

**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.mygmlink.com. This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.

SANTA TERESA NM

EL PASO TX 799

05 NOV 2005 PM 1 L



CHEVROLET

PO BOX 33170

DETROIT MI 48232-5170

ATT. CLAIMS DEPARTMENT

NOV 09 2008

48232+5170



November 6, 2006

CHEVROLET

PO Box 33170

Detroit, MI 48232-5170

To whom it may concern;

I'm writing this letter concern and very dissatisfied with your company and the response that I have received in reference to my complaint. In May of 2005, I purchased a Malibu LS 2005 at your Rudolph Chevrolet located on 5625 S Desert Blvd in El Paso Tx. After a couple of months of owning and driving your vehicle, I starter noticing little details i.e. the mirror's covers from the visors were coming down. When I took the car to the dealership to have them replaced they I was informed that your company was having a recall for this vehicle and that they will replace them for me. After 2 weeks of waiting, the visors were finally replaced.

A couple of more weeks went by and several recall notices were received from your company. Many of them were requesting for me to take the car to the shop to have it inspected which due to the severity of the circumstances I did. Apparently nothing was wrong with my vehicle so I left the shop satisfied and confident of the information I was provided with. Unfortunately my car was not 100%.

The car seemed to be in Ok condition and nothing seemed to be wrong with it. One day on my way to work I noticed an alert on the car that stated POWER STEERING. After the light went off, the steering wheel became super hard and it was very difficult for me to control de vehicle. Fortunately my husband was behind me and he pulled over at the same time I did. He took a look at the car and he agreed with me. There was no way to drive the car home. The steering wheel was just completely hard. We decided switch cars so he could drive the Malibu home. When we turn the car back on, we noticed that things were back to normal which made us wonder.

On the following day, I took the car to your shop at the same location where I purchased the vehicle thinking that the car needed power fluid, silly me. After explaining to the shop guy the situation, he told me that I needed to leave the car for a couple of days to have it inspected since the car did not need power fluid. They provided me with an old model that I could use while the car was in the shop. The two days went by and the car was "ready". They couldn't provide me with a straight answer I was just told that it was taken care of.

I left the shop confident and everything seemed to be fine. Well guess what, it was not. Couple of months went by and one day while I was on the freeway on my way to work, the same thing happened. POWER STEERING light went off and the steering wheel became hard again but this time it was a very scary situation. I couldn't get off the freeway to get assistance and I couldn't control the car well enough since the steering wheel was unmanageable. With God's help, I was able to pull over. I turned the car off

and gave it a few minutes. Since I already had a previous experience with this, I turned the car back on and it was back to normal again. I drove the car home and called the shop. Again I was told to take it in for an inspection. After couple of hours they told me that everything seemed ok and that they could not understand why this was happening but that everything was fine now. Unfortunately it wasn't.

I took the car home and everything seemed to be Ok now. The car was fine and no more messages but I guess it was too good to be true. Couples of more months went by and guess what the POWER STEERING message was again on my radio screen. I left it on and it beeped again. I left it again and it beeped again. I pressed the INFO button and it disappeared. What I noticed this time is that the steering wheel was ok. Another day went by and this time it was not the steering wheel, this time were the visors. They were broken again.

Tired of all the vague answers and broken visors I decide to leave it until my next oil change; bad idea.

On October the 20th, a day prior to my daughter's Wedding I loan the car to my daughter so she could run some last minute errands. Unfortunately on her way to the mall, she experienced the POWER STEERING at its max. Multiple beeping, super hard steering wheel and an uncontrollable car. She managed to exit the freeway but her front tire (passenger side) blew out. My husband and I went to her rescue and she was super scared. We bought a new tire and we had it replaced.

My question to you is, what is it going to take for you to take better responsibility for the products that you manufacture?.. a fatality in my family?.. a huge accident on a highway of freeway?.. We bought your car thinking we will get the quality of a Chevy unfortunately we did not.

I have done everything that I have been asked from your company. Now I'm asking you to stand by your promise of providing safe good quality cars to your consumers. I'm giving you the opportunity to rectify the current situation. I no longer feel comfortable driving your vehicle and I don't want any of my family members to be driving it as well.

As you can see I'm very dissatisfied, disappointed and upset with your company I expect a prompt response from your company. I believe my family has gone through a lot in these past months and I'm not willing to go through more scary situations. This will be that last opportunity I give your company before I contact the better business bureau to take legal action about this rather disturbing situation.

Sincerely,

A solid black rectangular redaction box covering the signature area.

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

December 6, 2010

[REDACTED]
[REDACTED]
Santa Teresa, NM [REDACTED]

Service Request: 71-467308781

Customer Relationship Specialist: Adam Dickinson

Dear [REDACTED]

We would like to discuss your request for assistance regarding your 2005 Chevrolet Malibu, but we have been unsuccessful in our attempts to contact you.

If you have outstanding issues, please feel free to contact us at 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. 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.

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

Sincerely,

Chevrolet Customer Assistance Center

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



CHEVROLET PONTIAC BUICK ~~Oldsmobile~~ GMC Oldsmobile ISUZU ~~PONTIAC~~

April 10, 2007

SMAIL PON-CAD-GMC-ISUZU
Janell Anderson
1170 E PITTSBURGH ST (RTE 30 E)
GREENSBURG, PA 15601

Dealer Confirmation Letter - Trade

Subject: Trade Repurchase

Customer: [Redacted]

Vehicle: 2005 Pontiac G6
VIN: 1G2ZG528854 [Redacted]
RefSR: 71-446683006 V-28223

Dear Janell Anderson:

Thank you for assisting General Motors in the trade repurchase transaction for our mutual customer.

General Motors will issue a check in the amount of \$1,125.17 to SMAIL PON-CAD-GMC-ISUZU. Once all of the final repurchase paperwork has been sent back to the Reacquired Vehicle Disclosure Center (RVDC), General Motors will issue a check in the amount of \$17,028.88 to GMAC.

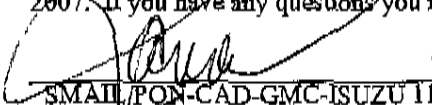
When writing the sales agreement for the trade repurchase, please use the numbers below:

Replacement VIN:	1G2ZG58N174 [Redacted]
New Vehicle Sales Price:	\$20,752.45
Used Vehicle Trade Value:	\$17,917.45
Trade Difference:	\$2,835.00
Taxes:	\$170.10
Reg/Lic/Title Fees:	\$66.50
Cash Paid on Delivery:	\$236.60
Document Fees:	Not paid by either party
Dealer Processing Fee:	\$ 200.00 (Warranty Credit on your Account)

****No cash back rebates or incentives of any kind are applicable towards this transaction.****

***If shown above, Cash Paid on Delivery is included in the check to the dealership.**

If you are in agreement with this offer, please sign and date below and return both pages of this agreement along with a signed Bill of Sale to my attention at the following fax # 866-802-6668 by Friday April 13, 2007. If you have any questions you may reach me at 866-802-6625 ext2307.

 Bus Mgr
SMAIL PON-CAD-GMC-ISUZU 115 67 Management Agent's Signature and Title.

Janell Anderson Bus Mgr
SMAIL PON-CAD-GMC-ISUZU 115 67 Management Agent's Printed Name and Title.

28223



Tuesday, April 10, 2007

Claridge, PA

Trade Settlement Letter

Subject: Repurchase of 2005 Pontiac G6

VIN: 1G2ZG528854

Ref SR:71-446683006 V-28223

Dear

We regret that you are dissatisfied with your 2005 Pontiac G6, VIN 1G2ZG528854 and that our attempts to resolve your concerns have not met your expectations. Pontiac will repurchase this vehicle in exchange for the release of liability stemming from warranties, express or implied, covering this vehicle.

This offer to assist you into a replacement vehicle is being made as an effort to keep you a satisfied Pontiac customer, Pontiac will assist you into a 2007 Pontiac G6, VIN 1G2ZG58N174. Your responsibilities are outlined below. This offer is calculated by using the following figures:

Payoff of original vehicle good until 4/22/07	\$17,028.88
Usage / depreciation	\$2,425.00
Upgrade	\$401.00
Total Customer Responsibility	\$19,863.88

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

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 ext2307 if you have any questions or

[Redacted Signature]

4/10/07

[Redacted Name]

4/10/07

28223



The requirements of the trade repurchase are as follows:

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

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

Please return this signed document to fax number 866-802-6668 by Thursday April 12, 2007

Sincerely,

General Motors RVDC
2717 Schust Rd
Saginaw, MI 48603

Case#28223
AW

28223

#28223

Allysha White

From: MLHull@pdpgroupinc.com
Sent: Friday, March 16, 2007 9:22 AM
To: Allysha White
Subject: image of ttl

COMMONWEALTH OF PENNSYLVANIA
CERTIFICATE OF TITLE FOR A VEHICLE

1,115

051023400012746-001

1G2ZG524854 [REDACTED] | 2005 | PONTIAC | 41700118403 | NJ

VEHICLE IDENTIFICATION NUMBER | YEAR | MAKE OF VEHICLE | DISTRICT

SDN | 0 | SEAT CAP | 4/12/05 | 000352 | 0

DATE PAID | DATE OF SALE | VEHICLE WEIGHT | COLOR | TOTAL SALES TAX

4/12/05 | 4/12/05 | 1440LBS | BLACK | 0000

CLARIDGE PA

FIRST LIEN PAYOR OF: **GNAC**

SECOND LIEN FAVOR OF:

FIRST LIEN RELEASED: _____ DATE: _____ BY: _____ AUTHORIZED REPRESENTATIVE

MAILING ADDRESS: **GNAC
 PO BOX 8393
 COCKEYSVILLE MD 21030**

SECOND LIEN RELEASED: _____ BY: _____ AUTHORIZED REPRESENTATIVE

DO NOT ACCEPT DOCUMENT WITHOUT VERIFYING THE PRESENCE OF THE LIBERTY BELL WATERMARK

410-074-1210 Motor Vehicle Title, License, Security, Plates 5.012.761, 5.103.001 and other plates perjury 0210

I certify as of the date of issue, the official records of the Pennsylvania Department of Transportation reflect that the purchase or capture names herein is the lawful owner of the said vehicle.

ALL INFORMATION CONTAINED HEREIN IS UNCLASSIFIED DATE 03/16/07 BY 60322/MLH

D. APPLICATION FOR TITLE AND LIEN INFORMATION

Melissa L Hull
Web: www.pdpgroupinc.com
Email: MLHull@pdpgroupinc.com
Fax: 410-584-0210

2005 G6 - 6CYL SEDAN
59U GRANITE METALLIC
70B LIGHT TAUPE

/V6G

PONTIAC/GMC DIVISION
GENERAL MOTORS CORPORATION
100 RENAISSANCE CENTER
DETROIT MI 48243-1114
VEHICLE INVOICE 2AD49289570

ORDER NO. HPXCVK/TRE STOCK NO.

VIN 1G2 ZG52 88 54 [REDACTED]

*****16*37718S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
2ZG69 G6 - 6CYL SEDAN	20675.00	18917.63	INVOICE 10/18/04
FE9 50-STATE EMISSIONS	N/C	N/C	SHIPPED 10/16/04
F83 AXLE RATIO 3.05	N/C	N/C	EXP I/T 10/26/04
LX9 ENGINE, 3.5L V6 SFI	0.00	0.00	INT COM 10/26/04
MX0 4-SPEED AUTOMATIC TRANSMISSION	0.00	0.00	PRC EFF 10/16/04
PCH PREMIUM VALUE PACKAGE INCLUDES	1575.00	1401.75	KEYS G3584 G3584
* (4) WHEELS, 16" CAST ALUMINUM PAINTED			WFP-S QTR OPT-1
* AM/FM STEREO 6 DISC CD PLAYER (REPLACES STD/OPT/PKG RADIO)			BANK: GMAC - 020
* SUNROOF, POWER TILT & SLIDE			CHG-TO 37-718
PDD CONVENIENCE PACKAGE INCLUDES:	375.00	333.75	SHIP WT: 3357
* MANUAL DRIVERS SEAT LUMBAR			HP: 32.9
* SEATBACK MAP POCKETS			GMS: 20179.18
* POWER SEAT HEIGHT ADJUSTER			SUPPLR: 21083.87
* ADJUSTABLE PEDALS			MRM: 23255.00
* FLOOR MATS			DAN: 121
* CONVENIENCE NET			MEMO 1026.50
R6J CUSTOMER DIALOG NETWORK	0.00	16.50	
VK3 LICENSE PLATE BRACKET, FRONT	5.00	4.45	
1SZ 6-CYL, PCH OPTION PKG DISCOUNT	600.00-	534.00-	

Repurchase # 28223

TOTAL MODEL & OPTIONS	22030.00	20140.08	ACT 231	20104.18
DESTINATION CHARGE	625.00	625.00	H/B 261	660.90
LAM DEALER CONTRIBUTION		220.30	ADV 261	220.30
LAM GROUP CONTRIBUTION		220.30	EXP 65A	220.30

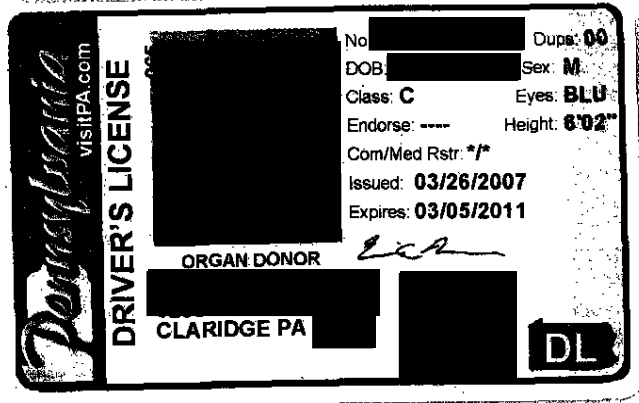
TOTAL	22655.00	21205.68	PAY 310	21205.68
MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT		20234.65		

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.

ULTIMATE PONTIAC-BUICK-GMC, INC.

REMIT TO GMAC NO. 020
VIN 1G2ZG528854 [REDACTED]
\$ 21205.68 INV 2AD49289570
DUE 10/26/04 DEALER 37-718



COMMONWEALTH OF PENNSYLVANIA REGISTRATION CREDENTIAL

EXPIRY: OCT 31, 2007 **VALID: 10/03/06**

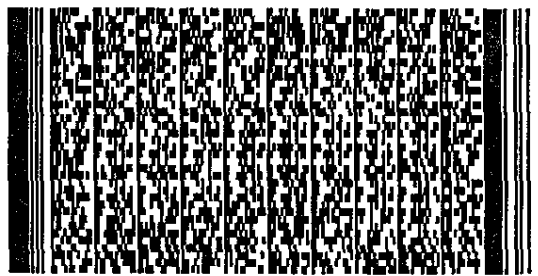
PLATE: [REDACTED]
 TITLE: [REDACTED]
 VIN: 1G27G528854
 YR/MAKE: 2005 PONTIAC
 TYPE: SDN
 MID: 06276 3902 272395-001

EMISSIONS INSPECTION REQUIRED/DIESEL VEHICLES EXEMPT COUNTY: WESTMORELAND



I hereby acknowledge this day that I have received notice of the provisions of Section 3709 of the Vehicle Code.

[REDACTED]
CLARIDGE PA
 [REDACTED]



Change your address online at: www.state.pa.us Pa Keyword "DMV"

DRIVER'S LICENSE

CLARIDGE PA

No. [REDACTED] Dups: 00
 DOB [REDACTED] Sex: F
 Class: C Eye: BRO
 Endorse: --- Height: 5'10"
 Com/Med Restr: *P
 Issued: 09/08/2008
 Expires: 10/30/2009

ORGAN DONOR

DL

SMAIL AUTOMOTIVE

DEALERSHIP: SMAIL PONTIAC-CAD-GMC-ISUZU

ADDRESS RT 30 EAST GREENSBURG PA 15101

New Year 2005 Make PONTIAC Model G6

Used Type SDN 4DR 6CY COLOR: GRANITE Stock No. 47956

Prior Use Mileage 352 Vehicle Identification No. 1G2ZG523854

Car I hereby agree to obtain this vehicle from you through conventional buy or lease under the terms and conditions specified. Delivery of this purchase is to be made _____ or as soon thereafter as possible. It is agreed, however, that neither you nor the Manufacturer will be liable for failure to effect delivery.

DESCRIPTION OF TRADE IN			
YR	MAKE	MODEL	TYPE
	2000	CHEVROLET BLAZER SW	
COLOR	TRIM	MILEAGE	
BLUE			
VIN	1GNDT13W5Y2		
TITLE			
EXPIRE DATE	13819		
LOAN#	AMOUNT		
LIENHOLDER	GOOD UNTIL		
CITIZENS AUTO FINANCE			
ADDRESS	PHONE		
480 JEFFERSON BLVD RJE 230	(800)611-7300		
ADDRESS	SPOKE TO		
WARWICK RI 02886			
COLLISION COVERAGE			
INSURANCE CO.			
ERIE INS EXCHANGE			
NAME OF AGENT	PHONE #		
LAWRENCE DOWLING	(724)864-157		
ADDRESS	COLLISION DEDUCTIBLE		
134 CLAY PIKE	500		
ADDRESS	EFFECTIVE DATE		
N HUNTINGDON PA 15642	12/16/2001		
POLICY #	EXPIRATION DATE		
0061609693	06/16/2001		

WARRANTY INFORMATION

FACTORY WARRANTY. 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 expressed 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.

USED CAR WARRANTY. Used car is covered by a limited warranty defined in a separate document.

AS IS. This motor vehicle is sold "AS IS" without any warranty either expressed or implied. The purchaser will bear the entire expense of repairing or correcting any defect that presently exists or that may occur in the vehicle.

Extended maintenance program details _____

PURCHASER'S SIGNATURE _____

USED CAR CONTRACTUAL DISCLOSURE STATEMENT 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 IN THE CONTRACT.

If you cancel this purchase agreement or refuse to take delivery of the vehicle ordered, you shall, at our option, forfeit as damages the amount of \$ _____

PURCHASER'S SIGNATURE X _____

Purchaser hereby acknowledges the above clause

Purchaser agrees that this order includes all of the terms and conditions as of the date here of comprises the complete and exclusive statement of the terms of agreement relating to the subject matters covered hereby. This order shall not become binding until accepted by the dealer or his authorized representative. You, the buyer, may cancel this contract and receive a full refund any time before receipt of a copy of this contract signed by an authorized dealer representative, by giving written notice of cancellation to the dealer.

Purchaser by his execution of this order acknowledges that he has read and understands its terms and conditions and has received a true copy of this order.

PURCHASER'S SIGNATURE X _____

CO-BUYERS SIGNATURE _____

BASE PRICE OF VEHICLE	21083.87
REBATES	N/A
MFG REBATE	2000.00
ACCESSORIES ETCH	N/A
DECLINED ALL ADDITIONAL BENEFITS	
EXTENDED MAINTENANCE AGREEMENT	N/A
TYPE	N/A
MONTHS	MILES
CASH PRICE OF VEHICLE & ACCESSORIES	19083.87
LESS TRADE IN ALLOWANCE	7100.00
CASH DIFFERENCE	11983.87
PA SALES TAX	719.03
LUXURY TAX	N/A
TIRE TAX	5.00
REGISTRATION/TITLE/TRANSFER/LIEN	33.50
TEMPORARY PLATE ISSUED	N/A
NOTARY FEE	N/A
MESSENGER FEE/DEALER OLRS FEE	2.25
ONLINE REGISTRATION SERVICE FEE	15.50
SUBTOTAL OF DMV FEES	51.25
ADMINISTRATIVE FEE	N/A
AMOUNT OWED ON TRADE IN	9642.65
TOTAL AMOUNT DUE	22401.80
LESS DEPOSIT	N/A
LESS CASH ON DELIVERY	250.00
UNPAID BALANCE/AMOUNT FINANCED	22141.80
MONTHS	48
PAYMENTS	316.00
FINANCE/ENCUMBRANCE INFO:	
NAME	GMAC
ADDRESS	3104 UNIONVILLE RD SUITE 200
ADDRESS	
CITY, STATE, ZIP	CRANBERRY TOWNSHIP PA 16066

DATE 04/04/2005 ACCEPTED BY _____ DEALER OR AUTHORIZED REPRESENTATIVE

DATE 04/04/2005 SALES PERSON'S SIGNATURE _____

RETAIL ORDER FOR A MOTOR VEHICLE

SMAIL auto group

DEALERSHIP: SMAIL PONTIAC-CAD-GMC-ISUZU

ADDRESS RT 30 EAST GREENSBURG PA 15031

New Year 2007 Make PONTIAC Model G6 Type SDN 4DR 6CY Color BLUE-GO Stock No. 48971
 Used
 Prior Use Mileage 12 Vehicle Identification No. 1G27G5288541174

Car Truck I hereby agree to obtain this vehicle from you through conventional buy or lease under the terms and conditions specified. Delivery of this purchase is to be made _____, or as soon thereafter as possible. It is agreed, however, that neither you nor the Manufacturer will be liable for failure to effect delivery.

DESCRIPTION OF TRADE IN			
YR.	MAKE	MODEL	TYPE
2005	PONTIAC	G6 SD	
COLOR	TRIM	MILEAGE	LA
GRANITE			
VIN	1G27G528854		
TITLE NO.			
PLATE NO.			EXP. DATE
OWNER			
LOAN#			AMOUNT
LIENHOLDER			GOOD UNTIL
ADDRESS			PHONE
ADDRESS			SPOKE TO

COLLISION COVERAGE	
INSURANCE CO.	
NAME OF AGENT	PHONE #
ADDRESS	COLLISION DEDUCTIBLE
ADDRESS	EFFECTIVE DATE
POLICY #	EXPIRATION DATE

WARRANTY INFORMATION

FACTORY WARRANTY. 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 expressed 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.

USED CAR WARRANTY. Used car is covered by a limited warranty described in a separate document.

AS IS. This motor vehicle is sold "AS IS" without any warranty either expressed or implied. The purchaser will bear the entire expense of repairing or correcting any defect that presently exists or that may occur in the vehicle.

Extended maintenance agreement declined.

PURCHASER'S SIGNATURE X _____

USED CAR CONTRACTUAL DISCLOSURE STATEMENT 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 IN THE CONTRACT OF SALE.

If you cancel this purchase agreement or refuse to take delivery of the vehicle ordered, you agree to pay the purchase price of the vehicle, less any amount of credit received by you, and to pay the dealer's reasonable costs of sale, including but not limited to advertising, sales, and other costs, plus any amount of credit received by you, less any amount of credit received by you.

PURCHASER'S SIGNATURE X _____

BASE PRICE OF VEHICLE	20752.45
REBATES	N/A
ACCESSORIES	ETCH
EXTENDED MAINTENANCE AGREEMENT	N/A
CASH PRICE OF VEHICLE & ACCESSORIES	20752.45
LESS TRADE IN ALLOWANCE	17917.45
CASH DIFFERENCE	2835.00
PA SALES TAX	170.10
LUXURY TAX	N/A
TIRE TAX	5.00
REGISTRATION/TITLE/TRANSFER/LIEN	33.50
TEMPORARY PLATE ISSUED	N/A
NOTARY FEE	N/A
MESSENGER FEE/DEALER OLRS FEE	12.50
ONLINE REGISTRATION SERVICE FEE	15.50
SUBTOTAL OF DMV FEES	61.50
ADMINISTRATIVE FEE	N/A
AMOUNT OWED ON TRADE IN	17028.98
TOTAL AMOUNT DUE	20100.48
LESS DEPOSIT	N/A
LESS CASH ON DELIVERY	236.60
UNPAID BALANCE/AMOUNT FINANCED	19863.88
MONTHS	48
PAYMENTS	276.04
FINANCE/ENCUMBRANCE INFO:	
NAME	GMAC
ADDRESS	3104 UNIONVILLE RD SUITE 200
CITY, STATE, ZIP	CRANBERRY TOWNSHIP PA 16066

Purchaser agrees that this order includes all of the terms and conditions on both the face and reverse side hereof, that this order cancels and supersedes any prior agreement and as of the date here of comprises the complete and exclusive statement of the terms of agreement relating to the subject matters covered hereby. This order shall not become binding until accepted by the dealer or his authorized representative. You, the buyer, may cancel this contract and receive a full refund any time before receipt of a copy of this contract signed by an authorized dealer representative by giving written notice of cancellation to the dealer.

Purchaser by his execution of this order acknowledges that he has read it's terms and conditions and has received a true copy of the same.

PURCHASER'S SIGNATURE X _____ DATE 03/19/2007 ACCEPTED BY _____ SALES PERSON AUTHORIZED REPRESENTATIVE

CO-BUYERS SIGNATURE X _____ DATE 03/19/2007 SALESPERSON HOUSE NEW

**Case Number: 28223**

Originator Name: [REDACTED]

Created Date: 03/29/2007

Vehicle Info

* VIN: 1G2ZG528854 [REDACTED] MSRP: 22655.0
 Year: 2005 Make: Pontiac Model: G
 * TAC Number: [REDACTED] Vehicle Comments & TAC Explanation: Customer has had concerns with the steering intermitter binding
 * Date Reviewed with Customer : 02/28/2007 * Repurchase Mileage: 29539
 Original Purchase Date: 04/04/2005 * Original Purchase Condition: New

Vehicle Owner(s)

Entity Type: Person
 * Name(s) on Title: [REDACTED] * Title State: PA
 * Primary Owner: [REDACTED]
 * Address: [REDACTED]
 * City: Claridge * State: PA * ZIP Code: 17
 * Day Phone: [REDACTED] Evening Phone:
 E-mail: Fax Phone: Cell Phone:

Repurchase

* Reason: Customer lost confidence in the steering system on this vehicle. He has had his steering bind on him while driving on numerous occasions.

UCC Codes

UCC 1 UCC 2 UCC 3 UCC 4 UCC 5
 M0103

Vehicle Lien Holder

Type of Secured Interest: Unknown * Company Name: Account #:
 Contact or Attention:
 Address:

City: State: AL ZIP Code:
 * Day Phone: Fax: E-mail/Web:

Original Selling Dealer

* Dealer Number: 115767 Dealer Name: SMAIL PON-CAD-GMC-ISUZU Region: D 40
 * Phone: (724) 837-7000 Fax: (724) 830-8023
 * Contact Name: Tomas Mastowski * Contact Title: Sales Manager E-mail:

Repurchasing Dealer: [Same as Selling Dealer]

Repair Dealer

* Contact Name: Ed Gerwick * Contact Title: Service Manager

Vehicle Location: [Same as Selling Dealer]

Transaction

Details:

Siebel Request #: * Disposition: Unselected Auction
 * Transaction State: PA * Transaction Type: Trade - New Finance
 * Transaction Source: AVM Voluntary
 Replacement VIN: 1G2ZG58N174236292 Year 2007 Make: Pontiac Model: G6
 MSRP: 23065.0

Repurchase

* Processing Instructions: This vehicle meets the presumption of the Pennsylvania Lemon Law since the first time it was brought into this dealership with the steering concern it was less than 12 months or 12,000 miles. Dealer sold Original vehicle the customer was going to trade into. Mileage adjustment on th Original e-Pra was 2700 it was adjusted down to 2425 to offset the difference in upgrade to help satisfy the customer with this tranaction since they had no control over the dealers error in selling the vehicle they were originally trading into.

Disposition

* Disposition Instructions: The vehicle should be test driven for at least 200 miles to see if this concern can be duplicated.

Transaction Details

Group	Responsible	Formula	Additional Explanation	Value
Usage	Customer	Mileage 24250 x .10 = 2425	Usage per Lemon Law	2425
Sales Tax	GM	NA	For customer Satisfaction	0

State/Gov Fees	GM	NA	For customer Satisfaction	0
Upgrade Amount	Customer	NA	Upgrade	410
Negative Equity	Customer	NA	Negative Equity	0
Over Allowance Amount	Customer	NA	Over Allowance	0

[Print](#) [Close](#)

2007 G6 - SEDAN
78U BLUE-GOLD CRYSTAL METALLIC /V6G
19B EBONY
ORDER NO. KSPJNS/TRE STOCK NO.
VIN 1G2 ZG58 N1 74

GENERAL MOTORS CORPORATION
& SUBSIDIARIES
RENAISSANCE CENTER
DETROIT MI 48243-1114
VEHICLE INVOICE 2AD57482489

*****16*06171S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
2ZG69 G6 - SEDAN	18730.00	17699.85	INVOICE 02/19/07
FE9 FEDERAL EMISSIONS	N/C	N/C	SHIPPED 02/19/07
F83 AXLE RATIO 3.05	N/C	N/C	EXP I/T 02/21/07
JL9 BRAKES, ANTILOCK, 4-WHEEL DISC W/TRACTION CONTROL	400.00	332.00	INT COM 02/21/07 PRC EFF 02/19/07
LZ4 ENGINE, 3.5L V6 SFI	N/C	N/C	KEYS G2865 G2865
PCM PREFERRED PACKAGE: * CONVENIENCE NET, CARGO * REMOTE VEHICLE START * FLOOR MATS, FRONT/REAR	295.00	244.85	WFP-F QTR OPT-1 BANK: GMAC - 004 CHG-TO 06-171
PDE SUN AND SOUND PACKAGE: * AM/FM STEREO, POWER LOAD CD PLAYER, AUTOTONE CONTROL, RADIO DATA SYSTEM (REPLACES STD/OPT/PKG RADIO) * POWER PANORAMIC ROOF	1600.00	1328.00	SHIP WT: 3445 HP: 36.5 GMS: 20902.45 SUPPLR: 21836.31 MRM: 23065.00 MEMO 970.75
PDX SPORT PACKAGE: * ENGINE, 3.5L V6 SFI * (4) 17" PAINTED ALLOY WHEEL * FOG LAMPS, FRONT, PROJECTOR- BEAM, INTEGRAL IN FASCIA * REAR SPOILER	1390.00	1153.70	
R6J CUSTOMER DIALOG NETWORK	0.00	16.50	

*Replacement
28023*

TOTAL MODEL & OPTIONS	22415.00	20774.90	ACT 231	20752.45
DESTINATION CHARGE	650.00	650.00	H/B 261	672.45
LAM DEALER CONTRIBUTION		224.15	ADV 261	224.15
LAM GROUP CONTRIBUTION		112.08	EXP 65A	112.08
TOTAL	23065.00	21761.13	PAY 310	21761.13
MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT		20807.73		

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.

HEELER PONTIAC-CADILLAC
REMIT TO GMAC NO. 004
VIN 1G2ZG58N174
\$ 21761.13 INV 2AD57482489
DUE 02/21/07 DEALER 06-171

**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



Philadelphia, PA

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.

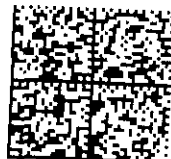
I approached the dealer with my concern and they simply said that it was caused by a sensor that shuts off the power steering motor when it overheats. I have consulted other salespersons and auto mechanics and they have agreed that I should not be having this problem, especially with a new car with only 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




PITNEY BOWES
US POSTAGE
\$00.390
MAR 28 2007
ZIP 48146
02 1A
2744065

MAR 29 2007



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



CHECK No. [REDACTED]

50-937
213

DATE 02/23/07 AMOUNT *****368 DOLLARS *****72 CENTS *****368.72

PAY TO THE ORDER OF

ENTERPRISE AL [REDACTED]

North American Operations
 General Motors Corporation
 Disbursement Account

Rihel C. [Signature]
 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
 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	VM 1-80LGM1 1-80LGM1	00.0000	368.72	.00	368.72
				WS		

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

TOTAL 368.72 .00 368.72

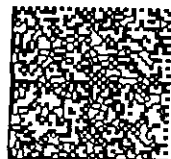
30258



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
Dispute Resolution Consultant

CONSUMER

[REDACTED]
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. 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,

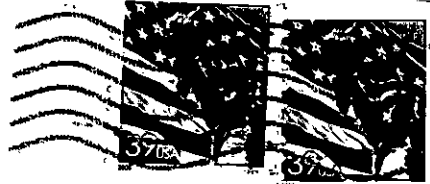
Chevrolet Customer Assistance Center



[Redacted]
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

[REDACTED]
Enterprise, Al. [REDACTED]

Dear Sir:

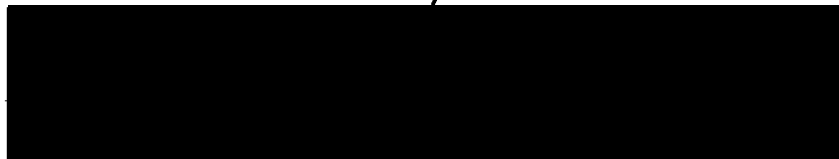
Recently I had a problem with my Chevrolet Malibu. I love Chevrolet products and could not believe this happened. It is a 2005 which I purchased last year and it had 33,000 miles on it. I purchased a warranty but it only covers the engine and the transmission. The car had 47,000 miles on it and I felt 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

SERVICE ADVISOR: 655 JOEY JOHNSON

ENTERPRISE, AL
HOME:
CELL:
BUS:

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN/OUT, TAG. Includes details for CHEVROLET MALIBU and service dates.

Table with columns: LINE, OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL. Includes service description for oil change and filter.

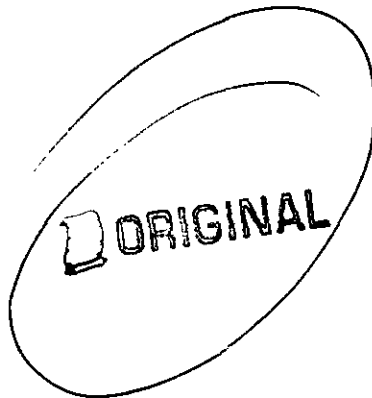
Table with columns: PARTS, LABOR, OTHER, TOTAL. Includes service description for rotating tires.

Table with columns: PARTS, LABOR, OTHER, TOTAL. Includes service description for gear replacement and wheel alignment.

CUSTOMER PAY SERVICE SUPPLIES FOR REPAIR ORDER
HOURS 7:30 A.M. / 5:00 P.M.
Includes payment information for CASH and CREDIT CARD.

Table with columns: STATEMENT OF DISCLAIMER, DESCRIPTION, TOTALS. Includes a detailed breakdown of charges and a disclaimer.

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)

ISSUING COUNTY Coffee		COUNTY CODE 19	CITY CODE 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.	LAST YEAR TAX TAG		TAG TYPE PC	CURRENT YEAR TAG NO.
AD VAL START DT	NEW USED <input checked="" type="checkbox"/> NEW	PRICE \$	0.00	13 12 12	STATE TAG NO.			
VEHICLE IDENTIFICATION NO 1G1ZT548X5F		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	SIT	COLOR GLD	STATE S/TAX	COUNTY S/TAX	CITY S/TAX
AD VALOREM PENALTY	AD VALOREM INTEREST	TOTAL AD VALOREM TAX 87.00						
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							MAIL FEE	TOTAL TAG & TAX 126.26
TOTAL TAG							MAIL FEE	TOTAL TAG & TAX 126.26
TITLE FEE								

DATE OF ISSUE: **04/03/2006** TIME ISSUED: **13:29** TOTAL PAID: **126.26**
 WILLIAM O. GAMMILL TB 7
 Check

ENTERPRISE, AL
 SIGN HERE →

H 1648989

I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREIN IS TRUE AND CORRECT AND THAT THE VEHICLE DESCRIBED ABOVE IS INSURED AS REQUIRED BY ALABAMA LAW

Print This Image

ENTERPRISE, AL

DATE 1-5-07 61-247621

PAY TO THE ORDER OF Enterprise Chevrolet \$ 300⁰⁰

Three hundred and ^{no} _{two} DOLLARS

CB&T ENTERPRISE
COMMUNITY BANK AND TRUST PO. BOX 311245
A Provider of Superior Financial Services ENTERPRISE, AL 36631

FOR [Redacted] *Albert J. Perry*

⑈00000300000⑈

COPY

FOR DEPOSIT ONLY
Enterprise Chevrolet
Acct: 72137730

1607 59751

⑈0212007304⑈
FEDERAL RESERVE BANK
MEMPHIS, TN 38103
PROCESSING CENTER
SAC-007 01/05/07
2718171245103011417

3289386320 01/10/2007 PR:0 C1C5007 RCR:53

Print This Image

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

[REDACTED]

[REDACTED]

Claimant's Signature

Claimant's Signature

[REDACTED]

[REDACTED]

Address

Address

Franklin MA

Franklin MA

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

[Redacted Signature]

Client's Signature

4-18-07

Date

[Redacted Signature]

Client's Signature

4-18-07

Date

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: [REDACTED]
Service Request: 71-465393895
2006 Pontiac G6
Vehicle Identification Number: 1G2ZG558564 [REDACTED]
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.



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

LG0044
V07022006

Attach.

14909

Odometer

[Redacted]

[Redacted]

Client's Signature

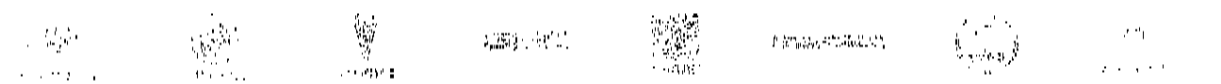
Client's Signature

4-18-07

4-18-07

Date

Date



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

December 6, 2010

Paul Carver, Esq.
Bowman & Brooke
150 S 5th St Ste 3000
Minneapolis, MN 55402-4207

RE: [REDACTED] v. General Motors Corporation
Service Request: 71-466759434
2005 Chevrolet Malibu
Vehicle Identification Number: 1G1ZT52895F [REDACTED]
Customer Relationship Specialist: Shera Vasquez

Dear Mr. Carver:

Enclosed please find a check in the amount of \$10,000.00 made payable to [REDACTED] and Jastroch & LaBarge, S.C. 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



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

January 12, 2007

VIA FAX ONLY

Paul Carver, Esq.
Bowman and Brooke, LLP
150 S 5th St Ste 2600
Minneapolis, MN 55402-4226

RE: [REDACTED]
Service Request: 71-466759434
GM Legal Staff Case: NISM SR# 71-466759434
2005 Chevrolet Malibu
Vehicle Identification Number: 1G1ZT52895F [REDACTED]
Customer Relationship Specialist: Amy Spilecki

Dear Mr. Carver:

The above-referenced case is not part of the Early Resolution Program. Therefore, we are providing the following information to assist you in your evaluation of the case.

- Warranty history (including summary, claim history, any "Y" claim comments, service contract, and vehicle build)
- Customer assistance center comments
- Invoice
- Incentives
- All attachments (including BBB and PAR files if applicable)

WE ASK THAT YOU PLEASE CONTACT THE AREA SERVICE MANAGER, Ursela Szumski, PH: 800-823-0055, Mailbox# 8069 AND INFORM HER THAT YOU ARE HANDLING THIS MATTER FOR GENERAL MOTORS.

In case this ends up settling as a repurchase, the BAC code for the dealership is 113351.

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

LG0002 V06302006



GMC



HUMMER







Business Resource Center

General Motors Corporation
c/o MSX International, ATTN: BRC Legal
1919 Concept Drive
Warren, MI 48091
Fax: (866) 233-2953

Fax

To: Paul Carver	From: Amy Spilecki/BRC-Legal Dept.
Firm: Bowman & Brooke	Phone: 866-790-5700 Ext. 21128
Phone: 1-612-339-8682	Date: February 26, 2007
Fax: 1-612-672-3200	Pages: 19

Urgent For Review Please Comment Please Reply Please Recycle

● Comments:

This is a copy of the CT Notice & complaint for [REDACTED] which was sent to your office on 1/22/07 as N-ER NISM but have now received as N-ER Lawsuit. GM Case #628962.

Thank you.

I appreciate your assistance my fax# 866-266-1782

Thank you.

THE INFORMATION CONTAINED IN THIS FACSIMILE IS CONFIDENTIAL AND MAY ALSO BE ATTORNEY-CLIENT PRIVILEGED. THE INFORMATION IS INTENDED ONLY FOR THE USE OF THE INDIVIDUAL OR ENTITY TO WHOM IT IS ADDRESSED. IF YOU ARE NOT THE INTENDED RECIPIENT OR THE AGENT OR EMPLOYEE RESPONSIBLE TO DELIVER IT TO THE INTENDED RECIPIENT, YOU ARE HEREBY NOTIFIED THAT ANY USE, DISSEMINATION, DISTRIBUTION OR COPYING OF THIS COMMUNICATION IS STRICTLY PROHIBITED. IF YOU HAVE RECEIVED THE FACSIMILE IN ERROR, PLEASE IMMEDIATELY NOTIFY US BY FAX, AND RETURN THE ORIGINAL MESSAGE TO US AT THE ADDRESS ABOVE VIA THE U.S. POSTAL SERVICE. THANK YOU.

North American Operations

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



CHECK No. [REDACTED]

50-937
213

DATE
05/01/07

*****10,000 DOLLARS

*****00 CENTS

AMOUNT
*****10,000.00

[REDACTED]
 OCONOMOWOC WI [REDACTED]

North American Operations
 General Motors Corporation
 Disbursement Account:

PAY
TO THE
ORDER
OF

Richard C. [Signature]
 SIGNATURE

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

AUDIT

[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 05/01/07

VENDOR DUNS NO. BB 000000125

VENDOR NAME [REDACTED]

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1G1ZT52895F [REDACTED]	04/30/07 71-466759434	VM 1-8GT10U 1-8GT10U	00.0000	10,000.00	.00	10,000.00
TOTAL				10,000.00	.00	10,000.00

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

W3



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

VIA FAX ONLY

January 10, 2007

Jody Schutte
Ewald Chevrolet
PO Box 147
Oconomowoc, WI 53066

RE: [REDACTED]
Service Request: 71-466759434
2005 Chevrolet Malibu
Vehicle Identification Number: 1G1ZT52895F [REDACTED]
Customer Relationship Specialist: Amy Spilecki

Dear Mr. Schutte:

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, the buyers order 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



www.gm.com



Ewald Automotive Group

2201 N. Mayfair Road
Milwaukee, WI 53226
414-777-4332
414-453-3037 (FAX)
cdaronco@ewaldauto.com

Fax

To: Amy Spilecki	From: Chris DaRonco
Fax: 866-266-1782	Pages: 6
Phone: 866-790-5700	Date: 1/11/07
Re: [REDACTED] Documents	CC:

Urgent **For Review** **Please Comment** **Please Reply** **Please Recycle**

Amy,

Please review and let me know if you need any other information

IF THE OFFER WITHIN 2 BUSINESS HOURS OF THE OFFER IS AUTOMATICALLY VOIDED AND YOU HAVE RECEIVED THE OFFER UNLESS YOU HAVE ACCEPTED BY THE DEALER, YOU WILL BE PROHIBITED FROM SELLING THE VEHICLE TO ANY OTHER PARTY.

EWALD CHEVROLET BUICK, INC.
 1 NAME: **36833 EAST WISCONSIN**
OCONOMOC WI 53066
(414)258-5000 **302833**

VEH. STOCK NO. OR ORDER NO. **GP124** MILEAGE AT SIGNING **28577** ORDER DATE **07/03/2006**

SALESPERSON'S NAME **RICHARD A. CLOCK**
 (PLEASE PRINT)
 SALES PERSON'S LICENSE NUMBER **2653**

EFFECTIVE PURCHASER (YOU) **[REDACTED]**
 EFFECTIVE PURCHASER ADDRESS **[REDACTED]** CITY **OCONOMOC** STATE **WI** ZIP **[REDACTED]**

RESIDENCE PHONE **[REDACTED]** BUSINESS PHONE **[REDACTED]** RESIDENCE COUNTY **WAUKESHA** RESIDENCE TOWNSHIP **[REDACTED]** E-MAIL ADDRESS **[REDACTED]**

ENTER MY ORDER FOR THE FOLLOWING DESCRIBED VEHICLE: NEW USED DEMO EXEC TITLE AS CAR TRUCK OTHER

USED OR TRADE-IN	MODEL YEAR	MAKE - TRADE NAME	MODEL	BODY TYPE	COLOR	IDENTIFICATION NO.
	2005	CHEVROLET	MALIBU	4 DOOR	TAN	1G1ZT52895F [REDACTED]
	1999	BUICK	CENTURY	4 DOOR	TAN	2G4WS52H7X1 [REDACTED]

WARRANTY INFORMATION (Check Applicable Boxes) Refer to separate document for coverages and exclusions.

Manufacturer Warranty Information (Dealer is not a party to any manufacturer warranty)

New Vehicle Manufacturer Warranty
 Remaining vehicle mfr. warranty—Call mfr. or refer to warranty booklet for details.
 Expiration: **04/15/2008 39010** (date) (miles), whichever comes first.
 Deductible to be paid by You \$ **N/A**
 Transfer fee to be paid by You \$ **N/A** Pay to: Dealer Manufacturer
 Not known 4. Expired 5. Cancelled due to salvage or other vehicle history

USED: PRICE from the Wisconsin Buyers Guide	\$5990.00
NEW:	<input type="checkbox"/> MSRP detail provided on window label <input type="checkbox"/> MSRP detail provided on attachment Total MSRP (Manufacturer Suggested Retail Price) \$
Dealer Markup	
Dealer installed options — Has a warranty if <input checked="" type="checkbox"/> at left.	
1. Cash Price (a + b - c)	13129.00
TAXABLE ITEMS PURCHASED WITH VEHICLE	
d. Other	N/A
e. Service Contract	N/A
2. Total of Taxable items (d + e)	N/A
TRADE ALLOWANCE	3000.00
f. Owned Trade-In Allowance	
Leased trade-in allowance (net lease equity calculation)	N/A
(i) Gross Allowance	N/A
(ii) Estimated Lease Payoff	N/A
Payoff to:	N/A
g. Net Lease Equity (i - ii)	N/A
3. Trade Allowance (f + g) (if number is negative add in line 3 and 4)	3000.00
SALES TAX CALCULATION	
h. Amount Subject to Sales Tax (1 + 2 - 3)	10129.00
4. 5.75% State, County and Regional Tax on h.	516.59
NON-TAXABLE ITEMS PURCHASED WITH VEHICLE	
j. Fees to appear on MV11	64.50
k. Warranty/Service Contract Transfer Fee	N/A
l. Other	N/A
5. Total of Non-Taxable Items (j + k + l)	64.50
OWNED VEHICLE PAYOFF	
Due to	N/A
6. Estimated Payoff Amount on Owned Trade-in	N/A
CASH & CASH EQUIVALENTS:	
m. Cash Down Payment on Order	N/A
n. MANUFACTURER REBATES	N/A
o. Additional Cash Due (Date/Amount)	N/A
7. Total Cash and Rebates (m + n (if assigned) + o)	N/A
8. Due on Delivery or Balance to Finance (1 + 2 - 3 + 4 + 5 + 6 - 7)	8 \$ 10710.08

WARRANTY INFORMATION

AS IS - NO WARRANTY. DEALER DISCLAIMS ALL WARRANTIES INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

Limited Warranty
 m. (months) (miles), whichever comes first. **N/A**
 Amount of retail repair costs to be paid by You: % Deductible to be paid by You: \$

CONTRACT INFORMATION Refer to separate document for coverages and exclusions.

Service Contract (Administered by _____)
 n. (months) (miles), whichever comes first.
 Amount of retail repair costs to be paid by You: % Deductible to be paid by You: \$

CONDITIONS OF SALE

DEALER HAS DISCLOSED THE SALE

NON-FACTORY SERVICE CONTRACTS

ITS CONTRACT SUPERCEDES PREVIOUS CONTRACTS

ANTICIPATED DELIVERY DATE: **JUL 03**, 20**06**

Unless of reason, if the vehicle ordered by the purchaser is not available for delivery within 10 business days after the anticipated delivery date, the purchaser may cancel this order and within one business day, receive a full refund of any down payment, and return of trade-in vehicle, or title for trade-in vehicle, or both. If the trade-in is not available, the purchaser shall receive the trade-in allowance. Unless delivery date is otherwise qualified on the purchase contract by the purchaser, if the ordered vehicle becomes available for delivery prior to the stated anticipated delivery date, the dealer licensee may require acceptance not less than 21 calendar days after having notified the purchaser of availability of delivery, in which case no penalty is assessed for nonacceptance of delivery prior to the stated anticipated delivery date.

