
DATE & TIME _____
CUSTOMER _____
RO # _____
JOB # _____
ADVISOR _____

CUSTOMER PAYS YES NO AMOUNT
DEDUCTIBLE [] [] _____
FLUIDS [] [] _____
OIL [] [] _____
TAX [] [] _____

INSURANCE PAYS _____

165892

ORIGINAL CUSTOMER ESTIMATE: TOTAL 31.00

COMMENTS: 1 C 15CVZ LUBE, OIL & FILTER

(71) Rec. A/F time Rotation.

Filter 47 Oil 4 1/2 QTS Fluids 10w/30

PAGE 1 OF 1 TECH COPY

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

What location is the work being performed?

What is the date of the work?

What time did the work start?

What time did the work end?

What was the total cost of the work?

| | | |
|-----------|--------------|-----|
| REPAIR | LABOR SALES | 3 |
| FLAT RATE | 145892 | 171 |
| HO NO | ELAPSED TIME | ON |
| OFF | | |

Please Answer the following questions when performing warranty work.



M.K. SMITH CHEVROLET

12845 CENTRAL AVE. • CHINO, CALIFORNIA 91710

(909) 628-8961

90 DAYS SAME AS CASH

GM GOODWRENCH CREDIT CARDS AVAILABLE
ASK YOUR SERVICE ADVISOR FOR DETAILSBAR # AA003976N
CAD # 981984586

RECOMMENDED SERVICES

| OPERATION | OPERATION DESCRIPTION | MO/MI | TOTAL | OPERATION | OPERATION DESCRIPTION | MO/MI | TOTAL |
|-----------|-----------------------|-------|-------|-----------|-----------------------|-------|-------|
| | | | | | | | |

SERVICE HISTORY

| DATE | REPAIR ORDER | MILEAGE | ADVISOR | TECHNICIAN | TYPE | OPERATION | OPERATION DESCRIPTION |
|----------|--------------|---------|---------|------------|------|-----------|-----------------------|
| 03/06/06 | 154237 | 5242 | 242 | 481 | W | 04CVZ | 15-A |
| | | | | 131 | W | 07CVZ | WAR PARTS PROGRAM |
| | | | | 131 | W | 10CVZ16 | SHUTTLE 2 WAY |
| 02/16/06 | 153305 | 4418 | 305 | 481 | W | 04CVZ | 15-A |
| | | | | 131 | W | 07CVZ | WAR PARTS PROGRAM |
| 02/16/06 | 153304 | 4418 | 305 | 214 | C | 15CVZ | LUBE, OIL & FILTER |

SALESPERSON NO. 306

S E R V I C E

STATE REG# 0

| | | | | | | |
|---|--|---|---------------------------------|---|-----------------------------------|--|
| TERMS CASH <input type="checkbox"/> CREDIT CARD <input type="checkbox"/> CHECK <input type="checkbox"/> (PRIOR APPROVAL) <input type="checkbox"/> OTHER <input type="checkbox"/> | VEHICLE I.D. NO. 1G1ZT64855F | YEAR/MAKE/MODEL 05/CHEVROLET/MALIBU/SD LS MAXX | PRODUCTION DATE 15125 | STOCK NO. 15125 | LICENSE NO. 58603 | R. O. NO. 58603 |
| CALL WHEN READY <input type="checkbox"/> YES <input type="checkbox"/> NO | CHINO, CA | CUSTOMER NO. 77021 | SERVICE CONTRACT GMPP | DELIVERY DATE 09/30/05 | DELIVERY MILES 68 | R. O. DATE 05/27/06 |
| SAVE REMOVED PARTS FOR CUSTOMER <input type="checkbox"/> YES <input type="checkbox"/> NO | | COLOR GLXY SILVER/ | CONTRACT NO. | EXPIRATION DATE 09/30/10 | EXPIRATION MILES 75,068 | TAG NO. 4974 |
| | | TURBO <input type="checkbox"/> M/MC <input type="checkbox"/> AIR COND. <input type="checkbox"/> P. S. <input type="checkbox"/> TRANS <input type="checkbox"/> | MILEAGE 8,677 | ADVISOR NO. 242 | ADVISOR DAVID MEJIA | |
| APPOINTMENT <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No | TIME RECEIVED 08:54am | DATE/TIME PROMISED 05/27/06 04:00pm | PRIORITY 4 | ORIGINAL ESTIMATE EST. \$ REVISED EST. \$ REVISED REASON | DATE TIME PHONE AUTH. BY | PHONE <input type="checkbox"/> IN PERSON PHONE <input type="checkbox"/> IN PERSON DRIVER'S LICENSE |

| | | | |
|---|--|---|--|
| ORIGINAL CUSTOMER ESTIMATE: TOTAL X 10373948 | | ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED X = "REBUILT PARTS" SEE LAST DIGIT OF PARTS NUMBER FOR X TEARDOWN ESTIMATE. I understand that my vehicle will be reassembled within _____ days of the date shown above. If I choose not to authorize the service recommended, I authorize the service recommended. AUTHORIZED BY _____ DATE _____ TIME _____ PHONE # _____ | |
| 1 W 09CVZ T5A/ C/P CUSTOMER STATES HEARS A RUBBING/GRINDING TYPE SOUND COMING FROM THE STEERING WHEEL WHEN TURNING, CHECK AND ADVISE | | PRIOR BODY DAMAGE | |
| 2 W 07CVZ WAR PARTS PROGRAM ***** WARRANTY PARTS EXPEDITING PROGRAM OUTSIDE PARTS ***** | | DEDUC. \$ _____ FAC. \$ _____ INS. \$ _____ INSURANCE CLAIM REPORT COMPANY _____ ADDRESS _____ CITY STATE _____ ZIP CODE _____ PHONE _____ CLAIM # _____ AUTHORIZATION # _____ AUTHORIZED BY _____ DATE & TIME _____ CUSTOMER _____ RO # _____ JOB # _____ ADVISOR _____ | |
| 3 W 10CVZ16 SHUTTLE 2 WAY SHUTTLE RIDE TO AND FROM | | CUSTOMER PAYS YES NO AMOUNT DEDUCTIBLE [] [] _____ FLUIDS [] [] _____ OIL [] [] _____ TAX [] [] _____ INSURANCE PAYS _____ | |

Column One

60

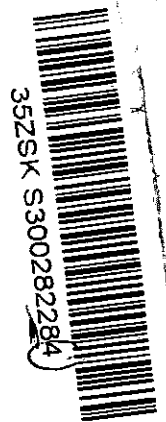
GRANDIN
STEERING COLUMN

EXCESSIVE
CLEARANCE IN
STEERING GEARS

PARTY ALSO FIT
ELIGIBILITY FOR
BY RECALL

3. What Was Done To Correct?

REPLACED STEERING
COLUMN.



| | | | | | | |
|------|--------------|-----|-----------------|-----------------|-----------|--------------|
| ON | ELAPSED TIME | OFF | RO NO 138603 | TECH. NO. 40 | FLAT RATE | REPAIR SALES |
| 5.30 | | | | | | |

3. What Was Done To Correct?

3. What Was Done To Correct?

3. What Was Done To Correct?



M.K. SMITH CHEVROLET

12845 CENTRAL AVE. • CHINO, CALIFORNIA 91710

(909) 628-8961

BAR # AA003978
CAD # 981984586

RECOMMENDED SERVICES

| OPERATION | OPERATION DESCRIPTION | MO/MI | TOTAL | OPERATION | OPERATION DESCRIPTION | MO/MI | TOTAL |
|-----------|-----------------------|-------|-------|-----------|-----------------------|-------|-------|
| | | | | | | | |

SERVICE HISTORY

| DATE | REPAIR ORDER | MILEAGE | ADVISOR | TECHNICIAN | TYPE | OPERATION | OPERATION DESCRIPTION |
|----------|--------------|---------|---------|------------|--------|----------------|-------------------------------|
| 05/27/06 | 158603 | 8677 | 242 | 60 131 | W W | 09CVZ 07CVZ | 15A/ C/P WAR PARTS PROGRAM |
| 05/27/06 | 158604 | 8677 | 242 | 131 | W | 10CVZ16 | SHUTTLE 2 WAY |
| 03/06/06 | 154237 | 5242 | 242 | 295 | C | 15CVZ | LUBE, OIL & FILTER |
| | | | | 481 | W | 04CVZ | 15-A |
| | | | | 131 | W | 07CVZ | WAR PARTS PROGRAM |

SALESPERSON NO. 306

S E R V I C E

STATE REG# 0

| | | | | | |
|---|--|--|------------------------------------|-----------------------------------|-------------------------------|
| TERMS CASH <input type="checkbox"/> CREDIT CARD <input type="checkbox"/> CHECK <input type="checkbox"/> (PRIOR APPROVAL) <input type="checkbox"/> OTHER <input type="checkbox"/> | VEHICLE I.D. NO. 1G1ZT64855F | YEAR/MAKE/MODEL 05/CHEVROLET/MALIBU/SD LS MAXX | PRODUCTION DATE 15125 | STOCK NO. 158687 | R. O. NO. 158687 |
| CALL WHEN READY <input type="checkbox"/> YES <input type="checkbox"/> NO | CUSTOMER NO. 77021 | SERVICE CONTRACT GMPP | DELIVERY DATE 09/30/05 | DELIVERY MILES 68 | R. O. DATE 05/30/06 |
| SAVE REMOVED PARTS FOR CUSTOMER <input type="checkbox"/> YES <input type="checkbox"/> NO | COLOR GLXY SILVER/ | CONTRACT NO. | EXPIRATION DATE 09/30/10 | EXPIRATION MILES 75,068 | TAG NO. 4914 |
| APPOINTMENT <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | CHINO, CA | TURBO <input type="checkbox"/> M/MC <input type="checkbox"/> AIR COND. <input type="checkbox"/> P. S. <input type="checkbox"/> TRANS. <input type="checkbox"/> | MILEAGE 8,714 | ADVISOR NO. 242 | ADVISOR DAVID MEJIA |
| | TIME RECEIVED 03:13pm | DATE/TIME PROMISED 05/30/06 06:00pm | PRIORITY 4 | DRIVER'S LICENSE | |

| ORIGINAL CUSTOMER ESTIMATE: TOTAL | ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED X = REBUILT PARTS SEE LAST DIGIT OF PARTS NUMBER FOR X. | | | | | | | | | | | | | | | | | | | | |
|--|---|---------------|--------|----|--------|------------|-----|-----|--|--------|-----|-----|--|-----|-----|-----|--|-----|-----|-----|--|
| <p>1 W 04CVZ 15-A CUSTOMER STATES CHECK STEERING, FEELS LIKE IF SOMETHING IS LOOSE. CHECK AND ADVISE</p> <p>2 W * 07CVZ WAR PARTS PROGRAM ***** WARRANTY PARTS EXPEDITING PROGRAM OUTSIDE PARTS *****</p> <p>3 W * 10CVZ06 WARR COURT RENTAL ***** COURTESY TRANSPORTATION ***** REQUIRES SERVICE MANAGERS APPROVAL.....DATE.....TIME</p> <p>4 W 09CVZ check Pedals, they do not Ads. Properly</p> | <p>TEARDOWN ESTIMATE: I understand that my vehicle will be reassembled within _____ days of the date shown above if I choose not to authorize the service recommended.</p> <p>AUTHORIZED BY _____</p> <p>DATE _____ TIME _____ PHONE # _____</p> <p>DEDUC. \$ _____ FAC. \$ _____ INS. \$ _____</p> <p>INSURANCE CLAIM REPORT</p> <p>COMPANY _____</p> <p>ADDRESS _____</p> <p>CITY STATE _____</p> <p>ZIP CODE _____</p> <p>PHONE _____</p> <p>CLAIM # _____</p> <p>AUTHORIZATION # _____</p> <p>AUTHORIZED BY _____</p> <p>DATE & TIME _____</p> <p>CUSTOMER _____</p> <p>RO # _____</p> <p>JOB # _____</p> <p>ADVISOR _____</p> <table border="1"> <tr> <th>CUSTOMER PAYS</th> <th>YES</th> <th>NO</th> <th>AMOUNT</th> </tr> <tr> <td>DEDUCTIBLE</td> <td>[]</td> <td>[]</td> <td></td> </tr> <tr> <td>FLUIDS</td> <td>[]</td> <td>[]</td> <td></td> </tr> <tr> <td>OIL</td> <td>[]</td> <td>[]</td> <td></td> </tr> <tr> <td>TAX</td> <td>[]</td> <td>[]</td> <td></td> </tr> </table> <p>INSURANCE PAYS _____</p> | CUSTOMER PAYS | YES | NO | AMOUNT | DEDUCTIBLE | [] | [] | | FLUIDS | [] | [] | | OIL | [] | [] | | TAX | [] | [] | |
| CUSTOMER PAYS | YES | NO | AMOUNT | | | | | | | | | | | | | | | | | | |
| DEDUCTIBLE | [] | [] | | | | | | | | | | | | | | | | | | | |
| FLUIDS | [] | [] | | | | | | | | | | | | | | | | | | | |
| OIL | [] | [] | | | | | | | | | | | | | | | | | | | |
| TAX | [] | [] | | | | | | | | | | | | | | | | | | | |

CAN'T CLOSE
Needs
Parts Turned In
Sublet Bill
Needs Soft Copy

MOTOR ~~D~~

| | | | |
|--------------|-----------|-------------|--------|
| ON | 60 | 1.0 | REPAIR |
| ELAPSED TIME | TECH. NO. | LABOR SALES | |
| OFF | 158687 | PLAT RATE | |
| 4 | | | |

~~GO~~
 NOT IN
 STEERING.

EPS MOTOR
 FAULT

R&R ELECTRONIC
 POWER STEERING
 COLUMN, REPLACED
 MOTOR & REASSEMBLED.

~~GO~~
 ADJUSTABLE
 POWER STEERING.

DISCONNECTED.

RECONNECTED
 ADJUSTABLE
 POWER.

AUTO 10/02/2006 TO 10/02/2007 11

VEHICLE IDENTIFICATION NUMBER

1G1ZT64855F

BODY TYPE MODEL

SD

DATE ISSUED

10/11/2006

DATE FIRST SOLD

00/00/2005

CLASS

EV

CHEV

Yr. Model

2005

TYPE VEH.

MP

AX

WD

UNLADEN WT/GW

120

6

TOTAL FEES PAID

\$184

3600

CHINO CA

GMAC
PO BX 8129
COCKEYSVILLE

MD

R0040
L0122

21030
141100220065033

STATE OF CALIFORNIA
DEPARTMENT OF MOTOR VEHICLES
VALIDATED REGISTRATION CARD
READ REVERSE SIDE - IMPORTANT INSTRUCTIONS

TO REMOVE THE STICKER
FROM THE BACKING,
BEND STICKER AT SLIT AND PEEL SLOWLY.

INSTRUCTIONS FOR
APPLYING STICKER TO LICENSE PLATE

1. CLEAN SURFACE THOROUGHLY. SCRAPE OFF ACCUMULATED STICKERS (STICKER WILL NOT STICK IF WET OR DIRTY).
2. PUT STICKER ON REAR LICENSE PLATE AS SHOWN BELOW:

MOTORCYCLES:
Right Half of This Wall

ALL OTHERS:
In Top Right Corner

CAL
1A0000

CALIFORNIA
1 SAM 123

EXCEPT:
Truck Tractors And Commercial Vehicles With
A Declared Gross Vehicle Weight of 10,001 lbs.
or More—Must Apply Sticker To Front Plate

TO PROPERLY RELEASE YOUR LIABILITY, PLEASE READ AND FOLLOW INSTRUCTIONS ON REVERSE SIDE
SECTIONS A-J MUST BE COMPLETED IN FULL PRINT IN CAPITAL LETTERS - USE BLACK OR BLUE INK

NOTICE OF TRANSFER AND RELEASE OF LIABILITY

MAIL THIS FORM TO DMV

| | | | | | |
|--|--|----------------------|--|----------------------------------|--|
| A NEW OWNER'S LAST NAME (OR) COMPANY NAME | | FIRST | | C ODOMETER READING (NO TENTHS) | |
| [REDACTED] | | [REDACTED] | | [REDACTED], [REDACTED] | |
| B NEW OWNER'S ADDRESS | | | | APT NUMBER | |
| [REDACTED] | | | | [REDACTED] | |
| D CITY | | STATE | | E DATE OF SALE OR LEASE RETURN | |
| [REDACTED] | | [REDACTED] | | MO DAY YR | |
| F SELLER'S OR LESSEE'S LAST NAME (OR) COMPANY NAME | | FIRST | | G SELLING PRICE (NO CENTS) | |
| [REDACTED] | | [REDACTED] | | [REDACTED] WHOLE DOLLARS | |
| H SELLER'S OR LESSEE'S ADDRESS | | | | I SELLER'S OR LESSEE'S SIGNATURE | |
| [REDACTED] | | | | X | |
| J CITY | | STATE | | ZIP CODE | |
| [REDACTED] | | [REDACTED] | | [REDACTED] | |
| VEHICLE ID NUMBER | | YR MODEL MAKE | | PLATE NUMBER | |
| 1G1ZT64855F [REDACTED] | | 2005 CHEV [REDACTED] | | [REDACTED] | |

REG 136A (REV 10/2004)

| | | | |
|--|--|--|--|
| STATE OF CALIFORNIA CERTIFICATE OF TITLE | | VEHICLE HISTORY | |
| | | [REDACTED] | |
| 194051108H8 | | AUTOMOBILE | |
| VEHICLE ID NUMBER | | YR MODEL MAKE | |
| 1G1ZT64855F [REDACTED] | | 2005 CHEV [REDACTED] | |
| BODY TYPE MODEL | | REGISTRATION EXPIRATION DATE | |
| SD | | 10/02/2006 | |
| AX WEIGHT | | FEES PAID | |
| [REDACTED] | | \$199 | |
| FUEL | | TRANSFER DATE | |
| G | | [REDACTED] | |
| YR 1ST SOLD | | CLASS | |
| 2005 EV | | LY | |
| MOTORCYCLE ENGINE NUMBER | | ODOMETER DATE | |
| [REDACTED] | | 09/30/2005 | |
| REGISTERED OWNER(S) | | ODOMETER READING | |
| [REDACTED] | | 68 MI | |
| CHINO CA [REDACTED] | | ACTUAL MILEAGE | |
| [REDACTED] | | [REDACTED] | |
| I certify under penalty of perjury under the laws of the State of California, that THE SIGNATURE(S) BELOW RELEASES INTEREST IN THE VEHICLE 1a. DATE [REDACTED] SIGNATURE OF REGISTERED OWNER [REDACTED] 1b. DATE [REDACTED] SIGNATURE OF REGISTERED OWNER [REDACTED] | | | |
| Federal and State law requires that you state the mileage upon transfer of ownership. Failure to complete or providing a false statement may result in fines and/or imprisonment. The odometer now reads [REDACTED] (no tenths), miles and to the best of my knowledge reflects the actual mileage unless one of the following statements is checked. WARNING <input type="checkbox"/> Odometer reading is not the actual mileage <input type="checkbox"/> Mileage exceeds the odometer mechanical limits. I certify under penalty of perjury under the laws of the State of California that the foregoing is true and correct. | | | |
| DATE [REDACTED] | | DATE [REDACTED] | |
| [REDACTED] | | [REDACTED] | |
| [REDACTED] | | [REDACTED] | |
| IMPORTANT READ CAREFULLY Any change of Lienholder (holder of security interest) must be reported to the Department of Motor Vehicles within 10 days. LIENHOLDER(S) GMAC PO BOX 8129 COCKEYSVILLE MD 21030 | | | |
| 2 X | | Signature releases interest in vehicle (Company names must be countersigned) | |
| [REDACTED] | | Release Date [REDACTED] | |
| [REDACTED] | | CA91453053 | |
| 022474 | | REG 17.30R (REV.10.03) | |
| KEEP IN A SAFE PLACE - VOID IF ALTERED | | | |



BBB AUTO LINE
4200 Wilson Boulevard, Suite 800
Arlington, VA 22203-1838
Phone 800.955.5100 Fax: 703.247.9700

Council of Better Business Bureaus, Inc.

January 19, 2007

[REDACTED]
Chino, CA [REDACTED]

Re: Villanueva vs Chevrolet Motor Division # CHV0730539

Dear [REDACTED]

I am writing to confirm the terms of the settlement between you and the manufacturer that resolves the BBB AUTO LINE claim you filed.

The terms of the settlement are as follows:

The manufacturer has offered the consumer a voluntary repurchase of the consumer's 2005 Malibu Max. The consumer shall be entitled to the following collateral fees: purchase price of the vehicle \$20,881.00, sales tax \$1,621.77, license fee \$197.00, documentation fee \$45.00 and the California tire fee \$8.75. The consumer shall be charged a usage deduction taken from 8,609 miles. The consumer's total usage fee shall be \$1,426.29. There shall also be a deduction of \$1,000.00, which was for an MFR rebate. The contact at the dealership, MK Chevrolet, is a Mr. Dennis Jackson, for when the repurchase department contacts the consumer, regarding the repurchase. The consumer has accepted this offer. The manufacturer shall send the consumer a separate settlement letter with the total repurchase amount. The repurchase shall be completed within 45-60 days from the date of this letter.

NOTE: This is a revision of the original settlement so as to reflect the contact person at the dealership.

If your understanding of this settlement differs from what is written above, please call me immediately at 800.955.5100. If I do not hear from you within **eight days** from the date of this letter, it will be assumed the above terms of the settlement are correct.

I will follow up with you after the date for performance of the settlement to confirm that all required actions have been satisfactorily completed. Please let me know immediately if you believe the manufacturer has not satisfactorily performed the settlement. If that happens and you contact me within 120 days from the date of this letter, I will reopen your case based on the age and mileage of your vehicle at the time you filed your current claim. If you wish to reopen your case more than 120 days from the date of this letter, I will determine whether your claim is within BBB AUTO LINE's jurisdiction based on the age and mileage of your vehicle at that time.

I am happy we have been able to assist you in reaching an agreeable resolution of your claim. Please contact me at 800.955.5100 if you have any questions.

Sincerely,
Coco Pendergrass at Extension 204
cc: Henry Starling jr

AUTO 10/02/2006 TO 10/02/2007 11

REGISTRATION VALUE FROM

VEHICLE IDENTIFICATION NUMBER
1G1ZT64855F

BODY TYPE MODEL
SD

DATE ISSUED
10/11/2006

DATE FIRST SOLD
00/00/2005

CLASS
CHEV

YEAR
2005

TYPE VEH. WGT. AX. WGT. UNLADEN/G/GW

120 6

TOTAL FEES PAID
\$184 3600

CHINO CA

GMAC
PO BOX 8129
COCKEYSVILLE

MD

STATE OF CALIFORNIA
DEPARTMENT OF MOTOR VEHICLES
VALIDATED REGISTRATION CARD
READ REVERSE SIDE - IMPORTANT INSTRUCTIONS

21030
141100220065033

R0040
L0122

K

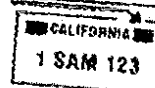
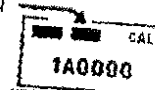
TO REMOVE THE STICKER
FROM THE BACKING,
BEND STICKER AT SLIT AND PEEL SLOWLY.

INSTRUCTIONS FOR
APPLYING STICKER TO LICENSE PLATE

1. CLEAN SURFACE THOROUGHLY. SCRAPE OFF ACCUMULATED STICKERS (STICKER WILL NOT STICK IF WET OR DIRTY).
2. PUT STICKER ON REAR LICENSE PLATE AS SHOWN BELOW:

MOTORCYCLES:
Right Half of This Wall

ALL OTHERS:
In Top Right Corner



EXCEPT:
Truck Tractors And Commercial Vehicles With
A Declared Gross Vehicle Weight of 10,001 lbs.
or More—Must Apply Sticker To Front Plate

Customer Claim Form

Contact Date: 01/05/07

Start Date: 01/05/07

Case Number: CHV0730539

Have you contacted the mfr regarding your claim? ☒ YES ☐ NO

Have you previously filed a claim on this vehicle with the BBB or another dispute resolution provider? ☐ YES ☒ NO

If yes, name of provider: _____ Date: _____ Case Number: _____

Titled Owner(s) Name&Address

CHINO, CA

Day Phone: _____

Evening Phone: _____

Cell Phone: _____

Fax Number: _____

E-mail Address: _____

Customer Contact Info: _____

Vehicle Information

Name(s) of individual(s) or business that appear on vehicle title: _____

Vehicle Use: ☒ Personal ☐ Business ☐ Both Percentage of time vehicle used for business purposes: _____

Transmission Type: Automatic

Number of vehicles registered in California by vehicle owner/lessee: _____

Make: Chevrolet

Model: Malibu Max

Model Year: 2005

Current Mileage: 20400

Vehicle Identification Number: 1G1ZF64855F _____

Servicing Dealer/City/State : M K SMITH CHEVROLET,

Selling Dealer/City/State : M K SMITH CHEVROLET, CHINO, CA

Insurance Carrier : State Farm

Policy Number: _____

Has vehicle been in an accident/had body damage? Yes ___ No X Date of accident: _____

Description of Damage : _____

Purchase/Lease Information (Complete left side if vehicle was purchased or right side if vehicle was leased)

Purchase Date: 09/30/05 Mileage at purchase: _____

Lease Date: _____ Mileage at lease: _____

Purchased As : ☒ New ☐ Used ☐ Demo

Leased As : ☐ New ☐ Used ☐ Demo

Is the vehicle in your possession? yes

Is the vehicle in your possession? _____

Lienholder's Name: GMAC

Leasing Company's Name: _____

Address: PO Box 3100

Address: _____

City/St/Zip: Midland TX 79702

City/St/Zip: _____

Phone: (800) - 200-4622

Phone: _____

Lienholder Acct #: _____

Leasing Company's Acct #: _____

Customer's Desired Outcome (Describe what you want done to resolve your concern)

Customer wants the manufacturer to buy the vehicle back & refund her money.

Repurchase of the vehicle and credit for what I have paid on the car.

Signature of Titled Owner(s): _____

Date 1/12/07

I am submitting this dispute for resolution in the BBB AUTO LINE program, and I agree to arbitrate the dispute under BBB AUTO LINE Arbitration Rules.

Return the Form to: BBB AUTO LINE, 4200 Wilson Blvd., Suite 800, Arlington Va, 22203-1838

Customer Name: [REDACTED]

Case Number: CHV0730539

First Repair Attempt (any reported problem)

Date: 10/03/05 Mileage: 231

Last Repair Attempt (last reported problem)

Date: Mileage:

Total Days out of Service: _____

| Problems - describe each symptom (List primary problem first) | Current? (Yes or No) | Servicing Dealer(s) | Repair Date | Mileage on Date | Days Out of Service |
|--|-------------------------|--|-------------|-----------------|---------------------|
| 1. Grinding, squeaking noise in the steering column | yes | Mk Smith Chevrolet | 5/27/06 | 3677 | 3 days |
| | | Mk Smith Chevrolet | 10/19/06 | 16083 | 6 days |
| | | Mk Smith Chevrolet | 12/30/06 | 20448 | 7 days |
| | | | | | |
| 2. Battery did not work | no | Mk Smith Chevrolet | 10/7/05 | 231 | 1 day 10/7/05 |
| | | | | | |
| | | | | | |
| | | | | | |
| 3. Remote starter did not work | no | Mk Smith Chevrolet | 10/7/05 | 231 | 1 day 10/7/05 |
| | | | | | |
| | | | | | |
| | | | | | |
| 4. switches all over car scratches on headlights | no | Mk Smith Chevrolet | 10/5/05 | 98 | 1 day |
| | | Mk Smith Chevrolet (parts received) | 10/7/05 | 231 | 1 day |
| | | | | | |
| | | | | | |
| 5. CD player inoperable the CD player was eventually replaced by Mk Smith Chevrolet but I cannot find the invoice. | No | Mk Smith Chev | 10/5/05 | 98 | 1 day |
| | | | | | |
| | | | | | |
| | | | | | |

If you need additional space, please attach a separate sheet of paper following the above outline.

Customer Name: [REDACTED]

Case # CH VC 730539

| PROBLEMS | Current (Yes/No) | Servicing Dealer | Repair date | Mileage | Days out of service |
|---|------------------|--------------------|-------------|---------|---------------------|
| 1. AC Not blowing as cold as it used to AC making a buzzing sound when on (Not fixed). | yes | At Smith Chevrolet | 12/10/05 | 231 | 1 day |
| | | At Smith Chevrolet | 12/30/06 | 2498 | 7 days |
| 2. Turn signal left side inoperable | | At Smith Chevrolet | 12/30/06 | 2498 | 7 days |
| 3. Brake light malfunction sometimes do not work | no | At Smith Chevrolet | 12/30/06 | 2498 | 7 days |



Case Number: 25850

Originator Name: Henry Starling

Created Date: 01/23/2007

Vehicle Info

*** VIN:** 1G1ZT64855F [REDACTED] **MSRP:** 23455.0

Year: 2005

Make: Chevrolet

Model: Malibu

Vehicle

*** TAC Number:** 060232007

Comments Remove shaft, position and exercise as ne
& TAC dvm Joel Gorski locate shaft and replace.

Explanation:

*

*** Date Reviewed** 01/17/2007
with Customer :

Repurchase 20400

Mileage:

Original
Purchase 09/30/2005
Date:

*** Original**
Purchase New
Condition:

Vehicle Owner(s)

Entity Type: Person

*** Name(s) on**
Title:

*** Title State:** CA

*** Primary**
Owner:

*** Address:**

*** City:** Chino

*** State:** CA

*** ZIP**
Code:

*** Day Phone:**

Evening
Phone:

Cell
Phone:

E-mail:

Fax Phone:

Repurchase

*** Reason:**

Customer has had multiple issues related to the steering of the vehicle.

UCC Codes

UCC 1 UCC 2 UCC 3 UCC 4 UCC 5
M0110

Vehicle Lien Holder

Type of
Secured Interest: Standard Lien

*** Company**
Name: GMAC

Account
#:

Contact or
Attention:

Address:

City:

State: AL

ZIP Code:

*** Day Phone:** 800-200-4622

Fax:

E-

mail/Web:

Original Selling Dealer

| | | | |
|---------------------------------------|--|-------------------|------------|
| * Dealer Number: 114580 | Dealer Name: M K SMITH CHEVROLET | Region: 10 | Dis |
| * Phone: (909) 628-8961 | Fax: (909) 628-6637 | | |
| * Contact Name: Dennis Jackson | * Contact Title: Gen. Mgr | E-mail: | |

Repurchasing Dealer: [Same as Selling Dealer]

Repair Dealer

| | |
|------------------------|-------------------------|
| * Contact Name: | * Contact Title: |
|------------------------|-------------------------|

Vehicle Location: [Same as Selling Dealer]

Transaction Details:

| | |
|---------------------------------------|--|
| Siebel Request #: 71-464124867 | * Disposition: Unselected Auction |
|---------------------------------------|--|

| | |
|--------------------------------|--|
| * Transaction State: CA | * Transaction Type: Straight Repurchase |
|--------------------------------|--|

| |
|---|
| * Transaction Source: ADR BBB Mediated |
|---|

Replacement VIN:

MSRP: 0.0

Repurchase

| | |
|-----------------------------------|--------------------|
| * Processing Instructions: | Per normal process |
|-----------------------------------|--------------------|

Disposition

| | |
|------------------------------------|--------------------|
| * Disposition Instructions: | Per normal process |
|------------------------------------|--------------------|

Transaction Details

| Group | Responsible | Formula | Additional Explanation | Value |
|-----------------------|----------------|-------------------|------------------------|---------|
| Usage | Use Lemon Law | 8609/120000*19881 | Usage per Lemon Law | 1426.29 |
| Sales Tax | GM | NA | Sales Tax | 1621.77 |
| State/Gov Fees | GM | 197+45+8.75 | Fees | 250.75 |
| After Market Item(s) | Does Not Apply | NA | No Aftermarket Items | 0 |
| Negative Equity | Customer | 6134.43-6000.00 | Negative Equity | 134.43 |
| Over Allowance Amount | Customer | NA | Over Allowance | 0 |

[Print](#)

[Close](#)

Overallowance/Incentives/Negative Equity Form (non-Florida)Customer: [REDACTED]

Request #: 71-464124867

BBB#: CHV0730539

This form may be used to identify possible overallowance or negative equity and to determine any customer incentives which were paid, but may not be easily identifiable on a Bill of Sale.

You must determine the TRUE purchase price of a vehicle and identify any over allowance and/or incentives prior to arbitration or voluntary repurchase.

*** PLEASE NOTE: IF BALANCE OWED / LOAN CLOSEOUT AMOUNT IS HIGHER THAN ACV, THIS IS CONSIDERED NEGATIVE EQUITY!**

| | |
|---|-------------|
| Purchase Price (from dealer Bill of Sale before tax, tag, etc) | \$20,881.00 |
| MSRP (from BARS Invoice) <i>Note: If GMS price, use in place of MSRP price</i> | \$23,455.00 |
| Difference (If positive, look for Over Allowance) If no Trade in, have Dealer explain why customer paid more than MSRP. | \$-2,574.00 |

| | |
|---|------------|
| Trade Allowance (from dealer Bill of Sale) | \$6,000.00 |
| Actual Cash Value Statement | \$6,000.00 |
| Difference (if positive, this is the overallowance) | \$ |

| | |
|--|------------|
| Payoff or Lien amount from Bill of Sale <i>(If dealer added negative equity into contract, do not subtract)</i> | \$6,134.43 |
| Actual Cash Value Statement | \$6,000.00 |
| Difference (if positive, this is the negative equity) | \$134.43 |

| | |
|---|-------------|
| <u>If Over Allowance/Negative Equity and/or Incentives (not included in Purchase Price) are found, verify with Team Manager before submitting information to BBB</u> | |
| Purchase Price (from dealer Bill of Sale before tax, tag, etc.) | \$20,881.00 |
| Incentives not included in Purchase Price (from BARS) minus <i>(Do not include fuel fill credit or dealer incentives. GM Card Points must be included)</i> | \$1,000.00 |
| Overallowance and/or Negative Equity minus | \$134.43 |
| Actual price of Vehicle that should be presented to BBB for ATA | \$19,746.57 |

ADR REPURCHASE CHECKLIST

Effective date: 08/26/2004

- ☒ Cover sheet denoting a **Request #** and whether the case is a Voluntary or Mandatory Repurchase with information completed (on front of file)
- ☒ PRA FORM (Voluntary Repurchase only)
- ☐ Both VINS on Trade Repurchase Or vehicle order number. Need order # or VIN on all cases except Mandates
- ☒ Invoice on original vehicle Socrates (Max Retriever)-old VIN & new VIN if a trade
- ☒ Incentive Acknowledgement Form
- ☒ Signed Bill of Sale on original vehicle
- ☒ Copy of the title or registration, if unobtainable, then copy of Title Need current registration in CA
- ☐ Agreement to Arbitrate
- ☐ Repair Orders (**KY and FL only**)
- ☐ Invoice for any conversion package (**if applicable**)
- ☐ Receipts for any after-market items (**if applicable**)
- ☒ BBB ruling/lemon law ruling and/or BBB settlement letter (**if applicable**)
- ☐ Signed customer acceptance of decision for Mandatory Repurchases
- ☒ Financial Institution information including: account #, phone # & Institution name
- ☒ Overallowance/Incentives/Negative Equity Form
- ☒ ACV on trade-in documented
- ☒ Copy of the Customer Claim Form (CCF) only on Mandates
- ☐ Applicable Attorney Information: Firm Name, Contact Person, Federal Tax I.D., Phone #

Voluntary Repurchase

BBB Case

Straight

COMPLIANCE DATE 03/18/07

ADR REQUEST NUMBER 71-464124867

CUSTOMER NAME XXXXXXXXXX

LAST SIX OF VIN 135828

ADR CRM Henry Starling EXT. 21220

AVM Joel Gorski PHONE 80509/58733

DATE ACCEPTANCE RECEIVED 01/18/2007

NUMBER OF DAYS FOR COMPLIANCE 59

TEAM MANAGERS SIGNATURE _____

ADR Exceptions that need to be paid i.e. over allowance and negative equity.

COMMENTS/REASON FOR EXCEPTION:

File will be returned without all information above completed.



GMC

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

01/05/2006

Brian Pfaff
M. K. SMITH CHEVROLET
12845 CENTRAL AVE
CHINO, CA 91710-4120

Re: [REDACTED]

Siebel Request: 71-464124867
2005 Chevrolet Malibu MAXX
VIN # 1G1ZT64855F [REDACTED]

Dear Mr. Pfaff:

This is a letter of notification regarding a Better Business Bureau case involving the above referenced customer.

In order to perform a case assessment, please provide me with copies of all dealer sales and service documents regarding this vehicle. 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,

Henry Starling
BRC Customer Relationship Manager
Ph# 800-231-1841, prompt # 9, prompt # 5, extension # 21220
FAX# 866-432-1686

Date 9-30-05 Salesman ERIC Customer [REDACTED]
 F&I Mgr. EQ Called in to SWAL Stock 15125
 Rate 0 Months 600 Other _____ Phone _____
 Buy Rate 2 Pts. _____ Approval # 132091970

Purchase Order _____
 Credit Ap. Compl. ☒
 Down Paymt in ☒
 Insurance Ver. ☒
 Odometer Stmt. ☒
 9_Pack or P/A ☒
 Registration ☒
 Title ☒
 Sec. P.O.A. ☒
 Survey ☒
 Buyer's Guide ☒
 Follow Up ☒

Stips _____

Pay-Off To: Arrowhead Central C.U.
 Address: P.O. Box 735 San Bernardino CA 92402
 Pay-Off 6134 ⁴² Good Till _____ Verif. By _____
 Acct. # [REDACTED]

Trade-ACV 6000
 Trade Stock # 5283

Security System _____
 Reserve 100
 Warranty 135
 Other _____
 Total 835

Notes

Send to
gumac

Time: _____ Date: _____

F&I IN _____
 OUT _____

SALES MGR. IN _____
 OUT _____

GSM IN _____
 OUT _____

DMV/CONTRACT IN _____
 OUT _____

SALES DESK CHECK SHEET

MICHAEL S

STEVE T

PURCHASE

LEASE

CHECK OUT

DELIVER

DATE

PRICE 20881RATE 0TERM 60LIC. 197DOWN 865.57TRADE EQUITY 134.43CASH 0REBATE 1000TRADE ALLOWANCE 6000PAYMENT 388.04MAGIC WARRANTY 1395PAYOFF 6134.43 PERPAYOFF TO ARRAWHARDTRADE ACV 6000TRADE OA/UA —TRADE MILES 87874APPRAISAL SHEET ✓YR MAKE MODEL 99 TOYOTAVAN

CAP COST _____

MONEY FACTOR _____

TERM _____

LIC. _____

RES. _____

RES. % _____

START UP FEES _____

CAP RED. _____

DOWN *PAYMENT 5/1

MAGIC WARRANTY _____

TRADE ALLOWANCE _____

TRADE EQUITY _____

CASH _____

REBATE _____

PAYOFF _____ PER

PAYOFF TO _____

TRADE ACV _____

TRADE OA/UA _____

TRADE MILES _____

APPRAISAL SHEET _____

YR MAKE MODEL _____

SALESPERSON ERICCUSTOMER [REDACTED]STOCK # 15125UNIT 05 MAR, BUDEAL # 77745DUE BILL NOWORK SHEET ✓CREDIT APP. ✓TRW ✓INS. INFO ✓REG. TITLE ✓DRIVER'S LIC. ✓NEW UNIT MILES 68ID# VERF. ✓TIRE CHAIN DIS. —PROGRAM CAR —AFTER MARKET FORM —LOWERED TRUCK FORM —SPANISH —INCENTIVE CODE GFP/OGVMANAGER'S SIGNATURE [Signature]

NOTES

COLLECT DOWN
PAYMENT

Contract Registration

GMPP XX MRP

Medium
Duty

GM Cert

MRP Cert

MRP LW

Vehicle Information

VEHICLE IDENTIFICATION NUMBER (must be 17 characters)

AGREEMENT PURCHASE DATE

1 G 1 7 T 6 4 8 5 5 F

0 9 / 3 0 / 0 5

YEAR

MAKE

MODEL

CURRENT ODOMETER

4 WHEEL DRIVE

2 0 0 5

CHEVROLET

MALIBU

5 8

Customer

FIRST NAME

M.I.

LAST NAME

FLEET

GM EMPLOYEE

NAME OF BUSINESS OR MUNICIPALITY

AREA CODE & PHONE NUMBER

MAILING ADDRESS (must include apt. or suite #, if applicable)

CITY

STATE

ZIP CODE

CHINO

CA

Dealer

The Agreement provider is authorized to charge my account for the cost of the Agreement(s) and my share of any subsequent cancellation(s).

DEALER NAME

DEALER CODE (Required)

PROMOTION CODE

M K SMITH CHEVROLET

ADDRESS

CITY

STATE

ZIP CODE

12845 CENTRAL

CHINO

CA

91710

Lienholder

GMAC

SPP

NAME

OR

OR

ADDRESS

CITY

STATE

ZIP CODE

LEASE

RETAIL

MAJOR GUARD

VALUE GUARD

BASIC GUARD

SMART PROTECTION

MD-PT +

MD-E&T

MD-BASIC

XX

XX

MECHANICAL TERM

THE TERM OF THIS AGREEMENT MAY INCLUDE ALL OR PART OF THE TERM OF THE NEW VEHICLE LIMITED WARRANTY IF STILL IN EFFECT.

Plan Coverage and Price

NEW XX

The term of your Agreement will begin on the Agreement purchase date and odometer mileage at the Agreement purchase date. The term of your Agreement will end at the earlier of the time and mileage option you have selected. Your deductible is referenced below.

USED

The term of your Agreement will begin on the Agreement purchase date and odometer mileage at the Agreement purchase date. The term of your Agreement will end at the earlier of the time and mileage option you have selected. Your deductible is referenced below.

VEHICLE IN SERVICE DATE (In-Warranty vehicles) TERM-MO./MI. (IN 000'S)

DEDUCTIBLE (Required)

PRICE

0 9 / 3 0 / 0 5

6 0 / 7 5

\$0

\$50

\$100

XX \$200

1, 3 9 5, 0 0

MAINTENANCE TERM The term of your Smart Care will begin on the Agreement purchase date and odometer mileage at the Agreement purchase date. The term of your Smart Care will end at the earlier of the time and mileage option you have selected. The term of your Goodwrench Care will be based on the specified number of services listed herein and performed within 4 years of the Agreement purchase date.

SMART CARE

TERM-MO./MI.
(IN 000'S)

GOODWRENCH CARE

OF SERVICES

/

, . 0 0

SURCHARGES &

BUSINESS

HUMMER

EMERGENCY

SNOWPLOW

TIRE ROAD HAZARD

OPTIONAL COVERAGE

(Select all that apply)

\$

0 0 0 0 0 0 0 0

By signing this, I agree to all the terms and conditions on this form. I acknowledge that purchase of this Agreement is not required in order to purchase or obtain financing for a motor vehicle. I understand that, upon acceptance of this registration, an Agreement will be mailed to the address indicated above.

SUBTOTAL \$ 1, 3 9 5, 0 0

TAX \$, .

TOTAL \$ 1, 3 9 5, 0 0

CUSTOMER SIGNATURE

DATE

09/30/2005

GM

General Motors Corporation

CUSTOMER INCENTIVE ACKNOWLEDGMENT AND/OR ASSIGNMENT

CUSTOMER NAME: _____

VIN: 1 G 1 7 T 6 4 8 5 5 F _____ (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) XX to the down payment of this vehicle, (b) _____ where permissible by law, as a price reduction (Bill of Sale indicates pre-rebate price, amount of rebate and final price with rebate applied), or (c) _____ a check be issued in my name by Dealer named below:

| Incentive Program Reference | Amount | GM Incentive Code |
|----------------------------------|------------|-------------------|
| GM REBATE | \$ 1000.00 | GV8 |
| EMPLOYEE PRICE | \$ N/A | GFP |
| | \$ N/A | |
| | \$ N/A | |
| | \$ N/A | |
| Total Incentive Amount Received, | \$ 1000.00 | |

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 GM REBATE, 0% FOR 60 MO./EMPLOYEE PRICE
in lieu of _____ and/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 09/30/05 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: 09/30/2005

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: _____

Date: 09/30/2005

Dealership Name: _____

M K SMITH CHEVROLETDealer Code: 20485

*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

DATE 9/30/05

SOURCE Priv Customer

NAME

SALESPERSON Eric Mcley

MGR.