THE ORDERED VEHICLE MUST BE LOCATED
 motor vehicle dealer and purchaser enter into a purchase contract for a motor vehicle not available at the dealer's lot, the dealer and purchaser agree that the vehicle mileage upon delivery will not exceed _____ N/A.
 Before vehicle delivery, purchaser has the right to cancel the purchase contract if the mileage of the vehicle exceeds that amount. The option to cancel is subject to acceptance of delivery.

This is a Finance Transaction. (Check A, or B):
 A. Financing scheduled at dealer's office on specified delivery date or as mutually agreed. You are obligated to purchase, subject to availability of financing through dealer, on terms:
 In attached disclosure, these items do not extend beyond the closing date if dealer is willing and able to deliver vehicle on these terms.
 Acceptable to You.

B. This transaction is subject to financing being arranged through creditor of your choice. You must obtain acceptable financing and dealer must receive written approval by (date) _____ or this contract is void.

This is a cash transaction. You are obligated to pay the balance due on delivery.

A service fee is not required by law, but may be charged to motor vehicle purchasers or lessees for services related to compliance with state and federal laws, verifications and public safety, and must be reasonable.

ORDER OUT VEHICLE NOT PRICE PROTECTED (See Back of Contract for Details)

APPRAISAL OF THE TRADE-IN IS BASED ON AN ODOMETER READING OF UP TO **6301** MILES/KILOMETERS, AND THE TRADE-IN MAY BE REAPPRAISED IF IT EXCEEDS THIS LIMIT.

This transaction is voidable at the option of the dealer at any time prior to the delivery of the purchased vehicle if any of the following representations are untrue. The undersigned purchaser(s) certifies that the below representations are true. The option to void this transaction in no way limits or restricts the election of other remedies available to the dealer prior to or after the closing of this transaction and these representations survive the closing of this transaction as to other remedies.

at least 18 years of age or older	YES <input checked="" type="checkbox"/>	NO <input type="checkbox"/>	(3) That while I have owned or leased the trade-in its odometer has not been replaced, tampered with or otherwise altered in any way and I believe that the trade-in's current odometer reading of 6301 miles/kilometers reflects its actual mileage.	YES <input checked="" type="checkbox"/>	NO <input type="checkbox"/>
at least full power, right and lawful authority to dispose of the trade-in, except for the payoff amount that dealer agrees to make as indicated in the provisions of price of the Purchase Contract or under Other Conditions of Sale, all ensure that any and all liens or encumbrances on the trade-in are satisfied or released before or immediately upon delivery of the trade-in to the dealer.	YES <input checked="" type="checkbox"/>	NO <input type="checkbox"/>	(4) That while I have owned or leased the trade-in its restraining devices (including airbags and belts) have not been replaced, tampered with, or otherwise altered in any way.	YES <input checked="" type="checkbox"/>	NO <input type="checkbox"/>
at the trade-in does not have a cracked or defective head, block, powertrain, frame (including suspension) or other major component.	YES <input checked="" type="checkbox"/>	NO <input type="checkbox"/>	(5) That the trade-in has not previously been a salvage vehicle, manufacturer buyback, or subject to any other title brands.	YES <input checked="" type="checkbox"/>	NO <input type="checkbox"/>
	YES <input checked="" type="checkbox"/>	NO <input type="checkbox"/>	(6) That the trade-in has not previously been flood or water damaged.	YES <input checked="" type="checkbox"/>	NO <input type="checkbox"/>

#1 Rev. 2004 Copyright 2004 WI Auto & Truck Dealers Assoc.
 #2 Inc. 1-800-225-7072 / ADPUMK Services, Inc. 1-414-359-9000

WISCONSIN BUYERS GUIDE MV2872 7/2002

Information on this guide is based on what the dealership can find using reasonable care. You may learn more by following the suggestions on the back.



Year, Make, Model: 2005 CHEVROLET MALIBU LS 4DR 3.5/A4	Price: \$15,990.00
VIN: 1G1ZT52895F [REDACTED] Drive Type: FWD Engine: 3.5-liter OHV 12-valve V6	Additional Service Fee: \$95.00
Dealership Name: EWALD CHEVROLET BUICK	Transmission: 4-Speed Automatic Stock No: GP124

VEHICLE HISTORY

Check all that apply.

- Personal use
- Business use
- Lease use
- Rental use
- Demonstrator use
- Executive use
- Other:
- History and use not known

TITLE BRANDS

Title will have these brands:

- Rebuilt salvage
- Transferred to insurance co. - damage claim paid
- Flood damaged
- Manufacturer buyback
- Other:

Prev titled in: OH,WI

ODOMETER READING

Odometer information will be on your title.

- ODOMETER READ 28,274** miles when vehicle was acquired. To the best of dealership's knowledge, the reading was:
 - Actual
 - In excess of mechanical limits
 - Not actual - **WARNING ODOMETER DISCREPANCY**
- EXEMPT** from odometer disclosure because vehicle is 10 or more model years old. Reading is not required.

WARRANTY

IMPORTANT: Ask for all promises in writing. Spoken promises are difficult to enforce. Warranty terms may be negotiable. Terms agreed to on the purchase contract are final.

Dealership Warranty

- AS IS - NO WARRANTY**
Dealership disclaims all warranties including implied warranties of merchantability and fitness for a particular purpose.
- Limited Warranty**
Refer to separate warranty document for coverages and exclusions.

Term: (months) (miles)

whichever comes first.

Percent of retail repair costs to be paid by buyer: %

Deductible to be paid by buyer: \$

Pay to: Dealer Manufacturer

VEHICLE SERVICE CONTRACT may be available for purchase. Ask for price, deductibles, coverages, exclusions and cancellability.

Manufacturer Warranty

- Expired
- Not Known
- Cancelled due to salvage or other vehicle history
- Remaining vehicle mfr warranty - Call the mfr or refer to warranty booklet for details. Expiration: 04/15/08 (date) 39,010 (miles)

whichever comes first.

Deductible to be paid by buyer: \$

Transfer fee to be paid by buyer: \$

USED VEHICLE - GENERAL CONDITION

- | | | |
|--------------------------|-------------------------------------|--|
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | Cooling System |
| | | Coolant antifreeze safe to: -30°F |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | System Problem |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | Drive Train |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | Shifting Problem |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | Abnormal noise or vibration |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | Visible cracks or damage to cases or housings |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | Electrical System |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | Charging system problem |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | Starting system problem |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | Ignition system problem |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | Engine |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | Signs of excessive oil consumption |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | Abnormal noise |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | Signs of cracked block or head, or blown head gasket. |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | Electrical control module problem |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | Misses or backfires |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | Idles improperly, stalls, diesels |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | Belts missing, frayed or cracked |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | Does NOT include timing belt |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | Changed from manufacturer specifications |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | Fluid |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | Fluid levels low |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | Known or visible leaks, excluding minor seepage |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | Gauges and Warning Devices |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | Gauge or device problem |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | Indicate a system problem |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | Dash lights and gauge lights problem |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | Repaired Damage |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | Corrective welds or other evidence of repair to strut tower, floor pan, frame or structural portion of unibody |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | Other Equipment Not Equipped |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | ABS Brake System problem..... |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | Air conditioning system problem..... |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | Cruise control problem..... |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | Heating system problem..... |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | Power accessory problem..... |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | Sound system problem..... |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | Spare tire or jack missing..... |

DEALER COPY

VEHICLE EQUIPMENT REQUIREMENTS

To safely and legally operate this vehicle on Wisconsin highways, all items listed below must be in proper working condition according to TRANS 305, Wis. Adm. Code.

- | | | |
|--------------------------|-------------------------------------|---|
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | Brakes System |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | Parking Brake |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | Service Brake |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | Bumpers |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | Doors, Hoods and Trunk Lid |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | Emission Equipment |
| | | Dealership inspection does not ensure vehicle will pass state emission test where required. |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | Exhaust System |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | Fenders, Firewall and Floor Pan |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | Frame or Structural Portion of Unibody |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | Fuel System |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | Horn |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | Lights |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | Restraining Devices and Seats-airbags, belts |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | Speedometer and Odometer |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | Steering Components |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | Suspension |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | Tires and Wheels |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | Windshield, Windows and Mirrors |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | Windshield Defroster, Wipers and Washers |

Explain all items marked "YES" or "Not Legal"

*In addition to the remaining manufacturer warranty, this manufacturer certified used vehicle comes with a Manufacturer Extended Warranty. See dealer for details.

"I certify to the best of my knowledge that the information provided on this guide is accurate."

TIM SYBRANT (Vehicle Inspector) BRETT EWALD (Records Inspector)
 Signature of Dealer or Licensed Representative (Vehicle Inspection Date) 04/21/06

"I understand that I will receive a copy of this guide and the dealer will keep the original."

(Buyers Signature)

(Date)

WISCONSIN TITLE & LICENSE PLATE APPLICATION

MV11 - 10/2005

Processor ID No.

Received - Date - Opened

Title No. New License Plate No.

Amount Received, Document Number
Check Cash

DO NOT WRITE ABOVE THIS LINE.

Complete form using BLUE or BLACK INK.

Section A - Vehicle Owner Information Application Type (check one) Title Transfer Original Title Title Only Salvage Title Check if also IRP

Owner Legal Name - Last, First, Middle Initial OR Business Name
 Birth Date: 10/28/1922

Co-Owner (if any) - Name - Last, First, Middle Initial
 Birth Date

OR AND (check one)

Street Address City State ZIP Code Area Code-Telephone #
 OCONOMOWOC WI

If leased vehicle, Lessee Name - Last, First, Middle Initial
 Lessee Signature: X

Street Address City State ZIP Code Area Code-Telephone #

Section B - Vehicle Information

VEHICLE IDENTIFICATION NUMBER (frame number of cycle/moped) Year Make Type (car, truck, van, etc) Color
 1G1ZT52895F 2005 CHEVROLET MALIBU CAR TAN

WI License Plate to Transfer - Dist both Plate # and Type Temporary License Plate Number
 Check box if plates transferred between husband/wife. License plates cannot be transferred between other family members.

Vehicle kept in County City Village Town Date First Operated this vehicle in Wis. as resident Registration Period Gross Weight
 OF: WAUKESHA OCONOMOWOC 07/03/2006

Section C - Loan Information

Secured Party Number(s) - Required List all SECURED PARTY NAME(S) (lienholders) Street Address, City, State, ZIP Code Area Code-Phone Number

If no secured party, check None

Section D - Odometer Mileage

Selling Dealer completes Federal and State law requires that seller state the mileage in connection with the transfer of ownership. Failure to complete a mileage statement or providing a false mileage statement may result in fines and/or imprisonment, and may make you liable for damages to your transferee (Purchaser).

Exempt from odometer disclosure because vehicle is: 10 or more model years old Gross vehicle weight rating exceeds 16,000 lbs.

ODOMETER NOW READS (No Tenths): 112,577
 and to the best of my knowledge is the actual mileage of this vehicle unless one of the following statements is checked: The odometer reading reflects the amount of mileage in excess of its mechanical limit. The odometer reading is NOT actual mileage. **WARNING ODOMETER DISCREPANCY**

Section E - Vehicle Transaction

a. Cash price (Vehicle described in section "B") 13129.00

b. Less trade-in allowance 3000.00

Note: WI Dealers need not complete item c below

Tax Statement Date Vehicle Purchased Used New Date Delivered
 07/03/2006 07/03/2006

Describe Year Make Vehicle Identification Number
 Vehicle 1999 BUICK 264WS52MZY1

Licensed Dealer's Statement of Sale and Warranty

For value received I hereby sell, assign or trade the vehicle described on this document to the purchaser(s) named in section "A" and certify that all liens shown on the Certificate of Title are paid.

DEALER Name Area Code - Phone #
 ERNOLD CHEVROLET BUICK, INC. (414) 258-5000

Required disclosures (check box) Police Flood Damage MFR Buyback Hail Damaged

Wisconsin Dealer signature also serves as evidence of application for title/registration and payment of fees.

Fee Computation

- Title Fee \$45 (Replacement \$20) 45.00
- Loan Filing Fee \$4 N/A
- License Plate Fee (See section "H") N/A

Miscellaneous Fees

- Municipal Wheel Tax (See instructions) N/A
- Motor Carrier Class Fee (See section "H") N/A

Other Fees

- Priority Service Fee \$4 (See address below) 19.50
- Counter Service Fee \$5 (if you apply in person at DOT) N/A
- Electronic Title/License Plate Filing Fee \$19.50 N/A

ENTER FEE TOTAL \$ 64.50

Make check payable to: Registration Fee Trust

WI Dealers: Remit state, county and local tax with form ST-12 to WI Department of Revenue

REGULAR SERVICE: Mail application and check for Title and Plate fees to: Wisconsin Dept. of Transportation, PO Box 7949, Madison, WI 53707-7949

PRIORITY SERVICE: Mail application and check with extra \$4 fee to: WI Dept. of Transportation, PO Box 7306, Madison, WI 53707-7306

SPECIAL PLATES: Mail entire application to: WI Dept. of Transportation, PO Box 7911, Madison WI 53707-7911



Appraisal Summary

You may drive and appraise my vehicle

_____ Initials

_____ Customer signature

_____ Manager signature

Customer Information

Name: _____

Address 1: _____

Address 2: _____

City: _____

State: WI Zip: _____

Email: _____

Phone (Home): _____

Phone (Work): _____

Phone (Mobile): _____



Vehicle Information

VIN #: 2G4WS52M7X _____	Miles: 63,000
Year: 1999	Color Interior: tan
Make: Buick	Color Exterior: tan
Model: Century	Transmission: _____
Trim: Custom - 4D Sedan 3.1L V6 SFI	Condition: Average

Additional Information

Comments: _____

Extended Warranty: No Good Until: _____

Factory Certification: No Time: _____ Miles: _____

Previously Salvaged: No Flood Damage: No

Factory Buyback: No Odometer Replaced: _____

Past Improvements: _____ Was Vehicle Previously Damaged: No

Tag/Plate: _____ State: _____ Exp: _____ Emission System Intact: _____

Lien Registered To: _____ Payoff \$: _____ DMV \$: _____

Lien account number: _____ Recon/Cert. Description: _____

Title in the Name of: _____

Title in the State of: _____

Sales Person: Rich Clock Appraisal Date: 7/3/2006 Est. Recon /Cert : \$600.00

Appraised By: Brett Ewald Good Until: 7/17/2006 Appraisal Amount: \$3,000.00

SALESPERSON:

RICHARD A CLOCK



DATE: 07/03/2006

NAME

[Redacted]

HOME PHONE

[Redacted]

ADDRESS

[Redacted]

WORK PHONE

CITY

OCONOMOWOC

BEST TIME TO CALL

STATE/ZIP CODE

WI

[Redacted]

EMAIL ADDRESS:

ADVERTISING SOURCE:

VEHICLE DESIRED

New

Used

Year 2005

Make CHEVROLET

Model MALIBU

TRADE INFORMATION:

YEAR 1999

MAKE BUICK

MODEL CENTURY

Privacy Notice

The Ewald Automotive Group and any of our affiliates may obtain nonpublic personal information about you and that information is handled as stated in this notice.

- 1) We collect personal nonpublic information about you from the following sources:
a. Information we receive from you on an application for credit or other similar forms;
b. Information about your transactions with us or others; and
c. Information we receive from a consumer-reporting agency.
2) Please be aware that it is our policy to disclose the above nonpublic personal information only to those companies that perform marketing services on our behalf or the other financial institutions with which we have joint marketing agreements.
3) We do not disclose any nonpublic personal information about you to anyone except as permitted by law.
4) Further, we restrict access to your nonpublic personal information to only those employees who need to know that information to provide products or services to you. Employees cannot use your information for any other purpose. For your safety, we maintain physical, electronic and procedural safeguards that comply with Federal regulations to further guard your nonpublic personal information.

CUSTOMER ACKNOWLEDGEMENT:

The undersigned customer(s) acknowledge that they received a copy of this notice on the date indicated below.

X [Redacted] 07/03/2006 Date

X [Redacted] 07/03/2006 Date

Permission to Call

The Ewald Automotive Group respects the Right of Privacy of all our current, past and potential customers. We also support and recognize that many of our customers may be, or may become, registered with the State of Wisconsin's "Do Not Call List" that took effect January 1, 2003. The Ewald Automotive Group believes it is in the best interest of our Clients to keep them informed of all current and upcoming Service and Sales Incentives. Therefore, out of respect to all of our current, past and potential customers, we feel it only appropriate to ask, and thus obtain, permission before calling you with information, issues or services related to current, past or future automotive transactions.

I (we), the undersigned customer(s) request but do not require the Ewald Automotive Group to telephone me with information, issues or services related to current, past or future automotive transactions. This request will remain in effect until such time that I notify the Ewald Automotive Group to cease any future contacts by telephone. In addition the undersigned customer(s) acknowledge that they received a copy of this notice on the date indicated below.

X [Redacted] 07/03/2006 Date

X [Redacted] 07/03/2006 Date

WE OWE

NAME [REDACTED] STK. NO. GP124 NEW USED
ADDRESS [REDACTED] YEAR 2005 MAKE CHEVROLET
CITY OCONOMOWOC STATE WI ZIP 53066 MODEL 4 DOOR SEDAN
PHONE [REDACTED] SERIAL NO. 1G1ZT52895F [REDACTED]
SALESMAN RICHARD A CLOCK DEL. DATE 07/03/2006

QTY.	NAME OF ITEM	PART	LABOR
	Repair scratches fender		
	Repair scratches fender		
		07/03/2006	

I hereby accept this WE-OWE with the understanding that it is valid for only (30) THIRTY DAYS FROM DATE OF ISSUANCE, and that I must make an ADVANCE APPOINTMENT WITH THE SERVICE DEPARTMENT before the above work can be performed.

(FOR APPOINTMENT CALL SERVICE DEPT.)

CUSTOMER [REDACTED]

DATE 7/3/2006
APPROVED *[Signature]* MGR.

FORM SA-1506

JASTROCH & LABARGE, S.C.
ATTORNEYS AT LAW
P. O. BOX 1487
WAUKESHA, WISCONSIN 53187-1487

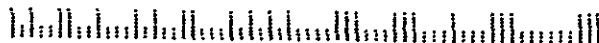
RETURN SERVICE REQUESTED



JAN 08 2007

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

48232+5170-70 BOS1



LEONARD A. JASTROCH
GERALD L. LABARGE

JASTROCH & LABARGE, S.C.

A PROFESSIONAL SERVICE CORPORATION

ATTORNEYS AT LAW

P.O. BOX 1487
FREEDOM SQUARE
640 W. MORELAND BLVD.
WAUKESHA, WISCONSIN 53187-1487

ATTORNEY
VINCENT P. MEGNA

VINCENT P. MEGNA
KAREN M. APPEL
JEAN J. BROWN
SUSAN M. GRZESKOWIAK
LISA L. HOLAHAN
PAMELA W. FLORES

TELEPHONE 262-547-2611
FACSIMILE 262-547-6195

January 5, 2007

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

Re: **Our Client:** [REDACTED]

Dear Sir or Madam:

This office has recently been retained by [REDACTED]. Our client has requested that we proceed on his behalf with a claim based on 15 U.S.C. 2301 et seq., commonly known as the "Magnuson-Moss Warranty Act". Our client purchased and took delivery of a 2005 Chevrolet Malibu, VIN 1G1ZT52895F [REDACTED], from Ewald Chevrolet Buick, Inc. on or about July 3, 2006.

It is our position that our client's 2005 Chevrolet Malibu qualifies for relief under the Magnuson-Moss Warranty Act. Our client is a consumer under the Magnuson-Moss Warranty Act. Said 2005 Chevrolet Malibu is a consumer product under the Magnuson-Moss Warranty Act. General Motors Corporation is a warrantor of said 2005 Chevrolet Malibu under the Magnuson-Moss Warranty Act. Ewald Chevrolet Buick, Inc. is a warrantor and/or supplier of said 2005 Chevrolet Malibu under the Magnuson-Moss Warranty Act. General Motors Corporation and its authorized dealer have been unable to remedy defects, malfunctions and/or failures to conform with a warranty or warranties with said 2005 Chevrolet Malibu within a reasonable time (our client has taken said vehicle into an authorized General Motors Corporation motor vehicle dealer for repair of the same repeatedly).

General Motors Corporation and its authorized dealer have failed to comply with obligations under the applicable written warranty or warranties and/or applicable implied warranty or warranties. Our client has revoked his acceptance of such vehicle, but Ewald

General Motors Corporation

January 5, 2007

Page 2

Chevrolet Buick, Inc. has refused to accept return of such vehicle. Redress under the Magnuson-Moss Warranty Act is therefore appropriate. Please consider this letter as our client's request for relief under the Magnuson-Moss Warranty Act.

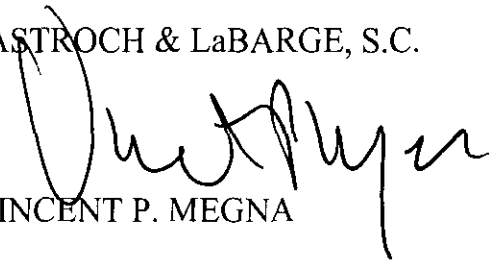
We hereby offer to return said 2005 Chevrolet Malibu in exchange for an appropriate refund, and/or to recover damages, pursuant to Magnuson-Moss Warranty Act.

If there is interest in resolving this matter amicably, please get back to us within ten days from the date of this letter. If we do not hear from you within that period, we will assume that our client's claim has been rejected and proceed accordingly.

Thank you for your anticipated immediate attention to this matter. If you have any questions or concerns, please do not hesitate to contact this office.

Sincerely,

JASTROCH & LaBARGE, S.C.



VINCENT P. MEGNA

VPM/nh

c: Ewald Chevrolet Buick, Inc.



Ewald Automotive Group

2201 N. Mayfair Road
Milwaukee, WI 53226
414-777-4332
414-453-3037 (FAX)
cdaronco@ewaldauto.com

Fax

To: Amy Spilecki	From: Chris DaRonco
Fax: 866-266-1782	Pages: 6
Phone: 866-790-5700	Date: 1/11/07
Re: ██████████ Documents	CC:

Urgent **For Review** **Please Comment** **Please Reply** **Please Recycle**

Amy,

Please review and let me know if you need any other information

BY THE OFFER WITHIN 2 BUSINESS DAYS OF THE OFFER TO ACCEPT OR REJECT THE OFFER. THE OFFER SHALL BE PROHIBITED FROM SELLING THE VEHICLE TO ANY OTHER PARTY.

EWALD CHEVROLET BUICK, INC.
36833 EAST WISCONSIN
OCONOMOWOC WI 53066
(414)258-5000 **302833**

VEH. STOCK NO. OR ORDER NO. **GP124** MILEAGE AT SIGNING **28577** ORDER DATE **07/03/2006**

SALESPERSON'S NAME **RICHARD A CLOCK**
 IF LEASE PRIOR SALESPERSON'S LICENSE NUMBER **2653**

EFFECTIVE PURCHASER ("YOU")
 EFFECTIVE PURCHASER'S ADDRESS
 CITY **OCONOMOWOC** STATE **WI** ZIP **[REDACTED]**

SIDELINE PHONE CELL PHONE BUSINESS PHONE RESIDENCE COUNTY **WAUKESHA** RESIDENCE TOWNSHIP E-MAIL ADDRESS

ENTER MY ORDER FOR THE VEHICLE DESCRIBED BELOW

NEW USED (DEMO EXEC) TITLE AS CAR TRUCK OTHER

MODEL YEAR **2005** MAKE - TRADE NAME **CHEVROLET** MODEL **MALIBU** BODY TYPE **4 DOOR S** COLOR **TAN** IDENTIFICATION NO. **1G1ZT52895F**

OR TRADE-IN **1999** **BUICK** **CENTURY** **4 DOOR S** **TAN** **2G4WS52M7X1**

WARRANTY INFORMATION (Check Applicable Boxes) Refer to separate document for coverages and exclusions.

Manufacturer Warranty Information (Dealer is not a party to any manufacturer warranty)

New Vehicle Manufacturer Warranty
 Remaining vehicle mfr. warranty—Call mfr. or refer to warranty booklet for details.
04/15/2008 39010
 Expiration: (date) **N/A** (miles), whichever comes first.
 Deductible to be paid by You \$ **N/A**
 Transfer fee to be paid by You \$ **N/A** Pay to: Dealer Manufacturer
 Not known 4. Expired 5. Cancelled due to salvage or other vehicle history

Warranty Information
AS IS—NO WARRANTY. DEALER DISCLAIMS ALL WARRANTIES INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

Limited Warranty
 m. (months) _____ (miles), whichever comes first. **N/A**
 Percent of retail repair costs to be paid by You: _____ % Deductible to be paid by You: \$ _____

CONTRACT INFORMATION Refer to separate document for coverages and exclusions.

Service Contract (Administered by _____)
 n. (months) _____ (miles), whichever comes first.
 Percent of retail repair costs to be paid by You: _____ % Deductible to be paid by You: \$ _____

CONDITIONS OF SALE

DEALERSHIP HAS DISCLOSED THE SALE

NON-FACTORY SERVICE CONTRACTS

ITS CONTRACT SUPERCEDES PREVIOUS CONTRACTS

ANTICIPATED DELIVERY DATE: **JUL 03** 20 **06**

Unless of reason, if the vehicle ordered by the purchaser is not available for delivery within 10 business days after the anticipated delivery date, the purchaser may cancel this order and within one business day, receive a full refund of any down payment, and return of trade-in vehicle, or title for trade-in vehicle, or both. If the trade-in is not available, the purchaser shall receive the trade-in allowance. Unless delivery date is otherwise qualified on the purchase contract, the purchaser, if the ordered vehicle becomes available for delivery prior to the stated anticipated delivery date, the dealer licensee may require acceptance not less than 21 calendar days after having notified the purchaser of availability of delivery, in which case no penalty shall be assessed for nonacceptance of delivery prior to the stated anticipated delivery date.

THE ORDERED VEHICLE MUST BE LOCATED

motor vehicle dealer and purchaser enter into a purchase contract for a motor vehicle not available at the dealer's lot, the dealer and purchaser agree that the vehicle mileage upon delivery will not exceed **N/A**. Before vehicle delivery, purchaser has the right to cancel the purchase contract if the mileage of the vehicle exceeds that amount. The option to cancel is subject to acceptance of delivery.

This is a Finance Transaction. (Check A. or B.):
 A. Financing scheduled at dealer's office on specified delivery date or as mutually agreed. You are obligated to purchase, subject to availability of financing through lender, on terms:
 In attached disclosure. These items do not extend beyond the closing date if dealer is willing and able to deliver vehicle on these terms.
 Acceptable to You.
 B. This transaction is subject to financing being arranged through creditor of Your choice. You must obtain acceptable financing and dealer must receive written approval by (date) _____ or this contract is void.
 C. This is a cash transaction. You are obligated to pay the balance due on delivery.

USED: PRICE from the Wisconsin Buyers Guide	\$ 5990.00
NEW:	<input type="checkbox"/> MSRP detail provided on window label <input type="checkbox"/> MSRP detail provided on attachment
Total MSRP (Manufacturer Suggested Retail Price) \$	
Dealer Markup	
Dealer installed options — Has a warranty if <input checked="" type="checkbox"/> at left.	
N/A	
N/A	
N/A	
Total Dealer Installed Options (Add in Used Price or MSRP and enter in line 3)	
PRICE OF THE VEHICLE	
a. Dealer Retail Price	15990.00
b. Services Fee	95.00
c. Discount	2996.00
1. Cash Price (a + b - c)	13129.00
TAXABLE ITEMS PURCHASED WITH VEHICLE	
d. Other	N/A
e. Service Contract	N/A
2. Total of Taxable items (d + e)	N/A
TRADE ALLOWANCE	3000.00
f. Owned Trade-In Allowance	
Leased trade-in allowance (Net lease equity calculation)	N/A
(i) Gross Allowance	N/A
(ii) Estimated Lease Payoff	N/A
Payoff to:	N/A
g. Net Lease Equity (i - ii)	N/A
3. Trade Allowance (f + g) (if number is negative add in line 3 and 4)	3000.00
SALES TAX CALCULATION	
h. Amount Subject to Sales Tax (1 + 2 - 3)	10129.00
4. 5.7% State, County and Regional Tax on h.	516.59
NON-TAXABLE ITEMS PURCHASED WITH VEHICLE	
j. Fees to appear on MV11	64.50
k. Warranty/Service Contract Transfer Fee	N/A
l. Other	N/A
5. Total of Non-Taxable items (j + k + l)	64.50
OWNED VEHICLE PAYOFF	
Due to N/A	
6. Estimated Payoff Amount on Owned Trade-In	N/A
CASH & CASH EQUIVALENTS:	
m. Cash Down Payment on Order	N/A
n. MANUFACTURER REBATES	N/A
CASH BACK <input type="checkbox"/> ASSIGNED <input type="checkbox"/>	N/A
<input type="checkbox"/>	N/A
<input type="checkbox"/>	N/A
d. Additional Cash Due (Date/Amount)	N/A
7. Total Cash and Rebates (m + n (if assigned) + o)	N/A
8. Due on Delivery or Balance to Finance (1 + 2 - 3 + 4 + 5 + 6 - 7)	10710.08

A service fee is not required by law, but may be charged to motor vehicle purchasers or lessees for services related to compliance with state and federal laws, verifications and public safety; and must be reasonable.

ORDER OUT VEHICLE NOT PRICE PROTECTED (See Back of Contract for Details)

APPRAISAL OF THE TRADE-IN IS BASED ON AN ODOMETER READING OF UP TO **63101** MILES/KILOMETERS, AND THE TRADE-IN MAY BE REAPPRAISED IF IT EXCEEDS THIS LIMIT.

This transaction is voidable at the option of the dealer at any time prior to the delivery of the purchased vehicle if any of the following representations are untrue. The undersigned purchaser(s) is that the below representations are true. The option to void this transaction in no way limits or restricts the election of other remedies available to the dealer prior to or after the closing of this transaction and these representations survive the closing of this transaction as to other remedies.

at least 18 years of age or older.	YES <input checked="" type="checkbox"/>	NO <input type="checkbox"/>	(G) That while I have owned or leased the trade-in its odometer has not been replaced, tampered with or otherwise altered in any way and I believe that the trade-in's current odometer reading of 63101 miles/kilometers reflects its actual mileage.	YES <input checked="" type="checkbox"/>	NO <input type="checkbox"/>
at least have full power, right and lawful authority to dispose of the trade-in, except for the payoff amount that dealer agrees to make as indicated in the components of price of the Purchase Contract or under Other Conditions of Sale.	YES <input checked="" type="checkbox"/>	NO <input type="checkbox"/>	(H) That while I have owned or leased the trade-in its restraining devices (including airbags and belts) have not been replaced, tampered with, or otherwise altered in any way.	YES <input checked="" type="checkbox"/>	NO <input type="checkbox"/>
at least ensure that any and all liens or encumbrances on the trade-in are satisfied or released before or immediately upon delivery of the trade-in to the dealer.	YES <input checked="" type="checkbox"/>	NO <input type="checkbox"/>	(I) That the trade-in has not previously been a salvage vehicle, manufacturer buyback, or subject to any other title brands.	YES <input checked="" type="checkbox"/>	NO <input type="checkbox"/>
at least at the trade-in does not have a cracked or defective head, block, powertrain, frame (including suspension) or other major component.	YES <input checked="" type="checkbox"/>	NO <input type="checkbox"/>	(J) That the trade-in has not previously been flooded or water damaged.	YES <input checked="" type="checkbox"/>	NO <input type="checkbox"/>

WI Rev. 09/04 Copyright 2004 VW Auto & Truck Dealers Assoc.

WI Rev. 1-9/00-2/06 7072 / ADMM Sales, Inc. 1-414-369-9000



Year, Make, Model: 2005 CHEVROLET MALIBU LS 4DR 3.5/A4	Price: \$15,990.00
VIN: 1G1ZT52895F [REDACTED] Drive Type: FWD Engine: 3.5-liter OHV 12-valve V6	Additional Service Fee: \$95.00
Dealership Name: EWALD CHEVROLET BUICK	Transmission: 4-Speed Automatic Stock No: GP124

VEHICLE HISTORY

Check all that apply.

- Personal use
- Business use
- Lease use
- Rental use
- Demonstrator use
- Executive use
- Other:
- History and use not known

TITLE BRANDS

Title will have these brands:

- Rebuilt salvage
- Transferred to insurance co. - damage claim paid
- Flood damaged
- Manufacturer buyback
- Other:

Prev titled in: OH,WI

ODOMETER READING

Odometer information will be on your title.

- ODOMETER READ 28,274**
miles when vehicle was acquired. To the best of dealership's knowledge, the reading was:
 - Actual
 - In excess of mechanical limits
 - Not actual - **WARNING ODOMETER DISCREPANCY**
- EXEMPT** from odometer disclosure because vehicle is 10 or more model years old. Reading is not required.

WARRANTY

IMPORTANT: Ask for all promises in writing. Spoken promises are difficult to enforce. Warranty terms may be negotiable. Terms agreed to on the purchase contract are final.

Dealership Warranty

- AS IS - NO WARRANTY**
Dealership disclaims all warranties including implied warranties of merchantability and fitness for a particular purpose.
- Limited Warranty**
Refer to separate warranty document for coverages and exclusions.

Term: (months) (miles)

whichever comes first.
 Percent of retail repair costs to be paid by buyer: %
 Deductible to be paid by buyer: \$

Manufacturer Warranty

- Expired
- Not Known
- Cancelled due to salvage or other vehicle history
- Remaining vehicle mfr warranty - Call the mfr or refer to warranty booklet for details. Expiration: 04/15/08 (date) 39,010 (miles)

whichever comes first.
 Deductible to be paid by buyer: \$
 Transfer fee to be paid by buyer: \$

Pay to: Dealer Manufacturer

VEHICLE SERVICE CONTRACT may be available for purchase. Ask for price, deductibles, coverages, exclusions and cancellability.

USED VEHICLE GENERAL CONDITION

- | | | | |
|--------------------------|-------------------------------------|---|--------------------------|
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | Cooling System | |
| | | Coolant antifreeze safe to: -30°F | |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | System Problem | |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | Drive Train | |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | Shifting Problem | |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | Abnormal noise or vibration | |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | Visible cracks or damage to cases or housings | |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | Electrical System | |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | Charging system problem | |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | Starting system problem | |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | Ignition system problem | |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | Engine | |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | Signs of excessive oil consumption | |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | Abnormal noise | |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | Signs of cracked block or head, or blown head gasket | |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | Electrical control module problem | |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | Misses or backfires | |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | Idles improperly, stalls, diesels | |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | Belts missing, frayed or cracked | |
| | | Does NOT include timing belt | |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | Changed from manufacturer specifications | |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | Fluid | |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | Fluid levels low | |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | Known or visible leaks, excluding minor seepage | |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | Gauges and Warning Devices | |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | Gauge or device problem | |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | Indicate a system problem | |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | Dash lights and gauge lights problem | |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | Repaired Damage | |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | Corrective welds or other evidence of repair to strut tower, floor pan, frame or structural portion of unibody | |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | Other Equipment | Not Equipped |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | ABS Brake System problem | <input type="checkbox"/> |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | Air conditioning system problem | <input type="checkbox"/> |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | Cruise control problem | <input type="checkbox"/> |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | Heating system problem | <input type="checkbox"/> |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | Power accessory problem | <input type="checkbox"/> |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | Sound system problem | <input type="checkbox"/> |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | Spare tire or jack missing | <input type="checkbox"/> |

DEALER COPY

VEHICLE EQUIPMENT REQUIREMENTS

To safely and legally operate this vehicle on Wisconsin highways, all items listed below must be in proper working condition according to TRANS 305, Wis. Adm. Code.

- | | | | |
|--------------------------|-------------------------------------|---|--------------|
| <input type="checkbox"/> | <input type="checkbox"/> | Not Legal | Legal |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | Brakes System | |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | Parking Brake | |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | Service Brake | |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | Bumpers | |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | Doors, Hoods and Trunk Lid | |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | Emission Equipment | |
| | | Dealership inspection does not ensure vehicle will pass state emission test where required. | |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | Exhaust System | |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | Fenders, Firewall and Floor Pan | |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | Frame or Structural Portion of Unibody | |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | Fuel System | |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | Horn | |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | Lights | |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | Restraining Devices and Seats-airbags, belts | |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | Speedometer and Odometer | |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | Steering Components | |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | Suspension | |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | Tires and Wheels | |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | Windshield, Windows and Mirrors | |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | Windshield Defroster, Wipers and Washers | |

Explain all items marked "YES" or "Not Legal!"

*In addition to the remaining manufacturer warranty, this manufacturer certified used vehicle comes with a Manufacturer Extended Warranty. See dealer for details.

"I certify to the best of my knowledge that the information provided on this guide is accurate."

TIM SYBRANT (Vehicle Inspector) BRETT EWALD (Records Inspector)
 Signature of Dealer or Licensed Representative (Vehicle Inspection Date) 04/21/06

"I understand that I will receive a copy of this guide and the dealer will keep the original."

(Buyers Signature)

(Date)

WISCONSIN TITLE & LICENSE PLATE APPLICATION

MV11 10/2005

Processor ID No.

Received - Date - Opened

Title No. - New License Plate No.

Amount Received, Document Number
Check Cash

DO NOT WRITE ABOVE THIS LINE.
Complete form using **BLUE** or **BLACK INK.**

Section A - Vehicle Owner Information Application Type (check one) Title Transfer Original Title Title Only Salvage Title Check if also IRP

Owner Legal Name - Last, First, Middle Initial OR Business Name
 Birth Date
 Co-Owner (if any) - Name - Last, First, Middle Initial
 Birth Date
 OR AND (check one)
 Street Address City State ZIP Code Area Code-Telephone #
 If leased vehicle, Lessee Name - Last, First, Middle Initial Lessee Signature
 Street Address City State ZIP Code Area Code-Telephone #

Section B - Vehicle Information

VEHICLE IDENTIFICATION NUMBER (frame number of cycle/moped) Year Make Type (car, truck, van, etc) Color
 1G1ZT52895F 2005 CHEVROLET MALIBU CAR TAN
 WI License Plate to Transfer - List both Plate # and Type Temporary License Plate Number
 Vehicle kept in County City Village Town Date First Operated this vehicle in Wis. as resident Registration Period Gross Weight
 OF: WAUKESHA OF: OCONOMOWOC 07/03/2006

Section C - Loan Information

Secured Party Number(s) - Required List all SECURED PARTY NAME(S) (lienholders) Street Address, City, State, ZIP Code Area Code-Phone Number
 If no secured party, check None

Section D - Odometer Mileage

Selling Dealer completes Federal and State law requires that seller state the mileage in connection with the transfer of ownership. Failure to complete a mileage statement or providing a false mileage statement may result in fines and/or imprisonment, and may make you liable for damages to your transferee (Purchaser).
 Exempt from odometer disclosure because vehicle is: 10 or more model years old Gross vehicle weight rating exceeds 16,000 lbs.
 ODOMETER NOW READS (No Tenths): and to the best of my knowledge is the actual mileage of this vehicle unless one of the following statements is checked. The odometer reading reflects the amount of mileage in excess of its mechanical limit. The odometer reading is NOT actual mileage. **WARNING ODOMETER DISCREPANCY**

Section E - Vehicle Transaction

Tax Statement Date Vehicle Purchased Used New Date Delivered
 Describe Year Make Vehicle Identification Number
 Trade-In 1999 BUICK 264NS52M7X1
 a. Cash price (Vehicle described in section "B") 13129.00
 b. Less trade-in allowance 3000.00
 Note: WI Dealers need not complete item c below

Licensed Dealer's Statement of Sale and Warranty
 For value received I hereby sell, assign or trade the vehicle described on this document to the purchaser(s) named in section "A" and I certify that all liens shown on the Certificate of Title are paid.
 DEALER Name Area Code - Phone #
 EWARD CHEVROLET BUICK, INC. (414) 258-5000
 Police Flood Damage MFR Buyback Hail Damaged

Fee Computation

- Title Fee \$45 (Replacement \$20) 45.00
- Loan Filing Fee \$4 N/A
- License Plate Fee (See section "H") N/A
- Miscellaneous Fees**
- Municipal Wheel Tax (See instructions) N/A
- Motor Carrier Class Fee (See section "H") N/A
- Other Fees**
- Priority Service Fee \$4 (See address below) 19.50
- Counter Service Fee \$5 (if you apply in person at DOT) N/A
- Electronic Title/License Plate Filing Fee \$19.50 N/A

ENTER FEE TOTAL \$ 64.50

Wisconsin Dealer signature also serves as evidence of application for title/registration and payment of fees.
BRIAN WAGONER
 (Print Name of Selling Dealer's Authorized Agent)
 X (Signature of Selling Dealer's Authorized Agent) 07/03/2006 (Date)

Certification
 All parties certify with their signature that to the best of their knowledge the information and statements on this application are true and correct. The prior owner's odometer statement has been shown to the applicant and a copy of this completed application including odometer statement has been furnished the applicant.
COMMERCIAL CARRIERS - I further certify knowledge of applicable federal and state motor carrier safety rules, regulations, standards and orders, and declare that all operations will be conducted in compliance with such requirements.

Make check payable to: Registration Fee Trust
 WI Dealers: Remit state, county and local tax with form ST-12 to WI Department of Revenue

REGULAR SERVICE: Mail application and check for Title and Plate fees to: Wisconsin Dept. of Transportation, PO Box 7949, Madison, WI 53707-7949
PRIORITY SERVICE: Mail application and check with extra \$4 fee to: WI Dept. of Transportation, PO Box 7306, Madison, WI 53707-7306
SPECIAL PLATES: Mail entire application to: WI Dept. of Transportation, PO Box 7911, Madison WI 53707-7911



Appraisal Summary

You may drive and appraise my vehicle

Initials _____

Customer signature _____

Manager signature _____

Customer Information

Name: _____

Address 1: _____

Address 2: _____

City: _____

State: WI Zip: _____

Email: _____

Phone (Home): _____

Phone (Work): _____

Phone (Mobile): _____

No Photo Available



Vehicle Information

VIN #: 2G4WS52M7X _____	Miles: 63,000
Year: 1999	Color Interior: tan
Make: Buick	Color Exterior: tan
Model: Century	Transmission: _____
Trim: Custom - 4D Sedan 3.1L V6 SFI	Condition: Average

Additional Information

Comments: _____

Extended Warranty: No Good Until: _____

Factory Certification: No Time: _____ Miles: _____

Previously Salvaged: No Flood Damage: No

Factory Buyback: No Odometer Replaced: _____

Past Improvements: _____

Tag/Plate: _____ State: _____ Exp: _____

Was Vehicle Previously Damaged: No

Lien Registered To: _____ Payoff \$: _____ DMV \$: _____

Lien account number: _____

Title in the Name of: _____

Title in the State of: _____

Recon/Cert. Description: _____

Sales Person: Rich Clock Appraisal Date: 7/3/2006 Est. Recon /Cert : \$600.00

Appraised By: Brett Ewald Good Until: 7/17/2006 Appraisal Amount: \$3,000.00

SALESPERSON:

RICHARD A CLOCK



DATE: 07/03/2006

NAME

[Redacted]

HOME PHONE

[Redacted]

ADDRESS

[Redacted]

WORK PHONE

CITY

OCONOMOWOC

BEST TIME TO CALL

STATE/ZIP CODE

WI

[Redacted]

EMAIL ADDRESS:

ADVERTISING SOURCE:

VEHICLE DESIRED

New

Used

Year 2005

Make CHEVROLET

Model MALIBU

TRADE INFORMATION: YEAR 1999

MAKE BUICK

MODEL CENTURY

Privacy Notice

The Ewald Automotive Group and any of our affiliates may obtain nonpublic personal information about you and that information is handled as stated in this notice.

- 1) We collect personal nonpublic information about you from the following sources:
a. Information we receive from you on an application for credit or other similar forms;
b. Information about your transactions with us or others; and
c. Information we receive from a consumer-reporting agency.
2) Please be aware that it is our policy to disclose the above nonpublic personal information only to those companies that perform marketing services on our behalf or the other financial institutions with which we have joint marketing agreements.
3) We do not disclose any nonpublic personal information about you to anyone except as permitted by law.
4) Further, we restrict access to your nonpublic personal information to only those employees who need to know that information to provide products or services to you. Employees cannot use your information for any other purpose. For your safety, we maintain physical, electronic and procedural safeguards that comply with Federal regulations to further guard your nonpublic personal information.

CUSTOMER ACKNOWLEDGEMENT:

The undersigned customer(s) acknowledge that they received a copy of this notice on the date indicated below.

X [Redacted] 07/03/2006 Date

X _____ 07/03/2006 Date

Permission to Call

The Ewald Automotive Group respects the Right of Privacy of all our current, past and potential customers. We also support and recognize that many of our customers may be, or may become, registered with the State of Wisconsin's "Do Not Call List" that took effect January 1, 2003. The Ewald Automotive Group believes it is in the best interest of our Clients to keep them informed of all current and upcoming Service and Sales Incentives. Therefore, out of respect to all of our current, past and potential customers, we feel it only appropriate to ask, and thus obtain, permission before calling you with information, issues or services related to current, past or future automotive transactions.

I (we), the undersigned customer(s) request but do not require the Ewald Automotive Group to telephone me with information, issues or services related to current, past or future automotive transactions. This request will remain in effect until such time that I notify the Ewald Automotive Group to cease any future contacts by telephone. In addition the undersigned customer(s) acknowledge that they received a copy of this notice on the date indicated below.

X [Redacted] 07/03/2006 Date

X _____ 07/03/2006 Date

WE OWE

NAME [REDACTED] STK. NO. GP124 NEW XXX USED
ADDRESS [REDACTED] YEAR 2005 MAKE CHEVROLET
CITY OCONOMOWOC STATE WI ZIP 53066 MODEL 4 DOOR SEDAN
PHONE [REDACTED] SERIAL NO. 1G1ZT52895F [REDACTED]
SALESMAN RICHARD A CLOCK DEL. DATE 07/03/2006

QTY.	NAME OF ITEM	PART	LABOR
	Repair scratches (fender)		
	Repair scratches (fender)		
		07/03/2006	

I hereby accept this WE-OWE with the understanding that it is valid for only (30) THIRTY DAYS FROM DATE OF ISSUANCE, and that I must make an ADVANCE APPOINTMENT WITH THE SERVICE DEPARTMENT before the above work can be performed.

(FOR APPOINTMENT CALL SERVICE DEPT.)

CUSTOMER [REDACTED]

DATE 7/3/2006
APPROVED *[Signature]*
MGR.

BOBEX

Express

The World Or

ORIGIN ID: OXCA (313) 667-9397
EMIKO HAYASHI
PBMS GM CORP WHQ
100 RENAISSANCE CENTER
DETROIT MI 48216
UNITED STATES

Ship Date: 23FEB07
Actual Wgt: 1 LB
System#: 406865
Account: S

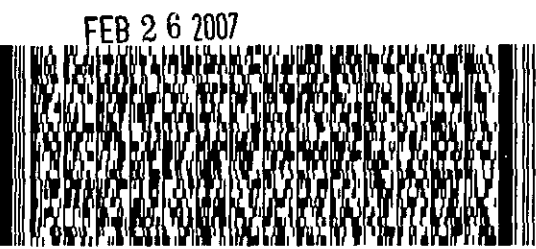
TO: MSX INTERNATIONAL
ROB BROWN JR
1919 CONCEPT DR
338-105-000
WARREN, MI 48091-6013

Ph: (248) 952-5100

FedEx
Express



9501 5031 0000 1000 0001 0000 0000 0000 0000 0000 0000 0000 0000 0000 0000 0000 0000 0000 0000 0000 0000



Delivery Address
Barcode

PRIORITY OVERNIGHT

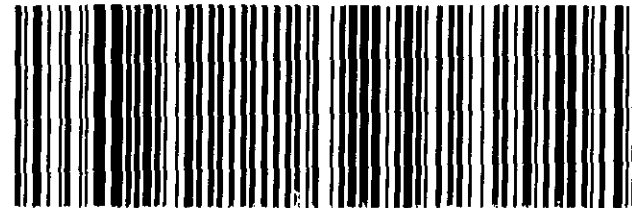
MON

TRK# 7053 2657 0135 Form 0201

Deliver By:
26Feb07

DTW A2

48091 -MI-US 66 UIZA



For FedEx Express® Shipments Only



**General Motors Corporation
Legal Staff**

Facsimile
248/267-4317

Telephone
313/665-1436

February 21, 2007

Barry Koopman, Esq.
Bowman and Brooke
Fifth Street Tower, Suite 2600
150 South Fifth Street
Minneapolis, MN 55402

Dear Mr. Koopman:

Re: GM Case No. 628962
[REDACTED] v. General Motors

This will acknowledge your agreement to represent General Motors in this case. Please send a copy of the complaint as quickly as possible to the attention of the undersigned.

This case is not part of the Early Resolution Program, however, the Business Resource Center (BRC) will complete a preliminary evaluation and include its evaluation when it furnishes you with a copy of all relevant files. Please forward your written recommendation directly to me, setting forth: (1) the present settlement demand from the plaintiff; (2) your evaluation of that demand; (3) your initial overall settlement recommendation, including your best estimate of how much it will take to settle the case; and (4) your present evaluation of the chances and potential range of an adverse judgment. Please include in your evaluation the total amount you roughly anticipate it will cost General Motors for attorneys' fees and disbursements through final resolution of this matter, including trial if necessary.

Information necessary to support your preliminary settlement evaluation should not be obtained through formal discovery procedures. Rather, it is suggested that pertinent information such as vehicle mileage, out-of-pocket expenses, repair history, continuing complaints, etc., can be obtained from the BRC and plaintiff's attorney.

Sincerely,

Lora Hauswirth
Legal Assistant

318

**Service of Process
Transmittal**

02/16/2007
Log Number 511927088

TO: Rosemarie Williams
General Motors Legal Staff
400 Renaissance Center, Mail Code 482-038-210
Detroit, MI, 48265-4000

RE: Process Served in Wisconsin

FOR: General Motors Corporation (Domestic State: DE)

✓
028962

ENCLOSED ARE COPIES OF LEGAL PROCESS RECEIVED BY THE STATUTORY AGENT OF THE ABOVE COMPANY AS FOLLOWS:

TITLE OF ACTION: [REDACTED] Pltf. vs. General Motors Corporation and Ewald Chevrolet Buick, Inc., etc., Dfts.

DOCUMENT(S) SERVED: Summons, Complaint, Exhibit(s)

COURT/AGENCY: Waukesha County Courthouse, WI
Case # 07CV416

NATURE OF ACTION: Product Liability Litigation - Breach of Warranty - Pertaining to a 2005 Chevrolet Malibu purchased on or about July 3, 2006, VIN 1G1ZT52895F [REDACTED] for defects pertaining to vehicle steering, gear, suspension

ON WHOM PROCESS WAS SERVED: C T Corporation System, Madison, WI

DATE AND HOUR OF SERVICE: By Process Server on 02/16/2007 at 13:35

APPEARANCE OR ANSWER DUE: Within 20 days of receiving this Summons, you must respond with a written answer

ATTORNEY(S) / SENDER(S): Vincent P. Megna
Jastroch & Labarge, S.C.
640 West Moreland Boulevard
P.O. Box 1487
Waukesha, WI, 53187
262-547-2611

ACTION ITEMS: SOP Papers with Transmittal, via Fed Ex 2 Day
Fax Transmittal, Rosemarie Williams 313-685-7572
CC Recipient(s)
Rosemarie Williams, via Regular Mail

SIGNED: C T Corporation System
PER: Tamara Horn
ADDRESS: 8025 Excelsior Drive
Suite 200
Madison, WI, 53717
TELEPHONE: 608-833-4821

NER-LDH

CT-web
2/16 5:11

Information displayed on this transmittal is for CT Corporation's record keeping purposes only and is provided to the recipient for quick reference. This information does not constitute a legal opinion as to the nature of action, the amount of damages, the answer date, or any information contained in the documents themselves. Recipient is responsible for interpreting said documents and for taking appropriate action. Signatures on certified mail receipts confirm receipt of the package only, not of its contents.

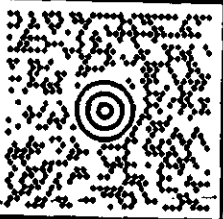

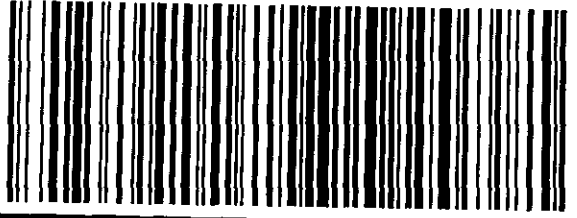

Barry Koopman
Dant Carver

visit [UPS.com](http://www.ups.com)

Limit for
and electr
S Express
re subject

elope mi
re is no l

ers weif
service:
act to it

ELLEN ZEVAN 612-339-8682 BOWMAN AND BROOKE LLP 150 S FIFTH ST MINNEAPOLIS MN 55402		LTR	1 OF 1
SHIP TO: MR. ROB BROWN GENERAL MOTORS CORPORATION 1919 CONCEPT DRIVE ATTN: BRC LEGAL C/O MSX INTERNATIONAL WARREN MI 48091-6013 FEB 28 2007			
		MI 480 9-04 	
UPS NEXT DAY AIR TRACKING #: 1Z F32 1A4 01 9113 8541		1	
			
BILLING: P/P			
Client Code: 49983		 TM	
<small>CS 9.0.19.0 WXP1E60 60.1A 10/2006</small>			

This envelope is for use with the following services:

- UPS Next Day Air®
- UPS Worldwide ExpressSM
- UPS 2nd Day Air®

Insert shipping documents
under window from the top.

150 South Fifth Street, Suite 2600
Minneapolis, MN 55402
Phone: 612.339.8682
Fax: 612.672.3200
www.bowmanandbrooke.com

TRANSMITTAL FORM: GENERAL MOTORS CORPORATION

LAWSUIT COMPLAINTS

To: Rob Brown

Transmittal date: 2-27-07

Case: [REDACTED] v. GM

Enclosure:

CT Notice of Service of Process
Summons

Complaint
Exhibits

Plaintiff(s) Counsel:

Krohn & Moss, Ltd.
Jastroch & LaBarge, S.C.
Other (Specify):

Consumer Legal Services
Todd Gadtke

Case status:

Early Resolution
Non-Early Resolution

Number of pages transmitted: 13

**FOR BOWMAN AND BROOKE
INTERNAL PURPOSES ONLY**

Early Resolution (lawsuit that came from plaintiff counsel that IS NOT Jastroch & LaBarge, S.C.) sent to Brenda Horchler via UPS to MSX address.

Non-Early Resolution (lawsuit that came from plaintiff counsel Jastroch & LaBarge, S.C.) sent to Lora Hauswirth via UPS.

SATURN Krohn & Moss case faxed to Brenda Horchler (866.834.3552) and mailed to Sean Young at Saturn via UPS.

OTHER (NOT Krohn & Moss) SATURN case mailed via UPS to Lora Hauswirth at GM and Sean Young at Saturn.

TO: Barry Koopman, 150 South Fifth Street
Bowman & Brooke, LLP
Suite 2600
Minneapolis, MN, 55402-4226

RE: Process Served in Wisconsin

FOR: General Motors Corporation (Domestic State: DE)

ENCLOSED ARE COPIES OF LEGAL PROCESS RECEIVED BY THE STATUTORY AGENT OF THE ABOVE COMPANY AS FOLLOWS:

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DOCUMENT(S) SERVED: Summons, Complaint, Exhibit(s)

COURT/AGENCY: Waukesha County Courthouse, WI
Case # [REDACTED]

NATURE OF ACTION: Product Liability Litigation - Breach of Warranty - Pertaining to a 2005 Chevrolet Malibu purchased on or about July 3, 2006, VIN 1G1ZT52895F [REDACTED] for defects pertaining to vehicle steering, gear, suspension

ON WHOM PROCESS WAS SERVED: C T Corporation System, Madison, WI

DATE AND HOUR OF SERVICE: By Process Server on 02/16/2007 at 13:35

APPEARANCE OR ANSWER DUE: Within 20 days of receiving this Summons, you must respond with a written answer

ATTORNEY(S) / SENDER(S): Vincent P. Megna
Jastroch & Labarge, S.C.
640 West Moreland Boulevard
P.O. Box 1487
Waukesha, WI, 53187
262-547-2611

ACTION ITEMS: SOP Papers with Transmittal, via Fed Ex 2 Day, 798111026877
Fax Transmittal, Rosemarie Williams 313-665-7572
CC Recipient(s)
Emiko Hayashi, via Regular Mail

SIGNED: C T Corporation System
PER: Tamara Horn
ADDRESS: 8025 Excelsior Drive
Suite 200
Madison, WI, 53717
TELEPHONE: 608-833-4821



J. KIEFFER

STATE OF WISCONSIN

CIRCUIT COURT

WAUKESHA COUNTY

JAMES W. HOWDEN,
602 Concord Road
Oconomowoc, Wisconsin 53066,

Plaintiff,

vs.

GENERAL MOTORS CORPORATION,
a foreign corporation,
3044 West Grand Boulevard
Detroit, Michigan 48202,

and

EWALD CHEVROLET BUICK, INC.,
a Wisconsin corporation,
36833 East Wisconsin Avenue
Oconomowoc, Wisconsin 53066,

Defendants.

07 CV - 416

SUMMONS

Case No.

Code No. 30703

Unclassified

The amount claimed is
greater than the amount
under sec. 799.01(1)(d),
Wis. Stats.

CLERK OF COURTS

FEB 14 2007

THIS IS AN AUTHENTICATED COPY OF AN
ORIGINAL DOCUMENT FILED IN THE CLERK
OF COURTS OFFICE WAUKESHA COUNTY.

THE STATE OF WISCONSIN, TO EACH PERSON NAMED ABOVE AS A
DEFENDANT:

YOU ARE HEREBY NOTIFIED that the Plaintiff named above has filed a lawsuit
or other legal action against you. The Complaint, which is attached, states the nature and
basis of the legal action.

Within twenty (20) days of receiving this Summons, you must respond with a written
Answer, as that term is used in Chapter 802 of the Wisconsin Statutes, to the Complaint. The
Court may reject or disregard an Answer that does not follow the requirements of the

Statutes. The Answer must be sent or delivered to the Court, whose address is Clerk of Courts, Waukesha County Courthouse, 515 W. Moreland Boulevard, Waukesha, Wisconsin 53188 and to Jastroch & LaBarge, S.C., Plaintiff's attorneys, whose address is 640 W. Moreland Boulevard, P.O. Box 1487, Waukesha, Wisconsin 53187. You may have an attorney help or represent you.

If you do not provide a proper Answer within twenty (20) days, the Court may grant judgment against you for the award of money or other legal action requested in the Complaint, and you may lose your right to object to anything that is or may be incorrect in the Complaint. A judgment may be enforced as provided by law. A judgment awarding money may become a lien against real estate you own now or in the future, and may also be enforced by garnishment or seizure of property.

Dated this 14th day of February, 2007.

JASTROCH & LABARGE, S.C.,
Attorneys for Plaintiff

BY: 

VINCENT P. MEGNA
State Bar No. 1013041
SUSAN M. GRZESKOWIAK
State Bar No. 1031586

POST OFFICE ADDRESS:
640 West Moreland Boulevard
P.O. Box 1487
Waukesha, WI 53187
(262) 547-2611

JAMES W. HOWDEN,
602 Concord Road
Oconomowoc, Wisconsin 53066,

Plaintiff,

vs.

GENERAL MOTORS CORPORATION,
a foreign corporation,
3044 West Grand Boulevard
Detroit, Michigan 48202,

and

EWALD CHEVROLET BUICK, INC.,
a Wisconsin corporation,
36833 East Wisconsin Avenue
Oconomowoc, Wisconsin 53066,

Defendants.

07 CV - 416

COMPLAINT

Case No.

Code No. 30703

Unclassified

The amount claimed is
greater than the amount
under sec. 799.01(1)(d),
Wis. Stats.

CLERK OF COURTS

FEB 14 2007

THIS IS AN AUTHENTICATED COPY OF AN
ORIGINAL DOCUMENT FILED IN THE CLERK
OF COURTS OFFICE WAUKESHA COUNTY

NOW COMES the above-named Plaintiff, by his attorneys, Jastroch & LaBarge, S.C.,
and as and for claims against the above-named defendants, alleges and shows to the Court
as follows:

1. That the Plaintiff, James W. Howden, is an adult residing at 602 Concord Road, Oconomowoc, Wisconsin 53066; that said Plaintiff is a "consumer," as that term is defined in sec. 15 U.S.C. 2301(3).
2. That upon information and belief, the defendant, General Motors Corporation, is a foreign corporation duly authorized and licensed to do business in the State of Wisconsin

and is engaged in the manufacture and sale of motor vehicles, including new motor vehicles, through its duly authorized dealers in the State of Wisconsin and elsewhere; that said defendant does substantial business in Waukesha County, Wisconsin; that upon information and belief, its principal offices are located at 3044 West Grand Boulevard, Detroit, Michigan 48202; that the registered agent for said defendant in the State of Wisconsin is C T Corporation System, 8025 Excelsior Drive, Suite 200, Madison, Wisconsin 53717; that said defendant is a "warrantor," as that term is defined in sec. 15 U.S.C. 2301(5).

3. That upon information and belief, the defendant, Ewald Chevrolet Buick, Inc., ("Ewald Chevrolet"), is a Wisconsin corporation duly authorized and licensed to do business in the State of Wisconsin with its principal place of business located at 36833 East Wisconsin Avenue, Oconomowoc, Wisconsin 53066; that the registered agent for said defendant is Craig A. Ewald, 2201 North Mayfair Road, Milwaukee, Wisconsin 53226; that upon information and belief, said defendant was, at all times material hereto, a "supplier" and/or "warrantor", as those terms are defined in sec. 15 U.S.C. 2301(4) and sec. 15 U.S.C. 2301(5), and an agent of the manufacturer, the defendant, General Motors Corporation.

4. That on or about July 3, 2006, the Plaintiff purchased from the defendant, Ewald Chevrolet, a 2005 Chevrolet Malibu, vehicle identification number 1G1ZT52895F232821, as more fully set forth in the copies of the Motor Vehicle Purchase Contract and Wisconsin Title & License Plate Application which are attached hereto, incorporated by reference herein and collectively marked as Exhibit A; that the Plaintiff received delivery of said 2005 Chevrolet Malibu on or about July 3, 2006; that said 2005 Chevrolet Malibu is a "consumer product," as that term is defined in sec. 15 U.S.C. 2301(1).

5. That upon information and belief, the full purchase price of said 2005 Chevrolet Malibu purchased by the Plaintiff was \$13,129.00, plus sales tax in the sum of \$516.58, plus title and electronic title/license plate filing fees in the sum of \$64.50, plus possible other charges; that upon information and belief, the Plaintiff received a trade-in allowance in the sum of \$3,000.00 and paid the balance of said purchase price in cash.

6. That a General Motors Corporation manufacturer's warranty or warranties was/were provided by the defendant, General Motors Corporation, to the Plaintiff at the time of purchase; that as part of said purchase, said 2005 Chevrolet Malibu was warranted in writing to be free from mechanical and other defects.

7. That the defendants obligated themselves under the terms of a written warranty or warranties and/or under the terms of a written inspection form to perform warranty service and to perform repairs within a stated period.

8. That the defendants failed to remedy one or more defect or malfunction within a reasonable time with the Plaintiff's 2005 Chevrolet Malibu and have failed to comply with their obligations under the applicable warranty or warranties; that the problems experienced by the Plaintiff with his 2005 Chevrolet Malibu during the warranty period included, but were not limited to, problems with the vehicle steering, gear, suspension, thumping noise when steering, clunking noise from front of car, clunking noise when turning, and power steering gear binding; that upon information and belief, the defendants violated the terms of an express warranty or warranties granted to the Plaintiff.

9. That the Plaintiff's 2005 Chevrolet Malibu failed to conform with a warranty or warranties provided by the defendants; that further, the defendants failed to comply with

their obligations under a written warranty or warranties or an applicable implied warranty or warranties.

10. That the defendants have violated the terms of the Magnuson-Moss Warranty Act -- Federal Trade Commission Improvement Act, 15 U.S.C. 2301 et seq.

11. That the Plaintiff notified the defendants by letter of said defect, malfunction and/or failure to conform with a warranty or warranties, and demanded that the defendants provide the Plaintiff with relief in accordance with sec. 15 U.S.C. 2301 et seq., commonly known as the "Magnuson-Moss Warranty Act"; that a true and accurate copy of said letter dated January 5, 2007, is attached hereto, incorporated herein by reference and marked as Exhibit B.

12. That despite said notice, the defendants have failed or refused to provide relief to the Plaintiff.

13. That upon information and belief, no informal dispute settlement procedure, as defined in sec. 15 U.S.C. 2310, is available to the Plaintiff; that consequently, the Plaintiff may bring this action pursuant to sec. 15 U.S.C. 2310(d).

14. That since the defendants have violated the Magnuson-Moss Warranty Act -- Federal Trade Commission Improvement Act, 15 U.S.C. 2301 et seq., the Plaintiff is entitled to a refund or damages, together with any other relief provided for by such law.

15. That the Plaintiff revoked his previous acceptance of the vehicle made to the defendants within a reasonable time after he discovered that he had grounds for revocation of acceptance and continued to assert revocation of acceptance thereafter.

16. That the Plaintiff's acceptance of the vehicle was also reasonably induced by the difficulty of discovery before acceptance and/or by the assurances of the defendants.

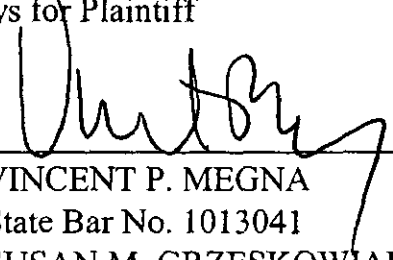
WHEREFORE, the Plaintiff demands judgment against the defendants as follows:

- (a) For a refund or damages pursuant to sec. 15 U.S.C. 2301, et seq.;
- (b) For rescission of the Purchase Agreement;
- (c) For prejudgment interest on all liquidated sums as provided by law;
- (d) For the Plaintiff's actual reasonable attorney fees and litigation costs;
- (e) For the Plaintiff's statutory costs and disbursements incurred in this action; and
- (f) For such other relief as the Court deems just and equitable.

Dated this 14th day of February, 2007.

JASTROCH & LaBARGE, S.C.
Attorneys for Plaintiff

By: _____


VINCENT P. MEGNA
State Bar No. 1013041
SUSAN M. GRZESKOWIAK
State Bar No. 1031586

POST OFFICE ADDRESS:
640 West Moreland Boulevard
P.O. Box 1487
Waukesha, Wisconsin 53187
(262) 547-2611

IF YOU ARE THE OFFER WITHIN 2 WORKING DAYS OF THE OFFER IS AUTOMATICALLY VOIDED AND YOU MAY REScind THE OFFER UNTIL ACCEPTANCE OR REJECTION OF THE OFFER THE DEALER SHALL BE PROHIBITED FROM SELLING THE VEHICLE TO ANY OTHER PARTY.

ENALD CHEVROLET BUICK, INC.
36833 EAST WISCONSIN
OCONOHOOC WI 53066
(414)258-5000
302833
VEH. STOCK NO. ON ORDER NO. G124
MILEAGE AT SIGNING 28577
ORDER DATE 07/03/2006
SALES PERSON'S NAME RICHARD A CLOCK
SALES PERSON'S LICENSE NUMBER 2653

PROSPECTIVE PURCHASER (YOU)
NAME(S)
PROSPECTIVE PURCHASER
STREET ADDRESS
CITY OCONOHOC
STATE WI
LICENSE NO.
CELL PHONE
BUSINESS PHONE
RESIDENCE COUNTY WAUKESHA
RESIDENCE TOWNSHIP
E-MAIL ADDRESS

PLEASE ENTER MY ORDER FOR THE FOLLOWING DESCRIBED VEHICLE
NEW USED DEMO EXEC
TITLE AS CAR TRUCK OTHER
MODEL YEAR 2005
MAKE - TRADE NAME CHEVROLET
MODEL MALIBU
BODY TYPE 4 DOOR S TAN
COLOR
IDENTIFICATION NO. 1G1ZT52895F
1999 BUICK CENTURY 2G4WS52R7X1

WARRANTY INFORMATION (Check Applicable Boxes) Refer to separate document for coverages and exclusions.
Manufacturer Warranty Information (Dealer is not a party to any manufacturer warranty)
1. New Vehicle Manufacturer Warranty
2. Remaining vehicle mfr. warranty - Call mfr. or refer to warranty booklet for details.
Expiration: 04/15/2008 39010 (miles), whichever comes first.
Deductible to be paid by You \$ N/A
Transfer fee to be paid by You \$ N/A Pay to: Dealer Manufacturer
3. Not known 4. Expired 5. Canceled due to salvage or other vehicle history
6. AS IS - NO WARRANTY, DEALER DISCLAIMS ALL WARRANTIES INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.
7. Limited Warranty
Term: (months) (miles), whichever comes first.
Percent of retail repair costs to be paid by You: % Deductible to be paid by You: \$ N/A

USED: PRICE from the Wisconsin Buyers Guide \$5990.00
NEW:
MSRP detail provided on window label
MSRP detail provided on attachment
Total MSRP (Manufacturer Suggested Retail Price) \$
Dealer Markup
Dealer installed options - Has a warranty N/A at left.
Total Dealer Installed Options
PRICE OF THE VEHICLE
a. Dealer Retail Price 16990.00
b. Services Fee 95.00
c. Discount 2956.00
1. Cash Price (a + b - c) 13129.00
TAXABLE ITEMS PURCHASED WITH VEHICLE
d. Other N/A
e. Service Contract N/A
2. Total of Taxable Items (d + e) N/A
TRADE ALLOWANCE
1. Owned Trade-in Allowance 3000.00
Leased trade-in allowance (Net lease equity calculation)
(i) Gross Allowance N/A
(ii) Estimated Lease Payoff N/A
Payoff to: N/A
g. Net Lease Equity (i - ii) N/A
3. Trade Allowance (f + g) 3000.00
SALES TAX CALCULATION
h. Amount Subject to Sales Tax (1 + 2 - 3) 10129.00
4. 5.75% State, County and Regional Tax on h. 516.58
NON-TAXABLE ITEMS PURCHASED WITH VEHICLE
j. Fees to appear on MV11 64.50
k. Warranty/Service Contract Transfer Fee N/A
l. Other N/A
5. Total of Non-Taxable Items (j + k + l) 64.50
OWNED VEHICLE PAYOFF
Due to N/A
6. Estimated Payoff Amount on Owned Trade-in N/A
CASH & CASH EQUIVALENTS
m. Cash Down Payment on Order N/A
n. MANUFACTURER REBATES
CASH BACK ASSIGNED
o. Additional Cash Due (m + n) N/A
7. Total Cash and Rebates (m + n (if assigned) + o) N/A
8. Due on Delivery or Balance to Finance (1 + 2 - 3 + 4 + 5 + 6 - 7) 10710.08

ANTICIPATED DELIVERY DATE: JUL 03 20 06
Regardless of reason, if the vehicle ordered by the purchaser is not available for delivery within 15 calendar days after the anticipated delivery date, the purchaser may cancel this order and shall, within one business day, receive a full refund of any down payment, and return of trade-in vehicle, or 50% for trade-in vehicle, or both, if the trade-in is not available, the purchaser shall receive the trade-in allowance. Unless delivery date is otherwise specified on the purchase contract by the purchaser, if the ordered vehicle becomes available for delivery later than the anticipated delivery date, the dealer reserves the right to require acceptance not less than 21 calendar days after having notified the purchaser of availability of delivery, in which case no penalty shall be assessed for unacceptance of delivery prior to the stated anticipated delivery date.
THE ORDERED VEHICLE MUST BE LOCATED
If the motor vehicle dealer and purchaser enter into a purchase contract for a new motor vehicle not available at the dealer's lot, the dealer and purchaser agree that the vehicle mileage upon delivery will not exceed N/A miles. Before vehicle delivery, purchaser has the right to cancel the purchase contract if the mileage of the vehicle exceeds that amount. The option to cancel ends at acceptance of delivery.
This is a Finance Transaction. (Check A, or B,):
Closing scheduled at dealer's office on specified delivery date or as mutually agreed. You are obligated to purchase, subject to availability of financing through dealer, on terms:
A. In attached disclosure. These items do not extend beyond the closing date if dealer is willing and able to deliver vehicle on these terms.
B. Acceptable to You.
This transaction is subject to financing being arranged through creditor of Your choice. You must obtain acceptable financing and dealer must receive written notice by (date) this contract is void.
This is a cash transaction. You are obligated to pay the balance due on delivery.

THE APPRAISAL OF THE TRADE-IN IS BASED ON AN ODOMETER READING OF UP TO 6310 MILES/KILOMETERS, AND THE TRADE-IN MAY BE REAPPRAISED IF IT EXCEEDS THIS LIMIT.

This transaction is voidable at the option of the dealer at any time prior to the delivery of the purchased vehicle if any of the following representations are untrue. The undersigned purchaser(s) warrants that the below representations are true. The option to void this transaction in no way restricts the dealer's ability to accept or reject the closing of this transaction and these representations survive the closing of this transaction as to other remedies.
(A) That I am 18 years of age or older. YES NO
(B) That I have full power, right and lawful authority to dispose of the trade-in. YES NO
(C) That, except for the payoff amount that dealer agrees to make as indicated in the components of price of the Purchase Contract or other Other Conditions of Sale, I will ensure that any and all liens or encumbrances on the trade-in are satisfied and released before or immediately upon delivery of the trade-in to the dealer. YES NO
(D) That the trade-in does not have a cracked or defective head, block, powertrain, or frame (including supportive portion of unibody). YES NO
(E) That all parts of the trade-in position control system are as originally installed by the manufacturer or have comparable and tested replacement equipment. YES NO
(F) That the engine and transmission of the trade-in have not been changed from manufacturer's original equipment specifications. YES NO
(G) That while I have owned or leased the trade-in its odometer has not been replaced, tampered with or otherwise altered in any way and I believe that the trade-in's current odometer reading of 6310 miles/kilometers reflects its actual mileage. YES NO
(H) That while I have owned or leased the trade-in its restraining devices (including airbags and belts) have not been replaced, tampered with, or otherwise altered in any way, or subject to any other title brands. YES NO
(I) That the trade-in has not previously been a salvage vehicle, manufacturer buyback, or subject to any other title brands. YES NO
(J) That the trade-in has not previously been flood or water damaged. YES NO
(K) That the trade-in does not have any corrective welds or other evidence of repair to the front lower, floor pan, frame or structural portion of the unibody. YES NO
(L) That the only holder(s) of a security interest or lien in the trade-in ("Lienholder(s)") is (are) shown below. YES NO

Lienholder(s):
Explain All "NO" Answers:
No oral representations are being made written on this form. The document (including the same printed on the Reverse Side) is the entire agreement between you and Dealer, and supersedes any prior agreements and representations regarding the transaction described above. No modification or severance of this agreement is enforceable against either party unless agreed to in writing by that party. You will receive a copy of this order.

As a deterrent to purchaser failing to take delivery on the vehicle as herein provided, you agree that if you do not accept delivery, you shall, at dealer's option, forfeit to dealer, as a penalty, 5% not to exceed 5% of the cash price of the vehicle as authorized by Section 218.0141 Wisconsin Statutes. Dealer retains the right to bring action for actual damages caused by breach of this contract, in lieu of the above penalty.

YOUR SIGNATURE(S)
ACCEPTED BY DEALER OR AUTHORIZED AGENT
AUTHORIZED SIGNATURE
DATE SIGNED 07/03/2006 TIME SIGNED 4:30 P.M.
DATE SIGNED 07/03/2006 TIME SIGNED 4:31 P.M.

11. Rev. 2/04 Copyright 2004 BY Auto & Truck Dealer Assoc. WATSON Service, Inc. 1-800-238-1877 / ADAM Service, Inc. 1-414-386-9000



Processor ID No. Received - Date - Opened

Amount Received, Document Number
 Check Cash

DO NOT WRITE ABOVE THIS LINE.
 Complete form using BLUE or BLACK INK.

Section A - Vehicle Owner Information Application Type (check one) Title Transfer Original Title Title Only Salvage Title Check if also IRP

Owner Legal Name - Last, First, Middle Initial OR Business Name
 Birth Date: 10/28/1922
 Owner Social Security # (For Driver License & FEIN Required)
 Co-Owner (if any) - Name - Last, First, Middle Initial
 Birth Date
 Co-Owner Social Security # (For Driver License & FEIN Required)
 OR AND (check one)
 Street Address City State ZIP Code Area Code - Telephone #
 OCONOMOWOC WI H
 If leased vehicle, Lessee Name - Last, First, Middle Initial
 Lessee Signature
 Street Address City State ZIP Code Area Code - Telephone #

Section B - Vehicle Information

VEHICLE IDENTIFICATION NUMBER (frame number of cycle/moped) Year Make Type (car, truck, van, etc) Color
 1G1ZT52895F 2005 CHEVROLET MALIBU CAR TAN
 WI License Plate to Transfer - List both Plate # and Type Temporary License Plate Number
 Check box if plates transferred between husband/wife.
 License plates cannot be transferred between other family members.
 Vehicle kept in County City Village Town Date First Operated this vehicle in Wis. as resident Registration Period Gross Weight
 OF: WAUKESHA OF: OCONOMOWOC 07/03/2006

Section C - Loan Information

Secured Party Number(s) - Required List all SECURED PARTY NAME(S) (lienholders) Street Address, City, State, ZIP Code Area Code-Phone Number
 None

Section D - Odometer Mileage

Selling Dealer completes Federal and State law requires that seller state the mileage in connection with the transfer of ownership. Failure to complete a mileage statement or providing a false mileage statement may result in fines and/or imprisonment and may make you liable for damages to your transferee (Purchaser).
 Exempt from odometer disclosure because vehicle is: 10 or more model years old Gross vehicle weight rating exceeds 16,000 lbs.
 DOMETER NOW READS (No Tenths):
 id to the best of my knowledge is the actual mileage of this vehicle unless one of the following statements is checked.
 29577 The odometer reading reflects the amount of mileage in excess of its mechanical limit.
 The odometer reading is NOT actual mileage. WARNING ODOMETER DISCREPANCY

Section E - Vehicle Transaction

a. Cash price (Vehicle described in section "B")	13129.00
b. Less trade-in allowance	3000.00
Note: WI Dealers need not complete item c below	
c. Amount subject to tax (the amount in b minus the amount in a)	10129.00

Tax Statement Date Vehicle Purchased Used New Date Delivered
 07/03/2006 07/03/2006

Describe Year Make Vehicle Identification Number
 Trade-In 1999 BUICK 2G4WS52M7X
 If tax exempt, enter exemption code and reason (see instructions back of page 3)

State Sales Tax (5% of net price)
 License Plate Fee (See section "H")
 License Plate Fee (See section "H")

Licensed Dealer's Statement of Sale and Warranty

For value received I hereby sell, assign or trade the vehicle described on this document to the purchaser(s) named in section "A" and certify that all liens shown on the Certificate of Title are paid.
 DEALER Name Area Code - Phone #
 EWALD CHEVROLET BUICK INC. (414) 258-5000
 Required Title Brand (See instructions back of page 3)
 Police Taxi Flood Damage MFR Buyback Hail Damaged Dealer # 39
 Wisconsin Dealer signature also serves as evidence of application for title/registration and payment of fees.

Fee Computation

Title Fee \$45 (Replacement \$20)	45.00
Loan Filing Fee \$4	N/A
License Plate Fee (See section "H")	N/A
Miscellaneous Fees	
Municipal Wheel Tax (See instructions)	N/A
Motor Carrier Class Fee (See section "H")	N/A
Other Fees	
Priority Service Fee \$4 (See address below)	19.50
Counter Service Fee \$5 (If you apply in person at DOT)	N/A
Electronic Title/License Plate Filing Fee \$19.50	N/A
ENTER FEE TOTAL	\$ 64.50

BRIAN WAGONER
 (Print Name of Selling Dealer's Authorized Agent)
 (Signature of Selling Dealer's Authorized Agent) 07/03/2006 (Date)

Certification
 All parties certify with their signature that to the best of their knowledge the information and statements on this application are true and correct. The prior owner's odometer statement has been shown to the applicant and a copy of this completed application including odometer statement has been furnished the applicant.
 COMMERCIAL CARRIERS - I further certify knowledge of applicable federal and state motor carrier safety rules, regulations, standards and orders, and declare that all operations will be conducted in compliance with such requirements.

(Owner Signature - shown in section A) 07/03/2006 (Date)
 (Co-Owner Signature) (Date)

Make check payable to: Registration Fee Trust
 WI Dealers: Remit state, county and local tax with form ST-12 to WI Department of Revenue

REGULAR SERVICE: Mail application and check for Title and Plate fees to: Wisconsin Dept. of Transportation, PO Box 7949, Madison, WI 53707-7949
 PRIORITY SERVICE: Mail application and check with extra \$4 fee to: WI Dept. of Transportation, PO Box 7306, Madison, WI 53707-7306
 SPECIAL PLATES: Mail entire application to: WI Dept. of Transportation, PO Box 7911, Madison WI 53707-7911

EDONARD A. JASTROCH
ERALD L. LABARGE

JASTROCH & LABARGE, S.C.

A PROFESSIONAL SERVICE CORPORATION

ATTORNEYS AT LAW

P.O. BOX 1487

FREEDOM SQUARE

640 W. MORELAND BLVD.

WAUKESHA, WISCONSIN 53187-1487

ATTORNEY
VINCENT P. MEGNA

VINCENT P. MEGNA
KAREN M. APPEL
JEAN J. BROWN
SUSAN M. GRZESKOWIAK
LISA L. HOLAHAN
AMELIA W. FLORES

TELEPHONE 262-547-2611
FACSIMILE 262-547-6195

January 5, 2007

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

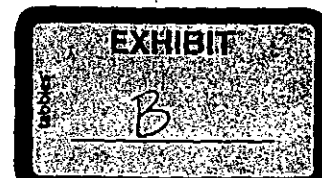
Re: Our Client: [REDACTED]

Dear Sir or Madam:

This office has recently been retained by [REDACTED]. Our client has requested that we proceed on his behalf with a claim based on 15 U.S.C. 2301 et seq., commonly known as the "Magnuson-Moss Warranty Act". Our client purchased and took delivery of a 2005 Chevrolet Malibu, VIN.1G1ZT52895F [REDACTED] from Ewald Chevrolet Buick, Inc. on or about July 3, 2006.

It is our position that our client's 2005 Chevrolet Malibu qualifies for relief under the Magnuson-Moss Warranty Act. Our client is a consumer under the Magnuson-Moss Warranty Act. Said 2005 Chevrolet Malibu is a consumer product under the Magnuson-Moss Warranty Act. General Motors Corporation is a warrantor of said 2005 Chevrolet Malibu under the Magnuson-Moss Warranty Act. Ewald Chevrolet Buick, Inc. is a warrantor and/or supplier of said 2005 Chevrolet Malibu under the Magnuson-Moss Warranty Act. General Motors Corporation and its authorized dealer have been unable to remedy defects, malfunctions and/or failures to conform with a warranty or warranties with said 2005 Chevrolet Malibu within a reasonable time (our client has taken said vehicle into an authorized General Motors Corporation motor vehicle dealer for repair of the same repeatedly).

General Motors Corporation and its authorized dealer have failed to comply with obligations under the applicable written warranty or warranties and/or applicable implied warranty or warranties. Our client has revoked his acceptance of such vehicle, but Ewald



General Motors Corporation

January 5, 2007

Page 2

Chevrolet Buick, Inc. has refused to accept return of such vehicle. Redress under the Magnuson-Moss Warranty Act is therefore appropriate. Please consider this letter as our client's request for relief under the Magnuson-Moss Warranty Act.

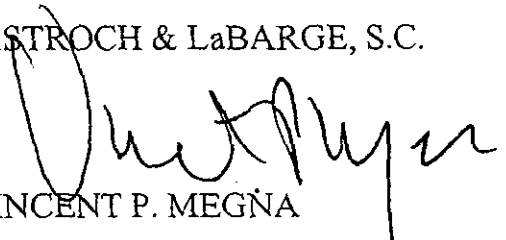
We hereby offer to return said 2005 Chevrolet Malibu in exchange for an appropriate refund, and/or to recover damages, pursuant to Magnuson-Moss Warranty Act.

If there is interest in resolving this matter amicably, please get back to us within ten days from the date of this letter. If we do not hear from you within that period, we will assume that our client's claim has been rejected and proceed accordingly.

Thank you for your anticipated immediate attention to this matter. If you have any questions or concerns, please do not hesitate to contact this office.

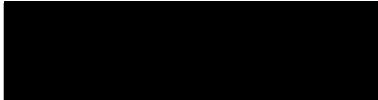
Sincerely,

JASTROCH & LaBARGE, S.C.


VINCENT P. MEGNA

VPM/nh

c: Ewald Chevrolet Buick, Inc.

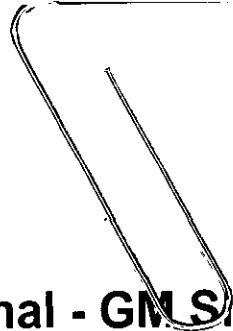




msx

INTERNATIONAL

MSX International - GM Site/IBM



GSI0000917-2

R NADC

1

LWT FEB 28 2007

DO NOT SCAN THIS SHEET

PLACE ON TOP OF EACH BATCH

Batches in Box

1 - 7

Ewald Automotive Group

2201 N. Mayfair Road
Milwaukee, WI 53226
414-777-4332
414-453-3037 (FAX)
cdaronco@ewaldauto.com

Fax

To: Amy Spllecki	From: Chris DaRonco
Fax: 866-266-1782	Pages: 11
Phone: 866-790-5700 x 21128	Date: 2/20/07
Re: [REDACTED] Complaint	CC:

Urgent **For Review** **Please Comment** **Please Reply** **Please Recycle**

Amy,

Attached is the summons and complaint we were served with on 2/16/07. Please review and let me know what I need to do to achieve indemnification

J. KIEFFER

STATE OF WISCONSIN

CIRCUIT COURT

WAUKESHA COUNTY

JAMES W. HOWDEN,
602 Concord Road
Oconomowoc, Wisconsin 53066,

Plaintiff,

vs.

GENERAL MOTORS CORPORATION,
a foreign corporation,
3044 West Grand Boulevard
Detroit, Michigan 48202,

and

EWALD CHEVROLET BUICK, INC.,
a Wisconsin corporation,
36833 East Wisconsin Avenue
Oconomowoc, Wisconsin 53066,

Defendants.

WJK
2/16/07
933 AM

07 CV - 416

SUMMONS

Case No.

Code No. 30703

Unclassified

The amount claimed is
greater than the amount
under sec. 799.01(1)(d),
Wis. Stats.

CLERK OF COURTS

FEB 14 2007

THIS IS AN AUTHENTICATED COPY OF AN
ORIGINAL DOCUMENT FILED IN THE CLERK
OF COURTS OFFICE WAUKESHA COUNTY.

THE STATE OF WISCONSIN, TO EACH PERSON NAMED ABOVE AS A
DEFENDANT:

YOU ARE HEREBY NOTIFIED that the Plaintiff named above has filed a lawsuit
or other legal action against you. The Complaint, which is attached, states the nature and
basis of the legal action.

Within twenty (20) days of receiving this Summons, you must respond with a written
Answer, as that term is used in Chapter 802 of the Wisconsin Statutes, to the Complaint. The
Court may reject or disregard an Answer that does not follow the requirements of the

Statutes. The Answer must be sent or delivered to the Court, whose address is Clerk of Courts, Waukesha County Courthouse, 515 W. Moreland Boulevard, Waukesha, Wisconsin 53188 and to Jastroch & LaBarge, S.C., Plaintiff's attorneys, whose address is 640 W. Moreland Boulevard, P.O. Box 1487, Waukesha, Wisconsin 53187. You may have an attorney help or represent you.

If you do not provide a proper Answer within twenty (20) days, the Court may grant judgment against you for the award of money or other legal action requested in the Complaint, and you may lose your right to object to anything that is or may be incorrect in the Complaint. A judgment may be enforced as provided by law. A judgment awarding money may become a lien against real estate you own now or in the future, and may also be enforced by garnishment or seizure of property.

Dated this 14th day of February, 2007.

JASTROCH & LABARGE, S.C.,
Attorneys for Plaintiff

BY: 

VINCENT P. MEGNA
State Bar No. 1013041
SUSAN M. GRZESKOWIAK
State Bar No. 1031586

POST OFFICE ADDRESS:
640 West Moreland Boulevard
P.O. Box 1487
Waukesha, WI 53187
(262) 547-2611

JAMES W. HOWDEN,
602 Concord Road
Oconomowoc, Wisconsin 53066,

Plaintiff,

vs.

GENERAL MOTORS CORPORATION,
a foreign corporation,
3044 West Grand Boulevard
Detroit, Michigan 48202,

and

EWALD CHEVROLET BUICK, INC.,
a Wisconsin corporation,
36833 East Wisconsin Avenue
Oconomowoc, Wisconsin 53066,

Defendants.

07 CV - 416

COMPLAINT

Case No.

Code No. 30703

Unclassified

The amount claimed is
greater than the amount
under sec. 799.01(1)(d),
Wis. Stats.

CLERK OF COURTS

FEB 14 2007

THIS IS AN AUTHENTICATED COPY OF AN
ORIGINAL DOCUMENT FILED IN THE CLERK
OF COURTS OFFICE WAUKESHA COUNTY

NOW COMES the above-named Plaintiff, by his attorneys, Jastroch & LaBarge, S.C.,
and as and for claims against the above-named defendants, alleges and shows to the Court
as follows:

1. That the Plaintiff, James W. Howden, is an adult residing at 602 Concord
Road, Oconomowoc, Wisconsin 53066; that said Plaintiff is a "consumer," as that term is
defined in sec. 15 U.S.C. 2301(3).

2. That upon information and belief, the defendant, General Motors Corporation,
is a foreign corporation duly authorized and licensed to do business in the State of Wisconsin

and is engaged in the manufacture and sale of motor vehicles, including new motor vehicles, through its duly authorized dealers in the State of Wisconsin and elsewhere; that said defendant does substantial business in Waukesha County, Wisconsin; that upon information and belief, its principal offices are located at 3044 West Grand Boulevard, Detroit, Michigan 48202; that the registered agent for said defendant in the State of Wisconsin is C T Corporation System, 8025 Excelsior Drive, Suite 200, Madison, Wisconsin 53717; that said defendant is a "warrantor," as that term is defined in sec. 15 U.S.C. 2301(5).

3. That upon information and belief, the defendant, Ewald Chevrolet Buick, Inc., ("Ewald Chevrolet"), is a Wisconsin corporation duly authorized and licensed to do business in the State of Wisconsin with its principal place of business located at 36833 East Wisconsin Avenue, Oconomowoc, Wisconsin 53066; that the registered agent for said defendant is Craig A. Ewald, 2201 North Mayfair Road, Milwaukee, Wisconsin 53226; that upon information and belief, said defendant was, at all times material hereto, a "supplier" and/or "warrantor", as those terms are defined in sec. 15 U.S.C. 2301(4) and sec. 15 U.S.C. 2301(5), and an agent of the manufacturer, the defendant, General Motors Corporation.

4. That on or about July 3, 2006, the Plaintiff purchased from the defendant, Ewald Chevrolet, a 2005 Chevrolet Malibu, vehicle identification number 1G1ZT52895F232821, as more fully set forth in the copies of the Motor Vehicle Purchase Contract and Wisconsin Title & License Plate Application which are attached hereto, incorporated by reference herein and collectively marked as Exhibit A; that the Plaintiff received delivery of said 2005 Chevrolet Malibu on or about July 3, 2006; that said 2005 Chevrolet Malibu is a "consumer product," as that term is defined in sec. 15 U.S.C. 2301(1).

5. That upon information and belief, the full purchase price of said 2005 Chevrolet Malibu purchased by the Plaintiff was \$13,129.00, plus sales tax in the sum of \$516.58, plus title and electronic title/license plate filing fees in the sum of \$64.50, plus possible other charges; that upon information and belief, the Plaintiff received a trade-in allowance in the sum of \$3,000.00 and paid the balance of said purchase price in cash.

6. That a General Motors Corporation manufacturer's warranty or warranties was/were provided by the defendant, General Motors Corporation, to the Plaintiff at the time of purchase; that as part of said purchase, said 2005 Chevrolet Malibu was warranted in writing to be free from mechanical and other defects.

7. That the defendants obligated themselves under the terms of a written warranty or warranties and/or under the terms of a written inspection form to perform warranty service and to perform repairs within a stated period.

8. That the defendants failed to remedy one or more defect or malfunction within a reasonable time with the Plaintiff's 2005 Chevrolet Malibu and have failed to comply with their obligations under the applicable warranty or warranties; that the problems experienced by the Plaintiff with his 2005 Chevrolet Malibu during the warranty period included, but were not limited to, problems with the vehicle steering, gear, suspension, thumping noise when steering, clunking noise from front of car, clunking noise when turning, and power steering gear binding; that upon information and belief, the defendants violated the terms of an express warranty or warranties granted to the Plaintiff.

9. That the Plaintiff's 2005 Chevrolet Malibu failed to conform with a warranty or warranties provided by the defendants; that further, the defendants failed to comply with

their obligations under a written warranty or warranties or an applicable implied warranty or warranties.

10. That the defendants have violated the terms of the Magnuson-Moss Warranty Act -- Federal Trade Commission Improvement Act, 15 U.S.C. 2301 et seq.

11. That the Plaintiff notified the defendants by letter of said defect, malfunction and/or failure to conform with a warranty or warranties, and demanded that the defendants provide the Plaintiff with relief in accordance with sec. 15 U.S.C. 2301 et seq., commonly known as the "Magnuson-Moss Warranty Act"; that a true and accurate copy of said letter dated January 5, 2007, is attached hereto, incorporated herein by reference and marked as Exhibit B.

12. That despite said notice, the defendants have failed or refused to provide relief to the Plaintiff.

13. That upon information and belief, no informal dispute settlement procedure, as defined in sec. 15 U.S.C. 2310, is available to the Plaintiff; that consequently, the Plaintiff may bring this action pursuant to sec. 15 U.S.C. 2310(d).

14. That since the defendants have violated the Magnuson-Moss Warranty Act -- Federal Trade Commission Improvement Act, 15 U.S.C. 2301 et seq., the Plaintiff is entitled to a refund or damages, together with any other relief provided for by such law.

15. That the Plaintiff revoked his previous acceptance of the vehicle made to the defendants within a reasonable time after he discovered that he had grounds for revocation of acceptance and continued to assert revocation of acceptance thereafter.

16. That the Plaintiff's acceptance of the vehicle was also reasonably induced by the difficulty of discovery before acceptance and/or by the assurances of the defendants.

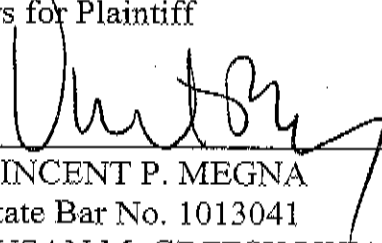
WHEREFORE, the Plaintiff demands judgment against the defendants as follows:

- (a) For a refund or damages pursuant to sec. 15 U.S.C. 2301, et seq.;
- (b) For rescission of the Purchase Agreement;
- (c) For prejudgment interest on all liquidated sums as provided by law;
- (d) For the Plaintiff's actual reasonable attorney fees and litigation costs;
- (e) For the Plaintiff's statutory costs and disbursements incurred in this action; and
- (f) For such other relief as the Court deems just and equitable.