ADDRESS

Chino Ca

PHONE W ()

MILEAGE

V.I.N.

1G 1ZTG4855F

LIC. NO.

STOCK NO.

NEW ☒
USED ☐
DEMO. ☐

YEAR

MAKE

BODY STYLE

TAB. NO.

1512506CheryMalibu LS max

YR. EXP.

TRADE-IN INFORMATION

YEAR

MAKE

CYL.

BODY STYLE

SALE PRICE

msep23,455W99Toyota4Siennaam20,881W

MILEAGE

LIC. NO.

ADDITIONAL ACCESSORIES

+ 2000.00

PAYMENTS OF \$

NUMBER

\$ 35018,881.0020881.-+ FEES6000 TRADE ACV6150 P.O.CASH

MONTHLY PAYMENTS

1/3 CASH DOWN

\$ 0\$Rebate20881
250.251621.7722753.5248 x60 x 387.72415.72403.30 WITH
EXT SERVICE
Contract

Salesmen cannot accept this offer or obligate seller in any manner whatsoever. OFFER IS NOT BINDING UNTIL ACCEPTED IN WRITING BY OFFICER OR SALES MANAGER OF SELLER.

X

Please enter my offer, subject to your acceptance

BUYER'S

SIGNATURE X

SEP 30, 2005 DEAL REVIEW

Store 01 FANDI01 PORT 5021 4770

M K SMITH CHEVROLET

F&I MGR: EDWIN W VANSLOGTEREN

BUYER: [REDACTED] DEAL #: 77745

STOCK #: 15125 2005 CHEVROLET MALIBU 1G1ZT64855F [REDACTED]

| | | | | |
|---------------|----------|---------------|------------|-------------------------|
| TOTAL PRICE | 20881.00 | TOTAL TRADE | 6000.00 | TRUTH IN LENDING |
| WARR PREMIUM | 1395.00 | TOTAL PAYOFF | 6134.43 | ----- |
| AFTMKT PREM | 0.00 | TOT NET TRADE | -134.43 | APR 0.00 % |
| TOTAL FEES | 250.75 | TOTAL CASH | 0.00 | AMT FINANCED 23282.95 |
| TOTAL TAXES | 1621.77 | TOTAL REBATES | 1000.00 | FINANCE CHARGE 0.00 |
| | | ----- | | TOTAL OF PYMTS 23282.95 |
| GROSS PRICE | 24148.52 | TOTAL DOWN | 865.57 | TOTAL DOWN 865.57 |
| TOTAL DOWN | 865.57 | | | DEF PYMT PRICE 24148.52 |
| | | DEAL DATE | 09/30/2005 | ----- |
| DEC LIFE PREM | 0.00 | 1ST PYMT DATE | 10/30/2005 | |
| LEV LIFE PREM | 0.00 | LST PYMT DATE | 09/30/2010 | DEFERRED PAYMENT |
| A&H PREMIUM | 0.00 | TERM | 60 | DUE |
| TUT PREMIUM | 0.00 | PAYMENT | 388.04 | DUE |
| ----- | | IRREG PMTS | | DUE |
| AMOUNT FIN | 23282.95 | FINAL PAYMENT | 388.59 | |

PRINTER OUTPUT (Y/N) Y CASH DEAL.

21833
23605-

2005 MALIBU LS MAXX
 12U GALAXY SILVER METALLIC /V6G
 14E GRAY CUSTOM CLOTH
 ORDER NO. HJWVGN/TRE STOCK NO.
 VIN 1G1 ZT64 85 5F XXXXXXXXXX 15125
 *****S
 MODEL & FACTORY OPTIONS MSRP INV AMT RETAIL - STOCK
 1ZT68 MALIBU LS MAXX 21260.00 19452.90 INVOICE 08/18/04
 LX9 3.5L V6 ENGINE 0.00 0.00 SHIPPED 08/18/04
 MX0 4-SPEED AUTO TRANSMISSION 0.00 0.00 EXP I/T 09/03/04
 T43 REAR WIPER AND SPOILER 300.00 270.00 INT COM 09/03/04
 VK3 FRONT LICENSE PLATE BRACKET 0.00 0.00 PRC EFF 08/18/04
 YF5 50-STATE EMISSIONS N/C N/C KEYS G0851 G0851
 1SB MALIBU PREFERRED EQUIP GRP 1SB 1270.00 1143.00 WFP-F QTR OPT-1
 * FRONT SIDE IMPACT AIR BAGS &
 HEAD-CURTAIN SIDE AIR BAGS BANK: GMAC - 061
 * RR AUDIO CNTRLS W/ HEADPHONES CHQ-TO 20-485
 * DRIVER SEAT 6-WAY POWER SHIP WT: 3407
 * FLOOR MATS HP: 32.9
 * REMOTE VEHICLE STARTER SYSTEM GMS: 20881.00
 SUPPLR: 21820.65
 MRM: 23455.00
 DAN: LSMAX
 MEMO 1066.50

| | | | | |
|-------------------------|----------|----------|---------|----------|
| TOTAL MODEL & OPTIONS | 22830.00 | 20865.90 | ACT 231 | 20806.00 |
| DESTINATION CHARGE | 625.00 | 625.00 | H/B 261 | 684.90 |
| LAM DEALER CONTRIBUTION | | 228.30 | ADV 261 | 228.30 |
| LAM GROUP CONTRIBUTION | | 114.15 | EXP 65A | 114.15 |

| | | | | |
|-------|----------|----------|---------|----------|
| TOTAL | 23455.00 | 21833.35 | PAY 310 | 21833.35 |
|-------|----------|----------|---------|----------|

MEMO: TOTAL LESS HOLDBACK AND

APPROX WHOLESALE FINANCE CREDIT 20829.55

 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.

M. K. SMITH CHEVROLET

REMIT TO GMAC NO. 061
 VIN 1G1ZT64855F XXXXXXXXXX
 \$ 21833.35 INV 1AD47523450
 DUE 09/03/04 DEALER 20-485

CERTIFICATE OF ORIGIN FOR A VEHICLE

0650



RBLPD019

INVOICE NO.

1AD47523450

DATE
08/18/04VEHICLE IDENTIFICATION NO.
1G1ZT64855FYEAR
2005MAKE
CHEVROLETBODY TYPE
MALIBU LS MAXXSHIPPING WEIGHT
3407H.P. (S.A.E.)
32.9G.V.W.R.
4442NO. CYLS.
06SERIES OR MODEL
1ZT68

I, the undersigned authorized representative of the company, firm or corporation named below, hereby certify that the new vehicle described above is the property of the said company, firm or corporation and is transferred on the above date and under the invoice number indicated to the following distributor or dealer.

NAME OF DISTRIBUTOR, DEALER, ETC.

20485 HJWVGN

M. K. SMITH CHEVROLET
PO BOX 455
CHINO

CA 91708-0455

It is further certified that this was the first transfer of such new vehicle in ordinary trade and commerce.

* THIS VEHICLE *
* HAS A *
* 50-STATE *
* EMISSION *
* SYSTEM *

CHEVROLET MOTOR DIVISION
GENERAL MOTORS CORPORATION

BY:



(SIGNATURE OF AUTHORIZED REPRESENTATIVE)

(AGENT)

G38165621

DETROIT

MI 48243-1114

CITY - STATE

GM 521 REV. 7-95

SIMPLE INTEREST FINANCE CHARGE

Dealer Number **1047**

Contract Number

R.O.S. Number **15332064**Stock Number **10125**

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

Creditor - Seller (Name and Address)

CHINO CA SAN BERNARDINO**M K SMITH CHEVROLET
12845 CENTRAL
CHINO CA 91710**

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

| New Used | Year | Make and Model | Odometer | Vehicle Identification Number | Primary Use For Which Purchased |
|----------|------|------------------|----------|-------------------------------|---|
| NEW | 2005 | CHEVROLET MALIBU | 58 | 1G1ZT64855F | <input type="checkbox"/> personal, family or household <input type="checkbox"/> business or commercial |

FEDERAL TRUTH-IN-LENDING DISCLOSURES

| ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate. | FINANCE CHARGE The dollar amount the credit will cost you. | Amount Financed The amount of credit provided to you or on your behalf. | Total of Payments The amount you will have paid after you have made all payments as scheduled. | Total Sale Price The total cost of your purchase on credit, including your down payment of |
|---|---|--|---|---|
| 0.00 % | \$ 0.00(e) | \$ 23282.95 | \$ 23282.95(e) | \$ 865.57 is \$ 24148.52(e) |

(e) means an estimate

YOUR PAYMENT SCHEDULE WILL BE:

| Number of Payments: | Amount of Payments: | When Payments Are Due: |
|---------------------|---------------------|--------------------------------------|
| One Payment of | N/A | N/A |
| One Payment of | N/A | N/A |
| 59 Payments | 388.04 | Monthly, Beginning 10/30/2005 |
| Payments | N/A | Monthly, Beginning |
| One Final Payment | 388.59 | DUE ON 09/30/2010 |

Late Charge. If payment is not received in full within 10 days after it is due, you will pay a late charge of 5% of the part of the payment that is late.

Prepayment. If you pay off all your debt early, you may be charged a minimum finance charge.

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

Additional Information: See this contract for more information including information about nonpayment, default, any required repayment in full before the scheduled date, minimum finance charges, and security interest.

ITEMIZATION OF THE AMOUNT FINANCED

1. Total Cash Price

A. Cash Price of Motor Vehicle and Accessories **\$ 20881.00 (A)**1. Cash Price Vehicle **\$ 20881.00**2. Cash Price Accessories **\$ N/A**

3. Other (Nontaxable)

Describe **N/A** **\$ N/A**Describe **N/A** **\$ N/A**B. Document Preparation Fee (not a governmental fee) **\$ 45.00 (B)**C. Smog Fee Paid to Seller **\$ N/A (C)**D. Sales Tax (on taxable items in A+B+C) **\$ 1621.77 (D)**E. Optional DMV Electronic Filing Fee* **\$ N/A (E)**F. (Optional) Service Contract* **\$ 1395.00 (F)**G. (Optional) Service Contract* **\$ N/A (G)**H. Prior Credit or Lease Balance paid by Seller to **\$ N/A (H)**

(see downpayment and trade-in calculation)

I. (Optional) Gap Contract (to whom paid)* **\$ N/A (I)**J. Other (to whom paid)* **\$ N/A (J)**For **N/A**Total Cash Price (A through J) **\$ 23942.77 (1)**

2. Amounts Paid to Public Officials

A. License Fees **\$ 197.00 (A)**B. Registration/Transfer/Titling Fees **\$ N/A (B)**C. California Tire Fees* **\$ 8.75 (C)**D. Other **\$ N/A (D)**E. Other **\$ N/A (E)**

STATEMENT OF INSURANCE

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

Vehicle Insurance

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

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

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

Buyer **X**Co-Buyer **X**Seller **X**

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

Application for Optional Credit Insurance

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

| | Term | Exp. | Premium |
|---------------------------------|-----------------|------|-------------------|
| Credit Life N/A | N/A Mos. | | \$ N/A |
| Credit Disability N/A | N/A Mos. | | \$ N/A |
| Total Credit Insurance Premiums | | | \$ N/A (B) |

Insurance Company Name **N/A**Home Office Address **N/A**

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

You are applying for the credit insurance marked above. Your signature below means that you agree that: (1) You are not eligible for insurance if you have reached your 65th birthday. (2) You are eligible for disability insurance only if you are working for wages or profit 30 hours a week or more on the Effective

I. (Optional) Gap Contract (to whom paid)* N/A \$ N/A (1)
 J. Other (to whom paid)* N/A \$ N/A (2)
 For N/A \$ 23942.77 (1)

Total Cash Price (A through J) \$ 23942.77 (1)

2. Amounts Paid to Public Officials ESTIMATED

A. License Fees \$ 197.00 (A)
 B. Registration/Transfer/Titling Fees \$ N/A (B)
 C. California Tire Fees* \$ 8.75 (C)
 D. Other N/A \$ N/A (D)
 E. Other N/A \$ N/A (E)
Total Official Fees (A through E) \$ 205.75 (2)

3. Amount Paid to Insurance Companies \$ N/A (3)
 (Total premiums from Statement of Insurance column a + b)*

4. Smog Certification or Exemption Fee Paid to State \$ N/A (4)

5. Subtotal (1 through 4) \$ 24148.52 (5)

6. Total Downpayment

A. Agreed Trade-In Value Yr 1999 Make TOYOTA TRU \$ 6000.00 (A)
 Model SIENNA CE Odem 87874
 VIN 4T3ZF19C3XU
 B. Less Prior Credit or Lease Balance \$ 6134.43 (B)
 C. Net Trade-In (A less B) (indicate if a negative number) \$ -134.43 (C)
 D. Deferred Downpayment \$ N/A (D)
 E. Manufacturer's Rebate \$ 1000.00 (E)
 F. Other N/A \$ N/A (F)
 G. Cash \$ N/A (G)
Total Downpayment (C through G) \$ 865.57 (6)
 (If negative, enter zero on line 6 and enter the amount less than zero as a positive number on line 1H above)

7. Amount Financed (5 less 6) \$ 23282.95 (7)

based on your original payment schedule. This insurance may not pay all you owe on this contract if you make late payments. Credit disability insurance does not cover any increase in your payment or in the number of payments. Coverage for credit life insurance and credit disability insurance ends on the original due date for the last payment unless a different term for the insurance is shown above.

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

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

OPTIONAL GAP CONTRACT A gap contract (debt cancellation contract) is not required to obtain credit and will not be provided unless you sign below and agree to pay the extra charge. If you choose to buy a gap contract, the charge is shown in item 11. See your gap contract for details on the protection it provides. It is a part of this contract.

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

You want to buy a gap contract.

Buyer X N/A

OPTIONAL SERVICE CONTRACT(S) You want to purchase the service contract(s) written with the following company(ies) for the term(s) shown below for the charge(s) shown in item 1.F and/or 1.G above.

1.F Company GMPP
 Term 60 Mos. or 75000 Miles
 1.G Company N/A
 Term N/A Mos. or N/A Miles
 Buyer X N/A

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

X N/A
 Buyer Signs
 X N/A
 Co-Buyer Signs

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

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

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

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

NOTICE OF RESCISSION RIGHTS

If Buyer and Co-Buyer sign here, the provisions of the Rescission Rights section on the back giving the Seller the right to rescind if Seller is unable to assign this contract to a financial institution will apply.

Buyer X N/A Co-Buyer X N/A

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

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

WARNING:
 YOUR PRESENT POLICY MAY NOT COVER COLLISION DAMAGE OR MAY NOT PROVIDE FOR FULL REPLACEMENT COSTS FOR THE VEHICLE BEING PURCHASED. IF YOU DO NOT HAVE FULL COVERAGE, SUPPLEMENTAL COVERAGE FOR COLLISION DAMAGE MAY BE AVAILABLE TO YOU THROUGH YOUR INSURANCE AGENT OR THROUGH THE SELLING DEALER. HOWEVER, UNLESS OTHERWISE SPECIFIED, THE COVERAGE YOU OBTAIN THROUGH THE DEALER PROTECTS ONLY THE DEALER, USUALLY UP TO THE AMOUNT OF THE UNPAID BALANCE REMAINING AFTER THE VEHICLE HAS BEEN REPOSSESSED AND SOLD.
 FOR ADVICE ON FULL COVERAGE THAT WILL PROTECT YOU IN THE EVENT OF LOSS OR DAMAGE TO YOUR VEHICLE, YOU SHOULD CONTACT YOUR INSURANCE AGENT.
 THE BUYER SHALL SIGN TO ACKNOWLEDGE THAT HE/SHE UNDERSTANDS THESE PUBLIC LIABILITY TERMS AND CONDITIONS.

S/S X N/A X N/A

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

Buyer X N/A Co-Buyer X N/A

Notice to buyer:

(1) Do not sign this agreement before you read it or if it contains any blank spaces to be filled in. (2) You are entitled to a completely filled in copy of this agreement. (3) You can prepay the full amount due under this agreement at any time. (4) If you default in the performance of your obligations under this agreement, the vehicle may be repossessed and you may be subject to suit and liability for the unpaid indebtedness evidenced by this agreement.

If you have a complaint concerning this sale, you should try to resolve it with the seller.

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

Buyer Signs

X _____
 Co-Buyer Signs

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

WARNING:

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

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

S/S X _____ X _____

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

Buyer X _____ Co-Buyer X N/A

Notice to buyer:

(1) Do not sign this agreement before you read it or if it contains any blank spaces to be filled in. (2) You are entitled to a completely filled in copy of this agreement. (3) You can prepay the full amount due under this agreement at any time. (4) If you default in the performance of your obligations under this agreement, the vehicle may be repossessed and you may be subject to suit and liability for the unpaid indebtedness evidenced by this agreement.

If you have a complaint concerning this sale, you should try to resolve it with the seller.

Complaints concerning unfair or deceptive practices or methods by the seller may be referred to the city attorney, the district attorney, or an investigator for the Department of Motor Vehicles, or any combination thereof.

After this contract is signed, the seller may not change the financing or payment terms unless you agree in writing to the change. You do not have to agree to any change, and it is an unfair or deceptive practice for the seller to make a unilateral change.

Buyer Signature X _____ Co-Buyer Signature X _____

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

THERE IS NO COOLING OFF PERIOD

California law does not provide for a "cooling off" or other cancellation period for vehicle sales. Therefore, you cannot later cancel this contract simply because you change your mind, decide the vehicle costs too much, or wish you had acquired a different vehicle. After you sign below, you may only cancel this contract with the agreement of the seller or for legal cause, such as fraud.

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

Buyer Signature X _____ Date 09/30/05 Co-Buyer Signature X _____ Date _____

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

Other Owner Signature X _____ Address _____

GUARANTY

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

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

Guarantor X _____ Date _____ Guarantor X _____ Date _____

Address _____ Address _____

Seller Signs H K SMITH CHEVROLET Date 09/30/05 By X _____ Title FIN MGR



M.K. SMITH CHEVROLET

12845 CENTRAL AVE. • CHINO, CALIFORNIA 91710

(909) 628-8961

MONDAY - FRIDAY 7:00 AM TO 6:00 PM

SATURDAY 8:00 AM TO 2:00 PM



CVWS169584

BAR # AA003976N
CAD # 981884586

CVWS169584

| | | | | | | |
|---------------------------|--|--|------------------------|---------------------------|-------------------------------|-------------------------------|
| CUSTOMER NO. 77021 | | ADVISOR GILBERT L GONZALES | | TAG NO. 131 | INVOICE DATE 01/10/07 | INVOICE NO. CVWS169584 |
| [REDACTED] CHINO, CA | | LABOR RATE | LICENSE NO. [REDACTED] | MILEAGE 20,448 | COLOR GLXY SILVER | STOCK NO. 15125 |
| | | YEAR / MAKE / MODEL 05/CHEVROLET/MALIBU/SD LS MAXX | | | DELIVERY DATE 09/30/05 | DELIVERY MILES 68 |
| | | VEHICLE I.D. NO. 1 G 1 Z T 6 4 8 5 5 F | | | SELLING DEALER NO. | PRODUCTION DATE |
| | | F.T.E. NO. | R.O. NO. | R.O. DATE 12/30/06 | | |
| [REDACTED] | | COMMENTS | | | | |

| | | | | | | |
|--|-------------------|-----------|----------------------|--|---|--------|
| LABOR & PARTS | | | | I acknowledge notice and oral approval of an increase in the original estimated price. SUBJECT TO THE CONDITIONS ON THE REVERSE SIDE OF THIS CONTRACT. PLEASE READ REVERSE SIDE. | | |
| J# 1 02CVZ | TUNE DEPT | HOURS: | TECH(S):144 | 0.00 | (Signature or initials) | |
| CHECK WHEN A/C OR HEATER ON AND TURNING OFF AIR STILL COMES OUT OF VENTS AS IF THOUGH STILL ON. CHECK A/C SYSTEM, NORMAL CONDITION OF VEHICLE IF CUSTOMER DOESN'T WANT AIR TO COME THROUGH VENTS YOU HAVE TO PUSH RECIRC EVERY TIME. | | | | | | |
| JOB # 1 TOTAL LABOR & PARTS | | | | 0.00 | | |
| J# 2 04CVZ | 15-A | HOURS: | 0.30 TECH(S):481 | 23.89 | BY LAW YOU MAY CHOOSE ANOTHER LICENSED SMOG CHECK FACILITY TO PERFORM ANY NEEDED REPAIRS OR ADJUSTMENTS WHICH THE SMOG CHECK TEST INDICATES ARE NECESSARY. | |
| CHECK TURN SIGNAL LEFT SIDE INOP TURN SIGNAL SOCKET BURNED REPLACED LEFT SOCKET AND BULB. WORKING PROPERLY | | | | | | |
| PARTS | QTY | FP-NUMBER | DESCRIPTION | U/COST | | E/COST |
| JOB # 2 | 1 | 12450108 | BULB 2.679 BU | 1.67 | 1.67 | 2.34 |
| JOB # 2 | 1 | 15945363 | SOCKET 2.727 SO | 5.61 | 5.61 | 7.85 |
| JOB # 2 COST TOTAL | | | | 7.28 | | |
| JOB # 2 TOTAL PARTS | | | | 10.19 | | |
| JOB # 2 TOTAL LABOR & PARTS | | | | 34.08 | | |
| J# 3 04CVZ01 | ELECTRICAL | HOURS: | TECH(S):481 | 0.00 | THIS FORM IS AN ITEMIZED LIST OF REPAIRS AND IS PART OF A REPAIR ORDER. THIS REPAIR ORDER CONTINUATION IS SUBJECT TO ALL THE CONDITIONS OF THE ORIGINAL REPAIR ORDER. | |
| CHECK BRAKE LITES INOP. NO PROBLEM FOUND UNABLE TO DUPLICATE - BRAKE LAMPS WORKING PROPERLY. | | | | | | |
| JOB # 3 TOTAL LABOR & PARTS | | | | 0.00 | | |
| J# 4 03CVZ | BRAKE/FT END | HOURS: | 0.70 TECH(S):110 487 | 55.74 | "The Factory Warranty Constitutes All Of The Warranties With Respect To The Sale Of This 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." | |
| CHECK WHEN DRIVING AND TURNING STEERING WHEEL HAS A GRINDING NOISE 3RD TIME IN SEE HISTORY. INTERMEDIATE SHAFT BIND AND DRY PER TAC USE BULLETIN 060232007. CHECK COMPONENTS AND REMOVE SHAFT, POSITION AND EXERCISE AS NEEDED TIME RUN (SOME ROAD NOISE NORMAL OVER BUMPS) PER JOE GORSKI LOCATE SHAFT AND REPLACE | | | | | | |
| PARTS | QTY | FP-NUMBER | DESCRIPTION | U/COST | | E/COST |
| JOB # 4 | 1 | 22687711 | SHAFT KIT 6.526 SH | 94.03 | 94.03 | 131.64 |
| JOB # 4 COST TOTAL | | | | 94.03 | | |
| JOB # 4 TOTAL PARTS | | | | 131.64 | | |
| JOB # 4 TOTAL LABOR & PARTS | | | | 187.38 | | |
| J# 5 07CVZ | WAR PARTS PROGRAM | HOURS: | TECH(S):131 | 0.00 | WARNING ALL AREAS OF THIS DEALERSHIP CONTAIN CHEMICALS KNOWN TO THE STATE OF CALIFORNIA TO CAUSE CANCER AND BIRTH DEFECTS OR OTHER REPRODUCTIVE HARM. THESE CHEMICALS ARE CONTAINED IN VEHICLES AND PARTS AND ACCESSORIES OFFERED FOR SALE AND IN SOME OF THE PRODUCTS AND MATERIALS USED TO MAINTAIN THE PROPERTY, AND IN EMISSIONS, FUMES, AND SMOKE FROM BUSINESS OPERATIONS, EMPLOYEE AND GUEST ACTIVITIES, INCLUDING, BUT NOT LIMITED TO, THE OPERATION AND SERVICING OF MOTOR VEHICLES, AND THE USE OF TOBACCO PRODUCTS. (POSTED IN ACCORDANCE WITH PROPOSITION 65, CALIFORNIA HEALTH AND SAFETY CODE §25240.5 ET SEQ.) | |
| +++++ WARRANTY PARTS EXPEDITING PROGRAM OUTSIDE PARTS +++++ OBTAINED FROM DEALER: INVOICE NO. | | | | | | |
| JOB # 5 TOTAL LABOR & PARTS | | | | 0.00 | | |
| J# 6 10CVZ06 | WARR COURT RENTAL | HOURS: | TECH(S):131 | 0.00 | | |
| +++++ COURTESY TRANSPORTATION +++++ REQUIRES SERVICE MANAGERS APPROVAL.....DATE.....TIME REASON: HOW MANY DAYS REQUIRED | | | | | | |



M.K. SMITH CHEVROLET

12845 CENTRAL AVE. • CHINO, CALIFORNIA 91710

(909) 628-8961

MONDAY - FRIDAY 7:00 AM TO 6:00 PM

SATURDAY 8:00 AM TO 2:00 PM



CVWS169584

BAR # AA003976N
CAD # 981984586

CVWS169584

| | | | | |
|------------------------------|--|----------------------------------|---------------------------------|----------------------------------|
| CUSTOMER NO. 77021 | ADVISOR GILBERT L GONZALES | TAG NO. 131 5335 | INVOICE DATE 01/10/07 | INVOICE NO. CVWS169584 |
| CHINO, CA | LABOR RATE | MILEAGE 20,448 | COLOR GLXY SILVER | STOCK NO. 15125 |
| | YEAR / MAKE / MODEL 05/CHEVROLET/MALIBU/SD LS MAXX | DELIVERY DATE 09/30/05 | DELIVERY MILES 68 | |
| | VEHICLE I.D. NO. 1 G 1 Z T 6 4 8 5 5 F | SELLING DEALER NO. | PRODUCTION DATE | |
| | R.T.E. NO. | R.O. NO. | R.O. DATE 12/30/06 | |
| COMMENTS | | | | |

JOB # 6 TOTAL LABOR & PARTS 0.00

SUBLET-----PO#-----VEND INV#-INV.DATE-DESCRIPTION-----
 JOB # 6 6166 01/06/07 FACT WARR RENTAL 299.01
 TOTAL - SUBLET 299.01

COMMENTS
BM

R/O TAX 0.00
 R/O TOTALS 520.47

WARRANTY CLAIM DETAIL TOTALS-----

CLAIM#..... TOTAL....
 520.46
 CLAIM TOTALS 520.46

APPROVED BY SIGNATURE

I acknowledge notice and oral approval of an increase in the original estimated price.

SUBJECT TO THE CONDITIONS ON THE REVERSE SIDE OF THIS CONTRACT. PLEASE READ REVERSE SIDE.

(Signature or initials)

BY LAW YOU MAY CHOOSE ANOTHER LICENSED SMOG CHECK FACILITY TO PERFORM ANY NEEDED REPAIRS OR ADJUSTMENTS WHICH THE SMOG CHECK TEST INDICATES ARE NECESSARY.

THIS FORM IS AN ITEMIZED LIST OF REPAIRS AND IS PART OF A REPAIR ORDER. THIS REPAIR ORDER CONTINUATION IS SUBJECT TO ALL THE CONDITIONS OF THE ORIGINAL REPAIR ORDER.

"The Factory Warranty Constitutes All Of The Warranties With Respect To The Sale Of This 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."

WARNING

ALL AREAS OF THIS DEALERSHIP CONTAIN CHEMICALS KNOWN TO THE STATE OF CALIFORNIA TO CAUSE CANCER AND BIRTH DEFECTS OR OTHER REPRODUCTIVE HARM. THESE CHEMICALS ARE CONTAINED IN VEHICLES AND PARTS AND ACCESSORIES OFFERED FOR SALE AND IN SOME OF THE PRODUCTS AND MATERIALS USED TO MAINTAIN THE PROPERTY, AND IN EMISSIONS, FUMES, AND SMOKE FROM BUSINESS OPERATIONS, EMPLOYEE AND GUEST ACTIVITIES, INCLUDING, BUT NOT LIMITED TO, THE OPERATION AND SERVICING OF MOTOR VEHICLES, AND THE USE OF TOBACCO PRODUCTS.

(POSTED IN ACCORDANCE WITH PROPOSITION 65, CALIFORNIA HEALTH AND SAFETY CODE §25249.5 ET SEQ.)



M.K. SMITH CHEVROLET

12845 CENTRAL AVE. • CHINO, CALIFORNIA 91710

(909) 628-8961

MONDAY - FRIDAY 7:00 AM TO 6:00 PM

SATURDAY 8:00 AM TO 2:00 PM



CVWS169584


 BAR # AA003976N
 CAD # 981984588

CVWS169584

| | | | | |
|------------------------------|--|--------------------------|----------------------------------|----------------------------------|
| CUSTOMER NO. 77021 | ADVISOR GILBERT L GONZALES | TAG NO. 131 | INVOICE DATE 01/10/07 | INVOICE NO. CVWS169584 |
| CHINO, CA | LABOR RATE | MILEAGE 20,448 | COLOR GLXY SILVER | STOCK NO. 15125 |
| | YEAR / MAKE / MODEL 05/CHEVROLET/MALIBU/SD LS MAXX | | DELIVERY DATE 09/30/05 | DELIVERY MILES 68 |
| | VEHICLE I.D. NO. 1 G 1 Z T 6 4 8 5 5 F | | SELLING DEALER NO. | PRODUCTION DATE |
| | F.T.E. NO. | | P.O. NO. | R.O. DATE 12/30/06 |
| RESIDENCE PHONE | BUSINESS PHONE | COMMENTS | | |

DCS AUDIT SLIP

DCS DATA FILE: GMGMWF.700

01/10/2007

WARRANTY NEW CLAIM

1451

RO NUMBER RO DATE

VIN

DIV

DEALER

ODOMETER

SERVICE ADVISOR #

169584 12/30/2006 1G1ZT64855F

3

20485

20448

CUSTOMER NAME; FIRST:

MIDDLE: M.

LAST:

PHONE;WORK:

HOME:

| LN | JOB | CT | CC | PC | PART-NO. | TOT-PTS | FC | LABOP | LHRS | OHRS | NET-AMT. | LAB-TOT. |
|----|-----|----|----|----|----------|---------|----|-------|------|------|----------|----------|
| 1 | 02 | OJ | 2 | | 15945363 | 10.19 | 6C | N0912 | .3 | | | 23.89 |

LN-TOT:

34.08

TECH SSN:

AUTH CODE:

AUTH. AUTHOR.:

MEMO PART NUMBERS: 12450108

| LN | JOB | CT | CC | PC | PART-NO. | TOT-PTS | FC | LABOP | LHRS | OHRS | NET-AMT. | LAB-TOT. |
|----|-----|----|----|----|----------|---------|----|-------|------|------|----------|----------|
| 2 | 04 | NG | 1 | | 22687711 | 131.64 | 93 | E7700 | .2 | .5 | | 55.74 |

LN-TOT:

187.38

TECH SSN:

AUTH CODE: EP

AUTH. AUTHOR.: 0090

 COMMENTS: JOEL, GRIND WHEN TURNING STEERING WHEEL. PER TAC CASE# 9389499 EXERCISE
 E SHAFT. BRYAN SPOKE TO YOU AND YOU ADVISED TO LOCATE A SHAFT REPLACE AND GET RE
 NTAL BACK. OLH FOR REPLACING SHAFT. PLEASE REVIEW.. THANK YOU...

COMMENT ROUTING CODE: H

| LN | JOB | CT | CC | PC | PART-NO. | TOT-PTS | FC | LABOP | LHRS | OHRS | NET-AMT. | LAB-TOT. |
|----|-----|----|----|----|----------|---------|----|-------|------|------|----------|----------|
| 3 | 06 | MJ | | | | | 98 | Z7907 | | | 299.00 | |

LN-TOT:

299.00

TECH SSN:

AUTH CODE:

AUTH. AUTHOR.:

 COMMENTS: 1GND513S072 JOEL, CUST IN 12-30-06 TAC CASE 9389499 GRIND WHEN T
 URNING STEERING WHEEL. 3RD TIME IN. PER TAC EXERCISE SHAFT. BRYAN CALLED YOU AND
 ADVISED US TO LOCATE A SHAFT AND REPLACE AND GET RENTAL BACK. HIT 2 WEEKENDS GI

L REQ 7 DAY RENTAL. PLZ RE

COMMENT ROUTING CODE: E

R.O. TOTAL: 520.46

DUPLICATE INVOICE

 I acknowledge notice and oral approval
 of an increase in the original estimated
 price.

 SUBJECT TO THE CONDITIONS ON THE
 REVERSE SIDE OF THIS CONTRACT.
 PLEASE READ REVERSE SIDE.

(Signature or Initials)

 BY LAW YOU MAY CHOOSE ANOTHER
 LICENSED SMOG CHECK FACILI-
 TY TO PERFORM ANY NEEDED
 REPAIRS OR ADJUSTMENTS WHICH
 THE SMOG CHECK TEST INDICATES
 ARE NECESSARY.

 THIS FORM IS AN ITEMIZED LIST OF
 REPAIRS AND IS PART OF A REPAIR
 ORDER. THIS REPAIR ORDER CON-
 TINUATION IS SUBJECT TO ALL THE
 CONDITIONS OF THE ORIGINAL
 REPAIR ORDER.

 "The Factory Warranty Constitutes All
 Of The Warranties With Respect To The
 Sale Of This 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."

WARNING

 ALL AREAS OF THIS DEALERSHIP CON-
 TAIN CHEMICALS KNOWN TO THE STATE
 OF CALIFORNIA TO CAUSE CANCER AND
 BIRTH DEFECTS OR OTHER REPRODUC-
 TIVE HARM. THESE CHEMICALS ARE
 CONTAINED IN VEHICLES AND PARTS
 AND ACCESSORIES OFFERED FOR SALE
 AND IN SOME OF THE PRODUCTS AND
 MATERIALS USED TO MAINTAIN THE
 PROPERTY, AND IN EMISSIONS, FUMES,
 AND SMOKE FROM BUSINESS OPERA-
 TIONS, EMPLOYEE AND GUEST ACTIVI-
 TIES, INCLUDING, BUT NOT LIMITED TO,
 THE OPERATION AND SERVICING OF
 MOTOR VEHICLES, AND THE USE OF
 TOBACCO PRODUCTS.

 (POSTED IN ACCORDANCE WITH PROPOSITION 65,
 CALIFORNIA HEALTH AND SAFETY CODE §25249.5 ET SEQ.)



M.K. SMITH CHEVROLET

12845 CENTRAL AVE. • CHINO, CALIFORNIA 91710

(909) 628-8961

90 DAYS SAME AS CASH

GM GOODWRENCH CREDIT CARDS AVAILABLE
ASK YOUR SERVICE ADVISOR FOR DETAILSBAR # AA003976N
CAD # 981984586

RECOMMENDED SERVICES

| OPERATION | OPERATION DESCRIPTION | MO/MI | TOTAL | OPERATION | OPERATION DESCRIPTION | MO/MI | TOTAL |
|--------------------|--|----------|------------------|-----------|-----------------------|-------|--------|
| 06CVZ01 05CVZ28 | SERVICE TRANSMISSION DIFFERENTIAL SERVICE | MI MI | 175.00 125.00 | 05CVZ27 | MANUAL TRANS FLUSH | MO | 100.00 |

SERVICE HISTORY

| DATE | REPAIR ORDER | MILEAGE | ADVISOR | TECHNICIAN | TYPE | OPERATION | OPERATION DESCRIPTION |
|----------|--------------|---------|---------|------------|------|-----------|-----------------------|
| 08/28/06 | 163260 | 12443 | 150 | 295 | C | 15CVZ | LUBE, OIL & FILTER |
| 05/30/06 | 158687 | 8714 | 242 | 60 | W | 04CVZ | 15-A |
| | | | | 131 | W | 07CVZ | WAR PARTS PROGRAM |
| | | | | 131 | W | 10CVZ06 | WARR COURT RENTAL |
| | | | | 60 | W | 04CVZ011 | 15-A MISC |
| 05/27/06 | 158603 | 8677 | 242 | 60 | W | 09CVZ | 15A/ C/P |

SALESPERSON NO. 306

S E R V I C E

STATE REG# 0

| | | | | | | |
|--|---|--|--|-----------------------------------|---------------------------------------|------------------------------|
| TERMS CASH <input type="checkbox"/> CREDIT CARD <input type="checkbox"/> CHECK <input type="checkbox"/> (PRIOR APPROVAL) OTHER <input type="checkbox"/> | VEHICLE I.D. NO. 1G1ZT64855F | YEAR/MAKE/MODEL 05/CHEVROLET/MALIBU/SD LS MAXX | PRODUCTION DATE 15125 | STOCK NO. 15125 | LICENSE NO. 165891 | R.O. NO. 165891 |
| CALL WHEN READY <input type="checkbox"/> YES <input type="checkbox"/> NO | CUSTOMER NO. 77021 | SERVICE CONTRACT GMPP | DELIVERY DATE 09/30/05 | DELIVERY MILES 68 | SELLING DEALER NO. 10/19/06 | R.O. DATE 10/19/06 |
| SAVE REMOVED PARTS FOR CUSTOMER <input type="checkbox"/> YES <input type="checkbox"/> NO | COLOR GLXY SILVER/ | CONTRACT NO. | EXPIRATION DATE 09/30/10 | EXPIRATION MILES 75,068 | TAG NO. 2139 | |
| RESIDENCE PHONE CHINO, CA | TURBO CVZZ | AIR COND. <input type="checkbox"/> P.S. <input type="checkbox"/> | TRANS 16,083 | MILEAGE 32 | ADVISOR DAN LUCHY | |
| TIME RECEIVED 07:54am | DATE/TIME PROMISED 10/19/06 06:00pm | PRIORITY 4 | ORIGINAL ESTIMATE \$ HAZARDOUS WASTE FEE \$ TOTAL ESTIMATE \$ | | | |
| APPOINTMENT <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No | | | <small>BY LAW YOU MAY CHOOSE ANOTHER LICENSED SMOG CHECK FACILITY TO PERFORM ANY NEEDED REPAIRS OR ADJUSTMENTS WHICH THE SMOG CHECK TEST INDICATES ARE NECESSARY. M.K. SMITH CHEVROLET IS NOT RESPONSIBLE FOR LOSS OR DAMAGE DUE TO THEFT, FIRE, OR VANDALISM. I hereby authorize the repair work to be done along with the necessary material, and hereby grant your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing, and/or inspections, and/or repair work. Subject to conditions on reverse side of this contract. PLEASE READ REVERSE SIDE. ESTIMATES DO NOT INCLUDE SALES TAX.</small> | | | |

| ORIGINAL CUSTOMER ESTIMATE: TOTAL 487 COMMENTS: 1 W 03CVZ BRAKE/FT END CUSTOMER STATES CHECK WHEN TURNING FEELS LIKE SUSPENSION IS LOOSE, ALS HEARS A SQUEEK TYPE NOISE. SEE HISTORY. CHECK AND ADVISE 2 W 07CVZ WAR PARTS PROGRAM ***** WARRANTY PARTS EXPEDITING PROGRAM OUTSIDE PARTS ***** 3 W 10CVZ16 SHUTTLE 2 WAY SHUTTLE RIDE TO AND FROM 4 W 10CVZ RENT THE CAR | RENTAL | ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED X = *REBUILT PARTS SEE LAST DIST OF PARTS NUMBER FOR X TEARDOWN ESTIMATE: I understand that my vehicle will be reassembled within _____ days of the date shown above. If I choose not to authorize the service recommended. AUTHORIZED BY DATE TIME PHONE # DEDUC. \$ FAC. \$ INS. \$ INSURANCE CLAIM REPORT COMPANY ADDRESS CITY STATE ZIP CODE PHONE CLAIM # AUTHORIZATION # AUTHORIZED BY DATE & TIME CUSTOMER RO # JOB # ADVISOR <table border="1"> <tr> <th>CUSTOMER PAYS</th> <th>YES</th> <th>NO</th> <th>AMOUNT</th> </tr> <tr> <td>DEDUCTIBLE</td> <td>[]</td> <td>[]</td> <td></td> </tr> <tr> <td>FLUIDS</td> <td>[]</td> <td>[]</td> <td></td> </tr> <tr> <td>OIL</td> <td>[]</td> <td>[]</td> <td></td> </tr> <tr> <td>TAX</td> <td>[]</td> <td>[]</td> <td></td> </tr> </table> INSURANCE PAYS | CUSTOMER PAYS | YES | NO | AMOUNT | DEDUCTIBLE | [] | [] | | FLUIDS | [] | [] | | OIL | [] | [] | | TAX | [] | [] | |
|---|---------------|--|---------------|-----|----|--------|------------|-----|-----|--|--------|-----|-----|--|-----|-----|-----|--|-----|-----|-----|--|
| CUSTOMER PAYS | YES | NO | AMOUNT | | | | | | | | | | | | | | | | | | | |
| DEDUCTIBLE | [] | [] | | | | | | | | | | | | | | | | | | | | |
| FLUIDS | [] | [] | | | | | | | | | | | | | | | | | | | | |
| OIL | [] | [] | | | | | | | | | | | | | | | | | | | | |
| TAX | [] | [] | | | | | | | | | | | | | | | | | | | | |

Per *Carl*

| | | | | | | | |
|--------|-------------|--------------|----------|--------|-----------|-----|-------|
| REPAIR | LABOR SALES | FLAT RATE | R.O. NO. | 165891 | TECH. NO. | 487 | ON |
| 1 | 2 | | | | | | 10.27 |
| OFF | 9 | ELAPSED TIME | | | | | |

① clunk loose noise at front end area

Rock opinion
Boating clearance
excessive

Remove & replace
back & pinion
As per Bulletin
0602 32007
Doc # 1837885
Align suspension



M.K. SMITH CHEVROLET

12845 CENTRAL AVE. • CHINO, CALIFORNIA 91710

(909) 628-8961

90 DAYS SAME AS CASH

GM GOODWRENCH CREDIT CARDS AVAILABLE
ASK YOUR SERVICE ADVISOR FOR DETAILSBAR # AA003978N
CAD # 981984586

RECOMMENDED SERVICES

| OPERATION | OPERATION DESCRIPTION | MO/MI | TOTAL | OPERATION | OPERATION DESCRIPTION | MO/MI | TOTAL |
|--------------------|--|----------|------------------|-----------|-----------------------|-------|--------|
| 06CVZ01 05CVZ28 | SERVICE TRANSMISSION DIFFERENTIAL SERVICE | MI MI | 175.00 125.00 | 05CVZ27 | MANUAL TRANS FLUSH | MO | 100.00 |

SERVICE HISTORY

| DATE | REPAIR ORDER | MILEAGE | ADVISOR | TECHNICIAN | TYPE | OPERATION | OPERATION DESCRIPTION |
|----------|--------------|---------|---------|------------|------|-----------|-----------------------|
| 08/28/06 | 163260 | 12443 | 150 | 295 | C | 15CVZ | LUBE, OIL & FILTER |
| 05/30/06 | 158687 | 8714 | 242 | 60 | W | 04CVZ | 15-A |
| | | | | 131 | W | 07CVZ | WAR PARTS PROGRAM |
| | | | | 131 | W | 10CVZ06 | WARR COURT RENTAL |
| | | | | 60 | W | 04CVZ011 | 15-A MISC |
| 05/27/06 | 158603 | 8677 | 242 | 60 | W | 09CVZ | 15A/ C/P |

SALESPERSON NO. 306

S E R V I C E

STATE REG# 0

| | | | | | | |
|--|---|---|------------------------------------|---|---------------------------------------|-------------------------------|
| TERMS CASH <input type="checkbox"/> CREDIT CARD <input type="checkbox"/> CHECK <input type="checkbox"/> (PRIOR APPROVAL) OTHER <input type="checkbox"/> | VEHICLE I.D. NO. 1G1ZT64855F | YEAR/MAKE/MODEL 05/CHEVROLET/MALIBU/SD LS MAXX | PRODUCTION DATE 15125 | STOCK NO. 15125 | LICENSE NO. 165892 | R. O. NO. 165892 |
| CALL WHEN READY <input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> | CUSTOMER NO. 77021 | SERVICE CONTRACT GMPP | DELIVERY DATE 09/30/05 | DELIVERY MILES 68 | SELLING DEALER NO. 10/19/06 | R. O. DATE 10/19/06 |
| SAVE REMOVED PARTS FOR CUSTOMER <input type="checkbox"/> YES <input type="checkbox"/> NO | COLOR GLXY SILVER/ | CONTRACT NO. | EXPIRATION DATE 09/30/10 | EXPIRATION MILES 75,068 | TAG NO. 2139 | |
| APPOINTMENT <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No | TURBO <input type="checkbox"/> M/MO <input type="checkbox"/> CVZZ | AIR COND. <input type="checkbox"/> P. S. <input type="checkbox"/> | TRANS <input type="checkbox"/> | MILEAGE 16,083 | ADVISOR NO. 32 | ADVISOR DAN LUCHY |
| | TIME RECEIVED 07:54am | DATE/TIME PROMISED 10/19/06 06:00pm | PRIORITY 4 | ORIGINAL ESTIMATE \$ REVISED EST. \$ HAZARDOUS WASTE FEE \$ REVISED EST. \$ TOTAL ESTIMATE \$ REVISED REASON REVISED REASON DRIVER'S LICENSE | | |

ORIGINAL CUSTOMER ESTIMATE: TOTAL .00

COMMENTS :

1 C 15CVZ LUBE, OIL & FILTER
PERFORM LOF

(171) Rec. A/F
time Rotation.