Dated this 14th day of February, 2007.

JASTROCH & LaBARGE, S.C.
Attorneys for Plaintiff

By: _____


VINCENT P. MEGNA
State Bar No. 1013041
SUSAN M. GRZESKOWIAK
State Bar No. 1031586

POST OFFICE ADDRESS:
640 West Moreland Boulevard
P.O. Box 1487
Waukesha, Wisconsin 53187
(262) 547-2611

THIS OFFER IS VALID FOR 30 DAYS FROM THE DATE OF THE OFFER. THE OFFER IS AUTOMATICALLY VOIDED AND YOU MAY REJECT THE OFFER UNLESS AND UNTIL ACCEPTED BY THE DEALER. UNTIL ACCEPTANCE OR REJECTION BY THE BUYER THE DEALER SHALL BE PROMPTLY RESELLING THE VEHICLE TO ANY OTHER PARTY.

DEALER NAME: EMALD CHEVROLET BUICK, INC.
Address: 35833 EAST WISCONSIN
CITY, STATE, ZIP: OCONOMOWOC WI 53066
TELEPHONE NO: (414)258-5000
302833
SALES REPRESENTATIVE'S NAME: RICHARD A. CLOCK
SALES PERSON'S LICENSE NO: 2693
MILEAGE AT SIGNING: 29577
ORDER DATE: 07/03/2006

PROSPECTIVE PURCHASER (YOU) NAME(S):
PROSPECTIVE PURCHASER STREET ADDRESS:
CITY: OCONOMOWOC
STATE: WI
RESIDENCE PHONE:
CELL PHONE:
BUSINESS PHONE:
RESIDENCE COUNTY: WAUKESHA
RESIDENCE TOWNSHIP:
E-MAIL ADDRESS:

PLEASE ENTER MY ORDER FOR THE FOLLOWING DESCRIBED VEHICLE:
NEW [] USED [] (OR) DMV [] EXC []
TITLE AS: 2 YEAR
TRUCK [] OTHER []
LICENSE NO.:

Table with columns: MODEL YEAR, MAKE - TRADE NAME, MODEL, BODY TYPE, COLOR, IDENTIFICATION NO.
2005 CHEVROLET MALIBU 4 DOOR TAN 1G1ZT5289SF
1999 BUICK CENTURY 4 DOOR TAN 2G4WS52M7X1

WARRANTY INFORMATION (Check Applicable Boxes) Refer to separate document for coverages and exclusions.
Manufacturer Warranty Information (Dealer is not a party to any manufacturer warranty)
1. New Vehicle Manufacturer Warranty
2. Remaining vehicle-mile warranty - Call mfr. or refer to warranty booklet for details.
Expiration: 04/15/2006 39010 (miles), whichever comes first.
Deductible to be paid by You: N/A
Transfer fee to be paid by You: N/A. Pay to: Dealer [] Manufacturer []

DEALER WARRANTY INFORMATION
6. AS-IS NO WARRANTY. DEALER DISCLAIMS ALL WARRANTIES INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.
7. Limited Warranty
Term: (months) (miles), whichever comes first.
Percent of total repair costs to be paid by You: % Deductible to be paid by You: %

USED: PRICE from the Wisconsin Buyers Guide \$5990.00
NEW: MSRP detail provided on window label
MSRP detail provided on attachment
Total MSRP (Manufacturer Suggested Retail Price) \$
Dealer Markup
Dealer installed options - Has a warranty if [] at left.
N/A
N/A
N/A
Total Dealer Installed Options (add to Used Price or MSRP as appropriate)
PRICE OF THE VEHICLE: 16990.00
a. Dealer Retail Price
b. Service Fee 35.00
c. Discount 2356.00
1. Cash Price (a + b - c) 13129.00
TAXABLE ITEMS PURCHASED WITH VEHICLE
d. Other N/A
e. Service Contract N/A
2. Total of Taxable Items (d + e) 2 N/A
TRADE ALLOWANCE
1. Owned Trade-In Allowance 3000.00
Leased trade-in allowance (Net lease equity calculation)
(i) Gross Allowance N/A
(ii) Estimated Lease Payoff N/A
Payoff to: N/A
3. Net Lease Equity (i - ii) N/A
3. Trade Allowance (1 + 2) (if number is negative add in line h and n) 3000.00

SALES TAX CALCULATION
h. Amount Subject to Sales Tax (1 + 2 - 3) 10129.00
4. % State, County and Regional Tax on h. 5.165%
5. Total of Non-Taxable Items (1 + k + l) 64.50
NON-TAXABLE ITEMS PURCHASED WITH VEHICLE
j. Fees to appear on MV1 64.50
k. Warranty/Service Contract Transfer Fee N/A
l. Other N/A

OWNED VEHICLE PAYOFF
Due to N/A
6. Estimated Payoff Amount on Owned Trade-In N/A
CASH & CASH EQUIVALENTS:
m. Cash-Down Payment on Order N/A
n. MANUFACTURER REBATES:
Additional Cash Due (Deduct Amount) N/A
7. Total Cash and Rebates (m + n) (if negative add to) N/A
8. Due on Delivery or Balance to Finance (1 + 2 - 3 + 4 + 5 + 6 - 7) 10710.00

A service fee is not required by law, but may be charged to motor vehicle purchasers or lessees for services related to compliance with state and federal laws, verifications and public safety, and must be reasonable.
ORDER OUT VEHICLE NOT PRICE PROTECTED (See Back of Contract for Details)

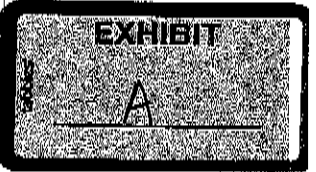
THE APPRAISAL OF THE TRADE-IN IS BASED ON AN ODOMETER READING OF UP TO 3187 MILES/KILOMETERS, AND THE TRADE-IN MAY BE REAPPRAISED IF IT EXCEEDS THIS LIMIT.

This transaction is based on the condition of the vehicle at any time prior to the delivery of the purchased vehicle. If any of the following representations are untrue, the undersigned purchaser(s) warrants that the below representations are true. The option to void this transaction is by way of written or electronic notification of either remedies available to the dealer prior to or after the closing of this transaction and these representations survive the closing of this transaction as to other remedies.
(A) That I am 18 years of age or older. YES NO
(B) That I have full power, right and lawful authority to dispose of the trade-in. YES NO
(C) That I will ensure that any and all liens or encumbrances on the trade-in are satisfied and released before or immediately upon delivery of the trade-in to the dealer. YES NO
(D) That the trade-in does not have a certified or defective hand, block, powertrain, or frame (including repetitive pattern of antibody). YES NO
(E) That all parts of the trade-in anti-theft system are as originally installed by the manufacturer or have comparable and tested replacement equipment. YES NO
(F) That the engine and transmission of the trade-in have not been changed from manufacturer's original equipment specifications. YES NO
(G) That the vehicle I have owned or leased the trade-in its odometer has not been replaced, tampered with or otherwise altered in any way and I believe that the trade-in's current odometer reading of 29577 miles/kilometers reflects its actual mileage. YES NO
(H) That the vehicle I have owned or leased the trade-in its registration (including address and title) has not been released, tampered with or otherwise altered in any way. YES NO
(I) That the trade-in has not previously been a salvage vehicle, manufacturer buyback, or subject to any other title brand. YES NO
(J) That the trade-in has not previously been found or deemed damaged. YES NO
(K) That the trade-in does not have any corrective welds or other evidence of repair to the front lower floor area, frame or structural portion of the body. YES NO
(L) That the only holder(s) of a security interest or lien in the trade-in ("Lienholder(s)"), if any, is/are: YES NO

Lienholder(s):
Explicit All "NO" Answers:
As a deterrent to purchaser failing to take delivery on the vehicle as herein provided, you agree that if you do not accept delivery, you shall, at dealer's option, forfeit to dealer as a penalty, 5% (not to exceed 5%) of the cash price of the vehicle as authorized by Section 219.04 Wisconsin Statutes. Dealer retains the right to bring action for actual damages caused by breach of this contract, in lieu of the above penalty.

YOUR SIGNATURE(S):
ACCEPTED BY DEALER OR AUTHORIZED AGENT AUTHORIZED SIGNATURE:
DATE SIGNED: 07/03/2006 TIME SIGNED: 4:30 P.M.
DATE SIGNED: 07/03/2006 TIME SIGNED: 4:31 P.M.

11/2004 2004 Copyright 2004 WI Auto & Truck Modern Press. WI Auto Services, Inc. 1-800-235-7072 / ADMAN@services.com 1-414-353-9020



WISCONSIN TITLE & LICENSE PLATE APPLICATION
 1V11 10/2005

Processor ID No. Received - Date - Opened

Title No. New License Plate No.

Amount Received, Document Number
 Check Cash

DO NOT WRITE ABOVE THIS LINE.

Complete form using BLUE or BLACK INK.

Section A - Vehicle Owner Information Application Type (check one) Title Transfer Original Title Title Only Salvage Title Check if false/IRP

Owner (Last Name - Last, First, Middle Initial OR Business Name) _____ Birth Date 10/28/1922 Owner Social Security # or Driver License # or FEIN (Required) H-50-45322-06407

Co-Owner (if any) - Name - Last, First, Middle Initial _____ Birth Date _____ Co-Owner Social Security # or Driver License # or FEIN (Required) _____

OR AND (check one)

City OCONOMOWOC State WI ZIP Code _____ Area Code-Telephone # _____

Registered vehicle, Lessee Name - Last, First, Middle Initial _____ Lessee Signature X Lessee Social Security # or Driver License # or FEIN (Required) _____

Street Address _____ City _____ State _____ ZIP Code _____ Area Code-Telephone # _____

Section B - Vehicle Information

VEHICLE IDENTIFICATION NUMBER (frame number of cycle/moped) 1G1ZT52895F Year 2005 Make CHEVROLET Type (car, truck, van, etc) CAR Color TAN

WI License Plate to Transfer - List both Plate # and Type _____ Temporary License Plate Number _____ Check box if plates transferred between husband/wife. License plates cannot be transferred between other family members.

Vehicle kept in County WAUKESHA City Village Town OCONOMOWOC Date First Operated this vehicle in Wis. as resident 07/03/2006 Registration Period _____ Gross Weight _____

Section C - Loan Information

Secured Party Number(s) - Required List all SECURED PARTY NAME(S) (lienholders) _____ Street Address, City, State, ZIP Code _____ Area Code-Phone Number _____

If no secured party, check None

Section D - Odometer Mileage

Federal and State law requires that seller state the mileage in connection with the transfer of ownership. Failure to complete a mileage statement or providing a false mileage statement may result in fines and/or imprisonment and may make you liable for damages to your transferee (Purchaser).

Exempt from odometer disclosure because vehicle is: 10 or more model years old Gross vehicle weight rating exceeds 16,000 lbs.

DOMETER NOW READS (No Tenths): 129577 The odometer reading reflects the amount of mileage in excess of its mechanical limit. The odometer reading is NOT actual mileage. **WARNING ODOMETER DISCREPANCY**

Section E - Vehicle Transaction

a. Cash price (Vehicle described in section "B") 13129.00

b. Less trade-in allowance 3000.00
 Note: WI Dealers need not complete item c below

Trade-in allowance (See instructions back of page 3) 10129.00

State Title Tax (4% of title) 525.16

Motor Carrier Fee (if applicable) (See instructions back of page 3) 10.00

Fee Computation

- Title Fee \$45 (Replacement \$20) 45.00
- Loan Filing Fee \$4 N/A
- License Plate Fee (See section "H") N/A

Miscellaneous Fees

- Municipal Wheel Tax (See instructions) N/A
- Motor Carrier Class Fee (See section "H") N/A

Other Fees

- Priority Service Fee \$4 (See address below) 19.50
- Counter Service Fee \$5 (if you apply in person at DOT) N/A
- Electronic Title/License Plate Filing Fee \$19.50 N/A

ENTER FEE TOTAL \$ 64.50

Make check payable to: Registration Fee Trust

WI Dealers: Remit state, county and local tax with form ST-12 to WI Department of Revenue

Tax Statement Date Vehicle Purchased 07/03/2006 Used New Date Delivered 07/03/2006

Describe Vehicle Year Make 1999 BUICK 264WS52M7X1 Vehicle Identification Number _____

Trade-in _____

If tax exempt, enter exemption code and reason (see instructions back of page 3)

Licensed Dealer's Statement of Sale and Warranty

For value received, hereby sell, assign or trade the vehicle described on this document to the purchaser(s) named in section "A" and I certify that all liens shown on the Certificate of Title are paid.

DEALER Name EMALD CHEVROLET BUICK INC. Area Code - Phone # (414) 258-5000

Required Title Brand (See Instructions back of page 3) _____ Dealer # 39

Police Tax Flood Damage MFR Buyback Mail Damaged

Wisconsin Dealer signature also serves as evidence of application for title/registration and payment of fees.

BRIAN WAGONER
 (Print Name of Selling Dealer's Authorized Agent)

X _____ 07/03/2006
 (Signature of Selling Dealer's Authorized Agent) (Date)

Certification

All parties certify with their signature that to the best of their knowledge the information and statements on this application are true and correct. The prior owner's odometer statement has been shown to the applicant and a copy of this completed application including odometer statement has been furnished the applicant.

COMMERCIAL CARRIERS - I further certify knowledge of applicable federal and state motor carrier safety rules, regulations, standards and orders, and declare that all operations will be conducted in compliance with such requirements.

X _____ 07/03/2006
 (Owner Signature - shown in section A) (Date)

X _____
 (Co-Owner Signature) (Date)

REGULAR SERVICE: Mail application and check for Title and Plate fees to: Wisconsin Dept. of Transportation, PO Box 7949, Madison, WI 53707-7949

PRIORITY SERVICE: Mail application and check with extra \$4 fee to: WI Dept. of Transportation, PO Box 7306, Madison, WI 53707-7306

SPECIAL PLATES: Mail entire application to: WI Dept. of Transportation, PO Box 7911, Madison WI 53707-7911

LEONARD A. JASTROCH
GERALD L. LABARGE

JASTROCH & LABARGE, S.C.

A PROFESSIONAL SERVICE CORPORATION

ATTORNEYS AT LAW

P.O. BOX 1487

FREEDOM SQUARE

640 W. MORELAND BLVD.

WAUKESHA, WISCONSIN 53187-1487

ATTORNEY
VINCENT P. MEGNA

VINCENT P. MEGNA
KAREN M. APPEL
JEAN J. BROWN
SUSAN M. GRZESKOWIAK
JISA L. HOLAHAN
AMELA W. FLORES

TELEPHONE 262-547-2611
FACSIMILE 262-547-6195

January 5, 2007

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

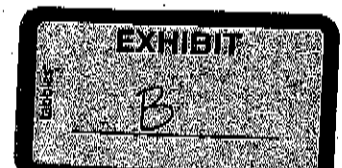
Re: Our Client: [REDACTED]

Dear Sir or Madam:

This office has recently been retained by [REDACTED]. Our client has requested that we proceed on his behalf with a claim based on 15 U.S.C. 2301 et seq., commonly known as the "Magnuson-Moss Warranty Act". Our client purchased and took delivery of a 2005 Chevrolet Malibu, VIN 1G1ZT52895F [REDACTED], from Ewald Chevrolet Buick, Inc. on or about July 3, 2006.

It is our position that our client's 2005 Chevrolet Malibu qualifies for relief under the Magnuson-Moss Warranty Act. Our client is a consumer under the Magnuson-Moss Warranty Act. Said 2005 Chevrolet Malibu is a consumer product under the Magnuson-Moss Warranty Act. General Motors Corporation is a warrantor of said 2005 Chevrolet Malibu under the Magnuson-Moss Warranty Act. Ewald Chevrolet Buick, Inc. is a warrantor and/or supplier of said 2005 Chevrolet Malibu under the Magnuson-Moss Warranty Act. General Motors Corporation and its authorized dealer have been unable to remedy defects, malfunctions and/or failures to conform with a warranty or warranties with said 2005 Chevrolet Malibu within a reasonable time (our client has taken said vehicle into an authorized General Motors Corporation motor vehicle dealer for repair of the same repeatedly).

General Motors Corporation and its authorized dealer have failed to comply with obligations under the applicable written warranty or warranties and/or applicable implied warranty or warranties. Our client has revoked his acceptance of such vehicle, but Ewald



General Motors Corporation

January 5, 2007

Page 2

Chevrolet Buick, Inc. has refused to accept return of such vehicle. Redress under the Magnuson-Moss Warranty Act is therefore appropriate. Please consider this letter as our client's request for relief under the Magnuson-Moss Warranty Act.

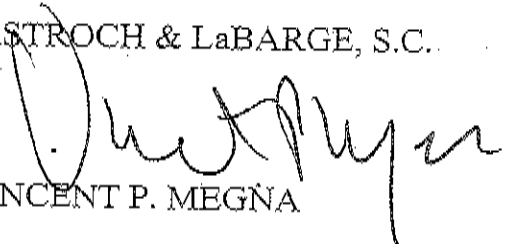
We hereby offer to return said 2005 Chevrolet Malibu in exchange for an appropriate refund, and/or to recover damages, pursuant to Magnuson-Moss Warranty Act.

If there is interest in resolving this matter amicably, please get back to us within ten days from the date of this letter. If we do not hear from you within that period, we will assume that our client's claim has been rejected and proceed accordingly.

Thank you for your anticipated immediate attention to this matter. If you have any questions or concerns, please do not hesitate to contact this office.

Sincerely,

JASTROCH & LaBARGE, S.C.


VINCENT P. MEGNA

VPM/nh

c: Ewald Chevrolet Buick, Inc.


INFORMATION Redacted PURSUANT TO THE FREEDOM OF

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

Bowman and Brooke LLP

150 South Fifth Street, Suite 3000
Minneapolis, MN 55402
Phone: 612.339.8682
Fax: 612.672.3200
www.bowmanandbrooke.com

New Suite Number
Bowman and Brooke LLP
150 S Fifth Street, SUITE 3000
Minneapolis, MN 55402
PLEASE UPDATE YOUR RECORDS

Denette J. Willie
Direct: 612.339.8682
Email: denette.willie@bowmanandbrooke.com

April 26, 2007

VIA EMAIL: lora.d.hauswirth@gm.com

Lora Hauswirth
General Motors Legal Staff
300 Renaissance Center, 24th Floor
P.O. Box 300
Mail Code 482-C24-C66
Detroit, MI 48265-3000

Re: [REDACTED] v. General Motors Corporation
Vehicle: 2005 Chevrolet Malibu
VIN: 1G1ZT52895F [REDACTED]
GM File No.: 628962
Court File No.: 07CV416

Dear Lora:

Based upon the unfavorable repair history below, we negotiated a cash settlement of this claim for the total amount of \$10,000.00, inclusive of fees.

MO1 – Steering – Noise (2091)
H21 – Brakes/Rotors – Wear (1327)

Please prepare and forward the draft below to our office:

1. A draft for \$10,000.00 made payable to:
James Howden and Jastroch & LaBarge, S.C.

Vincent Megna
Jastroch & LaBarge, S.C.
640 W. Moreland Blvd.
Waukesha, WI 53187
TIN: 39-1382024

Odometer: 30,052 miles as of December 7, 2006

::ODMA\PCDOCS\MSP\435586\1

April 26, 2007
Page 2

Thank you for your assistance. Please feel free to contact me if you have any questions or concerns regarding this matter.

Sincerely,

BOWMAN AND BROOKE LLP

A handwritten signature in black ink that reads "Denette J. Willie". The signature is written in a cursive style with a large, stylized initial "D".

Denette J. Willie
Paralegal

DJW/djw

2005 MALIBU LS SEDAN
33U LIGHT DRIFTWOOD METALLIC /V6G
52E NEUTRAL CUSTOM CLOTH
ORDER NO. HSWF8Z/FDR STOCK NO.
VIN 1G1 ZT52 89 5F

CHEVROLET MOTOR DIVISION
GENERAL MOTORS CORPORATION
100 RENAISSANCE CENTER
DETROIT MI 48243-1114
VEHICLE INVOICE 1AD57730771
*****13*04681S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	FLEET
1ZT69 MALIBU LS SEDAN	21150.00	18717.75	INVOICE 01/14/05
BQ2 AVIS RENT A CAR	0.00	0.00	SHIPPED 01/14/05
B37 FLOOR MATS	80.00	69.60	EXP I/T 01/20/05
FE9 50-STATE EMISSIONS	N/C	N/C	INT COM 01/27/05
LX9 3.5L V6 ENGINE	0.00	0.00	PRC EFF 11/11/04
MX0 4-SPEED AUTO TRANSMISSION	0.00	0.00	KEYS G0225 G0225
T43 REAR SPOILER	175.00	152.25	WFP-S QTR OPT-1
VK3 FRONT LICENSE PLATE BRACKET	0.00	0.00	FAN: 000801033
VN9 DAILY RENTAL REPURCHASE PROGRAM	0.00	0.00	BANK: GMAC - 007
V2G FULL FUEL FILL CREDIT	0.00	21.29-	CHG-TO 04-681 SHIP-TO 45-164 AVIS COLUMBUS OH

SHIP WT: 3161
HP: 32.9
MRM: 22030.00
CUST PO NUMBER:
5101416N0200000
DAN: 02001
MEMO 1070.25

TOTAL MODEL & OPTIONS 21405.00 18918.31 ACT 231 19543.31
DESTINATION CHARGE 625.00 625.00

TOTAL 22030.00 19543.31 PAY 310 19543.31

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.

WALDEN FLEET GROUP, INC.

REMIT TO GMAC NO. 007
VIN 1G1ZT52895F232821
\$ 19543.31 INV 1AD57730771
DUE 01/27/05 DEALER 04-681

North American Operations

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



CHECK No. [REDACTED]

50-957
213

DATE
03/21/07

*****1,900 DOLLARS

*****00 CENTS

AMOUNT

*****1,900.00

PAY TO THE ORDER OF

KIMMEL & SILVERMAN, P.C.
 12-19 FAIR LAWN AVE
 FAIR LAWN NJ 07410-2219

North American Operations
 General Motors Corporation
 Disbursement Account

Rachel Chum
 SIGNATURE

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

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 03/21/07

VENDOR DUNS NO. BB 000000172

VENDOR NAME KIMMEL & SILVERMAN, P.C.

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1G2ZG528154	03/20/07 71-457535	VM 1-86U6LU 835.1-86U6LU	00.0000	1,900.00	.00	1,900.00
TOTAL				1,900.00	.00	1,900.00

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

W3

43530

North American Operations

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



CHECK No. [REDACTED]

50-937
213

DATE
03/21/07

*****4,500 DOLLARS

*****00 CENTS *****4,500.00

AMOUNT

FAIR LAWN NJ [REDACTED]

North American Operations
 General Motors Corporation
 Disbursement Account

[Signature]
 SIGNATURE

PAY
TO THE
ORDER
OF

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 03/21/07

VENDOR DUNS NO. BB 000000171

VENDOR NAME [REDACTED]

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1G2ZG528154 [REDACTED]	03/20/07 71-457535835.1	VM 1-86U6LS 1-86U6LS	00.0000	4,500.00	.00	4,500.00
				TOTAL	4,500.00	.00

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

W3

4,500.00

13524



KIMMEL & SILVERMAN

P.C.

1-800-LEMON LAW

www.lemonlaw.com

CORPORATE HEADQUARTERS

30 E. Butler Pike
Ambler, PA 19002
P (215) 540-8888
F (215) 540-8817

WESTERN PA OFFICE, 210 Grant Street, Suite 202, Pittsburgh, PA 15219, P (412) 566-1001, F (412) 566-1005

NEW JERSEY OFFICE, Executive Quarters, 1930 E. Marlton Pike, Suite Q29, Cherry Hill, NJ 08003, P (856) 429-8334, F (856) 216-7344

MARYLAND OFFICE, 10451 Mill Run Circle, Suite 400, Owings Mills, MD 21117, P (410) 356-8835, F (410) 356-8896

DELAWARE OFFICE, 501 Silverside Road, Suite 118, Wilmington, DE 19809, P (302) 791-9373, F (302) 791-9476

MASSACHUSETTS OFFICE, 45 Pond St, Suite 202, Norwell, MA 02061, P (781) 982-9112, F (781) 982-9114

PLEASE REMIT ALL CORRESPONDENCE TO THE AMBLER OFFICE

JACQUELINE C. HERRITT
ROBERT A. RAPKIN
HY DAVID RUBENSTEIN
AMY D. COX
LOUIS DOBI, JR.
HILARY WHEATLEY TAYLOR
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RONALD ROWLAND

ROBERT M. SILVERMAN
CRAIG THOR KIMMEL

* Member, PA Bar
* Member, NJ Bar
* Member, DE Bar
* Member, NY Bar
* Member, MA Bar
* Member, MD Bar
* Member, OH Bar
* Member, DC Bar
* Member, AZ Bar
* Member, CO Bar

March 1, 2007

VIA TELEFAX ONLY (866-592-1363)

Halima Shaw, Esquire
BRC Legal Case Manager
GM Business Resource Center

RE: [REDACTED] v. GM

Dear Ms. Shaw:

Please be advised that our client hereby accepts GM's most gracious offer to settle his claims against GM for \$4,500.00. This will further confirm that we have separately settled my firm's bill of attorney fees and costs for the sum of \$1,900.00. The car has about 12000 on the odometer and attached is the Registration. I will have David Kelly of my office telephone you tomorrow to touch base on consummating the settlement. Once again, thank you for all of your help in getting this matter expeditiously resolved and I look forward to discussing more cases with you as soon as you are ready.

Very truly yours,

Robert M. Silverman

Motor Vehicle Commission **NEW JERSEY**

LEASED VEHICLE REGISTRATION

PLATE NO: [REDACTED] GOOD THRU: 03/2007

VIN: 1G2ZG5281E4 [REDACTED]

PON 2008 4 DR GY GB WC: 7 AX: 2

VAULT PASSENGER 07

EAST HANDOVER NJ DC: [REDACTED]

FEE: 56.00 RENEWAL [REDACTED] PT: PR

RP [REDACTED]



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

December 26, 2006

VIA FAX ONLY

Robert Silverman, Esq.
 Kimmel & Silverman, PC
 30 E Butler Ave
 Ambler, PA 19002-4514

RE: [REDACTED]
 Service Request: 71-457535835
 2005 Pontiac G6
 Vehicle Identification Number: 1G2ZG528154 [REDACTED]
 Customer Relationship Specialist: Halima Shaw

Dear Mr. Silverman:

This is to advise that General Motors is in receipt of the above referenced case dated December 26, 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.

- | | | | |
|-------------------------------------|---|-------------------------------------|-------------------|
| <input checked="" type="checkbox"/> | Copy of owner's current title and/or registration | <input checked="" type="checkbox"/> | Finance agreement |
| <input type="checkbox"/> | Other: | <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



GMC



HUMMER





First Class Mail



KIMMEL & SILVERMAN
P.C.

30 East Butler Pike, Ambler, PA 19002

TO:

JAN 16 2007
General Motors Corporation
C/O MSX International
Attn: BRC Legal
1919 Concept Drive
Warren MI 48091

ST • CL

FIRST • CLASS

FIRST • CLASS

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KIMMEL & SILVERMAN

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1-800-LEMON LAW
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MASSACHUSETTS OFFICE, 45 Pond St, Suite 202, Norwell, MA 02061, P (781) 982-9112, F (781) 982-9114

PLEASE REMIT ALL CORRESPONDENCE TO THE AMBLER OFFICE

January 8, 2007

General Motors Corporation
c/o MSX International
Attn. BRC Legal
1919 Concept Drive
Warren MI 48091

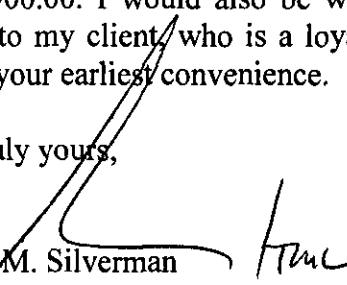
RE: Shore v. General Motors Corporation
VIN #1G2ZG528154 [REDACTED]

Dear Sir/Madam:

I am writing this letter as an effort to work out a pre-litigation settlement of the above captioned matter. I have enclosed the sales and servicing documentation submitted by the client. As you will notice from your Warranty History as well as any dealership records you review, my client's vehicle is a presumptive lemon.

Plaintiff hereby demands a statutory repurchase of the vehicle, plus payment of counsel fees and costs in the bottom line of \$1,900.00. I would also be willing to discuss a vehicle swap, but only if the terms are favorable to my client, who is a loyal General Motors Customer. I look forward to discussing this case at your earliest convenience.

Very truly yours,

Robert M. Silverman 

RMS/tml
Enclosures

ROBERT M. SILVERMAN**
CRAIG THOR KIMMEL**

* Member, PA Bar
* Member, NJ Bar
* Member, DE Bar
* Member, NY Bar
* Member, MA Bar
* Member, MD Bar
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DAVID L. LIEBERMAN***
ANGELA K. TROCCOLI**
FRED DAVIS**
ANNE WARD**
JACQUELYN S. KERNECHEL**
RONALD ROWLAND**

GM Vehicle Inquiry System Summary

[Home](#) - [Summary](#) - [Claim History](#) - [Vehicle Build](#) - [Vehicle Component](#) - [Delivery Information](#) - [Dealer Information](#) - [Service Contract](#) - [Warranty Block](#) - [Branded Title](#)

[Help](#)

VIN :	1G2ZG528154 [REDACTED]
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VEHICLE INFORMATION

Merchandising Model :	2ZG69 -2005 G6 - 6CYL SEDAN	Warranty Start Date :	05/25/2005
BARS Order Type :	70 - RETAIL - STOCK		
Delivering Dealer :	NORMAN GALE BUICK PONTIAC GMC TRUCKS CORP. 1247 ROUTE 10 CEDAR KNOLLS , NJ 07927 (973) 267-1100	Selling Source :	16 - PONTIAC
		Site Code :	34729
		Business Associate Code :	116921
Service Contract :	No	Branded Title :	No
		Warranty Block :	No
		PDI Status :	Paid

REQUIRED FIELD ACTIONS

Type	Number	Description	Posted Date	Status
YT	<u>05548</u>	ENGINE HARMONIC BALANCER NOT SEATED **EXPIRES AUGUST 31, 2006**	N/A	Closed

SERVICE INFORMATIONAL ITEMS

Vehicle Has No Current Record Of Outstanding Service Information

ON STAR AND XM SATELLITE RADIO INFORMATION

Vehicle Has No Associated On Star or XM Radio Information.

APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER	05/25/2005	10 miles	05/25/2008	36010 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH	05/25/2005	10 miles	05/25/2011	100010 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	05/25/2005	10 miles	05/25/2013	80010 miles
36/50000 CALIFORNIA EMISSIONS	05/25/2005	10 miles	05/25/2008	50010 miles
84/70000 CALIFORNIA SELECT COMPONENT	05/25/2005	10 miles	05/25/2012	70010 miles

CLAIM HISTORY

--	--	--	--	--	--

R.O Date	R.O Number	Type	Labor Operation	Odometer Reading
11/21/2006	099269	#	E9740 - GEAR ASSEMBLY, POWER STEERING - REPLACE	11205 miles
10/30/2006	098866	#	E7631 - MOTOR AND CONTROLLER ASSEMBLY, ELECTRONIC POWER STEERING -	10755 miles
10/30/2006	098866	#	Z7902 - 2-DAY COURTESY TRANSPORTATION	10755 miles
10/18/2006	098678	#	E1707 - FRAME, ENGINE - COMPLETE - REPLACE	10422 miles
10/18/2006	098678	#	Z7901 - 1-DAY COURTESY TRANSPORTATION	10422 miles
10/10/2006	098520	#	E3920 - MOUNT ASSEMBLY, FRONT STRUT BEARING - RIGHT - REPLACE	10422 miles
10/10/2006	098520	#	B1710 - HINGE, HOOD - RIGHT - REPLACE	10422 miles
10/10/2006	098520	#	Z7903 - 3-DAY COURTESY TRANSPORTATION	10422 miles
10/10/2006	098520	#	A9119 - PANEL, FENDER - REPAIR	10422 miles
10/10/2006	098520	#	E3921 - MOUNT ASSEMBLY, FRONT STRUT BEARING - LEFT - REPLACE	10422 miles
09/29/2006	098360	#	C2500 - PAD, INSTRUMENT PANEL - REPLACE	10129 miles
06/20/2006	096470	#	H0137 - ROTOR ASSEMBLY - REAR - BOTH - REPLACE	7296 miles
03/01/2006	067362	#	E7631 - MOTOR AND CONTROLLER ASSEMBLY, ELECTRONIC POWER STEERING -	5324 miles
03/01/2006	067362	#	Z7905 - 5-DAY COURTESY TRANSPORTATION	5324 miles
12/28/2005	065935	#	R0760 - RADIO, REMOVE AND REPLACE	3886 miles
12/12/2005	065515	#	J4640 - MOTOR ASSEMBLY, STARTER - REPLACE	3886 miles
12/12/2005	065515	#	Y0042 - 05548 - CUSTOMER SATISFACTION PROGRAM - RETORQUE HARMONIC	3886 miles
12/12/2005	065515	#	R0763 - RECEIVER, RADIO - INSTALL	3886 miles
12/12/2005	065515	#	E9422 - LOWER CONTROL ARM REPLACE - BOTH	3886 miles
12/12/2005	065935	#	R0755 - RADIO RECEIVER-RETURN TO AC/DELCO ESC-INCOMPLETE EXCHANGE	3886 miles
04/22/2005	059518	I	Z6999 - PDI RELATED FLUID ADDS	3 miles
03/31/2005	A81911	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0 miles


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 **Motor Vehicle
Commission**

NEW JERSEY

CHIEF ADMINISTRATOR
MOTOR VEHICLE COMMISSION

LEASED VEHICLE REGISTRATION


PLATE NO: [REDACTED] GOOD THRU: 03/2007
VIN: 1G2ZG5281B4 [REDACTED]
PON 2005 4 DR GY GS WC: 7 AX: 2
VAULT PASSENGER 07
[REDACTED] CC: [REDACTED]
EAST HANOVER NJ [REDACTED] RENEWAL [REDACTED] PT: PR
FEE: 58.00 [REDACTED]

LEASE
GMAC SMARTLEASE® – Monthly Payment

LESSEE (and CO-LESSEE) ("You") name and address, including county


FAIRLAWN NJ 

LESSOR (Retailer) name, address, and telephone number

NORMAN GALE OLDSMOBILE
1247 ROUTE 10
CEDAR KNOLLS NJ 07927

This is an agreement to lease a vehicle. This is not a purchase agreement. You are not buying the vehicle. By signing this lease, you agree to everything on the front and back.

NEW	2005 PONTIAC G6	4DR SDN	1G2ZG528154	Mileage	40	Primary Use	<input checked="" type="checkbox"/> Personal, Family or Household <input type="checkbox"/> Business or Agricultural
Number of Engine Cylinders		6		Prior Use			
Transmission	Brakes	Steering Mechanism	Air Conditioning	<input type="checkbox"/> 1,000 miles or less on odometer	<input type="checkbox"/> Personal, family, or household	<input type="checkbox"/> Demonstrator	
<input checked="" type="checkbox"/> Automatic	<input checked="" type="checkbox"/> Power assisted	<input checked="" type="checkbox"/> Power assisted	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> Livery	<input type="checkbox"/> Daily rental	<input type="checkbox"/> Police	<input type="checkbox"/> Prior wreckage
<input type="checkbox"/> Manual	<input type="checkbox"/> Manual	<input type="checkbox"/> Manual	<input type="checkbox"/> No				
Dealer Installed Options: N/A				Manufacturer's Suggested Retail Price shown on window sticker, if any \$ 22230.00			

FEDERAL CONSUMER LEASING ACT DISCLOSURES

Amount Due at Lease Signing or Delivery (Itemized Below)* \$ 1600.00	Monthly Payments Your first monthly payment of \$ 257.00 is due on 05/26/2005, followed by 35 payments of \$ 257.00 due on the 26th of each month. The total of your monthly payments is \$ 9252.00	Other Charges (not part of your monthly payment) Disposition fee (if you do not purchase the vehicle) \$ N/A N/A \$ N/A Total \$ N/A	Total of Payments (The amount you will have paid by the end of the lease.) \$ 10595.00
---	---	---	---

***Itemization of Amount Due at Lease Signing or Delivery**

Amount Due at Lease Signing or Delivery:		How the Amount Due at Lease Signing or Delivery will be paid:	
Capitalized cost reduction	\$ 1187.00	Net trade-in allowance	\$ N/A
First monthly payment	\$ 257.00	Rebates and noncash credits	\$ 1500.00
Refundable security deposit	\$ N/A	Amount to be paid in cash	\$ 100.00
Title fees	\$ N/A		
Registration fees \$73.50, NJ TIRE FEE \$7.50	\$ 81.00		
Sales/use tax	\$ N/A		
DOC FEE	\$ 75.00		
	\$ N/A		
Total	\$ 1600.00	Total	\$ 1600.00

Your monthly payment is determined as shown below:

Gross capitalized cost. The agreed upon value of the vehicle (\$ 19927.23) and any items you pay for over the lease term (such as service contracts, insurance, and any outstanding prior credit or lease balance)	\$ 21100.88
Capitalized cost reduction. The amount of any net trade-in allowance, rebate, noncash credit, or cash you pay that reduces the gross capitalized cost	- \$ 1187.00
Adjusted capitalized cost. The amount used in calculating your base monthly payment	= \$ 19913.88
Residual value. The value of the vehicle at the end of the lease used in calculating your base monthly payment	- \$ 12644.80
Depreciation and any amortized amounts. The amount charged for the vehicle's decline in value through normal use and for other items paid over the lease term	= \$ 7269.08
Rent charge. The amount charged in addition to the depreciation and any amortized amounts	+ \$ 1982.92
Total of base monthly payments. The depreciation and any amortized amounts plus the rent charge	= \$ 9252.00
Lease term. The number of months in your lease	+ 36
Base monthly payment	= \$ 257.00
Monthly sales/use tax (estimated)	+ \$ N/A
	+ \$ N/A
Total monthly payment	= \$ 257.00

Early Termination. You may have to pay a substantial charge if you end this lease early. The charge may be up to several thousand dollars. The actual charge will depend on when the lease is terminated. The earlier you end the lease, the greater this charge is likely to be.

Excessive Wear and Use. You may be charged for excessive wear based on our standards for normal use and for mileage in excess of 12000 miles per year at the rate of \$.20 per mile.

Purchase Option at End of Lease Term. You have an option to buy the vehicle at the end of the lease term for \$ 13144.80, plus official fees and taxes.

Other Important Terms. See your lease documents for additional information on early termination, purchase options and maintenance responsibilities, warranties, late and default charges, and insurance.

1. ITEMIZATION OF GROSS CAPITALIZED COST.

Agreed upon value of the vehicle	\$	19927.23
GMAC administrative fee	+	\$ 695.00
License/registration/title fees	+	\$ N/A
Sales tax	+	\$ 478.65
Other tax (describe) <u>N/A</u>	+	\$ N/A
Optional service contract	+	\$ N/A
Optional life insurance	+	\$ N/A
Optional disability insurance	+	\$ N/A
<u>N/A</u>	+	\$ N/A
<u>N/A</u>	+	\$ N/A
Gross Capitalized Cost	=	\$ 21100.88

2. THE VEHICLE YOU ARE TRADING.

	(year)	(make)	(model)
Gross trade-in value			
Payoff			
Net trade-in value			

3. TOTAL COST OF THE LEASE (If you are never in default, and you use your option to buy the vehicle at scheduled lease end).

Amount due at lease signing or delivery	\$	1600.00
Total of monthly payments (other than first monthly payment)	+	\$ 8995.00
Security deposit and any life or disability insurance	-	\$ N/A

7. CHARGE FOR FINES. If the government places a fine on the vehicle and you do not pay promptly, we may pay it. Each time we pay a fine, you will pay us the fine plus \$20.

8. OPTIONAL LIFE AND DISABILITY INSURANCE. We do not require life or disability insurance. If you sign below, we will try to get the coverage(s) checked for the lease term. We will include the premium in your base monthly payment. A notice you receive when you sign this lease describes the coverage(s). The insurance may not cover taxes and other amounts due besides the base monthly payment.

Insurer Name N/A
 Address N/A
N/A

Life Insurance (Lessee Co-Lessee Both) Premium \$ N/A
 Coverage Limit \$ N/A
 Disability Insurance (Lessee Only) Premium \$ N/A
 Monthly Coverage Limit \$ N/A
 Lessee's Signature N/A Age N/A
 Co-Lessee's Signature N/A Age N/A

9. WARRANTY AND EXCLUSION OF WARRANTY. You have the benefit of any warrant checked below.

Standard manufacturer's warranty N/A

Warranty papers that are separate from this lease state any coverage limits. We are giving you a warranty that the vehicle conforms to the description in this lease.

4. OFFICIAL FEES AND TAXES. You will pay all government license, title, registration, testing, and inspection fees for the vehicle. You will pay all taxes on the lease or the vehicle that the government levies on you, the vehicle, or us (except our net income taxes). We may charge your monthly payment if taxes change. We may bill you separately for official fees and taxes.

TOTAL ESTIMATED FEES AND TAXES YOU MUST PAY DURING LEASE	\$	634.65
Title fees	\$	N/A
Registration fees	\$	81.00
License fees	\$	N/A
Sales/use taxes (including tax on capitalized cost reduction)	\$	478.65
Excise taxes	\$	N/A
Personal property taxes	\$	N/A
Other (describe) <u>DOC FEE</u>	\$	75.00

5. LATE CHARGE. If you do not pay a monthly payment 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.

6. EXCESS MILEAGE CHARGE. The total allowed mileage on the odometer at lease end is:

Starting odometer mileage	_____	40 miles
Standard mileage allowance	+ _____	36000 miles
Purchased extra miles	+ _____	N/A miles
Total allowed mileage	= _____	36040 miles

You are paying \$ N/A for extra miles. At scheduled lease end, we will credit you with \$ _____ per mile for each unused extra mile you purchased. There will be no credit if the lease ends early, you buy the vehicle, or the vehicle is a total loss.

The excess mileage charge is \$ 20 per mile for each mile beyond 36040 miles. If the lease ends early, any excess mileage and wear charge will not be more than residual value minus the vehicle sale price. There is no excess mileage charge if you buy the vehicle.

10. OPTIONAL SERVICE OR MAINTENANCE CONTRACT.

Name N/A
 Term N/A months, N/A miles.

If you are buying a service or maintenance contract now, you may pay for it at lease signing. If you do not, the price will be in the capitalized cost, and you will pay rent charges on the price.

11. ASSIGNMENT BY LESSOR.

- If this box is checked, Lessor (Retailer) will assign this lease and sell the vehicle to General Motors Acceptance Corporation ("GMAC").
- If this box is checked, GMAC helped to arrange this lease and Lessor (Retailer) will assign it and sell the vehicle to Central Originating Lease Trust.
- If this box is checked, Lessor (Retailer) will assign this lease and sell the vehicle to _____
- If this box is checked, Lessor (Retailer) intends not to assign this lease.

Assignee's address and telephone number
N/A
N/A
N/A

The assignee may designate Vehicle Asset Universal Leasing Trust, or its trustee, as agent to hold title for the benefit of the assignee on the vehicle's certificate of title and/or registration.

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

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

THIS IS THE ENTIRE AGREEMENT. This lease contains the entire agreement between you and us relating to the lease of the vehicle. Any change to the terms of this lease must be in writing and signed by you and us. No oral changes are binding. We may delay or refrain from enforcing any of our rights under this lease without losing them. Lessee (and Co-Lessee) initials _____

NOTICE TO LESSEE. 1. DO NOT SIGN THIS AGREEMENT BEFORE YOU READ IT. 2. YOU ARE ENTITLED TO A COPY OF THIS AGREEMENT.

YOU SIGNED THIS AGREEMENT AND RECEIVED A COPY AT CEDAR KNOLLS NJ ON 05 26 2005
 (city) (state) (month) (day) (year)

LESSEE: _____
 BY: _____
 CO-LESSEE: _____
 BY: _____

NOTICE: THE LESSEE AND THE LESSOR SHALL BE ENTITLED TO REVIEW THE CONTRACT FOR ONE BUSINESS DAY BEFORE SIGNING THE CONTRACT. Lessee and any Co-Lessee acknowledge that they have had at least one business day to review this lease before signing it.

Lessee (and Co-Lessee) initials _____ DATE: 05/26/2005

LESSOR: NORMAN GALE OLDSMOBILE BY: _____ TITLE: _____

Lessor assigns all right, title, and interest in this lease to the party identified in this lease as the intended assignee, under the terms of the lease plan dealer agreement as in effect from time to time with the assignee (the "Dealer Agreement"). Lessor also assigns all right, title, and interest in the leased vehicle to the party identified in this lease as the intended assignee, or its designee, under the terms of the Dealer Agreement.

LESSOR: NORMAN GALE OLDSMOBILE BY: _____ TITLE: _____

SEE OTHER SIDE FOR OTHER IMPORTANT AGREEMENTS INCLUDING A PROHIBITION OF TRANSFER OF YOUR INTEREST.



SIFFORD PONTIAC-GMC, Inc.

250 W. Fort Lee Road / BOGOTA, N. J. 07603 / Telephone (201) 342-2300

FACSIMILE COVER SHEET

DATE 12-28-06

THE FOLLOWING PAGES ARE BEING TRANSMITTED

TO:

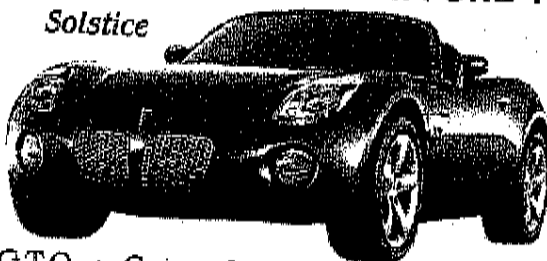
ATTN: Halina

FROM: Sifford Pontiac Services
AL

WE ARE TRANSMITTING _____ PAGES (INCLUDING THIS COVER PAGE)



Solstice



SIFFORD PONTIAC GMC INC.

250 West Fort Lee Road
BOGOTA, NJ 07603



GTO • Grand Prix • G6 • Vibe • Torrent • SV6

Bus. Phone (201) 342-2300
FAX (201) 342-3489



PNC99269

250 West Fort Lee Rd. Bogota, NJ-07603 phone (201) 342-2300 fax (201) 342-3489

0201PNC99269

CUSTOMER NO. 31349	ADVISOR GEORGE LODDER	TAB NO. 662	INVOICE DATE 11/21/06	INVOICE NO. PNC99269
	LABOR RATE	MILEAGE 11,205	COLOR GRAY/	STOCK NO.
FAIR LAWN, NJ	YEAR / MAKE / MODEL 05/PONTIAC/G6/G6 GT SEDAN		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1 G 2 Z G 5 2 8 1 5 4		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.	P. O. NO.	R. O. DATE 11/21/06	
BUSINESS PHONE	COMMENTS			MO: 11207

JOB# 1 CHARGES-----

LABOR-----
 J# 1 06PNZ00 DIAGNOSE STEERING TECH(S):474 WARRANTY
 CUSTOMER STATES:RATTLE IN STEERING-SOP
 AND BINDING IN AM WIEN COLD OUTSIDE
 TECH FOUND POWER STEERING RACK BINDING INTERNALLY
 REPLACE POWER STEERING RACK

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1		15858368	GEAR 6.508		WARRANTY
	-1		15858368	CORE RETURN		WARRANTY
TOTAL - PARTS						0.00

JOB# 1 TOTALS-----

JOB# 1 JOURNAL PREFIX PNC99269 JOB# 1 TOTAL 0.00

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

TOTALS-----

THANK YOU. WE APPRECIATE YOUR BUSINESS!