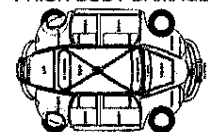
ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED X = *REBUILT PARTS

TEARDOWN ESTIMATE: I understand that my vehicle will be reassembled within _____ days of the date shown above. If I choose not to authorize the service recommended.

AUTHORIZED BY

DATE TIME PHONE #

PRIOR BODY DAMAGE



DEDUC. \$ _____ FAC. \$ _____ INS. \$ _____

INSURANCE CLAIM REPORT

COMPANY _____

ADDRESS _____

CITY STATE _____

ZIP CODE _____

PHONE _____

CLAIM # _____

AUTHORIZATION # _____

AUTHORIZED BY _____

DATE & TIME _____

CUSTOMER _____

RO # _____

JOB # _____

ADVISOR _____

CUSTOMER PAYS YES NO AMOUNT

DEDUCTIBLE [] []

FLUIDS [] []

OIL [] []

TAX [] []

INSURANCE PAYS _____

165892

Filter

Oil

Fluids

PAGE 1 OF 1

TECH COPY

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

| | | | | | |
|-----------------------|--------------|--------------------|-----------------|-----|----|
| REPAIR LABOR SALES | FLAT RATE | R.O. NO. 165892 | ELAPSED TIME | OFF | 10 |
| 3 | | TECH. NO. 171 | | ON | |

What Was Done To Car?

What Was Done To Car?

What Was Done To Car?

What Was Done To Car?

What Was Done To Car?

Please Answer the Following Questions When Performing Warranty Work.



M.K. SMITH CHEVROLET

12845 CENTRAL AVE. • CHINO, CALIFORNIA 91710

(909) 628-8961

90 DAYS SAME AS CASH

GM GOODWRENCH CREDIT CARDS AVAILABLE
ASK YOUR SERVICE ADVISOR FOR DETAILSBAR # AA003976N
CAD # 981984586

RECOMMENDED SERVICES

| OPERATION | OPERATION DESCRIPTION | MO/MI | TOTAL | OPERATION | OPERATION DESCRIPTION | MO/MI | TOTAL |
|-----------|-----------------------|-------|-------|-----------|-----------------------|-------|-------|
| | | | | | | | |

SERVICE HISTORY

| DATE | REPAIR ORDER | MILEAGE | ADVISOR | TECHNICIAN | TYPE | OPERATION | OPERATION DESCRIPTION |
|----------|--------------|---------|---------|------------|------|-----------|-----------------------|
| 03/06/06 | 154237 | 5242 | 242 | 481 | W | 04CVZ | 15-A |
| | | | | 131 | W | 07CVZ | WAR PARTS PROGRAM |
| 02/16/06 | 153305 | 4418 | 305 | 131 | W | 10CVZ16 | SHUTTLE 2 WAY |
| | | | | 481 | W | 04CVZ | 15-A |
| 02/16/06 | 153304 | 4418 | 305 | 131 | W | 07CVZ | WAR PARTS PROGRAM |
| | | | | 214 | C | 15CVZ | LUBE, OIL & FILTER |

SALESPERSON NO. 306

S E R V I C E

STATE REG # 0

| | | | | | | |
|--|--|--|------------------------------------|-----------------------------------|---------------------------------------|-------------------------------|
| TERMS CASH <input type="checkbox"/> CREDIT CARD <input type="checkbox"/> CHECK <input type="checkbox"/> (PRIOR APPROVAL) OTHER <input type="checkbox"/> | VEHICLE I.D. NO. 1G1ZT64855F | YEAR/MAKE/MODEL 05/CHEVROLET/MALIBU/SD LS MAXX | PRODUCTION DATE 15125 | STOCK NO. 15125 | LICENSE NO. 158603 | R. O. NO. 158603 |
| CALL WHEN READY <input type="checkbox"/> YES <input type="checkbox"/> NO | CUSTOMER NO. 77021 | SERVICE CONTRACT GMPP | DELIVERY DATE 09/30/05 | DELIVERY MILES 68 | SELLING DEALER NO. 05/27/06 | R. O. DATE 05/27/06 |
| SAVE REMOVED PARTS FOR CUSTOMER <input type="checkbox"/> YES <input type="checkbox"/> NO | COLOR GLXY SILVER/ | CONTRACT NO. 8.677 | EXPIRATION DATE 09/30/10 | EXPIRATION MILES 75,068 | TAG NO. 4974 | ADVISOR DAVID MEJIA |
| APPOINTMENT <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No | TIME RECEIVED 08:54am | DATE/TIME PROMISED 05/27/06 04:00pm | PRIORITY 4 | ORIGINAL ESTIMATE \$ | REVISED EST. \$ \$ | DATE |
| | | | | | | |

| <p>ORIGINAL CUSTOMER ESTIMATE: TOTAL</p> <p>X 10373948</p> <p>1 W 09CVZ 15A/ C/P CUSTOMER STATES HEARS A RUBBING/GRINDING TYPE SOUND COMING FROM THE STEERING WHEEL WHEN TURNING, CHECK AND ADVISE</p> <p>2 W 07CVZ WAR PARTS PROGRAM ***** WARRANTY PARTS EXPEDITING PROGRAM OUTSIDE PARTS *****</p> <p>3 W 10CVZ16 SHUTTLE 2 WAY SHUTTLE RIDE TO AND FROM</p> | <p>ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED X = REBUILT PARTS</p> <p>SEE LAST PAGE OF PARTS NUMBERED FOR 2</p> <p>TEARDOWN ESTIMATE: I understand that my vehicle will be reassembled within _____ days of the date shown above. If I choose not to authorize the service recommended, AUTHORIZED BY _____</p> <p>DATE _____ TIME _____ PHONE # _____</p> <p>DEDUC. \$ _____ FAC. \$ _____ INS. \$ _____</p> <p>INSURANCE CLAIM REPORT</p> <p>COMPANY _____</p> <p>ADDRESS _____</p> <p>CITY STATE _____</p> <p>ZIP CODE _____</p> <p>PHONE _____</p> <p>CLAIM # _____</p> <p>AUTHORIZATION # _____</p> <p>AUTHORIZED BY _____</p> <p>DATE & TIME _____</p> <p>CUSTOMER _____</p> <p>RO # _____</p> <p>JOB # _____</p> <p>ADVISOR _____</p> <table border="1"> <tr> <th>CUSTOMER PAYS</th> <th>YES</th> <th>NO</th> <th>AMOUNT</th> </tr> <tr> <td>DEDUCTIBLE</td> <td>[]</td> <td>[]</td> <td>_____</td> </tr> <tr> <td>FLUIDS</td> <td>[]</td> <td>[]</td> <td>_____</td> </tr> <tr> <td>OIL</td> <td>[]</td> <td>[]</td> <td>_____</td> </tr> <tr> <td>TAX</td> <td>[]</td> <td>[]</td> <td>_____</td> </tr> </table> <p>INSURANCE PAYS _____</p> | CUSTOMER PAYS | YES | NO | AMOUNT | DEDUCTIBLE | [] | [] | _____ | FLUIDS | [] | [] | _____ | OIL | [] | [] | _____ | TAX | [] | [] | _____ |
|---|--|---------------|--------|----|--------|------------|-----|-----|-------|--------|-----|-----|-------|-----|-----|-----|-------|-----|-----|-----|-------|
| CUSTOMER PAYS | YES | NO | AMOUNT | | | | | | | | | | | | | | | | | | |
| DEDUCTIBLE | [] | [] | _____ | | | | | | | | | | | | | | | | | | |
| FLUIDS | [] | [] | _____ | | | | | | | | | | | | | | | | | | |
| OIL | [] | [] | _____ | | | | | | | | | | | | | | | | | | |
| TAX | [] | [] | _____ | | | | | | | | | | | | | | | | | | |

Column One

60

GRANDING ON
STEERING COLUMN

EXCESSIVE
CLEARANCE IN
STEERING GEARS

PART ALSO FIT,
ELIGIBILITY FOR
BY RETAIL

1. What Was Done To Correct?

2. What Was Done To Correct?

3. What Was Done To Correct?

4. What Was Done To Correct?

5. What Was Done To Correct?

REPLACED STEERING
COLUMN.



| | | | | | |
|-----|--------------|----------|----------|------|--------------|
| ON | ELAPSED TIME | TECH NO. | R.O. NO. | RATE | REPAIR SALES |
| OFF | 5.30 | 40 | 138603 | 11 | 11 |



M.K. SMITH CHEVROLET

12845 CENTRAL AVE. • CHINO, CALIFORNIA 91710
(909) 628-8961



BAR # AA003978
CAD # 981984586

RECOMMENDED SERVICES

| OPERATION | OPERATION DESCRIPTION | MO/MI | TOTAL | OPERATION | OPERATION DESCRIPTION | MO/MI | TOTAL |
|-----------|-----------------------|-------|-------|-----------|-----------------------|-------|-------|
| | | | | | | | |

SERVICE HISTORY

| DATE | REPAIR ORDER | MILEAGE | ADVISOR | TECHNICIAN | TYPE | OPERATION | OPERATION DESCRIPTION |
|----------|--------------|---------|---------|------------|------|-----------|-----------------------|
| 05/27/06 | 158603 | 8677 | 242 | 60 | W | 09CVZ | 15A/ C/P |
| | | | | 131 | W | 07CVZ | WAR PARTS PROGRAM |
| | | | | 131 | W | 10CVZ16 | SHUTTLE 2 WAY |
| 05/27/06 | 158604 | 8677 | 242 | 295 | C | 15CVZ | LUBE, OIL & FILTER |
| 03/06/06 | 154237 | 5242 | 242 | 481 | W | 04CVZ | 15-A |
| | | | | 131 | W | 07CVZ | WAR PARTS PROGRAM |

SALESPERSON NO. 306

S E R V I C E

STATE REG# 0

| | | | | | | |
|---|--|---|---------------------------------|------------------------------------|-----------------------------------|-------------------------------|
| TERMS CASH <input type="checkbox"/> CREDIT CARD <input type="checkbox"/> CHECK <input type="checkbox"/> PRIOR APPROVAL <input type="checkbox"/> OTHER <input type="checkbox"/> | VEHICLE I.D. NO. 1G1ZT64855F | YEAR/MAKE/MODEL 05/CHEVROLET/MALIBU/SD LS MAXX | PRODUCTION DATE 15125 | STOCK NO. 15125 | LICENSE NO. 158687 | R. O. NO. 158687 |
| CALL WHEN READY <input type="checkbox"/> YES <input type="checkbox"/> NO | CHINO, CA | CUSTOMER NO. 77021 | SERVICE CONTRACT GMPP | DELIVERY DATE 09/30/05 | DELIVERY MILES 68 | R. O. DATE 05/30/06 |
| SAVE REMOVED PARTS FOR CUSTOMER <input type="checkbox"/> YES <input type="checkbox"/> NO | | COLOR GLXY SILVER/ | CONTRACT NO. | EXPIRATION DATE 09/30/10 | EXPIRATION MILES 75,068 | TAG NO. 4914 |
| | | TURBO <input type="checkbox"/> M/MC <input type="checkbox"/> AIR COND. <input type="checkbox"/> P. S. <input type="checkbox"/> TRANS. <input type="checkbox"/> MILEAGE 8,714 | | ADVISOR NO. 242 | ADVISOR DAVID MEIA | |
| | | ORIGINAL ESTIMATE \$ EST \$ | REVISED \$ EST \$ | DATE 03/13pm | TIME 05/30/06 | PHONE 06:00pm |
| | | HAZARDOUS WASTE FEE \$ EST \$ | REVISED \$ EST \$ | DATE 03/13pm | TIME 05/30/06 | PHONE 06:00pm |
| | | TOTAL ESTIMATE \$ EST \$ | REVISED REASON | REVISED REASON | DRIVER'S LICENSE | |
| APPOINTMENT <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | | <small>BY LAW YOU MAY CHOOSE ANOTHER LICENSED SMOG CHECK FACILITY TO PERFORM ANY NEEDED REPAIRS OR ADJUSTMENTS WHICH THE SMOG CHECK TEST INDICATES ARE NECESSARY. M.K. SMITH CHEVROLET IS NOT RESPONSIBLE FOR LOSS OR DAMAGE DUE TO THEFT, FIRE, OR VANDALISM. I hereby authorize the repair work to be done along with the necessary material and hence grant your employee permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing, and/or inspections, and/or repairs. Subject to conditions on reverse side of this contract. PLEASE READ REVERSE SIDE. ESTIMATES DO NOT INCLUDE SALES TAX.</small> | | | | |

| <p>ORIGINAL CUSTOMER ESTIMATE: TOTAL</p> <p>X 158603</p> <p>1 W 04CVZ 15-A</p> <p>CUSTOMER STATES CHECK STEERING, FEELS LIKE IF SOMETHING IS LOOSE. CHECK AND ADVISE</p> <p>2 W * 07CVZ WAR PARTS PROGRAM</p> <p>***** WARRANTY PARTS EXPEDITING PROGRAM OUTSIDE PARTS *****</p> <p>3 W * 10CVZ06 WARR COURT RENTAL</p> <p>***** COURTESY TRANSPORTATION *****</p> <p>REQUIRES SERVICE MANAGERS APPROVAL.....DATE.....TIME</p> <p>4 W 09CVZ Check Pedals, they do not Adv. Properly</p> | <p>ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED X = REBUILT PARTS SEE LAST DIGIT OF PARTS NUMBER FOR X.</p> <p>TEARDOWN ESTIMATE: I understand that my vehicle will be reassembled within _____ days of the date shown above. If I choose not to authorize the service recommended.</p> <p>AUTHORIZED BY _____</p> <p>DATE _____ TIME _____ PHONE # _____</p> <p>DEDUC. \$ _____ FAC. \$ _____ INS. \$ _____</p> <p>INSURANCE CLAIM REPORT</p> <p>COMPANY _____</p> <p>ADDRESS _____</p> <p>CITY STATE _____</p> <p>ZIP CODE _____</p> <p>PHONE _____</p> <p>CLAIM # _____</p> <p>AUTHORIZATION # _____</p> <p>AUTHORIZED BY _____</p> <p>DATE & TIME _____</p> <p>CUSTOMER _____</p> <p>RO # _____</p> <p>JOB # _____</p> <p>ADVISOR _____</p> <table border="1"> <tr> <th>CUSTOMER PAYS</th> <th>YES</th> <th>NO</th> <th>AMOUNT</th> </tr> <tr> <td>DEDUCTIBLE</td> <td>[]</td> <td>[]</td> <td></td> </tr> <tr> <td>FLUIDS</td> <td>[]</td> <td>[]</td> <td></td> </tr> <tr> <td>OIL</td> <td>[]</td> <td>[]</td> <td></td> </tr> <tr> <td>TAX</td> <td>[]</td> <td>[]</td> <td></td> </tr> </table> <p>INSURANCE PAYS _____</p> | CUSTOMER PAYS | YES | NO | AMOUNT | DEDUCTIBLE | [] | [] | | FLUIDS | [] | [] | | OIL | [] | [] | | TAX | [] | [] | |
|---|--|---------------|--------|----|--------|------------|-----|-----|--|--------|-----|-----|--|-----|-----|-----|--|-----|-----|-----|--|
| CUSTOMER PAYS | YES | NO | AMOUNT | | | | | | | | | | | | | | | | | | |
| DEDUCTIBLE | [] | [] | | | | | | | | | | | | | | | | | | | |
| FLUIDS | [] | [] | | | | | | | | | | | | | | | | | | | |
| OIL | [] | [] | | | | | | | | | | | | | | | | | | | |
| TAX | [] | [] | | | | | | | | | | | | | | | | | | | |

CAN'T CLOSE
Needs
Parts Turned In
Sublet Bill
Needs Soft Copy

Filter

Oil

Fluids

| | | | | | |
|-----------------------|--|-----------|--|-----------------|--|
| 1.0 | | 60 | | ON | |
| REPAIR LABOR SALES | | TECH. NO. | | i | |
| FLAT RATE | | R.O. NO. | | OFF | |
| 158687 | | 6.9 | | ELAPSED TIME | |
| 4 | | | | | |

MOTOR ~~D~~

~~60~~
NOT IN
STEERING.

EPS MOTOR
FAILURE

R&R ELECTRONIC
POWER STEERING
COLUMN, REPLACED
MOTOR & REASSEMBLED.

~~60~~
ADJUSTABLE
PEDESTAL ENVP.

DISCONNECTED.

RECONNECTED
ADJUSTABLE
PEDESTAL.



BBB AUTO LINE
4200 Wilson Boulevard, Suite 800
Arlington, VA 22203-1838
Phone 800.955.5100 Fax: 703.247.9700

Council of Better Business Bureaus, Inc.

January 19, 2007

[REDACTED]
Chino, CA [REDACTED]

Re: [REDACTED] vs Chevrolet Motor Division # CHV0730539

Dear [REDACTED]

I am writing to confirm the terms of the settlement between you and the manufacturer that resolves the BBB AUTO LINE claim you filed.

The terms of the settlement are as follows:

The manufacturer has offered the consumer a voluntary repurchase of the consumer's 2005 Malibu Max. The consumer shall be entitled to the following collateral fees: purchase price of the vehicle \$20,881.00, sales tax \$1,621.77, license fee \$197.00, documentation fee \$45.00 and the California tire fee \$8.75. The consumer shall be charged a usage deduction taken from 8,609 miles. The consumer's total usage fee shall be \$1,426.29. There shall also be a deduction of \$1,000.00, which was for an MFR rebate. The contact at the dealership, MK Chevrolet, is a Mr. Dennis Jackson, for when the repurchase department contacts the consumer, regarding the repurchase. The consumer has accepted this offer. The manufacturer shall send the consumer a separate settlement letter with the total repurchase amount. The repurchase shall be completed within 45-60 days from the date of this letter.

NOTE: This is a revision of the original settlement so as to reflect the contact person at the dealership.

If your understanding of this settlement differs from what is written above, please call me immediately at 800.955.5100. If I do not hear from you within **eight days** from the date of this letter, it will be assumed the above terms of the settlement are correct.

I will follow up with you after the date for performance of the settlement to confirm that all required actions have been satisfactorily completed. Please let me know immediately if you believe the manufacturer has not satisfactorily performed the settlement. If that happens and you contact me within 120 days from the date of this letter, I will reopen your case based on the age and mileage of your vehicle at the time you filed your current claim. If you wish to reopen your case more than 120 days from the date of this letter, I will determine whether your claim is within BBB AUTO LINE's jurisdiction based on the age and mileage of your vehicle at that time.

I am happy we have been able to assist you in reaching an agreeable resolution of your claim. Please contact me at 800.955.5100 if you have any questions.

Sincerely,
Coco Pendergrass at Extension 204
cc: Henry Starling jr

| | | |
|------------------------------------|-----------|-----------------------------|
| 2005 MALIBU LS MAXX | | CHEVROLET MOTOR DIVISION |
| 12U GALAXY SILVER METALLIC | /V6G | GENERAL MOTORS CORPORATION |
| 14E GRAY CUSTOM CLOTH | | 100 RENAISSANCE CENTER |
| ORDER NO. HJWVGN/TRE | STOCK NO. | DETROIT MI 48243-1114 |
| VIN 1G1 ZT64 85 5F [REDACTED] | | VEHICLE INVOICE 1AD47523450 |
| ***** | | *****13*20485S |
| MODEL & FACTORY OPTIONS | MSRP | INV AMT RETAIL - STOCK |
| 1ZT68 MALIBU LS MAXX | 21260.00 | 19452.90 INVOICE 08/18/04 |
| LX9 3.5L V6 ENGINE | 0.00 | 0.00 SHIPPED 08/18/04 |
| MX0 4-SPEED AUTO TRANSMISSION | 0.00 | 0.00 EXP I/T 09/03/04 |
| T43 REAR WIPER AND SPOILER | 300.00 | 270.00 INT COM 09/03/04 |
| VK3 FRONT LICENSE PLATE BRACKET | 0.00 | 0.00 PRC EFF 08/18/04 |
| YF5 50-STATE EMISSIONS | N/C | N/C KEYS G0851 G0851 |
| 1SB MALIBU PREFERRED EQUIP GRP 1SB | 1270.00 | 1143.00 WFP-F QTR OPT-1 |
| * FRONT SIDE IMPACT AIR BAGS & | | BANK: GMAC - 061 |
| HEAD-CURTAIN SIDE AIR BAGS | | CHG-TO 20-485 |
| * RR AUDIO CNTRLS W/ HEADPHONES | | |
| * DRIVER SEAT 6-WAY POWER | | SHIP WT: 3407 |
| * FLOOR MATS | | HP: 32.9 |
| * REMOTE VEHICLE STARTER SYSTEM | | GMS: 20881.00 |
| | | SUPPLR: 21820.65 |
| | | MRM: 23455.00 |
| | | DAN: LSMAX |
| | | MEMO 1066.50 |

| | | | | |
|---------------------------------|--------------|--------------|-------------|--------------|
| TOTAL MODEL & OPTIONS | 22830.00 | 20865.90 | ACT 231 | 20806.00 |
| DESTINATION CHARGE | 625.00 | 625.00 | H/B 261 | 684.90 |
| LAM DEALER CONTRIBUTION | | 228.30 | ADV 261 | 228.30 |
| LAM GROUP CONTRIBUTION | | 114.15 | EXP 65A | 114.15 |
| TOTAL | 23455.00 | 21833.35 | PAY 310 | 21833.35 |
| MEMO: TOTAL LESS HOLDBACK AND | | | | |
| APPROX WHOLESALE FINANCE CREDIT | | 20829.55 | | |

 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.

| | |
|-----------------------|-----------------------------|
| M. K. SMITH CHEVROLET | REMIT TO GMAC NO. 061 |
| | VIN 1G1ZT64855F [REDACTED] |
| | \$ 21833.35 INV 1AD47523450 |
| | DUE 09/03/04 DEALER 20-485 |

Customer Claim Form

Contact Date: 01/05/07

Start Date: 01/05/07

Case Number: CHV0730539

Have you contacted the mfr regarding your claim? ☒ YES ☐ NO

Have you previously filed a claim on this vehicle with the BBB or another dispute resolution provider? ☐ YES ☒ NO

If yes, name of provider: _____ Date: _____ Case Number: _____

Titled Owner(s) Name&Address

CHINO, CA

Day Phone: _____

Evening Phone: _____

Cell Phone: _____

Fax Number: _____

E-mail Address: _____

Customer Contact Info: _____

Vehicle Information

Name(s) of individual(s) or business that appear on vehicle title: _____

Vehicle Use: ☒ Personal ☐ Business ☐ Both Percentage of time vehicle used for business purposes: _____

Transmission Type: Automatic Number of vehicles registered in California by vehicle owner/lessee: _____

Make: Chevrolet Model: Malibu Max Model Year: 2005 Current Mileage: 20400

Vehicle Identification Number: 1G1ZT64855F _____

Servicing Dealer/City/State : M K SMITH CHEVROLET,

Selling Dealer/City/State : M K SMITH CHEVROLET, CHINO, CA

Insurance Carrier : State Farm Policy Number: _____

Has vehicle been in an accident/had body damage? Yes ___ No ☒ Date of accident: _____

Description of Damage : _____

Purchase/Lease Information (Complete left side if vehicle was purchased or right side if vehicle was leased)

Purchase Date: 09/30/05 Mileage at purchase: _____

Lease Date: _____ Mileage at lease: _____

Purchased As : ☒ New ☐ Used ☐ Demo

Leased As : ☐ New ☐ Used ☐ Demo

Is the vehicle in your possession? yes

Is the vehicle in your possession? _____

Lienholder's Name: GMAC

Leasing Company's Name: _____

Address: PO Box 3100

Address: _____

City/St/Zip: Midland TX 79702

City/St/Zip: _____

Phone: (800) 200-4652

Phone: _____

Lienholder Acct #: _____

Leasing Company's Acct #: _____

Customer's Desired Outcome (Describe what you want done to resolve your concern)

Customer wants the manufacturer to buy the vehicle back & refund her money.

Repurchase of the vehicle and credit for what I have paid on the car.

Signature of Titled Owner(s): _____

Date 1/12/07

I am submitting this dispute for resolution in the BBB AUTO LINE program, and I agree to arbitrate the dispute under BBB AUTO LINE Arbitration Rules.

Return the Form to: BBB AUTO LINE, 4200 Wilson Blvd., Suite 800, Arlington Va, 22203-1838

Customer Name: [REDACTED]

Case Number: CHV0730539

First Repair Attempt (any reported problem)

Date: 10/03/05 Mileage: 231

Last Repair Attempt (last reported problem)

Date: Mileage:

Total Days out of Service: _____

| Problems - describe each symptom (List primary problem first) | Current? (Yes or No) | Servicing Dealer(s) | Repair Date | Mileage on Date | Days Out of Service |
|--|-------------------------|--|-------------|-----------------|---------------------|
| 1. Grinding, squeaking noise in the steering column | yes | MK Smith Chevrolet | 5/27/06 | 8677 | 3 days |
| | | MK Smith Chevrolet | 10/19/06 | 16083 | 6 days |
| | | MK Smith Chevrolet | 12/20/06 | 20448 | 7 days |
| | | | | | |
| 2. Battery did not work | no | MK Smith Chevrolet | 10/7/05 | 231 | 1 day 10/7/05 |
| | | | | | |
| | | | | | |
| | | | | | |
| 3. Remote starter did not work | no | MK Smith Chevrolet | 10/7/05 | 231 | 1 day 10/7/05 |
| | | | | | |
| | | | | | |
| | | | | | |
| 4. scratches all over car scratches on headlights | no | MK Smith Chevrolet | 10/5/05 | 98 | 1 day |
| | | MK Smith Chevrolet (parts received) | 10/7/05 | 231 | 1 day |
| | | | | | |
| | | | | | |
| 5. CD player inoperable the CD player was eventually replaced by MK Smith Chevrolet but I cannot find the invoice. | no | MK Smith Chevy | 10/5/05 | 98 | 1 day |
| | | | | | |
| | | | | | |
| | | | | | |

If you need additional space, please attach a separate sheet of paper following the above outline.

Customer Name

Case # CH VC 730539

| PROBLEMS | Current (Yes) (No) | Servicing Dealer | Repair date | Mileage | Days out of service. |
|---|--------------------------|---------------------|----------------|---------|-------------------------------|
| 6. AC Not blowing as cold as it used to AC making a buzzing sound when on (Not fixed). | yes | At Smith Chevrolet | 10/10/05 | 231 | 1 day |
| | | At Smith Chevrolet | 12/30/06 | 2448 | 7 days |
| 2. Turn signal left side inoperable | | At Smith Chevrolet | 12/30/06 | 2448 | 7 days |
| 3. Brake light malfunction sometimes do not work | no | At Smith Chevrolet | 12/30/06 | 2448 | 7 days |



Tuesday, January 30, 2007

Chino, CA

BBB Arbitration Decision - Straight

Subject: Repurchase of 2005 Chevrolet Malibu Maxx
VIN: 1G1ZT64855F
Ref SR:71-464124867 V-25850

Dear

We regret that you are dissatisfied with your 2005 Chevrolet Malibu Maxx, VIN 1G1ZT64855F and that our attempts to resolve your concerns have not met your expectations. Chevrolet 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, Chevrolet will repurchase your vehicle for **\$20,327.23**. Your responsibilities are outlined below. This offer was calculated by using the following figures.

| | |
|--|-------------------|
| Total Repurchase Amount | \$20,327.23 |
| Base Price | \$20,881.00 |
| Reg/Lic/Title Fees | \$197.00 |
| Sales Tax | \$1,621.77 |
| Document Fee | \$45.00 |
| Tire Fee | \$8.75 |
| Less Usage | \$1,426.29 |
| Less Incentives | \$1,000.00 |
| Less Payoff of Original Vehicle-Good until 2/14/07 | \$17,462.35 |
| Total Amount to Customer | \$2,864.88 |

****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.

If this offer is acceptable, please sign 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.

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

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

The requirements of the straight repurchase are as follows:



GMC

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

01/05/2006

Brian Pfaff
M. K. SMITH CHEVROLET
12845 CENTRAL AVE
CHINO, CA 91710-4120

Re: [REDACTED]
Siebel Request: 71-464124867
2005 Chevrolet Malibu MAXX
VIN # 1G1ZT64855F [REDACTED]

Dear Mr. Pfaff:

This is a letter of notification regarding a Better Business Bureau case involving the above referenced customer.

In order to perform a case assessment, please provide me with copies of all dealer sales and service documents regarding this vehicle. 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,

Henry Starling
BRC Customer Relationship Manager
Ph# 800-231-1841, prompt # 9, prompt # 5, extension # 21220
FAX# 866-432-1686



M.K. SMITH CHEVROLET

12845 CENTRAL AVE. • CHINO, CALIFORNIA 91710
(909) 628-8961

✓ 90 DAYS SAME AS CASH
GM GOODWRENCH CREDIT CARDS AVAILABLE
ASK YOUR SERVICE ADVISOR FOR DETAILS

GENUINE MOTORS CORPORATION

Service Technology Center

BAR # AA003976N
CAD # 981984586

RECOMMENDED SERVICES

| OPERATION | OPERATION DESCRIPTION | MO/MI | TOTAL | OPERATION | OPERATION DESCRIPTION | MO/MI | TOTAL |
|-----------|-----------------------|-------|-------|-----------|-----------------------|-------|-------|
| | | | | | | | |

SERVICE HISTORY

| DATE | REPAIR ORDER | MILEAGE | ADVISOR | TECHNICIAN | TYPE | OPERATION | OPERATION DESCRIPTION |
|----------|--------------|---------|---------|-------------------|-------------|---------------------------|--|
| 03/06/06 | 154237 | 5242 | 242 | 481 131 131 | W W W | 04CVZ 07CVZ 10CVZ16 | 15-A WAR PARTS PROGRAM SHUTTLE 2 WAY |
| 02/16/06 | 153305 | 4418 | 305 | 481 131 | W W | 04CVZ 07CVZ | 15-A WAR PARTS PROGRAM |
| 02/16/06 | 153304 | 4418 | 305 | 214 | C | 15CVZ | LUBE, OIL & FILTER |

SALESPERSON NO. 306

S E R V I C E

STATE REG# 0

| | | | | | | |
|---|--|--|---------------------------------|----------------------------------|------------------------------|-------------------------------|
| TERMS CASH <input type="checkbox"/> CREDIT CARD <input type="checkbox"/> CHECK <input type="checkbox"/> (PRIOR APPROVAL) OTHER <input type="checkbox"/> | VEHICLE I.D. NO. 1G1ZT64855F | YEAR/MAKE/MODEL 05/CHEVROLET/MALIBU/SD LS MAXX | PRODUCTION DATE 15125 | STOCK NO. 15125 | LICENSE NO. 158604 | R. O. NO. 158604 |
| CALL WHEN READY <input type="checkbox"/> YES <input type="checkbox"/> NO | CHINO, CA | CUSTOMER NO. 77021 | SERVICE CONTRACT GMPP | DELIVERY DATE 09/30/05 | DELIVERY MILES 68 | R. O. DATE 05/27/06 |
| SAVE REMOVED PARTS FOR CUSTOMER <input type="checkbox"/> YES <input type="checkbox"/> NO | TIME RECEIVED 08:54am | DATE/TIME PROMISED 05/27/06 04:00pm | PRIORITY 4 | EXP. DATE 09/30/10 | EXP. MILES 75,068 | TAG NO. 4974 |
| APPOINTMENT <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No | ORIGINAL ESTIMATE \$ | | REVISED EST. \$ | DATE | TIME | PHONE |
| HAZARDOUS WASTE FEE \$ | | REVISED EST. \$ | DATE | TIME | PHONE | AUTH. BY |
| TOTAL ESTIMATE \$ | | REVISED REASON | | REVISED REASON | | DRIVER'S LICENSE |
| <small>This estimate is based on our inspection and does not cover any additional parts and labor which may be required after the work has been performed. OUR LABOR RATE IS BASED ON A FLAT RATE HOUR.</small> | | | | | | |

BY LAW YOU MAY CHOOSE ANOTHER LICENSED SMOG CHECK FACILITY TO PERFORM ANY NEEDED REPAIRS OR ADJUSTMENTS WHICH THE SMOG CHECK TEST INDICATES ARE NECESSARY. M.K. SMITH CHEVROLET IS NOT RESPONSIBLE FOR LOSS OR DAMAGE DUE TO THEFT, FIRE, OR VANDALISM. I hereby authorize the repair work to be done along with the necessary parts and labor and hereby grant your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing, and/or inspections, and/or repairs. Subject to conditions on reverse side of this contract. PLEASE READ REVERSE SIDE. ESTIMATES DO NOT INCLUDE SALES TAX.

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

ORIGINAL CUSTOMER ESTIMATE: TOTAL
30.00

☒ 15CVZ
LUBE, OIL & FILTER

☒ 15CVZ
PERFORM LOF

3

ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED X = "REBUILT PARTS"
SEE LAST DIGIT OF PARTS NUMBER FOR X

TEARDOWN ESTIMATE: I understand that my vehicle will be reassembled within _____ days of the date shown above if I choose not to authorize the service recommended.

AUTHORIZED BY _____

DATE _____ TIME _____ PHONE # _____

PRIOR BODY DAMAGE

DEDUC. \$ _____ FAC. \$ _____ INS. \$ _____

INSURANCE CLAIM REPORT
COMPANY _____
ADDRESS _____
CITY STATE _____
ZIP CODE _____
PHONE _____
CLAIM # _____
AUTHORIZATION # _____
AUTHORIZED BY _____
DATE & TIME _____
CUSTOMER _____
RO # _____
JOB # _____
ADVISOR _____

CUSTOMER PAYS YES NO AMOUNT
DEDUCTIBLE [] [] _____
FLUIDS [] [] _____
OIL [] [] _____
TAX [] [] _____
INSURANCE PAYS _____

158604

| | | | | |
|-----------------------|--------------|--------------------|-----------------|------------|
| REPAIR LABOR SALES | FLAT RATE | R.O. NO. 158604 | ELAPSED TIME | OFF 10 |
| 3 | | TECH. NO. 275 | | 5/27 ON |



12845 CENTRAL AVE. - CHINO, CALIFORNIA 91710

(909) 628-8961

90 DAYS SAME AS CASH

**GM GOODWRENCH CREDIT CARDS AVAILABLE
ASK YOUR SERVICE ADVISOR FOR DETAILS**



BAR # AA003976
CAD # 981984586

RECOMMENDED SERVICES

| OPERATION | OPERATION DESCRIPTION | MO/MI | TOTAL | OPERATION | OPERATION DESCRIPTION | MO/MI | TOTAL |
|-----------|-----------------------|-------|-------|-----------|-----------------------|-------|-------|
| | | | | | | | |

SERVICE HISTORY

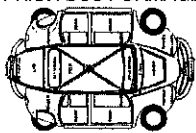
| DATE | REPAIR ORDER | MILEAGE | ADVISOR | TECHNICIAN | TYPE | OPERATION | OPERATION DESCRIPTION |
|----------|--------------|---------|---------|------------|------|-----------|-----------------------|
| 02/16/06 | 153305 | 4418 | 305 | 481 | W | 04CVZ | 15-A |
| | | | | 131 | W | 07CVZ | WAR PARTS PROGRAM |
| 02/16/06 | 153304 | 4418 | 305 | 214 | C | 15CVZ | LUBE, OIL & FILTER |
| 10/07/05 | 146170 | 231 | 81 | 131 | W | 07CVZ | WAR PARTS PROGRAM |
| | | | | 60 | W | 02CVZ | TUNE DEPT |
| | | | | 60 | W | 04CVZ | 15-A |

SALESPERSON NO. 306

S E R V I C E

STATE REG# 0

| | | | | | | | | | | | | |
|--|---|--|---|--|---|--|-----------------------------------|--|---|--|-------------------------------|--|
| TERMS CASH <input type="checkbox"/> CREDIT CARD <input type="checkbox"/> CHECK <input type="checkbox"/> (PRIOR APPROVAL) OTHER <input type="checkbox"/> | VEHICLE I.D. NO. 1G1ZT64855F [REDACTED] | | YEAR/MAKE/MODEL 05/CHEVROLET/MALIBU/SD LS MAXX | | PRODUCTION DATE 15125 | | STOCK NO. 15125 | | LICENSE NO. 54237 | | R. O. NO. 54237 | |
| CALL WHEN READY YES <input type="checkbox"/> NO <input type="checkbox"/> | CUSTOMER NO. 77021 | | SERVICE CONTRACT GMPP | | DELIVERY DATE 09/30/05 | | DELIVERY MILES 68 | | SELLING DEALER NO. 03/06/06 | | R. O. DATE 03/06/06 | |
| SAVE REMOVED PARTS FOR CUSTOMER YES <input type="checkbox"/> NO <input type="checkbox"/> | COLOR GLX SILVER/ | | CONTRACT NO. | | EXPIRATION DATE 09/30/10 | | EXPIRATION MILES 75,068 | | TAG NO. 4048 | | | |
| | CHINO, CA | | TURBO M/MC | | AIR COND. P. S. | | TRANS. | | MILEAGE 5,242 | | ADVISOR NO. 242 | |
| | RESIDENCE PHONE | | BUSINESS PHONE | | ORIGINAL ESTIMATE \$ | | REVISED EST. \$ | | DATE | | TIME | |
| | HAZARDOUS WASTE FEE \$ | | REVISED \$ | | DATE | | TIME | | PHONE | | AUTH. BY | |
| | TIME RECEIVED | | DATE/TIME PROMISED | | PRIORITY | | TOTAL ESTIMATE \$ | | REVISED \$ | | DATE | |
| | 07:52am | | 03/06/06 | | 06:00pm | | 4 | | REVISED REASON | | REVISED REASON | |
| | APPOINTMENT | | YES <input checked="" type="checkbox"/> NO <input type="checkbox"/> | | BY LAW, WE MAY CHARGE ANOTHER LICENSED SMOG CHECK FACILITY TO PERFORM ANY NEEDED REPAIRS OR ADJUSTMENTS WHICH THE SMOG CHECK TEST INDICATES ARE NECESSARY. SMOG CHECK IS NOT RESPONSIBLE FOR LOSS OR DAMAGE DUE TO THEFT, FIRE OR VANDALISM. I hereby authorize the work to be done along with the necessary material, and hereby grant my employee herein permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing, and/or inspection and/or minor repairs. Subject to conditions on reverse side of this contract. PLEASE READ REVERSE SIDE. ESTIMATES DO NOT INCLUDE SALES TAX. | | CUST. SIG. X | | TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE | | | |

| JOB | ORIGINAL CUSTOMER ESTIMATE: | TOTAL | ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED X = "REBUILT PARTS" SEE LAST DIGIT OF PARTS NUMBER FOR X TEARDOWN ESTIMATE: I understand that my vehicle will be reassembled within _____ days of the date shown above if I choose not to authorize the service recommended. AUTHORIZED BY _____ DATE _____ TIME _____ PHONE # _____ | | | | | | | | | | | | | | | | | | | | |
|--|---|-------|---|---------------|-----|----|--------|------------|-----|-----|-------|--------|-----|-----|-------|-----|-----|-----|-------|-----|-----|-----|-------|
| X | [REDACTED] | |  <p>PRIOR BODY DAMAGE</p> | | | | | | | | | | | | | | | | | | | | |
| 1 | W * 04CVZ 15-A CUSTOMER STATES C.D. IS STICK IN THE RADIO, S.O.P. PARTS ARE IN, CHECK AND ADVISE | | | | | | | | | | | | | | | | | | | | | | |
| 2 | W * 07CVZ WAR PARTS PROGRAM +++++ WARRANTY PARTS EXPEDITING PROGRAM OUTSIDE PARTS +++++ | | | | | | | | | | | | | | | | | | | | | | |
| 3 | W - 10CVZ16 SHUTTLE 2 WAY SHUTTLE RIDE TO AND FROM | | DEDUC. \$ _____ FAC. \$ _____ INS. \$ _____ INSURANCE CLAIM REPORT COMPANY _____ ADDRESS _____ CITY STATE _____ ZIP CODE _____ PHONE _____ CLAIM # _____ AUTHORIZATION # _____ AUTHORIZED BY _____ DATE & TIME _____ CUSTOMER _____ RO # _____ JOB # _____ ADVISOR _____ <table style="width: 100%; margin-top: 10px;"> <thead> <tr> <th>CUSTOMER PAYS</th> <th>YES</th> <th>NO</th> <th>AMOUNT</th> </tr> </thead> <tbody> <tr> <td>DEDUCTIBLE</td> <td align="center">[]</td> <td align="center">[]</td> <td>_____</td> </tr> <tr> <td>FLUIDS</td> <td align="center">[]</td> <td align="center">[]</td> <td>_____</td> </tr> <tr> <td>OIL</td> <td align="center">[]</td> <td align="center">[]</td> <td>_____</td> </tr> <tr> <td>TAX</td> <td align="center">[]</td> <td align="center">[]</td> <td>_____</td> </tr> </tbody> </table> | CUSTOMER PAYS | YES | NO | AMOUNT | DEDUCTIBLE | [] | [] | _____ | FLUIDS | [] | [] | _____ | OIL | [] | [] | _____ | TAX | [] | [] | _____ |
| CUSTOMER PAYS | YES | NO | AMOUNT | | | | | | | | | | | | | | | | | | | | |
| DEDUCTIBLE | [] | [] | _____ | | | | | | | | | | | | | | | | | | | | |
| FLUIDS | [] | [] | _____ | | | | | | | | | | | | | | | | | | | | |
| OIL | [] | [] | _____ | | | | | | | | | | | | | | | | | | | | |
| TAX | [] | [] | _____ | | | | | | | | | | | | | | | | | | | | |
| <input type="checkbox"/> Filter _____ <input type="checkbox"/> Oil _____ <input type="checkbox"/> Fluids _____ | | | INSURANCE PAYS _____ | | | | | | | | | | | | | | | | | | | | |

Copyright © 1998 The Reynolds and Reynolds Company EFAJTW014E G0512832 Q (9/03)

Radio

Case

| | | | | | |
|-----------------------|-----|-----------|--------|-----------------|-----|
| REPAIR LABOR SALES | 1.1 | TECH. NO. | 184 | ON | NO |
| FLAT RATE | | R.O. NO. | 154237 | ELAPSED TIME | 3.9 |
| | | | | OFF | |

481 cd stick into
the radio

Radio cd player
not working prop
internally fault

installed new
cd player
working prop
after done



M.K. SMITH CHEVROLET

12845 CENTRAL AVE. • CHINO, CALIFORNIA 91710

(909) 628-8961

90 DAYS SAME AS CASH

GM GOODWRENCH CREDIT CARDS AVAILABLE
ASK YOUR SERVICE ADVISOR FOR DETAILS



BAR # AA003974
CAD # 981984588



RECOMMENDED SERVICES

| OPERATION | OPERATION DESCRIPTION | MO/MI | TOTAL | OPERATION | OPERATION DESCRIPTION | MO/MI | TOTAL |
|-----------|-----------------------|-------|-------|-----------|-----------------------|-------|-------|
| | | | | | | | |

SERVICE HISTORY

| DATE | REPAIR ORDER | MILEAGE | ADVISOR | TECHNICIAN | TYPE | OPERATION | OPERATION DESCRIPTION |
|----------|--------------|---------|---------|--------------------|-------------|-----------------------------|-----------------------------------|
| 09/13/04 | 123015 | 10 | 62 | 313 233 178. | I I I | 17CVZ01 17CVZ02 14CVZ | SERVICE PDI SECURITY DETAIL |

SALESPERSON NO. 306 ERIC C MCCOY SERVICE STATE REG# 0

TERMS: CASH ☐ CREDIT CARD ☐ CHECK ☐ (PRIOR APPROVAL) ☐ OTHER ☐

VEHICLE I.D. NO. 1G1ZT64855E YEAR/MAKE/MODEL 05/CHEVROLET/MALIBU/SP15 MAXX

PRODUCTION DATE 15125 STOCK NO. 15125 LICENSE NO. 45842

DELIVERY DATE 09/30/05 DELIVERY MILES 68 SELLING DEALER NO. 10/03/05

CUSTOMER NO. 77021 CMPP CONTRACT NO. 09/30/10 EXPIRATION DATE 09/30/10 EXPIRATION MILES 75,068 TAG NO. 3297

COLOR GLXY SILVER/ TURBO M/MC AIR COND. P. S. TRANS MILEAGE 98 81 ADVISOR NO. 75,068

CALL WHEN READY ☐ YES ☐ NO CHINO, CA

SAVE REMOVED PARTS FOR CUSTOMER ☐ YES ☐ NO

APPOINTMENT ☐ Yes ☐ No

TIME RECEIVED 08:49am DATE/TIME PROMISED 10/03/05 07:30pm PRIORITY 4

ORIGINAL ESTIMATE \$ HAZARDOUS WASTE FEE \$ EST. \$ REVISED \$ DATE TIME PHONE AUTH. BY

QUAL ESTIMATE \$ REVISED REASON REVISED REASON DRIVER'S LICENSE

BY LAW YOU MAY CHOOSE ANOTHER LICENSED SMOG CHECK FACILITY TO PERFORM ANY NEEDED REPAIRS OR ADJUSTMENTS WHICH THE SMOG CHECK TEST INDICATES ARE NECESSARY. M.K. SMITH CHEVROLET IS NOT RESPONSIBLE FOR LOSS OR DAMAGE DUE TO THEFT, FIRE, OR VANDALISM. I hereby authorize the repair work to be done along with the necessary material, and hereby grant your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing, and/or inspections, and/or subject repairs. Subject to conditions on reverse side of this contract. PLEASE READ REVERSE SIDE. ESTIMATES DO NOT INCLUDE SALES TAX.

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

JOB

ORIGINAL CUSTOMER ESTIMATE: TOTAL

1 W 08CVZ NEW CAR DEPARTMENT
CUST STATES SCRATCHES ALL OVER CAR BUFF OUT PER STEVE LEMOS.

2 W 04CVZ 15-A
CUST STATES PASS-SIDE HEAD LIGHT HAS SCRATCHES ON IT.
ORDER PER STEVE LEMOS. ordered head lamps

3 W 04CVZ011 15-A MISC
CUST STATES DRIVER SIDE HEAD LIGHT HAS SCRATCHES ON IT
ORDER PER STEVE LEMOS. ordered head lamp

4 W 04CVZ012 15-A MISC
CUST STATES CD PLAYER INOP. unable to duplicate even plays non label cds

5 W 07CVZ WAR PARTS PROGRAM
***** WARRANTY PARTS EXPEDITING PROGRAM OUTSIDE PARTS *****

6 W 10CVZ16 SHUTTLE 2 WAY
SHUTTLE RIDE TO AND FROM

7. CUST States Headliner coming apart
on Driver side see Chuck
reinstalled seal on
floor

ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED X = "REBUILT PARTS"
SEE LAST DIGIT OF PARTS NUMBER FOR X.

TEARDOWN ESTIMATE: I understand that my vehicle will be reassembled within _____ days of the date shown above if I choose not to authorize the service recommended.

AUTHORIZED BY _____ DATE _____ TIME _____ PHONE # _____

PRIOR BODY DAMAGE

DEDUC. \$ _____ FAC. \$ _____ INS. \$ _____

INSURANCE CLAIM REPORT

COMPANY _____ ADDRESS _____ CITY STATE _____ ZIP CODE _____ PHONE _____ CLAIM # _____ AUTHORIZATION # _____ AUTHORIZED BY _____ DATE & TIME _____ CUSTOMER _____ RO # _____ JOB # _____ ADVISOR _____

CUSTOMER PAYS YES NO AMOUNT

DEDUCTIBLE [] [] _____

FLUIDS [] [] _____

OIL [] [] _____

TAX [] [] _____

INSURANCE PAYS _____

M.K. SMITH CHEVROLET

12845 CENTRAL AVE. • CHINO, CALIFORNIA 91710

(909) 628-8961

90 DAYS SAME AS CASH

GM GOODWRENCH CREDIT CARDS AVAILABLE
ASK YOUR SERVICE ADVISOR FOR DETAILS



BAR # AA003976N
CAD # 981884586



RECOMMENDED SERVICES

| OPERATION | OPERATION DESCRIPTION | MO/MI | TOTAL | OPERATION | OPERATION DESCRIPTION | MO/MI | TOTAL |
|-----------|-----------------------|-------|-------|-----------|-----------------------|-------|-------|
| | | | | | | | |

SERVICE HISTORY

| DATE | REPAIR ORDER | MILEAGE | ADVISOR | TECHNICIAN | TYPE | OPERATION | OPERATION DESCRIPTION |
|----------|--------------|---------|---------|------------|------|-----------|-----------------------|
| 10/03/05 | 145842 | 98 | 81 | 131 | W | 08CVZ | NEW CAR DEPARTMENT |
| | | | | 481 | W | 04CVZ | 15-A |
| | | | | 481 | W | 04CVZ011 | 15-A MISC |
| | | | | 481 | W | 04CVZ012 | 15-A MISC |
| | | | | 131 | W | 07CVZ | WAR PARTS PROGRAM |
| | | | | 131 | W | 10CVZ16 | SHUTTLE 2 WAY |

SALESPERSON NO. 306 ERIC C MCCOY S E R V I C E STATE REG# 0

TERMS: CASH ☐ CREDIT CARD ☐ CHECK ☐ (PRIOR APPROVAL) ☐ OTHER ☐

VEHICLE I.D. NO. 1G1ZT64855F YEAR/MAKE/MODEL 05/CHEVROLET/MALIBU/SD LS MAXX

CUSTOMER NO. 77021 CMPP SERVICE CONTRACT DELIVERY DATE 09/30/05 DELIVERY MILES 68

COLOR GLXY SILVER/ CONTRACT NO. 09/30/10 EXPIRATION DATE 09/30/10 EXPIRATION MILES 75,068

CHINO, CA TURBO M/MC AIR COND. R.S. TRANS MILEAGE 231 ADVISOR NO. 81 ADVISOR CHARLES CUNNINGHAM

CALL WHEN READY ☐ YES ☐ NO

SAVE REMOVED PARTS FOR CUSTOMER ☐ YES ☐ NO

APPOINTMENT ☒ Yes ☐ No

TIME RECEIVED 11:03am DATE/TIME PROMISED 10/07/05 03:00pm PRIORITY 4

ORIGINAL ESTIMATE \$1100.00 REVISED ESTIMATE \$1100.00

HAZARDOUS WASTE FEE \$0.00

TOTAL ESTIMATE \$1100.00

THIS ESTIMATE IS BASED ON OUR INSPECTION AND DOES NOT COVER ANY ADDITIONAL PARTS AND LABOR WHICH MAY BE REQUIRED AFTER THE WORK HAS BEEN COMPLETED. OUR LABOR RATE IS BASED ON A FLAT RATE HOUR.

BY LAW YOU MAY CHOOSE ANOTHER LICENSED SMOG CHECK FACILITY TO PERFORM ANY NEEDED REPAIRS OR ADJUSTMENTS WHICH THE SMOG CHECK TEST INDICATES ARE NECESSARY. (A K. SMITH CHEVROLET IS NOT RESPONSIBLE FOR LOSS OR DAMAGE DUE TO THEFT, FIRE, OR VANDALISM. I hereby authorize the repair work to be done along with the necessary material, and hereby grant your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing, and/or inspections, and/or subtle repairs. Subject to conditions on reverse side of this contract. PLEASE READ REVERSE SIDE. ESTIMATES DO NOT INCLUDE SALES TAX.

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

ORIGINAL CUSTOMER ESTIMATE: TOTAL \$1100.00

1. W * 07CVZ WAR PARTS PROGRAM
***** WARRANTY PARTS EXPEDITING PROGRAM OUTSIDE PARTS *****

2. W 02CVZ TUNE DEPT
CUST STATES HAD TO JUMP START VEHICLE AND WHEN OPENING DOOR IT SHOCKS YOU.

3. W * 04CVZ 15-A
CUST STATES VEHICLE WONT START WITH REMOTE SEE CHUCK.

4. W * 10CVZ06 WARR COURT RENTAL 1 Day per Bryan
***** COURTESY TRANSPORTATION *****
REQUIRES SERVICE MANAGERS APPROVAL.....DATE.....TIME

5. 04 Cust states Both Head Light scratched sop is in per Steve Lemay
INSTALLED NEW HEADLAMPS

6. 02CVZ Cust state A/C not as cold as before
NEED BY 1200 SAT per Bryan

ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED X = REBUILT PARTS
SEE LAST DIGIT OF PARTS NUMBER FOR X

TEARDOWN ESTIMATE: I understand that my vehicle will be reassembled within _____ days of the date shown above if I choose not to authorize the service recommended.

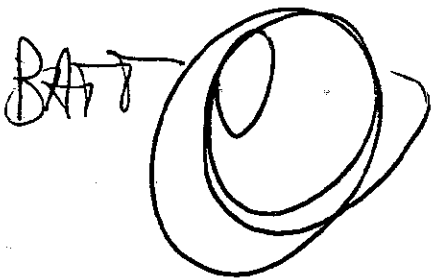
AUTHORIZED BY _____

DATE _____ TIME _____ PHONE # _____

DEDUC. \$ _____ FAC. \$ _____ INS. \$ _____

INSURANCE CLAIM REPORT
COMPANY _____
ADDRESS _____
CITY STATE _____
ZIP CODE _____
PHONE _____
CLAIM # _____
AUTHORIZATION # _____
AUTHORIZED BY _____
DATE & TIME _____
CUSTOMER _____
RO # _____
JOB # _____
ADVISOR _____

CUSTOMER PAYS YES NO AMOUNT
DEDUCTIBLE [] [] _____
FLUIDS [] [] _____
OIL [] [] _____
TAX [] [] _____
INSURANCE PAYS _____



| | | | | |
|--------------|---|-----------|--------|--------------|
| REPAIR SALES | 5 | TECH. NO. | 09 | NO |
| FLAT RATE | | R.O. NO. | 146170 | ELAPSED TIME |
| | | | | OFF |
| | | | | ON |

~~60~~
NO START

~~60~~
REM. START
FNOP.

Ch A/c not
as cold

Ch A/c Performance
test

TESTED BATTERY, ONLY
9CCA AVAILABLE FROM
525CCA.
IN-071R1-RL
OUT-021RB-RL

INSTALLED NEW
BATTERY.

COULD NOT DUPLICATE
CONCERN, REMOTE
START FUNCTION
OPERATING PROPERLY
AT THIS TIME

A/c blowing
58° & Normal
pressures

| | | | | | | | | | | |
|--------------|----|-----------|-----|-----------|----|----------|--------|--------------|-----|-------|
| REPAIR SALES | 21 | FLAT RATE | 0.5 | TECH. NO. | 60 | R.O. NO. | 146170 | ELAPSED TIME | OFF | ON |
| | | | | | | | | | | 10.07 |

DCI 7 P1 27
DCI 7 P1 27
DCI 7 P1 27



M.K. SMITH CHEVROLET

12845 CENTRAL AVE. • CHINO, CALIFORNIA 91710

(909) 628-8961

90 DAYS SAME AS CASH

GM GOODWRENCH CREDIT CARDS AVAILABLE
ASK YOUR SERVICE ADVISOR FOR DETAILS



BAR # AA003974
CAD # 981984586

RECOMMENDED SERVICES

| OPERATION | OPERATION DESCRIPTION | MO/MI | TOTAL | OPERATION | OPERATION DESCRIPTION | MO/MI | TOTAL |
|-----------|-----------------------|-------|-------|-----------|-----------------------|-------|-------|
| | | | | | | | |

SERVICE HISTORY

| DATE | REPAIR ORDER | MILEAGE | ADVISOR | TECHNICIAN | TYPE | OPERATION | OPERATION DESCRIPTION |
|----------|--------------|---------|---------|-------------------------------------|----------------------------|--|---|
| 10/07/05 | 146170 | 231 | 81 | 131 60 60 131 60 144 | W W W W I W | 07CVZ 02CVZ 04CVZ 10CVZ06 04CVZ012 02CVZ011 | WAR PARTS PROGRAM TUNE DEPT 15-A WARR COURT RENTAL 15-A MISC MISC TUNE |

SALESPERSON NO. 306

S E R V I C E

STATE REG# 0

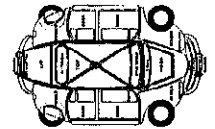
| | | | | | | |
|--|--|--|---|--|--|---------------------------------------|
| TERMS CASH <input type="checkbox"/> CREDIT CARD <input type="checkbox"/> CHECK <input type="checkbox"/> (PRIOR APPROVAL) OTHER <input type="checkbox"/> | VEHICLE I.D. NO. 1G1ZT64855F | YEAR/MAKE/MODEL 05/CHEVROLET/MALIBU/SP IS MAXX | PRODUCTION DATE 15125 | STOCK NO. 153305 | LICENSE NO. 153305 | R.O. NO. 153305 |
| CALL WHEN READY <input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> | CHINO, CA | CUSTOMER NO. 77021 | SERVICE CONTRACT CMPP | DELIVERY DATE 09/30/05 | DELIVERY MILES 68 | SELLING DEALER NO. 02/16/06 |
| SAVE REMOVED PARTS FOR CUSTOMER <input type="checkbox"/> YES <input type="checkbox"/> NO | RESIDENCE PHONE 07:36am 02/16/06 06:00pm 5 | BUSINESS PHONE 06:00pm 5 | ORIGINAL ESTIMATE \$ HAZARDOUS WASTE FEE \$ TOTAL ESTIMATE \$ | REVISED EST. \$ REVISED EST. \$ REVISED REASON | DATE TIME DATE TIME REVISED REASON | EXPIRATION DATE 09/30/10 |
| APPOINTMENT <input type="checkbox"/> Yes <input type="checkbox"/> No | JOB | | BY LAW YOU MAY CHOOSE ANOTHER LICENSED SMOG CHECK FACILITY TO PERFORM ANY NEEDED REPAIRS OR ADJUSTMENTS WHICH THE SMOG CHECK TEST INDICATES ARE NECESSARY. M.K. SMITH CHEVROLET IS NOT RESPONSIBLE FOR LOSS OR DAMAGE DUE TO THEFT, FIRE, OR VANDALISM. I hereby authorize the repair work to be done along with the necessary material, and hereby grant your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing, and/or inspections, and/or other repairs. Subject to conditions on reverse side of this contract. PLEASE READ REVERSE SIDE. ESTIMATES DO NOT INCLUDE SALES TAX. | | TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE | |

ORIGINAL CUSTOMER ESTIMATE TOTAL

ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED X = REBUILT PARTS

SEE LAST DIGIT OF PARTS NUMBER FOR X
TEARDOWN ESTIMATE: I understand that my vehicle will be reassembled within _____ days of the date shown above if I choose not to authorize the service recommended.

PRIOR BODY DAMAGE



AUTHORIZED BY

DATE TIME PHONE #

DEDUC. \$ _____ FAC. \$ _____ INS. \$ _____

INSURANCE CLAIM REPORT

COMPANY _____

ADDRESS _____

PARTS REQUISITION

Customer _____ R.O. No. **153305**

Entered on R.O. _____ Date _____

| QTY. | PART NUMBER | DESCRIPTION | BIN LOC. | LIST PRICE | COST |
|------|-------------|-------------|----------|------------|------|
| 1 | 15393374 | cd player | 1 | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |

| IS | NO | AMOUNT |
|----|----|--------|
| | | |
| | | |
| | | |
| | | |
| | | |

153305

| | | | | |
|-----------------------|--------------|--------------------|-----------------|----------|
| REPAIR LABOR SALES | FLAT RATE | R.O. NO. 153305 | ELAPSED TIME | OFF 5 |
| .2 | | TECH. NO. 481 | | 2.17 |
| | | | | ON |



M.K. SMITH CHEVROLET

12845 CENTRAL AVE. • CHINO, CALIFORNIA 91710

(909) 628-8961

90 DAYS SAME AS CASH

GM GOODWRENCH CREDIT CARDS AVAILABLE
ASK YOUR SERVICE ADVISOR FOR DETAILS



BAR # AA003970
CAD # 981984586



RECOMMENDED SERVICES

| OPERATION | OPERATION DESCRIPTION | MO/MI | TOTAL | OPERATION | OPERATION DESCRIPTION | MO/MI | TOTAL |
|-----------|-----------------------|-------|-------|-----------|-----------------------|-------|-------|
| | | | | | | | |

SERVICE HISTORY

| DATE | REPAIR ORDER | MILEAGE | ADVISOR | TECHNICIAN | TYPE | OPERATION | OPERATION DESCRIPTION |
|----------|--------------|---------|---------|-------------------------------------|----------------------------|--|---|
| 10/07/05 | 146170 | 231 | 81 | 131 60 60 131 60 144 | W W W W I W | 07CVZ 02CVZ 04CVZ 10CVZ06 04CVZ012 02CVZ011 | WAR PARTS PROGRAM TUNE DEPT 15-A WARR COURT RENTAL 15-A MISC MISC TUNE |

SALESPERSON NO. 306

S E R V I C E

STATE REG# 0

| | | | | | | |
|---|--|--|---------------------------------|------------------------------------|------------------------------------|---------------------------------------|
| TERMS CASH <input type="checkbox"/> CREDIT CARD <input type="checkbox"/> CHECK <input type="checkbox"/> PRIOR APPROVAL <input type="checkbox"/> OTHER <input type="checkbox"/> | VEHICLE I.D. NO. 1G1ZT64855F | YEAR/MAKE/MODEL 05/CHEVROLET/MALIBU/SD IS MAXX | PRODUCTION DATE 15125 | STOCK NO. 153304 | LICENSE NO. 153304 | R. O. NO. 153304 |
| CALL WHEN READY <input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> | CHINO, CA | CUSTOMER NO. 77021 | SERVICE CONTRACT GMPP | DELIVERY DATE 09/30/05 | DELIVERY MILES 68 | SELLING DEALER NO. 02/16/06 |
| SAVE REMOVED PARTS FOR CUSTOMER <input type="checkbox"/> YES <input type="checkbox"/> NO | RESIDENCE PHONE [REDACTED] | BUSINESS PHONE [REDACTED] | COLOR GLXY SILVER/ | CONTRACT NO. 4418 | EXPIRATION DATE 09/30/10 | EXPIRATION MILES 75,068 |
| APPOINTMENT <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | TIME RECEIVED 07:34am | DATE/TIME PROMISED 02/16/06 06:00pm | PRIORITY 5 | ORIGINAL ESTIMATE \$ [REDACTED] | REVISED EST. \$ [REDACTED] | DATE [REDACTED] TIME [REDACTED] |
| HAZARDOUS WASTE FEE \$ [REDACTED] | | | REVISED EST. \$ [REDACTED] | | | DATE [REDACTED] TIME [REDACTED] |
| TOTAL ESTIMATE \$ [REDACTED] | | | REVISED REASON [REDACTED] | | | REVISED REASON [REDACTED] |
| APPOINTMENT <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | | | DRIVER'S LICENSE [REDACTED] | | | AUTH. BY [REDACTED] |

| | | | |
|--|--|---|--|
| ORIGINAL CUSTOMER ESTIMATE: TOTAL [REDACTED] 80.00 | | ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED X = *REBUILT PARTS SEE LAST DIGIT OF PARTS NUMBER FOR X. | |
| 1 C 15CVZ PERFORM LOF | | TEARDOWN ESTIMATE: I understand that my vehicle will be reassembled within _____ days of the date shown above. If I choose not to authorize the service recommended. | |
| LUBE, OIL & FILTER ✓ 3 DONE | | PRIOR BODY DAMAGE | |
| 22c: fuel/Dryer. | | AUTHORIZED BY [REDACTED] | |
| 7F47 | | DATE [REDACTED] TIME [REDACTED] PHONE # [REDACTED] | |
| 4/20/05 | | DEDUC. \$ _____ FAC. \$ _____ INS. \$ _____ | |
| 10/30 | | INSURANCE CLAIM REPORT | |
| Filter | | COMPANY _____ | |
| Oil | | ADDRESS _____ | |
| Fluids | | CITY STATE _____ | |
| TECH COPY | | ZIP CODE _____ | |
| PAGE 1 OF 1 | | PHONE _____ | |
| NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK. | | CLAIM # _____ | |
| P. 11 | | AUTHORIZATION # _____ | |
| TO: 186644321686 | | AUTHORIZED BY _____ | |
| JAN-10-2007 05:26P FROM: | | DATE & TIME _____ | |
| | | CUSTOMER _____ | |
| | | RO # _____ | |
| | | JOB # _____ | |
| | | ADVISOR _____ | |
| | | CUSTOMER PAYS YES NO AMOUNT | |
| | | DEDUCTIBLE [] [] _____ | |
| | | FLUIDS [] [] _____ | |
| | | OIL [] [] _____ | |
| | | TAX [] [] _____ | |
| | | INSURANCE PAYS _____ | |

| | | | | |
|-----------------------|--------------|----------|-----------------|------|
| REPAIR LABOR SALES | FLAT RATE | RO NO | ELAPSED TIME | OFF |
| 3 | | 153304 | | 2/16 |
| | | TECH NO. | ON | 1200 |
| | | 214 | | |

M.K. SMITH CHEVROLET

12845 CENTRAL AVE. • CHINO, CALIFORNIA 91710
(909) 628-8961

BAR # AA003976N
CAD # 981984586

RECOMMENDED SERVICES

| OPERATION | OPERATION DESCRIPTION | MO/MI | TOTAL | OPERATION | OPERATION DESCRIPTION | MO/MI | TOTAL |
|--------------------|--|----------|------------------|-----------|-----------------------|-------|--------|
| 06CVZ01 05CVZ28 | SERVICE TRANSMISSION DIFFERENTIAL SERVICE | MI MI | 175.00 125.00 | 05CVZ27 | MANUAL TRANS FLUSH | MO | 100.00 |

SERVICE HISTORY

| DATE | REPAIR ORDER | MILEAGE | ADVISOR | TECHNICIAN | TYPE | OPERATION | OPERATION DESCRIPTION |
|----------|--------------|---------|---------|------------|------|-----------|-----------------------|
| 10/19/06 | 165891 | 16083 | 32 | 487 | W | 03CVZ | BRAKE/FT END |
| | | | | 131 | W | 07CVZ | WAR PARTS PROGRAM |
| | | | | 131 | W | 10CVZ16 | SHUTTLE 2 WAY |
| | | | | 131 | W | 10CVZ06 | WARR COURT RENTAL |
| 10/19/06 | 165892 | 16083 | 32 | 171 | C | 15CVZ | LUBE, OIL & FILTER |
| 08/28/06 | 163260 | 12443 | 150 | 295 | C | 15CVZ | LUBE, OIL & FILTER |

SALESPERSON NO. 306

S E R V I C E

STATE REG# 0

| | | | | | | |
|--|--|--|---------------------------------|----------------------------------|------------------------------|-------------------------------|
| TERMS CASH <input type="checkbox"/> CREDIT CARD <input type="checkbox"/> CHECK <input type="checkbox"/> (PRIOR APPROVAL) OTHER <input type="checkbox"/> | VEHICLE I.D. NO. 1G1ZT64855F | YEAR/MAKE/MODEL 05/CHEVROLET/MALIBU/SD LS MAXX | PRODUCTION DATE 15125 | STOCK NO. 15125 | LICENSE NO. 169584 | R. O. NO. 169584 |
| CALL WHEN READY <input type="checkbox"/> YES <input type="checkbox"/> NO | CHINO, CA | CUSTOMER NO. 77021 | SERVICE CONTRACT GMPP | DELIVERY DATE 09/30/05 | DELIVERY MILES 68 | R. O. DATE 12/30/06 |
| SAVE REMOVED PARTS FOR CUSTOMER <input type="checkbox"/> YES <input type="checkbox"/> NO | RESIDENCE PHONE [REDACTED] | BUSINESS PHONE [REDACTED] | ORIGINAL ESTIMATE [REDACTED] | REVISOR [REDACTED] | DATE [REDACTED] | TIME [REDACTED] |
| APPOINTMENT <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | TIME RECEIVED 09:49am | DATE/TIME PROMISED 12/30/06 04:00pm | PRIORITY 4 | TOTAL ESTIMATE [REDACTED] | EST. \$ [REDACTED] | REVISED REASON [REDACTED] |

ORIGINAL, CUSTOMER, ESTIMATE: TOTAL

1 W 02CVZ TUNE DEPT
CHECK WHEN A/C OR HEATER ON AND TURNING OFF AIR STILL COMES OUT OF VENTS AS IF THOUGH STILL ON.

2 W 04CVZ 15-A
CHECK TURN SIGNAL LEFT SIDE INOP

3 W 04CVZ01 ELECTRICAL
CHECK BRAKE LITES INOP

4 W 03CVZ BRAKE/FT END
CHECK WHEN DRIVING AND TURNING STEERING WHEEL HAS A GRINDING NOISE 3RD TIME IN SEE HISTORY.

5 W 07CVZ WAR PARTS PROGRAM
***** WARRANTY PARTS EXPEDITING PROGRAM OUTSIDE PARTS *****

6 W 10CVZ06 WARR COURT RENTAL
***** COURTESY TRANSPORTATION *****
REQUIRES SERVICE MANAGERS APPROVAL.....DATE.....TIME

INSURANCE CLAIM REPORT
COMPANY
ADDRESS
CITY STATE
ZIP CODE
PHONE
CLAIM #
AUTHORIZATION #
AUTHORIZED BY **1869323**
DATE & TIME
CUSTOMER
RO #
JOB #
ADVISOR
CUSTOMER PAYS YES NO AMOUNT
DEDUCTIBLE [] []
FLUIDS [] []
OIL [] []
TAX [] []
INSURANCE PAYS **169584**

487

3 P2:22

3 P2:0

| | | | | | | |
|--------|-------------|-----------|----------|-----------|--------------|------|
| REPAIR | LABOR SALES | FLAT RATE | R.O. NO. | TECH. NO. | ELAPSED TIME | ON |
| 2 | | | 169584 | 487 | | 1.10 |
| OFF | 2 | | | | | |

| | | | | | | |
|--------|-------------|-----------|----------|-----------|--------------|------|
| REPAIR | LABOR SALES | FLAT RATE | R.O. NO. | TECH. NO. | ELAPSED TIME | ON |
| 3 | | | 169584 | 481 | | 1.10 |
| OFF | 5 | | | | | |

| | | | | | | |
|--------|-------------|-----------|----------|-----------|--------------|------|
| REPAIR | LABOR SALES | FLAT RATE | R.O. NO. | TECH. NO. | ELAPSED TIME | ON |
| 5 | | | 169584 | 110 | | 1.10 |
| OFF | 4 | | | | | |

Ch when Heater & A/C ON & turning off air still comes out vent

Ch. A/C system normal condition of vehicle

If cust doesn't want air to come through vents you have to push recirc every time

481 turn signal (wop)

110 grinding noise when turning

4 GRIND IN FRT. END

turn signal socket burned

Intermediates shaft Intermediate shaft BIND & DRY noisy

replaced left socket and bulb working properly after done

Replaced shaft

per TAC use Bulletin 060232007
ck Components & Remove I shaft position & exercise AS needed time run
(some road noise normal) one Bumps

JAN 3 P3 56

JAN 3 P4 21

| | | | | |
|-----------------------|--------------|--------------------|-----------------|--------|
| REPAIR LABOR SALES | FLAT RATE | R.O. NO. K63260 | ELAPSED TIME | OFF |
| | .3 | TECH. NO. 295 | | 8.28 |
| | | | | ON Due |

**GMC****HUMMER****General Motors Business Resource Center****FAX****To: Henry Starling**

Company:

Fax: 18664321686

Phone:

From: Henry Starling

Fax: 866-432-1686

Phone: 1-866-790-5700-21220

E-mail:

cc:

NOTES:

AUTO 10/02/2006 TO 10/02/2007 11

REGISTRATION VALID FROM

VEHICLE IDENTIFICATION NUMBER
1G1ZT64855F

BODY TYPE MODEL
SD

DATE ISSUED
10/11/2006

DATE FIRST SOLD
00/00/2005

CLASS
CHEV EV

MAKE
2005

TYPE VEH. MP AX WD UNLADEN WT GVW TOTAL FEES PAID

120 6 \$184 3600

CHINO CA

GMAC
PO BX 8129
COCKEYSVILLE

MD

STATE OF CALIFORNIA
DEPARTMENT OF MOTOR VEHICLES
VALIDATED REGISTRATION CARD
READ REVERSE SIDE - IMPORTANT INSTRUCTIONS

21030
141100220065033

R0040
L0122

K

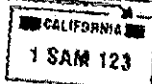
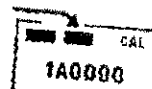
TO REMOVE THE STICKER
FROM THE BACKING,
BEND STICKER AT SLIT AND PEEL SLOWLY.

INSTRUCTIONS FOR
APPLYING STICKER TO LICENSE PLATE

1. CLEAN SURFACE THOROUGHLY. SCRAPE OFF ACCUMULATED STICKERS (STICKER WILL NOT STICK IF WET OR DIRTY).
2. PUT STICKER ON REAR LICENSE PLATE AS SHOWN BELOW:

MOTORCYCLES:
Right Half of This Wall

ALL OTHERS:
In Top Right Corner



EXCEPT:
Truck Tractors And Commercial Vehicles With
A Declared Gross Vehicle Weight of 10,001 lbs.
or More—Must Apply Sticker To Front Plate

Customer Claim Form

Contact Date: 01/05/07

Start Date: 01/05/07

Case Number: CHV0730539

Have you contacted the mfr regarding your claim? ☒ YES ☐ NOHave you previously filed a claim on this vehicle with the BBB or another dispute resolution provider? ☐ YES ☒ NO

If yes, name of provider: _____ Date: _____ Case Number: _____

Titled Owner(s) Name&Address

CHINO, CA

Day Phone: _____

Evening Phone: _____

Cell Phone: _____

Fax Number: _____

E-mail Address: _____

Customer Contact Info: _____

Vehicle Information**Name(s) of individual(s) or business that appear on vehicle title:** _____Vehicle Use: ☒ Personal ☐ Business ☐ Both

Percentage of time vehicle used for business purposes: _____

Transmission Type: Automatic

Number of vehicles registered in California by vehicle owner/lessee: _____

Make: Chevrolet

Model: Malibu Max

Model Year: 2005

Current Mileage: 20400

Vehicle Identification Number: 1G1ZT64855F _____

Servicing Dealer/City/State : M K SMITH CHEVROLET,

Selling Dealer/City/State : M K SMITH CHEVROLET, CHINO, CA

Insurance Carrier : State Farm

Policy Number: _____

Has vehicle been in an accident/had body damage? Yes ___ No X Date of accident: _____

Description of Damage : _____

Purchase/Lease Information (Complete left side if vehicle was purchased or right side if vehicle was leased)

Purchase Date: 09/30/05 Mileage at purchase: _____

Lease Date: _____ Mileage at lease: _____

Purchased As : ☒ New ☐ Used ☐ DemoLeased As : ☐ New ☐ Used ☐ Demo

Is the vehicle in your possession? yes

Is the vehicle in your possession? _____

Lienholder's Name: GMAC

Leasing Company's Name: _____

Address: PO Box 3100

Address: _____

City/St/Zip: Midland TX 79702

City/St/Zip: _____

Phone: (800) - 200-4659

Phone: _____

Lienholder Acct #: _____

Leasing Company's Acct #: _____

Customer's Desired Outcome (Describe what you want done to resolve your concern)

Customer wants the manufacturer to buy the vehicle back & refund her money.

Repurchase of the vehicle and credit for what I have paid on the car.

Signature of Titled Owner(s): _____

Date

1/12/07

I am submitting this dispute for resolution in the BBB AUTO LINE program, and I agree to arbitrate the dispute under BBB AUTO LINE Arbitration Rules.

Return the Form to: BBB AUTO LINE, 4200 Wilson Blvd., Suite 800, Arlington Va, 22203-1838

Customer Name: [REDACTED]

Case Number: CHV0730539

First Repair Attempt (any reported problem)

Date: 10/03/05 Mileage: 231

Last Repair Attempt (last reported problem)

Date: Mileage:

Total Days out of Service: _____

| Problems -- describe each symptom (List primary problem first) | Current? (Yes or No) | Servicing Dealer(s) | Repair Date | Mileage on Date | Days Out of Service |
|---|-------------------------|--|-------------|-----------------|---------------------|
| 1. Grinding, squeaking noise in the steering column | yes | MK Smith Chevrolet | 5/3/06 | 8677 | 3 days |
| | | MK Smith Chevrolet | 10/19/06 | 16083 | 6 days |
| | | MK Smith Chevrolet | 12/30/06 | 20448 | 7 days |
| | | | | | |
| 2. Battery did not work | no | MK Smith Chevrolet | 10/7/05 | 231 | 1 day 10/7/05 |
| | | | | | |
| | | | | | |
| | | | | | |
| 3. Remote starter did not work | no | MK Smith Chevrolet | 10/7/05 | 231 | 1 day 10/7/05 |
| | | | | | |
| | | | | | |
| | | | | | |
| 4. scratches all over car scratches on headlights | no | MK Smith Chevrolet | 10/5/05 | 98 | 1 day |
| | | MK Smith Chevrolet (parts received) | 10/7/05 | 231 | 1 day |
| | | | | | |
| | | | | | |
| 5. CD player inoperable the CD player was eventually replaced by MK Smith Chevrolet but it cannot find the music. | no | MK Smith Chevy | 10/5/05 | 98 | 1 day |
| | | | | | |
| | | | | | |
| | | | | | |

If you need additional space, please attach a separate sheet of paper following the above outline.

Customer
Name

Case # CH VC730539

| PROBLEMS | Current (Yes/ No) | Servicing Dealer | Repair date | Mileage | Days out of service. |
|---|-------------------------|---------------------|----------------|---------|-------------------------------|
| 6. AC Not blowing as cold as it used to AC making a buzzing sound when on (Not fixed). | yes | Mr Smith Chevrolet | 12/10/05 | 231 | 1 day |
| | | Mr Smith Chevrolet | 12/30/06 | 2400 | 7 days |
| 2. Turn signal left side inoperable | | Mr Smith Chevrolet | 12/30/06 | 2400 | 7 days |
| 3. Brake light malfunction sometimes do not work | no | Mr Smith Chevrolet | 12/30/06 | 2400 | 7 days |

**Case Number: 25850****Originator Name: Henry Starling****Created Date: 01/23/2007****Vehicle Info***** VIN:** 1G1ZT64855F [REDACTED] **MSRP:** 23455.0**Year:** 2005 **Make:** Chevrolet **Model:** Malibu*** TAC Number:** 060232007**Vehicle**
Comments Remove shaft, position and exercise as ne
& TAC dvm Joel Gorski locate shaft and replace.
Explanation:*** Date Reviewed**
with Customer : 01/17/2007*** Repurchase** 20400
Mileage:**Original**
Purchase 09/30/2005
Date:*** Original**
Purchase New
Condition:**Vehicle Owner(s)****Entity Type:** Person*** Name(s) on**
Title:*** Title State:** CA*** Primary**
Owner:*** Address:***** City:** Chino*** State:** CA*** ZIP**
Code: 91710*** Day Phone:****Evening**
Phone:**Cell**
Phone:**E-mail:****Fax Phone:****Repurchase***** Reason:** Customer has had multiple issues related to the steering of the vehicle.**UCC Codes**UCC 1 UCC 2 UCC 3 UCC 4 UCC 5
M0110**Vehicle Lien Holder****Type of**
Secured Interest: Standard Lien*** Company**
Name: GMAC**Account**
#: 06190**Contact or**
Attention:**Address:****City:****State:** AL**ZIP Code:***** Day Phone:** 800-200-4622**Fax:****E-**

mail/Web:**Original Selling Dealer***** Dealer Number:** 114580**Dealer Name:** M K SMITH
CHEVROLET**Region:** Dis
10*** Phone:** (909) 628-8961**Fax:** (909) 628-6637*** Contact Name:** Dennis Jackson*** Contact Title:** Gen. Mgr**E-mail:****Repurchasing Dealer: [Same as Selling Dealer]****Repair Dealer***** Contact Name:***** Contact Title:****Vehicle Location: [Same as Selling Dealer]****Transaction Details:****Siebel Request #:** 71-464124867*** Disposition:** Unselected Auction*** Transaction State:** CA*** Transaction Type:** Straight Repurchase*** Transaction Source:** ADR BBB Mediated**Replacement VIN:****MSRP:** 0.0**Repurchase***** Processing Instructions:** Per normal process**Disposition***** Disposition Instructions:** Per normal process**Transaction Details**

| Group | Responsible | Formula | Additional Explanation | Value |
|-----------------------|----------------|-------------------|------------------------|---------|
| Usage | Use Lemon Law | 8609/120000*19881 | Usage per Lemon Law | 1426.29 |
| Sales Tax | GM | NA | Sales Tax | 1621.77 |
| State/Gov Fees | GM | 197+45+8.75 | Fees | 250.75 |
| After Market Item(s) | Does Not Apply | NA | No Aftermarket Items | 0 |
| Negative Equity | Customer | 6134.43-6000.00 | Negative Equity | 134.43 |
| Over Allowance Amount | Customer | NA | Over Allowance | 0 |

[Print](#)[Close](#)

Revised 7/21/04

Overallowance/Incentives/Negative Equity Form (non-Florida)

Customer: [REDACTED]

Request #: 71-464124867

BBB#: CHV0730539

This form may be used to identify possible overallowance or negative equity and to determine any customer incentives which were paid, but may not be easily identifiable on a Bill of Sale.

You must determine the TRUE purchase price of a vehicle and identify any over allowance and/or incentives prior to arbitration or voluntary repurchase.

*** PLEASE NOTE: IF BALANCE OWED / LOAN CLOSEOUT AMOUNT IS HIGHER THAN ACV, THIS IS CONSIDERED NEGATIVE EQUITY!**

| | |
|---|-------------|
| Purchase Price (from dealer Bill of Sale before tax, tag, etc) | \$20,881.00 |
| MSRP (from BARS Invoice) <i>Note: If GMS price, use in place of MSRP price</i> | \$23,455.00 |
| Difference (If positive, look for Over Allowance) If no Trade in, have Dealer explain why customer paid more than MSRP. | \$-2,574.00 |

| | |
|---|------------|
| Trade Allowance (from dealer Bill of Sale) | \$6,000.00 |
| Actual Cash Value Statement | \$6,000.00 |
| Difference (if positive, this is the overallowance) | \$ |

| | |
|--|------------|
| Payoff or Lien amount from Bill of Sale <i>(If dealer added negative equity into contract, do not subtract)</i> | \$6,134.43 |
| Actual Cash Value Statement | \$6,000.00 |
| Difference (if positive, this is the negative equity) | \$134.43 |

| | |
|---|-------------|
| <u>If Over Allowance/Negative Equity and/or Incentives (not included in Purchase Price) are found, verify with Team Manager before submitting information to BBB</u> | |
| Purchase Price (from dealer Bill of Sale before tax, tag, etc.) | \$20,881.00 |
| Incentives not included in Purchase Price (from BARS) minus <i>(Do not include fuel fill credit or dealer incentives. GM Card Points must be included)</i> | \$1,000.00 |
| Overallowance and/or Negative Equity minus | \$134.43 |
| Actual price of Vehicle that should be presented to BBB for ATA | \$19,746.57 |

Revised 3/17/05

ADR REPURCHASE CHECKLIST**Effective date: 08/26/2004**

- ☒ Cover sheet denoting a **Request #** and whether the case is a Voluntary or Mandatory Repurchase with information completed (on front of file)
- ☒ PRA FORM (Voluntary Repurchase only)
- ☐ Both VINS on Trade Repurchase Or vehicle order number. Need order # or VIN on all cases except Mandates
- ☒ Invoice on original vehicle Socrates (Max Retriever)-old VIN & new VIN if a trade
- ☒ Incentive Acknowledgement Form
- ☒ Signed Bill of Sale on original vehicle
- ☒ Copy of the title or registration, if unobtainable, then copy of Title Need current registration in CA
- ☐ Agreement to Arbitrate
- ☐ Repair Orders (**KY and FL only**)
- ☐ Invoice for any conversion package (**if applicable**)
- ☐ Receipts for any after-market items (**if applicable**)
- ☒ BBB ruling/lemon law ruling and/or BBB settlement letter (**if applicable**)
- ☐ Signed customer acceptance of decision for Mandatory Repurchases
- ☒ Financial Institution information including: account #, phone # & Institution name
- ☒ Overallowance/Incentives/Negative Equity Form
- ☒ ACV on trade-in documented
- ☒ Copy of the Customer Claim Form (CCF) only on Mandates
- ☐ Applicable Attorney Information: Firm Name, Contact Person, Federal Tax I.D., Phone #

Voluntary Repurchase**BBB Case****Straight****COMPLIANCE DATE 03/18/07****ADR REQUEST NUMBER 71-464124867****CUSTOMER NAME** [REDACTED]**LAST SIX OF VIN** [REDACTED]**ADR CRM Henry Starling EXT. 21220****AVM Joel Gorski PHONE 80509/58733****DATE ACCEPTANCE RECEIVED 01/18/2007****NUMBER OF DAYS FOR COMPLIANCE 59****TEAM MANAGERS SIGNATURE** _____**ADR Exceptions that need to be paid i.e. over allowance and negative equity.****COMMENTS/REASON FOR EXCEPTION:****File will be returned without all information above completed.**

JAN-10-2007 05:08P FROM:
FAX SERVER

1/3/2007 3:43:50 PM

PAGE

TO:18664321686
2/002 FAX SERVER

P.1

**GMC**

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

01/05/2006

Brian Pfaff
M. K. SMITH CHEVROLET
12845 CENTRAL AVE
CHINO, CA 91710-4120

Re:

Siebel Request: 71-464124867
2005 Chevrolet Malibu MAXX
VIN # 1G1ZT64855F

Dear Mr. Pfaff:

This is a letter of notification regarding a Better Business Bureau case involving the above referenced customer.

In order to perform a case assessment, please provide me with copies of all dealer sales and service documents regarding this vehicle. 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,

Henry Starling
BRC Customer Relationship Manager
Ph# 800-231-1841, prompt # 9, prompt # 5, extension # 21220
FAX# 866-432-1686

JAN-10-2007 05:08P FROM:

TO:18664321686

P.2

Date 9-30-05 Salesman Eric Customer [REDACTED]
F&I Mgr. BQ Called in to LWAL Stock 15125
Rate 0 Months 600 Other _____ Phone _____
Buy Rate 1 Pts. _____ Approval # 132091970

Purchase Order

Credit Ap. Compl. ☒Down Paymt in ☒Insurance Ver. ☒Odometer Stmt. ☒9_Pack or P/A ☒Registration ☒Title ☒Sec. P.O.A. ☒Survey ☒Buyer's Guide ☒Follow Up ☒

Slips _____

Pay-Off To: Arrowhead Central C.U.Address: P.O. Box 735 San Bernardino CA 92402Pay-Off 6134 1/2 Good Till _____ Verif. By _____Acct. # [REDACTED]

Security System _____

Reserve 100Warranty 735

Other _____

Total 835

Notes

Send to
gumac

Time:

Date:

F&I

IN _____

OUT _____

SALES MGR.

IN _____

OUT _____

GSM

IN _____

OUT _____

DMV/CONTRACT

IN _____

OUT _____

JAN-10-2007 05:08P FROM:

TO:18664321686

P.3

SALES DESK CHECK SHEET

MICHAEL S ✓

STEVE T ✓

PURCHASE

LEASE

CHECK OUT

DELIVER

DATE

PRICE 20881RATE 0TERM 60LIC. 197DOWN 865.57TRADE EQUITY (134.43)CASH 0REBATE 1000TRADE ALLOWANCE 6000PAYMENT 388.04MAGIC WARRANTY 1395PAYOFF 6134.43 PERPAYOFF TO ARRAWHARDTRADE ACV 6000TRADE OAVUA —TRADE MILES 87874APPRAISAL SHEET ✓YR MAKE MODEL 99 TOYOTAVAN

CAP COST

MONEY FACTOR

TERM

LIC.