	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

CASH [] CHECK [] CREDIT CARD []

*****GENERAL MOTORS WILL SEND YOU A SURVEY REGARDING YOUR
 SATISFACTION WITH OUR SERVICE DEPARTMENT. YOUR
 COMPLETE SATISFACTION IS OUR GOAL. PLEASE LET US
 KNOW IF THERE IS ANY REASON YOU CANNOT FILL THE
 SURVEY OUT COMPLETELY SATISFIED!*****

SIFFORD PONTIAC GMC INC.
 www.shopsifford.com
 201-342-2300



250 West Fort Lee Rd. Bogota, NJ 07603 phone (201) 342-2300 fax (201) 342-3489

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
00PNZD12K	12,000(6K) MILE SERV	MI	79.95	00PNZF18K	18,000(6K) MILE SERV	MI	79.95

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
10/30/06	98866	10755	662	674	W	06PNZ00	DIAGNOSE STEERING
10/18/06	98678	10422	662	674	W	80PNZ00ENTRPRSE	ENTERPRISE RENTAL
10/10/06	98520	10422	662	635	W	06PNZ0	DIAGNOSIS
				459	W	80PNZ00ENTRPRSE	ENTERPRISE RENTAL
				674	W	06PNZ00	DIAGNOSE STEERING
				330	W	01PNZ000	SQUEAKS/RATTLES

SALESPERSON NO.

S E R V I C E

STATE REG# 01361A

VEHICLE I.D. NO. 1G2ZG528154	YEAR/MAKE/MODEL 05/PONTIAC/G6/G6 GT SEDAN	PRODUCTION DATE	STOCK NO.	LICENSE NO.	R.O. NO. 99269
CUSTOMER NO. 31349	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R.O. DATE 11/21/06
COLOR GRAY/	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO.	
TURBO	M/MC	AIR COND.	P. S.	TRANS	MILEAGE 11,000
	PNZZ	Y	Y	A	ADVISOR NO. 662
RESIDENCE PHONE	BUSINESS PHONE	I hereby authorize the repair work therein set forth to be done by you, together with the furnishing by you of the necessary parts and other material for such repair, and agree that you are not responsible for any delays caused by unavailability or delayed availability of parts or material for any reason; that you neither assume or authorize any other person to assume for you any liability in connection with such repair; that you shall not be responsible for loss or damage to the above vehicle, or articles left therein; in case of fire, theft or other cause beyond your control; that an express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto; that your employees may operate the above vehicle for the purpose of testing and/or inspecting such vehicle.			
TIME RECEIVED 07:40am	DATE/TIME PROMISED 11/21/06 06:00pm	PRIORITY	ADVISOR GEORGE LODDER		
APPOINTMENT <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	LABOR RATE	<p>11207</p>			

ORIGINAL CUSTOMER ESTIMATE: TOTAL 0.00

X _____

1. C * 06PNZ00 **DIAGNOSE STEERING**
CUSTOMER STATES: RATTLE IN STEERING-SOP

[Handwritten signature]

Prior Repairs on Vehicle

NEEDED SERVICE

PART NUMBER

PARTS COST

LABOR TIME

LABOR COST

TOTAL

X

- 4CYL
- 6CYL
- VA
- VB
- P/S
- AIR CON.
- AIR
- CCC
- FWD
- 4WD

NOV 21 08:53

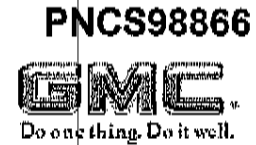
NOV 21 08:53

Warranty
Parts Returned

Line # _____
Date _____
Name _____

STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R.O. NO.	OPR. NO.	TIME	OFF
11/21	1.4	99269	4774	Shore	3

condition. Rattle in steering - front end, cause. Rack binds with cold conditions
correct - Bind is back



PNC598866

250 West Fort Lee Rd. Bogota, NJ 07603 phone (201) 342-2300 fax (201) 342-3489

0201PNC598866

CUSTOMER NO. 31349	ADVISOR GEORGE LODDER	TAB NO. 662	INVOICE DATE 11/01/06	INVOICE NO. PNC598866
	LABOR RATE	LICENSE NO.	MILEAGE 10,755	COLOR GRAY/
FAIR LAWN, NJ	YEAR / MAKE / MODEL 05/PONTIAC/G6/G6 GT SEDAN		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1 G 2 Z G 5 2 8 1 5 4		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.	P. O. NO.	R. O. DATE 10/30/06	
BUSINESS PHONE	COMMENT			MO: 10758

JOB# 1 CHARGES-----

LABOR-----

J# 1 06PNZ00 DIAGNOSE STEERING TECH(S):674 WARRANTY

CUSTOMER STATES:HARD TO TURN 1ST THING IN AM WHEN COLD

OUTSIDE-HEARS SNAP NOISE WHEN TURNING

TECH FOUND POWER STEERING ASSIST MOTOR NOT WORKING

CORRECTLY-SHARTED INTERNALLY

REPLACE POWER STEERING ASSIST MOTOR AND CALIBRATE STEERING

POSITION SENSOR

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

1 15775370 MOTOR 6.605 TOTAL - PARTS WARRANTY 0.00

JOB# 1 TOTALS-----

JOB# 1 JOURNAL PREFIX PNC5 JOB# 1 TOTAL 0.00

JOB# 2 CHARGES-----

LABOR-----

J# 2+80PNZ00ENTRPRSE ENTERPRISE RENTAL TECH(S):674 WARRANTY

PROVIDE RENTAL

2 DAYS RENTAL @ \$37.00/DAY=\$74.00

D669637-1G2ZG558464

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

70390 11/01/06 RENTAL /D669367 TOTAL - SUBLET WARRANTY 0.00

JOB# 2 TOTALS-----

JOB# 2 JOURNAL PREFIX PNC5 JOB# 2 TOTAL 0.00

ESTIMATE-----

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING

ORIGINAL ESTIMATE OF \$0.00 (+TAX)



250 West Fort Lee Rd. Bogota, NJ 07603 phone (201) 342-2300 fax (201) 342-3489

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
00PNZD12K	12,000(GK) MILE SERV	MI	79.95	00PNZF18K	18,000(GK) MILE SERV	MI	79.95

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
10/18/06	98678	10422	662	635	W	06PNZ0	DIAGNOSIS
				459	W	80PNZ00ENTRPRSE	ENTERPRISE RENTAL
10/10/06	98520	10422	662	674	W	06PNZ00	DIAGNOSE STEERING
				330	W	01PNZ000	SQUEAKS/RATTLES
				459	W	80PNZ00ENTRPRSE	ENTERPRISE RENTAL
				430	W	01PNZ51	DASHBOARD

SALESPERSON NO.

S E R V I C E

STATE REG# 01361A

674 430	VEHICLE ID NO.	1G2ZG528154	YEAR/MAKE/MODEL	05/PONTIAC/G6/G6 CT SEDAN		PRODUCTION DATE	STOCK NO.	LICENSE NO.	R. O. NO.
	CUSTOMER NO.	31349	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R. O. DATE	98866	
	COLOR	GRAY/	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO.			
	TURBO	M/MC	AIR COND.	P.S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR	GEORGE LODDER
		PNZZ	Y	Y	A	11,000	662		
RESIDENCE PHONE	BUSINESS PHONE		I hereby authorize the repair work therein set forth to be done by you, together with the furnishing by you of the necessary parts and other material for such repair, and agree that you are not responsible for any delays caused by unavailability or delayed availability of parts or material for any reason; that you neither assume or authorize any other person to assume for you any liability in connection with such repair; that you shall not be responsible for loss or damage to the above vehicle, or articles left therein, in case of fire, theft or other causes beyond your control; that an express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereon; that your employees may operate the above vehicle on streets, highways or elsewhere for the purpose of testing and/or inspecting such vehicle.						
TIME RECEIVED	DATE/TIME PROMISED	PRIORITY							
09:02am	10/30/06 06:00pm								
APPOINTMENT	LABOR RATE		X						
<input type="checkbox"/> Yes									
<input checked="" type="checkbox"/> No									

ORIGINAL CUSTOMER ESTIMATE: TOTAL 0.00

X

C* 06PNZ00 **DIAGNOSE STEERING**
 CUSTOMER STATES: HARD TO TURN 1ST THING IN AM WHEN COLD
 OUTSIDE-HEARS SNAP NOISE WHEN TURNING

Pump.

2 RENTAL

D 668637

1G2ZG558464

35.00/DAY - Jobs

10756

L/m - 10/31 - 2:10

Reprints and Reproduction: ESTIMATEWORK 038 7275 Q (12/06)

STEVE L. TAC CASE 9272847

NEEDED SERVICE

PART NUMBER

PARTS COST

LABOR TIME

LABOR COST

TOTAL

X

P/S elec. motor
P/S rack

OCT 31 AM 10:10

OCT 31 PM 1:10

OCT 31 AM 1:00

Replace P.S. Assist Motor
Calibrate Steering Position Sensor
Replace Sensor
Steering Tuning Selection

12/28/2006 10:16 2013423489 PONTIAC BOGOTA

NOV 1 AM 9:30

Warranty Parts Returned
Line # _____
Date _____
Name _____

STRAIGHT TIME (HRS)	FLAT RATE PRICE	P.O. NO.	TIME	OFF
1111	13	98866		
		EMP. NO. 67d		
		OPER. NO. Shore		



PNC98678



PNC98678

250 West Fort Lee Rd. Bogota, NJ 07603 phone (201) 342-2300 fax (201) 342-3489

02011PNC98678

CUSTOMER NO. 31349	ADVISOR GEORGE LODDER	TAG NO. 662	INVOICE DATE 10/19/06	INVOICE NO. PNC98678
	LABOR RATE	LICENSE NO.	MILEAGE 10,422	COLOR GRAY
FAIR LAWN, NJ	YEAR / MAKE / MODEL 05/PONTIAC/G6/G6 GT SEDAN			DELIVERY DATE
	VEHICLE I.D. NO. 1G2ZG528154			DELIVERY MILES
	F. T. E. NO.	P. O. NO.	R. O. DATE 10/18/06	PRODUCTION DATE
BUSINESS PHONE	COMMENTS			MO: 10423

JOB# 1 CHARGES-----

LABOR-----

J# 1 06PNZO DIAGNOSIS TECH(S):635 WARRANTY

CUSTOMER STATES:RATTLING NOISE OVER BUMPS
IN RAIN SEEMS MUCH BETTER
BAFFLE BROKE LOOSE INSIDE R/FRT INNER FRAME
GAIN ACCESS TO R/FRT INNER FRAME R&R FRT FENDER REPAIR
FILL WITH FOAM

JOB# 1 TOTALS-----

JOB# 2 CHARGES-----

JOB# 1 JOURNAL PREFIX PNC98678 JOB# 1 TOTAL 0.00

LABOR-----

J# 2+80PNZ00ENTRPRSF ENTERPRISE RENTAL TECH(S):459 WARRANTY

PROVIDE RENTAL
D-669299
1DAY @ 37.00

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

70273 10/19/06 RENT/D669299

TOTAL - SUBLET WARRANTY 0.00

JOB# 2 TOTALS-----

JOB# 2 JOURNAL PREFIX PNC98678 JOB# 2 TOTAL 0.00

ESTIMATE-----

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

TOTALS-----

THANK YOU. WE APPRECIATE YOUR BUSINESS!

CASH [] CHECK [] CREDIT CARD []

*****GENERAL MOTORS WILL SEND YOU A SURVEY REGARDING YOUR SATISFACTION WITH OUR SERVICE DEPARTMENT. YOUR COMPLETE SATISFACTION IS OUR GOAL. PLEASE LET US KNOW IF THERE IS ANY REASON YOU CANNOT FILL THE SURVEY OUT COMPLETELY SATISFIED!*****

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

SIFFORD PONTIAC GMC INC.
www.shopsifford.com
201-342-2300

CUSTOMER SIGNATURE



250 West Fort Lee Rd. Bogota, NJ 07603 phone (201) 342-2300 fax (201) 342-3489

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
00PNZC9K	9,000(3K) SERVICE	MI	11.20				

SERVICE HISTORY

DATE	REPAIR ORDER	MILAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
09/29/06	98360	10129	662	672	W	01PNZ000	SQUEAKS/RATTLES
				672	C	06PNZ00	DIAGNOSE STEERING
06/20/06	96470	7296	662	672	C	00PNZA3K	3,000 (3K) SERVICE
				597	W	05PNZ00	BRAKE DIAGNOSIS
				597	C	06PNZ00	DIAGNOSE STEERING

SALESPERSON NO.

S E R V I C E

STATE REG# 01361A

VEHICLE I.D. NO. 1G2ZG528154		YEAR/MAKE/MODEL 05/PONTIAC/G6/G6 GT SEDAN		PRODUCTION DATE	STOCK NO.	LICENSE NO. BSHORE	R. O. NO. 98678
FAIR LAWN, NJ		CUSTOMER NO. 31349	SERVICE CONTRACT		DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO. 10/18/06
COLOR GRAY		CONTRACT NO.		EXPIRATION DATE	EXPIRATION MILES	TAG NO.	
TURBO	M/MC	AIR COND.	P. S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
	PNZZ	Y	Y	A	10,422	662	GEORGE LODDER
RES.	BUSINESS PHONE		I hereby authorize the repair work therein set forth to be done by you, together with the furnishing by you of the necessary parts and other material for such repair, and agree that you are not responsible for any delays caused by unavailability or delayed availability of parts or material for any reason; that you warrant safe time or authorize any other person to assume for you any liability in connection with such repair; that you shall not be responsible for loss of damage to the above vehicle, or articles left therein; in case of fire, theft or other cause beyond your control; that an express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto; that your employees may operate the above vehicle on streets, highways or premises for the purpose of testing and/or inspecting such vehicle.				
TIME RECEIVED 08:31 am	DATE/TIME PROMISED 10/18/06 06:00pm	PRIORITY	LABOR RATE				
APPOINTMENT <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		X					

JOB

ORIGINAL CUSTOMER ESTIMATE: TOTAL 0.00

X _____

1 C* 06PNZ0 DIAGNOSIS
CUSTOMER STATES: RATTLING NOISE OVER BUMPS
IN RAIN SEEMS MUCH BETTER

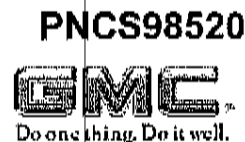
(2) RENTAL

D-669299
*37

1G1ZT58N57

NEEDED SERVICE	PART NUMBER	PARTS COST	LABOR TIME	LABOR COST	TOTAL	X	
<p>635 NOISE R/FRT BAGGLE IN R/FRT FRAME CAME LOOSE AND WEDGED IN WELDED PORTION OF FRAME RSTR R/FRT FENDER COWL WIPERS CUT ACCESS HOLE IN WHEEL ARCHES REMOVED REMOVE BRACKET BAGGLE - FILL WITH FIRM WOODALL SUPPORT BRACKET</p>							<p>OCT 18 AM 9:11 OCT 18 AM 10:51 OCT 18 AM 11:13 OCT 18 PM 4:06 OCT 19 AM 6:42 OCT 19 PM 12:47</p>

STRAIGHT TIME (HRS)	FLAT RATE PRICE	R.O. NO.	9867	TIME	OFF
10/19	36	635	Shore		ON



250 West Fort Lee Rd. Bogota, NJ 07603 phone (201) 342-2300 fax (201) 342-3489

PNC98520



02011PNC98520

CUSTOMER NO. 31349	ADVISOR GEORGE LODDER	TAG NO. 662	INVOICE DATE 10/18/06	INVOICE NO. PNC98520
	LABOR RATE	MILEAGE 10,122	COLOR GRAY/	STOCK NO.
FAIR LAWN, NJ	YEAR / MAKE / MODEL 05/PONTIAC/G6/G6 GT SEDAN		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1 G 2 Z G 5 2 8 1 5 4		SELLING DEALER NO.	PRODUCTION DATE
	P. T. E. NO.	P. O. NO.	R. O. DATE 10/10/06	REPRINT# 1
BUSINESS PHONE	COMMENTS			MO: 10435

JOB# 1 CHARGES-----

LABOR-----
J# 1 06PNZ00 **DIAGNOSE STEERING** **TECH(S):674** **WARRANTY**
 CUSTOMER STATES:KNOCKING NOISE WHEN TURNING
 TECH FOUND UPPER STRUT MOUNTS NOISEY
 REPLACE RIGHT UPPER STRUT MOUNT,BEARING,BUMP STOP,AND BOOT

PARTS-----	QTY----	FP-NUMBER-----	DESCRIPTION-----	UNIT PRICE-	
	1	22712115	BEARING 7.389		WARRANTY
	1	22712118	BUMPER 7.395		WARRANTY
	1	21992520	SHIELD 7.371		WARRANTY
	1	15836874	MOUNT 7.395		WARRANTY
	0	15858368	GEAR 6.508		WARRANTY

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

TOTAL - PARTS 0.00

JOB# 1 TOTALS-----

JOB# 2 CHARGES----- JOB# 1 JOURNAL PREFIX PNC98520 JOB# 1 TOTAL 0.00

LABOR-----
J# 2+01PNZ000 **SQUEAKS/RATTLES** **TECH(S):330 674** **WARRANTY**
 CUSTOMER STATES:SQUEAK NOISE OVER BUMPS-SOUNDS LIKE DASH
 AREA
 TECH FOUND HOOD HINGE PINS LOOSE
 REPLACE HOOD HINGE RIGHT SIDE

PARTS-----	QTY----	FP-NUMBER-----	DESCRIPTION-----	UNIT PRICE-	
	1	22701366	HINGE 8.015		WARRANTY
	1	15143682	HINGE 8.015		WARRANTY

TOTAL - PARTS 0.00

G.O.G. & SUPPLIES-----
 1.0 PAINT MATERIALS @ /UNIT **WARRANTY**
 TOTAL - GOG 0.00

JOB# 2 TOTALS-----

JOB# 3 CHARGES----- JOB# 2 JOURNAL PREFIX PNC98520 JOB# 2 TOTAL 0.00

LABOR-----
J# 3+80PNZ00ENTRPRSE **ENTERPRISE RENTAL** **TECH(S):459** **WARRANTY**
 PROVIDE RENTAL
 D-6669093
 3 DAYS AT 37.00
 2G2WP552161

SUBLET-----
 PO# 70248 VEND INV# 10/13/06 INV.DATE 10/13/06 DESCRIPTION RENTAL/D6669093 **WARRANTY**
 TOTAL - SUBLET 0.00



250 West Fort Lee Rd. Bogota, NJ 07603 phone (201) 342-2300 fax (201) 342-3489

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
00PNZC9K	9,000(3K) SERVICE	MI	11.20				

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
09/29/06	98360	10129	662	672	W	01PNZ00	SQUEAKS/RATTLES
				672	C	06PNZ00	DIAGNOSE STEERING
06/20/06	96470	7296	662	672	C	00PNZA3K	3,000 (3K) SERVICE
				597	W	05PNZ00	BRAKE DIAGNOSIS
				597	C	06PNZ00	DIAGNOSE STEERING

SALESPERSON NO.

S E R V I C E

STATE REG# 01361A

VEHICLE ID NO. 1G2ZG528154		YEAR/MAKE/MODEL 05/PONTIAC/G6/G6 GT SEDAN		PRODUCTION DATE	STOCK NO.	P. O. NO. 98520	
CUSTOMER NO. 31349		SERVICE CONTRACT		DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R. O. DATE 10/10/06
COLOR GRAY/		CONTRACT NO.		EXPIRATION DATE	EXPIRATION MILES	TAB NO.	
TURBO	MMC PNZZ	AIR COND. Y	P.S. Y	TRANS A	MILEAGE 10,200	ADVISOR NO. 662	ADVISOR GEORGE LODDER
RESIDENCE PHONE		BUSINESS PHONE		I hereby authorize the repair work therein set forth to be done by you, together with the furnishing by you of the necessary parts and other material for such repair, and agree that you are not responsible for any delays caused by unavailability or delayed availability of parts or material for any reason; that you neither assume or authorize any other person to assume for you any liability in connection with such repair; that you shall not be responsible for loss or damage to the above vehicle, or articles left therein; in case of fire, theft or other cause beyond your control, that an express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto; that your employees may operate the above vehicle for the purpose of inspecting such vehicle.			
TIME RECEIVED 08:34am	DATE/TIME PROMISED 10/10/06 06:00pm	PRIORITY		LABOR RATE			
APPOINTMENT <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		LABOR RATE		X			

674

ORIGINAL CUSTOMER ESTIMATE: TOTAL

10422

X _____
1 **W * 06PNZ00** **DIAGNOSE STEERING**
CUSTOMER STATES: KNOCKING NOISE WHEN TURNING

Date:	<u>10/19/06</u>
Auth Code:	<u>W</u>
Labor Op:	<u>49119</u> Amt: <u>1132.63</u>
AVM Signature:	<u>[Signature]</u>

Reynolds and Reynolds, ERASYNWORKS, CCSN1272910 (1/2003)

Todd TAC CASE 9240569

NEEDED SERVICE

PART NUMBER

A-pillar to cond wisen gaps
 tighten gaps/spot welder spot lower
 widen sheet structural spot lower to cond

LABOR COST

TOTAL

X

Constant status knocking noise when turning
 noise in front suspension
 replace upper strut mounts bearings bumpsteaps & boots
 both sides

STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R.O. NO.	TIME	OFF
10/13	2.5	98520		

STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R.O. NO.	TIME	OFF
10/13	33.59	98510		

Constant separating noise over bumpsteaps
 Fend loose hood hinge rubbing together
 Replace hood hinge right side & paint hinge
 to correct separating noise

STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R.O. NO.	TIME	OFF
10/13	6.10	98520		

c/s noise in dash R/side

TEST drive noise in R/DASH
 Insulate AC lines/Brake lines/cables from firewall, relieve NO remove upper dash defrost grill & L/R pillar
 millings, relieve car after inspecting dash mounting H.C., Remove glovebox, R/lower carpet trimmer millings pull back carpet inspect
 firewall for bad spot welds + anything else, Remove eng. firewall insulator check firewall, relieve with ears noise is from firewall it's hard to
 pin point, Remove dash panel trim pad, secure R/R4, insin coolant to remove HVAC case assembly
 reshape firewall back of HVAC case
 install steering, Dash drive car OK no noise

Warranty Parts Returned

OCT 13 19



PNC96470



Do one thing. Do it well.

250 West Fort Lee Rd. Bogota, NJ 07603 phone (201) 342-2300 fax (201) 342-3489

PNC96470

02011PNC96470

CUSTOMER NO. 31349	ADVISOR GEORGE LODDER	TAG NO. 662	INVOICE DATE 06/20/06	INVOICE NO. PNC96470
	LABOR RATE	INVOICE NO.	MILEAGE 7,296	COLOR GRAY/
FAIR LAWN, NJ	YEAR / MAKE / MODEL 05/PONTIAC/G6/G6 GT SEDAN		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1 G 2 Z G 5.2 8 1 5 4		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.	P. O. NO.	R. O. DATE 06/20/06	
BUSINESS PHONE	COMMENTS			MO: 7297

JOB# 1 CHARGES-----

LABOR-----

J# 1 05PNZ00 BRAKE DIAGNOSIS TECH(S):597 WARRANTY

CUSTOMER STATES:VIBRATION IN STEERING WHEN BRAKING-MORE ON HIGHWAY SPEEDS

TECH FOUND FRONT BRAKE ROTORS WARPED

RESURFACE FRONT BRAKE ROTORS

JOB# 1 TOTALS-----

JOB# 1 JOURNAL PREFIX PNC96470 JOB# 1 TOTAL 0.00

JOB# 2 CHARGES-----

LABOR-----

J# 2 06PNZ00 DIAGNOSE STEERING TECH(S):597 0.00

CUSTOMER STATES:KNOCKING IN STEERING WHEN GO OVER BUMPS OR TURN STEERING WHEEL

TECH AND SERVICE MANAGER ROAD TESTED-WORKING TO FACTORY SPEC'S AT THIS TIME

JOB# 2 TOTALS-----

JOB# 2 JOURNAL PREFIX PNC96470 JOB# 2 TOTAL 0.00

ESTIMATE-----

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$100.00 (+TAX)

TOTALS-----

THANK YOU. WE APPRECIATE YOUR BUSINESS!

CASH [] CHECK [] CREDIT CARD []

*****GENERAL MOTORS WILL SEND YOU A SURVEY REGARDING YOUR SATISFACTION WITH OUR SERVICE DEPARTMENT. YOUR COMPLETE SATISFACTION IS OUR GOAL. PLEASE LET US KNOW IF THERE IS ANY REASON YOU CANNOT FILL THE SURVEY OUT COMPLETELY SATISFIED!*****

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

SIFFORD PONTIAC GMC INC.
www.shopsifford.com
201 342-2300

CUSTOMER SIGNATURE



250 West Fort Lee Rd. Bogota, NJ 07603 phone (201) 342-2300 fax (201) 342-3489

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
OOPNZ86K	6,000 MILE SERVICE	MI	84.95				

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION

SALESPERSON NO.

S E R V I C E

STATE REG# 01361A

VEHICLE NO. 1GZZG528154	YEAR/MAKE/MODEL 05/PONTIAC/G6/G6 GT SEDAN	PRODUCTION DATE	STOCK NO.	LICENSE NO.	R.D. NO. 96470
CUSTOMER NO. 31349	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R.D. DATE 06/20/06
FAIR LAWN, NJ	COLOR GRAY/	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO.
TURBO	W/MC	AIR COND.	P.S.	TRANS	MILEAGE
	PNZZ	Y	Y	A	7,500
ADVISOR NO. 662	ADVISOR GEORGE LODDER	I hereby authorize the repair work therein to be done by you, together with the furnishing by you of the necessary parts and other material for such repair, and agree that you are not responsible for any delays caused by unavailability or delayed availability of parts or material for any reason; that you neither assume or authorize any other person to assume for you any liability in connection with such repair; that you shall not be responsible for loss or damage to the above vehicle, or articles left therein; in case of fire, theft or other cause beyond your control; that an express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs therein; that your employees may operate the above vehicle on streets and highways for the purpose of testing and/or inspecting said vehicle.			
TIME RECEIVED 07:55am	DATE/TIME PROMISED 06/20/06 06:00pm	PRIORITY	LARGE RATE		
APPOINTMENT <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	7297				

ORIGINAL CUSTOMER ESTIMATE: TOTAL 100.00

1 C 05PNZ00 BRAKE DIAGNOSIS
CUSTOMER STATES: VIBRATION IN STEERING WHEN BRAKING-MORE ON HIGHWAY SPEEDS

2 C 06PNZ00 DIAGNOSE STEERING
CUSTOMER STATES: KNOCKING IN STEERING WHEN GO OVER BUMPS OR TURN STEERING WHEEL

NEEDED SERVICE

PART NUMBER

PARTS COST

LABOR TIME

LABOR COST

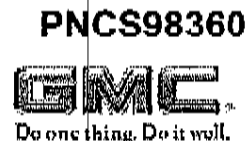
TOTAL

X

Compl: Vibration when braking
 Cause: Both front rotors uneven.
 Correction: Cut both front rotors.

STRAIGHT TIME (HRS)	FLAT RATE PRICE	R.O. NO.	TIME	OFF
6.60	1.6	9470		2
		EMP. NO. 591	Shore	CN

8CYL
 8CYL
 V6
 V8
 PIS
 AIR COM.
 AIR
 CCC
 FWD
 4WD



PNC98360

250 West Fort Lee Rd. Bogota, NJ 07603 phone (201) 342-2300 fax (201) 342-3489

0201PNC98360

CUSTOMER NO. 31349	ADVISOR GEORGE LODDER	TAG NO. 662	INVOICE DATE 09/29/06	INVOICE NO. PNC98360
	LABOR RATE	LICENSE NO.	MILEAGE 10,129	COLOR GRAY/
FAIR LAWN, NJ	YEAR / MAKE / MODEL 05/PONTIAC/G6/G6 GT SEDAN	DELIVERY DATE	DELIVERY MILES	
	VEHICLE I.D. NO. 1 G 2 Z G 5 2 8 1 5 4	SELLING DEALER NO.	PRODUCTION DATE	
	F. T. E. NO.	P. O. NO.	R. O. DATE 09/29/06	
	BUSINESS PHONE	COMMENTS	MO: 10130	

JOB# 1 CHARGES-----
 LABOR-----
 J# 1 01PNZ00 SQUEAKS/RATTLES TECH(S):672 WARRANTY
 CUSTOMER STATES:RATTLE FROM DASH
 RIGHT SIDE
 LOOSE
 REMOVE AND SECURE DASH PAD

JOB# 1 TOTALS-----
 JOB# 1 JOURNAL PREFIX PNC98 JOB# 1 TOTAL 0.00

JOB# 2 CHARGES-----
 LABOR-----
 J# 2 06PNZ00 DIAGNOSE STEERING TECH(S):672 0.00
 CUSTOMER STATES:KNOCKING IN STEERING WHEN TURNING
 ORDER NL/SIDE MOUNT AND STRUT BEARING

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
PART ON SPECIAL ORDER	0	22712116	BEARING 7.389	60.20	0.00
** QUANTITY 2 IS SPECIAL ORDERED **					
PART ON SPECIAL ORDER	0	22712118	RUMPR 7.395	10.58	0.00
** QUANTITY 2 IS SPECIAL ORDERED **					
PART ON SPECIAL ORDER	0	21992520	SHIELD 7.371	5.98	0.00
** QUANTITY 2 IS SPECIAL ORDERED **					
PART ON SPECIAL ORDER	0	15836873	MOUNT 7.395	68.14	0.00
** QUANTITY 1 IS SPECIAL ORDERED **					
PART ON SPECIAL ORDER	0	15836874	MOUNT 7.395	64.88	0.00
** QUANTITY 1 IS SPECIAL ORDERED **					
PART ON SPECIAL ORDER	0	22701366	HINGE 8.015	17.14	0.00
** QUANTITY 1 IS SPECIAL ORDERED **					
PART ON SPECIAL ORDER	0	15143682	HINGE 8.015	15.66	0.00
** QUANTITY 1 IS SPECIAL ORDERED **					
TOTAL - PARTS					0.00

JOB# 2 TOTALS-----
 JOB# 2 JOURNAL PREFIX PNC98 JOB# 2 TOTAL 0.00

JOB# 3 CHARGES-----
 LABOR-----
 J# 3 00PNZA3K 3,000 (3K) SERVICE TECH(S):672 13.36
 3,000 MILE SERVICE
 PREVENTATIVE MAINTENANCE
 PERFORMED PER REQUIRED FACTORY MAINTENANCE SCHEDULE
 I OF CHCK ALL FLUIDS & TIRE PRESSURE



250 West Fort Lee Rd. Bogota, NJ 07603 phone (201) 342-2300 fax (201) 342-3489

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
00PNZC9K	9,000(3K) SERVICE	MI	11.20				

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
06/20/06	96470	7296	662	597 597	W C	05PNZ00 06PNZ00	BRAKE DIAGNOSIS DIAGNOSE STEERING

SALESPERSON NO.

S E R V I C E

STATE REG# 01361A

VEHICLE ID NO. 1G2ZG528154	YEAR/MAKE/MODEL 05/PONTIAC/G6/G6 GT SEDAN	PRODUCTION DATE	STOCK NO.	LICENSE NO. BSHORE	R.O. NO. 98360
CUSTOMER NO. 31349	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	BELLING DEALER NO.	R.O. DATE 09/29/06
COLOR GRAY/	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO.	
TURBO PNZZ	AIR COND. Y	P.S. Y	TRANS A	MILEAGE 10,129	ADVISOR NO. 662
					ADVISOR GEORGE LODDER
FAIR LAWN NJ	BUSINESS PHONE	I hereby authorize the repair work therein set forth to be done by you, together with the furnishing by you of the necessary parts and other material for such repair, and agree that you are not responsible for any delays caused by unavailability or delayed availability of parts or material for any reason; that you neither assume or guarantee any other person to assume for you any liability in connection with such repair; that you shall not be responsible for loss or damage to the above vehicle, or articles left therein; in case of fire, theft or other cause beyond your control; that an express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto; that your employees may operate the above vehicle on streets, highways or other ways for the purpose of testing and/or inspecting such vehicle.			
TIME RECEIVED 8:22am	DATE/TIME PROMISED 09/29/06 06:00pm	PRIORITY	LABOR RATE	X Y	

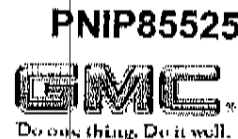
JOB	ORIGINAL CUSTOMER ESTIMATE:	TOTAL
X		30.00
1	C 01PNZ00 SQUEAKS/RATTLES CUSTOMER STATES: RATTLE FROM DASH RIGHT SIDE	
2	C * 06PNZ00 DIAGNOSE STEERING CUSTOMER STATES: KNOCKING IN STEERING WHEN TURNING	
3	C 00PNZA3K 3,000 (3K) SERVICE 3,000 MILE SERVICE	

10,130 mi

02500.9

NEEDED SERVICE	PART NUMBER	PARTS COST	LABOR TIME	LABOR COST	TOTAL	X
Lube, oil, Filter	✓ 2x upper mount - strut					SEP 29 AM 9:11
CK Rattle noise of dash	✓ 2x strut Bearing					6CYL
CAUSE - AC Line Bracket tapping	✓ 2x Bumpstop					V8
Against Firewall	2x Dust Cover					V8
COFF. - AC Line Bracket	1x PASS side hood hinge					P/S
						AIR COIL
						AIR
						SEP 29 PM 4:19
						CCC
						FWO
						4WD

STRAIGHT TIME @ RS.1	FLAT RATE PRICE	R.O. NO. 48360	TIME	OFF
9.59	2.3675	Shore		ON



250 West Fort Lee Rd. Bogota, NJ 07603 phone (201) 342-1300 fax (201) 342-3489

PNIP85525

02011PNIP85525

CUSTOMER NO. 10	ADVISOR MARY A RALEIGH	TAR NO. 122	INVOICE DATE 10/27/04	INVOICE NO. PNIP85525
SIFFORD PONTIAC GMC INC. 250 WEST FT LEE RD. BOGOTA, NEW JERSEY 07603	LABOR RATE	LICENSE NO.	MILEAGE 3	COLOR BLACK/PEWTE
	YEAR / MAKE / MODEL 05/PONTIAC/GRAND PRIX/4DR	DELIVERY DATE		STOCK NO. C50373
	VEHICLE I.D. NO. 7 G 2 W P 5 2 2 6 5 1	SELLING DEALER NO.		PRODUCTION DATE 10/01/04
	F. T. E. NO.	P. O. NO.	R. O. DATE 10/19/04	
RESIDENCE PHONE	COMMENTS C# 2WP69			MO: 3

JOB# 1 CHARGES-----

LABOR-----

J# 1 70PNZ01 NEW VEHICLE PREP HOURS: 0.80 TECH(S):474 36.00
PREP COURTESY PER GM CHECKLIST

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----

PDI PONTIAC-GMC PDI OFFSET -36.00

TOTAL - MISC -36.00

JOB# 1 TOTALS-----

LABOR 36.00

MISC -36.00

JOB# 1 JOURNAL PREFIX PNIP JOB# 1 TOTAL 0.00

COMMENTS-----

COURTESY-----

TOTALS-----

CONTROL#	ACCOUNT#	AMOUNT..	
C50373			
			TOTAL LABOR.... 36.00
			TOTAL PARTS.... 0.00
			TOTAL SUBLET... 0.00
			TOTAL G.O.G.... 0.00
			TOTAL MISC.CHG. 0.00
			TOTAL MISC.DISC -36.00
			TOTAL TAX..... 0.00
			TOTAL INVOICE \$ 0.00

APPROVED BY SIGNATURE



250 West Fort Lee Rd. Bogota, NJ 07603 phone (201) 342-2300 fax (201) 342-3489

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION

SALESPERSON NO. **P D I** STATE REG# 01361A

VEHICLE I.D. NO. 2G2WP522651	YEAR/MAKE/MODEL 05/PONTIAC/GRAND PRIX/4DR	PRODUCTION DATE 10/01/04	STOCK NO. C50373	LICENSE NO. 85525	R. O. NO. 10/19/04
SIFFORD PONTIAC GMC INC. 250 WEST FT LEE RD. BOGOTA, NEW JERSEY 07603		CUSTOMER NO. 10	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES
RESIDENCE PHONE		BUSINESS PHONE		CONTRACT NO.	EXPIRATION DATE
TIME RECEIVED 11:38am		DATE/TIME PROMISE 10/19/04 06:00pm		EXPIRATION MILES	TAG NO. 0373
APPOINTMENT <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	C# 2WPG9	LABOR RATE	I hereby authorize the repair work therein set forth to be done by you, together with the furnishing by you of the necessary parts and other material for such repair, and agree that you are not responsible for any delays caused by unavailability or delayed availability of parts or material for any reason; that you neither assume or authorize any other person to assume for you any liability in connection with such repair; that you shall not be responsible for loss or damage to the above vehicle, or articles left therein; in case of fire, theft or other cause beyond your control; that an express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto; that your employees may operate the above vehicle on streets, highways or elsewhere for the purpose of testing and/or inspecting such vehicle.		
TURBO N		M/MC N	AIR COND. Y	P. S. Y	TRANS A
MILEAGE 3		ADVISOR NO. 122	ADVISOR MARY A RALEIGH		

JOB

ORIGINAL CUSTOMER ESTIMATE: TOTAL

X _____

COMMENTS : COURTESY

I 70PNZ01 **NEW VEHICLE PREP**
PREP COURTESY PER GM CHECKLIST

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NEEDED SERVICE

PART NUMBER

STRAIGHT TIME (HRS)	10.66
FLAT RATE PRICE	8474
P.O. NO.	8550A1
EST. NO.	5037B
OFF	3
TIME	ON

PARTS COST

LABOR TIME

LABOR COST

TOTAL

X

4CYL

6CYL

V6

V8

P/S

AIR COOL

AIR

CCC

FWD

4WD



KIMMEL & SILVERMAN

P.C.

F A X

••••• Kimmel & Silverman, P.C.
 • 30 E. Butler Pike
 • Ambler, PA 19002
 •
 •
 • 1-800-LEMON LAW
 • <http://www.lemonlaw.com>

To: Halima Shaw

Fax Number: _____

From: Robert M. Silverman, Esquire

Fax Number: (215)540-8817

Business Phone: (215)540-8888

Date & Time: January 12, 2007 4:57:25 PM

Pages (including cover): 2

Re: ██████ v General Motors Corporation

Additional invoice

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JAN 11, 2007 10:08A

2017971319

page 1



250 West Fort Lee Rd. Bogota, NJ 07603 phone (201) 342-2300 fax (201) 342-3489

CUSTOMER NO 31349	ADVISOR GEORGE LODDER	TAG NO 662	INVOICE DATE 01/05/07	INVOICE NO PNC599914
[REDACTED]	LABOR DATE [REDACTED]	MILEAGE 12,120	COLOR GRAY/	STOCK NO
FAIR LAWN, NJ	YEAR / MAKE / MODEL 05/PONTIAC/G6/G6 GT SEDAN	DELIVERY DATE	MILEAGE MILES	
	VEHICLE ID NO 1 G 2 Z G 5 2 8 1 5 4	APPOINTMENT	PRODUCTION DATE	
	PLANT NO	H.O. DATE 01/02/07		
BURNERS PHONE	CLAIM #	NO: 12121		

JOB# 1 CHARGES.....

LABOR.....

J# 1 06PNZ00 DIAGNOSE STEERING TECH(S):430 0.00

CUSTOMER STATES: STEERING HARD TO TURN 1ST THING IN AM WHEN COLD
STARTED VEHICLE 3 MORNINGS FOR BINDING IN AM VEHICLE
PERFORMED TO FACTORY SPECS
WORKING PROPERLY DID NOT EXPERIENCE CUSTOMERS CONCERN

JOB# 1 TOTALS.....

JOB# 2 CHARGES..... JOB# 1 JOURNAL PREFIX PNC5 JOB# 1 TOTAL 0.00

LABOR.....

J# 2 01PNZ12 STARTING SYSTEM TECH(S):430 WARRANTY

CUSTOMER STATES: STARTER STAYS ENGAGED AT TIMES
UPDATE TO NEW CALIBRATION
RECALIBRATE PCM WITH NEW UPDATE FOR CUSTOMERS CONCERN

JOB# 2 TOTALS.....

JOB# 3 CHARGES..... JOB# 2 JOURNAL PREFIX PNC5 JOB# 2 TOTAL 0.00

LABOR.....

J# 3 80PNZ00ENTRPRSE ENTERPRISE RENTAL TECH(S):459 WARRANTY

PROVIDE RENTAL
D-671501
4X42.00
CHRIS

SUBLET.....

PO#	VEND	INV#	INV. DATE	DESCRIPTION	
70808			01/05/07	RENTAL/D671501	
TOTAL - SUBLET					WARRANTY 0.00

JOB# 3 TOTALS.....

JOB# 4 CHARGES..... JOB# 3 JOURNAL PREFIX PNC5 JOB# 3 TOTAL 0.00

LABOR.....

J# 4+01PNZ000 SQUEAKS/RATTLES TECH(S):430 WARRANTY

CUSTOMER STATES: L/FRT DOOR NOISY OPENING & CLOSING
LOOSE DOOR CHECK
RETAP HOLES & TIGHTEN SCREWS

JOB# 4 TOTALS.....

JOB# 4 JOURNAL PREFIX PNC5 JOB# 4 TOTAL 0.00

ESTIMATE.....

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

B:\msh\msh\Bogota\Bogota\NTSI_4E_C2004\7731319_001

Absolutely NormanGale

® BUICK V PONTIAC GMC

1247 Route 10, CEDAR KNOLLS, N.J. 07927
Sales and Service - (973) 267-1100
Parts (973) 267-1174 • Fax (973) 267-4407

CELL: 201-960-6069

CUSTOMER No. 17751	ADVISOR MICHAEL MCQUOID	TAG No. 52	INVOICE DATE 01/16/06	INVOICE No. OLCS65515
FAIRLAWN, NJ	LABOR RATE	LICENSE No.	MILEAGE 3,886	COLOR STEALTH GRA
	YEAR / MAKE / MODEL 05/PONTIAC/G6/4DR SDN			DELIVERY DATE 05/26/05
	VEHICLE I.D. No. 1 G 2 Z G 5 2 8 1 5 4			DELIVERY MILES 40
	F. T. E. No.	P.O. No.	SELLING DEALER NO. 10	PRODUCTION DATE
COMMENTS				MO: 3888

JOB# 1 CHARGES

LABOR
1 010LZ003 3000 MIE SERVICE TECH(S):15 17.50
CHANGE ENGINE OIL
CHANGE ENGINE OIL FILTER
LUBRICATE LATCHES AND HINGES
LUBRICATE CHASSIS
CHECK ALL BELTS AND ADJUST AS NECESSARY, CHECK ALL FLUIDS
AND TOP UP AS NEEDED, CHECK TIRE PRESSURE, CHECK AUTOMATIC
TRANSMISSION FLUID, INSPECT FRONT BRAKES, INSPECT COOLANT
HOSES AND CONNECTIONS, INSPECT EXHAUST SYSTEM AND MOUNTS,
INSPECT ALL INTERIOR AND EXTERIOR LIGHTS, INSPECT STEERING
GEAR, LINKAGE AND SUSPENSION, INSPECT BATTERY AND CABLES.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	PK47F	L.O.F.	16.45	16.45
	5	12345615	PREMIUM 0 1481	****	****
	1	12345	GREASE -8	****	****
	1	12490147	FILTER 1.836 787	****	****
	1	1051515A	OPTIKLEEN 285	1.63	1.63
TOTAL - PARTS					18.08

JOB# 1 TOTALS
LABOR 17.50
PARTS 18.08
JOB# 1 JOURNAL PREFIX OLCS JOB# 1 TOTAL 35.58

JOB# 2 CHARGES

LABOR
2 110LZ03 RECALL TECH(S):15 WARRANTY
RECALL05648 BALANCER TORQUE
RECALL
PERFORMED RECALL

JOB# 2 TOTALS
JOB# 2 JOURNAL PREFIX OLCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR
3 500LZ05 CHECK STARTING SYS TECH(S):15 WARRANTY
CUSTOMER STATES STARTER STICKS...SEE NOTE
STARTER BINDING
REPLACED STARTER

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	8901771A	STRTR REM 2.041 * 1		
TOTAL - PARTS					WARRANTY 0.00

Absolutely... Norman Gale

BUICK **PONTIAC** **GMC**

1247 Route 10, CEDAR KNOLLS, N.J. 07927
 Sales and Service - (973) 267-1100
 Parts (973) 267-1174 • Fax (973) 267-4407

CELL: 201-960-6069

CUSTOMER No. 17751	ADVISOR MICHAEL MCQUOID	TAG No. 52	INVOICE DATE 01/16/06	INVOICE No. OLCS65515	
FAIRLAWN, NJ	LABOR RATE	LICENSE No.	MILEAGE 3,886	COLOR STEALTH GRA	
	YEAR / MAKE / MODEL 05 / PONTIAC / G6 / 4DR SDN			DELIVERY DATE 05/26/05	DELIVERY MILES 40
	VEHICLE I.D. No. 1 G 2 Z G 5 2 8 1 5 4			SELLING DEALER NO. 10	PRODUCTION DATE
	F. T. E. No.		P.O. No.	R.O. DATE 12/12/05	
RESIDENCE PHONE	BUSINESS PHONE			COMMENTS	
				MO: 3888	

JOB# 3 TOTALS-----					0.00
JOB# 3 JOURNAL PREFIX OLCS				JOB# 3 TOTAL	
JOB# 4 CHARGES-----					
LABOR	STEERING/SUSPENSION			TECH(S):15	WARRANTY
# 4-450LZ	CUSTOMER STATES CAN'T STEER CAR WHEN COLD				
	SEE NOTE				
	CONTROL ARMS BINDING				
	REPLACED BOTH FRONT LOWER CONTROL ARMS				
PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	22730776	ARM 6.168		WARRANTY
	1	22730775	ARM 6.168		WARRANTY
	1	11589341	BOLT 8.900 0		WARRANTY
				TOTAL - PARTS	0.00
JOB# 4 TOTALS-----					
JOB# 4 JOURNAL PREFIX OLCS				JOB# 4 TOTAL	
JOB# 5 CHARGES-----					
LABOR	ACCESSORIES			TECH(S):15	WARRANTY
# 5-850LZ	C/S AM RADIO STATIC				
	INTERNAL PROBLEM				
	REPLACED SOP RADIO				
JOB# 5 TOTALS-----					
JOB# 5 JOURNAL PREFIX OLCS				JOB# 5 TOTAL	
MISC	CODE	DESCRIPTION	CONTROL NO		
JOB # A	SS	SHOP SUPPLIES/HAZARDOUS WASTE		1.00	
				TOTAL - MISC	1.00



1247 Route 10, CEDAR KNOLLS, N.J. 07927
 Sales and Service - (973) 267-1100
 Parts (973) 267-1174 • Fax (973) 267-4407

CELL: [REDACTED]

CUSTOMER No. 17751	ADVISOR MICHAEL MCQUOID	TAG No. 52	INVOICE DATE 01/16/06	INVOICE No. OLCS65515
[REDACTED]	LABOR RATE	LICENSE No.	MILEAGE 3,886	COLOR STEALTH GRA
FAIRLAWN, NJ	YEAR / MAKE / MODEL 05/PONTIAC/G6/4DR SDN	DELIVERY DATE 05/26/05	DELIVERY MILES 40	STOCK No. P50073
	VEHICLE I.D. No. 1 G 2 Z G 5 2 8 1 5 4	SELLING DEALER NO. 10	PRODUCTION DATE	
	F. T. E. No.	P.O. No.	R.O. DATE 12/12/05	
	COMMENTS			MO: 3888

TOTALS-----

*****	TOTAL LABOR....	17.50
*	TOTAL PARTS....	18.08
* [] CASH [] CHECK CK NO. []	TOTAL SUBLET...	0.00
*	TOTAL G.O.G....	0.00
* [] VISA [] MASTERCARD [] DISCOVER	TOTAL MISC CHG.	1.00
*	TOTAL MISC DISC	0.00
* [] AMER XPRESS [] OTHER [] CHARGE	TOTAL TAX.....	2.13
*		
*****	TOTAL INVOICE \$	38.71

THANK YOU FOR YOUR BUSINESS!!
 Thank you for your business ! If you cannot answer "COMPLETELY SATISFIED" on question # 16 on your next satisfaction survey, please contact us.