RES.

RES. %

START UP FEES

CAP RED.

DOWN

PAYMENT

MAGIC WARRANTY

TRADE ALLOWANCE

TRADE EQUITY

CASH

REBATE

PAYOFF PER

PAYOFF TO

TRADE ACV

TRADE OAVUA

TRADE MILES

APPRAISAL SHEET

YR MAKE MODEL

SALESPERSON ERICCUSTOMER [REDACTED]STOCK # 15125UNIT 05 MAR, BUDEAL # 77745DUE BILL NOWORK SHEET ✓CREDIT APP. ✓TRW ✓INS. INFO ✓REG. TITLE ✓DRIVER'S LIC. ✓NEW UNIT MILES 68ID# VERE. ✓TIRE CHAIN DIS. —PROGRAM CAR —AFTER MARKET FORM —LOWERED TRUCK FORM —SPANISH —INCENTIVE CODE GFP/OGVMANAGER'S SIGNATURE [Signature]

NOTES

COLLECT DOWN
PAYMENT

JAN-10-2007 05:08P FROM:

TO:18664321686

P.4

04

Contract RegistrationGMPP ☒ MRPMedium
Duty

GM Cert

MRP Cert

MRP LW

Vehicle Information

VEHICLE IDENTIFICATION NUMBER (must be 17 characters)

AGREEMENT PURCHASE DATE

1 G 1 7 T 6 4 8 5 5 F

0 9 / 3 0 / 0 5

YEAR

MAKE

MODEL

CURRENT ODOMETER

4 WHEEL DRIVE

2 0 0 5

CHEVROLET

MALIBU

5 8

Customer

FIRST NAME

M.I.

LAST NAME

FLEET

GM EMPLOYEE

NAME OF BUSINESS OR MUNICIPALITY

AREA CODE & PHONE NUMBER

MAILING ADDRESS (must include apt. or suite #, if applicable)

CITY

STATE

ZIP CODE

CHINO

CA

Dealer

The Agreement provider is authorized to charge my account for the cost of the Agreement(s) and my share of any subsequent cancellation(s).

DEALER NAME

DEALER CODE (Required)

PROMOTION CODE

H K SMITH CHEVROLET

ADDRESS

CITY

STATE

ZIP CODE

12845 CENTRAL

CHINO

CA

91710

Lienholder

GMAC

SPP

NAME

OR

OR

ADDRESS

CITY

STATE

ZIP CODE

LEASE

RETAIL

MAJOR GUARD

VALUE GUARD

BASIC GUARD

SMART PROTECTION

MD-PT+

MD-E&T

MD-BASIC

XX

XX

MECHANICAL TERM

THE TERM OF THIS AGREEMENT MAY INCLUDE ALL OR PART OF THE TERM OF THE NEW VEHICLE LIMITED WARRANTY IF STILL IN EFFECT.

Plan Coverage and Price

NEW ☒

The term of your Agreement will begin on the Agreement purchase date and odometer mileage at the Agreement purchase date. The term of your Agreement will end at the earlier of the time and mileage option you have selected. Your deductible is referenced below.

USED

The term of your Agreement will begin on the Agreement purchase date and odometer mileage at the Agreement purchase date. The term of your Agreement will end at the earlier of the time and mileage option you have selected. Your deductible is referenced below.

VEHICLE IN SERVICE DATE (In-Warranty vehicles) TERM-MO./MI. (IN 000'S)

DEDUCTIBLE (Required)

PRICE

0 9 / 3 0 / 0 5

6 0 / 7 5

\$0

\$50

\$100

☒ \$200

1, 3 9 5. 0 0

MAINTENANCE TERM The term of your Smart Care will begin on the Agreement purchase date and odometer mileage at the Agreement purchase date. The term of your Smart Care will end at the earlier of the time and mileage option you have selected. The term of your Goodwrench Care will be based on the specified number of services listed herein and performed within 4 years of the Agreement purchase date.

SMART CARE

TERM-MO./MI.
(IN 000'S)GOODWRENCH
CARE

OF SERVICES

/

, . 0 0

SURCHARGES &

BUSINESS

HUMMER

EMERGENCY

SNOWPLOW

TIRE ROAD HAZARD

OPTIONAL COVERAGE

(Select all that apply)

\$

0 0 0 0 0 0 0 0

By signing this, I agree to all the terms and conditions on this form. I acknowledge that purchase of this Agreement is not required in order to purchase or obtain financing for a motor vehicle. I understand that, upon acceptance of this registration, an Agreement will be mailed to the address indicated above.

SUBTOTAL \$ 1, 3 9 5. 0 0

TAX \$, .

TOTAL \$ 1, 3 9 5. 0 0

CUSTOMER SIGNATURE

DATE

09/30/2005

Reynolds and Reynolds TO ORDER: www.reynsource.com; 1-800-344-0996; fax 1-800-531-9055

JAN-10-2007 05:10P FROM:

TO:18664321686

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DATE 9/30/05

SOURCE Priv Customer

NAME

SALESPERSON

MGR.

ADDRESS

Chino CA

PHONE W ()

MILEAGE

V.I.N.

1G12TG4855F

LIC. NO.

STOCK NO.

NEW ☒

YEAR

MAKE

BODY STYLE

TAB. NO.

USED ☐DEMO. ☐

06

Chery

Melibu LS max

YR. EXP.

15125

TRADE-IN INFORMATION

YEAR

MAKE

CYL.

BODY STYLE

SALE PRICE

msrp

23,455

w

99

Toyota

4

Sienna

am

20,881

w

MILEAGE

LIC. NO.

ADDITIONAL ACCESSORIES

2000.00

w

NUMBER

PAYMENTS OF \$

\$ 350

18,881.00

20881. -

+ FEES

6000 TRADE ACV

6150 P.O.

CASH

MONTHLY PAYMENTS

1/3 CASH DOWN

\$ 0

\$

Rebate

20881
250.25

1621.77

22753.52

48 x

60 x 387.72

415.72

403.30 WITH
EXT SERVICE
Contract

Salesmen cannot accept this offer or obligate seller in any manner whatsoever. OFFER IS NOT BINDING UNTIL ACCEPTED IN WRITING BY OFFICER OR SALES MANAGER OF SELLER.

X

Please enter my offer, subject to your acceptance

BUYER'S

SIGNATURE X

JAN-10-2007 05:10P FROM:

TO:18664321686

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SEP 30, 2005 DEAL REVIEW

Store 01 FANDI01 PORT 5021 4770

M K SMITH CHEVROLET

F&I MGR: EDWIN W VANSLOGTEREN

BUYER: [REDACTED] DEAL #: 77745

STOCK #: 15125 2005 CHEVROLET MALIBU 1G1ZT64855F [REDACTED]

| | | | | |
|---------------|----------|---------------|------------|-------------------------|
| TOTAL PRICE | 20881.00 | TOTAL TRADE | 6000.00 | TRUTH IN LENDING |
| WARR PREMIUM | 1395.00 | TOTAL PAYOFF | 6134.43 | ----- |
| AFTMKT PREM | 0.00 | TOT NET TRADE | -134.43 | APR 0.00 % |
| TOTAL FEES | 250.75 | TOTAL CASH | 0.00 | AMT FINANCED 23282.95 |
| TOTAL TAXES | 1621.77 | TOTAL REBATES | 1000.00 | FINANCE CHARGE 0.00 |
| | | ----- | | TOTAL OF PYMTS 23282.95 |
| GROSS PRICE | 24148.52 | TOTAL DOWN | 865.57 | TOTAL DOWN 865.57 |
| TOTAL DOWN | 865.57 | | | DEF PYMT PRICE 24148.52 |
| | | DEAL DATE | 09/30/2005 | ----- |
| DEC LIFE PREM | 0.00 | 1ST PYMT DATE | 10/30/2005 | |
| LEV LIFE PREM | 0.00 | LST PYMT DATE | 09/30/2010 | DEFERRED PAYMENT |
| A&H PREMIUM | 0.00 | TERM | 60 | DUE |
| TUT PREMIUM | 0.00 | PAYMENT | 388.04 | DUE |
| | | IRREG PMTS | | DUE |
| AMOUNT FIN | 23282.95 | FINAL PAYMENT | 388.59 | |

CASH DEAL.

PRINTER OUTPUT (Y/N) Y

21833

23605

JAN-10-2007 05:10P FROM:

TO:18664321686

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2005 MALIBU LS MAXX
12U GALAXY SILVER METALLIC /V6G
14E GRAY CUSTOM CLOTH
ORDER NO. HJWVGN/TRE STOCK NO.
VIN 1G1 ZT64 85 5F [REDACTED] 15125

MODEL & FACTORY OPTIONS MSRP INV AMT RETAIL - STOCK
1ZT68 MALIBU LS MAXX 21260.00 19452.90 INVOICE 08/18/04
LX9 3.5L V6 ENGINE 0.00 0.00 SHIPPED 08/18/04
MX0 4-SPEED AUTO TRANSMISSION 0.00 0.00 EXP I/T 09/03/04
T43 REAR WIPER AND SPOILER 300.00 270.00 INT COM 09/03/04
VK3 FRONT LICENSE PLATE BRACKET 0.00 0.00 PRC EFF 08/18/04
YF5 50-STATE EMISSIONS N/C N/C KEYS G0851 G0851
1SB MALIBU PREFERRED EQUIP GRP 1SB 1270.00 1143.00 WFP-F QTR OPT-1
* FRONT SIDE IMPACT AIR BAGS & BANK: GMAC - 061
HEAD-CURTAIN SIDE AIR BAGS CHG-TO 20-485
* RR AUDIO CNTRLs W/ HEADPHONES
* DRIVER SEAT 6-WAY POWER SHIP WT: 3407
* FLOOR MATS HP: 32.9
* REMOTE VEHICLE STARTER SYSTEM GMS: 20881.00
SUPPLR: 21820.65
MRM: 23455.00
DAN: LSMAX
MEMO 1066.50

TOTAL MODEL & OPTIONS 22830.00 20865.90 ACT 231 20806.00
DESTINATION CHARGE 625.00 625.00 H/B 261 684.90
LAM DEALER CONTRIBUTION 228.30 ADV 261 228.30
LAM GROUP CONTRIBUTION 114.15 EXP 65A 114.15

TOTAL 23455.00 21833.35 PAY 310 21833.35
MEMO: TOTAL LESS HOLDBACK AND
APPROX WHOLESALE FINANCE CREDIT 20829.55

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.

M. K. SMITH CHEVROLET

REMIT TO GMAC NO. 061
VIN 1G1ZT64855F [REDACTED]
\$ 21833.35 INV 1AD47523450
DUE 09/03/04 DEALER 20-485

JAN-10-2007 05:10P FROM:

TO:18664321686

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CERTIFICATE OF ORIGIN FOR A VEHICLE

0650

GM

RBLPD019

INVOICE NO.

1AD47523450

DATE

08/18/04

VEHICLE IDENTIFICATION NO.

1G1ZT64855F

YEAR

2005

MAKE

CHEVROLET

BODY TYPE

MALIBU LS MAXX

SHIPPING WEIGHT

3407

H.P. (S.A.E.)

32.9

G.V.W.R.

4442

NO. CYLS.

06

SERIES OR MODEL

1ZT68

I, the undersigned authorized representative of the company, firm or corporation named below, hereby certify that the new vehicle described above is the property of the said company, firm or corporation and is transferred on the above date and under the Invoice Number indicated to the following distributor or dealer.

NAME OF DISTRIBUTOR, DEALER, ETC.

20485 HJWVGN

M. K. SMITH CHEVROLET
PO BOX 455
CHINO

CA 91708-0455

It is further certified that this was the first transfer of such new vehicle in ordinary trade and commerce.

* THIS VEHICLE *
* HAS A *
* 50-STATE *
* EMISSION *
* SYSTEM *

CHEVROLET MOTOR DIVISION
GENERAL MOTORS CORPORATION

BY:

(SIGNATURE OF AUTHORIZED REPRESENTATIVE)

(AGENT)

G38165621

DETROIT

MI 48243-1114

CITY - STATE

GM 521 REV. 7-95

JAN-10-2007 05:12P FROM:

TO:18664321686

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SIMPLE INTEREST FINANCE CHARGE

Dealer Number **1047**

Contract Number

R.O.S. Number **15332064**Stock Number **10125**

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

Creditor - Seller (Name and Address)

CHINO CA SAN BERNARDINO**M K SMITH CHEVROLET
12845 CENTRAL
CHINO CA 91710**

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

| New Used | Year | Make and Model | Odometer | Vehicle Identification Number | Primary Use For Which Purchased |
|----------|------|------------------|----------|-------------------------------|---|
| NEW | 2005 | CHEVROLET MALIBU | 68 | 1G1ZT64855F | <input type="checkbox"/> personal, family or household <input type="checkbox"/> business or commercial |

FEDERAL TRUTH-IN-LENDING DISCLOSURES

| ANNUAL PERCENTAGE RATE | FINANCE CHARGE | Amount Financed | Total of Payments | Total Sale Price |
|---|---|---|--|---|
| The cost of your credit as a yearly rate. | The dollar amount the credit will cost you. | The amount of credit provided to you or on your behalf. | The amount you will have paid after you have made all payments as scheduled. | The total cost of your purchase on credit, including your down payment of |
| 0.00 % | \$ 0.00(e) | \$ 23282.95 | \$ 23282.95(e) | \$ 865.57 is \$ 24148.52(e) |

(e) means an estimate

YOUR PAYMENT SCHEDULE WILL BE:

| Number of Payments: | Amount of Payments: | When Payments Are Due: |
|---------------------|---------------------|--------------------------------------|
| One Payment of | N/A | N/A |
| One Payment of | N/A | N/A |
| 59 Payments | 388.04 | Monthly, Beginning 10/30/2007 |
| Payments | N/A | Monthly, Beginning |
| One Final Payment | 388.59 | DUE ON 09/30/2010 |

Late Charge. If payment is not received in full within 10 days after it is due, you will pay a late charge of 5% of the part of the payment that is late.

Prepayment. If you pay off all your debt early, you may be charged a minimum finance charge.

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

Additional Information: See this contract for more information including information about nonpayment, default, any required repayment in full before the scheduled date, minimum finance charges, and security interest.

STATEMENT OF INSURANCE

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

Vehicle Insurance

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

Total Vehicle Insurance Premiums \$ **N/A**

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

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

Buyer **X**Co-Buyer **X**Seller **X**

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

Application for Optional Credit Insurance

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

| | Term | Exp. | Premium |
|---------------------------------|-----------------|------|------------------|
| Credit Life | N/A Mos. | | \$ N/A |
| Credit Disability | N/A Mos. | | \$ N/A |
| Total Credit Insurance Premiums | | | \$ N/A(b) |

Insurance Company Name **N/A**Home Office Address **N/A**

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

You are applying for the credit insurance marked above. Your signature below means that you agree that: (1) You are not eligible for insurance if you have reached your 65th birthday. (2) You are eligible for disability insurance only if you are working for wages or profit 30 hours a week or more on the Effective

ITEMIZATION OF THE AMOUNT FINANCED

1. Total Cash Price

A. Cash Price of Motor Vehicle and Accessories \$ **20881.00 (A)**1. Cash Price Vehicle \$ **20881.00**2. Cash Price Accessories \$ **N/A**

3. Other (Nontaxable)

Describe **N/A** \$ **N/A**Describe **N/A** \$ **N/A**B. Document Preparation Fee (not a governmental fee) \$ **45.00 (B)**C. Smog Fee Paid to Seller \$ **N/A (C)**D. Sales Tax (on taxable items in A+B+C) \$ **1621.77 (D)**E. Optional DMV Electronic Filing Fee* \$ **N/A (E)**F. (Optional) Service Contract* \$ **1395.00 (F)**G. (Optional) Service Contract* \$ **N/A (G)**H. Prior Credit or Lease Balance paid by Seller to **N/A** \$ **N/A (H)**

(see downpayment and trade-in calculation)

I. (Optional) Gap Contract (to whom paid)* **N/A** \$ **N/A (I)**J. Other (to whom paid)* **N/A** \$ **N/A (J)**For **N/A**Total Cash Price (A through J) \$ **23942.77 (1)**

2. Amounts Paid to Public Officials

A. License Fees **ESTIMATED** \$ **197.00 (A)**B. Registration/Transfer/Titling Fees \$ **N/A (B)**C. California Tire Fees* \$ **8.75 (C)**D. Other **N/A** \$ **N/A (D)**E. Other **N/A** \$ **N/A (E)**

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I. (Optional) Gap Contract (to whom paid)* N/A \$ N/A (1)
 J. Other (to whom paid)* N/A \$ N/A (J)
 For N/A
Total Cash Price (A through J) \$ 23942.77 (1)

2. **Amounts Paid to Public Officials**
 A. License Fees ESTIMATED \$ 197.00 (A)
 B. Registration/Transfer/Titling Fees \$ N/A (B)
 C. California Tire Fees* \$ 8.75 (C)
 D. Other N/A \$ N/A (D)
 E. Other N/A \$ N/A (E)
Total Official Fees (A through E) \$ 205.75 (2)

3. **Amount Paid to Insurance Companies**
 (Total premiums from Statement of Insurance column a + b)* \$ N/A (3)

4. **Smog Certification or Exemption Fee Paid to State** \$ N/A (4)

5. **Subtotal (1 through 4)** \$ 24148.52 (5)

6. **Total Downpayment**
 A. Agreed Trade-In Value Yr 1999 Make TOYOTA TRU \$ 6000.00 (A)
 Model SIENNA CE Odor 87874
 VIN 4T3ZF19C3XU
 B. Less Prior Credit or Lease Balance \$ 6134.43 (B)
 C. Net Trade-In (A less B) (indicate if a negative number) \$ -134.43 (C)
 D. Deferred Downpayment \$ N/A (D)
 E. Manufacturer's Rebate \$ 1000.00 (E)
 F. Other N/A \$ N/A (F)
 G. Cash \$ N/A (G)
Total Downpayment (C through G) \$ 865.57 (6)
 (If negative, enter zero on line 6 and enter the amount less than zero as a positive number on line 1H above)

7. **Amount Financed (5 less 6)** \$ 23282.95 (7)

*Seller may keep part of these amounts.

based on your original payment schedule. This insurance may not pay all you owe on this contract if you make late payments. Credit disability insurance does not cover any increase in your payment or in the number of payments. Coverage for credit life insurance and credit disability insurance ends on the original due date for the last payment unless a different term for the insurance is shown above.

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

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

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

You want to buy a gap contract.

Buyer X N/A

OPTIONAL SERVICE CONTRACT(S) You want to purchase the service contract(s) written with the following company(ies) for the term(s) shown below for the charge(s) shown in item 1.F and/or 1.G above.

1.F Company GMPP
 Term 60 Mos. or 75000 Miles
 1.G Company N/A
 Term N/A Mos. or N/A Miles
 Buyer _____

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

X _____ Buyer Signs
 X _____ Co-Buyer Signs

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

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

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

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

NOTICE OF RESCISSION RIGHTS

If Buyer and Co-Buyer sign here, the provisions of the Rescission Rights section on the back giving the Seller the right to rescind if Seller is unable to assign this contract to a financial institution will apply.

Buyer X _____ Co-Buyer X _____

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

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

WARNING:
 YOUR PRESENT POLICY MAY NOT COVER COLLISION DAMAGE OR MAY NOT PROVIDE FOR FULL REPLACEMENT COSTS FOR THE VEHICLE BEING PURCHASED. IF YOU DO NOT HAVE FULL COVERAGE, SUPPLEMENTAL COVERAGE FOR COLLISION DAMAGE MAY BE AVAILABLE TO YOU THROUGH YOUR INSURANCE AGENT OR THROUGH THE SELLING DEALER. HOWEVER, UNLESS OTHERWISE SPECIFIED, THE COVERAGE YOU OBTAIN THROUGH THE DEALER PROTECTS ONLY THE DEALER, USUALLY UP TO THE AMOUNT OF THE UNPAID BALANCE REMAINING AFTER THE VEHICLE HAS BEEN REPOSSESSED AND SOLD.
 FOR ADVICE ON FULL COVERAGE THAT WILL PROTECT YOU IN THE EVENT OF LOSS OR DAMAGE TO YOUR VEHICLE, YOU SHOULD CONTACT YOUR INSURANCE AGENT.
 THE BUYER SHALL SIGN TO ACKNOWLEDGE THAT HE/SHE UNDERSTANDS THESE PUBLIC LIABILITY TERMS AND CONDITIONS.

S/S X _____ X _____

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

Buyer X _____ Co-Buyer X N/A

Notice to buyer:

(1) Do not sign this agreement before you read it or if it contains any blank spaces to be filled in. (2) You are entitled to a completely filled in copy of this agreement. (3) You can prepay the full amount due under this agreement at any time. (4) If you default in the performance of your obligations under this agreement, the vehicle may be repossessed and you may be subject to suit and liability for the unpaid indebtedness evidenced by this agreement.

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TO: 18664321686

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

Buyer Signs

X

Co-Buyer Signs

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

WARNING:

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

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

THE BUYER SHALL SIGN TO ACKNOWLEDGE THAT HE/SHE UNDERSTANDS THESE PUBLIC LIABILITY TERMS AND CONDITIONS.

S/S X

X

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

Buyer X

Co-Buyer X N/A

Notice to buyer:

(1) Do not sign this agreement before you read it or if it contains any blank spaces to be filled in. (2) You are entitled to a completely filled in copy of this agreement. (3) You can prepay the full amount due under this agreement at any time. (4) If you default in the performance of your obligations under this agreement, the vehicle may be repossessed and you may be subject to suit and liability for the unpaid indebtedness evidenced by this agreement.

If you have a complaint concerning this sale, you should try to resolve it with the seller.

Complaints concerning unfair or deceptive practices or methods by the seller may be referred to the city attorney, the district attorney, or an investigator for the Department of Motor Vehicles, or any combination thereof.

After this contract is signed, the seller may not change the financing or payment terms unless you agree in writing to the change. You do not have to agree to any change, and it is an unfair or deceptive practice for the seller to make a unilateral change.

Buyer Signature X

Co-Buyer Signature X

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

THERE IS NO COOLING OFF PERIOD

California law does not provide for a "cooling off" or other cancellation period for vehicle sales. Therefore, you cannot later cancel this contract simply because you change your mind, decide the vehicle costs too much, or wish you had acquired a different vehicle. After you sign below, you may only cancel this contract with the agreement of the seller or for legal cause, such as fraud.

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

Buyer Signature X _____ Date 09/30/05 Co-Buyer Signature X _____ Date _____

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

Other Owner Signature X _____ Address _____

GUARANTY

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

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

Guarantor X _____ Date _____

Guarantor X _____ Date _____

Address _____

Address _____

Seller Signs M K SMITH CHEVROLET

Date 09/30/05 By [Signature]

Title FIN MGR

LAW FORM NO. 553-CA (REV. 1/05) U.S. PATENT NO. D460,782
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M.K. SMITH CHEVROLET

12845 CENTRAL AVE. • CHINO, CALIFORNIA 91710

(909) 628-8961

MONDAY - FRIDAY 7:00 AM TO 6:00 PM

SATURDAY 8:00 AM TO 2:00 PM



CVWS169584

BAR # AA003976N
CAD # 981984586

CVWS169584

| | | | | | |
|---------------------------|--|--|--------------------------|----------------------------------|----------------------------------|
| CUSTOMER NO. 77021 | | ADVISOR GILBERT L GONZALES | TAG NO. 131 | INVOICE DATE 01/10/07 | INVOICE NO. CVWS169584 |
| [REDACTED] | | LABOR RATE | MILEAGE 20,448 | COLOR GLXY SILVER | STOCK NO. 15125 |
| CHINO, CA | | YEAR / MAKE / MODEL 05/CHEVROLET/MALIBU/SD LS MAXX | | DELIVERY DATE 09/30/05 | DELIVERY MILES 68 |
| | | VEHICLE I.D. NO. 1 G 1 Z T 6 4 8 5 5 F | | SELLING DEALER NO. | PRODUCTION DATE |
| | | P.T.E. NO. | | R.O. DATE 12/30/06 | |
| COMMENTS | | | | | |

| LABOR & PARTS | | | | I acknowledge notice and oral approval of an increase in the original estimated price. SUBJECT TO THE CONDITIONS ON THE REVERSE SIDE OF THIS CONTRACT. PLEASE READ REVERSE SIDE. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|--|-----|-----------|--------------------|--|--------|-----------|-------------|--------|--------|---------|---------|---|----------|--------------------|-------|-------|--------|--------------------|---|----------|-----------------|-------|------|------|---------------------|--|--|--|--------|--|--|-----------------------------|--|--|--|--------|--|--|---|--|--|--|-------|--|--|--|
| <p>J# 1 02CVZ TUNE DEPT HOURS: TECH(S):144 0.00</p> <p>CHECK WHEN A/C OR HEATER ON AND TURNING OFF AIR STILL COMES OUT OF VENTS AS IF THOUGH STILL ON. CHECK A/C SYSTEM, NORMAL CONDITION OF VEHICLE IF CUSTOMER DOESN'T WANT AIR TO COME THROUGH VENTS YOU HAVE TO PUSH RECIRC EVERT TIME.</p> <p>JOB # 1 TOTAL LABOR & PARTS 0.00</p> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <p>J# 2 04CVZ 15-A HOURS: 0.30 TECH(S):481 23.89</p> <p>CHECK TURN SIGNAL LEFT SIDE INOP TURN SIGNAL SOCKET BURNED REPLACED LEFT SOCKET AND BULB. WORKING PROPERLY</p> <table border="1"> <thead> <tr> <th>PARTS</th> <th>QTY</th> <th>FP-NUMBER</th> <th>DESCRIPTION</th> <th>U/COST</th> <th>E/COST</th> <th>U/PRICE</th> </tr> </thead> <tbody> <tr> <td>JOB # 2</td> <td>1</td> <td>12450108</td> <td>BULB 2.679 BU</td> <td>1.67</td> <td>1.67</td> <td>2.34</td> </tr> <tr> <td>JOB # 2</td> <td>1</td> <td>15945363</td> <td>SOCKET 2.727 SO</td> <td>5.61</td> <td>5.61</td> <td>7.85</td> </tr> <tr> <td colspan="4">JOB # 2 COST TOTAL</td> <td>7.28</td> <td></td> <td></td> </tr> <tr> <td colspan="4">JOB # 2 TOTAL PARTS</td> <td>10.19</td> <td></td> <td></td> </tr> <tr> <td colspan="4">JOB # 2 TOTAL LABOR & PARTS</td> <td>34.08</td> <td></td> <td></td> </tr> </tbody> </table> | | | | PARTS | QTY | FP-NUMBER | DESCRIPTION | U/COST | E/COST | U/PRICE | JOB # 2 | 1 | 12450108 | BULB 2.679 BU | 1.67 | 1.67 | 2.34 | JOB # 2 | 1 | 15945363 | SOCKET 2.727 SO | 5.61 | 5.61 | 7.85 | JOB # 2 COST TOTAL | | | | 7.28 | | | JOB # 2 TOTAL PARTS | | | | 10.19 | | | JOB # 2 TOTAL LABOR & PARTS | | | | 34.08 | | | <p>BY LAW YOU MAY CHOOSE ANOTHER LICENSED SMOG CHECK FACILITY TO PERFORM ANY NEEDED REPAIRS OR ADJUSTMENTS WHICH THE SMOG CHECK TEST INDICATES ARE NECESSARY.</p> <p>THIS FORM IS AN ITEMIZED LIST OF REPAIRS AND IS PART OF A REPAIR ORDER. THIS REPAIR ORDER CONTINUATION IS SUBJECT TO ALL THE CONDITIONS OF THE ORIGINAL REPAIR ORDER.</p> |
| PARTS | QTY | FP-NUMBER | DESCRIPTION | U/COST | E/COST | U/PRICE | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| JOB # 2 | 1 | 12450108 | BULB 2.679 BU | 1.67 | 1.67 | 2.34 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| JOB # 2 | 1 | 15945363 | SOCKET 2.727 SO | 5.61 | 5.61 | 7.85 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| JOB # 2 COST TOTAL | | | | 7.28 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| JOB # 2 TOTAL PARTS | | | | 10.19 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| JOB # 2 TOTAL LABOR & PARTS | | | | 34.08 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <p>J# 3 04CVZ01 ELECTRICAL HOURS: TECH(S):481 0.00</p> <p>CHECK BRAKE LITES INOP. NO PROBLEM FOUND UNABLE TO DUPLICATE - BRAKE LAMPS WORKING PROPERLY.</p> <p>JOB # 3 TOTAL LABOR & PARTS 0.00</p> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <p>J# 4 03CVZ BRAKE/FT END HOURS: 0.70 TECH(S):110 487 55.74</p> <p>CHECK WHEN DRIVING AND TURNING STEERING WHEEL HAS A GRINDING NOISE 3RD TIME IN SEE HISTORY. INTERMEDIATE SHAFT BIND AND DRY PER TAC USE BULLETIN 060232007. CHECK COMPONENTS AND REMOVE SHAFT, POSISTION AND EXCEREISE AS NEEDED TIME RUN (SOME ROAD NOISE NORMAL OVER BUMPS) PER JOE GORSKI LOCATE SHAFT AND REPLACE</p> <table border="1"> <thead> <tr> <th>PARTS</th> <th>QTY</th> <th>FP-NUMBER</th> <th>DESCRIPTION</th> <th>U/COST</th> <th>E/COST</th> <th>U/PRICE</th> </tr> </thead> <tbody> <tr> <td>JOB # 4</td> <td>1</td> <td>22687711</td> <td>SHAFT KIT 6.526 SH</td> <td>94.03</td> <td>94.03</td> <td>131.64</td> </tr> <tr> <td colspan="4">JOB # 4 COST TOTAL</td> <td>94.03</td> <td></td> <td></td> </tr> <tr> <td colspan="4">JOB # 4 TOTAL PARTS</td> <td>131.64</td> <td></td> <td></td> </tr> <tr> <td colspan="4">JOB # 4 TOTAL LABOR & PARTS</td> <td>187.38</td> <td></td> <td></td> </tr> </tbody> </table> | | | | PARTS | QTY | FP-NUMBER | DESCRIPTION | U/COST | E/COST | U/PRICE | JOB # 4 | 1 | 22687711 | SHAFT KIT 6.526 SH | 94.03 | 94.03 | 131.64 | JOB # 4 COST TOTAL | | | | 94.03 | | | JOB # 4 TOTAL PARTS | | | | 131.64 | | | JOB # 4 TOTAL LABOR & PARTS | | | | 187.38 | | | <p>"The Factory Warranty Constitutes All Of The Warranties With Respect To The Sale Of This 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."</p> | | | | | | | |
| PARTS | QTY | FP-NUMBER | DESCRIPTION | U/COST | E/COST | U/PRICE | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| JOB # 4 | 1 | 22687711 | SHAFT KIT 6.526 SH | 94.03 | 94.03 | 131.64 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| JOB # 4 COST TOTAL | | | | 94.03 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| JOB # 4 TOTAL PARTS | | | | 131.64 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| JOB # 4 TOTAL LABOR & PARTS | | | | 187.38 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <p>J# 5 07CVZ WAR PARTS PROGRAM HOURS: TECH(S):131 0.00</p> <p>+++++ WARRANTY PARTS EXPEDITING PROGRAM OUTSIDE PARTS +++++ OBTAINED FROM DEALER: INVOICE NO.</p> <p>JOB # 5 TOTAL LABOR & PARTS 0.00</p> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <p>J# 6 10CVZ06 WARR COURT RENTAL HOURS: TECH(S):131 0.00</p> <p>+++++ COURTESY TRANSPORTATION +++++ REQUIRES SERVICE MANAGERS APPROVAL.....DATE.....TIME REASON: HOW MANY DAYS REQUIRED</p> | | | | <p>WARNING</p> <p>ALL AREAS OF THIS DEALERSHIP CONTAIN CHEMICALS KNOWN TO THE STATE OF CALIFORNIA TO CAUSE CANCER AND BIRTH DEFECTS OR OTHER REPRODUCTIVE HARM. THESE CHEMICALS ARE CONTAINED IN VEHICLES AND PARTS AND ACCESSORIES OFFERED FOR SALE AND IN SOME OF THE PRODUCTS AND MATERIALS USED TO MAINTAIN THE PROPERTY, AND IN EMISSIONS, FUMES, AND SMOKE FROM BUSINESS OPERATIONS, EMPLOYEE AND GUEST ACTIVITIES, INCLUDING, BUT NOT LIMITED TO, THE OPERATION AND SERVICING OF MOTOR VEHICLES, AND THE USE OF TOBACCO PRODUCTS.</p> <p>(POSTED IN ACCORDANCE WITH PROPOSITION 65, CALIFORNIA HEALTH AND SAFETY CODE §25249.5 ET SEQ.)</p> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

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TO:18664321686

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M.K. SMITH CHEVROLET

12845 CENTRAL AVE. • CHINO, CALIFORNIA 91710

(909) 628-8961

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SATURDAY 8:00 AM TO 2:00 PM



CVWS169584



CVWS169584

| | | | | |
|--|--|----------------------------------|--|----------------------------------|
| CUSTOMER NO. 77021 | ADVISOR GILBERT L GONZALES | TAG NO. 131 | INVOICE DATE 01/10/07 | INVOICE NO. CVWS169584 |
| CHINO, CA | LABOR RATE | MILEAGE 20,448 | COLOR GLXY SILVER | STOCK NO. 15125 |
| | YEAR / MAKE / MODEL 05/CHEVROLET/MALIBU/SD LS MAXX | DELIVERY DATE 09/30/05 | DELIVERY MILES 68 | |
| | VEHICLE I.D. NO. 1 G 1 Z T 6 4 8 5 5 F | SELLING DEALER NO. | PRODUCTION DATE | |
| | F.T.E. NO. | R.O. NO. | R.O. DATE 12/30/06 | |
| COMMENTS | | | | |
| JOB # 6 TOTAL LABOR & PARTS 0.00 | | | I acknowledge notice and oral approval of an increase in the original estimated price. | |
| SUBLET-----PO#-----VEND INV#-INV.DATE-DESCRIPTION----- | | | SUBJECT TO THE CONDITIONS ON THE REVERSE SIDE OF THIS CONTRACT. PLEASE READ REVERSE SIDE. | |
| JOB # 6 6166 01/06/07 FACT WARR RENTAL 299.01 | | | | |
| TOTAL - SUBLET 299.01 | | | | |
| COMMENTS----- | | | (Signature or Initials) | |
| BM | | | BY LAW YOU MAY CHOOSE ANOTHER LICENSED SMOG CHECK FACILITY TO PERFORM ANY NEEDED REPAIRS OR ADJUSTMENTS WHICH THE SMOG CHECK TEST INDICATES ARE NECESSARY. | |
| WARRANTY CLAIM DETAIL TOTALS----- | | | THIS FORM IS AN ITEMIZED LIST OF REPAIRS AND IS PART OF A REPAIR ORDER. THIS REPAIR ORDER CONTINUATION IS SUBJECT TO ALL THE CONDITIONS OF THE ORIGINAL REPAIR ORDER. | |
| CLAIM#..... TOTAL..... | | | "The Factory Warranty Constitutes All Of The Warranties With Respect To The Sale Of This 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." | |
| 520.46 | | | WARNING | |
| CLAIM TOTALS 520.46 | | | ALL AREAS OF THIS DEALERSHIP CONTAIN CHEMICALS KNOWN TO THE STATE OF CALIFORNIA TO CAUSE CANCER AND BIRTH DEFECTS OR OTHER REPRODUCTIVE HARM. THESE CHEMICALS ARE CONTAINED IN VEHICLES AND PARTS AND ACCESSORIES OFFERED FOR SALE AND IN SOME OF THE PRODUCTS AND MATERIALS USED TO MAINTAIN THE PROPERTY, AND IN EMISSIONS, FUMES, AND SMOKE FROM BUSINESS OPERATIONS, EMPLOYEE AND GUEST ACTIVITIES, INCLUDING, BUT NOT LIMITED TO, THE OPERATION AND SERVICING OF MOTOR VEHICLES, AND THE USE OF TOBACCO PRODUCTS. | |
| APPROVED BY SIGNATURE | | | (POSTED IN ACCORDANCE WITH PROPOSITION 85, CALIFORNIA HEALTH AND SAFETY CODE §25249.5 ET SEQ.) | |

JAN-10-2007 05:16P FROM:

TO:18664321686

P.15



M.K. SMITH CHEVROLET

12845 CENTRAL AVE. • CHINO, CALIFORNIA 91710

(909) 628-8961

MONDAY - FRIDAY 7:00 AM TO 6:00 PM

SATURDAY 8:00 AM TO 2:00 PM



CVWS169584



BAR # AA003976N

CAD # 981984586

CVWS169584

| | | | | |
|------------------------------|--|----------------------------|----------------------------------|----------------------------------|
| CUSTOMER NO. 77021 | ADVISOR GILBERT L GONZALES | TAG NO. 131 5335 | INVOICE DATE 01/10/07 | INVOICE NO. CVWS169584 |
| [REDACTED] CHINO, CA | LABOR RATE 20,448 | MILEAGE 20,448 | COLOR GLXY SILVER | STOCK NO. 15125 |
| | YEAR / MAKE / MODEL 05/CHEVROLET/MALIBU/SD LS MAXX | | DELIVERY DATE 09/30/05 | DELIVERY MILES 68 |
| | VEHICLE I.D. NO. 1 G 1 Z T 6 4 8 5 5 F | | SELLING DEALER NO. | PRODUCTION DATE |
| | F.T.E. NO. | | P.O. NO. | R.O. DATE 12/30/06 |
| COMMENTS | | | | |

DCS AUDIT SLIP

DCS DATA FILE: GMGMWF.700

01/10/2007

WARRANTY NEW CLAIM

1451

RO NUMBER RO DATE

VIN

DIV

DEALER

ODOMETER

SERVICE ADVISOR #

169584

12/30/2006

1G1ZT64855F

3

20485

20448

CUSTOMER NAME; FIRST:

MIDDLE: M.

LAST:

PHONE;WORK:

HOME:

LN JOB CT CC PC PART-NO. TOT-PTS FC LABOP LHRS OHRS NET-AMT. LAB-TOT.

1 02 0J 2 15945363 10.19 6C N0912 .3 23.89

LN-TOT: 34.08 TECH SSN: AUTH CODE: AUTH. AUTHOR.:

MEMO PART NUMBERS: 12450108

LN JOB CT CC PC PART-NO. TOT-PTS FC LABOP LHRS OHRS NET-AMT. LAB-TOT.

2 04 NG 1 22687711 131.64 93 E7700 .2 .5 55.74

LN-TOT: 187.38 TECH SSN: AUTH CODE: EP AUTH. AUTHOR.: 0090

COMMENTS: JOEL, GRIND WHEN TURNING STEERING WHEEL. PER TAC CASE# 9389499 EXERCISE

E SHAFT. BRYAN SPOKE TO YOU AND YOU ADVISED TO LOCATE A SHAFT REPLACE AND GET RENTAL BACK. OLN FOR REPLACING SHAFT. PLEASE REVIEW.. THANK YOU...

COMMENT ROUTING CODE: H

LN JOB CT CC PC PART-NO. TOT-PTS FC LABOP LHRS OHRS NET-AMT. LAB-TOT.

3 06 MJ 98 Z7907 299.00

LN-TOT: 299.00 TECH SSN: AUTH CODE: AUTH. AUTHOR.:

COMMENTS: 1GND5135072 JOEL, CUST IN 12-30-06 TAC CASE 9389499 GRIND WHEN T

URNING STEERING WHEEL. 3RD TIME IN. PER TAC EXERCISE SHAFT. BRYAN CALLED YOU AND

ADVISED US TO LOCATE A SHAFT AND REPLACE AND GET RENTAL BACK. HIT 2 WEEKENDS GI

L REQ 7 DAY RENTAL. PLZ RE

COMMENT ROUTING CODE: E

R.O. TOTAL: 520.46

DUPLICATE INVOICE

I acknowledge notice and oral approval of an increase in the original estimated price.

SUBJECT TO THE CONDITIONS ON THE REVERSE SIDE OF THIS CONTRACT. PLEASE READ REVERSE SIDE.

(Signature or Initials)

BY LAW YOU MAY CHOOSE ANOTHER LICENSED SMOG CHECK FACILITY TO PERFORM ANY NEEDED REPAIRS OR ADJUSTMENTS WHICH THE SMOG CHECK TEST INDICATES ARE NECESSARY.

THIS FORM IS AN ITEMIZED LIST OF REPAIRS AND IS PART OF A REPAIR ORDER. THIS REPAIR ORDER CONTINUATION IS SUBJECT TO ALL THE CONDITIONS OF THE ORIGINAL REPAIR ORDER.

"The Factory Warranty Constitutes All Of The Warranties With Respect To The Sale Of This 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."

WARNING

ALL AREAS OF THIS DEALERSHIP CONTAIN CHEMICALS KNOWN TO THE STATE OF CALIFORNIA TO CAUSE CANCER AND BIRTH DEFECTS OR OTHER REPRODUCTIVE HARM. THESE CHEMICALS ARE CONTAINED IN VEHICLES AND PARTS AND ACCESSORIES OFFERED FOR SALE AND IN SOME OF THE PRODUCTS AND MATERIALS USED TO MAINTAIN THE PROPERTY, AND IN EMISSIONS, FUMES, AND SMOKE FROM BUSINESS OPERATIONS, EMPLOYEE AND GUEST ACTIVITIES, INCLUDING, BUT NOT LIMITED TO, THE OPERATION AND SERVICING OF MOTOR VEHICLES, AND THE USE OF TOBACCO PRODUCTS.

(POSTED IN ACCORDANCE WITH PROPOSITION 65, CALIFORNIA HEALTH AND SAFETY CODE §25249.5 ET SEQ.)