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



1247 Route 10, CEDAR KNOLLS, N.J. 07927
 Sales and Service - (973) 267-1100
 Parts (973) 267-1174 • Fax (973) 267-4407

CELL: [REDACTED]

CUSTOMER No. 17751	ADVISOR MICHAEL MCQUOID	TAG No. 52	INVOICE DATE 12/28/05	INVOICE No. OLCS65935
[REDACTED]	LABOR RATE	LICENSE No.	MILEAGE 3,886	COLOR STEALTH GRA
FAIRLAWN, NJ	YEAR / MAKE / MODEL 05/PONTIAC/G6/4DR SDN		DELIVERY DATE 05/26/05	STOCK No. P50073
	VEHICLE I.D. No. 1 G 2 Z G 5 2 8 1 5 4		SELLING DEALER NO. 10	DELIVERY MILES 40
	F. T. E. No.	P.O. No.	R.O. DATE 12/28/05	PRODUCTION DATE
[REDACTED]	COMMENTS			MO: 3886

JOB# 1 CHARGES-----

LABOR-----
 # 1 850LZ ACCESSORIES TECH(S):33 WARRANTY
 RADIO WON'T UNLOCK
 RADIO LOST MEMORY
 R-R RADIO,RETRIEVED CODES,REPROGRAMMED,ALL SYSTEMS OK

JOB# 1 TOTALS-----

JOB# 1 JOURNAL PREFIX OLCS JOB# 1 TOTAL 0.00

TOTALS-----

*****	TOTAL LABOR....	0.00
*	TOTAL PARTS....	0.00
* [] CASH [] CHECK CK NO. []	TOTAL SUBLET....	0.00
*	TOTAL G.O.G....	0.00
* [] VISA [] MASTERCARD [] DISCOVER	TOTAL MISC CHG.	0.00
*	TOTAL MISC DISC	0.00
* [] AMER XPRESS [] OTHER [] CHARGE	TOTAL TAX.....	0.00
*		
*****	TOTAL INVOICE \$	0.00

THANK YOU FOR YOUR BUSINESS!!
 Thank you for your business ! If you cannot answer "COMPLETELY SATISFIED" on question # 16 on your next satisfaction survey, please contact us.

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



1247 Route 10, CEDAR KNOLLS, N.J. 07927
Sales and Service - (973) 267-1100
Parts (973) 267-1174 • Fax (973) 267-4407

CELL: [REDACTED]

CUSTOMER No. 17751	ADVISOR MICHAEL MCQUOID	TAG No. 52	INVOICE DATE 03/10/06	INVOICE No. OLCS67362
[REDACTED]	LABOR RATE	LICENSE No.	MILEAGE 5,324	COLOR STEALTH GRA
FAIRLAWN, NJ	YEAR / MAKE / MODEL 05/PONTIAC/G6/4DR SDN		DELIVERY DATE 05/26/05	STOCK No. P50073
	VEHICLE I.D. No. 1 G 2 Z G 5 2 8 1 5 4		DELIVERY MILES 40	PRODUCTION DATE
	F. T. E. No.	P.O. No.	SELLING DEALER NO. 10	R.O. DATE 03/01/06
RESIDENCE PHONE	BUSINESS PHONE		COMMENTS	
[REDACTED]	[REDACTED]		MO: 5327	

JOB# 1 CHARGES-----

LABOR-----

1 450LZ STEERING/SUSPENSION TECH(S):15 WARRANTY
STEERING INOP WHEN BELOW 20 DEGREES,CAN'T TURN WHEEL
EITHER DIRECTION
STEERING ASSIST MOTOR INTERMITTANT
PERFORM TESTS AND REPLACE MOTOR

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

1 15775370 MOTOR 6.605 .WPR TOTAL - PARTS 0.00

JOB# 1 TOTALS-----

JOB# 1 JOURNAL PREFIX OLCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES-----

LABOR-----

2+700LZ03 RENTAL TECH(S):50 WARRANTY
RENTAL
SUBLET GOGEL

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

39800 123456 03/10/06 CAR RENTAL TOTAL - SUBLET 0.00

JOB# 2 TOTALS-----

JOB# 2 JOURNAL PREFIX OLCS JOB# 2 TOTAL 0.00

TOTALS-----

* [] CASH [] CHECK CK NO. []	TOTAL LABOR....	0.00
* [] VISA [] MASTERCARD [] DISCOVER	TOTAL PARTS....	0.00
* [] AMER XPRESS [] OTHER [] CHARGE	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 FOR YOUR BUSINESS!!

Thank you for your business ! If you cannot answer "COMPLETELY SATISFIED" on question # 16 on your next satisfaction survey, please contact us.

CUSTOMER SIGNATURE

DUPLICATE INVOICE

A

RELEASE OF CLAIM

I, [REDACTED] (hereinafter referred to as "Releasor"), on behalf of myself and my assigns, heirs and executors, in consideration of: \$6,400.00 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 lease, repair, maintenance, operation, alteration, or use of Releasor 2005 Pontiac G6 bearing Vehicle Identification Number 1G2ZG528154 [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.

As consideration for the payment described above to be tendered in the form of two checks: the first, in the amount of \$4,500.00, made payable to [REDACTED] the second in the amount of \$1,900.00, made payable to Kimmel & Silverman, P.C.

The subject vehicle's mileage is 13900 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: 3/16/07

[REDACTED]

Claimant's Signature

[REDACTED]

Claimant's Signature

[REDACTED]

Address

[REDACTED]

Address

Fair Lawn NJ [REDACTED]

City, State, Zip Code

[REDACTED]

City, State, Zip Code

STATE OF New Jersey

COUNTY OF Bergen

Sworn to (or affirmed) and subscribed before me this 6 day of March, 2007, by Brian S. Shore.

Marguerite A. Kitz

Signature of Notary Public

My Commission Expires Feb. 26, 2012

I.D. NO. 34297

Notary Public of New Jersey

Print, type or stamp Name of Notary Public

Personally Known OR Produced identification

Type of identification _____

My commission expires: MARGUERITE A. KITZ

Notary Public of New Jersey

I.D. NO. 34297

My Commission Expires Feb. 26, 2012

CC: File

LG0029
V6302006

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

December 1, 2010

Robert Silverman, Esq.
Kimmel & Silverman, PC
30 E Butler Ave
Ambler, PA 19002-4514

RE: [REDACTED] v. General Motors Corporation
Service Request: 71-457535835
2005 Pontiac G6
Vehicle Identification Number: 1G2ZG528154 [REDACTED]
Customer Relationship Specialist: Halima Shaw

Dear Mr. Silverman:

Enclosed please find two checks to settle the above-referenced case. The first is in the amount of \$4,500.00 made payable to Brian S. Shore. The second is in the amount of \$1,900.00 made payable to Kimmel & Silverman, P.C.

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

LG0063
V6302006



KIMMEL & SILVERMAN

P.C.

1-800-LEMON LAW

www.lemonlaw.com

CORPORATE HEADQUARTERS

30 E. Butler Pike
Ambler, PA 19002
P (215) 540-8888
F (215) 540-8817

WESTERN PA OFFICE, 210 Grant Street, Suite 202, Pittsburgh, PA 15219, P (412) 566-1001, F (412) 566-1005

NEW JERSEY OFFICE, Executive Quarters, 1930 E. Marlton Pike, Suite T11, Cherry Hill, NJ 08003, P (856) 429-8334, F (856) 216-7344

MARYLAND OFFICE, 10451 Mill Run Circle, Suite 400, Owings Mills, MD 21117, P (410) 356-8835, F (410) 356-8896

DELAWARE OFFICE, 501 Silverside Road, Suite 118, Wilmington, DE 19809, P (302) 791-9373, F (302) 791-9476

MASSACHUSETTS OFFICE, 45 Pond St, Suite 202, Norwell, MA 02061, P (781) 982-9112, F (781) 982-9114

PLEASE REMIT ALL CORRESPONDENCE TO THE AMBLER OFFICE

JACQUELINE C. HERRITT[†]
ROBERT A. RAPKIN[†]
HY DAVID RUBENSTEIN^{††}
IRA P. SMADES[†]
AMY D. COX[†]
LOUIS DOBI, JR.[†]
HILARY WHEATLEY TAYLOR^{†*}
THOMAS F. BURNS[†]
BARRY R. WINDERMAN[†]
JACQUELINE BRADFORD PORRO[†]
MELISSA K. FIALA[†]
DAVID L. LIEBERMAN^{†**}
ANGELA K. TROCCOLI[†]
FRED DAVIS[†]
RONALD ROWLAND^{†††}
ANNE WARD^{†††}
JACQUELYN S. KERNECHEL[†]

ROBERT M. SILVERMAN^{†*}
CRAIG THOR KIMMEL^{†*}

⁺ Member, PA Bar
^{*} Member, NJ Bar
^x Member, DE Bar
^ˆ Member, NY Bar
[^] Member, MA Bar
[#] Member, MD Bar
[•] Member, OH Bar
[©] Member, DC Bar
[€] Member, AZ Bar
[£] Member, CO Bar

December 1, 2010

VIA EMAIL ONLY

gmerinfo@gmexpert.com

General Motors Corporation - NJ
c/o MSX International/BRC Legal
MC 336-105-000
Warren, MI 48091

Re: [REDACTED] **v. General Motors Corporation**
Vehicle: 2005 Pontiac G6-GT
Date of Purchase: 6/1/2005
Place of Purchase: Norman Gale Pontiac, Cedar Knowles
VIN: 1G2ZG528154 [REDACTED]

Dear Sir/Madam:

Please be advised that this office represents the above individual against General Motors Corporation pursuant to the NJ Lemon Law, Uniform Commercial Code, Unfair Trade Practices Act, and Magnuson-Moss Warranty Claim. Kindly acknowledge our firm's representation and direct any and all correspondence to this office.

DO NOT HAVE ANY FURTHER CONTACT WITH OUR CLIENT WITH THE EXCEPTION OF COMMUNICATION NECESSARY TO EFFECTUATE CURRENT REPAIRS.

Thank you for your attention to this matter. If you have any questions, please do not hesitate to contact the undersigned.

Very truly yours,

Robert M. Silverman

RMS\ TL
cc: Brian Shore

North American Operations.

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



CHECK No. [REDACTED]

50-937
213

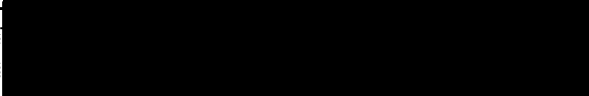
DATE
04/02/07

*****6,500 DOLLARS

****00 CENTS

AMOUNT

*****6,500.00



BEAUMONT TX [REDACTED]

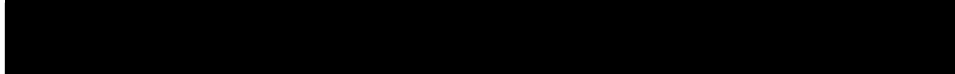
North American Operations
 General Motors Corporation
 Disbursement Account

Rachel C. [Signature]
 SIGNATURE

PAY TO THE ORDER OF

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

VENDOR DUNS NO. BB 000000084

1

CHECK NO. [REDACTED]

VENDOR NAME [REDACTED]

PAYMENT DATE

04/02/07

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
--------------------------	--------------	-----------------------	---------	----------------	--------------	------------

1G1ZT54835F [REDACTED]	03/30/07 71-458984691	VM 1-89552B 1-89552B	00.0000	6,500.00	.00	6,500.00
				W3		

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

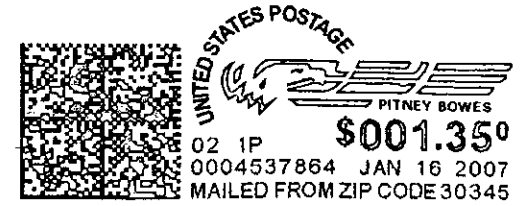
TOTAL

6,500.00

.00

6,500.00

4035X



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,



Dave Lilley, Esq.
Attorney at Law

CC:





Classic CHEVROLET



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

COPY

CUSTOMER NO. 71656	ADVISOR RONALD ROBINSON	TAG NO. 1633	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. 1G1ZT54835F	SELLING DEALER NO.	PRODUCTION DATE	
	P.O. NO.	R.O. DATE 06/28/06		

LABOR & PARTS

J# 1 25CVZ *STEERING TECHS: 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

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	22716376	MOUNT 7.395		WARRANTY
JOB # 1	1	22716379	SEAT 7.420		WARRANTY
JOB # 1	1	22712116	BEARING 7.389		WARRANTY
JOB # 1 TOTAL PARTS				0.00	
JOB # 1 TOTAL LABOR & PARTS				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.

J# 2-01CVZ LUBE OIL FILTER COMBIBECHS: 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.

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 2	1	25010792	OIL FLTR 1.836		WARRANTY
JOB # 2 TOTAL PARTS				0.00	
JOB # 2 TOTAL LABOR & PARTS				0.00	

LABOR GUARANTEE 90 DAYS OR 4000 MILES WHICHEVER COMES FIRST.

G.O.G. & SUPPLIES	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 2	5.0	LUBE SPECIAL	@	/UNIT	WARRANTY
TOTAL - GOG				0.00	

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.

COMMENTS:
 NOTE: GOODWILL REPAIR FOR CUSTOMER SATISFACTION

TOTALS	WARRANTY
[] 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

SIGNATURE OF PERSON RESPONSIBLE OR AGENT FOR PERSON RESPONSIBLE

CUSTOMER SIGNATURE

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



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

COPY

CUSTOMER NO. 71656	ADVISOR JAMES WEST	TAG NO. 1636	INVOICE DATE 10/11/06	INVOICE NO. CVCS352191
	LICENSE NO.	MILEAGE 47,606	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. 1G1ZT54835F	SELLING DEALER NO.	PRODUCTION DATE	
		R.C. NO.	R.P. 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		
				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		
				JOB # 3 TOTAL PARTS	0.00
				JOB # 3 TOTAL LABOR & PARTS	0.00

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

G.O.G. & SUPPLIES
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

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

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



Classic CHEVROLET



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(409) 892-5050 (409) 735-5148 Mid County

ECOPY

CUSTOMER NO. 71656	ADVISOR JAMES WEST	TAG 1636	INVOICE DATE 10/11/06	INVOICE NO. CVCS35219
	LICENSE NO.	MILEAGE 47,606	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. 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

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.

CUSTOMER SIGNATURE

**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 § 9.603, 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 _____

AID
Check # 1226



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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 I.D. NO. 1 G I Z T 5 4 8 3 5 F	SELLING DEALER NO.		PRODUCTION DATE	
	P.O. NO.	R.O. DATE 04/18/06		

REMARKS

LABOR & PARTS JOB # 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	<p>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.</p> <p>LABOR GUARANTEE 90 DAYS OR 4000 MILES WHICHEVER COMES FIRST.</p> <p>NOTICE PURSUANT TO § 70.001, Texas Property Code</p> <p>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 § 9.503, 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.</p> <p>SIGNATURE OF PERSON RESPONSIBLE OR AGENT FOR PERSON RESPONSIBLE</p> <p>X _____</p>	
	JOB # 1 TOTAL LABOR & PARTS	0.00			
LABOR & PARTS JOB # 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			
LABOR & PARTS JOB # 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			
LABOR & PARTS JOB # 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	WARRANTY
JOB # 1	45218		04/18/06	RENTAL	0.00
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

CUSTOMER SIGNATURE

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

Republic and The Goodwrench Group, Inc. 01596133 D 004/20



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COPY

CUSTOMER NO. 71656	ADVISOR BRIAN L KINDWALL	1627	TAG NO. 1256	INVOICE DATE 08/01/05	INVOICE NO. CVCS329377
	LICENSE NO.		MILEAGE 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
				08/01/05	
COMMENTS					

J# 1 34CVZ *DRIVEABILITY TECH(S) 1506 WARRANTY
 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				

J# 2 15CVZ EXTRIM & WIDERS TECH(S) 1506 WARRANTY
 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				

J# 3 10CVZ *A/C HEATING TECH(S) 1506 WARRANTY
 CUSTOMER STATES CAPS FOR AC 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	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 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.

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SIGNATURE OF PERSON RESPONSIBLE OR AGENT FOR PERSON RESPONSIBLE
 X _____

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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.
BEAUMONT, TX	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 10/10/05		
COMMENTS				

LABOR & PARTS
 JOB # 1 32CVZ LIGHT ENG & COOLING TECH(S) 1546 412.70
 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	15254643	FAN 1.055	254.74	254.74
JOB # 1	1	FREON	FREON	24.95	24.95
				JOB # 1 TOTAL PARTS	632.81
				JOB # 1 TOTAL LABOR & PARTS	1045.51

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SUBLET	PO#	VEND INV#	INV DATE	DESCRIPTION	
JOB # 1	42431	13241	10/21/05	WRECKER	106.25
TOTAL - SUBLET					106.25

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

MISC
 JOB # A SS ENVIR FEES/SHOP SUPPLIES 24.88
 TOTAL - MISC 24.88

LABOR GUARANTEE 90 DAYS OR 4000 MILES WHICHEVER COMES FIRST.

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COMMENTS
 FARM BUREAU CLAIM - \$200.00 DEDUCT.

TOTALS

TOTAL LABOR	412.70
TOTAL PARTS	632.81
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

SIGNATURE OF PERSON RESPONSIBLE OR AGENT FOR PERSON RESPONSIBLE

CUSTOMER SIGNATURE

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CUSTOMER NO. 71656	ADVISOR BRIAN L KINDWALL	TAG NO. 1627	INVOICE DATE 04/07/06	INVOICE NO. CVCS342276
	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	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		WARRANTY
JOB # 1	1	22724305	HOUSING 11.927		WARRANTY
				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	WARRANTY
JOB # 1	45186		04/07/06	RENTAL	WARRANTY
				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

CUSTOMER SIGNATURE

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LABOR GUARANTEE 90 DAYS OR 4000 MILES WHICHEVER COMES FIRST.

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CUSTOMER NO. 71656	ADVISOR BRIAN L KINDWALL	TAG NO. 1627	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		

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;;; HISTORY ATTACHED
 REORDERED PARTS

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	0	10372246	CAP 3.02B		WARRANTY
JOB # 1	0	22724312	HOUSING 11.927		WARRANTY
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
 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	WARRANTY
JOB # 2	0	15277886	GEAR 6.508		WARRANTY
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
 CUSTOMER STATES WHEN BACKING UP MAKING A ROARING NOISE
 UNABLE TO DUPLICATE ANY ABNORMAL NOISE ON THIS VISIT.

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

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.

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

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

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 5 TOTAL PARTS					10.00

WARRANTY
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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	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
			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	WARRANTY
JOB # 1	44275	381324	03/09/06	RENTAL	0.00
				TOTAL - SUBLET	0.00
G.O.G. & SUPPLIES					
JOB # 5	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 # 5	SA	SERVICE ADVERTISING			-2.50
JOB # 5	PA	PARTS ADVERTISING			-2.50
				TOTAL - MISC	-3.78
TOTALS					

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LABOR GUARANTEE 90 DAYS OR 4000 MILES WHICHEVER COMES FIRST.

<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	TOTAL LABOR....	10.00
PARTS DESIGNATED WITH AN ASTERIK (*) INDICATE LIMITED	TOTAL PARTS....	5.20
LIFETIME SERVICE GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS.	TOTAL SUBLET...	0.00
	TOTAL G.O.G....	7.80
	TOTAL MISC CHG.	1.22
	TOTAL MISC DISC	-5.00
	TOTAL TAX.....	1.17
	TOTAL INVOICE \$	20.39

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 _____

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X _____

PAID
check # 1060

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COPY

CUSTOMER NO. 71656	ADVISEA BRIAN L KINDWALL	1627	TAB NO. [REDACTED]	INVOICE DATE 08/22/05	INVOICE NO. CVCS330567
[REDACTED]	LICENSE NO.	[REDACTED]	MILEAGE 18,940	COLOR BROWN/	STOCK NO.
BEAUMONT, TX	YEAR / MAKE / MODEL 05/CHEVROLET/MALIBU/LS SDN	DELIVERY DATE 08/27/04		DELIVERY MILES	
[REDACTED]	VEHICLE ID. NO. 1G1ZT54835F	[REDACTED]	SELLING DEALER NO.	PRODUCTION DATE	
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	DATE 08/22/05	
RE [REDACTED] COMMENTS					

LABOR & PARTS					
JOB #	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1					
*A/C & HEATING					
CUSTOMER STATES WEATHER STRIP ON OUTSIDE OF SECOND LEFT DOOR IS COMING UP BY WINDOW ::: SOP IN::: REPLACED LEFT REAR OUTER DOOR SEAL					
JOB # 1	1	15263161	SEALING S 10.774		0.00
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00
JOB # 2					
*A/C & HEATING					
CUSTOMER STATES CAPS FOR AC LINES CAME OFF ::: SOP IN::: CAPS MISSING INSTALLED A/C LINE CAPS					
JOB # 2	2	10245520	CAP & SEA 9.177		0.00
				JOB # 2 TOTAL PARTS	0.00
				JOB # 2 TOTAL LABOR & PARTS	0.00
JOB # 3					
*INTERIOR TRIM					
CUSTOMER STATES PASS SIDE VISOR COVER FOR MIRROR CAME OFF ORDERED PART					
JOB # 3	0	10381580	SUNSHADE 10.203		0.00
				JOB # 3 TOTAL PARTS	0.00
				JOB # 3 TOTAL LABOR & PARTS	0.00
JOB # 4					
*DRIVEABILITY					
CUSTOMER STATES SEEMS TO MISSING AND RUNNING ROUGH AT IDLE PERFORMED SYSTEM DIAGNOSIS--UNABLE TO DUPLICATE CUSTOMER CONCERN.					
				JOB # 4 TOTAL PARTS	0.00
				JOB # 4 TOTAL LABOR & PARTS	0.00
JOB # 5					
*HVY TRANS & CLUTCH					
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 DROVE--CHECKS OK.					
JOB # 5	7	12378470	FLUID 8.800		0.00

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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.	INVOICE DATE 08/22/05	INVOICE NO. CVCS330567
	LICENSE NO.		MILEAGE 18,940	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 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

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X _____



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ECOPY

CUSTOMER NO. 71656	ADVISOR BRIAN L KINDWALL	TAX 1627	INVOICE DATE 03/23/06	INVOICE NO. CVCS341309
	LICENSE NO.	MILEAGE 34,154	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. 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
 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
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 **				
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
LABOR GUARANTEE 90 DAYS OR 4000 MILES WHICHEVER COMES FIRST.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 2	1	15277886	GEAR 6.508	
JOB # 2 TOTAL PARTS				0.00
JOB # 2 TOTAL LABOR & PARTS				0.00

WARRANTY
 NOTICE PURSUANT TO § 70.001, Texas Property Code
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J# 3 13CVZ *LEAKS, SOEAKS, RATTLE TECH(S):1506
 CUSTOMER STATES WHEN BACKING UP OR FORWARD AND APPLIE BRAKES
 GETTING LOUD ROARING NOISE
 REPLACED REAR BRAKE PADS

WARRANTY
 SIGNATURE OF PERSON RESPONSIBLE OR AGENT FOR PERSON RESPONSIBLE

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 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

X _____

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
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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PAID Check # 1070

Beaumont and Humble, EMURRY/WE 0004743 0 10/04/01



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RECOPY

CUSTOMER NO. 71656	ADVISOR BRIAN L KINDWALL	TAG NO. 1627	INVOICE DATE 03/23/06	INVOICE NO. CVCS341309
	LICENSE NO.	MILEAGE 34,154	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. 1G1ZT54835F	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	SS	ENVIR FEES/SHOP SUPPLIES		5.00
TOTAL - MISC				5.00
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				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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CUSTOMER SIGNATURE

Reprint and Reproduce Equipment Code 0004130 (0004)



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EX COPY

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.O. 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		WARRANTY
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 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		WARRANTY
PART ON SPECIAL ORDER					
** QUANTITY 1 IS SPECIAL ORDERED **					
JOB # 2 TOTAL PARTS				0.00	
JOB # 2 TOTAL LABOR & PARTS				0.00	

J# 3 10CVZ *A/C & HEATING TECH(S): 1506 WARRANTY
 CUSTOMER STATES WHEN TURN A/C 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	

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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CUSTOMER NO. 71656	ADVISOR BRIAN L KINDWALL 1627	TAG NO. [REDACTED]	INVOICE DATE 12/01/05	INVOICE NO. CVCS335143
[REDACTED]	LICENSE NO.	MILEAGE 26,033	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. 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
 CUSTOMER STATES PASS SIDE VISOR COVER FOR MIRROR CAME OFF
 SOP IN:
 SUNVISOR CAME APART
 REPLACED SUN VISOR

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

J# 2 25CVZ *STEERING TECH(S):1506
 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	BEAR 6.508	
JOB # 2	2	15216791	CORE RETURN	
JOB # 2	1	57703	BRAKLEEN	
JOB # 2	1	89020661	FLUID 8.800	
				JOB # 2 TOTAL PARTS
				JOB # 2 TOTAL LABOR & PARTS

WARRANTY 0.00
WARRANTY 0.00
WARRANTY 0.00
WARRANTY 0.00
 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.

J# 3 35CVZ *ELECTRICAL TECH(S):1506
 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 TOTAL PARTS
				JOB # 3 TOTAL LABOR & PARTS

WARRANTY 0.00
WARRANTY 0.00
WARRANTY 0.00
WARRANTY 0.00
 SIGNATURE OF PERSON RESPONSIBLE OR AGENT FOR PERSON RESPONSIBLE

J# 4 13CVZ *LEAKS, SQUEAKS, RATTLE TECH(S):1506
 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 TOTAL PARTS
				JOB # 4 TOTAL LABOR & PARTS

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

WARRANTY 0.00
 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

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RECOPY

CUSTOMER NO. 71656	ADVISOR BRIAN L KINDWALL	TAG 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. 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				

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

J# 6 35CV201 *ELECTRICAL TECH(S):1506 41.50
 CUSTOMER STATES NEEDS KEY FOB AND PROGRAMED REQUEST.
 PROGRAM KEY & FOB

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 6	1	22733524	TRANSMITT 10.485	62.09
JOB # 6 TOTAL PARTS				62.09
JOB # 6 TOTAL LABOR & PARTS				103.59

J# 7 01CVZ OIL LUBE OIL FILTER TECH(S):1473 10.00
 PLEASE CHECK ALL FLUID LEVELS AND TIRE PRESSURES. ALSO
 ADVISE OF ANY NEEDED SERVICES
 Oil & Filter Change w/ Lube 3:5L 04/05

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 7	1	25010792	OIL FLTR 1:836	5.20
JOB # 7 TOTAL PARTS				5.20
JOB # 7 TOTAL LABOR & PARTS				15.20

J# 8 13CVZ02 LEAKS, SPOAKS, RATTLES TECH(S):1506 WARRANTY
 CUSTOMER STATES GETTING RATTLING NOISE WHEN FIRST START IN
 MORNING, FROM UNDERNEATH CAR
 UNABLE TO DUPLICATE CONCERN
 NO ABNORMAL NOISES HEARD

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 8 TOTAL PARTS				0.00
JOB # 8 TOTAL LABOR & PARTS				0.00

J# 9 34CVZ *DRIVEABILITY TECH(S):1558 WARRANTY
 CUSTOMER STATES DOESN'T START RIGHT AWAY WHEN START SOMETIME
 ACTS LIKE ENGINE IS HESITATING
 RAN OBD2 SYSTEM DIAG. NO DTC. NO FAILURE RECORDS
 UNABLE TO DUPLICATE CONCERN

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 9	0	10372246	CAP 3.02B	0.00
PART ON SPECIAL ORDER				
** QUANTITY 1 IS SPECIAL ORDERED **				
JOB # 9 TOTAL PARTS				0.00
JOB # 9 TOTAL LABOR & PARTS				0.00

G.O.G. & SUPPLIES
 JOB # 7 4.O. LUBE SPECIAL @ 1.950 /UNIT 7.80

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 REPOSESSION 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

Copyright © 1998 The Reynolds and Reynolds Company. EMI/INNOVAVE 00260732 0 (04/00)



Classic CHEVROLET

3855 Eastex Freeway • Beaumont, Texas 77706 • www.classicchevrolet.com
(409) 892-5050 (409) 735-5146 Mid County



Goodwrench Service



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

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

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 _____

CUSTOMER SIGNATURE

PAID

Check # 1013

Copyright © 1998 The Reynolds and Reynolds Company ENANTHIVE B080143.0 (06/04)

MOTOR VEHICLE BUYER'S ORDER

Seller: **MIKE SMITH AIRCRAFT**
 Buyer: **MIKE SMITH AIRCRAFT**
 Address: **875 DEWEELE RD**
 Expected date of delivery is: **JUL 1**
 Buyer offers to purchase from Seller under the terms and conditions

DESCRIPTION OF SALE UNIT:
 New Make: **CHEVROLET** Color: **TAN**
 Demo Model: **NALBU** Stock No: **R10090**
 Executive/Official Cyl.: _____
 Used Body Style: **LS** License No: _____
 Year: **2005** VIN: **1G1ZT54836F** 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: _____
 Lienholder: **AMERICREDIT**
 Lienholder Address: **N/A**
 Drafting Instructions Received From: **99:892-27**
 Child support Lien: Yes No Amount: \$ **09927105**
 Payable to: _____
 Restitution Lien: Yes No Amount: \$ _____
 Payable to: _____
 Appraised Value of Trade-In: \$ **8500.00** Title: _____
 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: **40223** Nonrepairable: Yes No
 Odometer Reading on Vehicle: Present Reading: _____ Last Reading: _____

Price of Unit	\$ 20000
GAP INSURANCE	\$ N/A
	\$ 419.17
	\$ N/A
HONDA CARE	\$ N/A
	\$ 1041.04
	\$ N/A
	\$ N/A
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 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.

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: 4622.53 Nonrepairable: Yes No
 Odometer Reading on Vehicle: Present Reading: _____ Last Reading: _____

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	23655.10
Unpaid Balance	

***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.**

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****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.**

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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.

**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) J.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

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

AS
Client's Signature

Odometer

Attorney for Sheronda Williams
Client's Signature

2/12/07
Date

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
[Redacted Signature]

Claimant's Signature
[Redacted Signature]

Address
Beaumont, Tx.
City, State, Zip Code

[Redacted Signature]

Claimant's Signature

Address
City, State, Zip Code

STATE OF Texas
COUNTY OF Jefferson

Sworn to (or affirmed) and subscribed before me this 9th day of February, 2007,
by Sheronda Williams Sinegal.

Kathy Cannon Stanley
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: Fil

LG0024
V63020



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: [REDACTED]
Service Request: 71-458984691
2005 Chevrolet Malibu
Vehicle Identification Number: 1G1ZT54835F [REDACTED]
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:

Returned Fax
 OF STEPHONDA WILLIAMS
 FILE
 -THANKS!
 BVP



CS357019



CS357019

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 01/08/07	INVOICE No. CVCS357019
	LABOR RATE	LICENSE No.	MILEAGE 52,313	COLOR BROWN/
BEAUMONT, TX	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
	F. T. E. No.	P.O. No.	R.O. DATE 01/08/07	
BUSINESS PHONE	COMMENTS			

LABOR & PARTS	DESCRIPTION	TECH(S)	WARRANTY
J# 1 25CVZ	*STEERING C/S WHEN TURNING ANY SPEED THERE IS A POPPING IN THE STEERING. ONGOING PROBLEM SEE HIST. ORDERED STEERING GEAR	1540	
PARTS	QTY	FP-NUMBER	DESCRIPTION
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 C/S THE VEH DOES NOT WANT TO START INT. REPLACED BATT AND PROBLEM STILL HAPPENS. ONGONG PROBLEM SEE HIST. UNABLE TO DUPLICATE	1186	
PARTS	QTY	FP-NUMBER	DESCRIPTION
JOB # 2 TOTAL PARTS			0.00
JOB # 2 TOTAL LABOR & PARTS			0.00
TOTALS			
[] CASH [] CHK # [] [] CC [] AMX [] DIS [] A/R CHG			TOTAL LABOR
PARTS DESIGNATED WITH AN ASTERIK (*) INDICATE LIMITED			TOTAL PARTS
LIFETIME SERVICE GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS.			TOTAL SUBLET
			TOTAL G.O.G.
			TOTAL MISC CHG.
			TOTAL MISC DISC
			TOTAL TAX
			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
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CUSTOMER No. 71656	ADVISOR JAMES WEST	TAG No. 1636	INVOICE DATE 01/18/07	INVOICE No. CVCS357540
[REDACTED] 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. 1G1ZT54835F			DELIVERY MILES
	F. T. E. No.			SELLING DEALER NO.
RESIDENCE PHONE	BUSINESS PHONE	P.O. No.		R.O. DATE 01/17/07
COMMENTS				

LABOR & PARTS		TECH(S):1540		WARRANTY
J# 1 25CVZ	*STEERING	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	0.00
			JOB # 1 TOTAL LABOR & PARTS	0.00
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		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	50158		01/18/07	RENTAL
			TOTAL - SUBLET	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
SIGNATURE OF PERSON RESPONSIBLE				X
OR AGENT FOR PERSON RESPONSIBLE				

CUSTOMER SIGNATURE _____

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

PAGE 1 OF 1 ACCOUNTING COPY [END OF INVOICE] 10:28am



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CUSTOMER No. 71656, ADVISOR RONALD ROBINSON 1633, TAG No. 6762, INVOICE DATE 06/29/06, INVOICE No. CVCS346816, BEAUMONT, TX, YEAR/MAKE/MODEL 05/CHEVROLET/MALIBU/LS SDN, DELIVERY DATE 08/27/04, MILEAGE 41,071, COLOR BROWN, STOCK No., VEHICLE I.D. No. 1G1ZT54835F, SELLING DEALER NO., F.T.E. No., P.O. No., R.O. DATE 06/28/06, RESIDENCE PHONE, BUSINESS, COMMENTS

LABOR & PARTS J# 1 25CVZ *STEERING TECH(S):1540 CUSTOMER STATES GETTING KNOCKING NOISE WHEN TURNING

WARRANTY Warranty disclaimer as is. The only warranties applying to this part(s) are those which may be offered by the manufacturer.

Table with columns: PARTS, QTY, FP-NUMBER, DESCRIPTION, UNIT PRICE. Includes rows for MOUNT 7.395, SEAT 7.420, BEARING 7.389.

J# 2+01CVZ *LUBE OIL FILTER TECH(S):1540 PLEASE CHECK ALL FLUID LEVELS AND TIRE PRESSURES, ALSO ADVISE OF ANY NEEDED SERVICES.

LABOR GUARANTEE 90 DAYS OR 4000 MILES WHICHEVER COMES FIRST.

Table with columns: PARTS, QTY, FP-NUMBER, DESCRIPTION, UNIT PRICE. Includes row for OIL FLTR 1.836.

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G.O.G. & SUPPLIES JOB # 2 5.0 LUBE SPECIAL @ /UNIT TOTAL - GOG

COMMENTS NOTE: GOODWILL REPAIR FOR CUSTOMER SATISFACTION

TOTALS section with summary of labor, parts, sublet, G.O.G., misc chg, misc disc, tax, and total invoice amount of 0.00.

SIGNATURE OF PERSON RESPONSIBLE OR AGENT FOR PERSON RESPONSIBLE

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

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CUSTOMER No. 71656	ADVISOR BRIAN L KINDWALL	TAG No. 1627	INVOICE DATE 05/24/06	INVOICE No. CVCS344927	
[REDACTED] BEAUMONT, TX 77701	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. 1G1ZT54835F			SELLING DEALER No.	PRODUCTION DATE
	F. T. E. No.		P.O. No.	R.O. DATE 05/23/06	
BUSINESS	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					
JOB #	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

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

LABOR GUARANTEE 90 DAYS OR 4000 MILES WHICHEVER COMES FIRST.

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CUSTOMER SIGNATURE

DUPLICATE INVOICE *****

SIGNATURE OF PERSON RESPONSIBLE OR AGENT FOR PERSON RESPONSIBLE
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CUSTOMER No. 71656, ADVISOR BRIAN L KINDWALL 1627, TAG No. 5414, INVOICE DATE 04/18/06, INVOICE No. CVCS342856, LABOR RATE, 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 I.D. No. 1G1ZT54835F, SELLING DEALER No., PRODUCTION DATE, F.T.E. No., P.O. No., R.O. DATE 04/18/06, RESIDENCE PHONE, BUSINESS, COMMENTS

LABOR & PARTS: J# 1 35CVZ *ELECTRICAL TECH(S):1506 WARRANTY 0.00, J# 2 35CVZ01 *ELECTRICAL TECH(S):1506 WARRANTY 0.00, J# 3 35CVZ02 ELECTRICAL TECH(S):1506 WARRANTY 0.00, J# 4 13CVZ *LEAKS, SQUEAKS, RATTLE TECH(S):1506 WARRANTY 0.00, SUBLET PO# 45218 VEND INV# 382409 INV. DATE 04/18/06 DESCRIPTION RENTAL TOTAL - SUBLET 0.00, TOTALS: 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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CUSTOMER No. 71656	ADVISOR BRIAN L KINDWALL 1627	TAG No. 5334	INVOICE DATE 04/07/06	INVOICE No. CVCS342276	
[REDACTED] BEAUMONT, TX	LABOR RATE	LICENSE No.	MILEAGE 35,296	COLOR BROWN/	
	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
	F. T. E. No.		P.O. No.	R.O. DATE 04/07/06	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS			

LABOR & PARTS	TECH(S)	WARRANTY
J# 1 35CVZ *ELECTRICAL CUSTOMER STATES DOME LAMP SWITCH BY LAMP IS LOOSE AN DWILL NOT TURN DOME LAMP ON:::SOP IN::: REPLACED OVERHEAD DOME LAMP ASSEMBLY	1506	
PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE----- JOB # 1 1 22691338 BEZEL 11.928 JOB # 1 1 22724305 HOUSING 11.927		WARRANTY WARRANTY 0.00
JOB # 1 TOTAL PARTS		0.00
JOB # 1 TOTAL LABOR & PARTS		0.00
J# 2 50CVZ MISC 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.	1506	WARRANTY
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 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.... TOTAL PARTS.... TOTAL SUBLET... TOTAL G.O.G.... TOTAL MISC CHG. TOTAL MISC DISC TOTAL TAX.....	0.00 0.00 0.00 0.00 0.00 0.00 0.00
TOTAL INVOICE \$		0.00

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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

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PAGE 1 OF 1 ACCOUNTING COPY [END OF INVOICE] 10:30am

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CUSTOMER No. 71656	ADVISOR BRIAN L KINDWALL 1627	TAG No. 5153	INVOICE DATE 03/23/06	INVOICE No. CVCS341309
[REDACTED] 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. 1G1ZT54835F			SELLING DEALER NO.
	F. T. E. No.			P.O. No.
RESIDENCE PHONE	BUSINESS PHONE	R.O. DATE 03/22/06		STOCK No.
COMMENTS				

LABOR & PARTS	DESCRIPTION	TECH(S)	WARRANTY
J# 1 35CVZ	*ELECTRICAL CUSTOMER STATES DOME LIGHT SWITCH BY LAMP IS LOOSE AND CATCHES WHEN MOVES...SOP IN... REORDERED PARTS	1506	
PARTS	DESCRIPTION	UNIT PRICE	
JOB # 1	0 22691338 PART ON SPECIAL ORDER ** QUANTITY 1 IS SPECIAL ORDERED ** BEZEL 11.928		WARRANTY
JOB # 1	0 22724305 PART ON SPECIAL ORDER ** QUANTITY 1 IS SPECIAL ORDERED ** HOUSING 11.927		WARRANTY
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	1506 1540	WARRANTY
PARTS	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	1506	105.00
PARTS	DESCRIPTION	UNIT PRICE	
JOB # 3	1 15243254 PAD KIT 5.017	95.00	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	1506	WARRANTY
PARTS	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	1506	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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SIGNATURE OF PERSON RESPONSIBLE OR AGENT FOR PERSON RESPONSIBLE

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CUSTOMER No. 71656, ADVISOR BRIAN L KINDWALL 1627, TAG No. 5153, INVOICE DATE 03/23/06, INVOICE No. CVCS341309, LABOR RATE, 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. 1G1ZT54835F, SELLING DEALER NO., PRODUCTION DATE, F. T. E. No., P.O. No., R.O. DATE 03/22/06, BUSINESS PHONE, COMMENTS

Table with columns: PARTS, QTY, FP-NUMBER, DESCRIPTION, UNIT PRICE. Includes sublet and misc charges, and a summary of totals.

CUSTOMER SIGNATURE, DUPLICATE INVOICE, 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...



CS340411



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CUSTOMER No. 71656	ADVISOR BRIAN L KINDWALL 1627	TAG No. 1095	INVOICE DATE 03/09/06	INVOICE No. CVCS340411	
[REDACTED] BEAUMONT, TX	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. 1G1ZT54835F [REDACTED]			SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. No.		P.O. No.	R.O. DATE 03/07/06	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS			

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

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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

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CS340411



CS340411

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CUSTOMER No. 71656	ADVISOR BRIAN L KINDWALL	TAG No. 1627	INVOICE DATE 03/09/06	INVOICE No. CVCS340411
[REDACTED] 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
	VEHICLE I.D. No. 1G1ZT54835F			DELIVERY MILES
RESIDENCE PHONE		BUSINESS PHONE		SELLING DEALER NO.
[REDACTED]		[REDACTED]		PRODUCTION DATE
COMMENTS		R.O. DATE 03/07/06		

PARTS	QTY	PP NUMBER	DESCRIPTION	UNIT PRICE
JOB # 5	1	25010792	OIL FLTR 1.836	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 0.00
G.O.G. & SUPPLIES	CODE	DESCRIPTION	CONTROL NO	
JOB # 5	4.0	LUBE SPECIAL	@	1.950 /UNIT
				TOTAL - GOG 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		-3.78
				TOTAL - MISC -3.78
TOTALS				
[] CASH [] CHK # [] [] CC [] AMX [] DIS [] A/R CHG				TOTAL LABOR... 10.00
PARTS DESIGNATED WITH AN ASTERIK (*) INDICATE LIMITED				TOTAL PARTS... 5.20
LIFETIME SERVICE GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS.				TOTAL SUBLET... 0.00
				TOTAL G.O.G... 7.80
				TOTAL MISC CHG... 1.22
				TOTAL MISC DISC... -5.00
				TOTAL TAX... 1.17
				TOTAL INVOICE \$ 20.39

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SIGNATURE OF PERSON RESPONSIBLE OR AGENT FOR PERSON RESPONSIBLE

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

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CUSTOMER No. 71656	ADVISOR BRIAN L KINDWALL 1627	TAG No. 1916	INVOICE DATE 12/01/05	INVOICE No. CVCS335143	
[REDACTED] BEAUMONT, TX [REDACTED]	LABOR RATE	LICENSE No.	MILEAGE 26,033	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 [REDACTED]			SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. No.		P.O. No.	R.O. DATE 11/30/05	REPRINT# 1
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS			

LABOR & PARTS	DESCRIPTION	TECH(S)	WARRANTY
J# 1 17CVZ	INTERIOR TRIM CUSTOMER STATES PASS SIDE VISOR COVER FOR MIRROR CAME OFF SUNVISOR CAME APART REPLACED SUN VISOR	1506	WARRANTY
PARTS	QTY	FP-NUMBER	DESCRIPTION
JOB # 1	1	10381580	SUNSHADE 10.203
			JOB # 1 TOTAL PARTS 0.00
			JOB # 1 TOTAL LABOR & PARTS 0.00
J# 2 25CVZ	*STEERING CUSTOMER STATES GETTING KNOCKING NOISE WHEN TURNING NOISE COMING FROM STEERING GEAR REPLACED STEERING GEAR	1506	WARRANTY
PARTS	QTY	FP-NUMBER	DESCRIPTION
JOB # 2	1	15216791	GEAR 6.508
JOB # 2	-1	15216791	CORE RETURN
JOB # 2	1	57703	BRAKLEEN
JOB # 2	1	89020661	FLUID 8.800
			JOB # 2 TOTAL PARTS 0.00
			JOB # 2 TOTAL LABOR & PARTS 0.00
J# 3 35CVZ	*ELECTRICAL CUSTOMER STATES DOME LIGHT SWITCH BY LAMP IS LOOSE AND CATCHES WHEN MOVES NECC TO ORDER OVERHEAD LAMP	1506	WARRANTY
PARTS	QTY	FP-NUMBER	DESCRIPTION
			JOB # 3 TOTAL PARTS 0.00
			JOB # 3 TOTAL LABOR & PARTS 0.00
J# 4 13CVZ	*LEAKS,SQEAQS,RATTLE CUSTOMER STATES GETS ROARING NOISE FROM BLOWER WHEN TURN AC ON UNABLE TO DUPLICATE ANY ABNORMAL NOISE	1506	WARRANTY
PARTS	QTY	FP-NUMBER	DESCRIPTION
			JOB # 4 TOTAL PARTS 0.00
			JOB # 4 TOTAL LABOR & PARTS 0.00
J# 5 17CVZ01	INTERIOR TRIM 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	1506	WARRANTY

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SIGNATURE OF PERSON RESPONSIBLE OR AGENT FOR PERSON RESPONSIBLE
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CS335143



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CUSTOMER No. 71656		ADVISOR BRIAN L KINDWALL	TAG No. 1627	INVOICE DATE 12/01/05	INVOICE No. CVCS335143
RESIDENCE PHONE [REDACTED]		LABOR RATE	LICENSE No.	MILEAGE 26,033	COLOR BROWN/
BUSINESS PHONE [REDACTED]		YEAR / MAKE / MODEL 05/CHEVROLET/MALIBU/LS SDN			DELIVERY DATE 08/27/04
COMMENTS		VEHICLE I.D. No. 1 G 1 Z T 5 4 8 3 5 F			DELIVERY MILES
[REDACTED]		F. T. E. No.			SELLING DEALER NO.
[REDACTED]		P.O. No.			PRODUCTION DATE
[REDACTED]		R.O. DATE 11/30/05			REPRINT# 1

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
				JOB # 5 TOTAL PARTS	0.00
				JOB # 5 TOTAL LABOR & PARTS	0.00
J# 6	35CVZ01		*ELECTRICAL CUSTOMER STATES NEEDS KEY FOB AND PROGRAMED REQUEST PROGRAM KEY & FOB	TECH(S):1506	41.50
				JOB # 6 TOTAL PARTS	62.09
				JOB # 6 TOTAL LABOR & PARTS	103.59
J# 7	01CVZ		*LUBE OIL FILTER PLEASE CHECK ALL FLUID LEVELS AND TIRE PRESSURES. ALSO ADVISE OF ANY NEEDED SERVICES. Oil & Filter Change W/ Lube 3.5L 04/05	TECH(S):1473	10.00
				JOB # 7 TOTAL PARTS	5.20
				JOB # 7 TOTAL LABOR & PARTS	15.20
J# 8	13CVZ02		LEAKS,SQEAKS,RATTLES CUSTOMER STATES GETTING RATTLING NOISE WHEN FIRST START IN MORNING, FROM UNDERNEATH CAR UNABLE TO DUPLICATE CONCERN NO ABNORMAL NOISES HEARD	TECH(S):1506	WARRANTY
				JOB # 8 TOTAL PARTS	0.00
				JOB # 8 TOTAL LABOR & PARTS	0.00
J# 9	34CVZ		*DRIVEABILITY CUSTOMER STATES DOESN'T START RIGHT AWAY WHEN START SOMETIME ACTS LIKE ENGINE IS HESITATING RAN OBD2 SYSTEM DIAG, NO DTC NO FAILURE RECORDS UNABLE TO DUPLICATE CONCERN	TECH(S):1558	WARRANTY
				JOB # 9 TOTAL PARTS	0.00
				JOB # 9 TOTAL LABOR & PARTS	0.00
J# 9	0	10372246	CAP 3.028 PART ON SPECIAL ORDER ** QUANTITY 1 IS SPECIAL ORDERED **		WARRANTY
				JOB # 9 TOTAL PARTS	0.00
				JOB # 9 TOTAL LABOR & PARTS	0.00
G.O.G. & SUPPLIES	JOB # 7	4.0	LUBE SPECIAL	@ 1.950 /UNIT	7.80

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CUSTOMER No. 71656	ADVISOR BRIAN L KINDWALL 1627	TAG No. 1916	INVOICE DATE 12/01/05	INVOICE No. CVCS335143
[REDACTED] BEAUMONT, TX	LABOR RATE	LICENSE No.	MILEAGE 26,033	COLOR BROWN/
	YEAR / MAKE / MODEL 05/CHEVROLET/MALIBU/LS SDN			DELIVERY DATE 08/27/04
	VEHICLE I.D. No. 1G1ZT54835E [REDACTED]			SELLING DEALER NO.
RESIDENCE PHONE	BUSINESS PHONE	F. T. E. No.	P.O. No.	R.O. DATE 11/30/05
COMMENTS				REPRINT# 1

TOTAL - GOG		7.80	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.
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-----			
<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.... 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

LABOR GUARANTEE 90 DAYS OR 4000 MILES WHICHEVER COMES FIRST.