JAN-10-2007 05:16P FROM:

TO:18664321686

P.16



M.K. SMITH CHEVROLET

12845 CENTRAL AVE. • CHINO, CALIFORNIA 91710

(909) 628-8961

90 DAYS SAME AS CASH

GM GOODWRENCH CREDIT CARDS AVAILABLE
ASK YOUR SERVICE ADVISOR FOR DETAILSBAR # AA003976N
CAD # 981984586

RECOMMENDED SERVICES

| OPERATION | OPERATION DESCRIPTION | MO/MI | TOTAL | OPERATION | OPERATION DESCRIPTION | MO/MI | TOTAL |
|--------------------|--|----------|------------------|-----------|-----------------------|-------|--------|
| 06CVZ01 05CVZ28 | SERVICE TRANSMISSION DIFFERENTIAL SERVICE | MI MI | 175.00 125.00 | 05CVZ27 | MANUAL TRANS FLUSH | MO | 100.00 |

SERVICE HISTORY

| DATE | REPAIR ORDER | MILEAGE | ADVISOR | TECHNICIAN | TYPE | OPERATION | OPERATION DESCRIPTION |
|----------|--------------|---------|---------|------------|------|-----------|-----------------------|
| 08/28/06 | 163260 | 12443 | 150 | 295 | C | 15CVZ | LUBE, OIL & FILTER |
| 05/30/06 | 158687 | 8714 | 242 | 60 | W | 04CVZ | 15-A |
| | | | | 131 | W | 07CVZ | WAR PARTS PROGRAM |
| | | | | 131 | W | 10CVZ06 | WARR COURT RENTAL |
| | | | | 60 | W | 04CVZ011 | 15-A MISC |
| 05/27/06 | 158603 | 8677 | 242 | 60 | W | 09CVZ | 15A/ C/P |

SALESPERSON NO. 306

S E R V I C E

STATE REG# 0

| | | | | | |
|--|--|--|---------------------------------|--|-----------------------------------|
| TERMS CASH <input type="checkbox"/> CREDIT CARD <input type="checkbox"/> CHECK <input type="checkbox"/> (PRIOR APPROVAL) OTHER <input type="checkbox"/> | VEHICLE I.D. NO. 1G1ZT64855F | YEAR/MAKE/MODEL 05/CHEVROLET/MALIBU/SD LS MAXX | PRODUCTION DATE 15125 | STOCK NO. 165891 | R. O. NO. 165891 |
| CALL WHEN READY <input type="checkbox"/> YES <input type="checkbox"/> NO | CHINO, CA | CUSTOMER NO. 77021 | SERVICE CONTRACT GMPP | DELIVERY DATE 09/30/05 | DELIVERY MILES 68 |
| SAVE REMOVED PARTS FOR CUSTOMER <input type="checkbox"/> YES <input type="checkbox"/> NO | | COLOR GLXY SILVER/ | CONTRACT NO. | EXPIRATION DATE 09/30/10 | EXPIRATION MILES 75,068 |
| | | TURBO CVZZ | AIR COND. P. S. | TRANS | MILEAGE 16,083 |
| | | ORIGINAL ESTIMATE | REVISED | DATE | TIME |
| | | HAZARDOUS WASTE FEE | REVISED | DATE | TIME |
| | | TOTAL ESTIMATE | REVISED REASON | REVISED REASON | DRIVER'S LICENSE |
| APPOINTMENT <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No | TIME RECEIVED 07:54am | DATE/TIME PROMISED 10/19/06 06:00pm | PRIORITY 4 | BY LAW YOU MAY CHOOSE ANOTHER LICENSED SMOG CHECK FACILITY TO PERFORM ANY NEEDED REPAIRS OR ADJUSTMENTS WHICH THE SMOG CHECK TEST INDICATES ARE NECESSARY. M.K. SMITH CHEVROLET IS NOT RESPONSIBLE FOR LOSS OR DAMAGE DUE TO THEFT, FIRE, OR VANDALISM. I hereby authorize the repair work to be done along with the necessary material, and hereby grant your employee permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing, and/or inspections, and/or other repairs. Subject to conditions on reverse side of this contract. PLEASE READ REVERSE SIDE. ESTIMATES DO NOT INCLUDE SALES TAX. | |

| | |
|--|---|
| <p>ORIGINAL CUSTOMER ESTIMATE: TOTAL</p> <p>487</p> <p>COMMENTS:</p> <p>1 W 03CVZ BRAKE/FT END CUSTOMER STATES CHECK WHEN TURNING FEELS LIKE SUSPENSION IS LOOSE, ALS HEARS A SQUEEK TYPE NOISE. SEE HISTORY. CHECK AND ADVISE</p> <p>2 W 07CVZ WAR PARTS PROGRAM ***** WARRANTY PARTS EXPEDITING PROGRAM OUTSIDE PARTS *****</p> <p>3 W 10CVZ16 SHUTTLE 2 WAY SHUTTLE RIDE TO AND FROM</p> <p>4 W 10CVZ RENT THE CAR</p> | <p>ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED X = *REBUILT PARTS SEE LAST DIGIT OF PARTS NUMBER FOR X.</p> <p>TEARDOWN ESTIMATE: I understand that my vehicle will be reassembled within _____ days of the date shown above. If I choose not to authorize the service recommended.</p> <p>AUTHORIZED BY _____</p> <p>DATE _____ TIME _____ PHONE # _____</p> <p>DEDUC. \$ _____ FAC. \$ _____ INS. \$ _____</p> <p>INSURANCE CLAIM REPORT</p> <p>COMPANY _____</p> <p>ADDRESS _____</p> <p>CITY STATE _____</p> <p>ZIP CODE _____</p> <p>PHONE _____</p> <p>CLAIM # _____</p> <p>AUTHORIZATION # _____</p> <p>AUTHORIZED BY _____</p> <p>DATE & TIME _____</p> <p>CUSTOMER _____</p> <p>RO # _____</p> <p>JOB # _____</p> <p>ADVISOR _____</p> <p>CUSTOMER PAYS YES NO AMOUNT</p> <p>DEDUCTIBLE [] [] _____</p> <p>FLUIDS [] [] _____</p> <p>OIL [] [] _____</p> <p>TAX [] [] _____</p> <p>INSURANCE PAYS _____</p> |
|--|---|

Per

Carl

| | | | | | | | |
|--------|-------------|-----------|----------|--------|-----------|-----|-------|
| REPAIR | LABOR SALES | FLAT RATE | R.O. NO. | 165891 | TECH. NO. | 487 | ON |
| 1 | 2 | | | | | | 10.27 |
| OFF | 9 | | | | | | |

① clitoral loose
noise at frt
end area

Back opinion
Boarding clearance
excessive

Remove & replace
Back & pinion
As per Bulletin
0602 32007
Doc # 1837885
Align suspension

Practice Answer The Following Questions With a Performing Minority Work:

JAN-10-2007 05:18P FROM:

TO:18664321686

P.18



M.K. SMITH CHEVROLET

12845 CENTRAL AVE. • CHINO, CALIFORNIA 91710

(909) 628-8961

90 DAYS SAME AS CASH

GM GOODWRENCH CREDIT CARDS AVAILABLE
ASK YOUR SERVICE ADVISOR FOR DETAILSBAR # AA003978
CAD # 981984586

RECOMMENDED SERVICES

| OPERATION | OPERATION DESCRIPTION | MO/MI | TOTAL | OPERATION | OPERATION DESCRIPTION | MO/MI | TOTAL |
|--------------------|--|----------|------------------|-----------|-----------------------|-------|--------|
| 06CVZ01 05CVZ28 | SERVICE TRANSMISSION DIFFERENTIAL SERVICE | MI MI | 175.00 125.00 | 05CVZ27 | MANUAL TRANS FLUSH | MO | 100.00 |

SERVICE HISTORY

| DATE | REPAIR ORDER | MILEAGE | ADVISOR | TECHNICIAN | TYPE | OPERATION | OPERATION DESCRIPTION |
|----------|--------------|---------|---------|------------|------|-----------|-----------------------|
| 08/28/06 | 163260 | 12443 | 150 | 295 | C | 15CVZ | LUBE, OIL & FILTER |
| 05/30/06 | 158687 | 8714 | 242 | 60 | W | 04CVZ | 15-A |
| | | | | 131 | W | 07CVZ | WAR PARTS PROGRAM |
| | | | | 131 | W | 10CVZ06 | WARR COURT RENTAL |
| | | | | 60 | W | 04CVZ011 | 15-A MISC |
| 05/27/06 | 158603 | 8677 | 242 | 60 | W | 09CVZ | 15A/ C/P |

SALESPERSON NO. 306

S E R V I C E

STATE REG# 0

| | | | | | | |
|--|--|--|---------------------------------|------------------------------------|-----------------------------------|---|
| TERMS CASH <input type="checkbox"/> CREDIT CARD <input type="checkbox"/> CHECK <input type="checkbox"/> (PRIOR APPROVAL) OTHER <input type="checkbox"/> | VEHICLE I.D. NO. 1G1ZT64855F | YEAR/MAKE/MODEL 05/CHEVROLET/MALIBU/SD LS MAXX | PRODUCTION DATE 15125 | STOCK NO. 165892 | LICENSE NO. 165892 | R. O. NO. 165892 |
| CALL WHEN READY <input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> | CHINO, CA | CUSTOMER NO. 77021 | SERVICE CONTRACT GMPP | DELIVERY DATE 09/30/05 | DELIVERY MILES 68 | SELLING DEALER NO. 10/19/06 |
| SAVE REMOVED PARTS FOR CUSTOMER <input type="checkbox"/> YES <input type="checkbox"/> NO | | COLOR GLXY SILVER/ | CONTRACT NO. | EXPIRATION DATE 09/30/10 | EXPIRATION MILES 75,068 | TAG NO. 2139 |
| APPOINTMENT <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No | TIME RECEIVED 07:54am | DATE/TIME PROMISED 10/19/06 06:00pm | PRIORITY 4 | TURBO <input type="checkbox"/> | M/MC CVZZ | AIR COND. <input type="checkbox"/> P. S. <input type="checkbox"/> |
| | | | | TRANS <input type="checkbox"/> | MILEAGE 16,083 | ADVISOR NO. 32 |
| | | | | | | ADVISOR DAN LUCHY |
| | | | | | | DRIVER'S LICENSE |

| | |
|---|---|
| ORIGINAL CUSTOMER ESTIMATE: TOTAL 1.00 | ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED X = *REBUILT PARTS SEE LAST DIGIT OF PARTS NUMBER FOR X |
| COMMENTS : C 15CVZ LUBE, OIL & FILTER | TEARDOWN ESTIMATE: I understand that my vehicle will be reassembled within _____ days of the date shown above. I choose not to authorize the service recommended. AUTHORIZED BY _____ DATE _____ TIME _____ PHONE # _____ |
| PERFORM L.O.F. | PRIOR BODY DAMAGE |
| (71) Rec. A/F tire Rotation. | DEDUC. \$ _____ FAC. \$ _____ INS. \$ _____ |
| | INSURANCE CLAIM REPORT COMPANY _____ ADDRESS _____ CITY STATE _____ ZIP CODE _____ PHONE _____ CLAIM # _____ AUTHORIZATION # _____ AUTHORIZED BY _____ DATE & TIME _____ CUSTOMER _____ RO # _____ JOB # _____ ADVISOR _____ |
| | CUSTOMER PAYS YES NO AMOUNT DEDUCTIBLE [] [] _____ FLUIDS [] [] _____ OIL [] [] _____ TAX [] [] _____ INSURANCE PAYS _____ |

| | | | | |
|-----------------------|--------------|--------------------|-----------------|-----|
| REPAIR LABOR SALES | FLAT RATE | R.O. NO. 165892 | ELAPSED TIME | OFF |
| 3 | | TECH. NO. 171 | | ON |

What Was Done To Correct?

What Was Done To Correct?

What Was Done?

What Was Done To Correct?

What Was Done To Correct?

Please Answer the Following Questions When Performing Warranty Work.

JAN-10-2007 05:18P FROM:

TO:18664321686

P.20



M.K. SMITH CHEVROLET

12845 CENTRAL AVE. • CHINO, CALIFORNIA 91710

(909) 628-8961

90 DAYS SAME AS CASH

GM GOODWRENCH CREDIT CARDS AVAILABLE
ASK YOUR SERVICE ADVISOR FOR DETAILS



BAR # AA003976N
CAD # 981984586

RECOMMENDED SERVICES

| OPERATION | OPERATION DESCRIPTION | MO/MI | TOTAL | OPERATION | OPERATION DESCRIPTION | MO/MI | TOTAL |
|-----------|-----------------------|-------|-------|-----------|-----------------------|-------|-------|
| | | | | | | | |

SERVICE HISTORY

| DATE | REPAIR ORDER | MILEAGE | ADVISOR | TECHNICIAN | TYPE | OPERATION | OPERATION DESCRIPTION |
|----------|--------------|---------|---------|------------|------|-----------|-----------------------|
| 03/06/06 | 154237 | 5242 | 242 | 481 | W | 04CVZ | 15-A |
| | | | | 131 | W | 07CVZ | WAR PARTS PROGRAM |
| | | | | 131 | W | 10CVZ16 | SHUTTLE 2 WAY |
| 02/16/06 | 153305 | 4418 | 305 | 481 | W | 04CVZ | 15-A |
| | | | | 131 | W | 07CVZ | WAR PARTS PROGRAM |
| 02/16/06 | 153304 | 4418 | 305 | 214 | C | 15CVZ | LUBE, OIL & FILTER |

SALESPERSON NO. 306

S E R V I C E

STATE REG# 0

| | | | | | | |
|--|--|---|------------------------------------|-----------------------------------|---------------------------------------|-------------------------------|
| TERMS CASH <input type="checkbox"/> CREDIT CARD <input type="checkbox"/> CHECK <input type="checkbox"/> (PRIOR APPROVAL) OTHER <input type="checkbox"/> | VEHICLE I.D. NO. 1G1ZT64855F | YEAR/MAKE/MODEL 05/CHEVROLET/MALIBU/SD LS MAXX | PRODUCTION DATE 15125 | STOCK NO. 15125 | LICENSE NO. 158603 | R. O. NO. 158603 |
| CALL WHEN READY <input type="checkbox"/> YES <input type="checkbox"/> NO | CUSTOMER NO. 77021 | SERVICE CONTRACT GMPP | DELIVERY DATE 09/30/05 | DELIVERY MILES 68 | SELLING DEALER NO. 05/27/06 | R. O. DATE 05/27/06 |
| SAVE REMOVED PARTS FOR CUSTOMER <input type="checkbox"/> YES <input type="checkbox"/> NO | COLOR GLXY SILVER/ | CONTRACT NO. | EXPIRATION DATE 09/30/10 | EXPIRATION MILES 75,068 | TAG NO. 4974 | |
| | CHINO, CA | TURBO <input type="checkbox"/> M/MC <input type="checkbox"/> AIR COND. <input type="checkbox"/> P. S. <input type="checkbox"/> TRANS <input type="checkbox"/> MILEAGE 8,677 | ADVISOR NO. 242 | ADVISOR DAVID MEJIA | | |
| | TIME RECEIVED 08:54am | DATE/TIME PROMISED 05/27/06 04:00pm | PRIORITY 4 | ORIGINAL ESTIMATE \$ | REVISED EST. \$ | DATE |
| | | | | HAZARDOUS WASTE FEE \$ | REVISED EST. \$ | DATE |
| | | | | TOTAL ESTIMATE \$ | REVISED REASON | REVISED REASON |
| APPOINTMENT <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No | <small>THIS ESTIMATE IS BASED ON OUR INSPECTION AND DOES NOT COVER ANY ADDITIONAL PARTS AND LABOR WHICH MAY BE REQUIRED AFTER THE WORK HAS BEEN TORN DOWN. OUR LABOR RATE IS BASED ON A FLAT RATE HOUR.</small> <small>BY LAW YOU MAY CHOOSE ANOTHER LICENSED SMOG CHECK FACILITY TO PERFORM ANY NEEDED REPAIRS OR ADJUSTMENTS WHICH THE SMOG CHECK TEST INDICATES ARE NECESSARY. M.K. SMITH CHEVROLET IS NOT RESPONSIBLE FOR LOSS OR DAMAGE DUE TO THEFT, FIRE, OR VANDALISM. I HEREBY AUTHORIZE THE REPAIR WORK TO BE DONE ALONG WITH THE NECESSARY MATERIAL, AND HEREBY GRANT YOUR EMPLOYEES PERMISSION TO OPERATE THE VEHICLE HEREIN DESCRIBED ON STREETS, HIGHWAYS OR ELSEWHERE FOR THE PURPOSE OF TESTING, AND/OR INSPECTIONS, AND/OR SUBLET REPAIRS. SUBJECT TO CONDITIONS ON REVERSE SIDE OF THIS CONTRACT. PLEASE READ REVERSE SIDE. ESTIMATES DO NOT INCLUDE SALES TAX.</small> <small>TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE</small> | | | | | |

| | | |
|---|---|---|
| JOB | ORIGINAL CUSTOMER ESTIMATE: TOTAL 10373948 | ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED X = *REBUILT PARTS SEE LAST DIGIT OF PARTS NUMBER FOR X. |
| 1 | W 09CVZ T5A/ C/P CUSTOMER STATES HEARS A RUBBING/GRINDING TYPE SOUND COMING FROM THE STEERING WHEEL WHEN TURNING, CHECK AND ADVISE | TEARDOWN ESTIMATE. I understand that my vehicle will be reassembled within _____ days of the date shown above. If I choose not to authorize the service recommended, I will be responsible for the cost of the service recommended. |
| 2 | W 07CVZ WAR PARTS PROGRAM ***** WARRANTY PARTS EXPEDITING PROGRAM OUTSIDE PARTS ***** | PRIOR BODY DAMAGE |
| 3 | W 10CVZ16 SHUTTLE 2 WAY SHUTTLE RIDE TO AND FROM | AUTHORIZED BY DATE _____ TIME _____ PHONE # _____ |
| DEDUC. \$ _____ FAC. \$ _____ INS. \$ _____ INSURANCE CLAIM REPORT COMPANY _____ ADDRESS _____ CITY STATE _____ ZIP CODE _____ PHONE _____ CLAIM # _____ AUTHORIZATION # _____ AUTHORIZED BY _____ DATE & TIME _____ CUSTOMER _____ RO # _____ JOB # _____ ADVISOR _____ CUSTOMER PAYS YES NO AMOUNT DEDUCTIBLE [] [] _____ FLUIDS [] [] _____ OIL [] [] _____ TAX [] [] _____ INSURANCE PAYS _____ | | |

Column One

600

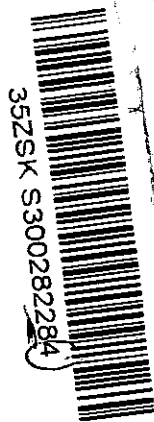
GRANDIN EN
STEERING COLUMN

EXCESSIVE
CLEARANCE IN
STEERING GEARS

PARTY ALSO FIT
ELIGIBILITY FOR
BY RECALL

1. What Was Done To Correct?

REPLACED STEERING
COLUMN.



| | | | | | | |
|------|-----|--------------|----------|----------|-----------|--------------|
| ON | OFF | ELAPSED TIME | TECH NO. | R.O. NO. | PLAT RATE | REPAIR SALES |
| 5.30 | | | 40 | 138603 | | |

JAN-10-2007 05:19P FROM:

TO:18664321686

P.22



M.K. SMITH CHEVROLET

12845 CENTRAL AVE. • CHINO, CALIFORNIA 91710
(909) 628-8961



RECOMMENDED SERVICES

| OPERATION | OPERATION DESCRIPTION | MO/MI | TOTAL | OPERATION | OPERATION DESCRIPTION | MO/MI | TOTAL |
|-----------|-----------------------|-------|-------|-----------|-----------------------|-------|-------|
| | | | | | | | |

SERVICE HISTORY

| DATE | REPAIR ORDER | MILEAGE | ADVISOR | TECHNICIAN | TYPE | OPERATION | OPERATION DESCRIPTION |
|----------|--------------|---------|---------|------------|------|-----------|-----------------------|
| 05/27/06 | 158603 | 8677 | 242 | 60 | W | 09CVZ | 15A/ C/P |
| | | | | 131 | W | 07CVZ | WAR PARTS PROGRAM |
| | | | | 131 | W | 10CVZ16 | SHUTTLE 2 WAY |
| 05/27/06 | 158604 | 8677 | 242 | 295 | C | 15CVZ | LUBE, OIL & FILTER |
| 03/06/06 | 154237 | 5242 | 242 | 481 | W | 04CVZ | 15-A |
| | | | | 131 | W | 07CVZ | WAR PARTS PROGRAM |

SALESPERSON NO. 306

S E R V I C E

STATE REG# 0

| | | | | | | |
|--|--|--|---------------------------------|------------------------------------|-----------------------------------|---------------------------------------|
| TERMS CASH <input type="checkbox"/> CREDIT CARD <input type="checkbox"/> CHECK <input type="checkbox"/> (PRIOR APPROVAL) OTHER <input type="checkbox"/> | VEHICLE I.D. NO. 1G1ZT64855F | YEAR/MAKE/MODEL 05/CHEVROLET/MALIBU/SD LS MAXX | PRODUCTION DATE 15125 | STOCK NO. 15125 | LICENSE NO. 158687 | R. O. NO. 158687 |
| CALL WHEN READY <input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> | CHINO, CA | CUSTOMER NO. 77021 | SERVICE CONTRACT GMPP | DELIVERY DATE 09/30/05 | DELIVERY MILES 68 | SELLING DEALER NO. 05/30/06 |
| SAVE REMOVED PARTS FOR CUSTOMER <input type="checkbox"/> YES <input type="checkbox"/> NO | | COLOR GLXY SILVER/ | CONTRACT NO. | EXPIRATION DATE 09/30/10 | EXPIRATION MILES 75,068 | TAG NO. 4914 |
| APPOINTMENT <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | TIME RECEIVED 03:13pm | DATE/TIME PROMISED 05/30/06 06:00pm | PRIORITY 4 | ADVISOR DAVID MEJIA | PHONE 242 | DRIVER'S LICENSE |

| | |
|---|--|
| ORIGINAL CUSTOMER ESTIMATE: TOTAL | ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED X = "REBUILT PARTS" |
| <p>1 W 04CVZ 15-A 60 5-27-06 8,677</p> <p>CUSTOMER STATES CHECK STEERING, FEELS LIKE IF SOMETHING IS LOOSE. CHECK AND ADVISE</p> <p>2 W * 07CVZ WAR PARTS PROGRAM</p> <p>***** WARRANTY PARTS EXPEDITING PROGRAM OUTSIDE PARTS *****</p> <p>3 W * 10CVZ06 WARR COURT RENTAL</p> <p>***** COURTESY TRANSPORTATION *****</p> <p>REQUIRES SERVICE MANAGERS APPROVAL.....DATE.....TIME</p> <p>4 W 09CVZ 60 Check Pedals, they do not Adj. Properly</p> | <p>TEARDOWN ESTIMATE: I understand that my vehicle will be reassembled within _____ days of the date shown above. If I choose not to authorize the service recommended.</p> <p>AUTHORIZED BY _____</p> <p>DATE _____ TIME _____ PHONE # _____</p> <p>DEDUC. \$ _____ FAC. \$ _____ INS. \$ _____</p> <p>INSURANCE CLAIM REPORT</p> <p>COMPANY _____</p> <p>ADDRESS _____</p> <p>CITY STATE _____</p> <p>ZIP CODE _____</p> <p>PHONE _____</p> <p>CLAIM # _____</p> <p>AUTHORIZATION # _____</p> <p>AUTHORIZED BY _____</p> <p>DATE & TIME _____</p> <p>CUSTOMER _____</p> <p>RO # _____</p> <p>JOB # _____</p> <p>ADVISOR _____</p> <p>CUSTOMER PAYS YES NO AMOUNT</p> <p>DEDUCTIBLE [] [] _____</p> <p>FLUIDS [] [] _____</p> <p>OIL [] [] _____</p> <p>TAX [] [] _____</p> <p>INSURANCE PAYS _____</p> |

CAN'T CLOSE
Needs
Parts Turned In
Sublet Bill
Needs Soft Copy

~~600~~
NOT IN
STEERING.

EPS MOTOR
FAILURE

R&R ELECTRONIC
POWER STEERING
COLUMN. REPLACED
MOTOR & REASSEMBLED.

~~600~~
ADJUSTABLE
PUSHES IN.

DISCONNECTED.

RECONNECTED
ADJUSTABLE
PUSHES.

MOTOR ~~600~~

| | | | | | |
|-----|-----------------|----------|--------------|-----------------------|-----|
| OFF | ELAPSED TIME | R.O. NO. | FLAT RATE | REPAIR LABOR SALES | 1.0 |
| 4 | 6.7 | 158687 | | | |
| ON | | 60 | TECH. NO. | | |

**BBB AUTO LINE**

4200 Wilson Boulevard, Suite 800

Arlington, VA 22203-1838

Phone 800.955.5100 Fax: 703.247.9700

Council of Better Business Bureaus, Inc.

January 19, 2007

[REDACTED]

Chino, CA [REDACTED]

Re: [REDACTED] vs Chevrolet Motor Division # CHV0730539

Dear [REDACTED]

I am writing to confirm the terms of the settlement between you and the manufacturer that resolves the BBB AUTO LINE claim you filed.

The terms of the settlement are as follows:

The manufacturer has offered the consumer a voluntary repurchase of the consumer's 2005 Malibu Max. The consumer shall be entitled to the following collateral fees: purchase price of the vehicle \$20,881.00, sales tax \$1,621.77, license fee \$197.00, documentation fee \$45.00 and the California tire fee \$8.75. The consumer shall be charged a usage deduction taken from 8,609 miles. The consumer's total usage fee shall be \$1,426.29. There shall also be a deduction of \$1,000.00, which was for an MFR rebate. The contact at the dealership, MK Chevrolet, is a Mr. Dennis Jackson, for when the repurchase department contacts the consumer, regarding the repurchase. The consumer has accepted this offer. The manufacturer shall send the consumer a separate settlement letter with the total repurchase amount. The repurchase shall be completed within 45-60 days from the date of this letter.

NOTE: This is a revision of the original settlement so as to reflect the contact person at the dealership.

If your understanding of this settlement differs from what is written above, please call me immediately at 800.955.5100. If I do not hear from you within **eight days** from the date of this letter, it will be assumed the above terms of the settlement are correct.

I will follow up with you after the date for performance of the settlement to confirm that all required actions have been satisfactorily completed. Please let me know immediately if you believe the manufacturer has not satisfactorily performed the settlement. If that happens and you contact me within 120 days from the date of this letter, I will reopen your case based on the age and mileage of your vehicle at the time you filed your current claim. If you wish to reopen your case more than 120 days from the date of this letter, I will determine whether your claim is within BBB AUTO LINE's jurisdiction based on the age and mileage of your vehicle at that time.

I am happy we have been able to assist you in reaching an agreeable resolution of your claim. Please contact me at 800.955.5100 if you have any questions.

Sincerely,

Coco Pendergrass at Extension 204

cc: Henry Starling jr

2005 MALIBU LS MAXX
12U GALAXY SILVER METALLIC /V6G
14E GRAY CUSTOM CLOTH
ORDER NO. HJWVGN/TRE STOCK NO.
VIN 1G1 ZT64 85 5F
*****13*20485S

CHEVROLET MOTOR DIVISION
GENERAL MOTORS CORPORATION
100 RENAISSANCE CENTER
DETROIT MI 48243-1114
VEHICLE INVOICE 1AD47523450

| MODEL & FACTORY OPTIONS | MSRP | INV AMT | RETAIL - STOCK |
|--|----------|----------|--|
| 1ZT68 MALIBU LS MAXX | 21260.00 | 19452.90 | INVOICE 08/18/04 |
| LX9 3.5L V6 ENGINE | 0.00 | 0.00 | SHIPPED 08/18/04 |
| MX0 4-SPEED AUTO TRANSMISSION | 0.00 | 0.00 | EXP I/T 09/03/04 |
| T43 REAR WIPER AND SPOILER | 300.00 | 270.00 | INT COM 09/03/04 |
| VK3 FRONT LICENSE PLATE BRACKET | 0.00 | 0.00 | PRC EFF 08/18/04 |
| YF5 50-STATE EMISSIONS | N/C | N/C | KEYS G0851 G0851 |
| 1SB MALIBU PREFERRED EQUIP GRP 1SB | 1270.00 | 1143.00 | WFP-F QTR OPT-1 |
| * FRONT SIDE IMPACT AIR BAGS & HEAD-CURTAIN SIDE AIR BAGS | | | BANK: GMAC - 061 CHG-TO 20-485 |
| * RR AUDIO CNTRLS W/ HEADPHONES | | | |
| * DRIVER SEAT 6-WAY POWER | | | SHIP WT: 3407 |
| * FLOOR MATS | | | HP: 32.9 |
| * REMOTE VEHICLE STARTER SYSTEM | | | GMS: 20881.00 SUPPLR: 21820.65 MRM: 23455.00 DAN: LSMAX MEMO 1066.50 |

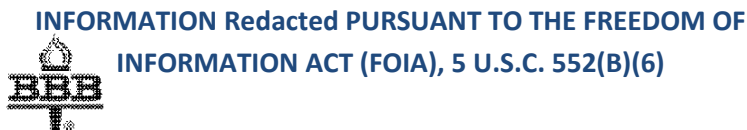
| | | | | |
|-------------------------|----------|----------|---------|----------|
| TOTAL MODEL & OPTIONS | 22830.00 | 20865.90 | ACT 231 | 20806.00 |
| DESTINATION CHARGE | 625.00 | 625.00 | H/B 261 | 684.90 |
| LAM DEALER CONTRIBUTION | | 228.30 | ADV 261 | 228.30 |
| LAM GROUP CONTRIBUTION | | 114.15 | EXP 65A | 114.15 |

| | | | | |
|--|----------|----------|---------|----------|
| TOTAL | 23455.00 | 21833.35 | PAY 310 | 21833.35 |
| MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT | | 20829.55 | | |

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.

| | |
|-----------------------|-----------------------------|
| M. K. SMITH CHEVROLET | REMIT TO GMAC NO. 061 |
| | VIN 1G1ZT64855F |
| | \$ 21833.35 INV 1AD47523450 |
| | DUE 09/03/04 DEALER 20-485 |



BBB AUTO LINE
4200 Wilson Boulevard, Suite 800
Arlington, VA 22203-1838
Phone 800.955.5100 Fax: 703.247.9700

Council of Better Business Bureaus, Inc.

January 19, 2007

[REDACTED]
Chino, CA [REDACTED]

Re: Villanueva vs Chevrolet Motor Division # CHV0730539

Dear [REDACTED]

I am writing to confirm the terms of the settlement between you and the manufacturer that resolves the BBB AUTO LINE claim you filed.

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NOTE: This is a revision of the original settlement so as to reflect the contact person at the dealership.

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I will follow up with you after the date for performance of the settlement to confirm that all required actions have been satisfactorily completed. Please let me know immediately if you believe the manufacturer has not satisfactorily performed the settlement. If that happens and you contact me within 120 days from the date of this letter, I will reopen your case based on the age and mileage of your vehicle at the time you filed your current claim. If you wish to reopen your case more than 120 days from the date of this letter, I will determine whether your claim is within BBB AUTO LINE's jurisdiction based on the age and mileage of your vehicle at that time.

I am happy we have been able to assist you in reaching an agreeable resolution of your claim. Please contact me at 800.955.5100 if you have any questions.

Sincerely,
Coco Pendergrass at Extension 204
cc: Henry Starling jr

| | | |
|------------------------------------|-----------|-----------------------------|
| 2005 MALIBU LS MAXX | | CHEVROLET MOTOR DIVISION |
| 12U GALAXY SILVER METALLIC | /V6G | GENERAL MOTORS CORPORATION |
| 14E GRAY CUSTOM CLOTH | | 100 RENAISSANCE CENTER |
| ORDER NO. HJWVGN/TRE | STOCK NO. | DETROIT MI 48243-1114 |
| VIN 1G1 ZT64 85 5F | | VEHICLE INVOICE 1AD47523450 |
| ***** | | *****13*20485S |
| MODEL & FACTORY OPTIONS | MSRP | INV AMT RETAIL - STOCK |
| 1ZT68 MALIBU LS MAXX | 21260.00 | 19452.90 INVOICE 08/18/04 |
| LX9 3.5L V6 ENGINE | 0.00 | 0.00 SHIPPED 08/18/04 |
| MX0 4-SPEED AUTO TRANSMISSION | 0.00 | 0.00 EXP I/T 09/03/04 |
| T43 REAR WIPER AND SPOILER | 300.00 | 270.00 INT COM 09/03/04 |
| VK3 FRONT LICENSE PLATE BRACKET | 0.00 | 0.00 PRC EFF 08/18/04 |
| YF5 50-STATE EMISSIONS | N/C | N/C KEYS G0851 G0851 |
| 1SB MALIBU PREFERRED EQUIP GRP 1SB | 1270.00 | 1143.00 WFP-F QTR OPT-1 |
| * FRONT SIDE IMPACT AIR BAGS & | | BANK: GMAC - 061 |
| HEAD-CURTAIN SIDE AIR BAGS | | CHG-TO 20-485 |
| * RR AUDIO CNTRLS W/ HEADPHONES | | |
| * DRIVER SEAT 6-WAY POWER | | SHIP WT: 3407 |
| * FLOOR MATS | | HP: 32.9 |
| * REMOTE VEHICLE STARTER SYSTEM | | GMS: 20881.00 |
| | | SUPPLR: 21820.65 |
| | | MRM: 23455.00 |
| | | DAN: LSMAX |
| | | MEMO 1066.50 |

| | | | | |
|---------------------------------|----------|----------|---------|----------|
| TOTAL MODEL & OPTIONS | 22830.00 | 20865.90 | ACT 231 | 20806.00 |
| DESTINATION CHARGE | 625.00 | 625.00 | H/B 261 | 684.90 |
| LAM DEALER CONTRIBUTION | | 228.30 | ADV 261 | 228.30 |
| LAM GROUP CONTRIBUTION | | 114.15 | EXP 65A | 114.15 |
| TOTAL | 23455.00 | 21833.35 | PAY 310 | 21833.35 |
| MEMO: TOTAL LESS HOLDBACK AND | | | | |
| APPROX WHOLESALE FINANCE CREDIT | | 20829.55 | | |

 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.

| | |
|-----------------------|-----------------------------|
| M. K. SMITH CHEVROLET | REMIT TO GMAC NO. 061 |
| | VIN 1G1ZT64855F |
| | \$ 21833.35 INV 1AD47523450 |
| | DUE 09/03/04 DEALER 20-485 |

STRAIGHT-PAYMENT-LEASE REPURCHASE WORKSHEET - BRC COMMON

File Number
71-464124867

Customer Name

Worksheet Filled Out By:

Tammie Ballard

☐ **Draft**-Add question marks beside category (not in dollar fields) to indicate incomplete information

Vehicle VIN:

1G1ZT64855F

Date:

January 26, 2007

| USAGE FORMULAS | | STRAIGHT REPURCHASE - BASE | | PAYMENT (CA, FL & WV) OR LEASE REPURCHASE | |
|----------------|--|----------------------------|--|---|--|
| 1 | To calculate usage: | 1 | Base Price \$20,881.00 | 1 | Down Pmt / Cap Cost Reduction \$0.00 |
| 2 | Use ONLY one of the 4 methods in this column or | 2 | Conversion / Upfit cost \$0.00 | 2 | Pmts (includes 1st month if lease) \$0.00 |
| 3 | follow applicable lemon law formula for your state | 3 | Reg./Lic./Title Fees \$197.00 | 3 | Reg/Lic/Title Fees (leases only) \$0.00 |
| 4 | | 4 | State Fees \$0.00 | 4 | Tax (leases only) \$0.00 |
| 5 | A. USAGE USING L.L. FORMULA | 5 | Aftermarket Items \$0.00 | 5 | Aftermarket Items \$0.00 |
| 6 | Base Price/Total Repurch Price \$0.00 | 6 | Sales Tax \$1,621.77 | 6 | Other-Explain \$0.00 |
| 7 | Mileage 0 | 7 | Finance Charges \$0.00 | 7 | Other-Explain \$0.00 |
| 8 | Denominator 100,000 | 8 | Document Fee \$45.00 | 8 | Other-Explain \$0.00 |
| 9 | Usage \$0.00 | 9 | Tire Fee \$8.75 | 9 | Other-Explain \$0.00 |
| 10 | | 10 | Total Purchase Price \$22,753.52 | 10 | Total Additions \$0.00 |
| 11 | B. USAGE - NEGOTIATED \$1,426.29 | 11 | | 11 | |
| 12 | | 12 | * Usage/Depreciation \$1,426.29 | 12 | * Usage/Depreciation \$1,426.29 |
| 13 | | 13 | Damage \$0.00 | 13 | Damage \$0.00 |
| 14 | C. USAGE USING CENTS/MILE | 14 | Late charges \$0.00 | 14 | Late charges \$0.00 |
| 15 | Mileage 0 | 15 | Over-Allowance \$0.00 | 15 | Over-Allowance \$0.00 |
| 16 | Cents per mile \$0.000 | 16 | Negative Equity \$0.00 | 16 | Negative Equity \$0.00 |
| 17 | Usage \$0.00 | 17 | Incentives \$1,000.00 | 17 | Incentives \$0.00 |
| 18 | | 18 | Other-Explain \$0.00 | 18 | Sec. Dep. (leases) if reimbursing above \$0.00 |
| 19 | | 19 | Other-Explain \$0.00 | 19 | Extended Service Contract \$0.00 |
| 20 | D. USAGE-CALIFORNIA ONLY | 20 | Other-Explain \$0.00 | 20 | Gap Insurance \$0.00 |
| 21 | Base price section-Used when NOT financed. | 21 | Other-Explain \$0.00 | 21 | Over Mileage Penalty \$0.00 |
| 22 | "Actual Price Paid" (Base) \$21,708.52 | 22 | Total Deductions \$2,426.29 | 22 | Total Deductions \$1,426.29 |
| 23 | Mileage 0 | 23 | | 23 | |
| 24 | Usage \$0.00 | 24 | Repurchase Subtotal \$20,327.23 | 24 | Total Refund to Customer -\$1,426.29 |
| 25 | OR | 25 | Loan Payoff good thru 02/14/07 \$17,462.35 | 25 | Dir Buyout (lease) or Loan Payoff \$0.00 |
| 26 | Payment/Lease-Used when financed. | 26 | Total Refund to Customer \$2,864.88 | 26 | (GMAC=DL quote) good thru xx/xx/xx |
| 27 | "Actual Price Paid" (Pmt/Lease) \$0.00 | 27 | Attorney's Fees \$0.00 | 27 | Attorney's Fees \$0.00 |
| 28 | Mileage 0 | 28 | Total Repurchase \$20,327.23 | 28 | Total Repurchase -\$1,426.29 |
| 29 | Any ext service contract (CA only) 0 | 29 | NADA (Legal Only) \$0.00 | 29 | NADA (Legal Only) \$0.00 |
| 30 | Usage \$0.00 | 30 | Estimated Auction Value \$0.00 | 30 | Estimated Auction Value \$0.00 |
| 31 | | 31 | Projected Loss \$20,327.23 | 31 | Projected Loss -\$1,426.29 |
| | PURCHASE PRICE (before t/t/t) \$ 20,881.00 | | TRADE ALLOWANCE \$ 6,000.00 | | PURCHASE PRICE \$ 20,881.00 |
| | MSRP (FROM BARS INVOICE) \$ 23,455.00 | | PAYOFF OF TRADE \$ 6,134.43 | | INCENTIVE* (from BARS) \$ 1,000.00 |
| | DIFFERENCE \$ (2,574.00) | | DIFFERENCE \$ (134.43) | | OVERALLOWANCE \$ - |
| | if positive look for over allowance | | if negative=negative equity | | ACTUAL PRICE \$ 19,881.00 |
| | | | TRADE ALLOWANCE \$ 6,000.00 | | |
| | | | ACV OF TRADE \$ 6,000.00 | | Do not include fuel fill credit |
| | Authorized Signature Date | | DIFFERENCE \$ - | | Include GM card points |
| | | | ACV=actual cash value | | Form Rev. 04/28/2006 |

JAN-10-2007 05:10P FROM:

TO:18664321686

P.8

2005 MALIBU LS MAXX
12U GALAXY SILVER METALLIC /V6G
14E GRAY CUSTOM CLOTH
ORDER NO. HJWVGN/TRE STOCK NO.
VIN 1G1 ZT64 85 5F **15125**
*****S
MODEL & FACTORY OPTIONS MSRP INV AMT RETAIL - STOCK
1ZT68 MALIBU LS MAXX 21260.00 19452.90 INVOICE 08/18/04
LX9 3.5L V6 ENGINE 0.00 0.00 SHIPPED 08/18/04
MX0 4-SPEED AUTO TRANSMISSION 0.00 0.00 EXP I/T 09/03/04
T43 REAR WIPER AND SPOILER 300.00 270.00 INT COM 09/03/04
VK3 FRONT LICENSE PLATE BRACKET 0.00 0.00 PRC EFF 08/18/04
YF5 50-STATE EMISSIONS N/C N/C KEYS G0851 G0851
1SB MALIBU PREFERRED EQUIP GRP 1SB 1270.00 1143.00 WFP-F QTR OPT-1
* FRONT SIDE IMPACT AIR BAGS & BANK: GMAC - 061
* HEAD-CURTAIN SIDE AIR BAGS CHG-TO 20-485
* RR AUDIO CNTRLS W/ HEADPHONES
* DRIVER SEAT 6-WAY POWER SHIP WT: 3407
* FLOOR MATS HP: 32.9
* REMOTE VEHICLE STARTER SYSTEM GMS: 20881.00
SUPPLR: 21820.65
MRM: 23455.00
DAN: LSMAX
MEMO 1066.50

TOTAL MODEL & OPTIONS 22830.00 20865.90 ACT 231 20806.00
DESTINATION CHARGE 625.00 625.00 H/B 261 684.90
LAM DEALER CONTRIBUTION 228.30 ADV 261 228.30
LAM GROUP CONTRIBUTION 114.15 EXP 65A 114.15

TOTAL 23455.00 21833.35 PAY 310 21833.35

MEMO: TOTAL LESS HOLDBACK AND

APPROX WHOLESALE FINANCE CREDIT 20829.55

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.

M. K. SMITH CHEVROLET

REMIT TO GMAC NO. 061
VIN 1G1ZT64855F **15125**
\$ 21833.35 INV 1AD47523450
DUE 09/03/04 DEALER 20-485



CHEVROLET PONTIAC BUICK *Cadillac* GMC Oldsmobile SATURN HUMMER

February 1, 2007
M K SMITH CHEVROLET
12845 CENTRAL AVE
CHINO, CA 91710

Dealer Confirmation Letter-Straight

Subject: 2005 Chevrolet Malibu Maxx
Customer: [REDACTED]
VIN: 1G1ZT64855F [REDACTED]
Ref SR:71-464124867 V-25850

Dear Dennis Jackson:

General Motors will issue a check in the amount of **\$2,864.88** made payable to Rosa M Villanueva. Once RVDC receives the completed repurchase paperwork, GM will issue a check in the amount of \$17,462.35 to **GMAC**. Please be sure to return the repurchase documents to General Motors RVDC immediately for completion of the repurchase. Do not wait for the final repair order. The repair order may be faxed once the repair has been completed.

Thank you for your cooperation.

Sincerely,

General Motors RVDC
2717 Schust Rd
Saginaw, MI 48603

If you are in agreement with this offer, please sign and date below and return this agreement to my attention at the following fax # 866-802-6668 by Wednesday January 31, 2007. If you have any questions you may reach me at 866-802-6625866-802-6625.

M K SMITH CHEVROLET 114580 Management Agent's Signature and Title.

M K SMITH CHEVROLET 114580 Management Agent's Printed Name and Title.

25850

Customer Claim Form

Contact Date: 01/05/07

Start Date: 01/05/07

Case Number: CHV0730539

Have you contacted the mfr regarding your claim? ☒ YES ☐ NOHave you previously filed a claim on this vehicle with the BBB or another dispute resolution provider? ☐ YES ☒ NO

If yes, name of provider: _____ Date: _____ Case Number: _____

Titled Owner(s) Name&Address

CHINO, CA

Day Phone: _____

Evening Phone: _____

Cell Phone: _____

Fax Number: _____

E-mail Address: _____

Customer Contact Info: _____

Vehicle Information**Name(s) of individual(s) or business that appear on vehicle title:** _____Vehicle User: ☒ Personal ☐ Business ☐ Both

Percentage of time vehicle used for business purposes: _____

Transmission Type: Automatic

Number of vehicles registered in California by vehicle owner/lessee: _____

Make: Chevrolet

Model: Malibu Max

Model Year: 2005

Current Mileage: 20400

Vehicle Identification Number: 1G1ZT64855F _____

Servicing Dealer/City/State : M K SMITH CHEVROLET,

Selling Dealer/City/State : M K SMITH CHEVROLET, CHINO, CA

Insurance Carrier : State Farm

Policy Number: _____

Has vehicle been in an accident/had body damage? Yes ___ No X Date of accident: _____

Description of Damage : _____

Purchase/Lease Information (Complete left side if vehicle was purchased or right side if vehicle was leased)

Purchase Date: 09/30/05 Mileage at purchase: _____

Lease Date: _____ Mileage at lease: _____

Purchased As : ☒ New ☐ Used ☐ DemoLeased As : ☐ New ☐ Used ☐ Demo

Is the vehicle in your possession? yes

Is the vehicle in your possession? _____

Lienholder's Name: GMAC

Leasing Company's Name: _____

Address: PO Box 3100

Address: _____

City/St/Zip: Midland TX 79702

City/St/Zip: _____

Phone: (800) - 200-4622

Phone: _____

Lienholder Acct # _____

Leasing Company's Acct #: _____

Customer's Desired Outcome (Describe what you want done to resolve your concern)

Customer wants the manufacturer to buy the vehicle back & refund her money.

Repurchase of the vehicle and credit for what I have paid on the car.

Signature of Titled Owner(s): _____

Date 1/12/07

I am submitting this dispute for resolution in the BBB AUTO LINE program, and I agree to arbitrate the dispute under BBB AUTO LINE Arbitration Rules.

Return the Form to: BBB AUTO LINE, 4200 Wilson Blvd., Suite 800, Arlington Va, 22203-1838

Customer Name: [REDACTED]

Case Number: CHV0730539

First Repair Attempt (any reported problem)

Date: 10/03/05 Mileage: 231

Last Repair Attempt (last reported problem)

Date: Mileage:

Total Days out of Service: _____

| Problems - describe each symptom (List primary problem first) | Current? (Yes or No) | Servicing Dealer(s) | Repair Date | Mileage on Date | Days Out of Service |
|--|-------------------------|--|-------------|-----------------|---------------------|
| 1. Grinding, squeaking noise in the steering column | yes | MK Smith Chevrolet | 5/27/06 | 3677 | 3 days |
| | | MK Smith Chevrolet | 10/19/06 | 16083 | 6 days |
| | | MK Smith Chevrolet | 12/30/06 | 20448 | 7 days |
| | | | | | |
| 2. Battery did not work | no | MK Smith Chevrolet | 10/7/05 | 231 | 1 day 10/7/05 |
| | | | | | |
| | | | | | |
| | | | | | |
| 3. Remote starter did not work | no | MK Smith Chevrolet | 10/7/05 | 231 | 1 day 10/7/05 |
| | | | | | |
| | | | | | |
| | | | | | |
| 4. scratches all over car scratches on headlights | no | MK Smith Chevrolet | 10/5/05 | 98 | 1 day |
| | | MK Smith Chevrolet (parts received) | 10/7/05 | 231 | 1 day |
| | | | | | |
| | | | | | |
| 5. CD player inoperable the CD player was eventually replaced by MK Smith Chevrolet but I cannot find the invoice. | no | MK Smith Chev | 10/3/05 | 98 | 1 day |
| | | | | | |
| | | | | | |
| | | | | | |

If you need additional space, please attach a separate sheet of paper following the above outline.

Customer Name: [REDACTED]

Case # CH 10730539

| PROBLEMS | Correct (yes) (no) | Servicing Dealer | Repair date | Mileage | Days out of service. |
|---|--------------------------|---------------------|----------------|---------|-------------------------------|
| 1. AC Not blowing as cold as it used to AC making a buzzing sound when on (Not fixed). | yes | Mr. Smith Chevrolet | 12/10/06 | 231 | 1 day |
| 2. Turn signal left side inop - no parable | | Mr. Smith Chevrolet | 12/30/06 | 2448 | 7 days |
| 3. Brake light malfunction sometimes do not work | no | Mr. Smith Chevrolet | 12/30/06 | 2448 | 7 days |

AUTO 10/02/2006 TO 10/02/2007 11

REGISTRATION VALID FROM

VEHICLE IDENTIFICATION NUMBER 1G1ZT64855F

DATE FIRST SOLD 00/00/2005

CLASS CHEV

DATE ISSUED 10/11/2006

TYPE VEH 120

MP 6

AX 6

UNLADEN WG/CW

EV

2005

TOTAL FEES PAID \$184 3600

CHIND CA

GMAC
PO BX 8129
COCKEYSVILLE

MD

STATE OF CALIFORNIA
DEPARTMENT OF MOTOR VEHICLES
VALIDATED REGISTRATION CARD
READ REVERSE SIDE - IMPORTANT INSTRUCTIONS

21030
141100220065033

K

TO REMOVE THE STICKER
FROM THE BACKING,
BEND STICKER AT SLIT AND PEEL SLOWLY.

INSTRUCTIONS FOR
APPLYING STICKER TO LICENSE PLATE

1. CLEAN SURFACE THOROUGHLY. SCRAPE OFF ACCUMULATED STICKERS (STICKER WILL NOT STICK IF WET OR DIRTY).
2. PUT STICKER ON REAR LICENSE PLATE AS SHOWN BELOW:

MOTORCYCLES:
Right Half of This Wall

ALL OTHERS:
In Top Right Corner

CAL
1A0000

CALIFORNIA
1 SAM 123

EXCEPT:
Truck Tractors And Commercial Vehicles With
A Declared Gross Vehicle Weight of 10,001 lbs.
or More—Must Apply Sticker To Front Right



Case Number: 25850

Originator Name: Henry Starling

Created Date: 01/23/2007

Vehicle Info

| | | | |
|---------------------------------|------------------------|-------------------------------------|---|
| * VIN: | 1G1ZT64855F [REDACTED] | MSRP: | 23455.0 |
| Year: | 2005 | Make: | Chevrolet |
| | | Model: | Malibu M |
| * TAC Number: | 060232007 | Vehicle Comments & TAC Explanation: | Remove shaft, position and exercise as needed. Per dv Joel Gorski locate shaft and replace. |
| * Date Reviewed with Customer : | 01/17/2007 | * Repurchase Mileage: | 20400 |
| Original Purchase Date: | 09/30/2005 | * Original Purchase Condition: | New |

Vehicle Owner(s)

| | |
|---------------------|------------|
| Entity Type: | Person |
| * Name(s) on Title: | [REDACTED] |
| * Title State: | CA |
| * Primary Owner: | [REDACTED] |
| * Address: | [REDACTED] |
| * City: | Chino |
| * State: | CA |
| * ZIP Code: | [REDACTED] |
| * Day Phone: | [REDACTED] |
| Evening Phone: | [REDACTED] |
| Cell Phone: | |
| E-mail: | |
| Fax Phone: | |

Repurchase

* Reason: Customer has had multiple issues related to the steering of the vehicle. Steering shaft was replaced.

UCC Codes

UCC 1 UCC 2 UCC 3 UCC 4 UCC 5
M0110

Vehicle Lien Holder

| | | | | | |
|---------------------------|---------------|-----------------|------|-------------|---------|
| Type of Secured Interest: | Standard Lien | * Company Name: | GMAC | Account #: | 0619087 |
| Contact or Attention: | | | | | |
| Address: | | | | | |
| City: | | State: | AL | ZIP Code: | |
| * Day Phone: | 800-200-4622 | Fax: | | E-mail/Web: | |

Original Selling Dealer

| | | | | | |
|-------------------------|----------------|-------------------------|---------------------|----------------|------------------|
| * Dealer Number: | 114580 | Dealer Name: | M K SMITH CHEVROLET | Region: | District: |
| * Phone: | (909) 628-8961 | Fax: | (909) 628-6637 | 10 | 1453 |
| * Contact Name: | Dennis Jackson | * Contact Title: | Gen. Mgr | E-mail: | |

Repurchasing Dealer: [Same as Selling Dealer]**Repair Dealer**

| | | | |
|------------------------|--|-------------------------|--|
| * Contact Name: | | * Contact Title: | |
|------------------------|--|-------------------------|--|

Vehicle Location: [Same as Selling Dealer]**Transaction Details:**

| | | | |
|------------------------------|------------------|----------------------------|---------------------|
| Siebel Request #: | 71-464124867 | * Disposition: | Unselected Auction |
| * Transaction State: | CA | * Transaction Type: | Straight Repurchase |
| * Transaction Source: | ADR BBB Mediated | | |
| Replacement VIN: | | | |
| MSRP: | 0.0 | | |

Repurchase

| | |
|-----------------------------------|--------------------|
| * Processing Instructions: | Per normal process |
|-----------------------------------|--------------------|

Disposition

| | |
|------------------------------------|--------------------|
| * Disposition Instructions: | Per normal process |
|------------------------------------|--------------------|

Transaction Details

| Group | Responsible | Formula | Additional Explanation | Value |
|-----------------------|----------------|-------------------|------------------------|---------|
| Usage | Use Lemon Law | 8609/120000*19881 | Usage per Lemon Law | 1426.29 |
| Sales Tax | GM | NA | Sales Tax | 1621.77 |
| State/Gov Fees | GM | 197+45+8.75 | Fees | 250.75 |
| After Market Item (s) | Does Not Apply | NA | No Aftermarket Items | 0 |
| Negative Equity | Customer | 6134.43-6000.00 | Negative Equity | 134.43 |
| Over Allowance Amount | Customer | NA | Over Allowance | 0 |

[Print](#) [Close](#)

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

December 3, 2010

[REDACTED]

Philadelphia, PA [REDACTED]

Service Request: 71-464511992

Customer Relationship Specialist: Jessica Bishop

Dear [REDACTED]

We would like to discuss your request for assistance regarding your 2006 Pontiac G6, but we have been unsuccessful in our attempts to contact you.

If you have outstanding issues, please feel free to contact us at our Pontiac Customer Assistance Center at 1-800-762-2737 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your service request number above and any of our Customer Relationship Specialists will be happy to assist you. You will have the option to speak with me directly if I am available. If you have already contacted the Customer Assistance Center, please disregard this letter.

Pontiac and your dealer's mutual goal is your total satisfaction with Pontiac products and services. We look forward to talking with you soon.

Sincerely,

Pontiac Customer Assistance Center

December 3, 2010

[REDACTED]

Philadelphia, PA [REDACTED]

Service Request: 71-464511992

Customer Relationship Specialist: Dawn Knippel

Dear [REDACTED]

We would like to discuss your request for assistance regarding your 2006 Pontiac G6, but we have been unsuccessful in our attempts to contact you.

If you have outstanding issues, please feel free to contact us at our Pontiac Customer Assistance Center at 1-800-762-2737 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your service request number above and any of our Customer Relationship Specialists will be happy to assist you. You will have the option to speak with me directly if I am available. If you have already contacted the Customer Assistance Center, please disregard this letter.

Pontiac and your dealer's mutual goal is your total satisfaction with Pontiac products and services. We look forward to talking with you soon.

Sincerely,

Pontiac Customer Assistance Center

PHILADELPHIA PA 191

27 DEC 2006 PM 1 T



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

Pontiac Customer Assistance Center
PO Box 33172
Detroit, MI 48232-5172

DEC 29 2006

48232+5172



December 17, 2006

To Whom It May Concern:

My name is [REDACTED] and I am the owner of a 2006 Pontiac G6. Ever since I was little, my family drove a GM vehicle. (Currently, my parents own a 2006 Equinox.) When I finished school and got my first job, it was time to buy a new car. I began to consider my options and I thought about the past experiences my family has had with our cars. After realizing that the GM vehicles we have owned were extremely reliable and excellent products, I decided that I had to buy a GM.

I purchased a G6 from a reputable car dealership in the Philadelphia Area. I was extremely excited, as the G6 was my first car. After purchasing the vehicle, I had a few minor problems which the dealership repaired. First, the front headlight was not sealed correctly and would fog up whenever it rained. The radio display would also black out frequently. These inconveniences were fixed quickly and satisfactorily by the dealership. However, one problem still remains that was dismissed by the dealership. This problem is not simply a broken seal or a shorted out display, but a problem that can lead to serious consequences if not repaired immediately.

The power steering in my Pontiac G6 has a tendency to stop working while I am parallel parking. I have had several incidences where I am parking my vehicle and after I turn the steering wheel 3 or 4 times, the power steering shuts off completely. In order to correct the problem, I must turn off my car, wait a few seconds, and then restart my car. This is a serious problem because this leaves my car in a vulnerable position. Since I am not completely in the parking spot, my car is left out in the road while I am waiting to restart the car in order to finish parking. Not only is the car in danger of being hit, but my safety is also jeopardized because of the car is left in the path of moving traffic.

I approached the dealer with my concern and they simply said that it was caused by a sensor that shuts off the power steering motor when it overheats. I have consulted other salespersons and auto mechanics and they have agreed that I should not be having this problem, especially with a new car with only 5700 miles. I am writing to you because I am disappointed in the functioning of the steering in my GM car. I believe that this problem needs attention before something serious happens to my car as a result of this malfunction. As a part of a loyal GM family, I feel that this matter must be attended to immediately.

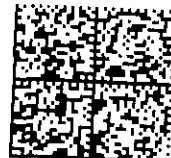
Thank you,

[REDACTED]



Customer Assistance Center
Pontiac
PO Box 33172
Detroit, MI 48232-5172

MAR 29 2007



PITNEY BOWES
US POSTAGE
\$00.39⁰
MAR 28 2007
ZIP 48146
02 1A
2744065

48232+5172 BOS1





Customer Assistance Center
Pontiac
PO Box 33172
Detroit, MI 48232-5172

March 27, 2007

[REDACTED]
Philadelphia, PA [REDACTED]

CUSTOMER DID NOT RECEIVE
THIS FROM GMC

Service Request: 71-464511992
Customer Relationship Specialist: Jessica Bishop

Dear [REDACTED]

We would like to discuss your request for assistance regarding your 2006 Pontiac G6, but we have been unsuccessful in our attempts to contact you.

If you have outstanding issues, please feel free to contact us at our Pontiac Customer Assistance Center at 1-800-762-2737 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your service request number above and any of our Customer Relationship Specialists will be happy to assist you. You will have the option to speak with me directly if I am available. If you have already contacted the Customer Assistance Center, please disregard this letter.

Pontiac and your dealer's mutual goal is your total satisfaction with Pontiac products and services. We look forward to talking with you soon.

Sincerely,

Pontiac Customer Assistance Center

North American Operations

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

GM

CHECK

No. [REDACTED]

50-937
213

DATE

02/23/07

*****368 DOLLARS

AMOUNT

*****72 CENTS *****368.72

PAY
TO THE
ORDER
OF

ENTERPRISE AL [REDACTED]

North American Operations
General Motors Corporation
Disbursement Account

SIGNATURE

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

AUDIT

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

VENDOR
DUNS NO. BB 000000259

1

VENDOR NAME [REDACTED]

North American Operations

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

DETACH BEFORE DEPOSITING CHECK

CHECK NO. [REDACTED]

PAYMENT
DATE

02/23/07

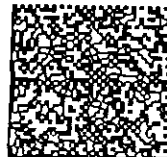
| REGISTER NO. DESCRIPTION | INVOICE DATE | DOC. REFERENCE NUMBER | % DISC. | INVOICE AMOUNT | DISC. AMOUNT | NET AMOUNT |
|--|-----------------------------------|-------------------------|---------|----------------|--------------|------------|
| 1G1ZT548X5F [REDACTED] | 02/22/07 71-465280848.1-80LGM1 | VM 1-80LGM1 1-80LGM1 | 00.0000 | 368.72 | .00 | 368.72 |
| ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT OR QUESTIONS CALL 800-462-8782 | | | | W3 | | |
| TOTAL | | | | 368.72 | .00 | 368.72 |



Better Business Bureau
30555 Southfield Road, Suite 200
Southfield, MI 48076-7751

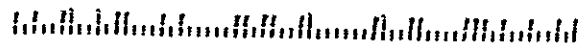
FEB 05 2007

FIRST CLASS



02 1A \$ 00.39⁰
0004634926 FEB 01 2007
MAILED FROM ZIP CODE 48076

48091+6013





Better Business Bureau of Detroit & Eastern Michigan
30555 Southfield Road, Suite 200
Southfield, MI 48076-7751

Phone: (248) 644-9100
Fax: (248) 644-5026
E-mail: info@easternmichiganbbb.org
Website: www.easternmichiganbbb.org

February 1, 2007

MSX International
General Motors Corporation
1919 Concept Drive
Warren, MI 48091-1385

RE: BBB Case #51005554 - [REDACTED]

Dear Sir or Madame:

The Better Business Bureau has received the enclosed complaint from the above referenced individual. In the interest of good business/customer relations, we are presenting this complaint to you for your review and response.

As a voluntary, self-regulatory agency supported by local businesses, we are willing to assist your company in resolving this matter as expeditiously as possible.

The Bureau has not made a judgment as to the validity of the complaint, and understands that there are two sides to every dispute. We are requesting that you review the complaint and provide the Bureau with a written or verbal response to this complaint within the next seven (7) days. A business-reply envelope is enclosed for your convenience.

If you have any questions, please contact the Bureau at (248) 644-9100. You may respond to the complaint at the address listed above, or by facsimile at (248) 644-5026.

Thank you for your cooperation.

Sincerely,

Constance Stevens
Constance Stevens
Dispute Resolution Consultant

CONSUMER

Enterprise, AL [REDACTED]

Home : - Work: [REDACTED] Fax:

email : [REDACTED]

BUSINESS

General Motors Corp.

31 East Judson PO BOX 436008

Pontiac, MI 48343

800 222-1020 Fax:

NATURE OF DISPUTE

I was noticing a click in the wheel when I would turn and on January 3, 2007 I took it to a dealer. \par I purchased the 2005 Malibu used with 33,000 miles on it and also purchased a warranty. The car now has 47000 miles on it, and he said it was the steering rack and would cost \$470.00. I checked on the warranty and it did not cover it. I called the company and they will not cover it. The mechanic said it was nothing I had done and later I heard another mechanic say this has happened alot. I feel it is a defect in this part and to me this is a newer car and should not have this problem unless there is a defect. The number is 71=465 280 848.

DESIRED RESOLUTION

I feel they should reimburse me the 470.00. They offered me some service that would take care of oil changes and rotation of tires until I receive that much in service. I do not feel that is acceptable. I am on a fixed income and that is a large amount for me to pay when I was not responsible for the defect. I want to know why it happened and the reason I bought the car was so I would not have alot of repairs.

Thank you. [REDACTED]



General Motors Corporation
Customer and Relationship Services
Customer Assistance Center
PO Box 33170
Detroit, MI 48232-5170

February 20, 2007

State of Michigan
Better Business Bureau
Attention: Constance Stevens

Customer: [REDACTED]
Reference number: 51005554
Service request: 71-465280848
Customer Relationship Specialist: Jason Jackson

Dear Dispute Resolution Consultant Stevens:

Thank you for your recent correspondence regarding [REDACTED] 2005 Chevrolet Malibu. We are sorry for any inconvenience she may have experienced.

At your request, we reviewed [REDACTED] case with our Central Office Staff. We find that she has contacted our Executive Offices. As a gesture to [REDACTED] General Motors has offered and she has accepted a reimbursement in the amount of \$368.72. This offer was made to [REDACTED] to reaffirm General Motors' commitment to customer loyalty and satisfaction. We believe every consideration was given to access all available information.

General Motors' continued success depends upon the satisfaction our customers receive from their vehicles. We again apologize for any inconvenience [REDACTED] may have experienced.

If you have further questions, please contact our Chevrolet Customer Assistance Center at 1-800-222-1020 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please refer to your service request number above and any of our Customer Relationship Specialists will be happy to assist you.

Sincerely,

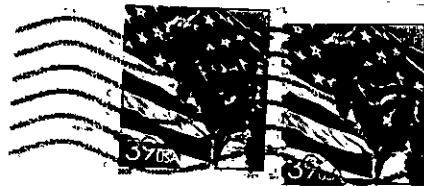
Chevrolet Customer Assistance Center



Enterprise, AL.

MONTGOMERY AL 361

16 FEB 2007 PM 1 T



Chevrolet
att: file no. 71-465-280-848
P.O. Box 33170
Detroit, Michigan
48232

FEB 19 2007

48232+3170



2/14/07

Att: File No. 71-465-288-848

Chevrolet

P.O. Box 33170

Detroit, Michigan

48232

Enterprise, Al.

Dear Sir:

Recently I had a problem with my Chevrolet Malibu. I love Chevrolet products and could not believe this happened. It is a 2005 which I purchased last year and it had 33,000 miles on it. I purchased a warranty but it only covers the engine and the transmission. The car had 47,000 miles on it and I felt a click when I would turn in the steering wheel. I took it to the Chevrolet dealer and they said the steering rack would have to be replaced. They said it would cost \$469.30. I was shocked that a car this new and with this few miles on it would

need a new part. I checked to see if there were any recalls and there were none. I went back to the Chevrolet place and one of the men said they have to replace these quite often and it was nothing I had done to abuse the vehicle. I am almost 65 years old and purchased this vehicle so I would have no major expenses. To me this was a new car.

I called your company and after several calls was offered some smart pack for oil changes. I want the full amount of money I paid for this back, as I am on a fixed income. I have circled the amount on the bill, \$469.30.

Enclosed is the original repair order, a copy of my registration, my credit card receipt and a copy of the check my son loaned me to fix the car.

Sincerely,



61038

65618



RUCKER RD. & DIXIE DR.
P.O. BOX 311150
ENTERPRISE, AL 36330
(334) 347-9581

INVOICE

PAGE 1

ENTERPRISE, AL
HOME:
CELL: BUS:

SERVICE ADVISOR: 655 JOEY JOHNSON

| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN/OUT | TAG | |
|-------------|------------|------------------|--------------------------------------|---------|----------------|---------|-----------|
| GOLD | 05 | CHEVROLET MALIBU | 1G1ZT548X5F | | 47039/47039 | | |
| DEL DATE | PROD. DATE | WARR. EXP. | PROMISED | PO NO. | RATE | PAYMENT | INV. DATE |
| 02OCT04 IS | | | 17:00 03JAN07 | | 67.00 | CASH | 04JAN07 |
| R.O. OPENED | | READY | OPTIONS: DLR:08262 ENG:3.5 Liter SFI | | | | |

08:07 03JAN07 15:41 04JAN07

| LINE | OPCODE | TECH | TYPE | HOURS | LIST | NET | TOTAL |
|------|--------|------|------|-------|------|-----|-------|
|------|--------|------|------|-------|------|-----|-------|

A CHANGE OIL AND FILTER, LUBE-TOP OFF ALL FLUIDS-PERFORM 29 PT INSP

LOF CHANGE OIL AND FILTER, LUBE-TOP OFF ALL FLUIDS-PERFORM 29 PT INSP

753 REEVES, TERRY J LIC#: 4091

CPLOF 0.30

1 25010792 FILTER

| | |
|------|------|
| 8.00 | 8.00 |
| 5.68 | 5.68 |

LUBE OIL

CPLOF

| | |
|------|------|
| 9.15 | 9.15 |
|------|------|

FC:

PARTS: 5.68 LABOR: 8.00 OTHER: 9.15 TOTAL LINE A: 22.83

B ROTATE TIRES

RTT ROTATE TIRES

753 REEVES, TERRY J LIC#: 4091

CPC 0.30

PARTS: 0.00 LABOR: 14.95 OTHER: 0.00

| | |
|-------|-------|
| 14.95 | 14.95 |
| PAID | 14.95 |

***** JAN 04 2007

C CUST STATES A POPPING NOISE IN FRONTEND WHEN TURNING

99 REMOVED AND REPLACED STEERING GEAR

544 MALOY, MERWYN LIC#: 2402

CPC 2.00

1 15858368 GEAR

AL4 4 WHEEL ALIGNMENT

544 MALOY, MERWYN LIC#: 2402

CPC 2.70

PARTS: 272.35 LABOR: 196.95 OTHER: 0.00

| | |
|--------|--------|
| 134.00 | 134.00 |
| 272.35 | 272.35 |
| PAID | 272.35 |

***** JAN 04 2007

CUSTOMER PAY SERVICE SUPPLIES FOR REPAIR ORDER

HOURS 7:30 A.M. / 5:00 P.M.

| | |
|-------|-------|
| 10.00 | 10.00 |
| PAID | 10.00 |

ON BEHALF OF THE SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH AN ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVES.

STATEMENT OF DISCLAIMER
All warranties on the product sold hereby are those made by the manufacturer. The Seller, Enterprise Chevrolet, Inc., hereby expressly disclaims all warranties, either express or IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, and Enterprise Chevrolet, Inc. neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this product.

| DESCRIPTION | TOTALS |
|------------------------|--------|
| LABOR AMOUNT | 219.90 |
| PARTS AMOUNT | 278.03 |
| GAS, OIL, LUBE | 9.15 |
| SUBLET AMOUNT | 0.00 |
| MISC. CHARGES | 10.00 |
| TOTAL CHARGES | 517.08 |
| LESS INSURANCE | 0.00 |
| SALES TAX | 22.24 |
| PLEASE PAY THIS AMOUNT | 539.32 |

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

(DATE)

CUSTOMER SIGNATURE

CUSTOMER



ALABAMA DEPARTMENT OF REVENUE
MOTOR VEHICLE REGISTRATION TAG AND TAX RECEIPT

ALABAMA LAW REQUIRES ORIGINAL OR PHOTOCOPY OF RECEIPT TO BE IN VEHICLE.

MVR 40-12-253B (1-2005)

| | | | | | | | | | | | | | | | | | | | | | | | |
|---|--|--------------|--|---------------|--|--------------------|--|------------------------|--|--------------------------|--|----------------------------|--|----------------------------|--|--------------------------------|--|------------------------------|--|---------------------------------|--|------------------------------------|--|
| ALABAMA DEPARTMENT OF REVENUE MOTOR VEHICLE REGISTRATION TAG AND TAX RECEIPT | | | | | | | | | | ISSUING COUNTY Coffee | | CITY CODE 19 05 | | TAG YEAR 2007 | | METAL TAG | | NON-USE AFFIDAVIT | | LAST YEAR DECAL NO. 19061481 | | CURRENT YEAR DECAL NO. 19033644 | |
| DATE ACQUIRED/ENTERED STATE | | | | ACQUIRED FROM | | | | FOR RENEWAL TAX TAG | | NO. OF MOS. TAX TAG | | LAST YEAR STATE TAG NO. | | TAG TYPE | | CURRENT YEAR TAG NO. | | | | | | | |
| AD VAL START DT | | | | NEW | | USED | | PRICE \$ | | 0.00 | | 12 12 12 | | PC | | | | | | | | | |
| VEHICLE IDENTIFICATION NO 1G1ZT548XSF | | | | | | MODEL MALIBU LS | | | | SCHOOL 02 | | FHVUT | | GROSS WT. NOT OVER 8000 | | CURRENT TAG EXPIRES 03/2007 | | RENEW THIS TAG IN 03/2007 | | | | | |
| APPL OR TITLE | | MAKE CHEV | | YEAR 2005 | | BODY 4D | | COLOR GLD | | STATE S/TAX | | COUNTY S/TAX | | CITY S/TAX | | PD OTHER STATE | | TOTAL SALES TAX 0.00 | | | | | |
| ASSESSED VALUE 2000 | | STATE | | COUNTY | | CITY | | SCHOOL | | AD VAL CREDIT | | AD VALOREM PENALTY | | AD VALOREM INTEREST | | TOTAL AD VALOREM TAX 87.00 | | | | | | | |
| CLASS CODE 4 | | TRANS FEE | | AFF. FEE | | ADD'L FEE | | LICENSE FEE 23.00 | | ISS. FEE 1.25 | | PENALTY 15.00 | | CITATION | | INTEREST 0.01 | | TOTAL TAG 39.25 | | MAIL FEE | | TOTAL TAG & TAX 126.26 | |
| | | | | | | | | | | | | | | | | | | TITLE FEE | | | | | |
| DATE OF ISSUE | | | | | | | | | | | | | | | | | | TIME ISSUED | | TOTAL PAID | | | |

ENTERPRISE

Al.,

SIGN HERE

WE CERTIFY/AFFIRM THAT THE INFORMATION CONTAINED HEREON IS TRUE AND CORRECT AND THAT THE VEHICLE DESCRIBED ABOVE IS INSURED AS REQUIRED BY ALABAMA LAW

| DATE OF ISSUE | TIME ISSUED | TOTAL PAID |
|-------------------------|-------------|------------|
| 04/03/2006 | 13:29 | 126.26 |
| WILLIAM O. GAMMILL TB 7 | | |
| | | Check |

H 1648989

Print This Image

TMA TILE
MARTIN J. CONNOLLY, OWNER
361 CENTER STREET PH. 334-701-1116
ENTERPRISE, AL 36330

DATE 1-5-07 61-244621

PAY TO THE ORDER OF Enterprise Chevrolet \$ 300.00

Three hundred and 00/100 DOLLARS

CB&T ENTERPRISE
COMMUNITY BANK AND TRUST P.O. BOX 311245
A Provider of Superior Financial Services ENTERPRISE, AL 36331

FOR [Redacted] [Signature] 00000000000000000000

COPY

FOR DEPOSIT ONLY
Enterprise Chevrolet
Acct: 72137730

1607 50751

2218171245153811417
F0312007304
PROCESSING BANK
SAC-007 01/05/07
ALABAMA 01/05/07 0007
03/10/2007 01/10/2007
CICS007 BCR:53

Print This Image

North American Operations

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

GM

CHECK

No. [REDACTED]50-937
213

DATE

04/30/07

*****5,750 DOLLARS

AMOUNT

*****00 CENTS *****5,750.00

PAY
TO THE
ORDER
OF

FRANKLIN MA [REDACTED]

North American Operations
General Motors Corporation
Disbursement Account

SIGNATURE

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

AUDIT

North American Operations

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

DETACH BEFORE DEPOSITING CHECK

CHECK NO. [REDACTED]

PAYMENT
DATE

04/30/07

VENDOR
DUNS NO.

BB 000000023

1

VENDOR NAME [REDACTED]

REGISTER NO.
DESCRIPTION

INVOICE DATE

DOC. REFERENCE NUMBER

% DISC.

INVOICE AMOUNT

DISC. AMOUNT

NET AMOUNT

1G2ZG558564 [REDACTED]

04/27/07
71-465393895.1VM 1-8FN7XK
1-8FN7XK

00.0000

5,750.00

00

5,750.00

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

W3

TOTAL

5,750.00

.00

5,750.00

Facsimile Transmittal Sheet

From: Sergei Lemberg, Esq. – Lemberg & Associates LLC

Sender's Direct Phone No.: 203.653.2250

Sender's Direct Fax No.: 203.653.3424

Date: January 29, 2007

| <u>RECIPIENT</u> | <u>COMPANY</u> | <u>FAX NUMBER</u> | <u>CONFIRMATION NUMBER</u> |
|------------------|----------------|-------------------|--------------------------------|
| Lita Sanchez | | 866-398-3254 | |

Message

PLEASE SEE LETTER ATTACHED

Confidentiality Note

The information contained in this facsimile message is legally privileged and confidential information intended only for the use of the individual or entity named above. If the reader of this message is not the intended recipient, you are hereby notified that any dissemination, distribution or copy of this fax is strictly prohibited. If you have received this fax in error, please immediately notify us by telephone and return the original message to us at the address above via the United States Postal Service. Thank you.

Should you have any problems receiving this fax, please call 203.653.2250

Fax Server

1/26/2007 10:34:09 AM

PAGE

2/003

Fax Server



General Motors Corporation
Business Resource Center
PO Box 33170
Detroit, MI 48232-5170

January 26, 2007

VIA FAX ONLY

Sergei Lemberg, Esq.
Lemberg & Associates
30 Oak St Ste 401
Stamford, CT 06905-5310

RE:

Service Request: 71-465393895
2006 Pontiac G6
Vehicle Identification Number: 1G2ZG558564
Customer Relationship Specialist: Lita Sanchez

Dear Mr. Lemberg:

This is to advise that General Motors is in receipt of the above referenced case dated January 16, 2007. This case file has been assigned to General Motors' Early Resolution program, and you will be contacted in the next 10-15 calendar days for review. The Early Resolution program is designed to facilitate early settlement of warranty matters within a 45-day timeframe.

In order to do a thorough review and assessment of this case, General Motors would appreciate your prompt assistance in having the attached Release of Lien Information form completed and faxed to the number on the fax coversheet within the next five (5) days.

In addition, if any of the items below are marked, please send the requested information either to the fax number on the fax cover sheet, or to the address below as soon as possible.



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



Finance agreement
Buyer's agreement

General Motors Corporation
c/o MSX International, ATTN: BRC Legal
1919 Concept Drive
Warren, MI 48091

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

Sincerely,

General Motors Corporation



01/29/2007 00:03

2036533424

LEMBERG

PAGE

3/008

Fax Server

RELEASE OF LIEN INFORMATION

I [REDACTED]
(Client's Name) [REDACTED]
(Client's Social Security Number)

hereby authorize GMAC
(Lien holder Name)

P.O. Box 830069 Baltimore MD 21283-0069
(Lien holder Address) (Lien holder Phone Number) 1-800-200-4620

to release any and all information regarding my loan account # [REDACTED]
(Account Number)

with GMAC
(Lien holder Name)

to General Motors Corporation, including but not limited to a complete payment history of my account, a loan payoff amount, and per diem information.

Date 1-29-07

VEHICLE INFORMATION

The current vehicle mileage is 11252 Date mileage read: 1/29-07

[Signature]
Signature

Signature

1200006
V6302006



RETAIL INSTALLMENT SALE CONTRACT

GMAC FLEXIBLE FINANCE PLAN

Dealer Number

Contract Number

| | |
|---|---|
| Buyer (and Co-Buyer, if any) Name and address (include county and zip code) | Creditor (Seller name and address) |
| FRANKLIN MA | VENDETTI MOTORS, INC. 111 SOUTH FRANKLIN STREET FRANKLIN MA 02038 |

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. 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 | 2006 | PONTIAC G6 | 162Z6558564 | <input checked="" type="checkbox"/> Personal, family, or household <input type="checkbox"/> Agricultural <input type="checkbox"/> Business |

Your trade-in is a Year 2003 Make HITSUBISHI Model OUTLANDER

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. 0.00% | The dollar amount the credit will cost you. 0.00 | The amount of credit provided to you or on your behalf. \$ 27239.04 | The amount you will have paid after you have made all payments as scheduled. \$ 27239.04 | The total cost of your purchase on credit, including your downpayment of \$ 0.00 is \$ 27239.04 |

Your Payment Schedule Will Be:

| Number of Payments | Amount of Payments | When Payments Are Due | Or as Follows |
|--------------------|--------------------|------------------------------|---------------|
| 72 | \$ 378.32 | Monthly beginning 08/18/2006 | |

Late Charge. If a payment is not received in full within 15 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 \$5 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.

| | |
|--|----------------|
| 1. Cash price (including any accessories, services, and taxes) | \$23203.40 (1) |
| 2. Total downpayment - (If negative enter "0" and see line 4H below) | |
| Gross trade-in \$500.00 - payoff by seller \$ 9745.86 | |
| = net trade-in \$ 3245.86 + cash \$ 0.22 | |
| + other (describe) N/A | \$ 0.00 (2) |
| 3. Unpaid balance of cash price (1 minus 2) | \$23203.40 (3) |
| 4. Other charges including amounts paid to others on your behalf. Seller may keep part of these amounts: | |
| A. Cost of optional credit insurance, paid to the insurance company or companies | N/A |
| B. Other insurance paid to the insurance company | \$ N/A |
| C. Official fees paid to government agencies | \$ N/A |
| D. Government taxes not included in cash price | \$ N/A |
| E. Government license and/or registration fees | \$ 15.00 |
| F. Government certificate of title fees (includes \$ N/A security interest recording fee) | \$ 50.00 |
| G. Other charges (Seller must identify who is paid and describe purpose.) | |
| to H/A for N/A | \$ N/A |
| to VENDETTI MOT for DEALER CONVE | \$ 125.00 |
| to VENDETTI MOT for GAP PROTECTI | \$ 600.00 |
| No A for N/A | \$ N/A |
| to H/A for N/A | \$ N/A |
| to H/A for N/A | \$ N/A |
| H. Net trade-in payoff to P CREDIT UNION | \$ 3245.64 |
| Total other charges and amounts paid to others on your behalf | \$ 4035.64 (4) |

Insurance. You may buy the physical damage insurance this contract requires (see back) from anyone you choose who is acceptable to us. You are not required to buy any other insurance to obtain credit. Your decision to buy or not buy other insurance will not be a factor in the credit approval process.

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

Check the insurance you want and sign below:

Optional Credit Insurance

☐ Credit Life ☐ Buyer ☐ Co-Buyer ☐ Both

☐ Credit Disability (Buyer Only)

Premium:

Credit Life \$ N/A

Credit Disability \$ N/A

N/A

(Insurance Company)

LIFE INSURANCE AND CREDIT ACCIDENT AND HEALTH INSURANCE ARE NOT REQUIRED TO OBTAIN CREDIT. INSURANCE WILL NOT BE PROVIDED UNLESS YOU SIGN AND AGREE TO PAY THE ADDITIONAL CHARGE. Your decision to buy or not buy credit life insurance and credit disability insurance will not be a factor in the credit approval process. Credit life insurance pays only the amount you would owe if you paid all your payments on time. Credit disability insurance does not cover any increase in your payment or in the number of payments. Coverage for credit life, insurance and credit disability insurance ends on the original due date for the last payment unless a different term for the insurance is shown below.

Other Insurance

☐ N/A N/A

Type of Insurance

Term

Premium \$ N/A

N/A

(Insurance Company)

N/A

(Home Office Address)

I want the insurance checked above.

X Buyer Signature Date

X Co-Buyer Signature Date

ANY INSURANCE REFERRED TO IN

| | | | | | |
|---|-------------------------|----------------|---------------|------------------|-----|
| 1. + other (describe) <u>N/A</u> | \$ | <u>N/A</u> | \$ | <u>0.00</u> | (2) |
| 3 Unpaid balance of cash price (1 minus 2) | | | | <u>\$2303.40</u> | (3) |
| 4 Other charges including amounts paid to others on your behalf (Seller may keep part of these amounts.): | | | | | |
| A Cost of optional credit insurance paid to the insurance company or companies | | | | | |
| Life | \$ | <u>N/A</u> | | | |
| Disability | \$ | <u>N/A</u> | \$ | <u>N/A</u> | |
| B Other Insurance paid to the insurance company | \$ | <u>N/A</u> | | | |
| C Official fees paid to government agencies | \$ | <u>N/A</u> | | | |
| D Government taxes not included in cash price | \$ | <u>N/A</u> | | | |
| E Government license and/or registration fees | | | | | |
| REG-\$15.00 | \$ | | | <u>15.00</u> | |
| F Government certificate of title fees (includes \$ <u>N/A</u> security interest recording fee) | \$ | | | <u>50.00</u> | |
| G Other charges (Seller must identify who is paid and describe purpose.) | | | | | |
| <u>N/A</u> | for <u>N/A</u> | \$ | <u>N/A</u> | | |
| <u>VENDETTI MOT</u> | for <u>DEALER CONVE</u> | \$ | <u>125.00</u> | | |
| <u>VENDETTI MOT</u> | for <u>GAP PROTECTI</u> | \$ | <u>600.00</u> | | |
| <u>N/A</u> | for <u>N/A</u> | \$ | <u>N/A</u> | | |
| <u>N/A</u> | for <u>N/A</u> | \$ | <u>N/A</u> | | |
| <u>N/A</u> | for <u>N/A</u> | \$ | <u>N/A</u> | | |
| H Net trade-in payoff to <u>P CREDIT UNION</u> | \$ | <u>3245.64</u> | | | |
| Total other charges and amounts paid to others on your behalf | | | \$ | <u>4035.64</u> | (4) |
| 5 Amount financed (3 + 4) | | | \$ | <u>\$7239.04</u> | (5) |

AGREE TO PAY THE ADDITIONAL CHARGE. Your decision to buy or not buy credit life insurance and credit disability insurance will not be a factor in the credit approval process. Credit life insurance pays only the amount you would owe if you paid all your payments on time. Credit disability insurance does not cover any increase in your payment or in the number of payments. Coverage for credit life insurance and credit disability insurance ends on the original due date for the last payment unless a different term for the insurance is shown below.

Other Insurance.

☐ N/A N/A

| Type of Insurance | Term |
|-------------------|------|
|-------------------|------|

Premium \$ N/A

N/A

(Insurance Company)

N/A

(Home Office Address)

I want the insurance checked above.

X

Buyer Signature Date

X

Co-Buyer Signature Date

ANY INSURANCE REFERRED TO IN THIS CONTRACT DOES NOT INCLUDE COVERAGE FOR BODILY INJURY AND PROPERTY DAMAGE CAUSED TO OTHERS.

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

Buyer Signs X

Co-Buyer Signs X

If any part of 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. For example, we may extend the time for making some payments without extending the time for making others.

See back for other important agreements.

NOTICE TO THE BUYER: 1. Do not sign this contract if any of the spaces intended for the agreed terms to the extent of then available information are left blank. 2. You are entitled to an exact copy of the contract you signed. 3. Under the law, you have the following rights, among others:-(a) to pay off in advance the full amount due; (b) to redeem the property if repossessed for a default; (c) to require, under certain conditions, a resale of the property if repossessed.

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

You agree to the terms of this contract. You confirm that before you signed this contract, we gave it to you, and you were free to take it and review it. You confirm that you received a completely filled-in copy when you signed it.

Buyer Signs X VENDETTI MOTORS, INC. Date 07/03/2006 Co-Buyer Signs X Date

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

Other owner signs here X Date Address

VENDETTI MOTORS, INC.

Creditor Signs Date 07/03/2006 By X Title



411 W. Central Street
FRANKLIN, MA. 02038
(508) 528-3450
www.vendettimotors.com



PURCHASE AGREEMENT

For Consumer Use Only

| | | | | | | | |
|---|---------|---|-----------|----------------------------|--------------|--|----------|
| DATE 3rd 202006 | | ORDER No 971603 | | STOCK No. P42025 | | SALES REPRESENTATIVE ROBERT G BURCHILL | |
| PURCHASER'S NAME(S) | | | | ADDRESS | | | |
| CITY | | STATE | | ZIP CODE | | TELEPHONE | |
| FRANKLIN | | MA | | | | BUSINESS HOME | |
| E MAIL | | | | | | | |
| ENTER MY ORDER FOR | | NEW <input checked="" type="checkbox"/> USED <input type="checkbox"/> | | FORMER USE (if applicable) | | DEMONSTRATOR <input type="checkbox"/> | |
| | | | | | | POLICE CAR <input type="checkbox"/> | |
| | | | | | | REBUILT INSURANCE TOTAL <input type="checkbox"/> | |
| | | | | | | FORMER DAILY RENTAL <input type="checkbox"/> | |
| Year | Make | Model | Body Type | Model No. | Transmission | Standard <input checked="" type="checkbox"/> Automatic <input type="checkbox"/> | (Speeds) |
| 2006 | PONTIAC | G6 | SEDAN | 22669 | | | |
| Vehicle Identification No. | | Color 1st 2nd 3rd | | Interior 1st 2nd 3rd | | Odometer Miles <input checked="" type="checkbox"/> Kilometers <input type="checkbox"/> | |
| 1G2ZG558564 | | IVORY WHI | | EBONY LIN | | 120 | |
| Expected Delivery Date | | | | | | | |
| Trade-In | | Year 2003 | | Make MITSUBISI | | Social Security No. | |
| Model OUTL | | Type 4 DOOR | | Color | | Date Of Birth 11/03/75 | |
| V.I.N. JA4LZ41G63U | | | | | | Employer ID No. | |
| Odometer N/A | | (mi/km) | | | | Other | |
| Transmission <input type="checkbox"/> Standard (Speeds) <input type="checkbox"/> Auto | | | | | | Price Of Unit \$ 21603.00 | |
| No. of Cyl. 4 | | Pass. | | Doors | | | |
| Salvage Title Yes <input type="checkbox"/> No <input type="checkbox"/> | | | | | | | |
| Previous Owner | | | | | | | |
| City/State/Zip | | | | | | | |
| LIENHOLDER C P CREDIT UNION | | | | | | | |
| Address | | | | | | | |
| City/State/Zip SOMERVILLE MA | | | | | | | |
| Acct. No. | | Check No. | | | | | |
| Balance Due \$ 9745.86 | | | | | | | |
| Additional Information-Vehicle Purchased | | | | | | | |
| LIENHOLDER GMAC | | | | | | | |
| Address PO BOX 8138 | | | | | | | |
| City/State/Zip COCKEYSVILLE MD 21030 | | | | | | | |
| INSURANCE CO. | | | | | | | |
| Agent/Branch NEIGHBORHOOD INS | | | | | | | |
| Address/City FRANKLIN | | | | | | | |
| In the event I fail to take delivery of the vehicle purchased by me within forty-eight (48) hours after I have been notified by you that it is ready for delivery and pay the total contract price in the manner indicated, my deposit in the amount of \$ N/A may, at your option, be retained by you to compensate you in whole or in part for any losses sustained by you. Your right to retain my deposit shall be in addition to and not instead of any other right or remedy provided by applicable law. Including, without limiting the generality of the foregoing, the sale of the car or truck I agree to purchase. If the amount of my deposit exceeds actual damages sustained by you, you will promptly refund the difference to me. | | | | | | | |
| Purchaser's Initials | | | | | | | |
| ALL REBATES AND SALES INCENTIVES OFFERED BY THE MANUFACTURER OR DISTRIBUTOR ARE HEREBY ASSIGNED TO THE DEALER. | | | | | | | |
| This contract is not binding upon either dealer or purchaser until signed by dealer or its authorized representative. PURCHASER MAY CANCEL THIS CONTRACT AND RECEIVE A FULL REFUND AT ANY TIME UNTIL HE/SHE RECEIVES A COPY OF THIS CONTRACT SIGNED BY AN AUTHORIZED DEALER REPRESENTATIVE. PURCHASER MUST GIVE WRITTEN NOTICE OF CANCELLATION TO THE DEALER. | | | | | | | |
| The front and back of this order comprise the entire agreement between the dealer and purchaser and no other agreement or understanding has been made or entered into. IF THIS AGREEMENT IS FOR A USED VEHICLE, THE INFORMATION YOU SEE ON THE (FEDERAL TRADE COMMISSION) WINDOW FORM IS PART OF THIS AGREEMENT. INFORMATION ON THE WINDOW FORM OVERRIDES ANY CONTRARY PROVISIONS IN THE CONTRACT OF SALE. Purchaser represents and warrants that no credit other than that stated above has been extended to him/her by dealer. Purchaser represents and warrants that s/he has read and understands the materials printed on this motor vehicle purchase contract. Purchaser acknowledges receipt of a signed copy of this motor vehicle purchase contract. | | | | | | | |
| Purchaser's Signature | | | | | | | |
| APPROVED-AUTHORIZED DEALER REPRESENTATIVE | | | | | | | |
| 3. Total Price \$ 22408.00 | | | | | | | |
| 4. Discount \$ N/A | | | | | | | |
| 5. Trade-In Allowance \$ 6500.00 | | | | | | | |
| 6. Rebate(s) \$ N/A | | | | | | | |
| 7. Trade Difference (line 1 - lines 2, 3, & 4) \$ 15908.00 | | | | | | | |
| 8. Mass. Sales Tax (5 % of line 5) \$ 795.40 | | | | | | | |
| 9. Title Preparation \$ 65.00 | | | | | | | |
| 10. Documentary Preparation (Itemize) \$ 125.00 | | | | | | | |
| 11. Other \$ N/A | | | | | | | |
| 12. TOTAL CONTRACT PRICE (Total of line 5, 6, 7, 8, & 9) \$ 17493.40 | | | | | | | |
| 13. Balance Due on Trade-In \$ 9745.86 | | | | | | | |
| 14. Sub Total (Total of lines 10 & 11) \$ 27239.26 | | | | | | | |
| 15. Deposit \$ N/A | | | | | | | |
| 16. Amount to be Financed \$ 27239.26 | | | | | | | |
| 17. Cash due on Delivery \$ 0.22 | | | | | | | |
| 18. TOTAL PAYMENT (Total of lines 13, 14 & 15) (line 16 must equal line 12) \$ 27239.26 | | | | | | | |

ODOMETER DISCLOSURE STATEMENT

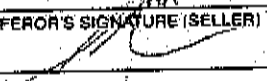
Federal law (and State law, if applicable) requires that you state the mileage upon transfer of ownership. Failure to complete or providing a false statement may result in fines and/or imprisonment.