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

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ACURA



CS334388



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CUSTOMER No. 71656, ADVISOR BRIAN L KINDWALL 1627, TAG No. 9896, INVOICE DATE 11/15/05, INVOICE No. CVCS334388, LABOR RATE, LICENSE No., MILEAGE 24,501, COLOR BROWN/, 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, F.T.E. No., P.O. No., R.O. DATE 11/15/05, BUSINESS PHONE, COMMENTS

LABOR & PARTS
J# 1 17CVZ INTERIOR TRIM TECH(S):1506
CUSTOMER STATES PASS SIDE VISOR COVER FOR MIRROR CAME OFF
ORDERED SUNSHADE
PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-
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

J# 2 25CVZ *STEERING TECH(S):1506
CUSTOMER STATES GETTING KNOCKING IN STEERING WHEN TURNING
TRACED TO STEERING GEAR
ORDERED STEERING GEAR
PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-
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

J# 3 10CVZ *A/C & HEATING TECH(S):1506
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-
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 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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SIGNATURE OF PERSON RESPONSIBLE OR AGENT FOR PERSON RESPONSIBLE

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



CS332309



CS332309

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CUSTOMER No. 71656	ADVISOR BRIAN L KINDWALL 1627	TAG No. 9426	INVOICE DATE 10/19/05	INVOICE No. CVCS332309
[REDACTED] BEAUMONT, TX 77701	LABOR RATE	LICENSE No.	MILEAGE 22,838	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 [REDACTED]			SELLING DEALER NO.
	F. T. E. No.			P.O. No.
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		R.O. DATE 10/10/05

LABOR & PARTS
1 32CVZ *LIGHT ENG & COOLING TECH(S):1546 412.70
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		2724966	SEAL KIT 9.222	6.65	6.65
JOB # 1	1		52494386	RADIATOR 1.219	261.76	261.76
JOB # 1	1		15254643	FAN 1.055	254.74	254.74
JOB # 1	1		FREON	FREON	24.95	24.95
JOB # 1 TOTAL PARTS						632.81
JOB # 1 TOTAL LABOR & PARTS						1045.51

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

LABOR GUARANTEE 90 DAYS OR 4000 MILES WHICHEVER COMES FIRST.

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

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COMMENTS
FARM BUREAU CLAIM # 521023---\$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

SIGNATURE OF PERSON RESPONSIBLE OR AGENT FOR PERSON RESPONSIBLE

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



CS330567



CS330567

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CUSTOMER No. 71656	ADVISOR BRIAN L KINDWALL 1627	TAG No. 9089	INVOICE DATE 08/22/05	INVOICE No. CVCS330567
BEAUMONT, TX	LABOR RATE	LICENSE No.	MILEAGE 18,940	COLOR BROWN/
	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
	F. T. E. No.	P.O. No.	R.O. DATE 08/22/05	
BUSINESS PHONE	COMMENTS			

LABOR & PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
J# 1 15CVZ EXT. TRIM & WIPERS CUSTOMER STATES WEATHER STRIP ON OUTSIDE OF SECOND LEFT DOOR IS COMING UP BY WINDOW :::SOP IN::: REPLACED LEFT REAR OUTER DOOR SEAL		15263161	SEALING S 10.774		WARRANTY
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00
J# 2 10CVZ *A/C & HEATING CUSTOMER STATES CAPS FOR AC LINES CAME OFF :::SOP IN::: CAPS MISSING INSTALLED A/C LINE CAPS		10245620	CAP & SEA 9.177		WARRANTY
				JOB # 2 TOTAL PARTS	0.00
				JOB # 2 TOTAL LABOR & PARTS	0.00
J# 3 17CVZ INTERIOR TRIM CUSTOMER STATES PASS SIDE VISOR COVER FOR MIRROR CAME OFF ORDERED PART		10381580	SUNSHADE 10.203		WARRANTY
				JOB # 3 TOTAL PARTS	0.00
				JOB # 3 TOTAL LABOR & PARTS	0.00
J# 4 34CVZ *DRIVEABILITY CUSTOMER STATES SEEMS TO MISSING AND RUNNING ROUGH AT IDLE PERFORMED SYSTEM DIAGNOSIS--UNABLE TO DUPLICATE CUSTOMER CONCERN.					WARRANTY
				JOB # 4 TOTAL PARTS	0.00
				JOB # 4 TOTAL LABOR & PARTS	0.00
J# 5 36CVZ *HVY TRANS & CLUTCH 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 DROVE--CHECKS OK.		12378470	FLUID 8.800		WARRANTY
				JOB # 5 TOTAL PARTS	0.00
				JOB # 5 TOTAL LABOR & PARTS	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 §9.053, 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 _____



CS330567



CS330567

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

CUSTOMER No. 71656	ADVISOR BRIAN L KINDWALL	1627	TAG No. 9089	INVOICE DATE 08/22/05	INVOICE No. CVCS330567
[REDACTED] BEAUMONT, TX	LABOR RATE	LICENSE No.	MILEAGE 18,940	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
	F. T. E. No.	P.O. No.		R.O. DATE 08/22/05	
RESIDENCE PHONE	BUSINESS PHONE		COMMENTS		

JOB # 5 TOTAL PARTS	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	
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 *****

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 _____



CS329377



CS329377

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

CUSTOMER No. 71656	ADVISOR BRIAN L KINDWALL	TAG No. 1627	INVOICE DATE 08/01/05	INVOICE No. CVCS329377
LABOR RATE	LICENSE No.	MILEAGE 16,989	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	
F. T. E. No.	P.O. No.	R.O. DATE 08/01/05		
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		

LABOR & PARTS
J# 1 34CVZ *DRIVEABILITY TECH(S):1568 **WARRANTY**
 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

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.

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

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 2	0	15263161	SEALING S 10.774		WARRANTY
					JOB # 2 TOTAL PARTS
					0.00
					JOB # 2 TOTAL LABOR & PARTS
					0.00

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.

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

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 3	0	10245620	CAP & SEA 9.177		WARRANTY
					JOB # 3 TOTAL PARTS
					0.00
					JOB # 3 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

SIGNATURE OF PERSON RESPONSIBLE OR AGENT FOR PERSON RESPONSIBLE
 X _____

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



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: [REDACTED]

Service Request: 71-458984691
 2005 Chevrolet Malibu
 Vehicle Identification Number: 1G1ZT54835F [REDACTED]
 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.

- | | | | |
|-------------------------------------|---|-------------------------------------|-------------------|
| <input checked="" type="checkbox"/> | Copy of owner's current title and/or registration | <input checked="" type="checkbox"/> | Finance agreement |
| <input type="checkbox"/> | Other: | <input 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
 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: [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.



GMC



HUMMER



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: [REDACTED]

Vehicle: 2005 Chevrolet Malibu

VIN: 1G1ZT54835 [REDACTED]

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

I [Redacted]

(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 # [Redacted]
(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

[Redacted Signature]

Signature

[Redacted Signature]

Signature

LG000a
V6302006



Seller: **MIKE SMITH AUTOPLAZA, INC.** Salesperson: **DAWSON, DERRICK** Date: **07/27/2006**
 Buyer: [Redacted] Residence Phone: [Redacted] Bus. Phone: [Redacted] Email: [Redacted]
 Address: [Redacted] City: **BEAUMONT** State: **TX** Zip: [Redacted]

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

DESCRIPTION OF SALE UNIT:
 New Make: **CHEVROLET** Color: **TAN**
 Demo Model: **MALIBU** Stock No.: **R10090**
 Executive/Official Cyl.: **LS** Upholstery:
 Used Body Style: **15580** License No.:
 Year: **2005** VIN: **1G1Z154835F142044** Key Nos.:

USED CAR TRADE-IN:
 Year: **2002** Make: **PONTIAC** Model: **GRAND AM**
 Cylinders: **N/A** Body Style: **SB** License No.: **N/A**
 VIN: **1G2NF52F620** Odometer Readings:
 Lienholder: **AMERICREDIT**
 Lienholder Address: **N/A**
 Drafting Instructions: **07/27/05**
 Child support Lien: Yes No Amount: \$ **N/A**
 Payable to:
 Restitution Lien: Yes No Amount: \$ **N/A**
 Payable to:
 Appraised Value of Trade-In: \$ **8500.00** Title: Reconditioned: 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	\$	20040.01
GAP INSURANCE	\$	419.17
	\$	N/A
	\$	N/A
HONDA CARE	\$	1041.04
	\$	N/A
	\$	N/A
Sub-Total	\$	22306.22
Rebate	\$	8500.00
Trade - In	\$	13806.22
Sub-Total	\$	51.18
**Dealer's Inventory Tax	\$	771.63
State Motor Vehicle Sales Tax	\$	N/A
Other Taxes	\$	65.80
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	\$	23665.10
Unpaid Balance	\$	

***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.**

***Documentary Fee (see panel at lower left)**

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 el 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.
 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.

**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 1-800-272-7879; (2) J.A.M.S./Poddispute, at 1-800-443-1660; 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 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.
 If any portion of this Arbitration Provision is unenforceable, it is severed and the remaining provisions shall be enforced.

Seller's Signature: [Redacted] Buyer's Signature: [Redacted] Date: **07/27/2006**

JAN 25, 2007 RECEPTION

Store 01 SERVC01 PORT 62 3030

CUSTOMER NO	71656	SERIAL NO	1G1ZT54835P
NAME	[REDACTED]	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 [REDACTED] SERIAL NO. 1G12T548251 [REDACTED]
 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				
				T	1540	1	W 25CVZ	*STEERING
				T	1540	2	C 34CVZ	*DRIVEABILITY
2	357019	01/08/2007	52313	A				
				T	1540	1	W 25CVZ	*STEERING
				T	1186	2	C 38CVZ	*ELECTRICAL
3	352190	10/05/2006	47606	A				
				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				
				T	1633			
				T	1540	1	W 25CVZ	*STEERING
				T	1540	2	W 01CVZ	*LUBE OIL FILTER
5	344927	05/23/2006	39141	A				
				T	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

[REDACTED]

SERIAL NO. 1G1ZT54835

[REDACTED]

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.....
6	342856	04/18/2006	35588	A	1627			
				T	1506	1	W 35CVZ	*ELECTRICAL
				F	1506	2	W 35CVZ01	*ELECTRICAL
				T	1506	3	W 35CVZ02	ELECTRICAL
				F	1506	4	W 13CVZ	*LEAKS, SQUEAKS, RA
7	342276	04/07/2006	35296	A	1627			
				T	1506	1	W 35CVZ	*ELECTRICAL
				T	1506	2	W 50CVZ	MISC
8	341309	03/22/2006	34154	A	1627			
				T	1506	1	W 35CVZ	*ELECTRICAL
				T	1506	2	W 25CVZ	*STEERING
				T	1540			
				T	1506	3	C 13CVZ	*LEAKS, SQUEAKS, RA
				T	1506	4	W 50CVZ	MISC
				T	1506	5	W 35CVZ04	ELECTRICAL

(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 [REDACTED] SERIAL NO. 1G1LSTB4835F [REDACTED]
 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.....
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)



CS357540



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
LABOR RATE	LICENSE No.	MILEAGE 52,818	COLOR BROWN/	STOCK No.
YEAR/MAKE/MODEL 05/CHEVROLET/MALIBU/LS SDN	VEHICLE I.D. No. 1G1ZT54835E	DELIVERY DATE 08/27/04	DELIVERY MILES	PRODUCTION DATE
P.T.E. No.	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 & PINTON ASSEMBLY
 REPLACED STEERING GEAR
 RESET TOE

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1	15858368	GEAR 6.50R	
JOB # 1	-1	15858368	CORE RETURN	
JOB # 1 TOTAL PARTS				0.00
JOB # 1 TOTAL LABOR & PARTS				0.00

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				0.00
JOB # 2 TOTAL LABOR & PARTS				0.00

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

SUBLET	PO#	VEND INVA	INV DATE	DESCRIPTION	UNIT PRICE
JOB # 1	50158		01/18/07	RENTAL	
TOTAL - SUBLET					0.00

TOTALS

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

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

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 § 70.053, 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

CUSTOMER SIGNATURE *****
 ***** 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: [REDACTED]
Vehicle: 2005 Chevrolet Malibu
VIN: 1G1ZT54835 [REDACTED]
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.



REGISTRATION RENEWAL RECEIPT

COUNTY: JEFFERSON
 FAC NAME: MIRIAM K. JOHNSON
 DATE: 03/27/2007 EFFECTIVE DATE: 03/27/2007
 PLATE NO: 272HLT TIME: 12:57PM EXPIRATION DATE: 2/2008
 DOCUMENT NO: 12330938602105559 EMPLOYEE ID: BMTLFE1 TRANSACTION ID: 12330539166125731

OWNER NAME AND ADDRESS
 SHERONDA E WILLIAMS
 875 DEVILLENUE
 BEAUMONT, TX 77701

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

PREVIOUS PLATE NO:
 VEHICLE IDENTIFICATION NO: 1G1ZT54835K [REDACTED] VEHICLE CLASSIFICATION: PASS
 YR/MAKE: 2005/CHEV MODEL: NL BODY STYLE: 4D UNIT NO:
 EMPTY WT: 4000 CARRYING CAPACITY: 0 GROSS WT: 4800 TONNAGE: 0.00
 BODY VEHICLE IDENTIFICATION NO: TRAVEL TRLR LENGTH: 0

INVENTORY ITEM(S)	YR	FEES ASSESSED		
WINDSHIELD STICKER	2008	WINDSHIELD STICKER	\$	58.50
		REG FEE-DPS	\$	1.00
		REFLECTORIZATION FEE	\$	0.30
		CNTY ROAD BRIDGE ADD-ON FEE	\$	10.00
		AUTOMATION FEE (LARGE CNTY)	\$	1.00
		TOTAL	\$	70.80
VEHICLE RECORD NOTATIONS		METHOD OF PAYMENT AND PAYMENT AMOUNT:		
RELEASE OF PERSONAL INFO RESTRICTED		CASH	\$	100.00
ACTUAL MILEAGE		TOTAL AMOUNT PAID	\$	100.00
		CHANGE DUE	\$	29.20

THIS RECEIPT TO BE CARRIED IN ALL COMMERCIAL VEHICLES.
 Current law requires an additional \$1.00 fee (already included) in counties with 50,000 or more vehicles.

**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 15580Lien holder: GMAC Other **VEHICLE REPAIR HISTORY** **Brakes**

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

 Engine/Fuel/Exhaust

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

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
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: \$
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PLAINTIFF'S FINAL DEMAND:	:	DATE:	AMOUNT TO CUST: \$ ATTORNEY FEES: \$ OR INCLUSIVE OFFER: \$
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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

<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

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:

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:

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.

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: remote starter

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

Date	RO#	Mileage	Days Out	Description of Repair
10/07/2005	146170	231	*	Could not duplicate.

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

<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

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 GMAC Stock 15125
 Rate 0 Months 600 Other _____ Phone _____
 Buy Rate 2 Pts. _____ Approval # 132091970

17745

- Purchase Order
- Credit Ap. Compl.
- Down Paymt in
- Insurance Ver.
- Odometer Stmt.
- 9_Pack or P/A
- Registration
- Title NA
- 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. # ~~7566314301~~ 7566314301

Trade-ACV 6,000
 Trade Stock # 5283

Security System _____
 Reserve 100
 Warranty 735
 Other _____
 Total 835

Notes

Send to
GMAC

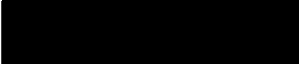
Time: _____ Date: _____

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 <u>20881</u>		CAP COST _____		SALESPERSON <u>ERIC</u>
RATE <u>0</u>		MONEY FACTOR _____		CUSTOMER 
TERM <u>60</u>		TERM _____		STOCK # <u>15125</u>
LIC. <u>197</u>		LIC. _____		UNIT <u>05 MAR, BU</u>
DOWN <u>865.52</u>		RES. _____		DEAL # <u>77745</u>
TRADE EQUITY <u>(134.43)</u>		RES. % _____		DUE BILL <u>NO</u>
CASH <u>0</u>		START UP FEES _____		WORK SHEET <input checked="" type="checkbox"/>
REBATE <u>1000</u>		CAP RED. _____		CREDIT APP. <input checked="" type="checkbox"/>
TRADE ALLOWANCE <u>6000</u>		DOWN _____		TRW <input checked="" type="checkbox"/>
PAYMENT <u>388.04</u>		PAYMENT _____		INS. INFO <input checked="" type="checkbox"/>
MAGIC WARRANTY <u>1395</u>	<i>SP</i>	MAGIC WARRANTY _____		REG. TITLE <input checked="" type="checkbox"/>
PAYOFF <u>6134.43</u> PER _____		TRADE ALLOWANCE _____		DRIVER'S LIC. <input checked="" type="checkbox"/>
PAYOFF TO <u>ARRAWHARD</u>		TRADE EQUITY _____		
		CASH _____		NEW UNIT MILES <u>68</u>
TRADE ACV <u>6000</u>		REBATE _____		ID# VERF. <input checked="" type="checkbox"/>
TRADE OAVUA _____		PAYOFF _____ PER _____		TIRE CHAIN DIS. <u>-</u>
TRADE MILES <u>87874</u>		PAYOFF TO _____		PROGRAM CAR <u>-</u>
APPRAISAL SHEET <input checked="" type="checkbox"/>				AFTER MARKET FORM <u>-</u>
YR MAKE MODEL <u>99 TOYOTA VAN</u>		TRADE ACV _____		LOWERED TRUCK FORM <u>-</u>
		TRADE OAVUA _____		SPANISH _____
		TRADE MILES _____		
		APPRAISAL SHEET _____		INCENTIVE CODE <u>GFP/OGV</u>
		YR MAKE MODEL _____		

MANAGER'S SIGNATURE



NOTES

COLLECT DOWN
PAYMENT

Contract Registration

GMPP 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 [REDACTED] 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

[REDACTED]

NAME OF BUSINESS OR MUNICIPALITY AREA CODE & PHONE NUMBER

[REDACTED]

MAILING ADDRESS (must include apt. or suite #, if applicable) CITY STATE ZIP CODE

[REDACTED] CHINO CA [REDACTED]

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

ADDRESS CITY STATE ZIP CODE

LEASE RETAIL MAJOR GUARD VALUE GUARD BASIC GUARD SMART PROTECTION MD-PT+ MD-E&T MD-BASIC

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 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.

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 & OPTIONAL COVERAGE BUSINESS HUMMER EMERGENCY SNOWPLOW TIRE ROAD HAZARD

(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.

CUSTOMER SIGNATURE DATE

[REDACTED] 09/30/2005

SUBTOTAL \$ 1, 3 9 5. 0 0

TAX \$, .

TOTAL \$ 1, 3 9 5. 0 0

Sample Agreements are available online at www.gmprotectionplan.com/agreements.htm NOTE: IF YOU DON'T RECEIVE YOUR AGREEMENT IN 60 DAYS, CALL 1-800-631-5590

DATE 9/30/05

SOURCE Priv Customer

NAME [REDACTED] SALESPERSON Eric Mcley MGR. [REDACTED]
 ADDRESS [REDACTED] China CO [REDACTED] PHONE W ()

MILEAGE 68 V.I.N. 1G1ZT64855F [REDACTED] LIC. NO. [REDACTED]
 STOCK NO. 15125 NEW USED DEMO
 YEAR 06 MAKE Chevy BODY STYLE Malibu LS max TAB. NO. [REDACTED] YR. EXP. [REDACTED]

TRADE-IN INFORMATION				SALE PRICE	
YEAR	MAKE	CYL.	BODY STYLE		
99	Toyota	4	Sienna	msep	23,455 w
				am	20,881 w
MILEAGE [REDACTED] LIC. NO. [REDACTED]				ADDITIONAL ACCESSORIES 2000.00	

PAYMENTS OF \$ NUMBER
 \$ 350

P.O. 6,150
 Arrowhead CU.

18,881.00
 20881. -
 + FEES
 6000 TRADE ACV
 6150 P.O.

1/3 CASH DOWN

\$ 0
 Rebate

MONTHLY PAYMENTS

48 x _____
 60 x 387.72
 415.72
 403.30 WITH EXT SERVICE CONTRACT

20881
 250.75
 1621.77
 22753.52

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.

Please enter my offer, subject to your acceptance

X _____

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

GROSS PRICE	24148.52	TOTAL DOWN	865.57	TOTAL OF PYMTS 23282.95
TOTAL DOWN	865.57			TOTAL DOWN 865.57
				DEF PYMT PRICE 24148.52

DEC LIFE PREM	0.00	DEAL DATE	09/30/2005	
LEV LIFE PREM	0.00	1ST PYMT DATE	10/30/2005	
A&H PREMIUM	0.00	LST PYMT DATE	09/30/2010	DEFERRED PAYMENT
TUT PREMIUM	0.00	TERM	60	DUE
		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 [REDACTED] 15/25

CHEVROLET MOTOR DIVISION
 GENERAL MOTORS CORPORATION
 100 RENAISSANCE CENTER
 DETROIT MI 48243-1114
 VEHICLE INVOICE 1AD47523450

*****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			CHG-TO 20-485
* DRIVER SEAT 6-WAY POWER			
* FLOOR MATS			SHIP WT: 3407
* REMOTE VEHICLE STARTER SYSTEM			HP: 32.9
			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

CERTIFICATE OF ORIGIN FOR A VEHICLE

0650



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.

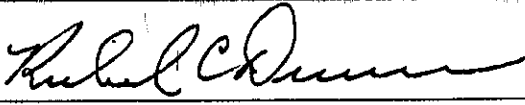
M. K. SMITH CHEVROLET
PO BOX 455
CHINO

20485 HJWVGN
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) <div style="background-color: black; width: 100px; height: 30px; margin-bottom: 5px;"></div> CHINO CA SAN BERNARDINO	Creditor - Seller (Name and Address) 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
0.00 %	\$ 0.00(e)	\$ 23282.95	\$ 23282.95(e)	\$ 24148.57(e)

(e) means an estimate

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	___ Mos.	\$ N/A
\$ N/A Ded. Collision	___ Mos.	\$ N/A
Bodily Injury \$ N/A Limits	___ Mos.	\$ N/A
Property Damage \$ N/A Limits	___ Mos.	\$ N/A
Medical N/A	N/A Mos.	\$ N/A
	N/A Mos.	\$ N/A
Total Vehicle Insurance Premiums		\$ N/A

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.

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 <u>N/A</u>			
Home Office Address <u>N/A</u>			

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 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)

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)

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 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)

*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 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 X _____

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.

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 09/30/05 By X Title FIN MGR

CVWS169584

CVWS169584



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



BAR # AA003876N
CAD # 981984586



CUSTOMER NO. 77021	ADVISOR GILBERT L GONZALES	TAG NO. 131	INVOICE DATE 01/10/07	INVOICE NO. CVWS169584
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	
	R.T.E. NO.	R.O. NO.	R.O. DATE 12/30/06	

COMMENTS

LABOR & PARTS J# 1 02CVZ TUNE DEPT HOURS: TECH(S):144 0.00 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		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)
J# 2 04CVZ 15-A HOURS: 0.30 TECH(S):481 23.89 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 2.34 JOB # 2 1 15945363 SOCKET 2.727 SO 5.61 5.61 7.85 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 CHECK BRAKE LITES INOP. NO PROBLEM FOUND UNABLE TO DUPLICATE - BRAKE LAMPS WORKING PROPERLY. JOB # 3 TOTAL LABOR & PARTS 0.00		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."
J# 4 03CVZ BRAKE/FT END HOURS: 0.70 TECH(S):110 487 55.74 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 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 94.03 131.64 131.64 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 ***** WARRANTY PARTS EXPEDITING PROGRAM OUTSIDE PARTS ***** OBTAINED FROM DEALER: INVOICE NO..... JOB # 5 TOTAL LABOR & PARTS 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 §25249.5 ET SEQ.)
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.	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	

COMMENTS

JOB # 6 TOTAL LABOR & PARTS		0.00	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.
SUBLET	PO#	VEND INV#	
JOB # 6	6166	01/06/07	
FACT WARR RENTAL		299.01	
TOTAL - SUBLET		299.01	(Signature or Initials)
COMMENTS			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.
BM			
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		
169584	520.46		
CLAIM TOTALS		520.46	"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."
APPROVED BY SIGNATURE			

WARRANTY CLAIM DETAIL TOTALS

CLAIM# TOTAL

169584 520.46

CLAIM TOTALS 520.46

APPROVED BY SIGNATURE

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 85, CALIFORNIA HEALTH AND SAFETY CODE §25249.5 ET SEQ.)

CVWS169584

CVWS169584



M.K. SMITH CHEVROLET

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(909) 628-8961

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

SATURDAY 8:00 AM TO 2:00 PM



BAR # AA003976N
CAD # 981984588

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. 1G1ZT64855F	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 20448

CUSTOMER 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		0J	2	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		NG	1	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 E SHAFT. BRYAN SPOKE TO YOU AND YOU ADVISED TO LOCATE A SHAFT REPLACE AND GET RENTAL 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: [REDACTED] AUTH CODE: AUTH. AUTHOR.:												

COMMENTS: 1GND513S072 [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

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.

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(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
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. [REDACTED]	R. O. NO. 65891
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	RESIDENCE PHONE [REDACTED]	BUSINESS PHONE [REDACTED]	ORIGINAL ESTIMATE \$ HAZARDOUS WASTE FEE \$	REVISOR EST. \$ DATE	REVISED REASON
APPOINTMENT <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	TIME RECEIVED 07:54am	DATE/TIME PROMISED 10/19/06 06:00pm	PRIORITY 4	DATE	TIME

ORIGINAL CUSTOMER ESTIMATE: TOTAL [REDACTED]

COMMENTS: (487)

- 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
- W 07CVZ WAR PARTS PROGRAM
***** WARRANTY PARTS EXPEDITING PROGRAM OUTSIDE PARTS *****
- W 10CVZ16 SHUTTLE 2 WAY
SHUTTLE RIDE TO AND FROM

4 W 10CVZ [REDACTED]

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: [REDACTED]

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 _____

RENTAL

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Peer *Carl*

ON		TECH NO.	487		1
OFF	ELAPSED TIME	R.O. NO.	165891	FLAT RATE	2
9				REPAIR LABOR SALES	

① clunk loose noise at front end area

rack & pinion bearing clearance excessive

Remove & replace rack & pinion as per Bulletin # 060232007 Doc # 1837885 Align suspension



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BAR # AA003976N
CAD # 881984566



90 DAYS SAME AS CASH
GM GOODWRENCH CREDIT CARDS AVAILABLE
ASK YOUR SERVICE ADVISOR FOR DETAILS

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 09/30/05	STOCK NO. 15125	LICENSE NO. [REDACTED]	R. O. NO. 165892
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	SELLING DEALER NO. [REDACTED]
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	R. O. DATE 10/19/06
		TURBO <input type="checkbox"/> M/MC <input type="checkbox"/> AIR COND. <input type="checkbox"/> P. S. <input type="checkbox"/> TRANS <input type="checkbox"/>	MILEAGE 16,083	ADVISOR NO. 32	ADVISOR DAN LUCHY	TAG NO. 2139
	TIME RECEIVED 07:54am	DATE/TIME PROMISED 10/19/06 06:00pm	PRIORITY 4	ORIGINAL ESTIMATE \$	REVISED EST. \$	DATE
APPOINTMENT <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No				HAZARDOUS WASTE FEE \$	REVISED EST. \$	DATE
				TOTAL ESTIMATE \$	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 EMPLOYEE PERMISSION TO OPERATE THE VEHICLE HEREIN DESCRIBED ON STREETS, HIGHWAYS OR OTHERWISE 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. TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

ORIGINAL CUSTOMER ESTIMATE: [REDACTED]	TOTAL 31.00	ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED X = *REBUILT PARTS SEE LAST DIGIT OF PARTS NUMBER FOR X.
COMMENTS: .	C 15CVZ LUBE, OIL & FILTER	YEAR/DOWN 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.
(71) Rec. A/R	time Rotation.	AUTHORIZED BY _____
PERFORM LOF		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 _____

Copyright © 1998 Tm. Reynolds and Reynolds Company EPRINTW014E GQ512632 0 (9/03)

What Was Done To Correct?

What Was Done To Correct?

What Was Done?

What Was Done To Correct?

What Was Done To Correct?

ON	ELAPSED TIME	HO NO	FLAT RATE	REPAIR LABOR SALES
		15892		3
OFF		71		

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 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) <input type="checkbox"/> OTHER <input type="checkbox"/>	VEHICLE I.D. NO. 1G1ZT64855F	YEAR/MAKE/MODEL 05/CHEVROLET/MALIBU/SD LS MAXX	PRODUCTION DATE 09/30/05	STOCK NO. 15125	LICENSE NO.	R. O. NO. 158603
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	SELLING DEALER NO. 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
APPOINTMENT <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	TIME RECEIVED 08:54am	DATE/TIME PROMISED 05/27/06	PRIORITY 4	MILEAGE 8,677	ADVISOR NO. 242	ADVISOR DAVID MEJIA

<p>ORIGINAL CUSTOMER ESTIMATE: TOTAL</p> <p>X [REDACTED]</p> <p>1 W 09CVZ T5A/ 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><input type="checkbox"/> Filter <input type="checkbox"/> Oil <input type="checkbox"/> Fluids</p> <p>PAGE 1 OF 1</p>	<p>10373948</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> <td>CUSTOMER PAYS</td> <td>YES</td> <td>NO</td> <td>AMOUNT</td> </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 Case

60

GRANDLE EN
STEERING COLUMN

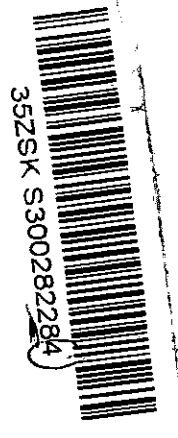
EXCESSIVE
CLEARANCE IN
STEERING GEARS

PARTS ALSO FIT
ELIGIBILITY FOR
BY RETAIL

1. What Was Done To Correct?

REPLACED STEERING
COLUMN.

2. What Was Done To Prevent?



3. What Was Done To Correct?

4. What Was Done To Prevent?

5. What Was Done To Correct?

ON	ELAPSED TIME	TECH. NO.	REPAIR SALES
5.30		138603	
OFF		60	FLAT RATE



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) OTHER <input type="checkbox"/>	VEHICLE I.D. NO. 1G1ZT64855F	YEAR/MAKE/MODEL 05/CHEVROLET/MALIBU/SD LS MAXX	PRODUCTION DATE 09/30/05	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	SELLING DEALER NO. 05/30/06
SAVE REMOVED PARTS FOR CUSTOMER <input type="checkbox"/> YES <input type="checkbox"/> NO	RESIDENCE PHONE [REDACTED]	BUSINESS PHONE [REDACTED]	ORIGINAL ESTIMATE \$ HAZARDOUS WASTE FEE \$ TOTAL ESTIMATE \$	REVISOR DATE TIME PHONE	EXPIRATION DATE 09/30/10	EXPIRATION MILES 75,068
APPOINTMENT <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	TIME RECEIVED 03:13pm	DATE/TIME PROMISED 05/30/06 06:00pm	PRIORITY 4	DATE TIME PHONE	ADVISOR NO. 242	ADVISOR DAVID MEJIA

ORIGINAL CUSTOMER ESTIMATE: TOTAL

X [REDACTED] **RO 158603**
5-27-06 8,677

1 **W 04CVZ 15-A**
CUSTOMER STATES CHECK STEERING, FEELS LIKE IF SOMETHING IS LOOSE. CHECK AND ADVISE

2 **W * 07CVZ WAR PARTS PROGRAM**
***** WARRANTY PARTS EXPEDITING PROGRAM OUTSIDE PARTS *****

3 **W * 10CVZ06 WARR COURT RENTAL**
***** COURTESY TRANSPORTATION *****
REQUIRES SERVICE MANAGERS APPROVAL.....DATE.....TIME

4 **W 07CVZ** check Pedals, they do not Adv. Properly

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

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 _____

Reynolds and Reynolds EFRANTW014E G0512832 0 (03/06)

MOTOR ~~1~~

ON		TECH. NO.	69		1.0
OFF	4	ELAPSED TIME	158687	PLAT RATE	REPAIR SALES

~~60~~
NOT IN
STEERING.

EPS MOTOR
FAILURE

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

~~60~~
ADJUSTABLE
PEDESTAL.

DISASSEMBLED.

RECONNECTED
ADJUSTABLE
PEDESTAL.

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

REGISTRATION VALID FROM

VEHICLE IDENTIFICATION NUMBER
1G1ZT64855F

DATE FIRST SOLD
00/00/2005

CLASS
CHEV EV

YEAR
2005

DATE ISSUED
10/11/2006

TYPE	VEH.	MP	AX	WD	UNLADEN WGT	GVW
	120		G			

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

R0040
L0122
21030
141100220065033

K

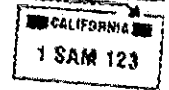
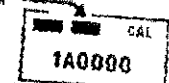
TO REMOVE THE STICKER FROM THE BACKING, BEND STICKER AT SLIT AND PEEL SLOWLY.

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



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
 B NEW OWNER'S ADDRESS APT NUMBER
 C ODOMETER READING (NO TENTHS)
 D CITY STATE ZIP CODE
 E DATE OF SALE OR LEASE RETURN
 F SELLER'S OR LESSEE'S LAST NAME (OR) COMPANY NAME FIRST
 G SELLING PRICE (NO CENTS) WHOLE DOLLARS
 H SELLER'S OR LESSEE'S ADDRESS APT NUMBER
 I SELLER'S OR LESSEE'S SIGNATURE
 J CITY STATE ZIP CODE
 VEHICLE ID NUMBER YR MODEL MAKE PLATE NUMBER

161ZT64855F 2005 CHEV

REG 138A (REV 10/2004)

STATE OF CALIFORNIA
CERTIFICATE OF TITLE VEHICLE HISTORY

194051108H8
 AUTOMOBILE
 VEHICLE ID NUMBER 161ZT64855F
 YR MODEL MAKE 2005 CHEV
 PLATE NUMBER
 BODY TYPE MODEL SD AX WEIGHT G FUEL TRANSFER DATE FEES PAID \$199 REG STRATION EXPIRATION DATE 10/02/2006
 YR 1ST SOLD CLASS YR MO EQUIPMT/TRUST NUMBER ISSUE DATE 2005 EV LY 11/18/05
 MOTORCYCLE ENGINE NUMBER ODOMETER DATE 09/30/2005 ODOMETER READING 68 MI
 ACTUAL MILEAGE
 REGISTERED OWNER(S) CHINO CA
 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. X
 1b. X
 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 (no tenths), miles and to the best of my knowledge reflects the actual mileage unless one of the following statements is checked.
 WARNING Odometer reading is not the actual mileage 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.
 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
 P O BOX 8129
 COCKEYSVILLE
 MD 21030
 Signature releases interest in vehicle (Company names must be countersigned)
 Release Date
 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 [REDACTED]

VEHICLE IDENTIFICATION NUMBER
1G1ZT64855F [REDACTED]

DATE FIRST SOLD **00/00/2005**

CLASS **CHEV** **EV**

DATE ISSUED **10/11/2006**

TYPE VEH.	APR	AX	WG	UNLADEN G/GW	TOTAL FEES PAID
120	6				\$184

3600

[REDACTED] CA [REDACTED]

0123456789
 0123456789
 0123456789

GMAC
 PO BX 8129
 COCKEYSVILLE
 MD



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

R0040
 L0122
 21030
 141100220065033

K [REDACTED]

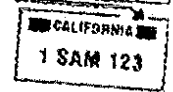
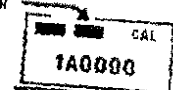
TO REMOVE THE STICKER
 FROM THE BACKING,
 BEND STICKER AT SLIT AND PEEL SLOWLY.

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 Well

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 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 - 46 22

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	20418	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	10/5/05	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)	Service Dealer	Reported 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	11/10/05	231	1 day
2. Turn signal left side inoperable		Mr Smith Chevrolet	12/30/06	2048	7 days
3. Brake light malfunction sometimes do not work	no	Mr Smith Chevrolet	12/30/06	2048	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 & TAC:** Remove shaft, position and exercise as ne
 dvm Joel Gorski locate shaft and replace.

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

*** 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.

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 #: [REDACTED]

Contact or Attention:

Address:

City:

State: AL

ZIP Code:

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

Fax:

E-

mail/Web:

Original Selling Dealer

* Dealer Number: 114580

* Phone: (909) 628-8961

* Contact Name: Dennis Jackson

Dealer Name: M K SMITH
CHEVROLET

Fax: (909) 628-6637

* Contact Title: Gen. Mgr

Region: Dis
10

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 [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

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 GMAC Stock 15125
 Rate 0 Months 600 Other _____ Phone _____
 Buy Rate 2 Pts. _____ Approval # 132091970

17145

- 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 735
 Other _____
 Total 835

Notes

Send to
GMAC

	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 20881

RATE 0

TERM 60

LIC. 197

DOWN 865.57

TRADE EQUITY (134.43)

CASH 0

REBATE 1000

TRADE ALLOWANCE 6000

PAYMENT 388.04

MAGIC WARRANTY 1395

PAYOFF 6134.43 PER

PAYOFF TO ARRAWHARD

TRADE ACV 6000

TRADE OA/UA —

TRADE MILES 87874

APPRAISAL 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 ERIC

CUSTOMER [REDACTED]

STOCK # 15125

UNIT 05 MARI BU

DEAL # 77745

DUE BILL NO

WORK SHEET ✓

CREDIT APP. ✓

TRW ✓

INS. INFO ✓

REG. TITLE ✓

DRIVER'S LIC. ✓

NEW UNIT MILES 68

ID# VERF. ✓

TIRE CHAIN DIS. —


PROGRAM CAR —

AFTER MARKET FORM —

LOWERED TRUCK FORM —

SPANISH —

INCENTIVE CODE GFP/OGV

MANAGER'S SIGNATURE 

NOTES

COLLECT DOWN
PAYMENT

Contract Registration

GMPP 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 [REDACTED] 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
 [REDACTED]
 NAME OF BUSINESS OR MUNICIPALITY AREA CODE & PHONE NUMBER
 [REDACTED]
 MAILING ADDRESS (must include apt. or suite #, if applicable) CITY STATE ZIP CODE
 [REDACTED] CHINO CA [REDACTED]

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 <input checked="" type="checkbox"/>	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 <input checked="" type="checkbox"/> \$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 & OPTIONAL COVERAGE (Select all that apply)	BUSINESS	HUMMER	EMERGENCY	SNOWPLOW	TIRE ROAD HAZARD	
					\$	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.

CUSTOMER SIGNATURE	DATE	SUBTOTAL	\$	1, 3 9 5. 0 0
[REDACTED]	09/30/2005	TAX	\$,
		TOTAL	\$	1, 3 9 5. 0 0

Sample Agreements are available online at www.gmprotectionplan.com/agreements.htm NOTE: IF YOU DONT RECEIVE YOUR AGREEMENT IN 60 DAYS, CALL 1-800-631-5590



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
<u>GM REBATE</u>	\$ <u>1000.00</u>	<u>GVB</u>
<u>EMPLOYEE PRICE</u>	\$ <u>N/A</u>	<u>GFP</u>
_____	\$ <u>N/A</u>	_____
_____	\$ <u>N/A</u>	_____
_____	\$ <u>N/A</u>	_____
Total Incentive Amount Received,	\$ <u>1000.00</u>	

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

- a. I elect to receive 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 CHEVROLET Dealer 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 [Redacted] SALESPERSON Eric Mcley MGR. [Redacted]

ADDRESS [Redacted] Chino Ca [Redacted] PHONE W ()

MILEAGE 68 V.I.N. 1G1ZT64855F [Redacted] LIC. NO.

STOCK NO. 15125 NEW USED DEMO. YEAR 06 MAKE Chevy BODY STYLE Malibu LS max TAB. NO. YR. EXP.

TRADE-IN INFORMATION YEAR 99 MAKE Toyota CYL. 6 BODY STYLE Sienna SALE PRICE msep 23,455 w

MILEAGE [Redacted] LIC. NO. [Redacted] ADDITIONAL ACCESSORIES gm 20,881 w

NUMBER PAYMENTS OF \$ 350 18,881.00

P.O. 6,150 Arrowhead CU. 20881. - FEES 6000 TRADE ACV 6150 P.O. CASH

1/3 CASH DOWN MONTHLY PAYMENTS

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.
 VIN 1G1 ZT64 85 5F [REDACTED] 15125
 CHEVROLET MOTOR DIVISION
 GENERAL MOTORS CORPORATION
 100 RENAISSANCE CENTER
 DETROIT MI 48243-1114
 VEHICLE INVOICE 1AD47523450
 *****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 WFF-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
 SUEPLR: 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

CERTIFICATE OF ORIGIN FOR A VEHICLE

0650



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

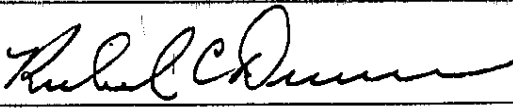
M. K. SMITH CHEVROLET
PO BOX 455
CHINO

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

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) <div style="background-color: black; width: 100px; height: 20px; margin-bottom: 5px;"></div> CHINO CA SAN BERNARDINO	Creditor - Seller (Name and Address) 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	FINANCE CHARGE	Amount Financed	Total of Payments	Total Sale Price
The cost of your credit as a yearly rate.	The dollar amount the credit will cost you.	The amount of credit provided to you or on your behalf.	The amount you will have paid after you have made all payments as scheduled.	The total cost of your purchase on credit, including your down payment of \$ <u>865.57</u> is
0.00 %	\$ 0.00(e)	\$ 23282.95	\$ 23282.95(e)	\$ 24148.52(e)

(e) means an estimate

STATEMENT OF INSURANCE

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

Vehicle Insurance

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

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.

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

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

Buyer
 Co-Buyer _____
 Seller _____

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.		\$ <u>N/A</u>
Credit Disability	N/A Mos.		\$ <u>N/A</u>
Total Credit Insurance Premiums			\$ <u>N/A(B)</u>

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 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 \$ 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)

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)

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 (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 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.

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 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 [Redacted]
 Buyer Signs
 X [Redacted]
 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 [Redacted] Co-Buyer X [Redacted]

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

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

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

S/S X [Redacted] X [Redacted]

Representations of Buyer: Seller has relied on the truth and accuracy of the information provided by you in connection with the Trade-In Vehicle. You represent that you have given a true payoff amount on the vehicle traded in. If the payoff amount is more than the amount shown above in item 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 [Redacted] 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 M K SMITH CHEVROLET Date 09/30/05 By X _____ Title FIN MGR

CVWS169584

CVWS169584



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



BAR # AA003976N
CAD # 981984586



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	STOCK NO. 15125	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

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 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.	HOURS: TECH(S):144 0.00	(Signature or initials)
JOB # 1 TOTAL LABOR & PARTS		0.00	
J# 2 04CVZ	15-A CHECK TURN SIGNAL LEFT SIDE INOP TURN SIGNAL SOCKET BURNED REPLACED LEFT SOCKET AND BULB. WORKING PROPERLY	HOURS: TECH(S):481 0.30 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.
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	2.34	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.
JOB # 2	1 15945363 SOCKET 2.727 SO 5.61 5.61 7.85	7.85	
JOB # 2 COST TOTAL		7.28	"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."
JOB # 2 TOTAL LABOR & PARTS		10.19	
JOB # 2 TOTAL LABOR & PARTS		34.08	
J# 3 04CVZ01	ELECTRICAL CHECK BRAKE LITES INOP. NO PROBLEM FOUND UNABLE TO DUPLICATE - BRAKE LAMPS WORKING PROPERLY.	HOURS: TECH(S):481 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.
JOB # 3 TOTAL LABOR & PARTS		0.00	
J# 4 03CVZ	BRAKE/FT END 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 EXCEREISE AS NEEDED TIME RUN (SOME ROAD NOISE NORMAL OVER BUMPS) PER JOE GORSKI LOCATE SHAFT AND REPLACE	HOURS: TECH(S):110 487 0.70 55.74	POSTED IN ACCORDANCE WITH PROPOSITION 65, CALIFORNIA HEALTH AND SAFETY CODE §25240.5 ET SEQ.)
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	131.64	
JOB # 4 COST TOTAL		94.03	
JOB # 4 TOTAL LABOR & PARTS		131.64	
JOB # 4 TOTAL LABOR & PARTS		187.38	
J# 5 07CVZ	WAR PARTS PROGRAM +++++ WARRANTY PARTS EXPEDITING PROGRAM OUTSIDE PARTS +++++ OBTAINED FROM DEALER: INVOICE NO.....	HOURS: TECH(S):131 0.00	
JOB # 5 TOTAL LABOR & PARTS		0.00	
J# 6 10CVZ06	WARR COURT RENTAL +++++ COURTESY TRANSPORTATION +++++ REQUIRES SERVICE MANAGERS APPROVAL.....DATE.....TIME REASON: HOW MANY DAYS REQUIRED	HOURS: TECH(S):131 0.00	

CVWS169584



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



BAR # AA003976N
CAD # 981984586



CUSTOMER NO. 77021	ADVISOR GILBERT L GONZALES 131	TAG NO. 5335	INVOICE DATE 01/10/07	INVOICE NO. CVWS169584
[REDACTED] 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
TOTAL - SUBLET		299.01
WARRANTY CLAIM DETAIL TOTALS		
CLAIM#	TOTAL	
[REDACTED]	520.46	
CLAIM TOTALS	520.46	

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 §25246.5 ET SEQ.)

APPROVED BY SIGNATURE

CVWS169584

CVWS169584



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



BAR # AA003976N
CAD # 981984588

CUSTOMER NO. 77021	ADVISOR GILBERT L GONZALES	TAG NO. 131	INVOICE DATE 01/10/07	INVOICE NO. CVWS169584
RESIDENCE PHONE [REDACTED]	LABOR RATE [REDACTED]	MILEAGE 20,448	COLOR GLXY SILVER	STOCK NO. 15125
BUSINESS PHONE [REDACTED]	YEAR / MAKE / MODEL 05/CHEVROLET/MALIBU/SD LS MAXX	DELIVERY DATE 09/30/05	DELIVERY MILES 68	PRODUCTION DATE
CHINO, CA [REDACTED]	VEHICLE I.D. NO. 1 G 1 Z T 6 4 8 5 5 F	SELLING DEALER NO.		
	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 [REDACTED] 3 20485 20448 [REDACTED]

CUSTOMER 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		OJ	2	15945363	10.19	6C	N0912	.3			23.89
LN-TOT: 34.08 TECH SSN: [REDACTED] AUTH CODE: AUTH. AUTHOR.:												

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: [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. 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: [REDACTED] AUTH CODE: AUTH. AUTHOR.:												

COMMENTS: IGND513S072 [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 GIL 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.)