I, VENDETTI MOTORS, INC., state that the odometer
(transferor's name - PRINT)

(of the vehicle described below) now reads 120 (no tenths) miles
and to the best of my knowledge that it reflects the actual mileage of the vehicle described
below, unless one of the following statements is checked.

- ☐ (1) I hereby certify that to the best of my knowledge the odometer reading reflects the
amount of mileage in excess of its mechanical limits.
- ☐ (2) I hereby certify that the odometer reading is NOT the actual mileage. WARNING -
ODOMETER DISCREPANCY.

| | | |
|---|---------------------------|-------------------------------|
| MAKE PONTIAC | BODY TYPE SEDAN | MODEL G6 |
| VEHICLE ID-NUMBER 1G2ZG558564 | | STOCK NUMBER P42025 |
| COLOR IVORY HHT | TRIM EBONY LINK | YEAR 2006 |

| | | |
|--|--|--------------------------|
| TRANSFEROR'S PRINTED NAME (SELLER) VENDETTI MOTORS, INC. | | |
| TRANSFEROR'S STREET ADDRESS 411 WEST CENTRAL STREET | | |
| CITY FRANKLIN | STATE MA | ZIP CODE 02038 |
| DATE OF STATEMENT 07/03/2006 | TRANSFEROR'S SIGNATURE (SELLER)  | |
| <input checked="" type="checkbox"/> PRINTED NAME OF PERSON SIGNING | | |

| | | |
|---|--------------------|---------------------------|
| TRANSFeree'S PRINTED NAME (BUYER) [REDACTED] | | |
| STREET ADDRESS [REDACTED] | | |
| CITY FRANKLIN | STATE MA | ZIP CODE 02038 |
| RECEIPT OF COPY ACKNOWLEDGED [REDACTED] | | |
| TRANSFeree'S SIGNATURE - BUYER  | | DATE 07/03/2006 |
| <input checked="" type="checkbox"/> PRINTED NAME OF PERSON SIGNING | | DATE 07/03/2006 |

NORTHROP PRINTING • 919 WINTHROP AVE., REVERE, MA 02151 • 781-289-9242



THE COMMONWEALTH OF MASSACHUSETTS
REGISTRY OF MOTOR VEHICLES
P.O. BOX 55889 BOSTON, MA 02205-5889
www.mass.gov/rmv

PLEASE KEEP THIS DOCUMENT
IN YOUR VEHICLE AT ALL TIMES

CERTIFICATE OF REGISTRATION
PASSENGER

| PLATE TYPE | REGISTRATION NUMBER | EXPIRES LAST DAY OF → | MONTH | YEAR |
|------------|---------------------|--------------------------|-------|------|
| | | | 07 | 07 |

FEES:

REGISTRATION 15.00
TITLE 50.00
SPECIAL PLATES 0.00
SALES TAX 795.40

TOTAL 860.40

NAME(S) OF OWNER(S) AND MAILING ADDRESS

FRANKLIN, MA

EFFECTIVE DATE

07/05/2006

TRANSACTION NUMBER



REGISTRAR

RESIDENTIAL ADDRESS (IF DIFFERENT)

| | | | | | | |
|-------------------------------|--------------|--------------------|--------------------------|----------------|---|--|
| 2006 MFRS MODEL YEAR | PONT MAKE | G6 MODEL NAME | SEDAN BODY STYLE/TYPE | WHITE COLOR | IF VEHICLE CARRYING PASSENGERS FOR HIRE; MAXIMUM NUMBER OF PASSENGERS THAT CAN BE SEATED. | IF VEHICLE USED FOR TRANSPORTING GOODS, WARES, OR MERCHANDISE: TOTAL REGISTERED WEIGHT. |
| 1G2ZG558564 | | COMMERCE INSURANCE | | | | |
| VEHICLE IDENTIFICATION NUMBER | | INSURANCE COMPANY | | TITLE NUMBER | | |

NOT VALID UNTIL STAMPED WITH OFFICIAL SIGNATURE STAMP OR SIGNATURE OF THE REGISTRAR

ODOMETER DISCLOSURE STATEMENT

Federal law (and State law, if applicable) requires that you state the mileage upon transfer of ownership. Failure to complete or providing a false statement may result in fines and/or imprisonment.

I, _____, state that the odometer (transferor's name — PRINT) (of the vehicle described below) now reads _____ (no tenths) miles and to the best of my knowledge that it reflects the actual mileage of the vehicle described below, unless one of the following statements is checked.

- ☐ (1) I hereby certify that to the best of my knowledge the odometer reading reflects the amount of mileage in excess of its mechanical limits.
- ☐ (2) I hereby certify that the odometer reading is NOT the actual mileage. WARNING — ODOMETER DISCREPANCY.

| | | |
|---|------------------------------------|----------------------------|
| MAKE MITSUBISHI | BODY TYPE 4 DOOR UTILITY | MODEL OUTLANDER |
| VEHICLE ID-NUMBER JA41741663U | | STOCK NUMBER [REDACTED] |
| COLOR [REDACTED] | TRIM [REDACTED] | YEAR 2003 |

| | | |
|--|---|------------------------|
| TRANSFEROR'S PRINTED NAME (SELLER) [REDACTED] | | |
| TRANSFEROR'S STREET ADDRESS [REDACTED] | | |
| CITY FRANKLIN | STATE MA | ZIP CODE [REDACTED] |
| DATE OF STATEMENT 07/03/2006 | TRANSFEROR'S SIGNATURE (SELLER) [REDACTED] | |
| X PRINTED NAME OF PERSON SIGNING | | |

| | | |
|---|--|---------------------------|
| TRANSFeree'S PRINTED NAME (BUYER) VENDELLI MOTORS, INC. | | |
| STREET ADDRESS 411 WEST CENTRAL STREET | | |
| CITY FRANKLIN | STATE MA | ZIP CODE 02038 |
| RECEIPT OF COPY ACKNOWLEDGED | | |
| X | TRANSFeree'S SIGNATURE (BUYER) [REDACTED] | DATE 07/03/2006 |
| X | PRINTED NAME OF PERSON SIGNING | DATE 07/03/2006 |

NORTHROP PRINTING • 919 WINTHROP AVE., REVERE, MA 02151 • 781-289-9242

VEHICLE INVOICE



VENDETTI MOTOR SALES, Inc.

411 West Central St. Telephone (508) 528-3450
FRANKLIN, MASS. 02038

No 28677

DEAL NO. 971603

DATE 07/03/06

SOLD TO:

ADDRESS

SALESPERSON: ROBERT G BURCHILL

FRANKLIN MA

21430

| | YEAR | MAKE | NEW OR USED | STOCK NUMBER | MODEL OR SERIES | VEHICLE IDENTIFICATION NO. | KEY NUMBER |
|-----------------|------|------------|-------------------|-----------------|-----------------|----------------------------|---------------|
| VEHICLE SOLD | 2006 | PONTIAC | NEW | P42025 | G6 | 1G2ZG558564 | 62111 G2.11 |
| TRADE IN | 2003 | MITSUBISHI | USED | P42025A | OUTLANDER | JA4LZ41G63U | |

INSURANCE COVERAGE INCLUDES

☐ FIRE AND THEFT☐ PUBLIC LIABILITY - AMT.☐ COLLISION - AMT. DEDUCT.☐ PROPERTY DAMAGE - AMT.

OPTIONAL EQUIPMENT AND ACCESSORIES

GROUP

DESCRIPTION

FACTORY INSTALLED:

LIENHOLDER: GMAC

PO BOX 8138

COCKEYSVILLE MD 21030

DEALER INSTALLED:

799.00

TOTAL

799.00

SELLING PRICE

21609.00

DLR INST'L ITEMS

799.00

DOCUMENT FEE

125.00

SALES TAX

795.40

LICENSE AND TITLE

65.00

TOTAL CASH PRICE

23393.40

FINANCING

INSURANCE

TOTAL TIME PRICE

23393.40

SETTLEMENT:

DEPOSIT

0.22

CASH ON DELIVERY

6500.00

TRADE-IN \$

LESS LIEN \$

9745.86

-3245.86

PAYMENTS:

AT \$

72

AT \$

378.32

27239.04

TOTAL

23993.40

7005 1820 0004 5385 6565

LEMBERG & ASSOCIATES L.L.C.
Attorneys at Law

30 Oak Street, Suite 401
Stamford, CT 06905

PLACE STICKER AT TOP OF ENVELOPE TO THE RIGHT
OF THE RETURN ADDRESS, FOLD AT DOTTED LINE

CERTIFIED MAIL™



7005 1820 0004 5385 6565

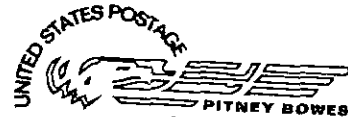
JAN 22 2007

General Motors Corporation
Attention: Legal Department
P.O. Box 53172
Detroit, MI 48232-5172

48232+5172 B051



RETURN RECEIPT
RECORDED



02 1P \$ 005.120
0002532175 JAN 17 2007
MAILED FROM ZIP CODE 06905

January 16, 2007

VIA CERTIFIED AND FIRST CLASS MAIL

General Motors Corporation
Attention: Legal Department
P.O. Box 33172
Detroit, MI 48232-5172

Vendetti Motors, Inc.
Attention: Legal Department
411 West Central Street
Franklin, MA 02038

| | |
|--------------------------|---------------------------|
| Make and Model: | 2006 Pontiac G6/4DR 6 Cyl |
| VIN # | 1G2ZG558564 [REDACTED] |
| Record Owner | [REDACTED] |
| Date of purchase | July 3, 2006 |
| State of Purchase | Massachusetts |

Dear Sir or Madam:

Lemberg & Associates L.L.C. represents Samantha A. Thibeault with regard to the above vehicle purchased on July 3, 2006 from Vendetti Motors, Inc. The above motor vehicle is defective. Unless this case is amicably settled by February 19, 2007, we intend to seek relief on our client's behalf under Massachusetts Lemon Law, the Magnuson Moss Act, breach of warranty statutes and other laws protecting Massachusetts consumers.

Since the purchase date, the Vehicle has been subject to the following repairs that substantially impair its value and use to our client:

| Date | Complaints | Days out of service | Dealer Work |
|----------|---------------------------------------|---------------------|---|
| 8/4/06 | squeaking in brakes, rattling sunroof | 4 | 14 mylar washers, 8 loose screws, replaced front brake pads and resurfaced rotors |
| 08/14/06 | replacement of sunroof, brake noise | 7 | sunroof replaced, calipers cleaned |
| 09/13/06 | pulsation in front and noise | 1 | resurfaced front and rear rotors |
| 10/05/06 | brake noise | 1 | Caliper brackets cleaned and lubricated |
| 12/1/06 | Brake noise | 4 | Cleaned brake pads and lubed hubs |
| 12/23/06 | Steering stiff | 1 | Inspected |
| 1/12/07 | Stiff steering Brake noise | 11 | Steering rack replaced 4 Rotors and Caliper brackets replaced |
| | Total Days | 29 | |

As of this time, the brake noise and sunroof problems persist. In addition, the vehicle has been out of service for 35 since purchase. Therefore, the vehicle fails to conform to the applicable warranties and/or other contract requirements and meets the requirements of Massachusetts Lemon Law. The defects in the vehicle substantially impair its use, value, and safety to my client.

RELIEF REQUESTED

Because of the incurable problems outlined above, and because the vehicle was not merchantable at delivery, my client revokes her acceptance of the vehicle. Because my client is canceling the sale, she is entitled to a return of all money paid so far, including his down payment, amount of payments thus far, finance charges, other fees, incidental and consequential damages, costs, and attorney's fees. We have been instructed to seek all legal recourse available under the law.

Under the provisions of Massachusetts General Laws, Chapter 93A, Section 9, we hereby make written demand for relief. We believe your failure to remedy defects that make the Vehicle dangerous to drive and impair its value to our client constitute unfair or deceptive acts or practices. My client demands a refund for the amount of the purchase price of the Vehicle, together with taxes, insurance premiums, incidental and consequential damages and attorneys' fees.

Chapter 93A gives you the opportunity to make a good-faith response to this letter within thirty (30) days. Your failure to make a good faith offer to settle subjects you

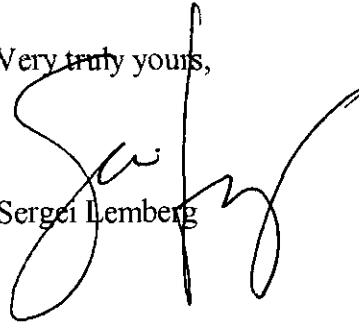
treble damages, attorney's fees and costs in litigation. We have already prepared a complaint in this matter that will be filed unless this matter is immediately resolved.

Although we are prepared to file a lawsuit or apply for arbitration immediately, our client understands that sometimes the failures of the manufacturer simply cannot be corrected by any dealer. We hope to bring this matter to an end through an amicable settlement to preserve the goodwill that has been built up between this customer, General Motors Corporation and the Vendetti Motors, Inc. However, unless we receive a response by February 19, 2007, we will proceed in court.

Thank you for your time and consideration in this matter, and I look forward to hearing from you.

Very truly yours,

Sergei Lemberg

A handwritten signature in black ink, appearing to read 'Sergei Lemberg', is written over the typed name. The signature is fluid and cursive, with a large initial 'S' and a long, sweeping horizontal stroke at the end.



VENETTI MOTORS, INC.

411 West Central Street

Franklin, MA 02038

(508) 528-3450

Fax (508) 528-1291

Toll Free 1-888-VENETTI

(836-3388)

www.venettimotors.com

| | | | | | |
|---------------------------|--|--|----------------------|-------------------------------|-------------------------------|
| CUSTOMER NO. 21430 | | ADVISOR ROB | TRK NO. 468 | INVOICE DATE 08/04/06 | INVOICE NO. PNC5162604 |
| [REDACTED] | | LABOR RATE 79.46 | LICENSE NO. | STOCK NO. P42025 | |
| FRANKLIN, MA | | YEAR / MAKE / MODEL 06/PONTIAC/G6/4DR SDN 6-CYL | MILEAGE 2,021 | DELIVERY DATE 07/03/06 | DELIVERY MILE 120 |
| | | VEHICLE ID NO. 1 G 2 Z G 5 5 8 5 6 4 | SELLING DEALER NO. | PRODUCTION DATE | |
| | | P.T.B. NO. | P.O. NO. | A.C. DATE 08/01/06 | |
| | | COMMENTS | | | |
| MO: 2021 | | | | | |

| PARTS | QTY | FP-NUMBER | DESCRIPTION | LIST PRICE | UNIT PRICE | WARRANTY |
|--|-----|-----------|---------------|-----------------------------|------------|----------|
| J# 1 118UZ BRAKE INSPECTION TECH(S): 769 WARRANTY CUSTOMER REQUESTS BRAKE INSPECTION C.S THE BRAKES SQUEEK BAD NECESSARY TO REPLACE FRONT BRAKE PADS AND RESURFACE FRONT ROTORS | | | | | | |
| PARTS | QTY | FP-NUMBER | DESCRIPTION | LIST PRICE | UNIT PRICE | WARRANTY |
| JOB # 1 | 1 | 15808204 | PAD KIT 6.017 | | | 0.00 |
| | | | | JOB # 1 TOTAL PARTS | | 0.00 |
| | | | | JOB # 1 TOTAL LABOR & PARTS | | 0.00 |
| J# 2 258UZ BODY SHOP OPERATIONS TECH(S): 693 769 WARRANTY C.S THE SUNROOF RATTLES INSPECT NECESSARY TO INSTALL 14 NYLAR WASHERS ALSO FOUND 8 LOOSE SCREWS TIGHTED AND ROAD TESTED OK | | | | | | |
| PARTS | QTY | FP-NUMBER | DESCRIPTION | LIST PRICE | UNIT PRICE | WARRANTY |
| JOB # 2 | 14 | 15911310 | WASHER 12.809 | | | 0.00 |
| | | | | JOB # 2 TOTAL PARTS | | 0.00 |
| | | | | JOB # 2 TOTAL LABOR & PARTS | | 0.00 |
| J# 3 258DZ001 SUPPLEMENT REPAIR TECH(S): 769 WARRANTY CHIP IN FRONT AND REAR BUMPER AND FRONT BUMPER UNEVEN DENNIS IN BODY SHOP PERFORMING REPAIRS | | | | | | |
| PARTS | QTY | FP-NUMBER | DESCRIPTION | LIST PRICE | UNIT PRICE | WARRANTY |
| JOB # 3 | | | | | | 0.00 |
| | | | | JOB # 3 TOTAL PARTS | | 0.00 |
| | | | | JOB # 3 TOTAL LABOR & PARTS | | 0.00 |
| J# 4 998UZ MISC TECH(S): 769 POLY SHIELD NOT DONE | | | | | | |
| PARTS | QTY | FP-NUMBER | DESCRIPTION | LIST PRICE | UNIT PRICE | WARRANTY |
| JOB # 4 | | | | | | 0.00 |
| | | | | JOB # 4 TOTAL PARTS | | 0.00 |
| | | | | JOB # 4 TOTAL LABOR & PARTS | | 0.00 |

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MISSION STATEMENT
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 Joseph L. Vendetti, Jr. and Nancy V. McDonald
 have anchored their family business in con-
 tinuing efforts toward quality automotive
 sales and service and exemplary commu-
 nity involvement. These are the building
 blocks that form the strength of this
 45-year-old business.

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 exceptions!

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COPY



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| | | | | |
|--------------------|-----------------------------|------------------------|-------------------|-------------|
| CUSTOMER NO. 21430 | MODEL ROB | YEAR 468 | DATE 08/14/06 | PNCS162819 |
| FRANKLIN, MA | DATE 08/14/06 | LICENSE NO. | 2,228 | IVORY WHT/E |
| | 06/PONTIAC/G6/4DR SDN 6-CYL | DELIVERY DATE 07/03/06 | DELIVERY MILE 120 | |
| | VEHICLE ID NO. 1G2Z2G558564 | SELLING DEALER NO. | PRODUCTION DATE | |
| | R.T.E. NO. | R.O. NO. | 08/07/06 | |
| COMMENTS | | | | MO: 2228 |

| | | | | |
|--|------|------------------------------|---------------|------------------------|
| LABOR & PARTS | | | | |
| J#1 LABUZ ELECTRICAL SYSTEMS CUSTOMER STATES SUNROOF IS INOP NECESSARY TO REPLACE SUNROOF MODULE | | | | |
| PARTS | QTY | FP-NUMBER | DESCRIPTION | LIST PRICE-UNIT PRICE- |
| JOB # 1 | 1 | 22731428 | MODULE 12.810 | |
| JOB # 1 | 1 | 22626463 | SWITCH 14.565 | |
| JOB # 1 TOTAL PARTS | | | | 0.00 |
| JOB # 1 TOTAL LABOR & PARTS | | | | 0.00 |
| J#2 LABUZ BRAKE INSPECTION CUSTOMER STATES REAR BRAKES ARE SQUEAKING | | | | |
| PARTS | QTY | FP-NUMBER | DESCRIPTION | LIST PRICE-UNIT PRICE- |
| JOB # 2 TOTAL PARTS | | | | 0.00 |
| JOB # 2 TOTAL LABOR & PARTS | | | | 0.00 |
| J#3 LABUZ VENETTI RENTAL RENTAL COVERAGE ADDED OPERATION OK'D SDR MIKE BOUGHARD | | | | |
| PARTS | QTY | FP-NUMBER | DESCRIPTION | LIST PRICE-UNIT PRICE- |
| JOB # 3 TOTAL PARTS | | | | 0.00 |
| JOB # 3 TOTAL LABOR & PARTS | | | | 0.00 |
| MISC | CODE | DESCRIPTION | CONTROL NO. | WARRANTY |
| JOB # 3 | | RET RENTAL VEHICLE (VENETTI) | | 0.00 |
| TOTAL - MISC | | | | 0.00 |

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COPY



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| | | | | |
|---------------------------|--|-------------------------------|---------------------------|-------------------------------|
| CUSTOMER NO. 21430 | ADVISOR MICHAEL E BOUCHARD | SALE NO. 450 | POUCHARD 10/05/06 | INVOICE NO. PNCS164898 |
| | LABOR RATE 85.46 | LICENSE NO. | SALES 5,217 | BOOK NO. P42025 |
| FRANKLIN, MA | YEAR/MAKE/MODEL 06/PONTIAC/G6/4DR SDN 6-CYL | DELIVERY DATE 07/03/06 | DELIVERY MILES 120 | |
| | VEHICLE ID NO. 1G2ZG558564 | SALES DEALER NO. | PRODUCTION DATE | |
| | R.T.E. NO. | R.O. NO. | R.O. DATE 10/05/06 | |
| COMMENTS | | | | MO: 5217 |

OF 1.1180Z BRAKE INSPECTION TECH(S) 1693 WARRANTY
INSPECT FOR BRAKE NOISE CHECK AND ADVISE
NECESSARY TO CLEAN AND LUBRICATE CALIPER BRAKETS

JOB # 1 TOTAL LABOR & PARTS 0.00

TOTALS

THANK YOU

YOUR BUSINESS IS VERY IMPORTANT TO US HERE AT VENDETTI'S. YOUR SATISFACTION WITH OUR SERVICE IS OUR MAIN GOAL. WE WELCOME ANY AND ALL INPUT YOU MAY HAVE REGARDING YOUR RECENT SERVICE VISIT. FEEL FREE TO CONTACT ME WITH ANY CONCERNS OR COMMENTS YOU MAY HAVE. YOU MAY RECEIVE A SURVEY FROM YOUR MANUFACTURER, ASKING IF YOU ARE COMPLETELY SATISFIED WITH YOUR VEHICLE AND YOUR DEALER. IF FOR ANY REASON AT ALL YOU CANNOT SAY THAT YOU ARE "COMPLETELY SATISFIED," PLEASE CALL ME AT 508-528-3450, SO THAT I CAN MAKE SURE YOU ARE "COMPLETELY SATISFIED." THAT IS MY PROMISE TO YOU.

THANK YOU
MICHAEL BOUCHARD
SERVICE DIRECTOR

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 DTSC 0.00
TOTAL TAX..... 0.00

TOTAL INVOICE \$ 0.00

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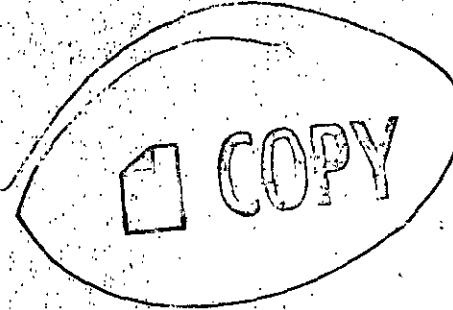
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CUSTOMER SIGNATURE ***** DUPLICATE INVOICE *****



PAGE 1 OF 1

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[END OF INVOICE] 12:00pm

Vendetti Motors

Vendetti Motors strives for your **COMPLETE SATISFACTION** if you are not "completely satisfied" with your experience, please let us know before you leave today.
Mike Bouchard
(508) 528-3450
Toll Free 1-888-VENDETTI
www.vendettimotors.com

Answer the following sample question from the General Motors Customer Satisfaction Survey and enter into our Monthly Drawing to win 5 FREE Lube, Oil & Filter Changes with Vendetti valued at \$149.75.

| | |
|------------------------|---|
| LUBE OIL & FILTER 3200 | |
| Vendetti | |
| 1 | 3 |
| 2 | 4 |

The Drawing will take place on the 28th of each month. The winner will receive a phone call from our Accounting Department to claim their prize.

16.) How satisfied are you with your experience at Vendetti Motors?

- ☐ Completely Satisfied (80-100%)
- ☐ Very Satisfied (60-80%)
- ☐ Satisfied (40-60%)
- ☐ Somewhat Satisfied (20-40%)
- ☐ Not At All Satisfied (0-20%)

Additional Comments:



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| | | | | |
|------------------------------|---|-------------------------|----------------------------------|----------------------------------|
| CUSTOMER NO. 21430 | ADVISOR JOE PAPA | TAB NO. 718 | WORKS DATE 09/13/06 | INVOICE NO. PNCS164130 |
| FRANKLIN, MA | LOAN RATE 82.46 | LEASE NO. | COLOR IVORY WHT/E | BOOK NO. P42025 |
| | YEAR/MAKE/MODEL 06/PONTIAC/G6/4DR SDN 6-CYL | MILEAGE 4,398 | DELIVERY DATE 07/03/06 | DELIVERY MILES 120 |
| | VEHICLE ID. NO. 1 G 2 Z G 5 5 8 5 6 4 | | SELLING DEALER NO. | PRODUCTION DATE |
| | R.T.E. NO. | R.G.R. | R.D. DATE 09/13/06 | |

| | |
|----------|----------|
| COMMENTS | MO: 4398 |
|----------|----------|

LABOR & PARTS
J# 1 11BUZ

BRAKE INSPECTION
INSPECT FOR BRAKE PULSATION AND ADVISE
NECESSARY TO RESURFACE FRONT AND REAR ROTORS

TECH(S): 683

WARRANTY

JOB # 1 TOTAL LABOR & PARTS 0.00

TOTALS

THANK YOU

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THANK YOU
MICHAEL BOUCHARD
SERVICE DIRECTOR

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

TOTAL INVOICE \$ 0.00

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VENDETTI MOTORS, INC. MISSION STATEMENT

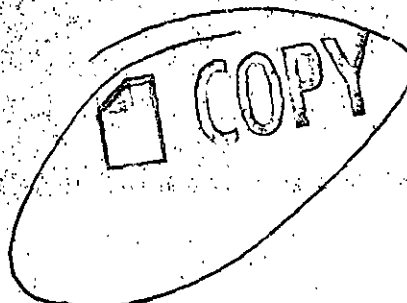
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CUSTOMER SIGNATURE



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PAGE 1 OF 1

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[END OF INVOICE] 07:08pm

Vendetti Motors

Vendetti Motors strives for your **COMPLETE SATISFACTION**. If you are not "completely satisfied" with your experience, please let us know before you leave today.

JOE PAPA
(508) 528-3450
Toll Free 1-888-VENDETTI
www.vendettimotors.com

SAMANTHA A THIBEAULT

Answer the following sample question from the General Motors Customer Satisfaction Survey and enter into our Monthly Drawing to win 3 FREE Lube, Oil & Filter Changes with Vendetti valued at \$148.75

LUBE, OIL & FILTER CARD

Vendetti
411 West Central Street - Franklin, MA

1 3 5
2 4

The Drawing will take place on the 28th of each month. The winner will receive a phone call from our Accounting Department to claim their prize.

SAMANTHA A THIBEAULT

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| | S.T.E. NO. | R.D. NO. | R.O. DATE 10/05/06 | PRODUCTION DATE |
| COMMENTS MO: 5217 | | | | |

LABOR & PARTS
1 11BUZ
BRAKE INSPECTION
INSPECT FOR BRAKE NOISE CHECK AND ADVISE
NECESSARY TO CLEAN AND LUBRICATE CALIPER BRACKETS

TECH(S):693

WARRANTY

JOB # 1 TOTAL LABOR & PARTS 0.00

TOTALS

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TOTAL G.O.G... 0.00
TOTAL MISC CHG... 0.00
TOTAL MISC DISC... 0.00
TOTAL TAX... 0.00

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CUSTOMER SIGNATURE

DUPLICATE INVOICE

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PAGE 1 OF 1

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{ END OF INVOICE } 12:02pm

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| LUBE, OIL & FILTER CARD | |
|--|---|
| Vendetti 411 West Central Street - Franklin, MA | |
| Customer | |
| Service Advisor | |
| Service | |
| 1 | 5 |
| 2 | 4 |

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(508) 528-3450
Toll Free 1-888-VENDETTI
www.vendettimotors.com



VENDETTI MOTORS, INC.

411 West Central Street
Franklin, MA 02038
(508) 528-3450
Fax (508) 528-1291
Toll Free 1-888-VENDETTI
(836-3388)
www.vendettimotors.com

| | | | |
|--------------------|---|------------------------|------------------------|
| CUSTOMER NO. 21430 | ADDRESS MICHAEL E BOUCHARD 450 | TAX NO. 12/23/06 | INVOICE NO. PNC5166756 |
| FRANKLIN, MA | LAST NAME 83.46 | LICENSE NO. 8,900 | DELIVERY P42025 |
| | VEHICLE MAKE/TYPE 06/PONTIAC/G6/4DR SDN 6-CYL | DELIVERY DATE 07/03/06 | DELIVERY MILES 120 |
| | VEHICLE ID NO. 1 G 2 Z G 5 5 8 5 6 4 | SELLING DEALER NO. | PRODUCTION DATE |
| | P.T.E. NO. | P.O. NO. | 12/06/06 |
| COMMENTS | | | MO: 8900 |

J# J-46BUZ STEERING SYSTEMS
INSPECT FOR STEERING STIFF
CHECK AND ADVISE
CUST WILL MAKE ANOTHER APPT

JOB # 1 TOTAL LABOR & PARTS 0.00

TOTALS

THANK YOU

YOUR BUSINESS IS VERY IMPORTANT TO US HERE AT VENDETTI'S. YOUR SATISFACTION WITH OUR SERVICE IS OUR MAIN GOAL. WE WELCOME ANY AND ALL INPUT YOU MAY HAVE REGARDING YOUR RECENT SERVICE VISIT. FEEL FREE TO CONTACT ME WITH ANY CONCERNS OR COMMENTS YOU MAY HAVE. YOU MAY RECEIVE A SURVEY FROM YOUR MANUFACTURER ASKING IF YOU ARE COMPLETELY SATISFIED WITH YOUR VEHICLE AND YOUR DEALER. IF FOR ANY REASON AT ALL YOU CANNOT SAY THAT YOU ARE COMPLETELY SATISFIED, PLEASE CALL ME AT 508-528-3450. SO THAT I CAN MAKE SURE YOU ARE COMPLETELY SATISFIED. THAT IS MY PROMISE TO YOU.

THANK YOU
MICHAEL BOUCHARD
SERVICE DIRECTOR

CUSTOMER SIGNATURE

DUPLICATE INVOICE

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

FOR YOUR CONVENIENCE
SERVICE DEPT. HOURS
Mon., Tues., Thurs. & Friday
7:30AM - 5PM
Wednesday 7:30AM - 8PM
Saturday 8AM - 12PM
Sunday - Closed

PARTS DEPT. HOURS
Monday - Friday 7:30AM - 5PM
Wednesday 7:30AM - 8PM
Saturday 8AM - 12PM
Sunday - Closed

For Faster Service
Visit us online at
www.vendettimotors.com
for our service, parts and collision
repair specials and to order online.

VENDETTI MOTORS, INC. MISSION STATEMENT

Following in their father's footsteps, Joseph L. Vendetti, Jr. and Nancy V. McDonald have anchored their family business in continuing efforts toward quality automotive sales and service and exemplary community involvement. These are the building blocks that form the strength of this 45-year-old business.

Now adding to this tradition are Julie A. Vendetti, Joe's oldest daughter and E. Joseph Moulson, Nancy's son. Vendetti Motors, Inc. is very proud of the fact that their family has been able to service generations of customers. They will continue to treat every visitor to their dealership as an honored guest in their home, every day, every time, without fail, no exception.

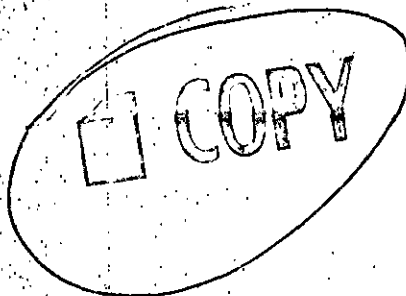
IMPORTANT

You may receive a questionnaire from General Motors. If for any reason you feel you cannot rate our services completely satisfied, please contact Mike Bouchard. A "Completely Satisfied" rating does not mean we are perfect but rather that we did our job well and served you professionally.

PAGE 1 OF 1

CUSTOMER COPY

[END OF INVOICE] 12:01pm



Vendetti Motors

Vendetti Motors strives for your **COMPLETE SATISFACTION**. If you are not "completely satisfied" with your experience, please let us know before you leave today.

Mike Bouchard

Answer the following sample question from the General Motors Customer Satisfaction Survey and enter into our Monty Drawing to win 5 FREE Lube, Oil & Filter Changes with Vendetti valued at \$149.75

| | |
|-------------------------|---|
| LUBE, OIL & FILTER CARD | |
| Vendetti | |
| 1 | 5 |
| 2 | 4 |

The Drawing will take place on the 28th of

16.) How satisfied are you with your experience at Vendetti Motors?

- ☐ Completely Satisfied (80-100%)
☐ Very Satisfied (60-80%)
☐ Satisfied (40-60%)
☐ Somewhat Satisfied (20-40%)
☐ Not At All Satisfied (0-20%)

Additional Comments:



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| | | | | | | | | |
|--------------|-------|-----------------|------------------------------|-------------|--------------|--------------------|-------------|-----------------|
| CUSTOMER NO. | 21430 | ADVISE | MICHAEL E BOUCHARD | 450 | INVOICE DATE | 01/12/07 | INVOICE NO. | PNC5167495 |
| | | LABOR RATE | 83.46 | LICENSE NO. | | COLOR | IVORY WHT/E | STOCK NO. |
| | | YEAR/MAKE/MODEL | 06/PONTIAC/G6/4DR SDN. 6-CYL | | | DELIVERY DATE | 07/03/06 | DELIVERY MILE |
| | | VEHICLE ID NO. | 1 G 2 Z G 5 5 8 5 6 4 | | | DELLING DEALER NO. | | PRODUCTION DATE |
| | | P.T.E. NO. | | P.T.G. NO. | | | 01/02/07 | |
| COMMENTS | | | | | | | | MO: 10160 |

LABOR & PARTS
J# 1: 24BUZ VENDETTI RENTAL RENTAL COVERAGE
ADDED OPERATION OK'D SDR MIKE BOUCHARD

| PARTS | QTY | FP-NUMBER | DESCRIPTION | LIST PRICE | UNIT PRICE | WARRANTY |
|----------------------------------|-----|-----------|-------------|------------|------------|----------|
| JOB # 1 TOTAL PARTS 0.00 | | | | | | |
| JOB # 1 TOTAL LABOR & PARTS 0.00 | | | | | | |

J# 2: 01BUZ DRIVABILITY ANALYSIS TECH(S): 705
C.S. THERE IS A SDP REASON STEERING STIFF
NECESSARY TO REPLACE STEERING RACK

| PARTS | QTY | FP-NUMBER | DESCRIPTION | LIST PRICE | UNIT PRICE | WARRANTY |
|----------------------------------|-----|-----------|-------------|------------|------------|----------|
| JOB # 2 | 1 | 15858368 | CORE RETURN | | | WARRANTY |
| JOB # 2 | 1 | 15858368 | GEAR 6.508 | | | WARRANTY |
| JOB # 2 TOTAL PARTS 0.00 | | | | | | |
| JOB # 2 TOTAL LABOR & PARTS 0.00 | | | | | | |

J# 3: 11BUZ BRAKE INSPECTION TECH(S): 705
CUSTOMER REQUESTS BRAKE INSPECTION
NECESSARY TO REPLACE ALL 4 ROTORS
AND CALIPER BRACKETS

| PARTS | QTY | FP-NUMBER | DESCRIPTION | LIST PRICE | UNIT PRICE | WARRANTY |
|----------------------------------|-----|-----------|---------------|------------|------------|----------|
| JOB # 3 | 2 | 15856665 | ROTOR 5.809 | | | WARRANTY |
| JOB # 3 | 2 | 22705356 | ROTOR 5.809 | | | WARRANTY |
| JOB # 3 | 1 | 22705376 | BRACKET 4.665 | | | WARRANTY |
| JOB # 3 | 1 | 22705377 | BRACKET 4.665 | | | WARRANTY |
| JOB # 3 TOTAL PARTS 0.00 | | | | | | |
| JOB # 3 TOTAL LABOR & PARTS 0.00 | | | | | | |

G.O.G. & SUPPLIES
JOB # 2 FREIGHT (PARTS)
TOTAL - GOG 0.00

COMMENTS
LOANER

**FOR YOUR CONVENIENCE
SERVICE DEPT. HOURS**
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E. Joseph Moulton, Nancy's son.
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lership as an honored guest in their home,
every day, every time, without fail, no
exceptions!

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completely satisfied, please
contact Mike Bouchard, A
"Completely Satisfied" rating
does not mean we are
perfect but rather that
we did our job well
and served you
professionally.

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| | | | | | | | | | |
|--------------------|--|---|--|---------------|--|-------------------------|--|-------------------------|--|
| CUSTOMER NO. 21430 | | LICENSEE ROB | | TAG NO. 468 | | INSURANCE DATE 12/05/06 | | INSURANCE NO. PNC166605 | |
| FRANKLIN, MA | | LICENSER NO. 83.46 | | MILEAGE 8,871 | | COLOR IVORY WHT/E | | STOCK NO. P42025 | |
| | | YEAR/MAKE/MODEL 06/PONTIAC/G6/4DR SDN 6-CYL | | | | DR. WASH DATE 07/03/06 | | DELIVERY MILES 120 | |
| | | VEHICLE ID# 1G22G558564 | | | | SELLING DEALER NO. | | PRODUCTION DATE | |
| | | R.E. NO. | | R.C. NO. | | 12/01/06 | | REPRINT# 1 | |
| | | COMMENTS | | | | | | MO: 8871 | |

| | | | |
|--|--|---|----------|
| LABOR & PARTS | | WARRANTY | |
| J# 1: 11BUZ | BRAKE INSPECTION CUSTOMER STATES BRAKES ARE MAKING NOISE CLEANED BRAKE PADS AND LUBED RUBS AND AXLE SHAFTS | TECH(S) 835 | |
| JOB # 1 TOTAL LABOR & PARTS | | 0.00 | |
| J# 2: 24BUZ | | VEHICLE RENTAL | WARRANTY |
| RENTAL COVERAGE ADDED OPERATION OK'D SDR MIKE BOUCHARD | | TECH(S) 835 | |
| JOB # 2 TOTAL LABOR & PARTS | | 0.00 | |
| MISC. CODE | DESCRIPTION | CONTROL NO. | WARRANTY |
| JOB # 2 | RET RENTAL VEHICLE (VENDETTI) | | |
| TOTAL - MISC | | 0.00 | |
| TOTALS | | | |
| ***THANK YOU*** | | | |
| YOUR BUSINESS IS VERY IMPORTANT TO US HERE AT VENDETTI'S. YOUR SATISFACTION WITH OUR SERVICE IS OUR MAIN GOAL. WE WELCOME ANY AND ALL INPUT YOU MAY HAVE REGARDING YOUR RECENT SERVICE VISIT. FEEL FREE TO CONTACT ME WITH ANY CONCERNS OR COMMENTS YOU MAY HAVE. YOU MAY RECEIVE A SURVEY FROM YOUR MANUFACTURER; ASKING IF YOU ARE COMPLETELY SATISFIED WITH YOUR VEHICLE AND YOUR DEALER. IF FOR ANY REASON AT ALL YOU CANNOT SAY THAT YOU ARE "COMPLETELY SATISFIED" PLEASE CALL ME AT 508-528-3450. SO THAT I CAN MAKE SURE YOU ARE "COMPLETELY SATISFIED" - THAT IS MY PROMISE TO YOU. | | 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 | |
| THANK YOU MICHAEL BOUCHARD SERVICE DIRECTOR | | | |
| CUSTOMER SIGNATURE | | DUPLICATE INVOICE | |

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PAGE 1 OF 1

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[END OF INVOICE] 12:00pm

Vendetti Motors

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Answer the following sample question from the General Motors Customer Satisfaction Survey and enter into our Monthly Drawing to win 3 FREE Lube, Oil & Filter Changes with Vendetti valued at \$149.75

| | |
|-------------------------|---|
| LUBE, OIL & FILTER CARD | |
| | |
| 1 | 3 |
| 2 | 4 |

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☐ Very Satisfied (60-80%)
☐ Satisfied (40-60%)
☐ Somewhat Satisfied (20-40%)
☐ Not At All Satisfied (0-20%)

Additional Comments:



General Motors Corporation
Business Resource Center
PO Box 33170
Detroit, MI 48232-5170

January 26, 2007

VIA FAX ONLY

Sergei Lemberg, Esq.
Lemberg & Associates
30 Oak St Ste 401
Stamford, CT 06905-5310

RE: [REDACTED]

Service Request: 71-465393895
2006 Pontiac G6
Vehicle Identification Number: 1G2ZG558564 [REDACTED]
Customer Relationship Specialist: Lita Sanchez

Dear Mr. Lemberg:

This is to advise that General Motors is in receipt of the above referenced case dated January 16, 2007. This case file has been assigned to General Motors' Early Resolution program, and you will be contacted in the next 10-15 calendar days for review. The Early Resolution program is designed to facilitate early settlement of warranty matters within a 45-day timeframe.

In order to do a thorough review and assessment of this case, General Motors would appreciate your prompt assistance in having the attached Release of Lien Information form completed and faxed to the number on the fax coversheet within the next five (5) days.

In addition, if any of the items below are marked, please send the requested information either to the fax number on the fax cover sheet, or to the address below as soon as possible.

- | | | | |
|-------------------------------------|---|-------------------------------------|-------------------|
| <input checked="" type="checkbox"/> | Copy of owner's current title and/or registration | <input checked="" type="checkbox"/> | Finance agreement |
| <input checked="" type="checkbox"/> | Other: Attached Release of Lien | <input checked="" type="checkbox"/> | Buyer's agreement |

General Motors Corporation
c/o MSX International, ATTN: BRC Legal
1919 Concept Drive
Warren, MI 48091

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

Sincerely,

General Motors Corporation



RELEASE OF LIEN INFORMATION

I _____,
(Client's Name) (Client's Social Security Number)

hereby authorize _____
(Lien holder Name)

(Lien holder Address) (Lien holder Phone Number)

to release any and all information regarding my loan account # _____
(Account Number)

with _____
(Lien holder Name)

to General Motors Corporation, including but not limited to a complete payment history of my account, a loan payoff amount, and per diem information.

Date _____.

VEHICLE INFORMATION

The current vehicle mileage is _____ Date mileage read: _____.

Signature

Signature

LG0006
V6302006