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
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
05/27/06	158603	8677	242	60	W	04CVZ011	15-A MISC
				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 09/30/05	STOCK NO. 15125	LICENSE NO. [REDACTED]	R. O. NO. 65891
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	SELLING DEALER NO. 10/19/06
SAVE REMOVED PARTS FOR CUSTOMER <input type="checkbox"/> YES <input type="checkbox"/> NO	RESIDENCE PHONE [REDACTED]	BUSINESS PHONE [REDACTED]	COLOR GLXY SILVER/	CONTRACT NO.	EXPIRATION DATE 09/30/10	EXPIRATION MILES 75,068
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 CVZZ	AIR COND. P. S.	TRANS
				MILEAGE 16,083	ADVISOR NO. 32	ADVISOR DAN LUCHY
				ORIGINAL ESTIMATE \$	REVISED EST. \$	DATE
				HAZARDOUS WASTE FEE \$	REVISED EST. \$	DATE
				TOTAL ESTIMATE \$	REVISED REASON	REVISED REASON
				<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 subset repairs. Subject to conditions on reverse side of this contract. PLEASE READ REVERSE SIDE. ESTIMATES DO NOT INCLUDE SALES TAX.</small>		

ORIGINAL CUSTOMER ESTIMATE: TOTAL [REDACTED] COMMENTS: 487 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 RENTAL CAR	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 _____
--	--

RENTAL

Copyright © 1996 The Reynolds and Reynolds Company EPAINTRWD4E GC612832 Q (8/03)

John *Carl*

ON		487	1.2
OFF	10.27	165891	
	ELAPSED TIME	R.O. NO.	REPAIR LABOR SALES
		FLAT RATE	
		TECH. NO.	

① clunk loose noise at front end area

Rack & pinion
Binding clearance excessive

Remove & replace
Rack & pinion
AS per Bullitin
000232007
Doc # 1837885
Align suspension



M.K. SMITH CHEVROLET

12845 CENTRAL AVE. • CHINO, CALIFORNIA 91710
(909) 628-8961



BAR # AA003978N
CAD # 981984586



90 DAYS SAME AS CASH
GM GOODWRENCH CREDIT CARDS AVAILABLE
ASK YOUR SERVICE ADVISOR FOR DETAILS

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 (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 09/30/05	STOCK NO. 15125	LICENSE NO. 165892	R. O. NO. 10/19/06
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.	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 CVZZ	AIR COND. P. S.	TRANS	MILEAGE 16.083	ADVISOR NO. 32	ADVISOR DAN LUCHY
	ORIGINAL ESTIMATE \$	REVISED EST. \$	DATE	TIME	PHONE	AUTH. BY <input type="checkbox"/> PHONE <input type="checkbox"/> IN PERSON
	HAZARDOUS WASTE FEE \$	REVISED EST. \$	DATE	TIME	PHONE	AUTH. BY <input type="checkbox"/> PHONE <input type="checkbox"/> IN PERSON
	TOTAL ESTIMATE \$	REVISED REASON	REVISED REASON	REVISED REASON	REVISED REASON	DRIVER'S LICENSE

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.

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 inspection, and/or subset repairs. Subject to conditions on reverse side of the contract. PLEASE READ REVERSE SIDE. ESTIMATES DO NOT INCLUDE SALES TAX.

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

ORIGINAL CUSTOMER ESTIMATE: TOTAL
[REDACTED].00

COMMENTS :

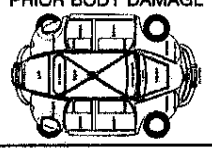
1 C 15CVZ LUBE, OIL & FILTER
PERFORM LOE

*(171) Rec. A/F
tire Rotation.*

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 _____

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 _____

Filter **47** Oil **4 1/2 QTS** Fluids **wash**

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REPAIR LABOR SALES	FLAT RATE	R.O. NO.	ELAPSED TIME	OFF
3		165892		
		TECH. NO.		ON
		171		10

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 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. 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	SELLING DEALER NO. 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	COLOR GLXY SILVER/	CONTRACT NO.	EXPIRATION DATE 09/30/10
APPOINTMENT <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	HAZARDOUS WASTE FEE	TOTAL ESTIMATE	REVISOR	TURBO	M/M/C	AIR COND.
				P. S.	TRANS	MILEAGE 8,677
				ADVISOR NO. 242	ADVISOR DAVID MEJIA	EXPIRATION MILES 75,068
				PHONE	AUTH. BY	TAG NO. 4974
				DATE	TIME	DRIVER'S LICENSE
				REVISOR	REASON	

ORIGINAL CUSTOMER ESTIMATE: TOTAL

X [REDACTED]

1 W 09CVZ (09) 15A/ C/P 10373948
CUSTOMER STATES HEARS A RUBBING/GRINDING TYPE SOUND COMING FROM THE STEERING WHEEL WHEN TURNING, 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

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 _____

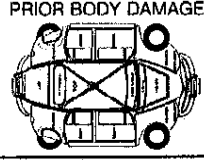
RO # _____

JOB # _____

ADVISOR _____

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

INSURANCE PAYS _____



Column One

ON	ELAPSED TIME	TECH NO.	PLAT RATE	REPAIR SALES
5.30		60	138603	11
OFF				

60
 GRINDING ON
 STEERING COLUMN

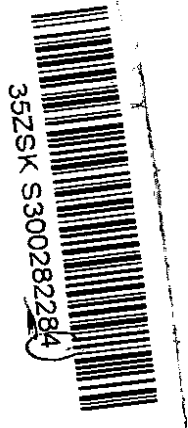
EXCESSIVE
 CLEARANCE IN
 STEERING GEARS

PART ALSO FIT,
 ELIGIBILITY FOR
 104 RETAIL

1. What Was Done To Correct?

REPLACED STEERING COLUMN.

2. What Was Done To Prevent?



3. What Was Done To Correct?

4. What Was Done To Correct?

5. 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	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. 58687	R. O. NO. 58687
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	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		TURBO M/MC AIR COND. P. S. TRANS MILEAGE 8.714	ADVISOR NO. 242	ADVISOR DAVID MEIA		
	TIME RECEIVED 03:13pm	DATE/TIME PROMISED 05/30/06 06:00pm	PRIORITY 4			

ORIGINAL CUSTOMER ESTIMATE: TOTAL

X **158603**

1 W 04CVZ 15-A
CUSTOMER STATES CHECK STEERING, FEELS LIKE IF SOMETHING IS LOOSE. CHECK AND ADVISE

2 W * 07CVZ **WAR PARTS PROGRAM**
***** WARRANTY PARTS EXPEDITING PROGRAM OUTSIDE PARTS *****

3 W * 10CVZ06 **WARR COURT RENTAL**
***** COURTESY TRANSPORTATION *****
REQUIRES SERVICE MANAGERS APPROVAL.....DATE.....TIME

4 W 09CVZ **60** Check Pedals, they do not Adv. properly

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

Filter Oil Fluids

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 _____

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 _____

Reynolds and Reynolds FRANTW014E (05/12/02) O (03/06)

MOTOR ~~D~~

ON		69		1.0
		TECH. NO.		
6.7		158687		
OFF	ELAPSED TIME	R.O. NO.	FLAT RATE	REPAIR LABOR SALES

~~60~~
NOT IN
STEERING.

EPS MOTOR
FAILURE

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

~~60~~
ADJUSTABLE
PEDESTAL SWAP.

DISASSEMBLED.

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 & 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 [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 : MK SMITH CHEVROLET, _____

Selling Dealer/City/State : MK 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: G M A C

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	10/19/05	16033	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 10730539

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	AK Smith Chevrolet	10/10/05	231	1 day
2. Turn signal left side inoperable		AK Smith Chevrolet	12/30/06	2000	7 days
3. Brake light malfunctions sometimes do not work	No	AK Smith Chevrolet	12/30/06	2000	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 # 1G1ZT64855E [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

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✓ 90 DAYS SAME AS CASH
GM GOODWRENCH CREDIT CARDS AVAILABLE
ASK YOUR SERVICE ADVISOR FOR DETAILS



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	W W	04CVZ 07CVZ	15-A WAR PARTS PROGRAM
02/16/06	153305	4418	305	481 131	W W	10CVZ16 04CVZ	SHUTTLE 2 WAY 15-A
02/16/06	153304	4418	305	214	C	07CVZ 15CVZ	WAR PARTS PROGRAM 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 09/30/05	STOCK NO. 15125	LICENSE NO.	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	SELLING DEALER NO. 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
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 8,677	ADVISOR NO. 242	ADVISOR DAVID MEJIA	PHONE <input type="checkbox"/> IN PERSON <input type="checkbox"/>
		ORIGINAL ESTIMATE \$	REVISED EST. \$	DATE	TIME	PHONE
		HAZARDOUS WASTE FEE \$	REVISED	DATE	TIME	PHONE
		TOTAL ESTIMATE \$	REVISED REASON	REVISED REASON		DRIVER'S LICENSE

ORIGINAL CUSTOMER ESTIMATE: TOTAL
 30.00

1 **C 15CVZ LUBE, OIL & FILTER**
PERFORM LOF

Filter Oil Fluids

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 LABOR SALES	FLAT RATE	R.O. NO.	ELAPSED TIME	OFF
. 3		158604		10
		TECH. NO. 275		5/27 ON

Please Answer The Following Question when Returning Property #1111



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
02/16/06	153304	4418	305	131	W	07CVZ	WAR PARTS PROGRAM
10/07/05	146170	231	81	214	C	15CVZ	LUBE, OIL & FILTER
				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	YEAR/MAKE/MODEL 05/CHEVROLET/MALIBU/SD LS MAXX	PRODUCTION DATE 15125	STOCK NO. 15125	LICENSE NO. 154237	R. O. NO. 154237
CALL WHEN READY <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	RESIDENCE PHONE [REDACTED]	BUSINESS PHONE [REDACTED]	DELIVERY DATE 09/30/05	DELIVERY MILES 68	SELLING DEALER NO. 68	R. O. DATE 03/06/06
SAVE REMOVED PARTS FOR CUSTOMER <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	TIME RECEIVED 07:52am	DATE/TIME PROMISED 03/06/06 06:00pm	PRIORITY 4	COLOR GLXY SILVER/	CONTRACT NO. 77021 GMPP	EXPIRATION DATE 09/30/10
APPOINTMENT <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	HAZARDOUS WASTE FEE [REDACTED]	ORIGINAL ESTIMATE \$ [REDACTED]	REVISED EST. \$ [REDACTED]	DATE [REDACTED]	TIME [REDACTED]	PHONE [REDACTED]

<p>ORIGINAL CUSTOMER ESTIMATE: TOTAL</p> <p>X [REDACTED]</p> <p>1 W * 04CVZ 15-A CUSTOMER STATES C.D. IS STICK IN THE RADIO, S.O.P. PARTS ARE IN, 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 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>PRIOR BODY DAMAGE </p> <p>AUTHORIZED BY DATE _____ TIME _____ PHONE # _____</p> <p>DEDUC. \$ _____ FAC. \$ _____ INS. \$ _____</p> <p>INSURANCE CLAIM REPORT COMPANY _____ ADDRESS _____ CITY STATE _____ ZIP CODE _____ PHONE _____ CLAIM # _____ AUTHORIZATION # _____ AUTHORIZED BY _____ DATE & TIME _____ CUSTOMER _____ RO # _____ JOB # _____ ADVISOR _____</p> <table border="1"> <tr> <td>CUSTOMER PAYS</td> <td>YES</td> <td>NO</td> <td>AMOUNT</td> </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> <tr> <td>INSURANCE PAYS</td> <td>_____</td> <td>_____</td> <td>_____</td> </tr> </table>	CUSTOMER PAYS	YES	NO	AMOUNT	DEDUCTIBLE	[]	[]	_____	FLUIDS	[]	[]	_____	OIL	[]	[]	_____	TAX	[]	[]	_____	INSURANCE PAYS	_____	_____	_____
CUSTOMER PAYS	YES	NO	AMOUNT																						
DEDUCTIBLE	[]	[]	_____																						
FLUIDS	[]	[]	_____																						
OIL	[]	[]	_____																						
TAX	[]	[]	_____																						
INSURANCE PAYS	_____	_____	_____																						

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Radio Case

481 cd stick into
the radio

NO		TECH NO	181		
OFF	ELAPSED TIME	R.O. NO	154237	FLAT RATE	1.1
3.9				REPAIR LABOR SALES	

Radio cd player
not working prop
internally fault

installed new
cd player
working prop
offer done

1	2	3	4	5



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BAR # AA00397
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.	 	17CVZ01 17CVZ02 14CVZ	SERVICE PDI SECURITY DETAIL

SALESPERSON NO. 306 ERIC C MCCOY 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. 15125	LICENSE NO. 45842	R. O. NO. 45842
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 10/03/05
SAVE REMOVED PARTS FOR CUSTOMER <input type="checkbox"/> YES <input type="checkbox"/> NO	RESIDENCE PHONE 98 81	COLOR GLXY SILVER/	CONTRACT NO.	EXPIRATION DATE 09/30/10	EXPIRATION MILES 75,068	TAG NO. 3297
APPOINTMENT <input type="checkbox"/> Yes <input type="checkbox"/> No	TIME RECEIVED 08:49am	DATE/TIME PROMISED 10/03/05 07:30pm	PRIORITY 4	DATE	TIME	PHONE

- ORIGINAL CUSTOMER ESTIMATE: TOTAL
- W 08CVZ 305 NEW CAR DEPARTMENT**
CUST STATES SCRATCHES ALL OVER CAR BUFF OUT PER STEVE LEMOS.
 - W 04CVZ 401 15-A**
CUST STATES PASS-SIDE HEAD LIGHT HAS SCRATCHES ON IT.
ORDER PER STEVE LEMOS. *ordered head lamps*
 - W 04CVZ011 481 15-A MISC**
CUST STATES DRIVER SIDE HEAD LIGHT HAS SCRATCHES ON IT
ORDER PER STEVE LEMOS. *ordered head lamp*
 - W 04CVZ012 481 15-A MISC**
CUST STATES CD PLAYER INOP.
unable to duplicate even plays non label cds
 - W 07CVZ**
+++++ WARRANTY PARTS EXPEDITING PROGRAM OUTSIDE PARTS +++++
 - W 10CVZ16 SHUTTLE 2 WAY**
SHUTTLE RIDE TO AND FROM
 - 7. CUST STATE'S HEADLINER COMING APART**
on driver side see chuck
reinstalled seal

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 _____
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	_____	_____	_____

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NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK

145842

1. 1000 2. 1000 3. 1000 4. 1000 5. 1000 6. 1000 7. 1000 8. 1000 9. 1000 10. 1000

1. 1000 2. 1000 3. 1000 4. 1000 5. 1000 6. 1000 7. 1000 8. 1000 9. 1000 10. 1000	1. 1000 2. 1000 3. 1000 4. 1000 5. 1000 6. 1000 7. 1000 8. 1000 9. 1000 10. 1000	1. 1000 2. 1000 3. 1000 4. 1000 5. 1000 6. 1000 7. 1000 8. 1000 9. 1000 10. 1000	1. 1000 2. 1000 3. 1000 4. 1000 5. 1000 6. 1000 7. 1000 8. 1000 9. 1000 10. 1000	1. 1000 2. 1000 3. 1000 4. 1000 5. 1000 6. 1000 7. 1000 8. 1000 9. 1000 10. 1000
--	--	--	--	--



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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
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 F R V T C E STATE REG# 0

TERMS	VEHICLE I.D. NO.	YEAR/MAKE/MODEL	PRODUCTION DATE	STOCK NO.	LICENSE NO.	R. O. NO.
CASH <input type="checkbox"/>	1G1ZT64855F	05/CHEVROLET/MALIBU/SD LS MAXX	15125	46170	46170	46170
CREDIT CARD <input type="checkbox"/>			DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R. O. DATE
CHECK <input type="checkbox"/>			09/30/05	68		10/07/05
(PRIOR APPROVAL) <input type="checkbox"/>			CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO.
OTHER <input type="checkbox"/>			77021 GMPP	09/30/10	75,068	1305
CALL WHEN READY <input type="checkbox"/>	CHINO, CA	GLXY SILVER/	TURBO	M/MC	AIR COND.	R. S.
<input type="checkbox"/> YES <input type="checkbox"/> NO						
SAVE REMOVED PARTS FOR CUSTOMER <input type="checkbox"/>	RESIDENCE PHONE	BUSINESS PHONE	ORIGINAL ESTIMATE	REVISED EST. \$	DATE	TIME
<input type="checkbox"/> YES <input type="checkbox"/> NO			HAZARDOUS WASTE FEE	REVISED EST. \$	DATE	TIME
			TOTAL ESTIMATE	REVISED REASON	REVISED REASON	DRIVER'S LICENSE
	11:03am	10/07/05	03:00pm	4		
APPOINTMENT <input checked="" type="checkbox"/>	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 outlet repairs. Subject to conditions on reverse side of this contract. PLEASE READ REVERSE SIDE. ESTIMATES DO NOT INCLUDE SALES TAX.					

ORIGINAL CUSTOMER ESTIMATE: TOTAL

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. **SO9** Cust states Both Head Light scratched SO9 is in per Steve Lemoy

6. **02CVZ** Cust state A/C not as cold as need BY 1200 SAT per Bryan

INSURANCE NEW HEADLAMPS

0.5

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	[]	[]	_____
TAX	[]	[]	_____
INSURANCE PAYS	_____	_____	_____

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BATT

8	OFF	ELAPSED TIME	R.O. NO.	FLAT RATE	REPAIR LABOR SALES	TECH. NO.	ON
			146170			09	10.12

~~GO~~
NO START

~~GO~~
REM. START
FNOP.

Ch A/c not
as cold

TESTED BATTERY, ONLY
9CCA AVAILABLE FROM
525CCA.
IN-071R1-RL
OUT-021R1B-RL

Ch A/c Performance
test

INSTALLED NEW
BATTERY.

COULD NOT DUPLICATE
CONCERN, REMOTE
START FUNCTION
OPERATING PROPERLY
AT THIS TIME

A/c blowing
580 a normal
pressures

7	ON	ELAPSED TIME	R.O. NO.	FLAT RATE	REPAIR LABOR SALES
		10.07	146170	05	68

DCI 7 P1 27
DCI 7 P1 04
DCI Progen



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GM GOODWRENCH CREDIT CARDS AVAILABLE
ASK YOUR SERVICE ADVISOR FOR DETAILS

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. 153305	LICENSE NO. 153305	R.O. NO. 153305
CALL WHEN READY <input type="checkbox"/> YES <input type="checkbox"/> NO	RESIDENCE PHONE CHINO, CA	CUSTOMER NO. 77021	DELIVERY DATE 09/30/05	DELIVERY MILES 68	SELLING DEALER NO. 02/16/06	R.O. DATE 02/16/06
SAVE REMOVED PARTS FOR CUSTOMER <input type="checkbox"/> YES <input type="checkbox"/> NO	BUSINESS PHONE	COLOR GLXY SILVER/	CONTRACT NO. 4418	EXPIRATION DATE 09/30/10	EXPIRATION MILES 75068	TAG NO. 1987
APPOINTMENT <input type="checkbox"/> Yes <input type="checkbox"/> No	TIME RECEIVED 07:36am	HAZARDOUS WASTE FEE 02/16/06	DATE 06:00pm	PHONE 5	ADVISOR HOWARD VAN VEGHTEN	DRIVER'S LICENSE

ORIGINAL CUSTOMER ESTIMATE - TOTAL X	ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED X = REBUILT PARTS SEE LAST DIGIT OF PARTS NUMBER FOR X.
1 W 04CVZ 15-A 481 WMS 2/14/06 CUSTOMER STATES CD STUCK IN CD PLAYER 3 TIME	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.
2 W 07CVZ WAR PARTS PROGRAM ***** WARRANTY PARTS EXPEDITING PROGRAM OUTSIDE PARTS *****	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		

ES	NO	AMOUNT

153305

WORK ORDER NUMBER AND MAKE MODEL YEAR AND ENGINE NO.

REPAIR LABOR SALES	FLAT RATE	R.O. NO.	ELAPSED TIME	OFF
.2		153305		5
		TECH NO		2.17
		481		ON



M.K. SMITH CHEVROLET

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90 DAYS SAME AS CASH

GM GOODWRENCH CREDIT CARDS AVAILABLE
ASK YOUR SERVICE ADVISOR FOR DETAILS



BAR # AA003970N
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
10/07/05	146170	231	81	131	W	07CVZ	WAR PARTS PROGRAM
				60	W	02CVZ	TUNE DEPT
				60	W	04CVZ	15-A
				131	W	10CVZ06	WARR COURT RENTAL
				60	I	04CVZ012	15-A MISC
				144	W	02CVZ011	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/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	RESIDENCE PHONE CHINO, CA	BUSINESS PHONE	DELIVERY DATE 09/30/05	DELIVERY MILES 68	SELLING DEALER NO.	R. O. DATE 02/16/06			
SAVE REMOVED PARTS FOR CUSTOMER <input type="checkbox"/> YES <input type="checkbox"/> NO	TIME RECEIVED 07:34am	DATE/TIME PROMISED 02/16/06 06:00pm	PRIORITY 5	COLOR GLXY SILVER/	CONTRACT NO. 77021 GMPP	EXPIRATION DATE 09/30/10			
APPOINTMENT <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	HAZARDOUS WASTE FEE	TOTAL ESTIMATE	EST. \$	REVISED REASON	DATE	TIME	PHONE	AUTH. BY HOWARD VAN VEGHTEN	PHONE <input type="checkbox"/> IN PERSON <input type="checkbox"/>

ORIGINAL CUSTOMER ESTIMATE: TOTAL \$ **30.00**

1. 15CVZ LUBE, OIL & FILTER **✓ 3 DONE**

PERFORM LOF

Rec. fuel dryer.

7F47 **4/20/05** **10/30**

Filter Oil Fluids

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.

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	_____	_____	_____

Copyright © 1999 The Reynolds and Reynolds Company EPAINTC014E GC512832 O (9/03)

REPAIR LABOR SALES	FLAT RATE	R.O. NO.	ELAPSED TIME	OFF
3		153304		2/16
		TECH NO. 214		ON 1208



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	487 131 131 131	W W W C	03CVZ 07CVZ 10CVZ16 10CVZ06	BRAKE/FT END WAR PARTS PROGRAM SHUTTLE 2 WAY WARR COURT RENTAL
10/19/06 08/28/06	165892 163260	16083 12443	32 150	171 295	C C	15CVZ 15CVZ	LUBE, OIL & FILTER 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 09/30/05	STOCK NO. 15125	LICENSE NO. [REDACTED]	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]	REVISED EST. \$ [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]	REVISED REASON [REDACTED]	REVISED REASON [REDACTED]

RECALL

ORIGINAL CUSTOMER ESTIMATE: TOTAL **[REDACTED]**

1. **W 02CVZ 1449 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 401 15-A**
CHECK TURN SIGNAL LEFT SIDE INOP
Orders sochet installed & tested to spec

3. **W 04CVZ01 402 ELECTRICAL**
CHECK BRAKE LITES INOP
unable to duplicate & make lamps working

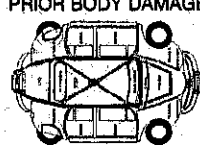
4. **W 03CVZ 403 BRAKE/FT END**
CHECK WHEN DRIVING AND TURNING STEERING WHEEL HAS A GRINDING NOISE 3RD TIME IN SEE HISTORY.
brake print

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 _____



Reynolds and Reynolds EBANTW014E GC612832 G 09/06

TECH COPY

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

#487

Booked
S/S shaft 1/2 done

REPAIR LABOR SALES	2.	FLAT RATE	169584	TECH. NO.	487	ON	1.10
ELAPSED TIME						OFF	2

REPAIR LABOR SALES	3.	FLAT RATE	169584	TECH. NO.	481	ON	1.10
ELAPSED TIME						OFF	5

REPAIR LABOR SALES	5.	FLAT RATE	169584	TECH. NO.	110	ON	1.10
ELAPSED TIME						OFF	4

④ GRIND IN Flat.
END

110
grinding noise
when turning

481 turn
signal wop

Ch when Heater &
A/C ON & turning off
air still comes out
vent

Ch. A/C system
normal condition
of vehicle

turn signal
socket
burned

Intermediat's shaft
noisy
Intermediat's shaft
SHAFT BIND & DRY

If cust Doesn't
want air to
come through
vents you have
to push recirc
every time

replaced
left socket
and bulb
working wop

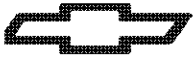
replaced shaft

per TAC use
Bulletin 060232007
OK Components
& Remove
I shaft position
& exercise AS
needed time run

(some ROAD noise normal)
one Bumps

after done
JAN 3 P 3 56
JAN 3 P 1 21

REPAIR LABOR SALES	FLAT RATE	R.O. NO.	ELAPSED TIME	OFF
	.3	K03260 TECH. NO. 295		2 8.28 ON <i>Done</i>

**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 [REDACTED]

VEHICLE IDENTIFICATION NUMBER
1G1ZT64855F [REDACTED]

BODY TYPE MODEL
SD

DATE ISSUED
10/11/2006

REGISTRATION VALID FROM
10/02/2006 TO 10/02/2007

TYPE
11

LICENSE NUMBER
[REDACTED]

DATE FIRST SOLD
00/00/2005

CLASS
CHEV

MAKE
CHEV

Yr. Model
2005

TYPE VEH.	MP	AX	WD	UNLADEN WG	GVW
120	G				

TOTAL FEES PAID
\$184

3600

CHINO CA [REDACTED]

0322013
0322013
0322013

GMAC
PO BX 8129
COCKEYSVILLE

MD

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

R0040
L0122

21030
141100220065033

K [REDACTED]

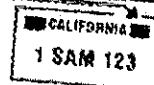
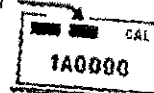
TO REMOVE THE STICKER FROM THE BACKING, BEND STICKER AT SLIT AND PEEL SLOWLY.

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

[Redacted Name]

CHINO, CA

Day Phone: [Redacted]

Fax Number:

Customer Contact Info:

Evening Phone: [Redacted]

Cell Phone:

E-mail Address:

Vehicle Information

Name(s) of individual(s) or business that appear on vehicle title: [Redacted]

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 [Redacted]

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

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

Insurance Carrier : State Farm Policy Number: [Redacted]

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) - 200-4659 Phone:

Lienholder Acct #: [Redacted] 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): [Redacted] 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 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	AK Smith Chevrolet	12/10/05	231	1 day
2. Turn signal left side inoperable		AK Smith Chevrolet	12/30/06	2000	7 days
3. Brake light malfunction sometimes do not work	no	AK Smith Chevrolet	12/30/06	2000	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 & TAC Explanation: Remove shaft, position and exercise as ne
dvm 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:** 91710

*** 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.

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

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.

**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. [REDACTED] Called in to LWAL Stock 15125
 Rate 0 Months 600 Other _____ Phone _____
 Buy Rate ✓ Pts. _____ Approval # 132091970

17745

- 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. # [REDACTED]

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 <u>20881</u>		CAP COST _____		SALESPERSON <u>ERIC</u>
RATE <u>0</u>		MONEY FACTOR _____		CUSTOMER
TERM <u>60</u>		TERM _____		STOCK # <u>15125</u>
LIC. <u>197</u>		LIC. _____		UNIT <u>05 MAR, BU</u>
DOWN <u>865.57</u>		RES. _____		DEAL # <u>77745</u>
TRADE EQUITY <u>(134.43)</u>		RES. % _____		DUE BILL <u>NO</u>
CASH <u>0</u>		START UP FEES _____		WORK SHEET <u>✓</u>
REBATE <u>1000</u>		CAP RED. _____		CREDIT APP. <u>✓</u>
TRADE ALLOWANCE <u>6000</u>		DOWN _____		TRW <u>✓</u>
PAYMENT <u>388.04</u>		PAYMENT _____		INS. INFO <u>✓</u>
MAGIC WARRANTY <u>1395</u>	<i>sps</i>	MAGIC WARRANTY _____		REG. TITLE <u>✓</u>
PAYOFF <u>6134.43</u> PER _____		TRADE ALLOWANCE _____		DRIVER'S LIC. <u>✓</u>
PAYOFF TO <u>MARRA HOND</u>		TRADE EQUITY _____		
		CASH _____		NEW UNIT MILES <u>68</u>
TRADE ACV <u>6000</u>		REBATE _____		ID# VERF. <u>✓</u>
TRADE OAVUA _____		PAYOFF _____ PER _____		TIRE CHAIN DIS. <u>—</u>
TRADE MILES <u>87874</u>		PAYOFF TO _____		PROGRAM CAR <u>—</u>
APPRAISAL SHEET <u>✓</u>				AFTER MARKET FORM <u>—</u>
YR MAKE MODEL <u>99 TOYOTA VAN</u>		TRADE ACV _____		LOWERED TRUCK FORM <u>—</u>
		TRADE OAVUA _____		SPANISH <u>—</u>
		TRADE MILES _____		
		APPRAISAL SHEET _____		INCENTIVE CODE <u>GFP/OGV</u>
		YR MAKE MODEL _____		

MANAGER'S SIGNATURE

NOTES

COLLECT DOWN
PAYMENT

Contract Registration

GMPP MRP Medlum 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 [REDACTED] 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
 [REDACTED]
 NAME OF BUSINESS OR MUNICIPALITY AREA CODE & PHONE NUMBER
 [REDACTED]
 MAILING ADDRESS (must include apt. or suite #, if applicable) CITY STATE ZIP CODE
 [REDACTED] CHINO CA [REDACTED]

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
 W 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 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 <input checked="" type="checkbox"/> \$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 & OPTIONAL COVERAGE (Select all that apply)

BUSINESS HUMMER EMERGENCY SNOWPLOW TIRE ROAD HAZARD
 \$ 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.

CUSTOMER SIGNATURE DATE
 [REDACTED] 09/30/2005

SUBTOTAL \$ 1, 3 9 5. 0 0
 TAX \$, .
 TOTAL \$ 1, 3 9 5. 0 0

Sample Agreements are available online at www.gmprotectionplan.com/agreements.htm

NOTE: IF YOU DON'T RECEIVE YOUR AGREEMENT IN 60 DAYS, CALL 1-800-631-6590

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DATE 9/30/05

SOURCE Priv Customer

NAME [Redacted] SALESPERSON Eric Mcley MGR. [Redacted]

ADDRESS [Redacted] Chino Ca [Redacted] PHONE W () [Redacted]

MILEAGE 608 V.I.N. 1G1ZT64855F [Redacted] LIC. NO. [Redacted]

STOCK NO. 15125 NEW USED DEMO YEAR 06 MAKE Chery BODY STYLE Malibu LS max TAB. NO. [Redacted] YR. EXP. [Redacted]

TRADE-IN INFORMATION				SALE PRICE		
YEAR	MAKE	CYL.	BODY STYLE			
<u>99</u>	<u>Toyota</u>	<u>4</u>	<u>Sienna</u>	<u>msep</u>	<u>23,455</u>	<u>w</u>
					<u>am</u>	<u>20,881</u>
						<u>w</u>
MILEAGE				ADDITIONAL ACCESSORIES		
LIC. NO.				<u>2000.00</u>		

PAYMENTS OF \$ 350 NUMBER _____

18,881.00

20881. -
+ FEES
6000 TRADE ACV
6150 P.O.

P.O. 6,150
Arrowhead CU.

1/3 CASH DOWN \$ 0

MONTHLY PAYMENTS \$ _____

48 x _____

60 x 387.72

415.72

403.30 WITH EXT SERVICE CONTRACT

REBATE

20881
250.25
1621.77
22753.52

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 _____

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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
 WARR PREMIUM 1395.00
 AFTMKT PREM 0.00
 TOTAL FEES 250.75
 TOTAL TAXES 1621.77

TOTAL TRADE 6000.00
 TOTAL PAYOFF 6134.43
 TOT NET TRADE -134.43
 TOTAL CASH 0.00
 TOTAL REBATES 1000.00

TRUTH IN LENDING
 APR 0.00 %
 AMT FINANCED 23282.95
 FINANCE CHARGE 0.00
 TOTAL OF PYMTS 23282.95
 TOTAL DOWN 865.57
 DEF PYMT PRICE 24148.52

GROSS PRICE 24148.52
 TOTAL DOWN 865.57

TOTAL DOWN 865.57

DEC LIFE PREM 0.00
 LEV LIFE PREM 0.00
 A&H PREMIUM 0.00
 TUI PREMIUM 0.00

DEAL DATE 09/30/2005
 1ST PYMT DATE 10/30/2005
 LST PYMT DATE 09/30/2010
 TERM 60
 PAYMENT 388.04

DEFERRED PAYMENT
 DUE
 DUE
 DUE

AMOUNT FIN 23282.95

IRREG PMTS
 FINAL PAYMENT 388.59

CASH DEAL.

PRINTER OUTPUT (Y/N) Y

21833
 23605

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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] 15/25 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 & 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

CERTIFICATE OF ORIGIN FOR A VEHICLE

0650



DATE
08/18/04

VEHICLE IDENTIFICATION NO.
1G1ZT64855F

BODY TYPE
MALIBU LS MAXX

H.P. (S.A.E.)
32.9

G.V.W.R.
4442

YEAR
2005

NO. CYLS.
06

RBLPD019
INVOICE NO.
1AD47523450

MAKE
CHEVROLET

SHIPPING WEIGHT
3407

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.

M. K. SMITH CHEVROLET
PO BOX 455
CHINO

20485 HJWVGN

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

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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) CHINO CA SAN BERNARDINO	Creditor - Seller (Name and Address) 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)	\$ 24148.52(e)

(e) means an estimate

STATEMENT OF INSURANCE

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

Vehicle Insurance

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

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	<u>N/A</u> Mos.	___	\$ <u>N/A</u>
Credit Disability	<u>N/A</u> Mos.	___	\$ <u>N/A</u>

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

YOUR PAYMENT SCHEDULE WILL BE:

Number of Payments:	Amount of Payments:	When Payments Are Due:
One Payment of	<u>N/A</u>	<u>N/A</u>
One Payment of	<u>N/A</u>	<u>N/A</u>
59 Payments	388.04	Monthly, Beginning 10/30/2007
Payments	<u>N/A</u>	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 **\$ 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 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)**

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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 (2)
 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 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.

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 X _____

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 \$ _____ 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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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 X _____ Title FIN MGR

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TO:18664321686

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CVWS169584

CVWS169584



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



GM Service Technology Group

BAR # AA003976N
CAD # 981984586



CUSTOMER NO. 77021	ADVISOR GILBERT L GONZALES	TAG NO. 131	INVOICE DATE 01/10/07	INVOICE NO. CVWS169584
	LABOR RATE	REGISTRATION	MILEAGE 20,448	COLOR GLXY SILVER
	YEAR / MAKE / MODEL 05/CHEVROLET/MALIBU/SD LS MAXX		DELIVERY DATE 09/30/05	DELIVERY MILES 68
CHINO, CA	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 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.	HOURS: 0.00 TECH(S):144					
JOB # 1 TOTAL LABOR & PARTS			0.00				
J# 2 04CVZ	15-A CHECK TURN SIGNAL LEFT SIDE INOP TURN SIGNAL SOCKET BURNED REPLACED LEFT SOCKET AND BULB. WORKING PROPERLY	HOURS: 0.30 TECH(S):481	23.89				
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	2.34
JOB # 2	1	15945363	SOCKET 2.727 SO	5.61	5.61	7.85	7.85
JOB # 2 COST TOTAL						7.28	
JOB # 2 TOTAL LABOR & PARTS							10.19
JOB # 2 TOTAL LABOR & PARTS							34.08
J# 3 04CVZ01	ELECTRICAL CHECK BRAKE LITES INOP. NO PROBLEM FOUND UNABLE TO DUPLICATE - BRAKE LAMPS WORKING PROPERLY.	HOURS: 0.00 TECH(S):481					0.00
JOB # 3 TOTAL LABOR & PARTS							0.00
J# 4 03CVZ	BRAKE/FT END 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	HOURS: 0.70 TECH(S):110 487					55.74
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	131.64
JOB # 4 COST TOTAL						94.03	
JOB # 4 TOTAL LABOR & PARTS							131.64
JOB # 4 TOTAL LABOR & PARTS							187.38
J# 5 07CVZ	WAR PARTS PROGRAM +++++ WARRANTY PARTS EXPEDITING PROGRAM OUTSIDE PARTS +++++ OBTAINED FROM DEALER: INVOICE NO.	HOURS: 0.00 TECH(S):131					0.00
JOB # 5 TOTAL LABOR & PARTS							0.00
J# 6 10CVZ06	WARR COURT RENTAL +++++ COURTESY TRANSPORTATION +++++ REQUIRES SERVICE MANAGERS APPROVAL.....DATE.....TIME REASON: HOW MANY DAYS REQUIRED	HOURS: 0.00 TECH(S):131					0.00

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 85, CALIFORNIA HEALTH AND SAFETY CODE §25249.5 ET SEQ.)

JAN-10-2007 05:15P FROM:

TO:18664321686

P.14

CVWS169584

CVWS169584



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



CUSTOMER NO. 77021	ADVISOR GILBERT L GONZALES	TAG NO. 131 5335	INVOICE DATE 01/10/07	INVOICE NO. CVWS169584
	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
CHINO, CA	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

R/O TAX 0.00
R/O TOTALS 520.47

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
[REDACTED]	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)

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(POSTED IN ACCORDANCE WITH PROPOSITION 85, CALIFORNIA HEALTH AND SAFETY CODE §35249.5 ET SEQ.)

JAN-10-2007 05:16P FROM:

TO:18664321686

P.15

CVWS169584

CVWS169584



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

SATURDAY 8:00 AM TO 2:00 PM



STG Service Technology Group

BAR # AA003976N
CAD # 981984588

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. 1G1ZT64855F	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
1451

WARRANTY NEW CLAIM

RO NUMBER	RO DATE	VIN	DIV	DEALER	ODOMETER	SERVICE ADVISOR #
169584	12/30/2006	1G1ZT64855F	3	20485	20448	

CUSTOMER 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		0J	2	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		NG	1	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. 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: [REDACTED] AUTH CODE: AUTH. AUTHOR.:												

COMMENTS: 1GNDS13S072 [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 *****

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(Signature or initials)

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(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 DETAILS



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
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
05/27/06	158603	8677	242	60	W	04CVZ011	15-A MISC
				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	TIME RECEIVED 07:54am	DATE/TIME PROMISED 10/19/06 06:00pm	PRIORITY 4	EXPIRATION DATE 09/30/10	EXPIRATION MILES 75,068
APPOINTMENT <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	ORIGINAL ESTIMATE \$		REVISED EST. \$	DATE	TIME
	HAZARDOUS WASTE FEE \$		REVISED EST. \$	DATE	TIME
	TOTAL ESTIMATE \$		REVISED REASON	REVISED REASON	DRIVER'S LICENSE

ORIGINAL CUSTOMER ESTIMATE: TOTAL

COMMENTS : (487)

- 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
- W 07CVZ WAR PARTS PROGRAM**
***** WARRANTY PARTS EXPEDITING PROGRAM OUTSIDE PARTS *****
- W 10CVZ16 SHUTTLE 2 WAY**
SHUTTLE RIDE TO AND FROM

4 W 10CVZ REPAIR THE CAR

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 _____

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 _____

RENTAL

Copyright © 1998 The Reynolds and Reynolds Company ERANTWD14E G0512832 Q (9/02)

165891

ON		TECH NO 487		1	2
OFF	ELAPSED TIME	R.O. NO 165891	FLAT RATE	REPAIR SALES	LABOR SALES
9					

Paer *Carl*

① clunk loose noise at front end area

Rack & pinion bearing clearance excessive

Remove & replace rack & pinion as per Bulletin # 0602 32007 Doc # 1837885 Align suspension

JAN-10-2007 05:18P FROM:

TO:18664321686

P.18



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BAR # AA003978N
CAD # 981984586

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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 (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. 165892	LICENSE NO. 10/19/06	R. O. NO.	
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	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		TURBO <input type="checkbox"/> M/MC <input type="checkbox"/> CVZZ	AIR COND. <input type="checkbox"/> P. S. <input type="checkbox"/>	TRANS	MILEAGE 16,083	ADVISOR NO. 32	
		ORIGINAL ESTIMATE \$	REVISED EST. \$	DATE	TIME	PHONE	
		HAZARDOUS WASTE FEE \$	REVISED \$	DATE	TIME	PHONE	
		TOTAL ESTIMATE \$	REVISED REASON	REVISED REASON	DRIVER'S LICENSE		
	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 inspection, 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

<p>ORIGINAL CUSTOMER ESTIMATE: TOTAL 1.00</p> <p>COMMENTS : .</p> <p>1 C 15CVZ LUBE, OIL & FILTER</p> <p><i>(71) Rec. A/F tire Rotation.</i></p> <p>Filter <input checked="" type="checkbox"/> 47</p> <p>Oil <input checked="" type="checkbox"/> 4 1/2 QT</p> <p>Fluids <input checked="" type="checkbox"/> 100%</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. 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> <td>CUSTOMER PAYS</td> <td>YES</td> <td>NO</td> <td>AMOUNT</td> </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	[]	[]	_____																		

REPAIR LABOR SALES	FLAT RATE	R.O. NO.	ELAPSED TIME	OFF
3		165892		
		TECH. NO.		ON
		171		

3. What Was Done To Correct?

3. What Was Done To Correct?

3. What Was Done To Correct?

10

Please Answer The Following Questions When Performing Warranty Work.

JAN-10-2007 05:18P FROM:

TO:18664321686

P.20



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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	CHINO, CA	CUSTOMER NO. 77021	SERVICE CONTRACT GMPP	DELIVERY DATE 09/30/05	DELIVERY MILES 68	SELLING DEALER NO. 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
APPOINTMENT <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		TURBO <input type="checkbox"/> M/MC <input type="checkbox"/> AIR COND. <input type="checkbox"/> P. S. <input type="checkbox"/>	TRANS	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
				<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 exhibit 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 ARRANGMENTS MADE</small>		

ORIGINAL CUSTOMER ESTIMATE: TOTAL

X [REDACTED]

1 W 09CVZ (60) T5A/ C/P
CUSTOMER STATES HEARS A RUBBING/GRINDING TYPE SOUND COMING FROM THE STEERING WHEEL WHEN TURNING, 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

10373948

Filter Oil Fluids

PAGE 1 OF 1

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 _____

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
GRANDING ON
STEERING COLUMN

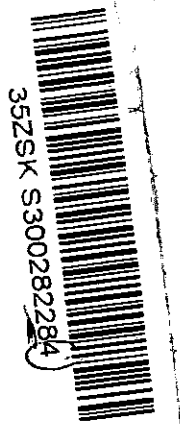
EXCESSIVE
CLEARANCE IN
STEERING GEARS

PARTS ALSO FIT
ELIGIBILITY FOR
BY RETAIL

1. What Was Done To Correct?

REPLACED STEERING
COLUMN.

2. What Was Done To Prevent?



3. What Was Done To Correct?

4. What Was Done To Prevent?

5. What Was Done To Correct?

ON	5.30	ELAPSED TIME	OFF	3
TECH. NO.	40	R.O. NO.	138603	
FLAT RATE		REPAIR LABOR SALES		

JAN-10-2007 05:19P FROM:

TO:18664321686

P.22



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 (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	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	TURBO	M/MC	AIR COND.	P/S	TRANS	MILEAGE 8,714	ADVISOR NO. 242	ADVISOR DAVID MEJIA

ORIGINAL CUSTOMER ESTIMATE: TOTAL	ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED X = REBUILT PARTS SEE LAST DIGIT OF PARTS NUMBER FOR X.
<p>X W 04CVZ 15-A <i>60</i> WAR PARTS PROGRAM</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><i>4 W 04CVZ 60 Check Pedals, they do not Adv. Properly</i></p> <p>CAN'T CLOSE Needs Parts Turned In Sublet Bill Needs Soft Copy</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>

TO: 18664321686

JAN-10-2007 05:20P FROM:

P.23

MOTOR ~~1~~

ON	6.9	60	1.0
OFF	4	158687	LABOR SALES
ELAPSED TIME		R.O. NO.	PLAT RATE
		TECH. NO.	

~~60~~
NOT IN
STEERING.

EPS MOTOR
FAILURE

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

~~60~~
ADJUSTABLE
PEWALS ENDED.

DISASSEMBLED.

RECONNECTED
ADJUSTABLE
PEWALS.

**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 [REDACTED]

CHEVROLET MOTOR DIVISION
 GENERAL MOTORS CORPORATION
 100 RENAISSANCE CENTER
 DETROIT MI 48243-1114
 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 & 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

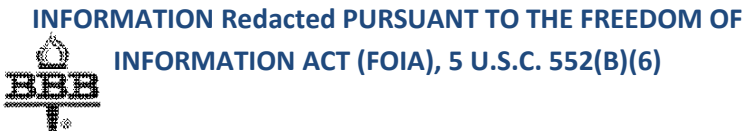
TOTAL 23455.00 21833.35 PAY 310 21833.35

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 [REDACTED]
 \$ 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.

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.

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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 [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 & 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 [REDACTED]
 \$ 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)	\$ 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				

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 [REDACTED] 15125

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
* 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

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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



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 [REDACTED]. 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 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

[Redacted Name]

CHINO, CA

Day Phone: [Redacted]

Evening Phone: [Redacted]

Cell Phone: [Redacted]

Fax Number: [Redacted]

E-mail Address: [Redacted]

Customer Contact Info: [Redacted]

Vehicle Information

Name(s) of individual(s) or business that appear on vehicle title: [Redacted]

Vehicle Use: Personal Business Both Percentage of time vehicle used for business purposes: [Redacted]

Transmission Type: Automatic Number of vehicles registered in California by vehicle owner/lessee: [Redacted]

Make: Chevrolet Model: Malibu Max Model Year: 2005 Current Mileage: 20400

Vehicle Identification Number: 1G1ZF64855F [Redacted]

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

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

Insurance Carrier : State Farm Policy Number: [Redacted]

Has vehicle been in an accident/had body damage? Yes ___ No Date of accident: [Redacted]

Description of Damage : [Redacted]

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: [Redacted]

Lease Date: [Redacted] Mileage at lease: [Redacted]

Purchased As : New Used Demo

Leased As : New Used Demo

Is the vehicle in your possession? yes

Is the vehicle in your possession? [Redacted]

Lienholder's Name: GMAC

Leasing Company's Name: [Redacted]

Address: PO Box 3100

Address: [Redacted]

City/St/Zip: Midland TX 79702

City/St/Zip: [Redacted]

Phone: (800) - 200 - 4622

Phone: [Redacted]

Lienholder Acct # [Redacted]

Leasing Company's Acct #: [Redacted]

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): [Redacted]

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	10/5/05	98	1 day

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

Customer Name



Case # CH 10730539

PROBLEMS	Correct (Yes/No)	Servicing Dealer	Repair date	Warranty	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	1/14/07	2 yr	1 day
2. Turn signal left side inoperable	No	Mr Smith Chevrolet	1/23/07	2 yrs	7 days
3. Brake light malfunction sometimes do not work	No	Mr Smith Chevrolet	1/23/07	2 yrs	7 days

AUTO 10/02/2006 TO 10/02/2007 REGISTRATION VALID FROM

VEHICLE IDENTIFICATION NUMBER 1G1ZT64855F

BODY TYPE MODEL SD

DATE FIRST SOLD 00/00/2005

CLASS CHEV EV

DATE ISSUED 10/11/2006

TYPE VEH. 120

MP 6

AX 6

WT 3600

UNLADEN WG/GW \$184

YEAR 2005

TOTAL FEES PAID

CHIND CA

GMAC
PO BOX 8129
COCKEYSVILLE

MD

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

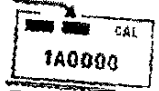
21030
141100220065033

R0040
L0122

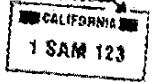
TO REMOVE THE STICKER FROM THE BACKING, BEND STICKER AT SLIT AND PEEL SLOWLY.

- 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 Well



ALL OTHERS:
In Top Right Corner



EXCEPT:
Truck Tractors And Commercial Vehicles With A Declared Gross Vehicle Weight of 10,000 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:** 10 **District:** 1453
*** 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

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